

What is SIP Trunk Call Manager?

SIP Trunk Call Manager offers a powerful business continuity solution, giving you the ability to manage your number estate, and all network-level aspects of inbound call control.

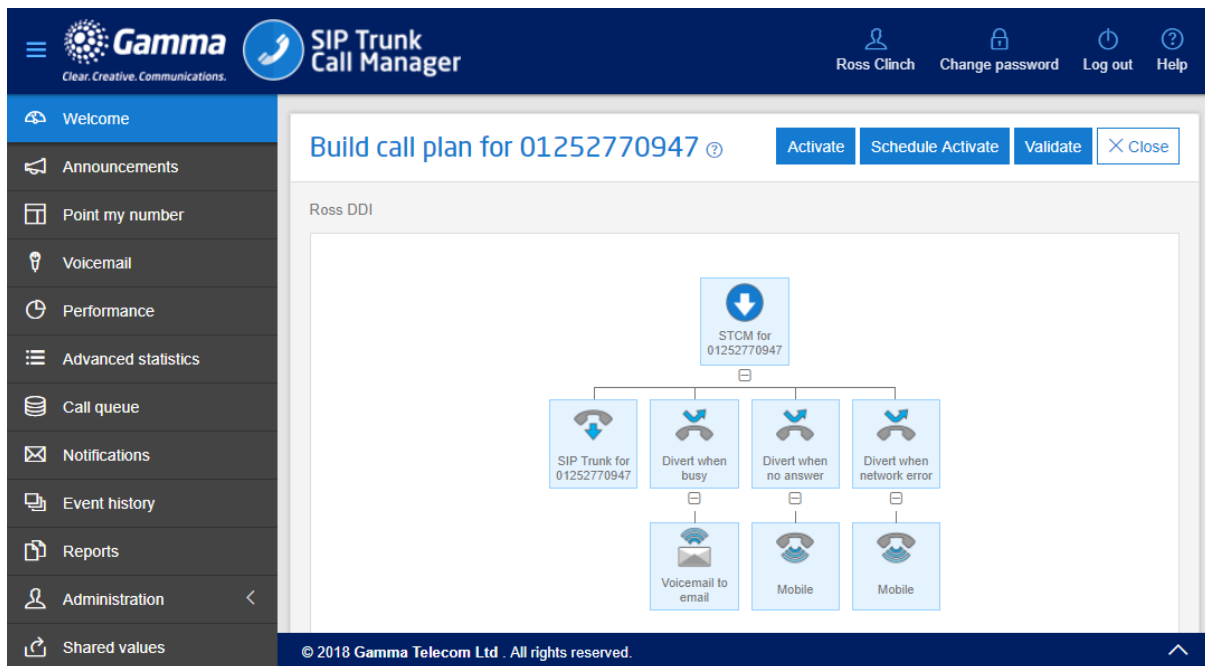
SIP Trunk Call Manager enhances your existing Gamma SIP service, giving you complete control over your business number routing 24/7/365 via a web portal or mobile app.

Diverse call plans can be pre-configured on a Site, Hunt-group or DDI basis, ensuring that in a Disaster Recovery situation, inbound calls can be re-routed automatically (typically to a mobile), enabling you to continue to do business, even if your physical office is inaccessible, or there are major connectivity outages.

Pre-configured DR Plans

DR plans can be configured and managed by end-users, or if preferable be controlled by your inhouse IT team, enabling you to manage number routing in the most appropriate manner for each individual user.

Below shows the web portal, with DR plans being built with simple drag & drop icons.



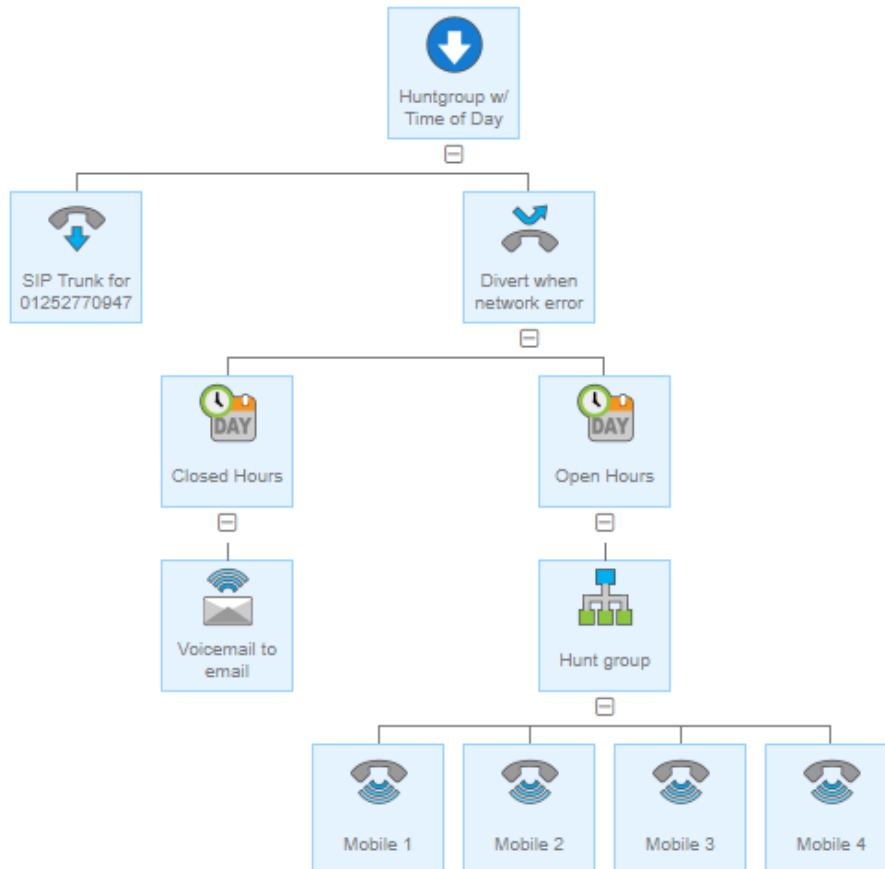
Call Routing Options

| | | | |
|--|---|--|--|
|  Call queue |  Day control |  Distribution control |  Shortcut |
|  Date control |  DayTime control |  Divert |  SIP Trunk |
|  DateTime control |  Destination |  Hunt group |  Time control |

Intelligent Failover Call Routing

The below example shows a DDI associated with a Hunt Group, be this a Support Desk or Sales Group. In a business as usual scenario, the call is delivered to the SIP trunk, however in a network error scenario, the call is dealt with differently dependent on time of day;

- **During working hours**, the call is diverted to a simultaneous Ring Group, comprising of 4 mobile phones.
- **During closed hours**, the call is diverted straight to a voicemail portal with the integrated Voicemail-to-email function, ensuring that the enquiry, or potential Sales lead can be delivered to the correct destination within your business.

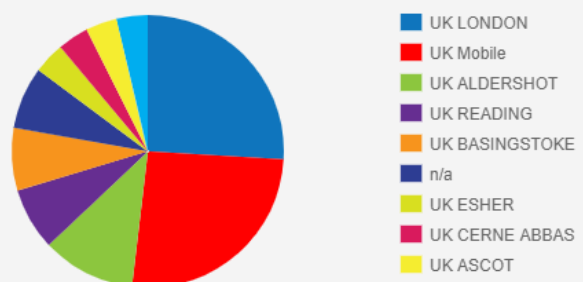


Where are your Callers?

SIP Trunk Call Manager offers basic inbound call statistics, one of which illustrates where your callers are located – often a statistic useful to your marketing department.

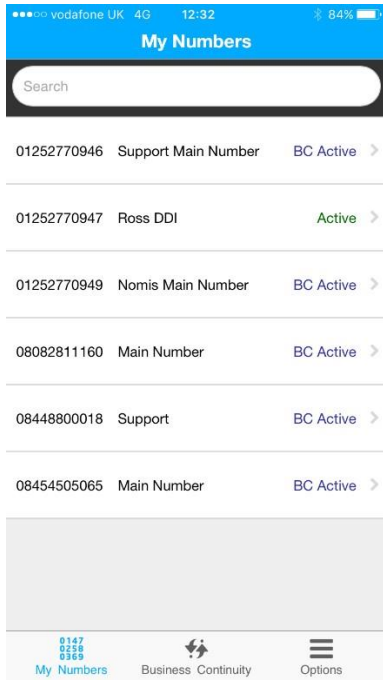
Where are my callers?

Top 10 areas - select download to view full list.

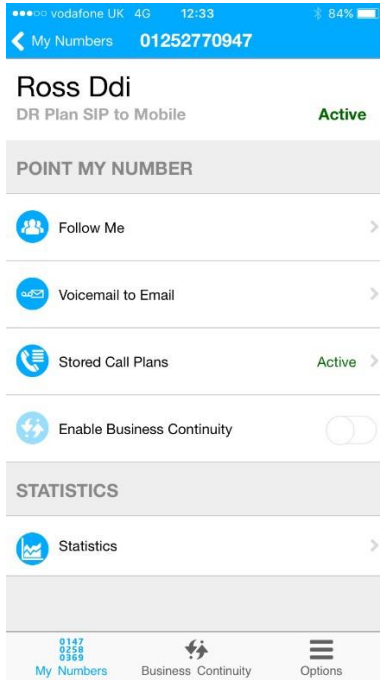


STCM Mobile App

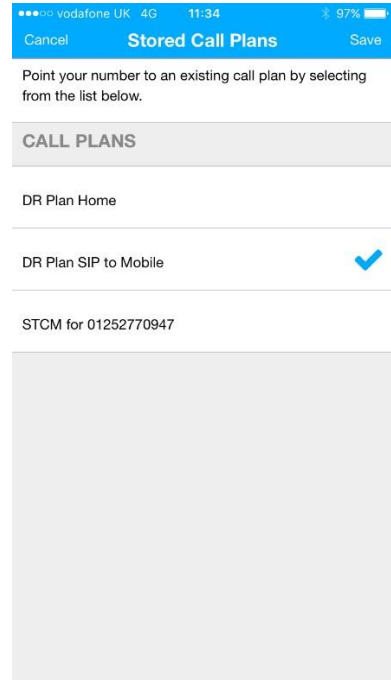
The end-user can select a pre-configured plan via the mobile app if wanting to divert calls manually, overriding the auto-failover functionality.



1. Numbers I have access to

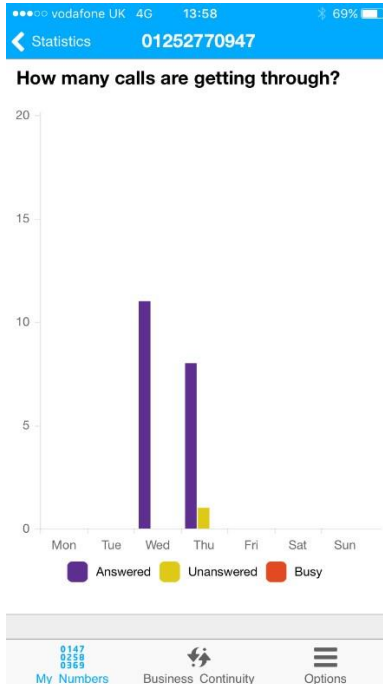


2. Options within my DDI

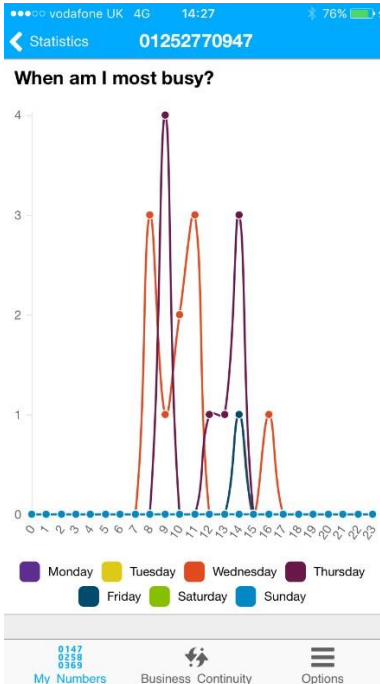


3. Call plans against my DDI

The SIP Trunk Call Manager mobile app also provides you with up to the minute call stats, and a complete inbound call history list.



4. Qty of inbound calls



5. Busy periods

| Date | Caller Number | Time | Status | Lasted |
|-------------------|---------------|-------|-----------|--------|
| MONDAY 7TH AUGUST | 01628644060 | 12:08 | Answered | 8.21 |
| | 07745529006 | 10:50 | Abandoned | 0.00 |
| | 01364645595 | 10:08 | Answered | 0.41 |
| FRIDAY 4TH AUGUST | 01252912746 | 15:53 | Answered | 8.25 |
| | 01827723752 | 14:41 | Answered | 4.05 |
| | 01252888103 | 10:55 | Answered | 0.37 |

6. Inbound call history

Why Nomis & Gamma for SIP Trunking



In 2015, Nomis Connections became Gamma Telecom's first Platinum Partner. Our status allows us to provide a greater level of support to our customers using Gamma's market leading business networks, as well as giving us, and our

Customers, access to Gamma's latest technologies and innovations.

Nomis Connections partnered with Gamma almost a decade ago, keen to work with an industry leading carrier who focussed on and invested heavily in the quality and resilience of the services they provide.

- Gamma's voice product platforms (SIP Trunking, Hosted telephony and Inbound) are an integral part of their national Tier1 voice and data network
- Gamma's underlying voice switching fabric is a carrier class, highly resilient, distributed, next-generation national soft-switch network
- Gamma is part of the UK's national switching infrastructure
- Their network interconnects with all major UK and international fixed and mobile carriers
- Gamma process over 2 million calls during peak business hours
- Inclusive Fraud Management - We estimate the daily and weekly call spend and apply an alert at 85%. This means we normally can check the validity of the call spend with the customer and lift the restrictions before the customer is blocked – The estimated spend is validated with you first, as we appreciate all businesses have individual requirements.

Gamma Network Statement

"We only provide services for the business market and place huge emphasis on the availability, reliability and quality of the network and platforms that underpin our products. Our network architecture has been built without the hindrance of legacy platforms, enabling simplicity in service delivery and very high levels of automation for service provisioning and support. This is complemented by a comprehensive governance structure that assures the security of our platforms and business continuity of our support services. As such, the majority of our products are accredited to ISO 9001, ISO 27001, ISO 22301 and ISO 14001."

Nomis Connections Limited - ISO Accredited



Nomis Connections are proud to be ISO 9001:2008 accredited for the provision of telecoms solutions, maintenance and support to business customers. Our certificate number is: DAS98247850/0/Q.