iBill

IP telephony Billing System

Call Logging, Reporting & Billing Management

when communication is critical

Because telephone charges are commonly the third largest business expense after payroll and rent, it makes sense to use a call accounting system to monitor and manage those costs. Many managers are familiar with how call accounting can verify telephone bills, but do not always realize that this is only the beginning of its benefits. Properly used, call accounting systems can help managers define employee productivity expectations, allow businesses to reconcile phone bills, and even identify possible abuse of the telephone network. While any company can use call accounting, managing phone costs is all the more important in telemarketing or customer service organizations, where business is conducted almost exclusively over the telephone.

iBill is purely designed and developed in-house by us. It caters the requirement of call accounting in various business areas and can be deployed virtually in any enterprise including institutions, hotels, hospitals, universities, banks, brokers, corporate enterprises, call centers and telemarketing agencies.

iBill is an industrial strength, fast, reliable, scalable and comprehensive call accounting system with statistics, multi-tenant, rate manipulation techniques. **iBill** is an easy to use application that designed to provide variant of services to the end user. Users who use the application can view/print different type of billing reports, also custom reports can be easily adapted.

KEY FEATURES

Call Manager:

- The system can manage one or more call manager.
- Each Call Manager can have multiple tenants.
- Multiple Gateway (Trunk) can be assigned to the call manager.

Extension Owner Management

- Extension can be assigned to Owner or/and Location.
- Location can be assigned to Location Owner.
- In Reports system user can view call information per Ext or Owner or Location Owner.

Rates:

- Rates can be managed by Rate Group, and same Rate Group can be assigned to one or more gateway.
- Rates are assigned for different country code.
- System by default have list of all countries code, but user can add a new or custom country code.
- Country code can accept different format of phone code (regular expression).
- For each Rate, user can add unlimited amount of offers, Offers can be designed per time of the day, or day of the week or day of the year.
- Rates can be exported and imported from external files.

Data Management:

♦ System provides ability to backup calls record. . (period of time)

♦ System provides ability to restore calls record

♦ System provides ability to flush calls record. (by different type of filtering criteria, including record status)

♦ System provides ability to recalculate previous call records using different type of filtering criteria.

Information Board:

In the Information Board (which is shown in the application home page), the system will inform the user about issues or/ and warning such as the following:

♦ System received calls from Gateway or tenant that is not added to the system (User from information board can added the new Gateway or tenant.

♦ System received calls from extensions that is not added to the system.

♦ List of extensions that were not assigned to Owner or Location.

♦ Cost/Duration/Number of calls Analysis

♦ Traffic monitoring across the network

Report Engine:

♦ Call Routing Reports

♦ Enhanced Rich Reporting

♦ Reports can be managed within the same application or different server.

♦ Reports can be exported in different format (PDF, Excel, Word and CSV..etc)

♦ New or customized report can be added easily to the application.

♦ System come with different type of default reports such as:

    a.   All call report

    b.   Extension Owner Report

    c.   Extension Owner Detail Report

    d.   Location Owner Report

    e.   Month Gateway Report

    f.   Month Gateway Chart Report

    g.   Today Call reports.

Integration to Fidelio PMS system:

♦ The system is integrated with Opera Fidelio property man-