



...experience the commitment™

# Accelerating Next-Generation IP Services



## COMPANY PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to address them.

A leading IT and business process services provider, CGI has approximately 26,000 professionals operating in 100+ offices worldwide, giving us close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve superior performance.

## ENHANCED COMMUNICATIONS SERVICES.

### Innovative Applications Drive Service Success

CGI has the experience and expertise to develop a broad range of applications and service concepts that can be leveraged into new service offerings, including:

#### Find-me, Follow-me

Find-me, Follow-me allows users to be reached at multiple locations, using a single telephone number. This service allows users to set up "pre-defined" and "on-the-fly" lists of numbers where calls can be routed in a sequential or simultaneous fashion. The first phone to answer completes the call.

*Find-me, Follow-me uses a SIP A/S to dial out in simultaneous or sequential mode.*

#### VIP Do Not Disturb

VIP Do Not Disturb allows users to protect their privacy while remaining accessible for chosen ones. When VIP Do Not Disturb is activated, callers are challenged to enter a PIN number in order to reach the person. Users give their PIN # to those special people with whom they wish to talk.

*A SIP A/S is used to interact with the IVR and performs call routing.*

#### Click-to-Dial

Click-to-Dial is a service that provides easy access to company helpdesks, favourite restaurants or any pre-established phone numbers. Through a simple click users can call a Help Desk agent for support or connect to a favourite restaurant to make dinner reservations.

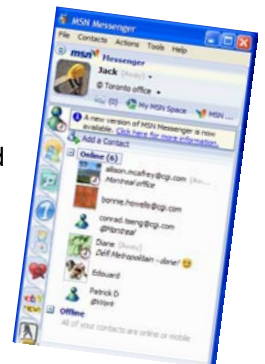
*Click-to-Dial service leverages a SIP A/S.*

#### Presence-based Call Routing

Presence Based Routing dynamically re-direct calls based on a user's Instant Messaging presence information. Presence Based Routing allows a user to configure the behaviour of in-coming calls based on IM status (MSN, LCS, Yahoo, AOL, etc.).

Examples:

- If the user is "Online", route the call
- If user is "Busy", automatically trigger VIP Do Not Disturb service
- If user is "Away", let the Find Me, Follow Me service determine the route of the call.



*Each application is triggered utilizing presence-based routing and is powered by a SIP A/S.*

### TV Manager

TV Manager allows users to remotely schedule the recording of favourite programs. This service allows users to interact with an IVR (utilizing speech recognition) or a web interface via mobile phone. Users can select channels and programs they wish to record leveraging the TV Guide service from any phone. After the user has made the selection, TV Manager interacts with the users' DVR to schedule the recording of the selected program. Future enhancements will permit intelligent streaming of recorded programs to a SIP client on the mobile device.

*TV Manager leverages a SIP A/S to interact with the voice xml platform.*

### Live Call Hot Transfer

This application allows users to save minutes on cellular calls by facilitating a "hot transfer" from an ongoing call from a cellular phone to a VoIP phone. This live transfer could be triggered by different events such as entering a WiFi hot spot or the arrival home (leveraging location based services) or even a simple click on a web page when the user enters their office.

*This service leverages a SIP A/S.*

### Ring-Back Tones

Teenagers will love this service! Ring-Back Tones lets users choose the ring-back tone that callers hear before the phone is answered. Users can choose from music clips, voice or sound files. There are two options for this service: Inbound Ring-Back Tone: The caller hears the ring-back chosen by the person called; Outbound Ring-Back Tone: The caller hears the music or the voice file he or she chooses.

*This service leverages a SIP A/S interacting with a media server to trigger ring-back tone play back.*

### Surveillance

Surveillance allows a user to be reached on their mobile device when a web camera has detected movement. The application establishes the call and streams a live feed from the web cam to the user's end device and is adapted to the user's device (screen size, codec, bandwidth, etc.) in real time.

*This service leverages a SIP A/S.*

### Virtual Nanny (Dial-a-Cam)

Virtual Nanny allows a user to dial a number and receive a live feed from one or several web cams. The streamed video is adapted to the user's device (screen size, codec and bandwidth) in real time.

*Virtual Nanny uses a SIP A/S to interact with voice xml platform.*

For more information, contact your CGI representative, email us at [ipcentricity@cgi.com](mailto:ipcentricity@cgi.com) or visit: [www.cgi.com/ipcentricity](http://www.cgi.com/ipcentricity)

