Free Call Rating
User Manual

DTH SOFTWARE
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Overview

The purpose of this document is to explain the features and use of the DTH Software – Free Call Rating web-based service.

As its name implies, this is a free service offered by DTH Software, Inc. The service allows you to submit cdr via an HTTP call, the service will then rate and store the records which you can log in a run reports on afterwards.

This manual explains the use of the system. For details on how to integrate, please refer to our Integration Manual. Our system can accept call records from any switch that can make an HTTP call. If your switch is not capable of this then you may need a small script built to read your logs and submit the records to our service.

Sign up

Before using the system, you will need to sign up for service at www.freecallrating.com. At the time of this writing, the system not at production level however we are accepting requests for beta users. If you are interested in becoming a beta user, please submit a ticket with our Help Desk.

Sign in

Once you have your username and password, you can sign in at beta.freecallrating.com/login.aspx

Once signed in, you will be presented with the Information Center which will provide alerts for any prudent information.

Call Accounting

Package Setup

The first thing you should do after your first sign in is to set up your packages. A package is basically a collection a rates. You can have as many packages as you like.

To create a package, click Setup>>Call Accounting Rates from the menu. Enter a PackageID (short abbreviation), a package description and the number of digits to round calls then click Save.

To add/edit rates in this package, click the Edit Rates link in the package list.

Rate Setup

To add/edit rates for a package, click the Edit Rates link from the package listing on the Setup>>Packages form.

For each rate enter the following information and click Save.

Field	Description
RateID	This value is used to compare against the dialed digits to determine the rate. It can compare up to 15 digits meaning you can enter a rate for a specific number. Note: The '+' will be stripped from the destination number prior to rating. Examples: '411' can be its own rate. '44XXXXXXXX' would be its own rate. '44123XXXXX' would be a different rate.
Wholesale Rate	This is the wholesale rate (per minute) you are paying for the call. It can be used in reports to calculate profit for specific rates or packages. This field can take up to 5 decimal places. This field is optional. Leave it as zero if you are not using it.
Retail Rate	This is the retail rate (per minute) you are charging for the call. This field can take up to 5 decimal places. This field is optional.
Destination	This is the name of the destination dialed.
First Billing Interval	This is the minimum billable call length. Example: If you set this value to 30 but the call was only 20 seconds, it will rate the call as if it were 30 seconds.
Remaining Interval	This defines the length of the intervals after the first interval. Example: If the value is set to 6, all increments after the first interval will have a minimum value of 6 seconds.

To delete a rate, click the Delete link in the rate listing.

Account Setup

Once the packages are set up, you need to set up the accounts. An account is an individual, organization, division, department or any entity that has one or more extensions assigned to it. Costs associated with any extensions assigned to an account are rolled up to the account.

To set up an account, click Setup>>Accounts from the main menu. Enter an AccountID (short abbreviation), an account name and the email address. Once you have entered this information click Save.

You can delete an account by clicking the Delete link in the account list.

Extension Setup

To associate call records to an account the extension needs to be added to the system and associated to the proper account.

To create an extension click Setup>>Extensions from the main menu. Enter the extension, choose the proper account from the account list and the package. Click Save.

To delete an extension, click the Delete link in the extension list.

Rating Call Records

Call records are submitted by your switch or a script that reads your switch logs and submits them. However, you can test the rating by using the form in Utilities>>Test Call Rating.

We also have a list of pre-built integrations here.

The rest of this manual assumes you have some CDR in the system. If you do not yet have cdr in your account, you can log into the demo account

Reports

CDR Detail

To view rated calls in the system, click Reports>>Call Detail. The report will allow you filter call details by date range, account, accounting code and destination.

Unrated Calls

To view unrated calls, click Reports>>Unrated Calls from the menu. This will display all unrated calls as well as the reason why they could not be rated.

You have the option to delete individual call records or attempt to have all unrated calls re-rated.

The cdr rerating job will attempt to rate all unrated calls. This function can only be used once per day so we suggest correcting as many errors as possible before attempting to run the rating again.

Request a Report

New reports are added to the system as requests are received. If you would like to suggest a new report for the system, submit a ticket.