

Tiger Prism User Guide

Call Tariffs Module - Release 2018.R2



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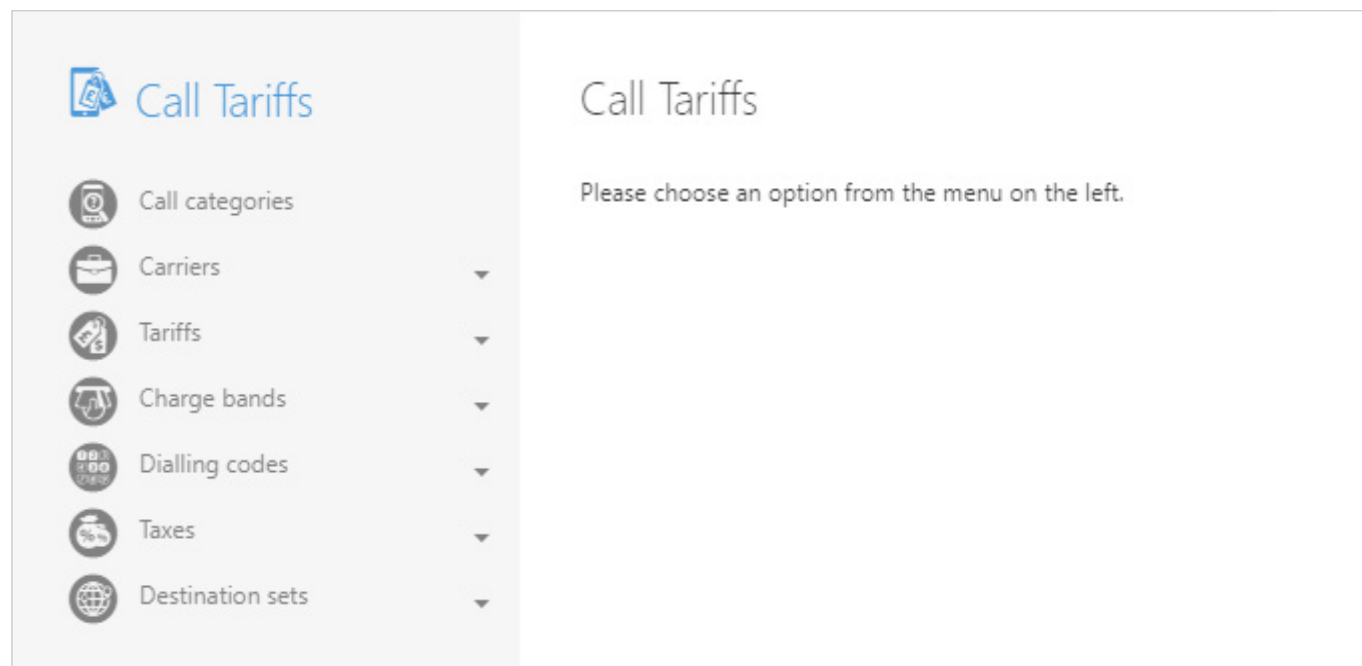
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Call Tariffs

Overview

To access the Call Tariffs module, either click the Call Tariffs tile on the home page, or click the Modules drop-down, and select Call Tariffs. Any queries relating to the addition or amendment of Tariff records should be directed to your Tiger Account Manager.

Once in the Interface, and depending on your access rights, you will be able to view, add, amend, and delete Fixed Charges and Tax configurations.



Call Categories

These define the Call Categories, in which calls are broken down e.g. Local, National, International, Mobile, etc. for reporting purposes. Click Call Categories on the left, and the current entries will be displayed.

Name	Short code	Usage count	Is user defined	
Free	F	877	×	
Local	L	930	×	
National	N	45234	×	
Mobile	M	21549	×	
Premium	P	39171	×	
Non Geographic Local	LR	7757	×	
Non Geographic National	NR	6950	×	
Directory Enquiries	DQ	1992	×	
Emergency Services	ES	2	×	

Please note that these would normally be added / maintained by the automatic process of importing Tariffs, but it is possible to add and make changes here if needed.

Click the 'Export' button to export the list to csv, or Excel.

Click the 'Add' button to add a new Call Category. A new row is inserted. Add a name and unique short code, and then click the 'Tick' to save.

Name	Short code	Usage count	Is user defined	
<input type="text" value=""/>	<input type="text" value=""/>	0	✓	
Special Rate	SR	1968	×	
Services	SE	2	×	
Satellite	SA	0	×	
Premium	P	39171	×	
Non Geographic National	NR	6950	×	
Non Geographic Local	LR	7757	×	
National	N	45234	×	
Mobile	M	21549	×	

Click the 'Edit' button against the corresponding entry to edit a Call Category. Click the 'Delete' button against the corresponding entry to delete a Call Category.

Note: Only user-defined Call Categories can be edited, or deleted.

Call Categories are assigned to dialling codes in other areas of this module, which will be covered later in this section.

Carriers

This lists any Carriers that have been added to the system, i.e. BT, Virgin Media or Private, etc.

Search Carriers

	Country	Name	Description
☰	Algeria	Algeria Telecom	Algeria Telecom
☰	Argentina	Argentina Telecom	Argentina Telecom
☰	Australia	Australia Telecom	Australia Telecom
☰	Austria	Austria Telecom	Austria Telecom
☰	Bangladesh	Bangladesh Telecom	Bangladesh Telecom
☰	Belgium	Belgium Telecom	Belgium Telecom
☰	Benin	Benin Telecom	Benin Telecom

Tariffs

Sets of Tariffs that have been set up on the system are shown here. For example, BT 2-year 10K, Virgin Media, and Orange. Any Tariffs in here can then be applied to Channel Groups, Departments, Extensions, etc. 'Tariffs' detail the Currency, default band, whether the prices include tax, and whether the Tariff is the default for the system.

Search Tariffs

	Name	Description	Type	Carrier	Currency	Default band	Destination set	Alternative tariff	Includes tax	Maximum jumps
☰	Basic	Basic	Time	Ecuador Telecom	USD	N			×	0
☰	Basic	Basic	Time	Cambodia Telecom	KHR	UNK			×	0
☰	Basic	Basic	Time	Japan Telecom	JPY	N			×	0
☰	Basic	Basic	Time	Belgium Telecom	EUR	UNK			×	0
☰	Basic	Basic	Time	Portugal Telecom	EUR	UNK			×	0
☰	Basic	Basic	Time	Mauritius Telecom	MUR	UNK			×	0

Tariffs are generally imported from a Tariff file created by Tiger, although the ability to create a Tariff manually is available here. 'Import' is an extra item available under the Tariff menu item. Click 'Import', and then 'Select import file' to browse to the Tariff file. The Tariff will be uploaded, scanned, and a summary presented.

Tariff Import

Check the Loading Errors tab for any issues the scan has picked up before you import the file. Some of these may be warnings about duplicate entries, etc. If there are no errors, click the 'Import Tariff' button in the bottom right-hand corner of the screen to complete the import.

You will be presented with an 'Additional Information' window, where you can set the Country and Currency for the Tariff, along with a rate of tax if 'Includes tax' is set to Yes.

A message will appear to inform you when the import has been successful. Click on the 'Continue' button, and your Tariff will show in the Search window.

Charge Bands

This lists the band names, descriptions, and the costs applied to them. The bands also have the Charge Periods settings applied, e.g. Peak, Off Peak, Weekends, etc.

Charge Bands, Band Rates, and Charge Periods control the charge applied to a call. Each Tariff contains several Charge Bands, and each Band contains a number of Charge Rates that are applied during specified Charge Periods throughout the day, and on which days of the week. For example, a National Charge Band may apply an Economy Charge Rate during weekday mornings, weekday evenings, and all day at the weekend. Reference is also made to holidays, as rates may vary at these times.

i Note: References will be seen to 'meter pulses'. Although these have largely been withdrawn, they remain for compatibility with those systems within, which they are still in use.

Search Charge Bands

Carrier country: United Kingdom | Carrier: British Telecom Std | Tariff: Business 1

Band name	Band description	Band alternative tariff name
1	IDD 1	
10	IDD 10	
11	IDD 11	
12	IDD 12	
13	IDD 13	
14	IDD 14	
2	IDD 2	
3	IDD 3	

When you first go into Search, under Charge Bands, you will need to select which Country, Carrier, and Tariff you wish to list.

Click the 'Show / Hide Columns' button  to show the tabs for Details, Charge Periods, and Audit.

Charge Band: 1

Details | Charge Periods | Audit

Country: United Kingdom

Carrier: British Telecom Std

Tariff: Business 1

Alternative tariff:

Name: 1

Description: IDD 1

Click the 'Next Page' button  to show costs applied to the Charge Band.

Name	Fixed fee	Rate value	Charge factor	Rate factor	Grace	Setup	Apply min	Min value	Apply max	Max value	Apply rounding	Round direction	Round to	Jump to rate aft
All Day	x	1.314	60	1	0	0	✓	3.679	x	0	✓	Up	2	0



50 items per page | 1 - 1 of 1 items

All charges are entered as a minor Currency decimal - Click the 'Details' button , and this will bring up a new window with all rate fields showing.

Commonly charges are applied on a per second basis, or to the next whole minute. The configuration further allows any rounding to be adjusted, Call Setup Charge, Minimum Call Charge, and Maximum Charges to be added, as well as subsequent rates. Currently these settings can only be defined by the Tariff import, and are not available for editing within the UI.

Dialling Codes

The Dialling Codes section displays dial codes (also known as area codes, or STD's) for a selected Tariff. For example, national towns, international numbers by country, mobile number ranges, international mobile number ranges, service numbers, and directory enquiries. Each Tariff has its own dialling code table.

Search Dialling Codes  

Carrier country: United Kingdom Carrier: British Telecom Std Tariff: Business 1

	Dialling code digits	Dialling code label	Call category	Band name	Band description	Band alternative tariff name
▶	+	International	International	14	IDD 14	
▶	+1	U.S.A.	International	1	IDD 1	
▶	+1204	Canada - Winnipeg	International	3	IDD 3	
▶	+1226	Canada	International	3	IDD 3	
▶	+1242	Bahamas	International	12	IDD 12	
▶	+1246	Barbados	International	12	IDD 12	
▶	+124623	Barbados Mobiles	International	IM12	Int Mobile 12	

Dialling Codes will be imported by the Tariff. The details for each Dialling Code, and their associated costs can be viewed in exactly the same way as [Charge Bands](#).

Taxes

View, add, or amend tax rates in this area.

Search Taxes ⊞ ⊞ ⊞ ⊞ ⊞

	Country	Tax code	Name	Tax rate
☰	United Kingdom	VAT	VAT 20%	20.00%

Creating a new Tax record

Complete the following fields:

- **Country:** Where the Tax rate is based.
- **Tax Code:** This needs to be a unique code, e.g. VAT.
- **Name:** Description of the Tax Code, e.g. Value Added Tax.
- **Tax Rate:** The percentage value to determine the tax rate.

Save the record, by clicking on the 'Save'  button.

Create Tax

Country

Tax code

Name

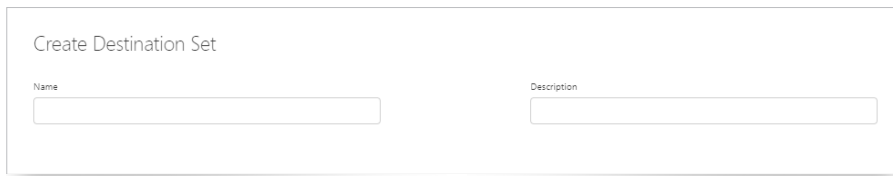
Tax rate %

Destination Sets

Destination Sets allow you to define custom labels for dialled numbers, so that Reports or Analytics show specific results when those numbers call, or are dialled. For example, you can add individual mobile numbers labelled with their users. Destination Sets have no effect on the costing of calls.

Create

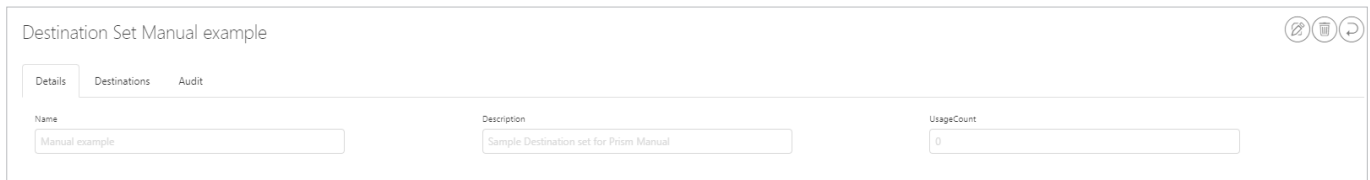
To create a Destination Set, choose search, and then click the 'Create' button . Give the Set a name and description, and click 'Save'.



The 'Create Destination Set' form contains two input fields: 'Name' and 'Description'.

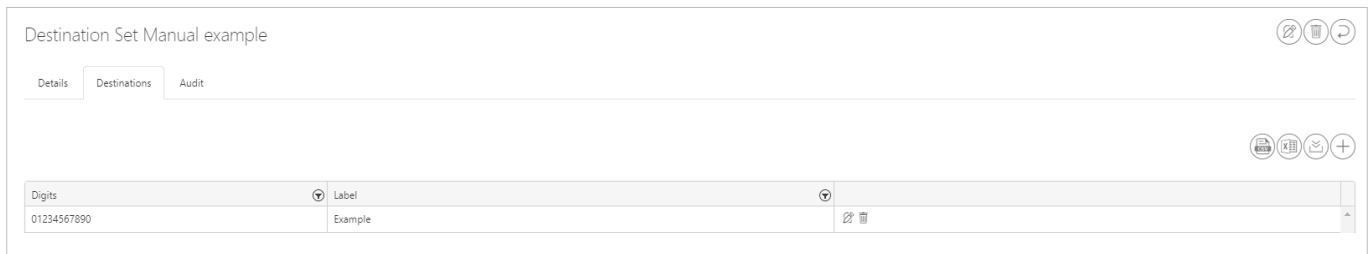
Edit

To edit an existing Destination Set, click the 'Details' button  to the set's left. Once you have created or selected the Set, you will see the details page.



The 'Destination Set Manual example' details view shows three fields: 'Name' (Manual example), 'Description' (Sample Destination set for Prism Manual), and 'UsageCount' (0). It includes tabs for 'Details', 'Destinations', and 'Audit'.

The details tab shows the name and description, as well as how many Tariffs the Set is assigned to. The destinations tab is where you review, or add the numbers and labels to the Set.




The 'Destinations' view shows a table with columns 'Digits' and 'Label'. It contains one entry: '01234567890' with label 'Example'. There are icons for adding, deleting, and refreshing entries.

Digits	Label
01234567890	Example

There are two options available to populate the set; manually or by csv import.

Manual population

Click the 'Create' button  to insert a new entry, then enter the digits and label, and click the 'Tick'  to confirm.



The 'Destinations' view shows a table with columns 'Digits' and 'Label'. It contains one entry: '01234567890' with label 'Example'. There are icons for adding, deleting, and refreshing entries. A new entry is being added with a 'Digits' field containing '1' and a 'Label' field containing 'Example'.

Digits	Label
1	Example
01234567890	Example

Once an entry is in, you can edit or delete it with the controls to the right of the row.

Import from csv

To import digits, you need two fields of data.

- ▶ Digits must match the dial plan being used, and must not contain any duplicates.
- ▶ Description should contain no more than 50 characters. If commas are present, you must quote delimit, as shown below. A header is required for the two fields 'Digits' and 'Label', as without an accurate header, the import will fail.

Example import file:

Digits, Label

07714451431, Ed Deal Mobile

07801762202, "Jan Johns, Mobile"

Once you have imported, you must associate the Destination Set with a Tariff. Go to Tariffs – Search, and edit the Tariff you wish to assign the Destination Set, and select it from the drop down menu.

Edit Tariff: Private

Details Audit

Tariff type: Time

Default band: Free

Name: Private

Destination set:

Description: Private

Includes tax: No

Currency: Pound Sterling (GBP)

Maximum jumps: 0

Alternative tariff:

Carrier: Private

▶ To find out more about the Tiger Solution go to www.tigercomms.com
