



Call Rating (Pricing) Course

Web-Based, Instructor-Led

Course Description

A 1-hour course designed to educate system administrators about how Infortel® Select rates calls; the numerous options available to customize the rating of calls using the Infortel® Select software interface; and the relationships between a jurisdiction table and trunk/gateway facilities and users.

Course Cost

\$125

Product and Versions

This course is offered to customers with any version of Infortel® Select.

Course Content

Costing Overview

- ✓ What are tariff based rate tables and why they are needed?
- ✓ What is the difference between basic tariff based costing and custom based costing?
- ✓ Dedicated vs. Switched costing
- ✓ How is costing applied?
 - ✓ Trunks/Gateways
 - ✓ Overriding Call Patterns
 - ✓ Phone Number Translation
- ✓ Multiple costing schemes
 - ✓ Billing Classes
 - ✓ Fixed Charges
 - ✓ Taxes
 - ✓ Overhead Charges

Applying Custom Costing

- ✓ Configuration of Billing Descriptions
- ✓ Configuration of Overriding Call Patterns
- ✓ Configuration of Phone Number Translations
- ✓ Applying Billing Descriptions to Trunking/Gateways
- ✓ Applying Billing Classes to the Directory

Reporting With Special Costing

- ✓ Configuration of custom costing reports:
 - ✓ Billed vs. Base costing reports
 - ✓ Billing Classes filtered reports

Hands-On Lab Exercise:
Adding costing to the GUI,
Running filtered reports

Who Should Attend?

Any Infortel® Select user responsible for creating and distributing the reports.



Additional web-based training courses, including but not limited to:

- ✓ Advanced Report Course, covering more advanced topics, such as the use of email merge and the report portal delivery mechanism.
- ✓ Business Intelligence Report Course, covering call center metrics on non-call center calls.

Please contact the
ISI National Technical Assistance Center

at
800.326.6183

for more information.

Knowledge of custom costing and networking schemes, general report knowledge and directory database structure.