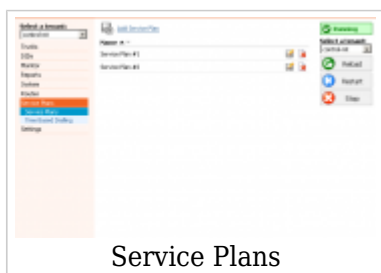


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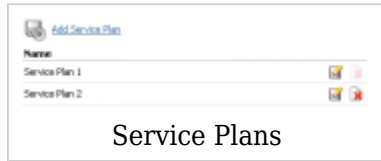
Service plan defines billing details for all available destinations but it will also enable you to create a template for enhanced services, destinations and Online Self Care settings that will be automatically applied to extensions associated with service plan.



Contents

- 1 Service Plans
 - 1.1 Add/Edit Service Plan
- 2 Time Based Dialing
 - 2.1 Add TBD rule

Service Plans



This screen lists all Service Plans with the following details

- **Name:**

Service plan name
(ex. Euro)
(Display)

-  Edit

Edits the service plan
(ex. Click to edit a service plan configuration)
(Button)

-  Delete

Deletes a service plan from the system
(ex. Click to delete a service plan from the system)
(Button)

Add/Edit Service Plan

These options fine tune the service plan with details such as minimum and connection charge, grace period, and inclusive minutes

- **Service Plan Name:**



Service plan name
(ex. If service plan name is 'Euro', select this name under 'Service Plan' under extensions to apply it to that Extension)
([a-z][0-9])

- **TBD:**

Should Time Based Dialing be applied to the current Service Plan
(ex. Yes, No, N/A)
(Option buttons)

▪ **Minimum charge:**

Minimum charge applied to each made call regardless of the call duration
(ex. If call is made, no matter how much it lasts, this 'minimum charge' will be applied)
([0-9])

▪ **Connection charge:**

Charge applied to any call that leaves the system (regardless if other party answers or not)
(ex. If this charge is set to 0.4, each call that leaves the system will be charged that amount regardless if other party answers the call or not)
([0-9])

▪ **Total Inclusive Minutes:**

Total number of inclusive minutes assigned to a service plan
(ex. If this field is set to '5', each user assigned to this service plan will have 5 free minutes of call time to any location.
([0-9])

NOTE: 'Minimum charge' and 'Connection charge' will be applied if set.

▪ **Grace Period:**

Number of seconds at the beginning of a call that are not charged
(ex. If the grace period is set to 10, and a call lasted 15 seconds, only 5 seconds of the call will be charged)
([0-9])

▪ **Billing:**

Billing type (MINIMUM_CHARGED/CHARGE_EVERY_\$SECONDS)
(ex. If '30/6' is selected, and you've made the call which lasted 12 seconds, it will be billed as if you've made a 30 seconds call. If the call lasted for 39 seconds - it will be billed as if the call lasted 42 seconds (30 + 6 + 6 = 42))
(Select box)

Rates



Rates

These options set incoming/outgoing rates per each known destination

Upload/Download

Destination Group rates can be easily uploaded and download from the server. Update the .CSV file on your desktop, click on 'Browse' button, select the file and click on the 'Upload' button.

TIP: CSV file must be in following format (Code,"Route", "Destination", "Outbound", "Inbound"). For example 93,"Afghanistan", "mobile"

To download rates file from the server just click on 'Download CSV' button.



Upload/Download

Routes

Click on a letter under a 'Routes' navigation 'A' for example and select 'Australia'. A list of 'Destination Groups' will be displayed under 'Destination Group'. Click on the 'Edit' button to edit the Destination Groups charges.



Upload/Routes

TIP: If Time Based Dialing is turned on, you will enter charging for all TBD rules

▪ Outbound:



Routes

Destination group outbound charge

(ex. If you edit the 'Mobile' destination group and set this option to 5.00000, this rate will be applied to all calls made to Mobile destination)

([0-9])

▪ **Inbound:**

Destination group inbound charge

(ex. If you edit the 'Mobile' destination group and set this option to 5.00000, this rate will be applied to all calls received from this Mobile destination)

([0-9])

▪ **Inclusive:**

Should inclusive minutes be calculated for this destination

(ex. If this option is enabled, inclusive minutes will be applied when dialing or receiving calls from this location)

(Option buttons)

Enhanced Services



Enhanced Services

Enhanced Services set here will be applied to all users assigned to this Service Plan. For example, if the 'Euro' Service Plan is set to have only 'Call Forwarding' enabled, all users with the 'Euro' Service Plan will have 'Call Forwarding' enabled only.

For more on Enhanced Services, please click [Enhanced Services](#)

Destinations



Destinations

Destinations set here will be applied to all users assigned with this Service Plan. For example, if the 'Euro' Service Plan is set to have the 'UK: Proper' destination allowed only, all users with 'Euro' Service Plan will be able to call only 'UK: Proper'



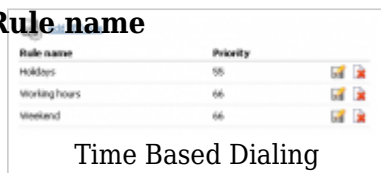
Destinations

For more on Destinations please click Destinations

Time Based Dialing

Time Based Dialing is a feature which enables call charging by specific TBD rules. These rules specify the date/time for which they apply. When entering Rates in Service Plans with enabled TBD, you will be able to enter price rates for every specified TBD rule.

▪ Rule name



Time Based Dialing

TBD rule name
(ex. Working hours)
(Display)

▪ Priority

Priority of TBD rule
(ex. 55)
(Display)

▪ Edit

Edits the TBD rule
(ex. Click to edit the TBD rule)
(Button)

▪ Delete

Deletes the TBD rule
(ex. Click to delete the rule)
(Button)

Add TBD rule

These options are used for adding/editing specific TBD rules

- **Rule name:**



TBD rule name
(ex. Working hours)
([a-z][0-9])

- **Rule priority:**

This field defines priority of the TBD rule. If dates or times of two or more rules are overlapping, the rule with the higher priority is taken.

(ex. 55)
([0-9])

NOTE: Priorities are numbers between 1 and 100, where 100 is the highest priority.

- **Rule mode:**

Depending on the rule mode, the TBD rule can be set by the Date range or the Day/Time range

Example:

- Date/Time range
- Date range

(Select box)

- **Day range:**

Beginning day of the day range in which the TBD rule applies

(ex. Monday - Sunday)

(Select box)

- **Day range:**

Ending day of the day range in which the TBD rule applies

(ex. Monday - Sunday)

(Select box)

- **Time range:**

Beginning time of the time range in which the TBD rule applies

(ex. 00:00h - 23:00h)

(Select box)

- **Time range:**

Ending time of the time range in which the TBD rule applies
(ex. 00:00h - 23:00h)
(Select box)

- **Date range:**

Pick start and end date clicking on the buttons, in which the TBD rule applies
(ex. 09-03-2008)
(Buttons)

Next -> 18.Settings

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