TELCOware
Datasheet

TELCOware Billing

all pieces in one for an assertive management

Editions / Features	Description
Calendar	
Add task/appointment	The calendar application is a powerful tool for organizing appointments, tasks, meetings, etc. Data is displayed in a very nice and organized way for easy everyday usage. Point and click on the desired date or an existing task in order to add, edit, or view tasks.
CMS	
Pages	Pages are the part of TELCOware where you will put the content which will be available for users on the client side. Options such as add/delete pages, manage content blocks, change page, and content block properties, their ordering, permissions and many other are available here.
Content blocks	Every page in the CMS is built from content blocks. Here you can build the client side of your website, by using our own templates or building your own with the CTTP template engine.
Applications	When you want to create a content block you can choose between Applications. Choose between: Articles, Calendar, CMS, Contacts, CRM, Links, Accounts, Web Editor, Products & Services and Billing.
Pages Permissions	This option allows setting which account types or specific users can access the edited page from a browser.
Ordering	These option displays an advanced view of page ordering of all website pages. Changes can be made by selecting the current order next to a page, or with the up and down arrow buttons, and hitting the “save” button.
Templates	In TELCOware you can use some of the predefined web templates. Template names like: Paris, New York, London, etc are offered, and you can choose color for template, import Logo image, etc.
Bespoke	Bespoke design allows custom coding and template images design. Once on this page, a list of available templates will be displayed along with file name, purpose, and size. For the template engine, we are using CTTP template.
Files Manager	The files section has been designed to allow an easy and fast way of managing your website’s files. These files could be images, docs, html, php, etc.

Editions / Features	Description
Contacts	
Contact Details	With this option you can edit or view contact's informations. This informations usually consist of company's name, address, bank details.
Bank Addresses	Although bank account details are collected during the TELCOware Setup Wizard, this section enables double check for bank account details, because bank account details users will use when they make payment for services and products that you sell.
Submited contact us data	This button opens location where all messages sent via Contact Us form are displayed.
CRM	
Projects	This section displays all available projects as well as other useful commands. The project presents temporary action taken for the creation of a product or service. Being temporary means that the project has a start and end date. Every project is unique and contains one or more tasks.
Project managers	Project manager is a person who controls all resources of the project.
Project assistants	In created ticket or task, project manager can include project assistants.
Tickets/Tasks	This location displays a list of tasks as well as other useful commands for your manipulation. A task represents a set of instructions required to be done. When accessed from the Tasks menu, Tasks from all Projects are displayed and sorted by Priority in descending order by default. When accessed from Projects only Tasks for the selected Project are displayed.
Reminders	The reminders popup window opens by itself once inside the CRM application. It represents the most convenient way of accessing active tasks. Task title, action, and snooze options are provided here.
CRM filter	The CRM filter uses standard configuration files and database configuration parameters. Configuration files are changed only once, usually when installing the CRM filter; there is no special need to change these files frequently.
Email templates	In this subsection you can change email templates. There are variables in form %VARIABLE-NAME%. Variables will be substituted by real values when a message is generated.
Unsupported files	Files that are not to be stored permanently.
Unsupported domains	Here you can see the list of unsupported domains.
CRM remainder email templates	The following templates will be used for the message produced by this CRM reminder.
Approval Dates	These are several variables used in the template: - Auto approval - Auto complete
Accounts	
Account details	The Account Details subsection provides Account information and options to edit the account, create a New Invoice, and instant login to the system as an account user. In account details you can see precisely listed and enumerated details concerning the user's account.
New invoice	Here you can create New Invoice for selected account. For new invoice fill the product name, quantity of the product, price for the product and select aproprtiate tax type and tax group.

Editions / Features / Accounts	Description
New quote	New quote can be created here. Fill the product name, quantity and price for product, and select aproprtiate tax type and tax group.
Account members	Account Members are third parties connected to the user's account. If a support ticket is raised, for example, all account members connected to this profile will be able to follow the support thread, or depending on configuration to get billing informations.
Credit / Debit history	A user account can be given, or be stripped of, a certain amount of billing funds. These funds are used for paying purchased products and services. Credit/Debit history shows history of Credit or Debit for the user.
Balances (account and PBXware extensions)	Account balance for user are displayed here. Available fieds are "Customer Account Balance" which represents equality of totals in the debit and credit sides of an account. "Available Customer Funds" displays funds that are present and ready for use at the moment.
Orders	Requests for products or services are displayed at this location. They can be filtered by date or status.
Invoices	Lists of charges for used services are displayed here.
Invoice CSV	Clicking on the Download CSV you can download invoices in CSV format.
Quotes	List of quotes are displayed in this section. Download CSV is also available in this section.
Credit notes	Here you can see Credit notes related to this acoount.
Payments	Sums of money paid for products or services are displayed at this location.
Statements	Written records of account happenings are displayed at this window location.
Statements CSV and PDF	You can download displayed statements in a CSV format or PDF format.
Outstanding balances	This subsection displays the outstanding balances for a chosen period.
Support tickets list	In support ticket you can see list educational and problem-solving assitance to account users. Tickets can be filtered by entering the subject or by status.
Support ticket add	Option to create new ticket is available. When you create new ticket you can choose team that will receive that ticket, you can enter subject of ticket, description, add attachement, etc.
Subscriptions services	In subscription services field all subscribed services are displayed here. Possibility to create new Subscription service is also provided here.
Pos Groups	Used for Call shop
Call shops	Used for Call shop
DIDsa	DIDs are used to point all incoming calls, that come over trunks, to specific system destinations. TELCOware has possibility to display all system DIDs.
Call records	Call records field displays list of calls.
Saved carts	When placing an order, the user can save a shopping cart and come back to it later (to finalize all required steps). The user's saved carts are displayed here.

Editions / Features	Description
Accounts	
Call spend all accounts (CSV download)	Display details concerning the call spending. You can filter it for certain period of time. or you can display call spending only for specific currency. You can also download list as CSV.
Messages	TELCOware can send various notifications to account users. A list of all sent messages can be seen in Messages section.
Account types	Subdivisions of user accounts, displaying Account Type, Edit, and Delete options, are located here. This location is displayed when the Add new type or the Edit button is clicked. From here, Account type options can be edited.
Email templates	Email templates are used for creating generic notification messages for various TELCOware events.
Statements all accounts (CSV)	List of written records of happenings on all accounts in TELCOware.
Acc. Manager report	List of reports that are showing sales of all Account Managers for selected period of time. Reports can be filtered per date, per account manager or additionally per currency. This report also allows you to get involved invoices and credit notes in specific month and Account Manager by clicking blue links.
Debtors report	Debtors report lists all overdue accounts. The report displays customer's Account name (Company) and when you click on it, a default email application will open with filled From and To details to make it easy for you to chase payments.
Products & Services	
Categories	Categories represent a collection of things that share a common attribute. A Category can hold other categories (called sub categories) and Items as well. An unlimited number of categories and sub categories are available for adding. Although Products & Services are mostly used for displaying products, news articles, archives, and other data can be assigned to them as well.
Category images	After you edit product, you can click on Images tab. Options for setting small and large category pictures are available. You can choose image, image position, background color, etc.
Category Terms & Conditions	Clicking on Terms & Conditions you can write terms and conditions in text editor, and save it.
Full HTML description	Available tabs are Description and Further description. In Description enter a small item details description, and in further description enter more detailed description. This text will be displayed when the "read more.." link is clicked.
Products	Products are one of the most important parts of TELCOware, because billing is based on them. Without properly setting up products and services, we can't have the billing system running.
Products HTML description	Editing the product, there are options to describe the product. Clicking on the Description and Further Description tabs, we can describe our product.
Products images	Options for setting small and large product's pictures are available. Small image appears next to a product, and large one appears after clicking on product.
Products taxes	Editing product, it is possible to see or add/edit tax type in "Taxes" tab.
Products Addons	This location allows configuration of add-on options.
Products Pricing	Priceing and Ordering provides options for adding product prices, discounts, and list of already existing prices.

Editions / Features	Description
Products & Services	
Products price per User type	Possibility to add different prices for different users is also provided. When you want to add New Price, you can define different price for end user, commercial price, price for public sector, reseller, wholesale, etc.
Products price per Currency	You can define product's price in different currencies.
Price types: one time fee & monthly	The price term should be set per month, if we want to charge this item montly, or we we can leave as Default, if this is a one time price.
Products Setup & Close fee	When you define new price for product you can also specify setup and closing fee for that product. If you don't want to charge, Setup and Closing fee should be set to 0.
Products Discounts	For certain product, you can create discount. You can create discount for all currencies, or specific ones, for certain quantity of product, and also define setup and closing fee discount.
Call credit	When you create or edit your product, check box for Call Credit is given, you can check it if you want to use call credit, or uncheck it.
Billing	
Orders	The orders section displays all orders placed by account users. These orders are displayed in the "last received" order and a comprehensive search facility is available.
Order PDF	Using PDF tab, you can open or save Order in pdf format.
Order print	Option "Print order" is used to print the order.
Invoices	The invoices section is directly linked to all the orders placed. Each invoice corresponds to an order by its number. Comprehensive search is also available. Clicking on the Description' and Account fields will show further details about the invoice or the account holder.
Invocies CSV	To download invoice CSV, "Download CSV" option is available.
Invoice Email	After you open one of the Invoices, you have the ability to email invoice. Just click on "Email" but-ton, and your invoice will be emailed.
Invoice Print	To print Invoice, you just need to click on "Print" option.
Invoice CDRs (PDF)	Option "CDRs" is used to open CDR in PDF format.
Invoice PDF	To open Invoice in PDF format, click on PDF button.
Invoice Create Credit Note	Creation of credit note is done via Invoice. In Credit note box add note and reason which can be one of the following: Error Correction, Non-Payment, Cancellation, Other
Invoices Print Multiple invoices into one document	TELCOware gives the possibility to merge multiple invoices into one. You can do it by using Print Invoice form
Invoices Credit Notes	In this section you can see all created credit notes for all invoices.
Credit Note PDF	After one of the credit notes is opened, "Credit Note" option is available. by clicking on that option you will open edited credit note in PDF format.
Quotes	In section Quotes, you have the ability to see the list of quotes.
Quotes CSV	To download list of Quotes in CSV format, click on "Download CSV" option.

Editions / Features	Description
Billing	
Payments	The payments section lists all of the payments made by account users and sorted by the last received payment with the standard search option included. Clicking on the Description and Account fields will show further details about the payment or the account holder.
Payments vendors	You can choose using payment vendors like: PayPal, Moneybrokers, Linkpoint, etc.
Outstanding balances	This location is used for tracking and monitoring outstanding balances.
Tax report	Here you can see the list of "Total" outstanding balances and "Taxes" for selected time interval.
Direct Debit processing	Direct debit is used for automatic bank payments. This is done by downloading a CSV file (we will credit all accounts) and submitting it to the bank, after which we will get the rejected transactions. These rejected transactions will be needed to upload again to remove credit from the accounts with unsuccessful payments.
Subscriptions	If we are going to sell product and services with recurrent pricing, we have to create Packages, which will be used for creating subscriptions. Every item added to a package should have a recurrent price. Add-ons to these items may have recurrent and one-time prices. The general subscription page is used for searching and monitoring subscription packages.
Subscriptions Packages	The packages subsection is used for adding, editing, and deleting subscription packages.
Subscriptions Report	Report used to get invoices related to subscriptions and filter them using following filters: Date, Currency, Acc Manager, Status, Company, Package
Subscriptions Service plans	In this section all existing service plans are shown. Possiility to add Service Plan is available here too.
Subscriptions Outstanding	This subsection is used for searching, displaying, calculating, and billing outstanding subscriptions.
Subscriptions Outstanding Run and Bill Now	Run option calculates the recurrent calculation of invoices. Bill now option is used to send invoices to the customers, after the recurrent calculation is done.
Mediation	Mediation is used for billing from external CDRs. These CDRs can be gathered from Switch which is pointing on FTP, PBX Trunk or PBX Multi User.
Report Invoice, Payments and Other	In Report Live section various reports are generated to provide valuable information to management on financial situation through specific time period, related to invoice, payments and credit notes. You can follow in real time all billing tasks graphically displayed.
Custom and predefined Overdue days with email notifications	TELCOware also support sending Ovedue emails after specific or predifined time intervals.
Single Invoice: Combine multiple invoice into one per account	To combime all customer's recurrent invoices into one you can use option "Single Recurrent Invoice".
Custom decimal places	To select decimal places in order, use the option "decimal places"
Custom billing day	To select the billing day of the month, use the "Montly Billing Day" option.
Multiple Currencies	The system is able to accept unlimited currencies. However, the system has to have a "base" currency from which other currencies will take its value using the exchange rate value.

Editions / Features	Description
Billing	
Multidimensional taxes for every country	Taxes in TELCOware are matched on the customer or TELCOware location (Settings in Billing -> Settings ->General). So we must make proper tax types to achieve the best results, because depending on the text type we will create taxes.
Taxes: Groups with CSV download/upload	Adding a new tax into this tax type is done by clicking on the link Add new tax in this tax type. Another and faster way to add and edit taxes is to download the csv file, fill the fields with tax data, and upload it again to the proper tax type.
EU tax	You have the possibility to define if the tax is EU VAT tax.
Tax on tax	When adding new tax, you can choose to enable or disable tax on taxed price.
Tax on fees	Possibility to set tax on fee is also provided in TELCOware.
Shipping	Shipping allows adding an unlimited number of shipping methods as available from various shipping companies worldwide.
Email templates with varibales	Email templates are used for creating generic notification messages for various shopping cart events. Here you can configure what subject ot text you would like to send to the users when new order is made, etc.
Latex PDF templates	You can use already existing PDF templates, or configure in way that suit your needs.
PDF templates in multiple languages	You can choose language for templates. If your desired language is not in the list, you can add new language.
Telephony: Connect with PBXware	In this subsection external switches can be added, modified, or deleted. To add an External PBX, click on the green Add button at the top. To edit the telephony switch, click on the Edit button on the right side.
Numbering ranges for USA and Canada	In Numbering Ranges section you can see the list of numering ranges for USA and Canada.
Preferences	
Timezone	The Server Timezone is set from this location. Select your zone under Timezone and click the Save changes button. The Server and your time zones will be displayed below.
Default appication	All available applications are displayed here. Applications are displayed with two options, one round and one square. The round one is for selecting only one application and the square one enables the selection of two or more applications that are to be displayed. If 'Default' is checked, all available applications are displayed.
Site Settings	
Users	A list of user names, email addresses, and command buttons is displayed. Users listed here are actually persons who are allowed to enter and use the site manager.
Users Groups	Organize and manipulate administration staff, create groups, etc. using this panel. The applications user group can see and access it set as administrator.
Date time Settings	Date/Time settings is used to set the proper date/time format throughout the system interface.
Updates, wizard and services	This section allows a shortcut to the licensing screen. It is useful if a license upgrade needs to be performed and access to the TELCOware update page is needed.
Date time Settings	Date/Time settings is used to set the proper date/time format throughout the system interface.

TELCOware

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Vision Statement

We Unify Communications!

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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