



MidaBilling for Hospitality

1. Overview

Mida eFramework is an UC application Suite providing various services for VoIP networks. Within the eFramework UC App family there are several services including features specifically designed to best reach particular vertical sector's needs. One vertical sector of interest is hospitality, where modules like billing and voice mail include specific features addressing Property Management Suite (PMS) integrations, room services, guest room telco features, and lobby features. This datasheet introduces Mida Billing features for Hospitality.

2. Solution Architecture

MidaBilling is a web-based billing system for VoIP networks. It is based on an open modular architecture, allowing to obtain a full and completely customizable documentation, both for single and multi-site or multi-property environments.

The powerful and professional architecture is based on advanced tools, allowing the solution to be scalable and with high performances. Its report engine and configuration flexibility bring MidaBilling to be one of the best billing tools currently available on the market.

MidaBilling database is generated calculating the CDRs' billing information collected from the IP-PBX system. The data are periodically collected, stored in the database and used to process call costs and analysis, thanks to the Advanced Reporting Engine.

The reports are extremely flexible and customizable with filters to fit as best as possible customers' needs. As a matter of fact, customers' can configure them from the easy to use web interface. Reports can be automatically sent to any person in the organization via email, allowing staff to check them, no matter where they are.

It can completely integrate PMR/PMS solutions like Oracle Micros Fidelio Opera, providing outgoing call costs estimations and other information.





3. Features

FEATURE	YES/NO	NOTES
Web GUI	YES	
Language:		<i>Other languages can be uploaded</i>
- Italiano	YES	
- English	YES	
- Español	YES	
- Portuguese	YES	
Aggregated Data Dashboard	YES	
User secure login/logout based on username/password	YES	
Different access roles	YES	
Tracking Option (monitor users' traffic)	YES	
Call accounting & PMS Integration	YES	
Call Reporting	YES	
Scheduled Reports (email and/or shared drive)	YES	
Multiple IP-PBX Handling	YES	<u>Supported platforms</u>
CDR Collection, local Storage and Processing	YES	
Flexible Attributes Extension Association	YES	
Customizable Attribute Names and Values	YES	
Assign Attribute Values to an Extension for a specific Period	YES	
Call Cost Estimation Based on Duration and Configurable Rates	YES	
Rate Aggregation	YES	
Assign Rates to a Call Type (mobile, local...) and to a Carrier	YES	
Include Answer and Tick Time (second or minute) Costs in the Rates	YES	
Multi Time Costs Threshold Configurable	YES	
Multi Time Zone and Countries	YES	
Multi-Currency	YES	
Multi Carrier Cost Tables	YES	
Specific day rate	YES	



Enabled/Disabled Rates Time Lapse	YES	
Configurable Rate Types (e.g. toll free, mobile, local, internal, international...)	YES	
CDR-based Call Detailed Reports	YES	
CDR-based Call Detailed Reports with Estimated Call Costs	YES	
Multi-level Report Aggregation	YES	
Multiple Aggregation Filters	YES	
Number/Extension Filter	YES	
Caller and/or Called Number Filter	YES	
Call Type Filter (incoming, outgoing, internal, transit)	YES	
Attribute Filter	YES	
Rate/Rate Type Filter	YES	
Call Duration Filter	YES	
Cost Filter	YES	
Currency Filter	YES	
PDF, CSV, DOC or XLS Report Export	YES	
PDF or CSV Report shared directory	YES	
Support of external DB based on MS SQL Server 2008R2 and later	YES	
Support of external DB based on MySQL	YES	
Telco Rates import/export in CSV format	YES	
Third Party Real Time Interface Integration	N/A	<i>On project basis</i>
Dedicated custom reports	N/A	<i>On project basis</i>