AVAVoIP
VoIP Turn-key Solution

AVAVoIP is a carrier-grade VoIP turn-key solution created from ground up to meet the challenges of the today's dynamic VoIP world. The system enables service providers to gain flexibility in all areas of the billing process: pricing, rating, invoicing, settlement, balance management, reporting, revenue assurance and accounting. AVAVoIP is available as a turn-key solution (integrated with Asterisk and Yate) and as a service (as a Cloud and an On-premise solution).

Core components

Rating
This component provides advanced real time CDR rating functionality. AVAVoIP relies on a proprietary high performance rating engine to process a very high volume of transactions in real time. Core features include manage multiple tariffs and destinations tables, simultaneously connect switching equipment from multiple vendors, manage multiple subscriber accounts, access account call history, download rated CDRs, etc.

Billing
This component enables billing and invoicing based on metered call records, recurring charges or one time charges. Features include manage multiple subscriber plans with billing and payment terms, manage dynamic and static billing cycles, payment grace period and penalty fees, prepaid and postpaid service, standard billing - connect fee, disconnect surcharge, initial intervals, increment intervals, advanced billing– week and weekend, peak and off-peak, tariff start and end date, flexible billing – critical balances, credit limits, min balance to make calls, invoice generation and automation, enhanced account management with billing activities: balance, account credit and debit, invoices and transactions, call authorization parameters etc.

Custom Charges
This component enables management of custom recurring or one time charges. Features include create, modify, copy, delete custom charges, set up multiple purchase items with minimum and maximum purchase caps, customize charges triggers: on account creation, on invoice generation, daily, allows proration of charges, several charges can be added for every plan – set up fee, monthly fee, others.

Charge Triggers
The functionality allows for defining event driven dynamic charge triggers when various system objects are purchased in the system such as number, voicemail, lines etc.

Members
The component provides a mechanism for granular distribution and sharing of services among members within the account context and enables easy and flexible implementation of various business cases – residential, enterprise etc.

Numbers Management

A flexible Numbers (DID) and TollFree numbers management and Number distribution functionality which allows importing telephone numbers from multiple carriers and selling them to end users. Calls to purchase numbers will reach end user devices, will be forwarded to PST numbers or will be directed to voicemail. The functionality enables rating of inbound calls to numbers as well as carrier cost reconciliation.

Call Forwarding Rules

Enable routing of inbound calls to Numbers or TollFree numbers within account context enabling easy implementation of various flexible call forwarding business cases – Follow Me, Voicemail, P2P etc.

Usage Counters/Subscriptions

This component enables the usage of custom volume and occurrence counters. Features include create, modify, copy, delete usage counter, support for both per minute or per occurrence usage counters, assign Usage Counter Tariff to rate calls, manage counter tax base, reset usage counter value.

Access Numbers

The component allows for charging calls based on the IVR access number the call was made from. Charges can be metered by minute and added to total call cost.

Subscription Plans

This component enables the management of different customer billing plans. The subscription plan is the offer extended to the customer. It associates usage with tariff tables, custom charges, taxes and usage counters. The system supports unlimited number of subscription plans which can be assigned to many user accounts.

Currencies

The component allows billing in multiple currencies from a single AVAVoIP system. It enables service providers to sell services internationally. Administrators can change currency view of various reports with a click of a button. The system reports everything in base currency for easy accounting and reporting.

Taxation

This component enables the management of the most complex taxation cases. Core features include manage a database of tax locality jurisdictions and prefixes, create, modify, copy, delete taxes, specify up to 4 tax levels, manage tax jurisdiction which provides authority to specific tax levels per tax, use variable or absolute tax calculation base - a percentage rate or a flat rate, defined custom tax determination criteria based on: Bill-to-number, Call-from-number, Call-to-number.

Split Usage Charges

This component enables call rating by multiple calling zones. Core features include possibility to define up to five call zones - Local Calls zone , Local Toll Calls zone, Local Distance Calls zone, International Calls zone, allows ANI based billing of Toll Free numbers.

Destinations

The component enables consistent naming of call destinations throughout the system. Administrators can granularly manage destinations. Destination groups can be used for features such as call blocking.

Reports

This component provides crucial information about the business activities managed by the system. Reports are grouped logically in categories based on their content. Revenue Assurance Reports provide information about financial transactions and account critical balances. Usage Reports provide historical information of the voice traffic on the system. Trend Reports allow for easy visual trends analysis of the service usage. Performance reports track best/worst performing customers, carriers, destinations, and agents. On Demand Reports allow the management of on demand sessions in real time. Agent reports provide full information for the activities of Agents. Configuration Audit Reports allow users to control the settings of the system. Activity Log reports track the actions of the different users of the system.

Routes Costing

This component provides priority based routing to determine provider costs. The functionality feeds cost information to enhance the revenue assurance reporting. Core features include define multiple VoIP Carriers, define provider tariff rates tables, calculate metered termination costs and profitability.

Routes Provisioning

The component allows for configuring priority based routing and provisioning 3rd party switching equipment and route costing. The functionality abstracts the routing mechanisms from the underlying switching equipment thus allowing simultaneous provisioning of multiple switches. Core features include define multiple VoIP Carriers, determinate providers' gateways or network nodes, upload or export provider tariff rates tables, manage egress translation sets numbers, compare routes through routes prioritization, define route prioritization mechanisms: longest match, priority, cost, quality, provision 3rd party VoIP switching equipment.

Route Sets

This component enables the grouping of multiple routes from various providers and thus allows comprehensive route prioritization mechanisms based on longest match, priority, cost, quality. Core features include tariffs and endpoints from a number of carriers are combined in Route Sets, easy management of routes and their routing tables, every account is assigned one route set to terminate its calls.

User Roles and Privileges

This component enables granular management of user access privileges. AVAVoIP implements a role based access control (RBAC) model to restrict access to system features for authorized users only. This approach allows creation of multiple custom user roles with most granular definition or access permissions to specific objects or activities.

Agent commissioning System

The component allows access to powerful partner commissioning functionalities. Core features include manage commissioning for agents, define custom granular commission structure, track and audit agent activity, generate Agent settlement reports.

Web Services API

This component allows management of all aspects of the accounts functionality via web services interface. Core features include option for 3rd parties to develop their custom CRM systems on top of the system, secure WS abstraction layer for remote account management via XML.

Partitions

This component enables creation of application partitions for different resellers. Core features include providing for tiered billing, custom reseller branding, etc.

Subscriber CRM Portal

This component allows end-users to access the system through a web portal with the username and the password that are set up for their accounts. Core functionalities that are accessible through the CRM portal are call history, download CDRs, plan details, rates, balance, transactions, download invoices.

YATE Interconnect Application

This component enables prepaid and postpaid wholesale interconnect business models. Utilizing the capabilities of YATE the system provides great value for a gamut of VoIP business models at minimum cost. Core features include real time call authentication, authorization, and accounting, multiple call authentication mechanisms, SIP/H323 translation, real time priority based routing with hunting of up to 5 routes.

Asterisk Prepaid Card Application

This component enables prepaid calling card services based on Asterisk. Core features include PHP based AGI application for real time AAA Prepaid Calling Cards call authorization and billing, real time call authentication, authorization, and accounting, PIN-less (ANI,DNIS) authentication.

Asterisk Callback Application

This component enables callback services based on Asterisk. Core features include PHP based AGI application for real time call back authorization and billing, web/ANI/email/sms2email triggered callback, Generation and billing of 2 calls, connect to external database for authentication and authorization. Web Services API is used as a base for CRM module implementation.

Asterisk Routing with Call Authorization

This component enables wholesale termination based on Asterisk. Core features include Asterisk real time engine patch, implements real time routing with multiple priorities. Separate CRM module shave been developed to address needs for residential or enterprise end users.

Asterisk Voicemail

The component enables seamless integration of Asterisk Voicemail features within the context of AVAVoIP. The component allows service providers to sell Voicemail services for enterprise or residential accounts.