Infozech Software

Infozech Software Inc. is a next generation telecommunications solution provider for Customer Care and Billing (eBiLL) and Inter-Carrier Account Settlement (ICAS). eBiLL is Web-enabled and provides Internet access for customer self-care and customer service representatives, including significant new functionality for multi-services—voice, data and content—based convergent billing. ICAS enables long distance carriers and resellers to rationalize termination settlement costs with accuracy.

eBiLL and ICAS software applications are targeted at Internet telephony, local, long distance, and Internet service providers to make dramatic improvements in their business processes and new product offerings. Infozech is an ISO 9001 certified privately held company with its US headquarters in Virginia, USA and development and operations center in New Delhi, India. For further information on Infozech and its products, please visit www.infozech.com.

eBiLL 5.5 Customer Care and Billing

The eBiLL 5.5 Customer Care and Billing product suite includes all of the components necessary for customer care and billing for a telecommunications or next generation service provider.
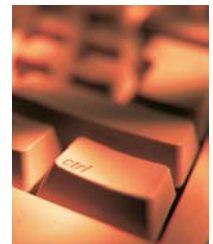
The application is Web-enabled and client server-based. The product is highly scalable and reliable. It supports multiple services that are necessary in today's convergent telecommunications, IP voice telephony, and Internet service provider environments.

The eBiLL applications are client server-based, where the data or information is contained in a centralized database on a server and the user interfaces reside in the workstation. The application can be used in a single computer, in a local area network (LAN) environment, or over the Internet for the Web-enabled interfaces.

Customer Care and Billing Modules

- Prospect and Customer Management
- Rate Plans Management
- Agent Management and Care
- Promotion Scheme Management
- Charging and Discounting
- Billing and Invoicing
- Accounting and Payment Processing
- Reporting and Analysis
- Security and Administration

- Calling Card Services
- Mediation and Provisioning
- Credit Card Processing
- Web Interface for Self Care & CSR
  - Prospect Capture
  - Customer Profile Change
  - CDR View
  - Invoice Payment
- Carrier Cost Comparison
- Trouble Ticket Management

eBiLL 5.5 Key Features and Functionality

eBiLL 5.5 is a feature-rich billing and customer management solution for telecom companies and ISPs offering services such as IP billing, wireless, Internet services, local telephone service, long distance service.
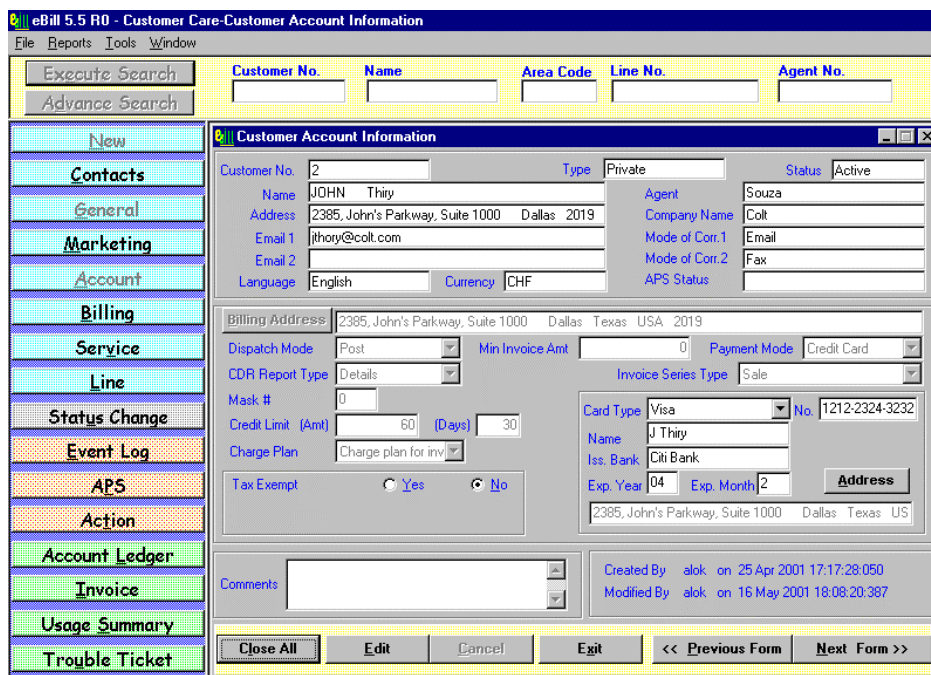
Features
- Multi Services
- Multi Lingual
- Multi Currency
- Multi Mediation
- Multi Invoice Layout and Presentation
- Prospect Management
- Integration with
  - Credit Card Payment
  - Direct Debit
  - Directory Services

Functionality
- Auto Notifier and Scheduler
- Exception Handlers
- API for Data Extraction
- Handles Retail and Wholesale Customers
- Hot Billing
- Configurable Audit Trails
- Flexible Rating, Charging and Discounting

The eBiLL 5.5 Customer Care and Billing software is tailor-made to cater to the needs of service providers which manage or plan to manage both retail and wholesale customers.

For details of the several modules included in eBiLL 5.5 Customer Care and Billing, as well as details on the modules that are optional additions to the base application, please request a copy of *eBiLL 5.5 Customer Care and Billing–Product Overview*.