



# VanillaIP Uboss Automation



Uboss is a web based portal that acts as a management overlay across the VanillaIP network for Resellers and End Users.

Its real power is in providing a single, centralised portal for all service assignment and billing, greatly reducing the Reseller customer service burden. In this way it has a critical role in simplifying the provision of new users on the system by combining all the elements that are required to deliver the specified service to the customer. The key capabilities of Uboss can be summarised as follows:

- Portal based Centralised Billing and Provisioning
- CDR and SDR Rating
- Reseller and Customer Self Service
- Customised Reseller Bundles
- Management of customer Pre-Pay and Rental licences
- Automated IP Phone Configuration
- Phone Number Management – Geographic, Non Geographic and International
- Automatic Device Fulfilment
- WLR 3 and ADSL Service Provision
- Billing can include non-VanillaIP services
- Fraud Protection – Credit limits automatically applied to client extensions and groups

The design philosophy behind the Uboss has been to help Resellers deploy users quickly, provide options for how they go to market, give them a unique product offering and to reduce the customer service overhead as far as possible.

## Customised Reseller Bundles

For white label partners all portal branding, invoices and other customer facing elements will reflect the Reseller branding. VanillaIP will be invisible. We provide a complete, award winning telephony solution presented as user packages with additional user and group services. Uboss allows white label partners to combine these in any mix to create a unique Partner presence in the market.

This degree of flexibility underpins the VanillaIP proposition of allowing Reseller Partners total freedom in creating customised bundles and pricing. This can also include non VanillaIP services, such as System Maintenance, to allow Resellers to create bundles that best complement their existing product portfolio and customer profile.

### Key Message:

- Reseller Partners create their own service bundles and pricing
- Complete white label service

## Centralised Billing

Billing customers accurately, on time and at the correct rate is naturally important, not just in terms of goodwill but also in minimising support calls and rework back from customers. Uboss combines all costs related to delivering service in a single place. There are no longer separate ADSL, BT, maintenance and external software invoices. Everything is managed through Provisioning. Customers are able to access invoices online with separate summary and department breakdown analysis.

### Key Message:

- All costs in one place
- Online customer invoices and cost analysis
- Tiered access for customers
- Automated audit of WLR3 and ADSL services for Resellers

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## Customer Self Management

All customers are different and their appetite for self management will vary. For some, the ability to simply enter a MAC address to replace a faulty handset will be sufficient, while others will want the ability to port their own BT numbers and roll out sites and users autonomously. Uboss offers a hierarchy of access for end users to administer moves, changes and access billing information. Encouraging customers to self manage, and giving them the tools to do so, is essential in further reducing the Reseller support costs in servicing their user community.

### Key Message:

- Varying degrees of customer involvement
- Intuitive Provisioning interface

## Automated IP Phone Configuration

Your sales team has sold a customer 20 seats? OK, let's get them connected. Once the user details have been entered and the appropriate services have been assigned, the MAC address for each phone is entered for the appropriate user. At this point the Provisioning System sends a config file to the VanillaIP FTP server. As soon as the phones are connected to the Internet they will pull down their config file and become live with their DDI number, hunt group membership and other services assigned to the user. The only requirement on the handset is to have the FTP server address, username and password entered.

### Key Message:

- Phones ready for connection and use as soon as the user is on Provisioning
- Greatly simplified rollout

## Centralised Service Management

All VanillaIP services are available on a Rental basis, where 30 days disconnection notice is required, or 3, 5 and 7 year pre-pay. Resellers can create their own contract durations, for example 12 months, where Uboss will manage the contract duration. Pre-pay customers can still run rental services as required. Provisioning provides a single interface from which all these customer services, including analogue lines and broadband, can be activated and deactivated. This includes managing all cease orders for WLR3 and other optional XML based services the Reseller can deploy and also covers pro rata billing for part month services.

### Key Message:

- Uboss will manage various customer billing options
- WLR3 services can be ordered through Provisioning, also on 30 day contract
- Provisioning will manage activation and deactivation requests for all services

## Customer Billing Options

For resellers that have their own billing system we can provide SDR and CDR records for the Reseller to generate invoices. Alternatively, we can produce and send hard copy invoices with the reseller logo.

### Key Message:

- CDR and SDR records available
- White label printed invoice service available