

## About Document

This document highlights the list of *New Features Developed, Enhancements in Existing Features & Functionalities* and *Bugs* resolved in the latest **version X3810**.

**Customer Support:** For more information regarding upgrading your servers to latest version, please contact our support team at [support@24onlinebilling.com](mailto:support@24onlinebilling.com) or [91-79-61562600](tel:91-79-61562600)

## New Features

### ✓ **Trouble Ticketing Management**

24online introduces new feature of trouble ticketing management which is useful in binding tickets with user accounts. Any support ticket raised by the customer can be mapped and assigned to the concerned ISP team. This enhances the customer relationship management and resolving customer queries swiftly.

### ✓ **Sales Lead Management**

As part of the CRM features in 24online, the sales lead management feature is added in the system which enables the admin to add the lead, process the lead with additional documents and manage it by assigning it to concerned departments. With the help of this feature, the lead management and account generation process is streamlined and organized.

### ✓ **Integrated with Bill Cloud**

Bill Cloud is a leading multi-channel payment servicing platform which enables businesses to collect payments from customers for products and services through secured payment access. Interworking with multiple payment gateways and banks, Bill Cloud is a single platform which opens access to multiple gateways.

### ✓ **Integrated with Yo! Payment Gateway**

Yo! Payment Gateway is a leading payment servicing solution in Uganda which can be now selected by 24online customers.

### ✓ **Integrated with Nokia BNG**

24online has integrated with Nokia BNG solution to support advance features for large scale network subscribers of <100k Users. With this integration, 24online is capable of catering to large scale broadband networks with advanced features for PPPoE users. Some of the major benefits of this integration are better performance, highly scalable network support, seamless deployment with Nokia BNG and advance features support of BNG.

### ✓ **Integrated with Juniper BRAS**

24online is now integrated with Juniper BRAS to cater large scale broadband user networks with more than <50k subscriber base. With this integration, 24online can be seamlessly deployed with Juniper

BRAS in any network as combined solution. 24online will act as AAA solution and authenticate the network users through BRAS.

✓ **New POP and Zone Management Business Flow with Bill Cloud**

24online offers a new POP and Zone business flow by which central admin can define POP wise and Zone wise package with base price or additional commission as per the business requirements. This feature offers simplest way of generating additional revenue for the admin without additional packages. This feature enables the ISP/Operators to utilize the same set of packages created in the system instead of generating separate packages for each POP and Zone.

The entire transactions of package distribution between the Central Admin – POPs – Zones will occur through the Bill Cloud payment gateway platform integrated by 24online. All the payment reports and transaction details pertaining to each POP or Zone can be availed from Bill Cloud. This feature has been customized for specific customers with POP and Zone network.

✓ **Introducing Web Filtering**

24online adds URL filtering feature to its list from this version which enables ISPs, Hospitality and Hotspot segment customers to offer secured access to their user network. There are 37 predefined categories in which several website domains are already configured and constantly updated.

Enabling the URL filtering for specific categories in the 24online system will restrict network users accessing those domain categories. For e.g. If the Porn category is enabled then all the adult websites will be restricted from user access. This feature not only enhances the user experience but also optimizes the existing bandwidth. It is highly demanded feature in Public Wi-Fi, Hospitality, ISP and Educational Institutions.

## Latest Enhancements

### Introducing HIA Dashboard

24online introduces new dashboard for Hotel customers using HIA solution. The SMS Versions already had a dashboard and now HIA versions are also loaded with the frequently used menus in the dashboard.

Some of the major menu options that you can find in the HIA dashboard will be Live User count, IP Status of guests, Check-in/out status of guests and Room status. The dashboard is useful in easy access to frequently used menus in any hotel. The widgets are customized as per the requirement of the admin managing 24online.

### User Status History report

24online adds a new report in the Reports section to highlight the user status history reports. With the help of this report, ISP admin will be able to know the complete history of user status for the selected time period. To be specific, admin will be able to know how many times the user was active, de-active, renewed and reactivated. It helps in understanding the user account lifecycle and pattern.

### Discount Option in Package Creation

New check box of package discount option has been added in the Package Create page using which admin can offer packages on discounted rates while creating it. Instead of defining a flat rate for each package, now admin can select the option of flat rate or in percentage option. Maintaining the discount % for all the packages in the system becomes simpler with this feature.

### User Account Expiry Date Change API

New API has been added for enabling admin to change the expiry date of the user account using the web services. Instead of managing the user account through GUI, now admin can simply manage required changes using the API.

### Bulk Users' Account Renewal API

24online also offers API for renewing bulk users' account using REST/SOAP API for ISP customers. This saves time and enables admin to process the request from anywhere located.

### Additional Dynamic Fields in Invoice

With multiple requests from many customers, 24online has added few more dynamic fields in the invoice template page. This will be effective in SMS as well as HIA series and customers from these segment will be able to customize as per their requirement.

### **Database Resynch Enhancement**

With the new enhancement in the HIA version of 24online for hospitality customers, 24online will send database resynch request for each new request after PMS and 24online communication response time out. This will enhance the data accuracy in both systems.

### **Demographic Reports on FTP**

The new enhancement enables admin to upload the demographic field reports on FTP server. This feature is mainly used in ISP segments and it is an ideal feature to maintain the reports for longer duration in third party system.

### **Show Password Checkbox**

Adapting to the latest trend in login portals, 24online offers 'Show Password' check box in login page. By using this box, user will be able to view the password entered at the time of login instead of asterisks.

### **PPPoE User Concurrency Enhanced**

24online has made certain changes in its algorithm of catering to PPPoE user by which customers can expect better concurrency and response time compared to earlier versions. This enhancement will be effective only to the customers who are upgraded to the latest version. An ideal solution for ISP customers.

### **Enhanced NAS Concurrency**

In earlier version of 24online, users were able to login in the NAS but due to the concurrency limit they were not able to access the internet but with the help of certain backend level changes in the NAS side, 24online will be able to support maximum number of concurrent users in NAS mode.

### **Supporting Latest MAC ID Formats**

24online is integrated with third party solutions like Juniper BRAS and Nokia BNG has enhanced latest MAC ID format to seamlessly serve user requests in large scale networks.

## **Bugs Resolved**

- In SMS Version, Zone managers and zone operators were facing error while generating manual invoice for users in previous versions which has been resolved.
- In HIA Version, the room wise search option was showing erroneous results which has been resolved in this version.
- In SMS Version, The demographic fields added in any menu was not supporting special characteristics which has been resolved.
- In HIA version, after guest has checked-out the walk-in pin was not accessible in 24online. It has been resolved and now guest after check-out will be able to access internet using only walk-in pin.
- In SMS Version, Assigning ACL rights to Zone manager was not working in certain versions which has been resolved.
- In HIA version, system was not allowing guest to purchase same package when accessing from same room different device. This issue has been resolved and guest will be able to purchase desired package from two different devices from the same room.
- In SMS Version, the package renewal reports was showing erroneous results which has been resolved. This report is highly useful for ISP customers.
- In SMS Version, even if any subscriber tried to update his/her My Account details, the FAP top-up bandwidth policy applied by the system was removed automatically.

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