



User Guide

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www.telinta.com

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Introduction

Preface

This document provides a general overview of Telinta's brandable Distributor Interface and its functionality. Telinta's Distributor Interface was created to satisfy customer demands for an advanced, easily to use, and fully integrated into PortaSwitch self-care interface for distributors.

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

- Fully brandable: distributors can set own logo, domain name, welcome text, and notification templates
- Distributors can create calling card and pinless accounts
- Distributors can recharge existing accounts
- Distributors can refund payments
- Distributors can print receipts with logo and custom text
- Configurable sales and recharge commission
- Allows distributors to create promotional accounts
- Pre-paid and post-paid scenarios
- Advanced sales reports
- Simple and intuitive web interface
- Available in multiple languages
- SMS notifications

Distributor section

Distributor section is divided into four frames.

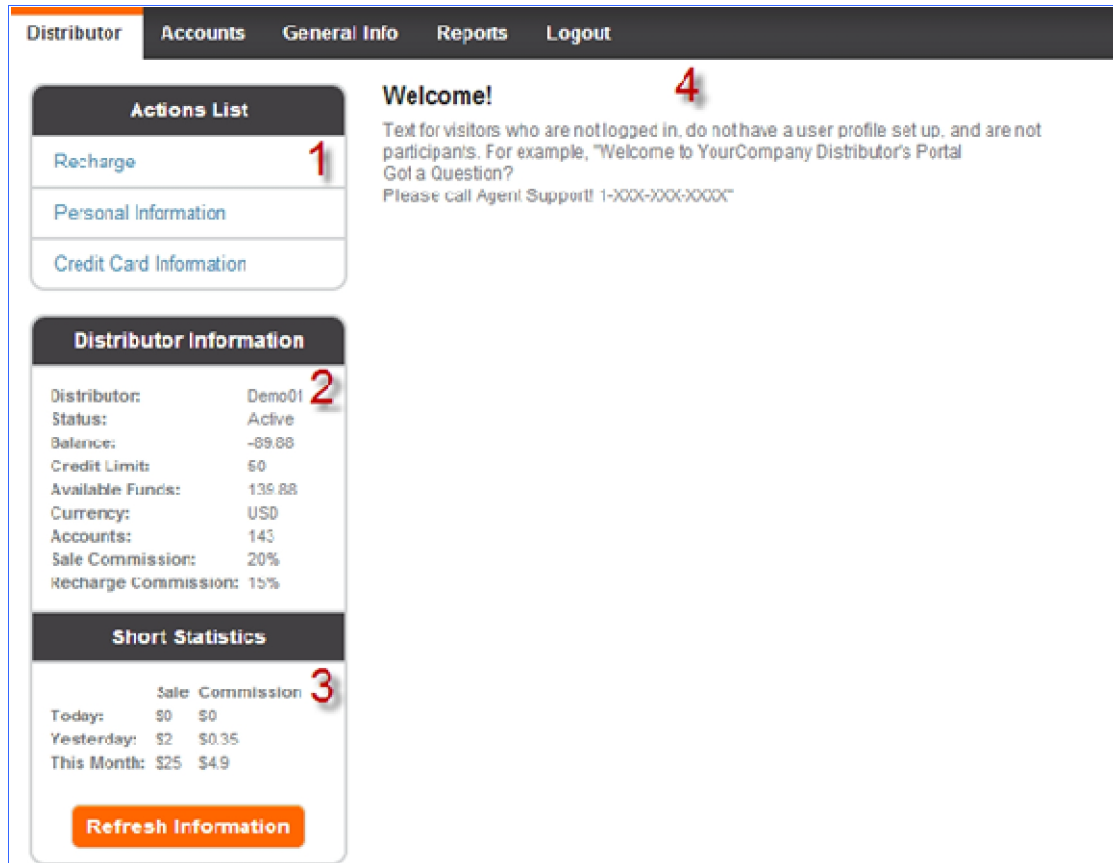


Figure 1. Distributor tab

Actions list

Figure 1, item 1

- Clicking on the **Recharge** button allows a distributor to recharge their balance.

Recharge

Credit Card Information

Payment Method
VISA

Credit Card No.:
1111xxxxxxx4444

Exp. Date:
2012-10-31

Name on Credit Card:
Demo

Address:
Address

Postal Code/Zip:
11222

Payment Amount

Amount

Make Payment

Figure 2. Balance recharge form

NOTE

Distributor can recharge balance via PayPal if this option is enabled by the administrator.

- **Personal Information** button allows a distributor to edit contact information, change the password, and the Time Zone.
- Before recharging the balance, a distributor should click the **Credit Card information** button and fill in the fields on the screen (Figure 3)

Credit Card Information

Payment Information

Payment Method

Credit Card No.

Exp. Date

CVV2

Name on Credit Card

Address

Postal Code/Zip

Figure 3. Credit Card information

NOTE

The Credit Card information will be securely saved and the distributor will not need to enter it next time.

Distributor Information

Figure 1, item 2

This section contains information about the distributor. The system supports two types of commission: sale commission and recharge commission. When the distributor performs a financial operation, the system reduces their balance for the specified amount minus the commission.

For example, if the distributor's sale commission is 20% and he sells a calling card with \$10, he will be charged \$8, if distributor's recharge commission is 15% and he sells a voucher or recharges an existing account for \$10, he will be charged \$8,50.

Short statistic (Figure 1, item 3)

This section shows total sales for today, the previous day, and the summary for the month. Detailed statistic is available in the Reports section.

Information frame (Figure 1, item 4)

This section contains custom text. It can be changed by the administrator.

Accounts section

Accounts section is the main operational section. All customer account related actions (adding, recharging, reviewing) are performed here. The section is divided into three frames.

The screenshot shows the 'Accounts' section of the distributor interface. It features a top navigation bar with 'Distributor', 'Accounts', 'General Info', 'Reports', and 'Logout'. The 'Accounts' tab is active. On the left, there is an 'Actions List' with buttons for 'Add Pinless Account', 'Show Pinless Accounts', 'Add Calling Card Account', 'Show Calling Card Accounts', 'Add Voucher', 'Show Voucher List', and 'Add Promo Account'. Below this is an 'Account Search' field with a 'Search' button. The main area displays an 'Account List' table with columns for 'Number', 'Balance', 'Blocked', and 'Activation Date'. A search bar is located above the table. At the bottom, there are pagination controls: 'First', 'Previous', '1', '2', '3', '4', 'Next', and 'Last'.

Number	Balance	Blocked	Activation Date
020160	10.22	N	2012-07-08
100500100500	121.1	N	2012-01-11
100565564747ppp	23	N	2012-03-29
1020020020	17	N	2012-05-27
1050	51	N	2012-01-12
10508621529	38	N	2012-06-18
11	1	N	2012-07-08
1100500333	17	N	2012-04-05
112233	1	N	2012-07-19
1123	1	N	2012-07-08
1123123123123	16	N	2012-04-12
11232	5	N	2012-07-08
11234456	145	N	2012-05-10
113474891315	9	N	2012-05-31
12	2	N	2012-07-04
1213254658462165476952136547951	10	N	2012-06-28
12222222	3	N	2012-04-12
123	32	N	2012-07-08
123232323	2	N	2012-04-12
123246345875689	20	N	2012-07-10

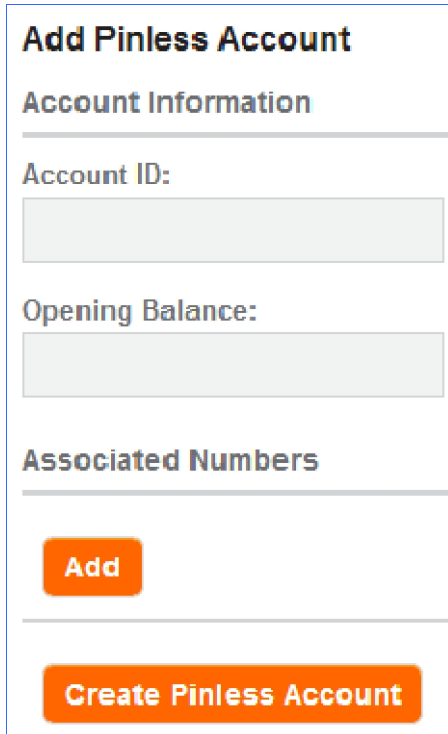
Figure 4. Accounts section

Actions list

Figure 4, item 1

- **Add Pinless Account** button will open a new screen where a new pinless account can be created. The distributor should enter the customer’s phone number into the **Account ID** field, **opening balance** (this amount minus commission will be deducted from the distributor’s own balance), and a **description**. Optionally, the distributor can add associated numbers to the

pinless account. Additional customer information can be entered, but is not mandatory.



Add Pinless Account

Account Information

Account ID:

Opening Balance:

Associated Numbers

Add

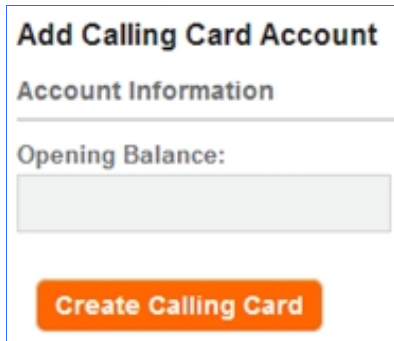
Create Pinless Account

Figure 5. Adding a new Pinless account

TIP

The customer can receive an SMS or email notification with custom text when the distributor adds a Pinless account for him. SMS and email notifications are disabled by default. Please contact support@telinta.com to enable them.

- **Show Pinless Accounts** button will open a list of Pinless accounts created by the distributor.
- **Add Calling Card Account** button will open a new screen where a new calling card can be created. The distributor should enter **opening balance** (this amount minus commission will be deducted from the distributor's own balance).



Add Calling Card Account

Account Information

Opening Balance:

Create Calling Card

Figure 6. Adding a new calling card

- **Show Calling Card Accounts** button will open a list of Calling Card accounts created by the distributor.
- **Add Voucher** button allows creating a new voucher that can be used for recharging an account. To generate a new voucher, the distributor should enter the voucher amount (this amount minus commission will be deducted from the distributor's own balance) and press the **Create New Voucher** button. The system will create a new voucher and add it to the available vouchers list. To sell a voucher, the distributor should open the list of available vouchers, choose the needed voucher, and press the **Print Voucher** button. The system will remove it from the list and print a receipt for the customer (Figure 7).

Add Voucher

Account Information

Voucher Amount:

5

Create New Voucher

Result

The voucher [340691923076](#) was successfully added
4 USD was deducted from your balance.

Voucher Information

Voucher ID:
340691923076

Voucher Amount:
5

Print Voucher

Figure 7. Creating a voucher

- **Add Promo Account** button allows creating promotional accounts. Opening balance of the promotional accounts is not deducted from the distributor's own balance.

NOTE

Adding of promotional accounts is disabled by default. Please contact support@telinta.com to enable it

Add Promo Account

Account Information

Account ID:

Opening Balance:
 1 USD

Create Promo Account

Figure 8. Creating a new promo account

Account Search

Figure 4, item 2

The global account search allows searching across all accounts in the environment to recharge account's balance (the recharge amount minus commission will be deducted from the distributor's own balance).

Account search

Search

Account information

Summary

Account ID:
a115104324078

Balance:
10

Product:
my_test

Recharge

Amount

Make payment

Figure 9. Global search option

NOTE

Global search option is disabled by default. Please contact support@telinta.com to enable it

TIP

The distributor can quickly add a new Pinless account with the help of account search field.

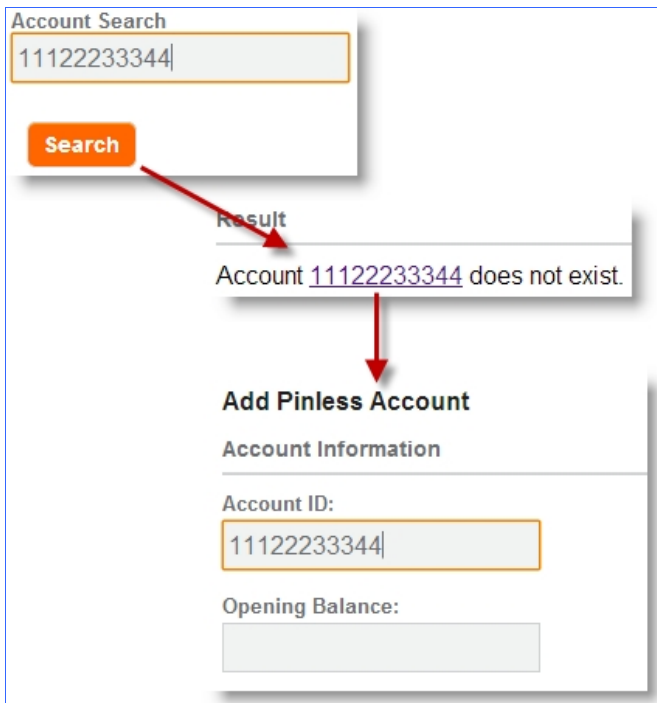


Figure 10. Quick account creation

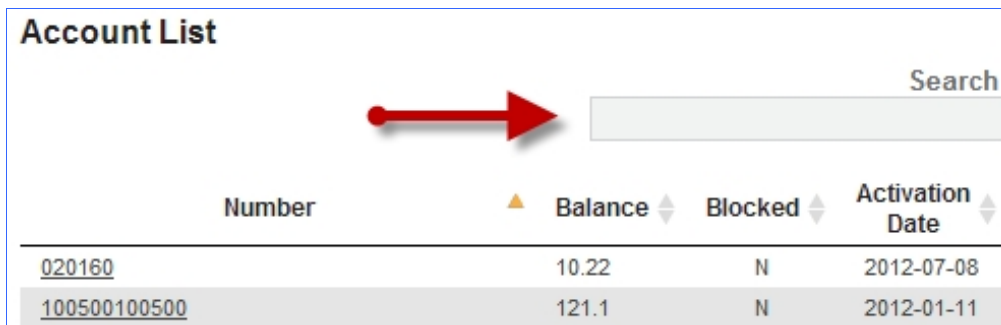
Account list

Figure 4, item 3

Account list shows accounts created by the distributor. It is possible to change the sorting order of the results by clicking on a column header.

Show Pinless Accounts button will open a list of Pinless accounts; **Show Calling Card Accounts** button will open a list of Calling Card accounts.

The quick search field can be used to find an account.



Account List

Search

Number	Balance	Blocked	Activation Date
020160	10.22	N	2012-07-08
100500100500	121.1	N	2012-01-11

Figure 11. Quick search field

TIP

The distributor can add an associated number to an account. The associated numbers will be able to use Pinless service and will share product and balance with their parent account. To add an associated number, open the info page of a Pinless account, scroll down to the bottom of the page, enter the number into the **Associated Numbers** field, and press the **Add** button. An associated number can be also added during the Pinless account creation.

a123232323	1	N	2012-04-12
a1234523452345	100	N	2012-05-03
a133333333	0	N	2012-04-12

Associated Numbers

Result

Alias [a123654987](#) was succesfully added

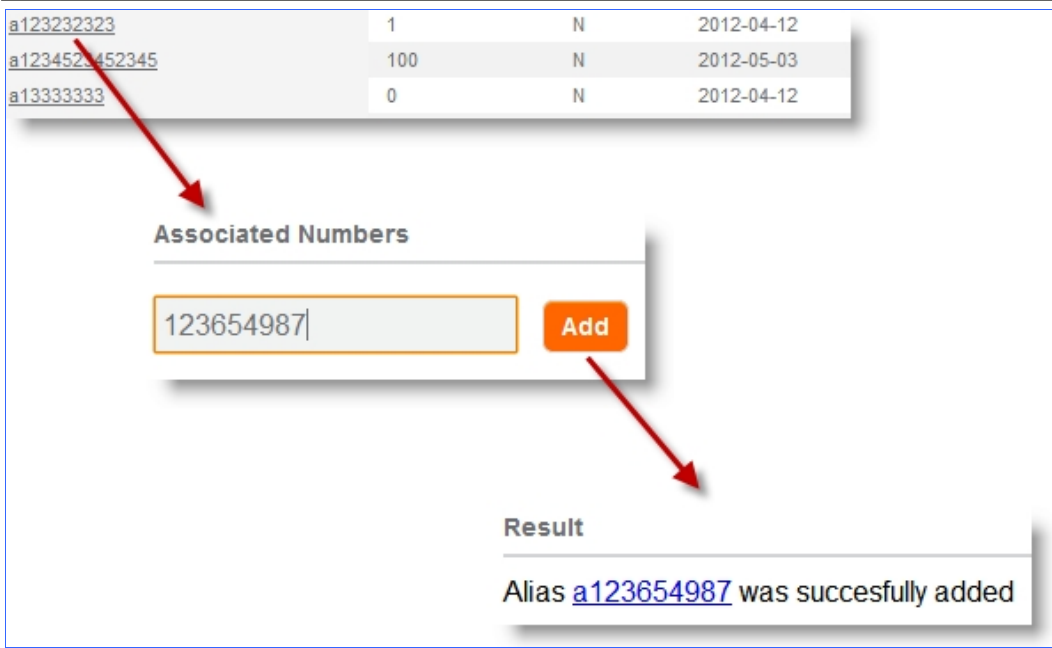


Figure 12. Adding an associated number

General Info section

General Info section gives access to the **Rate Calculator** tool. The tool allows to check rates in a quick and easy way.

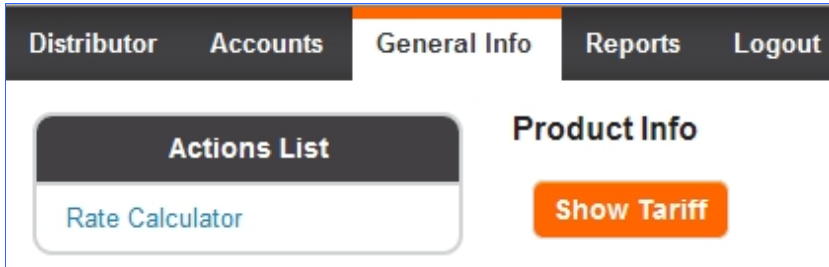


Figure 13. General Info section

To launch the **Rate Calculator**, choose the needed tariff and country and press the **Show rates** button.

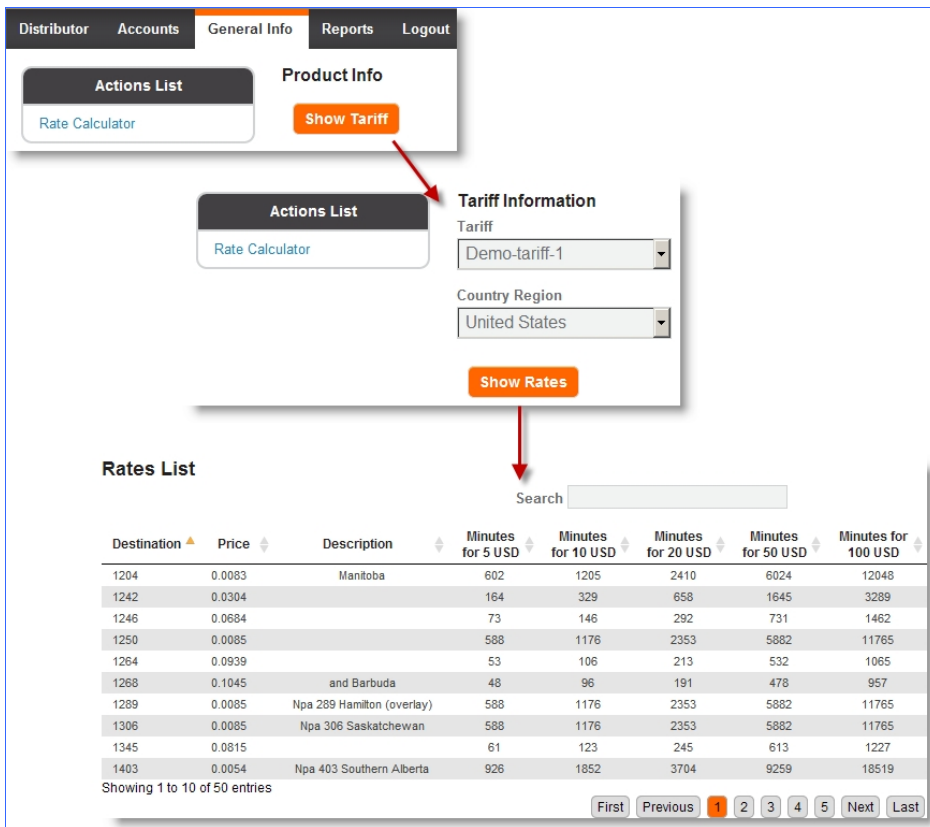


Figure 14. Rate Calculator

Rate Calculator shows price of calls to the destinations available in the tariff, and automatically calculates the maximum amount of minutes available to the customers for a predefined amount of money (\$5, \$10, \$20, \$50, \$100).

Rates List

Search

Destination ▲	Price ▼	Description ▼	Minutes for 5 USD ▼	Minutes for 10 USD ▼	Minutes for 20 USD ▼	Minutes for 50 USD ▼	Minutes for 100 USD ▼
1204	0.0083	Manitoba	602	1205	2410	6024	12048
1242	0.0304		164	329	658	1645	3289
1246	0.0684		73	146	292	731	1462
1250	0.0085		588	1176	2353	5882	11765
1264	0.0939		53	106	213	532	1065
1268	0.1045	and Barbuda	48	96	191	478	957
1289	0.0085	Npa 289 Hamilton (overlay)	588	1176	2353	5882	11765
1306	0.0085	Npa 306 Saskatchewan	588	1176	2353	5882	11765
1345	0.0815		61	123	245	613	1227
1403	0.0054	Npa 403 Southern Alberta	926	1852	3704	9259	18519

Showing 1 to 10 of 50 entries

First Previous 1 2 3 4 5 Next Last

Figure 15. Rates list

Reports section

Reports section allows to check distributor's statistics and shows all actions performed by the distributor during a given period of time.

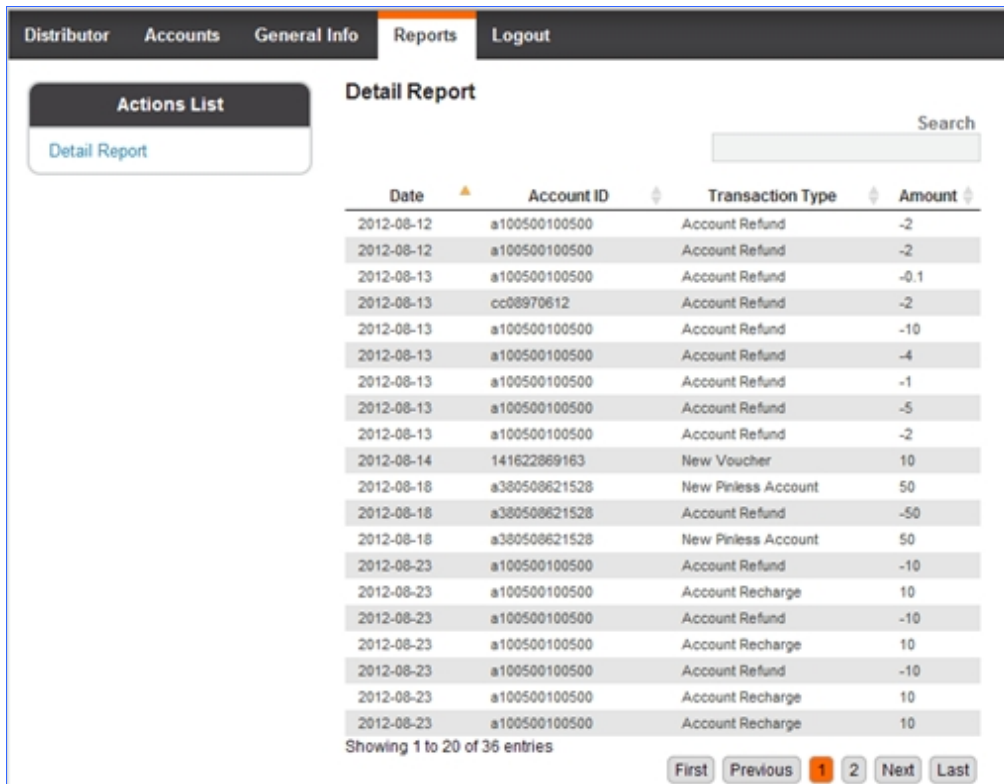


Figure 15. Reports section

To check a report, open the **Detail report** page, click on **From Date** and **To Date** fields, pick the dates and press **Show Report** button.

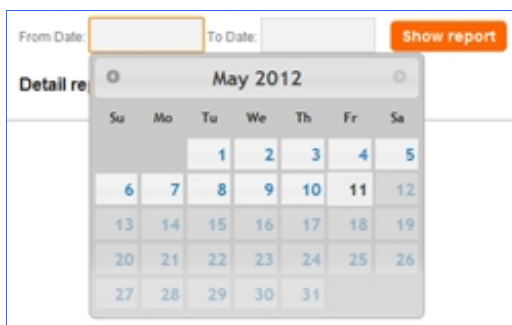


Figure 16. Picking a date

Refunds

To refund a transaction, the distributor should open the info page of a Calling Card or a Pinless account, enter the refund sum into the **Amount** field, and press the **Refund** button.

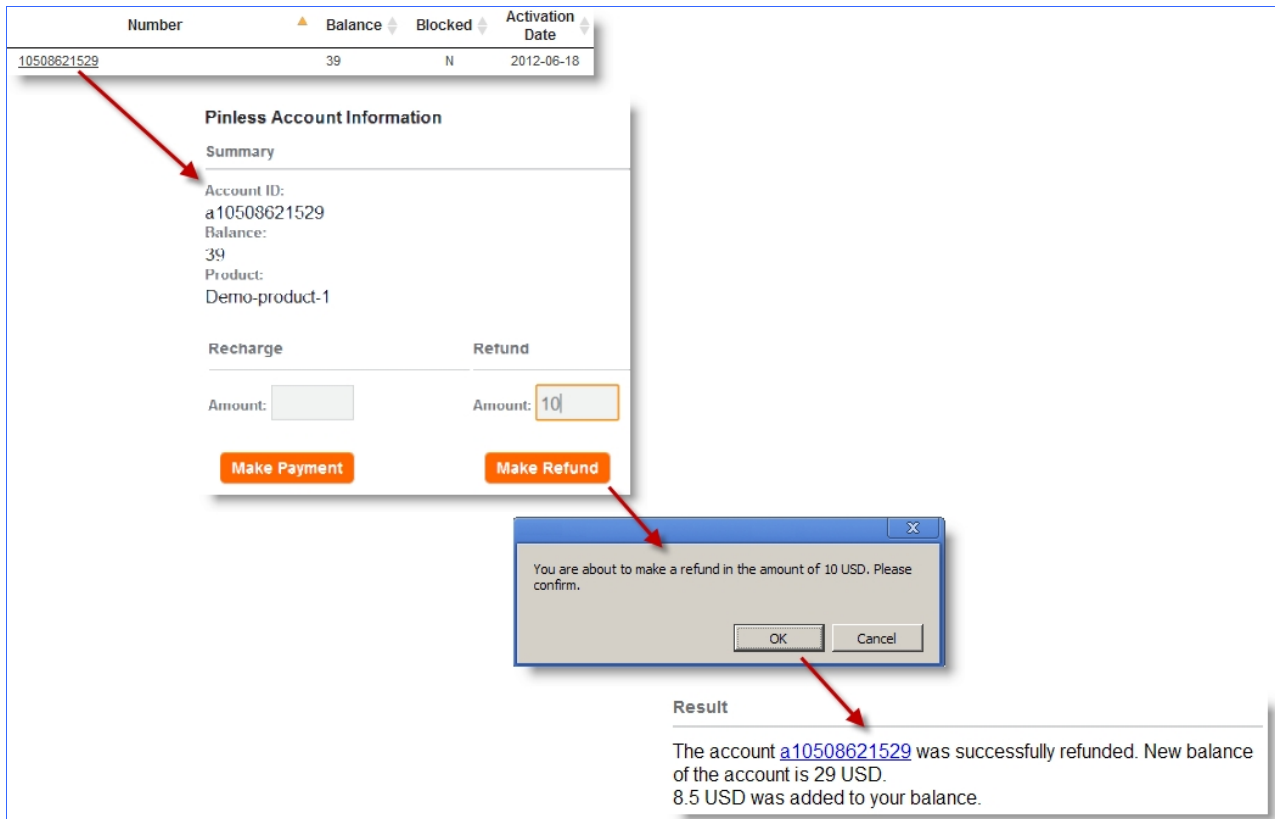


Figure 17. Refunding a transaction

NOTE

The distributor should keep in mind that, depending on the refund amount, the system will add a different amount to the distributor's own balance. If the refund sum is less than the account balance, the system assumes that it is a refund of a recharge operation and will compute the amount that should be added to the distributor's own balance, based on the recharge commission. If the refund amount is equal to the account balance, the system assumes that it is a full refund of the amount that was paid at account creation and uses the sale commission.

For example, assume the distributor's sale commission is 20%, the recharge commission is 15%, and the balance of the account is \$10.

- If the distributor requests a refund of \$8, the system will deduct \$8 from the account balance and add \$6.8 to the distributor's own balance (based on 15% recharge commission).
- If the distributor requests a refund of \$10, the system will deduct \$10 from the account's balance and add \$8 to the distributor's own balance (based on 20% sale commission).