



Telephony Manager 3.x/4.x Billing General

Training Course

Duration: 1 Day

This is a comprehensive course for OTM and TM users who will use the full suite of Telemanagement billing applications. Attendees will learn how TBS collects call data and costs it, how to import third party billing data and run consolidated reports as well as run basic Traffic reports and graphs based on CDR including what if scenarios based on a number of filter configurations.

Prerequisites: Basic PC and networking technology, basic understanding of telecommunications concepts.

Telecom Billing System (TBS)

- Overview of Collection and Costing Call Data
- Data Collection basics including Data Buffering and Access and Buffer Units
- Call Database viewing and editing
- Telephone Configuration Fundamentals
- Updating Rates, editing Location Books and adding taxes
- TBS reports including filtering and sorting, diagnostics and report specifics
- Corporate Directory tools
- Import/Export Utility
- Call Database Maintenance including archiving, purging and restoring data

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