HOW DO MY CALLS GET RATED IN REV.IO?

Raw CDR file produced via the source (switch, carrier, etc.)

Raw CDR files loaded onto FTP Site in Rev.io

IMPORTER

Rev.io attempts to find match to a line via either TN, DID, Circuit ID, or Carrier Account (which can be IP address, trunk group, account number, or any other identifier being passed by the Carrier in the CDR file) for each call in the file.

Matches to Line

No Match to Line

RATING ENGINE

Rev.io attempts to find a rate for that call type on the line.

Rate for this call exists on either the line or the customer

CALL RATED SUCCESSFULLY

Rate for this call does not exist on either the line or the customer

UNBILLABLE CALL

Add missing rate to the program on either the line or the customer; call will re-rate overnight or you can manually re-rate the calls.

UNBILLABLE CALL

Research missing identifiers (TN, Circuit, IP, Trunk Group, DID, etc.); add to line; call will re-rate overnight or you can manually re-rate the calls.

Note: This scenario could also indicate activation date discrepancies – Rev.io will only match calls to a line between the activation date and disconnect date on that line. If calls fall outside that range, they will NOT match to the line.