

HBS billing application

HBS call detail manager is a powerful accounting and reporting application for Cisco Unified Communications Manager. Call charges can run through the system and being processed for report analysis.

The HBS Service will be run to process CDR data with related data in HBS program. To retrieve reports, you can use web browser on any compatible platform to access HBS report module on web server. The detail of report and other functions in HBS can be found in HBS User Manual Document.

Main Feature	HBS
Deployment	This product is included in the HBS Application Suite with all the other apps of the suite, available as a setup package for installation on any virtual machine/physical server or through a ready-to-deploy Virtual Appliance
Scalability	Up to 25,000 extensions per instance (physical or virtual). More available as special project.
Provisioning	Manual or automatic from CuCM via AXL or Microsoft AD, LDAP/OpenLDAP systems and CSV files. The Online Batch Interface is responsible via IP/TCP, SFTP, FTP
Types of Report	Extensions, departments, cost centers, costs, destinations, trends, client matter codes, costs, trunk and device usage. Each report can be customized with specific filters to show the needed data and info such as duration, time/date, cost, calling/called number and exported to pdf and csv. Personal and public reports available, new reports can be loaded.
Report Generate options	Each report can be configured based on <ul style="list-style-type: none"> • Daily/Weekly/Monthly • In Duration (Time/Day/Month/Year) • Extension (Original Number / Destination Number) • Total usage/ Total cost for each number • Incoming/Outgoing call • Per extension/device/trunk usage • Department usage
Globalized Dialing Plan (E.164) support	Yes
Tariff Management	Already includes up-to-date rates of major telcos and rats table can be customized according to line/number/operator code.
Management	Web-Based interface
Languages	English/Thai

Feature	Benefits
Media Storage and Management	<ul style="list-style-type: none"> • Controls user activity based on role (Authorized user/password), avoiding unauthorized operations • Retention policies provide storage for a configurable period, with automated deletion and purge on a rolling basis (for example, every day all recordings older than a specified number of days are deleted). • HBS can archive new and old call detail record(Raw Data) to secure FTP (SFTP) locations. The data are keep in text file or CSV format, allowing to recover the data capability. • The platform automatically upload the call detail record data from call control system or voice gateway include: <ul style="list-style-type: none"> • Extension • Trunk, Tie-line

Monitoring of telephony usage	<ul style="list-style-type: none"> • Display the usage of telephony by internal and external extension number. • Providing 3 call types reports (Outgoing, Incoming and Internal call). • Enabling a customise display of usage by call detail and call summary with the number of calls total and time. • Enables easy customization of call rate table on each number or call type.
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End users of the reports can modify the content by applying filter criteria to identify exceptions, formatting values. The available stock report templates are:

By usage :

- Based on Department, Extension, Trunk and Dial group.

By telephone traffic :

- Duration, Period of time/date, specify time/date, total calls, total time.
- The display report provides a canvas for grouping objects, such as charts and grids, to provide a comprehensive view of call statistics at a glance.

Stock Report

Platform Support, Compatibility, and Specifications

Consult the hardware and system software specifications for hardware and operating system requirements for compatibility and for additional product specifications.