GPT

Global Premium Telecom

Shared cost numbers

Customised IVR

Outpayments

Premium rated numbers

globalpremiumtelecom.com

Introduction of Global Premium Telecom

MARKET EXPERIENCE

★★★★★

- Active in the premium rate services market since the year 2000 as Teleserv
- Recently rebranded to Global Premium Telecom, to refocus on value added services such integrated IVR solutions and more

SUPERIOR CARRIER NETWORK

- Core network >35 countries, handling millions of minutes per month for any type of use case, including VAS, IVRs, Astro, entertainment and general business applications
- Established and trusted relationships translate into superior payout rates and timing

CONVENIENCE AND ABILITY FOR SELF-SERVICE

- Porting, ordering, programming and provisioning all automated through integral platform
- Saving customers overhead in terms of auto-billing and real-time traffic monitoring

GPT's Advantage

- One point of contact for your telecom needs, no back and forth between providers of IVRs and the numbers itself
- Scalable solutions with presence in 35+ countries: no need for different providers in different geographies
- In-portal product ordering, automatic billing and reporting of number usage

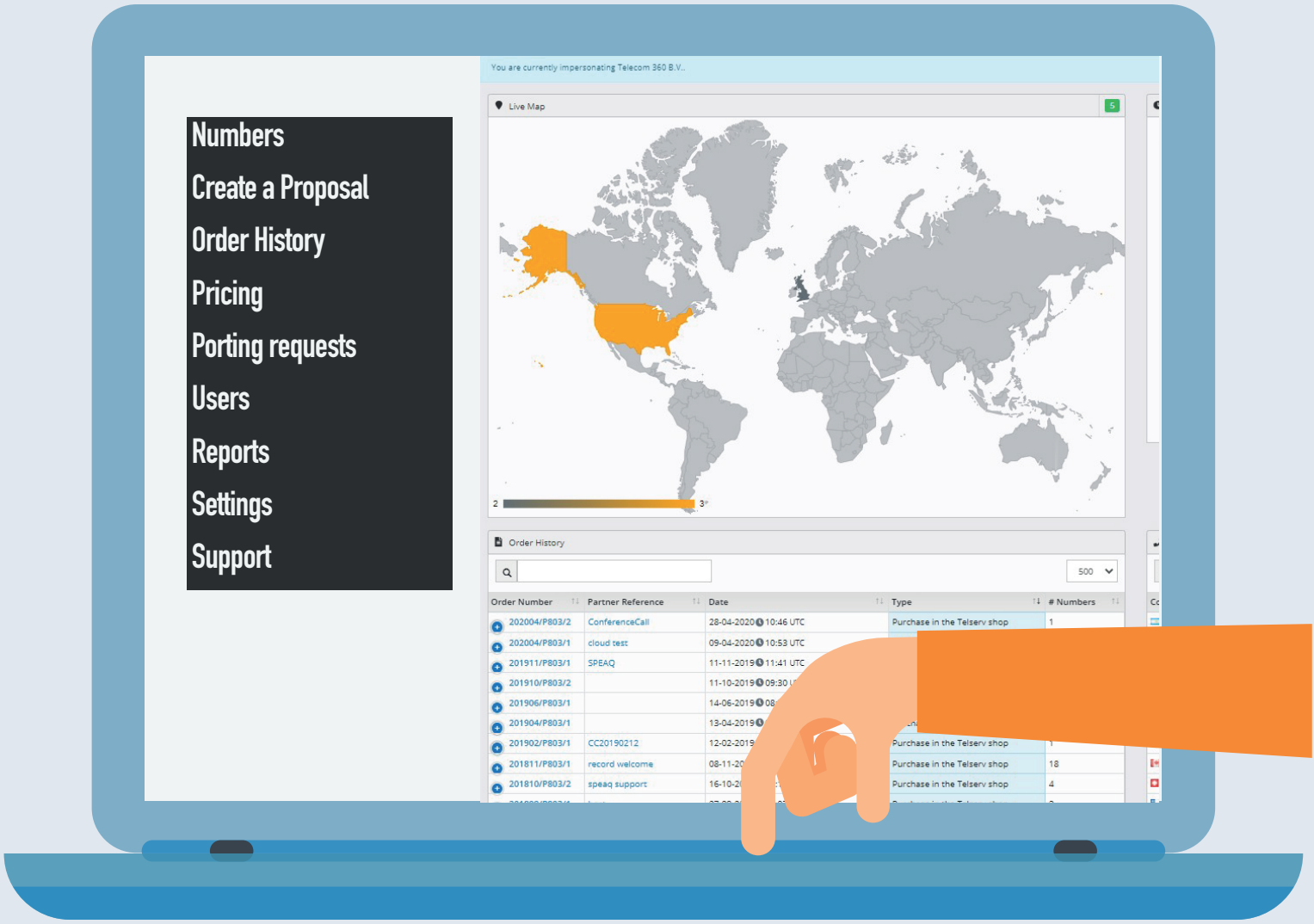
Other IVR providers

- Limited product availability: need to contract with different providers for numbers and IVRs
- Limited geographic reach: need to contract with different providers
- Manual billing and number ordering, many e-mails and phone calls

★★★★★

"A seamless one-stop shop , being able to provide the premium rate and interactive voice solutions in one, allowing me to focus on my own business processes"

GPT's Portal


Numbers
Create a Proposal
Order History
Pricing
Porting requests
Users
Reports
Settings
Support
You are currently impersonating Telecom 360 B.V..
Live Map
Order History
Order Number
Partner Reference
Date
Type
Numbers
202004/P803/2
ConferenceCall
28-04-2020 10:46 UTC
Purchase in the Telserv shop
202004/P803/1
cloud test
09-04-2020 10:53 UTC
201911/P803/1
SPEAQ
11-11-2019 11:41 UTC
201910/P803/2
201906/P803/1
201904/P803/1
201902/P803/1
CC20190212
201811/P803/1
record welcome
Purchase in the Telserv shop
18
201810/P803/2
speaq support
Purchase in the Telserv shop
4

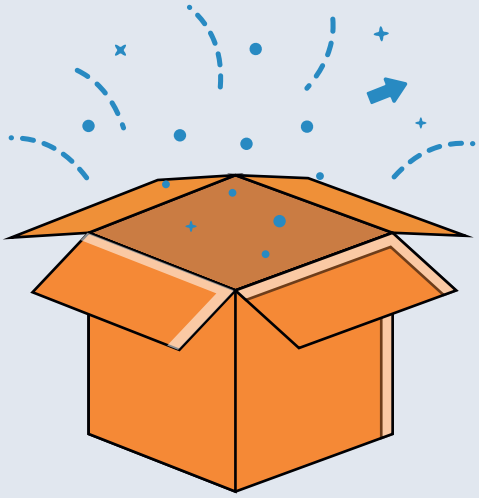
What can GPT's IVRs do for your business?

Out of the box solutions

AUTOMATED AND TAILORED MESSAGES DEPENDING ON CALL CIRCUMSTANCE

TAILORED WAITING AND QUEUING

SMART AND DYNAMIC MENUS



CALL BACK FUNCTIONS

ONLINE NUMBER MANAGEMENT FULLY INTEGRATED IVR

METRICS AND KPIs

TRAINING RECORDINGS

Rapid implementation ▶ Immediate quick efficiency wins in your operation

What can GPT's IVRs do for your business?

Tailored solutions

NON-VOICE SOLUTIONS FOR SPECIFIC APPLICATIONS, REMOVING THE NEED FOR THE CUSTOMER TO PHYSICALLY CALL. HIGHLY VALUABLE IN FOR EXAMPLE PAYMENT SOLUTIONS, TELEPHONE VOTING, GAMING, etc.

SMART COMBINATION OF VARIOUS IVR FEATURES

ROUTING AND TRIGGERS VIA API CONNECTIONS

REAL TIME AUTOMATED DISTRIBUTION AND OPTIMISATION BASED ON ACTUAL LIVE DATA

- Optimise your operational flow completely
- Highly customisable, tailored pricing

CUSTOMER JOURNEY
HOW DO WE GET YOU LIVE?

1

Finding the right solution

+ Problem statement
+ Solution to your problem with pricing within hours
+ T&Cs and details through our portal

2

Number provisioning

+ You place the order with us either in the portal or otherwise
+ You provide your documents to ensure compliance
+ GPT helps with any regulatory aspects

3

Sourcing and go live

+ We source your number and get it ready to go live
+ We can port your existing numbers if necessary for free

4

IVR add-in

+ We add in the desired IVR solution and help you configure it
+ One-stop solution

5

Set destination profiles

+ Program destinations including fly-overs and Robin-hoods

Snapshot of our IVR Solution Suite

Payment Platforms — Payment IVR – API based

- Complement your standard payment options with a "Click-to-call" button
- Hassle free and fast process
- No customer information needed
- Integrate with existing website module and connect IVR through API to exchange live information on call duration and customer account
- Multiple countries and currencies

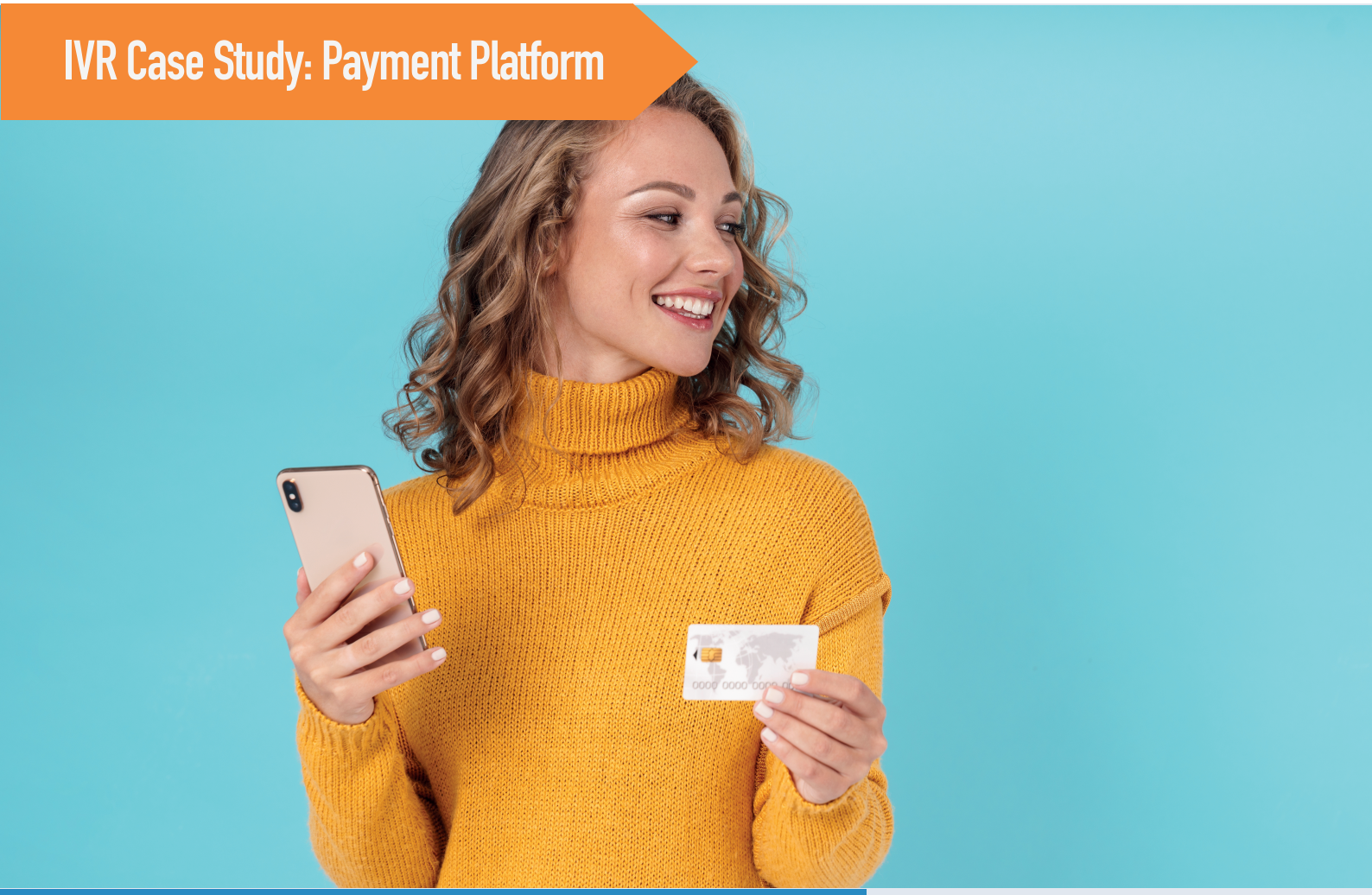
Contact centres — Dynamic IVR routing

- Serve callers across markets and reconnect efficiently to your call agents
- Improve the client experience of your software by offering live statistics and dynamic routing options
- Dynamic IVR menu structures in various languages
- One stop shop for >170 countries
- Offer premium, shared cost or toll-free and geo number ranges
- No sunk costs for your call centre

Entertainment — Interactive Premium IVRs

- Unlock paid content (quizzes, chats, personal and professional consults) using premium phone payments
- Quick and easy implementation, boosting your higher revenues instantly
- Dynamic IVR response menu's directing to live content and different consultants
- Multi direction routing possible
- Better customer engagements

IVR Case Study: Payment Platform



Payment Platforms – Payment IVR – API based

Use case:

-International voucher top up platform struggled with dropout rates at check-out
-Consumers wanted quick and anonymous payment options

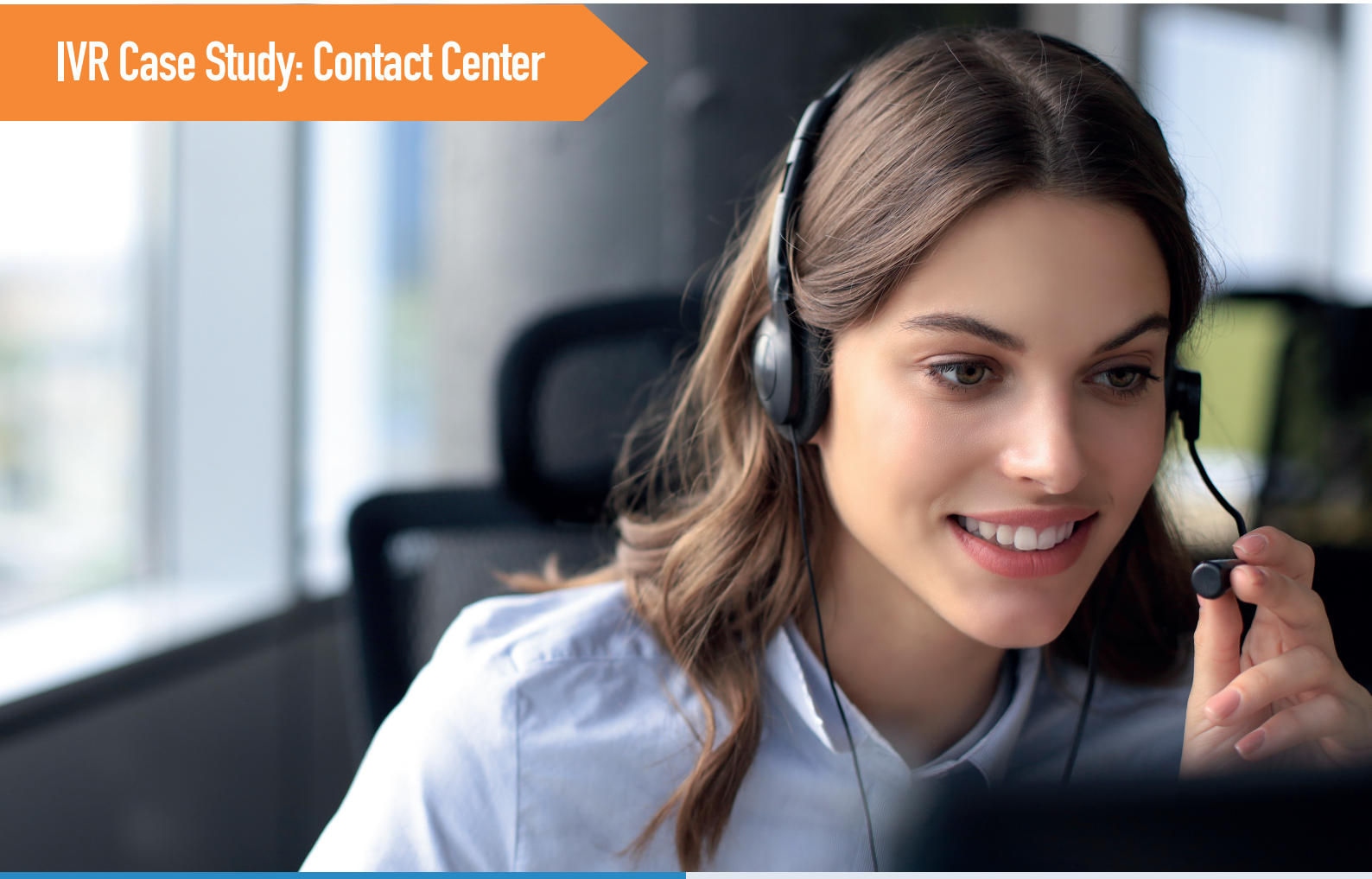
What GPT offered:

-One stop shop for premium numbers across multiple currencies and markets
-IVR solution fully integrated into the client's payment system that accounts for duration and account numbers

Client benefits

-Complimentary payment option besides credit cards
-Consistent monthly volumes of customers choosing this payment for fast checkouts
-Best in market payout rates
-No inhouse development costs

IVR Case Study: Contact Center



Contact Center – Dynamic IVR routing

Use case:

-Premium rate conferencing line provider wanted to improve the caller experience and tailor to different caller types
-In addition, need for improved analytics

What GPT offered:

-35+ country offering in one platform including IVR and routing with market leading payout rate
-IVR and provisioning for all numbers and live statistics to interact with IVR for routing

Client benefits

-Significantly improved user experience
-In-depth analytics made available

IVR Case Study: Entertainment

Entertainment – Interactive Premium IVRs

Use case:

-Media company wanted to increase engagement from callers when they dialled its premium rate numbers for games, quizzes, chats and consultations

What GPT offered:

-Premium rate numbers plus IVRs with dynamic, immediate response menus and entering of codes
-Allowed callers to move through the system in various directions, touching multiple monitisation points

Client benefits

-Increased revenues via better caller engagement and monitisation