



## Admin Guide

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[www.telinta.com](http://www.telinta.com)

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## Preface

This document describes the configuration steps and available options of the of Telinta brandable Distributor interface. Distributor Interface was created to satisfy customer demands for an advanced, easy to use system, fully integrated into PortaBilling self-care interface for distributors.

This document is intended for administrator users. Please refer to the [Distributor Interface User Guide](#) for a general overview of the Telinta Distributor Interface.

## 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 hosted softswitch 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 softswitch – 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
- Ability to select your own VoIP termination and origination partners
- Comprehensive training and Around-The-Clock Technical Support.

## Key features and benefits

Key benefits of the Distributor Interface include:

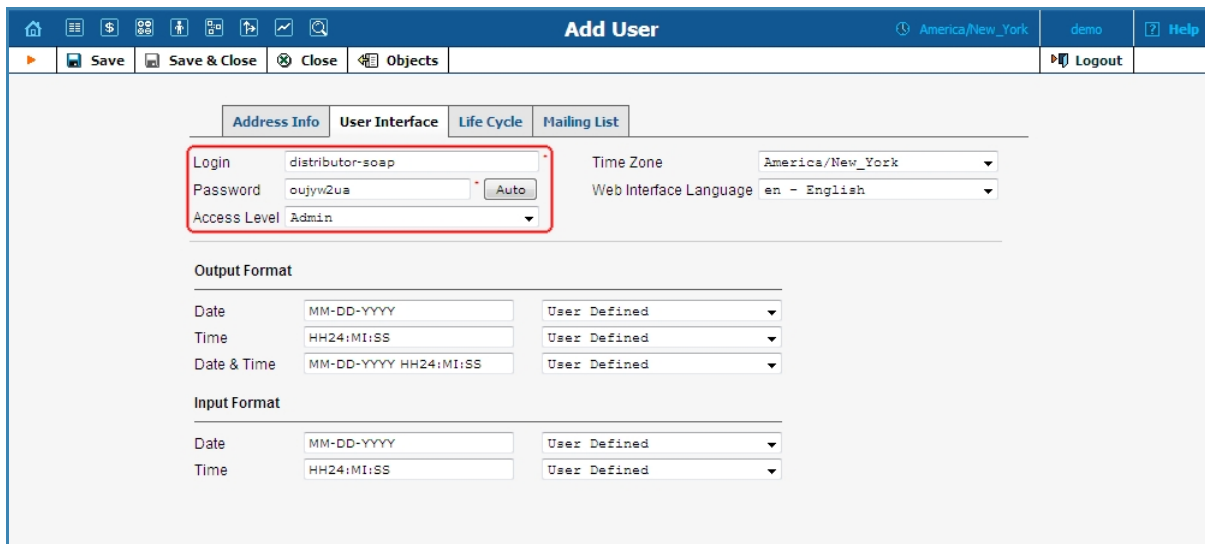
- Fully brandable solution. Distributors can choose own logo, domain name, welcome text and notification templates.
- Possibility to add pinless accounts and calling cards and recharge existing accounts.
- Allows to create promotional accounts.
- Possibility to print receipts with own logo and text.
- Customizable sales and recharge commission.
- Distributors are allowed to refund payments.
- Prepaid and postpaid scenarios.
- Advanced sales reports.
- Simple and intuitive web interface available in multiple languages with the possibility to add new languages on demand.
- SMS notifications.
- Integration with TeliSIM™.

# System Management

## PortaBilling configuration

The interface functionality is based on SOAP requests. To authorize access to the system information, it is needed to add an Admin user for Distributor Interface.

Open PortaBilling web interface and add a new user with **Admin** access level. Its credentials will be used to authorize SOAP requests (*Figure 1. Adding an admin user*). After it's done, open a support ticket with [support@telinta.com](mailto:support@telinta.com) and provide the credentials information.



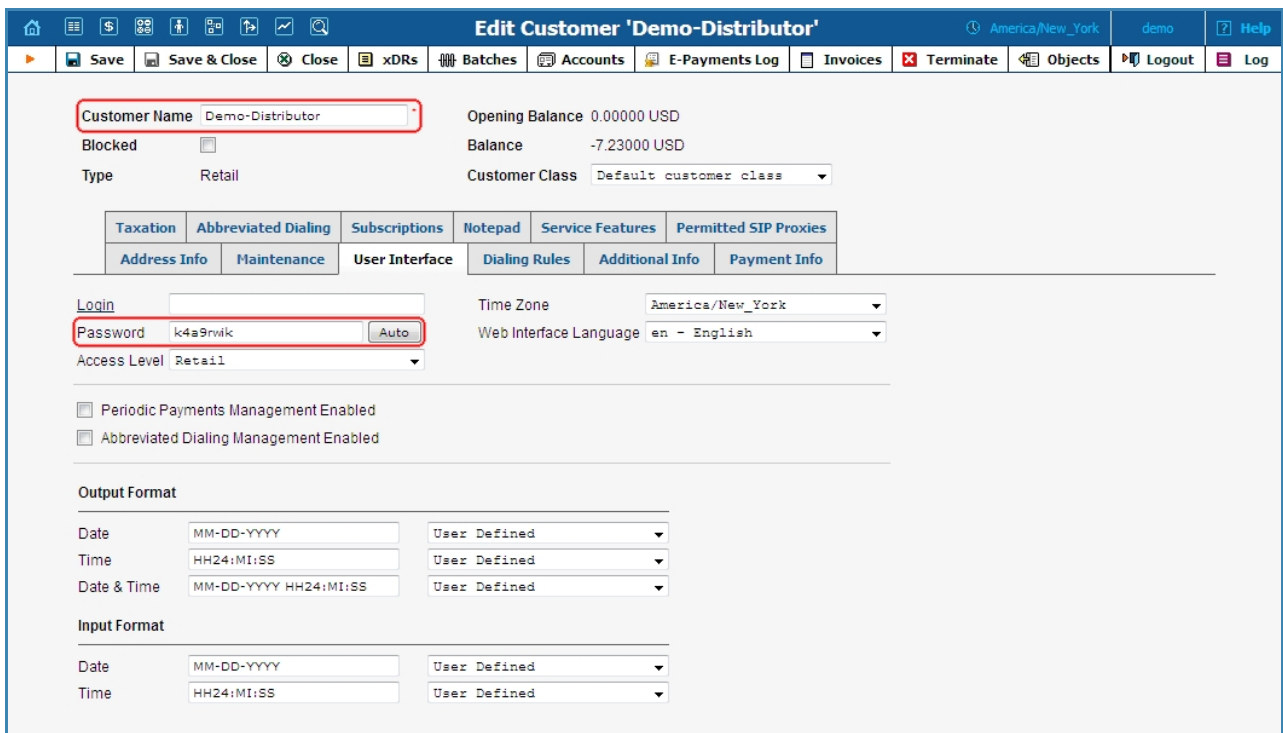
**Figure 1.** Adding an admin user

### IMPORTANT

If the user's password is changed, please be sure to notify Telinta support about it, otherwise the service will stop working.

Create a new "A" DNS record **distributor.<yourdomain.com>** or **agent.<yourdomain.com>** and point it to the IP address of PortaBilling web interface. Please contact [support@telinta.com](mailto:support@telinta.com) if you require additional information.

Add a new retail customer (*Figure 2. Adding a retail customer*). The customer will represent the Distributor Interface user.



The screenshot displays the 'Edit Customer' form for 'Demo-Distributor'. The form includes fields for Customer Name, Opening Balance, Balance, Type, Customer Class, Login, Password, Access Level, Time Zone, Web Interface Language, and various management checkboxes. The 'Password' field is highlighted with a red box. The 'Access Level' is set to 'Retail'.

**Figure 2.** Adding a retail customer

#### NOTE

The distributor should login into the Distributor Interface using the name (not web interface login) and web interface password of the PortaBilling customer.

The following parameters are associated with a distributor:

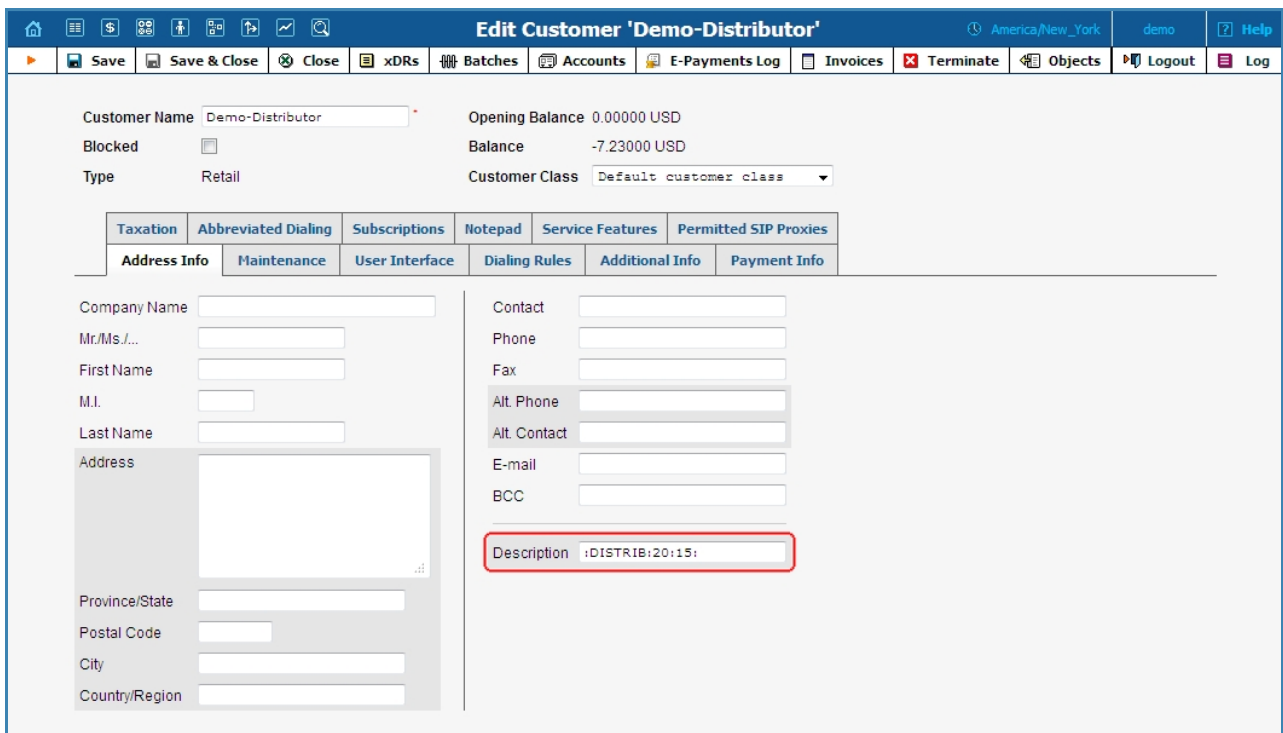
- **Sales Commission** is applied when the distributor creates a new account.
- **Recharge Commission** is applied when the distributor recharges balance of an account.

The **Description** field of the customer must contain a string in the following format:

**:DISTRIB:<sale commission>:<recharge commission>:**

For example: **:DISTRIB:20:15:**

In our example, the distributor's sale commission is 20% and recharge commission 15% correspondingly (*Figure 3. Defining distributor's commission*).



The screenshot shows the 'Edit Customer' form for 'Demo-Distributor'. The form is divided into several sections. At the top, there is a navigation bar with icons and a title bar. Below the title bar, there are tabs for 'Taxation', 'Abbreviated Dialing', 'Subscriptions', 'Notepad', 'Service Features', and 'Permitted SIP Proxies'. The 'Taxation' tab is currently selected. The form contains the following fields:

- Customer Name: Demo-Distributor
- Opening Balance: 0.00000 USD
- Blocked: ☐
- Balance: -7.23000 USD
- Type: Retail
- Customer Class: Default customer class

Below these fields, there are two rows of tabs. The first row contains 'Taxation', 'Abbreviated Dialing', 'Subscriptions', 'Notepad', 'Service Features', and 'Permitted SIP Proxies'. The second row contains 'Address Info', 'Maintenance', 'User Interface', 'Dialing Rules', 'Additional Info', and 'Payment Info'. The 'Address Info' tab is currently selected. The form contains the following fields:

- Company Name:
- Mr./Ms./...:
- First Name:
- M.I.:
- Last Name:
- Address:
- Province/State:
- Postal Code:
- City:
- Country/Region:
- Contact:
- Phone:
- Fax:
- Alt Phone:
- Alt Contact:
- E-mail:
- BCC:
- Description: :DISTRIB:20:15:

**Figure 3.** Defining distributor's commission

Let us review an example that describes how a distributor's commission is calculated.

For example, the distributor has \$100 initial balance. Sale commission is set to 20% and recharge commission to 15% correspondingly. The distributor sells a calling card that costs \$10. He receives \$10 from the client and gives back \$8 to the service provider making a profit of \$2. The balance of the distributor becomes \$92. Later the distributor recharges some account for the amount of \$20. He is charged \$17 and receives a \$3 profit. The balance becomes \$75.

Obviously, a distributor should have positive balance to be able to create and recharge accounts.

Define the product the distributor will be able to access. To allow the distributor to use the product, change the **Description** field of the product to:

:<Distributor's name>:

For example:

:Demo-Distributor:

A distributor can have access to multiple products.

#### TIP

If a product should be available to all distributors add the string **:DISTRIB:SHARED:** into the description field.

Several distributors can have access to one product. In that case, their names should be separated by a colon in the **Description** field (*Figure 4. Product configuration*).

#### NOTE

If the distributor has access to only one product, the **Product** drop-down list will be hidden on the Distributor web interface. It will be shown only if the distributor has access to two or more products.

The screenshot shows the 'Edit Product' interface for 'Demo Product'. The 'Description' field is highlighted with a red box and contains the text ':Demo-Distributor:JohnDoe:'. The interface includes a top navigation bar with 'Save', 'Save & Close', 'Close', 'Rate Lookup', 'Clone', and 'Objects' buttons. The 'Description' field is located under the 'General Info' tab, which also includes fields for 'Product Name', 'Currency', 'Managed By', 'Breakage', 'Overdraft Protection', 'Account Default ACL', 'Default Discount Plan', and 'Info URL'.

Figure 4. Product configuration

## Server-side configuration

The server-side configuration of the Distributor Interface is managed by our support team. In order to adjust necessary options please contact [support@telinta.com](mailto:support@telinta.com) and describe what parts of the interface you want to be customized.

Currently, customization of the following options is possible:

**Web interface language:** The web interface allows easy localization of web interface elements and text labels. The web interface is currently available in English, Spanish and Russian. Please contact [support@telinta.com](mailto:support@telinta.com) in order to add more languages.

**Login page text:** An introductory text shown on the login page for portal visitors.

**Home page text:** A block of text shown on the home page for distributors.

**Header text:** A text placed to the web interface header.

**Header logo:** A logo image put to the top of the web interface pages. The recommended size is 770x80 pixels. The image can be in any common graphic format: jpg, png, gif.

**Footer logo:** An image that will be shown at the bottom of every web interface page. The recommended size is 770x80 pixels. The image can be in any common graphic format: jpg, png, gif.

**Copyright notice:** A copyright notice shown at the page bottom.

**Routing plan:** Routing plan that will be assigned to new accounts. It's possible to choose from three options:

- Use all available routes in the environment (default option).
- Accounts inherit default routing plan of the reseller.
- Accounts use a predefined routing plan.

**Billing model:** Billing model of created accounts (debit or credit).

**Calling card account prefix:** The prefix added to all calling card accounts. Default prefix is cc.

**Calling card account receipt text:** A custom text printed in the header of a new calling card account receipt.

**Calling card account receipt image:** An image printed in the body of a calling card receipt.

**Calling card account instructions:** Instructions for using calling card service printed in the body of a calling card receipt.

**Pinless account prefix:** The prefix added to all pinless (ANI) accounts. Default prefix is **a**.

**Minimal length of phone number:** Minimal length of a phone number allowed to use for pinless accounts. Default value is **10**.

**Maximal length of phone number:** Maximal length of a phone number allowed to use for pinless accounts. Default prefix is **11**.

**Pinless account receipt text:** A custom text printed in the receipt header of a new pinless account.

**Pinless account receipt image:** An image printed in the body of a pinless account receipt.

**Pinless account instructions:** Instructions for using ANI service printed in the body of a pinless account receipt.

**Voucher receipt text:** A block of text printed in the body of a new recharge voucher receipt.

**Voucher instructions:** A custom text printed in the body of a recharge voucher receipt.

**Voucher image:** An image printed in the body of a recharge voucher receipt.

**Alias prefix:** The prefix which will be added to aliases (associated numbers) created via the Distributor Interface. The prefix **a** is used by default.

**Promo enabled:** The option allows creation of promo accounts. An account will be created with a specified promotional balance.

**Promo account opening balance:** Defines the opening balance value of a promo account.

**NOTE**

The promo account opening balance **will not** be deducted from the distributor's balance.

**Promo account recharge on creation:** The system creates promo accounts with the configured opening balance. The option allows defining a payment amount at the moment of the account creation. A separate transaction record is written when a distributor adds funds to the promo account. The option is disabled by default.

**IVR language:** The IVR prompts language used in voice applications. In case no IVR language was chosen, the system uses the distributor's web interface language or default language (English).

**Global search:** By default, distributors can manage only own accounts. This option allows to search among all accounts in the environment regardless to which distributor they belong.

**Search prefix:** The prefix added to the entered number when the system searches for an account.

**Allowed tabs:** By default, distributors have access to all tabs present on the Distributor Interface, in particular **Distributor**, **Accounts** and **Reports**. The option allows hiding any tab from the web interface.

**Disable Refund:** If the option is enabled a distributor will not be able to refund a transaction.

# Email And SMS Notifications

## Email notifications

The system can send email notifications to the account's owner when the account is created or recharged. To send an email notification, a valid email address should be present in the **Email** field of the account.

It is possible to define the email notification template for each distributor separately. Please contact [support@telinta.com](mailto:support@telinta.com) to enable email notifications and set the notification message template.

## SMS notifications

Telinta's Distributor interface can send SMS notifications to the accounts owner's mobile phone.

The system uses the mobile phone number set in a pinless account ID to deliver messages.

### NOTE

In order to enable SMS notifications, you need to sign an account with Club Texting, CSoft or Nexmo SMS providers. Please refer to the Club Texting <http://www.clubtexting.com>, CSoft <http://www.csoft.co.uk> and Nexmo <https://www.nexmo.com> web sites for additional information and pricing.

It is possible to define an SMS notification template for each distributor separately. Please contact [support@telinta.com](mailto:support@telinta.com) to enable the SMS notifications and set the notification message template.

## Mobile Phone Top-Ups

The Distributor interface allows Interconnection with the TransferTo service. Now, the Distributor interface operators can top-up prepaid phones prepaid phones of mobile operators. TransferTo implements mobile top up in more than 180 countries all around the world. The list of available countries can be found on the TransferTo official web site.

The system owner is provided the possibility to:

- Enable mobile top up solution for the whole environment or for a particular reseller.
- Set commission percentage.
- Have preset payment amounts.

### NOTE

Any TransferTo transaction costs a float commission. This commission can be optionally carried to the distributor performing the transfer.

It is needed to obtain an account with TransferTo to enable the service.

## Integration with TeliSIM™

TeliSIM™ is an innovative solution from Telinta that allows to easily enter a highly profitable international mobile roaming business. Telinta Distributor interface allows distributors to recharge SIM cards in addition to the standard services. Please contact [support@telinta.com](mailto:support@telinta.com) to enable TeliSIM™ addition for the Distributor interface.

Distributor
Accounts
Reports
Logout

**Actions List**
Add Pinless Account
Show Pinless Accounts
Add Calling Card Account
Show Calling Card Accounts
Add Voucher
Show Voucher List
Show SIM Accounts
Add Promo Account

**Account List**

Search

Account ID	Balance	Blocked	Activation Date
89234 1	0	N	2015-04-19
89234 2	14.01187	N	2015-04-19
89234 3	6.0042	N	2015-04-19
89234 4	5.68	N	2015-04-19
89234 5	0	N	2015-04-19
89234 6	0	N	2015-04-19
89234 7	0	N	2015-04-19
89234 8	0	N	2015-04-19
89234 9	0	N	2015-04-19
89234 0	0	N	2015-04-19
89234 1	0	N	2015-04-19
Total	25.69607		

**Figure 5.** Integration with TeliSIM™ service

## Web Interface Modifications

Telinta Distributor interface supports flexible web interface templates. With the help of templates it is possible to change the way the Distributor Interface looks like.

If you would like to apply custom interface style, remove or modify web interface elements, please contact [support@telinta.com](mailto:support@telinta.com) and provide the list of modifications that should be applied to the Distributor Interface.

## Additional Information

The sources listed below provide additional information on SMS notifications, mobile top-ups and TeliSIM functionality of Distributor Interface:

Club Texting:

<http://www.clubtexting.com>

CSoft:

<http://www.csoft.co.uk>

Nexmo:

<https://www.nexmo.com>

TransferTo:

<https://www.transferto.com>

TeliSIM:

<http://www.telinta.com/solutions/telisim.html>