Dialogic® PowerVille™ CC – Cloud Centrex

Cloud-based Feature-rich Integrated VoIP Solution for Business and Residential Customers

Dialogic's PowerVille Cloud Centrex is a carrier-class solution that enables service providers to offer revenue generating Centrex, hosted PBX, SIP trunking, and advanced Class 5 voice services to their business and residential customers. As reliability, security, and cost-efficiency of cloud-based services continue to rise, more and more businesses are turning to the cloud for their communications needs. This rapidly growing trend puts service providers in a sweet spot to offer Communications-as-a-Service (CaaS) to their enterprise customers and feature-rich voice services to their residential customers.

Features	Benefits
Comprehensive, all-in-one, customizable all-software VoIP solution for enterprise and residential customers	Quickly and cost effectively offer feature-rich, customizable, revenue generating hosted voice services well suited for fulfilling the communications needs of multiple customer verticals
Seamless communications services across desktop, laptop, and smartphone	Provides subscribers fixed mobile convergence through the inclusion of iOS and Android smartphone mobile apps as well as easy integration with third party SIP-compliant network elements and devices
Multi-tenant, multi-tiered service administration, management, and branding	Onboard value added service providers (VAS), shared tenant customers, and enterprises and provide customizable subscriber management via private, secured portals
Enterprise and subscriber self-service management	Empower business and residential customers to adapt to their ever-changing communication needs without requiring service provider intervention
End user web portal access and management	Simplify end user feature access and management
Highly scalable design for large scale deployments	Support 100 to 100,000+ concurrent calls and up to five million subscribers

Increase Service and Revenue Velocity

PowerVille Cloud Centrex is a ready-to-deploy service covering a spectrum of solutions that service providers can readily offer to their enterprise and residential customers. Based on proven platforms, the PowerVille Cloud Centrex service-ready application can help service providers minimize time-to-market, cut time-consuming development, reduce maintenance expense, and improve time-to-revenue. The PowerVille Cloud Centrex application embraces a white-label product model to help service providers implement their own branding and customization, and in-turn enable their customers to rebrand as well to further differentiate their hosted voice service offerings in the market.

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Product Brief

Comprehensive Converged Fixed/Mobile Service Offering

PowerVille Cloud Centrex is a converged solution that delivers on the promise of seamlessly enabling end users to access voice services across fixed and mobile networks. This provides service and feature consistency across different networks, and allows customers to initiate a call from anywhere over multiple devices including their smartphone, softphone client, or desktop phone. As an example, PBX features such as extension dialing, directory services, conferencing, and voice messaging are available to mobile users as if they were at their business office.

PowerVille Cloud Centrex mobile application for Android and iOS devices supports your customers' digital, mobile lifestyle. Mobile users can seamlessly transition between both fixed and mobile devices for unparalleled flexibility and increased savings on their mobile data usage. It includes features like enterprise directory access, personal contact list integration, scheduled and reservationless on-demand conferencing, messaging, and visual voice mail access all on a modern WebRTC-based application. Subscribers can move seamlessly between their desktop and smartphone to chat, make and receive audio and video calls, and hold conferences anytime and anywhere.
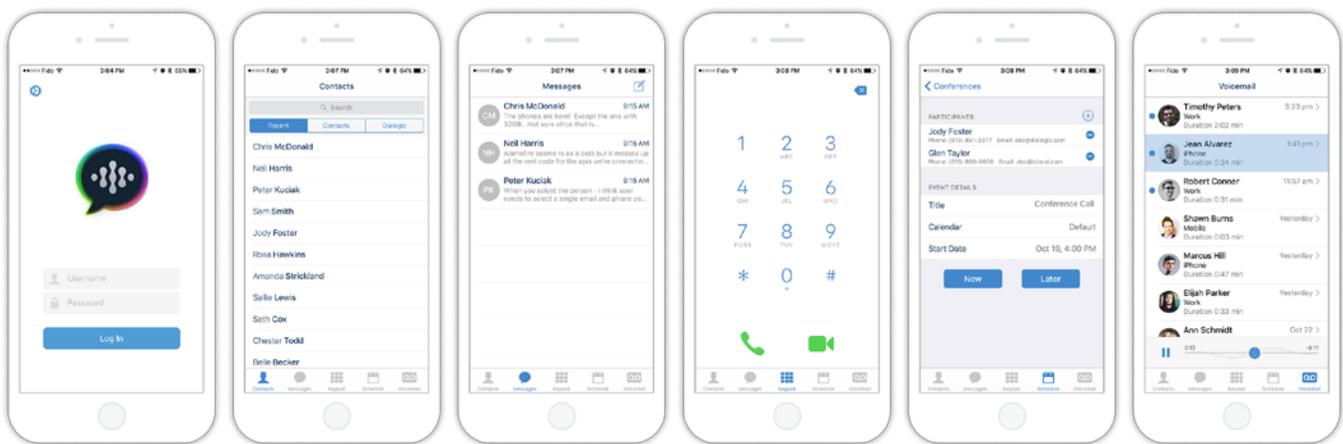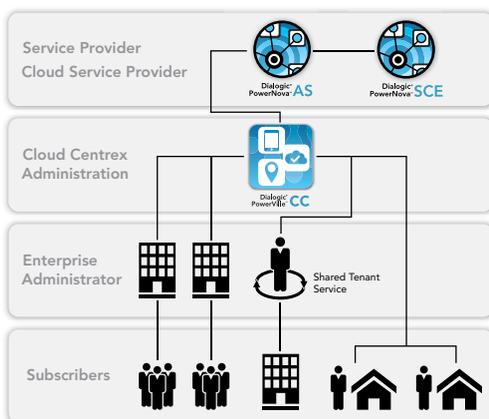

Figure 1 – PowerVille Cloud Centrex mobile application provides seamless feature access

Multi-Tenant, Multi-Tiered Access and Management

Integrated Multi-Tenant Self-Service Administration

PowerVille Cloud Centrex gives service providers access to a dedicated portal to create and manage for hosted businesses including enterprises, value added service providers and shared tenant services operators. These in turn can create new customer identities, establish calling policies for both domestic and international destinations, and set up billing integration with their respective internal BSS systems. Flow-through provisioning of new customers, as well as moves, adds, and changes can also be bulk uploaded through open interfaces using standard input formats. Provisioning is further streamlined with the ability to apply pre-established class of service plans for new customers. Service providers also have access to a full set of reports for gaining operational intelligence, including a user's call history showing call detail records.

Figure 2 - PowerVille Cloud Centrex Multi-Tenant, Multi-Tiered Access and Management

The dedicated administrative portal gives business customers access to create and manage their own business communication needs from anywhere. The portal can be branded with an enterprise's logo and allows each business customer to identify a service administrator for its specific hosted PBX environment. For example, the administrator can set up dialing plans, access numbers, and class of service for enterprise users. This gives a business customer the freedom to conduct PBX changes and adds without having to call the service provider's help desk. If the business has multiple locations or branches, the service administrator can also create service and user identities for those office locations as well.

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Self-Service End User Feature Control

PowerVille Cloud Centrex provides a secure portal for both enterprise Centrex group users and residential customers to access and manage service features. This portal provides user configuration and control that enhances basic phone functionality and makes features like multi-device ringing, conference calling, call move, and call forwarding easier to manage. With a simple click on a web page, users have web-based control of their calling features like selecting whether to forward calls to their mobile phones or have a call ring on all of their assigned numbers.

Carrier-Grade Scale and Availability

On-Demand Scalability and Built-in Redundancy

PowerVille Cloud Centrex can run in public or private clouds on commercial off-the-shelf (COTS) hardware and industry standard virtualized environments. The PowerVille Cloud Centrex service scales horizontally, allowing for increased capacity by simply adding additional instances or servers. For more user capacity, application servers are added to the network in an N+1 configuration; and similarly, when more media ports are needed, media servers can be added in an N+1 configuration as well.

Geographic Redundancy Option

To meet the demands of competitive service level agreements, today's network operators need highly reliable solutions. PowerVille Cloud Centrex was designed from the ground up to provide carrier-class availability with commercial reliability in the field. PowerVille Cloud Centrex offers full network element redundancy, allowing for deployment in a geographically redundant configuration.

Dialogic is Your Source for Turnkey Class 4 and Class 5 VoIP Solutions

Dialogic provides a comprehensive collection of software-centric application layer and enabling infrastructure solutions to help service providers deliver an array of end-to-end VoIP and WebRTC-based real-time communication solutions to business and residential customers. PowerVille applications can augment existing capabilities or replace legacy applications to enhance the services you deliver to your customers and take advantage of new lines of business.
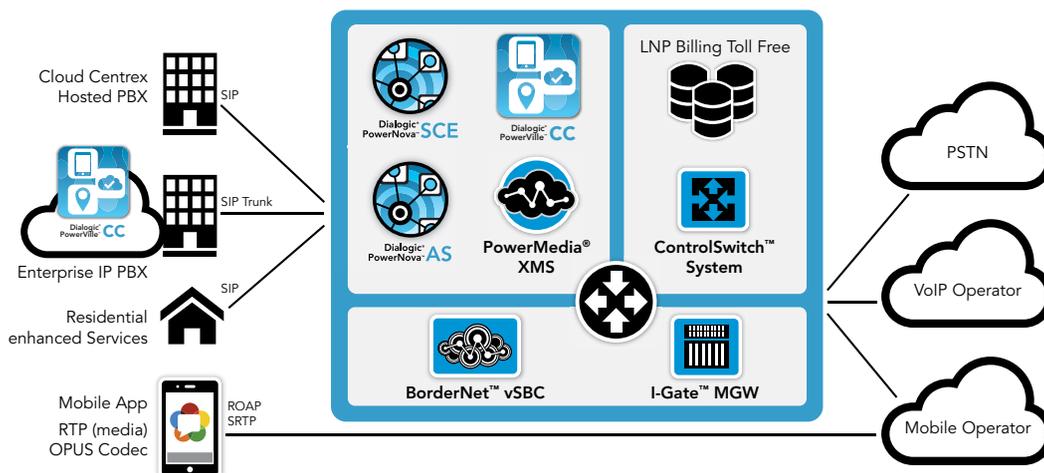

Figure 3 – Dialogic's Comprehensive Turnkey Class 4/5 Solution

PowerVille Cloud Centrex and mobile app for smartphone devices along with the PowerNova™ Application Server, Dialogic® BorderNet™ Session Border Controller, PowerMedia® XMS media server, and ControlSwitch™ System softswitch make up a comprehensive all-software virtualized solution to help you deliver end-to-end, customizable voice and video real-time communications to your customers. PSTN interconnection is also supported with the I-Gate® 4000 Media Gateway to provide any-to-any VoIP-to-TDM connectivity.

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Key PowerVille Cloud Centrex Features

Comprehensive Must-Have Telephony Features

Telephony Features

Key subscriber features	Call forwarding: unconditional, on-busy, no answer, Privacy and call rejection
	Caller ID/Calling name
	Group and sequential ringing, Call Hold, Move, Park, Return;
	Calling restrictions: domestic only, international, preferred carrier
	Call Tracing
	Follow me capabilities
	Call Transfer: blind and attended
	Music on Hold
	DID/DOD and extension dialing

Fixed Mobile Convergence

Mobile clients for iOS and Android[†]	HD Voice and video calling support

(*†Planned roadmap capability*)

Advanced Features

SIP Trunk support	SIP-Connect compliant solution
Voicemail	Individual, on-demand and group voicemail boxes
	Email notification and MWI
Auto attendant	Customizable IVR-based
	Tone and ASR options
Directory and Address Book	Company directory
	Both shared and private address books available on mobile app
Audio and video conferencing	WebRTC browser support
	Flexible scheduling for planned conferences
	Ad-hoc conference support
	Multiple supported video formats
	Web-based management
	Voice activated switching
	Lecture mode

Emergency services configuration

Multi-tenant, multi-tiered management	Multiple management tiers
	Administrative and subscriber self-management portals
	Customizable branding
Monitoring and management	Ad hoc and scheduled reporting
	Active call reporting
	Registered user reports
	Searchable call logs
	Additional reporting, monitoring and testing available through PowerNova™ Application Server dashboard for system owner

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