



## Product Description

### ▶ Introduction

mCarbon unleashes a unique information assistance service for people

Channel 99IC is actually a location based system where the user in need is connected to the provider, through Info-Connect Server. The service is operator independent and provides end-to-end menu driven user experience over IVR, Web and SMS to the user.

### ▶ How Does It Work

It is categories based published system, backed up by Yellow Pages database. The system is primarily divided into four entities:

N – User who needs some service

P – User who provides some service

Info Connect Server – Broker application which matches and connects based on information

Yellow Pages Database – Provides information to the info-connect server in case there is no provider of the service registered.

### ▶ Mediums Of Delivery



#### IVR

The providers would really find it convenient to register themselves through this. Though this medium would be available to both user and the provider.



#### SMS

SMS is undoubtedly the most useful medium today, because of its penetration. Both, user and the provider can use this medium.



#### Web

Web would be convenient medium for any user to register as provider.



## ▶ Product Services

Service flow for the provider of service



**1** The user submits his/her interest as a profile, specifying the category in which he/she specialises.



**2** The user is notified that the Info-Connect server would provide details, when the service is required.



**3** The Info-Connect server would send details required by the user to the provider.

Service flow for the user of service



**1** The user submits his/her interest as a profile specifying the exact need of the service.



**2** The Info-Connect server would map the user's need with any provider who is already registered on the system.



**3** If the provider is available as a registered provider the contact details are passed on the user in need.



**4** If no provider matches the need then the Yellow pages database is scanned and the details of unregistered providers are passed on to the user.



**5** If the need is not met by the yellow pages database then a regret message is sent to the user.



**6** The offline system collects the information required by the user and whenever the system has relevant information it would be passed on to the user.

## ▶ System Configuration

Channel99IC can be configured in either simplex or redundancy mode. In redundancy mode, both 1+1 and N+ 1 modes are supported. This allows the system to be implemented in small-scale installations and large-scale installations with redundancy.

The system can run on the following hardware configuration, or equivalent

CarboServe

*Specifications:* Intel based Dual core servers 3.6 GHz CPU with 4 GB RAM, 144 GBx2 HDD onboard, dual High Speed SCSI adapters to external storage or equivalent servers like x3650

Web Servers

*Specifications:* IBM Blade Center Single Xeon 1.6GHz Blade with Single/Dual core with 2 GB RAM, 73 GBx2 HDD onboard or equivalent servers like x3550

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