

## Quick Reference Guide: Trunks Database

The Infortel Select Trunks database lets you assign your trunk routes to facilities based on common billing features. For example, if you have several trunks that use a specific carrier, you may create a facility and designate a rating method just for them. The data source(s) you specified during the installation process will appear in the left pane of the **Trunks Database** screen.

If you have Cisco's CallManager Voice over IP (VoIP) system, there is a slightly different process and rationale in setting up your trunks database. With VoIP, each gateway can be thought of as a trunk, a group of gateways is analogous to a facility, and an entire IP network is equivalent to a data source. Calls within an IP network are local calls. Once Infortel Select collects call record data from Cisco's CallManager, it will convert them to standard CDR format, and rate and process them for reporting. Once the records are in Infortel Select, you can use all standard features, including call pricing, reporting, and report scheduling and distribution.

The Trunks database can be accessed either through a client/server system, or the Web. Please refer to the Web interface manual for more information on using the Trunks database on the web.

### CREATING A TRUNKS DATABASE

The Data Sources specified during the installation process will be displayed in the left pane of the **Trunks Database** screen, and is the highest level in the Trunks hierarchy. Below Data Source is Facility. A Facility is a group of Trunks that share a common rating method.

Before creating the Trunks database, it is useful to identify the Trunk Routes that share a common billing method and put them each into a separate Facility. Your choice of the name used for each Facility is important because those names will appear in Infortel Select choice lists and reports.

When adding a facility to a data source, you are able to select the country where the facility is located, as some countries have their own unique rate tables, billing descriptions, and call types. However, once a facility is created, the **Country** field cannot be modified. If you need to change the country, you must delete that facility and create a new one with the correct country.

**Note:** Infortel Select will not allow duplicate trunk identifiers in the same group.

### Adding to the Trunks Database



The Data Sources specified during the installation of Infortel Select are the highest levels in the Trunks Tree. Facilities are the next level down followed by Trunk Routes.

#### ADDING A FACILITY

Since countries have their own unique rate tables, billing descriptions, and call types, when creating a facility, you are able to select the country where that facility is located.

Usually, trunk members that use the same carrier are in the same facility; however, you may need to define more than one facility for each carrier if there are different types of lines, storage options, billing descriptions, etc., associated with some of the trunk members. Data for the line ID types and for the billing classes is loaded at the time your Infortel Select system is installed.

The first step in creating the Trunks database is adding a facility. To add one, follow these steps:

1. In the left pane of the **Trunks Database** screen, highlight the data source symbol  to which you want to add a facility.
2. Click the  button, and the **Add Facility** dialog box will appear.
3. In the **Facility Name**, type the name of the new facility. You can use up to 25 alphanumeric characters. This is a required field and within each data source, must be a unique name.
4. From the **Country** list box, select the country where the trunk is located.

**Note:** Once the new facility is saved, the country field cannot be modified. If you need to change the country, you must delete that facility and create a new one with the correct country.

5. From the **Line ID** list box, select the type of line to associate with the facility. Select one the following line IDs:
  - C/O - Standard Line
  - COA - Standard Line with Ans. Sup. (Answer Supervision)
  - DID - Incoming Line
  - Tie - Tie Line
  - SDN - Software Defined Network
  - SDA - Software Defined Network with Ans. Sup. (Answer Supervision)

**Tip:** You are able to define as many facilities for a data source as needed to logically sort line IDs for billing purposes.

**Note:** If you are setting up a facility to track internal calls, use **Tie** as the Line ID.

6. The **Billing Class** column contains the billing classes that were selected during the installation of the product. From the adjoining list boxes, select the billing description for the base cost and each of the billing classes for the facility.
  - The base cost is the actual cost of the call, and the system default for pricing.
  - Depending on the billing class selected, Infortel Select will, based upon the extension or extension range specified in the Directory database, or Account code specified in the Accounts database, calculate the billed price of the call using a different billing description.

**Note:** You must at least select a billing description for the Base Cost and Default Billing class names.

7. Click the **Check here if all long distance calls...** check box if your PBX requires you to dial "1" before a ten-digit call outside the home area code. If you check this box, then you must dial "1" before making calls outside your home area code in order for the system to rate them correctly.
8. In the **Home Area Code** text box, the area code for the selected data source is displayed.
9. In the **Area Codes** text boxes, enter other area codes that can be dialed with a seven-digit call. These text boxes hold all the area codes that you use to make local calls within a particular facility.
10. When you finish entering information, click the **OK** button. When you do this, the new facility is added to the Trunks tree.

**-or-**
11. If you clicked the **Continuous Add** check box, click the **OK** button and the **Add Facility** dialog box will remain displayed.

## TRUNKS DATABASE AND INTERNAL CALLS



In order to handle internal calls (calls within your IP Network), you must create a "dummy" Facility and Trunks group in the Trunks database. Set up the Facility with a Line ID of **TIE**. The Facility and Trunk group must have an IP address consisting of nines (9). Use the number nine to represent each digit of your extension numbering. For example, if you have 5-digit extensions, the IP address should be "99999".

### ADDING A ROUTE

The Infortel Select Trunks database lets you assign your trunk routes to facilities based on common rating methods. For example, if you have several trunks that use a specific carrier, you may create a facility and designate a rating method just for them.

Before creating a Trunk Route, it is useful to identify those routes that use a common billing method and put them each into a separate facility.

Once a facility has been created, you may add a trunk route to it. To add a Trunk Route, follow these steps:

1. In the **Trunks Database** screen, highlight the facility symbol  to which you want to add a trunk route.
2. Click the  button, and the **Add Route** screen will appear.
3. In the **Route Name** text box, type the name of the new route. You can use up to 10 alphanumeric characters. This is a required field and within each data source, must be a unique name.
4. In the **Route ID** text box, enter the ID of the route. The length of the ID depends on your PBX. This is a required field and within each data source, must be a unique name.
5. In the **Access Codes** text boxes, enter the access code or codes to be used with this route. For example, dialing 9 for an outside line is an access code.
6. In the **Member Range Start** and **End** text boxes, enter the beginning and ending numbers in the range of trunk members. These are optional fields, and the numbers do not have to be unique.

**Note:** In order to maintain accurate Trunk Analysis reports, the starting number must be lower than the ending number.

7. In the **GMT Offset** list box, select the time zone of the gateway's location.

**Note:** This list box only appears in a system using Cisco CallManager.

8. Select the **This Gateway's Time Zone** check box if where the gateway is located uses daylight savings time.

**Note:** This check box only appears in a system using Cisco CallManager.

9. When you finish entering information, click the **OK** button. When you do this, the new route is added to the Trunks tree.

-or-

10. If you clicked the **Continuous Add** check box, click the **OK** button and the **Add Route** dialog box will remain displayed.

### ADDING A ROUTE RANGE

If your PBX supports trunk routes (for example, Siemens or Mitel) instead of trunk members, you are able to add a number of routes at the same time.

To do this, click the **Add Route Range** button at the **Add Facility** or **Add Route** screens, and the **Add Route Range** screen will appear.

To add a range of trunk routes, follow these steps:

1. In the Trunks tree, highlight the facility to which you want to add the range of trunk routes.
2. Click the Add Route Range, and the **Add Route Range** dialog box will appear.
3. In the **Start** text box enter the first Identifier number in the range.
4. In the **End** text box enter the last Identifier number in the range.
5. Enter the Access Code(s), if necessary, in the appropriate text boxes.
6. Click the **Save** button, and the new trunk routes will appear in the Trunks tree.

### Editing the Trunks Database

To edit a level in the Trunks database, follow these steps:

1. Highlight the facility or trunk route in the Trunks database tree.
2. The chosen level will appear in the right-hand pane of the **Trunks Database** screen.
3. Make the desired changes, and click the **Save** button.

**Note:** Once a facility is created, the country field cannot be modified. If you need to change the country, you must delete that facility and create a new one with the correct

country.

## Deleting from the Trunks Database

When deleting a level from the Trunks database tree, **be aware** that all levels below the chosen level will be deleted as well.

To delete a level from the Trunks database tree, follow these steps:

1. Highlight the facility or trunk route in the Trunks database tree.
2. The chosen level will appear in the right-hand pane of the **Trunks Database** screen.
3. Click the **Delete** button, and a **Confirm Delete** message appears. Click **Yes** to delete, or **No** to cancel the delete.

**Note:** All levels subordinate to a deleted level will be also deleted!

## Undefined Trunks

Incoming or outgoing calls that don't have a corresponding trunk route ID in the CDR stream and in the Trunks database are considered undefined and will not be stored or priced.

To view these undefined Trunk Route/Member combinations, follow these steps:

1. In the **Trunks Database** screen, click the **Help** menu.
2. Next, select **Undefined Trunks**, and the **Undefined Trunks** dialog box will appear.

In this dialog box, you will see the data source the call came in on as well as the trunk route and member IDs (separated by a period). In addition, the date the undefined trunk was discovered is displayed.

**Note:** The trunks are listed in the following format: XXX.YYY where trunks (XXX) and members (YYY) are separated by a period.

If you want to define the displayed IDs, follow these steps:

1. Add the Trunk Route and Member IDs to the Trunks database.
2. Reprocess the raw data in DataManager (see below).
3. Rerun the Undefined Trunks utility.
  - If you click the **Purge List** button, you will delete the undefined trunks information. Usually, this is done after the calls have been reprocessed, or if you decide not to reprocess the calls at all.
  - If you want to print the information in the **Undefined Trunks** dialog box, click the **Print** button.

## Reprocessing Raw Files

Raw call records are call records in the original format received from the PBX. Infortel Select stores raw call records for a period defined by the user at the **Define Purge Schedule** dialog box.

To use this function, follow these steps:

1. At DataManager, click the **Processing** menu, select **Reprocess raw file**, and, if you are in a multi-client environment, a dialog box asking you to select the desired client from the list box will appear. Select a client.
2. The **Select One or More Files** dialog box will appear.
3. From the **Data Source** list box, select the data source for the raw file or files you want to reprocess.
4. Select the desired file(s).
  - To select more than one sequential file, highlight the first file in the series by clicking on it, and while holding down the **Shift** key, click the last file in the series.
  - If the files are not sequential, select each file while holding down the **Ctrl** key.
5. Click the **OK** button.





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