Acclaim Telephony Routing

Overview

"Telephony routing" refers to the process of directing incoming or outgoing phone calls to the appropriate destination, such as a specific person, department, IVR application, Voice Mail or group of agents. The delivery of the call is based on pre-defined rules and criteria within an established Telephony architecture. It is important to pass all VoiP traffic through a Session Border Controller (SBC).

Session Border Controller

A Session Border Controller (SBC) is a device or software platform that controls and protects IP communications, including Voice over Internet Protocol (VoIP) networks, IP video, text chat, and collaboration sessions.

SBCs are deployed at the "border" between public and private networks and perform many important functions.

- Destination call routing such as PBX or IVR

- Acts as a VoiP Firewall

- Allows for voice encryption

- Load balancing

- Whitelisting and Blacklisting

- Bandwidth Management

- Customize reports and logging

- Custom call routing

- Can provide alerts and notifications

What this means for you

SBCs offer many benefits for modern VoIP networks. These benefits include enhanced security, customization, improved call quality, simplified network management, interoperability, and scalability. All these benefits make SBCs essential for VoIP communications.

Acclaim Telecom will consult with you and customize a tailor-made solution that maximizes your unique needs. If you have an existing telecom infrastructure and need SBC functionality, Acclaim Telecom can deliver. Whether we route your traffic through our network to yours, or install an SBC for you. Our Managed Services options may fit your needs.