

Uboss Fraud Protection

Our Automated Credit Locking will protect you against Toll Fraud and Bad Debt. You can configure alerts and credit thresholds against customer groups or specific users in Uboss. Take away the risk and the hassle - Uboss never sleeps.

SUMMARY

With Uboss you are now able to credit lock individual users and customer groups. This feature is designed to protect you and your clients against Toll Fraud and Bad Debts. There are two types of credit locking; Manual Credit Lock and Automatic Credit Locking. Manual Credit locks can be activated via the VanillaIP Uboss Provisioning Portal, automatically barring the specific extension or all extensions within the business.

USER LEVEL CREDIT LOCK

CREDIT LIMIT

Credit Limit	<input type="text" value="15.00"/>	
Credit Used(£)	0.00	RESET USED CREDIT
Email Alert (%)	<input type="text" value="0.00"/>	
SMS Alert (%)	<input type="text" value="0.00"/>	

[ACTIVATE CREDIT LOCK](#)

BUSINESS LEVEL CREDIT LOCK

CREDIT LIMIT

Default % at which E Mail Alert Is Sent	<input type="text" value="80.00"/>		
Default Value for New Instances:	User	<input type="text" value="0.00"/>	Batch CLI <input type="text" value="15.00"/>
Maximum	User	<input type="text" value="0.00"/>	Batch CLI <input type="text" value="250.00"/>

CHANNEL PARTNERS DEFAULTS

CREDIT LIMIT

Default Value for New Instances:	Business	<input type="text" value="50.00"/>	User	<input type="text" value="30.00"/>	Batch CLI	<input type="text" value="15.00"/>
Maximum	Business	<input type="text" value="250.00"/>	User	<input type="text" value="250.00"/>	Batch CLI	<input type="text" value="250.00"/>
Default % at which E Mail Alert Is Sent		<input type="text" value="80.00"/>				

Automatic Credit Locks allows credit limits to be put against a User and/or a Business level; once this limit has been reached the account will be locked. Users will be sent an email when they have reached 90% (this default can be varied by the channel Partner) of their limit, and extra credit can then be added to their account. When a user account has been locked it will bar all devices (including Shared Call Appearance). The user will not be able to make any new calls from their extension while the lock is active, typically stopping toll fraud and hacking.

VIEW BUSINESS OR USER SPEND AT ANY STAGE

BUSINESS USERS

NAME	EXTENSION	PHONE NUMBER	BUSINESS SITE	DEPARTMENT	CREDIT LIMIT(£)	CREDIT USED(£)	USAGE(%)	LOCKED STATUS	USER TYPE	LINE PORT	PRIMARY PACKAGE	USE CUSTOM SETTINGS
Abbas, Zaid	3008		Head Office		25.00	0.24	0.95	False	User-Hosted	frhwygs_3008@frhwygs.co.uk	Resale HV User - Standard v21	True
Alan Jones	7107		Plympton Site		25.00	-	-	False	User-Hosted	frhwygs_7107@frhwygs.co.uk	Resale HV User - Standard v21	True
Andrew, Alan	3017		Head Office		25.00	-	-	False	User-Hosted	frhwygs_3017@frhwygs.co.uk	Resale HV User - Standard v21	True
Andrew, Andrew	3017		Head Office		25.00	0.03	0.12	False	User-Hosted	frhwygs_3017@frhwygs.co.uk	Resale HV User - Standard v21	True
Andrew, Alan	3049		Head Office		25.00	0.01	0.02	False	User-Hosted	frhwygs_3049@frhwygs.co.uk	Resale HV User - Standard v21	False
Andrew, Andy	3006		Head Office		25.00	0.03	0.11	False	User-Hosted	frhwygs_3006@frhwygs.co.uk	Resale HV User - Standard v21	True
Andrew, Curtis	3021		Head Office		25.00	-	-	False	User-Hosted	frhwygs_3021@frhwygs.co.uk	Resale HV User - Standard v21	True
Andrew, David	3020		Head Office		25.00	-	-	False	User-Hosted	frhwygs_3020@frhwygs.co.uk	Resale HV User - Standard v21	True
Baker, Andrew	3006		Head Office		25.00	0.15	0.59	False	User-Hosted	frhwygs_3006@frhwygs.co.uk	Resale HV User - Standard v21	True
Bank, David	7132		Plympton Site		25.00	0.11	0.43	False	User-Hosted	frhwygs_7132@frhwygs.co.uk	Resale HV User - Basic v21	True
Bar, Alan	3016		Head Office		25.00	-	-	False	User-Hosted	frhwygs_3016@frhwygs.co.uk	Resale HV User - Standard v21	True
Baron, Michael	7106		Plympton Site		25.00	0.06	0.23	False	User-Hosted	frhwygs_7106@frhwygs.co.uk	Resale HV User - Standard v21	True
Bar, Alan	3017		Head Office		25.00	-	-	False	User-Hosted	frhwygs_3017@frhwygs.co.uk	Resale HV User - Standard v21	True
Carl, Andrew	4006		Manchester Site		25.00	-	-	False	User-Hosted	frhwygs_4006@frhwygs.co.uk	Resale HV User - Standard v21	True
Charles, John	3016		Head Office		25.00	0.02	0.09	False	User-Hosted	frhwygs_3016@frhwygs.co.uk	Resale HV User - Standard v21	True
Chris, Neil	3045	+44-0203667969	Head Office		25.00	-	-	False	User-Hosted	44203667969@frhwygs.co.uk	Resale HV User - Standard v21	True
Colin, David	7110		Plympton Site		25.00	0.16	0.65	False	User-Hosted	frhwygs_7110@frhwygs.co.uk	Resale HV User - Standard v21	True
Colin, David	7112		Plympton Site		25.00	0.03	0.10	False	User-Hosted	frhwygs_7112@frhwygs.co.uk	Resale HV User - Standard v21	True
Colin, David	7118		Plympton Site		25.00	-	-	False	User-Hosted	frhwygs_7118@frhwygs.co.uk	Resale HV User - Standard v21	True
Coventry, Warehouse	5071		Coventry Site		25.00	-	-	False	User-Hosted	frhwygs_5071@frhwygs.co.uk	Resale HV User - Standard v21	True
Coventry, Transfer to India	5010	+91-102767777	Coventry Site		25.00	-	-	False	User-Hosted	9110276777@frhwygs.co.uk	Resale HV User - Basic v21	True

PARTNER BILLING AND INTERCONNECT MODE	CREDIT LOCKING OPTIONS	ACTION REQUIRED
VanillaIP Minutes and Uboss Hosted Billing	Billing Credit Locking & Alerts	Partner may need to adjust credit limits for high spending business and or users
VanillaIP Minutes with CDR's exported to 3rd Party billing	Billing Credit Locking & Alerts	Partner need to populate minutes rate table in Uboss, quickest way is to just add a % uplift on VanillaIP rates but does mean client call charges will not be reflected accurately in the Uboss Call Log
3rd Party Interconnect for Minutes	Billing Credit Locking & Alerts	Partner will need to enter a pence rate with the tariff table
Batch – Imported CPS CDR's	Alerts Only	At this stage only E Mail alert available, no auto locking. Auto Locking will be available in the future if 3rd party provider can accept XML request from Uboss to lock

CDR's are rated in Uboss in real time, depending on time of day the lag can be between 15 minutes and 75 minutes. Once a credit lock has been applied it will bar any new calls from any device, including a user's Shared Call Appearance. The user will get a message informing them the extension has been barred.

SUPPORTED FEATURES

- Business Lock
- User Lock
- Customised email alert (by percentage of call revenue)
- Personalised Credit Limits
- Automatic re-set at the end of the month
- Customers limits can be reset during the month with 2 options
 - Unlocking the account will remove the current credit limit and double the allowed amount of spend
 - If the account is unlocked and then the credit limit has been increased this new limit will apply for future months.
- Existing spends for all Businesses and Users are visible at either the Client Business or User level in Uboss
- 24x7 access to the Credit Locking Feature

SERVICE AVAILABILITY

- Hosted PABX – Business and Users
- SIP Trunks – Business and Users

EMERGENCY CALLS

When credit locking has been activated 999 calls can still be made