LOGIX
FIBER NETWORKS

Logix Voice Services

Account Codes

Version: December 2024

Contents

Account Codes

Account Codes, also known as authorization codes, are used to tag (classify) calls for billing and reporting purposes and/or require authorization for calls to international locations, operator assistance, directory assistance, and premium toll numbers.

Specific codes can be created that users can dial to associate call activity with a department, project, client account, and more. For example, if an agency needs to keep track of billable client calls, they can dial the code that corresponds to the client, and the code will be reflected on the invoice. Later, the billing department can review the call records and bill each client appropriately.

Additionally, if an organization wants to require authorization for international calls, they can create codes for each user, then configure the account to require a valid account code for international calls. When a caller places a call to a country code that is different from their own, they will be asked to enter their code to authorize the call.

How to use Account Codes

The general flow for using an account code on inbound and outbound calls is outlined below. However, it will change depending on which settings are enabled and disabled.

Account codes can be set between 3-7 digits in length. Once this is set, it cannot be changed later.

- **Outbound Calls**: Dial a phone number. When prompted, enter an account code (for example, 123).

- **Inbound Calls**: Answer an inbound call, then dial the *50 star code + the account code (for example, *50123). The other party can hear the dial tones, so let them know what you're doing first.

Account Codes Settings

Account Codes settings can be configured for a variety of use cases. The default settings determine if codes are optional (used for tracking) or required (used for authorization), and the second group of settings determine what type of calls require them.

These settings are configured at the account level.

Default Settings

Require Account Codes for Internal Calls

If this setting is enabled, users are prompted to dial an account code on every outbound call to other users on the account.

- **On (Required):** The user dials an on-net phone number or extension and hears, "Please enter a valid account code."
- **Off (Optional):** The user dials an on-net phone number or extension. If they want to tag the call, the user can dial the *50 star code + account code once the call is answered.

Validate Account Codes When Dialed

If this setting is enabled, outbound calls are not connected unless the caller enters a valid code. However, an inbound call will continue even if an incorrect code is entered to the max retry limit.

- **On (Validated):** The account code is checked against the codes on the account. Outbound calls are not connected unless the caller enters a valid code. Inbound calls, however, will continue even if the user enters invalid codes up to the max retry limit.

  - If the code is valid, the user hears a splash tone to indicate the account code was accepted. The call continues and the code is added to the invoice record.

  - If the code is not valid, the user hears, "Invalid entry. Please enter an X-digit account code."

- **Off (Not Validated):** The user can enter any code they want as long as it's the right length.

  - If the code is valid, the user hears a splash tone to indicate the account code was accepted. The call continues and the code is added to the Call History record.

  - If the code is too long or too short, the caller hears, "Account codes must be X digits. Please re-enter your X-digit account code."

Allow Call to Proceed After Max Retries

The max retry limit can be set as a number between 1 -9 as the number of times a user can enter an incorrect account code. Once the caller reaches this limit on an outbound call, they hear:

- **On (Allow):** "You have reached the maximum number of attempts. No account code will be assigned to this call." And the call continues without an account code.

- **Off:** "You have reached the maximum number of attempts to enter a valid account code. Goodbye." The call is disconnected.

Call Types

Choose which specific call types require an account code. These optional settings are typically used to ensure that only authorized personnel can place certain types of calls that may incur additional charges.

If one or more call types are enabled, only those call types require an account code. However, if no call types are enabled, all calls require an account code.

- **International**. Require a code to authorize calls to country codes that are different than the caller's. Since the US and Canada have the same country code, calls between the countries are not considered international.

- **Directory assistance**. Require a code to authorize calls to directory assistance (411 and 0).

- **Premium toll**. Require a code to authorize calls to 1-900 numbers.

Use Cases

Settings	Results
Account codes are optional. • Account Codes is enabled for the account and SIP trunk. • Require account codes for internal calls: OFF • Calls requiring account codes: OFF	• Account codes are not prompted for calls that originate and terminate on the same account (internal calls) • Account codes are prompted for outbound calls to the PSTN. • Account codes are allowed for inbound internal calls.
Account codes are required. • Account Codes is enabled for the account and SIP trunk. • Require account codes for internal calls: OFF • Validate account codes when dialed: ON • Calls requiring account codes: OFF	• Account codes are prompted for outbound calls to the PSTN. • Account codes are not prompted for calls that originate and terminate on the same account (internal calls) • Account codes are allowed for inbound internal calls. • A valid account code is required. If the code dialed is invalid, the call will not proceed.
Track internal calls only. • Account Codes is enabled for the account and SIP trunk. • Validate account codes when dialed: OFF • Require account codes for internal calls: ON • Calls requiring account codes: OFF	• Account codes are prompted for outbound calls to the PSTN. • Account codes are not prompted for calls that originate and terminate on the same account (internal calls) • The account code dialed can be any number, so long as it is the correct length. • Account codes are allowed for inbound calls.
Track all outbound calls. • Account Codes is enabled for the account and SIP trunk. • Validate account codes when dialed: OFF • Require account codes for internal calls: OFF • Calls requiring account codes: OFF	• Account codes are prompted for all outbound calls. • Account codes are allowed for inbound calls. • The account code dialed can be any number, so long as it is the correct length.

Settings	Results
Require authorization for all outbound calls. • Account Codes is enabled for the account and SIP trunk. • Validate account codes when dialed: ON • Calls requiring account codes: OFF	• Account codes are prompted for all outbound calls. • Account codes are allowed for inbound calls. • A valid account code is required. If the code dialed is invalid, the call will not proceed.

Require authorization for international calls.
 	
• Account Codes is enabled for the account and SIP trunk.
• Validate account codes when dialed: ON
• Calls requiring account codes:
  – International: ON
  – Operator assistance: OFF
  – Directory assistance: OFF
  – Premium toll: OFF
	• A valid account code is required to place a call to international locations. If the dialed code is invalid, the call will not proceed.
	• All other calls are not prompted for an account code.
	• Account codes are allowed for inbound calls.

Require authorization for calls to 1-900 numbers
 	
• Account Codes is enabled for the account and SIP trunk.
• Require account codes for internal calls: OFF
• Validate account codes when dialed: ON
• Calls requiring account codes:
  – International: ON
  – Operator assistance: ON
  – Directory assistance: ON
  – Premium toll: ON
	• Account codes are not prompted for outbound calls to the PSTN.
	• Account codes are not prompted for calls that originate and terminate on the same account (internal calls)
	• A valid account code is required to place a call to an international
	• location, operator assistance, directory assistance, or a premium toll number.
	• Calls to local and national long-distance numbers are not prompted for an account code.