PBX Billing

Administrator Guide

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GENERAL SYSTEM DESCRIOTION

2.1 General description of the system

DCL PBX Billing System is software system, which allows to control Siemens HiPath PBX systems. The software provides database and web interface for management and control of billing. The application saves data collected to database. It also charge phone calls due to prices and rounding for each project and phone code. You can have many clients and subscriber lines. Also the system supports project codes (PKZ).

System allows you to have connection to few phone providers and many trunks. After collecting CDR into database, it will calculate the cost of call due to provider's price. You can configure setup fee and rounding intervals for each destination.

Also system supports monthly fee feature. You can charge your clients monthly. You can do it for all company or you can input monthly price for each subscriber line.

The same feature you can use if the provider has subscription fee. Each channel can have its own price or you can have fixed cost for all service.

The following picture buttons to manipulate the data in web interface.

- for adding new record

- for deleting record

- for editing of record

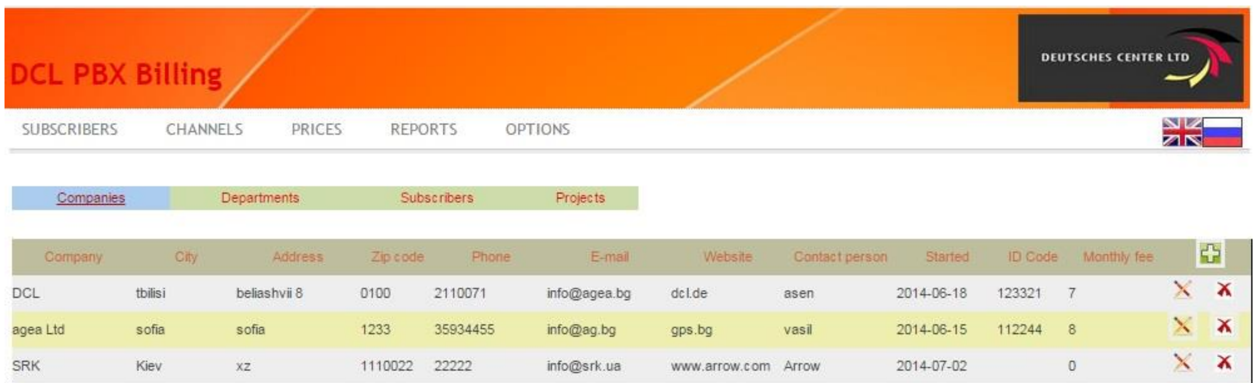
System supports few interface languages. It can be changed easily without closing of program.

3. Requirements

- HiPath PBX
- Server for database and billing
- Personal computer with Web browser (HTML5)
- TCP network connection between PBX and server

4. Subscribers

4.1 Companies



Company means client organization you can work with. Clients get phone lines from your PBX and you will charge their calls, send invoices, etc. You can manage information about client companies in Companies page. The following fields can be used for data operation:

Company – Company name

City – City

Address – Company address

Zip code – Company zip code

Phone – Company phone

E-mail – Company e-mail

Website – Company website

Contact person – Contact person

Started – Company start date

ID Code– ID code of company

Monthly fee – Fixed monthly fee for company

4.2 Departments

Each company can have many departments. Department is not used in call charging, just needed for subscribers grouping. To work with department information use Departments page. Tab also has Filter by company button. The following fields can be used for data operation:

Department – Department

Company – Company name

Phone – Company phone

E-mail – Company e-mail

Contact person – Contact person

4.3 Subscribers

Companies | Departments | Subscribers | Projects

All | Filter

Subscriber	Department	Line	Phone	E-mail	Monthly fee
FFF LLL	HR - agea Ltd	1-3-4	112	ff.ll@agea.com	7
Q W	Sales - DCL	1-2-2	125	q.w@dcl.de	0
e r	Sales - DCL	1-5-6	133	e.r@dcl.de	11
1 2	HR - DCL	1-5-7	134		0

Subscriber means person working in the departments, belonging to Client Company. Each subscriber can have fixed monthly fee for line. To work with subscribers' data use Subscribers page. Tab also has Filter by company button. The following fields can be used for data operation:

Subscriber – Subscriber name

Department – Department

Line – Line attached to the subscriber

Phone – Company phone

E-mail – Company e-mail

Monthly fee – Fixed monthly fee for subscriber

4.4 Projects

Companies Departments Subscribers Projects

Project	Phone	E-mail	Website	Contact person	Start	Stop	PKZ
Moon mission	898989	info@moon.org	www.moon.org	dfhgfhfg	2014-07-16	2014-07-24	222
Mars mission	85768475349	info@mars.org	www.mars.org	mars guy	2014-07-25	2014-07-31	333
Default					2014-07-04	2015-04-30	

Subscriber can work on several projects. Price for each project can be different. Each project must have project dial code (PKZ) for accessing and charging. You can manage information about projects in Projects page. The following fields can be used for data operation:

Project – Project name

Phone – Project phone

E-mail – Project e-mail

Website – Project website

Contact person – Contact person

Start – Project start date

Start – Project start date

5. Channels

5.1 Providers

Providers	Trunks	Prices

Company	City	Address	Zip code	Phone	E-mail	Website	Contact person	Started	ID Code	Monthly fee
O2	Berlin	Berlin	834239	4932459273	info@o2.de	www.o2.de		2014-07-10	3	
Vodafone	London	City	24324					2014-07-25	0	

You have to be connected to telephony provider to make outgoing calls. Also you can be connected to several providers and route outgoing calls due to quality, price, etc. Each provider can have different pricelist, rounding and monthly fee. You can manage information about providers in Providers page. The following fields can be used for data operation:

Company – Provider name

City – City

Address – Provider address

Zip code – Provider zip code

Phone – Provider phone

E-mail – Provider e-mail

Website – Provider website

Contact person – Provider person

Started – Provider start date

ID Code– ID code of company

Monthly fee – Fixed monthly fee for connection to provider

5.2 Trunks

Providers	Trunks	Prices

Provider	Trunk	Monthly fee
Vodafone	cdf1	11
O2	o2111	2
O2	0000000	5

You can have several trunks from one telephony provider. Monthly fee for each trunk can be different. You can manage information about trunks in Trunks page. The following fields can be used for data operations:

Provider – Provider name

Trunk – Trunk name

Monthly fee – Fixed monthly fee for trunk

5.3 Prices

Prices

Text file: Выберите файл Файл не выбран Upload codes Delimiter: ,

Code	PKZ	Price	Destination	Call setup fee	Rounding
1675568	222	0.15	USA	0	1/1
16757	222	0.16	USA	0	1/1
167987967	222	0.13	USA	0	1/1
18568568	222	0.14	USA	0	1/1
187687978	222	0.11	USA	0	1/1
18797679	222	0.12	USA	0	1/1
380	222	0.15	Ukraine	0.02	6/6
4471675568	222	0.15	UK	0	1/1

You have to control your telephony expenses. Billing module will calculate cost for each call. You should specify providers, codes and prices for billing. You can manage information about providers and prices in Prices page. Also you can upload codes and prices from text file. It will be faster than manual input, and you can set delimiter for fields. The following fields can be used for data operations:

Provider – Provider name

Code – phone code

Price – Price per minute

Destination – Destination name

Call setup fee – Price for call setup

Rounding – Rounding periods for call charging

6 Prices

6.1 Prices

You have to charge your clients' phone calls. Billing module will calculate price for each call. You should specify projects, codes and prices for billing. You can manage information about prices in Prices page. Also you can upload codes and prices from text file. It is faster than manual input, and you can set delimiter for fields. The following fields can be used for data operation:

Code – phone code

PKZ **–** Project code

Price – Price per minute

Destination – Destination name

Call setup fee – Price for call setup

Rounding – Rounding periods for call charging

7 Reports

7.1 Calls

Calls Invoices Budget Finances

All Period: 14.08.2014 16.06.2015 Caller: Called: Filter

Subscriber	Caller	Called	Start	Duration	Line	PKZ	Trunk	Rate	Price	Destination
FFF LLL	123321	32112369	2014-08-14 21:58:41	69	1-2-3	123	ooooooo	0.96	0.7935	
FFF LLL	177	74957389476	2014-09-25 20:32:02	66	1-3-4	222	cdf1	0.255	0.3	Russia Moscow
	177	74956589476	2014-09-25 20:35:51	96	1-3-4	222	cdf1	0.255	0.41	Russia Moscow
	177	74956589476	2014-09-25 20:42:19	76	1-2-2	222	cdf1	0.255	0.32	Russia Moscow
	177	79264956589476	2014-09-25 20:56:10	76	1-2-2	222	cdf1	0.3	0.9	Russia Mobs
	177	79264956589476	2014-09-25 21:14:27	176	1-2-2	222	cdf1	0.3	1.4	Russia Mobs
	177	79264956589476	2014-09-25 21:19:45	176	1-2-2	222	cdf1	0.3	1.4	Russia Mobs
	177	79264956589476	2014-09-25 21:47:05	76	1-2-2	222	cdf1	0.3	0.9	Russia Mobs
	177	79264956589476	2014-09-25 21:51:51	76	1-2-2	222	cdf1	0.3	0.9	Russia Mobs
	177	79264956589476	2014-09-25 21:52:12	36	1-2-2	222	cdf1	0.3	0.7	Russia Mobs

You might need to see calls, made by your clients. Use Calls page for that, where you will get full statistics of calls. It is also possible to filter information you need. You can filter by company, time period, call period and called number. Alter filtering you can see detailed information about calls with many useful fields. The following fields can be used for filtered calls:

Subscriber – Subscriber name

Caller– Caller number ID

Called – Called number

Start – Time of call start

Duration – Call duration in seconds

Line – Line name

PKZ – Used project code

Trunk – Outgoing trunk name

Rate – Rate per minute

Price – Call price

Destination – Destination name

7.2 Invoices

Company name	Created	From date	To date	Calls amount	Subscription amount	Lines amount	Tax(%)	Months	Currency
agea Ltd	2014-10-24 08:56:07	2014-08-01	2014-11-01	1.09	496	434	18	496	USD
DCL	2014-10-24 08:57:58	2014-07-22	2014-10-24	0	434	682	18	434	USD
DCL	2014-10-24 09:26:21	2014-09-24	2014-11-24	0	434	682	18	434	USD
agea Ltd	2014-08-31 20:18:47	2014-07-01	2014-08-31	1.59	16	14	18	2	USD
agea Ltd	2014-08-31 20:19:03	2014-07-01	2014-08-31	1.59	16	14	18	2	USD
agea Ltd	2014-10-24 08:55:14	2014-08-01	2014-11-01	1.09	496	434	18	1	USD
DCL	2015-03-28 19:46:07	2015-03-01	2015-03-28	0	7	11	18	7	USD

After charging calls and monthly fee you must invoice your clients. Use Invoices page for that. You can create new invoice after selecting time period and company. Once generated, invoice is stored in database. You can filter generated invoices by period of time and company. After filtering you can see detailed information about invoices with many useful fields. You have a possibility to delete, preview or print invoice. Field used to filter the invoices:

Company name – Company name

Created **–** Creation time of invoice

From date – Start of invoice period

To date – Stop of invoice period

Calls amount – Cost of calls

Subscription amount – Subscriber monthly fee

Lines amount – Lines monthly fee

Tax – Tax in percentage

Months – Months charged

Currency – Currency of invoice

7.3 Budget

Caller	Called	Start	Duration	Trunk	Provider	Trunk rate	Trunk price	Destination
Calls								
123321	32112369	2014-08-14 21:58:41	69	ooooooo	O2	0.001	0.11	
177	74957389476	2014-09-25 20:32:02	66	odf1	Vodafone	0.15	0.27	Russia Moscow
177	74956589476	2014-09-25 20:35:51	96	odf1	Vodafone	0.15	0.34	Russia Moscow
177	74956589476	2014-09-25 20:42:19	76	odf1	Vodafone	0.15	0.3	Russia Moscow
177	79264956589476	2014-09-25 20:56:10	76	odf1	Vodafone	0.2	0.45	Russia Mobs
177	79264956589476	2014-09-25 21:14:27	176	odf1	Vodafone	0.2	0.79	Russia Mobs
177	79264956589476	2014-09-25 21:19:45	176	odf1	Vodafone	0.2	0.79	Russia Mobs
177	79264956589476	2014-09-25 21:47:05	76	odf1	Vodafone	0.2	0.45	Russia Mobs
177	79264956589476	2014-09-25 21:51:51	76	odf1	Vodafone	0.2	0.45	Russia Mobs
177	79264956589476	2014-09-25 21:52:12	36	odf1	Vodafone	0.2	0.32	Russia Mobs
Total								4.27

	Monthly fee	Months charged	10
Provider	Provider fee	Trunks fee	Total
O2	30	70	100
Vodafone	0	110	110
Total	30	180	210

Budget control feature allows you to get full information about phone expenses. Billing system also calculates cost of calls due to provider's prices. If provider has monthly subscription fee or monthly fee per line, it calculates it too. This information is available on Budget page. You can filter budget statistics by period of time, call period, called number and company. After filtering you can see detailed information about budget with many useful fields in two tables:

Caller– Caller number ID

Called – Called number

Start – Time of call start

Duration – Call duration in seconds

Trunk – Trunk name

Provider – Provider name

Trunk rate – Trunk rate per minute

Trunk price – Trunk price of call

Destination – Destination name

Provider – Provider name

Provider fee – Subscription monthly fee for connection to provider

Trunks fee – Amount for trunk monthly fee

Total – Total amount of monthly fees

7.4 Finances

Time	Company	Amount	Type	Info
2014-07-20 22:32:11	agea Ltd	12	Bank	
2014-07-20 22:39:58	SRK	77	Paypal	Good
2014-10-19 14:19:11	DCL	55	Cash	teast
2014-10-24 09:24:19	agea Ltd	67	Cash	
2014-10-24 09:24:25	DCL	123	Cash	
2015-04-02 20:02:51	DCL	33	Cash	

You might need to see payments, made by your clients. Use Finances page for that where you can get full statistics of payments. You can filter by company and period. After filtering you can see detailed information about payments. There are the following fields in filtered calls:

Time – Payment time

Company– Company name

Amount – Amount

Type – Payment type

Info – Additional information about payment

8. Options

8.1 Settings

This page allows you to configure general settings of the software. It can be your company details, bank account information, currency, VAT, etc. After changing details, press Save button for updating information in database.

8.2 Log

All changes in software will be logged in database. To view the activity log details use Log page. Select time period and press Filter button. Log information has several fields:

Created – Time of action

Address – IP address action

Page – Change page done

Action – Action used

Text – Action Details

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