

VIRTUAL PBX

GENERATE REVENUES BY HELPING BUSINESSES
GET MORE PRODUCTIVE — USING THE NETWORK



Virtual PBX is a virtual receptionist and call center for a standard or virtual office. The Amdocs Virtual PBX enables service providers to offer such a service to businesses and caller groups using fixed and mobile networks.

With the Amdocs Virtual PBX callers call a single number and are then prompted to whom they want to call. The system automatically calls all the members of the Virtual PBX simultaneously, and routes it to the first member who can take the call. While the caller waits for an answer, he listens to the business's jingle, music or advertisement.

AMDOCS SERVICE DELIVERY PLATFORM, THE COMPLETE PACKAGE

The Virtual PBX service is part of the Amdocs Service Delivery platform and Value-Added Service (VAS) portfolio specifically designed for service providers. With dozens of out-of-the-box value-added services available, providers are set for quick service creation, rapid deployment to market and immediate ROI - all at an affordable cost.

EVERYONE BENEFITS - SERVICE PROVIDERS AND THEIR CUSTOMERS

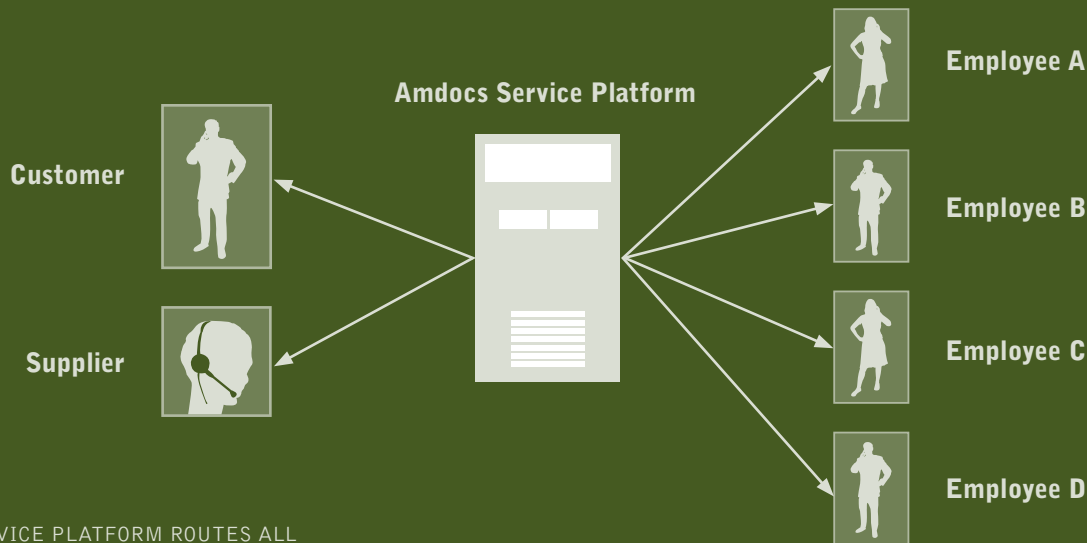
With the extensive experience and insight Amdocs has gained from partnering with service providers, Amdocs understands how to deliver maximum benefits to both you and your customers.

SERVICE PROVIDERS BENEFITS

- > Extends your service offering to small and medium businesses.
- > A popular addition to Amdocs VPN Caller Groups service.
- > Streamlines and flattens your distribution network.
- > Gives you a competitive edge.
- > Operates over any network.
- > Ensures fast time to market.

CUSTOMERS BENEFITS

- > Set up a virtual office, with employees telecommuting from anywhere, anytime.
- > Integrate multiple offices under one leading virtual telephone number.
- > Save money and increase productivity.
- > Load balance calls in between offices.
- > Have calls follow you when you are on the move.



AMDOCS SERVICE PLATFORM ROUTES ALL CALLS TO EMPLOYEES ANYWHERE, ANYTIME

VARIOUS CALL ROUTING OPTIONS

- > **Menu Routing** - automatically initiates an IVR session - a personal announcement or corporate jingle -for subscribers incoming calls or for incoming calls that cannot be completed. It instruct callers to enter a digit and select from a predefined number of subscriber-defined destinations.
- > **Advanced Routing** - routes a subscriber's incoming call to another number, based on criteria predefined by the subscriber.
- > **No Routing Option** - plays a greeting prompt and terminates the incoming call.
- > **Time Based Routing** - routes the incoming call to different numbers based on the hour, day or week.
- > **Origin Based Routing** - routes the incoming call based on the call origination prefix.
- > **Percentage Based Routing** - routes the incoming call to different numbers based on a predefined rough percentage routing between these numbers.
- > **Serial Based Routing** - routes incoming calls to different numbers according to personnel availability.
- > **Selective Caller Acceptance or Rejection** - allows subscribers to always receive calls from numbers in a predefined acceptance list and divert calls from numbers in a predefined rejection list.
- > **Send SMS with Caller ID** - the system can send a short message (SMS) to the subscriber to notify him about the caller number when he did not answer the call.
- > **Hunting Groups** - if subscribers fail to answer an incoming call or the line is busy, the system routes the call to the sequential member(s) of their predefined hunting group until one of them answers.
- > **Pickup Groups** - if subscribers fail to answer incoming calls or the line is busy, the system simultaneously sends these calls to all members of their predefined pickup group until one of them answers. Once this happens, the feature sends a release message to all other members of the group.

NETWORK COMPLIANCE

Multi-Protocol Support	> INAP/CAMEL/ISUP to connect to the core network.
Multi Service Interfaces	> Web, SMS, USSD Interfaces for self service. > SMS and USSD for notifications.

ABOUT AMDOCS NETWORK BUSINESS UNIT:

The Amdocs Network Business Unit offers network-connected service delivery solutions specifically addressing the requirements and cost constraints of service providers worldwide. These solutions deploy quickly and enable operators to rapidly create, deliver and manage for innovative new services profitably, and with unmatched operational flexibility for true competitive advantage. For more information, visit www.amdocs-network.com

ABOUT AMDOCS:

Amdocs is the market leader in customer experience systems innovation, enabling world-leading service providers to deliver an integrated, innovative and intentional customer experience™, at every point of service. Amdocs provides solutions that deliver customer experience excellence, combining the software, service and expertise to help its customers execute their strategies and achieve service, operational and financial excellence. A global company with revenue of \$2.84 billion in fiscal 2007, Amdocs has more than 16,000 employees and serves customers in more than 50 countries around the world. For more information, visit Amdocs at www.amdocs.com.