

Callshop Billing System (CBS) 2.0 Service Provider guide

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1. Preface

This document provides CBS users with the most common examples and guidelines for setting up a Callshop network.

Where to get the latest version of this guide:

The hard copy of this guide is updated at major releases only, and does not always contain the latest material on enhancements occurring between minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product.

You can access the latest copy of this guide at: www.worldcall.be/documentation/

2. Hardware and software requirements

- PortaSwitch environment (PortaBilling environment with PortaSIP virtual server attached)
- Browser: Internet Explorer 6.0 or higher, Firefox 1.5 / Netscape 7.2 / Mozilla 1.7 or higher with Macromedia Flash plug-in installed
- Any Internet connection to connect to CBS WEB interfaces
- An Internet connection in each point of installation of customer's VoIP equipment (gateways/IP phones/softphones) with upload/download bandwidth of at least 13 Kbps per each VoIP simultaneous call
- Spreadsheet processor (MS Excel) for effectively processing Tariffs
- Display settings: Minimum screen resolution: 1024 x 768, Color palette: 16 bit color (minimum)

NOTE: To view downloaded CSV (Comma-Separated Values) files in Windows, please do the following to match CBS's default list separator: My Computer -> Control Panel -> Regional Settings -> Number -> List Separator type “,”

3. System Overview

The CBS solution is created to help you to easily launch, manage and develop your Telephony and VoIP callshop business. Features included out of the box are 3-level reseller model, automatic invoicing operations, statistic, real time call information and many others. There is no need to install any specific hardware or software to start working with CBS. All you need is a web browser for CBS management and equipment for the customers to call from (gateways, IP phones and even freeware softphones).

System allows:

- Both post-paid and pre-paid call scenarios for and users
- Multi-currency billing – everyone can charge his customers using his preferred currency
- Multi-language interface and supports operations in different time zones for every user
- Connection of any standard SIP or H.323 VoIP equipment customers are calling from

3.1. Callshop Users

CBS provides the callshop business with different user account levels with associated levels of responsibility. Each account type is given different appropriate multiple features on their web interface. Users of accounts of higher responsibility are allowed enter and view the web interface of those at a lower level under their responsibility.

- **Callshop Operator.** This user is intended to communicate with the end users of a Callshop. Callshop operators are invoicing end users and collecting their money. Operators can access all the data they need to provide a customer with all the information regarding the cost of the call and peak/off-peak price information. This type of user is usually assigned to the person who collects cash from end users. Each Callshop can have multiple operators
- **Callshop Administrator.** The Administrator is usually a person who gathers a revenue from a Callshop (callshop owner). He/she can manage operators and change different callshop settings, including outgoing (selling) price-list (Tariff). Administrators can also do everything operators can, except collecting cash from end-user and invoicing end-users. Each Callshop can have multiple administrators

- Callshop Resellers. The main revenue of this type of users is made by their customers (Callshops). Callshop Resellers find people ready to go with callshop business, provide them VoIP equipment and connect them to CBS. Resellers have all the control over callshops as Administrators do. Each Reseller entity has only one single user login in CBS
- Service Provider. Service Provider is an ITSP (Internet Telephony Service Provider) who works with his own VoIP network, provides his customers with telephony service themselves. Service Providers sell their services to Callshop Resellers in CBS and most CBS features of this user are based on Service Provider <-> Callshop Reseller business relations. Service Providers have full access to all their Resellers and to all Callshops of those Resellers. Each Service Provider entity has only one single user login in CBS
- Supervisor. This is a CBS owner, who offers Service Providers an opportunity to start callshop business. Supervisor is responsible for the complete system health, managing Service Providers and some other features

3.2. Reseller model description

Callshop Reseller sells Telephony and VoIP services to a number of its customers (Callshops). Reseller is responsible for creating/deleting and managing his Callshops.

3.3. Service Provider model description

Service Provider is the holder of PortaSwitch environment. It has an independent routing and dialing plan (Destinations) management. In CBS, Service Provider has one single type of direct customers: Resellers. Service Provider is responsible for creating/deleting and managing his Resellers.

4. User Interface of Service Provider

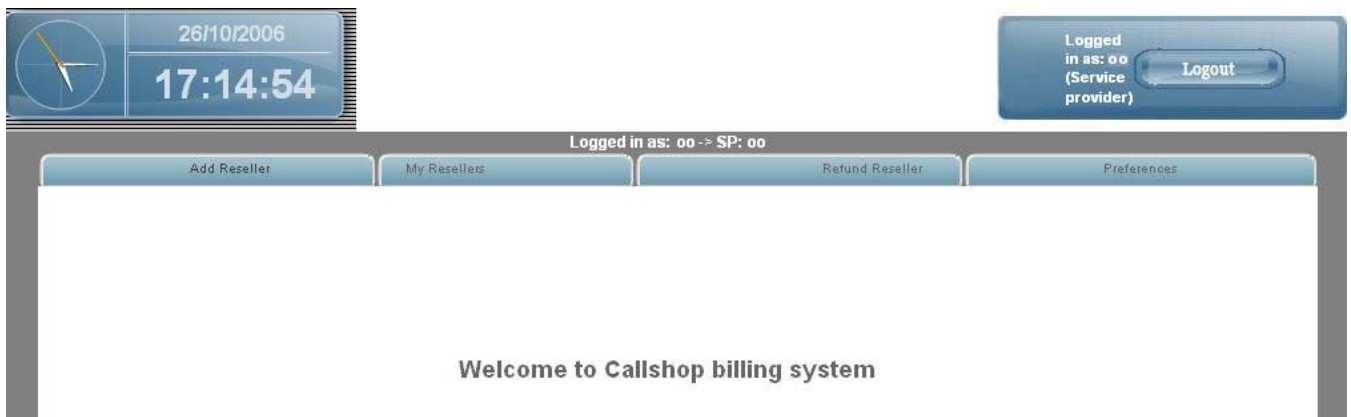
All Callshop users, including Service Providers, use the same single link for their access to WEB-based user interface: <http://callshop.allrelay.com>. The following page will be displayed:



The image shows a login form titled "CBS2 Login". It contains two input fields: "User name" and "Password". Below these fields is a button labeled "Identification".

Supervisor provides to each Service Provider its personal User name and Password required for access to the system.

After successful login the following page will be displayed:



The image shows the dashboard after a successful login. At the top left, there is a clock showing the date "26/10/2006" and the time "17:14:54". At the top right, there is a "Logout" button and the text "Logged in as: oo (Service provider)". Below this, there is a navigation bar with four buttons: "Add Reseller", "My Resellers", "Refund Reseller", and "Preferences". The main content area displays the text "Welcome to Callshop billing system".

4.1 Add Reseller

There are two ways to add new Reseller to CBS:

- Link an existing old reseller in PortaBilling as CBS Reseller (migration)
- Create new Reseller

Add callshop reseller

Username

Password

Tariff EUR - Gold

Choose reseller Create New One...

Here is step-by-step instruction how to add new CBS Reseller linking an existing old reseller:

- At the page “Add reseller” using drop-down menu “Choose Reseller” select an existing reseller you like to link
- Edit if necessary its name/login in the “Username” field (Reseller will use that username to login to CBS)
- Set password in the “Password” field (Reseller will use that password to login to CBS)
- Click the button “Add”

NOTE: The current Balance of an existing reseller linked and Credit Limit applied to it remain unchanged as the result of this operation




Here is step-by-step instruction how to create new Reseller:

- At the page “Add reseller” using drop-down menu “Choose Reseller” select “Create new one...”
- Set its name/login in the “Username” field (Reseller will use that username to login to CBS)
- Set password in the “Password” field (Reseller will use that password to login to CBS)




- Using drop-down menu “Tariff” select a Tariff you like to use for charging new Reseller for calls
- Click the button “Add”

NOTE: as the result of this operation CBS creates new Reseller with the zero opening Balance and Credit Limit applied. In order for a newly created Reseller to be able to make calls, it should be refunded in “Refund Reseller” page (in case of pre-payment from Reseller) or its Credit Limit should be changed in “My Resellers” page (in case of giving credit to Reseller).

4.2 My Resellers

Status	Name	Credit Limit	Balance	Edit tariff	Currency	Submit	Block/Unblock	Delete
	Demo Callshop Reseller 2 (2demores)	<input type="text" value="5"/>	5	EUR - Wholesale VoIP	EUR	<input type="button" value="Submit"/>	<input type="button" value="block"/>	<input type="button" value="Delete"/>
Reseller Demo Callshop Reseller 2 (2demores) callshops								
	.Planet Telecom (planettelecom)	<input type="text" value="50"/>	-5.55	EUR - General VoIP	EUR	<input type="button" value="Submit"/>	<input type="button" value="block"/>	<input type="button" value="Delete"/>
Reseller .Planet Telecom (planettelecom) callshops								
	Rite (rite)	<input type="text" value="0"/>	0	EUR - Rite July	EUR	<input type="button" value="Submit"/>	<input type="button" value="unblock"/>	<input type="button" value="Delete"/>
Reseller .rite (rite) callshops								

At any time, by using “My Resellers” page, the Service Provider can access each of its Resellers to:

- Check the status (normal/operational: , blocked: , Credit exceeded: )
- Set/Update Credit Limit
- Change Tariff applied
- Check the status of all Callshops under Reseller clicking at “Reseller...callshops”
- Enter to the Reseller’s user interface (from the name of Reseller) clicking at the Reseller’s name
- Block/Unblock Reseller
- Delete

4.3 Refund Reseller

Reseller credit control:

Resellers are billed by Service provider according to the credit model. Their balance reflects the amount they owe Service provider; thus it starts from a certain value (typically 0) and goes up with each call made, or down with each refund (payment from Reseller). If the Reseller’s balance reaches the maximum credit amount (Credit Limit), no further calls for this Reseller’s accounts will be authorized.

Reseller Refunds

Amount

Reseller

Resellers can be easily refunded by Service Provider in “Refund Reseller” page by choosing Reseller in drop-down menu “Reseller”, setting “Amount” (usually equal to the sum of payment received from Reseller) and clicking the button “Refund Reseller”.

4.4 Preferences

Username:

E-Mail:

Password:

Password(Once More):

Language:

Time Zone:

Any time Service Provider using “Preferences” page can:

- Set E-mail address system will use for notifications and warnings
- Change Password for its login to CBS
- Set preferred language from drop-down list “Language” for its CBS user interface

- Set preferred Time Zone

4.5 Exit from user interface of Service Provider (Logout)

To quit your user interface click on “logout” button on the right top corner of the window before closing browser window.



5. Service Provider tariff management

Service Provider has no way to create and manage Tariffs for Resellers in CBS. All selling Tariffs Service Provider are going to apply to its Resellers in CBS must be created and managed in advance into its PortaBilling environment linked to CBS through PortaBilling user interface.