



User Guide

Rev. 1.1.7

www.telinta.com

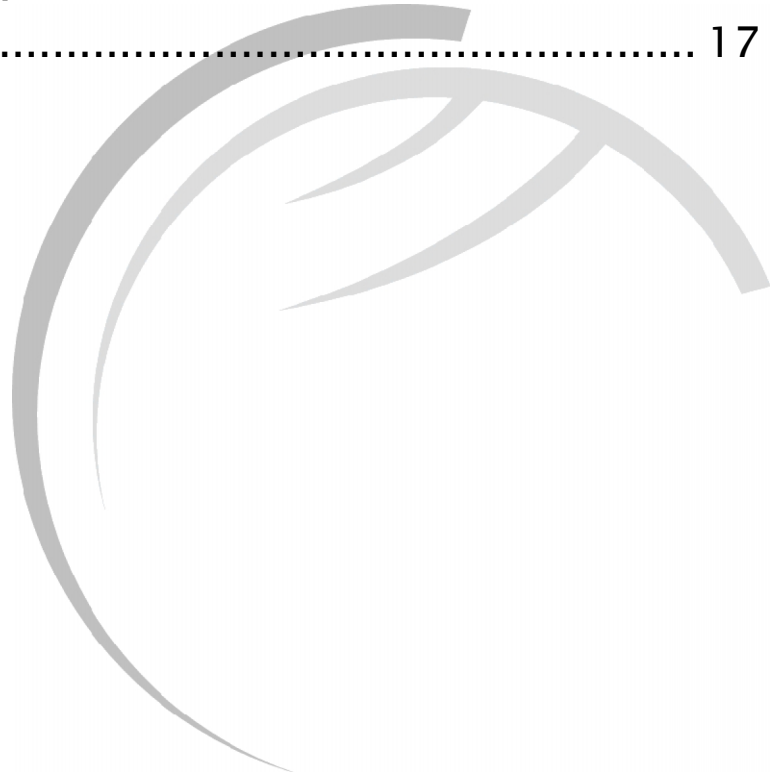
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Introduction

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 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. 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

Key benefits of TeliClick include:

- 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
- Easy integration with Drupal™ Content Management System (CMS)

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		
Unpack the archive containing the Click to Call files	<input type="checkbox"/>	
Place files into a folder on your web server	<input type="checkbox"/>	
Perform the configuration steps using the configuration wizard	<input type="checkbox"/>	
Testing		
Use the TeliClick interface to trigger a web callback	<input type="checkbox"/>	

Instructions and Feature Explanations

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/** and **/config/**. The **/logos/** folder will contain the uploaded logo, the **/config/** folder will store the current configuration and custom destinations. Please contact your web administrator if you are unsure.
2. Open the index page (http://<your_domain>/path_to_dir/index.php) in your browser and you will be automatically redirected to the configuration wizard.
3. Enter your PortaBilling login and password.

IMPORTANT

All mandatory fields are marked with the asterisk (*) sign. Uploading a new logo will overwrite the old one. 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.

TIP

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

Click To Call Wizard

Account ID * ⓘ

Password * ⓘ

List of Delays (min, e.g. 1,2,7) ⓘ

Header of the popup ⓘ

Popup text ⓘ

Anti-bot protection Disable ⓘ

Max length of the destination number ⓘ

Max number of callback attempts ⓘ

Period (hr) ⓘ

Max number of strings in the log ⓘ

Lifetime of the log records (weeks) ⓘ

Button/Form selector Form ⓘ

Logo

Browse ⓘ

Forbidden destinations ⓘ

- 121 +123
- Afghanistan +93
- Albania +355
- Algeria +213
- Andorra +376
- Angola +244
- Argentina +54
- Armenia +374
- Aruba +297
- Ascension +247
- Austria +43
- Azerbaijan +994
- Bahrain +973
- Bangladesh +880
- Belarus +375
- Belgium +32
- Belize +501

Showing 210 of 210

Filter ⓘ Delete

Change destinations list

>
>>
<<
<

Submit

Logout

Allowed destinations ⓘ

Showing 0 of 0

Filter ⓘ Delete

Please use the [Sample Integration Page](#) to test changes.

Figure 1. Click to Call wizard

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**.

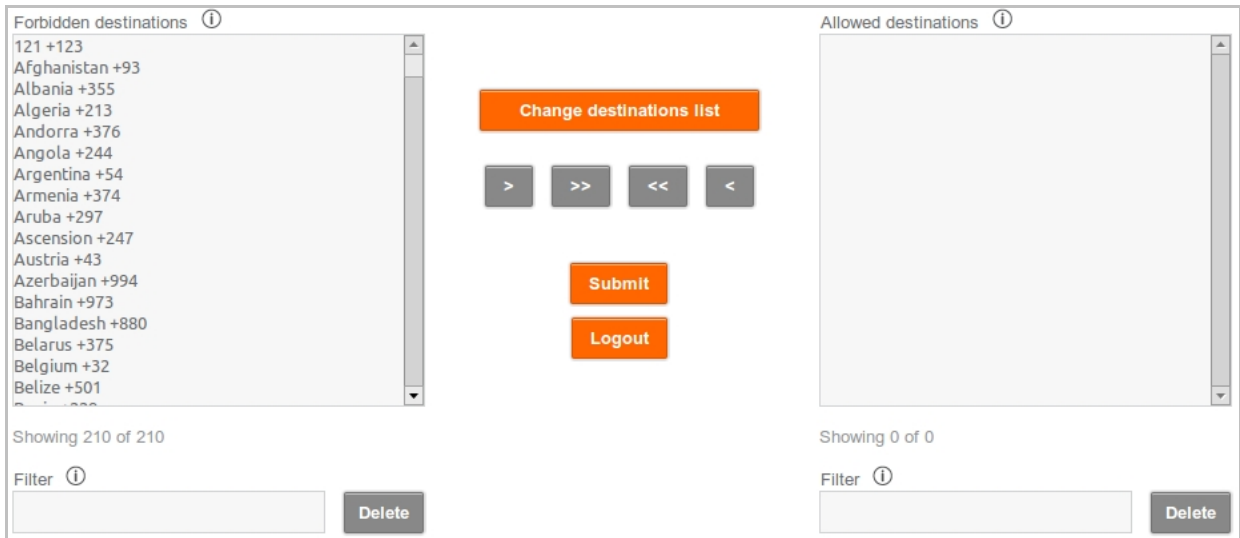


Figure 2. Destinations List

TIP

To make destination search more convenient, use the 'Filter' field to enter the beginning letters of a country name, or the beginning digits of a country code.

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 the most commonly used destinations, but sometimes it is necessary to add custom destinations (for example for NPA NXX numbers). TeliClick allows adding an unlimited number of custom destinations.

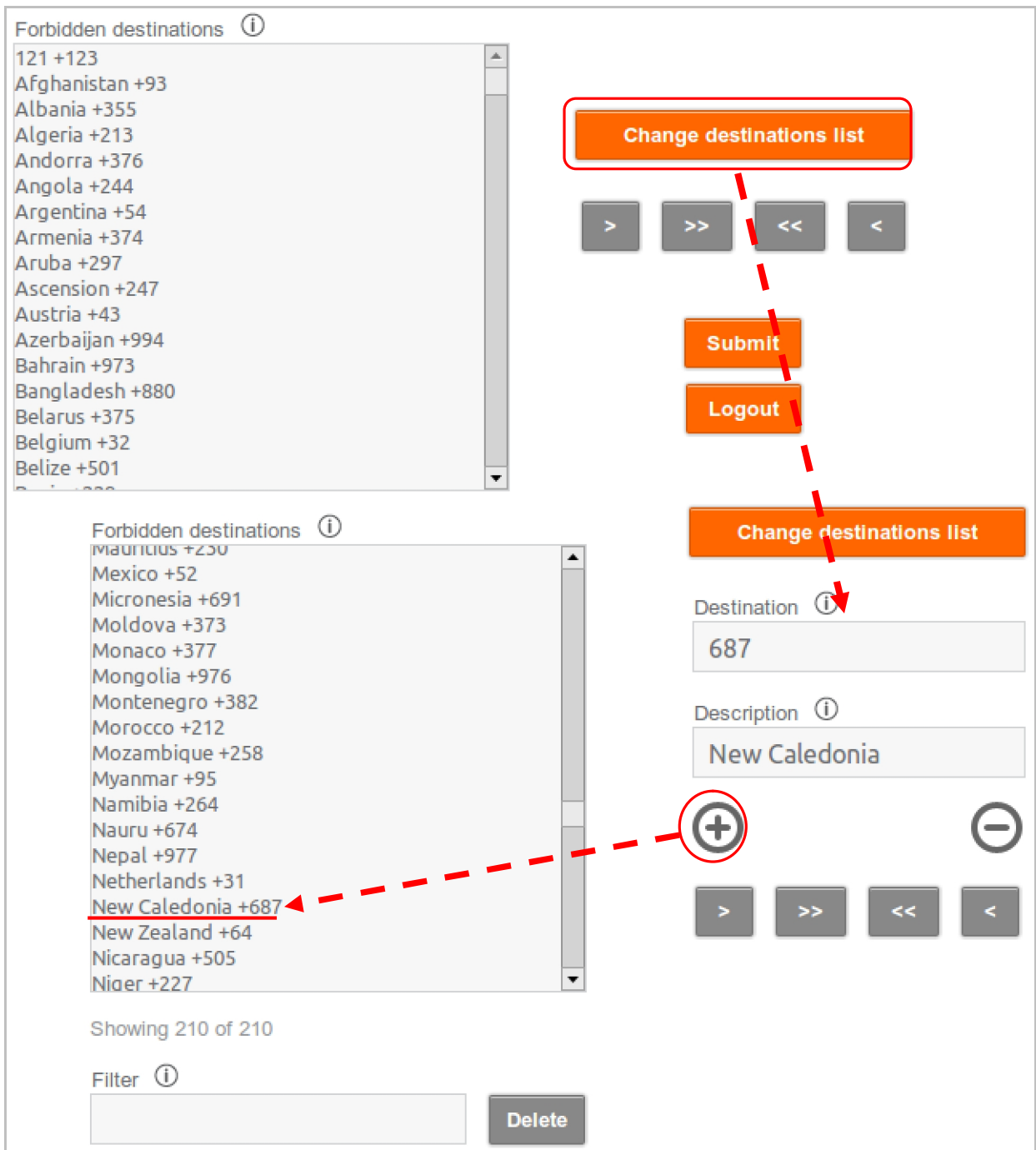


Figure 4. Adding a custom destination

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. 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 on the number 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 on the number 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.



Figure 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 **Definitions** section for additional information.

To see an example of integrating TeliClick into a web page click on the **Sample Integration Page** link in the bottom of the configuration wizard page.

Integration with Drupal™ CMS

TeliClick can be easily integrated into [Drupal™](#), one of the most popular CMS in the world. Please contact support@telinta.com to request the TeliClick Drupal™ module.

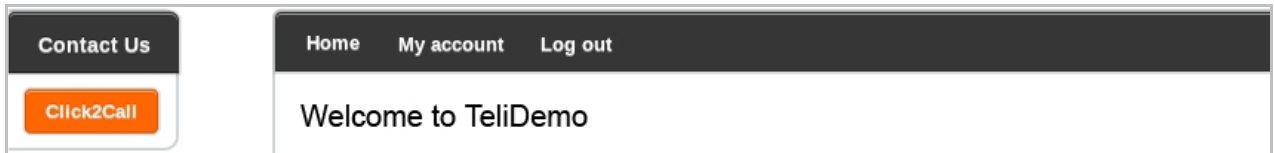


Figure 6. Click to Call button in Drupal

NOTE

The module was tested with Drupal™ 7. The module **may** work with previous versions but it was not tested.

When you receive the module, follow the standard procedure of installing a custom module described on the [Drupal™ web-site](#).

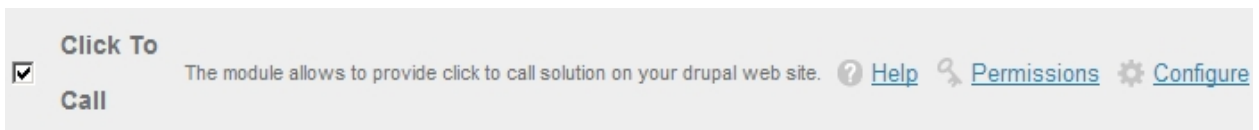


Figure 7. Click to Call Drupal module

Definitions

The following terms have specific meanings in this document and on the Click to Call interface:

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.

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'.

Button/Form selector: selects how TeliClick should be integrated into a site. If the 'Button' option is selected after the changes are submitted, a new field '**Button text**' will appear. This field allows you to specify the text which will be written on the TeliClick button. Default value of the 'Button text' field is 'Click To Call'.

Logo: you can upload a picture that 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, the current logo will be removed. If no logo is uploaded the checkbox will be hidden.

Allowed destinations: a list of destinations that will be shown in drop-down menu on the Click to Call form.