



Case Study

Restricted Calling facility for Hostel

Client

Excellent Hostel

Domain

Education

Location

Karnataka, India.

Switch

NEC SV8100

Introduction

'Excellent Hostel' is one of the leading 'Student residential Hub' affiliated with renowned University from Karnataka, India.

The Need

Hostel Administration were looking forward to deploy **Inbound** calling system, which allow students to have incoming calls only on specific days and every call should have restricted time of 3 minutes.

In case of Outbound calling, the facility should be available only on preset days of week and for specific time period. To avail this **Outbound** calling facility, Student need to purchase calling credits from administration.

Outgoing call should get disconnected on 2 occasions,

1. When call duration exceeds 3 minute.
2. When telephone expenses exceeds credit limit

The Solution

TELESOFT have customized and developed this solution suite with five different modules which will work in Synchronized manner to obtain desired results. Solution Comprises of following Modules;

- § IVR
- § Dialer
- § AcquView
- § Auth-Code & PBudgeter Module
- § Call Time Limit

Inbound Scenario:

Every incoming call will land on IVR module where, caller is greeted.

Based on day of week and time of day, IVR will rout the call to Girl's /Boy's Hostel common room or Administration Desk. When call lands on common room extension, student can speak for duration of 3 minutes after that call will be automatically dropped by the system.

Outbound Scenario:

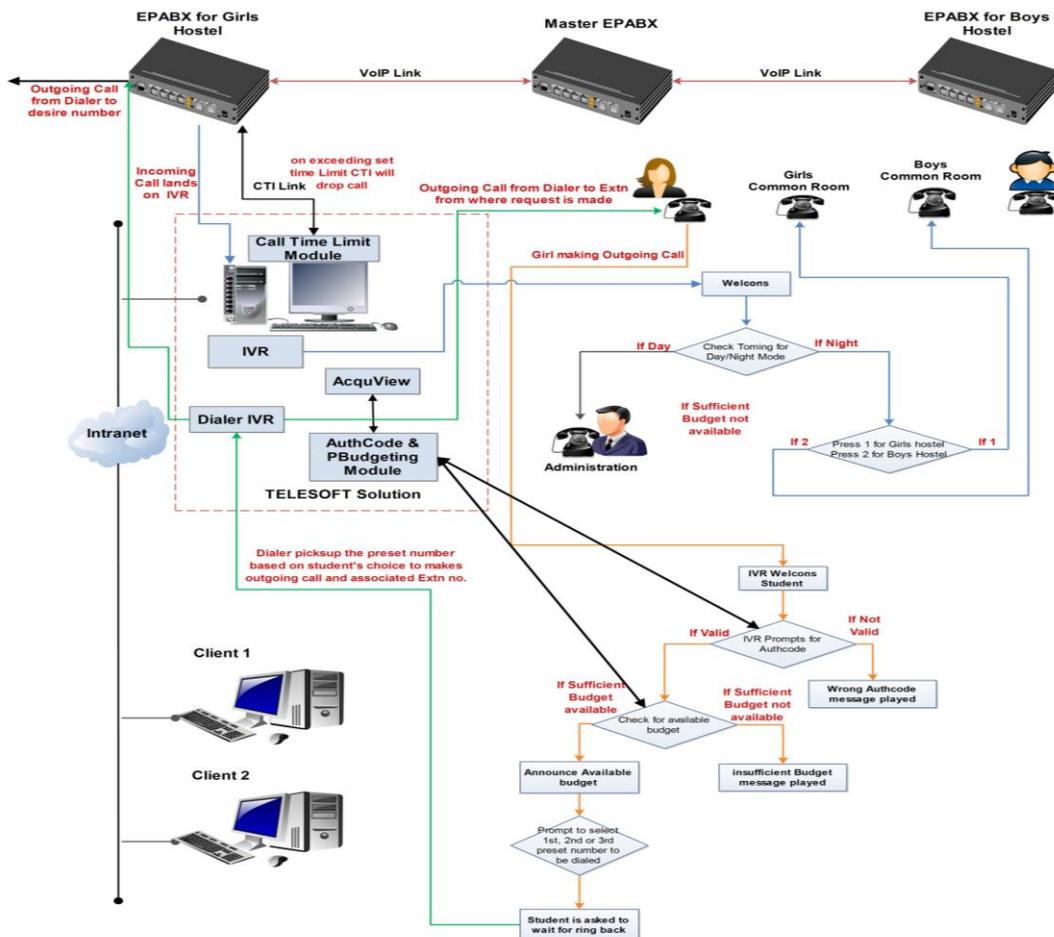
On specific days of week Students are allowed to make Outgoing calls to three predefined numbers within allotted time slab.

Student need to purchase calling credits against their Student ID from Hostel Administration, which will allow him/her to make outgoing.

For making an outgoing call Student needs to make a request from their room extension, where student will validate their ID and confirm the available calling limit. On selecting option number system will dial out the associated predefined number and connect the call with Student’s room extension. This call will be dropped by system after 3 minute or if credit limit is finished, whichever is earlier.

No such restrictions Call from are to Extn calling facilities.

Schematic



Conclusion

All modules involved in this solution, works in seamless synchronized manner to achieve desired functionality.

Offering prepaid calling facility to the Hostel occupants help ‘Excellent Hostel’ to generate revenue.

Following the calling time limits and allowing call only to the predefined numbers will help in maintaining disciplinary measures.

These restrictions also make sure that the available resources are sufficient and used efficiently.