Flowroute

CardEasy clients optimize call quality and reliability with Flowroute, the most resilient cloud telephony in the United States.

What is Flowroute?

Flowroute is a 100% cloud-based SIP trunking platform that gives contact centers everything they need to run mission-critical voice applications. The secret to Flowroute's reliability is its patented HyperNetwork. HyperNetwork meshes multiple carriers into a single telecom network, delivering superior reliability and reach.

When it comes to telephony, connection is key. Flowroute creates an optimal connection that maximizes call quality, reliability and control.

Why use Flowroute?

- CardEasy clients choose Flowroute to reduce their telephony costs on inbound and outbound calls.

- Flowroute offers unprecedented reliability with redundant call paths.

- Flowroute mitigates outage time by quickly detecting network impairments and re-routing traffic so both inbound and outbound calls are successfully connected.

- Flowroute delivers smooth, high-quality connections that you can rely on.

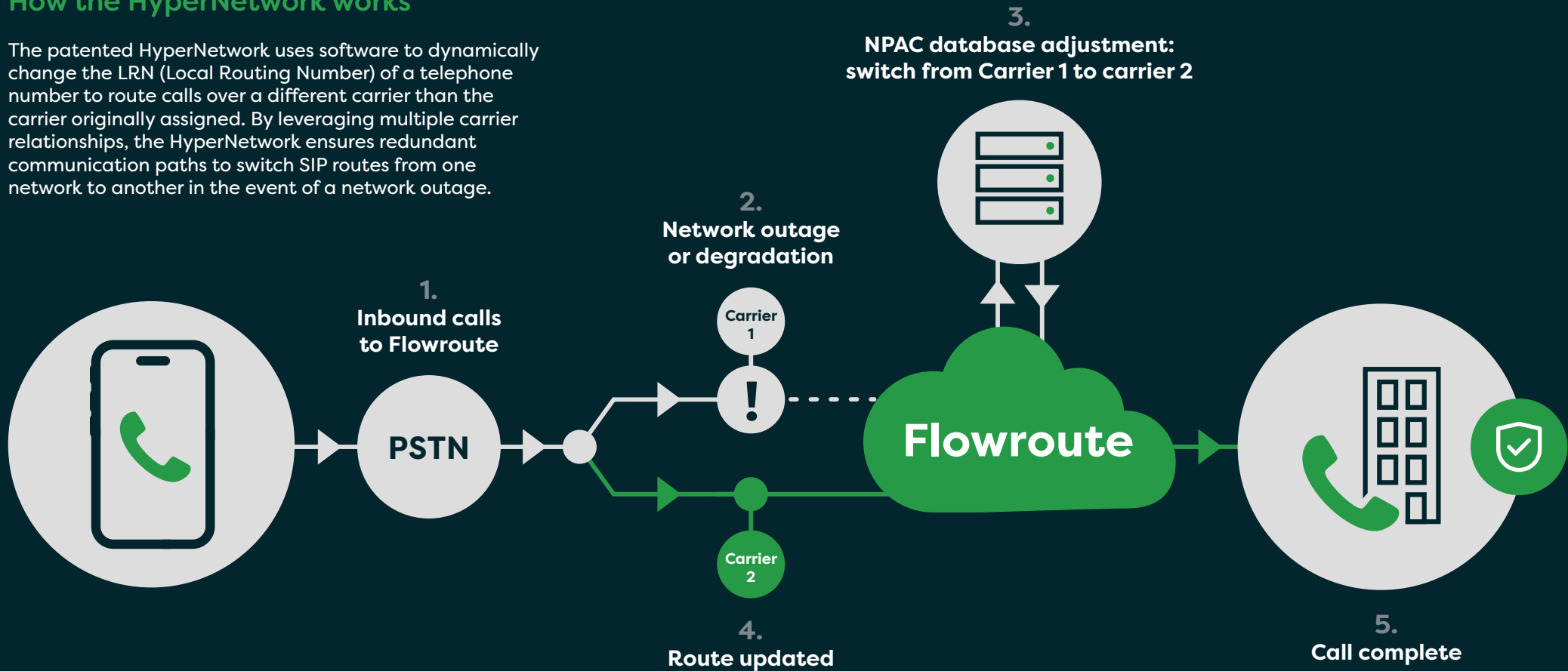*Flowroute is only available when purchasing CardEasy products or services.

How Flowroute works

How the HyperNetwork works

The patented HyperNetwork uses software to dynamically change the LRN (Local Routing Number) of a telephone number to route calls over a different carrier than the carrier originally assigned. By leveraging multiple carrier relationships, the HyperNetwork ensures redundant communication paths to switch SIP routes from one network to another in the event of a network outage.

3.
NPAC database adjustment:
switch from Carrier 1 to carrier 2

2.
Network outage
or degradation

1.
Inbound calls
to Flowroute

PSTN

Carrier 1

Carrier 2

Flowroute

4.
Route updated

5.
Call complete

HyperNetwork functionality is
also supported on outbound calls.

PCI Security Standards Council®
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Key Flowroute features

Feature	Benefit
Cloud-Based	Reliable, scalable, and easy to deploy 100% cloud-based SIP trunking.
Simplicity	Provides reliable, scalable, easy 100% cloud-based SIP trunking.
Improve cost	CardEasy clients benefit from significant cost savings on both inbound and outbound calls.
Flexible	Customers can scale up/down an unlimited number of concurrent calls and paths.
Quality	Calls are delivered directly to their destination without any disruption in the media path.
Redundancy	Quick, seamless & reliable inbound and outbound call redundancy.
HyperNetwork	Redundant communication paths that seamlessly switches SIP routes in the event of an outage or degradation.
Reduces downtime	Reduce downtime, resulting in better customer experience and less opportunity loss.
Millions of calls routed through Flowroute per month	Our top five customers alone route more than 12 million minutes and 4.5 million calls through Flowroute each month.

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