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CALL CAPTURING AND BILLING SYSTEM

A PROJECT REPORT PRESENTED BY
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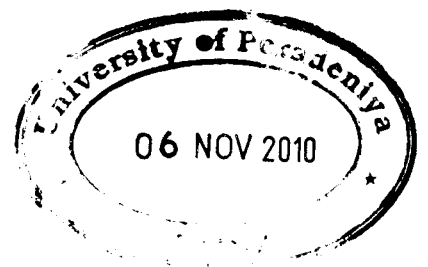
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CALL CAPTURING AND BILLING SYSTEM

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This document describes the effort taken to address one of the issues faced by many companies and organizations, when they provide internal and external calling facilities to their employees.

Most of companies and organizations provide phone extensions to their employees. But they don't have proper way to monitor and manage those phone extensions. So it becomes a cost increasing factor. To capture extension details some of companies and organizations are using office switching systems (PBX – Private Branch Exchange, PABX – Private Automatic Branch Exchange) to control their telecommunications. But a PBX system does not provide detailed reports about phone extensions. It just gives details about a particular call.

This project was designed with the intention of providing a solution to the above problem. The project mainly focuses on providing a call capturing and billing system which captures all calls details and developing advanced reporting module to view many type of bill reports. The report describes how the system is developed, the methodology and processes that used in order to develop the system.

A separate simulator was designed to test the system. This simulator simulates a calling activity and resulting reports shows the results are accurate to given parameters (provider's tariff rates).