



User Guide

www.telinta.com

Table of Contents

Preface.....	2
Key features and benefits.....	3
Configuration.....	3
List of allowed destinations.....	6
Logging.....	8
Anti-spam protection.....	8
Integration.....	9



Preface

This document provides a general overview of TeliClick and its functionality. TeliClick was created by Telinta to satisfy customer demands for an advanced, easily configurable, and embeddable Click to Call solution with full PortaBilling integration.

TeliClick eases communication with web site visitors. Visitors with questions no longer need to search the website for the phone number or a form to fill out. A visitor only needs to click a TeliClick button, enter a phone number where they can receive a call, choose the desired time for a call, and press the 'Call' button. TeliClick will call the website visitor back and connect them to a service number.

Key features and benefits

- Offers instant toll free calls to website visitors
- Fully integrated with PortaBilling
- Security measures:
 - anti-bot protection
 - automatic IP Address/Phone Number Blacklist
- Configurable call delays ('When to call' feature)
- Adjustable call logging
- Easy web-based configuration wizard
- Configurable Service Number (call center or office number)
- Allowed destinations list
- Maximum number of callback attempts for one user
- Configurable Click to Call form (logo, text, header)
- Entered number validation

Configuration

1. Unpack the archive containing the Click to Call files to a folder on your web server. The web server should have the write permissions for the folders **/logos/**, **/config/** and for the file **/config/country_codes.php**. The **/logos/** folder will contain the uploaded logo, in the **/config/** folder current configuration will be stored, the file **country_codes.php** will contain custom destinations. Please contact your web administrator if you are unsure.
2. Open the wizard page: **http://<your_domain>/path_to_dir/click2callwiz.php**
3. Enter your PortaBilling login and password.

The screenshot shows a web browser window titled "Click to call setup wizard" with the URL "http://example.com/c2c/click2callwiz.php". The main content area is titled "CLICK TO CALL WIZARD" and contains the following fields and controls:

- Account ID* (text input)
- Password* (text input)
- Service Number* (text input)
- List of Delays (min) e.g. 1,2,7 (text input)
- Anti-bot protection (dropdown menu set to "Disable")
- Header of the popup (text input)
- Popup text (text input)
- Max length of the destination number (text input)
- Max number of callback attempts (text input)
- Period (hr) (text input)
- Max number of strings in the log (text input)
- Lifetime of the log records (weeks) (text input)
- Logo: Choose File (button), No file chosen (text), Remove logo (checkbox)
- Forbidden destinations (list box containing a scrollable list of country codes and international dialing prefixes, e.g., Afghanistan +93, Albania +355, etc.)
- Allowed destinations (empty list box)
- Change destinations list (link)
- Navigation buttons: >, >>, <<, <
- Submit (button)
- Filter: (text input) X (button) for both destination lists
- Showing 210 of 210 (text) for the forbidden destinations list
- Showing 0 of 0 (text) for the allowed destinations list

Fig. 1 - Click to Call wizard

Note: All mandatory fields are marked with the asterisk (*) sign.

Tip: Hovering the cursor over the  icon will display a popup help message.

Option	Description
Account ID	ID of the account which will be billed for both call legs (a call to your service number and a call to the website visitor). The account should be of credit type, and the tariff of the account should cover all allowed destinations.
Password	Service password of the account.
Service number	The number which will receive calls from website visitors (your call center or office number). It should be entered in e.164 format, including a country prefix. You can use an account ID as the service number.
List of delays	A list of call delay options which will be provided to website visitors. The list of values should be comma-separated. If nothing is specified, the 'When to call' drop down list will not be displayed on the Click to Call form.
Anti-bot protection	If this option is enabled, a website visitor will have to move the slider with a mouse in order to unblock the 'Call' button.
Header of popup	Header of the TeliClick popup window. If nothing is specified, the header will be blank.
Popup text	The text which will be shown on the TeliClick form.
Max length of the destination number	Maximum length of entered number. The length value includes country code + entered number. Default value is '14'.
Max number of callback attempts	Maximum number of callback attempts from one originating IP address, or to one destination number, during the specified period of time. Default value is '3'.
Period	Period of time, in hours, which is used for 'Max number of callback attempts' calculation. Default value is '24'.
Max number of strings in the log	Specifies the maximum number of strings in a log file with call records. Default value is '300'.
Lifetime of the log records (weeks)	Lifetime of a record in the log file. Default value is '1'.
Logo	You can upload a picture which will be shown on the Click to Call form. A file can be in any common format – jpg, bmp, gif, or png. The uploaded picture is automatically resized, though we do not recommend uploading pictures larger than 500 Kilobytes.
Remove logo	If the checkbox is marked current logo will be removed. If no logo is uploaded the checkbox will be hidden.
Allowed destinations	A list of destinations which will be shown in drop-down menu on the Click to Call form.

Note: Uploading a new logo will overwrite the old. To remove current logo mark the 'Remove logo' checkbox. You can find the uploaded logo in the **/logos/** folder.

Upon clicking the 'Submit' button, the entered values are checked for errors, and if all the mandatory fields are filled out, a configuration file called 'config2call.php' is created. Later, this file can be changed via the wizard, or manually.

List of allowed destinations

Expensive calls can be avoided by specifying a list of destinations from which you are willing to accept TeliClick calls. To specify the list of allowed destinations, open the Click to Call wizard. On the bottom of the page there are two columns: **Forbidden destinations** and **Allowed destinations**.

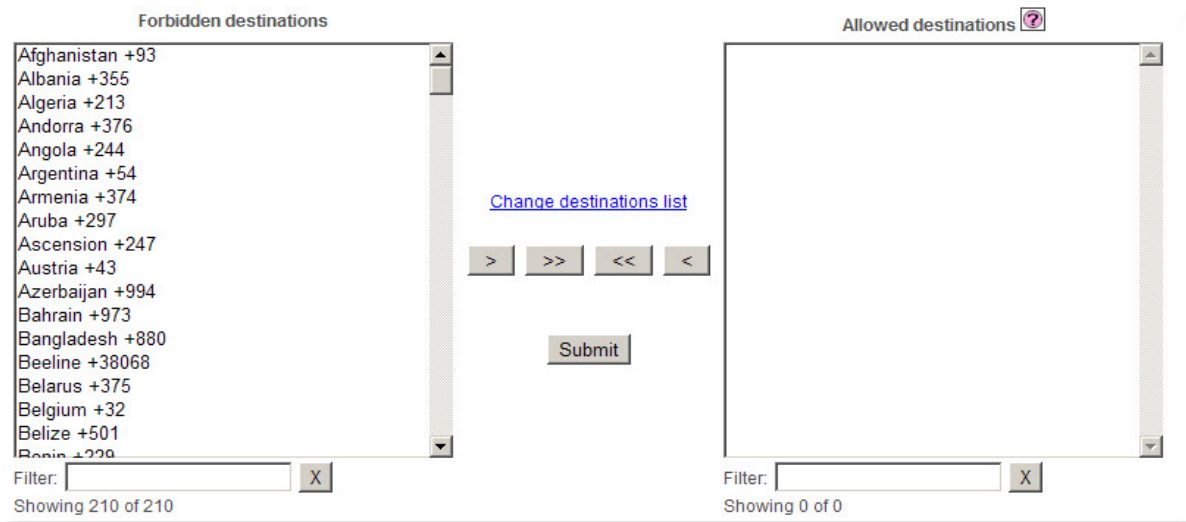


Fig. 2 - Destinations list

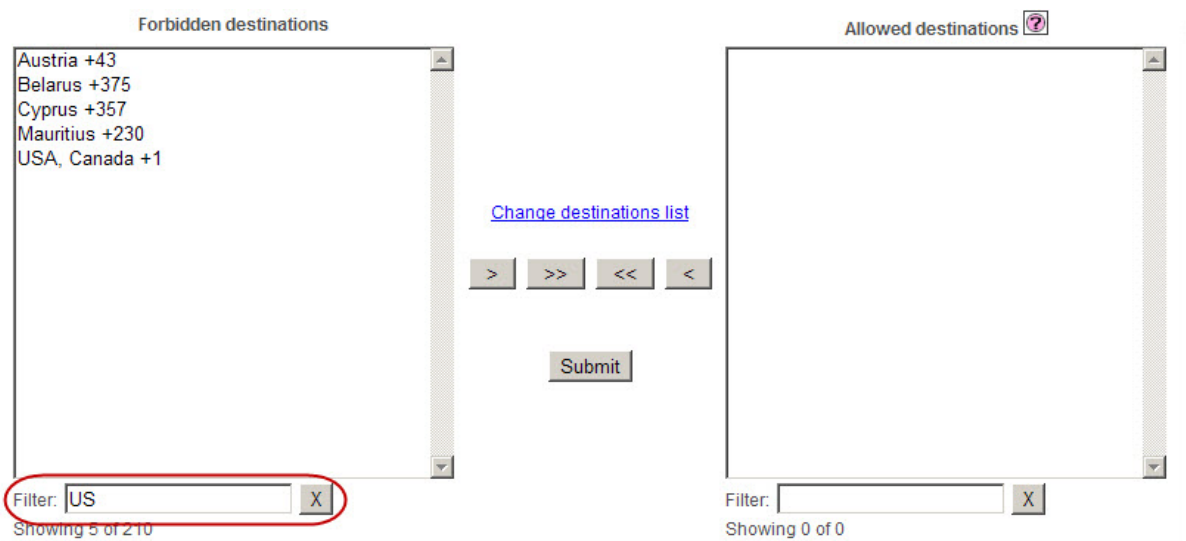






Fig. 3 - Destinations Filter

Tip: To make destination search more convenient, use the 'Filter' field to enter beginning letters of a country name, or beginning digits of a country code (Fig. 3 - Destinations Filter).

Once the needed destination is found, click on it and push the  button. The destination will be moved to the 'Allowed' list. To allow all destinations, click on the  button.

To remove a destination from the 'Allowed' list, click on it and push the  button. To remove all allowed destinations, push the  button.

The destinations list contains most commonly used destinations, but sometimes it is needed to add custom destinations (for example for NPA NXX numbers). TeliClick allows adding unlimited number of custom destinations.

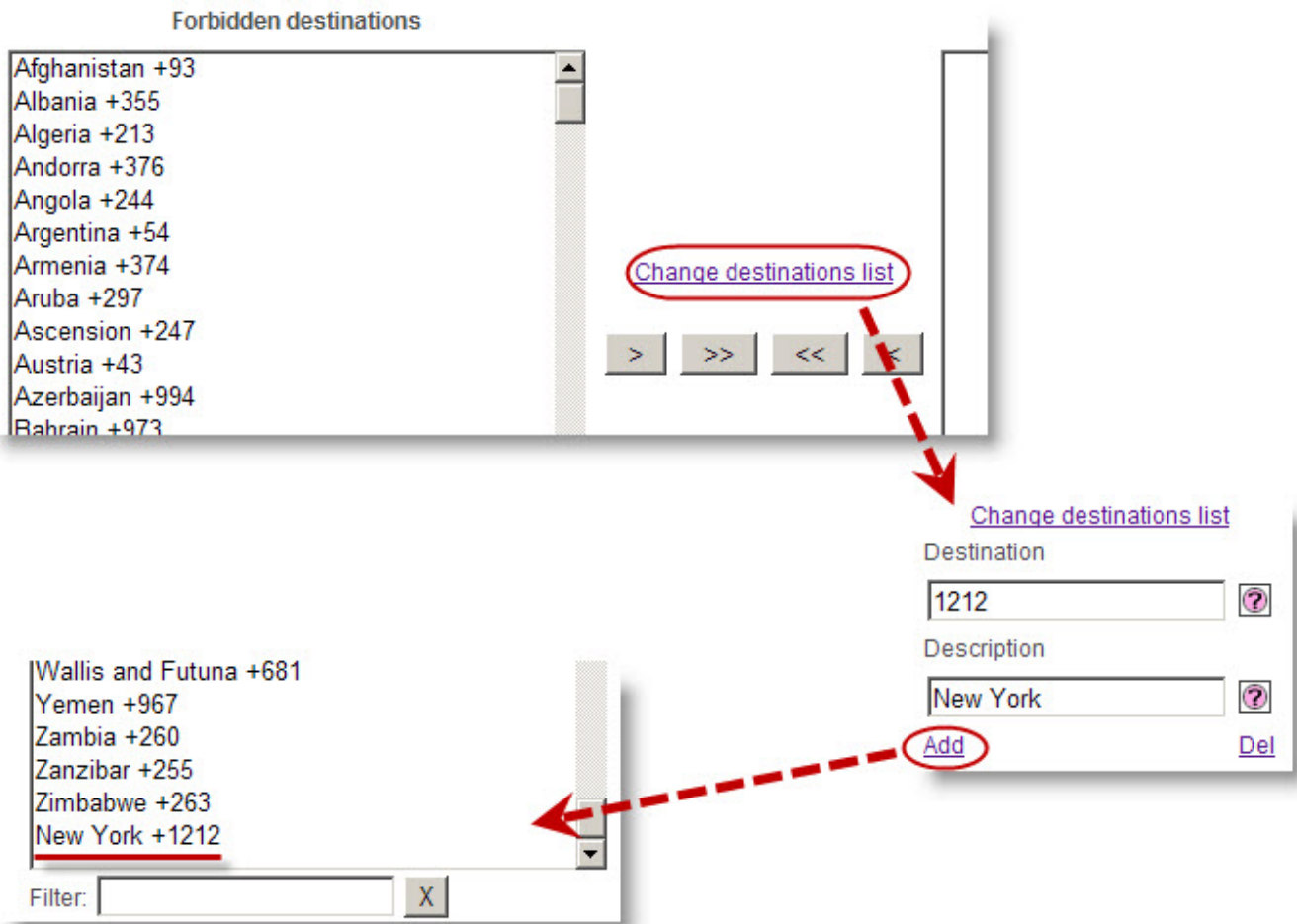


Fig. 4 - Adding a custom destination

To add a custom destination click on the 'Change destinations list', enter the needed destination (only digits without '+' sign in front), enter the description and click the 'Add' link. The added destination will appear in the bottom of the destinations list (Fig. 4 - Adding a custom destination). When the configuration is submitted the destinations in the list will be sorted alphabetically.

To remove a destination click on the 'Change destinations list', enter the needed destination (only digits without '+' sign in front) and click the 'Del' link.

Logging

Each call attempt is written into a log file called **calls.log**. Calls are written in the comma-separated format:

time of the attempt, originating IP address, called destination, delay, error

Time of the attempt is written in UNIX time. A converter tool can change the timestamp to a human-readable date. An online converter tool is available at <http://unixtime-converter.com/>. To convert the timestamp, copy the time value (it looks like '1288569600') into the 'UNIX TimeStamp' field, and push the 'Convert' button.

A maximum number of strings in the log file can be defined in the Click to Call wizard. The default value is set to 300 - when there are more than 300 strings, older ones will be overwritten.

The maximum lifetime of a record in the log file can also be specified in the Click to Call wizard. The default value is 1 week - records older than 1 week will be overwritten.

Anti-spam protection

TeliClick has an advanced anti-spam protection mechanism which uses the information from the call log files. There are several security features:

- The limitation of call attempts to one destination (a phone number specified by a website visitor) during a defined period of time. The number of allowed calls and the time period can be configured in the Click to Call wizard. The default 'maximum attempts' number is set to 3. The default 'period' is set to 24 hours - during a 24 hour period, a single website visitor can initiate up to 3 calls to one destination. Further attempts will be forbidden.
- The limitation of call attempts made from one IP address during a defined period of time. The number of allowed calls and the time period can be configured via the Click to Call wizard. The default 'maximum attempts' number is set to 3. The default 'period' is set to 24

hours. It means that during a 24 hour period, a single website visitor can initiate up to 3 calls from same IP address. Further attempts will be forbidden.

- The ability to disallow calls to unwanted destinations. You can allow website visitors to initiate calls (specify a phone number) only to defined destinations. All other destinations will be forbidden.
- The slide-lock anti-bot protection is an alternative to traditional CAPTCHA. A website visitor should move the slider to unlock the 'Call' button.

Integration

TeliClick can be easily integrated into an existing website by adding a Click to Call button or a Click to Call web form. When a visitor clicks the button, a popup window will appear.

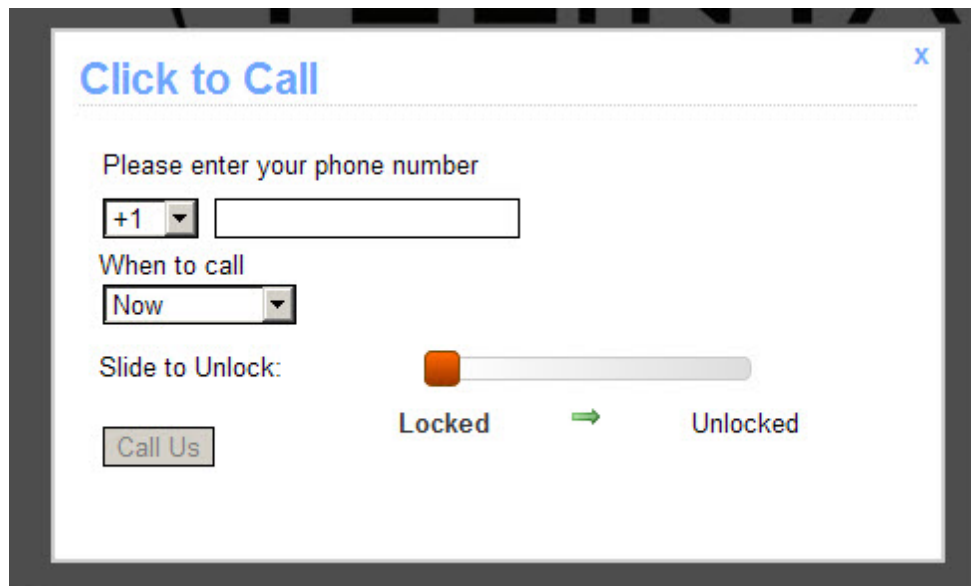


Fig. 5 - Click to Call popup window

A popup window or a web form can be configured via the Click to Call setup wizard, which provides options to change the header of the window and window text, to insert a logo, to enable or disable the anti-bot protection, and to configure allowed destinations and call delays. Refer to the Configuration section for additional information.

An example of integrating TeliClick into a web page is in the **index.php** file included in the Click to Call archive.