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# 1. Overview & Features

# Softswitch & VoIP Billing Retail Module User Guide

## Adore SoftSwitch:Retail VoIP Switch

Keeping ahead of technology, Adore Infotech presents yet another innovative product to help businesses grow more profitably. Adore's SoftSwitch is a comprehensive SIP based software that effectively bridges Public Switched Telephone Network (PSTN) to Internet Networks, thereby, enabling better supervision of traffic and control over the connections. This software is fully compatible with latest Voice over Internet Protocol (VoIP) technology and internet enabled devices available in the market.

Adore Infotech understands the dynamic nature of Retail business. To provide a complete and advance solution that works as a media gateway as well as processes all types of packet protocol signals without any data loss, we developed Adore SoftSwitch. With this software enterprises and small businesses alike can manage VoIP networks like never before. Not only does it allows you to offer uninterrupted services to the consumer with an amazingly low primary outlay but also lowers downs the operating cost tremendously. To make it more comprehensive and a one-stop-solution to all your needs, we have integrated it with VoIP Billing and Calling Card facility. Yes! Adore SoftSwitch is surely the most complete and advance solution of modern times.

## This System Includes:

- SoftSwitch : Retail VoIP Switch
- VoIP Billing : Billing, Database & Web Interface
- Calling Card System
- Two day Remote Training Program
- One month Remote support package

# System Requirements

Adore Infotech recommends following Hardware and operating system specification

**Hardware Requirements:**
Intel Core i5 Processor /16-32 Gb RAM/1 TB HDD

**Software Requirements:**

- Linux CENTOS 7.x (complete installation)
- Yum Server

**Internet connection:**
For best results and productivity, it is best advised to use 1Gbit Ethernet card with a fast broadband internet connection.
**Pre-installation Considerations:**
To make it more effective and convenient, here are few tips that you must consider prior to install:

- Linux server should be on public IP
- SSL Certificate should be install on the Linux server

**Carrier:**
Carrier which supports SIP calls, g711, g723 and g729 codec.
**Installation:**

The installation of "Adore SoftSwitch" is carried out by SSH connection on Linux server over a remote access of the server. The timeframe of installation can vary in accordance with the nature and amount of customization demanded by the client. In addition, the resources available at the client's site would also matter for the same. Our Adore IT team of professionals carries out each installation with absolute finesses whilst keeping in mind utmost customer satisfaction.

## Adore Softswitch have 3 Modules:

| | | |
|---|---|---|
|  |  |  |
| Admin | Agent | Customer |

## Function & Features

# New Features

- SMS Features with SMS Billing
- PIN to PIN Balance Transfer
- Mobile Topup
- Callshop System

# LCR & Gateway Management

- Multiple Provider supported
- Multiple Gateway supported
- Add multiple SIP Providers
- Provide redundancy based on cost
- Strong LCR engine
- Call Limitation per trunk
- Many trunks per provider
- Costs for provider routes based on area code
- Limitation channels by each provider

# Account and User Management

- Multiple Calls on one account
- Customer management
- Prepaid/Postpaid recharge
- Agent account
- Batch management
- Signup(customer)

- Account detail (Agent, Customer)
- Recharge/Payment Online
- SIP Device Add/Delete
- Limit the maximum number of Calls per customer
- Block Prefix
- CDRS
- Invoice
- Charges
- IP Termination (Wholesale)
- Real-time billing

## Billing Reports & Invoice management

- CDR (Admin, Reseller, Customer)
- Live Calls Report
- Summary Report
- Trunk Stats
- Search Criteria for reporting
- Export report to PDF & Excel
- Invoice generation
- Payment Report
- Commission Report
- ASR & ASD

## IVR management

- IVR prompts (balance, destination, credit time)
- Customize IVR in multilanguage

## Rate Management

- Billing Increment
- Termination Rates
- Origination Rates
- Rate Group
- Connect Charge
- Expiry of rates
- Import Rate sheet

## DID Management

- DID Management from Portal

## Web Interface

- Multi Language Support
- Real Time Customized Billing Interface (Color & Theme of Form, Table, Menu & Buttons)

## Calling Features

- VoIP Wholesale
- Calling Card
- PC-Phone
- Device-Phone
- Phone-Phone
- Mobile VoIP

## Redundant Architecture

- Server Failover

- Database Replication

# Additional Features

- Multi currency support for Balance
- Signup
- Email Notification
- User Validation support for admin
- Export data into PDF or Excel

# 2. Admin
# Admin Module

Welcome to Adore Softswitch & VoIP Billing Admin Module.

# 2.1. How to Login on Admin Module

## How to Login on Admin Module

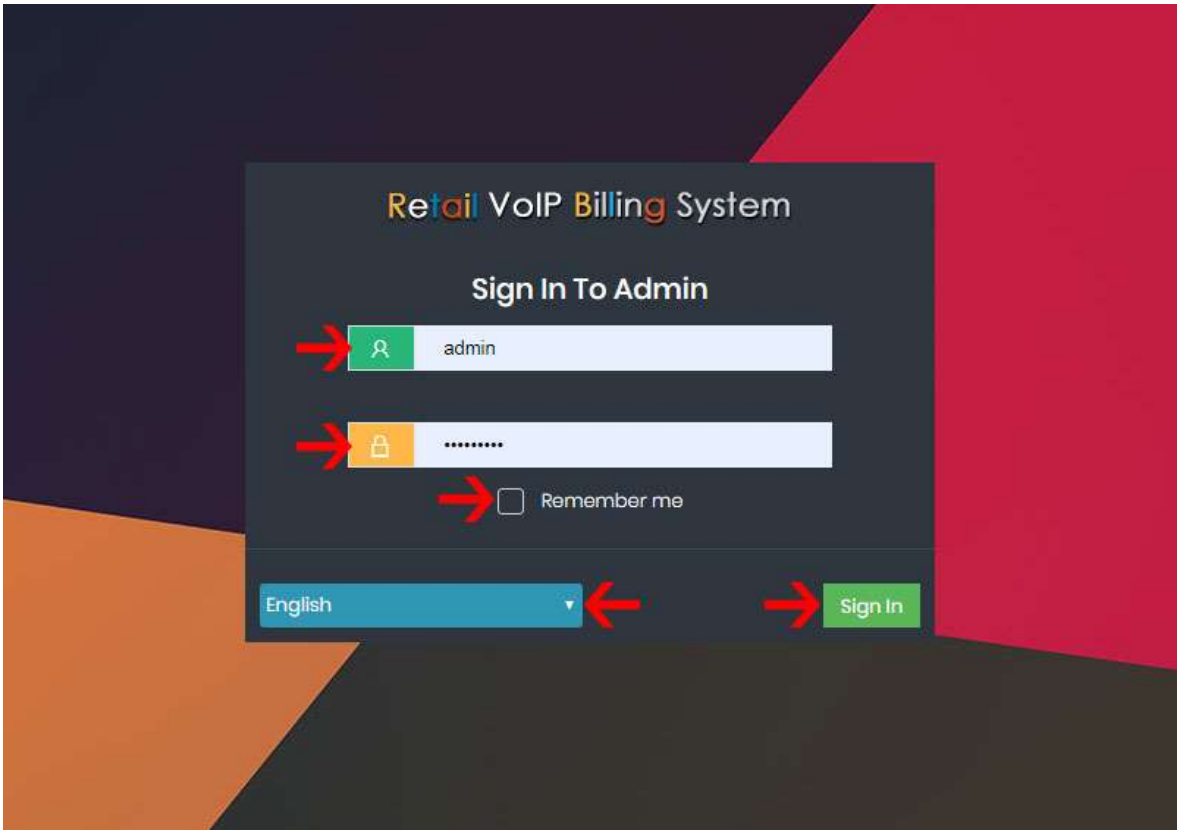
Please visit following URL

: https://billing.adoreinfotech.co.in/crm/admin/Public/index.php

Enter the user name and password in the appropriate box, select your preferred language (if you have multiple languages, default language is English) and click Login button.

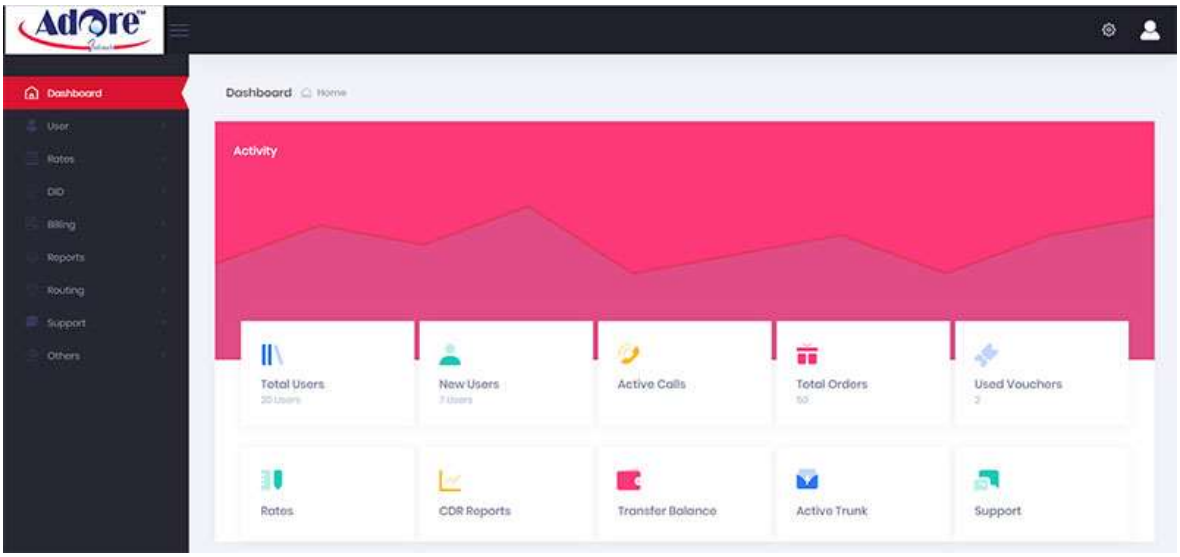
**User Name : admin**

**Password: xxxxxxx**



# 2.2. Admin Dashboard

Admin can handle all activites of Agent and Customers




In Adore VoIP Billing, there are two types of clients.

**1. Agent :** "Agent" terms refer to those who will resale your service to others. If you permit only, Agent can resale your service to an Originating Client or another Reseller or can create PIN and can sale to end users.

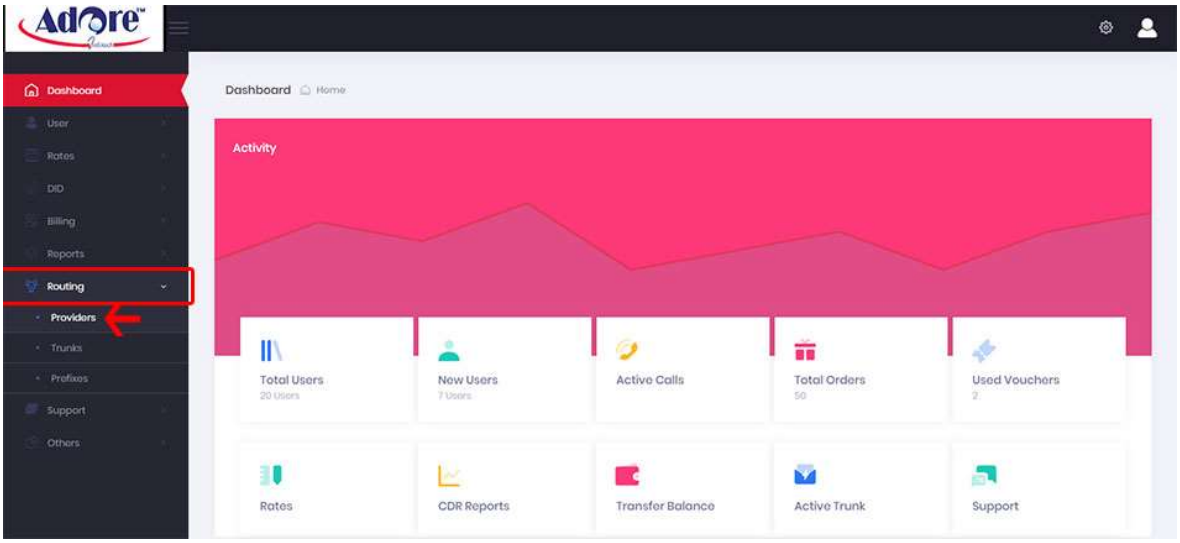
**2. Customers :** "Customer" terms refer to those who will use your service. If you permit only, customer can create PIN and use sevices without any hassle.

# 2.3. Add Provider

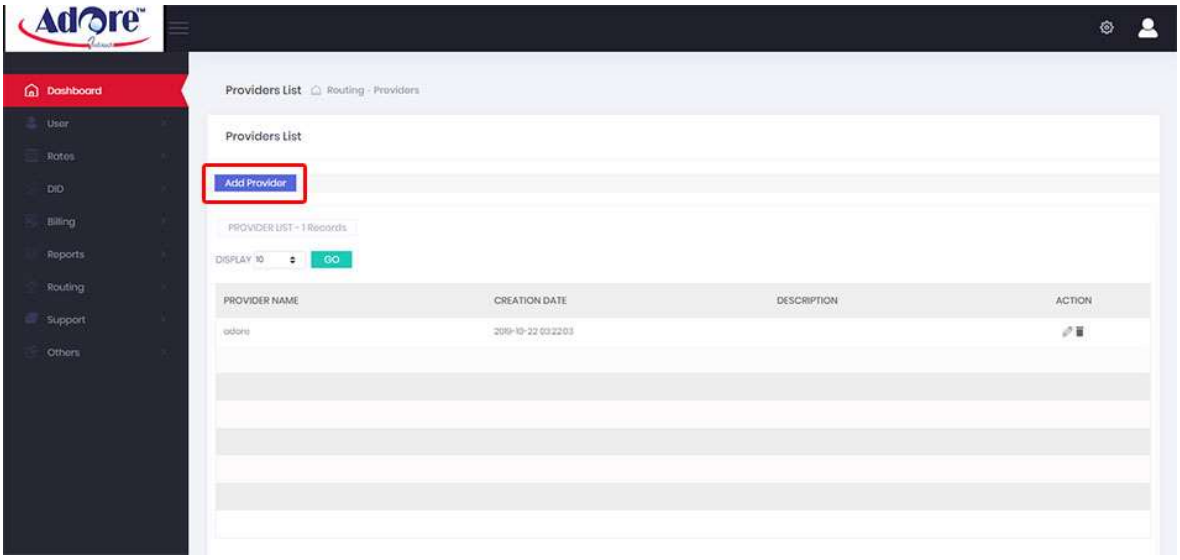
## Add Provider :

This section will allow you to create and edit VoIP Providers for reporting purposes. A provider is the company/person that provides you with termination.

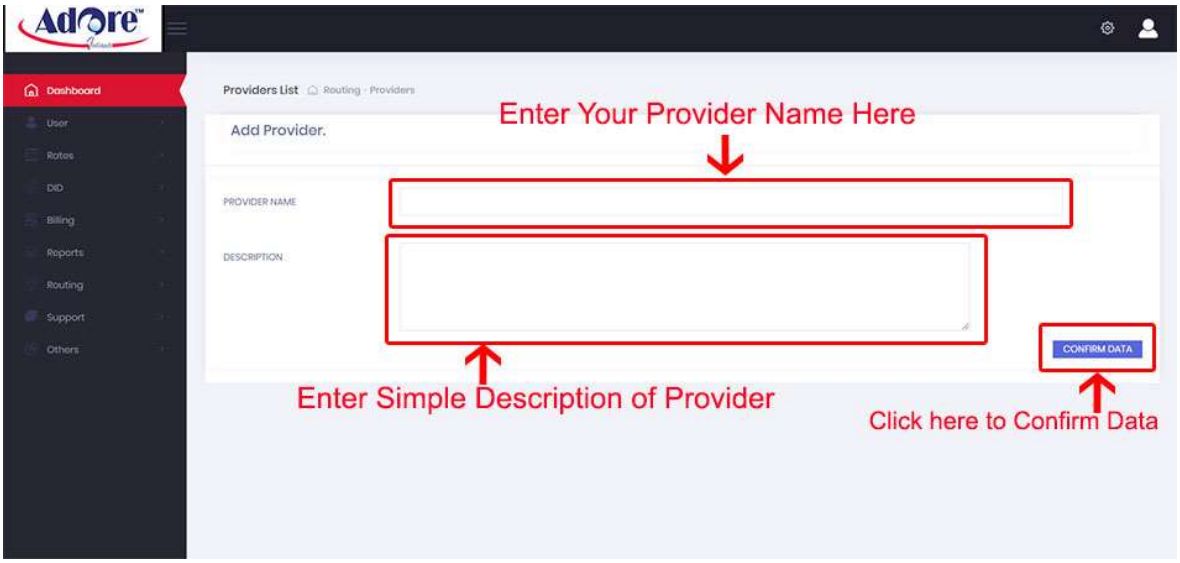
First and foremost you need to create **Provider** account.Go to "**Routing**" menu and click "**Provider**" to add provider to the system.



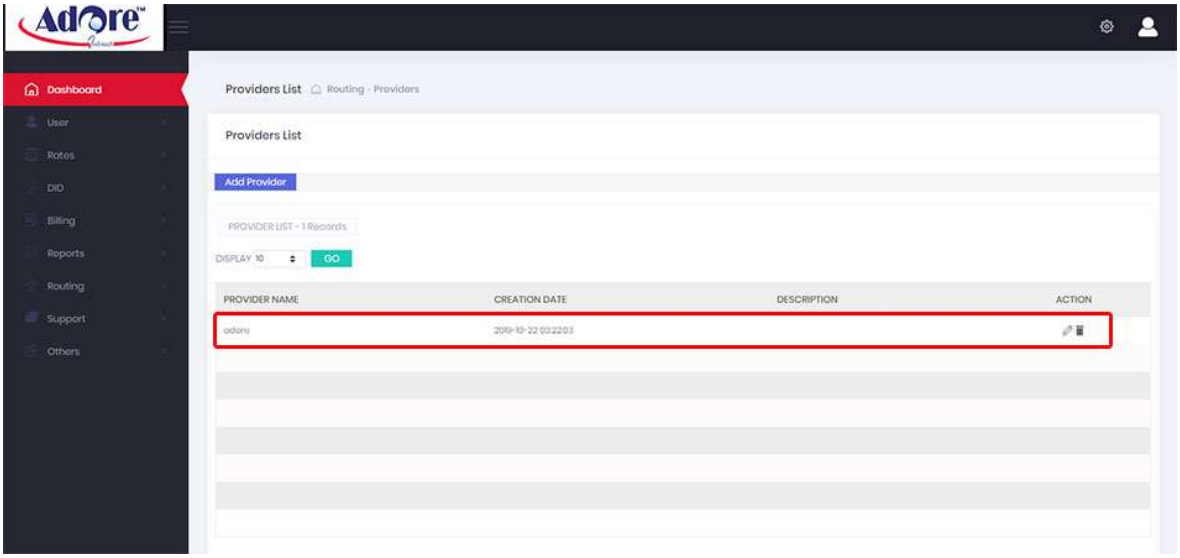

Click "**Add Provider**" to creating **Provider** account




Here you need to add simple description of provider. Like Name and formal description about the provider. After filling the form click on "**Confirm Data**". It will add provider detail to system.

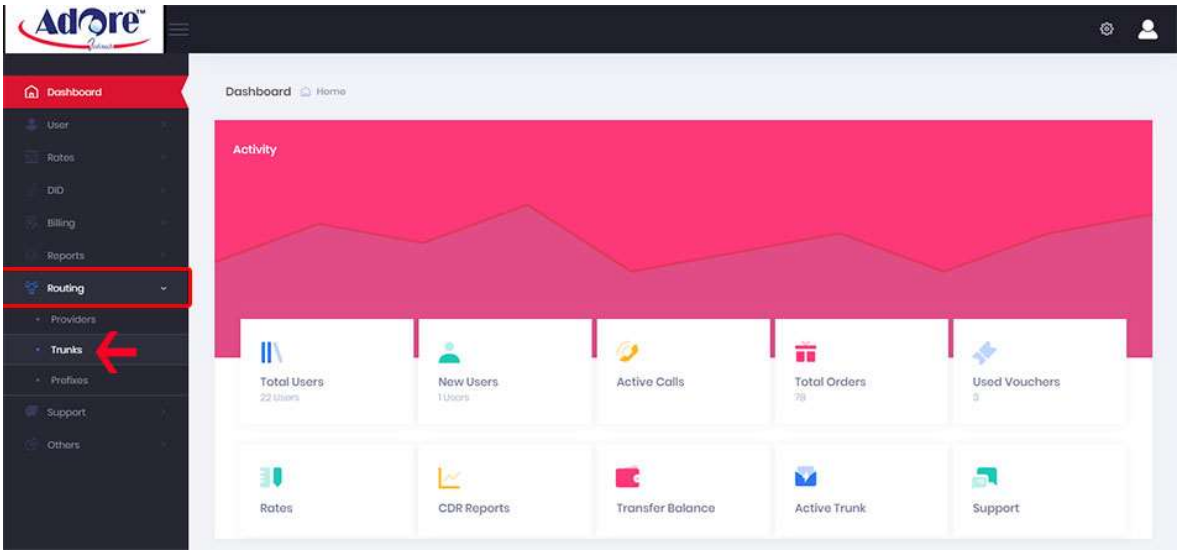



Now Provider has been created. You can create Multiple Provider on the system.

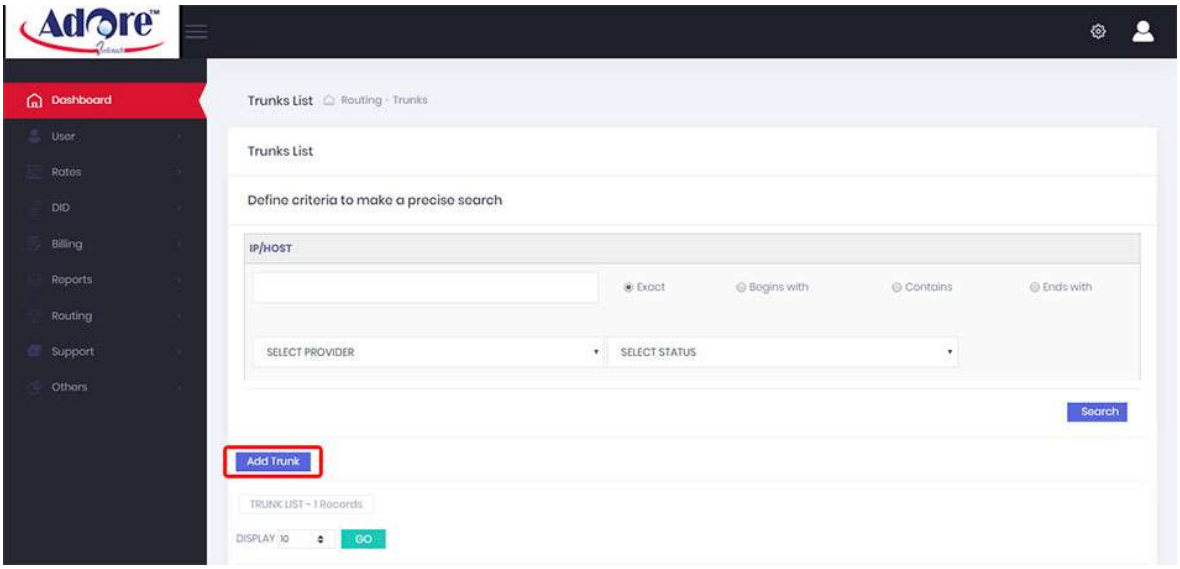


# 2.4. Add Trunk

Go to "**Routing**" menu and click "**Trunk**"




Click "**Add Trunk**" button to add Trunk.




Now here you will add the information from provider say for **IP prefix** and all the providers that you have added.

Then add a "**Label**" this is a symbol by which you will recognize your trunk.

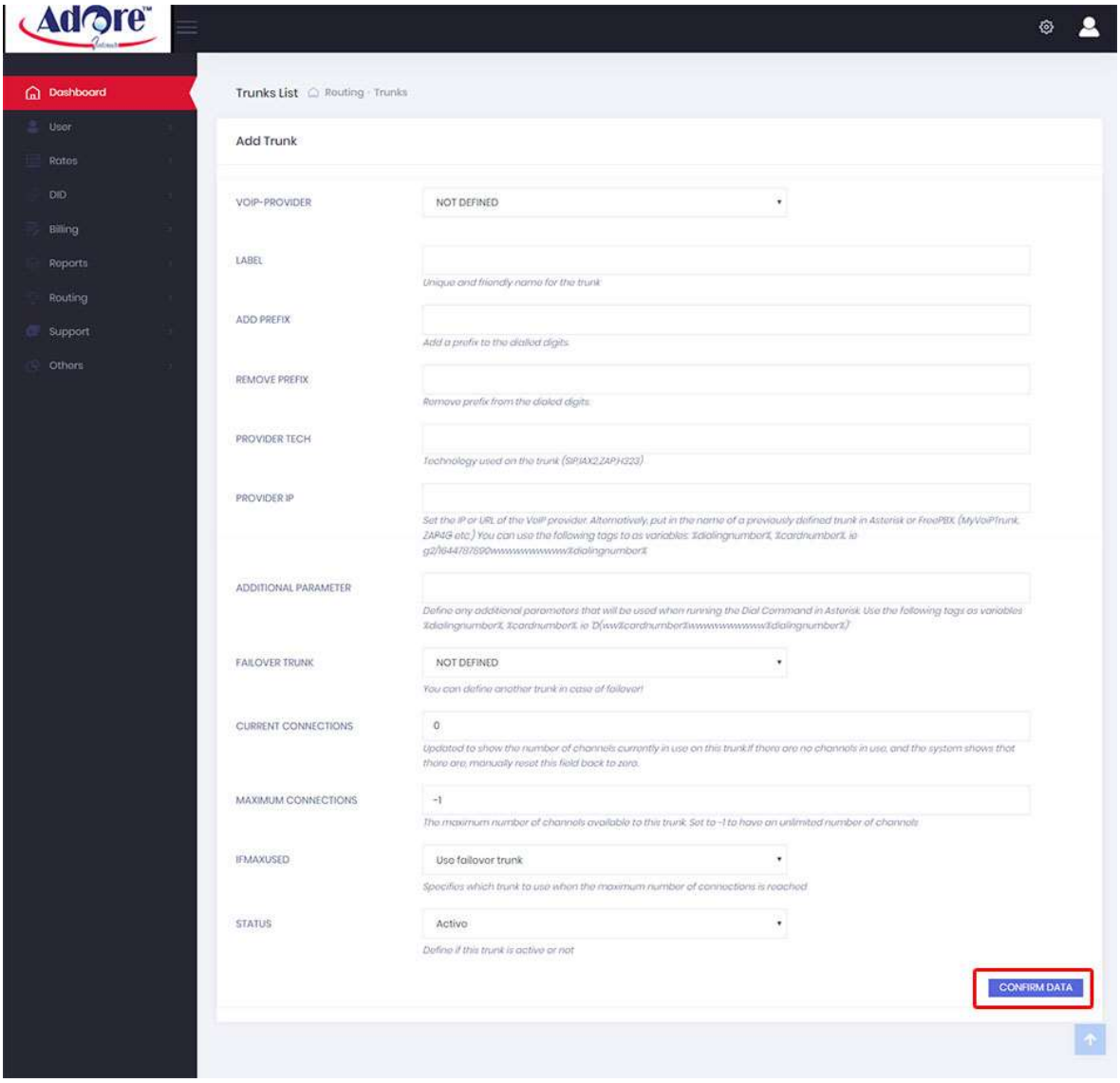
"**Add prefix**" is the prefix provided by termination provider that would be added with traffic.

"**Remove prefix**" here you can define the digits those you want remove from dial string

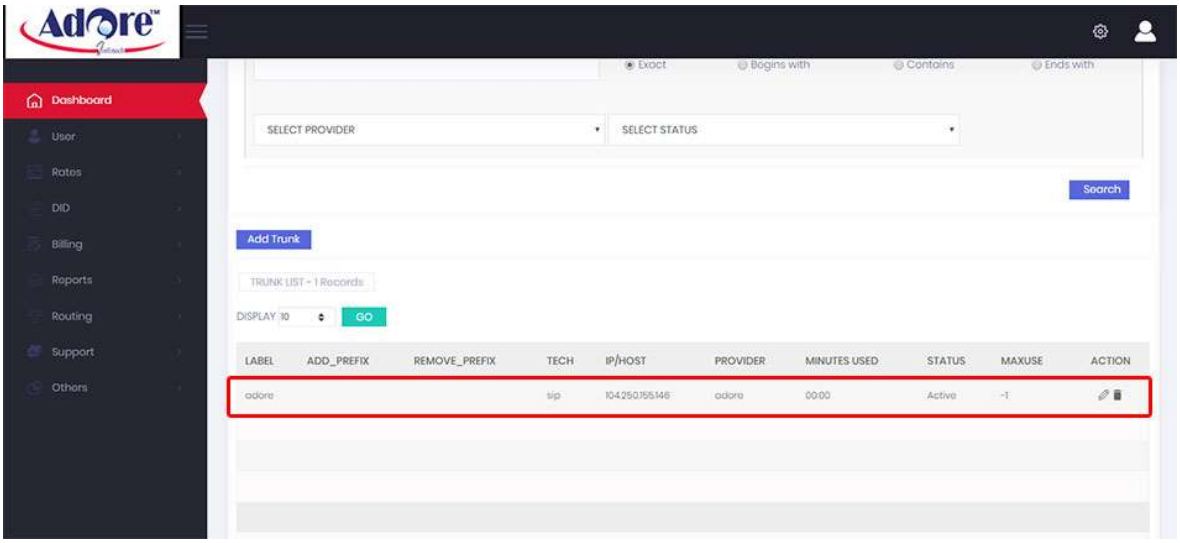
"**Provider IP**" it will consist IP information or domain info provided from termination

"**Failover Trunk**" Here you can define the failover trunk, if one fail then call will route to other automatically

and click "**CONFIRM DATA**" .




Now Trunk has been created. You can create Multiple Trunk on the system.


AdOre
Dashboard
User
Rates
DID
Billing
Reports
Routing
Support
Others
Exact
Begins with
Contains
Ends with
SELECT PROVIDER
SELECT STATUS
Search
Add Trunk
TRUNK LIST - 1 Records
DISPLAY 10
GO
LABEL
ADD_PREFIX
REMOVE_PREFIX
TECH
IP/HOST
PROVIDER
MINUTES USED
STATUS
MAXUSE
ACTION
adore
sip
104.250.155.146
adore
00:00
Active
-1

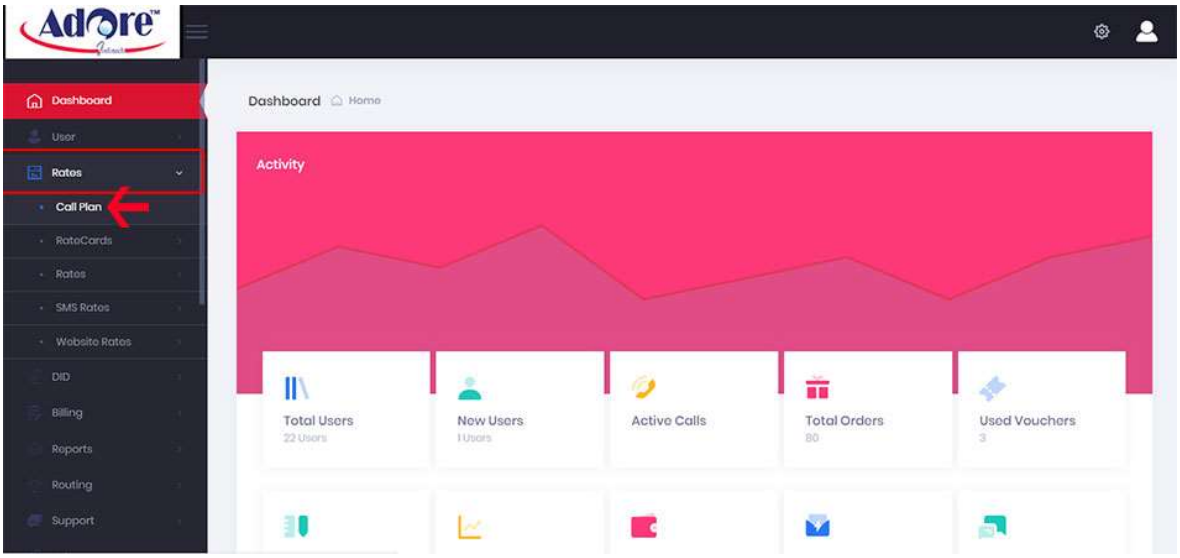
# 2.5. Add Rates

# Rates

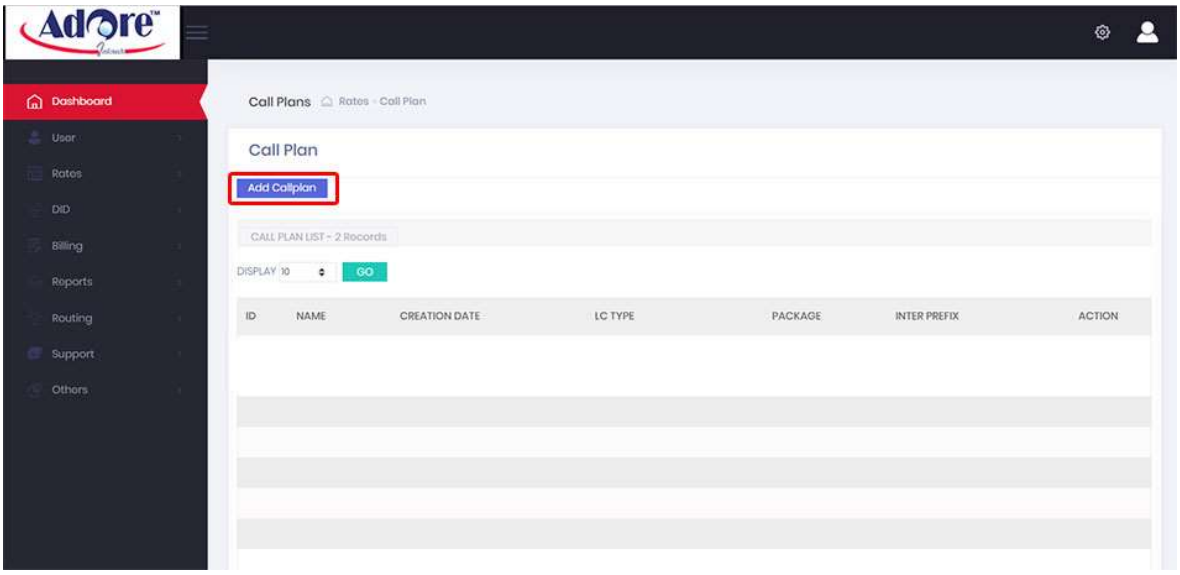
## Call Plan

**Call Plan**:List of Call Plans, a Call Plan is a collection of ratecards.

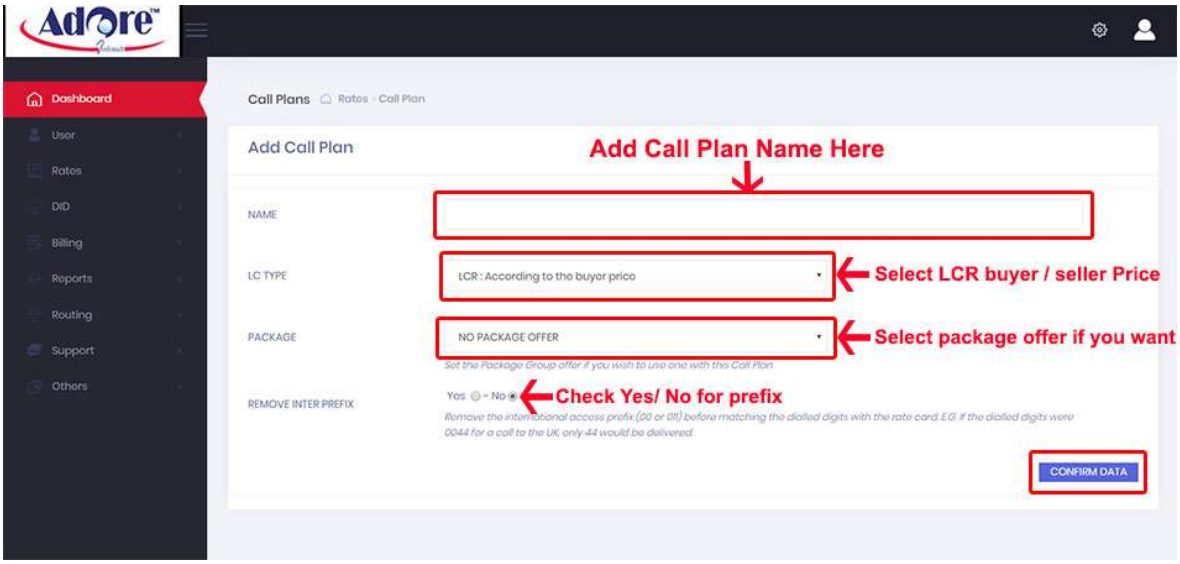
Go To **Rates** Menu and click "**Call Plan**"




Click on "**Call Plan**" Button to add call plan on system



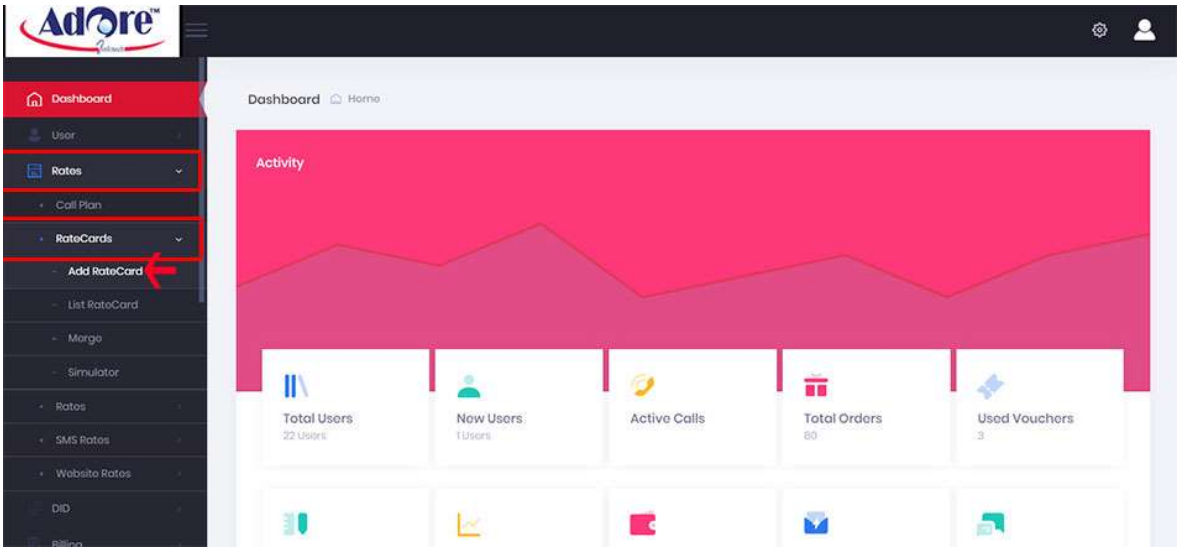

On click "Add Call Plan" following screen will appear



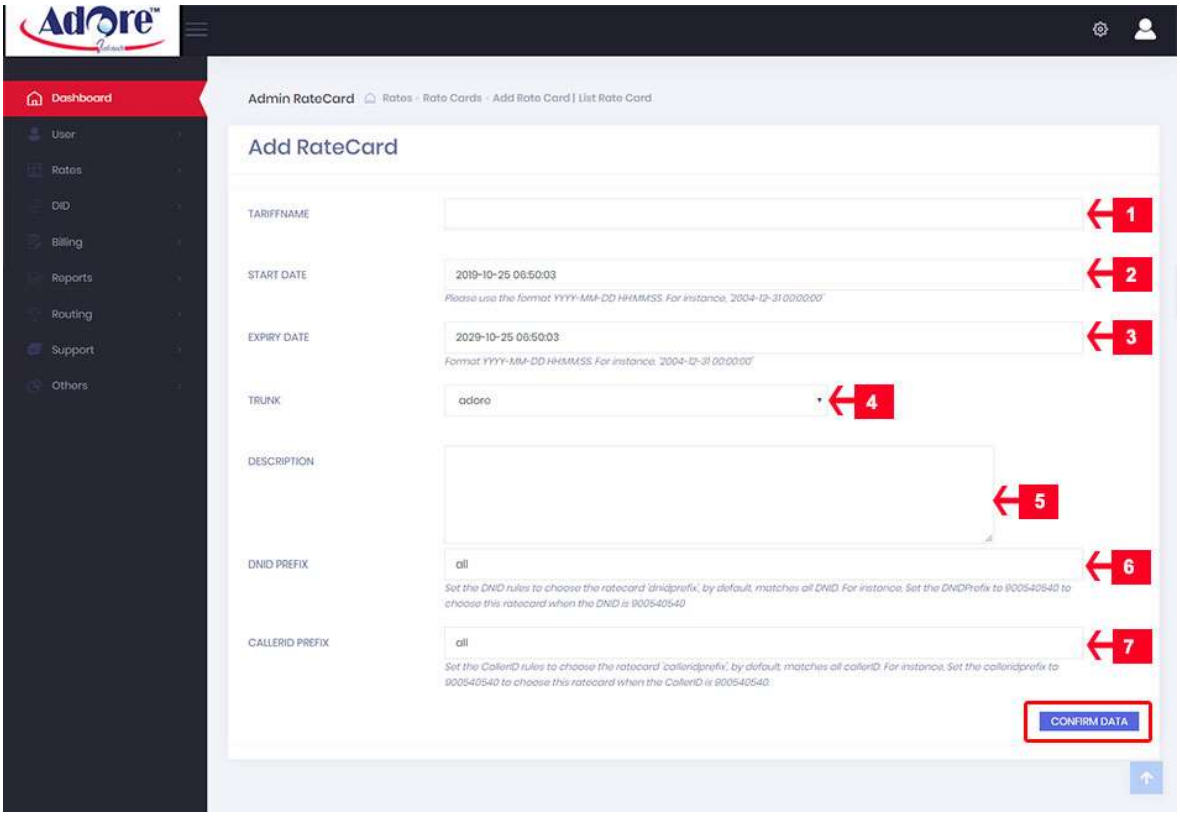

# Add RateCard

List ratecards that have been created! Ensure that a ratecard is added into the **Call Plan**. If a Customer has a Call Plan with more than one Rate Card, the Rate Card that contains the best Rate for a given destination will be selected by the Rate Engine.

Go to **Rates** -> **RateCards** - > **Add RateCard**




On click "**Add Rate Card**" following screen will appear.

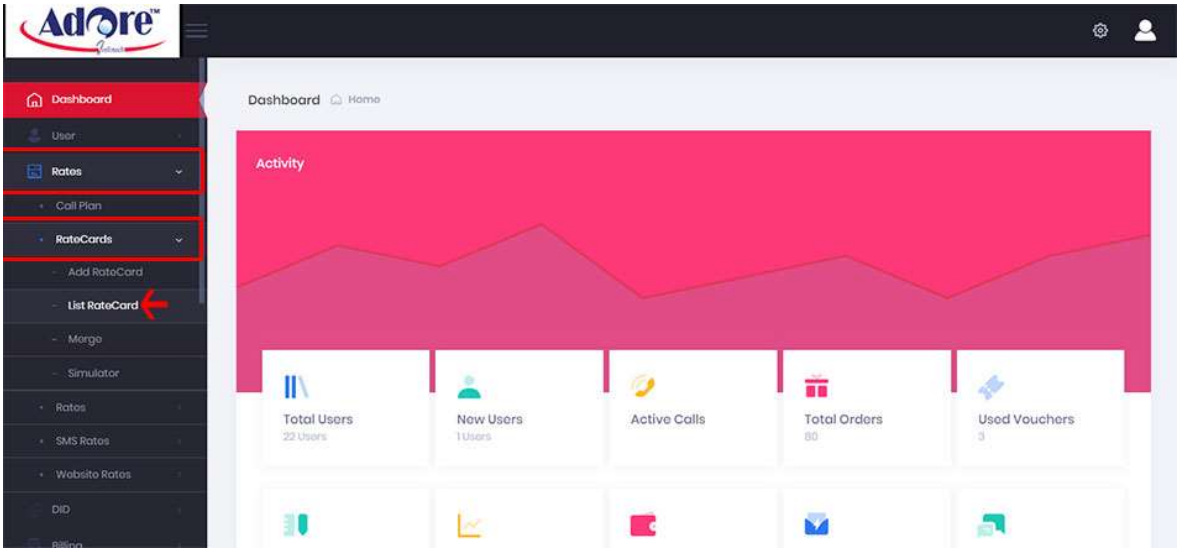



| Name of Fields | Description |
|---|---|
| **TARIFFNAME** | Give the rate card a tariffname, one method is to use a combination of the product or call plan and the carrier as a name. |
| **START DATE** | The start date of this rate card. (*Please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:0::00') |
| **EXPIRY DATE** | The expiry date of the ratecard, when it is no longer active. (*Format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00') |
| **TRUNK** | The trunk to be used on this rate card. This setting is over-ridden if you set a trunk against the rate. |
| **DESCRIPTION** | Simple information to define your RateCard |
| **DNID PREFIX** | The DNID prefix can be used to select a rate table. e.g. a tollfree number usually attracts a per minute charge to the owner, and if this is being used as an access number then a higher rate would have to be charged to cover the cost of the of the toll free number.<br><br>Set the DNID rules to choose the ratecard 'dnidprefix', by default, matches all DNID. For instance, Set the DNIDPrefix to 900540540 to choose this ratecard when the DNID is 900540540 |

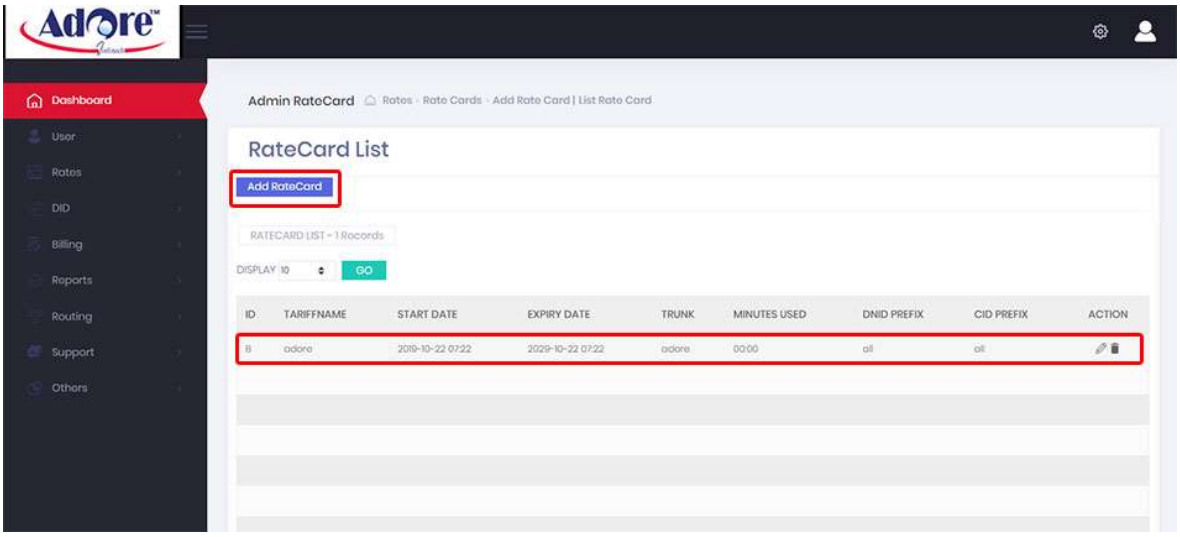
| | |
|---|---|
| **CALLERID PREFIX** | The CID prefix allows this ratecard to be selected when the Caller ID matches. Often carriers charge more for tollfree numbers when called from a Cell phone as opposed to a landline, so by using a combination of the DNID prefix and the CID prefix, the differential charges can be taken into account and passed onto the customer. |
| **CONFIRM DATA** | Click confirm to create the rate card. The next job is to add rates to the ratecard. |

## List RateCard

Go to **Rates** -> **RateCards** - > **List RateCard**

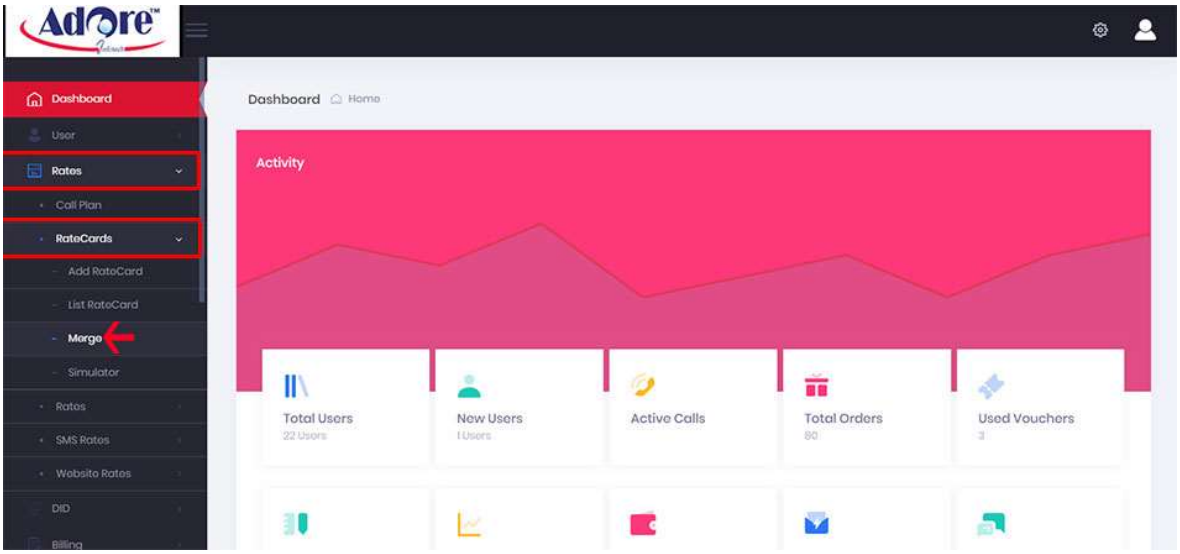



Here is your all Rates card. You can also create multiple RateCard by clicking on "**ADD RATECARD**" button.

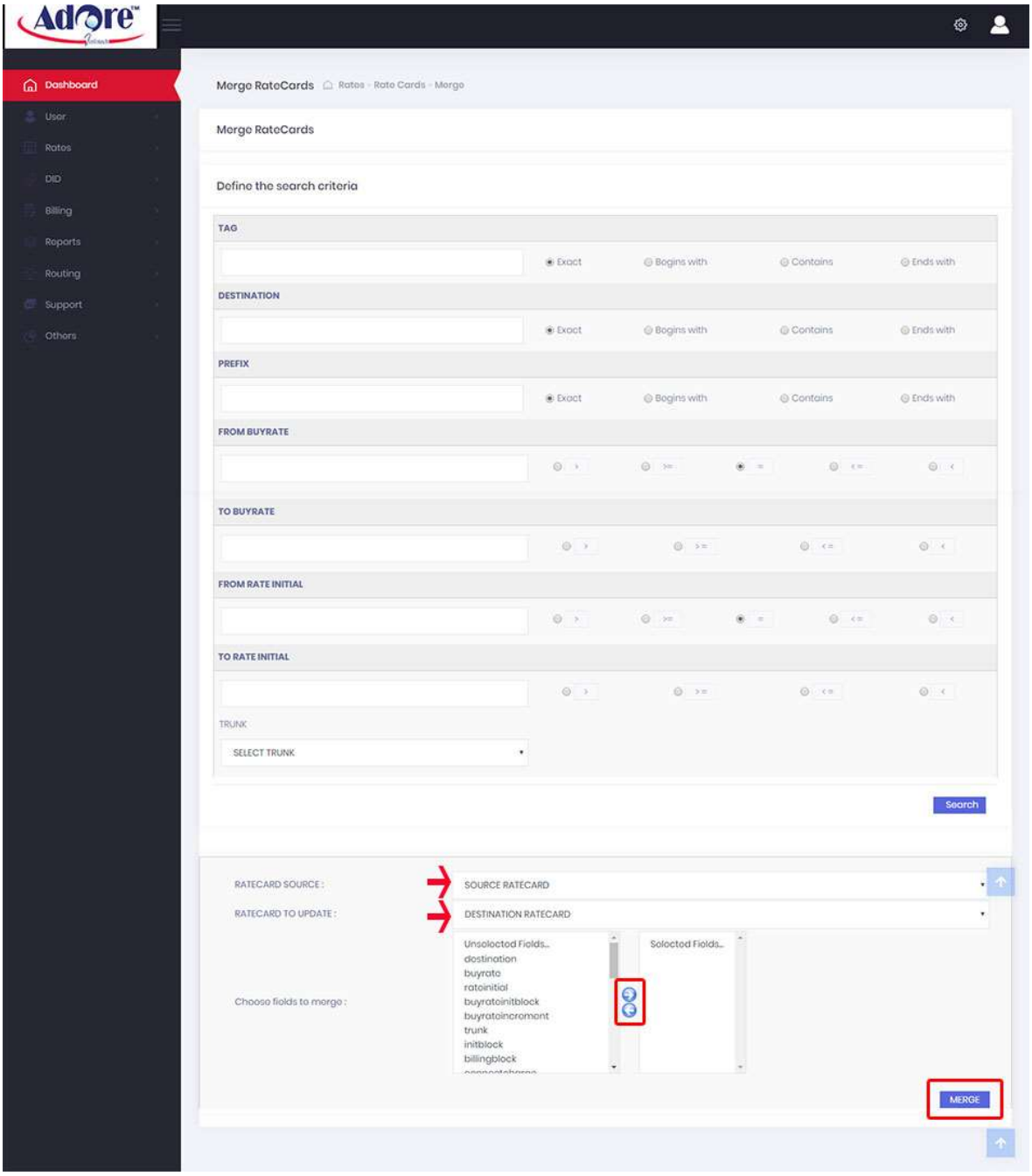



## Merge

Go to **Rates** -> **RateCards** - > **Merge**

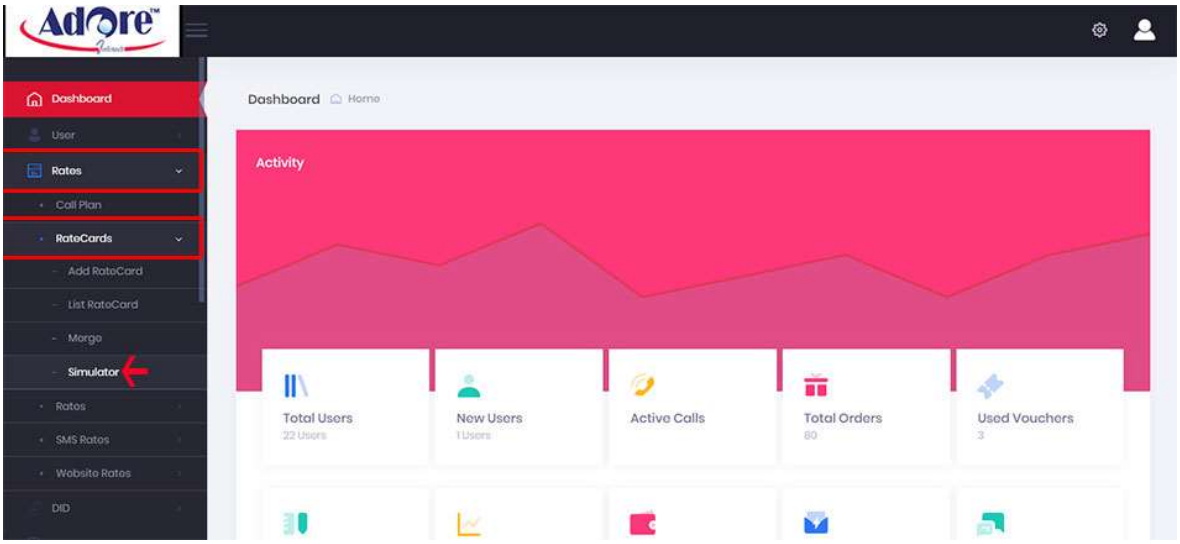



Here you can merge RateCards.

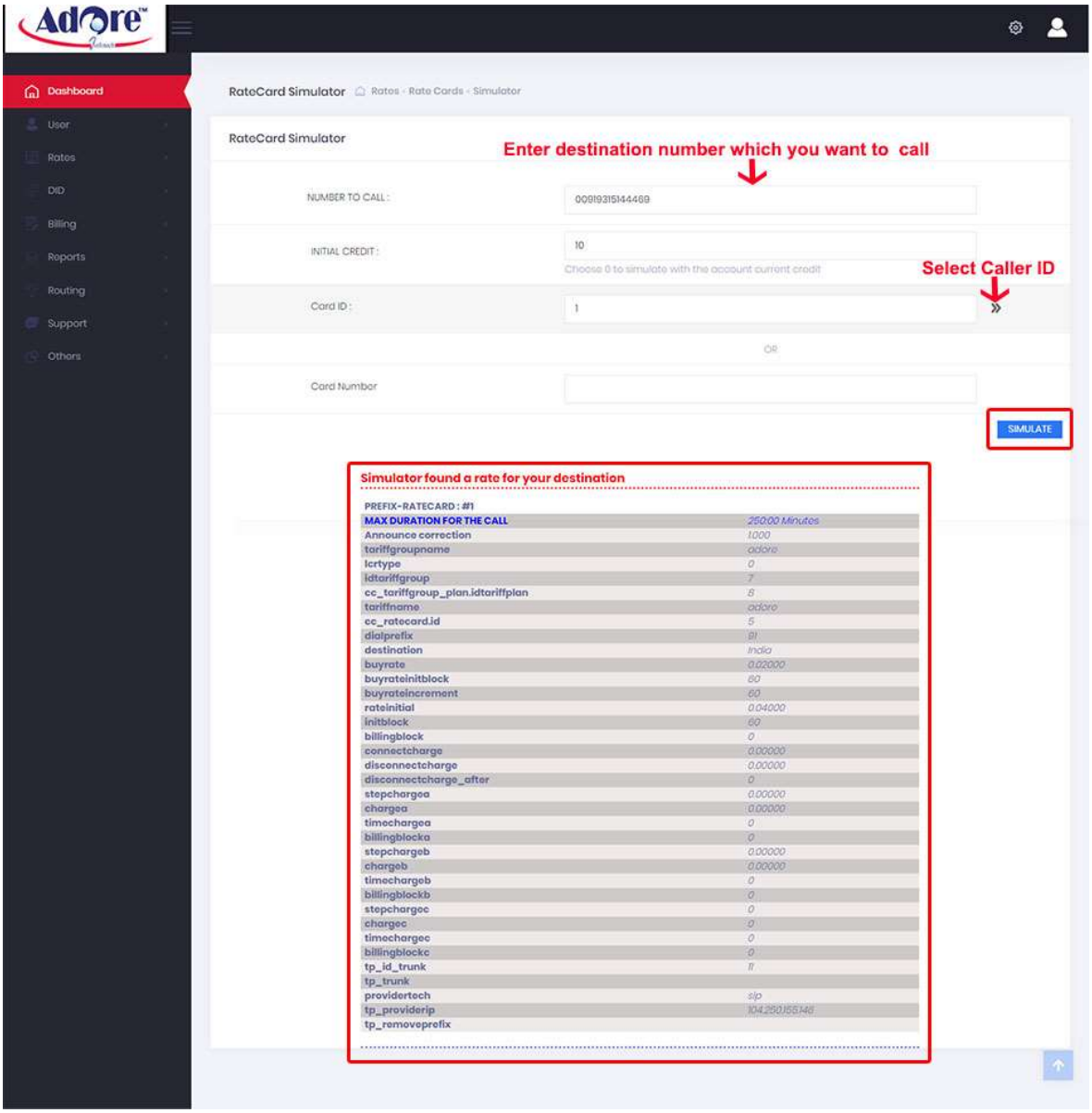



# Simulator

Go to **Rates**-> **RateCard** -> **Simulator**.

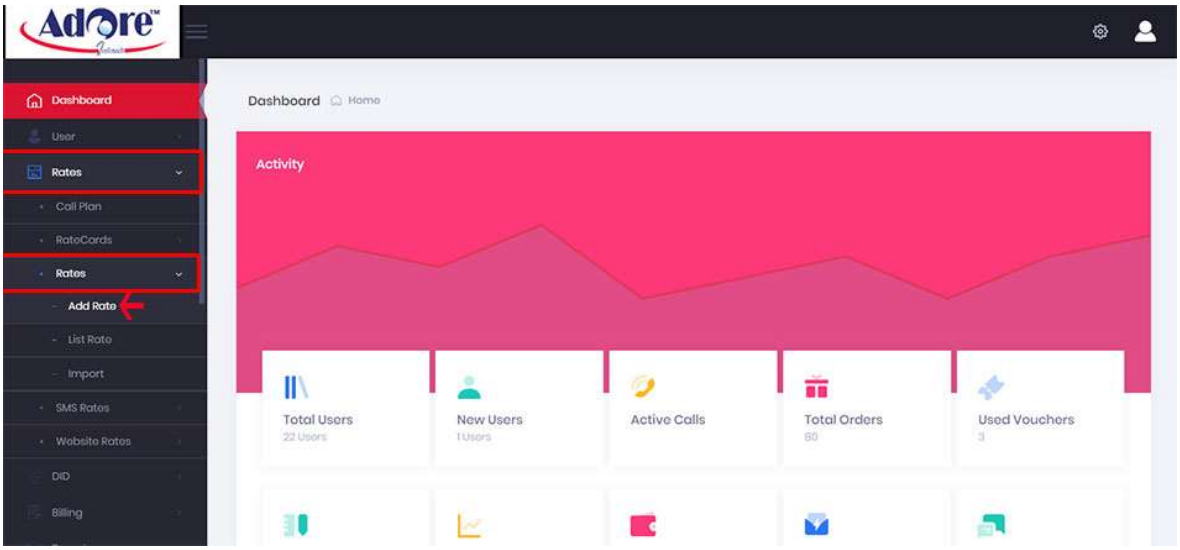



This is the option where you can see for a particular destination, what will be a pin statistics like if your destination is India and you want to check pin statistics then you need to enter destination number and card for which you want to know statistics and click on "**SIMULATE**" it will calculate all statistics and you will see those on screen.




# Add Rate

Go to **Rates**-> **Rates**-> **Add Rate**




Here you can add rate under your rate plan. "**RATES**" selects the rate plan defined by you

AdOre

- Dashboard
- User
- Rates
- DID
- Billing
- Reports
- Routing
- Support
- Others

Admin Rates · Rates · List Rate | Add Rate

## Add Rate

### Rates must be entered in the currency base : USD

RATECARD: adore

DIALPREFIX

*A) Add destination prefixes, ie '441' for UK Landlines.*
*B) Use 'defaultprefix' to setup a rate for all destinations where a specific rate is not provided.*
*C) If you ADD a rate, NOT an EDIT, you can define a range of prefixes. '32484-32487' adds all prefixes between 32484 and 32487. '32484,32386,32488' would add only the individual prefixes listed.*
*D) Asterisk extensions style + POSIX regex syntaxes are supported. '_447[7-9]XXXXXXXX' matches 12-digit UK mobiles. '_X{0,3}(112|999|911)' matches any 0-3 digits followed an emergency number. '_' can be used to add length, and raise the priority.*

Destination Prefix

*Select the prefix destination corresponding to your prefix rate.*
*This is the label that appears against the Call Detail Record.*

### Set the carrier cost for this destination.

BUYING RATE

*Set the carrier cost, the price you pay for minutes.*

BUYRATE MIN DURATION

*Set the minimum duration charged by the carrier. (ie. 30 secs)*

BUYRATE BILLING BLOCK

*Set the billing increment, in seconds (billing block), that the carrier applies. (ie 30 secs)*

### Define the selling cost for customers.

SELLING RATE

*The retail rate; or the cost per minute to apply to the customer, e.g. 0.02*

SELLRATE MIN DURATION

*Set the minimum duration to charge the customer (ie 60 seconds)*

SELLRATE BILLING BLOCK

*Set the billing increment in seconds to bill your customer.*

CONNECT CHARGE

*Apply a connection charge*

DISCONNECT CHARGE

*Apply a disconnection charge*

DISCONNECT CHARGE THRESHOLD

*Apply the disconnection charge if the call duration is greater than this amount of seconds. If 0, it will always apply.*

MINIMUM CALL COST

*Apply a minimum charge for the call.*

### Define the period when this rate table is active.

START DATE: 2019-10-25 07:35:03

*Format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00'*

STOP DATE: 2029-10-25 07:35:03

*Leave empty to apply this rate indefinitely. Format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00'*

START TIME: 0

*Set the time and day of the week at the rate is first valid (ie Monday 00:00 is 0)*

END TIME: 10079

*Set the time and the day of the week that the rate is no longer valid (ie Sunday 23:59 is 10079)*

ROUNDING CALLTIME

*Set the rounding calltime. All the selling rules will apply over this new calltime.*

ROUNDING THRESHOLD

*Set the rounding threshold*

ADDITIONAL BLOCK CHARGE

*Set the initial block charge*

ADDITIONAL BLOCK CHARGE TIME

*Set the initial block charge time*

ADDITIONAL GRACE TIME

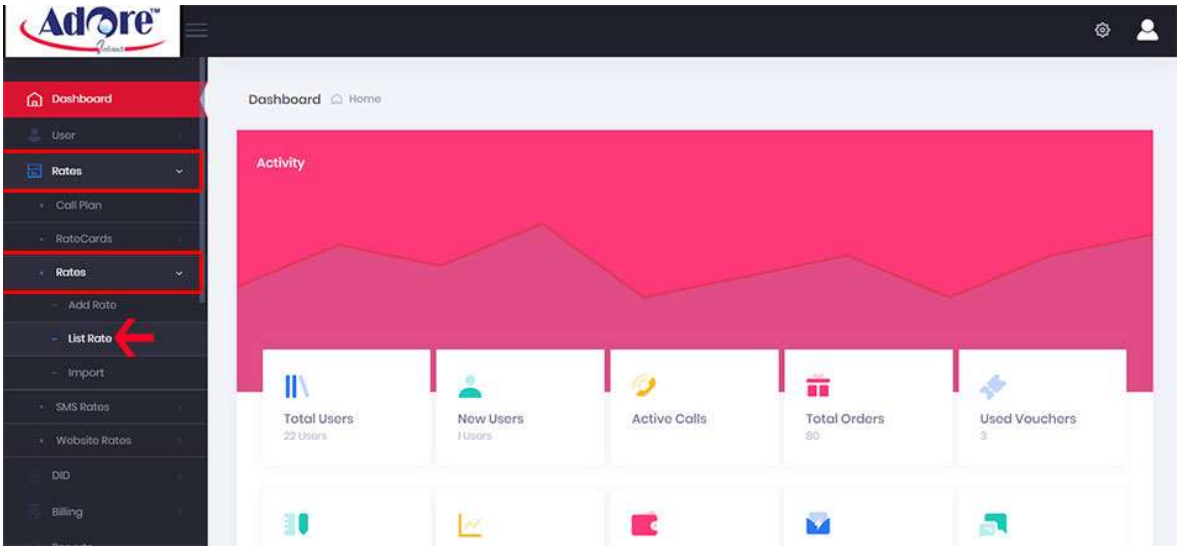
*Set the additional grace time in sec*

| Name of Fields | Description |
|---|---|
| **RATECARD** | Choose RateCard by using drop down menu |
| **DIALPREFIX** | **A)** Add destination prefixes, ie '441' for UK Landlines.<br>**B)** Use 'defaultprefix' to setup a rate for all destinations where a specific rate is not provided.<br>**C)** if you ADD a rate, NOT an EDIT, you can define a range of prefixes. '32484-32487' adds all prefixes between 32484 and 32487. '32484,32386,32488' would add only the individual prefixes listed.<br>**D)** Asterisk extensions style + POSIX regex syntaxes are supported. '_447[7-9]XXXXXXXX' matches 12-digit UK mobiles. '_X{0,3}(112\|999\|911)' matches any 0-3 digits followed an emergency number. '_' can be used to add length, and raise the priority. |
| **DESTINATION PREFIX** | Select the prefix destination corresponding to your prefix rate. This is the label that appears against the Call Detail Record. |
| **BUYING RATE** | Set the carrier cost, the price you pay for minutes. |
| **BUYRATE MIN DURATION** | Set the minimum duration charged by the carrier. (i.e. 30 secs) |
| **BUYRATE BILLING BLOCK** | Set the billing increment, in seconds (billing block), that the carrier applies. (ie 30 secs) |
| **SELLING RATE** | The retail rate; or the cost per minute to apply to the customer, e.g. 0.02 |
| **SELLRATE MIN DURATION** | Set the minimum duration to charge the customer (ie 60 seconds) |
| **SELLRATE BILLING BLOCK** | Set the billing increment in seconds to bill your customer. |
| **CONNECT CHARGE** | Apply a connection charge |
| **DISCONNECT CHARGE** | Apply a disconnection charge |
| **DISCONNECT CHARGE THRESHOLD** | Apply the disconnection charge if the call duration is greater than this amount of seconds. If 0, it will always apply. |
| **MINIMUM CALL COST** | Apply a minimum charge for the call. |
| **START DATE** | Format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| **STOP DATE** | Leave empty to apply this rate indefinitely. Format YYYY-MM-DD HH:MM:SS. |

| | |
|---|---|
| | For instance, '2004-12-31 00:00:00' |
| **START TIME** | Set the time and day of the week at the rate is first valid (ie Monday 00:00 is 0) |
| **END TIME** | Set the time and the day of the week that the rate is no longer valid. (ie Sunday 23:59 is 10079) |
| **ROUNDING CALLTIME** | Set the rounding calltime. All the selling rules will apply over this new calltime. |
| **ROUNDING THRESHOLD** | Set the rounding threshold |
| **ADDITIONAL BLOCK CHARGE** | Set the initial block charge |
| **ADDITIONAL BLOCK CHARGE TIME** | Set the initial block charge time |
| **ADDITIONAL GRACE TIME** | Set the additional grace time in sec |
| **TRUNK** | Set the trunk to use for this destination, or NOT DEFINED to use the rate card trunk. |
| **CIDGROUP** | Set the Outgoing CID Group to use for this destination, or NOT DEFINED to use the rate card trunk. |
| **TAG** | Set a tag on this rate |
| **CONFIRM DATA** | Click "**Confirm Data**" button to add rate. |

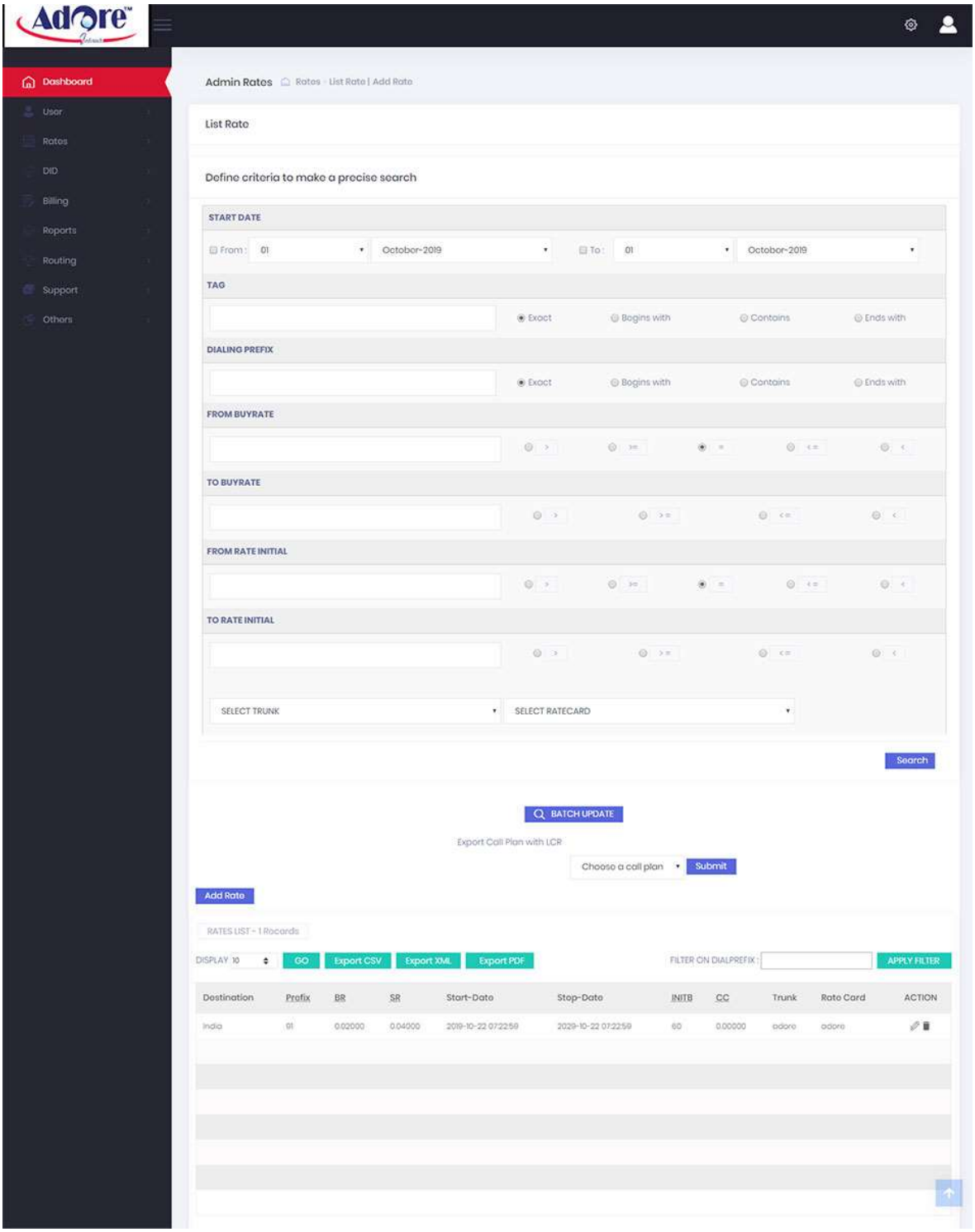
# List Rate

Go to **Rates** -> Rates-> **List Rate**



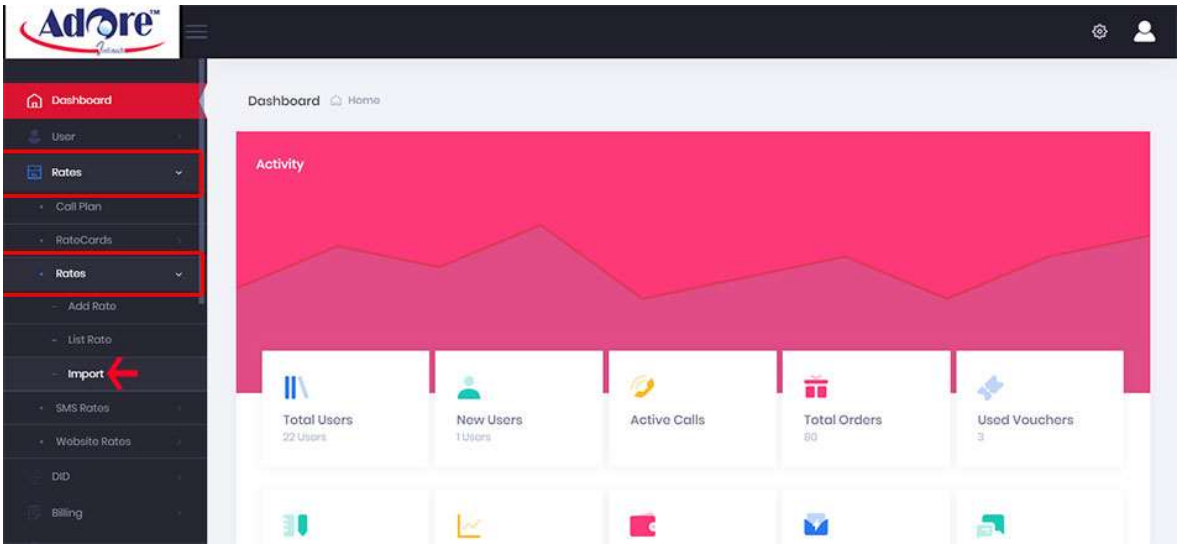

tnextpub.co.in

Here is your all Rates list, You can find you Rate List by using Search Option.

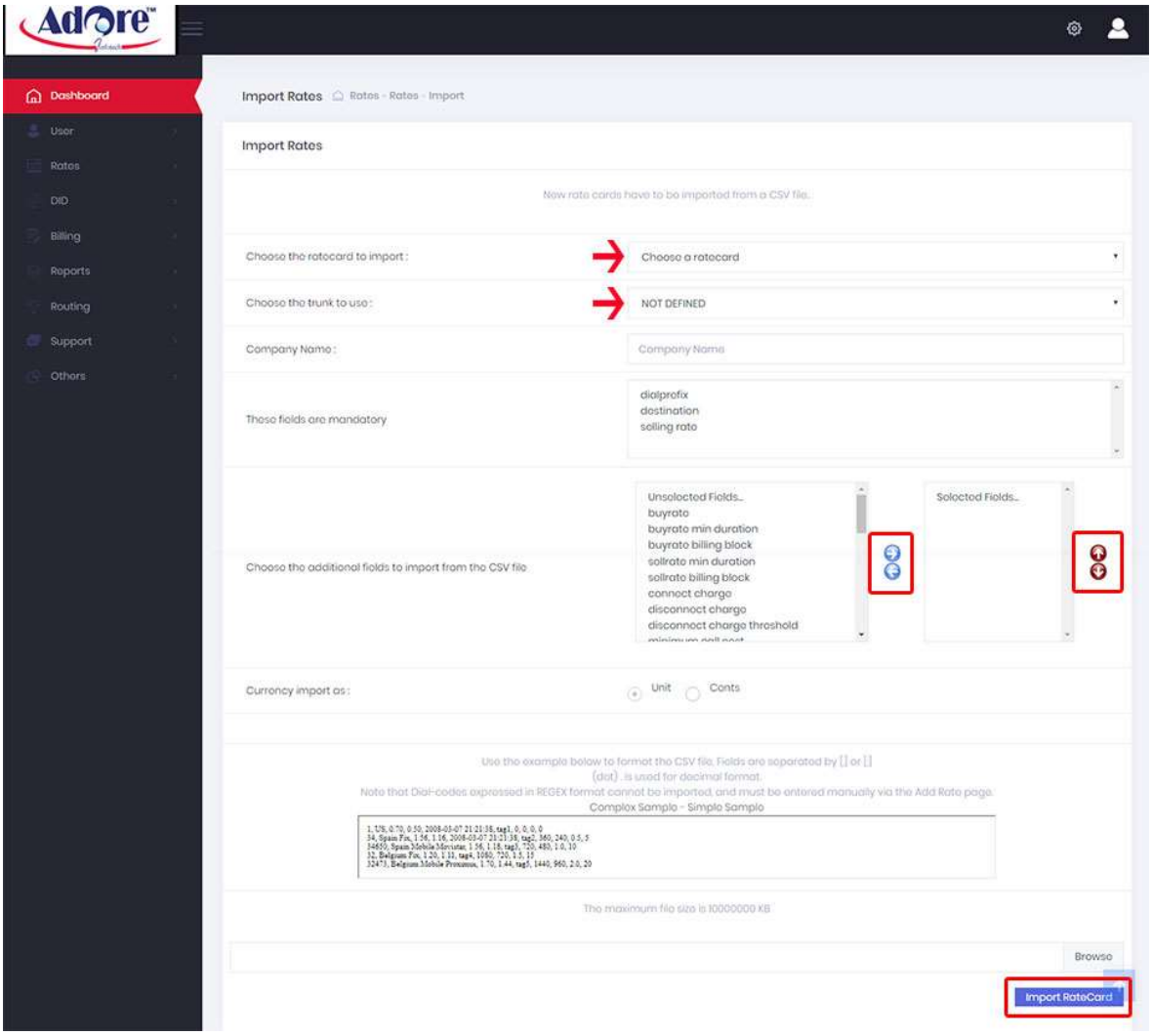



# Import

Go to **Rates**-> **Rates**-> **Import**



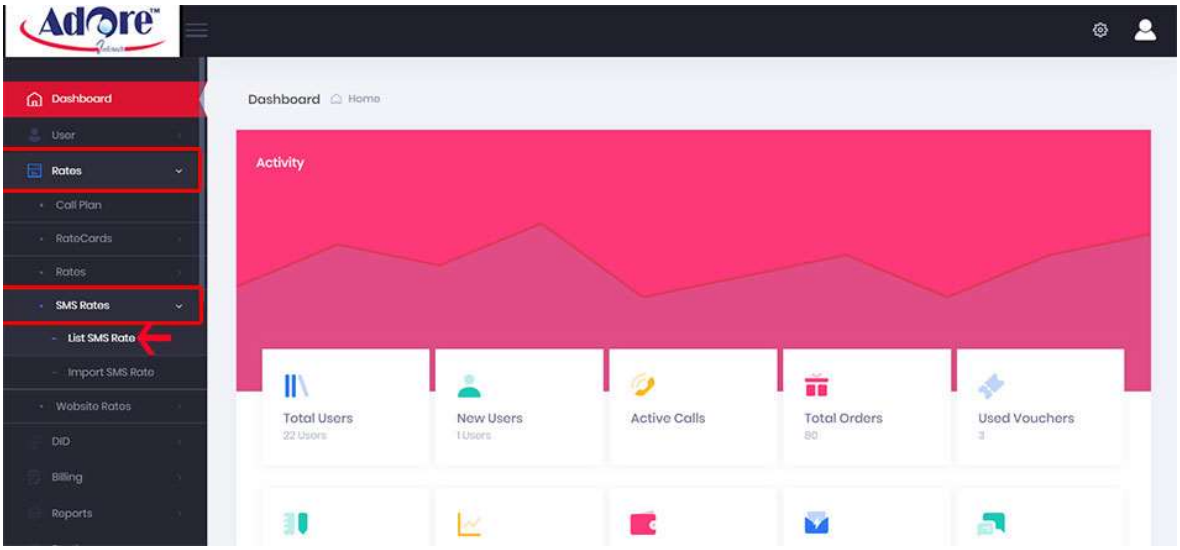

This section is a utility to import ratecards from a CSV file. Define the ratecard name, the trunk to use and the fields that you wish to include from your csv files. Finally, select the csv files and click on the "**Import Ratecard**" button.



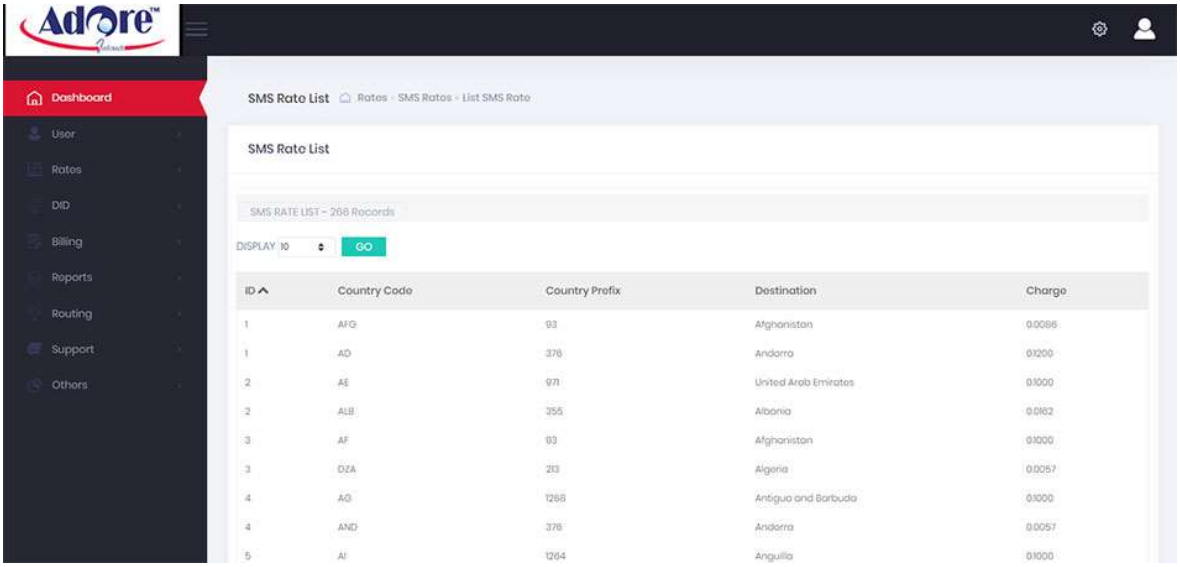

# SMS Rates

## List SMS Rates

Go to **RATES** -> **SMS Rates** -> -> **List SMS Rates**

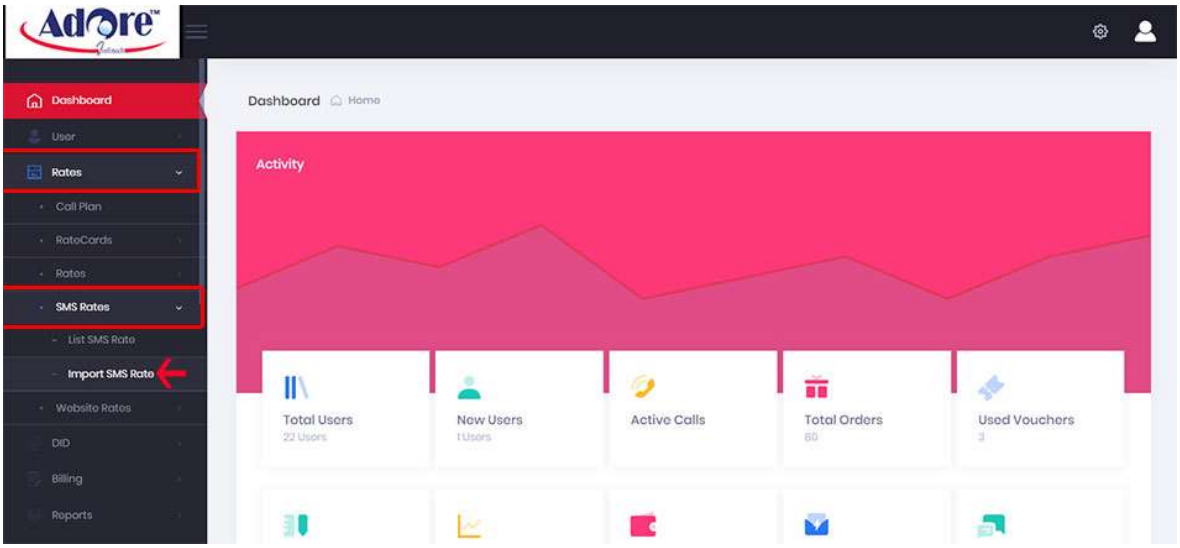



Here you can view SMS Rates. If not appear you need to upload SMS rate first.

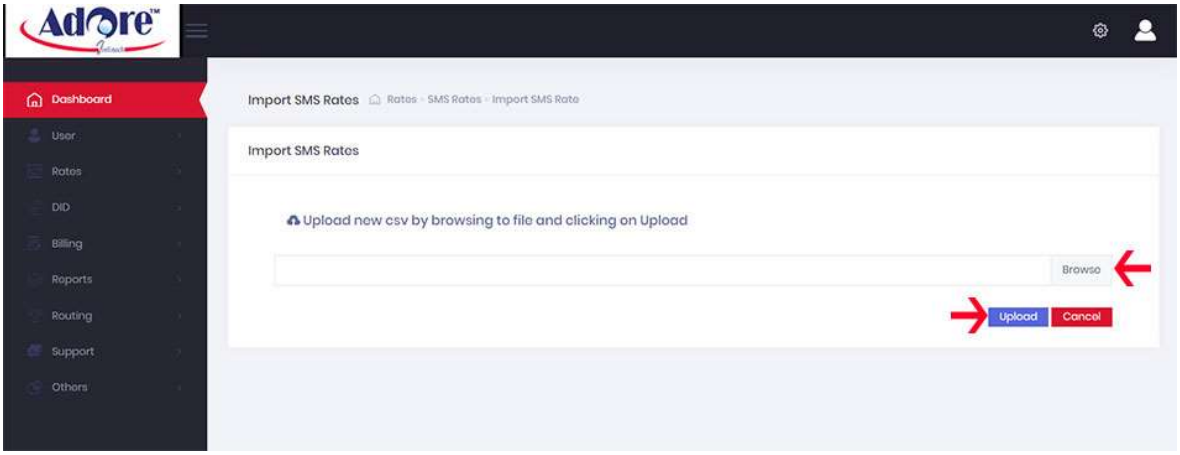



## Import SMS Rate

Go to **RATES** -> **SMS Rates** -> **Import SMS Rate**

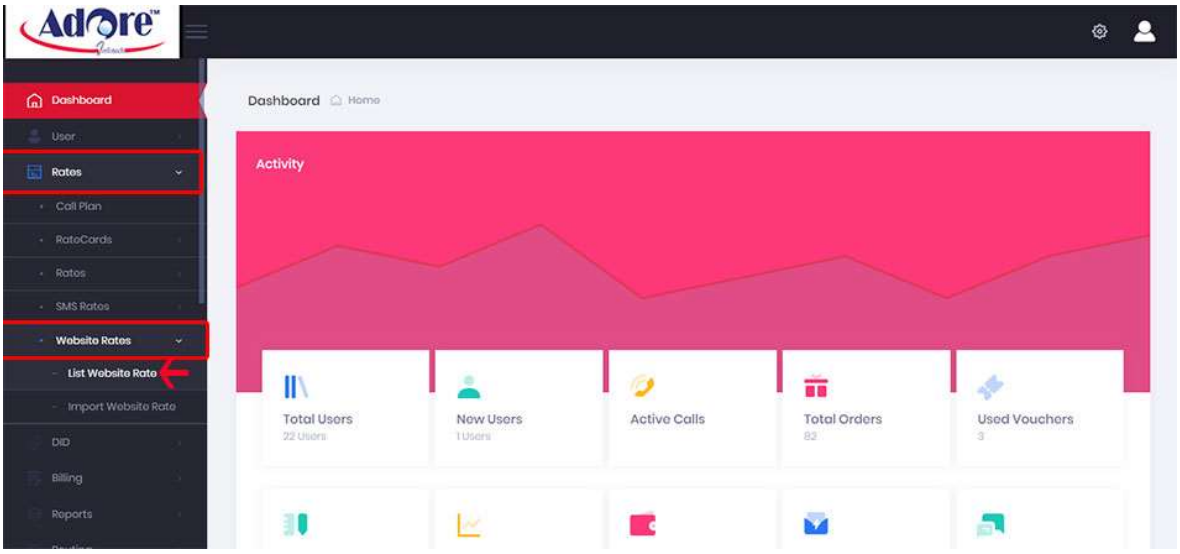



Here you can Import SMS Rate list Which you have get from your SMS Provider. After that you can give SMS Functionality to you customers.

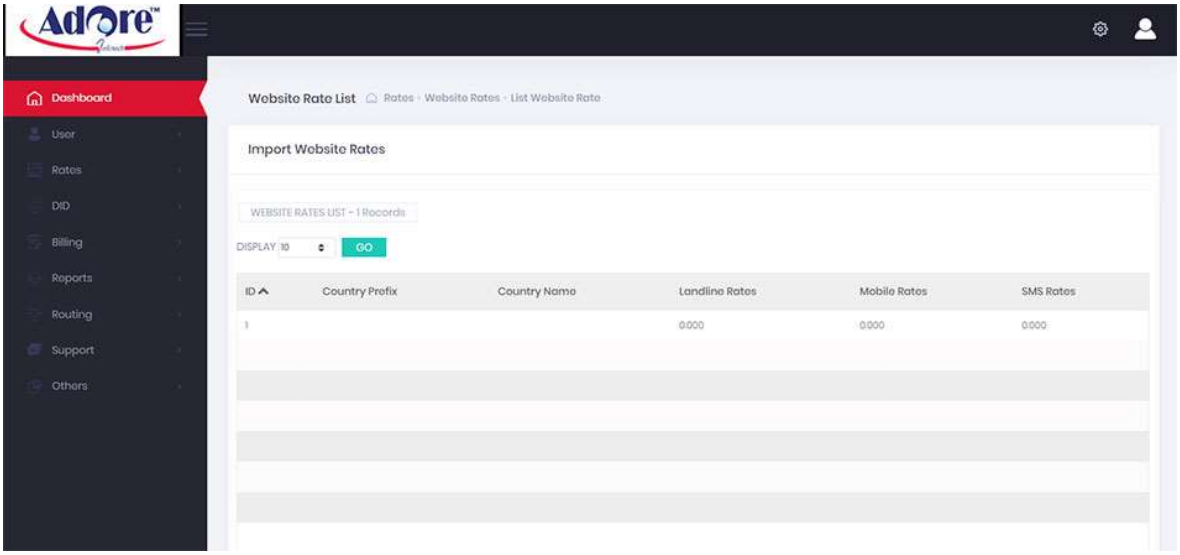



## Website Rates

Go to Rates -> **Website Rate** -> **List Website Rate**

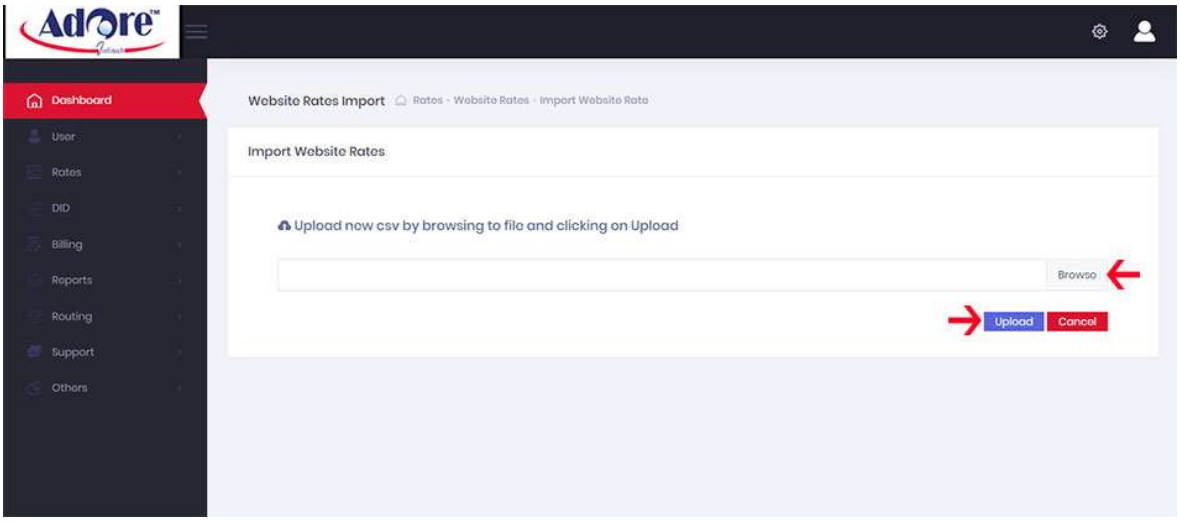



Here you can see the list on countries Rates which display on your website. In basis of this section you can update your website rates.

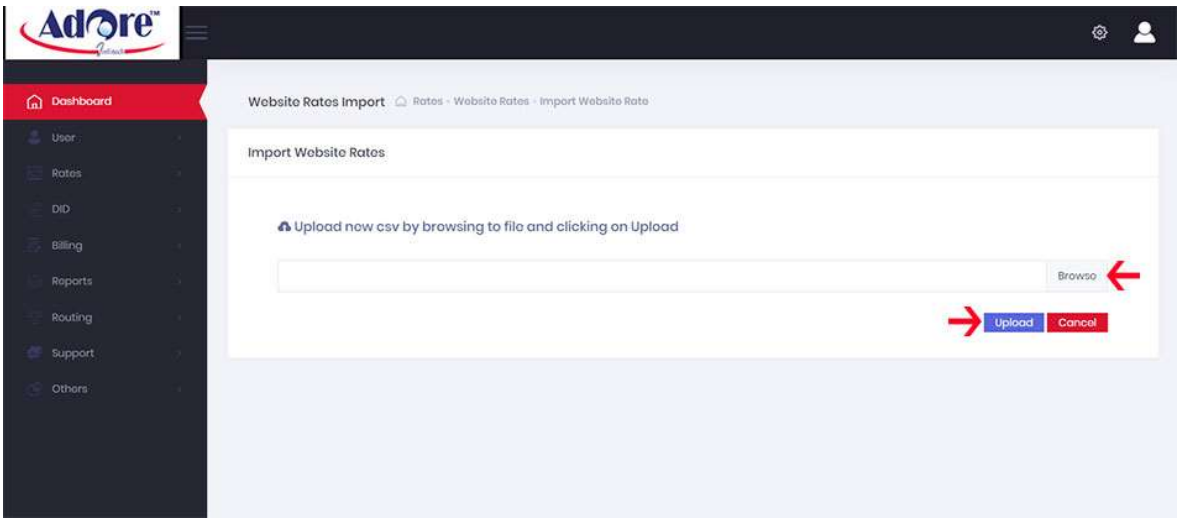



## Import Website Rate

Go to **Rates** -> **Website Rate** -> **Import Website Rate**




Here you can upload rates for your website.

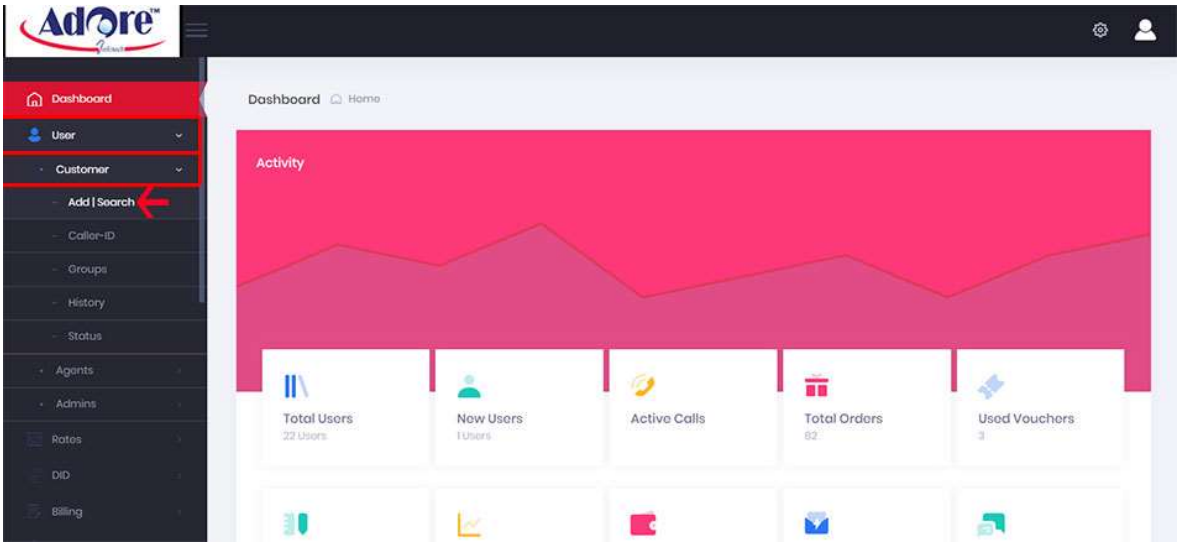


# 2.6. Customer

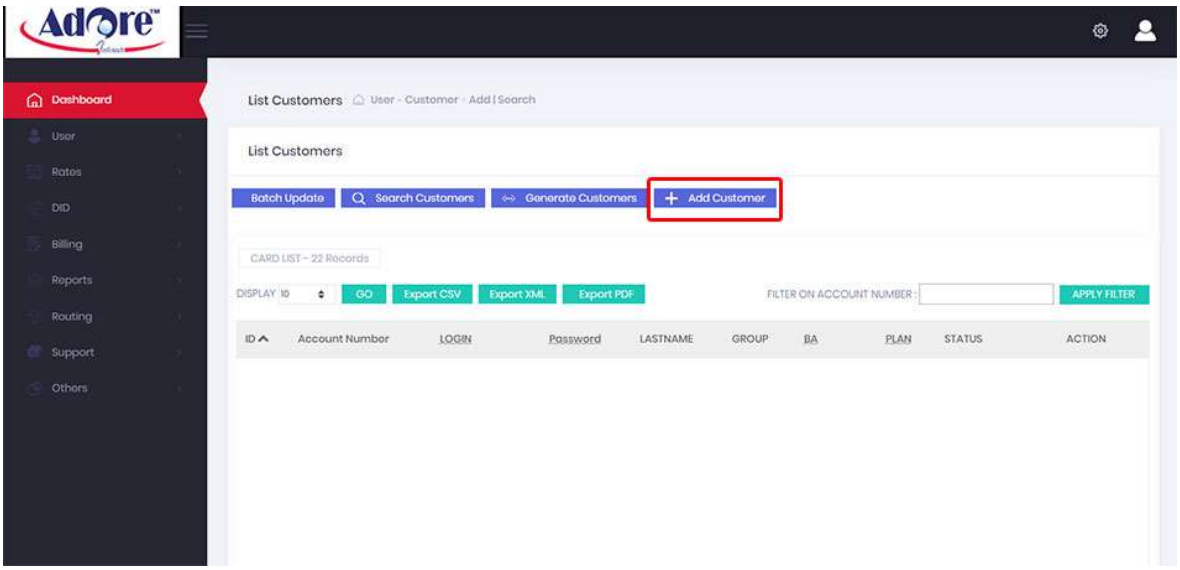
## Customer

### Add Customer

Go to **User --> Customer --> Add | Search**




Click "**Add Customer**" to create customer account




On click "**Add Customer**" you will be see following screen

AdOre

- Dashboard
- User
- Rates
- DID
- Billing
- Reports
- Routing
- Support
- Others

User · Customer · Add Customer

## Add Customer

**Change the Account Number Length :** 5 Digits

### Customer Information

| | |
|---|---|
| ACCOUNT NUMBER | 54914 |
| WEBUI LOGIN | 54914 |
| WEBUI PASSWORD | pbi8dipy<br>*Password for customer to access to the web interface and view the balance* |
| BALANCE | 0<br>*currency : USD* |
| CUSTOMER GROUP | DEFAULT |
| SERIAL | NOT DEFINED |

### Personal Information

| | |
|---|---|
| LAST NAME | |
| FIRST NAME | |
| EMAIL | |
| ADDRESS | |
| CITY | |
| STATE/PROVINCE | |
| COUNTRY | United States |
| ZIP/POSTAL CODE | |
| PHONE NUMBER | |
| FAX NUMBER | |
| COMPANY NAME | |
| COMPANY WEBSITE | |

### Customer Status

| | |
|---|---|
| PAYMENT TYPE | PREPAID CARD |
| CALL PLAN | infotech<br>*Changing the call plan will result in the free minutes or free calls package being reset.* |
| DIDGROUP | NOT DEFINED |
| TIMEZONE | (GMT-12:00) International Date Line West |
| LANGUAGE | ENGLISH |
| CURRENCY | U.S. Dollar (USD) (1.00000)<br>*Currency used at the customer end.* |

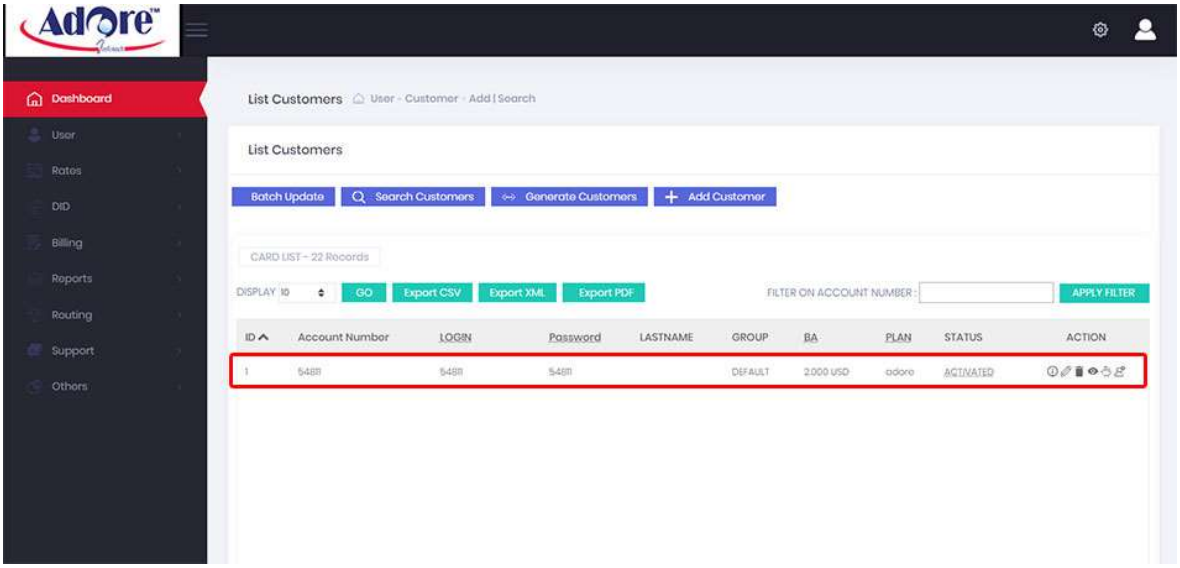
Description of the fields of Add a Customer with Basic Parameters

| Name of Fields | Description |
|---|---|
| **Change the Account Number Length :** | Here you can choose your account number length (Ex. - 123456 , 1234567 , 12345678 etc.) |
| **ACCOUNT NUMBER** | ACCOUNT NUMBER automatically generate or you can choose as per your wish (NOTE: You can use this Account number on PC & Mobile Dialer which build with your Switch Billing) |
| **WEBUI LOGIN** | WEBUI LOGIN automatically generate or you can choose as per your wish (NOTE: You can use this WEBUI LOGIN for access your own Customer Portal) |
| **WEBUI PASSWORD** | WEBUI PASSWORD automatically generate or you can choose as per your wish. (NOTE: You can use this WEBUI PASSWORD for Portal Access and PC & Mobile Dialer App) |
| **BALANCE** | If you want to give Customer a balance at the time of adding customer, then you can give the amount of balance here.<br><br>You can leave it '0' at the time of adding customer and can recharge later from recharge options. |
| **CUSTOMER GROUP** | Customers can be clustered in groups so access permissions can be applied to the groups |
| **SERIAL** | You can select as your wish |
| **COMPANY NAME** | Enter You Company Name Here |
| **COMPANY WEBSITE** | Enter your website address here |
| **FIRST NAME** | Enter your First Name Here |
| **LAST NAME** | Enter your Last Name Here |
| **EMAIL** | Enter your Valid Email ID here |
| **ADDRESS** | Enter your Address here |
| **CITY** | Enter your City here |
| **STATE/PROVINCE** | Enter your State/Province |
| **COUNTRY** | Choose your Country |
| **ZIP/POSTAL CODE** | Enter your ZIP/POSTAL CODE |
| **PHONE NUMBER** | Enter your Valid Phone Number |
| **PAYMENT TYPE** | Select your Payment Type Prepaid Card or Postpaid Card |
| **CALL PLAN** | Select your Call Plan Which you have created on **RATES** section |

| | |
|---|---|
| **DID GROUP** | Select your DID Group |
| **TIME ZONE** | Select Your preffered Time Zone |
| **LANGUAGE** | Select your preffered language |
| **CURRENCY** | Currency used at the customer end. |
| **STATUS** | Status of the account: Active, New, Suspended, etc |
| **LOCK** | Configure if the account has been activated over the signup confirmation mail |
| **LOCK PIN** | Code required to make the call if the lock is active. |
| **SIMULTANEOUS ACCESS** | Very important settings as it limits the ability of running several calls with the same account. |
| **RUN SERVICE** | (Yes\|No) Apply recurring service to this account. |
| **CREDIT LIMIT** | Credit limit is only used for the postpaid account. Limits the maximum amount of credit that customers can debit from the account before paying. |
| **CREDIT LIMIT NOTIFICATION** | Low credit limit to alert the customer |
| **PERMITTED NOTIFICATIONS BY MAIL** | Enable/Disable the notification by mail for this account. |
| **EMAIL NOTIFICATION** | Enter Email Address for Notification |
| **CAMPAIGN** | Select your campaign |
| **FIRST USE DATE** | First Use Date |
| **ENABLE EXPIRY** | Select method of expiry for the account. |
| **EXPIRY DATE** | Please respect the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| **EXPIRY DAYS** | The number of days after which the account will expire. |
| **CREATE SIP CONFIG** | Create the SIP config automatically |
| **CREATE IAX CONFIG** | Create the IAX config automatically |
| **MAC ADDRESS** | To keep track of the MAC address of the a device associated to an account, FORMAT: 00-08-74-4C-7F-1D |
| **IN USE** | Shows the number of concurrent calls in use by this customer. If there are no currently no calls, and the system shows that there are, manually reset this field back to zero. |
| **MAX CONCURRENT CALLS** | Max concurrent calls (Feature not implemented) |
| **AUTOREFILL** | Define if you want to authorize the autorefill to apply on this accout |

| | |
|---|---|
| **INITIAL BALANCE** | The initial balance is used by autorefill to reset the current balance to this amount |
| **INVOICE DAY** | Define the day of the month when the system will generate the customer invoice. |
| **VAT** | VAT to add on the invoice of this customer. it should be a decimal value '21' this will be for 21% of VAT! |
| **VAT REGISTRATION NUMBER** | Enter VAT Registration Number |
| **DISCOUNT** | [CHECK] is this automatically calculated? |
| **TRAFFIC PER MONTH** | Note related to the expected traffic of this account |
| **TARGET TRAFFIC** | Note related to the expected traffic of this account |
| **RESTRICTION** | Type of restriction of this account, white lists and blacklist of numbers |

Now Customer account has been created




On customer account you can handle following option by using under "**ACTION**" options :

| Action Icons | Name of Action Icons | Description |
|---|---|---|
| | **Info** | You can see customer account information by clicking Info icon. |
| | **Edit** | You can Edit customer account by clicking Edit Icon. |

| | | |
|---|---|---|
| | **Delete** | You can delete customer account by clicking Delete Icon. |
| | **Reload SIP Account** | When are you create customer account you need to Reload SIP Account by clicking "SIP" button, after that customer account able to register and make call via mobile dialers. |
| | **Refill** | You can refill amount on customer account by clicking "Refill" icon. |
| | **Subscription** | You can add Subscription on particualr customers by clicking "Subscription" icon. |

**GENERATE CUSTOMERS** : Click Generate Cusomer button on following screen.

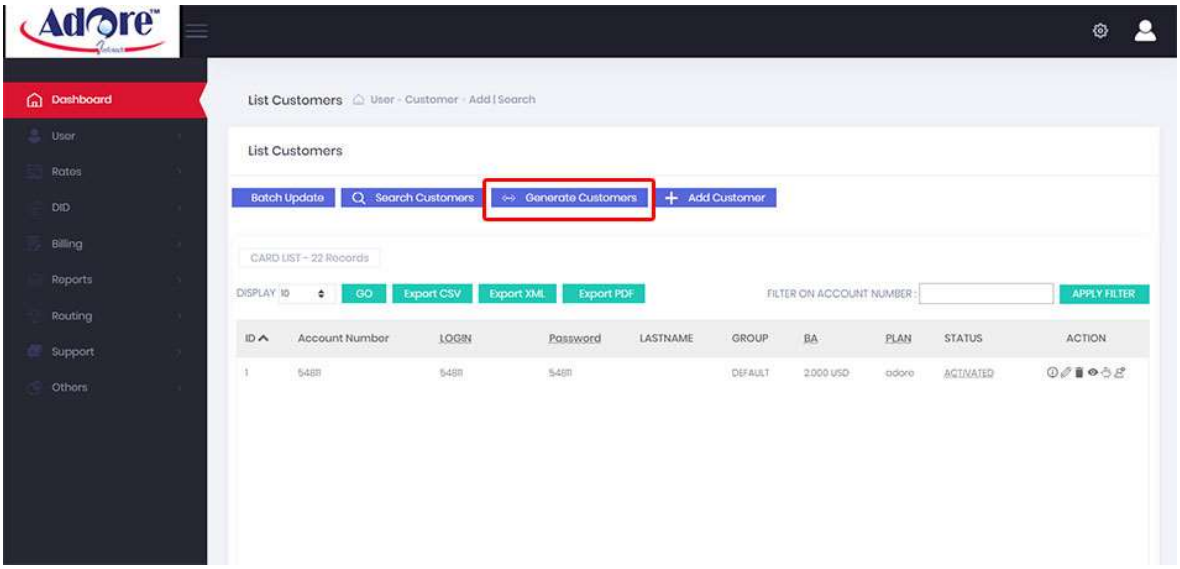
The purpose of this screen is to allow you to generate large numbers of cards in bulk. This is typically used for a calling card operation.

When the cards are created, they will appear in a list below and they can be exported to a CSV or XML file for fulfilment via a printing company, or offered for sale via a website.

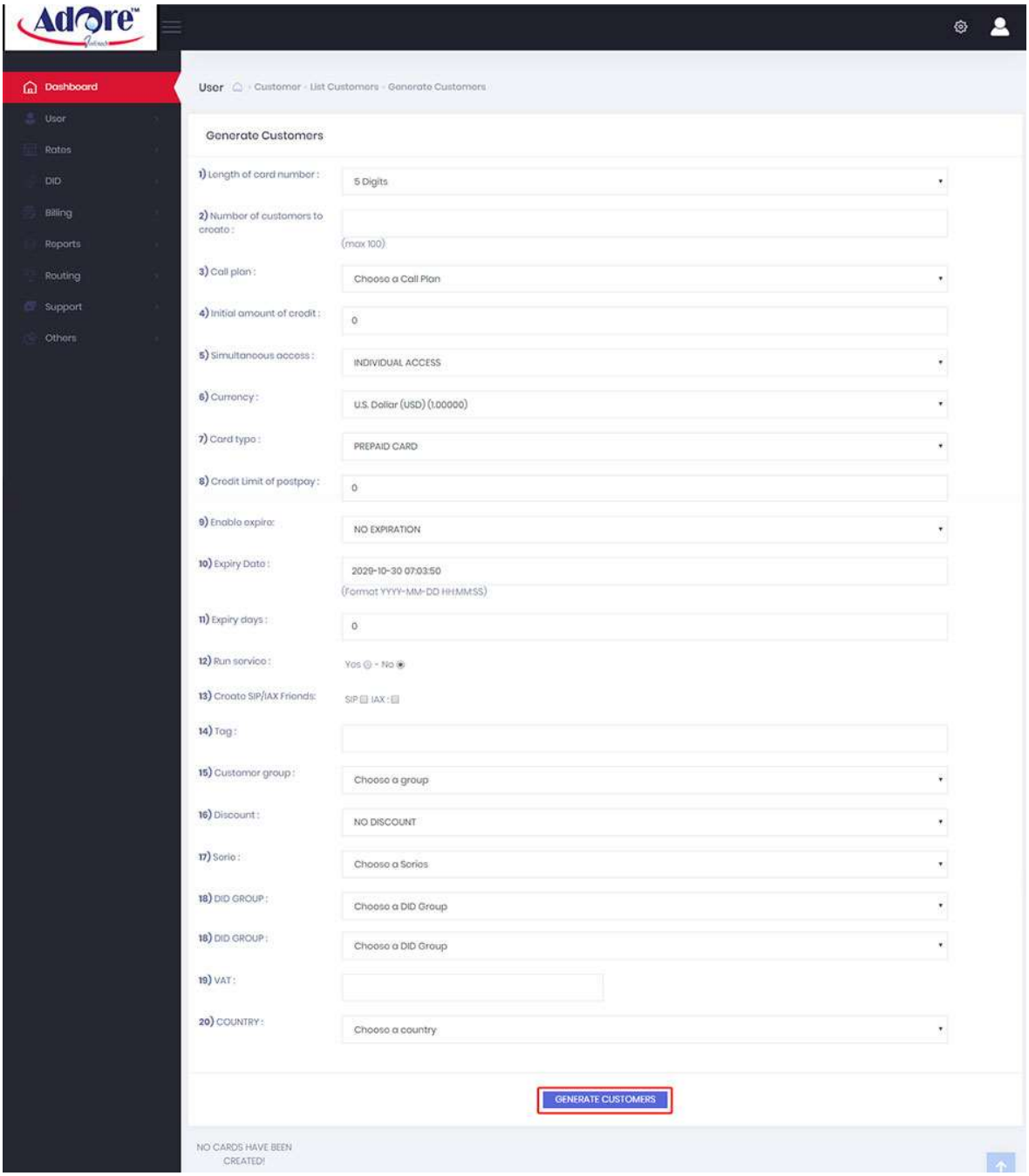
All the cards in each batch created will share the same random number as the surname. You can use this random number in the search and batch update options of List Customers to (de-)activate entire batches of cards.

It is worth delaying generating very large batches of customers until your server is quiet, as it is a resource intensive operation and may adversely affect call setup times.

For a better explanation of each of the fields look at the Create Customer instructions.



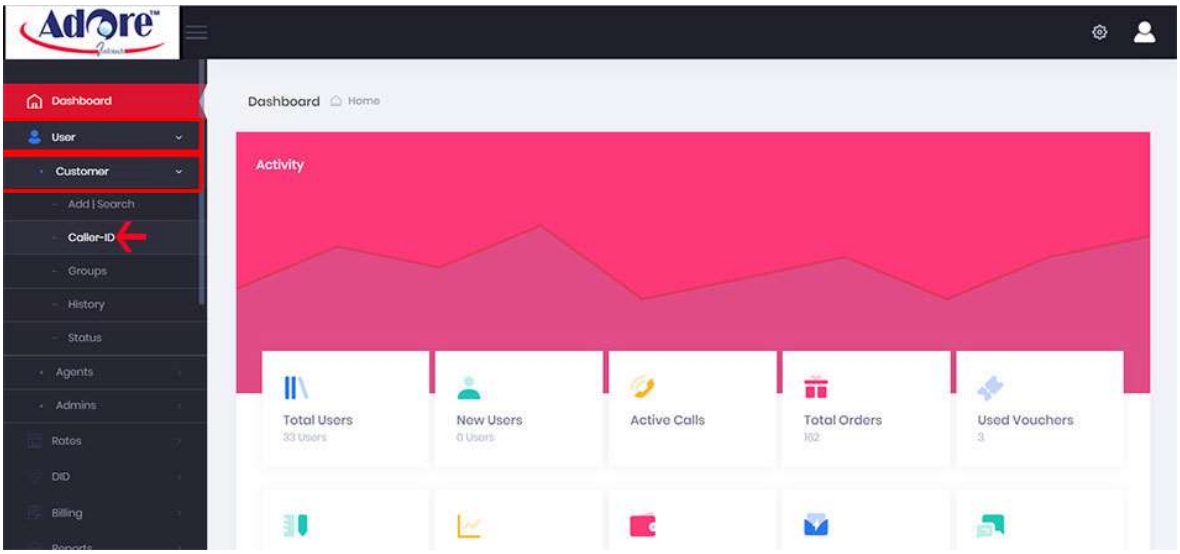

Here you can generate bulk customer at one click.



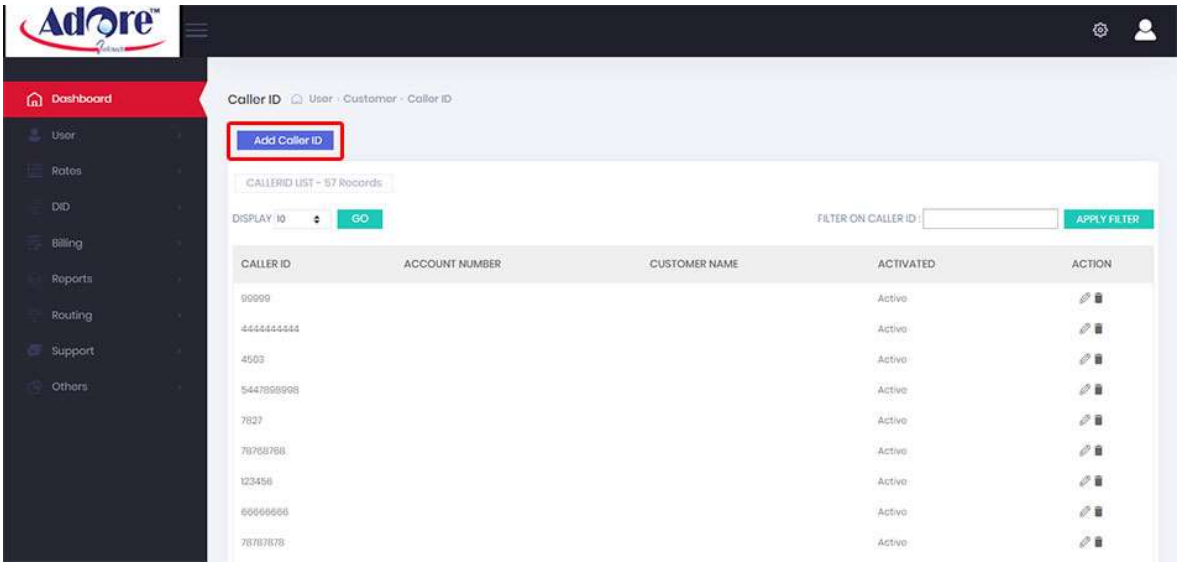

## Caller ID

Set the caller ID so that the customer calling is in authenticated on the basis of the callerID rather than with the account number.

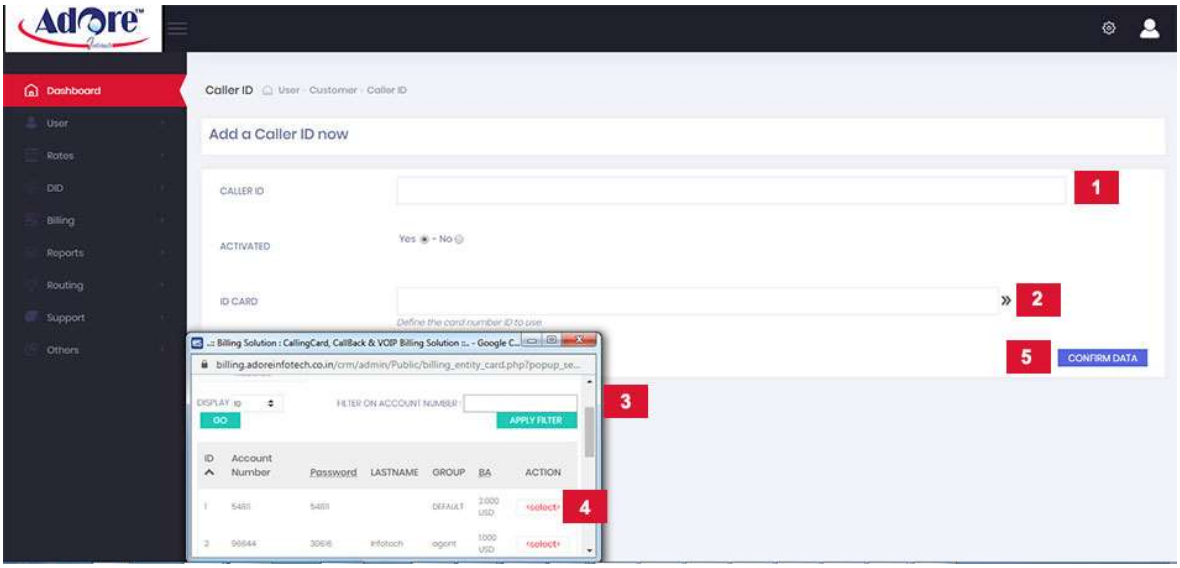
Go to **User** - > **Customer** -> **Caller-ID**



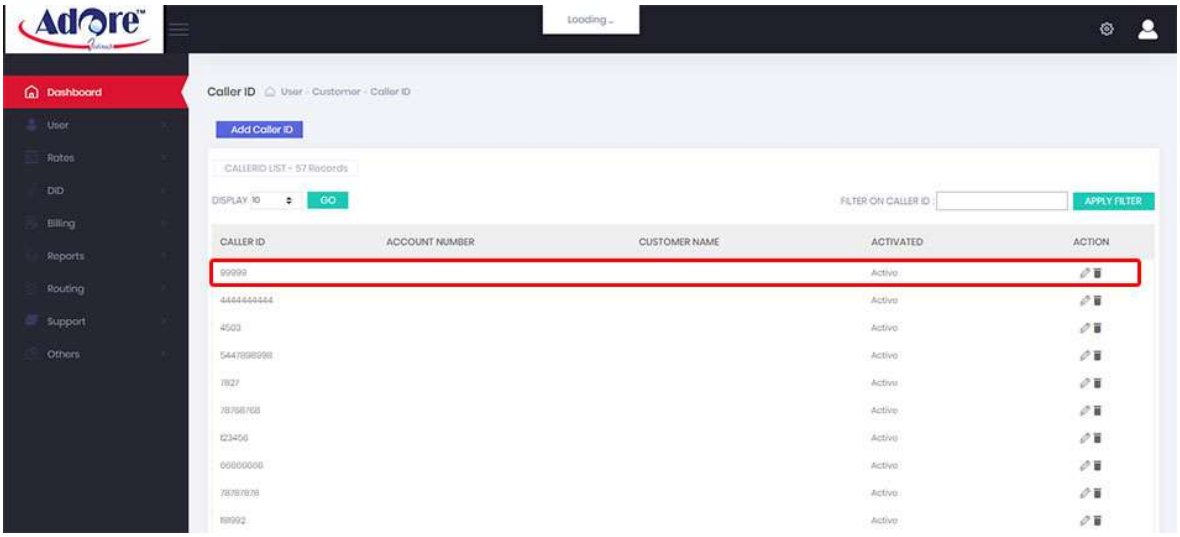

Click "**Add Caller ID**" button




Here you can add Caller ID for Particular Account number.

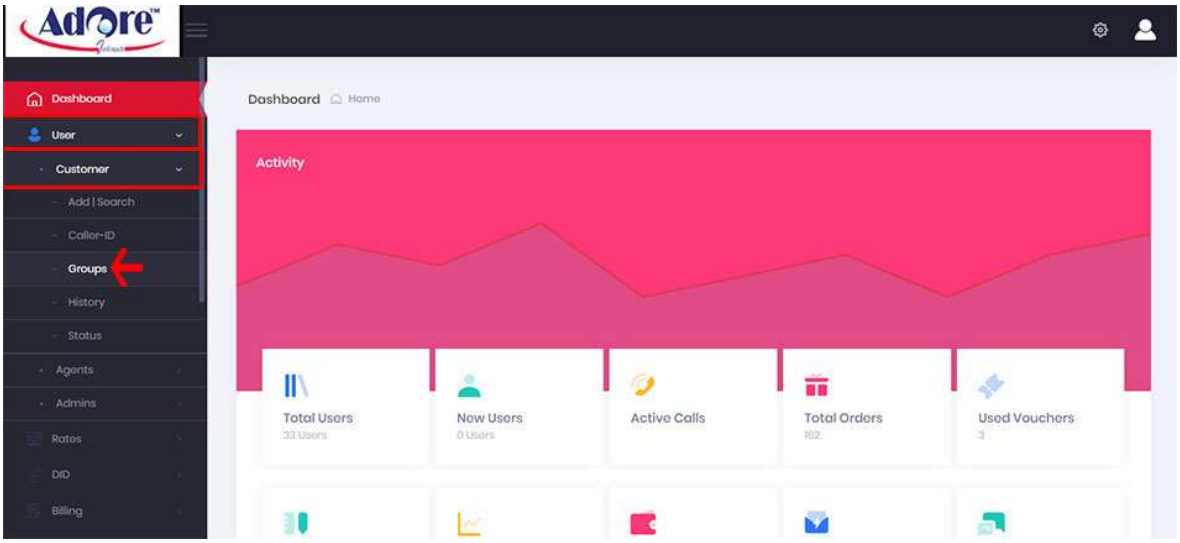



Now caller ID has been added on customer account

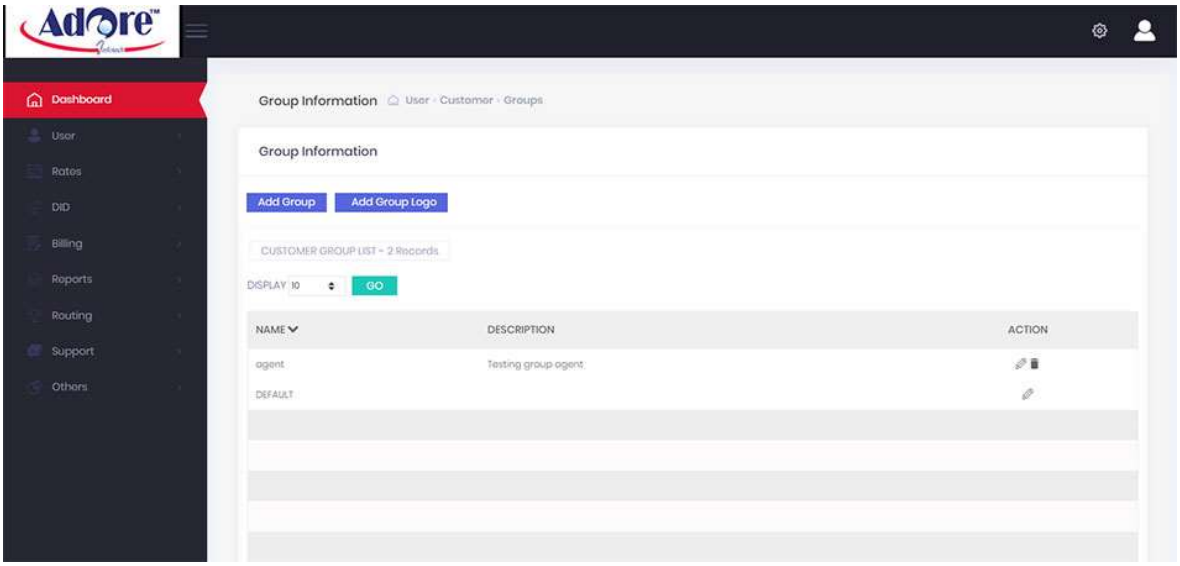



# Groups

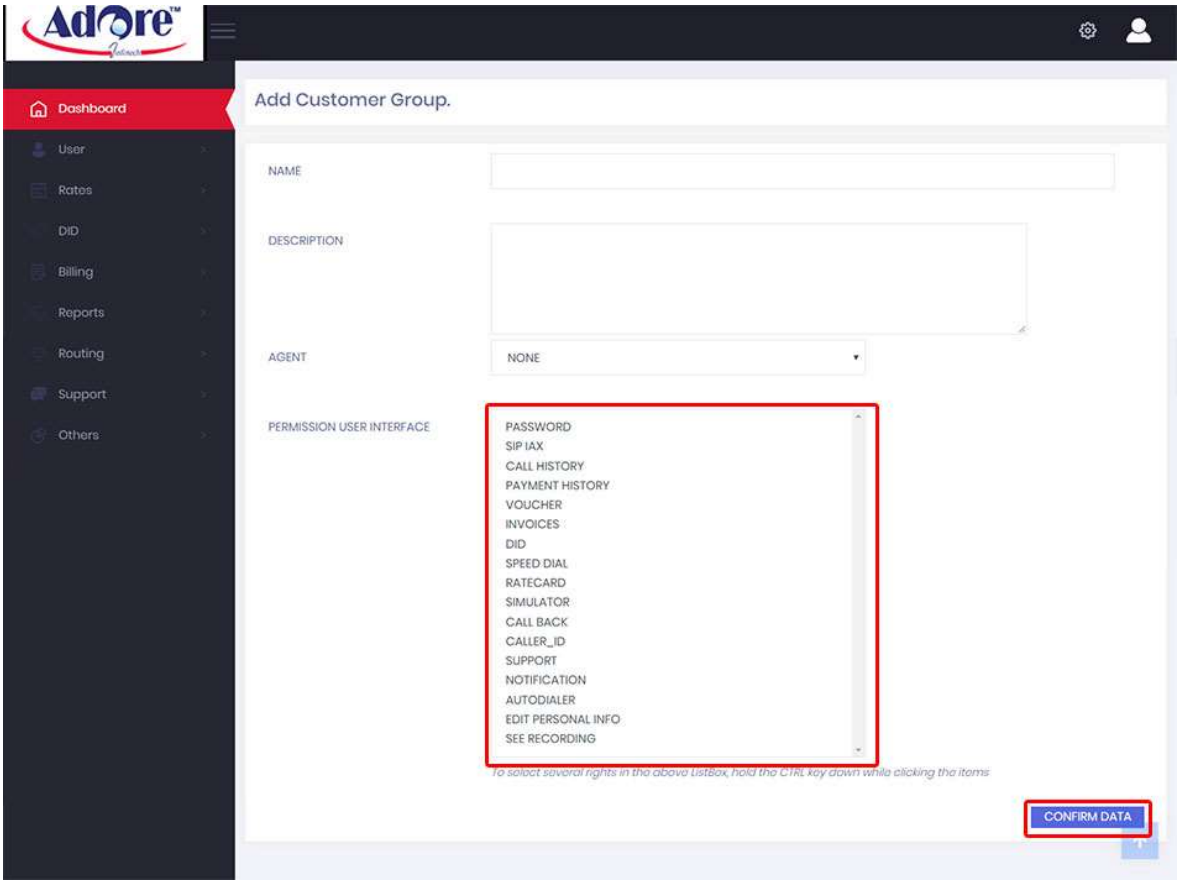
Go to **User** -> **Customer**-> **Groups**



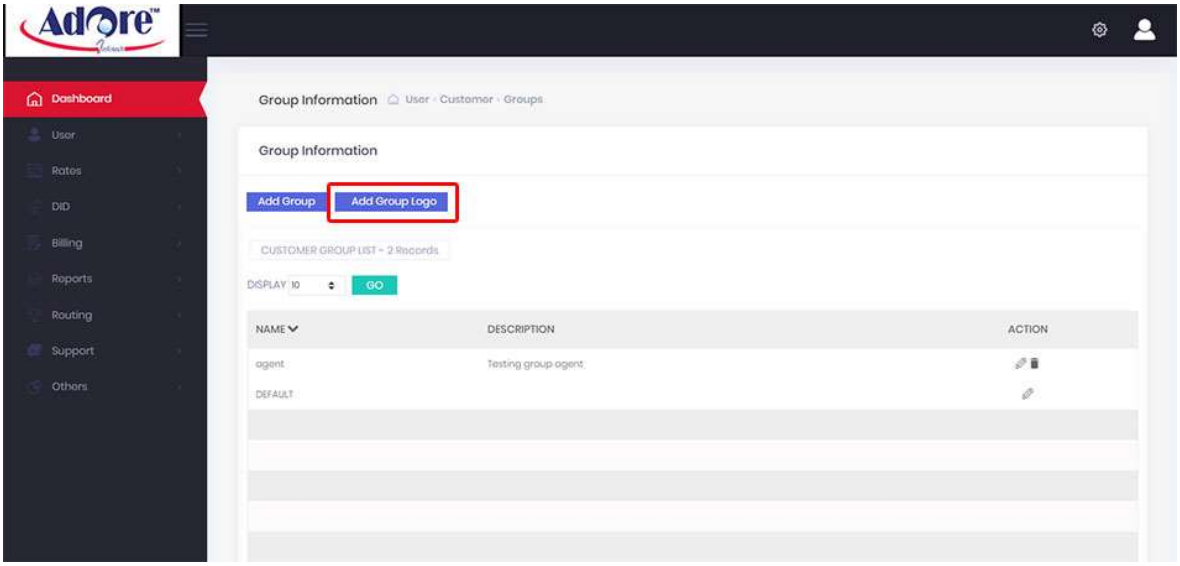

This page shows a group list.The Group field is used for grouping customers for quick search, batch update and reporting.



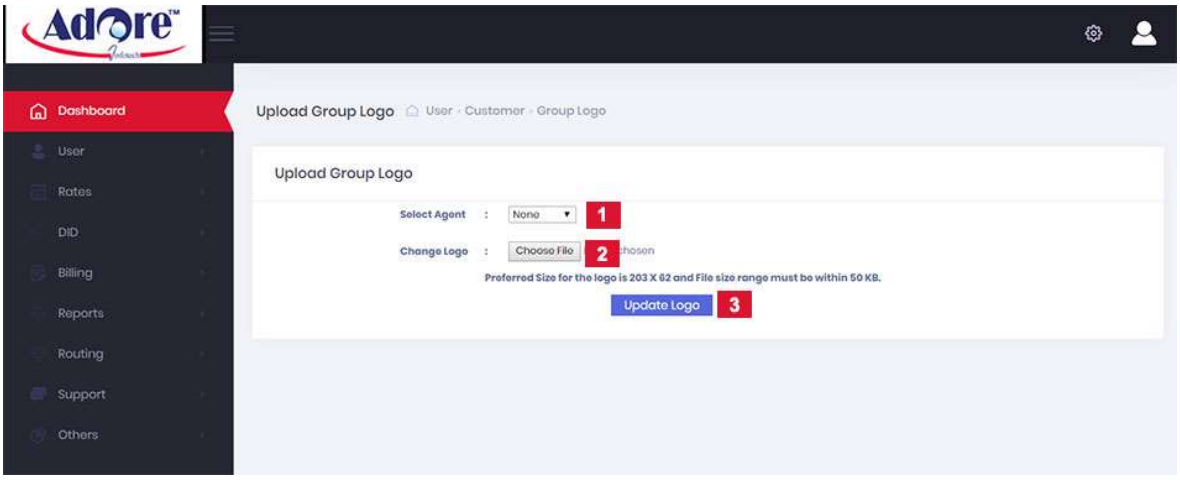

Here you can create Group and give permissions as per you need.




Also you can add group logo here

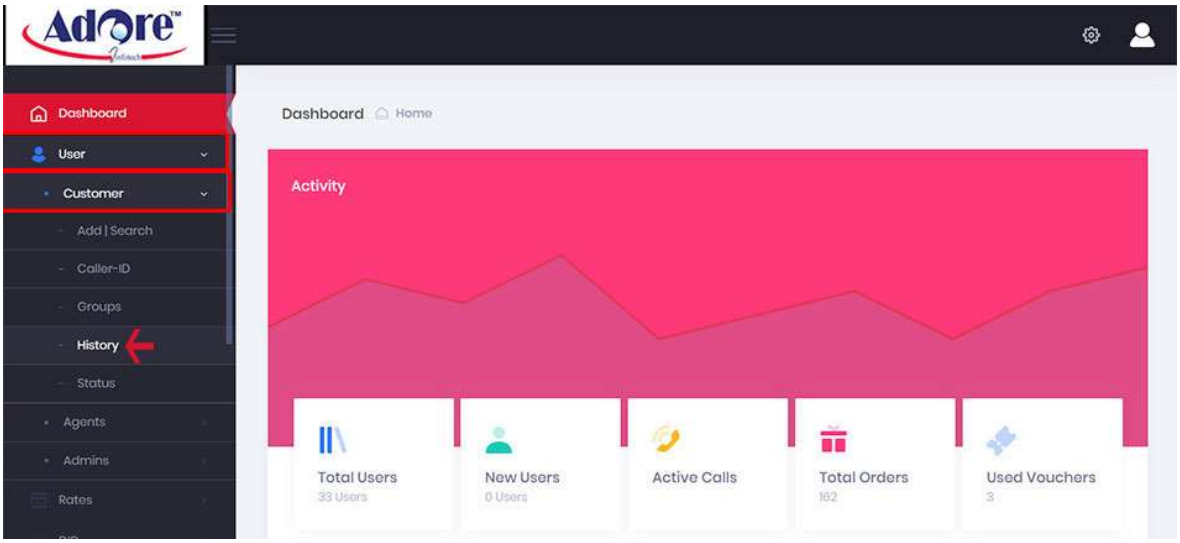



Select Agent which you want to assign logo, and udpate.

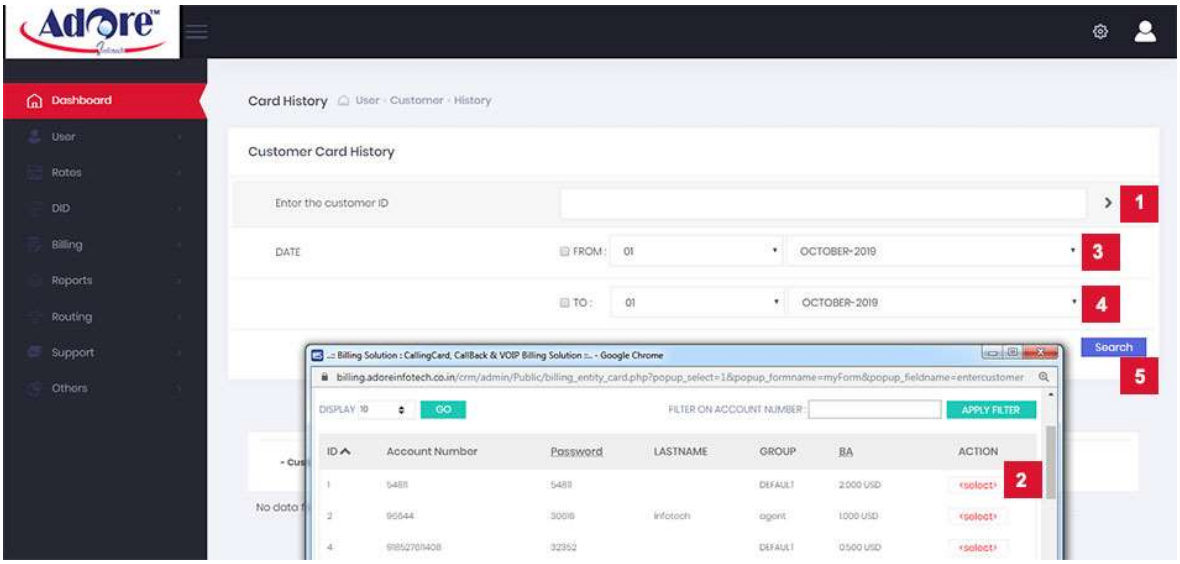



# History

Go to **USER** -> **Customer** -> **History**

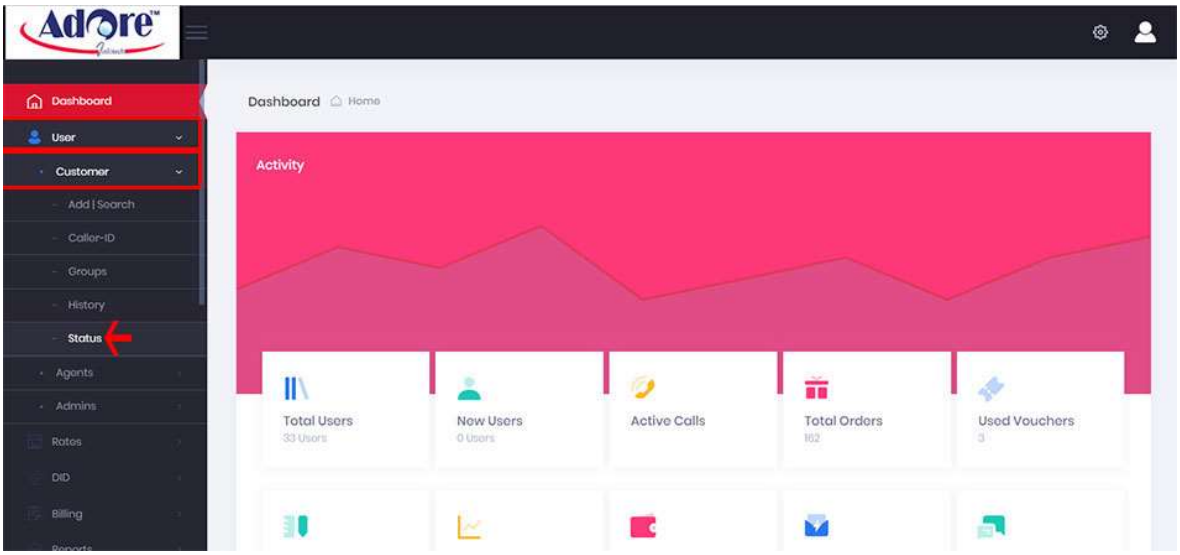



Here you can view customer Call History details

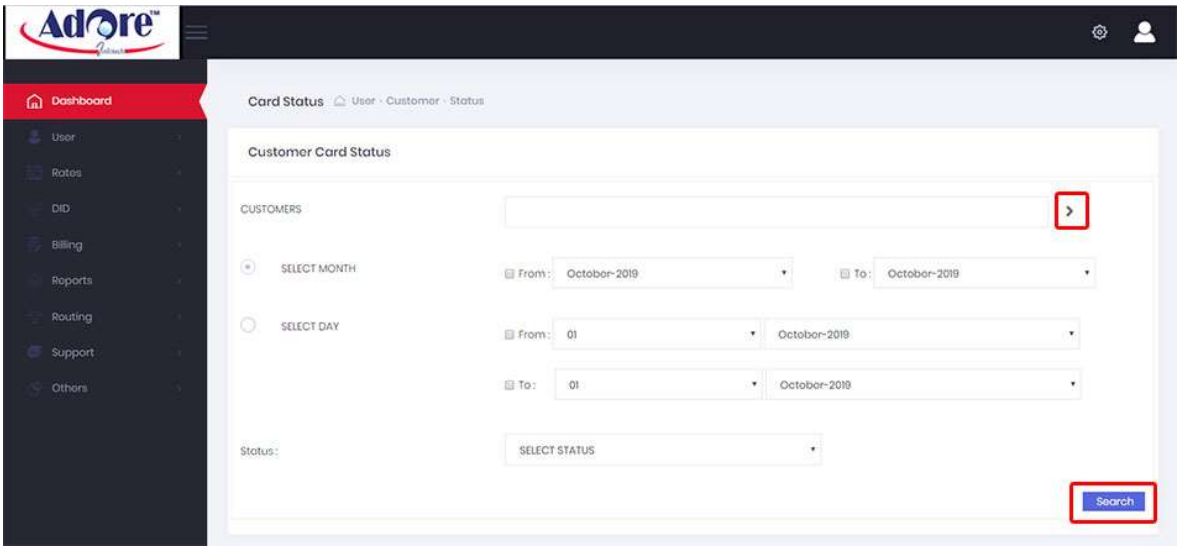



# Status

Go to **USER** -> **Customer** - > **Status**




Status logs help you to keep track of the status of all customers. The status can be 'New, Active, Cancelled, Reserved, Waiting-Mail Confirmation and Expired.


AdOre
Dashboard
User
Rates
DID
Billing
Reports
Routing
Support
Others
Card Status
User · Customer · Status
Customer Card Status
CUSTOMERS
SELECT MONTH
From : October-2019
To : October-2019
SELECT DAY
From : 01
October-2019
To : 01
October-2019
Status :
SELECT STATUS
Search

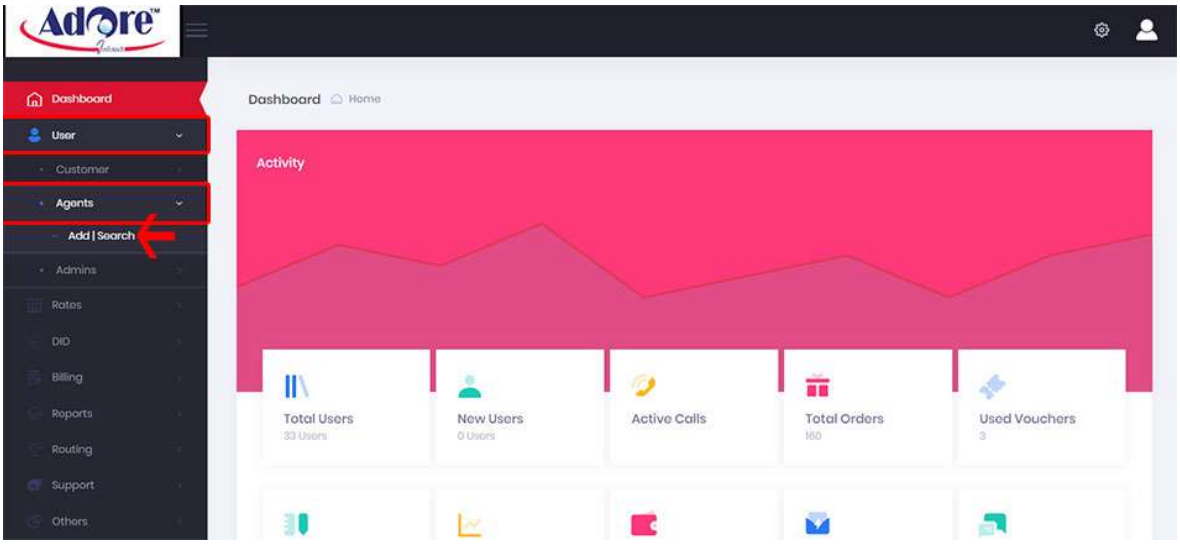
# 2.7. Agent

## Agent

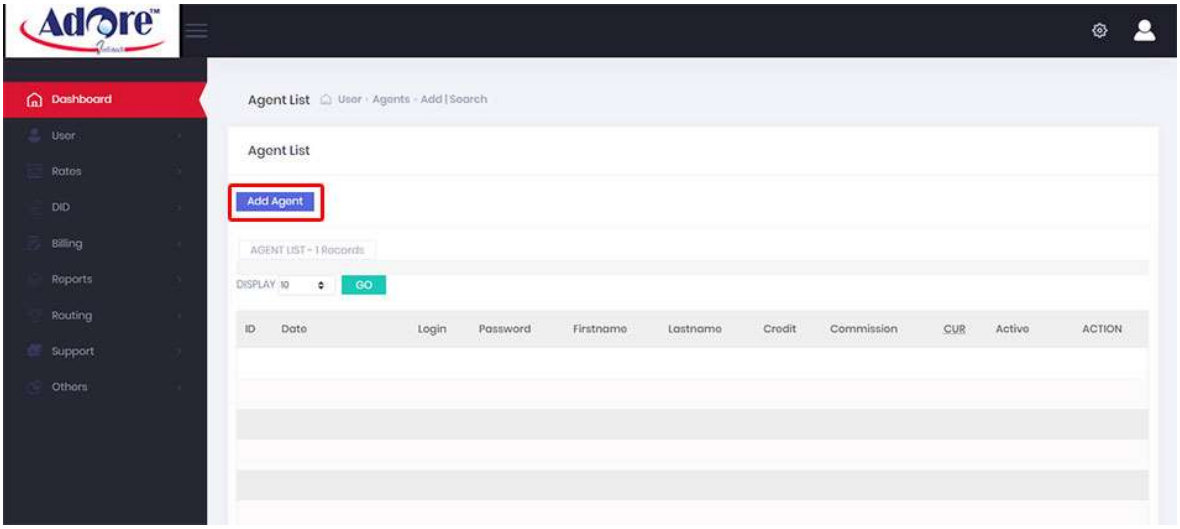
"Agent" terms refer to those who will resale your service to others. If you permit only, Agent can resale your service to an Originating Client or another Reseller or can create PIN and can sale to end users.

**Add Agents**

Go to **User** - > **Agent** -> **Add :: Search**




Click on "**Add Agent**" button




On click "**ADD AGENT**" button following screen will open.

AdOre

- Dashboard
- User
- Rates
- DID
- Billing
- Reports
- Routing
- Support
- Others

Agent List — User - Agents - Add | Search

## Add Agent

LOGIN

PASSWORD

PERMISSION

VIEW CUSTOMERS
BILLING
RATECARD
CALL REPORT
MY ACCOUNT
SUPPORT
CREATE CUSTOMER
EDIT CUSTOMER
DELETE CUSTOMER
GENERATE CUSTOMER
SIGNUP
VOIP CONF
SEE CUSTOMERS CALLERID

*To select several rights in the above ListBox, hold the CTRL key down while clicking the items*

ACTIVE — Yes - No

*Enable agent*

BALANCE — 0

*currency : USD*

COMMISSION BALANCE — 0

*currency : USD*

CURRENCY — U.S. Dollar (USD) (1.00000)

*Currency used at the customer end*

COMMISSION PERCENTAGE

*Commission in percent*

THRESHOLD REMITTANCE

*currency : USD*

VAT

*VAT*

LANGUAGE — ENGLISH

COMPANY

LAST NAME

FIRST NAME

ADDRESS

CITY

STATE

COUNTRY

ZIPCODE

EMAIL

PHONE

FAX

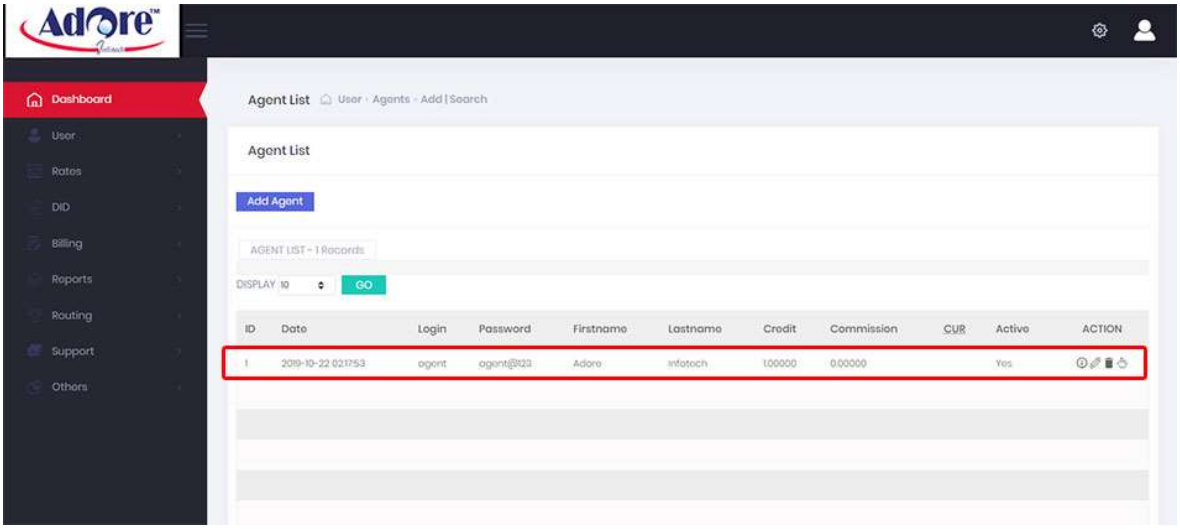
BANK INFO

CONFIRM DATA

| Name of Fields | Description |
|---|---|
| **LOGIN** | You can type any Name / Number which will be the 'ID' for this Agent. |
| **PASSWORD** | Type Password as per your wish |
| **PERMISSION** | To select several rights in the above ListBox, hold the CTRL key down while clicking the items<br><br>» VIEW CUSTOMERS<br>» BILLING<br>» RATECARD<br>» CALL REPORT<br>» MY ACCOUNT<br>» SUPPORT<br>» CREATE CUSTOMER<br>» EDIT CUSTOMER<br>» DELETE CUSTOMER<br>» GENERATE CUSTOMER<br>» SIGNUP<br>» VOIP CONF.<br>» SEE CUSTOMERS CALLERID |
| **ACTIVE** | Select Yes/ No (If You want or you can update later) |
| **BALANCE** | Fill Agent Balance (If You want or you can update later) |
| **COMMISSION BALANCE** | Fill Commission Balance for your agent (If You want or you can update later) |
| **CURRENCY** | Select Currency of your agent (If You want or you can update later) |
| **COMMISSION PERCENTAGE** | Set Commission Percentage of your agent (If You want or you can update later) |
| **THRESHOLD REMITTANCE** | Threshold Remittance must be filled in, this is the amount that the Agent must earn before he can claim payment of commission |
| **VAT** | Set Vat Tax of your agent (If You want or you can update later) |
| **LANGUAGE** | Select Preffered Language of your agent (If You Want or you can update later) |
| **COMPANY** | Enter Company Name of your agent (If You Have) (If You want or you can update later) |
| **LAST NAME** | Enter Last Name of your agent (If You want or you can update later) |
| **FIRST NAME** | Enter First name of your agent (If You want or you can update later) |

| | |
|---|---|
| **ADDRESS** | Enter address of your your agent (If You want or you can update later) |
| **CITY** | Enter City of your agent (If You want or you can update later |
| **STATE** | Enter State of your agent (If You Want or you can update later) |
| **COUNTRY** | Enter Country of your agent (If You Want or you can update later) |
| **ZIPCODE** | Enter ZIPCODE of your agent (If You Want or you can update later) |
| **EMAIL** | Enter Email of your agent (If You Want or you can update later) |
| **PHONE** | Enter Phone number of your agent (If You Want or you can update later) |
| **FAX** | Enter Fax number of your agent (If You Want or you can update later) |
| **BANK INFO.** | Enter Bank Info of your agent (If You Want or you can update later) |
| **CONFIRM DATA** | Click on "CONFIRM DATA" button to save all agent detail on your system |

Now Agent has been Added . You can create Multi Agent on your system.




On Agent account you can handle following option by using under "**ACTION**" options :

| Action Icons | Name of Icons | Description |
|---|---|---|
| | **Info** | You can see Agent account information by clicking Info icon. |
| | **Edit** | You can Edit Agent account by clicking Edit Icon. |
| | **Delete** | You can delete Agent account by clicking Delete Icon. |

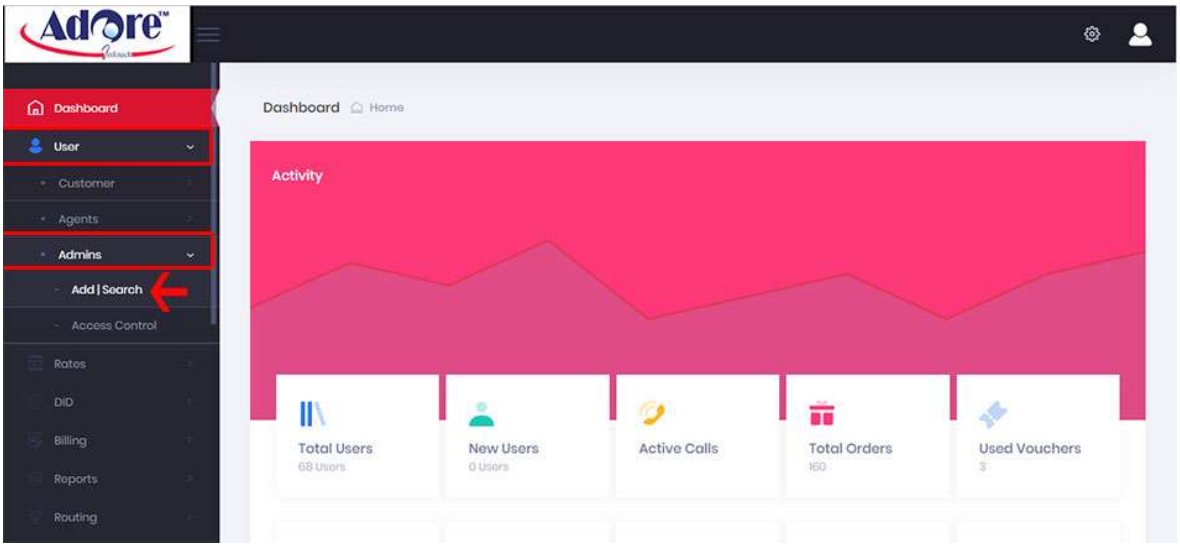
| | | |
|---|---|---|
|  | **Add Payment** | Add payment to your agent. |

# 2.8. Admin

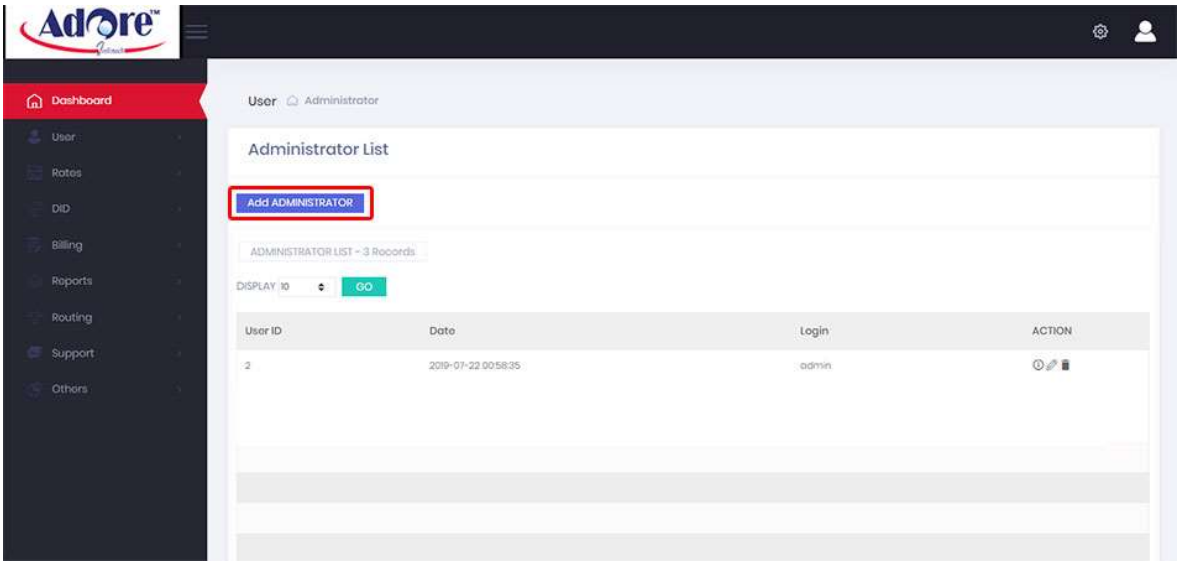
## Admin

Administrators - this shows a list of all the Administrators who have access to the Administrator interface

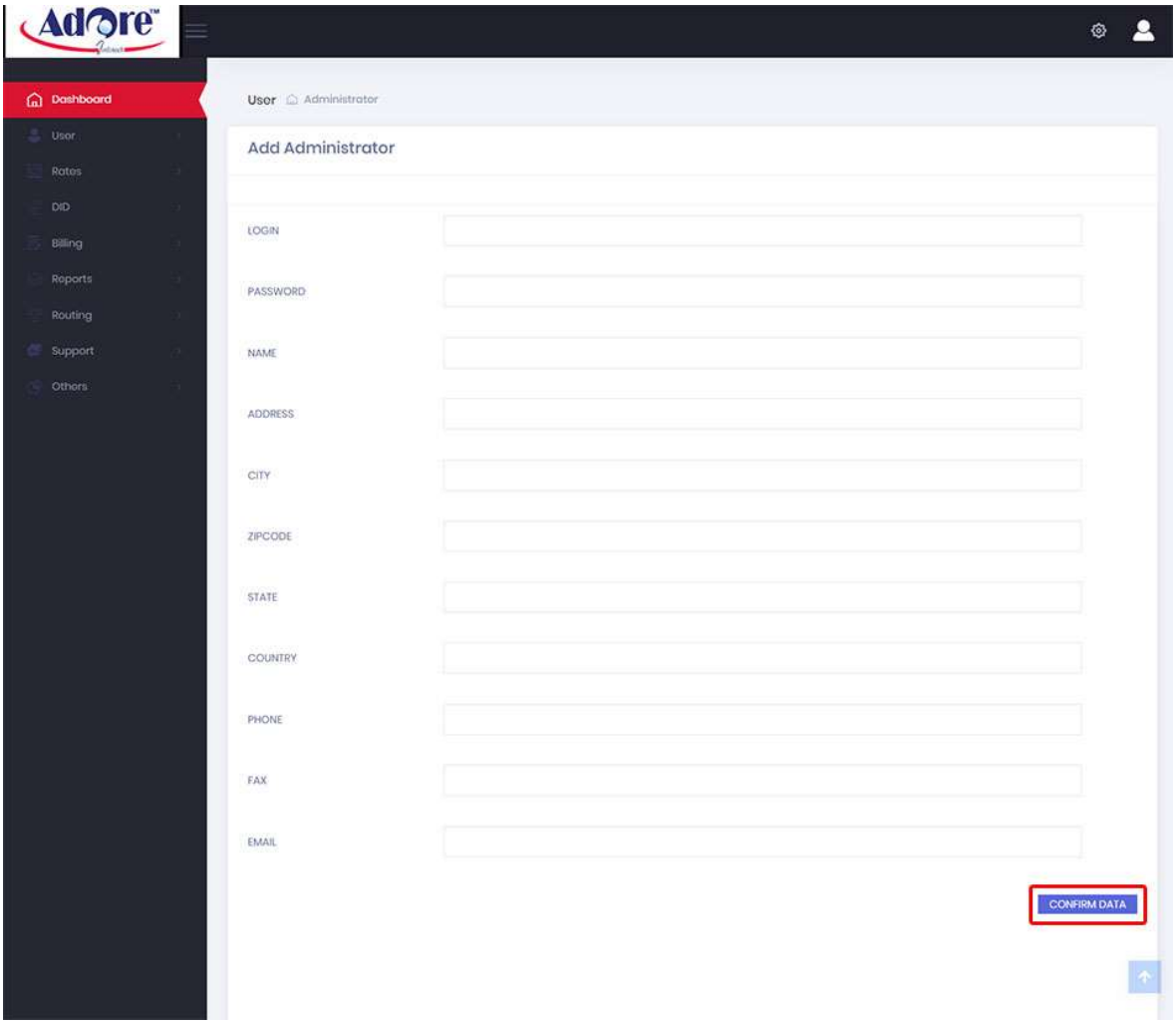
Go to **User** -> **Admins** -> **Add :: Search**




Add a new administrator to the system. You can added here will have access to all areas. Click on "**ADD ADMINISTRATOR**" button.




On Click "**ADD ADMINISTRATOR**" button following screen will open.

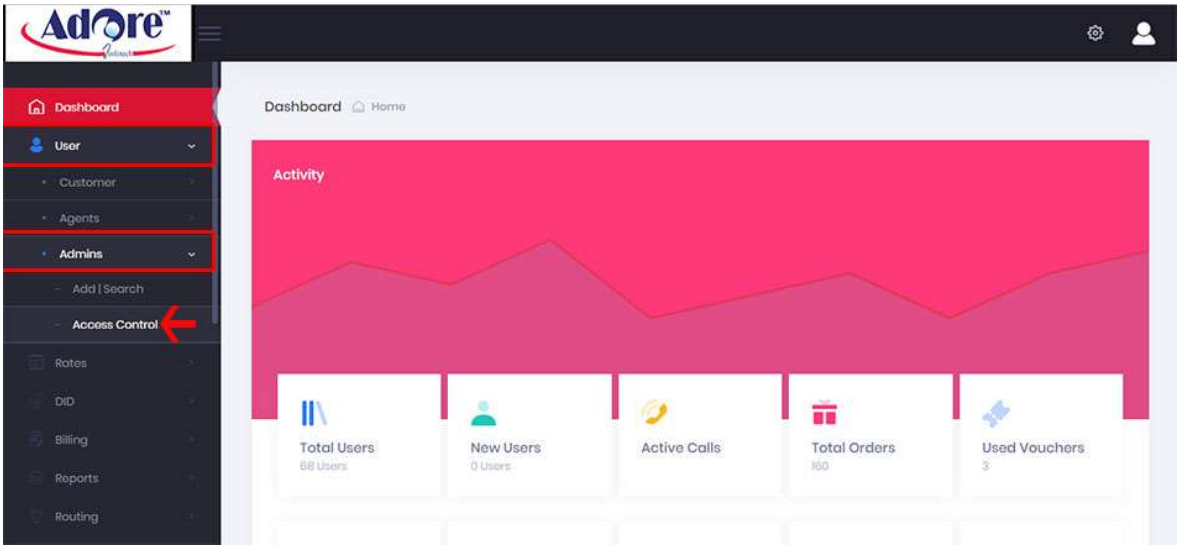



| Name of Fields | Description |
|---|---|
| **LOGIN** | You can type any Name / Number which will be the 'ID' for this Agent. |
| **PASSWORD** | Type Password as per your wish |
| **NAME** | Enter Admin Name here. (If You want or you can update later) |
| **ADDRESS** | Enter Address here. (If You want or you can update later) |
| **CITY** | Enter City of your Admin (If You want or you can update later |
| **ZIPCODE** | Enter ZIPCODE of your Admin (If You Want or you can update later) |
| **STATE** | Enter State of your Admin (If You Want or you can update later) |
| **COUNTRY** | Enter Country of your Admin (If You Want or you can update later) |

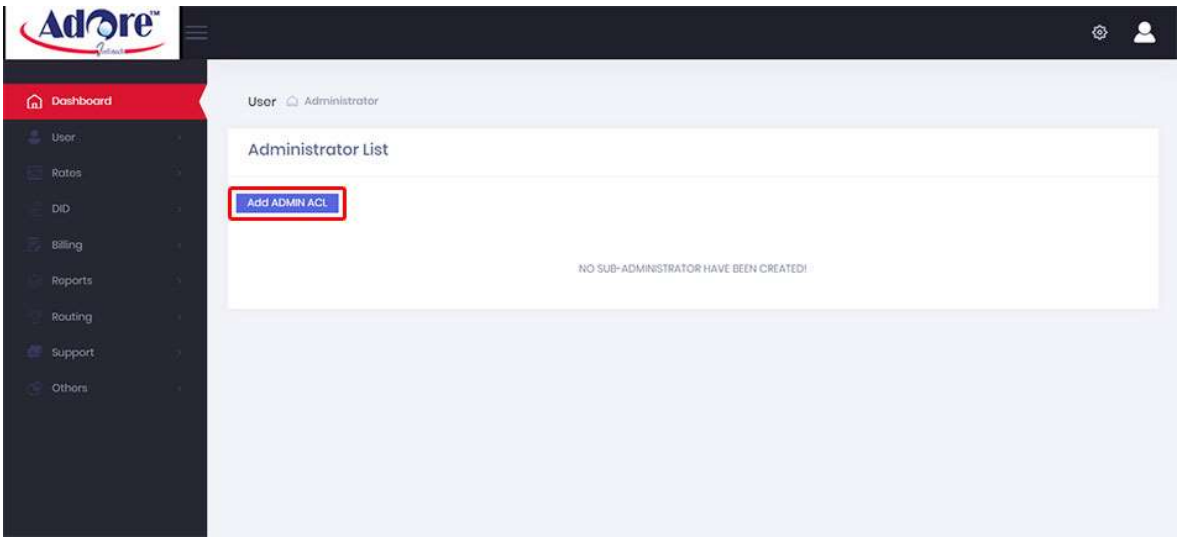
| | |
|---|---|
| **PHONE** | Enter Phone number of your Admin (If You Want or you can update later) |
| **FAX** | Enter Fax number of your Admin (If You Want or you can update later) |
| **EMAIL** | Enter Email of your Admin (If You Want or you can update later) |
| **CONFIRM DATA** | Click on "**CONFIRM DATA**" button to save all Admin detail on your system |

# ACCESS CONTROL

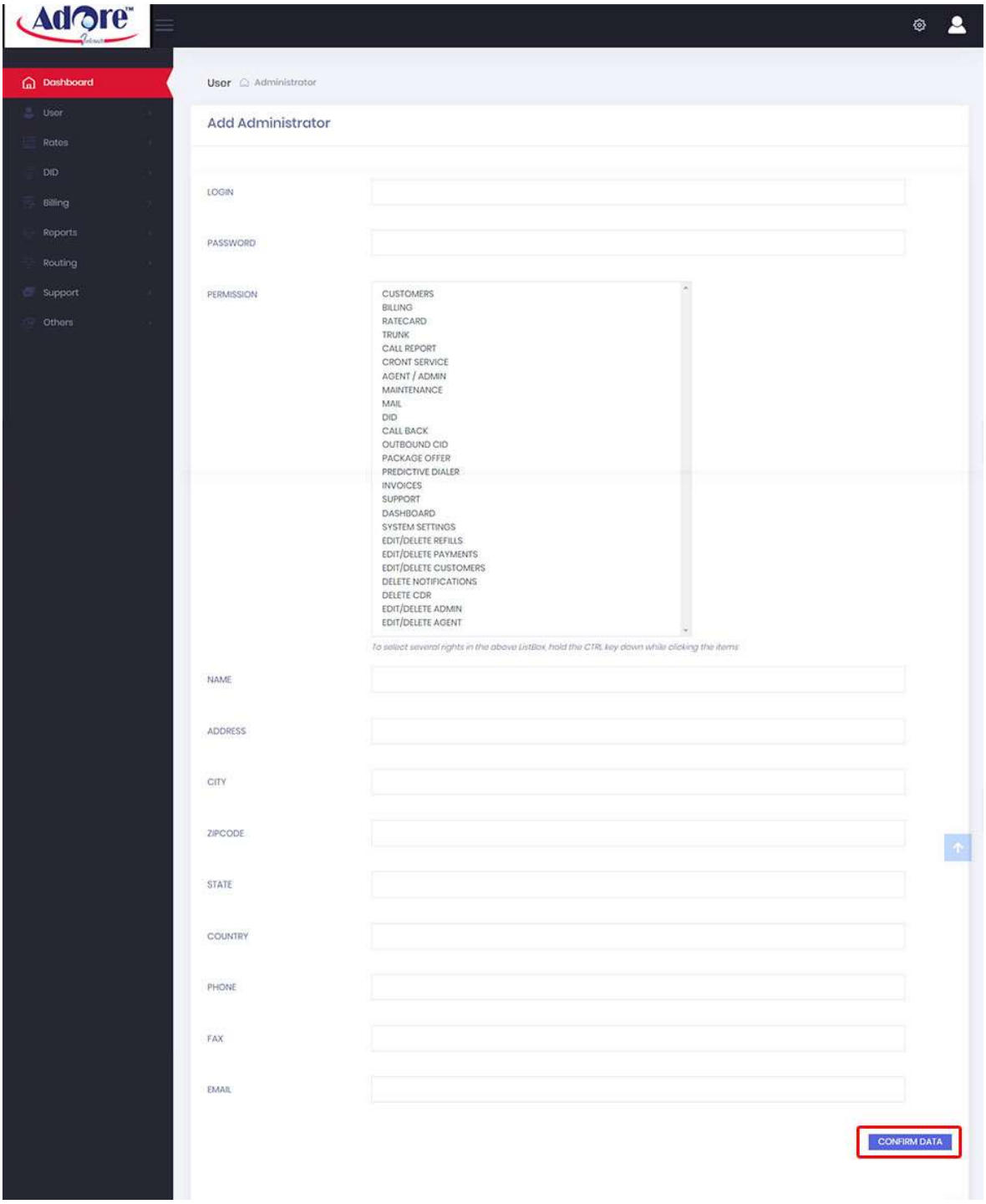
Go to **USER** -> **Admins** - > **Access Control**




List of all the Administrators who have access to the Administrator interface. Click on "**ADD ADMIN ACL**" button.




You can allow permissions of your admins.



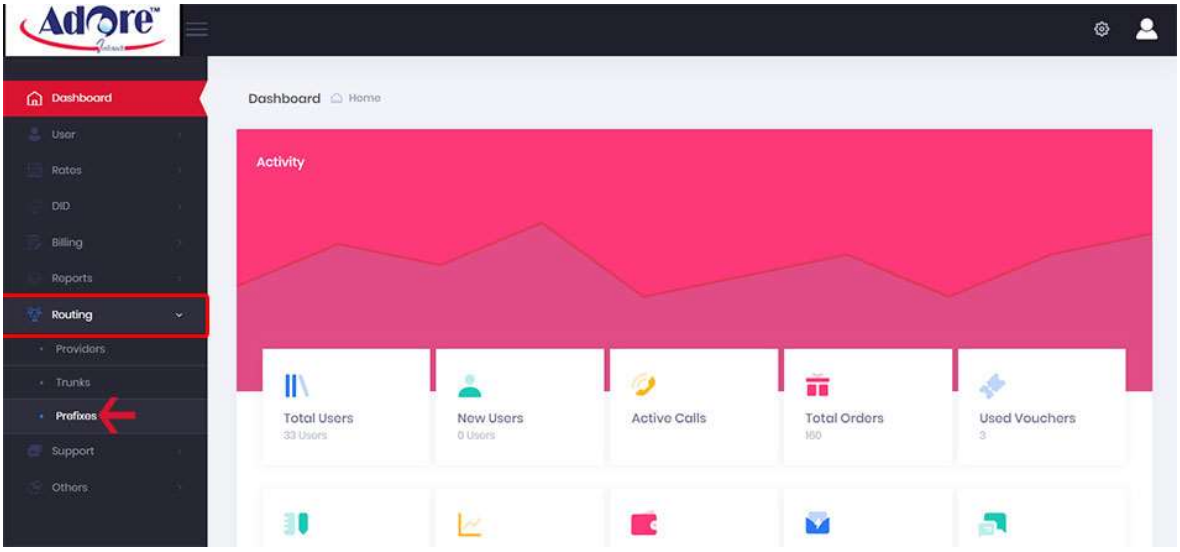

| Name of Fields | Description |
|---|---|
| **LOGIN** | You can type any Name / Number which will be the 'ID' for this Agent. |
| **PASSWORD** | Type Password as per your wish |
| **PERMISSION** | To select several rights in the above Drop Down Box, Select as per your wish |

| | |
|---|---|
| | rights<br><br>» CUSTOMERS<br>» BILLING<br>» RATECARD<br>» TRUNK<br>» CALL REPORT<br>» CRONT SERVICE<br>» AGENT / ADMIN<br>» MAINTENANCE<br>» MAIL<br>» DID<br>» OUTBOUND CID<br>» PACKAGE OFFER<br>» PREDICTIVE DIALER<br>» INVOICE<br>» SUPPORT<br>» DASHBOARD<br>» SYSTEM SETTINGS<br>» EDIT / DELETE REFILLS<br>» EDIT / DELETE PAYMENTS |
| **NAME** | Enter NAME here. (If You want or you can update later) |
| **ADDRESS** | Enter Address here. (If You want or you can update later) |
| **CITY** | Enter City of your Admin (If You want or you can update later |
| **ZIPCODE** | Enter ZIPCODE of your Admin (If You Want or you can update later) |
| **STATE** | Enter State of your Admin (If You Want or you can update later) |
| **COUNTRY** | Enter Country of your Admin (If You Want or you can update later) |
| **PHONE** | Enter Phone number of your Admin (If You Want or you can update later) |
| **FAX** | Enter Fax number of your Admin (If You Want or you can update later) |
| **EMAIL** | Enter Email of your Admin (If You Want or you can update later) |
| **CONFIRM DATA** | Click on "**CONFIRM DATA**" button to save all Admin detail on your system |

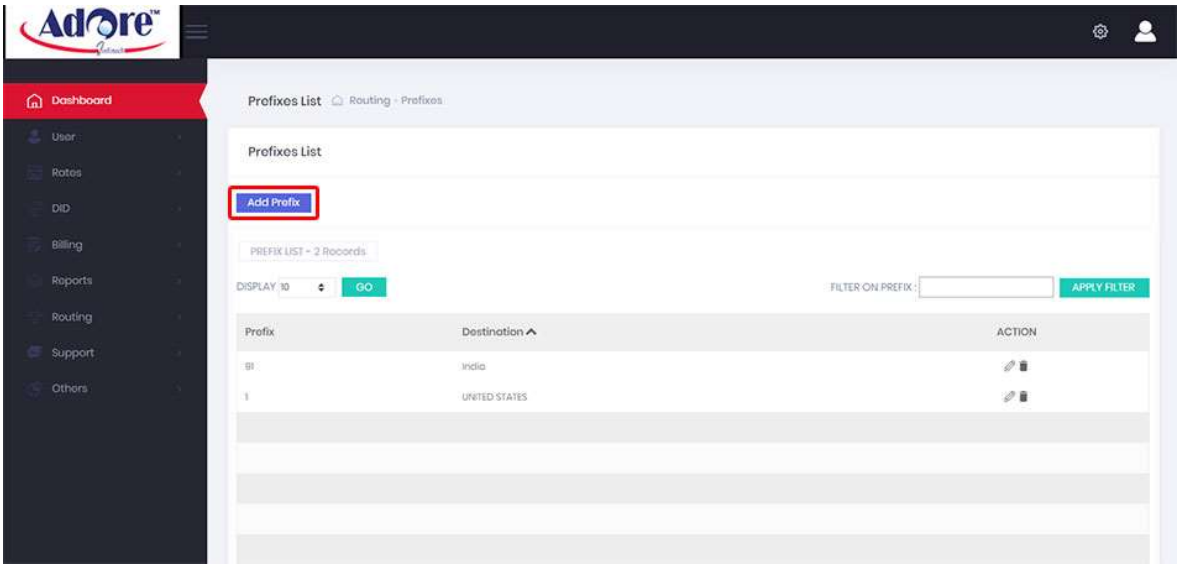
# 2.9. Add Prefix

## Prefixes

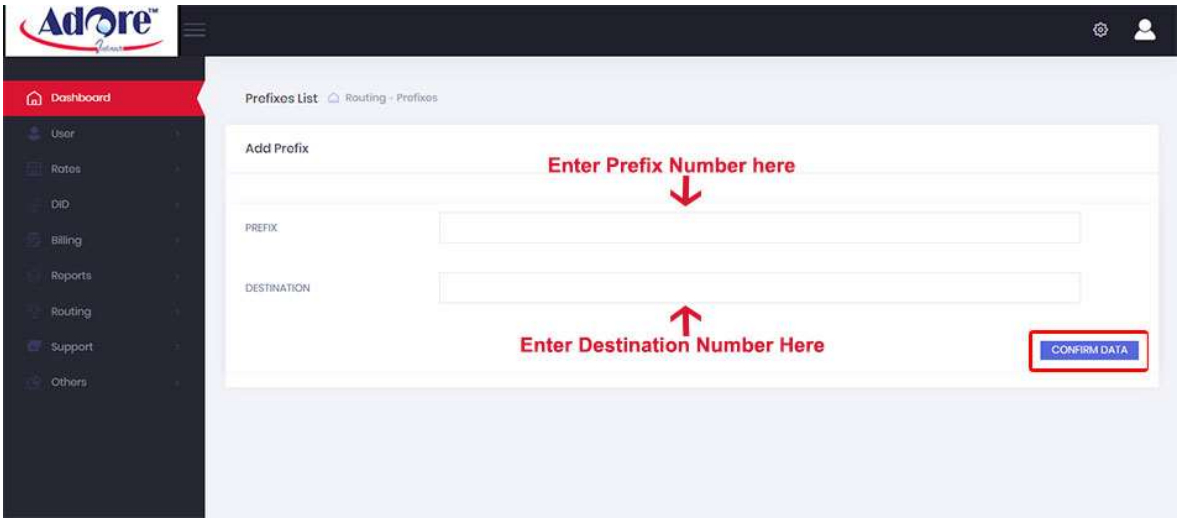
Go to **ROUTING** -> **Prefixes**




Here you can add Prefix for particular destination , click on "**Add PREFIX**" button




On click "**Add Prefix**" following screen will appear. here you can add prefixe for routes.

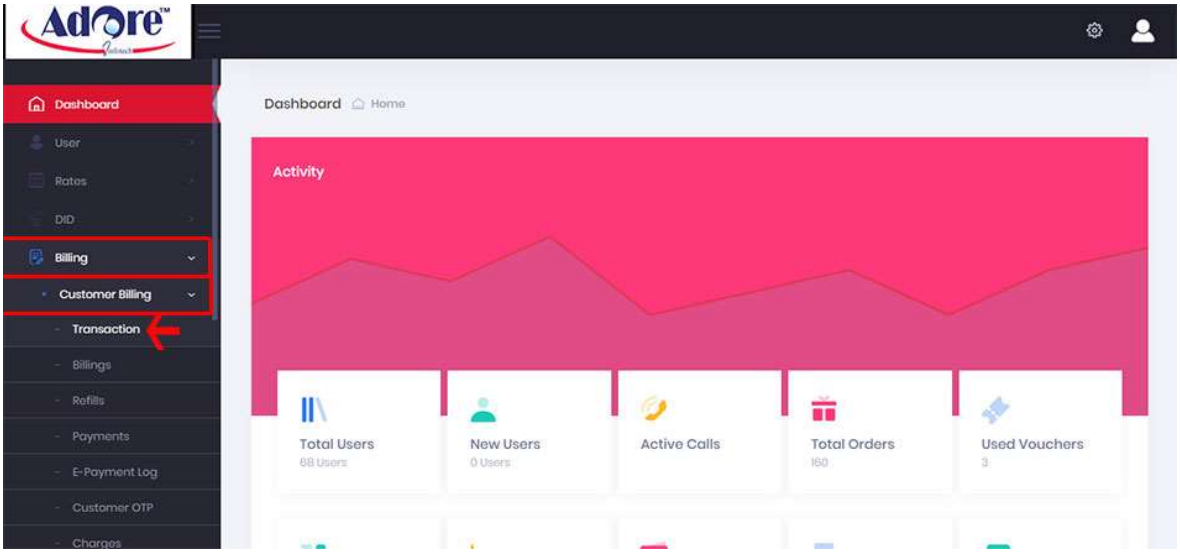

Dashboard
User
Rates
DID
Billing
Reports
Routing
Support
Others
Prefixes List
Routing - Prefixes
Add Prefix
Enter Prefix Number here
PREFIX
DESTINATION
Enter Destination Number Here
CONFIRM DATA

# 2.10. Billing

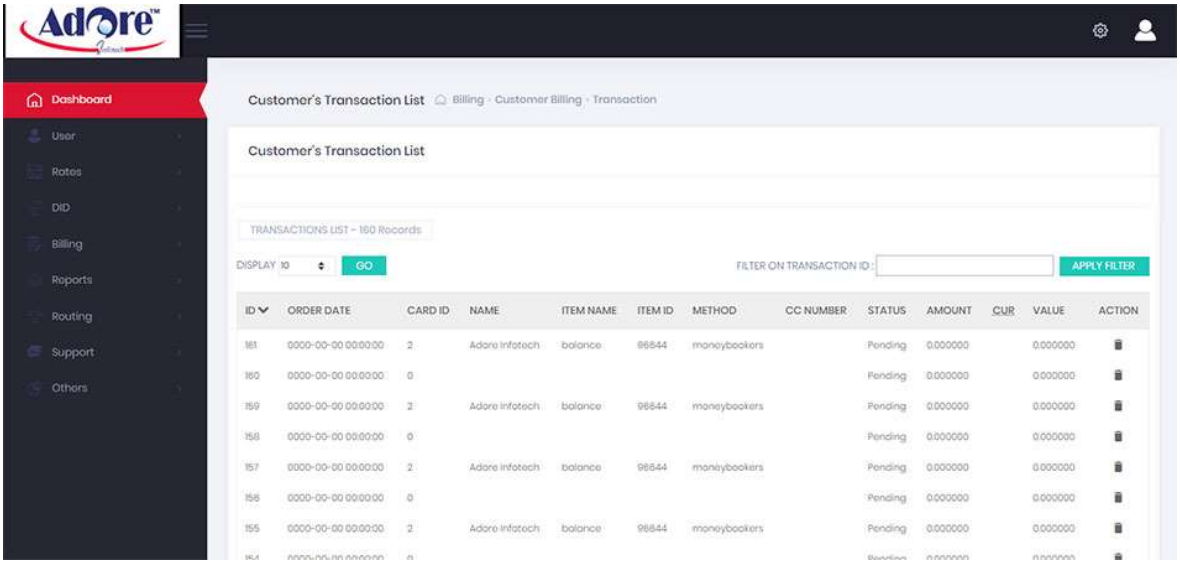
## Billing

### Customer Billing : Transactions

Go to **Billing** -> **Customer Billing** - > **Transactions**

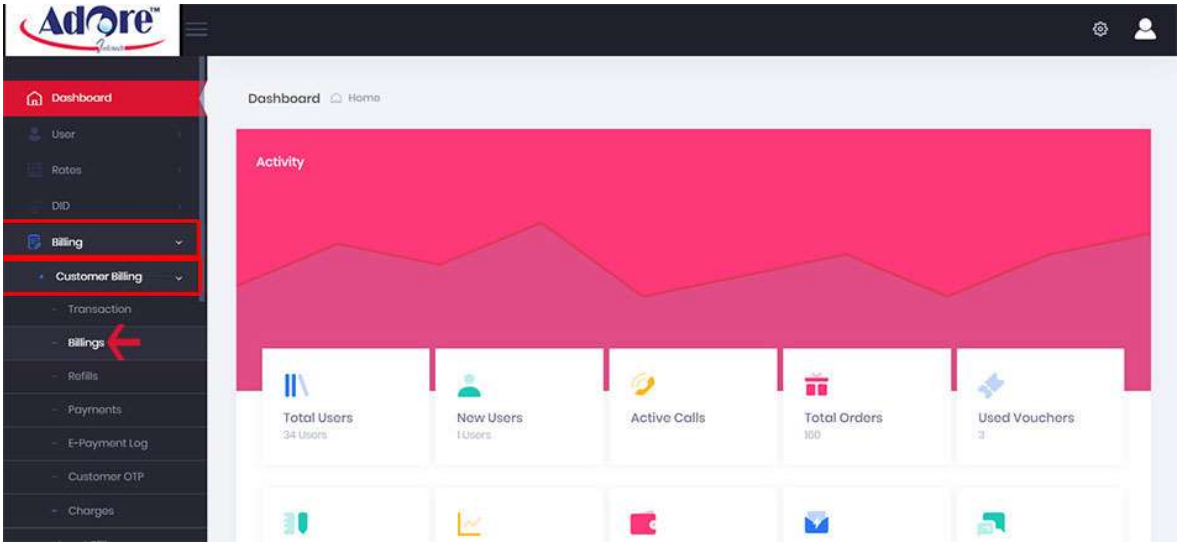



You can view all the transactions through the different epayment configured systems (Paypal, MoneyBookers, EBS etc...).

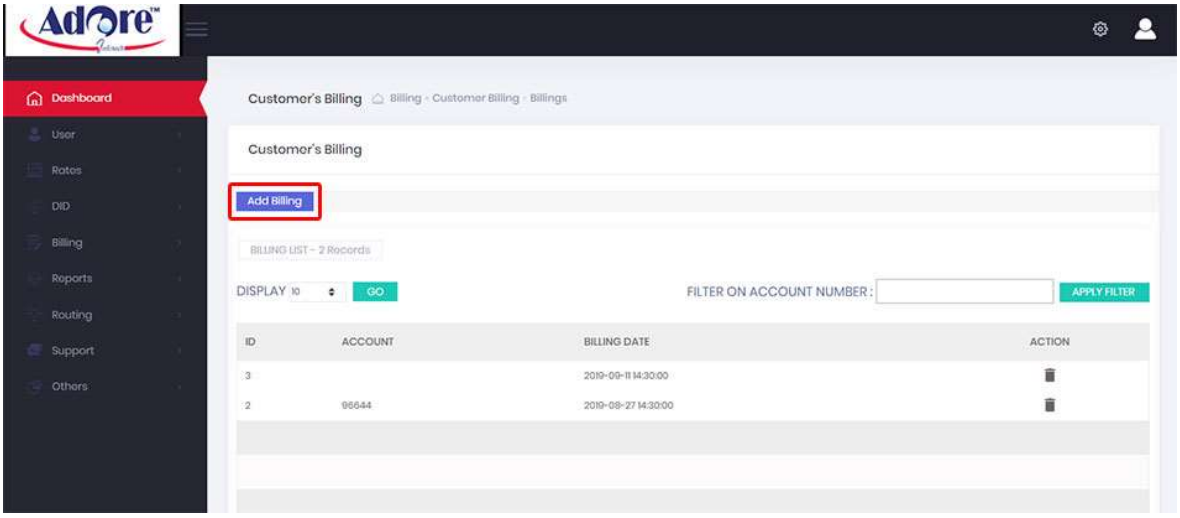



## Billing

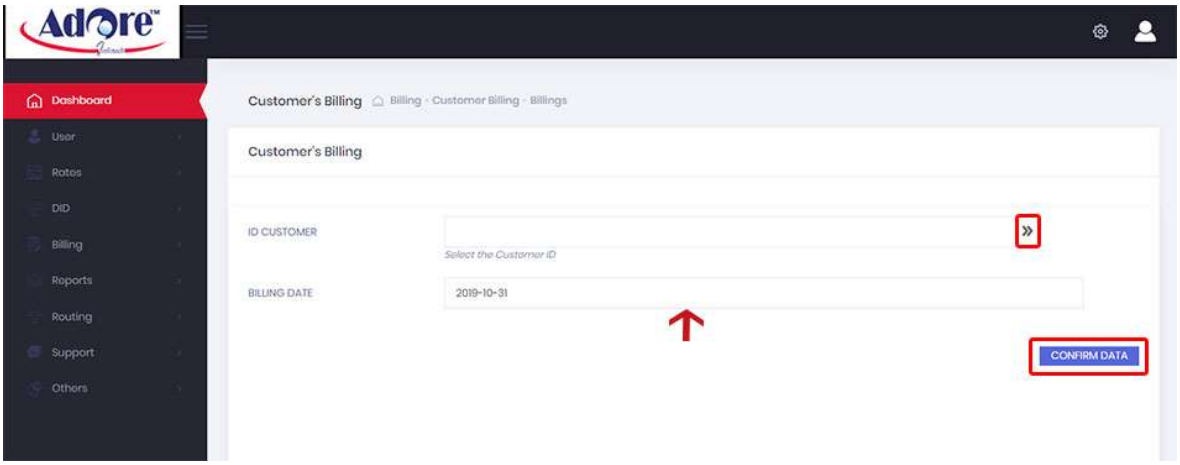
Go to **Rates** -> **Customers Billing** -> **Billing**




This section allows you to see all billing generated by the batch for the customers, or also to run a billing manually for a specific customer. Note that this creates one invoice associated with the created billing.

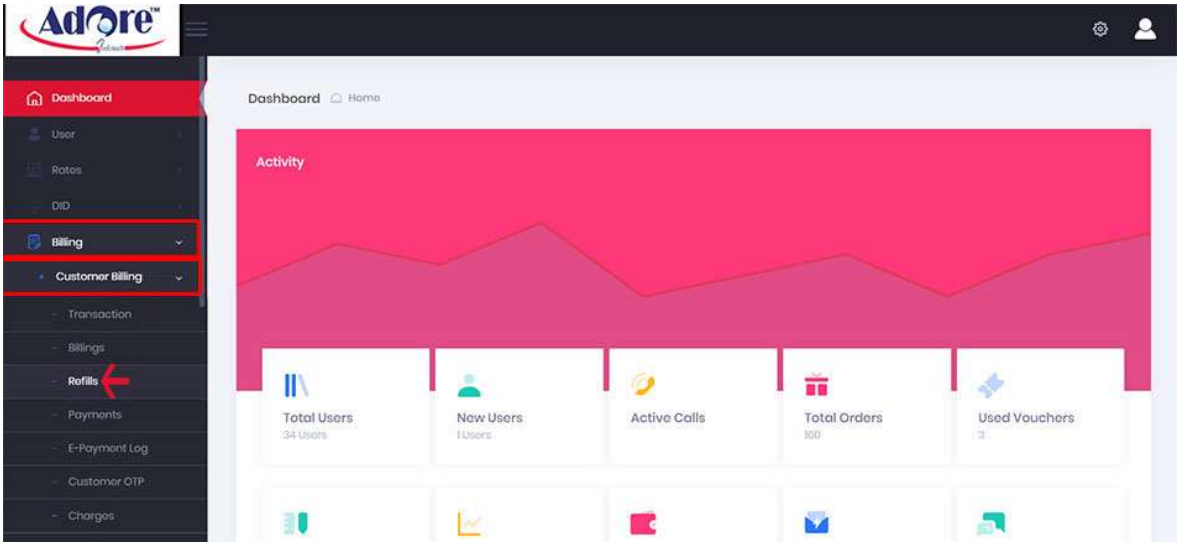



On click "**Add Billing**" button following screen will appear.



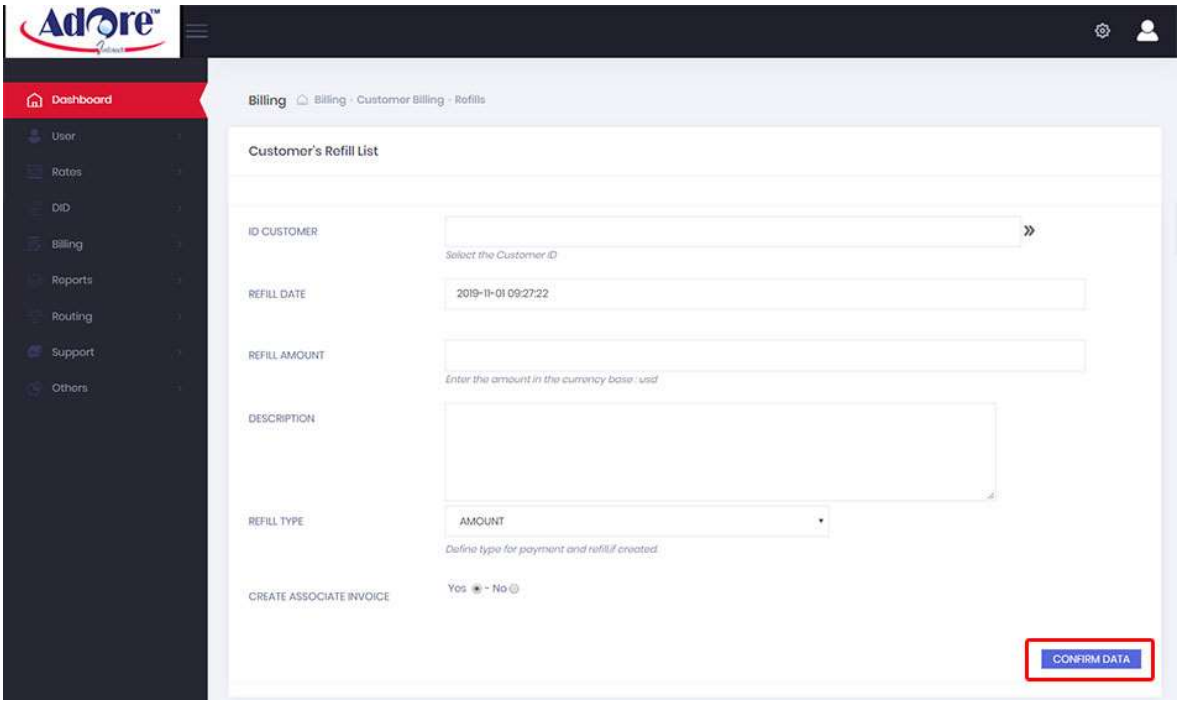

# Refills

Go to **Rates** -> **Customers Billing** -> **Refills**




This section allows you to add refills against a customer. Note that this changes the balance on the account . Click on "**ADD REFILL**" button.

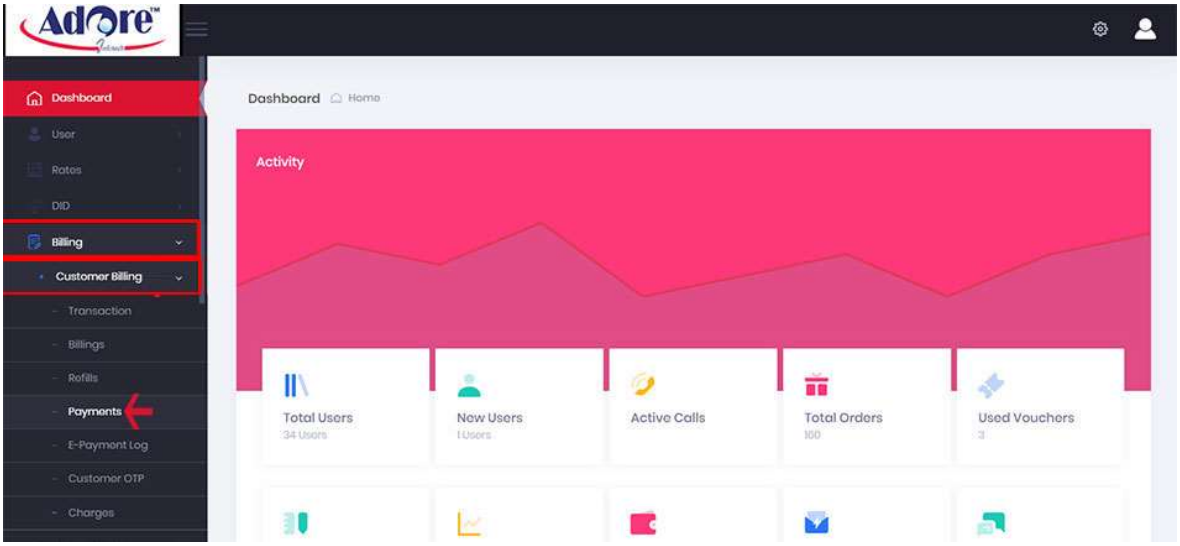
On click "**Add Refill**" button you can see below screen. Here you can add refill in particular customer account.



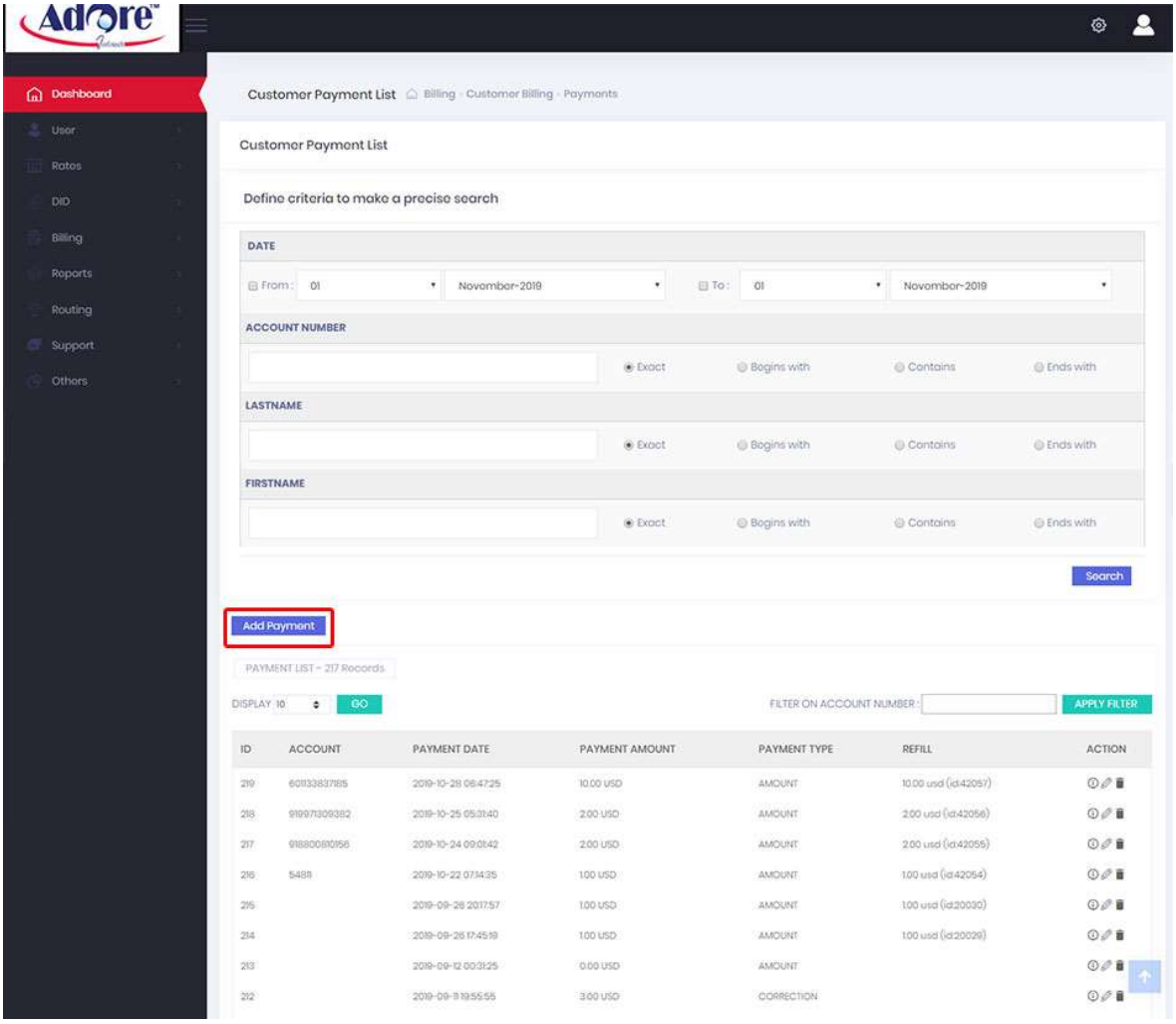

| Name of Fields | Description |
|---|---|
| **ID CUSTOMER** | Select Customer ID. |
| **REFILL DATE** | Refill Date automaticalu fill as per current date |
| **REFILL AMOUNT** | Enter the amount in the currency base : usd |
| **DESCRIPTION** | Enter simple description about refill |
| **REFILL TYPE** | Define type for payment and refill,if created. |
| **CREATE ASSOCIATE INVOICE** | Select Yes / No option as per yoru wish |
| **CONFIRM DATA** | Click "Confirm Data" button to add refill . |

# Payments

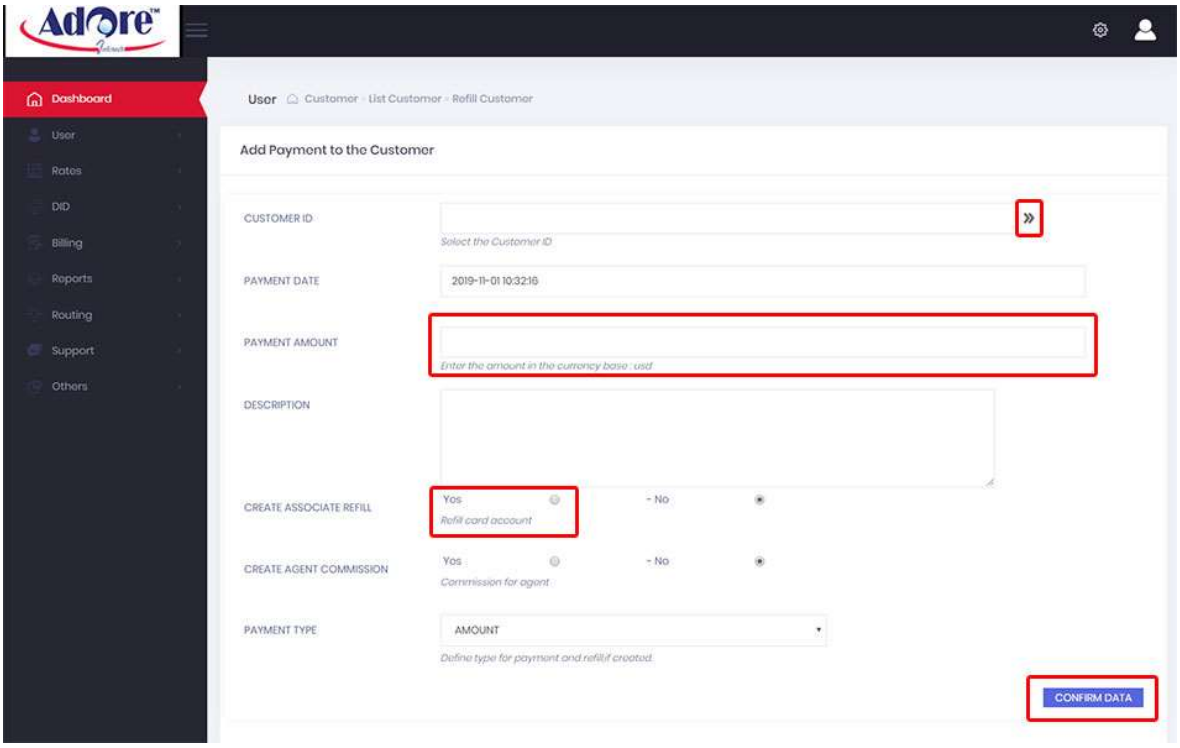
Go to **Rates** -> **Customers Billing** -> **Payments**




**Payment** - This section allows you to add payments against a customer. Note that this does not change the balance on the account. Click on 'Add Payment' button.



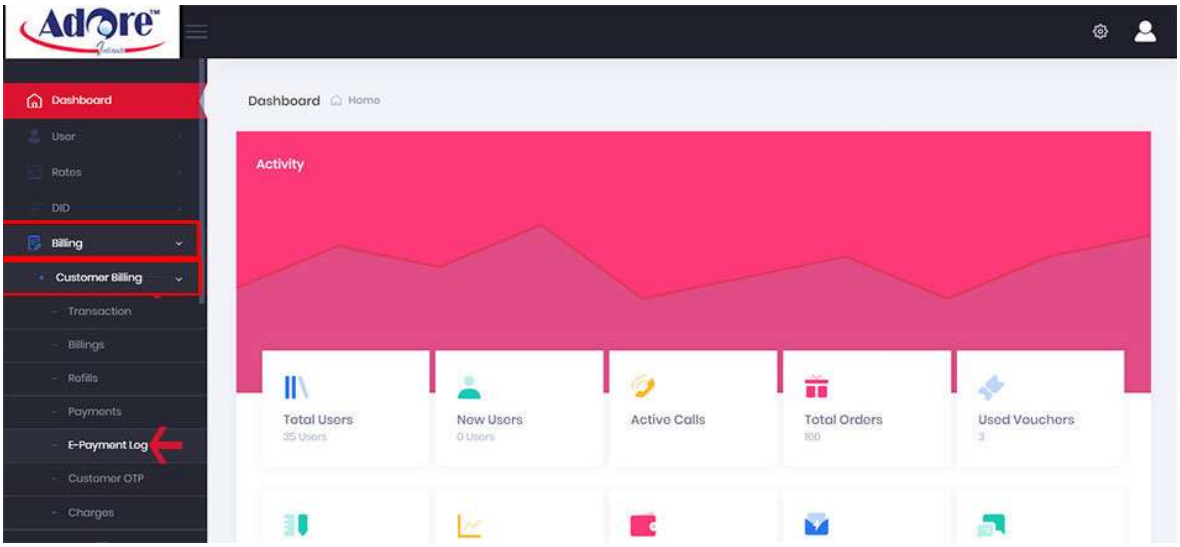
Here you can add payment on particular customer account number.



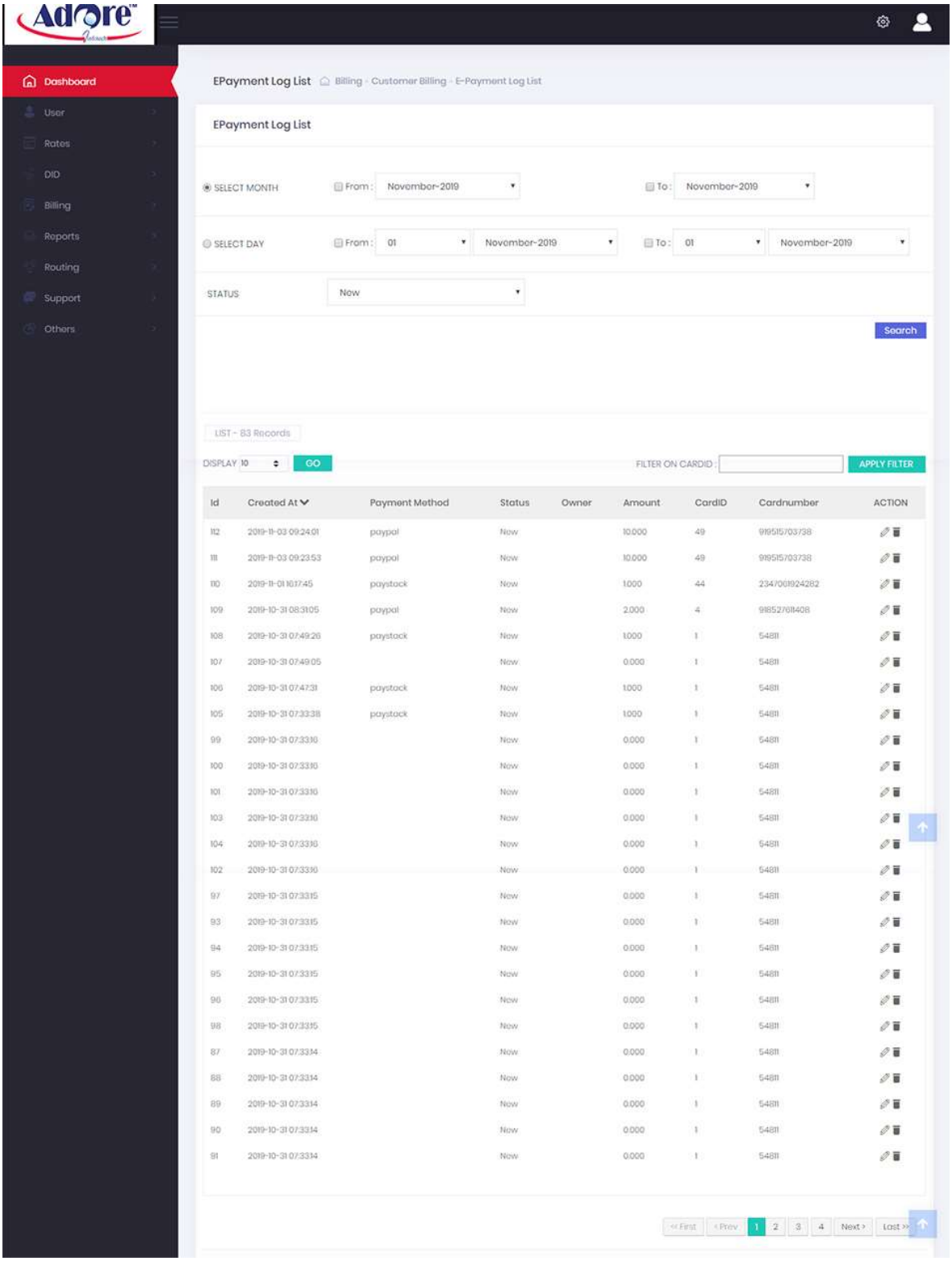

| Name of Fields | Description |
|---|---|
| ID CUSTOMER | Select Customer ID. |
| REFILL DATE | Refill Date automaticalu fill as per current date |
| REFILL AMOUNT | Enter the amount in the currency base : usd |
| DESCRIPTION | Enter simple description about refill |
| REFILL TYPE | Define type for payment and refill,if created. |
| CREATE ASSOCIATE INVOICE | Select Yes / No option as per yoru wish |
| CONFIRM DATA | Click "Confirm Data" button to add refill . |

# E-Payment Log

Go to **Billing** -> **Customers Billing** -> **E-Payment Log**

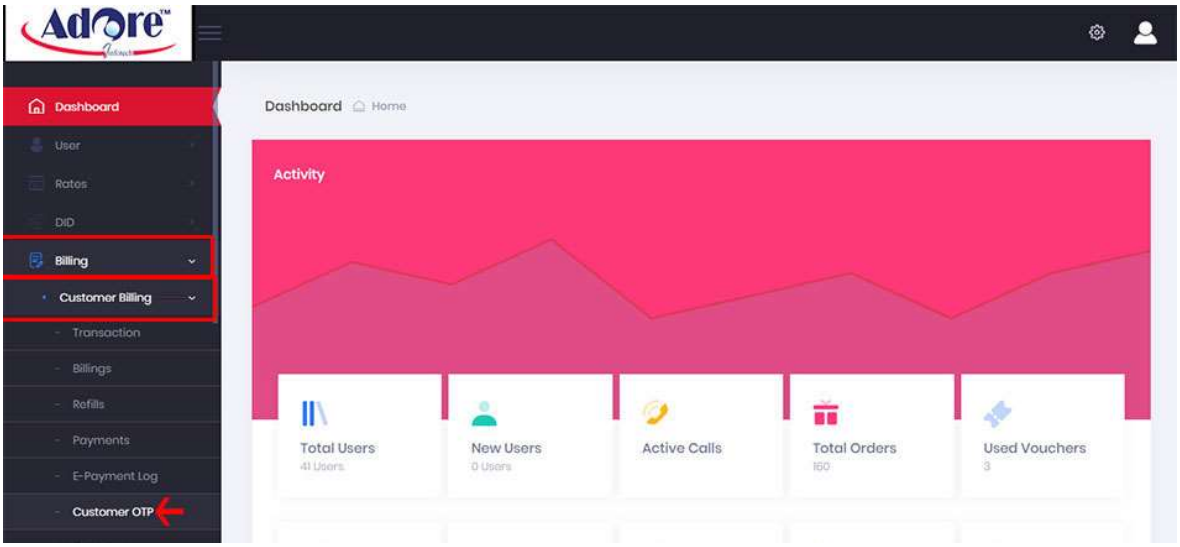



Here you can view Payment log with status, payment methods , owner and creation date. Also you can see particular customer account e-payment details by using **SEARCH** option.

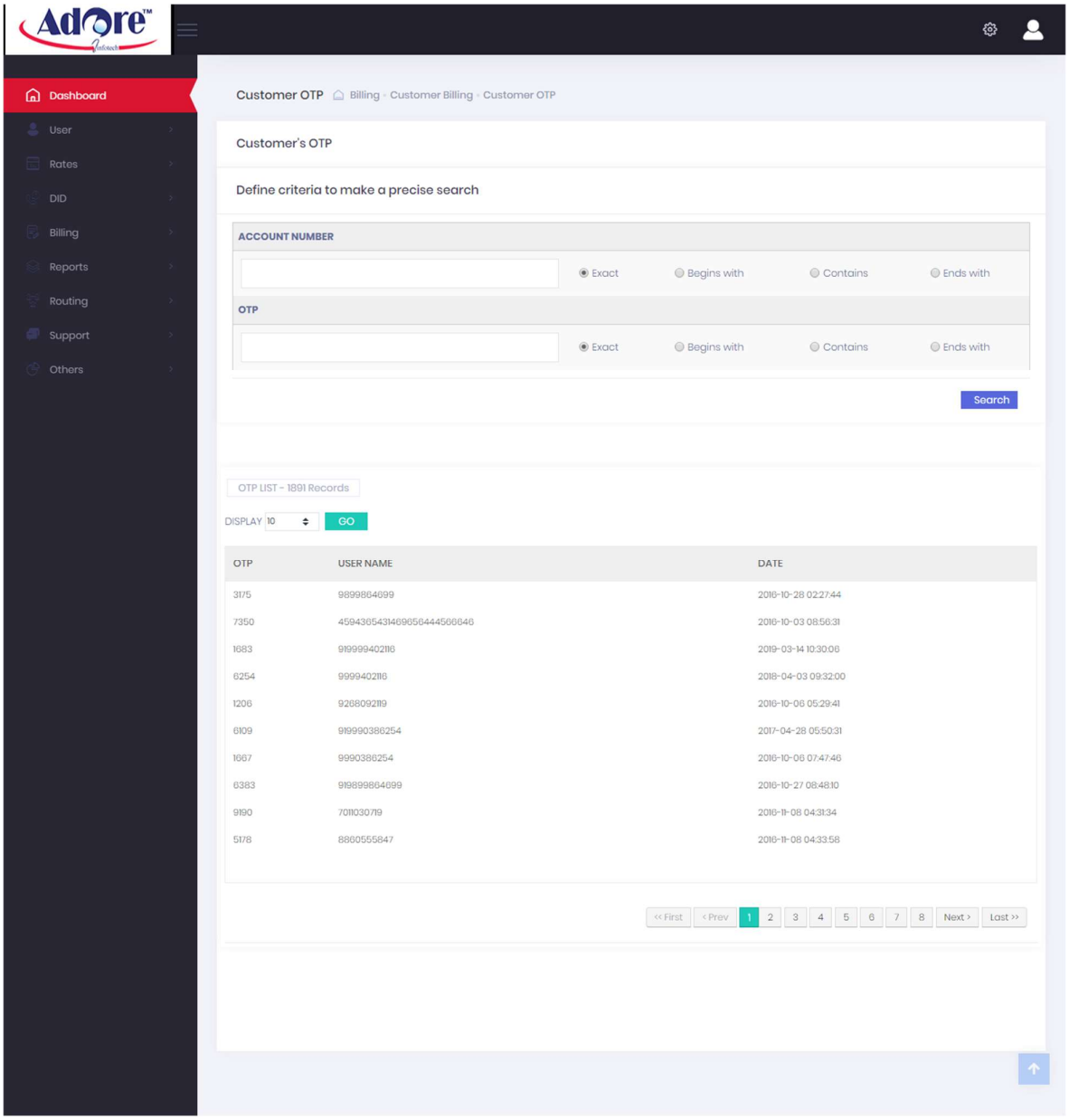



# Customer OTP

Go to **Billing** -> **Customer** -> **Customer OTP**

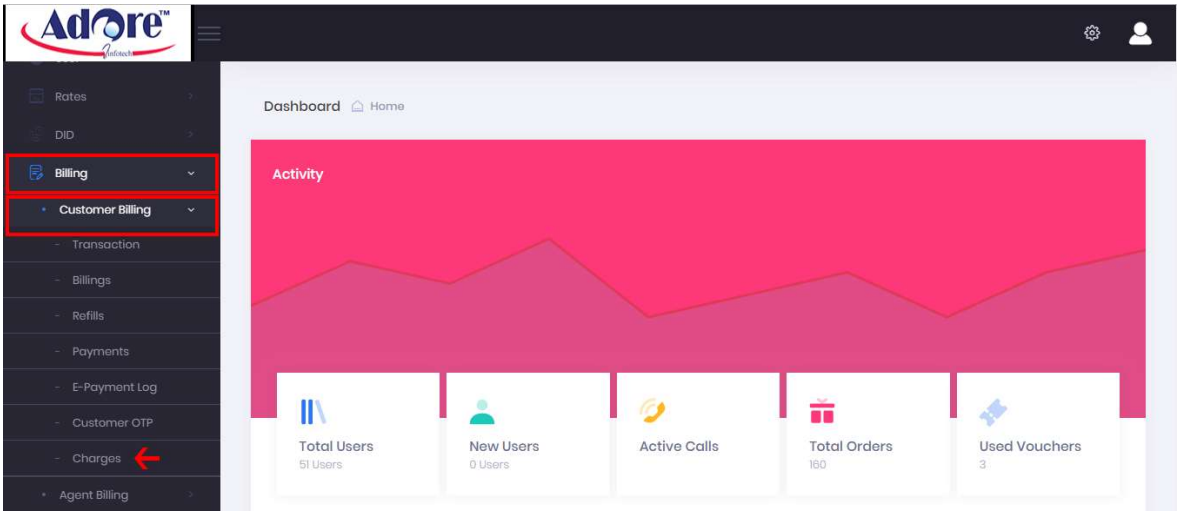



Here you can check recent Customer OTP which registered on Mobile Application.

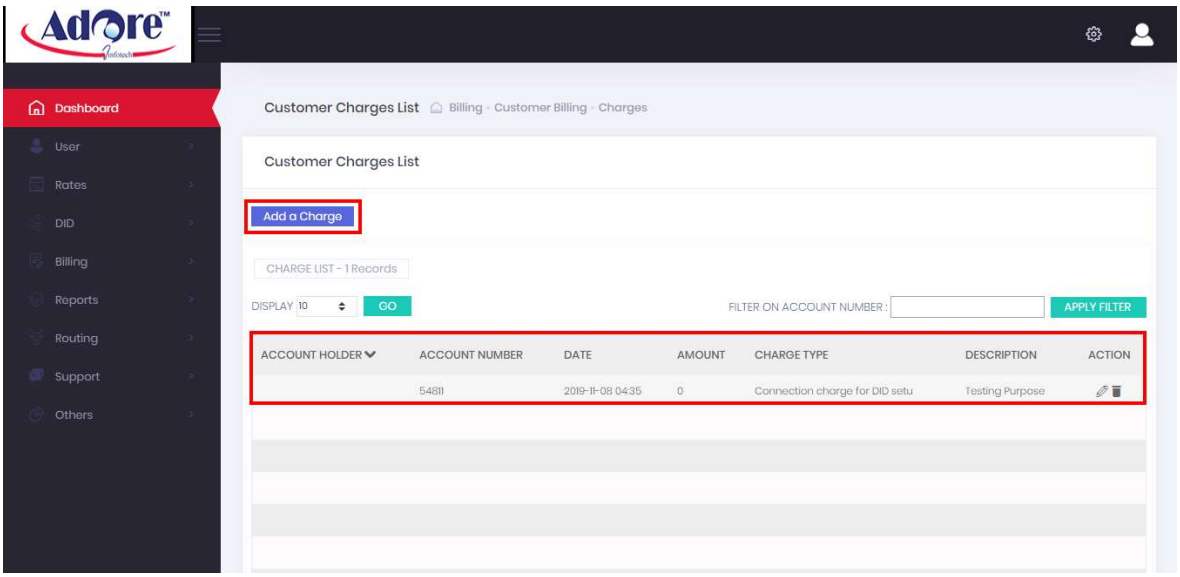



# Charges

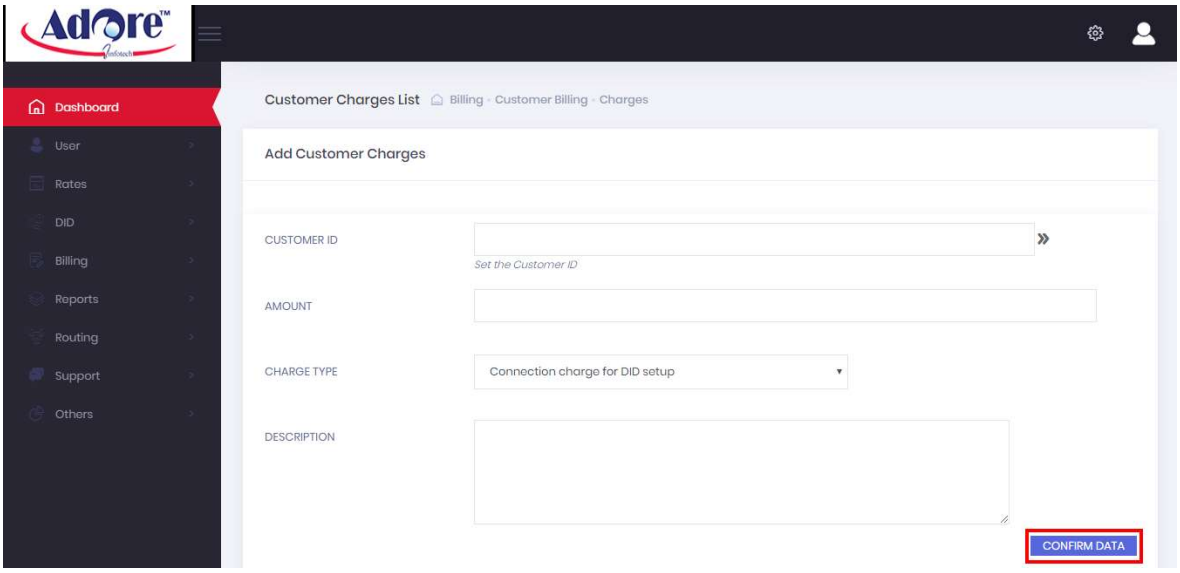
Go to **Billing** -> **Customers Billing** -> **Charges**




Here you can allow extra charges the billing of one-off or re-occurring monthly charges. These may be used as setup or service charges, etc...Charges will appear to the user with the description you attach. Each charge that you create for a user will decrement his account.



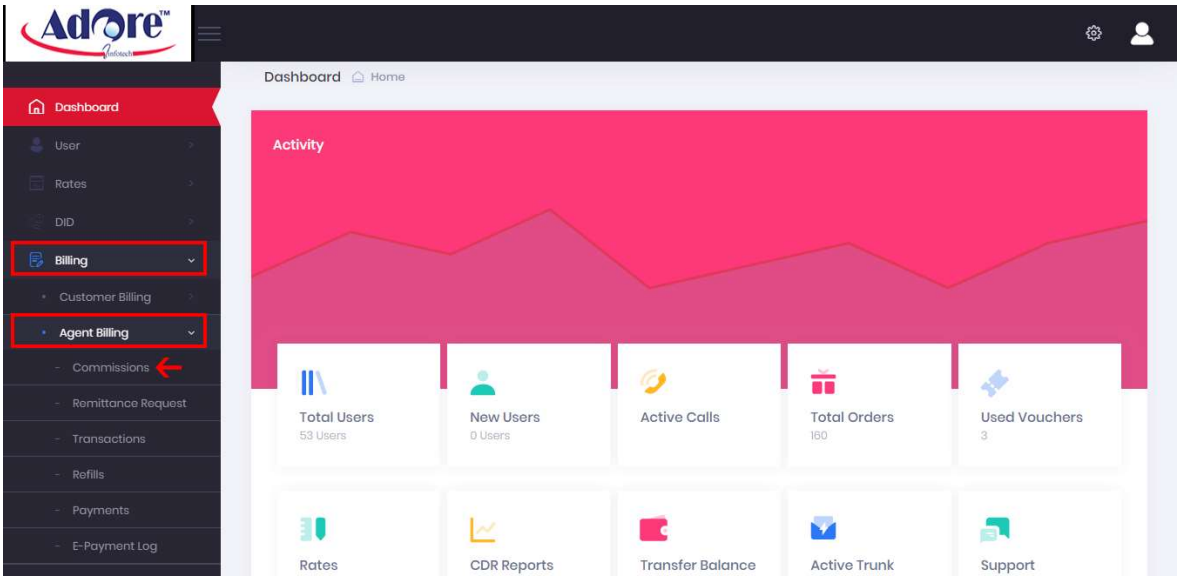

Here you can add charges for your any particular customer.



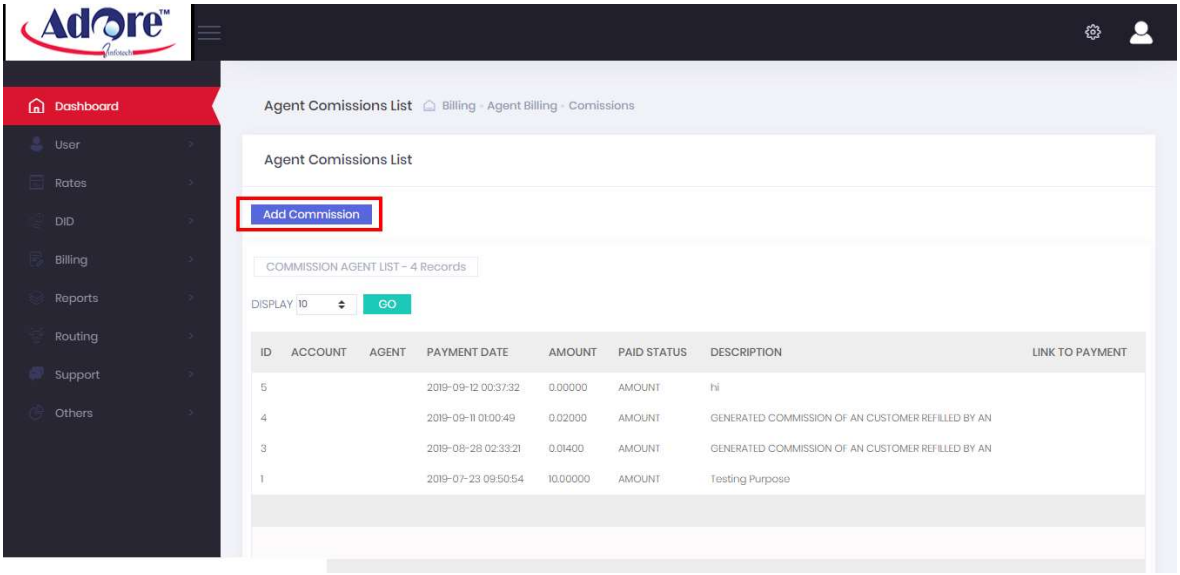

# Agent Billing

## Commissions

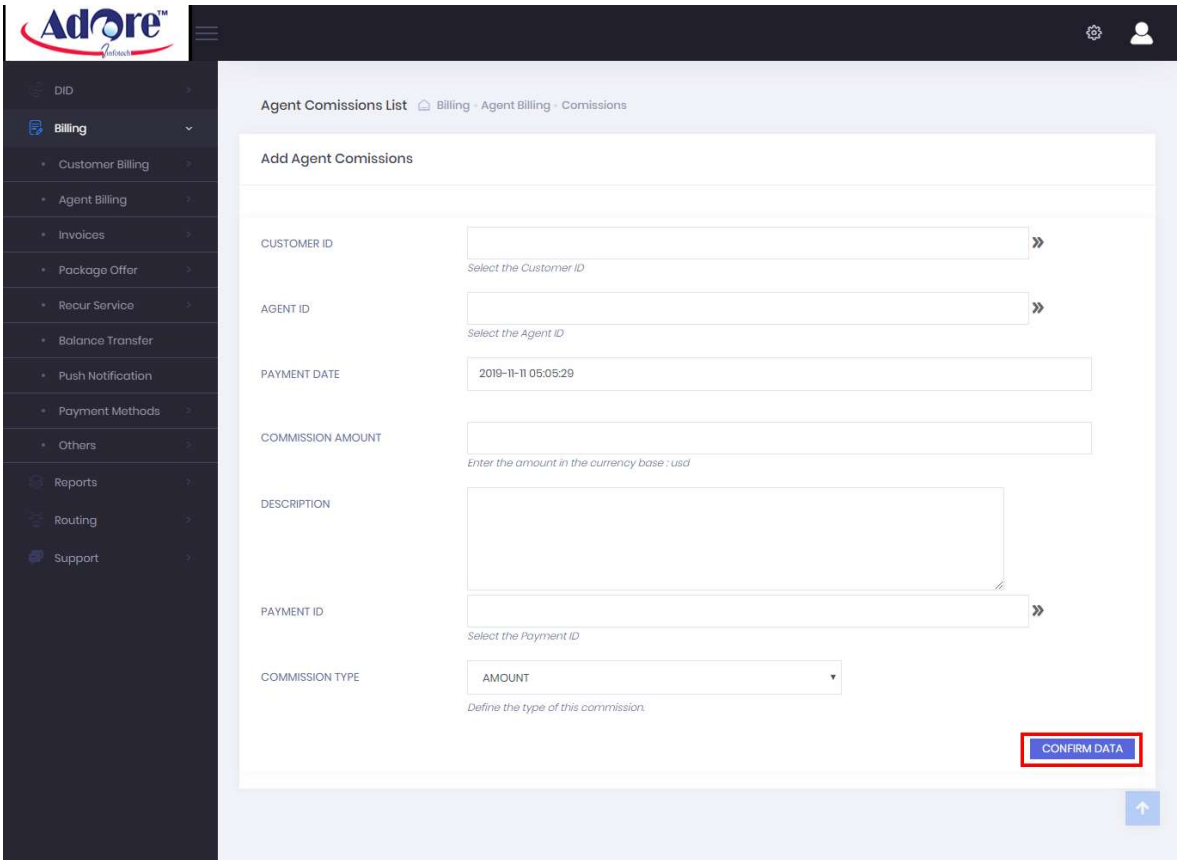
Go to **Billing-> Agent Billing -> Commissions**




This section allows you to add commissions against an agent. Normally the commissions are generated automatically by the customer's payment. This is Agent Commission history. You can add Commission by clicking "**Add Commission**" button.

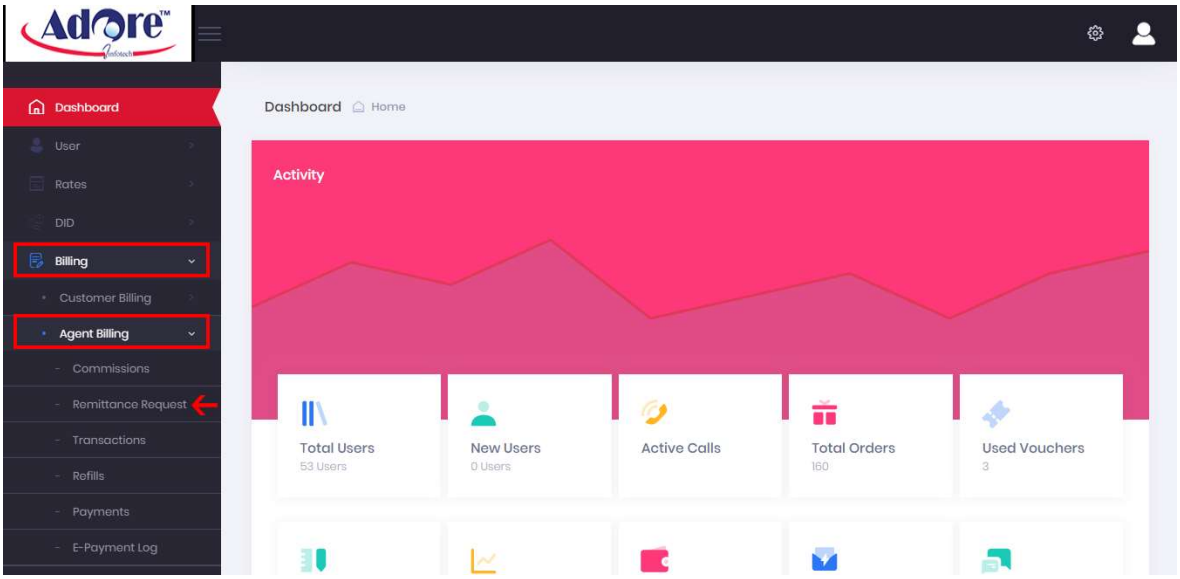



Here you can add commission to the your agent.

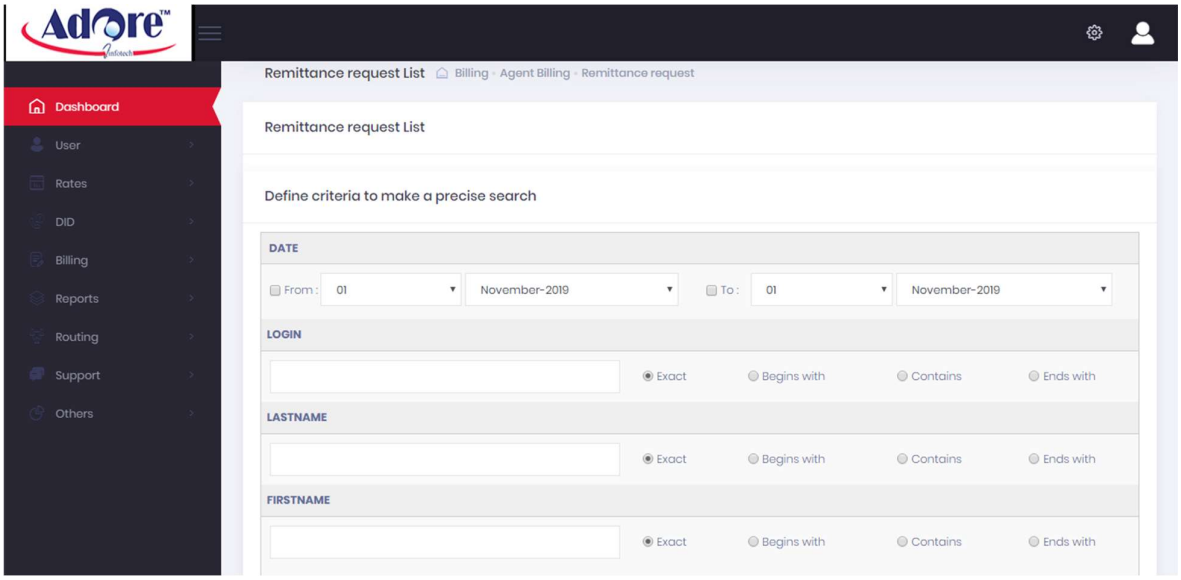



## Remittance Request

Go to **Billing** -> **Agent Billing** -> **Remittance Request**

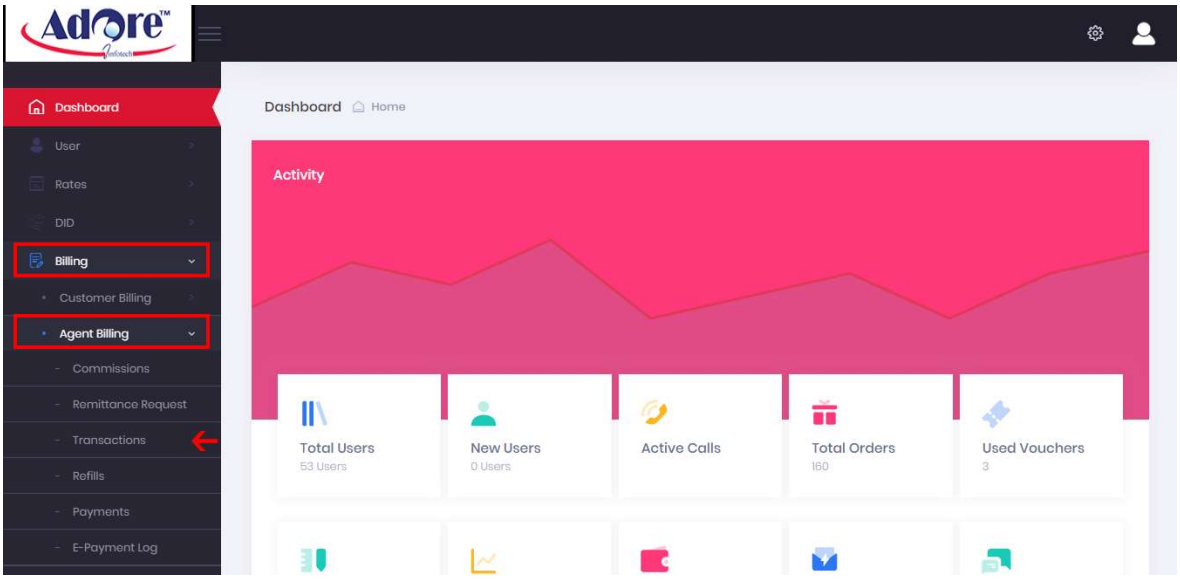



Agents Remittance request history - This section allows you to confirm or refuse remittance request of an agent. The remittance reques are generated automatically by the agent.

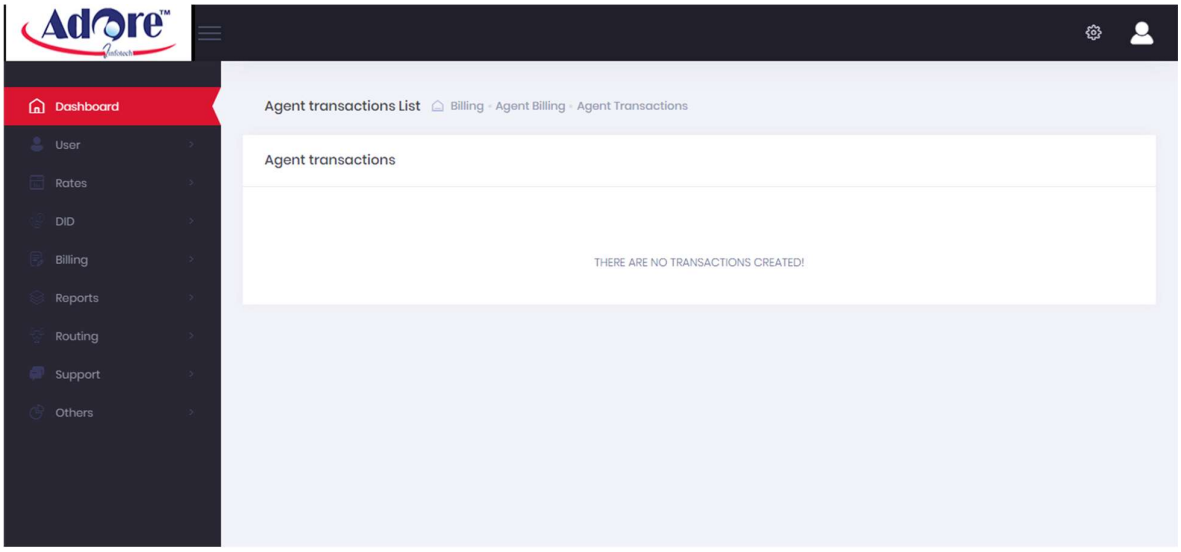



## Transaction

Go to **Billing**-> **Agent Billing** -> **Transactions**

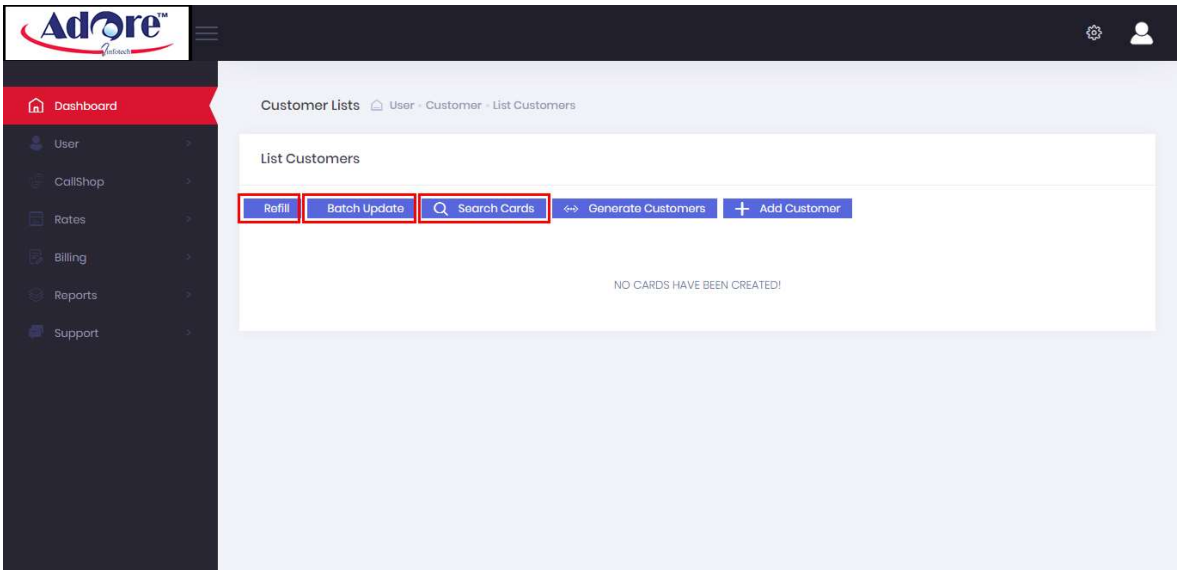



You can view all the transactions through the different epayment configured systems (Paypal, MoneyBookers, etc...).

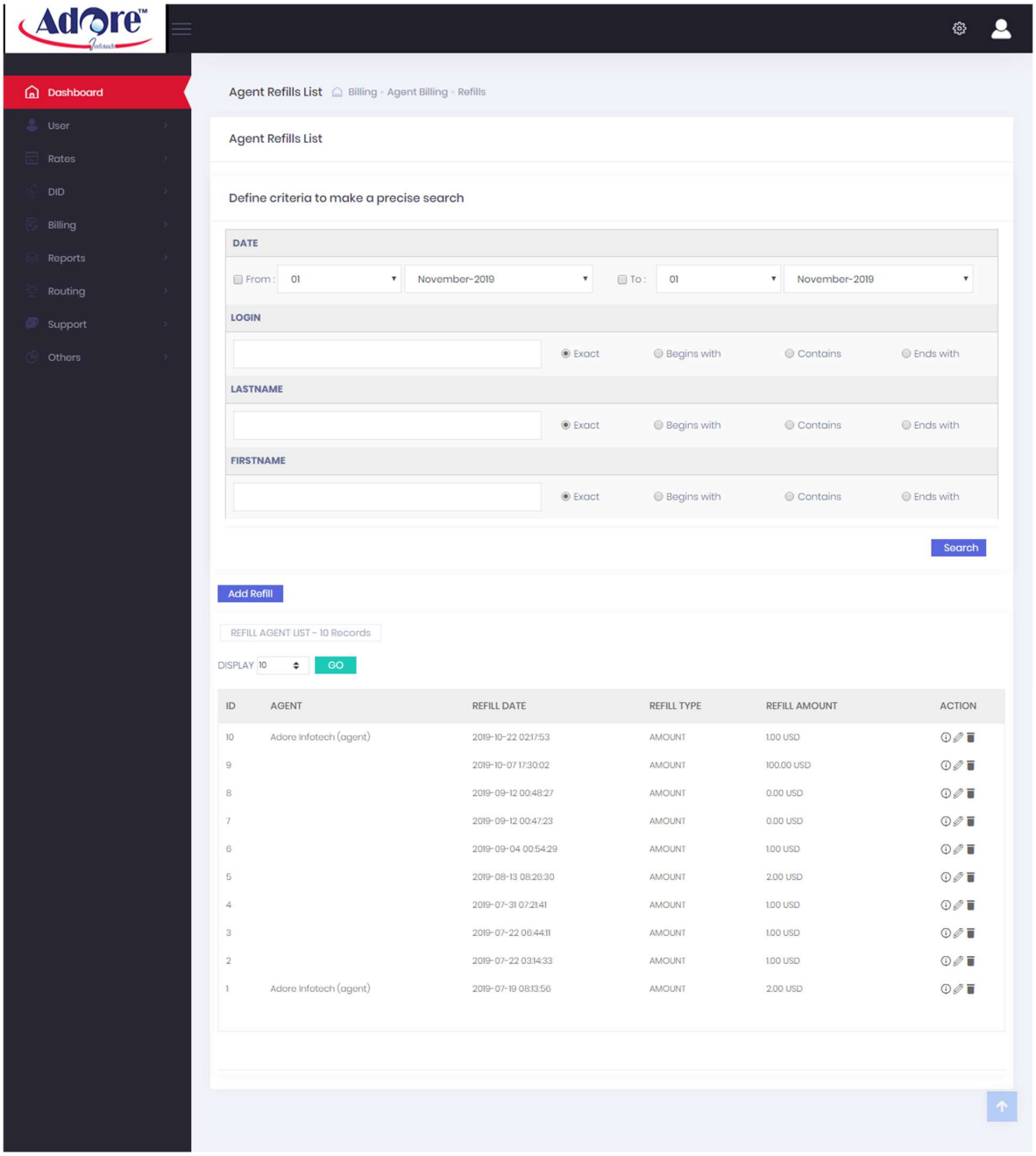



## Refill

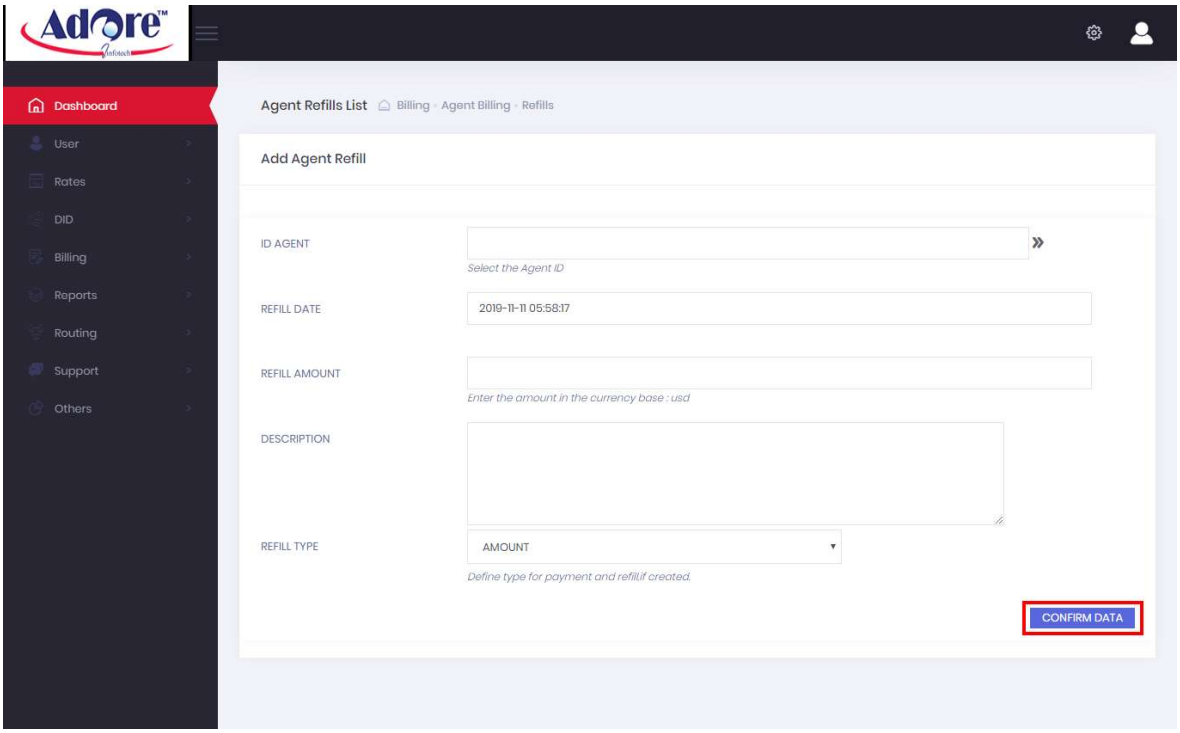
Go to **Billing-> Agent Billing -> Refills**




Agents Refill - This section allows you to add refills against an agent. Note that this changes the balance on the account.



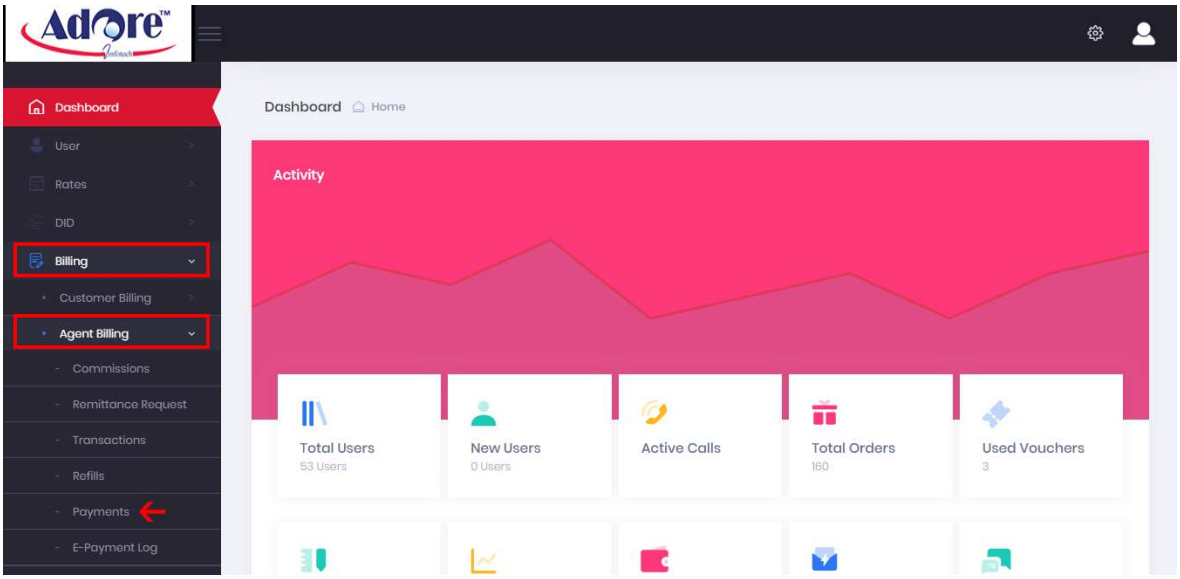

On click "**ADD REFILL**" below screen will appear.



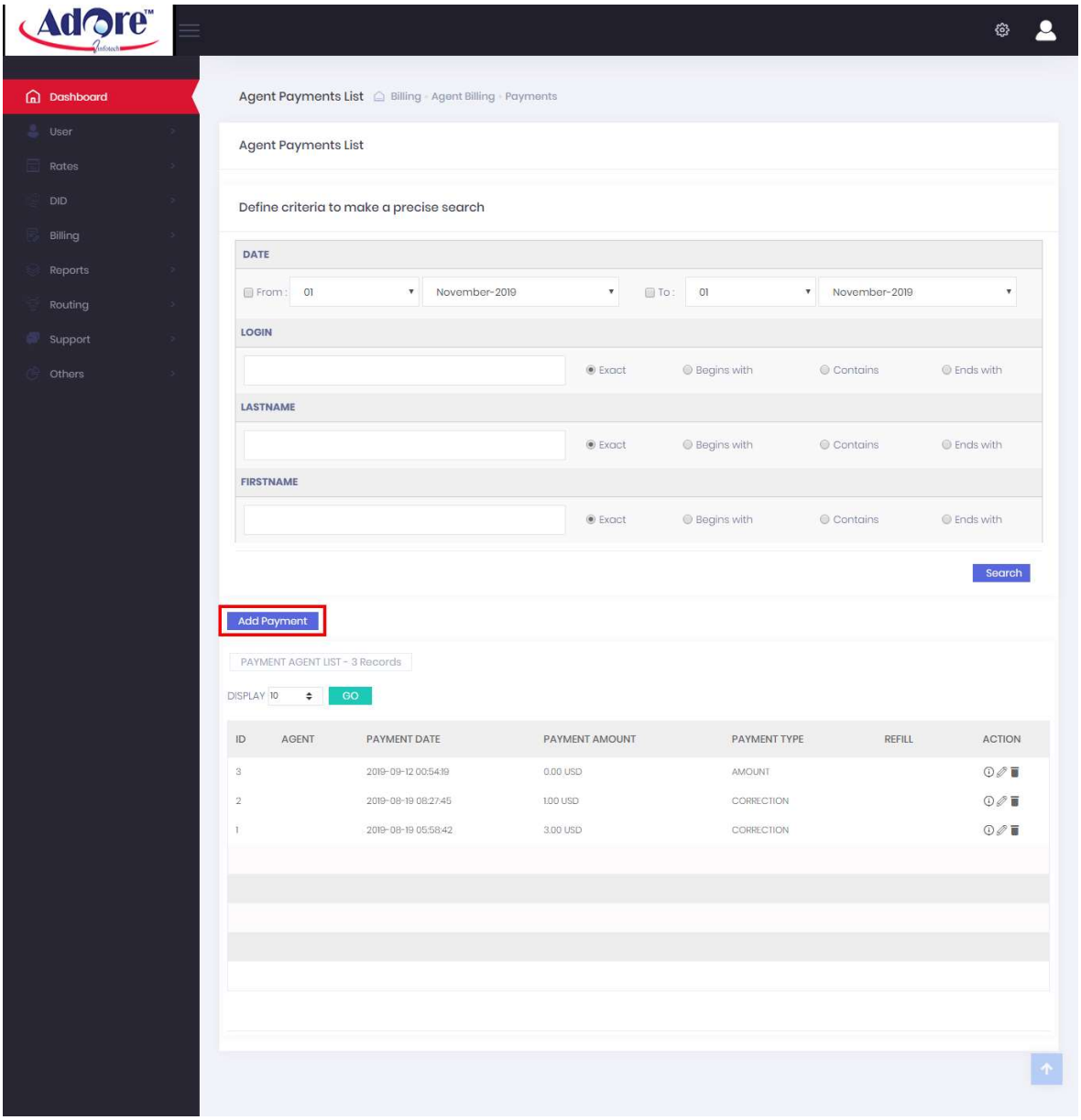

| Name of Fields | Description |
|---|---|
| ID AGENT | Select the Agent ID. |
| REFILL DATE | Refill Date automaticalu fill as per current date |
| REFILL AMOUNT | Enter the amount in the currency base : usd |
| DESCRIPTION | Enter simple description about refill |
| REFILL TYPE | Define type for payment and refill,if created. |
| CONFIRM DATA | Click "Confirm Data" button to add refill . |

## Payments

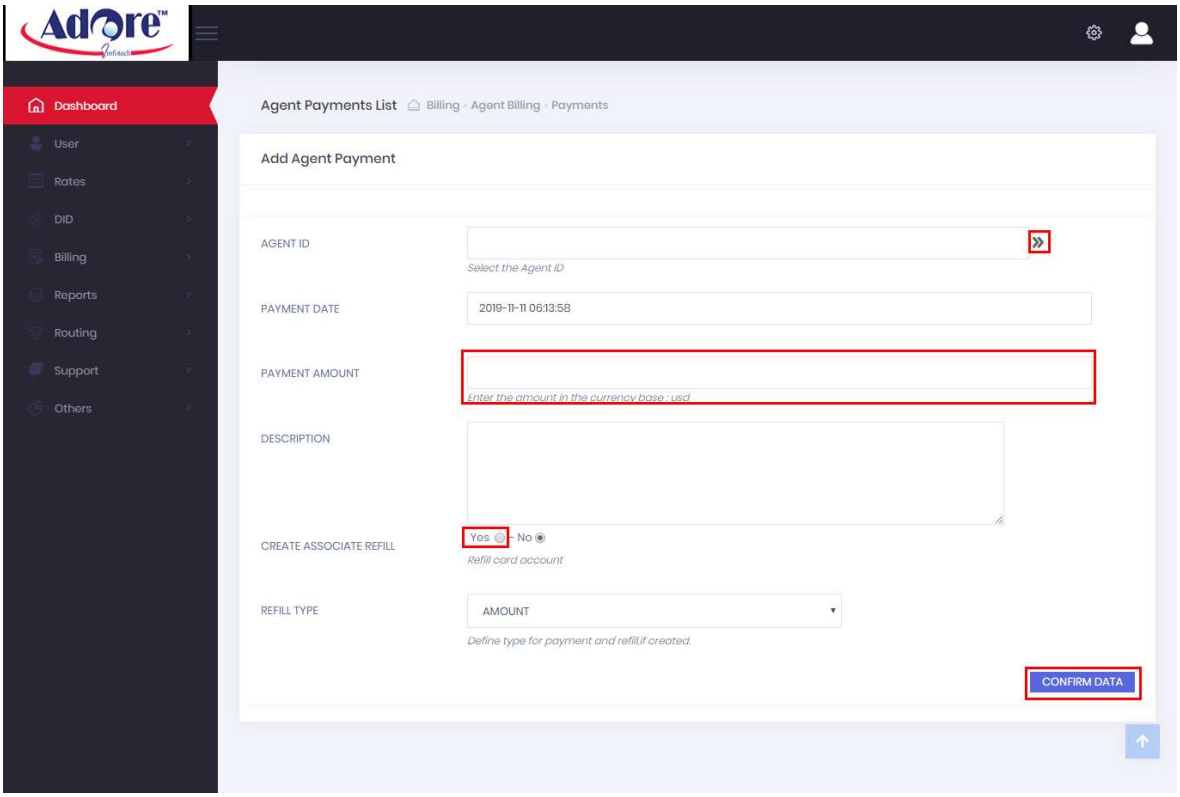
Go to **Billing**-> **Agent Billing** -> **Payments**




Agent Payment - This section allows you to add payments against an agent. Note that this does not change the balance on the account. Click on 'create associate refill' when you create a payment to top-up an account.



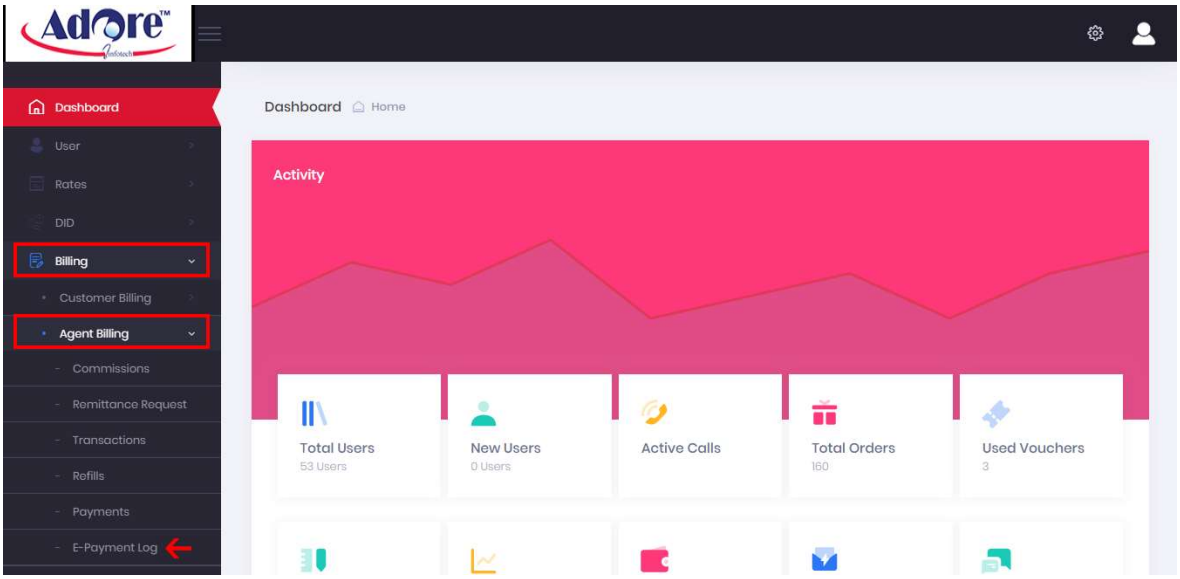

Here you can add payment in your agent account.



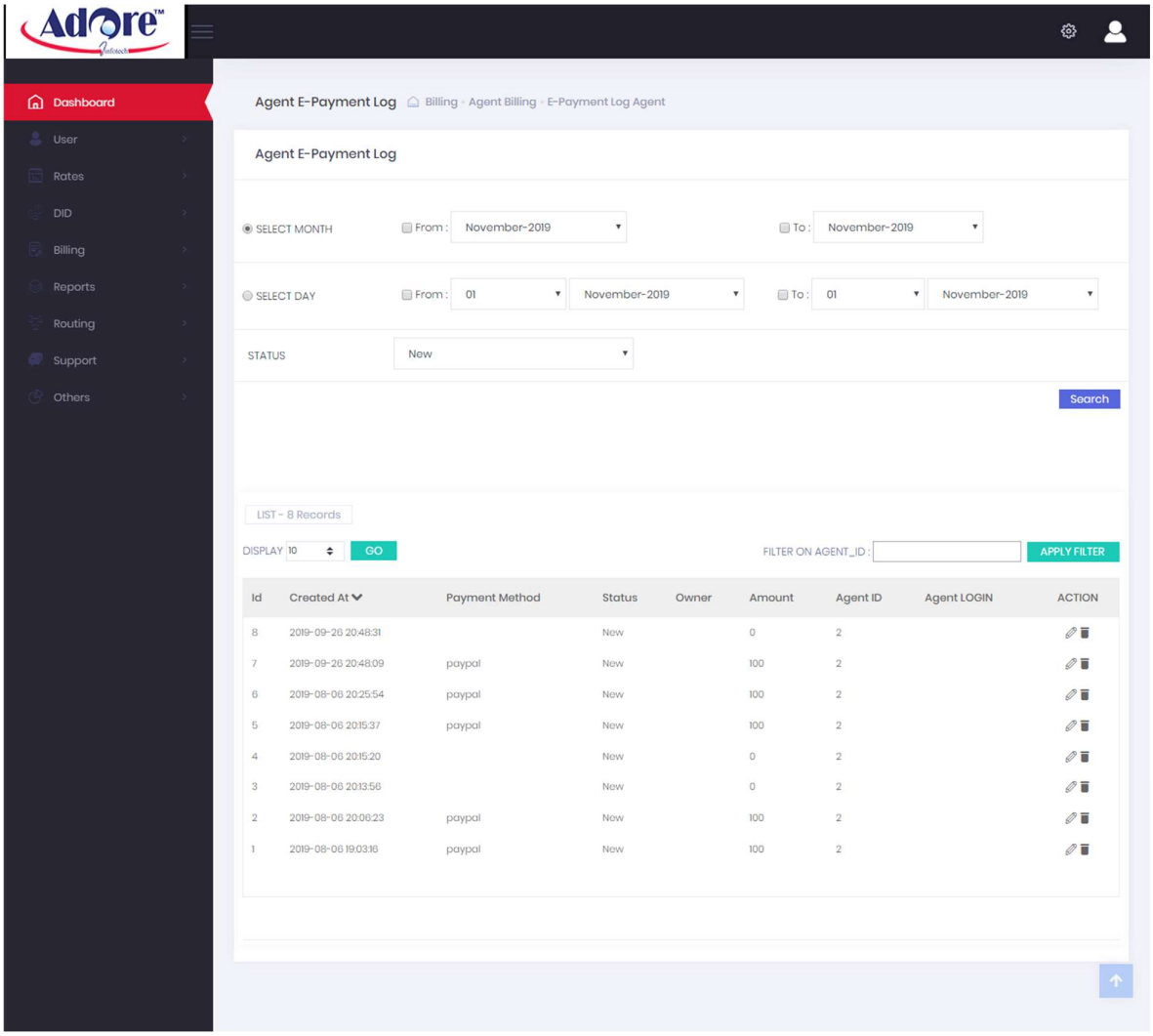

| Name of Fields | Description |
|---|---|
| ID AGENT | Select the Agent ID. |
| REFILL DATE | Refill Date automaticaly fill as per current date |
| REFILL AMOUNT | Enter the amount in the currency base : usd |
| DESCRIPTION | Enter simple description about refill |
| REFILL TYPE | Define type for payment and refill,if created. |
| CREATE ASSOCIATE REFILL | Select Yes/ No |
| CONFIRM DATA | Click "Confirm Data" button to add Payment . |

## E-Payment Log

Go to **Billing**-> **Agent Billing** -> **E-Payment Log**




Here you can view Agaent  E-Payment log with status, payment methods , owner and creation date.

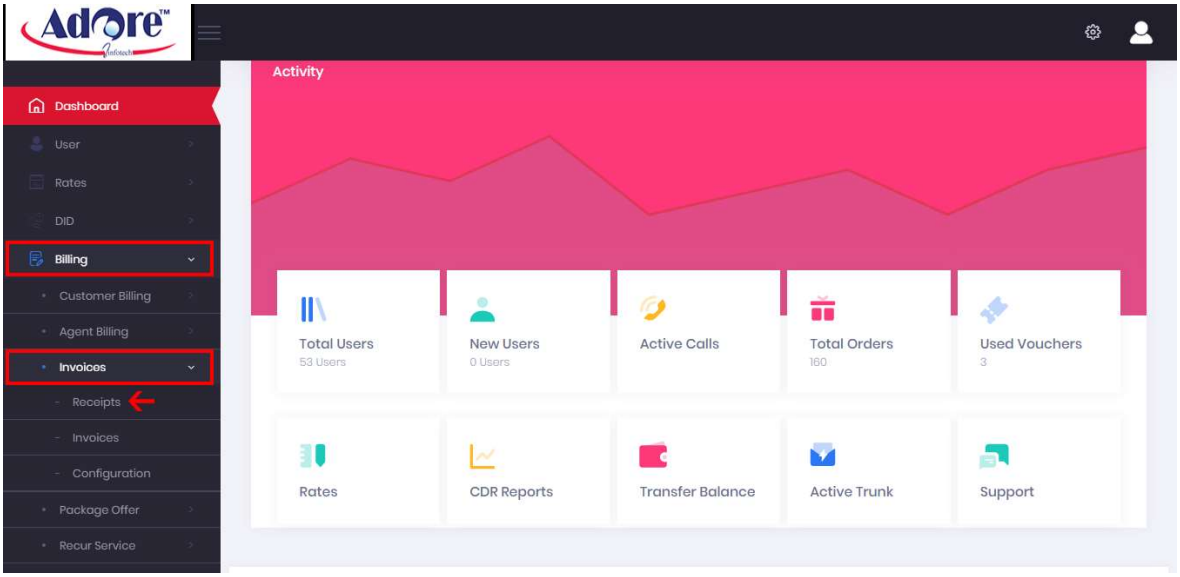


# 2.11. Invoice

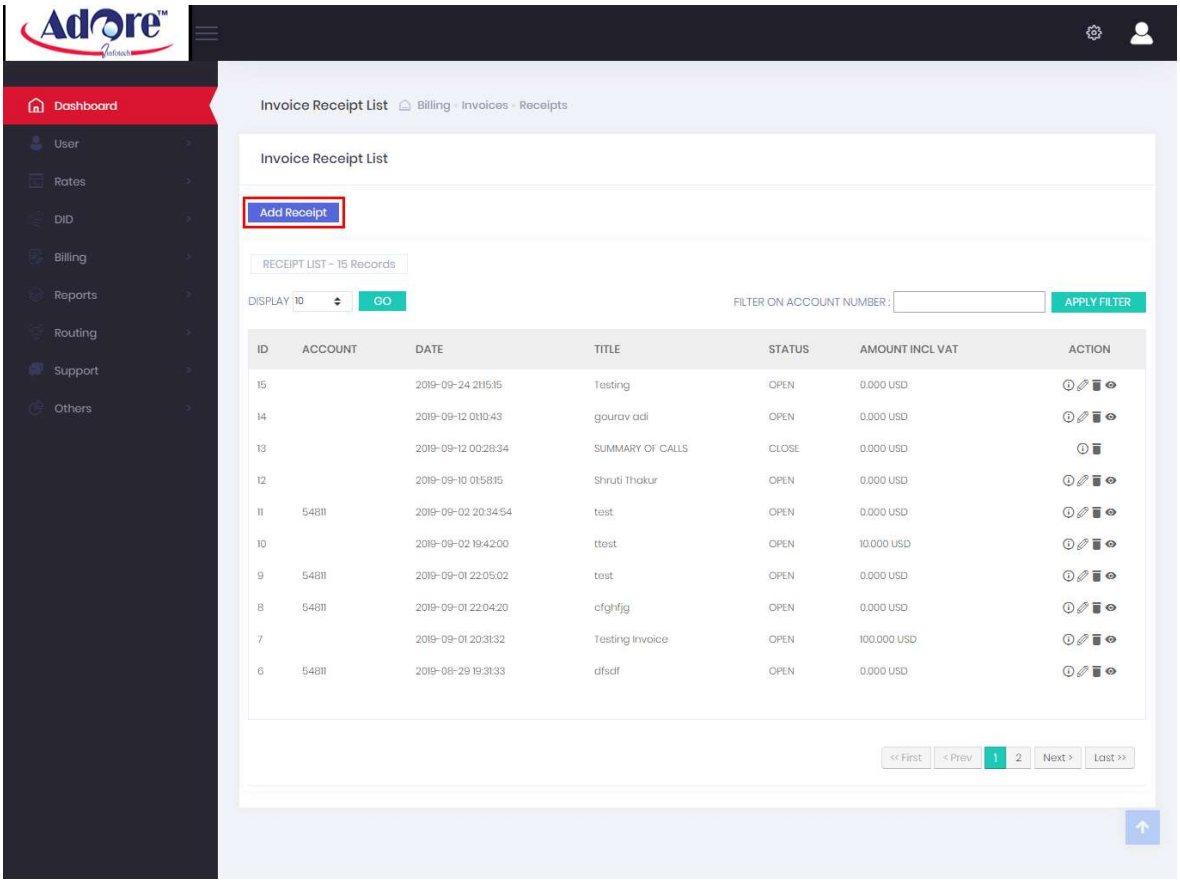
## Invoice

### Receipts

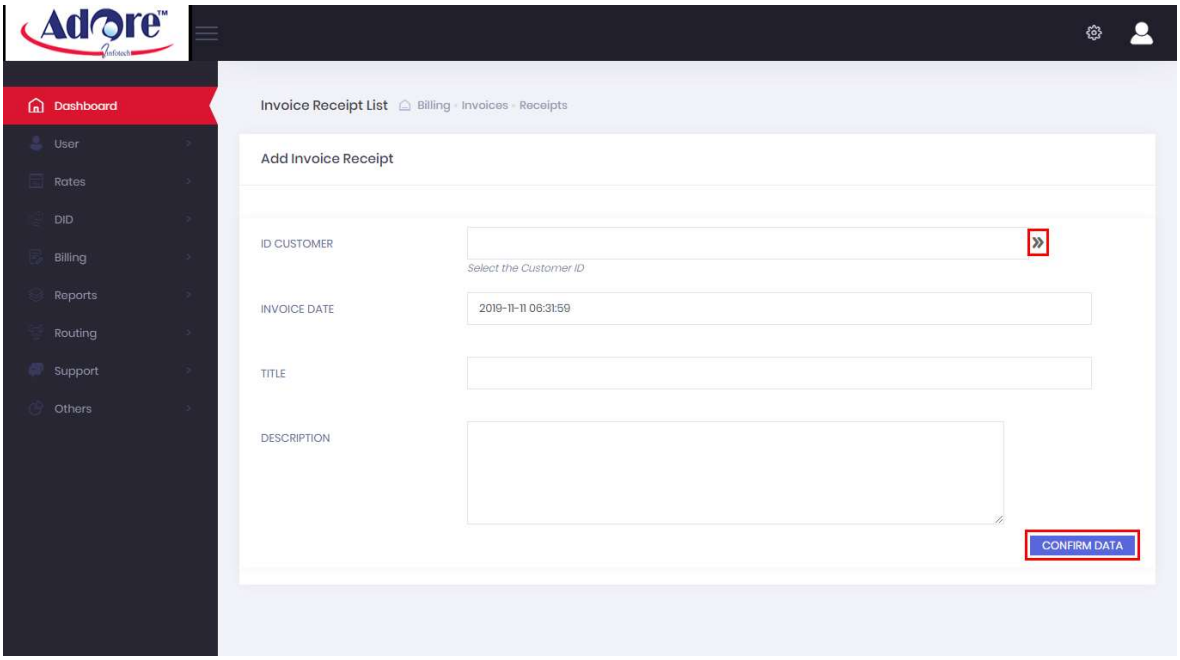
Go to **Billing**-> **Invoices**-> **Receipts**




**Receipt history** - This section allows you to see and create receipt against a customer.Only the closed receipt can be see in the customer interface. Receipts are only an information for the user and aren't used in the balance of the system.




Here you can add Receipts for your customer.

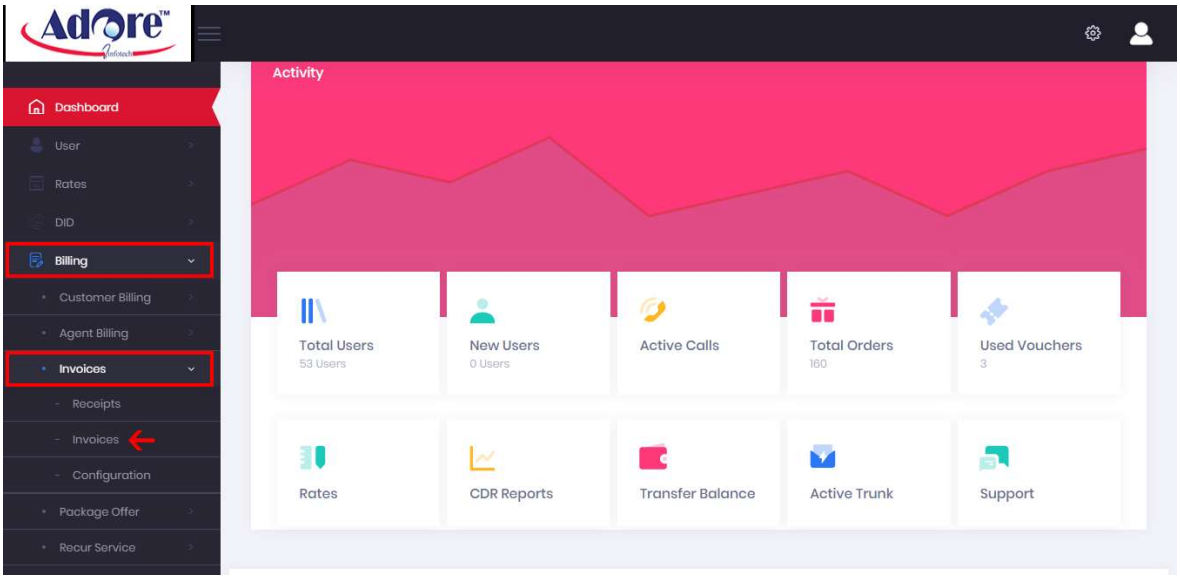



| Name of Fields | Description |
|---|---|
| ID CUSTOMER | Select the Customer ID. |

| | |
|---|---|
| INVOICE DATE | Invoice Date automaticaly fill as per current date |
| TITLE | Enter the Title |
| DESCRIPTION | Enter simple description about Receipt |
| CONFIRM DATA | Click "Confirm Data" button to add Receipt. |

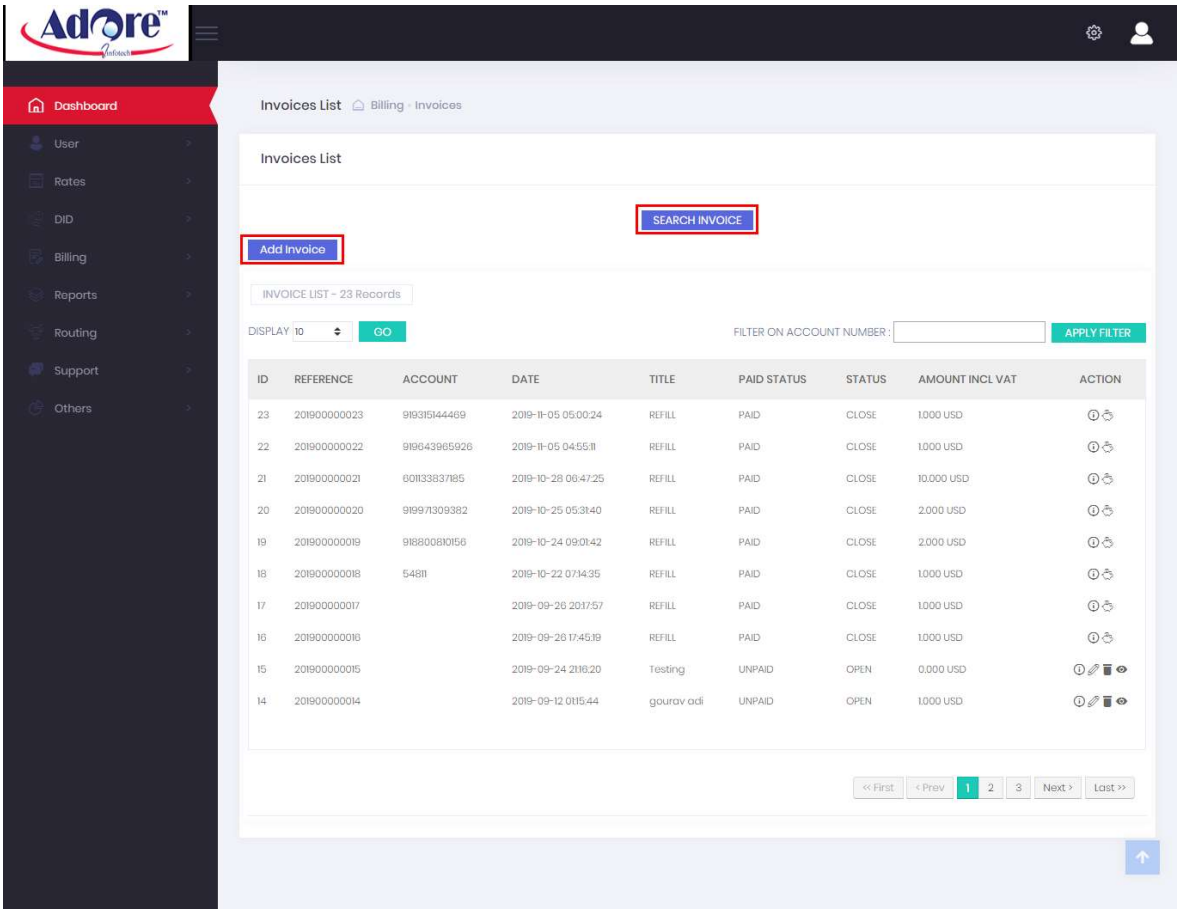
## Invoices

Go to **Billing** -> **Invoices**-> **Invoices**

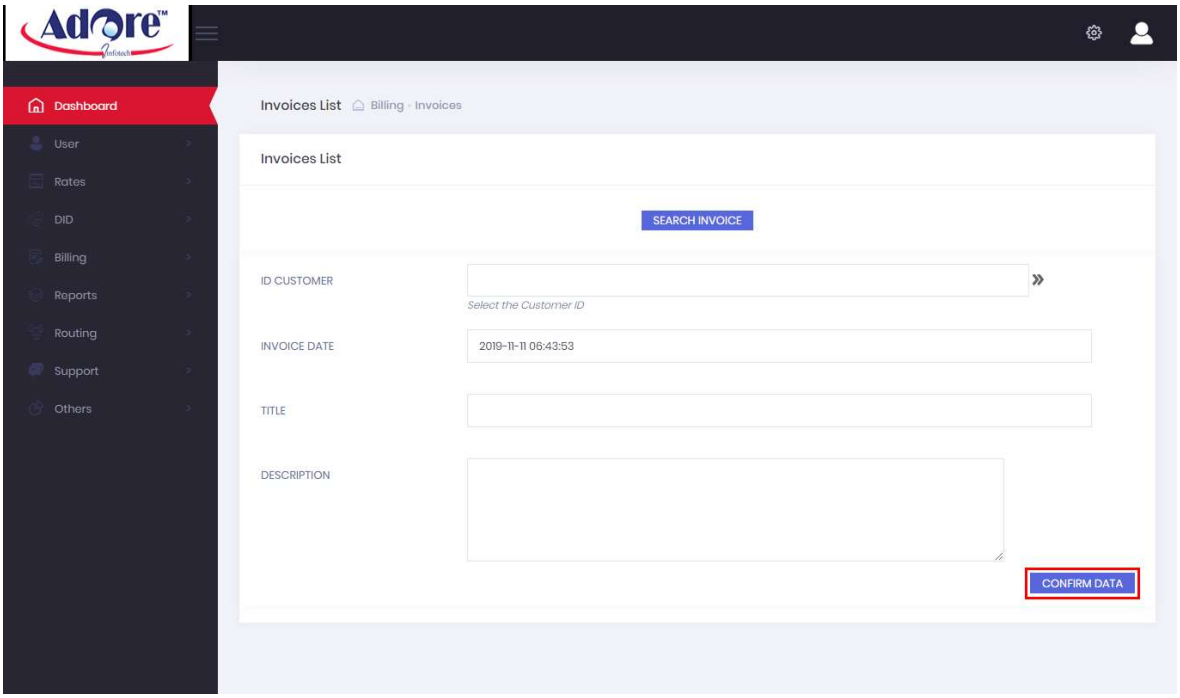



**Invoice history** - This section allows you to see and create invoices against a customer. Only the closed invoice can be seen on the customer interface.

Also you can add Invoice for particular customer click on "**Add Invoice**" button Or you can search Invoice by clicking "**SEARCH INVOICE**".



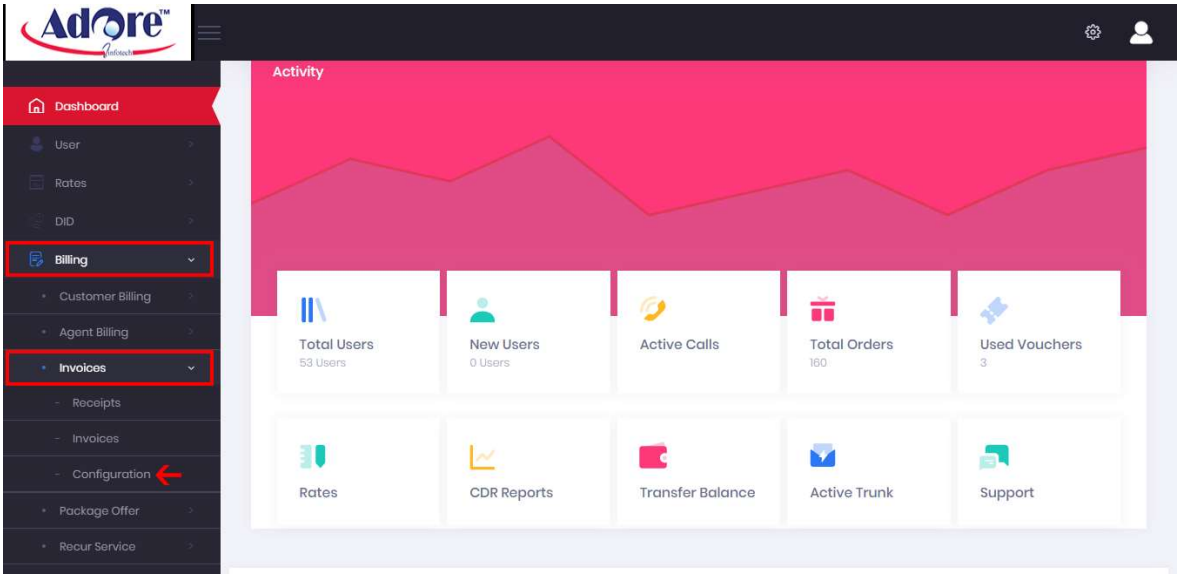

Here you can add invoice for each customer.



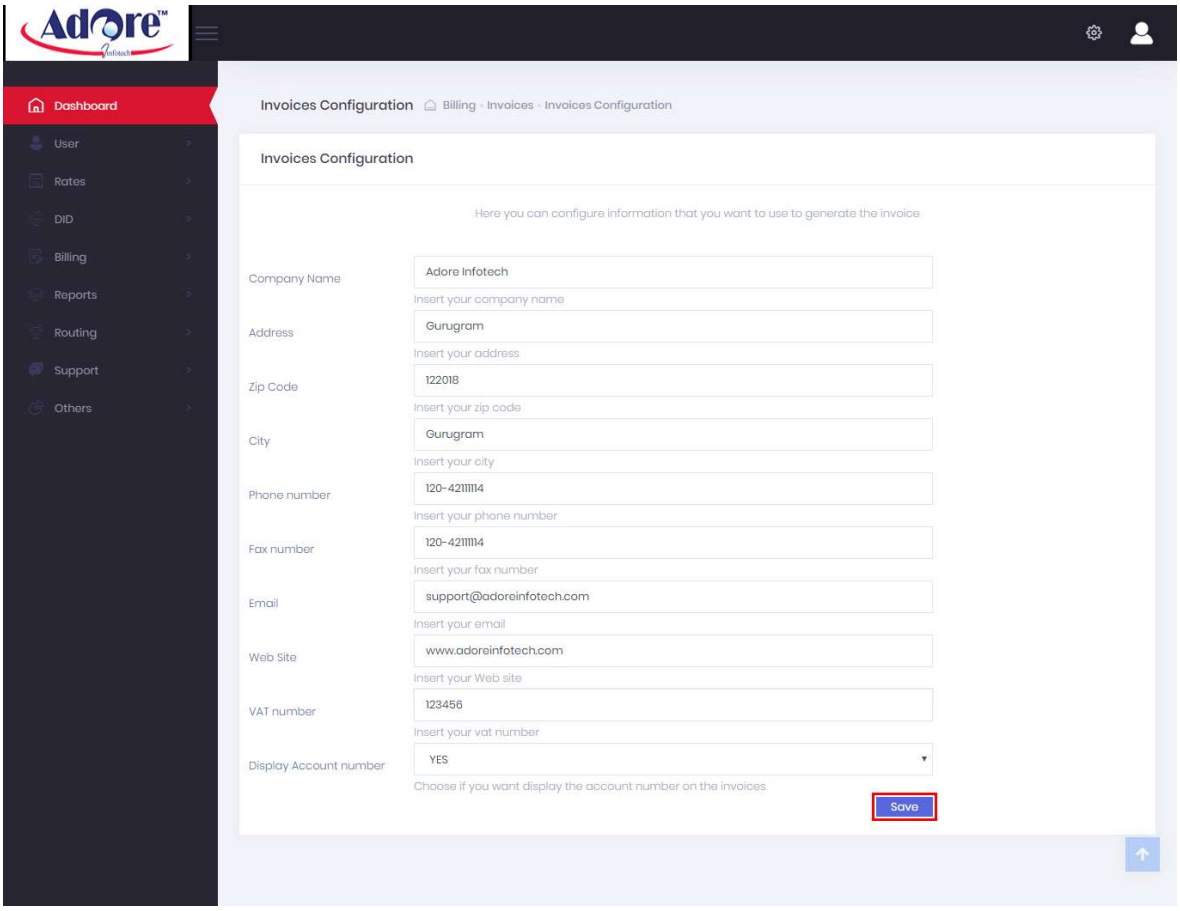
| Name of Fields | Description |
|---|---|
| ID CUSTOMER | Select the Customer ID. |
| INVOICE DATE | Invoice Date automaticaly fill as per current date |
| TITLE | Enter the Title |
| DESCRIPTION | Enter simple description about Receipt |
| CONFIRM DATA | Click "Confirm Data" button to add Invoice . |

## Configuration

Go to **Billing-> Invoices-> Configuration**




Here you can configure information that you want to use to generate the invoice



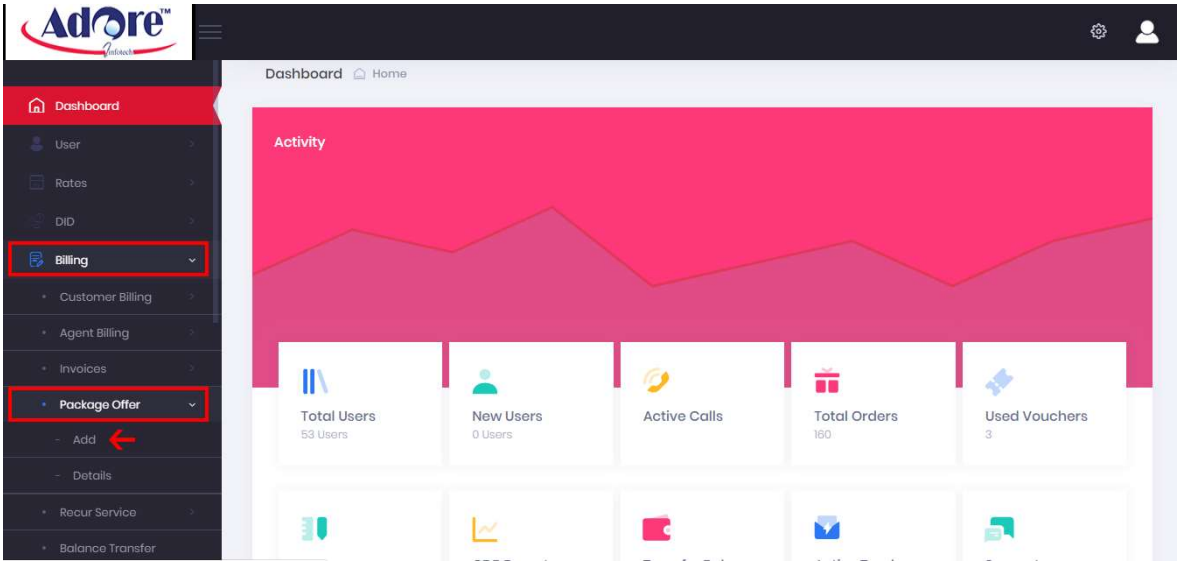

| Name of Fields | Description |
|---|---|
| COMPANY NAME | Enter your Company Name |
| ADDRESS | Enter Your address |
| ZIP CODE | Enter the Zip Code |
| CITY | Enter the city |
| PHONE NUMBER | Enter the phone number |
| FAX NUMBER | Enter the fax number |
| EMAIL | Enter the Email |
| WEBSITE | Enter the website address |
| VAT NUMBER | Enter the Vat number |
| DISPLAY ACCOUNT NUMBER | Choose if you want display the account number on the invoices |
| SAVE | Click "SAVE" button to configure Invoice . |

# 2.12. Package Offer

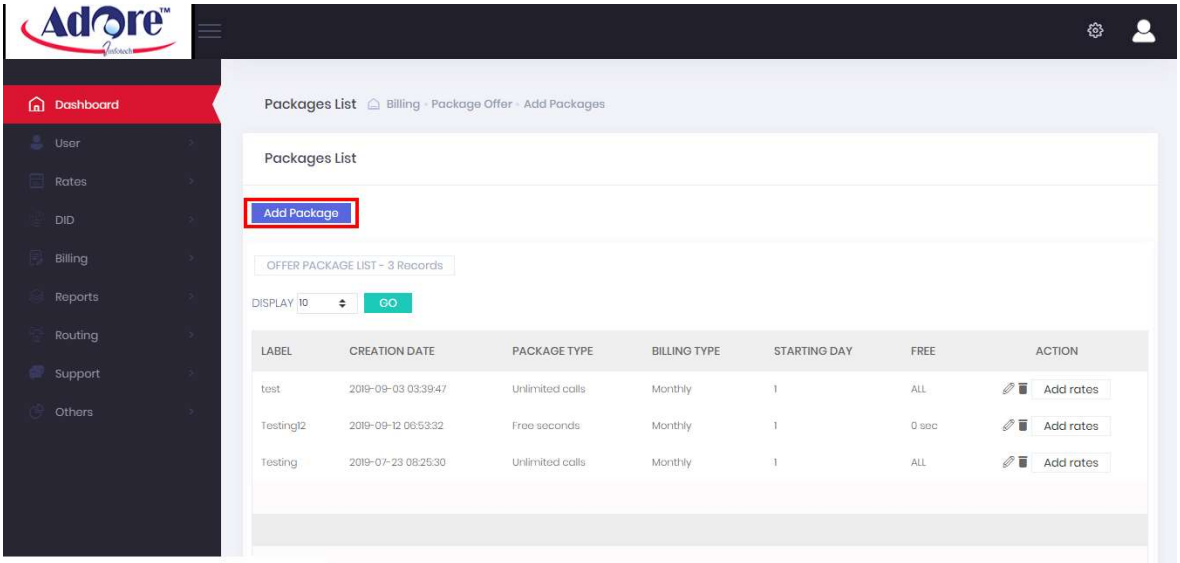
## Package Offer

### Add

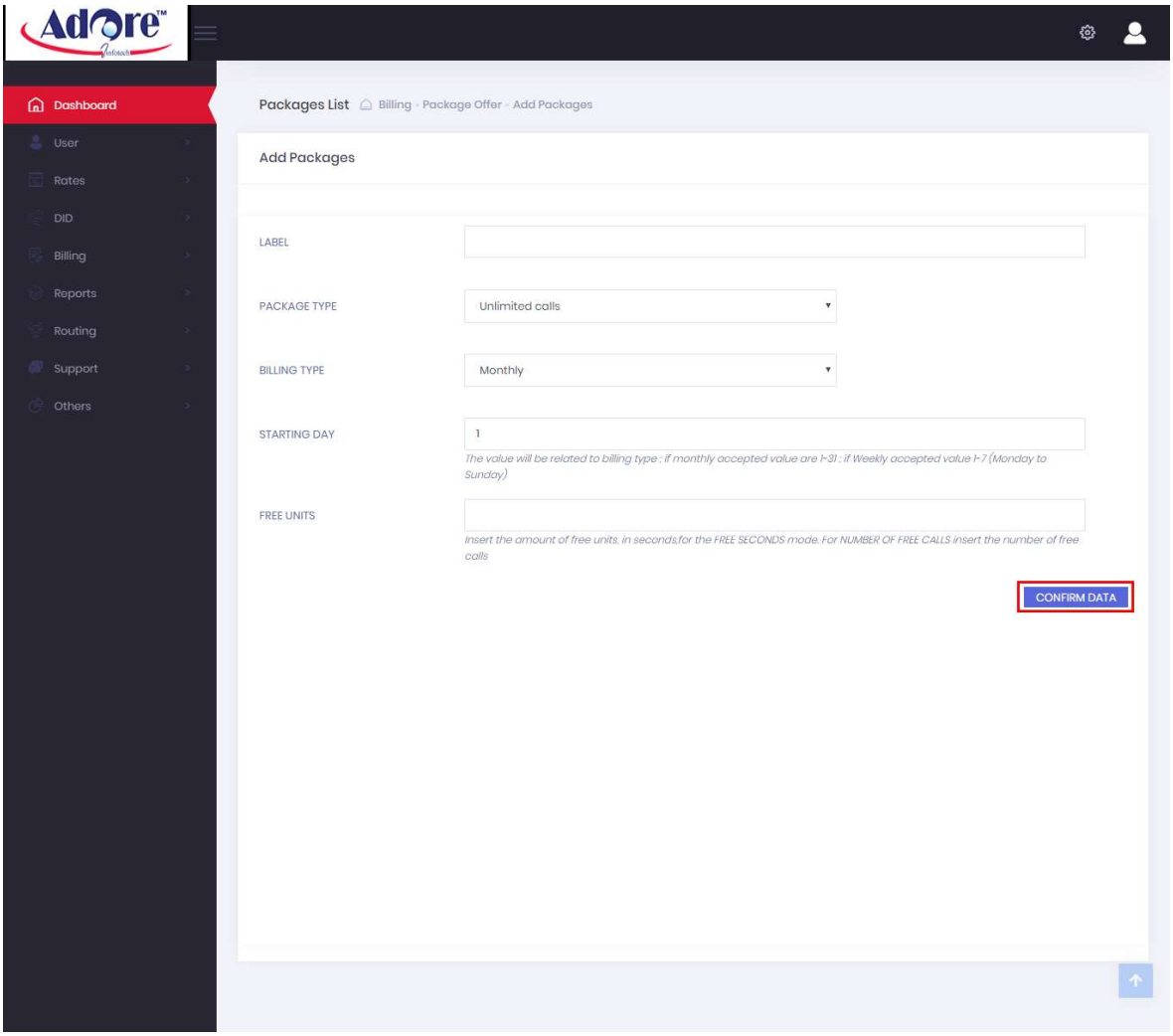
Go to **Billing** -> **Package Offer**-> **Add**




You have to create one package for each set of free minutes that you want to offer. In this page, you can see the list of package already created and you can add a new one by clicking on the link in the upper left "**Add Package**".



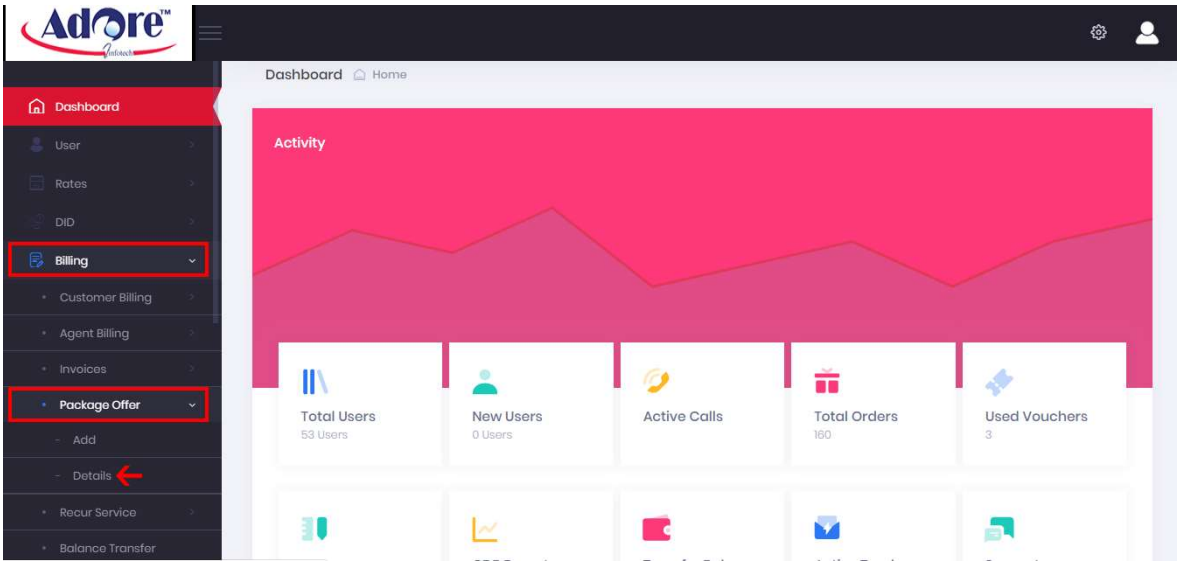

Here you can create Package Offer for your customers.



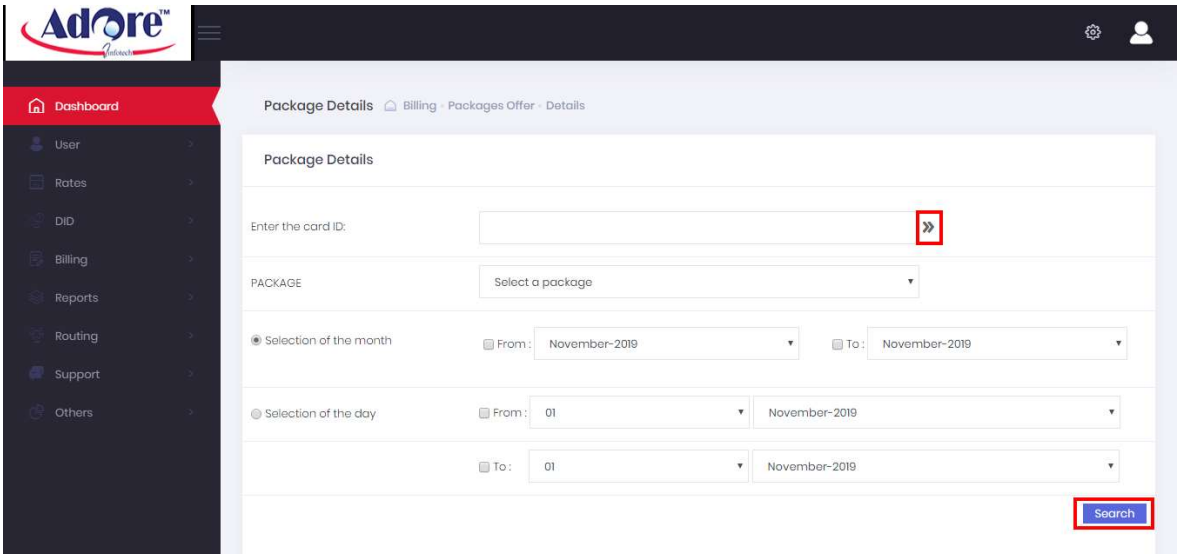

| Name of Fields | Description |
|---|---|
| LABEL | Enter Label as per your wish |
| PACKAGE TYPE | Select Package type like (Unlimited Calls / Number of Free Calls or Free Seconds) |
| BILLING TYPE | Select Billing Type like (Monthly or Weekly) |
| STARTING DATE | The value will be related to billing type ; if monthly accepted value are 1-31 ; if Weekly accepted value 1-7 (Monday to Sunday) |
| FREE UNITS | Insert the amount of free units, in seconds,for the FREE SECONDS mode. For NUMBER OF FREE CALLS insert the number of free calls |
| CONFIRM DATA | Click "CONFIRM DATA" button to Add Package Offer . |

## Details

Go to **Billing-> Package Offer-> Details**




Here you can see each customer package offer by searching option..

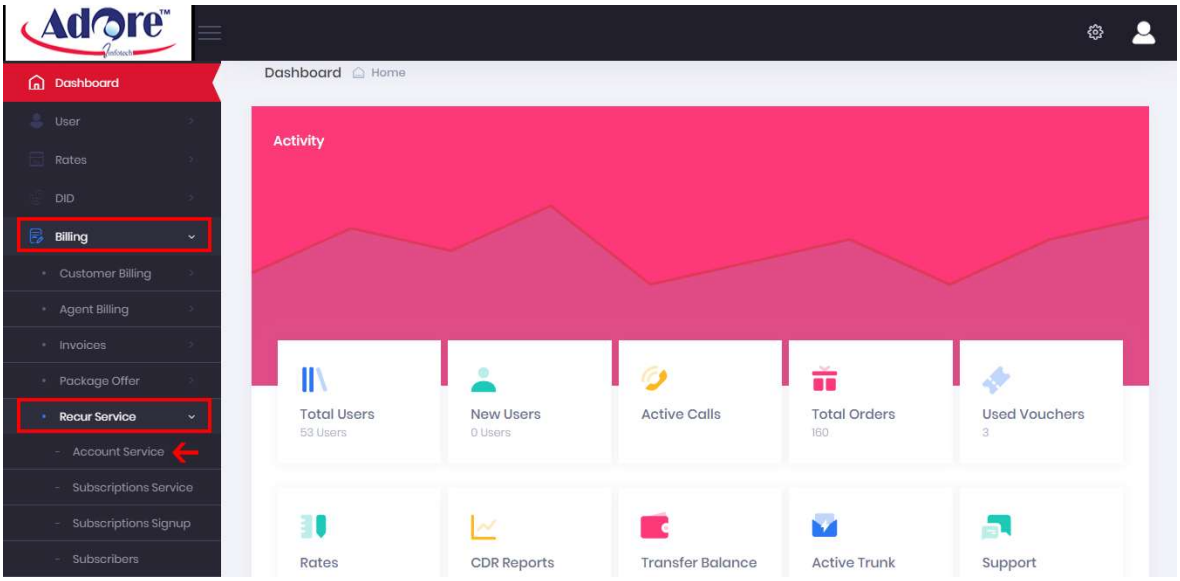


# 2.13. Recure Service

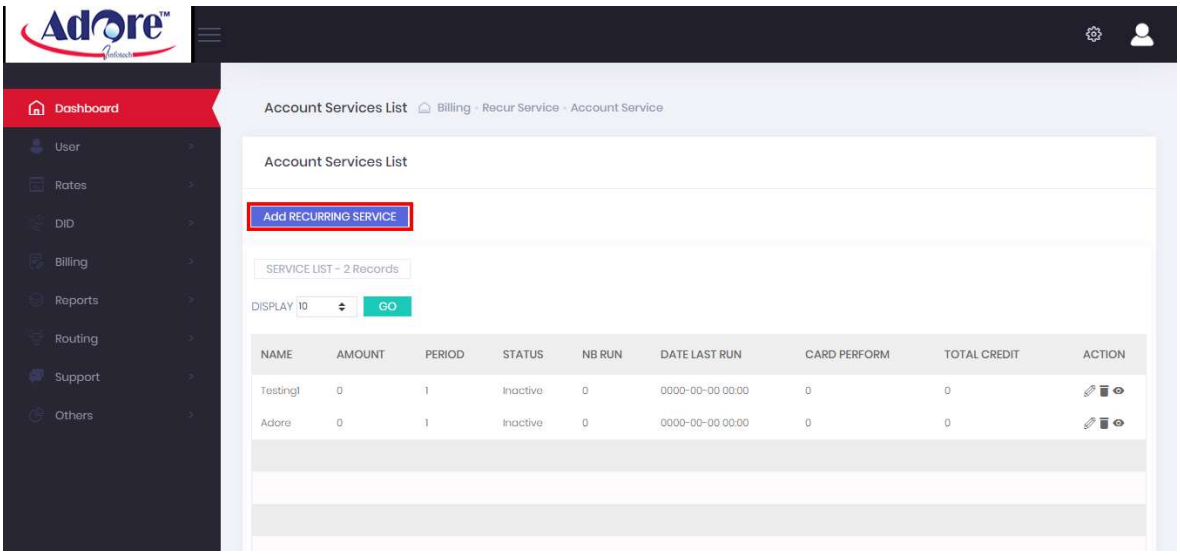
## Recur Service

### Account Service

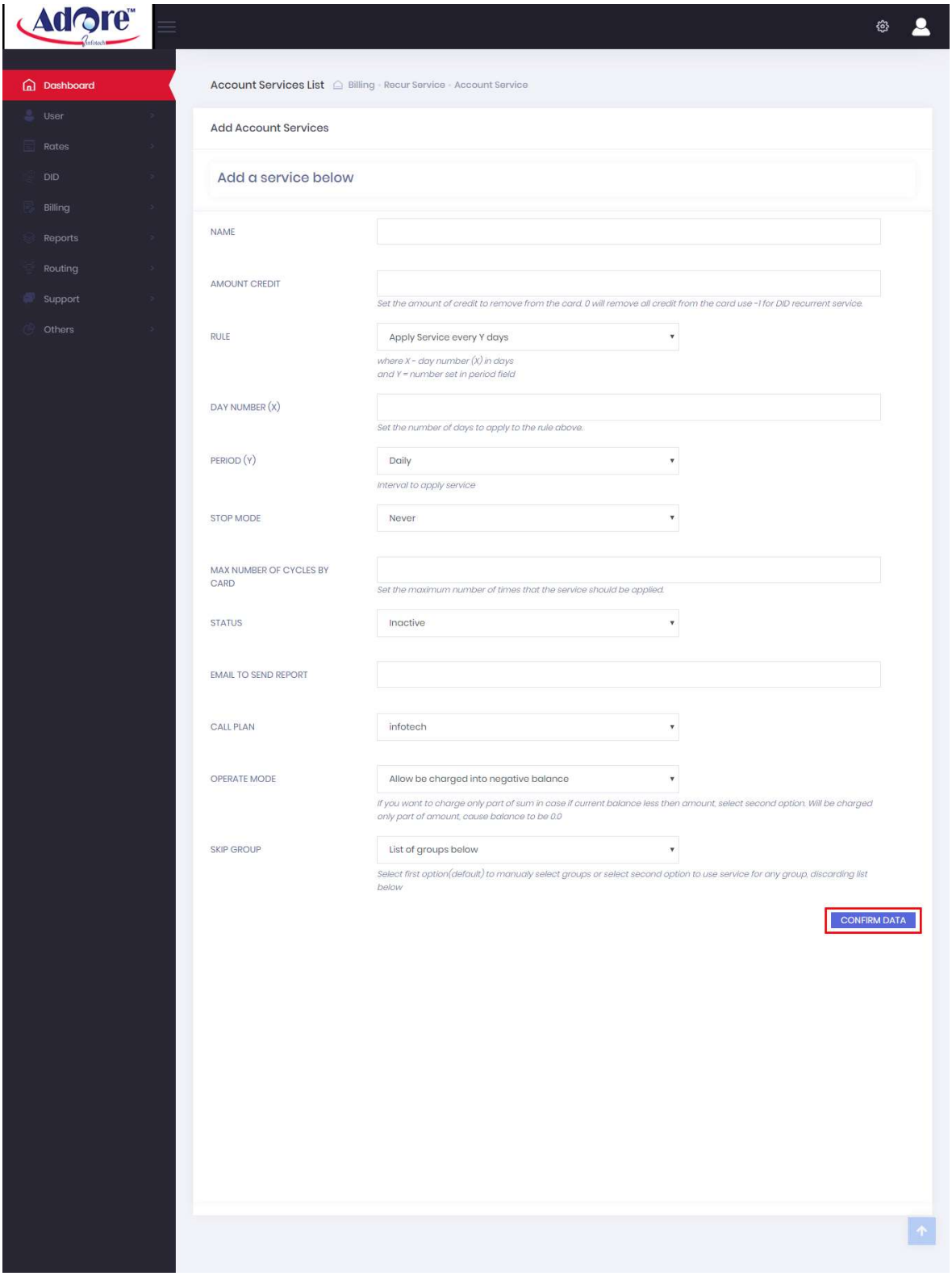
Go to **Billing**-> **Recur Service**-> **Account Service**




This section is Recurring services that decrement an account at timed intervals. For add recur service please click on "**Add RECURRING SERVICES**"




Here you can add Recure Service for particular account.

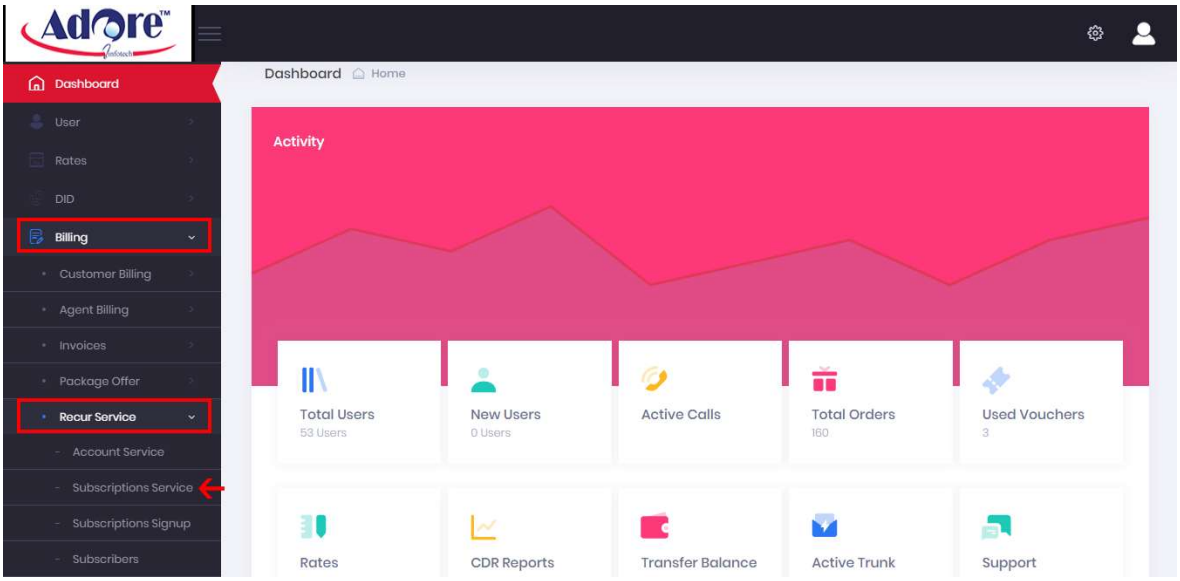



| Name of Fields | Description |
|---|---|

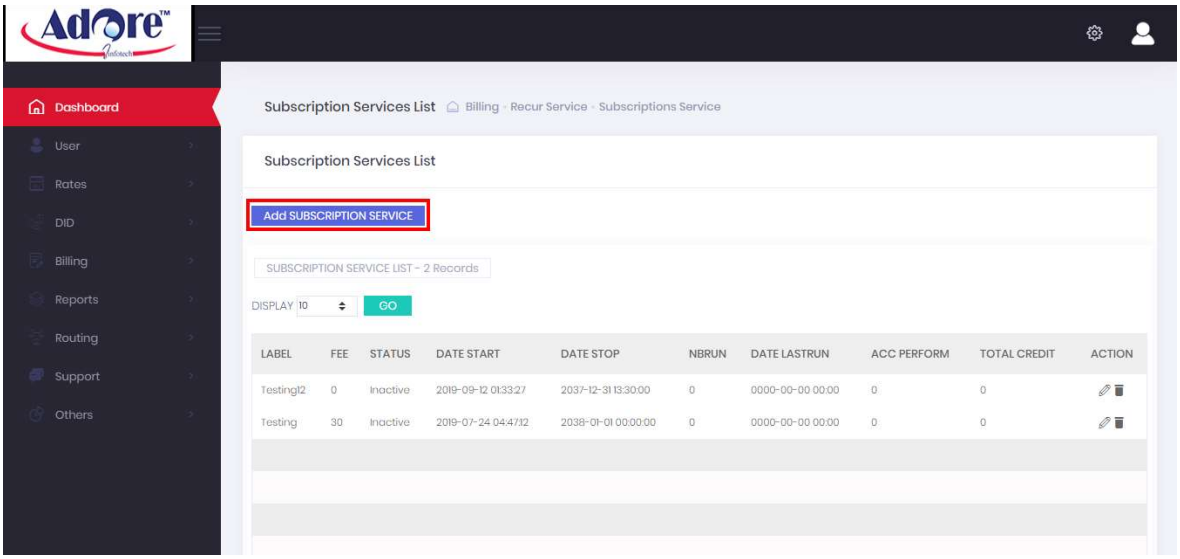
| | |
|---|---|
| NAME | Enter name as per your wish |
| AMOUNT CREDIT | Set the amount of credit to remove from the card. 0 will remove all credit from the card use -1 for DID recurrent service. |
| RULE | where X - day number (X) in days and Y = number set in period field |
| DAY NUMBER (X) | Set the number of days to apply to the rule above. |
| PERIOD (Y) | Interval to apply service |
| STOP MODE | Select Mode as per your wish |
| MAX NUMBER OF CYCLES BY CARD | Set the maximum number of times that the service should be applied. |
| STATUS | Select status as per your wish |
| EMAIL TO SEND REPORT | Send Email to report |
| CALL PLAN | Select Call Plan, which yo uhave create on Call Plan Section |
| OPERATE MODE | If you want to charge only part of sum in case if current balance less then amount, select second option. Will be charged only part of amount, cause balance to be 0.0 |
| SKIP GROUP | Select first option(default) to manualy select groups or select second option to use service for any group, discarding list below |
| CONFIRM DATA | Click "CONFIRM DATA" button to Account Service on Recur Services . |

## Subscription Service

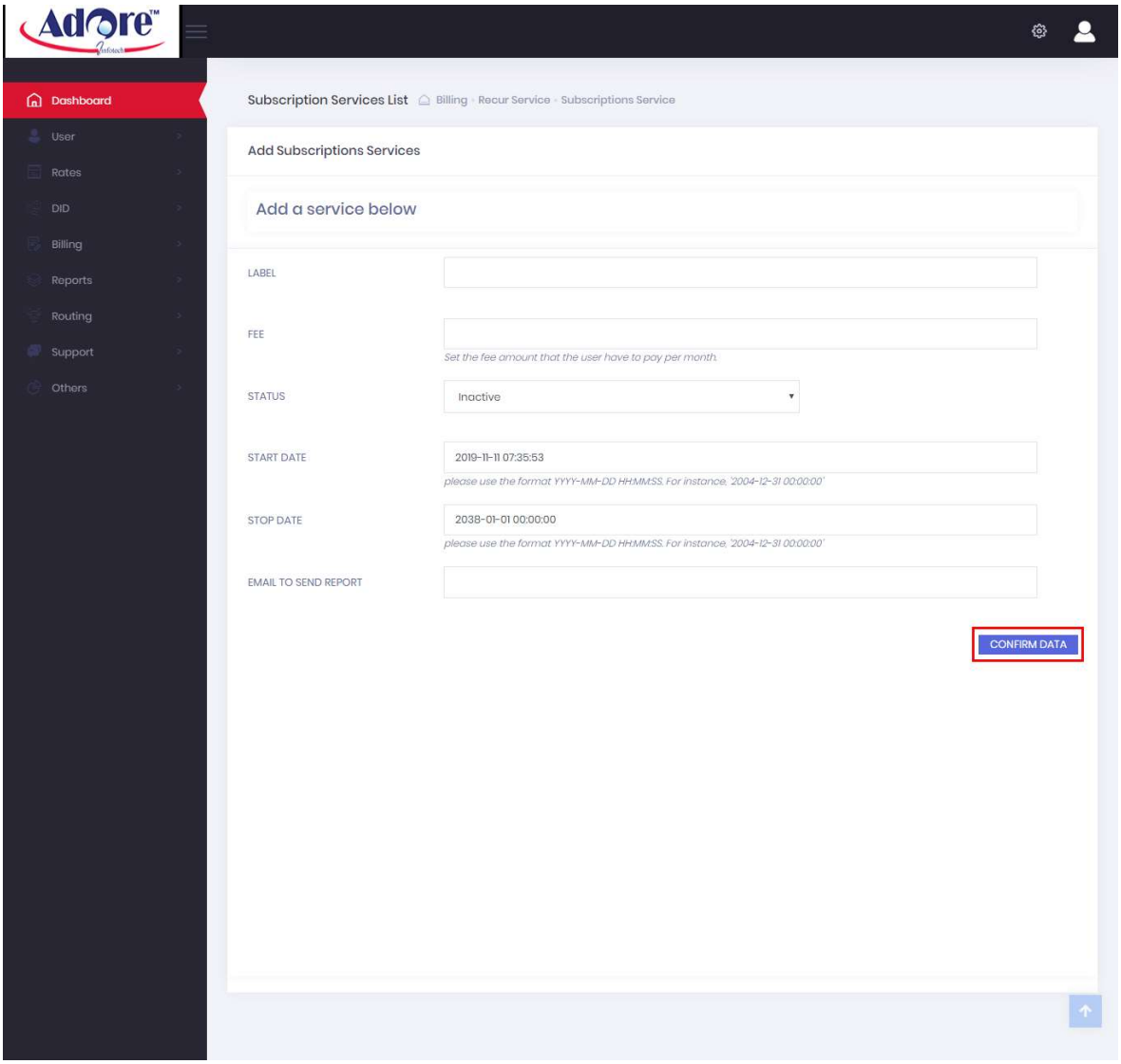
Go to **Billing**-> **Recur Service**-> **Subscription Service**




SUBSCRIPTION FEE - You can bill the user in a monthly, weekly or any time period for being subscribed on your service. The fee amount is defined here and the period through the front configuration. Click on "**Add SUBSCRIPTION SERVICE**"



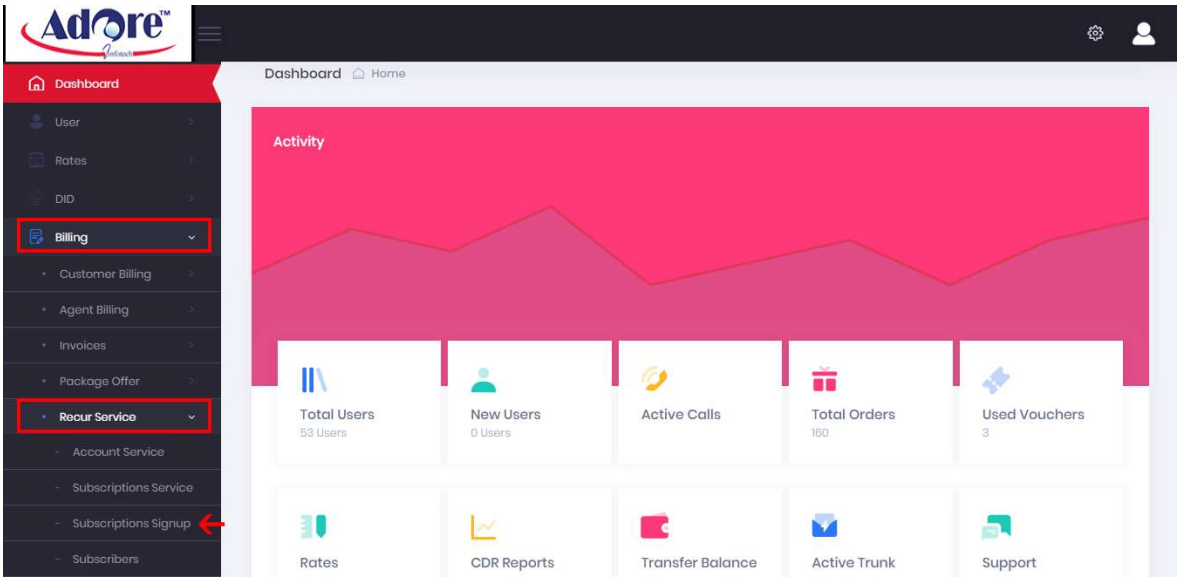

On click "**ADD SUBSCRIPTION SERVICE**" below screen will open.



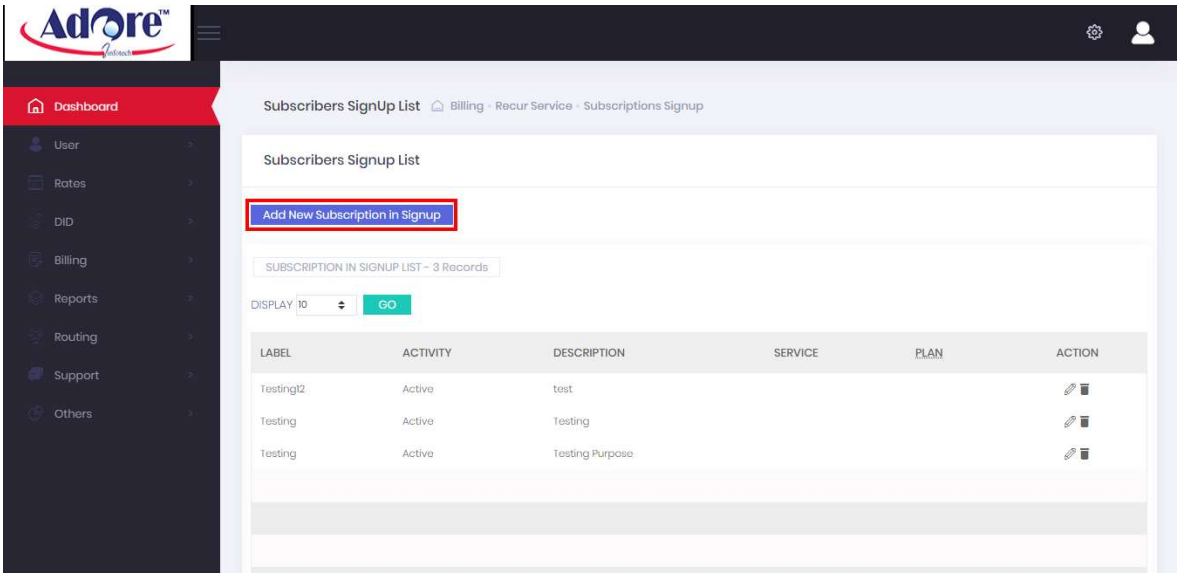

| Name of Fields | Description |
|---|---|
| LABEL | Enter label as per your wish |
| FEE | Set the fee amount that the user have to pay per month. |
| STATUS | Select Status as per your wish |
| START DATE | please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| STOP DATE | please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| EMAIL TO SEND REPORT | Enter Email to send report |
| CONFIRM DATA | Click "CONFIRM DATA" button to AddSubscription service on Recur |

## Subscription SIGNUP

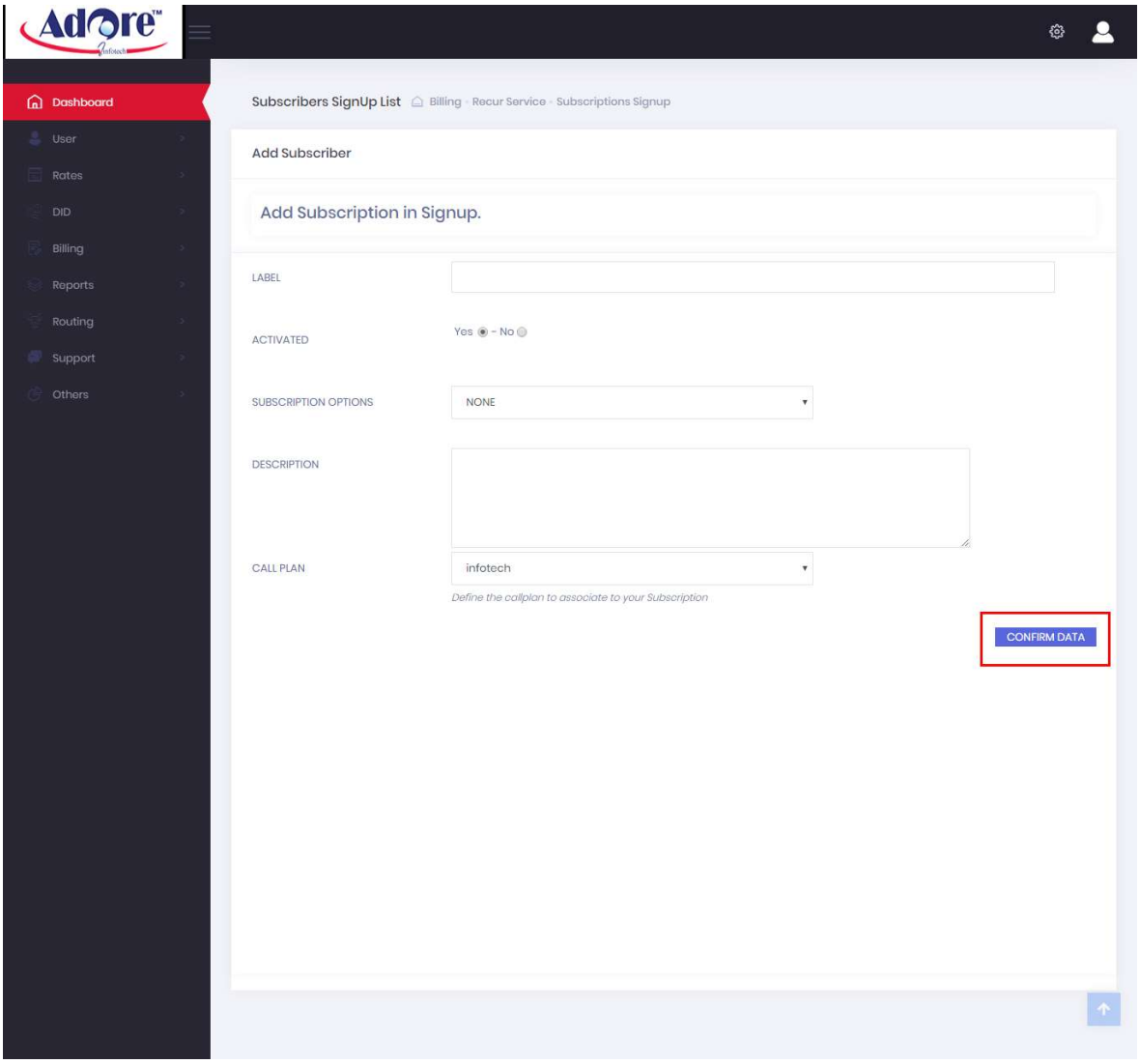
Go to **Billing-> Recur Service-> Subscription SIGNUP**




**SIGNUP SUBSCRIBER** - You can create a list of subscribers that the customers can subscribe. Click on "**Add New Subscription In SIGNUP**" button.



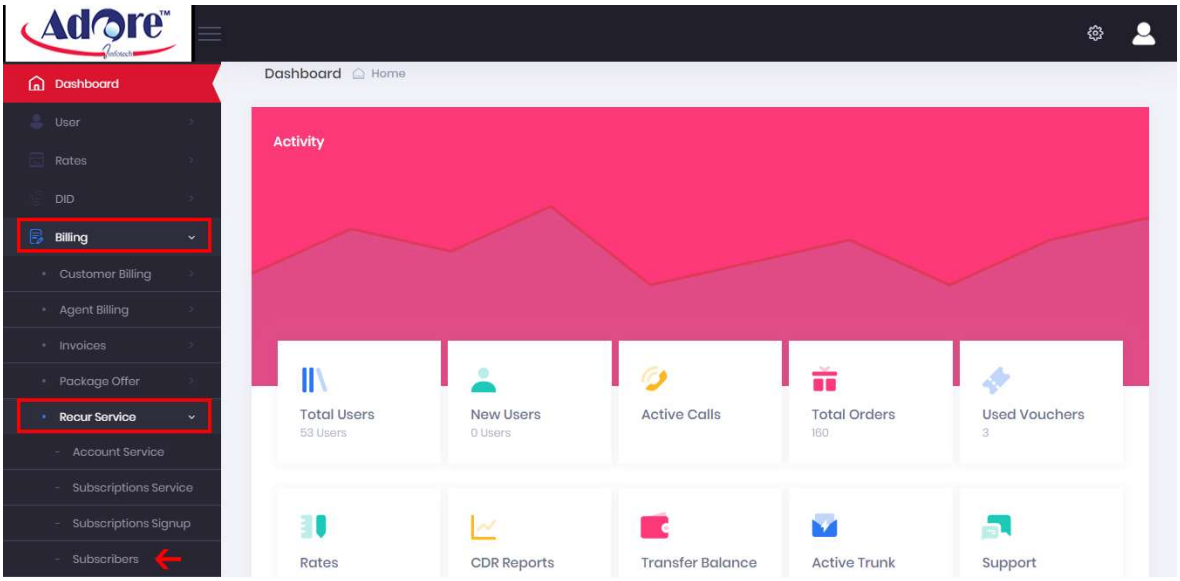

Here you can add subscription in Signup



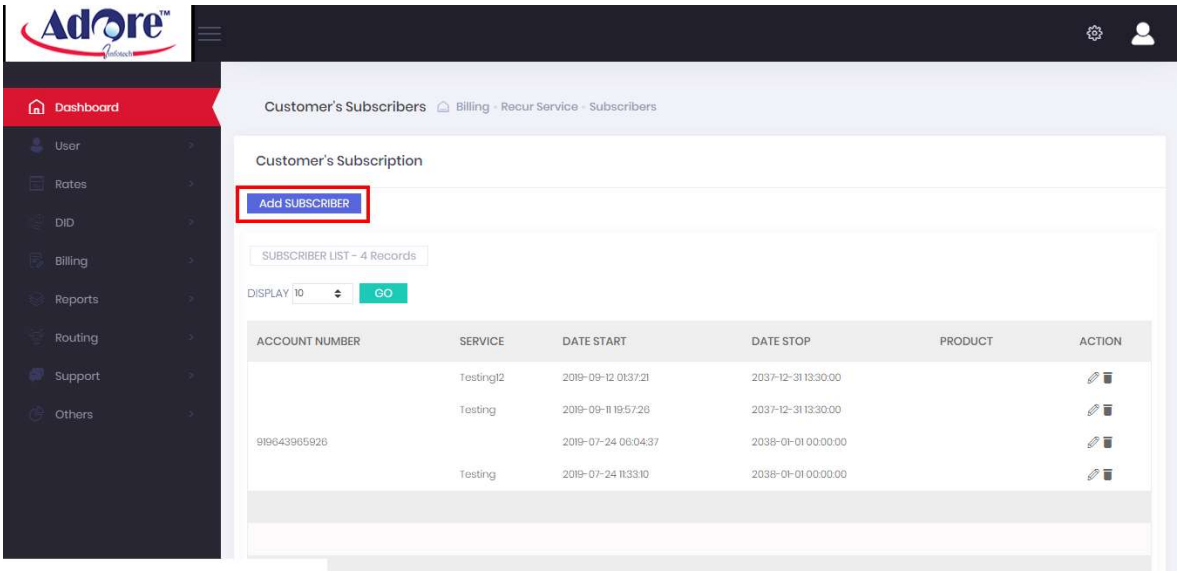

| Name of Fields | Description |
|---|---|
| LABEL | Enter label as per your wish |
| ACTIVATED | Select Yes / No as per your wish |
| SUBSCRIPTION OPTIONS | Select Subscription Option |
| DESCRIPTION | Enter simple description about Subscription |
| CALL PLAN | Define the callplan to associate to your Subscription |
| CONFIRM DATA | Click "CONFIRM DATA" button to Add Subscription SINGUP on Recur Services. |

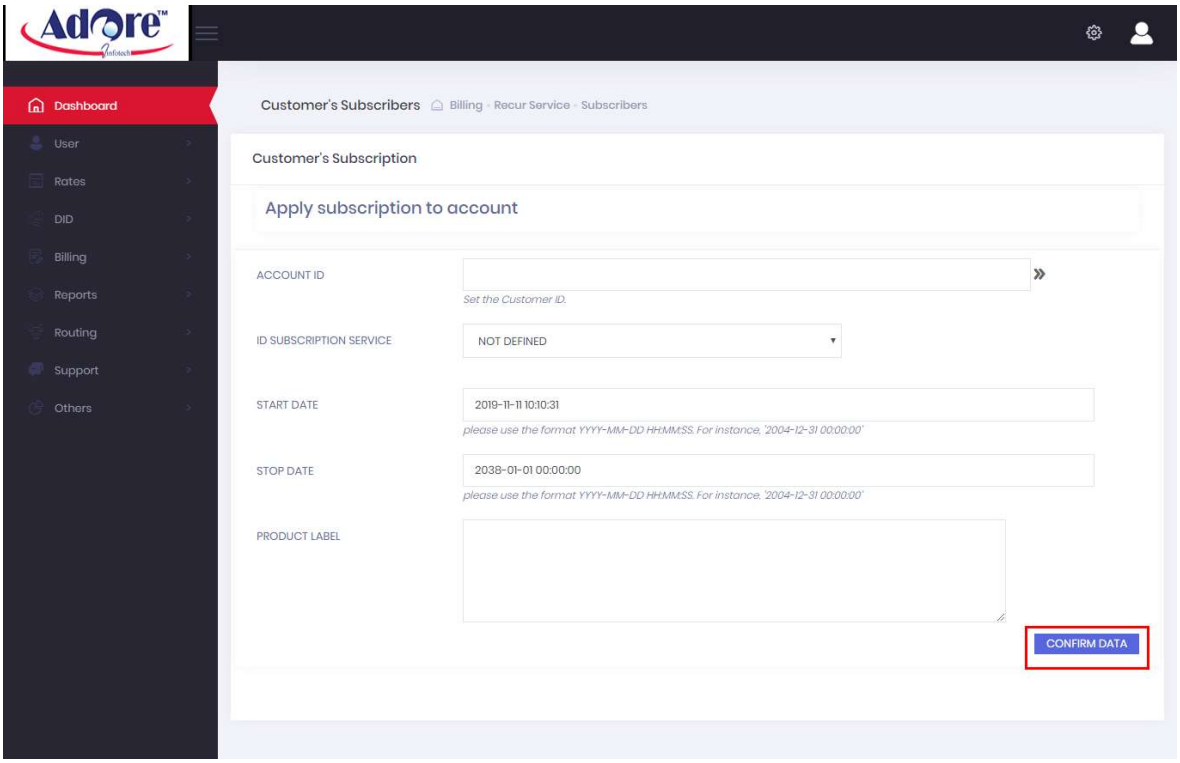
## Subscribers

Go to **Billing**-> **Recur Service**-> **Subscribers**




You can make customers subscribe for any subscription and for a certain time. For adding Subscriber click on "**Add SUBSCRIBER**" button.



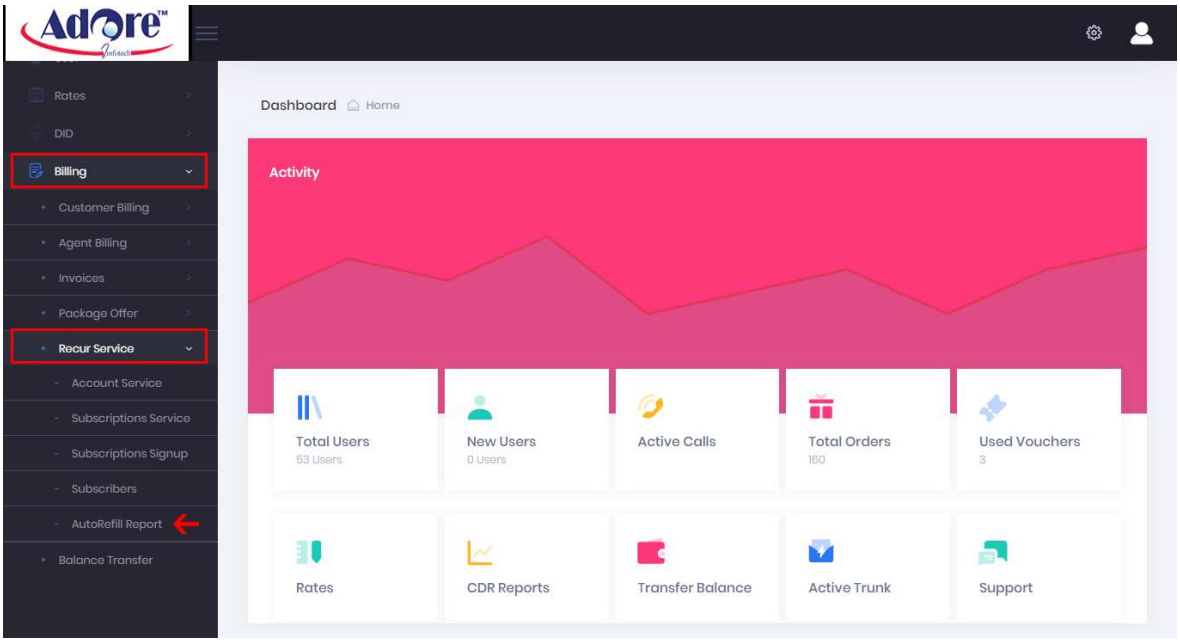



| Name of Fields | Description |
|---|---|
| ACCOUNT ID | Set the Customer ID |
| ID SUBSCRIPTION SERVICE | Select Subscription ID by using drop down |
| START DATE | please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| STOP DATE | please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| PRODUCT LABEL | Enter Product label as per your wish |
| CONFIRM DATA | Click "CONFIRM DATA" button to Add Subscriber on Recur Services. |

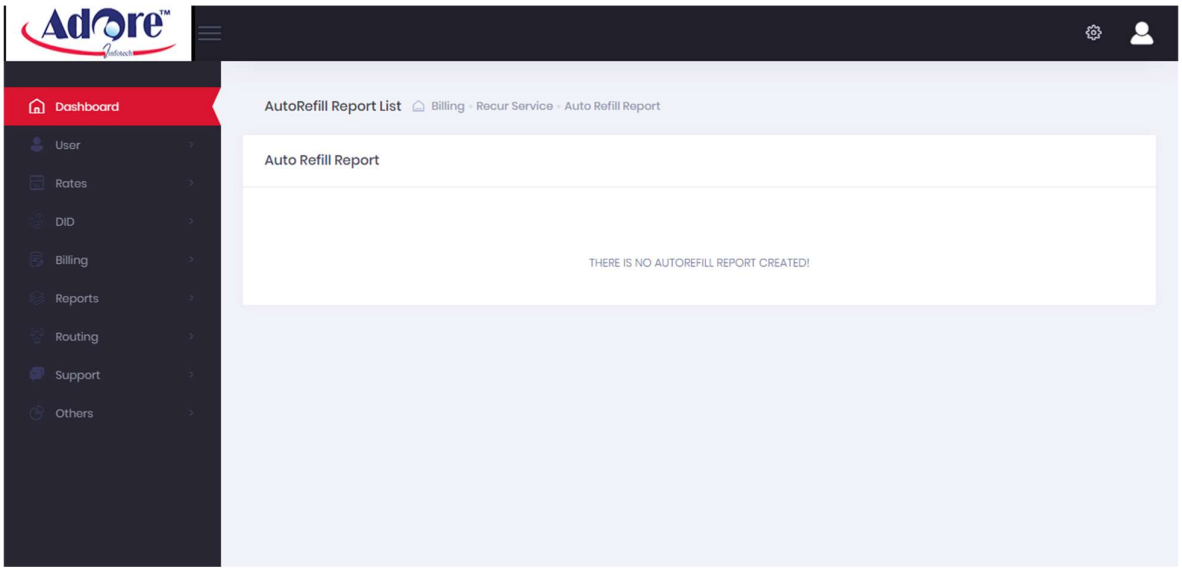
## AutoRefill Report

Go to **Billing**-> **Recur Services**-> **AutoRefill Report**

Here you can view AutoRefill Report



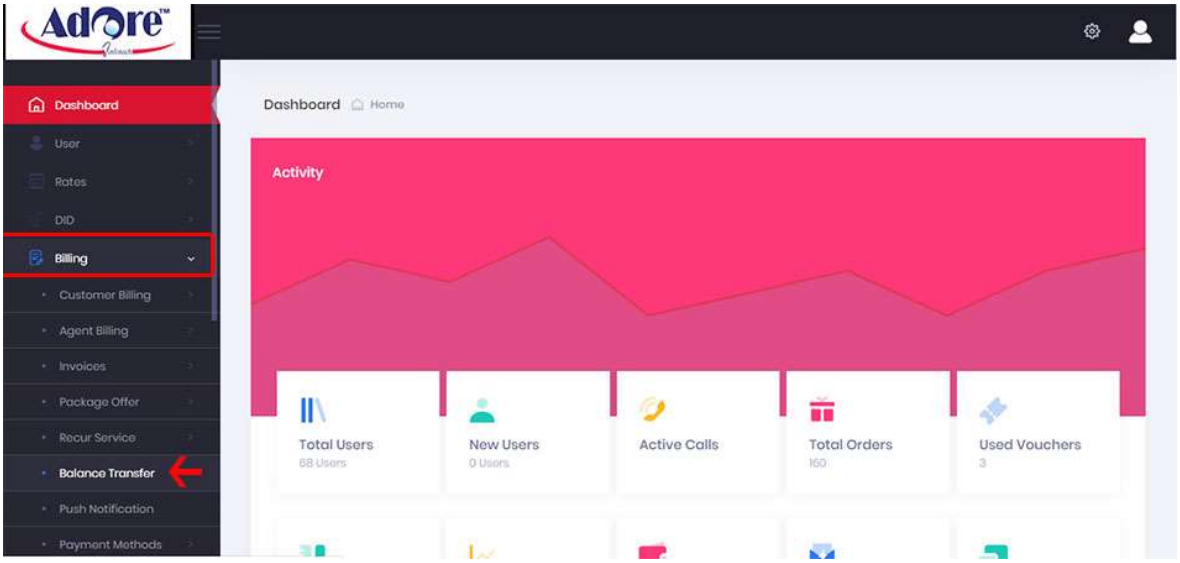

Here you can see Auto Refill Report against the Recure Service.



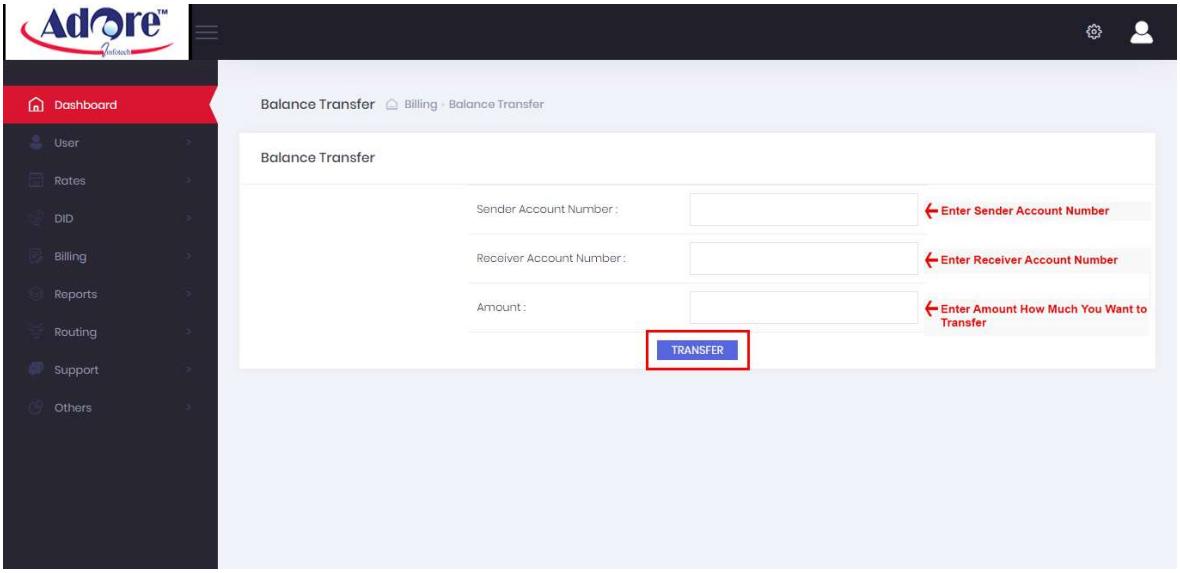
# 2.14. Balance Transfer

## Balance Transfer

Go to **BILLING - > Balance Transfer**




Here you can Transfer balance of One customer Account to another customer Account.

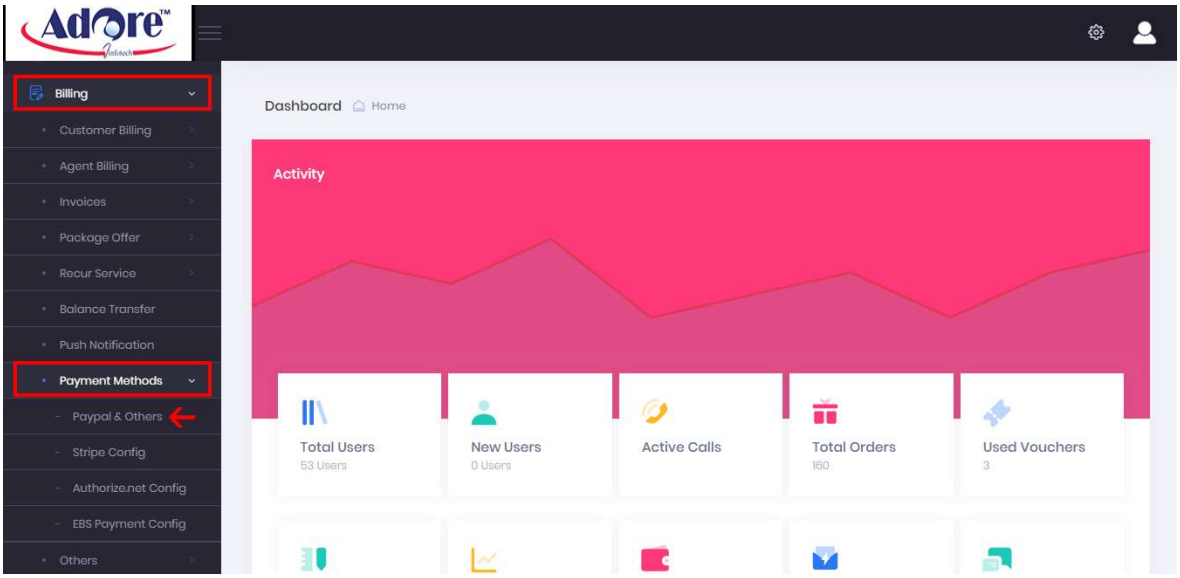


# 2.15. Payment Methods

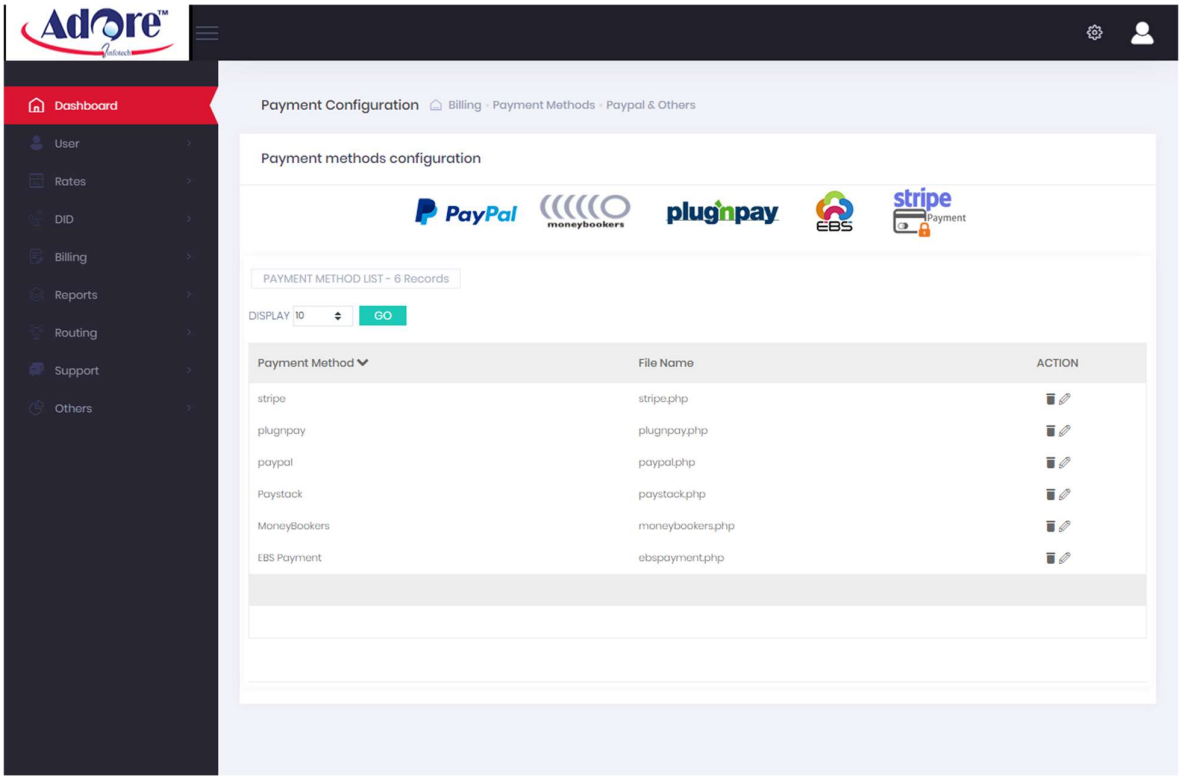
## Payment Methods

### Paypal & Others

Go to **Billing**-> **Payment Methods - > Paypal & Others**



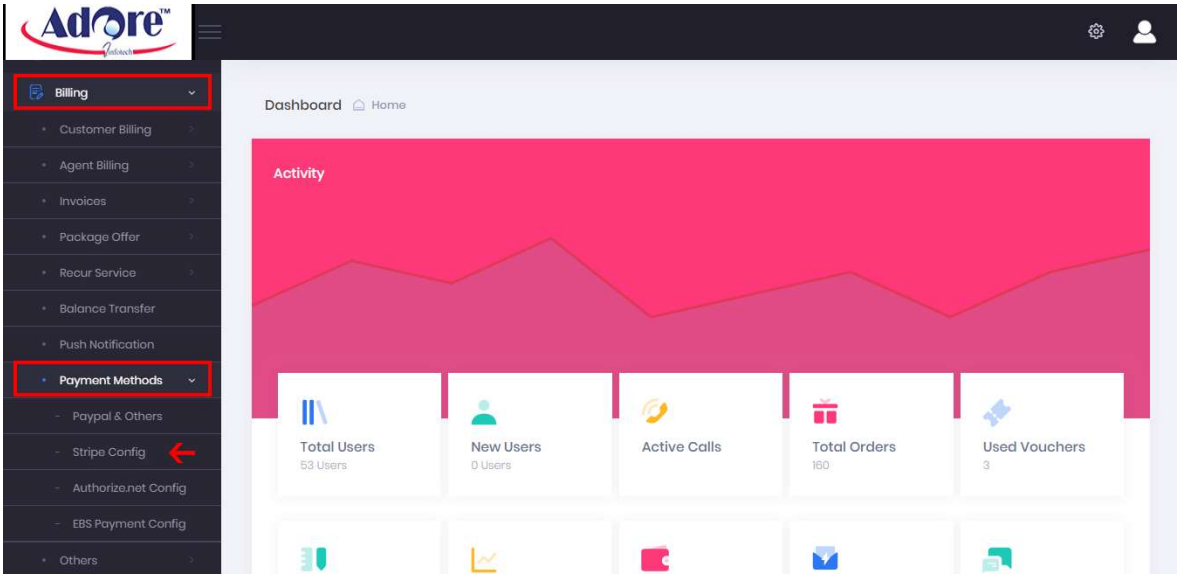

Payment Methods help you to collect payments from your customers. Here you can configure Payment methods for customers payment.



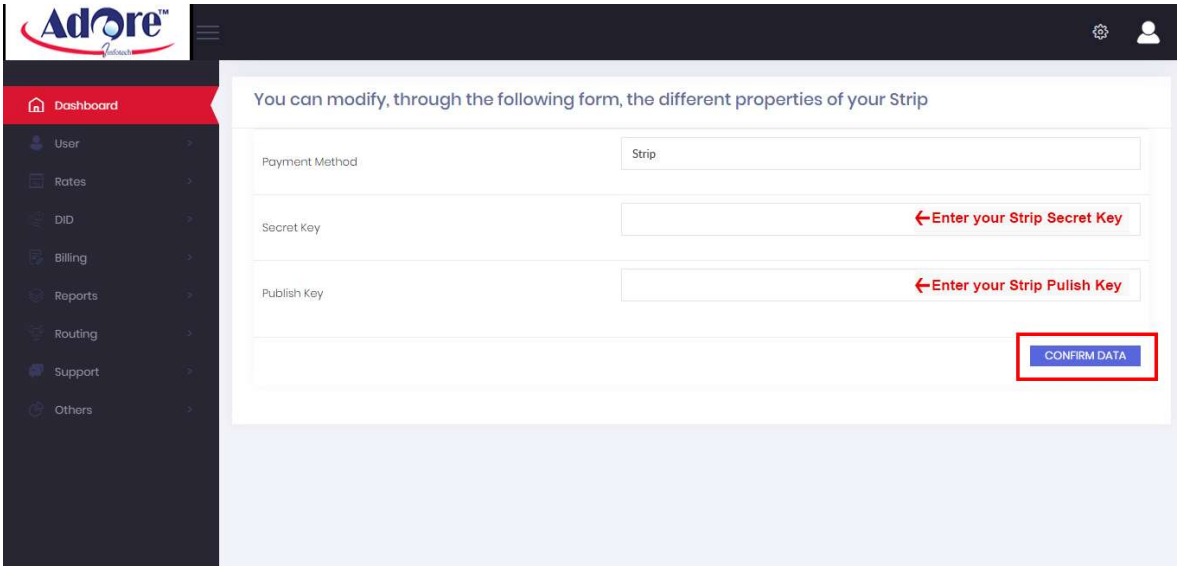

## Stripe Config

Go to **Billing**-> **Payment Methods - > Stripe Config**

Here you can configure Stripe Payment Gateway for customers payment.



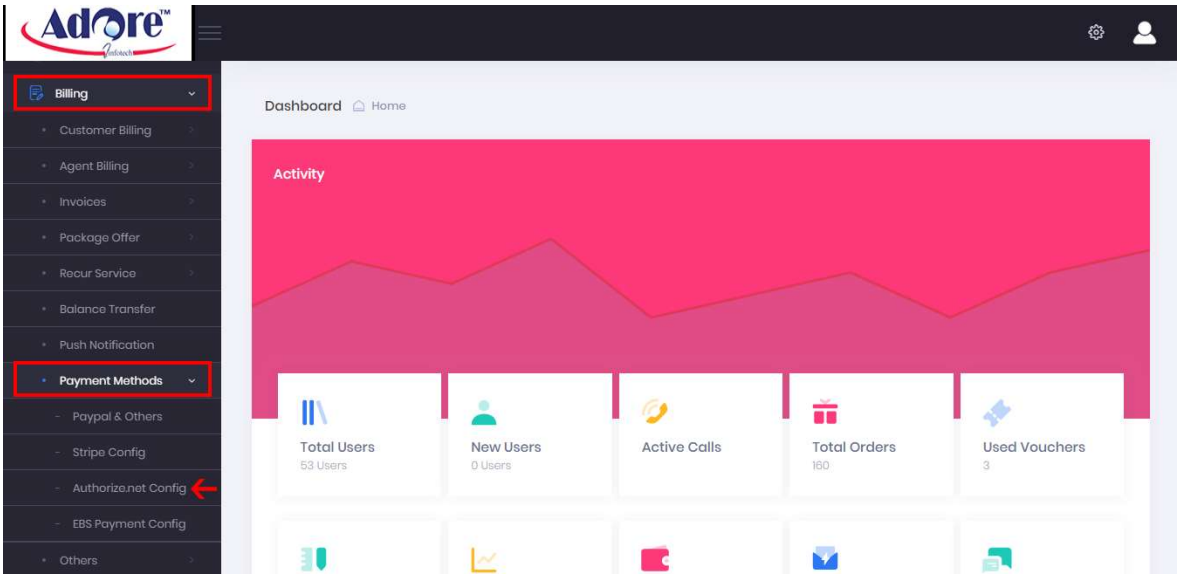
Here enter your Stripe Payment Gateway "Secret Key" and "Published Key" and click "Update" button for adding Stripe Payment Gateway in System.



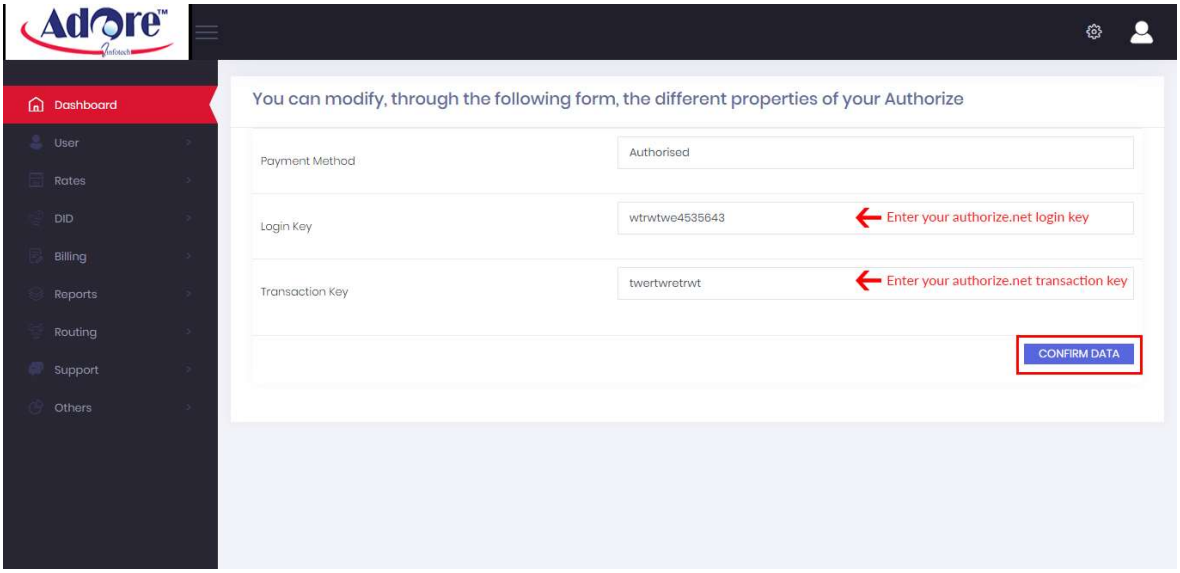

## Authorize.net Config

Go to **Billing**-> **Payment Methods - > Authorize.net Config**

Here you can configure Authorize.net Payment Gateway for customers payment.

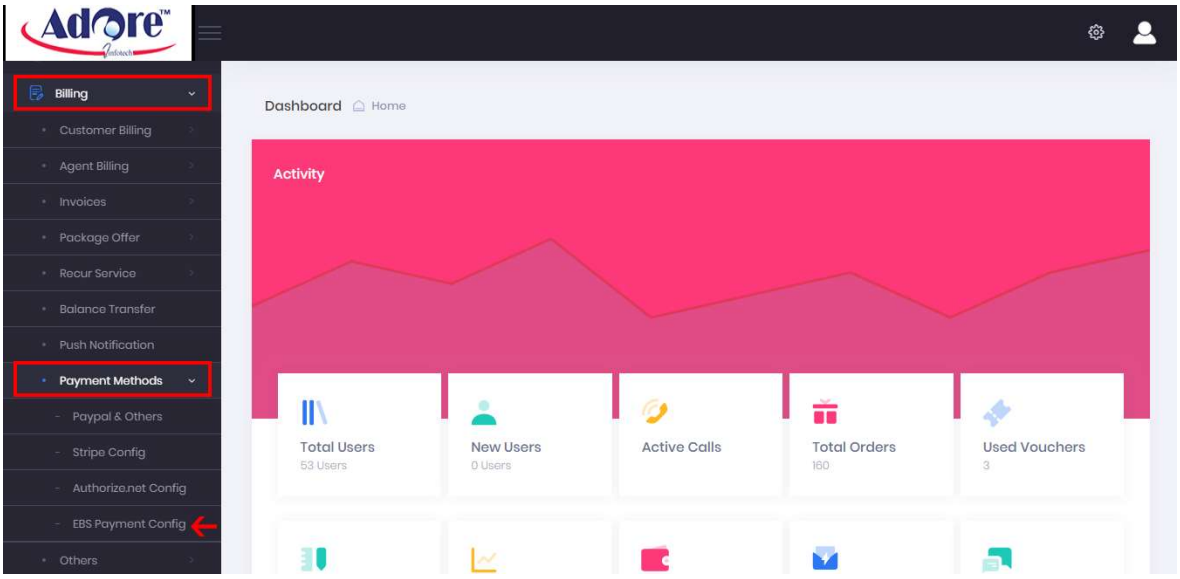



Here enter your Authorize-net Payment Gateway "Login Key" and "Transaction Key" and click "Update" button for adding Authorize.net Payment Gateway in System.

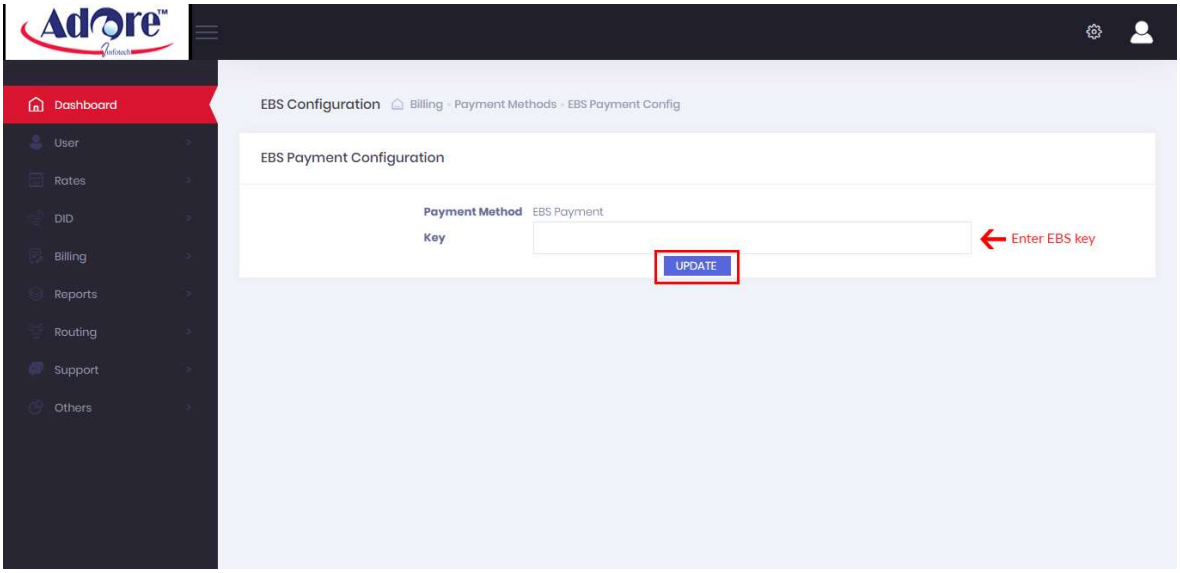



## EBS Payment Config

### Go to Billing -> Payment Method -> EBS Payment Config




**Here you can add EBS Payment Method on your system.**

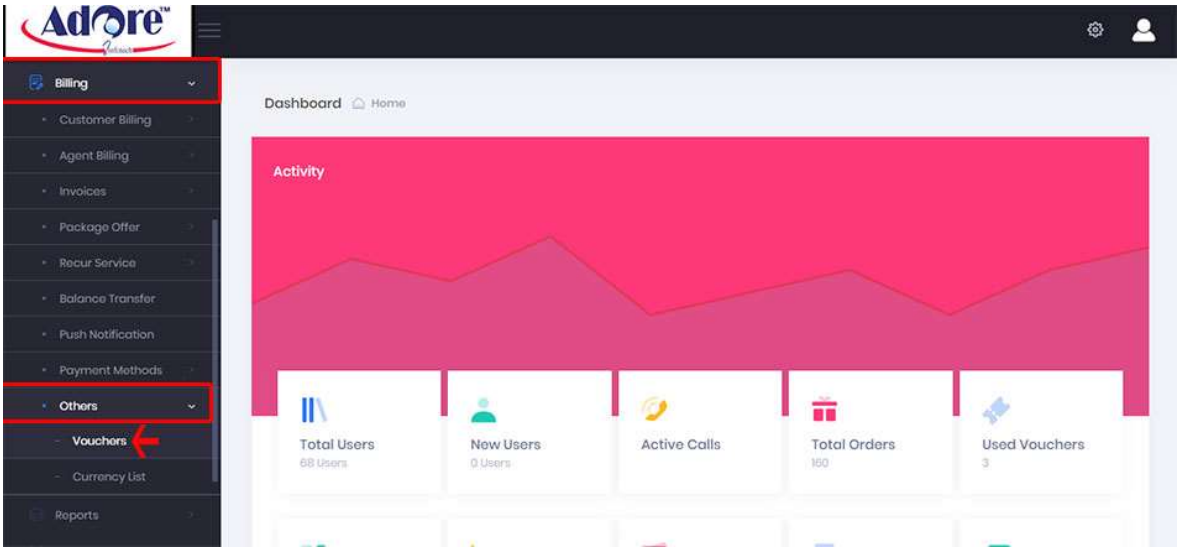


# 2.16. Billing Others

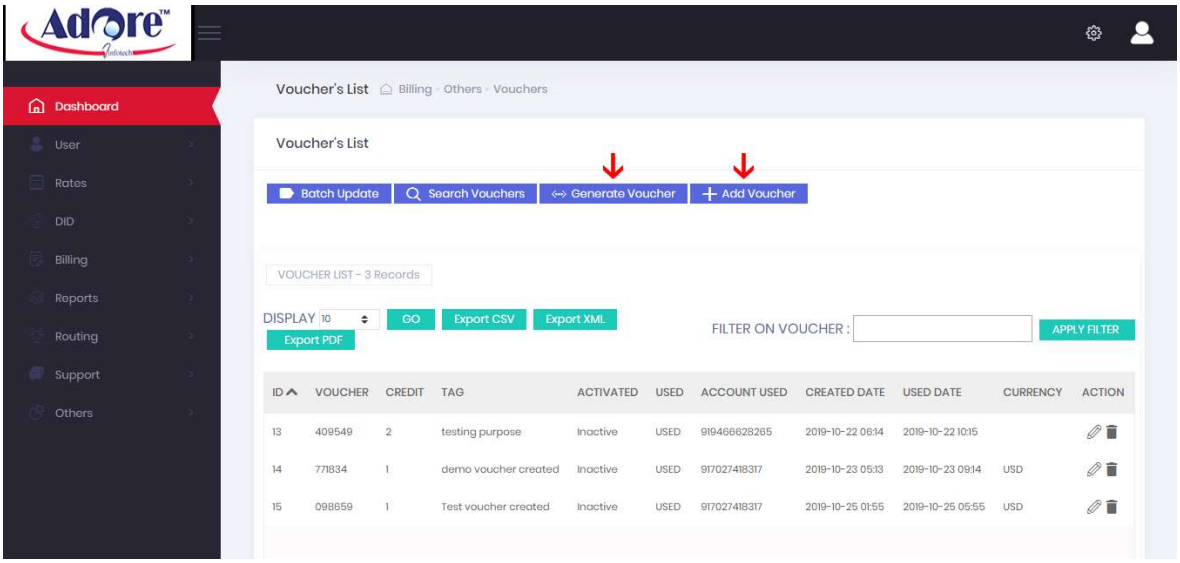
## Others

### Vouchers

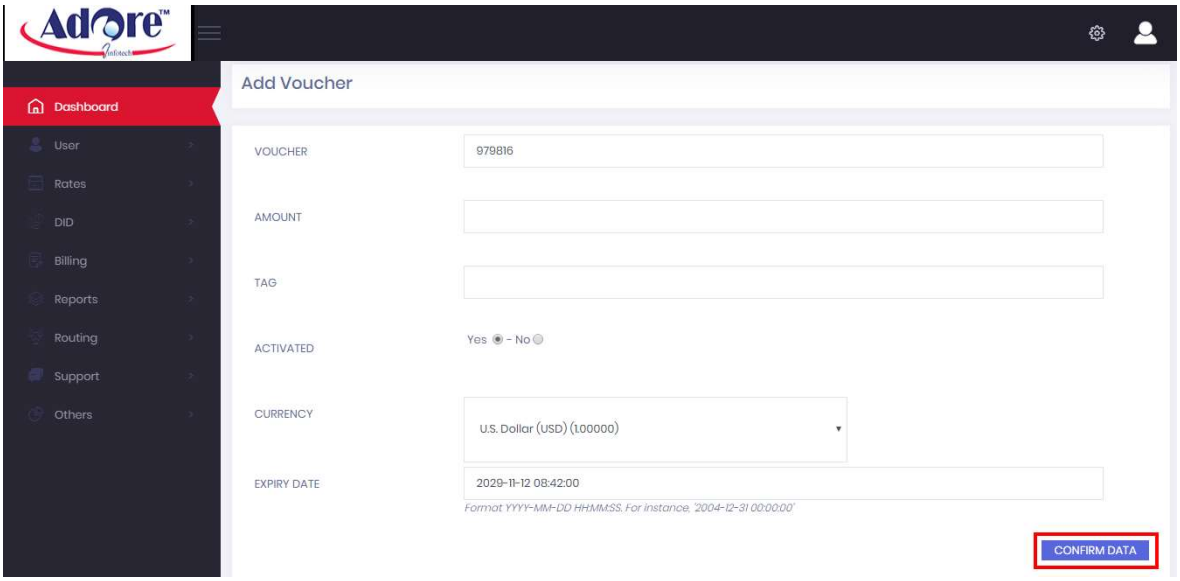
Go to **Billing**-> **Others** -> **Vouchers**




Listed below are the vouchers created on the system,. Each row corresponds to a voucher and shows it's status, value and currency.. The customer applies voucher credits to their account via the customer interface or via an IVR menu. Click on "**Add Voucher**" button. You can also create Multi Voucher by clicking "**Generate Voucher**" button.



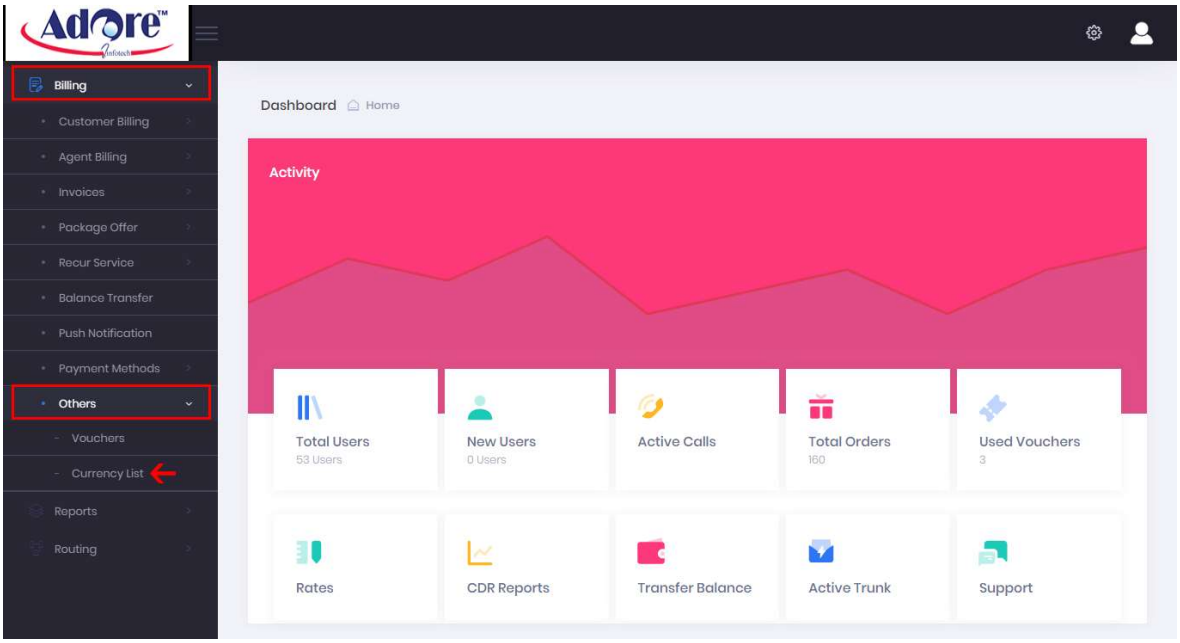
Here you can create vouchers for your customers.



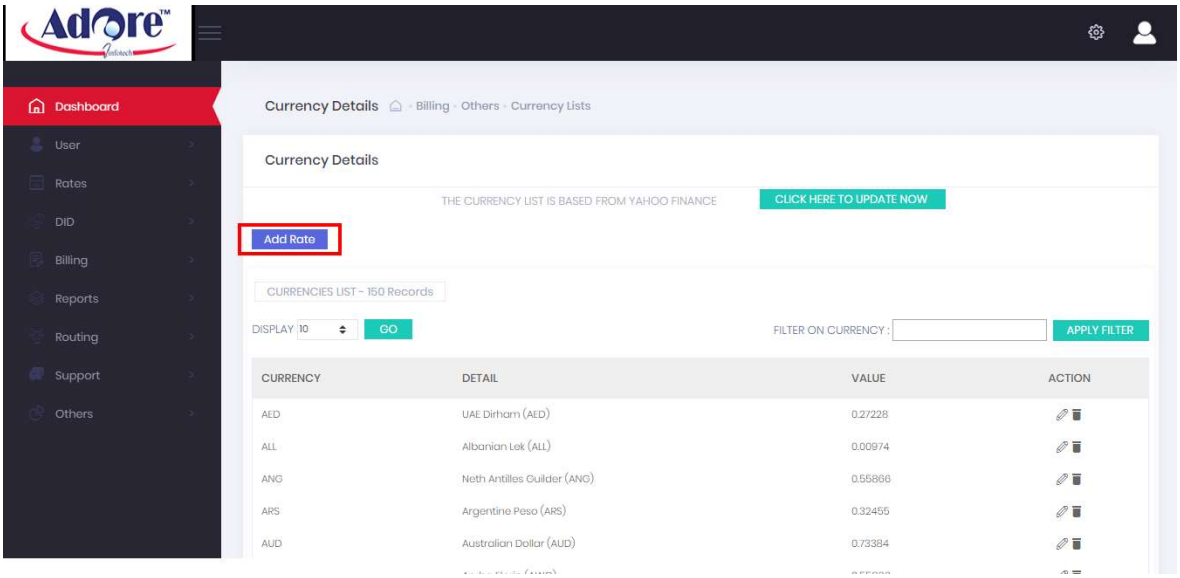

| Name of Fields | Description |
|---|---|
| VOUCHER | A random voucher number generated by the system, and cannot be edited |
| AMOUNT | The face value of the voucher in the currency that you intend to sell the voucher. |
| TAG | In this context, it can be a free text field. |
| ACTIVATED | Whether or not the voucher is to be activated. |
| CURRENCY | The currency of the face value of the voucher. The conversion will be applied at the time of use. |
| EXPIRY DATE | The intended expiry date of the voucher - the use by date. Format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| CONFIRM DATA | Click "CONFIRM DATA" button to create the voucher. |

## Currency List

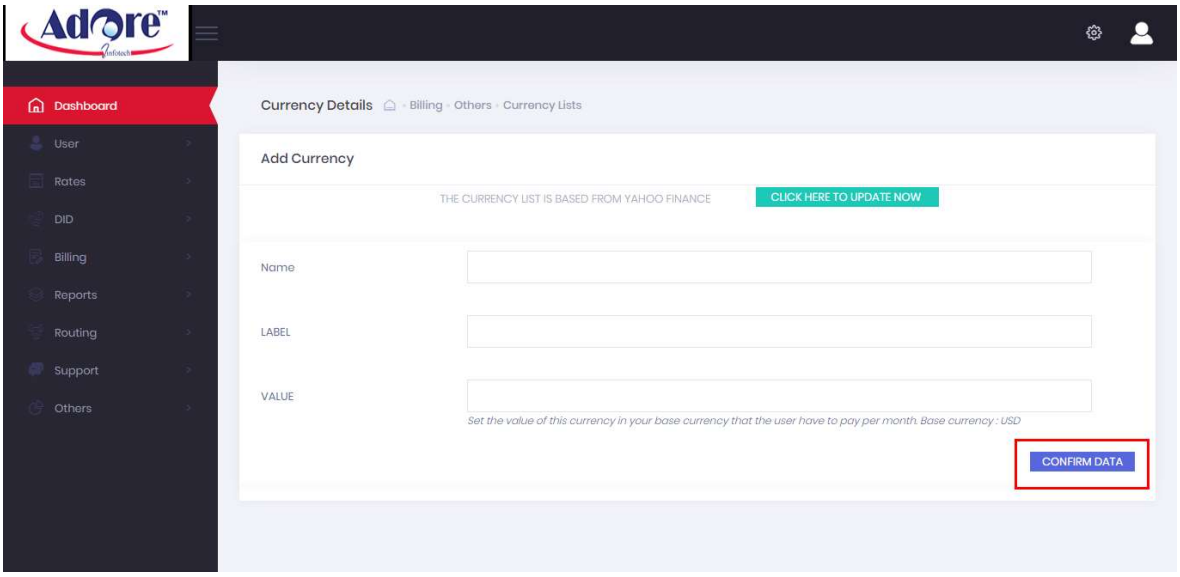
Go to **Billing**-> **Others** -> **Currency List**




Currency data is automatically updated from Yahoo Financial. The list below is based on your currency : usd . You can add rate by clicking "**ADD RATE**" button.




Here you can add currency.

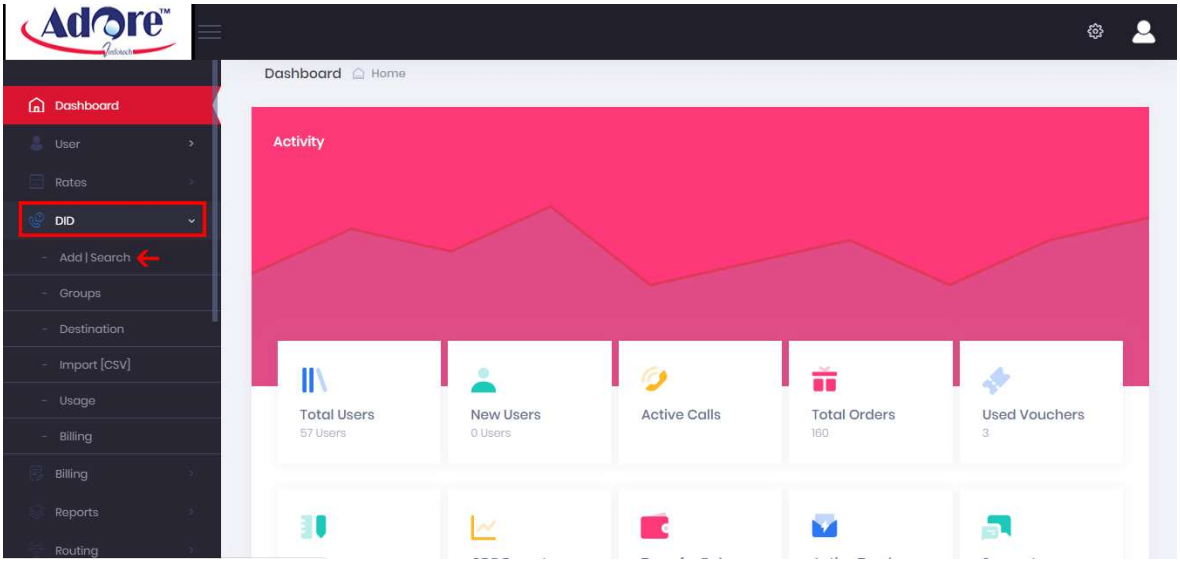



| Name of Fields | Description |
|---|---|
| NAME | Enter Name as per your wish |
| LABEL | Enter Label as per your wish |
| VALUE | Set the value of this currency in your base currency that the user have to pay per month. Base currency : USD |
| CONFIRM DATA | Click "CONFIRM DATA" button to Add Rate. |

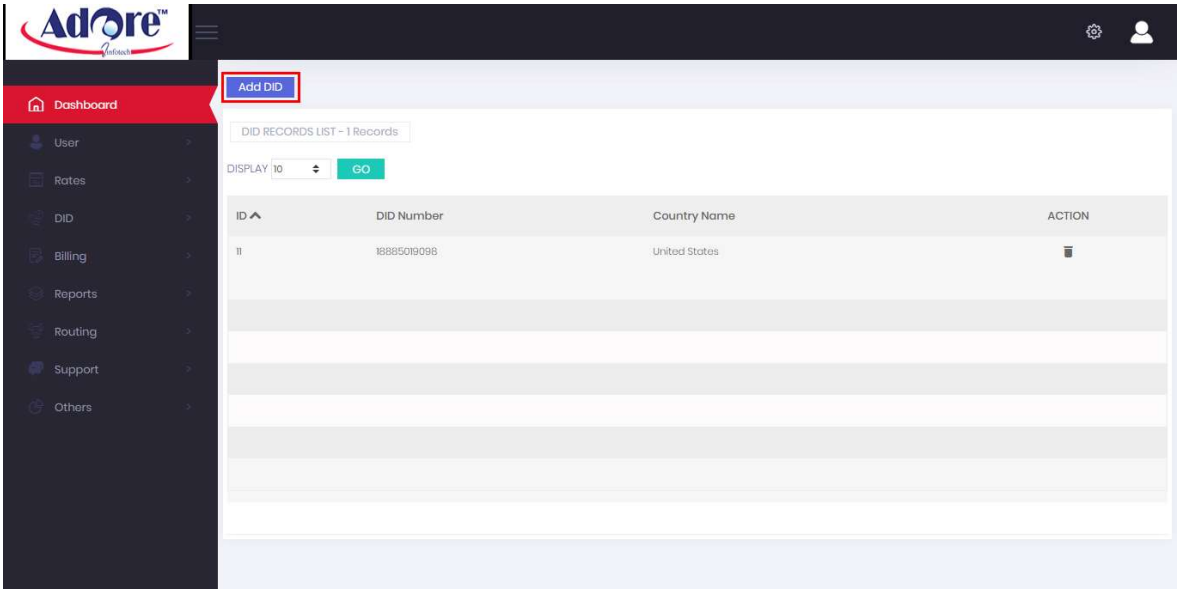
# 2.17. DID

## DID

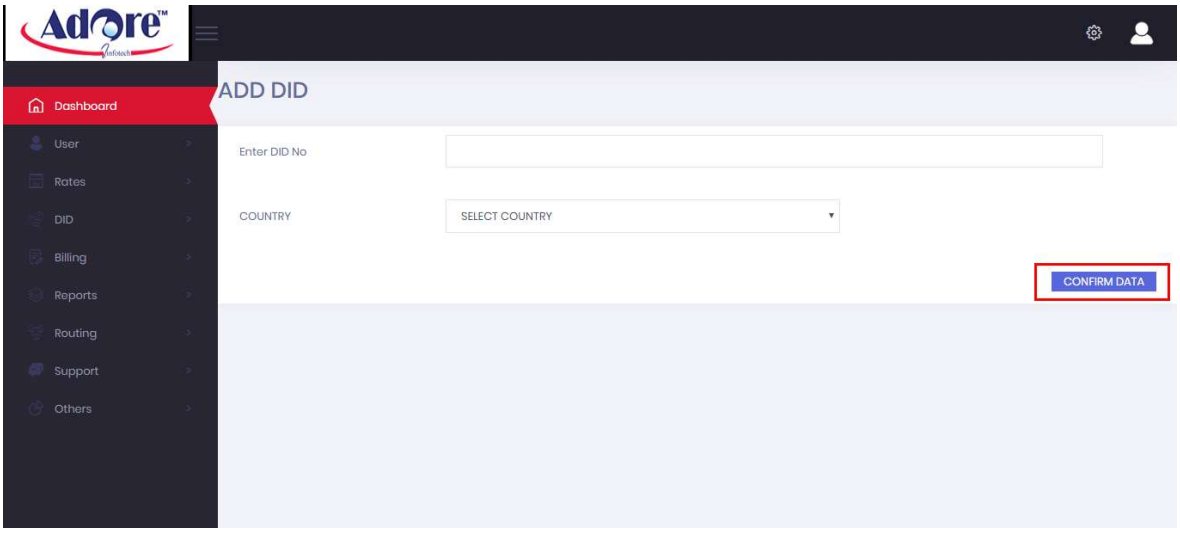
Go to **DID** -> **ADD/Search**




Here you add your DID as a Calling Card, Also here you can add DID by clicking "**ADD DID**" button

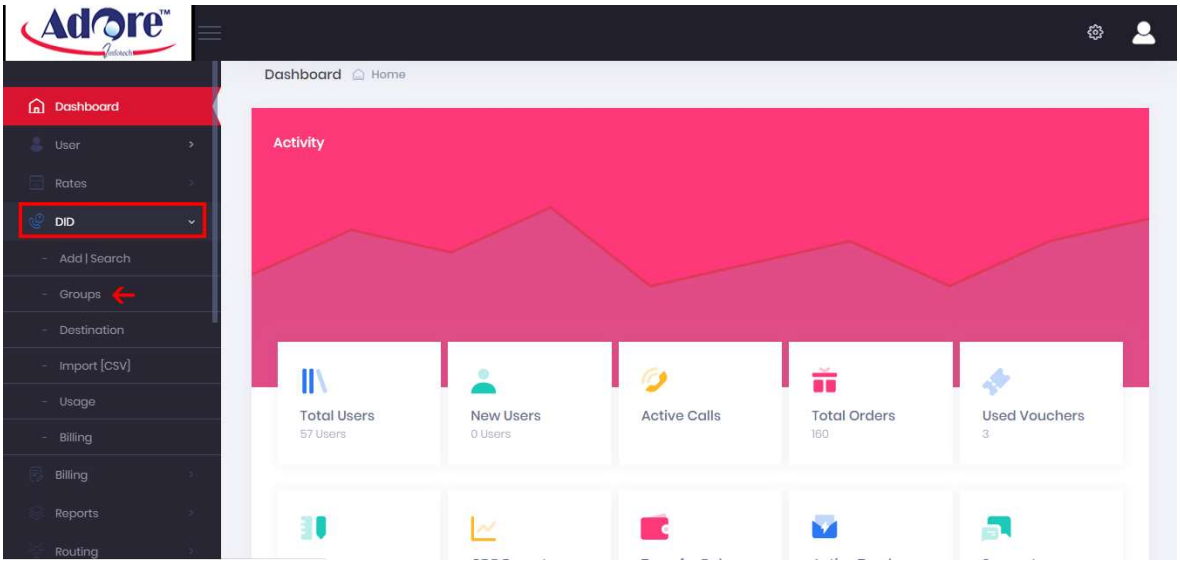



Enter your DID Number, select your country and click on Confirm Data Button.

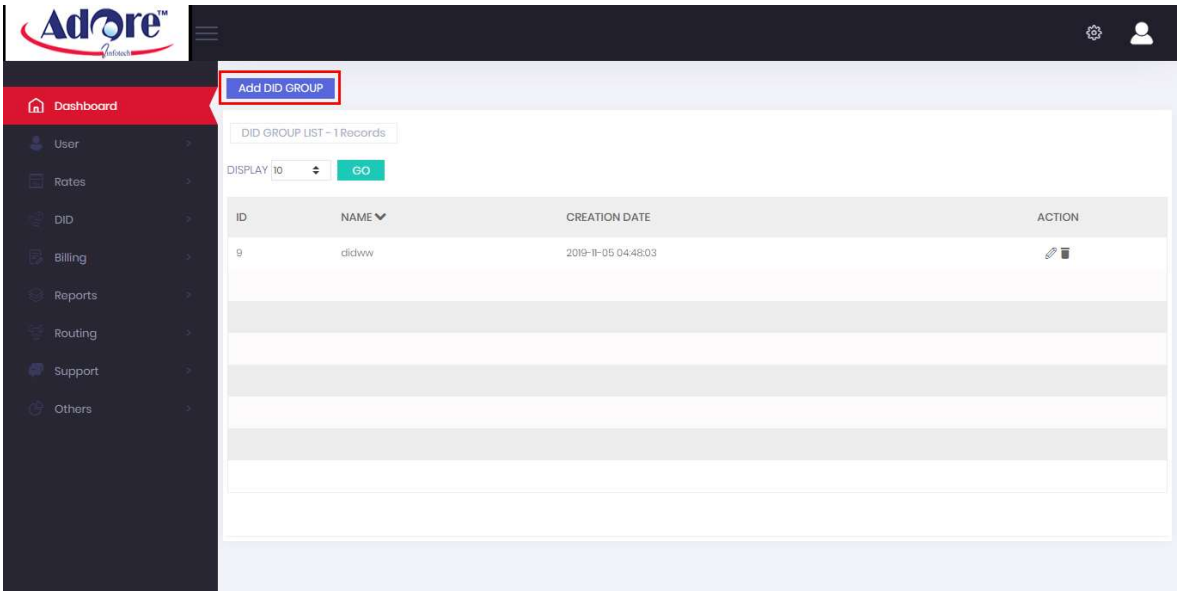



## Group DID

### Go to DID -> Group DID

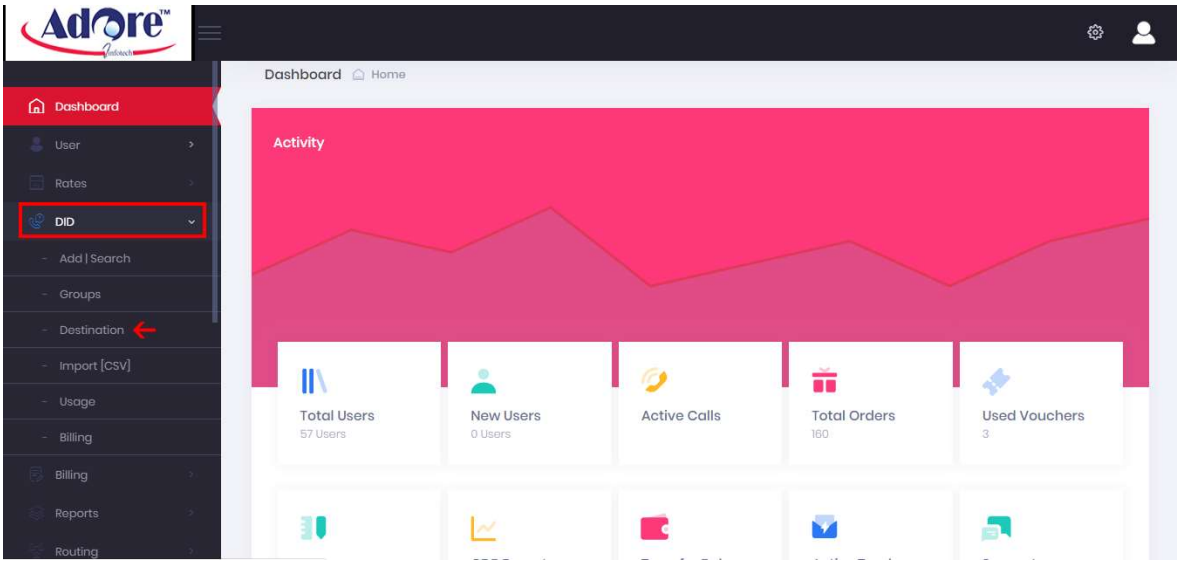



Here you can add group DID by clicking "**ADD DID GROUP**" button

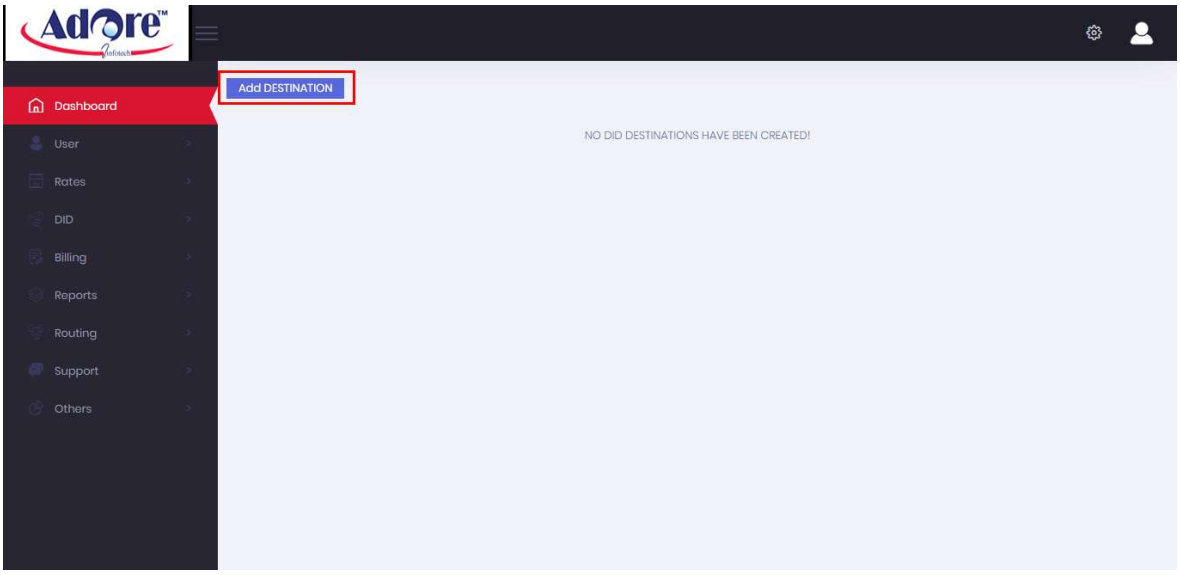



## Destination

### Go to DID -> Destination

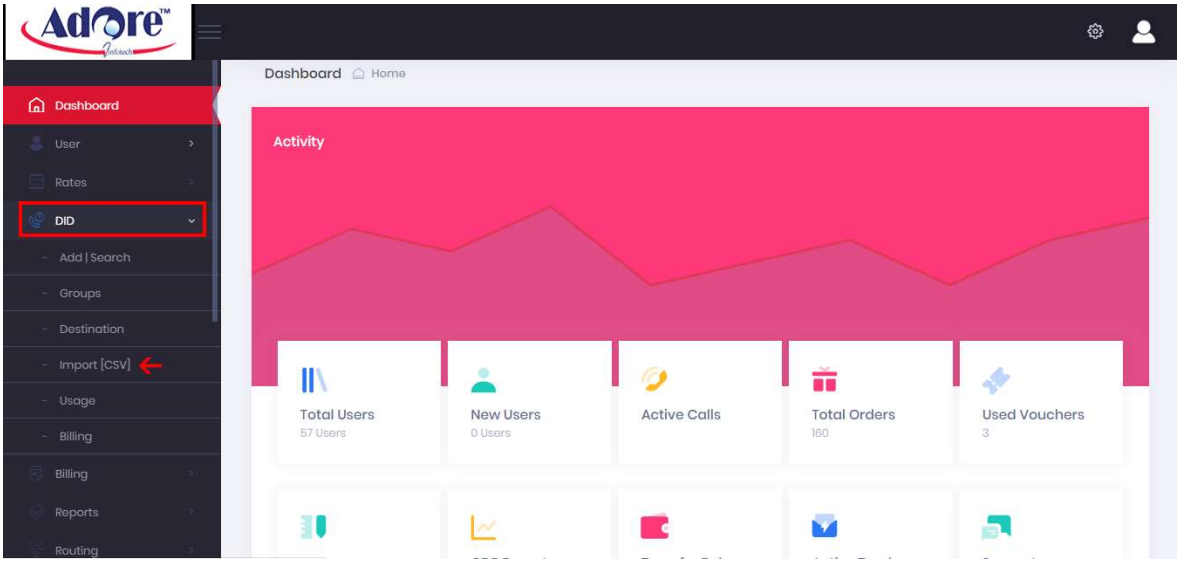



Here you can add destination by clicking "**ADD Destination**" button

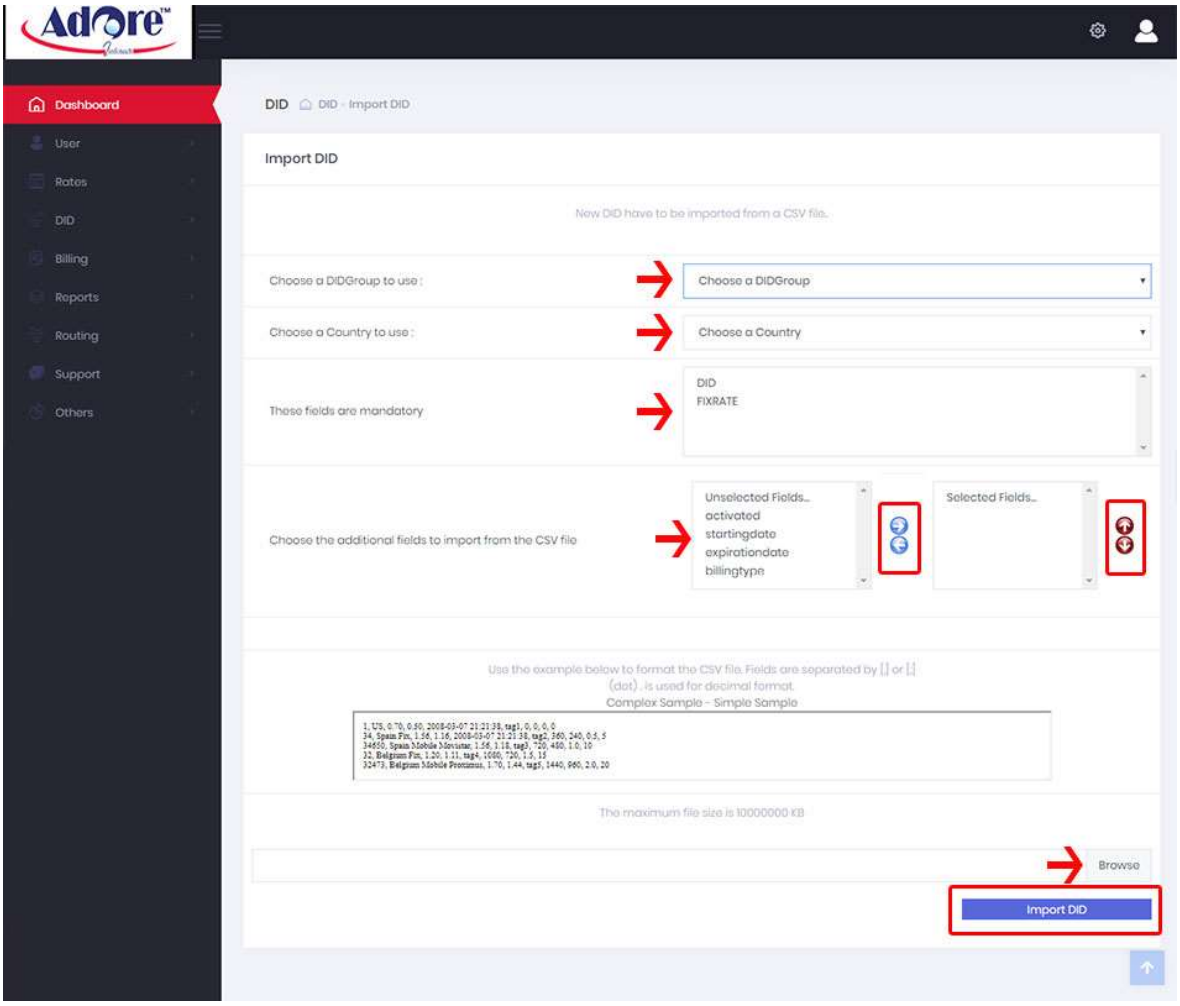



## IMPORT [CSV]

### Go to DID -> Import [CSV]

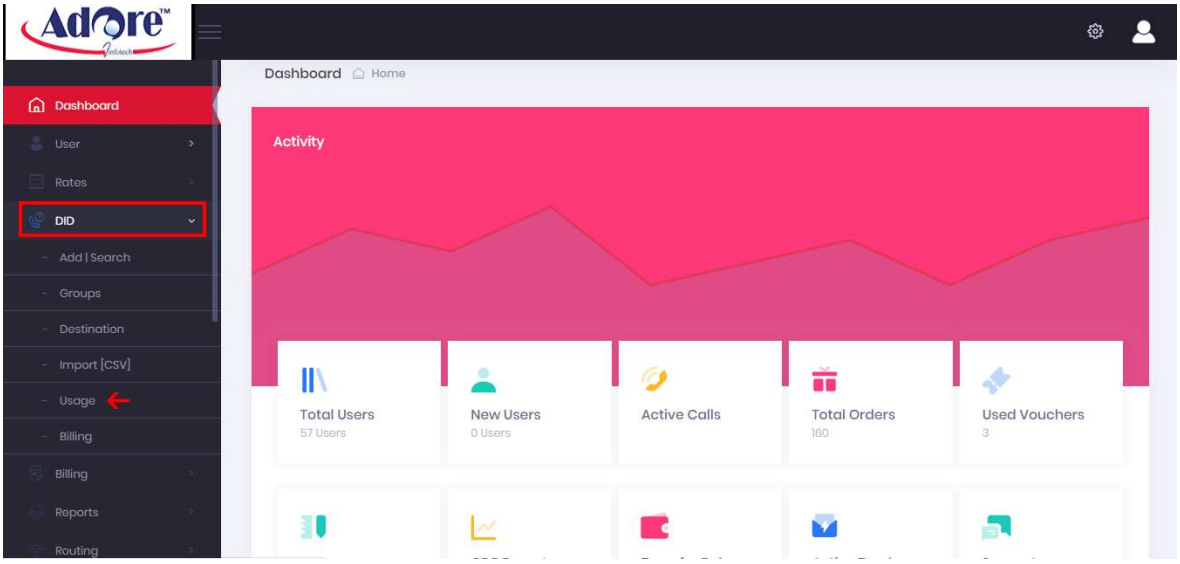



Here you can import your .csv file

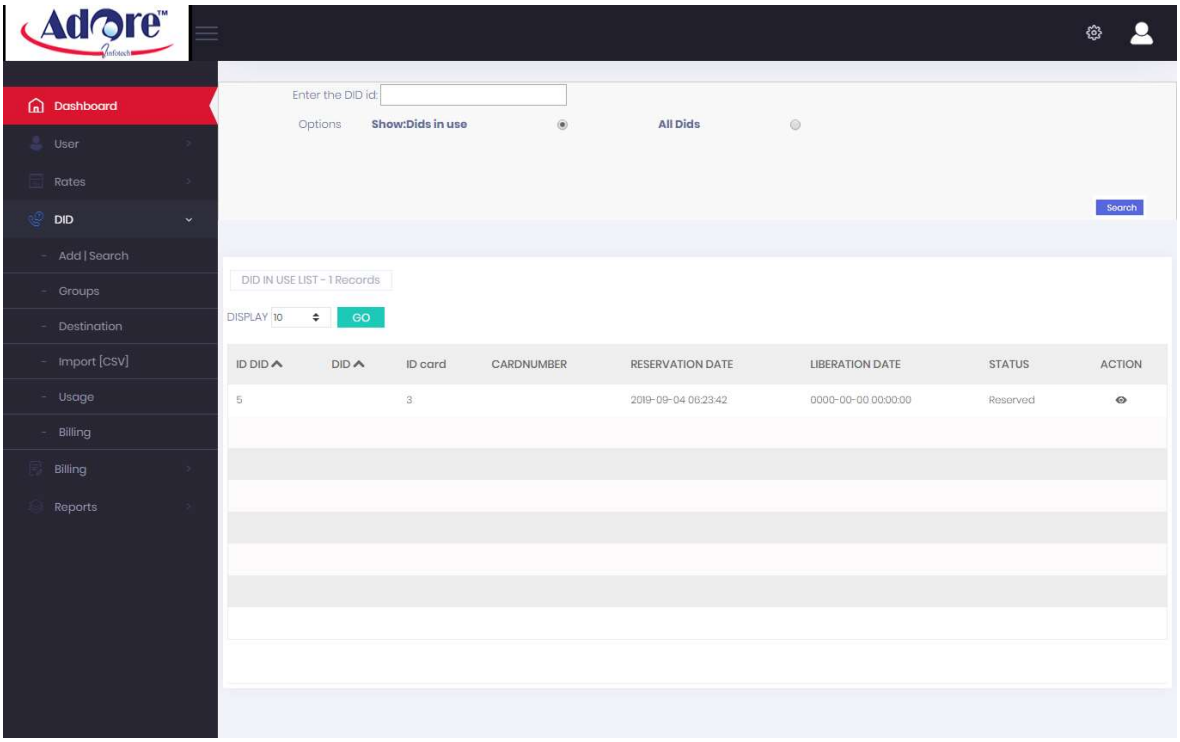



## USAGE

### Go to DID ->Usage

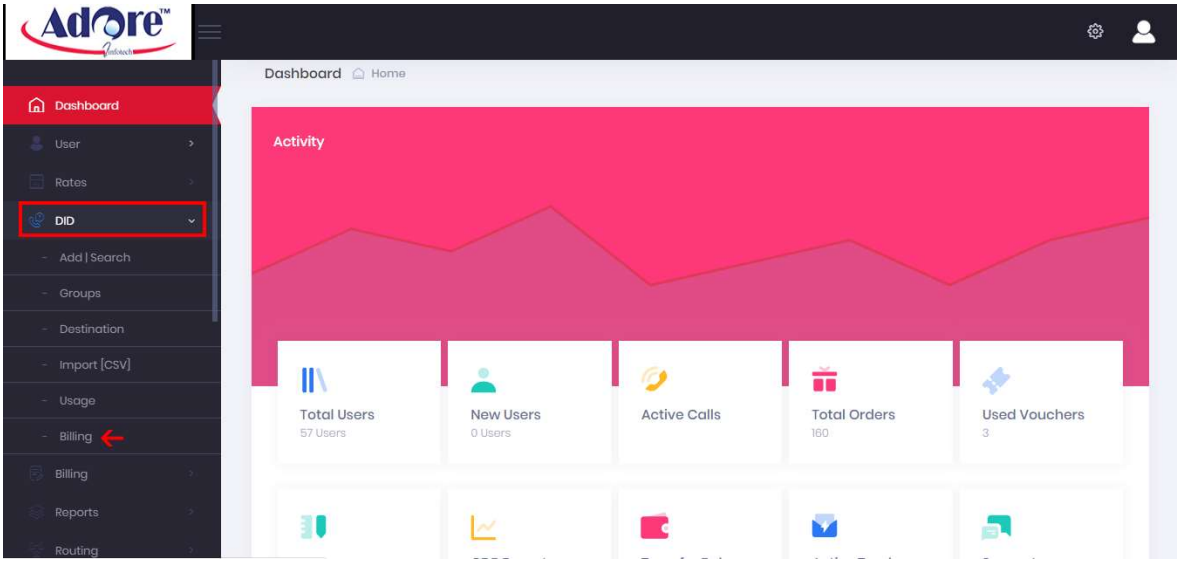


Here you can check your DID record

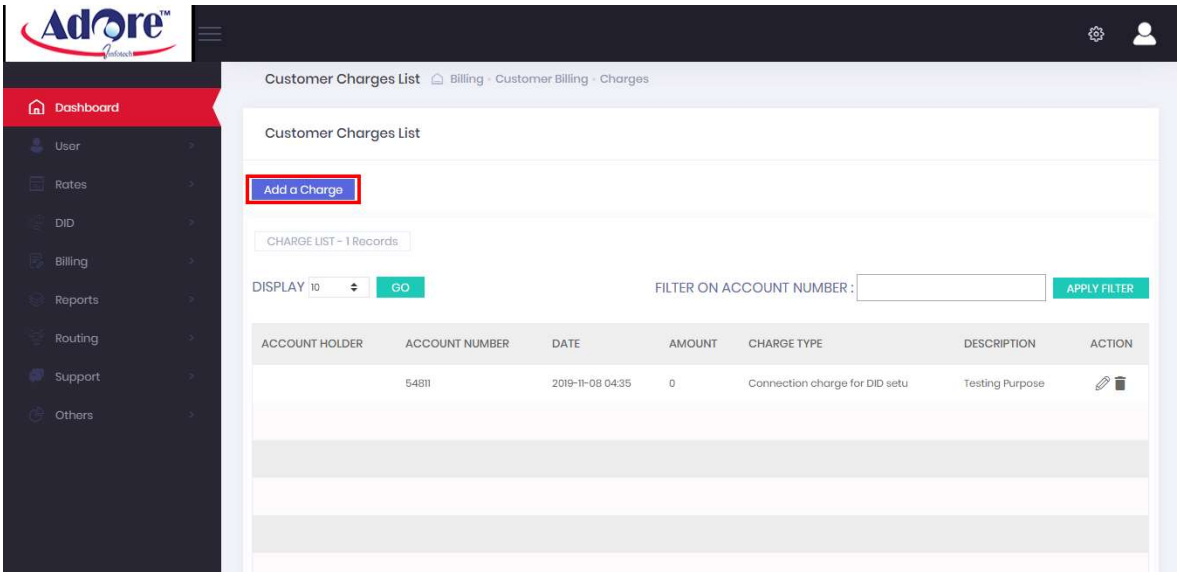


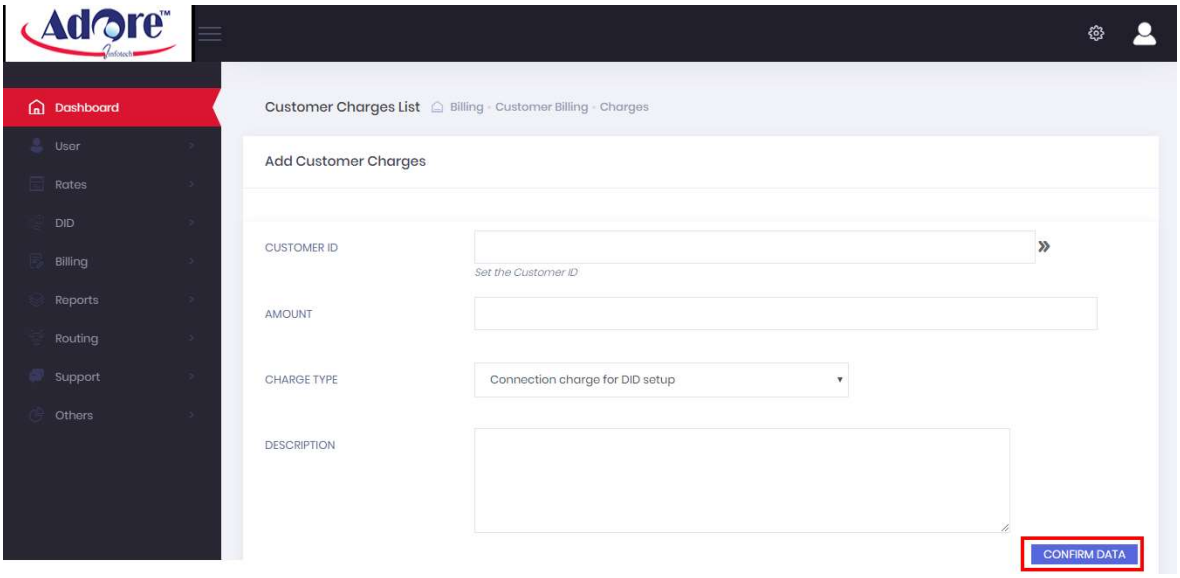

## BILLING

### Go to DID ->Billing




Here you can add charge by clicking "**ADD Charge**" button


Customer Charges List
Billing · Customer Billing · Charges
Dashboard
User
Rates
DID
Billing
Reports
Routing
Support
Others
Customer Charges List
Add a Charge
CHARGE LIST - 1 Records
DISPLAY 10
GO
FILTER ON ACCOUNT NUMBER :
APPLY FILTER
ACCOUNT HOLDER
ACCOUNT NUMBER
DATE
AMOUNT
CHARGE TYPE
DESCRIPTION
ACTION
54811
2019-11-08 04:35
0
Connection charge for DID setu
Testing Purpose

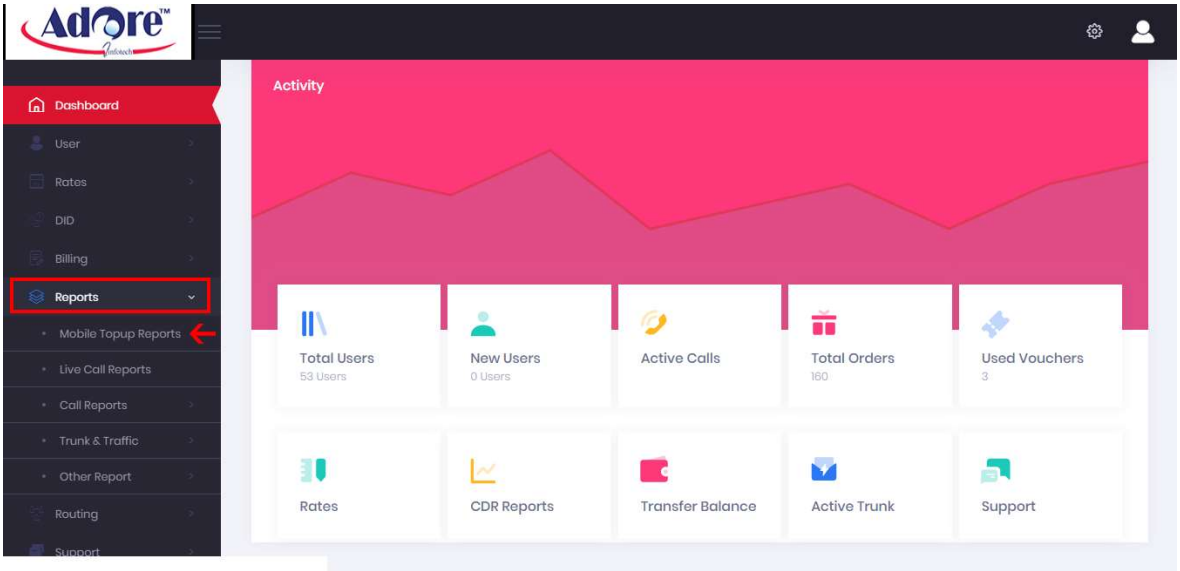

Customer Charges List
Billing · Customer Billing · Charges
Dashboard
User
Rates
DID
Billing
Reports
Routing
Support
Others
Add Customer Charges
CUSTOMER ID
Set the Customer ID
AMOUNT
CHARGE TYPE
Connection charge for DID setup
DESCRIPTION
CONFIRM DATA

# 2.18. Reports

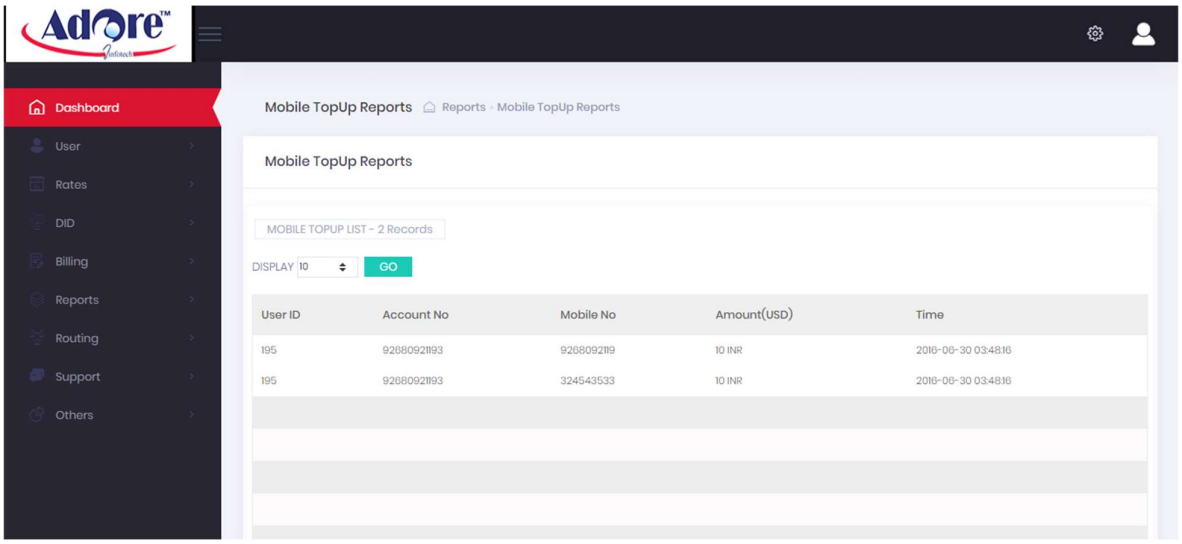
## Reports

### Mobile Topup Reports

Go to **Reports** -> **Mobile Topup Reports**

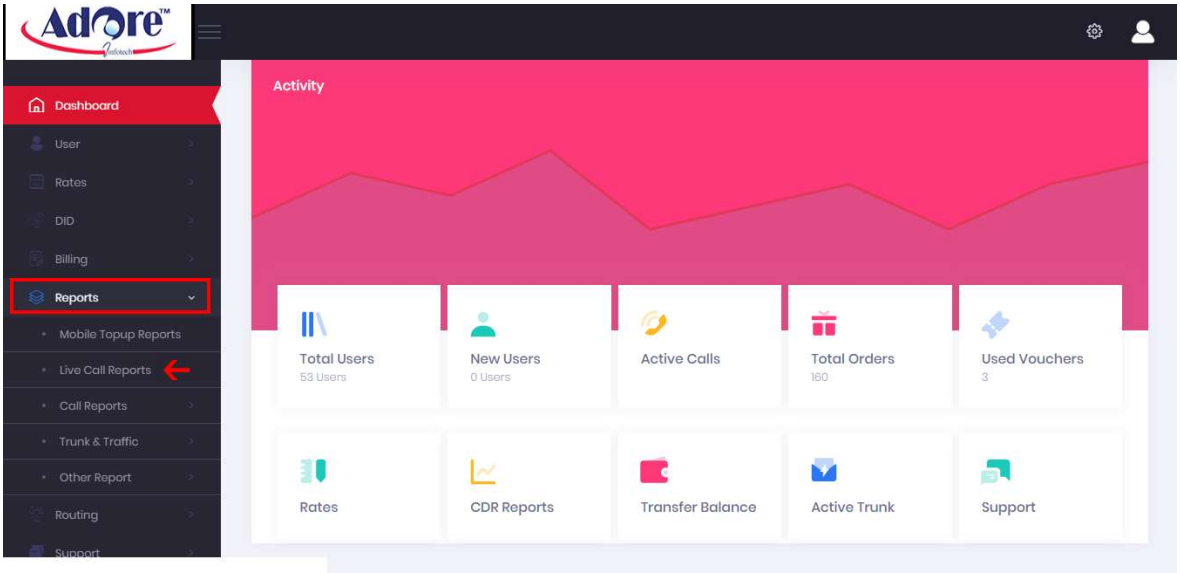



Here you can view Mobile Topup Recharge Reports of your users.

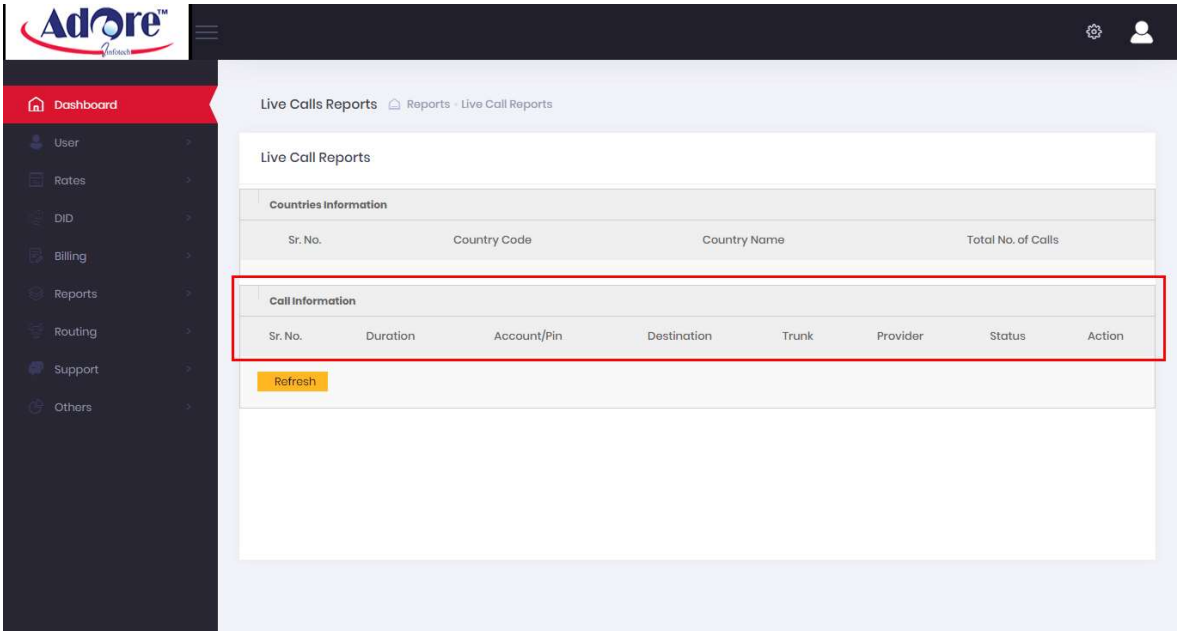


## Live Call Reports

Go to **Reports** -> **Live Call Reports**



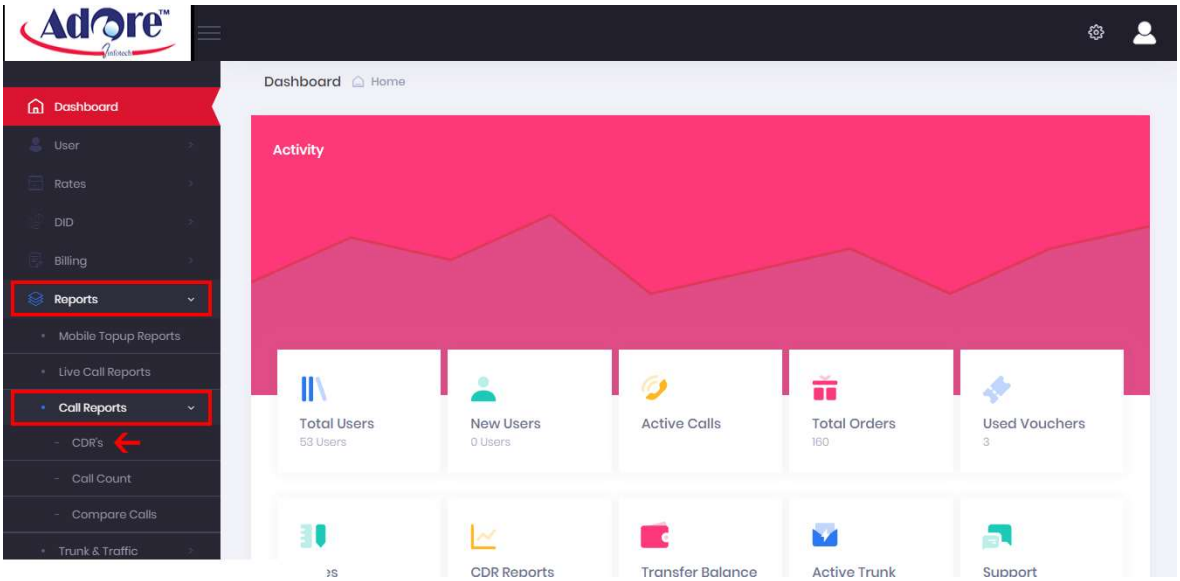

Here you can view your Live Call Reports.




# Call Reports

## CDRs

Go to **Reports** -> **Call Reports -> CDRs**




Here you can see all Call Details Reports of your customers by using searching.

AdOre™ Infotech

- Dashboard
- User
- Rates
- DID
- Billing
- Reports
- Routing
- Support
- Others

Call Detail Reports — Reports » Call Reports » CDR's

## Call Detail Reports

**CUSTOMERS**

| | | | | | |
|---|---|---|---|---|---|
| Enter the customer ID: | | OR | Enter the customer number: | | |
| CallPlan : | | OR | Provider : | | |
| Trunk : | | OR | Rate : | | |

**Date**

| | | | | | |
|---|---|---|---|---|---|
| ☑ From : | 01 | January-2018 | ☐ Time : | 00 | : 00 |
| ☑ To : | 01 | November-2019 | ☐ Time : | 00 | : 00 |

**PHONENUMBER**

◉ Exact ○ Begins with ○ Contains ○ Ends with

**CALLERID**

◉ Exact ○ Begins with ○ Contains ○ Ends with

**DNID**

◉ Exact ○ Begins with ○ Contains ○ Ends with

**CALL TYPE**

ALL CALLS

**OPTIONS**

SHOW CALLS: ANSWERED | RESULT : mins ◉ - secs ○ | CURRENCY: U.S. Dollar (USD) (1.00000)

Search

Number of call : 50

**- Call Logs -**

| | Date | CallerID | DNID | Phone Number | Destination |
|---|---|---|---|---|---|
| 1. | 2019-09-27 08:20:16 | unknown | 00918800810156 | 918800810156 | India |
| 2. | 2019-09-27 08:17:37 | unknown | 00918800810156 | 918800810156 | India |
| 3. | 2019-09-27 08:12:19 | unknown | 00918800810156 | 918800810156 | India |
| 4. | 2019-09-27 08:09:14 | unknown | 00918800810156 | 918800810156 | India |
| 5. | 2019-09-27 08:04:01 | unknown | 00918800810156 | 918800810156 | India |
| 6. | 2019-09-27 07:58:37 | unknown | 00918800810156 | 918800810156 | India |

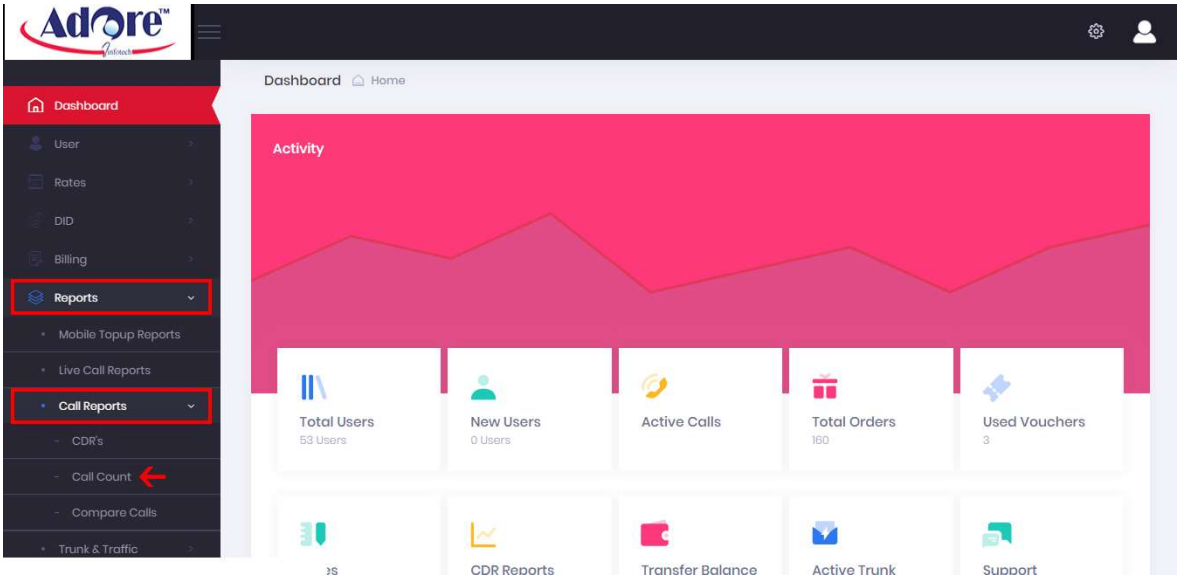
**SUMMARY**

TRAFFIC SUMMARY

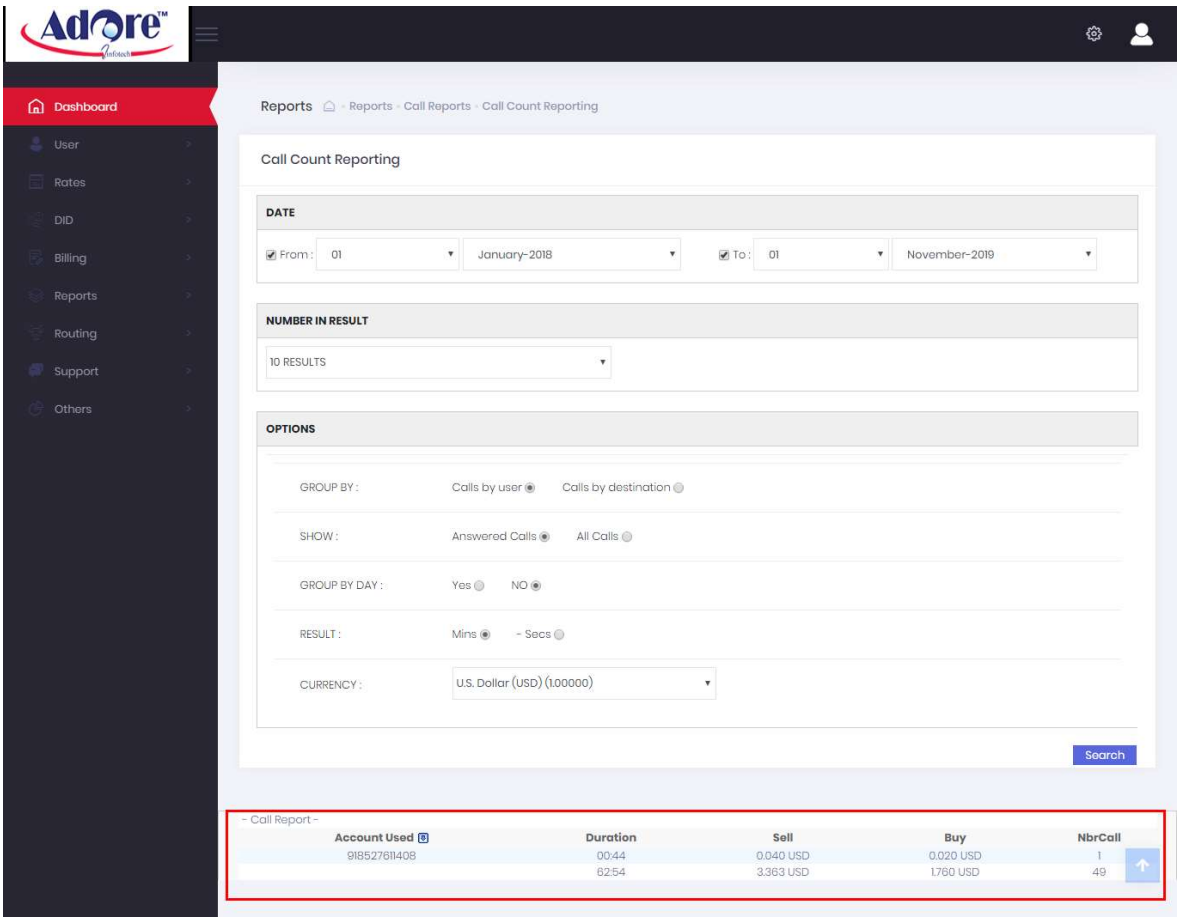
| DATE | DUR | GRAPHIC | CALLS | ALOC | ASR | SELL | BUY | PROFIT | MARGIN | MARKUP |
|---|---|---|---|---|---|---|---|---|---|---|
| 2019-07-26 | 01:18 | | 3 | 00:26 | 100.00% | 0.120 USD | 0.060 USD | 0.060 USD | 50.00% | 100.00% |
| 2019-07-30 | 03:43 | | 3 | 01:14 | 100.00% | 0.200 USD | 0.100 USD | 0.100 USD | 50.00% | 100.00% |
| 2019-08-02 | 03:28 | | 3 | 01:09 | 100.00% | 0.200 USD | 0.100 USD | 0.100 USD | 50.00% | 100.00% |
| 2019-08-03 | 00:48 | | 1 | 00:48 | 100.00% | 0.040 USD | 0.020 USD | 0.020 USD | 50.00% | 100.00% |
| 2019-08-04 | 11:19 | | 7 | 01:37 | 100.00% | 0.600 USD | 0.300 USD | 0.300 USD | 50.00% | 100.00% |
| 2019-08-06 | 00:45 | | 1 | 00:45 | 100.00% | 0.040 USD | 0.020 USD | 0.020 USD | 50.00% | 100.00% |
| 2019-08-07 | 00:42 | | 1 | 00:42 | 100.00% | 0.040 USD | 0.020 USD | 0.020 USD | 50.00% | 100.00% |
| 2019-08-08 | 03:14 | | 3 | 01:04 | 100.00% | 0.160 USD | 0.080 USD | 0.080 USD | 50.00% | 100.00% |
| 2019-08-09 | 13:14 | | 8 | 01:39 | 100.00% | 0.680 USD | 0.340 USD | 0.340 USD | 50.00% | 100.00% |

## Call Count

Go to **Reports** -> **Call Reports -> Call Count**

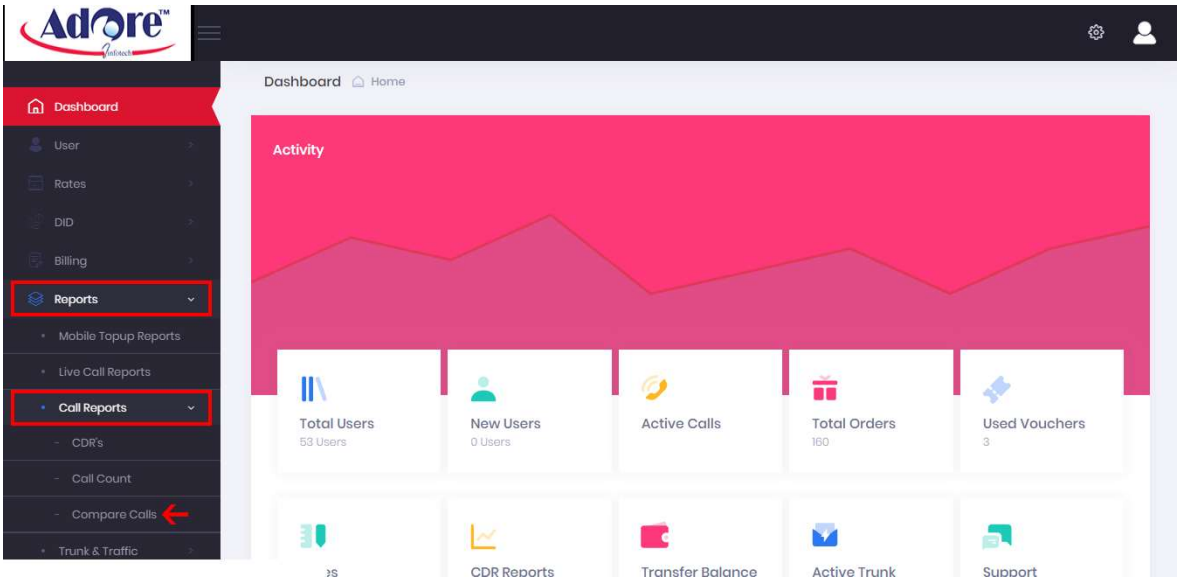



Here you can view customer calls count report by using search option.

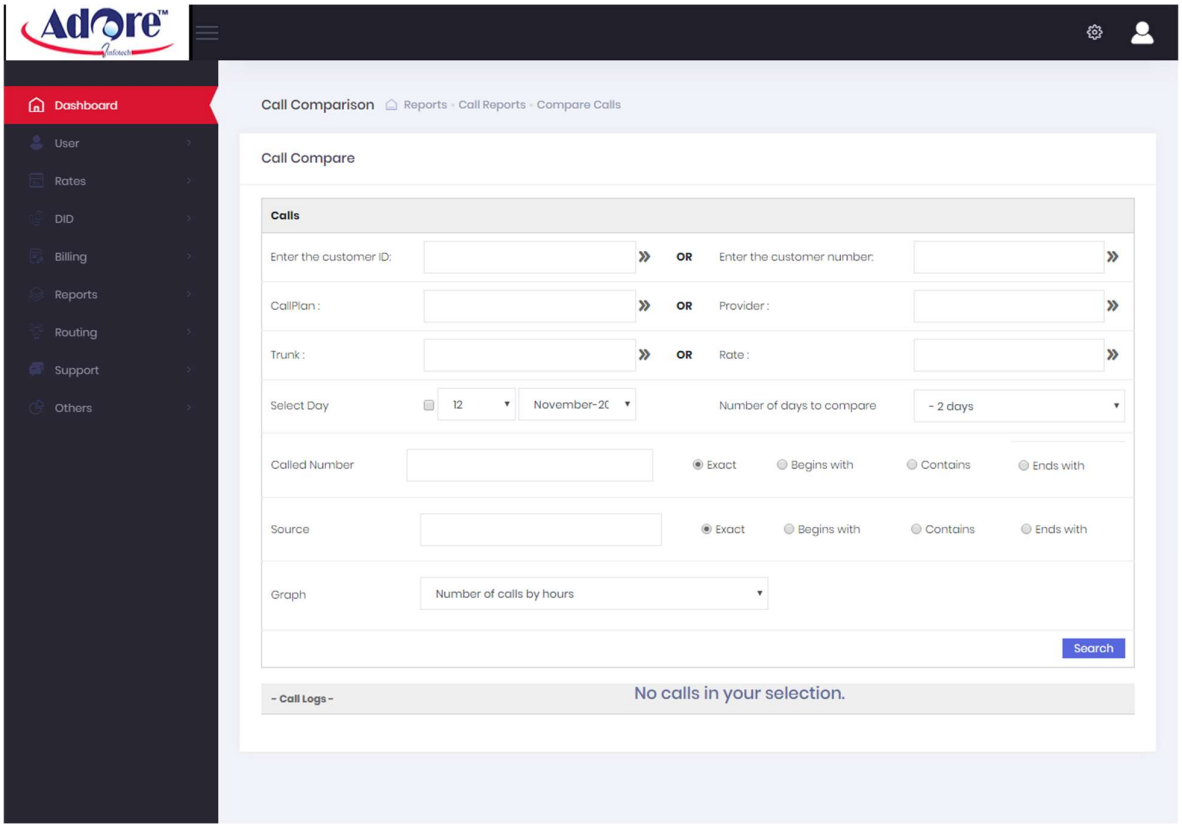


## Compare Calls

Go to **REPORTS -> Call Reports -> Compare Calls**

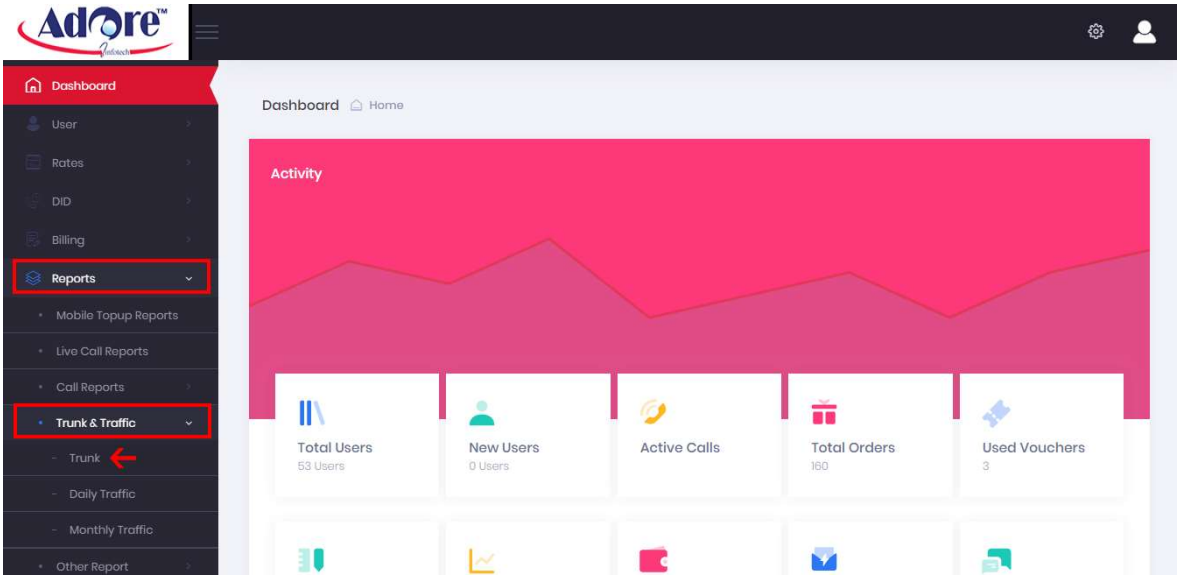



Here you can Compare calls by using search option.

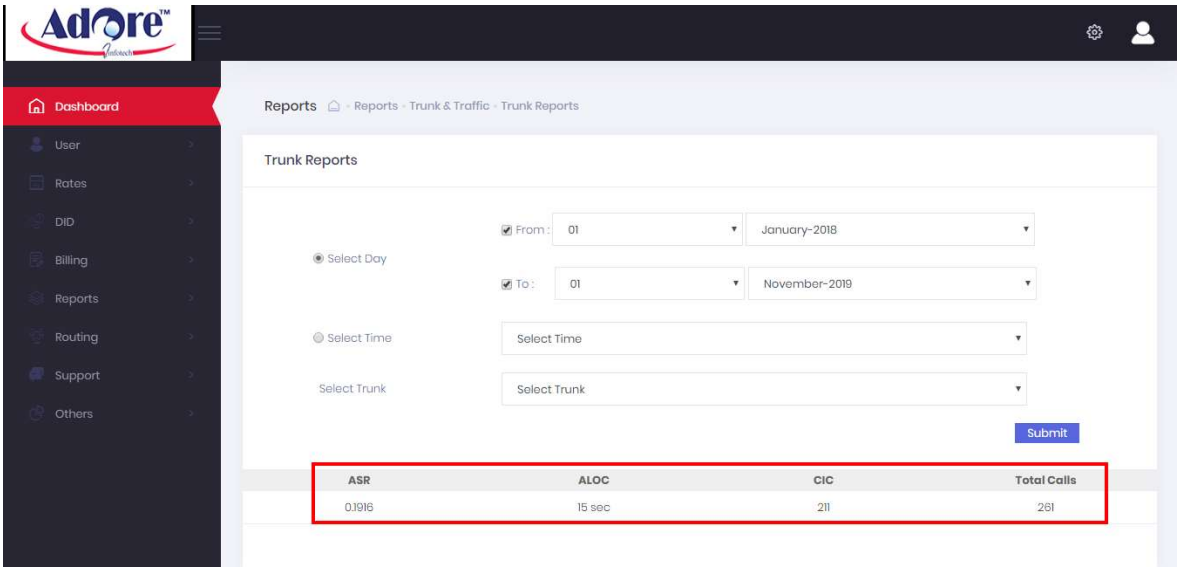



# Trunk

Go to **REPORTS -> Trunk & Traffic -> Trunk**

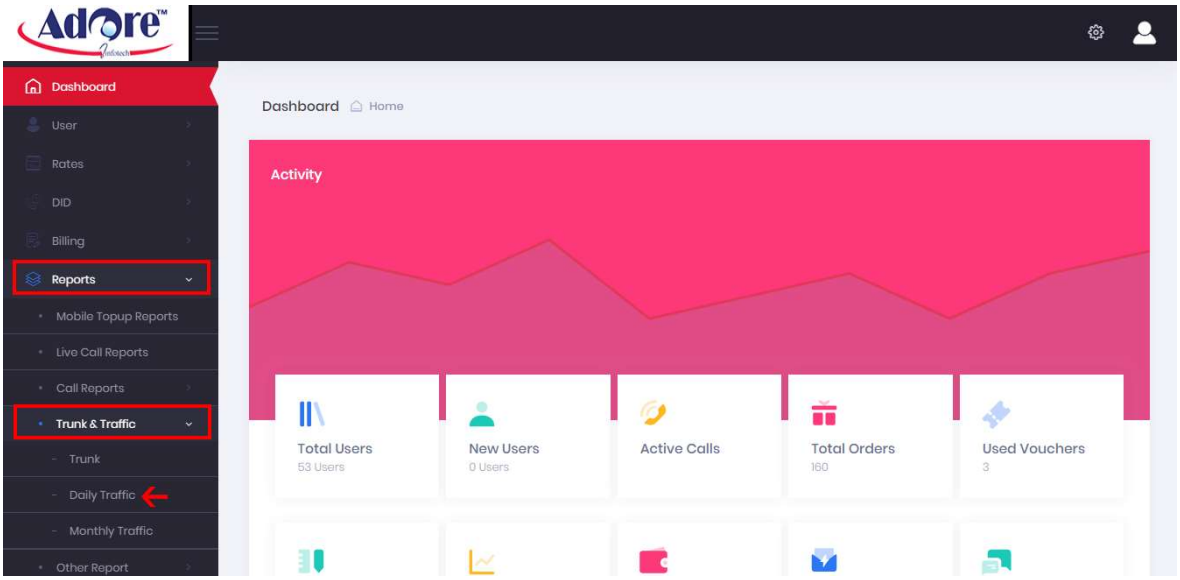



Here You can view trunk Reports by using searching option.

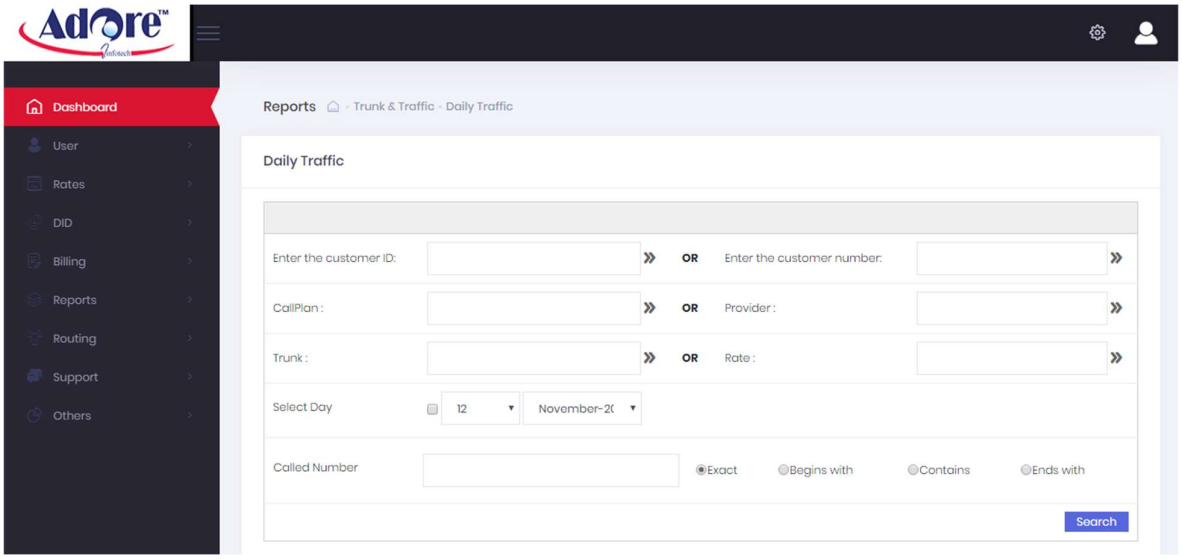



## Daily Traffic

Go to **REPORTS -> Trunk & Traffic -> Daily Traffic**

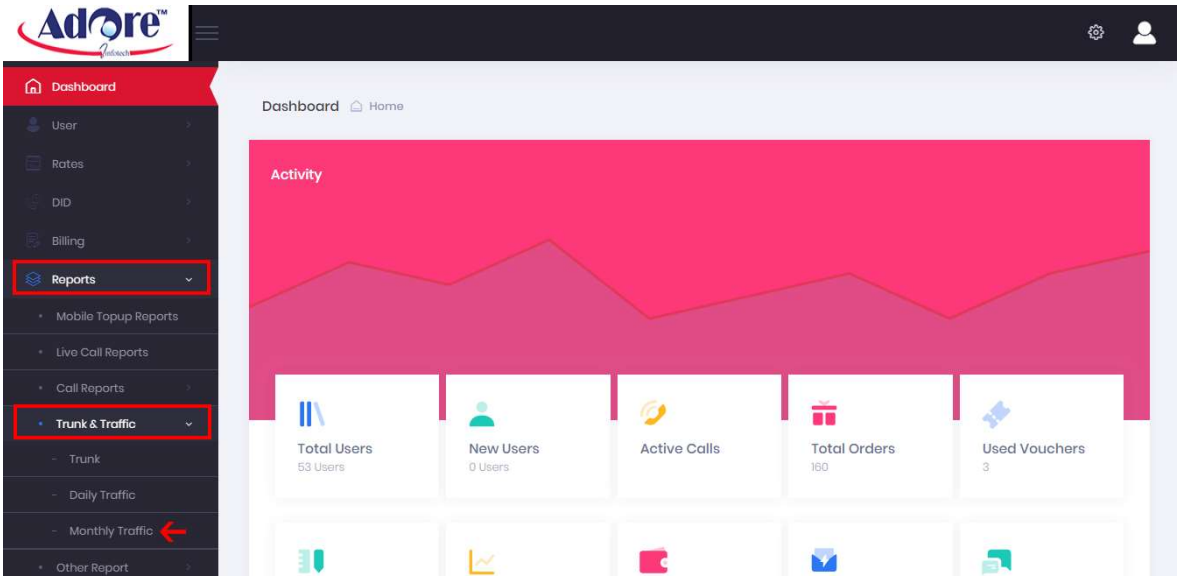



Here you can view Daily Traffic by using Search option

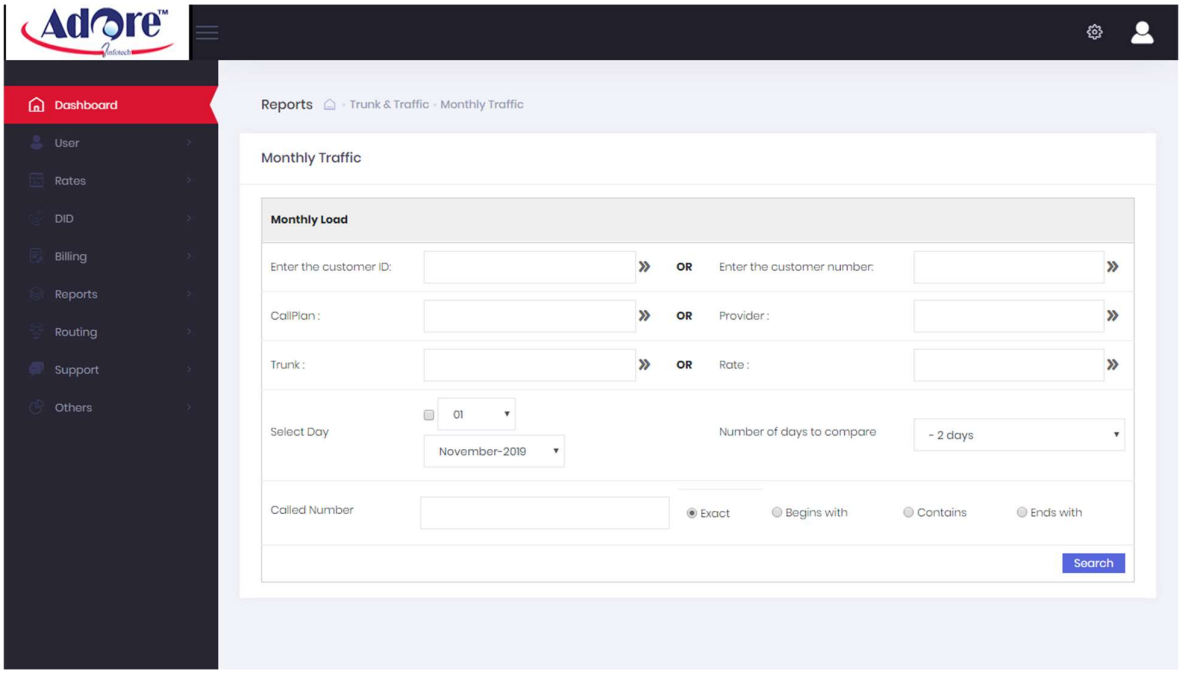



## Monthly Traffic

Go to **REPORTS -> Trunk & Traffic -> Monthly Traffic**



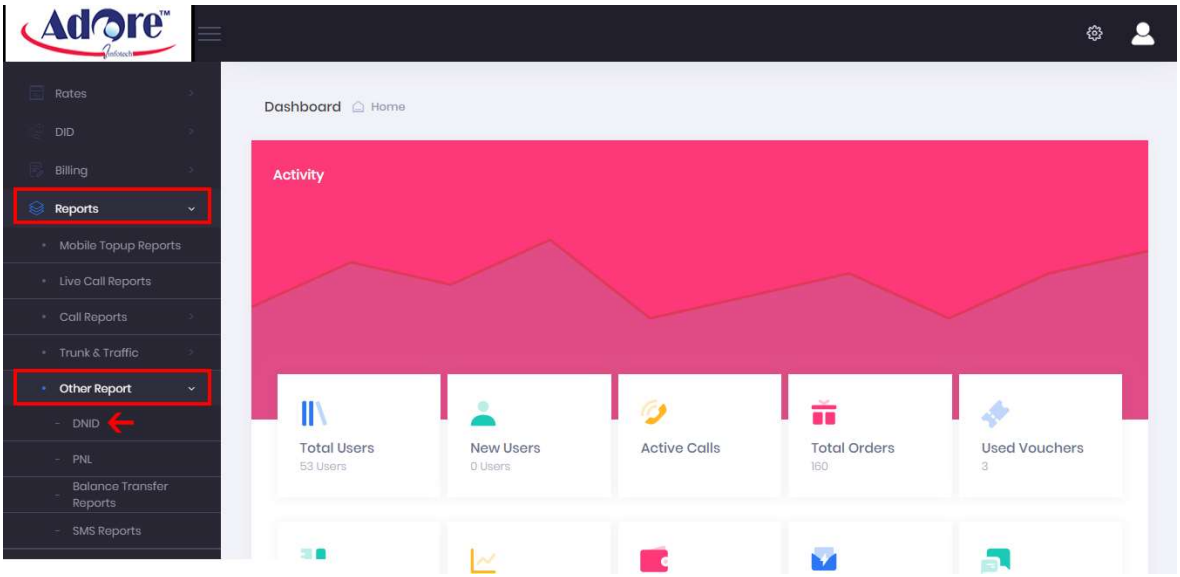

Here you can view Monthly Taffic report



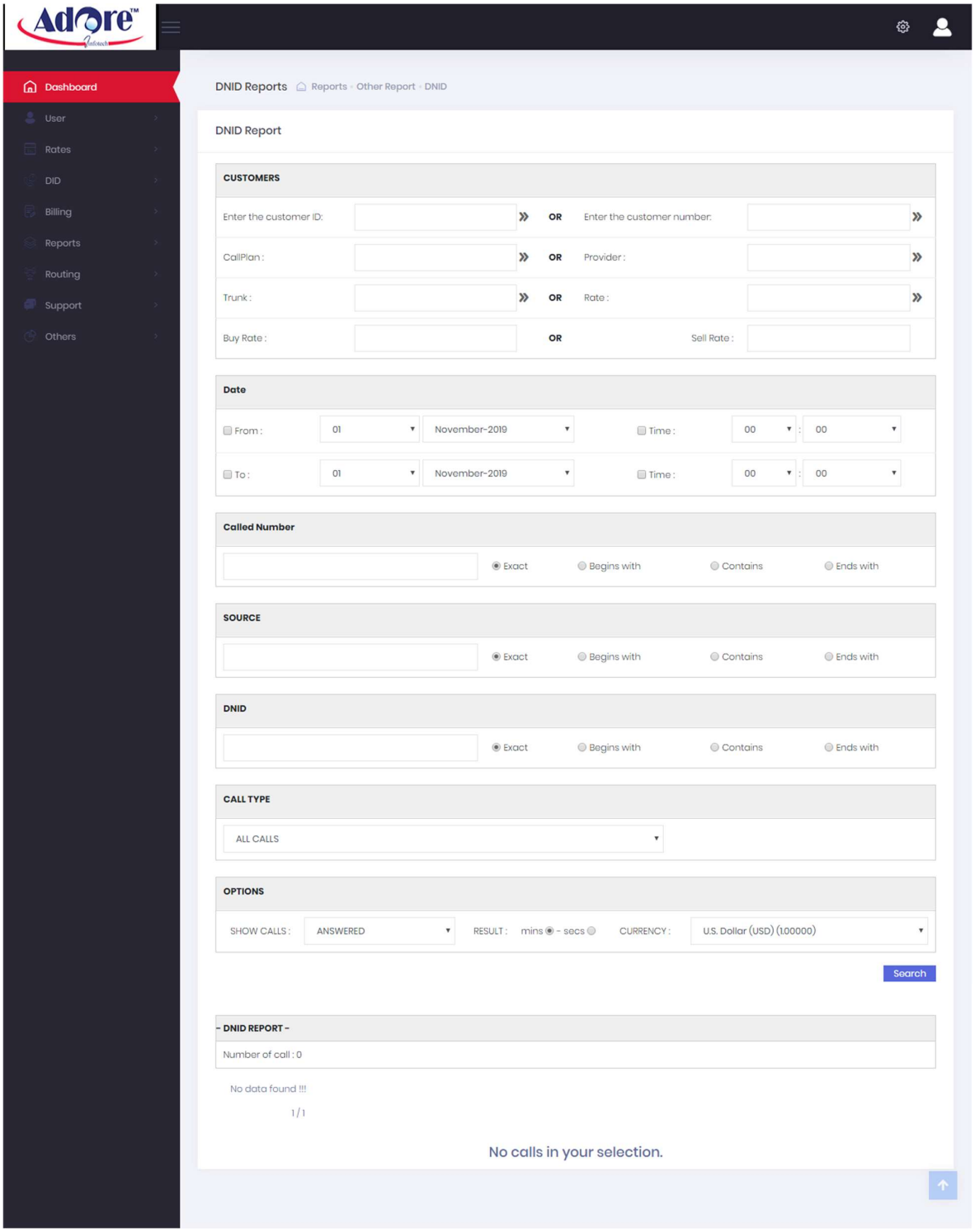

## Other Report

## DNID

Go to **REPORTS -> Other Reports -> DNID**

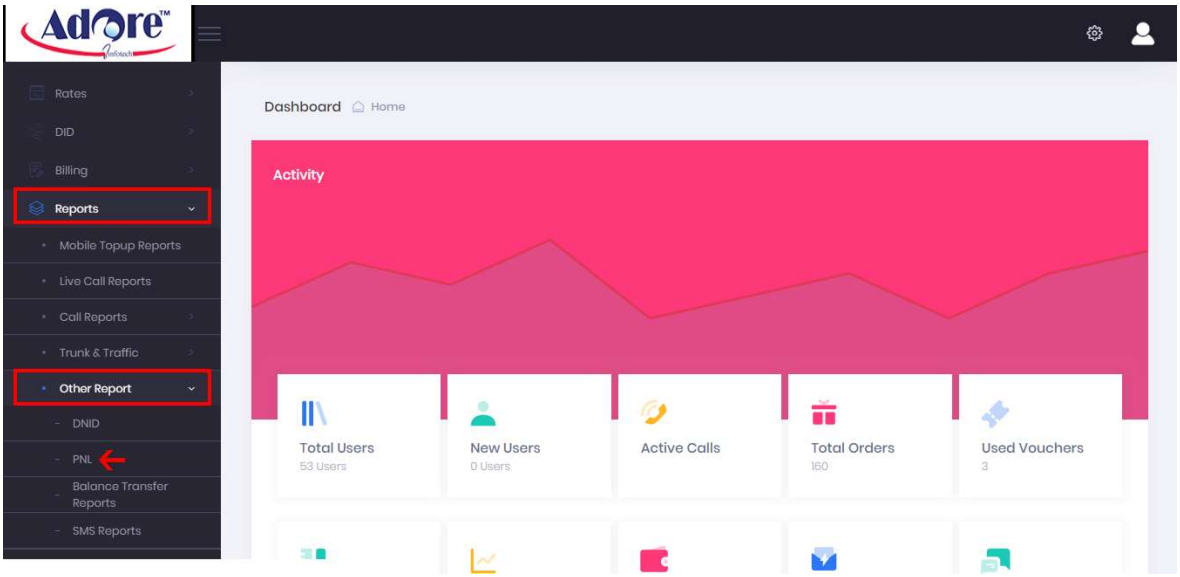



Here you can View DNID (Direct Number Identification ) report by using Search Option

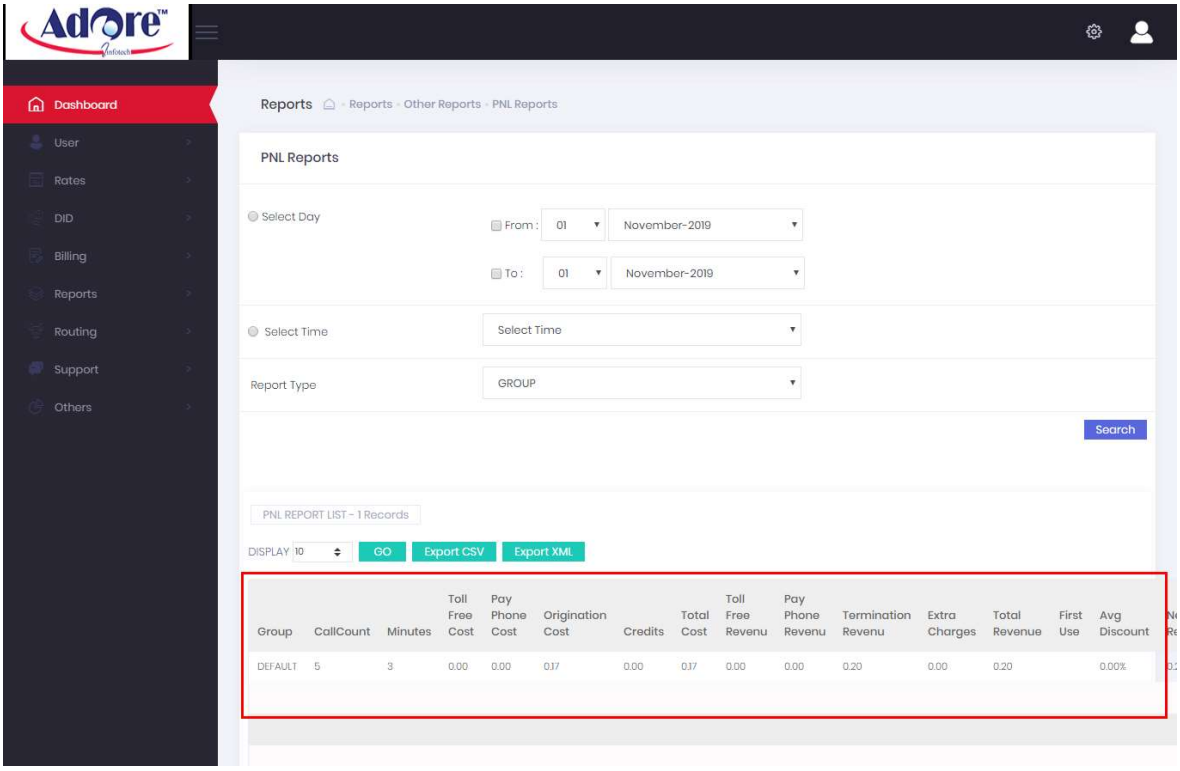



## PNL

Go to **REPORTS -> Other Reports -> PNL**

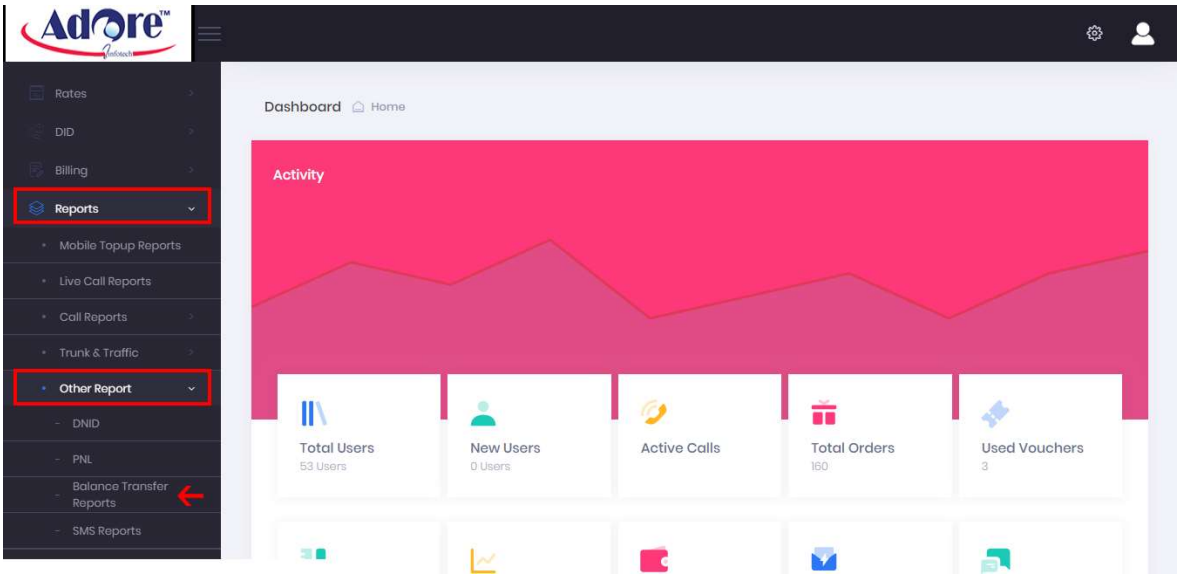



Here you view PNL (Profit & Loss) Report by using Search option.

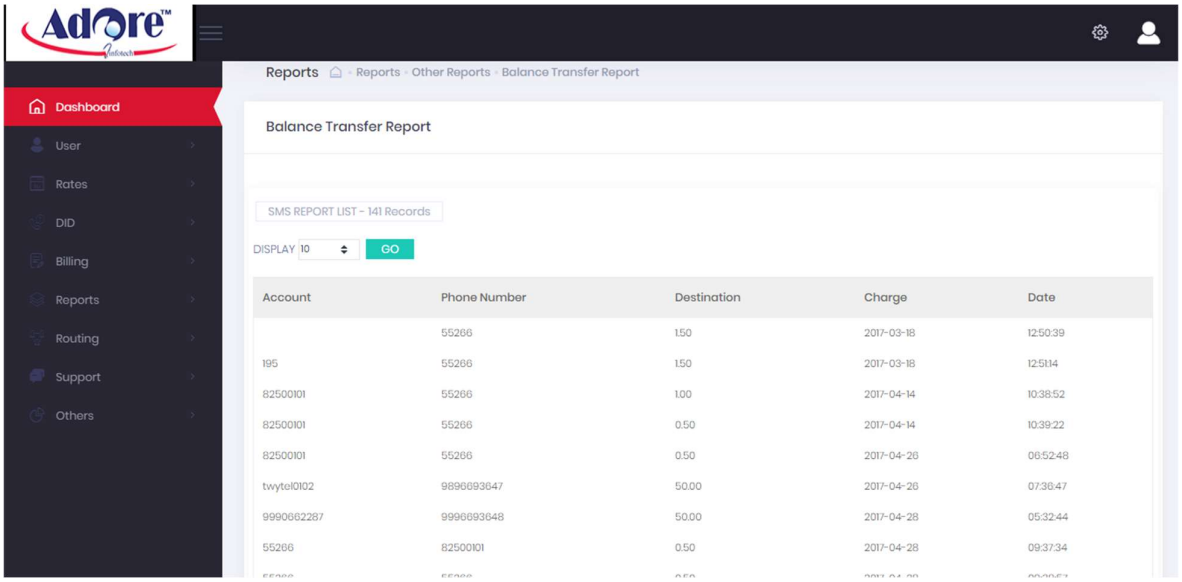



## Balance Report

Go to **REPORTS -> Other Reports -> Balance Report**

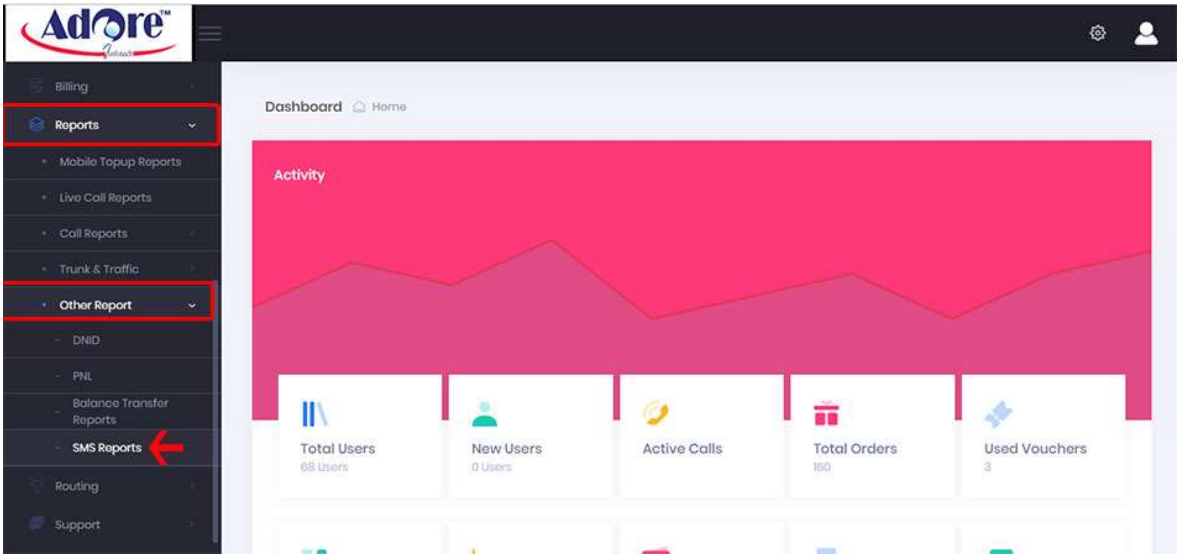



Here you can view all Balance Transfer Report by user's account to another user's account

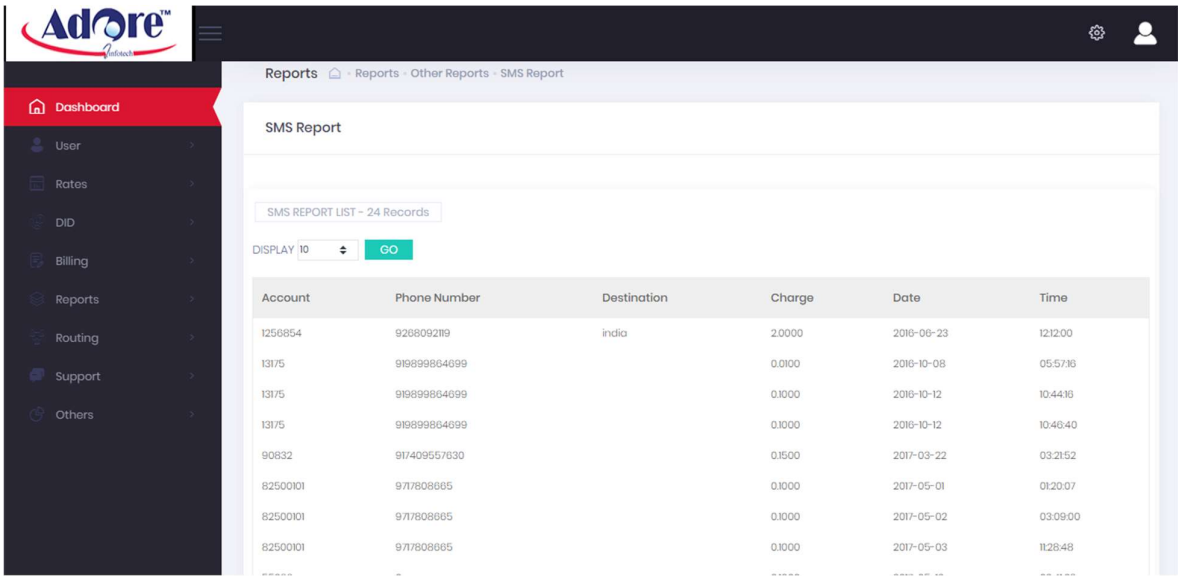



## SMS Report

Go to **REPORTS -> Other Reports -> SMS Report**




Here you can view SMS Report

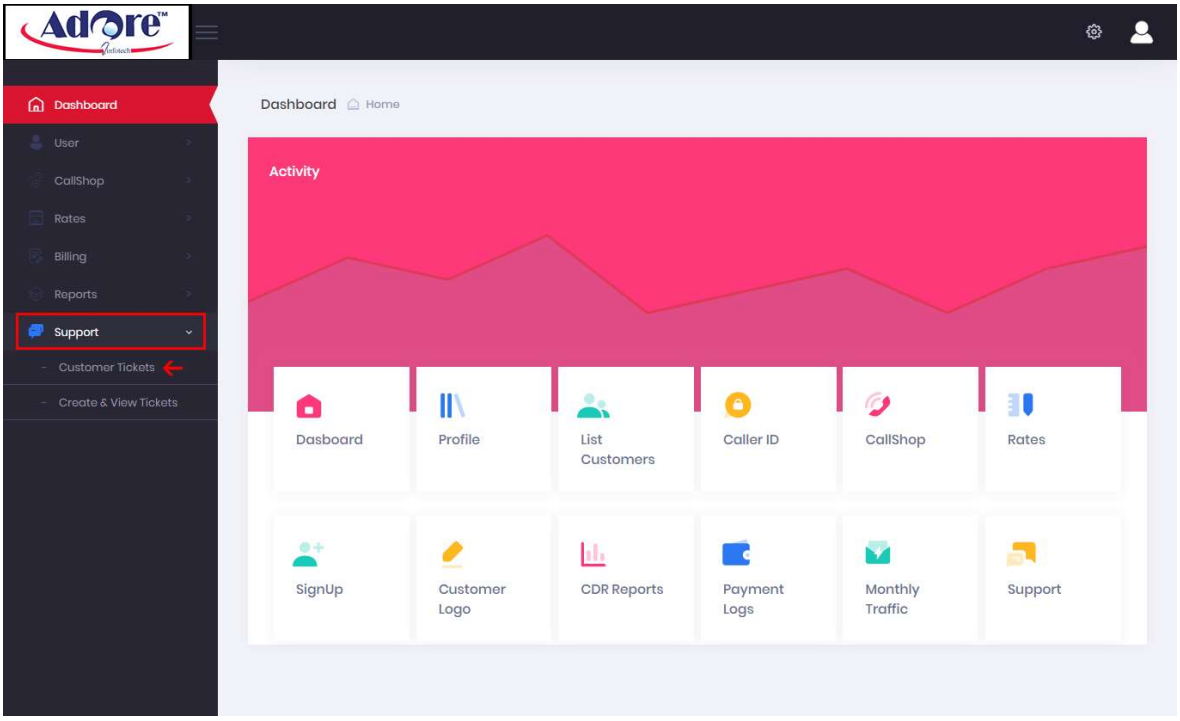


# 2.19. Support

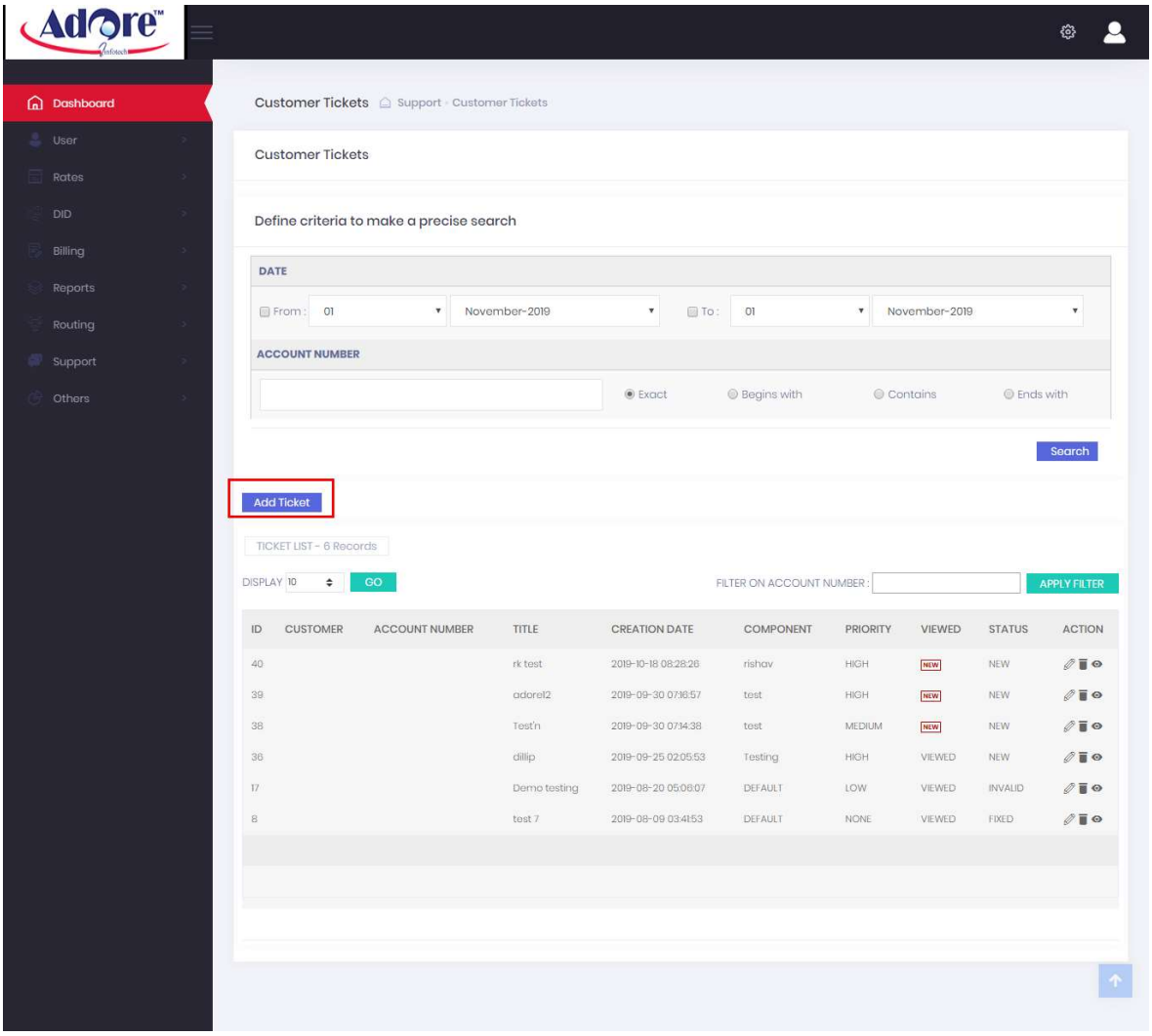
## Support

### Customer Tickets

Go to **Support** - > **Customer Tickets**

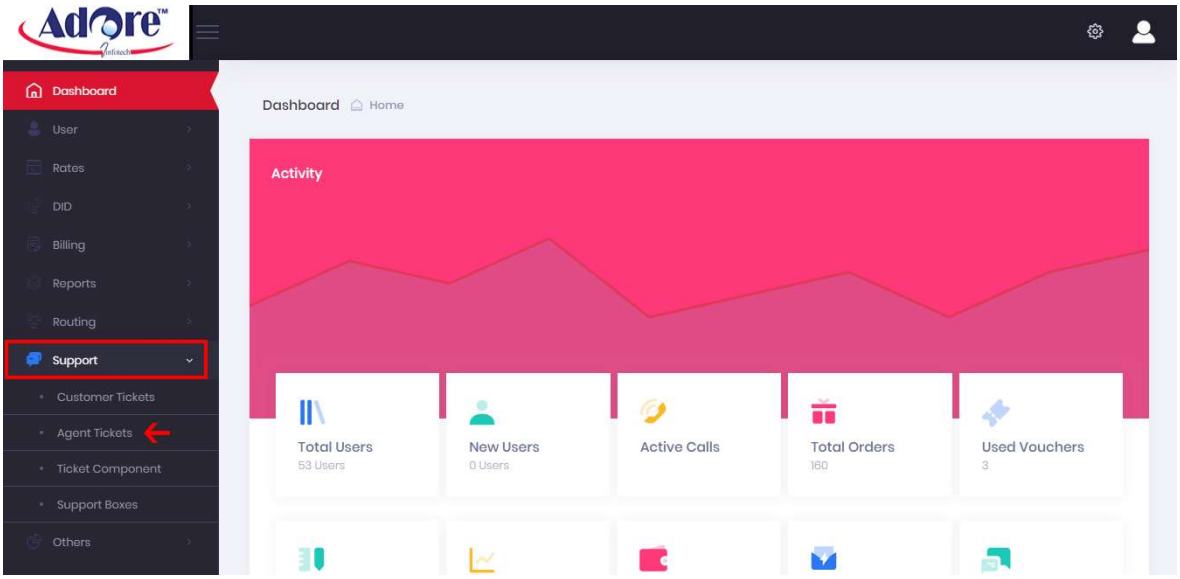



Here you can manage your Customer's Ticket. You can also add a new ticket for any customer.

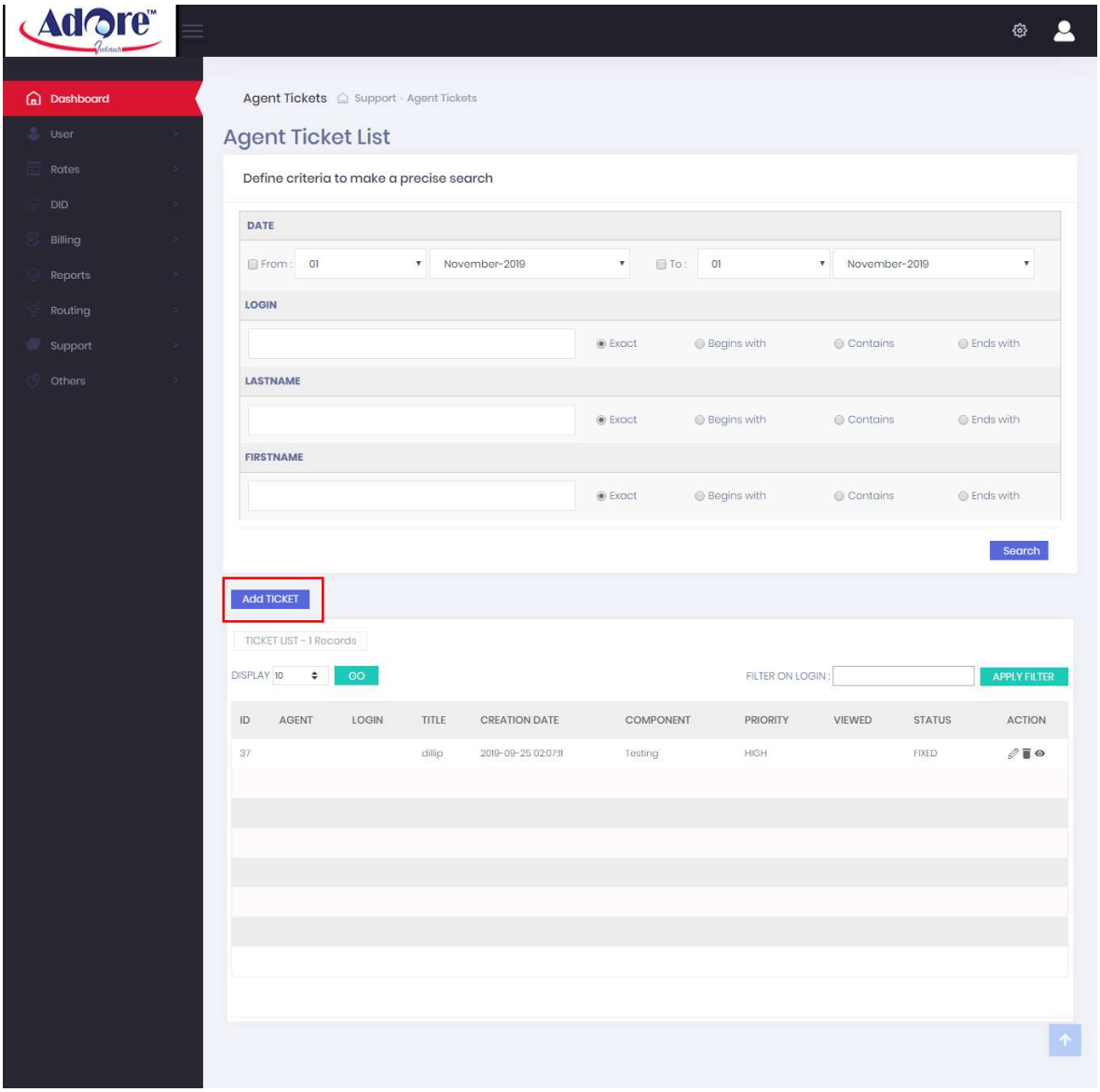



## Agent Tickets

Go to **Support** - > **Agent Tickets**

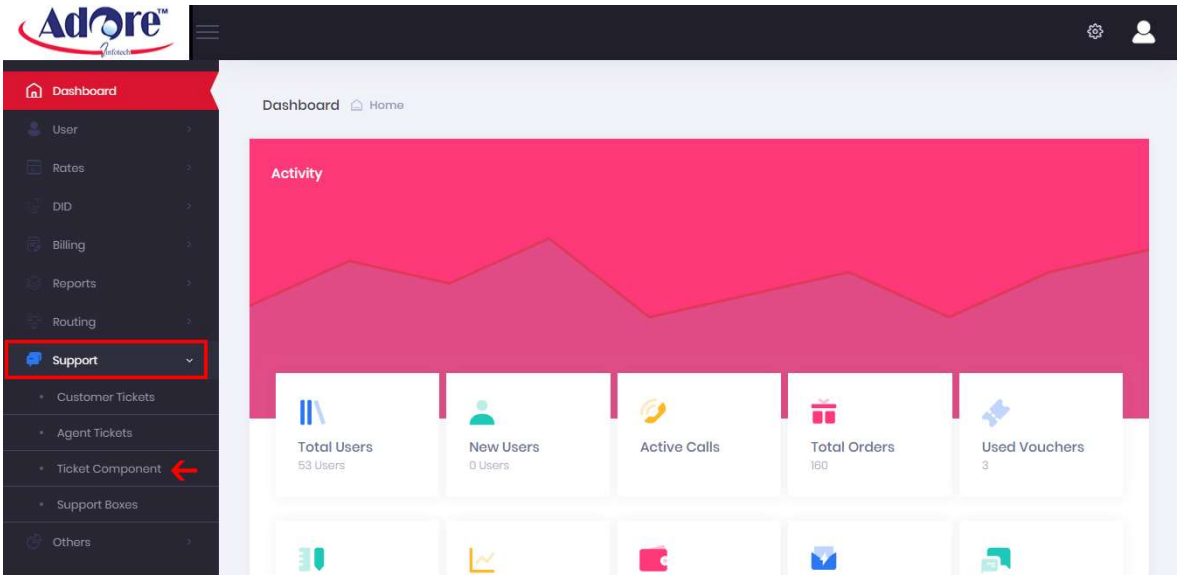



Here you manage your Agent's Ticket. You can also add a new ticket for one Agent.

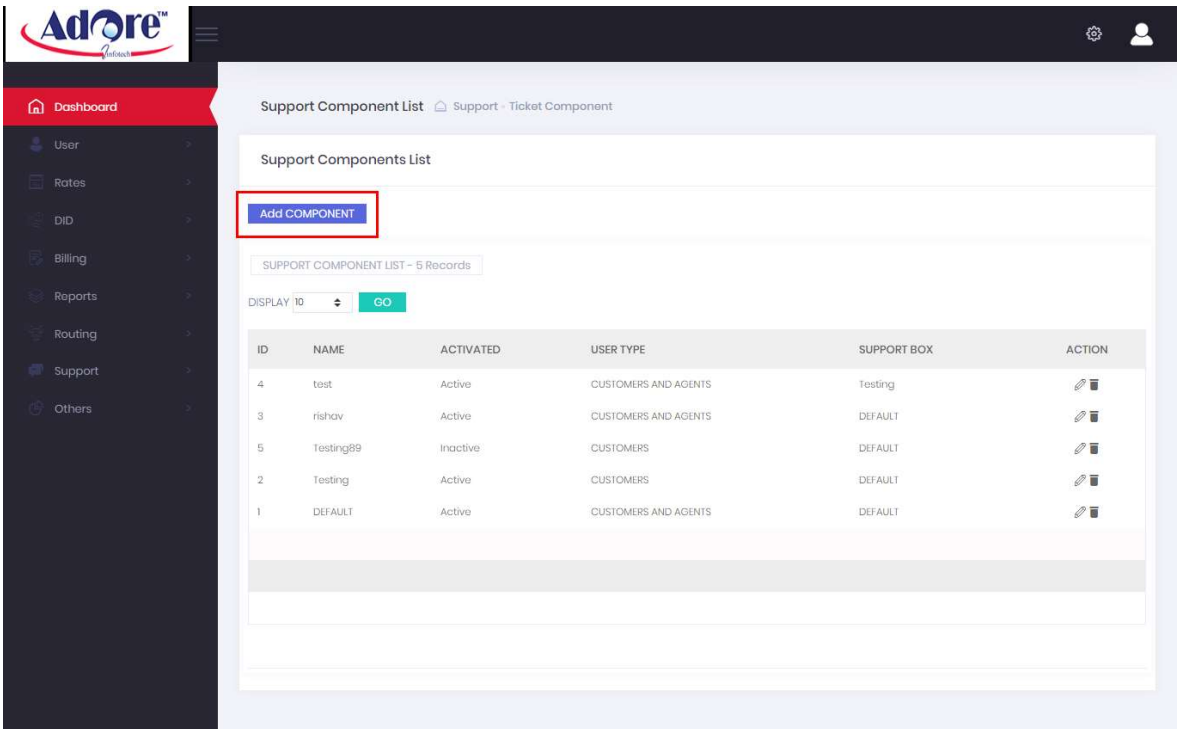



## Ticket Component

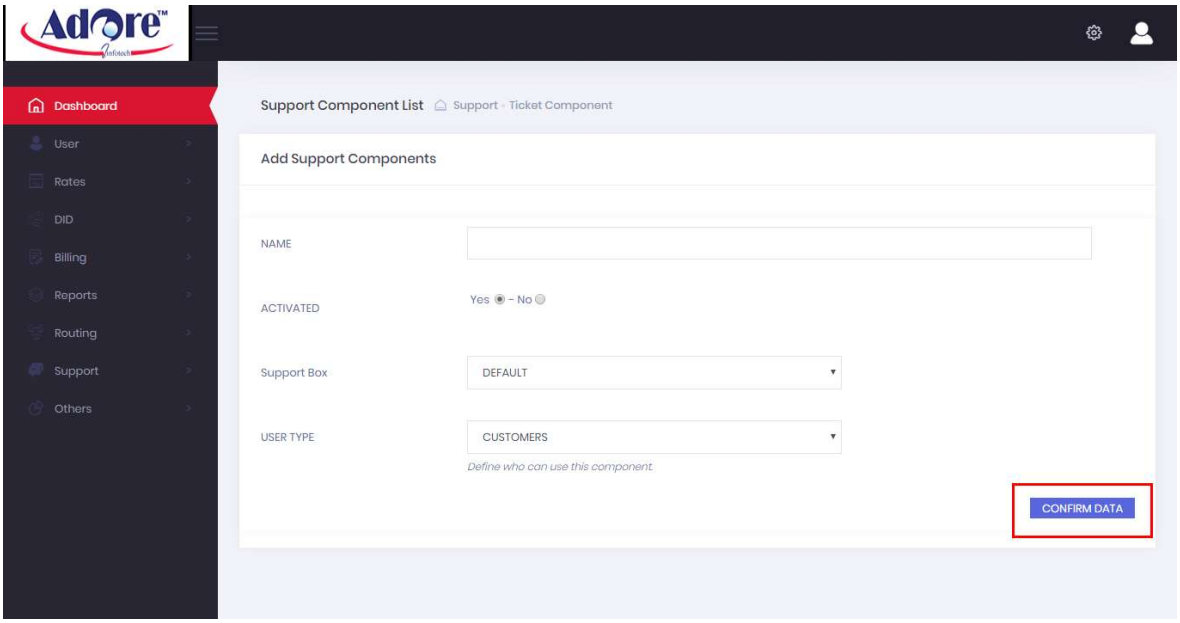
Go to **Support** - > **Ticket Component**




Here you can see all components which you use to handle the support task. You can use components to categorise the subject of the ticket. i.e : Tarification, Payment . Click "**ADD COMPONENT**"



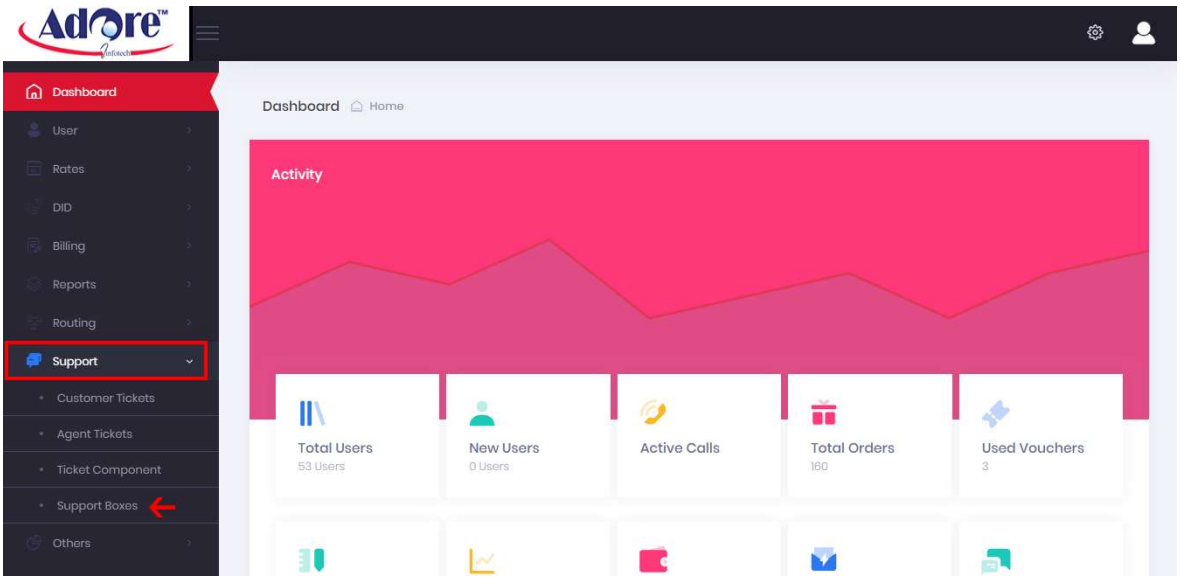

Here you can add components in your ticket system.



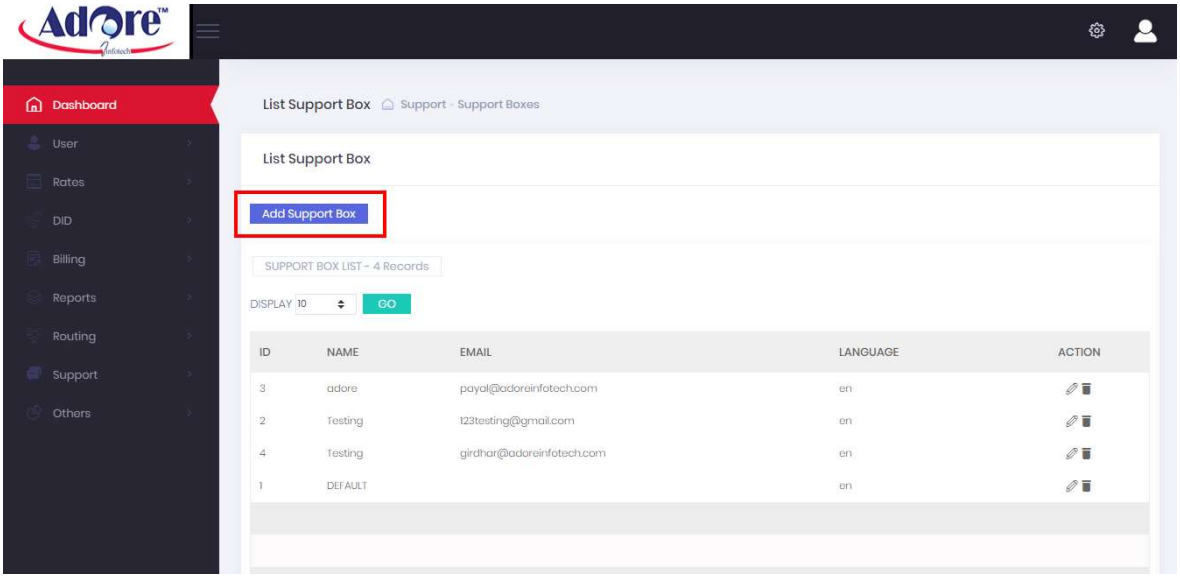

| Name of Fields | Description |
|---|---|
| NAME | Enter Name as per your wish |
| ACTIVATED | Select Yes / No |
| SUPPORT BOX | Select Defualt |
| USER TYPE | Define who can use this component. |
| CONFIRM DATA | Click "CONFIRM DATA" button to Add Components . |

## Support Boxes

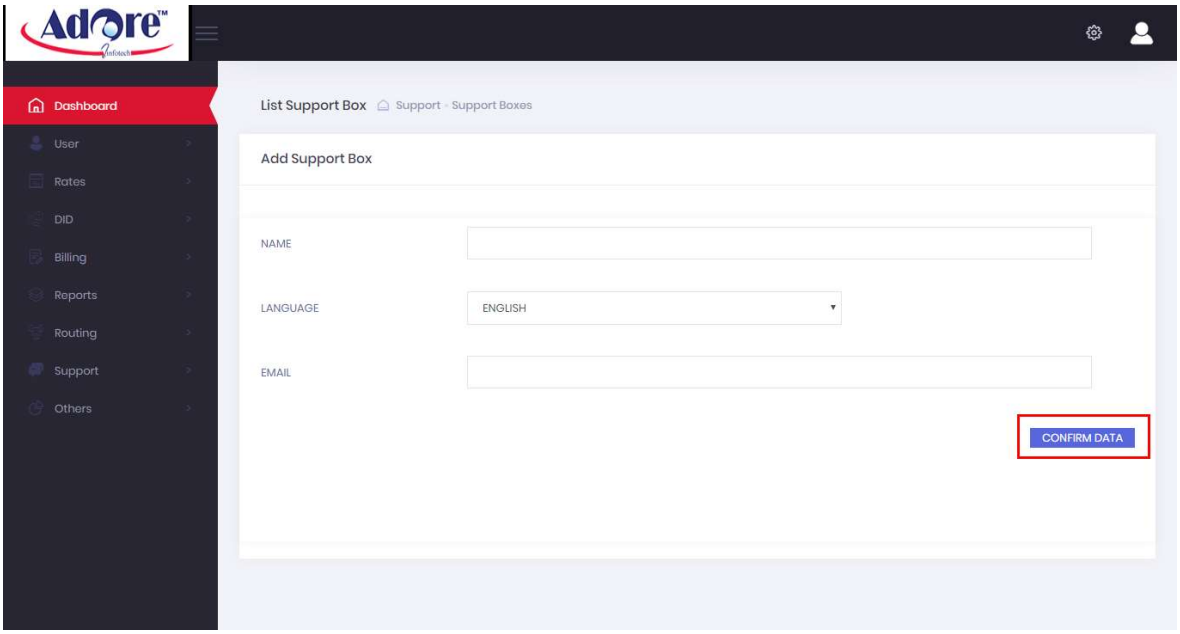
Go to **Support** - > **Support Boxes**



You can see here the Support Box, you need at least one support box to start support activity. For adding support box click on "**Add SUPPORT BOX**" button.




Here you can add support box.




| Name of Fields | Description |
|---|---|
| **NAME** | Enter Name as per your wish |
| **Langauge** | Select Your Preffered langauge as per your wish |

| | |
|---|---|
| **EMAIL** | Enter Email ID |
| **CONFIRM DATA** | Click "CONFIRM DATA" button to Add Support Box . |

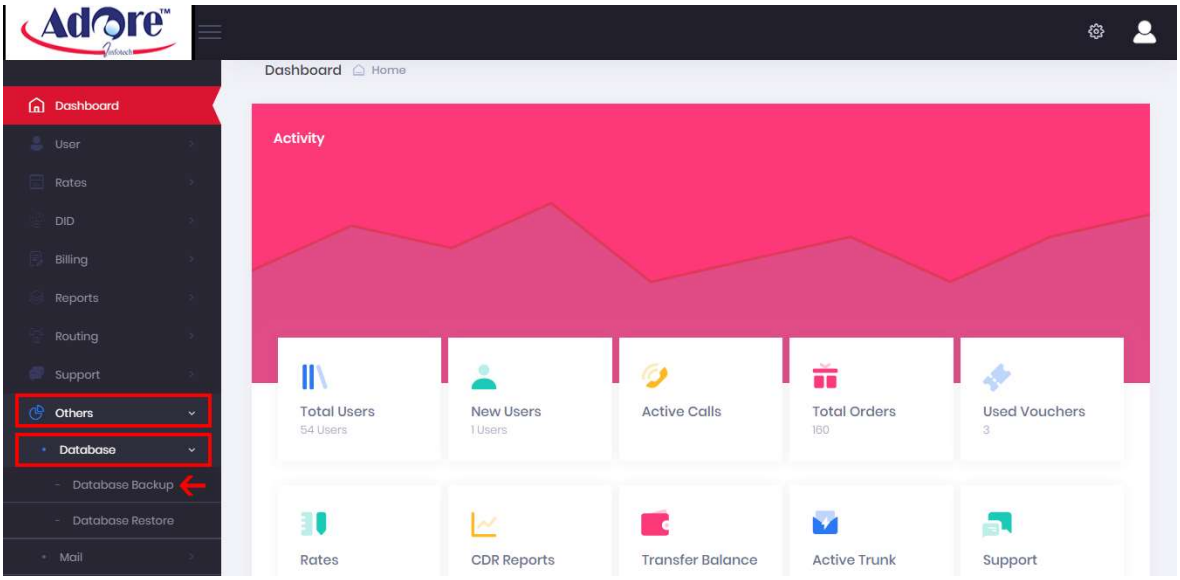
# 2.20. Others

Others

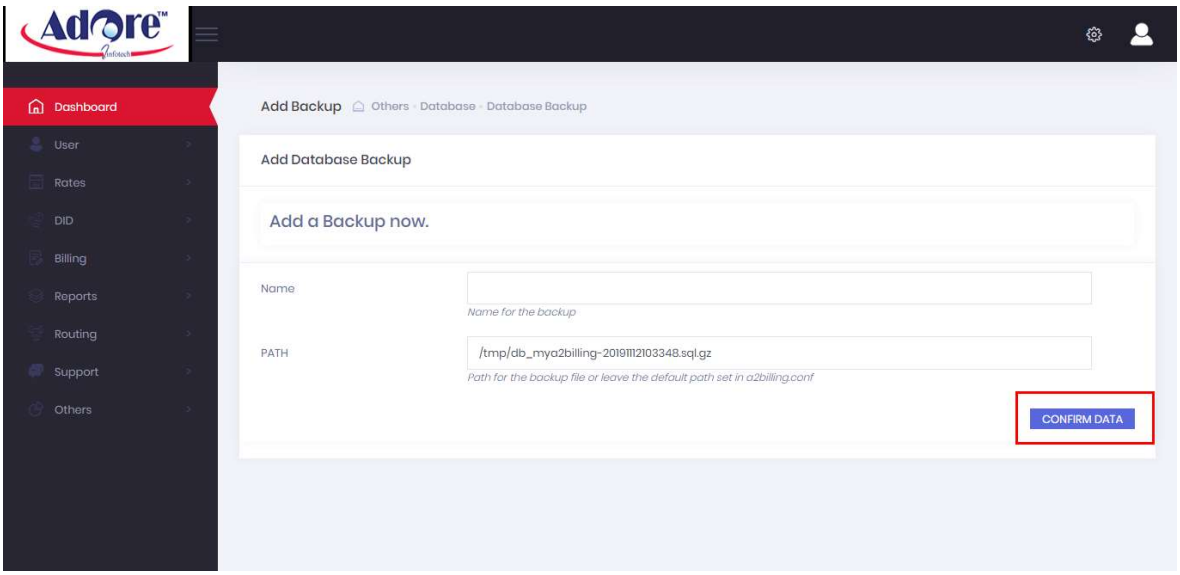
## Database

## Database Backup

Go to **Others** -> **Database** -> **Database Backup**

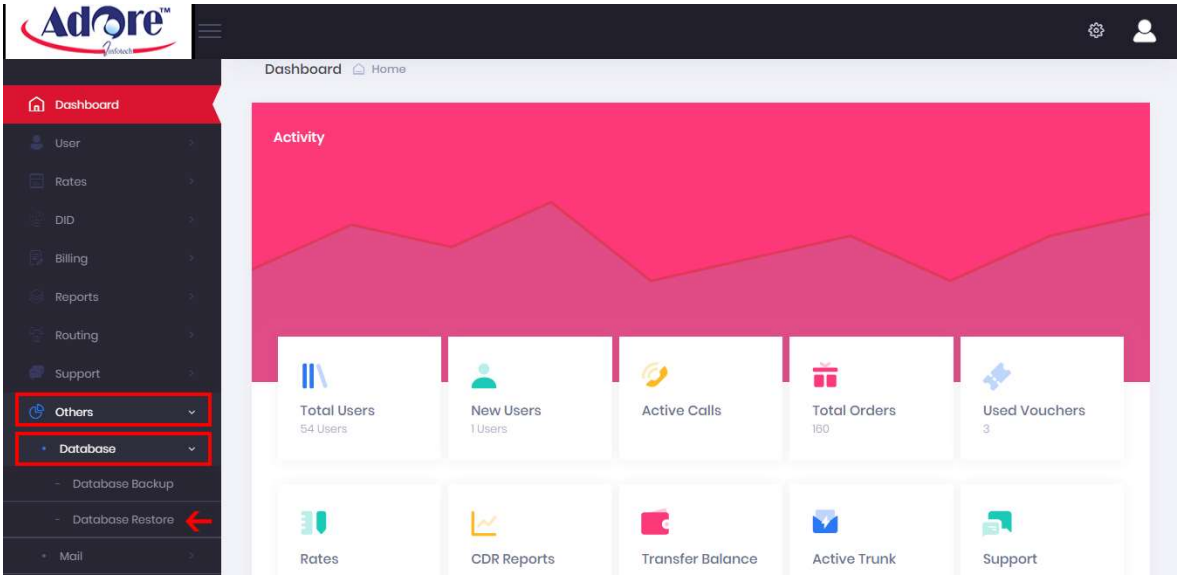



This section will allow you to backup an existing database context. The Backup process will export the whole database, so you can restore it later...

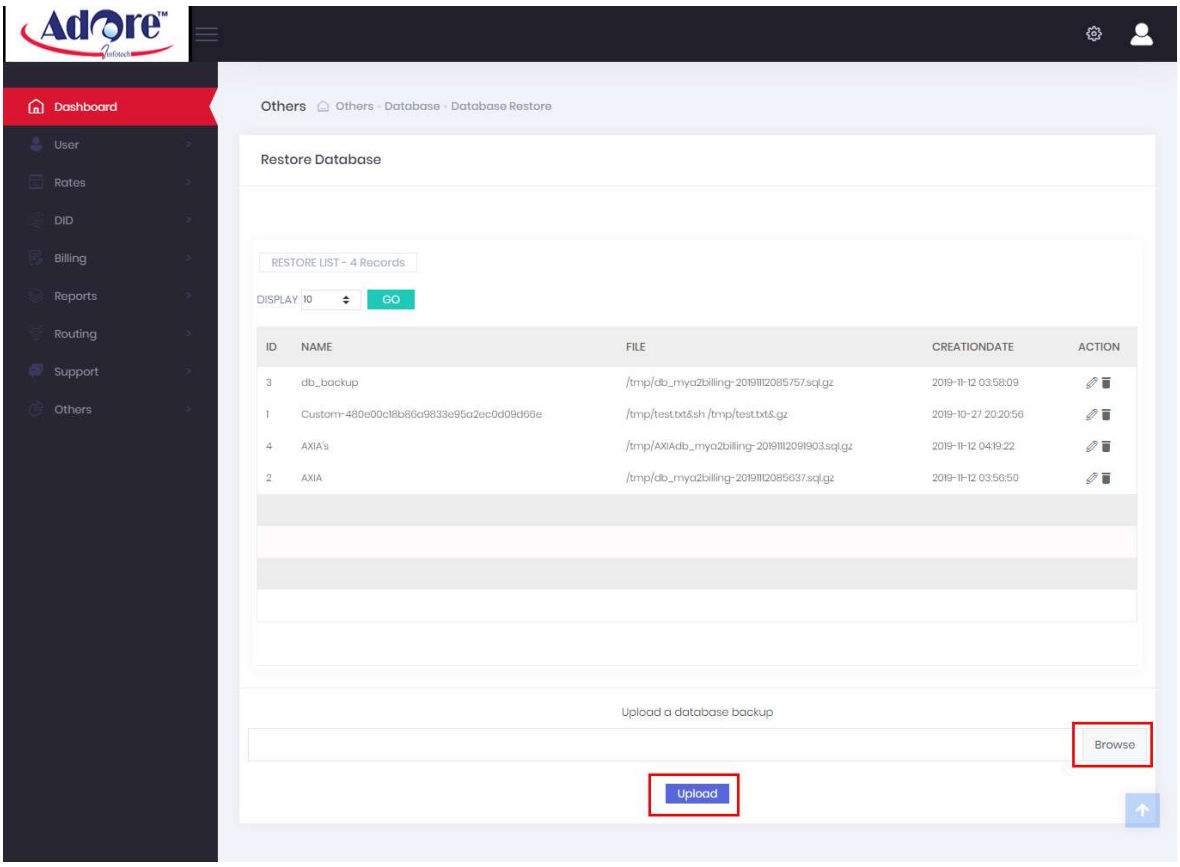


## Database Restore

Go to **Others**-> **Database** -> **Database Restore**



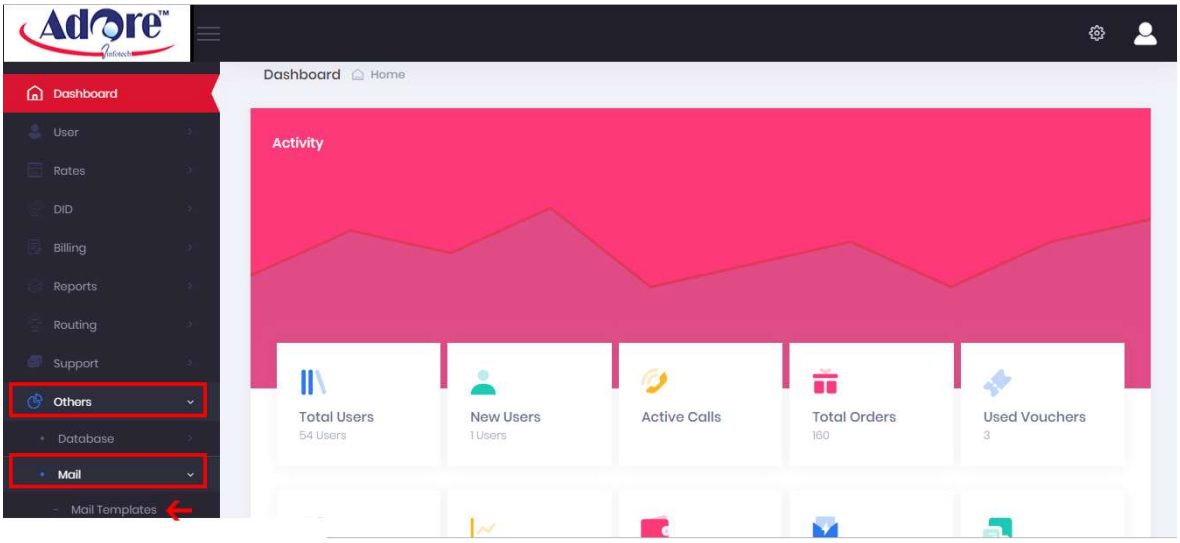

This section will allow you to restore or download an existing database backup. The restore process will delete the existing database and import the new one. You can also upload a database backup that you previously downloaded (make sure to use the same file format).



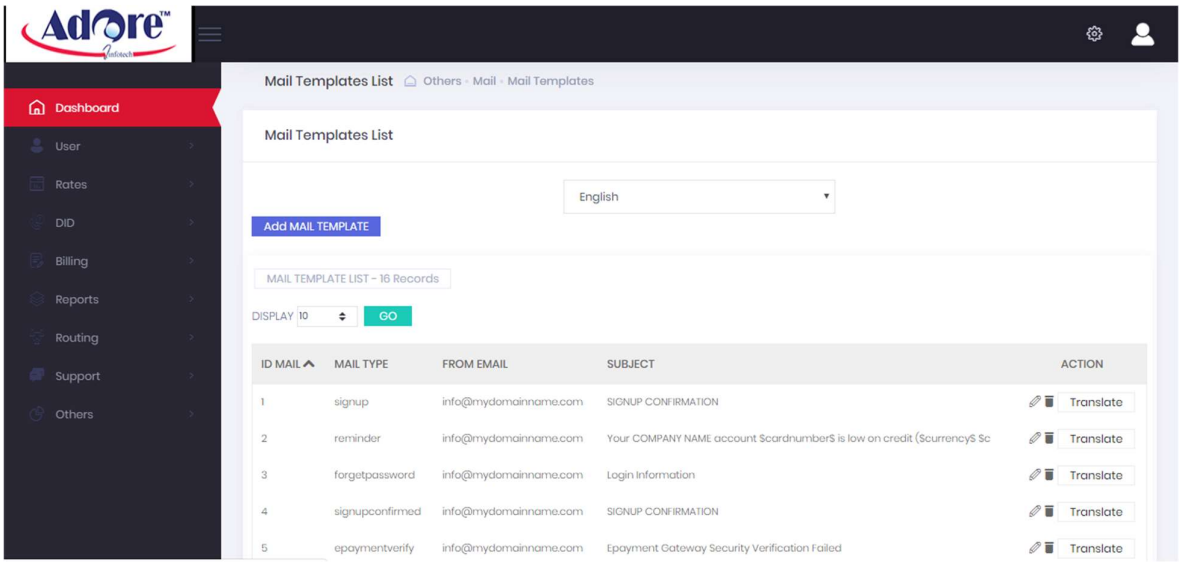
# Mail

## Mail Template

Go to **Others-> Mail-> Mail Template**

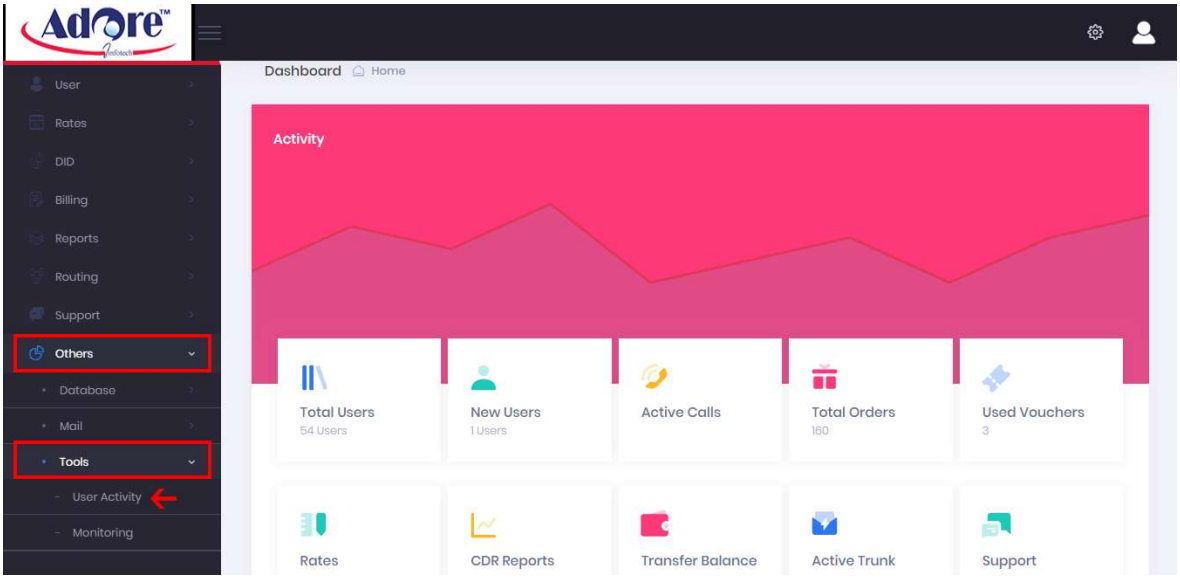



Here you can set your email templates for your users like when he will Signup, Forget Password etc.

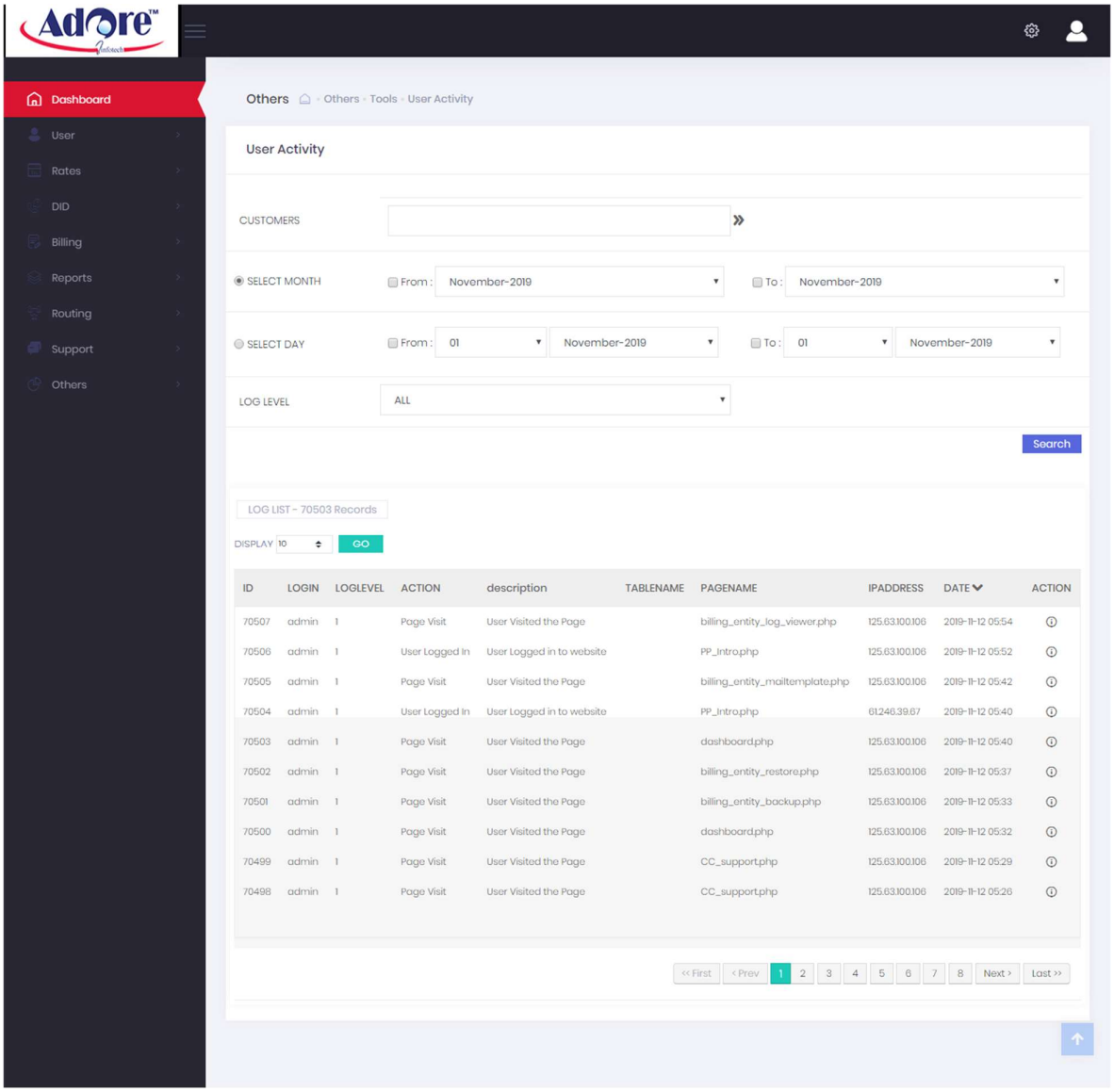



# Tools

Go to **Others** > **Tools** > **Users Activity**

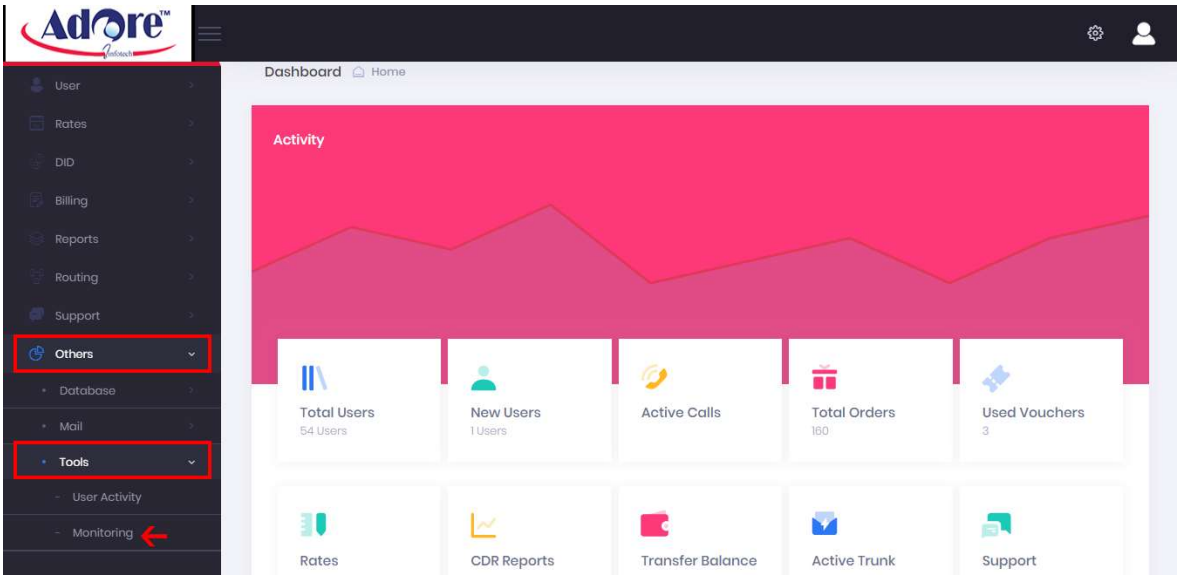



Here you can see all activity . The system log helps you track all events on your application. Log levels are the Importance Levels for the events - 1 is lowest level and 3 is highest level. 1 is used for Login, Logout and Page Visit. 2 is used for Add, Import, Export. 3 is for Update and Delete.

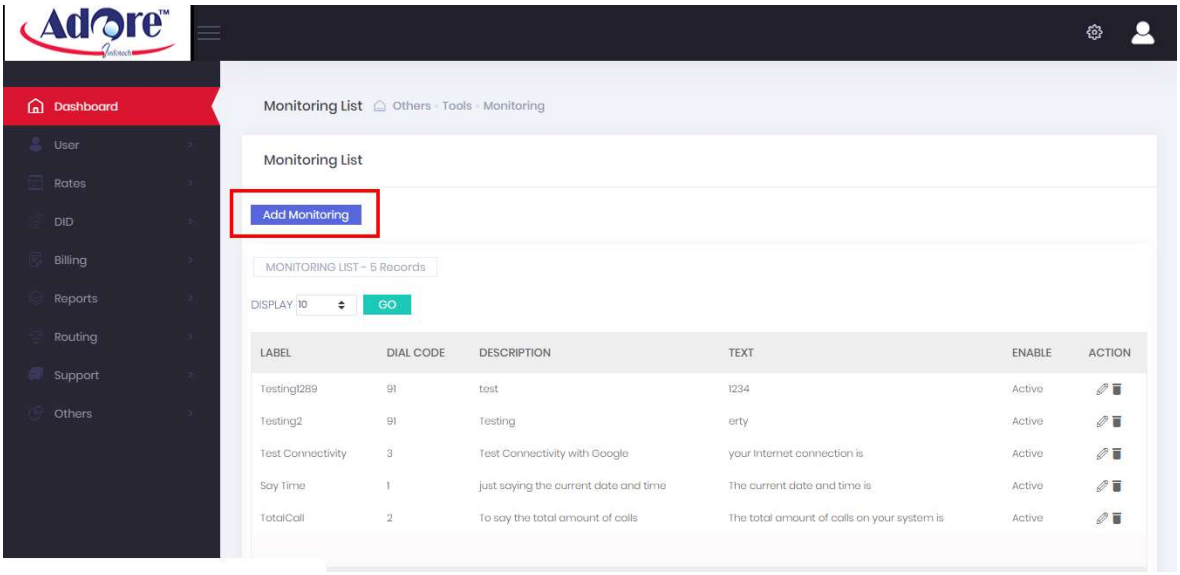



**Monitoring**

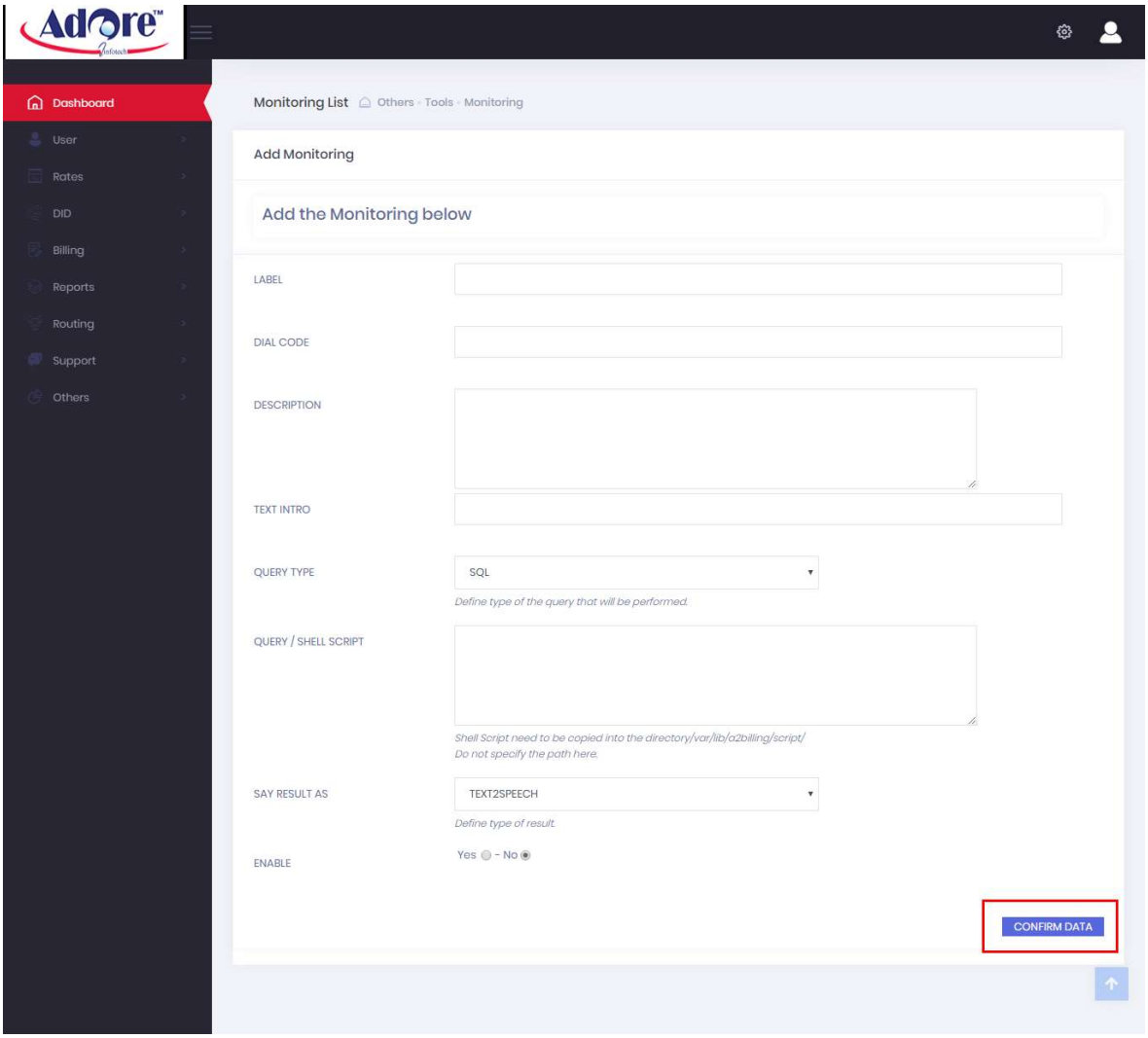
Go to **Others-> Tools -> Monitoring**




IVR Monitoring, an extension should be configured for the admin to call and monitor through an IVR some important data from your system. For Adding Monitoring click on "**ADD MONITORING**" button.




Here you can add Monitoring in your system.




| Name of Fields | Description |
|---|---|
| LABEL | Enter Label as per your wish |
| DIAL CODE | Enter Dial Code |
| DESCRIPTION | Enter Simple description |
| TEXT INTRO | Enter Text Intro |
| QUERY TYPE | Define type of the query that will be performed. |
| QUERY / SHELL SCRIPT | Shell Script need to be copied into the directory/var/lib/billing/script/ Do not specify the path here. |
| SAY RESULT AS | Define type of result. |
| ENABLE | Set Yes / No |
| CONFIRM DATA | Click "CONFIRM DATA" button to Add Monitoring. |

# 3. Agent

# AGENT MODULE

**Welcome to Adore Softswitch VoIP Billing Agent Module**

# 3.1. How To Login on Agent Module

## How to Login on Agent Module

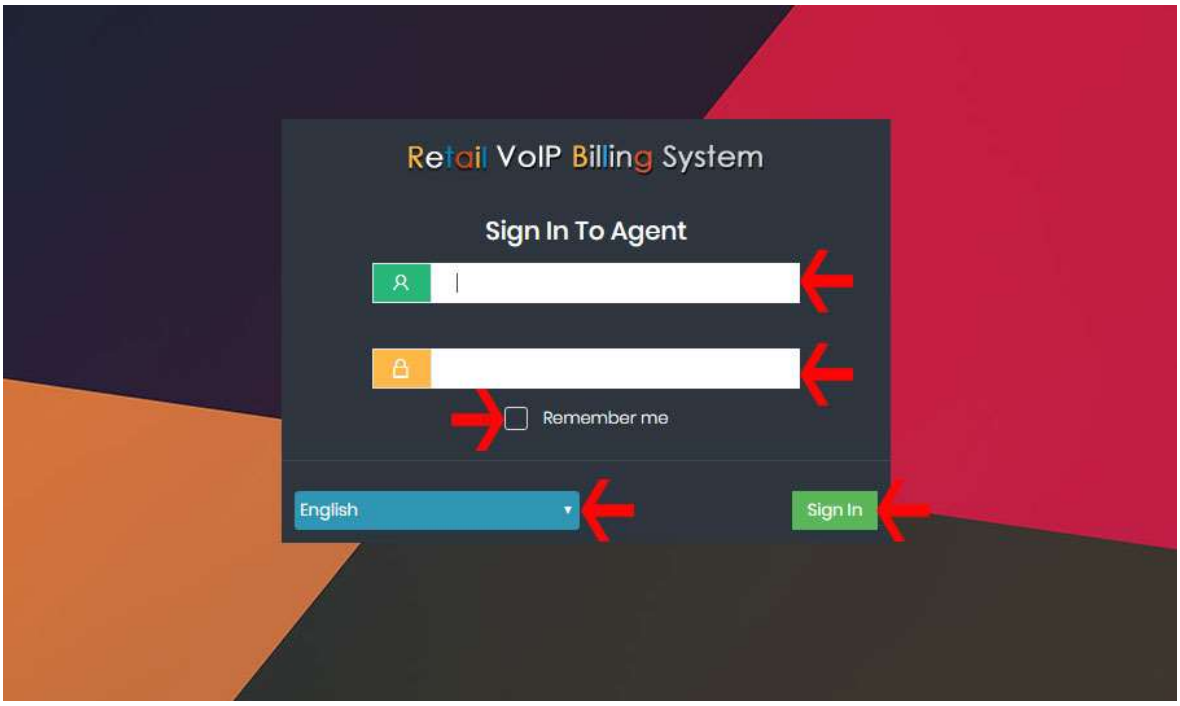
Please visit following URL

: https://billing.adoreinfotech.co.in/crm/agent/Public/index.php

Enter the user name and password in the appropriate box, select your preferred language (if you have multiple languages, default language is English) and click Login button.

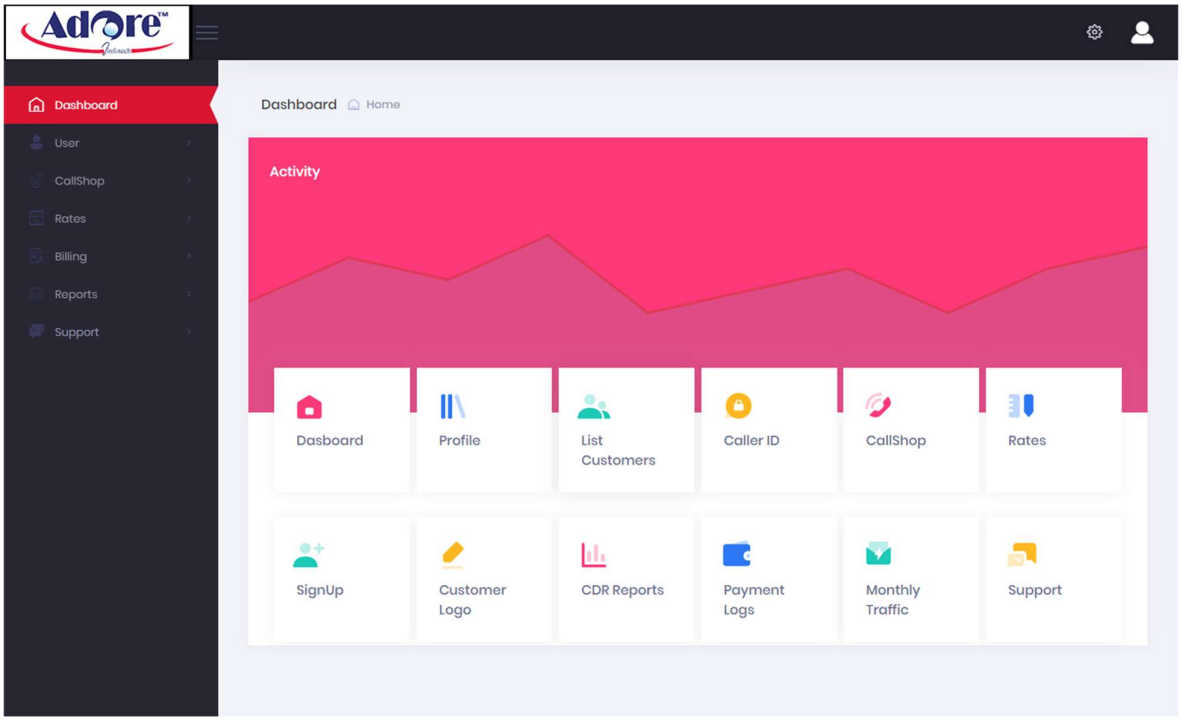
**User Name : agent**

**Password: xxxxxxx**



# 3.2. Agent Dashboard

## Agent Dashboard

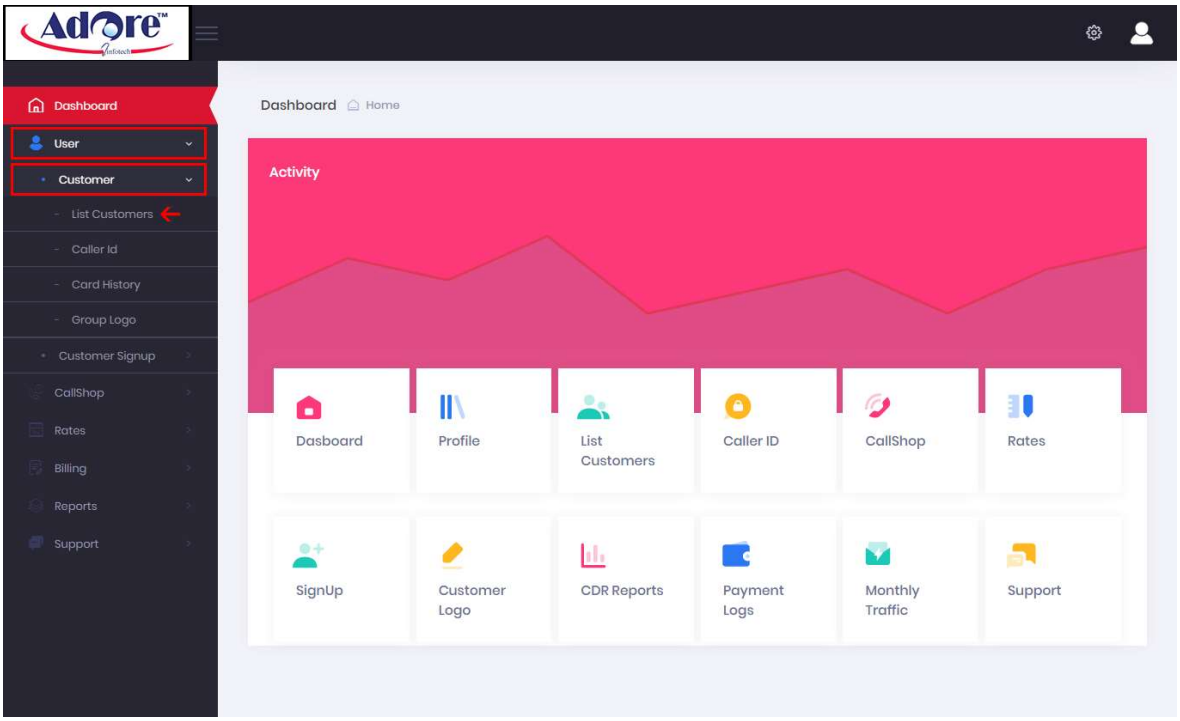


# 3.3. User

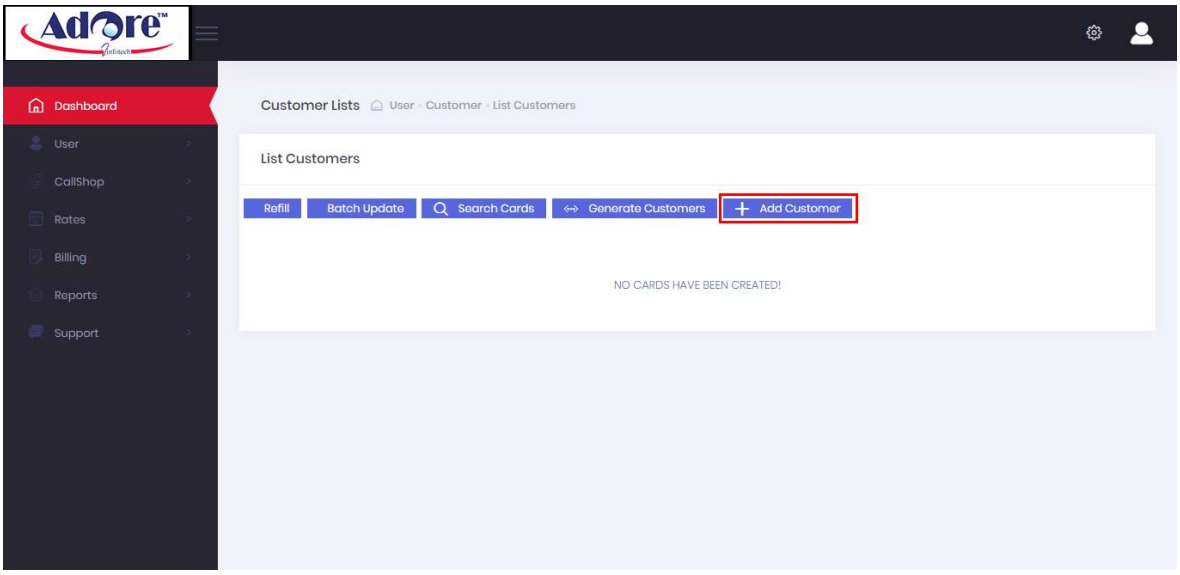
## USER

### List Customer

Go to **USER** -> **Customer** -> **List Customers**




A new customer can be added manually via the "**Add customer**" button. It is used for the creation of one single account.




On click "**ADD CUSTOME**R" below page open. Here enter the details and click on "**CONFIRM DATA**" button.

AdOre Infotech

- Dashboard
- User
- CallShop
- Rates
- Billing
- Reports
- Support

User · Customer · Add Customer

## Add Customer

**Change the Account Number Length :** 5 Digits

### Customer Information

| | |
|---|---|
| ACCOUNT NUMBER | 55144 |
| WEBUI LOGIN | 45603 |
| WEBUI PASSWORD | 7030722570<br>*Password for customer to access to the web interface and view the balance.* |
| CUSTOMER GROUP | agent |
| SERIA | NOT DEFINED |
| CALLSHOP STATUS | Yes - No |

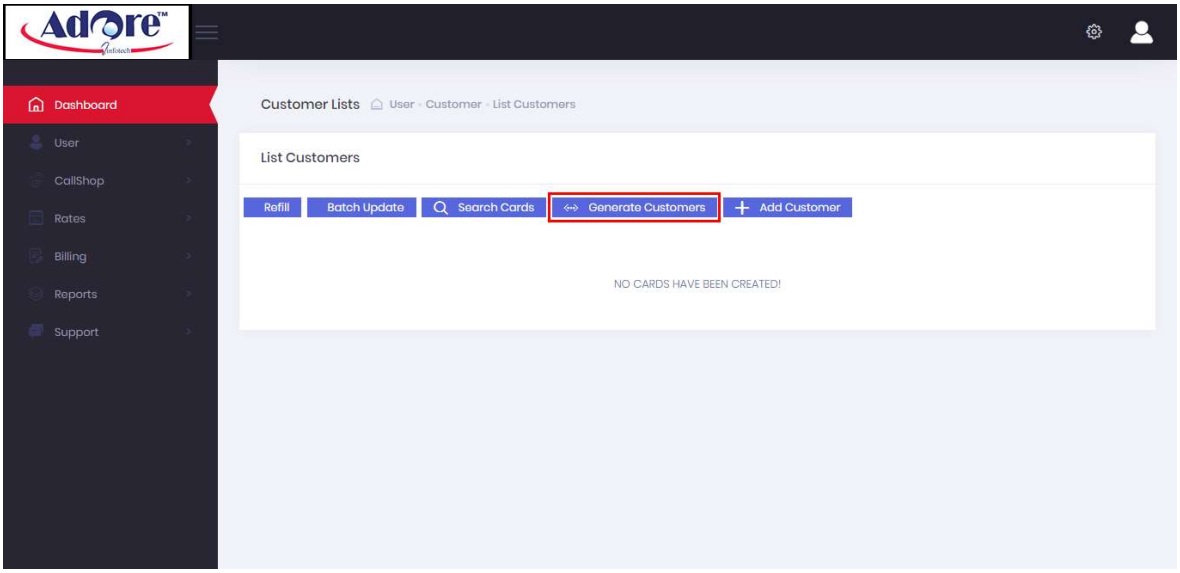
### Personal Information

| | |
|---|---|
| LAST NAME | |
| FIRST NAME | |
| EMAIL | |
| ADDRESS | |
| CITY | |
| STATE/PROVINCE | |
| COUNTRY | SELECT COUNTRY |
| ZIP/POSTAL CODE | |
| PHONE NUMBER | |
| FAX NUMBER | |
| COMPANY NAME | |
| COMPANY WEBSITE | |
| CALL PLAN | adore |
| DIDGROUP | NOT DEFINED |
| TIMEZONE | (GMT-12:00) International Date Line West |
| LANGUAGE | ENGLISH |
| CURRENCY | U.S. Dollar (USD) (1.00000)<br>*Currency used at the customer end.* |
| STATUS | ACTIVE |

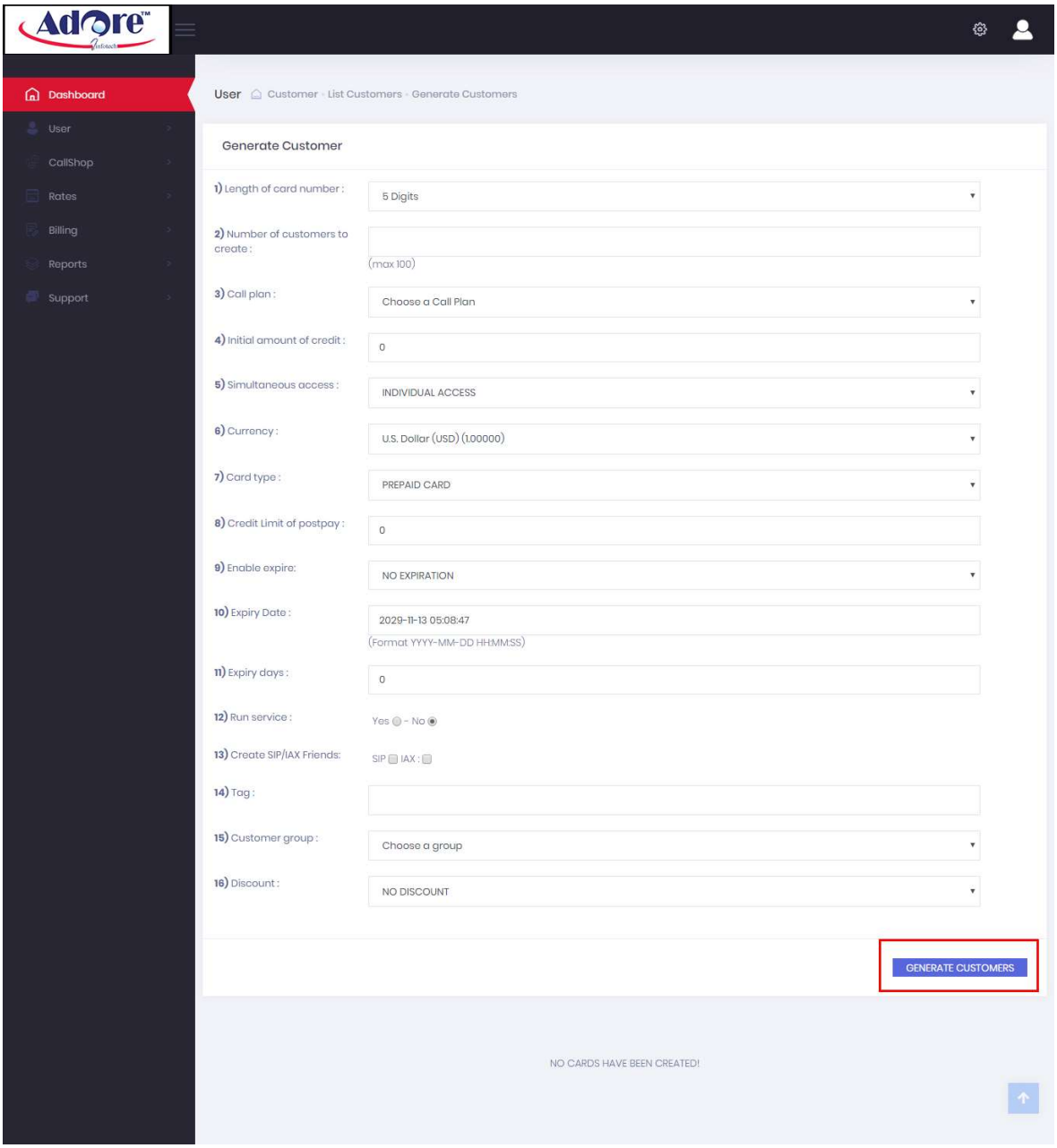
| Name of Fields | Description |
|---|---|
| ACCOUNT NUMBER | ACCOUNT NUMBER automatically generate or you can choose as per your wish (NOTE: You can use this Account number on PC & Mobile Dialer which build with your Switch Billing) |
| WEBUI LOGIN | WEBUI LOGIN automatically generate or you can choose as per your wish (NOTE: You can use this WEBUI LOGIN for access your own Customer Portal) |
| WEBUI PASSWORD | WEBUI PASSWORD automatically generate or you can choose as per your wish. (NOTE: You can use this WEBUI PASSWORD for Portal Access and PC & Mobile Dialer App) |
| CUSTOMER GROUP | Customers can be clustered in groups so access permissions can be applied to the groups |
| SERIAL | You can select as your wish |
| LAST NAME | Enter your Last Name Here |
| FIRST NAME | Enter your First Name Here |
| EMAIL | Enter your Valid Email ID here |
| ADDRESS | Enter your Address here |
| CITY | Enter your City here |
| STATE/PROVINCE | Enter your State/Province |
| COUNTRY | Choose your Country |
| ZIP/POSTAL CODE | Enter your ZIP/POSTAL CODE |
| PHONE NUMBER | Enter your Valid Phone Number |
| COMPANY NAME | Enter You Company Name Here |
| COMPANY WEBSITE | Enter your website address here |
| CALL PLAN | Select your Call Plan |
| DID GROUP | Select your DID Group |
| TIME ZONE | Select Your preffered Time Zone |
| LANGUAGE | Select your preffered language |
| CURRENCY | Currency used at the customer end. |
| STATUS | Status of the account: Active, New, Suspended, etc |
| LOCK | Enable lock for this account. |
| LOCK PIN | Code required to make the call if the lock is active. |
| SIMULTANEOUS ACCESS | Very important settings as it limits the ability of running several calls with the |

| | |
|---|---|
| | same account. |
| RUN SERVICE | (Yes\|No) Apply recurring service to this account. |
| CREDIT LIMIT NOTIFICATION | Low credit limit to alert the customer |
| PERMITTED NOTIFICATIONS BY MAIL | Enable the notification by mail for this account. |
| EMAIL NOTIFICATION | Enter Email Address for Notification |
| CAMPAIGN | Select Your campaign |
| FIRST USE DATE | First Use Date |
| ENABLE EXPIRY | Select method of expiry for the account. |
| EXPIRY DATE | Please respect the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00' |
| EXPIRY DAYS | The number of days after which the account will expire. |
| CREATE SIP CONFIG | Create the SIP config automatically |
| CREATE IAX CONFIG | Create the IAX config automatically |
| MAC ADDRESS | To keep track of the MAC address of the a device associated to an account, FORMAT: 00-08-74-4C-7F-1D |
| IN USE | Updated to show the number of concurrent calls in use by this customer. If there are no currently no calls, and the system shows that there are, manually reset this field back to zero. |
| AUTOREFILL | Define if you want to authorize the autorefill to apply on this accout |
| INITIAL BALANCE | The initial balance is used by autorefill to reset the current balance to this amount |
| INVOICE DAY | Define the day of the month when the system will generate the customer invoice. |
| VAT | VAT to add on the invoice of this customer. it should be a decimal value '21' this will be for 21% of VAT! |
| VAT REGISTRATION NUMBER | Enter VAT Registration Number |
| DISCOUNT | Select as per your wish |
| TRAFFIC PER MONTH | Note related to the expected traffic of this account |
| TARGET TRAFFIC | Note related to the expected traffic of this account |
| RESTRICTION | Type of restriction of this account, white lists and blacklist of numbers |
| CONFIRM DATA | Once you have completed the form above, click on the CONTINUE button to add customer. |

**GENERATE CUSTOEMRS** : Allow the generation of many accounts in one click. click on "GENERATE CUSTOMERS" button.




On click "**GENERATE CUSTOMERS**" below screen will open



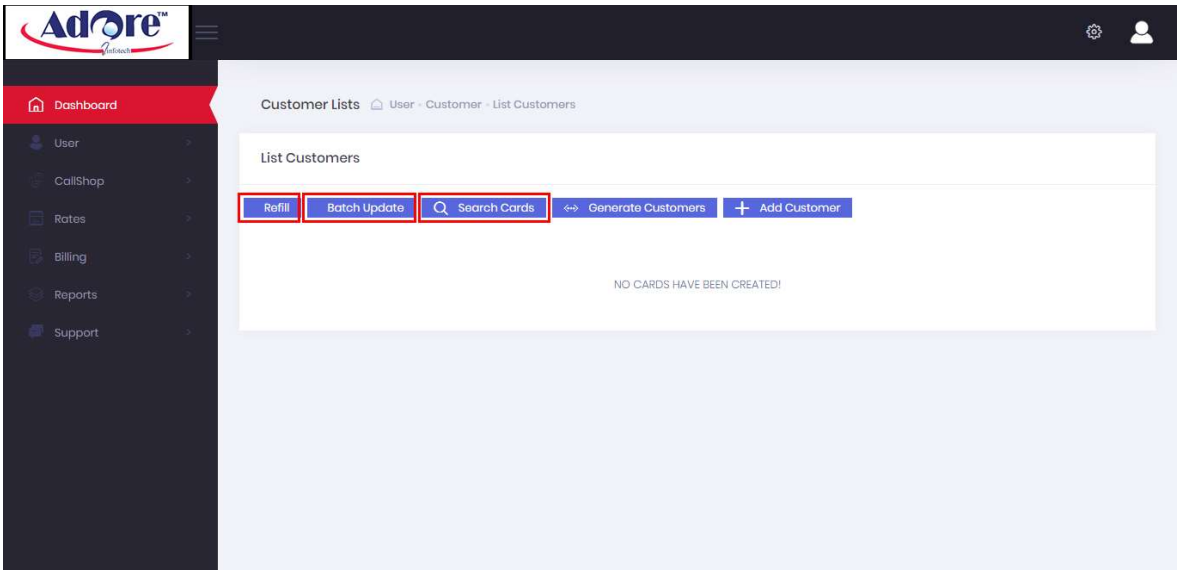

The purpose of this screen is to allow you to generate large numbers of cards in bulk. This is typically used for a calling card operation.

When the cards are created, they will appear in a list below and they can be exported to a CSV or XML file for fulfilment via a printing company, or offered for sale via a website.

All the cards in each batch created will share the same random number as the surname. You can use this random number in the search and batch update options of List Customers to (de-)activate entire batches of cards.

It is worth delaying generating very large batches of customers until your server is quiet, as it is a resource intensive operation and may adversely affect call setup times.

For a better explanation of each of the fields look at the Create Customer instructions.




**BATCH UPDATE** : Batch update gives the ability to bulk update large numbers of cards selected in the above search cards section.

**SEARCH CARDS** : Search cards allows you to search for selected customers based on a number of parameters. You can use multiple criteria to extract a subset of customers.

When done with searching, ensure that you click "**Cancel Search**" to list all customers

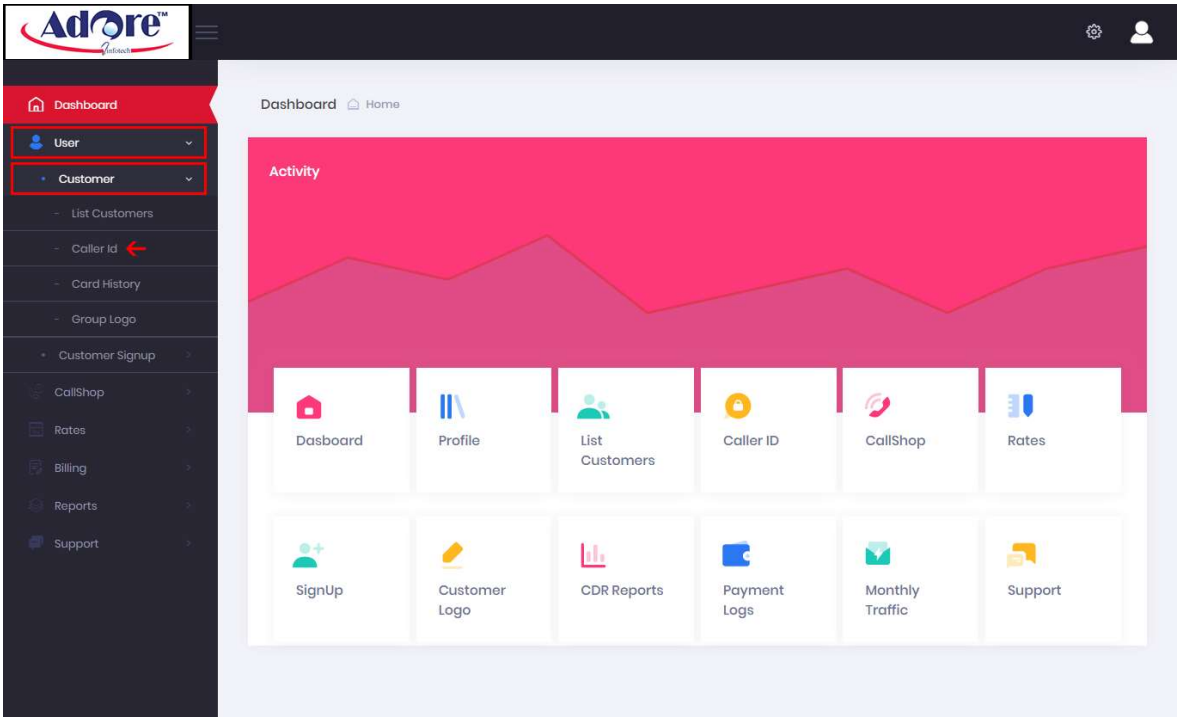
"Delete All" will delete all customers selected and their dependent records. Please be careful using this button. Most people leave dormant customers in the system for accounting purposes, and only clear them out when records have been taken on total revenues and payments.

**REFILL**: Customers added through the add customer button are generally set up with zero balance so that you can keep track of the payments and refills that you have applied to each customer.

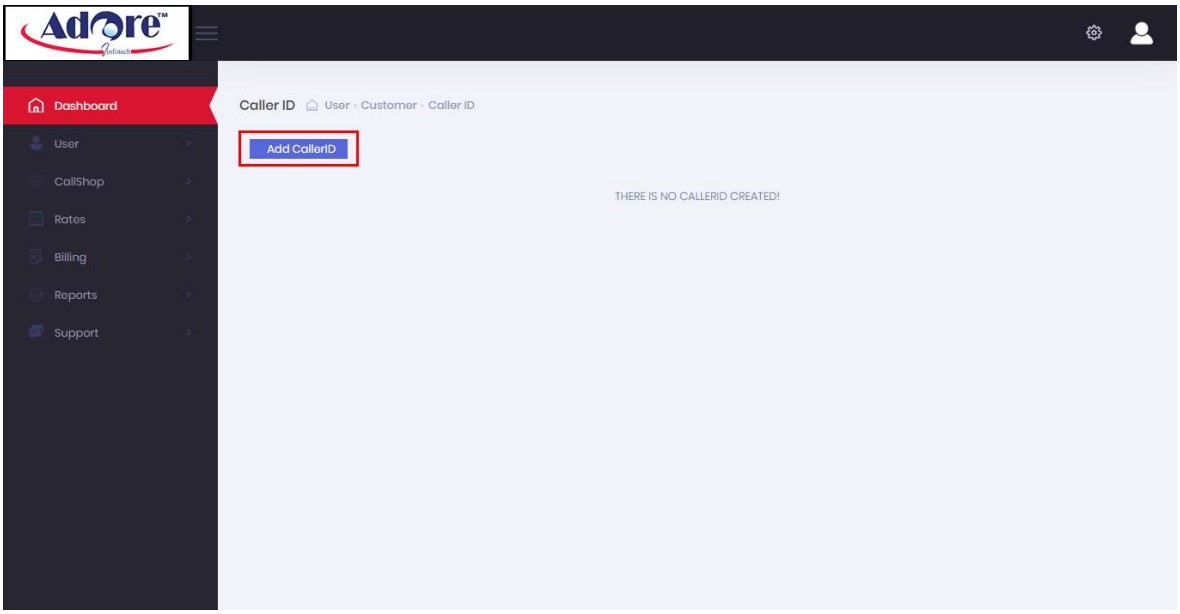
**********

## Caller ID

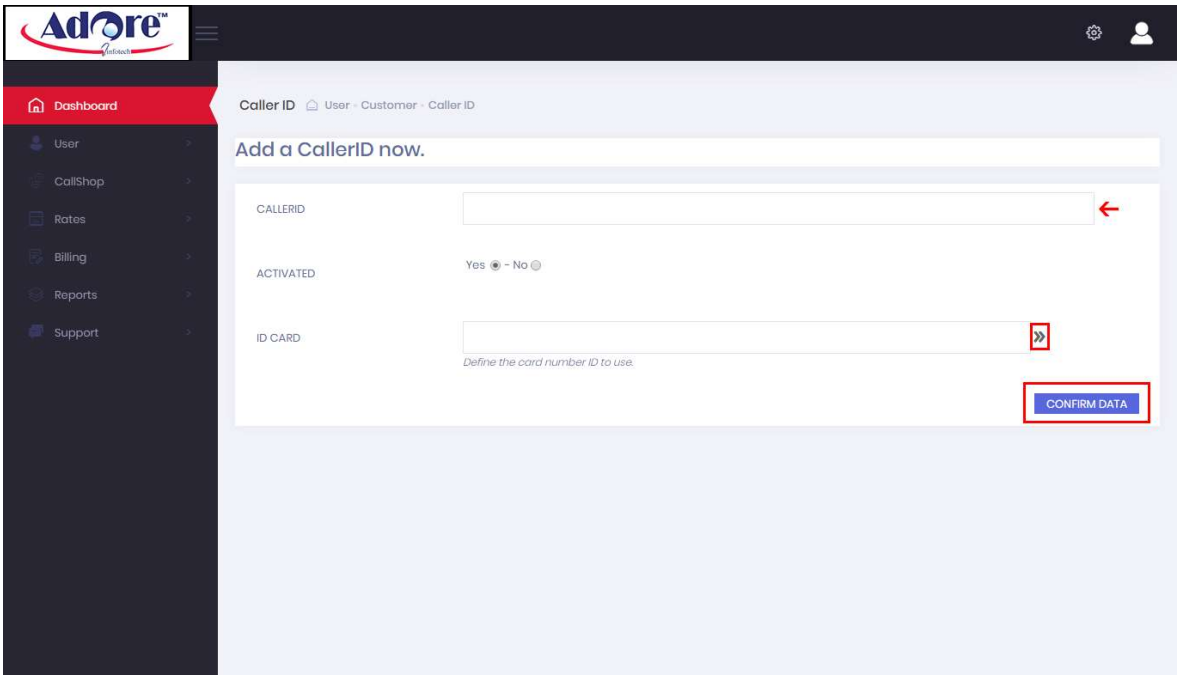
Go to **USER** -> **Customer** -> **Caller-ID**




Set the caller ID so that the customer calling is authenticated on the basis of the callerID rather than with the account number . For adding Caller-ID click on "**Add CallerID**" button.



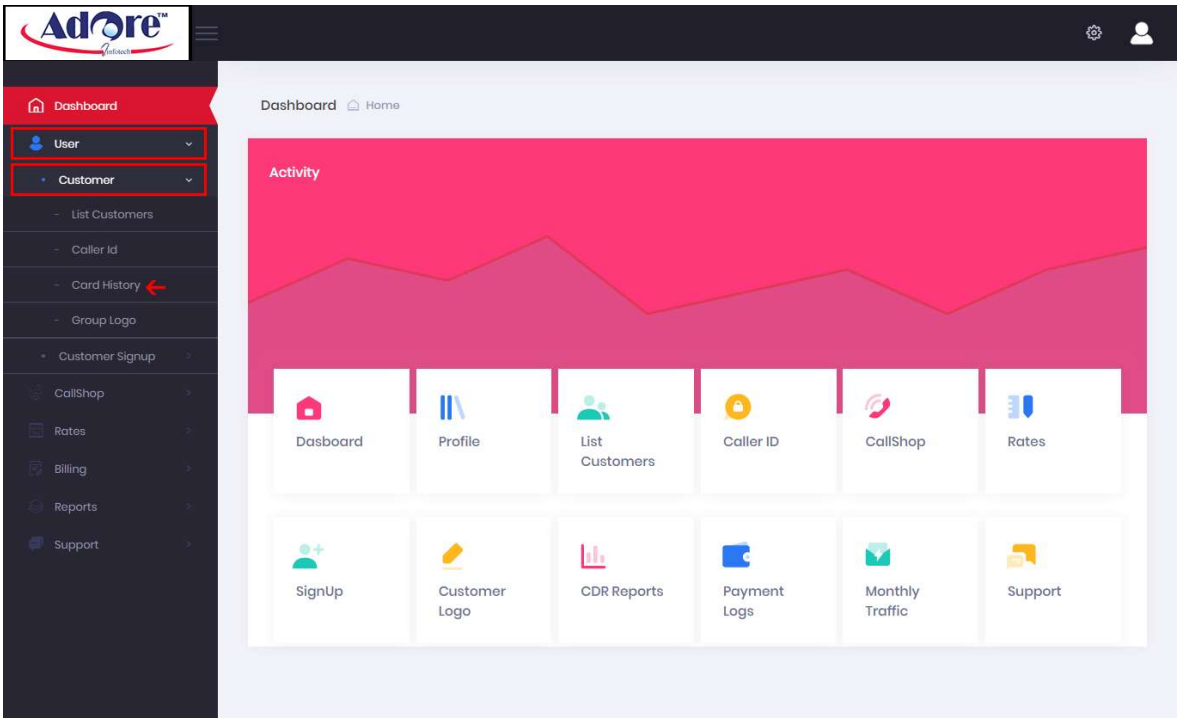

On click "**Add CallerID**" button following screen will open.



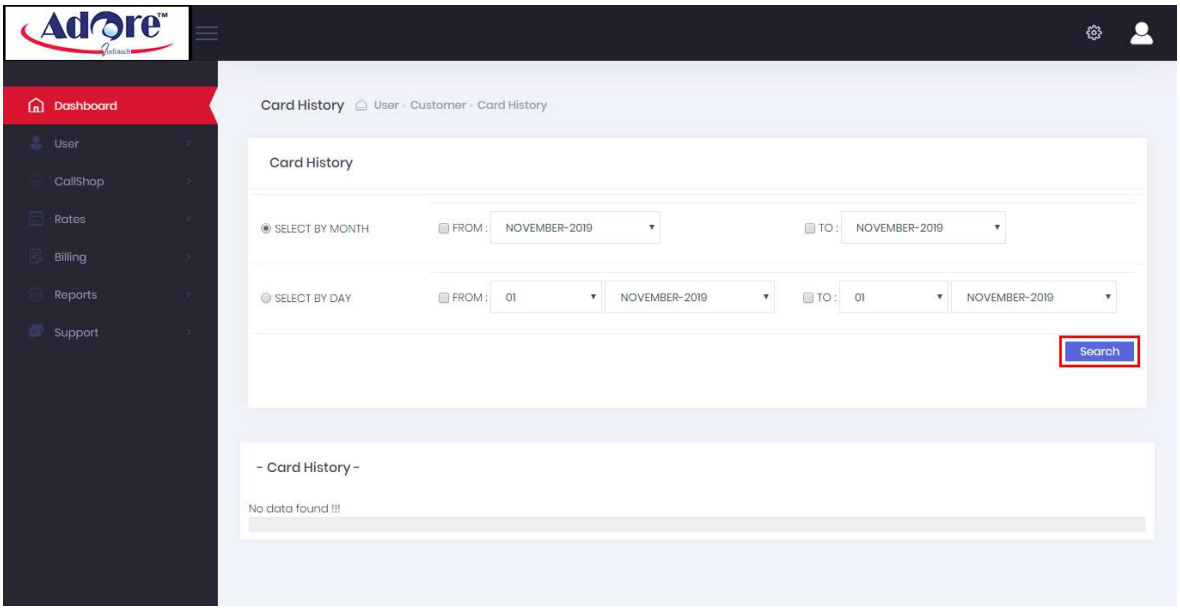

| Name of Fields | Description |
|---|---|
| CALLER ID | Enter Caller ID (Phone Number which you want to add as Caller ID) |
| Activated | Select Yes / No |
| ID CARD | Define the Card Number ID to use. |
| CONFIRM DATA | Click "CONFIRM DATA" button to Add Caller ID . |

## Card History

Go to **USER->Customer-> Card History**

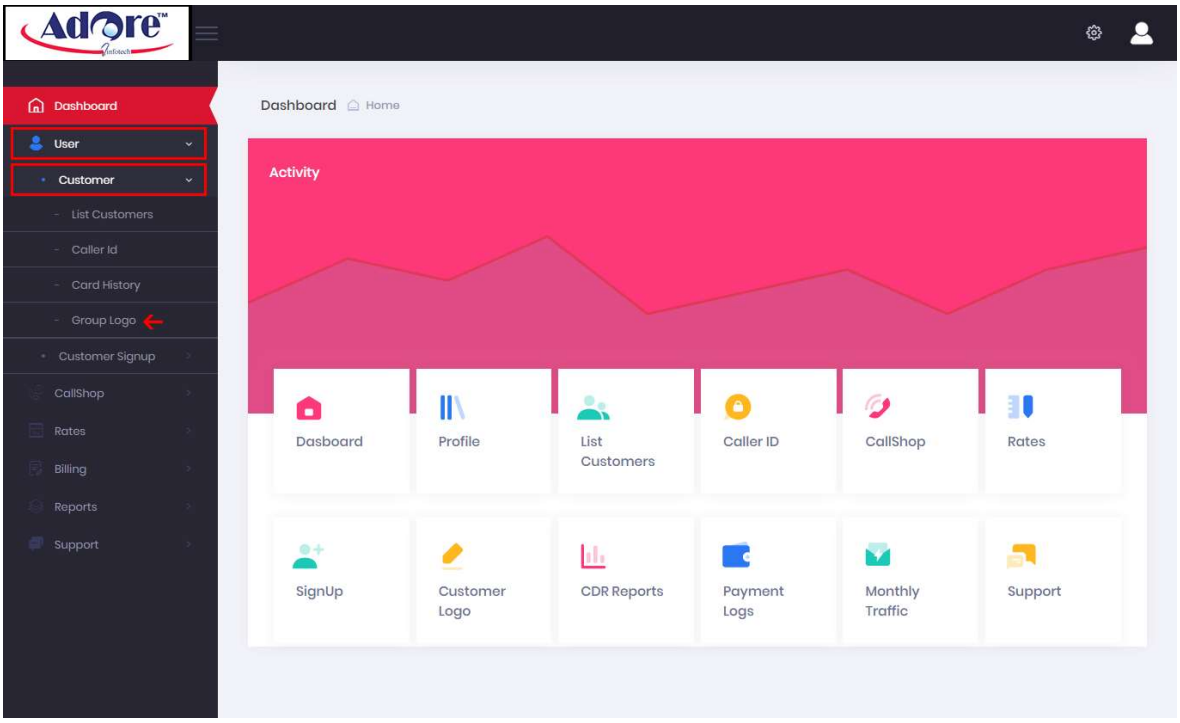



Here you can view your customers card history by using search option.

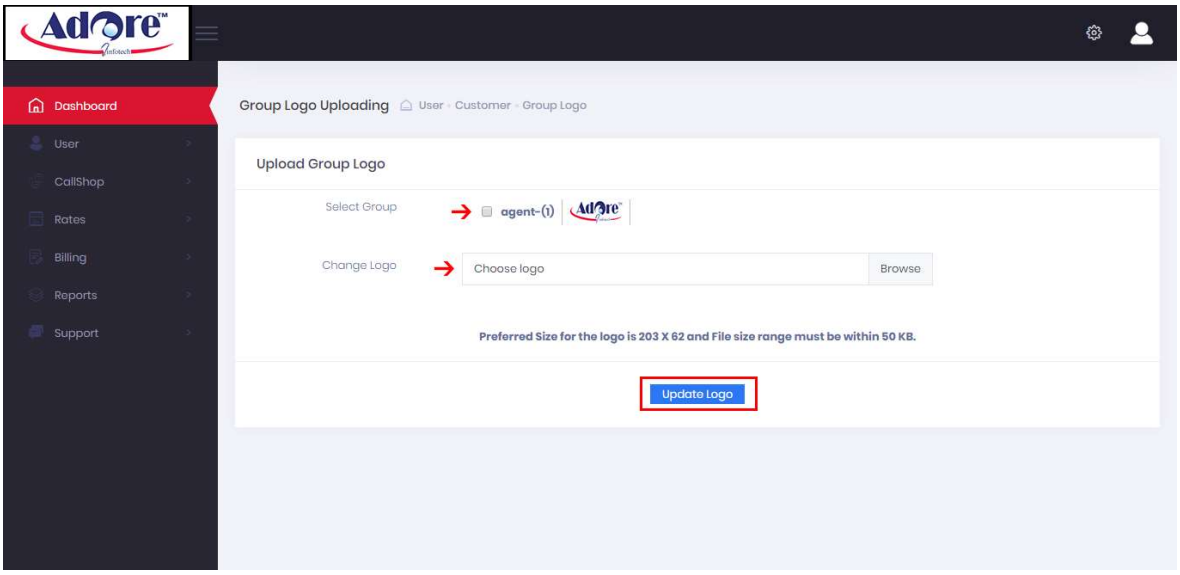



## Group Logo

Go to **USER->Customer-> Group Logo**



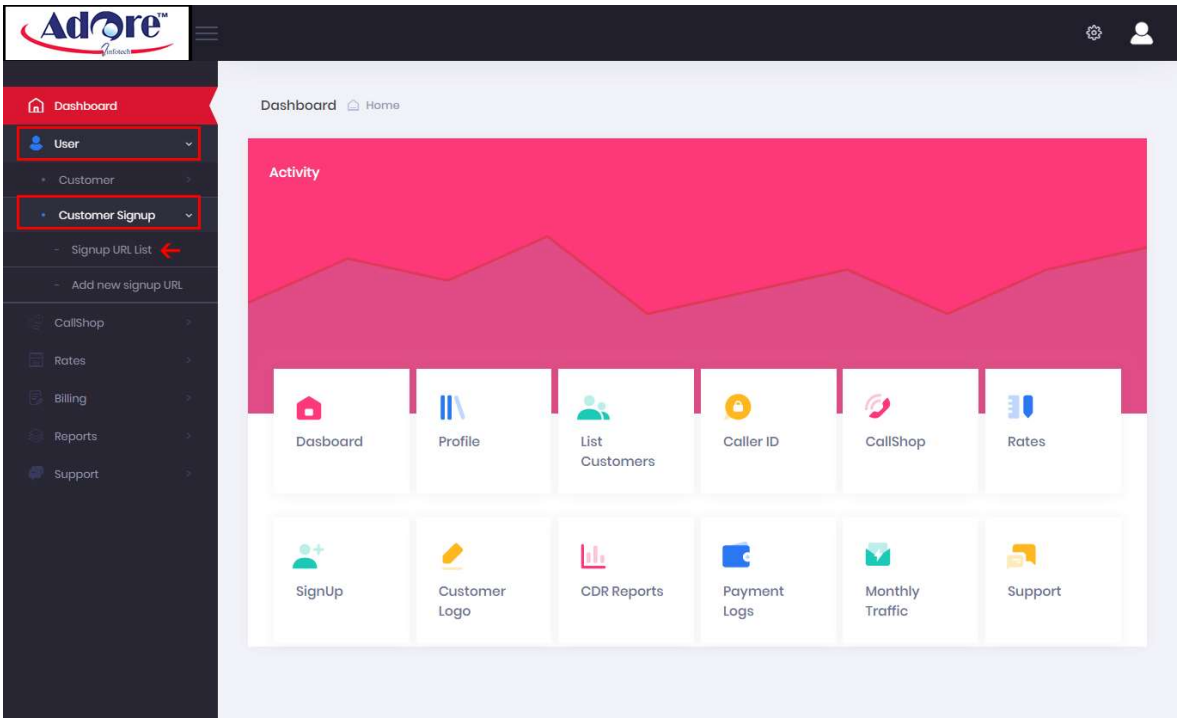

Here you can upload logo of your sub agent



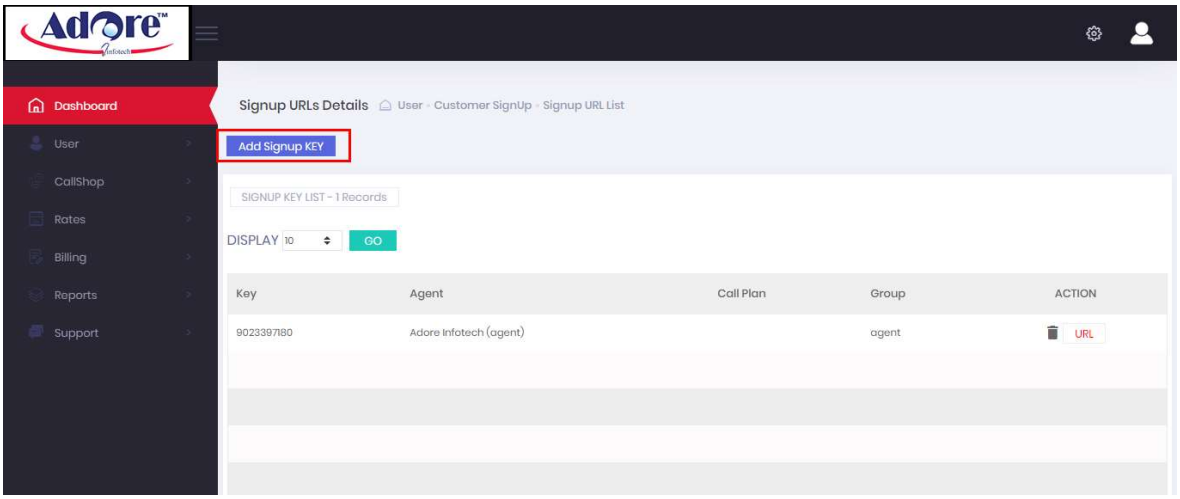

# Customer Signup

## Signup URL List

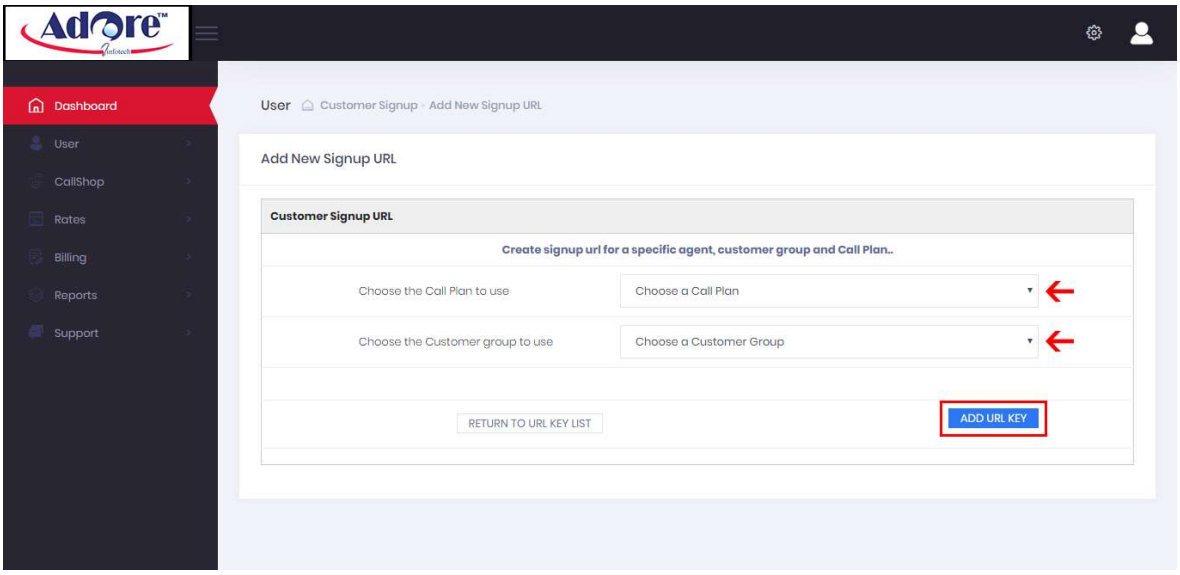
Go to **User -> Customer Signup - Signup URL List**




This Section a list of all signup key create for this agent, this key is used to identify the default paramater for the subscription on the signup page Click on "+**Add Signup KEY**" button.

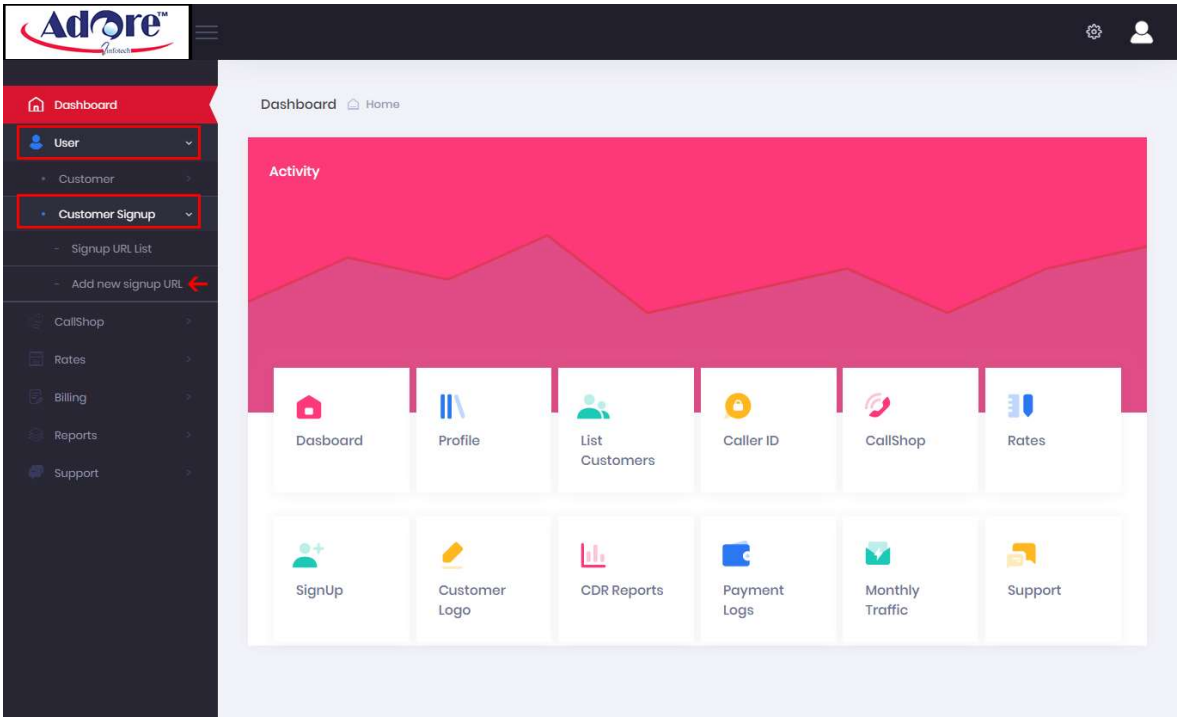



Generate a specific crypted URL and to configure signup with a customer group and call plan.

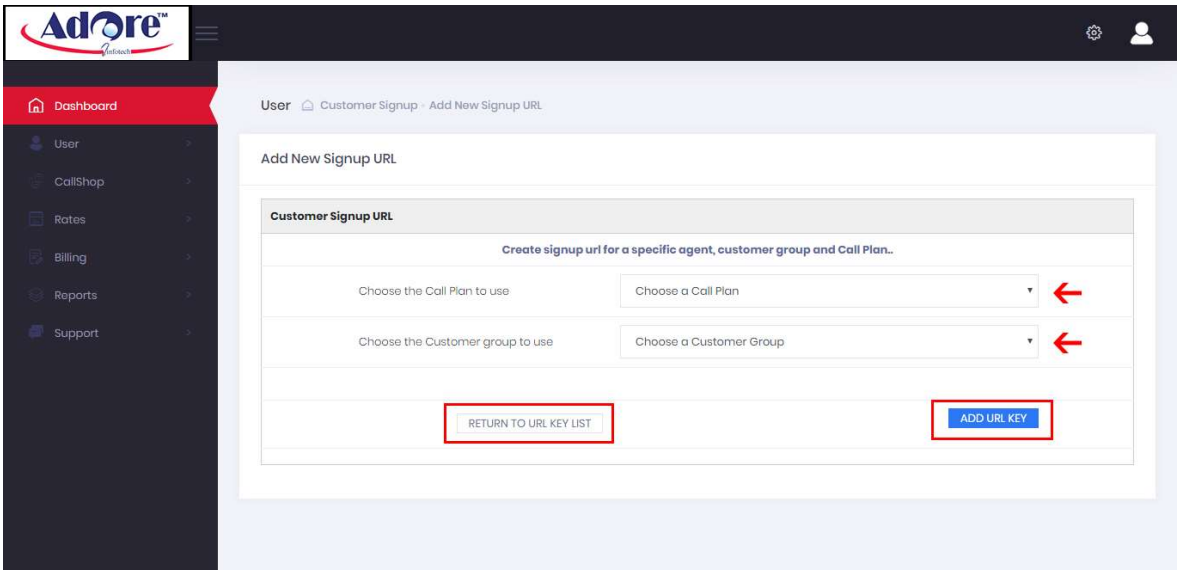



## Add New Signup URL

Go to **User -> Customer Signup - Add New Signup URL**




On click "**Add New Signup URL**" following screen will appear.


Dashboard
User
CallShop
Rates
Billing
Reports
Support
User Customer Signup Add New Signup URL
Add New Signup URL
Customer Signup URL
Create signup url for a specific agent, customer group and Call Plan..
Choose the Call Plan to use
Choose a Call Plan
Choose the Customer group to use
Choose a Customer Group
RETURN TO URL KEY LIST
ADD URL KEY

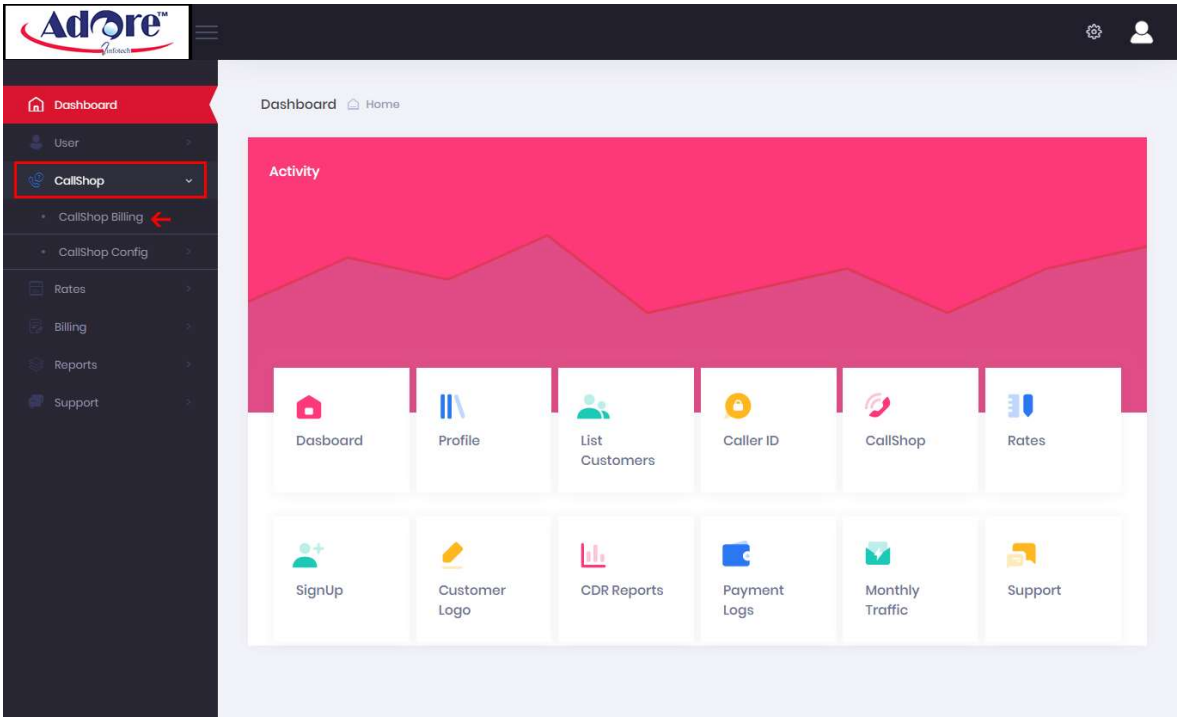
# 3.4. Callshop

## Callshop

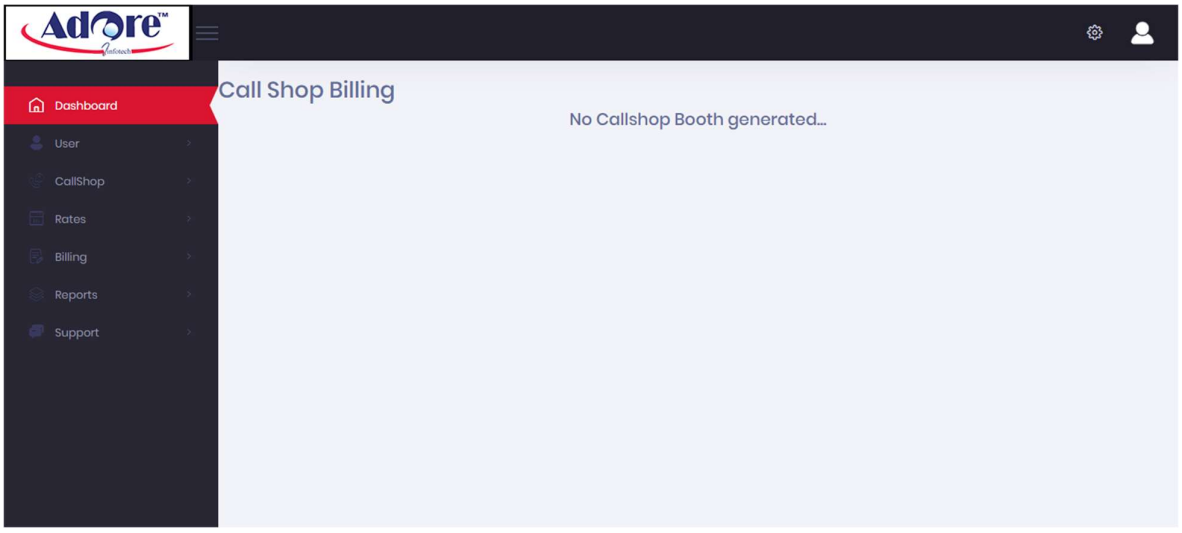
A **call shop** is a business providing on-site access to telephones for long-distance calling in countries without widespread home long-distance service. Calls may be prepaid or postpaid

### Callshop Billing

Go to **Callshop** - > **Callshop Billing**



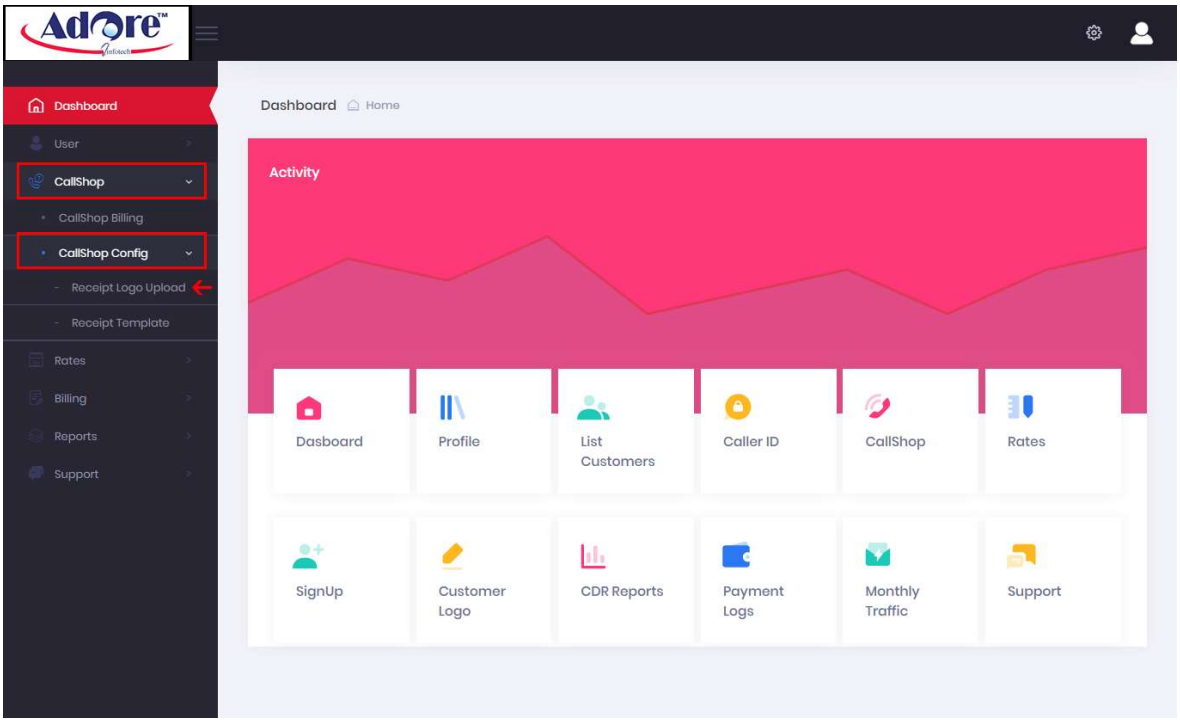

Here you can see under agent customer's Callshop Billing



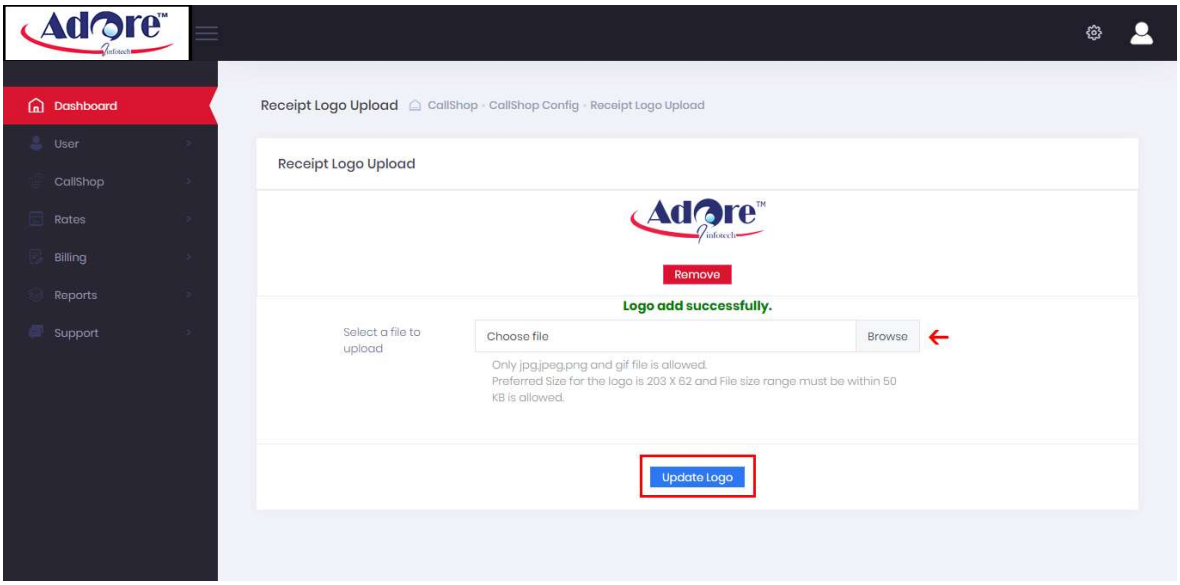

# Callshop Config

## Receipt Logo Upload

Go to **Callshop** - > **Callshop Config -> Receipt Logo Upload**

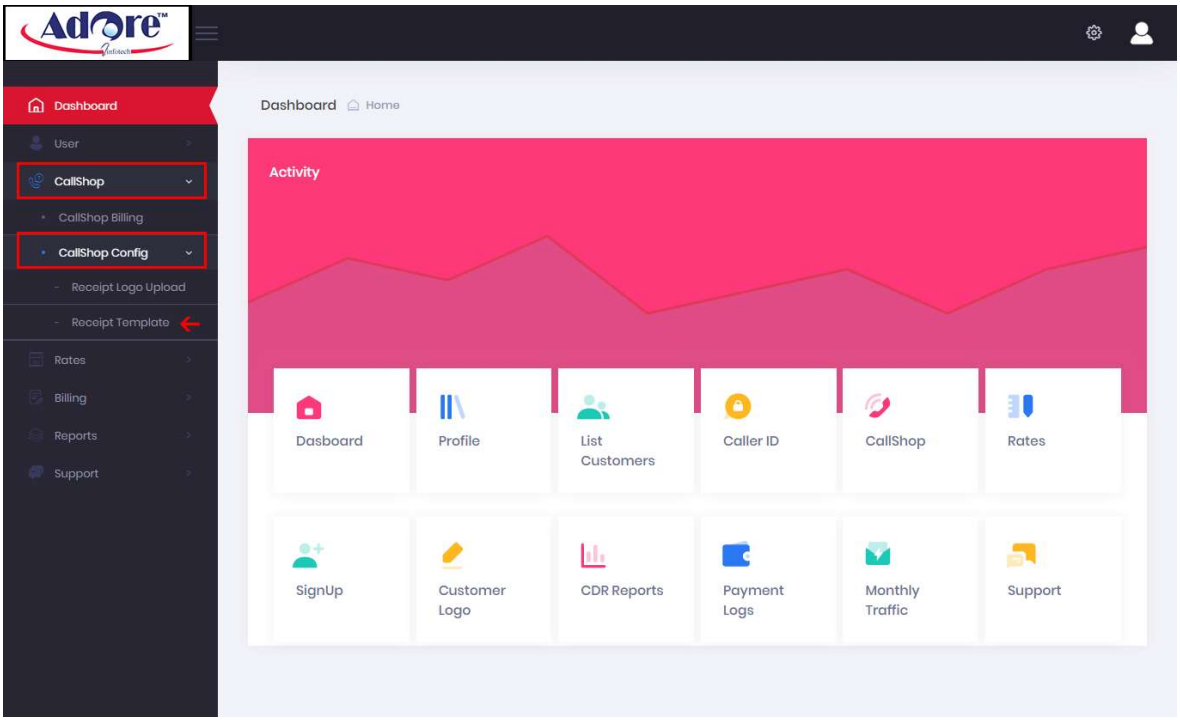



## Here you can upload Receipt Logo

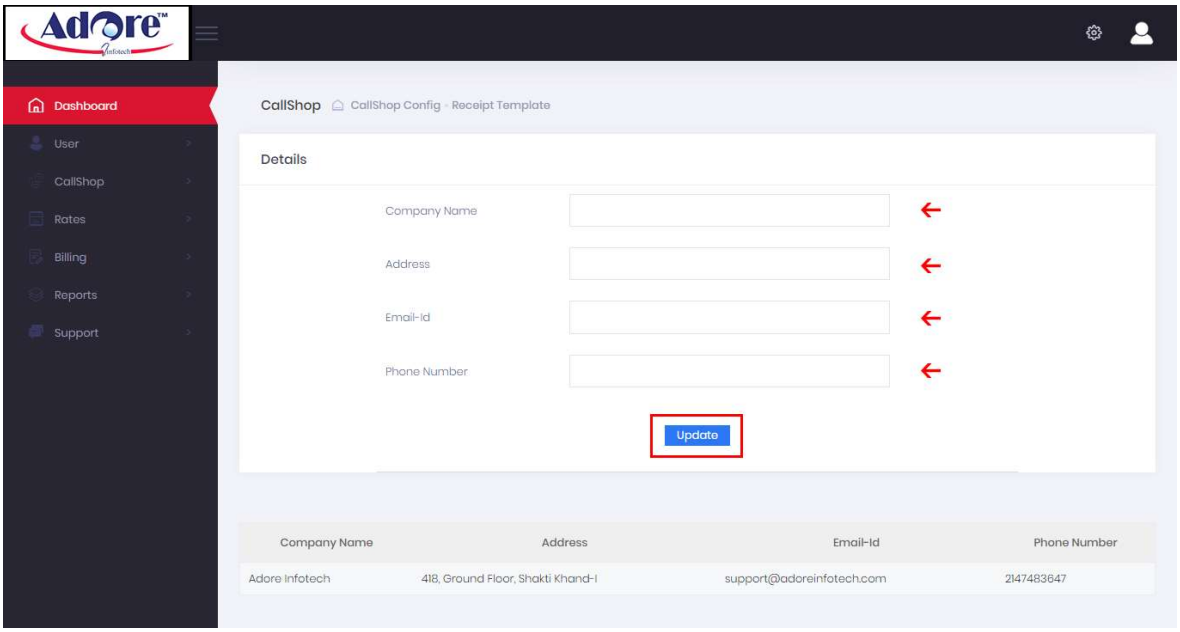



## Receipt Template

Go to **Callshop** - > **Callshop Config -> Receipt Template**




**Here you can add Receipt template**

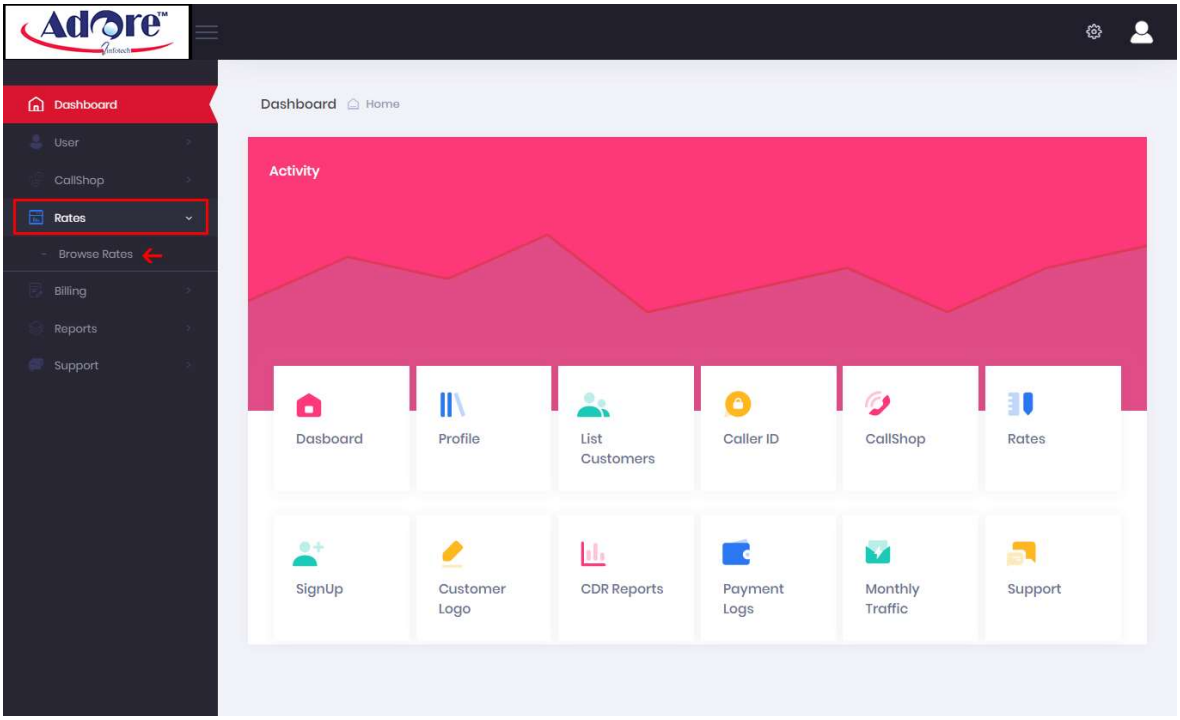

Dashboard
User
CallShop
Rates
Billing
Reports
Support
CallShop
CallShop Config - Receipt Template
Details
Company Name
Address
Email-Id
Phone Number
Update
Company Name
Address
Email-Id
Phone Number
Adore Infotech
418, Ground Floor, Shakti Khand-I
support@adoreinfotech.com
2147483647

# 3.5. Rates

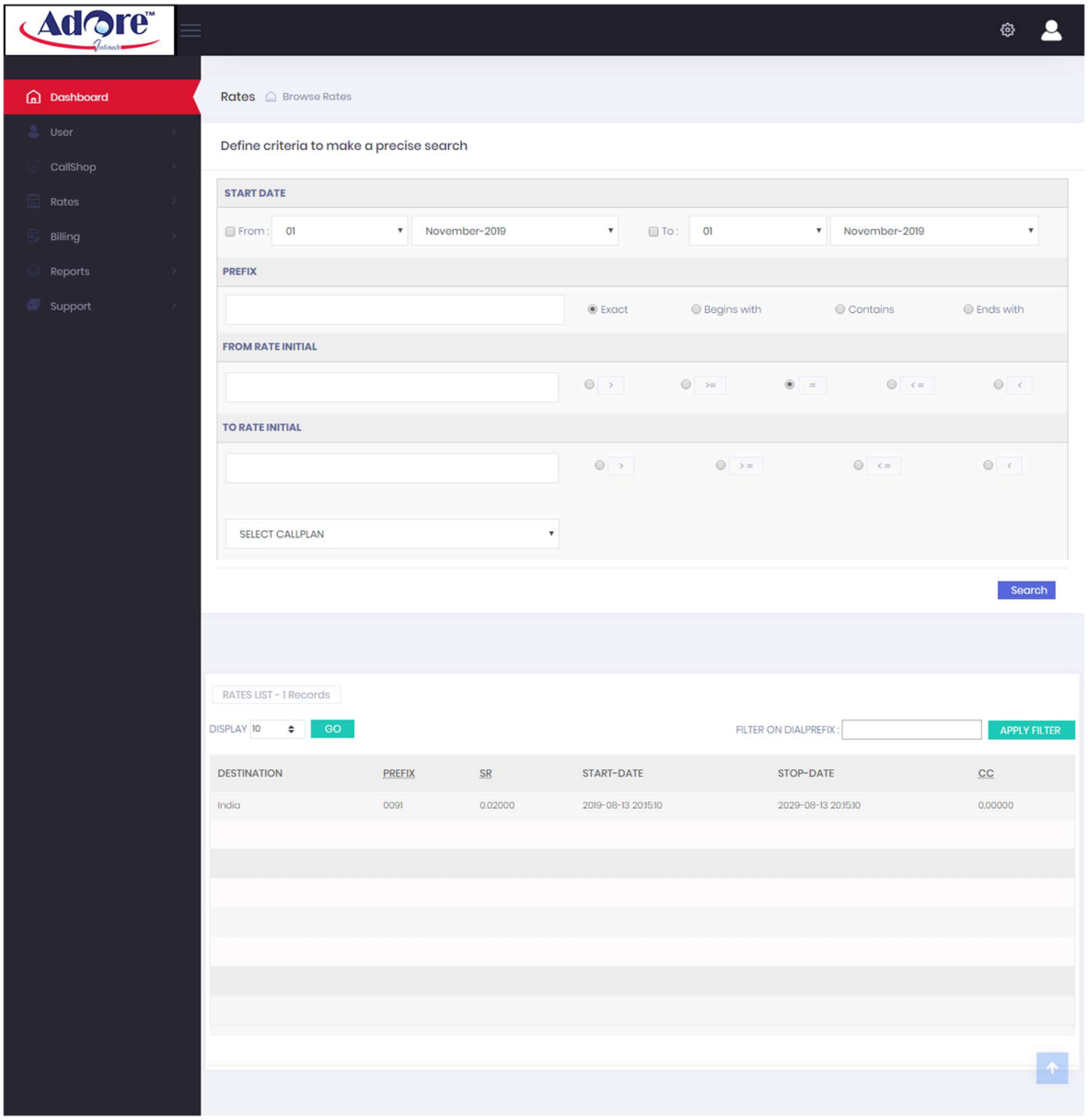
## Rates

### Browse Rates

Go to **Rates** -> **Browse Rates**




Define criteria to make a precise search

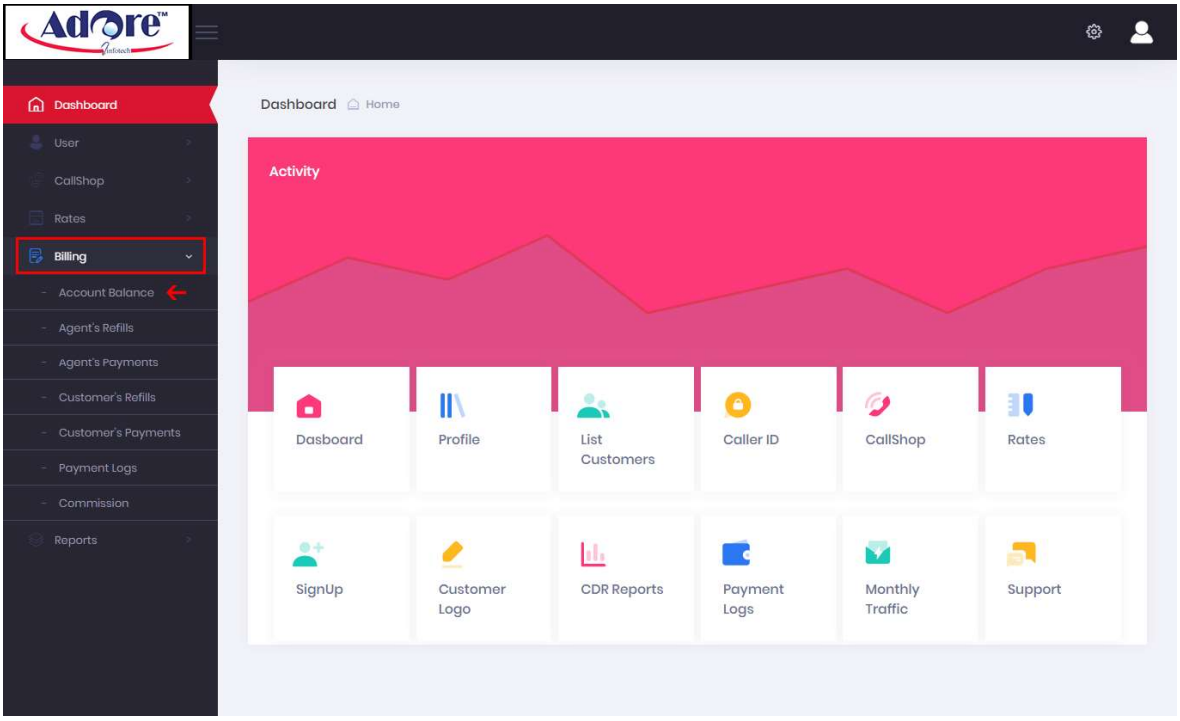

AdOre
Dashboard
User
CallShop
Rates
Billing
Reports
Support
Rates
Browse Rates
Define criteria to make a precise search
START DATE
From :
01
November-2019
To :
01
November-2019
PREFIX
Exact
Begins with
Contains
Ends with
FROM RATE INITIAL
TO RATE INITIAL
SELECT CALLPLAN
Search
RATES LIST - 1 Records
DISPLAY 10
GO
FILTER ON DIALPREFIX :
APPLY FILTER
DESTINATION
PREFIX
SR
START-DATE
STOP-DATE
CC
India
0091
0.02000
2019-08-13 20:15:10
2029-08-13 20:15:10
0.00000

# 3.6. Billing

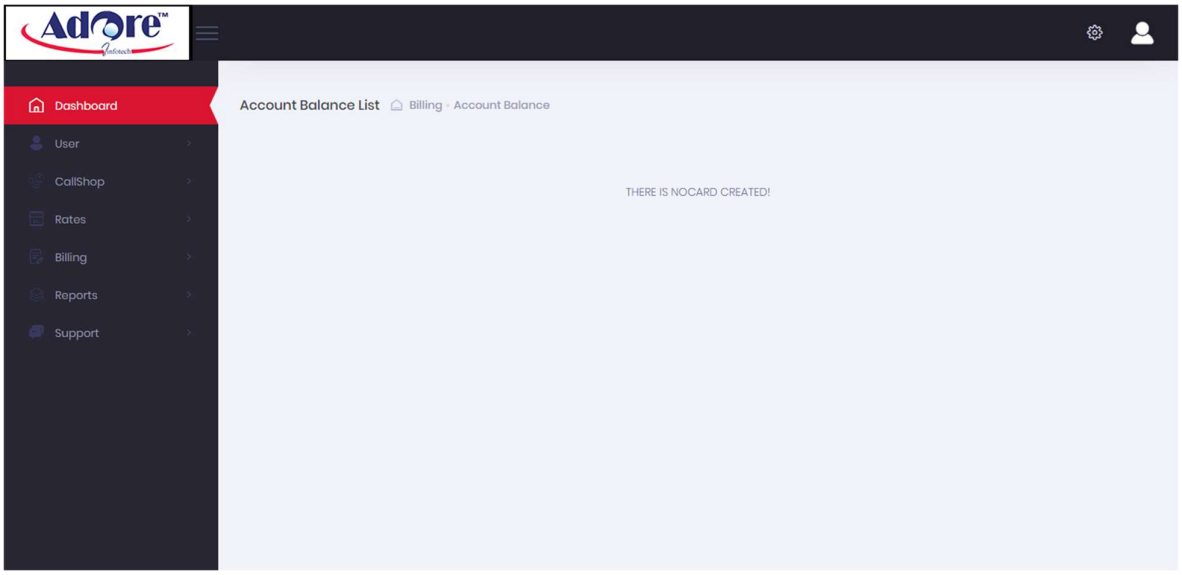
## Billing

### Account Balance

Go to **Billing -> Account Balance**

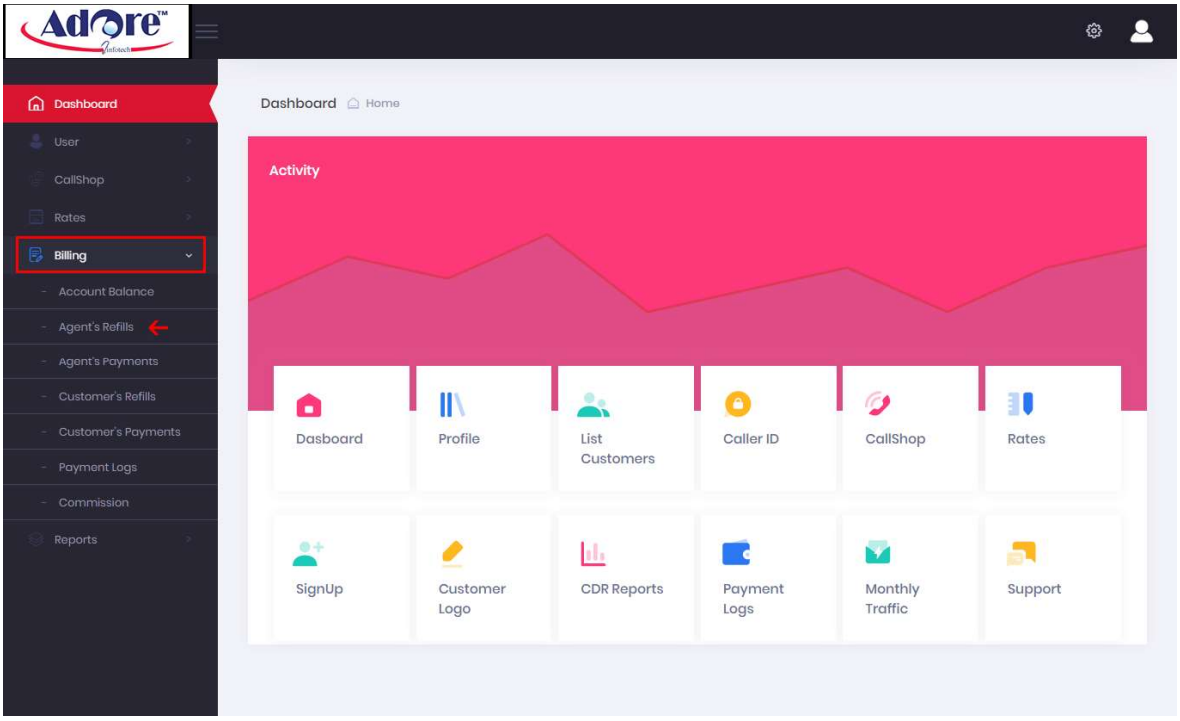



Here you can shows refills and payments made against each account, along with the current credit on each card. The initial amount of credit applied to the card is not included. The amount owing is calculated by subtracting payments from refills .

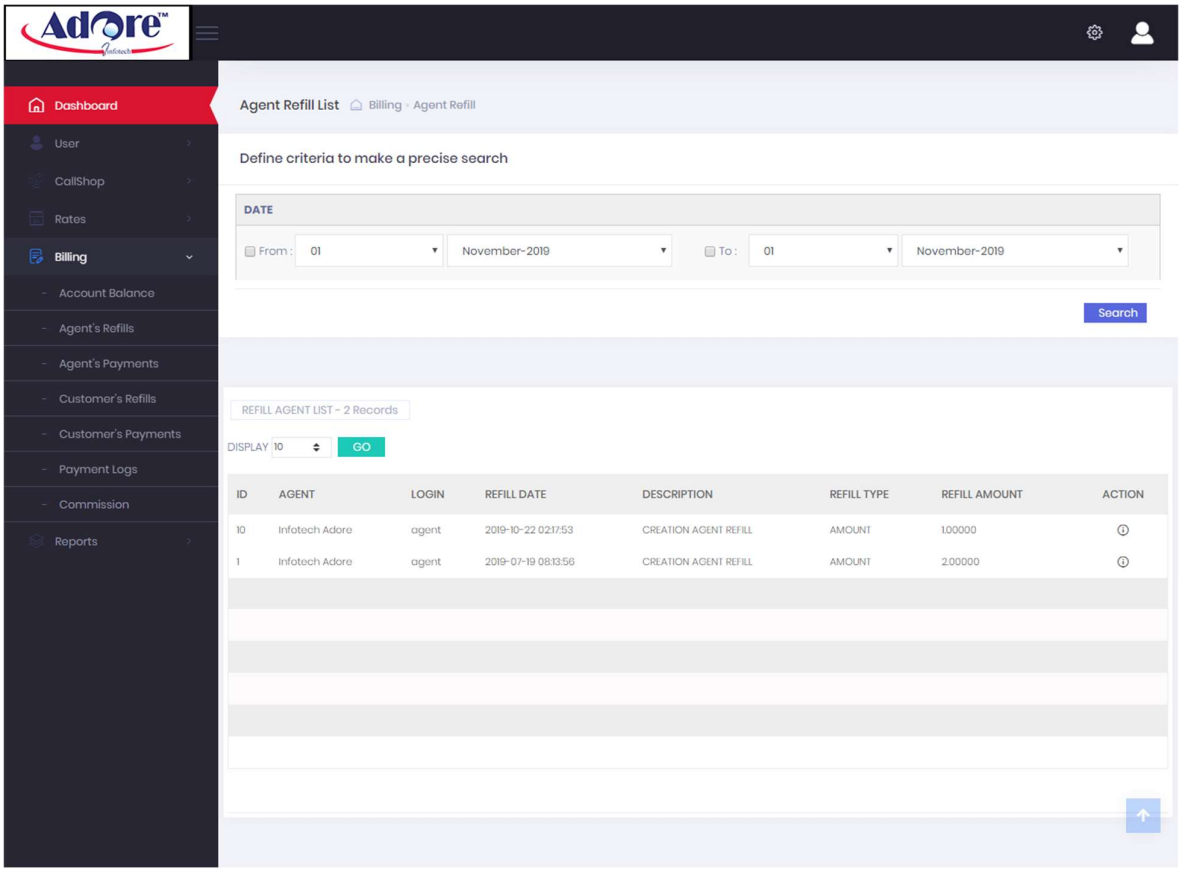



## Agent's Refills

Go to **Billing -> Agent's Refills**

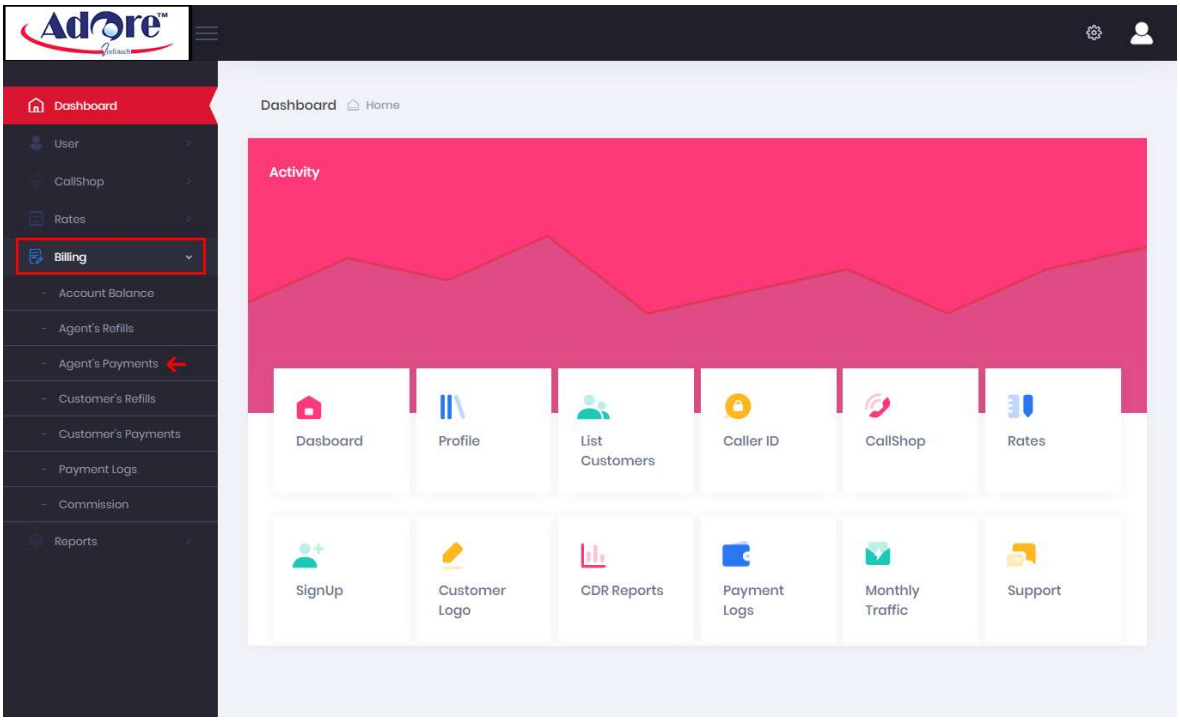



The section below allows you to see your refill

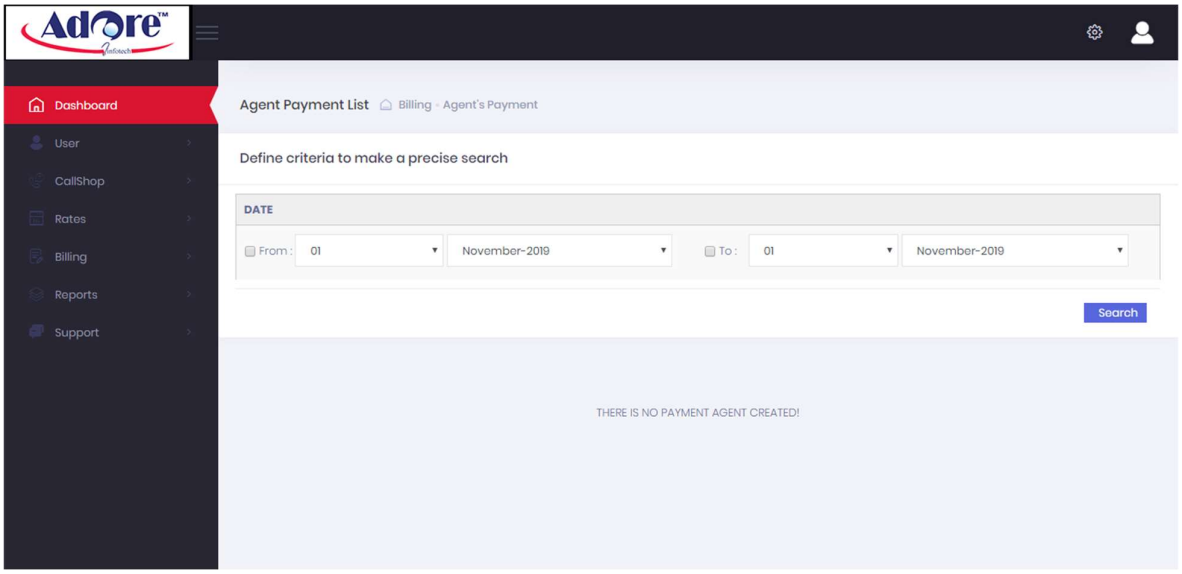



## Agent's Payment

Go to **BILLING** -> **Agent's Payment**

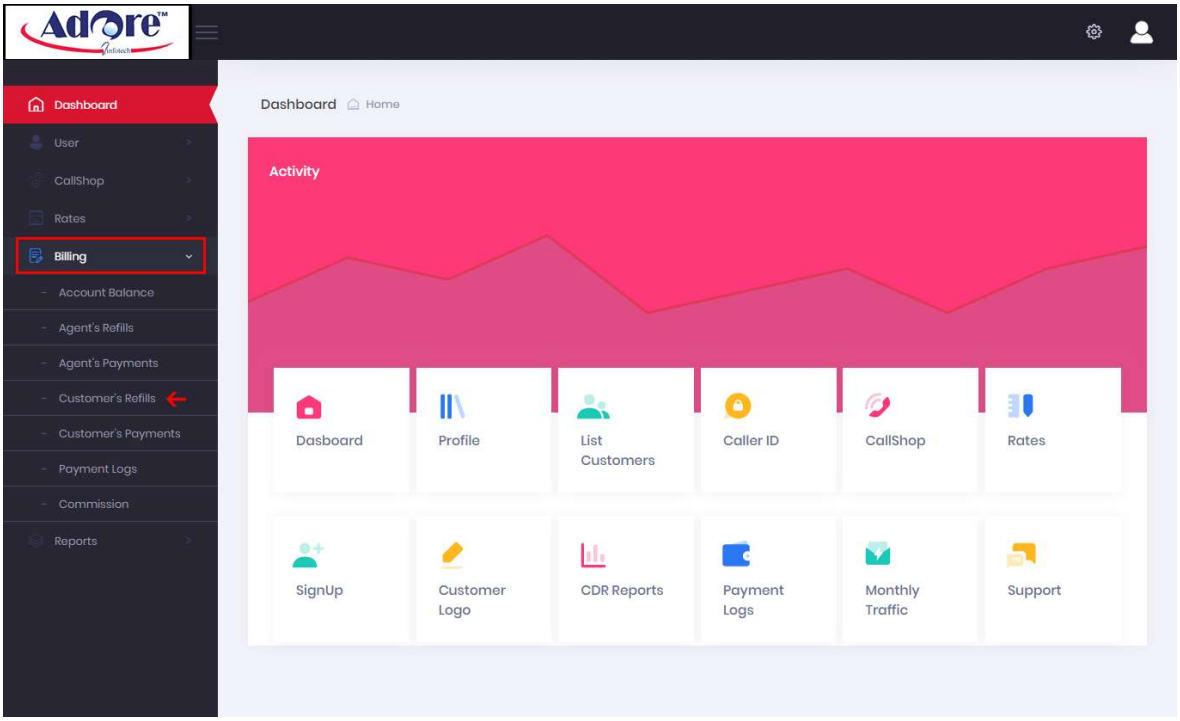


The section below allows you to browse your payments

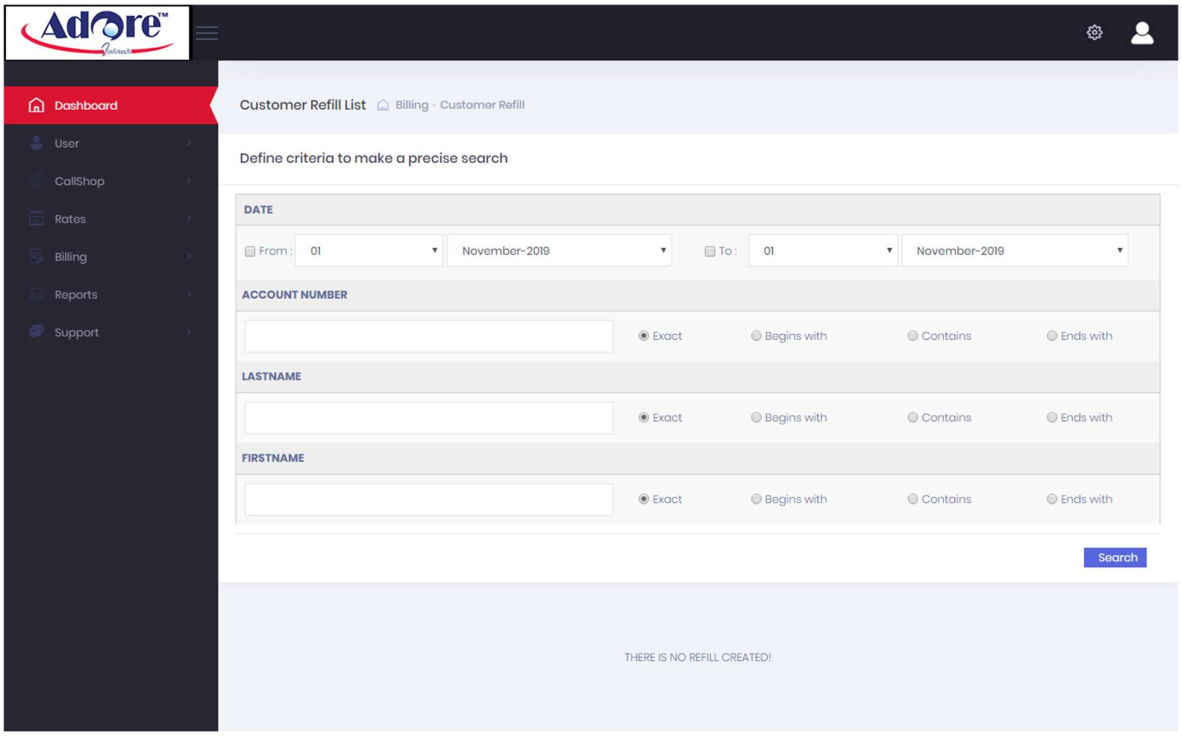



## Customer Refills

Go to **BILLING - > Customers's Refill**

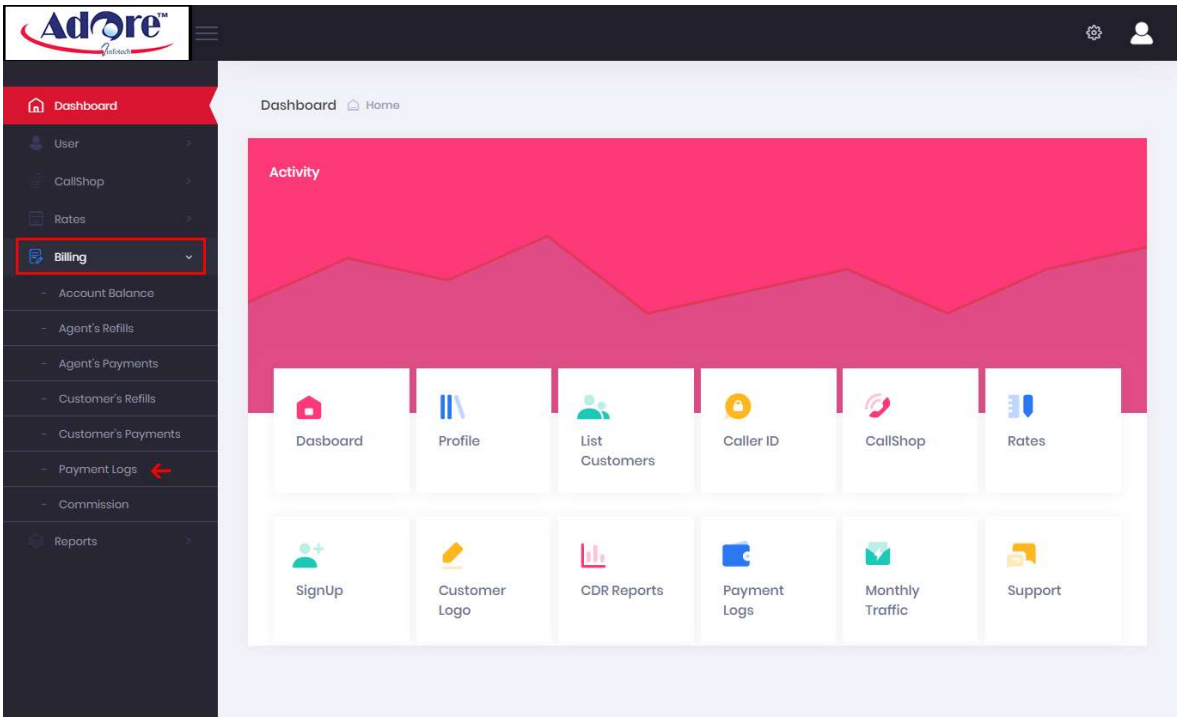



Customer's Refill history - The section allows you to add payments against a customer. Note that this does not change the balance on the card. Click refill under customer list to top-up a card.

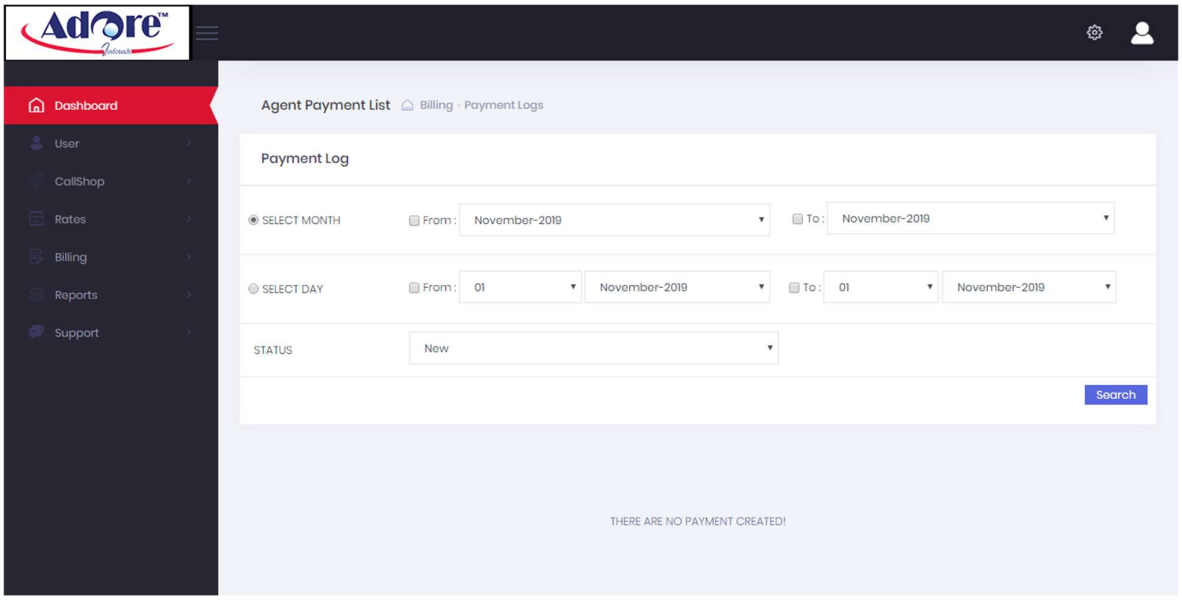



## Payment Log

Go to **BILLING - > Payment Log**

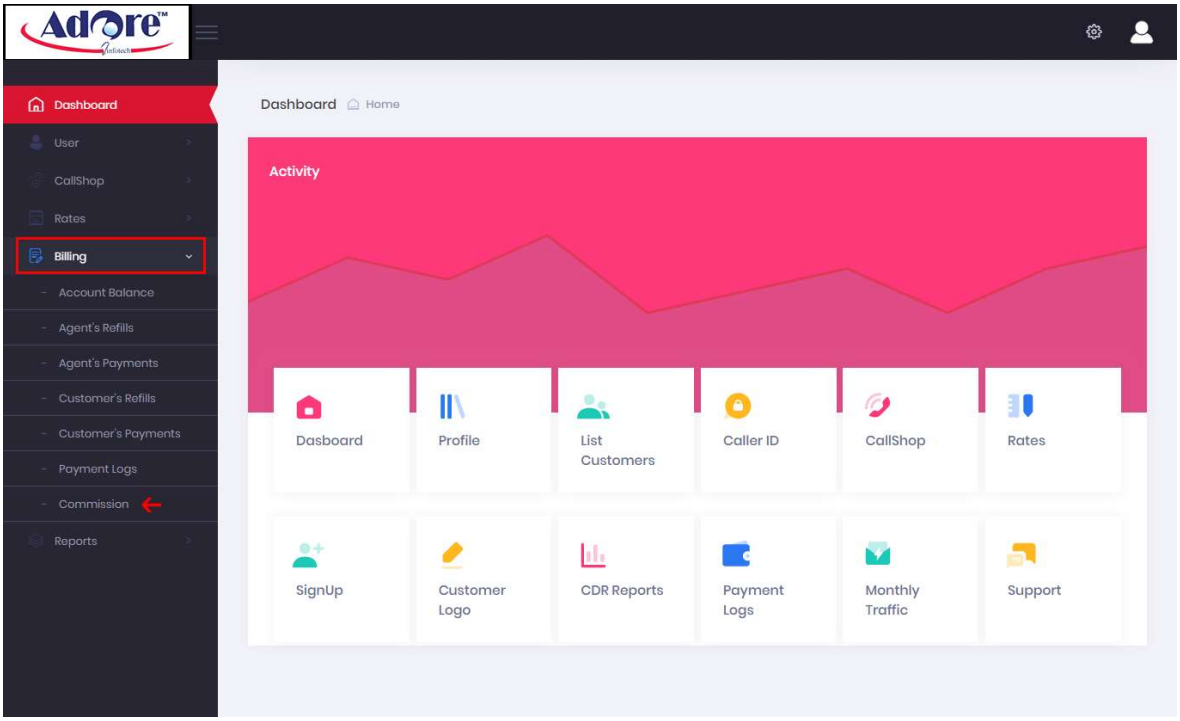



Here you can see Payment log of your users.

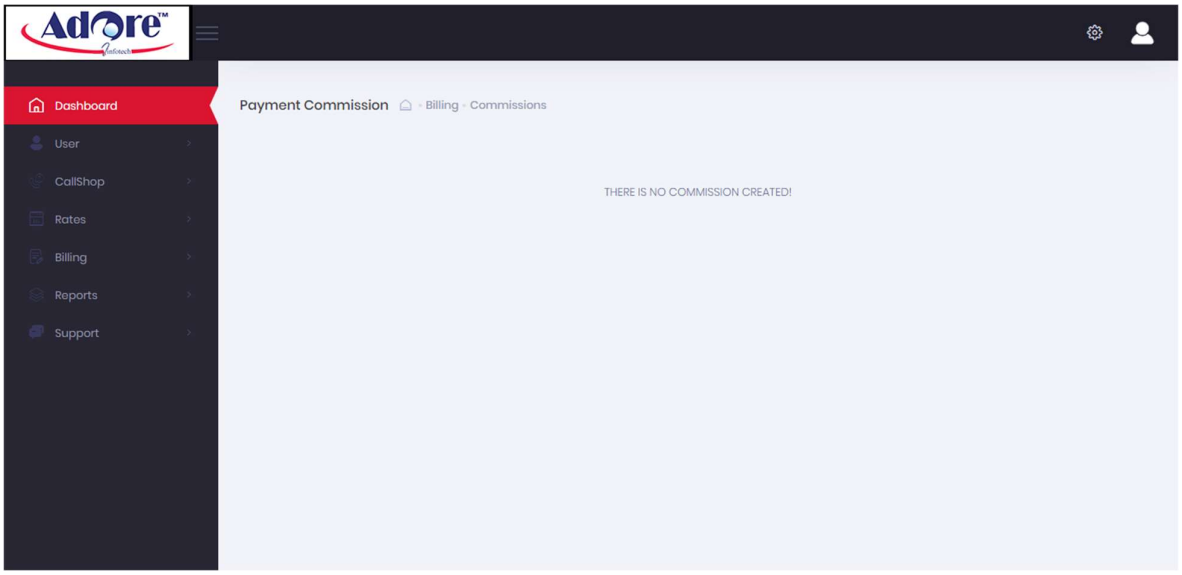



## Commission

Go to **BILLING - > Commission**




Here you can see your commission reports.

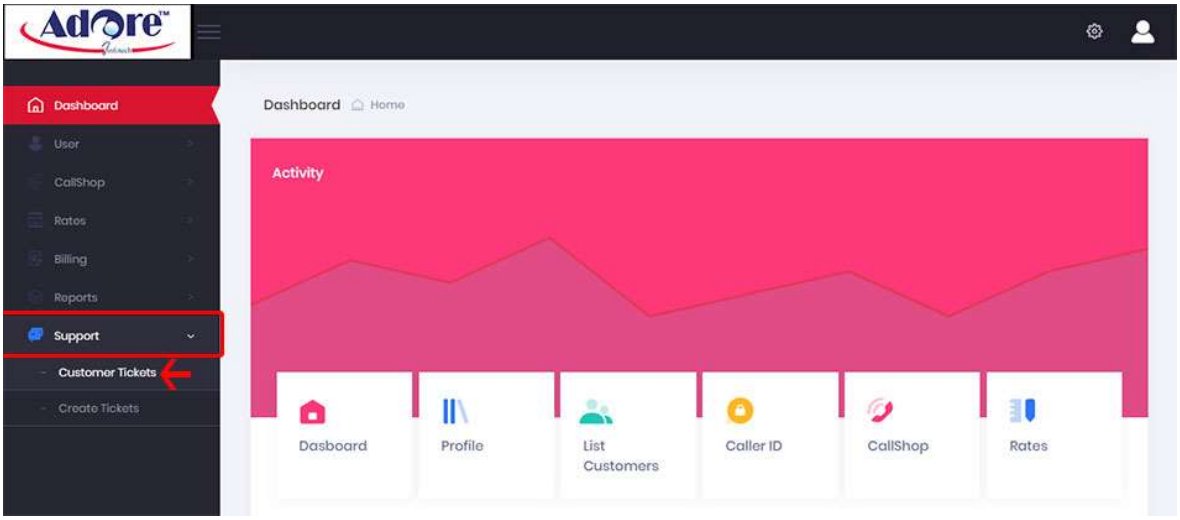

Dashboard
User
CallShop
Rates
Billing
Reports
Support
Payment Commission
Billing
Commissions
THERE IS NO COMMISSION CREATED!

# 3.7. Support

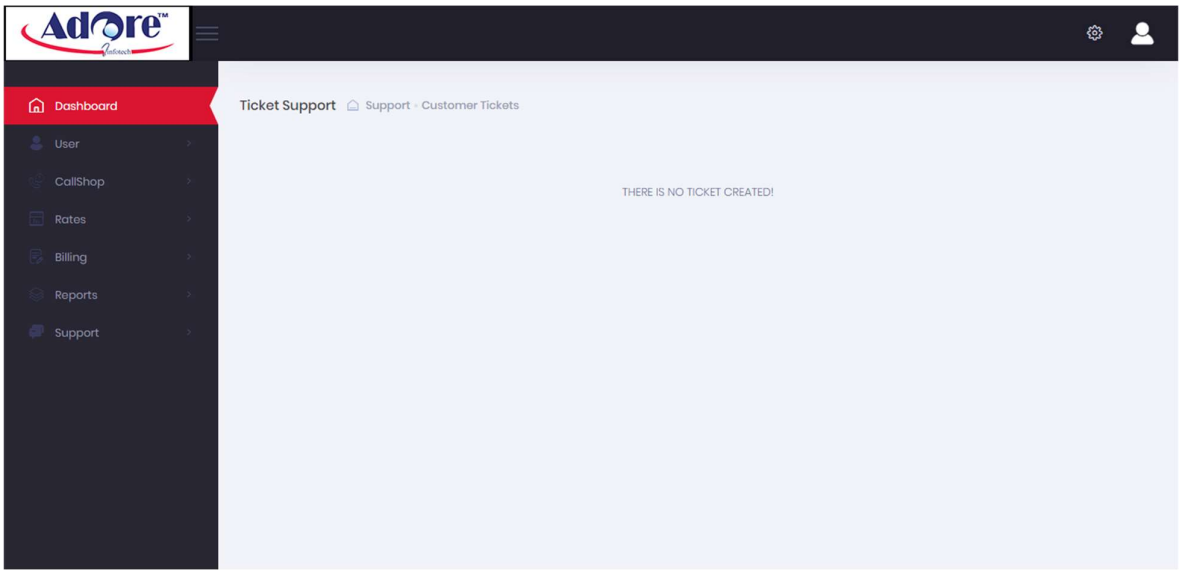
## Support

### Customer Ticket

### Go to Support -> Customer Ticket

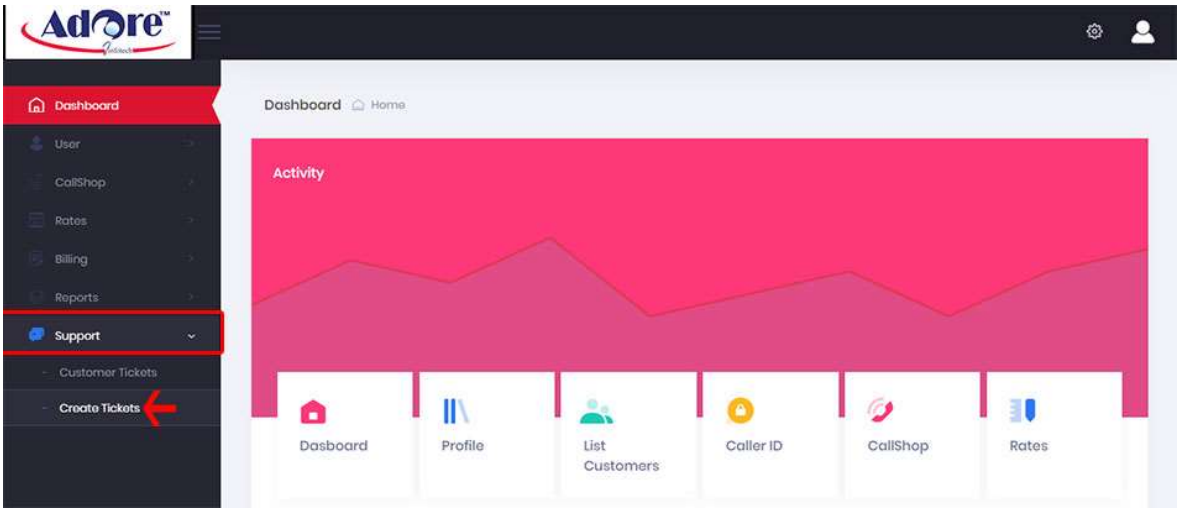



Here you can view your customer tickets.

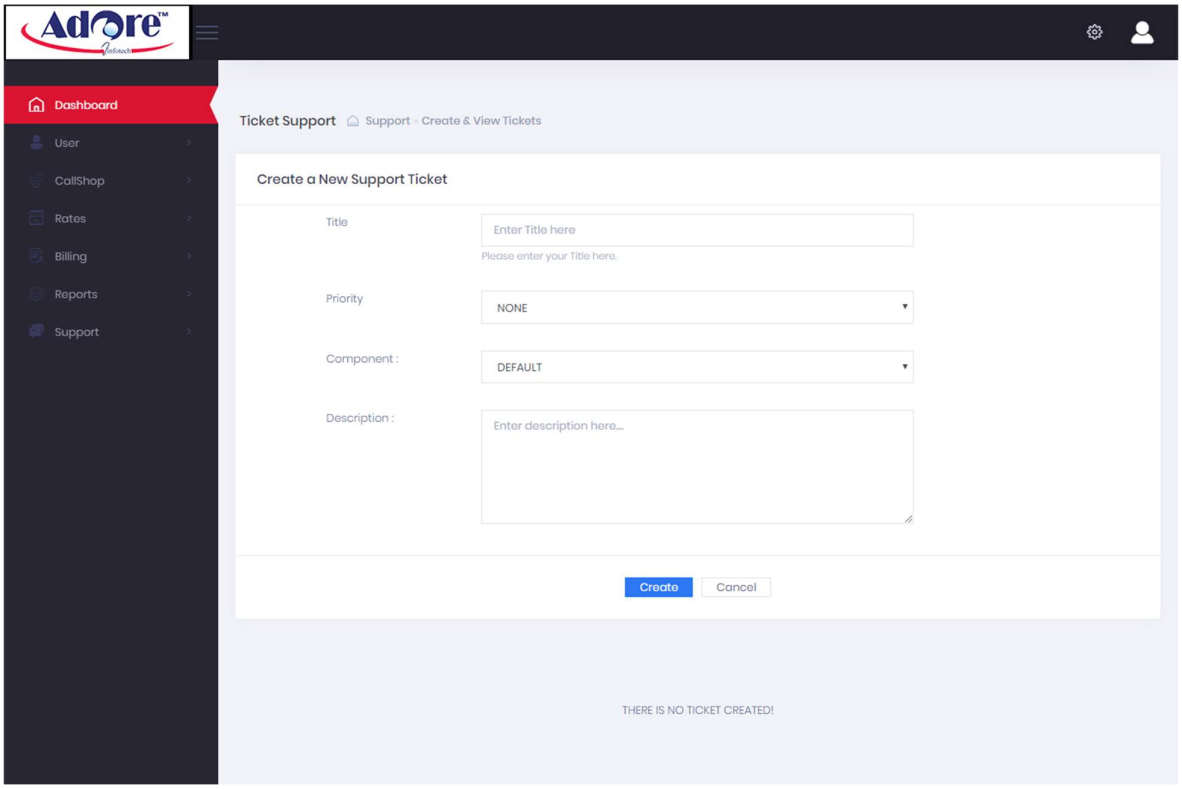



### Create Ticket

### Go to Support -> Create Ticket




Here you can create your customer tickets.



# 4. customer

# CUSTOMER MODULE

**Welcome to Adore Softswitch VoIP Billing Customer Module**

# 4.1. How To Login on Customer Module

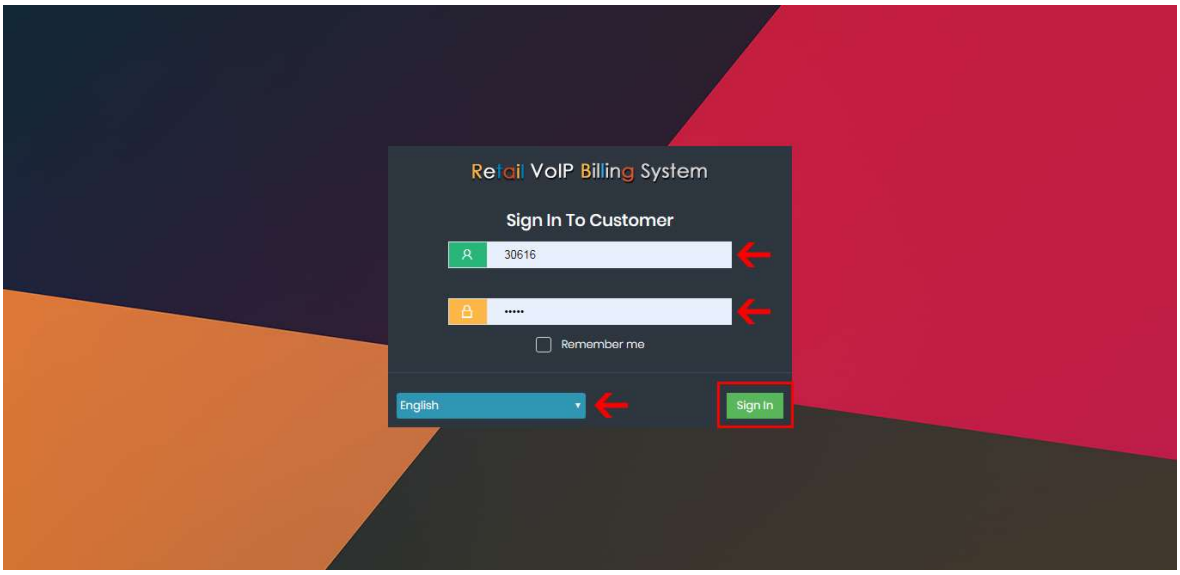
## How to Login on Customer Module

Please visit following URL : https://billing.adoreinfotech.co.in/crm/customer/

Enter the user name and password in the appropriate box, select your preferred language (if you have multiple languages, default language is English) and click Login button.

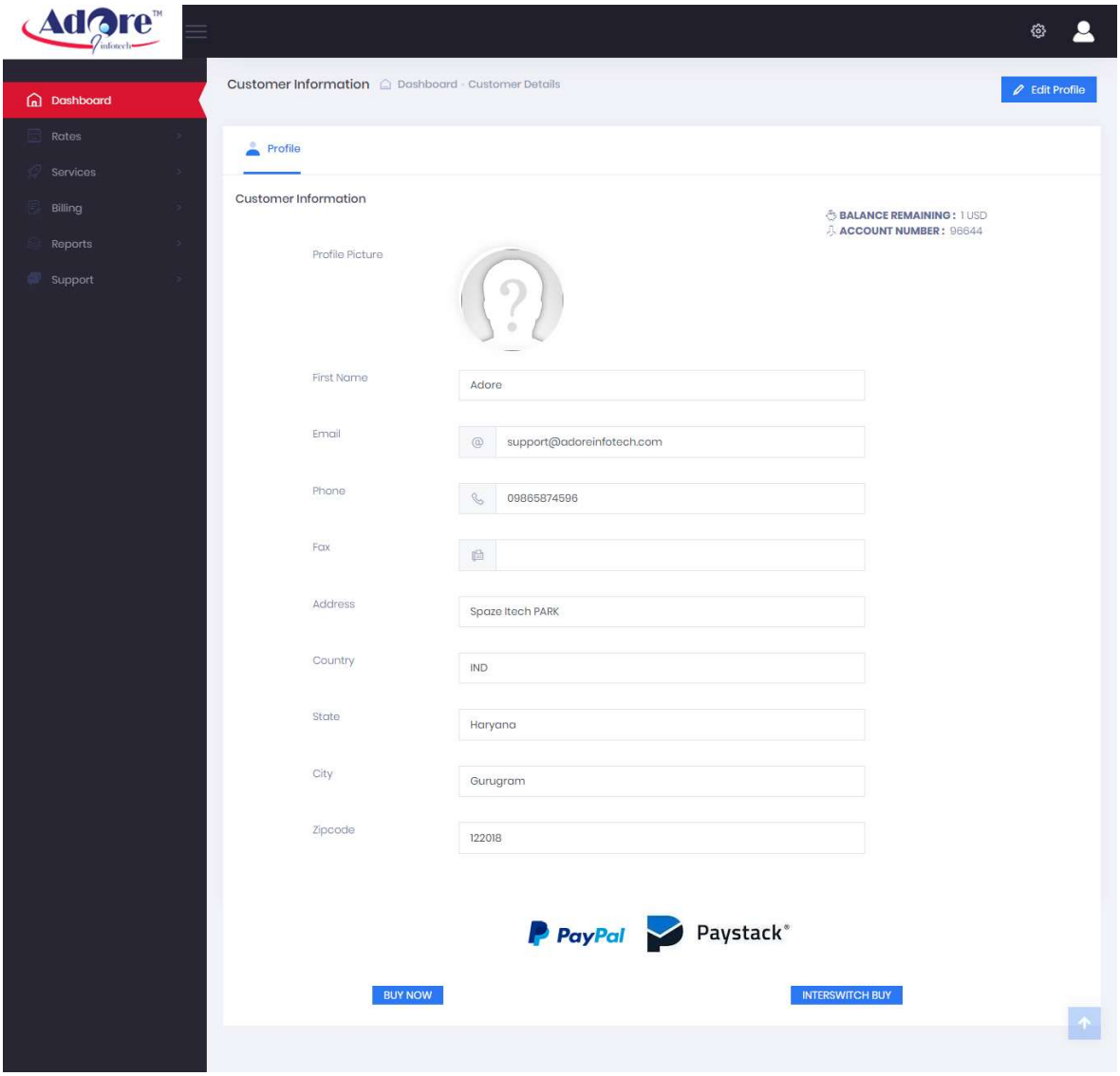
**User Name : xxxxxxx**

**Password: xxxxxxxx**



# 4.2. Customer Dashboard

## Customer Dashborad

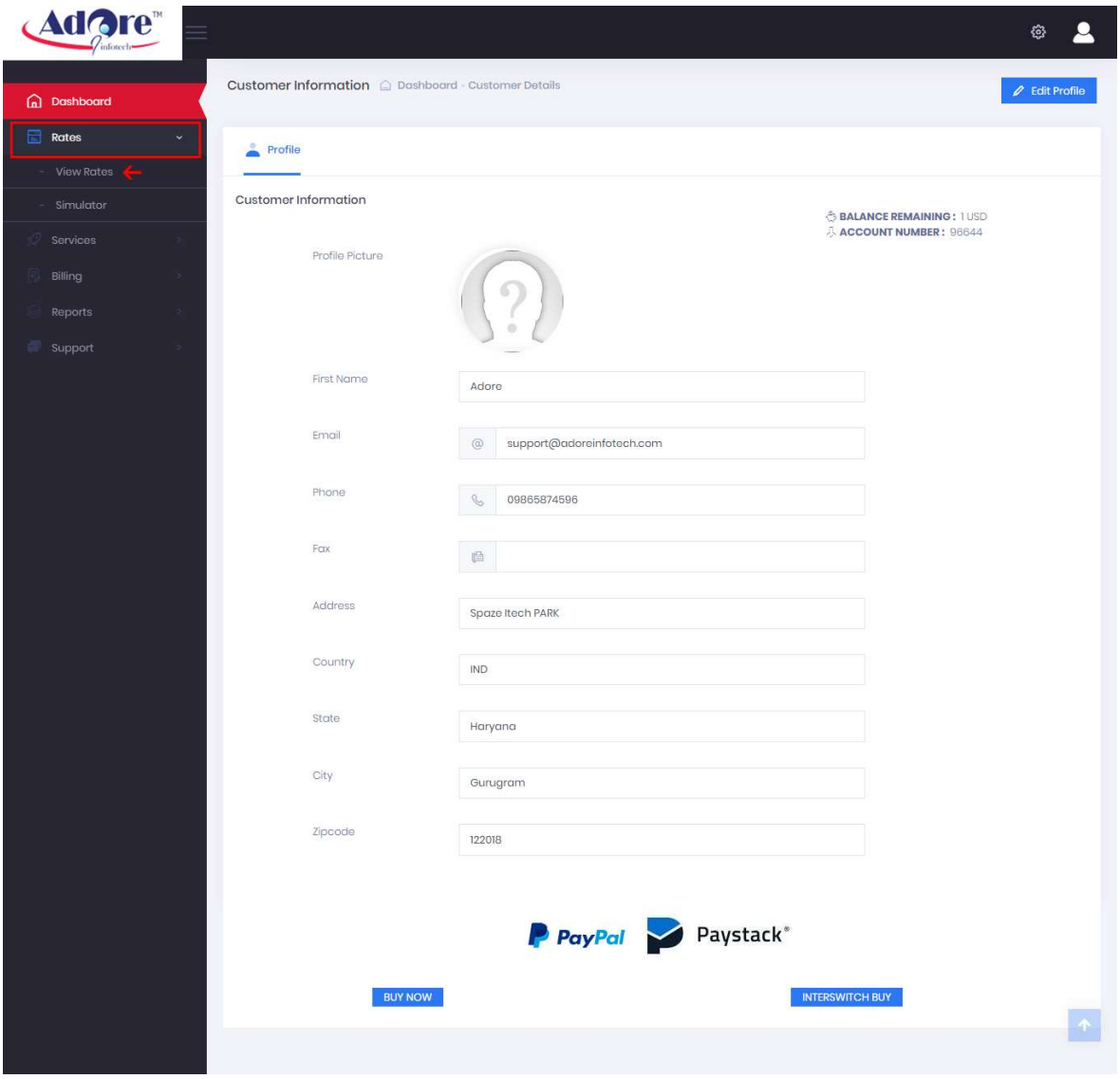


# 4.3. Rates Section

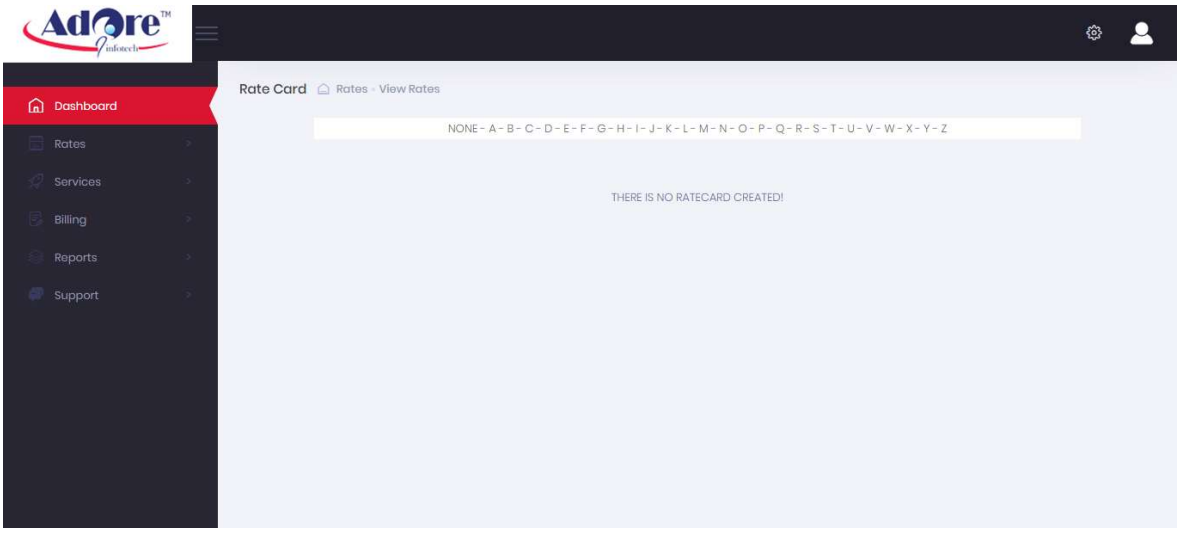
## Rates

### View Rates

Go to **RATES -> View Rates**

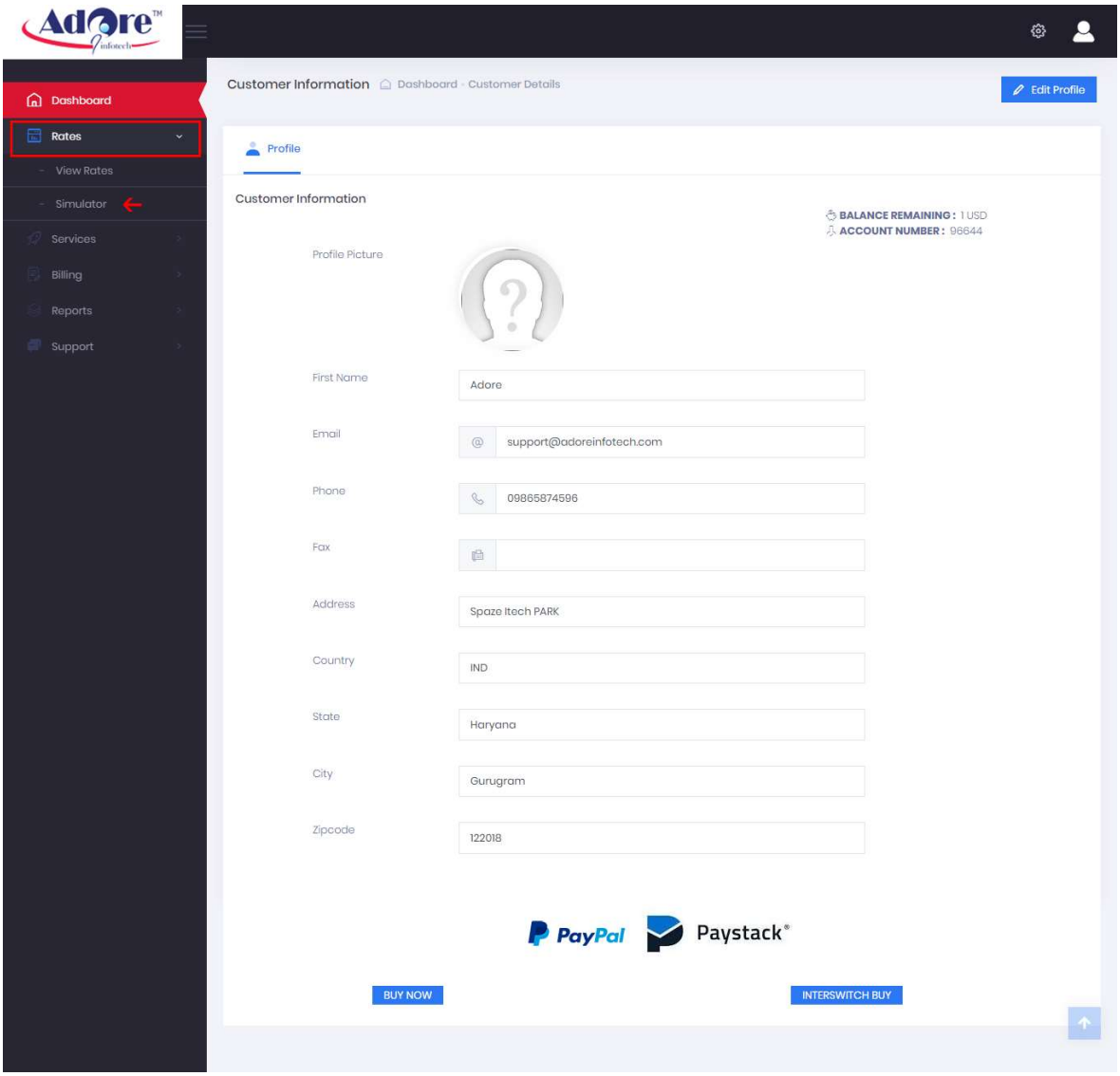



Here you can view rates of all destination

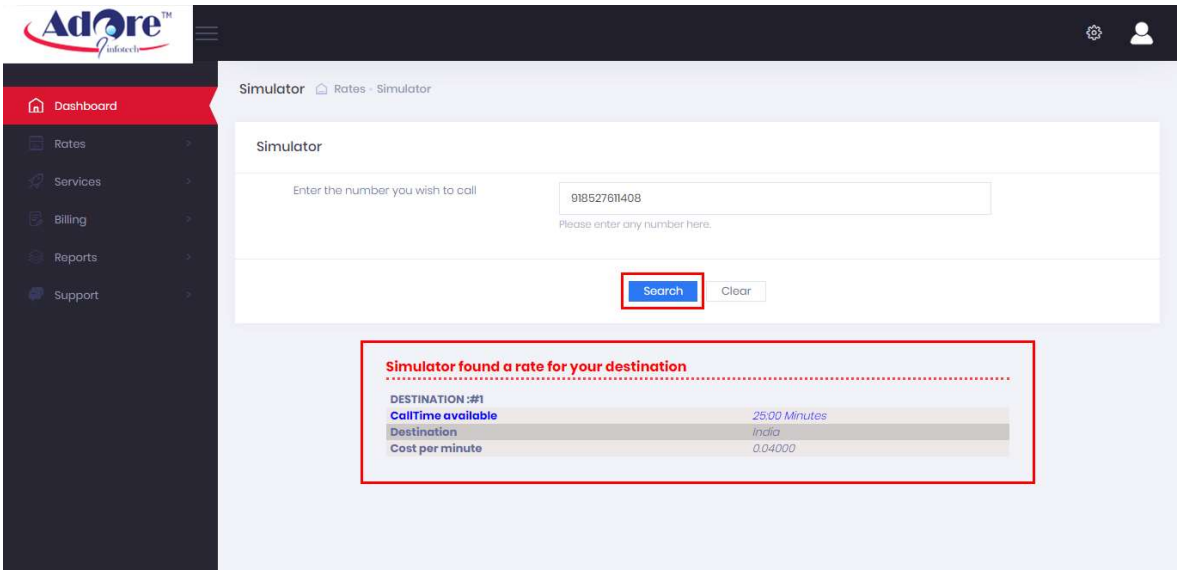



## Simulator

Go to **RATES** -> **Simulator**




Simulate the calling process to discover the cost per minute of a call, and the number of minutes you can call that number with your current credit.

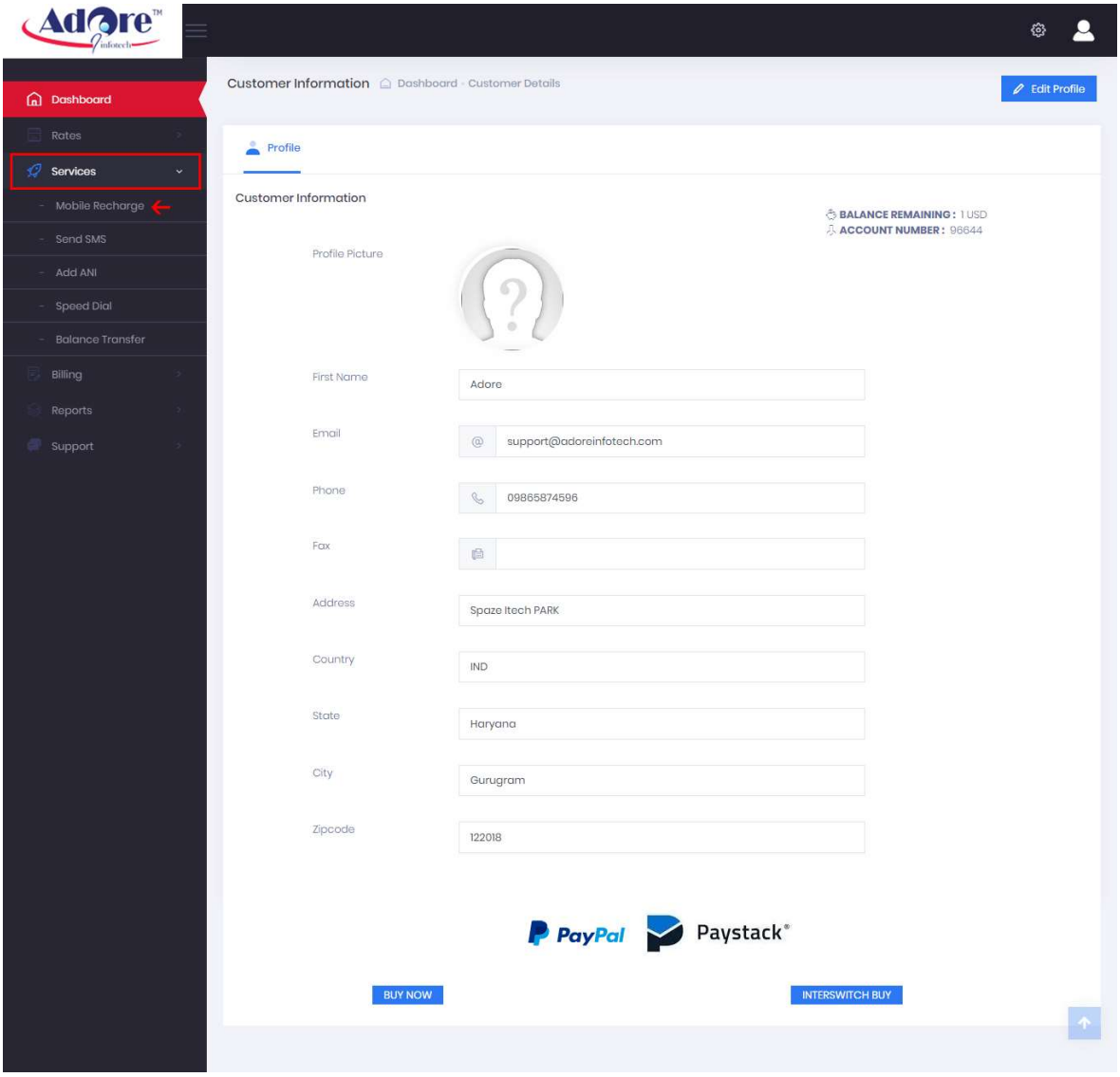

Dashboard
Rates
Services
Billing
Reports
Support
Simulator
Rates - Simulator
Simulator
Enter the number you wish to call
918527611408
Please enter any number here.
Search
Clear
Simulator found a rate for your destination
DESTINATION :#1
CallTime available
25:00 Minutes
Destination
India
Cost per minute
0.04000

# 4.4. Services

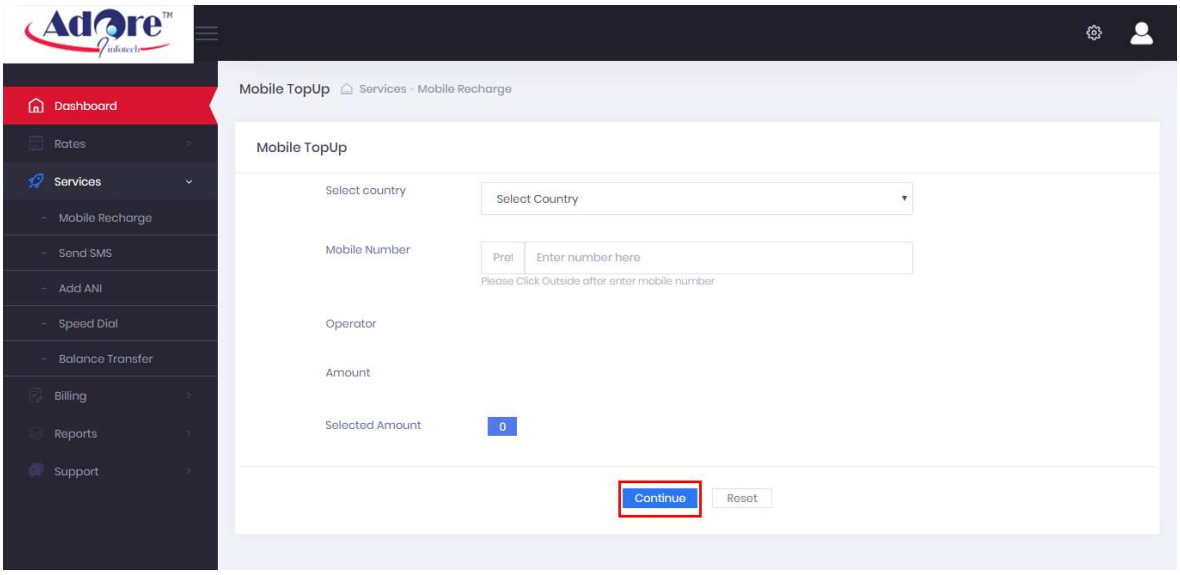
## Services

### Mobile Recharge

Go to **Services** -> **Mobile Recharge**

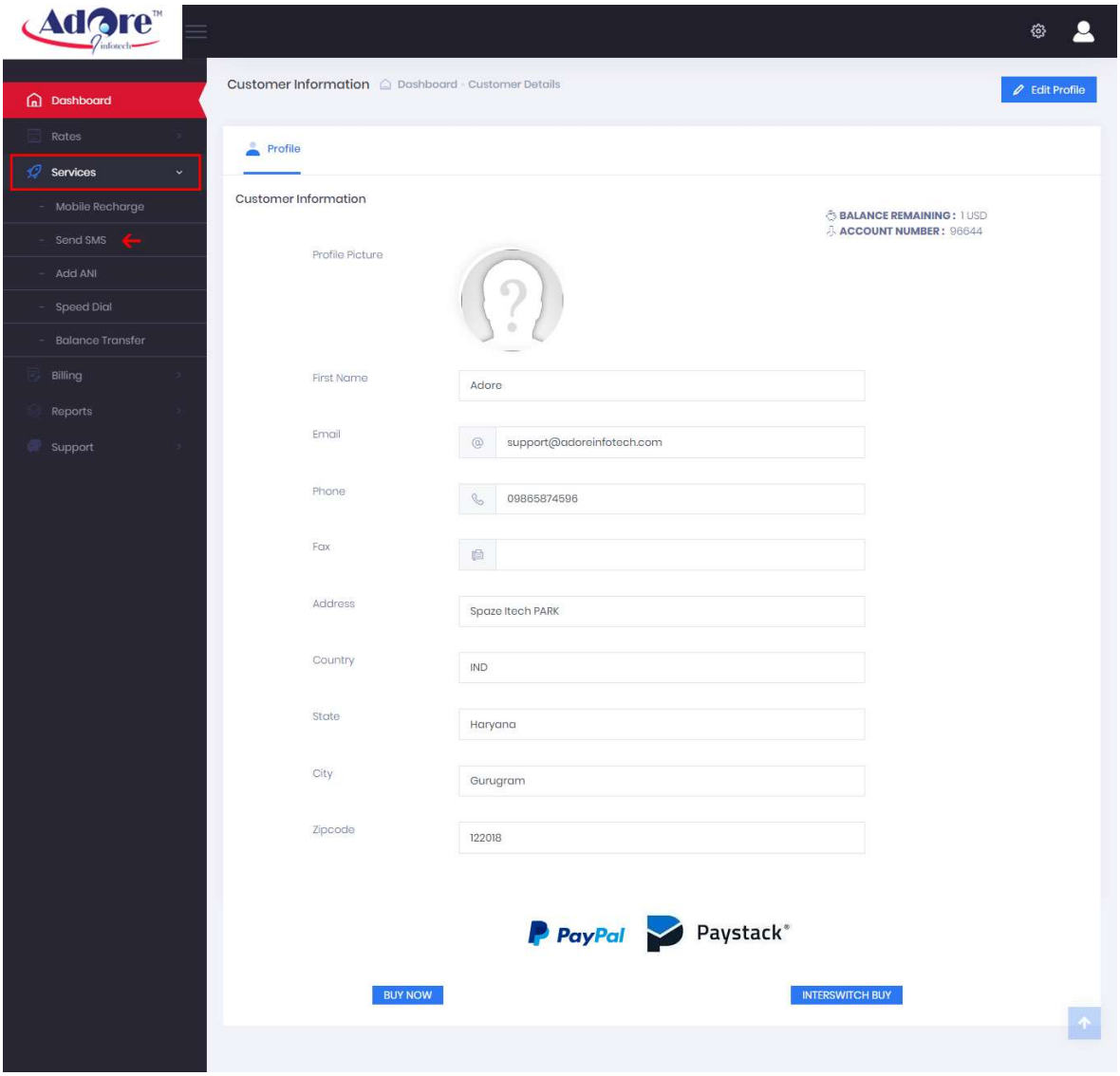



Here you can recharge your own Mobile number or your family, friends etc. worldwide.

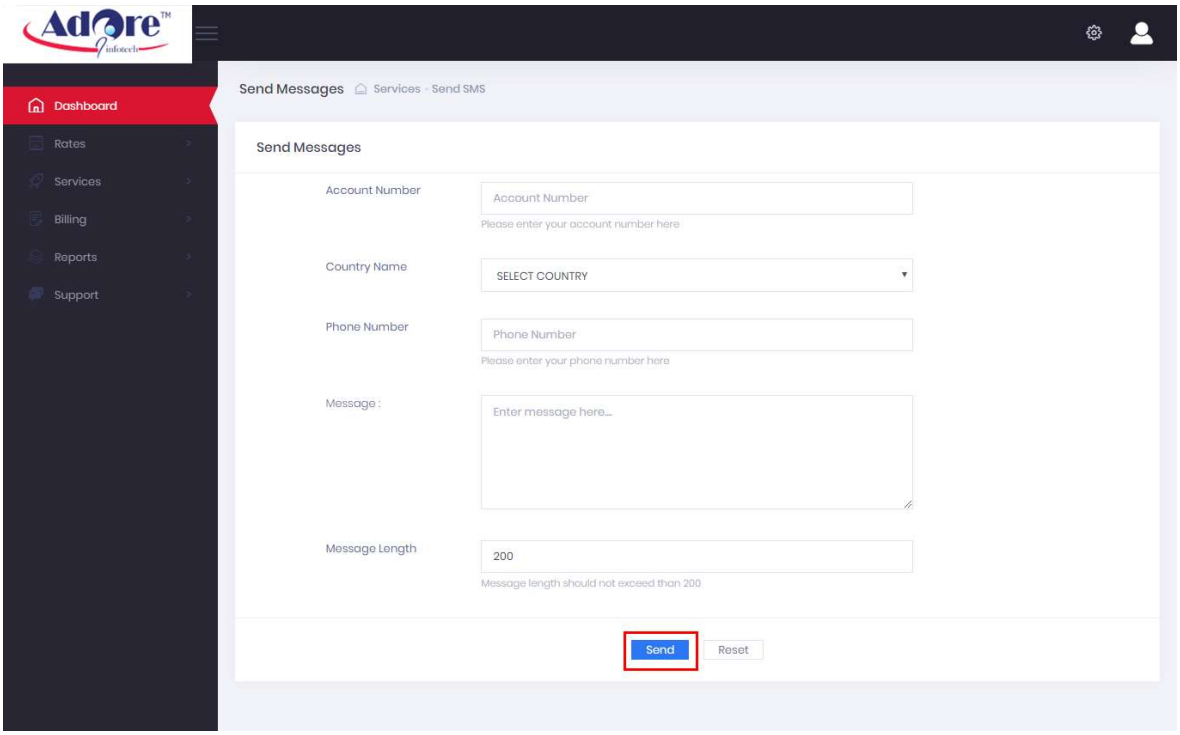



## Send SMS

Go to **SERVICES** -> **Send SMS**

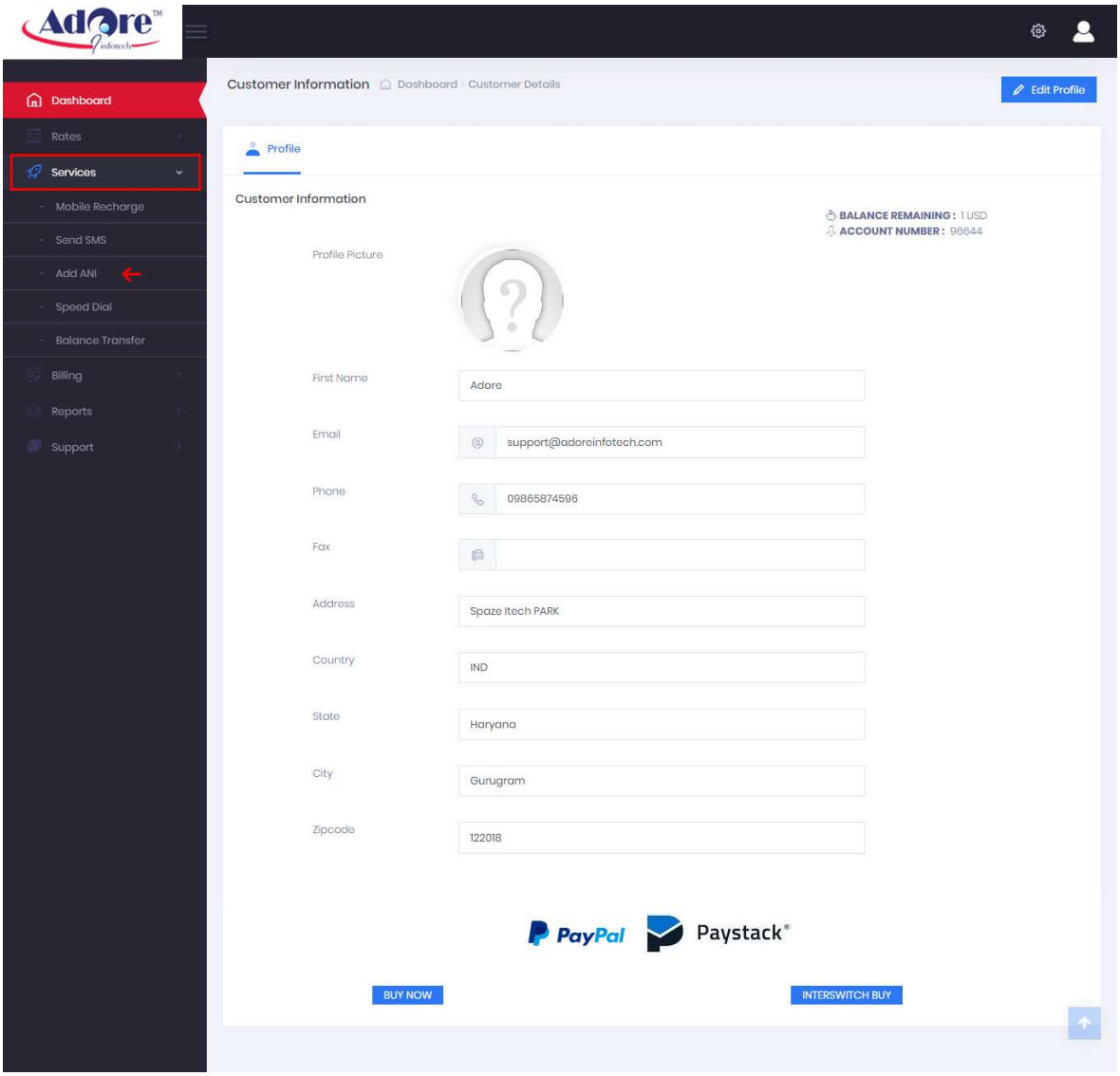



Here you can send **SMS** on any number.

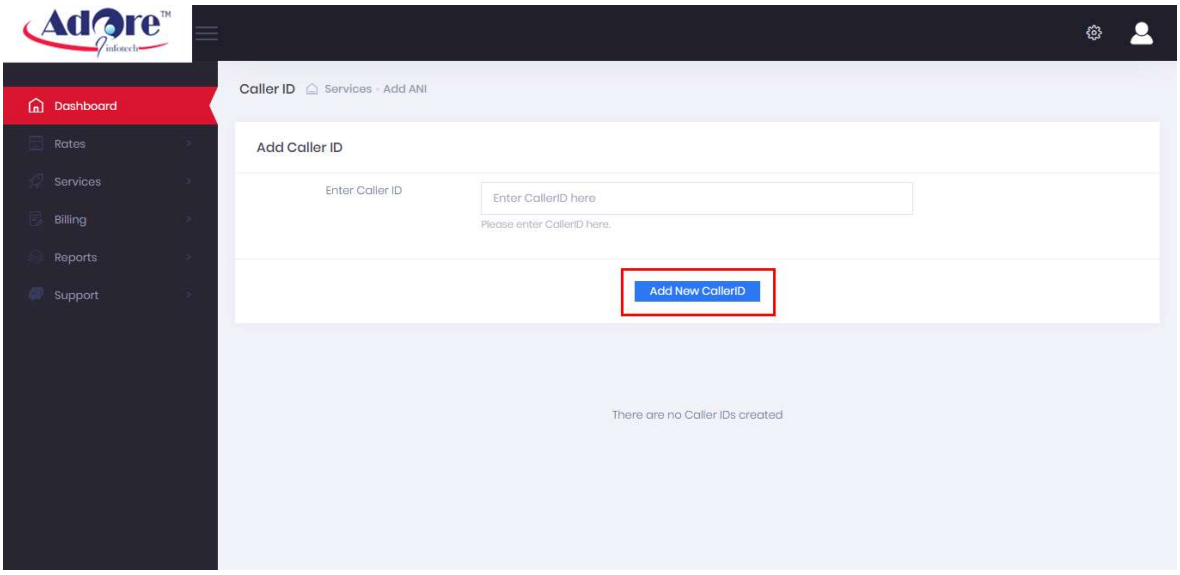



## Add ANI

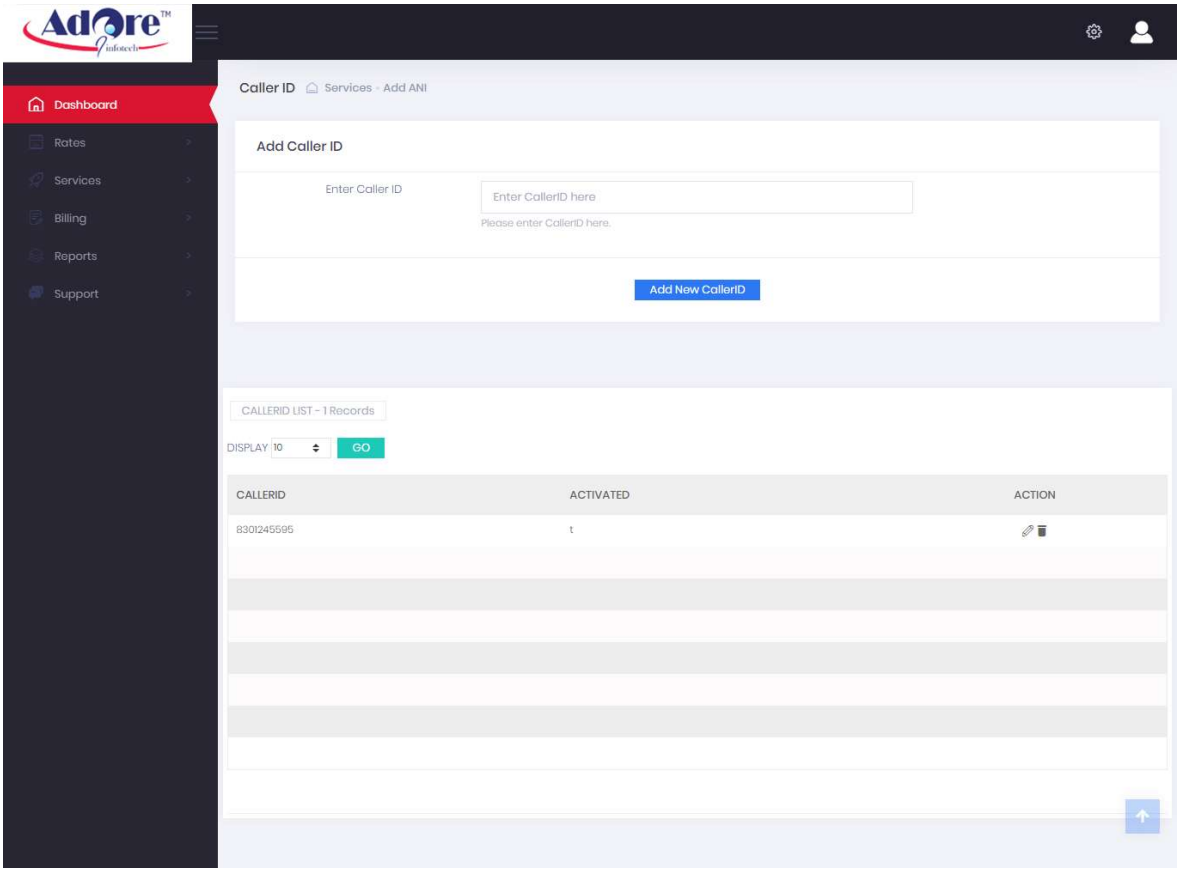
Go to **SERVICES** - > **ADD ANI**




You can add your home phone or cellphone number below to allow you to call in, be automatically recognized, and use your telephony services without having to enter your PIN.

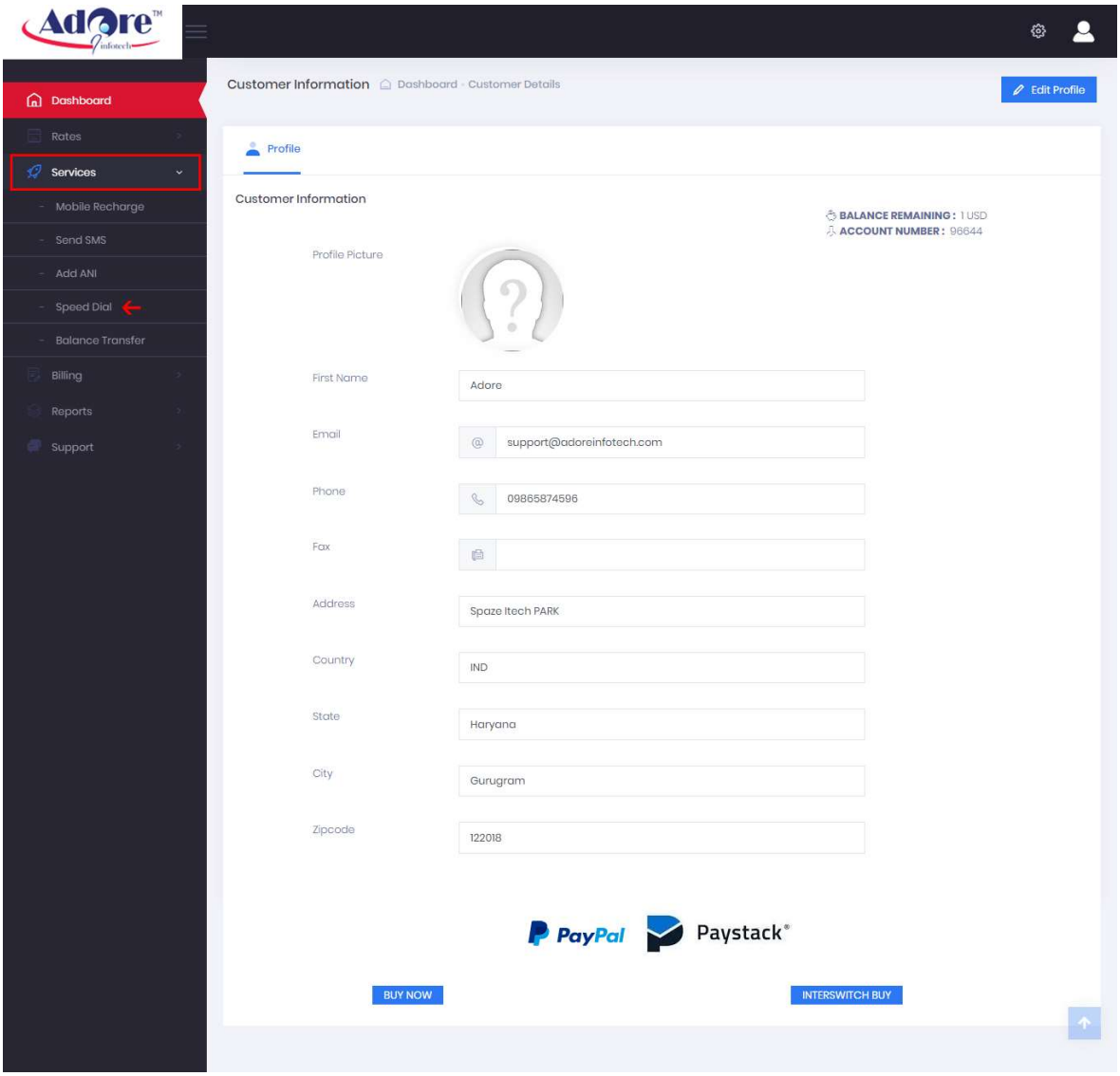



Now your number added

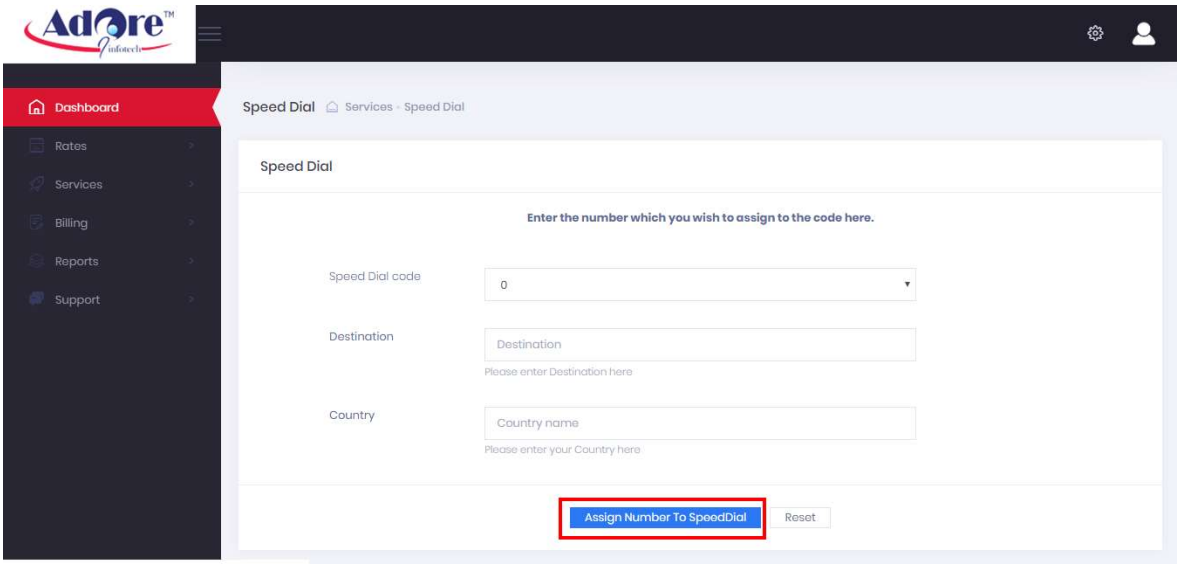



## Speed Dial

Go to **SERVICES -> Speed Dial**

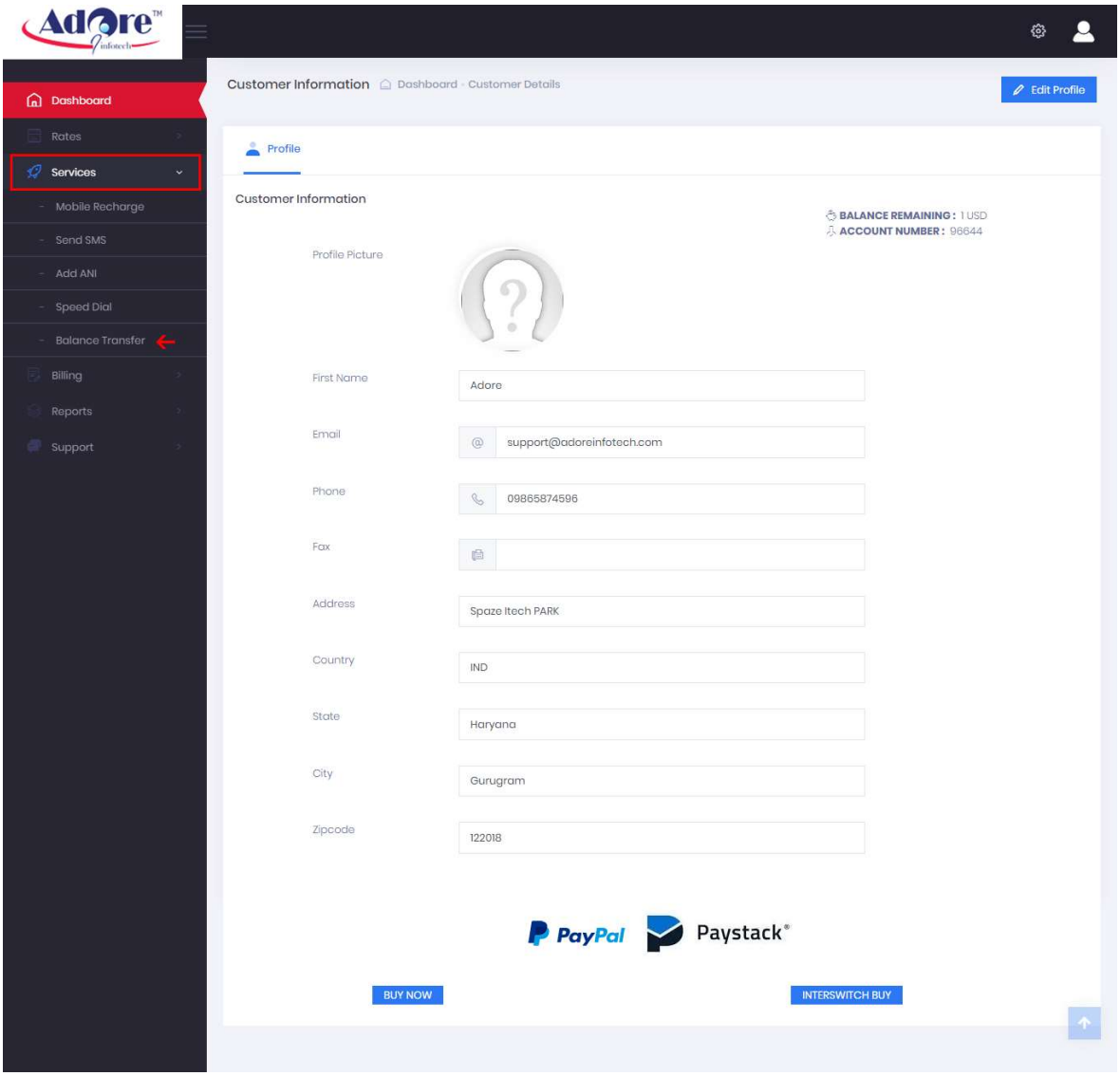



Add single digit to your most dialed numbers.

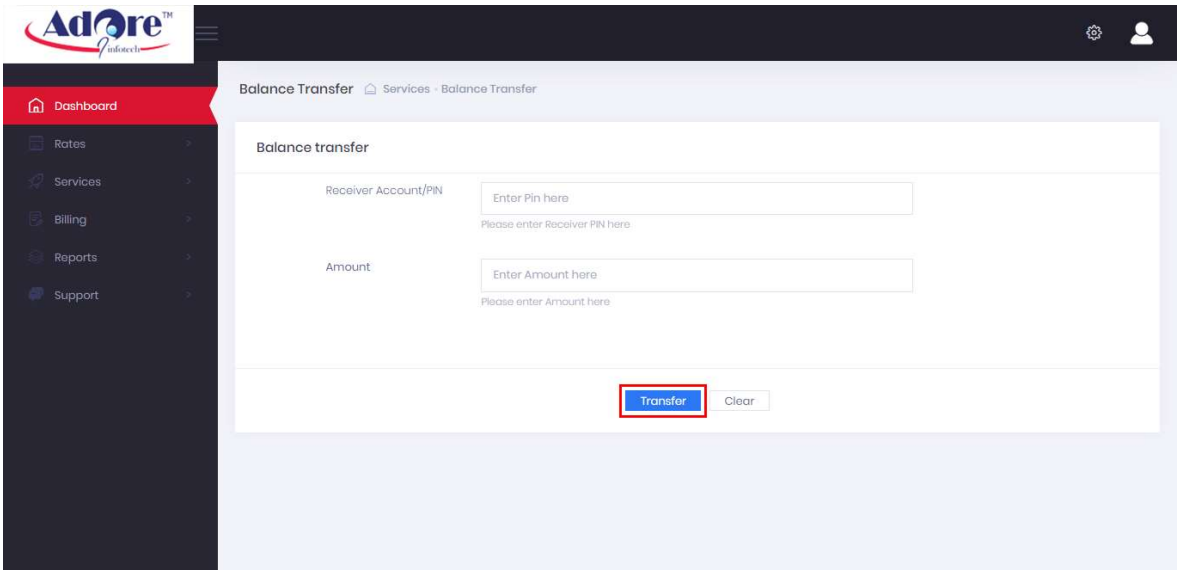


## Balance Transfer

Go to **SERVICES** -> **Balance Transfer**




Here you can transfer balance to another account


Dashboard
Rates
Services
Billing
Reports
Support
Balance Transfer
Services - Balance Transfer
Balance transfer
Receiver Account/PIN
Enter Pin here
Please enter Receiver PIN here
Amount
Enter Amount here
Please enter Amount here
Transfer
Clear

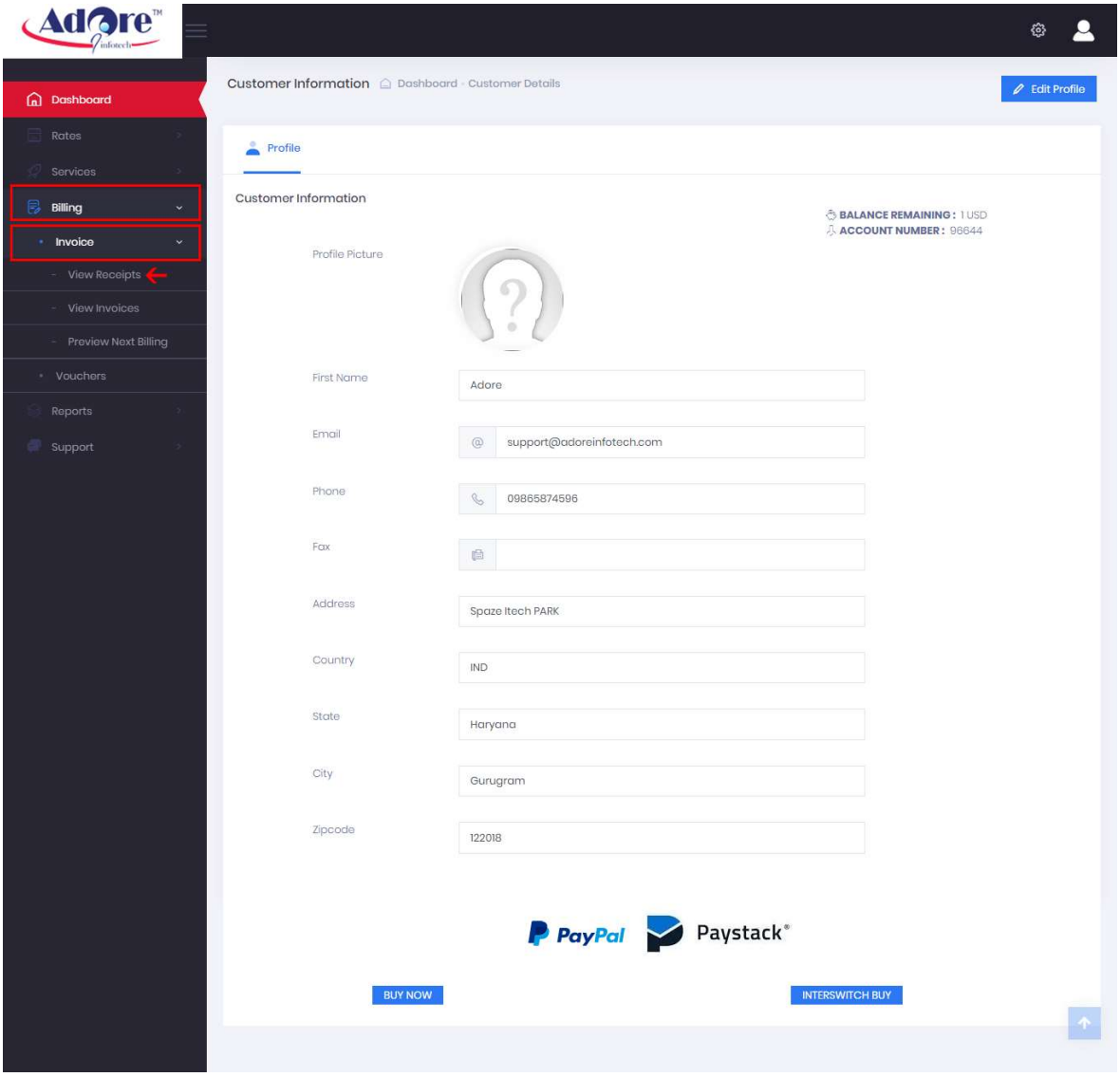
# 4.5. Billing Section

## Billing

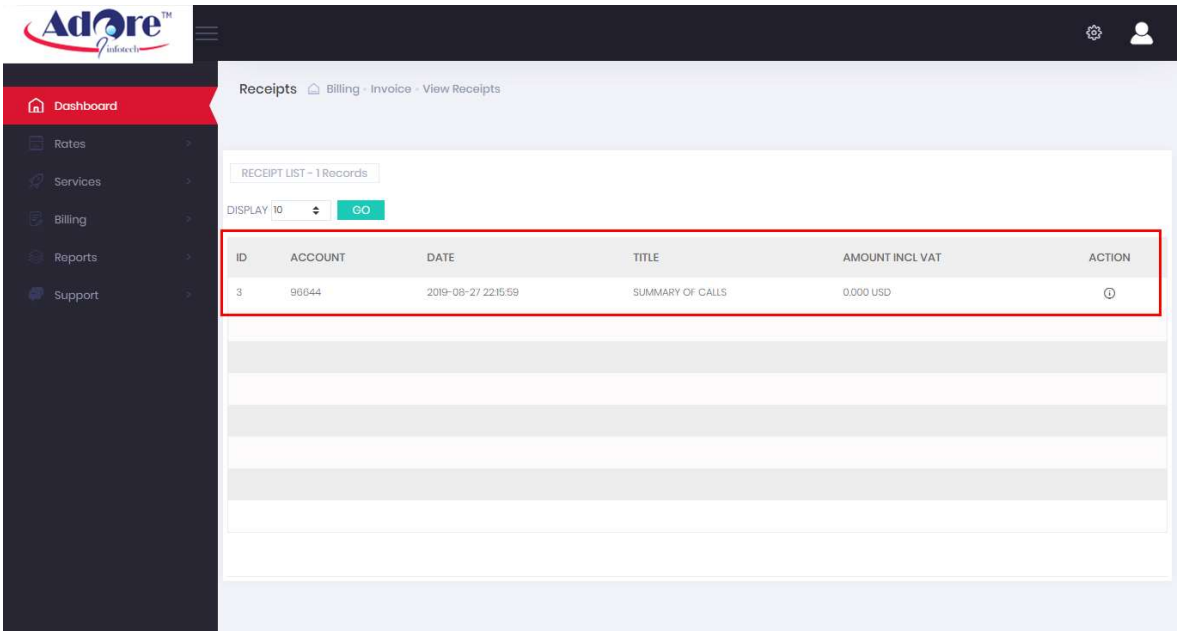
### Invoice

#### View Receipts

Go to **Billing** -> **Invoice** -> **View Receipts**

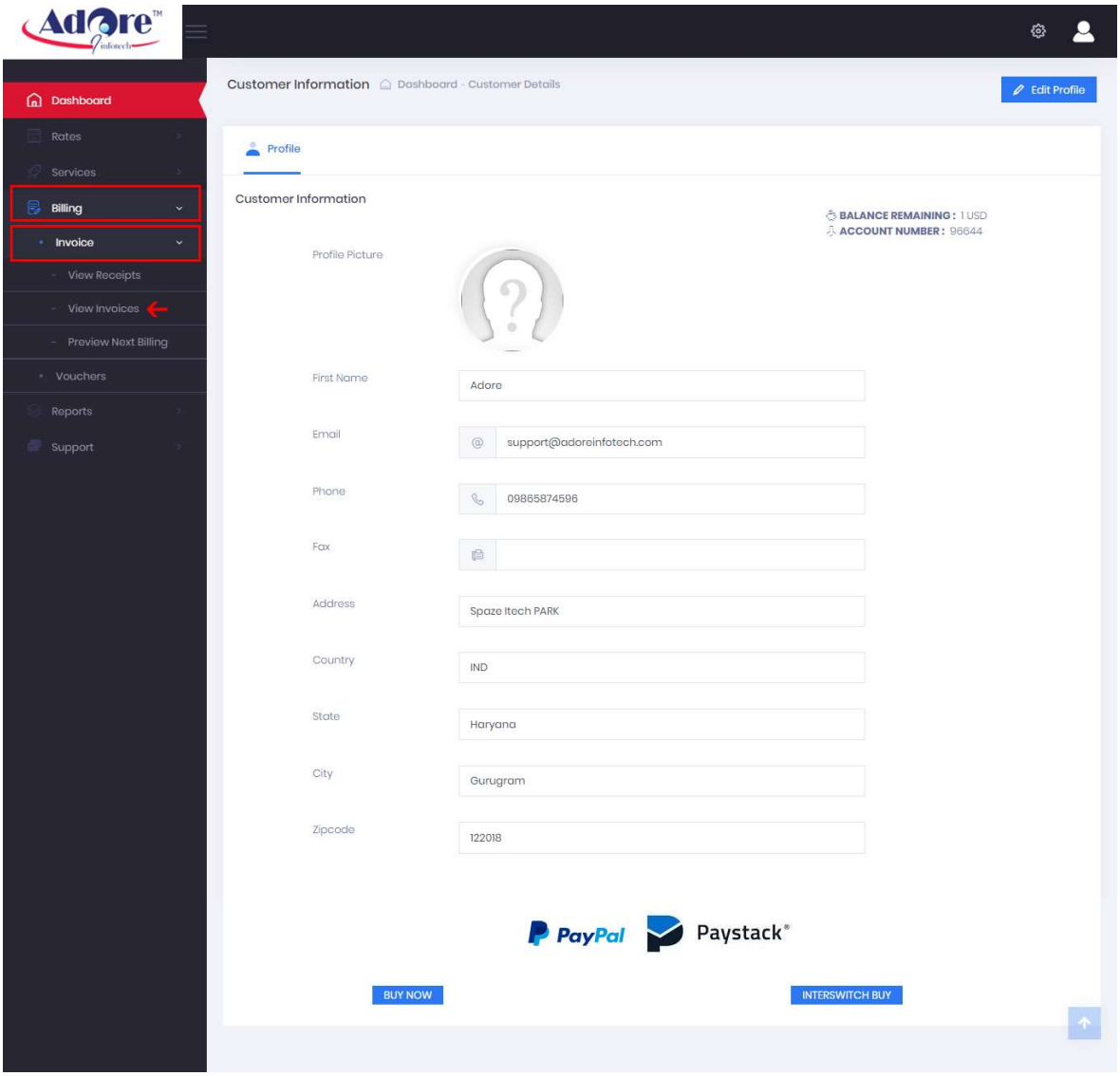



Receipt history - Here you can see the receipt that you received. you can see in them the summary of some withdrawal

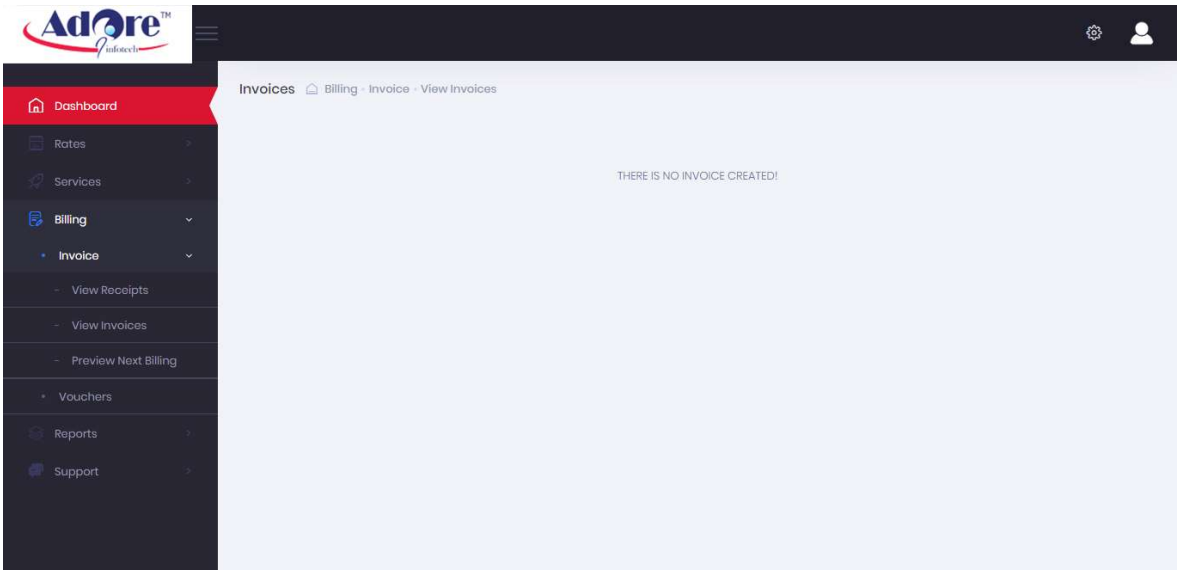



## View Invoice

Go to **BILLING -> Invoice - > View Invoice**

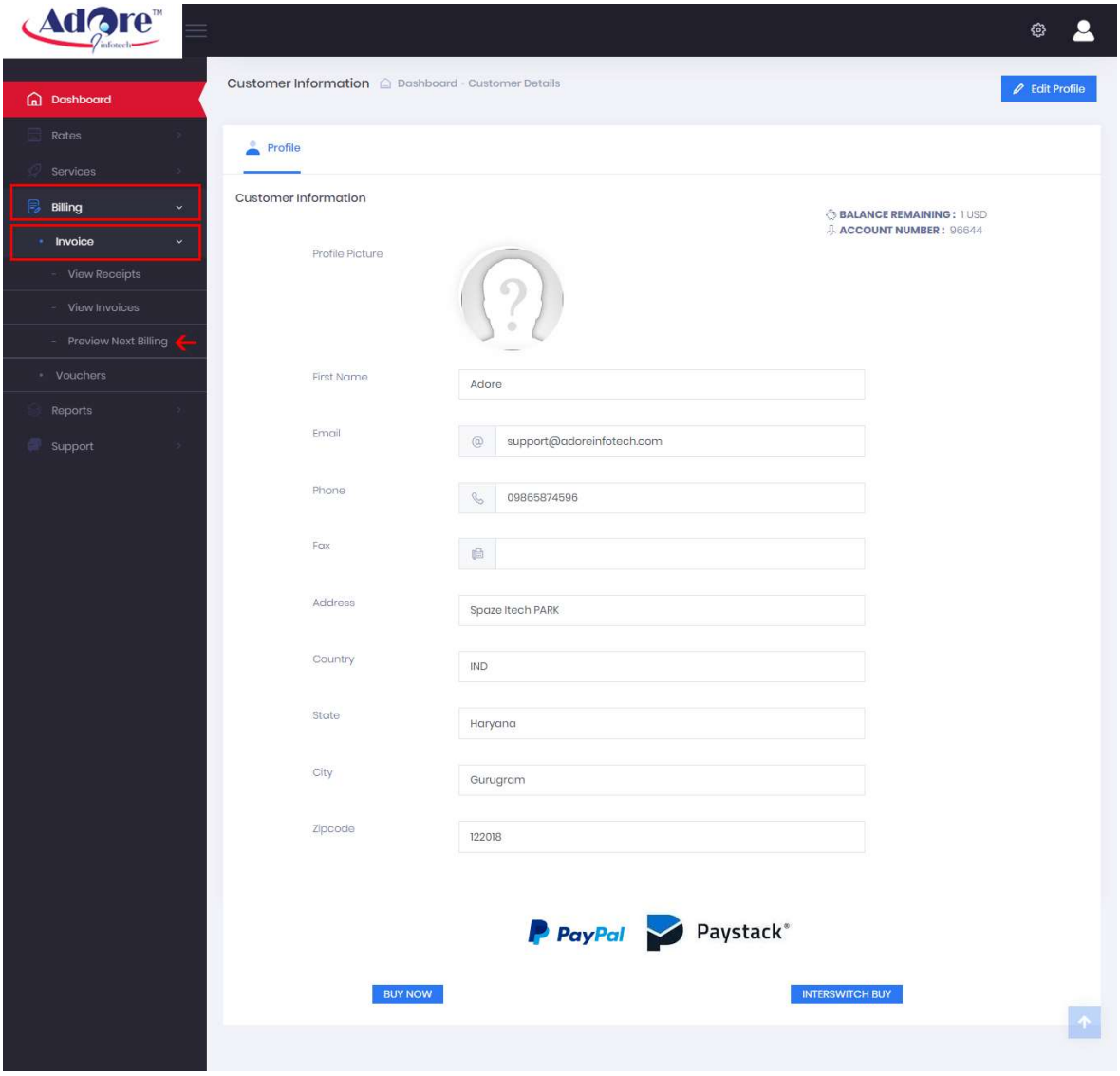



Invoice history - Here you can see and pay the invoices that you have to pay.

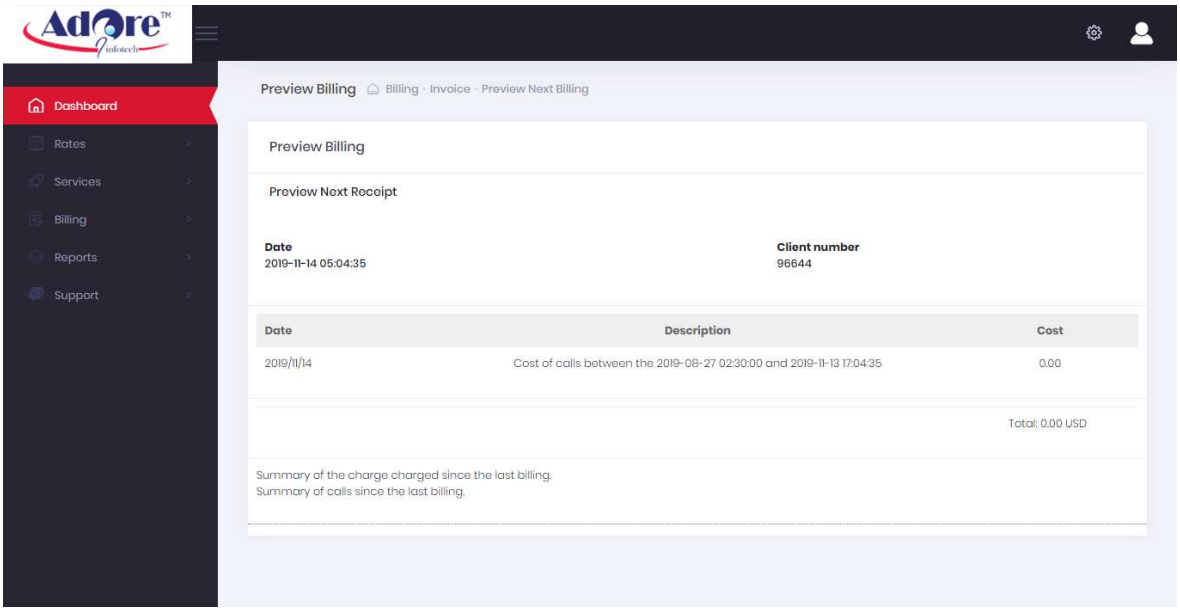


## Preview Next Billing

Go to **Billing** -> **Invoice** -> **Preview Next Billing**

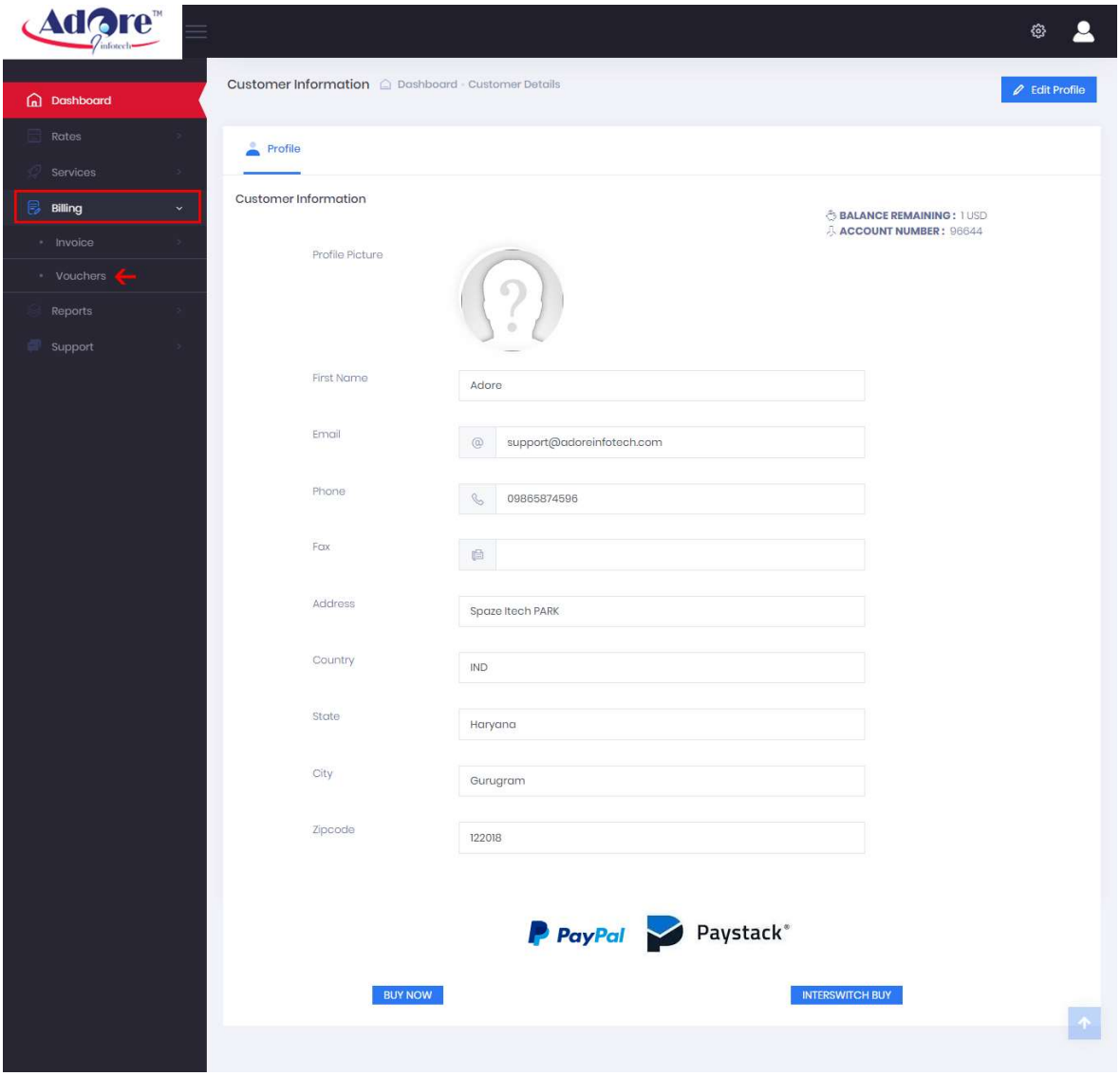



Here you can view Next Billing receipt.

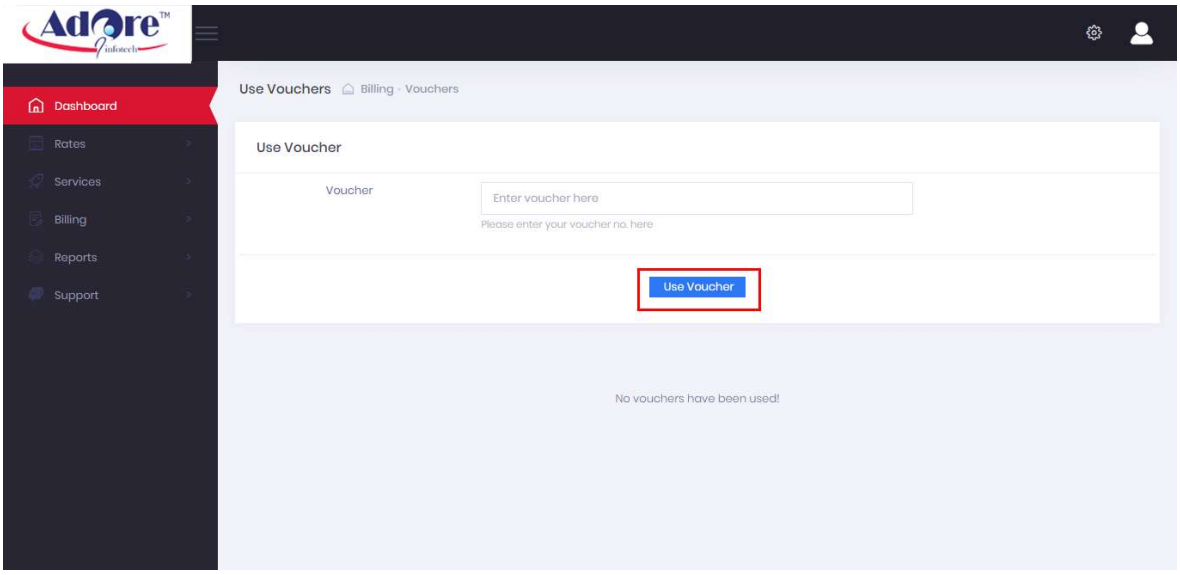



## VOUCHERS

Go to **Billing** - **Vouchers**




Enter your voucher number to top up your card.

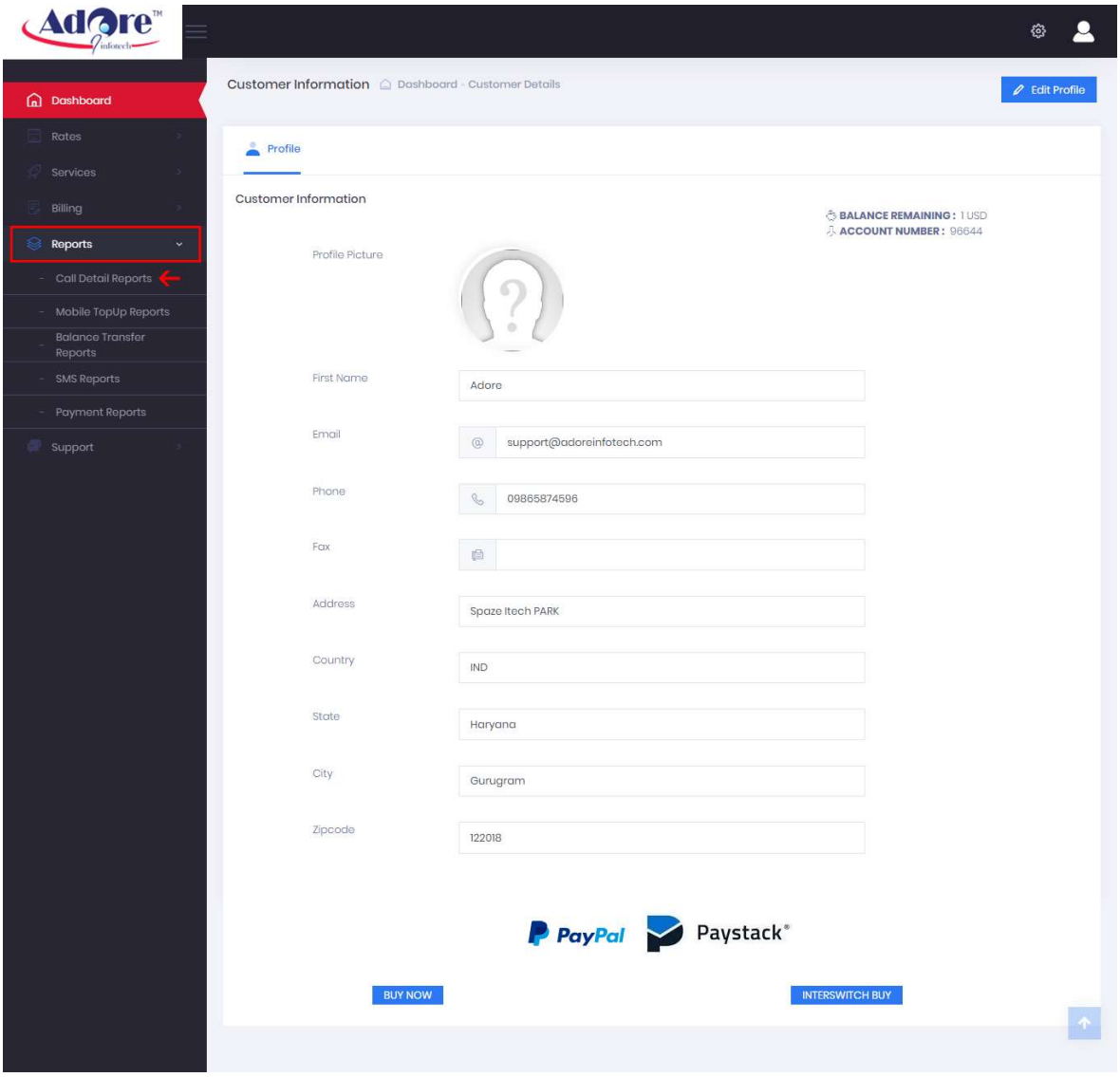

Dashboard
Rates
Services
Billing
Reports
Support
Use Vouchers
Billing - Vouchers
Use Voucher
Voucher
Enter voucher here
Please enter your voucher no. here
Use Voucher
No vouchers have been used!

# 4.6. Reports

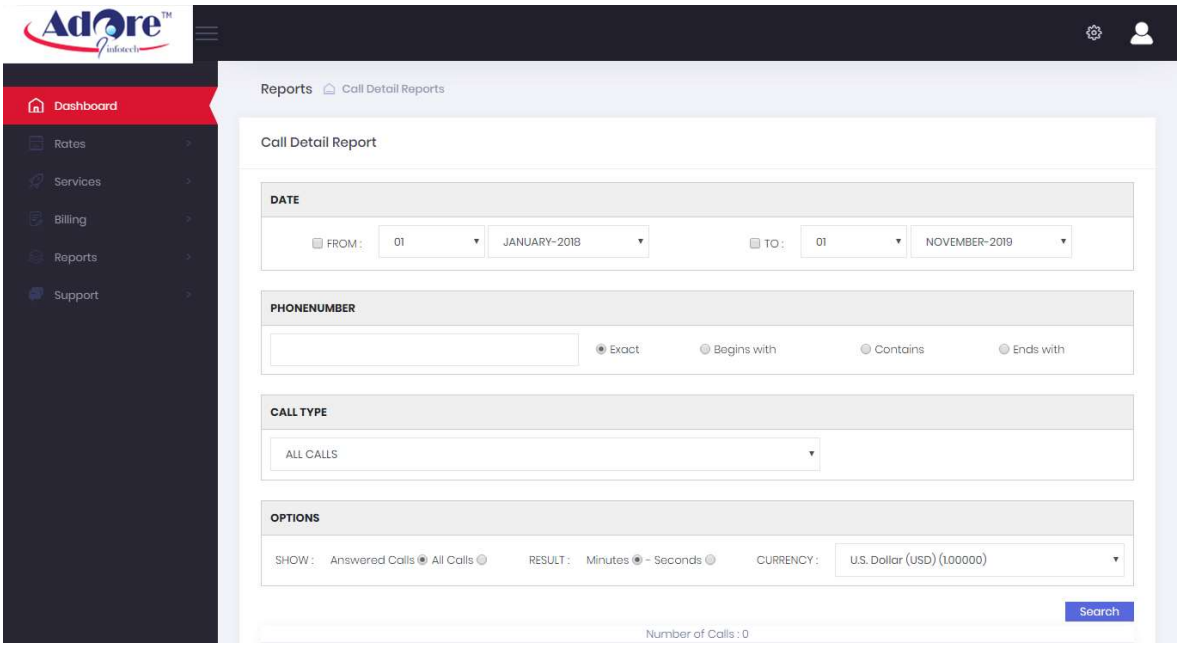
## REPORTS

### Call Details Reports

Go to **REPORTS** -> **Call Detail Reports**

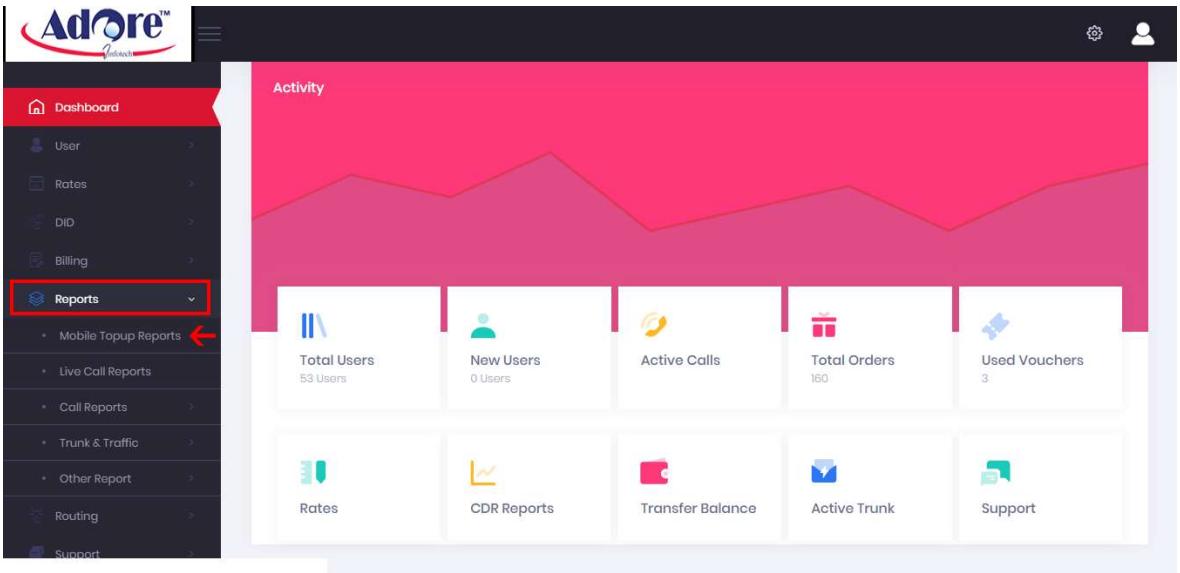



All calls are listed below. Search by month, day or status. Additionally, you can check the rate and price.

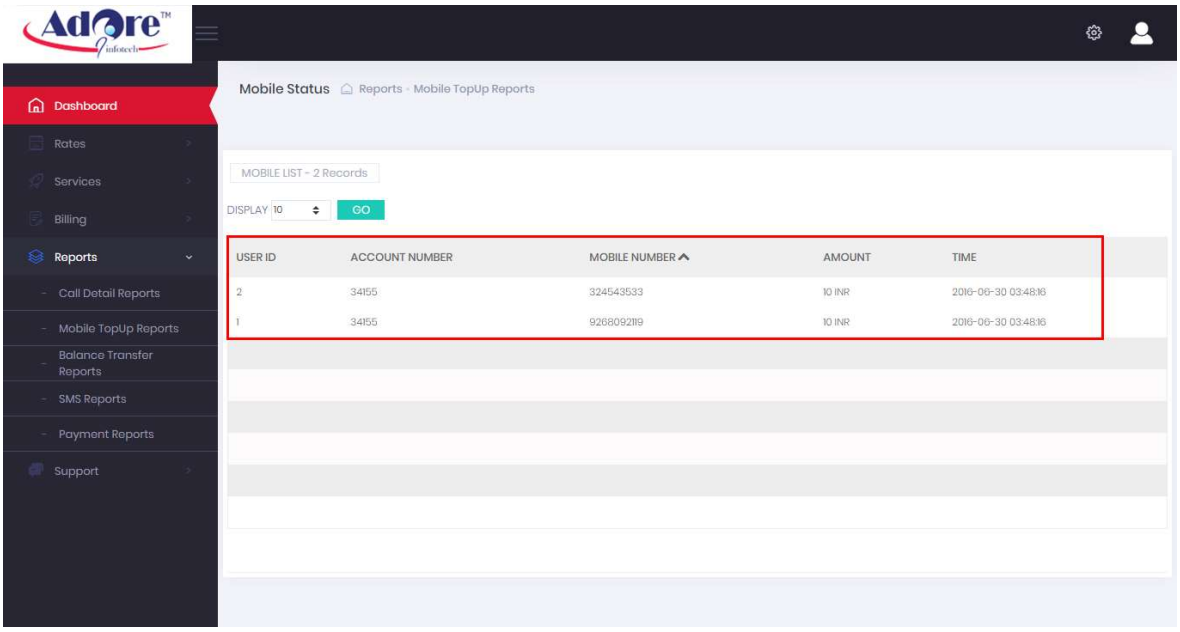



## Mobile Topup Reports

Go to **Reports** -> **Mobile Topup Reports**

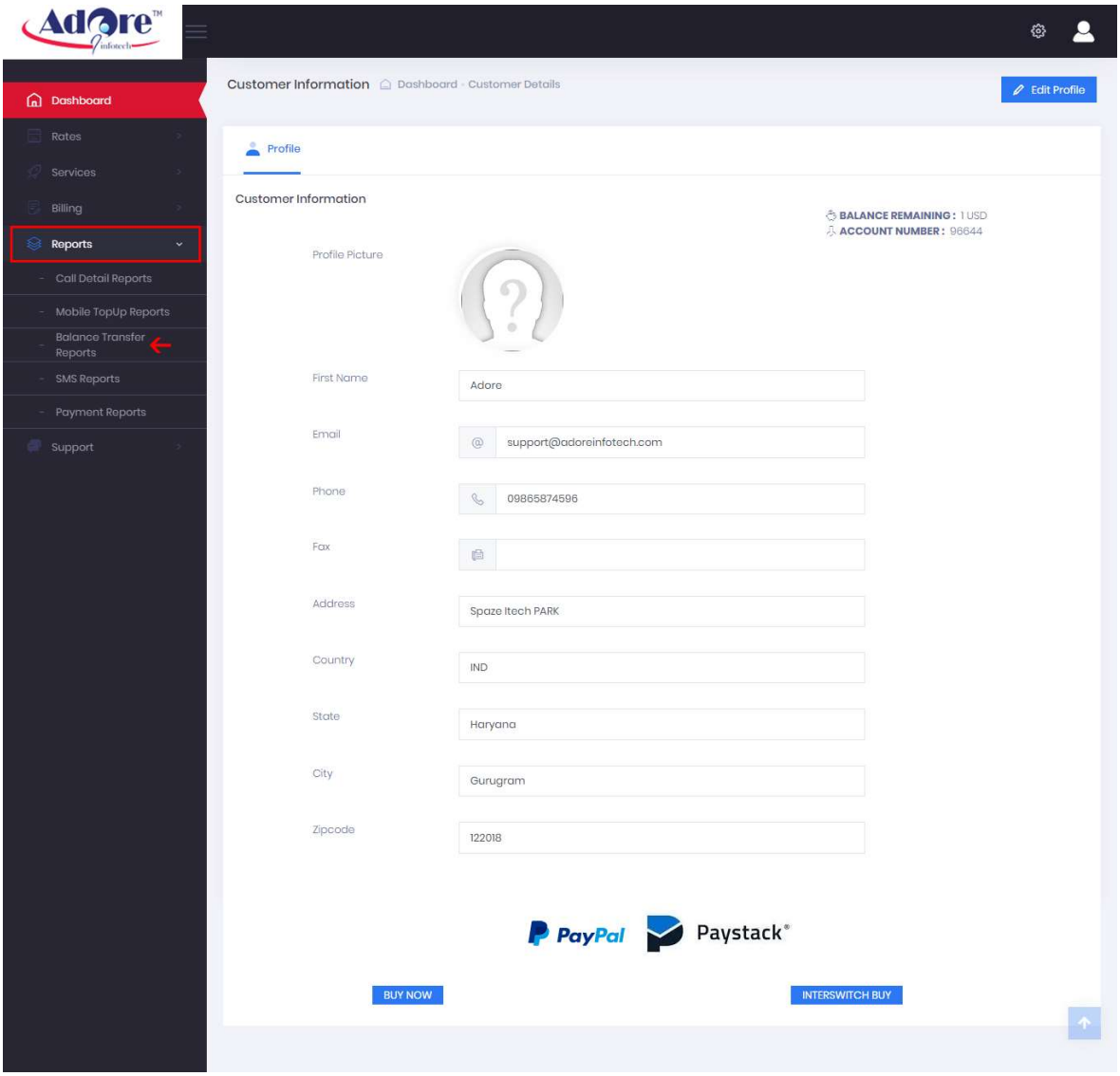



Here you can view Mobile Topup Reports.

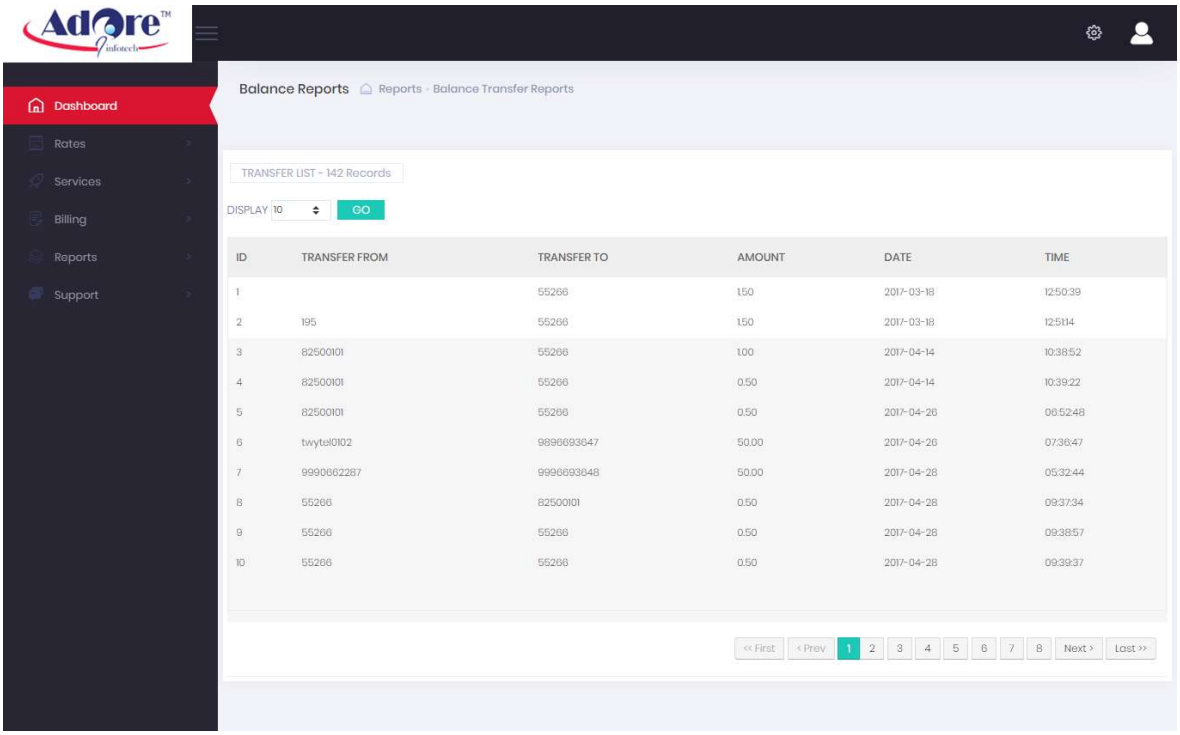



## Balance Transfer Reports

Go to **Reports** -> **Balance Transfer Reports**

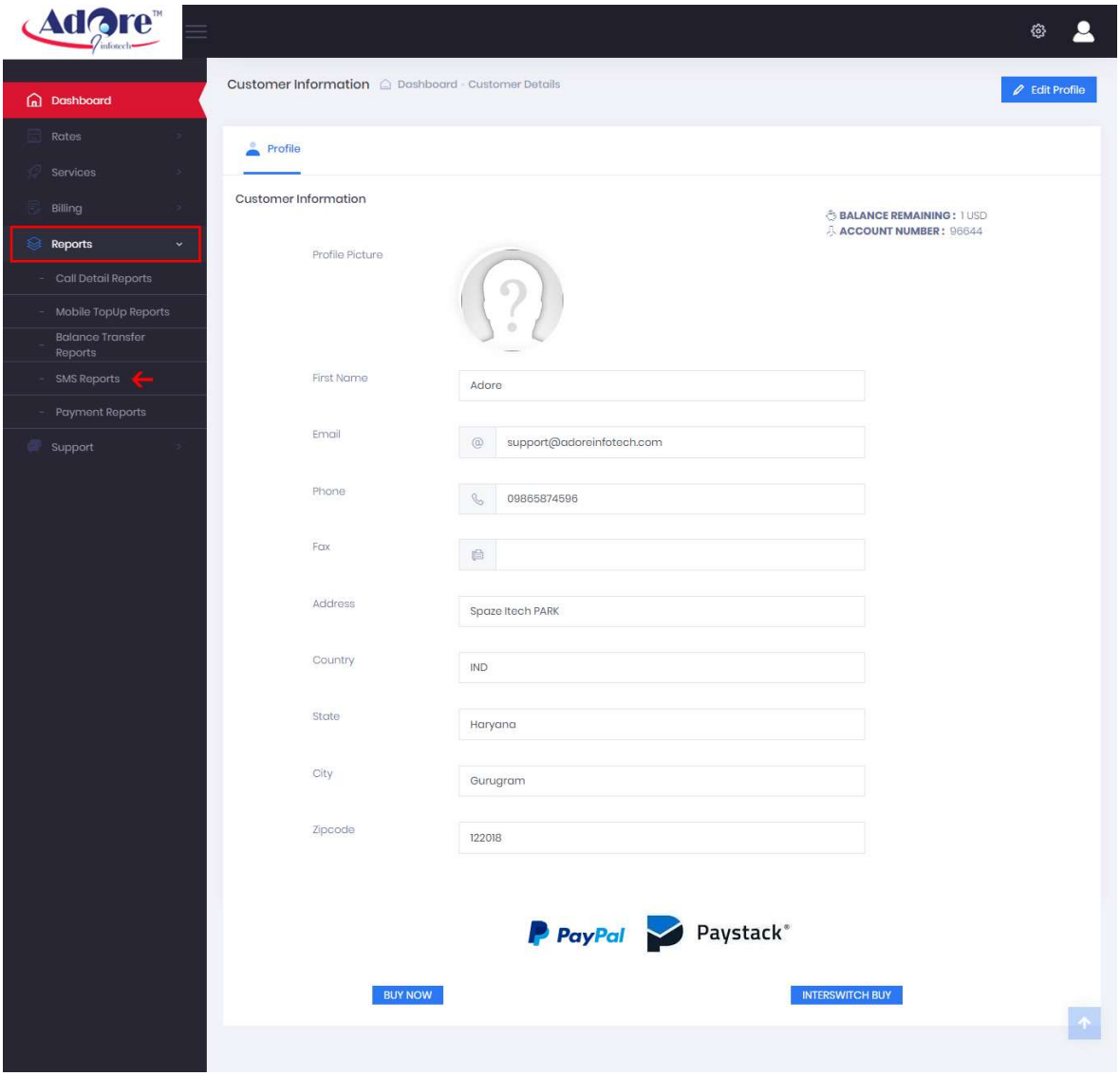



Here you can view Balance Transfer Report.

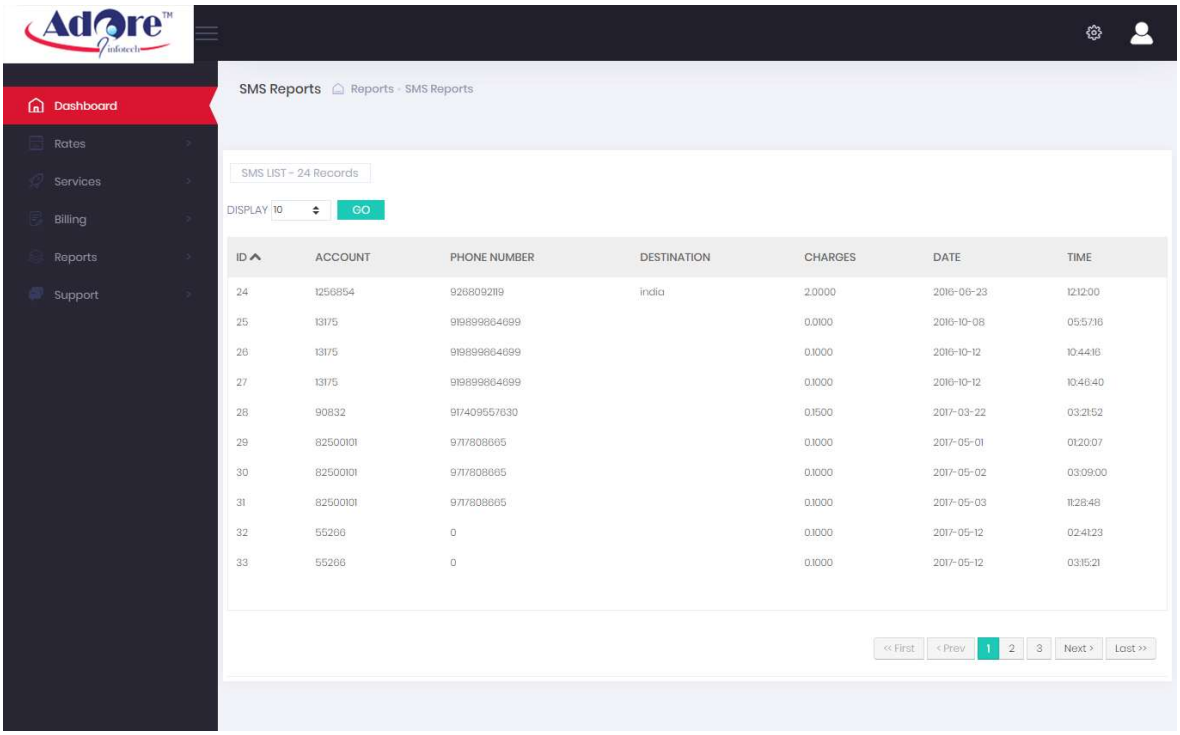



## SMS Reports

Go to **Reports** -> **SMS Reports**

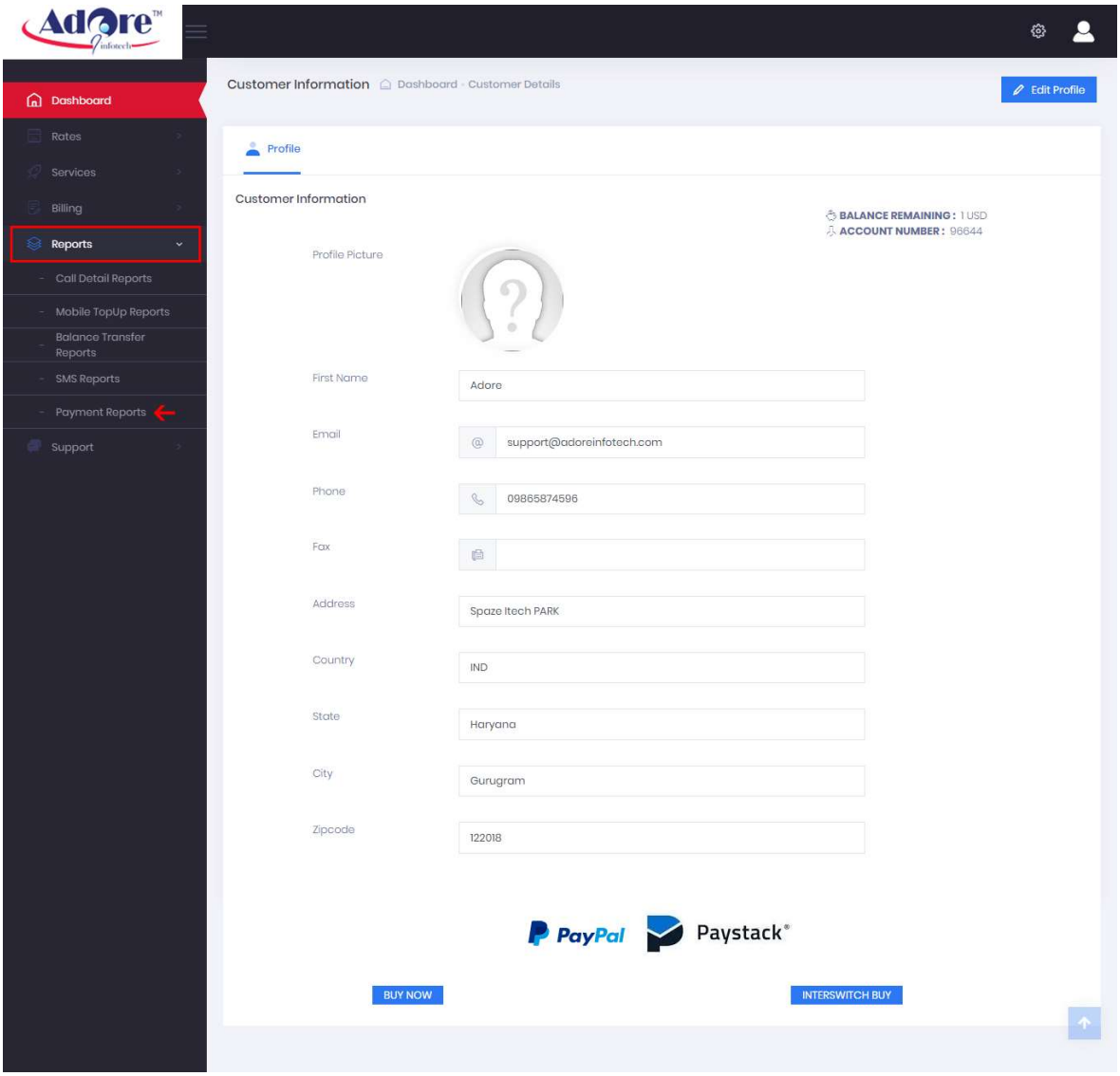



Here you can view SMS Reports.

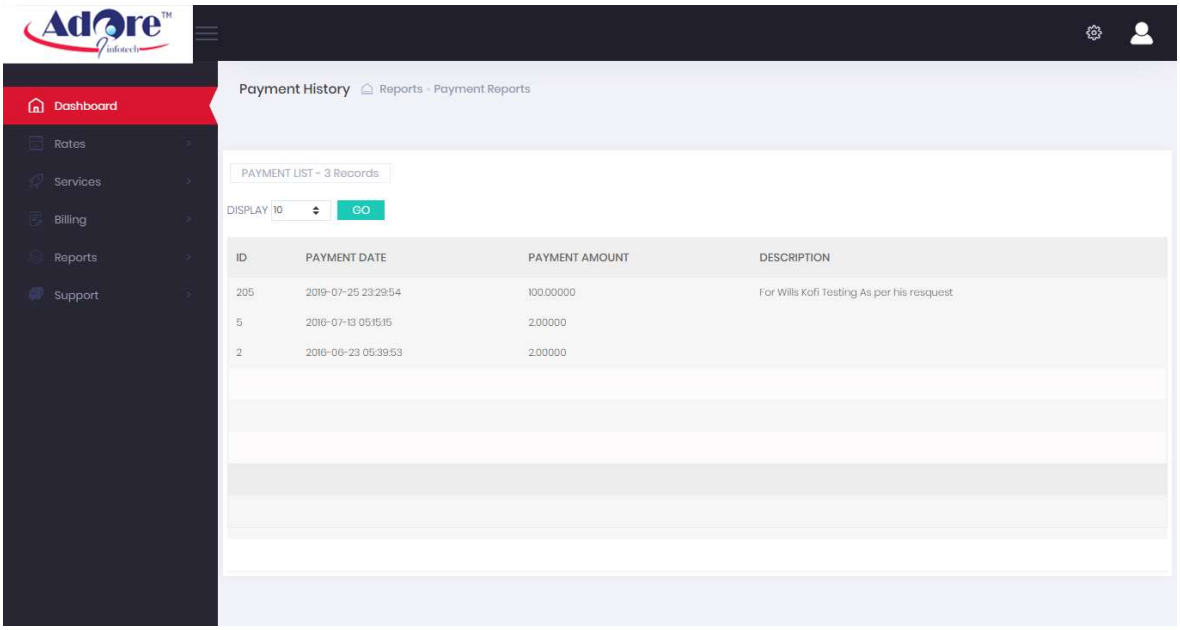



## Payment Reports

Go to **Reports** -> **Payment Reports**



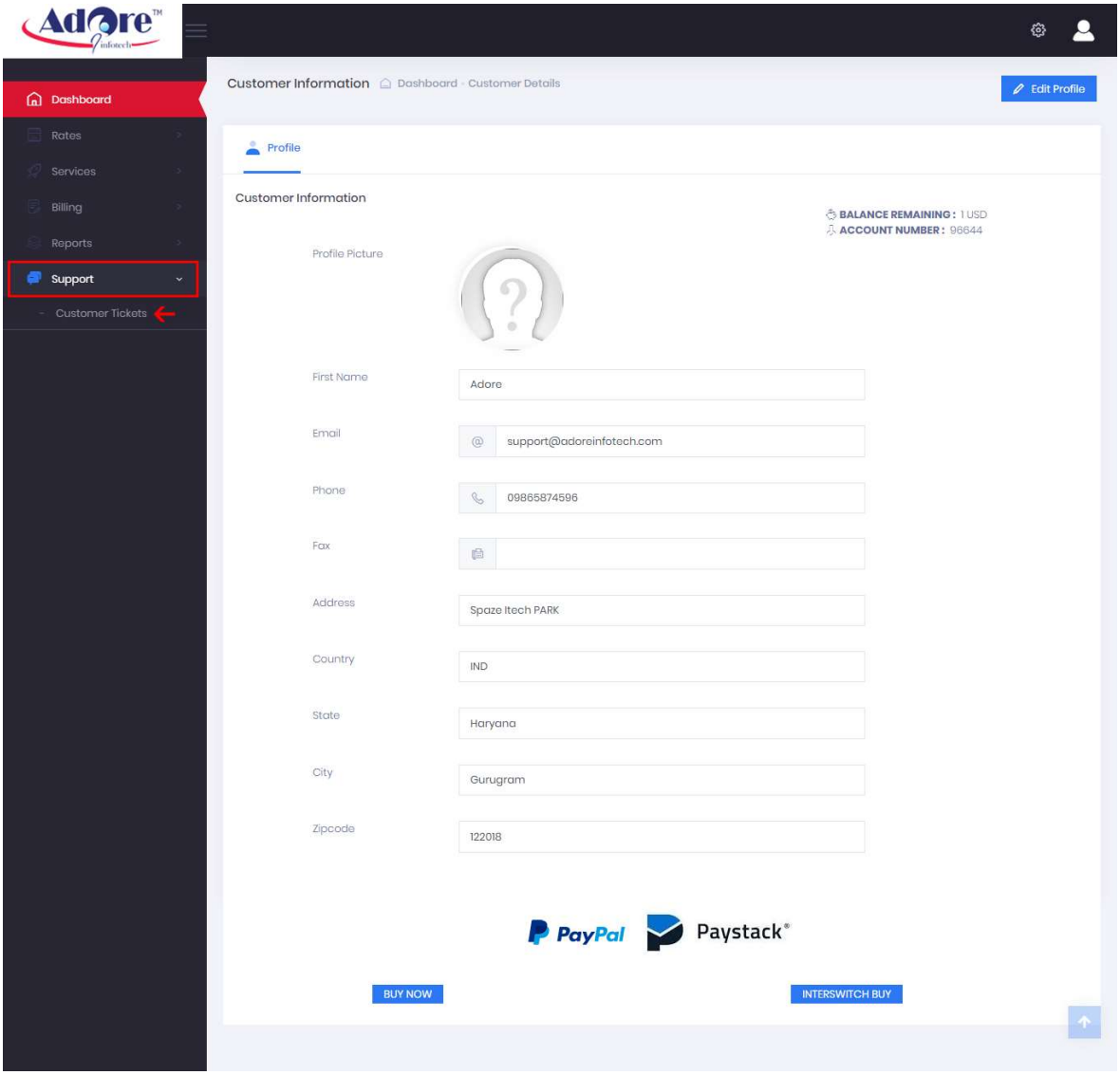

Payment history - Record of payments made by you.


Dashboard
Rates
Services
Billing
Reports
Support
Payment History
Reports - Payment Reports
PAYMENT LIST - 3 Records
DISPLAY 10
GO
ID
PAYMENT DATE
PAYMENT AMOUNT
DESCRIPTION
205
2019-07-25 23:29:54
100.00000
For Wills Kofi Testing As per his resquest
5
2016-07-13 05:15:15
2.00000
2
2016-06-23 05:39:53
2.00000

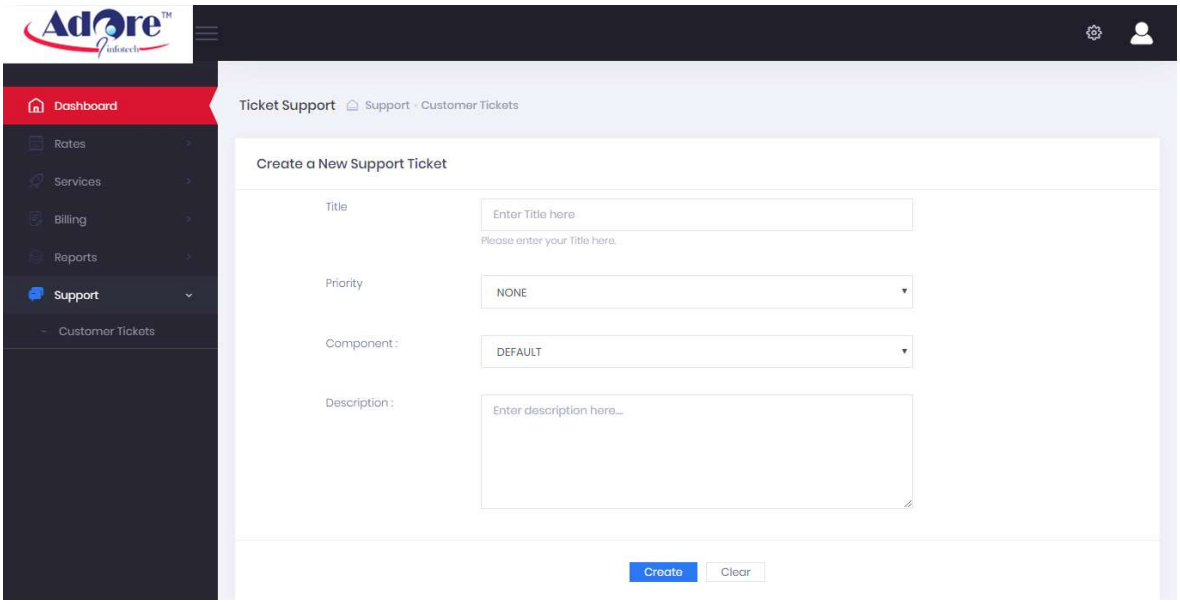
# 4.7. Support

## Support

Go to **Support**-> **Customer Tickets**




Here you can open a support ticket and consult the status of your existing ticket.


Dashboard
Rates
Services
Billing
Reports
Support
Customer Tickets
Ticket Support
Support › Customer Tickets
Create a New Support Ticket
Title
Enter Title here
Please enter your Title here.
Priority
NONE
Component :
DEFAULT
Description :
Enter description here...
Create
Clear