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Solutions

Telinta Enhances our TeliSIM MVNO Solution for Global Roaming



Telinta offers a cloud-based solution that enables you to join the fast-growing global market for mobile roaming services for international travelers. When your users are traveling temporarily outside their home country (such as a business trip or vacation) our TeliSIM™ solution enables you to help them avoid high-cost roaming fees charged by mobile operators. TeliSIM includes voice calling via our brandable Mobile Softphone app, SMS/MMS, and mobile data.

Using popular eSIM technology, TeliSIM can be added to your user's phone, without needing to replace the SIM card.

Recently the solution was enhanced to add more coverage for data-only plans in over 190 countries.

For technical information about TeliSIM, please contact support@telinta.com and for pricing details please contact info@telinta.com for more information.

Useful links:

<https://www.telinta.com/solutions/mobile/telisim-mvno/>

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

Payment Processor Integration



paysafecard

Telinta added an additional payment processor, paysafecard. Part of the [Paysafe Group](#), paysafecard was founded in 2000 and is based in Vienna. The company operates in 60 countries worldwide.

With this integration, paysafecard joins dozens of other leading payment providers available to Telinta customers. To add paysafecard to your Environment, or to learn more about payment processors, please contact us at support@telinta.com for details.

Useful links:

<https://www.paysafecard.com/en/corporate/>

<https://www.telinta.com/kb/index.php?View=entry&EntryID=29>

News Flash

New Password Requirements

Telinta considers your security to be among our top priorities. In the coming months, Telinta will implement new, stronger password requirements for you and your resellers to use for web portal logins and accounts passwords.

As always, our TeliCore™ platform remains highly secure and reliable, and the new password requirements are part of our ongoing commitment to help you keep your business secure.

We will notify you by email prior to the new password requirements taking effect for your Environment.



Useful Links:

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

<https://www.telinta.com/kb/index.php?View=entry&EntryID=86>

Best Practices

Downloading xDRs

Downloading xDRs is a useful tool for many Telinta customers. Telinta provides you with the capability to download xDRs and utilize a spreadsheet editor for analysis to help you better understand your traffic patterns, improve your customer satisfaction, and increase your profits. Below are the steps to download xDRs using our recently upgraded MR80 Administrative Interface.

Here are the steps:

1. In the customer settings, navigate to the xDRs tab and select the Summary tab.
2. Apply the desired filter conditions, such as the From and To dates and Service. Click on the "RELOAD DATA" button.

The screenshot displays the Telinta MR80 Administrative Interface. On the left, the 'Customer' sidebar shows 'John Smith' with various settings like Business model (Universal), Customer class (ks_test_), Balance control (Prepaid), Currency (USD - US Dollar), and Available funds (2,586.56630). The 'xDRs' tab is highlighted in the sidebar. The main content area shows the 'xDR summary' for the period 07-17-2023 12:14 to 07-18-2023 12:22. It includes a 'Search xDRs' section with filters for From date (07-17-2023 12:14:49), To date (Jul. 17 2023 12:14:49), and Service (Subscriptions). The 'RELOAD DATA' button is highlighted. The summary shows a total of 24 xDRs, charges of 28.57000 USD, and a download button labeled 'DOWNLOAD XDRS'.

Best Practices

Downloading xDRs, continued

- Click on DOWNLOAD xDRs. A popup message will appear at the bottom of the screen, confirming that the xDR download operation has been scheduled. Once the system prepares the file for download, you will notice that the bell icon in the upper right corner changes, indicating a new notification.

Customer | **Customer "John Smith" > xDRs > Summary** | **SAVE** **CHANGE STATUS**

John Smith

Business model
Universal

Customer class *
ks_test_

Balance control
Prepaid

Currency
USD - US Dollar

Available funds, USD
2,586.56630

Accounts >

xDRs >

Personal >

Finances >

Services >

Fraud protection >

Audit log >

SEARCH **SUMMARY**

Search xDRs

DEFAULT FILTERS **RELOAD DATA**

From date
07-17-2023 12:14:49

To date
Jul. 17 2023 12:14:49

Now

Show xDRs for
Customer and credit accounts

Service
Subscriptions

From (CLI) (starts with)

To (CLD) (starts with)

Show unsuccessful attempts

xDR summary
for the period 07-17-2023 12:14 - 07-18-2023 12:24

Total xDRs number: 24

Charges: 28.57000 USD

Service usage, USD	Recurring charges, USD	Other charges, USD
0.00000	28.57000	0.00000

Payments and credits: 0.00000 USD

Payments, USD	Refunds, USD	Credits & promotions, ...
0.00000	0.00000	0.00000

Taxes: 0.00000 USD

DOWNLOAD XDRS

- Click on the bell icon, and then click on the downward arrow icon to expand. You will now see the DOWNLOAD button. Click on it to initiate the download process.

Customer | **Customer "John Smith" > xDRs > Summary** | **SAVE** **CHANGE STATUS**

John Smith

Business model
Universal

Customer class *
ks_test_

Balance control
Prepaid

Currency
USD - US Dollar

Available funds, USD
2,586.56630

Accounts >

xDRs >

Personal >

Finances >

Services >

Fraud protection >

Audit log >

SEARCH **SUMMARY**

Search xDRs

DEFAULT FILTERS **RELOAD DATA**

From date
07-17-2023 12:14:49

To date
Jul. 17 2023 12:14:49

Now

Show xDRs for
Customer and credit accounts

Service
Subscriptions

From (CLI) (starts with)

To (CLD) (starts with)

Show unsuccessful attempts

xDR summary
for the period 07-17-2023 12:14 - 07-18-2023 12:22

Total xDRs number: 24

Charges: 28.57000 USD

Service usage, USD	Recurring charges, USD	Other charges, USD
0.00000	28.57000	0.00000

Payments and credits: 0.00000 USD

Payments, USD	Refunds, USD	Credits & promotions, ...
0.00000	0.00000	0.00000

Taxes: 0.00000 USD

DOWNLOAD XDRS

Notifications: 2

xDR download - 07-18-2023 12:20:40

xDRs are available for download

DOWNLOAD **DISMISS**

xDR download - 07-18-2023 12:20:40

xDRs are available for download

Best Practices

Keep Telinta Notified

When you became a Telinta customer, you provided us with a list of pre-defined email addresses which you authorized to receive support, or to make changes to your Telinta account (for example, adding a Brandable [Mobile](#) or [Desktop](#) Softphone, custom development, or other changes which require an additional fee).

It is important to notify Telinta promptly if:

- ▶ You need to add or subtract an authorized email address, for example if an authorized member of your team leaves, or if you hire someone new who requires access to Support.
- ▶ Your business is under new ownership, or if you form a new corporate entity.
- ▶ The person who signed your Telinta Service Agreement leaves the company. In this case, the person who signed the Agreement should notify us in advance of their leaving.
- ▶ The email address where your invoices from Telinta are to be sent changes.
- ▶ Your company's physical address changes.

If you plan to change an email address or your email domain, it is important that you notify us **before the change takes place, using the pre-defined email we have on file today**. To protect your business, requests that come from an address which you have not already pre-defined will be rejected.

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.