Voice & Video Mail

A personalised answering service ensuring calls are never missed

Key Benefits

Lower churn & increase revenue
Jinny Voice & Video Mail helps operators reduce churn and increase revenue by providing a complete personalisation package for their customers

Increase customer satisfaction
With Jinny Voice & Video Mail, calls are never missed. If a message is not left, Abandoned Call Alert ensures that an automatically generated notification is delivered to the called party

Flexible, scalable and reliable
A single platform supports voice and video messages and millions of subscribers with a fast and reliable service that easily scales horizontally and vertically

Market Dynamics

The wireless industry is extremely competitive. Many operators are upgrading their networks and are looking to offset the costs of this investment by providing innovative services with tangible subscriber benefits. Unanswered and unreachable calls or otherwise non-billable calls limit mobile operator revenues and reduce return on investment.

Jinny Voice & Video Mail enables subscribers to never miss a call, resulting in increased network airtime and higher call completion rates. Along with the extra features available, it guarantees an increase in an operator's revenue and compensates for some of the costs of a 3G network investment.

Product Overview

The Jinny Voice & Video Mail system is a carrier-class centralised voice and video messaging system which collects messages that callers leave for each other. It boosts call completion by reporting unanswered, incomplete and non-billable voice and video calls to subscribers. Operators can drive up ARPU by ensuring that more calls are answered or returned.

A caller to the Jinny Voice & Video Mail system will be answered by a personalised greeting and invited to leave a message. The subscriber can be notified of messages in a variety of ways depending on preference. Jinny Video Mail is a feature-rich personalised video mail service for 3G video users, helping them realise the potential of video telephony services.

If a video call is not answered - the called party is busy, out of 3G coverage or not available - it will be forwarded to the Video Mail service. The caller will see the subscriber's personalised video greeting and can then leave a video message. Voice & Video Mail are available in one unified service so users do not need a separate mailbox for voice and video messages.

Even if a caller chooses not to leave a message, Abandoned Call Alert ensures that an automatically generated notification is delivered to the called party, with complete call origin details. The "Availability" option alerts the caller when the called party becomes accessible, always ensuring call completion.

Key Features

Abandoned Call Alert and Availability

Jinny Voice & Video Mail provides subscribers with the Abandoned Call Alert feature. When a call is directed to the mailbox and the caller declines to leave a message, the system generates an Abandoned Call Alert. The "Availability" option alerts the caller when the called party becomes accessible.

Message Notification Interfaces

Jinny Voice & Video Mail system notifies its subscribers about new messages through different interfaces including SMS, MMS, Email and outgoing calls.

Visual Voice & Video Mail and Smartphone Application

Jinny pushes voice and video messages directly to handsets without going through a traditional IVR. With MMS, email, web and smartphone delivery, subscribers can look at a list of messages and prioritise which messages to listen to. Multimedia elements including branding and advertising can be added.

Mailbox Full Notification

When a subscriber's mailbox is full, Jinny Voice & Video Mail automatically generates an SMS message and informs the subscriber.

Personalised Voice & Video Greetings

In addition to allowing subscribers to modify their mailbox voice greeting, Jinny provides flexible video greetings for subscribers with 3G handsets. Subscribers can record a video and save it as their mailbox personal greeting.

Voicemail Security

Jinny Voice & Video Mail provides high security protection to subscribers and protects their privacy though a robust CID which acts against system fraud.

Voice & Video Mail Architecture

RBTS

MCN

Voice SMS

Jinny Voice and Video Mail Application

HTTP Server | MMS Interface | SMS Interface | Email Interface

HTTP | HTTP | MM7 | SMPP | IMAP4/POP3/SMTP

MRS | Interfaces | MMSC | SMSC | Email Server

Mobile Network : SS7 / SIGTRAN / SIP / ISUP / ISDN