

AYC USA

Potential Revenue Generating

Sources

For

Prospective VAR's

Potential Revenue Sources

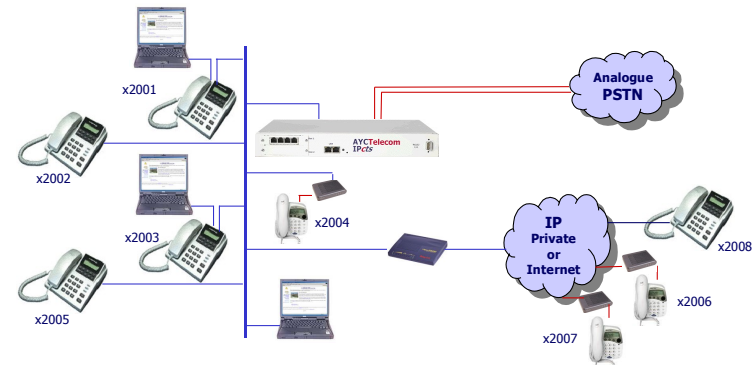
- IPcts Hardware Sales (Several Scenarios).
- VoIP Trunk Provider (ITSP) Monthly Revenue Stream.
- IPcts Hardware Installation.
- Future Business (Networking Installations, Handsets, Data Hardware, etc.).

Remote Working/Long Line Ext.

- **Free calls between employees and/or offices.**
- Saves on all types of Long Distance and Toll charges.
- Can create complete mobility for all employees.

REMOTE WORKING

IPcts with remote working / long line extensions using VoIP.

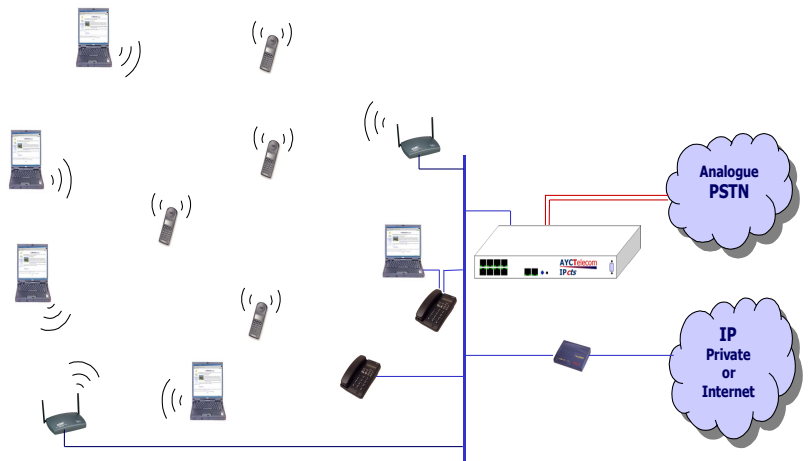


Wireless SIP/GSM/Wi-Fi/PDA

- **Wireless SIP (WSIP) Telephones can eliminate MRC's for Push-To-Talk services.**
- Ericsson, Nokia, and Motorola GSM/Wi-Fi hand held telephones combine cellular and WSIP functions, further eliminating MRC*'s.
- Adding a GSM/Wi-Fi PDA with a Windows OS can provide CTI features of the IPcts, thereby **Increasing Efficiencies.**

WIRELESS SIP

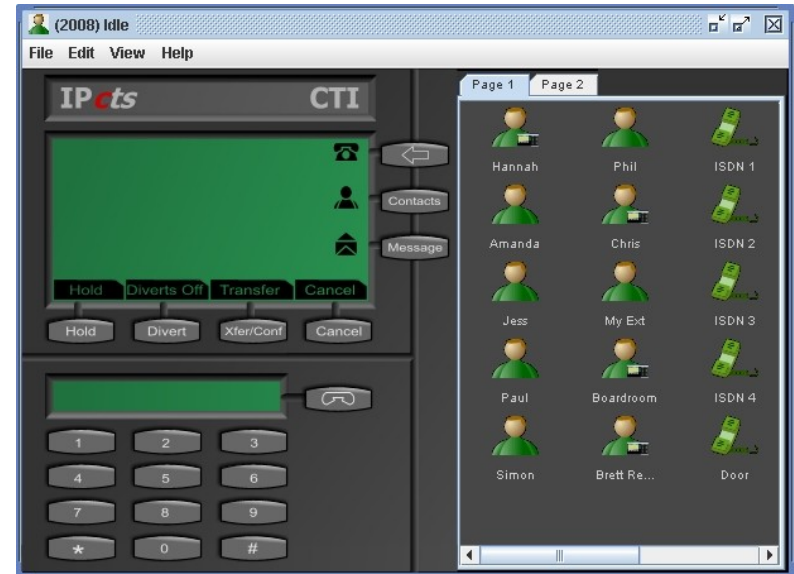
IPcts in a Wireless environment using Wireless SIP telephone handsets.



*MRC - Monthly Recurring Fee

CTI* Pop-Up Screen

- **Deployed on users PC/PDA.**
- Works with any OS as the application is Java based.
- Features
 - Shows Busy Lamp Field.
 - Who's on the phone.
 - Active trunk lines.
 - Display showing CLI call progress information.
 - Feature Buttons.
 - Speed-Dials, Voicemail Icons, Group Buttons.
 - Call Control Buttons.
 - Hold, Transfer, Swap, Release and Dial.
 - Instant Message and Address Book and User Search.
 - Multiple Pages.



*CTI – Computer Telephony Integration

Network Analyzer Tool

Voice Network Analyzer

- **Excellent for predetermining a prospects needed bandwidth.**
- Tests LAN and/or WAN for Voice suitability.
- Creates reports to show customer.
- VoIP Tester relay built in to IPcts system.

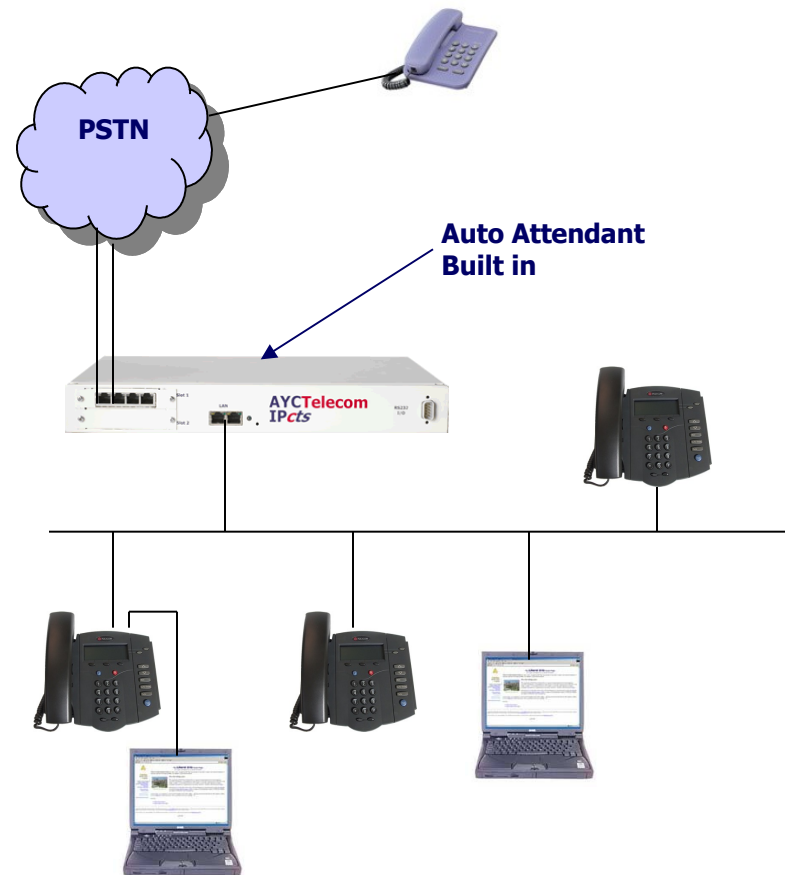


LEAST COST ROUTING/ARS

- **Decreases Expenses AND Increases Revenue for a potential client.**
- The IPcts can be programmed to select the lowest cost per minute carrier/calling card for a call termination.

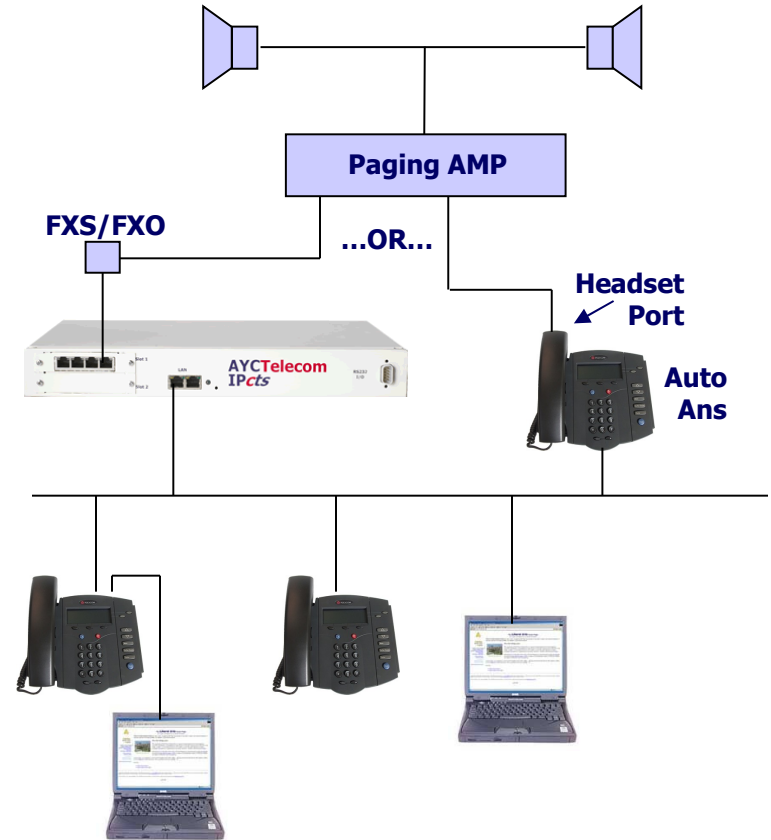
Auto Attendant

- **Excellent for the MTU space.**
- Flexible Auto Attendant.
 - Multiple ports.
 - As many ports as there are trunks.
 - Multi-Level.
 - As many levels as required due to non-blocking IP architecture.
 - Dial-through.
 - Caller can dial to extensions, groups or even access trunks.
 - Multiple Announcements.
 - Can have different announcement for each port.



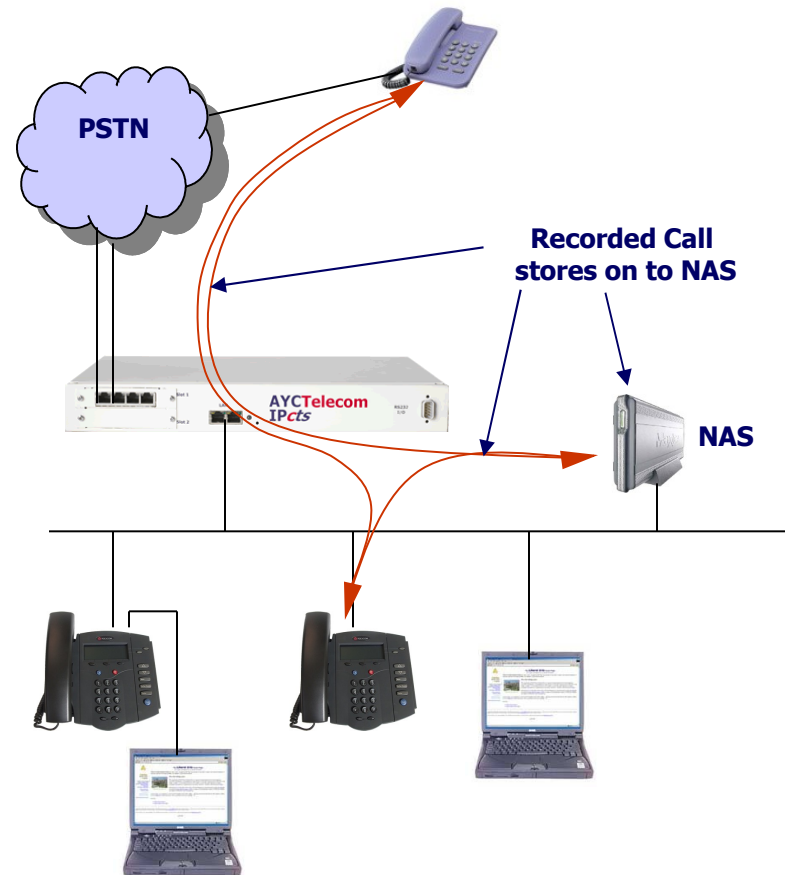
Overhead Paging

- **Excellent Warehouse application.**
- Can be accessed from any handset on the system.
- Uses basic Overhead paging systems.
- Can connect in 2 ways.
 - As ‘Auto Answer Extension.’
 - User dials extension number to activate.
 - On IPcts analogue FXS/FXO port.
 - User dials IPcts system feature code.
 - Needs adaptor to interface to amplifier of paging system.



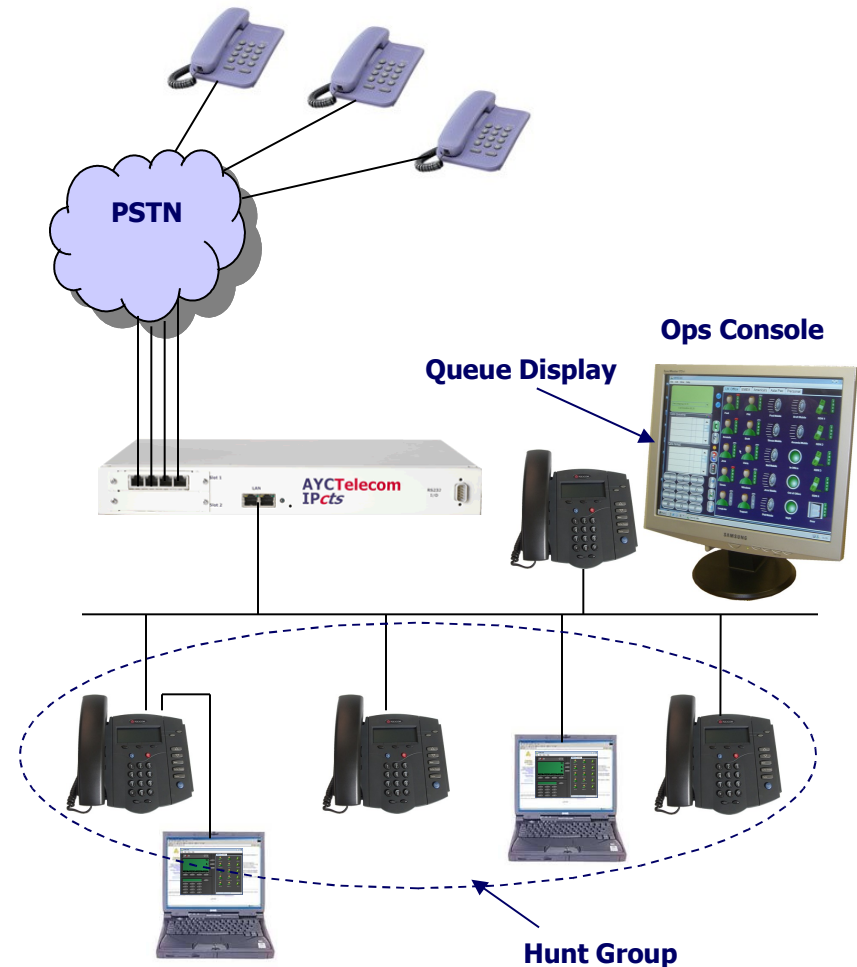
Call Recording

- **Excellent for Depositions and Call Centre Representative Training.**
- Can be set to always record all calls.
- Can be selectable.
- In Call Recording.
 - Record can be selected mid-way through a call and total call will be recorded.
- Off System Storage.
 - A number of recorded calls can be stored on the system.
 - Use a Network Storage Device for mass storage of recorded calls.



Queuing

- **Excellent Call Centre Application**
- Call Queuing and Announcements
 - Multiple Queues
 - Each Queue has 3 announcements
 - “Sorry our agents are busy, please hold”
 - “Still busy, please hold”
 - “Get to you as soon as possible, or please leave a message”
 - Position Announcement
 - Variable time for queuing
 - Operator can select which queue to answer from Ops Console
 - Queues can ring to an Operator, a Hunt Group or single user



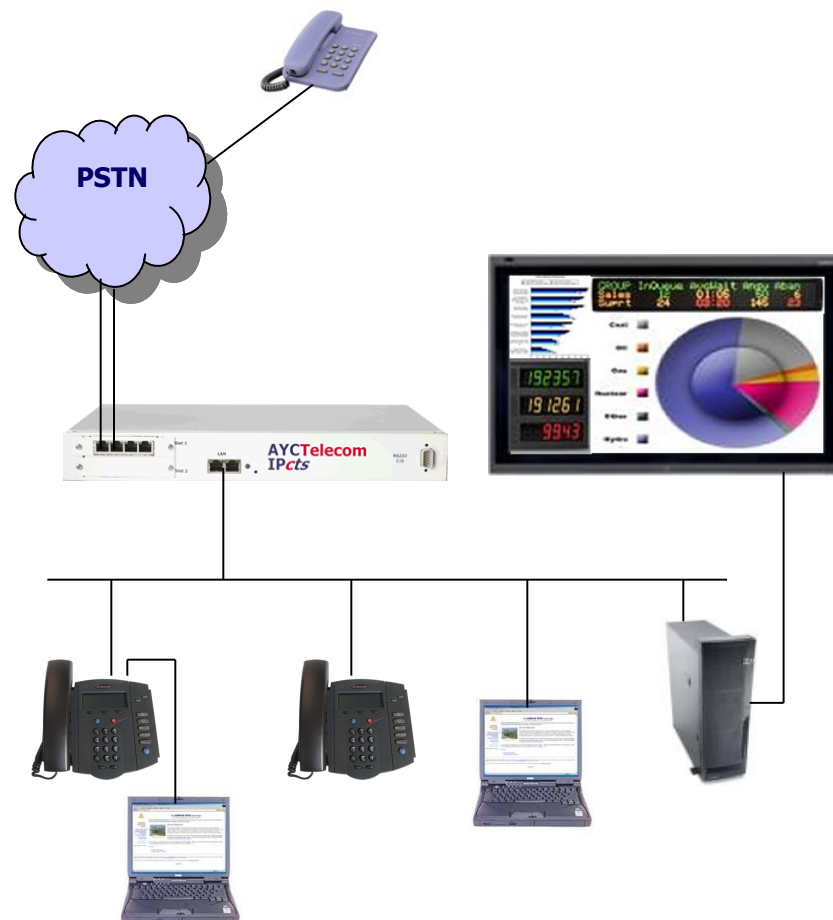
Operators Console

- **Instant Message and Address Book and User Search.**
- Designed for use with 'Touch Screen' although works on standard PC Screens.
- Shows Busy Lamp Field.
 - Who's on the phone.
 - Active trunk lines.
- Feature Buttons.
 - Speed-Dials, Voicemail Icons, Group Buttons.
- Call Control Buttons.
 - Hold, Transfer, Swap, Release and Dial.
- Display Tables.
 - Parked Calls, Queued Calls, Incoming CLI information.
- Multiple Groups.
 - Departmentalise.



Wall Board

- **Excellent Call Centre Application (Future Product).**
 - Will work in conjunction with basic ACD function within the Ipcts.
 - Provides 'User Agent' statistics.
 - Software runs on a PC.
 - Display on to 'Large' screen.



Revenue Summary

- **IPcts Hardware Sales.**
- **9 Revenue Generating Application Scenarios.**
- **IPcts Hardware Installations.**
- **Future Business Applications (Networking Installations, Handsets, Data Hardware, etc.).**
- **Recurring Streams of Revenue**
 - **ISI Service**
 - **Mix Networks**
 - **Nex Vortex**
 - **Tech. Support SLA**
 - **Maintenance SLA**

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