PortaSwitch®

40

Maintenance Release

Customer Care Staff Interface

www.portaone.com

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Preface

This document provides a general overview of the Customer Care Staff 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/**.

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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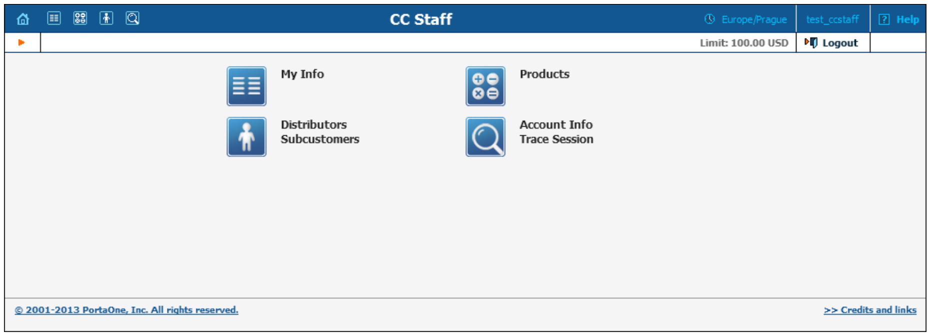
Hardware and Software Requirements

Client System Recommendations

- OS: Windows XP, Vista, 7 or 8, 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
- Display settings:
  - Minimum screen resolution: 1024 x 768

1. Introduction

The front-end design and functionality of PortaBilling are simple and intuitive. The pure web interface of the PortaSwitch Customer Care home page is the main door to all the objects and tools of this part of the system. Divided into four functional blocks the links load pages containing tools for managing the system and helping customers. Each second level page contains a link back to the home page.



The four functional areas are:

Management

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

Products

Information related to charging customers for services, such as products and tariffs.

Distributors
Subcustomers

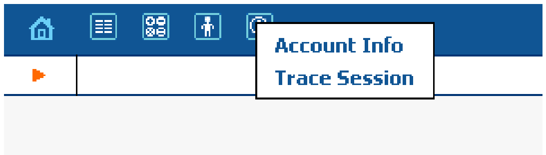
Task related to such entities in the system as distributors and subcustomers and accounts.

Account Info
Trace Session

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

Common Features

All of the functions available from the home page are also available from the drop down menus:



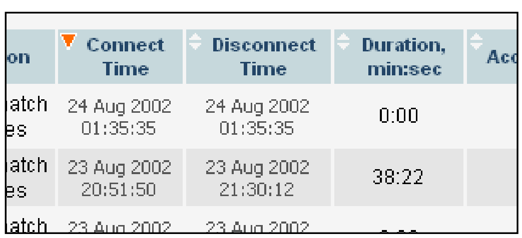
Right top side of the interface provides user with following information:

1. Time Zone where the current user operates.
2. Login name of the currently logged in user.
3. Context help for the current screen. Clicking this link will pop-up help window.
4. Refund limit for the current day.
5. Logout button. Used to finish current session or when necessary to login as another user.

Also on the toolbar is often a list of available actions to take relative to the current page:

This toolbar acts as the equivalent of the "File" menu of the application as it is the usual location for "Save", "Close", and "Add New" operations.

Sorting Tables



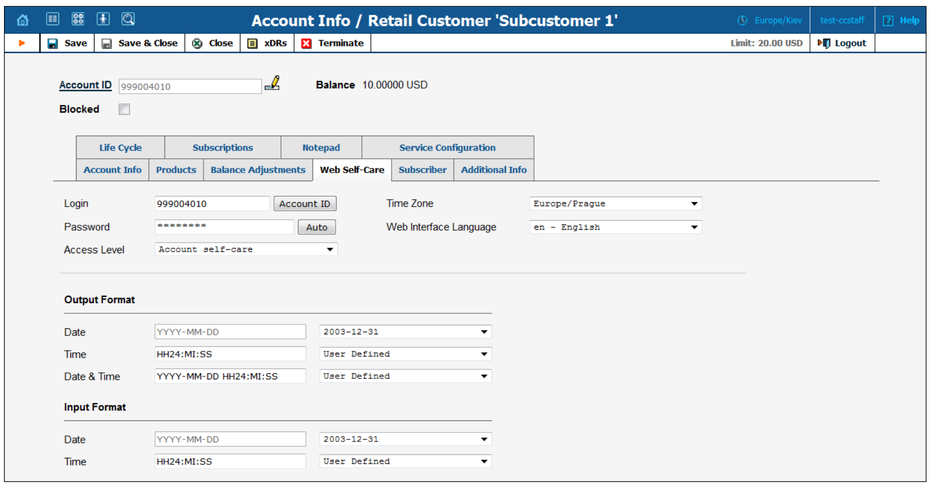
This feature is available for the CDR browser and Call Trace screens where it necessary to sort viewed information by different criteria. Table header cell with orange triangle shows the sorted row. Triangle down represents descending order, and triangle directed up suggests the sorting is ascending.

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

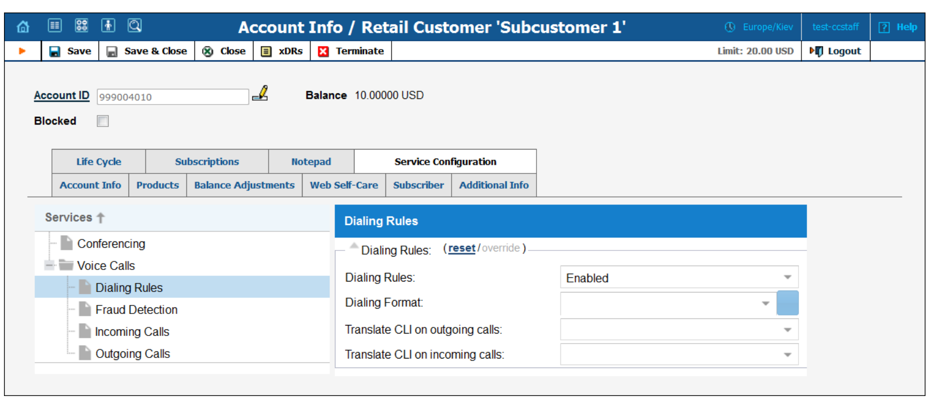
Another cool feature of sorting tables is that table header is always visible.

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.

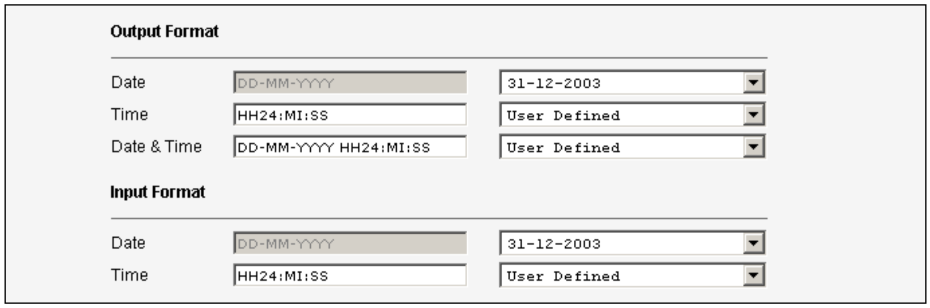


When you click a tab's name, it is selected (black font on a white background) and you can see the associated information. Note that even if a tab from the upper row is selected, the row order does **not** change and all the tabs stay in their original location. Thus you can always remember where a particular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



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
	Date	
DD	01-31	Day of the month
D	1-31	Day of the month without a leading 0
MM	01-12	Number of the month
MON	Jan-Dec	Name of the month
MONTH	January-December	Full name of the month
YYYY	2003 +	Year
YY	00-99	Last two digits of the year
	Time	
HH, HH24	0-24	Hours
HH12	0-12	12-hour time format; requires AM/PM specifier
MI	0-60	Minutes
SS	0-60	Seconds
AM, PM, AM/PM	AM, PM	
	Separators	
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

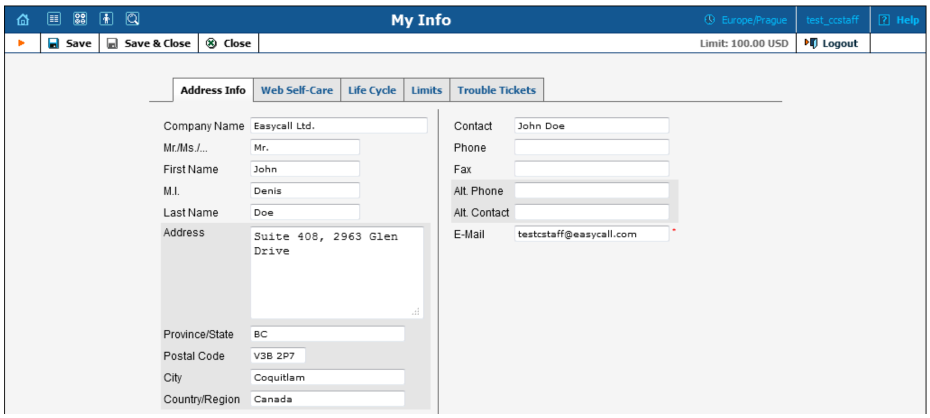
2. Web Interface

My Info

My Info screen allows you to edit personal information and view some details of your account.

Address Info

Here you can set most of the commonly required contact information.

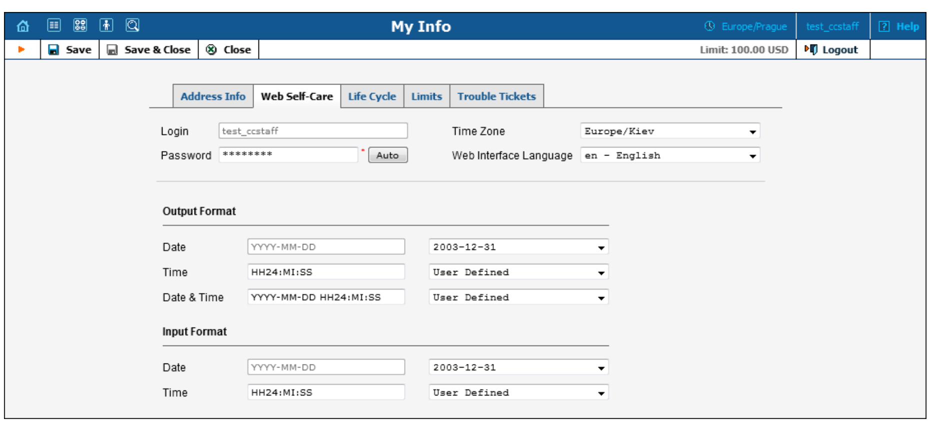


Mandatory field for user contact information:

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

Enter your mobile number in the **Alt. Phone** field to receive SMS notifications.

Web Self-Care



Field	Description
Login	The user ID that is used at login and elsewhere throughout the system.

Password	The password for this login to access the interface. A secure and easy-to-remember password may be automatically generated by pressing the "Auto" button.
Time Zone	The time zone in which this user will be operating.
Web Interface Language	The language to be used on the web interface for this user.

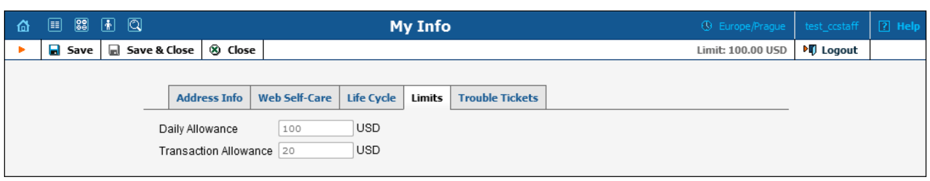
For a description of the input and output formats, please refer to the **Common Features** section.

Life Cycle

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

Field	Description
Start Using	Date when the account is activated.
Expiration Date	Date when this account expires. If this field left empty the account never expires.

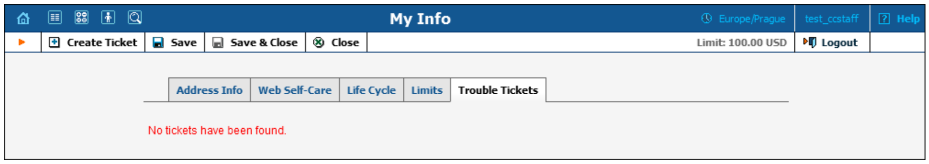
Limits



Field	Description
Daily Allowance	Maximum refund per day.
Transaction Allowance	Maximum refund per one transaction.

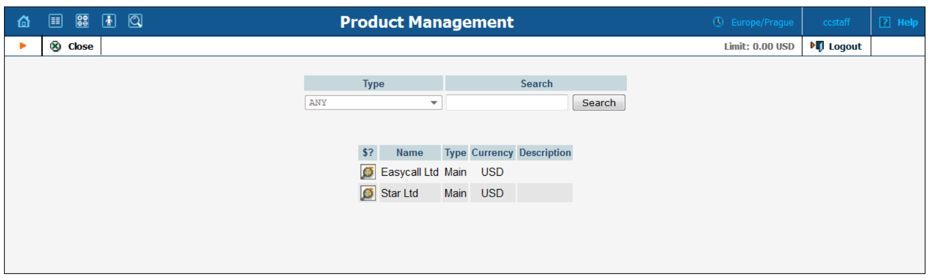
Trouble Tickets

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



Products

A product is a combination of services that is provided to a customer for a price. It defines additional billing properties such as maintenance fees and the amount of credit required for a given account to be usable. The most common use of Products is for defining prepaid calling card plans.



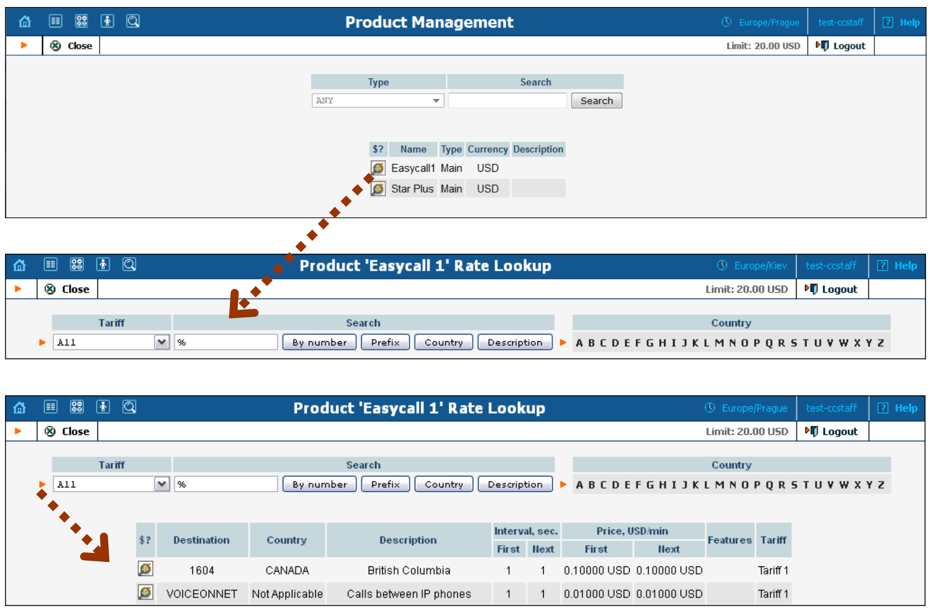
From the Product Management screen, the user may view the list of all registered products. The list provides the following information:

Column	Description
$?	Click this icon to enter the Rate Lookup interface with which you can easily view rate information for a tariff(s) of a particular product.
Name	The logical designation of the product.
Type	The product type can be the following: • **Main Product** – A basic product that assigns all the basic services that are available to your customers. • **Add-on Product with precedence level** – An additional product by which you can increase or limit the services provided to your customers. Add-on products have precedence over the main product, so no matter what is defined within the main product, it will be overridden by settings defined within add-on products (this applies only to the options that are supplied with add-on products). In order to differentiate the add-on products there is

	also a "**precedence level**" parameter for each add-on product. If there are more than one add-on products assigned to an account they will be sorted according to the specified **precedence level**.
Currency	The currency in which the product is maintained.
Description	Product description.

Rate Lookup

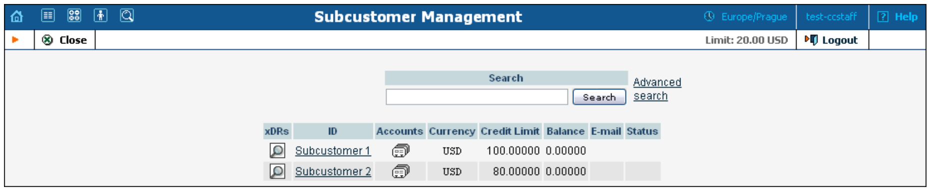
Having entered the Product Rate Lookup page use search filters to display (a) specific rate(s):



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.

Subcustomers

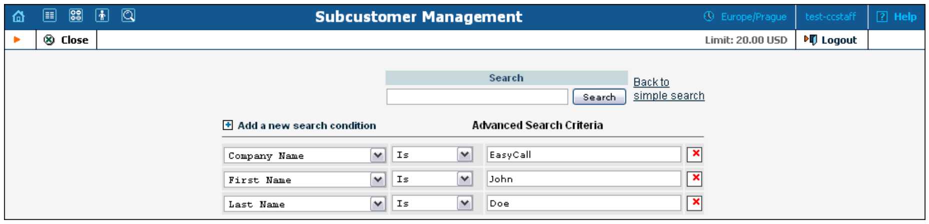
On the Customer Management screen, you can view a list of all registered customers.



Column	Description
xDRs	Click the **View** icon to go to the xDR view page.
ID	The customer's identification name.
Owned By	The name of the reseller owning the customer (none are displayed if the **Direct Customers** filter is applied).
Accounts	Click the **Accounts** 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.
Currency	The currency in which the customer's account is maintained and billed.
Credit Limit	The credit limit applicable to the customer's account (if any).
Balance	The customer's current balance.
E-mail	E-mail contact for this customer.
Status	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 the system).

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
Is	The value of the field in the customer information must match the search criteria exactly.
Begins with	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).
Contains	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).
Ends with	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).
Is empty	The corresponding field in the customer information must be empty.

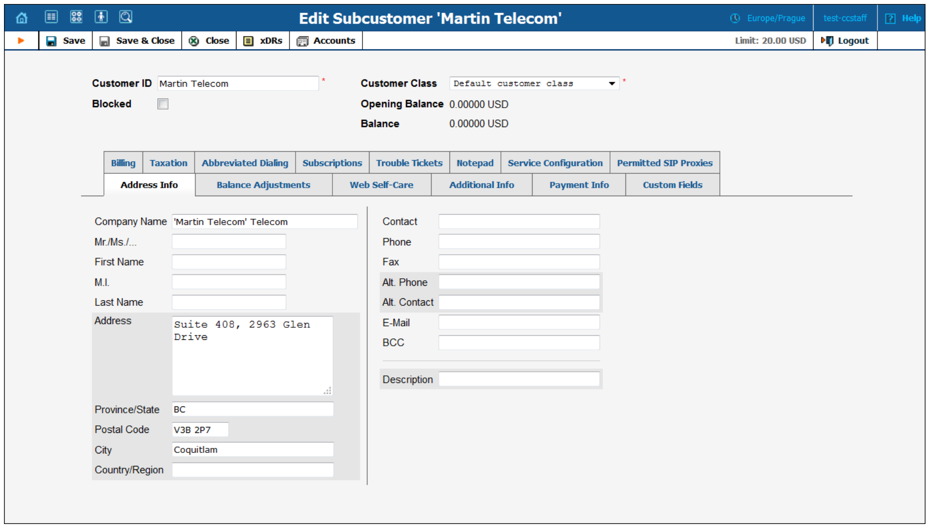
All search operations are case-insensitive, so you can enter "Eric" as a search criterion and, even if the customer's name was originally entered as "eric" or "ERIC", you will still see him in the list.

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.

Edit Customer

This page allows you to change details for a particular customer.



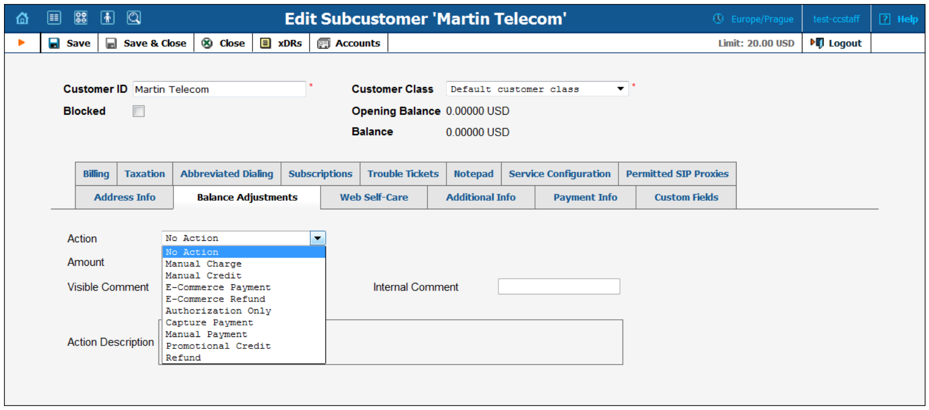
Field	Description
Customer ID	Defines the customer name as it will appear in the PortaBilling® system. This is distinct from the **Company Name** field in the **Address Info** tab.
Blocked	Blocks *all* accounts of this Customer.
Balance	The customer's current balance.
Opening Balance	The starting balance for this customer.
Customer Class	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 **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 correcting a customer's balance:

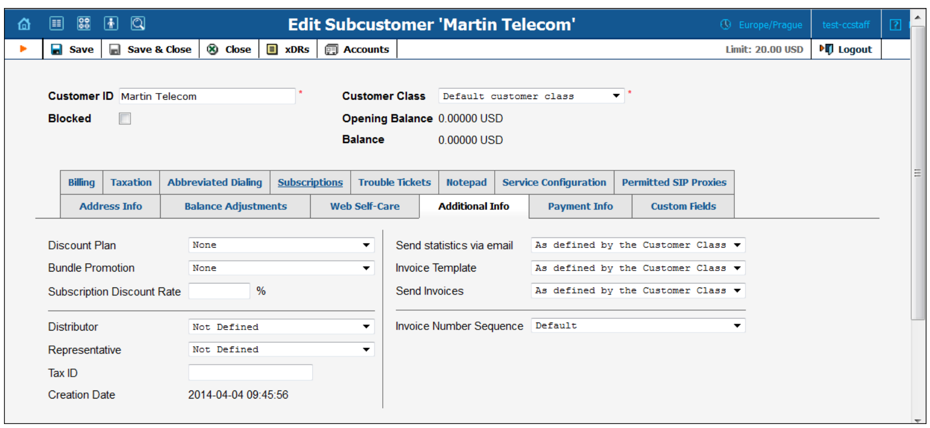


Field	Description
Action	**Manual Charge:** Use this transaction to manually charge a customer for a specific service they used; for instance, if you are selling SIP phones to a customer. This means the balance will be changed so that the customer is able to make fewer calls. **Manual Credit:** Use this 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. **E-Commerce Payment:** Use this transaction to charge the customer's credit card and apply the amount to the customer's balance as payment. **E-Commerce Refund:** 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. **Authorization Only:** 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. **Capture Payment:** 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.

	Manual Payment: 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. **Promotional Credit:** 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. **Refund:** 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.
Service *(only for Manual charge and Manual credit)*	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.
Amount	Amount to charge / refund.
BillSoft Transaction *(only for Manual charge and Manual credit)*	This is available for balance adjustments that are performed for customers with an assigned Billsoft taxation plugin. Here you can select a specific tax type to assign to this transaction, ensuring correct total tax calculations.
Date *(only for Manual charge and Manual credit)*	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. Note that if the selected date falls within a previous (closed) billing period the transaction will be included in the next invoice.
Include into Out-Of-Turn Invoice *(only for Manual charge and Manual credit transactions)*	This allows you to include transactions on an out-of-turn invoice to be issued on demand. You should then generate the invoice with the requisite transactions on the **Out-Of-Turn Invoice** page. For example, if the end user visits your office to buy a new IP phone, your clerk will locate the account, issue an invoice covering the cost of the phone, take the money for the phone and give the phone and the invoice to the end user. Transactions included in an out-of-turn invoice that was *generated* on the **Out-Of-Turn Invoice** page won't be reflected on the regular invoice issued at

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

Additional Info

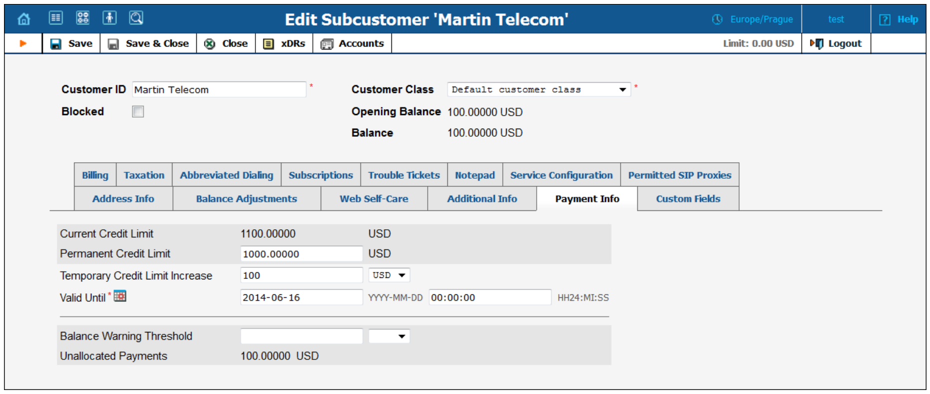


Field	Description
Discount Plan	Volume discount plan to be applied to this customer.
Bundle Promotion	Bundle promotion to be applied to this customer.
Subscription Discount Rate	Amount of discount applied by default to all subscriptions of this customer (assigned either directly to a customer or to one of his accounts).
Distributor	Assigns a distributor to this customer if any.
Representative	Assigns a representative to this customer if any.
Tax ID	Customer's tax ID.
Creation Date	The date and time the customer was created (read-only).
Send Statistics via email	Defines what kind of xDR statistics should be delivered to the customer by email: • As defined by the Customer Class – Use the settings for the customer class. • Full Statistics – Send a CSV file with a complete list of xDRs.

	• Summary Only – Do not send a full list of xDRs, only a brief summary • Do Not Send – Do not send any statistics by email.
Invoice Template	Defines the invoice template for this customer. Choose **Customer class default** in order to apply the invoice template defined for this class, and so avoid defining an invoice template for each customer specifically.
Send Invoices	Defines whether new invoices should be delivered to the customer by email. Customer class default – Use the settings for the customer class.
Invoice Number Sequence	Select an invoice number sequence that will be used for this customer: • Default – the default numbering sequence will be selected for this customer's invoices • Individual for Environment – this customer's invoices will have *globally sequenced* invoice numbering (throughout the environment) Individual for Customer – this customer's invoices will have their own sequential numbering

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.

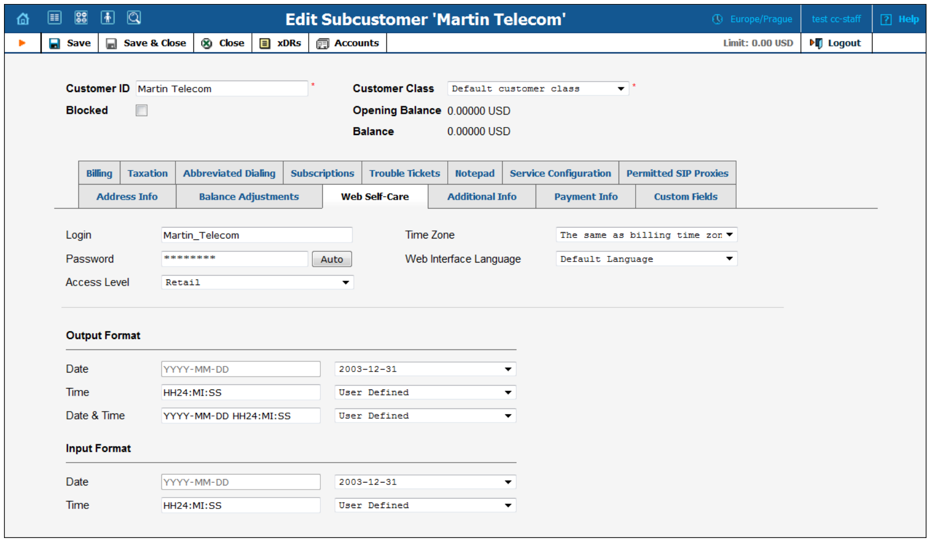
Payment Info



Field	Description
Current Credit Limit	Customer's current credit limit may differ from their **Permanent Credit Limit** if the **Temporary Credit Limit Increase** is set.
Permanent Credit Limit	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 **Radius authentication** is enabled, calls that exceed the limit will be denied.
Temporary Credit Limit Increase	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 **Credit Limit** value).
Valid Until	Specify the date and time for when an increased credit limit value will automatically be reverted to a permanent state.
Balance Warning Threshold	If a **Balance Warning Threshold** is defined and the customer balance reaches this value (defined either as an amount or as a percentage of a positive **Credit Limit** value), an alarm will be sent to the customer.
Delay Suspension Until *(only for suspended customers)*	Sometimes it is necessary to delay a customer's suspension for several days (e.g. allow the customer to use the service over the weekend *although* the overdue invoice must be paid in full early Monday morning, without exception) so that the customer's needs are attended to. To delay the customer's suspension select the next date slated for automatic suspension if the invoice remains unpaid.
Unallocated Payments	Unallocated Payments – the remaining sum that will be applied to future invoices. If a payment exceeds the total amount of all unpaid invoices, the remaining sum will be assigned to the special customer property named "unallocated payments," and applied to future invoices.

	NOTE: Unallocated payments do not represent a "cash reserve." When a payment is made, the amount is immediately applied to the customer's balance.

Web Self-Care



Login	Customer login for his web Self-care interface.
Password	Web Self-care interface password for the customer. An easy-to-remember yet secure password may be generated automatically by clicking the **Auto** button.
Access Level	Access level assigned to the customer.
Time Zone	Time zone for the customer web Self-care interface.
Web Interface Language	Displays the customer Self-care interface in a particular language.

Date & Time Format

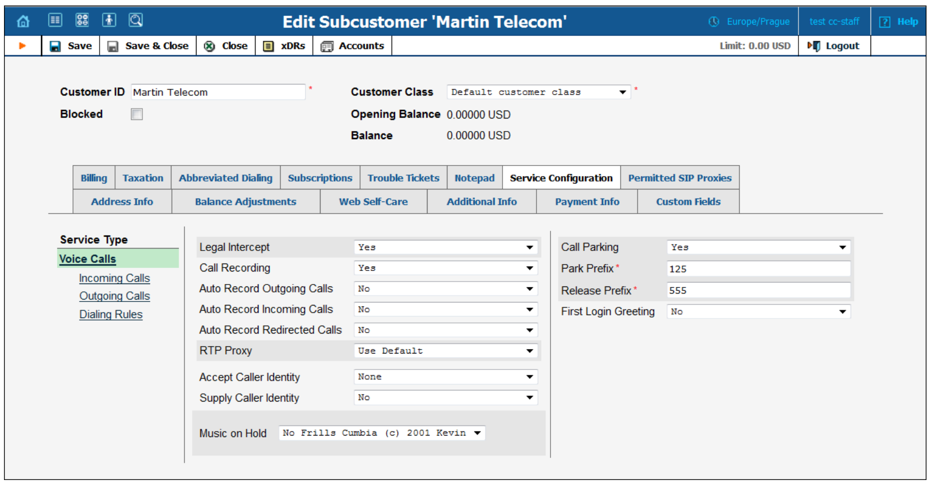
PortaBilling® allows the administrator to define both input and output date and time formats for each customer registered in the system.

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 **Date & Time format** section for examples of date and time format usage.

Service Configuration

Using this tab, the administrator can activate / deactivate various features of the services provided. 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.

Parameters for the Voice Calls service type

Field	Description
The *Voice Calls* service type	
Legal Intercept	Intercepts all incoming and outgoing calls of this customer for law enforcement purposes.
Call Recording	Enables the 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.
Auto Record Outgoing Calls	Automatically records outgoing calls made by this customer's accounts.
Auto Record Incoming Calls	Automatically records calls received by this customer's accounts.
Auto Record Redirected Calls	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.

RTP Proxy	This specifies the RTP proxy policy for this customer. • **Use Default** – This uses Optimal RTP proxy.
Accept Caller Identity	This option indicates acceptance. • **Favor forwarder** – use the redirector-provided ID for caller identification. • **Caller only** – use the caller-provided ID for caller identification. • **None** – do not accept caller-provided ID for caller identification.
Supply Caller Identity	This option indicates acceptance. • **Yes** – accept the remote network and maintain caller ID on outgoing headers (even for private calls). • **No** – do not accept the remote network and strip any private caller's ID.
Music On Hold	Defines the music on hold to be used with the IP Centrex environment. Choose **None** 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.
Call Parking	Enables call parking for this customer's IP Centrex.
Park Prefix	Only appears if **Call Parking** 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.
Release Prefix	Only appears if **Call Parking** 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.
First Login Greeting	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.
The *Incoming Calls* section	

Ext-to-Ext Call Distinctive Ring	For incoming calls from phones within the IP Centrex environment, use a ring pattern different from the default one.
Group Pickup	Activates the **Group Pickup** 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 **Group Pickup Prefix** on their phones.
Group Pickup Prefix	Only appears if **Group Pickup** is activated. Specify the special code for picking up calls here.
Endpoint Redirection	This allows the end-user to configure call redirection on their SIP phones (if this feature is supported by the SIP phone).
The *Outgoing Calls* section	
Override Identity	Here you can set the following options for overriding identity information: • **Never** – 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 • **If Different From Account ID And Aliases** – 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 • **If Different From All Customer Accounts** – The identity will be overridden if it doesn't match an account ID (or account alias) of any account belonging to this customer • **If Different From All Accounts In The Specified Batch** – 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) • **Always** – 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

Batch	This allows you to specify the batch (this field is only available when **If Different From All Accounts In The Specified Batch** has been selected).
Identity	Here you can 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.
Override Display Number	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: • **Never** – 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. • **If Ruled Out By The Identity Constraint** – The validity of a display number supplied by a remote party is verified according to a rule set for identity. For example, when the *If Different From Account ID And Aliases* option is selected in the **Override Identity** 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. • **If Different From The Used Identity** – 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 **Override Identity** constraint) caller identity. • **Always** – The display number supplied by the remote party will always be overridden. This allows you to manually specify the display number for an account.

Override Display Name	This allows you to override the caller name used by the calling account. The possible values are: • **Never** – 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 • **Always** – The display name supplied by the remote party will always be overridden
Hide CLI	This allows you to remove CLI (ANI) information for outgoing calls. The following options are available: • **Never** – Always show CLI. Privacy service is not even permitted for an account • **Always** – Always hide CLI. Privacy service is permitted and in effect (all calls private) • **Automatic** – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers provided by the UA
Hide CLI Prefix	Prefix to be dialed before an outgoing number in order to prevent the called party from seeing your phone number. (Only available when **Hide CLI** option is set to "Automatic").
Show CLI Prefix	Prefix to be dialed before an outgoing number in order to allow the called party to see your phone number. (Only available when **Hide CLI** option is set to "Automatic.")
Paging / Intercom	This allows you to enable the intercom feature for accounts under this customer.
Paging / Intercom Prefix	Only appears if **Paging / Intercom** has been activated; allows you to specify a key combination to answer a call on someone else's extension.
The *Dialing Rules* section	
Dialing Rules	This permits you to enable / disable the dialing rules.
Dialing Format	Select one of the existent dialing rule formats.
Translate CLI on outgoing calls	This permits you to translate the CLI number in outgoing calls based on the selected dialing format.
Translate CLI on incoming calls	This permits you to translate the CLI number in incoming calls based on the selected dialing format.

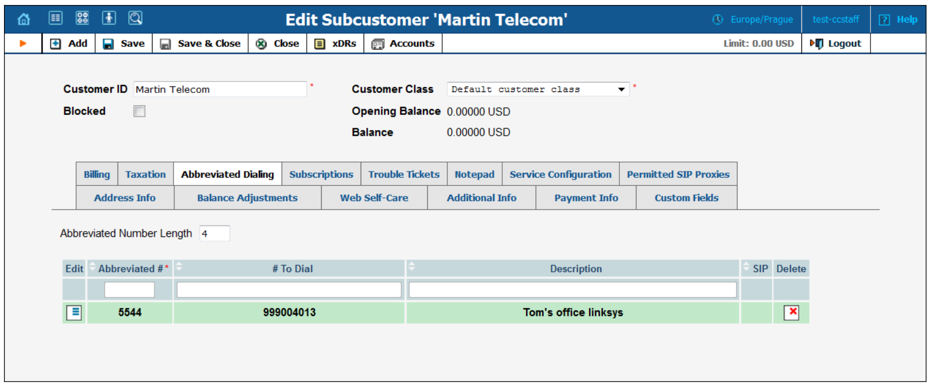
Abbreviated Dialing

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.

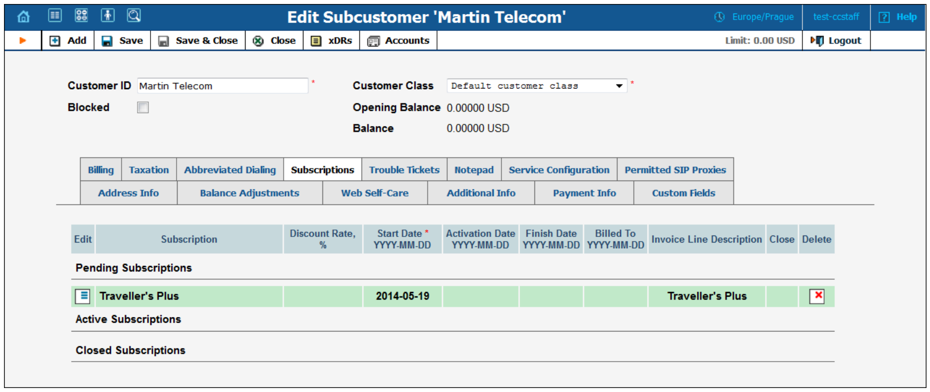


To add a new abbreviated dialing number, click the **Add** button and enter the following information:

Field	Description
Abbreviated #	The number the end-user will dial on his phone (extension number).
# to Dial	The number that the call will be forwarded to. You may enter the ID of one of the customer's accounts (use the icon for a pop-up window where you can see all of them) 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.
Description	Description of this abbreviated number, e.g. "Andrew's IP phone".
SIP	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.

Subscriptions

This tab displays the subscription plans currently applied to this customer.

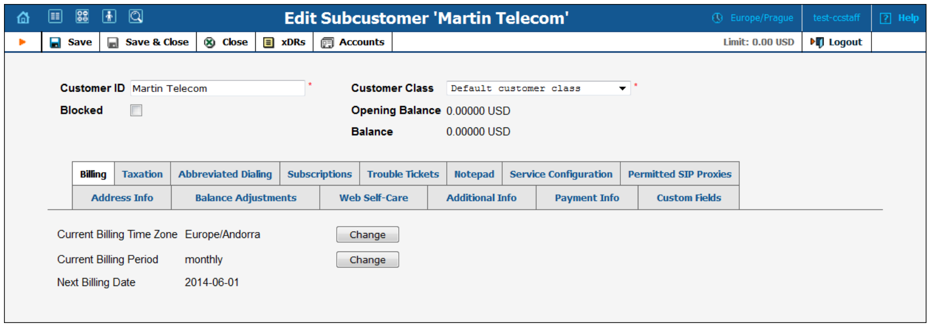


Subscriptions are divided into three groups:

- **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.

Subscription	Choose one of the available subscription plans from the list.
Discount Rate, %	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).
Start Date	Enter the desired subscription activation date: immediately, or sometime in the future.
Activation Date	(Read-only) Displays the date when the subscription was activated.
Finish Date	Enter the date when this subscription should be automatically canceled.
Billed To	(Read-only) The date to which subscription charges have already been applied.
Invoice Line Description	The subscription plan name as the end-user will see it on the invoice.
Close	Allows you to close one of the optional subscriptions.

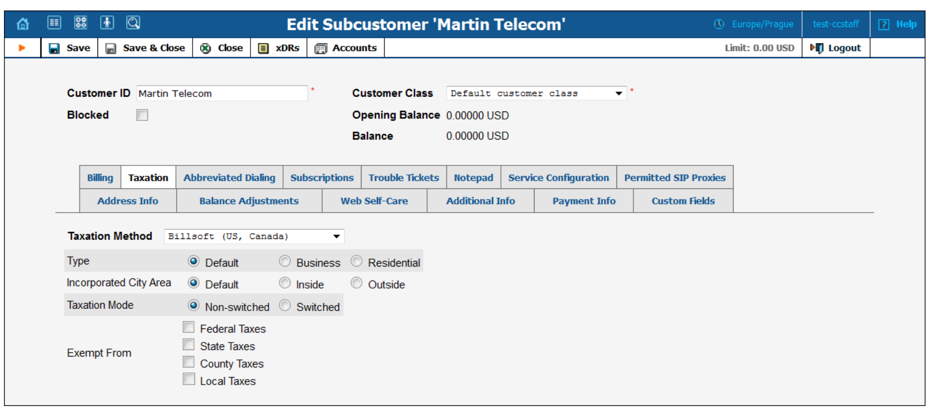
Billing



Field	Description
Current Billing Time Zone	Time zone in which customer's billing period will be closed and invoices will be generated.
Current Billing Period	Defines the frequency of invoicing for this customer.
Next Billing Date	Read-only field; displays the date when the customer's current billing will be closed (and invoice and statistics generated).

Taxation

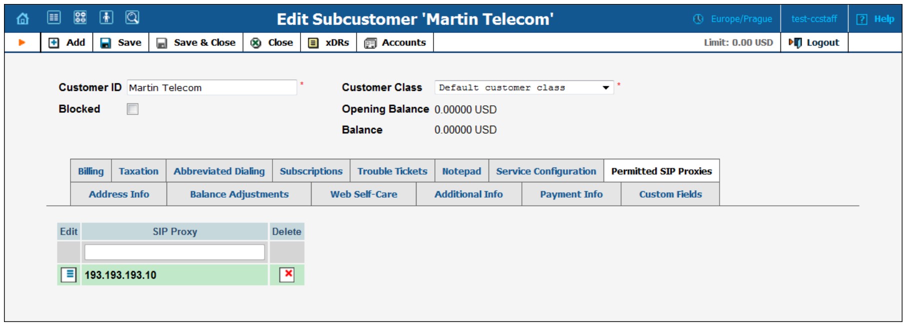
On this tab you can choose which plugin module will be used to make tax calculations and set up parameters that affect taxation.



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

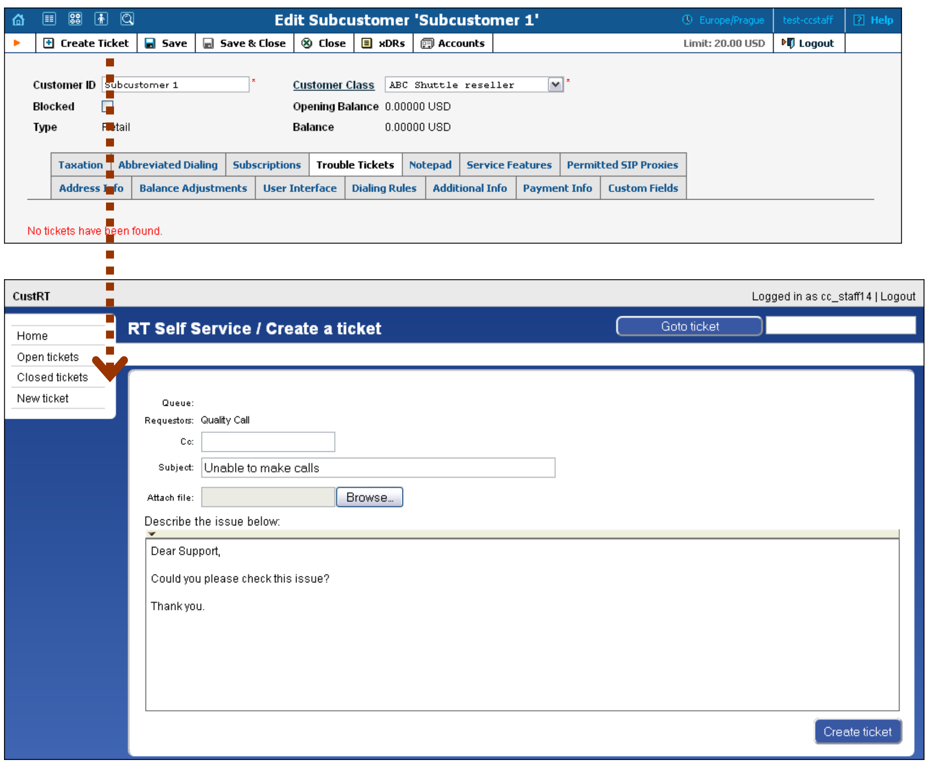
On this tab you can choose to which external SIP proxies customer can forward calls using "SIP URI forward" feature.



Trouble Tickets

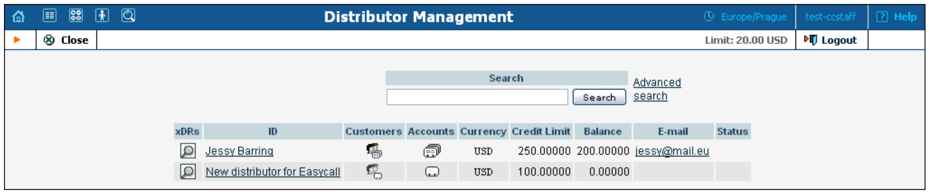
Using this tab you can view the list of recent tickets and automatically open a specific ticket in RT interface by just clicking on it.

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



Distributors

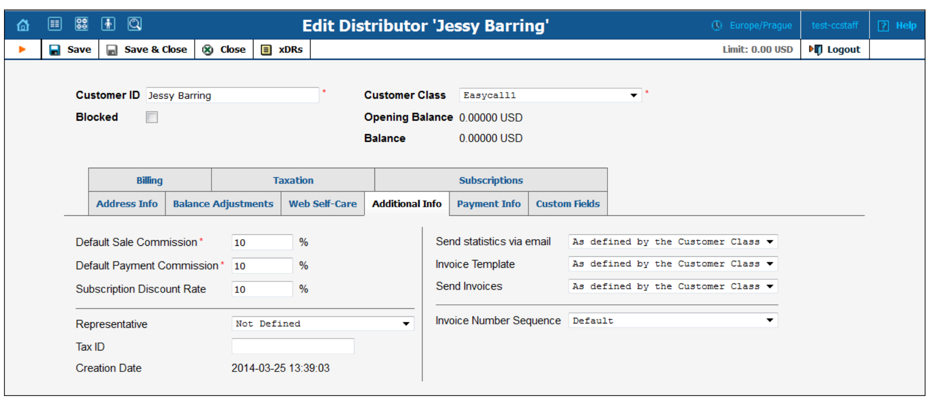
On the Distributor Management screen you can view all distributors currently in the system.



Field	Description
Customer Name	Defines the customer name as it will appear in the PortaBilling system. This is distinct from the **Company Name** field in the **Address Info tab**.
Blocked	Blocks *all* accounts of this Customer.
Currency	The customer's internal currency.
Type	Distributor.
Customer Class	The customer class assigned to this customer.
Opening Balance	The starting balance for this customer.
Balance	The customer's current balance.

Edit Distributor

This page allows you to change details for a particular distributor.



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.

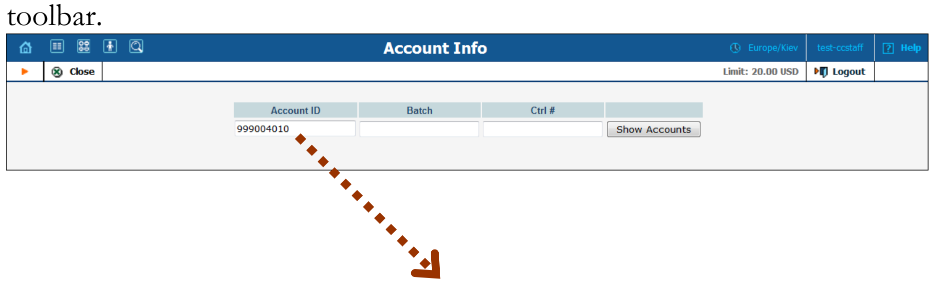
Account Info

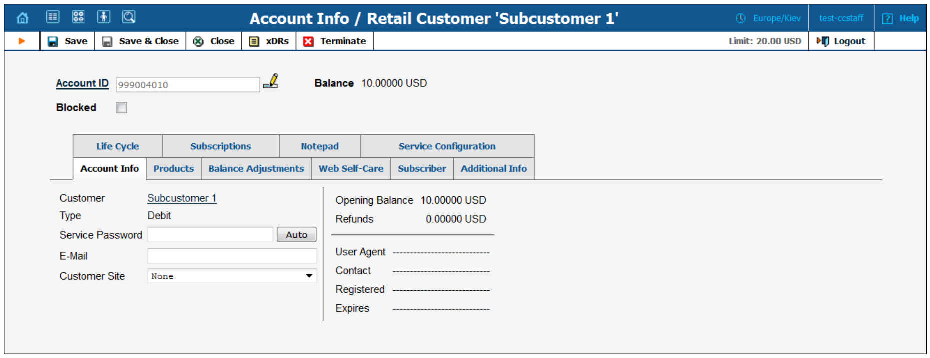
The Account Info page is provided for Customer Care staffs which are responsible for answering requests from Account holders and carrying out refunds. Some account details are read-only. The interface requires that the Account holder provide the operator the Account ID.

Once specified, clicking on **Show Info** will take the user to the Account Information for that Account.

When making any changes, the Help Desk staff should also provide a comment in the Notepad, detailing the reason for the changes (for example, "user unable to call due to network outage, credited $5"). Changes can be confirmed by selecting **Save**, or **Save&Close**.

To deactivate an active debit account, press the **Terminate** button in the toolbar.





Field	Description
Account ID	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 64 characters.
Blocked	Specifies whether the account is blocked or unblocked. The account will be unusable if this is checked, and is usually unblocked automatically once the account is used for the first time.
User Agent	If this account is currently used by a SIP UA to register with the SIP server, the user agent identification info is displayed.
Product	The Product providing the pricing plans for this account.
Balance	Balance for the account.
Contact	Contact information for the account.

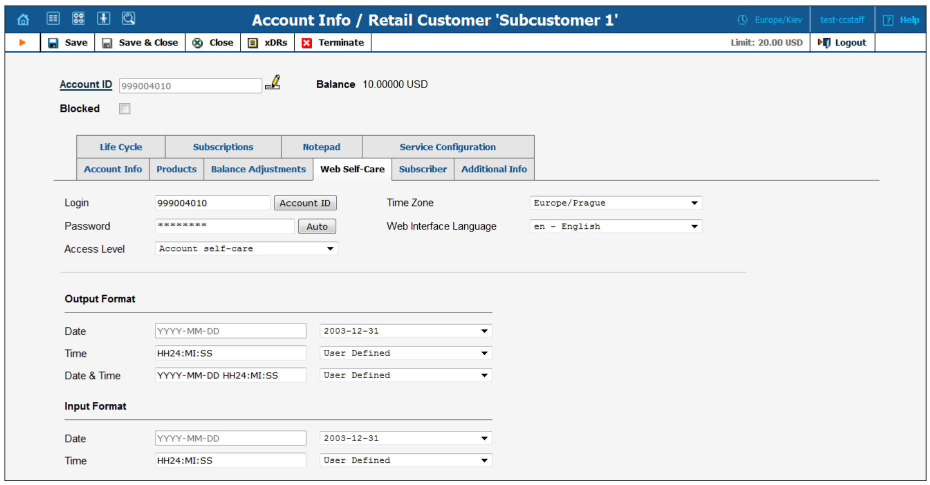
Account Info

Customer	The Customer this account belongs to.
Type	The Account type may be one of “Debit”, “Credit”, or “Voucher”. Debit is usually associated with pre-paid cards. Credit is a type of account that will be invoiced for incurred costs. Voucher accounts are “refill coupons” for debit accounts.
Service Password	The password used to authenticate any calls made using this account.
E-Mail	The e-mail that is associated with the account.
Opening Balance	The opening balance for this account.
Refunds	The amount refunded to the account owner.
Non Call Related Charges	Charges not directly associated with calls the account has made; for instance, a maintenance fee or login fee.

Balance Adjustments

The information about the Balance Adjustments tab you can find in the **Edit Customers** section.

Web Self-Care

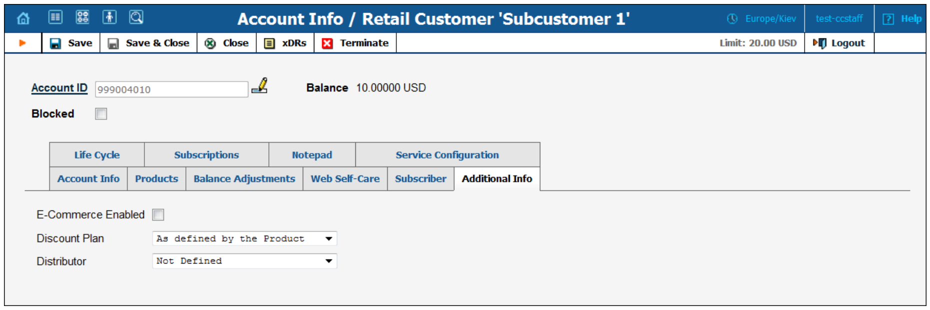


Login	Account login for the account user interface. Click the Account ID button to make the login identical to the Account ID.
Password	User interface password for the account.
Access Level	Access level assigned to the account.
Time Zone	Time zone for the account.
Web Interface Language	Displays the account user interface in a particular language.
Output Format/Input Format	PortaBilling allows users to define both input and output formats for date and time. See the ***Date & Time format*** section.

Subscriber

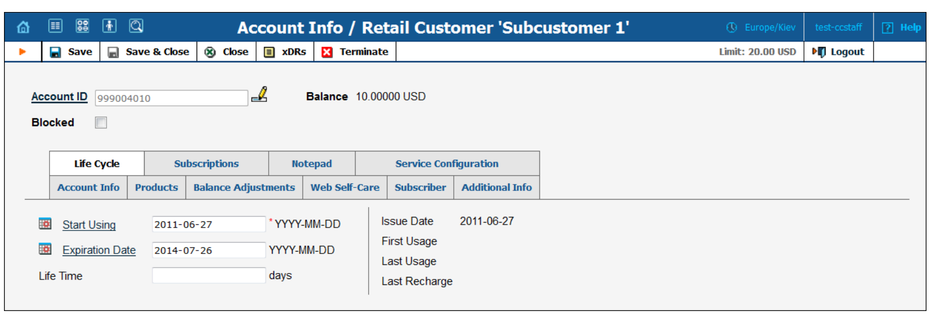
The Subscriber tab provides most of the commonly required contact information for the account's owner.

Additional Info



E-commerce Enabled	Allows the account's owner to make online payments or set up periodic payments on the account self-care page. 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.
Discount Plan	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.
Distributor	Here you can assign the existing distributor to the account.

Life Cycle



Start Using	The date from which the account is usable.
Expiration Date	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.

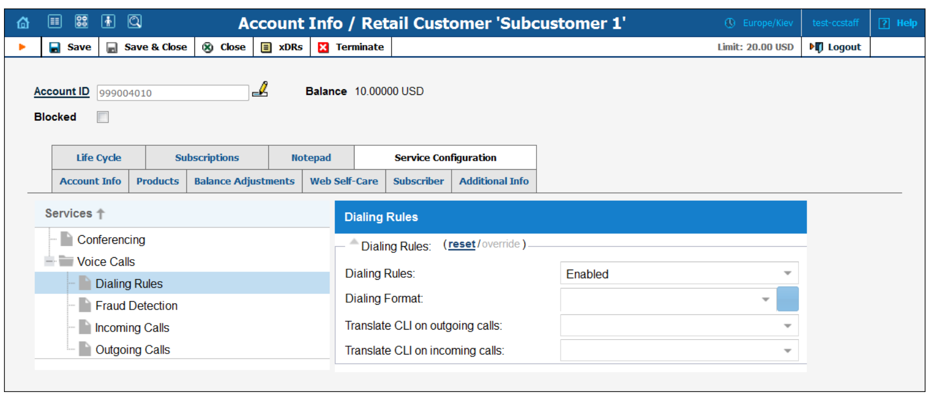
Lifetime	Relative to the activation date, the account will expire on first usage date + lifetime days. If you do not want to use this feature, leave the field blank.
Issue Date	The date when the account was created.
First Usage, Last Usage	The date when the account was in use for the very first / last time.
Last Recharge	Specifies the last time the account was recharged using a voucher (either via the self-care page or IVR).

Subscriptions

The information about the Subscriptions you can find in the **Edit Customers** section.

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 *Voice Calls* service type
Associated Number	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.)
Legal Intercept	Intercept all incoming and outgoing calls of this specific account for law enforcement purposes.

Call Recording	Enables the 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.
Auto Record Outgoing Calls	Automatically record outgoing calls made by this specific account.
Auto Record Incoming Calls	Automatically record calls received by this specific account.
Auto Record Redirected Calls	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.
RTP Proxy	This specifies the RTP proxy policy for this account. • **Use Default** – This uses Optimal RTP proxy. • **As defined by the Customer** – This assumes the value defined in the customer's settings.
Accept Caller Identity	This option indicates acceptance. • **Favor forwarder** – use the redirector provided ID for caller identification. • **Caller only** – use the caller provided ID for caller identification. • **None** – do not accept caller provided ID for caller identification.
Supply Caller Identity	This option indicates acceptance. • **Yes** – accept the remote network and maintain caller ID on outgoing headers (even for private calls). • **No** – do not accept the remote network and strip any private caller's ID.
Service Policy	This specifies a predefined set of options for this account. • **Default** – No service policy assigned.

Music On Hold	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.
The *Incoming Calls* section	
UM Enabled	Allows the account user to access the unified messaging system. See the **PortaSIP® Media Server Administrator Guide** for more details. Please note that if an account has **UM Enabled** 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. Also note that it may take a few minutes before an account is fully provisioned in the PortaSIP® Media Server. Thus if you click on the link immediately after activating **UM Enabled**, it most likely will not work yet.
Forward Mode	Assigns a call forwarding mode to this account: • No Forwarding: Disables call forwarding entirely. • Follow-Me: Enables standard follow-me forwarding. • Advanced Forwarding: Activates advanced call forwarding mode. • Forward to SIP URI: Replaces the **Follow-me** tab with a simplified **Forward** tab, where you can enter a forwarding destination as a CLD@IP. • Simple Forwarding: A simplified type of forwarding where you specify a single phone number to which calls will be sent.

Maximum Forwards	When you select follow-me or advanced call forwarding, you must also provide a value for the **Maximum Forwards** 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 **Maximum Forwards**.
Timeout, sec	How long the IP phone will ring before a call goes to follow-me numbers (if any) or voicemail.
Call Processing	Enables selective call processing / conditional call forwarding features
Endpoint Redirection	This allows the end user to configure call redirection on their SIP phones (if this feature is supported by the SIP phone).
Default Answering Mode	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.
Ext-to-Ext Call Distinctive Ring	For incoming calls from phones within the IP Centrex environment, use a ring pattern different from the default one.
Present Caller Info	Display caller info on incoming calls.
Call Waiting	Activates the Call Waiting functionality.
Caller ID (CNAM) Lookup	This option shows the actual name of the caller retrieved from the database of the CNAM provider for incoming calls.
Sip Static Contact	Enable this feature if customer's IP PBX can't perform SIP registration to PortaSwitch®.
Host	This contains a valid IP address of customer's IP PBX (four numbers separated by points, e.g. 12.34.56.78).
Port	The port to connect to on the remote end. Default port 5060 is used where no value is provided.

Use TCP	Enables you to choose the TCP transport protocol. You can use the TCP protocol instead of UDP for SIP communications for PBXs that do not support UDP.
The *Outgoing Calls* section	
Override Identity	This allows you to set the following options for overriding identity information: • **As defined by the Customer** – This assumes the values defined in the customer's configuration. • **Never** – 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. • **If Different from Account ID and Aliases** – 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. • **If Different from All Customer Accounts** – The identity will be overridden if it doesn't match an account ID (or account alias) of any account belonging to this customer. • **If Different from All Accounts in the Specified Batch** – 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). • **Always** – 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.
Batch	This allows you to specify the batch (this field is only available when **If Different From All Accounts In The Specified Batch** has been selected).

Identity	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.
Override Display Number	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: • **Never** – 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. • **If Ruled Out by the Identity Constraint** – The validity of a display number supplied by a remote party is verified according to a rule set for identity. For example, when the *If Different From Account ID And Aliases* option is selected in the **Override Identity** 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. • **If Different from the Used Identity** – 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 **Override Identity** constraint) caller identity. • **Always** – The display number supplied by the remote party will always be overridden. This allows you to manually specify the display number for an account.
Display Number	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 **Identity.**
Override Display Name	Replace the original account number with the desired name.
Display Name	This allows you to specify the desired name for the account.
Preferred IVR Language	This feature enables or disables the selection of languages from the "Language" list.

Language	Allows user to choose the preferred language for interacting with an IVR application.
E911	Activate emergency services for this account.
Hide CLI	Remove CLI (ANI) information for outgoing calls. The following options are available: • **As defined by the Customer** – Assumes the value defined in the customer's configuration • **Never** – Always show CLI. Privacy service is not even permitted for an account • **Always** – Always hide CLI. Privacy service is permitted and in effect (all calls private) • **Automatic** – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers provided by the UA
Hide CLI Prefix	Prefix to be dialed before an outgoing number in order to prevent the called party from seeing your phone number. (Only available when **Hide CLI** option is set to "Automatic.")
Show CLI Prefix	Prefix to be dialed before an outgoing number in order to allow the called party to see your phone number. (Only available when **Hide CLI** option is set to "Automatic.")
Call Barring	Activates the Call Barring feature (a new **Call Barring** tab will appear, where you can configure destinations which this user is not allowed to call).
Individual Routing Plan	This feature enables or disables the selection of the routing plan from the **Routing Plan** list.
Routing Plan	This enables the selection of the routing plan to be used for outgoing calls when the end-user dials a number without using a specific selection code.
Phone Book	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.
Maximum Abbreviated Dial Length	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.

Maximum Favorite Numbers	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.
Favorite Numbers Locking Interval	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.
Favorite Numbers Allowed Patterns	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. This field can contain the following special symbols: • ‘*’ – wildcard for any number of symbols, and • ‘_’ – equivalent wildcards for one symbol. If this field is empty, then any number can be marked as a favorite.
Call via IVR	This feature enables calls to be processed in an assigned IVR-capable voice application. For example, the Pass-through IVR application plays a “time left” warning when a specified number of seconds is left – before the call is disconnected – or it can announce the maximum allowed call duration to the destination and then connect the call.
Voice Application	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.
The *Fraud Detection* section	

Location Information	This defines the user location for geo-IP fraud prevention. The most common option is **Product's default**. In rare cases, you may need to disable fraud prevention for a specific account (in this case select **Disabled**) or define a different location for this specific account (select **Account has its own**).
Current Location	Type in a user's permanent location. It should contain a country code top-level domain (in *iso_3166_1_a2* format, e.g. *fr* for France, *de* for Germany etc.)
Allowed Mobility	Only available when **Geo-IP Fraud Detection Enabled** is set to **Yes** and a profile is selected in the **Country / Risk Profile** option of the account's product. Select **Stationary user (constant location)** 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 **Roaming user (frequent location)** option can be used for customers who travel frequently. In this case, a location change would be considered acceptable.
Voice Authentication	If the call has been made from a "suspicious" location, this feature will enable or disable a customer's authentication when a legitimate customer attempts to make a call.
Service Unblock Code	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.
The *Dialing Rules* section	
Dialing Rules	The following options are available: • **Disabled** – This deactivates the dialing rules for this account. • **Enabled** – This activates the dialing rules for this account. • **Custom** – This allows a user to create and use their own set of dialing rules.

Dialing Format	Select existing dialing format defined earlier or create a new one by clicking the wizard icon. You can define new dialing rule settings on the IP Centrex page.
Translate CLI on outgoing calls	Allows outgoing calls to be translated based on the selected dialing format.
Translate CLI on incoming calls	Allows incoming calls to be translated based on the selected dialing format.
The *Internet Access* service type	
Internet Access Policy	The most common option is **Product default**. 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 list, or select 'empty' if you do not want to limit the bandwidth for this account.
Static IP Enabled	Select **Yes** if you want to assign a static IP to this account (the default setting is **No**).
Static IP	If you have selected **Yes** for the previous field, type in an IP.
Static IP Netmask	Type in a netmask, or leave the default value: **255.255.255.255**
Session Limit Enabled	Allows you to define a specific number of concurrent sessions initiated by the account.
Max Simultaneous Sessions	Specify the maximum allowed number of concurrent sessions from one account (Only available when the **Session Limit Enabled** is checked).
Hotlining Support	Select **Yes** if your NAS supports hotline (default setting is **Product default**).
Hotline to Portal on Connect	By default this value is set to **Yes**. This means that the account is hotlined.
The *Conferencing* service type	
Conferencing Enabled	Allows the account user to use voice-conferencing services. Note that if an account has **Conferencing Enabled** 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 Conferences page where multiple conferences can be managed.

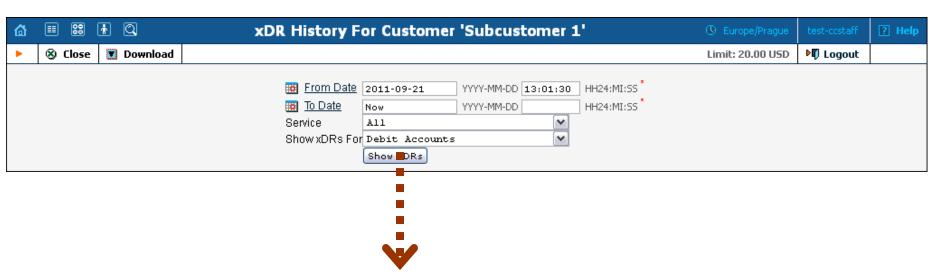
Number of Simultaneous Participants	Specify the maximum number of concurrent connections allowed for the conference. Note that you may also limit the Number of Simultaneous Participants for a particular account (in the Service Configuration tab).
The *Wi-Fi* service type	
Limit Bandwidth	The most common option is **Product default**. 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 **Yes** to define these values, or **No** if you do not want to limit the bandwidth for this account.
Max Upload Rate	Specify the maximum upload rate for this account.
Max Download Rate	Specify the maximum download rate for this account.
The *IPTV* service type	
Channel Package	This feature defines a set of broadcast channels that are available to this account.
Activation PIN	Specifies a numeric code to be entered from end user's STB (Set-Top Box) remote controller to activate IPTV services.

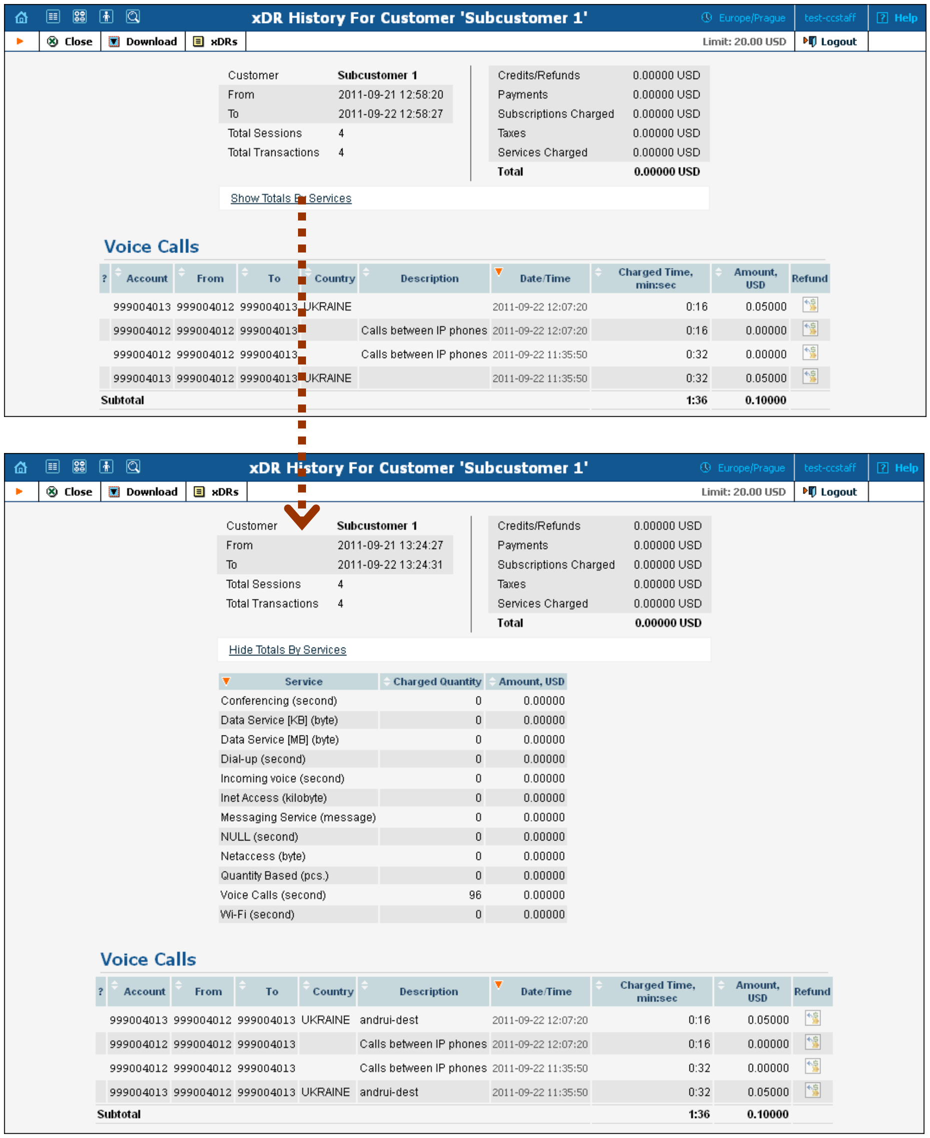
The Customer Care operator can also browse xDRs for the account by clicking the **xDRs** button on the Account Info screen.

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)

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.



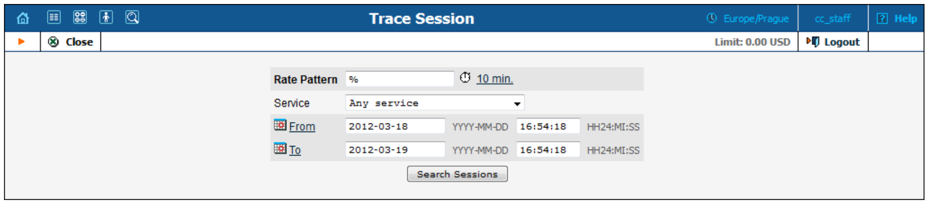


On the xDR history screen the operator can choose to download xDRs by clicking the **Download** button and get more information about service usage using the **Service Usage Details** button.

Trace Session

The trace session utility allows you to determine the characteristics of a specific call when you know the **rate pattern** (**destination)**, which may be specified exactly, or using a wildcard. (For example, all calls to England may be specified as "44%" in the rate pattern 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 result listing will show 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.

Error Report

Customer Care Staff is provided with ability to submit error reports which will be send to correspondent mailing list set up by system administrator. Click icon to enter the Error Report screen.

In order to submit the report, Customer Care operator must fill in the Comments field describing the error details.

List of possible Disconnect reasons:

Reason	Color		Reason	Color
Normal completed call			Calling side error	
Normal uncompleted call			Called side error	
Call progress code			Network error	