



Solutions11 ITSP Version 3.1

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The logo for pbxnsip is located in the bottom left corner. It consists of the text 'pbxnsip' in a bold, lowercase, sans-serif font, with 'pbx' in black and 'nsip' in blue. Below this, the words 'strategic partner' are written in a smaller, black, lowercase sans-serif font. The logo is set against a grey circular background with white curved lines.

1. Overview of New Features

Please see the New Features Explanation section for full details.

Calling Card Module

Solutions11 now has a full pre-paid calling card module included in the release license. All calling cards operate as a pre-paid payment system and can be topped-up.

Calling Card Batches

You create batches of calling cards and download CSV files of the batch.

Calling Card ANI Authentication

The calling card module will allow authentication via ANI/CLI.

Calling Card Extra Charges

Each calling card entry point (DDI/DID) may be assigned extra charges per call, connection and disconnection to allow for toll free numbers to be used.

Calling Card Top-Up

Each calling card will display a balance for the account. This balance can be topped-up if required.

Calling Card Monthly Billing

A calling card is always classed as a "One Off" charge with a set-up fee. This charge is taken from the Calling Card balance and not processed via the invoice process.

Calling Card Distributor and Reseller IP Minutes Processing

A calling card is always a Pre-Paid account and is a charge type of One Off.

A new cron job process has been created to account for the IP Minutes billing at Distributor and Reseller levels. It will not process the customer billing as this is Pre-Paid.

Calling Card Search Facility

When the number of calling cards is over 25, a search facility will appear at the top of the display accounts page.

Emergency Dialling

Solutions11 is now capable of declaring, configuring, dialling and routing Emergency numbers to your specified Emergency carrier.

Directory Enquires/ Information Services Dialling

Solutions11 is now capable of declaring, configuring, dialling and routing Directory/Information numbers to your specified carrier.

Pre-Paid PBX, Single and Trunk Accounts

The application now treats PBX, Single and Trunks accounts flagged as Pre-paid at Brand level as true pre-paid. This means each account is set a pre-paid amount and then topped-up in the future. Call charges and recurring charges are taken from the balance and not invoiced. Only top-ups are invoiced to the customer,

Call Restriction

You can now restrict calls to telephone numbers outside of a packaged minute plan. This option is set at brand level and can prevent calls going to dial codes outside the plan.

Automatic Invoice Processing

Each company on the system who processes invoices can now declare at Profit Centre level the day on which invoices should be automatically approved and charged.

Service Provider Prefix Configuration

The system will allow you to pre-declare a service providers routing prefix inside Solutions11. The prefix routing number will be applied inside the IP Minutes billing process and not at dial plan level.

System Emails – System Name

All system emails will now display the System name.

IP Minutes Billing Alert Emails

The system allows you to configure more than one email for reporting errors during the billing process of each call.

IP Minutes Billing Call Routing Failures

The system will now alert you via email when a call route fails.

Invoice Details

Invoices now show the period of billing as well as the company, extension and invoice transaction detail.

CDR Details

The CDR tables now show the destination description.

Changing of Rate Card and Packaged Minutes

You can now change the rate card and packaged minutes mapping after a brand in use. This is ok, as each extension copies down the packaged minute plan when created.

Hunt Group display Options

The hunt group display options when a call is made have changed to display the FROM header in the SIP packet.

2. Bug Fixes

Call Forward No Answer

The default domain setting for call forward no answer was never set. The system now sets this value to be 12 seconds. It can be changed inside domain settings at PBX level.

Multiple Gateway Dial Plan

The system would miss any dial plan creation for routing to trunks that were already declared. This happened when you created multiple gateway groups on Solutions11.

Inbound Number Validation

When deleting an account the system did not close the Inbound DDI/DID number mapping. This caused the creation of a new Inbound Number as the existing deleted account fail.

Mailbox Default to Off

The mailbox was always defaulted to off. This is now fixed and the mailbox is activated when an extension is created.

Order DID/DDI Numbers

The system would not allow you to order a DID/DDI number unless you had previously created a domain. Numbers can now be ordered without a domain.

Distributor and Reseller Invoice Order

Recurring invoices would show invoice transactions all mixed up. The system now orders invoice transaction by company.

3. Explanation of New Features

Calling Card Module

Solutions11 now has a full pre-paid calling card module included in the release license. All calling cards are full pre-paid and can be topped-up.

Each Profit centre can now declare a Calling Card domain to be used for all calling card activity within that domain.

At domain level you decide the length of the calling card unique id number, the number of digits a Calling Card Pin Number should be and also what number the first digit should be.

e.g.

Length of Calling Card Unique ID: 5

PIN Length: 4

Starting Digit: 9

Within the calling card domain you create the calling card SIP accounts that will receive the calling card calls. The accounts are system side accounts and not the calling cards themselves.

Calling Card Batches

With the calling card module you create batches of calling cards.

At company level you can now create multiple calling card accounts via a batch module.

When creating large batches the batch may not be completely finished due to server time restrictions. The batch can be re-run again and again until the batch is complete.

Upon completion of a calling card batch the batch details can be downloaded in a CSV format.

Calling Card ANI Authentication

The calling card module will allow authentication via ANI/CLI.

Each calling card account can be pre-declared with ANI/CLI numbers. When entering the calling card, the system will always ask for the Calling Card Unique Extension number. If the ANI is matched against this number, the PIN number will not be required.

Calling Card Reset Pin

Each calling card can PIN can be reset at Reseller Level

Calling Card Extra Charges

Each calling card entry point (DDI/DID) may be assigned extra charges per call, connection and disconnection to allow for toll free numbers to be used.

For each calling card SIP account you can assign extra charges as follows:

1. Per minute
2. Connection charge (numbers of seconds or fixed amount)
3. Disconnection charge (number of seconds or fixed amount)
4. Account access charge (fixed amount)

Calling Card Top-Up

Each calling card will display a balance for the account. This balance can be topped-up if required.

Calling Card Monthly Billing

Calling cards may be configured to have a set-up fee and recurring monthly charge. This charge is taken from the Calling Card balance and not processed via the invoice process.

Calling Card Monthly Billing

A calling card is always classed as a One Off charge with a set-up fee. This charge is taken from the Calling Card balance and not processed via the invoice process.

Calling Card Distributor and Reseller IP Minutes Processing

A calling card is always a Pre-Paid account and is a charge type of One Off.

A new cron job process has been created to account for the IP Minutes billing at Distributor and Reseller levels. It will not process the customer billing as this is Pre-Paid.

This should be set at the interval you wish to collect calling card billing charges from your distributors or resellers.

Calling Card Search Facility

When the number of calling cards is over 25 a search facility will appear at the top of the display accounts page.

Emergency Dialling

Solutions11 is now capable of declaring, configuring, dialling and routing Emergency numbers to your specified Emergency carrier.

Emergency dialling has always been a problem for call routing. The reason is most Emergency numbers clash with other International Dialling Codes. Some countries use the same the emergency Numbers as others and therefore there was no way of determining which route should be called.

In the Dialling Prefixes section on Solutions11 you can now declare the Emergency number or number on a country basis.

We have used a special algorithm to determine the emergency numbers on a per country basis.

When you declare an Emergency Number for a country, the system will create a special calculated dial code, which must be used inside the System Dial codes section and rate cards.

The special calculated code work by adding the International Code to the ISO 3 Country code to the letter EM followed by the emergency number itself.

e.g.

| | | |
|--------|---|------------|
| USA | = | 1USAEM911 |
| Canada | = | 1CANEM911 |
| UK | = | 44GBREM999 |

This allows you to route calls according the country dialling assigned at extension level.

Directory Enquires/ Information Services Dialling

Solutions11 is now capable of declaring, configuring, dialling and routing Directory/Information numbers to your specified carrier.

Directory/Information dialling has always been a problem for call routing. The reason is most Directory/Information numbers clash with other International Dialling Codes.

In the Dialling Prefixes section on Solutions11 you can now declare a Directory/Information number or number on a country basis.

We have used a special algorithm to determine the emergency numbers on a per country basis.

When you declare an Directory/Information Number for a country, the system will create a special calculated dial code which must be used inside the System Dial codes section and rate cards.

The special calculated code work by adding the International Code to the ISO 3 Country code to the letter DQ followed by the emergency number itself.

e.g.

| | | |
|--------|---|------------|
| USA | = | 1USADQ411 |
| Canada | = | 1CANDQ411 |
| UK | = | 44GBRDQ118 |

This allows you to route calls according to the country dialling assigned at extension level.

Pre-Paid PBX, Single and Trunk Accounts

The application now treats PBX, Single and Trunks accounts flagged as Pre-paid at Brand level as true pre-paid. This means each account is set a pre-paid amount and then topped-up in the future. Call charges and recurring charges are taken from the balance and not invoiced. Only top-ups are invoiced to the customer,

Previously the pre-paid mechanism was only pre-paid in the first month, after that it entered into a recurring billing cycle.

We have now changed the way Pre-Paid billing is carried out.

When you order a pre-paid account you are still asked for a credit amount. This amount is used like a bank account. Each account will hold a balance.

Set-up fees, recurring billing and IP Minutes will be deducted from the pre-paid balance and not invoiced each month. The distributor and reseller levels will still be charged for recurring billing and used IP Minutes.

Any pre-paid account can be topped-up to increase the balance.

Call Restriction

You can now restrict calls to numbers outside of a packaged minute plan. This option is set at brand level and can prevent calls going to dial codes outside the plan.

Some users of the system requested a way to restrict a user from calling dial codes outside of a pre-declared packaged minute plan.

This is flagged at brand level at the point in which you assign a packaged minute plan to product.

Packaged Minute Plans can be assigned to PBX, Trunk or Single accounts.

If set and the user dials a number outside the packaged plan, the call will be stopped.

Automatic Invoice Processing

Each company on the system who processes invoices can now declare at Profit Centre level the day on which invoices should be automatically approved and charged.

The old way for approving and charging an invoice was to only do it manually.

You can now configure each profit centre to declare when it should process the approval stage and charging stage of an invoice.

A cron job will be run after the recurring billing cron job and all companies who have configured automatic approving and charging of invoices will be processed.

Service Provider Prefix Configuration

The system will allow you to pre-declare a service providers routing prefix inside Solutions11. The prefix routing number will be applied inside the IP Minutes billing process and not at dial plan level.

Many service providers request a Prefix number to be appended to the front of the dialled number.

This is now declared at System Config -> Service Provider level.

The prefix will be added in the IP Minutes Billing process and returned to the PBX for call routing.

System Emails – System Name

All system emails will now display the System name.

Declare the system name in the web settings file.

IP Minutes Billing Alert Emails

The system now allows you to configure more than one email for reporting errors during the billing process of each call.

Some administrators asked for more than one email recipient to be declared for IP Minutes billing errors.

IP Minutes Billing Call Routing Failures

The system will now alert you via email when a call route fails.

If you have fail over routes configured in Solutions11, the system will now email out an alert email for all calls that fail to be terminated by a route.

Invoice Details

Invoices now show the period of billing as well as the company, extension and invoice transaction detail.

Invoice details have changed due to some requested of users.

The membership number is now removed.

The Company and Extension number are now displayed before the invoice description. This gives Distributors and Resellers the chance to easily see which invoice row belongs to different companies.

e.g.

[Company 1][5001] PBX Account

[Company 1][5001] PBX Account Call Charges

The words “Call Credit” is now displayed as “Call Charges” for Post Paid billing.

The word “Credit” will be displayed for all Pre-Paid accounts.

CDR Details

The CDR tables now show the destination description.

The CDR display tables now display the dial code description for each call.

Changing of Rate Card and Packaged Minutes

You can now change the rate card and packaged minutes mapping after a brand in use. This is ok, as each extension copies down the packaged minute plan when created.

If you change a plan and you have extensions using the original product then you will either have to upgrade the account or delete and start again.

4.Next Release – Road Map

Development is already taking place for our next release. Such changes include the following:

1. Pre-declared short code dialling for Calling Cards, this will allow a user to have short codes assigned to telephone numbers. Then when you make a calling card call the user can submit a short code instead of a full number.
2. Date display options for invoices
3. Packaged minutes import facility for dial codes
4. PBX Buttons profile. The PBX will allow you to create a buttons profile to configure various buttons on a phone during auto provisioning
5. Star code allowing for a Wake Up call
6. Email the administrator of the profit centre when the Automatic processing of invoices has taken place.
7. DDI/DID display per reseller, with links to the company and user who has the DDI/DID assigned to them.
8. Search for an Account by Membership number
9. XML Invoice export

5. Road Map for the Future

Call back accounts
Improvements on reporting



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