



IP BILLING

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1 IP Billing

1.1 Introduction

Engage IP Billing allows you to charge for voice calls over the Internet. This is highly valuable as it enables a website or content operator to rapidly and easily monetise spoken content.

Any charge can be set on a per minute basis within the Engage system by the system administrator and different charges for different services or contacts can be delivered in the same Engage environment.

Engage IP billing can support training, on-line education, technical support, consultancy, or any service delivered using voice.

Services can be deployed and discontinued at will and pricing can be changed instantly.

If required and as part of a product sale or support process Engage accounts can be credited with a pre-payment for support calls on an ongoing basis.

Please note:

- ! Engage IP billing requires a pre-payment from your End Users or a an established credit agreement with the Voice Commerce Group for the provision of services.
- ! Revenues that are generated using the Engage IP billing services are settled on a monthly basis and are subject to the Engage IP billing Licence and Terms of Use.

1.2 Terms of Use

Operation of the Engage IP billing services is subject to the Engage IP Billing Licence agreement, terms and conditions. It is you sole responsibility as service operator to legally comply with any applicable regulations concerning content, copyright or consumer legislation in countries that you provide Engage IP billing services into.

In the UK, OFCOM and ICSTIS are fully informed of the Engage IP billing services and its operations and have raised no objections to its operation which must comply to The Engage published IP Billing Licensed Terms and Conditions.

2 IP Billing

To access the Engage IP billing administration system you must have appropriate administration approvals, and have executed the Engage IP Billing License to operate the service.

2.1 Creating an IP chargeable account

From the administration menu, shown below, enter the User ID or email address for the account that will create a chargeable call.

When a user calls this account the operator of this account will have the ability to convert the call in progress to a chargeable call at the charge rates set by the administrator.

2.2 Setting the IP chargeable rates

Once you have accessed the correct account, open the call charging tab and this will display the tables as shown below.

Description	GBP	EUR	USD
Lesson	11	17	22
New rate			

In this example a lesson is shown in the first table with charge rates in 3 currencies. These are the rates that your end user customers will be charged.

To create an entry click on NEW RATE and type in the description of the chargeable services and then enter the charge rates that you intend to use.

When you confirm you will be asked to re-confirm that the rates are correct and if you re-confirm then the account is then configured with the services descriptions and rates.

The account that has been enabled to operate IP chargeable calls must log in and log out to update the charging tables on the Engage client software. If you do not log in or log the call charging options will not be available or updated as appropriate.

You can chose you can set three currency charge rates and these are fixed and not linked to the Engage foreign exchange conversion system. You are responsible for setting the pricing and making any additions if exchange rates alter.

2.3 Multiple services from a single operator

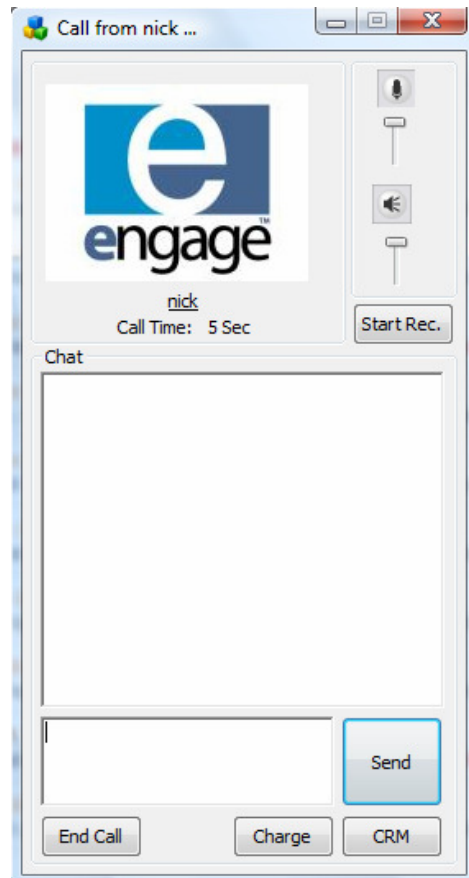
You can multiple services with different charge rates per account and up to a maximum of 5 entries per account to allow a single operator to deliver a range of different services or charges.

The screenshot displays the 'Admin' interface for 'User 52'. The 'Call charging' section is active, showing a table with columns for 'Description', 'GBP', 'EUR', and 'USD'. The table contains three rows: 'Lesson' (GBP: 11, EUR: 17, USD: 22), 'Training' (GBP: 12, EUR: 8, USD: 10), and 'New rate' (all rates are empty). An 'Update' button is located below the table. To the right of the table, there is explanatory text: 'Charge rates are per minute and are in the minor unit for that currency (e.g. for GBP the rate is in pence per minute, for USD it is in cents per minute). To remove an entry, set the rate to zero. The users charge options will be updated the next time they login.'

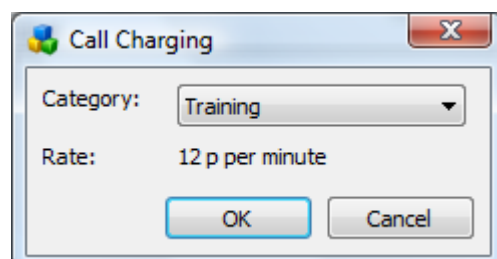
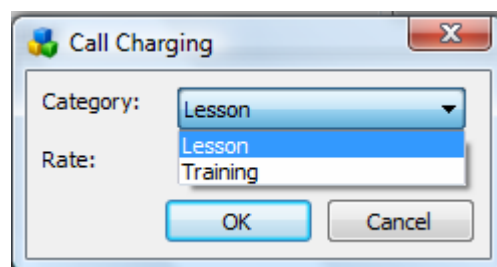
Description	GBP	EUR	USD
Lesson	11	17	22
Training	12	8	10
New rate			

3 Operating Engage IP Billing

Once an account has been configured to operate Engage IP billable calls a new button CHARGE will appear on the incoming call window as shown below.

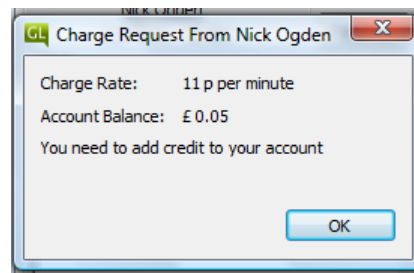


Once it has been determined that the caller will accept the charge clicking on the charge button will display the services and charging rates as shown below:

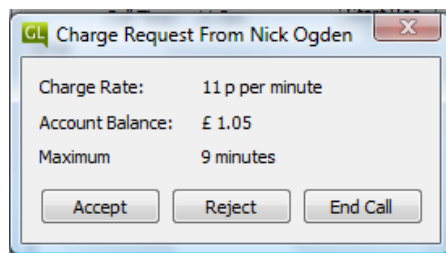


3.1 Callers view

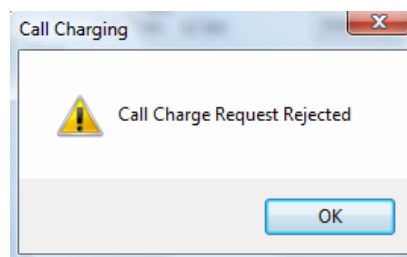
When a user has agreed to pay for a call the following window will appear:



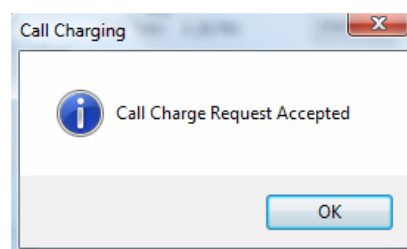
And in this case the user can see that they need to add funds to continue the call. When they click OK no charging acceptance is sent through the system and the person operating the call will have to wait whilst credit is added to the account or the caller calls back. If the user account has funds in it the following window will appear informing them of their funds balance and call duration and funds can be added to an account whilst a call is in progress:



Clicking reject sends a message to the operator informing them that the call charge was declined:



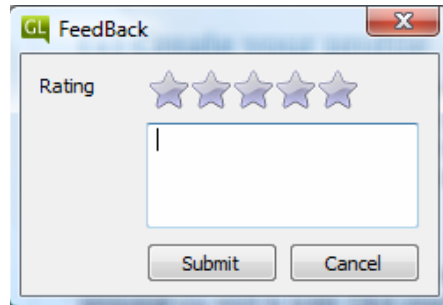
By clicking accept a message is sent to the operator informing them that the call was accepted and is now being billed.



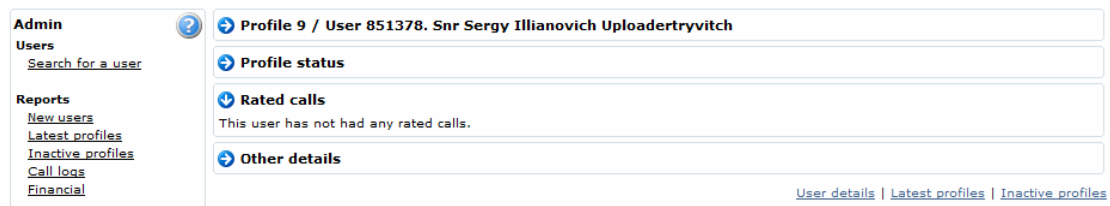
Click the end call button cancels the IP billing process.

4 Quality Control and MIS

After each billed call has been completed a feed back form is displayed that allows a star rating to be completed and text comments to be inserted.

A screenshot of a 'Feedback' dialog box. The window has a title bar with 'GL Feedback' and a close button. Inside, there is a 'Rating' section with five stars. Below the stars is a text input field. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

These comments can be reviewed by the administrator by clicking on the rated calls tab in the profiles or administration section.

A screenshot of a web application interface for user management. On the left is a sidebar with 'Admin' and 'Users' sections. The main area shows a user profile for 'Profile 9 / User 851378. Snr Sergy Illianovich Uploadertryvitch'. The 'Rated calls' section is expanded, showing 'This user has not had any rated calls.' There are also links for 'User details', 'Latest profiles', and 'Inactive profiles' at the bottom right.