SpeechBill Call Accounting Solution

Web based call accounting solution which provides intelligent tracking of all voice communications. SpeechBill can generate detailed reports on telecom usage automatically or on demand and helps organization to calculate and disperse the cost to individuals, departments, cost-Centre's and customers. SpeechBill helps you to measure the performance of your telephone infrastructure and services using present and historical data.

General Prerequisites

Recommended Hardware Specification:

- Server/ PC specification and its availability.
    - Ensure it's having minimum Dual core processor/4 GB RAM/ 150 GB HDD
    - Windows OS 32 or 64 bit- Win 7 Pro, Win 8.1 Pro, Server 2008, Server 2012.
- Enable IIS on the server.
- Assign one Static IP to PC / Server.
- Provide the technical contact from your side to liaise with.
- Refer the below document for the configuration in Avaya System.

Following information to be collected from the Customer for the configuration of SpeechBill

- Extension Numbers.
- Name of User / Employee ,
- Company, Division,Department, Section to which each extension belongs to.
- Details of any specific Tariff plans available for them
- Trunk IDs as configured in Avaya system, and mention if the service providers are different (Du , Etisalat) for each trunk .

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Avaya IP Office Configuration
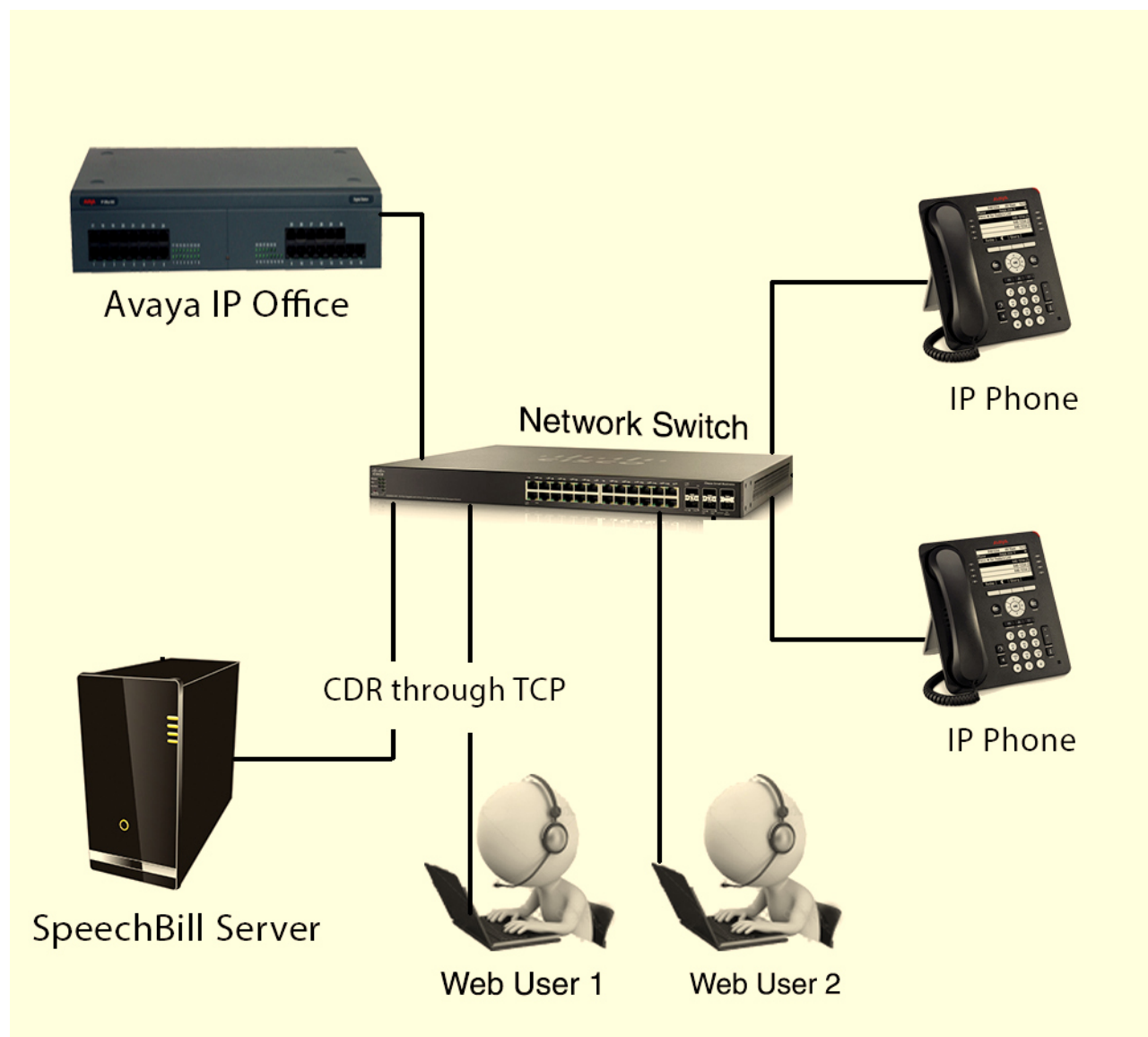
This section provides the procedures for configuring CDR in

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Avaya IP Office 500 V2 . All configuration changes in Avaya IP Office are performed through the IP Office Manager Software. These steps describe the procedure used for the Avaya IP Office 500 V2. All steps are the same for the other Avaya IP Office servers unless otherwise noted. An Avaya IP Office is configured to generate and send the CDR records to the IP address of the SpeechBill server over a TCP socket connection. For this configuration, the CDR link is configured to originate from the Avaya IP office Server.
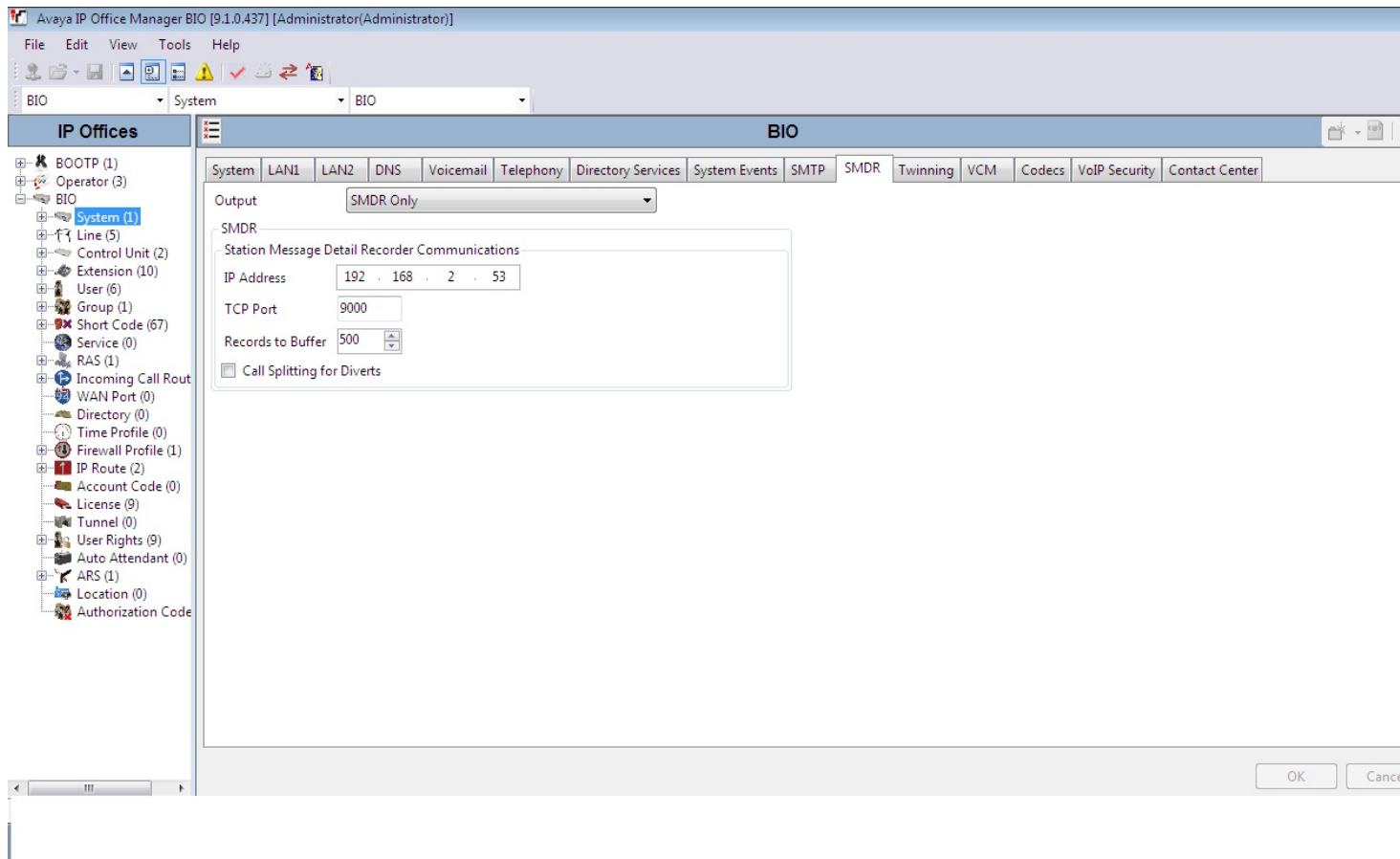
As shown in the above diagram , On the Avaya IP Office Manager window, double-click on System from the left panelConfiguration tree. On the right panel, select the SMDR tab. In the SMDR window set the following; Select the Output as SMDR Only. IP Address as the IP address of the SpeechBill Server. Enter TCP port as 9000. Records to buffer 500.