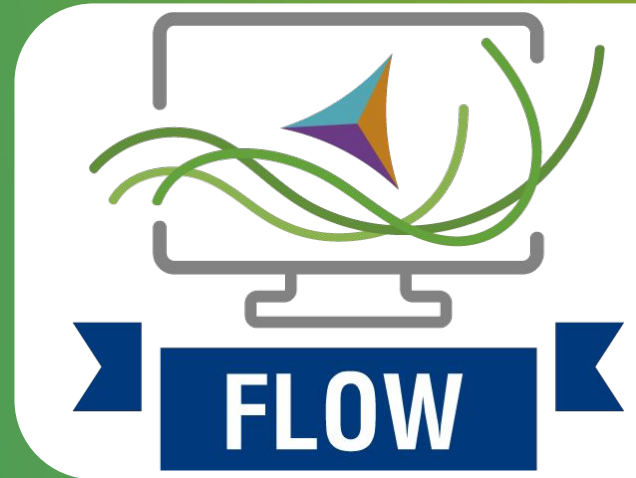


Centralized and smart call routing



Main features

- Centralized routing
- High Availability (HA → *High Availability*)
- API and database integration

Applications

- Centralizing management of routing rules
- Offer call classification to any element of the telephony network

Overview

Manager One Flow is an SIP software module responsible for providing the configuration interface for routing calls between the various solutions (dialers, IVRs, IP PBX, among others) and for routing between different gateways / SBCs.

Through Flow, you can centralize your intelligent routing settings as well as your tickets, allowing you to collect information from all calls in one place. Flow can run the "Call Classification" module on its instance, making it possible to provide this feature to any element of the telephony network.

Flow also enables quick adjustments to the business rules for managing available resources, monitoring traffic aspects demanded by infrastructure elements such as predictive dialers and softswitches; or by elements external to the network, such as carriers and peak requests on behalf of customers; and intelligently orchestrates communications so that resources can be distributed and fully utilized, optimizing operations.

The "Call Classification" module makes it possible to monitor resources, diagnose possible problems, and also audit the call classification.

Call routing

- LCR → lower cost routing
- Routing based on source/destination (endpoint or number)
- Source and destination number remapping
- Routing by operating period
- Limitation of simultaneous calls per network
- Conversion of Termination Causes
- Route Prioritization
- Load balance
- Portability query via local database or webservice
- Automatic transshipment of inoperative or congested routes
- Route retry based on causes of disconnection and call classifier responses
- REFER SIP-based routing
- Monitoring and overflow decisions by CAC parameters → number of sessions and CAPS per call leg

Routing script

- Allows them to be created based on custom headers
- External API consultation for decision making
- Access to internal database to query data from previous calls
- List of allowed and blocked (whitelist and blacklist)
- Manipulating Custom Headers
- Law enforcement: Single point of control to ensure compliance with legal norms

Virtual circuit

- Logical representation of TDM resources present in adjacent media gateways
- SNMP monitoring of the state of remote resources reflecting the state on the virtual circuit
- Enables pooling of resources from different gateways for routing
- Visibility into the resource occupancy of gateways from approved manufacturers

Call Classification Analytics

- Inside Flow you can run the call classification module "Analytics 2.0", which allows you to classify calls from any element, including third parties
- Call classification feature requires additional license
- For more details about Analytics 2.0, see [documentation](#) of the module..

Supported platforms

- Baremetal
- Openstack
- KVM
- Vmware
- Azure
- Amazon AWS
- Google cloud

Other Features

- RTP bypass (for G711 codec call classification only)
- Access via HTTP or HTTPS protocol
- Provisioning (backup/restore, export and import of configurations)
- Configuration, monitoring, administration, and diagnostics via the Web
- CLI tool (Command Line Interface → provides a command line interface)
- HA (*High Availability*) → Redundancy support (Active / Passive):
 - Only active calls are disconnected
 - System comes back in max. 30 seconds
- Generation of Signaling and System Logs
- Customizable CDR
- Interface access control for users with different levels
- SNMP Support
- Using the RADIUS protocol for Accounting (billing)
- Access control → ACL (allow and block list)
- QoS (Service quality)
 - DiffServ - RFC 4594 (traffic classification and management)