



PingAlert

COMMUNICATOR



PINGLERT ON-PREMISE DIALING SERVER WITH SIP TRUNK INTEGRATION

This presentation covers the integration of the PingAlert on-premise server with a SIP trunk, enabling seamless communication and call routing capabilities.

INTRODUCTION



On-Premise Server

This presentation introduces an on-premise computer server that makes phone calls and sends sms messages directly through the client's SIP trunk connection.



SIP Trunk Integration

The system connects directly to the client's existing SIP trunk infrastructure, allowing for seamless integration with their telephony setup.



Custom Rules & Templates

The system offers custom rules and call flow templates, enabling clients to tailor the call handling to their specific business requirements.

This on-premise server solution provides a powerful and flexible telephony platform, directly integrated with the client's SIP trunk, and offering customizable call handling capabilities.

KEY FEATURES

- **High-performance**

Cutting-edge hardware and optimized software stack for fast and responsive server operations.

- **Scalable**

Easily scale up or down resources like CPU, RAM, and storage to meet changing demands.

- **Secure**

Robust security measures including encryption, firewalls, and intrusion detection to protect data and systems.

- **Reliable**

Redundant components and failover mechanisms ensure uninterrupted service and minimal downtime.

- **User-friendly**

Intuitive management console and APIs for effortless configuration and monitoring.

CUSTOM CALL FLOW TEMPLATES AND REALTIME REPORTING

The system's custom call flow templates offer businesses the flexibility to design unique call handling workflows. For example, users can create a template that sends phone calls without following up with a text message if the call is acknowledged, streamlining the customer engagement process.



193	296315165	2014-06-03 03:08:5300:02:29	Rahil		✓	📞	☐
250	294172258	2014-06-03 03:10:3600:00:44	Ryan	Not Interested	✓	📞	☐
404	298343262	2014-06-03 04:42:58	Randy		✓	📞	☐
404	298343262	2014-06-03 04:42:58	Randy		✓	📞	☐
404	298343262	2014-06-03 04:42:58	Randy		✓	📞	☐
404	298343262	2014-06-03 04:42:58	Randy		✓	📞	☐
404	298343262	2014-06-03 00:26:3500:05:56	Randy		✓	📞	☐
404	298343262	2014-06-03 00:26:3500:05:56	Randy		✓	📞	☐
404	298343262	2014-06-03 00:26:3500:05:56	Randy		✓	📞	☐
404	298343262	2014-06-03 00:26:3500:05:56	Randy		✓	📞	☐
484	297602113	2014-06-03 00:00:06	Gerard	No Answer	✓	📞	☐

DIGITAL ALERTING THAT MEETS AND EXCEEDS REQUIREMENTS

PINGALERT



Call Quality

Cost Savings

Scalability

Integration with Existing Infrastructure

PINGALERT FLEXIBLE CALL RULES

Time-of-Day Routing

Users can create rules to automatically route calls to different phone numbers or extensions based on the time of day or day of the week.

Geographic Routing

Users can set up rules to direct calls to the nearest available agent or office based on the caller's location, ensuring prompt and localized service.

Contact-Based Routing

Custom rules can be established to route calls to specific team members or departments based on the contact information or identity of the caller.

Overflow Call Handling

Users can configure rules to automatically redirect calls to a backup number or voicemail when the primary line is unavailable or experiencing high call volume.

Prioritized Call Queuing

Callers can be placed in a prioritized queue based on their importance or the nature of their inquiry, ensuring that the most critical calls are answered first.

PINGALERT SCALABILITY AND PERFORMANCE

Server Architecture

The on-premise server is designed with a high-performance, scalable architecture to handle a large volume of concurrent calls, ensuring reliable and efficient communication.

Load Balancing

The server utilizes advanced load balancing techniques to distribute incoming calls across multiple processing nodes, allowing it to seamlessly scale up or down based on fluctuating demand.

Redundancy and Failover

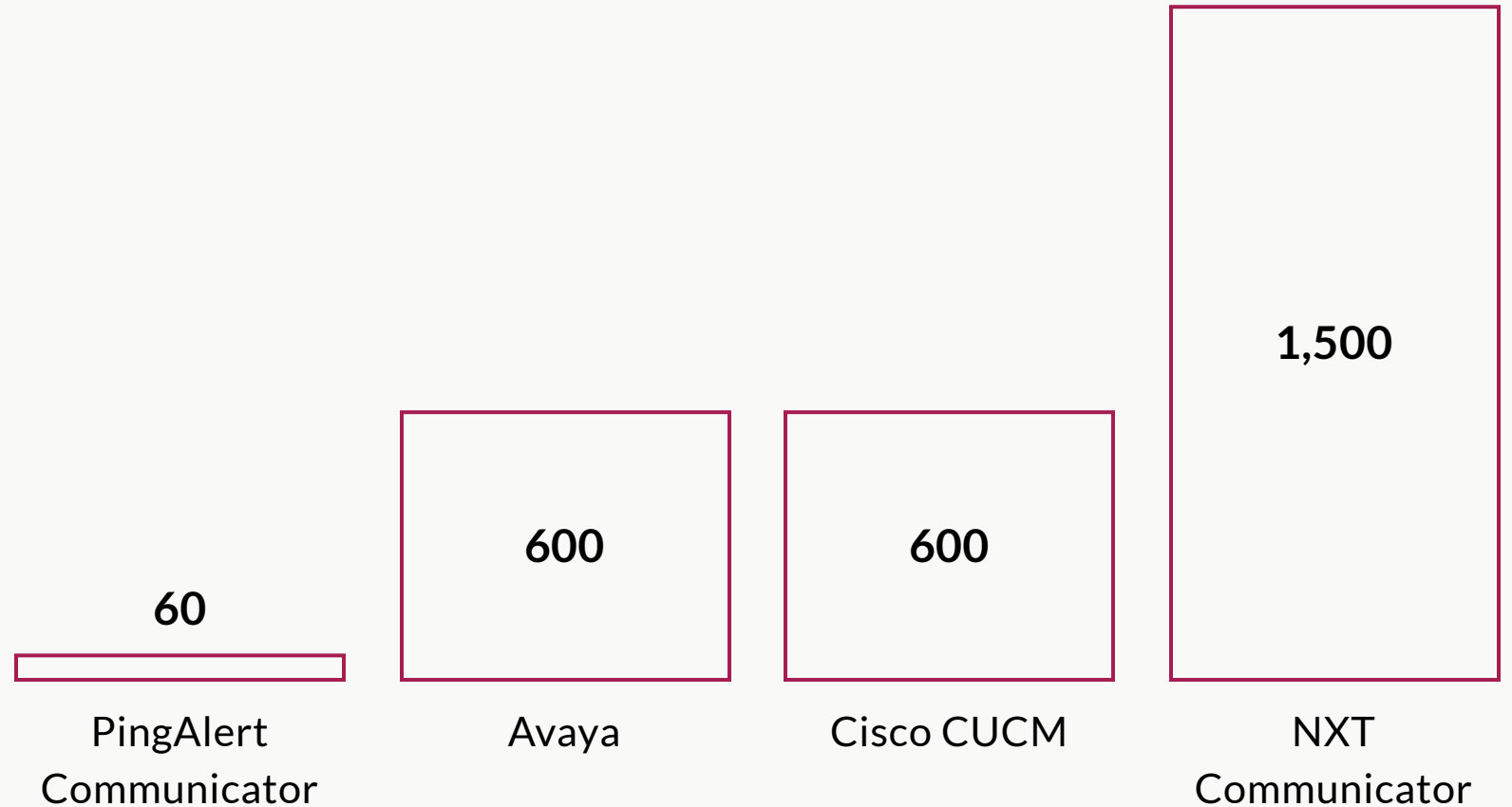
Redundant hardware components and failover mechanisms are implemented to provide high availability, minimizing the risk of service disruptions and ensuring continuous, uninterrupted communication.

Optimization and Tuning

The server's configurations and settings are continuously monitored and optimized to maximize performance, reduce latency, and maintain optimal resource utilization, even during peak usage periods.

PINGALERT EASE OF USE

Time required to set up
system (in minutes)



All PingAlert systems are preconfigured for rapid deployment

“THE ON-PREMISE SERVER WITH SIP TRUNK INTEGRATION HAS BEEN A GAME-CHANGER FOR OUR BUSINESS. IT SEAMLESSLY INTEGRATES WITH OUR EXISTING PHONE SYSTEM, ALLOWING US TO MAKE AND RECEIVE CALLS WITH EASE. THE SETUP WAS STRAIGHTFORWARD, AND THE CUSTOMER SUPPORT TEAM WAS INCREDIBLY HELPFUL THROUGHOUT THE PROCESS.”

JOHN STERLING, SYSTEMS MANAGER NATO