



## General Information

The @COM Billing Application is an optional feature allowing administrators to charge calls from specific extensions and/or users. Users can be assigned an account, which is just like a bank account, on which they can deposit credit to pay for their outbound calls. If not enough credit is available for the call the user will not be able to dial out. The credit can be added by an administrator or by the user via vouchers. These vouchers can be compared with pre-paid cards used in mobile phone networks and are created by an administrator. A user simply buys the card and calls a specific number to activate the voucher an upgrade their account with the amount that the voucher was bought for. If an administrator allows for a negative account balance it's possible to create a post-paid billing system. This is very use if your are using an @COM Business Manager with multiple companies that all share the same phone lines.

## Interfacing



### User Interface

For user there is a telephony interface informing during a call that their account balance is almost zero or that they can no longer call because they do not have enough credit. Also the user can access two features by dialing certain service codes from any phone assign to the billing feature:

- **Check the account balance** (\*931)
- **Validate a voucher** (\*930)



Vouchers can be bought and must be validated via this telephony interface to upgrade an account. The design of the voucher can be configured within certain limits to your own preferences.

Vouchers can be printed on a normal printer and then folded to prevent reading the security/validation code that is on the inside. To create vouchers professionally just export to PDF.

### Administration Interface

Multiple administrators can be created who will have access to the web-based administration interface integrated into the @COM Business Manager's Local Management Tool. However you do not require the @COM Business Manager's Local Management Tool to gain access to this application.

The @COM Billing main menu web-interface:

Billing system	Reporting	ACD Wallboard	ACD Agent Appl.
<b>Billing system</b>			
	<b>Extensions</b> Select all Extensions that should use the @COM Billing system. Unselected extensions will not be billed.		
	<b>Accounts</b> Manage Accounts and their assigned extensions. Add & Remove extensions from an account or view or edit the balance.		
	<b>Vouchers</b> Manage Vouchers to allow users to refill their accounts over the phone. You can print new vouchers and see what vouchers have been used.		
	<b>Call Charge Specification</b> View & Print Call Charge Specifications per account. This reports all calls that are charged to an account.		
	<b>Transactions</b> View, Print & Manage all Transactions and calls for an account. These are deposits or charges to an account via vouchers or manually.		
	<b>Tariff tables</b> Upload Tariff groups tables used to determine the Call charge for phonenumbers dialed by extensions assigned to accounts.		
	<b>Settings</b> Manage Global settings for the @COM Billing system.		

## Features



### User features

The following features are available to users:

- Request account balance via phone
- Validate vouchers via phone
- Audible warning when user tends to run out of credit
- Audible warning when user has no credit left

Users may use other features of the @COM Business Manager such as Voicemail in combination with the billing application.

### Administrator features

The following features are available to users:



- Manage the extensions used for billing
- Manage the account of users
- Credit or debit an account (transaction)
- All transactions are logged with administrators name
- Create & Print vouchers
- Print Call Charge Specifications for an account
- Edit the tariff tables (what to charge for a call...)
- Edit general settings, such as account number length, password length, local area code, tariff multiplier, etc...

### Note:

Please note that this system cannot handle multiple currencies and does not incorporate taxes. We urge administrators to use their existing customer relation management software to send invoices in case of post-paid billing and add the call charge specification solely as a specification not as an invoice.

## Technical Specifications

### Platform

- Webbased application
- Platform independent
- Compatible with Microsoft Internet Explorer 6+
- Compatible with Mozilla Firefox 2+
- HTML technology

### System Availability

The Billing Application is available under license on all @COM Business Manager v1.3 models.

