



United Nations
Department of Field Support



Guide for PABX Administrators

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Introduction to eBilling Telephone System

What is it?

eBilling Telephone System is a centralized web application which automates and streamlines the processing of telephone bills by missions. It is fully electronic and easy-to-use and facilitates the recovery of costs associated with the personal use of UN telephones.

Why is it needed?

Previously, missions relied on a variety of custom-developed, standalone solutions to manage their telephone billing. These were often overlapping and inconsistent, using different types of databases and different procedures to handle the same functions. Over the years, many of these systems became obsolete, and the significant resources which would be required to maintain and upgrade them are not available.

eBilling was created to fill the need for a single, uniform, and secure electronic telephone billing system to replace these diverse legacy systems.

What are its main features?

- eBilling standardizes the processes by which bills are reviewed, categorized, approved, and processed
- It provides full online support for bills which are generated electronically
- It supports upload functionality for paper bills from mobile and satellite vendors
- It provides look-up tables and live call summaries for easy access to information
- It generates system and email notifications to users
- It enables report generation in PDF and Excel formats
- It integrates with other DFS solutions, including FSS and Active Directory
- It provides heightened security, with centralized procedures for backup and recovery of data.

What benefits does it provide?

- eBilling improves efficiency by reducing error-prone manual processes
- It empowers staff by enabling all end users to manage their own bills and contact lists
- Through its roles-based functionality, it provides multiple oversight layers for review and assessment of expenditures.

About this Guide

This Guide was written from the vantage point of Private Automatic Branch Exchange (PABX) Administrators.

Additional Guides are available for End Users, Finance Admins, Mission Admins, Super Admins, and TBU Admins.

Who is a PABX Administrator

PABX Admins are members of the Telephone Billing Unit who are charged with certain administrative responsibilities in eBilling. These include:

- Managing Call Rating Tables
- Uploading, exporting or deleting Call Rating Tables
- Configuring Telephony switch settings
- Configuring CME settings
- Monitoring charged / non-charged calls
- Recalculating calls
- Viewing MS Teams call ratings
- Monitoring MS Teams charged and non – charged calls

Access to eBilling

Access to eBilling is through the UN network. Since it is a web-based application, eBilling is compatible with all major browsers – including Internet Explorer, Firefox, Chrome, Opera, and Safari; however, it is optimized for IE – the official UN browser, versions 7 and above.

When logging in to eBilling, you can use either Unite ID or Windows credentials. However, since the United Nations is implementing use of global authentication, **it is strongly recommended for users to log in with their Unite ID username and password when accessing the eBilling system for the first time.**

NOTE: *The kind of log in used the first time you access eBilling determines how you will be logging on in future as explained below:*

Unite ID: *If Unite ID is used to log in the first time a user accesses eBilling, their profile is automatically associated with their Unite ID and they will only be able to log in using their Unite ID username and password in future.*

Windows: *If Windows username and password are used to log in the first time a user accesses eBilling, their profile is associated with their Windows credentials, but they will also be able to log in to the system using their Unite ID in future.*

Logging In

1. Open Internet Explorer and enter the following URL in the browser's address bar:

<https://ebilling.un.org>

If you are accessing eBilling remotely, use the following URL:

<https://ebillingremote.un.org/Account/Login>

2. The **eBilling Login** screen is displayed.

It is recommended to use your Unite ID Username and Password to login.
If you don't have, please use your Windows Username and Password.

Select Your Domain:
-- Select --

Login

[Forgot your Unite ID? Click here](#)
[Forgot your password? Click here](#)

[Ebilling Documents](#)

3. Enter your username and password (either Unite ID or Windows).
4. Select your AD domain from the dropdown list then click the **Login** button.

It is recommended to use your Unite ID Username and Password to login.
If you don't have, please use your Windows Username and Password.

Select Your Domain:

UNHQ-NY

Login

[Forgot your Unite ID? Click here](#)
[Forgot your password? Click here](#)

[FAQ](#)
[Ebilling Documents](#)

NOTE: You can access user manuals for different eBilling user roles by clicking the **eBilling Documents** link displayed under the **Login** button. These manuals can be accessed even before you log in.

Home Screen

Upon logging into eBilling, the **Home** screen is displayed. Since the PBAX Administrator is both an end user and a PABX administrator, the **Home** screen has features and functionalities that relate to both end users and PABX administrators.

End User features on the home screen include:

- User Information, Asset Information as well as a call summary are displayed at the center of the screen.
- A MAIN menu on the left of the screen which has links to the user's bills, profile and settings.

The screenshot shows the eBilling Home Screen. At the top, it says "eBilling Electronic Telephone Billing System". The user is logged in as "PABX Admin". On the left, there is a "MAIN" menu with options: Home, My Bills, My Reimbursement Bills, Delegate Bills, My Profile, and My Settings. The main content area is titled "My Information" and "Asset Information".

My Information

My Role	PABX Admin	UN ID	UN38VQC-06
Index No.		Hierarchy Title	UNLB

Asset Information

DESKTOP(s)	Mobile(s)	Satellite(s)
7410	1234, 391519161, 23575424273, 72949256	
Service Type	DESKTOP <input checked="" type="checkbox"/>	
Start Date	01/05/2019 00:00:00 AM	
End Date	22/05/2019 11:59:59 PM	

Buttons: List Calls

Clipboard call summary: 01/05/2019 00:00:00 AM to 22/05/2019 11:59:59 PM

Total Official Cost	Total Private Cost

Display Name: S.No. Call To Call Date Call From DESKTOP Call Duration Destination Cost Is Official Justifications

Showing Page 1 of 0. Records 1 to 0

No Calls found --

My Information

This section displays information about the PBAX Administrator; this includes their user role in eBilling, UN Index Number, UN ID and Hierarchy Title.

My Information			
My Role	PABX Admin	UN ID	QC-5
Index No.		Hierarchy Title	UNLB/UNOPS/UNOPSV/FSS

Asset Information

This section displays information about all assets assigned to the PABX Administrator; this includes:

- Asset numbers for all types of assets assigned to the user
- Option to list calls of the assets assigned to the user and a summary of current call status

Asset Information			
DESKTOP(s)	Mobile(s)	Satellite(s)	MS-TEAMS(s)
789444, 2225, 1702104, 9758, 1324	7202587, 11123, 9810, 9810, 1015086558	1011215, 789422, 555555	39083113557056

Service Type	DESKTOP
Start Date	01/02/2022 00:00:00 AM
End Date	15/02/2022 11:59:59 PM
List Calls	

DESKTOP call summary: 01/02/2022 00:00:00 AM to 15/02/2022 11:59:59 PM

Total Official Cost	Total Private Cost
---------------------	--------------------

Display Name Showing Page 1 of 0, Records 1 to 0

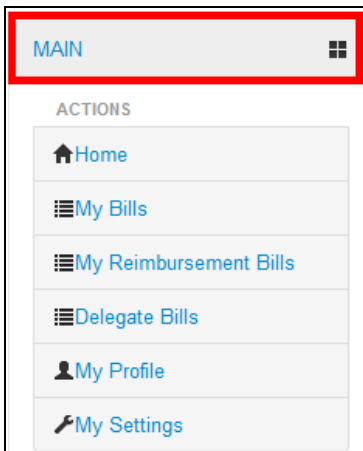
S.No	Call To	Call Date	Call From	DESKTOP	Call Duration	Destination	Cost	Is Official	Justifications
-- No Calls found --									

MAIN Menu

The MAIN menu is found on the left side of the screen and is accessible from the **Home** screen as well as any other screen in eBilling.

It has links which a user can click on to navigate to different parts of the eBilling application like the **My Bills** section, **My Reimbursement Bills** section, **Delegated Bills** section, **Profile** section, **Settings** section or even to return to the **Home** page.

Click the **MAIN** link to view options/actions under the **MAIN** menu (*actions under this menu can also be hidden or displayed by clicking on **MAIN***).



PABX Administrator features on the home screen include:

- A **Change Mission** dropdown in the top left corner of the screen that allows the PABX Admin to select another Mission (if they are assigned the PABX Admin role for multiple missions).
- Links to the different PABX Administrator functions are on the left side of the screen below the MAIN menu. These functions include managing Call Ratings, PABX/CISCO settings, CME Config/Log, MS Team Call Ratings and MS Teams charged / non – charged calls.

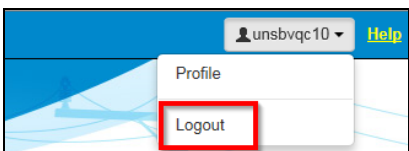


Logging Out

1. Click the username in the upper right corner of the screen.



2. A popup menu is displayed with options to view profile or logout of eBilling. Click the **Logout** option.

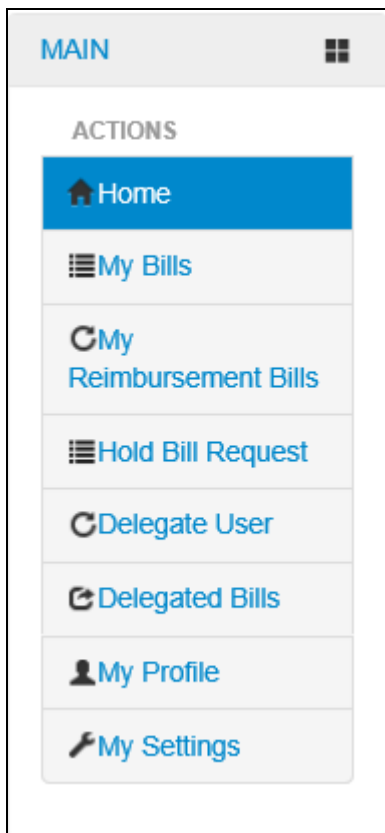


The user is redirected to the **eBilling Login** screen.

MAIN Menu

The MAIN menu has links to end user features which can be used by the PABX Administrator to do the following:

- View and manage their own bills.
- View and manage their own reimbursement bills.
- View and manage bills that have been delegated to them.
- Review their Personal Information, UN Profile Information as well as information about all assets assigned to them.
- Review or set threshold limits for all assets assigned to them as well as add or edit their telephone contacts.



For a more detailed description of the different end user functions that can be carried out by a PABX Administrator, refer to the **eBilling Guide for End Users**.

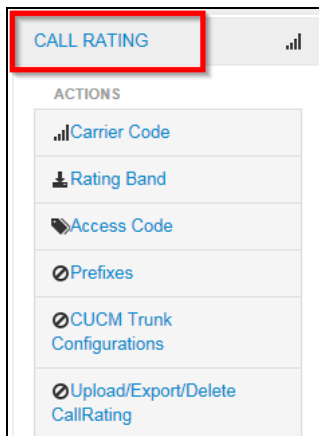
CALL RATING Menu

Since eBilling connects directly to a Mission's telephony switches, it is imperative to define and maintain call rating tables for the system. Call rating table maintenance involves the following activities:

- Managing Carrier Codes
- Managing Rating Bands
- Managing Access Codes
- Managing Prefixes
- CUCM Trunk Configurations
- Upload/Export/Deletion of Call Ratings

Call rating tables are only defined to charge CDRs received from the telephone switched (PABX, CUCM and CME). Mobile and satellite CDRs are provided already charged by the Service Providers to the Mission in the monthly bills exchanged with them.

Click on **CALL RATING** to view options / actions under the **CALL RATING** menu (*actions under this menu can also be hidden or displayed by clicking on **CALL RATING***).

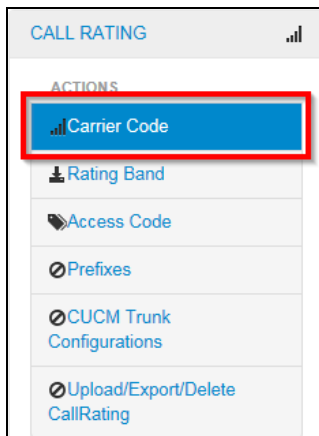


Carrier Code

This section allows a PABX administrator to create and manage carrier codes; carrier code management involves:

- Creating new carrier codes
- Viewing details of specific carrier codes
- Editing existing carrier codes
- Activating/Deactivating carrier codes

To manage carrier codes, click the **Carrier Code** link found under the **CALL RATING** menu.



The **Carrier Code** screen is displayed showing a list of existing carrier codes. This page has the following features/options:

- Create new carrier code
- View list of existing carrier codes
- Activate /deactivate carrier codes
- Edit carrier codes
- View details of a specific carrier code

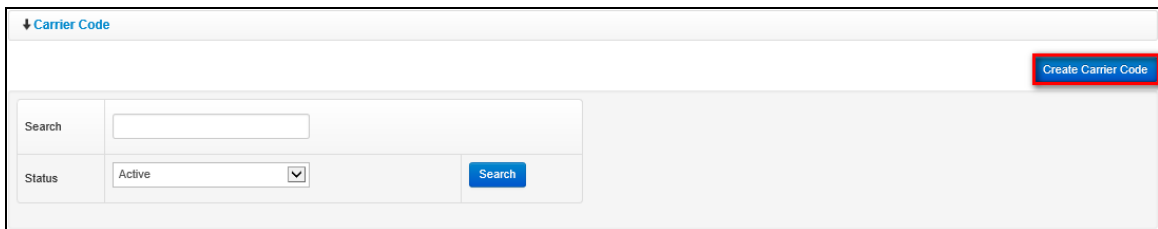
The screenshot shows the 'Carrier Code' management interface. At the top right, there is a 'Create Carrier Code' button. Below it is a search section with a text input field for 'Search' and a dropdown menu for 'Status' set to 'Active', with a 'Search' button. Below the search section is a table with the following data:

<input type="checkbox"/>	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	LEAST ROUTE	999	Euro	Second	Yes	Actions
<input type="checkbox"/>	2	UNLB	Safaricom	7001	Kenyan Shilling	Minute	Yes	Actions
<input type="checkbox"/>	3	UNLB	123	1234	Afghanistan Afghani	Minute	Yes	Actions
<input type="checkbox"/>	4	UNLB	Ilaria	1111	US Dollar	Minute	Yes	Actions

At the bottom left of the table area, there are 'Deactivate' and 'Activate' buttons. At the bottom right, there is a 'Print / Export' link and a status indicator 'Showing Page 1 of 1, Records 1 to 4'.

Create Carrier Code

1. To create a new carrier code, click the **Create New Carrier Code** button.



2. A **Create New Carrier Code dialog box** is displayed. The dialog box displayed has the following fields for a PABX Administrator to complete:
 - **Carrier Name:** enter name of the carrier that owns the code being created. This is typically the name of the service provider (it is advisable to concatenate the actual code to the end of the carrier name since this helps to generate unique names in cases where a carrier provides several codes)
 - **Carrier Code:** enter the carrier code being created (this needs to be unique within the Mission)
 - **Currency:** select currency to be used on bills associated with the carrier
 - **Charging Type:** select whether calls to the carrier code are charged per second or minute

Click **Create** button.

Create New Carrier Code ✕

↓ **Carrier Code** * Fields are Required

Carrier Name	<input type="text" value="xyz telecom"/> *
Carrier Code	<input type="text" value="295"/> *
Currency	<input type="text" value="US Dollar"/> ▾ *
Charging type	<input type="text" value="Minute"/> ▾ *

Create

3. The PABX Administrator is redirected back to the **Carrier Code** page. The newly created carrier code is added to the list of existing carrier codes and it is active by default i.e. has a **YES** value under the **Is Active** column.

<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	LEAST ROUTE	999	Euro	Second	Yes	Actions ▾
<input type="checkbox"/>	2	UNLB	Safaricom	7001	Kenyan Shilling	Minute	Yes	Actions ▾
<input type="checkbox"/>	3	UNLB	123	1234	Afghanistan Afghani	Minute	Yes	Actions ▾
<input type="checkbox"/>	4	UNLB	Ilaria	1111	US Dollar	Minute	Yes	Actions ▾
<input type="checkbox"/>	5	UNLB	xyz Telecom	295	US Dollar	Minute	Yes	Actions ▾


Edit Carrier Code

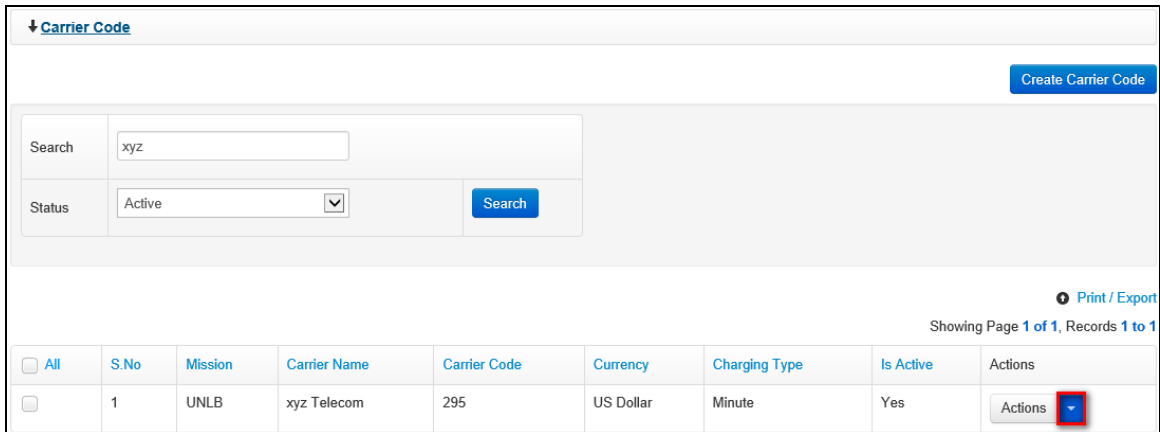
1. To edit a carrier code, search for the code by entering search criteria in the search field on the **Carrier Code** page and clicking the **Search** button.

↓ **Carrier Code**

Create Carrier Code

Search	<input type="text" value="xyz"/>	
Status	<input type="text" value="Active"/> ▾	Search

- The carrier code that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the carrier code that is to be edited.



Carrier Code

Create Carrier Code


Search: xyz

Status: Active

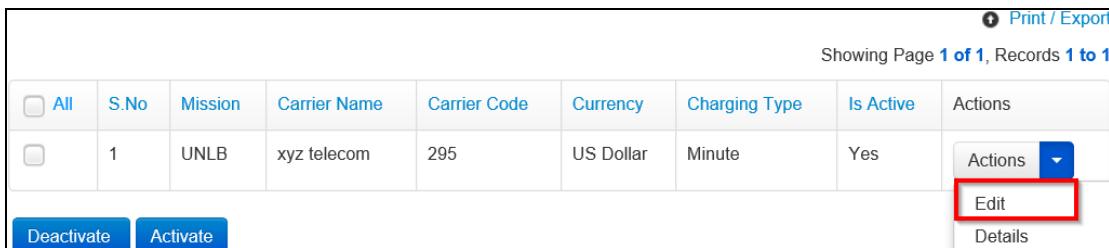
Search

Print / Export

Showing Page 1 of 1, Records 1 to 1


<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	xyz Telecom	295	US Dollar	Minute	Yes	Actions 

- A dropdown menu is displayed. Click the **Edit** option on the menu displayed.



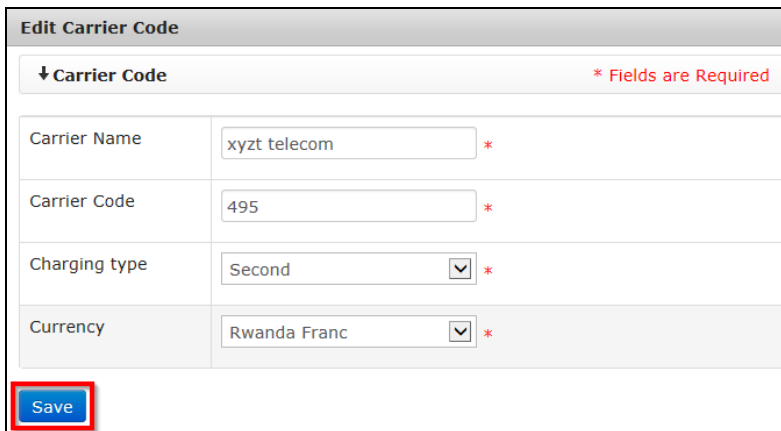
Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	Yes	Actions  Edit Details

Deactivate Activate

- An **Edit Carrier Code** dialog box is displayed. Make necessary changes to the carrier code then click the **Save** button.



Edit Carrier Code

Carrier Code * Fields are Required

Carrier Name: xyzt telecom *

Carrier Code: 495 *

Charging type: Second *

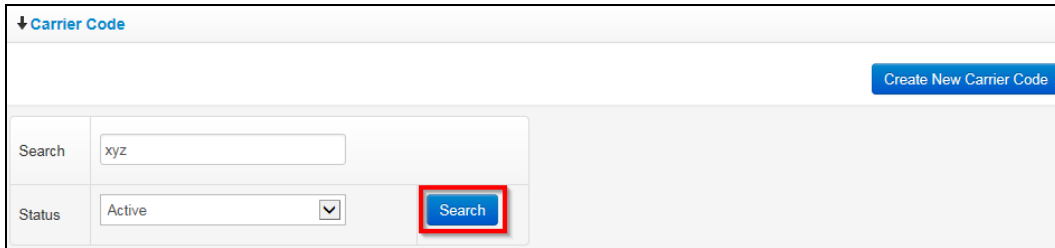
Currency: Rwanda Franc *

Save

Changes made to the carrier code are saved by the system and are displayed on the list of carrier codes.

View Details of Carrier Code

1. To view details of a carrier code, search for the code by entering search criteria in the search field on the **Carrier Code** page and clicking the **Search** button.




Carrier Code

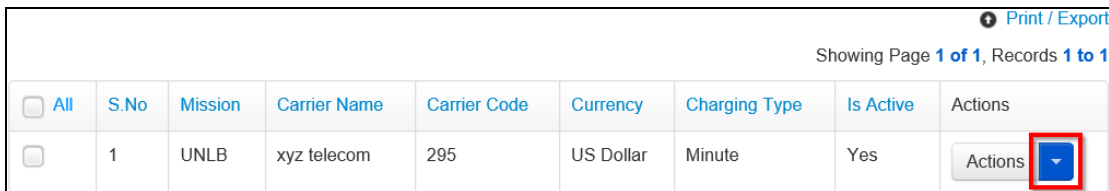
Create New Carrier Code

Search: xyz

Status: Active


Search

2. *Carrier code(s) that match search criteria used are displayed.* Click the  icon (found under the **Actions** column) on the carrier code for which details are to be viewed.

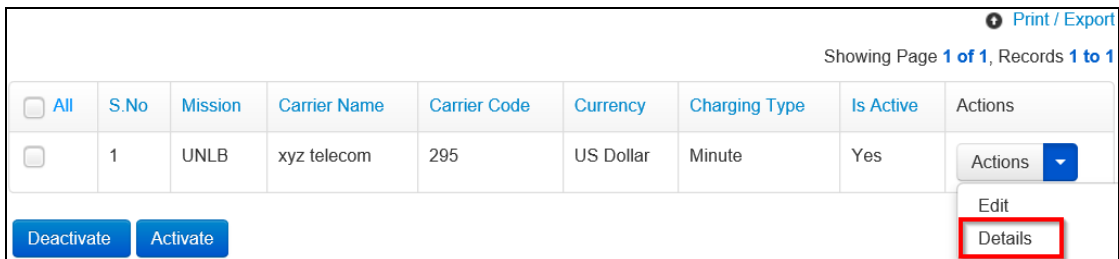


Print / Export

Showing Page 1 of 1, Records 1 to 1


<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	Yes	Actions 

3. *A dropdown menu is displayed.* Click the **Details** option on the menu displayed.



Print / Export

Showing Page 1 of 1, Records 1 to 1

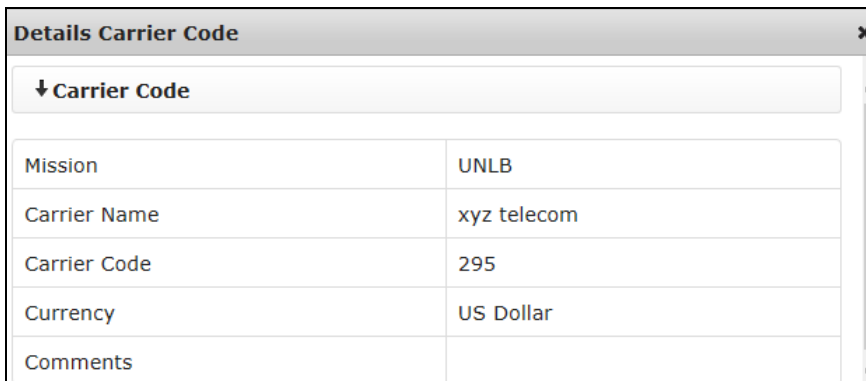
<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	Yes	Actions 

Deactivate Activate

Edit

Details

4. *A **Details Carrier Code** dialog box is displayed showing details of the selected carrier code.*



Details Carrier Code

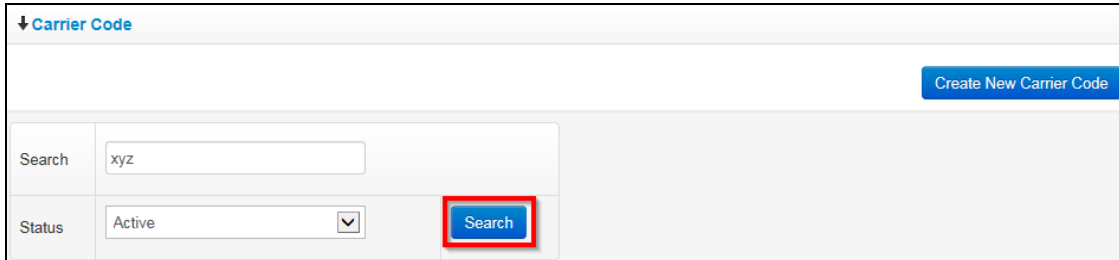
Carrier Code

Mission	UNLB
Carrier Name	xyz telecom
Carrier Code	295
Currency	US Dollar
Comments	

Deactivate Carrier Code

To be able to deactivate a carrier code, the carrier code should not be applied to band codes.

1. To deactivate a carrier code, search for the code by entering search criteria in the search field on the **Carrier Code** page and clicking the **Search** button.



Carrier Code

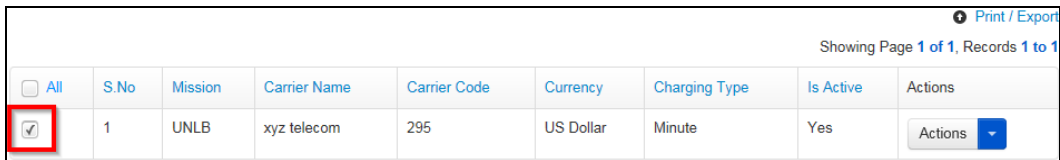
Create New Carrier Code

Search: xyz

Status: Active

Search

2. Carrier code(s) that match search criteria used are displayed. Select/click the checkbox besides the carrier code that is to be deactivated.

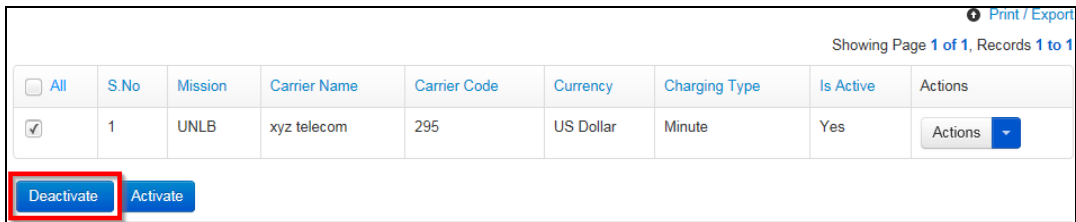


Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	Yes	Actions

3. Click the **Deactivate** button.



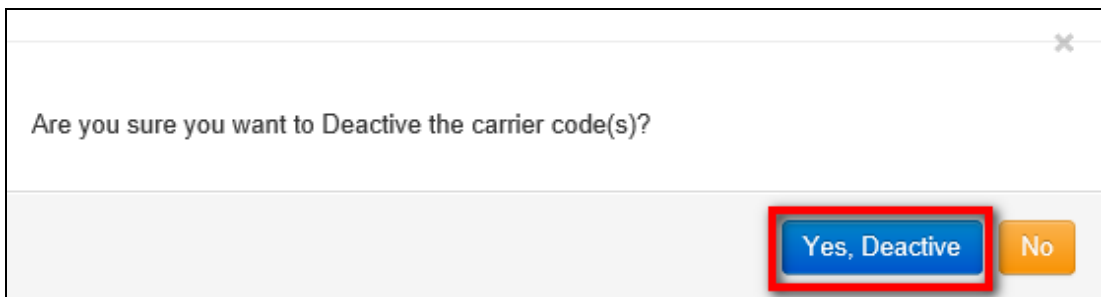
Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	Yes	Actions

Deactivate Activate

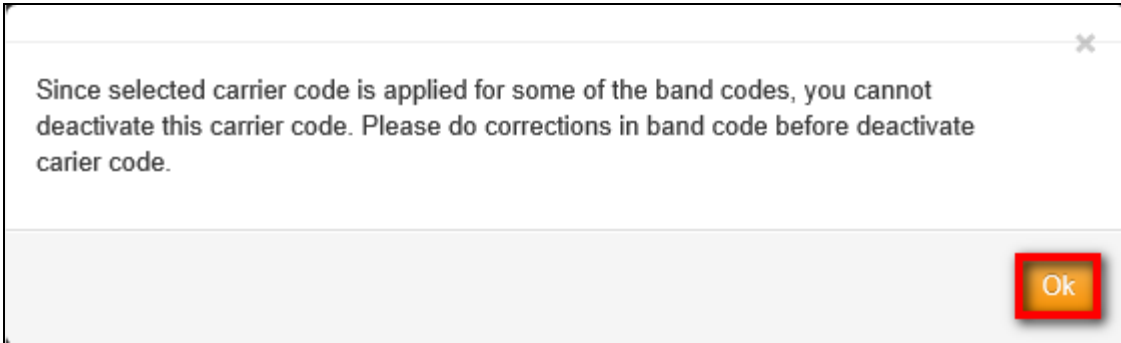
4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to deactivate the carrier code. Click the **Yes, Deactivate** button to confirm deactivation.



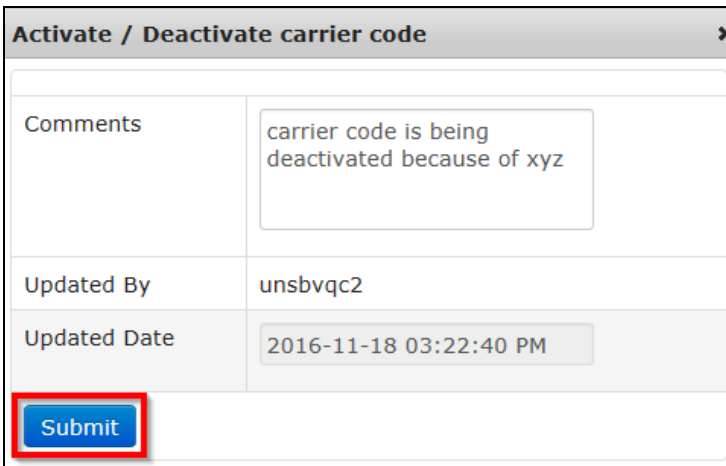
Are you sure you want to Deactivate the carrier code(s)?

Yes, Deactivate No

NOTE: If the code is applied to some of the band codes, the system will display the below pop-up. Click **OK** to proceed.

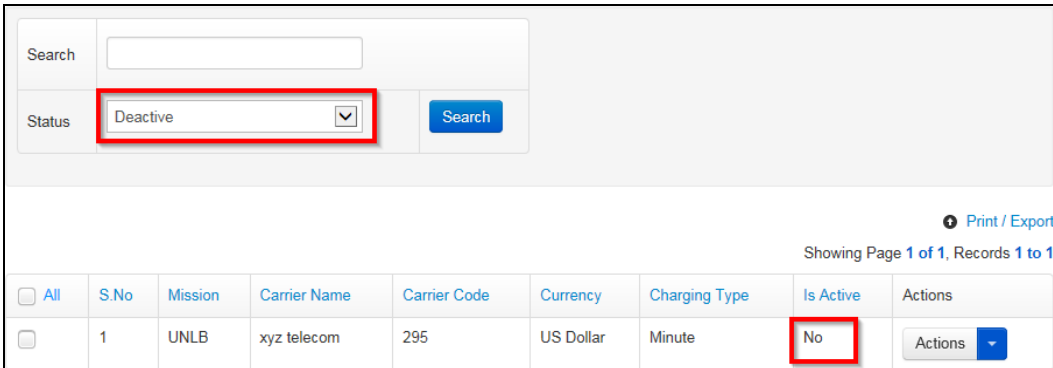


5. An **Activate / Deactivate carrier code** dialog box is displayed prompting the PABX Administrator to enter comments about the deactivation. Enter comments about the deactivation (if necessary) then click the **Submit** button.



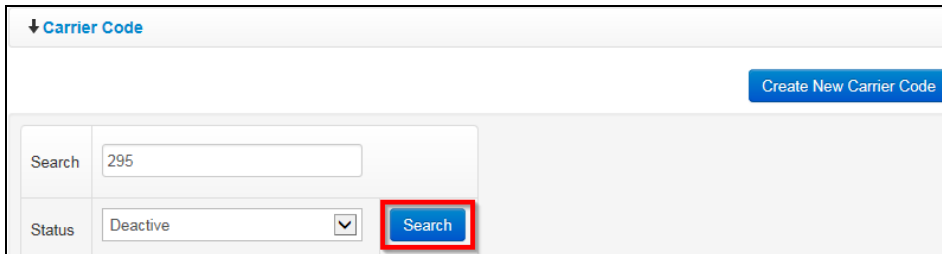
6. The carrier code is deactivated. When the carrier code is searched for again on the **Carrier Code** page, the value **No** is displayed under the **Is Active** column.

NOTE: On the **Carrier Code** page, deactivated carrier codes can only be displayed when a user selects the value **Deactive** or **All** on the **Status** field and clicks the **Search** button.



Activate Carrier Code

1. To activate a carrier code, search for the code by entering search criteria in the search field, selecting **Deactive** or **All** on the status field and clicking the **Search** button.



Carrier Code

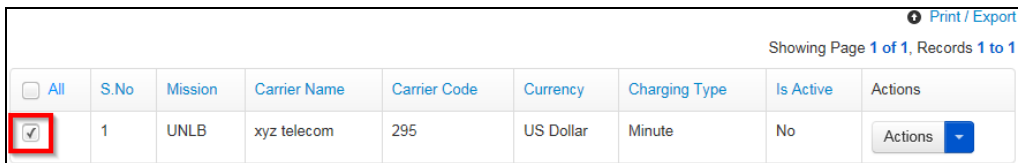
Create New Carrier Code

Search: 295

Status: Deactive

Search

2. Carrier code(s) that match search criteria used are displayed. Select/click the checkbox besides the carrier code that is to be activated.

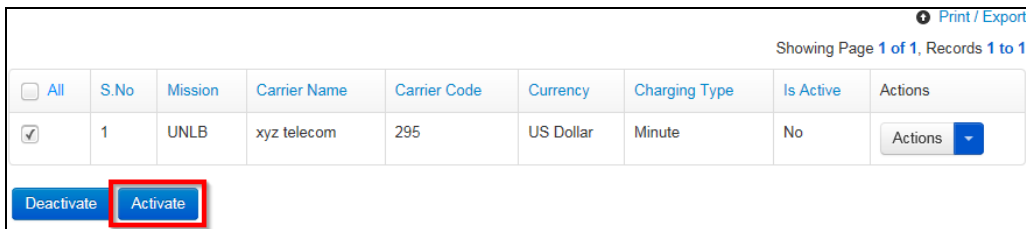


Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	No	Actions

3. Click the **Activate** button.



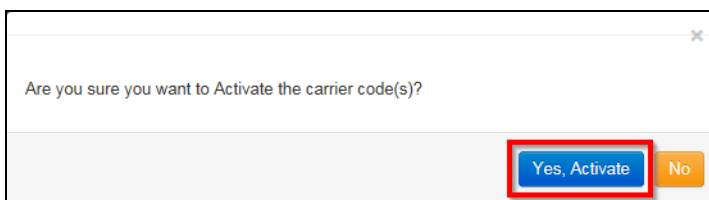
Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	No	Actions

Deactivate Activate

4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to activate the carrier code. Click the **Yes, Activate** button to confirm activation.



Are you sure you want to Activate the carrier code(s)?

Yes, Activate No

- An **Activate / Deactivate carrier code** dialog box is displayed prompting the PABX Administrator to enter comments about the activation. Enter comments about the activation (if necessary) then click the **Submit** button.

Activate / Deactivate carrier code ✕

Comments carrier code is being activated because of xyz

Updated By unsvbvc2

Updated Date 2016-11-21 07:41:25 AM

Submit

- The carrier code is activated. When the carrier code is searched for again on the **Carrier Code** page, the value **Yes** is displayed under the **Is Active** column.

NOTE: On the **Carrier Code** page, activated carrier codes can only be displayed when a user selects the value **Active** or **All** on the **Status** field and clicks the **Search** button.

Search

Status ▼ Search

Print / Export

Showing Page **1 of 1**, Records **1 to 1**

<input type="checkbox"/> All	S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	xyz telecom	295	US Dollar	Minute	Yes	Actions ▼

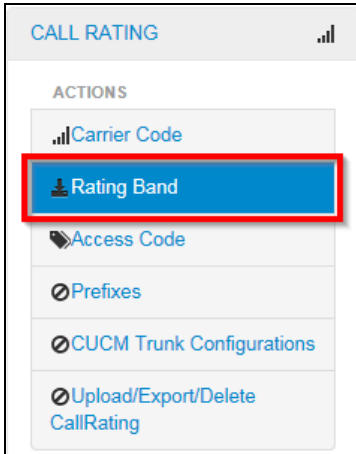
Rating Band

Rating bands define amounts to be charged per minute. Rating bands will be associated to Carrier codes from which the system picks the currency to be applied to a given rating band and to the Access code or Prefixes.

Rating bands are managed from the Rating Bands menu and the process of rating band management involves:

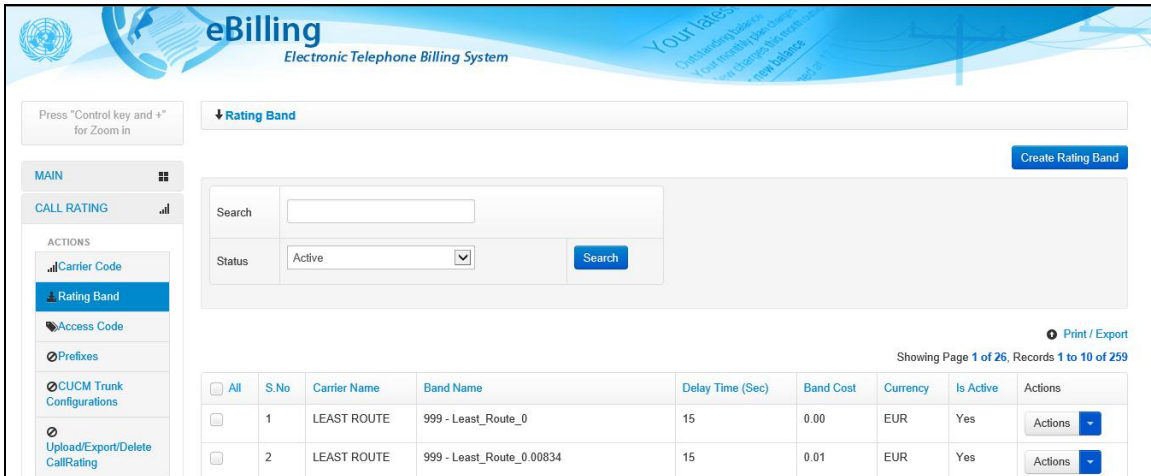
- Creating new rating bands
- Viewing details of specific rating bands
- Editing existing rating bands
- Activating/Deactivating rating bands

To manage rating bands, click the **Rating Band** link found under the **CALL RATING** menu.



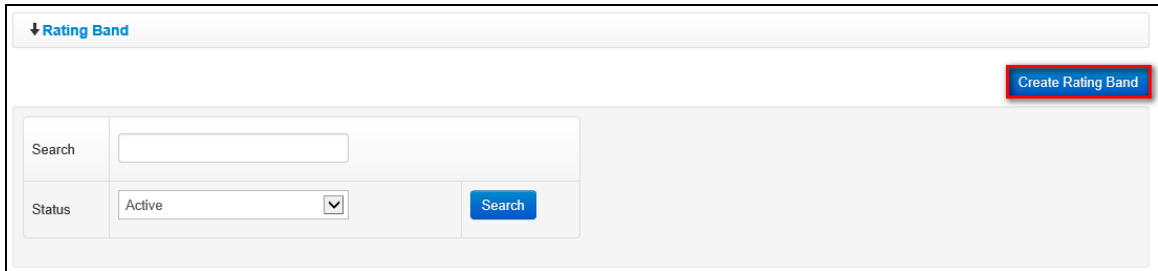
The **Rating Band** screen is displayed showing a list of existing rating bands. This page has the following features/options:

- Create new rating band
- Edit rating bands
- View list of existing rating bands
- View details of a specific rating band
- Activate /deactivate rating bands



Create Rating Band

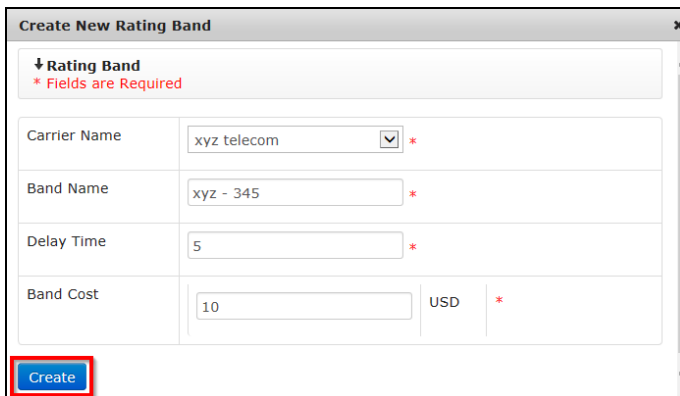
1. To create a new rating band, click the **Create Rating Band** button.



The screenshot shows a web interface for managing Rating Bands. At the top, there is a header with a dropdown arrow and the text "Rating Band". On the right side of the header, there is a blue button labeled "Create Rating Band" with a red border. Below the header, there is a search section with a text input field labeled "Search" and a dropdown menu labeled "Status" with "Active" selected. A blue "Search" button is located to the right of the status dropdown.

2. A **Create New Rating Band** dialog box is displayed. The dialog box displayed has the following fields for a PABX Administrator to complete:
 - **Carrier Name:** select name of carrier to which the rating band is associated
 - **Band Name:** enter a name for the rating band being created (as is the case with Carrier codes, it is a good practice to add the Carrier code to the rating band name to provide clear information and cater for cases where a Carrier has several rating bands)
 - **Delay Time:** enter a delay time for the rating band being created (delay time specifies the number of seconds at the beginning of a call which will not be considered when calculating the total cost of the call i.e. total duration of a call – delay time = number of seconds that are to be charged)
 - **Band Cost:** enter a cost per minute for the rating band being created (this will be charged in the currency defined for the Carrier associated with this rating band)

Click the **Create** button.




The screenshot shows a dialog box titled "Create New Rating Band". At the top, there is a header with a dropdown arrow and the text "Rating Band", followed by a red asterisk and the text "* Fields are Required". The dialog contains four input fields, each with a red asterisk indicating it is required:

- Carrier Name:** A dropdown menu with "xyz telecom" selected.
- Band Name:** A text input field containing "xyz - 345".
- Delay Time:** A text input field containing "5".
- Band Cost:** A text input field containing "10", followed by a currency dropdown menu set to "USD".

At the bottom left of the dialog, there is a blue "Create" button with a red border.

- The PABX Administrator is redirected back to the **Rating Band** page. The newly created rating band is added to the list of existing rating bands and it is active by default i.e. has a **YES** value under the **Is Active** column.

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input type="checkbox"/>	1	xyz telecom	xyz -345	5	10.00	USD	Yes	Actions 

Showing Page 1 of 1, Records 1 to 1


Edit Rating Band


- To edit a rating band, search for the rating band by entering search criteria in the search field on the **Rating Band** page and clicking the **Search** button.

Rating Band Create Rating Band

Search:


Status: Search

- The rating band that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the rating band that is to be edited.

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input type="checkbox"/>	1	xyz telecom	xyz -345	5	10.00	USD	Yes	Actions 

Showing Page 1 of 1, Records 1 to 1

- A dropdown menu is displayed. Click the **Edit** option on the menu displayed.

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input type="checkbox"/>	1	xyz telecom	xyz -345	5	10.00	USD	Yes	Actions  Edit Details

Showing Page 1 of 1, Records 1 to 1


Deactivate Activate

- An **Edit Rating Band** dialog box is displayed. Make necessary changes to the rating band then click the **Save** button.

Changes made to the rating band are saved by the system and are displayed on the list of rating bands.


View Details of Rating Band

- To view details of a rating band, search for the rating band by entering search criteria in the search field on the **Rating Band** page and clicking the **Search** button.

- The rating band that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the rating band for which details are to be viewed.

Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input type="checkbox"/>	1	xyz telecom	xyz -345	5	10.00	USD	Yes	Actions 

3. A dropdown menu is displayed. Click the **Details** option on the menu displayed.

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input type="checkbox"/>	1	xyz telecom	xyz -345	5	10.00	USD	Yes	Actions Edit Details

Deactivate Activate

4. A **Rating Band Details** dialog box is displayed showing details of the selected rating band.

Rating Band Details

Rating Band

Carrier Name	xyz telecom
Band Name	xyz - 223
Delay Time	1
Band Cost	5.00 USD
Comments	

Deactivate Rating Band

Rating band cannot be deactivated if the selected band is applied for some prefixes/access codes.

1. To deactivate a rating band, search for the rating by entering search criteria in the search field on the **Rating Band** page and clicking the **Search** button.

Rating Band

Create Rating Band

Search: xyz

Status: Active

Search

2. The rating band that matches search criteria used is displayed. Select/click the checkbox besides the rating band that is to be deactivated.

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input checked="" type="checkbox"/>	1	xyz telecom	xyz - 223	1	5.00	USD	Yes	Actions

- Click the **Deactivate** button.

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input checked="" type="checkbox"/>	1	xyz telecom	xyz - 223	1	5.00	USD	Yes	Actions

Showing Page 1 of 1, Records 1 to 1

Deactivate **Activate**

- A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to deactivate the band code. Click the **Yes, Deactivate** button to confirm deactivation.

Are you sure you want to Deactivate the band code(s)?

Yes, Deactive **No**

NOTE: If the selected band is applied for some prefixes/access codes, the system displays the below pop-up. Click **Ok** to proceed.

Since selected band is applied for some of the prefixes/access codes, you cannot deactivate this band. Please do corrections in prefixes/access codes before deactivate band code.

Ok

- An **Activate / Deactivate Band Code** dialog box is displayed prompting the PABX Administrator to enter comments about the deactivation. Enter comments about the deactivation (if necessary) then click the **Submit** button.

Activate / Deactivate band code

Comments: rating band being deactivated because of xyz

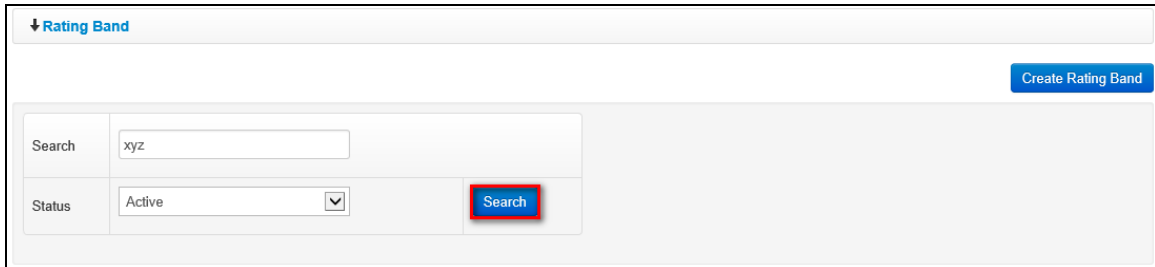
Updated By: unsbvqc2

Updated Date: 2016-11-21 12:31:16 PM

Submit

Activate Rating Band

1. To activate a rating band, search for the rating band by entering search criteria in the search field, selecting **Deactive** or **All** on the status field and clicking the **Search** button.



Rating Band

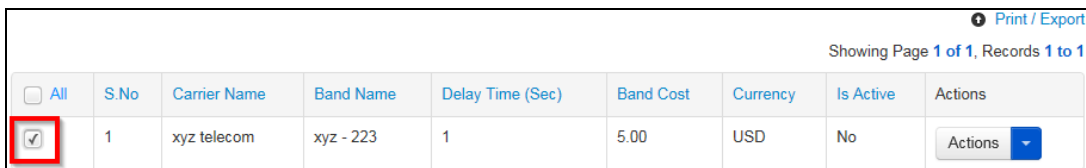
Create Rating Band

Search: xyz

Status: Active

Search

2. Rating band that matches search criteria used is displayed. Select/click the checkbox besides the rating band that is to be activated.

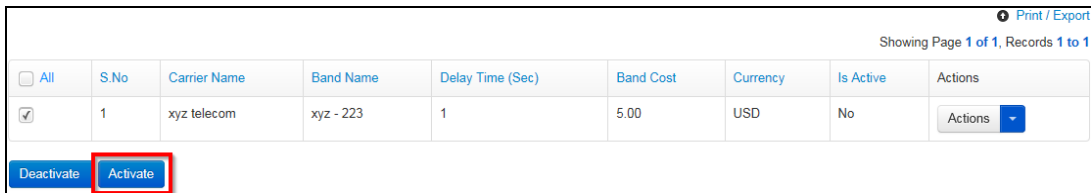


Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input checked="" type="checkbox"/>	1	xyz telecom	xyz - 223	1	5.00	USD	No	Actions

3. Click the **Activate** button.



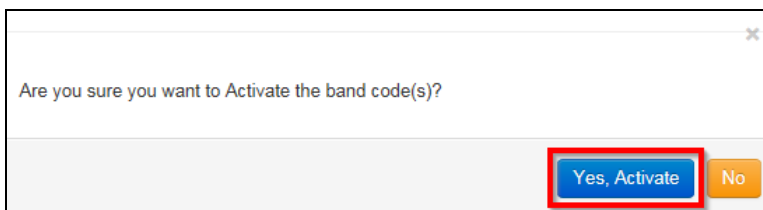
Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
<input checked="" type="checkbox"/>	1	xyz telecom	xyz - 223	1	5.00	USD	No	Actions

Deactivate Activate

4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to activate the band code. Click the **Yes, Activate** button to confirm activation.



Are you sure you want to Activate the band code(s)?

Yes, Activate No

5. An **Activate / Deactivate Band Code** dialog box is displayed prompting the PABX Administrator to enter comments about the activation. Enter comments about the activation (if necessary) then click the **Submit** button.

Activate / Deactivate band code	
Comments	rating band is being activated because of xyz
Updated By	unsvqc2
Updated Date	2016-11-21 02:53:27 PM
<input type="button" value="Submit"/>	

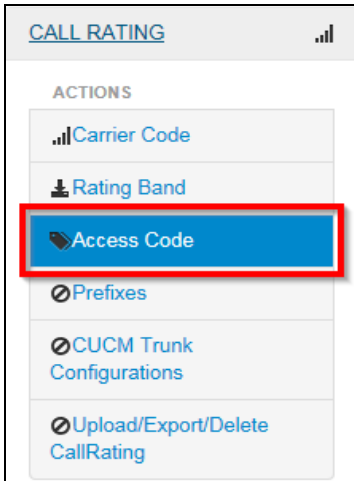
Access Code

Access codes generally define the types of calls to be made. In some cases, 00 is used to identify international calls and other access codes might define the calls made to local or mobile destinations when using local providers. The scenarios may vary from one Mission to another.

Access codes can be managed using the Access Code menu; access code management involves the following:

- Creating new access codes
- Viewing details of specific access codes
- Editing existing access codes
- Activating/Deactivating access codes

To manage access codes, click the **Access Code** link found under the **CALL RATING** menu.



The **Access Code** screen is displayed showing a list of existing access codes. This page has the following features/options:

- Create new access code
- Edit access codes
- View list of existing access codes
- View details of a specific access code
- Activate /deactivate access codes

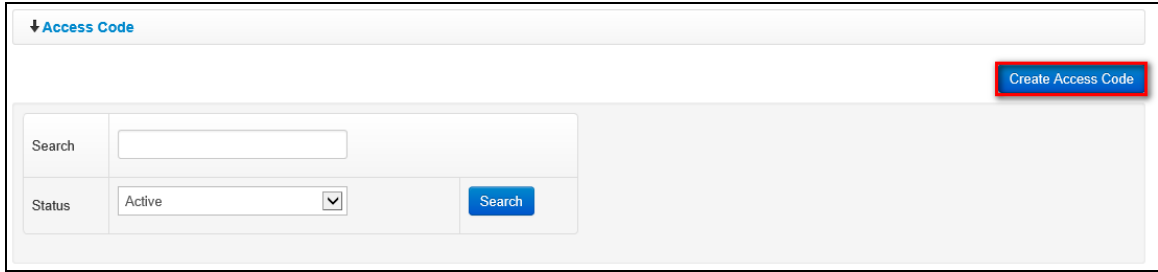
The screenshot shows the 'eBilling' system interface. The main header includes the UN logo and the text 'eBilling Electronic Telephone Billing System'. Below the header, there is a search bar with a dropdown menu set to 'Access Code' and a 'Create Access Code' button. A search filter section shows 'Status' set to 'Active' and a 'Search' button. Below this is a table listing access codes. The table has columns for 'All', 'S.No', 'Mission', 'Access Name', 'Access Code', 'Band Name', 'Prefix Type', 'Is Active', and 'Actions'. Two records are visible: one with S.No 1, Mission UNLB, Access Name AC, Access Code 00, and Prefix Type Country Code; and another with S.No 2, Mission UNLB, Access Name pearl, Access Code 256, and Prefix Type Country Code. Both records are marked as 'Yes' for 'Is Active' and have an 'Actions' dropdown menu.

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	AC	00		Country Code	Yes	Actions
<input type="checkbox"/>	2	UNLB	pearl	256		Country Code	Yes	Actions

Showing Page 1 of 1, Records 1 to 4

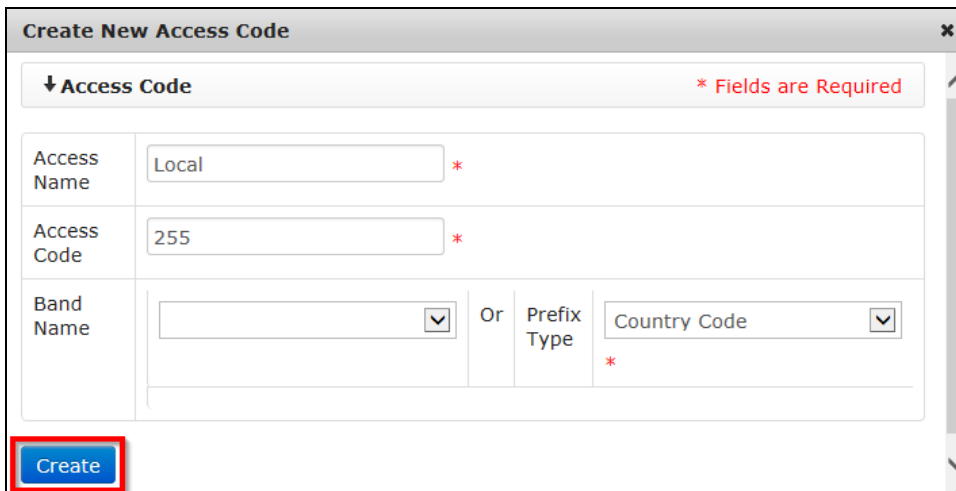
Create Access Code

1. To create a new access code, click the **Create Access Code** button.



2. A **Create New Access Code** dialog box is displayed. The dialog box displayed has the following fields for a PABX Administrator to complete:
 - **Access Name:** enter name to be associated with the access code being created (it is advisable to concatenate the actual code to the end of the access code name since this helps generate unique names and avoid naming conflicts)
 - **Access Code:** enter the access code being created (this field can accept duplicates only if the access codes are associated to rating bands and the rating bands to which the access codes are associated are linked to different carriers)
 - **Band Name:** select a band which the code being created belongs to/falls under (a rating band has to be specified for a given access code if all calls associated to the access code are to be charged the same rate regardless of the actual number dialed e.g. it can be determined that all calls recorded for the access code 09 are to be charged 0.5 USD regardless of whether destination of the call is local or international.
NOTE: *It is crucial to note that for this charging mechanism to work, the Carrier code associated to these calls has to match the carrier code associated to the rating band selected for the Access code.*
 - **Prefix Type:** select a prefix type for the access code being created (this will determine the prefix tables which will be checked for calls recorded with the access code to determine the rating band to be used).

Click the **Create** button.



- The PABX Administrator is redirected back to the **Access Code** page. The newly created access code is added to the list of existing access codes and it is active by default i.e. has a **YES** value under the **Is Active** column.

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	AC	00		Country Code	Yes	Actions
<input type="checkbox"/>	2	UNLB	pearl	256		Country Code	Yes	Actions
<input type="checkbox"/>	3	UNLB	Local Italy	39		Area Code	Yes	Actions
<input type="checkbox"/>	4	UNLB	IlaAccessCode	11111111	IlaBand		Yes	Actions
<input type="checkbox"/>	5	UNLB	Local	256		Country Code	Yes	Actions

NOTE: If a given type of calls (defined by specific Access code) are to be charged a specific rate but are recorded under multiple Carrier codes, it will be necessary for the PABX administrator to create multiple Access code entries with the same Access code but select different Rating bands associated to each of the corresponding Carriers.

It is important to note that an Access code can be defined either as Rating band based or Prefix type based.

For an Access code defined as Rating band based, all calls associated to the Access code will be charged according to the Rating band cost regardless of the destination/dialed number (provided the Carrier code recorded for the calls matches the one associated with the Rating band which is linked to the Access code).

For an Access code defined as Prefix type based, the rate used to charge calls recorded with this Access code will be defined by the prefix which is extracted from the dialed number and the rating band associated to that Prefix defined in eBilling (provided the Carrier code recorded for the calls matches the one associated to the Rating band which is linked to the Prefix type).

Edit Access Code

- To edit an access code, search for the access code by entering search criteria in the search field on the **Access Code** page and clicking the **Search** button.

Access Code

[Create Access Code](#)

Search

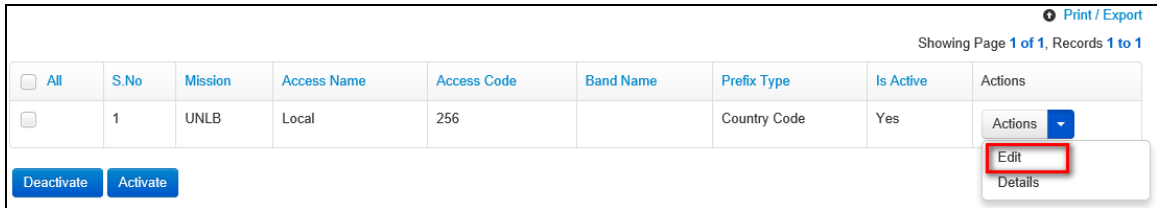
Status

Search

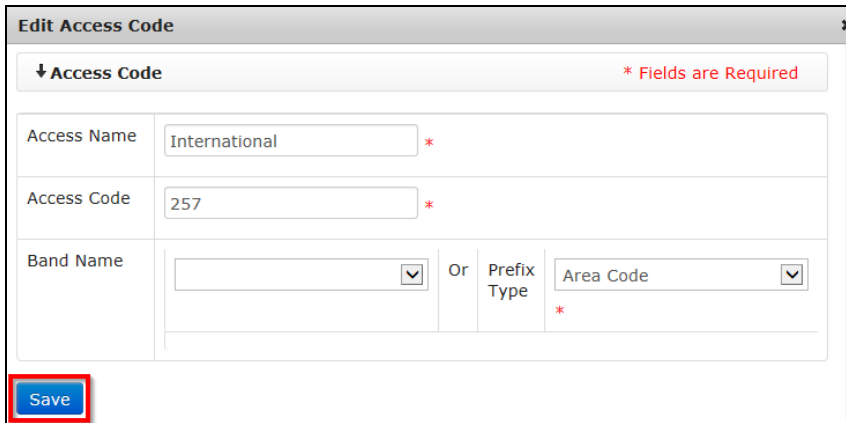
- The access code that matches search criteria used is displayed. Click the icon (found under the **Actions** column) on the access code that is to be edited.

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	Local	256		Country Code	Yes	Actions

3. A dropdown menu is displayed. Click the **Edit** option on the menu displayed.



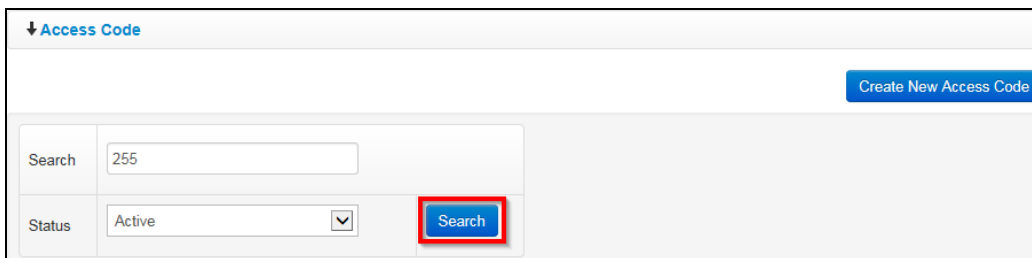
4. An **Edit Access Code** dialog box is displayed. Make necessary changes to the access code then click the **Save** button.



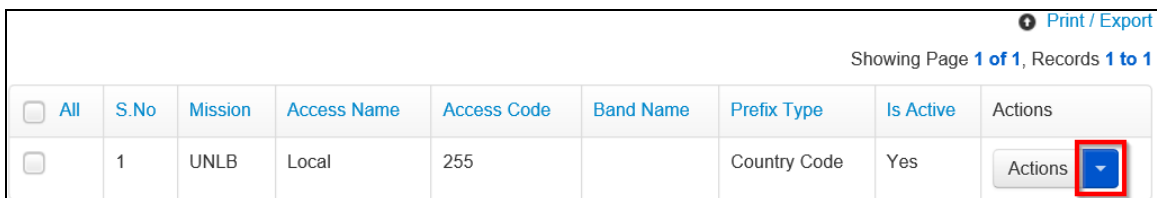
Changes made to the access code are saved by the system and are displayed on the list of access codes.

View Details of Access Code

1. To view details of an access code, search for the access code by entering search criteria in the search field on the **Access Code** page and clicking the **Search** button.



2. The access code that matches search criteria used is displayed. Click the icon (found under the **Actions** column) on the access code for which details are to be viewed.



3. A dropdown menu is displayed. Click the **Details** option on the menu displayed.

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	Local	255		Country Code	Yes	Actions ▾ Edit Details

Deactivate Activate

4. An **Access Code Details** dialog box is displayed showing details of the selected access code.

Access Code Details

↓ Access Code

Mission	UNLB
Access Name	Local
Access Code	255
Band Name	
Prefix Type	Country Code
Comments	

Deactivate Access Code

1. To deactivate an access code, search for the access code by entering search criteria in the search field on the **Access Code** page and clicking the **Search** button.

↓ Access Code

Create Access Code

Search: 256

Status: Active ▾

Search

2. The access code that matches search criteria used is displayed. Select/click the checkbox besides the access code that is to be deactivated.

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	Local	256		Country Code	Yes	Actions ▾

3. Click the **Deactivate** button.

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	Local	256		Country Code	Yes	Actions

Deactivate **Activate**

4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to deactivate the access code. Click the **Yes, Deactivate** button to confirm deactivation.

Are you sure you want to Deactivate the access code(s)?

Yes, Deactivate No

5. An **Activate / Deactivate Access Code** dialog box is displayed prompting the PABX Administrator to enter comments about the deactivation. Enter comments about the deactivation (if necessary) then click the **Submit** button.

Activate / Deactivate Access code

Comments: access code is being deactivated because of xyz

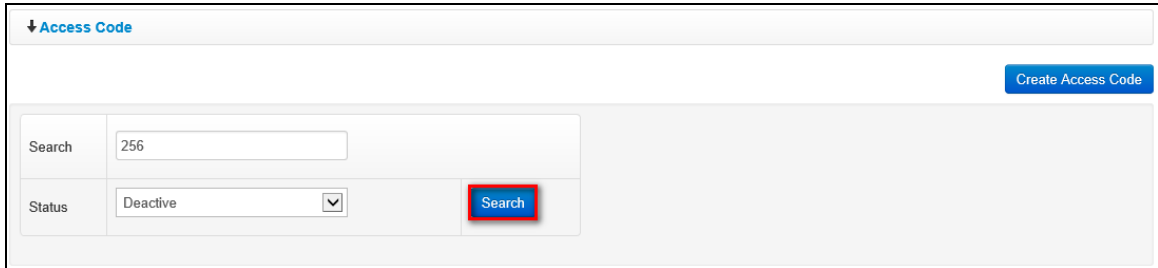
Updated By: unsbvqc2

Updated Date: 2016-11-22 07:54:27 AM

Submit

Activate Access Code

1. To activate an access code, search for the access code by entering search criteria in the search field, selecting **Deactive** or **All** on the status field and clicking the **Search** button.



↓ Access Code

Create Access Code

Search: 256

Status: Deactive

Search

2. Access Code that matches search criteria used is displayed. Select/click the checkbox besides the access code that is to be activated.

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	pearl	256		Country Code	No	Actions

3. Click the **Activate** button.

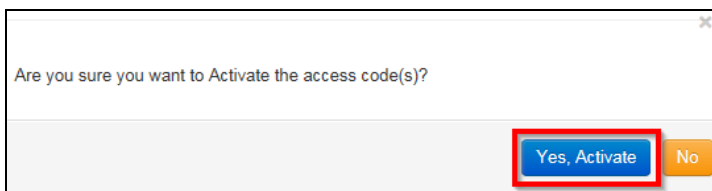
Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	pearl	256		Country Code	No	Actions

Deactivate Activate

4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to activate the access code. Click the **Yes, Activate** button to confirm activation.



Are you sure you want to Activate the access code(s)?

Yes, Activate No

5. An **Activate / Deactivate Access Code** dialog box is displayed prompting the PABX Administrator to enter comments about the activation. Enter comments about the activation (if necessary) then click the **Submit** button.

Activate / Deactivate Access code	
Comments	access code is being activated because of xyz
Updated By	unsvbqc2
Updated Date	2016-11-22 08:24:37 AM
<input type="button" value="Submit"/>	

Prefixes

Prefixes define the first set of digits that are processed in dialed numbers. There are different types of prefixes which can be defined, and these include:

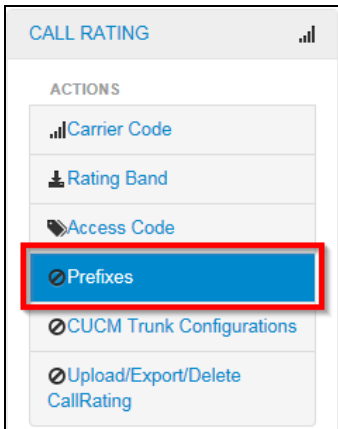
- Country type prefixes
- Area type prefixes
- Local type prefixes
- Mission type prefixes

When an Access code is associated to one type of prefix, eBilling will charge calls made to those destinations accordingly. In this sense, eBilling provides full flexibility regarding call rating.

Prefix management is done from the Prefixes menu; prefix management involves the following activities:

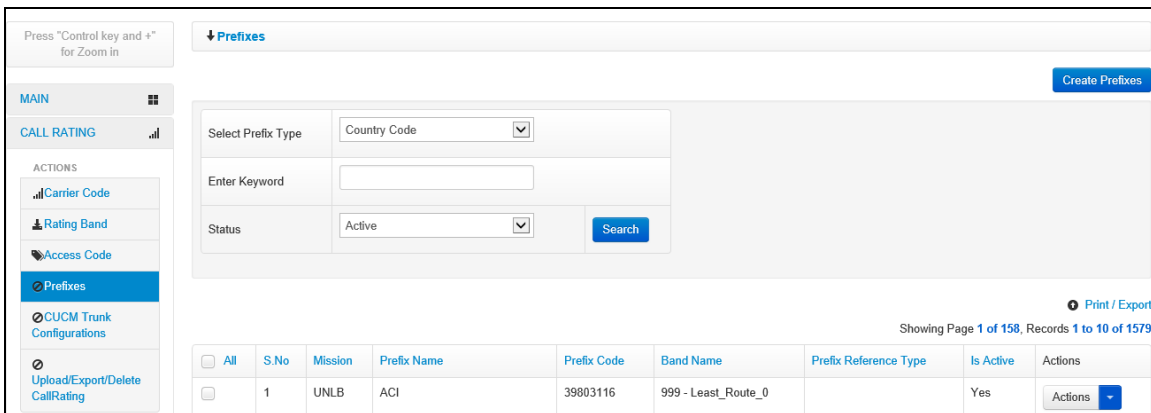
- Creating new prefixes
- Editing existing prefixes
- Viewing details of specific prefixes
- Activating/Deactivating prefixes

To manage prefixes, click the **Prefixes** link found under the **CALL RATING** menu.



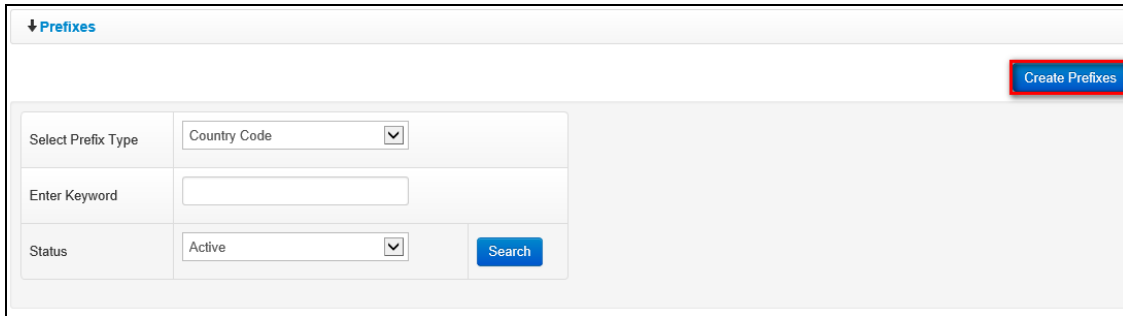
The **Prefixes** screen is displayed showing a list of existing prefixes. This page has the following features/options:

- Create new prefixes
- View list of existing prefixes
- Activate /deactivate prefixes
- Search filters
- Edit prefixes
- View details of a specific prefixes



Create New Prefixes

1. To create new prefixes, click the **Create Prefixes** button.

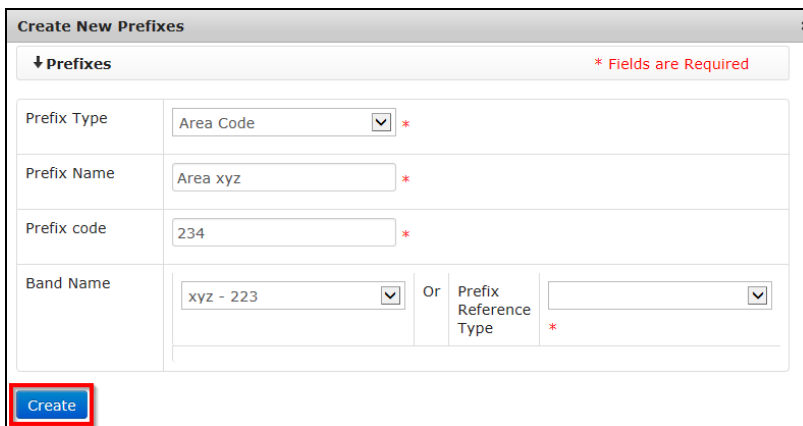


The screenshot shows a web interface for managing prefixes. At the top right, there is a red button labeled "Create Prefixes". Below it, there is a form with the following fields:

Select Prefix Type	Country Code	▼
Enter Keyword	<input type="text"/>	
Status	Active	▼
<input type="button" value="Search"/>		

2. A **Create New Prefixes** dialog box is displayed. The dialog box displayed has the following fields for a PABX Administrator to complete:
 - **Prefix Type:** select a prefix type for the prefix being created
 - **Prefix Name:** enter name that is to be associated with the prefix being created
 - **Prefix Code:** enter code (set of leading numbers which is to be considered as the prefix in dialed numbers)
 - **Band Name:** select a band which the prefix being created will be associated with. When a prefix is defined as rating band based, all calls made to numbers that have the prefix will be charged according to the rating band to which the prefix is associated (provided the Carrier code recorded for the calls matches with the carrier code associated to the Rating band which is linked to the Prefix)
 - **Prefix Reference Type:** select a reference type for the prefix being created. When a prefix is defined as prefix reference type based and a prefix preference type is selected, the rate used to calculate calls recorded with this prefix code will be determined by the second prefix extracted from the dialed number which is available in the prefix reference type defined for it and the rating band associated to that prefix defined in eBilling (provided the Carrier code recorded for the calls matches with the carrier code associated to the Rating band which is linked to the Prefix)

Click the **Create** button.



The screenshot shows a dialog box titled "Create New Prefixes" with a close button (x) in the top right corner. A red asterisk indicates that fields are required. The form contains the following fields:

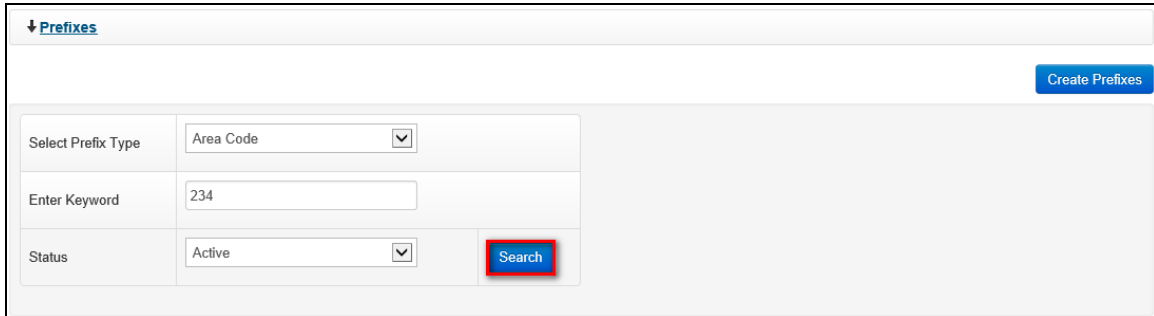
Prefix Type	Area Code	▼	*			
Prefix Name	Area xyz *					
Prefix code	234 *					
Band Name	xyz - 223	▼	Or	Prefix Reference Type	▼	*

At the bottom left, there is a red button labeled "Create".


The newly created prefix is added to the list of existing prefixes and it is active by default i.e. has a **YES** value under the **Is Active** column.

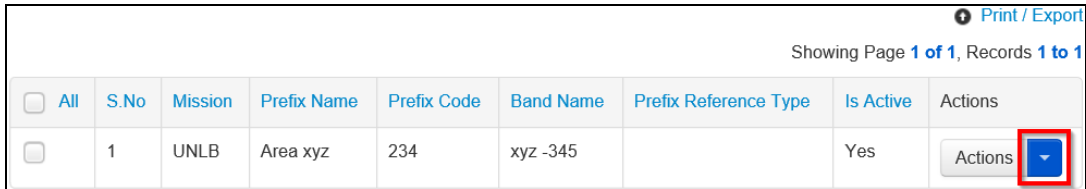
Edit Prefix

1. To edit a prefix, search for the prefix by entering search criteria in the search fields on the **Prefixes** page and clicking the **Search** button.




The screenshot shows the 'Prefixes' search interface. It includes a 'Create Prefixes' button in the top right. The search form contains three input fields: 'Select Prefix Type' with a dropdown menu set to 'Area Code', 'Enter Keyword' with the text '234', and 'Status' with a dropdown menu set to 'Active'. A red box highlights the 'Search' button.

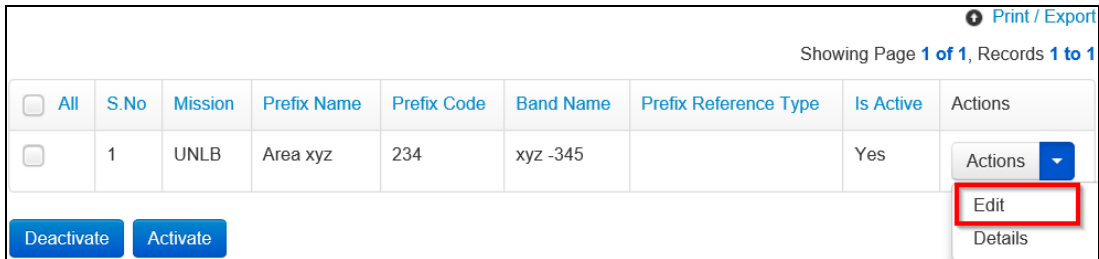
2. The prefix that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the prefix that is to be edited.




The screenshot shows a table with the following columns: All, S.No, Mission, Prefix Name, Prefix Code, Band Name, Prefix Reference Type, Is Active, and Actions. The table contains one record with S.No 1, Mission UNLB, Prefix Name Area xyz, Prefix Code 234, and Band Name xyz -345. A red box highlights the dropdown arrow icon in the Actions column.

All	S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	Area xyz	234	xyz -345		Yes	Actions 

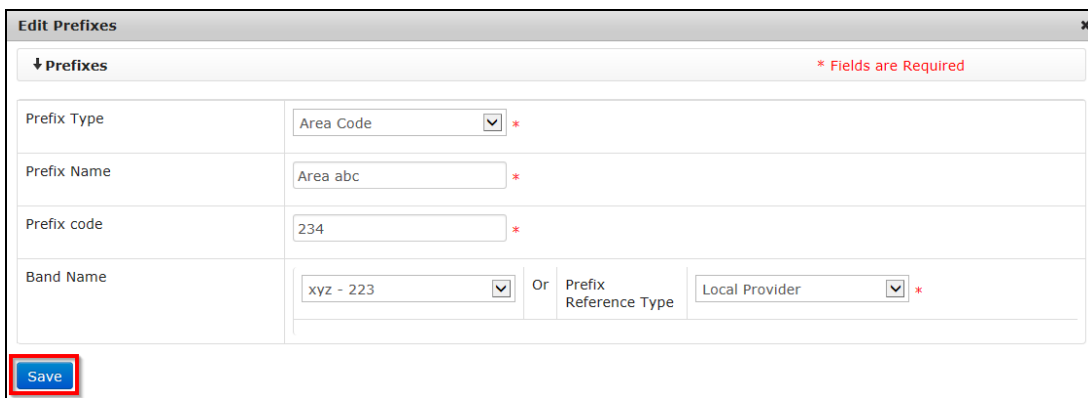
3. A dropdown menu is displayed. Click the **Edit** option on the menu displayed.



The screenshot shows the same table as above, but with the Actions dropdown menu open. The menu options are 'Edit' (highlighted with a red box), 'Details', 'Deactivate', and 'Activate'. The table data remains the same.

All	S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	Area xyz	234	xyz -345		Yes	Actions  Edit Details Deactivate Activate

4. An **Edit Prefixes** dialog box is displayed. Make necessary changes to the prefix then click the **Save** button.



The screenshot shows the 'Edit Prefixes' dialog box. It contains the following fields: 'Prefix Type' (Area Code), 'Prefix Name' (Area abc), 'Prefix code' (234), and 'Band Name' (xyz - 223) with an 'Or' option for 'Prefix Reference Type' (Local Provider). A red box highlights the 'Save' button. A red asterisk indicates that fields are required.

Changes made to the prefix are saved by the system and are displayed on the list of prefixes.

View Details of Prefix

1. To view details of a prefix, search for the prefix by entering search criteria in the search field on the **Prefixes** page and clicking the **Search** button.

↓ Prefixes


Create Prefixes

Select Prefix Type: Area Code

Enter Keyword: 234


Status: Active

Search

2. The prefix that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the prefix for which details are to be viewed.

Print / Export


Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	Area xyz	234	xyz -345		Yes	Actions 

3. A dropdown menu is displayed. Click the **Details** option on the menu displayed.

Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
<input type="checkbox"/>	1	UNLB	Area xyz	234	xyz -345		Yes	Actions  Edit Details

Deactivate Activate

4. A **Prefixes Details** dialog box is displayed showing details of the selected rating band.

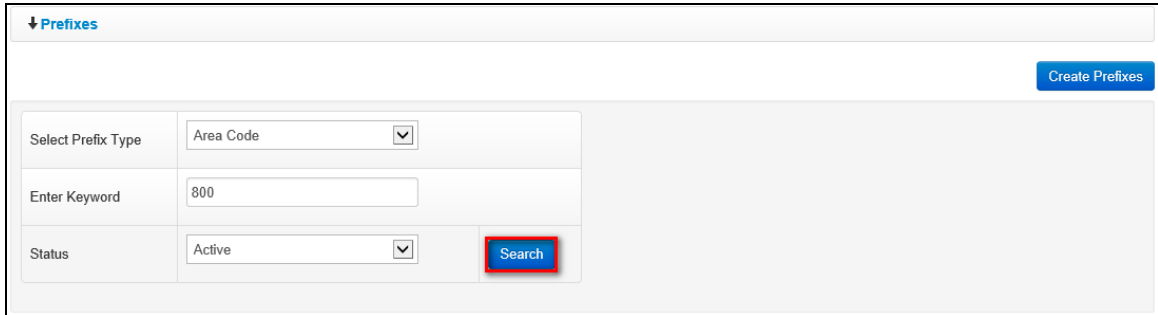
Prefixes Details

↓ Prefixes

Mission	UNLB
Prefix Type	Area Code
Prefix Name	Area xyz
Prefix Code	234
Band Name	xyz - 223
Reference Prefix Code	
Comments	

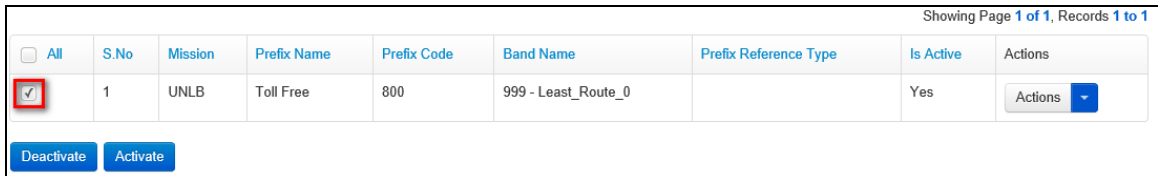
Deactivate Prefix

1. To deactivate a prefix, search for the prefix by entering search criteria in the search field on the **Prefixes** page and clicking the **Search** button.



The screenshot shows the 'Prefixes' management interface. At the top right is a 'Create Prefixes' button. Below it is a search form with three fields: 'Select Prefix Type' (a dropdown menu currently showing 'Area Code'), 'Enter Keyword' (a text input field containing '800'), and 'Status' (a dropdown menu currently showing 'Active'). A red box highlights the 'Search' button.

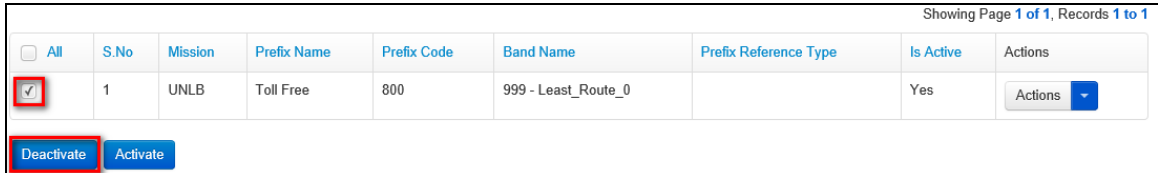
2. *The prefix that matches search criteria used is displayed. Select/click the checkbox besides the prefix that is to be deactivated.*



The screenshot shows a table with the following columns: All, S.No, Mission, Prefix Name, Prefix Code, Band Name, Prefix Reference Type, Is Active, and Actions. The table contains one record with S.No 1, Mission UNLB, Prefix Name Toll Free, Prefix Code 800, and Band Name 999 - Least_Route_0. The 'Is Active' column shows 'Yes'. A red box highlights the checkbox in the 'All' column for this record. Below the table are 'Deactivate' and 'Activate' buttons.

All	S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	Toll Free	800	999 - Least_Route_0		Yes	Actions

3. Click the **Deactivate** button.



This screenshot is identical to the previous one, but with a red box highlighting the 'Deactivate' button at the bottom left of the table.

4. *A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to deactivate the prefix. Click the **Yes, Deactivate** button to confirm deactivation.*



The screenshot shows a confirmation dialog box with the text 'Are you sure you want to Deactivate the prefix code(s)?'. At the bottom right, there are two buttons: 'Yes, Deactivate' (highlighted with a red box) and 'No'.

- An **Activate / Deactivate Prefixes** dialog box is displayed prompting the PABX Administrator to enter comments about the deactivation. Enter comments about the deactivation (if necessary) then click the **Submit** button.

Activate Prefix

- To activate a prefix, search for the prefix by entering search criteria in the search field, selecting **Deactive** or **All** on the status field and clicking the **Search** button.

- Prefix that matches search criteria used is displayed.* Select/click the checkbox besides the prefix that is to be activated.

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	Toll Free	800	999 - Least_Route_0		No	Actions

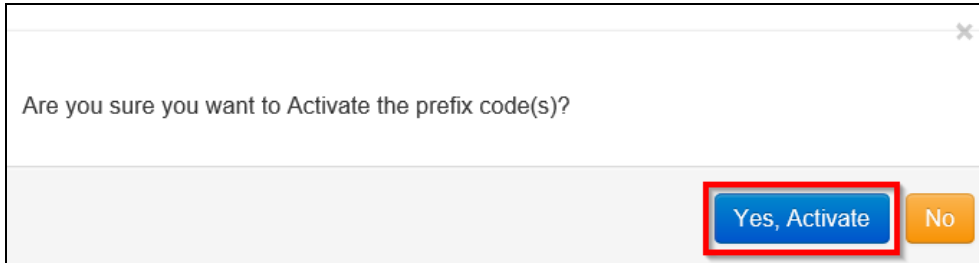
- Click the **Activate** button.

Showing Page 1 of 1, Records 1 to 1

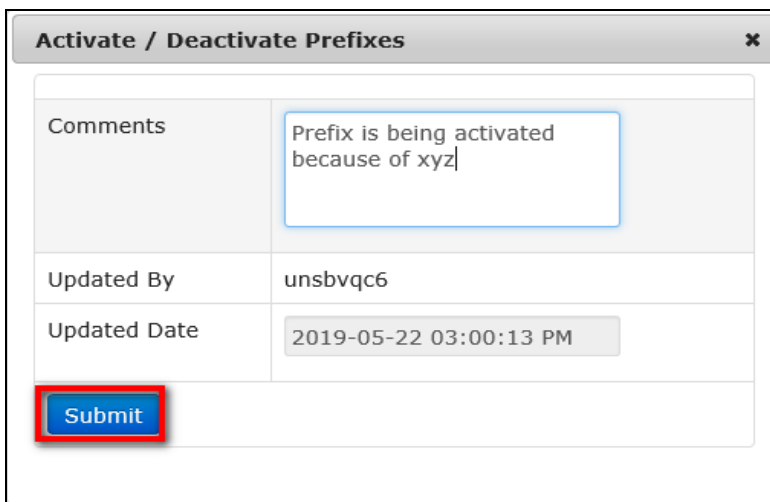
<input type="checkbox"/> All	S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
<input checked="" type="checkbox"/>	1	UNLB	Toll Free	800	999 - Least_Route_0		No	Actions

Deactivate **Activate**

4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to activate the prefix. Click the **Yes, Activate** button to confirm activation.



5. An **Activate / Deactivate Prefixes** dialog box is displayed prompting the PABX Administrator to enter comments about the activation. Enter comments about the activation (if necessary) then click the **Submit** button.



CUCM Trunk Configurations

This section allows a PABX administrator to create and manage Cisco Unified Call Manager (CUCM) trunk configurations; CUCM trunk management involves:

- Creating new CUCM trunk configurations
- Searching for and viewing a list of existing CUCM trunk configurations
- Editing existing CUCM trunk configurations
- Activating/Deactivating CUCM trunk configurations

In principle, determining which and how calls are to be charged is based on an algorithm that combines the Carrier and Access Codes as well as the prefix of the dialed number. These fields are specifically included in the standard CDR format provided by Aastra PABX switches.

In the case of CUCM however, there are no dedicated fields for Access or Carrier codes; the equivalent information for the carrier (or provider) is based on trunk names, which in the Cisco CDR format corresponds to the “DestDeviceName” field.

Cisco CDRs also do not have a specific field providing access code information, but it is generally included as the leading characters in the dialed number field (typically 00 for international calls, followed by international prefix; and sometimes 0 for local calls, followed by the local number).

In case the mission includes a Cisco Unified Call Manager switch, the list of chargeable trunks (DestDeviceNames) needs to be defined in the system and assigned to existing Carriers, previously defined.

The following two scenarios may apply to CUCM trunk configuration:

a) Missions having a hybrid solution consisting of an Aastra PABX and a CUCM

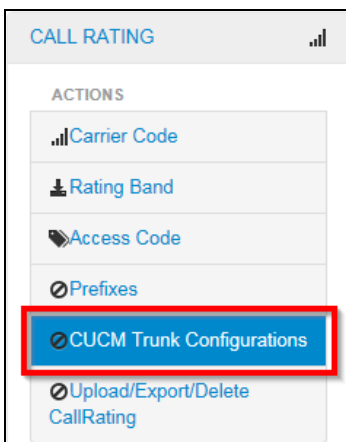
In this case, the Aastra PABX will define the Carrier and Access codes to be used as they exist in the CDRs received from the switches. Then the CUCM trunks will be identified and mapped to the existing Carriers.

The system will try to extract the Access codes from the dialed numbers and will automatically map them to the existing Access codes previously defined in the system.

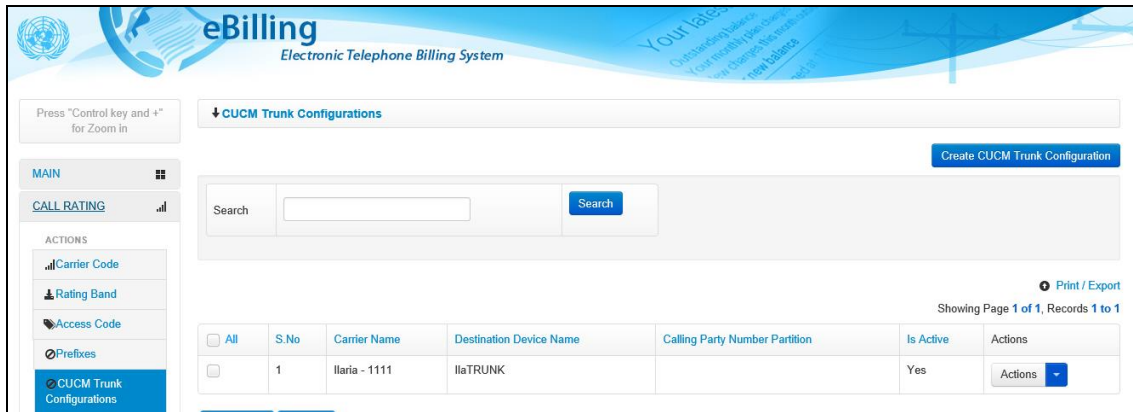
b) Mission having only CUCM based infrastructure

Since Carrier codes do not exist in Cisco CDRs, they will need to be defined randomly as required depending on which trunks need to be identified. At the same time, Access codes will need to be defined according to the expected leading digits to be identified in the dialed numbers.

To manage CUCM trunk configurations, click the **CUCM Trunk Configurations**.

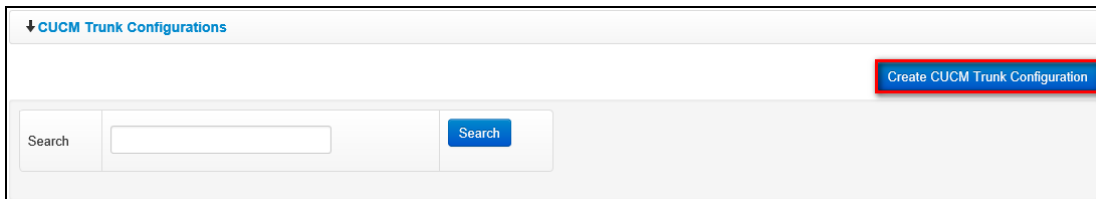


The **CUCM Trunk Configurations** screen is displayed showing a list of existing prefixes.



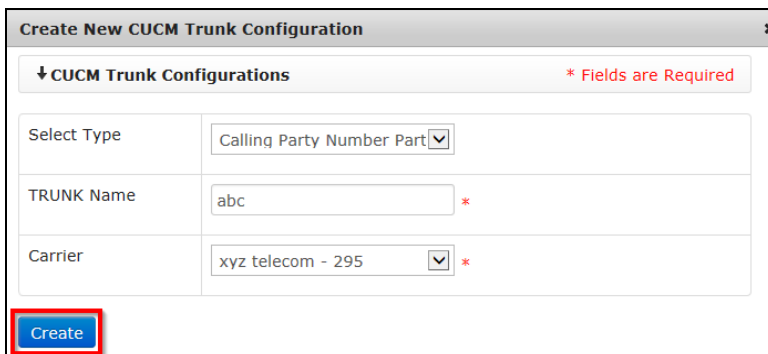
Create CUCM Trunk Configuration

- To create a new CUCM trunk configuration, click the **Create CUCM Trunk Configuration** button.



- A **Create New CUCM Trunk Configuration** dialog box is displayed. The dialog box displayed has the following fields for a PABX Administrator to complete:
 - Select Type:** select the type of trunk configuration being created
 - TRUNK Name:** enter name of the CUCM trunk configuration being created (the name must refer to the DestDeviceName which needs to be associated to a Carrier)
 - Carrier:** select a carrier for the trunk configuration (the list of carriers available for selection in the **Carrier** field will be those that were defined [Carrier Code](#) section – the system will display the name of the carrier and the code separated by a hyphen)

Click the **Create** button.




NOTE: The system can allow the PABX Administrator to define multiple trunks to the same carrier; this means that all calls identified with particular trunks will be charged according to the rating bands associated with the carrier that is mapped to those trunks.


Edit CUCM Trunk Configuration

1. To edit a CUCM trunk configuration, search for the trunk configuration by entering search criteria in the search fields on the **CUCM Trunk Configurations** page and clicking the **Search** button.

The screenshot shows the 'CUCM Trunk Configurations' page. At the top right, there is a button labeled 'Create CUCM Trunk Configuration'. Below this, there is a search section with a text input field containing 'llaria - 1111' and a red-bordered 'Search' button.

2. The CUCM trunk configuration that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the trunk configuration that is to be edited.

The screenshot shows a table with the following columns: All, S.No, Carrier Name, Destination Device Name, Calling Party Number Partition, Is Active, and Actions. The 'Actions' column for the first row is highlighted with a red box, showing a dropdown menu.

All	S.No	Carrier Name	Destination Device Name	Calling Party Number Partition	Is Active	Actions
<input type="checkbox"/>	1	xyz telecom - 295		abc	Yes	Actions 

3. A popup menu is displayed. Click the **Edit** option on the popup menu displayed

The screenshot shows the same table as above, but the 'Edit' option in the 'Actions' dropdown menu is highlighted with a red box.

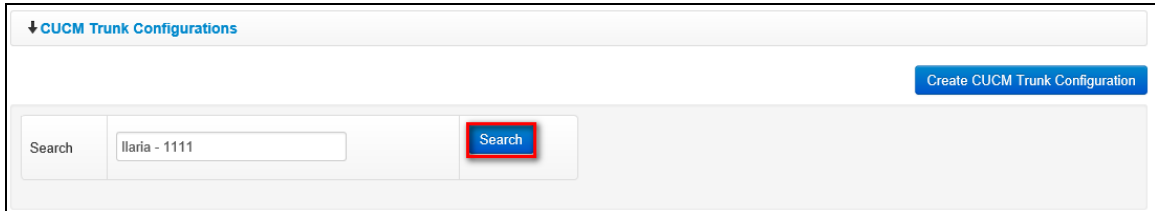
4. An **Edit CUCM Trunk Configuration** dialog box is displayed. Make necessary changes to the trunk configuration then click the **Save** button.

The screenshot shows the 'Edit CUCM Trunk Configuration' dialog box. It contains the following fields: 'Select Type' (dropdown menu with 'Calling Party Number Part' selected), 'TRUNK Name' (text input field with 'ab-5678' and a red asterisk), and 'Carrier' (dropdown menu with 'xyz telecom - 295' selected and a red asterisk). A red-bordered 'Save' button is at the bottom left.

Changes made to the CUCM trunk configuration are saved by the system and are displayed on the list of CUCM trunk configurations.

Deactivate CUCM Trunk Configuration

1. To deactivate a trunk configuration, search for the trunk configuration by entering search criteria in the search field on the **CUCM Trunk Configurations** page and clicking the **Search** button.

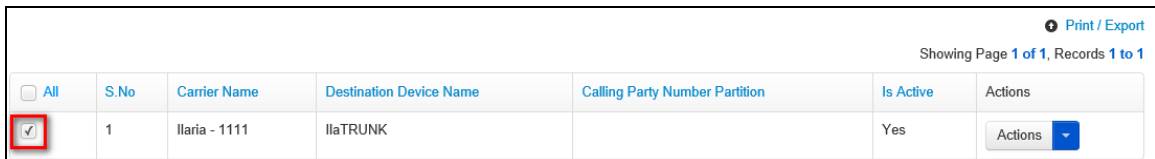


↓ CUCM Trunk Configurations

Create CUCM Trunk Configuration

Search: Ilaria - 1111 **Search**

2. The CUCM trunk configuration that matches search criteria used is displayed. Select/click the checkbox besides the trunk configuration that is to be deactivated.



Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Destination Device Name	Calling Party Number Partition	Is Active	Actions
<input checked="" type="checkbox"/>	1	Ilaria - 1111	IlaTRUNK		Yes	Actions

3. Click the **Deactivate** button.

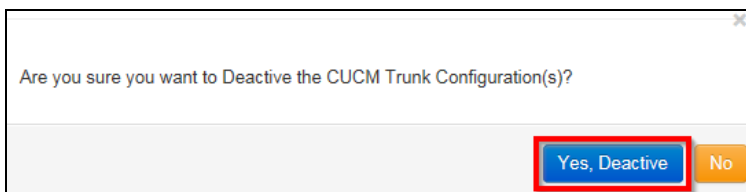


Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Destination Device Name	Calling Party Number Partition	Is Active	Actions
<input checked="" type="checkbox"/>	1	Ilaria - 1111	IlaTRUNK		Yes	Actions

Deactivate Activate

4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to deactivate the CUCM trunk configuration. Click the **Yes, Deactivate** button to confirm deactivation.

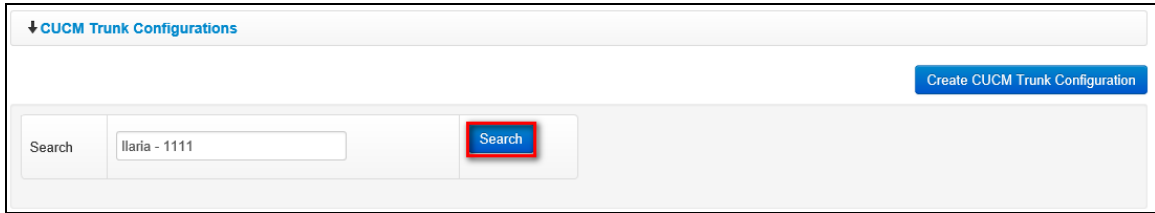


Are you sure you want to Deactivate the CUCM Trunk Configuration(s)?

Yes, Deactivate No

Activate CUCM Trunk Configuration

1. To activate a trunk configuration, search for the trunk configuration by entering search criteria in the search field on the **CUCM Trunk Configurations** page and clicking the **Search** button.




↓ CUCM Trunk Configurations

Create CUCM Trunk Configuration

Search: Ilaria - 1111 **Search**

2. The CUCM trunk configuration that matches search criteria used is displayed. Select/click the checkbox besides the trunk configuration that is to be activated.



Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Destination Device Name	Calling Party Number Partition	Is Active	Actions
<input checked="" type="checkbox"/>	1	Ilaria - 1111	IlaTRUNK		Yes	Actions

3. Click the **Activate** button.

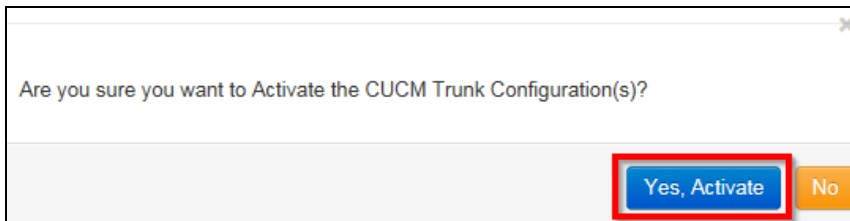


Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Carrier Name	Destination Device Name	Calling Party Number Partition	Is Active	Actions
<input checked="" type="checkbox"/>	1	Ilaria - 1111	IlaTRUNK		No	Actions

Deactivate **Activate**

4. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to activate the CUCM trunk configuration. Click the **Yes, Activate** button to confirm activation.



Are you sure you want to Activate the CUCM Trunk Configuration(s)?

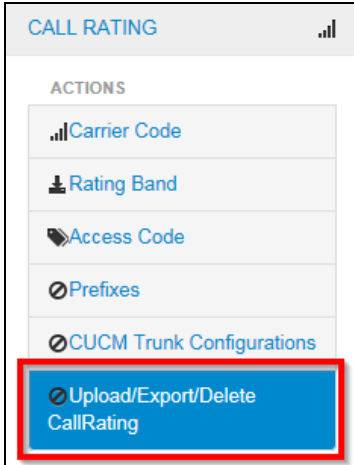
Yes, Activate No

Upload / Export / Delete Call Ratings

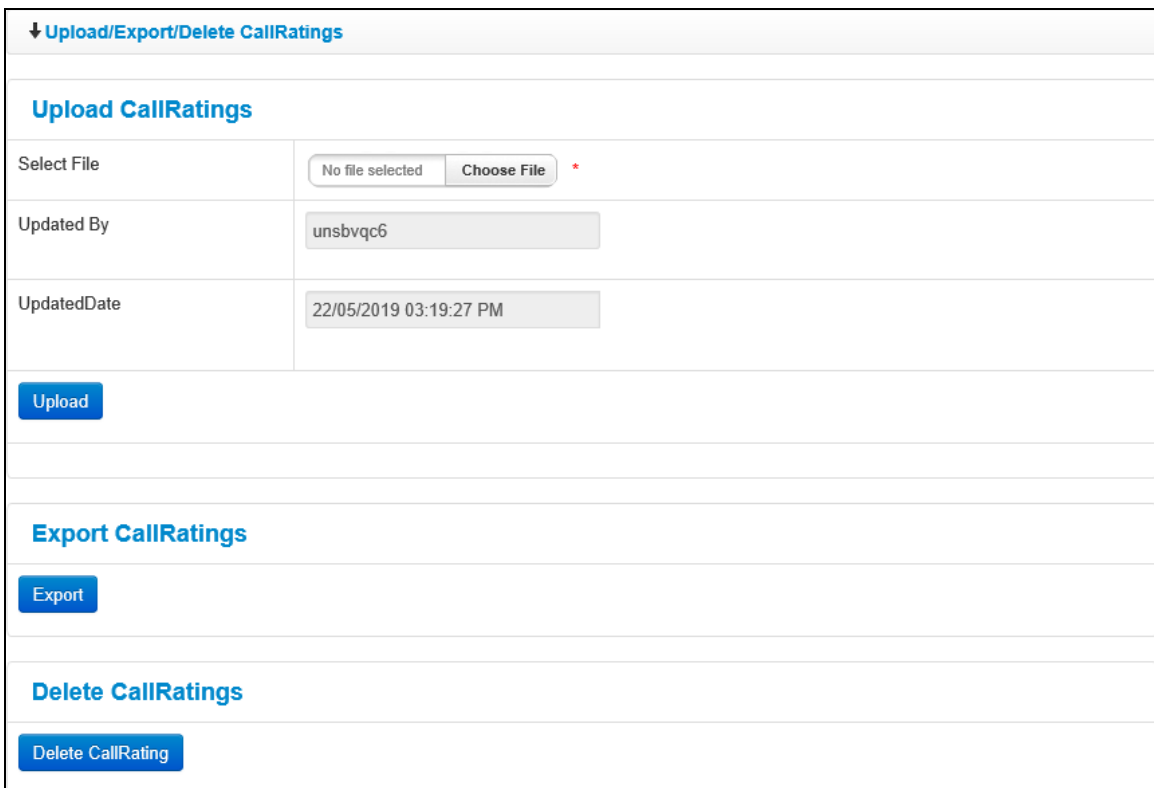
This section allows a PABX administrator to do the following:

- Upload an entire set of call rating tables into eBilling
- Export call rating tables into a manageable format like Excel
- Delete and completely remove call rating information associated with a Mission

To upload, export or delete call ratings; click the **Upload/Export/Delete Call Ratings** link found under the **CALL RATING** menu.



The **Upload/Export/Delete Call Ratings** screen is displayed with options for a PABX Administrator to upload, export or delete call ratings.



A screenshot of the "Upload/Export/Delete CallRatings" screen. The page has a header with a dropdown arrow and the text "Upload/Export/Delete CallRatings". Below the header, there are three main sections: "Upload CallRatings", "Export CallRatings", and "Delete CallRatings".

The "Upload CallRatings" section contains a "Select File" field with a "No file selected" button and a "Choose File" button with an asterisk. Below this are two input fields: "Updated By" with the value "unsbvqc6" and "UpdatedDate" with the value "22/05/2019 03:19:27 PM". A blue "Upload" button is located below these fields.

The "Export CallRatings" section contains a blue "Export" button.

The "Delete CallRatings" section contains a blue "Delete CallRating" button.

Upload Call Ratings

1. To upload call ratings, click the **Choose File** button to browse for and select the Excel file from your computer that contains the call ratings being uploaded.

Upload CallRatings	
Select File	No file selected Choose File *
Updated By	unsbvqc6
UpdatedDate	22/05/2019 03:19:27 PM
Upload	

2. After a call ratings file has been selected, click the **Upload** button.

Upload CallRatings	
Select File	Call Ratings.xl... Choose File
Updated By	unsbvqc6
UpdatedDate	22/05/2019 03:19:27 PM
Upload	

3. A notification is displayed informing the PABX Administrator that the upload was successful.


Upload CallRatings	
Select File	No file selected <input type="button" value="Choose File"/> *
Updated By	<input type="text"/>
UpdatedDate	22/05/2019 03:37:45 PM
<input type="button" value="Upload"/>	
Upload File Status : Upload completed successfully	

Export Call Ratings

1. To export call ratings, click the **Export** button found under the **Export Call Ratings** section.

Export CallRatings
<input type="button" value="Export"/>

2. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to continue. Click the **OK** button to confirm the export action.

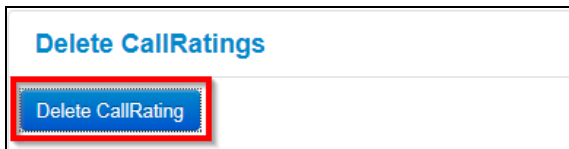
 Are you sure you want to continue?
<input type="button" value="OK"/> <input type="button" value="Cancel"/>

3. A notification is displayed prompting the PABX Administrator to specify if they want to open or save the call rates file. Click the **Open** button to open the call ratings file or click the **Save** button to save the file.

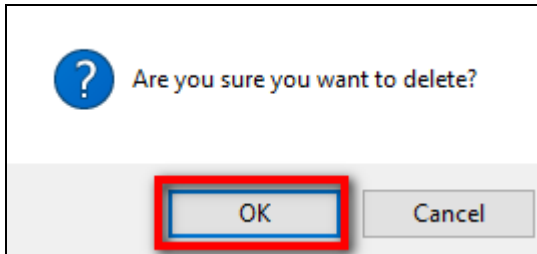
Do you want to open or save CALLRATES_UNLB.xlsx from dfs-ebr1iis-21.dev.dpko.un.org?	<input type="button" value="Open"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>
--	---

Delete Call Ratings

1. To delete call ratings, click the **Delete Call Rating** button found under the **Delete Call Ratings** section.



2. A popup dialog box is displayed prompting the PABX Administrator to confirm if they want to delete. Click the **OK** button to confirm deletion.



Call ratings that were uploaded are deleted from the system.

NOTE: *Deleting Call Rating tables will empty Access code, Carrier code, Rating band and Prefixes sections of eBilling.*

Update Call Ratings

If the reason for updating call rating tables is linked to a need to identify why some calls are not being charged, the update to be made should be specific to a very particular element like a missing Access code, Carrier code, currency, missing or duplicated prefixes or missing rating bands etc.

In such a case, it is convenient to perform the change or update at the object level by adding or editing the Access code, prefix, Carrier code or rating band.

However, if massive changes need to be implemented to the call ratings (e.g. a global rate change), the PABX Administrator should follow the following steps to update call ratings:

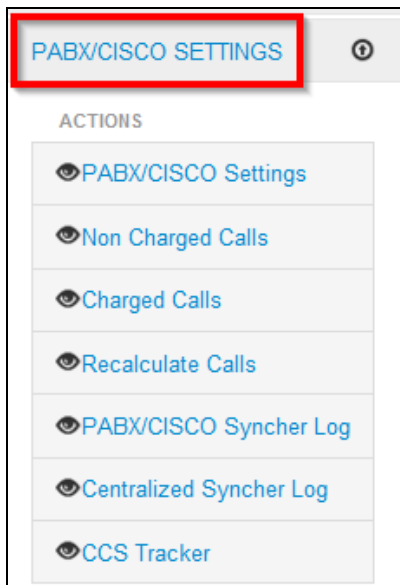
- Export the current call rating tables and save a back-up copy
- Edit the exported call ratings file; make all the necessary changes
- Delete the current call rating tables from the system
- Upload the newly created call rating tables (upload the file that was exported and edited in step 2 above)

PABX / CISCO SETTINGS Menu

The PABX / CISCO SETTINGS menu has links that enable a PABX Administrator to manage PABX / CISCO settings in eBilling; activities that can be carried out under this menu include:

- Managing PABX/CISCO Settings
- Managing Non-charged Calls
- Recalculating Calls
- Managing PABX/CISCO Syncher Log
- Managing Centralized Syncher Log

Click on **PABX / CISCO SETTINGS** to view options / actions under the **PABX / CISCO SETTINGS** menu (*actions under this menu can also be hidden or displayed by clicking on **PABX / CISCO SETTINGS***).



PABX/CISCO Settings

In this section, a PABX administrator can configure settings which allow eBilling to communicate with the telephony switch in a Mission in order to directly extract CDRs associated to landline assets.

Depending on the technology of the telephony switch being used, there might be special considerations; Missions usually use any of the following telephony switch technologies:

- Aastra/Ericsson PABX (PABX)
- Cisco Unified Call Manager (CUCM)
- Cisco Call Manager Express (CME)

Regardless of which telephony switch is used, the configuration of eBilling includes an intermediate server (hosted in the Mission if either PABX or CUCM is being used and centrally hosted in UNLB for all Mission in case CME is being used). The intermediate server synchronizes and stores CDR data between eBilling and the PABX, CUCM or CME. Intermediate servers include synchronizer software plus a Microsoft SQL database.

NOTE: *For further information on how to install and configure intermediate servers, please refer to the installation guides for PABX, Cisco and Radius synchers respectively.*

Aastra/Ericsson PABX

The connection between eBilling and Aastra/Ericsson PABX switch can be done in two different complimentary ways:

- **TCP/IP live transfer of calls:** As soon as the calls are registered in the PABX they are pushed to the intermediate server, formatted according to the eBilling format and they are sent to the eBilling database.
- **FTP backup process:** On a daily basis, the file generated by the PABX is downloaded and compared with the CDRs which have been transferred live. If any record is missing it is extracted from the daily file and transferred to the eBilling database.

For Aastra/Ericsson PABX switches, the chargeable asset number which is identified in the CDRs is the CilCode. This is the reason why the PABX Administrator creates and associates a CilCode asset to a staff member for billing purposes instead of the actual extension number.

For Aastra/Ericsson PABX switches, the syncher installed defines the minimum chargeable length for the dialed number which plays a key role in the algorithm to identify the prefix in the dialed number.

Cisco Unified Call Manager

The connection between eBilling and Cisco Unified Call Manager does not allow direct live CDR transfer. In this case, the only available connection to the switch is via FTP and eBilling checks the FTP location for updated CDR data every thirty minutes.

For Cisco Unified Call Manager switches, the chargeable asset number which is identified in the CDRs is the Index Number.

For Cisco Unified Call Manager switches, the Cisco syncher does not establish a minimum length for the dialed number for chargeable calls.

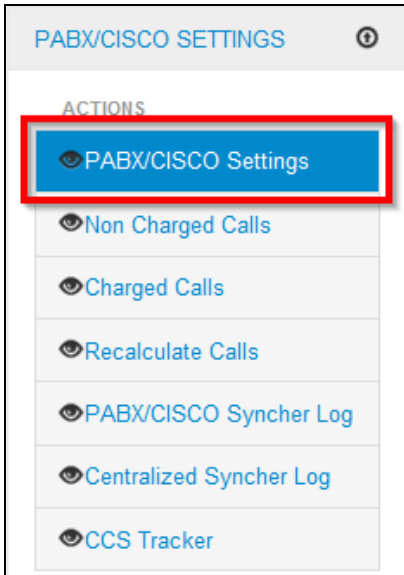
Cisco Call Manager Express

For Missions that use CME telephony switch technology, the CDRs are extracted from the CME and stored in a Radius server in UNLB.

In this case, the way in which eBilling pulls CDR data from the Radius server is set at the infrastructure level. Hence connection aspects are transparent to the users and no information needs to be added in this section. This also means that no local installation of the intermediate server (syncher plus SQL database) is required.

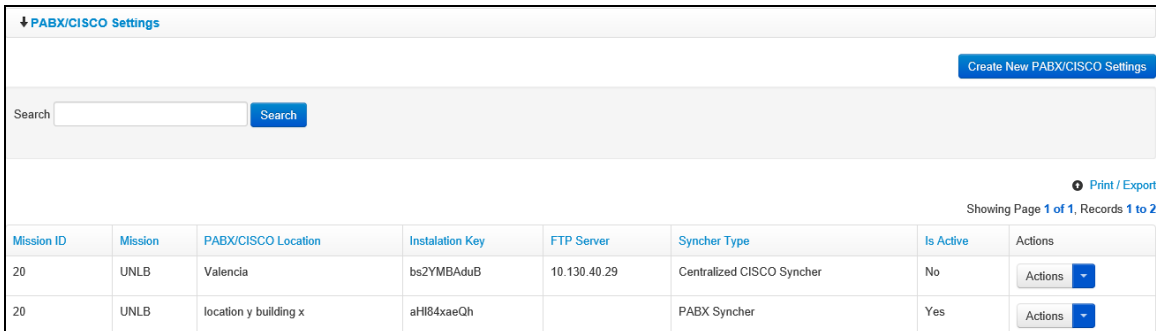
It should however be noted for CME switches, the chargeable asset number which is identified in the CDRs is an ID number generated by a separate application which is managed by the local PABX Administrator as it is the one used to generate PINs for users.

To manage PABX/CISCO settings, click the **PABX/CISCO Settings** link found under the **PABX/CISCO SETTINGS** menu.



The **PABX/CISCO Settings** screen is displayed showing a list of existing PABX/CISCO settings. This page has the following features/options:

- Create new PABX/CISCO settings
- Edit PABX/CISCO settings
- View list of existing PABX/CISCO settings
- View details of specific PABX/CISCO settings



Create New PABX/CISCO Settings

1. To create a new PABX/CISCO setting, click the **Create New PABX/CISCO Settings** button.



2. A **Create New PABX/CISCO Settings** dialog box is displayed. The dialog box displayed has the following fields for a PABX Administrator to complete:

NOTE: *The fields displayed may differ depending on the Syncher Type selected.*

- **Syncher Type:** select a syncher type for the settings being created
- **PABX/CISCO Location:** enter a location where the telephony switch is located
- **Listener IP:** enter IP address of the intermediate server on which the intermediate PABX syncher has been installed
- **Listener Port:** In cases where there is no TCP/IP live call transfer, this data is irrelevant. It can be set to any value e.g. 5656 as is the case for Aastra/Ericsson PABX.
- **SQL Server Name:** enter name/IP of the MS SQL server
- **SQL Server Username:** enter username of account to be used when accessing the SQL database
- **SQL Server Password:** enter password of the user account to be used when accessing the SQL database
- **SQL Server Database:** enter name of the intermediate database where the CDR will be stored before being transferred to the eBilling database
- **FTP Server:** enter IP of the FTP server where the PABX will place the files generated daily. Typically, this is the IP of the flashcard included in the telephony switch
- **FTP Username:** enter username of the account that will be used to access the FTP
- **FTP Password:** enter password of the user account to be used to access the FTP
- **FTP Source Directory:** enter path in the FTP server where daily files will be placed by the PABX
- **Local Directory:** enter a directory in the intermediate server where the files generated daily will be downloaded from the FTP location
- **Is Active:** select checkbox if PABX/CISCO settings being created are to be active or uncheck the checkbox if the settings created are to be inactive

After entering relevant information in the fields mentioned above, click the **Create** button.

Create New PABX/CISCO Settings
✕

↓ PABX/CISCO Settings
* Fields are Required

Syncher Type	PABX Syncher *
PABX/CISCO Location	Location c *
Listener IP	10.172.0.181 *
Listener Port	5070 *
SQL Server Name	Test Server *
SQL Server Username	abc *
SQL Server Password	***** *
SQL Server Database	123 db *
FTP Server	<input type="text"/>
FTP Username	<input type="text"/>
FTP Password	<input type="text"/>
FTP Source Directory	<input type="text"/>
Local Directory	<input type="text"/>
Is Active	<input checked="" type="checkbox"/>

Create

NOTE: If Centralized CISCO Syncher is selected as the syncher type, a notification is displayed informing the user that CCS only supports SFTP Server.

The fields on the Create New PABX/CISCO Settings will depend on the Syncher Type selected.

- The PABX Administrator is redirected to the **PABX/CISCO Settings** page and the new PABX/CISCO setting that has just been created is displayed on the list of existing PABX/CISCO settings.

↓ PABX/CISCO Settings
Create New PABX/CISCO Settings

Print / Export
Showing Page 1 of 1, Records 1 to 4


Mission ID	Mission	PABX/CISCO Location	Installation Key	FTP Server	Syncher Type	Is Active	Actions
20	UNLB	Valencia	bs2YMBAduB	10.130.40.29	Centralized CISCO Syncher	No	Actions
20	UNLB	location y building x	aHl84xaeQh		PABX Syncher	Yes	Actions
20	UNLB	Location A	B8j5zBeETA		PABX Syncher	Yes	Actions
20	UNLB	Location c	lI8oWLuz7h		PABX Syncher	Yes	Actions


NOTE: Both the installation key and the Mission ID are mandatory parameters that are required when completing installation of the PABX syncher on the intermediate server

Edit PABX/CISCO Settings



1. To edit a PABX/CISCO setting, search for the setting by entering search criteria in the search field on the **PABX/CISCO Settings** page and clicking the **Search** button.

The screenshot shows the 'PABX/CISCO Settings' page header. Below the header is a search bar with the text '10.130.40.29' and a blue 'Search' button highlighted with a red box. A 'Create New PABX/CISCO Settings' button is visible in the top right corner.

2. The PABX/CISCO setting that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the PABX/CISCO setting that is to be edited.

Mission ID	Mission	PABX/CISCO Location	Installation Key	FTP Server	Syncher Type	Is Active	Actions
20	UNLB	Valencia	bs2YMBAduB	10.130.40.29	Centralized CISCO Syncher	No	Actions 

3. A dropdown menu is displayed. Click the **Edit** option on the menu displayed.

Mission ID	Mission	PABX/CISCO Location	Installation Key	FTP Server	Syncher Type	Is Active	Actions
20	UNLB	Valencia	bs2YMBAduB	10.130.40.29	Centralized CISCO Syncher	No	Actions  Edit  Details

Navigate Page(s):

4. An **Edit PABX/CISCO Settings** dialog box is displayed. Make necessary changes to the PABX/CISCO setting then click the **Save** button.

The screenshot shows the 'Edit PABX/CISCO Settings' dialog box. It contains several fields with red asterisks indicating they are required: Syncher Type (Centralized CISCO Synche), PABX/CISCO Location (Valencia), FTP Server (10.130.40.29), FTP Username (sftpuser), FTP Password (masked with dots), FTP Source Directory (/QC_INPUT_FTP), Time Zone ((UTC+04:00) Port Louis), Minimum Number Length (4), Backup Days (5), Official Call Status (3), and Is Active (checked). A blue 'Save' button is highlighted with a red box at the bottom left.

Changes made to the PABX/CISCO setting are saved by the system and are displayed on the list of PABX/CISCO settings.

View Details of PABX/CISCO Settings


1. To view details of a PABX/CISCO setting, search for the setting by entering search criteria in the search field on the **PABX/CISCO Settings** page and clicking the **Search** button.

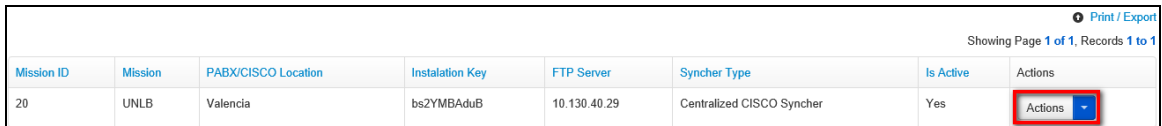


↓ PABX/CISCO Settings


Search 10.130.40.29

Create New PABX/CISCO Settings

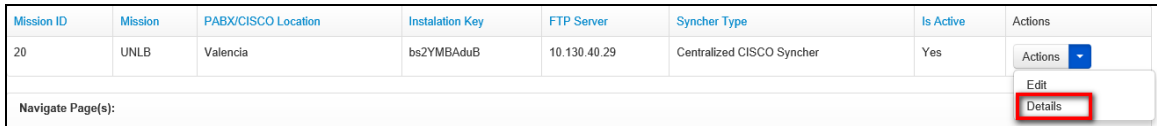
2. The PABX/CISCO setting that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the PABX/CISCO setting whose details are to be viewed.




Print / Export
Showing Page 1 of 1, Records 1 to 1

Mission ID	Mission	PABX/CISCO Location	Installation Key	FTP Server	Syncher Type	Is Active	Actions
20	UNLB	Valencia	bs2YMBAduB	10.130.40.29	Centralized CISCO Syncher	Yes	Actions 

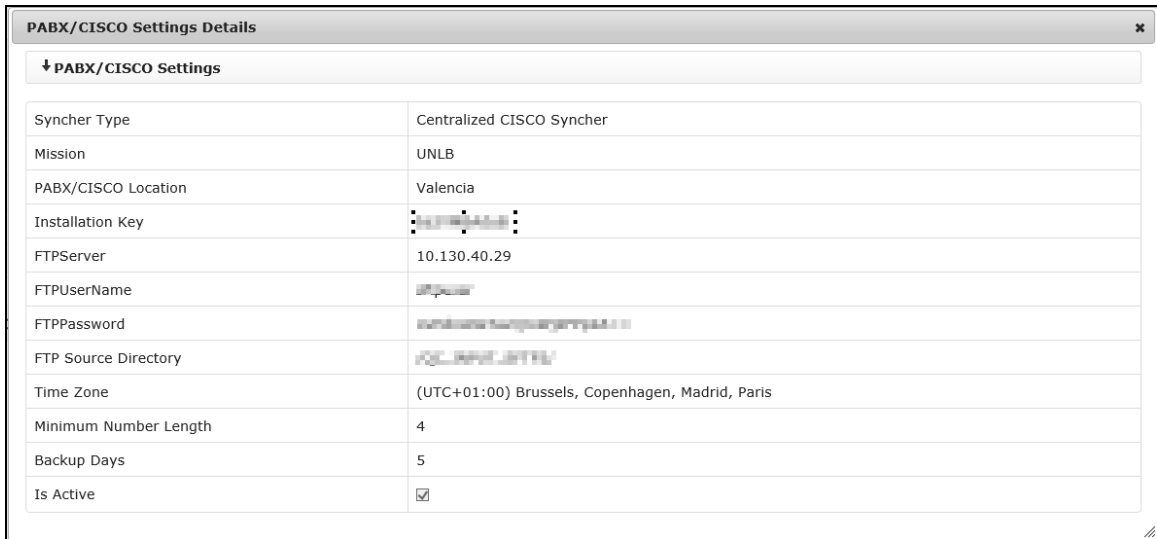
3. A dropdown menu is displayed. Click the **Details** option on the menu displayed.



Mission ID	Mission	PABX/CISCO Location	Installation Key	FTP Server	Syncher Type	Is Active	Actions
20	UNLB	Valencia	bs2YMBAduB	10.130.40.29	Centralized CISCO Syncher	Yes	Actions  Edit Details

Navigate Page(s):

4. A **PABX/CISCO Settings Details** dialog box is displayed showing details of the selected PABX/CISCO setting.



PABX/CISCO Settings Details

↓ PABX/CISCO Settings

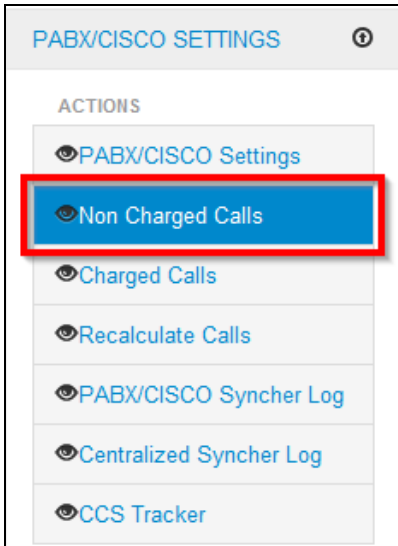
Syncher Type	Centralized CISCO Syncher
Mission	UNLB
PABX/CISCO Location	Valencia
Installation Key	bs2YMBAduB
FTP Server	10.130.40.29
FTPUserName	ftpuser
FTPPassword	!@#\$%^&*()_~ }{~ }{~ }{~ }{~ }{~ }{~ }{~ }{~ }
FTP Source Directory	/opt/ftp/ftp
Time Zone	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris
Minimum Number Length	4
Backup Days	5
Is Active	<input checked="" type="checkbox"/>

Non-Charged Calls

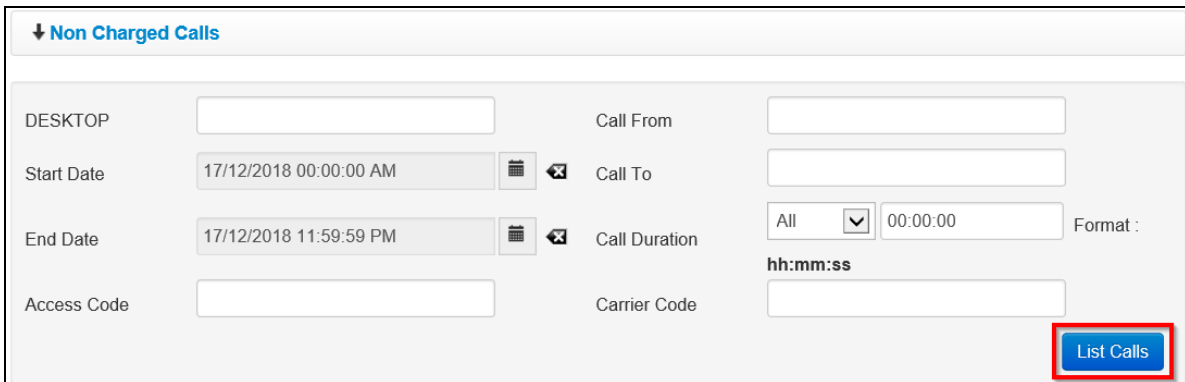
This section allows a PABX administrator to search for and view a list of non-charged calls as well as calculate the calls.

Calls are classified as non-charged if charging information for the Access Code – Carrier Code prefix combination is not properly defined in the Call Rating tables.

To view non-charged calls, click the **Non-Charged Calls** link found under the **PABX/CISCO SETTINGS** menu.



The **Non-Charged Calls** page is displayed. This page has several search filters that a PABX Administrator can use to search for non-charged calls.

A screenshot of the 'Non-Charged Calls' search page. The page has a title 'Non-Charged Calls' with a dropdown arrow. Below the title are several search filters: 'DESKTOP' (text input), 'Start Date' (calendar icon, date '17/12/2018 00:00:00 AM', and a close icon), 'End Date' (calendar icon, date '17/12/2018 11:59:59 PM', and a close icon), 'Access Code' (text input), 'Call From' (text input), 'Call To' (text input), 'Call Duration' (dropdown menu with 'All' selected, and a time input '00:00:00'), and 'Carrier Code' (text input). There is also a 'Format : hh:mm:ss' label. A blue 'List Calls' button is located at the bottom right of the search area, highlighted with a red rectangular box.

NOTE: Once non-charged calls are identified, the PABX administrator should make adequate corrections to the Call Rating table. If corrections made to the Call Rating table are right, non-charged calls can successfully be recalculated and moved to Charged Calls.

If corrections made to the Call Rating table are not adequate the calls will remain classified as non-charged.

Calculate Non-Charged Calls

1. Enter relevant criteria in any of the search filter fields on the **Non-Charged Calls** page then click the **List Calls** button.

↓ Non Charged Calls

DESKTOP	<input type="text"/>	Call From	<input type="text"/>
Start Date	<input type="text" value="01/01/2015 00:00:00 AM"/>	Call To	<input type="text"/>
End Date	<input type="text" value="30/12/2015 23:59:59 PM"/>	Call Duration	All <input type="text" value="00:00:00"/> Format : hh:mm:ss
Access Code	<input type="text"/>	Carrier Code	<input type="text"/>

[List Calls](#)

2. A list of non-charged calls that match search criteria used is displayed as well as options to calculate all or only selected calls.

To calculate specific non-charged calls, select checkbox besides the calls to be calculated then click the **Calculate Selected** button.

Print / Export
Showing Page 1 of 1, Records 1 to 3

[Calculate all Calls](#)

S.No	Call Date	Call Duration	DESKTOP	Call From	Call To	Access Code	Carrier Code	Message	Select All
1	23/03/2015 07:37:09 AM	00:08:42	736030	6744	37410532585	00		No Matching Data37410532585	<input checked="" type="checkbox"/>
2	23/03/2015 07:46:35 AM	00:18:48	736030	6744	37410532585	00		No Matching Data37410532585	<input type="checkbox"/>
3	23/03/2015 09:49:15 AM	00:11:56	736030	6744	37410532585	00		No Matching Data37410532585	<input checked="" type="checkbox"/>

[Calculate Selected](#)

3. To calculate all calls, click the **Calculate all Calls** button.

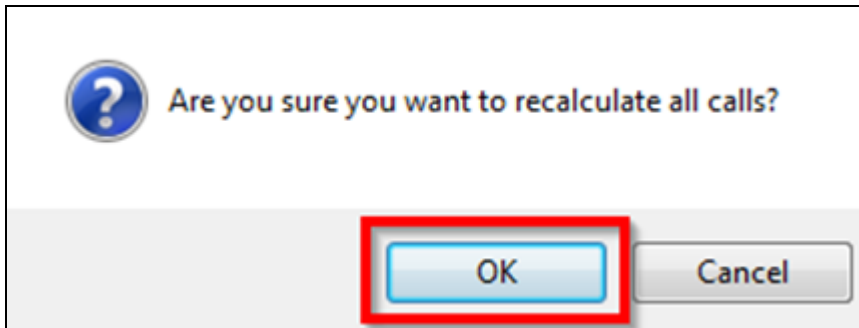
Print / Export
Showing Page 1 of 1, Records 1 to 3

[Calculate all Calls](#)

S.No	Call Date	Call Duration	DESKTOP	Call From	Call To	Access Code	Carrier Code	Message	Select All
1	23/03/2015 07:37:09 AM	00:08:42	736030	6744	37410532585	00		No Matching Data37410532585	<input type="checkbox"/>
2	23/03/2015 07:46:35 AM	00:18:48	736030	6744	37410532585	00		No Matching Data37410532585	<input type="checkbox"/>
3	23/03/2015 09:49:15 AM	00:11:56	736030	6744	37410532585	00		No Matching Data37410532585	<input type="checkbox"/>

[Calculate Selected](#)

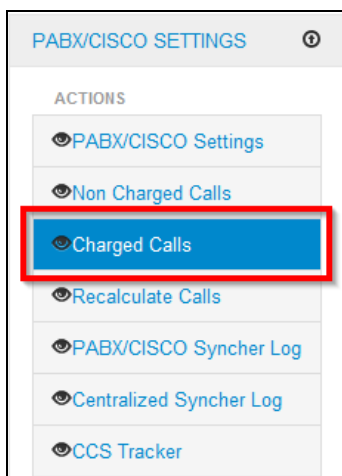
4. A dialog box prompting PABX Administrator to confirm calculation of the non-charged calls is displayed. Click the **OK** button.



The selected calls are calculated and removed from the list of non-charged calls if appropriate/relevant corrections were made to the Call Ratings table.

Charged Calls

This section enables a PABX administrator to search for and view a list of charged calls. To view a list of charged calls, click the **Charged Calls** link found under the **PABX/CISCO SETTINGS** menu.



*The **PABX/CISCO Charged Calls** page is displayed. This page has several search filters that a PABX Administrator can use to search for charged calls.*

Enter relevant search criteria in any of the filters then click the **List Calls** button.

↓ PABX/CISCO Charged Calls

DESKTOP:

Start Date: 01/01/2015 00:00:00 AM

End Date: 31/05/2015 11:59:59 AM

Destination:

Access Code:

Call Reference: Operational

Call From:

Call To:

Call Duration: All 00:00:00 Format: hh:mm:ss

Call Cost: All 00.00 Format: 00.00

List Calls

A list of charged calls matching search criteria used is displayed.

NOTE: a summary showing search criteria, number of calls returned after the search and total cost of calls is displayed above the list of charged calls.

Search Criteria : 01/01/2015 00:00:00 AM to 31/05/2015 11:59:59 AM		No. of Calls : 22	Total Call Cost					
			20.17	USD				
Print / Export								
Showing Page 1 of 1, Records 1 to 22								
S.No	Call Date	Access Code	Call From	Call To	Call Duration	Call Destination	DESKTOP	Call Cost
1	03/05/2015 05:15:09 AM		7801997739	923556755230	00:01:20	LAND	7801997739	USD 1.13
2	03/05/2015 05:17:43 AM		7801997739	925826920530	00:01:00	LAND	7801997739	USD 0.85

Recalculate Calls

This section allows a PABX Administrator to recalculate calls; this is necessary if there are some uncharged calls existing in the system or if a significant number of calls need to be updated.

To recalculate calls, click the **Recalculate Calls** link found under the **PABX/CISCO SETTINGS** menu.

PABX/CISCO SETTINGS ⓘ

ACTIONS

- PABX/CISCO Settings
- Non Charged Calls
- Charged Calls
- Recalculate Calls**
- PABX/CISCO Syncher Log
- Centralized Syncher Log
- CCS Tracker

The **Recalculate Calls** screen is displayed showing a list of recalculate calls and an option to create new recalculate calls.

↓ Recalculate Calls Create New Recalculate Calls

Search Search

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Start Date	End Date	Carrier Name	Destination	Updated By	Updated Date	Status
1	05/06/2014 12:00:00 AM	05/06/2014 11:59:59 PM	WIND	New York	Super Administrator	17/07/2014 08:49:24 PM	Completed

Create New Recalculate Calls

- To create new recalculate calls, click the **Create New Recalculate Calls** button.

↓ Recalculate Calls Create New Recalculate Calls

Search Search

- A **Recalculate Calls** dialog box is displayed with the following fields for the PABX Administrator to complete:

- **Start Date:** select a start date of the recalculate calls being created
- **End Date:** select an end date of the recalculate calls being created
- **Carrier Name:** select carrier of the recalculate calls being created
- **Destination:** select destination of the recalculate calls being created

Click the **Create** button.

Recalculate Calls ×

↓ Recalculate Calls * Fields are Required

Start Date	<input type="text" value="01/01/2014"/> <input type="button" value="Calendar"/> <input type="button" value="Clear"/> *
End Date	<input type="text" value="08/06/2017"/> <input type="button" value="Calendar"/> <input type="button" value="Clear"/> *
Carrier Name	<input type="text" value="LEAST ROUTE"/> <input type="button" value="Dropdown"/> *
Destination	<input type="text" value="All"/> <input type="button" value="Dropdown"/>

Create

3. The newly created recalculate calls are added to the list of existing recalculate calls displayed on the **Recalculate Calls** screen.

NOTE: When a recalculate calls request is created, the PABX administrator can perform bulk changes to all calls that match criteria of the recalculate calls request.

S.No	Start Date	End Date	Carrier Name	Destination	Updated By	Updated Date	Status
1	01/01/2014 12:00:00 AM	08/06/2017 11:59:59 PM	LEAST ROUTE	All	unsbvqc6	08/06/2017 02:38:05 PM	In-Progress
2	01/01/2015 12:00:00 AM	08/06/2017 11:59:59 PM	LEAST ROUTE	All	unsbvqc6	08/06/2017 02:15:44 PM	Completed

PABX/ CISCO Syncher Log

This section enables a PABX Administrator to view the PABX/CISCO syncher log.

The PABX/ CISCO syncher log has information about the syncing between the SQL and FTP servers. When the SQL server connects with the FTP server and does any operation, information about the operation is stored in logged, captured and stored in the database.

To view the PABX/CISCO syncher log, click the **PABX/CISCO Syncher Log** link found under the **PABX/CISCO SETTINGS** menu.



The **PABX/CISCO Syncher Log** screen is displayed. The screen shows a list of statuses and their associated messages as well as the update date.

NOTE: The PABX/CISCO Syncher log is only for view/information purpose; no user can edit information displayed on the log.

↓ PABX/CISCO Syncher Log

Search [Search](#)

Print / Export
Showing Page 1 of 478, Records 1 to 10 of 4779

S.No	Status	Message	Updated Date
1	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:35:44 AM
2	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:35:28 AM
3	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:33:00 AM
4	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:32:52 AM
5	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:19:30 AM
6	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:19:29 AM
7	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:11:20 AM
8	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:09:18 AM
9	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:09:18 AM
10	CCS Error: Please check the mission settings details for : UNLB	Session operation has timed out	24/05/2017 07:03:38 AM

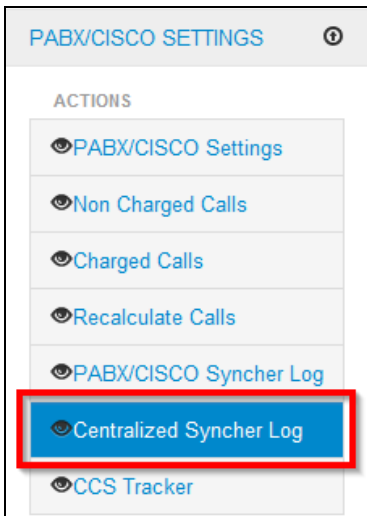
Navigate Page(s):

1 2 3 4 5 6 7 8 9 ... 478

Centralized Syncher Log

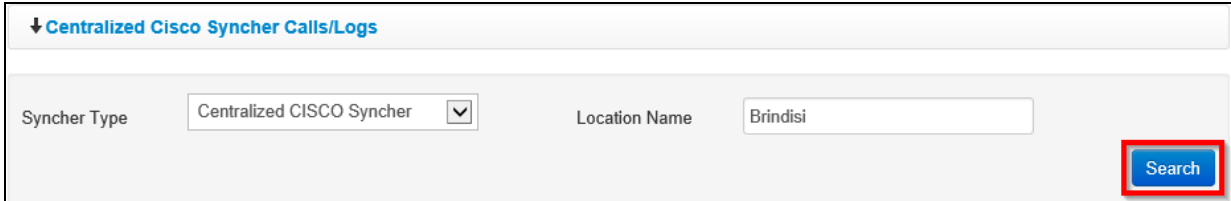
This section enables a PABX Administrator to view the centralized syncher log; from here, the PABX Administrator can view logs for different syncher types.

To view the centralized syncher log, click the **Centralized Syncher Log** link found under the **PABX/CISCO SETTINGS** menu.



The **Centralized CISCO Syncher Calls/Logs** page is displayed. The page has options for a PABX Administrator to search and view logs by syncher type and location.

Select a syncher type from the dropdown, enter a location in the Location Name field then click the **Search** button.



↓ **Centralized Cisco Syncher Calls/Logs**

Syncher Type: Centralized CISCO Syncher (dropdown) Location Name: Brindisi (input field) **Search** (button)

A log for the selected syncher type is displayed.

Showing Page 1 of 6, Records 1 to 10 of 54

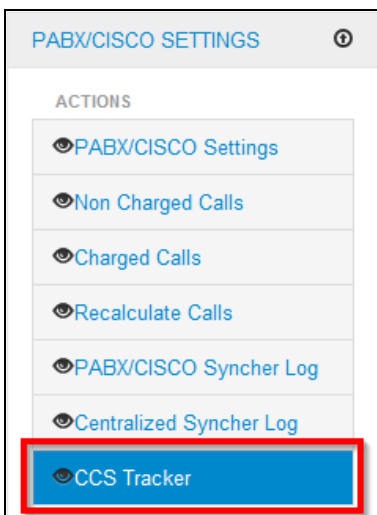
S.No	Location Name	File Name	Status	Total Calls	Updated Date
1	Brindisi	cdr_UNIFILcluster_01_201609011845_1200547	Files Successfully Completed	0	01/11/2016 08:53:00 AM
2	Brindisi	cdr_TST_01_201608230745_28123	Files Successfully Completed	0	01/11/2016 11:22:52 AM
3	Brindisi	cdr_UNIFILcluster_01_201609011849_1200548	Files Successfully Completed	0	01/11/2016 12:42:31 PM

CCS Tracker

This enables a PABX Administrator to search for and track call information from the Centralized CISCO Syncher intermediate database; this is for both calls that have been transmitted as well as those that have not yet been transmitted to the Centralized CISCO Syncher database.

The CCS Tracker provides reliable information on the accuracy of call importation and facilitates and a first level diagnosis and troubleshooting if required.

To use the CCS Tracker, click the **CCS Tracker** link found under the **PABX/CISCO SETTINGS** menu.



The **Centralized Cisco Syncher Tracker** page is displayed. This page has several search filters that a PABX Administrator can use to search for call information from the Centralized CISCO Syncher intermediate database.

Enter relevant search criteria in any of the filters then click the **Search** button. A list of call information matching search criteria used is displayed.

Centralized Cisco Syncher Tracker

Start Date	<input type="text" value="01/05/2017"/>			Call From	<input type="text"/>	
End Date	<input type="text" value="29/05/2017"/>			Call To	<input type="text"/>	
Access Code	<input type="text"/>				Carrier Code	<input type="text"/>
Authorization Code	<input type="text"/>				Updated to eBilling	<input type="text" value="All"/>

[Print / Export](#)

Showing Page **1** of **17**, Records **1** to **50** of **833**

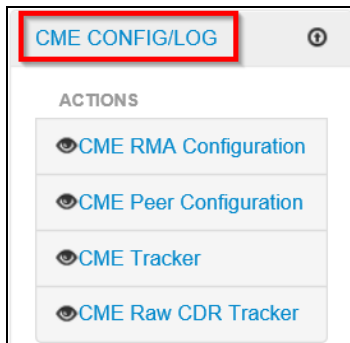
S.No	Access Code	Call Date	Call Duration	Call From	Call To	Authorization Code	Carrier Code	Call Status	Is Updated to eBilling
1		29/05/2017 11:55:44 AM	00:00:03	3335	3507	3335	999	Private	No
2		29/05/2017 11:54:24 AM	00:01:42	3140	3755	3140	999	Private	No
3		29/05/2017 11:51:05 AM	00:01:10	3312	1662663	3312	999	Private	No

CME CONFIG/LOG Menu

The CME CONFIG/LOG menu has links that enable a PABX administrator to manage CME RMA Configuration, CME Peer Configuration and CME Tracking.

Although it is not required to configure connectivity settings for CME switches, it may be necessary to remote media address and Peer ID configurations so that CDRs transferred by the Radius server to the eBilling database are recorded in a compatible way that can be processed by the Call Rating tables.

Click on **CME CONFIG/LOG** to view options / actions under the **CME CONFIG/LOG** menu (actions under this menu can also be hidden or displayed by clicking on **CME CONFIG/LOG**).



CME RMA Configuration

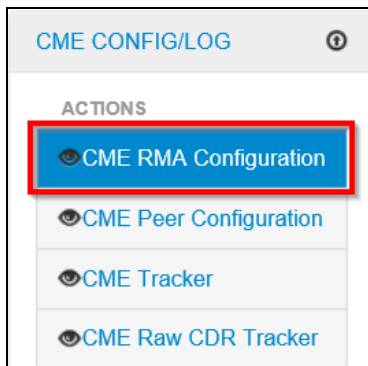
This section allows a PABX administrator to manage CME RMA configuration; this involves:

- Viewing a list of existing CME RMA configurations
- Editing description for a specific CME RMA configuration

Remote Media Addresses (RMA) refer to the reference IP addresses used whenever calls are being routed via Brindisi or Valencia, meaning that CDR containing these records are being processed by a WIND provider.

Initially, there are only two fixed IP addresses which have been designated for this purpose and which are common for all missions implementing a CME-Radius based solution; these addresses are 10.130.190.160 and 10.130.62.160.

To manage CME RMA configurations, click the **CME RMA Configuration** link found under the **CME CONFIG/LOG** menu.



The **CME RMA Configuration** page is displayed. This page has options to search for and view a list of existing CME RMA configurations as well as an option to edit descriptions of CME RMA configurations.

↓ CME RMA Configuration

Search : Search

Print / Export

Showing Page 1 of 1, Records 1 to 2


S.No	Remote Media Address	Description	Actions
1	10.130.190.160	Brindisi	Actions
2	10.130.62.160	Valencia	Actions

Edit CME RMA Configuration

- To edit a CME RMA configuration, search for the configuration by entering the remote media address in the search field on the **CME RMA Configuration** page and clicking the **Search** button.

↓ CME RMA Configuration

Search : Search

- The CME RMA configuration that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the PABX/CISCO setting that is to be edited.

Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	Remote Media Address	Description	Actions
1	10.130.190.160	Pisa	Actions

- A dropdown menu is displayed. Click the **Edit Description** option on the menu displayed.

Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	Remote Media Address	Description	Actions
1	10.130.190.160	Pisa	Actions <ul style="list-style-type: none"> Edit Description

- An **Edit RMA Description** dialog box is displayed. Make necessary changes to the description then click the **Save** button.

- Changes made to the RMA description of the selected configuration are reflected on the list of CMA RMA configurations.

S.No	Remote Media Address	Description	Actions
1	10.130.190.160	Pisa 2	Actions

CME Peer Configuration

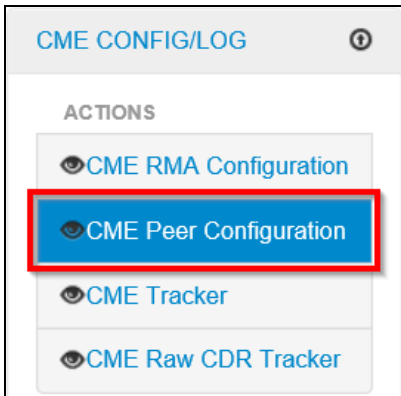
This section enables a PABX administrator to manage CME Peer configurations; this involves:

- Viewing a list of existing CME Peer configurations
- Creating new Peer configurations
- Editing existing Peer configurations
- Deleting Peer configurations

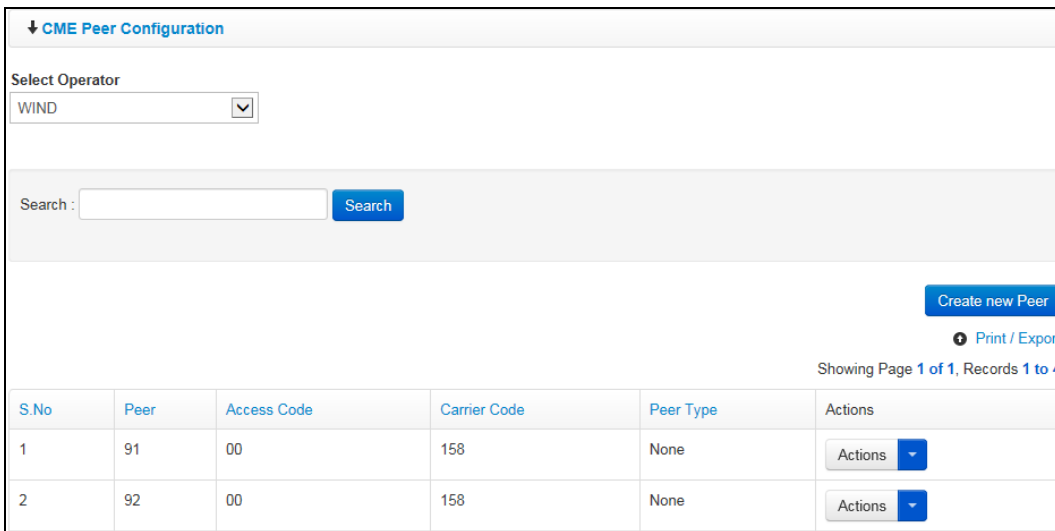
Peer IDs define the type of CDR traffic i.e. local, mobile, VoIP etc. for calls made through local or international providers.

The Peer ID table establishes a relationship between CME-Radius CDRs and call rating table concepts like Access and Carrier codes. The actual definition of the Peer ID values relies on the Remote Mission Support team and how the border routers are configured.

To manage CME Peer configurations, click the **CME Peer Configuration** link found under the **CME CONFIG/LOG** menu.



The CME Peer Configuration screen is displayed. The CME Peer Configuration screen has options for a PABX administrator to search for CME Peer Configurations, view a list of existing CME Peer configurations, create new Peer configurations as well as edit or delete Peer configurations.



Create New Peer Configuration

Each Peer ID created needs to be associated to a combination of Access and Carrier codes.

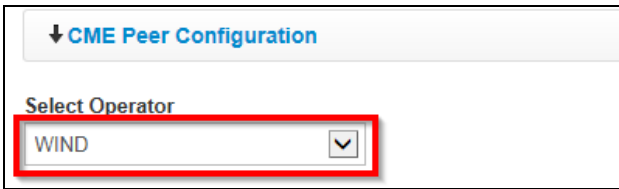
For International WIND calls, it is required to define Peer IDs 81, 82, 83, 84, 91, 92, 93 and 94. It is up to the PABX administrator in each Mission to define the corresponding Access and Carrier codes.

The PABX administrator can define as many Peer IDs as are required for WIND and local providers. However, the following restrictions apply:

- Remote Media Addresses (RMAs) must be unique
- Peer IDs must be unique
- Access and Carrier codes will be selected from the ones defined in the Call Rating tables.

The following steps are followed when creating a new Peer configuration:

1. Select an operator to whom the peer configuration being created belongs to

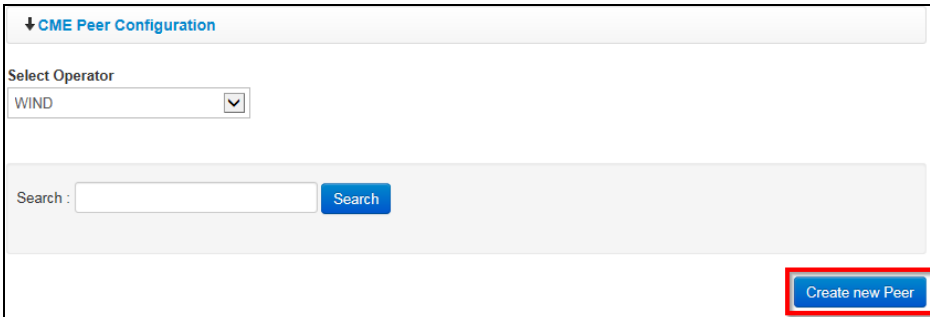


↓ CME Peer Configuration

Select Operator

WIND

2. Click the **Create new Peer** button



↓ CME Peer Configuration

Select Operator

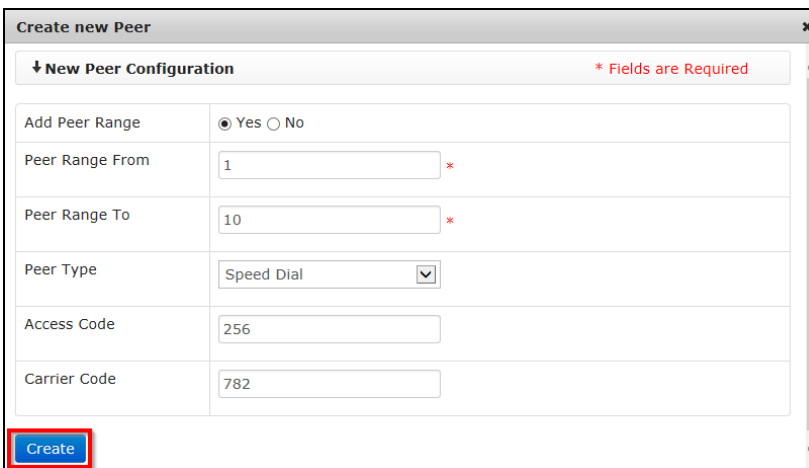
WIND

Search: Search

Create new Peer

3. A **Create new Peer dialog box** is displayed. The dialog box displayed has the several fields for a PABX administrator to complete.

NOTE: Fields displayed on the **Create New Peer** dialog box will vary depending on the operator selected.



Create new Peer

↓ New Peer Configuration * Fields are Required

Add Peer Range Yes No

Peer Range From 1 *

Peer Range To 10 *

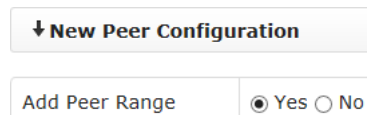
Peer Type Speed Dial

Access Code 256

Carrier Code 782

Create

NOTE: There is an option to add a range of Peer Ids when a new Peer is being created; to add a peer range, click the **Yes** radio button on the **Add Peer Range** field.



↓ New Peer Configuration

Add Peer Range Yes No

Peer Range From and **Peer Range To** fields are displayed when the **Yes** radio button is selected in the **Create New Peer** dialog box.

Based on the value entered in **Peer Range From** and **To** fields, the system creates a list of Peer IDs e.g. If 1 is entered in the Peer Range From field and 10 is entered in

the Peer Range To field, then the system creates 10 peer IDs and they are displayed on the CME Peer Configuration screen.

Add Peer Range	<input checked="" type="radio"/> Yes <input type="radio"/> No
Peer Range From	<input type="text" value="1"/> *
Peer Range To	<input type="text" value="10"/> *

Enter relevant information in all the fields displayed on the **Create New Peer** dialog box then click the **Create** button.

- The newly created peer configuration is saved and displayed on the list of existing CME peer configurations.

↓ CME Peer Configuration

Select Operator
WIND

Search :

Showing Page 1 of 1, Records 1 to 10

S.No	Peer	Access Code	Carrier Code	Peer Type	Actions
1	1	256	782	None	Actions
2	2	256	782	None	Actions
3	3	256	782	None	Actions
4	4	256	782	None	Actions
5	5	256	782	None	Actions
6	6	256	782	None	Actions
7	7	256	782	None	Actions
8	8	256	782	None	Actions
9	9	256	782	None	Actions
10	10	256	782	None	Actions


Edit CME Peer Configuration

- To edit a CME peer configuration, search for the configuration by entering search criteria in the search field on the **CME Peer Configuration** page and clicking the **Search** button.

↓ CME Peer Configuration


Select Operator
WIND

Search :

- The CME Peer configuration that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the peer configuration that is to be edited.

Print / Export


Showing Page 1 of 1, Records 1 to 1

S.No	Peer	Access Code	Carrier Code	Peer Type	Actions
1	10	256	782	None	Actions 

- A dropdown menu is displayed. Click the **Edit** option on the menu displayed.

Print / Export

Showing Page 1 of 1, Records 1 to 1


S.No	Peer	Access Code	Carrier Code	Peer Type	Actions
1	10	256	782	None	Actions  Edit Delete

Navigate Page(s):

- An **Edit** dialog box is displayed. Make necessary changes to the peer configuration then click the **Save** button.

Edit ✕

↓ CME Peer Configuration * Fields are Required

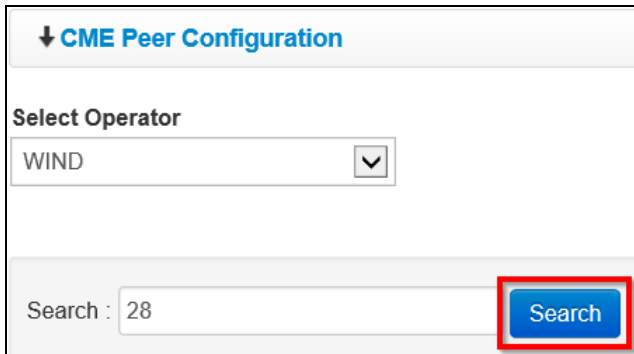
Peer	28 *
Peer Type	None 
Access Code	256
Carrier Code	782

Save

Changes made to the CME peer configuration are saved by the system and are displayed on the list of CME peer configurations.

Delete CME Peer Configuration

1. To delete a CME peer configuration, search for the configuration by entering search criteria in the search field on the **CME Peer Configuration** page and clicking the **Search** button.




↓ CME Peer Configuration

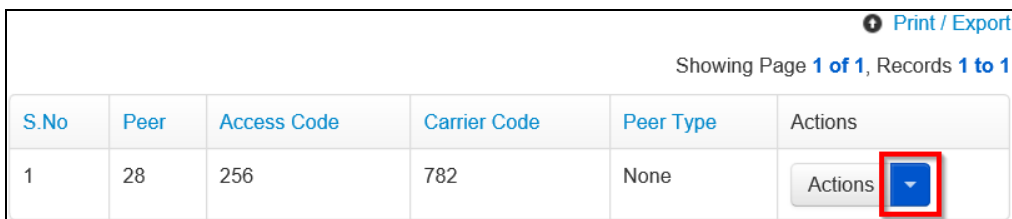
Select Operator

WIND

Search : 28


Search

2. The CME Peer configuration that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the peer configuration that is to be edited.

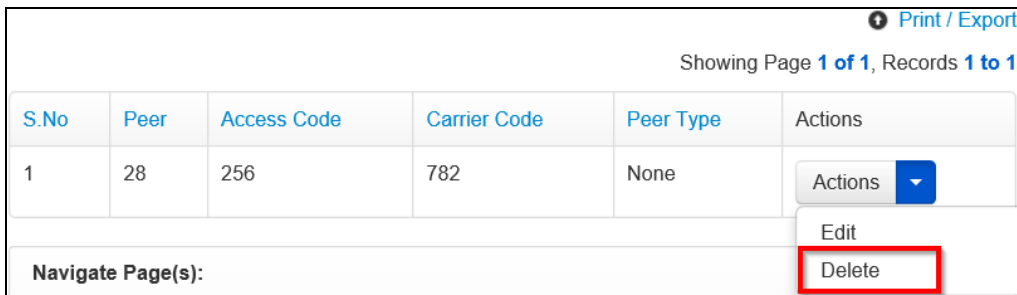


Print / Export

Showing Page 1 of 1, Records 1 to 1


S.No	Peer	Access Code	Carrier Code	Peer Type	Actions
1	28	256	782	None	Actions 

3. A dropdown menu is displayed. Click the **Delete** option on the menu displayed.



Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	Peer	Access Code	Carrier Code	Peer Type	Actions
1	28	256	782	None	Actions 

Navigate Page(s):

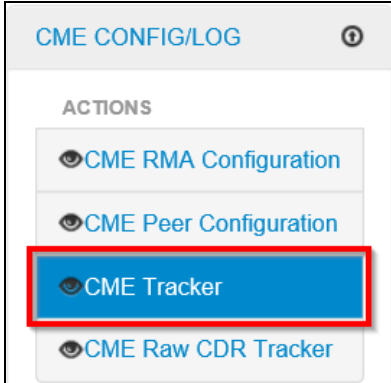
- Edit
- Delete

The CME peer configuration is deleted and is no longer displayed on the list of CME peer configurations.

CME Tracker

This section enables a PABX administrator to run reports for calls from the Radius synchronizer; calls are displayed based on criteria selected by the user.

To do CME tracking, click the **CME Tracker** link found under the **CME CONFIG/LOG** menu.

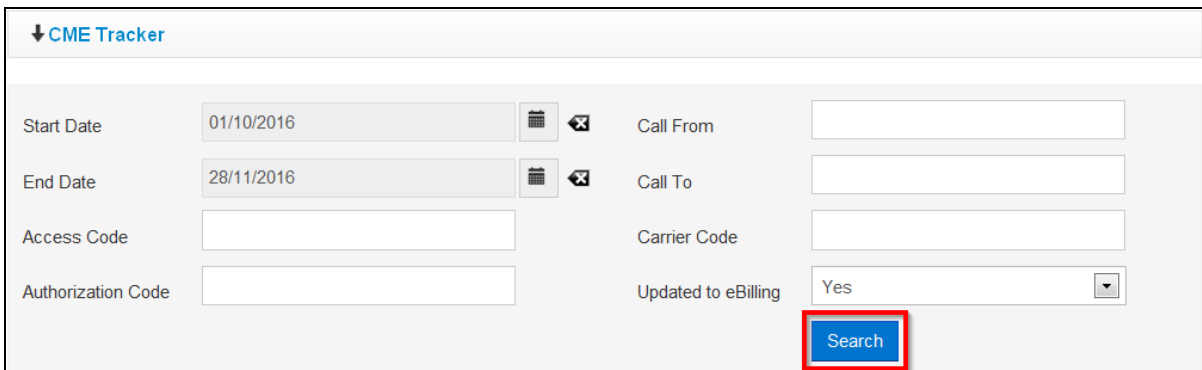


The **CME Tracker** page is displayed. The screen has the following filter options which a PABX administrator can use when running reports on the **CME Tracker** page:

- **Start Date:** select a date from which calls displayed should start
- **End Date:** select a date up to which calls displayed should end
- **Access Code:** enter access code for the calls you want displayed
- **Authorization Code:** enter authorization code for the calls you want displayed
- **Carrier Code:** enter carrier code for the calls you want displayed
- **Call From:** enter origin of calls you want displayed
- **Call To:** enter destination of calls you want displayed
- **Updated to eBilling:** select **Yes** to view calls that have been updated to eBilling or **No** to view calls that are still on the intermediate server

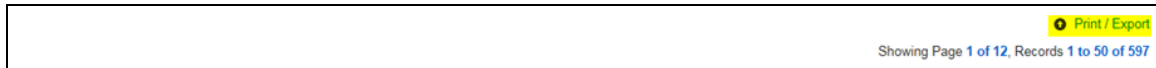
Enter relevant data in any of the fields mentioned above and click the **Search** button.

NOTE: The PABX administrator does not have to enter data in all the search filter fields; they can choose to use only some of the fields during a search.

A screenshot of the "CME Tracker" search filter form. The form contains several input fields: "Start Date" (01/10/2016), "End Date" (28/11/2016), "Access Code", "Authorization Code", "Call From", "Call To", "Carrier Code", and "Updated to eBilling" (Yes). A blue "Search" button is located at the bottom right of the form and is highlighted with a red rectangular border.

A list of calls that match search criteria used is displayed. Details displayed on the report include access code, call date, call duration, origin and destination of call, authorization code, carrier code, call type as well as eBilling status of call (i.e. whether it has been updated to eBilling or not).

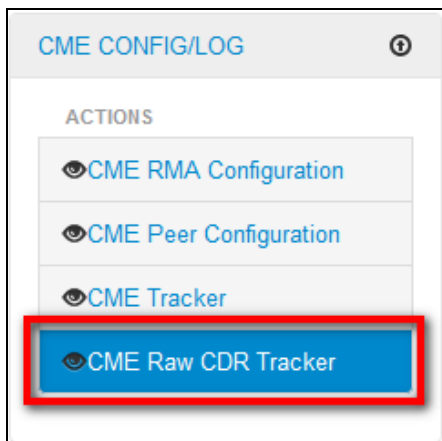
The PABX administrator can print or export search results displayed by clicking the **Print / Export** link.



CME Raw CDR Tracker

This section enables a PABX administrator to run reports for all raw CDR calls from the Radius syncher. Calls are displayed basing on search criteria entered by the user.

To do CME raw CDR tracking, click the **CME Raw CDR Tracker** link found under the **CME CONFIG/LOG** menu.



The **CME Raw CDR Tracker** page is displayed. The page has the following filter options which a PABX administrator can use when running reports on the **CME Raw CDR Tracker** page:

- **Start Date:** select date from which calls displayed should start
- **End Date:** select date up to which calls displayed should end
- **Updated to eBilling:** select **Yes** to view calls that have been updated to eBilling, **No** to view calls that are still on the intermediate server or **All** to view both types of calls
- **Username:** enter origin of calls you want displayed
- **Dialed Number:** enter destination of calls you want displayed

Enter relevant data in any of the fields mentioned above and click the **Search** button.

NOTE: The PABX administrator does not have to enter data in all the search filter fields; they can choose to use only some of the fields during a search.

↓ CME Raw CDR Tracker

Start Date: 01/02/2018

End Date: 06/02/2018

Updated to eBilling: All

Username:

Dialed Number:

Search

A list of calls that match search criteria used is displayed. Details displayed on the report include Radact ID, Username, Call start time, Call end time, Call duration, Dialed number, Remote Media Address, Peer ID, Fac Digits, Authorization code, Call type and Status of call (i.e. whether it has been updated to eBilling or not).

↓ CME Raw CDR Tracker

Start Date: 01/02/2018

End Date: 06/02/2018

Updated to eBilling: All

Username:

Dialed Number:

Search

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 18

S.No	Radact Id	Username	Call Start Time	Call End Time	Call Duration	Dialed Number	Remote Media Address	Peer Id	Fac Digits	Authorization Code	Call Type	Is Updated to eBilling
1	2147321	1977414	05/02/2018 01:58:58 PM	05/02/2018 02:00:53 PM	115	005114774309	10.130.62.160	93	741794	741794	NONE	Yes
2	2146749	1977414	04/02/2018 01:43:02 PM	04/02/2018 01:46:13 PM	191	005114774309	10.130.62.160	93	741794	741794	NONE	Yes
3	2146463	1977414	03/02/2018 01:10:38 PM	03/02/2018 01:11:31 PM	53	005114774309	10.130.62.160	93	741794	741794	NONE	Yes
4	2146403	1977280	03/02/2018 06:00:34 AM	03/02/2018 06:00:34 AM	0	00639052475320	10.130.62.160	93	184993		NONE	No

The PABX administrator can print or export search results displayed by clicking the **Print / Export** link.

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 18

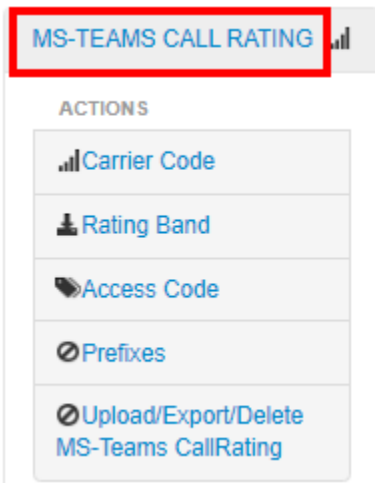
S.No	Radact Id	Username	Call Start Time	Call End Time	Call Duration	Dialed Number	Remote Media Address	Peer Id	Fac Digits	Authorization Code	Call Type	Is Updated to eBilling
1	2147321	1977414	05/02/2018 01:58:58 PM	05/02/2018 02:00:53 PM	115	005114774309	10.130.62.160	93	741794	741794	NONE	Yes
2	2146749	1977414	04/02/2018 01:43:02 PM	04/02/2018 01:46:13 PM	191	005114774309	10.130.62.160	93	741794	741794	NONE	Yes
3	2146463	1977414	03/02/2018 01:10:38 PM	03/02/2018 01:11:31 PM	53	005114774309	10.130.62.160	93	741794	741794	NONE	Yes
4	2146403	1977280	03/02/2018 06:00:34 AM	03/02/2018 06:00:34 AM	0	00639052475320	10.130.62.160	93	184993		NONE	No

MS - TEAMS CALL RATING Menu

This menu has links that enable a PABX administrator to do the following:

- View MS Teams carrier codes
- View MS Teams access codes
- View MS Teams rating bands
- Export MS Teams call ratings

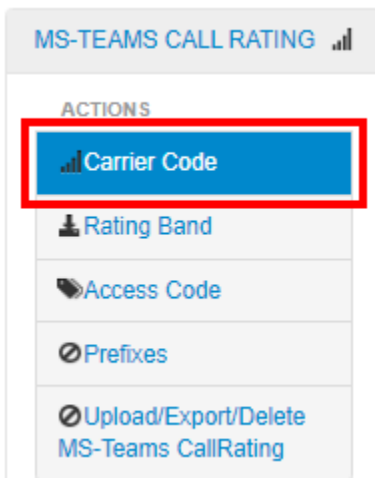
Click on MS – TEAMS CALL RATING to view the actions / options available under this menu (*to hide these actions / options, click on the menu title again*).



NOTE: For the MS Teams service type, PABX administrators can only view carrier codes, rating bands, access codes and export call ratings.

Carrier Code

To view MS Teams carrier codes, click the **Carrier Code** link.



The MS Teams Carrier Code page is displayed; it has filters that can be used to search for carrier codes as well as a list of existing codes.

If making a search is necessary, enter relevant criteria in the search and status fields then click the **Search** button.

↓ MS-Teams Carrier Code

Mission: MONUSCO


Search: MTN

Status: Active **Search**

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
1	MONUSCO	MTN	782	CFP Franc	Minute	Yes	Actions

View Carrier Code Details

1. On the list of codes displayed on the MS Teams Carrier Codes page, click the  icon on the code you want to view in detail.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
1	MONUSCO	MTN	782	CFP Franc	Minute	Yes	Actions

2. A popup menu is displayed. Click the **Details** option on the popup menu displayed.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Carrier Name	Carrier Code	Currency	Charging Type	Is Active	Actions
1	MONUSCO	MTN	782	CFP Franc	Minute	Yes	Actions

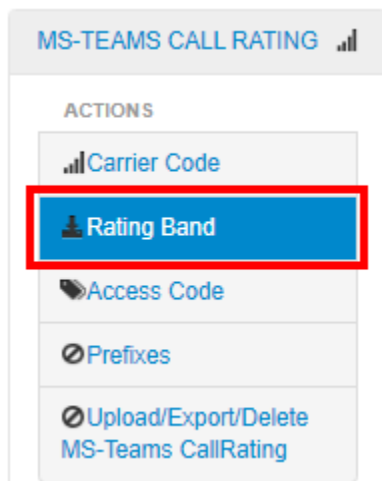
Details

An MS Teams Carrier Code Details dialog box is displayed showing details of the code.

MS-Teams Carrier Code Details	
↓ MS-Teams Carrier Code	
Mission	MONUSCO
Carrier Name	MTN
Carrier Code	782
Currency	CFP Franc
Comments	

Rating Band

To view MS Teams rating bands, click the **Rating Band** link.



The MS Teams Rating Band page is displayed; it has filters that can be used to search for rating bands as well as a list of rating bands.

If making a search is necessary, enter relevant criteria in the search and status fields then click the **Search** button.

↓ MS-Teams Rating Band


Mission	MONUSCO	
Search	Test	
Status	Active	Search

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

S.No	Mission Name	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
1	MONUSCO	MTN	Test Band	0	5.00	XPF	Yes	Actions

View Rating Band Details

1. On the list of bands displayed on the MS Teams Rating band page, click the  icon on the band you want to view in detail.

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

S.No	Mission Name	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
1	MONUSCO	MTN	Test Band	0	5.00	XPF	Yes	Actions

2. A popup menu is displayed. Click the **Details** option on the popup menu displayed.

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

S.No	Mission Name	Carrier Name	Band Name	Delay Time (Sec)	Band Cost	Currency	Is Active	Actions
1	MONUSCO	MTN	Test Band	0	5.00	XPF	Yes	Actions Details

An MS Teams Rating Band Details dialog box is displayed showing details of the band.

MS-Teams Rating Band Details ✕	
↓ MS-Teams Rating Band	
Carrier Name	MTN
Band Name	Test Band
Delay Time	0
Band Cost	5.00 XPF
Comments	

Access Code

To view MS Teams access codes, click the **Access Code** link.

MS-TEAMS CALL RATING 📶

ACTIONS

- 📶 Carrier Code
- 📶 Rating Band
- 📶 Access Code
- 📶 Prefixes
- 📶 Upload/Export/Delete
MS-Teams CallRating

The MS Teams Access Code page is displayed; it has filters that can be used to search for access codes as well as a list of access codes.

If making a search is necessary, enter relevant criteria in the search and status fields then click the **Search** button.

↓ MS-Teams Access Code


Mission	MONUSCO	
Search	<input type="text" value="Test"/>	
Status	Active	<input type="button" value="Search"/>

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
1	MONUSCO	Test Access	123	Test Band		Yes	<input type="button" value="Actions"/>

View Access Code Details

1. On the list of codes displayed on the MS Teams Access Code page, click the  icon on the code you want to view in detail.

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
1	MONUSCO	Test Access	123	Test Band		Yes	<input type="button" value="Actions"/>

2. A popup menu is displayed. Click the **Details** option on the popup menu displayed.

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

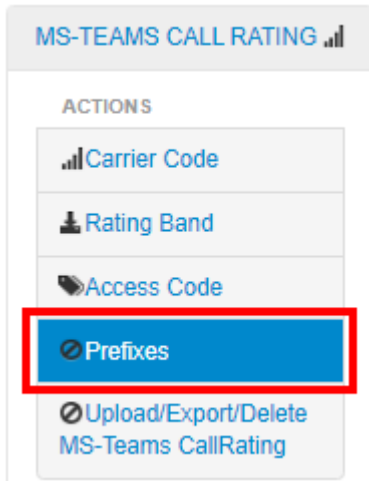
S.No	Mission	Access Name	Access Code	Band Name	Prefix Type	Is Active	Actions
1	MONUSCO	Test Access	123	Test Band		Yes	<input type="button" value="Actions"/>

Details

An MS Teams Access Code Details dialog box is displayed showing details of the code.

Prefixes

To view MS Teams prefixes, click the **Prefixes** link.



MS-TEAMS CALL RATING

ACTIONS

- Carrier Code
- Rating Band
- Access Code
- Prefixes**
- Upload/Export/Delete MS-Teams CallRating

The MS Teams Prefixes page is displayed; it has filters that can be used to search for prefixes as well as a list of prefixes.

If making a search is necessary, enter relevant criteria in the search and status fields then click the **Search** button.

↓ MS-Teams Prefixes

Mission	MONUSCO
Select Prefix Type	Area Code
Enter Keyword	<input type="text"/>
Status	Active


Search

Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
1	MONUSCO	Test Prefix	4567	Test Band		Yes	Actions

View Prefix Details


1. On the list of prefixes displayed on the MS Teams Prefixes page, click the  icon on the prefix you want to view in detail.

[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
1	MONUSCO	Test Prefix	4567	Test Band		Yes	Actions 

2. A popup menu is displayed. Click the **Details** option on the popup menu displayed.

[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

S.No	Mission	Prefix Name	Prefix Code	Band Name	Prefix Reference Type	Is Active	Actions
1	MONUSCO	Test Prefix	4567	Test Band		Yes	Actions  Details

An MS Teams Prefixes Details dialog box is displayed showing details of the prefix.

MS-Teams Prefixes Details ✕

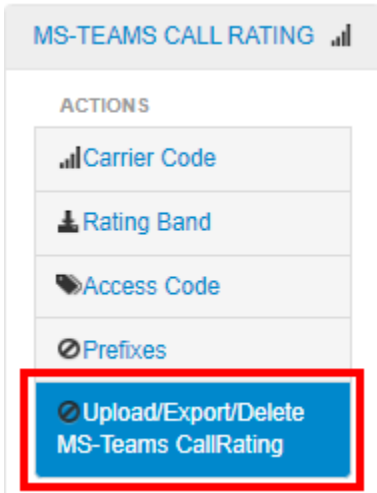
↓ MS-Teams Prefixes

Mission	MONUSCO
Prefix Type	Area Code
Prefix Name	Test Prefix
Prefix Code	4567
Band Name	Test Band
Reference Prefix Code	
Comments	

Upload / Export / Delete MS – Teams Call Rating

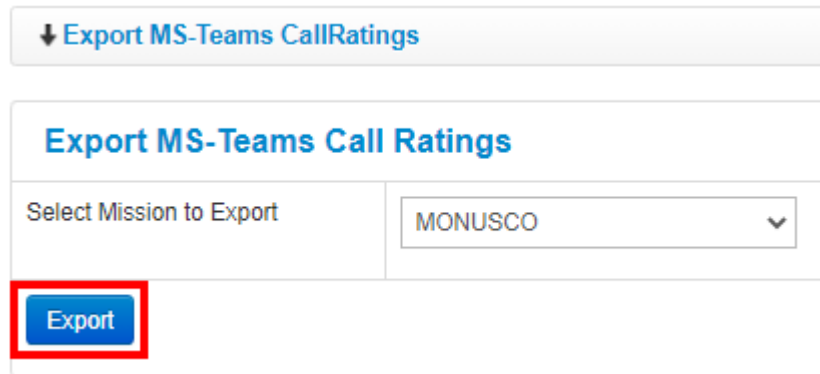
NOTE: PABX administrators can only export team ratings, they cannot upload or delete.

To export MS Team call ratings, click the **Upload / Export / Delete MS – Teams Call Rating** link.



The Export MS - Teams Call Ratings page is displayed; it has a Mission filter that can be used to select a Mission.

Use the dropdown to select an appropriate Mission then click the **Export** button.



User is prompted to confirm the exportation. Click the **OK** button.

Are you sure you want to continue?

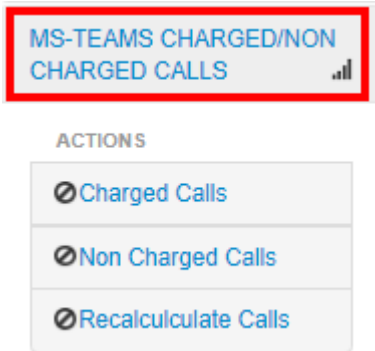


An MS Excel file containing MS Teams call ratings for the selected Mission is downloaded on to the user's computer.

MS – TEAMS CHARGED / NON – CHARGED CALLS Menu

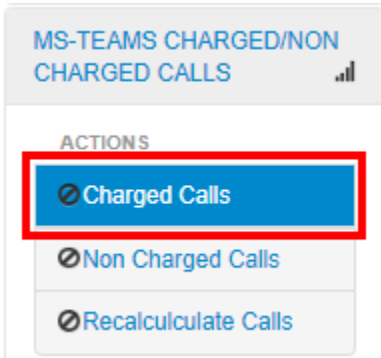
This menu has links that enable a PABX administrator to view charged and non – charged MS Teams calls as well as an option to recalculate calls.

Click on MS – TEAMS CHARGED / NON – CHARGED CALLS to view the actions / options available under this menu (*to hide these actions / options, click on the menu title again*).



Charged Calls

To view a list of charged MS Teams calls, click the **Charged Calls** link found under the MS – TEAMS CHARGED / NON – CHARGED CALLS menu.



The **MS Teams Charged Calls** page is displayed. This page has several search filters that can be used to search for charged calls.

Enter relevant search criteria in any of the filters then click the **List Calls** button.

The screenshot shows the "MS-Teams Charged Calls" search interface. It includes several filter fields: Start Date (01/01/2022 00:00:00 AM), End Date (20/02/2022 11:59:59 PM), Destination, Access Code, Call Reference (Operational), Call From, Call To, Call Duration (All, 00:00:00, Format: hh:mm:ss), and Call Cost (All, 00.00, Format: 00.00). A blue "List Calls" button is located at the bottom right and is highlighted with a red rectangular box.

A list of charged MS Teams calls matching search criteria used is displayed.

NOTE: A summary showing search criteria, number of calls returned after the search and total cost of calls is displayed above the list of charged calls.

To print / export the list of charged calls. Click the **Print / Export** link.

Search Criteria : 1/1/2022 12:00:00 AM to 2/20/2022 11:59:59 PM	No. of Calls : 32	Total Call Cost
		109.76 EUR

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 32

S.No	Call Date	Access Code	Call From	Call To	Call Duration	Call Destination	Call Cost
1	11/02/2022 04:13:23 PM	00	39083113556420	393299817531	0:00:12	Italy - Mobile	EUR 0.24
2	11/02/2022 02:41:21 PM	00	39083113553323	256753818130	0:00:08	Uganda - mobile	EUR 2.08
3	08/02/2022 10:08:15 AM	00	39083113556699	441344203999	0:02:27	United Kingdom	EUR 1.47
4	20/01/2022 04:58:43 PM	00	39083113556659	34670480131	0:00:11	Spain - Mobile	EUR 4.95

Non-Charged Calls

To view a list of non - charged MS Teams calls, click the **Non - Charged Calls** link found under the MS – TEAMS CHARGED / NON – CHARGED CALLS menu.

MS-TEAMS CHARGED/NON CHARGED CALLS

ACTIONS

- Charged Calls
- Non Charged Calls**
- Recalculate Calls

The **MS Teams Non - Charged Calls** page is displayed. This page has several search filters that can be used to search for non - charged calls.

Enter relevant search criteria in any of the filters then click the **List Calls** button.

MS-Teams Non Charged Calls

Call From	<input type="text"/>	Call To	<input type="text"/>
Start Date	01/01/2021 00:00:00 AM	Access Code	<input type="text"/>
End Date	20/02/2022 11:59:59 PM	Call Duration	All 00:00:00 Format : hh:mm:ss
Carrier Code	<input type="text"/>		

[List Calls](#)

A list of non - charged MS Teams calls matching search criteria used is displayed.

NOTE: A summary showing search criteria, number of calls returned after the search and total cost of calls is displayed above the list of non - charged calls.

To print / export the list of non - charged calls. Click the **Print / Export** link.

[Print / Export](#)
Showing Page 1 of 3, Records 1 to 50 of 136
[Calculate All Calls](#)

S.No	Call Date	Call Duration	Call From	Call To	Access Code	Carrier Code	Message	Select All
1	11/02/2022 05:51:50 PM	00:00:31	39083113513020	23277734856	00	999	No Matching Data23277734856	<input type="checkbox"/>
2	11/02/2022 05:50:41 PM	00:00:34	39083113513020	23277734856	00	999	No Matching Data23277734856	<input type="checkbox"/>
3	11/02/2022 05:08:33 PM	00:03:14	39083113513189	22997898070	00	999	No Matching Data22997898070	<input type="checkbox"/>

NOTE: Once non-charged calls are identified, the PABX administrator should check the MS Teams call rating table and confirm the information there is accurate; if any changes are required, they should inform the UNGSC eBilling unit.

If corrections made to the MS Teams call rating table are right, non-charged MS Teams calls can successfully be calculated and moved to Charged Calls.

If corrections made to the MS Teams call rating table are not adequate the calls will remain classified as non-charged.

Calculate Non-Charged Calls

1. On the MS - Teams Non Charged Calls page, enter search criteria then click the **List Calls** button.

↓ MS-Teams Non Charged Calls

Call From	<input type="text"/>	Call To	<input type="text"/>
Start Date	01/01/2021 00:00:00 AM <input type="checkbox"/>	Access Code	<input type="text"/>
End Date	20/02/2022 11:59:59 PM <input type="checkbox"/>	Call Duration	All <input type="text"/> 00:00:00 Format : hh:mm:ss
Carrier Code	<input type="text"/>		

[List Calls](#)

2. A list of non-charged calls that match search criteria used is displayed as well as options to calculate all or only selected calls.

To calculate specific non-charged calls, select checkbox besides the calls to be calculated then click the **Calculate Selected** button.

S.No	Call Date	Call Duration	Call From	Call To	Access Code	Carrier Code	Message	Select All
1	11/02/2022 05:51:50 PM	00:00:31	39083113513020	23277734856	00	999	No Matching Data23277734856	<input type="checkbox"/>
2	11/02/2022 05:50:41 PM	00:00:34	39083113513020	23277734856	00	999	No Matching Data23277734856	<input checked="" type="checkbox"/>
3	11/02/2022 05:08:33 PM	00:03:14	39083113513189	22997898070	00	999	No Matching Data22997898070	<input type="checkbox"/>
4	11/02/2022 10:11:21 AM	00:01:11	39083113513189	22997898070	00	999	No Matching Data22997898070	<input checked="" type="checkbox"/>

Calculate All Calls

Calculate Selected

To calculate all calls, click the Select All checkbox, then click the **Calculate all Calls** button.

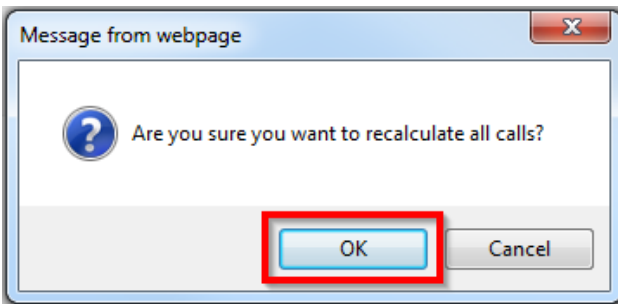
Print / Export
Showing Page 1 of 1, Records 1 to 4

Calculate All Calls

S.No	Call Date	Call Duration	Call From	Call To	Access Code	Carrier Code	Message	Select All
1	11/02/2022 05:51:50 PM	00:00:31	39083113513020	23277734856	00	999	No Matching Data23277734856	<input checked="" type="checkbox"/>
2	11/02/2022 05:50:41 PM	00:00:34	39083113513020	23277734856	00	999	No Matching Data23277734856	<input checked="" type="checkbox"/>
3	11/02/2022 05:08:33 PM	00:03:14	39083113513189	22997898070	00	999	No Matching Data22997898070	<input checked="" type="checkbox"/>
4	11/02/2022 10:11:21 AM	00:01:11	39083113513189	22997898070	00	999	No Matching Data22997898070	<input checked="" type="checkbox"/>

Calculate Selected

- A dialog box prompting PABX Administrator to confirm calculation of the non-charged calls is displayed. Click the **OK** button.



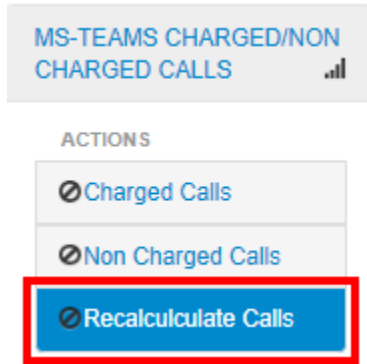
The selected calls are calculated and removed from the list of non-charged calls if appropriate/relevant corrections were made to the MS call ratings table.

Recalculate Calls

This section allows a PABX administrator to recalculate calls; this is necessary if there are some uncharged calls existing in the system or if a significant number of calls need to be updated.

All calls that fall within the criteria specified when a recalculate calls request is created will be recalculated.

To recalculate calls, click the **Recalculate Calls** link found under the MS – TEAMS CHARGED / NON – CHARGED CALLS menu.



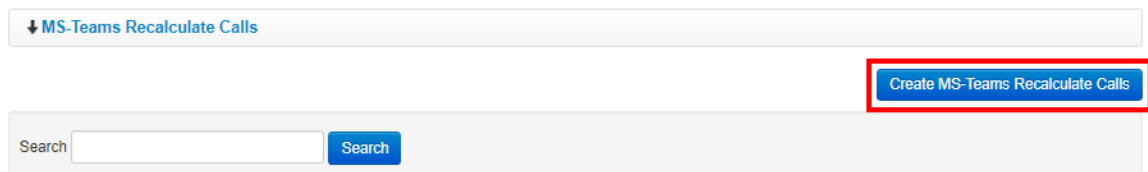
The **MS – Teams Recalculate Calls** screen is displayed showing a list of calls that are to be recalculated and an option to create MS – Teams recalculate calls request.

The screenshot shows the "MS-Teams Recalculate Calls" screen. At the top, there is a dropdown menu with "MS-Teams Recalculate Calls" selected. To the right is a "Create MS-Teams Recalculate Calls" button. Below this is a search bar with a "Search" button. At the bottom right, there is a "Print / Export" link and a status indicator "Showing Page 1 of 1, Records 1 to 2". Below the search bar is a table with the following data:

S.No	Start Date	End Date	Carrier Name	Destination	Updated By	Updated Date	Status
1	01/01/2022 00:00:00 AM	31/01/2022 11:59:59 PM	WIND-TRE - 999	All		11/02/2022 02:01:44 PM	Completed
2	31/01/2022 00:00:00 AM	14/02/2022 11:59:59 PM	WIND-TRE - 999	All		14/02/2022 03:47:53 PM	Completed

Create MS – Teams Recalculate Calls

1. On the Recalculate Calls page, click the **Create New Recalculate Calls** button.



2. An **MS – Teams Recalculate Calls** dialog box is displayed with the following fields for the PABX administrator to complete:

- **Start Date:** select a start date of the recalculate calls being created
- **End Date:** select an end date of the recalculate calls being created
- **Carrier Name:** select carrier of the recalculate calls being created
- **Destination:** select destination of the recalculate calls being created

Click the **Create** button.

MS-Teams Recalculate Calls

↓ Create Recalculate Calls
* Fields are Required

Start Date	20/02/2022	📅 ✕ *
End Date	21/02/2022	📅 ✕ *
Carrier Name	WIND-TRE - 999	▼ *
Destination	All	▼

Create

3. The newly created recalculate calls request is added to the list of existing recalculate calls displayed on the **MS – Teams Recalculate Calls** page.

NOTE: When a recalculate calls request is created, the administrator can perform bulk changes to all calls that match criteria of the recalculate calls request.

↓ MS-Teams Recalculate Calls
Create MS-Teams Recalculate Calls

Search Search

🖨️ Print / Export

Showing Page 1 of 1, Records 1 to 3

S.No	Start Date	End Date	Carrier Name	Destination	Updated By	Updated Date	Status
1	01/01/2022 00:00:00 AM	31/01/2022 11:59:59 PM	WIND-TRE - 999	All	██████████	11/02/2022 02:01:44 PM	Completed
2	31/01/2022 00:00:00 AM	14/02/2022 11:59:59 PM	WIND-TRE - 999	All	██████████	14/02/2022 03:47:53 PM	Completed
3	19/02/2022 00:00:00 AM	20/02/2022 11:59:59 PM	WIND-TRE - 999	All	██████████	21/02/2022 09:33:52 AM	In-Progress