Introduction

This guide has a brief overview of the changes that will be introduced by the TeliCore upgrade. Please note, it lists the major changes, for the full list of changes please refer to the new features guides below.

- MR 46 - http://util.telinta.com/link?4435723

- MR 47 - http://util.telinta.com/link?2966130

- MR 48 - http://util.telinta.com/link?3558537

- MR 49 - http://util.telinta.com/link?9622157

- MR 50 - http://util.telinta.com/link?3666757

Web Interface

Multi-level Resellers

To reach more customers in the market many ITSPs sell their services through a multi-level network of resellers. To implement this functionality in PortaBilling, the current "carrier – reseller – end user" model was extended to a multi-level reseller structure where the entire chain of resellers is virtually unlimited.

Additional Info - http://util.telinta.com/link?4435723 pages 5-7

Note: This feature will be available only when all TeliCore components are upgraded.

PortaSwitch Callshop Solution

A callshop is a public facility where end users come to make low-cost international or domestic calls. In a callshop, a customer is guided to enter a phone booth, makes calls and then pays for them at a cash desk. The callshop is managed by a callshop business owner who sets up the tariffs according to which end users are charged, pays for outgoing traffic and earns a profit on the margins between these costs.

Additional Info - http://util.telinta.com/link?4435723 pages 5-7

Improved DID Inventory Management

When working with DID Inventory and provisioning DID numbers it is very important to have a clear idea of which costs you bear and which charges you apply to your customers.

Managing the DID Inventory has been simplified and enhanced and now touches upon the following concepts:

- Billing for DID numbers usage;

- Assigning DID numbers to owner batches;

- Allocating DIDs to customers and resellers.

Additional Info - http://util.telinta.com/link?4435723 pages 14-17

Product Groups

When you provide various add-on products and allow end users to sign up for add-ons via the account self-care portal, you may also want to provide them with effective product management tools. This can be done by organizing your add-on products in groups. Now administrators or resellers can create product groups and assign corresponding add-ons to them via the admin web interface / reseller's helpdesk.

Additional Info - http://util.telinta.com/link?4435723 pages 19-21

Different Temporary Credit Limits

Service provider can empower employees to define a temporary credit limit for a customer depending on the confidence level that you share with your employees. This new feature allows you to:

- Adjust a temporary credit limit for each TeliCore user depending on the trust level you share with them.

- Assign a temporary credit limit amount.

- Set an amount either as an absolute value or as a percentage of the original credit limit.

- Assign a period for temporary credit limit usage.

Additional Info - http://util.telinta.com/link?4435723 pages 21-23

New Expiration Date Option for Accounts

Capability for defining the life circle of an account has been extended with this new release. The accounts that are not used by the customers for a certain period of time can automatically become expired. There are currently three options available for defining when an account will expire:

- Specific Date

- Account availability after the first use

- Account expiration after last use

Additional Info - http://util.telinta.com/link?4435723 pages 25-26

Enhanced Invoice Information on the Customer Self-care Interface

To facilitate timely invoice processing and payments, the Invoices Information section on the customer self-care interface was extended with additional fields.

Additional Info - http://util.telinta.com/link?4435723 pages 30-31

Ability to Reverse Multiple xDRs

Imagine that a customer makes a call, the call is established, but the sound quality is poor. The customer hangs up and tries to call the same destination again. Sound issues persist (due to complications on the vendor's side) and the customer tries several times more, but finally calls your support team to complain about the sound. You appreciate your customers and so you agree to credit all calls that suffered poor sound quality. To credit a call you need to create a reverse xDR. Now we offer the option for creating multiple reverse transactions simultaneously.

Additional Info - http://util.telinta.com/link?4435723 pages 32-33

Additional Information about Balances

It's essential to provide your customers with information about their unpaid and overdue invoices. To facilitate this, a section that contains aggregates of invoiced amounts was added. To review them go to the Edit Customer page and click the Payment Info tab.

Additional Info - http://util.telinta.com/link?4435723 pages 33-34

Invoice Templates for Resellers and Subresellers

Now resellers and subresellers are able to create their own invoice templates and customize them with brand logos, colors, layouts, etc.

Additional Info - http://util.telinta.com/link?2966130 page 13

Improved Tariff Management

To provide a better user experience when working with tariffs, tariff management for subresellers and callshop resellers has been extended with the following new options:

- Reconciliation of wholesale and sales tariffs.
- The opportunity to generate rates. As an alternative to the rate upload procedure and manual rate definition, subresellers / callshop resellers can now automatically generate rates for their sales tariffs. Rates for sales tariffs are generated by applying a markup (in percentage) or a fixed amount to rates that are defined in wholesale tariffs.

Additional Info - http://util.telinta.com/link?2966130 pages 13-15

Resellers can see and manage their customers' active calls on the reseller self-care interface

Additional Info - http://util.telinta.com/link?2966130 pages 17-18

IP Device Inventory for resellers / subresellers

To maintain their own inventory of IP devices (SIP phones, SIP ATAs, etc.) which are distributed to end users, resellers and subresellers now have the ability to keep a list of these devices in the IP Device Inventory.

Additional Info - http://util.telinta.com/link?2966130 page 19

ACLs for Quick Forms

With this release, a PortaBilling administrator with root level access (ACL) can manage the availability of certain quick forms for different types of users. This gives more privacy for ITSPs' business and prevents users from viewing irrelevant quick forms.

Additional Info - http://util.telinta.com/link?3558537 pages 9-10

Improved Multi-currency Support for Resellers

To allow resellers to run their business smoothly across different countries, the multi-currency support functionality has been extended**.**

Additional Info - http://util.telinta.com/link?3558537 pages 12-13

Subscription plan creation for resellers

Starting with this release, resellers may create subscription plans for their customers.

Additional Info - http://util.telinta.com/link?3558537 page 21

Customer class creation for resellers

Now resellers may create their own customer classes. Customer classes allow resellers to define a set of parameters to be shared among a certain category of customers.
Additional Info - http://util.telinta.com/link?3558537 page 21

Life Cycle for Add-On Products

With this release, a PortaBilling administrator can schedule the activation and expiration dates for add-on products. Thus, end users can order value-added services in advance and start using them whenever required. This enhancement makes your add-on

product's services more flexible and attractive and can lead to an increase in revenue.
Additional Info - http://util.telinta.com/link?9622157 page 5

Frozen DID Numbers and the DID Pool

It may be that you do not want to immediately provision DID numbers acquired from a DID provider (e.g. you plan to release a new product next month and therefore need to keep the DIDs until then). In this case you need to prevent the DID numbers from being used by your customers and resellers. In order to keep the DIDs unavailable for usage, they are uploaded to the DID inventory under the new Frozen status. When frozen,

DIDs are displayed on the administrator's DID inventory page only.
Additional Info - http://util.telinta.com/link?9622157 pages 6-7

Completely Free of Charge DID Numbers

When you provide virtual DID numbers for internal use (e.g. for SIP calls among accounts within your network), you still want to see which of them are in use and which are available. The best way to do this is by using the DID inventory. However, since these DIDs are virtual, they are, as a rule, provisioned free of charge and incur no charges to customers. Therefore, it is desirable to manage such DID numbers differently. With this release the concept of completely free of charge DID has been introduced. These are the DID numbers that have no costs or charges associated with them and are therefore free of charge for every entity they are provisioned to. **Additional Info -** http://util.telinta.com/link?9622157 pages 8-9

Extended Call Forwarding Management for End Users

With this release end users are authorized to enable / disable call forwarding and select a forwarding mode via their self-care interfaces. This makes call forwarding configuration more convenient for your end users and consequently attracts them to use this service. Moreover, the work load on an administrator decreases considerably.

Additional Info - http://util.telinta.com/link?9622157 pages 10-11

Prepay Plan Self-management

Starting with this release, end users can choose a prepay plan for subscriptions charged in advance or change the selected plan all by themselves.
Additional Info - http://util.telinta.com/link?9622157 pages 12-13

Enhanced representation of DID costs and revenue for administrators and resellers

With this release, administrators and resellers see their own DID costs and revenue on their DID inventory page. Thus, an administrator sees the outstanding costs owed to a DID provider as well as the revenue gained from DID provisioning to customers and resellers.
Additional Info - http://util.telinta.com/link?9622157 pages 14-15

Geo / risk profile creation for resellers

Starting with this release, resellers can create their own geo /risk profiles. This functionality allows resellers to control the locations from which end users are permitted or prohibited to make calls.

Customers can now manage their caller's identity

With this release, the Identity functionality configuration is available on the customer self-care interface. Thus, customers with special permissions can manage their caller identity that will be used for outgoing calls (for example, for using the main company's phone number for all outgoing calls made by the company's extensions).

Billing

Billing of On-net and Off-net SMS Messages

In addition to SMS routing we've implemented an option for applying different prices to on-net and off-net SMS messages.

Additional Info - http://util.telinta.com/link?4435723 pages 8-9

Note: This feature will be available only when all TeliCore components are upgraded.

Token-based Payments via Authorize.Net and Payment Express

In case of token-based payments, a payment processor stores the credit card data (or other payment information) in it's own storage and issues a token instead. A token contains no actual credit card data yet serves as an identifier of it for the payment processor. Thus when an end user pays you online for a service, sending merely the corresponding token to the payment processor is enough to perform the payment.

Additional Info - http://util.telinta.com/link?4435723 pages 18-19

Taxes Upon Payment

As a general rule, taxes for consumed services are calculated at the end of each billing period and are included in the invoice that the customer receives. However, for prepaid services such as prepaid cards, taxes are applied at the time a calling card or top-up voucher is purchased. The amount of the card excludes taxes. If later on a customer makes a payment using a credit card to top-up his / her account, the taxes must be applied at the time of purchase. The Taxes upon Payment feature does just that. When enabled, the system calculates and applies the taxes to your prepaid customers when they top up their balance via a credit card.

Additional Info - http://util.telinta.com/link?4435723 pages 27-29

Outstanding Balance Adjustment

Sometimes service providers may need to adjust an invoice amount and leave the invoice unchanged (for example, when a customer disputes an invoice and asks for a waiver although the invoice data has already been included in company reports). Outstanding balance adjustment functionality does just that. Now administrators can reduce the amount a customer must pay for an invoice without regenerating the invoice. To do this, the administrator just enters the waived amount for the invoice. The customer pays only the balance to cover the invoice in full.

Additional Info - http://util.telinta.com/link?3558537 pages 5-6

Multiple Balance Warning Thresholds

With this release you can send your customers multiple reminders that will contain updated information as their balance approaches the credit limit. Thereby you eliminate the chance that notification is overlooked or ignored and thus prevent the customer balance from exceeding the credit limit.

Additional Info - http://util.telinta.com/link?3558537 pages 10-11

Auto-charging for Subscriptions and Service Usage Balance

With this release you can implement another popular business model in which subscriptions are automatically charged to a customer's credit card. This way you can provide prepaid customers with a "service balance," that is, you allow them to spend their funds on service usage only (e.g. international calls, SMS, etc.). This helps to prevent a situation in which available funds might be consumed by subscription charges.

Additional Info - http://util.telinta.com/link?3666757 pages 5-7

Bitcoin Support in PortaBilling

Starting with this release, service providers and their resellers are able to accept Bitcoin crypto currency payments for services provided.

Additional Info - http://util.telinta.com/link?3666757 pages 8-9

PortaUM

Call Queue Enhancements

This is another migration stage of the Call Queue application. As announced earlier, call queues in PortaBilling are based on huntgroups only and are configured via the customer self-care portal. The internal structure of the application has now been enhanced. New PortaBilling API methods have been developed to manage call queue application parameters and prompts. These allow you to operate call queues via either PortaBilling or your custom self-care portals.

Additional Info - http://util.telinta.com/link?4435723 pages 29-30

Attended Transfer of Forwarded Calls by DTMF

With this release, users are now able not only to answer calls forwarded to their mobile phones from their extensions, but also to transfer such calls via DTMF to any extension on the IP PBX just as they do using a SIP phone.

Additional Info - http://util.telinta.com/link?2966130 pages 5-7

Note: This feature will be available only when all TeliCore components are upgraded.

Routing and Call Processing

Incoming Call Delivery to an IP PBX with Dynamic IP Address

Starting from this release, the routing of incoming calls to an IP PBX with a dynamic IP address via another account (i.e. the registration account) has been implemented. Now the registration information (IP:port) is taken from the registration account and used by the PortaSIP® server to deliver incoming calls to an IP PBX (e.g. a customer has DID number 44048882113 and another one, 12065558741, used as an IP PBX registration account. The IP PBX is registered on the PortaSIP® server with IP address 10.254.302.5. A call to number 44048882113 is delivered to IP address 10.254.302.5).

Additional Info - http://util.telinta.com/link?4435723 pages 9-13

Note:This feature will be available only when all TeliCore components are upgraded.

Least-cost Routing for SMS Services

Starting from this release, TeliCore supports least-cost routing across multiple outgoing SMS carriers.

Additional Info - http://util.telinta.com/link?4435723 pages 17-18

Note: This feature will be available only when all TeliCore components are upgraded.

Miscellaneous

Porting Numbers from / to TeliCore

With this new release, a new method for porting numbers has been introduced. This feature provides the following options:

- To port a number to TeliCore from another telecom (port- in);

- To port a number from the TeliCore system to another telecom (port-out).

This feature is convenient for customers who want to change telephone providers but keep their original numbers. This new framework provides the option to port numbers via Neustar Inc. – a major player in the number portability market.

Additional Info - http://util.telinta.com/link?4435723 pages 13-14

Note: This feature will be available only when all TeliCore components are upgraded.

Daily and Transaction Limits on Credit / Refund for TeliCore Users

Business owners now have the opportunity to define daily and transaction limits on credits / refunds for TeliCore users. This feature helps to prevent potential abuse by employees and avoid money leaks.

Additional Info - http://util.telinta.com/link?4435723 pages 23-24

Restricting Login IP Addresses to TeliCore Users

Now you can ensure that access to the TeliCore administrative web interface only occurs from physical locations that you define. For example, you can specify IP

addresses that belong to your network. If a user tries to log in from outside your network, TeliCore denies that access and the user cannot log in.

Additional Info - http://util.telinta.com/link?4435723 page 25

Token-based Authentication for Applications

You can now use tokens instead of standard login-password pairs for authenticating your applications integrated with PortaBilling via API.

This feature provides better security for your system since you no longer need to keep the administrative user's login and password in your applications.

Additional Info - http://util.telinta.com/link?4435723 page 27

Cost / Revenue Statistics Report for Resellers and Subresellers

Beginning with this release, the Cost / Revenue Statistics report is available for resellers and subresellers. By executing this report, your resellers can obtain information about revenue earned from calls made by their customers over a specific period and what the actual call cost is.

Additional Info - http://util.telinta.com/link?2966130 pages 15

Unified Interface for PBX Feature Access Codes

With the new release the unified interface for controlling PBX feature access codes was introduced. Previously scattered over service configuration settings, they are now gathered in one place and have become part of a dialing rule. Being able to view all of the available feature access codes at once makes it much simpler to manage them and to check what codes are assigned to a customer.

Additional Info - http://util.telinta.com/link?3558537 pages 7-9

Customer Statement Advanced Report

A new report that reflects changes in a customer's balance for a given time period was introduced. It shows all transactions that influence customer balance (xDRs created for a customer), thus allowing you to trace balance changes.

Additional Info - http://util.telinta.com/link?9622157 pages 13-14