



DATA SHEET



KEY BENEFITS

Flexible Deployments

VeriSign Roamer View is deployed according to a service provider's unique requirements, such as interfacing to carrier's existing probes or an existing central store database. Our flexible deployment enables service providers to leverage existing network configurations without the necessity of new capital expenditures.

Increase Customer Satisfaction

VeriSign Roamer View helps service providers retain their high value customers through superior customer service. VeriSign Roamer View enables timely customer support and troubleshooting via near real-time data capture. Visibility into roamer activity provides for better customer service and increased customer satisfaction, thereby reducing churn.

VeriSign® Roamer View

VeriSign® Roamer View provides visibility into roamer validation messages for voice and data, enabling service providers to monitor roamer activity in visited markets and roamers visiting their own markets with ease. Pre-call roaming information is processed in near real time, reformatted into readable text, and then presented to the service provider through a user-friendly interface to permit proactive management and support of roaming subscribers.

VeriSign Roamer View is a comprehensive service that service providers can use to search on active roamers within specific markets. Queries can be performed by mobile identification number/ electronic serial number (MIN/ESN) American National Standards Institute (ANSI-41), international mobile subscriber identity (IMSI) [Global System for Mobile Communications (GSM)], or user name and network access server (NAS) identifier remote authentication dial-in user service (RADIUS); results are displayed in an intuitive user interface.

+ VeriSign Roamer View Key Features

User Interface

- Stores data for seven days (six historical, plus current day)
- Multi-lingual versions available
- Online and context-sensitive help
- Visibility into all voice and data roaming messages simultaneously, from the same interface
- The ability to quickly and easily send your roaming partners a snapshot of ANSI-41/GSM mobile application part (MAP) or RADIUS message details for troubleshooting network issues
- Color-coding for error messages in blue, red, green, and yellow alerts users to errors at a glance
- Familiar Windows®-based graphical user interface (GUI) provides data in easily readable, accessible, and printable windows



Where it all comes together.™



Improve Efficiency and Productivity

The searchable windows, robust reporting system, and user-friendly GUI of VeriSign Roamer View allow for efficiency in troubleshooting, higher productivity in a service provider's roaming department, and ease of management reporting of roaming activities. The solution accommodates a streamlined organization through automated alerts, queries, and reporting, thereby freeing up resources to focus on new revenue-generating activities.

Maximize Revenue Generation

With VeriSign Roamer View, customer service and roaming departments can troubleshoot and quickly respond to correct a roamer's problems, enabling increased service levels and maximized revenue potential. VeriSign Roamer View is an excellent tool for diagnosing problems with foreign roamers.

Decrease Costs

Our service bureau approach will assist in getting to market quickly with a quality, affordable service. VeriSign Roamer View presents service providers with the option to avoid capital expenditures. VeriSign supplements service providers' existing infrastructure, saving resources for investment in growing their business.

- Pop-up windows provide detailed information about an origination point code (OPC) or destination point code (DPC) or network entity address, including service provider name, mobile switching center identification (MSCID), and market geographical location
- Shortcuts convert viewable ESNs in both hexadecimal and decimal formats
- Customize views to focus on transaction statistics with designated roaming partner(s)
- Set preferences on a per session or permanent basis for viewing specific messages or limit fields viewed within those messages for added security
- Allows cut and paste to external systems such as Microsoft® Office and trouble ticket software for tracking and reporting
- Group level security management by field and user ID

Query Features

VeriSign Roamer View provides query features to search by subscriber-specific information or service provider information. In addition to messages generated for individual roamers, VeriSign Roamer View can provide information on current active roamers, including who they are, where they came from, and where they are roaming, as well as switch-to-switch activity and transaction statistics to provide insight into:

- What roaming partners show the most activity?
- Which ones have not updated their visitor location register (VLR) tables correctly?
- Where am I having network and call-delivery issues?

Fraud Management

The VeriSign Roamer View Velocity Checking feature for ANSI-41 carriers can detect potential fraud by identifying geographic calling anomalies. Upon identification of potential fraudulent activity, an alarm message is sent to the service provider (email address or short messaging service [SMS] simple main transfer protocol [SMTP] gateway). Velocity parameters are flexible and can be set to accommodate a given service provider's demographics.

VeriSign Roamer View SMS Call Detail Record (CDR) Generation and Billing Capabilities

VeriSign Roamer View enables SMS billing and roaming. The solution generates CDRs for tracking SMS roaming activity and can deliver per event (e.g., a CDR per SMS) and aggregate billing information on SMS roaming messages. A daily report can be produced for each serving company that includes billable CDRs (only) sorted by home system identification number/ mobile identification number (SID/MIN). This functionality is available nationally and internationally.

Visit us at www.VeriSign.com for more information.