

Quick Reference Guide: VoIP and the Trunks Database

The Infortel Select Trunks database, using Cisco's CallManager Voice over IP (VoIP) technology, lets you assign your Gateways to Facilities based on common billing features. For example, if several Trunks use a specific carrier, create a Facility and designate a rating method just for them.

In a VoIP system, each Gateway can be thought of as a Trunk, a group of Gateways that share a common rating method is analogous to a Facility, and an entire IP network is equivalent to a data source. Calls within an IP network are internal calls. Once Infortel Select collects call record data from CallManager, it will convert them to standard CDR format, and rate and process them for reporting. Once they are in Infortel Select, you have the ability to use all standard Infortel Select features.

When planning your database with VoIP, it is recommended that each Gateway be in its own Facility.

ADDING TO THE TRUNKS DATABASE IN A VOIP SYSTEM

Adding to the Trunks Database in a VoIP system involves the following:

- Adding a Facility to a Data Source
- Adding a Trunk (Gateway)

Adding a Facility to a Data Source in a VoIP System

The first step in creating the Trunks database is adding a Facility. The Trunks database function lets you assign your Trunks to Facilities based on common rating methods. 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.

In the **Trunks** database screen, highlight the Data Source to which you want to add a Facility, and follow these steps:


1. From the **Edit** menu, select **Add** and choose **Add Facility** from the submenu. The **Add Facility** dialog box will appear. Here, enter an IP address in the **Facility Name** text box.
2. From the **Line ID** list box, select the Line ID type that you want to identify with that Facility relative to its Billing and Rate Classes.
 - Remember, you are able to define as many Facilities for a Data Source as needed to logically sort Line IDs for billing purposes.
3. The **Country** list box lets you select the country where that facility is located.
 - **Note:** Once a facility is created, the country field cannot be modified. To change the country, you must delete that facility and create a new one with the correct country.
4. In the **Billing Classes** area in the left side of the screen, double click in a blank cell of the grid, and a down arrow will appear. Click on the down arrow to select a Billing Description for the Base Cost and each of the Billing Classes for the Facility.
 - The Base Class is the actual cost of the call, and 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.
5. In the **Default Area Code for Local Calls** text boxes, enter the area code that is the default

for 7-digit calls in your area. These are the area codes that you use to make local calls within a particular Facility.


6. When finished entering data in the **Add Facility** dialog box, click **OK**.

Adding a Trunk (Gateway)

To add a Trunk (Gateway), follow these steps:

1. In the **Trunks** database screen, highlight the Facility to which you want to add a Gateway.
2. Click the  button to display the pop-up menu, and select **Add**.
3. Next, choose **Add Gateway**, and the **Add ID** dialog box will appear.
4. At this dialog box, enter the name of the Gateway in the **Name** text box. (This is required.)
5. In the **Gateway IP** text box, enter the IP address for this Gateway. (This is a required field.)
6. Enter the Access Code(s), if necessary in the appropriate text boxes. (This is optional.)
7. In the **ID ID:** text box, enter the number nine if this Gateway is used for internal calls. If this Gateway is not used for internal calls, it will be filled with a system defined number.
8. In the **GMT Offset** box, select the time zone of the Gateway's location.
9. Select the check box if the Gateway uses daylight savings time.
10. Click the **OK** button, or click the **Continuous Add** check box if you are adding more than one Trunk, and the dialog box will remain on the screen. When finished, remove the check mark and click **OK** to close.

EDITING THE TRUNKS DATABASE

1. Highlight the level you wish to edit in the Trunks Database tree.
2. Click the  button, or by right clicking in the screen to display the pop-up menu, select **Edit**.

A dialog box for the chosen level will appear allowing you edit that level.


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.

Deleting a Single Level



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

1. Select the level to be deleted, and click the  button, or press the **Del** key.
2. A Confirm Delete message appears. Click **Yes** to delete or **No** to cancel.

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

Deleting Multiple Levels

It is possible to delete more than one level at a time from a database tree.

- If you wish to delete sequential levels, follow these steps:
 1. In the database tree, highlight the levels in the right window by clicking the first level, and while holding down the **Shift** key, click the last level.
 2. Click the  button, or press the **Del** key.
 3. A Confirm Delete message appears. Click **Yes To All** to delete all of the selected levels at once, **Yes** to delete each individually, or **No** to cancel.
- If you wish to delete levels that are not sequential, follow these steps:
 1. In the database tree, highlight each level in the right window by clicking on it while holding down the **Ctrl** key.
 2. Click the  button, or press the **Del** key.
 3. A Confirm Delete message appears. Click **Yes To All** to delete all of the selected levels at once, **Yes** to delete each individually, or **No** to cancel.

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

THE TRUNKS DATABASE AND INTERNAL CALLS IN A VOIP SYSTEM

With a VoIP system, a dummy Gateway and Facility must be set up to handle only internal calls.

To do this, follow these steps:

1. In the Trunks database, create a "dummy" Facility and assign this Facility a Line ID of TIE. It is important to note that any digit pattern less than 7 digits and not going out on this TIE line will not be stored in the CDR.
2. Setup a Trunk (Gateway) and enter as many nines as there are numbers in your extensions in the **ID ID:** text box. For example, if your extensions have four digits, the ID address should be 9999.

UNDEFINED GATEWAYS

Incoming or outgoing calls that don't have a corresponding and/or an invalid IP address in the CDR stream and in the Trunks database are considered undefined and will not be stored or priced.

- To view these undefined IP addresses, follow these steps:
 1. In the **Trunks** database screen, click the **Help** menu, and select the **Undefined Gateways** menu item.
 2. The **Undefined Gateways** dialog box will appear.

In this dialog box, you will see the Data Source the call came in on as well as the IP address. Also, the date the undefined gateway was found is displayed.

- If you want to define the displayed IDs, follow these steps:
 1. Add the gateway and IP address to the Trunks database.
 2. Reprocess the raw data in Data Manager, and rerun the Undefined Gateways utility.



ISI, Inc.

1051 Perimeter Drive
Suite 200
Schaumburg, IL 60173
Phone: (847)995-0002
Fax: (847)995-0003
www.isi-info.com