

PRODUCT PORTFOLIO



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ABOUT US

Globitel is a leading telecom and contact center solutions provider with a commitment to technology innovation. For over two decades, Globitel has been providing a range of advanced, scalable, reliable, and cost-effective software solutions to customers in various vertical industries including telecom service providers, financial service providers, contact centers, government institutions, educational facilities, and the healthcare sector.

Globitel prides itself on its ability to customize its solutions and products according to the business needs of its customers; this covers a wide variety of offerings for the telecom industry and customer care, all of which are supported by expert technical skills and professional services with special consideration for the local and regional needs of Globitel's customers.

Globitel will continue to be the best partner for contact centers and telecom operators through its dedication to embracing innovative technological developments in the telecommunications sector, and setting new industry standards.

GLOBAL FOOTPRINT

Since 1996, Globitel expanded internationally and established a large footprint in the local and regional landscape; dominating entire industry sectors.

To further support its clients, Globitel also has a strong network of partners covering more than 30 countries around the world.

WHY GLOBITEL

Globitel's offerings aim at setting the right foundation for your enterprise to carry out operations efficiently. You can equip your contact center with important tools to monitor, manage, and evaluate agents.

Eventually, your enterprise will be rewarded with motivated and empowered employees and in turn, translate newfound expertise to better serve your customers.

Globitel's vast range of services for telecom companies and their subscribers greatly enhance the mobile experience and ultimately achieve subscriber loyalty.

CUSTOMERS



A blurred background image of a call center with several employees wearing headsets and working at computers. A large, solid yellow circle is centered over the image, containing the text 'CUSTOMER EXPERIENCE' in white, bold, uppercase letters.

CUSTOMER EXPERIENCE



SpeechLog

SpeechLog Call Recorder

Globitel's SpeechLog Call Recorder provides comprehensive call recording that adapts easily to unique operational requirements of any call center.

SpeechLog Quality

Globitel's SpeechLog Quality is designed to facilitate quality assurance and ensure efficiency of services while enhancing customer loyalty.

SpeechLog Analytics

Performs speech-to-text transcription and analyzes recorded calls to capture customer insights for the purpose of enhancing agent performance.

SpeechLog Back Office

This provides your contact center with well-managed infrastructure to streamline back office processes and ticket allocation for effective quality assurance.

SpeechLog Retail

A video/audio recording system that captures interactions between customers and agents in retail shops for quality assurance purposes.

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A unified customer experience suite of solutions that gives your business the ability to understand and improve the customer experience across all touch points.

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SpeechLog Social

Your contact center can monitor social media interactions and analyze social media performance to enhance the digital customer experience.

Workforce Management

WFM solution helps contact centers improve productivity with scheduling and forecasting capabilities, in addition to tracking real-time adherence to reduce costs.

Performance Management Platform

Globitel's PMP automates the process of monitoring, measuring and evaluating overall performance of the call center in real time.



WORKFORCE OPTIMIZATION

Globitel Dashboard

Globitel Dashboard allows users to track and monitor data in real time as well as make effective instantaneous decisions based on them.

E-911

A state-of-the-art, dependable, as well as powerful location-based solution that provides call centers with geographical location information of emergency calls.



A hand is shown holding a smartphone, with the screen partially visible. A large, semi-transparent blue circle is overlaid on the center of the image, containing the text 'ROAMING SOLUTIONS' in white, bold, uppercase letters. The background is a blurred bokeh of warm, golden and blue lights, suggesting an outdoor setting at dusk or night.

ROAMING SOLUTIONS



ROAMING ANALYTICS

+500 million
END USERS

Roam Analyze

Complete roamer data, with a firmer control over inbound and outbound roamers, including **fraud detection** as a key feature as well as an additional module for **silent roamer analytics**.

Understand roamers and their habits to best serve them while traveling to create the best mobile experience for your roamers.

Compile **roamer profiles** and send customized ads to suit roamer preferences and **enhance cross and up-selling**.

Roam Care

Operators can provide important roamers a premium service to potentially increase **roaming revenue** and ultimately retain your most loyal roamers.

Roam Care helps you protect high-value roaming customers, services, and areas and boost revenue with **uninterrupted service**.

In the end, you'll enhance subscriber loyalty and satisfaction as well as reduce operational cost.

Intelligent Traffic Steering

ITS enables operators to dynamically steer outbound roaming subscribers to a preferred visited network with **volume-based steering** and **minimum traffic volume guarantee**.

Border Traffic Steering module prevents subscribers from accidental roaming when near country borders.

Roam Salute

You can help roamers in using services or send tailored ads to encourage subscription to mobile roaming packages. The solution offers a powerful **Campaign Management** module.

Roam Mate

Roam Mate from Globitel helps operators' roaming subscribers access services they have difficulty using with the help of an **advanced assistant algorithm**.

This solution boosts subscriber satisfaction while **stimulating engagement** and service usage.

Bill Shock Preventer

Bill Shock Preventer has been designed to establish measures for preventing bill shock from data roaming and save postpaid subscribers' money.

50+
DEPLOYMENTS

ROAMING
INTELLIGENCE



A close-up photograph of a person's hands holding a black smartphone. The phone is held in the left hand, with the right hand positioned near the bottom edge, possibly interacting with the screen. A large, semi-transparent green circle is overlaid on the center of the image, containing the text 'VALUE-ADDED SERVICES' in white, bold, uppercase letters. The background is a soft, out-of-focus green, suggesting an outdoor setting.

**VALUE-ADDED
SERVICES**

USSD Gateway

USSD Gateway enables network operators to provide mobile subscribers with content-rich, interactive services, including callback, balance inquiry, pre-paid account refill, and more.

Number Translation Suite

For individuals and for small-to-medium sized enterprises (SMEs), this solution offers Free Number and Premium Number services for specific personal or business needs.

More VAS Services

- Globitel Messaging Gateway
- Ring Back Tone
- Follow Me
- Auto-Dialer

+100
DEPLOYMENTS

Call Signature

Call signature helps users to create a special signature to be displayed as a flash SMS message on the screen at the call initiation stage, either to the called or the calling party.

Mobile Advertising Agent

Our VAS solutions can be customized to include advertising capabilities to target subscribers with personalized mobile ads for an added revenue stream.



VAS

Beep Call

Beep Call allows callers with insufficient balance to make a call. The process will propagate a missed call notification on the receiver's phone, leading to a callback.

Missed Call Notification

Subscribers enable this service to pick up the call, play a flexibly recorded announcement, then send an SMS message to subscribers informing them of all call details.

Missed Call Reminder

Globitel Call reminder helps users not to miss out important calls by providing an easy & fast way to receive reminders for unanswered calls if not called back within a specific time period.

Sponsored Service

Sponsored Service offers free minutes for people who opt-in to listen to ads. Subscribers receive an offer to listen to a customized ad in exchange for free services in case of zero credit.

Collect Call

Collect Call platform from Globitel offers the flexibility for prepaid mobile subscribers to initiate calls even if they do not have sufficient credit.

Voicemail

A carrier-grade platform that provides message storage, retrieval and forwarding capabilities with high capacity, performance, reliability, and near-linear scalability.

+5000
CUSTOMERS

CALL
COMPLETION

THU 12:00
Zero credit? No problem!
Listen to this ad and
earn free call minutes!



Call & SMS Screening

Call & SMS Screening solution grants the choice to block or divert calls and messages according to the flexible routing rules defined by the subscribers themselves.

This grants users more control over their mobile experience. Additional features include Remote Forwarding and Mobile Rental (Multi-MSISDN).

The solution also has a **mobile application** to enhance the overall experience.

Secure Call

Globitel's Secure Call enables subscribers to protect their privacy and identify the users who can access them through voice calls by the use of a designated passcode.

Parental Control

Parental Control solution from Globitel allows a parent or guardian to control incoming and outgoing calls for family members or people under their care.

+30
OPERATORS

CALL & SMS
CONTROL





GLOBITEL LOCATION GATEWAY

USE CASES

Globitel Location Gateway GLG

GLG is a location-based platform that can collect mobility and location-based events at mobile networks for all subscribers.

All location information is acquired either passively or by active integration with major location core nodes of the networks.

Processed data covers real-time fetching, historical data stored, and contextual patterns of the mobility behavior.

Security Watch

For governments, this module adds an improved sense of security to better protect the country during daily operations and national crises.

Its functions include zoning (geofencing), Location Finder, Group Tracking, VIP Tracking, Event Monitoring, and more.

Public Safety

When an emergency takes place in a defined zone, alerts can be dispatched to those who were there for enhanced preparedness.



**NETWORK
SOLUTIONS**

SMS Firewall

SMS Firewall is a unified platform offering distinctive features. Operators gain better control and deeper insight of all incoming off-net SMS traffic.

Anti-Spoofing

Globitel's Anti-Spoofing solution is able to verify all incoming international calls to detect fake callers and block them accordingly.

Globitel Diameter Controller

GDC solution aims to provide enhanced analysis, deep data control and smart routing as well as interpretation, security and topology hiding.

- Diameter Edge Agent
- Diameter Routing Agent
- Diameter Signaling Security

Customer Retention

Predict churn-risk subscribers based on past patterns of behavior in order to keep them through various marketing and business activities.

Service Gateway

Dynamic, full-fledged platform that enables wireless and dialogue-based messaging applications to be created within the operator's network.



