

Get maximum security and reliability with Eckoh and Flowroute

Eckoh is the global leader in customer engagement data security solutions. Eckoh's services make data security and compliance in your contact center straightforward—protecting sensitive customer data against cybercriminals, and your organization from financial penalties. Eckoh's CallGuard solution enables contact center agents to collect customer payments over the telephone in a secure and PCI-compliant fashion. But before that can even happen, the calls need to come through. CallGuard clients optimize call quality and reliability with **Flowroute**¹, the most resilient cloud telephony solution in the United States.

Flowroute is a 100% cloud-based SIP trunking platform that gives contact centers everything they need to run mission-critical voice applications - including full control and the most complete business continuity available in the US.

¹ Flowroute is only available with Eckoh's CallGuard or Secure Call Recording solutions.

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Flowroute enables Eckoh's clients to:



Reduce telephony costs



Ensure smooth, high-quality, reliable connections



Get unprecedented reliability with redundant call paths

Unprecedented business continuity

Many providers offer failover and redundancy at the trunk level or the WAN level for outbound calls. And a RespOrg provides redundancy for inbound toll-free numbers. Flowroute's exclusive patented HyperNetwork™ service is the only solution for building resiliency for your

inbound direct inward dial phone numbers (DIDs). And with coverage across the majority of the US population, the service offers business continuity for virtually all of your inbound numbers.

How it works

This unique capability helps mitigate outage time by detecting upstream network impairments and quickly rerouting DID voice traffic around them to successfully complete inbound calls. Historically, in the US, the only way to address carrier outages - especially for mission-

critical inbound calls - was to port numbers, which could take days. Because HyperNetwork dynamically changes the routing of telephone numbers, calls arrive over a different path than the one originally assigned.



I already have a reliable voice carrier - why should I switch to Flowroute?

Carriers have redundancies built into their services so that if a circuit goes down, it can failover to another circuit. But if there's a problem at the carrier level, there has historically been no way to failover to another carrier for inbound DIDs - the only options were to either port the numbers, which can take days, or simply wait the outage out. Neither choice is acceptable for mission-critical call centers.

Flowroute solved this problem with HyperNetwork, which is the only carrier redundancy solution for inbound DID calls in the US.



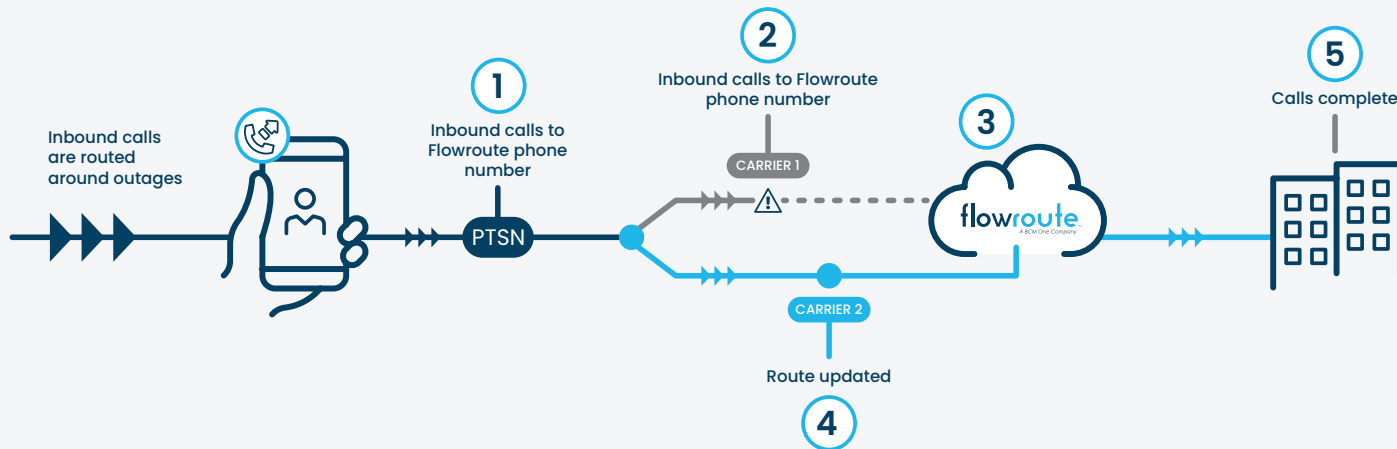
Like to know more?

📞 US +1 866 258 9297 | 🇬🇧 UK +44 (0) 330 404 733 | ✉️ hello@eckoh.com | 🌐 www.eckoh.com

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Flowroute: How it works



The HyperNetwork advantage:

- ✓ Patented technology to provide additional redundancy for your voice numbers
- ✓ Unique ability to route around upstream underlying carrier outages, such as a fiber cut or DDoS outage
- ✓ Contractual SLA for response and restore times

Simplicity and control

Flowroute delivers access to and control over telephony resources to simplify operations with a rich set of APIs and Web Portal for service ordering, number porting and service management.

- **Numbers and Messaging APIs** provide rich programmatic access to telephony resources to automate your telecom processes and give your applications SMS and MMS capabilities.
- **Account-Level Security** mitigates your risk of toll fraud and helps you secure your business with the ability to disable outbound SIP credentials, set maximum outbound rates, whitelist destinations, alert and restrict activity in the event of unusual spikes to unfamiliar destinations, and monitor for/take immediate action on international toll fraud.
- **Unrivaled Support** gives you access to knowledgeable Customer Support Specialists every time you call, no matter when you call, at no charge.

If you would like to learn how Eckoh and Flowroute can help secure your contact center environment, please get in touch.



Like to know more?

US +1 866 258 9297 | UK +44 (0) 330 404 733 | hello@eckoh.com | www.eckoh.com

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