

CONTENTS

1.1

SOLUTIONS

Enhancements for Brandable Desktop Softphone

1.2

NEWS FLASH

New Capabilities for PayPal Plug-in

1.3

BEST PRACTICES

Pay Close Attention to your Customer Tariffs

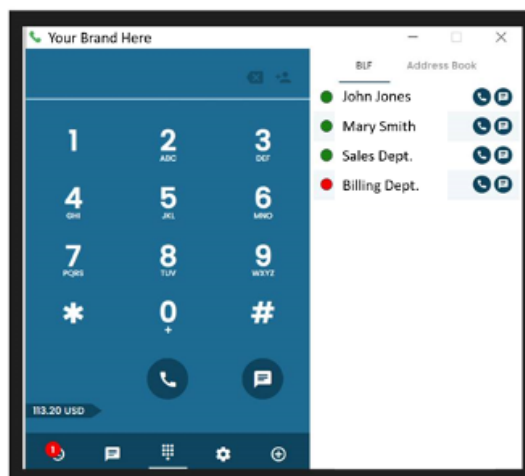
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Solutions

Enhancements for Brandable Desktop Softphone

Telinta has added two new enhancements to its brandable Desktop Softphone solution. Desktop Softphone enables Telinta customers to offer both inbound and outbound VoIP calling using Windows, Mac, and Linux computers.



Operator Panel

This capability enables the receptionist at an end user business to easily see whether each team member's extension is already in use on a call. Using Busy Lamp Fields integrated into the softphone screen, the receptionist can see "at a glance" who's line is in use, even if they are based in remote locations, anywhere in the world.

Call Parking

This enables the user to place a call on hold, dial a specified call parking prefix, and move to a different location to resume the call from any other end point on the PBX by dialing a designated pickup code.

Interested in adding brandable Desktop Softphone? Contact info@telinta.com for more information.

Useful links:

<https://www.telinta.com/solutions/business/desktop-softphone/>

<https://www.telinta.com/kb/index.php?View=entry&EntryID=71>

News Flash



New Capabilities for PayPal Plug-in

Telinta offers a unique PayPal plug-in, which gives Telinta customers the option to accept payments from customers, fully-integrated with our Billing.

Previously, the plug-in required users to have their own pre-existing PayPal account in order to make the payment to a Telinta customer. Now, Telinta customers and their resellers can accept payments, without the user having their own PayPal account.

This opens up new possibilities to expand your VoIP business. PayPal can easily be integrated into any of Telinta's brandable softphones and can also be used from the end user self-care portal.

Contact info@telinta.com for more details on adding the PayPal plug-in.

Useful links:

<https://www.telinta.com/paypal-voip-business/>

<https://www.telinta.com/billing/billing-payment-options/>

Best Practices

Pay Close Attention to your Customer Tariffs

Telinta provides you with the ability to easily control your pricing by managing your customer tariffs. This can also help you to make your VoIP business more secure by following a few Best Practices regarding customer tariffs.

Key points to consider:

- ▶ Avoid wildcard destination | (pipe) in your production tariffs, as it can create security risks.
- ▶ Avoid destinations that cover large geographical regions. For example, adding a rate for destination +1 will cover calls inside North America, including potentially expensive Caribbean countries (e.g., Jamaica).
- ▶ Assign local tariffs to your customers by default. For example, for US-based PBX customers, you can use the local tariff by default unless they explicitly request international calling. To enable international calling, use the Tariff Override option.
- ▶ Block expensive international destinations your customers normally do not call. Countries like Cuba (+52), Somalia (+252), Bosnia & Herzegovina (+387), Estonia (+372), and Latvia (+371) may be areas that warrant close attention.
- ▶ Block premium destinations.
- ▶ Use Call Barring classes or the Tariff Override option to forbid your customers from dialing expensive destinations.

Contact support@telinta.com for more details on Best Practices.

Useful links:

<https://www.telinta.com/kb/index.php?CategoryID=19>

<https://www.telinta.com/kb/index.php?View=entry&EntryID=101>

<https://www.telinta.com/kb/index.php?View=entry&EntryID=108>

Your opinion counts.

Help us improve this newsletter.



Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.