



User Guide

Rev. 1.0.5

www.telinta.com

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Introduction

About Telinta

Founded in 2002, Telinta offers secure and reliable cloud-based solutions for VoIP service providers. Our full portfolio of white label solutions is highly customizable for you and your resellers. With Telinta, you can focus on growing your business, while we focus on managing your technology.

TeliCore™ is our robust platform, integrating world-class carrier-grade Switching and Billing capabilities from PortaSwitch™, with Telinta's own proprietary enhancements. TeliCore is the largest hosted softswitch installation of its type, anywhere in the world.

Telinta offers:

- Cloud-based, rapid deployment, with no capital investment
- Full portfolio of ready to use turn-key solutions for VoIP service providers
- Best-of-breed VoIP technology
- Highly stable, scalable and customizable platform
- Your own VoIP termination and origination partners
- Comprehensive training and Around-The-Clock Technical Support.

Preface

This manual describes the typical operation of the call shop web interface. Here you will find the information for configuring your call shop.

Hardware and Software Requirements

Here are the minimum system requirements:

- Browser: Internet Explorer 7.0 or higher; Mozilla Firefox 3.0 or higher; Google Chrome 20.0.1132 or higher.
- Internet connection: high speed to effectively use the web interface.
- Spreadsheet program: MS Excel, LibreOffice Calc or similar.
- Display settings: minimum screen resolution is 1024 x 768.

Key Features And Benefits

Key benefits of the Call Shop Interface include:

- white-label fully brandable Call Shop platform
- instant, ready to use web-based interface
- custom interface for each Call Shop
- pre-paid and post-paid options
- flexible call rating
- separate collection reports per every cashier
- rounding of charges to any amount
- in-progress call indicators
- printed receipts

Configuration Checklist

Begin by printing the checklist shown below. Follow the system setup instructions detailed in this chapter, checking off each completed operation on the printed list. Please be sure to perform all of the operations (all of the boxes must be checked), otherwise the service will not work.

General configuration	
Log into the call shop web interface using the call shop owner credentials	<input type="checkbox"/>
Follow the steps in this guide to configure the Options	<input type="checkbox"/>
Configure the Rates	<input type="checkbox"/>

Instructions and Feature Explanations

Configuration

Logging in

Open your web browser and follow the call shop page http://callshop.<your_domain>. Enter the «Login» and «Password» received from your service provider. Press the «Submit» button.

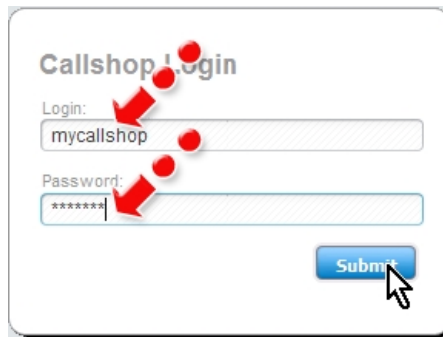


Figure 1. Logging in

Configuring Essential Options

Click on the «Options» tab (Fig.2).



Figure 2. Options

The Options page allows setting up all the basic call shop preferences.



Figure 3. Saving changes

Here is a brief description of the basic options:

- Billing Increment (seconds) — calls will be divided into intervals of this length, and billed for each interval (e.g., 60 means billed per minute; 1 means the calls will be billed for every second).
- Number of decimal places to show in cost — if set to 0, the cost of the calls will be displayed rounded to the full currency amounts (e.g., \$2, \$10, etc.); if set to 2, the cost will be shown with two decimals (e.g., \$2.56, \$3.00, etc.).
- Amount to round money to — rounds the total cost of the call up to be a multiple of this setting (e.g., setting to 0.05 will round \$2.26 to \$2.30; setting to 1.00 will round \$2.26 to \$3.00).
- Currency sign — symbol (or name) of your currency.
- Minimum billable duration (seconds) — specifies the minimum time after which the call will be charged (e.g., if set to 30 seconds, any call shorter than 30 seconds will

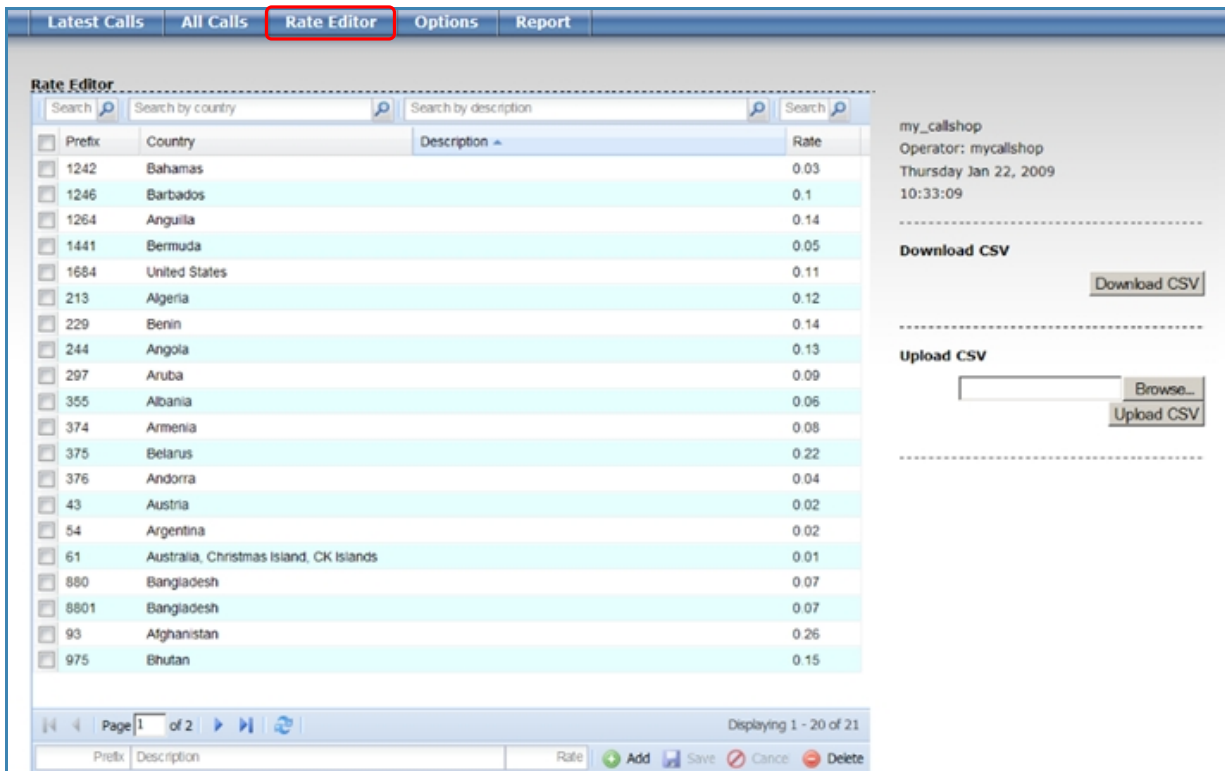
incur no charge, but a call of 31 seconds will be charged).

- Local time offset from CDR time (hours) — you must set this option if you are not located in the New York time zone (“GMT - 5hrs”) in order to correctly display your call records (e.g., if your local time zone is “GMT + 3hrs” set this option to 8; if your local time zone is “GMT - 2hrs,” set this option to 3).
- Local time offset from Server Time (hours) — you must set this option to the local time zone offset from the GMT in order to correctly display your call records (e.g., if your local time zone is “GMT + 7hrs,” set this option to 7).
- Allow enable/disable of booths — set this option to “Yes” to give booth operators the ability to disable and re-enable booths at any time. Disabling a booth will prevent any new calls from being made. Additionally, you can set this option to “Pre-pay” to enable pre-paying.

After you finish changing the preferences, press the «Set Options» button.

Setting up Rates

Press the «Rate Editor» button to access the Rate Editor page.



The screenshot shows the 'Rate Editor' page with the following data table:

Prefix	Country	Description	Rate
1242	Bahamas		0.03
1246	Barbados		0.1
1264	Anguilla		0.14
1441	Bermuda		0.05
1684	United States		0.11
213	Algeria		0.12
229	Benin		0.14
244	Angola		0.13
297	Aruba		0.09
355	Albania		0.06
374	Armenia		0.08
375	Belarus		0.22
376	Andorra		0.04
43	Austria		0.02
54	Argentina		0.02
61	Australia, Christmas Island, CK Islands		0.01
880	Bangladesh		0.07
8801	Bangladesh		0.07
93	Afghanistan		0.26
975	Bhutan		0.15

Additional interface elements include search fields for 'Search by country' and 'Search by description', a 'Download CSV' button, an 'Upload CSV' section with a 'Browse...' button, and a footer with 'Page 1 of 2' and 'Displaying 1 - 20 of 21'.

Figure 4. Rate editor

Adding rates

Set needed values (such as Prefix, Description, and Rate) in the fields at the top of the Rate Editor, and then click the «Add» button.

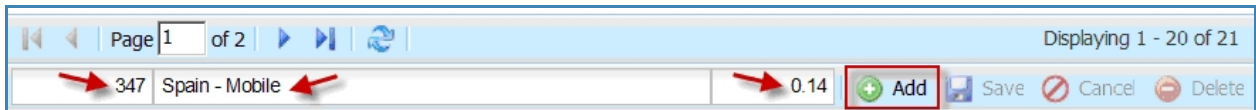


Figure 5. Setting new rate

Editing rates

Change a country prefix in the Prefix field. Set the new cost per minute for this country in the Rate field.

Note: There is no need to fill in the country name. It will be filled in automatically based on the prefix.

<input type="checkbox"/>	Prefix	Country	Description	Rate
<input checked="" type="checkbox"/>	1242	Bahamas		0.03
<input type="checkbox"/>	1246	Barbados		0.1

Figure 6. Editing existent rates

After you have changed all the needed rates, the «Save» button becomes active. Press the «Save» button to finalize your changes.

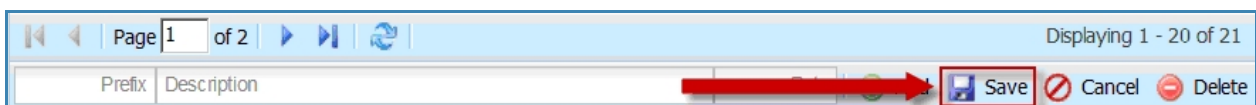


Figure 7. Saving changes

Deleting rates

Mark the checkboxes next to the rates that you want to delete and then click the «Delete» button.

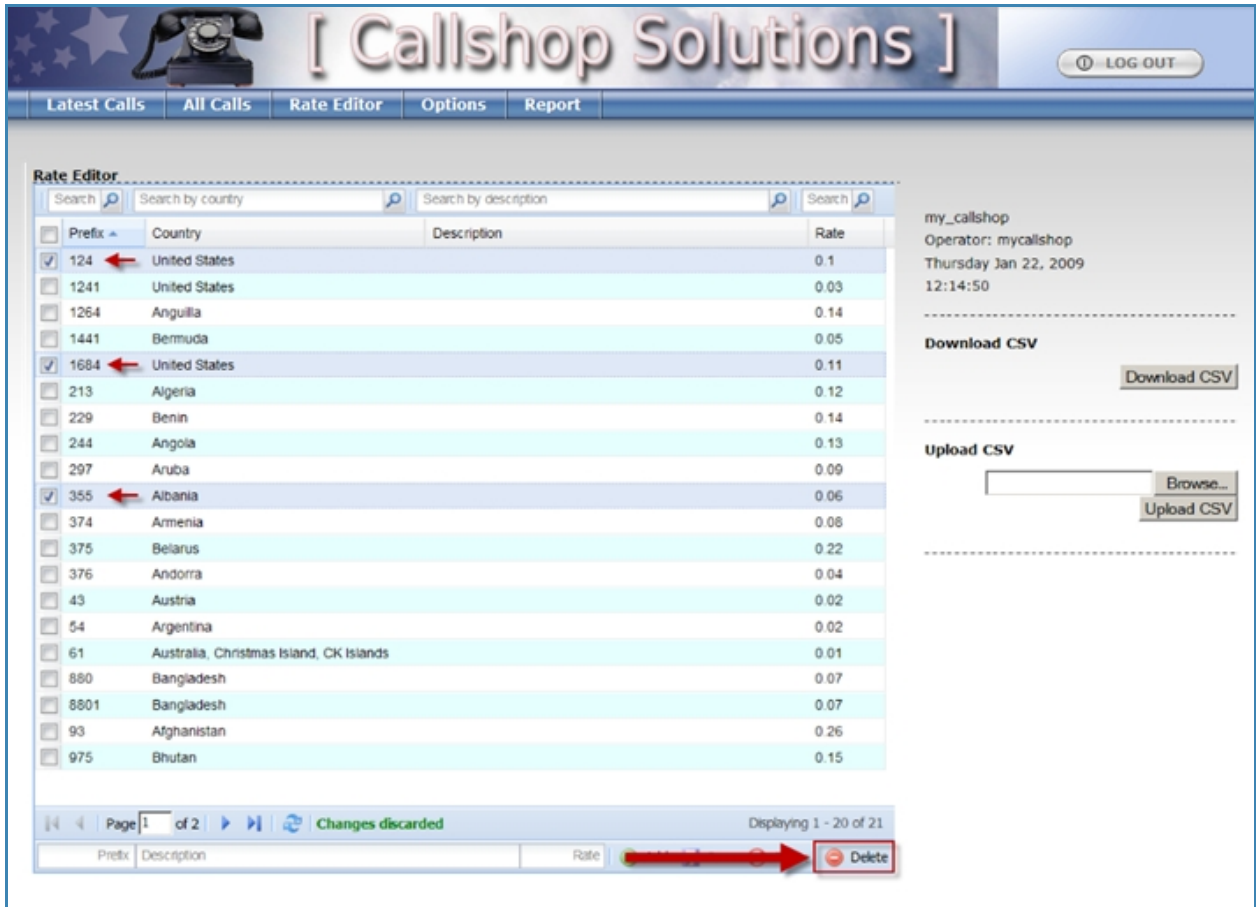


Figure 8. Deleting a rate

Searching rates

With a large number of rates, it may be difficult to find a particular rate. In this case, you can use the Search feature in the Rate Editor.

Type a Prefix, a Country name, or a Description into the corresponding search field and click on the magnifying lens icon to the right of that field.

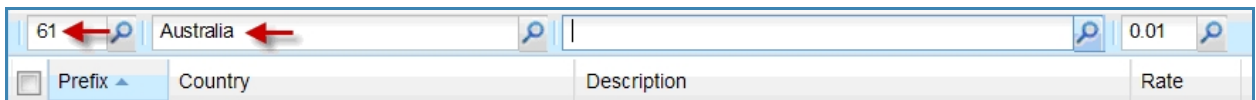
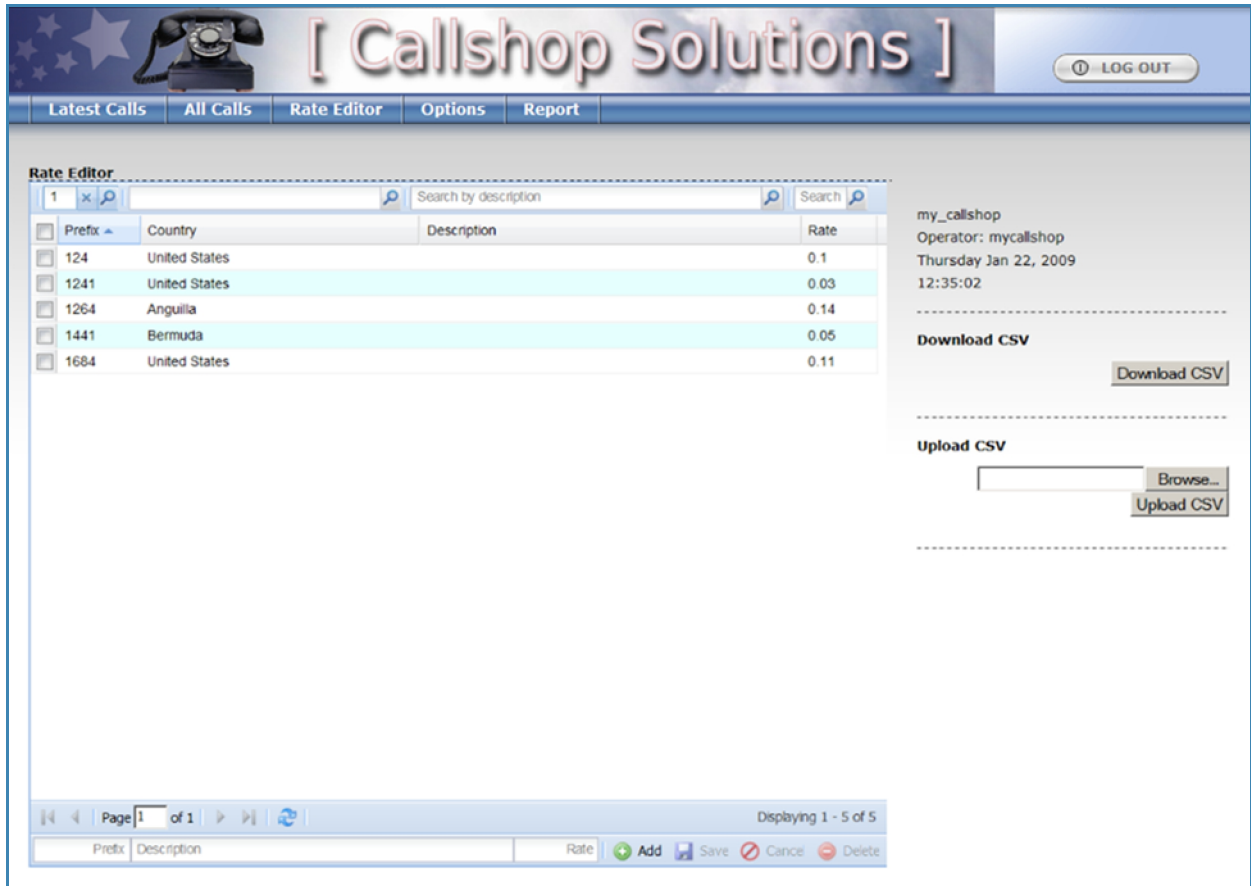


Figure 9. Searching for pattern



The screenshot shows the 'Rate Editor' interface in the Telinta Call Shop. At the top, there is a navigation bar with tabs for 'Latest Calls', 'All Calls', 'Rate Editor', 'Options', and 'Report'. The 'Rate Editor' tab is active. Below the navigation bar, there is a search bar with the text 'Search by description' and a search icon. The search results are displayed in a table with the following columns: Prefix, Country, Description, and Rate. The table contains five rows of data, with the first row highlighted in light blue. To the right of the table, there is a 'Download CSV' button and an 'Upload CSV' section with a 'Browse...' button and an 'Upload CSV' button. At the bottom of the interface, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 - 5 of 5'. Below the pagination bar, there is a table with columns for 'Prefix', 'Description', and 'Rate', and buttons for 'Add', 'Save', 'Cancel', and 'Delete'.

Prefix	Country	Description	Rate
124	United States		0.1
1241	United States		0.03
1264	Anguilla		0.14
1441	Bermuda		0.05
1684	United States		0.11

Figure 10. Results of the search

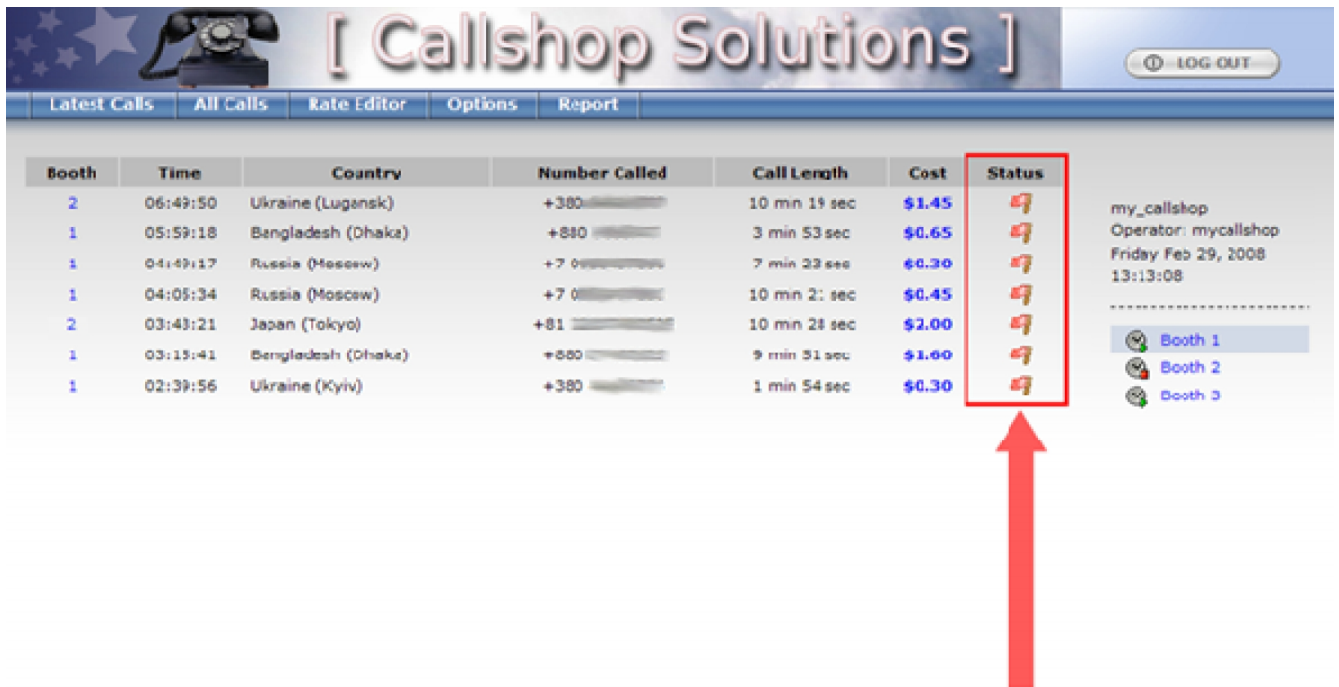
Only the rates matching the search criteria will be displayed. Click the «X» icon (next to the magnifying lens icon) to clear the search criteria and return to the full rate list.

Operation

The Operation section describes the basic web interface actions that the call shop operator will perform on a regular basis.

Using the Latest Call Screen

Click on the «Latest Calls» button to bring up the Latest Calls screen. The status column uses Red Flags to mark all calls that are completed but not yet paid.



The screenshot shows the 'Callshop Solutions' interface. At the top, there is a navigation bar with buttons for 'Latest Calls', 'All Calls', 'Rate Editor', 'Options', and 'Report'. A 'LOG OUT' button is also present. Below the navigation bar is a table with the following columns: Booth, Time, Country, Number Called, Call Length, Cost, and Status. The Status column contains red flags for all calls. A red arrow points to the red flag in the Status column of the first row.

Booth	Time	Country	Number Called	Call Length	Cost	Status
2	06:49:50	Ukraine (Lugansk)	+380	10 min 19 sec	\$1.45	🚩
1	05:59:18	Bangladesh (Dhaka)	+880	3 min 53 sec	\$0.65	🚩
1	04:49:17	Russia (Moscow)	+7	7 min 29 sec	\$0.30	🚩
1	04:05:34	Russia (Moscow)	+7	10 min 21 sec	\$0.45	🚩
2	03:43:21	Japan (Tokyo)	+81	10 min 28 sec	\$2.00	🚩
1	03:15:41	Bangladesh (Dhaka)	+880	9 min 51 sec	\$1.60	🚩
1	02:39:56	Ukraine (Kyiv)	+380	1 min 54 sec	\$0.30	🚩

my_callshop
Operator: mycallshop
Friday Feb 29, 2008
13:13:08

- Booth 1
- Booth 2
- Booth 3

Figure 11. Status of payment

Viewing the Call Charges

After the caller completes all calls, the operator can view the individual charges for each call and the total amount due. The operator can also print a receipt for the caller.

Click on the Booth number in the left column. In the example below, a customer in Booth 2 has finished all calls, and the operator wants to see the charges and print a receipt.

Booth	Time	Country	Number Called	Call Length	Cost	Status
2	05:49:50	Ukraine (Lugansk)	+380	10 min 19 sec	\$1.45	
1	05:59:18	Bangladesh (Dhaka)	+880	3 min 53 sec	\$0.65	
1	04:49:17	Russia (Moscow)	+7	7 min 23 sec	\$0.30	
1	04:05:34	Russia (Moscow)	+7	10 min 21 sec	\$0.45	
2	03:43:21	Japan (Tokyo)	+81	10 min 28 sec	\$2.00	
1	03:15:41	Bangladesh (Dhaka)	+880	9 min 51 sec	\$1.60	
1	02:39:56	Ukraine (Kyiv)	+380	1 min 54 sec	\$0.30	

my_callshop
Operator: mycallshop
Friday Feb 29, 2008
13:13:08

Booth 1
Booth 2
Booth 3

Figure 12. Creating a receipt

The Receipt screen for the selected booth will be displayed. The example screen below shows a total cost of the calls made from Booth 1, as well as the total amount for the caller to pay.


Booth	Date	Time	Country	Number Called	Call Length	Cost
1	Feb 29	05:59:18	Bangladesh (Dhaka)	+880	3 min 53 sec	\$0.65
1		04:49:17	Russia (Moscow)	+7	7 min 23 sec	\$0.30
1		04:05:34	Russia (Moscow)	+7	10 min 21 sec	\$0.45
1		03:43:21	Japan (Tokyo)	+81	10 min 28 sec	\$2.00
1		03:15:41	Bangladesh (Dhaka)	+880	9 min 51 sec	\$1.60
1		02:39:56	Ukraine (Kyiv)	+380	1 min 54 sec	\$0.30
Total:						\$5.30

my_callshop
Operator: mycallshop
Friday Feb 29, 2008
14:44:19

Print
Mark Paid
Remove Latest Call
Cancel

Figure 13. Look of a receipt

Recording Payment of Call Charges


After the caller pays for the calls, the operator should click the «Mark Paid» icon ( Mark Paid) on the Receipt screen.



Booth	Time	Country	Number Called	Call Length	Cost	Status
2	06:49:36	Ukraine (Lugansk)	+380	10 min 19 sec	\$1.45	Paid
1	05:59:18	Bangladesh (Dhaka)	+880	3 min 53 sec	\$0.65	
1	04:49:17	Russia (Moscow)	+7	7 min 23 sec	\$0.30	
1	04:05:34	Russia (Moscow)	+7	10 min 21 sec	\$0.45	
2	03:43:21	Japan (Tokyo)	+81	10 min 28 sec	\$2.00	Paid
1	03:15:41	Bangladesh (Dhaka)	+880	9 min 51 sec	\$1.60	
1	02:39:56	Ukraine (Kyiv)	+380	1 min 54 sec	\$0.30	

Figure 14. Paid call


The Status column for all calls from Booth 2 will be shown as Paid.

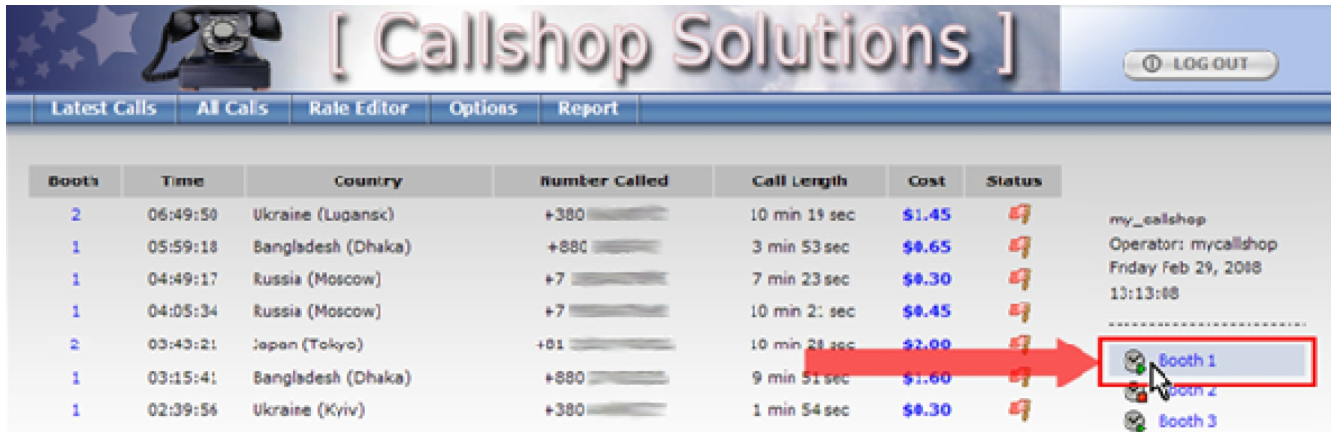
To return to the Latest Calls screen without receiving a payment, the operator can click the Cancel icon ( Cancel) to exit the Receipt screen without marking calls as Paid.

Enabling/Disabling a Booth

This feature is only accessible if you set the “Allow enable/disable of booths” option to “Yes” on the Options screen.

Typically the “Enable Booth” feature is for the operator to enable the booth for a caller and to prevent unauthorized use of the call shop. The “Booth Disable” feature is particularly beneficial for crowded call shops where the operator may overlook unauthorized callers.

When a caller enters a booth, the operator enables the booth by clicking the «Enable» button () next to the Booth’s name on the right side of the Latest Calls screen.



The screenshot shows the 'Callshop Solutions' interface. At the top, there is a navigation bar with 'Latest Calls', 'All Calls', 'Rate Editor', 'Options', and 'Report'. A 'LOG OUT' button is in the top right. Below the navigation bar is a table of call records:


Booth	Time	Country	Number Called	Call Length	Cost	Status
2	06:49:50	Ukraine (Lugansk)	+380	10 min 19 sec	\$1.45	
1	05:59:18	Bangladesh (Dhaka)	+880	3 min 53 sec	\$0.65	
1	04:49:17	Russia (Moscow)	+7	7 min 23 sec	\$0.30	
1	04:05:34	Russia (Moscow)	+7	10 min 21 sec	\$0.45	
2	03:43:21	Japan (Tokyo)	+81	10 min 28 sec	\$2.00	
1	03:15:41	Bangladesh (Dhaka)	+880	9 min 51 sec	\$1.60	
1	02:39:56	Ukraine (Kyiv)	+380	1 min 54 sec	\$0.30	

On the right side of the interface, there is a sidebar with the following information:

- my_callshop
- Operator: mycallshop
- Friday Feb 29, 2008
- 13:13:08

Below this information are three booth status indicators: 'Booth 1', 'Booth 2', and 'Booth 3'. Each indicator has a small icon to its left. A red arrow points from the 'Cost' column of the call record for Booth 2 to the 'Booth 1' indicator, which is highlighted with a red box.

Figure 15. Going to a booth

When the caller exits the booth, the operator should click the «Disable» button ().

Advanced

Rates Upload Feature

If you have a large number of rates, adding them one by one may be time consuming. Creating a .CSV file with rates and uploading this file via the web interface can significantly reduce the time needed to set a large number of rates.

Follow these steps to create a .CSV file:

- If your default Windows locale is not set to “English (United States),” check to make sure that List Separator type is set to “,”. This is necessary for the web interface to open your uploaded .CSV files. In the Windows start menu, go to My Computer -> Control Panel -> Regional and Language Options. Click on «Customize» and under Numbers, set the List Separator type to be “,”.
- Open a spreadsheet editor (e.g., MS Excel) and enter your rates as shown below:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	1684	Samoa	0.03											
2	38044	Kuiv	0.14											
3	3806	Lugansk	0.14											
4	7095	Moscow	0.04											
5	8132	Tokyo	0.19											
6	880	Dhaka	0.16											
7														
8														
9														

Figure 16. Editing rates

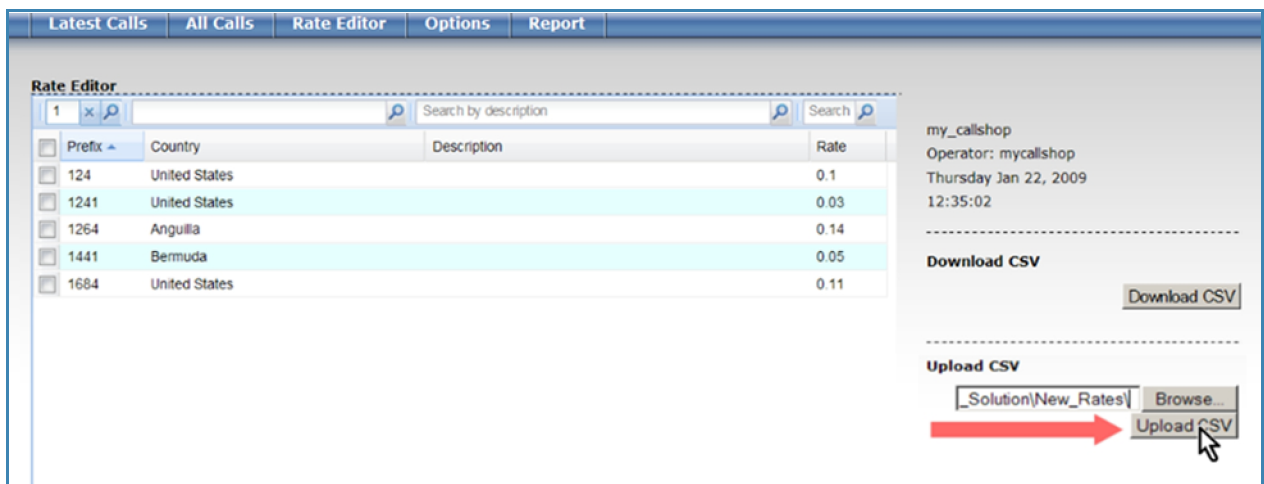


Figure 17. Uploading a .CSV file

- After completing the .CSV file, save it, and proceed to the Rate Editor screen on the Call Shop web interface.
- Press the «Browse» button and select the .CSV file you just saved.
- Click on the «Upload CSV» button.
- In case of failure, an error message will appear on screen.

Editing a .CSV File

If you need to make corrections to your rates:

- Press the «Download CSV» button on the Rate Editor screen.
- Save the file in your local directory.
- Open this file in a spreadsheet program and make the necessary corrections to your rates.
- Follow the “Uploading a CSV File” procedure described above to upload your modified rates via the web interface.

Marking Calls as “Free”

If you would like to give the Call Shop operator the ability to mark some calls as free (e.g., if there was a false answer), follow these steps:

- Click the Options tab.
- Set the desired value for “Max amount to allow marking free” option.
- Press the «Set Options» button to save.

Now all calls that cost less than (or equal to) the set amount can be marked “free” by clicking on the call’s cost. Clicking repeatedly on the cost will toggle the call from “free” to its actual price.

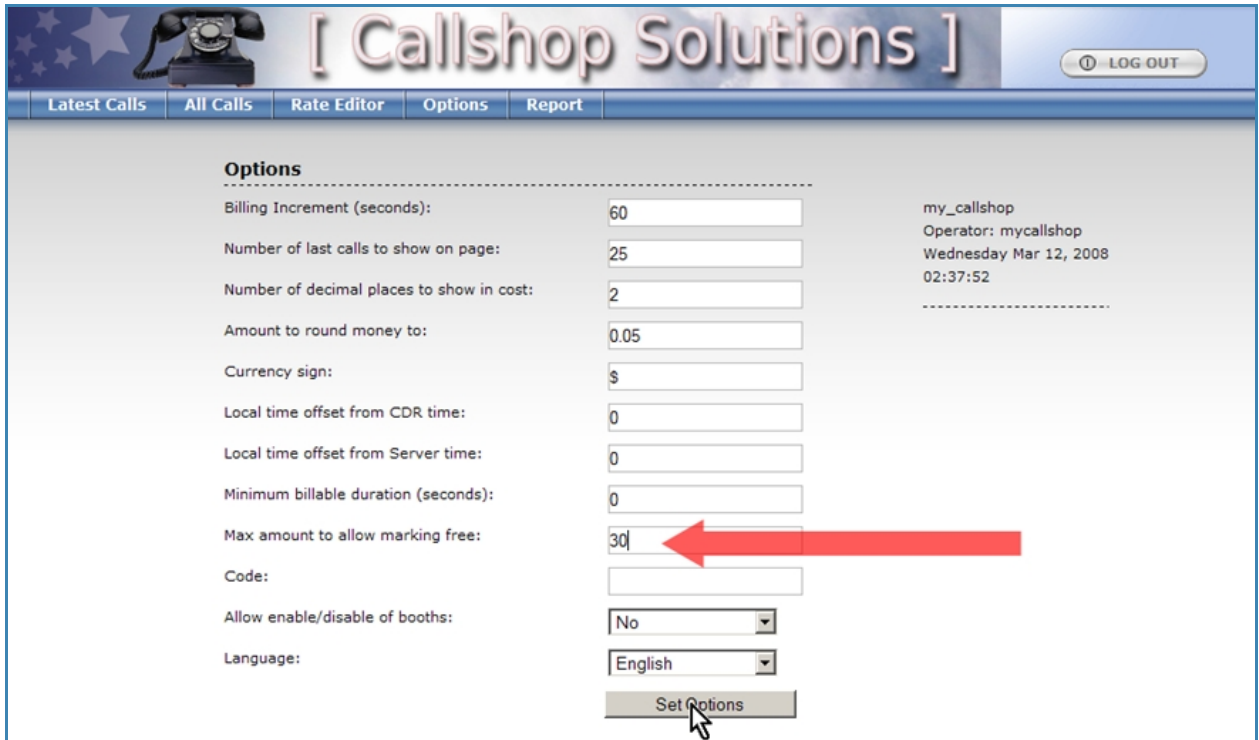


Figure 18. Max amount to allow marking free

Now all calls that cost less than (or equal to) the set amount can be marked “free” by clicking on the call’s cost. Clicking repeatedly on the cost will toggle the call from “free” to its actual price.

Creating Cashier Reports

To create a report of all calls:

- Click the «Report» button to bring up the Report screen.

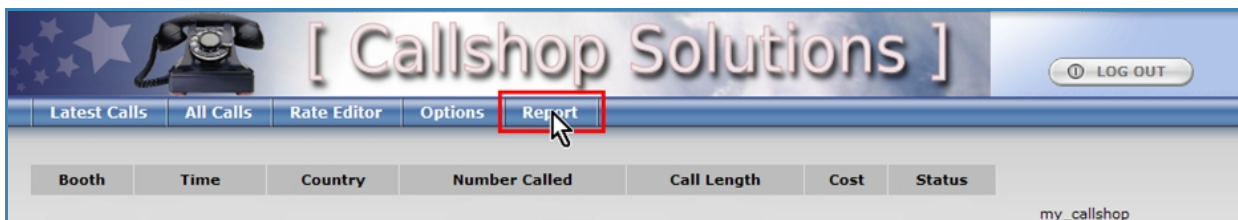


Figure 19. Going to Report

- Select the time interval for the report by entering the “From Date” and “To Date.” Click on the calendar icon to the right of the field to change dates. A small calendar will be displayed. Click on the desired square to select the date.

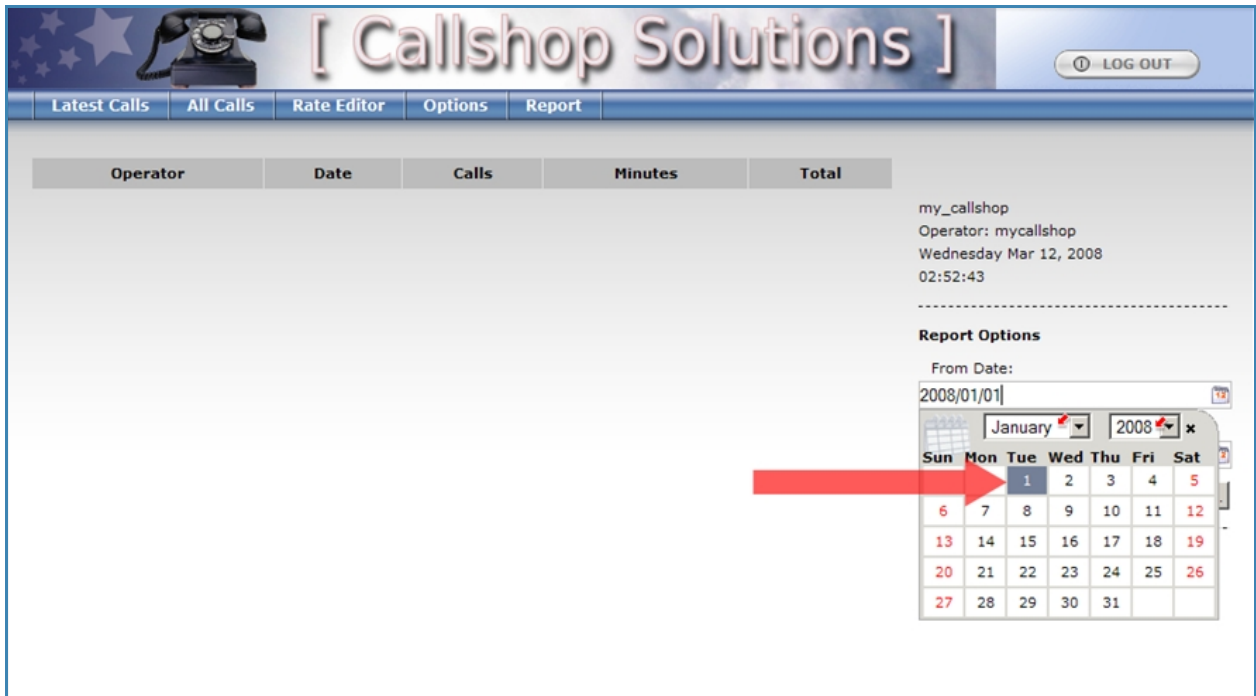


Figure 20. Going to Report

- Finally, click the «Show Report» button to display your report on the screen.

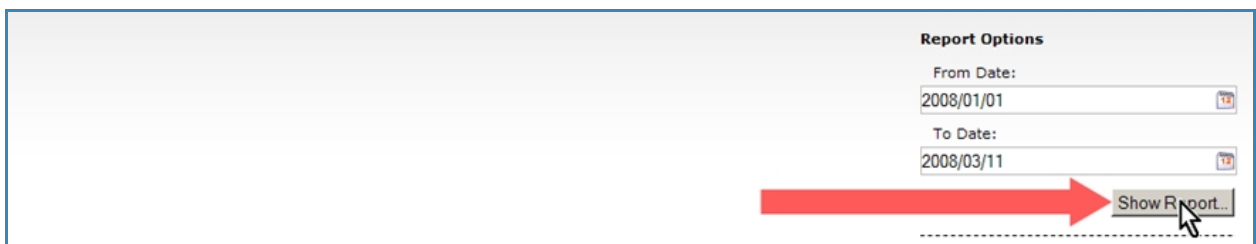


Figure 21. Report creation

Active Calls

If you would like the Call Shop interface to display calls that are in progress, you can use the “Active calls” feature. To enable this feature, open the “Options” tab and set “Show active calls” to “Yes.” Press «Set Options».

If you need to let your cashier see the approximate duration of the call, that option is also available.

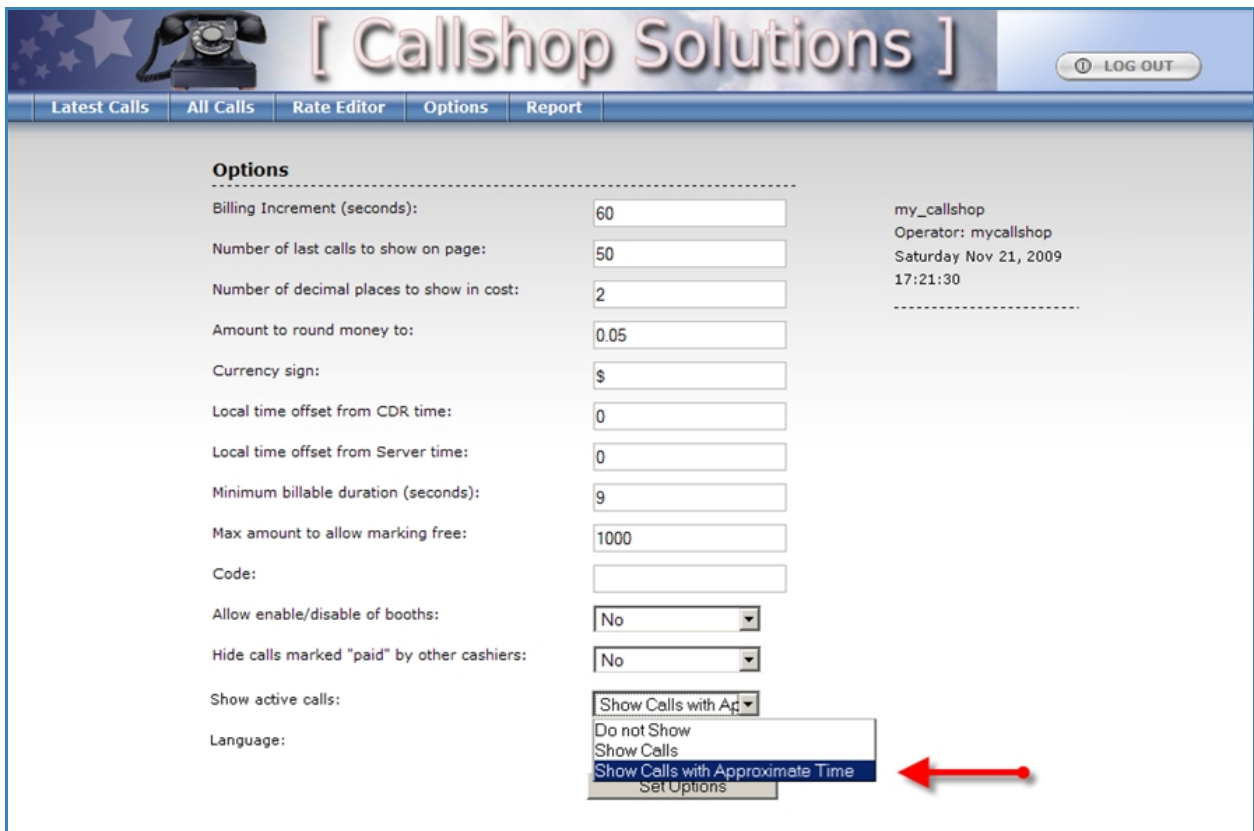


Figure 22. Enabling Active Calls

After you click «Set Options», you will see the list of active calls on the top of the page under the “Latest Calls” tab. If there is an active call, the line for the corresponding booth will be red. The timer in the right cell of the table will count seconds and minutes of the call.



The screenshot shows the 'Callshop Solutions' interface. At the top, there is a navigation bar with 'Latest Calls', 'All Calls', 'Rate Editor', 'Options', and 'Report'. Below this is a table with the following data:

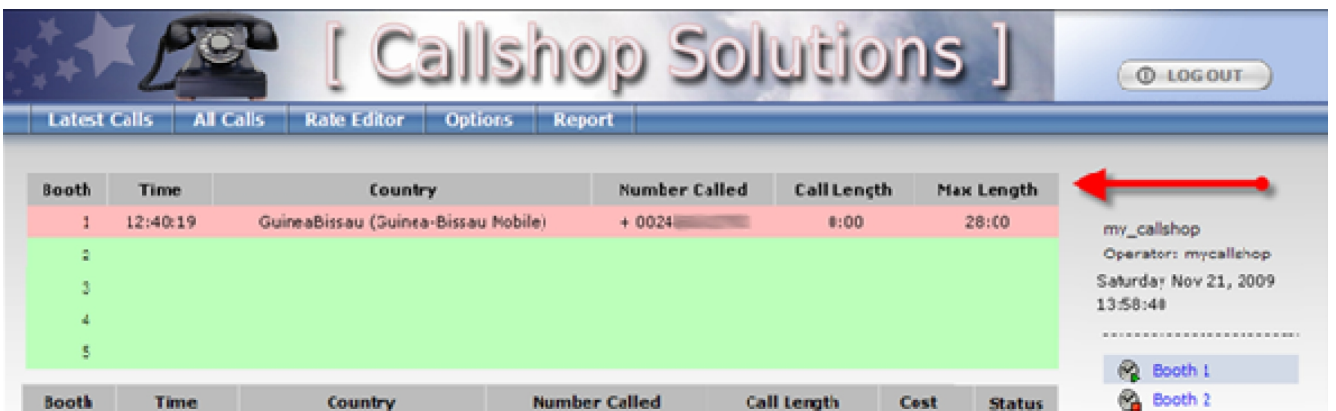
Booth	Time	Country	Number Called	Call Length
1	16:37:18	Senegal	+221	18:06
2				
3				
4				
5				

On the right side of the interface, the following information is displayed:

- my_callshop
- Operator: mycallshop
- Friday Feb 29, 2008
- 13:13:08
- Booth 1
- Booth 2

Figure 23. Look of an active call

In the pre-pay scenario, the "Active Calls" table includes a new column — "Max Length." It shows the maximum possible call duration based on the pre-paid amount and the rate to the active call destination.



The screenshot shows the 'Callshop Solutions' interface with a 'Max Length' column added to the table. A red arrow points to this column. The table data is as follows:

Booth	Time	Country	Number Called	Call Length	Max Length
1	12:40:19	GuineaBissau (Guinea-Bissau Mobile)	+ 0024	8:00	28:00
2					
3					
4					
5					

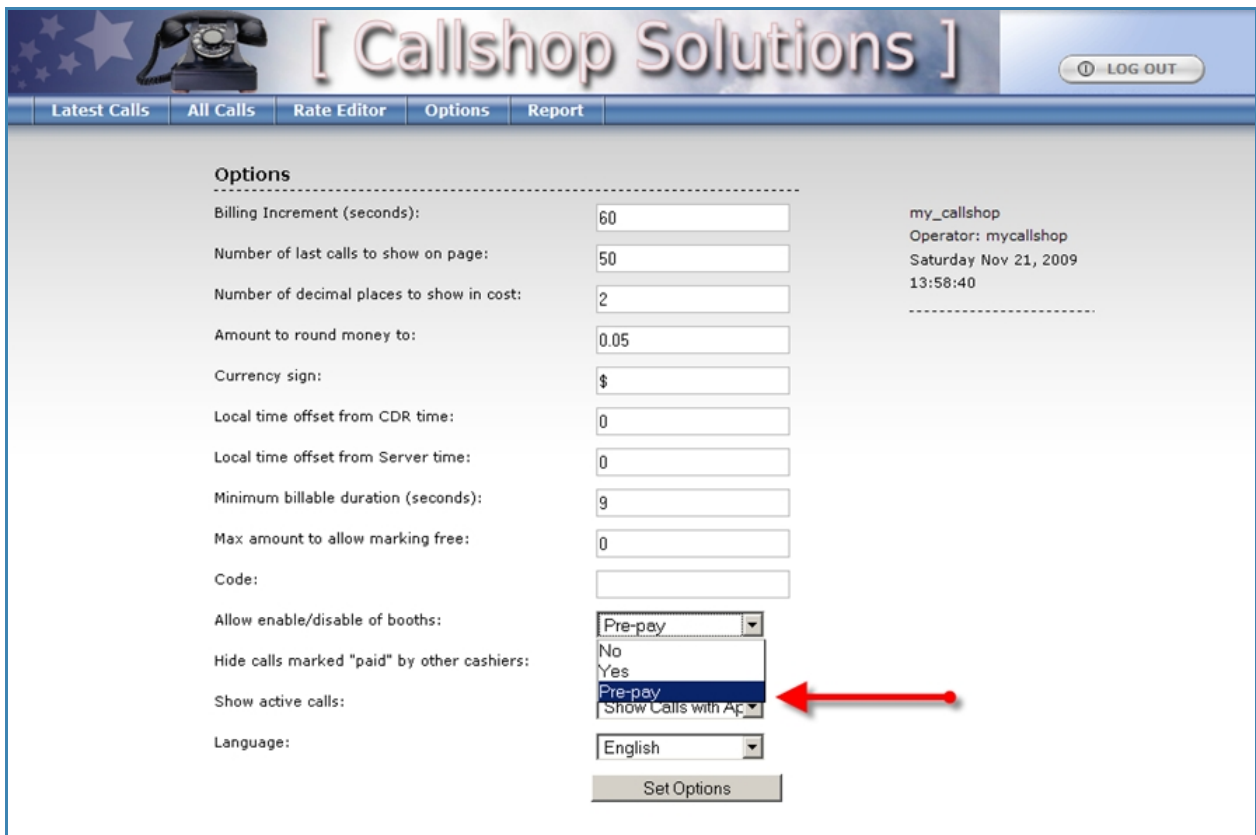
On the right side of the interface, the following information is displayed:

- my_callshop
- Operator: mycallshop
- Saturday Nov 21, 2009
- 13:58:48
- Booth 1
- Booth 2

Figure 24. Max length of the prepaid call

Pre-paying

If you need to use a pre-pay scenario for your call shop, you can enable this feature on the Options page:



my_callshop
Operator: mycallshop
Saturday Nov 21, 2009
13:58:40

Figure 25. Enabling of the prepay scenario

After the Pre-pay feature is enabled, a cashier may click on a blocked booth and enter the prepaid amount (which should be divisible by the rounded monetary value). This action unblocks the booth and the end user can start talking. When the prepaid amount runs out, the call will be disconnected automatically. If the caller ends his call on his own, the cashier can print a report (which will show the prepaid amount and change due, in addition to the total cost), give change, and mark the call paid. This action blocks the booth.