UltraBill Fact Sheet

1	**Product Catalog**	**Pricing Tool**	- Easy to use Pricing Tool to create new interfaces. - Import and export of pricing data in flat files. - Copy Product functionality to facilitate speedy creations. - Validations to prevent loading of wrong data. - Pricing information gets updated real-time. - Bundling of various services under same plan with pre-defined access policies.
2	**Revenue Management**		- Track account receivables and payables - Credit, Debit and write off functionality - Open item or Balance Forward accounting functionality - Ability to define underpayment and overpayment policies - Credit-limits, automatic deactivation - Different kind of sales ledger reports.
3	**Mediation**	**CDR Collection**	- Interfaces with various switches to automatically collect CDRs - Handling of various CDR formats using XML - CDR enrichment and normalization.
		AAA Radius	- Extensive server controls. - Separate Accounting and Authentication servers. Run either or both. - Maximum packet thresholds. - Dynamic NAS configuration. - Dynamic Proxy configuration. - Dynamic proxy rerouting. - Session thread pool for faster processing. - Message-Authenticator support in both client and server. - Support for Cisco specific attributes. - Extended Message Types: message types beyond Access-Request, Access-Accept, Access-Reject, Access-Challenge, Accounting-Request and Accounting-Response. Packet types like Password_Request, Change_Filters_Request, Accounting_Status and any other packet type are supported. - Supports authentication methods: PAP, CHAP, MS-CHAP, MS-CHAP2, EAP, and EAP-MD5.

4	CRM	**Self care**	- Web interface for end users to modify their customer information. Customers can modify password, view billing, view usage data and payments, and also view past invoices. - Different levels of access for Customers, Partners/Dealer, and CSRs. - Customer Interface can be used by customers for registration if they register themselves or to access their usage or bill details online.
		Account Management and access levels	- Tiered access level for CSRs. - Assign specific functionalities for each CSR - Upgrade/ Downgrade plans. Add new services and products. - Audit trail of all customer management activity - View usage details, invoices, payments and allocation details. - Complete Service Management for the account - Ability to interface with e-mail servers for sending real time notifications to the customer or CSR. This can help in Customer Relationship Management, trouble ticketing and resolution, as well as streamlined information flow within the organization.
		Trouble Ticketing	- CSO can raise a ticket for a particular account. - CSO search raised tickets. - After rectifying a problem, CSO can closed the raised ticket and discount will given to the corresponding account on the basis of the time difference between the time at which ticket was raised and the time at which problem get fully rectified. - Reporting tool shows this adjusted amount to the account.
5	Order Fulfillment	**Order Management**	- Customers and Partners can place orders in the system through online interface. - The CSR can then check the orders for correctness and on approving the credit check, would convert them into accounts. - The system provides partners the functionality to save unfinished orders and complete them once they have all the information.
		Pin Management	- Generation of pin using galois fields, based on different zones and different plans. - PIN return/refund functionality. - Tracking of pins to dealers and to the final accounts. - Commissions and discounting for the dealer. - Support for pre-activation, activation and expiry period for pins. - Pin Management interface for dealers. - Bulk activation and deactivation of pins.

		Inventory Management	- Manage inventory of items like set-top box id, cable modem id, mobile handsets etc. - Track flow of inventory to dealers and accounts. - Assign pricing for issuance of inventory. - Notifications at depleting stock levels.
6	**Billing and Rating**	**Enhanced Rating Engine**	- 3 types of rating – cyclic (weekly, monthly, quarterly, semi-annually, annually), usage based or set-up/purchase/one-time charge based. - Rating based on multiple parameters like duration, bytes, events and QoS. - Zone based rating, by importing zoning data from flat files. - Pulse based rating, specifying different beats and thresholds for sessions. - Complex price plans based on time-of-day, day-of-week or quantity tiers. - Real-time billing provides the opportunity to create pre-paid plans as accounts can be automatically inactivation. - Service Tax rates can be specified at product level. - Account level discounts can be given to each specific account.
		Automated Billing and Invoice Generation	- Support for both prepaid and postpaid accounts. - Different kinds of accounting – open item or balance forward – are possible. - Concept of Security Deposits and Advance Payments. - Customers can be given different billing dates and billing cycles. Billing Cycles can be weekly, monthly, quarterly or annually. - Immediate, cyclic and pre-scheduled billing functionality are available. - Automated invoice generation. New formats can be specified using XSLT style sheets. - Output of Invoices can go to printer, or automatically e-mailed to each user. - Ability to bill immediately and set a random future billing date.
7	**Partner Management**	**Dealer Functionality**	- Manage contracts between partners, dealers, content vendors - Partner Interface can be used by partners/dealers of the Telco to register new orders, manage their own customers through them and provided a branded interface to their customers. Partners can also create new shadow accounts for managing the customers.
		Commission functionality	- The system calculates commission for the partners based on the payments received by customers. - The commissions are calculated using a multi-level marketing model, where the user can define different percentage of commission based on the level of hierarchy of partner in the system. - Commissions are directly credit to the partner's account using the Direct Debit interface. Partners can view their commission using the online partner interface

8	**Service Fulfillment**	**Basic**	- Pre-format commands send to network devices. - Easy to add network switches due to design of meta-formats of switch command.
		SNMP	- In the case of prepaid scenario, If the currency resources of the account become zero. With the help of SNMP we can down the interface of the particular account on the router. - If router is not supporting the SNMP, in these scenarios we can also telnet the router and run scripts which downs the interface of the particular account on the router. - Also we can down the interfaces of the accounts on the router, if accounts have bad debt for some specific period.
		Interfaces	- Interfaces with LDAP for real-time authentication and pushing data to LDAP for LDAP based services. - Interface with operator's legacy billing system. - AAA Interface to support real-time billing and authentication. - Interface with SMTP server to send notifications at various stages during provisioning and account receivables cycle.
		Bandwidth manager	- Complete module to provision and manage bandwidth customers. - Manage upload - download bandwidths, quotas and access time. - Traffic control using HTB queues to maximize efficient use of available bandwidth. - Restrictions based on IP address, MAC address or login. - Real-time accounting and deactivation of accounts. - Service Parameters can be modified near real-time using LDAP Interface.
9	**Reports**	**Basic**	- Canned reports for Financial, Technical and Customer Behavior Information - Tool to create new reports on-the-fly - Client based reporting tool to increase performance. - Line graph, bar charts to show usage and network behavior statistics. - A/R Reports can be generated which can also be integrated with the Accounting and Financial package that the enterprise is currently using. - Usage and aging reports, which show the outstanding amount for each account.