



  
**Cradle-CBS**  
*A Billing Software*

**(CBS – Call Billing Software)**

This document gives an overview of the functionality and features of a complete solutions.

**For further information, please contact us.**

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## CBS (Call Billing Software)

Cradle introducing complete software for Office Call Billing. CBS can give you lots of features, which are as follows: -

- ✓ User wise rights declaration by Super User.
- ✓ Capture Data from PBX(BPL, Siemens, LG, Samsung, Coral, Panasonic, Matrix etc.) through RS 232 or IP.
- ✓ Multiple STD/ISD Table.
- ✓ Extension Grouping Department Wise.
- ✓ Trunk Grouping.
- ✓ Access Codes.
- ✓ Extension details like (Extension No. Card No., Tag Block No., Pair No., DB No. and MDF Pair No.)
- ✓ Import calls record from any Machines ASCII data.
- ✓ Reprocess Calls, Exporting Calls to Excel for E-Mail.
- ✓ Telephone Directory, Working and Non-Working connection list.
- ✓ Call Status – Incoming/Outgoing, Local/STD/ISD, Party Wise, Extension Wise, Date Wise Total Calls, Called No. Wise, City Wise, Department Wise, Minimum/Maximum Duration Wise and AOC comparison.
- ✓ AOC Auto correction.
- ✓ Window Based, Multi User.

## STD/ISD List

### STD/ISD List

STD Code 
STD Code Not 
City Name 
State Code 
Rate1 
Rate2

All
 Rate1=AOC
 Rate1 <> AOC
 Rate1 < AOC
 Rate1 > AOC
 All
 Rate2=AOC
 Rate2 <> AOC
 Rate2 < AOC
 Rate2 > AOC

All
 ISD
 STD
 Local
Query

STD Code	City Name	Main City	State Code	Rate1(Pi	Rate2(Pi	Full Rt.	Time To	Time	Special	No.Dont	Update	AOC	Rate1	AOC	Rate2	Mi
29	LOCAL			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
30	RELIANCE			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
32	RELIANCE			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
39	RELIANCE			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
4	AIRTEL								<input type="checkbox"/>	<input type="checkbox"/>						0
50	AIRTEL-FIXED LOC			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
51	AIRTEL-FIXED LOC			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
52	LOCAL			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
55	TATA-FIXED LOC			180.00	180.00				<input type="checkbox"/>	<input type="checkbox"/>						0
56	WLL TATA			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
92	TATA MOBILE			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
93	LOCAL MOBIL			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
94	MOBILE			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
9510	BIHAR MOBILE			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
96	MOBILE			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
97	MOBILE			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
98	MOBILE			60.00	60.00				<input type="checkbox"/>	<input type="checkbox"/>						0
9889	JAGWANT			5.00	5.00				<input type="checkbox"/>	<input type="checkbox"/>						0

Rate1 
Rate2 
Replace
Min. Rate1 
Min Rate2 
Replace

Tick Amt.Only
Untick Amt.Only
Tick Amt.Also
Untick Amt.Also

Blank AOC
Update with AOC
Repl all Dont Updati
Print
Delete All
Close

## Extensions Master

**Extensions Master**

Phone No.  Working

Name  IP Address  Computer

STD Table  Group  ACD Code

Import AOC  Bill Intercom  Use Minute Based Plan  Incoming  STD  ISD

**Extn. Hardware Details**

Card No.  Tag Block No.  Incoming Connection

Pair No.  DB No.

MDF Pair No.

**Call Usage Details**

Used Amt.  Used Calls

**Monthly Budgeting Details**

Use Budgeting  After Mode

Monthly Amt

Jan Bal Rs. <input type="text" value="0"/>	Feb Bal Rs. <input type="text" value="0"/>	Mar Bal Rs. <input type="text" value="0"/>	Apr Bal Rs. <input type="text" value="0"/>
May Bal Rs. <input type="text" value="0"/>	Jun Bal Rs. <input type="text" value="0"/>	Jul Bal Rs. <input type="text" value="0"/>	Aug Bal Rs. <input type="text" value="0"/>
Sep Bal Rs. <input type="text" value="0"/>	Oct Bal Rs. <input type="text" value="0"/>	Nov Bal Rs. <input type="text" value="0"/>	Dec Bal Rs. <input type="text" value="0"/>

## Call Log Filter Options

Call Log

Phone No	<input type="text"/>	To	<input type="text"/>	<b>Report Type</b> <input checked="" type="radio"/> Call List <input type="radio"/> Date Wise <input type="radio"/> Hourly <input type="radio"/> AOC Comparison <input type="radio"/> Extn Wise <input type="radio"/> Extn Wise Short List <input type="radio"/> Pulse Wise Extn Report <input type="radio"/> Extn/Called No. Wise (S.List) <input type="radio"/> Extn & Date Wise <input type="radio"/> Extn History <input type="radio"/> Group Wise <input type="radio"/> Group/Extn Wise <input type="radio"/> Trunk Wise <input type="radio"/> Called No. Wise <input type="radio"/> City Wise Summary <input type="radio"/> Transferred/Account Code Calls <input type="radio"/> Called No. Short List <input type="radio"/> Pulse/City Wise <input type="radio"/> Agent Code Wise <input type="radio"/> Agent Code Wise Summary <input type="radio"/> A/C Code Wise <input type="radio"/> Cost wise A/c Summary <input type="radio"/> Duration wise A/c Summary <input type="radio"/> A/c Code Wise Summary
From Date	01/01/2000 00:00:00	To Date	30/07/2011 13:43:56	
A/C Code	<input type="text"/>	To	<input type="text"/>	
Agent Code	<input type="text"/>	To	<input type="text"/>	
STD Table	<input style="border-bottom: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text"/>	Group	<input style="border-bottom: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text"/>	
Trunk No.	<input type="text"/>	Trunk No. To	<input type="text"/>	
Trunk Group	<input style="border-bottom: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text"/>	Called No. Len	<input type="text" value="0"/>	
Called No.	<input type="text"/>	Max.Durn.	<input type="text" value="0.00"/>	
Min.Durn.	<input type="text" value="0.00"/>	To	<input type="text" value="0.00"/>	
From Time	<input type="text" value="0.00"/>	City Name	<input type="text"/>	
On Time	<input type="text" value="// : :"/>			
Call Type	<input type="text" value="0"/>			

<b>Call Type</b> <input type="radio"/> Incoming <input checked="" type="radio"/> Outgoing	<b>AOC Option</b> <input checked="" type="radio"/> All <input type="radio"/> Equal <input type="radio"/> Not Equal <input type="radio"/> Call < AOC <input type="radio"/> Call > AOC	<b>Called No. Type</b> <input type="radio"/> Local <input type="radio"/> Intercomm <input type="radio"/> STD <input type="radio"/> ISD <input checked="" type="radio"/> All <input type="radio"/> STD/ISD <input type="radio"/> Missed Call <input type="radio"/> Transferred Call <input type="radio"/> Outgoing at Incoming Conn. <input type="radio"/> Local/STD <input type="radio"/> Incoming
<b>For</b> <input checked="" type="radio"/> Own <input type="radio"/> Party	<b>Print Mode</b> <input checked="" type="radio"/> Preview <input type="radio"/> To Printer <input type="radio"/> Excel	
<b>Call Detail</b> <input checked="" type="radio"/> All <input type="radio"/> Call Detailed		

## Call List Data Wise

30/07/11 Page 1

**CRADLE SOFTWARES**  
CALL STATUS OF ()  
From 01/01/00 To 30/07/11

SlNo.	Date and Time	Extn. No.	Called No.	City Name	Trunk Group	Durn.	Pulses	Call.Amt.	M.Amt.
1	12/03/09 12:51:14	2145	2144	BSNL-FIXED LOC	2144 IT	0.04	1	1.00	0.00
2	12/03/09 12:51:58	2145	2144	BSNL-FIXED LOC	2144 IT	0.04	1	1.00	0.00
3	12/03/09 12:53:31	2145	2144	BSNL-FIXED LOC	2144 IT	0.03	1	1.00	0.00
4	12/03/09 12:56:27	2145	2144	BSNL-FIXED LOC	2144 IT	0.04	1	1.00	0.00
5	12/03/09 12:57:43	2145	2144	BSNL-FIXED LOC	2144 IT	0.03	1	1.00	0.00
6	13/03/09 15:03:00	568	09892081660	AIRTEL	045	0.00	0	0.00	0.00
7	13/03/09 15:03:00	529	951023701222	BIHAR MOBILE	044 EDP	0.00	0	0.00	0.00
8	13/03/09 15:04:00	529	1123	Local	042 EDP	0.00	0	0.00	0.00
9	13/03/09 15:04:00	529	951023701141	BIHAR MOBILE	041 EDP	0.00	0	0.00	0.00
10	13/03/09 15:04:00	522	09995101205	AIRTEL	040	0.00	0	0.00	0.00
11	13/03/09 15:04:00	529	9	Local	039 EDP	0.00	0	0.00	0.00
12	13/03/09 15:04:00	529	0112370142	DELHI	038 EDP	0.00	0	0.00	0.00
13	13/03/09 15:05:00	529	112	Local	036 EDP	0.00	0	0.00	0.00
14	13/03/09 15:05:00	529	01123701141	DELHI	035 EDP	0.00	0	0.00	0.00
15	13/03/09 15:05:00	519	9871	MOBILE	034	0.00	0	0.00	0.00
16	13/03/09 15:05:00	519	9871237863	MOBILE	033	0.00	0	0.00	0.00
17	13/03/09 15:05:00	572	9810018735	MOBILE	037	0.42	1	1.00	0.00
18	13/03/09 15:05:00	529	951123701225	Local	032 EDP	0.00	0	0.00	0.00
<b>Total</b>						<b>0:01:00</b>	<b>6</b>	<b>6.00</b>	<b>0.00</b>

## Call List Data Wise

30/07/11 Page 1

**CRADLE SOFTWARES**  
CALL STATUS DATE WISE OF ()  
From 01/01/00 To 30/07/11

Date	Inter Call	Local Call	STD Call	ISD Call	Total Call	Local Pulse	STD Pulse	ISD Pulse	Total Pulse
12/03/09	0	5	0	0	5	5	0	0	5
13/03/09	0	9	4	0	13	1	0	0	1
<b>Total</b>	<b>0</b>	<b>14</b>	<b>4</b>	<b>0</b>	<b>18</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>

## Call List Hourly

From 01/01/00 To 30/07/11 Page 1

Date	Hour->	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
12/03/09	Call Pulse													5												5
13/03/09	Call Pulse																13									13
<b>TOTAL</b>														5			13									18

## Call List Extension Wise

CRADLE SOFTWARES					Page 1
CALL STATUS OF ()					
From 01/01/00 To 30/07/11					
Sl No.	Phone No.	Name.	Pulses	Amount	
<b>Group</b>					
1	519		0	0.00	
2	522		0	0.00	
3	568		0	0.00	
4	572		1	1.00	
<b>Group Total</b>			1	1.00	
<b>Group EDP</b>					
1	529	ANUJ	0	0.00	
<b>Group Total</b>			0	0.00	
<b>Group IT</b>					
1	2145	JAGWANT SINGH	5	5.00	
<b>Group Total</b>			5	5.00	
<b>Total</b>			6	6.00	

## Call List Extension Wise short List

CRADLE SOFTWARES					Page 1
CALL STATUS OF ()					
From 01/01/00 To 30/07/11					
STD Code	City Name	Rate	Count	Pulse	
	Local	180.00	4	0	
01123	DELHI	180.00	2	0	
09892	AIRTEL	35.00	1	0	
09954	AIRTEL	35.00	1	0	
21	BSNL-FIXED LOC	180.00	5	5	
9510	BIHAR MOBILE	60.00	2	0	
98	MOBILE	60.00	3	1	
			<b>18</b>	<b>6</b>	

## Call List Group Wise

CRADLE SOFTWARES					Page 1
CALL STATUS OF ()					
From 01/01/00 To 30/07/11					
SI No.	Phone No.	Name.	Pulses	Amount	
<b>Group</b>					
1	519		0	0.00	
2	522		0	0.00	
3	568		0	0.00	
4	572		1	1.00	
<b>Group Total</b>			1	1.00	
<b>Group EDP</b>					
1	529	ANUJ	0	0.00	
<b>Group Total</b>			0	0.00	
<b>Group IT</b>					
1	2145	JAGWANT SINGH	5	5.00	
<b>Group Total</b>			5	5.00	
<b>Total</b>			6	6.00	

## Call List City Wise

CRADLE SOFTWARES					Page 1
CALL STATUS OF ()					
From 01/01/00 To 30/07/11					
STD Code	City Name	Rate	Count	Pulse	
	Local	180.00	4	0	
01123	DELHI	180.00	2	0	
09892	AIRTEL	35.00	1	0	
09954	AIRTEL	35.00	1	0	
21	BSNL-FIXED LOC	180.00	5	5	
9510	BIHAR MOBILE	60.00	2	0	
98	MOBILE	60.00	3	1	
			<b>18</b>	<b>6</b>	



Cohesive Technologies came across as the most flexible team to design a Contact Centre Solution. We are very happy with the performance of the product & wish the very best to Cohesive Technologies for future endeavours.

Bhavneet Kaur (Sr. Product Manager)



Cohesive Technology not only understood our Requirements but did Acted as a solution architect & suggested us to integrate Help desk with Back office Solution. Their Knowledge not only on VoIP but also on TDM helped us integrate the Legacy Trunks with Contact Centre (Cradle) & State of Art IPPBX (Grand stream).

Rajesh Loomba (MD Eco Rent a Car)



## Esteemed Customers

**Real Estate**

**Education & Healthcare**

**BFSI**

**E-Commerce & Enterprise**



"The Products Portfolio they carried of the Best Brands in the world and as well seeing their credentials and Presence at APAC Level made us rely on their Competence and hence made us choose them as our Value integrator."

Prashast (Sr. Vice-President, NIIT Smart Serve)



"Cohesive Technologies gave us solutions post understanding our requirements & optimising our existing infrastructure, they not only helped us the extensive Contact solutions integrating it with our TDM Nortel but also helped us with SIP PBX at Medanta Clinic & integrating it with Medanta Gurgaon."

Mr. Harmandeep (Infrastructure Head, Medanta the Medicity)



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