

Integrated Telephony Management Solution



Overview

Khomp's Manager One is an integrated solution for Contact Centers that centralizes telephony and intelligently classifies calls. It brings together carriers, equipment, and service providers into a single platform, optimizing communication infrastructure. With intelligent routing and centralized data collection, Manager One identifies unproductive calls, ensuring operational efficiency. Its configuration interface and real-time reporting system allow performance diagnostics and full call management.

Features

Intelligent Routing and Integrations

Provides advanced routing, balancing calls in high-traffic operations, applying priorities and operational rules, and allowing retries in case of failures. Its robust integrations allow for queries and information submissions to external databases and APIs, routing calls based on quality, carrier minutes, least cost routes, fallback routes, or specific business rules, centralizing and securing operations.

Call Classification

In predictive dialing operations, it categorizes productive and unproductive calls in real-time, discarding unproductive ones before transferring them to agents, avoiding unnecessary charges and ensuring quick action with low false-positive rates.

Centralized and Simplified Management

Integrates all connections from carriers, equipment, and service providers into a single platform, offering routing, monitoring, performance evaluation, call classification, and management.

Intelligence

Real-time monitoring of service quality indicators, costs, and voice quality facilitates planning, decision-making, and problem anticipation.

Law Enforcement

The centralization of telephony rules and policies ensures consistent implementation, simplifies regulatory compliance, eases audits, and strengthens response to regulatory changes, providing better visibility, control, and efficient governance.

High Availability

Designed to withstand power and hardware failures, the High Availability (HA) functionality ensures continuous operation of services with an active-passive platform, automatically replicating configurations to ensure consistency.

Technical specifications

Call Routing

- LCR - Least cost routing
- Routing based on origin/destination (endpoint or number)
- Remapping of origin and destination numbers
- Routing by operation period
- Limiting simultaneous calls and CAPS per network
- Disconnection cause conversion
- Route prioritization
- Routes with destination lists
- Load balancing
- Automatic rerouting of inoperative or congested routes
- Call retry based on disconnection causes and responses from the call classifier
- Routing based on NAP grouping

Call Classification

- Media Units: separate instances for media processing, enabling horizontal scalability
- Can use a separate instance only for media processing (media units), enabling horizontal scalability of functionality
- Uses Artificial Intelligence and incremental learning technology to detect and discard unproductive calls in real-time
- Classifies calls before and after they are answered
- Allows classification of calls from any telephony network element, including third parties
- Custom actions for each type of detection
- Integration-ready
- Cloud-based AI training can be performed by a non-specialized user
- Available for any language

Advanced Script Routing

- Manipulation of extra headers (SIP X-Header)
- External API queries for decision-making
- Manipulation of call destination selection
- Querying time restriction rules
- Routing based on call quality (MOS)
- Routing based on carrier minutes
- Access to internal databases to query previous call data
- Allow and block lists
- Law enforcement: single control point to ensure legal compliance

Supported Platforms

- Baremetal
- OpenStack
- KVM
- VMware
- Microsoft Azure
- Amazon AWS
- Google Cloud
- Oracle Cloud
- Huawei Cloud

Supported Codecs

- G.711 A-law e μ -law
- G.729A
- G.722
- GSM
- DV14
- Opus

High Availability

- Redundancy support - Active/passive
- Only active calls are disconnected
- System restored in a few seconds
- Configuration replication

Operating Interfaces

- Web-based configuration interface available in Portuguese, English, and Spanish
- Web-based diagnostics module
- CDR customization and FTP export interface
- User access control to the interface
- Real-time monitoring interface for routed calls, system load, channels, and NAPs
- SIP signaling analyzer

Interworking

- STIR/SHAKEN support
- Fax interworking (T.38 with fallback to G.711)
- IPv4 and IPv6
- DTMF translation: RFC 2833, SIP INFO, and in-band
- RTP conversion between UDP, TCP, and SRTP (SDES and DTLS)
- SIP over UDP and TCP
- SIP trunking with and without registration
- SDP Relay

Virtual Circuit

- Logical representation of TDM resources present in adjacent media gateways
- SNMP monitoring of resource status reflecting the status in the virtual circuit
- Allows grouping of resources from different gateways for routing
- Visibility of resource occupancy in certified vendor gateways

Other Features

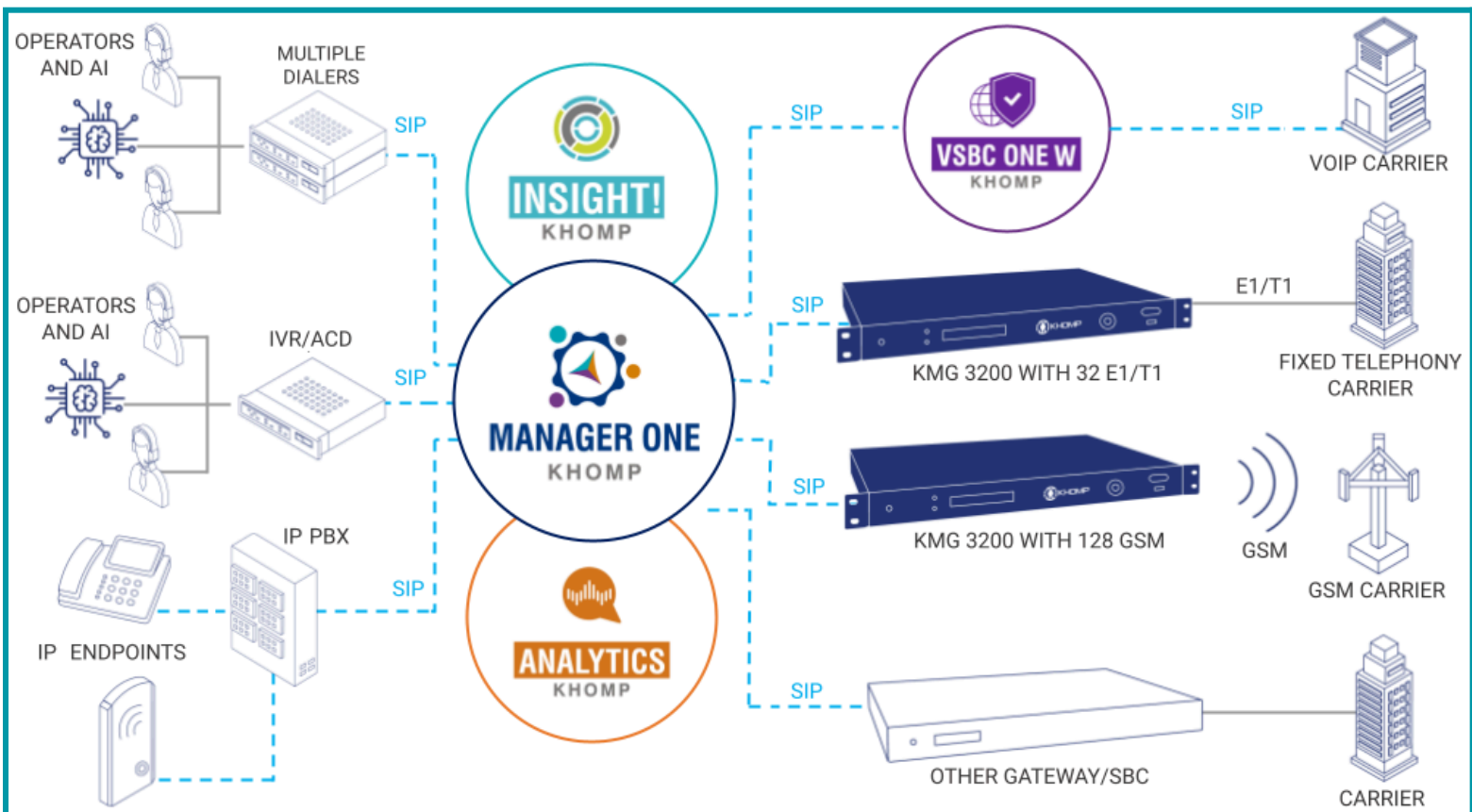
- RTP bypass
- Automatic proxy fallback
- Access via HTTPS protocol
- Transfer with and without consultation
- Provisioning (backup/restore, configuration export/import)
- Web-based configuration, monitoring, administration, and diagnostics
- User access control with different privilege levels
- Generation of signaling and system logs
- Customizable CDR
- SNMP support
- RADIUS protocol support for Accounting
- QoS (Quality of Service)
- DiffServ - RFC 4594 (traffic classification and management)

System Capacities

- Large configurations:
- Without media:
 - Simultaneous calls: up to 40,000
 - CAPS: up to 2,300
- With media:
 - Simultaneous calls: up to 5,500 (per media unit instance)
 - CAPS: up to 1,030
- Small configurations:
- Without media:
 - Simultaneous calls: up to 1,800
 - CAPS up to 3000
- With media:
 - Simultaneous calls: up to 200
 - CAPS: up to 30

**Performance results may vary significantly based on specific customer scenarios and platforms used.*

Application models



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