

## Web Call Back Server For the CloudWare Carrier Platform

### Functional Description

#### Overview

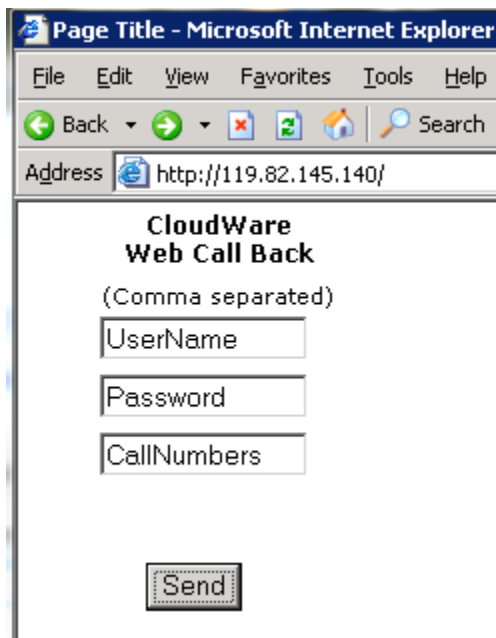
One of the major telecommunications costs on business travellers is mobile roaming. Currently 99 countries do not charge for incoming calls to mobiles. The exceptions are the U.S., Mexico, Canada, China, the Bahamas, Kuwait, Singapore, Hong Kong and parts of Russia.

CloudWare now offers a server package called 'Web Call Back' that can be utilised by any device that can browse the internet whether it be a mobile device such as Blackberry, iPhone or Windows Mobile or a desk PC or Laptop PC. With CloudWare's Web Call Back Server a user can initiate an *incoming* call while roaming – at no charge.

Carriers and ITSPs running the CloudWare VoIP Virtualisation Platform can add the Web Call Back Server to the suite of business services available to Virtual PBX or Residential clients.

#### Description

- a) Prerequisite: Windows Server Web Server running 'php'
- b) Web index.htm file (such as our sample) plus WebCallBack.php located in the Web Site Root Folder



CloudWare  
Web Call Back  
(Comma separated)  
UserName  
Password  
CallNumbers  
Send

#### Actions:

User enters User Name and Password

(This is the User Name and Password for the User Port profile on the CloudWare Web Call Back Server, plus the number(s) to be called.

If multiple numbers are entered, a conference call is initiated.

User clicks the 'Send' button.

The 'Send' button causes the WebCallBack.php script file to be executed

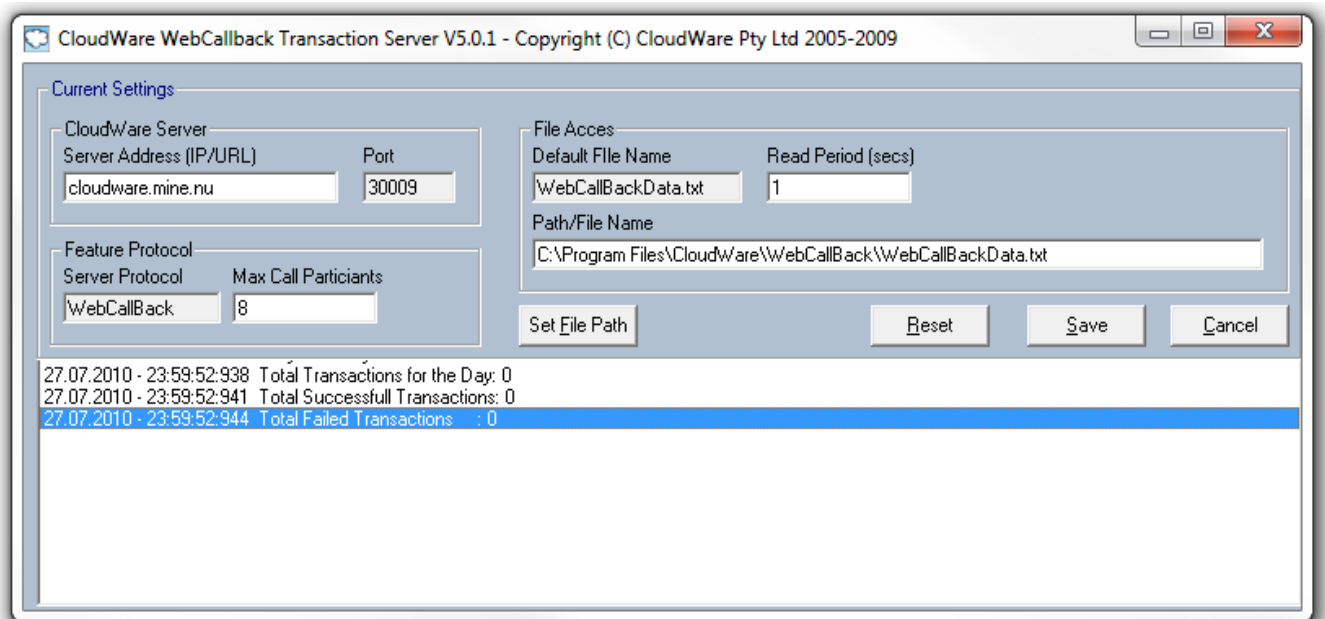
The WebCallBack.php script file outputs/appends the transaction to the 'WebCallBackData.txt' file located in the Web Site Root folder.

## CloudWare Web Call Back Transaction Server (Manual Installation)

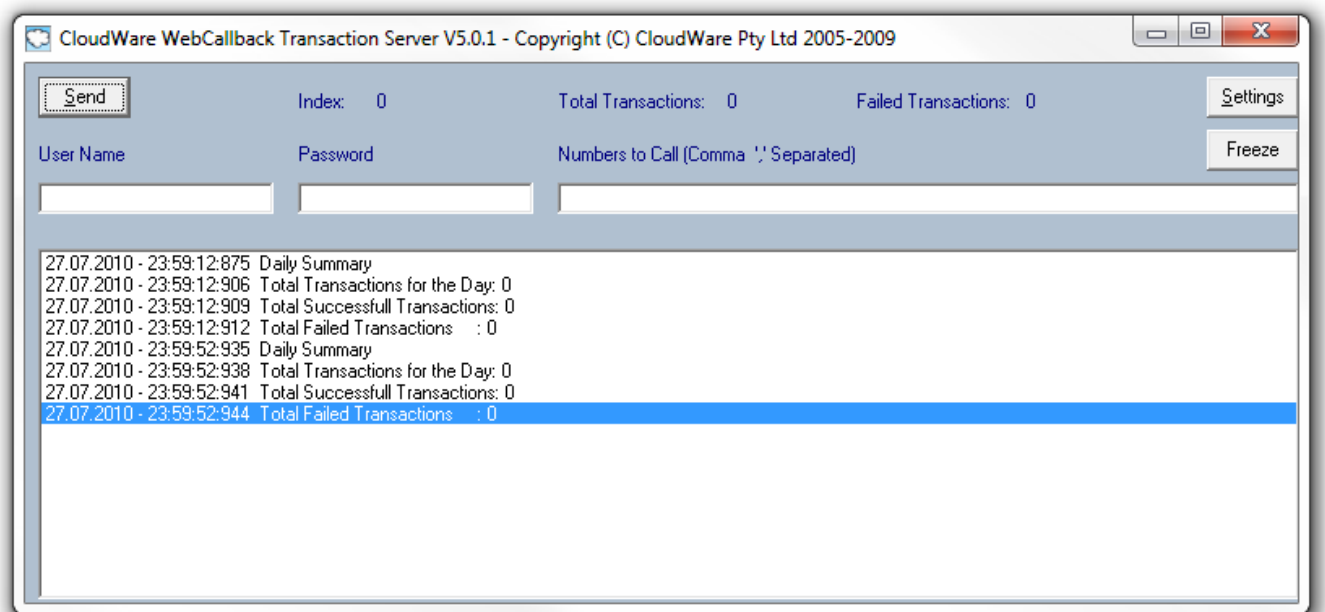
### Actions:

To be installed on a Windows Server running a Web Server with PHP support.

### Configuration:



**Note:** Max Call Participants limits the number of phone numbers that can be included in a conference call.



### Web Call Back Transaction Server Function:

The Web Call Back Transaction Server monitors the transaction file and queues the requests. Requests are transmitted to the CloudWare Web Call Back Server for call placement.

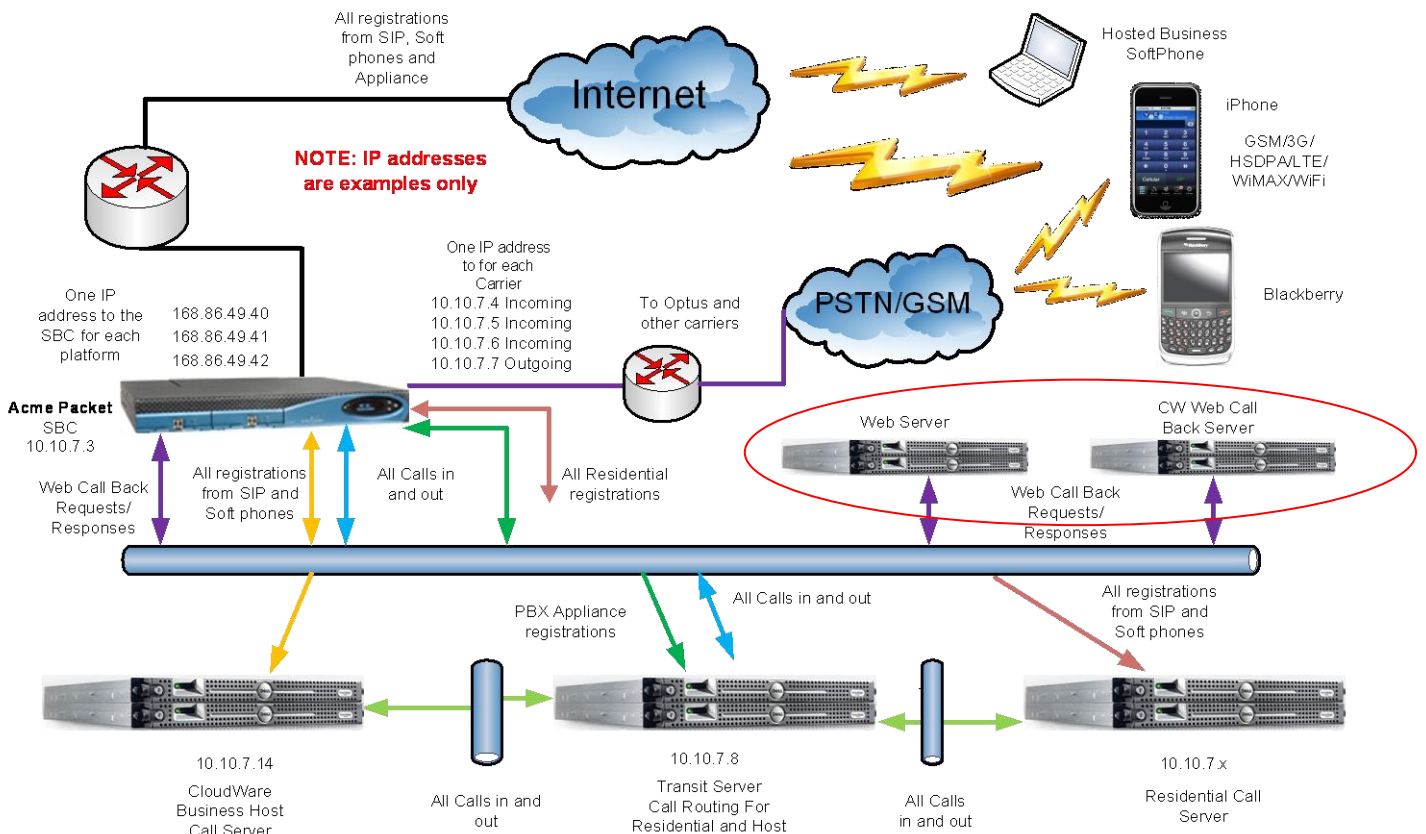
### CloudWare Server Operating in Web Call Back Server Mode

1. Web Call Back Users can be logged onto their User Port directly via SoftPhone or SIP Phone. If so they will receive the Web Call Back directly via VoIP.
2. Web Call Back User Port forwarding rules are checked.

If the Web Call Back User is not logged on, or fails to answer the Web Call Back call made to their User Port then the call is forwarded or forked to an external or alternative device number (e.g. GSM mobile or Home number).

3. When the Web Call Back user answers a Web Call Back Server initiated call, they are greeted with a message informing them that their call is being placed.
4. After the greeting is played the user's requested numbers are called.
5. On answer, the recipients of the call are played a greeting informing them that they are being connected to their calling party.

**Carrier Platform Architecture with Web Server and Web Call Back Server added**



**Summary**

By adding a simple Web Server and the CloudWare Web Call Back Server to a CloudWare VoIP Virtualisation Platform, carriers and ITSPs can offer a very attractive mobile roaming package to their business clientele. The user device (e.g. mobile smart phone, laptop PC) only has to have momentary access to the web to initiate a call back - reducing roaming or international office operation costs for any business looking to cut telecoms overheads.

For further information contact CloudWare at:

9/150 Chestnut St Richmond VIC 3121 Australia  
**Melbourne** +61 (0)3 9425 1555 | **Email** sales@cloudware.net.au  
**Sydney** +61 (0)2 8202 8200 | **Web** www.cloudware.net.au  
**Mobile** +61 (0)4 1210 7838 | **Info** cloudware.tel