

CONTENTS

1.1

NEWS FLASH

Volume Discount Plan Statistics for Closed Billing Periods.

1.2

SOLUTIONS

Remote VoiceMail Access.

1.3

MORE SOLUTIONS

New Self-Care Access Levels.

Issue N°25

JANUARY 2017 EDITION

News Flash

Volume Discount Plan Statistics for Closed Billing Periods.

It is quite common for many companies to charge their customers a monthly fee which includes a certain number of minutes. This is one of today's most popular billing methods.

For the service provider, it is important to know the usage statistics for every customer to be able to properly set the monthly fee and the amount of included minutes. Telinta has now simplified the task of generating Volume Discount Plan statistics. Under the Volume Discount tab of a customer and account, you will now see a new button 'Show VDP history'. It will provide access to the history for the last three months.

Billing	Taxation	Abbreviated Dialing	Subscriptions	Volume Discounts		
Address Info	Balance Adjustments	Web Self-Care	Additional Info	Payment Info	Auto-P	
Destination Group	Service	Peak Level	Threshold	Used	Remaining	Current Discoun
USA Unlimited TollFree	Voice Calls	ANY	3300	12 minute	3288 minute	100% (for free)
Show VDP history						
Destination Group	Service	Threshold	Used	Discount Start Date	Discount Reset Date	
USA Unlimited TollFree	voice_call	3300	562	2016-11-17 05:00:00	2016-12-17 05:00:00	
USA Unlimited TollFree	voice_call	3300	283	2016-10-18 04:00:00	2016-11-17 05:00:00	

Solutions

Remote VoiceMail Access.

A popular PBX feature enables VoiceMail users to check their inbox by calling their own number and entering their PIN. We recently added this feature to our Telinta VoiceMail application.

Now when a user dials their own number, they will hear the VoiceMail greeting, and will then be prompted to dial a code which is configured by the service provider. The user will then enter their VoiceMail PIN to access the inbox.

Please contact support@telinta.com to enable this feature for your environment.

More Solutions

New Self-Care Access Levels.

Access levels add flexibility to the Customer and Account Self-Care interfaces. Service providers can compose a custom access level to hide some fields or make them read-only.

Telinta's new Self-Care interface now provides an extensive coverage of this capability, i.e. it is possible to hide almost every field that the end user sees via access level controls. This flexibility allows meeting a myriad of different business requirements for the end user interface.

Please contact support@telinta.com and our engineers will be happy to assist you with creating custom access levels.

Your opinion counts.

Help us improve this newsletter.



Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.