

**Porta  Billing<sup>®</sup>**

	<p><b>29</b></p> <p>Maintenance Release</p>
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**Web Reference**

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PortaBilling® Web Reference, November 2012

Maintenance Release 29

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Please address your comments and suggestions to: Sales Department, PortaOne, Inc. Suite #408, 2963 Glen Drive, Coquitlam BC V3B 2P7 Canada.

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## Table of Contents

Preface .....	5
Document Objectives.....	6
How to Get Technical Assistance.....	6
Hardware and Software Requirements .....	6
<b>1. Introduction .....</b>	<b>7</b>
PortaBilling Security.....	10
Common Features.....	11
<b>2. System Management.....</b>	<b>19</b>
My Company .....	20
Access Levels.....	22
User Management.....	33
Mailing List.....	39
Templates.....	39
Web Interface.....	48
Quick Forms .....	49
<b>3. Adjusting Billing Parameters .....</b>	<b>52</b>
Services.....	53
Currencies .....	55
Exchange Rates.....	57
Customer Classes .....	58
Payments.....	62
<b>4. Rating.....</b>	<b>67</b>
Destinations.....	68
Destination Group Sets .....	72
Tariffs.....	74
Volume Discount Plans.....	90
Subscription Plans.....	96
Products.....	100
<b>5. Participants .....</b>	<b>113</b>
Representatives.....	114
Distributors .....	114
Customer Management.....	116
Resellers .....	140
Account Management.....	142
Vendor Management.....	178
<b>6. Networking.....</b>	<b>185</b>
Nodes.....	187
Call Handling .....	192
IP Centrex .....	196
Internet Services .....	198
Service Policies.....	199
IP Device Profiles.....	202

---

IP Device Inventory.....	204
DID Inventory.....	205
Geo / Risk Profiles.....	210
<b>7. Routing .....</b>	<b>212</b>
Route Categories.....	213
Routing Plans.....	213
Test Dialplan .....	221
Routing Criteria.....	222
Access Numbers.....	226
Connections.....	231
<b>8. Statistics.....</b>	<b>242</b>
System Load.....	244
ASR.....	245
Cost / Revenue.....	247
Custom Reports .....	248
Vendor xDRs .....	253
Customer xDRs.....	254
Invoices.....	254
<b>9. Help Desk.....</b>	<b>257</b>
Trace Session.....	258
Active Sessions.....	259
BE Log Viewer .....	261
SIP Log Viewer .....	262
Account Info.....	264
<b>10. Appendices .....</b>	<b>266</b>
APPENDIX A. xDR Browser .....	267
APPENDIX B. Audio File Formats Supported by Music on Hold Feature.....	269

## Preface

This document provides a general overview of the PortaBilling® administrator web interface.

### Where to get the latest version of this guide

The hard copy of this guide is updated upon major releases only, and does not always contain the latest material on enhancements that occur in-between minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product. You can access the latest copy of this guide at: [www.portaone.com/support/documentation/](http://www.portaone.com/support/documentation/)

## Conventions

This publication uses the following conventions:

- Commands and keywords are given in **boldface**
- Terminal sessions, console screens, or system file names are displayed in fixed width font



**Exclamation mark** draws your attention to important information or actions.

**NOTE:** Notes contain helpful suggestions about or references to materials not contained in this manual.



**Timesaver** means that you can save time by taking the action described here.



**Tips** provide information that might help you solve a problem.

## Trademarks and Copyrights

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## Document Objectives

The target audience of this document is system administrators, VoIP engineers, and system or helpdesk operators who will be managing your services via the PortaBilling® web interface.

## How to Get Technical Assistance

The dealer from whom you purchased this product is the *first place* you should go for technical assistance. The dealer is usually the most qualified source of help, and is the person most familiar with your system and how this product should be installed. Many dealers have customer service and technical support programs that offer varying levels of support, depending on your needs and computer knowledge.

### If your dealer cannot assist you

If you cannot get assistance from your dealer, the vendor provides varying levels of technical assistance.

PortaOne's Customer Support Service (e-mail: [support@portaone.com](mailto:support@portaone.com)) can supply quick answers to specific inquiries regarding product features and technical questions. You can visit our website (<http://www.portaone.com>) for more information.

## Hardware and Software Requirements

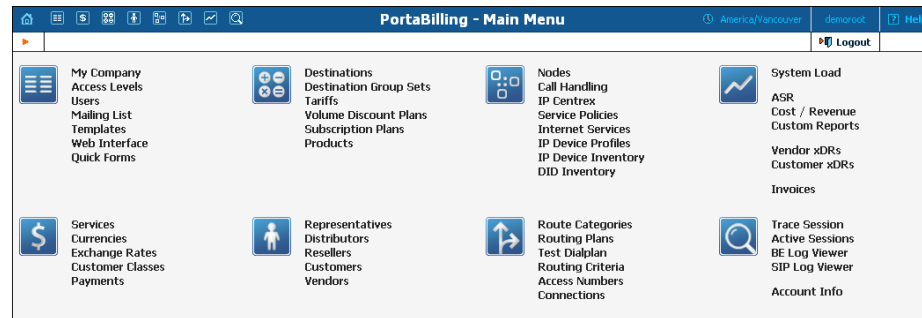
### Client System Recommendations

- OS: Windows XP, Vista or 7, UNIX or Mac OS X
- Web browser: Internet Explorer 8.0 (or higher), Mozilla Firefox 3.6 (or higher)
- JavaScript and cookies enabled in web browser
- Spreadsheet processor (MS Excel or OpenOffice Calc)
- Display settings:
  - Minimum screen resolution: 1024 x 768

**NOTE:** To view downloaded CSV (Comma-Separated Values) files in Windows, please do the following to match PortaBilling's default list separator: My Computer -> Control Panel -> Regional Settings -> Number -> List Separator type ",",.

# 1 ■ Introduction

PortaBilling’s front-end design and functionality are simple and intuitive. The web interface of the PortaBilling® home page is the main point of entry to all system objects and tools. Divided into eight functional blocks, the icons below link to pages containing tools for system management, VoIP networking, billing, customer help and generating statistics. Each second-level page contains a link back to the home page.



These are the eight functional blocks:



**Management**

Global system maintenance tasks, such as adding administrative users, defining access levels and creating mailing lists, templates and quick forms.



**Billing**

Tasks related to billing, such as managing the list of services provided and the rate plan definition; maintenance of currencies and exchange rates.



**Rating**

Tasks related to charging customers for services, such as managing destinations, destination group sets, tariffs, products and discount plans.



**Participants**

Task related to different entities in the system, such as representatives, distributors, resellers, customers, vendors and account management.



**Networking**

Configuration of network components: registering new nodes (network endpoints) in the system; configuration of IP device profiles; tools for configuring and testing call routing.



**Routing**

Configuration of various parameters which affect call routing, and a tool to check how routing will be done for a particular destination number.



**Statistics**

A variety of statistics and reports are available, reflecting the status of the system or providing information on call records, costing and revenue.





**Help Desk**

Tasks available to help desk staff for assistance in troubleshooting problems that clients may inquire about.

# PortaBilling Security

PortaBilling® is compliant with Visa Security Standards.

## User interface

- Inactivity logout
- Unconditional logout

## User passwords:

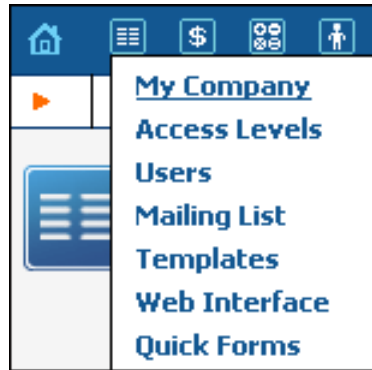
- The minimum password length is six (6) characters and the maximum password length is sixteen (16) characters.
- Passwords include both alphabetical and numerical components.
- Passwords are stored under irreversible encryption.
- It is required that the current password be used before allowing a new password to become effective.
- The user's last four (4) passwords cannot be re-used.
- It is prohibited to change a password within one (1) day of the previous change.
- The initial password must be changed on the first login.
- Passwords must be changed at least once every 30 days.
- Use dictionary checking to restrict password selection.


## Credit card information

- Credit card information is displayed as 1234xxxxxxx567
- Credit card information is stored using the same encryption as for the Payment System password.

## Common Features

All of the functions available from the home page (main menu) are also available using the drop-down menus:



The **Home** icon  on the left also contains a menu with shortcuts to all the other PortaBilling® interfaces:

**Admin** – Shortcut to this interface; same result as clicking the **Home** icon

**Customer Self-Care Portal** – Customer self-care interface

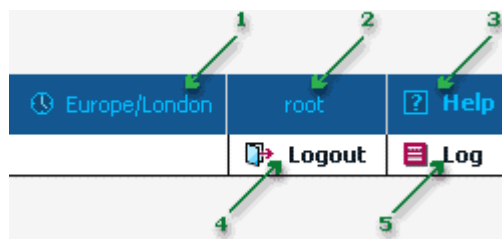
**CC-Staff** – Customer Care Staff interface

**Account Self-Care Portal** – Interface for account owners (end-users)

**Vendors** – Interface for your termination partners

**Representatives** – Interface for your sales agents or distributors

The top right-hand side of the interface provides users with the following information:



1. The time zone where the current user operates. Click on this link to select a time zone for your current session.
2. Login name of the user currently logged in.
3. Context help for the current screen. Click this link and the Help window will pop up.
4. Logout button. Used to end the current session or, when necessary, to re-login as another user.


- View Log. This link is only available to users with corresponding access rights and where applicable. Clicking it will open a window showing all logged activities performed on the current screen.

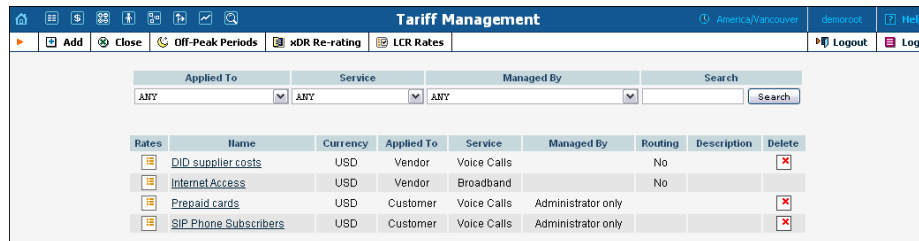
The toolbar often also shows a list of available actions relative to the current page:



This toolbar acts as the equivalent of the “File” menu for the application, i.e. the usual location for the “Save”, “Close” and “Add” operations.

### Delete an object in the database

If you see the icon  next to an object name in the list of objects, this means it can be deleted from the system. Note that only objects which are not used elsewhere in the system may be deleted. For instance, in the screenshot below, the **DID supplier costs**, **Prepaid cards** and **SIP Phone Subscribers** tariffs can be deleted, whereas the rest of tariffs are being used by some product or connection.



### Show objects

The **Objects** icon is only available to the Root user; when selected next to any web element (such as a data field or select menu) it displays an **ACL** control. Move your mouse over the ACL control for the given element to see the object properties, as illustrated below. These object properties can be used by the administrator when configuring access levels for certain users in the system. See the [Access Levels](#) section for more information.

**Edit Customer 'EasyCall Ltd.'** America/Vancouver democoot Help

Save Save & Close Close xDRs Batches Sites Accounts E-Payments Log Invoices Terminate Logout Log

Customer ID EasyCall Ltd. Customer Class Default customer class

Blocked  Opening Balance 0.00000 USD  
Balance 0.00000 USD

Taxation	Abbreviated Dialing	Subscriptions	Volume Discounts	Trouble Tickets	Notepad	Service Features	Permitted SIP Proxies		
Address Info	Balance Adjustments	Web Self-Care	Dialing Rules	Additional Info	Payment Info	Periodic Payments	Extensions	Huntgroups	Custom Fields

Company Name  Contact

Mr./Ms./...  Phone

First Name  Fax

M.I.  Alt. Phone

Last Name  Alt. Contact

Address

E-mail

BCC

Description

Province/State

Postal Code

City

Country/Region

**Edit Customer 'EasyCall Ltd.'** America/Vancouver democoot Help

Save Save & Close Close xDRs Batches Sites Accounts E-Payments Log Invoices Terminate Logout Log

Customer ID **ACL** EasyCall Ltd. Customer Class **ACL** Default customer class

Blocked **ACL**  Opening Balance **ACL** 0.00000 **ACL** USD  
Balance **ACL** 0.00000 **ACL** USD

Taxation	Abbreviated Dialing	Subscriptions	Volume Discounts	Trouble Tickets	Notepad	Service Features	Permitted SIP Proxies		
Address Info	Balance Adjustments	Web Self-Care	Dialing Rules	Additional Info	Payment Info	Periodic Payments	Extensions	Huntgroups	Custom Fields

Company Name **ACL**  Contact **ACL**

Mr./Ms./... **ACL**  Phone **ACL**

First Name **ACL**  Fax **ACL**

M.I. **ACL**  Alt. Phone **ACL**

Last Name **ACL**  Alt. Contact **ACL**

Address **ACL**

E-mail **ACL**

BCC **ACL**

Description **ACL**

Province/State **ACL**

Postal Code **ACL**

City **ACL**

Country/Region **ACL**

**Edit Customer 'EasyCall Ltd.'** America/Vancouver democoot Help

Save Save & Close Close xDRs Batches Sites Accounts E-Payments Log Invoices Terminate Logout Log

Customer ID **ACL** EasyCall Ltd. Customer Class **ACL** Default customer class

Blocked **ACL**  Opening Balance **ACL** 0.00000 **ACL** USD  
Balance **ACL** 0.00000 **ACL** USD

Taxation	Abbreviated Dialing	Subscriptions	Volume Discounts	Trouble Tickets	Notepad	Service Features	Permitted SIP Proxies		
Address Info	Balance Adjustments	Web Self-Care	Dialing Rules	Additional Info	Payment Info	Periodic Payments	Extensions	Huntgroups	Custom Fields

Company Name **ACL**  Contact **ACL**

Mr./Ms./... **ACL**  Phone **ACL** Customers.contl

First Name **ACL**  Fax **ACL**

M.I. **ACL**  Alt. Phone **ACL**

Last Name **ACL**  Alt. Contact **ACL**

Address **ACL**

E-mail **ACL**

BCC **ACL**

Description **ACL**

Province/State **ACL**

Postal Code **ACL**

City **ACL**

Country/Region **ACL**

## Sorting tables

on	▼ Connect Time	↕ Disconnect Time	↕ Duration, min:sec	↕ Acc
atch es	24 Aug 2002 01:35:35	24 Aug 2002 01:35:35	0:00	
atch es	23 Aug 2002 20:51:50	23 Aug 2002 21:30:12	38:22	
atch	23 Aug 2002	23 Aug 2002		

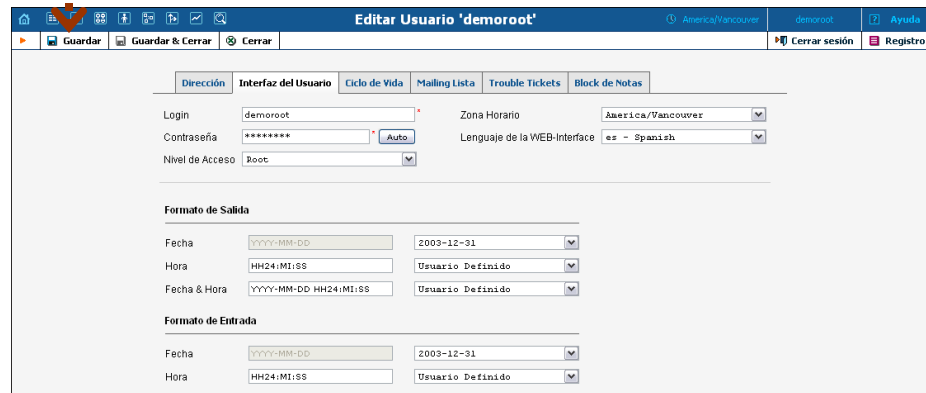
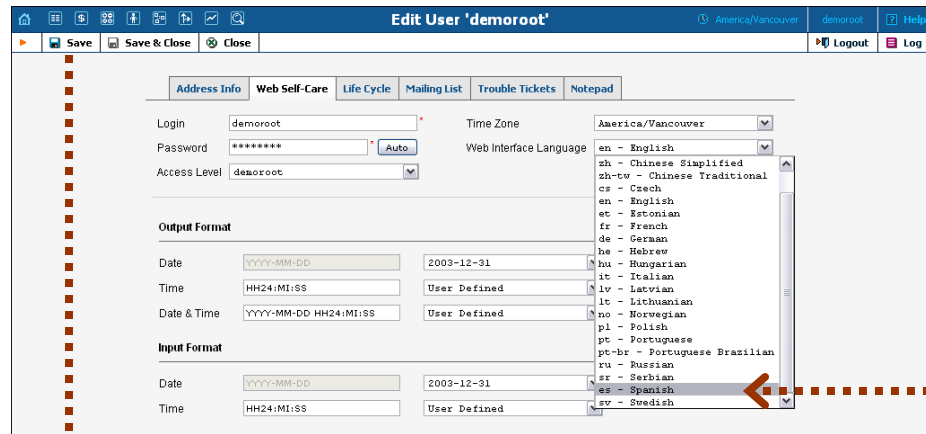
This feature is available for all xDR browsers in order to sort the displayed information according to different criteria, where necessary. The table header cell with the orange triangle shows the sorted row. A triangle pointing downward indicates descending order, while a triangle pointing upward means ascending order.

Sorting is available for all columns with a bi-directional white arrow in the top left-hand corner of the header cell. To sort a column, simply click on the header; click the same column again for the opposite sorting order.

Another handy feature for sorting tables is that the table header is always visible, even if you scroll to the bottom of a large table which does not fit completely on the screen.

## Multiple languages

PortaBilling® uses a flexible and extensible localization system. Every user of the system (admin user, account, customer, vendor, customer care admin) can choose the language of the web interface for his session. This does not, of course, affect other users; thus user John can work with the system using English as his interface language, while user Peter can make use of Chinese simplified as his language. Currently, PortaBilling® supports such commonly-used languages as Arabic, Chinese, French, German, Portuguese, Russian and Spanish, in addition to English. New languages may easily be added on request; please contact PortaOne to obtain the XML template files if you would like to perform the translation yourself.

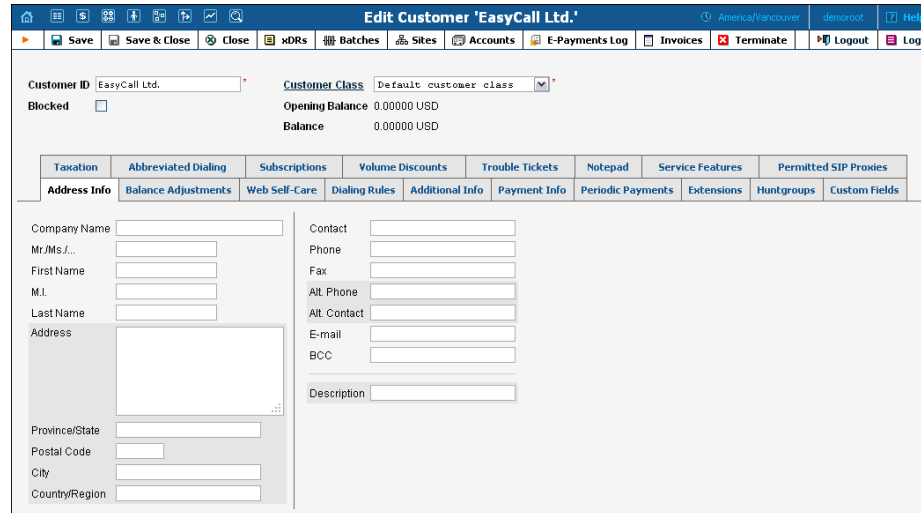


Currently the following languages are supported:

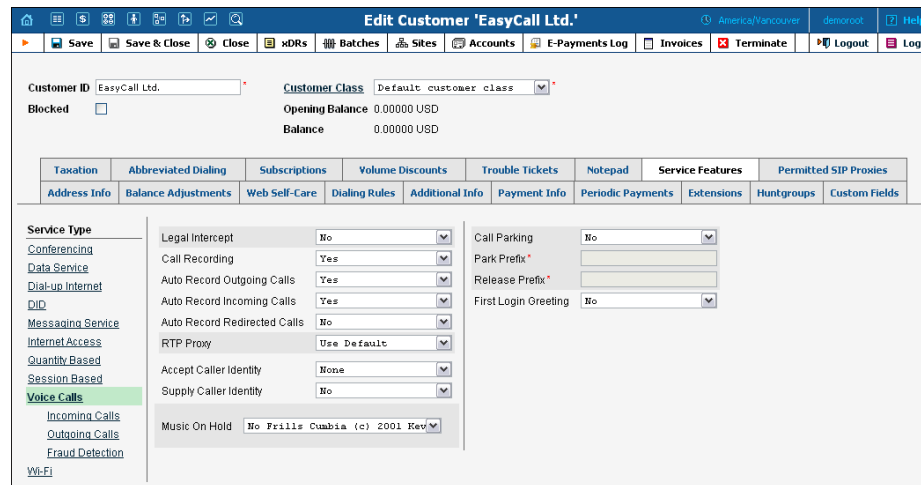
- Arabic
- Chinese (traditional and simplified)
- Czech
- English
- Estonian
- French
- German
- Hebrew
- Hungarian
- Italian
- Latvian
- Lithuanian
- Norwegian
- Polish
- Portuguese (and Brazilian Portuguese)
- Russian
- Serbian
- Slovenian
- Spanish
- Swedish

### Tab controls

Some forms (e.g. customer or account information) contain so much information that it is not feasible to display it all on a single screen. The standard practice in this case is to divide the information between multiple tabs, each of which contains only a portion of the information and can be individually selected for display. To provide a better user experience with a high number of tabs, PortaBilling® provides two rows of tab controls.



When you click on a tab's name, it is selected (black font on a white background) and you can see the associated information. Note that even if a tab from the upper row is selected, the row order does **not** change, and all the tabs stay in their original location. Thus you can always remember where a particular tab control is located on the form; see below for an example where a tab from the upper row has been selected.





### Date & Time format

PortaBilling® allows users to define both the input and output formats for date and time.

Output Format		
Date	<input type="text" value="DD-MM-YYYY"/>	<input type="text" value="31-12-2003"/>
Time	<input type="text" value="HH24:MI:SS"/>	<input type="text" value="User Defined"/>
Date & Time	<input type="text" value="DD-MM-YYYY HH24:MI:SS"/>	<input type="text" value="User Defined"/>
Input Format		
Date	<input type="text" value="DD-MM-YYYY"/>	<input type="text" value="31-12-2003"/>
Time	<input type="text" value="HH24:MI:SS"/>	<input type="text" value="User Defined"/>

Making changes to the date and / or time format on this page enables users to enter dates and times in the desired format throughout the entire PortaBilling® web interface. Correspondingly, all pages generated at a user’s request will contain the date and time in the previously set-up format.

Date / Time format strings are composed using specifiers that represent the values to be inserted into the formatted string.

In the following table, the specifiers are given in upper case. Formats are case-insensitive.

Specifier	Value	Description
<i>Date</i>		
<b>DD</b>	01-31	Day of the month
<b>D</b>	1-31	Day of the month without a leading 0
<b>MM</b>	01-12	Number of the month
<b>MON</b>	Jan-Dec	Name of the month
<b>MONTH</b>	January-December	Full name of the month
<b>YYYY</b>	2003 +	Year
<b>YY</b>	00-99	Last two digits of the year
<i>Time</i>		
<b>HH, HH24</b>	0-24	Hours
<b>HH12</b>	0-12	12-hour time format; requires AM/PM specifier
<b>MI</b>	0-60	Minutes
<b>SS</b>	0-60	Seconds
<b>AM, PM, AM/PM</b>	AM, PM	
<i>Separators</i>		
A separator can be any symbol except for letters and digits, or may be left blank		

Example	Value
DD/MM/YYYY	12/03/2003
MON-DD-YY	MAR-12-03
HH:MI:SS	12:30:00
HH12 MI:SS	WRONG! AM/PM specifier is missing
HH12mi pM	1230 AM

### Current release and build information

In the bottom left corner of the main menu screen, you can see information about the maintenance release and build of the software currently installed, e.g. MR25-1 means “Maintenance Release 25” and “Build 1”.

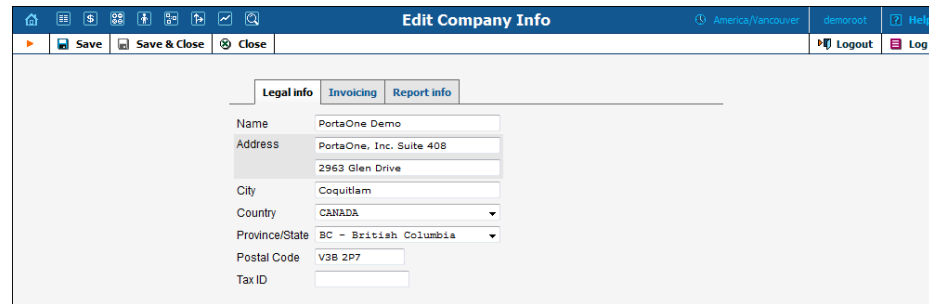


# 2. System Management

# My Company

The **My Company** info screen allows the administrator to maintain corporate information relating to your business. This data will be included on reports such as invoices.

## Legal Info



The Legal Info tab allows you to enter information about your company that could be used for any legal transactions, e.g. for taxation purposes.

Field	Description
<b>Name</b>	Proper, legally-recognized form of the company’s name.
<b>Address</b>	Address where this company name is legally registered. Two lines are provided.
<b>City</b>	City in which the company is legally registered.
<b>Country</b>	The country in which the company is legally registered.
<b>Province/State</b>	The province or state where the company is registered may be selected from a drop-down list, depending on the Country option selected.
<b>Postal Code</b>	Postal code for the company’s registered location.
<b>Tax ID</b>	Locally-designated tax number.

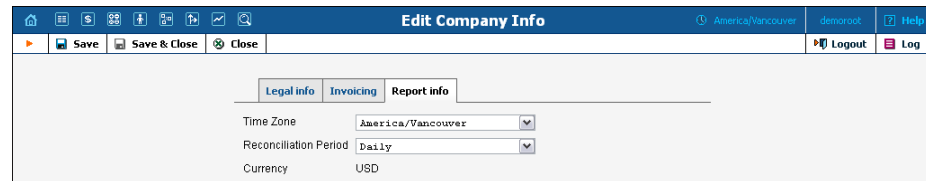
## Invoicing

The information provided in the **Invoicing** tab is typically used on reports as the primary point of contact for your vendors and customers. This information is the same as that which appears on your letterhead and business cards, for example.

Field	Description
<b>Company Name</b>	The conventional form of your company’s name. (For example, “EasyCall, Inc.”)
<b>Address</b>	Street address of the company.
<b>Country</b>	The country may be selected from a drop-down list.
<b>Phone</b>	Primary telephone number for the company.
<b>Fax</b>	Primary fax number.
<b>E-mail</b>	Primary e-mail contact for the company. If defined, this email address will appear in the From: field of all outgoing emails, e.g. statistics / invoices or low credit warnings sent to your customers.
<b>Web</b>	Web address of the company.
<b>Invoice Number Sequence</b>	PortaBilling® can generate invoices for all customers with sequential invoice numbering distributed throughout the environment. In some cases, you may want to have more than one sequence of numbers. For example, your legislation may demand strict sequential invoice numbering for every customer or reseller. Select an invoice number sequence that will be used by default for the whole environment: <ul style="list-style-type: none"> <li>• Individual for Environment – sequential invoice numbering throughout the environment</li> <li>• Individual for Reseller – sequential invoice numbering throughout the environment for direct customers, distributors and resellers, though the reseller will have his own</li> </ul>

	<p>sequential numbering for all of his subcustomers</p> <ul style="list-style-type: none"> <li>• Individual for Customer – every customer (direct customer, distributor, subcustomer and reseller) will have his own sequential numbering</li> </ul>
--	--

### Report Info



The data contained in the Report Info tab may be used for any financial reports, e.g. for invoicing or taxation purposes.

Field	Description
<b>Time Zone</b>	Time zone in which global reports for the environment (e.g. Cost / Revenue Report) will be generated.
<b>Reconciliation Period</b>	Defines how frequently the global reports (e.g. Cost / Revenue Reports) will be generated. This will also set up the periodicity of the <b>Unresolved xDRs</b> . (See the <i>Statistics</i> section below.)
<b>Currency</b>	The company’s internal currency. You can use different currencies for your customers or vendors, but Cost / Revenue Reports will be generated in this currency. The value for this parameter is set permanently for the new environment, and cannot be changed later.

## Access Levels

### Introduction to the ACL System

Different types of users have different responsibilities within the billing system. Some users may not be allowed to use or see certain portions of the system. To this end, PortaBilling® supports the concept of **Access Control Lists (ACL)**. ACLs allow the PortaBilling® administrator to decide, for example, that a particular sales representative can look at customers’ data, but cannot create new customers.

ACLs allow you to control what users of your site can and cannot do. Without such restrictions, it is almost impossible to guarantee that users will see or change only the information that they are allowed to. There are default ACLs defined in the PortaBilling® system. You can use default ACLs or create new ones to fit your needs.

## ACL Types

An access level can be of the following types:

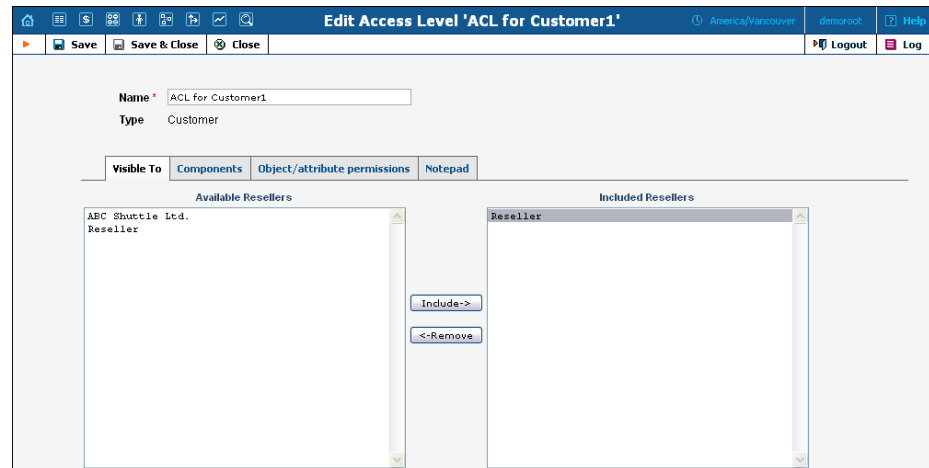
- Account (to be applied to your account)
- CC Staff (to be applied to your customer care support)
- Component (cannot be assigned to users; used only as a building block to construct other access levels)
- Customer (to be applied to retail customers or sub-customers)
- Distributor (to be applied to your distributor)
- Representative (to be applied to your representative)
- Reseller (to be applied to your resellers)
- User (access level for users of the admin interface)
- Vendor (to be applied to your vendors)

These access levels are composed of **permissions** and, optionally, other **components (as dependencies)**. Permission is a basic unit in the ACL system.

Newly created ACLs will be available in the **Access Level** select menu of the corresponding form when creating a new object or modifying an existing object's details. For instance, a User ACL will appear in the **Access Level** select menu of the **Add User** form (see below), a Customer ACL will be available when creating or editing a customer, and so on.

## ACLs' Visibility under Reseller

Normally you would not want reseller A to be able to use ACLs, which were designed for reseller B. To ensure that this never happens, ACLs are not visible to resellers by default. To allow a certain reseller to use the ACL, include this reseller in the ACL's **Visible To** tab:



Visibility can be applied for Customers, Accounts, Representatives and CC Staff ACLs.

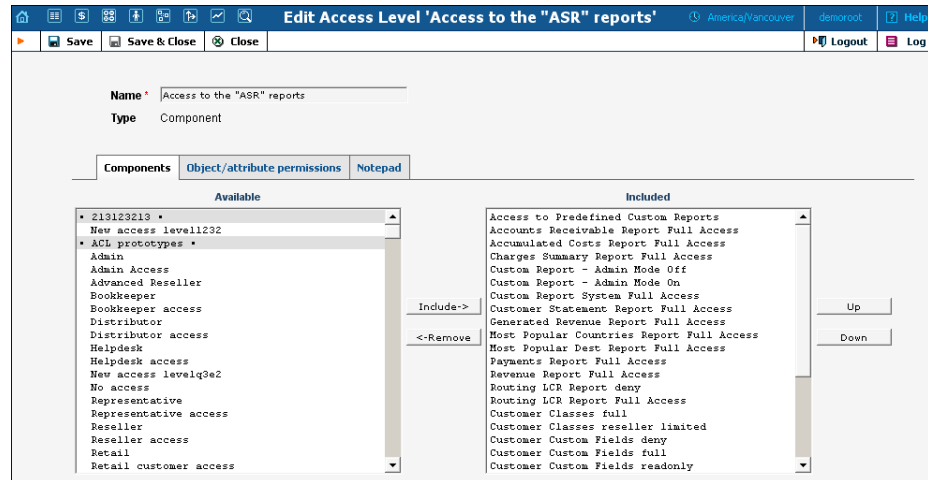
## Components

As was mentioned before the system includes a set of default ACLs that consists of components. These are used as a building block for constructing other access levels. Components will be made up of zero or more permissions, and can include other components (as dependencies). If access level ACLX includes access levels ACL1, ACL2 and ACL3 (or, in other words, is *derived* from ACL1, ACL2 and ACL3), then ACLX will contain all the permissions defined in ACL1, ACL2 and ACL3 (along with all of the access levels they in turn are derived from).

What happens if there is a contradiction; for example, if ACL1 denies read access to Accounts.password and ACL2 grants it? In such a case, the first available definition will be used. Thus, in the example above, access will be denied according to ACL1, which is first in the list of included access levels. Keep in mind that the sequence of ACLs matching is held top-down. In addition to these, a component has several other aspects.

When editing a component, you will first see a screen as on the following screenshot:





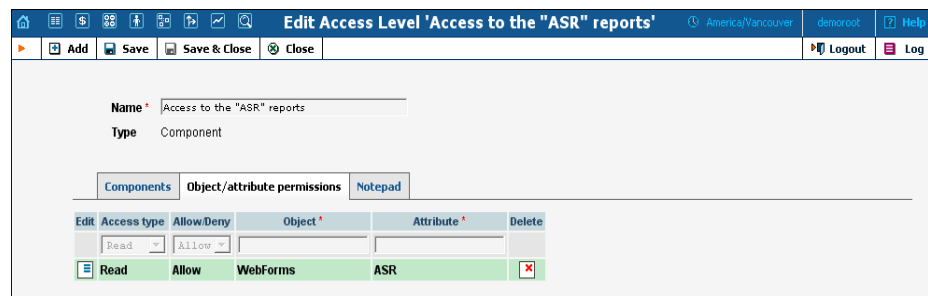
Including components as dependencies within other components gives the system its power. Here we see that the “Admin access” level is defined by over a dozen dependent components. Note that this component does not actually define permission itself, but rather relies on the implementation of its dependents.

By deriving new components from the existing ones in the system, you can implement fine-grain access control and define User ACLs specific to your operational environment.

## Permissions

Permission is the fundamental unit of exchange in the PortaBilling® security model. Permissions are composed of an **access type**, **Allow / Deny permission** (whether or not this is an allowed action), **the relevant object**, and **the relative attribute of the object**.

Let’s take the example. An access level called “Access to ‘ASR’ reports” is provided within the PortaBilling® installation. It defines only one permission, which appears as in the following screenshot:



The “Access type” is set to “Read”, and the permission to “Allow”. This permission applies only to “WebForms” objects which have the attribute “ASR”.

There are four possible access types:

- **read** – view the specified resource
- **update** – modify the resource
- **insert** – create new instances of the resource type
- **delete** – remove instances of the resource from the system

The field “Allow / Deny” defines whether this permission has been granted or withheld.

You should never have to provide fine-grain permission information yourself, as all possible permissions are already encapsulated in the components of your PortaBilling® installation. For this reason, we will not discuss the “Object” and “Attribute” fields further in this section. However, it may be useful to know that wildcards can be used in these fields. For example, to allow Read access to all web pages, an ACL could be defined with the following permissions:

Access type: “Read”  
Allow/Deny: “Allow”  
Object: “WebForms”  
Attribute: “\*”



As may be guessed, the “\*” in the attribute field means “all attributes”.

**NOTE:** Should you find it necessary to modify these basic components or create new ones, please contact PortaOne Support. We can provide you with a list of Object and Attribute resources, or otherwise assist you in maintaining ACLs.

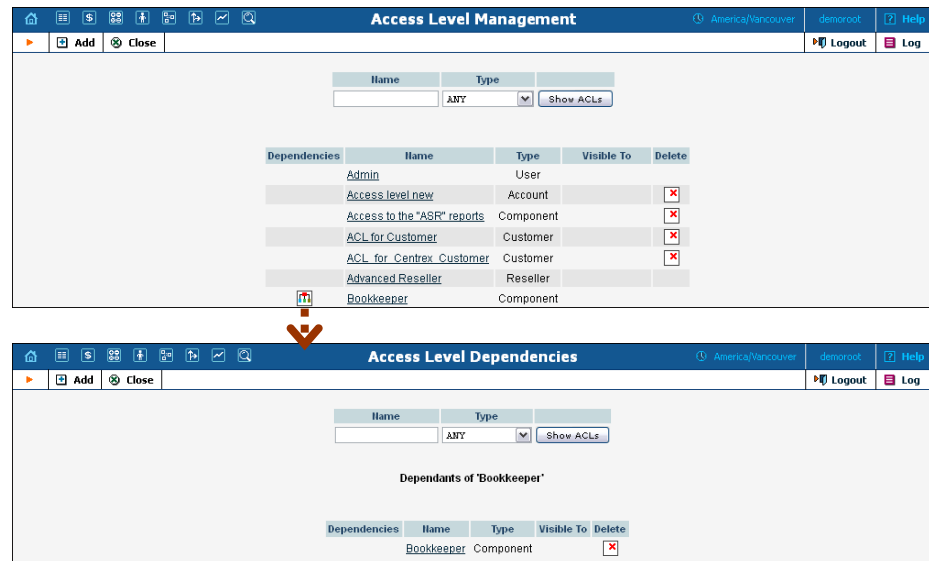
## Access Level Management Interface

In this discussion of the ACL system, we have proceeded by starting with the fundamentals and building up your skills from there. Now we will discuss the entry point for ACL management. On the PortaBilling® administrative interface you will find a link to “Access Levels”. This link takes you to the Access Level Management main screen pictured below.

This screen is similar to many others in the PortaBilling® system, including a search interface at the top and a results listing at the bottom. (By default, all ACLs are shown in a paged format on this screen.) You may search for ACLs using any combination of Name and Type.

In the results listing, you may also see the **Dependencies** icon  and **Delete** icon . ACLs can only be deleted when they are not in use. If a component contains any included components, you will be able to click on the dependencies and see search results for all dependents. The

following screenshot shows all dependents for “Accounts full access”. Note that some of the dependents have their own dependencies.



## Add / Edit a New User ACL

From time to time you will find that the predefined user ACLs (Admin, Helpdesk, and so on) offer too few, or too many, restrictions for a particular class of user. In such a case, it is time to create a new user ACL.

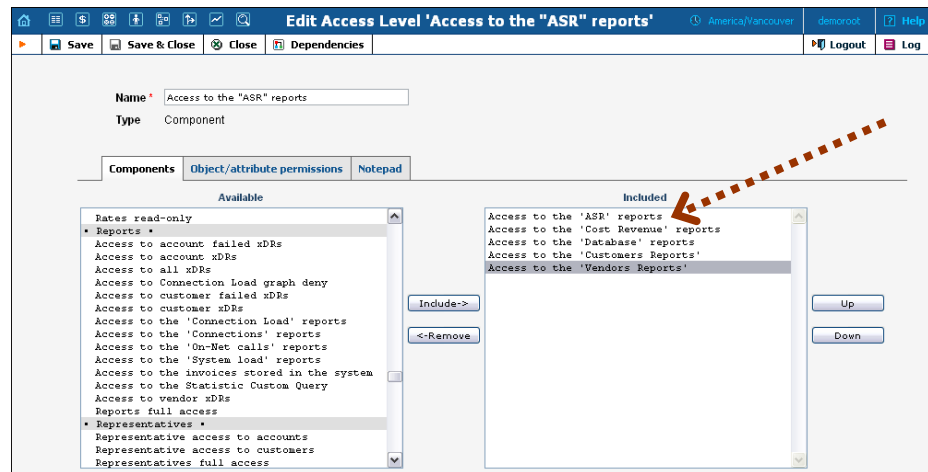
The easiest method is to take an existing access level and create a new one modeled on it, and then modify it to fit your needs. You should examine the permissions granted to the model access level, and verify that you want to grant access to those resources. Next, you can include other components to suit your needs. As a style recommendation, we suggest that you first create a component containing the dependent components you wish to utilize. Finally, create a new user ACL which includes only this new component. Now you can assign this ACL to new users.

The PortaBilling® ACL management system contains style conventions which you would be well-advised to follow:

- The name of a component should be descriptive, based on the actions which it allows. Examples are “Delete a node”, “Currencies read-only”, and “Access to Vendor Reports”.
- By convention, when defining a new user ACL (for example, “DemoUser”), we append “access” to the name of a component (“DemoUser access”) that includes dependent components.

We have already talked about the necessary parameters for creating or editing components, but we have not yet discussed component inclusion in detail. Each access level may have zero or more dependent components. These components are ordered, and likewise are applied in

order until the first matching permission is reached. Keep in mind that the sequence of components matching is held top-down as shown on the screenshot:



In order to understand this better, we will use the previous example. Suppose a user is trying to view ASR reports. His access level must allow reading of “WebForms.ASR” (object “WebForms”, attribute “ASR”). For the sake of simplicity, we will say that his access level includes “A”, “B”, and “C”, where “B” allows this permission, but “C” explicitly denies it. In this case, the user’s ability to view these reports is based on the ordering of these components. If “B” appears before “C”, then it will work. In the opposite case, he will not have access.

This may sound complex, but in practice the user interface is quite simple. Two columns are shown on the “Components” tab of the edit screen for each access level. On the left, you have a list of the available components, while on the right are the included components. Between these two columns you have the “Include->” and “<-Remove” buttons, which move selected items between the two lists. As for ordering, the “Up” and “Down” buttons on the far right-hand side of the screen allow you to rearrange selected elements of the “Included” column.

You should now have the skills necessary to implement the PortaBilling® security model and customize it to suit your business environment.

## Default ACLs

### Default user ACLs

PortaBilling® is supplied with the following predefined ACLs:

Name	Description
Root	Super User, read and write access to all PortaBilling®

	objects.
<b>Admin</b>	Like Root user, but with some limitations: - cannot create new users - cannot modify company info - read-only access to Destinations, Currencies, Nodes
<b>Bookkeeper</b>	Read-only access to billing information (Tariffs, Products); can change balances for Accounts / Customers, block / unblock; no access to xDRs; access to reports.
<b>Helpdesk</b>	Read-only access to billing information (Tariffs, Products); can modify Customer and Account parameters; access to Trace Call.

### Default customer ACLs

PortaBilling® is supplied with the following predefined ACLs for customers (or sub-customers):

Name	Description
<b>Retail</b>	Access to xDRs, reports and invoices, ability to change customer information (such as password, address info etc), make online payments, access information about all accounts under this customer and view their xDR history.

### Default reseller ACLs

PortaBilling® is supplied with the following predefined ACLs for resellers:

Name	Description
<b>Reseller</b>	Ability to set up online payment processors, change rates in the subscriber's tariff, modify parameters of the subscriber's product, create sub-customers and accounts under them, make online payments, and create CC staff accounts.
<b>Advanced Reseller</b>	Same as above, plus read-only access to customer's own tariff (the tariff used by the PortaBilling® owner to charge the reseller).

### Default customer care ACLs

PortaBilling® is supplied with the following predefined ACLs for customer care administrators:

Name	Description
<b>Customer Care</b>	Maintenance tasks, such as changing password and personal info, ability to see subcustomer, distributor

	and account information and change service parameters, give refunds (daily and transaction limits applied), make payments towards accounts and in favour of subcustomers and distributors, and trace a call and see the call details.
--	---

### Default vendor ACLs

PortaBilling® is supplied with the following predefined ACLs for vendors:

Name	Description
<b>Vendor</b>	Access to CDR data and the vendor's information.

### Default representative ACLs

PortaBilling® is supplied with the following predefined ACLs for representatives:

Name	Description
<b>Representative</b>	Read-only access to customer information, customer's xDR records, and account information.

### Default account ACLs

PortaBilling® is supplied with the following predefined ACLs for accounts:

Name	Description
<b>Account</b>	Access to xDR history, ability to change password and account info, make online payments and recharging using voucher.

### Default distributor ACLs

PortaBilling® is supplied with the following predefined ACLs for distributors:

Name	Description
<b>Distributor</b>	Access to xDR history, reports and invoices, access to information about all accounts and customers, ability to change password and customer info, make payments towards accounts and customers, activate inactive accounts.

## ACL for the New Self-care Portal

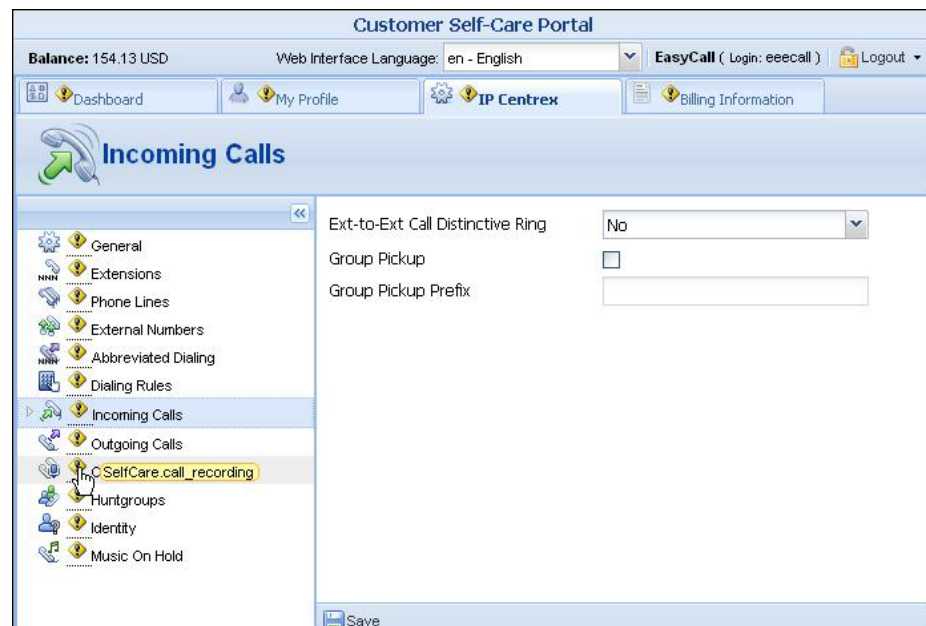
In order to create an ACL for the new self-care portal, follow these steps:

- Open the **Access Levels** page
- Click the **Add** button
- Select *Account* or *Customer* from the **Type** field
- On the **Components** tab include the following components, depending on the ACL type:
  - *Account Self-Care Permissions* and *Account Self-Care* or
  - *Customer Self-Care Permissions* and *Retail Customer Access*
- To restrict user access to certain pages (hide or make read-only) specify the name(s) of these pages on the **Object / Attributes Permissions** tab
- After saving the newly created ACL you will be able to assign it to a Customer or an Account, respectively

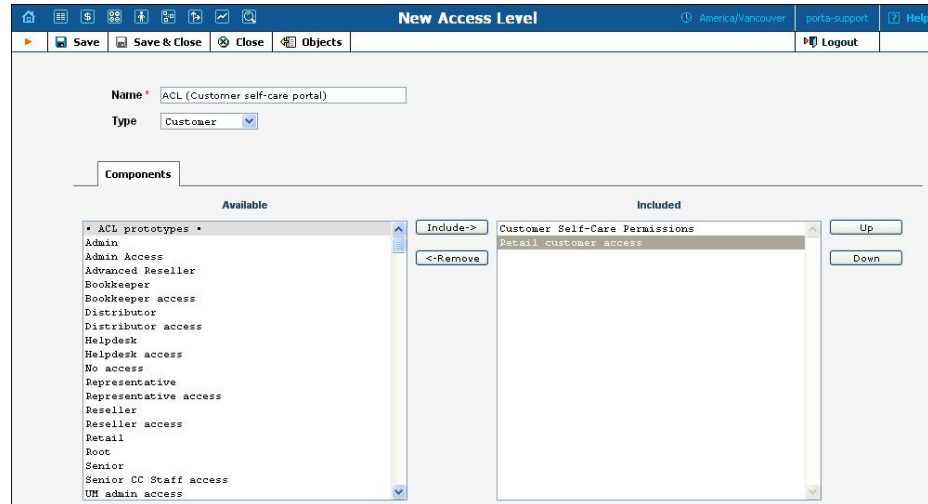
**NOTE:** You can use test customer / account in order to view the Objects / Attributes of the pages of the new self-care portal. In order to allow this customer / account to do this add the ID of the customer / account into the *ACL TipsForAccounts* or *ACL TipsForCustomers* field respectively on the configuration server web interface.

Let's take an example in order to see how to limit user access to certain pages of self-care portal. For example, if you would like to hide the **Call Recording** tab on the customer self-care portal, follow the steps below:

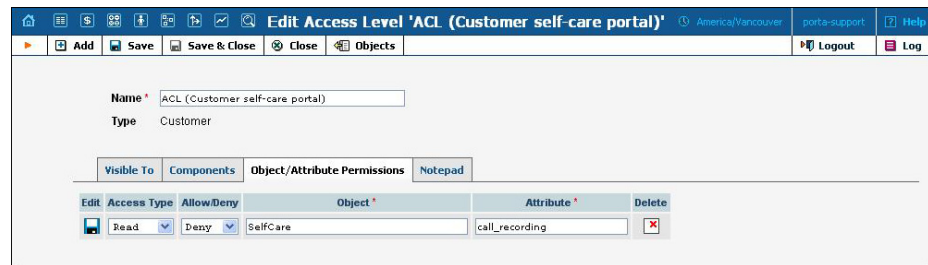
1. Using a test customer, go to the self-care portal and point the cursor at the exclamation mark near the **Call Recording** tab in order to see the Object / Attribute of this page (in our example, the Object is *SelfCare.call\_recording* and the Attribute is *call\_recording*).



2. Go to the PortaBilling® web interface and create an ACL for the Customer self-care portal with the following parameters:
  - **Type** – Customer;
  - On the **Components** tab include *Customer Self-Care Permissions* and *Retail Customer Access* components.



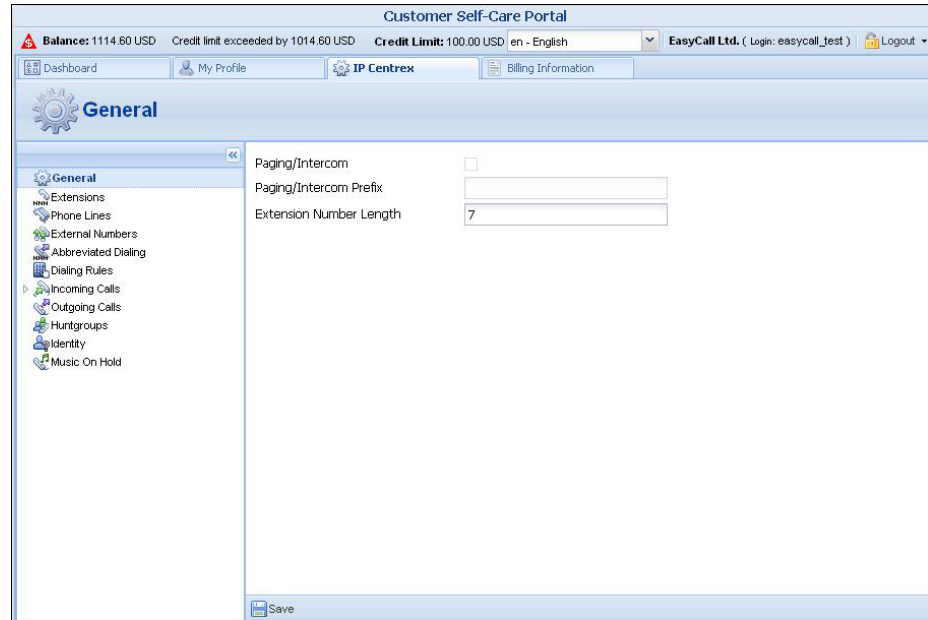
3. Click the **Save** button.
4. Open the **Object / Attribute Permissions** tab.
5. Click the **Add** button and specify the following settings:
  - **Access Type** – Read
  - **Allow / Deny** – Deny
  - **Object** – *SelfCare*
  - **Attribute** – *call\_recording*



6. Click the **Save** button to save the changes.
7. Assign a newly created ACL to a Customer.

Now the **Call Recording** tab will be hidden within the customer self-care portal.





## User Management

The User Management screen shows existing users registered in the system, and also allows you to edit current user information or add and delete users. To add a new user, select the **Add** button from the User Management screen. The user list table contains the following information and operations:

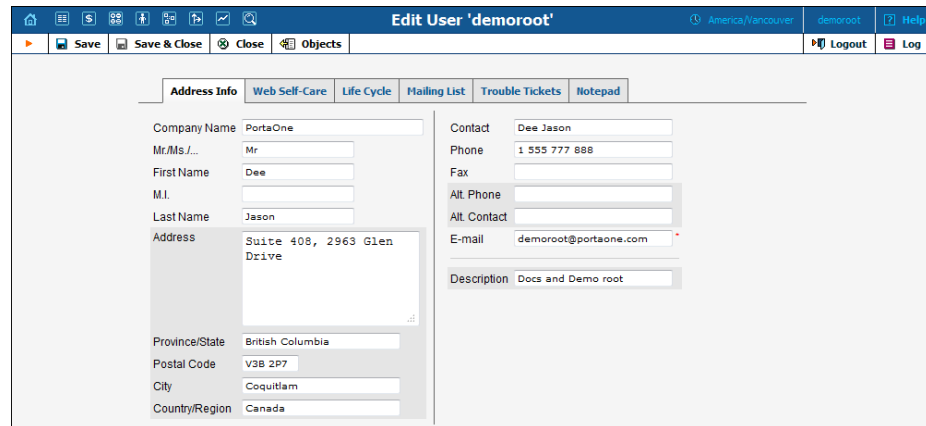
Login	Access Level	E-mail	Description	Status	Delete
<a href="#">Helpdesk</a>	Helpdesk	<a href="mailto:helpdesk@portaone.com">helpdesk@portaone.com</a>			
<a href="#">demoroot</a>	Root	<a href="mailto:natashkin@portaone.com">natashkin@portaone.com</a>			
<a href="#">Keeper</a>	Bokkeeper	<a href="mailto:keeper@portaone.com">keeper@portaone.com</a>			

Column	Description
<b>Login</b>	The username for login and user identification. The username provides a link to the edit screen for that particular user.
<b>Access Level</b>	The privilege level or role assigned to the user. See the <a href="#">Access Levels</a> section for more information.
<b>E-mail</b>	An e-mail contact for the user. For convenience, this is provided as a link, so you can send an e-mail to the user directly from this screen.
<b>Description</b>	A short description associated with the user.
<b>Delete</b>	A delete button appears next to all users except for the Root user created on installation. This permanently deletes the user from the system.

## Add / Edit User

The Add User screen allows you to enter details to create a new user account. The Edit User screen allows you to change details for a particular user account.

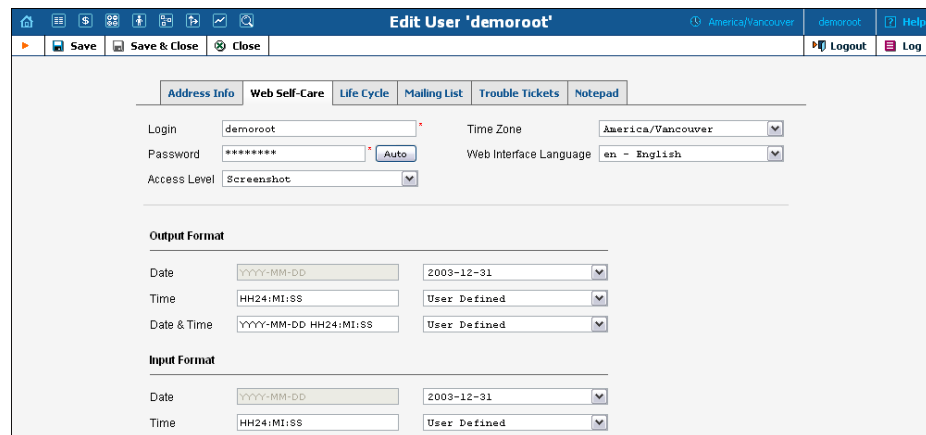
### Address Info



Mandatory field for user contact information:

Field	Description
E-Mail	An e-mail contact for this user.

### Web Self-Care



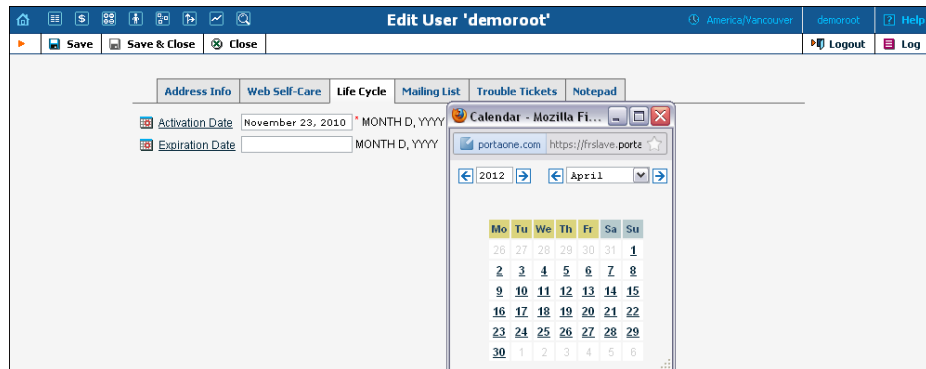
Field	Description
Login	The new user ID to be used at login and elsewhere throughout the system.
Password	The password for this login. A secure and easy-to-remember password may be automatically generated by pressing the “Auto” button.
Access Level	The privileges or role associated with this user. See the

	<a href="#">Access Levels</a> section for more information.
<b>Time Zone</b>	The time zone in which this user will be operating.
<b>Web Interface Language</b>	The language to be used on the admin web interface for this user.

For a description of the input and output formats, please refer to the [Common Features](#) section.

### Life Cycle

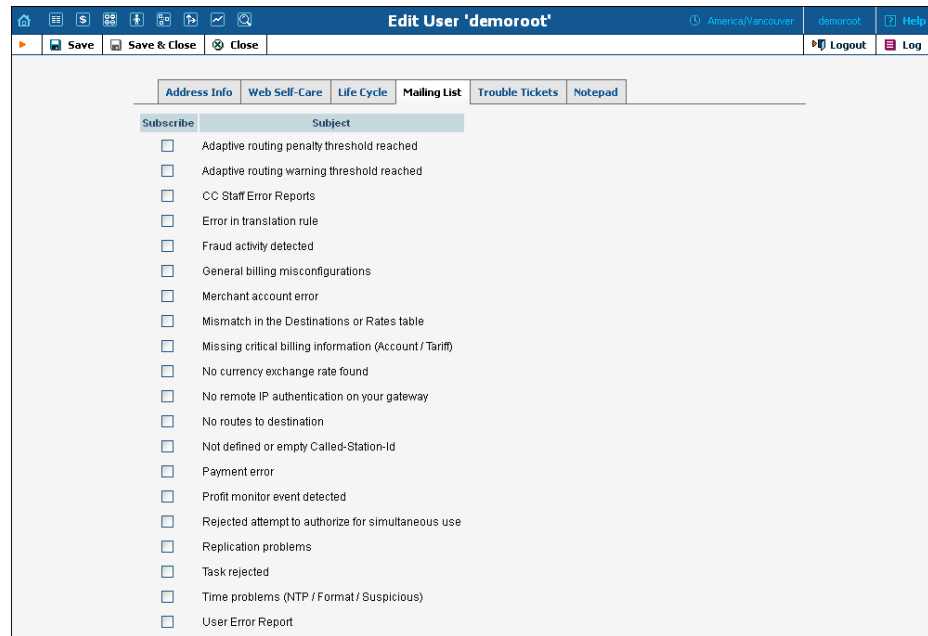
This allows the administrator to set up the user account’s activation and expiration dates.



The account will not expire if the Expiration Date field is left blank.

### Mailing List

PortaBilling® dispatches e-mail alerts (e.g. error messages and notifications) during normal production. E-mails are dispatched to each user according to the Mailing List settings.



To add different notifications for a specific user, check / uncheck one or more boxes on the left for the corresponding Subjects. The available alert types and their conditions of activation are as follows:

Alert Type	Description
Adaptive routing penalty threshold reached	The adaptive routing module detects that some qualitative parameters of the connection have dropped below the specified acceptable level. The vendor is penalized, and the connection is temporarily moved to the bottom of the routing list.
Adaptive routing warning threshold reached	The adaptive routing module detects that some qualitative parameters of the connection have dropped below the specified level.
CC Staff Error Reports	Customer care (your reseller's customer support) may discover a problem they are unable to solve themselves, and thus may need to escalate this problem to your support staff. When they send an error report from the CC web interface, it will be received by users subscribed to this mailing list.
Error in translation rule	A translation rule could not be properly applied, due to a programming error.
General billing misconfiguration	A debit account made a call that cost more than its available funds; an unresolved call was detected (unresolved calls may be normal when they are on-net calls, but in most cases they indicate connection misconfiguration); and so on.

Merchant account error	An error was received from the online payment processor while trying to execute a transaction.
Mismatch in the Destinations or Rates table	The cost of a call could not be determined, because no matching rate was found in the specific tariff.
Missing critical billing information (Account / Tariff)	A call could not be billed due to missing information (e.g. unable to identify the account which is to be charged for the call).
No currency exchange rate found	Unable to do cost / revenue reconciliation for some calls, since no exchange rate is defined for the base currency and currency used for those calls.
No remote IP authentication on your gateway	It seems that your gateway accepts all incoming VoIP calls. See the <i>Implement Authentication for Incoming VoIP Calls</i> section in <a href="#">PortaSwitch Wholesale and Traffic Exchange Services Handbook</a> for more details.
No routes to destination	Customer attempted to place a call to a destination, which is covered by his tariff plan – but there are no valid routes for it in the system.
Not defined or empty Called-Station-ID	The Called-Station-ID (DNIS) field is empty in the request, so PortaBilling® is unable to determine which number was dialed. This might happen due to a firmware problem on Quintum.
Payment error	Unable to perform periodic payment (credit card is blocked or no funds are available).
Profit monitor event detected	Sends an alert if the call cost (amount charged by a vendor) is greater than the revenue (amount charged to the customer).
Rejected attempt to authorize for simultaneous use	Sends a notification if PortaBilling® cannot establish one more simultaneous session due to overdraft protection.
Replication problems	Database replication may be performing poorly or not at all, so that CDRs for the most recent calls are absent from the slave database.
Task rejected	A deferred task (such as account generation) could not be run.
Time problems (NTP / Format / Suspicious)	This alert may be generated if the time in the accounting record is in the wrong format or seems suspicious (such as a point in the future, or one too far in the past).

<p>User error report</p>	<p>Your customer support may discover a problem they are unable to solve themselves (e.g. only the network administrator can do it) and thus may need to escalate this problem to your technical staff. When they send an error report from the web interface, it will be received by the admin users subscribed to this mailing list.</p>
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## Superusers

“Ordinary” administrator-level users can be promoted to “superuser” status – this is done by adding their numeric IDs (*i\_user*) to the Superusers variable that is managed from the web interface of the PortaSwitch configuration server. Superuser status permits certain operations that ordinary users do not have access to. One of the most important abilities of a superuser is switching between virtual environments. This is why superuser status cannot be configured via the web interface: by giving a virtual environment to someone, you allow him full control of that environment. However, he should not be able to re-configure his account to “jump” into another environment.

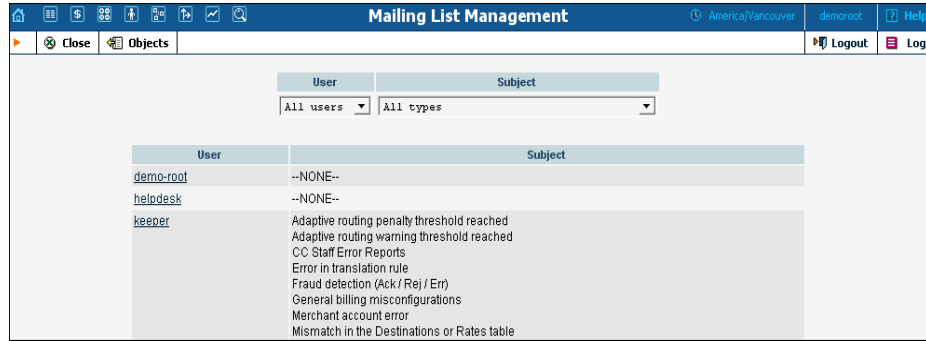
The screenshot displays two parts of the PortaBilling web interface. The top part is the 'PortaBilling - Main Menu' which includes a navigation sidebar on the left with options like 'Admin', 'Customer Self-Care Portal', and 'Representatives'. The main area contains several menu categories such as 'Destinations', 'Nodes', 'Services', 'Representatives', and 'Route Categories'. The bottom part is the 'Environment Navigator' which shows a table of virtual environments and their associated nodes and users.

Environment		Node			List of Users
Login i_env	Name	IP	Type	Name	
1	pb	1.1.10.15	BroadSoft/BS	BS-xDRs	pb-root
		193.26.67.210	PortaOne/PortaSIP	porta-sip-1_env-1	
		193.26.67.211	PortaOne/PortaUM	porta-um-1_env-1	
		193.26.65.214	PortaOne/PortaBridge	porta-bridge-1_env-1	
2	Testing	17.35.65.17	PortaOne/PortaSIP	porta-sip-1_env-2	tester-root
		17.45.55.17	PortaOne/PortaUM	porta-um-1_env-2	

**NOTE:** Only user, who is on the superusers list, can modify the information about another superuser.

# Mailing List

The Mailing List Management page allows you to define which e-mail alerts are to be sent to different users (see [Mailing List](#)).



Select a user from the **User** drop-down list to view which mailing lists a particular user is subscribed to. Select a mailing list from the **Subject** drop-down list to view all users subscribed to a particular mailing list.


# Templates

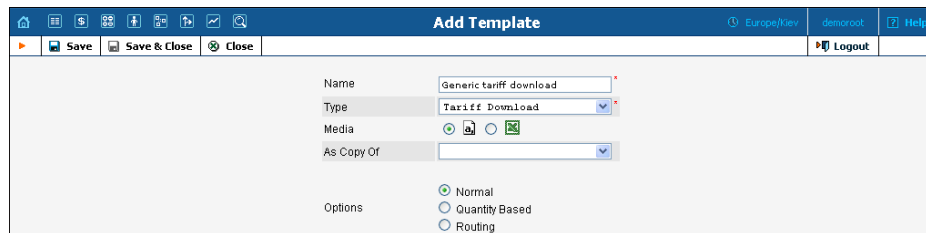
The purpose of templates is to maintain all data downloaded from the system. Templates automate the processing of user input and create customized output in various data and media formats.












Read more about using the templates functionality in the PortaBilling® Template Guide, available for download from: [www.portaone.com/support/documentation/](http://www.portaone.com/support/documentation/)

## Add a New Template

To add a new template, select the  **Add** button.




Field	Description
Name	The logical name of the template object.

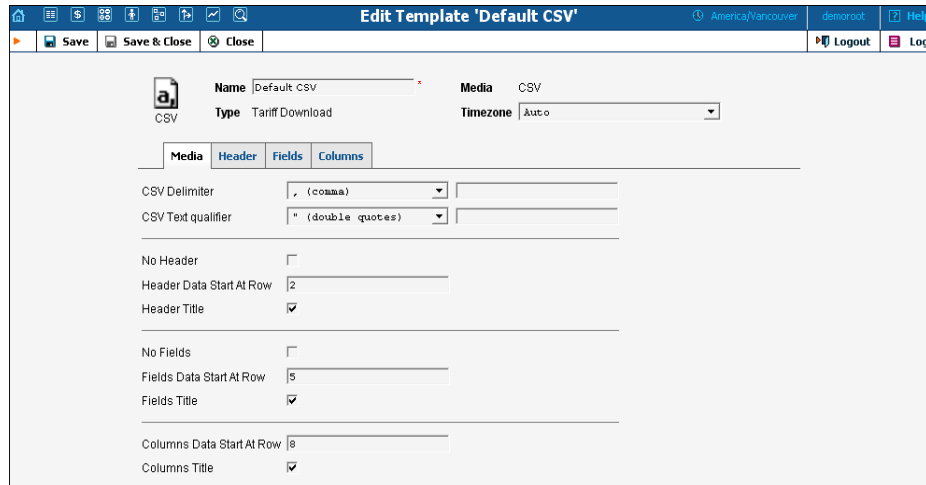
<b>Type</b>	One of the following: - Custom Invoice File - Invoice - Tariff Download						
<b>Media</b>	One of the following media types: <table border="1" data-bbox="649 394 1380 625"> <tr> <td data-bbox="649 394 714 472"></td> <td data-bbox="714 394 1380 472">CSV – Comma Separated Values (only applicable for templates of the <b>Tariff Download</b> type)</td> </tr> <tr> <td data-bbox="649 472 714 550"></td> <td data-bbox="714 472 1380 550">XLS – Excel (only applicable for templates of the <b>Tariff Download</b> type)</td> </tr> <tr> <td data-bbox="649 550 714 625"></td> <td data-bbox="714 550 1380 625">Print format (HTML, PDF; only applicable for templates of the <b>Invoice</b> type)</td> </tr> </table>		CSV – Comma Separated Values (only applicable for templates of the <b>Tariff Download</b> type)		XLS – Excel (only applicable for templates of the <b>Tariff Download</b> type)		Print format (HTML, PDF; only applicable for templates of the <b>Invoice</b> type)
	CSV – Comma Separated Values (only applicable for templates of the <b>Tariff Download</b> type)						
	XLS – Excel (only applicable for templates of the <b>Tariff Download</b> type)						
	Print format (HTML, PDF; only applicable for templates of the <b>Invoice</b> type)						
<b>As copy of</b>	PortaBilling® is supplied with a set of default templates for each type of document for information download. Documents in print format, e.g. invoices, can only be “downloaded” from the system. After selecting <b>Type</b> and <b>Media</b> , the list will be populated with the default template (always at the top of the list); all existing templates with the current Type and Media formats will be listed under the “-----” separator.						
<b>Options</b> <i>(only for Tariff Download type)</i>	Permits the changing / altering of the default column set for the created template. The following options are available: <ul style="list-style-type: none"> <li>• <b>Normal</b> – This is a traditional-style template with a default column set.</li> <li>• <b>Quantity Based</b> – The template has a set of fields that are typical for the Quantity Based tariff (e.g. Minimum Threshold, Rounding, Unit Price Initial, etc.).</li> <li>• <b>Routing</b> – When the option Routing is selected, the fields Route Category, Preference and Huntstop are enabled by default.</li> </ul>						
<b>Pages</b> <i>(only for Type Invoice)</i>	<ul style="list-style-type: none"> <li>• <b>A single page with totals only</b> – This is a traditional-style invoice. It consists of a single page with an invoice header (your company name, customer name, etc.), invoice fields (invoice number, invoice date), and invoice footer (subtotal, total).</li> <li>• <b>First page with totals + usage details attached on additional pages</b> – This template’s first page is identical to the <b>single page with totals only</b> invoice template. Additionally, it contains multiple pages with details of calls related to the invoice.</li> </ul>						



<p><b>Subtotal per Service</b> <i>(only for Type Invoice)</i></p>	<p>This allows you to calculate (and respectively, show in the invoices) subtotals per service.</p>
<p><b>Taxation</b> <i>(only for Type Invoice)</i></p>	<p>This allows you to choose the taxation method. The following options are available:</p> <ul style="list-style-type: none"> <li>• <b>Via Taxation Plug-in</b> (The plug-in module will be used to make tax calculations.)</li> <li>• <b>Tax Already Included in xDRs</b> (In this case, back calculations from the total amount are made. If this option is selected, a list of taxes with an inline-editor will allow you to create, edit and delete up to 5 types of taxes.)</li> </ul>
<p><b>Managed By</b> <i>(only for Type Invoice)</i></p>	<p>By default – administrator only. The template can be assigned to a reseller so that it is visible in the list of available invoice templates on the Customer Self-Provisioning web interface.</p>
<p><b>Template File</b> <i>(only for Custom Invoice File)</i></p>	<p>This allows you to upload a previously designed invoice template from a HTML / CSS file. This simplifies the process if the invoice template is created by an external design agency (that does not have access to PortaBilling®) and allows advanced template customizations (e.g. arrangement of data to exactly match “legacy” invoices or insertion of dynamic content such as banners) by third-party developers.</p>
<p><b>Image</b> <i>(only for Custom Invoice File)</i></p>	<p>You can add an image to (or update an image in) the invoice template. For example, to upload an <i>image.gif</i> file and display it in customer invoices, the template should contain code similar to the following <code>&lt;img src="[% image_path %]image.gif"/&gt;</code>.</p>

To enter editing mode for this template, save your input using the  **Save&Close** button. Next, select the template you would like to edit from the Templates window.

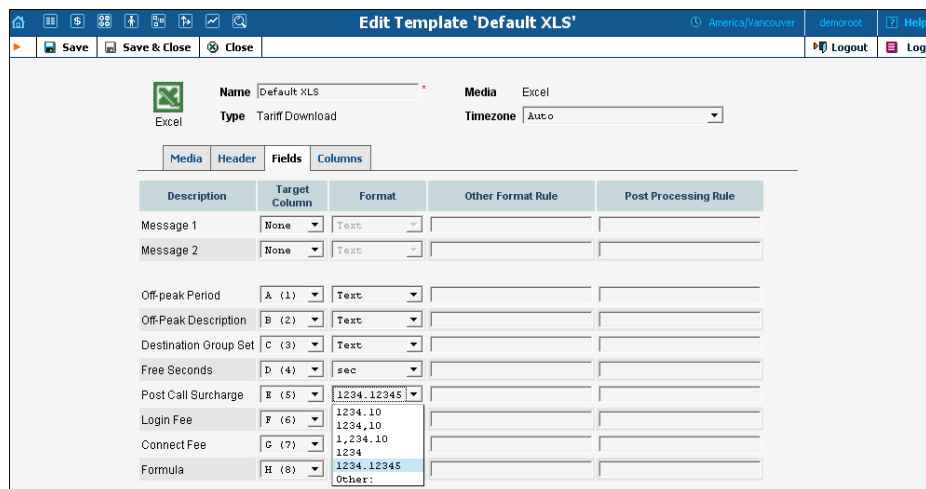
## Edit Template



Once a new template is saved, the document’s Media, Type and Managed By properties cannot be changed.

Each Template object consists of several logical components. For example, the Invoice Template’s components are Media, Header, Fields, and Footer.

The Media tab is present for all types of templates, and shows the media available for download. For Tariff download in CSV format, it is important to know what delimiter was used, whether there is a header, or in what row the tariff information starts. For Invoices, the Media tab contains a link to the PortaBilling® Layout Designer, which allows you to customize the appearance of your invoices and receipts.



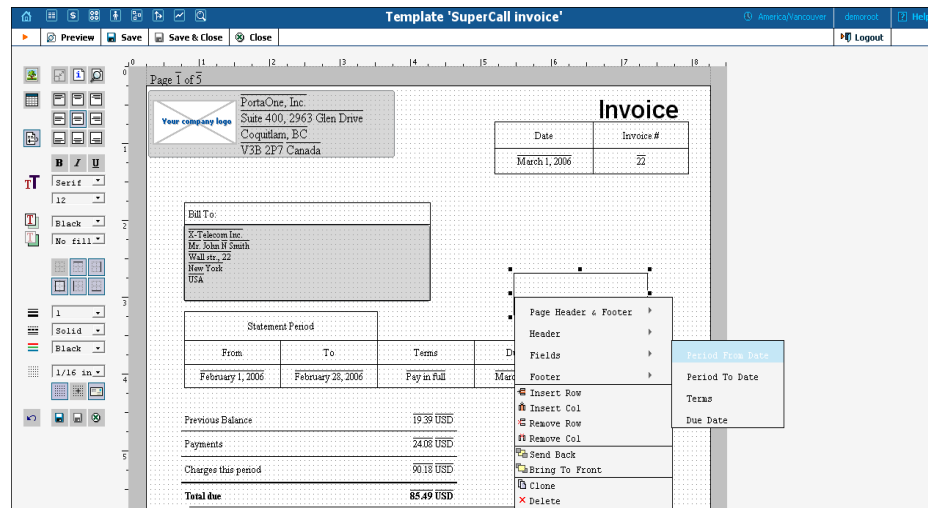
Description	Target Column	Format	Other Format Rule	Post Processing Rule
Message 1	None	Text		
Message 2	None	Text		
Off-peak Period	A (1)	Text		
Off-Peak Description	B (2)	Text		
Destination Group Set	C (3)	Text		
Free Seconds	D (4)	sec		
Post Call Surcharge	E (5)	1234.12345		
Login Fee	F (6)	1234.10 1234.10		
Connect Fee	G (7)	1,234.10 1234		
Formula	H (8)	1234.12345 Other:		

The content of the Header, Fields, Columns, and Footer tabs is arranged in a similar way, and allows flexible mapping of information related to user documents and information in the PortaBilling® database.

Column	Description
<b>Description</b>	Description of template components.
<b>Target Column</b>	Defines the mapping of template information to the original / destination document.
<b>Format</b>	Data format. Choose a format from the list, or choose Other if the desired format is not available. Provide a format definition in the following field.
<b>Other Format Rule</b>	Perl code. Active only if Format = "Other:"
<b>Post Processing Rule</b>	Perl code.

## Layout Designer

















The Layout Designer allows you to customize the appearance of all types of printed output in PortaBilling®.



### Layout Designer (LD) Quick Start

To launch, click the **Layout Designer** button on the Media tab in the Template Management window. The sliding toolbar on the left side provides most of the controls for manipulating content in the editor window. There are three different states for most of the toolbar icons: normal, active, and not available.

Icon state	Description
	<b>Normal</b> – Click to activate
	<b>Active</b> – Click to deactivate
	<b>Not available</b>

Icon	Description
	<b>Add Picture:</b> Click to select a picture (e.g. your company logo) from a file select window. Click the <b>Open</b> button to place the picture on the worksheet. To remove the picture, right-click on it and choose <b>Remove</b> . Another way of deleting a picture is to press <b>Delete</b> on your keyboard.
	<b>Lock Aspect:</b> Fixes image proportions during scale operations.
	<b>Preview:</b> Click to preview your work in a browser window.
	<b>Add Table:</b> Click to place a table on the worksheet. A table can be removed by using the context (right-click) menu or by pressing <b>Delete</b> on your keyboard. Click the table cell to make it active. To add another table, click on the worksheet to deactivate the currently active object. Read more about tables below.
	<b>Text Align:</b> A section of nine buttons used to align text in an active table cell.
	<b>Word Wrap</b>
	<b>Text controls:</b> The tools and selects from this section control font attributes such as font style (bold, italic, underline), font family (serif, sans-serif, cursive, fantasy, monospace), and font size.
	<b>Foreground Color:</b> Change the text color by selecting from this list.
	<b>Background Color:</b> Change the color of the active table cell by selecting from this list.
	<b>Border:</b> A section of six buttons for showing or hiding the border of the active table cell.
	<b>Stroke:</b> A section of three controls for changing the active cell's border weight, style and color.
	<b>Grid:</b> On by default; click to turn off the grid.
	<b>Snap to Grid:</b> On by default; click to allow arbitrary positioning of elements on the worksheet.
	<b>Envelope Window:</b> Two half-transparent gray boxes displaying the positions of envelope windows; click to turn off.
	<b>Undo:</b> Click to cancel the last action.
	<b>Save and Close:</b> For convenience in editing the bottom of the worksheet, these controls duplicate the main toolbar controls.



A straight line in the Layout Designer can be simulated by using a table with only one visible border.

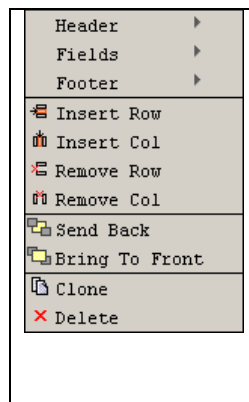
### Table

The main Layout Designer object is the table, which is a placeholder for all inserted information. A table or a table cell within a table can be moved and scaled by dragging the cell handlers. Double-click a table or a cell within a table to enter cell editing mode, where you can type in or edit a cell's text. To change the attributes of a cell's text, make sure the cell is selected (8 black square handlers are visible) and set the text attributes in the toolbar on the left.



Changing the text attributes of a cell in the toolbar will affect all text in the current cell. To change the attributes of part of the text, enter cell editing mode (double-click), select that part of the text, and use the keyboard shortcuts listed below.

### Context Menu

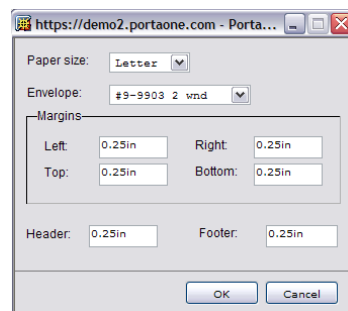


The context (right-click) menu provides you with greater control over tables and other objects, and allows certain data located in the PortaBilling® database to be displayed in the table cell. To show the menu, right-click on a table or cell. The three top elements of the context menu correspond to the template components (tabs); in the case of an invoice, for example, these would be Header, Fields and Footer. Users can also set the order of all objects in the window and clone or delete selected objects.

Select one of the menu elements to activate a submenu containing a list of all the fields specified in the template editing window. The selected item will appear in the selected cell as the item's value. Double-click the cell to enter editing mode; the cell now displays the corresponding variable.

### Page / Print setup

The page context menu (right-click on the worksheet) provides access to the Web-Page Dialog for page, envelope and print setup.





Open your browser prior to printing. In your browser's **File** menu, select **Page Setup**. In the dialog window, set up the paper size (A4 or Letter), delete all Header and Footer symbols, and set all margins to zero or a value close to zero.

### Envelope Formats: America

Envelope	Envelope Measurements	Window size	Window From Left	Window From Bottom
#6-3/4	3-5/8" x 6-1/2"	1-1/8" X 4-1/2"	7/8"	1 / 2"
#7	3-3/4" x 6-3/4"	1-1/8" X 4-1/2"	7/8"	1 / 2"
#7-3/4	3-7/8" x 7-1/2"	1-1/8" X 4-1/2"	7/8"	1 / 2"
#8-5/8	3-5/8" x 8-5/8"	1" X 4"	1"	3 / 4"
#9	3-7/8" x 8-7/8"	1-1/8" X 4-1/2"	7/8"	1 / 2"
#10	4-1/8" x 9-1/2"	1-1/8" X 4-1/2"	7/8"	1 / 2"
#11	4-1/2" x 10-3/8"	1-1/8" X 4-1/2"	7/8"	1 / 2"
#12	4-3/4" x 11"	1-1/8" X 4-1/2"	7/8"	1 / 2"
#14	5" x 11-1/2"	1-1/8" X 4-1/2"	7/8"	1 / 2"

### Double-window envelopes

Envelope	Window Size	Location	Placement
#9-9903	TOP WINDOW		
	3 7/8" x 8 7/8"	From Left	3/8"
3 5/8" x 8 5/8"	1" x 4"	From Top	1/2"
		From Bottom	5/8"
# 8-5/8	BOTTOM WINDOW		
	7/8" x 3-1/2"	From Left	5/8"
3 5/8" x 8 5/8"	1" x 4"	From Bottom	2 1/4"
		From Left	5/8"
#9-13036	BOTTOM WINDOW		
	7/8" x 3-1/4"	From Left	5/8"
3 7/8 x 8 7/8"	1-1/8" x 4-1/2"	From Bottom	2-1/2"
		From Left	1/2"
#9-13037	TOP WINDOW		
	7/8" x 3-1/4"	From Left	1/2"
3 7/8 x 8 7/8"	1" x 4"	From Bottom	3/4"
		From Left	3/8"
#9-13038	BOTTOM WINDOW		
	7/8" x 3-1/2"	From Left	3/8"
3 7/8 x 8 7/8"	1-1/8" x 4"	From Bottom	2-3/8"
		From Left	3/8"
3 7/8 x 8 7/8"	1-1/8" x 4"	From Bottom	5/8"
		From Left	5/8"

**NOTE:** Envelope #9-9903 (3 7/8" x 8 7/8") is QuickBooks compatible.

### Envelope Formats: Europe

Format	Size [mm]	Content Format
<b>C6</b>	114 × 162	A4 folded twice = A6
<b>DL</b>	110 × 220	A4 folded twice = 1/3 A4
<b>C6/C5</b>	114 × 229	A4 folded twice = 1/3 A4
<b>C5</b>	162 × 229	A4 folded once = A5
<b>C4</b>	229 × 324	A4

DIN 680 specifies that a transparent address window should be 90 × 45 mm in size, and the window's left edge should be located 20 mm from the left edge of the envelope. For C6, DL, and C6/C5 envelopes, the bottom edge of the window should be 15 mm from the bottom edge of the envelope. For C4 envelopes, the top edge of the window should be either 27 or 45 mm from the top edge of the envelope.

### Keyboard shortcuts



Shortcut	Action
<b>Arrow keys</b>	Move objects with grid size increments.
<b>Ctrl – arrow key</b>	Use to scale table cells or images with current grid size increments.
<i>Cell editing mode</i>	
<b>Ctrl-A</b>	Selects all objects in the Template window if nothing is selected, or selects all text in an active table cell.
<b>Ctrl-C</b>	Copy selected text.
<b>Ctrl-V</b>	Paste clipboard text starting from the current cursor position.
<b>Ctrl-X</b>	Cut highlighted text.
<b>Ctrl-I</b>	Change selected text style to <i>Italic</i> .
<b>Ctrl-B</b>	Change selected text style to <b>Bold</b> .
<b>Ctrl-U</b>	Change selected text style to <u>Underline</u> .
<b>Ctrl-K</b>	Hyperlink selected text (opens hyperlink editing dialog).



Netscape or Mozilla users may experience the lack of a movable cursor allowing them to select text from the keyboard in cell editing mode. Press the **F7** button to turn the edit cursor (caret browsing) on and off.

Users with a small screen resolution may enjoy the benefits of their browser's full-screen mode. Simply press the **F11** button to switch your Mozilla, Netscape or IE into full-screen mode.


## Web Interface

The Web Interface page is for managing various parameters that affect the look and feel of the information presented on the PortaBilling® web interface.

### Custom Fields

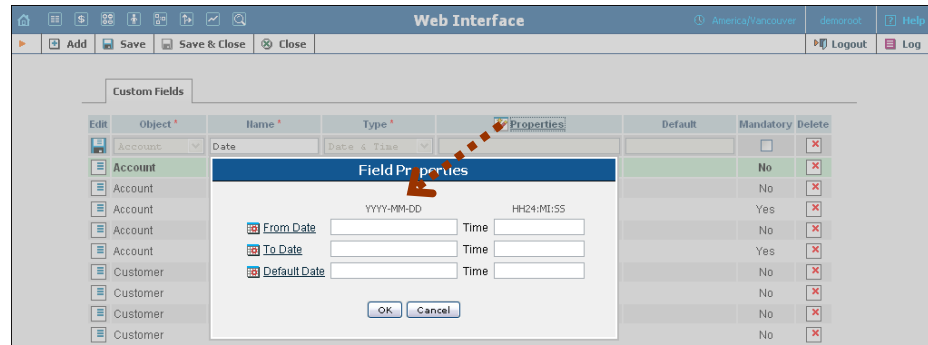
It is possible to store a set of extra attributes (e.g. driver's license ID or tax code) to supplement the standard PortaBilling® information. This tab allows you to create your own custom fields and give them whatever name you like, set a field type, and so on. Custom fields are treated like any other field; they can be set on the Customer / Account Info page and used for search queries. Custom fields are also added to Invoice Templates under the **Header** section and it is possible to add Custom Fields in Layout Designer (right-click→Header).

Administrators can manage extra user information with the help of the **Custom Fields** tab on the Web Interface page. For each new custom field, the following attributes must be set:

Field	Description
<b>Object</b>	Defines whether the custom field applies to the Customer or the Account.
<b>Name</b>	The descriptive name of the field. This is the name that will be displayed next to the custom field on the Customer / Account Info page.
<b>Type</b>	Choose the type of field: <ul style="list-style-type: none"> <li>• Text – basic single-line input field;</li> <li>• Number – input field used to store and validate numerical values;</li> <li>• Date – field type used to store dates;</li> <li>• Date &amp; Time – custom field that stores dates with a time component;</li> <li>• List – single select list with a configurable set of options.</li> </ul> <p><b>NOTE:</b> Once a custom field is created, the Type field cannot be changed.</p>
<b>Properties</b>	Enables you to customize properties of the field that define its form, appearance, or value. These properties are specific to the field type. Click <b>Properties</b> or the <b>Wizard</b> icon  to invoke the wizard. This will enable you to define a new field format or change an existing one and to specify the default value a custom field should have.
<b>Default</b>	Read-only attribute which must be specified in the



	<b>Properties</b> attribute.
<b>Mandatory</b>	Defines the mandatory status of the field.

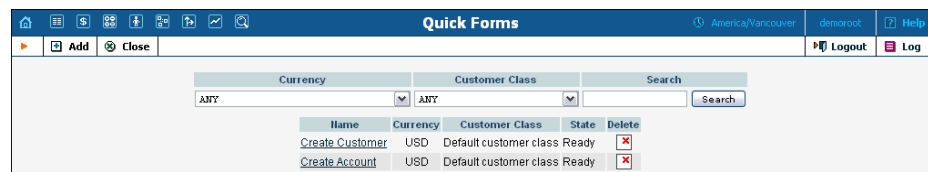


You can delete a custom field at any time. All records of its values will also be deleted then.


## Quick Forms

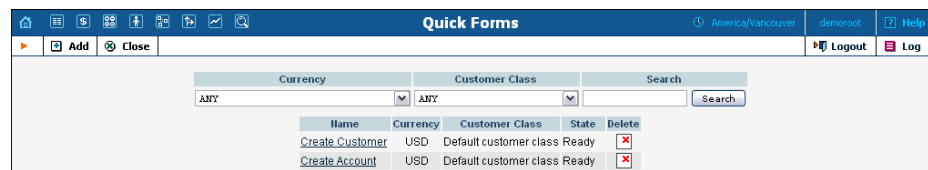
The **quick form** is used to simplify and make faster the process of creating new customers and accounts and avoid mistakes when filling in parameters. The administrator fills in most of the important parameters (e.g. customer class, currency or product for an account), so that later the person entering data only has to input a few remaining ones (e.g. customer name) to create a customer and an account (or multiple accounts) under it.

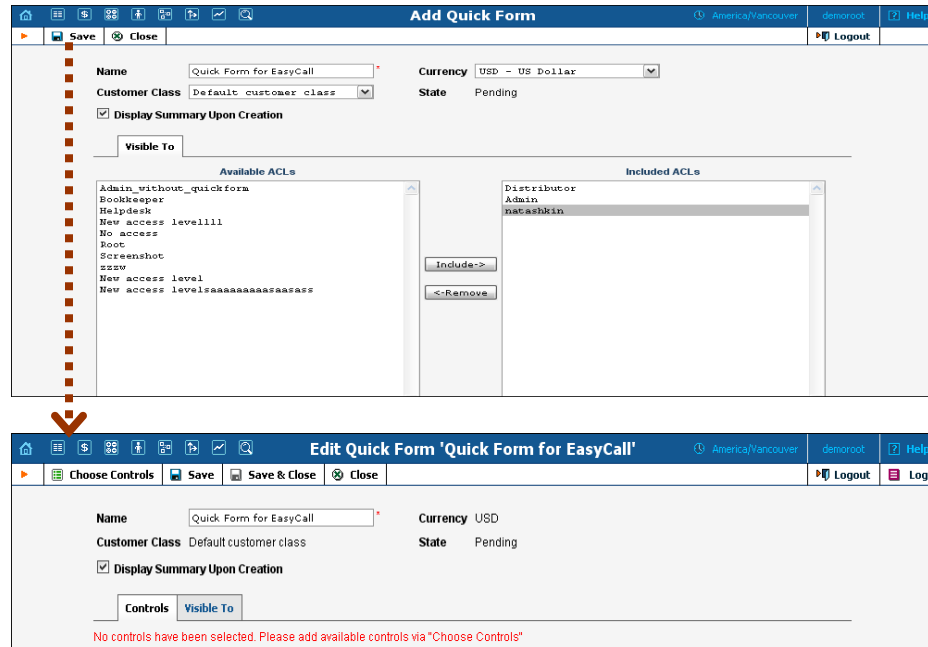
The Quick Forms screen shows the quick forms currently in the system.







## Add a New Quick Form

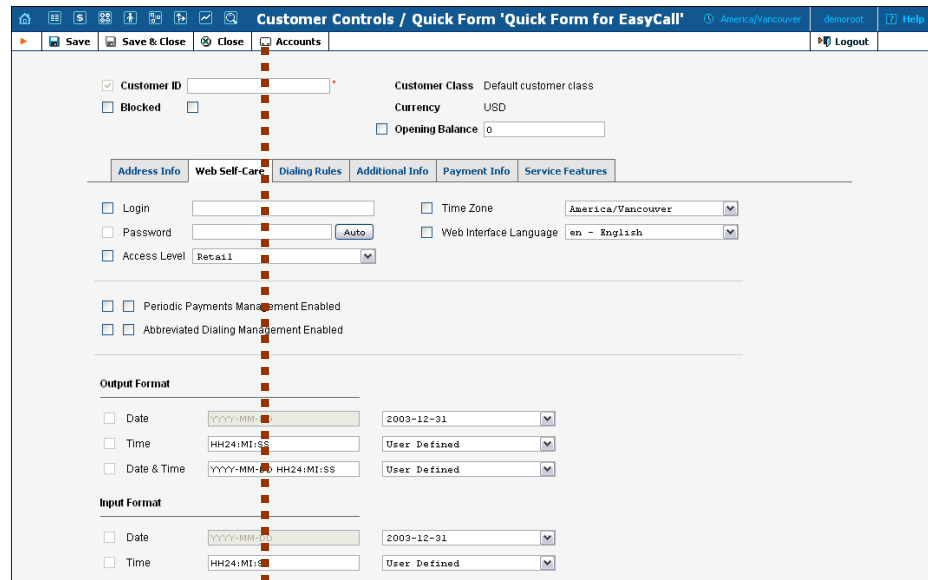
To add a new quick form, select the  **Add** button.

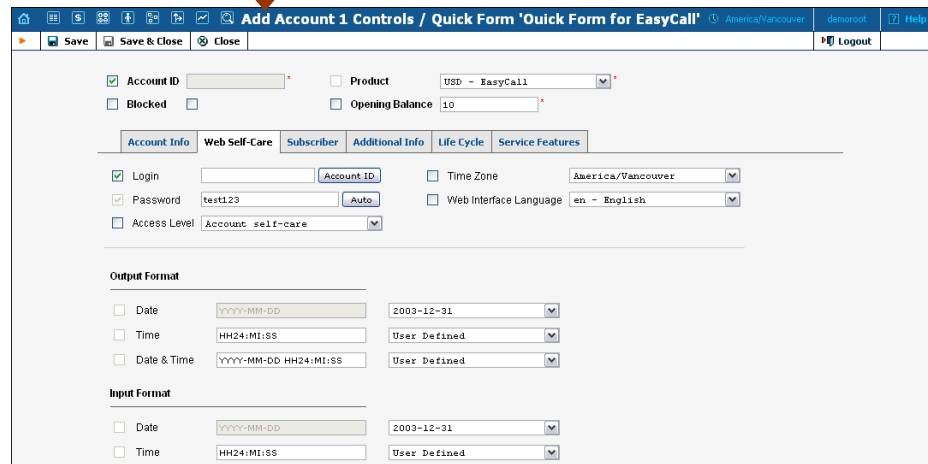




After creating the initial quick form definition, you need to specify which fields in the customer and account information will be pre-populated, and which are to be filled in later by a data entry person. To do this:

1. Click on  Choose Controls in the toolbar.
2. Fill in the information about the customer object.
3. Click  **Save** in the toolbar to save the quick form information related to the customer.
4. Now click on **Accounts** in the toolbar to enter information about the account to be created by this quick form.
5. Fill in the parameters relating to the account, then click  **Save** in the toolbar.
6. If you want to use this quick form to create several accounts, click **Next** in the toolbar to access the information screen for the following account, then press  **Save**.
7. Repeat step 6 until all the information for all accounts has been entered.
8. Finally, click **Close** in the toolbar to return to the Quick Form management screen.





The checkbox next to the field defines its status with regard to data entry. If the box is checked, this means that the data entry person will be prompted to enter a value for this field (you can still specify a default value for this field). If the box is unchecked, you must provide a value for this field when defining the quick form, which will then be inserted into the database.

**NOTE:** Values for some fields must be entered by the data entry person, since they must be unique (e.g. Customer Name).

Please refer to the *Customer Management* and *Account Management* sections of this manual for a detailed explanation of individual fields in the forms.




# 3. Adjusting Billing Parameters

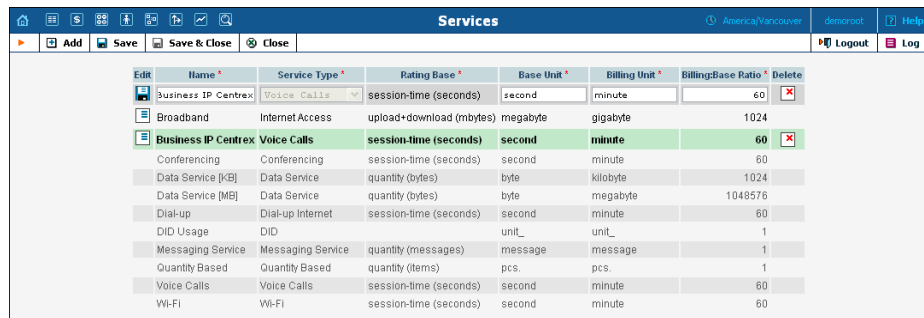
# Services

Services in PortaBilling® define the naming and billing parameters of the physical services you offer to customers. Each service is associated with a particular service type (which defines what the customer is actually doing – making a phone call, sending a message, using WiFi, etc.). Services allow you to specify which parameters are used to calculate charges and, finally, what the rates for each service are.

For your convenience, PortaBilling® now provides a set of pre-defined services with all the required parameters. You can easily change an existing service name to make it more descriptive for your administrators and customers; or you can define new services.

## Add / Edit Services Online

Click the  **Add** button to add a new service. Services you create can be edited later by clicking the  **Edit** icon. Standard PortaBilling® services cannot be changed, and are shown in gray. Press the  **Save** button to save your work when done.



Edit	Name *	Service Type *	Rating Base *	Base Unit *	Billing Unit *	Billing:Base Ratio *	Delete
	Business IP Centrex	Voice Calls	session-time (seconds)	second	minute	60	
	Broadband	Internet Access	upload+download (mbytes)	megabyte	gigabyte	1024	
	Business IP Centrex	Voice Calls	session-time (seconds)	second	minute	60	
	Conferencing	Conferencing	session-time (seconds)	second	minute	60	
	Data Service (KB)	Data Service	quantity (bytes)	byte	kilobyte	1024	
	Data Service (MB)	Data Service	quantity (bytes)	byte	megabyte	1048576	
	Dial-up	Dial-up Internet	session-time (seconds)	second	minute	60	
	DID Usage	DID		unit_	unit_	1	
	Messaging Service	Messaging Service	quantity (messages)	message	message	1	
	Quantity Based	Quantity Based	quantity (items)	pcs.	pcs.	1	
	Voice Calls	Voice Calls	session-time (seconds)	second	minute	60	
	Wi-Fi	Wi-Fi	session-time (seconds)	second	minute	60	

Column	Description
<b>Name</b>	Service name.
<b>Service Type</b>	Choose the service type (physical service) supplied to the customer. See below for a description of the available service types.
<b>Rating Base</b>	Specification of which particular parameter is used to calculate charges, e.g. “session time”, “amount of data transferred” and the like. Where applicable, the rating base selection also defines what is to be used as the base unit; e.g. for the Internet Access service you could use bytes, kilobytes or megabytes as the base unit.

<b>Base Unit</b>	A customer-visible name for the units in which service use is measured; this also would be the smallest possible unit you can use in the rating configuration.
<b>Billing Unit</b>	A customer-visible name for the units used to calculate service charges. You will use these units to specify your rating prices, and the usage details in xDRs will be shown in these units.
<b>Billing:Base Ratio</b>	If billing units are different from base units, this parameter defines how many base units make up one billing unit (for instance, 1024 bytes makes 1 kilobyte). This parameter is extremely important, as it affects calculations in all xDRs for this service. If you decide to deploy a new service with a different ratio between units (e.g. 1 kilobyte equaling 1000 bytes), a new service type must be created before you attempt to do any further configuration.

## Supported Service Types

Once installed, PortaBilling® supports the service types shown in the table below. The Rating Base column refers to the applicable rating base options. S (“session-based”) means that the service type is charged based on the duration of its use, while Q (“quantity-based”) means that some other numerical parameter supplied by the network node is used, e.g. the amount of data transferred.

Name	Rating Base	Description
<b>Conferencing</b>	S	Rating conference calls via PortaUM (or some conferencing server).
<b>Data Service</b>	Q	Data transfers rated using the amount transferred as the billing parameter.
<b>Dialup Internet</b>	S	Dialup Internet access sessions, rated based on session duration.
<b>Internet Access</b>	S, Q	Internet access sessions (DSL, PPPoE, etc.), rated based on session duration or the amount of transferred data.
<b>Messaging Service</b>	Q	Rating messages (text, SMS, MMS, other) based on the number of messages sent.
<b>Quantity-Based</b>	Q	Generic quantity-based service type; can be used to apply charges for any service use expressible in numerical form (e.g. the number of pizzas ordered).
<b>Session-Based</b>	S	Generic time-based service type; it can be used to apply charges for any service use based on the length of time the service was accessed.


Voice Calls	S	Rating telephony calls (incoming or outgoing) made via PortaSIP®, VoIP gateways or other equipment.
Wi-Fi	S	Wireless Internet access sessions, rated based on session duration.

## Currencies

The **Currencies** page allows you to define a method for determining exchange rates between currencies. Supported methods include explicitly defined exchange rates or the use of external services such as yahoo.com or xe.com.



**NOTE:** Before relying on an external exchange rate service, read its terms of use thoroughly, as the rates it provides are usually given at a delay of at least fifteen minutes from the actual values.

To define an exchange rate source for a currency, first click  **Add** in the toolbar.

The first screenshot shows the 'Currencies' page with the 'Add' button highlighted in the toolbar. A dashed arrow points to the 'Add' button.

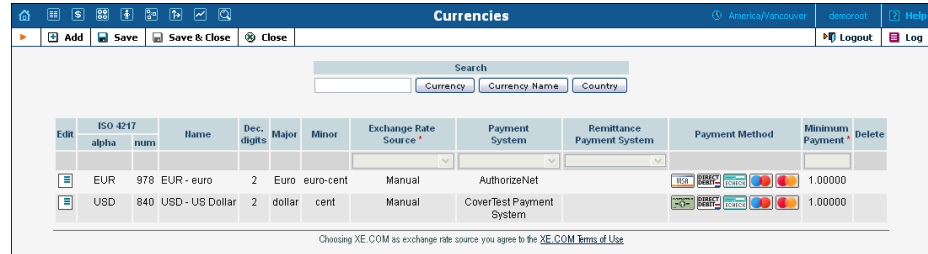
The second screenshot shows the 'Add' dialog box open. The 'Exchange Rate Source' dropdown menu is open, showing options: 'Manual', 'XE.com', and 'Yahoo.com'. A dashed arrow points to the 'Manual' option.

The third screenshot shows the 'Exchange Rate' dialog box open. The dialog contains the text: 'Please specify currency Exchange Rate' and '1 EUR = 1.28990 \* USD'. There are 'OK' and 'Cancel' buttons. A dashed arrow points to the 'Manual' option in the previous screenshot.

From the Exchange Rate Source drop-down list, choose “Manual”, “yahoo.com”, or “xe.com”. (The specific exchange rate is defined in the

popup window when adding a new currency or changing the exchange rate source for an existing one.)

The next drop-down list shows all payment systems registered by the system’s administrator. Choose one which will be responsible for all payments in this currency using the payment methods chosen for it. If this is not required, select an empty value. It is possible to add multiple combinations of the same currency with different payment systems; in this case, all of them will use the same exchange rate source.





Please note that it is not allowed to have multiple payment systems assigned to the same currency using the same payment method. Because of charges for the use of online payment systems, it is recommended that a non-zero value be entered in the **Minimum Payment** field.

Column	Description
<b>ISO 4217</b>	
<b>alpha</b>	Official three-letter currency code (e.g. USD).
<b>Num</b>	Numeric currency code according to ISO standard.
<b>Name</b>	Commonly used name of the currency.
<b>Dec. digits</b>	Maximum number of decimal places allowed by the currency, e.g. for US dollars or euros it will be 2, since the smallest unit is one cent (0.01), while for yen it will be 0, because an amount in yens can only be a whole integer.
<b>Major</b>	The main currency unit, e.g. dollar.
<b>Minor</b>	The lesser currency unit (if applicable), e.g. cent.
<b>Exchange Rate Source</b>	Defines the method of entering the exchange rate for this currency: updated either manually by an administrator, or by PortaBilling® from exchange rate sites such as xe.com or yahoo.com. For an existing row in the table, click on the underlined xe.com or yahoo.com line in a column to immediately fetch the current exchange rate.
<b>Payment System</b>	Selects an online payment processor to process payments in this currency.
<b>Remittance Payment</b>	Defines a payment remittance system. Select the corresponding payment remittance system to allow





<b>System</b>	your customers who maintain their balances in this currency to transfer funds from their accounts in PortaSwitch to a mobile phone's balance in another country.  Note that one currency entry can be assigned to a payment or remittance system or to neither of those options.
<b>Payment Method</b>	Read-only column; lists all available payment methods (e.g. VISA) for the selected payment system.
<b>Minimum Payment</b>	The smallest allowed amount for an online payment (in the corresponding currency), in order to prevent service abuse.

Select  **Save** or click the  **Save** icon in the Edit field to make your changes take effect.

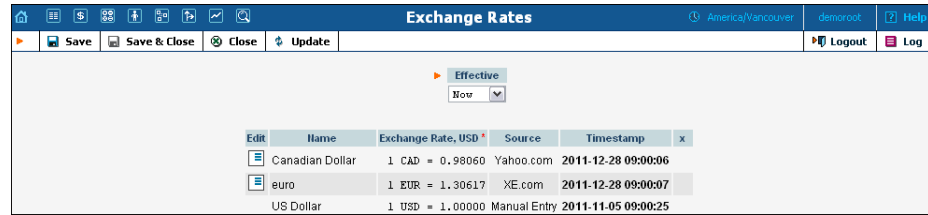
The ISO 4217 currency code is normally composed of a country's two-character ISO 3166 country code plus an extra character denoting the currency unit. For example, the code for Canadian Dollars is simply Canada's two-character ISO 3166 code ("CA") plus a one-character currency designator ("D"). Currency unit names (major and minor) are not defined in ISO 4217, and are listed in the table only for user convenience. Visit [BSI Currency Code Service \(ISO 4217 Maintenance Agency\) website http://www.bsi-global.com/](http://www.bsi-global.com/) for more information.




### Obsolete currencies





In the course of time, some currencies become obsolete (e.g. coupons). The obsolete currency cannot be added to the system or selected as a base currency. But if it was added and used in the system before becoming obsolete the system will continue working with this currency as before. Note that when updating the list of exchange rates for existing currencies, if there are any exchange rates for obsolete currencies they will not be updated.

## Exchange Rates

All exchange rates used within the system are listed. The **Effective** drop-down list allows you to define whether only current exchange rates ("Now") or all exchange rates ever used ("->Now") will be shown. The following information is provided in the exchange rate listing:



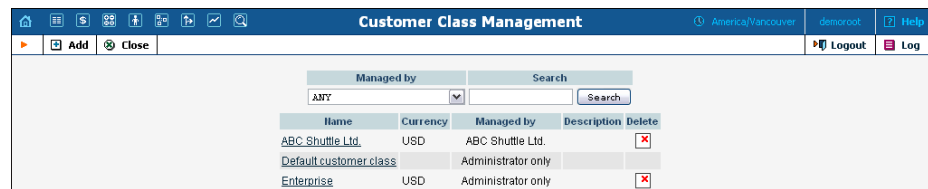
Field	Description
<b>Edit</b>	Click the <b>Edit</b>  icon to modify the given exchange rate. Select  <b>Save</b> or click the  <b>Save</b> icon in the Edit field to make your changes take effect.
<b>Name</b>	The currency unit name (for example, “Canadian Dollar”).
<b>Exchange Rate</b>	Currency exchange rate. Defines the number of units of the base currency equal to one unit of the foreign currency. (For example, with British Pounds as the foreign currency and U.S. Dollars as the base currency , the base currency units would be “1.5326” and the value of this column would be “1 GBP = 1.5326”)
<b>Source</b>	Shows the exchange rate source for the given currency as defined on the <b>Currency</b> page.
<b>Timestamp</b>	The effective date for the given currency. Newer exchange rates supersede older ones.

Click the **Edit**  icon to modify an existing exchange rate. This will copy the content of the current row into the table header. The source will be changed to Manual. Enter the new exchange rate, then select either  **Save Edit**,  **Save** or  **Save&Close** to save changes.

## Customer Classes

A customer class is a definition of various properties (e.g. invoice terms) which can be easily applied to a large number of customers.

On the Customer Class Management screen, you can view a list of all currently defined classes. This list provides the following information:



Column	Description
<b>Name</b>	The name of a specific customer class.

<b>Currency</b>	Currency that is used for a particular Customer Class.
<b>Managed by</b>	<b>Administrator only</b> (default) means that this class will be used for your direct customers, and is accessible only to your administrators. Select a PortaBilling® reseller to assign this class for use by a particular reseller.
<b>Description</b>	A logical description of this customer class.

## Add / Edit Customer Class

The Add Customer Class page allows you to define a new customer class within PortaBilling®.

The following parameters are available:

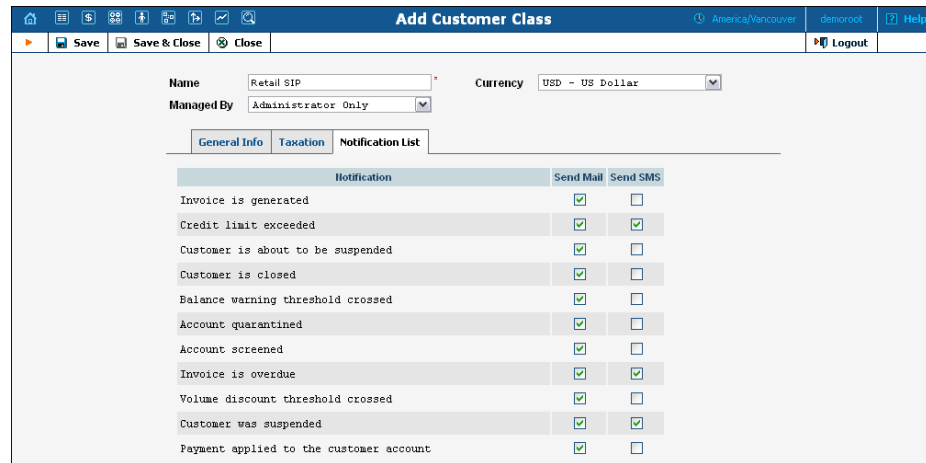
Field	Description
<b>Name</b>	Name of the specific customer class.
<b>Currency</b>	This is the main parameter that is used for a particular Customer Class. Customer Class currency must be defined to set the Collection Threshold. Once saved, the currency cannot be changed.
<b>Managed by</b>	<b>Administrator only</b> (default) means that this class will be used for your direct customers, and is accessible only to your administrators. Select a PortaBilling® reseller to assign this class for use by a particular reseller.
<i>The following specifies various parameters to be assigned by default to customers within this customer class:</i>	
<b>Send Statistics</b>	Defines what kind of xDR statistics should be delivered to the customer by email: <ul style="list-style-type: none"> <li>• Full Statistics – Send a CSV file with a complete list of xDRs.</li> <li>• Summary Only – Do not send a full list of</li> </ul>

	<p>xDRs, only a brief summary.</p> <ul style="list-style-type: none"> <li>Do Not Send – This option prevents the delivery of event statistics to the customer via email.</li> </ul> <p>For more details, see <i>Additional Info</i> in the <i>Add / Edit Customer</i> section.</p>
<b>Invoice Template</b>	Choose either “Do not create invoice” (in this case no invoices will be created, only CSV xDR statistics) or a particular invoice template.
<b>Send Invoices</b>	Defines whether a PDF copy of the invoice should automatically be sent to the customer when a new invoice is created.
<b>Invoice Grace Period</b>	Invoice terms, i.e. how many days after invoice generation payment is expected.
<b>Collection Threshold</b>	<p>If the amount due on an invoice is lower than the specified threshold, no payment is immediately required (though customer is liable for paying the invoice eventually) and notifications about the invoice will not be sent. If no payment is made, the balance is applied to the next invoice(s) until the amount due on a new invoice crosses the threshold. The status of such an invoice on the web will be reflected as <i>No payment required</i>.</p> <p><b>Note</b> that this field is only available when the currency for customer class has been defined.</p>
<b>Notify Customer</b>	<p>Comma-separated list of numbers; each number represents a number of days prior to the invoice due date when a notification regarding an unpaid invoice should be sent. For instance, 14, 7, 3 means that the customer should receive a notification 14, 7 and 3 days before the due date. (Obviously, if the customer pays after the first notification, no further notifications will be sent).</p> <p>Leave this field empty to disable notifications completely.</p>
<b>Re-send Invoice</b>	<p>Comma-separated list of numbers; each number represents a number of days after the invoice due date when a notification regarding the overdue invoice should be sent. For instance, 0, 7, 14 means that the customer will receive a notification on the due date and then 1 and 2 weeks later. (Obviously, if the customer pays after the first notification, no further notifications will be sent).</p> <p>Leave this field empty to disable notifications completely.</p>

<b>Attempt to Charge the Listed Credit Card</b>	Comma-separated list of numbers; each number represents a number of days after the invoice due date when an attempt should be made to charge a customer's credit card for the invoice amount due. For instance, 0, 3, 10 means that PortaBilling® will attempt to charge the customer's credit card on file on the due date and then 3 and 10 days later. (Obviously, if one of the charge attempts succeeds, no further attempts will be made). Leave this field empty to disable re-collect attempts completely.
<b>Suspension Time</b>	How many days after the due date will the customer's services be suspended if the invoice is still unpaid. Leave this field empty to disable service suspension.
<b>Suspension Warning Time</b>	How many days after the due date should notification of possible suspension of services be sent to the customer. Leave this field empty to disable such notification.
<b>Closing Time</b>	How many days after the due date will the customer's account be closed if the invoice is still unpaid. Leave this field empty to disable automatic account closing. Note that, if defined, the <b>Suspension Warning Time</b> must be less than the <b>Suspension Time</b> , and the <b>Suspension Time</b> must be less than the <b>Closing Time</b> .
<b>Charge Credit Card When Billing Period Is Closed</b>	Automatically charge the customer's credit card on file for the full amount due when his billing period is closed; as a result, an invoice will be created with a zero amount due.
<b>Description</b>	A logical description of this Customer Class.

### Notification List tab

The **Notification List** tab allows you to define which e-mail and / or SMS notifications to send to your customers.

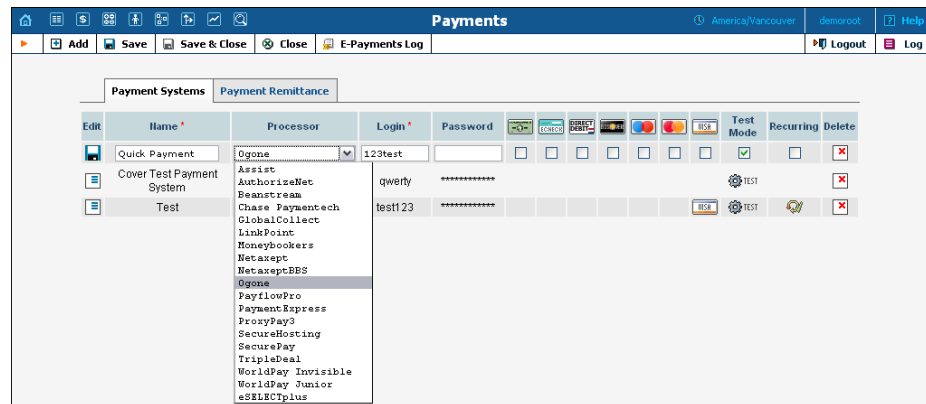


To send different notifications for customers, check / uncheck boxes on the right for the corresponding Notification.

## Payments

### Payment Systems





The **Payment Systems** tab lists all existing payment systems, and allows you to enter information related to payment gateways used to receive payments from customers.



One or more payment systems may be utilized for electronic payments. In order to make use of these services, you must first register with one of the currently-supported\* merchants, as shown below:

\* Supported means that a corresponding Business: OnlinePayment plugin module is available at [www.cpan.org](http://www.cpan.org). This does not guarantee that the module will support all the required features, and some extra work may be required to integrate it into the solution and perform testing. Please contact [support@portaone.com](mailto:support@portaone.com) for a current list of payment modules which have been thoroughly tested and work “out of the box”, such as AuthorizeNet.

Name	Web Page
Assist	<a href="http://www.assist.ru">www.assist.ru</a>
AuthorizeNet	<a href="http://www.authorize.net">www.authorize.net</a>
Beanstream	<a href="http://www.beanstream.com">www.beanstream.com</a>
Chase Paymentech	<a href="http://www.chasepaymentech.com">www.chasepaymentech.com</a>
eSELECTplus	<a href="http://www.moneris.com">www.moneris.com</a>
GlobalCollect	<a href="http://www.globalcollect.nl">www.globalcollect.nl</a>
LinkPoint	<a href="http://www.linkpoint.com">www.linkpoint.com</a>
Moneybookers	<a href="http://www.moneybookers.com">www.moneybookers.com</a>
Netaxept	<a href="http://www.paynet.no">www.paynet.no</a>
NetaxeptBBS	<a href="http://www.betalingsterminal.no/Netthandel-forside/">www.betalingsterminal.no/Netthandel-forside/</a>
Ogone	<a href="http://www.ogone.com">www.ogone.com</a>
PayflowPro	<a href="http://www.verisign.com/products-services/payment-processing/online-payment/payflow-pro/">www.verisign.com/products-services/payment-processing/online-payment/payflow-pro/</a>
PaymentExpress	<a href="http://www.paymentexpress.com">www.paymentexpress.com</a>
ProxyPay3	<a href="http://www.eurobank.gr">www.eurobank.gr</a>
SecureHosting	<a href="http://www.securehosting.com">www.securehosting.com</a>
SecurePay	<a href="http://www.securepay.com.au">www.securepay.com.au</a>
TripleDeal	<a href="http://www.docdatapayments.com">www.docdatapayments.com</a>
WorldPay Invisible	<a href="http://www.worldpay.com">www.worldpay.com</a>
WorldPay Junior	<a href="http://www.worldpay.com">www.worldpay.com</a>

To add a new payment system, click  **Add** and enter the Account Name, Login, Password and Merchant in the edit row at the top of the listing. Choose one or several payment methods which will be used for payments made by these payment systems. To edit an existing account, click  **Edit** and copy the information from the current row into the form above. Save changes using the  **Save** button. A recurring payment allows customers to set up periodic payments on this payment system. Payment systems with recurring payment enabled are indicated by the  icon.



After adding the payment system, it is necessary to assign it to one or several currencies in which payments will be processed using the chosen payment methods (see the *Currencies* section). Only after doing so can this payment system be used for payments by customers and accounts defined in these currencies. Please note that several (more than one) systems may not be assigned to the same currency using the same allowed payment method, i.e. you cannot have two systems with VISA as the allowed payment method assigned to the currency USD. However, you can assign both a system with VISA as the allowed method and another with MasterCard as the allowed method to the currency USD. Similarly, you can assign one system with VISA to the currency USD and another with the same method to the currency EUR.

**Test Mode** is a special mode of interaction with the system. It is useful during the initial setup phase, when a merchant may want to test its setup without processing live card data.

### **What is a payment processor?**

A payment processor is a real-time transaction processing system that functions as a payment service using a secure transaction server on the Internet. Merchants with a valid merchant account at an acquiring bank (“payment system”) can use this system to submit, authorize, capture and settle credit card or eCheck transactions without the need for a separate transaction terminal.

### **Payment system basics**

This section is provided for information purposes only. The terms and conditions of your payment system are subject to agreement between you and your bank or merchant service provider, and should be consulted for specific information relating to your payment system.

A payment system is required to accept credit cards using the system. A payment system is a special account with a bank that is a member of the Visa and MasterCard associations (American Express may also be part of your payment system). Such a bank has been certified by the Visa and MasterCard associations and can provide you, as the merchant, with all the services related to your payment system.

You *must* have a credit card payment system in order to use a payment processor for credit card transaction processing. The payment processor system is separate from your payment system, but it may be purchased at the same time from the bank or merchant service provider which is creating your payment system.


The merchant service provider normally does the following:

- Assigns you a payment system number.
- Sets up your payment processor account.
- Assigns you a login ID and password for use with your payment processor account.
- Acts as your main point of contact for basic issues regarding your merchant and payment processor accounts.
- Enables you to add certain types of credit cards to your payment system.
- If the merchant service provider is also your payment processor reseller, it also activates the processing capability for these cards on your payment processor account.
- Deposits credit card funds to your account.



Your merchant service provider may also provide you with MID and TID numbers. The payment processor does not need these numbers, but some third-party solutions (such as certain Shopping Cart providers) may require them.

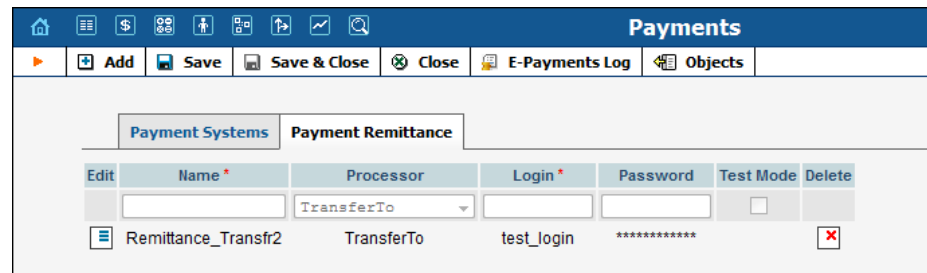
Once your payment system is set up and “live” on the credit card system, you can begin accepting credit cards from customers. It is your responsibility to configure the payment processor to meet your own needs, and to provide a hosting environment which is appropriate for the choices you have made within the payment processor.


 The **E-Payments Log** button in the toolbar allows you to access information about credit card or direct debit charge attempts for the whole environment. Please see the *E-payments Log* section for further details.

## Payment Remittance

On the **Payment Remittance** tab, you can enter information related to payment remittance systems that allows your customers to transfer funds to users of mobile operator services in different countries.

One or more payment remittance systems may be utilized to transfer funds. In order to make use of these services, you must first register with the currently-supported payment remittance processor TransferTo.



To add a new payment remittance system, click  **Add** and enter the Account Name, Login, Password and Processor in the edit row at the top of the listing.

**Test Mode** is a special mode of interaction with the system. It is useful during the initial setup phase, when a merchant may want to test its setup without processing live card data.

### What is a remittance processor?

A remittance processor (such as TransferTo) is a transaction processing system that delivers international top-up services. You create an account with an online remittance processor, provide it with your company

information and establish the method of transferring funds from you to it on a periodic basis. In return, you receive credentials (username, password, etc.) for initiating transactions via the remittance API. Now your application can connect to the API server and, upon providing valid authentication information, request that funds be transferred to a customer of a mobile carrier.

# 4. Rating

## Destinations

Destinations are a list of all possible phone number prefixes to be used in your system, which will later be used in creating price lists (Tariffs). For convenience, destinations are grouped in alphabetical order by country.

In the case of a non-telephony service (e.g. video-on-demand), destinations define various service categories (e.g. VIDEO-NEWRELEASE and VIDEO-FOREIGN), and so a different rating may be defined. For some services (e.g. WiFi access) you would only need one destination for the whole service, since there is no further differentiation.

Destinations may be edited and, if a destination is not being used in any tariff, it will also have a Delete button. Of course, it is not necessary to include every destination in a given price list; only enter the prefixes (destinations) used by this particular vendor or customer.

PortaBilling® can support different numbering plans, but it is highly recommended to keep all of your destinations in the E.164 numbering space. The Destinations table contains the valid E.164 prefixes. Different standardization and governmental bodies control the E.164 numbering space, and some private numbering spaces also exist.



[Click here to view the Official ITU Dialing Procedures document \(PDF\)](#)

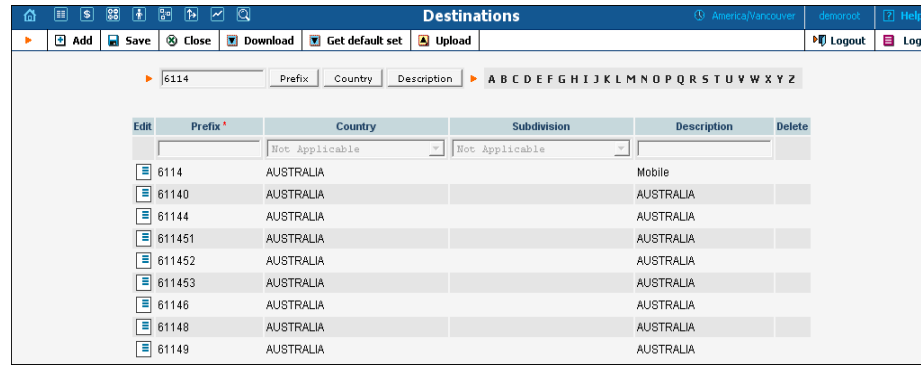
PortaBilling® is supplied with a file containing a basic set of destinations. It covers all countries of the world and some of the major destinations in each country, linking prefix information to:



- country (if applicable)
- subdivision (if applicable)
- description

Of course, you can edit the supplied destinations list according to your needs. Also, you can always add more destinations later, if needed.

### Add / Edit Destinations Online

To add new destinations, click the  **Add** button. The **Save New**  icon will appear on the Destinations form. Enter the prefix and choose a country from the drop-down list. After selecting the country, the subdivision field will be refreshed. Choose a subdivision if necessary. Click the **Save New** icon to save the new destination.



To edit an existing destination, enter a prefix, country or description (i.e. proper, mobile, etc.) in the search field and click the corresponding button. You can also select a country alphabetically from the top right-hand part of the interface. Choose the destination you wish to edit from the list by clicking the  **Edit** icon. The content of the row will be copied into the Destinations form above, and the **Save Edit** icon  will appear in the first column. Choose Subdivision from the refreshed drop-down list and type in the Description, if any. Save your work by clicking the **Save Edit** icon.

### Destination access levels

User Type	Access Description
<b>Root</b> , or if ACL includes <b>Use country code during upload</b>	Full access.
ACL which allows read / write operations on Destinations, e.g. <b>Admin</b>	Can perform all types of operations with destinations <i>except</i> for manually specifying a country during upload. If Admin uploads a new destination, the system chooses the appropriate country automatically, using the longest match from the available destinations.
<b>all other types</b>	Read-only.

## Destination Upload / Download Procedures

### Upload

The CSV file header contains the following fields: Action, Prefix, iso\_3166\_1\_a2, Description.

Field	Description
<b>Action</b>	Add or delete; encoded as "+" and "-" or "add" and "remove".  <b>Note:</b> Only unused destinations that do not appear in the Rates table can be deleted. If the action is "+" and the prefix is already in Destinations, then the update action will be performed.
<b>Prefix</b>	Value to be stored in Destinations.
<b>Two-letter ISO Country Code</b>	Value to be stored in Destinations.iso_3166_1_a2. <b>Note:</b> <i>Ignored</i> if the uploader is not Root or does not have "Use country code during upload" in his ACL; in this case, the system chooses the appropriate country automatically, using the longest match from the available destinations. If you would like to set the Country property as "Not Applicable," then the value must be encoded as "-". If the field is empty and the uploader's access level is Root, then the system chooses the appropriate country automatically, using the longest match from the available destinations.
<b>Description</b>	Value to be stored in Destinations.

### Download

The CSV file header contains the following fields: Action, Prefix, Country Code (iso\_3166\_1\_a2), Description.

Field	Description
<b>Action</b>	Add or delete, encoded as "+".
<b>Prefix</b>	Missing prefix
<b>All other fields</b>	Empty

**NOTE:** For tariff uploads, new destinations will be e-mailed as a CVS attachment in an error report using the Destinations Upload format: Action, Prefix, Country Code (iso\_3166\_1\_a2), Description.

### Uploading destinations

The system is supplied with a predefined set of countries and the most common destinations for those countries. If required, new countries may be inserted into the database manually. When uploading new destinations, a super user can specify the country using its ISO country code. If empty, the system tries to find a country via existing destinations.

For example, if "16045" is uploaded, the system finds that "1604" is already in the database as "Canada". If it is not possible to find the country in this way, or if the country is "N/A", the destination will not be

imported. An uploaded file with such a destination will be sent back for correction in a format suitable for upload.

## ISO 3166-1 Country Codes

For more information on this standard, visit the [ISO 3166 Maintenance Agency website](#).

The complete title of ISO 3166-1 is “Codes for the representation of names of countries and their subdivisions”.

### Country Codes

- ISO 3166-1 gives coded representations of more than 230 names of countries or areas dependent on a country.
- ISO 3166-1 contains a two-letter code (Alpha-2-code), a three-letter code (Alpha-3-code) and a three-digit numeric code, (Numeric-3-code) for every entry in its list of country names.

### ISO 3166-1 does *not* code:

- Names of languages (e.g. Gaelic)
- Names of nations or peoples (e.g. Dutch)
- Names of groups of countries (e.g. Scandinavia)
- Names of continents (e.g. Asia)
- Names of organizations (e.g. OAS, NAFTA, WHO)
- Top-level Internet domains

### Applications

ISO 3166-1 codes are used in many applications in all branches of industry, trade and statistics worldwide. One example of their use are the “code elements from ISO 4217” codes for currencies and funds, which are based on the ISO 3166-1 Alpha-2-Code (e.g. USD for US Dollars, where US comes from ISO 3166-1).

## ISO 3166-2 Country Subdivision Codes

ISO 3166-2 “Country Subdivision Codes” establishes a code for the names of principal administrative subdivisions within countries coded in ISO 3166-1. ISO 3166-2 was published on December 15, 1998.

The code elements used consist of the Alpha-2 code element from ISO 3166-1 followed by a separator and a further string of up to three alphanumeric characters.



The names of the subdivisions are given in more than one language if the country has more than one official language (and if the alternative language versions were available to ISO). In Uzbekistan, for example, there are two official languages, Uzbek (uz) and Russian (ru), so the subdivision names are also listed in these two languages. The

Romanization systems used to convert the country subdivision list from non-Roman to Roman script (e.g. from Cyrillic, in the case of Uzbekistan) are also given. The abbreviations and language codes (ISO 639) used in the header preceding the subdivision list for each country are explained in annexes to the standard.

## Destination Group Sets

Very often a logical destination (e.g. Czech Republic – Mobile) will consist of multiple prefixes (420601, 420602, 420604, 420732 and so on). It would be quite inconvenient to repeat the same “create a new rate” operation for every individual prefix, since all of the price parameters are the same. Thus you could create a destination group “CZ-Mobile” and then perform “create a new rate” only once, with the rates for all of the prefixes being created automatically. However, since different carriers might include different prefixes in the “Czech Republic – Mobile” category, we need to be able to maintain different sets of destination groups.

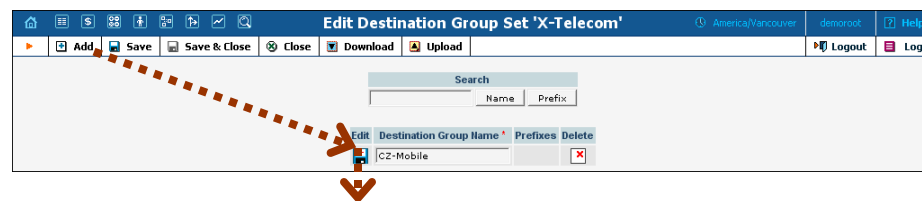
### Creating a new destination group set

To add a new destination group set, click the  **Add** button. The **Save New**  icon will appear next to the name.



After the destination group set has been saved, click on the hyperlinked name to manage the destination groups included in this set.

### Creating a destination group




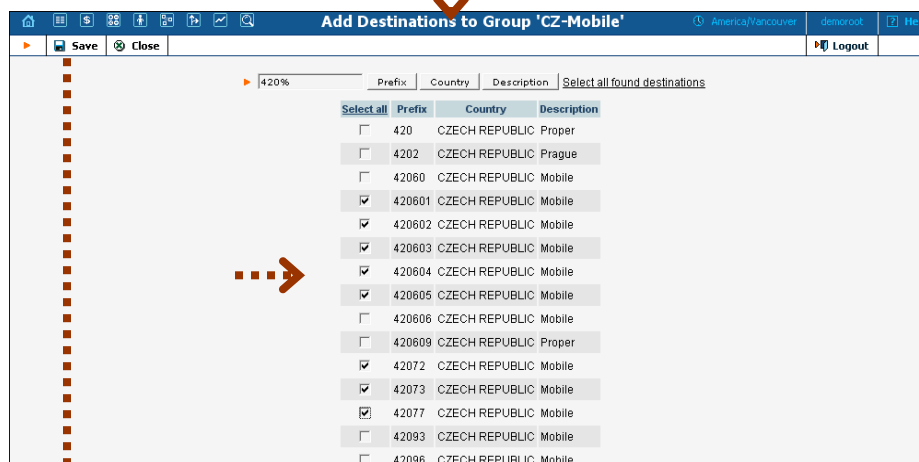


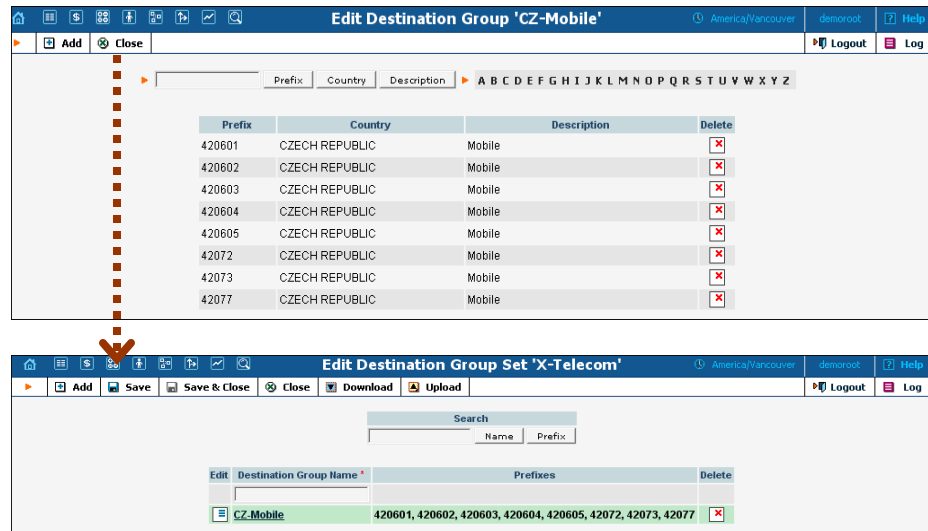


Column	Description
<b>Destination Group Name</b>	Convenient short name for the destination group, e.g. <b>UK-Mobile</b> . This will be used to enter new rates for this group of destinations.
<b>Prefixes</b>	List of prefixes included in this group. For a destination group with many prefixes, only the first few will be displayed. Click on <b>Destination Group Name</b> to see a complete list of destinations belonging to this group.

### Managing destinations (prefixes) within a group

Click on the hyperlinked destination group name to edit its contents. Click on  **Add** to add more prefixes to the destination group.

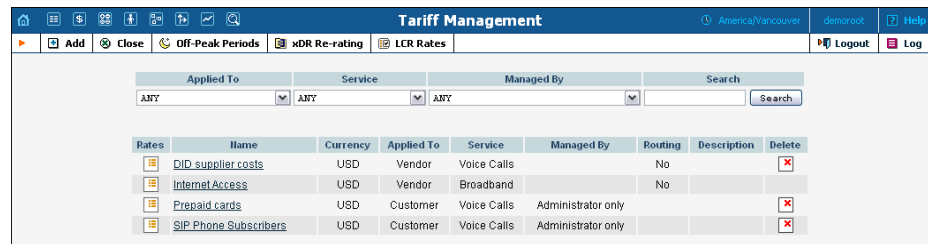






## Tariffs

A tariff is a collection of individual rates, a rate being a per-destination price. Each tariff has its own set of rates. Call billing is based on billing units. You can define two billing units for each destination: the first billing unit (interval) and the next billing unit (interval). Billing unit precision is one second, and the minimum length of each unit is likewise one second.

Typical billing unit configurations include 60/6 (the first unit, i.e. the minimum charged call duration, is one minute, and subsequent intervals are one-tenth of a minute, i.e. six seconds) and 1/1 (per-second billing).



The main Tariff Management screen shows a list of all existing tariffs. Tariffs can be located using the Search form, by selecting a reseller from the drop-down list, or choosing the tariff's name. To edit a tariff, click on its name in the list. Click the **Edit Rate**  icon to edit individual rates for the given tariff. The **Delete**  icon will be visible only when the tariff is not in use (not assigned to any customer or vendor and not being used in any product's rating entry), and enables permanent deletion of the given tariff.

## Add / Edit Tariff

To add a new tariff to the system, select **Add** to go to the Add Tariff screen. Existing tariffs can be edited by clicking on the tariff's name in the list.

Field	Description
<b>Name</b>	The logical name for the tariff object.
<b>Currency</b>	Indicates the currency in which pricing information is defined. All pricing information for a single tariff must be defined in the same currency.
<b>Applied To</b>	Designates whether this tariff will be used to charge your customers or resellers or to calculate costs associated with your vendors. You must select a value here to get access to certain fields that are available only for a specific type of tariff.
<b>Service</b>	Select the service for which this tariff will be used (by default the <b>Voice Calls</b> service will be selected).
<b>Managed By</b>	(Only available for tariffs of the <b>Customer</b> type). Allows you to designate this tariff as managed by the administrator only (so this tariff will be applied to your direct customers), or by a specific reseller (so this tariff will be used to charge the reseller's sub-customers).
<b>Routing</b>	(Only available for tariffs of the <b>Vendor</b> type). The tariff contains information about the carrier's routing preferences, in addition to the usual cost data.
<b>Default Off-Peak Period</b>	Allows to select one of the previously defined off-peak periods. If you do not differentiate between peak and off-peak rates, just choose <b>Not defined</b> .
<b>Destination Group Set</b>	A set of destination groups (UK-Mobile, CZ-Mobile, etc.) you would like to use for more convenient rate entry.

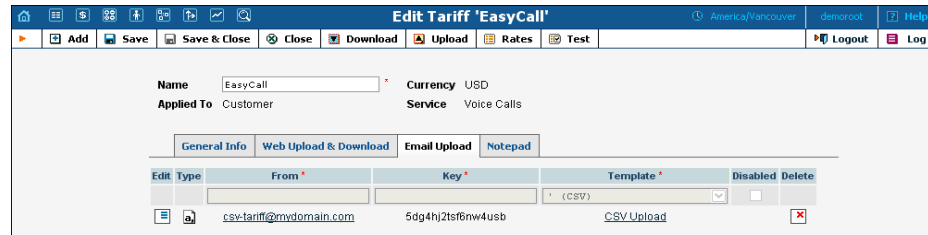
<b>Free Seconds</b>	Number of free seconds granted for each call. In order to claim free seconds, the length of the call must be at least one billing unit (i.e. the first interval; see the 'Enter Rates' section above).
<b>Post Call Surcharge</b>	Increases the total call cost by the given value.
<b>Login Fee</b>	Amount to be charged immediately after the first user authentication.
<b>Connect Fee</b>	Amount to be charged for each successful call, in addition to other charges.
<b>Round Charged Amount</b>	Pattern that defines the rounding of a charged amount in an individual xDR. This pattern takes the form XXX000. An X (to the left) means that the digit in this position will be left unchanged, while a zero (to the right) means that this position will be rounded. For example, XXXXX.XX000 means that the amount will be rounded up to two decimal places, so that 1.2345 becomes 1.24. Note that rounding is <b>always</b> done upwards.
<b>Default Formula</b>	Default call rating formula applied to new rates. Note that the value of this parameter is only used when a new rate is inserted. Modification of this parameter has no effect on existing rates.
<b>Short Description</b>	While the name of a tariff is for your internal use, and is usually created according to your internal rules, you can also add a name meaningful to your reseller. For example, for the tariff name <b>aABC-SmartCall-USD-1800</b> , the short description will be <b>Smart call using a toll-free number</b> .
<b>Description</b>	Tariff description.

Free Seconds, Connect Fee and Post-Call Surcharge are only applied when the default rating method is used. For more about different call rating methods, see the [PortaBilling Administrator Guide](#).

### Web Upload & Download

Choose appropriate templates for web upload / download of tariffs. Read more about this in the [Templates](#) section.

## Email Upload



Tariffs can be uploaded to the system from an e-mail received with an attached document in either CSV or XLS format.

Field	Description
<b>Edit</b>	Click the <b>Edit</b> icon to copy the current row in the form above for editing.
<b>Type</b>	Uploaded document type, either CSV or XLS file.
<b>From</b>	Sender's e-mail; to prevent unauthorized access, only trusted e-mail will be allowed.
<b>Key</b>	Security key; tariff will be accepted only if the correct key is specified in the message's subject line or body.
<b>Template</b>	Select a template to map information in the uploaded file using PortaBilling®. Read more in the <a href="#">Templates</a> section.
<b>Disabled</b>	Disable receipt of tariffs from this source.
<b>Delete</b>	Click the <b>Delete</b> icon to remove this source.

**NOTE:** You need to add an email alias (to which you will send tariffs for upload) to the **EmailUploadAlias** field on the Configuration Server web interface. For example, if the PortaBilling Web Server name is web.yourcompany.com and you added the "tariffupload" alias, you will send emails with tariffs to tariffupload@web.yourcompany.com for upload. Also make sure that your mail server redirects emails sent to the above address to the PortaBilling Web Server and that port 25 is not blocked by a firewall.

## Off-peak periods

### Peak and off-peak prices

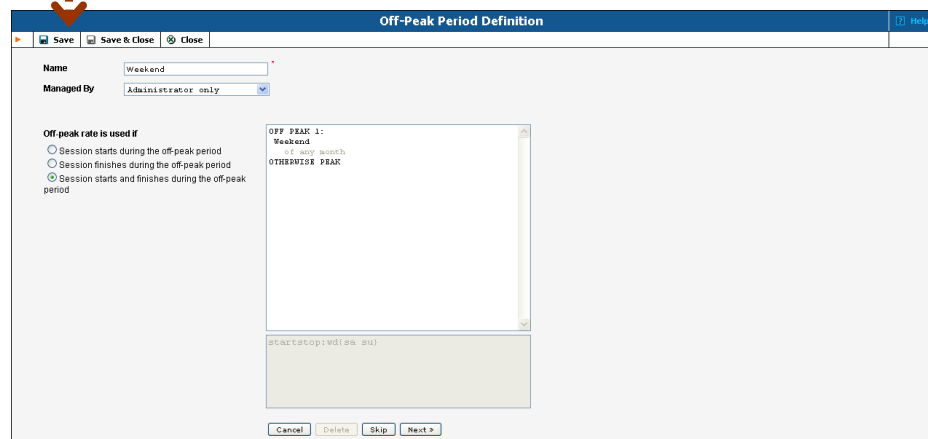
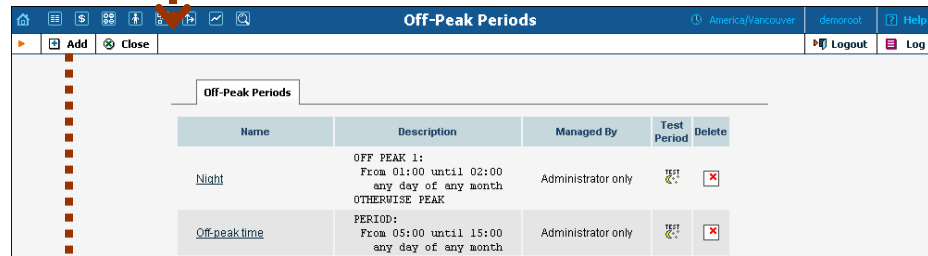
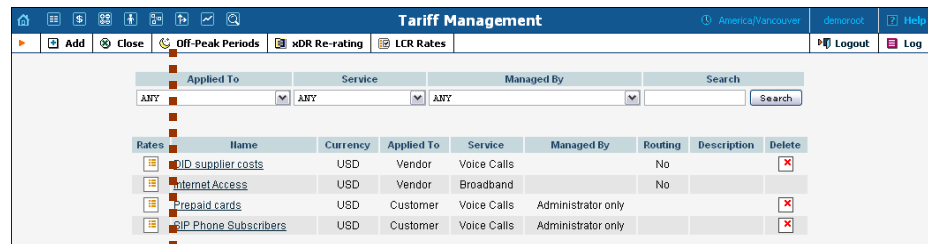
It is possible to have two different sets of prices, one for peak and one for off-peak time. In fact, you can have two separate off-peak periods (e.g. nighttime and weekends), meaning there are three separate sets of prices. A call is always billed using one particular rate; this also applies to calls starting in the off-peak period and ending in the peak period, or vice versa, i.e. there is no proration.

Off-peak periods are defined using the powerful yet flexible `Time::Period` module. The Off-Peak Period Wizard is also available to help you create a period definition easily.

You can create a master list of various off-peak periods (e.g. one from 9pm to 7am including weekends and another from 8pm to 8am daily) and then use these definitions for specific tariffs or rates inside the tariff.

### Off-peak period definition wizard

To manage the available off-peak periods, select **Off-Peak Periods** on the **Tariff Management** screen.



The Off-Peak Period wizard provides users with a flexible tool for defining a new off-peak period. On a sequence of screens, the user may select a time interval, day of the week, day of the month, and month; multiple select is allowed. The following example illustrates the process of creating an off-peak period that starts at 6pm every day and lasts until

6am the next morning. Another off-peak interval is on weekends. We will also include some holidays, i.e. January 1<sup>st</sup> and December 24-26.

In the first screen, select 6pm in the **From** column, and 6am in the **Until** column. Now click the **Next** button. The two text areas on the right of the screen give the user a display of the current period definition. The top text area displays a verbal definition of the period – From 6:00pm until 6:00am, and the bottom one contains this same information in a format that can be parsed by PortaBilling -- `hr{6pm-5am}` . This sets up the first period; in order to continue, skip the following screens by pressing the **Skip** or **Next** button until the “Period definition completed” message is displayed, then press the **Add** button to add another definition to this period. The wizard now returns to the first screen.

**NOTE:** Time::Period treats all formula elements as “inclusive”. Thus, in the example above, 6pm to 6am will be represented as `hr{6pm-5am}`. This is perfectly correct, since 5am actually means “all of the 5<sup>th</sup> hour – 05:00:00 ... 05:59:59”.

Now for the weekends: pressing the **Skip** or **Next** button, go to the second screen and select *Weekend*, or, holding down the <Ctrl> key, select *Saturday* and *Sunday* from the list. Select the **Next** button and skip until the “Period definition completed” message is displayed. Press the **Add** button to add another definition to this period.

To include January 1<sup>st</sup> in the off-peak period definition, skip to the Day of Month screen, and select *1*. Click the **Next** button. Now select *January*, click **Next**, skipping forward to the next screen. Follow the same steps to select the December 24-26 interval. Hold the <Ctrl> key down to select multiple entries.

On the next screen, you can choose how the system will charge calls which overlap with your off-peak period, i.e. cover both peak and off-peak time. There are three options you can choose from:


- If the call starts in the off-peak period, it will be charged using off-peak rates (even if part of the call was made during peak time). This method is the easiest and most transparent for end-user authorization of outgoing calls.
- If the call finishes during the off-peak period, it will be charged using off-peak rates; it does not matter whether it starts within the off-peak period or not.
- Or, the off-peak rate will only be used if the call both started and finished during the off-peak period. In this case, any call which partly extends into the peak period will be charged at the peak rate.

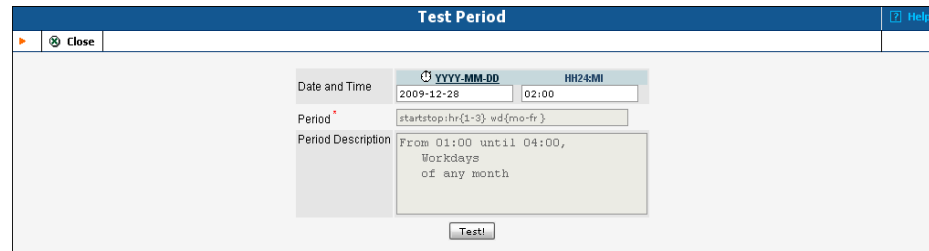
To evaluate your work, look at the top text area. The following text should be displayed:

From 6:00pm until 6:00am  
 any day of any month  
 OR Sunday and Saturday  
 of any month  
 OR 1  
 of January  
 OR 24-26  
 of December

If the definition is correct, click the **Finish** button.

### Test the off-peak period

If you are unsure whether you have created a correct off-peak period definition, you may use the test utility to check if a specific moment in time fits into the period or not. In order to run the off-peak period test, either click the  icon on the off-peak periods page, or use the **Test Period** button on the last page of the off-peak period wizard.

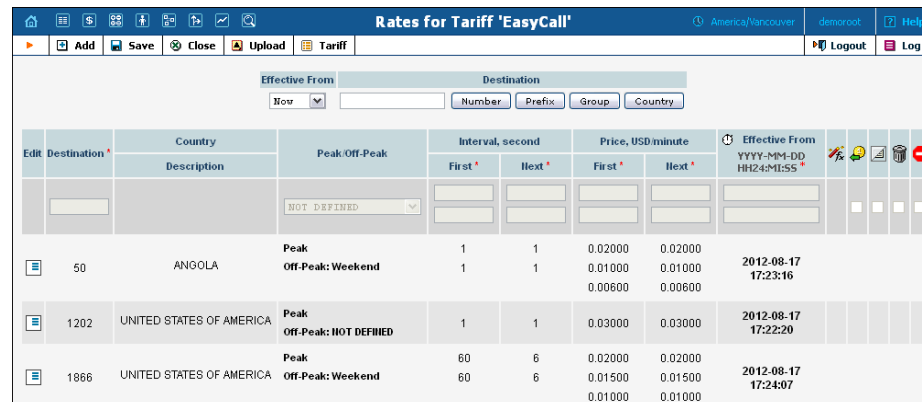


Now simply enter any time / date and click the Test button to check whether this moment fits into the off-peak period definition.

## Rates


### Managing rates online

Managing rates online is very convenient for maintaining existing rate tables and for reference purposes. In the case of new price lists or major updates, the offline method is better.




Edit	Destination *	Country	Peak/Off-Peak	Interval, second		Price, USD/minute		Effective From YYYY-MM-DD HH24:MI:SS *	Actions
				First *	Next *	First *	Next *		
			NOT DEFINED						
	50	ANGOLA	Peak Off-Peak: Weekend	1 1	1 1	0.02000 0.01000	0.02000 0.01000	2012-08-17 17:23:16	
	1202	UNITED STATES OF AMERICA	Peak Off-Peak: NOT DEFINED	1	1	0.03000	0.03000	2012-08-17 17:22:20	
	1866	UNITED STATES OF AMERICA	Peak Off-Peak: Weekend	60 60	6 6	0.02000 0.01500	0.02000 0.01500	2012-08-17 17:24:07	



On the Tariff Management page, click the  **Rates** icon for a tariff.









The filter at the top of the screen allows you to view rates depending on their Effective From date or Destination. The **Effective From** drop-down list allows you to define which rates to show:

- “All” shows all rates (used until now including current rates and scheduled for the future).
- “->Now” shows rates used until now including current rates.
- “Now” shows only currently effective rates.
- “Now->” shows current rates and those that will become effective in the future.

To edit an existing rate, click the  **Edit** icon next to it to copy rate details into the form. Note that if a tariff contains peak and off-peak rates there will be two rows of fields: the top one is for peak rates, and the bottom one is for off-peak rates.

Usually you will enter rate data for each destination separately. However, if the tariff has a **Destination Group Set** defined, by clicking on **G** in the Destination column header you can switch into Destination Group mode. Now you can enter a destination group name (e.g. UK-Mobile) instead of a prefix, and the system will automatically create rates for all of the destinations in that group.

Field	Description
<b>Destination</b>	Destination prefix. May be entered directly, e.g. “47” for Norway; or you can access the destinations directory by clicking the Destination link. In the destinations directory pop-up window, you can search for the desired prefix by country name.
<b>Country</b>	Country corresponding to the current destination.
<b>Description</b>	A short description of the specified destination.
<b>First interval</b>	First billing unit in seconds.
<b>Next interval</b>	Next billing unit in seconds.
<b>Price first</b>	Per minute price for first interval.
<b>Price next</b>	Per minute price for next interval.
<b>Off-peak First interval</b>	First billing unit in seconds for off-peak time.
<b>Off-peak Next interval</b>	Next billing unit in seconds for off-peak time.
<b>Off-peak Price first</b>	Per minute price for first interval in off-peak time.
<b>Off-peak Price next</b>	Per minute price for next interval in off-peak time.

<b>Second Off-peak Price first</b>	Per minute price for the first interval during the second off-peak time.
<b>Second Off-peak Price next</b>	Per minute price for the next interval during the second off-peak time.
<b>Effective Time</b>	Exact time when the rate becomes effective. Click the  icon to make the rate effective immediately. Click the <b>DD-MM-YYYY</b> link to set up the desired date using the pop-up calendar.
	Indicates if this rate uses a call rating formula. The  icon indicates that there is no formula, thus old-style rating is used. The  icon indicates that the rate already has a formula defined. Click on the icon to invoke the call rating formula wizard.
<b>Rate Properties</b>	<p> <b>Payback Rate.</b> This means that the customer is credited for using certain services, rather than paying for them (e.g. the service provider receives the termination fee for his own subscribers and wants to encourage his users to receive more calls by passing on a certain portion of these savings).</p> <p> <b>Hidden.</b> This means that the rate is excessive (e.g. there are usually more than 500 rates for Argentina mobile because of different prefixes). This flag does not affect usage of the rate by the billing engine. It simply indicates that this rate may be omitted when making a list of rates for the end user.</p> <p> <b>Discontinued.</b> This means that the rate will stop being active immediately or from the specified time-stamped date. To deactivate the rate in the future, specify a certain date and time in the <b>Effective From</b> field.</p> <p> <b>Forbidden.</b> This means that no calls are authorized for this particular destination.</p>
<b>Delete</b>	Click the <b>Delete</b> icon to delete this rate. Only rates which are not yet active can be deleted.

## Call Rating Formula Wizard

Because of the extreme flexibility of the call rating formula, it has a quite complex syntax. To avoid possible errors, the call rating formula wizard allows you to design a call rating formula easily.

The top table allows you to edit rate parameters (such as interval or price per minute) directly; below it, the current formula is displayed (read-only); and, finally, there are two tabs for managing different formula parameters:

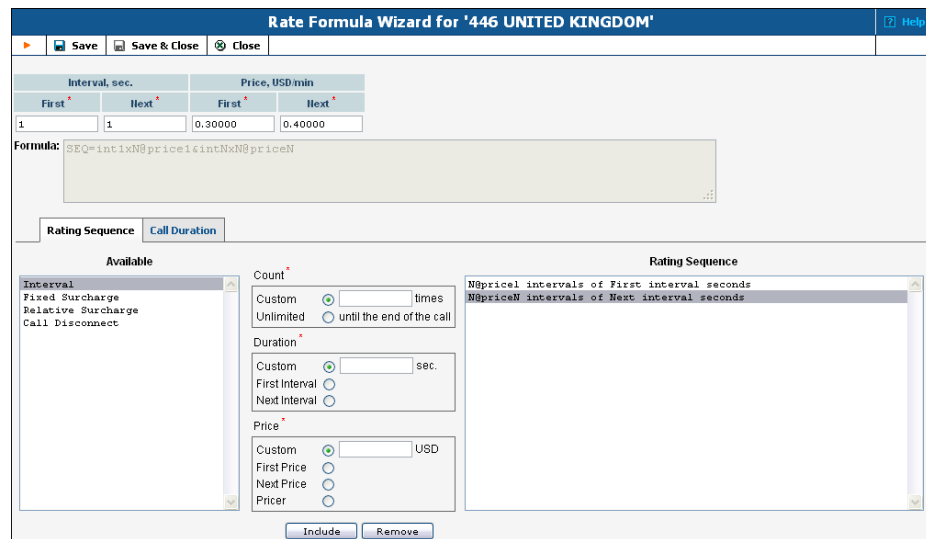
### Rating Sequence:

Here you can construct the actual call charge plan by defining a sequence of charge elements such as time intervals, surcharges and call disconnect.

Please consult the *Charging Calls – Rating Formula Method* section of the **PortaSwitch Handbook: Prepaid Services** for more details.

The following categories are available in the (**Available**) list on the left.

- **Interval** – sets rounding and prices for certain call intervals.
- **Fixed Surcharge** – adds a fixed amount to the total call cost.
- **Relative Surcharge** – increases the total call cost (for all charge elements from the beginning of the call to the moment of the surcharge application) by the specified percentage.
- **Call Disconnect** – forcibly disconnects calls.



1. Choose the element type from the list on the left (**Available**).
2. Fill in the element parameters (such as interval duration, price, etc.).
3. Click the **Include** button to add this element to the formula.

### Interval

Field	Description
<b>Count</b>	Number of rounding periods in the interval.
<b>Duration</b>	Rounding period (in seconds).
<b>Price</b>	Price per minute automatically prorated according to the rounding period duration.

**Fixed Surcharge**

Field	Description
<b>Custom</b>	Defines the amount to be added to the total call cost at a specified moment.
<b>Tariff Connect Fee</b>	If enabled, the amount specified in the tariff <b>Connect Fee</b> field will be applied.
<b>Tricky</b>	If enabled, a fixed surcharge will be left out when the call duration is announced to the end-user.
<b>Apply randomly</b>	Randomly applies a fixed surcharge using a percentage chance (defined below).
<b>Probability</b>	Defines a percentage chance for applying a fixed surcharge (only available if the <b>Apply randomly</b> field is enabled).

**Relative Surcharge**

Field	Description
<b>Custom</b>	If specified, the total call cost (for all charge elements from the beginning of the call to the moment of the surcharge application) will be increased by a specified percentage.
<b>Tariff Post call surcharge</b>	If enabled, the total call cost (for all charge elements from the beginning of the call to the moment of the surcharge application) will be increased by the percentage specified in the tariff's <b>Post Call Surcharge</b> field.
<b>Tricky</b>	If enabled, a fixed surcharge will be left out when the call duration is announced to the end-user.
<b>Apply randomly</b>	Randomly applies a relative surcharge using a percentage chance (defined below).
<b>Probability</b>	Defines a percentage chance for applying a relative surcharge (only available if the <b>Apply randomly</b> field is enabled).

**Disconnect Call**

Field	Description
<b>Probability</b>	Defines the percentage chance for disconnecting the call.
<b>Dispersion</b>	The interval in seconds during which the call disconnection will occur.

**Call Duration:**

**NOTE:** This option must be enabled on the configuration server web interface; by doing so, you accept the responsibility for any legal issues related to use of this billing feature.

**Rate Formula Wizard for '446 UNITED KINGDOM'** Help

Interval, sec.		Price, USD/min	
First	Next	First	Next
1	1	0.30000	0.40000

Formula: `[MIN=5]  
ADD=#300:20&600:10&1200:5&0]  
SEQ=int1xN@price1&intNxN@priceN`

Do not bill calls shorter than  sec.

Call Duration Modifiers

Edit	Up/Down	Interval, sec.	Extend By, %	Delete
		seconds		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	First 300 seconds	20	<input type="button" value="X"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Following 300 seconds	10	<input type="button" value="X"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Following 600 seconds	5	<input type="button" value="X"/>
<input type="checkbox"/>		Remaining call duration	0	<input type="button" value="X"/>

- **Do not bill calls shorter than** – For a detailed description of this feature, see the *Too short calls* section of the [PortaBilling Administrator Guide](#).

Field	Description
<b>Interval, sec.</b>	The duration of a specific call interval to which “add duration” should be applied. Initially there will be only one row in the Add Duration table, defining the rule to be applied to the whole call. Click the <b>Add</b> button to add a rule for another interval. Intervals are interpreted according to the order in which they appear in the table, e.g. the first row covers the <i>first</i> 300 seconds, the second row covers the <i>following</i> 300 seconds, and so on.
<b>Extend By, %</b>	Defines how the call duration for this interval should be changed (increase in percentage; a 0 value means that the call duration should not change).

### Managing rates offline

The rates table may be prepared using a spreadsheet processor (e.g. MS Excel) and easily imported into PortaBilling®. This is very convenient if you are going to make many changes. For example, you might increase all prices by 10%. To upload your rates file, proceed as follows:

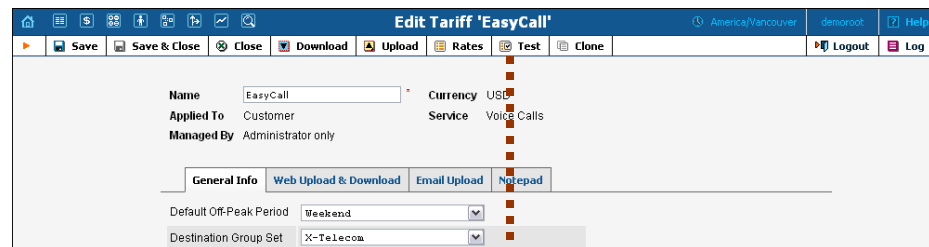
1. On the **Tariff Management** page, click on the tariff name.
2. In the **Edit Tariff** window, click the **Upload .CSV** icon.
3. In the **Upload Rates** window, click **Browse...**
4. Locate the Tariff-sample.csv, then click Open.
5. In the **Upload Rates** window, click **Next**.
6. On the **Review File Parsing** page, verify whether the file was parsed correctly and, if necessary, change file parsing parameters such as delimiters.

7. On the **Review Data Fields Definition** page, specify where individual data fields (e.g. destination, price or payback rate) are located in the file.
8. On the **Review Rate Information** page, view information about rates, adjust the value of prices and mark the desired rates as Payback, then click **Next**. If there are new destinations in the uploaded file, assign a country and destination group to these destinations on the **Create New Destinations** page.
9. On the **Summary** page, view information about the number of rate records to be processed. You can also save the rate import options you have defined as a template, so that you can re-use them in the future.
10. In the **Rate Upload** window, click **Start Import**.
11. In the **Edit Tariff** window, click **Close**.

You can verify your work using the **Rates** feature.

## Test Rating

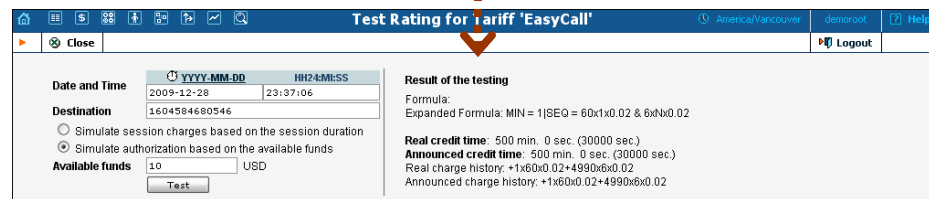
This screen allows testing of the rating formula and shows the resulting cost and duration of the call. The formula can be used both ways: either to calculate the call's cost given its duration, or to see how long a call ought to last given its cost.




The screenshot shows the 'Edit Tariff' window for 'EasyCall'. The window title is 'Edit Tariff 'EasyCall'' and it includes a navigation bar with buttons for Save, Save & Close, Close, Download, Upload, Rates, Test, and Clone. The main content area shows fields for Name (EasyCall), Currency (USD), Applied To (Customer), Service (Voice Calls), and Managed By (Administrator only). There are tabs for General Info, Web Upload & Download, Email Upload, and Notepad. Below the tabs, there are dropdown menus for Default Off-Peak Period (Weekend) and Destination Group Set (X-Telecoa).



The screenshot shows the 'Test Rating for Tariff 'EasyCall'' window. The window title is 'Test Rating for Tariff 'EasyCall'' and it includes a navigation bar with a Close button and a Logout button. The main content area is divided into two columns. The left column contains fields for Date and Time (2009-12-28 23:37:06), Destination (1604584680546), and Session time (10:00). There are radio buttons for 'Simulate session charges based on the session duration' (selected) and 'Simulate authorization based on the available funds'. A Test button is at the bottom. The right column shows the 'Result of the testing' with the Formula:  $MIN = 1|SEQ = 60x1x0.02 \& 6xNx0.02$  and Charged amount: 0.2 USD. Real charge history:  $+1x60x0.02+90x6x0.02$ .




The screenshot shows the 'Test Rating for Tariff 'EasyCall'' window. The window title is 'Test Rating for Tariff 'EasyCall'' and it includes a navigation bar with a Close button and a Logout button. The main content area is divided into two columns. The left column contains fields for Date and Time (2009-12-28 23:37:06), Destination (1604584680546), and Available funds (10 USD). There are radio buttons for 'Simulate session charges based on the session duration' and 'Simulate authorization based on the available funds' (selected). A Test button is at the bottom. The right column shows the 'Result of the testing' with the Formula:  $MIN = 1|SEQ = 60x1x0.02 \& 6xNx0.02$  and Real credit time: 500 min. 0 sec. (30000 sec.). Announced credit time: 500 min. 0 sec. (30000 sec.). Real charge history:  $+1x60x0.02+4990x6x0.02$ . Announced charge history:  $+1x60x0.02+4990x6x0.02$ .

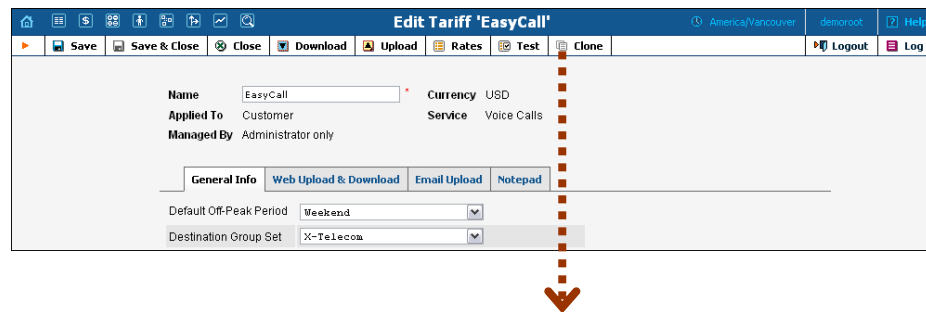
Field	Description
Date and Time	The date and time when the call is initiated. Click on  icon to set the current time. The

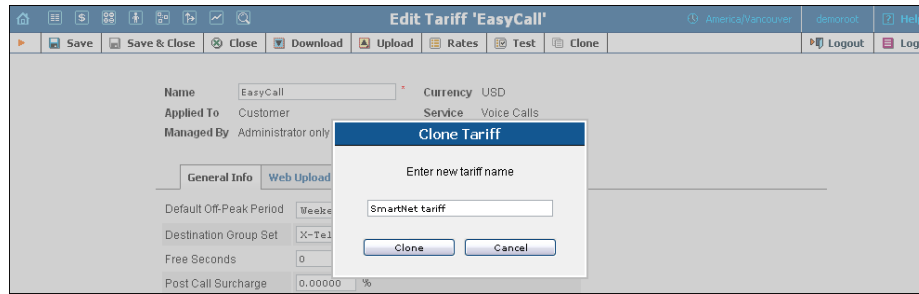
	“YYYY-MM-DD” opens a calendar that can be used to select a date.
<b>Destination</b>	The phone number to call.
<b>Session time</b>	Simulate rate for the specified call duration.
<b>Available funds</b>	Simulate authorization for the situation, when user has the entered amount of available funds.
<b><i>Results of the testing</i></b>	
<b>Formula</b>	The rate formula used for the given destination.
<b>Expanded Formula</b>	The rate formula with the real interval and price values.
<i>If the formula calculates the call cost based on its duration</i>	
<b>Charged amount</b>	Charged amount for test call
<b>Real charge history</b>	A short description of how the <b>Charged amount</b> was calculated
<i>If the formula calculates the call duration based on available funds</i>	
<b>Real credit time</b>	The true maximum call duration.
<b>Announced credit time</b>	The announced maximum call duration.
<b>Real charge history</b>	A short description of how the <b>Real credit time</b> was calculated.
<b>Announced charge history</b>	A short description of how the <b>Announced credit time</b> was calculated.

## Clone Tariff

To minimize the amount of work required to create new tariffs, PortaBilling® allows you to create them as clones from existing ones. The new tariff will have exactly the same parameters as the old tariff.


To clone a specific tariff, click the  **Clone** button in the toolbar on the **Edit Tariff** page. Give the new tariff a name, then click the **Clone** button.

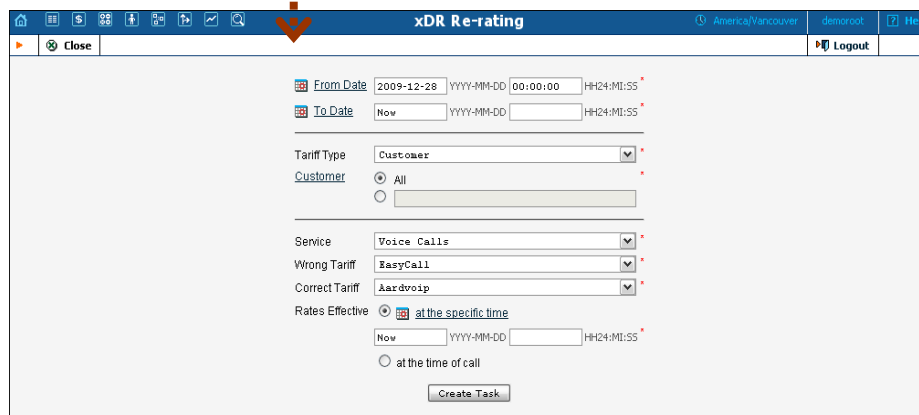
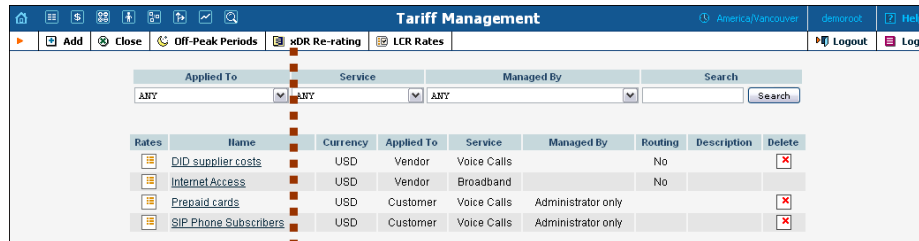






## xDR Re-rating

The xDR-rating page allows you to fix the most common problem: incorrect pricing information entered into a tariff. This may happen, if, for example, someone sends you the wrong pricelist, or your administrator simply clicks the wrong button, resulting in incorrect charges in the database.

To run the re-rating task, click the  **xDR Re-rating** button on the Tariffs page.



Field	Description
<b>From Date</b>	Specify the start of the time interval for xDRs to be re-rated. Click the  icon to set up the desired date using the pop-up calendar.
<b>To Date</b>	Specify the end of the time interval for xDRs to be re-rated. Click the  icon to set up the desired date using the pop-up calendar.



<b>Tariff Type</b>	Select a specific type of tariff. Can be of the following type: <b>Customer</b> , <b>Reseller</b> or <b>Vendor</b> .
<b>Customer / Reseller / Vendor</b>	Select the specific customer, reseller or vendor due to the <b>Tariff Type</b> specified to narrow the set of xDRs to be processed.
<b>Service</b>	Choose the service for which xDRs should be re-rated.
<b>Wrong Tariff</b>	Select the “original” tariff with incorrect pricing information entered.
<b>Correct Tariff</b>	Select the tariff with correct pricing information entered. This tariff should be of the same type as the <b>Wrong Tariff</b> one.
<b>Rates Effective</b>	Choose the time when the rates associated with <b>Correct Tariff</b> become effective.

Click the **Create Task** button to launch the re-rating task.


### Re-rating and volume discount counters

If volume discounts are used when calculating call charges, it is no longer possible to treat such calls separately from others, since the way one call is charged affects all other calls made subsequently. For instance, if a call is charged \$5, this is the amount added to the volume discount counter. If the charged amount is then changed to \$1 during re-rating, this will affect all other calls in the same destination group, since they can now be charged at a different discount rate.

To overcome possible confusion when volume discount counters are involved in re-rating, this process should always be run from a specific moment in the past (when the error occurred) to the present moment. In this case, all discount counters will be rolled back before recalculation actually starts, and then updated with each re-rated call.

**NOTE:** Re-rating with volume discount counters only works with XDRs generated following an upgrade to the MR16 version, since older versions of XDR data do not have the full information required to roll back volume counters.

### LCR Rates

You may click the  **LCR Rates** button on the toolbar to quickly create a new “Routing info – LCR blending” report.

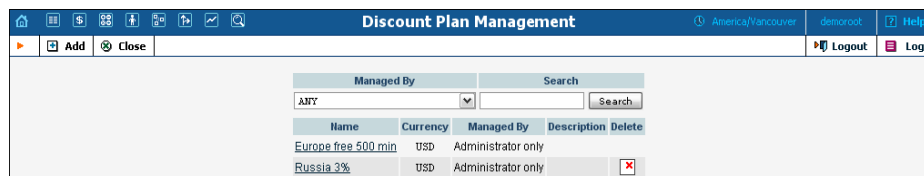
**NOTE:** This type of report is available for root and admin users only.

Please consult the *Routing Info – LCR Blending* section of the **PortaSwitch Handbook: Wholesale Services** for more details.

# Volume Discount Plans

Volume discount plans allows you to dynamically modify your rates depending on how much traffic a customer has already sent you. For instance, after he makes calls for 200 minutes (charged at the normal rate) he will get a 10% discount for every minute he calls over this limit.

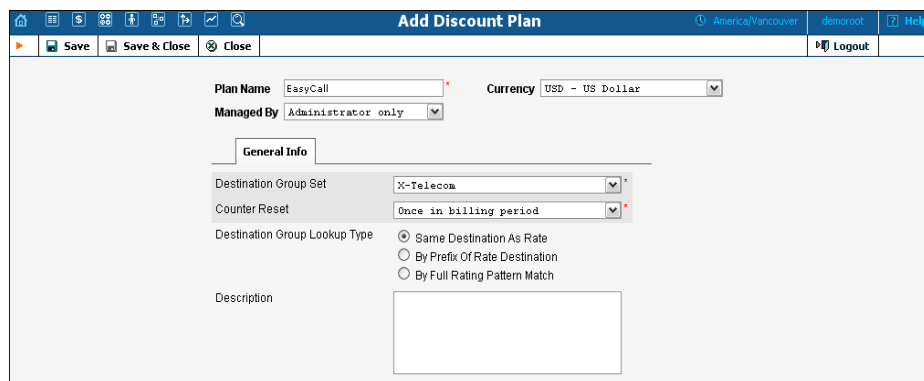
A discount plan includes one or more discount schemes applicable to a certain destination group. “First 200 minutes for free, then normal rate with 10% discount over 500 minutes” is one such discount scheme, and it may be applied to the destination group “Asia”, which includes China, Hong Kong, Singapore, Thailand and other countries.



Use the main Discount Plan Management screen to list all existing plans. Plans can be located using the search form, by selecting a reseller from the drop-down list, or entering the plan’s name. To edit a discount plan, click on its name in the list. The **Delete** icon will be visible only when a discount plan is not in use (not assigned to any customer, account or product), and enables permanent deletion of the discount plan.

## Add / Edit a Discount Plan

To add a new discount plan to the system, select Add to go to the discount plan creation screen. An existing discount plan can be edited by clicking on its name in the list.



Field	Description
Name	The logical name of the discount plan object.

<b>Currency</b>	Indicates which currency is used for billing calculations. All discounts in a plan are to be defined in this currency. A discount plan can only be assigned to customers, accounts and products using the same currency.
<b>Managed By</b>	By default – administrator only. The plan can be assigned to a reseller (Managed by NNN) so that it is manageable from the Customer Self-Provisioning web interface.
<b>Destination Group Set</b>	Discounts can be defined for individual groups (e.g. US&Canada, Asia, Western Europe) within this set. Once chosen for discount plan creation, the destination group set cannot be changed later on.
<b>Counter Reset</b>	<p>Each discount has internal counters associated with a corresponding account or customer. These counters store the current value in minutes (or charged amount) of calls made to a specific destination group. The counters go up according to the customer’s or account’s billing.</p> <ul style="list-style-type: none"> <li>• <b>Never</b> means the plan counters will never be reset (zeroed). This is convenient if you wish to provide a special promotion such as “500 free minutes of calls to Western Europe”. In this case, the counter will always go up, and the normal rate will be applied after it reaches 500 minutes.</li> <li>• <b>Once in billing period</b> means the counters of the plan will be reset when the customer’s next billing period begins. If you have defined a “first 500 minutes for free” discount, then the customer will have 500 free minutes in every billing period (month, week, etc.).</li> </ul> <p>Once chosen, this setting cannot be changed later on.</p>
<b>Destination Group Lookup Type</b>	<ul style="list-style-type: none"> <li>• <b>Same Destination As Rate</b> – This requires exactly the same prefix as the one in the tariff in order to be used in the destination group for the volume discount definition. For example, if the tariff has a rate for destination 4202, and this rate is used to charge the call, while the volume discount only contains a destination 420, this discount will not be applied.</li> <li>• <b>By Prefix Of Rate Destination</b> – This provides more flexible matching: the destination used in the tariff must be equal to or more specific than the destination used in the volume discount definition; so in the example above, the discount would be applied. This puts more load on the billing engine, since an extra pattern</li> </ul>

	<p>match must be performed.</p> <ul style="list-style-type: none"> <li>• <b>By Full Rating Pattern Match</b> – Match the originally dialed phone number against all available destinations in the volume discount plan. Needless to say, this is the most resource-intensive option.</li> </ul> <p>See the details below regarding the different matching models.</p>
<b>Description</b>	Short description of discount plan.

### Phone number matching in discount plans

When volume discounts are involved alongside “normal” rating as per the tariff plan, the billing engine must obviously match the ID of the service used (e.g. the phone number dialed) with one of the destination groups used in the volume discount definition.

The fastest and the most efficient way is to check whether the destination in the customer’s tariff applicable to this call is included in any destination groups in the volume discount plan, and then keep using this volume discount. For instance, if a customer makes a phone call to 4206025551234 and a matching rate is defined in his tariff for 420602 (Czech Republic, Mobile), the billing engine will search whether any discounts in the volume discount plan are assigned to a destination group containing 420602.



But what if you would like to include the whole Czech Republic in your volume discount? One option would be to simply list all applicable prefixes (420, 4202, 420602, etc.) in a destination group, then use this group in the volume discount definition. Alternatively, you could use the other discount plan lookup option – “by prefix”. In this case, the billing engine will look not for the exact same prefix, but rather for a destination group which contains a **matching** prefix. So if a call is made to 4206025551234 and there is a 420602 rate applied in the tariff, the billing engine will search for a destination group in the volume discount plan that includes a prefix matching 420602; such matching prefixes could be 420602, 420, or even 4. In this case you could just enter 420 in your volume discount definition, and it will then be used for calls rated by different tariff rates (e.g. 4202 and 420602).

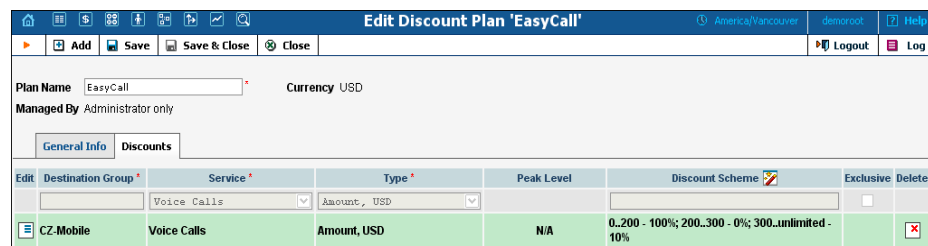
Such extensive lookups put a higher load on the billing engine, so they should be used with caution, and only in volume discount plans where they are truly needed.

Another possibility is a full rating pattern match. This method disregards the destination used in the tariff entirely, and simply performs a lookup of applicable destinations in the volume discount plan using the phone number dialed by the customer. This is done in the same way as a rate lookup is done in a tariff; thus if the customer dialed 4206021345678, the billing engine will choose a discount with a destination group that includes 420, 420602, or any other destination matching the dialed number. Since several matches can potentially be found (e.g. a first discount is defined

for destination group A, which includes 420, and a second discount for destination group B, which includes 420602), the longest match is used (in our example, this would be the second discount). As noted above, this is obviously the most resource-intensive option.


## Defining Discounts for Individual Destination Groups

After a volume discount plan has been saved, the Discounts tab will become available. To add a new discount to the plan, click the **Add**  button. An existing discount can be edited by clicking the **Edit**  icon on the row containing its details.



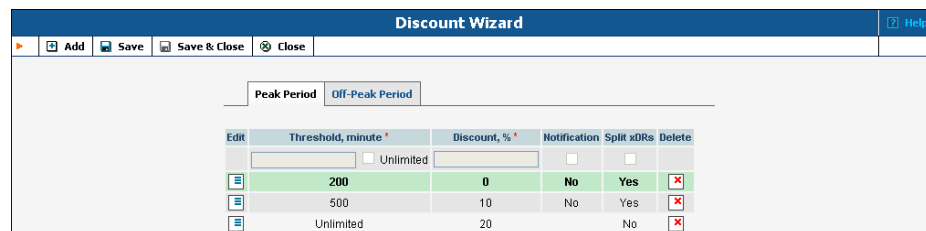
It is possible to define a volume discount plan which will have a different structure of thresholds / discounts for the service used in a peak, off-peak, or second off-peak period. You can also “synchronize” the definition of the thresholds, so that the discount will be applied irrespective of whether the service was used in a peak or off-peak period (this is the default behavior, providing backward compatibility with earlier releases). It is also possible to create a volume discount plan which would offer discounts on service use during one time period (e.g. off-peak), but not in another (peak) period. In this case, you are basically defining an empty list of discounts for one of these periods.

Field	Description
<b>Destination Group</b>	Enter the name of a destination group manually, or click the column header link ( <b>Destination Group</b> ) to choose a group from a searchable list inside the pop-up window.
<b>Service</b>	Choose a specific service (voice calls, messaging, data transfer, etc.) that this volume discount will apply to. You can bundle discounts for multiple services into the same volume discount plan.
<b>Type</b>	Select the threshold type: will you use thresholds based on the charged amount, or on the total call time? <ul style="list-style-type: none"> <li>• <b>Amount</b> means the threshold is measured in currency units (e.g. USD), and the counters will go up by the amount which the customer should have been charged for the call before the</li> </ul>

	<p>volume discount was applied.</p> <ul style="list-style-type: none"> <li>• <b>Volume</b> means the unit is minutes, and the counters will go up by the same value as the charged call duration. Note the difference between <i>call duration</i> and <i>charged call duration</i>. For instance, if a rate specifies 5 minutes rounding and a customer has spoken for 3 minutes 42 seconds, he will be charged for 5 minutes and the counter will go up by 5 minutes as well.</li> </ul>
<b>Peak Level</b>	N/A indicates that the discount is provided regardless of whether the service is used in a peak or off-peak period. Otherwise, this column contains the period names, and the next column ( <b>Discount Scheme</b> ) contains a definition of the discount structure for each period in a separate row.
<b>Discount Scheme</b>	Since the discount formula is complex, you cannot edit it directly. Click on the column header or the  icon in order to launch the discount definition wizard (see the section below).
<b>Exclusive</b>	Defines whether an account should be granted exclusive free calls, i.e. calls to which a 100% discount is applied (these calls do not affect the customer's counters). See the <a href="#">PortaBilling Administrator Guide</a> for more details.

## Discount Definition Wizard

The discount wizard provides users with a flexible tool for defining threshold values and corresponding discount values. A threshold defines the maximum counter value (call duration or charged amount) within which the current discount may still be applied. If the last available discount is to be applied regardless of the counter value (e.g. first 200 minutes – normal rate, up to 500 minutes – 10% discount, and 20% discount after that) then this last discount will be created with a special unlimited threshold.



Field	Description
<b>Threshold</b>	The threshold value is measured either in currency units or time units (minutes), according to the type of

	discount. The value entered must be numeric (with a period allowed) and greater than zero. To provide a special unlimited value for the threshold, check the <b>Unlimited</b> box. You cannot have two discount rows with the same threshold values.
<b>Discount</b>	The percentage discount value must be numeric (with a period allowed) in the 0 – 100 range. A 0% discount means “standard rate applied”, while a 100% discount means “free call”.
<b>Notification</b>	Send an email notification to the customer when the threshold is crossed and the discount no longer applies.
<b>Split xDRs</b>	When a session spans several rating periods (e.g. covers both peak and off-peak periods) it is divided into portions. Check the <b>Split xDRs</b> box and then multiple xDR records will be produced for sessions like this one. Each xDR record will be linked to the applicable discount level / rate.
<b>Service Restriction</b>	<p>This column is only available for services based on the Internet Access service type. In this case, when the discount period is active and the threshold has been crossed, the level of service provided can also be adjusted. The possible values are:</p> <ul style="list-style-type: none"> <li>• No restriction.</li> <li>• Limit usage (customer can still use the service, but with limits, e.g. the upload / download speed is significantly decreased).</li> <li>• Block service – Refuse to provide any further service.</li> </ul> <p>Typically, this is done to reduce the amount of available bandwidth when the data transfer quota has been reached.</p>

The billing engine decides which discount is to be applied, depending on whether the counter for the given destination has reached one of the defined thresholds. Note that the “charged amount” counters record charges as they are defined in the tariff, i.e. before a volume discount is applied. If there is no “Unlimited” threshold discount, and the counter exceeds the last (i.e. biggest) threshold, any further calls will be billed according to the standard tariff rate.

**For example:**

Discount type – Volume, minutes

The discount is defined as 0..100 – 50%; 100..200 – 20%; 200..unlimited – 10%

The first 100 minutes are billed at a 50% discount (half the price specified in the tariff), the next 100 minutes are billed at a 20% discount, and thereafter all calls receive a 10% discount.

The discount is defined as 0..100 – 100%  
 The first 100 minutes are free; all minutes above that are billed at the tariff rate.

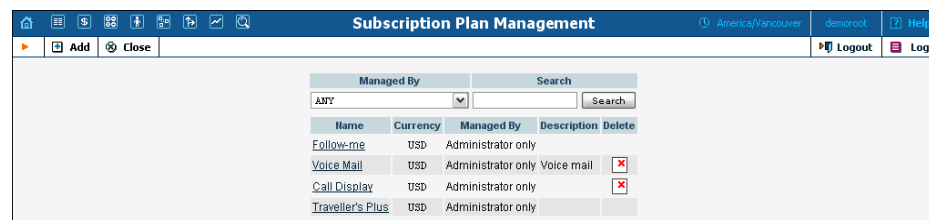
Discount type – Amount, USD. The tariff rate for the given destination is a flat 0.5 USD per minute.

The discount is defined as 0..10.00 – 0%; 10.00..20.00 – 10%;  
 20.00..unlimited – 20%  
 When the customer begins making calls, each call is charged according at the normal rate until the total charged amount exceeds \$10.00. After that, the customer is given a 10% discount on calls.

**NOTE:** Let's look at a situation in which a customer's balance is \$10.00 (and the volume discount counter is also \$10.00). The customer makes a 30-minute call, and the tariff rate is \$0.20/min. The call is charged as  $30 * 0.20 - 10\% = \$5.40$ , and this value is stored in the CDR for the call. Thus the customer's balance will be modified by \$5.40, to become 15.40. At the same time, the volume discount counter will go up by the amount without the discount. Thus the counter will go up by \$6, to become \$16.00.

## Subscription Plans

Subscription plans enable automation of recurring non-call related charges applied to your customers: for instance, basic monthly fees or fees for additional services such as voicemail or hardware rental.



Subscription Plan Management				
Managed By		Search		
AMY		<input type="text" value="Search"/>		
Name	Currency	Managed By	Description	Delete
Follow-me	USD	Administrator only		
Voice Mail	USD	Administrator only	Voice mail	<input type="checkbox"/>
Call Display	USD	Administrator only		<input type="checkbox"/>
Traveller's Plus	USD	Administrator only		

Use the main Subscription Plan Management screen to list all existing plans.

### Add / Edit a Subscription Plan

To add a new subscription plan to the system, select Add to go to the subscription plan creation screen. An existing subscription plan can be edited by clicking on its name in the list.



Field	Description
<b>Name</b>	The logical name of the subscription plan object.
<b>Managed By</b>	By default – administrator only. The plan can be assigned to a reseller (Managed by NNN) so that it is manageable from the Customer Self-Provisioning web interface.
<b>Currency</b>	Indicates which currency is used for billing calculations. All fee amounts in the plan are to be defined in this currency. A subscription plan can only be assigned to customers, accounts and products using the same currency.

**General Info tab**

Field	Description
<b>Invoice Line Description</b>	The subscription plan name as the end-user will see it on the invoice.
<b>Subscription Is Activated</b>	Specifies from which date subscription charges will apply: <ul style="list-style-type: none"> <li>• At the given start date – the first billed day is the subscription start date.</li> <li>• Upon the account’s first usage – charges are applied only from the later of the subscription start date or the account first usage date.</li> </ul>
<b>Activation Fee</b>	A one-time fee applied when the subscription is activated.
<b>Minimum Subscription Period</b>	Time interval (in months) during which the subscription must remain uninterrupted so as to avoid penalties.
<b>Early Cancellation Penalty</b>	If the subscription is cancelled earlier than the minimum subscription period a one-time fee is applied. The following options are available: <ul style="list-style-type: none"> <li>• <b>Fixed</b> – A fixed charge is applied without taking account of when the subscription was cancelled.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Remaining subscription charges</b> – The charge will depend on the time when the subscription was cancelled. For example: a subscription plan has a \$30 monthly subscription fee and a 12-month minimum subscription period. A customer signs up on September 10<sup>th</sup> and cancels the subscription on October 1<sup>st</sup> (he has only used the service for 20 days.) In this case, the subscription will be charged for 11 months and 10 days, that is <math>\\$30 \times 11 + \\$30/30 \times 10 = \\$330 + \\$10 = \\$340</math>.</li> </ul>
<b>Subscription Charges Applied</b>	<p>Defines the way subscription charges are applied to a customer’s account:</p> <ul style="list-style-type: none"> <li>• At the end of the billing period – The customer is charged the full subscription fee at the end of the billing period.</li> <li>• Progressively – A prorated service charge is applied on a day-by-day basis, depending on the time the service was used during this period. For example, if the monthly subscription fee is \$9.99, a progressive charge of \$0.33 will be made daily, so that on the 10<sup>th</sup> day the subscription charges will total \$3.33.</li> <li>• In advance – Subscription charges are applied in a such way that when a billing period is closed, the customer is charged for N consecutive billing periods following the current one. For instance, if N is set to 2, and the customer has a monthly billing period, subscription charges for May and June will be made when the April billing period is closed.</li> </ul>
<b>Periods In Advance</b>	<p>Only available for subscription plans charged in advance; specifies for how many periods advance charges should be made.</p>
<b>Round Charged Amount</b>	<p>A pattern that defines the rounding of the amount charged for a billing period (e.g. when the monthly subscription amount is \$10.00, but the service was only used for 10 days, it is desirable to round the applicable charge of \$3.33333). This pattern takes the form XXX000. An X (to the left) means that the digit(s) in this position will be left unchanged, while a zero (to the right) means that this position will be rounded. For example, XXXXX.XX000 means that the amount will be rounded up to two decimal places, so that 1.2345 becomes 1.24. Note that rounding is <b>always</b> done upwards.</p>
<b>Description</b>	<p>An extended description of this subscription plan.</p>

### Periodic Fees tab

In this tab you may define recurring fees which are applied to your customers while a subscription is active, as well as special promotion periods. The rate structure is organized as a table, where columns define the rates for different billing periods, and table rows specify the rates for different phases of the customer’s lifetime. The table of periodic fees must include at least one row (marked **Default Rate**) which specifies the normal rates applied by default. If you wish to define a special promotion (e.g. a reduced rate for the first three months), you may insert an extra row into the table to cover this period.





Edit	Up/Down	Default/promotional rate	Monthly Billing		Bi-weekly Billing		Weekly Billing		Daily Billing		Delete
			N	Fee, USD	N	Fee, USD	N	Fee, USD	N	Fee, USD	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	First N billing periods	1	0	2	0	4	0	30	0	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Following N billing periods	6	4.99000	12	2.89000	26	1.36000	180	0.25000	<input type="checkbox"/>
<input type="checkbox"/>		Default Rate		unlimited 9.99		unlimited 5.49		unlimited 2.99		unlimited 0.49	

Monthly Billing	Bi-weekly Billing	Weekly Billing	Daily Billing
1 month(s): 0 USD	1.2 bi-week(s): 0 USD	1.4 week(s): 0 USD	1.30 day(s): 0 USD
2.7 month(s): 4.99000 USD	3.14 bi-week(s): 2.89000 USD	5.30 week(s): 1.36000 USD	31.210 day(s): 0.25000 USD
8.unlimited: 9.99 USD	15.unlimited: 5.49 USD	31.unlimited: 2.99 USD	211.unlimited: 0.49 USD

Field	Description
<b>Default/Promotional rate</b>	Specifies whether this is a rate which applies for a certain initial period, which rate which follows it (additional promotion), or if it is a default rate.
<b>N</b>	Promotion span – the number of billing periods covered by this fee.
<b>Fee</b>	Amount of the fee.

After you have edited a specific row, click  **Save** to confirm that you have finished editing this row. (You still need to save the whole form – use  **Save** in the toolbar for this.)



For your convenience, the periodic fee table in Edit mode provides auto-population of the fields:

- If you type a value in one of the span (**N**) columns, a re-calculated value will be entered automatically in all other empty columns. For instance, say you plan to define a special promotion for the first month. If you type 1 in the **N** column under the **Monthly** billing period, the **N** columns for Bi-Weekly, Weekly and Daily billing periods will be automatically filled with 2, 4 and 30 respectively.
- If you type a value in one of the **Fee** columns, a re-calculated value will be entered automatically in all other empty columns. For instance, when defining a special promotion for the first month as

mentioned above, if you type 9.99 in the **Fee** column under the **Monthly** billing period, the **Fee** columns for Bi-Weekly, Weekly and Daily billing periods will be automatically filled with 4.995, 2.331 and 0.333 respectively.

Also, below the table in which you enter periodic fees you may see another table providing an extended explanation of the fee structure.

## Products

A product is a combination of services that you provide to a customer for a price. For example, you decide to sell calling cards with 10 cents/minute calls to the Czech Republic for calls to a local access number in New York, and 15 cents/minute + 50-cent connection fee for calls to a toll-free line. In this case, your product will include two types of service:

- access via the local New York number, and
- access via the toll-free line,

with price parameters associated with each service.

Rating entry is the main component of a product definition. It specifies where your customers are allowed to use a service and how they should be charged for it. Rating entry allows you to specify the following parameters which define an access point:

1. The type of service provided.
2. The node on which the service is used. What exactly does “node” mean in this context? If, for example, a customer calls to gateway A, enters his PIN, and makes an outgoing call which is terminated on gateway B, is he using a service on node A, node B, or both? The correct answer is that the service is regarded as having been provided at the point where authorization was performed. In this example, since PIN authorization is performed on node A, it is node A which must be listed in the rating entry.
3. Identification of the access code (method) on that node. This parameter allows you to use different rate plans for the same service. For example, you may choose a rate plan according to the PSTN access number (local or toll-free) that the customer has dialed. Or you may use different rate plans for outgoing, incoming and forwarded calls in your IP calls service. (While for services such as prepaid cards the access code is a number, for other services any string may be used, so long as it is one provided by the application handling the call).
4. Originating line information (this is applicable only to the voice call service, where the call originates on the PSTN network). You can separate rating entries based on originating line information (e.g. whether the call was made from a home phone or a pay

phone). Make sure your telecom provider supplies you with this information in the call setup.

The basic information for defining a product is as follows:

Field	Description
<b>Product Name</b>	The logical designation of the product.
<b>Managed By</b>	<b>Administrator only</b> (default) means that this product will be used for your direct customers and is accessible only to your administrators. Select a PortaBilling® reseller to assign this product for use by a particular reseller.
<b>Currency</b>	The currency in which the product will be maintained. To edit a currency, delete all rating entries for this product.
<i>General Info</i>	
<b>Breakage</b>	This value should be set by the administrator based on the currency and minimum price per minute. It is used in Account Management to obtain a summary of “depleted” (practically unusable) accounts. How it works: An account user could have a very small balance, e.g. 0.015. This is not enough to make calls to most destinations, except perhaps calls to technical support and certain local calls. Thus, even though the account’s balance is not yet zero, the account is basically unusable (and the customer will probably never use it). The administrator is interested in how many accounts are in this state, i.e. how many accounts are depleted.
<b>Overdraft Protection</b>	<ul style="list-style-type: none"> <li>• <b>No protection</b> – When the locking of funds is requested, this will be done separately for each session, and will not affect other sessions; so, effectively, there will be no “locked” funds. This method provides backward compatibility with “Fraud Protection Off” mode in previous</li> </ul>

	<p>releases. For obvious reasons, it is not recommended for general use.</p> <ul style="list-style-type: none"> <li>• <b>Debit accounts only</b> – Fund locking is done only for debit accounts. This is identical to PortaBilling’s default behavior in Maintenance Release 18 and older.</li> <li>• <b>All accounts</b> – Fund locking is done for all account types.</li> </ul>
<b>Account Default ACL</b>	Which ACL should be assigned to new accounts created with this product.
<b>Default Discount Plan</b>	Which Discount Plan will be used with all the product’s accounts by default.
<b>Info URL</b>	URL to an external website describing product features. Customers can access it by clicking on the <b>Product Info</b> link in the main menu of their self-care interface.
<b>Description</b>	Product description.

## Maintenance Fee Tab

Maintenance Fee is an obsolete feature and can be removed in further releases. Please use subscription plans to apply periodic charges to your customers. If you still use maintenance fee functionality, then it will be charged on the first day after an account is used for the first time, or on the date specified in the Effective From field, and thereafter according to a specified period, e.g. every week.



The screenshot shows a web form titled "Add Product" with a "Maintenance Fee" tab selected. The form contains the following fields:

- Product Name:** SmartCall Prepaid
- Currency:** USD - US Dollar
- Managed By:** Administrator only
- Period:** Weekly
- Fee:** 0.05
- Effective From (YYYY-MM-DD):** Immediately

Field	Description
<b>Period</b>	Defines how often to apply the maintenance fee.
<b>Fee</b>	Only defined when a maintenance period is set; the amount of each maintenance fee, when charged.
<b>Effective From</b>	Defines when the maintenance fee starts to be applied.

## Product Services and Rating Tab

Rating list on **Services and Rating** tab defines where users of this product can use the service, and how they will be charged for it.

### Tariff per access point

By default, you define different ways of charging for your service based on the way the service is accessed (a combination of parameters such as node, access code, etc.). For example, when a user calls your gateway via a toll-free access number, a different (more expensive) tariff will be applied than if he were calling via a local access number.

The screenshots illustrate the following steps:


- Edit Product 'TalkPlus - prepaid card'**: Shows the product name, currency (USD), and managed by (Administrator only). A red message states: "Please define at least one Services and Rating entry".
- Add Services and Rating to Product 'TalkPlus - prepaid card'**: Shows the 'Service' dropdown set to 'Voice Calls' and the 'Node' dropdown set to 'PortaUM - 193.28.87.37'. Other fields include 'Access Code', 'Info Digits' (ANY), and 'Rate Match Mode' (Default).
- Allowed Services and Rating of Product 'TalkPlus - prepaid card'**: Shows the 'Overdraft Protection' settings for the 'Voice Calls' service, including 'Check Minimum Funds' (Do not check), 'Min. Session Deposit' (Above breakage), 'Max. Session Deposit' (More than 0), and 'Max. Authorization Chunk'.
- Edit Product 'TalkPlus - prepaid card'**: Shows the 'Services and Rating' tab with a table of entries:
 

Edit	Node	Access Code	Info Digits	Routing Rating	Delete
	PortaUM - 193.28.87.37	Any code	ANY	ANY — TalkPlus - premium rates	

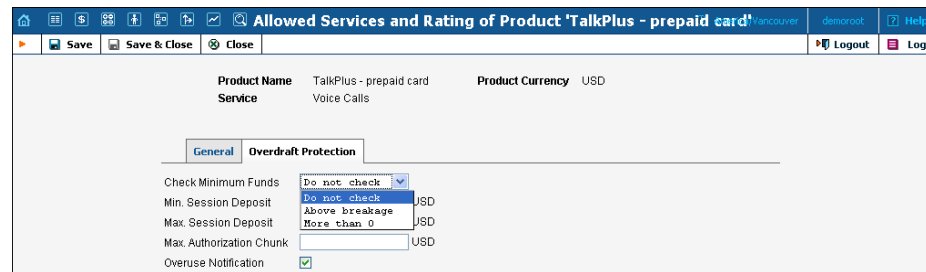
**NOTE:** The Services and Rating tab is invisible in Add New mode and will appear only when editing an existing product. If other fields of the product were changed but not saved, a notification message will be shown before the add / edit Services and Rating operation appears.

### To add rating entry:

1. Click the **+** **Add** button to access the **Add Services and Rating** screen.
2. Choose a **Service**.
3. Choose a **Node** where the service will be provided.
4. Type in the **Access Code** value (if required) and select the appropriate value from the **Info Digits** menu.

5. In the **Tariff** drop-down list, you can choose a specific tariff that should be applied to the customer.  
For the **Voice Calls** service type, you can also choose the special entry **Assign Tariff per Routing Plan**, in order to define additional tariff – routing plan combinations. A specific tariff will be applied based on which routing plan was used for a particular call.
6. Configure overdraft protection for this product on the **Overdraft Protection** tab.
7. Click the  **Save** button.

## Overdraft Protection tab



The screenshot shows the 'Overdraft Protection' tab for the product 'TalkPlus - prepaid card'. The interface includes a header with navigation icons and a title bar. Below the title bar, there are buttons for 'Save', 'Save & Close', and 'Close'. The main content area displays the following configuration options:

Field	Value	Unit
Product Name	TalkPlus - prepaid card	Product Currency
Service	Voice Calls	USD
Check Minimum Funds	Do not check	
Min. Session Deposit	Do not check	JSD
Max. Session Deposit	Above breakage	JSD
Max. Authorization Chunk	More than 0	USD
Overuse Notification	<input checked="" type="checkbox"/>	

Before MR23, authentication and authorization of new sessions for accounts with low available funds was controlled via the global options (i.e. `CheckAvailableFundsOnAuthorization`, `CheckAvailableFundsDebit` and `CheckAvailableFundsCredit`). These options didn't provide enough flexibility since they could not accommodate different service scenarios at the same time, e.g.:

- debit accounts are rechargeable via IVR, thus should always be granted access to the top-up IVR application (usually accessible via a call to \*12)
- debit accounts should stop working entirely for making calls (even free ones) when balance reaches 0
- debit accounts should stop working completely before the balance reaches 0, e.g. when the balance is less than \$0.1

Since MR23, Overdraft Protection can be configured separately for every service scenario using the following parameters:

- **Check Minimum Funds** – When set to **More than 0**, account should have some available funds to use the service, regardless of the service itself being provided for free (e.g. free call). Switching this option to **Above breakage** allows you to set the minimum available funds required for using the service to the product's breakage value. The option **Do not check** allows a session to start without first checking the account's available funds.

**NOTE:** This option will not have an effect on simple authentication requests, such as SIP-UA registration, when no session is open.



- **Min. Session Deposit** – Sets the deposit amount for each individual session to be locked to a specified value (effective only if the specified value is higher than the computed deposit amount required for the session authorization).

If an account's available funds fall below a certain value, you can use this option together with the **Check Minimum Funds** option to restrict usage to only one session at a time (even for free sessions), thus providing additional overdraft protection. Or you can use this option together with **Max. Authorization Chunk** to provide additional protection for simultaneous session use. (E.g. set **Min. Session Deposit** > **Max. Authorization Chunk** and more funds will be locked without changing the sessions' duration).

- **Max. Session Deposit** – Reduces the deposit amount to be locked for each individual session but does not restrict the session itself (effective only if the specified value is lower than the computed deposit amount required for session authorization). This option weakens the strictness of overdraft protection, so the user can use funds above the limit to initiate several simultaneous sessions. (E.g. set **Max. Session Deposit** < **Max. Authorization Chunk** and fewer funds will be locked without changing the sessions' duration).

You can use this option to fine tune the strictness of overdraft protection for postpaid services where a certain overdraft can be allowed. In this case, the funds above the limit can be used for several simultaneous sessions.

**NOTE:** If NAS declares support for dynamic reauthorization for the session, this option is ignored.

- **Max. Authorization Chunk** – In the case of a single session, this determines the maximum amount of account funds to be used for the session, and in the case of dynamic reauthorization, this determines the extension (chunk) of already consumed funds. This option limits the maximum amount of funds requested by the NAS, thus allowing more strict protection. It may be used for static authorization in order to leave some account funds unlocked and accommodate simultaneous usage of other services.

If dynamic reauthorization is unavailable and there is a big price difference in the tariff, the **Max. Authorization Chunk** option can't be applied effectively (e.g. if **Max. Authorization Chunk** has low value, expensive calls would be limited to very short durations; if it has high value, cheap calls would be authorized

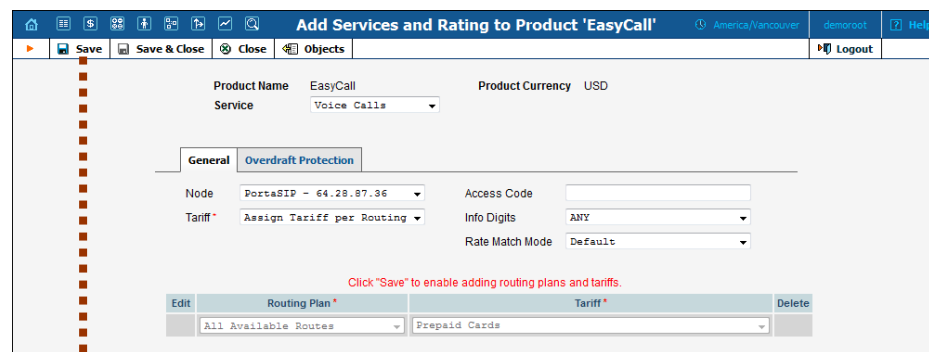
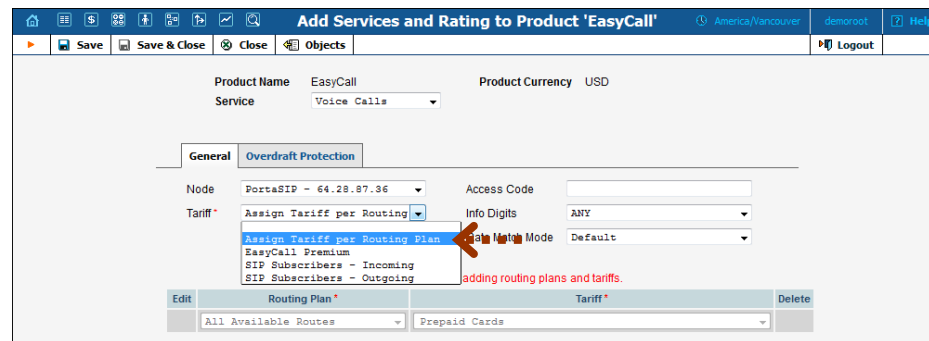


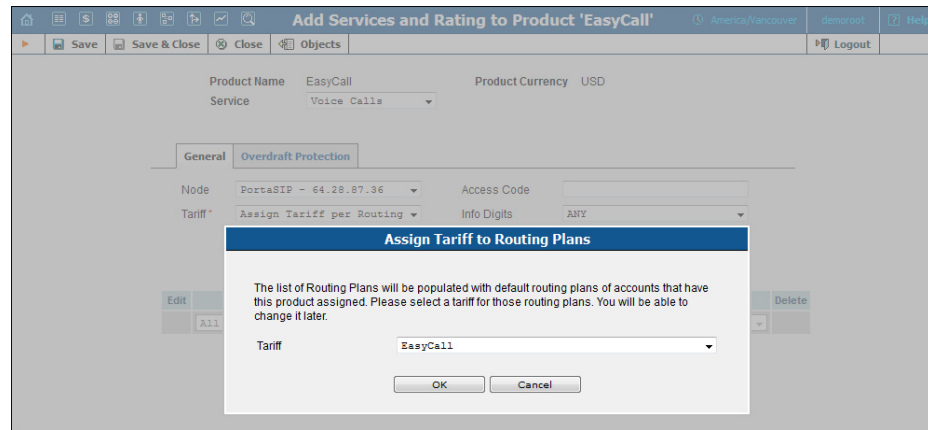
with overly long durations, unnecessarily blocking the account from simultaneous usage). In this case, you can use the **Max. Session Deposit** option to fine tune the strictness of overdraft protection.

- **Overuse Notification** – Attempts to use the services simultaneously while all funds are locked by a session can signal a fraud attempt (for services such as calling with prepaid cards). This can be the result of inaccurate overdraft protection constraints. Turn this option on in order to receive real-time email alerts about these attempts.

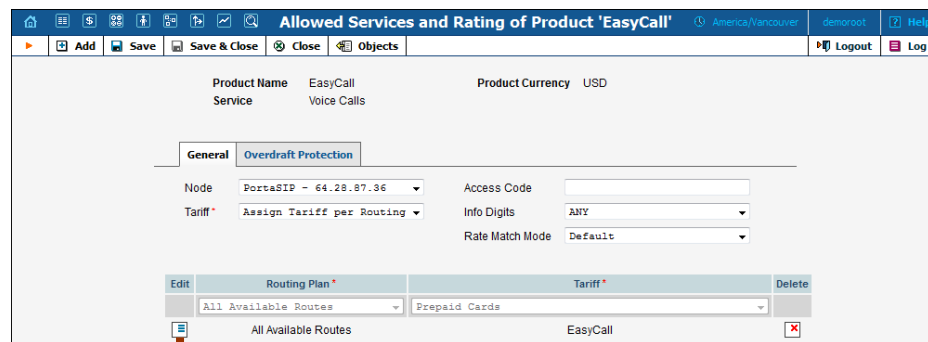
### Assign tariffs per routing plan

For a voice call service, you can also choose to apply a different tariff based on which routing plan (i.e. which set of vendors – cheaper or more expensive ones) was used to terminate the call to the PSTN network. Thus if a customer chooses to use premium routes, he will be charged more, while if he uses a routing plan that includes low-cost carriers, he will be charged less.





Switching from the “simple” use of one tariff for outgoing calls, regardless of the routing plan, is a step that requires attention to detail. You are already able to assign any routing plan to any customer; and in MR19 all accounts will automatically be assigned the same routing plan that was previously assigned to their customer. If the administrator now reconfigures the product to use “tariff per routing plan”, but does not take into consideration that some customers had a particular routing plan assigned to them, and thus omits that routing plan from the rating list, an unpleasant situation may arise. Now when a customer with an account whose routing plan has been omitted tries to make a phone call without specifying a selection code, the call will be rejected, since the product’s rating list effectively says: “We don’t want customers of this product to use this routing plan!” In order to prevent this happening through an operator error, PortaBilling® pre-populates the table for routing plan / tariff mapping with **all** the routing plans currently assigned to accounts of this product. You then have a clear overview of all the routing plans that are being used, and can decide which tariff should be applied to each of them.



Allowed Services and Rating of Product 'EasyCall' America/Vancouver demoroot Help

Add Save Save & Close Close Objects Logout Log

Product Name EasyCall Service Voice Calls Product Currency USD

**General** **Overdraft Protection**

Node  Access Code

Tariff \*  Info Digits

Rate Match Mode

Edit	Routing Plan *	Tariff *	Delete
	EasyCall Standard	EasyCall	
	All Available Routes	EasyCall	

Allowed Services and Rating of Product 'EasyCall' America/Vancouver demoroot Help

Add Save Save & Close Close Objects Logout Log

Product Name EasyCall Service Voice Calls Product Currency USD

**General** **Overdraft Protection**

Node  Access Code

Tariff \*  Info Digits

Rate Match Mode

Edit	Routing Plan *	Tariff *	Delete
	All Available Routes	Prepaid Cards	
	EasyCall Standard	EasyCall	

Allowed Services and Rating of Product 'EasyCall' America/Vancouver demoroot Help

Add Save Save & Close Close Objects Logout Log

Product Name EasyCall Service Voice Calls Product Currency USD

**General** **Overdraft Protection**

Node  Access Code

Tariff \*  Info Digits

Rate Match Mode

Edit	Routing Plan *	Tariff *	Delete
	EasyCall Premium	EasyCall Premium Rates	
	EasyCall Standard	EasyCall	

Allowed Services and Rating of Product 'EasyCall' America/Vancouver demoroot Help

Add Save Save & Close Close Objects Logout Log

Product Name EasyCall Service Voice Calls Product Currency USD

**General** **Overdraft Protection**


Node  Access Code


Tariff \*  Info Digits

Rate Match Mode

Edit	Routing Plan *	Tariff *	Delete
	All Available Routes	Prepaid Cards	
	EasyCall Premium	EasyCall Premium Rates	
	EasyCall Standard	EasyCall	

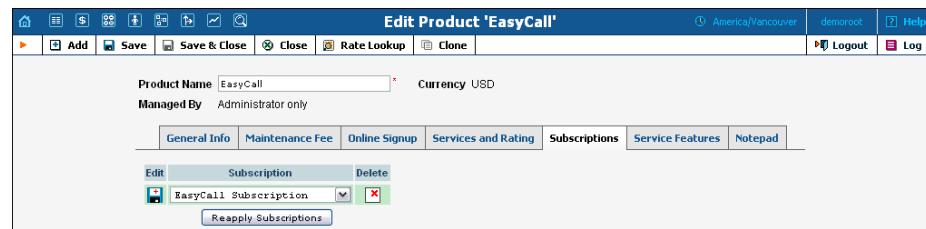
**To edit the rating list:**

1. Click the  (Edit) button.
2. Choose the service, node, info-digits and tariff from the drop-down lists.

3. Type in the Access Code value, if any.
4. Change the overdraft protection parameters, if necessary.
5. Click the  Save button.



## Subscriptions Tab

This tab allows you to define a list of subscription plans which are mandatory for this product, so that these subscriptions will be automatically applied to every account to which this product will be assigned.



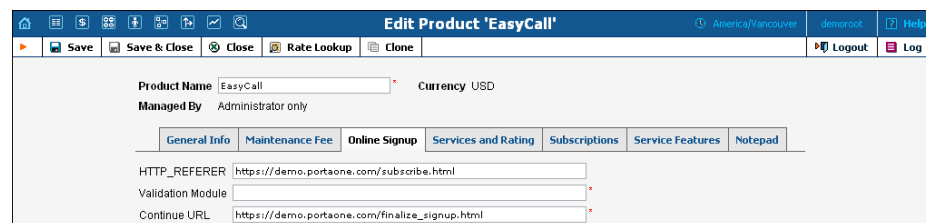
**NOTE:** The Subscriptions tab is invisible in Add New mode, and will appear only when editing an existing product.

### To add a new Subscription entry:

1. Click the  Add button.
2. Choose a subscription plan from the drop-down lists.
3. Click the  Save button.

## Online Signup Tab

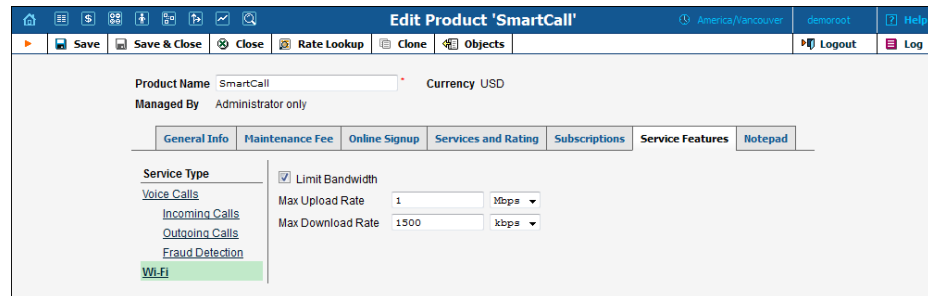
Online signup allows automated creation of accounts (and customers, if necessary) when an end-user fills in a subscription form and payment card information and then, having successfully completed the subscription process, receives the credentials necessary to make phone calls.



Numerous online signup frontends can be developed using a combination of the “HTTP\_REFERERER” and “Validation Module” fields.

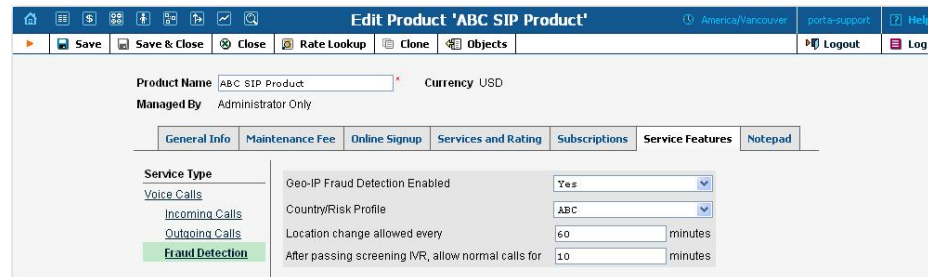
## Service Features Tab

You can define the default values of service attributes for all accounts which this product will be assigned to (naturally, you can override them at the account level later on).



### Fraud Detection section


Geo-IP Fraud Detection can be enabled for individual products, thereby allowing IP verification to be performed on all accounts using this product. This allows you to apply Geo-IP verification to specific business and residential VoIP products, and skip it for other products (for backward compatibility or simply because it does not fit the business model, for instance, for a service similar to Skype, where users can register and use the service anywhere in the world.)

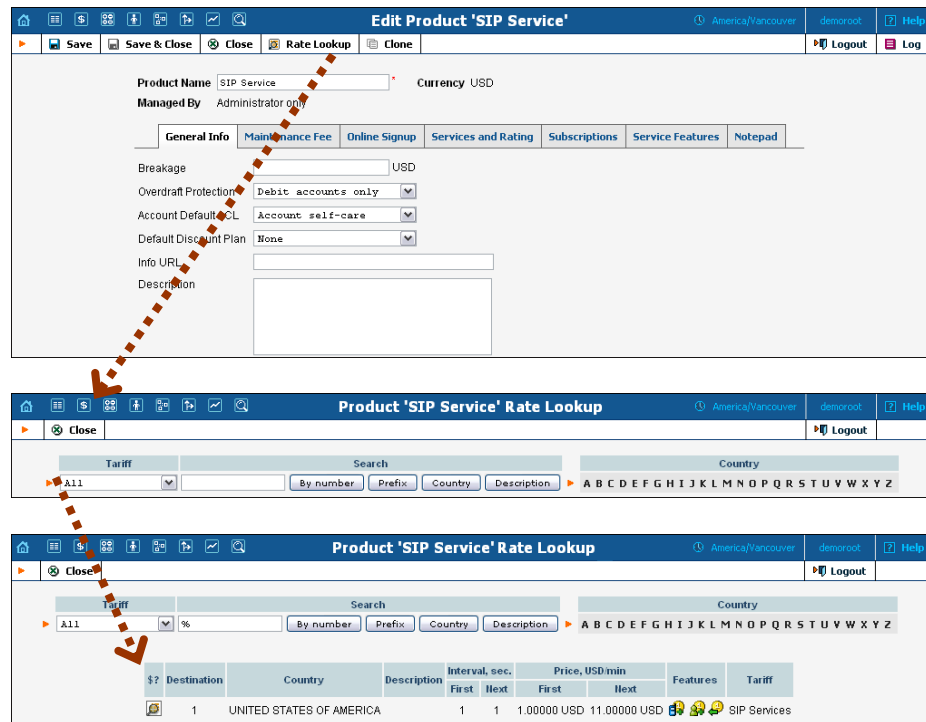



Field	Description
<b>Geo-IP Fraud Detection Enabled</b>	Select <b>Yes</b> if you want to apply IP verification to be performed for all accounts using this product.
<b>Country / Risk Profile</b>	Assign a Geo / Risk Profile depending on the area where you sell the service and what type of service it is.
<b>Location change allowed every _____</b>	Allows the end-user to change location once per specified time interval without inputting the PIN again.
<b>After passing screening IVR, allow normal calls for _____</b>	Allows the end-user to make calls for a specified period of time after passing the screening IVR without inputting the PIN again.

## Rate Lookup

PortaBilling enables you to use the Rate Lookup feature, with which you can easily view rate information for a tariff(s) of a particular product. To use this feature, click the **Rate Lookup** button on the Edit Product page.

Alternatively, you can click on the icon  next to the product name on the Product Management screen. Then on the Product Rate Lookup page use search filters to display (a) specific rate(s):





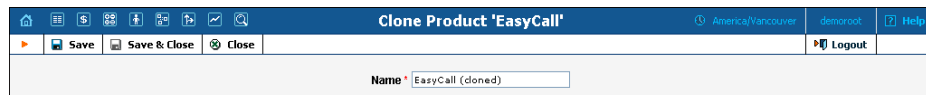
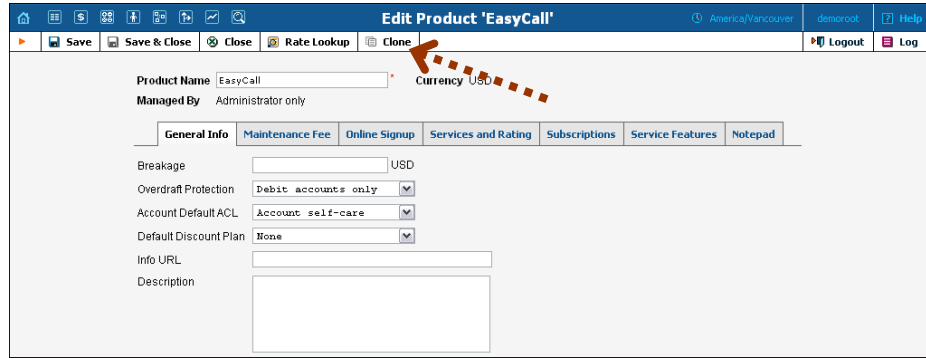
In addition to the mandatory rate information (e.g. Destination, Country, Interval and Price) there may also be icons that indicate features which have been applied to the rate, such as Maintenance Fee, Surcharges, Payback Rate and Call Rate Formula (this indicates if the rate uses a call rating formula). To get more information click the  icon.

## Clone product

Product configuration is an important step, since you need to specify all the rating entries properly in order to ensure the correct functionality. To minimize the amount of work required to create new products, PortaBilling® allows you to create them as clones of existing ones. In this case, PortaBilling® will copy all the tariffs used in an old product and generate a replica of it. The new product will have exactly the same rating entries, except that they will now refer to the newly created tariffs. Administrators can clone all existing products within the environment, while resellers are limited to cloning only those products they have access

to. Any modifications in the newly created product will not affect tariff or rate data configuration within the old product.

To clone a specific product, click the  **Clone** button in the toolbar on the Edit Product page. Give the new product a name, then click the  **Save** button.



**NOTE:** Cloning may take a significant amount of time, depending on the amount of data involved. The new product will appear in the product list only after the cloning is complete.



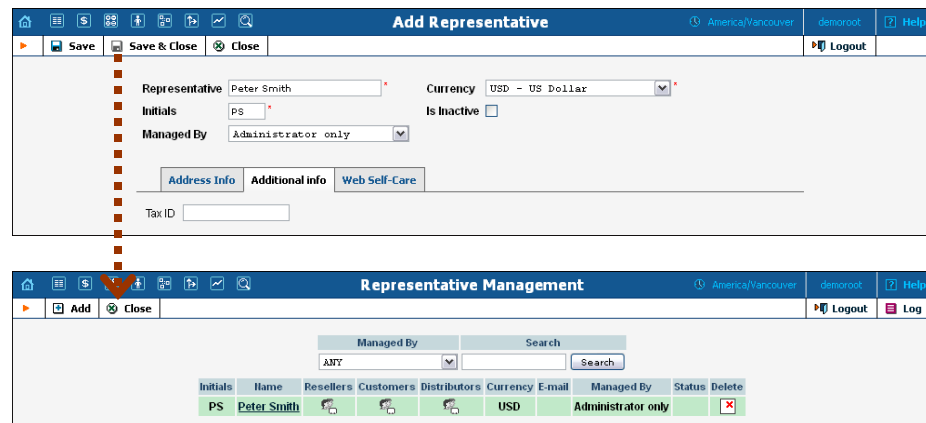
# 5. Participants

## Representatives

You may need to track income associated with people with whom you have a business relationship. These people may sometimes be employees, while in other cases they are dealers, partners at a law firm, or independent contractors.

**NOTE:** Representatives do not participate in billing or revenue sharing. They are listed for information purposes only, as required when PortaBilling® is integrated into back-office CRM for calculating commissions and the like.

Each sales representative is assigned initials. Their names and initials appear on sales forms, allowing you to associate specific sales reps with specific sales in order to track their income.

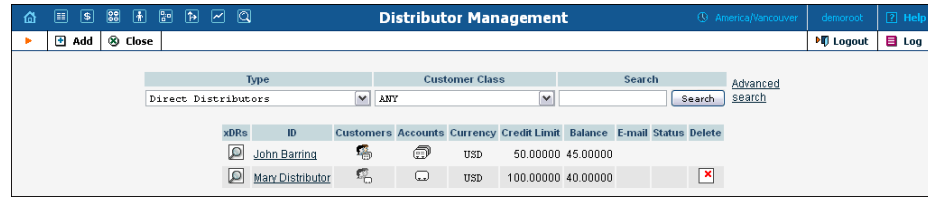


**NOTE:** Once a new representative is created, the **Currency** and **Managed By** properties cannot be changed.


## Distributors

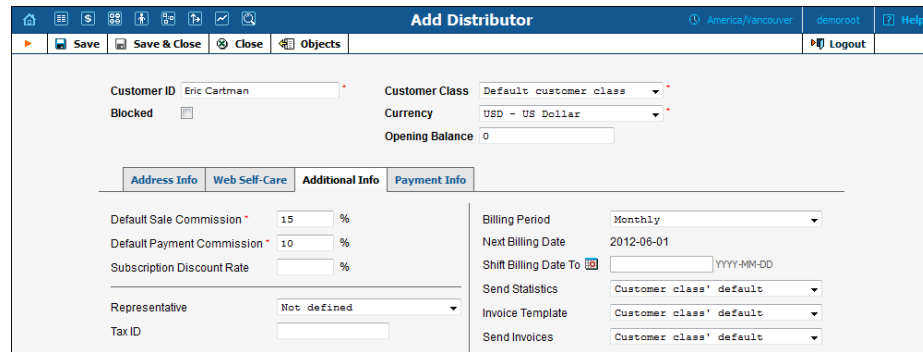
The Distributor model is designed to expand sales activities by involving extra agents and enlarging the point-of-sale network without significant costs and risks.

The Distributor Management screen shows the distributors currently in the system.




## Add a New Distributor

To add a new distributor to the system, click  **Add** to go to the Add Distributor screen.



The following are associated with a distributor:

- **Default Sales Commission** (this is applied when an account is created or a distributor is assigned);
- **Default Payment Commission** (this is applied when payment is entered).

To save the new distributor, click  **Save**.

When a customer or account is created or activated under the distributor, the distributor's balance increases by the account's balance, minus his commission. For example, if the distributor's commission percentage is 15% (default sales commission), and a new account with a \$10 balance has been created, then the distributor is charged \$8.5 and has a \$1.5 profit.

When the distributor applies payment of \$10 towards an account, and his payment commission is 10% (default payment commission), then the distributor is charged \$9 and has a \$1 profit.

When the distributor makes a payment in favor of his customer, the batch commission rate is used by default, except in the following cases:

- The batch has not been assigned a commission rate;
- The debit account does not belong to any batch.

In these cases, the distributor's commission rate is used.

The distributor will be charged:

- when he applies payment toward a customer or an account;
- when he is assigned to an active account;

- when an account to which he has been assigned is activated (or when a new account is created in the active state).

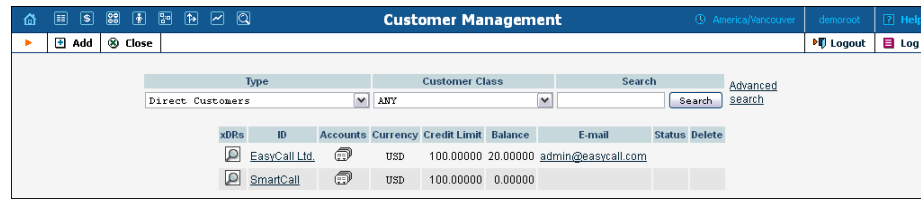
To generate a batch of accounts, you can use the account generator and assign the distributor to these accounts. The account generator only permits the creation of an inactive debit when a distributor has been selected.

## Customer Management

On the Customer Management screen, you can view a list of all registered customers, or use search filters to display a specific set of customers only.


Filter value	Description
<b>Direct Customers</b>	Customers directly owned by your company (who have a business relationship with you, receive bills from you, and pay to your accounts).
<b>All Customers</b>	All customers; this includes your own customers and those of your resellers.
<b>Sub-customers of Reseller NNN</b>	All sub-customers of a specific reseller.
<b>Customers of Distributor NNN</b>	All customers of a specific distributor.
<b>Search</b>	Filter by name and contact details. When you enter a value in the search field, all customers who have the search string in their customer name, company name, first / last name or contact info (e.g. state, city, country, zip code, phone, email, login) will be displayed.
<b>Advanced Search</b>	Allows you to specify complex search conditions (see more info below)
<i>The following search filter is only available for Resellers:</i>	
<b>All Resellers</b>	Only customers of the reseller type.
<i>The following search filter is only available for Distributors:</i>	
<b>All Distributors</b>	Only customers of the distributor type.
<b>Distributors of Reseller NNN</b>	All distributors of a specific reseller.

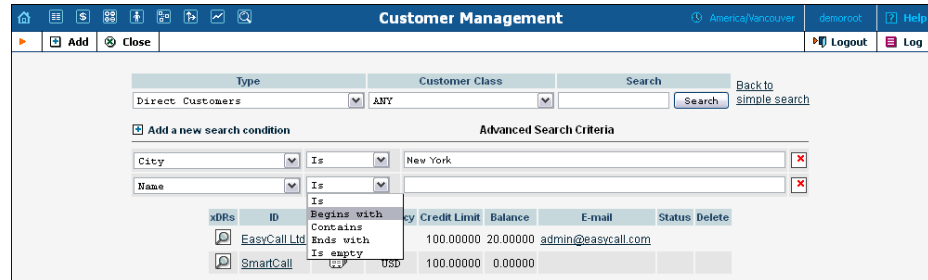
The screen provides the following information and activities:



Column	Description
<b>xDRs</b>	Click the <b>View</b> icon to go to the xDR view page.
<b>ID</b>	The customer's name.
<b>Owned By</b>	The name of the reseller owning the customer (none are displayed if the <b>Direct Customers</b> filter is applied).
<b>Accounts</b>	Click the <b>Accounts</b> icon to go to the Account Management screen (for retail customers). If there are no accounts under the customer, the icon changes accordingly to , so that you can easily see this.
<b>Currency</b>	The currency in which the customer's account is maintained and billed.
<b>Credit Limit</b>	The credit limit applicable to the customer's account (if any).
<b>Balance</b>	The customer's current balance.
<b>E-mail</b>	E-mail contact for this customer.
<b>Status</b>	The status of the customer's account. The  icon will appear if the customer's credit has been exceeded. The customer blocked  icon means that all accounts of this customer have been administratively blocked. The  icon means all services to this customer have been suspended because of an overdue invoice, and the  icon means that this customer was closed. The frozen  icon means that periodic payments for this customer have been suspended due to repeated errors (for instance, the customer canceled his credit card and did not enter the information for his new card in PortaBilling®).
<b>Delete</b>	Click the <b>Delete</b> icon to remove the customer. The delete icon will only appear if there are no xDRs, accounts or sub-customers owned by the customer, or other entities (products, tariffs, etc.) managed by the customer.

## Advanced Search

In advanced search mode, you can specify an unlimited number of search conditions. Every condition applies to a particular field (e.g. customer’s ZIP code). Click on  **Add a new search condition** to add another condition.



Operation	Description
<b>Is</b>	The value of the field in the customer information must match the search criteria exactly.
<b>Begins with</b>	The value of the field in the customer information must start with the specified value (e.g. if you enter the filter value “John”, customers with the names “John” and “Johnny” will be selected).
<b>Contains</b>	The value of the field in the customer information must contain the specified value somewhere (e.g. if you enter the filter value “Eric”, customers with the names “Eric”, “Erica”, “Maverick” and “American” will be selected).
<b>Ends with</b>	The value of this customer information field must end with the specified value (e.g. if you enter the filter value “smith”, customers with the last names “Smith” and “Hammersmith” will be selected).
<b>Is empty</b>	The corresponding field in the customer information must be empty.

All search operations are case-insensitive, so you can enter “Eric” as a search criteria and, even if the customer’s name was originally entered as “eric” or “ERIC”, you will still see him in the list.

All conditions work in conjunction, so in the case of multiple search criteria the customer’s record must satisfy all of them in order to appear in the result list.

During a search operation using auxiliary fields (e.g. fax) or the “contains” comparison, the database cannot use indexes. This will result in a full table scan, meaning an increased load on the server and a longer time to produce the final result. Please avoid using such search operations if not necessary.



By clicking on **Back to simple search** you can switch the form to its original mode.

## Add / Edit Customer

To add a new customer manually, select **Add** in the toolbar and then (if a quick form selection dialog – select **Manually** at the bottom of the list).

The Add Customer page allows you to define a new client entity within PortaBilling®. The information required is divided into four tabbed sections: Address Info, Additional Info, Payment Info, and self-care Info. The information on the top of the form is required. Information on all the other tabs is optional, and need not be provided when creating the customer. Once created, the customer cannot be changed from a retailer to a reseller, or moved under another reseller.

Field	Description
<b>Customer ID</b>	Defines the customer name as it will appear in the PortaBilling® system. This is distinct from the <b>Company Name</b> field in the <b>Address Info</b> tab.
<b>Blocked</b>	Blocks <i>all</i> accounts of this Customer.
<b>Currency</b>	The currency must be specified by selecting it from the drop-down list of available currencies. Once saved, the currency cannot be changed.
<b>Opening Balance</b>	The starting balance for this customer.
<b>Customer Class</b>	The Customer Class assigned to this customer. In order to change any parameters of the particular Customer Class, click on the link “Customer Class”. When <b>adding</b> a Customer, be aware that if you select a class with a defined currency, the field Currency will

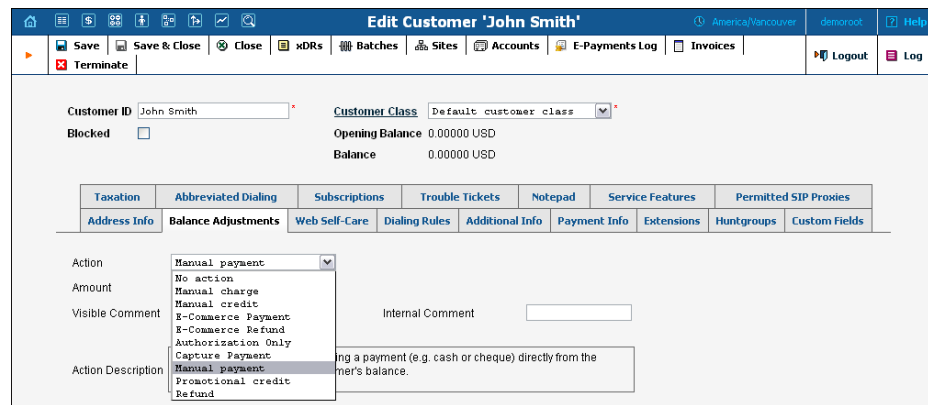
show the corresponding value and this cannot be modified; if the class without a predefined currency is selected, then a list of currencies will be available. When **editing** the Customer, the field Customer Class will only contain classes with the *same* currency, or classes with no defined currency.

### Address Info

The Address Info tab provides most of the commonly required contact information. Also note that you may enable your account manager to receive a copy of every e-mail sent to the customer by entering his e-mail address in the **BCC** field.

### Balance Adjustments

The **Balance Adjustments** tab allows the administrator to correct a customer’s balance (this tab is only available in **Edit Customer** mode).



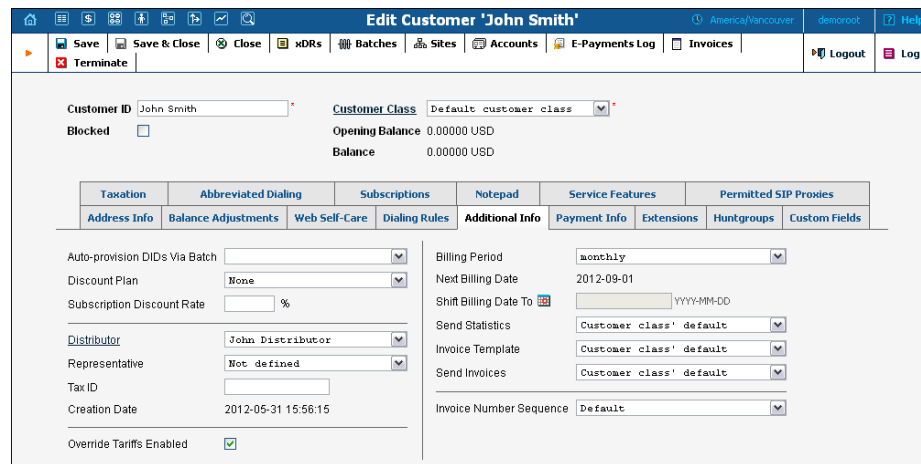
Field	Description
<b>Action</b>	<p><b>Manual charge:</b> Use this transaction to manually charge a customer for a specific service they used; for instance, if you are selling SIP phones to a customer. This means the balance will be changed so that the customer is able to make fewer calls.</p> <p><b>Manual credit:</b> Use this transaction to manually give compensation related to a specific service; for instance, if the customer files a complaint and you agree to give him credit toward future service use. This means the balance will be changed so that the customer is able to make more calls.</p> <p><b>E-Commerce Payment:</b> Use this transaction to charge the customer’s credit card and apply the amount to the customer’s balance as payment.</p> <p><b>E-Commerce Refund:</b> Use this transaction to reverse a previous E-commerce payment. It</p>



	<p>withdraws funds from your company’s merchant account and applies them as credit to the user’s credit card. The amount is added to the user’s account balance.</p> <p><b>Authorization Only:</b> Verifies that the customer’s credit card is valid and reserves a given amount. Returns a transaction ID to be used in a Capture Payment transaction. This does not affect the user’s account balance in PortaBilling® or his credit card balance. Note: the transaction ID will be written to the customer’s Notepad entry.</p> <p><b>Capture Payment:</b> Charges the customer’s credit card and applies the amount to his balance as a payment (decreases the customer’s balance). Requires a transaction ID from the Authorization Only transaction. The amount must be less than or equal to the amount of the corresponding Authorization Only transaction.</p> <p><b>Manual payment:</b> Use this transaction when receiving a payment (e.g. cash or check) directly from the customer. This means the balance will be changed so that the customer is able to make more calls.</p> <p><b>Promotional credit:</b> Use this transaction to give the customer credit, for example, as a sales promotion. The difference between this and “Manual Credit” is that this transaction applies to a special “Credits / Promotions” service, and not to any actual service. Basically, it provides some “virtual” funds to the customer for future use.</p> <p><b>Refund:</b> Use this transaction to refund an earlier payment received from the customer (e.g. a check returned by the bank). This means the balance will be changed so that the customer is able to make fewer calls.</p>
<p><b>Service</b> <i>(only for Manual charge and Manual credit)</i></p>	<p>A service for which the manual charge / credit is made. The charged / credited amount will be included in the selected service section on the next invoice.</p>
<p><b>Amount</b></p>	<p>Amount to charge / refund.</p>
<p><b>Date</b> <i>(only for Manual charge and Manual credit)</i></p>	<p>A date associated with the manual charge / credit. For example, you can specify a date for manual credit action for when an item is credited.</p> <p>Note that if the selected date falls within a previous (closed) billing period the transaction will be included in the next invoice.</p>

<b>Transaction ID</b> <i>(only for E-Commerce Refund and Capture Payment)</i>	The transaction ID obtained via the <i>Authorization Only</i> transaction. This is required to use the reserved earlier amount for a current transaction.
<b>Visible Comment</b>	A comment on this transaction visible to the administrator as well as the customer, in the xDR browser or on the invoice.
<b>Internal Comment</b>	An internal comment on this transaction; not visible in the xDR browser, and accessible only from the database directly.

**Additional Info**



The screenshot shows the 'Edit Customer' interface for 'John Smith'. The form includes fields for Customer ID, Customer Class, and Billing Period. A navigation menu at the top includes tabs for Taxation, Abbreviated Dialing, Subscriptions, Notepad, Service Features, and Permitted SIP Proxies. The 'Additional Info' tab is currently selected, showing fields for Auto-provision DIDs Via Batch, Discount Plan, Subscription Discount Rate, Distributor, Representative, Tax ID, Creation Date, Billing Period, Next Billing Date, Shift Billing Date To, Send Statistics, Invoice Template, Send Invoices, and Invoice Number Sequence.

Field	Description
<b>Auto-provision DIDs Via Batch</b>	This enables the customer to choose DID or toll-free numbers from the DID batch. You will charge the customer for the allocated numbers according to the prices specified in the assigned batch.
<b>Discount Plan</b>	Volume discount plan to be applied to this customer.
<b>Subscription Discount Rate</b>	Amount of discount applied by default to all subscriptions of this customer (assigned either directly to a customer or to one of his accounts).
<b>Distributor</b>	Assigns a distributor to this customer. See the <a href="#">Distributors</a> section for more information.
<b>Representative</b>	Assigns a representative to this customer. See the <a href="#">Representatives</a> section for more information.
<b>Tax ID</b>	Customer's tax ID.
<b>Creation Date</b>	The date and time the customer was created (read-only).
<b>Billing Period</b>	Defines the frequency of invoicing for this customer.
<b>Next Billing Date</b>	Read-only field; displays the date when the customer's current billing will be closed (and invoice and statistics generated).

<b>Shift Billing Date To</b>	Applicable only for “monthly anniversary” and 30-day billing periods; allows you to set the billing date to a different day of the month in the future (see below for more details).
<b>Send Statistics</b>	Defines what kind of xDR statistics should be delivered to the customer by email: <ul style="list-style-type: none"> <li>• Customer class default – Use the settings for the customer class.</li> <li>• Full Statistics – Send a CSV file with a complete list of xDRs.</li> <li>• Summary Only – Do not send a full list of xDRs, only a brief summary</li> <li>• Do Not Send – This option prevents the delivery of event statistics to the customer via email.</li> </ul>
<b>Invoice Template</b>	Defines the invoice template for this customer. Choose <b>Customer class default</b> in order to apply the invoice template defined for this class, and so avoid defining an invoice template for each customer specifically. See the <b>Templates</b> section for more information.
<b>Send Invoices</b>	Defines whether new invoices should be delivered to the customer by email. Customer class default – Use the settings for the customer class.
<b>Override Tariffs Enabled</b>	This defines whether the override tariff feature is enabled. Check the box next to this field and the <b>Override Tariffs</b> tab will appear.
<b>Invoice Number Sequence</b>	Select an invoice number sequence that will be used for this customer: <ul style="list-style-type: none"> <li>• Default – the default numbering sequence will be selected for this customer’s invoices</li> <li>• Individual for Environment – this customer’s invoices will have <i>globally sequenced</i> invoice numbering (throughout the environment)</li> <li>• Individual for Customer – this customer’s invoices will have their own sequential numbering</li> </ul>

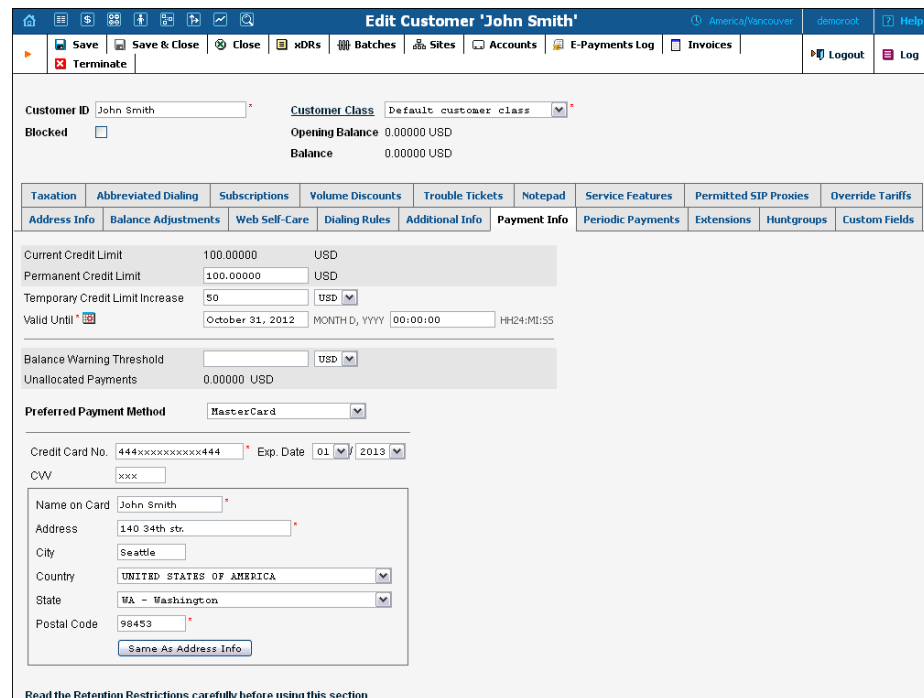
Regarding statistics, the default choice is **Full Statistics**, whereby the customer receives an e-mail after the billing period has closed, including an attached CSV file containing all the calls made by his accounts. If invoices are generated for this customer and invoice delivery is enabled, an invoice will also be attached to the e-mail. The CSV file containing all the calls may be rather large, so it is possible to use the **Summary Only** option. In this case, the customer receives only a brief summary of calls by e-mail. Finally, it is possible to disable e-mail statistics by choosing the

**Do Not Send** option. Note that these options only affect the delivery of xDR files by email. The actual statistics files will always be generated and accessible for download from the administrator interface or customer self-care.

Shifting the billing date may be required if, for instance, your customer has a monthly anniversary billing cycle in which his billing period closes on the 3<sup>rd</sup> day of each month. Since this may be inconvenient either for customers or your administrators (who are busy with corporate reports during the first week of the month), it may be desirable to change the billing date to some other day of the month. In this case, you can specify a new date between today's date and the date when the current billing period will close. Upon reaching this date, an "intermediate" invoice will be created (covering the period from the end of the previous billing period to that date), and subsequent billing will start from that date in the normal way.

### Payment Info

The **Payment Info** screen defines customer payment characteristics. For example, customary payment information (e.g. preferred payment method, credit card number, etc.).



The screenshot shows the 'Edit Customer 'John Smith'' interface with the 'Payment Info' tab selected. The form contains the following fields and values:

- Customer ID: John Smith
- Customer Class: Default customer class
- Blocked:
- Opening Balance: 0.00000 USD
- Balance: 0.00000 USD
- Current Credit Limit: 100.00000 USD
- Permanent Credit Limit: 100.00000 USD
- Temporary Credit Limit Increase: 50 USD
- Valid Until: October 31, 2012 (MONTH, YYYY) 00:00:00 (HH:MM:SS)
- Balance Warning Threshold: USD
- Unallocated Payments: 0.00000 USD
- Preferred Payment Method: MasterCard
- Credit Card No.: 444xxxxxxxxxxxx444
- Exp. Date: 01/2013
- CVV: xxx
- Name on Card: John Smith
- Address: 140 34th st.
- City: Seattle
- Country: UNITED STATES OF AMERICA
- State: WA - Washington
- Postal Code: 98453

At the bottom of the form, there is a link: [Read the Retention Restrictions carefully before using this section](#)

Field	Description
<b>Current Credit Limit</b>	Customer's current credit limit may differ from their <b>Permanent Credit Limit</b> if the <b>Temporary Credit Limit Increase</b> is set.

<b>Permanent Credit Limit</b>	If this field is left empty, there is no credit limit defined for this customer; we strongly recommend entering a value here. In the latter case, if <b>Radius authentication</b> is enabled, calls that exceed the limit will be denied.
<b>Temporary Credit Limit Increase</b>	Here you can temporarily increase a customer's credit limit (the value should be defined either as an amount or as a percentage of a positive <b>Credit Limit</b> value).
<b>Valid Until</b>	Specify the date and time for when an increased credit limit value will automatically be reverted to a permanent state.
<b>Balance Warning Threshold</b>	If a <b>Balance Warning Threshold</b> is defined and the customer balance reaches this value (defined either as an amount or as a percentage of a positive <b>Credit Limit</b> value), an alarm will be sent to the customer.
<b>Unallocated Payments</b>	Unallocated payments show that the customer "overpaid" you sometime in the past, and are used to correct the paid/unpaid status of future invoices.  <b>NOTE:</b> Unallocated payments do not represent a "cash reserve". When a payment is made, the amount is immediately applied to the customer's balance.

The **Preferred Payment Method** drop-down contains a list of available payment methods. Some of these, e.g. Cash and Cheque, are "virtual" methods that do not allow manual e-commerce transactions from the administrator interface, payments from customer self-care, or running periodic payments. Any other online methods will be available only if a payment system with such methods has been defined, and is assigned to the same currency as the customer's currency. Other Payment Info fields depend on the currently selected **Preferred Payment Method**, and may vary accordingly.


**NOTE:** There are a few payment systems which use external authorization. If such a system has been chosen as a preferred method, no other payment information details may be entered. This is because the payment processor does not allow the system to store and reuse customer payment credentials. For example, if you add a payment system with the Moneybookers payment processor and VISA payment method, and then assign it to the currency USD, customers defined in the USD currency and using VISA as their preferred payment method will not be able to enter their payment credentials. Therefore, it will not be possible to run periodic payments for them or make manual e-commerce transactions with them.

**NOTE:** Only resellers, direct retail customers, and their accounts are allowed to use a company's payment systems and payment methods for e-commerce payments, both manual and periodic. A reseller should define his own payment systems and assign these to the appropriate currencies in his self-care, so that those payment systems will be used by his sub-customers and their accounts.

## Retention Restrictions



**IMPORTANT!** A merchant may not use account and transaction information for any purpose other than assisting completion of a payment card transaction, or as specifically required by law. Merchants may collect a payment card number and expiration date independently of a payment card transaction only with the express consent of the cardholder. A merchant may only retain this information for the sole purpose of facilitating future payment transactions. A merchant must not provide this information to any other person, except for the sole purpose of assisting completion of a payment card transaction.

You may click the  **Invoices** button in the toolbar to quickly access the list of all customer's invoices.

## Web Self-Care

The login and password information for Customer self-care refer to the credentials required on the self-care web page. An easy-to-remember yet secure password may be generated automatically by clicking the **Auto** button.

Check the “**Use the New Self-Care Interface**” option to enable the customer to use a new type of self-care interface. In order to return to the default customer self-care interface, simply uncheck this option.

**NOTE:** Some features such as Call Processing are not yet available on the new self-care interface.

Check the “**Periodic Payment Management Enabled**” option to enable the customer himself to manage periodic payments on the Customer self-care interface (this does not prevent the administrator from editing this information!). The **Periodic Payment** tab will appear only if the customer's currency can be processed by at least one of the existing payment systems (with **Recurring** enabled), and if the customer's preferred payment method has been set to any available online method which allows storage of his payment credentials.

Check the “**Abbreviated Dialing Management Enabled**” option to enable the customer himself to manage abbreviated dialing on the Customer self-care interface. This option is not available for resellers and distributors.

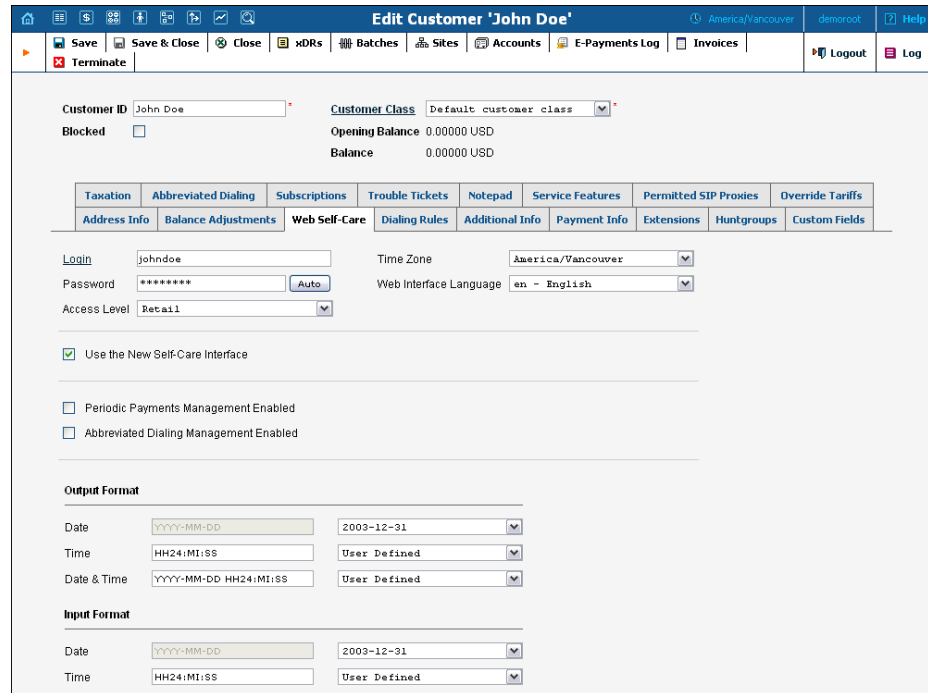
## Date & Time Format

PortaBilling® allows the administrator to define both input and output date and time formats for each customer registered in the system.

By making changes to the date and / or time format on this page, customers will be able to enter dates and times in the desired format

throughout the entire PortaBilling® Customer Self-Provisioning Interface, on invoices, and so on (see the screenshot below).

See the [User Management](#) section for examples of date and time format usage.




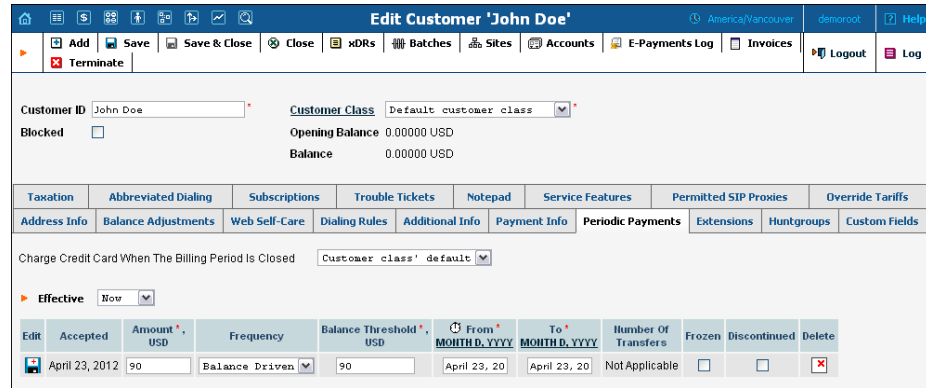
The screenshot shows the 'Edit Customer' interface for 'John Doe'. At the top, there is a navigation bar with buttons for Save, Save & Close, Close, xDRs, Batches, Sites, Accounts, E-Payments Log, Invoices, Logout, and Log. Below this, the customer details are displayed: Customer ID (John Doe), Customer Class (Default customer class), Blocked (checkbox), Opening Balance (0.00000 USD), and Balance (0.00000 USD). A menu bar includes options like Taxation, Abbreviated Dialing, Subscriptions, Trouble Tickets, Notepad, Service Features, Permitted SIP Proxies, and Override Tariffs. The main form area contains fields for Login (johndoe), Password (masked), Access Level (Retail), Time Zone (America/Vancouver), and Web Interface Language (en - English). There are also checkboxes for 'Use the New Self-Care Interface', 'Periodic Payments Management Enabled', and 'Abbreviated Dialing Management Enabled'. At the bottom, there are sections for 'Output Format' and 'Input Format', each with dropdown menus for Date and Time formats.




## Periodic Payments

**NOTE:** The Periodic Payment tab will appear only if a suitable payment system has been set up (with **Recurring** enabled), and the appropriate online payment method has been selected as the customer’s preferred payment method.

Periodic payment management allows the administrator and customers to set up the following parameters for automated periodic payments. All registered payments for a customer are listed. The **Effective** drop-down list allows you to define whether only current payments (“Now”) or all payments ever processed (“->Now”) will be shown.

Choose (“Now->”) to see “future” payments, or “All” to list all payments. (“Now”) is the default value for this filter. The information in the chart below is provided in the payments listing. To add a new payment, click the  **Add** button.



Field	Description
<b>Amount</b>	Specify a fixed amount to be paid or click the <b>Pay Balance</b>  icon (not available when the frequency is balance-driven) to pay the current balance at specified recurring intervals.
<b>Frequency</b>	Select balance-driven, weekly or monthly.
<b>Balance Threshold</b>	Only available when the frequency is balance-driven. Payment will be initiated when the balance is higher than the specified threshold.
<b>From, To Date</b>	Define a period when the periodic payment will be initiated. Click the stopwatch  icon to <b>immediately</b> initiate the periodic payment.
<b>Number Of Transfers</b>	Number of payments during the period specified in the <b>From</b> and <b>To Date</b> fields. Not applicable when the balance-driven frequency is enabled.
<b>Frozen</b>	Tick this check-box to temporarily deactivate a specific periodic payment.
<b>Discontinued</b>	Indicates that a specific periodic payment is no longer being used. Tick this check-box to permanently deactivate a periodic payment.
<b>Delete</b>	Click the  <b>Delete</b> icon to cancel the changes made in edit mode.

### Service Features

Using this tab, the administrator can activate / deactivate various features of the services provided to customers. Note that features are defined per *service type* (the physical service provided to the user) rather than per *service* (the name used in the billing configuration and “visible” to the end-user). Thus if you decide tomorrow to bundle your VoIP services under a different name, and create a new service called “Internet Telephony” rather than the old name, “Voice Call”, you do not actually have to change the configuration settings for any of your customers.



The **Service Type** links on the left allow you to specify for which service type you would like to define parameters.

Field	Description
<i>The Voice Calls service type</i>	
<b>Legal Intercept</b>	Intercepts all incoming and outgoing calls of this customer for law enforcement purposes.
<b>Call Recording</b>	Enables the automatic recording of calls made or received by this customer's accounts. The user can start and stop recording a specific phone conversation after it has already started by using various phone controls.
<b>Auto Record Outgoing Calls</b>	Automatically records outgoing calls made by this customer's accounts.
<b>Auto Record Incoming Calls</b>	Automatically records calls received by this customer's accounts.
<b>Auto Record Redirected Calls</b>	Automatically records calls redirected by this customer's accounts.  Note: redirected (transferred or forwarded) calls are only recorded if the XDR for this call is created for the redirecting party.
<b>RTP Proxy</b>	Specifies the RTP proxying policy for this particular customer. For a description of possible values, see the <i>VoIP to/from Vendor connections with Voice Calls service type</i> section.

<b>Accept Caller Identity</b>	<p>This option indicates acceptance.</p> <ul style="list-style-type: none"> <li>• <b>Favor forwarder</b> – use the redirector-provided ID for caller identification.</li> <li>• <b>Caller only</b> – use the caller-provided ID for caller identification.</li> <li>• <b>None</b> – do not accept caller-provided ID for caller identification.</li> </ul>
<b>Supply Caller Identity</b>	<p>This option indicates acceptance.</p> <ul style="list-style-type: none"> <li>• <b>Yes</b> – accept the remote network and maintain caller ID on outgoing headers (even for private calls).</li> <li>• <b>No</b> – do not accept the remote network and strip any private caller’s ID.</li> </ul>
<b>Music On Hold</b>	<p>Defines the music on hold to be used with the IP Centrex environment. Choose <b>None</b> to disable this feature, or select the default setting for the customer. To upload your own music, select a file on your local file system using the Browse button. To rename the music, enter the desired name in the Music Name field; otherwise the local file name will be used. The uploaded music will replace the previous entry in the list, and is usually enabled within 10 minutes. For a list of supported audio file formats, see the <i>Audio File Formats Supported by Music on Hold Feature</i> chapter.</p>
<b>Call Parking</b>	Enables call parking for this customer’s IP Centrex.
<b>Park Prefix</b>	Only appears if <b>Call Parking</b> is activated; allows you to specify a key combination to park a call. Keep in mind that the “Park Prefix” value should only contain digits.
<b>Release Prefix</b>	Only appears if <b>Call Parking</b> is activated; allows you to specify a key combination to dial from the original phone which parked a call in order to remove the call from parked status and continue the conversation. Keep in mind that the “Release Prefix” value should only contain digits.
<b>First Login Greeting</b>	When a new account (phone number) in this IP Centrex environment is provisioned and registers for the first time, call this phone back and play a pre-recorded voice message confirming service activation, giving information about various available options, and so on.
<i>The Incoming Calls section</i>	
<b>Ext-to-Ext Call Distinctive Ring</b>	For incoming calls from phones within the IP Centrex environment, use a ring pattern different from the default one.

<b>Group Pickup</b>	Activates the <b>Group Pickup</b> feature, which allows phones in the same IP Centrex environment (all accounts under the same customer) to answer each other's calls by dialing a <b>Group Pickup Prefix</b> on their phones.
<b>Group Pickup Prefix</b>	Only appears if <b>Group Pickup</b> is activated. Specify the special code for picking up calls here.
<b>Endpoint Redirection</b>	This allows the end-user to configure call redirection on their SIP phones (if this feature is supported by the SIP phone).
<i>The <b>Outgoing Calls</b> section</i>	
<b>Override Identity</b>	<p>Here you can set the following options for overriding identity information:</p> <ul style="list-style-type: none"> <li>• <b>Never</b> – The caller's identity information supplied by the remote party will neither be screened nor overridden. This implies that the remote party is trusted and takes full responsibility for the supplied display number and display name</li> <li>• <b>If Different From Account ID And Aliases</b> – The identity will be overridden if it differs from the ID of the account that is authorized for the call and any of the aliases assigned to this account</li> <li>• <b>If Different From All Customer Accounts</b> – The identity will be overridden if it doesn't match an account ID (or account alias) of any account belonging to this customer</li> <li>• <b>If Different From All Accounts In The Specified Batch</b> – This is a more restrictive option than the one above; it overrides the identity if the account placing the call and the account matching the supplied identity do not belong under the same batch. This allows you to create "groups" under the same customer (within the same IP Centrex environment)</li> <li>• <b>Always</b> – The identity value supplied by the remote party will always be overridden. This allows you to manually specify the display number and / or the display name for an account</li> </ul>
<b>Batch</b>	This allows you to specify the batch (this field is only available when <b>If Different From All Accounts In The Specified Batch</b> has been selected).

<b>Identity</b>	Specify a default value that will replace the account identity (or display number) when the identity used for the call in the RPID / PAI headers (or From header) is invalid. If not specified, the account ID will be used instead.
<b>Override Display Number</b>	<p>This allows you to control the “Caller number” value that will be placed in the FROM: header and typically displayed on the called party’s phone display. The possible values are:</p> <ul style="list-style-type: none"> <li>• <b>Never</b> – The display number supplied by the remote party is not restricted and therefore will not be modified. This allows the remote IP phone or IP PBX to supply any CLI / ANI number.</li> <li>• <b>If Ruled Out By The Identity Constraint</b> – The validity of a display number supplied by a remote party is verified according to a rule set for identity. For example, when the <i>If Different From Account ID And Aliases</i> option is selected in the <b>Override Identity</b> list, and the display number supplied by the remote party doesn’t match the ID of the account that is authorized for the call or any of the aliases assigned to this account, the display number will be overridden.</li> <li>• <b>If Different From The Used Identity</b> – The display number supplied by the remote party (in the FROM: header) will be overridden if it is different from the used (already checked and / or overridden according to the <b>Override Identity</b> constraint) caller identity.</li> <li>• <b>Always</b> – The display number supplied by the remote party will always be overridden. This allows you to manually specify the display number for an account.</li> </ul>
<b>Override Display Name</b>	<p>This allows you to override the caller name used by the calling account. The possible values are:</p> <ul style="list-style-type: none"> <li>• <b>Never</b> – The display name supplied by the remote party is not restricted therefore it will not be modified. This allows the remote IP phone or IP PBX to supply any display name</li> <li>• <b>Always</b> – The display name supplied by the remote party will always be overridden</li> </ul>

<b>Hide CLI</b>	This allows you to remove CLI (ANI) information for outgoing calls. The following options are available: <ul style="list-style-type: none"> <li>• <b>Never</b> – Always show CLI. Privacy service is not even permitted for an account</li> <li>• <b>Always</b> – Always hide CLI. Privacy service is permitted and in effect (all calls private)</li> <li>• <b>Automatic</b> – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers provided by the UA</li> </ul>
<b>Hide CLI Prefix</b>	Prefix to be dialed before an outgoing number in order to prevent the called party from seeing your phone number. (Only available when <b>Hide CLI</b> option is set to “Automatic”).
<b>Show CLI Prefix</b>	Prefix to be dialed before an outgoing number in order to allow the called party to see your phone number. (Only available when <b>Hide CLI</b> option is set to “Automatic”).
<b>Paging / Intercom</b>	This allows you to enable the intercom feature for accounts under this customer.
<b>Paging / Intercom Prefix</b>	Only appears if <b>Paging / Intercom</b> has been activated; allows you to specify a key combination to answer a call on someone else’s extension.

### Dialing Rules

Using this tab, the administrator can define how phone numbers are dialed by users in this customer’s IP Centrex environment.

**Edit Customer 'John Smith'**

Customer ID: John Smith | Customer Class: Default customer class

Blocked:  | Opening Balance: 0.00000 USD | Balance: 0.00000 USD

Taxation	Abbreviated Dialing	Subscriptions	Trouble Tickets	Notepad	Service Features	Permitted SIP Proxies	Override Tariffs		
Address Info	Balance Adjustments	Web Self-Care	<b>Dialing Rules</b>	Additional Info	Payment Info	Periodic Payments	Extensions	Huntgroups	Custom Fields

**Enable Dialing Rules**

Load Sample:

Routing plan selection enabled

Apply these dialing rules to the number that follows the selection code

Your country code:

Your area code(s):

Always dial the area code as a part of the number

Prefix for accessing the outside phone network:

Prefix for domestic calls, but outside of your area code (e.g. 1, 0):

International dialing prefix (e.g. 011, 00, 0011):

Emergency numbers (e.g. 911, 112):

Exceptions (e.g. \*98):

National Exceptions (e.g. \*98):

Local dialing number length:

Convert ANI (CL) for incoming calls into this dialing format

**Check Your self**

To call 1234567 outside of your office, but within the same area you dial:

To call long distance 555 1234567 (within your country) you dial:

To call 44 20 12345678 internationally you dial:

By default, a new customer will have dialing rules disabled. This means that the system regards calls arriving from him as being in the E.164 format.

If you wish to define the way in which your customer dials phone numbers, you can use the **Enable Dialing Rules** option. This will allow you to enter various dial plan parameters such as an international dialing prefix or area code. Several sample settings are provided for your convenience. For instance, in order to load sample settings for “traditional” North American dialing, select “North America, WA, 7 digit number dialing” in the **Load Sample** drop-down list.

In the bottom part of the screen you can check whether you have described the numbering format correctly. Make sure for all three examples provided (local, domestic and international call) that this is the way you want to dial the numbers.

You may type your own number translation rules instead (as Perl regular expressions) if you select the **Use Custom Translation Rules** option.

## Abbreviated Dialing

Here the customer may define a list of phone extensions for his IP Centrex environment, plus create abbreviated dialing for external phone numbers. The **Abbreviated Dialing** feature works with both SIP and

H.323, with adequate support from either the SIP Server or Cisco TCL IVR.

A PortaBilling® customer can set up dialing rules as an international prefix, outside prefix, direct number (e.g. 911), or abbreviated dialing for his accounts.

**NOTE:** To be able to add extensions / abbreviated numbers, you should enter the maximum length of anticipated digits (e.g. 3 in the case of 123-like numbers) in the **Abbreviated Number Length** field.

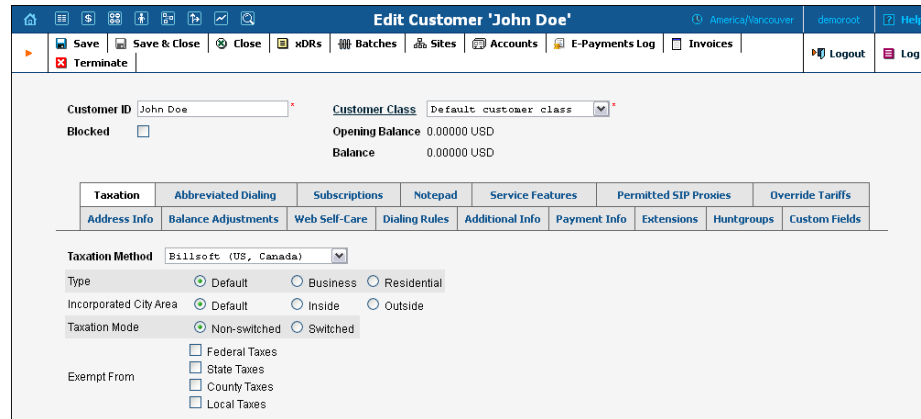


To add a new abbreviated dialing number, click the **Add** button and enter the following information:

Field	Description
<b>Abbreviated #</b>	The number the end-user will dial on his phone (extension number).
<b># to Dial</b>	The number that the call will be forwarded to. You may enter the ID of one of the customer’s accounts or any phone number. If you leave this field blank, then the abbreviated number is considered to be a direct number, or “dial as is”. This is useful for making sure that special numbers (e.g. 112) are never converted by other translation rules. Note: Phone numbers must be entered in the E.164 format.
<b>Description</b>	Description of this abbreviated number, e.g. “Andrew’s IP phone”.
<b>SIP</b>	If # to Dial represents the ID of one of the customer’s accounts, you will see the SIP “lamp” icon here. It will light up if the account is currently being used by a SIP UA to register with the SIP server; otherwise it will be gray.

## Taxation

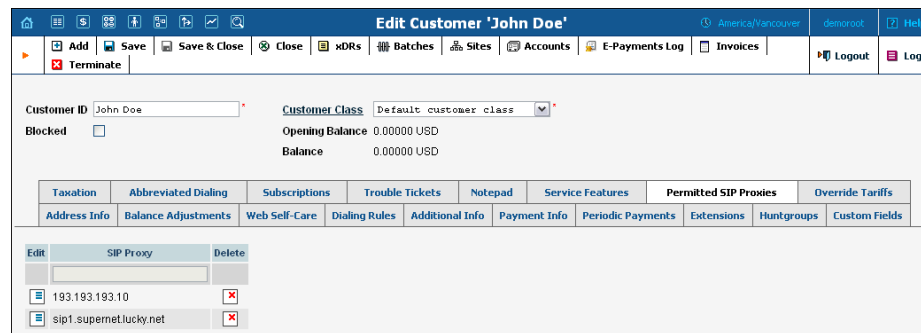
On this tab you can choose which plugin module will be used to make tax calculations and set up parameters that affect taxation.



Since these parameters depend on the specific taxation module and your local tax laws, please consult your tax attorney for details regarding their use.

## Permitted SIP Proxies

On this tab you can choose to which external SIP proxies customer can forward calls using “SIP URI forward” feature.

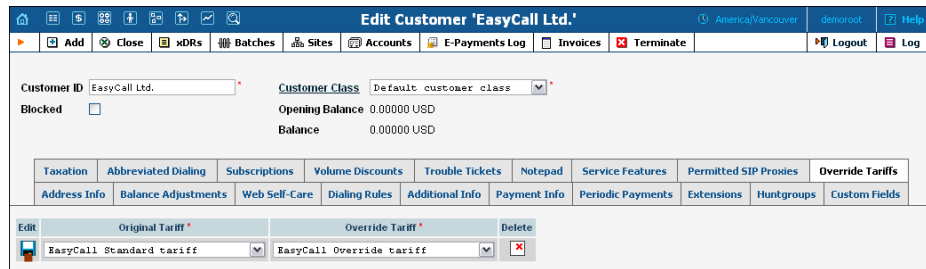


## Override Tariffs tab

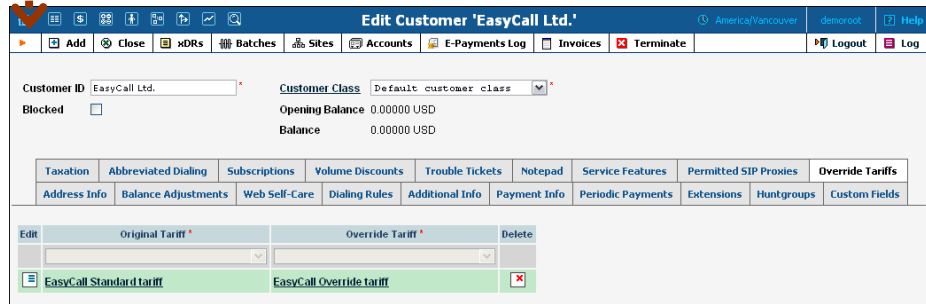
When you have the same tariff for several customers you may need to adjust the specific rates for a particular customer. To avoid creating another tariff with a complete set of rates for this customer (using a large portion of the same data) you can use the **Override Tariffs** feature. Create a new tariff using only the rates that are specific to a current customer and associate it with an original tariff on the **Override Tariffs** tab.

Note: The **Override Tariffs** tab will only appear if the **Override Tariffs Enabled** check-box is enabled on the Additional Info tab.





The screenshot shows the 'Edit Customer' form for 'EasyCall Ltd.'. The 'Override Tariff' field is highlighted with a red dashed line. The dropdown menu for 'Override Tariff' is open, showing 'EasyCall Standard tariff' and 'EasyCall Override tariff'.



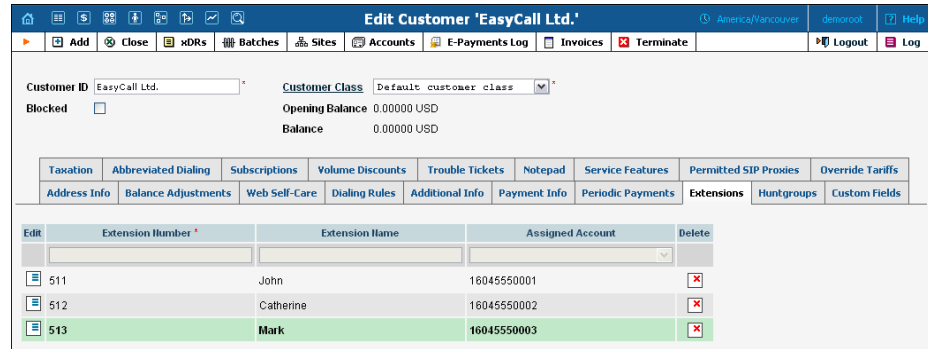
This screenshot is identical to the one above, showing the 'Edit Customer' form for 'EasyCall Ltd.' with the 'Override Tariff' dropdown menu open.

Field	Description
<b>Original Tariff</b>	This specifies the original tariff that contains the majority of the rates. Choose the tariff from the drop-down list.
<b>Override Tariff</b>	Choose the tariff that contains a handful of rates that are specific to the current customer. Rate lookup is done in both original and override tariffs and the rate for the closest destination is chosen (and its corresponding tariff is used). If there are different rates for the same destinations in both tariffs the one from the override tariff will be chosen.


Let's take an example in order to see how this works. You assign a standard tariff to several customers that contains a rate for destination number 12 at \$0.02/minute and a rate for destination number 420 at \$0.2/minute. Then you decide to adjust the 1204 destination rate to \$0.01/minute for a specific customer. So you create a new tariff using this rate and assign it as the override tariff for that customer. In this case, a call to 12033768900 will be charged according to the rates in the original tariff (0.02/minute), a call to 120456777844 will be charged according to the rate in the override tariff (\$0.01/minute), and a call to 420998764456 will be charged according to the original tariff.

### Extensions

Using this tab, the customer can define a list of extensions for phone lines within his IP Centrex environment. The customer can add new extensions or change existing ones without any actual phone configuration.



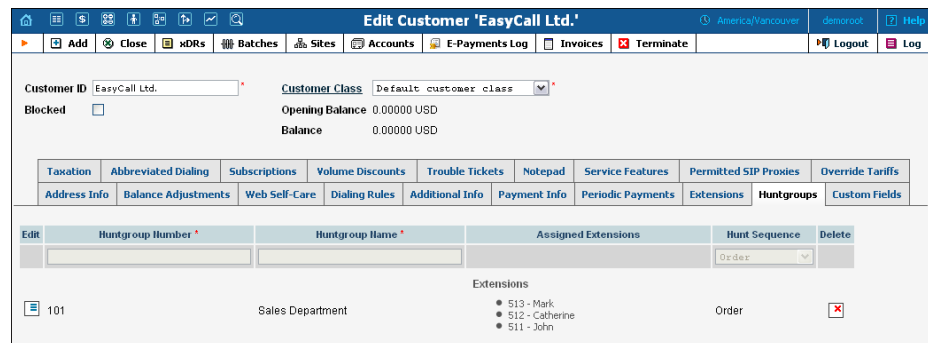
To add a new extension number, click the **Add** button and enter the following information:

Field	Description
<b>Extension Number</b>	The number the end-user will dial on his phone (an extension number should contain only digits).
<b>Extension Name</b>	Logical name for this extension (e.g. name of the person using this line: "John").
<b>Assigned Account</b>	The number that calls will be forwarded to. Here you should specify the ID of one of the customer's accounts (this can be selected from the drop-down list).  <b>NOTE:</b> Each account should have only one extension; thus it is possible to add an extension only if an unassigned account exists.
<b>Delete</b>	Click the <b>Delete</b>  icon to remove the extension from the list.


**NOTE:** The account assigned to the extension should have the VOICEONNET or VOICEONNETRX rate in its tariff, otherwise calls cannot be made.

### Huntgroups

On this tab, the customer can configure a scheme for call distribution in such a way that incoming calls are delivered to one or more assigned extensions.

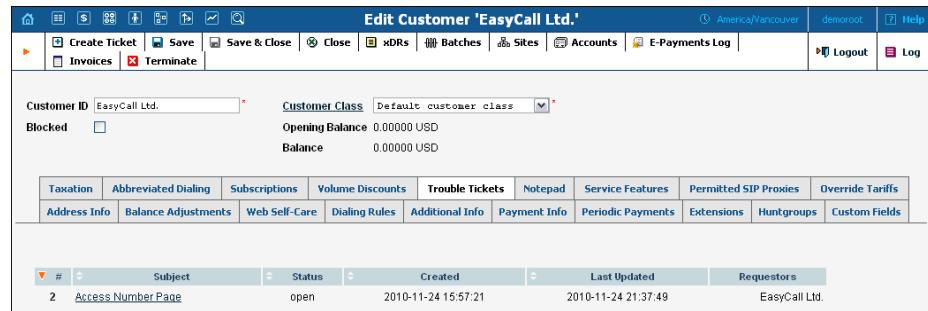


To add a new huntgroup, click the  **Add** button and enter the following information:

Field	Description
<b>Huntgroup Number</b>	The number that the end-user dials on his phone to reach one or more assigned extensions. Note that a huntgroup number should contain no more than five digits.
<b>Huntgroup Name</b>	Logical name for this group of extensions, e.g. “New department”.
<b>Assigned Extension</b>	Specify one or several extensions that calls will be delivered to. Click the <b>Assigned Extensions</b> link to invoke the window for extensions selection, and check the boxes on the left of the desired extensions; tick the <b>Huntstop</b> check box to disable forwarding (voicemail, follow-me etc.) for calls made to this huntgroup configured on the specific extension within this huntgroup.
<b>Hunt Sequence</b>	Specifies the order for delivering a call to one or more extensions. <b>Order:</b> Call every extension one by one from the first (topmost) number to the last until the call is answered. <b>Random:</b> Use a random order. <b>Simultaneous:</b> The call goes to every extension from the list simultaneously until the call is answered. <b>Least Used:</b> Sort the accounts in descending order of their last usage, and deliver the call to their extensions accordingly. For example, account 777111 with extension 111 was last used on 2010-12-11, and account 777222 with extension 222 was last used on 2010-12-12; in this case the call goes to extension 111 and then, if not answered, to extension 222.
<b>Delete</b>	Click the <b>Delete</b>  icon to remove the huntgroup from the list.

### Trouble Tickets

Using this tab you can view the list of recent tickets and automatically open a specific ticket in RT interface by just clicking on it.



**Edit Customer 'EasyCall Ltd.'**

Customer ID: EasyCall Ltd. Customer Class: Default customer class

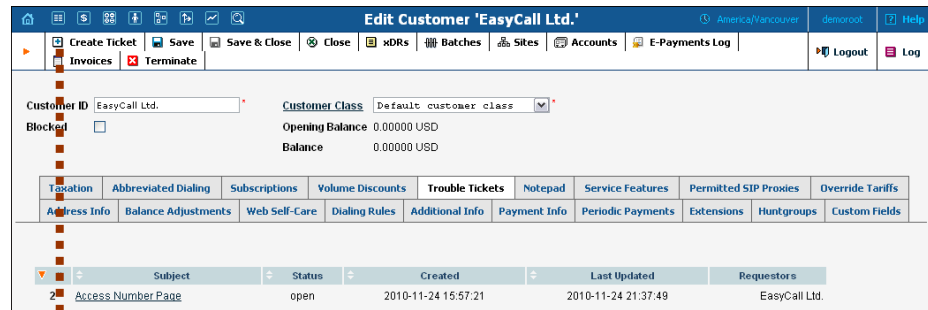
Opening Balance: 0.00000 USD  
Balance: 0.00000 USD

Taxation | Abbreviated Dialing | Subscriptions | Volume Discounts | **Trouble Tickets** | Notepad | Service Features | Permitted SIP Proxies | Override Tariffs

Address Info | Balance Adjustments | Web Self-Care | Dialing Rules | Additional Info | Payment Info | Periodic Payments | Extensions | Huntgroups | Custom Fields

#	Subject	Status	Created	Last Updated	Requestors
2	Access Number Page	open	2010-11-24 15:57:21	2010-11-24 21:37:49	EasyCall Ltd.

To create a new ticket, click  **Create Ticket** in the toolbar.



**Edit Customer 'EasyCall Ltd.'**

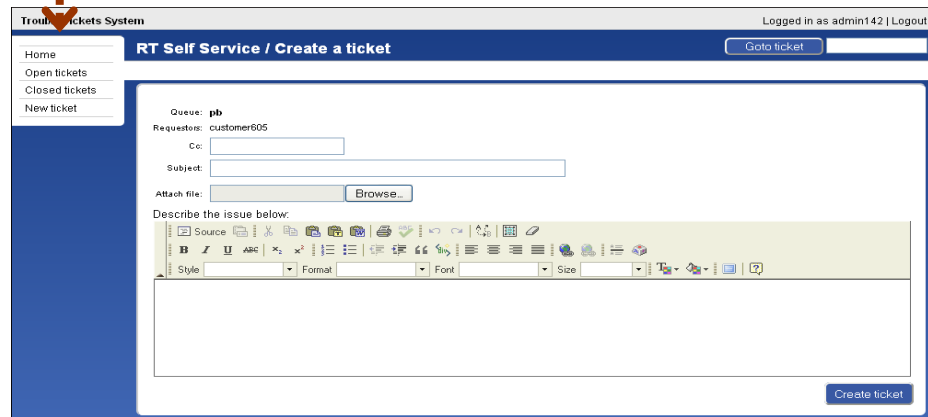
Customer ID: EasyCall Ltd. Customer Class: Default customer class

Opening Balance: 0.00000 USD  
Balance: 0.00000 USD

Taxation | Abbreviated Dialing | Subscriptions | Volume Discounts | **Trouble Tickets** | Notepad | Service Features | Permitted SIP Proxies | Override Tariffs

Address Info | Balance Adjustments | Web Self-Care | Dialing Rules | Additional Info | Payment Info | Periodic Payments | Extensions | Huntgroups | Custom Fields

#	Subject	Status	Created	Last Updated	Requestors
2	Access Number Page	open	2010-11-24 15:57:21	2010-11-24 21:37:49	EasyCall Ltd.



**Trouble Tickets System**

Home | **RT Self Service / Create a ticket** | Goto ticket

Queue: pb  
Requestors: customer605  
Co:   
Subject:   
Attach file:

Describe the issue below.

## Resellers

A reseller is a partner who provides “white label” services using your PortaSwitch® platform, i.e. he sells his own products, manages his own price lists, and works with his own customers.

### Add / Edit Reseller

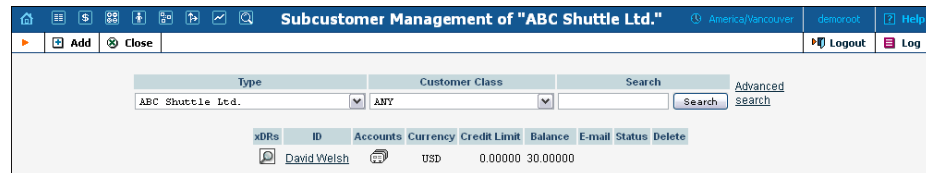
The Add Reseller page allows you to create a new reseller. The form is very similar to that for Add Customer, as described above. See below for a description of additional fields not available in the Add Customer form.

### Additional Info

Field	Description
<b>Default Tariff for Voice Calls</b>	When you are subsequently creating products managed by this reseller, this tariff will be assigned by default for calculating charges to him for calls made by his sub-customers using this product.
<b>Invoice Number Sequence</b>	Select an invoice number sequence which will be used for this reseller: <ul style="list-style-type: none"> <li>• Default – the default numbering sequence will be selected for this reseller’s invoices</li> <li>• Individual for Environment – this reseller’s invoices will have <i>globally sequenced</i> numbering (throughout the environment)</li> <li>• Individual for Customer – this reseller’s invoices will have their own sequential numbering</li> </ul>
<b>Invoice Number Sequence for Subcustomers</b>	Select an invoice number sequence that will be used for this reseller’s subcustomers: <ul style="list-style-type: none"> <li>• Individual for Environment – the invoices for this reseller’s subcustomers will have <i>globally sequenced</i> numbering (throughout the environment)</li> <li>• Individual for Reseller – this reseller’s invoices will be sequentially numbered through the reseller</li> <li>• Individual for Customer – the invoices for each of this reseller’s subcustomers will be sequentially numbered</li> </ul>

### Add / Edit Customer under a Reseller

This is essentially the same as management of customers as described above, the difference being that you can only create sub-customers of the Retail type. See below for a description of additional fields not available for direct retail customers.



### Additional Info

The screenshot shows the 'Edit Subcustomer' screen for 'David Welsh' of 'ABC Shuttle Ltd.'. The interface includes a top navigation bar with icons for Save, Save & Close, Close, xDRs, Batches, Sites, Accounts, Invoices, Terminate, Logout, and Log. Below the navigation bar, there are input fields for Customer ID (David Welsh), Customer Class (ABC Shuttle Ltd.), and Blocked status. Financial fields show Opening Balance and Balance at 0.00000 USD. A tabbed interface below contains sections for Taxation, Abbreviated Dialing, Subscriptions, Notepad, Service Features, and Permitted SIP Proxies. The 'Additional Info' tab is active, showing fields for Discount Plan (None), Subscription Discount Rate, Distributor (Not defined), Representative (Not defined), Tax ID, Callshop Enabled (checked), Creation Date (2012-07-27 17:40:29), Billing Period (monthly), Next Billing Date (2012-09-01), Shift Billing Date To, Send Statistics, Invoice Template, Send Invoices, and Invoice Number Sequence (Default).

Field	Description
<b>Callshop Enabled</b>	Defines whether callshop features (timer, receipt, etc.) are available. To use the callshop functionality with accounts of a particular sub-customer, you should first enable this option for the reseller, and then enable it for the sub-customer as well.

## Account Management

An account is a user of a product such as prepaid cards, voucher-based cards, or credit calling plans. Each account in PortaBilling® is associated with a customer. The Account Management screen, accessible from the Customer interface by clicking the **Accounts** button, shows you a query screen for listing existing accounts.

### Account Listing

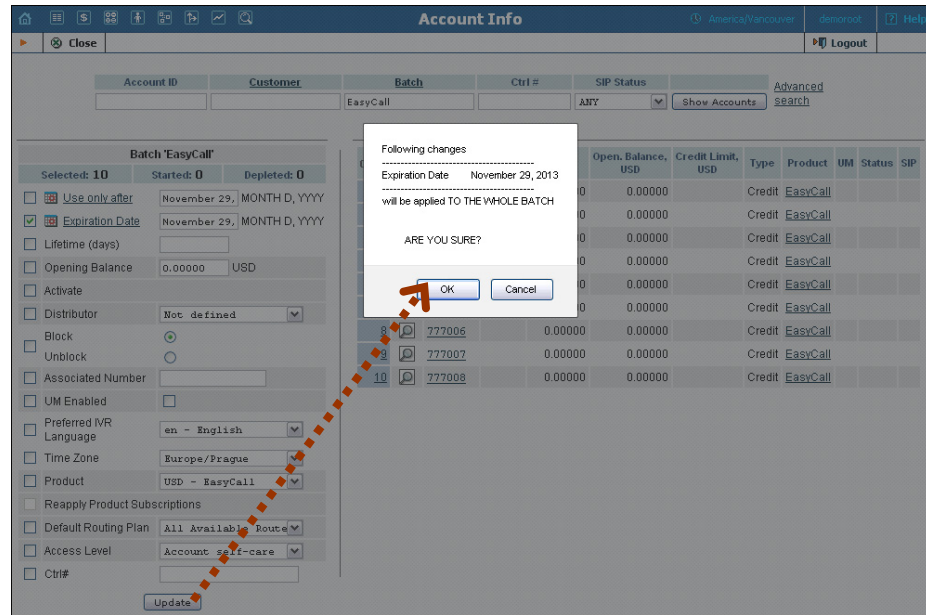
#### Search filter






















There may be a very large number of accounts in the system, so it is advisable to limit your search using the filter functionality.

Field	Description
<b>Account ID</b>	The primary identification for this account; an alphanumeric string. Note: the % wildcard symbol may be used.
<b>Batch</b>	Logical name for a group of accounts. Select from a list of all the customer's batches to enable the batch update pane.
<b>Ctrl#</b>	Enter control numbers and / or number ranges separated

	by commas (for example: 1,3,8-12).
<b>SIP Status</b>	Default – ANY; this function allows you to display either logged-in or logged-out accounts only.

**Batch update pane**



Field	Description								
<b>Account ID</b>	The primary identification of this account; an alphanumeric string.								
<b>Ctrl#</b>	Enter control numbers and / or number ranges separated by commas (for example: 1,3,8-12).								
<b>ACCOUNTS</b>									
<b>Status</b>	<table border="0"> <tr> <td> Zero balance</td> <td> Expired</td> </tr> <tr> <td> Inactive</td> <td> Blocked</td> </tr> <tr> <td> Credit exceeded</td> <td> Customer blocked (see <a href="#">Edit Customer</a>)</td> </tr> <tr> <td> Not yet active</td> <td></td> </tr> </table>	 Zero balance	 Expired	 Inactive	 Blocked	 Credit exceeded	 Customer blocked (see <a href="#">Edit Customer</a> )	 Not yet active	
 Zero balance	 Expired								
 Inactive	 Blocked								
 Credit exceeded	 Customer blocked (see <a href="#">Edit Customer</a> )								
 Not yet active									
<b>Ctrl#</b>	Click using Ctrl#, or enter control numbers and / or number ranges separated by commas (for example: 1,3,8-12).								

The batch update pane can be activated by selecting a batch in the filter at the top of the interface or by selecting a batch name from the list of customers’ accounts. The basic functionality of this update pane allows you to specify which attributes of all accounts in the results set should be modified. For example, in order to set the opening balance of all unused accounts to 10 USD, you should:


- Check the box next to **Opening Balance** to indicate that this is one of the updates that should occur,
- Enter “10” next to **it**,

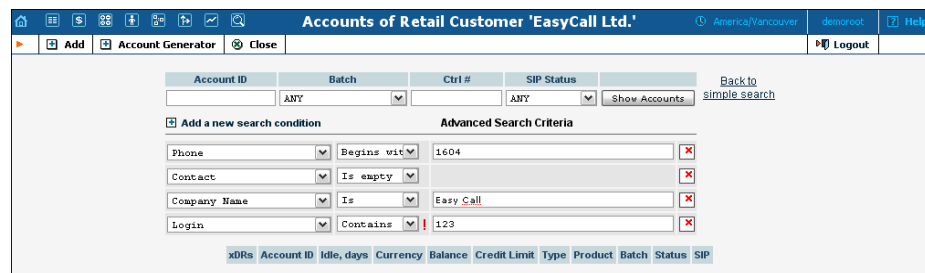
- Click the **Update** button at the bottom, and
- Approve the changes when the confirmation dialog appears.

When the page refreshes, the changes will be reflected in the result listing.

**NOTE:** You can only change an opening balance *before* an account is used. This change will not be reflected in the CDRs. For example, if you create a prepaid account worth \$10 and then realize that you actually sold it to a customer for \$20 and then you add an extra \$10 to the card, it will appear to the customer as if the card originally had \$20 on it.

### Advanced Search

In advanced search mode you can specify an unlimited number of search conditions and the system will fetch the relevant accounts. Click on  **Add a new search condition** to add another condition.



Operation	Description
<b>Is</b>	The value of the field in the customer information must match the search criteria exactly.
<b>Begins with</b>	The value of the field in the customer information must start with the specified value (e.g. if you enter the filter value “John”, customers with the names “John” and “Johnny” will be selected).
<b>Contains</b>	The value of the field in the customer information must contain the specified value somewhere (e.g. if you enter the filter value “Eric”, customers with the names “Eric”, “Erica”, “Maverick” and “American” will be selected).
<b>Ends with</b>	The value of this customer information field must end with the specified value (e.g. if you enter the filter value “smith”, customers with the last names “Smith” and “Hammersmith” will be selected).
<b>Is empty</b>	The corresponding field in the customer information must be empty.

All search operations are case-insensitive, so you can enter “Eric” as a search criteria and, even if the customer’s name was originally entered as “eric” or “ERIC”, you will still see him in the list.





All conditions work in conjunction, so in the case of multiple search criteria the customer’s record must satisfy all of them in order to appear in the result list.




During a search operation using auxiliary fields (e.g. fax) or the “contains” comparison, the database cannot use indexes. This will result in a full table scan, meaning an increased load on the server and a longer time to produce the final result. Please avoid using such search operations if not necessary.


By clicking on **Back to simple search** you can switch the form to its original mode.

### Account Info / Add Account

To add a new account manually (this allows you to access all available properties of an account), select  **Add** in the toolbar and then (if a quick form selection dialog – select **Manually** at the bottom of the list). For bulk account generation, select  **Account Generator**.

The Account Info page provided for the administrator is similar to the Add Account interface; however, some account details are read-only. The administrator is unable to modify Type, Batch, Control Number and Opening Balance. When making changes, the administrator can use the Notepad tab to provide a comment detailing the reason for these changes (for example, “product changed, credited \$50”).

Changes can be confirmed by selecting  **Save** or  **Save&Close**.

Field	Description
<b>Account ID</b>	The primary identification of this account. The ID is read-only by default; you can modify it by clicking the Edit ID  icon. The maximum allowed ID length is 32 characters.
<b>Blocked</b>	Specifies whether the account is blocked or unblocked.

	If this is checked, the account will be unusable; it is usually unblocked automatically when the account is used for the first time.
<b>Product</b>	The product providing pricing plans for this account.
<b>Balance</b>	The balance for this account.

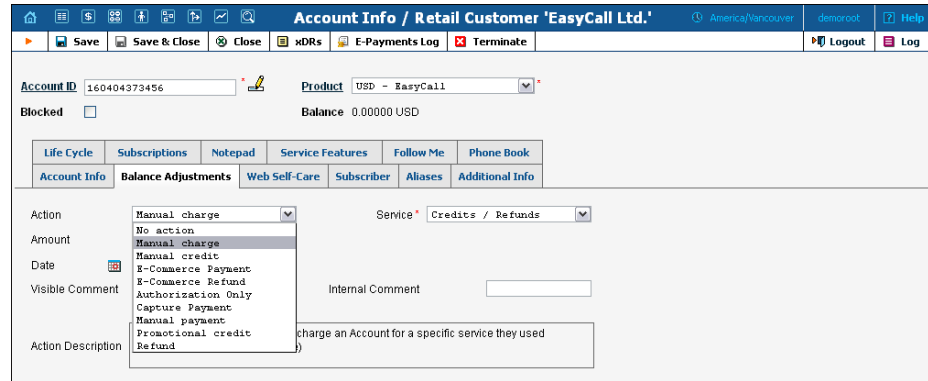
### Account Info

<b>Type</b>	The account type may be “Debit”, “Credit”, or “Voucher”. Debit is usually associated with prepaid cards. Credit is an account that will be invoiced for incurred costs. Voucher accounts are “refill coupons” for other types of accounts.
<b>Credit Limit</b>	Only available when the account type is set to “Credit”. Defines the credit allowance in the account’s currency.
<b>Service Password</b>	The password used to authenticate any calls made using this account.
<b>E-mail</b>	If an account has e-mail info associated with it, the owner of the account can reset the password for self-care access, and the new password will be sent to this e-mail address.
<b>Customer Site</b>	Places this account (phone line) with a specific site so that the site parameters (e.g. number of simultaneous calls) will apply.
<b>Batch</b>	If a new batch name is provided in the text field, a new batch will be created when you add the account. Alternatively, an existing batch could be selected from the drop-down list. If you leave this field empty, the created account will not be tied to any specific batch.
<b>Control Number</b>	Read-only. The sequential number of the account in the current batch. Batch name and control number uniquely identify an account, and are often used for prepaid calling cards.
<b>Zero Balance Date</b>	Applicable only for debit accounts; specifies when the account has used up all of its available funds.
<b>Opening Balance</b>	The opening balance for this account.
<b>Refunds</b>	The amount refunded to the account owner.
<b>User Agent</b>	If this account is currently used by a SIP UA to register with the SIP server, the user agent identification info is displayed.
<b>Contact</b>	The URI of the user agent used by the SIP Proxy to contact the IP phone.
<b>Registered</b>	The timestamp when a SIP UA has been registered.

<b>Expires</b>	The timestamp when a SIP UA registration expires.
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### Balance Adjustments

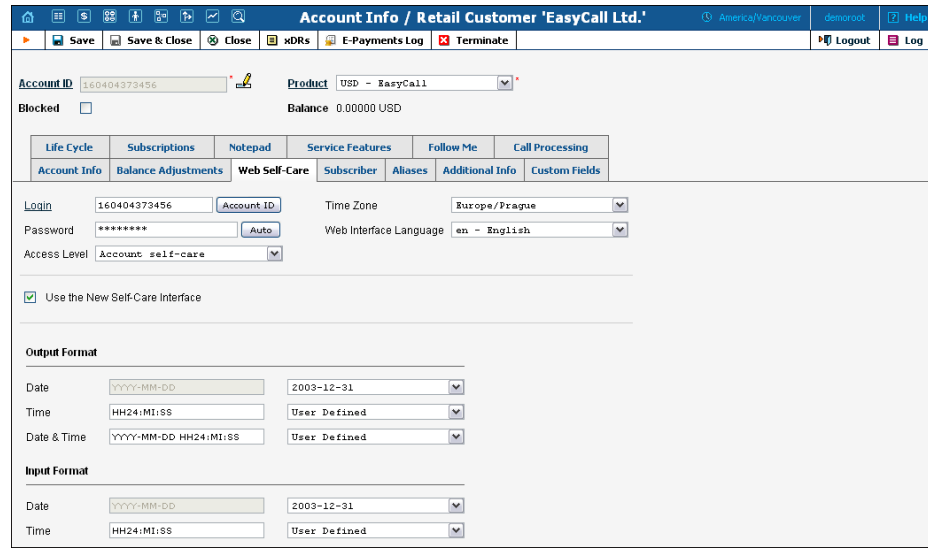
The **Balance Adjustments** tab allows the administrator to correct an account’s balance (this tab is only available in **Edit Account** mode).



Field	Description
<b>Action</b>	<p><b>Manual charge:</b> Use this transaction to manually charge an account for a specific service they used; for instance, if you are selling a SIP phone to a user. This means the balance will be changed so that the user is able to make fewer calls.</p> <p><b>Manual credit:</b> Use this transaction to manually give compensation related to a specific service; for instance, if the user files a complaint and you agree to give him credit toward future service use. This means the balance will be changed so that the user is able to make more calls.</p> <p><b>E-Commerce payment:</b> Use this transaction to charge the user’s credit card and apply the amount to the user’s account balance as payment.</p> <p><b>E-Commerce refund:</b> Use this transaction to reverse a previous E-commerce payment. It withdraws funds from your company’s merchant account and applies them as credit to the user’s credit card. The amount is added to the user’s account balance.</p> <p><b>Authorization only:</b> Verifies that the user’s credit card is valid and reserves a given amount. Returns a transaction ID to be used in a Capture Payment transaction. Does not affect the user’s account balance in PortaBilling® or his credit card balance. Note: the transaction ID will be written to the user’s account Notepad entry.</p> <p><b>Capture payment:</b> Charges the user’s credit card and applies the amount to his balance as a payment</p>

	<p>(decreases the user’s account balance). Requires a transaction ID from the Authorization Only transaction. The amount must be less than or equal to the amount of the corresponding Authorization Only transaction.</p> <p><b>Manual payment:</b> Use this transaction when receiving a payment (e.g. cash or check) directly from the user. This means the balance will be changed so that the user is able to make more calls.</p> <p><b>Promotional credit:</b> Use this transaction to give the user a credit, for example, as a sales promotion. The difference between this and “Manual Credit” is that this transaction applies to a special “Credits / Promotions” service, and not to any actual service. Basically, it provides some “virtual” funds to the user for future use.</p> <p><b>Refund:</b> Use this transaction to refund an earlier payment received from the customer (e.g. a check returned by the bank). This means the balance will be changed so that the customer is able to make fewer calls.</p>
<b>Service</b> <i>(only for Manual charge and Manual refund)</i>	A service for which the manual charge / credit is made. The charged / credited amount will be included in the selected service section on the next invoice.
<b>Amount</b>	Amount to charge / refund.
<b>Date</b> <i>(only for Manual charge and Manual refund)</i>	<p>A date associated with the manual charge / credit. For example, you can specify a date for manual credit action for when an item is credited.</p> <p>Note that if the selected date falls within a previous (closed) billing period the transaction will be included in the next invoice.</p>
<b>Transaction ID</b> <i>(only for E-Commerce Refund and Capture Payment)</i>	The transaction ID obtained via the <i>Authorization Only</i> transaction. This is required to use the reserved earlier amount for a current transaction.
<b>Visible Comment</b>	A comment on this transaction visible to the customer in the xDR browser.
<b>Internal Comment</b>	An internal comment on this transaction; not visible in the xDR browser, and accessible only from the database directly.

## Web Self-Care



The screenshot shows the 'Web Self-Care' configuration page for a retail customer. At the top, there's a navigation bar with 'Account Info / Retail Customer 'EasyCall Ltd.', location 'America/Vancouver', and user 'demorock'. Below this are action buttons: Save, Save & Close, Close, xDRs, E-Payments Log, and Terminate. The main form area includes:
 

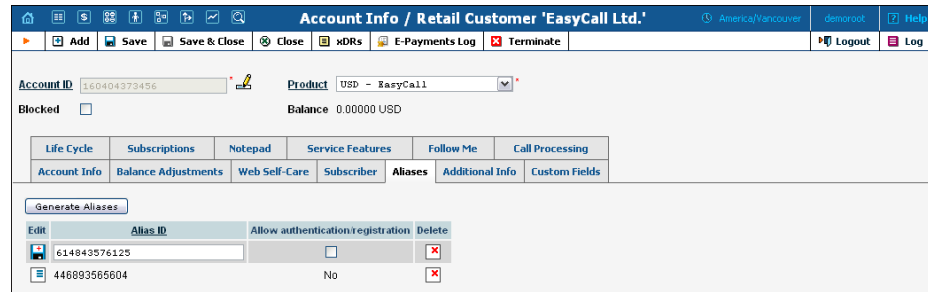
- Account ID: 160404373456 (with a copy icon)
- Product: USD - EasyCall
- Blocked:
- Balance: 0.00000 USD
- Navigation tabs: Life Cycle, Subscriptions, Notepad, Service Features, Follow Me, Call Processing, Account Info, Balance Adjustments, **Web Self-Care**, Subscriber, Aliases, Additional Info, Custom Fields.
- Fields: Login (160404373456), Account ID (button), Password (masked), Auto (button), Time Zone (Europe/Prague), Web Interface Language (en - English), Access Level (Account self-care).
- Use the New Self-Care Interface:
- Output Format: Date (YYYY-MM-DD, 2003-12-31), Time (HH24:MI:SS, User Defined), Date & Time (YYYY-MM-DD HH24:MI:SS, User Defined).
- Input Format: Date (YYYY-MM-DD, 2003-12-31), Time (HH24:MI:SS, User Defined).

<b>Login</b>	Account login for the account user interface. Click the Account ID button to make the login identical to the Account ID.
<b>Password</b>	User interface password for the account.
<b>Access Level</b>	Access level assigned to the account.
<b>Time Zone</b>	Time zone for the account.
<b>Web Interface Language</b>	Displays the account user interface in a particular language.
<b>Use the New Self-Care Interface</b>	Switches the default account self-care interface to the new one. In order to return to the default account self-care interface, simply uncheck this option.

## Subscriber

The Subscriber tab provides most of the commonly required contact information for the account’s owner.

## Aliases

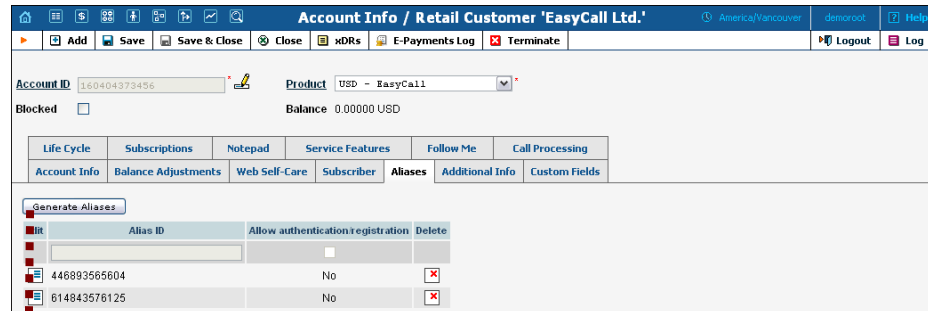


Life Cycle	Subscriptions	Notepad	Service Features	Follow Me	Call Processing
Account Info	Balance Adjustments	Web Self-Care	Subscriber	<b>Aliases</b>	Additional Info

Alias ID	Allow authentication/registration	Delete
614843576125	<input type="checkbox"/>	<input type="checkbox"/>
446893565604	No	<input type="checkbox"/>

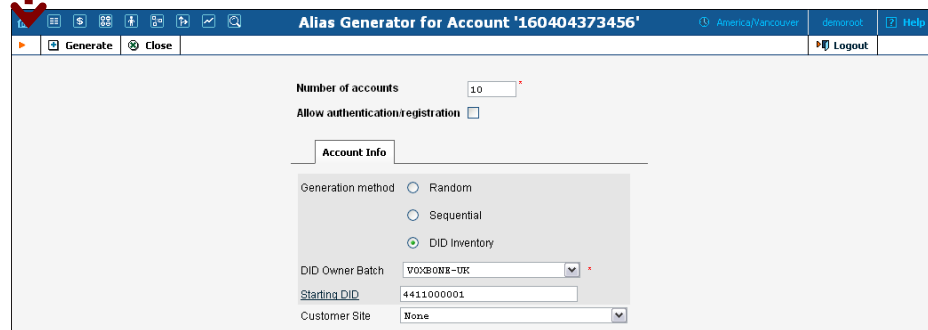
<b>Alias ID</b>	Contains alternative IDs for this account.
<b>Allow authentication / registration</b>	Defines whether this ID can be used independently for authentication and registration (e.g. having two IP phones concurrently registered to PortaSwitch®, one using the main account ID and the other using an alias) or, alternatively, it can only be used to forward calls to the main account (since only it can register).

If you need to create multiple aliases (e.g. a customer with his own IP PBX who buys a range of DID's to be forwarded there) you can use the Alias Generator to produce aliases in a similar way as with the Account Generator.



Life Cycle	Subscriptions	Notepad	Service Features	Follow Me	Call Processing
Account Info	Balance Adjustments	Web Self-Care	Subscriber	<b>Aliases</b>	Additional Info

Alias ID	Allow authentication/registration	Delete
446893565604	No	<input type="checkbox"/>
614843576125	No	<input type="checkbox"/>



Number of accounts: 10

Allow authentication/registration:

Account Info

Generation method:  Random,  Sequential,  DID Inventory

DID Owner Batch: 100808E-UK

Starting DID: 4411000001

Customer Site: None

**NOTE:** Aliases are generated as a background task, so it may take a few minutes before they appear in Account Info.

Account Info / Retail Customer 'EasyCall Ltd.' America/Vancouver demoroot Help

Account ID: 160404373456 Product: USD - EasyCall  
 Blocked:  Balance: 0.00000 USD

Life Cycle	Subscriptions	Notepad	Service Features	Forward	Call Processing
Account Info	Balance Adjustments	Web Self-Care	Subscriber	Aliases	Additional Info

Edit	Alias ID	Allow authentication/registration	Delete
<input type="checkbox"/>	4411000001	No	<input type="button" value="X"/>
<input type="checkbox"/>	4411000002	No	<input type="button" value="X"/>
<input type="checkbox"/>	4411000003	No	<input type="button" value="X"/>
<input type="checkbox"/>	4411000004	No	<input type="button" value="X"/>
<input type="checkbox"/>	4411000005	No	<input type="button" value="X"/>
<input type="checkbox"/>	4411000006	No	<input type="button" value="X"/>
<input type="checkbox"/>	4411000007	No	<input type="button" value="X"/>
<input type="checkbox"/>	4411000008	No	<input type="button" value="X"/>

### Additional Info

Account Info / Retail Customer 'EasyCall Ltd.' America/Vancouver demoroot Help

Account ID: 160404373456 Product: USD - EasyCall  
 Blocked:  Balance: 0.00000 USD

Life Cycle	Subscriptions	Notepad	Service Features	Follow Me	Call Processing
Account Info	Balance Adjustments	Web Self-Care	Subscriber	Aliases	Additional Info

IP Device:   
 IP Device Port:

E-commerce Enabled:   
 Discount Plan:

<b>IP Device, IP Device Port</b>	Indicates the IP phone and associated port assigned to the account. Default – not set.
<b>Download PortaPhone Profile</b>	The link to download the profile for PortaOne Softphone (only available when this account is assigned to an entry from the IP Device inventory, provisioned with PortaPhone profile type).
<b>E-commerce Enabled</b>	<p>Allows the account’s owner to make online payments or set up periodic payments on the account self-care page.</p> <p>Note: Configuring the account to enable online payments (both manual and periodic) is done in exactly the same way as for customers. First you should set up a suitable payment system.</p>
<b>Discount Plan</b>	Assign a discount plan to this account. When a new account is created, it will be assigned by default a discount plan associated with the account’s product.

### Life Cycle

<b>Use only after</b>	The date from which the account is usable.
<b>Expiration Date</b>	The date from which the account will be unusable. If you do not want the account to expire, leave this field blank. Note: This date is assumed to be in the billing server's time zone, not the account's one.
<b>Lifetime</b>	Defines the number of days the account remains active after the date of its first use. The account will expire on the first usage date + lifetime days. If you do not want to use this feature, leave the field blank.
<b>Issue Date</b>	The date when the account was created.
<b>First Usage, Last Usage</b>	The time stamp when the account was in use for the first / last time.
<b>Last Recharge</b>	Specifies the last time the account was recharged using a voucher (either via the self-care page or IVR).

### Service Features

You have the option of expressly specifying the value of a given parameter or using the “Customer default” option. In the latter case, this parameter is assumed to be the value defined in the customer’s configuration (the global value for this IP Centrex).



Field	Description
	The <i>Voice Calls</i> service type
<b>Associated Number</b>	Specifies the number to be sent back to the IVR in an authorization confirmation. For example, this might be a redirect to a technical support number in an IVR application. Another example might be a quick-dial number for prepaid accounts. (In this case, the redirect number may be maintained via web self-provisioning.)
<b>Legal Intercept</b>	Intercept all incoming and outgoing calls of this specific account for law enforcement purposes.
<b>Call Recording</b>	Enables the automatic recording of calls made or received by this specific account. The user can start and stop recording a specific phone conversation after it has already started by using various phone controls.
<b>Auto Record Outgoing Calls</b>	Automatically record outgoing calls made by this specific account.
<b>Auto Record Incoming Calls</b>	Automatically record calls received by this specific account.
<b>Auto Record Redirected Calls</b>	Automatically record calls redirected by this specific account. Note: redirected (transferred or forwarded) calls are only recorded if the XDR for this call is created for the redirecting party.
<b>RTP Proxy</b>	Specifies the RTP proxying policy for this specific account. For a description of possible values, see the <i>VoIP to/from Vendor connections with Voice Calls service type</i> section.
<b>Accept Caller Identity</b>	This option indicates acceptance. <ul style="list-style-type: none"> <li>• <b>Favor forwarder</b> – use the redirector provided ID for caller identification.</li> <li>• <b>Caller only</b> – use the caller provided ID for caller identification.</li> <li>• <b>None</b> – do not accept caller provided ID for caller identification.</li> </ul>
<b>Supply Caller Identity</b>	This option indicates acceptance. <ul style="list-style-type: none"> <li>• <b>Yes</b> – accept the remote network and maintain caller ID on outgoing headers (even for private calls).</li> <li>• <b>No</b> – do not accept the remote network and strip any private caller's ID.</li> </ul>
<b>Service Policy</b>	This specifies a predefined set of options for this account.

<b>Music On Hold</b>	<p>Defines the music on hold to be used with the account. Choose None to disable this feature, or select the default setting for the account's customer. To upload your own music, select a file on your local file system using the Browse button. To rename the music, enter the desired name in the Music Name field; otherwise the local file name will be used. The uploaded music will replace the previous entry in the list, and is usually enabled within 10 minutes. For a list of supported audio file formats, see the <i>Audio File Formats Supported by Music on Hold Feature</i> chapter.</p>
The <i>Incoming Calls</i> section	
<b>UM Enabled</b>	<p>Allows the account user to access the unified messaging system. See the <a href="#">PortaUM Administrator Guide</a> for more details.</p> <p>Please note that if an account has <b>UM Enabled</b> activated, there will be an additional link next to it on the administrator interface: Manage UM Account. By clicking on this you will go automatically to the account's UM administration pages. This is extremely useful for helpdesk people, since they can quickly check the configuration of an account's auto-attendant, call queues, and the like.</p> <p>Also note that it may take a few minutes before an account is fully provisioned in PortaUM®. Thus if you click on the link immediately after activating <b>UM Enabled</b>, it most likely will not work yet.</p>
<b>Forward Mode</b>	<p>Assigns a call forwarding mode to this account:</p> <ul style="list-style-type: none"> <li>• No Forwarding: Disables call forwarding entirely.</li> <li>• Follow-me: Enables standard follow-me forwarding.</li> <li>• Advanced Forwarding: Activates advanced call forwarding mode.</li> <li>• Forward to SIP URI: Replaces the <b>Follow-me</b> tab with a simplified <b>Forward</b> tab, where you can enter a forwarding destination as a CLD@IP.</li> <li>• Simple Forwarding: A simplified type of forwarding where you specify a single phone number to which calls will be sent.</li> </ul>

<b>Maximum Forwards</b>	When you select follow-me or advanced call forwarding, you must also provide a value for the <b>Maximum Forwards</b> parameter, so as to limit the number of concurrently active forwarding destinations allowed. Please note that you do not have to limit the total number of phone numbers entered, but rather the number of phone numbers active at any given moment of time. For instance, a user may have a list of 20 numbers, each active in its own time period, some temporarily turned off, and so on. When call forwarding is done, PortaBilling® will compute a list of numbers which may be used at that moment, and choose only the first N in the list, where N is the number specified in <b>Maximum Forwards</b> .
<b>Timeout, sec</b>	How long the IP phone will ring before a call goes to follow-me numbers (if any) or voicemail.
<b>Call Processing Enabled</b>	Enables selective call processing / conditional call forwarding features.
<b>Endpoint Redirection</b>	This allows the end user to configure call redirection on their SIP phones (if this feature is supported by the SIP phone).
<b>Default Answering Mode</b>	Specifies the method of processing incoming calls to this account if selective call processing has been disabled, or if none of the selective call processing rules apply.
<b>Ext-to-Ext Call Distinctive Ring</b>	For incoming calls from phones within the IP Centrex environment, use a ring pattern different from the default one.
<b>Present Caller Info</b>	Display caller info on incoming calls.
<b>Disable Call Waiting</b>	Forcibly disables call waiting (even if it has been enabled on the phone).
<i>The <b>Outgoing Calls</b> section</i>	

<p><b>Override Identity</b></p>	<p>This allows you to set the following options for overriding identity information:</p> <ul style="list-style-type: none"> <li>• <b>Customer’s default</b> – This assumes the values defined in the customer’s configuration.</li> <li>• <b>Never</b> – The caller’s identity information supplied by the remote party will neither be screened nor overridden. This implies that the remote party is trusted and takes full responsibility for the supplied display number and display name.</li> <li>• <b>If Different from Account ID and Aliases</b> – The identity will be overridden if it differs from the ID of the account that is authorized for the call and any of the aliases assigned to this account.</li> <li>• <b>If Different from All Customer Accounts</b> – The identity will be overridden if it doesn’t match an account ID (or account alias) of any account belonging to this customer.</li> <li>• <b>If Different from All Accounts in the Specified Batch</b> – This is a more restrictive option than the one above; it overrides the identity if the account placing the call and the account matching the supplied identity do not belong under the same batch. This allows you to create “groups” under the same customer (within the same IP Centrex environment).</li> <li>• <b>Always</b> – The identity value supplied by the remote party will always be overridden. This allows you to manually specify the display number and / or the display name for an account.</li> </ul>
<p><b>Batch</b></p>	<p>This allows you to specify the batch (this field is only available when <b>If Different From All Accounts In The Specified Batch</b> has been selected).</p>
<p><b>Identity</b></p>	<p>Specify a default value that will replace the account identity (or display number) when the identity used for the call in the RPID / PAI headers (or From header) is invalid. If not specified, the account ID will be used instead.</p>

<b>Override Display Number</b>	<p>This allows you to control the “Caller number” value that will be placed in the FROM: header and typically displayed on the called party’s phone display. The possible values are:</p> <ul style="list-style-type: none"> <li>• <b>Never</b> – The display number supplied by the remote party is not restricted and therefore will not be modified. This allows the remote IP phone or IP PBX to supply any CLI / ANI number.</li> <li>• <b>If Ruled Out by the Identity Constraint</b> – The validity of a display number supplied by a remote party is verified according to a rule set for identity. For example, when the <i>If Different From Account ID And Aliases</i> option is selected in the <b>Override Identity</b> list, and the display number supplied by the remote party doesn’t match the ID of the account that is authorized for the call or any of the aliases assigned to this account, the display number will be overridden.</li> <li>• <b>If Different from the Used Identity</b> – The display number supplied by the remote party (in the FROM: header) will be overridden if it is different from the used (already checked and / or overridden according to the <b>Override Identity</b> constraint) caller identity.</li> <li>• <b>Always</b> – The display number supplied by the remote party will always be overridden. This allows you to manually specify the display number for an account.</li> </ul>
<b>Display Number</b>	Specify a value that will override and replace the account’s original display number. If no value is specified, it defaults to the account’s <b>Identity</b> .
<b>Override Display Name</b>	Replace the original account number with the desired name.
<b>Display Name</b>	This allows you to specify the desired name for the account.
<b>Preferred IVR Language</b>	The language the user prefers when interacting with an IVR application.
<b>Favorite Numbers Enabled</b>	Allows you to define a list of phone numbers for this account, so that calls made to these numbers by the owner of the account will be charged according to a special FAV rate.
<b>E911</b>	Activate emergency services for this account.

<b>Hide CLI</b>	Remove CLI (ANI) information for outgoing calls. The following options are available: <ul style="list-style-type: none"> <li>• <b>Customer's Default</b> – Assumes the value defined in the customer's configuration</li> <li>• <b>Never</b> – Always show CLI. Privacy service is not even permitted for an account</li> <li>• <b>Always</b> – Always hide CLI. Privacy service is permitted and in effect (all calls private)</li> <li>• <b>Automatic</b> – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers provided by the UA</li> </ul>
<b>Hide CLI Prefix</b>	Prefix to be dialed before an outgoing number in order to prevent the called party from seeing your phone number. (Only available when <b>Hide CLI</b> option is set to "Automatic".)
<b>Show CLI Prefix</b>	Prefix to be dialed before an outgoing number in order to allow the called party to see your phone number. (Only available when <b>Hide CLI</b> option is set to "Automatic".)
<b>Call Barring Enabled</b>	Activates the Call Barring feature (a new <b>Call Barring</b> tab will appear, where you can configure destinations which this user is not allowed to call).
<b>Default Routing Plan</b>	The routing plan to be used for outgoing calls when the end-user dials a number without using a specific selection code.
<b>Phone Book Enabled</b>	Activates the Phone Book feature. This allows an account user to maintain its own set of frequently dialed numbers, assign speed dial codes to them and define a list of favorite numbers.
<b>Maximum Abbreviated Dial Length</b>	The maximum allowed length (0-10) of speed dial codes. Zero means that although the account will still have the capability for adding frequently dialed numbers, the customer will not be able to assign speed dial codes to them.
<b>Maximum Favorite Numbers</b>	You may allow an account user to define a list of favorite numbers. This field specifies the maximum amount of numbers that the account can mark as favorites.
<b>Favorite Numbers Locking Interval</b>	This defines the period in days during which the favorite numbers cannot be changed. Thus when a new favorite number is added (or an existent one is changed) by an account user, the number will be locked for a specified period of days. When this period ends, the favorite number can be either changed or deleted.

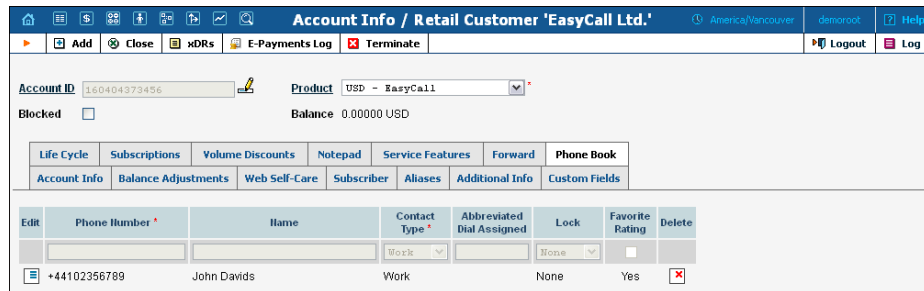
<b>Favorite Numbers Allowed Patterns</b>	<p>This is a comma-separated list of patterns for numbers which an account user can mark as favorites. For example, to allow an account user to mark Moscow, Russia destinations as favorites, input “7495, 7499” here.</p> <p>This field can contain the following special symbols:</p> <ul style="list-style-type: none"> <li>• ‘*’ – wildcard for any number of symbols, and</li> <li>• ‘_’ – equivalent wildcards for one symbol.</li> </ul> <p>If this field is empty, then any number can be marked as a favorite.</p>
<b>Call via IVR</b>	<p>Allows the call to be processed in an assigned IVR-capable voice application. The most common option is <b>Product’s default</b>. In rare cases, you may need to define special call processing for an account in order to override the product’s parameters. In such cases, select <b>Enabled</b> to activate the feature, or <b>Disabled</b> if you do not want to activate it for this account.</p>
<b>Voice Application</b>	<p>If a call via the IVR feature is enabled, select a voice application for processing the calls. Typically this is a special pass-through IVR application for voiceover announcements during the call, but any standard IVR application can be selected to intercept the outgoing call.</p>
<i>The <b>Fraud Detection</b> section</i>	
<b>Location Information</b>	<p>This defines the user location for geo-IP fraud prevention.</p> <p>The most common option is <b>Product’s default</b>. In rare cases, you may need to disable fraud prevention for a specific account (in this case select <b>Disabled</b>) or define a different location for this specific account (select <b>Account has its own</b>).</p>
<b>Current Location</b>	<p>Type in the user’s permanent location. It should contain an <i>iso_3166_1_a2</i> country code (e.g. au).</p>

<b>Allowed Mobility</b>	<p>Only available when <b>Geo-IP Fraud Detection Enabled</b> is set to <b>Yes</b> and a profile is selected in the <b>Country / Risk Profile</b> option of the account's product.</p> <p>Select <b>Stationary user (constant location)</b> if this account is not authorized to make calls from various countries (e.g. as a residential customer would make calls from his SIP phone). Calls made from any other countries will be screened. The <b>Roaming user (frequent location)</b> option can be used for customers who travel frequently. In this case, a location change would be considered acceptable.</p>
<b>Service Unblock Code</b>	<p>The account's unique code that is usually provided upon sign-up and can be used later to confirm that a legitimate customer is attempting to make a call, if the call was made from a "suspicious" location.</p>
The <i>Internet Access</i> service type	
<b>Internet Access Policy</b>	<p>The most common option is <b>Product default</b>. In rare cases, you may need to set a special policy for an account that will override the product's parameters. In such cases, select the appropriate internet access policy from the drop-down list, or select 'empty' if you do not want to limit the bandwidth for this account.</p>
<b>Static IP Enabled</b>	<p>Select <b>Yes</b> if you want to assign a static IP to this account (the default setting is <b>No</b>).</p>
<b>Static IP</b>	<p>If you have selected <b>Yes</b> for the previous field, type in an IP.</p>
<b>Static IP Netmask</b>	<p>Type in a netmask, or leave the default value: <b>255.255.255.255</b></p>
<b>Session Limit Enabled</b>	<p>Allows you to define a specific number of concurrent sessions initiated by the account.</p>
<b>Max Simultaneous Sessions</b>	<p>Specify the maximum allowed number of concurrent sessions from one account (Only available when the <b>Session Limit Enabled</b> is checked).</p>
<b>Hotlining Support</b>	<p>Select <b>Yes</b> if your NAS supports hotline (default setting is <b>Product default</b>).</p>
<b>Hotline to Portal on Connect</b>	<p>By default this value is set to <b>Yes</b>. This means that the account is hotlined.</p>
The <i>Conferencing</i> service type	




<b>Conferencing Enabled</b>	Allows the account user to use voice-conferencing services. Note that if an account has <b>Conferencing Enabled</b> activated, an additional link will appear next to it on the administrator interface: Manage Conferences. By clicking on it you will automatically go to the account's PortaUM self-care interface where multiple conferences can be managed.
<b>Number of Simultaneous Participants</b>	Specify the maximum number of concurrent connections allowed for the conference. Note that you may also limit the Number of Simultaneous Participants for a particular account (in the Service Features tab).
The <i>Wi-Fi</i> service type	
<b>Limit Bandwidth</b>	The most common option is <b>Product default</b> . In rare cases, you may need to define special bandwidth values for an account that would override the product's parameters. In such cases, select <b>Yes</b> to define these values, or <b>No</b> if you do not want to limit the bandwidth for this account.
<b>Max Upload Rate</b>	Specify the maximum upload rate for this account.
<b>Max Download Rate</b>	Specify the maximum download rate for this account.

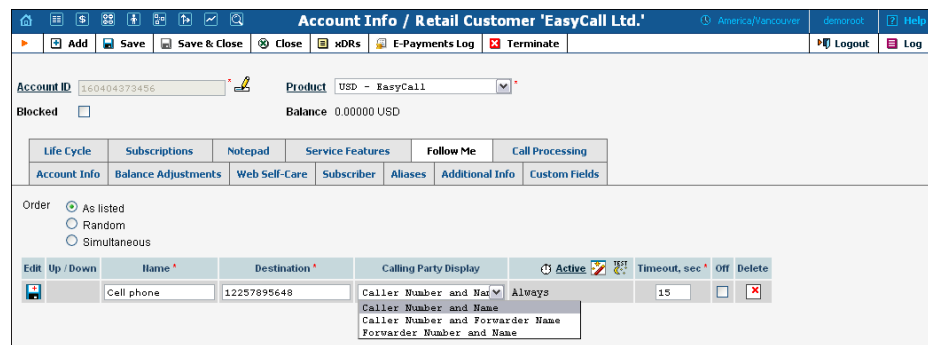
### Phone Book



Field	Description
<b>Phone number</b>	Phone number in E.164 format.  Note: Phone numbers must be entered in either the E.164 format (e.g. +12065551234) or the customer's local format. The latter will be translated into an E.164 format according to the customer dialing rules, upon saving.
<b>Name</b>	Contact name
<b>Contact type</b>	Contact type can be one of the following: <ul style="list-style-type: none"> <li>• Work</li> <li>• Home</li> </ul>



	<ul style="list-style-type: none"> <li>• Mobile</li> <li>• Other</li> </ul>
<b>Abbreviated Dial Assigned</b>	<p>This is the speed dial number that the end-user can dial on his phone to place a call to an external phone number.</p> <p>Note that the length of this number is limited by the <b>Maximum Abbreviated Dial Length</b> option on the <b>Service Features</b> tab.</p>
<b>Lock</b>	<p>This allows you to lock a phone book contact:</p> <ul style="list-style-type: none"> <li>• <b>None</b> – Contacts are not locked in the phonebook, allowing the end-user to add, edit or remove contacts. <b>NOTE: The end-user is also able to select contacts to which a special “favorite” rate applies.</b></li> <li>• <b>Full</b> – Fully lock the contact in the phonebook (makes it impossible for the end-user to edit or remove the locked contact)</li> <li>• <b>Number</b> – Partially locks the contact in the phonebook (allowing the end-user to change only the name).</li> </ul>
<b>Favorite Rating</b>	<p>Select this checkbox to provide a “call friends &amp; family cheaper” service to the end-user. The end-user’s call to this specific number is rated according to a special rate for the FAV destination, defined in the end-user’s tariff.</p>
<b>Delete</b>	<p>Click the <b>Delete</b>  icon to remove a contact from the user’s phone book.</p>


### Follow Me



This tab is only available when **Forward Mode** on **Service Features** tab is set to **Follow-me** or **Advanced Forwarding**.

<b>Order</b>	<p>Specifies the order for redirecting a call.</p> <p><b>As listed:</b> call every active follow-me number from the first (topmost) number to the last, until the call is</p>
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	<p>answered.</p> <p><b>Simultaneous:</b> call every active follow-me number from the list at the same time until the call is answered.</p> <p><b>Random:</b> use a random order.</p>
<b>Edit</b>	Click the <b>Edit</b>  icon to edit the follow-me number details. To add a new number to the list, click the <b>+ Add</b> button.
<b>Up / Down</b>	Click these buttons to move a row before the previous one or after the next one in the list.
<b>Name</b>	The name of the follow-me number (e.g. “Mobile Phone”).
<b>Destination</b>	Specify a number for redirecting calls, formatted according to the customer dialing rules.
<b>Calling Party Display</b>	<p>Allows you to choose how to display the caller’s info during forwarding. The following options are available:</p> <ul style="list-style-type: none"> <li>• <b>Caller Number and Name</b> – The call is forwarded with the phone number and the name of the original caller (e.g. if A calls B, but the call is forwarded to C, C will see that it is A who is calling).</li> <li>• <b>Caller Number and Forwarder Name</b> – The phone number of the caller and the forwarder name are put in the CLI of the forwarded call (e.g. if A calls B, but the call is forwarded to C, C will see A’s phone number and B’s name).</li> <li>• <b>Forwarder Number and Name</b> – The call is forwarded with the phone number and the name of the forwarder (if A calls B, but the call is forwarded to C, C will see that it is B who is calling).</li> </ul>
<b>SIP Proxy</b>	(This field is only available in <b>Advanced Forwarding</b> mode.) Enables you to choose one of the SIP proxies defined in the <b>Permitted SIP Proxies</b> properties for the customer.
<b>Transport Protocol</b>	(This field is only available in <b>Advanced Forwarding</b> mode.) Enables you to choose the UDP or TCP transport protocol. You can use the TCP protocol instead of UDP for SIP communications for PBXes which do not support UDP.
<b>Active</b>	Defines the period when the number is active, i.e. is allowed to receive a forwarded call. Click the <b>Active</b> link or wizard  icon to create the first period definition or add the next one using the Period Wizard (this is virtually the same as the Off-peak Period Wizard in Edit Tariff). Click the <b>Always</b> button in the wizard to make the follow-me number active permanently. Click the

	Test Period  icon to run a period test.
<b>Timeout</b>	Specify the amount of seconds to wait until a call is answered. Following timeout, the call will be redirected to the next follow-me number or disconnected.
<b>Off</b>	Check this option to temporarily disable forwarding to a follow-me number.

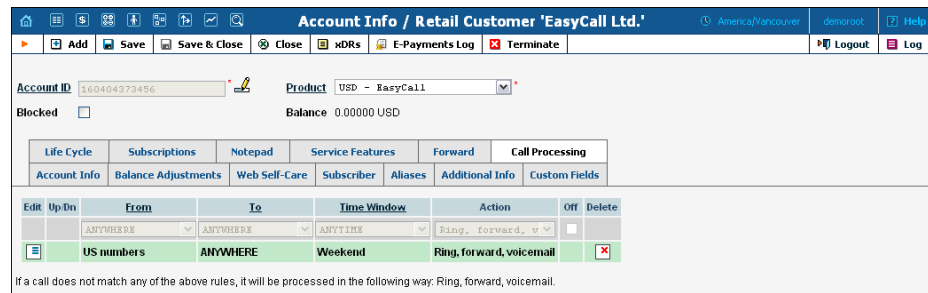
### Forward

This tab is only available when **Forward Mode** on **Service Features** tab is set to **Forward to SIP URI** or **Simple Forwarding**.

<b>Forward To / SIP URI</b>	<p>Here you will enter CLD or two parts of the SIP URI:</p> <ul style="list-style-type: none"> <li>• The CLD part may contain only digits, the letters a-d and A-D, the signs # and * and may end with the ! sign.</li> <li>• The SIP Proxy part should contain a valid IP address (four numbers separated by dots, e.g. 12.34.56.78)</li> </ul> <p>Calls will be forwarded to a local account if the SIP Proxy has not been specified.</p>
<b>Timeout</b>	Specify the amount of seconds to wait until a call is answered. Following timeout, the call will be redirected to the next follow-me number or disconnected.
<b>Keep Original CLD</b>	Allows you to preserve the originally dialed number during forwarding. This is useful when forwarding a call to a remote IP PBX. For more details, see the <a href="#">PortaSIP Administrator Guide</a> .
<b>Calling Party Display</b>	<p>Allows you to choose how to display the caller's info during forwarding. The following options are available:</p> <ul style="list-style-type: none"> <li>• <b>Caller Number and Name</b> – The call is forwarded with the phone number and the name of the original caller (e.g. if A calls B, but the call is forwarded to C, C will see that it is A who is calling).</li> <li>• <b>Caller Number and Forwarder Name</b> – The</li> </ul>

	<p>phone number of the caller and the forwarder name are put in the CLI of the forwarded call (e.g. if A calls B, but the call is forwarded to C, C will see A's phone number and B's name).</p> <p><b>Forwarder Number and Name</b> – The call is forwarded with the phone number and the name of the forwarder (if A calls B, but the call is forwarded to C, C will see that it is B who is calling).</p>
<b>Limit Simultaneous Calls to</b>	Only the specified number of concurrent calls will be allowed. When an account tries to place a call beyond the allowed limit, it will be rejected.
<b>Transport Protocol</b>	Choose the UDP or TCP transport protocol. You can use the TCP protocol instead of UDP for SIP communications for PBXes which do not support UDP.

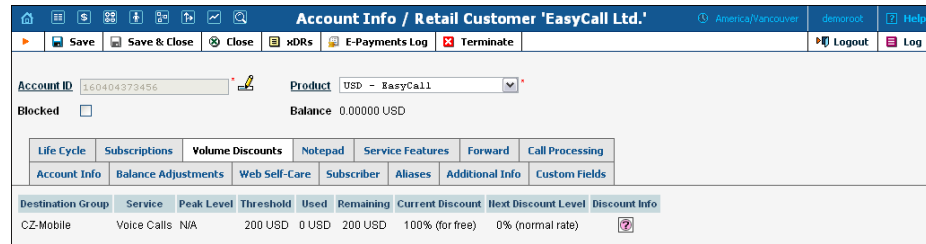
### Call Processing





This tab allows you to define a list of rules for handling incoming calls to this account. It is only available when **Call Processing Enabled** box is checked on **Service Features** tab.

<b>From</b>	Allows you to select a condition applicable to an incoming phone number (phone number of a person trying to contact you). Click on the column header with the corresponding rule to invoke the wizard, which will enable you to define a new rule or change an existing one.
<b>To</b>	Allows you to select a condition applicable to a dialed phone number (one of your phone numbers that a person trying to contact you has dialed).
<b>Time Window</b>	Allows you to select a condition applicable to the time when a call is made.
<b>Action</b>	Specifies which actions should be taken if a particular phone call satisfies the conditions for this rule.
<b>Off</b>	Allows you to temporarily disable a rule without actually deleting it (so it can be used later on).

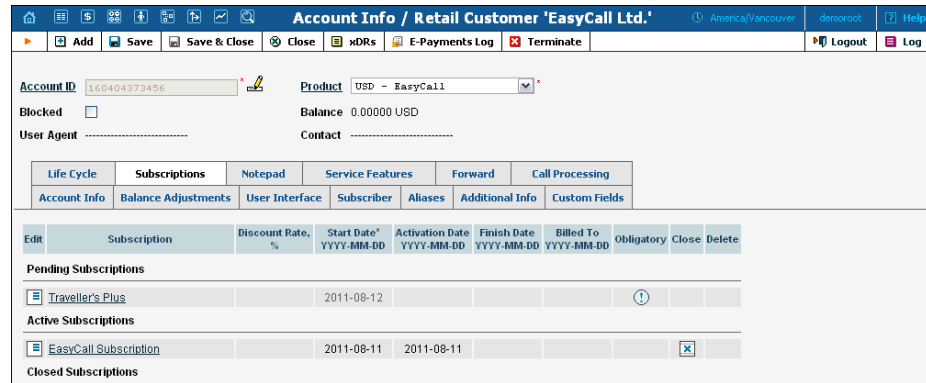
## Volume Discounts



Destination Group	Service	Peak Level	Threshold	Used	Remaining	Current Discount	Next Discount Level	Discount Info
CZ-Mobile	Voice Calls	N/A	200 USD	0 USD	200 USD	100% (for free)	0% (normal rate)	

<b>Destination Group</b>	Information about discounts used and remaining is shown, grouped by Destination Group names. Each name represents one group included in the volume discount plan assigned to the account.
<b>Threshold</b>	The threshold value for the currently used discount level. When an account’s internal counter reaches this value, the next level discount will start to be applied according to the discount scheme. When the counter reaches the last numeric threshold value, it will be shown here. N/A means that there is no numeric threshold defined in the scheme, or no scheme has been defined at all.
<b>Peak Level</b>	N/A indicates that the discount is provided regardless of whether the service is used in a peak or off-peak period. Otherwise, this column contains the period names.
<b>Used</b>	The current value of the account’s counter associated with this destination group.
<b>Remaining</b>	The amount remaining before the threshold value.
<b>Current Discount</b>	The value of the discount currently applied to the account.
<b>Next Discount Level</b>	The value of the next level discount.
<b>Discount Info</b>	Click the information  icon for a textual representation of the discount scheme.

## Subscriptions



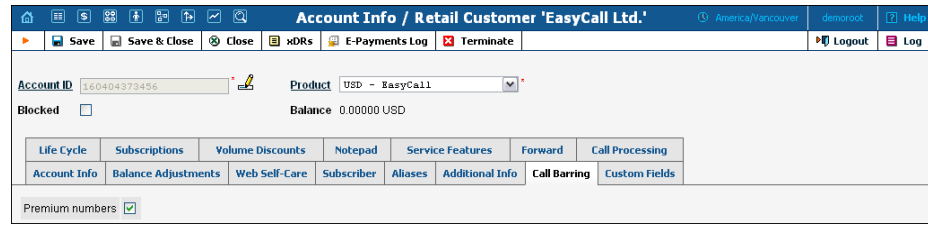
The screenshot shows the 'Subscriptions' tab for account 'EasyCall Ltd.'. At the top, there are navigation buttons: Add, Save, Save & Close, Close, xDRs, E-Payments Log, Terminate, Logout, and Log. Below this, account details are shown: Account ID (160404373456), Product (USD - EasyCall), Blocked (checkbox), User Agent, Balance (0.00000 USD), and Contact. A menu bar includes Life Cycle, Subscriptions, Notepad, Service Features, Forward, and Call Processing. Below the menu bar, there are sub-tabs: Account Info, Balance Adjustments, User Interface, Subscriber, Aliases, Additional Info, and Custom Fields. The main area contains a table with columns: Edit, Subscription, Discount Rate, %, Start Date, Activation Date, Finish Date, Billed To, Obligatory, Close, and Delete. The table is divided into three sections: Pending Subscriptions (with one entry 'Traveller's Plus'), Active Subscriptions (with one entry 'EasyCall Subscription'), and Closed Subscriptions (empty).

This tab displays the subscription plans currently applied to this account. Subscriptions are divided into three groups

- **Pending Subscriptions** displays subscriptions which are not active yet (i.e. they will be activated sometime in the future).
- **Active Subscriptions** displays currently activated (and billed) subscription plans.
- **Closed Subscriptions** displays subscriptions which have already been closed.

<b>Subscription</b>	Choose one of the available subscription plans from the list.
<b>Discount Rate, %</b>	Enter a discount rate for this subscription. If you leave this field empty, it means that the discount rate defined in the customer information should be applied. If you enter any value, it will override the customer discount rate. 0 means no discount (i.e. the rate defined in the subscription plan is applied).
<b>Start Date</b>	Enter the desired subscription activation date: immediately, or sometime in the future.
<b>Activation Date</b>	(Read-only) Displays the date when the subscription was activated.
<b>Finish Date</b>	Enter the date when this subscription should be automatically canceled.
<b>Billed To</b>	(Read-only) The date to which subscription charges have already been applied.
<b>Mandatory</b>	A flag indicating that this subscription comes from the account's product, and so cannot be closed until the account has this product assigned to it.
<b>Close</b>	Allows you to close one of the optional subscriptions.

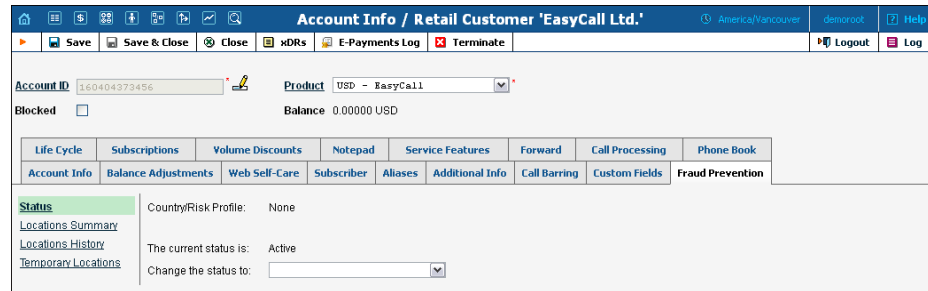
### Call Barring



This tab is only available when the **Call Barring** feature for **Voice Calls/Outgoing** has been activated on the **Service Features** tab. Here you can enable call barring for specific classes of phone numbers.

### Fraud Prevention


The **Fraud Prevention** tab will only appear if **Geo-IP Fraud Detection Enabled** is set to **Yes** in the account’s product.



Field	Description
	The <i>Status</i> section
<b>Country / Risk Profile</b>	This shows the account’s assigned Country / Risk Profile as defined in its product.
<b>The current status</b>	This shows the account’s current condition: <ul style="list-style-type: none"> <li>• <b>Active</b> – This means that the account is able to use the service as usual.</li> <li>• <b>Screened</b> – This means that some unusual activity has been detected for this user, thus he will be prompted to enter his “service unblock” code upon attempting to make a new call.</li> <li>• <b>Quarantined</b> – This means that after being screened, this account was unable to supply valid credentials while continuing to attempt to make a large number of calls. All such call attempts are automatically blocked to reduce the load on the network.</li> </ul>
<b>Change the status to</b>	Here you can manually change the account’s status: <ul style="list-style-type: none"> <li>• <b>Active (allow normal calling)</b> – If the</li> </ul>

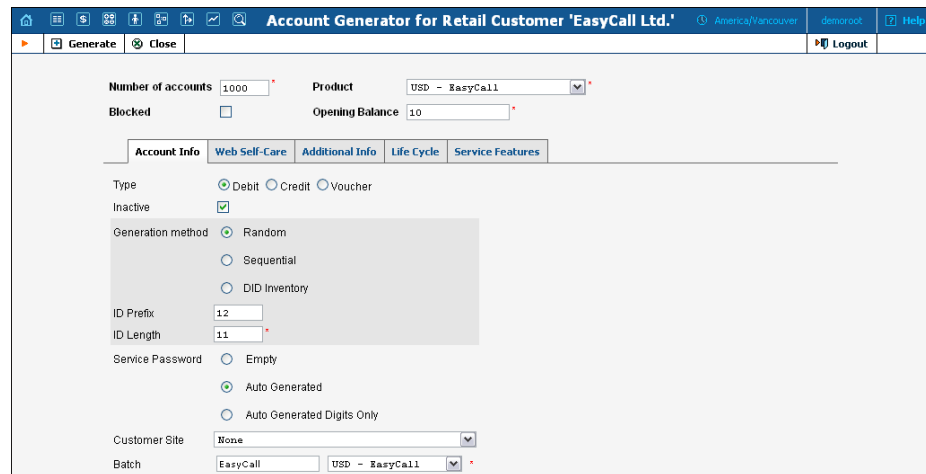


	<p>account had been screened or quarantined for some reason and the situation was regulated, you can change the account's status back to active here.</p> <ul style="list-style-type: none"> <li>• <b>Screened (authenticate before calling)</b> – If some unusual activity has been detected for this account you can screen its calls to prevent a potential security breach.</li> <li>• <b>Quarantined (reject all calls)</b> – If you want to temporarily block all call attempts from the account, change its status to quarantined here.</li> </ul> <p>Note that neither a <b>Screened</b> nor a <b>Quarantined</b> status influences on-net calls.</p>
<i>The Locations Summary section</i>	
<b>IP</b>	Shows the IP address used for account registration.
<b>Usage Counter</b>	Shows the number of call attempts made from this specific location.
<b>Last Used</b>	This column shows the timestamp of the last call attempt.
<b>Verified Until</b>	If an account's product is configured to allow normal calls (without repeated screenings) for a certain period after passing the initial screening IVR, the time of expiration will be reflected in this column.
<i>The Locations History section</i>	
<b>IP</b>	Shows the IP address used for account registration.
<b>Country</b>	Shows the country where the account was registered.
<b>Usage Counter</b>	Shows the number of call attempts made from this specific location.
<b>Restriction Level</b>	Shows the restriction levels as configured in the <b>Country / Risk Profile</b> .
<b>Last Used</b>	This column shows the timestamp of the last call attempt.
<b>Verified Until</b>	If an account's product is configured to allow normal calls (without repeated screenings) for a certain period after passing the initial screening IVR, the time of expiration will be reflected in this column.
<i>The Temporary Locations section</i>	
<b>IP</b>	This allows service usage without restriction in unusual locations. Enter the IP address from which the user intends to use the service here.
<b>Country</b>	If the user intends to use services outside of the default country for some time, you can specify the

	receiving country, therefore temporarily allowing calls without restriction from that location.
<b>Verified Until</b>	Enter the date when verification for a temporary location should be automatically canceled.
<b>Delete</b>	Click the <b>Delete</b>  icon to remove the temporary location.

## Account Generator

The Account Generator should be used when large numbers of accounts are to be generated (for example, when issuing prepaid cards) so that individual accounts need not be entered manually. The account IDs will be generated either sequentially or randomly, as will the web password, so as to prevent possible defrauding. The generation process will run offline, so that the accounts are not visible from the Account Management page until the process is complete. The customer will then receive an e-mail notification regarding completion of the task, as well as another e-mail listing all the accounts in CSV format, including the values “Batch”, “Control Number” (a sequential index), “PIN” (account ID), “Web login” (by default identical to the account ID) and “Password” (web password).



The **Account Generator** interface is very similar to **Add Account**, with the following exceptions:

Field	Description
<b>Number of Accounts</b> (replacing Account ID)	The number of accounts to be generated.
<i>Account Info tab</i>	
<b>Generation method</b>	<b>Random</b> will produce unique unpredictable account IDs with a specified length and prefix.

	<p><b>Sequential</b> will create accounts with incremental IDs, e.g. if the starting ID is specified as 55540000, it will create accounts 55540000, 55540001, 55540002 and so on; see below for more details.</p> <p><b>DID Inventory</b> will generate accounts by assigning account IDs from the available DIDs in a specific DID batch; the user has the option of choosing the starting DID.</p>
<b>Inactive</b>	Only available when the account type is set to “Debit” or “Voucher”. Check this box if you’d like to create an inactive account.
<b>ID prefix</b>	Preset leading digits in the account ID; leave empty to make the account ID totally random.
<b>ID length</b>	Total ID length, including ID prefix.
<b>Starting ID</b>	The initial digit set you would like the generated accounts to start with. Thus, if you enter 5553000, the account IDs (PINs) will look like this: 5553000, 5553001, 5553002 and 555300N, where N = subsequent digit. (This is only available in Sequential generation method, and is always numeric.)
<b>Service Password</b>	Can be generated automatically, or left empty to allow end-users to login using account ID only (typically used for prepaid cards). The “Auto-generated digits only” option allows you to create sufficiently secure passwords (with a specified password length) consisting of digits only, so that they can be entered from a phone’s touchpad.
<b>Customer Site</b>	Places this account (phone line) with a specific site so that the site parameters (e.g. number of simultaneous calls) will apply.
<b>Batch</b>	Accounts are grouped into batches. If a new batch name is provided in the text field, a new batch will be created when you add the account. Otherwise, an existing batch should be selected from the drop-down list.
<i>Web Self-Care tab</i>	
<b>Login</b>	Can be set as identical to the account ID, or left empty to disable access to the account self-provisioning interface.
<b>Password</b>	Can be generated automatically, or left empty to allow end-users to login using account ID only.
<b>Use the New Self-Care Interface</b>	This enables an account user to use the new self-care interface.

### Assigning an account ID

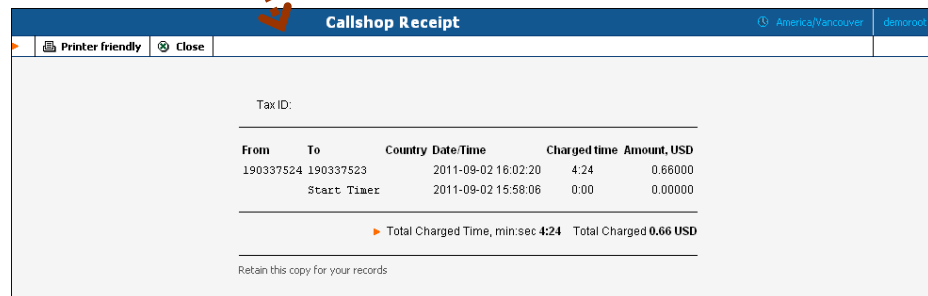
Choose Random if you want a relatively small amount of unpredictable IDs within a large enough range of possible numbers. Please note that “random” means not only “generated randomly” but also “difficult to guess”; therefore, the ratio between the number of generated PINs and the number of total possible PINs should be sufficiently low. For instance, PortaBilling® will refuse to generate 5,000 PINs with ID prefix 33333 and ID length 9, because in this case there are 10,000 possible PINs; if we generate 5,000 actual pins, there is a 50% chance of using someone else’s PIN just by entering one wrong digit. Thus, in the example above, the PIN length should be set at 10 or even 11 digits (with a 5% or 0.5% chance of guessing the PIN, respectively). Note that random account PINs are never generated with leading zeroes, as these zeroes could be truncated when working with PIN data in programs like Microsoft Excel.

Choose Sequential if you want to generate a large number of accounts at once. You can choose the starting ID for the first account to be generated, and the system will generate IDs sequentially by an increment of one. If a given account ID is already used, it will be skipped and the system will continue until it generates the specified number of accounts. For example, if you requested 100 accounts with the starting ID prefix “1000000”, and there are already three accounts within the defined range (1000010, 1000011, 1000012), the first generated ID will be 1000000, the second 1000001, and the last 1000103. Account ID length is always the same for all generated accounts. So if there is not enough room to generate the specified number of accounts (e.g. you request 1,000 accounts with starting ID 999900), generation will not begin and a warning e-mail will be sent immediately.

### Callshop Features



xDRs	Timer	Receipt	Account ID	Idle, days	Currency	Balance	Credit Limit	Type	Product	Batch	UM	Status	SIP
			190337523	117	USD	17.00000		Credit	Callshop				
			190337524		USD	14.00000		Credit	Callshop				





Tax ID: \_\_\_\_\_

From	To	Country	Date/Time	Charged time	Amount, USD
190337524	190337523		2011-09-02 16:02:20	4:24	0.66000
	Start Timer		2011-09-02 15:58:06	0:00	0.00000

► Total Charged Time, min:sec 4:24 Total Charged 0.66 USD

Retain this copy for your records

The account list screen can be used by a callshop operator to track calls made in callshop cabins, to block an account after a call has been placed, and to print receipts for services provided. When a user wants to place a call, the operator clicks the Start Timer  icon, which automatically unblocks the account. After the call, when the user is ready to pay, the operator clicks the Stop Timer  icon, and the **Print Receipt** icon appears. Clicking this icon will initialize the receipt pop-up.

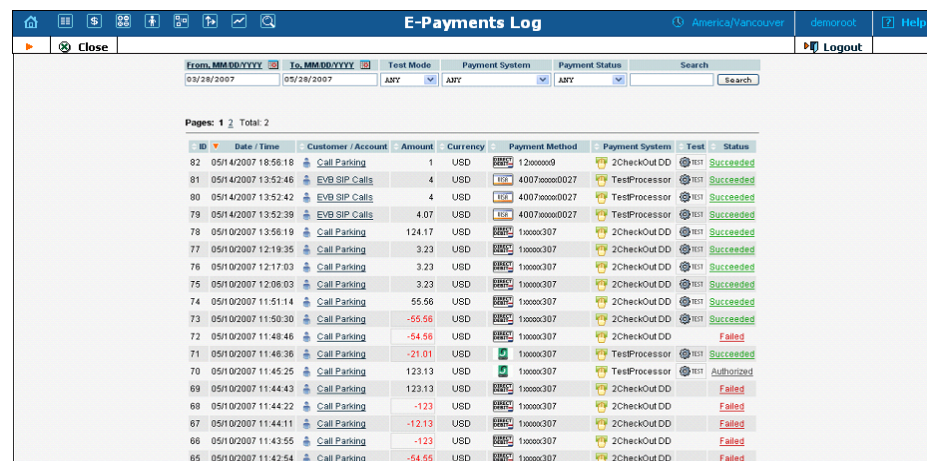
**NOTE:** Callshop features are not available for accounts of direct retail customers. In order to enable these features for accounts of a reseller’s sub-customer, both the reseller and the sub-customer must have “Callshop enabled” on.

### E-payments Log

This form is not directly accessible from the main menu, since it should be accessed in the specific context of:

- the whole environment (accessible from **Payments**) – this allows you to see charge attempts for any direct customer;
- a specific customer (accessible from **Customer Info**) – this allows you to monitor charge attempts related to a particular customer;
- a specific account (accessible from **Account Info**) – this allows you to monitor charge attempts related to a particular account.

Adjust the search parameters to see a list of all transaction attempts (by default, only transactions for the current day will be displayed, so the values in the From / To fields may need to be changed) and then press the **Search** button.




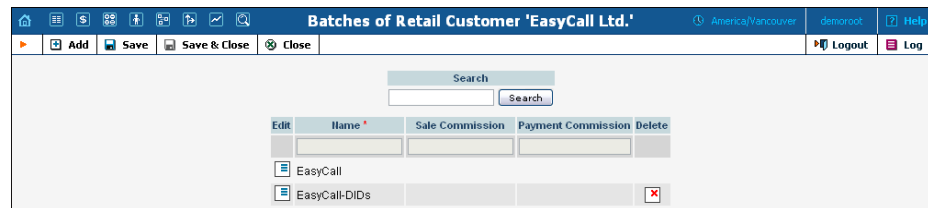
ID	Date / Time	Customer / Account	Amount	Currency	Payment Method	Payment System	Test	Status
82	05/14/2007 10:56:10	Call Parking	1	USD	12xxxx09	2CheckOut DD	RTS	Succeeded
81	05/14/2007 13:52:46	EVB SIP Calls	4	USD	4007xxxx0027	TestProcessor	RTS	Succeeded
80	05/14/2007 13:52:42	EVB SIP Calls	4	USD	4007xxxx0027	TestProcessor	RTS	Succeeded
79	05/14/2007 13:52:39	EVB SIP Calls	4.07	USD	4007xxxx0027	TestProcessor	RTS	Succeeded
78	05/10/2007 13:56:19	Call Parking	124.17	USD	1xxxx307	2CheckOut DD	RTS	Succeeded
77	05/10/2007 12:19:35	Call Parking	3.23	USD	1xxxx307	2CheckOut DD	RTS	Succeeded
76	05/10/2007 12:17:03	Call Parking	3.23	USD	1xxxx307	2CheckOut DD	RTS	Succeeded
75	05/10/2007 12:06:03	Call Parking	3.23	USD	1xxxx307	2CheckOut DD	RTS	Succeeded
74	05/10/2007 11:51:14	Call Parking	55.56	USD	1xxxx307	2CheckOut DD	RTS	Succeeded
73	05/10/2007 11:50:30	Call Parking	-55.56	USD	1xxxx307	2CheckOut DD	RTS	Succeeded
72	05/10/2007 11:48:46	Call Parking	-54.56	USD	1xxxx307	2CheckOut DD	RTS	Failed
71	05/10/2007 11:46:36	Call Parking	-21.01	USD	1xxxx307	TestProcessor	RTS	Succeeded
70	05/10/2007 11:45:25	Call Parking	123.13	USD	1xxxx307	TestProcessor	RTS	Authorized
69	05/10/2007 11:44:43	Call Parking	123.13	USD	1xxxx307	2CheckOut DD	RTS	Failed
68	05/10/2007 11:44:22	Call Parking	-123	USD	1xxxx307	2CheckOut DD	RTS	Failed
67	05/10/2007 11:44:11	Call Parking	-12.13	USD	1xxxx307	2CheckOut DD	RTS	Failed
66	05/10/2007 11:43:55	Call Parking	-123	USD	1xxxx307	2CheckOut DD	RTS	Failed
65	05/10/2007 11:42:54	Call Parking	-54.55	USD	1xxxx307	2CheckOut DD	RTS	Failed

Column	Description
Date / Time	Specifies when the charge attempt occurred.
Customer /	Specifies to which customer or account the charge was


<b>Account</b>	applied.
<b>Amount</b>	Gives the total amount of the transaction.
<b>Currency</b>	Specifies the currency used in the transaction.
<b>Payment Method</b>	The icon on the left specifies which type of payment method was used (e.g. VISA or MasterCard); the actual card / account number is displayed in the “safe” form (some of the digits are masked by an x).
<b>Payment System</b>	Specifies the payment system used to carry out this transaction.
<b>Test</b>	Indicates whether this transaction was done in “test” mode.
<b>Status</b>	Indicates the result of the transaction: <ul style="list-style-type: none"> <li>• Succeeded – the transaction was successful, funds were transferred.</li> <li>• Failed – the transaction has failed (click on Failed to get further information, such as the error code or a response from the remote payment processor).</li> <li>• Authorized – a “check funds” transaction was successful (but no actual charges were applied to the credit card and no balance modification in the billing was done).</li> <li>• Incomplete – when using payment systems with “external authorization” it is possible that a transaction was interrupted (e.g. user has pressed the “cancel” button when entering credit card info on the remote processor website).</li> </ul>

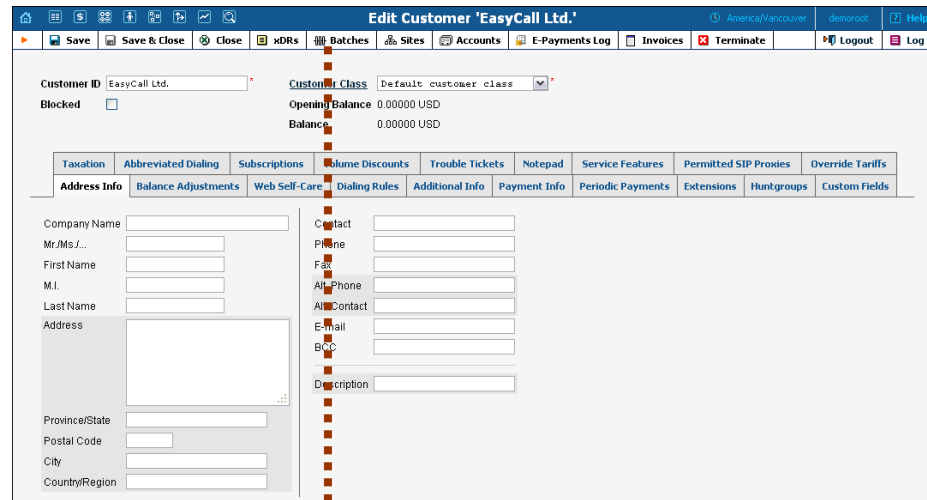
## Batch Management

Batch is a logical name for a group of accounts, which simplifies account management procedures. Accounts can be grouped into batches, but also can exist without being tied to a specific batch. The Batch Management screen, accessible from the Edit Customer page by clicking the  **Batches** button, shows you a screen for listing existing batches for a specific customer.

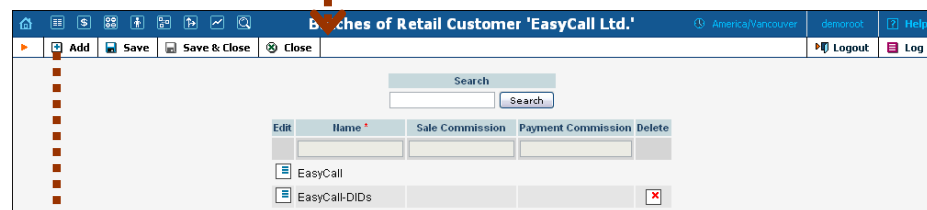


## Adding a New Batch

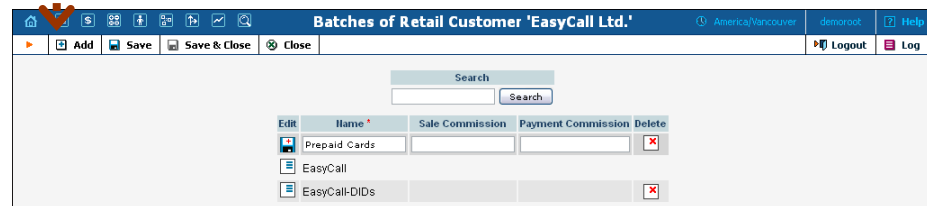
To add a new batch, select  **Add**.



The screenshot shows the 'Edit Customer' interface for 'EasyCall Ltd.'. The 'Batches' tab is highlighted with a red dashed arrow. The interface includes fields for Customer ID, Customer Class, Blocked status, and Opening/Balance. Below these are several tabs: Taxation, Abbreviated Dialing, Subscriptions, Volume Discounts, Trouble Tickets, Notepad, Service Features, Permitted SIP Proxies, and Override Tariffs. Under the 'Batches' tab, there are sub-tabs: Address Info, Balance Adjustments, Web Self-Care, Dialing Rules, Additional Info, Payment Info, Periodic Payments, Extensions, Huntgroups, and Custom Fields. The form contains various input fields for company and contact information.



The screenshot shows the 'Batches of Retail Customer' page for 'EasyCall Ltd.'. It features a search bar and a table with columns: Edit, Name, Sale Commission, Payment Commission, and Delete. The table contains two entries: 'EasyCall' and 'EasyCall-DIDs'. A red dashed arrow points from the 'Batches' tab in the previous screenshot to the 'Add' button in this screenshot.



The screenshot shows the 'Batches of Retail Customer' page after a new batch has been added. The table now includes three entries: 'Prepaid Cards', 'EasyCall', and 'EasyCall-DIDs'. A red checkmark icon is visible next to the 'Prepaid Cards' entry, indicating it is the newly added batch. A red dashed arrow points from the 'Add' button in the previous screenshot to this new entry.

When you add the account and provide a new batch name in the text field, the new batch will be also created.

On the Batches page, you can create a new batch, edit the existed batches (e.g. change batch's name) and set two parameters: Sale Commission and Payment Commission. These parameters are associated with Distributor (see [Distributor](#) section for more information).

## Site Management

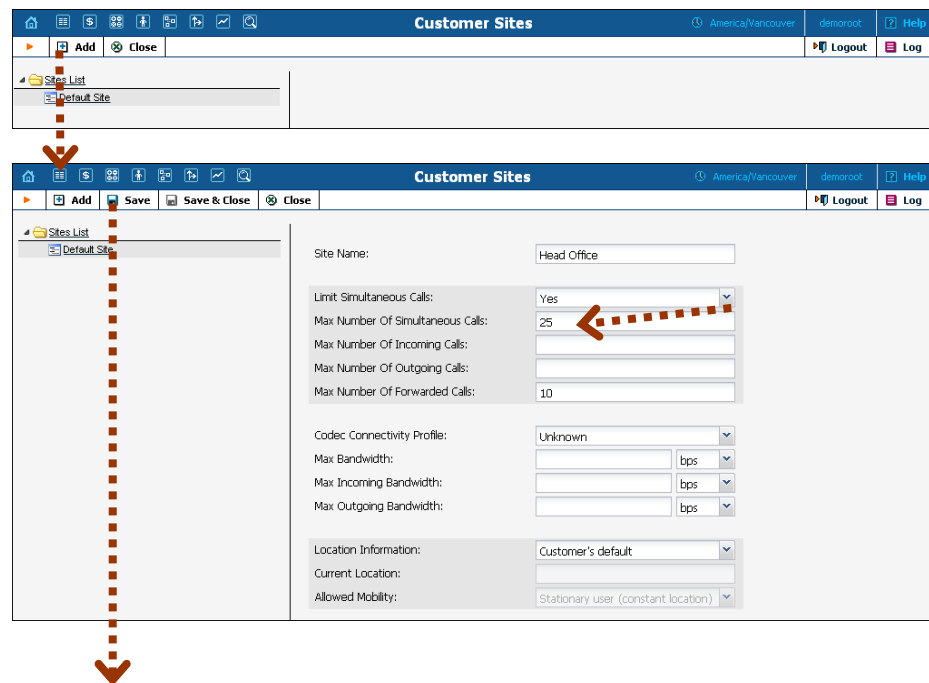
A site is a group of customer's accounts that can be conveniently managed as a single entity. For instance, all of the phone lines used in a sales department or in 'office building A' can be joined into a single group. This allows you to apply certain configuration parameters or service restrictions to the accounts in that group. You can limit the combined number of simultaneous calls for all accounts of a particular

site. This is useful if, for instance, ‘office building A’ has limited bandwidth and can only support 30 calls – no more calls will be allowed in order to avoid severe degradation of the sound quality on all calls in progress.

## Adding a New Site

There is always one entry in the customer site list called Default. Initially, all accounts are added into this site, therefore this site cannot be deleted. If you need to apply the exact same limitations on all of the accounts of a particular customer – just specify them in the Default site.

If a customer has more than one location you can set the limitations for each location separately. To do this, create an independent site entry with specific options for each of the customer’s locations. Then assign these sites to the corresponding accounts in the Customer Site drop-down list. Any account that is not assigned to a specific site will share the limitations of the Default site.





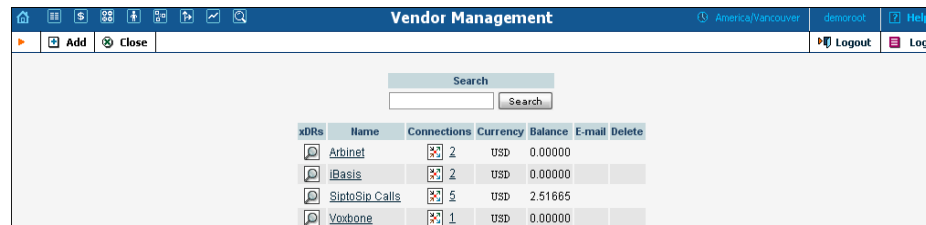
<b>Site Name</b>	Name for a group of accounts
<b>Limit Simultaneous Calls</b>	Engage real-time checks of the number of concurrent calls made by accounts that belong to this site.  Choose <b>Customer's default</b> option to use the values defined in the <b>Default</b> site.
<b>Max Number of Simultaneous Calls</b>	Allow only a specific number of concurrent calls (regardless of their type, such as incoming or outgoing) for accounts at this site.
<b>Max Number of Incoming Calls</b>	Allow only a specific number of concurrent incoming calls for accounts at this site.
<b>Max Number of Outgoing Calls</b>	Allow only a specific number of concurrent outgoing calls for accounts at this site.
<b>Max Number of Forwarded Calls</b>	Allow only a specific number of concurrent forwarded calls for accounts at this site.
<b>Codec Connectivity Profile</b>	Select a suitable codec connectivity profile that will be used for bandwidth allocation calculation. Every new call's allocated bandwidth is calculated by considering a negotiated codec and its parameters to enable full use of the available bandwidth and block new calls if no more bandwidth is available.
<b>Max Bandwidth</b>	This allows you to configure the bandwidth utilization limitation to ensure that only an acceptable number of calls are allowed, in order to avoid severe degradation of the sound quality on calls in progress.
<b>Max Incoming Bandwidth</b>	This allows you to configure the bandwidth utilization limitation for incoming calls.
<b>Max Outgoing Bandwidth</b>	This allows you to configure the bandwidth utilization limitation for outgoing calls.

<b>Location Information</b>	This allows you to define customer’s permanent location for geo-IP fraud prevention.
<b>Current Location</b>	Type in a customer’s permanent location. It should contain an <i>iso_3166_1_a2</i> country code (e.g. au).
<b>Allowed Mobility</b>	Select <b>Stationary user (constant location)</b> if this customer is not authorized to make calls from various countries (e.g. as a residential customer would make calls from his SIP phone). Calls made from any other country will be screened. The <b>Roaming user (frequent location)</b> option can be used for customers who travel frequently. In this case, a change in location would be considered acceptable.


## Vendor Management

Vendors are your service providers, e.g. termination partners or incoming toll-free line providers. Every time a call travels from your network to a vendor (via telephony or VoIP) there is a cost associated with it, and at this point PortaBilling® will charge the account and customer for the call, as well as calculate your termination costs.

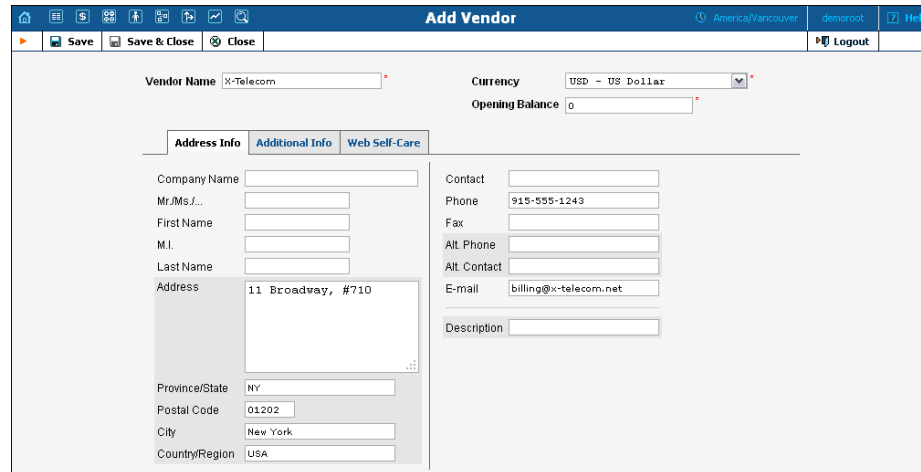
On the Vendor Management screen, you can view a list of all registered vendors. This list provides the following information and activities:



Column	Description
<b>xDRs</b>	Click the <b>View</b> icon to go to the xDR view page for this vendor.
<b>Name</b>	The vendor’s name.
<b>Connections</b>	Click the connections  icon to be taken to the connections management page for this vendor. The number next to the icon shows the number of connections defined for this vendor. Read more in the Connections section below.
<b>Currency</b>	The currency in which the vendor’s account is maintained and paid.
<b>Balance</b>	The vendor’s current balance.
<b>E-mail</b>	E-mail contact for the given vendor.

<b>Delete</b>	Click the <b>Delete</b>  icon to remove the vendor. The delete button will only appear if there are no xDRs or connections defined for the vendor.
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## Add / Edit Vendor



The **Add Vendor** page allows definition of a new client entity within PortaBilling®. The information required is split into two tabbed sections: Address Info and Additional Info. The Edit Vendor page also contains the Notepad tab for making notes. The following information is required at the top of the form:

Field	Description
<b>Vendor Name</b>	Defines the vendor name as it will appear within the PortaBilling® system. This is distinct from the <b>Company Name</b> field in the <b>Address Info</b> tab.
<b>Currency</b>	A currency must be specified by selecting it from the drop-down list of available currencies.
<b>Opening Balance</b>	The starting balance for the vendor.

The information in all the other tabs is optional, and need not be specified when creating a vendor.

### Balance Adjustments

The **Balance Adjustments** tab allows the administrator to correct a vendor's balance.

Field	Description
<b>Action</b>	<b>Manual charge:</b> Use this transaction to adjust the vendor's balance in case of non-call related charges from the vendor. The amount is added

	<p>to the vendor’s balance.</p> <p><b>Manual credit:</b> Use this transaction if you have received credit to your account. For instance, if you complained about the vendor’s service quality and have an agreement for certain funds to be credited toward future services.</p> <p><b>Manual payment:</b> Use this transaction to manually enter the information about a payment you have made. Credits (or decreases) the vendor’s balance.</p> <p><b>Refund:</b> Use this transaction to revert an earlier payment to the Vendor (e.g., a check returned by the bank). Debits (or increases) the vendor’s balance.</p>
<b>Service</b> <i>(only for Manual charge and Manual credit)</i>	A service for which the manual charge / credit is made.
<b>Amount</b>	Amount to charge / refund.
<b>Date</b> <i>(only for Manual charge and Manual credit)</i>	A date associated with the manual charge / credit. For example, you can specify a date for manual credit action for when an item is credited.
<b>Visible comment</b>	A comment on this transaction visible to the vendor in the xDR browser.
<b>Internal comment</b>	An internal comment on this transaction; not visible in the xDR browser, and only accessible directly from the database.

**Additional Info**

Field	Description
<b>Billing Period</b>	Defines the frequency of generating xDR reports for this vendor.
<b>Offset Balance with Customer</b>	Defines the customer for automatically offsetting the vendor’s balance (if this vendor also sends you traffic, i.e. he is also your customer). You may only choose a reseller or retail customer defined with the same currency.
<b>Minimum Amount to Offset</b>	When the balance reaches the threshold value, the current vendor’s balance will be applied as credit to the chosen customer and reduced to zero. xDR records for both the vendor and the customer will be created for this transaction.

## Web Self-Care

The **Web Self-Care** tab content is identical to that described in the *Web Self-Care* subsection of the *ACL* for the New Self-care Portal

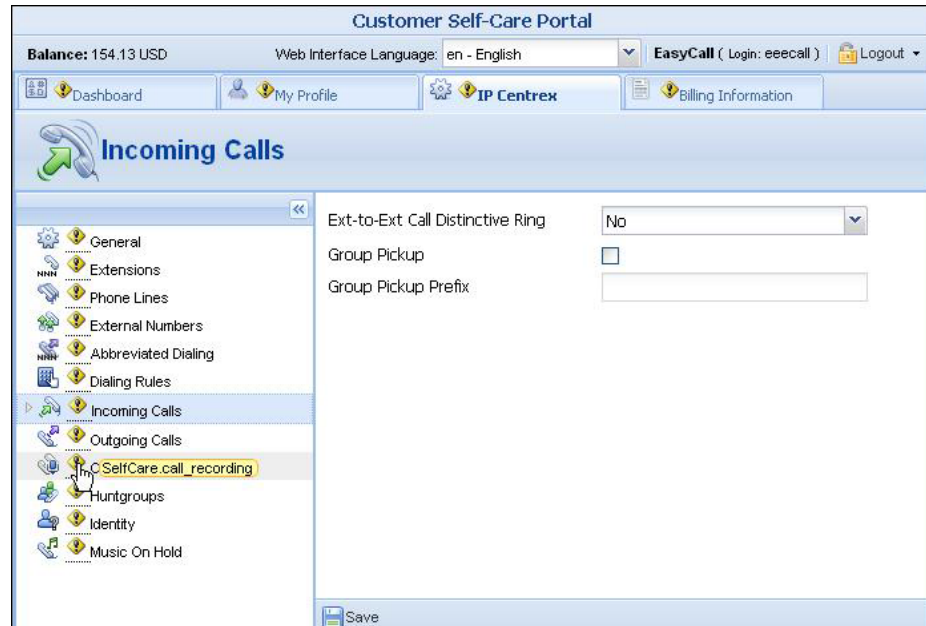
In order to create an ACL for the new self-care portal, follow these steps:

- Open the **Access Levels** page
- Click the **Add** button
- Select *Account* or *Customer* from the **Type** field
- On the **Components** tab include the following components, depending on the ACL type:
  - *Account Self-Care Permissions* and *Account Self-Care* or
  - *Customer Self-Care Permissions* and *Retail Customer Access*
- To restrict user access to certain pages (hide or make read-only) specify the name(s) of these pages on the **Object / Attributes Permissions** tab
- After saving the newly created ACL you will be able to assign it to a Customer or an Account, respectively

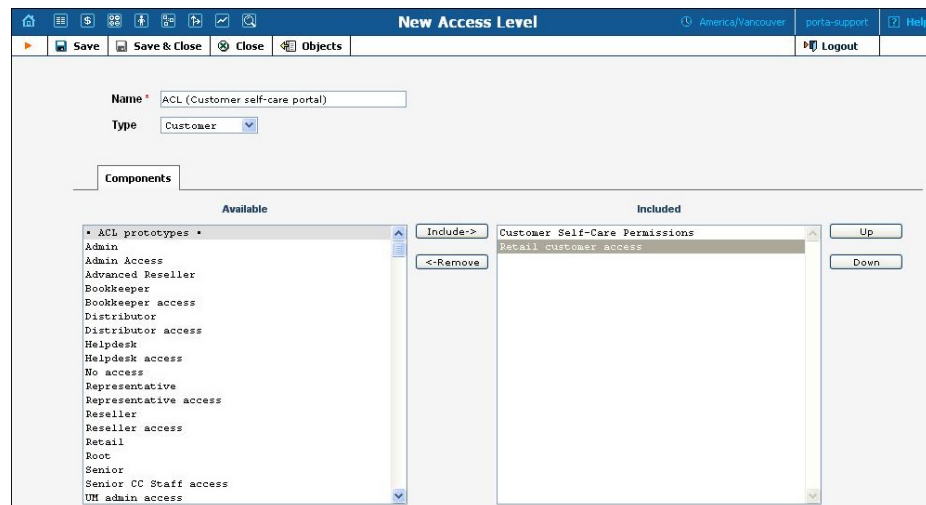
**NOTE:** You can use test customer / account in order to view the **Objects / Attributes** of the pages of the new self-care portal. In order to allow this customer / account to do this add the ID of the customer / account into the *ACL TipsForAccounts* or *ACL TipsForCustomers* field respectively on the configuration server web interface.

Let's take an example in order to see how to limit user access to certain pages of self-care portal. For example, if you would like to hide the **Call Recording** tab on the customer self-care portal, follow the steps below:

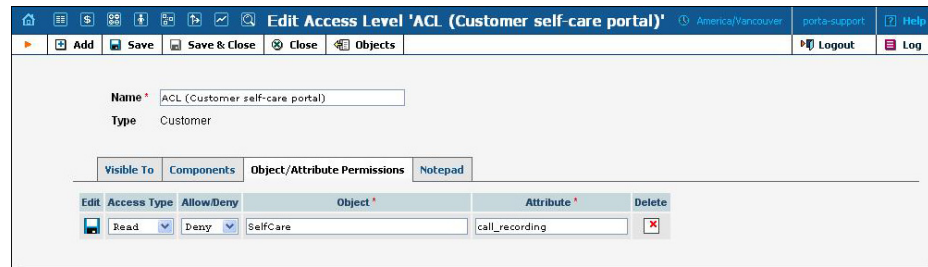
8. Using a test customer, go to the self-care portal and point the cursor at the exclamation mark near the **Call Recording** tab in order to see the Object / Attribute of this page (in our example, the Object is *SelfCare* and the Attribute is *call\_recording*).



9. Go to the PortaBilling® web interface and create an ACL for the Customer self-care portal with the following parameters:
  - **Type** – Customer;
  - On the **Components** tab include *Customer Self-Care Permissions* and *Retail Customer Access* components.

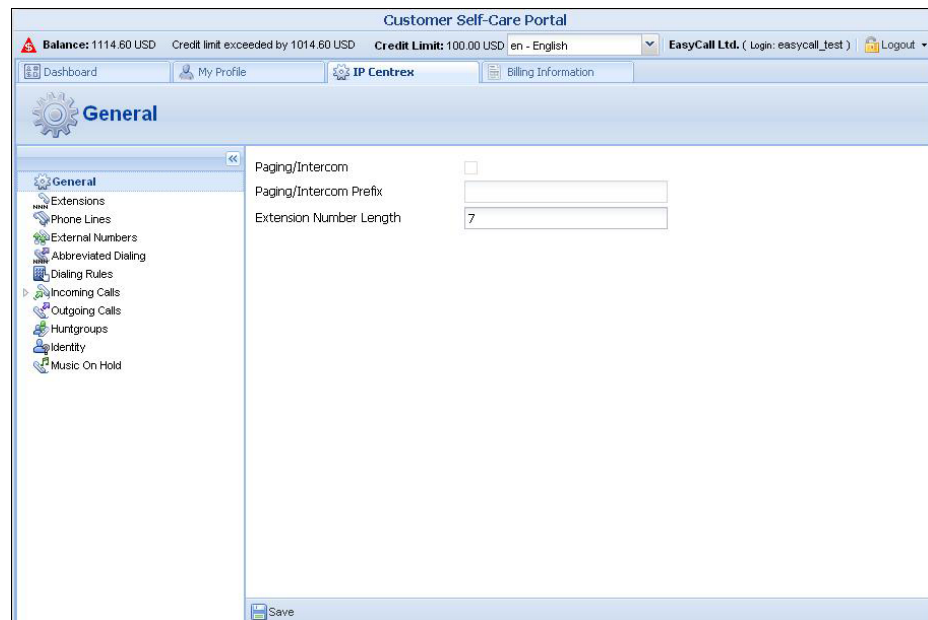


10. Click the **Save** button.
11. Open the **Object / Attribute Permissions** tab.
12. Click the **Add** button and specify the following settings:
  - **Access Type** – Read
  - **Allow / Deny** – Deny
  - **Object** – *SelfCare*
  - **Attribute** – *call\_recording*



13. Click the **Save** button to save the changes.
14. Assign a newly created ACL to a Customer.

Now the **Call Recording** tab will be hidden within the customer self-care portal.



User Management section of this guide.

### Authorization

When you send traffic to the vendor’s network, both parties are interested in securing the connection so that no one else can send traffic to the vendor, as this would then be billed to your account. When using SIP, it is possible to do this in a very convenient and secure way: by using digest authentication. In this case, the vendor will provide you with a username / password, which will be used to authorize every outgoing call from your network to this vendor. Here you can enter information about such accounts, so that they can be provided automatically by billing to the SIP server.

### DID Provisioning

Field	Description
<b>Enable on-demand provisioning</b>	Enables the interconnection with DID vendors such as DIDWW or DIDx, offering extra DID numbers as a value-added-service. On-demand DID provisioning enables the end-user to browse, sign-up and release DIDs or toll-free numbers available on the DID vendor side, online.
<b>DID Provider</b>	Select the DID provider for interconnection.
<b>User Name / User ID</b>	Specify a user name provided by the DID provider. This user name will be used for the authentication of API sessions.
<b>API Key / Password</b>	Specify an API key provided by the DID provider. This key will be used for the authentication of API sessions.
<b>Vendor DID Batch</b>	Allocate a batch for this vendor’s DIDs. When end users sign up for new DIDs or toll-free numbers from this vendor, the numbers will be registered in the specified vendor batch. This allows you to keep track of which phone numbers were purchased from this vendor.
<b>Incoming Costs Tariff</b>	Select a tariff to calculate costs associated with the incoming calls from this vendor.
<b>Accept Calls on SIP Server</b>	Select a PortaSIP® node (virtual SIP instance) on which the calls from this vendor will be accepted.



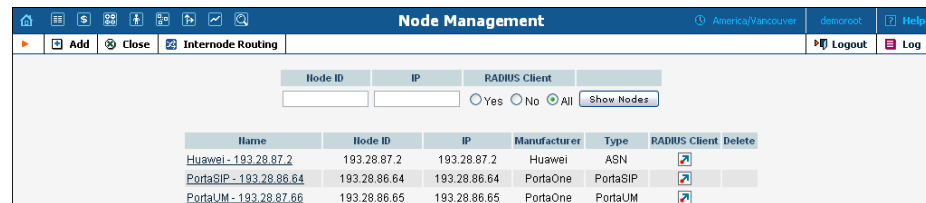
# 6. Networking



# Nodes

The Node Management screen enables registration, removal and maintenance of the gateway list. Nodes are gateways which provide accounting records to PortaBilling® or exchange authentication / authorization requests with it. On this screen the user is provided with a list of all nodes currently registered.

The search form at the top of the screen allows filtration by any combination of H.323 ID, IP address and / or whether or not the node is a Radius client. Providing any of this information and selecting **Show Nodes** will refresh the Node listing according to the new filtration criteria.




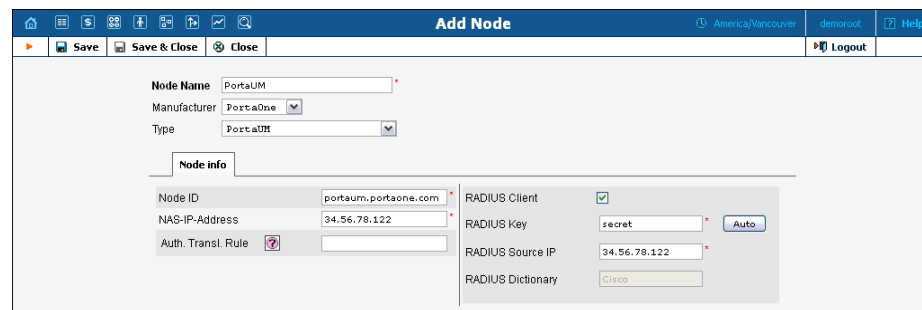
The following information is provided within the listing:

Column	Description
<b>Name</b>	Logical name of the node. This is also a link to the edit screen for the given node.
<b>Node ID</b>	For a VoIP node, this is equivalent to a hostname for an internet server (e.g. mail1.cyberdyne.com), i.e. a descriptive, human-readable name used for identification purposes.
<b>IP</b>	IP address of the node.
<b>Manufacturer</b>	Manufacturer of the node.
<b>Type</b>	Node type. The options are as follows: <b>Cisco</b> <ul style="list-style-type: none"> <li>• VOIP-GW: the node functions as a gateway</li> <li>• NAS: Cisco Network Access Server</li> <li>• ASR Series: Cisco ASR Series Aggregation Services Routers</li> <li>• PDSN: Cisco Packet Data Serving Node</li> </ul> <b>Quintum</b> <ul style="list-style-type: none"> <li>• VOIP-GW: the node functions as a gateway</li> </ul> <b>PortaOne</b> <ul style="list-style-type: none"> <li>• PortaSIP: PortaSIP server</li> <li>• PortaUM: PortaUM server</li> </ul>

	<ul style="list-style-type: none"> <li>• Generic: PortaOne generic node</li> </ul> <p><b><i>ALOE Systems</i></b> (formerly <i>MERA Systems</i>)</p> <ul style="list-style-type: none"> <li>• MVTS Pro: Mera Networks VoIP Softswitch</li> </ul> <p><b><i>BroadSoft</i></b></p> <ul style="list-style-type: none"> <li>• BS: BroadWorks VoIP communications application server</li> </ul> <p><b><i>Mikrotik</i></b></p> <ul style="list-style-type: none"> <li>• Router: Mikrotik Router OS</li> </ul> <p><b><i>Genband</i></b> (formerly <i>Nextone</i>)</p> <ul style="list-style-type: none"> <li>• MSX: Nextone MSX</li> </ul> <p><b><i>Huawei</i></b></p> <ul style="list-style-type: none"> <li>• ASN: Huawei ASN gateway for WiMAX</li> </ul> <p><b><i>Diallogic</i></b></p> <ul style="list-style-type: none"> <li>• IMG: Diallogic Integrated Media Gateway</li> </ul> <p><b><i>ECI</i></b></p> <ul style="list-style-type: none"> <li>• BRAS: ECI Broadband Remote Access Server</li> </ul>
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## Add / Edit Node

To add a new node to the system, click  **Add** in the toolbar.



In order to register a new node in PortaBilling® or edit an existing one, the following information must be provided:

Field	Description
<b>Node Name</b>	The logical name of the node for use within PortaBilling®
<b>Node ID</b>	For a VoIP node, this is equivalent to a hostname for an internet server (e.g. mail1.cyberdyne.com), i.e. a descriptive, human-readable name used for identification purposes. Make sure the value you enter here matches the “hostname” parameter configured on the gateway, since that value is returned from this node in the h323-gw-id attribute, and the ability to match these values with data in billing significantly simplifies

	troubleshooting.
<b>NAS-IP-Address</b>	The IP address of the node.
<b>Auth. Transl. Rule</b>	The authentication translation rule used to transform a dialed phone number into the E.164 format used in PortaBilling®. Node translation rules have become obsolete with the introduction of customer-based translation rules.
<b>Manufacturer</b>	Choose “Cisco”, “Quintum”, “PortaOne” or another from the drop-down list, depending on the manufacturer of the equipment.
<b>Type</b>	Select what role the node plays in the network from the drop-down list. The options are as follows (according to Cisco naming conventions): <ul style="list-style-type: none"> <li>• VOIP-GW: the node functions as a gateway</li> <li>• H323-GW: the node is an H.323 proxy</li> <li>• H323-GK: the node is an H.323 gatekeeper</li> <li>• PortaSIP: PortaSIP® server</li> <li>• PortaUM: PortaUM® server</li> <li>• MVTs Pro: Mera Networks VoIP Softswitch</li> </ul> Note that only types applicable to the chosen manufacturer will be shown.
<b>RTP Proxying</b>	Describes the NAT traversal capabilities of this node: <ul style="list-style-type: none"> <li>• Direct – RTP stream should be send directly to this node; RTP proxy should not be used.</li> <li>• Optimal – this node is capable of NAT traversal; no RTP proxying is required unless specifically requested.</li> <li>• OnNat – this node is not capable of NAT traversal; engage RTP proxy if the other party is behind the NAT.</li> <li>• Always – when sending a call to this node, always engage RTP proxy, so that no direct media stream goes to it.</li> </ul>
<b>VoIP User-Name</b>	Defines which parameters (e.g. ANI, IP, DNIS, etc.) should be used to identify which account the call should be billed to. This applies to calls that arrived to this node from the IP network (values taken from the answer / VoIP call leg). <p>Note that this parameter is only applicable to Quintum gateways.</p>
<b>Telephony User-Name</b>	Defines which parameters (e.g. ANI, port ID, DNIS, etc.) should be used to identify which account the call should be billed to. This applies to calls that arrived to this node from PSTN (values taken from the

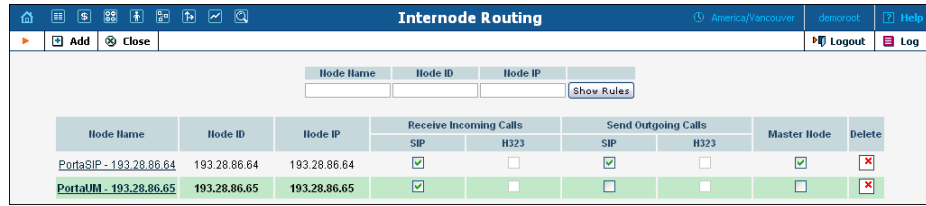
	answer / Telephony call leg).  <b>Note that this parameter is only applicable to Quintum gateways.</b>
<b>Radius Client</b>	Check this box if the node will provide accounting records to the Radius server.
<b>Radius Key</b>	This input will be available only if the node has been designated as a Radius client. This is the authentication key for all Radius interactions. An easy-to-remember password may be generated automatically by selecting the <b>Auto</b> button.
<b>Radius Source IP</b>	More than one interface can be present on the node; specify the IP address of the one that communicates with the Radius server.
<i>The following fields are only available for Cisco, Mikrotik, Huawei and ECI nodes</i>	
<b>POD Server</b>	This enables the event-triggered interaction with the RFC 3576-based service controlling the network sessions on the NAS. The system will send a special PoD, DM or CoA message to this server, for example, when an internet-connected account runs out of balance, exceeds its data transfer limit, switches access policy or expires. The POD server will then terminate or alter the properties of the session(s) opened by this account.
<b>Shared Key</b>	A shared secret that is used for authenticating requests.
<b>Radius IP</b>	An IP address for a RADIUS RFC 3576 server to which requests are sent.
<b>Port</b>	The internet UDP port to which requests are sent. If not specified, the default port typical for the NAS device is used (e.g. 3799).

## Internode Routing

The Internode Routing screen enables the creation of rules for routing calls between nodes. This screen shows a list of all the rules currently in the system.

**NOTE:** The Internode Routing page appears only if there is a MVTs node in the environment, and is accessible only to administrators and root users

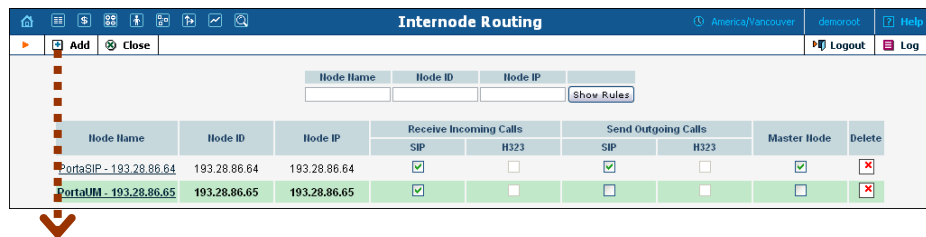
The search form at the top of the screen allows filtering by any combination of node name, node ID, or node IP address. Provide any of this information and press **Show Rules** to display the specific list of node routing rules only.



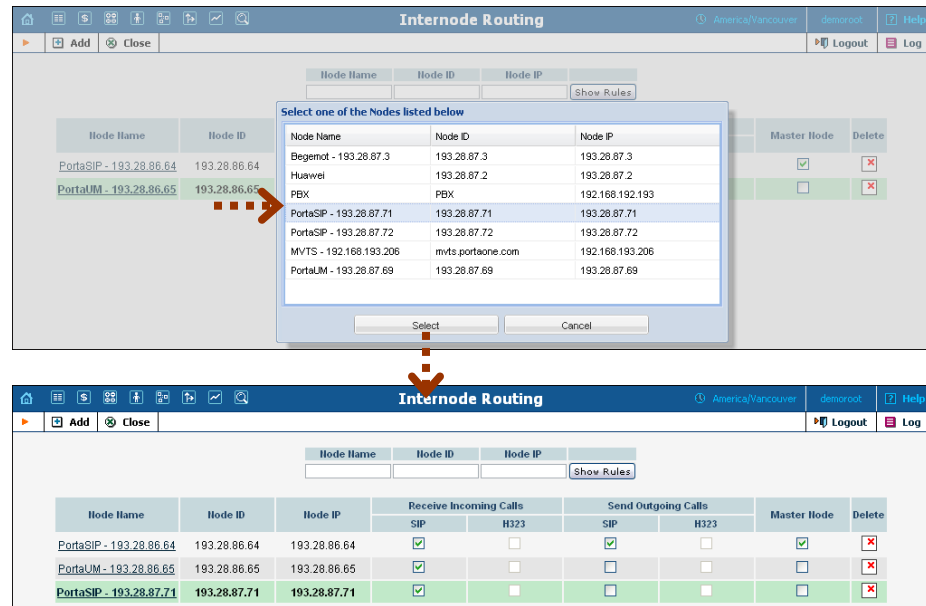
The Internode Routing screen provides the following information:

Field	Description
<b>Node Name</b>	The logical name of the node for use within PortaBilling®.
<b>Node ID</b>	For a VoIP node, this is equivalent to a hostname for an internet server (e.g. mail1.cyberdyne.com), i.e. a descriptive, human-readable name used for identification purposes.
<b>Node IP</b>	IP address of the node.
<b>Master Node</b>	If any node in the environment is marked as a master, any other non-master nodes will pass calls to one of the master nodes that supports the compatible protocol (e.g. PortaSIP® will look for any Master Node with SIP protocol enabled).
<b>Receive Incoming Calls</b>	Indicates whether a node is able to receive SIP / H323 calls.  <b>NOTE:</b> If the node does not support SIP or H323 calls, the corresponding checkbox will be unavailable.
<b>Send Outgoing Calls</b>	Indicates whether a node is able to send SIP / H323 calls.  <b>NOTE:</b> If the node does not support SIP or H323 calls, the corresponding checkbox will be unavailable.
<b>Delete</b>	Click the <b>Delete</b> <input checked="" type="checkbox"/> icon to remove the rule from the list.  <b>NOTE:</b> If a node is removed from the system, the rule for this node is also automatically removed.

To add a new rule to the system, click **+ Add** in the toolbar, and follow the steps shown in the following sequence of screenshots:



When the node selection window appears, choose the node you wish to create a rule for from the list. Note that only one rule can be defined for each node.



The screenshot shows the 'Internode Routing' interface. A modal dialog box titled 'Select one of the Nodes listed below' is open, displaying a table of nodes. The 'PortaSIP - 193.28.87.71' node is highlighted. Below the dialog box, the main interface shows a table of nodes with columns for Node Name, Node ID, Node IP, Receive Incoming Calls (SIP, H323), Send Outgoing Calls (SIP, H323), Master Node, and Delete. The 'PortaSIP - 193.28.87.71' node is selected in the table.

Node Name	Node ID	Node IP	Master Node	Delete
Begemot - 193.28.87.3	193.28.87.3	193.28.87.3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Huawei	193.28.87.2	193.28.87.2	<input type="checkbox"/>	<input type="checkbox"/>
PBX	PBX	192.168.192.193	<input type="checkbox"/>	<input type="checkbox"/>
PortaSIP - 193.28.87.71	193.28.87.71	193.28.87.71	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PortaSIP - 193.28.87.72	193.28.87.72	193.28.87.72	<input type="checkbox"/>	<input type="checkbox"/>
MVTS - 192.168.193.206	mmts.portaone.com	192.168.193.206	<input type="checkbox"/>	<input type="checkbox"/>
PortaUM - 193.28.87.69	193.28.87.69	193.28.87.69	<input type="checkbox"/>	<input type="checkbox"/>

## Call Handling

Often calls arrive to the network from gateways which do not support digest authentication. In this case, it is necessary to engage different modes of billing (by tech-prefix, by IP address, etc.) on the PortaSwitch® side. The Call Handling screen provides administrators with an easy way of defining a list of rules allowing PortaSIP® servers to handle incoming calls in the desired manner. It gives them a flexible choice of several authorization methods and the ability to configure rules directly from the interface, instead of time-consuming manual configuration. Rules are listed in order of priority, with the topmost rule having top priority. If no rule works for a given call request, digest authentication will be used.

An authentication rule combines an authorization method and call parameters. The different methods of user authentication are described in the *Advanced Features* section of the [PortaSIP Administrator Guide](#).

When adding a rule, you can choose one of the following ten methods:

- **CLD** – The User-Name attribute is the phone number called (CLD).
- **CLD Tech-Prefix** – The User-Name attribute consists of the first part of the CLD parameter ending with (and including) # (e.g. a call with the To header (CLD) equal to 77788#12125551234 will be authorized as 77788#).
- **CLD Tech-Prefix and IP** – The User-Name attribute consists of the first part of the CLD parameter ending with (and including) # and the



IP address prefixed with @ (e.g. a call from IP address 122.255.109.2 with the To header (CLD) equal to 080099#12125551234 will be authorized as 080099#@122.255.109.2).

- **CLI** – The User-Name attribute is the phone number of the party calling (CLI).
- **CLI (PAI if no CLI)** – The User-Name attribute is the phone number of the party calling (CLI). If the CLI is not specified, the User-Name attribute contains the value from the PAI header.
- **CLI (RPID if no CLI)** – This method is similar to the previous one, except that the User-Name attribute is taken from the RPID header if the CLI is not specified.
- **CLI Tech-Prefix** – The User-Name attribute consists of the first part of the CLI parameter ending with (and including) # (e.g. a call with the From header (CLI) equal to 977#16045551234 will be authorized as 977#).
- **CLI Tech-Prefix and IP** – The User-Name attribute consists of a first part of the CLI parameter ending with (and including) # and the IP address prefixed with @ (e.g. a call from IP address 122.255.109.2 with the From header (CLI) equal to 977#16045551234 will be authorized as 977#@122.255.109.2).
- **Digest** – Digest authentication is applied to obtain the User-Name attribute.
- **IP** – The User-Name attribute is the IP address from which PortaSIP receives the INVITE.

**NOTE:** To discuss creating other possible authorization methods, contact the [PortaOne Support Department](#).

Let's take an example: A PortaSIP® server receives a call initiation (INVITE) request from IP address 11.22.33.45. This INVITE request contains call information, including the caller's phone number (often referred to as CLI or ANI) 977#197800065 and the called phone number (referred to as CLD or DNIS) 12065551234. The administrator has defined the list of authentication rules shown in the first screenshot below. The rules are checked in sequence and, when the first match is found, the corresponding rule is used to handle the call. In this case, the first rule will be skipped (since although there is a match by IP address, CLD does not match), and the second rule will be used. As a result, PortaSIP® will perform authentication based on CLI, using 977#197800065 as the identification string.

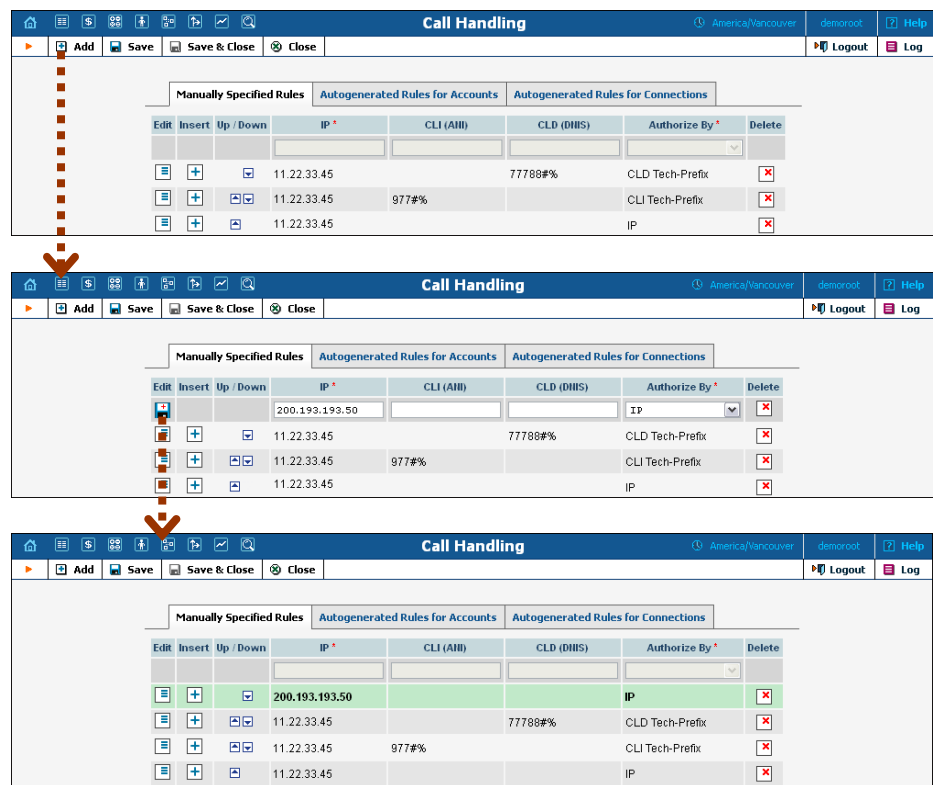
Due to this “first match” principle, it is important to rank more specific rules before less specific ones. If, in our example (in the first screenshot below), we were to swap the third and second rules, then the **IP** 11.22.33.45 **CLI** 977#% rule would never be used, since the processing of every such call would stop at the second rule.

**NOTE:** IP authentication is applied by default for all nodes in the given environment. Think of it as if these rules were being added to the bottom of the list automatically in order to save you time. You can still override this by creating your own rule; for instance, if you need to do authorization based on CLI / DNIS for calls coming from your PSTN gateway. Since this rule is ranked higher, it will take precedence.

### Manually Specified Rules

This tab allows you to view the list of all manually specified rules and to create new ones.

To add a new authorization rule on the **Call Handling** screen, follow the steps shown in the following sequence of screenshots:







Click **+** **Add**, then fill in the required information and click **Save**. The newly added rule will appear at the top of the list.

Field	Description
<b>IP</b>	Remote IP from which a call request is received. This field can contain an IP address or an IPv4 network prefix in CIDR notation (e.g. 192.168.99.0/24).

<b>CLI (ANI)</b>	<p>CLI (ANI) pattern. This field can contain:</p> <ul style="list-style-type: none"> <li>• Digits</li> <li>• the '*' and '#' symbols, and</li> <li>• '%' – wildcard for any number of symbols, and</li> <li>• '_' or 'x' – equivalent wildcards for one symbol.</li> </ul> <p>If this field is empty in the rule, no filtering by CLI (ANI) is done.</p>
<b>CLD (DNIS)</b>	<p>CLD (DNIS) pattern that can contain the same symbols as in the field above. If this field is empty in the rule, no filtering by CLD (DNIS) is done.</p>
<b>Authorize By</b>	Select one of the authorization methods.

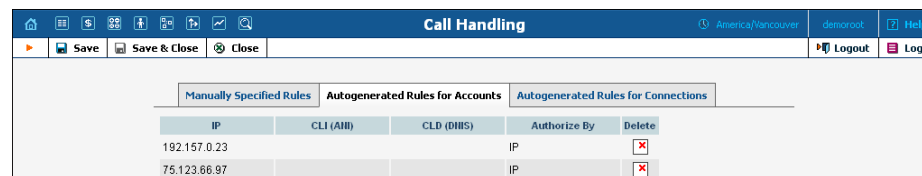
You can manage rules using the following controls:

Control	Description
	Edit this rule.
	Insert a new rule above this one.
	Move this rule one level up.
	Move this rule one level down.



All changes made to this list (e.g. rule added or changed, changed order of priority) are automatically provisioned by the system. This means that updated authentication information is sent to all PortaSIP® nodes in this environment (those which have PortaOne in the **Manufacturer** field and PortaSIP® in the **Type** field). Note that the call handling rules update may take several minutes.

**NOTE:** Manually added rules have a higher priority than autogenerated rules, in case the IP field for these rules is the same.

### Autogenerated Rules for Accounts

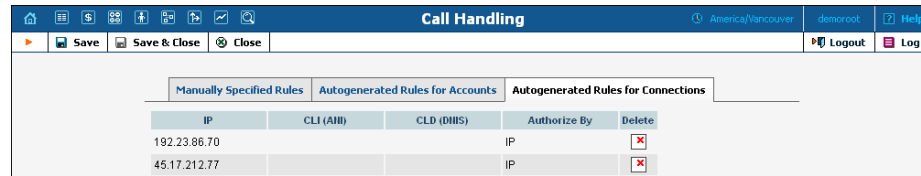


The screenshot shows a web interface for 'Call Handling'. At the top, there are navigation icons and user information: 'America/Norcover', 'democrat', and 'Help'. Below this are buttons for 'Save', 'Save & Close', 'Close', 'Logout', and 'Log'. The main content area has three tabs: 'Manually Specified Rules', 'Autogenerated Rules for Accounts', and 'Autogenerated Rules for Connections'. The 'Autogenerated Rules for Accounts' tab is active, displaying a table with the following data:

IP	CLI (ANI)	CLD (DNIS)	Authorize By	Delete
192.157.0.23			IP	
75.123.86.97			IP	

On this tab you can view the list of rules that were generated automatically while creating an account with an IP address in the ID field. When the new account is created, the list of rules is updated accordingly (a new rule is created at the top of the list). You can also delete selected rules using this tab.

## Autogenerated Rules for Connections



Using this tab, you can view the list of rules that were generated automatically while creating a connection (VoIP from Vendor type) with the specified remote IP.

**NOTE:** If a Vendor Authorization has been defined for the connection, a rule will not be generated.

## IP Centrex


This section describes the parameters of IP Centrex (hosted IP PBX) services which may be used later to configure this service for a particular customer.

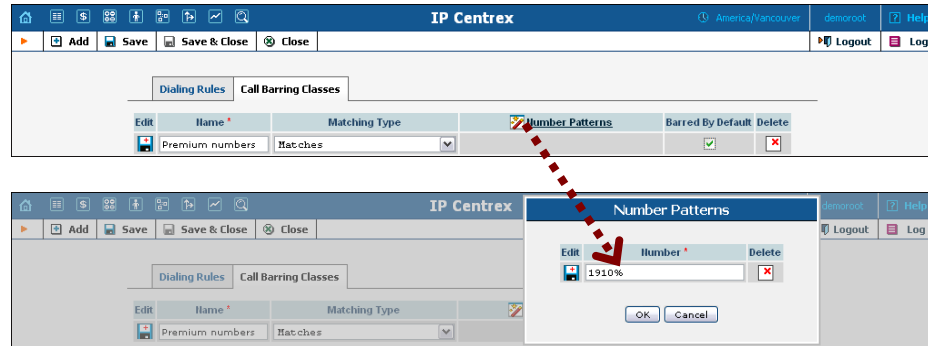
### Call Barring

Here you can define call barring classes, each of which describe a set of phone numbers (e.g. “Premium numbers”, “Toll-free”, “Mobile”, etc.). These enable you to easily grant or deny permission to call these numbers, as part of an account’s service configuration.



Field	Description
<b>Name</b>	A descriptive name for this class of phone numbers.
<b>Matching Type</b>	Checks whether a dialed number corresponds to the list of number patterns (see below) and then processes the call accordingly. The following options are available: <ul style="list-style-type: none"> <li>• <b>Matches</b> – Denies calls to numbers that are specified in the <b>Number Patterns</b> column.</li> <li>• <b>Does Not Match</b> – Allows calls to numbers that are specified in the <b>Number Patterns</b> column and denies calls to other destinations.</li> </ul>
<b>Number Patterns</b>	A list of patterns that define the phone numbers for this class (see below).

<b>Barred By Default</b>	Whether calls to this class should be prohibited by default for any account with the <b>Call Barring</b> feature enabled.
<b>Delete</b>	Click the <b>Delete</b>  icon to remove the call barring class.

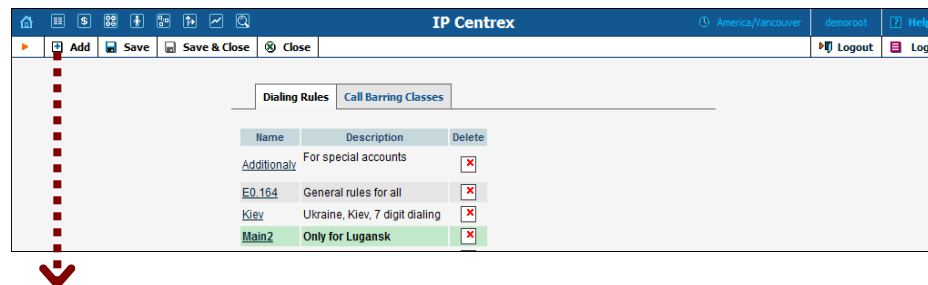


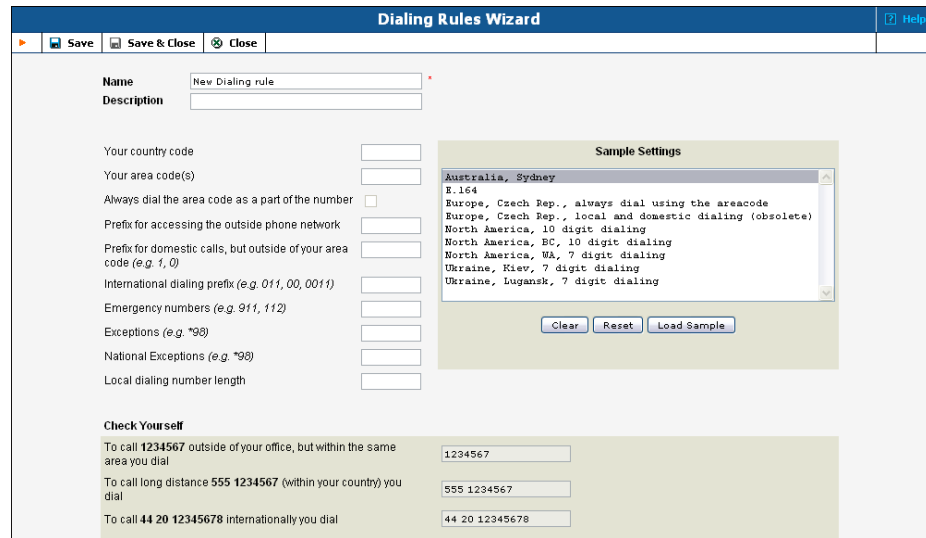
A number pattern is a set of pattern strings which phone numbers are matched against. A pattern string can be an exact pattern (a sequence of digits to be compared with the phone number dialed), where the number is regarded as matching if it is exactly identical to the pattern, or it can include wildcards (see below). If the dialed phone number matches one of the patterns, it will then be regarded as belonging to this barring class. You can use the following wildcards as part of a pattern string:

- **x** or **\_** (underscore) matches any digit in this position, e.g. if the pattern is 420609x23456, both 420609123456 and 420609723456 would match it;
- **%** matches a sequence of digits (any number of digits, including no digits at all); thus 420609% would match 4206091, 420609123456 and 420609.

### Dialing Rules

Dialing rules tab is used to edit samples of dialing rules.



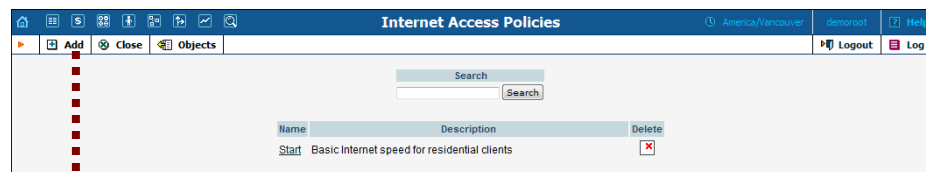


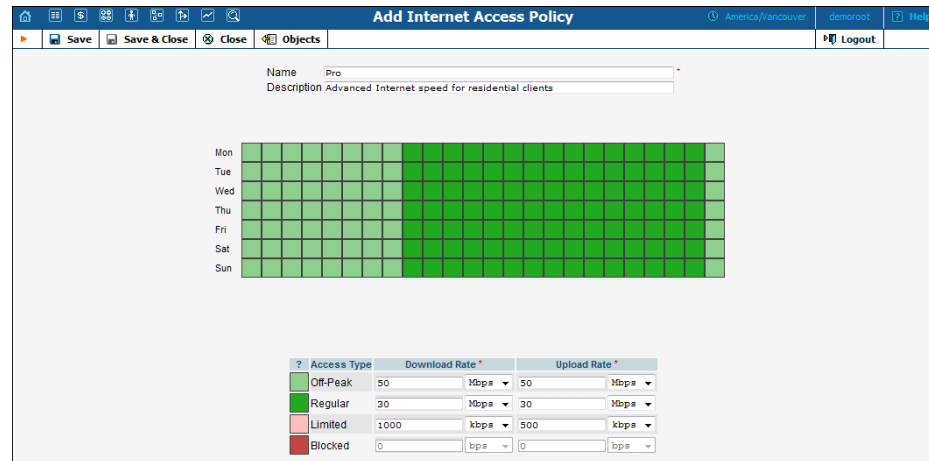
The upper part of the wizard screen allows you to enter important dialing parameters, such as your international dialing prefix. Several sample settings are provided for your convenience. For instance, in order to load sample settings for “traditional” North American dialing, select “North America, WA, 7 digit number dialing” and click **Load Sample**. Click **Clear** to reset all parameters. Click **Reset** to revert to the last saved settings.

In the bottom part of the wizard screen you can check whether you have described the numbering format correctly. Make sure for all three examples provided (local, domestic and international call) that this is the way you want to dial the numbers.

## Internet Services

A policy is a collection of rules and parameters which define how an end-user is allowed to access the Internet.





There are four available types of Internet access:

- Regular access (default);
- Access during off-peak hours (often referred to as "turbo" access);
- Blocked service (the customer is not able to access the Internet at all);
- Limited access. Typically this is used as an alternative to "blocked" in situations where a customer does not have sufficient funds or failed to pay his last invoice on time. While the customer will not be able to surf the web or download normally, he can still send or receive emails and use the customer self-care portal to submit payment.

Each policy includes:

- a scheduling table, which designates what type of access is used during each time period;
- specific values for the allowed upload / download speed for each type.

## Service Policies

The telecommunication industry is growing rapidly, with new technologies and devices being introduced into the market every year. Networks have become more flexible and customers have become more demanding about the services that they subscribe to. Under these conditions, it is essential not only to continually offer new services and products and therefore keep up with market demand, but also to do this in the most qualitative and flexible manner. This is what PortaBilling enables you to do!

The **Service Policies** feature allows you to fine-tune your services based on your network peculiarities, vendors' opportunities and customers'

demands. It facilitates the configuration of static options for multiple accounts (so it is not necessary to configure values for each account separately), thus establishing common policies for groups of accounts. It also allows you to separate the technical configuration of specific options (usually made by technical staff) from account management.

When a new policy is created it does not have any attributes defined (all available attributes are shown in grey). To define an attribute you should specify its value.

Service policies can be statically assigned at various levels: account, connection and authentication (call handling rule). In addition, it is possible to apply service policies depending upon the UA type (dynamically matched policy).



Policies are applied separately to both parties (caller and called) participating in the call.

### Dynamically matched policies

The service policy has the ability to match dynamically when the **Match Pattern** is specified. For the calling party, PortaSIP extracts the *User-Agent* header from the incoming INVITE request (e.g. “Linksys/SPA941-5.1.8”) and matches it against all of the dynamic policies. If more than one policy matches, the one with the highest **Match Priority** is used.

For the called party, the procedure is quite similar. The only difference is that the *User-Agent* header of a called UA is taken from its registration information.

### Policy precedence for VoIP services

More than one service policy can be considered while the call is being established so it is important to know how different service policies correlate with each other and how that affects the call.

The final set of attributes applied to each party is *derived* from service policies assigned at different levels (a dynamically matched policy is also considered.)

What happens if there is a contradiction in service policies? For example, if a dynamically matched service policy has the *keep\_alive\_interval* attribute set to 60 seconds, another service policy assigned to a called party has its attribute value set to 120 seconds and the third service policy assigned to a connection has its attribute set to 90 seconds?

Several simultaneously applied service policies will function according to the precedence of defined attributes that are exact matches:



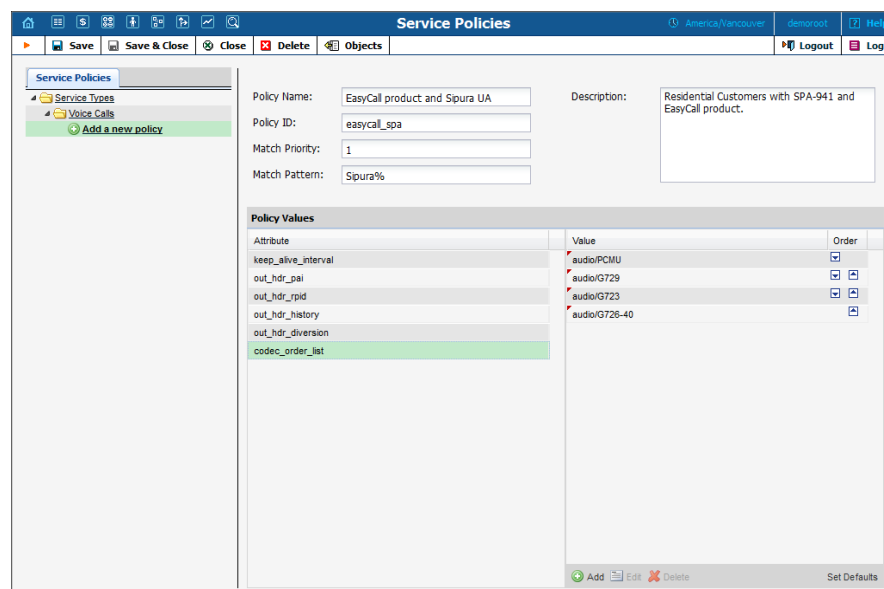
- If there is a dynamically matched policy that corresponds with the called UA name, then its attributes are considered.
- In that case, the attributes from the service policy statically assigned to the called party will take precedence over a dynamically matched one.
- A service policy that is statically assigned to an account will also override the policy assigned to the connection.

### Built-in policy attributes

There is also an attribute-specific prevalence among the service features assigned to both caller and called accounts:

- The *codec\_order\_list* attribute is taken from the caller's account (called account's attribute is ignored).
- The “header” attributes (*out\_hdr\_pai*, *out\_hdr\_rpid*, *out\_hdr\_history*, *out\_hdr\_diversion*) defined for a called account will take precedence over the ones defined for a caller account.
- The *keep\_alive\_interval* attributes are individually defined for the caller and called parties, so there is no predominance between them. Therefore the value for the caller party is taken either from the dynamically matched service policy or the one assigned to his account. The value for a called party is taken either from the dynamically matched service policy in case the called party is one of your accounts or the service policy assigned to the connection.

Note that service policy attributes that have been statically assigned to an account receive the highest priority.



Attribute	Value	Order
keep_alive_interval	audioPCMU	
out_hdr_pai	audioG729	
out_hdr_rpid	audioG723	
out_hdr_history	audioG726-40	
out_hdr_diversion		
codec_order_list		

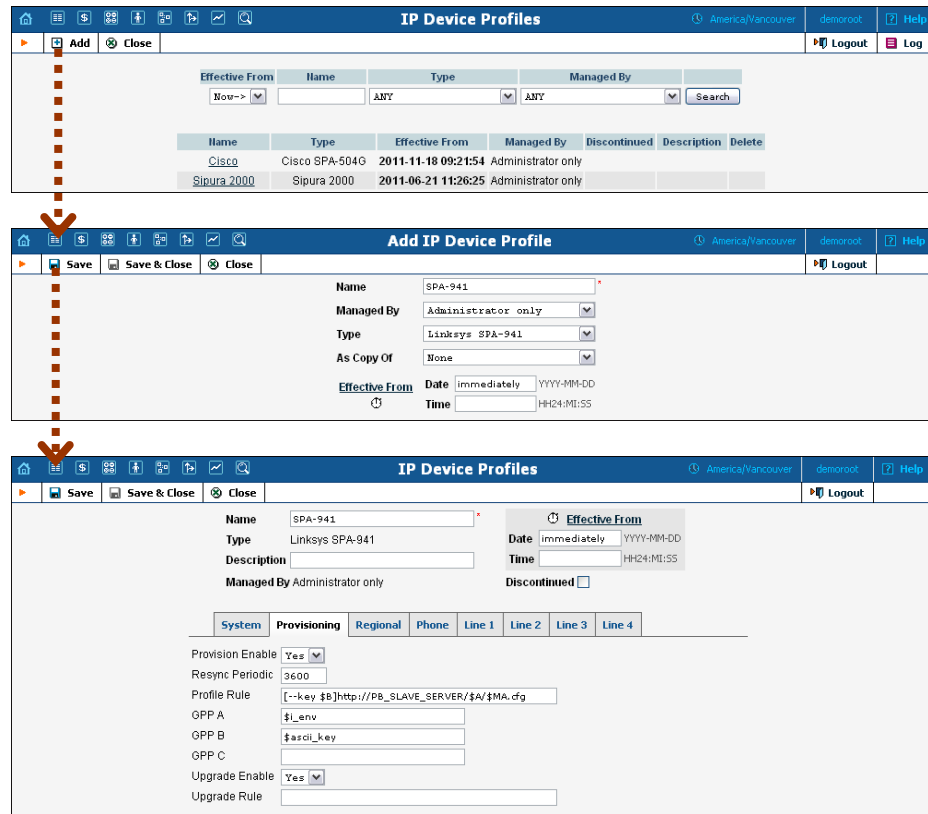
Field	Description
<b>Policy Name</b>	This is the logical name of the service policy object.
<b>Policy ID</b>	This is the internal policy ID.
<b>Match Priority</b>	This is only used for policies that match dynamically. If more than one service policy corresponds with the caller's user agent name then the one with the highest priority will be used.
<b>Match Pattern</b>	<p>If this field is not empty the service policy is considered to be dynamically matched and will be attempted for every new call initiated by internal accounts.</p> <p>This field can contain a full user agent name (e.g. "Linksys/SPA941-5.1.8") or a comma separated list of patterns (e.g. "Cisco%, Sipura%, Grandstream%").</p> <p>NOTE: If the policy is statically assigned to an account, it will always be applied (in spite of the match pattern).</p>
<b>Description</b>	Short text description of the service policy.

**NOTE:** You can define custom attributes to satisfy your specific requirements but a description of this lies beyond the scope of this document due to its specific characteristics.

## IP Device Profiles

IP device profiles and the IP device inventory allow service providers to reconfigure a large number of end-user devices before sending them to customers, as well as those already on a customer's premises. Instead of entering the same values for codec, server address and the like into each of a thousand user agents, you can simply create a profile which will describe all of these parameters. After that, PortaBilling® automatically creates a configuration file for each user agent using account-specific parameters such as ID or password, which it will then fetch (for instance, from a TFTP server) and update.

If you decide later to change the address of the SIP server, you need only update it once in the profile in order for new configuration files to be built for each user agent. The user agents will then fetch them next time they go online. The config file is specific to each user agent since it contains information such as username and password, and so the user agent must fetch his own designated config file.



**Profile list mode:**

Column	Description
<b>Name</b>	Logical name of the profile.
<b>Type</b>	Telephone adaptor or SIP phone.
<b>Effective From</b>	Date and time when the profile becomes effective.
<b>Managed By</b>	<b>Administrator only</b> (default) means that this profile will be used for your direct customers and is accessible only to your administrators. Select a PortaBilling® reseller to assign this profile for use by a particular reseller.
<b>Discontinued</b>	Indicates that the current profile is no longer in use.
<b>Description</b>	Short text description of the profile.
<b>Delete</b>	The <b>Delete</b> icon is only visible when the current profile's effective date has not arrived yet.

**Add Profile mode:**

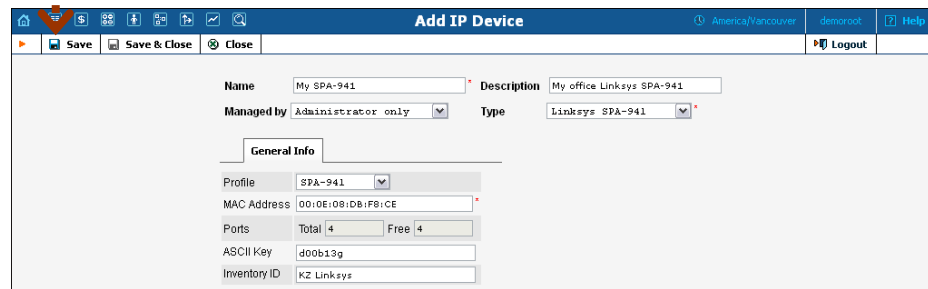
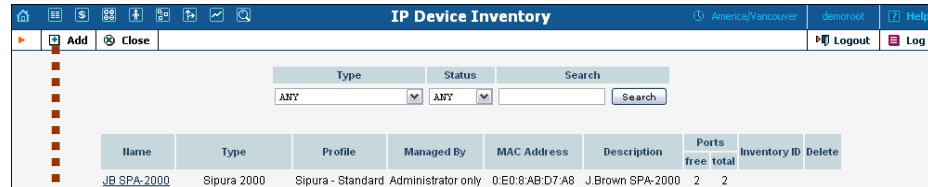
Column	Description
<b>As copy of</b>	Similar to templates; a user can create new profiles using previously created ones, so there is no need to re-enter a large amount of information.
<b>Effective From</b>	Set the time when the profile is to become effective. Click the <b>Stopwatch</b> icon for the profile to become

effective immediately.
------------------------

In Edit mode, the Profile Management screen will differ depending on the UA.

## IP Device Inventory

The IP device inventory allows you to keep track of IP devices (SIP phones, SIP ATAs, etc.) which are distributed to your customers. You will assign a profile that defines general configuration settings for each device (preferred codecs, address of the SIP server, etc). You can then assign a specific account (basically representing a phone number) to a specific port (phone line) on the IP phone. PortaBilling® will create a config file for auto-provisioning all of these devices, thus allowing you to easily manage thousands of user IP phones remotely.



Field	Description
<b>Name</b>	IP phone name.
<b>Description</b>	Short description.
<b>Managed by</b>	<b>Administrator only</b> (default) means that this IP device will be used for your direct customers and is accessible only to your administrators. Select a PortaBilling® reseller to assign this IP device for use by a particular reseller.
<b>Type</b>	One of the available device types (e.g. Cisco ATA, Sipura, etc.).
<b>Profile</b>	Select one of the defined IP device profiles.
<b>MAC Address</b>	MAC Address of the IP phone.
<b>Ports</b>	Number of the IP phone ports (phone lines).
<b>ASCII Key</b>	The key which is used to encrypt the configuration

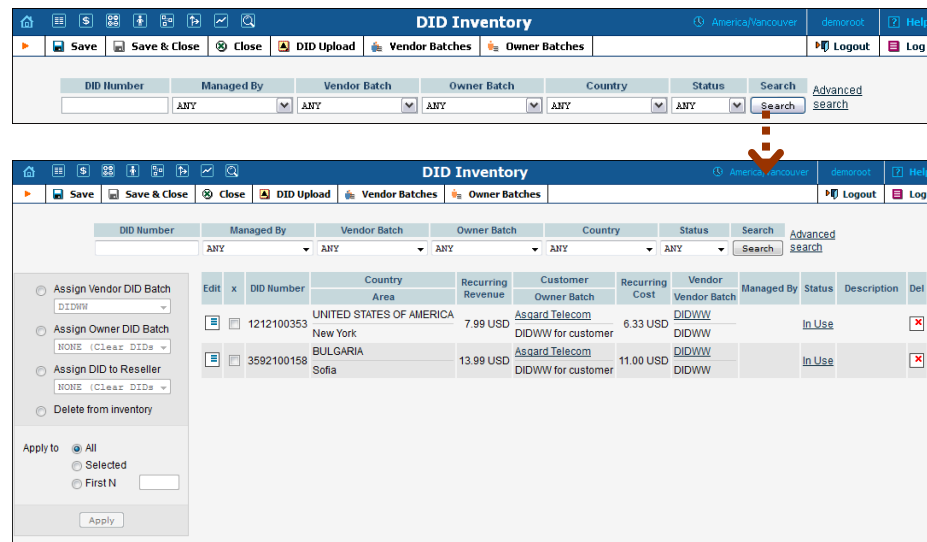
	information.
<b>Inventory ID</b>	An ID which allows you to identify this device in the external system (e.g. your warehouse management application).

## DID Inventory

DID inventory allows you to keep track of phone numbers (DIDs) that you purchase from various telco partners for distribution to your customers or resellers. In order to see the DID numbers currently available in the database, choose **DID Inventory** in the Management section of the admin interface, specify the search filters, and click **Search**. You can search for DIDs which:

- match a specific phone number pattern, e.g. enter 1800% to find all 1-800 numbers;
- belong to a particular owner batch (to search for unallocated DIDs, choose **NONE (Unassigned DIDs)**);
- belong to a specific vendor batch;
- are in use (there is an account using this DID) or are free (not used by any account).

**Hint:** Often a business will request a phone number that can be “spelled out” so customers can remember it easily (for instance 1-866-SIP-VOIP). You can search for such easy-to-remember phone numbers by entering the letter string in the **DID Number** field. For example, in order to search for all 1-800 numbers containing VOIP in them, enter 1800%VOIP.

The screenshot shows the DID Inventory management interface. At the top, there are navigation tabs: Save, Save & Close, Close, DID Upload, Vendor Batches, and Owner Batches. Below these are search filters for DID Number, Managed By, Vendor Batch, Owner Batch, Country, and Status, each with a dropdown menu set to 'ANY'. A Search button and an Advanced search link are also present.

Below the filters is a table of DIDs with columns: Edit, x, DID Number, Country Area, Recurring Revenue, Customer Owner Batch, Recurring Cost, Vendor Vendor Batch, Managed By, Status, Description, and Del. The table contains three rows of data:

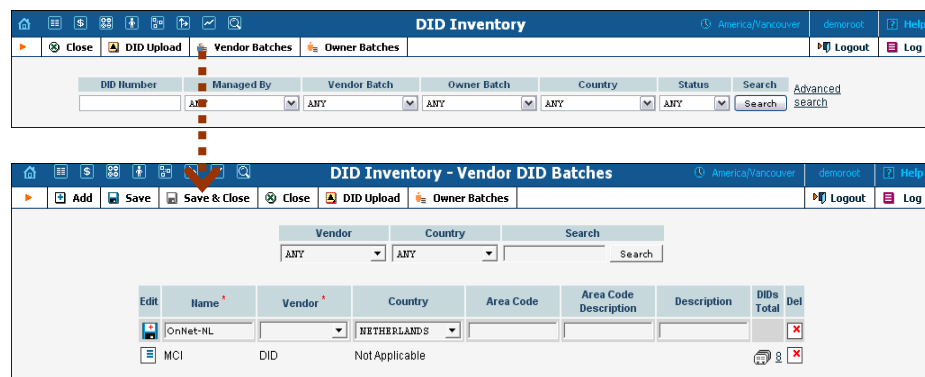
Edit	x	DID Number	Country Area	Recurring Revenue	Customer Owner Batch	Recurring Cost	Vendor Vendor Batch	Managed By	Status	Description	Del
<input type="checkbox"/>		1212100353	UNITED STATES OF AMERICA New York	7.99 USD	AsgardTelecom DIDWW for customer	6.33 USD	DIDWW		In Use		<input type="checkbox"/>
<input type="checkbox"/>		3592100158	BULGARIA Sofia	13.99 USD	AsgardTelecom DIDWW for customer	11.00 USD	DIDWW		In Use		<input type="checkbox"/>




On the left side of the interface, there are options to assign DIDs to various categories: Assign Vendor DID Batch (with a dropdown set to DIDWW), Assign Owner DID Batch (with a dropdown set to NONE), Assign DID to Reseller (with a dropdown set to NONE), and Delete from inventory. There is also an 'Apply to' section with radio buttons for All, Selected, and First N, and an Apply button.

Column	Description
<b>DID Number</b>	Phone number.
<b>Country / Area</b>	A country and area that this number belongs to.
<b>Recurring Revenue</b>	A monthly amount charged to a customer for using this DID.
<b>Customer</b>	The name of the customer currently using this DID.
<b>Owner Batch</b>	Name of owner batch this DID is assigned to (if empty, the DID is unallocated).
<b>Recurring Cost</b>	A monthly amount charged by a vendor for the provisioned DID number.
<b>Vendor</b>	The name of the vendor providing this DID.
<b>Vendor Batch</b>	Name of vendor batch this DID belongs to.
<b>Managed By</b>	This shows who manages the DID number. If the DID number is used by your administrators for direct customers, this field will be empty. If the DID number is available to a reseller, you will see the reseller's name here.
<b>Status</b>	In this column you can see whether the DID is used by an account or if it is available. For DIDs used in the past but now available, the date when they became available is displayed.
<b>Description</b>	Comments about a particular DID number.

## Vendor Batches

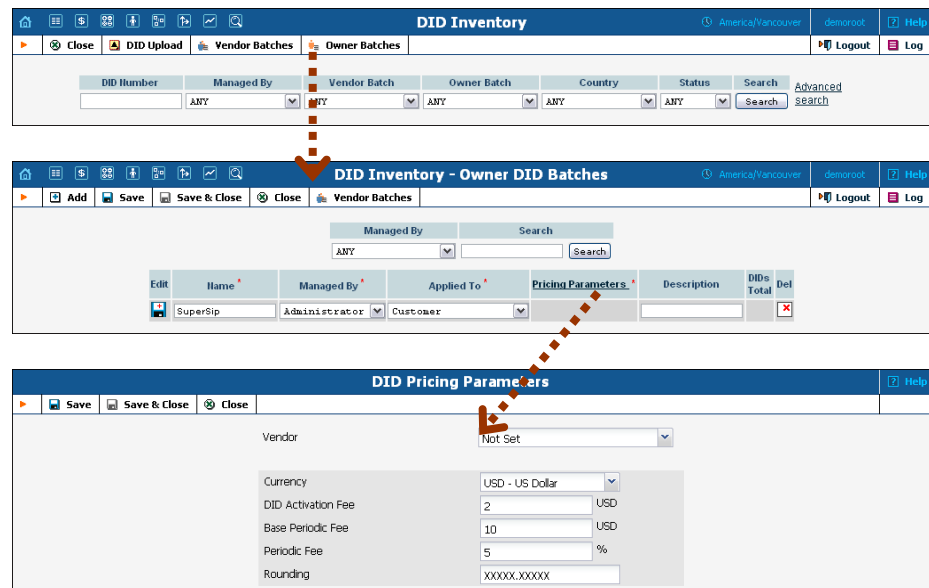
When you receive a set of phone numbers from a vendor, they will be registered in PortaBilling® as a vendor DID batch. Vendor batches allow you to keep track of which phone numbers were purchased from which vendors. (Every number entered into the DID inventory must reside in a certain vendor batch). The vendor batch also contains various administration parameters, e.g. a description of which country and city these numbers are from.



To add a new vendor batch, first select  **Vendor Batches** in the toolbar, then click  **Add** in the toolbar. The **Country**, **Area Code**, **Area Code Description**, and **Description** columns are optional, and serve only to simplify management of multiple batches. When you are done entering data, click the **Save**  icon to save this row.

## Owner Batches


After the DID numbers have been entered into the system, you can create owner batches and allocate some of the numbers to them. An owner batch contains numbers to be provided to an end-user by a particular reseller or your administrators. The purpose of owner batches is to keep track of how numbers are used internally.



To add a new owner batch, first select  **Owner Batches** in the toolbar, then click  **Add** in the toolbar.

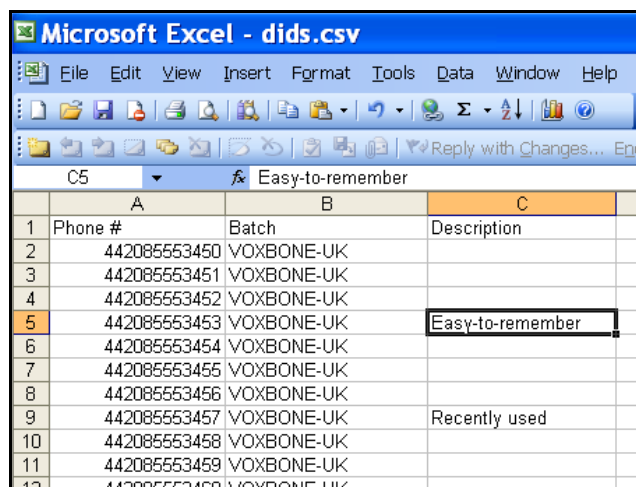
Column	Description
<b>Name</b>	Unique name of the batch.
<b>Managed By</b>	Designates who will be using the DID numbers in this batch. If you plan for the numbers to be used by your administrators for direct customers, choose <b>Administrator only</b> . If you plan to make these numbers available to a reseller, select the reseller's name here.
<b>Applied To</b>	Designates whether this batch will be used to charge your customers or resellers.
<b>Pricing Parameters</b>	Define the DID price using the following parameters: <ul style="list-style-type: none"> <li><b>Vendor</b> – Select the vendor providing DID</li> </ul>

	<p>numbers for this batch.</p> <ul style="list-style-type: none"> <li>• <b>Currency</b> – Select the currency that will be used to charge for DID usage.</li> <li>• <b>Additional Activation Fee</b> – Specify a configurable fixed amount that is charged at allocation of a new number in addition to the DID provider’s activation fee.</li> <li>• <b>Additional Recurring Fee</b> – Specify a configurable fixed amount that is always included in the recurring (monthly) charge.</li> <li>• <b>Recurring Fee Markup</b> – Specify a markup that will be included in the recurring amount charged to the customer in addition to the actual DID cost (charged by a DID vendor).</li> <li>• <b>Round the Final Charge Amount</b> – Specify the rounding pattern in order to obtain “marketable” figures. This will specify the last “pre-set” digits in the figure.</li> </ul>
<b>Description</b>	Optional comments about this batch.

When you are done entering the data, click the **Save**  icon to save this row.



### Importing Numbers into the DID Inventory

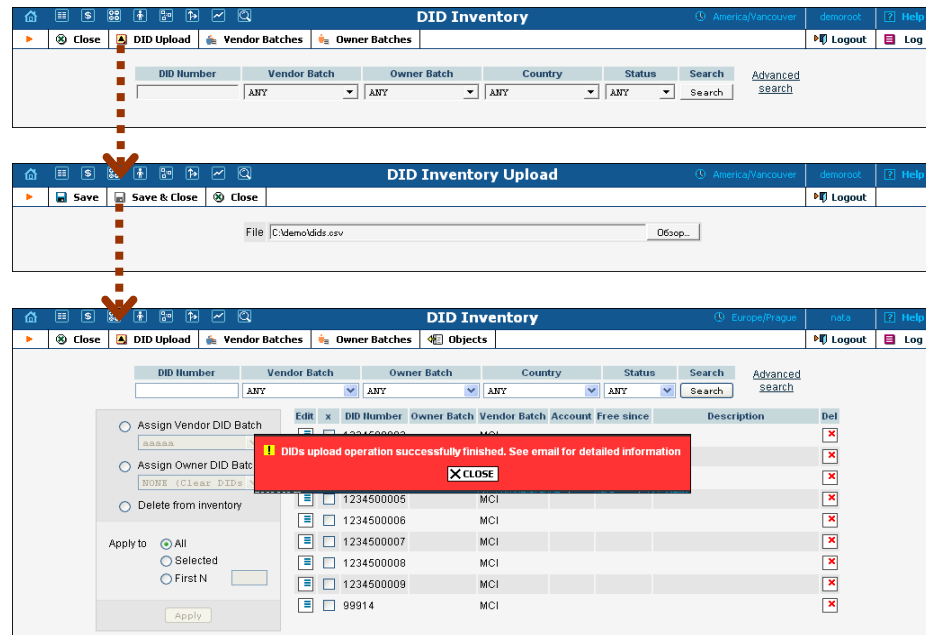
You can upload DID numbers from a CSV file. The structure of the CSV file should be as shown in the picture below: the first column contains the phone number, the second contains the vendor batch name, and the third contains an optional description.



**NOTE:** The first row in the file is skipped, since it usually contains column titles and not actual data.



To upload a DID file, first select  **DID Upload** in the toolbar, then specify the file location (you can use the Browse button to select a file in the explorer window), and then click  **Save & Close** in the toolbar.



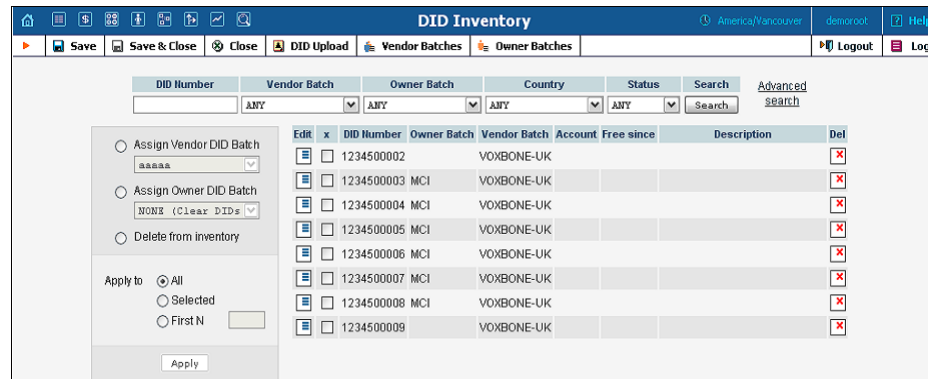
A popup window will inform you of the import results.

## Managing DID Number Allocation

On the main screen of the DID inventory you can view DID numbers that match certain criteria (e.g. all numbers in a specific vendor batch). You can then perform number allocation for some of these numbers. This includes:

- re-assigning a vendor batch for some numbers (this may be required if you decide to change the way you organize your vendor batches, or if some DID numbers are now provided by a different vendor);
- allocating numbers to an owner batch, or returning them to the unallocated pool;
- deleting DIDs from the DID inventory.

These operations may be applied to all numbers matching the original search, only to the first N DIDs among them, or only to those you manually select.

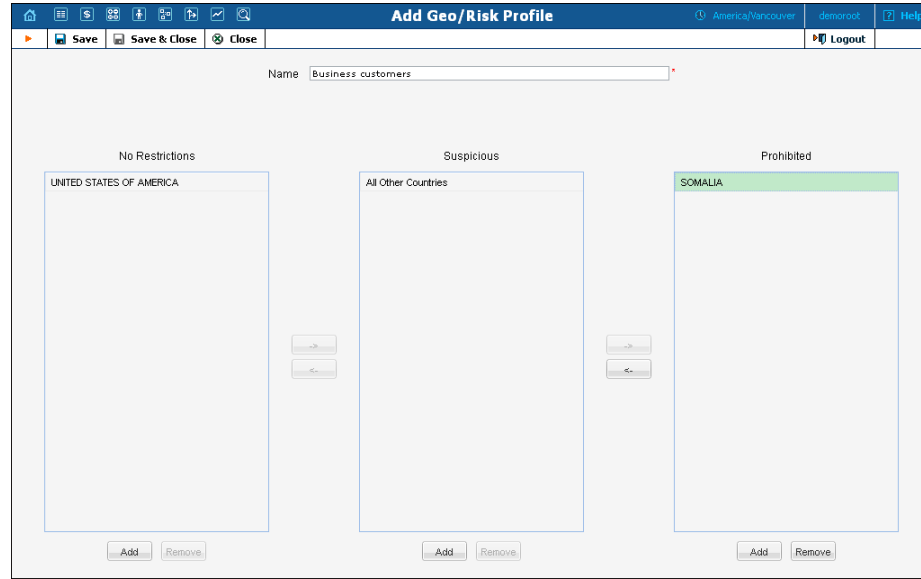



**Hint:** If you would like to assign the first N unused numbers from some vendor batch to an owner batch, specify the vendor batch and **NONE** (Unassigned DIDs) as the **Owner Batch** select menu, then apply an assign operation to the **First N** numbers. If you just select DIDs from a vendor batch and then assign the first N to an owner batch, you might also re-assign to it some numbers which are already in another owner batch.

Press **Apply** to submit the changes. After the update is completed, a pop-up window will inform you of the results.

## Geo / Risk Profiles

Here you can create **GEO / Risk Profiles** for your services. The profile divides the list of all the countries in the world into three zones: **No Restrictions** (normal locations), **Suspicious** (unusual locations) and **Restricted** (high-risk locations). For example, ITSP, selling residential VoIP calling via a communication client on a smart phone will list the United Kingdom, France and Spain in the **No Restriction** column (since they actively advertise their product in these countries and most of their customers are there). In this case, the majority of countries in the world will be listed in the **Suspicious** column. Finally, those countries from which the service provider sees an increased amount of hacking attempts will be listed in the **Restricted** column.



To add a new profile, click  **Add** in the toolbar.


Column	Description
<b>Name</b>	Specify a unique name for the profile.
<b>No Restrictions</b>	Specify a country (or countries) where users intend to use the service. Service usage is allowed without restrictions.
<b>Suspicious</b>	Specify countries where it would be unusual (but still possible) for a customer to use the service. Any attempt to make an outgoing call from a country listed here will connect the user to a screening IVR, where he or she must provide additional credentials to prove that this is indeed a legitimate user.
<b>Prohibited</b>	Specify prohibited countries here. Any usage attempt from these countries will be treated as a potential security breach and no calls will be allowed.

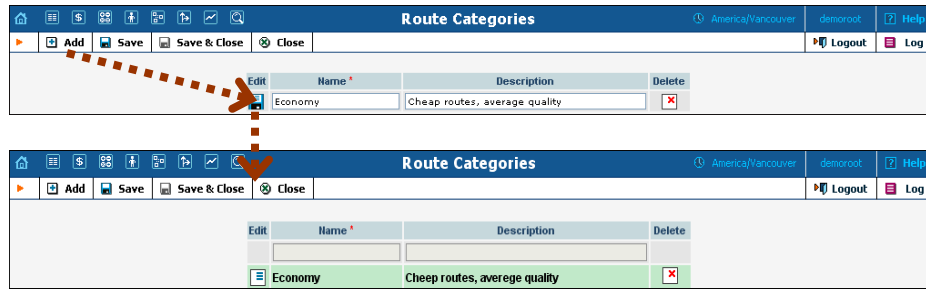


**Note:** In one of the three columns, the *All Other Countries* entry must be selected. This takes the place of any other country not listed in the other two columns. In the other two columns explicitly list the countries that require special handling.

# 7 ■ Routing

## Route Categories

This screen allows you to define new categories into which you can divide your available routes. To create a new category, select  **Add** from the toolbar.



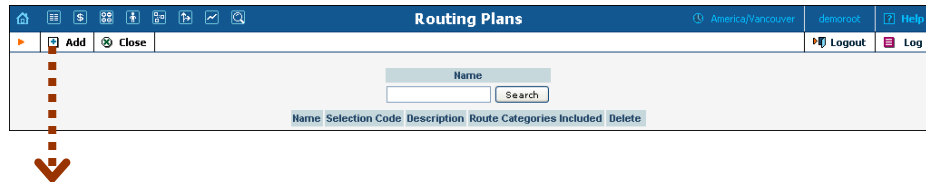
Column	Description
<b>Name</b>	Name of the route category. This is the name you will see in the select menu when assigning a route category for the rate.
<b>Description</b>	A description of this route category.

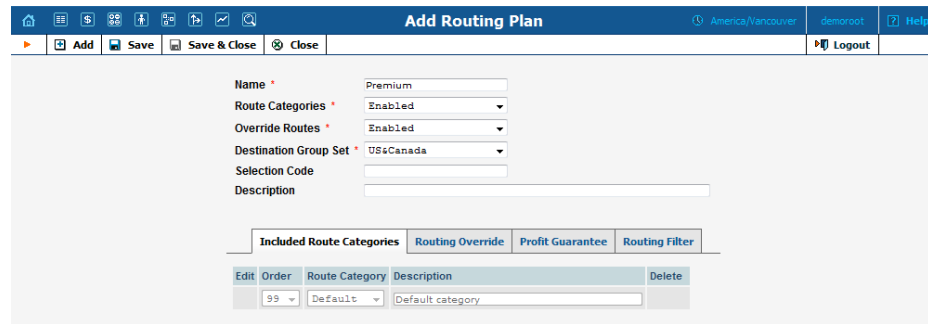
If you do not wish to define any custom route categories, the **Default** route category is always available.

## Routing Plans

A routing plan is a combination of route categories in a specific order. It defines which categories of vendors will be available for termination and in what sequence.

**NOTE:** In order to use the selection codes you must enable the Dialing Rules on the Edit Customer page and check "Routing plan selection enabled".





**Add Routing Plan**

Name \* Premium

Route Categories \* Enabled

Override Routes \* Enabled

Destination Group Set \* US&Canada



Selection Code

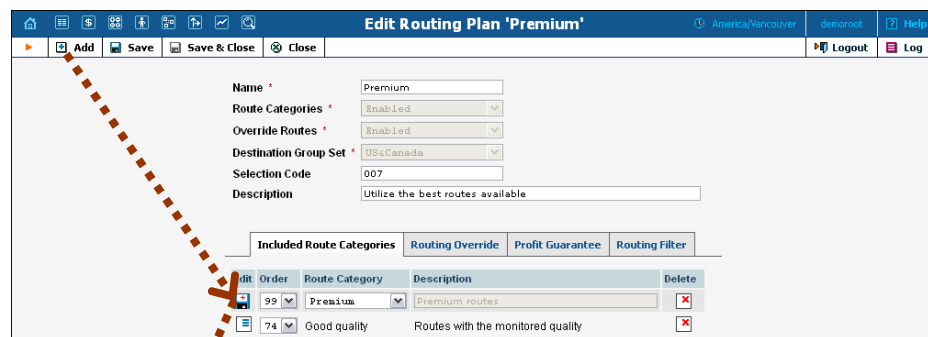
Description

Included Route Categories | Routing Override | Profit Guarantee | Routing Filter

Edit	Order	Route Category	Description	Delete
	99	Default	Default category	

Column	Description
<b>Name</b>	Name of the routing plan.
<b>Route Categories</b>	Enable this option to define which categories of vendors will be available for termination and in what sequence.
<b>Override Routes</b>	This option enables the LCR override functionality. You can define a list of connections for a destination group in the desired routing order, and calls will be routed according to this sequence before (or instead of) applying “normal” LCR routing.
<b>Destination Group Set</b>	Routing can be overridden for individual groups (e.g. US&Canada, Asia, Western Europe) within this set. Once chosen during routing plan creation, the destination group set cannot be changed later on.
<b>Selection Code</b>	The code your customers will dial before the destination number to select this routing plan.  <b>NOTE:</b> The number not including the selection code must be at least six digits.
<b>Description</b>	Your designation of the intended purpose for this routing plan.

After a routing plan has been created, you can specify which route categories will be included in it. To add a new route category, select  **Add** from the toolbar, then click the **Save**  icon to save this row.



**Edit Routing Plan 'Premium'**

Name \* Premium

Route Categories \* Enabled





Override Routes \* Enabled

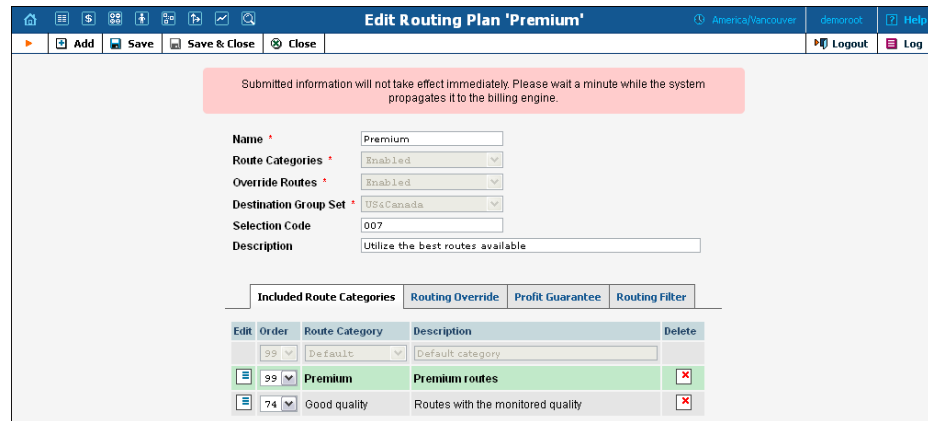
Destination Group Set \* US&Canada

Selection Code 007

Description Utilize the best routes available

Included Route Categories | Routing Override | Profit Guarantee | Routing Filter

Edit	Order	Route Category	Description	Delete
	99	Premium	Premium routes	
	74	Good quality	Routes with the monitored quality	



You can change the route category order by choosing an **Order** number. Remember that if a route category is not included in the routing plan, a customer with this routing plan will not have access to such routes. Click the **Save** icon to make your changes take effect.

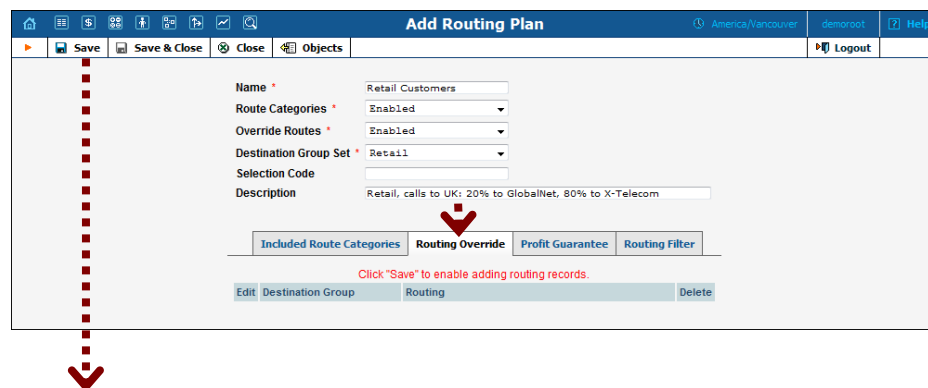
Please note that a larger value in the **Order** column pushes the given route category towards the top of the routing list (i.e. 99 is the first route category which will be tried).

### Routing Override tab

On this tab you can define custom routing per destination group.

Field	Description
<b>Destination Group</b>	A destination group with custom defined routing.
<b>Routing</b>	Shows how the routing is configured for this particular destination group.
<b>Delete</b>	Click the <b>Delete</b> icon to remove the custom defined routing for a particular destination group.

A common example is percentage-based routing: for instance, when sending out calls to UK-Proper 20% of the traffic should go to carrier A, and 80% to carrier B.



**Edit Routing Plan 'Retail Customers'**

Name: Retail Customers

Route Categories: Enabled

Override Routes: Enabled

Destination Group Set: Retail

Description: Retail, calls to UK: 20% to GlobalNet, 80% to X-Telecom

Buttons: Included Route Categories, Routing Override, Profit Guarantee, Routing Filter

Footer: Edit, Destination Group, Routing, Delete

**Edit Routing Override**

Destination Group: UK-Propor

Buttons: Add % -share Pool

#	Route	Delete
1	% -share pool Choose One Re-arrange All Add Route	X

Annotations: 1 (Destination Group), 2 (Add % -share Pool), 3 (Add Route)

**Edit Routing Override**

Destination Group: UK-Propor

Buttons: Add Route, Add % -share Pool

#	Route	Delete
1	% -share pool Choose One	X

**Select connection** dialog box:

- Vendor GlobalNet (2 Items)
  - Vietnam Premium (9.6.7.6)
  - Europe Premium (5.6.7.8)
- Vendor Internal (2 Items)
- Vendor X-Telecom (1 Item)
  - Termination to UK (1.2.3.4)
- LCR (1 Item)
  - LCR

Buttons: Select, Cancel

**Edit Routing Override**

Destination Group: UK-Propor

Buttons: Add Route, Add % -share Pool

#	Route	Delete
1	% -share pool Choose One Re-arrange All Add Route	X
	80% Connection Termination to UK (1.2.3.4) to vendor X-Telecom	X
	-20% Connection Europe Premium (5.6.7.8) to vendor GlobalNet	X

Annotations: 1 (Route), 2 (Destination Group)



The administrator can create a list of connections for a destination group in the desired routing order, and the call will be routed according to this sequence before (or instead of) applying “normal” LCR routing. An entry in the override list can be a percentage-share connection pool, where each connection has a chance to be the first route proportionate to the assigned percentage value.

### Profit Guarantee tab

On this tab you can specify how the system chooses routes for call termination, in order to maximize your profits.

If you switch off the “profit guarantee” in PortaBilling®, it is possible that your carrier will charge you more than you have charged your customer. (Sometimes these situations can arise even with “profit guarantee” switched on, e.g. when a random surcharge was not triggered, or if you charged your customer for just a few seconds, but were charged by a vendor for a full minute, due to different time rounding increments).

Please note that the **Profit Guarantee** functionality only calculates the approximate profit you could earn, by comparing the price per minute used to charge the customer with the termination cost of each vendor.



A **PPM** (Profit Per Minute) control parameter is included in the **Adaptive Routing** feature. PPM is based on statistics for already completed calls. It calculates the amounts actually charged by considering all special rating elements which are applied to calls, such as fixed and relative surcharges, rounding intervals, and so on. As a result, it provides accurate profit figures that will help you to maximize profits in the future. For information about how to set up the PPM control parameter, see the “Routing Criteria” section.



When the **Profit Guarantee** functionality is activated, “unsuccessful” vendors will be removed by the billing engine from the routing list during real-time route calculation. This differs from when you specify the **PPM** control parameter on the **Routing Criteria** page. The latter only moves problematic vendors to the “penalty box”, i.e. the very bottom of the routing list. This ensures that the system will first try to terminate the call via other carriers (with good call quality). However, if they all fail or become unavailable, the “penalized” carrier will have a chance to terminate the call.

Field	Description
<b>Send Real-time Alerts about Calls with Losses</b>	Turn this option on in order to receive real-time email alerts whenever a customer (with this routing plan assigned) makes a call on which you lose money.
<b>Choose Only Routes Which Guarantee Profit</b>	When calculating a routing list for a customer with this routing plan, compare the price used to charge the customer with the termination cost of each vendor. If the vendor’s costs are higher than the customer’s rate, exclude the vendor from the list (see note below).
<b>Minimum Absolute Profit</b>	Allows you to create a more aggressive profit guarantee route selection: the vendor’s cost per minute must be lower than the customer’s rate by at least the amount specified. (Amounts are specified in your base currency).
<b>Minimum Relative Profit</b>	In some cases, specifying the amount of profit per minute does not yield the desired results, e.g. for risky destinations such as Somalia you would like to get at least \$0.10 per minute, yet \$0.10 on calls to the US is simply not feasible, since you charge your customers only \$0.05/minute. In this case, you can use a relative threshold, so that for expensive destinations the profit must be high, while for low-cost destinations a small profit is acceptable.

<p><b>Combination of Absolute and Relative Profit Parameters</b></p>	<p>You can specify that a route must satisfy both conditions, i.e. both absolute and relative profit, or at least one.</p>
<p><b>Round-robin between Routes with Cost Difference under</b></p>	<p>Defines the maximum acceptable price difference between two vendors when their order in the routing list (determined by cost) randomly changes to provide load-balancing. There is a higher probability of such a “swap” when the difference in price between them is minimal, and this quickly decreases as the cost difference approaches the threshold value.</p>
<p><b>Overload Handicap</b></p>	<p>When the number of concurrent calls on a connection to a vendor surpasses the desired limit, this connection’s cost may be increased during the route sorting to push this connection further down the routing list and therefore re-distribute the call load to other vendors via the load-balancing feature. Overload handicap specifies the maximum value that the adjusted connection cost may be increased. In other words, it defines the largest tolerable decrease in revenue (since more expensive vendors would be used) in exchange for better connection utilization and improved call quality.</p>



PortaBilling® allows at least two different price per minute values for rating (potentially, you can have an unlimited set of different prices applied within the same call when you use a rating formula). For comparison purposes, however, only one specific value should be used. PortaBilling® uses the value of the **Price\_Next** parameter for profit guarantee calculations. In order for the profit guarantee to work properly when you use rate formulas to charge your customers, make sure that you populate **Price\_Next** in the customer’s rates with a meaningful value.

**Routing Filter tab**

On this tab you can apply filters to call media features (such as a specific codec, T.38 fax, or the ability to guarantee delivery of the correct CLI to the recipient of the call), as requested by the calling party.

Edit Routing Plan 'Premium'
America/Vancouver
demoroot
Help

Add Save Save & Close Close Logout Log

**Name \***

**Route Categories \***

**Override Routes \***

**Destination Group Set \***

**Selection Code**

**Description**

Included Route Categories
Routing Override
Profit Guarantee
Routing Filter

Codec Name	Capability	Requirement
Unknown media/codec	<input checked="" type="checkbox"/>	?
DTMF information (RFC2833)	<input checked="" type="checkbox"/>	?
Comfort Noise codec for 8 kHz audio	<input checked="" type="checkbox"/>	?
Redundant Audio Data	<input checked="" type="checkbox"/>	?
G.711 PCMA codec 8 kHz	<input checked="" type="checkbox"/>	?
G.711 PCMJ codec 8 kHz	<input checked="" type="checkbox"/>	?
G.711.1 PCMA-VB codec 16 kHz	<input checked="" type="checkbox"/>	?
G.711.1 PCMU-VB codec 16 kHz	<input checked="" type="checkbox"/>	?
G.718 codec 32 kHz	<input checked="" type="checkbox"/>	?
G.719 codec 48 kHz	<input checked="" type="checkbox"/>	?
G.722 codec 16 kHz	<input checked="" type="checkbox"/>	?
G.722.1 codec 16 kHz	<input checked="" type="checkbox"/>	?
G.722.1 codec 32 kHz	<input checked="" type="checkbox"/>	?
G.723 codec 8 kHz	<input checked="" type="checkbox"/>	?

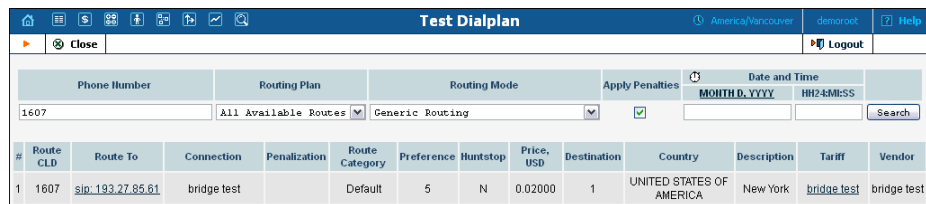
Set Capability ▾
Set Requirement ▾

Column	Description
<b>Codec Name</b>	Name of the call media feature (such as a specific codec or T.38 fax capability).
<b>Capability</b>	<p>This parameter allows you to specify an end-user device's capabilities or prohibit the use of call media features for incoming calls. The following options are available:</p> <ul style="list-style-type: none"> <li>• <b>Supported</b> – This means that you are sure this IP device supports this feature and are therefore allowing it.</li> <li>• <b>Not supported</b> – This means that this IP device is unable to support this particular feature (e.g. G.711 codec). Your administrator may decide to prohibit it. For example, if you want to ensure good sound quality for customers with limited bandwidth, prohibit the G.711 codec by marking it “not supported.” In this case, even if this codec is available according to the request received from the carrier, it will be removed from the codec list that is sent to the end-user device in the SIP call initiation request, and thus will not be used.</li> </ul>
<b>Requirement</b>	<p>This parameter describes the filters applied to call media features requested by the calling party. The following options are available:</p> <ul style="list-style-type: none"> <li>• <b>Required</b> – This means that the other party</li> </ul>


	<p>must have this feature supported in order for the call to be completed. For instance, if the “G.729 codec” feature is marked “required” for an account making a phone call, only those vendors specifically marked “guaranteed to support G.729” will be placed in the routing list.</p> <ul style="list-style-type: none"> <li>• <b>Suppressed</b> – This means that PortaSwitch will prevent the use of this particular feature (e.g. G.722 codec) and will therefore not show the information about this codec in the SIP request when sending an outgoing call to a remote party.</li> <li>• <b>Not required</b> – This means that PortaSwitch does not do any special processing for this feature. It will be included in the outgoing SIP request and may be used if the remote party supports it. This is the default value for all features.</li> </ul>
--	--

## Test Dialplan

This screen allows users to test a dialplan for a specific telephone number or certain destinations at any moment in time.



Field	Description
<b>Phone Number</b>	Type either a full number or a prefix into this field to see how the resulting list of routes will look for it.
<b>Routing Plan</b>	Select a routing plan to be used for a dialplan test. The system will offer a different set of routes depending on the routing plan. Select <b>All Available Routes</b> to test a dialplan using all available routes, regardless of their route category.
<b>Routing Mode</b>	You may select either <b>Generic Routing</b> (to see all the routes outside of the network) or a specific node (to see the routes available when a call is handled by this node).
<b>Apply Penalties</b>	Clear this checkbox to see the resulting list of routes regardless of the currently applied adaptive routing

	penalties.
<b>Date and Time</b>	The search can be performed in real time: select the <b>Stopwatch</b>  icon or click the date input format link to set a date using the pop-up calendar.

As a result you will see the following columns:

Column	Description
<b>Ctrl#</b>	Sequential number of this route.
<b>Route CLD</b>	Translated called station ID (DNIS), as it will be sent to the vendor using this specific route.
<b>Route To</b>	The node (or remote gateway IP) where the call will be routed. Click the link to open the connection screen.
<b>Connection</b>	Description of the vendor connection.
<b>Penalization</b>	Shows whether the connection is penalized or not.
<b>Route Category</b>	Route category for this route. See the Route Categories section for more info.
<b>Preference</b>	Routing preference for this destination. See the Call Routing section of the PortaBilling® Administrator Guide for more info.
<b>Huntstop</b>	If one of the routes has huntstop enabled, then all routes with a lower preference will be ignored.
<b>Price</b>	Next interval price for the given destination (per minute).
<b>Destination</b>	Matching destination from the corresponding tariff.
<b>Country</b>	Country where the tested destination is located.
<b>Description</b>	Destination description.
<b>Tariff</b>	The tariff used to bill this call. Click the link to open the tariff screen.
<b>Vendor</b>	Call terminating vendor.

## Routing Criteria

This screen allows you to predefine the quality requirements to be applied to your vendors. PortaBilling® will continually measure the quality parameters and adjust the routing if these fall below the specified thresholds. Any vendor who fails to satisfy your quality requirements will go to the “penalty box” – the very bottom of the routing list. This means that the system will first try to terminate calls using other carriers (with a good quality rating). However, if all of them fail or are unavailable, the “penalized” carrier will have a chance to terminate the call. For more information about adaptive routing, see the [PortaBilling Administrator Guide](#).

## Add / Edit Routing Criteria

To add new routing criterion, click **Add** in the toolbar. An existing routing criterion can be edited by clicking on its name in the list.

The screenshot shows the 'Add Routing Criteria' form in the application. The form has the following fields and values:

- Name:** SuperNet
- Description:** SuperNet SLAs
- Sampling Interval:** 15 minutes
- Destination Group Set:** SuperNet

Below the form is a table titled 'Criteria Defaults' with the following data:

Minimum Calls	Penalty Time, min	Threshold	ASR, %	Min. PDD, ms	Low PDD Calls, %	Max. PDD, ms	High PDD Calls, %	ALOC, sec	Profit per Minute, USD
100	120	Warning	35	100		3000		180	0.00500
		Penalty	30					120	0.00100


Field	Description
<b>Name</b>	The logical name of the routing criterion for use within PortaBilling®.
<b>Description</b>	A description of the routing criteria.
<b>Sampling Interval</b>	Quality measurements will be computed for all calls within this interval. Smaller intervals will make the system “quicker” to notice any change in a vendor’s quality, but there is also a higher chance that a short-term problem on the vendor’s side (which can be fixed in a matter of minutes) will penalize his route for a relatively long period of time.
<b>Destination Group Set</b>	A destination group set; you can define routing criteria for individual groups in this set.

Using the **Criteria Defaults** table, specify the initial default values to be applied to routing criteria for specific destinations which you will create later on.



Field	Description
<b>Minimum Calls</b>	The minimum required amount of calls via a given connection within the sampling interval in order for the statistics to be considered representative. If the number of calls is below the specified value, the quality parameters will not be matched against the threshold, and no routing adjustments will be made.
<b>Penalty Time</b>	The time interval for which a connection will be “penalized” (put at the very bottom of the routing list) if a given vendor does not meet the quality criteria.

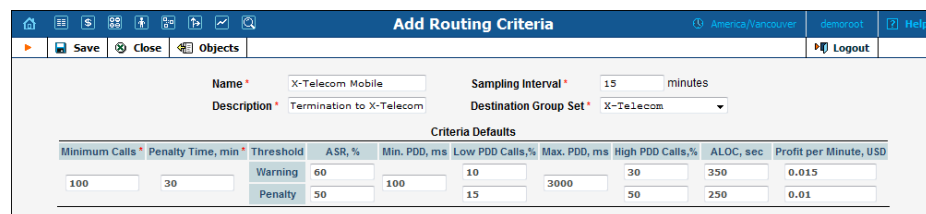
*The following threshold parameters require two values that define the warning and penalty thresholds, respectively. The warning threshold specifies when an alert will be sent to the administrator (but no changes in the routing will be done). The penalty threshold defines when the route should be penalized if the quality statistics are outside the threshold value.*

<b>ASR</b>	Average Success Rate: the number of successfully connected calls divided by the total number of call attempts.
<b>Min PDD, ms</b>	Defines the minimum acceptable PDD (Post-Dial Delay), i.e. the time interval between the moment a connection request is sent to the vendor and the moment ring-back is received. Too low a PDD is suspicious, and in this case the vendor is probably doing “false ringing” to hide the long time it actually takes him to route the call.
<b>Low PDD calls, %</b>	Maximum acceptable percentage of calls with a PDD below the specified value.
<b>Max PDD, ms</b>	Defines the maximum acceptable PDD. Too high a PDD has a strong negative impact on your business, since during the delay time the end-user hears only silence, and generally assumes that there is a problem with the service.
<b>High PDD calls, %</b>	Maximum acceptable percentage of calls with a PDD above the specified value.
<b>ALOC, sec</b>	Average Length of Call.
<b>Profit per Minute</b>	Profit per Minute (expressed in the monetary units of your base currency): the aggregated profit, i.e. the difference between the actual charged amounts in your customers’ and vendors’ CDRs.

Click the  Save button to save your progress when done.

## Defining Routing Criteria for Individual Destination Groups

After the **Criteria Defaults** settings have been saved, click  Add in the toolbar to define routing criteria for the specific destination group. An existing routing criterion can be edited by clicking the  Edit icon on the row containing the details.

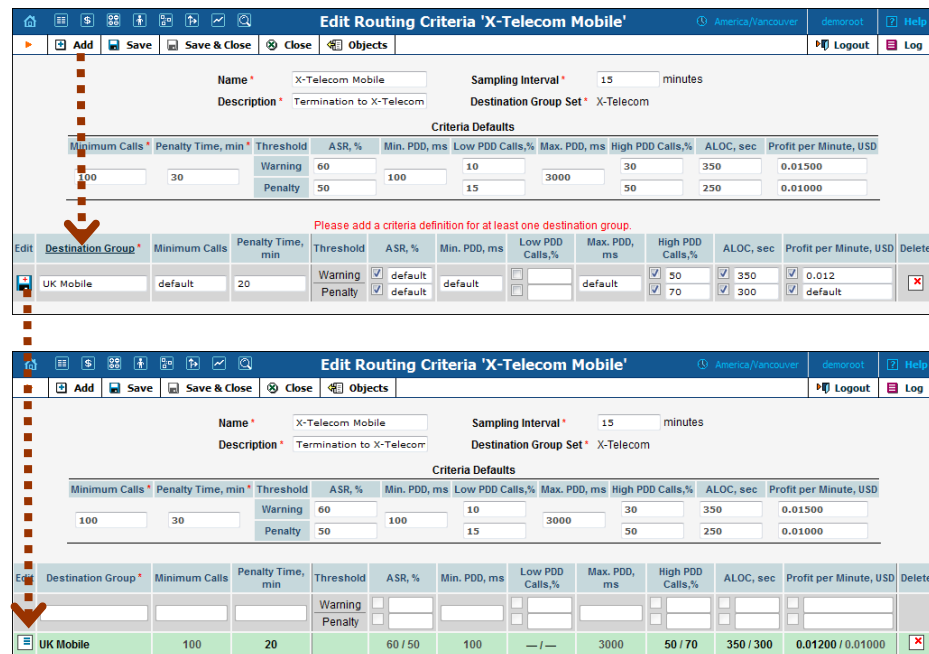


Minimum Calls	Penalty Time, min	Threshold	ASR, %	Min. PDD, ms	Low PDD Calls, %	Max. PDD, ms	High PDD Calls, %	ALOC, sec	Profit per Minute, USD
100	30	Warning	60	100	10	3000	30	350	0.015
		Penalty	50	15			50	250	0.01



Click the **Destination Groups** column header link to choose one of the groups defined in the **Destination Group Set** from a searchable list inside the pop-up window.

When adding new criteria – all the fields are initially “default” – the values you have defined as **Criteria Defaults** will be used. This allows you to quickly define criteria for multiple destination groups with minimum effort. If you wish to override the default value, simply enter a new value in the field. If you wish to exclude a certain quality metric from the criteria (e.g. **Low PDD Calls**, in the example below), de-select the checkbox next to it.







When the criteria have been saved, the quality parameters are presented as follows:


- Parameter values, which override the default ones, are shown in black;
- Default values applying to these criteria are shown in grey
- For quality metrics that are switched off, dashes (--) are displayed instead of values.

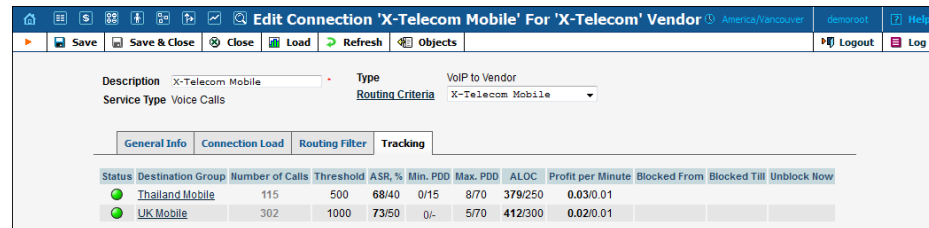
## Tracking Connection Status



When the value of a parameter reaches the predetermined threshold, the administrator receives an e-mail alert about the latest connection threats. Moreover, the administrator can track the current connection status on the **Tracking** page. This status is represented by different colors, as follows:

-  GREY – the number of calls is not enough to apply filtering differentiation;
-  GREEN – the route meets the quality requirements;
-  YELLOW – the route is active, but some of its quality parameters are outside the warning thresholds;
-  BLOCKED – this route is currently being penalized.

**NOTE:** The penalized route will be on the “penalty row” for a certain period of time, specified in the **Penalty Time** box and then will be unblocked automatically. Alternately, you can click the **Unblock Now** button to unblock the penalized route manually.

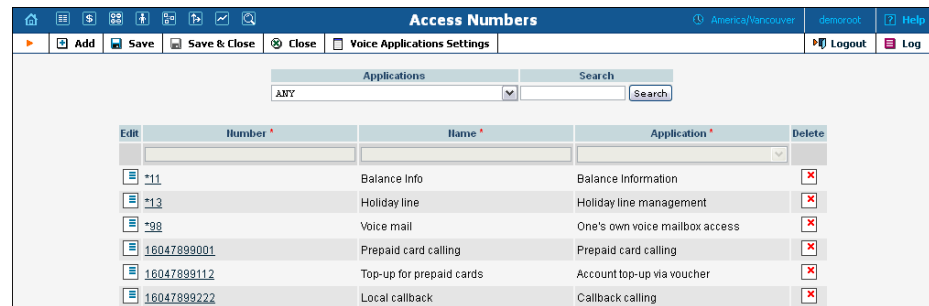
-  RED – the route was manually unblocked; this status will remain unchanged till the next time interval for which the statistics will be computed.















Status	Destination Group	Number of Calls	Threshold	ASR, %	Min. PDD	Max. PDD	ALOC	Profit per Minute	Blocked From	Blocked Till	Unblock Now
	Thailand Mobile	115	500	68/40	0/15	8/70	379/250	0.03/0.01			
	UK Mobile	302	1000	73/50	0/-	5/70	412/300	0.02/0.01			

## Access Numbers

This screen allows users to quickly and conveniently define how PortaSwitch® should process calls to special “application access numbers”.



Edit	Number *	Name *	Application *	Delete
	*11	Balance info	Balance Information	
	*13	Holiday line	Holiday line management	
	*98	Voice mail	One's own voice mailbox access	
	16047899001	Prepaid card calling	Prepaid card calling	
	16047899112	Top-up for prepaid cards	Account top-up via voucher	
	16047899222	Local callback	Callback calling	

These are the numbers that your customers would dial from the PSTN network or their IP phone to access a specific IVR application; for instance, \*98 for voicemail, 12125551234 to access a prepaid calling card IVR, or 18005559876 to access the audio conferencing facility.

Column	Description
--------	-------------

<b>Number</b>	This column shows the actual phone number to be dialed by the user.
<b>Name</b>	This column shows the access number name.
<b>Application</b>	This column shows which application is to be used to process the call.

To register a new access number in PortaBilling®, click **Add** in the toolbar. To edit an existing access number, click the **Edit** icon next to it.

### Access Numbers options

Click on an access number to get the Access Numbers options page. On the **Instance Parameters** tab you can view a list of all options for the selected access number and modify them.

Edit	Number *	Name *	Application *	Delete
	*11	Balance Info	Balance Information	<input type="checkbox"/>
	*13	Holiday line	Holiday line management	<input type="checkbox"/>
	*98	Voice mail	One's own voice mailbox access	<input type="checkbox"/>
	16047899001	Prepaid card calling	Prepaid card calling	<input type="checkbox"/>
	16047899112	Top-up for prepaid cards	Account top-up via voucher	<input type="checkbox"/>
	16047899222	Local callback	Callback calling	<input type="checkbox"/>

Access Number 16047899001  
Voice Application Prepaid card calling

Routing Instance Parameters

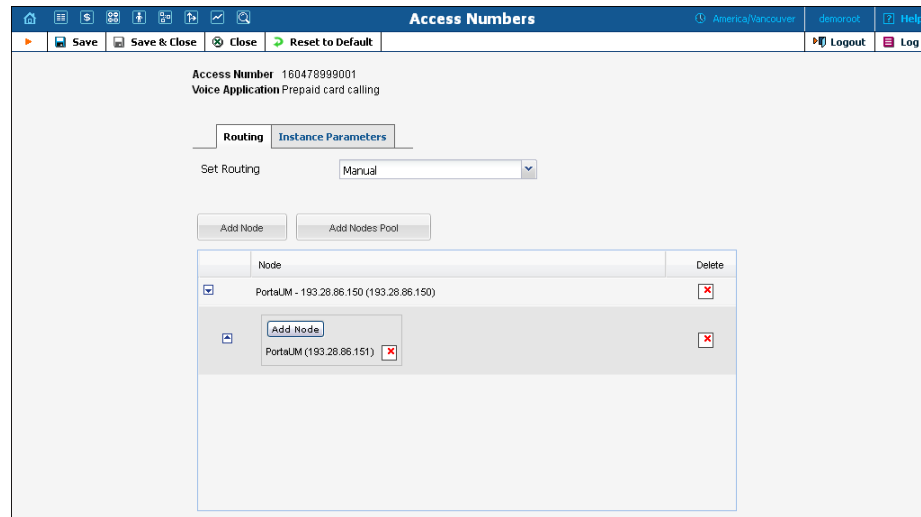
Option	Value	Option	Value
ANI Translation Rule	*/~/ani/	Premium Number Subscribe Command	
Announce Balance	<input checked="" type="checkbox"/>	Premium Number SMS Number	
Announce Time	<input checked="" type="checkbox"/>	Premium Number Deposited Amount	
Play Welcome Message	<input checked="" type="checkbox"/>	Premium Number Currency	
Check Service Password	<input type="checkbox"/>	Languages	sv,en
Minimum Password Len		Voucher Length	11
Maximum Password Len		Voucher Length	11
Prompts Brand		ration	<input type="checkbox"/>
Music on Hold Class		authorization	<input type="checkbox"/>
Check Associated Numt		-Care menu	<input type="checkbox"/>
Use Announcement Tariff	<input type="checkbox"/>	Play an announcement about Self-Care menu	<input type="checkbox"/>
Seconds Rounding Mode	none	Select Outgoing Tariff Based on ANI	<input type="checkbox"/>
Restriction for Calling with Low Balance	none	Auto Registration Without Confirmation	<input type="checkbox"/>
ANI Authentication	<input checked="" type="checkbox"/>	Use ANI and Auth Code	<input checked="" type="checkbox"/>
End Announce Time, sec	0	Auth Code Length	4
End Announce Type	beep	Manual Authentication	<input checked="" type="checkbox"/>
Disconnect Call Before, sec	0	Minimum Card Length	6
Conf Language List Is Preferred	<input checked="" type="checkbox"/>	Maximum Card Length	11
Authorize with IVR Session ID	<input checked="" type="checkbox"/>	Maximum Login Attempts	3
Play Pre-ring MOH	<input type="checkbox"/>	Maximum Dial Attempts	3



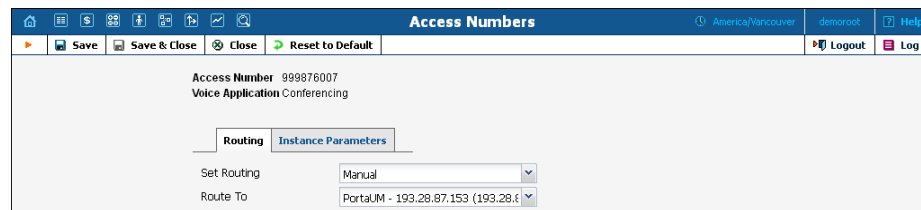
There is a helpful tool-tip for each option. Just point your mouse to the desired option to invoke it.

### Routing tab

Here you can assign incoming calls on a particular access number to a chosen subset of available PortaUM® servers. The list of available servers – or groups of servers – can be prioritized so calls will first be handled by the server at the top of the list and then in descending order based on availability.



Some IVR applications (e.g. Conferencing) do not support multi-node routing. Instead, you can route incoming calls made to these access numbers to a single PortaUM® server.

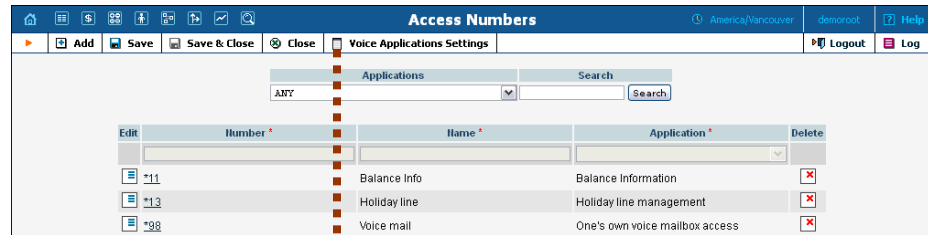


Column	Description
<b>Set Routing</b>	Here you can select which PortaUM® servers incoming calls on this access number will be routed to: <ul style="list-style-type: none"> <li>• Automatic – Calls will be routed automatically</li> <li>• Manual – Set custom routing configuration</li> </ul>
<b>Add Node</b> <i>(Only for multi-node routing)</i>	Add a PortaUM® server to the list of nodes. For example, if your PortaUM® servers are installed in multiple geographic locations and it is desirable to handle calls arriving from local telco partners on the PortaUM® servers in a specific region, this configuration will improve the call quality by reducing network delay between the telco’s originating gateway and the PortaUM® server.

<p><b>Add Nodes Pool</b> <i>(Only for multi-node routing)</i></p>	<p>Add a pool of PortaUM® servers to the list of nodes.</p>
<p><b>Route To</b> <i>(Only for single-node routing)</i></p>	<p>Select a single PortaUM® server for where calls made to access numbers that do not support multi-node routing can be routed.</p>

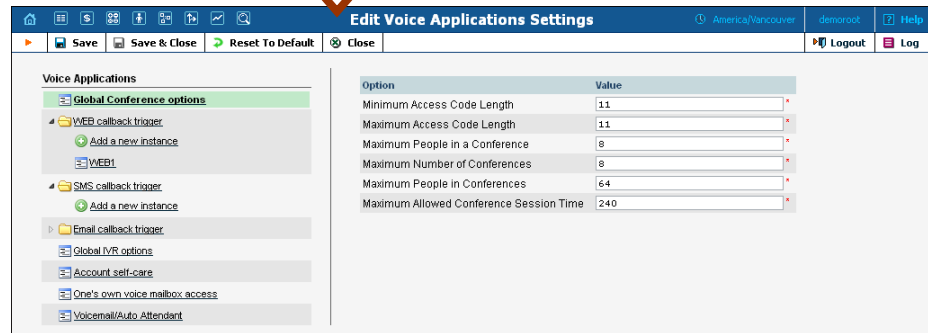
### Voice Applications Settings

This page shows the list of voice applications and allows you to modify the options for the voice application you select. There is also the option of adding new instances (voice applications) for Web callback, SMS callback and Email callback.



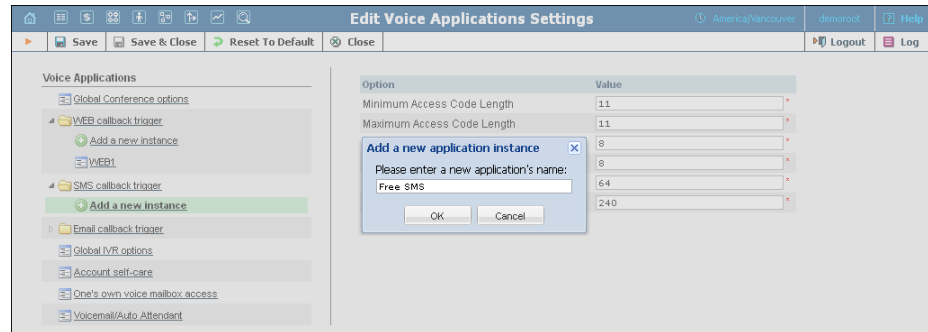
The screenshot shows the 'Access Numbers' page with a 'Voice Applications Settings' tab selected. A table lists the following applications:

Number	Name	Application	Delete
*11	Balance Info	Balance Information	<input type="checkbox"/>
*13	Holiday line	Holiday line management	<input type="checkbox"/>
*98	Voice mail	One's own voice mailbox access	<input type="checkbox"/>

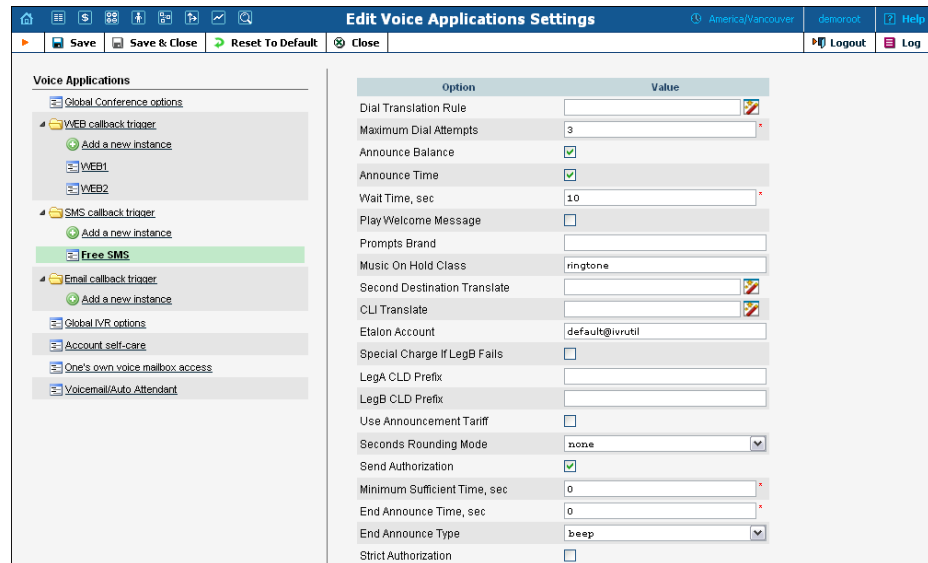


The screenshot shows the 'Edit Voice Applications Settings' page for the 'WEB callback trigger'. On the left, a tree view shows 'Voice Applications' with 'WEB callback trigger' selected. On the right, a table lists configuration options:



Option	Value
Minimum Access Code Length	11
Maximum Access Code Length	11
Maximum People in a Conference	8
Maximum Number of Conferences	8
Maximum People in Conferences	64
Maximum Allowed Conference Session Time	240



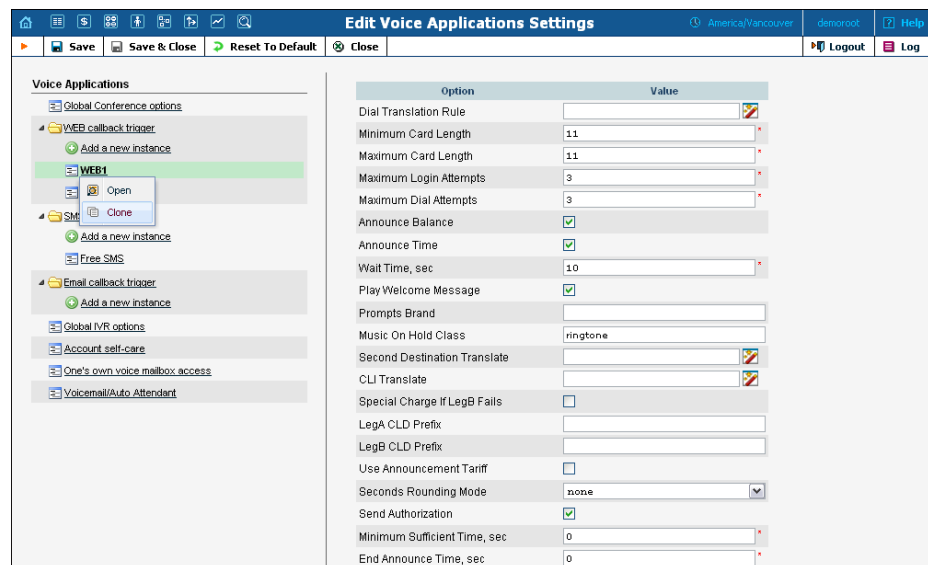
The screenshot shows the 'Edit Voice Applications Settings' page with a dialog box titled 'Add a new application instance' open. The dialog prompts the user to enter a name for a new instance, with 'Free SMS' entered in the text field. The dialog has 'OK' and 'Cancel' buttons.



Option	Value
Dial Translation Rule	
Maximum Dial Attempts	3
Announce Balance	<input checked="" type="checkbox"/>
Announce Time	<input checked="" type="checkbox"/>
Wait Time, sec	10
Play Welcome Message	<input type="checkbox"/>
Prompts Brand	
Music On Hold Class	ringtone
Second Destination Translate	
CLI Translate	
Etalon Account	default@ivrutil
Special Charge If LegB Fails	<input type="checkbox"/>
LegA CLD Prefix	
LegB CLD Prefix	
Use Announcement Tariff	<input type="checkbox"/>
Seconds Rounding Mode	none
Send Authorization	<input checked="" type="checkbox"/>
Minimum Sufficient Time, sec	0
End Announce Time, sec	0
End Announce Type	beep
Strict Authorization	<input type="checkbox"/>

To add a new instance for the desired callback application, click on it and then press the  **Add a new instance** button. Enter a name for the new application in the pop-up window and then press **OK**. If you want to add an instance using the same options as those in the existing one, use the **Clone** button. Right-mouse click on the instance you would like to clone and then press  **Clone**.

**NOTE:** While cloning a callback instance, the unique voice application fields are not cloned and are set to their default values. The unique field for Web callback is **Callback WEB Page Address**, for Email Callback it is **Callback Email Address** and for SMS callback it is **Callback Access Number**.



Option	Value
Dial Translation Rule	
Minimum Card Length	11
Maximum Card Length	11
Maximum Login Attempts	3
Maximum Dial Attempts	3
Announce Balance	<input checked="" type="checkbox"/>
Announce Time	<input checked="" type="checkbox"/>
Wait Time, sec	10
Play Welcome Message	<input checked="" type="checkbox"/>
Prompts Brand	
Music On Hold Class	ringtone
Second Destination Translate	
CLI Translate	
Special Charge If LegB Fails	<input type="checkbox"/>
LegA CLD Prefix	
LegB CLD Prefix	
Use Announcement Tariff	<input type="checkbox"/>
Seconds Rounding Mode	none
Send Authorization	<input checked="" type="checkbox"/>
Minimum Sufficient Time, sec	0
End Announce Time, sec	0

# Connections

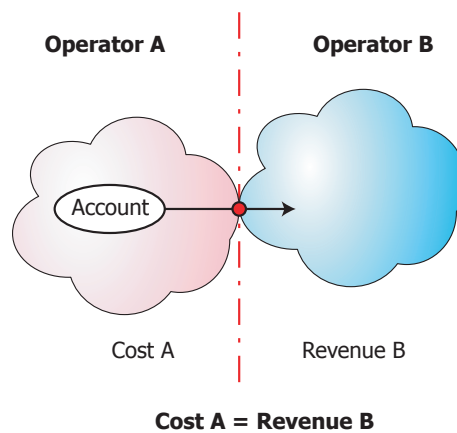
## Definitions

### Network

VoIP network – one or more VoIP entities that belong to a single operator.

### Connection

Point of change of network ownership. Defined as a set of physical and logical parameters i.e. IP, Port, Timeslot, Call Type, Call Direction, etc.





### Operator

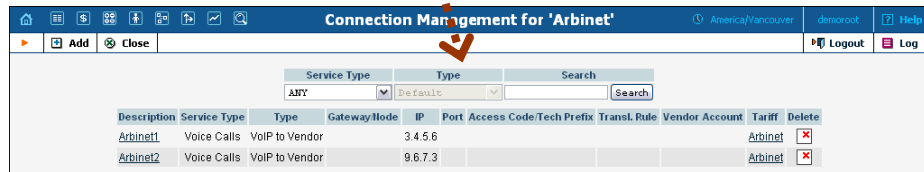
Network owner. Responsible for internetworking and wholesale in its network.


A connection defines the point where a call travels between the networks of two operators, one of whom is a PortaBilling® owner. At this point, we will create an xDR for the vendor (the other operator) describing our costs. Also, if this was an outgoing call, we will create xDRs for both the account and the customer.

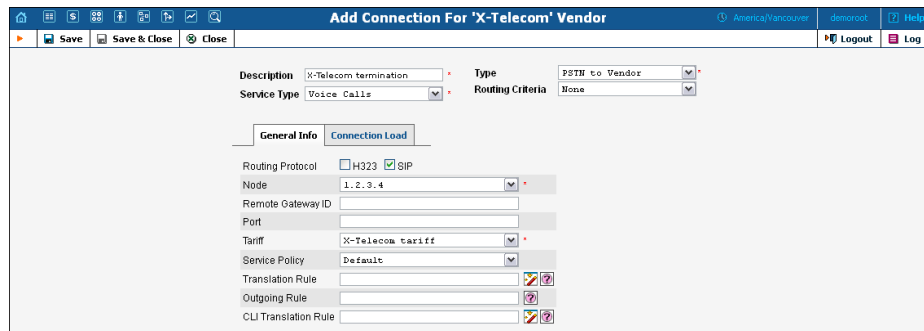
You can access connection information directly from the main menu. In this case, all connections defined in the system will be displayed.

Connection Management											
Close											
Vendor		Service Type		Type		Search					
ANY		ANY		Default		Search					
Description	Vendor	Service Type	Type	Gateway/Node	IP	Port	Access Code/Tech Prefix	Transl. Rule	Vendor Account	Tariff	Delete
Arbinet	Arbinet	Voice Calls	VoIP to Vendor	3.4.5.6	3.4.5.6					Arbinet	
Beqemot Voice	Beqemot	Voice Calls	VoIP to Vendor		4.8.7.9					Beqemot Voip	
iBasis	iBasis	Voice Calls	VoIP to Vendor		1.1.1.11					iBasis termination	

Alternatively, you can access a list of connections for a particular vendor. To do so, click the  icon next to the vendor name in the vendor list, or click  **Connections** in the toolbar on the vendor info screen.



To edit a connection, simply click on the connection description in the table. To add a new connection, first go to the list of connections for a specific vendor, then select  **Add**.



Field	Description
<b>Description</b>	A logical description of the connection.
<b>Service Type</b>	The type of service this connection is used to transport (voice calls, Internet connectivity, etc.).  <b>NOTE:</b> While services are used to represent and bill your customers' activities to them, you use service types to define a connection, since in this case it is important to know what actual (physical) service was provided.
<b>Type</b>	The type of this connection. The available types depend on the service type chosen above. For the <b>Voice Calls</b> service, the applicable types are: <ul style="list-style-type: none"> <li>• PSTN from Vendor – Vendor-related expenses for delivering calls from your customers to your network (e.g. toll-free lines) via a PSTN trunk to your gateway.</li> <li>• VoIP from Vendor – Vendor-related expenses</li> </ul>





	<p>for delivering calls from your customers to your network (e.g. foreign DIDs) via VoIP to your SIP server.</p> <ul style="list-style-type: none"> <li>• PSTN to Vendor – Your expenses for terminating calls on a vendor’s network via a PSTN trunk on your gateway.</li> <li>• VoIP to Vendor – Your expenses for terminating calls on a vendor’s network by sending them over an IP network to his gateway or proxy.</li> </ul>
<p><i>The following field is only available for “VoIP to Vendor” and “PSTN to Vendor” connections:</i></p>	
<b>Routing Criteria</b>	Defines what routing criteria will be applied to this connection.

Other available fields on the **Add Connection** form vary depending on the service type and type of connection chosen.

**General Info tab**

*PSTN to/from Vendor connections with Voice Calls service type*



Field	Description
<b>Node</b>	Name of the node used for this connection.
<b>Port</b>	Only on PSTN-related connections. The specified port for PSTN origination or termination. The port can be set using wildcards: ”_” – match any symbol “%” – match any sequence of symbols The wildcard symbols “*” and “?” should not be used.
<b>Tariff</b>	The tariff used to calculate the cost of terminating calls via this connection.
<b>Translation Rule</b>	Rule applied to convert a number from a vendor-specific format into the unified format used in billing. Click the <b>Wizard</b>  icon to launch the Dialing Rules wizard; click the test icon  to pop up the Test Rule

	window.
<i>The following fields are only available for "PSTN from Vendor" connections:</i>	
<b>CLD (DNIS)</b>	Specifies the access number the customer dialed in order to reach your network.
<b>Info Digits</b>	Info Digits is ISDN Originating Line Information sent by the gateway, which allows accounts to be billed depending on where the call is originated from. Simply associate the corresponding tariff with any OLI in Services and Rating. Please note that the gateway should be configured to support OLI.
<i>The following fields are only available for "PSTN to Vendor" connections:</i>	
<b>Routing Protocol</b>	<ul style="list-style-type: none"> <li>• <b>H323</b> - Check if this connection is capable of handling H323 calls.</li> <li>• <b>SIP</b> - Check if this connection is capable of handling SIP calls.</li> </ul>
<b>Remote Gateway ID</b>	<p>A distinctive name for the remote gateway. This is used when it is not possible to determine the identity of the remote party (and thus the connection / vendor that the call goes to) by its IP address alone. This ID will then be used to identify the connection, based on additional information available in the accounting record.</p> <p>The value in this field should take one of the following forms:</p> <ul style="list-style-type: none"> <li>• A domain name (translated into the actual IP address using a DNS query at the time the call is routed). This must be a fully qualified domain name, i.e. it should contain at least two names separated by a dot, for instance <code>mytelecom.net</code>. All other restrictions related to the domain name (e.g. permitted characters) apply as well.</li> <li>• The special matching keywords <code>SIP-URI</code>, <code>INTERNAL</code> or <code>SIP-UA</code> used internally in routing.</li> <li>• Another custom name that helps to identify the connection. Given in uppercase without any dots. One possible use is termination to multiple remote ports on the same IP; then the Remote Gateway ID can help to distinguish the routes, e.g. <code>PORT5020</code>, <code>PORT5021</code>.</li> </ul>
<b>Service Policy</b>	<p>Specifies a predefined set of options which are applied to calls going through this connection.</p> <p>Note that the options may be overridden by those defined for the caller or called account (depending on the connection type).</p>

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<b>Outgoing Rule</b>	If necessary, a received number can be modified before sending it to the vendor. This is only applicable if the node which routes the call retrieves routing information from PortaBilling® (e.g. PortaSIP® or MVTs). This will be filled in automatically if you use the Dialing Rules wizard.
<b>CLI Translation Rule</b>	Translates the CLI (ANI) to a vendor-specific format when routing a call to the vendor's network.

*VoIP to/from Vendor connections with Voice Calls service type*

Field	Description
<b>Remote IP</b>	The IP of the remote gateway, e.g. 23.45.67.89. If a connection has an empty Remote IP attribute, calls going to any IP address (not explicitly defined in some other connection) will be regarded as going via this connection. If there are multiple connections with an unknown IP address, then the <b>Remote Gateway ID</b> and <b>CLD Tech Prefix</b> can be used to help identify a specific connection.
<b>RTP Proxying</b>	Describes the NAT traversal capabilities of the remote gateway (the default value is set to <b>Optimal</b> ): <ul style="list-style-type: none"> <li>• Direct – RTP stream should be sent directly to this node; RTP proxy should not be used.</li> <li>• Optimal – This node is capable of NAT traversal; no RTP proxying is required unless specifically requested.</li> <li>• OnNat – This node is not capable of NAT traversal; engage RTP proxy if the other party is behind NAT.</li> <li>• Always – When sending a call to this node, always engage RTP proxy, so that no media stream goes to it directly.</li> </ul>
<b>Tariff</b>	The tariff used to calculate the cost of terminating calls via this connection.
<b>Vendor Authorization</b>	Defines which username / password should be used for authorization of calls via this connection.
<b>Translation Rule</b>	Rule applied to convert a number from a vendor-specific format into the unified format used in billing. Click the <b>Wizard</b>  icon to launch the Dialing Rules wizard; click the <b>Test</b>  icon to pop up the Test Rule window.

<b>CLI Translation Rule</b>	Translates the CLI (ANI) to a vendor-specific format when routing a call to the vendor's network.
<i>The following fields are only available for "VoIP to Vendor" connections:</i>	
<b>Remote IP Port</b>	The port to connect to on the remote end. The default port for the chosen protocol (5060 for SIP, 1720 for H323) is used where no value is provided.
<b>Routing Protocol</b>	<ul style="list-style-type: none"> <li>• <b>H323</b> - Check if this connection is capable of handling H323 calls.</li> <li>• <b>SIP</b> - Check if this connection is capable of handling SIP calls.</li> </ul>
<b>Remote Gateway ID</b>	<p>A distinctive name for the remote gateway. This is used when it is not possible to determine the identity of the remote party (and thus the connection / vendor that the call goes to) by its IP address alone. This ID will then be used to identify the connection, based on additional information available in the accounting record.</p> <p>The value in this field should take one of the following forms:</p> <ul style="list-style-type: none"> <li>• A domain name (translated into the actual IP address using a DNS query at the time the call is routed). This must be a fully qualified domain name, i.e. it should contain at least two names separated by a dot, for instance <code>mytelecom.net</code>. All other restrictions related to the domain name (e.g. permitted characters) apply as well.</li> <li>• The special matching keywords <code>SIP-URI</code>, <code>INTERNAL</code> or <code>SIP-UA</code> used internally in routing.</li> <li>• Another custom name that helps to identify the connection. Given in uppercase without any dots. One possible use is termination to multiple remote ports on the same IP; then the <b>Remote Gateway ID</b> can help to distinguish the routes, e.g. <code>PORT5020</code>, <code>PORT5021</code>.</li> </ul>
<b>CLD Tech Prefix</b>	If you have several connections with the same IP address (e.g. the same carrier offers you routes of different quality) and these can only be distinguished using the tech-prefix in the destination number, enter that tech-prefix here. This also automatically modifies the translation rules for this connection, such that the tech-prefix is appended to the number when a call is routed there, and removed from it when CDRs are being processed.
<b>Caller Identity</b>	Describes how outgoing calls for which the caller has requested privacy are to be displayed to the vendor.

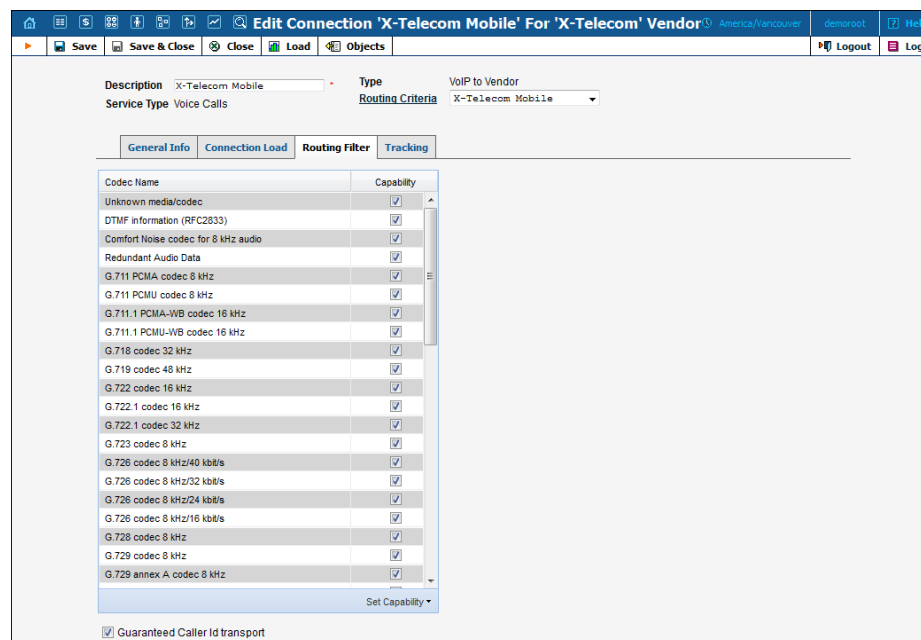
	<ul style="list-style-type: none"> <li>• Do not Supply – PortaSwitch® will remove all information about the caller from the call initiation info sent to the vendor.</li> <li>• Supply – The outgoing call initiation request will contain special privacy headers which will contain the information about real CLI number.</li> </ul>
<b>Outgoing Rule</b>	If necessary, a received number can be modified before sending it to the vendor. This only applies if the node which routes the call retrieves routing information from PortaBilling® (e.g. PortaSIP® or MVTS). This will be filled in automatically if you use the Dialing Rules wizard.
<b>Additional Settings</b>	This is a set of proprietary parameters passed to PortaSIP® to activate special handling of communications with the remote side. It can be used to trigger special handling of the SIP dialogue process in order to provide compatibility with a vendor non-compliant with SIP RFC, and so on.
<i>The following fields are only available for “VoIP from Vendor” connections:</i>	
<b>Node</b>	Name of the node used for this connection.
<b>Caller Identity</b>	Describes how the system processes the calls for which the caller has requested privacy. <ul style="list-style-type: none"> <li>• <b>Do not Accept</b> – Special privacy headers will not be processed.</li> <li>• <b>Accept</b> – The information about real CLI number will be retrieved from the special privacy headers.</li> </ul>
<b>Assign Access Code</b>	This parameter allows you to use different rate plans for the same service, based on where the call originates from. Define <b>Assign Access Code</b> for the authorization of the call in order to allow the appropriate entry specified in the product’s <b>Services and Rating</b> tab to be selected. This field is mandatory and by default, is set to 'INCOMING.'
<b>Rate Match Mode</b>	This parameter allows you to rate calls either based on their destination or the caller’s number. <ul style="list-style-type: none"> <li>• <b>Default</b> – Rate based on the destination number.</li> <li>• <b>Calling number</b> – Use the caller’s number to calculate the billing charges (e.g. for charging the owner of a toll-free number for incoming calls).</li> </ul>

### Connection Load tab

Field	Description
<b>Capacity</b>	Specifies the maximum number of simultaneous calls the connection can support. If <b>Limit Utilization by Capacity</b> is active, when the number of simultaneous calls established via the connection reaches its specified limit, this connection will become excluded from all further routing attempts. Otherwise, this parameter is only used to correctly scale the load graph for the connection.
<i>The following fields are only available for “VoIP/PSTN to Vendor” connections:</i>	
<b>Limit Utilization By Capacity</b>	Check this box to enable load-balancing based on utilization of this connection and to limit the number of simultaneous calls routed through it.
<b>Start Utilization Balancing After</b>	Start performing load-balancing using other connections (that would normally assume a lower position in the routing list) when the number of simultaneous calls reaches this threshold.

### Routing Filter tab

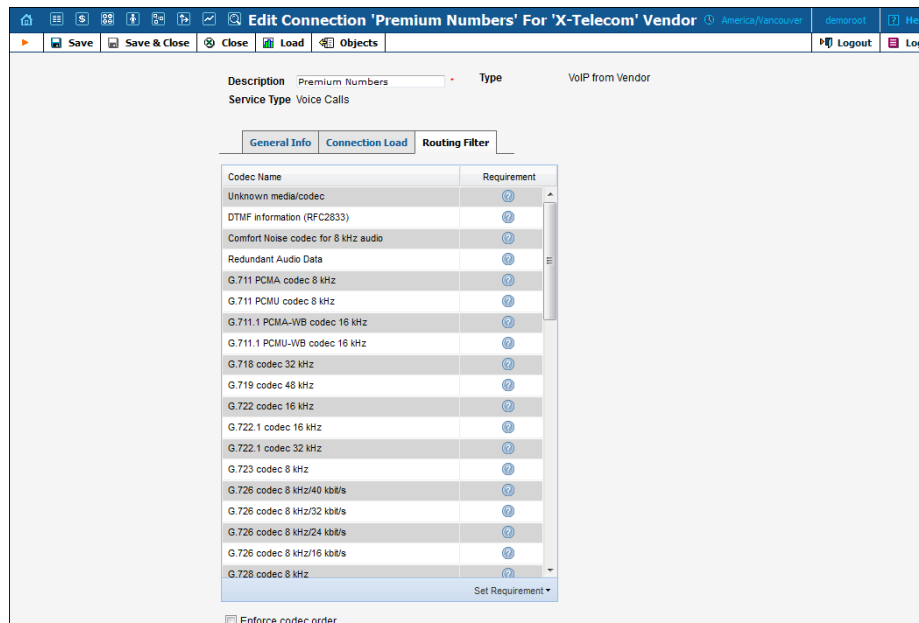
For “VoIP to Vendor” connections, the routing filter allows you to define the capabilities of the remote party (such as the gateway of a carrier) and your preferences for using them.



Column	Description
<b>Codec Name</b>	Name of the call media feature (such as a specific codec or T.38 fax capability).

<b>Capability</b>	<p>This parameter allows you to specify remote party capabilities or prohibit the use of a call media feature for the connection. The following options are available:</p> <ul style="list-style-type: none"> <li>• <b>Supported</b> – This means that you are sure that this equipment supports this feature and are therefore allowing it.</li> <li>• <b>Not supported</b> – This means that this equipment is unable to support this particular feature (e.g. G.723 codec). Your administrator may decide to prohibit it. For example, although you do not know whether a vendor’s gateway supports the G.722 codec, by marking it “not supported” you will ensure that even if the originating codec end-point appears available, it will be removed from the codec list that is sent to the carrier in the SIP call initiation request, and thus will not be used.</li> </ul>
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For “VoIP from Vendor” connections, the routing filter allows you to filter call media features on incoming calls.




Column	Description
<b>Codec Name</b>	Name of the call media feature (such as a specific codec or T.38 fax capability).
<b>Requirement</b>	This parameter describes the filters applied to call media features. The following options are available: <ul style="list-style-type: none"> <li>• <b>Suppressed</b> – This means that PortaSwitch will prevent the use of this particular feature (e.g.</li> </ul>



	<p>G.722 codec) and will remove the information about this codec from SIP requests received from a remote party.</p> <ul style="list-style-type: none"><li>• <b>Not required</b> – This means that PortaSwitch does not do any special processing for this feature. It will be preserved in the incoming SIP request and may be used if the other party supports it. This is the default value for all features.</li></ul>
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### Connection Load

PortaBilling® automatically updates load graphs based on the number of calls going through a connection. To access the load graph for a specific connection, open the connection details page and click the  **Load** icon in the toolbar.

# 8 ■ Statistics

## Graphs

The default timeframe for all graphs is 30 hours. The dates above the graph are the boundary timeframe for the current graph. If the graph is shown in more than one color, a legend for color use will be displayed below the graph. If there are two graphs, captions will be provided on the left. The use of navigation is explained in the table below.

Icon	Description
	<b>Zoom Out.</b> Click the icon or the top part of the graph to see a 50% longer time interval.
	<b>Zoom In.</b> Click the icon or the bottom part of the graph to see a 50% shorter time interval and a more detailed graph.
	<b>Back in time.</b> Click the icon or the left part of the graph to move back in time by 50% of the current timeframe.
	<b>Forward in time.</b> Click the icon or the right part of the graph to move forward in time by 50% of the current timeframe.

## Reports

The middle portion of the report screen is a one-year calendar.

PortaBilling® keeps reports for one year, after which they are removed from the system. The current month is displayed in the bottom right-hand corner of the calendar.

Look at the following diagram of a calendar:



1. If present, this arrow notifies the user that a report for this month is available for download by clicking the month link.
2. Three-letter abbreviation for the month, followed by the year.
3. If present, this arrow notifies the user that two semi-monthly reports are available for download by clicking the links on the right.

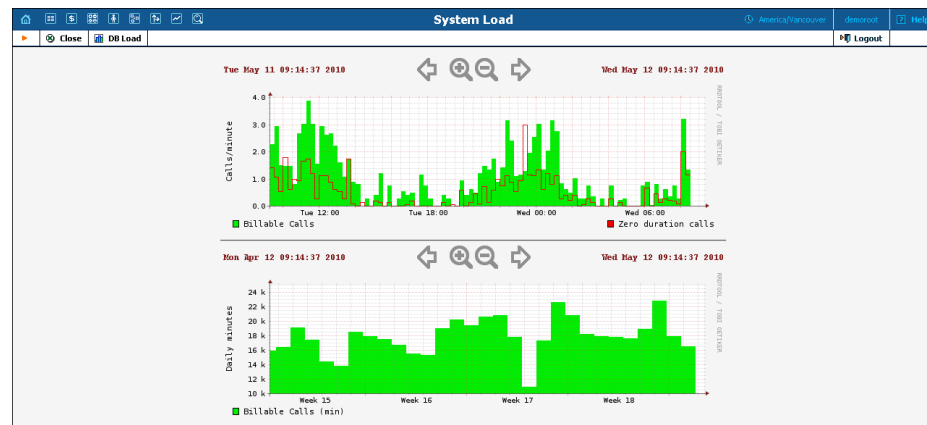
4. Click this icon to download statistics for the first half of the month.
5. Click this icon to download statistics for the second half of the month.
6. The number of the week in the current year. No report was generated for this week, so there is no link.
7. Same as 6, but here a report has been generated and may be downloaded by clicking the link.
8. The day of the month. No report has been generated, so the link is inactive.
9. Days with linked reports are bolded and underscored. Click to download the report.

If a report is available, the corresponding link is bolded and underscored.

**NOTE:** Links are not displayed if reports have not been configured.

## System Load

The **System Load** graph provides a general overview of the billing system status in terms of the number of call attempts per minute and the total volume of calls per day.

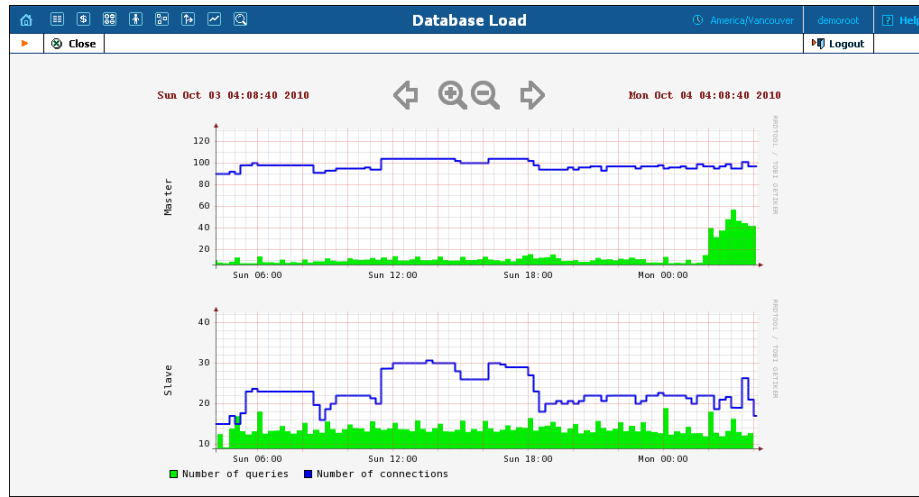


The **Calls/minute** graph at the top shows the number of calls, and is broken down into “Billable” and “Zero Duration” calls. The **Daily minutes** graph shows the total call volume (in minutes) that passes through your system per day.

## Database

The Database Load graph shows the load (in number of queries) and the number of active threads on the master and slave databases. This


information may be useful in the event that database interactions seem slow, or for other debugging scenarios.

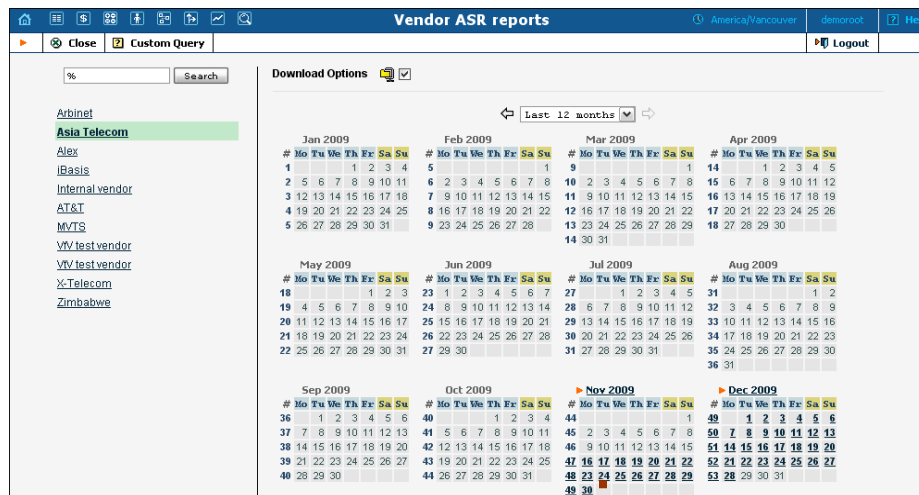


## ASR

The Vendor ASR reports screen gives the user easy access to downloads of all ASR reports that have been defined for a vendor. Reports for the desired vendor may be found by selecting the vendor from a list on the left side of the screen, or by entering the vendor's name in the search field and clicking the **Search** button. The wildcard symbol '%' may also be used for the search.

### Download Options

The default report download format is CSV. Check the box next to the **ZIP**  icon to download zipped CSV files.



A	B	C	D	E	F	G	
Destination	Country	Description	Calls	Billable Calls	ASR, %	Duration, min:sec	ALOC
	247	Ascension Island	2	0	0	0:00	
Not Matched		Unable to match in tar	255	1	0.392156862745098	11:37	
SUBTOTAL			257	1	0.389105058365759	11:37	
	355 ALBANIA	Proper	1	0	0	0:00	
SUBTOTAL			1	0	0	0:00	
	54 ARGENTINA	Proper	2	0	0	0:00	
	541 ARGENTINA		1	0	0	0:00	
	5411 ARGENTINA	Buenos Aires	4	3	75	23:13	
SUBTOTAL			7	3	42.8571428571429	23:13	
	374 ARMENIA	Proper	29	3	10.3448275862069	1:11	
SUBTOTAL			29	3	10.3448275862069	1:11	
	61 AUSTRALIA	Proper	7	2	28.5714285714286	8:26	
	611 AUSTRALIA	Mobile	1	1	100	0:35	
	6129 AUSTRALIA	Sydney	1	0	0	0:00	
SUBTOTAL			9	3	33.3333333333333	9:01	
	43 AUSTRIA	Proper	17	6	35.2941176470588	72:05:00	
	431 AUSTRIA	Vienna	8	1	12.05.2005	14:25	
	43650 AUSTRIA	Mobile	1	1	100	0:04	
SUBTOTAL			26	8	30.7692307692308	86:34:00	

### Custom Query

The Custom Query utility, which can be accessed by clicking the **Custom Query** button, enables you to view ASR and cost / revenue information for all calls going from selected customer(s) to selected vendor(s). This query can also be filtered by destination and a precise time interval. The Split selector allows the report to be divided into hourly and daily intervals.

Select a customer or vendor, or a destination (which may be specified exactly), or use a wildcard. (For example, all calls to England may be specified as “44%” in the destination field.) A date and time range for the search must be specified. To initiate the query, click the **Show results** button.

Close
Custom Query
America/Vancouver demoroot Help

Vendor:

Customer:

Service:

Destination:

From:  YYYY-MM-DD  HH:MM:SS

To:  YYYY-MM-DD  HH:MM:SS

Split:

Interval	Vendor(s) / Customer(s)	Calls	Billable Calls	Duration, min:sec	ASR, %	ALOC, min:sec	Cost/Revenue, USD
2009-06-30 00:00:00 - 2009-12-30 00:00:00	Arbinet	21682	20380	0:00	94.07	0:00	2.52
	ALL	21682	20380	0:00	94.07	0:00	94.24

The results table contains two rows, one each for the customer and the vendor.

- Calls
- Billable Calls
- Duration, min:sec
- ASR (Average Success Rate)
- ALOC (Average Length of Call), min:sec
- Cost / Revenue, in the PortaBilling® owner’s currency



The Custom Query utility is a tool for monitoring various parameters of your current call flow. It should **not** be used to obtain billing statistics for

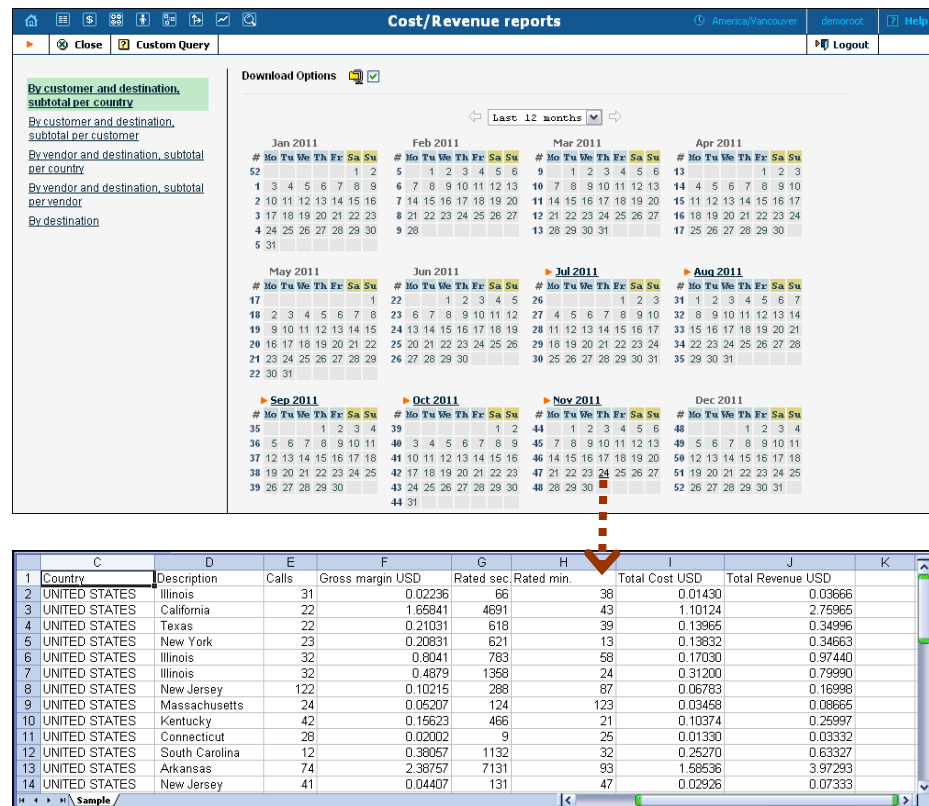
a particular vendor (use the xDR statistics for the corresponding vendor), and should **never** be used to obtain information such as “total minutes for a particular customer”. Since this report operates with the vendor’s xDR, it will provide figures according to the vendor’s time rounding, not the customer’s. This can make a significant difference (e.g. your vendor uses 1 second rounding, while customers are billed on a per-minute basis).

## Cost / Revenue

The Cost / Revenue reports screen allows users to easily download all Cost / Revenue reports that have been generated in the system. Reports are grouped by the following call types:

- By customer and destination, subtotal per country (default)
- By customer and destination, subtotal per customer
- By vendor and destination, subtotal per country
- By vendor and destination, subtotal per vendor
- By destination

The active selection is highlighted in green.

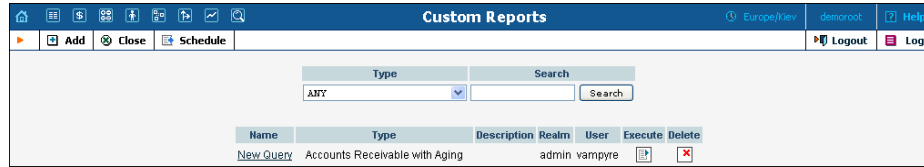




The screenshot shows the 'Cost/Revenue reports' interface. On the left, there are download options: 'By customer and destination, subtotal per country' (highlighted in green), 'By customer and destination, subtotal per customer', 'By vendor and destination, subtotal per country', 'By vendor and destination, subtotal per vendor', and 'By destination'. The main area shows a calendar view for 'Last 12 months' with data for each day of the month. Below the calendar is a table with columns C through K. A red arrow points from the '24' in the calendar to the '24' in the table's 'Rated min.' column.

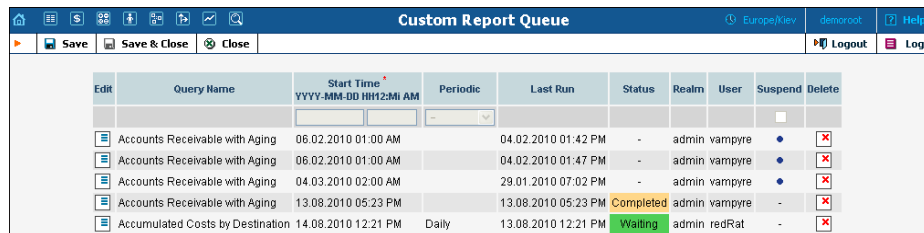
C	D	E	F	G	H	I	J	K
Country	Description	Calls	Gross margin USD	Rated sec.	Rated min.	Total Cost USD	Total Revenue USD	
UNITED STATES	Illinois	31	0.02236	66	38	0.01430	0.03666	
UNITED STATES	California	22	1.65841	4691	43	1.10124	2.75965	
UNITED STATES	Texas	22	0.21031	618	39	0.13965	0.34996	
UNITED STATES	New York	23	0.20831	621	13	0.13832	0.34663	
UNITED STATES	Illinois	32	0.6041	783	58	0.17030	0.97440	
UNITED STATES	Illinois	32	0.4879	1358	24	0.31200	0.79990	
UNITED STATES	New Jersey	122	0.10215	288	87	0.06783	0.16998	
UNITED STATES	Massachusetts	24	0.05207	124	123	0.03458	0.08665	
UNITED STATES	Kentucky	42	0.15623	466	21	0.10374	0.25997	
UNITED STATES	Connecticut	28	0.02002	9	25	0.01330	0.03332	
UNITED STATES	South Carolina	12	0.38057	1132	32	0.25270	0.63327	
UNITED STATES	Arkansas	74	2.38757	7131	93	1.58536	3.97293	
UNITED STATES	New Jersey	41	0.04407	131	47	0.02926	0.07333	



# Custom Reports

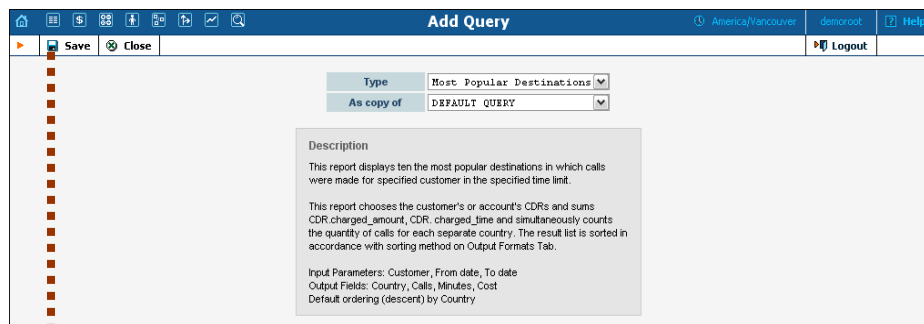
The Custom Reports section allows you to manage and execute custom report queries.



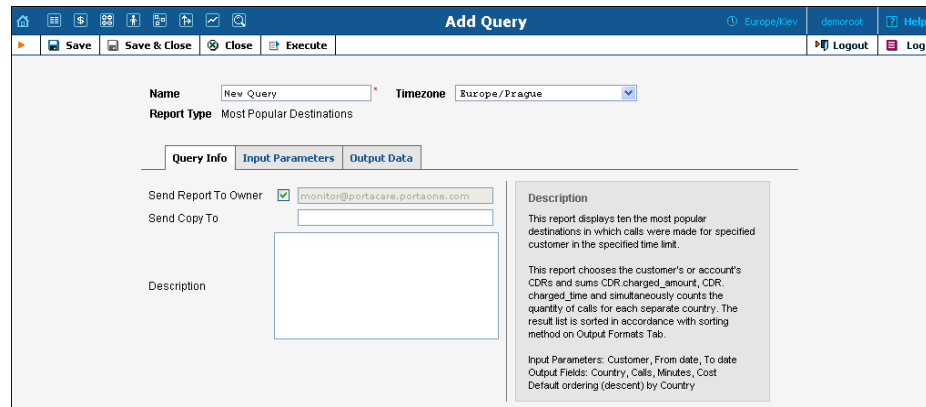
On the initial Custom Reports screen, you can view already existing reports. To execute one of them and see the result immediately, click the  **Execute** icon for a particular report. Click the  **Schedule** button in the toolbar to see information about scheduled report execution.



Click  **Add** to create a new report by choosing the type of report (one of the pre-defined types) and whether this report should be created as a clone of some existing report (inheriting all parameters defined in that report), or just as a blank copy. Press  **Save** to proceed in defining the report.







Type in a descriptive name for the new query. This is the name that will be displayed on the Custom Reports screen. Define the Custom Reports time zone that will be applied to the date ranges of the query execution. This TZ will be applied to the date(s) in the query results and will also appear in the filename with the result report. Keep in mind that the *User's* time zone will be applied to all the *execution* dates (Start Time, Last Run and Completion Time).



If the TM for the query execution coincides with the User's TZ, you can simply set the time zone to '**Auto**'. In that case, the query will be executed in the User's TZ.

On the Edit query page, you can alter various parameters of this query. Click the **Execute** button in the toolbar to run the query and immediately see the result in your web browser.

### Query Info tab

Field	Description
<b>Send Report To Owner</b>	If this check box is ticked, after every query execution the user who executes the report will receive a copy of the report result by email. (Make sure you have defined your email address in the user settings.)
<b>Send Copy To</b>	Send a copy of the report result to another email address.
<b>Description</b>	General description of this report.

### Input Parameters tab

The contents of this tab are based on a particular report, and allow you to manage report parameters, e.g. for “Most popular destinations” you are able to specify the date range and customers.

For input parameters which contain date / time values, there are two methods of entering values:

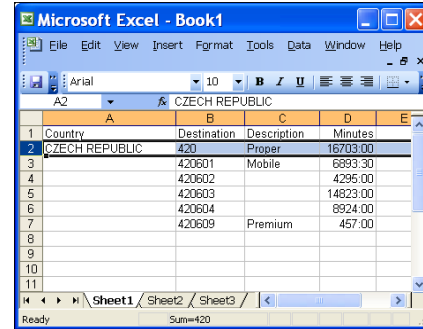
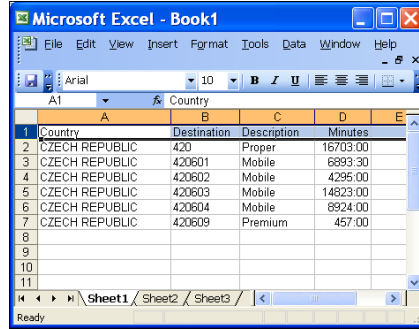
- You can type in a specific value, e.g. “01-Jan-2007”; this value will always stay the same for any report execution.
- You can specify a moment in time as an offset from the scheduled report execution date. For instance, you can set up the “Customer’s most popular destinations” report to run every night at 5 am, and specify that it should cover an interval from 21 hours to 10 hours **prior** to the report time. As a result, you will always receive a report that includes calls made by the customer during business hours on the previous day. Parameters may also be populated automatically with a date **after** the actual report time: for instance, every Monday you can run a report to obtain a list of invoices that will become overdue during the next seven days.





### Output Formats tab

This tab includes two separate areas: Output Format, where you can define how the values of columns should be presented in the report, and Data Sorting, where you define how the report data should be sorted.


Column	Description
<b>Column</b>	Name of the report column.
<b>Visible</b>	Whether this column should be included in the report. If you uncheck this option, the given column will simply be skipped in the report result.
<b>Format</b>	Formatting of the column data (e.g. whether the total number of minutes should be displayed as 380 or 380:00).
<b>Post Processing Rule</b>	This field functions like the post-processing rules in templates (for more details, see the <a href="#">PortaBilling Templates Guide</a> ). It allows you to modify the actual value extracted from the database before it is shown in the report. For instance, if the value in the database gives the total number of seconds, you can divide it by 60 to display the value in minutes to the user.
<b>Suppress Dup</b>	If activated, duplicate column values in adjacent rows will not be displayed – see the example below.

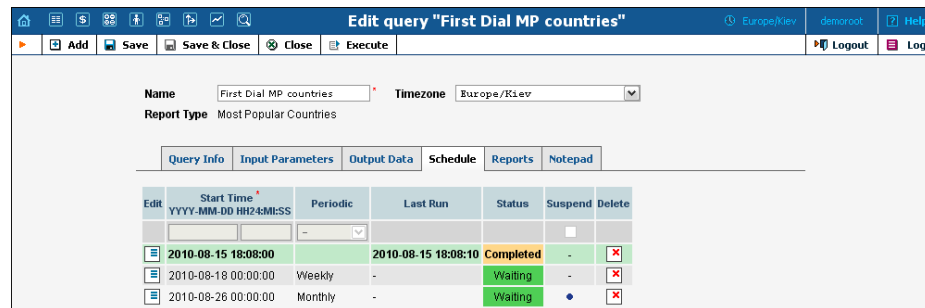
The Suppress Duplicates option allows you to make your reports more readable by removing excess information. Compare the two datasheets below, in which the same data is shown, but where the right one has Suppress Duplicates enabled for certain columns.



Column	Description
Column	Name of the report column.
Sort	Specifies the sorting mode for this column: <ul style="list-style-type: none"> <li> - Data is sorted in ascending order (i.e. <b>Andrew</b> will be at the top of the list, and <b>Zack</b> at the bottom).</li> <li> - Data is sorted in descending order (i.e. <b>Zack</b> will be at the top of the list, and <b>Andrew</b> at the bottom).</li> <li>— - This column is not used for data sorting at all.</li> </ul>
Up / Down	If there are multiple columns used in sorting, their order is very important. Here you can arrange the sequence of the sort columns. For instance, if you want to sort data first by country name and then by the number of minutes, use the  and  arrows to move the <b>Country</b> column above the <b>Minutes</b> column.

### Schedule tab


This tab allows you to schedule automatic report execution (single time or periodic) in the future, and to see when a report was last generated. Click the  **Add** button in the toolbar to add a new entry.

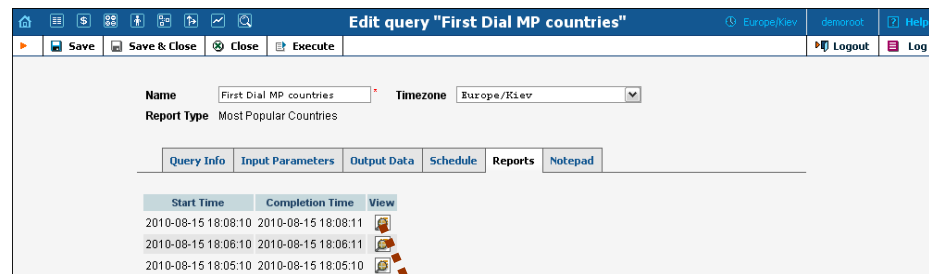


Column	Description
Start Time	Date and time when the report should be produced.
Periodic	Specifies whether the report should only be produced once, or generated every day, week or month.
Last Run	The date when the report was last executed (if applicable).
Status	Current status of the report: <ul style="list-style-type: none"> <li>• Waiting – Report execution has not started yet, and is scheduled for the future.</li> <li>• Completed – The report was to be executed only once, and this has already been done.</li> <li>• Running – The report is being currently produced.</li> </ul>
Suspend	Allows you to temporarily disable report execution (but not delete the entry from the report schedule). This may be convenient if you are leaving for vacation and would like to avoid having reports piling up in your inbox during your absence.

**NOTE:** Start Time specifies only the “preferred” start time for the report. Report execution will not start earlier than the specified time, but it may start later if there are some other conflicting tasks at the specified time. For instance, if two reports are scheduled to be executed at 06:00, only one of them will start at that time, while the other will start only after the first one has finished.

### Reports tab

This tab allows you to browse results for the ten previous report executions. Thus, if you did not save the original result, you do not have to run the reports over again. Click the  icon to see the corresponding file.



**Report results for "First Dial MP countries", "2010-08-15 18:18:11"**

Close Download

Report Type: Most Popular Countries  
 Currency: USD  
 Timezone: Europe/Kiev  
 Input Values: From: 2010-08-14 00:00:00 To: 2010-08-15 18:18:03 Customer: New Customer

**Description**  
 This report displays ten the most popular countries in which calls were made for specified customer in the specified time limit.  
 This report chooses the customer's or account's CDRs and sums CDR.charged\_amount, CDR.charged\_time and simultaneously counts the quantity of calls for each separate country. The result list is sorted in accordance with sorting method on Output Formats Tab.  
 Input Parameters: Customer, From date, To date  
 Output Fields: Country, Calls, Minutes, Cost  
 Default ordering (descent) by Country

Country	Calls	Minutes	Cost
<b>Total</b>	<b>0</b>		

## Vendor xDRs

The Vendor xDRs screen allows users to easily download xDRs that have been defined for a vendor. xDRs for the desired vendor may be found by selecting the vendor from the list on the left side of the screen, or by entering the vendor's name in the search field and clicking the **Search** button. The wildcard symbol '%' may also be used.

**Vendor xDRs** America/Vancouver demoot Help

Close Unresolved xDRs Logout

Search: %

**Download Options**

Last 12 months

Sep 2010							Oct 2010							Nov 2010							Dec 2010										
#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su
35		1	2	3	4	5	39			1	2	3			44		1	2	3	4	5	6	7	48			1	2	3	4	5
36	6	7	8	9	10	11	12	40	4	5	6	7	8	9	10	45	8	9	10	11	12	13	14	49	6	7	8	9	10	11	12
37	13	14	15	16	17	18	19	41	11	12	13	14	15	16	17	46	15	16	17	18	19	20	21	50	13	14	15	16	17	18	19
38	20	21	22	23	24	25	26	42	18	19	20	21	22	23	24	47	22	23	24	25	26	27	28	51	20	21	22	23	24	25	26
39	27	28	29	30				43	25	26	27	28	29	30	31	48	29	30						52	27	28	29	30	31		

Jan 2011							Feb 2011							Mar 2011							Apr 2011											
#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	
52			1	2			5			1	2	3	4	5	6			1	2	3	4	5	6			1	2	3	4	5	6	
	3	4	5	6	7	8	9	6	7	8	9	10	11	12	13	10	7	8	9	10	11	12	13	14	4	5	6	7	8	9	10	
	2	10	11	12	13	14	15	16	7	14	15	16	17	18	19	20	11	14	15	16	17	18	19	20	15	11	12	13	14	15	16	17
	3	17	18	19	20	21	22	23	8	21	22	23	24	25	26	27	12	21	22	23	24	25	26	27	16	18	19	20	21	22	23	24
	4	24	25	26	27	28	29	30	9	28							13	28	29	30	31				17	25	26	27	28	29	30	
	5	31																														



May 2011							Jun 2011							Jul 2011							Aug 2011																		
#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su								
17						1	22				1	2	3	4	5	26							1	2	3	31							1	2	3	4	5	6	7
18	2	3	4	5	6	7	8	23	6	7	8	9	10	11	12	27	4	5	6	7	8	9	10	32	8	9	10	11	12	13	14								
19	9	10	11	12	13	14	15	24	13	14	15	16	17	18	19	28	11	12	13	14	15	16	17	33	15	16	17	18	19	20	21								
20	16	17	18	19	20	21	22	25	20	21	22	23	24	25	26	29	18	19	20	21	22	23	24	34	22	23	24	25	26	27	28								
21	23	24	25	26	27	28	29	26	27	28	29	30			30	25	26	27	28	29	30	31	35	29	30	31													
22	30	31																																					

## Unresolved xDRs

The "Unresolved xDRs" screen is accessible from the Vendor xDRs. It allows users to easily download all available xDRs for calls which were not identified as crossing any connection to a vendor. The xDR report periodicity can be set up on the **My Company** screen -> **Report Info** Tab -> **Reconciliation Period**.

**"Unresolved xDRs" reports** America/Vancouver demoot Help

Close xDRs Logout

Download Options  

← Last 12 months →

Nov 2009							Dec 2009							Jan 2010							Feb 2010										
#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su
44						1	49	1	2	3	4	5	6	53	1	2	3					5	1	2	3	4	5	6	7		
45	2	3	4	5	6	7	8	50	7	8	9	10	11	12	13	4	5	6	7	8	9	10	6	8	9	10	11	12	13	14	
46	9	10	11	12	13	14	15	14	15	16	17	18	19	20	2	11	12	13	14	15	16	17	7	15	16	17	18	19	20	21	
47	16	17	18	19	20	21	22	22	21	22	23	24	25	26	27	3	18	19	20	21	22	23	24	8	22	23	24	25	26	27	28
48	23	24	25	26	27	28	29	28	29	30	31				4	25	26	27	28	29	30	31									
49	30																														

Mar 2010 Apr 2010 May 2010 Jun 2010

Jul 2010 Aug 2010 Sep 2010 Oct 2010



## Customer xDRs

The Customer xDRs screen allows users to easily download xDRs that have been defined for a customer. xDRs for the desired customer may be found by selecting from the list of existing customers on the left side of the screen, or by entering the customer's name in the search field and clicking the **Search** button. The wildcard symbol '%' may also be used.

**Customer xDRs** America/Vancouver demoot Help

Close Logout

Search

Download Options   xDR Types Invoice  Debit

← Last 12 months →

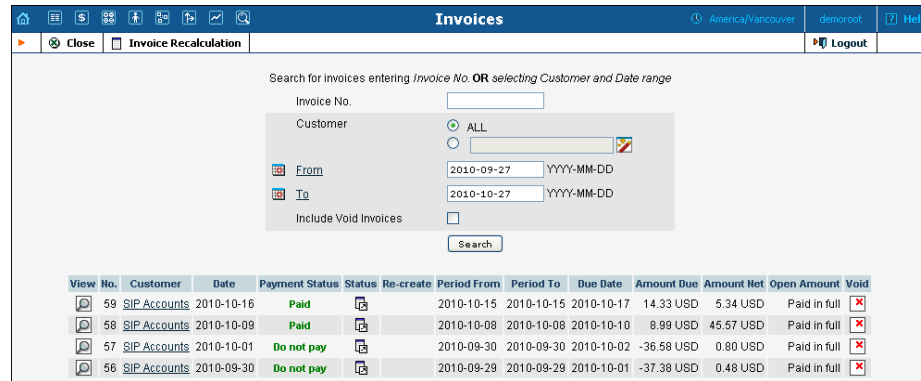
Dec 2009							Jan 2010							Feb 2010							Mar 2010										
#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su	#	Mo	Tu	We	Th	Fr	Sa	Su
49	1	2	3	4	5	6	53	1	2	3				5	1	2	3	4	5	6	7	9	1	2	3	4	5	6	7		
50	7	8	9	10	11	12	13	1	4	5	6	7	8	9	10	6	8	9	10	11	12	13	14	10	8	9	10	11	12	13	14
51	14	15	16	17	18	19	20	2	11	12	13	14	15	16	17	7	15	16	17	18	19	20	21	11	15	16	17	18	19	20	21
52	21	22	23	24	25	26	27	3	18	19	20	21	22	23	24	8	22	23	24	25	26	27	28	12	22	23	24	25	26	27	28
53	28	29	30	31				4	25	26	27	28	29	30	31									13	29	30	31				

Apr 2010 May 2010 Jun 2010 Jul 2010

















Aug 2010 Sep 2010 Oct 2010 Nov 2010



## Invoices


The Invoices screen allows the administrator to view all invoices generated by the system in the current environment. The desired invoice can be found by its number. Groups of invoices can be searched by selecting a customer and a date range.



The screenshot shows the 'Invoices' page with search filters and a table of invoice records. The search filters include Invoice No., Customer (set to ALL), From (2010-09-27), To (2010-10-27), and an option to include void invoices. The table below shows the results:

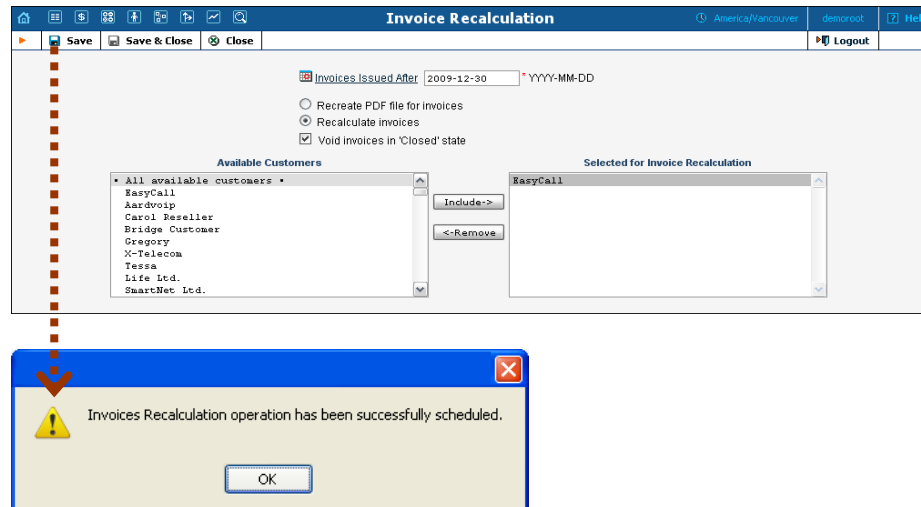
View	No.	Customer	Date	Payment Status	Status	Re-create	Period From	Period To	Due Date	Amount Due	Amount Net	Open Amount	Void
	59	SIP Accounts	2010-10-16	Paid			2010-10-15	2010-10-15	2010-10-17	14.33 USD	5.34 USD	Paid in full	
	58	SIP Accounts	2010-10-09	Paid			2010-10-08	2010-10-08	2010-10-10	8.99 USD	45.57 USD	Paid in full	
	57	SIP Accounts	2010-10-01	Do not pay			2010-09-30	2010-09-30	2010-10-02	-36.58 USD	0.80 USD	Paid in full	
	56	SIP Accounts	2010-09-30	Do not pay			2010-09-29	2010-09-29	2010-10-01	-37.38 USD	0.48 USD	Paid in full	

Select the **View**  icon in the result list to view or print the selected invoice. The **Closed**  icon appears when an invoice has been delivered to the customer and cannot be changed. An invoice is considered delivered when the customer receives an e-mail with the invoice attached, or clicks the **View** icon in the Invoice section of the Customer Self-Provisioning interface. If the invoice is not locked, it will be automatically updated if the balance changes (re-costing of calls, for example); otherwise, a new invoice with a re-costing adjustment will be generated. You can change the status of an invoice manually by clicking the **Status** icon.

The **Re-create**  icon allows you to recreate an invoice. By clicking this icon you can schedule invoice recreation. This will not affect any changes except the invoice date, due date, layout attributes, customer and / or company info, and PDF file renewal. Invoice recreation is useful when you want to renew an invoice date, or have made some changes to a particular invoice template, or if certain customer or company attributes have been changed.

## Invoice Recalculation

Administrators can use the **Invoice Recalculation** page to recalculate invoices generated in the system since a certain date and for a specific customer (or customers). This may need to be done if calculations for a certain period were based on incorrect data (wrong rates, errors in tariffs, and so on).




Fill in the required information or perform one of the following operations:

Field	Description
<b>Invoices Issued After</b>	Click on this link to open a calendar in a new browser window, from which you can select the desired date. Alternatively, you can type the date in the box next to the link, using the required date format.
<b>Recreate PDF file for invoices</b>	Select this option to only recreate PDF files, representing invoices. This is used when there was a mistake in the invoice template (e.g. an incorrect text, a wrong company logo or another graphic design issue). This will generate new PDF files according to the current template settings, so the new PDF files may look different - but no figures (e.g. total or sub-totals) in the original invoice will be affected.
<b>Recalculate invoices</b>	Select this option to fully recalculate invoices - recalculate the amount of charges, payments, refunds, etc. for the given period, calculate a new invoice total and produce a new set of PDF files.
<b>Void invoices in 'Closed' state</b>	This box appears only if your choice is to recalculate invoices. Check it to void closed invoices and create them anew.
<b>Available Customers and Selected for Invoice Recalculation</b>	In the <b>Available Customers</b> box, select a customer (or customers) for whom you wish to recalculate invoices. To choose all customers at once, select the line <i>All available customers</i> on top. Then click the <b>Include-&gt;</b> button. The customers selected will appear in the <b>Selected for Invoice Recalculation</b> box.



After you have made your choice, click **Save**. You will receive confirmation that the recalculation has been successfully scheduled. The system will perform it during the next statistics calculation period and send you a confirmation e-mail upon completion.

To check if an invoice has been recalculated, go to the **Invoices** screen and click on the **View**  icon before the invoice number.

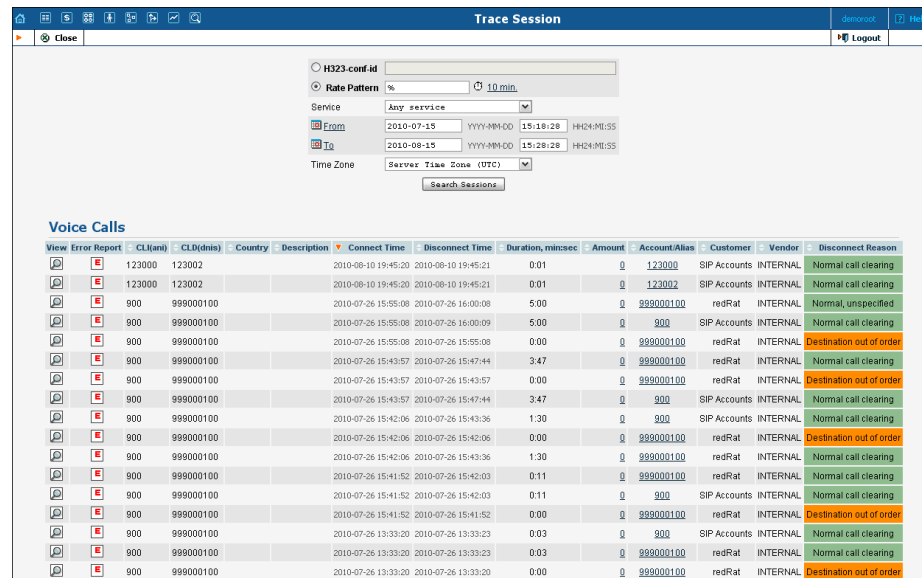
**NOTE:** During recalculation, xDR statistics for the relevant customers are also updated.

# 9. Help Desk

# Trace Session


The trace session utility allows you to determine the characteristics of a specific call when you know the **h323-conf-id** or the **rate pattern (destination)**, which may be specified exactly, or by using a wildcard. (For example, all calls to England may be specified as “44%” in the destination field). A date range for the search must be specified; however, it is highly recommended to set it to the smallest range necessary, in order to reduce waiting time and server load. Ideally, the search window should contain one day only.

To initiate a query, click the **Search Sessions** button. If no results appear, try broadening the query. When the results appear, locate the desired call within the result set. If there are too many results, they will be divided across pages, although in this case it is advisable to narrow the query.







The screenshot shows the 'Trace Session' web interface. At the top, there are search filters: 'H323-conf.id' (radio button), 'Rate Pattern' (radio button, value: '%', 10 min), 'Service' (dropdown: 'Any service'), 'From' (date: '2010-07-15', time: '15:18:28', zone: 'HH24:MI:SS'), 'To' (date: '2010-08-15', time: '15:28:28', zone: 'HH24:MI:SS'), and 'Time Zone' (dropdown: 'Server Time Zone (UTC)'). A 'Search Sessions' button is located below the filters.

Below the filters is a table titled 'Voice Calls' with the following columns: View, Error Report, CL(ani), CLD(dnis), Country, Description, Connect Time, Disconnect Time, Duration, min:sec, Amount, Account/Alias, Customer, Vendor, and Disconnect Reason. The table contains 18 rows of call data with various statuses and reasons for disconnect.



The result listing shows the origination number, the number dialed, the destination location, connect and disconnect times, duration, account and customer (in the case of product usage), vendor (in the case of normal vendor termination), and the call status while disconnecting, which is color-coded according to the table below. Select the **View**  icon to go to a detailed page describing the call.

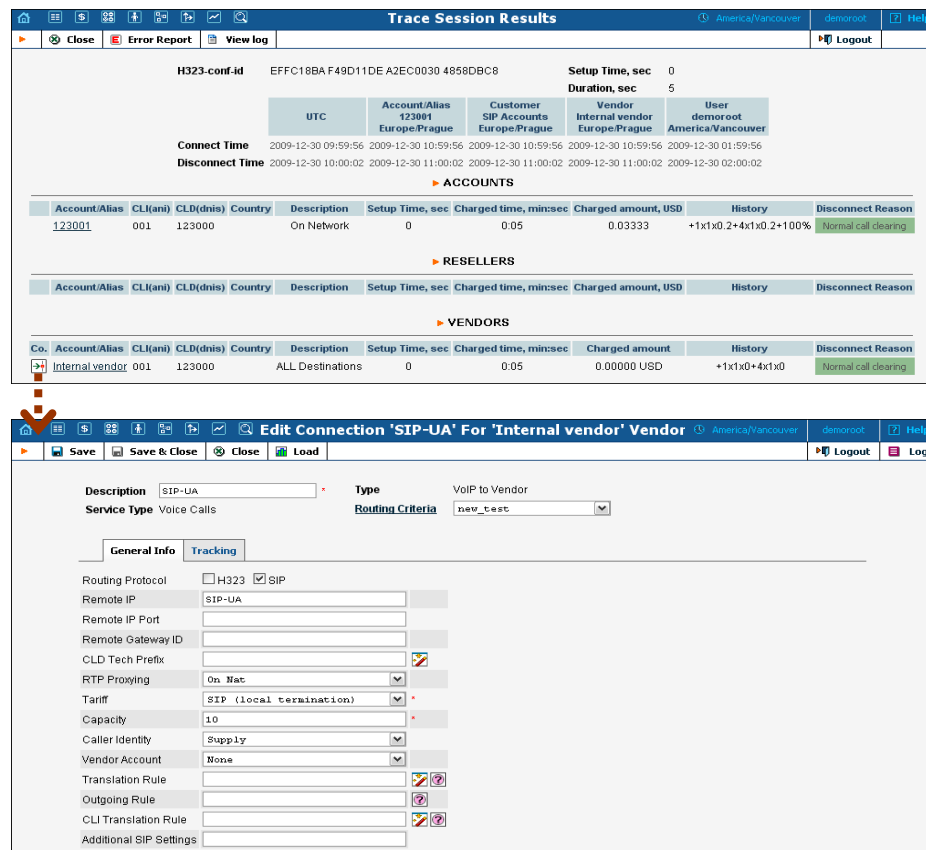
### Possible reasons for disconnect:

Reason	Color	Reason	Color
Normal completed call		Calling side error	
Normal uncompleted call		Called side error	

Call progress code		Network error	
--------------------	--	---------------	--

## Trace Session Detail

The detailed Trace Session Results page shows additional call details, such as the h323-conf-id for the call and the setup time, as well as a detailed breakdown of the charges applied to each entity (accounts, resellers, and vendors). You may view the connection details for a particular vendor by selecting the **Connection**  icon. On the subsequent Connection detail page, you may view all connections for a particular vendor by clicking the **Connections**  icon.



The screenshot displays two screenshots from the Porta Billing interface. The top screenshot is the 'Trace Session Results' page for H323-conf-id EFFF18BAF49D11DEA2EC00304858DBC8. It shows call details such as Setup Time (0 sec), Duration (5 sec), and Connect/Disconnect times. Below this, there are three tables: ACCOUNTS, RESELLERS, and VENDORS. The VENDORS table shows a connection to 'Internal Vendor' with a charged amount of 0.00000 USD.

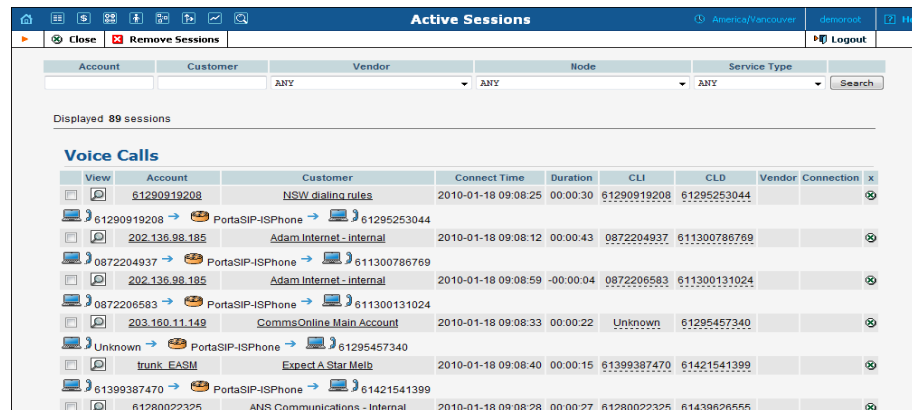
The bottom screenshot is the 'Edit Connection 'SIP-UA' For 'Internal Vendor' Vendor' page. It shows configuration fields for the connection, including Description (SIP-UA), Service Type (Voice Calls), Routing Criteria (new\_test), and various technical settings like Routing Protocol (SIP), Remote IP, and Capacity (10).

## Active Sessions

The Active Sessions page shows calls that are currently in progress or have been completed recently. It indicates the time the call started, the elapsed call duration, and who is making the call, and describes which gateways the call is going through.

Since the total number of simultaneous calls in your system can be quite large, you can display only a certain subset of all calls, by setting a filter for:

- **Customer** – name of the customer who is making a call;
- **Vendor** – carrier to whom the call has been terminated;
- **Node** – element of your network (PortaSIP® server, gateway, etc.) the call is going through (e.g. you would like to see all calls originating on your Cisco AS5300 gateway in New York);
- **Call duration** – only displays calls lasting for more than a certain number of minutes.



Field	Description
<b>Account</b>	Account ID of the call originator.
<b>Customer</b>	Customer who originated the call.
<b>Connect time</b>	The Call-ID used to trace callback calls when one logical call consists of several independent SIP calls.
<b>Disconnect time</b>	Empty if the call is still in progress.
<b>Duration</b>	The total call duration.
<b>CLI</b>	Calling station ID (ANI) for the originator.
<b>CLD</b>	Called station ID (DNIS) – the destination number.
<b>Vendor</b>	Carrier used for call termination.
<b>Connection</b>	Specific connection for this vendor.
<b>Checkbox</b>	By ticking this checkbox for a particular call, you can group several active calls into a single group for further operations (e.g. remove them from the active call registry)

The line below these fields shows a schematic call flow diagram.

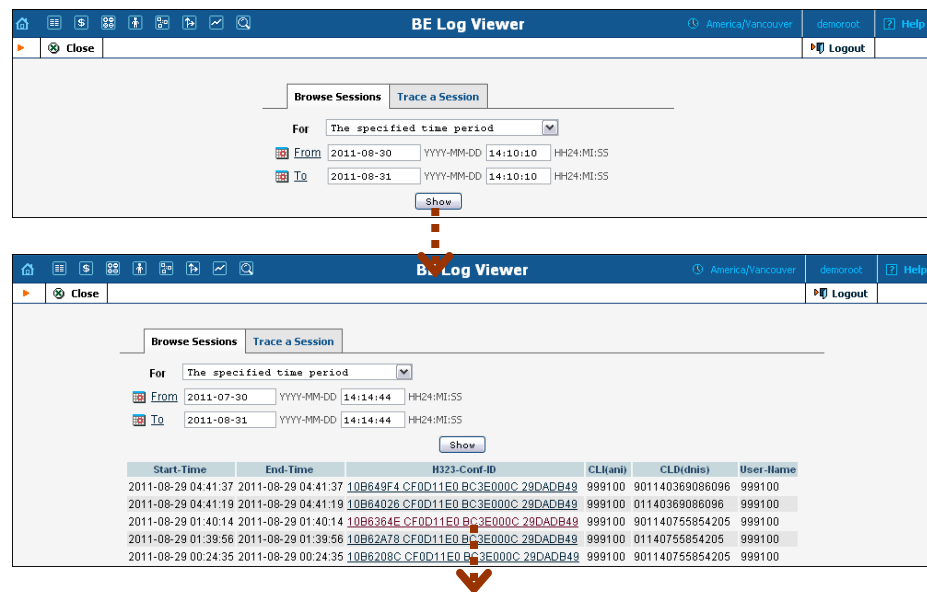
Sometimes a call displayed in the active calls registry may have already been disconnected (the most common reason for this being that one of your gateways was rebooted and calls were cut off, although billing never received accounting records about this). In this case, you are able to clean up such “stalled” calls from the web.

**NOTE:** A cleanup operation only affects billing’s internal registry of active calls, and will not disconnect a call that is still in progress.

If you want to delete such calls, just mark all of them (using the checkbox in the column on the far right) and press the “Cleanup calls presentation” button. The “Call duration greater than, min.” option allows you to auto-select calls with a duration greater than the entered value, so that you can quickly select suspiciously long calls.

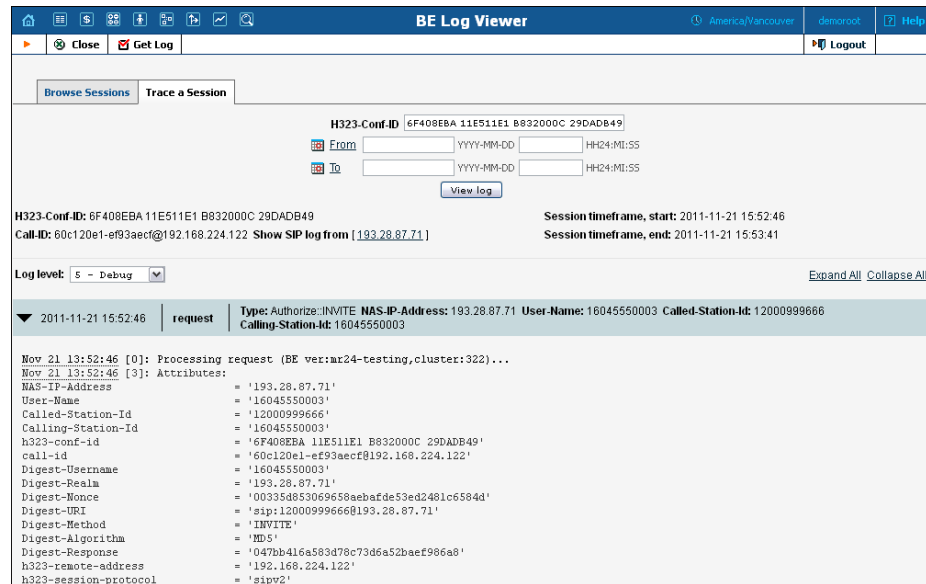
## BE Log Viewer

The **Log Viewer** page allows you to see a list of all sessions (voice calls, Internet access, etc.) processed by the billing engine, and to examine a detailed processing log for each of them, if required.



The screenshot shows the BE Log Viewer interface. The top section has tabs for "Browse Sessions" and "Trace a Session". Below this are search filters for "For" (The specified time period), "From" (2011-08-30 14:10:10), and "To" (2011-08-31 14:10:10). A "Show" button is present. A second screenshot below shows the same interface with the "From" and "To" filters changed to 2011-07-30 14:14:44 and 2011-08-31 14:14:44 respectively. Below the filters is a table of session logs.

Start-Time	End-Time	H323-Conf-ID	CLL(ani)	CLD(dnis)	User-Name
2011-08-29 04:41:37	2011-08-29 04:41:37	10B649F4.CF0D11E0.BC3E000C.29DADB49	999100	901140369086096	999100
2011-08-29 04:41:19	2011-08-29 04:41:19	10B64026.CF0D11E0.BC3E000C.29DADB49	999100	01140369086096	999100
2011-08-29 01:40:14	2011-08-29 01:40:14	10B6364E.CF0D11E0.BC3E000C.29DADB49	999100	901140755854205	999100
2011-08-29 01:39:56	2011-08-29 01:39:56	10B62A78.CF0D11E0.BC3E000C.29DADB49	999100	01140755854205	999100
2011-08-29 00:24:35	2011-08-29 00:24:35	10B6208C.CF0D11E0.BC3E000C.29DADB49	999100	901140755854205	999100



### Browse Sessions tab

Field	Description
For	Display all sessions in a recent time period.
From, To	Choose a specific time period.

### Trace a Session tab

Field	Description
H323-Conf-ID	The H323-Conf-ID of a call.
From, To	Choose a specific time period.

If you do not know the H323-Conf-ID for a call you have just made, you can use the right side of the form to display all call attempts made within a certain interval (this will also include failed call attempts, which makes it extremely useful for troubleshooting problems when you are unable to make outgoing calls, e.g. due to an authorization failure).

You will see a list of call attempts, with the call initiation time, H323-Conf-ID and CLI / CLD for each; click on the underlined H323-Conf-ID to see the billing engine log for it.

## SIP Log Viewer

The SIP Log Viewer page allows you to view billing logs of PortaSIP® calls. You need to know the Call-ID of the specific call in order to trace it. If you do not know the call-id (e.g. you just made a phone call from a SIP phone and it failed), you can display all call attempts for a recent period

and locate the call-id of “your” call according to CLD or other parameters.

SIP Log Viewer
America/Vancouver
Logout

---

PortaSIP Node: 193.28.87.65 - PortaSIP - 193.28.87.65

Trace a call

Call-ID:   
*but not H323-Conf-ID!*

Another Call-ID:

Optional, e.g. for callback calls

Output format

log with call diagram

only text log

Show call attempts (current day only)

For last:

*Use carefully for large interval, may produce huge list of calls.*

Text-only log:

```

0 Dec 09:59:54.791/GLOBAL/proxy[1549]: RECEIVED message from 91.212.34.242:64253:
INVITE sip:123000@193.28.87.36 SIP/2.0
Cseq: 1 INVITE
From: "Anonymous" <sip:anonymous@anonymous.invalid>;tag=2
Content-Length: 169
Content-Type: application/sdp
Max-Forwards: 70
Via: SIP/2.0/UDP 192.168.0.48:5060;branch=z9hG4bK-1-0-3-55601
P-Preferred-Identity: sip:001@193.28.87.36
P-Sipper-Session: #<UpdSession:0xb6eb5954>
Supported: 100rel, path
To: <sip:123000@193.28.87.36>
Contact: <sip:123000@192.168.0.48:5060>
Call-ID: 3-8814@192.168.0.48

v=0
o=nkhan 1262167196 1262167196 IN IP4 10.10.10.10
s=Slipper Session
c=IN IP4 10.10.10.10
t=3471155996 0
m=audio 6060 RTP/AVP 0
a=sendrecv
a=rtptime:0 PCMU/8000

0 Dec 09:59:54.816/GLOBAL/proxy[1549]: SENDING message to 91.212.34.242:64253:
SIP/2.0 100 Trying
Via: SIP/2.0/UDP 192.168.0.48:5060;branch=z9hG4bK-1-0-3-55601;received=91.212.34.242;rport=64253
To: <sip:123000@193.28.87.36>
From: "Anonymous" <sip:anonymous@anonymous.invalid>;tag=2
Call-ID: 3-8814@192.168.0.48
CSeq: 1 INVITE
Content-Length: 0

0 Dec 09:59:54.817/GLOBAL/proxy[1549]: SENDING message to 193.28.87.36:5061:
INVITE sip:123000@193.28.87.36 SIP/2.0
Via: SIP/2.0/UDP 193.28.87.36:5060;branch=z9hG4bK-d8754z-e3ecc2339fad8b6f-1---d8754z-rport
Via: SIP/2.0/UDP 192.168.0.48:5060;branch=z9hG4bK-1-0-3-55601;received=91.212.34.242;rport=64253
    
```

Log with call diagram:

Send log(s) to PortaOne support ticketing system. Trouble ticket:

---

PortaSIP node: 193.28.87.36  
 Call-ID: 3-8814@192.168.0.48  
 H323-Conf-ID: [EFC18BA F49D11DE A2ECO030 4858DBC8](#)

PortaSIP server	UA	trproxy	193.28.87.36	PortaSIP	AAA
30 Dec					PortaBilling
09:59:54.791	0-> (A) 1/I) INVITE ----->				
09:59:54.816	-> (A) 2/I) 100 Trying ----->				
09:59:54.817		0-> (A) 1/I) INVITE ----->			
09:59:54.824	-> (A) 1/I) 401 Unauthorized -->				
09:59:54.824		0-> (A) 1/A) ACK ----->			
09:59:54.825	-> (A) 1/I) 401 Unauthorized -->				
09:59:54.845	0-> (A) 1/A) ACK ----->				
09:59:54.860	0-> (A) 2/I) INVITE ----->				
09:59:54.872	-> (A) 2/I) 100 Trying ----->				
09:59:54.872		0-> (A) 2/I) INVITE ----->			
09:59:54.879	-> (A) 2/I) 100 Trying ----->				
09:59:54.881		0-> Authorization request -->			
09:59:55.308		-> Auth request accepted -->			
09:59:55.316	trproxy[15291]: new session on a port 35130 created, tag a.72084930				
09:59:55.316	trproxy[15291]: pre-filling caller's address with 91.212.34.242:6080				
09:59:55.321	-> (B) 362/I) INVITE ----->				
09:59:55.327	-> (B) 362/I) INVITE ----->				
09:59:55.327		0-> (B) 362/I) 100 Trying -->			
09:59:55.364	0-> (B) 362/I) 100 Trying -->				
09:59:55.366	0-> (B) 362/I) 100 Trying -->				
09:59:55.399	0-> (B) 362/I) 100 Trying -->				

---


```


0 Dec 09:59:54.791/GLOBAL/proxy[1549]: RECEIVED message from 91.212.34.242:64253:
INVITE sip:123000@193.28.87.36 SIP/2.0
Cseq: 1 INVITE
From: "Anonymous" <sip:anonymous@anonymous.invalid>;tag=2
Content-Length: 169
Content-Type: application/sdp
Max-Forwards: 70
Via: SIP/2.0/UDP 192.168.0.48:5060;branch=z9hG4bK-1-0-3-55601
P-Preferred-Identity: sip:001@193.28.87.36
P-Sipper-Session: #<UpdSession:0xb6eb5954>
Supported: 100rel, path
To: <sip:123000@193.28.87.36>
    
```

Field	Description
<b>PortaSIP Node</b>	The PortaSIP® node (virtual SIP instance) whose log files will be processed.
<b>Call-ID</b>	The SIP Call-ID (typical format is <b>XXXXX@some.domain</b> or XXXXX@IP).
<b>Another Call-ID</b>	The Call-ID used to trace callback calls when one logical call consists of several independent SIP calls.
<b>Output format</b>	Raw text log, or with diagram.
<b>Show call attempts for last ...</b>	Displays all call attempts on this node, so that you can find the call-id for a call and use it to obtain log information.


You can automatically submit this call log, with all the relevant details, to PortaOne’s support ticketing system from the result page. Simply enter the relevant trouble ticket number in the input field. (First you need to open a ticket and provide a general description of the problem you are experiencing).

## Account Info

The Account Info page is provided for Help Desk staff responsible for answering questions from account holders. The interface requires the account holder to give the Help Desk an account ID or a batch and control number. The Help Desk operator can also browse xDRs for this account by selecting the **Browse xDRs**  icon.

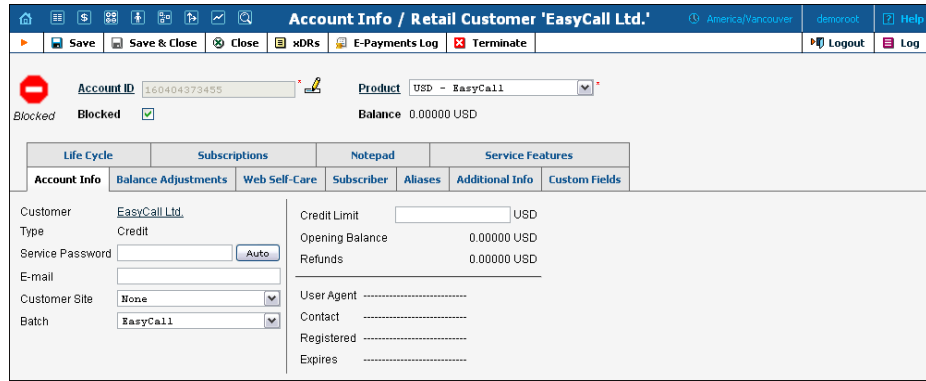


The screenshot shows a web interface titled "Accounts of Retail Customer 'EasyCall Ltd.'" with a search bar and a table of xDRs. The search bar contains "EasyCall Ltd." and "ANY" for SIP Status. The table lists 8 xDRs with columns for Account ID, Idle, days, Currency, Balance, Credit Limit, Type, Product, Batch, UM, Status, and SIP.

xDRs	Account ID	Idle, days	Currency	Balance	Credit Limit	Type	Product	Batch	UM	Status	SIP
	7770000		USD	10.00000		Debit	EasyCall	EasyCall			
	7770001		USD	10.00000		Debit	EasyCall	EasyCall			
	7770002		USD	10.00000		Debit	EasyCall	EasyCall			
	7770003		USD	10.00000		Debit	EasyCall	EasyCall			
	7770004		USD	10.00000		Debit	EasyCall	EasyCall			
	7770005		USD	10.00000		Debit	EasyCall	EasyCall			
	7770006		USD	10.00000		Debit	EasyCall	EasyCall			
	7770007		USD	10.00000		Debit	EasyCall	EasyCall			
	7770008		USD	10.00000		Debit	EasyCall	EasyCall			

Once specified, clicking on **Account ID** will take the user to the Account Info for that account.





**Account Info / Retail Customer 'EasyCall Ltd.'**

Account ID: 160404373455 Product: USD - EasyCall

Blocked:  Blocked  Balance: 0.00000 USD

Life Cycle	Subscriptions	Notepad	Service Features
Account Info	Balance Adjustments	Web Self-Care	Subscriber Aliases Additional Info Custom Fields

Customer: EasyCall Ltd. Credit Limit: \_\_\_\_\_ USD

Type: Credit Opening Balance: 0.00000 USD

Service Password: \_\_\_\_\_ Refunds: 0.00000 USD



E-mail: \_\_\_\_\_

Customer Site: None User Agent: \_\_\_\_\_

Batch: EasyCall Contact: \_\_\_\_\_

Registered: \_\_\_\_\_


Expires: \_\_\_\_\_

The majority of account details on the Account Info page are read-only. This interface is similar to the one accessible via the customer's **Accounts**. Help Desk staff has the ability to modify only Web Password, Service Password, Account Balance, Time Zone, Redirect Number, Blocked Status, and Preferred Language. When making such changes, Help Desk staff should also provide a comment detailing the reason for these changes (for example, “user unable to call due to network outage, credited \$5”). Changes may be confirmed by clicking  **Save** or  **Save & Close**.

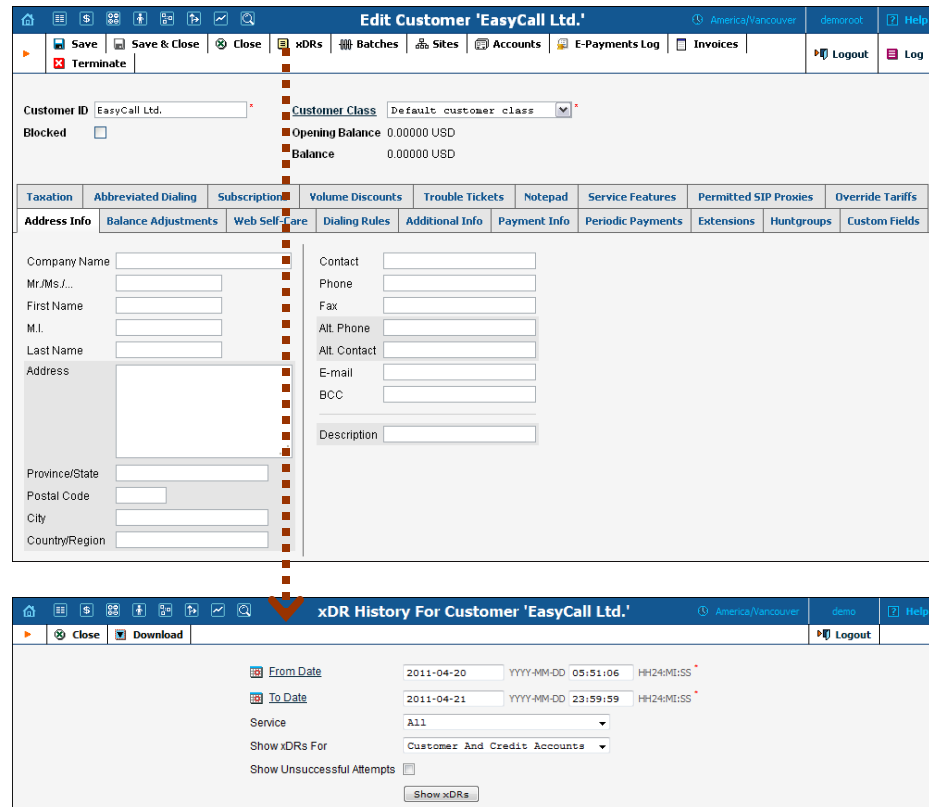
# 10. Appendices

## APPENDIX A. xDR Browser


To easily view the xDR history for a particular entity you can use the xDR browser. It is not directly accessible from the main menu, since it needs to be accessed in the context of a specific customer / account etc.

Let's assume that you want to view the xDR history for a particular customer. To go to the xDR view page click the **View**  icon on the Customer Management screen.

The browser is also accessible from the Edit Customer screen by clicking the **xDRs** button.



On the xDR view page you can make an extensible search via:

- a date and time range by clicking the  icon
- a certain service type
- required accounts type (for customers only)

If you want the information about the CDR\_Failed to be included in the results list, check the **Show Unsuccessful Attempts** box.

To initiate a query, click the **Show xDRs** button. The result page will contain a summary displayed on the top of the screen and a table listing all of the calls and charges from a specified time period. If you want to view information (charged quantity and amounts due) for all of the services, click the **Show Totals by Services** button.



**xDR History For Customer 'EasyCall Ltd.'**


Customer: EasyCall Ltd.  
 From: 2011-04-20 05:48:17  
 To: 2011-04-21 23:59:59  
 Total Sessions: 2  
 Total Transactions: 2

Credits/Refunds: 0.00000 USD  
 Payments: 0.00000 USD  
 Subscriptions Charged: 0.00000 USD  
 Taxes: 0.00000 USD  
 Services Charged: 0.00000 USD  
**Total: 0.00000 USD**

[Show Totals By Services](#)

**Voice Calls**

View	Account	From	To	Country	Description	Date/Time	Charged Time, min:sec	Amount, USD	Refund
	000999456	PRIVACY	000999456		SIP Phones	2011-04-21 23:24:07	0:08	0.00000	
	000999456	PRIVACY	4412345677		On Network	2011-04-21 00:22:11	0:04	0.00000	
<b>Subtotal</b>							<b>0:12</b>	<b>0.00000</b>	




**xDR History For Customer 'EasyCall Ltd.'**

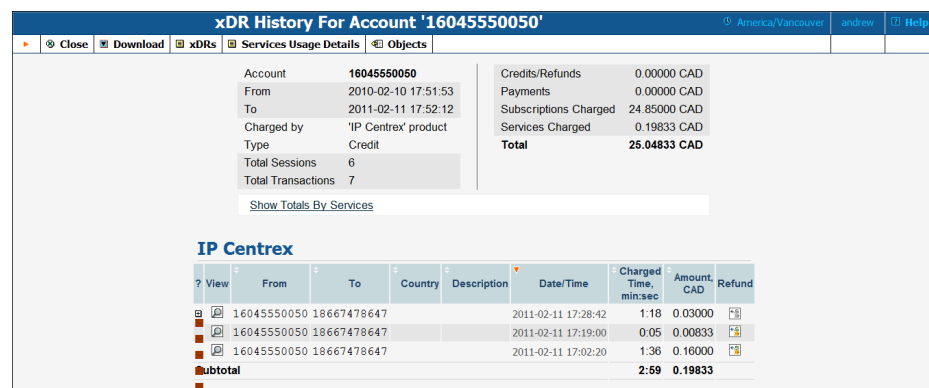
Customer: EasyCall Ltd.  
 From: 2011-04-20 05:51:06  
 To: 2011-04-21 23:59:59  
 Total Sessions: 2  
 Total Transactions: 2

Credits/Refunds: 0.00000 USD  
 Payments: 0.00000 USD  
 Subscriptions Charged: 0.00000 USD  
 Taxes: 0.00000 USD  
 Services Charged: 0.00000 USD  
**Total: 0.00000 USD**

[Hide Totals By Services](#)

Service	Charged Quantity	Amount, USD
Broadband (megabyte)	0	0.00000
Conferencing (second)	0	0.00000
Data Service [KB] (byte)	0	0.00000
Data Service [MB] (byte)	0	0.00000
Dial-up (second)	0	0.00000
Messaging Service (message)	0	0.00000
Quantity Based (pcs.)	0	0.00000
Voice Calls (second)	12	0.00000
Wi-Fi (second)	0	0.00000

A call session with several rating periods produces multiple xDR records, each linked to the applicable discount level / rate. This makes it very easy for both administrators and end-users to check the accuracy of all transactions billed. To view xDRs records for the same session, click on the  icon:



**xDR History For Account '16045550050'**

Account: 16045550050  
 From: 2010-02-10 17:51:53  
 To: 2011-02-11 17:52:12  
 Charged by: 'IP Centrex' product  
 Type: Credit  
 Total Sessions: 6  
 Total Transactions: 7

Credits/Refunds: 0.00000 CAD  
 Payments: 0.00000 CAD  
 Subscriptions Charged: 24.85000 CAD  
 Services Charged: 0.19833 CAD  
**Total: 25.04833 CAD**

[Show Totals By Services](#)

**IP Centrex**

View	From	To	Country	Description	Date/Time	Charged Time, min:sec	Amount, CAD	Refund
	16045550050	18667478647			2011-02-11 17:28:42	1:18	0.03000	
	16045550050	18667478647			2011-02-11 17:19:00	0:05	0.00833	
	16045550050	18667478647			2011-02-11 17:02:20	1:36	0.16000	
<b>Subtotal</b>						<b>2:59</b>	<b>0.19833</b>	

**xDR History For Account '16045550050'**

Close Download xDRs Services Usage Details Objects

Account	16045550050	Credits/Refunds	0.00000 CAD
From	2010-02-10 17:51:53	Payments	0.00000 CAD
To	2011-02-11 17:52:12	Subscriptions Charged	24.85000 CAD
Charged by	'IP Centrex' product	Services Charged	0.19833 CAD
Type	Credit	<b>Total</b>	<b>25.04833 CAD</b>
Total Sessions	6		
Total Transactions	7		

Show Totals By Services

Account	From	To	Country	Description	Date/Time	Charged Time	Amount CAD	Refund	
16045550050	16045550050	18667478647			2011-02-11 17:00:00	1:00	0.00000		
16045550050	16045550050	18667478647			2011-02-11 17:02:20	0:18	0.03000		
						min:sec	USD		
16045550050	18667478647				2011-02-11 17:28:42	1:18	0.03000		
16045550050	18667478647				2011-02-11 17:19:00	0:05	0.00833		
16045550050	18667478647				2011-02-11 17:02:20	1:36	0.16000		
<b>Subtotal</b>							<b>2:59</b>	<b>0.19833</b>	

## APPENDIX B. Audio File Formats Supported by Music on Hold Feature

The Music on Hold feature supports the following file formats:  
 8svx, aif, aifc, aiff, aiffc, al, amb, au, avr, caf, cdda, cdr, cvs, cvsd, cvu, dat, dvms, f32, f4, f64, f8, fap, flac, fssd, gsm, hcom, htk, ima, ircam, la, lpc, lpc10, lu, mat, mat4, mat5, maud, mp2, mp3, nist, ogg, paf, prc, pvf, raw, s1, s16, s2, s24, s3, s32, s4, s8, sb, sd2, sds, sf, sl, smp, snd, sndfile, sndr, sndt, sou, sox, sph, sw, txw, u1, u16, u2, u24, u3, u32, u4, u8, ub, ul, uw, vms, voc, vorbis, vox, w6, wav, wavpcm, wve, xa, xi.

Please note that the uploaded media file should have an appropriate filename extension.