

WebaBILLity Pro

# WebaBILLity Pro

Online, real-time,  
comms billing management





## webaBILLity Pro

WebaBILLity Pro is Union Street's online billing management portal that interfaces with the aBILLity billing platform. WebaBILLity Pro enables you to give your customers direct access to their telecoms billing information via the web. WebaBILLity Pro takes data from our market leading aBILLity billing platform automatically in real-time, without the need for manual intervention.

Your customers can log in to view their invoices, call detail, recurring charges and other 'live' data that is in aBILLity. This allows customers to analyse their telecoms usage quickly and accurately in real time. Full online help is available for users.

The system 'front-end' can be customised and branded in accordance with your requirements.



The screenshot displays the webaBILLity Pro interface. On the left is a navigation tree for 'Amersham Publishing Ltd' with sub-items like 'Amersham, (HQ)', 'Bristol', 'Cirencester', 'Customer Services', 'IT', 'Telesales', 'Web Design', 'Directors', 'Editing', 'Finance', 'Marketing', 'Production', 'Sales', and 'TEST'. The main content area shows the 'Amersham Publishing Ltd->Invoices->Invoice No: 22137' page. It includes the company address (1 Grimswells Corner, Sycamore Road, Amersham, Buckinghamshire, HP6 5EL), invoice details (Invoice No: 22137, Invoice Date: 28 February 2009, Billing Period: 28 February 2009), and an 'Invoice' table.

Description	Amount
Call Charges	£2,113.19
Service Charges	£454.50
<b>Subtotal</b>	<b>£2,567.69</b>
Vat	£385.15
<b>Total</b>	<b>£2,952.84</b>

At the bottom right of the invoice table, there are two buttons: 'Download Report' and 'Download Invoice'.



Full analysis and reporting allows your customers to control costs, providing better customer satisfaction and retention.

### Paperless billing

WebaBILLity Pro can eliminate the need for paper based invoicing. Each month aBILLity will automatically email your customers to let them know that their bill is ready to download. The email contains a link that takes them to WebaBILLity Pro. WebaBILLity Pro will store and display all the previous invoices billed via aBILLity and if customers want a copy, they just log in to 'download an archived invoice'.

*Paperless billing will save you considerable time and costs and is better for the environment too!*

### WebaBILLity Pro operation

WebaBILLity Pro is connected live to the aBILLity database, so as soon as a call is imported it is possible to view it in WebaBILLity Pro.

WebaBILLity Pro also provides you and your customers with major benefits:

- Easy analysis of bills – just 'drill down' on any part of the bill to give a complete analysis breakdown to individual call level.
- Better management reporting - WebaBILLity Pro provides a range of standard billing reports to help customers manage their costs effectively. The reports can be produced in pdf, excel or csv formats.
- Detailed Call analysis - customers can query their calls based on user defined criteria such as cost, duration, number dialled or time of day, to help them spot misuse and trends which in turn can help them to control costs.

*Full analysis and reporting allows your customers to control costs, providing better customer satisfaction and retention.*

### Management by exception

To help control telephone abuse and misuse, or to monitor usage, customers can set-up and store eAlerts, which are reports that will trigger an email if certain criteria are met. For example: calls exceeding £5 in billing will automatically generate an emailed alert.

*eAlerts give your customers reassurance and confidence in your billing service.*

### Customer cost allocation

If you offer extension or DDI billing, customers can allocate their own user names to extensions and departments to produce more meaningful reporting.

*Cost allocation allows your customers to understand and control their organisation's call usage, providing you with a competitive edge.*



**A wide range of reports are available for your end-user customers.**

## View CLIs

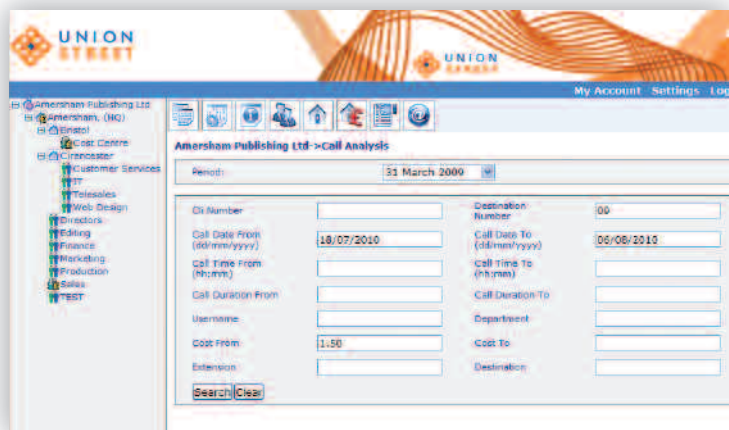
Customers can view their CLIs and add useful descriptions to them to help them easily identify costs, for example 'Alarm Line'.

*User friendly descriptions promote better customer satisfaction.*

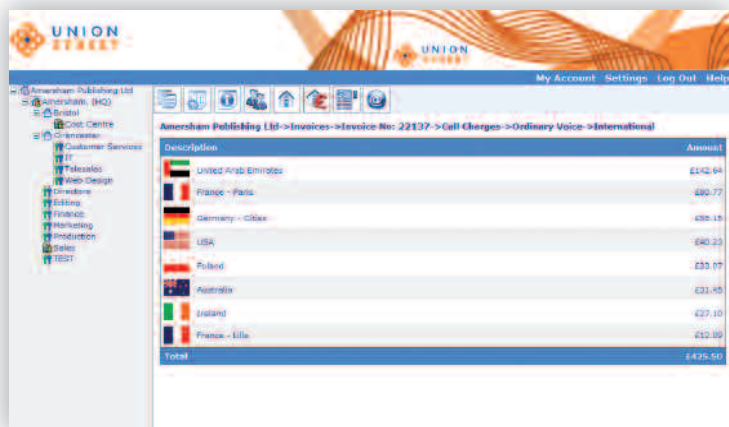
## Fault reporting

In conjunction with the Union Street WLR3 solution, customers will be able to log their own faults via WebaBILLity Pro. They can perform a line test and if necessary, log an actual fault with Openreach (24/7) which will immediately appear in aBILLity.

*Customers feel empowered and in control of their business communications, increasing their loyalty to your service.*

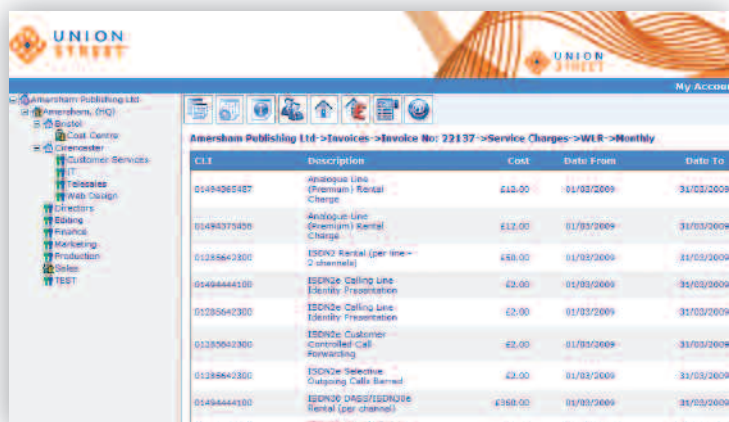


Search for calls based on specific criteria



Description	Amount
United Arab Emirates	£152.64
France - Paris	£80.77
Germany - O2Gx	£38.15
USA	£40.23
Poland	£33.07
Australia	£31.85
Ireland	£27.10
France - Lille	£32.09
<b>Total</b>	<b>£425.90</b>

Drill down into your bill to revenue breakdown by specific destination e.g. International Calls



CLI	Description	Cost	Date From	Date To
01494065487	Analogous Line (Premium) Rental Charge	£18.00	01/03/2009	31/03/2009
01494373450	Analogous Line (Premium) Rental Charge	£12.00	01/03/2009	31/03/2009
012355642300	ISDN2 Rental (per line - 2 channels)	£80.00	01/03/2009	31/03/2009
01494444100	ISDN2 Calling Line Identity Presentation	£3.00	01/03/2009	31/03/2009
012355642300	ISDN2 Calling Line Identity Presentation	£2.00	01/03/2009	31/03/2009
012355642300	ISDN2 Customer Controlled Call Forwarding	£2.00	01/03/2009	31/03/2009
012355642300	ISDN2 Selective Outgoing Calls Barred	£2.00	01/03/2009	31/03/2009
01494444100	ISDN3 DMS2/ISDN3S Rental (per channel)	£180.00	01/03/2009	31/03/2009
012355642300	ISDN3S Rental Charge	£12.00	01/03/2009	31/03/2009

View recurring service charges



WebaBILLity standard requires no internal set-up and provides a low cost alternative.

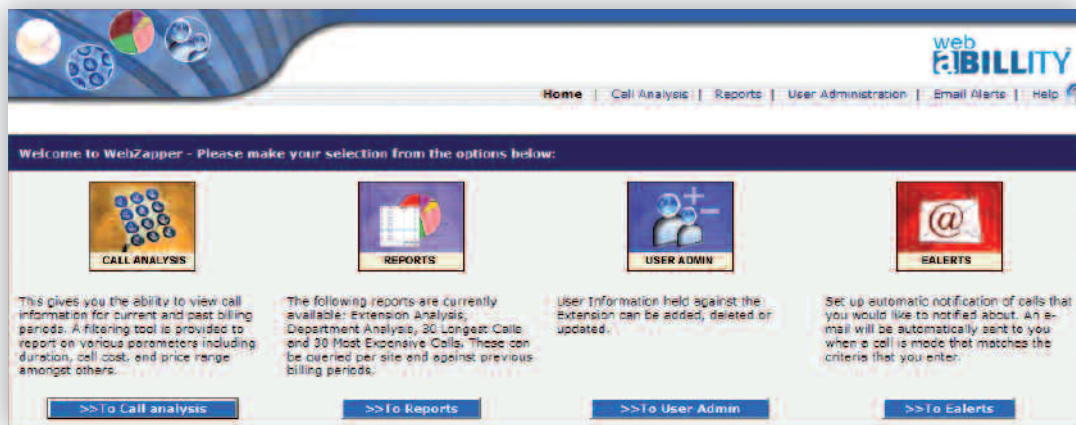
### WebaBILLity standard

Union Street also host a call analysis and reporting portal that is ideal if you do not wish to host your own web server. Call information is uploaded to the hosted WebaBILLity portal from aBILLity via FTP. WebaBILLity standard is an ideal low cost alternative to true 'real time' billing.

*WebaBILLity standard requires no internal set-up and provides a low cost alternative, all you need is internet access.*

### The WebaBILLity standard product offers the following functions:

- Call Analysis - gives end-user customers the ability to query their call usage based on user defined criteria
- Reports - there are a number of reports available to help customers manage their business and control costs
- User Admin – customers can add their own user names and departments for more meaningful reporting
- eAlert – management by exception alerts, which generate emails to the customer when certain criteria are met.



Webability Standard - home page

## WebaBILLity Pro technical requirements

To implement WebaBILLity Pro, a web server is required that has both public access and can also connect to the aBILLity database within the local network. Consequently you may wish to set up a 'demilitarised zone' (DMZ) perimeter network to segregate the WebaBILLity Pro web server from your internal network.

As the aBILLity database will be accessed from both inside and outside the organisation's firewall, SQL processor licensing is generally favourable, because this will authorise external users to access their data via the web. If in doubt, we recommend you seek Microsoft licensing advice from a reliable source. Union Street do not supply Microsoft products.

Basic server specification for the WebaBILLity Pro:

- Dual Core 2.4 GHz
- 4GB RAM
- 15 GB of free HDD space
- 32 or 64 bit Windows OS
- Windows 2000 (SP4) / Windows XP (SP2) / Windows 2003
- IIS 5.1 or later with ASP.NET 2.0 installed
- Windows Installer 3.1
- Access to existing aBILLity database server
- Access to aBILLity Invoice and Reports directory
- Static IP Address



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