

Table of Contents

1. Overview & Features	2
2. Admin	8
2.1. How to Login on Admin Module	9
2.2. Admin Dashboard.....	10
2.3. Add Provider.....	11
2.4. Add Trunk	13
2.5. Add Rates	16
2.6. Customer	36
2.7. Agent	51
2.8. Admin	56
2.9. Add Prefix.....	61
2.10. Billing.....	63
2.11. Invoice	85
2.12. Package Offer	91
2.13. Recure Service.....	94
2.14. Balance Transfer.....	104
2.15. Payment Methods.....	105
2.16. Billing Others	110
2.17. DID.....	114
2.18. Reports.....	121
2.19. Support.....	135
2.20. Others.....	143
3. Agent	150
3.1. How To Login on Agent Module.....	151
3.2. Agent Dashboard.....	152
3.3. User	153
3.4. Callshop	168
3.5. Rates.....	172
3.6. Billing	174
3.7. Support.....	181
4. customer	183
4.1. How To Login on Customer Module.....	184
4.2. Customer Dashboard	185
4.3. Rates Section	186
4.4. Services.....	190
4.5. Billing Section	199
4.6. Reports	206
4.7. Support.....	215

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 down 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

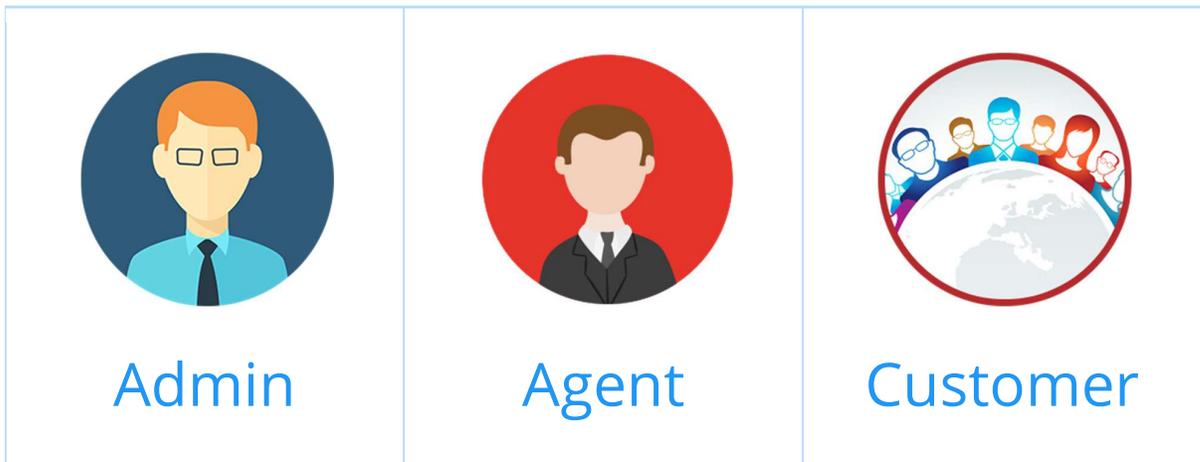
Carrier:

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 finesse whilst keeping in mind utmost customer satisfaction.

Adore Softswitch have 3 Modules:



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.

- [How to Login on Admin Module](#)
- [Admin Dashboard](#)
- [Add Provider](#)
- [Add Trunk](#)
- [Add Rates](#)
- [Customer](#)
- [Agent](#)
- [Admin](#)
- [Add Prefix](#)
- [Billings](#)
- [Invoice](#)
- [Package Offer](#)
- [Recure Service](#)
- [Balance Transfer](#)
- [Payment Methods](#)
- [Billing -> Others](#)
- [DID](#)
- [Reports](#)
- [Support](#)
- [Others](#)

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: xxxxxxxx

Retail VoIP Billing System

Sign In To Admin

admin

xxxxxxx

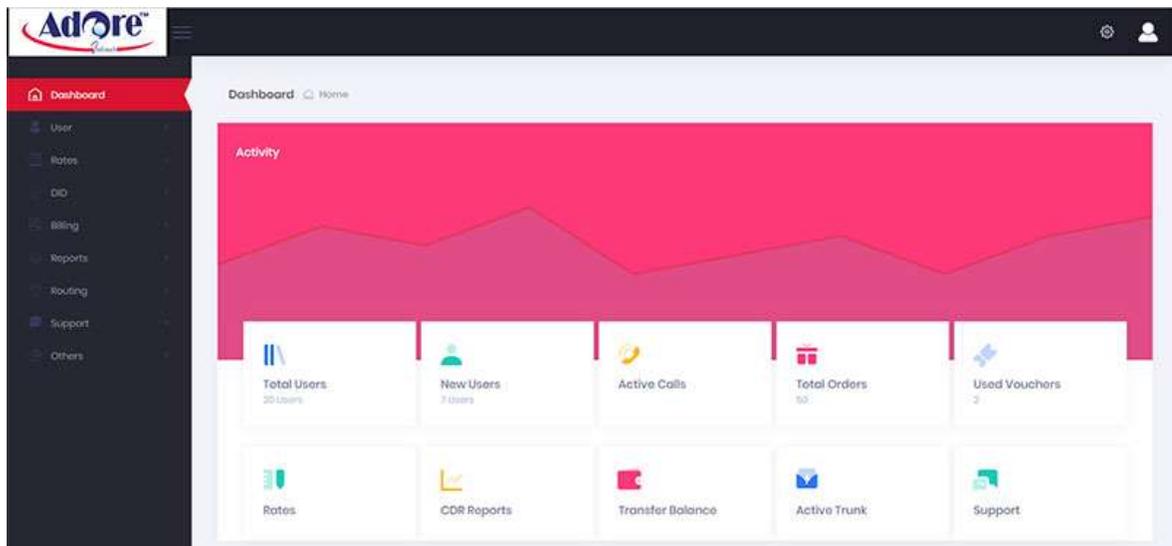
Remember me

English

Sign In

2.2. Admin Dashboard

Admin can handle all activities 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.

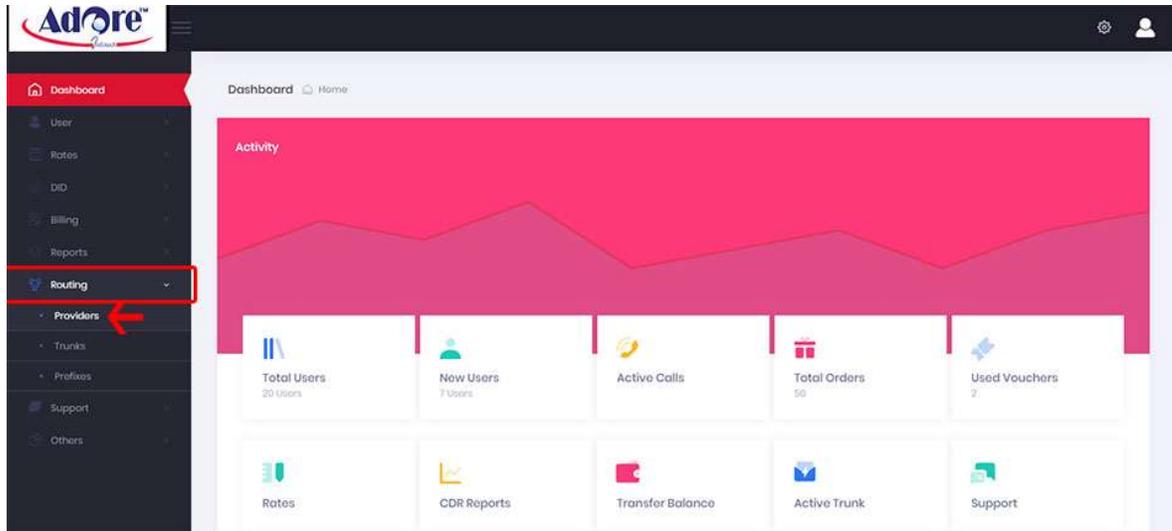
2. Customers : "Customer" terms refer to those who will use your service. If you permit only, customer can create PIN and use services without any hassle.

2.3. Add Provider

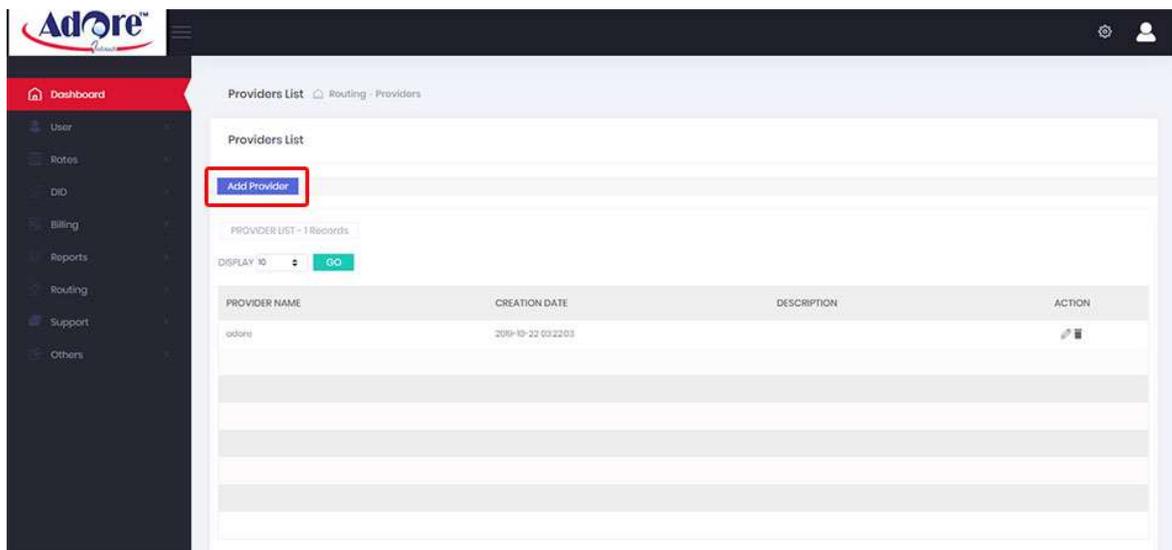
Add Provider :

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.

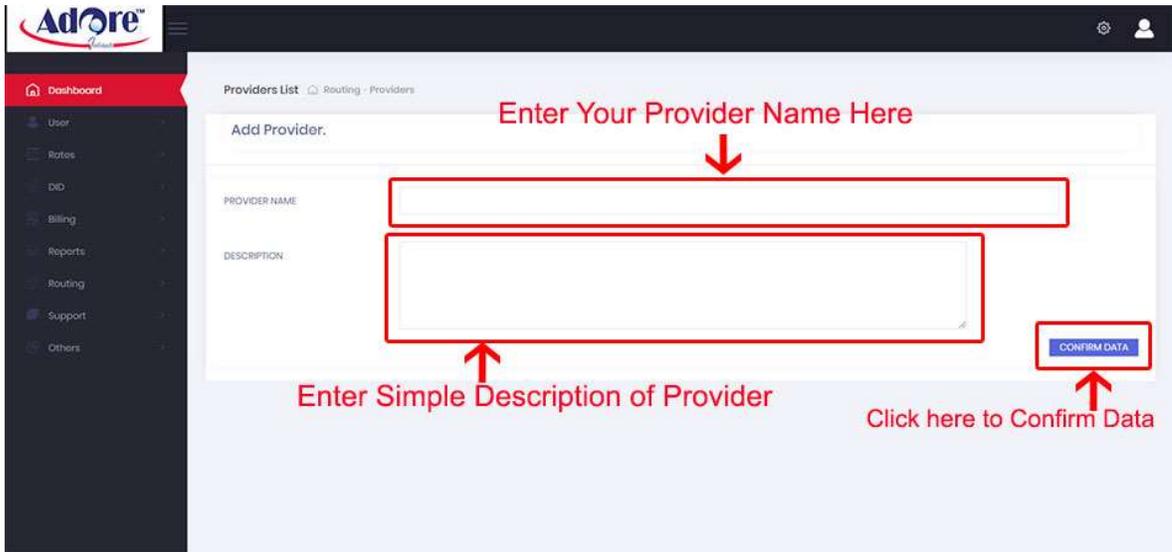
First and foremost you need to create **Provider** account. Go to "**Routing**" menu and click "**Provider**" to add provider to the system.



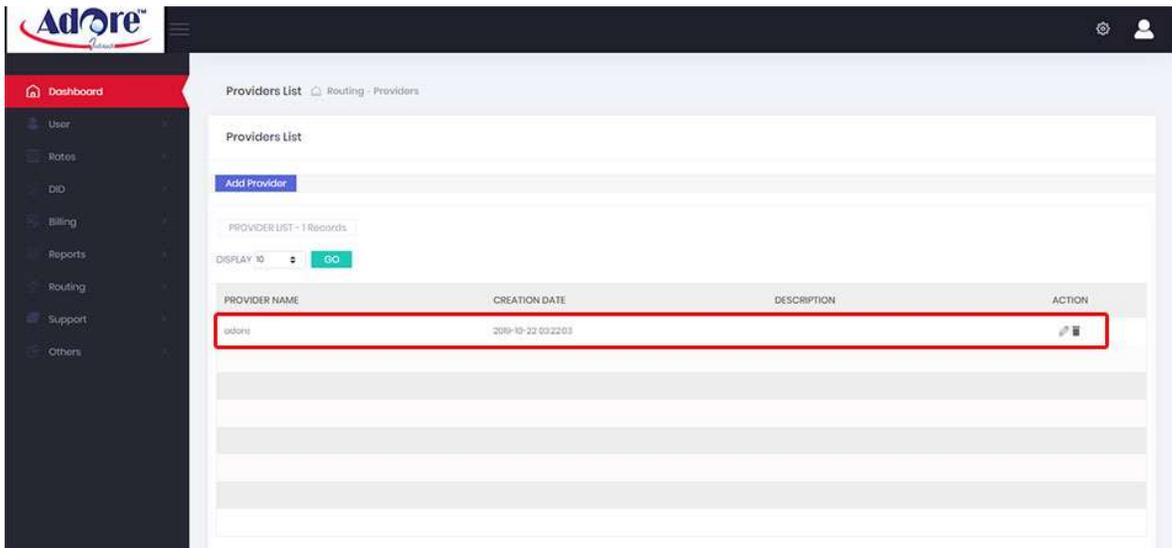
Click "**Add Provider**" to creating **Provider** account



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.

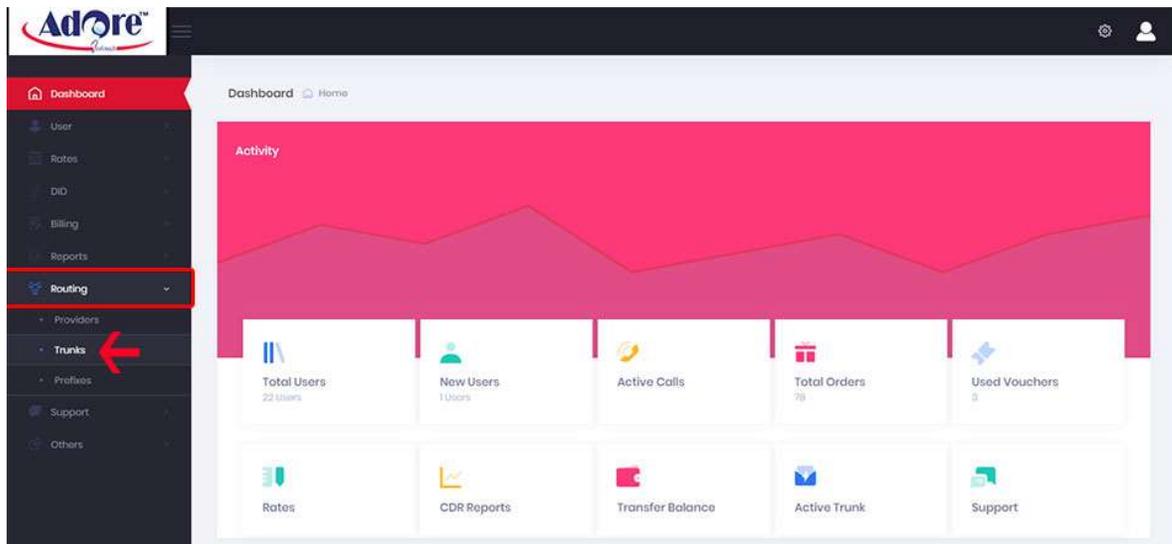


Now Provider has been created. You can create Multiple Provider on the system.

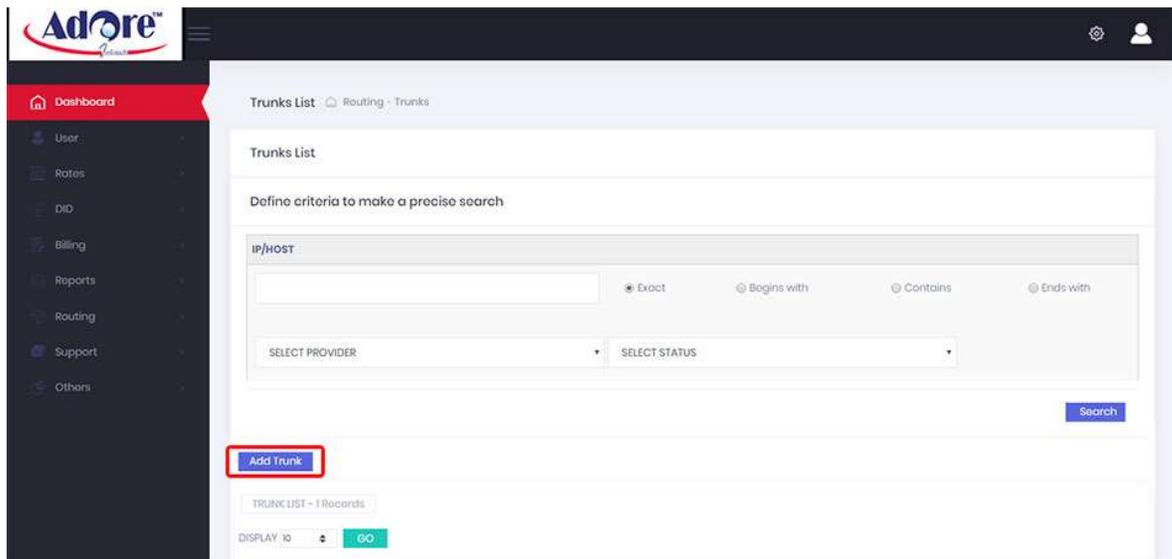


2.4. Add Trunk

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

Adore Reliable

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	104250755.M8	adore	00:00	Active	-1	 

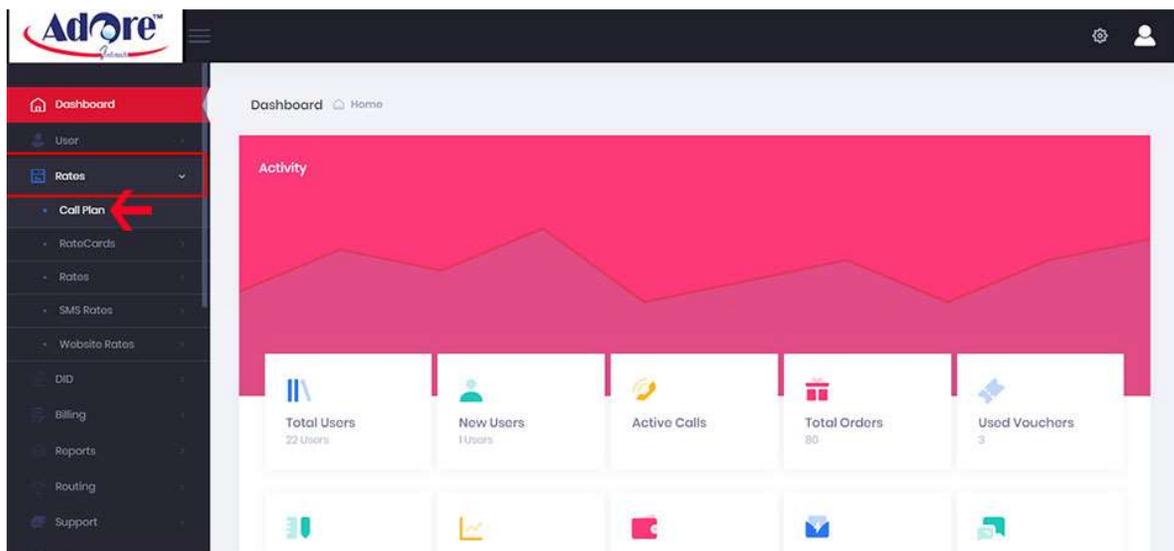
2.5. Add Rates

Rates

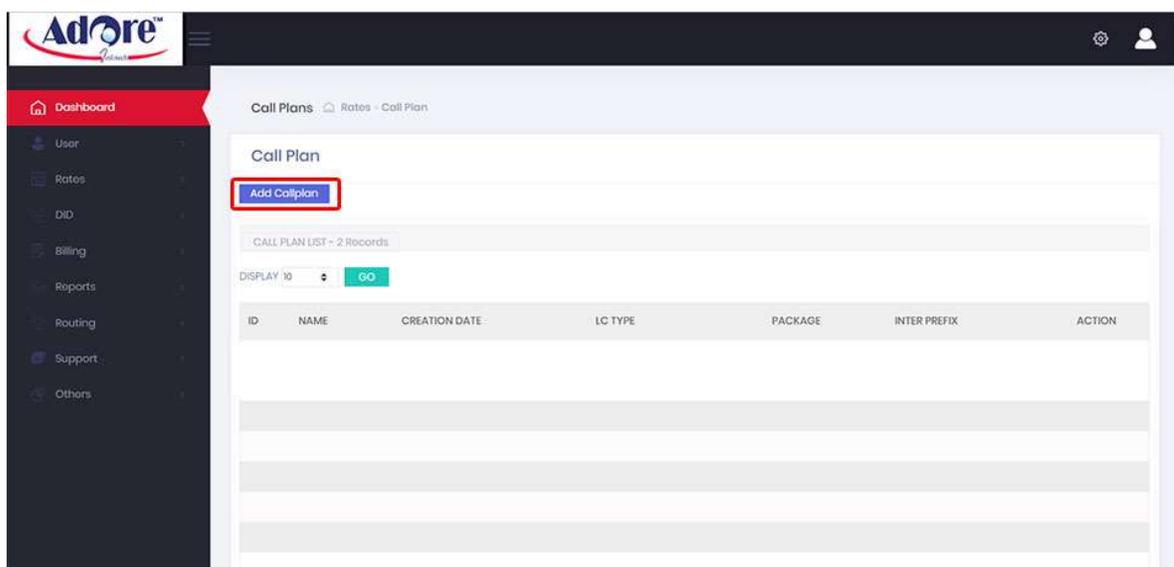
Call Plan

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

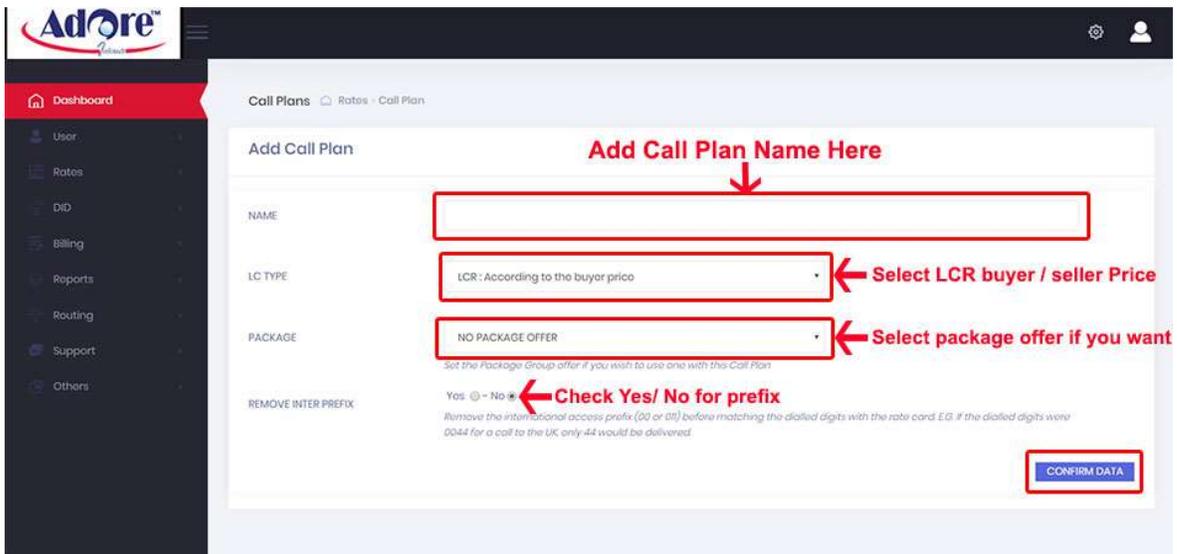
Go To **Rates** Menu and click "**Call Plan**"



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



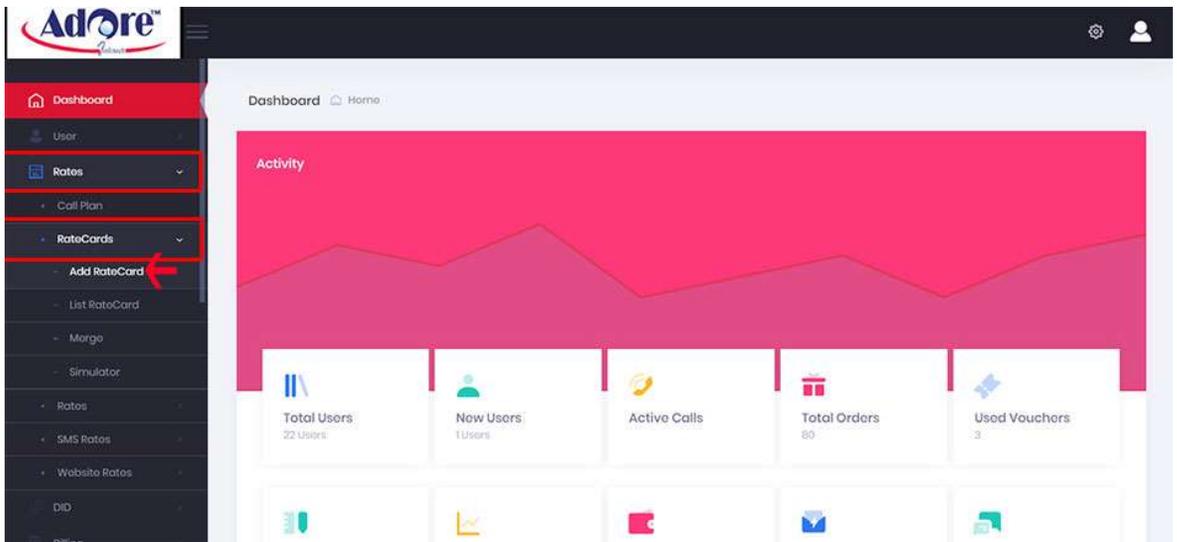
On click "Add Call Plan" following screen will appear



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.

The screenshot shows the 'Add RateCard' form in the Adore Admin interface. The form includes the following fields and callouts:

- 1**: TARIFFNAME (empty text input)
- 2**: START DATE (2019-10-25 06:50:03, with a note: 'Please use the format YYYY-MM-DD HH:MM:SS For instance, '2004-12-31 00:00:00'')
- 3**: EXPIRY DATE (2020-10-25 06:50:03, with a note: 'Format YYYY-MM-DD HH:MM:SS For instance, '2004-12-31 00:00:00'')
- 4**: TRUNK (dropdown menu showing 'adoro')
- 5**: DESCRIPTION (empty text area)
- 6**: DNID PREFIX (oll, with a note: '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')
- 7**: CALLERID PREFIX (oll, with a note: 'Set the CallerID rules to choose the ratecard 'calleridprefix', by default, matches all callerID. For instance, Set the calleridprefix to 900540540 to choose this ratecard when the CallerID is 900540540:')

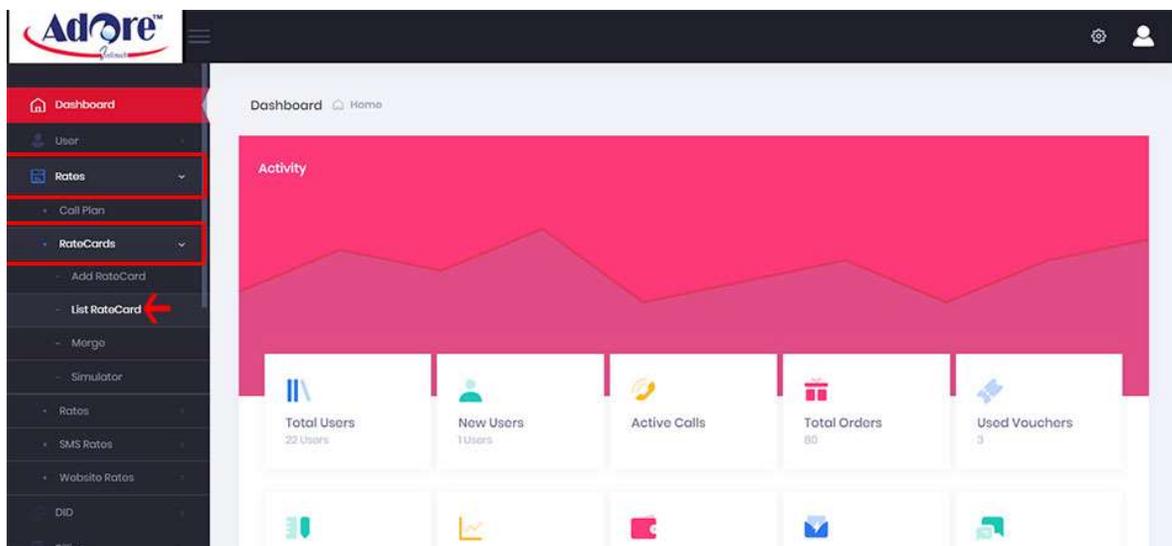
At the bottom right of the form is a 'CONFIRM DATA' button and an upward arrow icon.

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	<p>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.</p> <p>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</p>

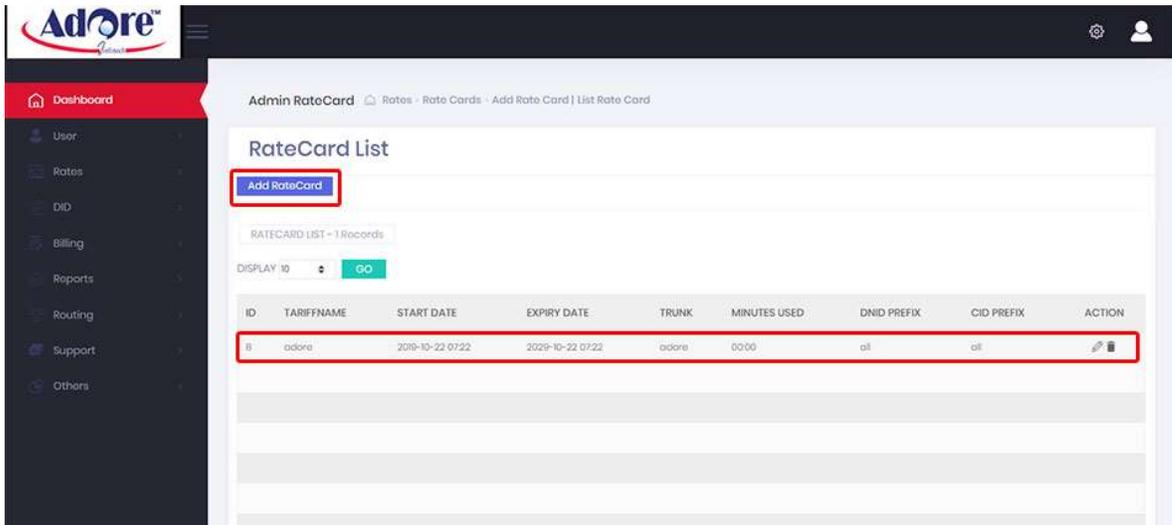
CALLERID PREFIX	The CID prefix allows this ratecard to be selected when the Caller ID matches. Often carriers charge more for tollfree numbers when called from a Cell phone as opposed to a landline, so by using a combination of the DNID prefix and the CID prefix, the differential charges can be taken 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**

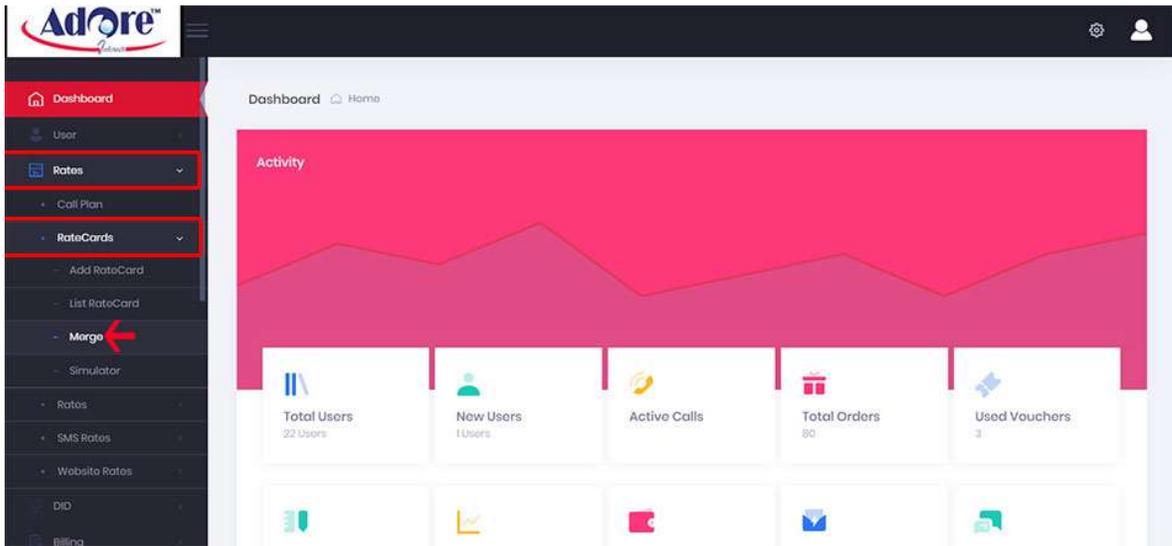


Here is your all Rates card. You can also create multiple RateCard by clicking on "**ADD RATECARD**" button.



Merge

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

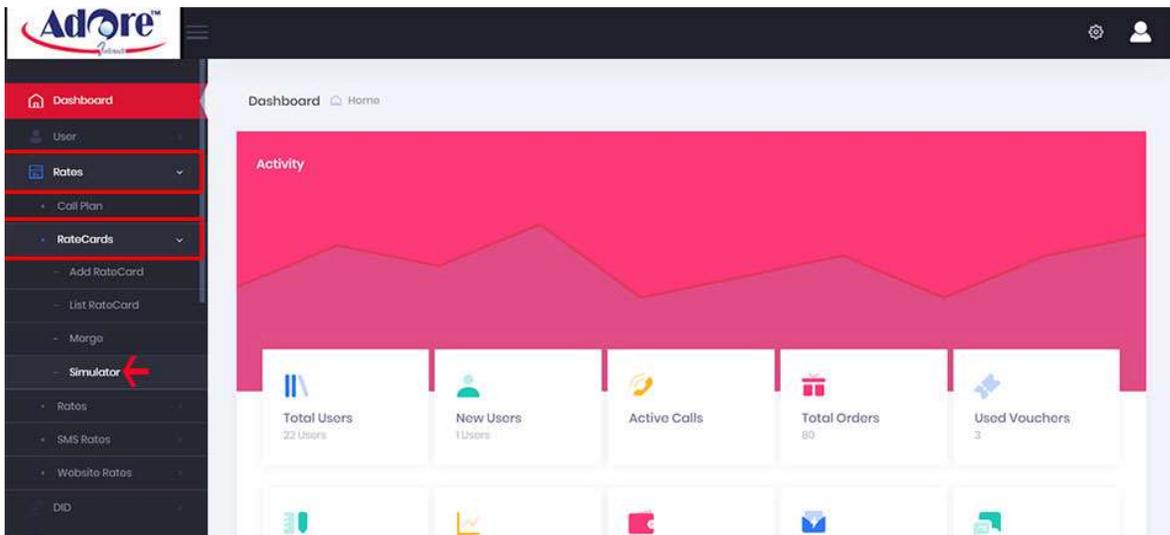


Here you can merge RateCards.

The screenshot shows the 'Merge RateCards' interface in the Adore system. The sidebar on the left contains navigation links: Dashboard, User, Rates, DID, Billing, Reports, Routing, Support, and Others. The main content area is titled 'Merge RateCards' and includes a breadcrumb 'Rates - Rate Cards - Merge'. Below the title is a section 'Define the search criteria' with several input fields and radio button options for search criteria: TAG, DESTINATION, PREFIX, FROM BUYRATE, TO BUYRATE, FROM RATE INITIAL, TO RATE INITIAL, and TRUNK. The TRUNK field has a dropdown menu with 'SELECT TRUNK'. A 'Search' button is located at the bottom right of the search criteria section. Below the search criteria is a section for selecting fields to merge. It includes two dropdown menus: 'RATECARD SOURCE:' and 'RATECARD TO UPDATE:'. Below these is a section 'Choose fields to merge:' with two columns: 'Unselected Fields...' and 'Selected Fields...'. The 'Unselected Fields...' column contains a list of fields: destination, buyrate, ratoinit, buyratoinitblock, buyratoincrement, trunk, initblock, billingblock, and ratoinit. The 'buyrate' and 'ratoinit' fields are highlighted with a red box. A 'MERGE' button is located at the bottom right of the interface.

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.

RateCard Simulator

Enter destination number which you want to call

NUMBER TO CALL: 00919215144469

INITIAL CREDIT: 10
Choose 0 to simulate with the account current credit

Card ID: 1 **Select Caller ID**

or

Card Number

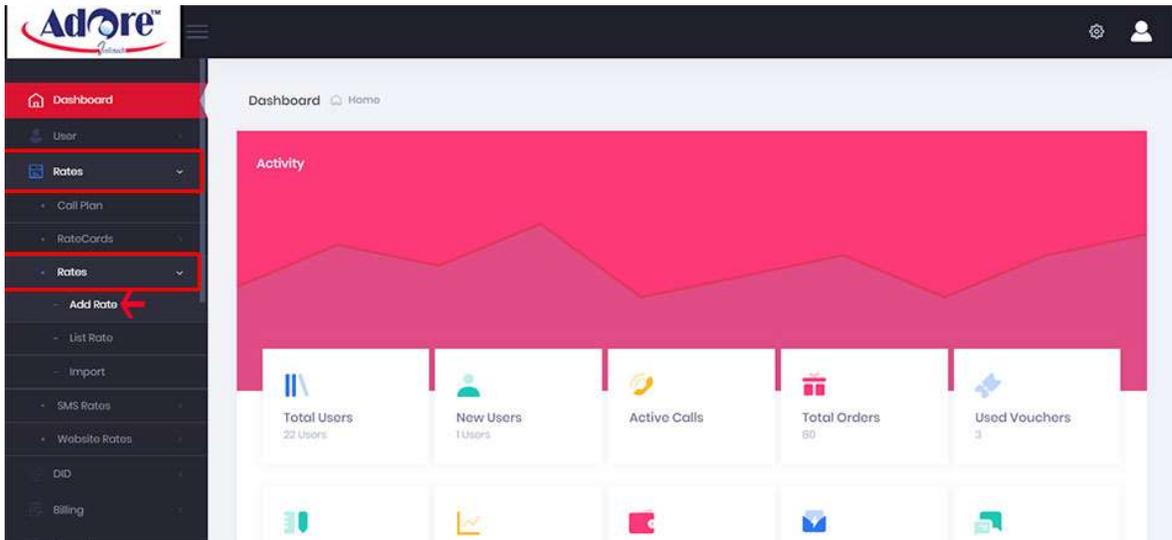
SIMULATE

Simulator found a rate for your destination

PREFIX-RATECARD : #1	
MAX DURATION FOR THE CALL	250.00 Minutes
Announce correction	1.000
tariffgroupname	adore
lertype	0
ldtariffgroup	7
cc_tariffgroup_plan.ldtariffplan	8
tariffname	adore
cc_ratecard.id	5
dialprefix	01
destination	India
buyrate	0.02000
buyrateinitblock	00
buyrateincrement	00
rateinitial	0.04000
initblock	00
billingblock	0
connectcharge	0.00000
disconnectcharge	0.00000
disconnectcharge_after	0
stepchargea	0.00000
chargea	0.00000
timechargea	0
billingblocka	0
stepchargeb	0.00000
chargeb	0.00000
timechargeb	0
billingblockb	0
stepchargec	0
chargec	0
timechargec	0
billingblockc	0
tp_id_trunk	11
tp_trunk	
providertech	slp
tp_providerrip	104250155446
tp_removeprefix	

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

Add Rate

Rates must be entered in the currency base : USD

RATECARD

DIALPREFIX

A) Add destination prefixes: ex: '44' 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 EDI, you can define a range of prefixes: '32484-32487' adds all prefixes between 32484 and 32487.
 '32484,32386,32485' would add only the individual prefixes listed.
 D) Asterisk extensions style + POSIX regex syntaxes are supported. '_44[7?-9]XXXXXXXX' matches 12-digit UK mobiles. '_x{0,3}[1299989]' 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. (ex: 30 secs)

BUYRATE BILLING BLOCK
Set the billing increment, in seconds (billing block) that the carrier applies. (ex 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 (ex 50 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
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 (ex Monday 00:00 is 0)

END TIME
Set the time and the day of the week that the rate is no longer valid. (ex Sunday 22:59 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

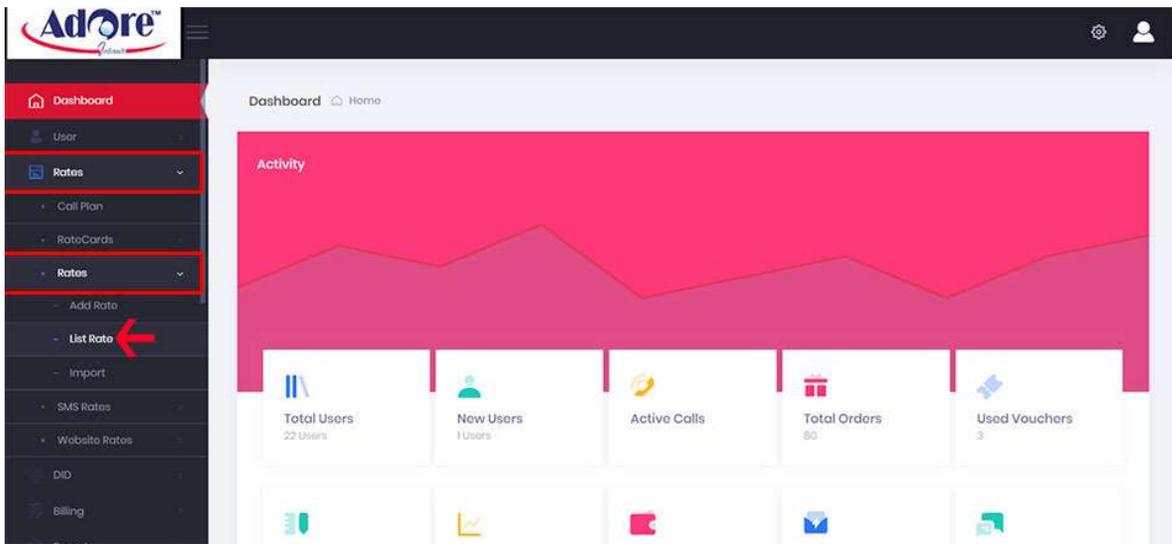
ADDITIONAL GRACE TIME
Set the additional grace time in sec

Name of Fields	Description
RATECARD	Choose RateCard by using drop down menu
DIALPREFIX	<p>A) Add destination prefixes, ie '441' for UK Landlines.</p> <p>B) Use 'defaultprefix' to setup a rate for all destinations where a specific rate is not provided.</p> <p>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.</p> <p>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.</p>
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.

Admin Rates | Rates | List Rate | Add Rate

List Rate

Define criteria to make a precise search

START DATE
 From: 01 October-2019 To: 01 October-2019

TAG
 Exact Begins with Contains Ends with

DIALING PREFIX
 Exact Begins with Contains Ends with

FROM BUYRATE

TO BUYRATE

FROM RATE INITIAL

TO RATE INITIAL

SELECT TRUNK: SELECT RATECARD:

Export Call Plan with LCR

Add Rate

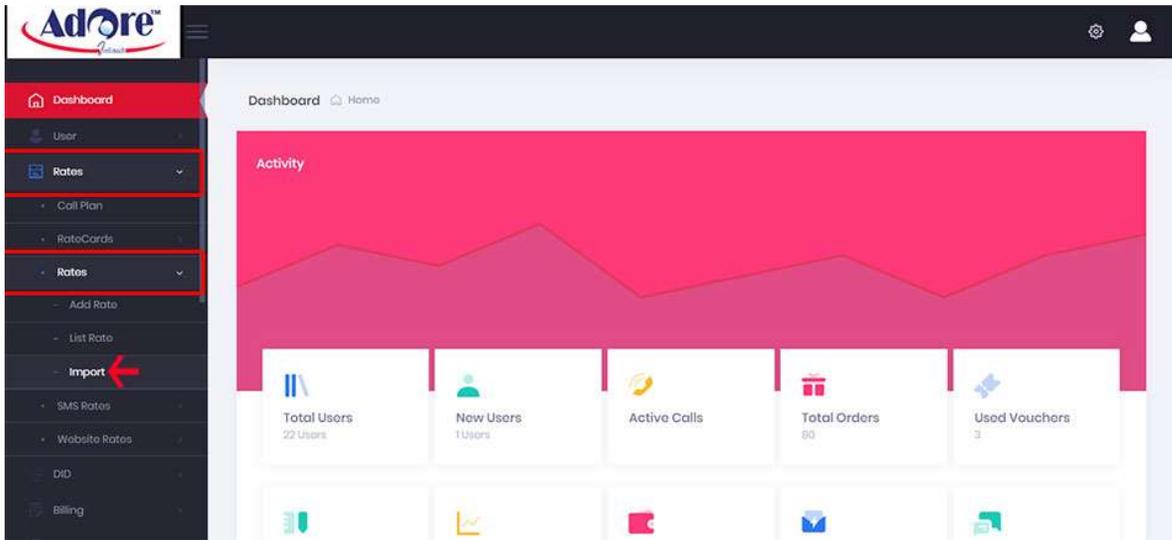
RATES LIST - 1 Records

DISPLAY 10 FILTER ON DIALPREFIX:

Destination	Prefix	BR	SR	Start-Date	Stop-Date	INITB	QC	Trunk	Rate Card	ACTION
India	01	0.02000	0.04000	2019-10-22 07:22:59	2029-10-22 07:22:59	60	0.00000	adore	adore	

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.

Adore

Dashboard

User

Rates

DID

Billing

Reports

Routing

Support

Others

Import Rates

Rates - Rates - Import

Import Rates

New rate cards have to be imported from a CSV file.

Choose the rotocard to import: Choose a rotocard

Choose the trunk to use: NOT DEFINED

Company Name: Company Name

These fields are mandatory: dialprefix, destination, selling rate

Choose the additional fields to import from the CSV file:

Unselected Fields... buyrate, buyrate min duration, buyrate billing block, sellrate min duration, sellrate billing block, connect charge, disconnect charge, disconnect charge threshold, minimum call cost

Selected Fields...

Currency import as: Unit Cents

Use the example below to format the CSV file. Fields are separated by [] or [] (dot) . is used for decimal format.
Note that Dial-codes expressed in REGEX format cannot be imported, and must be entered manually via the Add Rate page.
Complex Sample - Simple Sample

```

1,US,0.70,0.10,2008-01-07 21:21:38,reg1,0,0,0,0
14,Spain,Fix,1.56,1.16,2008-01-07 21:21:38,reg2,360,240,0,0,0
14050,Spain,Mobile,Duration,1.56,1.16,reg1,20,480,10,10
12,Belgium,Fix,1.20,1.11,reg1,1080,720,1,1,11
12471,Belgium,Mobile,Prepaid,1.70,1.44,reg1,1440,840,20,20

```

The maximum file size is 10000000 KB

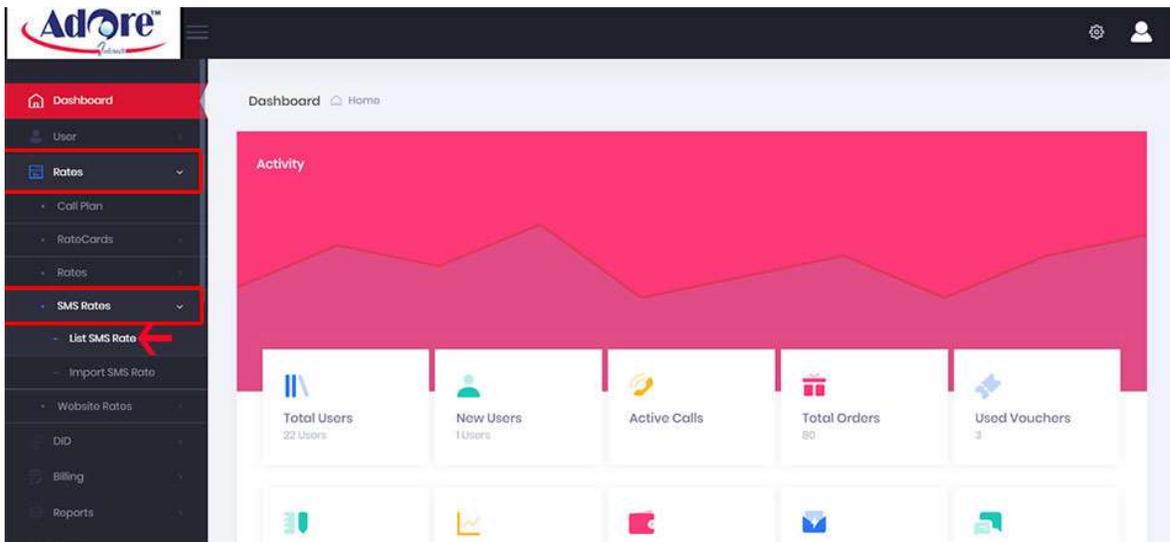
Browse

Import RateCard

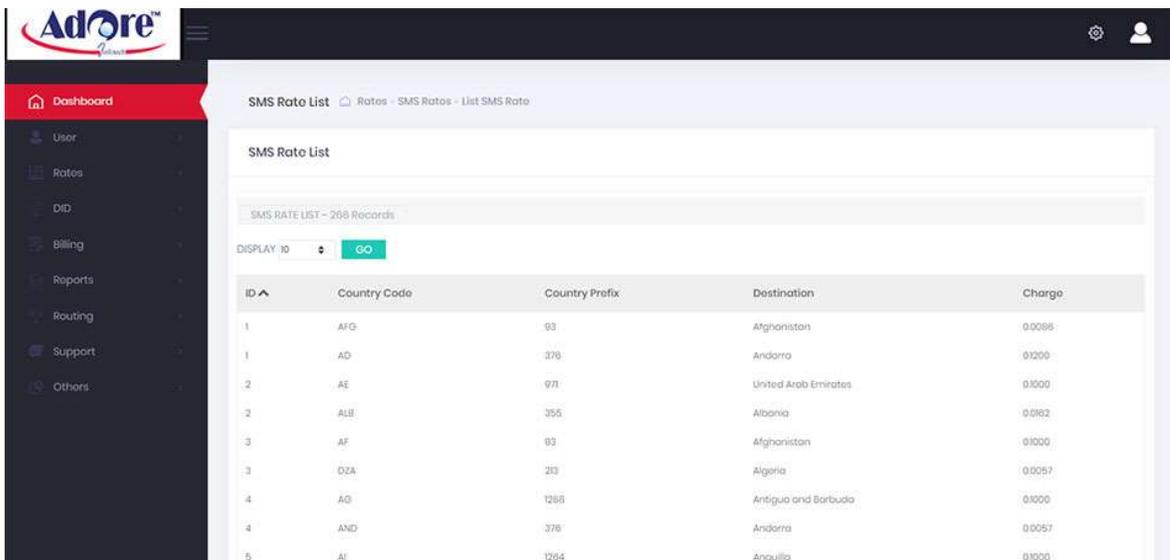
SMS Rates

List SMS Rates

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

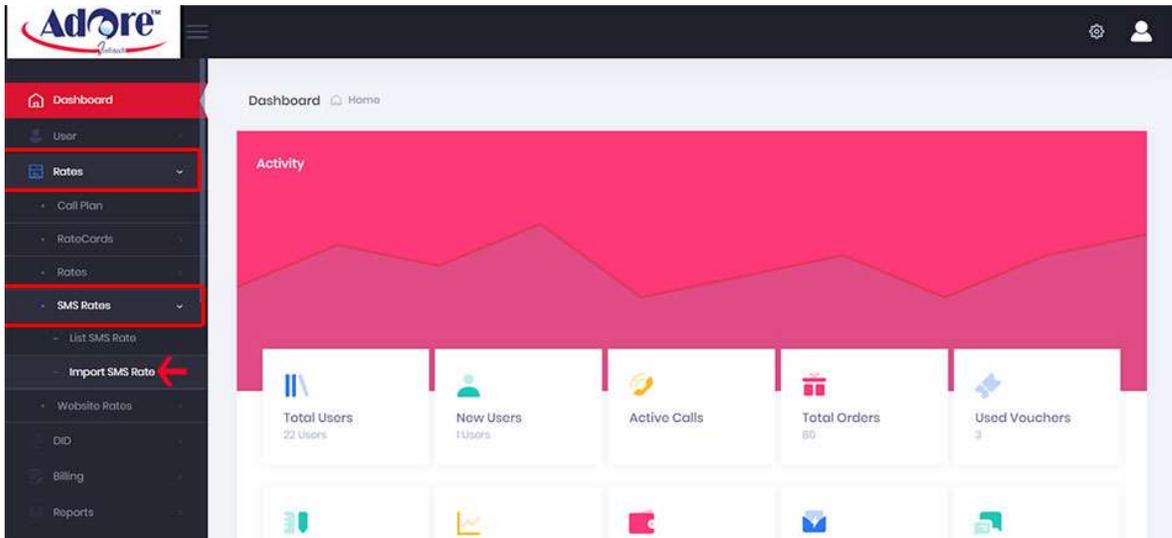


Here you can view SMS Rates. If not appear you need to upload SMS rate first.

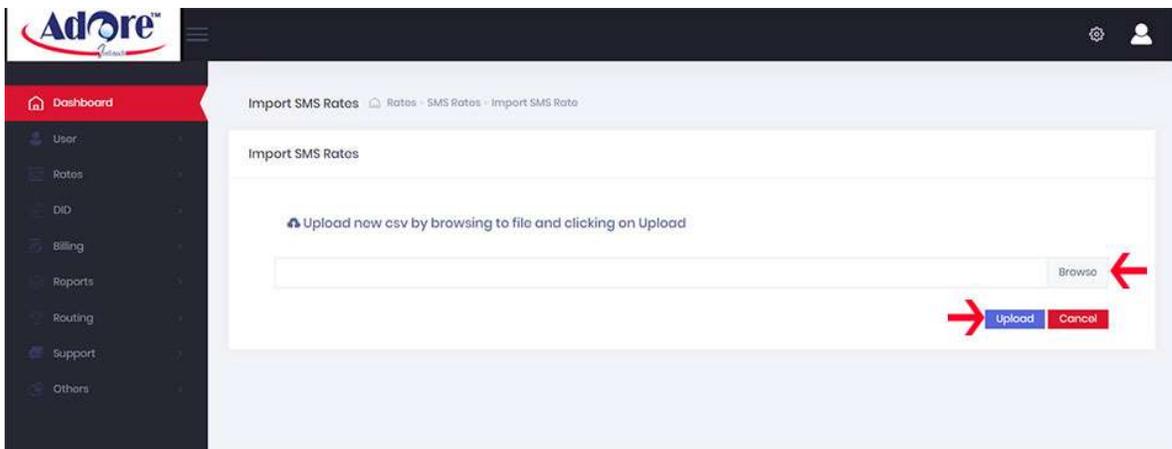


Import SMS Rate

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

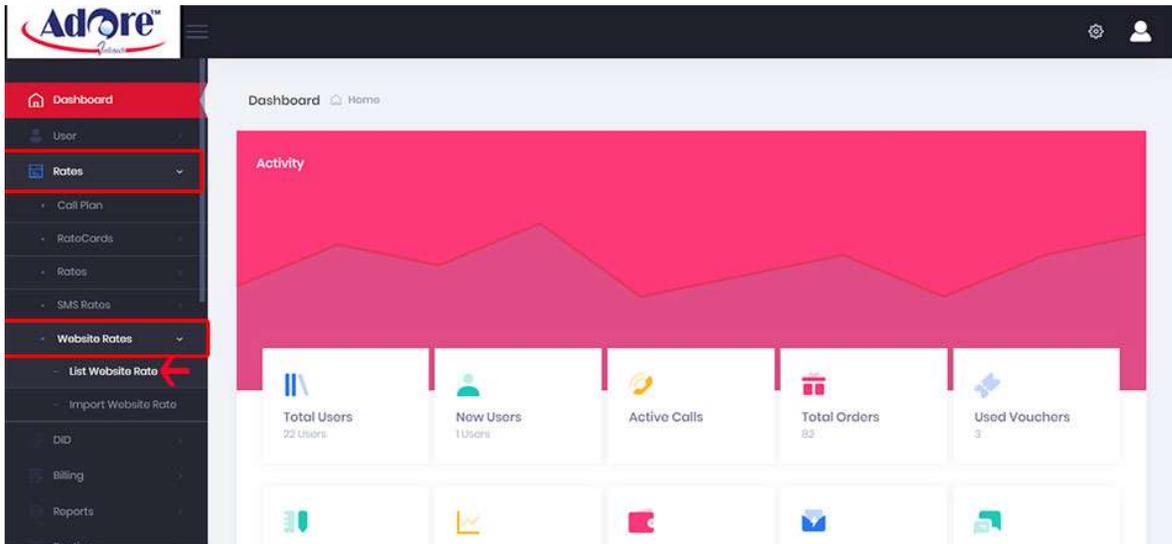


Here you can Import SMS Rate list Which you have get from your SMS Provider. After that you can give SMS Functionality to you customers.

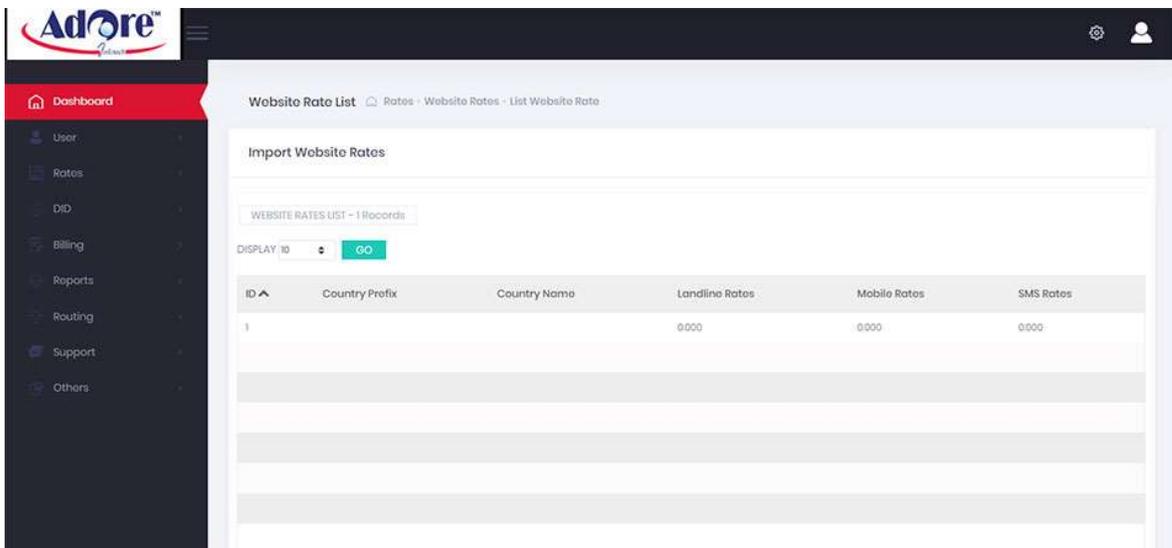


Website Rates

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

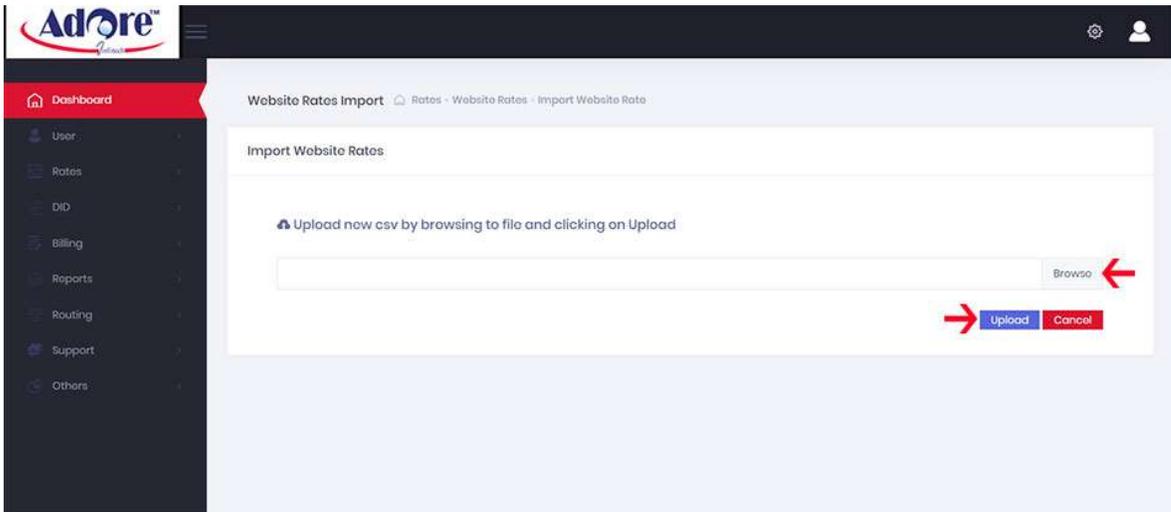


Here you can see the list on countries Rates which display on your website. In basis of this section you can update your website rates.

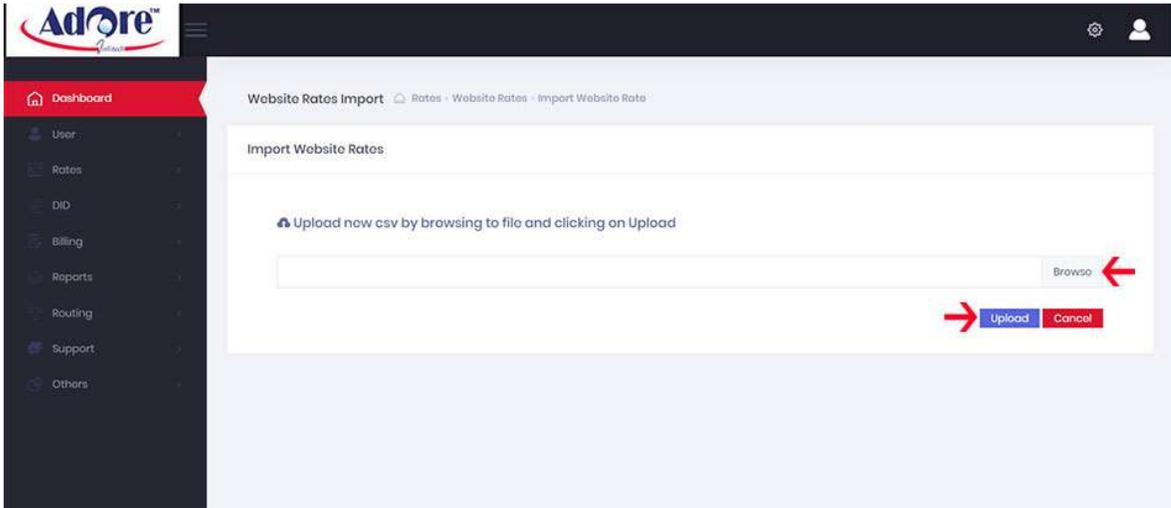


Import Website Rate

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



Here you can upload rates for your website.

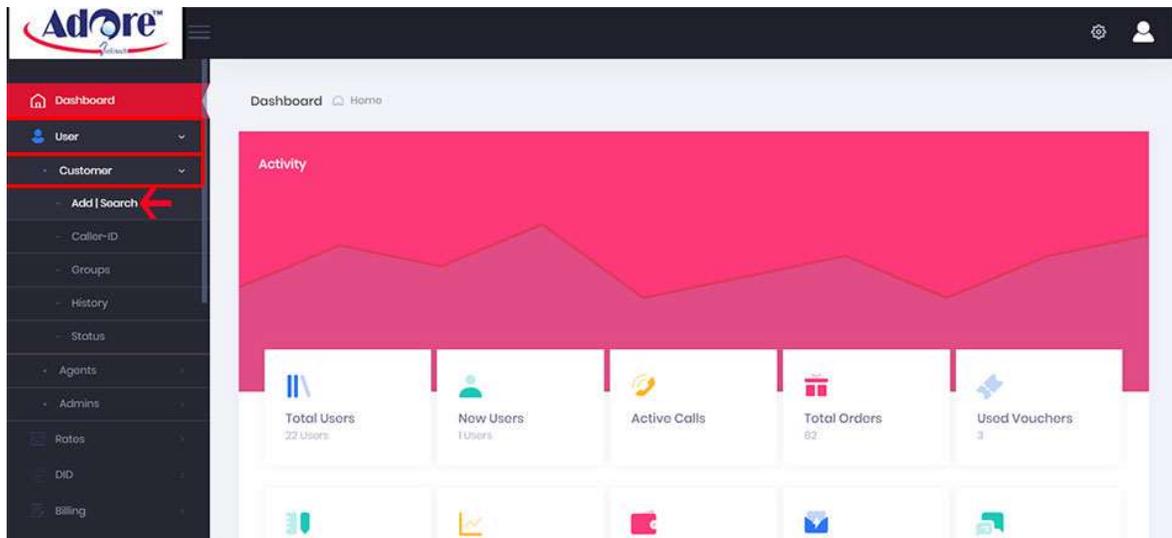


2.6. Customer

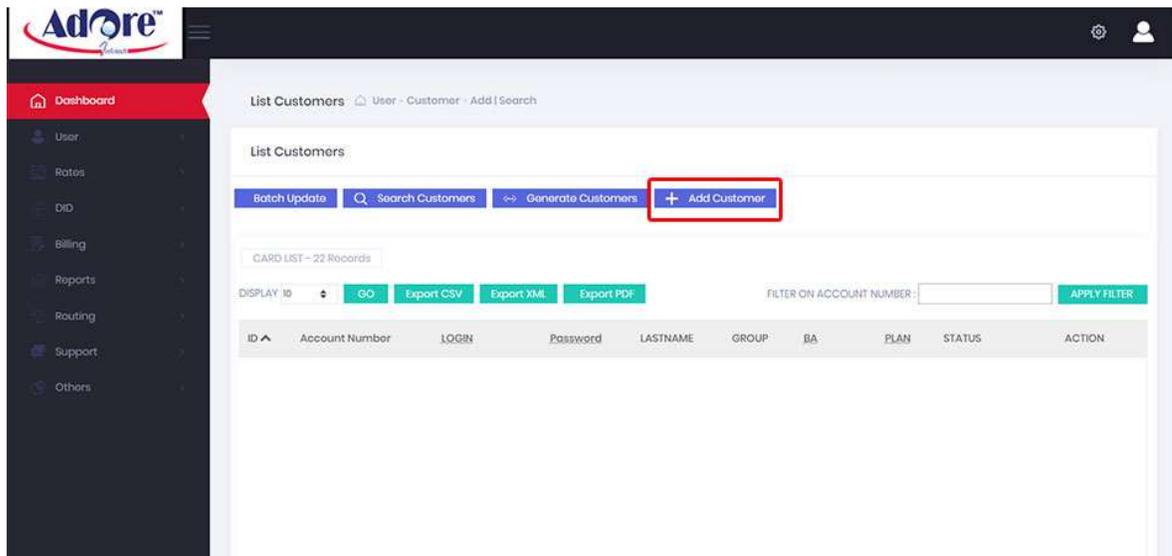
Customer

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

Add Customer

Change the Account Number Length :

Customer Information

ACCOUNT NUMBER	<input type="text" value="54914"/>
WEBUI LOGIN	<input type="text" value="54914"/>
WEBUI PASSWORD	<input type="text" value="pb18dipy"/> <small>Password for customer to access to the web interface and view the balance.</small>
BALANCE	<input type="text" value="0"/> <small>currency: USD</small>
CUSTOMER GROUP	<input type="text" value="DEFAULT"/>
SERIAL	<input type="text" value="NOT DEFINED"/>

Personal Information

LAST NAME	<input type="text"/>
FIRST NAME	<input type="text"/>
EMAIL	<input type="text"/>
ADDRESS	<input type="text"/>
CITY	<input type="text"/>
STATE/PROVINCE	<input type="text"/>
COUNTRY	<input type="text" value="United States"/>
ZIP/POSTAL CODE	<input type="text"/>
PHONE NUMBER	<input type="text"/>
FAX NUMBER	<input type="text"/>
COMPANY NAME	<input type="text"/>
COMPANY WEBSITE	<input type="text"/>

Customer Status

PAYMENT TYPE	<input type="text" value="PREPAID CARD"/>
CALL PLAN	<input type="text" value="infotech"/> <small>Changing the call plan will result in the free minutes of free calls package being reset.</small>
DIDGROUP	<input type="text" value="NOT DEFINED"/>
TIMEZONE	<input type="text" value="(GMT-12:00) International Date Line West"/>
LANGUAGE	<input type="text" value="ENGLISH"/>
CURRENCY	<input type="text" value="U.S. Dollar (USD) (100000)"/> <small>Currency used at the customer end.</small>

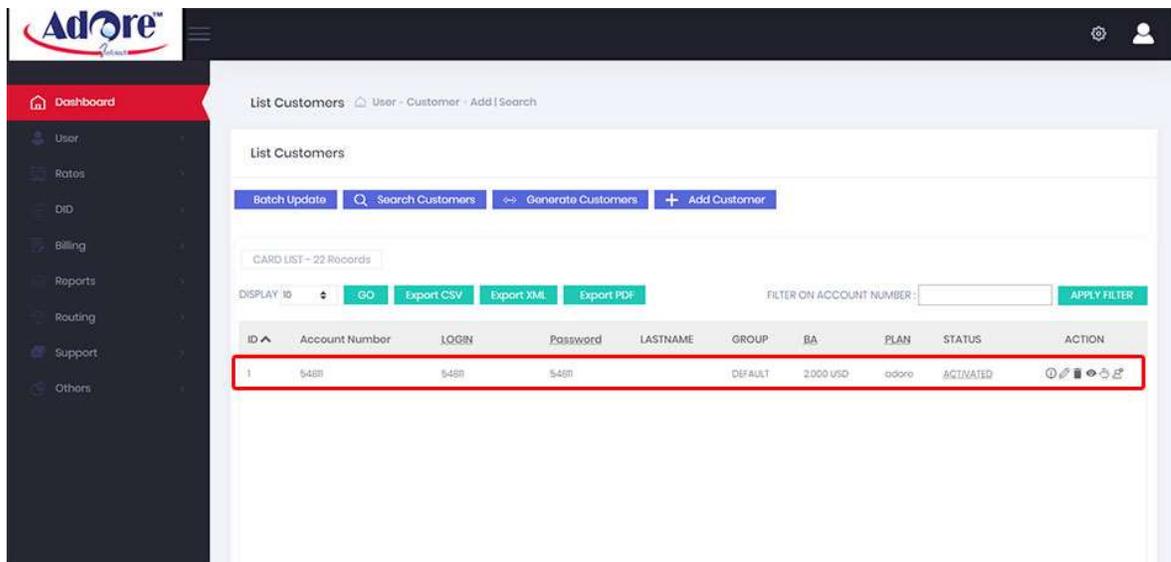
Description of the fields of Add a Customer with Basic Parameters

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	<p>If you want to give Customer a balance at the time of adding customer, then you can give the amount of balance here.</p> <p>You can leave it '0' at the time of adding customer and can recharge later from recharge options.</p>
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 preferred Time Zone
LANGUAGE	Select your preferred 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 particular customers by clicking "Subscription" icon.

GENERATE CUSTOMERS : Click Generate Customer 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.

The screenshot shows the Adore Retail CRM interface. The top navigation bar includes the Adore logo and a user profile icon. A dark sidebar on the left contains menu items: Dashboard, User, Rates, DiD, Billing, Reports, Routing, Support, and Others. The main content area is titled 'List Customers' and includes a breadcrumb trail: 'User - Customer - Add | Search'. Below the title, there are four buttons: 'Batch Update', 'Search Customers', 'Generate Customers' (highlighted with a red box), and 'Add Customer'. A 'CARD LIST - 22 Records' indicator is present. Below this, there are export options: 'GO', 'Export CSV', 'Export XML', and 'Export PDF'. A filter section for 'ACCOUNT NUMBER' with an 'APPLY FILTER' button is also visible. The main data table has the following structure:

ID	Account Number	LOGIN	Password	LASTNAME	GROUP	BA	PLAN	STATUS	ACTION
1	5488	5488	5488		DEFAULT	2000 USD	adore	ACTIVATED	

Here you can generate bulk customer at one click.

Adore
Prepaid

Dashboard | User | Customer | List Customers | Generate Customers

Generate Customers

- Length of card number: 5 Digits
- Number of customers to create: (max 100)
- Call plan: Choose a Call Plan
- Initial amount of credit: 0
- Simultaneous access: INDIVIDUAL ACCESS
- Currency: U.S. Dollar (USD) (1,00000)
- Card type: PREPAID CARD
- Credit limit of postpay: 0
- Enable expires: NO EXPIRATION
- Expiry Date: 2029-10-30 07:03:50 (Format YYYY-MM-DD HH:MM:SS)
- Expiry days: 0
- Run service: Yes - No
- Create SIP/IAX Friends: SIP IAX:
- Tag:
- Customer group: Choose a group
- Discount: NO DISCOUNT
- Serial: Choose a Serial
- DID GROUP: Choose a DID Group
- DID GROUP: Choose a DID Group
- VAT:
- COUNTRY: Choose a country

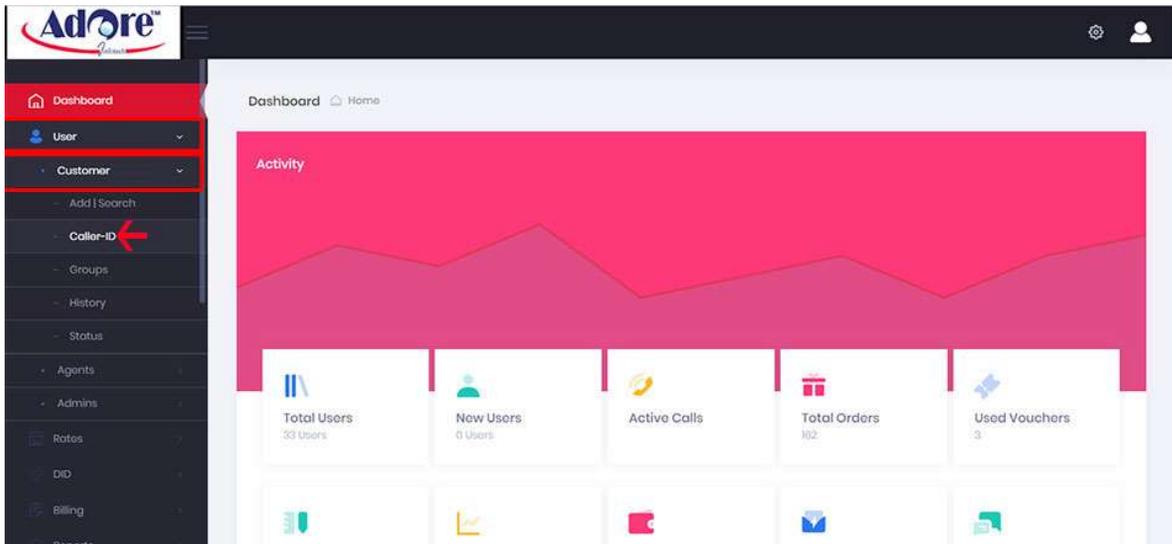
GENERATE CUSTOMERS

NO CARDS HAVE BEEN CREATED!

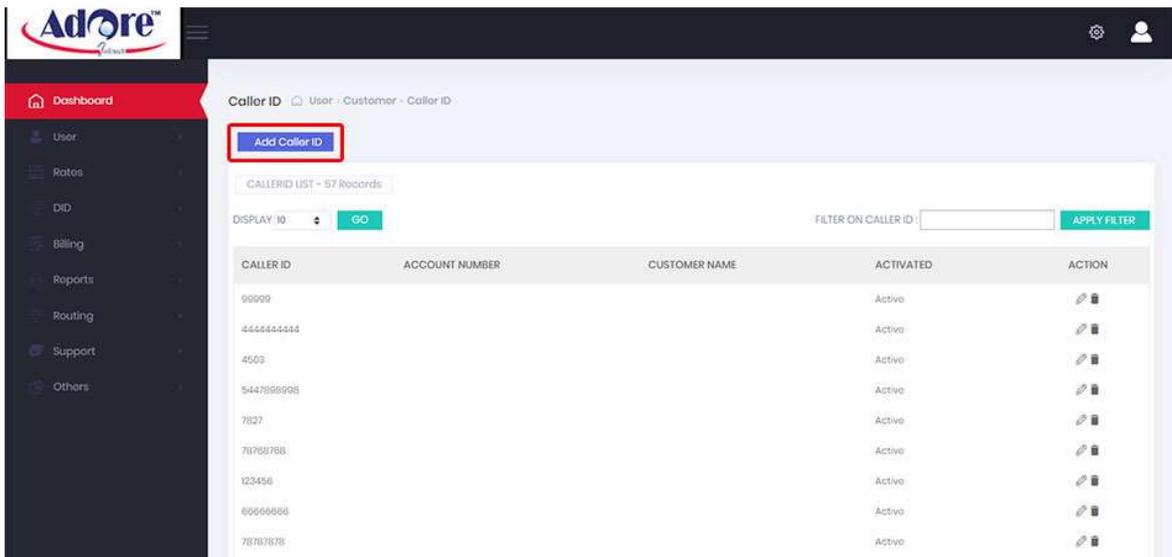
Caller ID

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

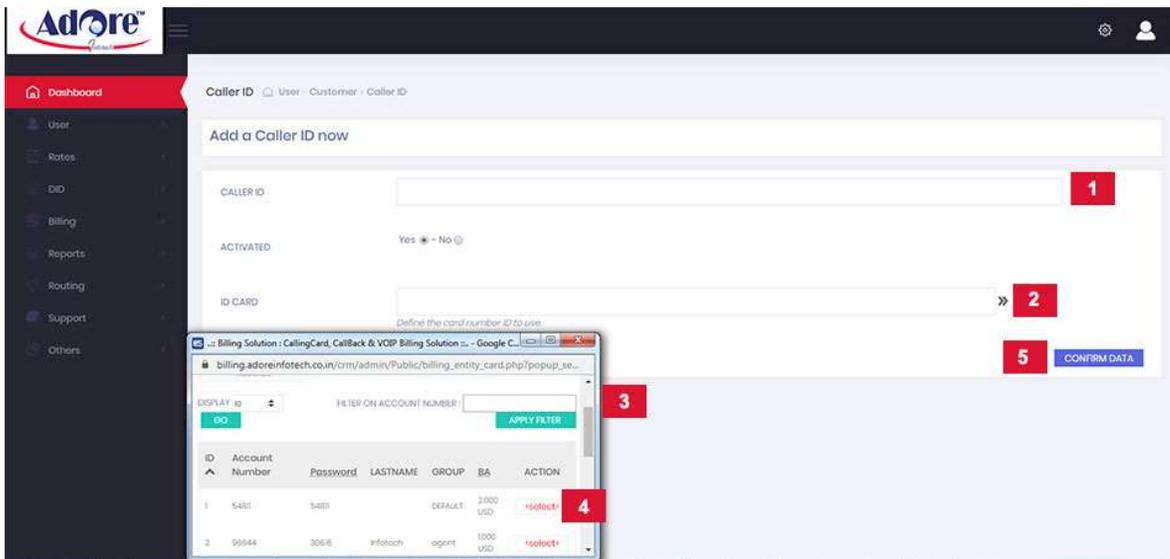
Go to **User -> Customer -> Caller-ID**



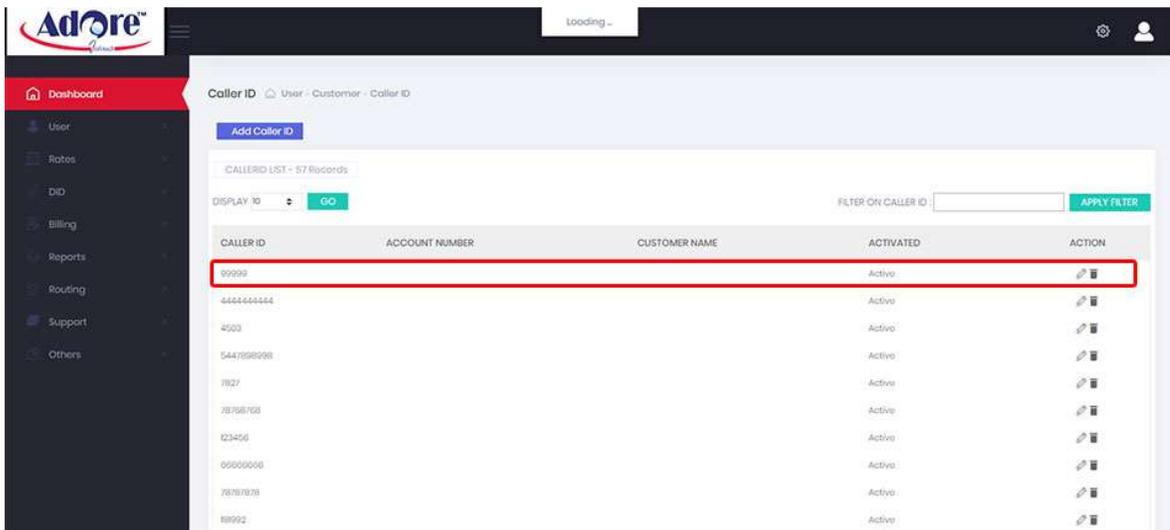
Click "Add Caller ID" button



Here you can add Caller ID for Particular Account number.

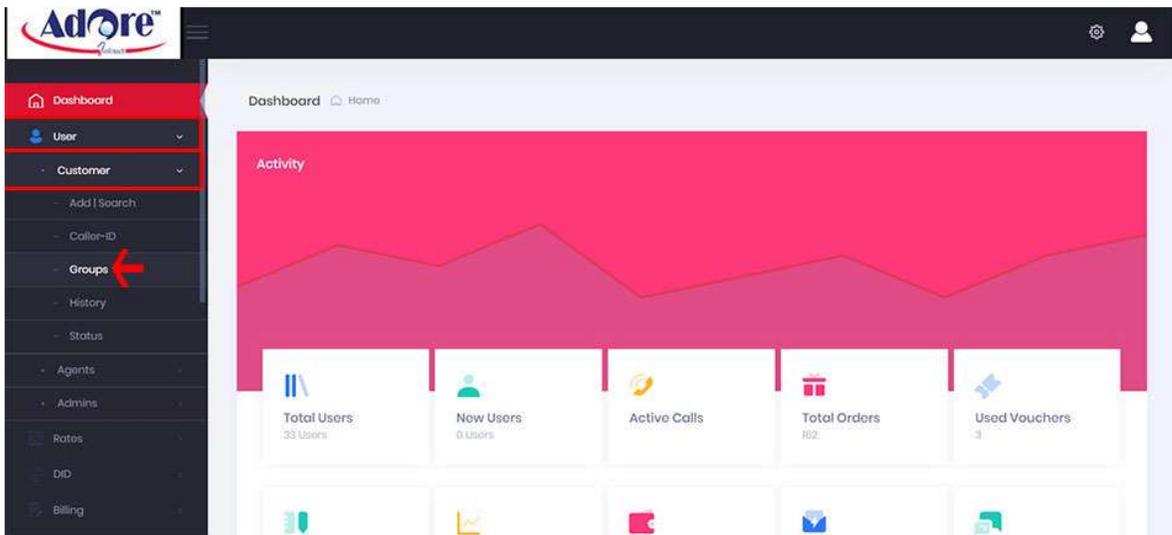


Now caller ID has been added on customer account

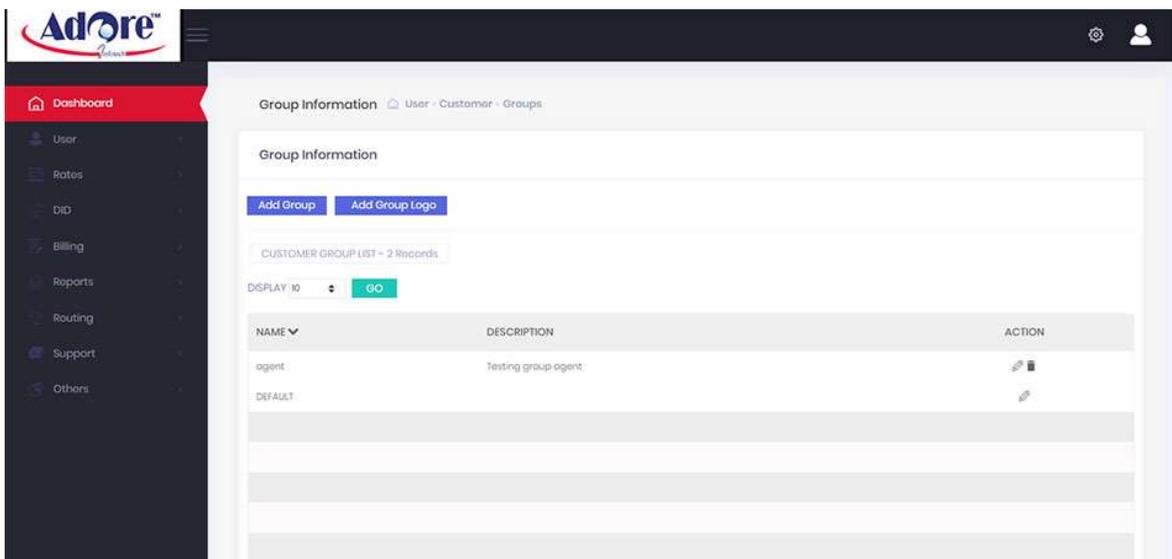


Groups

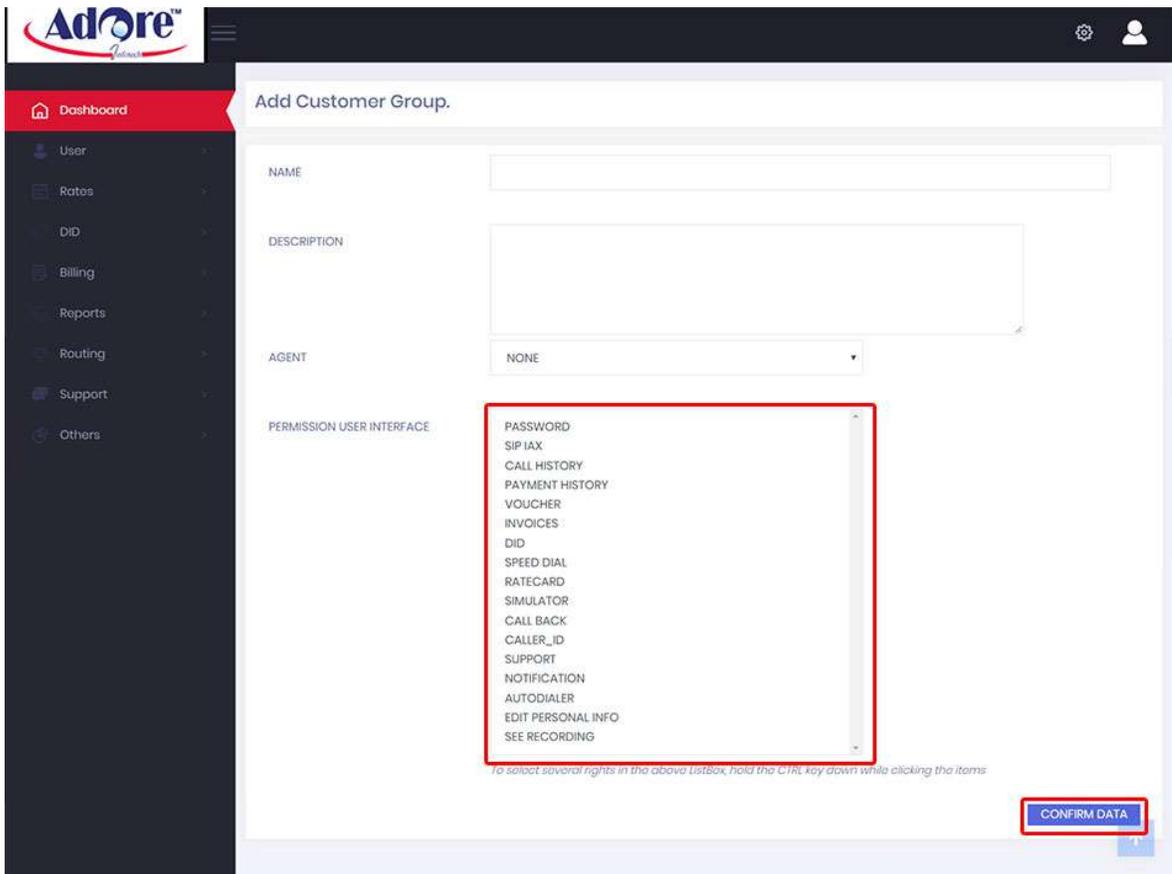
Go to **User -> Customer-> Groups**



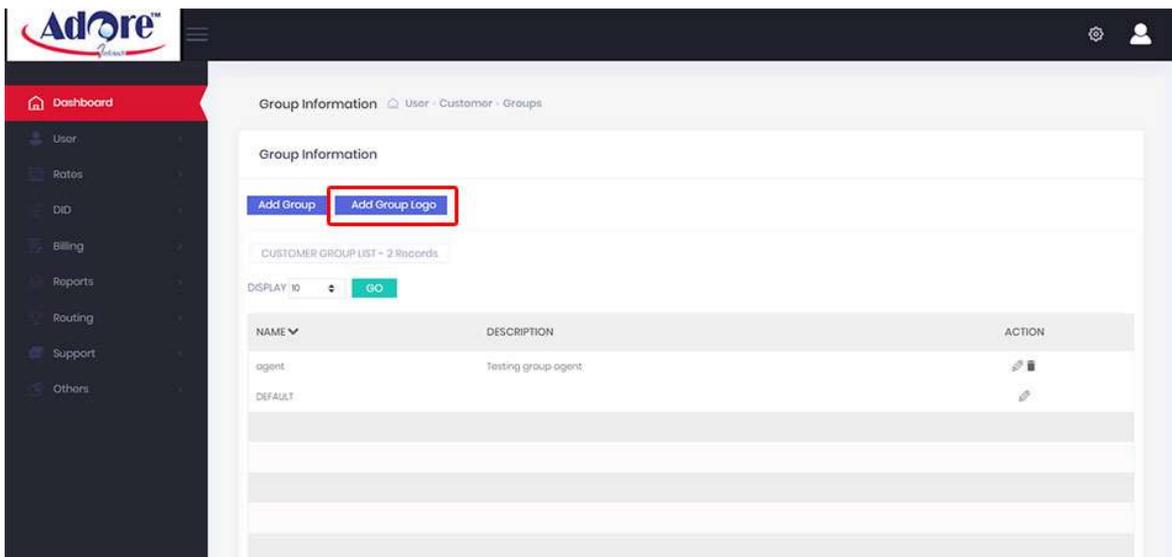
This page shows a group list. The Group field is used for grouping customers for quick search, batch update and reporting.



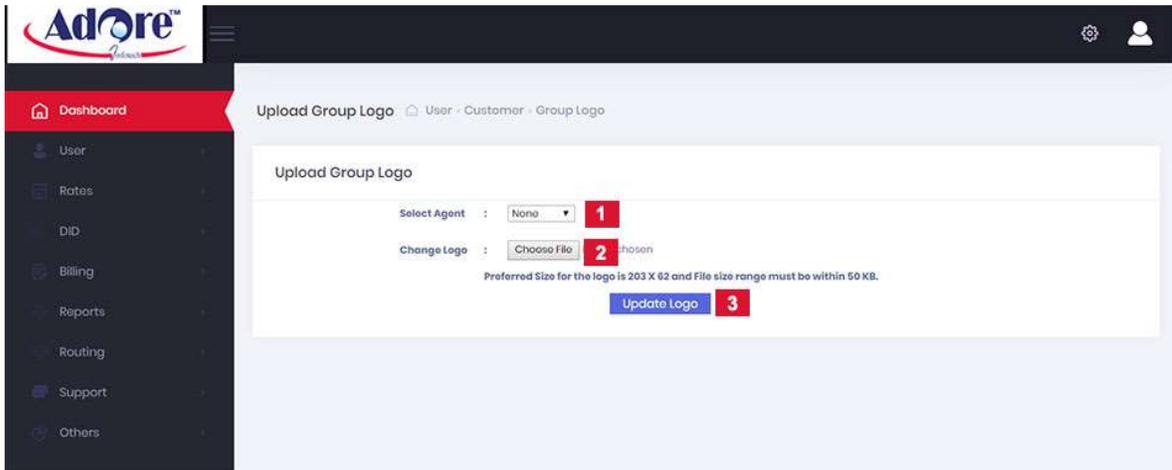
Here you can create Group and give permissions as per you need.



Also you can add group logo here

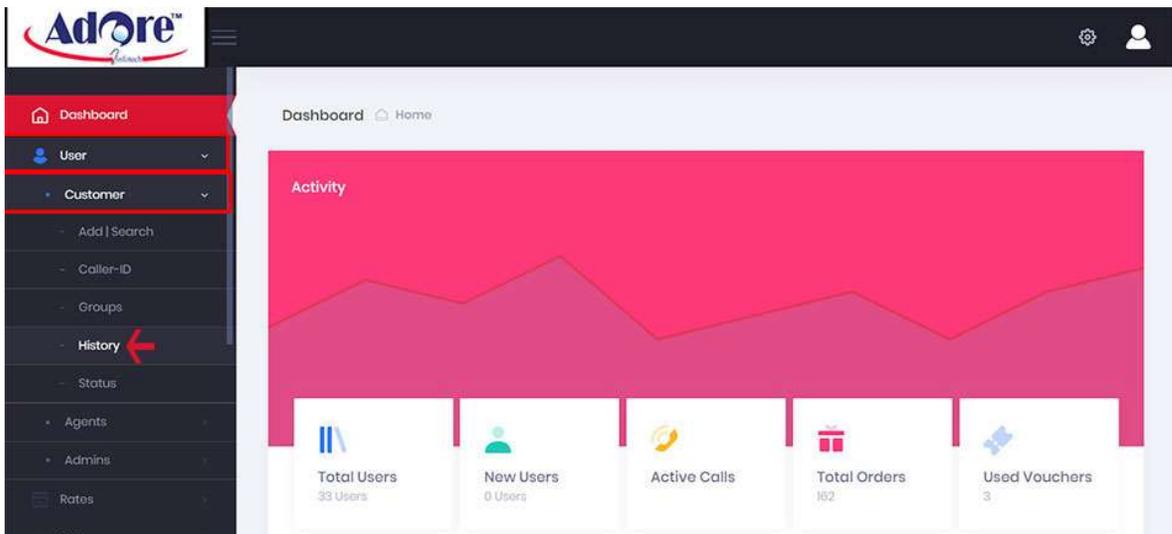


Select Agent which you want to assign logo, and update.

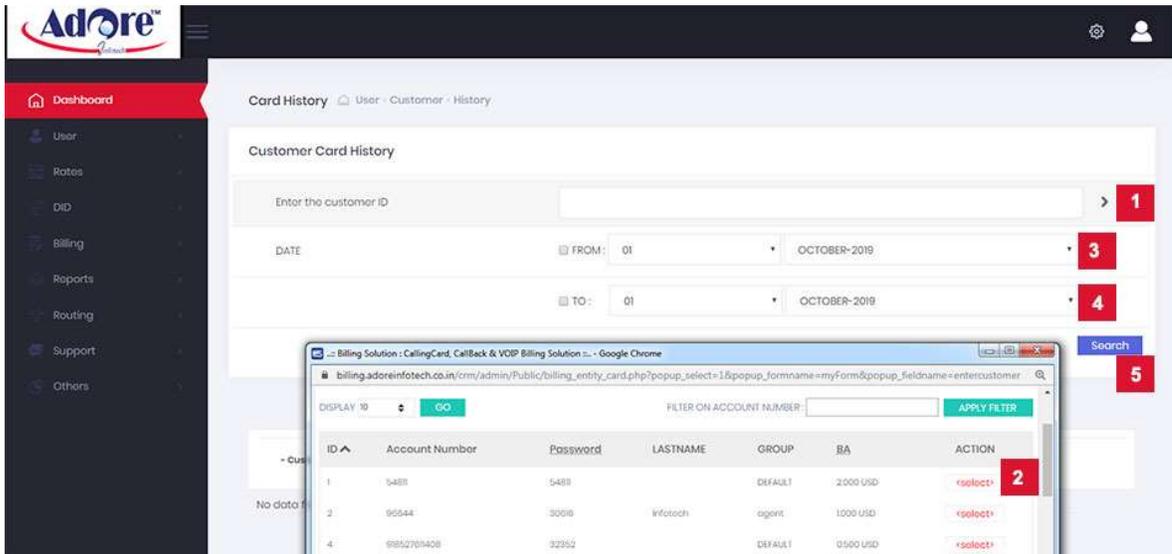


History

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

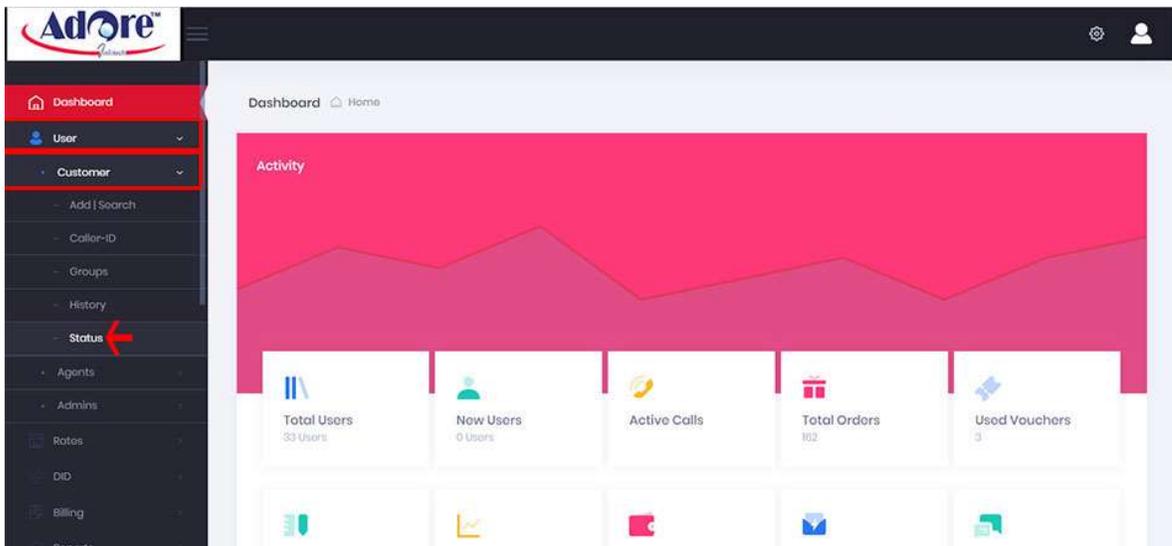


Here you can view customer Call History details



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
CRM

Dashboard | User | Customer | Status

Customer Card Status

CUSTOMERS >

SELECT MONTH

SELECT DAY

Status:

Search

2.7. Agent

Agent

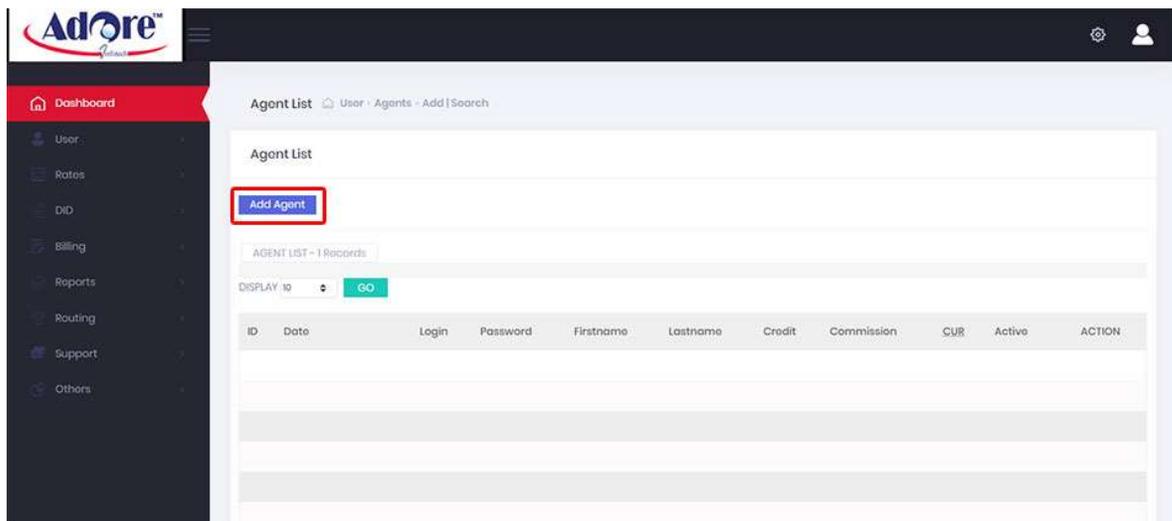
"Agent" terms refer to those who will resale your service to others. If you permit only, Agent can resale your service to an Originating Client or another Reseller or can create PIN and can sale to end users.

Add Agents

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



Click on **"Add Agent"** button



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

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

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 No

Enable agent

BALANCE

currency: USD

COMMISSION BALANCE

currency: USD

CURRENCY

Currency used at the customer end

COMMISSION PERCENTAGE

Commission in percent

THRESHOLD REMITTANCE

currency: USD

VAT

VAT

LANGUAGE

COMPANY

LAST NAME

FIRST NAME

ADDRESS

CITY

STATE

COUNTRY

ZIPCODE

EMAIL

PHONE

FAX

BANK INFO

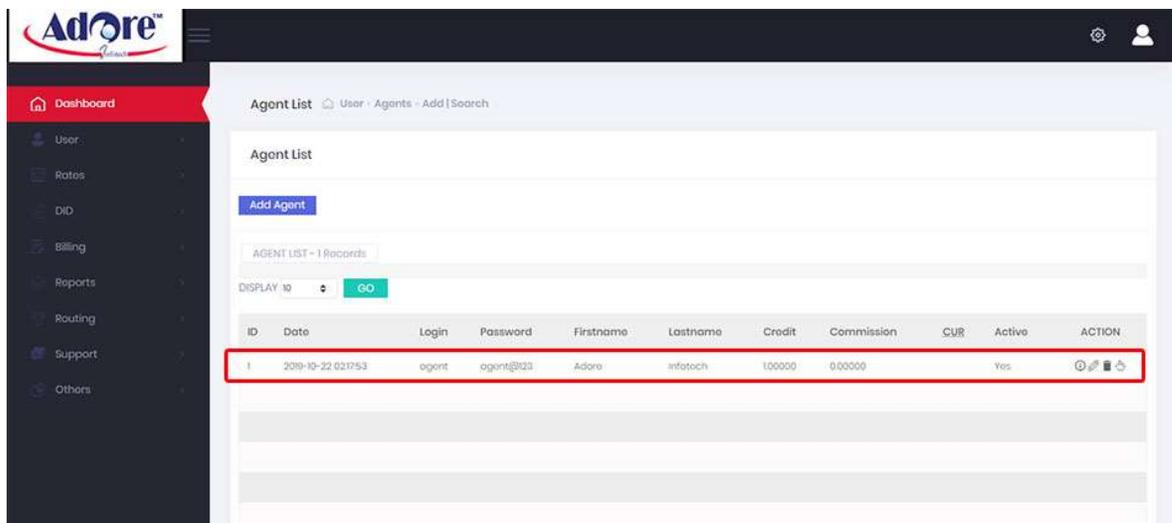
CONFIRM DATA



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	<p>To select several rights in the above ListBox, hold the CTRL key down while clicking the items</p> <ul style="list-style-type: none"> » VIEW CUSTOMERS » BILLING » RATECARD » CALL REPORT » MY ACCOUNT » SUPPORT » CREATE CUSTOMER » EDIT CUSTOMER » DELETE CUSTOMER » GENERATE CUSTOMER » SIGNUP » VOIP CONF. » 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 Preferred 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**

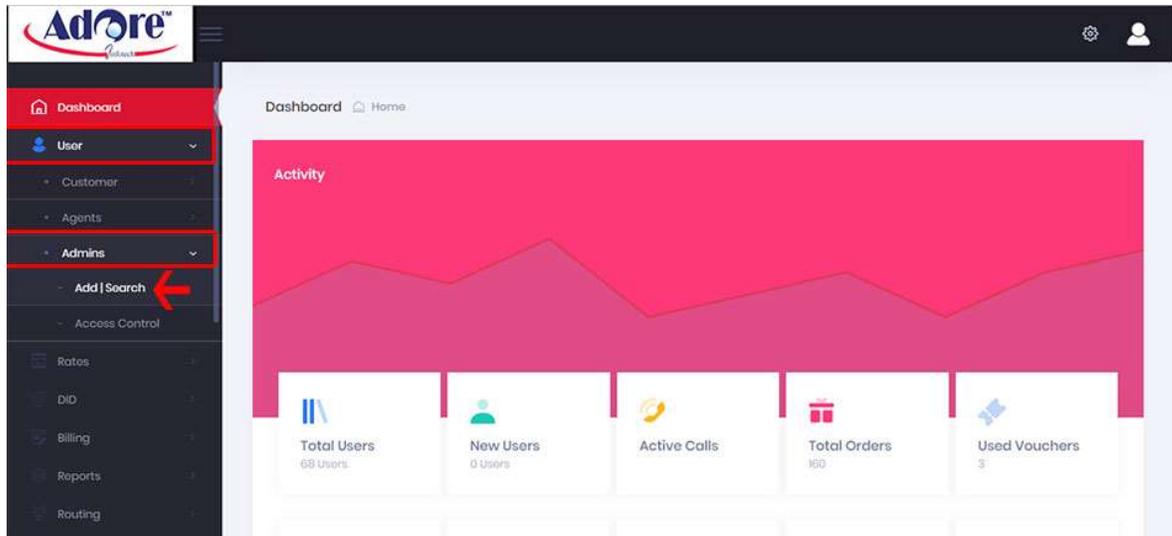
Add payment to your agent.

2.8. Admin

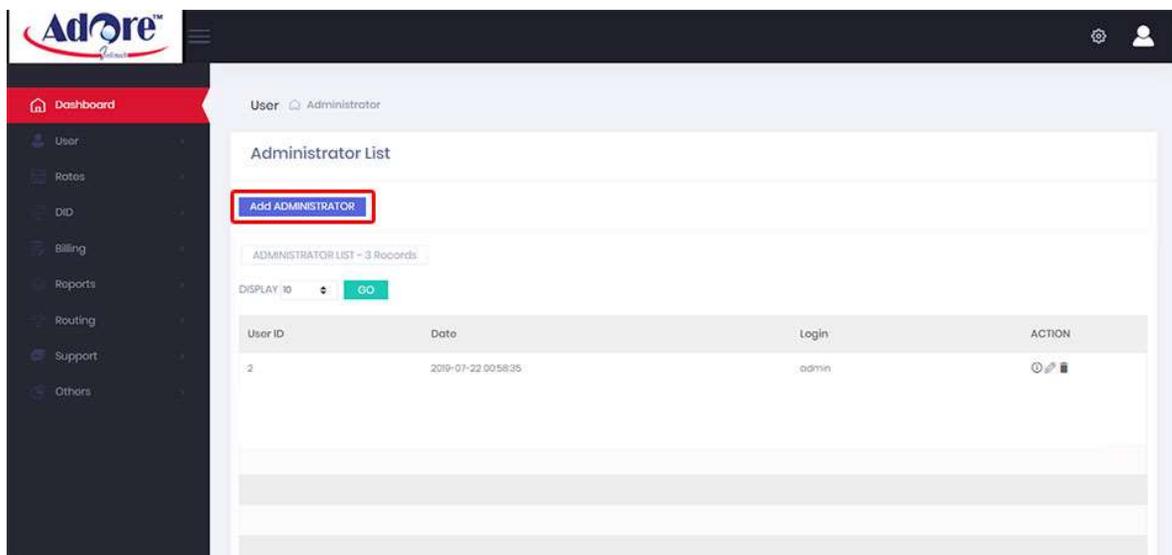
Admin

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.

The screenshot shows the Adore software interface. On the left is a dark sidebar with a menu containing: Dashboard, User, Rates, DiD, Billing, Reports, Routing, Support, and Others. The main content area is titled 'Add Administrator' and contains the following form fields:

- LOGIN
- PASSWORD
- NAME
- ADDRESS
- CITY
- ZIPCODE
- STATE
- COUNTRY
- PHONE
- FAX
- EMAIL

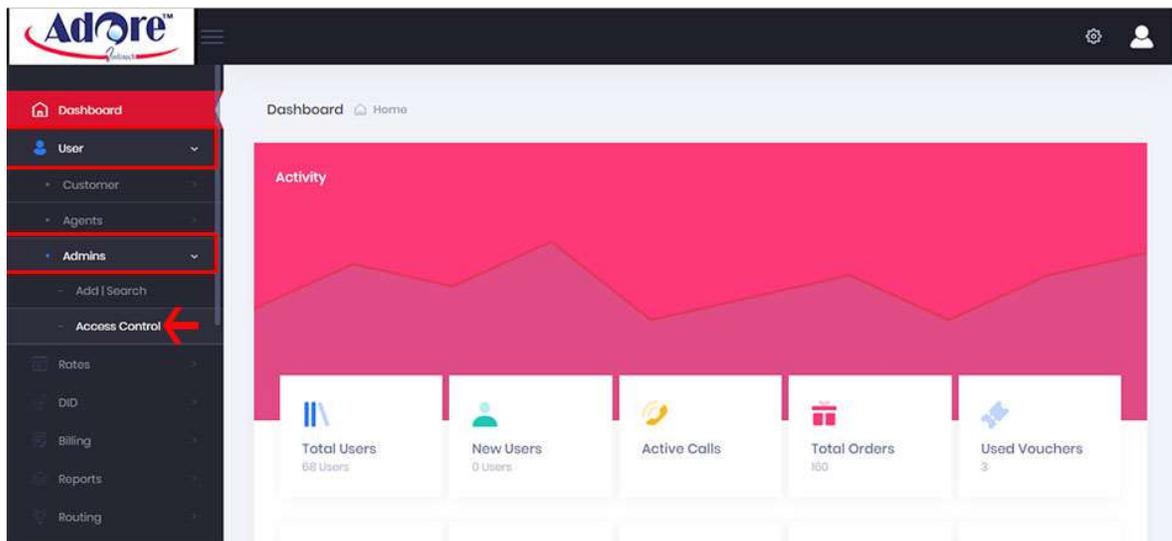
A blue button labeled 'CONFIRM DATA' is located at the bottom right of the form area, highlighted with a red rectangular box. Below the button is a small blue upward-pointing arrow icon.

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)

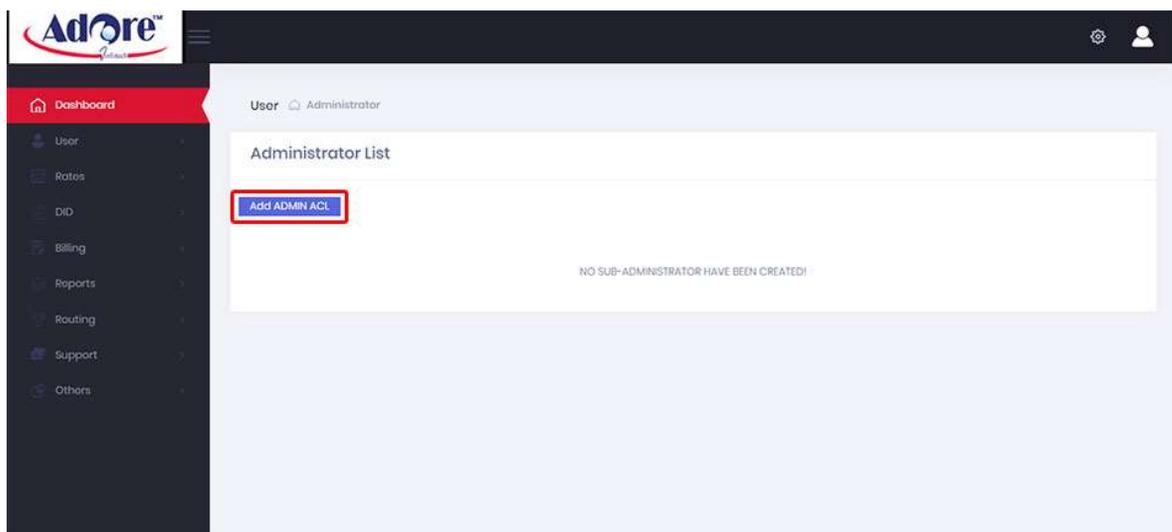
PHONE	Enter Phone number of your Admin (If You Want or you can update later)
FAX	Enter Fax number of your Admin (If You Want or you can update later)
EMAIL	Enter Email of your Admin (If You Want or you can update later)
CONFIRM DATA	Click on " CONFIRM DATA " button to save all Admin detail on your system

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.

The screenshot shows the 'Add Administrator' form in the Adore Admin interface. The form is titled 'Add Administrator' and is located under the 'User' menu. The form includes the following fields:

- LOGIN**: A text input field.
- PASSWORD**: A text input field.
- PERMISSION**: A dropdown menu with the following options: CUSTOMERS, BILLING, RATECARD, TRUNK, CALL REPORT, CROFT SERVICE, AGENT / ADMIN, MAINTENANCE, MAIL, DID, CALL BACK, OUTBOUND CID, PACKAGE OFFER, PREDICTIVE DIALER, INVOICES, SUPPORT, DASHBOARD, SYSTEM SETTINGS, EDIT/DELETE REFILLS, EDIT/DELETE PAYMENTS, EDIT/DELETE CUSTOMERS, DELETE NOTIFICATIONS, DELETE CDR, EDIT/DELETE ADMIN, and EDIT/DELETE AGENT.
- NAME**: A text input field.
- ADDRESS**: A text input field.
- CITY**: A text input field.
- ZIPCODE**: A text input field.
- STATE**: A text input field.
- COUNTRY**: A text input field.
- PHONE**: A text input field.
- FAX**: A text input field.
- EMAIL**: A text input field.

A blue arrow button is located to the right of the ZIPCODE field. A red box highlights the 'CONFIRM DATA' button at the bottom right of the form.

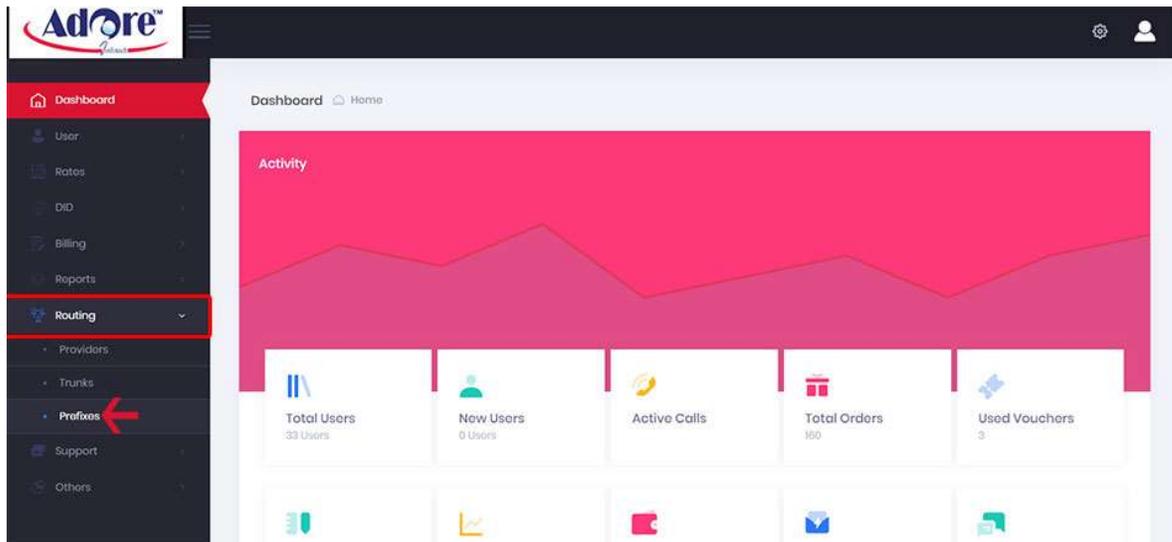
Name of Fields	Description
LOGIN	You can type any Name / Number which will be the 'ID' for this Agent.
PASSWORD	Type Password as per your wish
PERMISSION	To select several rights in the above Drop Down Box, Select as per your wish

	rights » CUSTOMERS » BILLING » RATECARD » TRUNK » CALL REPORT » CRONT SERVICE » AGENT / ADMIN » MAINTENANCE » MAIL » DID » OUTBOUND CID » PACKAGE OFFER » PREDICTIVE DIALER » INVOICE » SUPPORT » DASHBOARD » SYSTEM SETTINGS » EDIT / DELETE REFILLS » 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

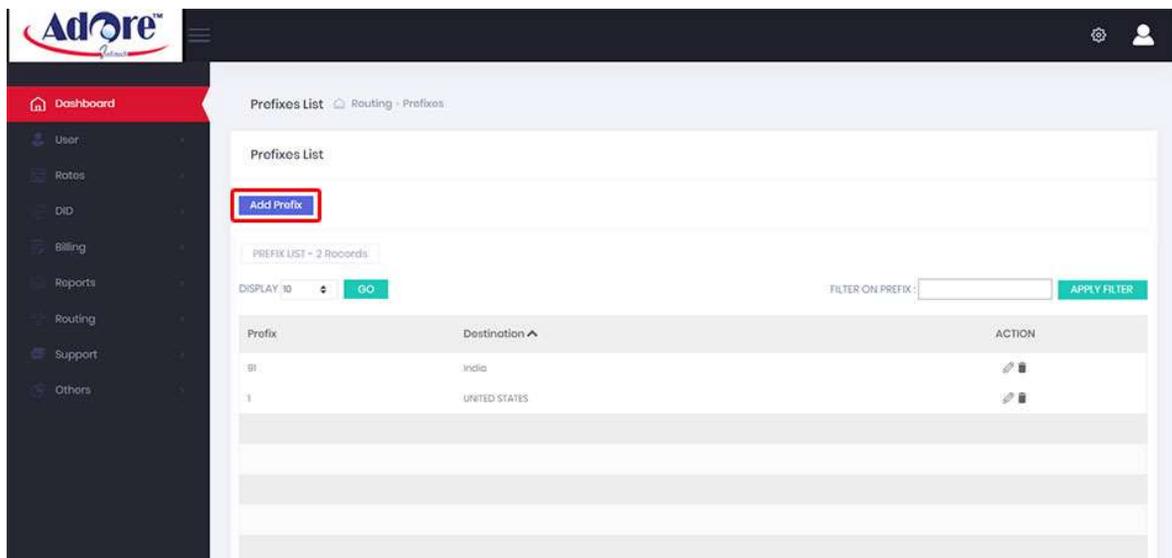
2.9. Add Prefix

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 prefix for routes.

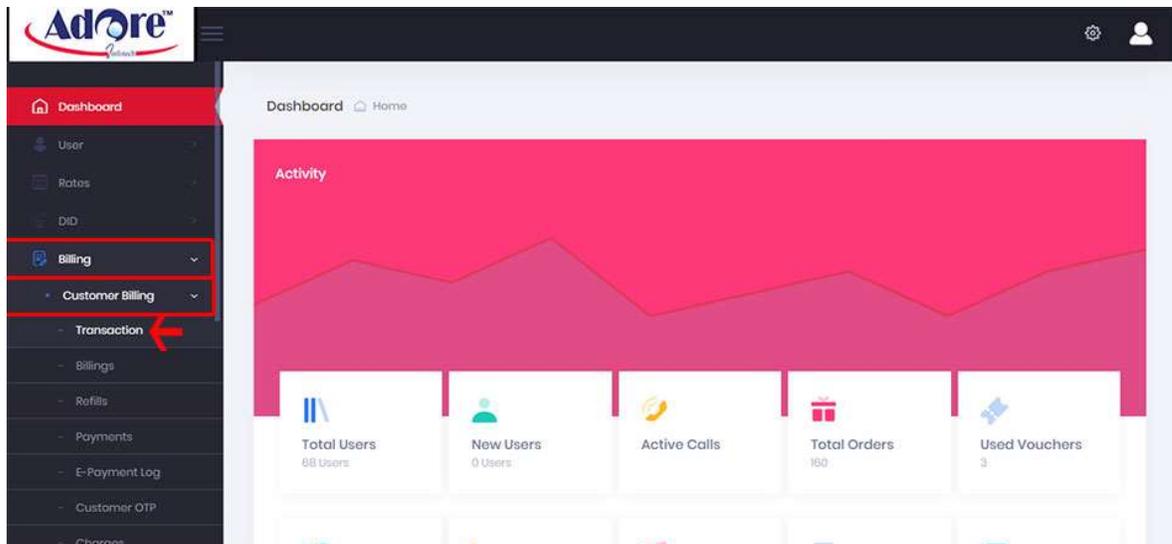
The screenshot displays the Adore CRM interface. At the top left is the Adore logo. A dark sidebar on the left contains a menu with items: Dashboard, User, Rates, DID, Billing, Reports, Routing, Support, and Others. The main content area is titled 'Prefixes List' and 'Routing - Prefixes'. It features a form titled 'Add Prefix' with two input fields: 'PREFIX' and 'DESTINATION'. A red arrow points down from the text 'Enter Prefix Number here' to the PREFIX field. Another red arrow points up from the text 'Enter Destination Number Here' to the DESTINATION field. A blue button labeled 'CONFIRM DATA' is located at the bottom right of the form.

2.10. Billing

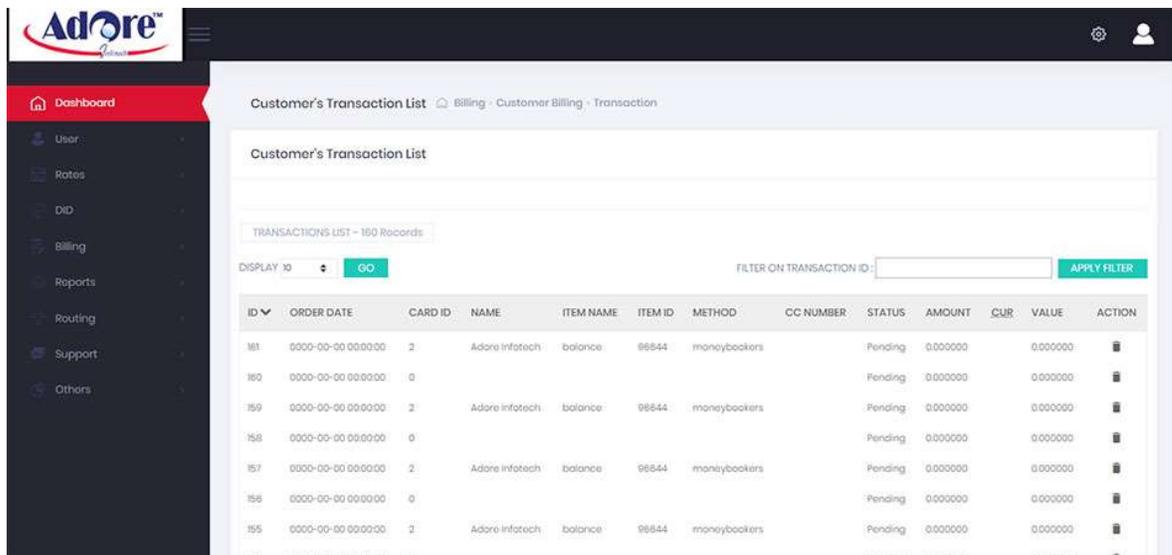
Billing

Customer Billing : Transactions

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

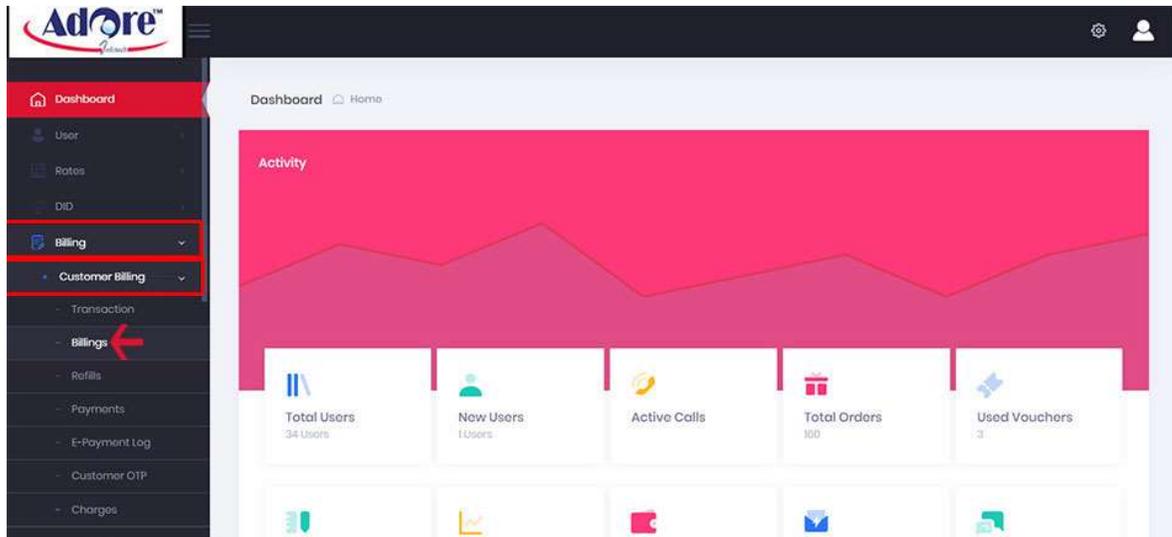


You can view all the transactions through the different epayment configured systems (Paypal, MoneyBookers, EBS etc...).

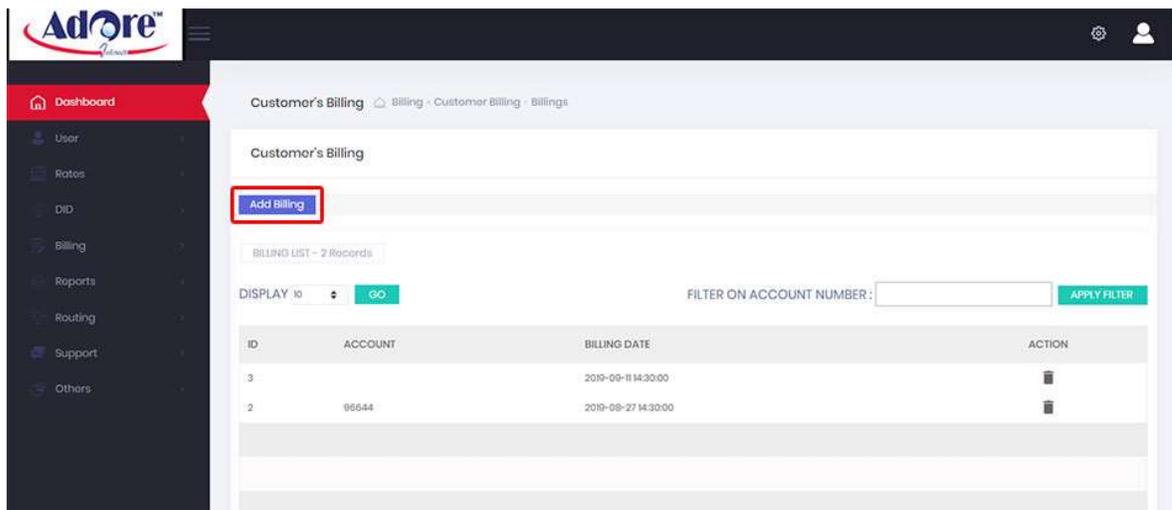


Billing

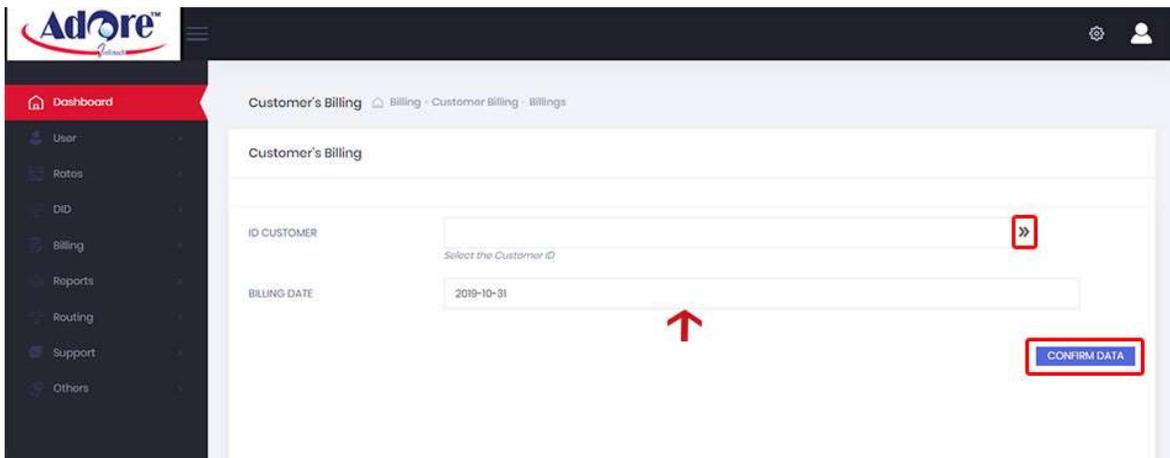
Go to **Rates** -> **Customers Billing** -> **Billing**



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.

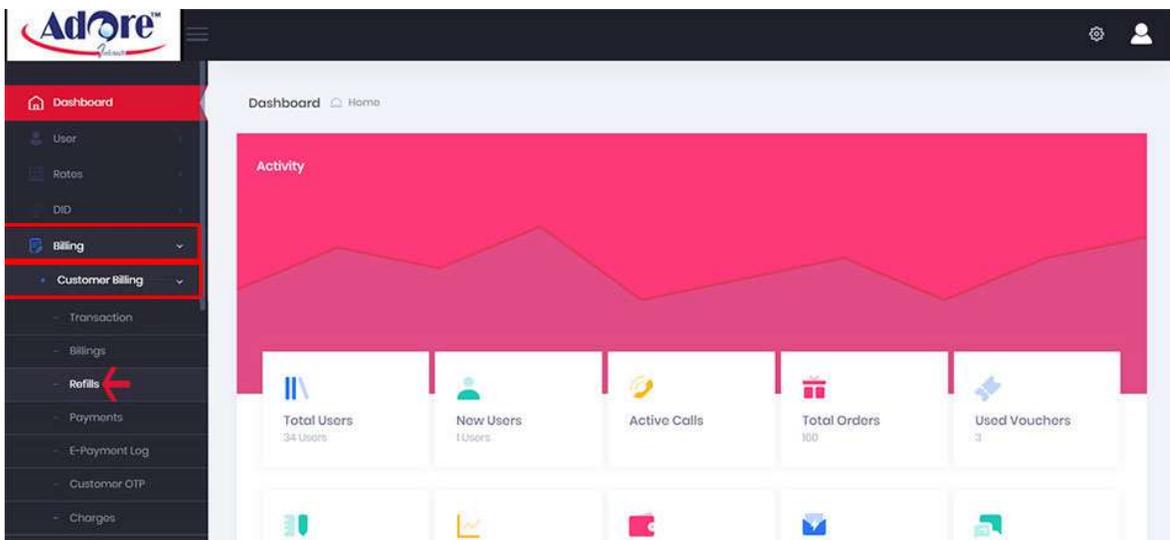


On click "**Add Billing**" button following screen will appear.



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.

The screenshot shows the Adore Refill web application interface. The top navigation bar includes the Adore logo and a user profile icon. The left sidebar contains a menu with options: Dashboard, User, Rates, DiD, Billing, Reports, Routing, Support, and Others. The main content area is titled 'Billing' and 'Customer's Refill List'. The form contains the following fields:

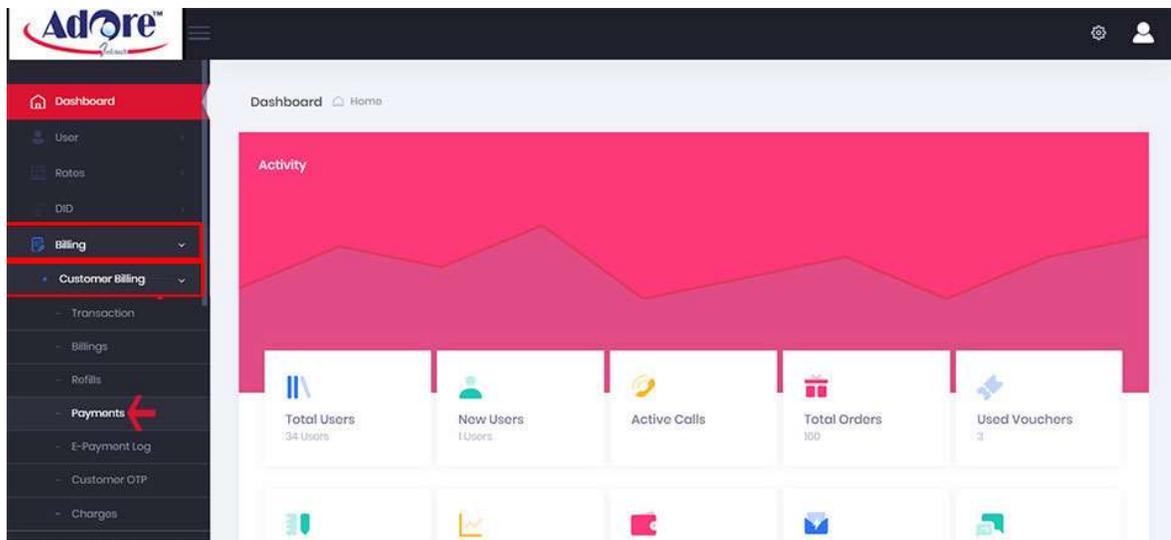
- ID CUSTOMER:** A text input field with a dropdown arrow and the instruction 'Select the Customer ID'.
- REFILL DATE:** A text input field containing the date '2019-11-01 09:27:22'.
- REFILL AMOUNT:** A text input field with the instruction 'Enter the amount in the currency base : usd'.
- DESCRIPTION:** A large text area for entering a description.
- REFILL TYPE:** A dropdown menu currently set to 'AMOUNT' with the instruction 'Define type for payment and refill created'.
- CREATE ASSOCIATE INVOICE:** A radio button selection between 'Yes' and 'No'.

A blue button labeled 'CONFIRM DATA' is located at the bottom right of the form, highlighted with a red rectangular border.

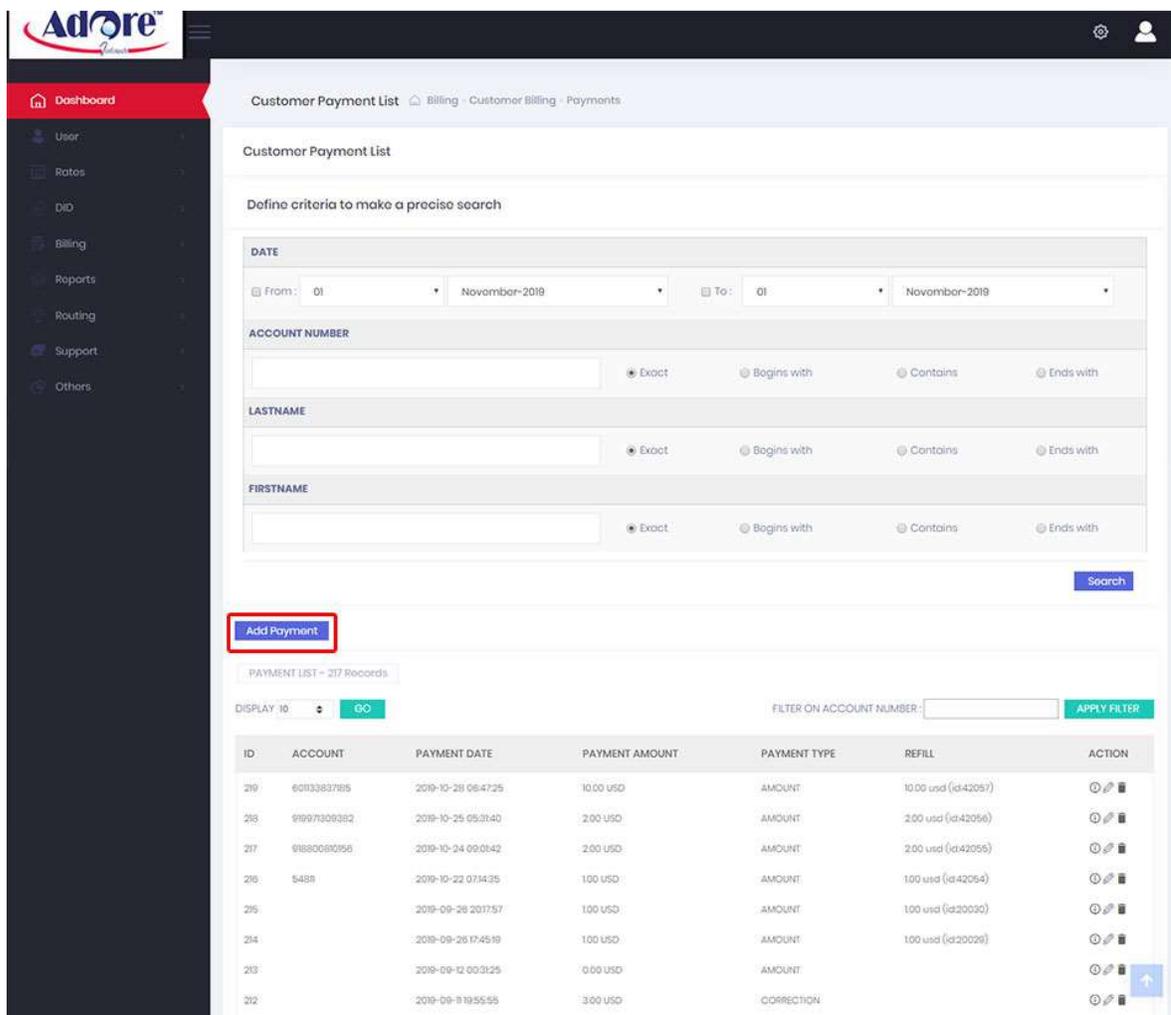
Name of Fields	Description
ID CUSTOMER	Select Customer ID.
REFILL DATE	Refill Date automatical fill as per current date
REFILL AMOUNT	Enter the amount in the currency base : usd
DESCRIPTION	Enter simple description about refill
REFILL TYPE	Define type for payment and refill,if created.
CREATE ASSOCIATE INVOICE	Select Yes / No option as per you 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.



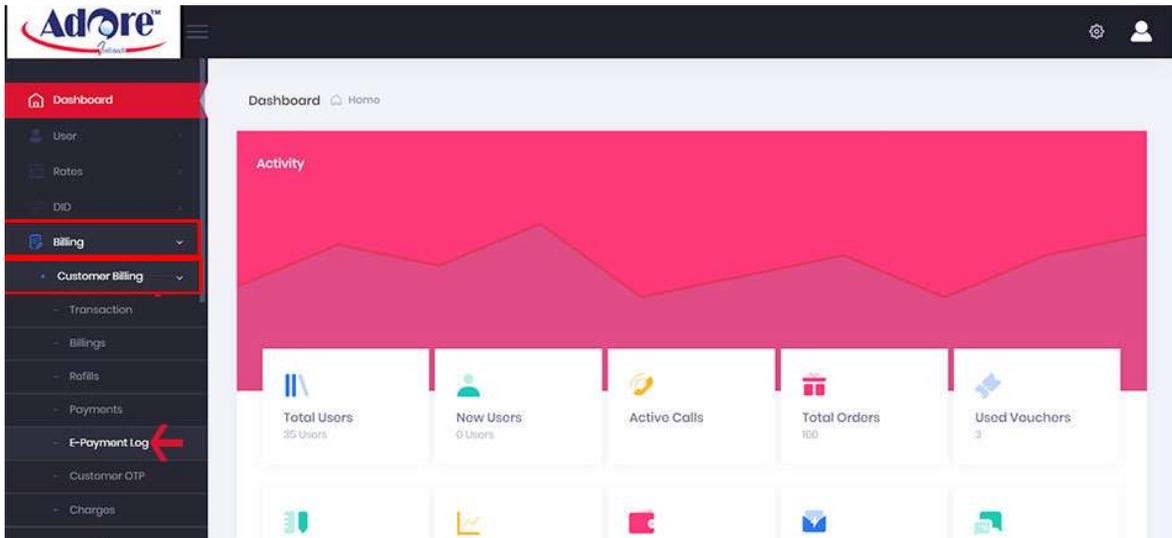
Here you can add payment on particular customer account number.

The screenshot shows the 'Add Payment to the Customer' form in the Adore system. The form has a dark sidebar on the left with navigation options like Dashboard, User, Rates, DID, Billing, Reports, Routing, Support, and Others. The main content area is titled 'Add Payment to the Customer' and contains several input fields and checkboxes. The 'CUSTOMER ID' field has a dropdown arrow icon. The 'PAYMENT DATE' field is pre-filled with '2019-11-01 10:32:15'. The 'PAYMENT AMOUNT' field has a placeholder text 'Enter the amount in the currency base - usd'. The 'DESCRIPTION' field is a large text area. There are two radio button options: 'CREATE ASSOCIATE REFILL' with 'Yes' selected and 'CREATE AGENT COMMISSION' with 'Yes' selected. The 'PAYMENT TYPE' field has a dropdown menu with 'AMOUNT' selected. A 'CONFIRM DATA' button is located at the bottom right of the form.

Name of Fields	Description
ID CUSTOMER	Select Customer ID.
REFILL DATE	Refill Date automaticallu 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.

Adore™

Dashboard | EPayment Log List | Billing - Customer Billing - E-Payment Log List

EPayment Log List

SELECT MONTH: From: November-2019 To: November-2019

SELECT DAY: From: 01 November-2019 To: 01 November-2019

STATUS: New

Search

LIST - 83 Records

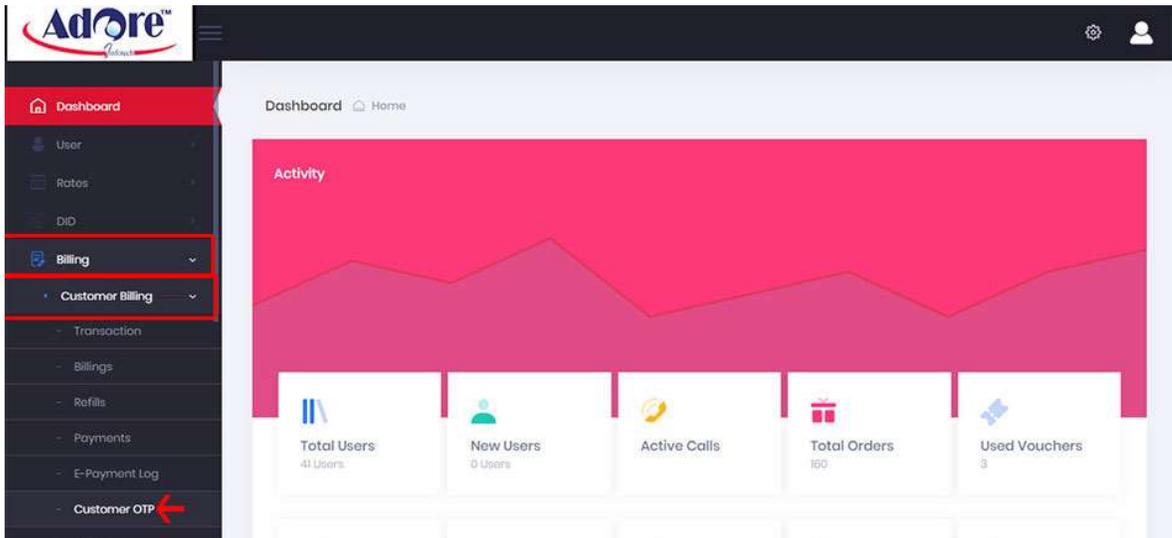
DISPLAY 10 GO FILTER ON CARDID: APPLY FILTER

Id	Created At	Payment Method	Status	Owner	Amount	CardID	Cardnumber	ACTION
112	2019-11-03 09:24:01	paypal	New		10,000	49	989515703738	
111	2019-11-03 09:23:53	paypal	New		10,000	49	989515703738	
110	2019-11-01 10:17:45	paystack	New		1,000	44	2347001924282	
109	2019-10-31 08:31:05	paypal	New		2,000	4	988527018408	
108	2019-10-31 07:49:26	paystack	New		1,000	1	54811	
107	2019-10-31 07:49:05		New		0,000	1	54811	
106	2019-10-31 07:47:31	paystack	New		1,000	1	54811	
105	2019-10-31 07:33:38	paystack	New		1,000	1	54811	
99	2019-10-31 07:33:30		New		0,000	1	54811	
100	2019-10-31 07:33:30		New		0,000	1	54811	
101	2019-10-31 07:33:30		New		0,000	1	54811	
103	2019-10-31 07:33:30		New		0,000	1	54811	
104	2019-10-31 07:33:30		New		0,000	1	54811	
102	2019-10-31 07:33:30		New		0,000	1	54811	
97	2019-10-31 07:33:15		New		0,000	1	54811	
93	2019-10-31 07:33:15		New		0,000	1	54811	
94	2019-10-31 07:33:15		New		0,000	1	54811	
95	2019-10-31 07:33:15		New		0,000	1	54811	
96	2019-10-31 07:33:15		New		0,000	1	54811	
98	2019-10-31 07:33:14		New		0,000	1	54811	
87	2019-10-31 07:33:14		New		0,000	1	54811	
88	2019-10-31 07:33:14		New		0,000	1	54811	
89	2019-10-31 07:33:14		New		0,000	1	54811	
90	2019-10-31 07:33:14		New		0,000	1	54811	
81	2019-10-31 07:33:14		New		0,000	1	54811	

« First < Prev 1 2 3 4 Next > Last »

Customer OTP

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



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

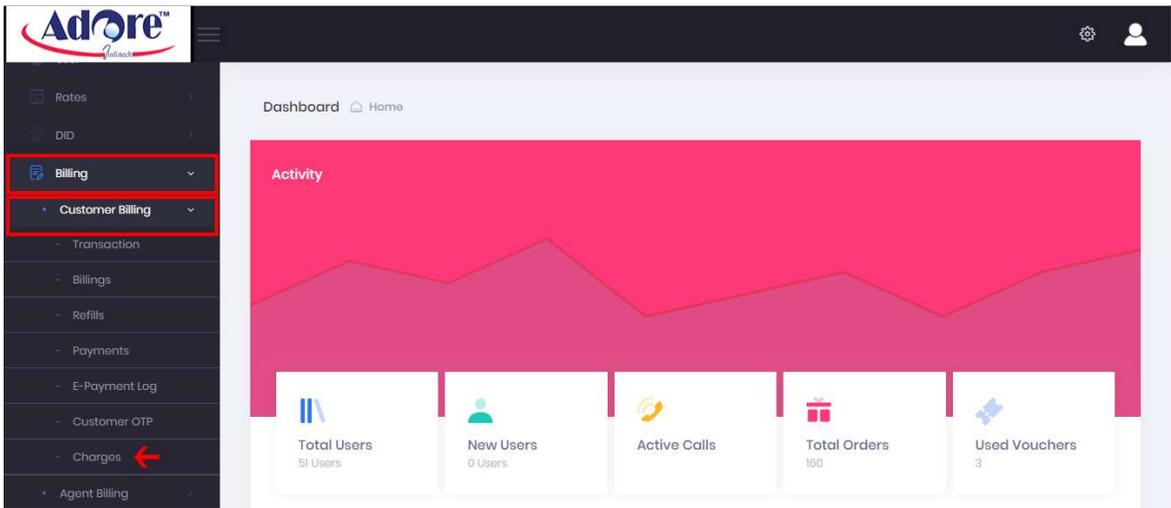
The screenshot displays the Adore CRM interface. On the left is a dark sidebar with a navigation menu including Dashboard, User, Rates, DID, Billing, Reports, Routing, Support, and Others. The main content area is titled 'Customer OTP' and shows a breadcrumb path: Billing - Customer Billing - Customer OTP. Below the title, there is a search section with the heading 'Define criteria to make a precise search'. This section contains two input fields: 'ACCOUNT NUMBER' and 'OTP'. Each field has radio buttons for search criteria: 'Exact' (selected), 'Begins with', 'Contains', and 'Ends with'. A 'Search' button is located to the right of these fields. Below the search section, there is a table titled 'OTP LIST - 1891 Records'. The table has columns for 'OTP', 'USER NAME', and 'DATE'. Below the table, there is a pagination control showing 'DISPLAY 10' and a 'GO' button. The table data is as follows:

OTP	USER NAME	DATE
3175	9899884699	2018-10-28 02:27:44
7350	4594305431469056444506046	2018-10-03 08:56:31
1683	98999402186	2018-03-14 10:30:06
6254	9999402186	2018-04-03 09:32:00
1206	9268092189	2018-10-06 05:29:41
6109	919990388254	2017-04-28 05:50:31
1067	9990388254	2018-10-06 07:47:46
6383	9899884699	2018-10-27 08:48:10
9190	7011030719	2018-11-08 04:31:34
5178	8800555847	2018-11-08 04:33:58

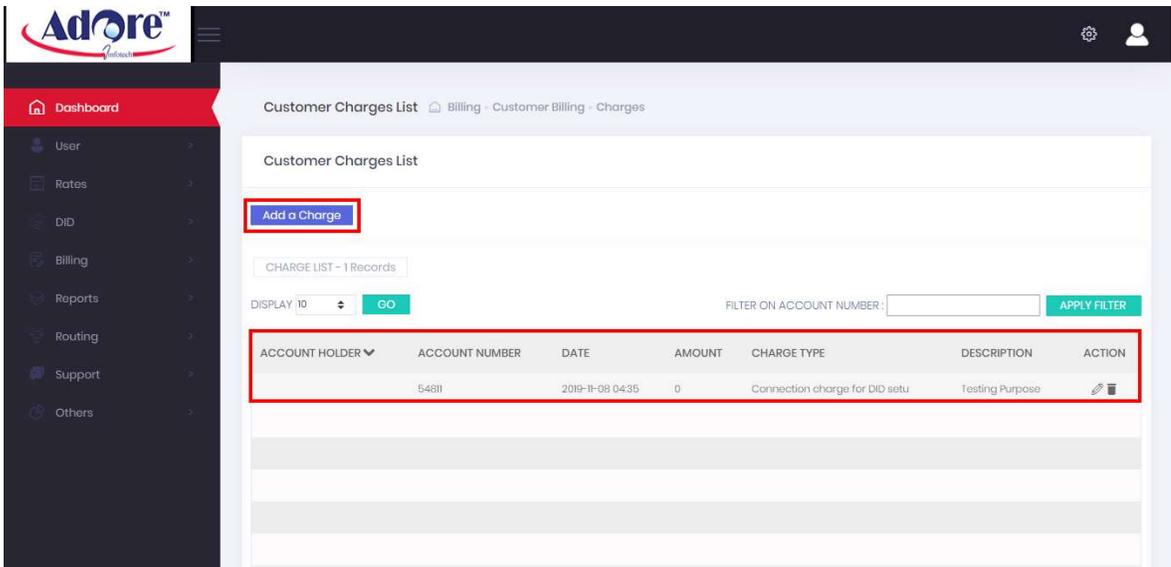
At the bottom of the table, there is a pagination control with buttons for '<< First', '< Prev', '1', '2', '3', '4', '5', '6', '7', '8', 'Next >', and 'Last >>'. A blue arrow icon is visible in the bottom right corner of the main content area.

Charges

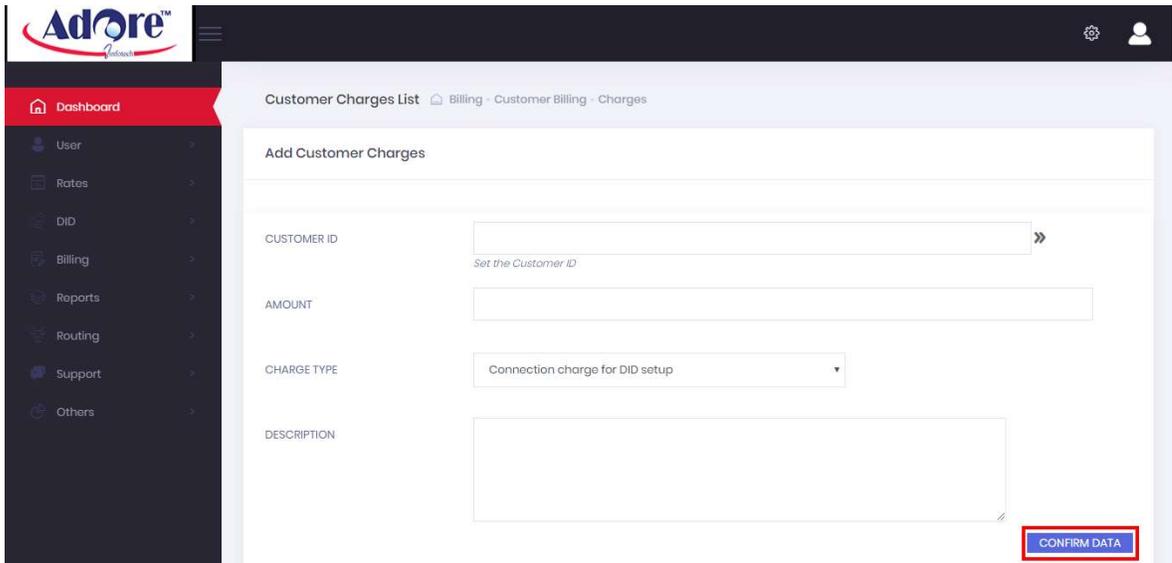
Go to **Billing -> Customers Billing -> Charges**



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.



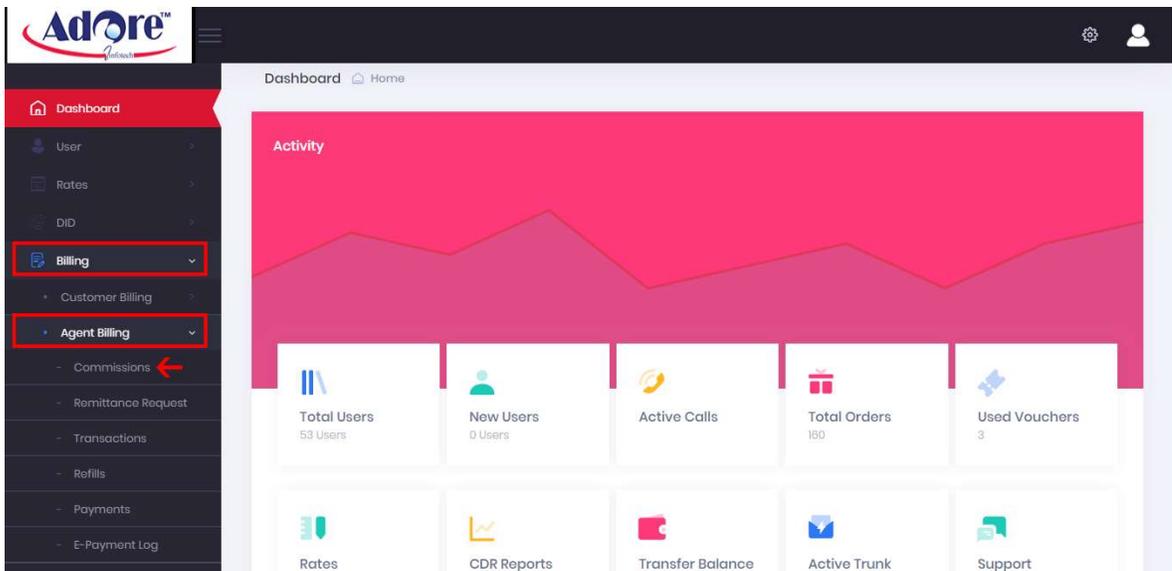
Here you can add charges for your any particular customer.



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.

Adore™

Dashboard

Agent Comissions List

Commission Agent List - 4 Records

DISPLAY ID GO

ID	ACCOUNT	AGENT	PAYMENT DATE	AMOUNT	PAID STATUS	DESCRIPTION	LINK TO PAYMENT
5			2019-09-12 00:37:32	0.00000	AMOUNT	hi	
4			2019-09-11 01:00:49	0.02000	AMOUNT	GENERATED COMMISSION OF AN CUSTOMER REFILLED BY AN	
3			2019-08-28 02:33:21	0.01400	AMOUNT	GENERATED COMMISSION OF AN CUSTOMER REFILLED BY AN	
1			2019-07-23 09:50:54	10.00000	AMOUNT	Testing Purpose	

Here you can add commission to the your agent.

Adore™

Billing

Agent Comissions List

Add Agent Comissions

CUSTOMER ID
Select the Customer ID

AGENT ID
Select the Agent ID

PAYMENT DATE
2019-11-11 05:05:29

COMMISSION AMOUNT
Enter the amount in the currency base : usd

DESCRIPTION

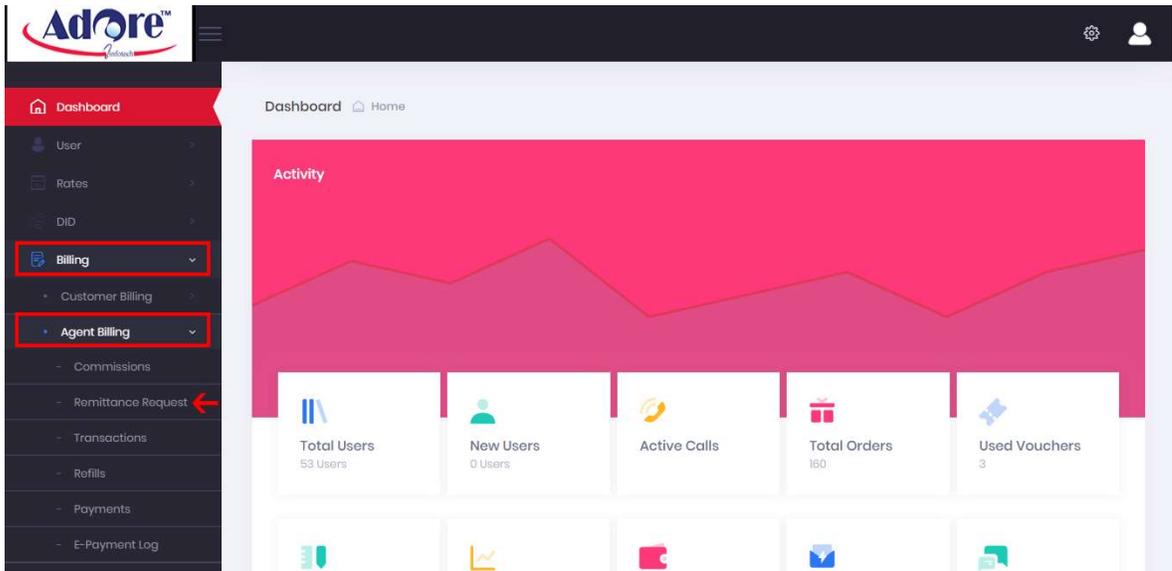
PAYMENT ID
Select the Payment ID

COMMISSION TYPE
Define the type of this commission.

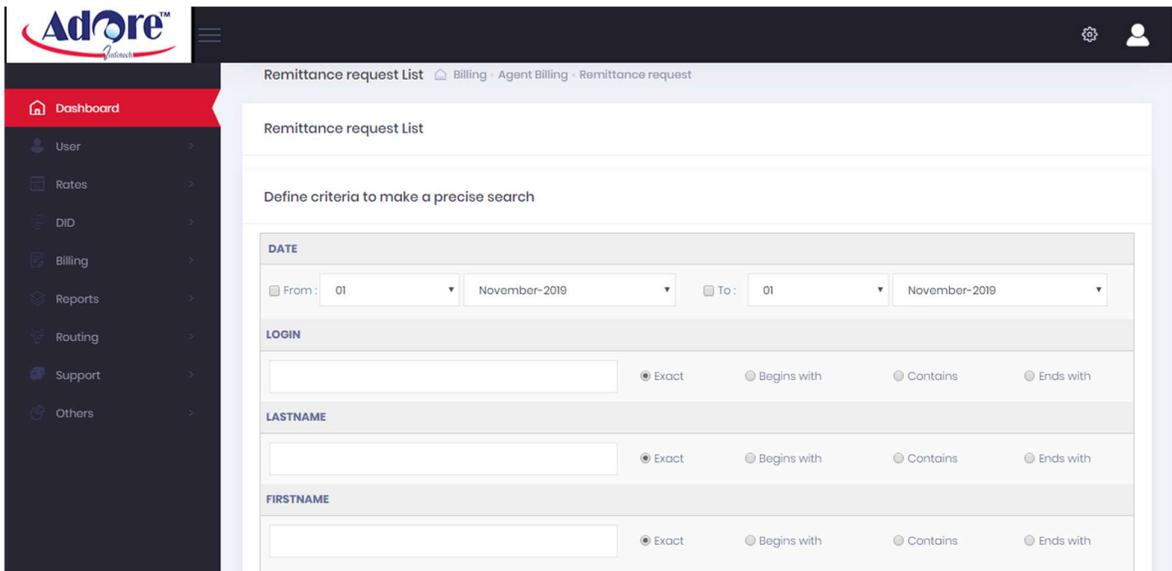
CONFIRM DATA

Remittance Request

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

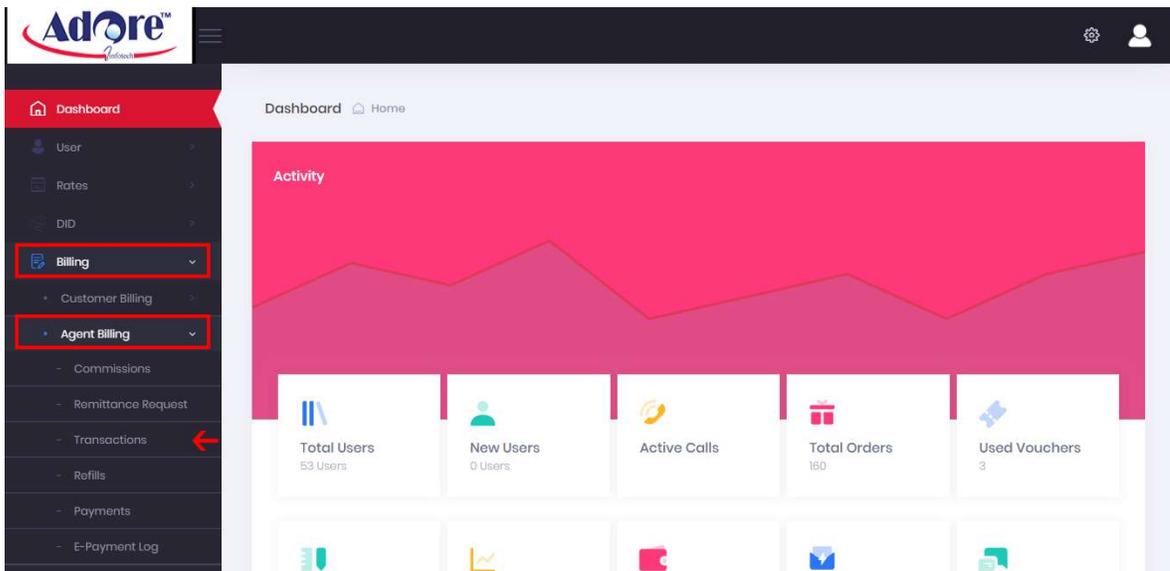


Agents Remittance request history - This section allows you to confirm or refuse remittance request of an agent. The remittance reques are generated automatically by the agent.

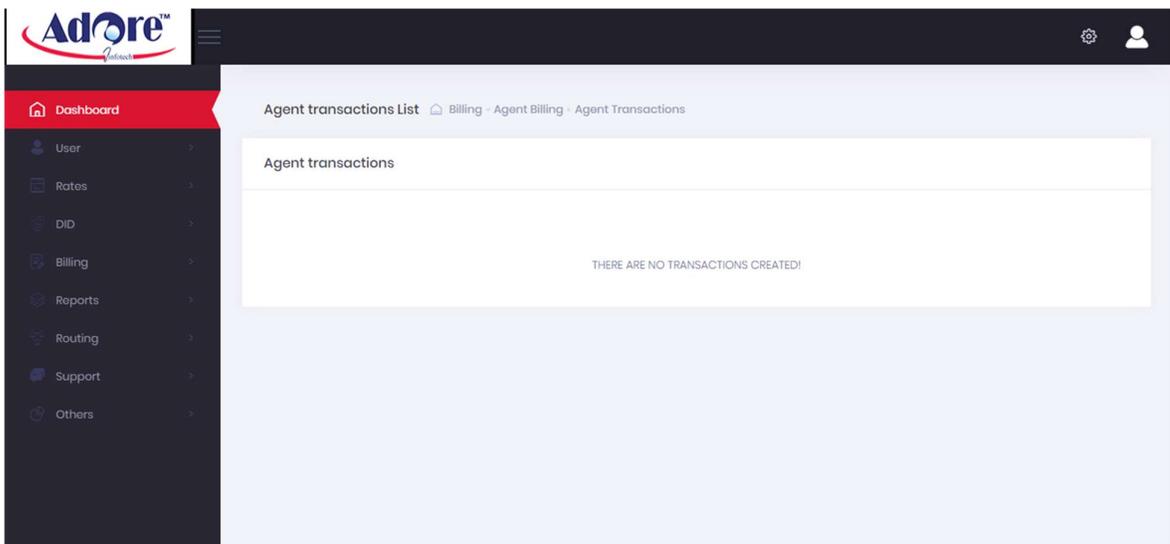


Transaction

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

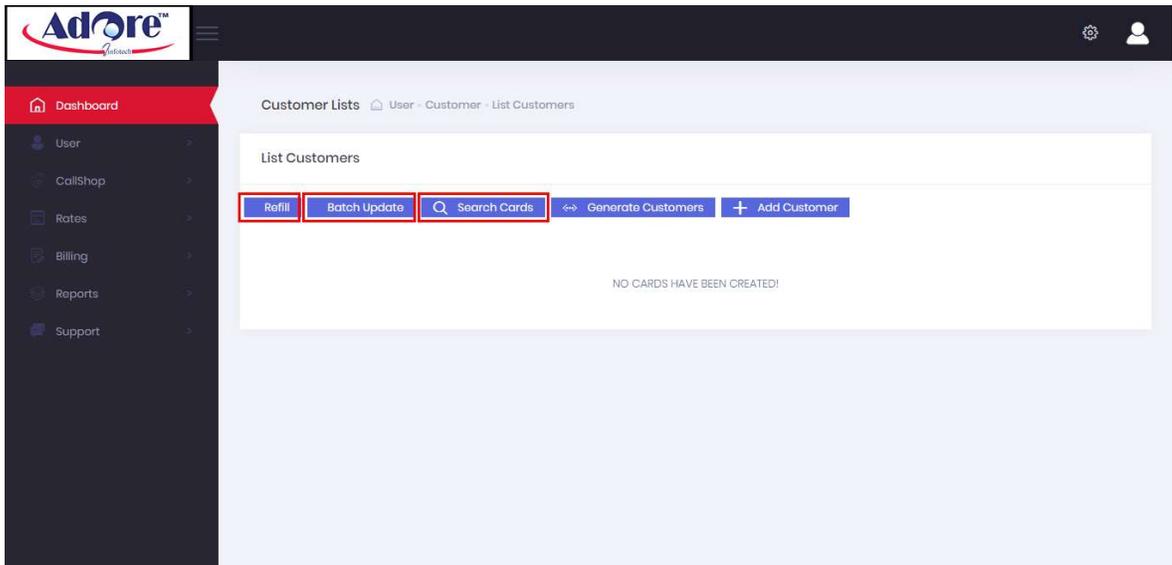


You can view all the transactions through the different epayment configured systems (Paypal, MoneyBookers, etc...).



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.

Agent Refills List » Billing » Agent Billing » Refills

Agent Refills List

Define criteria to make a precise search

DATE
 From: 01 November-2019 To: 01 November-2019

LOGIN
 Exact Begins with Contains Ends with

LASTNAME
 Exact Begins with Contains Ends with

FIRSTNAME
 Exact Begins with Contains Ends with

[Search](#)

[Add Refill](#)

REFILL AGENT LIST - 10 Records

DISPLAY 10 [GO](#)

ID	AGENT	REFILL DATE	REFILL TYPE	REFILL AMOUNT	ACTION
10	Adoro Infotech (agent)	2019-10-22 02:17:53	AMOUNT	1.00 USD	
9		2019-10-07 17:30:02	AMOUNT	100.00 USD	
8		2019-09-12 00:48:27	AMOUNT	0.00 USD	
7		2019-09-12 00:47:23	AMOUNT	0.00 USD	
6		2019-09-04 00:54:29	AMOUNT	1.00 USD	
5		2019-08-13 08:26:30	AMOUNT	2.00 USD	
4		2019-07-31 07:21:41	AMOUNT	1.00 USD	
3		2019-07-22 08:44:11	AMOUNT	1.00 USD	
2		2019-07-22 03:14:33	AMOUNT	1.00 USD	
1	Adoro Infotech (agent)	2019-07-19 08:13:56	AMOUNT	2.00 USD	

On click "ADD REFILL" below screen will appear.

The screenshot shows the 'Add Agent Refill' form in the Adore CRM. The form has the following fields and labels:

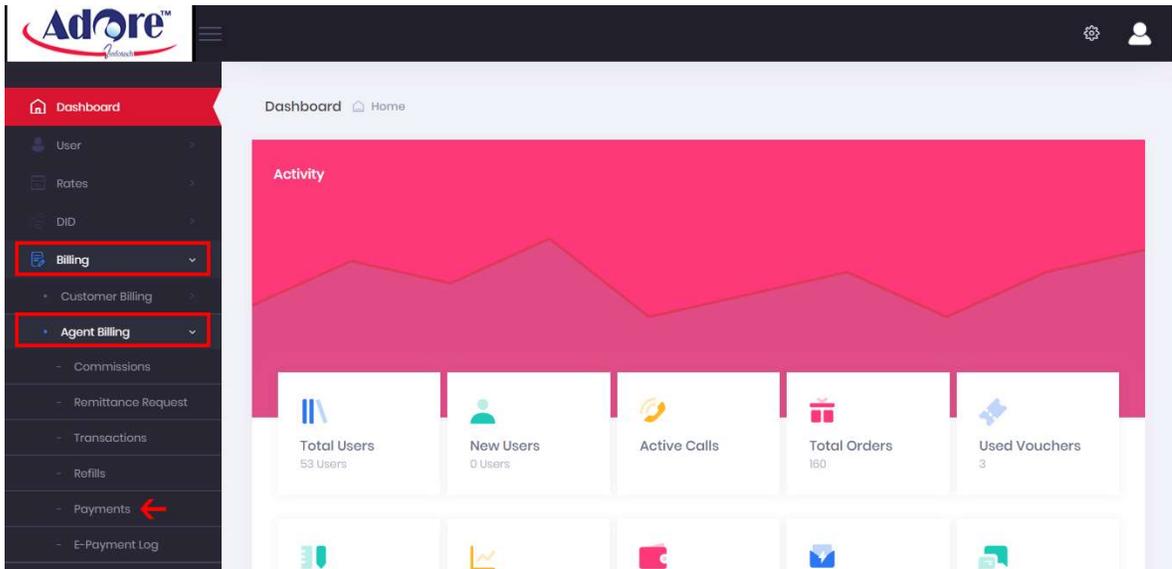
- ID AGENT:** A dropdown menu with a right-pointing arrow. Below it is the text 'Select the Agent ID'.
- REFILL DATE:** A text input field containing '2019-11-11 05:58:17'.
- REFILL AMOUNT:** A text input field. Below it is the text 'Enter the amount in the currency base : usd'.
- DESCRIPTION:** A large text area for entering a description.
- REFILL TYPE:** A dropdown menu with 'AMOUNT' selected. Below it is the text 'Define type for payment and refill if created.'.

A red box highlights the 'CONFIRM DATA' button in the bottom right corner of the form.

Name of Fields	Description
ID AGENT	Select the Agent ID.
REFILL DATE	Refill Date automatical 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.

Adore™
Autocall

Dashboard

Agent Payments List

Define criteria to make a precise search

DATE

From: 01 November-2019 To: 01 November-2019

LOGIN

Exact Begins with Contains Ends with

LASTNAME

Exact Begins with Contains Ends with

FIRSTNAME

Exact Begins with Contains Ends with

Search

Add Payment

PAYMENT AGENT LIST - 3 Records

DISPLAY 10 GO

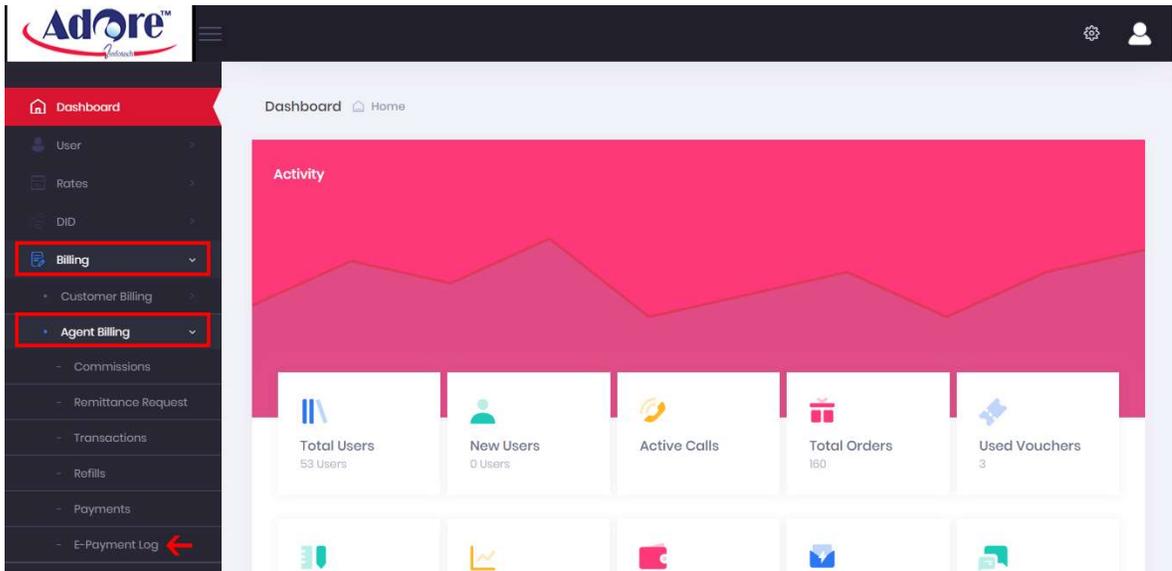
ID	AGENT	PAYMENT DATE	PAYMENT AMOUNT	PAYMENT TYPE	REFILL	ACTION
3		2019-09-12 00:54:19	0.00 USD	AMOUNT		
2		2019-08-19 08:27:45	1.00 USD	CORRECTION		
1		2019-08-19 05:58:42	3.00 USD	CORRECTION		

Here you can add payment in your agent account.

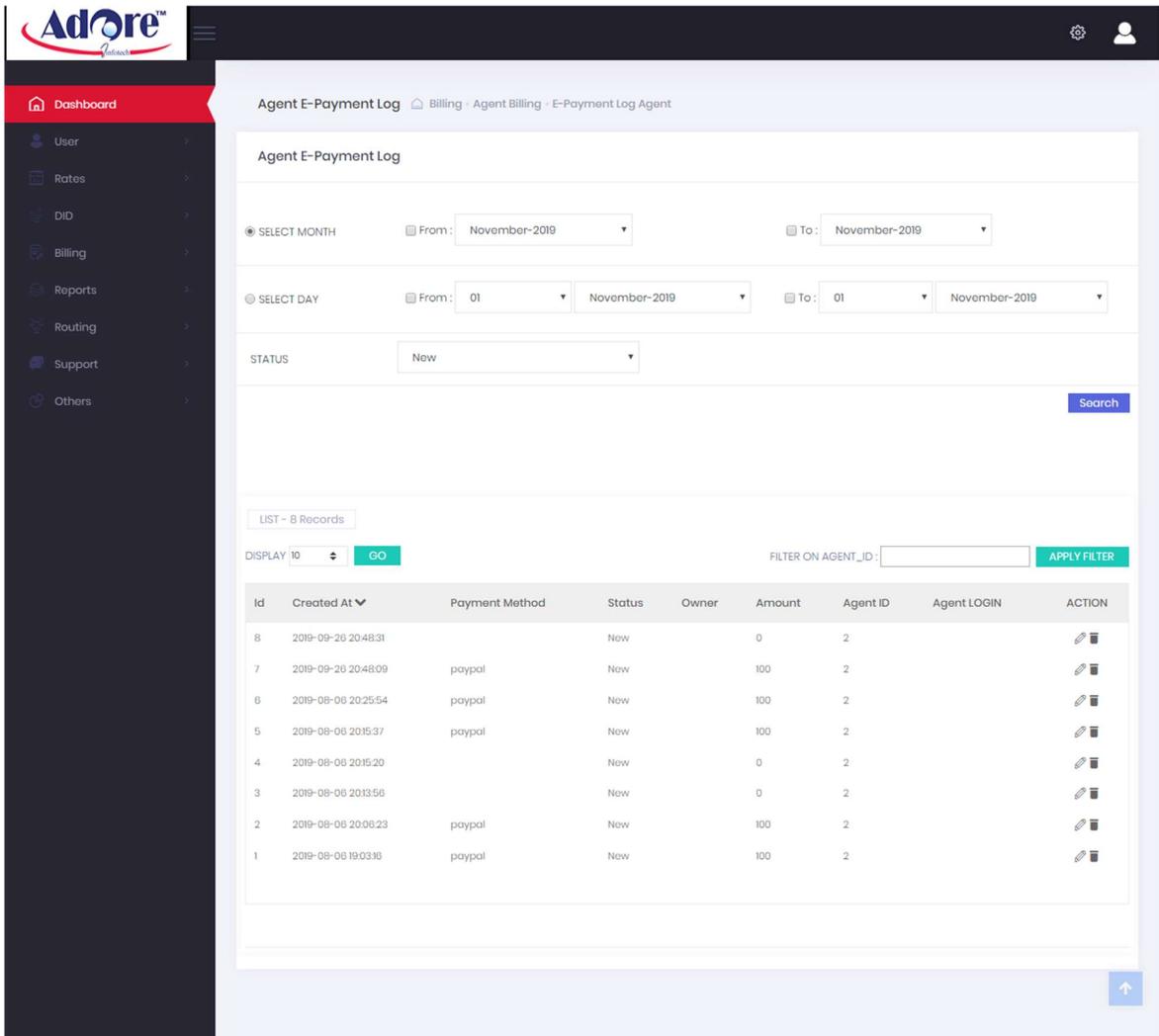
Name of Fields	Description
ID AGENT	Select the Agent ID.
REFILL DATE	Refill Date automatically fill as per current date
REFILL AMOUNT	Enter the amount in the currency base : usd
DESCRIPTION	Enter simple description about refill
REFILL TYPE	Define type for payment and refill,if created.
CREATE ASSOCIATE 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 Agent E-Payment log with status, payment methods , owner and creation date.

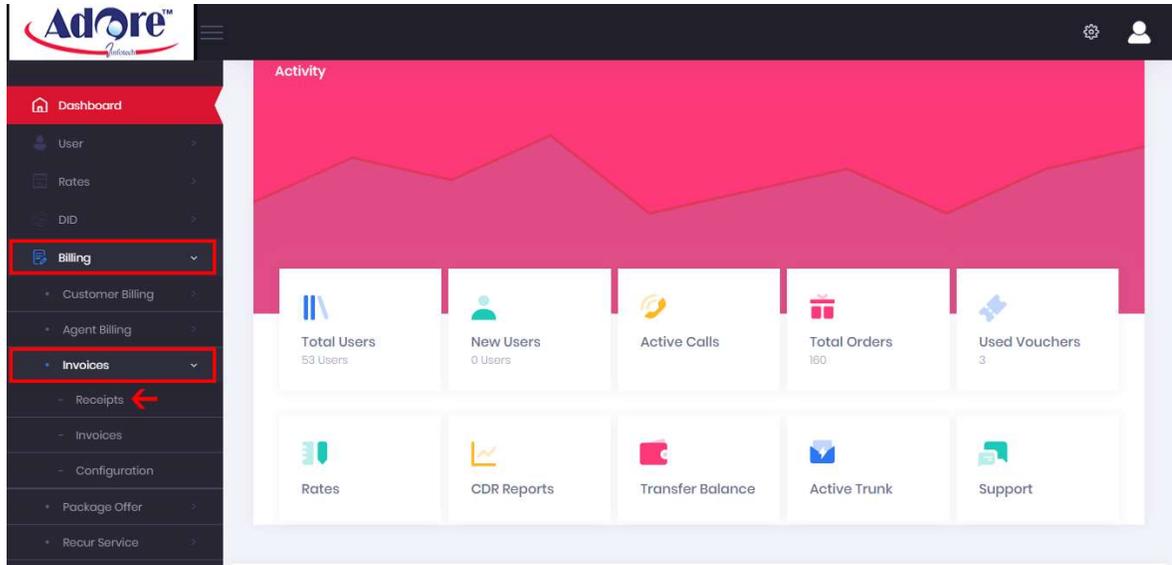


2.11. Invoice

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.

Invoice Receipt List

RECEIPT LIST - 15 Records

DISPLAY 10 GO FILTER ON ACCOUNT NUMBER: APPLY FILTER

ID	ACCOUNT	DATE	TITLE	STATUS	AMOUNT INCL VAT	ACTION
15		2019-09-24 21:15:15	Testing	OPEN	0.000 USD	
14		2019-09-12 01:10:43	gourav adi	OPEN	0.000 USD	
13		2019-09-12 00:28:34	SUMMARY OF CALLS	CLOSE	0.000 USD	
12		2019-09-10 01:58:15	Shruti Thakur	OPEN	0.000 USD	
11	54811	2019-09-02 20:34:54	test	OPEN	0.000 USD	
10		2019-09-02 19:42:00	ttest	OPEN	10.000 USD	
9	54811	2019-09-01 22:05:02	test	OPEN	0.000 USD	
8	54811	2019-09-01 22:04:20	cifghfjg	OPEN	0.000 USD	
7		2019-09-01 20:31:32	Testing Invoice	OPEN	100.000 USD	
6	54811	2019-08-29 19:31:33	dfsdf	OPEN	0.000 USD	

<< First < Prev 1 2 Next > Last >>

Here you can add Receipts for your customer.

Add Invoice Receipt

ID CUSTOMER

Select the Customer ID.

INVOICE DATE

TITLE

DESCRIPTION

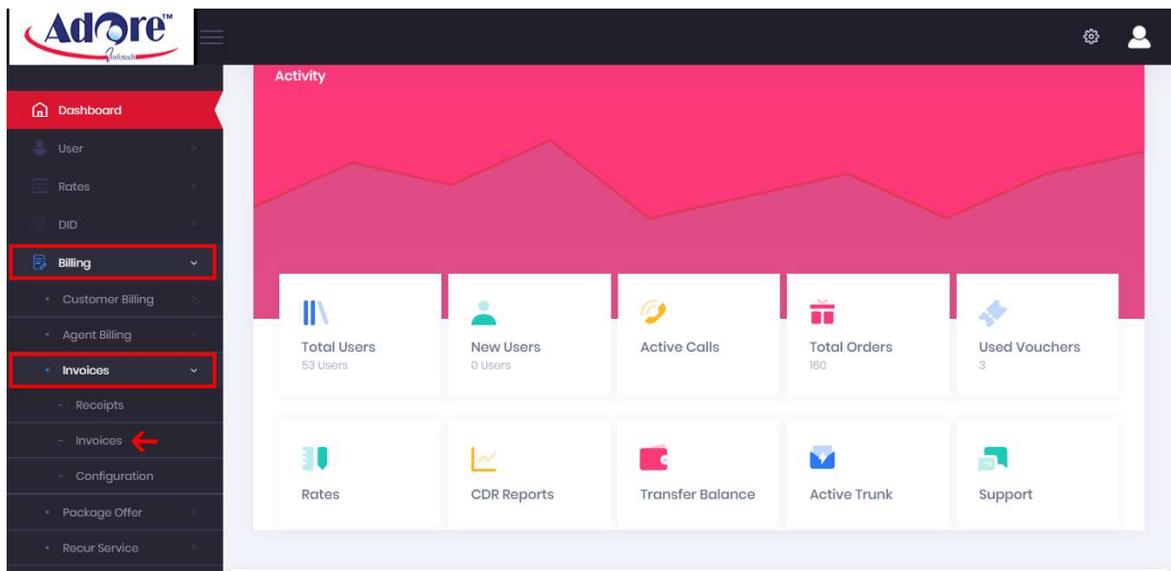
CONFIRM DATA

Name of Fields	Description
ID CUSTOMER	Select the Customer ID.

INVOICE DATE	Invoice Date automatically 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"**.

Invoices List | Billing - Invoices

Add Invoice | **SEARCH INVOICE**

INVOICE LIST - 23 Records

DISPLAY 10 | GO | FILTER ON ACCOUNT NUMBER: | APPLY FILTER

ID	REFERENCE	ACCOUNT	DATE	TITLE	PAID STATUS	STATUS	AMOUNT INCL VAT	ACTION
23	201900000023	91931544469	2019-11-05 05:00:24	REFILL	PAID	CLOSE	1,000 USD	🔍 🔄
22	201900000022	919643985926	2019-11-05 04:55:11	REFILL	PAID	CLOSE	1,000 USD	🔍 🔄
21	201900000021	60113383785	2019-10-28 06:47:25	REFILL	PAID	CLOSE	10,000 USD	🔍 🔄
20	201900000020	91997309382	2019-10-25 05:31:40	REFILL	PAID	CLOSE	2,000 USD	🔍 🔄
19	201900000019	918800681056	2019-10-24 09:01:42	REFILL	PAID	CLOSE	2,000 USD	🔍 🔄
18	201900000018	54811	2019-10-22 07:14:35	REFILL	PAID	CLOSE	1,000 USD	🔍 🔄
17	201900000017		2019-09-26 20:17:57	REFILL	PAID	CLOSE	1,000 USD	🔍 🔄
16	201900000016		2019-09-26 17:45:19	REFILL	PAID	CLOSE	1,000 USD	🔍 🔄
15	201900000015		2019-09-24 21:16:20	Testing	UNPAID	OPEN	0,000 USD	🔍 🔄 🗑️
14	201900000014		2019-09-12 01:15:44	gourav adf	UNPAID	OPEN	1,000 USD	🔍 🔄 🗑️

« First | < Prev | 1 | 2 | 3 | Next > | Last »

Here you can add invoice for each customer.

Invoices List | Billing - Invoices

SEARCH INVOICE

ID CUSTOMER: »
Select the Customer ID

INVOICE DATE:

TITLE:

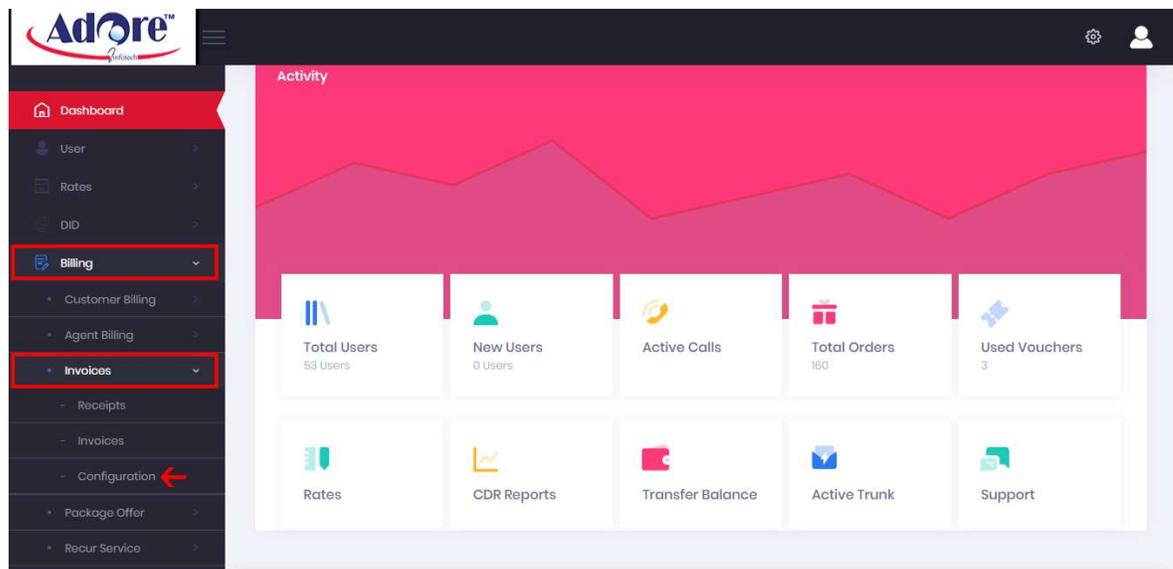
DESCRIPTION:

CONFIRM DATA

Name of Fields	Description
ID CUSTOMER	Select the Customer ID.
INVOICE DATE	Invoice Date automatically 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

Adore
Invoices

Dashboard

Invoices Configuration

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

Company Name: Adore Infotech
Insert your company name

Address: Gurugram
Insert your address

Zip Code: 122018
Insert your zip code

City: Gurugram
Insert your city

Phone number: 120-421114
Insert your phone number

Fax number: 120-421114
Insert your fax number

Email: support@adoreinfotech.com
Insert your email

Web Site: www.adoreinfotech.com
Insert your Web site

VAT number: 123456
Insert your vat number

Display Account number: YES
Choose if you want display the account number on the invoices

Save

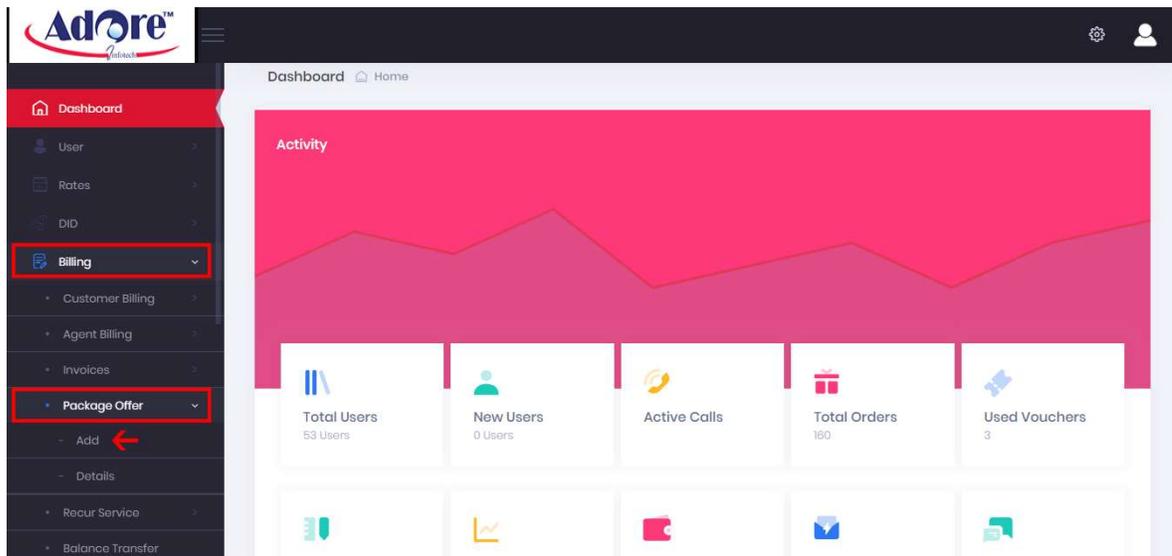
Name of Fields	Description
COMPANY NAME	Enter your Company Name
ADDRESS	Enter Your address
ZIP CODE	Enter the Zip Code
CITY	Enter the city
PHONE NUMBER	Enter the phone number
FAX NUMBER	Enter the fax number
EMAIL	Enter the Email
WEBSITE	Enter the website address
VAT NUMBER	Enter the Vat number
DISPLAY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

2.12. Package Offer

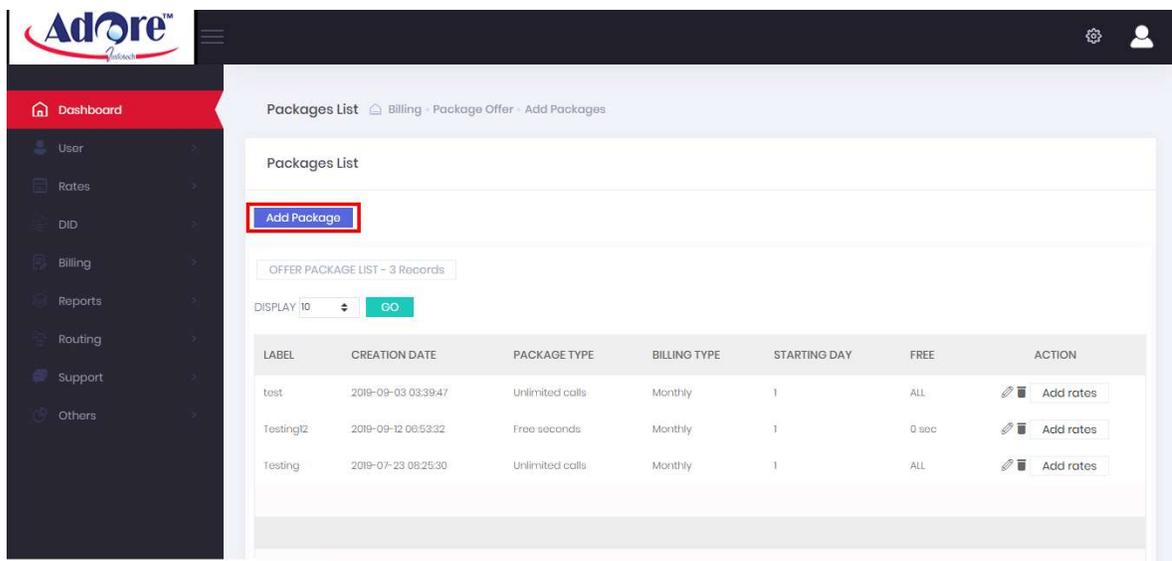
Package Offer

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.

Adore
CRM

Dashboard Packages List Billing - Package Offer - Add Packages

Add Packages

LABEL

PACKAGE TYPE

BILLING TYPE

STARTING DAY
The value will be related to billing type : if monthly accepted value are 1-31 : if Weekly accepted value 1-7 (Monday to Sunday)

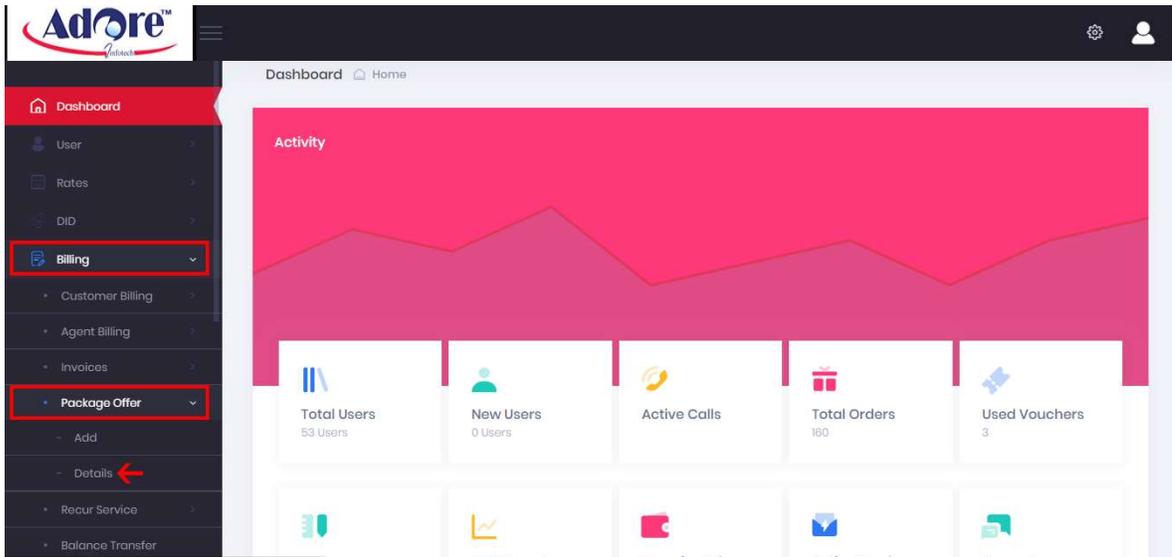
FREE UNITS
Insert the amount of free units, in seconds,for the FREE SECONDS mode. For NUMBER OF FREE CALLS insert the number of free calls

CONFIRM DATA

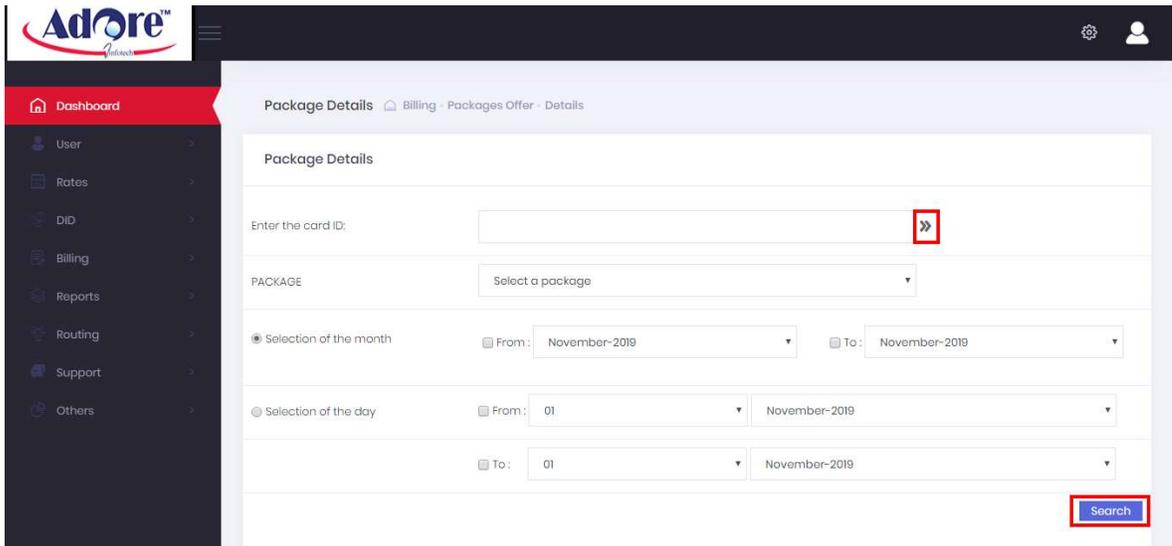
Name of Fields	Description
LABEL	Enter Label as per your wish
PACKAGE TYPE	Select Package type like (Unlimited Calls / Number of Free Calls or Free Seconds)
BILLING TYPE	Select Billing Type like (Monthly or Weekly)
STARTING DATE	The value will be related to billing type ; if monthly accepted value are 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..

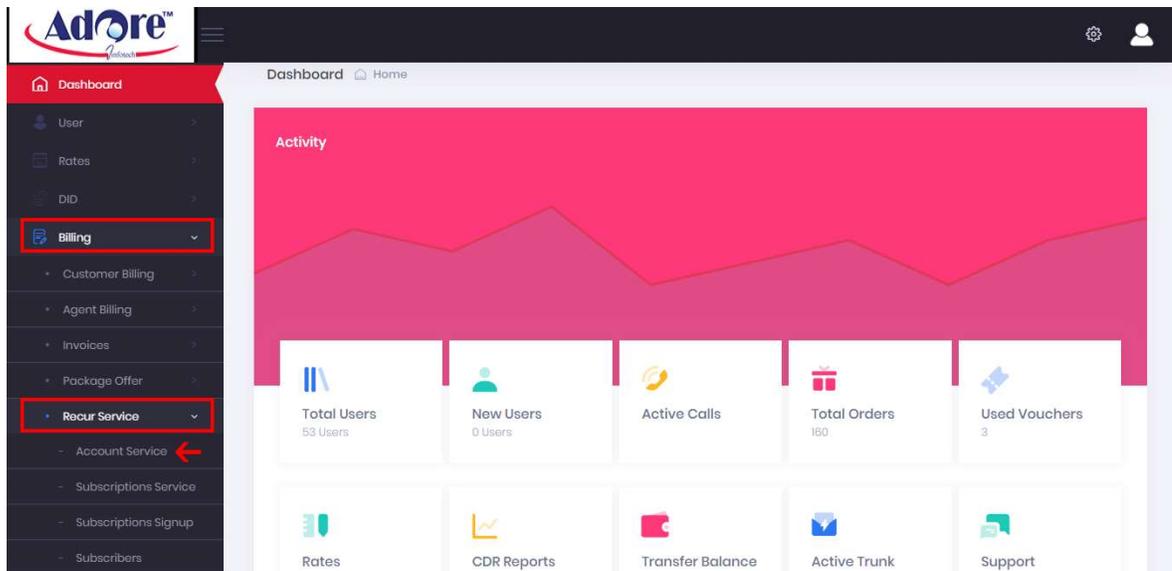


2.13. Recure Service

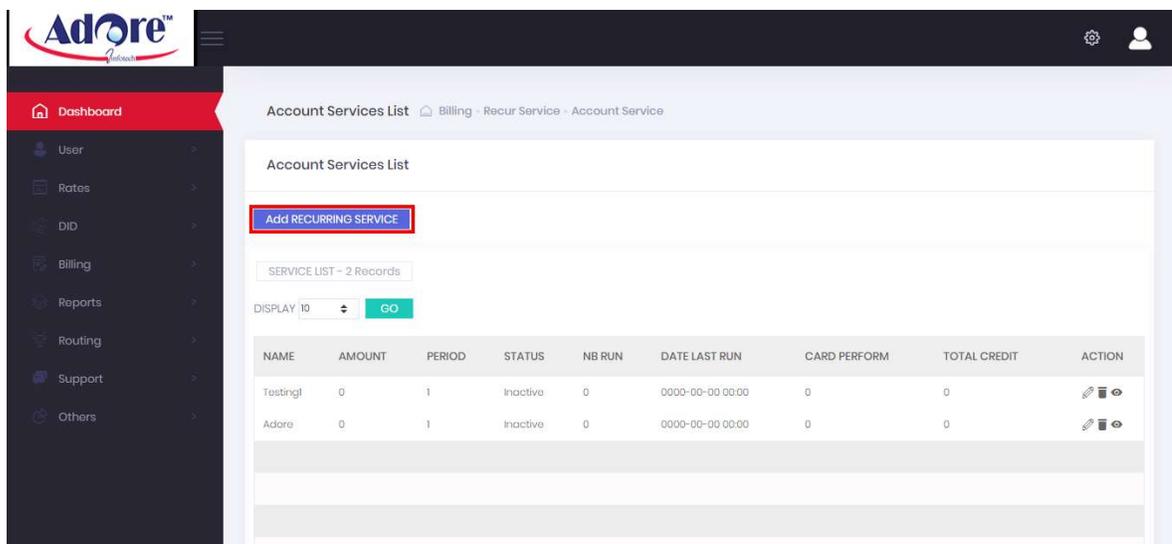
Recur Service

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.

Adore
Autos

Account Services List | Billing | Recur Service | Account Service

Add Account Services

Add a service below

NAME

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

MAX NUMBER OF CYCLES BY CARD
Set the maximum number of times that the service should be applied.

STATUS

EMAIL TO SEND REPORT

CALL PLAN

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 manually select groups or select second option to use service for any group, discarding list below

CONFIRM DATA

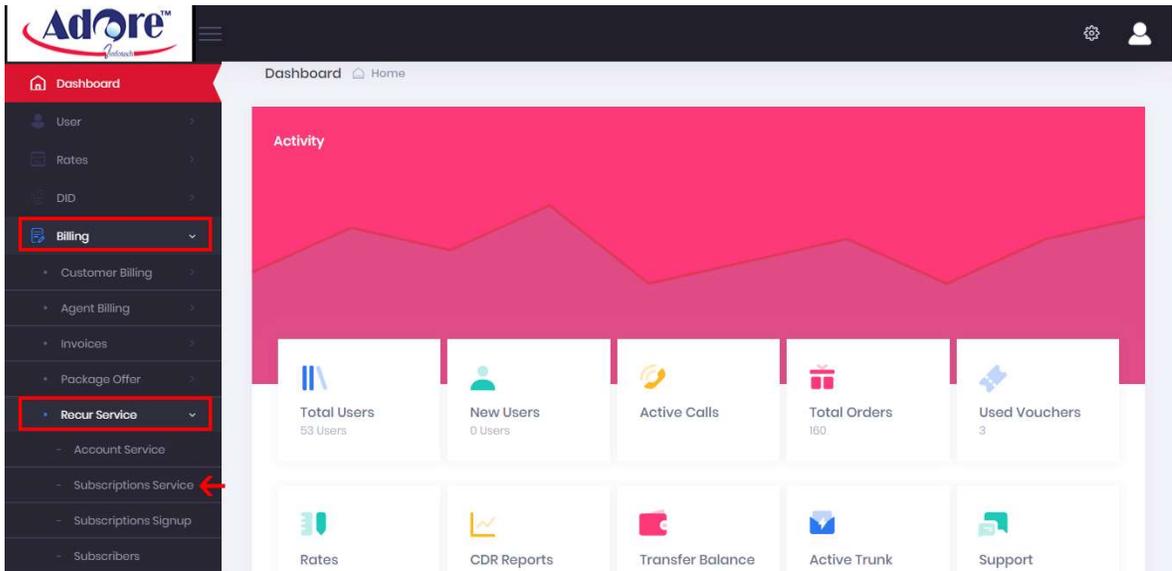
↑

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

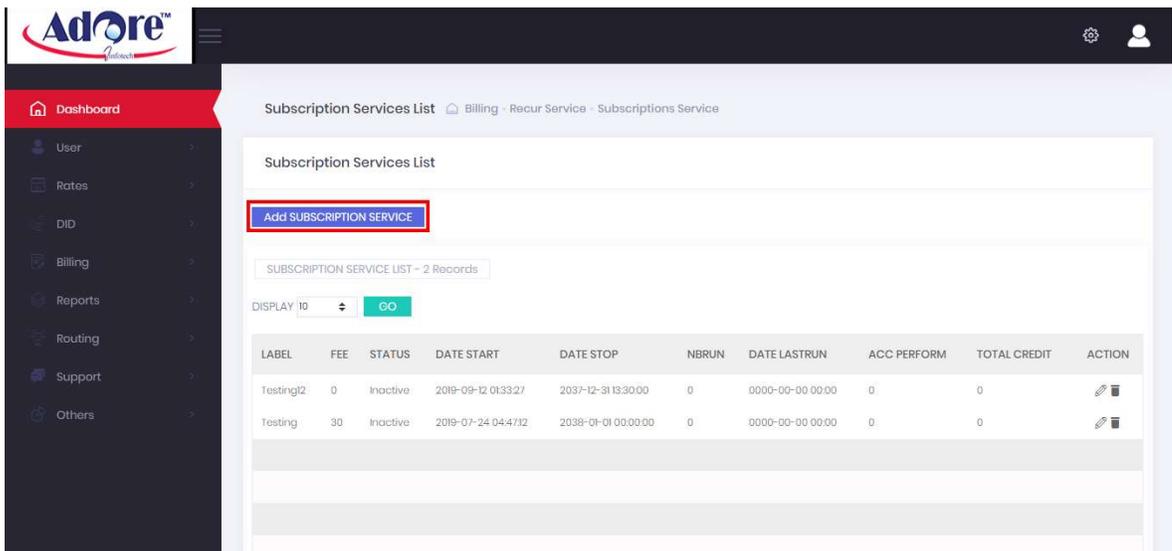
NAME	Enter name as per your wish
AMOUNT CREDIT	Set the amount of credit to remove from the card. 0 will remove all credit from the card use -1 for DID recurrent service.
RULE	where X - day number (X) in days and Y = number set in period field
DAY NUMBER (X)	Set the number of days to apply to the rule 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 you have 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 manually 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.

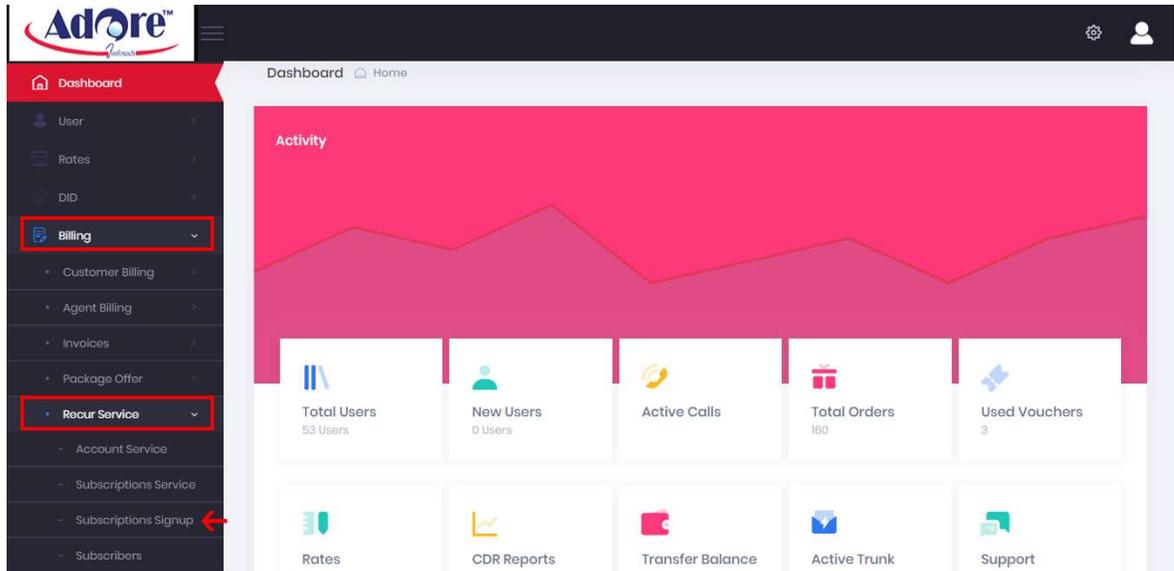
The screenshot shows the 'Add Subscriptions Services' form in the Adore Autos dashboard. The form contains the following fields and instructions:

- LABEL:** A text input field.
- FEE:** A text input field with the instruction: "Set the fee amount that the user have to pay per month."
- STATUS:** A dropdown menu currently set to "Inactive".
- START DATE:** A date and time input field with the value "2019-11-11 07:35:53" and the instruction: "please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00'".
- STOP DATE:** A date and time input field with the value "2038-01-01 00:00:00" and the instruction: "please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00'".
- EMAIL TO SEND REPORT:** A text input field.
- CONFIRM DATA:** A blue button with a red border, highlighted in the image.

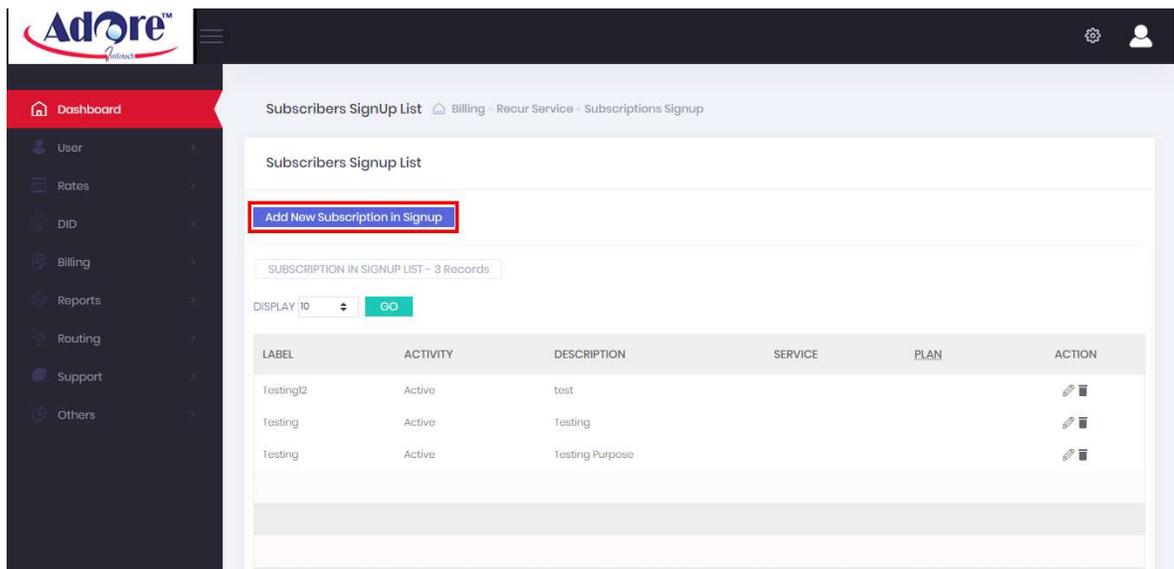
Name of Fields	Description
LABEL	Enter label as per your wish
FEE	Set the fee amount that the user have to pay per month.
STATUS	Select Status as per your wish
START DATE	please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00'
STOP DATE	please use the format YYYY-MM-DD HH:MM:SS. 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

The screenshot shows the 'Add Subscriber' form in the Adore system. The form is titled 'Add Subscriber' and is located under the 'Subscribers SignUp List' section. The form contains the following fields:

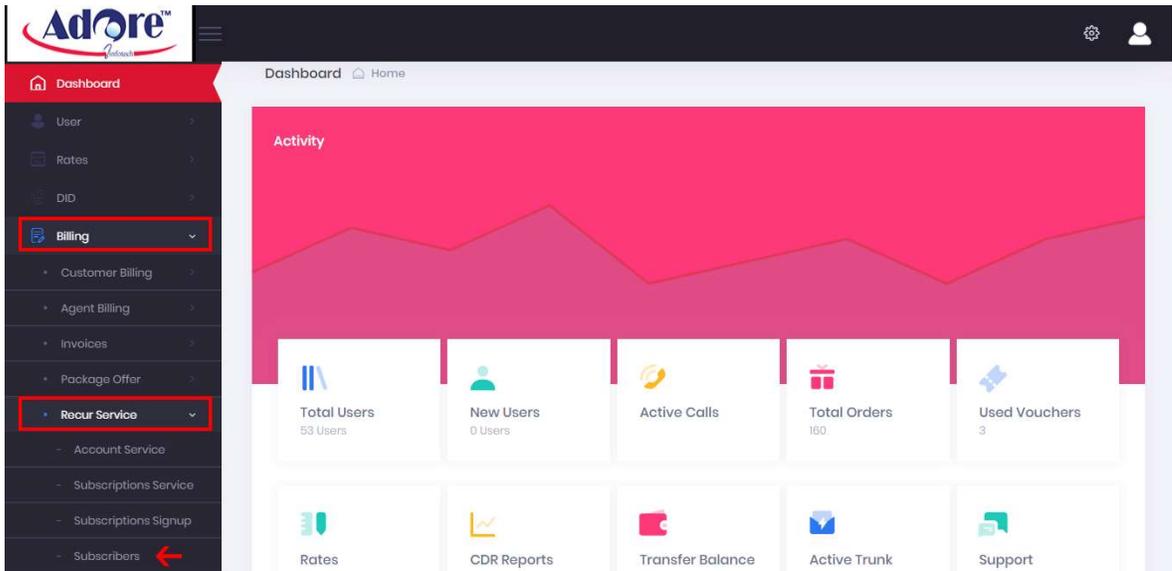
- ADD SUBSCRIPTION IN SIGNUP:** A text input field.
- LABEL:** A text input field.
- ACTIVATED:** Radio buttons for 'Yes' and 'No'.
- SUBSCRIPTION OPTIONS:** A dropdown menu with 'NONE' selected.
- DESCRIPTION:** A text area.
- CALL PLAN:** A dropdown menu with 'infotech' selected.

A red box highlights the 'CONFIRM DATA' button at the bottom right of the form. Below the form is a blue arrow icon.

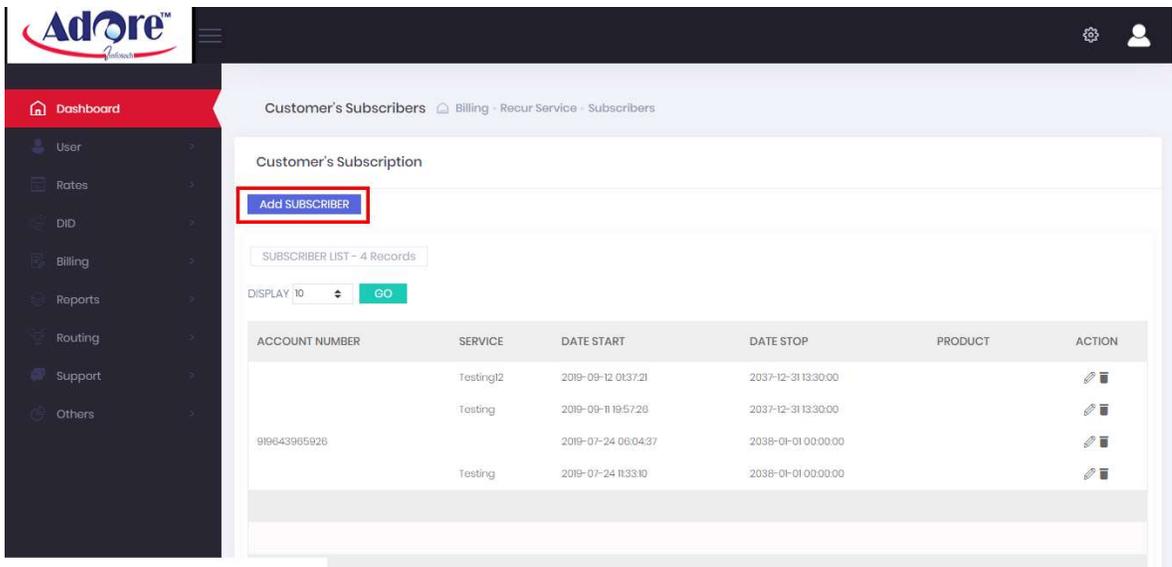
Name of Fields	Description
LABEL	Enter label as per your wish
ACTIVATED	Select Yes / No as per your wish
SUBSCRIPTION OPTIONS	Select Subscription Option
DESCRIPTION	Enter simple description about Subscription
CALL PLAN	Define the callplan to associate to your Subscription
CONFIRM DATA	Click "CONFIRM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

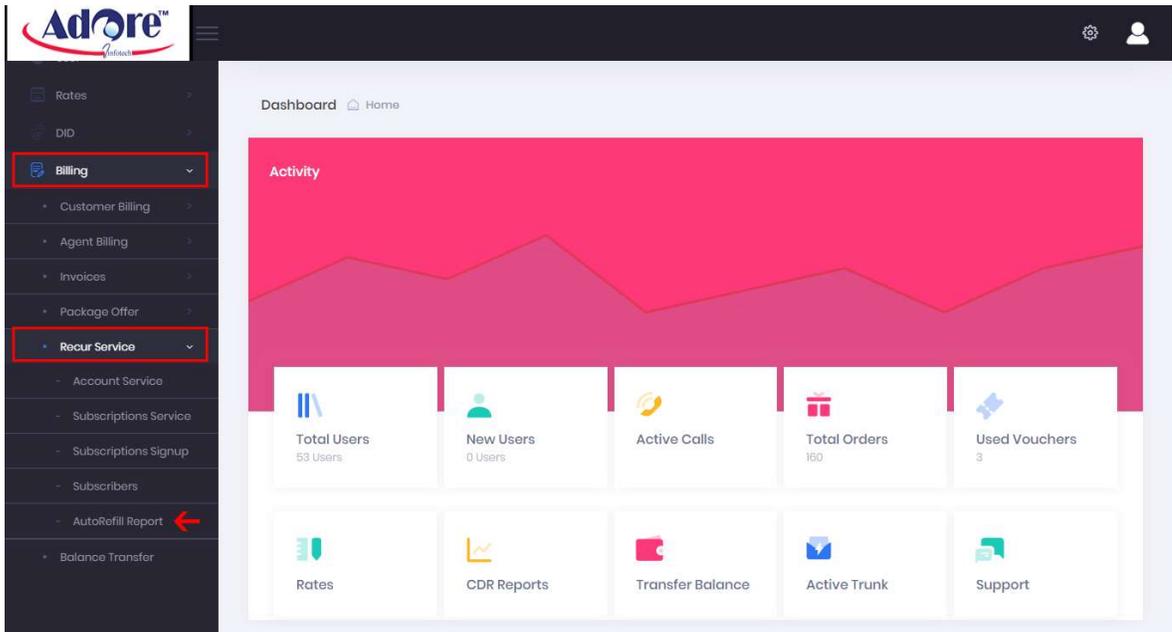


Name of Fields	Description
ACCOUNT ID	Set the Customer ID
ID SUBSCRIPTION SERVICE	Select Subscription ID by using drop down
START DATE	please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00'
STOP DATE	please use the format YYYY-MM-DD HH:MM:SS. For instance, '2004-12-31 00:00:00'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

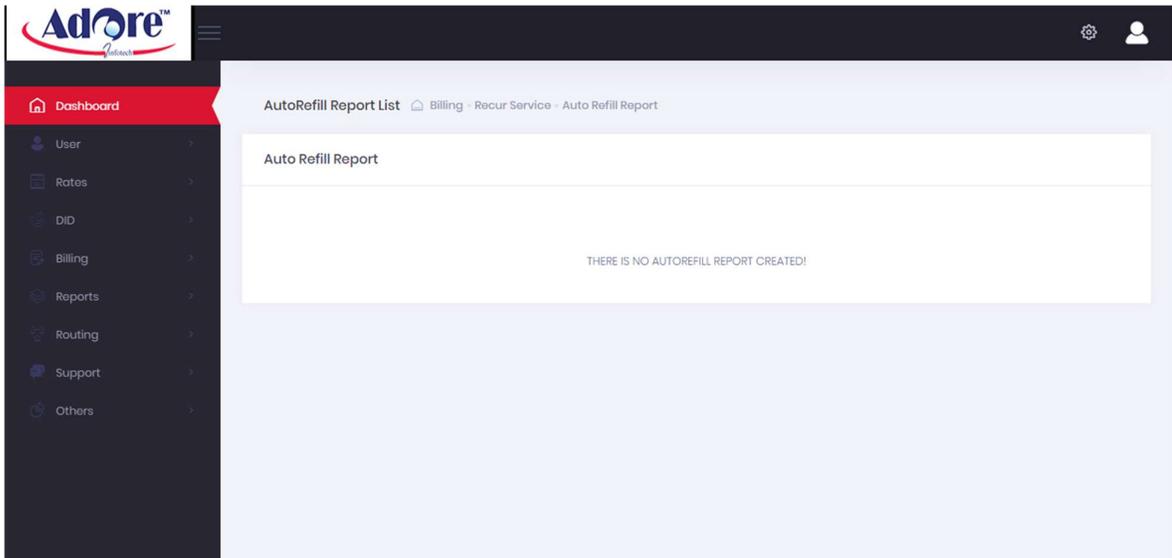
AutoRefill Report

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

Here you can view AutoRefill Report



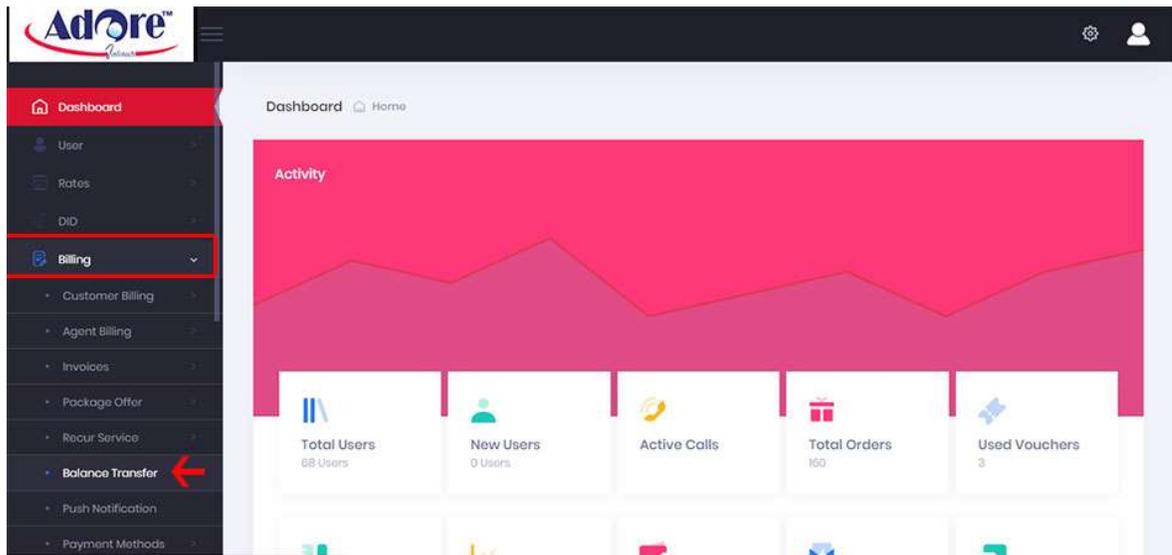
Here you can see Auto Refill Report against the Recure Service.



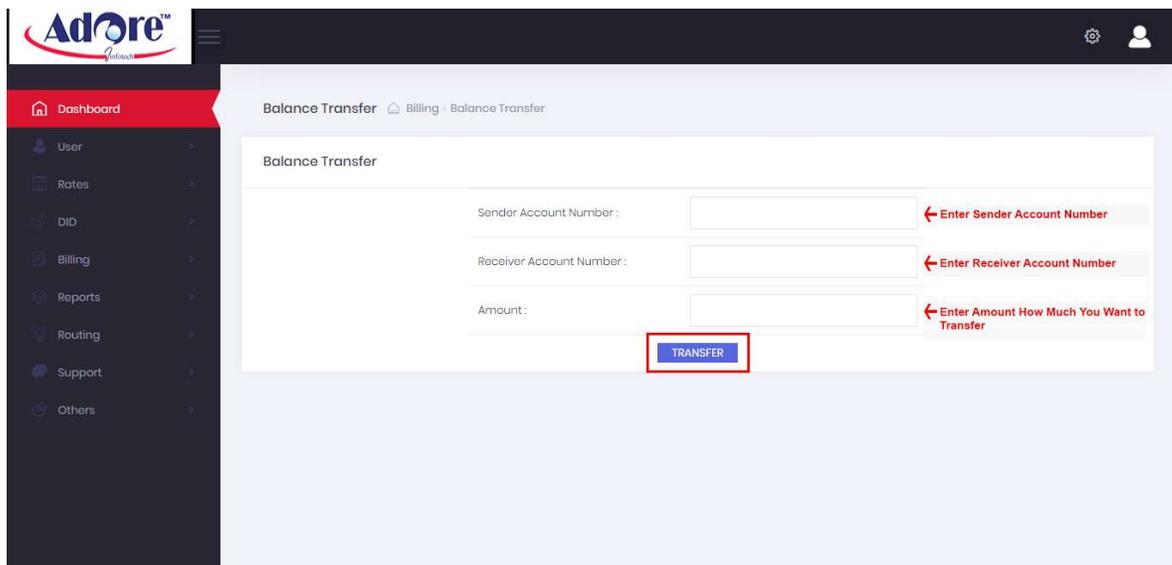
2.14. Balance Transfer

Balance Transfer

Go to **BILLING** -> **Balance Transfer**



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

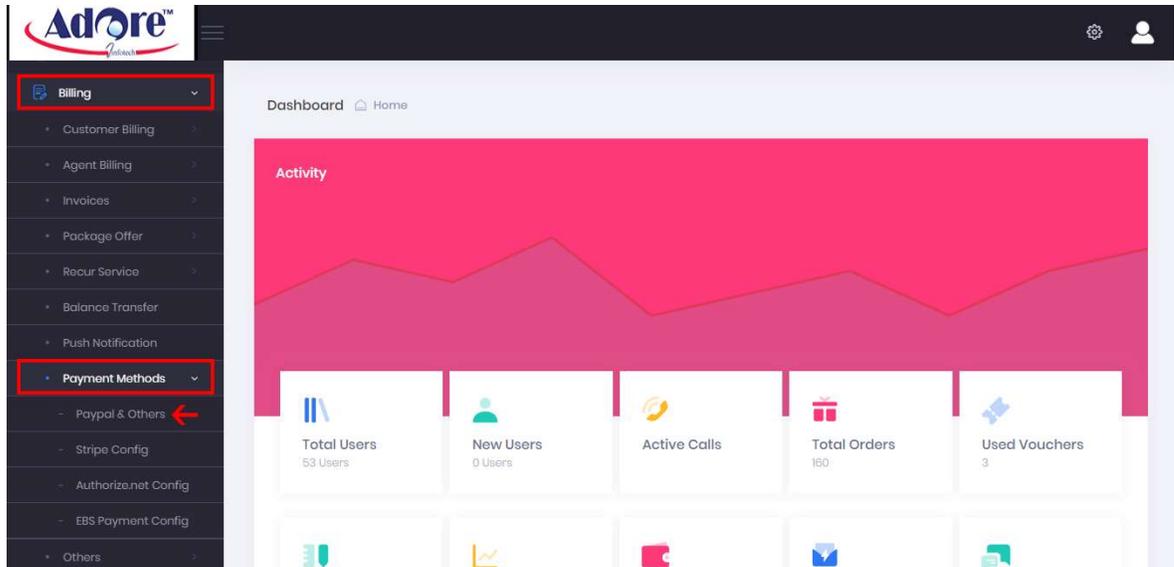


2.15. Payment Methods

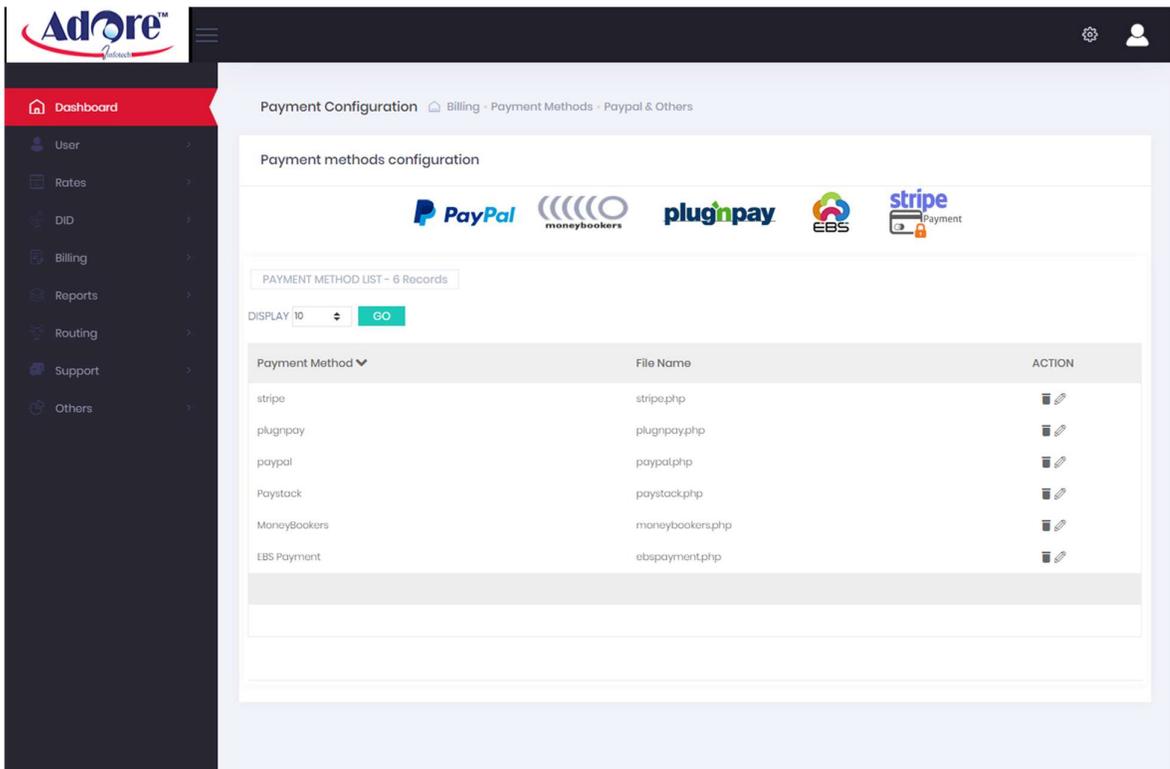
Payment Methods

Paypal & Others

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



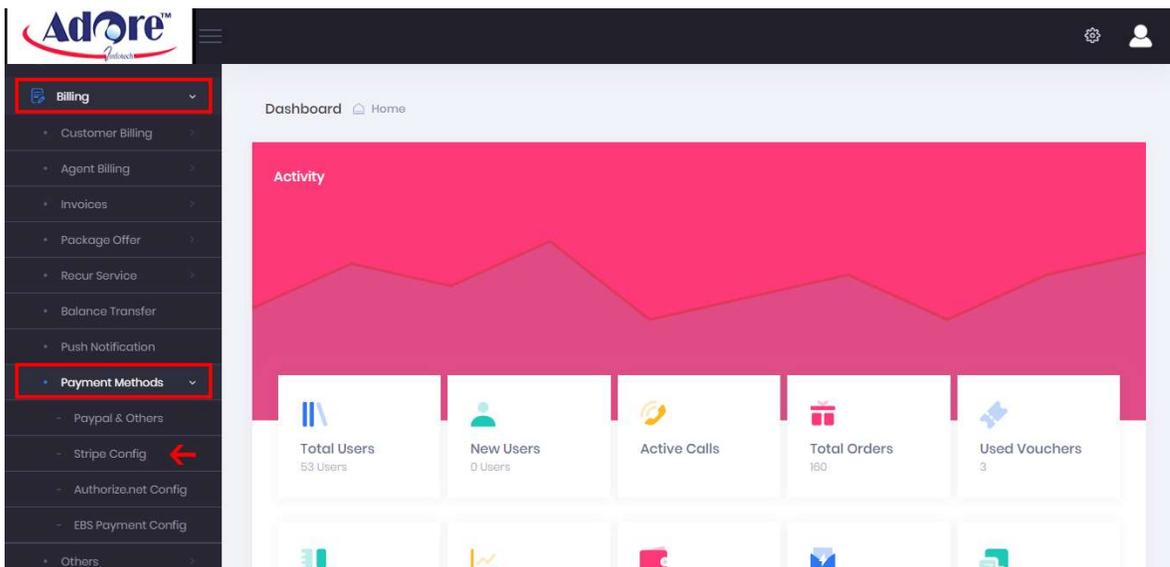
Payment Methods help you to collect payments from your customers. Here you can configure Payment methods for customers payment.



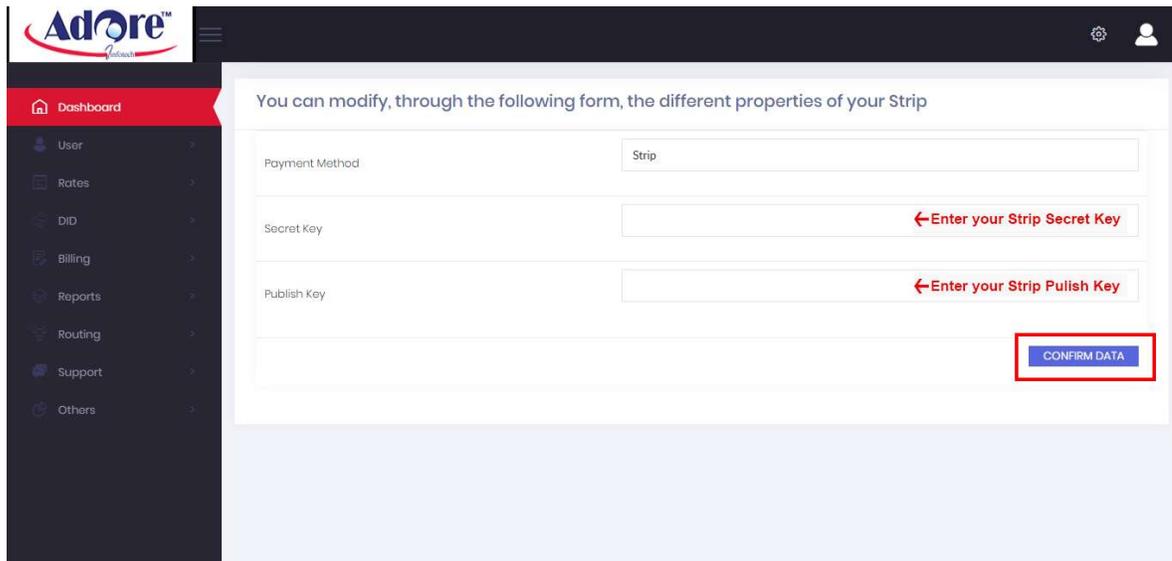
Stripe Config

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.

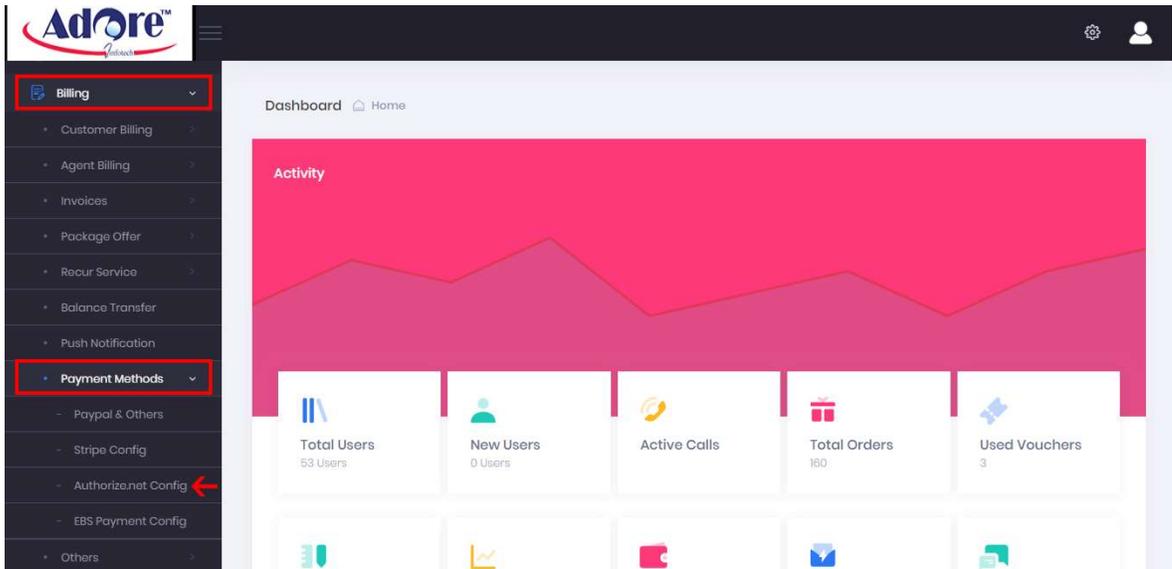


The screenshot shows the Adore CRM dashboard with a sidebar menu on the left containing options like Dashboard, User, Rates, DiD, Billing, Reports, Routing, Support, and Others. The main content area is titled "You can modify, through the following form, the different properties of your Strip". The form includes a "Payment Method" dropdown set to "Strip", a "Secret Key" input field with a red prompt "←Enter your Strip Secret Key", and a "Publish Key" input field with a red prompt "←Enter your Strip Pulish Key". A blue "CONFIRM DATA" button is highlighted with a red box at the bottom right of the form.

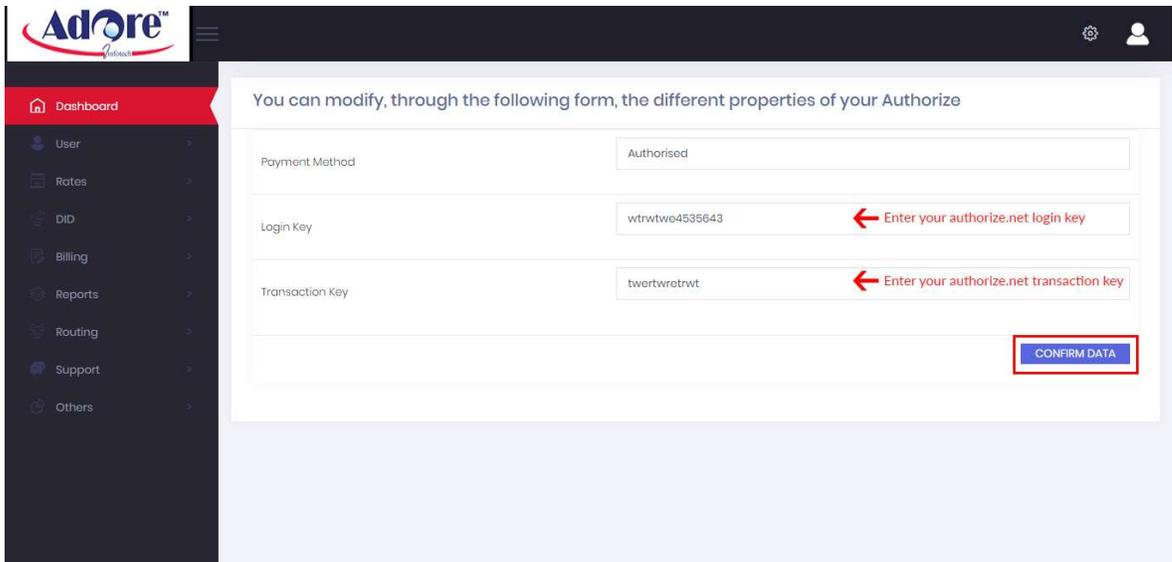
Authorize.net Config

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

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

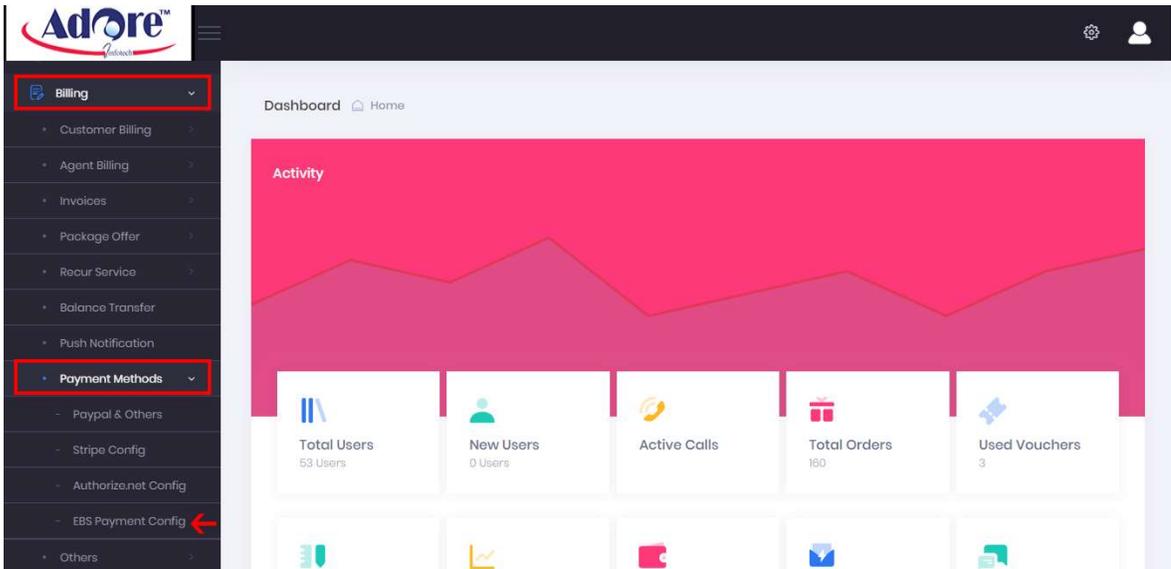


Here enter your Authorize-net Payment Gateway "Login Key" and "Transaction Key" and click "Update" button for adding Authorize.net Payment Gateway in System.

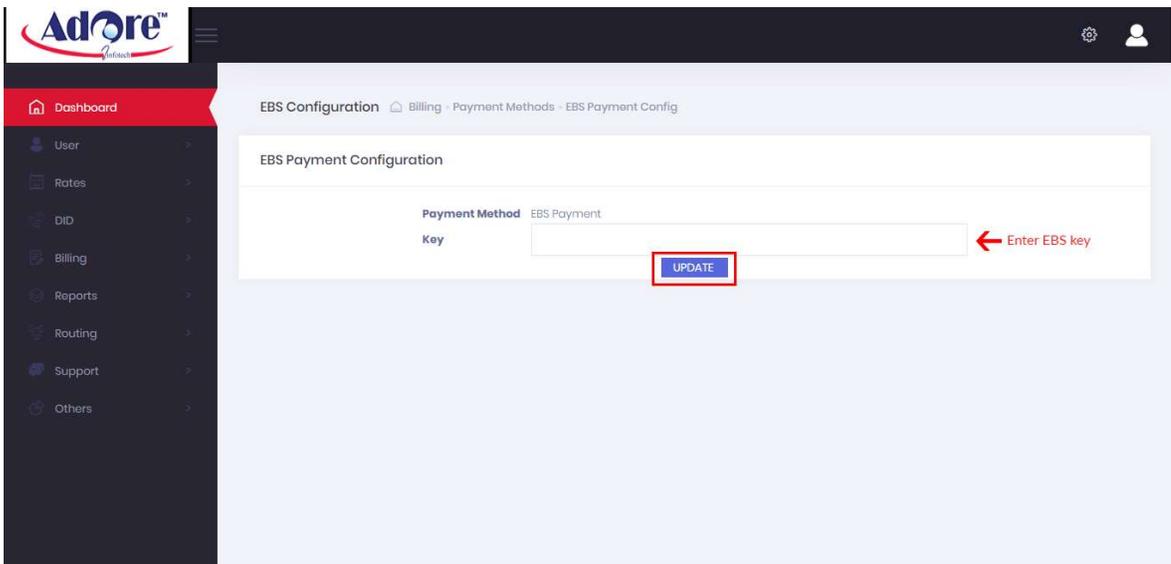


EBS Payment Config

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



Here you can add EBS Payment Method on your system.

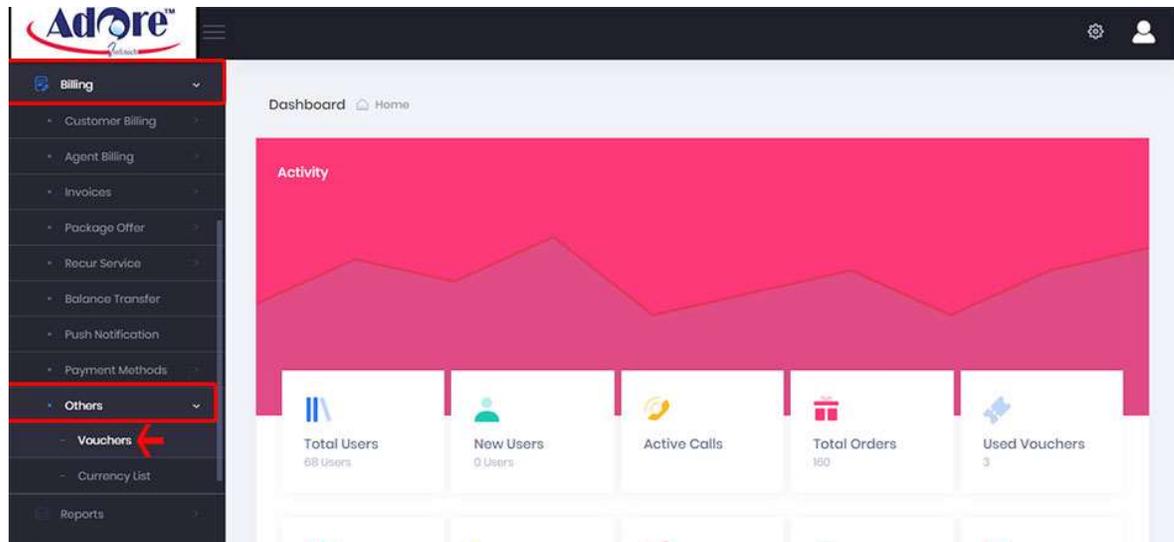


2.16. Billing Others

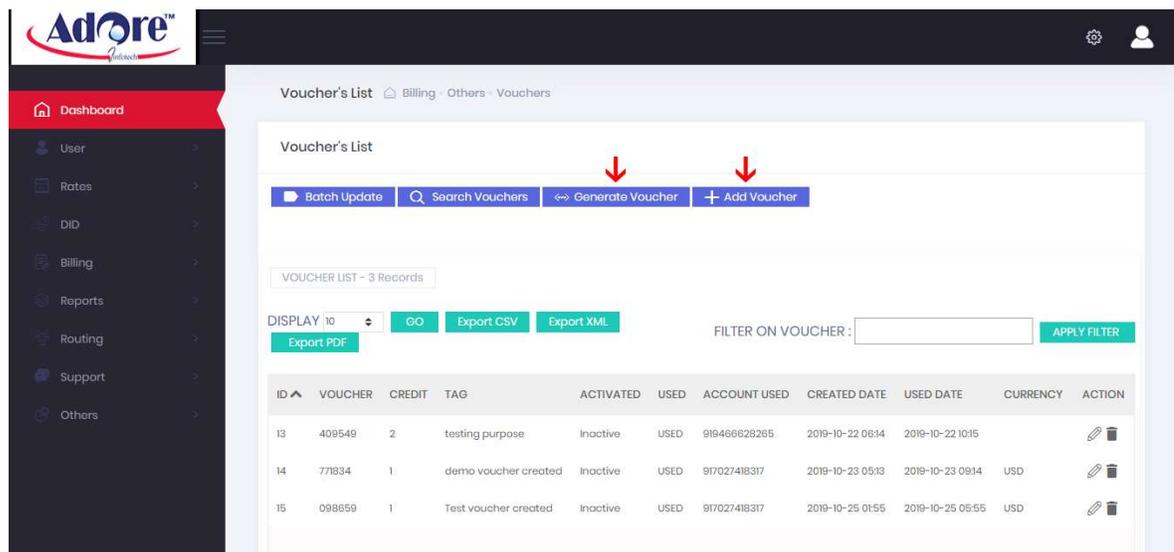
Others

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.

The screenshot shows the 'Add Voucher' form in the Adore CRM interface. The form contains the following fields and values:

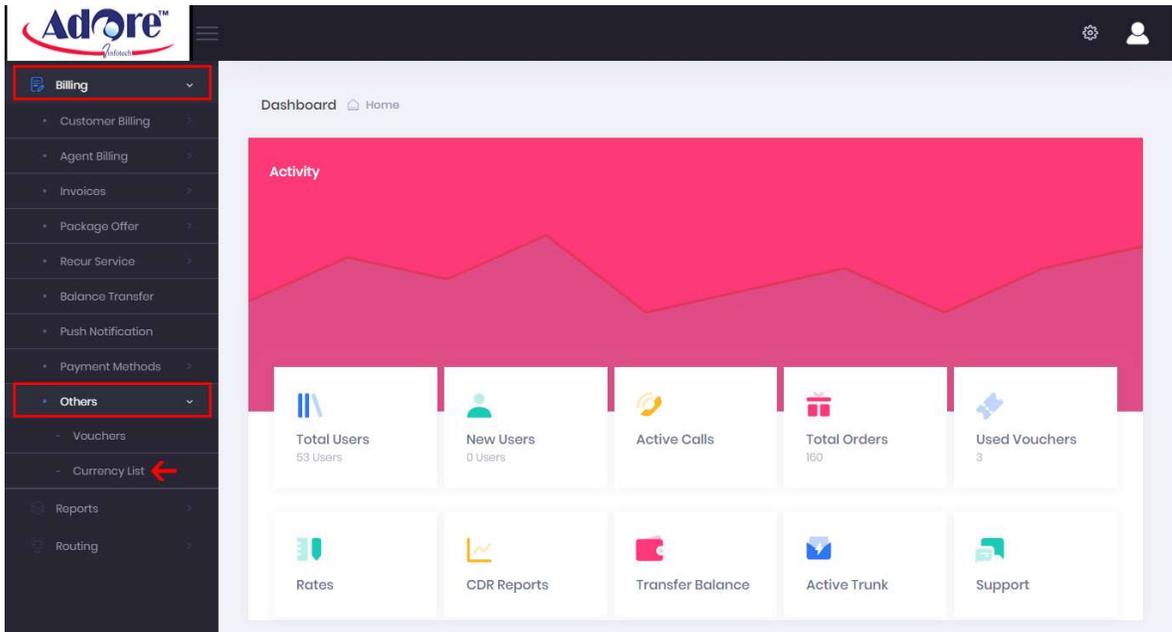
- VOUCHER:** 979816
- AMOUNT:** (empty field)
- TAG:** (empty field)
- ACTIVATED:** Yes (selected) - No
- CURRENCY:** U.S. Dollar (USD) (100000)
- EXPIRY DATE:** 2029-11-12 08:42:00

A red box highlights the 'CONFIRM DATA' button at the bottom right of the form.

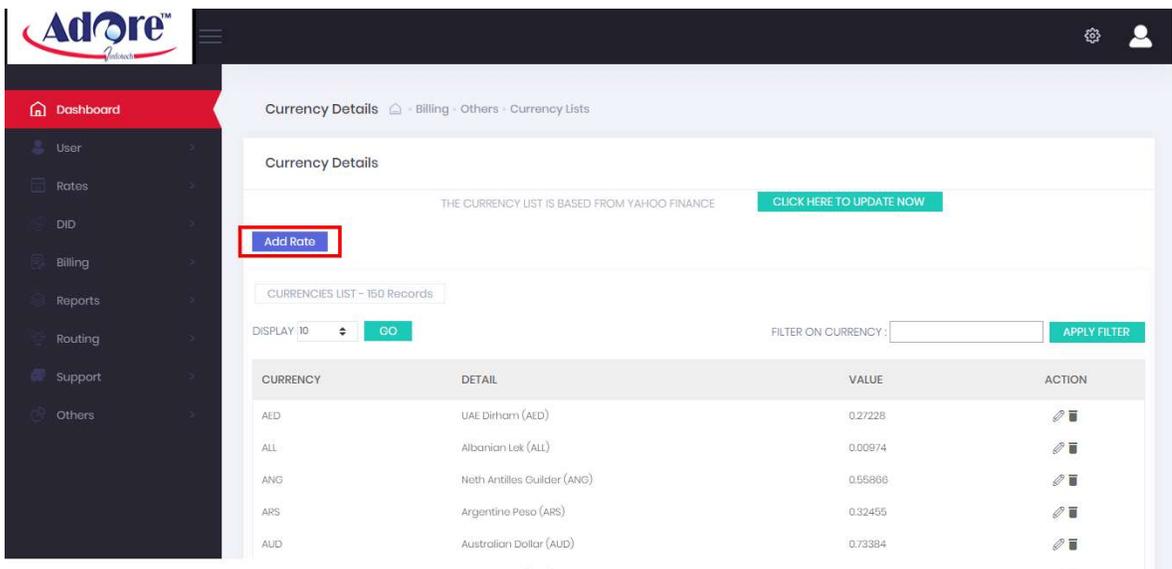
Name of Fields	Description
VOUCHER	A random voucher number generated by the system, and cannot be edited
AMOUNT	The face value of the voucher in the currency that you intend to sell the voucher.
TAG	In this context, it can be a free text field.
ACTIVATED	Whether or not the voucher is to be activated.
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

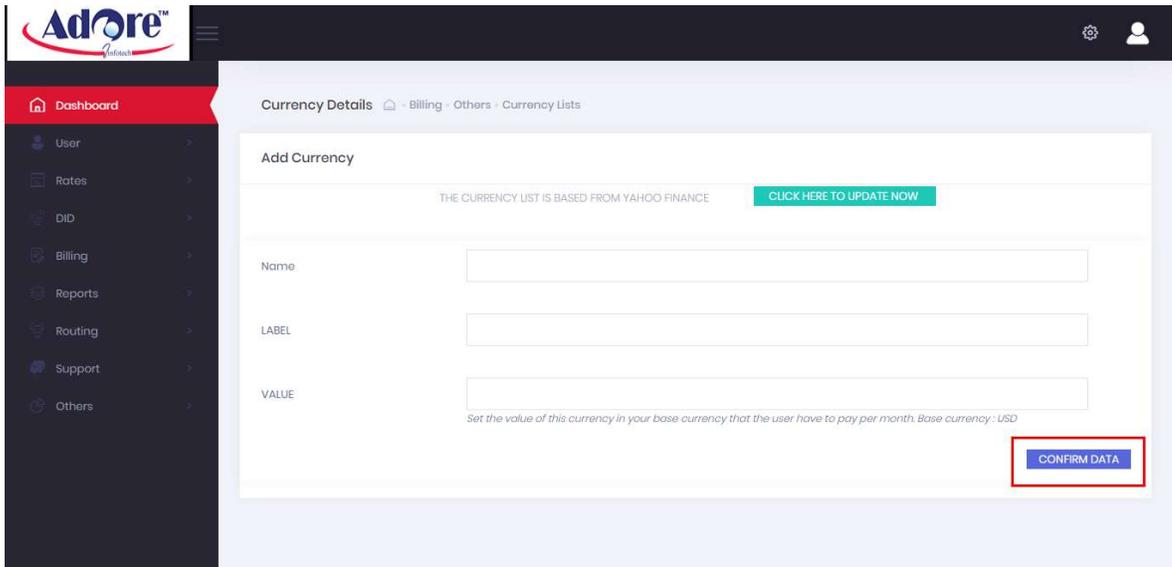
Go to **Billing**-> **Others** -> **Currency List**



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.

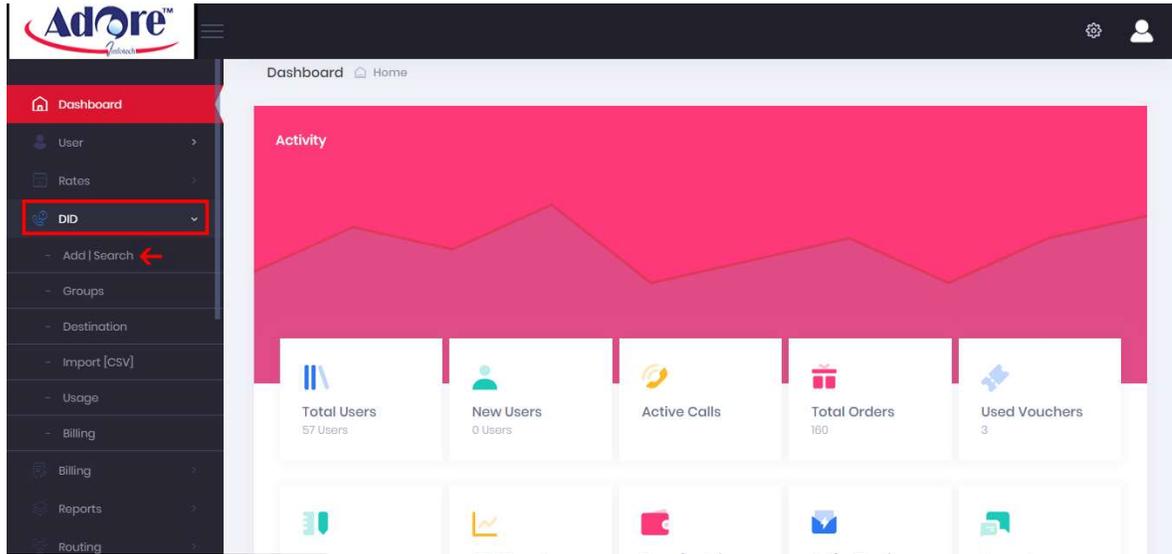


Name of Fields	Description
NAME	Enter Name as per your wish
LABEL	Enter Label as per your wish
VALUE	Set the value of this currency in your base currency that the user have to pay per month. Base currency : USD
CONFIRM DATA	Click "CONFIRM DATA" button to Add Rate.

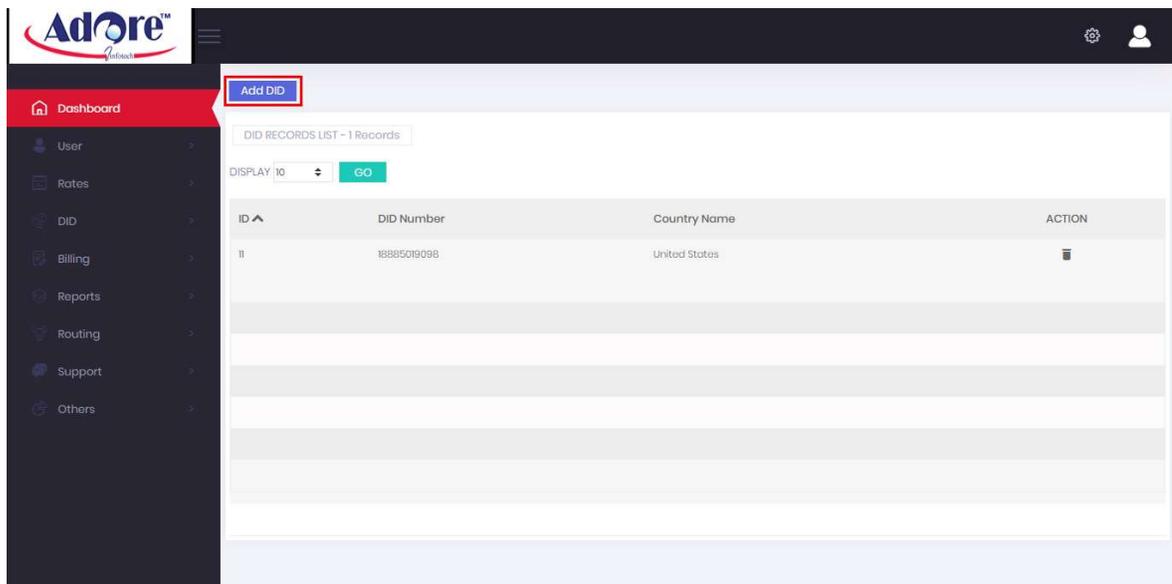
2.17. DID

DID

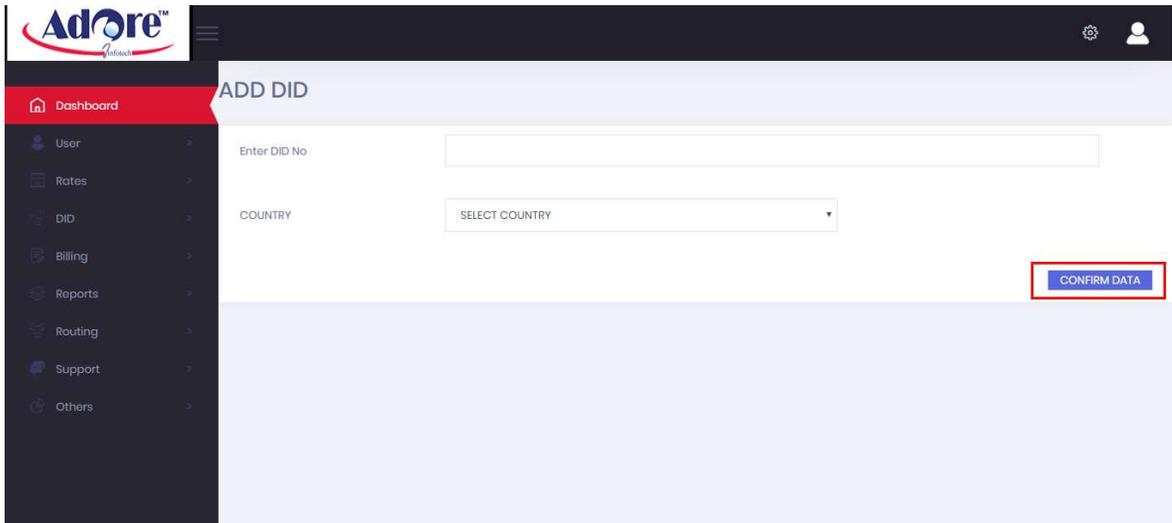
Go to **DID** -> **ADD/Search**



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

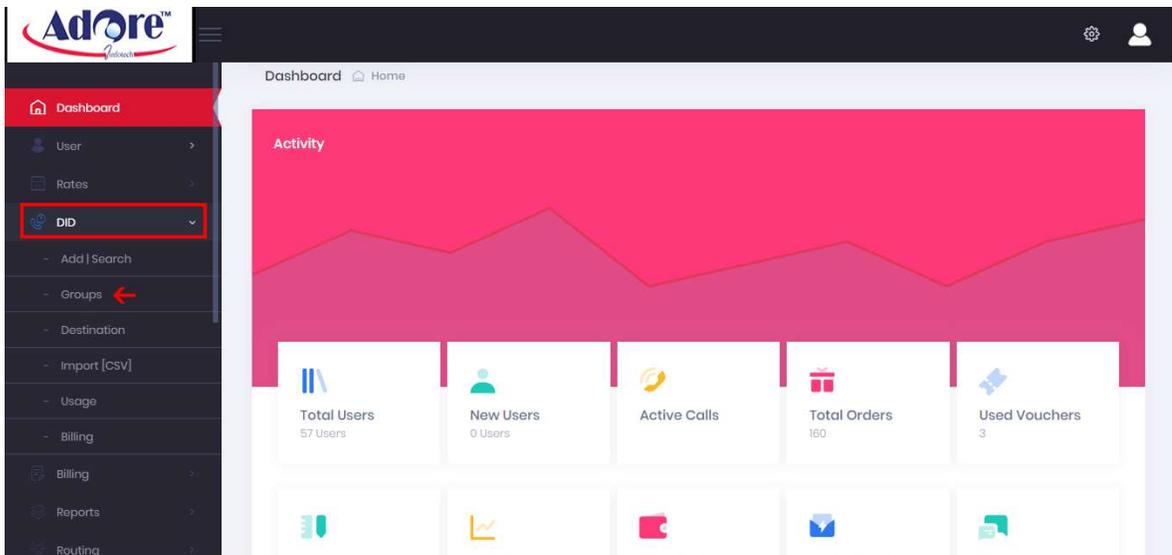


Enter your DID Number, select your country and click on Confirm Data Button.

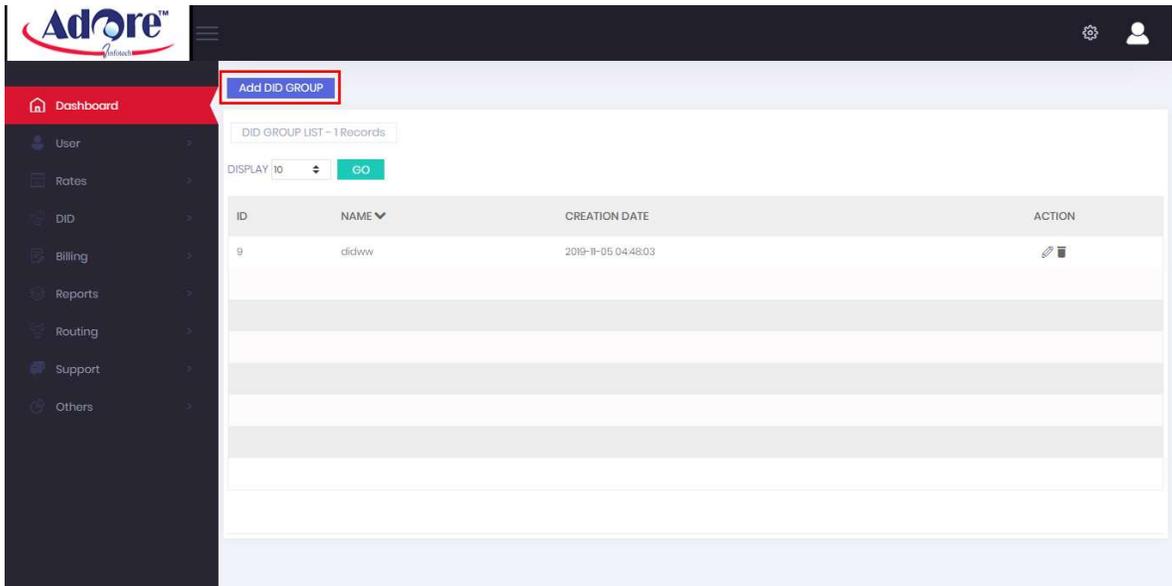


Group DID

Go to DID -> Group DID

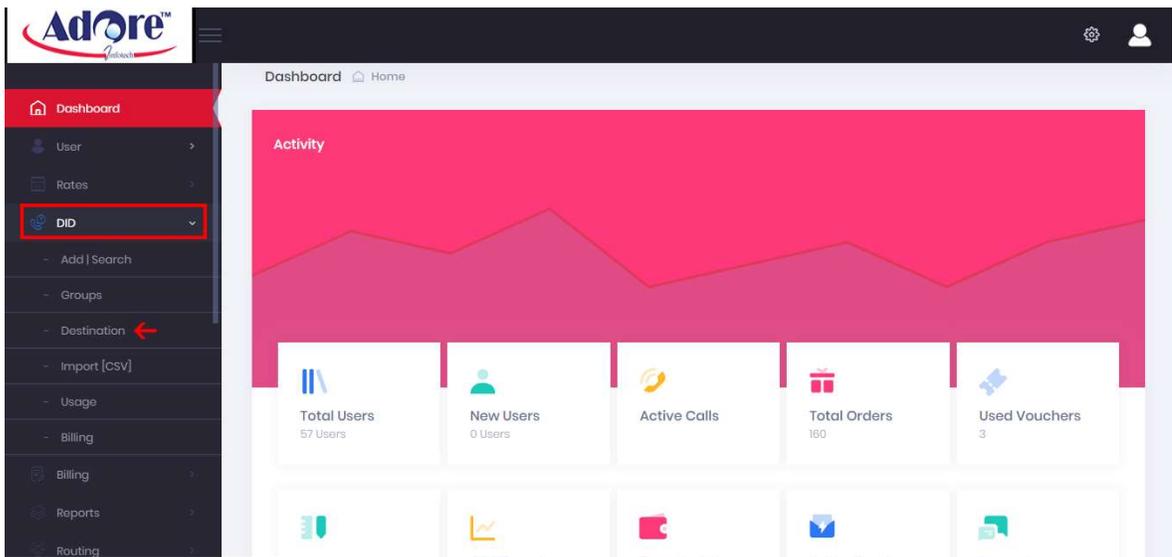


Here you can add group DID by clicking "**ADD DID GROUP**" button

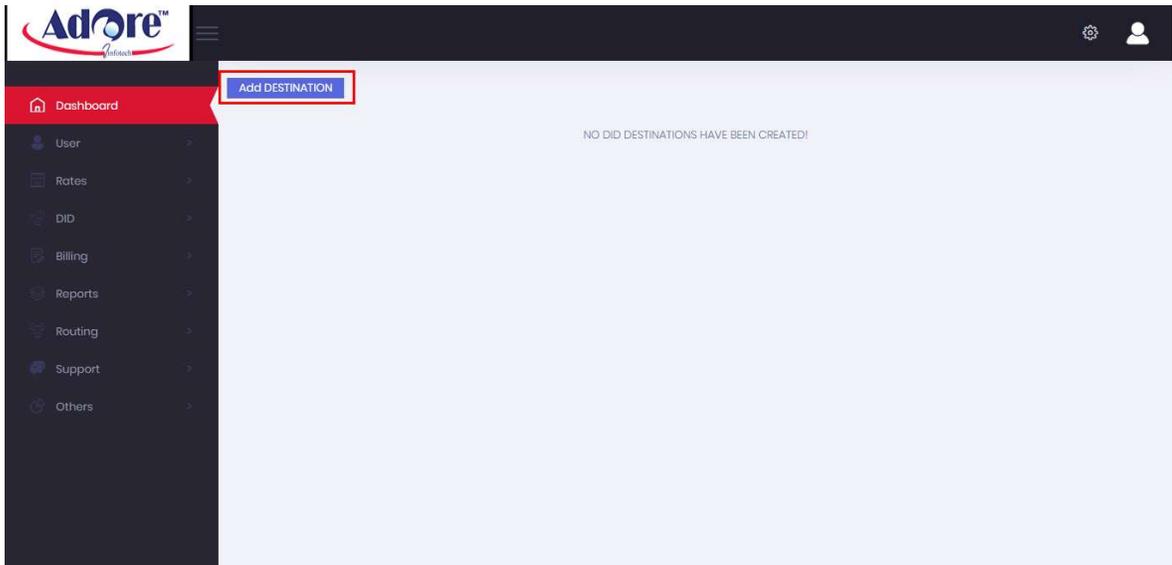


Destination

Go to DID -> Destination

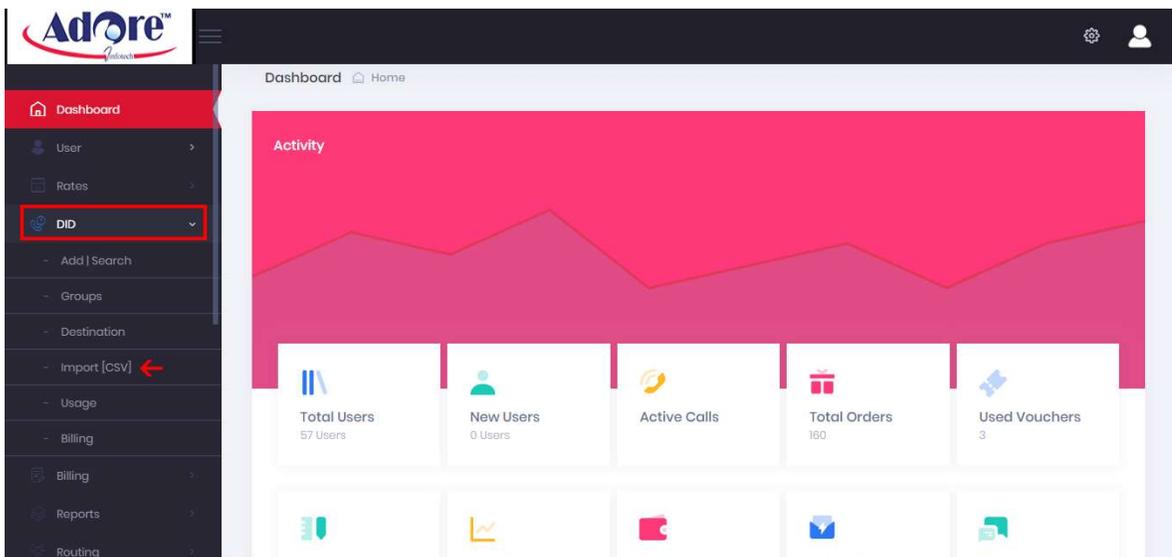


Here you can add destination by clicking "**ADD Destination**" button



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

The screenshot shows the Adore CRM interface. On the left is a dark sidebar with a menu including Dashboard, User, Rates, DID, Add | Search, Groups, Destination, Import [CSV], Usage, Billing, Billing, and Reports. The main content area has a search bar for DID ID, a dropdown for 'Options' set to 'Show:Dids in use', and a 'Search' button. Below the search bar, it says 'DID IN USE LIST - 1 Records'. A table displays the results:

ID DID	DID	ID card	CARDNUMBER	RESERVATION DATE	LIBERATION DATE	STATUS	ACTION
5		3		2019-09-04 06:23:42	0000-00-00 00:00:00	Reserved	

BILLING

Go to DID ->Billing

The screenshot shows the Adore CRM dashboard. The left sidebar menu is visible, with the 'Billing' item highlighted by a red arrow. The main dashboard area features a large pink 'Activity' chart at the top. Below the chart are several summary cards: 'Total Users' (57 Users), 'New Users' (0 Users), 'Active Calls', 'Total Orders' (160), and 'Used Vouchers' (3). The 'Billing' menu item in the sidebar is highlighted with a red box.

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

Adore™

Customer Charges List [Billing](#) - [Customer Billing](#) - [Charges](#)

Customer Charges List

Add a Charge

CHARGE LIST - 1 Records

DISPLAY 10 FILTER ON ACCOUNT NUMBER:

ACCOUNT HOLDER	ACCOUNT NUMBER	DATE	AMOUNT	CHARGE TYPE	DESCRIPTION	ACTION
	54811	2019-11-08 04:35	0	Connection charge for DID setup	Testing Purpose	

Adore™

Customer Charges List [Billing](#) - [Customer Billing](#) - [Charges](#)

Add Customer Charges

CUSTOMER ID
Set the Customer ID

AMOUNT

CHARGE TYPE

DESCRIPTION

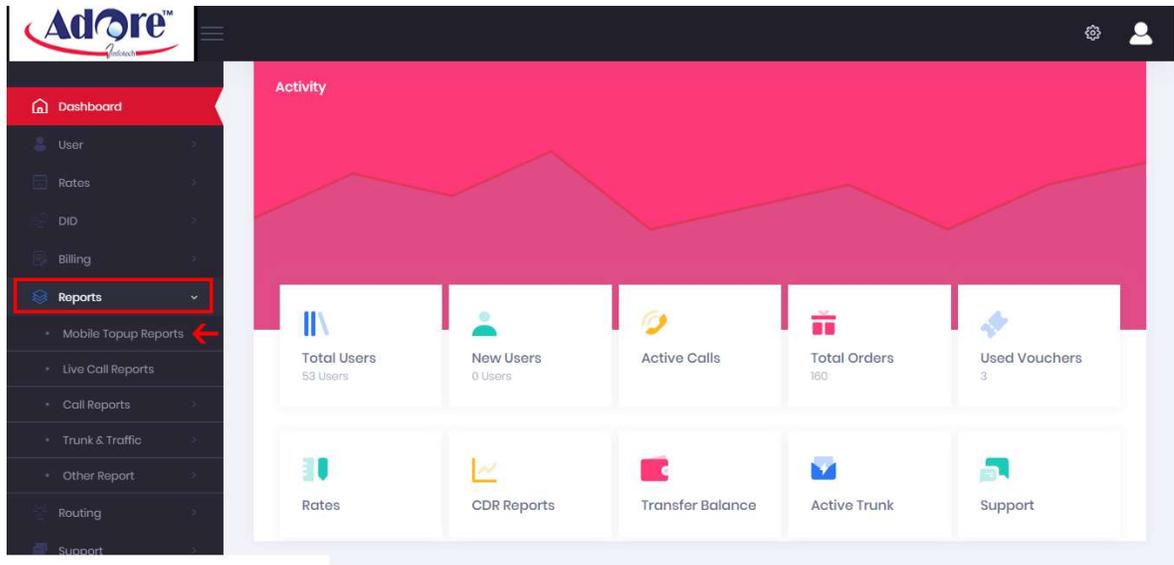
CONFIRM DATA

2.18. Reports

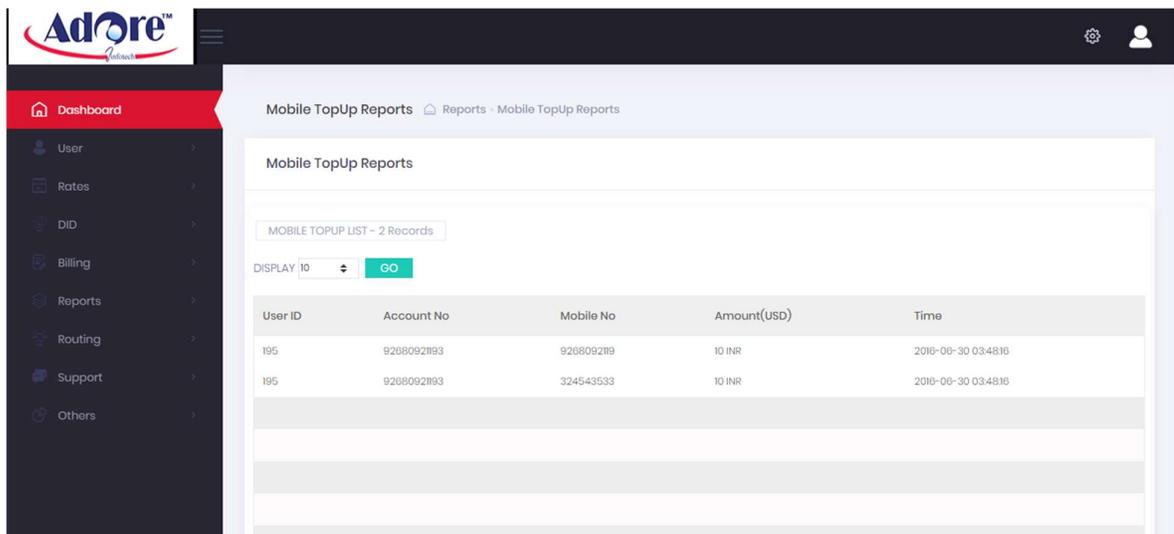
Reports

Mobile Topup Reports

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

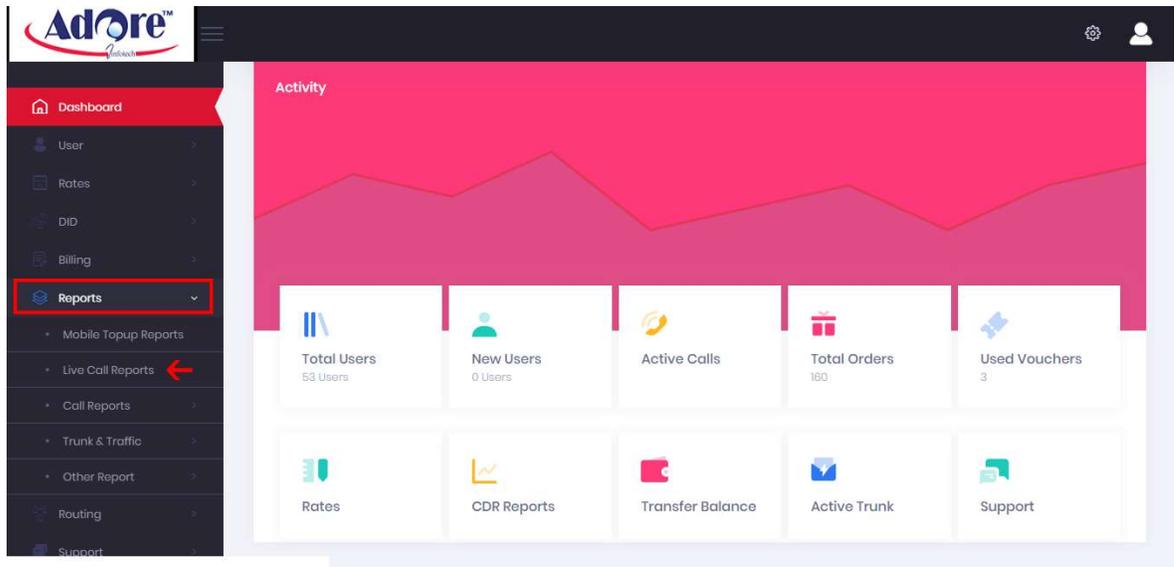


Here you can view Mobile Topup Recharge Reports of your users.

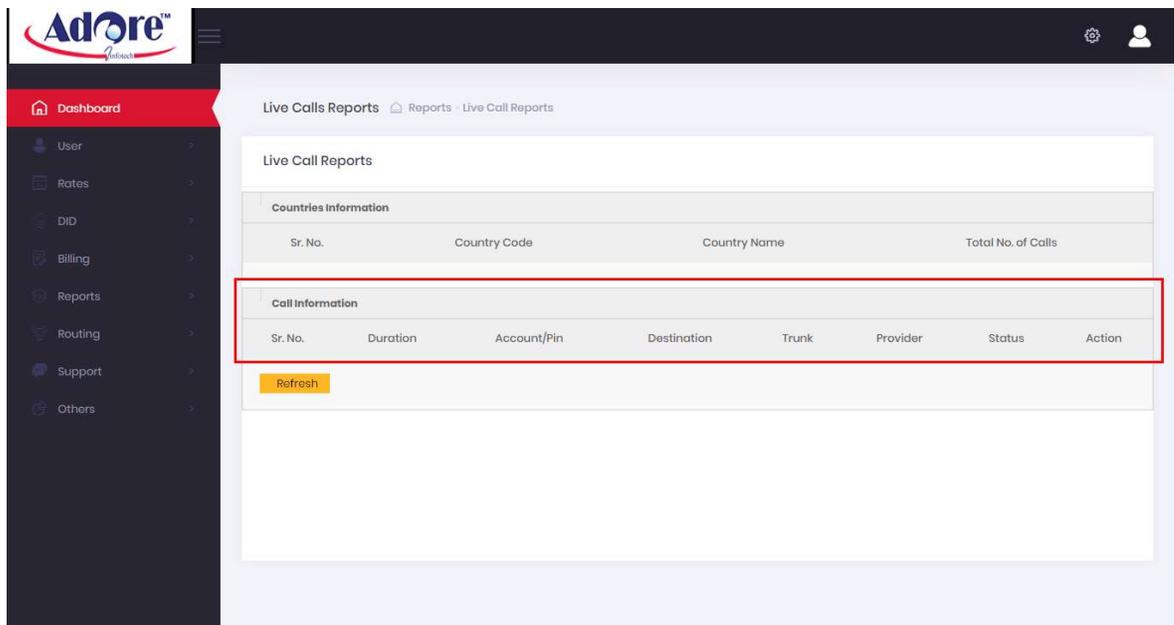


Live Call Reports

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



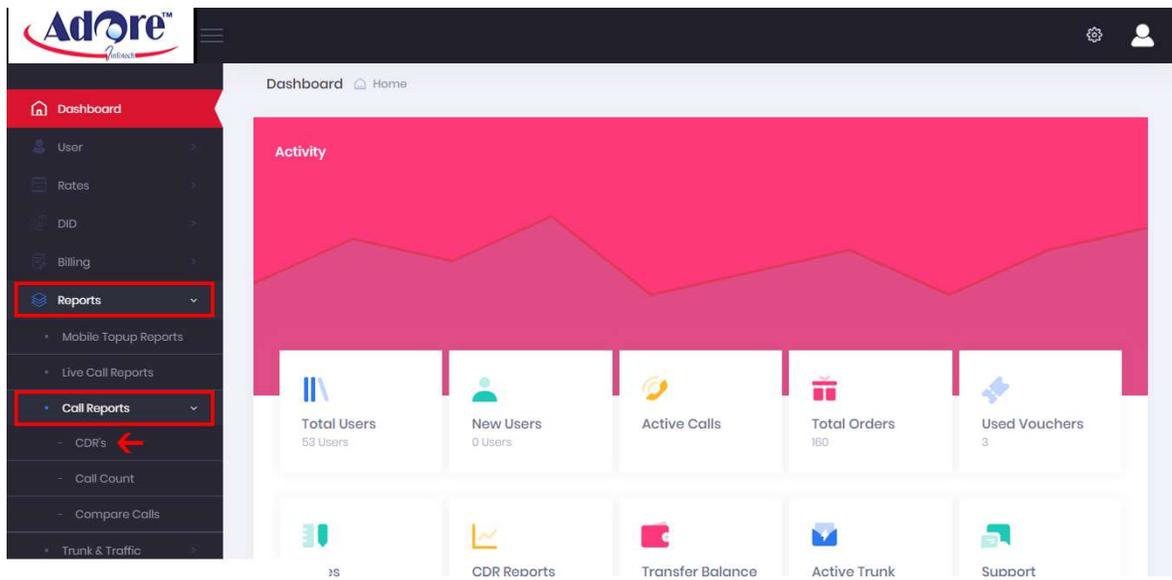
Here you can view your Live Call Reports.



Call Reports

CDRs

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



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

- 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) (100000)

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

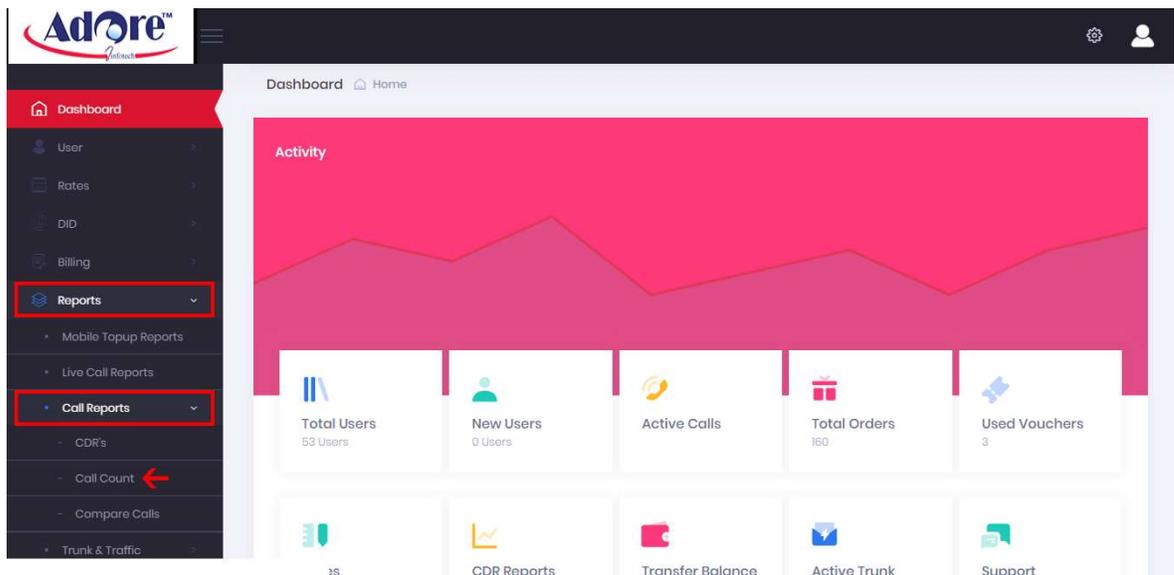
SUMMARY

TRAFFIC SUMMARY

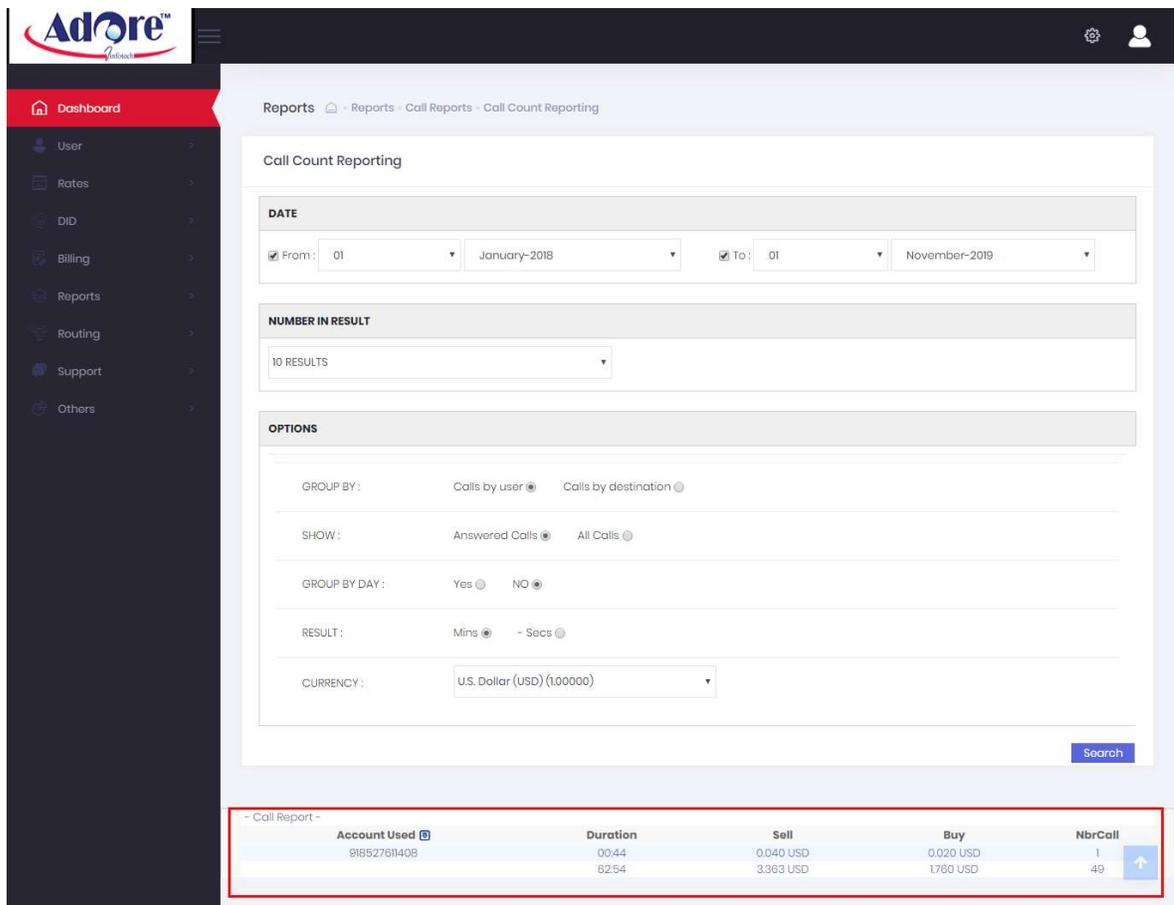
DATE	DUR	GRAPHIC	CALLS	ALOC	ASR	SELL	BUY	PROFIT	MARGIN	MARKUP
2019-07-26	01:18		3	00:26	100.00%	0.120 USD	0.060 USD	0.060 USD	50.00%	100.00%
2019-07-30	03:43		3	01:14	100.00%	0.200 USD	0.100 USD	0.100 USD	50.00%	100.00%
2019-08-02	03:28		3	01:09	100.00%	0.200 USD	0.100 USD	0.100 USD	50.00%	100.00%
2019-08-03	00:40		1	00:40	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**

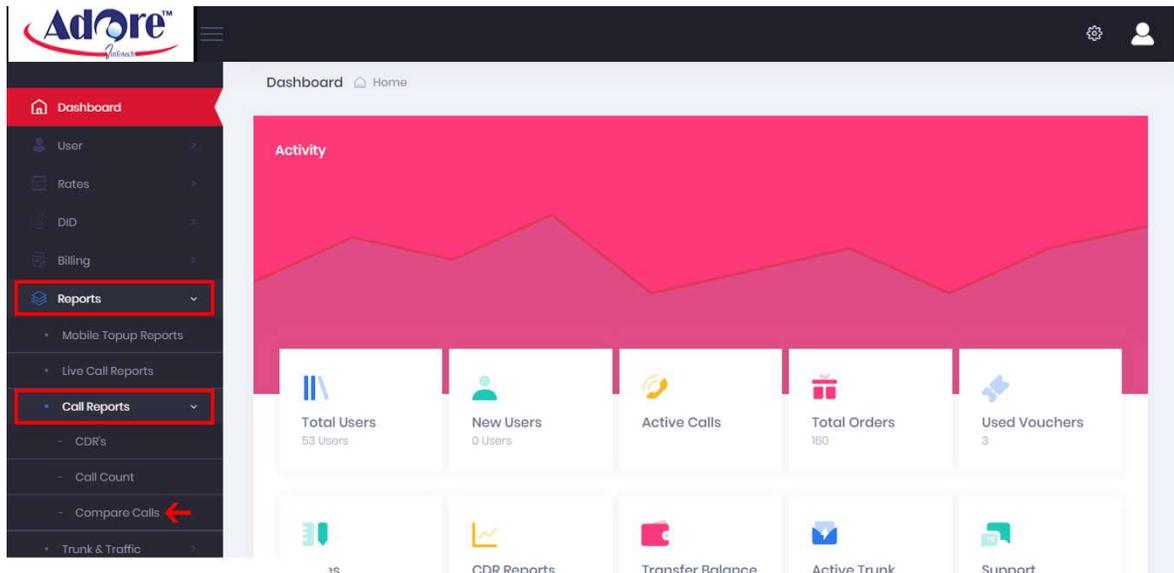


Here you can view customer calls count report by using search option.

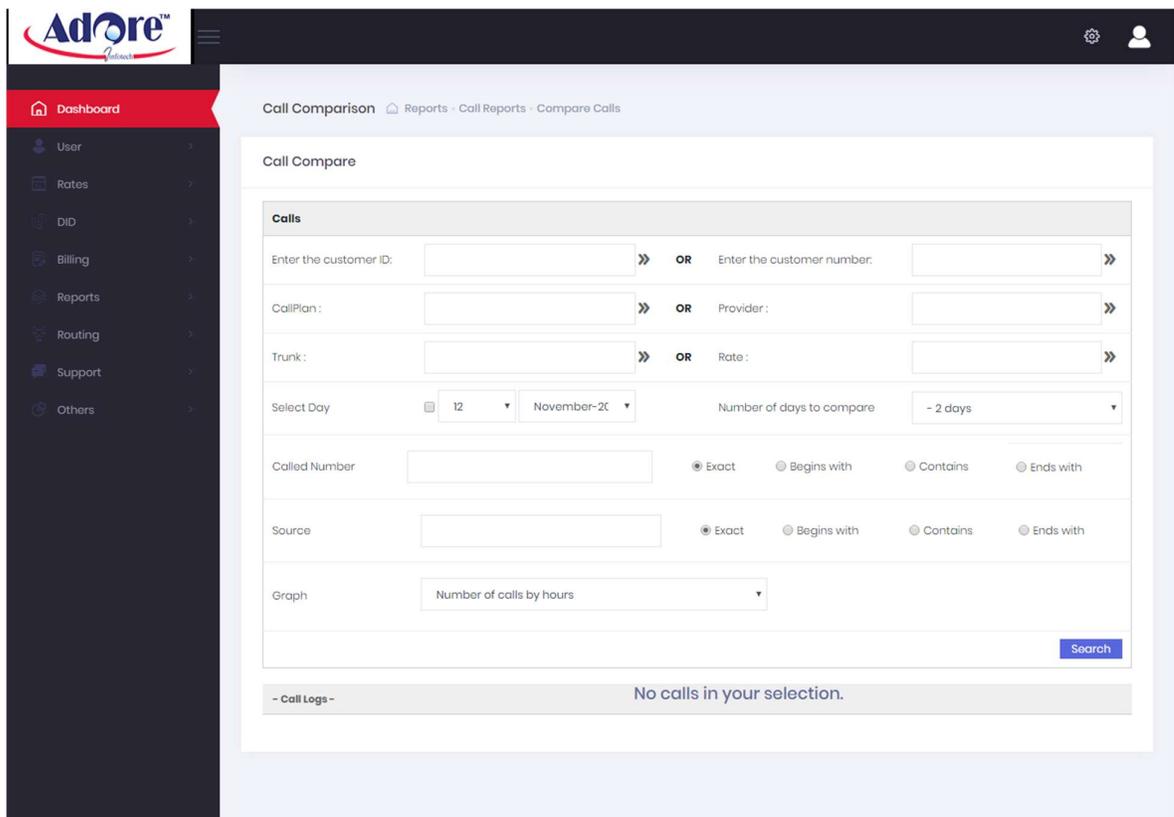


Compare Calls

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

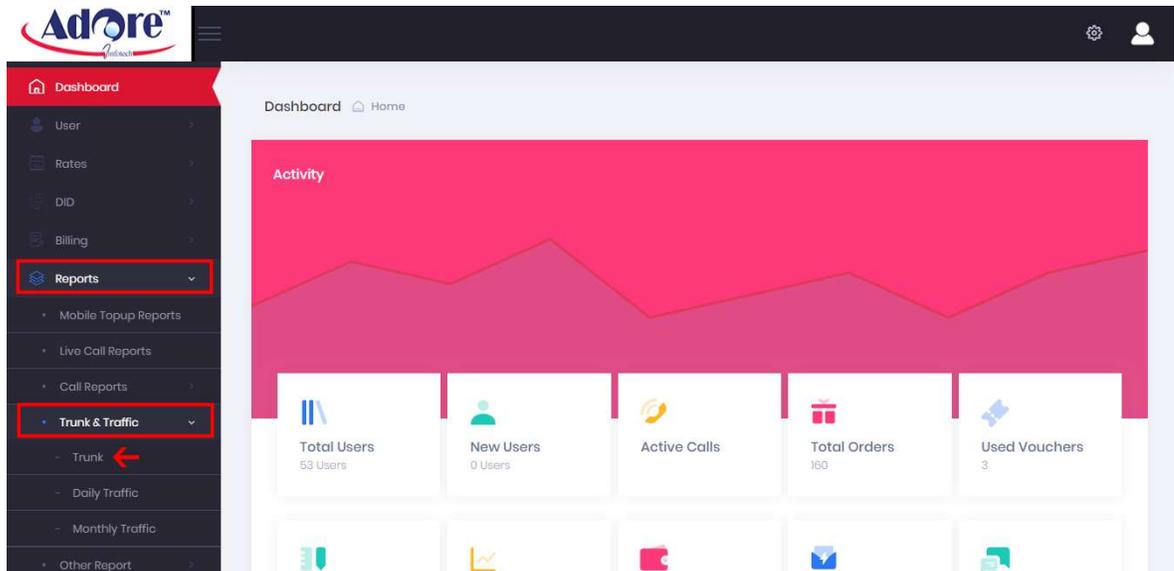


Here you can Compare calls by using search option.

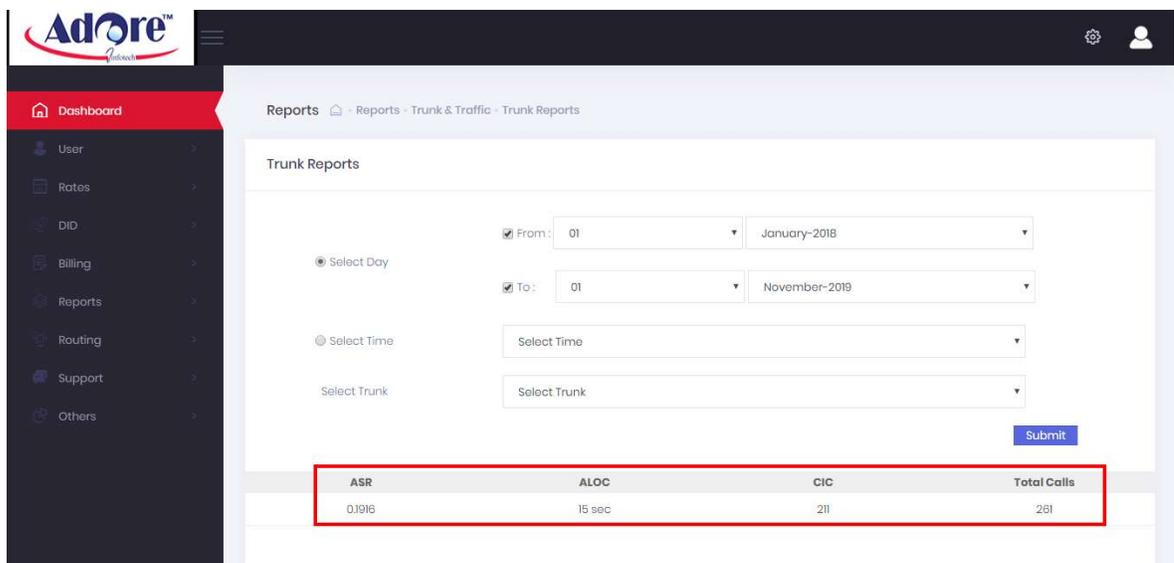


Trunk

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

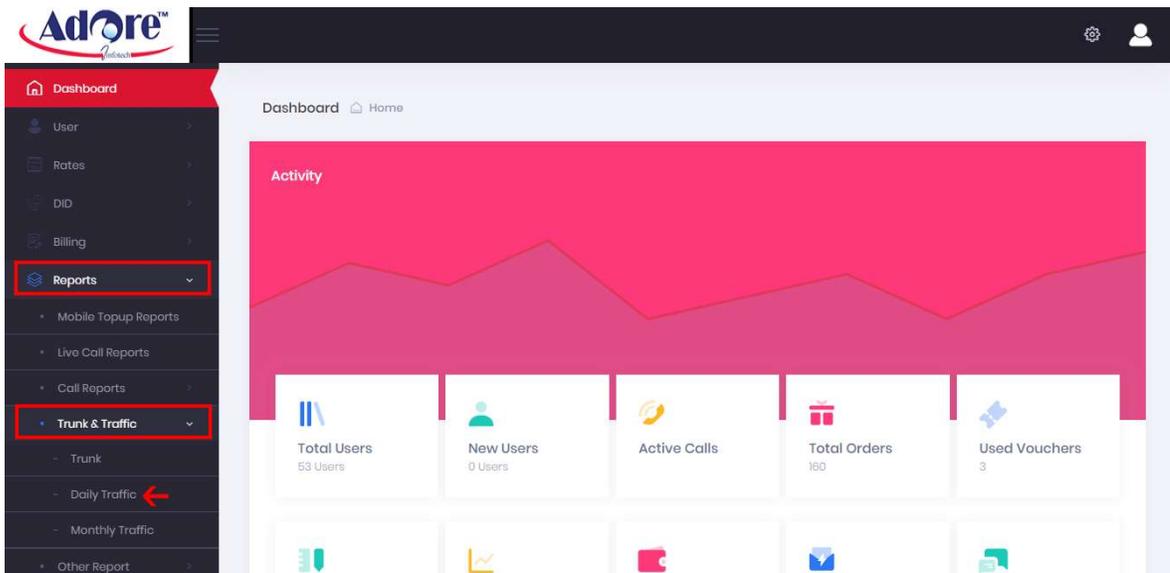


Here You can view trunk Reports by using searching option.

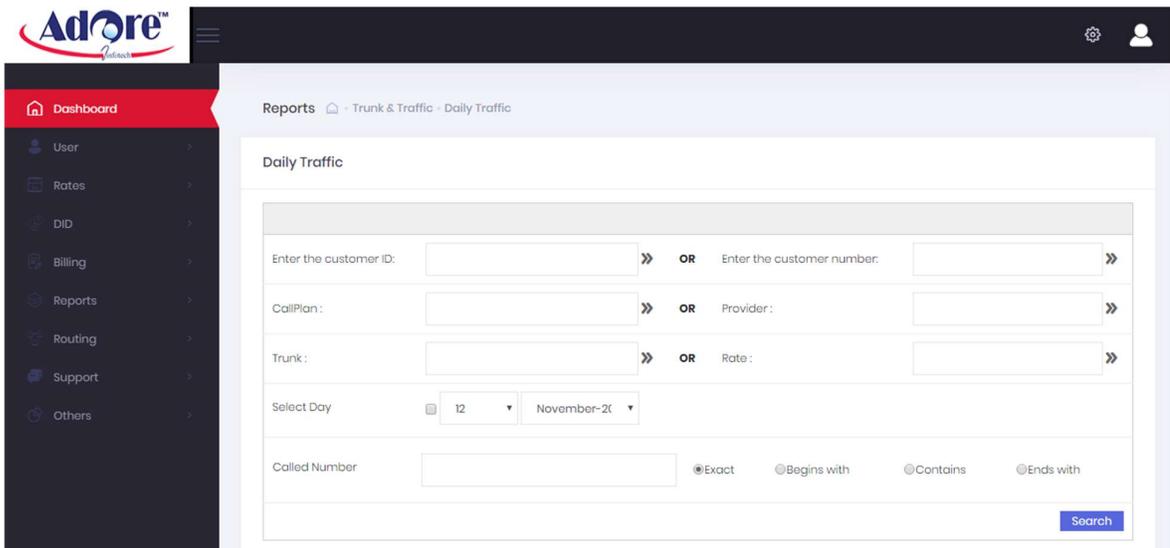


Daily Traffic

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

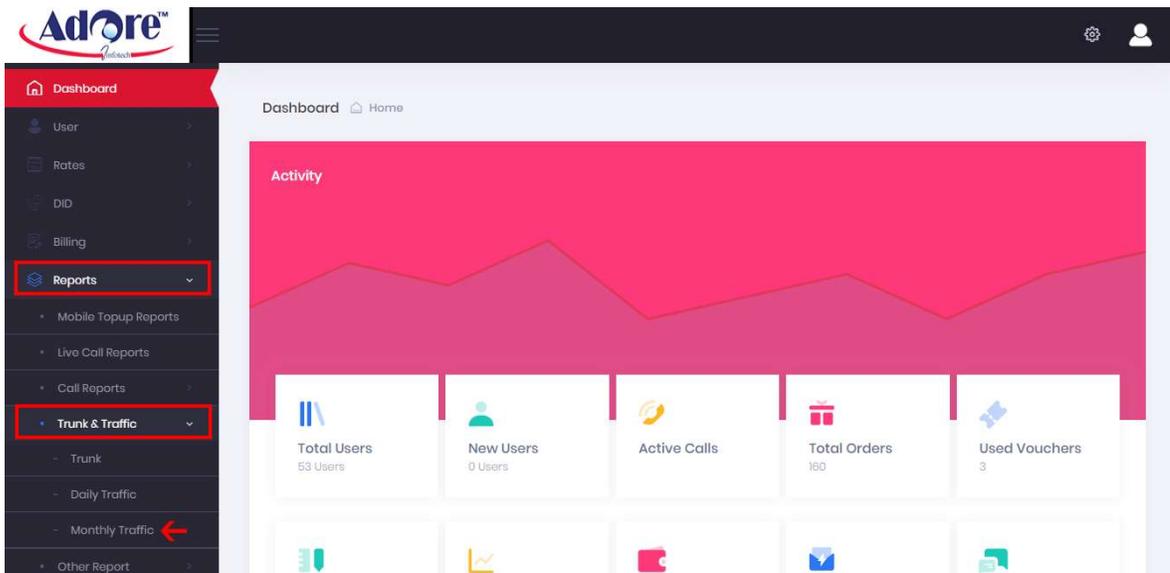


Here you can view Daily Traffic by using Search option

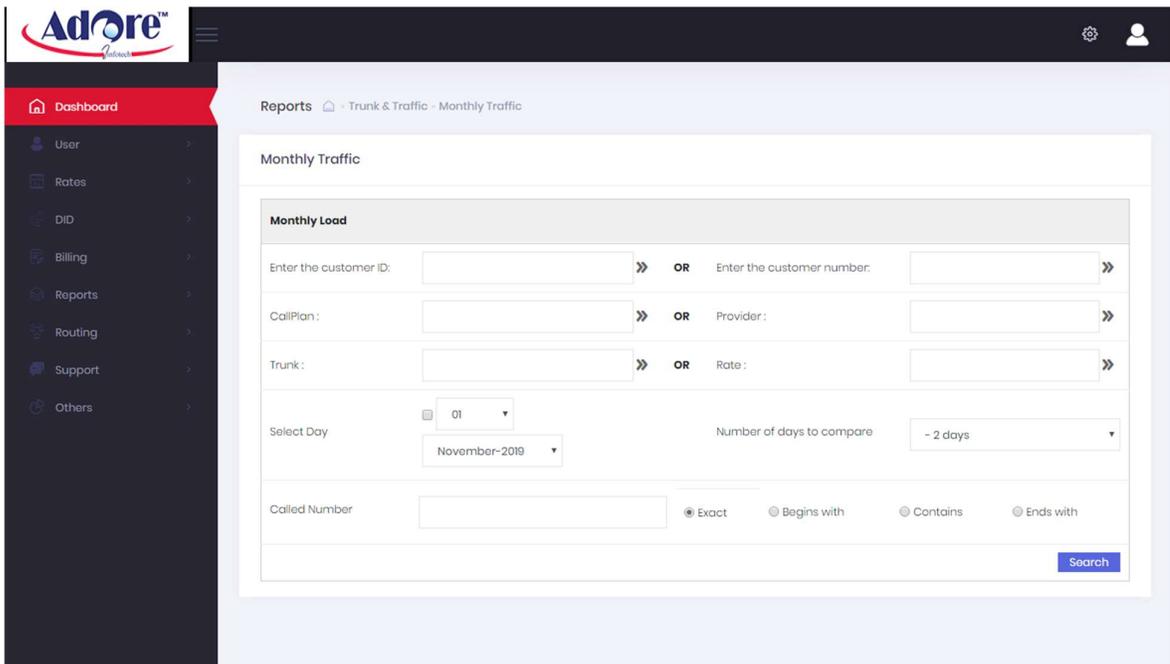


Monthly Traffic

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



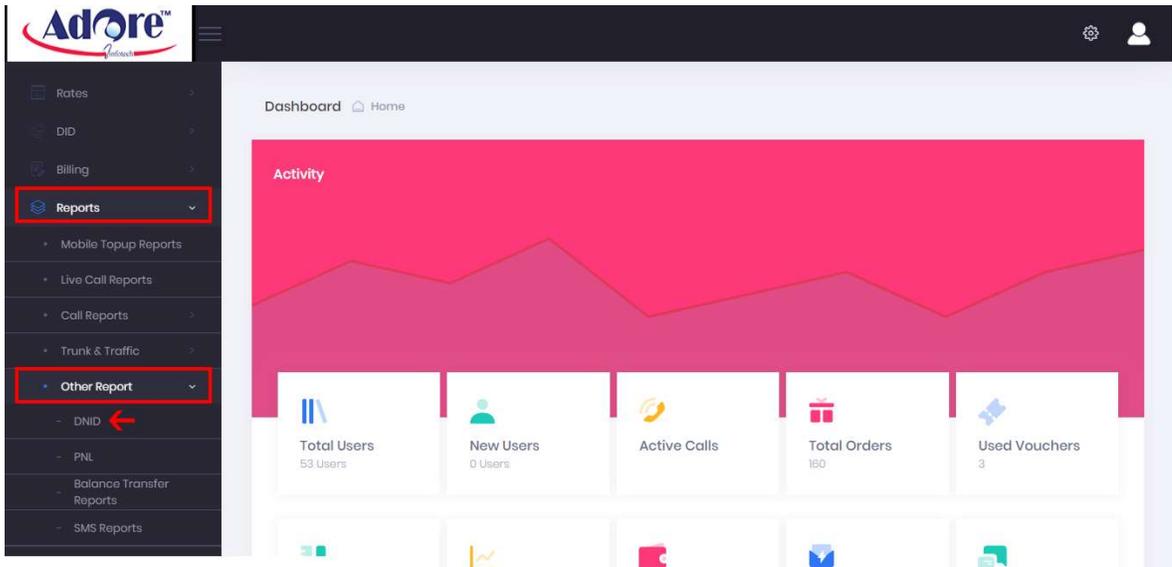
Here you can view Monthly Traffic report



Other Report

DNID

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



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

Adore
CRM

Dashboard

User
Rates
DID
Billing
Reports
Routing
Support
Others

DNID Reports Reports - Other Report - DNID

DNID Report

CUSTOMERS

Enter the customer ID: >> OR Enter the customer number: >>

CallPlan: >> OR Provider: >>

Trunk: >> OR Rate: >>

Buy Rate: OR Sell Rate:

Date

From: Time: :

To: Time: :

Called Number

Exact Begins with Contains Ends with

SOURCE

Exact Begins with Contains Ends with

DNID

Exact Begins with Contains Ends with

CALL TYPE

ALL CALLS

OPTIONS

SHOW CALLS: RESULT: mins - secs CURRENCY:

[Search](#)

- DNID REPORT -

Number of call : 0

No data found !!!

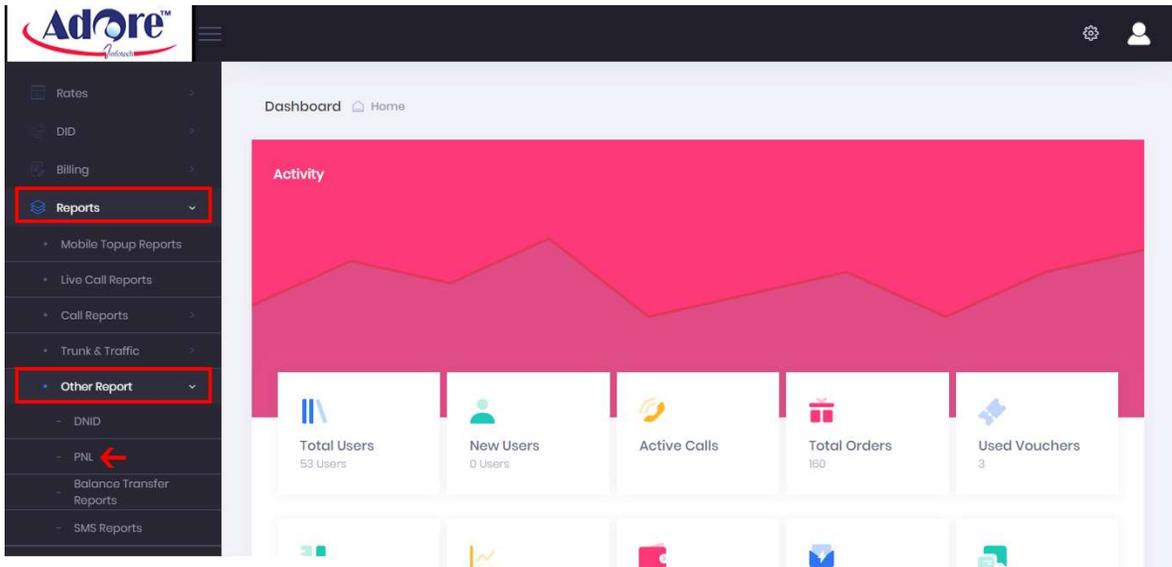
1/1

No calls in your selection.

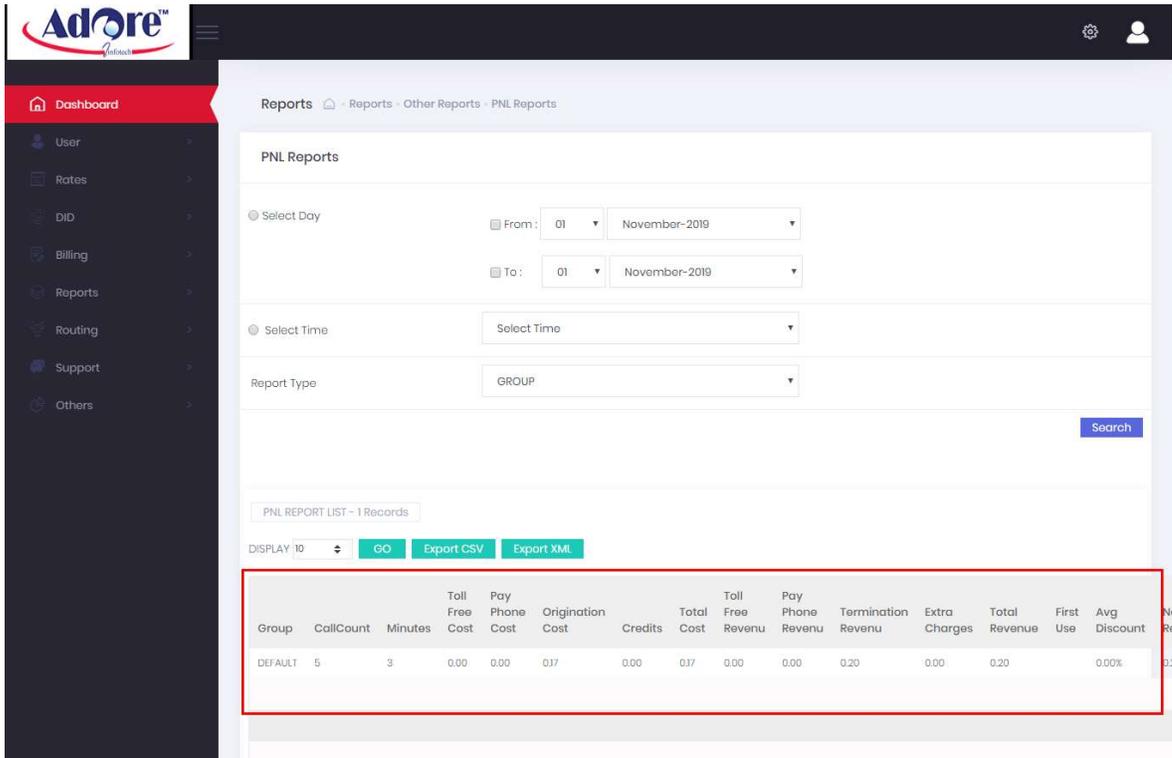
[↑](#)

PNL

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

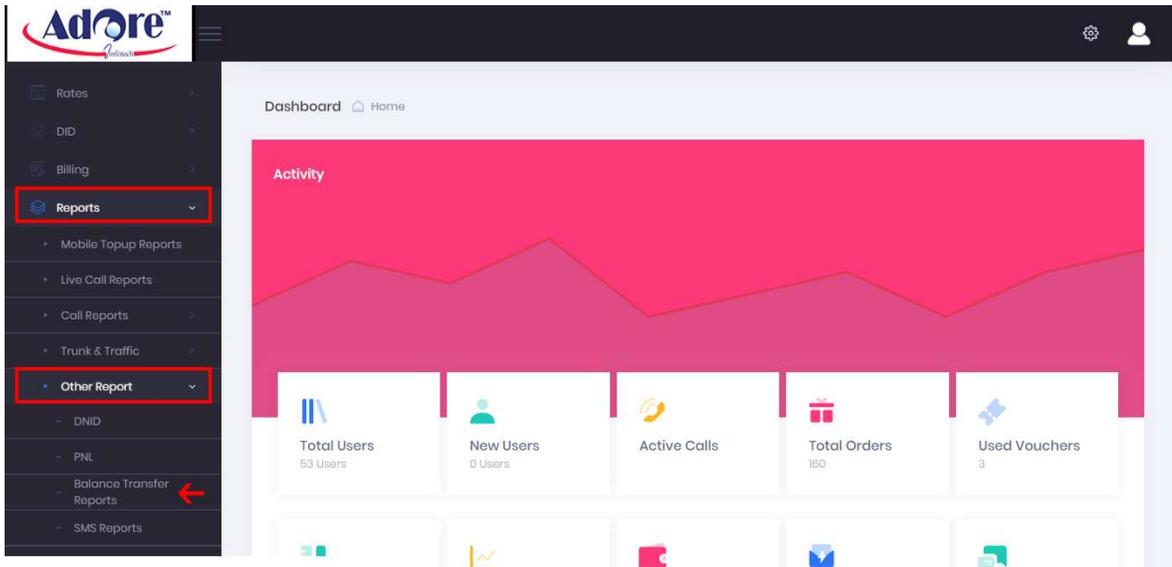


Here you view PNL (Profit & Loss) Report by using Search option.

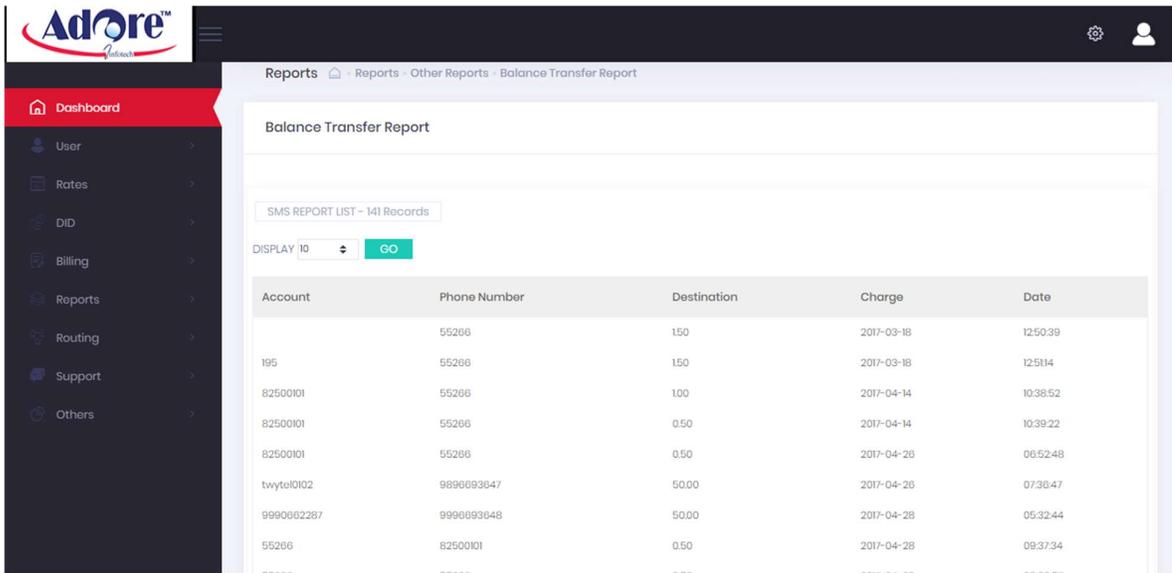


Balance Report

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

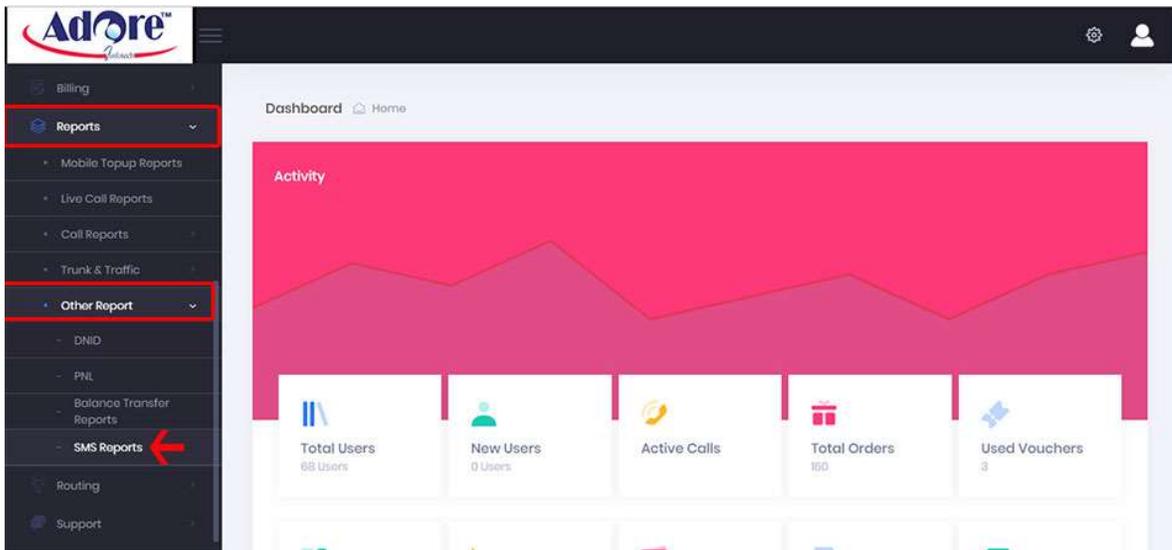


Here you can view all Balance Transfer Report by user's account to another user's account

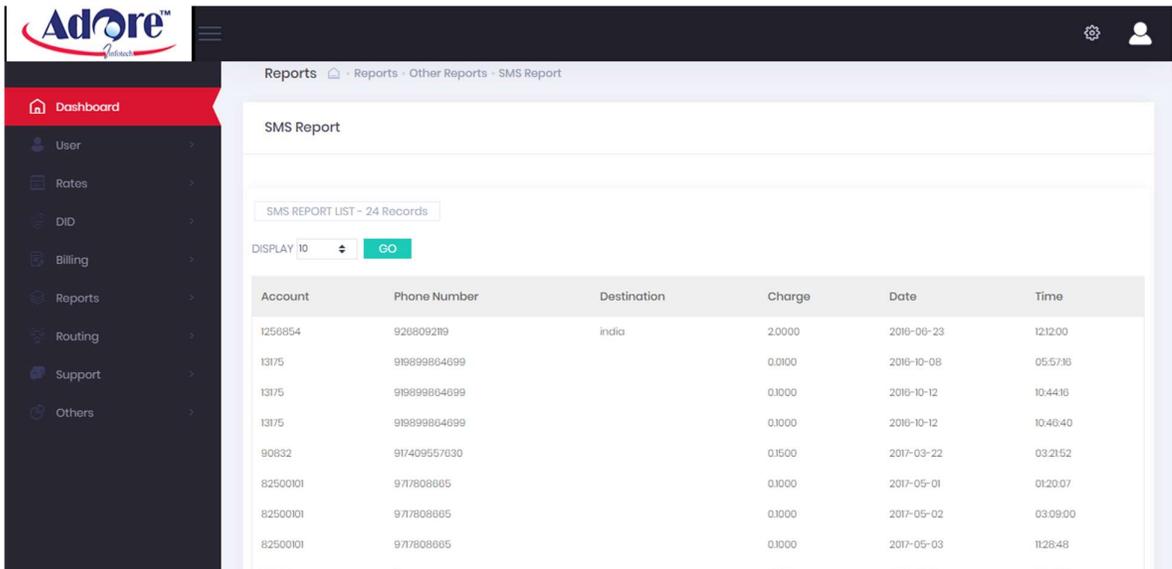


SMS Report

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



Here you can view SMS Report

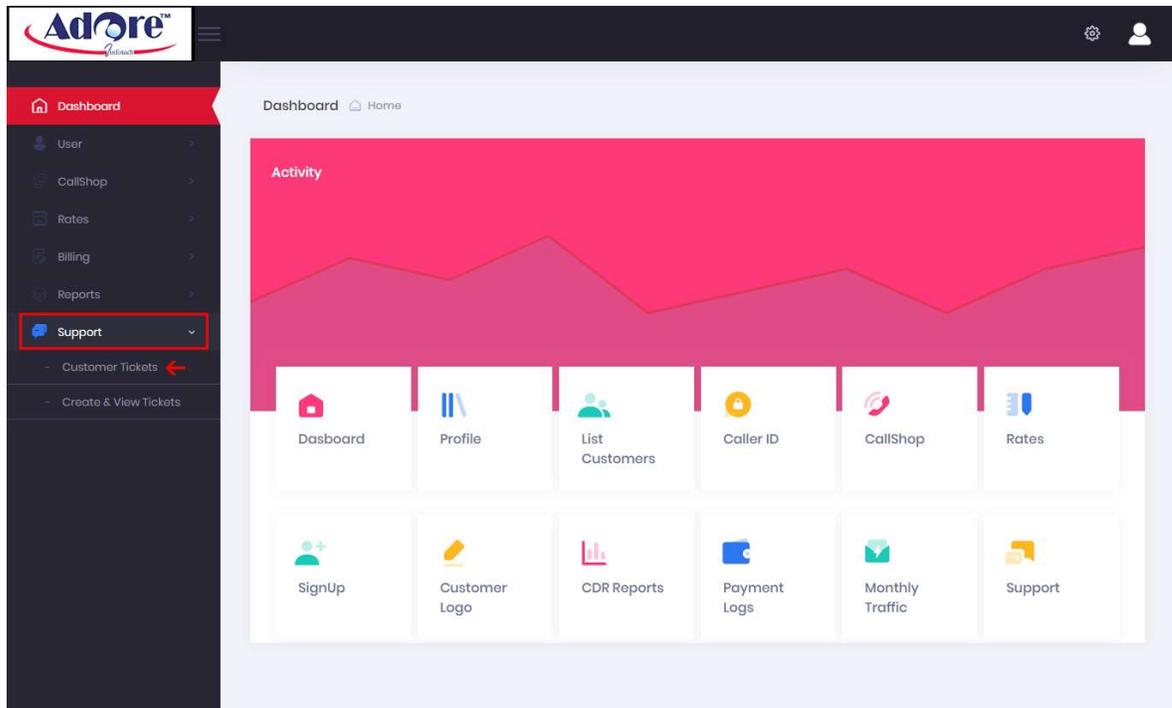


2.19. Support

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.

Customer Tickets

Define criteria to make a precise search

DATE
 From: 01 November-2019 To: 01 November-2019

ACCOUNT NUMBER
 Exact Begins with Contains Ends with

[Search](#)

[Add Ticket](#)

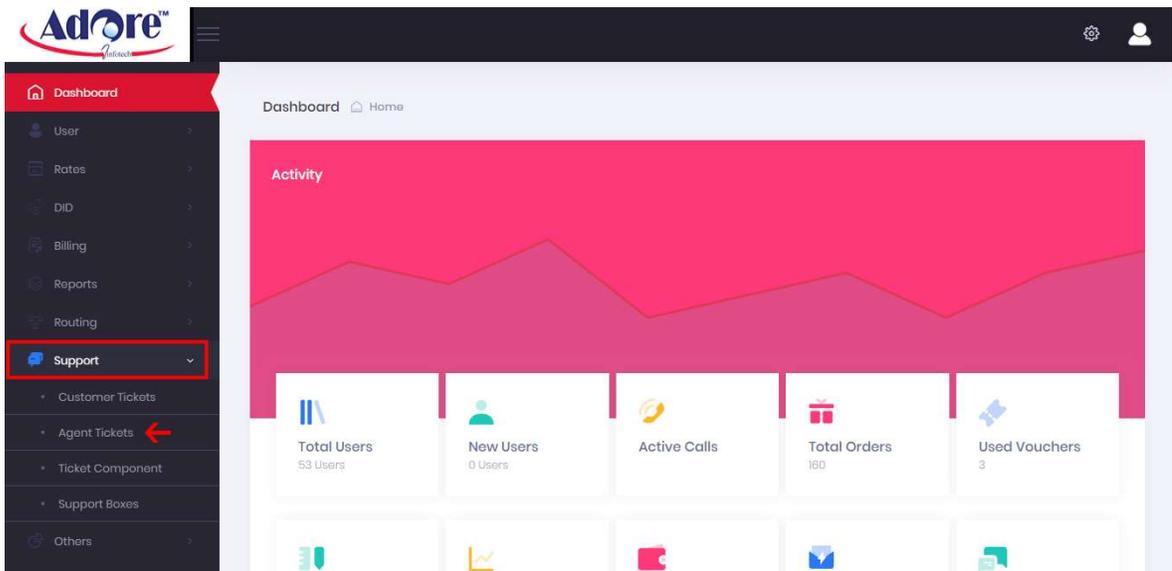
TICKET LIST - 6 Records

DISPLAY 10 [GO](#) FILTER ON ACCOUNT NUMBER: [APPLY FILTER](#)

ID	CUSTOMER	ACCOUNT NUMBER	TITLE	CREATION DATE	COMPONENT	PRIORITY	VIEWED	STATUS	ACTION
40			rk test	2019-10-18 08:28:28	rishav	HIGH	NEW	NEW	
39			adorel2	2019-09-30 07:38:57	test	HIGH	NEW	NEW	
38			Test'n	2019-09-30 07:34:38	test	MEDIUM	NEW	NEW	
36			dillip	2019-09-25 02:05:53	Testing	HIGH	VIEWED	NEW	
17			Demo testing	2019-08-20 05:08:07	DEFAULT	LOW	VIEWED	INVALID	
8			test.7	2019-08-09 03:41:53	DEFAULT	NONE	VIEWED	FIXED	

Agent Tickets

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



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

The screenshot displays the 'Agent Ticket List' page in the Adore CRM. The interface includes a sidebar with navigation options like Dashboard, User, Rates, DID, Billing, Reports, Routing, Support, and Others. The main content area features a search filter section with the following fields:

- DATE:** From: 01 November-2019 To: 01 November-2019
- LOGIN:** [Text Input] with radio buttons for Exact, Begins with, Contains, and Ends with.
- LASTNAME:** [Text Input] with radio buttons for Exact, Begins with, Contains, and Ends with.
- FIRSTNAME:** [Text Input] with radio buttons for Exact, Begins with, Contains, and Ends with.

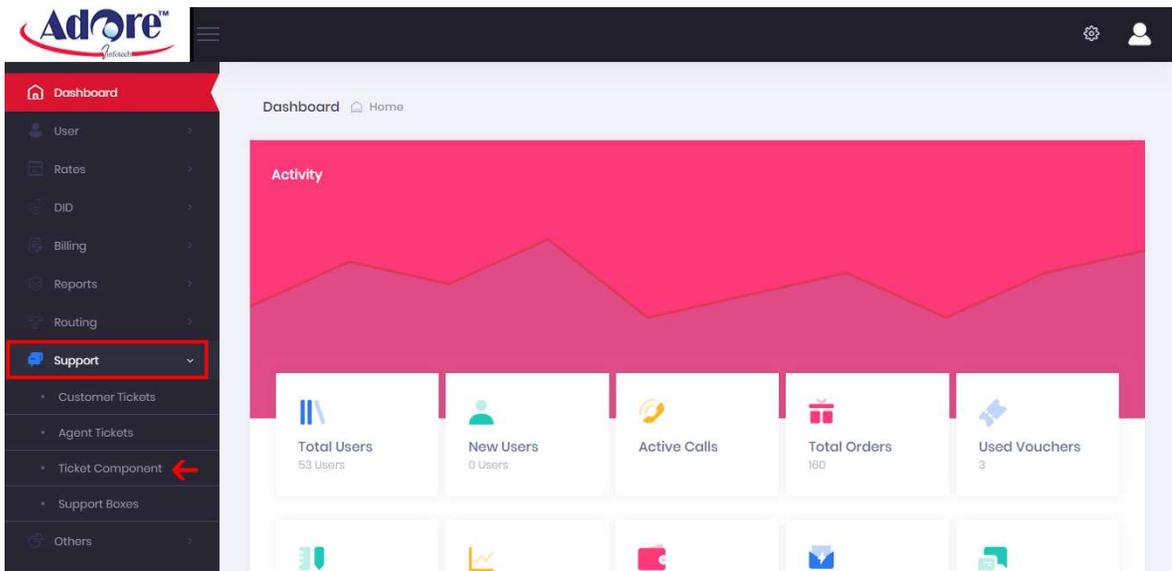
A blue 'Search' button is located at the bottom right of the filter section. Below the filters, a red box highlights a blue 'Add TICKET' button. The table below shows the following data:

ID	AGENT	LOGIN	TITLE	CREATION DATE	COMPONENT	PRIORITY	VIEWED	STATUS	ACTION
37		dillip		2019-09-25 02:07:31	Testing	HIGH		FIXED	

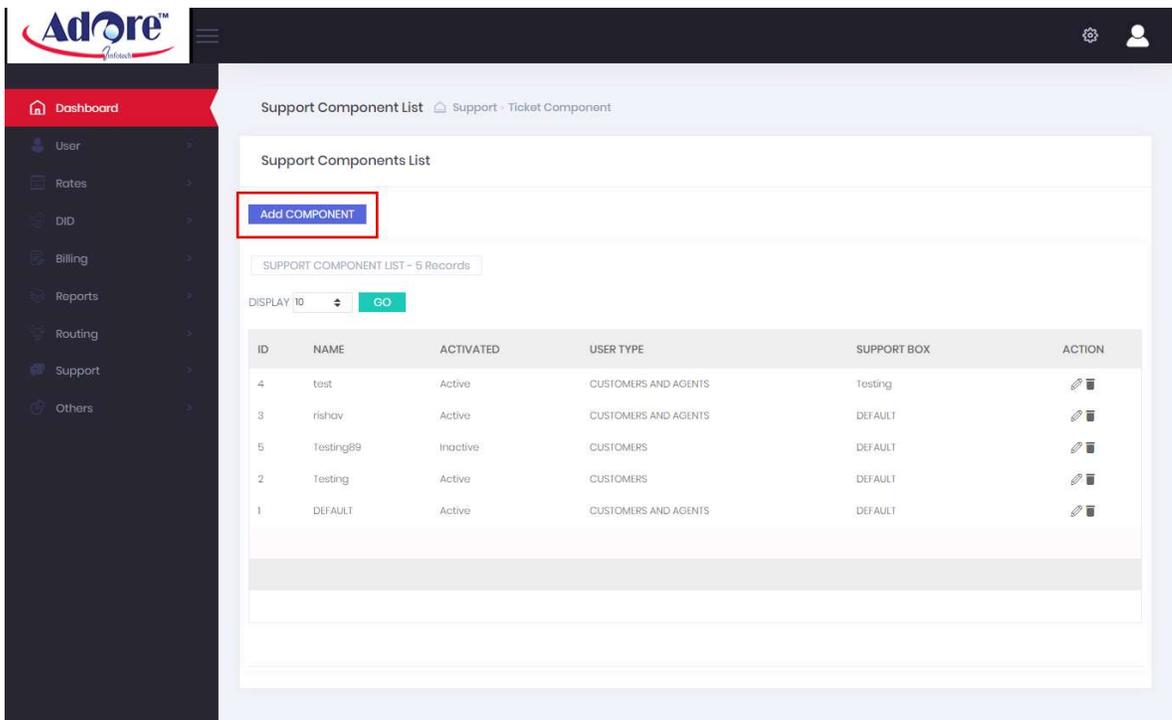
At the bottom right of the table area, there is a blue 'up' arrow button.

Ticket Component

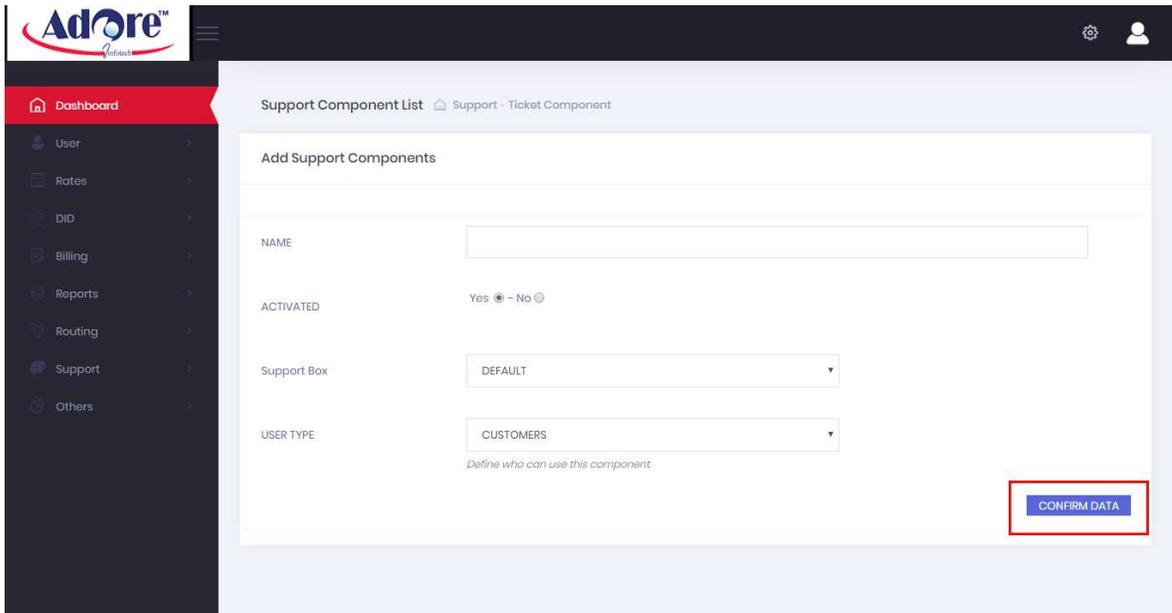
Go to **Support** - > **Ticket Component**



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"**



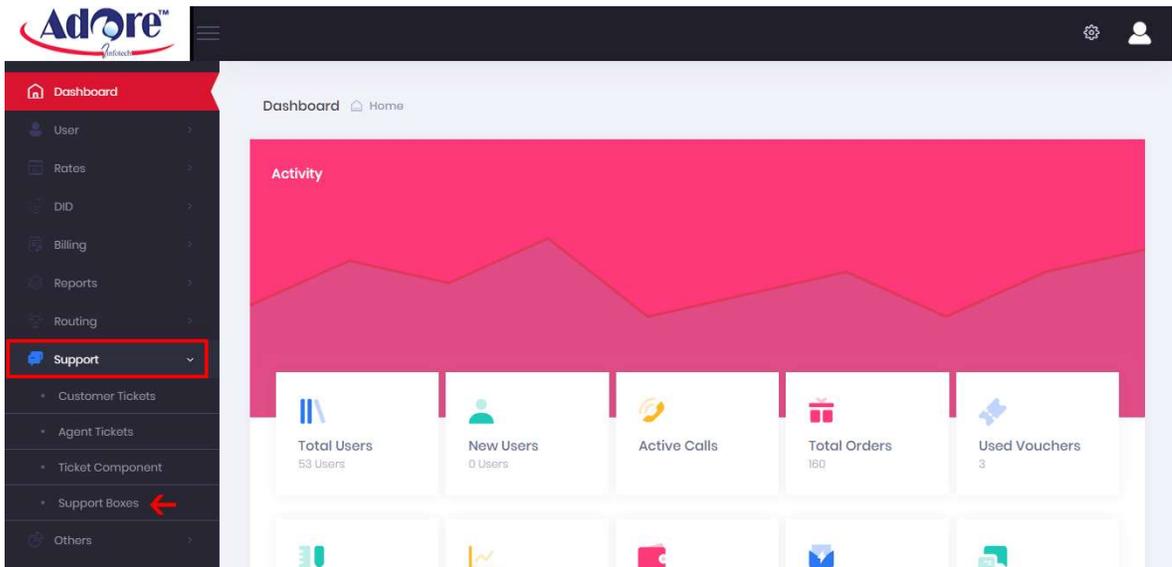
Here you can add components in your ticket system.



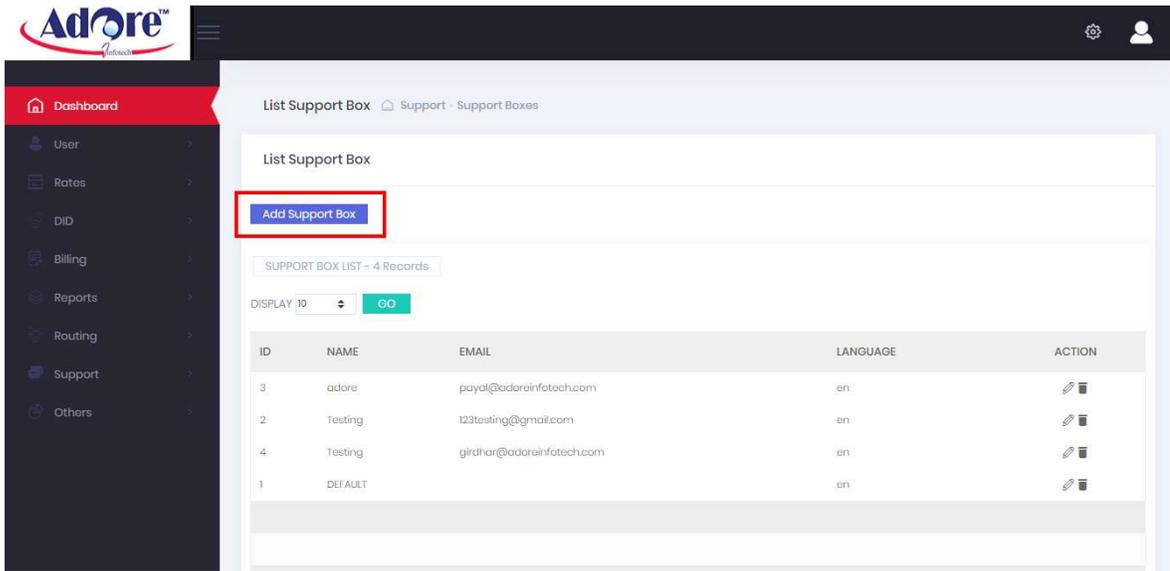
Name of Fields	Description
NAME	Enter Name as per your wish
ACTIVATED	Select Yes / No
SUPPORT BOX	Select Default
USER TYPE	Define who can use this component.
CONFIRM DATA	Click "CONFIRM DATA" button to Add Components .

Support Boxes

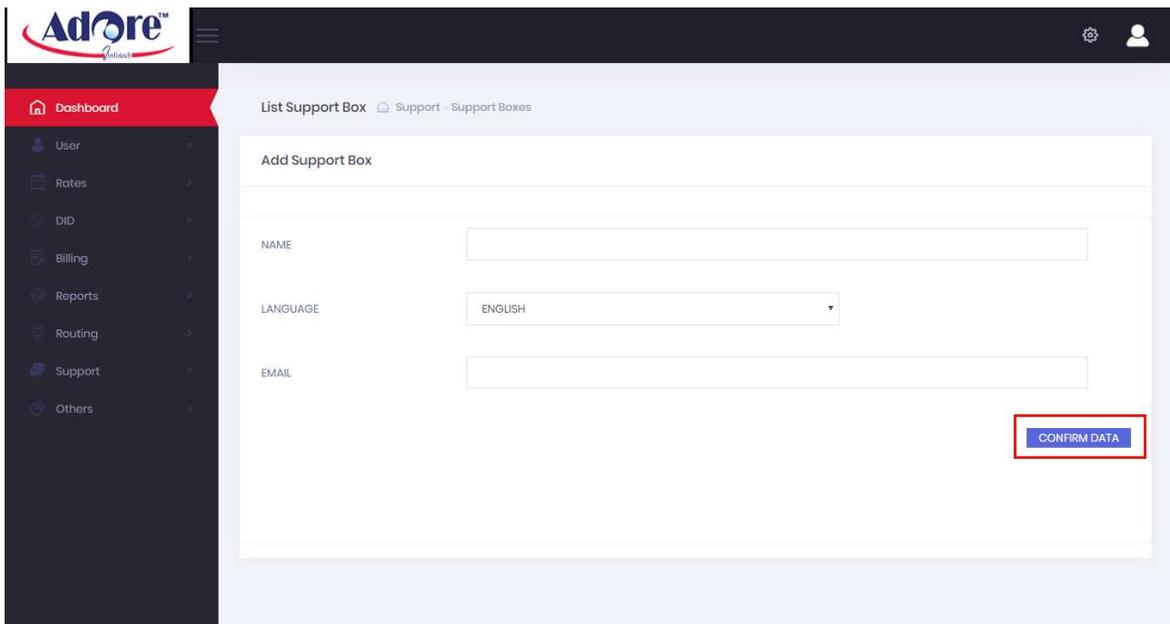
Go to **Support** - > **Support Boxes**



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
Language	Select Your Preferred language as per your wish

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

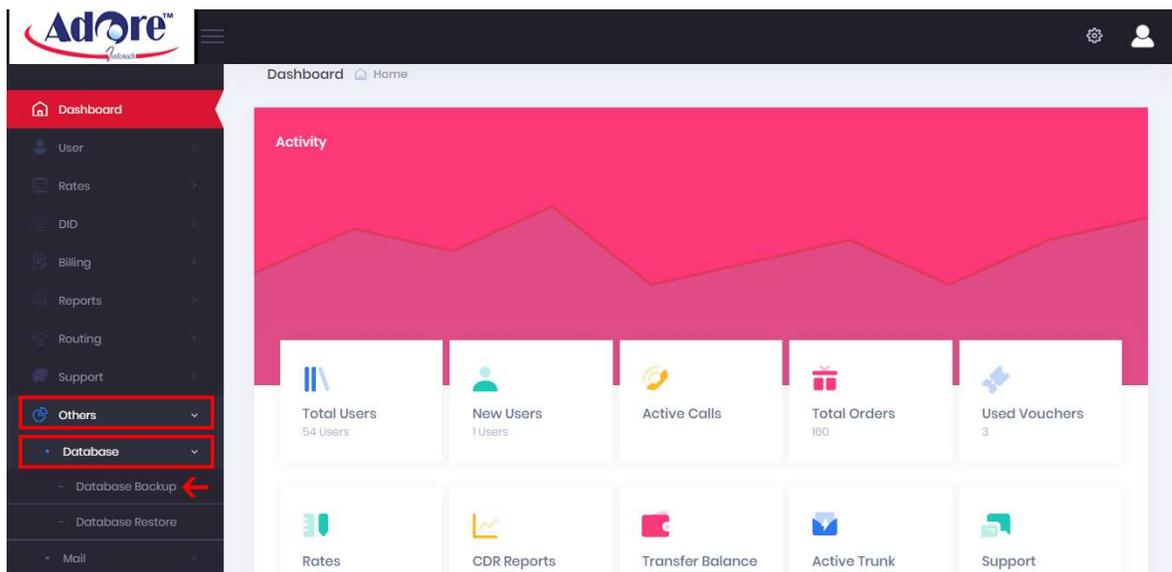
2.20. Others

Others

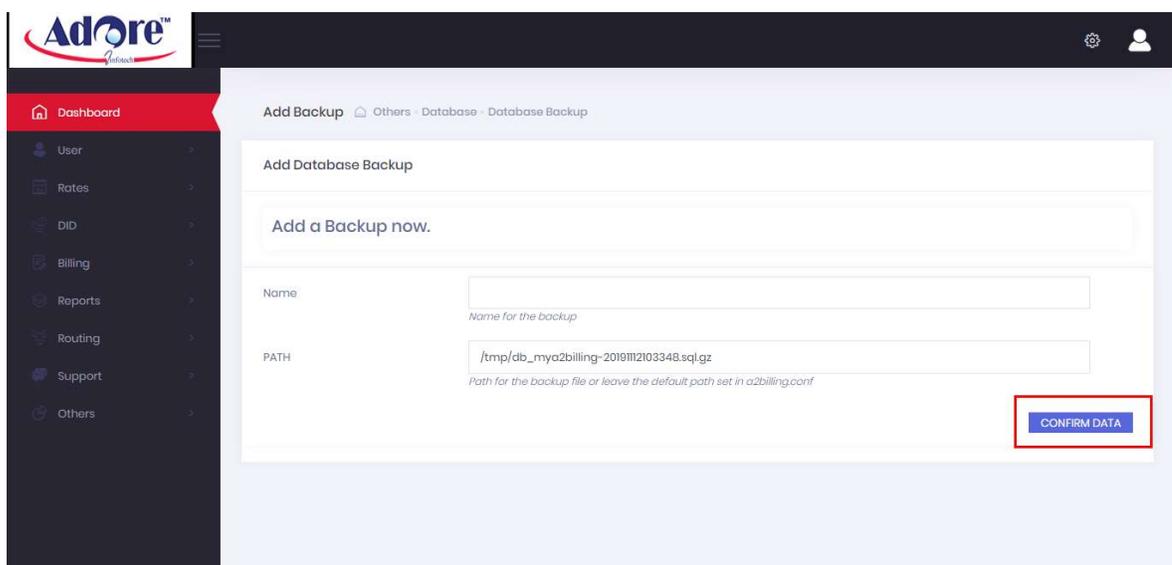
Database

Database Backup

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

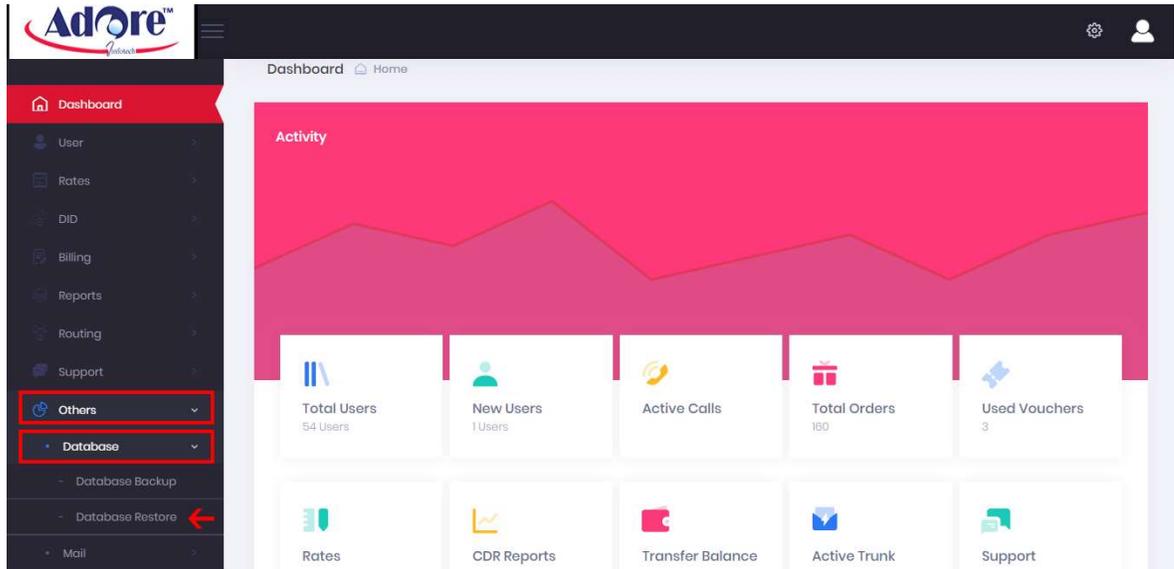


This section will allow you to backup an existing database context. The Backup process will export the whole database, so you can restore it later...

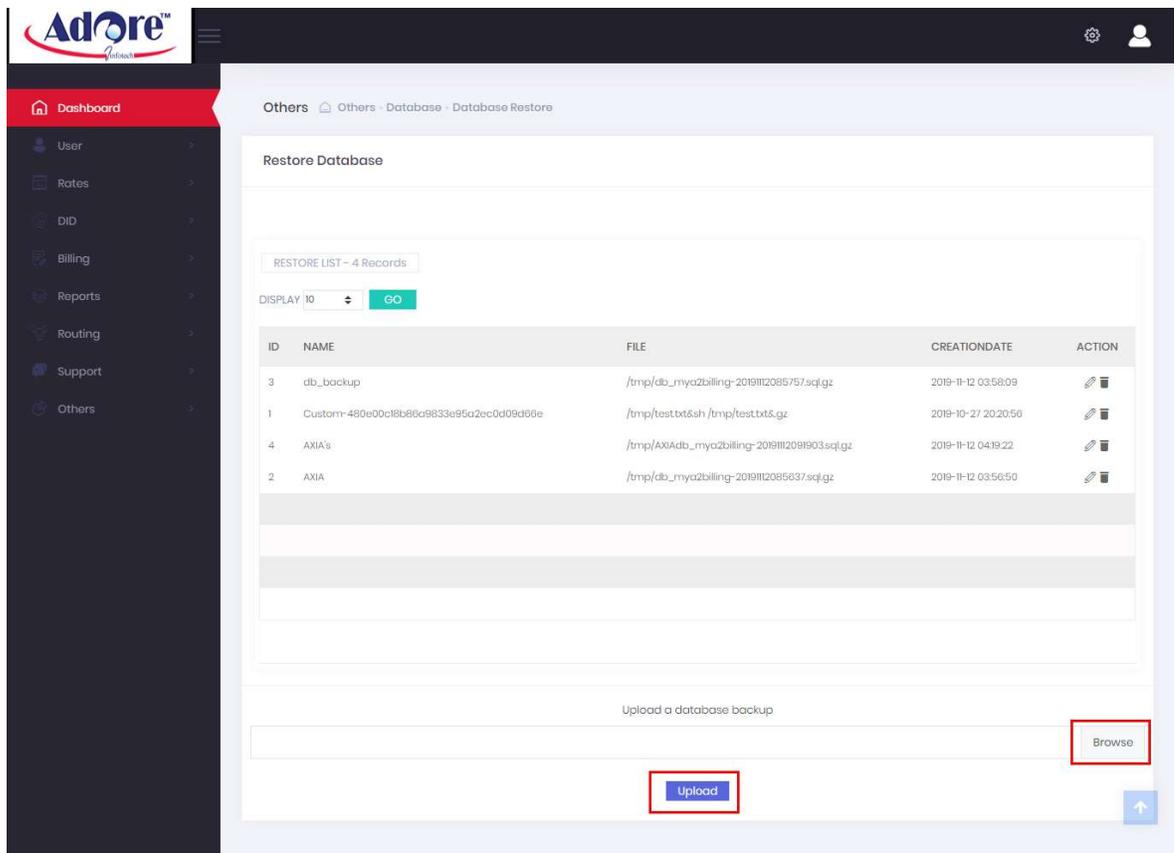


Database Restore

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



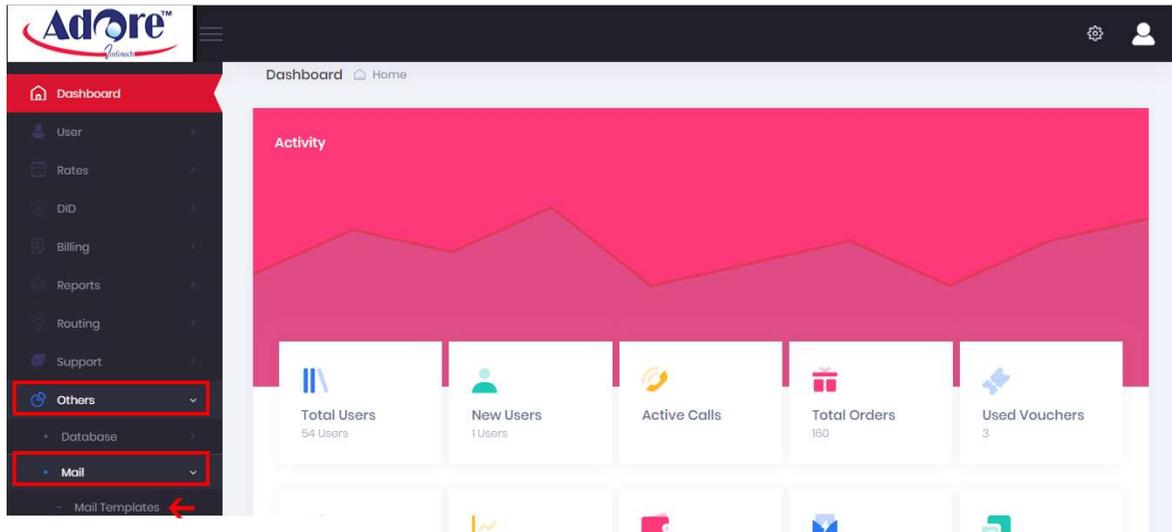
This section will allow you to restore or download an existing database backup. The restore process will delete the existing database and import the new one. You can also upload a database backup that you previously downloaded (make sure to use the same file format).



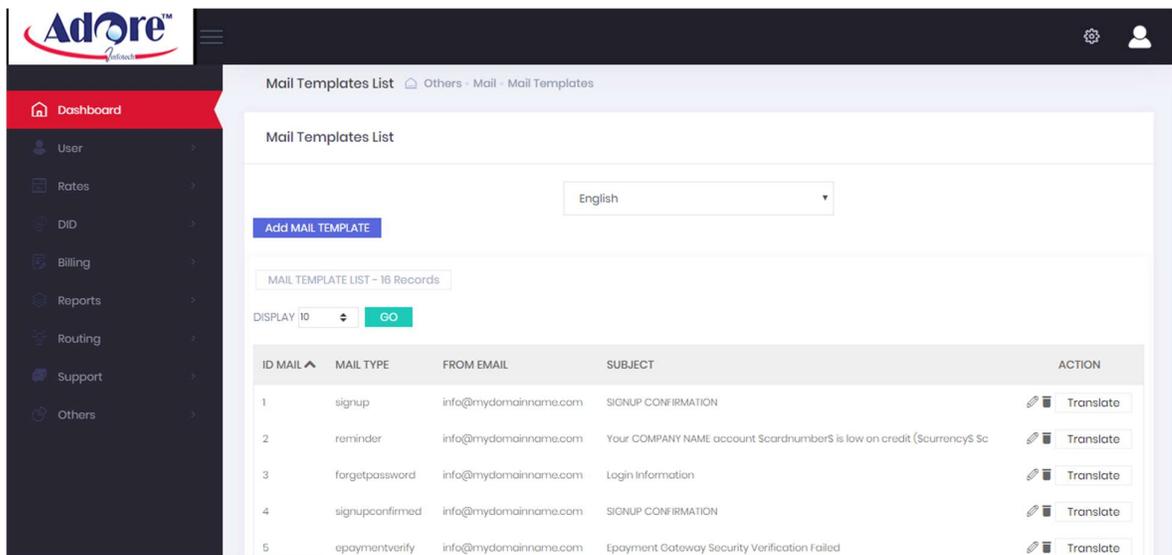
Mail

Mail Template

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

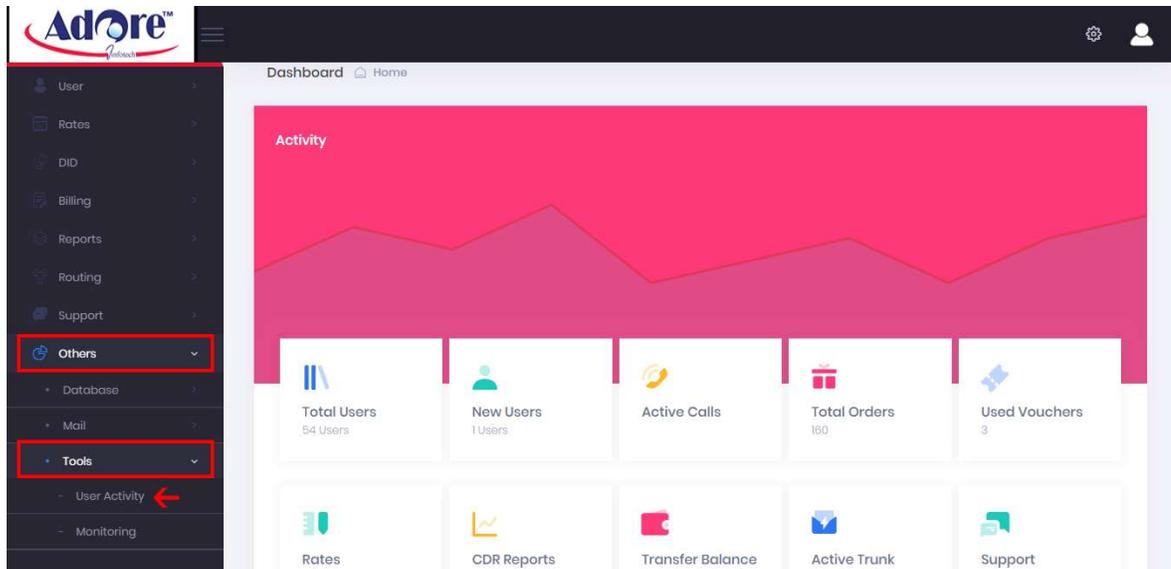


Here you can set your email templates for your users like when he will Signup, Forget Password etc.



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.

Others - Others - Tools - User Activity

User Activity

CUSTOMERS

SELECT MONTH From: November-2019 To: November-2019

SELECT DAY From: 01 November-2019 To: 01 November-2019

LOG LEVEL ALL

[Search](#)

LOG LIST - 70503 Records

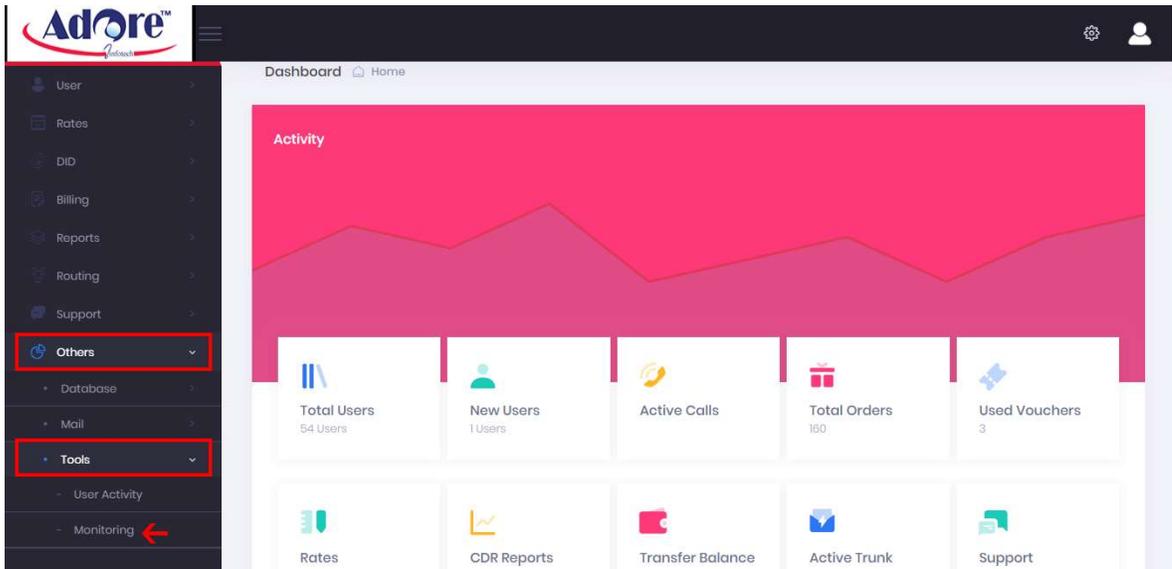
DISPLAY 10 [GO](#)

ID	LOGIN	LOGLEVEL	ACTION	description	TABLENAME	PAGENAME	IPADDRESS	DATE	ACTION
70507	admin	1	Page Visit	User Visited the Page	billing_entity_log_viewer.php		125.83.100.106	2019-11-12 05:54	🕒
70506	admin	1	User Logged in	User Logged in to website	PP_intro.php		125.83.100.106	2019-11-12 05:52	🕒
70505	admin	1	Page Visit	User Visited the Page	billing_entity_mailtemplate.php		125.83.100.106	2019-11-12 05:42	🕒
70504	admin	1	User Logged in	User Logged in to website	PP_intro.php		61246.39.67	2019-11-12 05:40	🕒
70503	admin	1	Page Visit	User Visited the Page	dashboard.php		125.83.100.106	2019-11-12 05:40	🕒
70502	admin	1	Page Visit	User Visited the Page	billing_entity_restore.php		125.83.100.106	2019-11-12 05:37	🕒
70501	admin	1	Page Visit	User Visited the Page	billing_entity_backup.php		125.83.100.106	2019-11-12 05:33	🕒
70500	admin	1	Page Visit	User Visited the Page	dashboard.php		125.83.100.106	2019-11-12 05:32	🕒
70499	admin	1	Page Visit	User Visited the Page	CC_support.php		125.83.100.106	2019-11-12 05:29	🕒
70498	admin	1	Page Visit	User Visited the Page	CC_support.php		125.83.100.106	2019-11-12 05:26	🕒

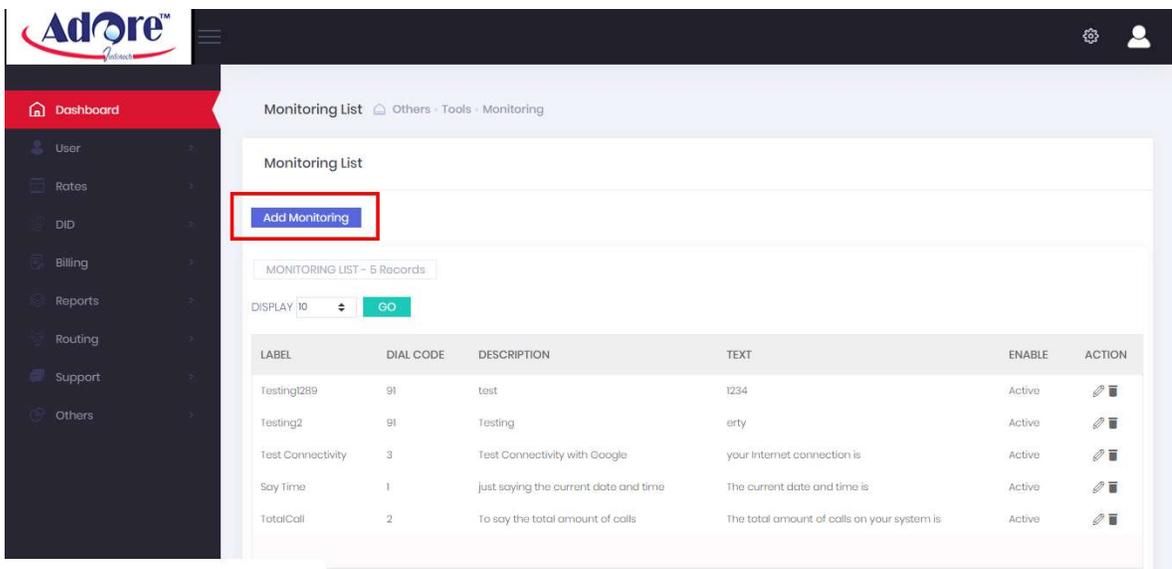
« First < Prev 1 2 3 4 5 6 7 8 Next > Last »

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.

Adore
Asterisk

Monitoring List [Others](#) [Tools](#) [Monitoring](#)

Add Monitoring

Add the Monitoring below

LABEL

DIAL CODE

DESCRIPTION

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/asterisk/monitoring/scripts/` Do not specify the path here.

SAY RESULT AS
Define type of result.

ENABLE Yes - No

CONFIRM DATA

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/ <code>/var/lib/asterisk/monitoring/scripts/</code> 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

- [How to Login on Agent Module](#)
- [Agent Dashboard](#)
- [User](#)
- [Callshop](#)
- [Rates](#)
- [Billing](#)
- [Support](#)

3.1. How To Login on Agent Module

How to Login on Agent Module

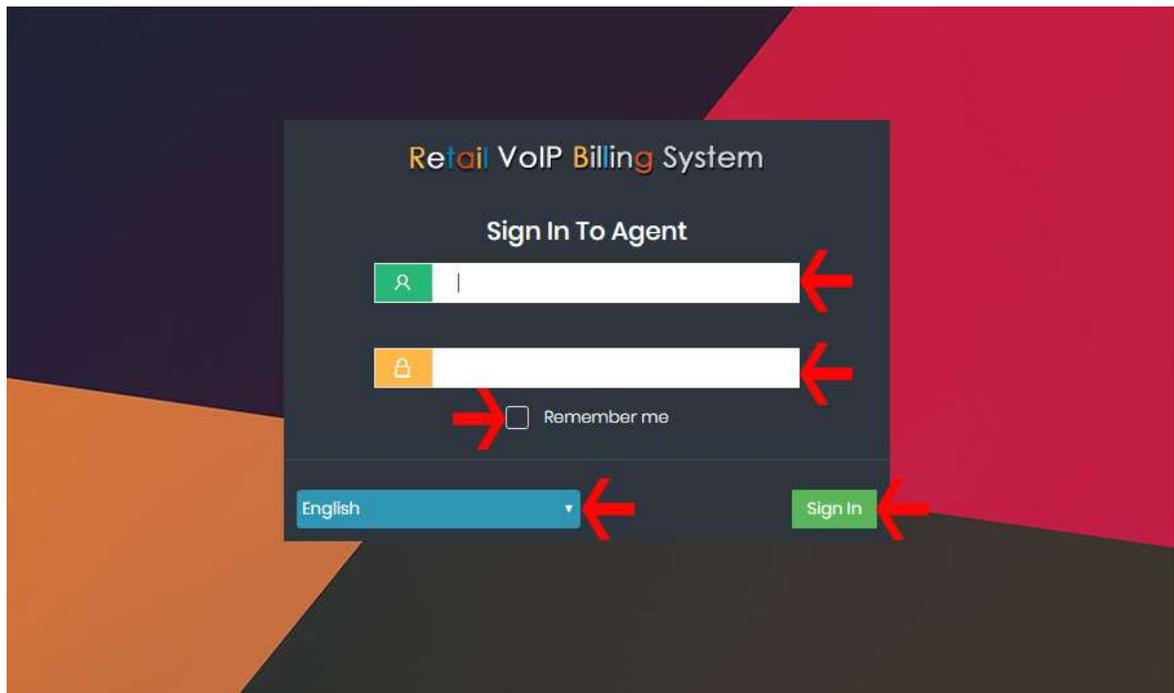
Please visit following URL

: <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.

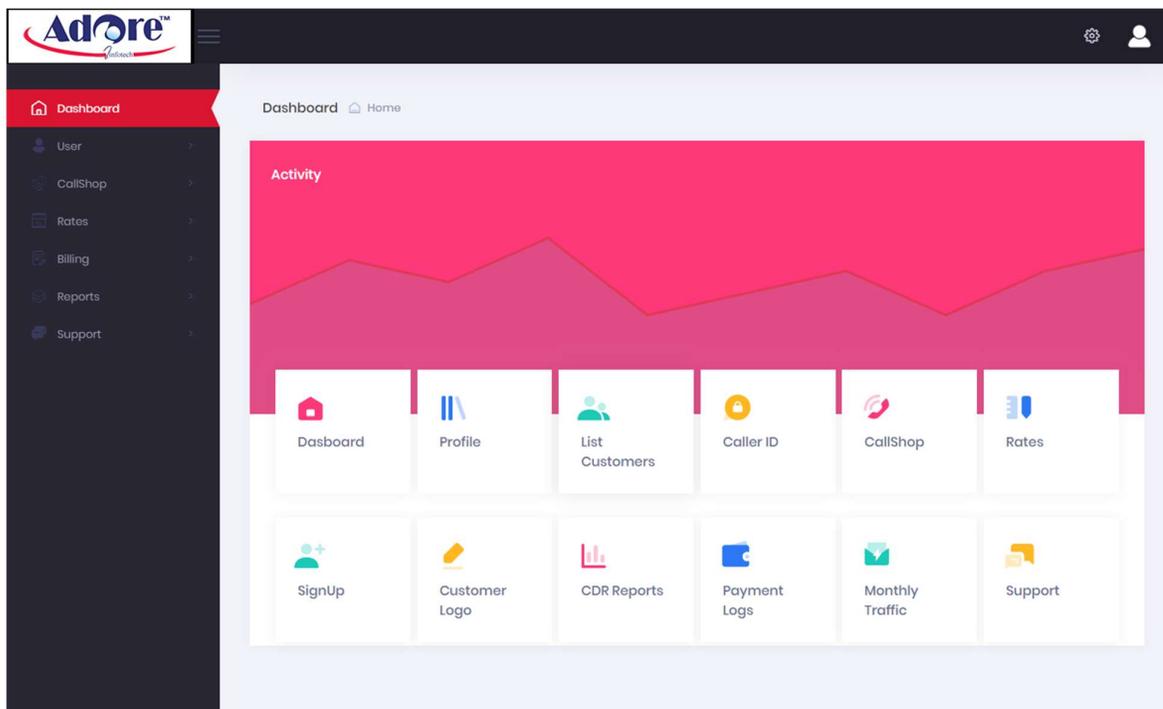
User Name : agent

Password: xxxxxxxx



3.2. Agent Dashboard

Agent Dashboard

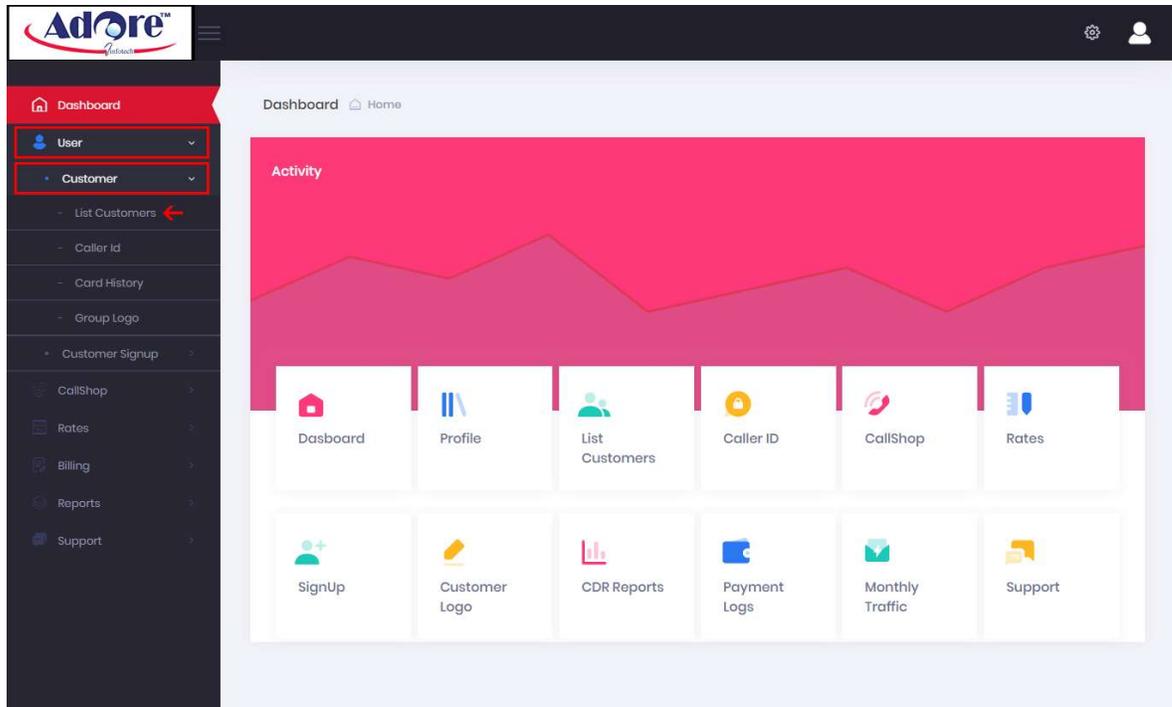


3.3. User

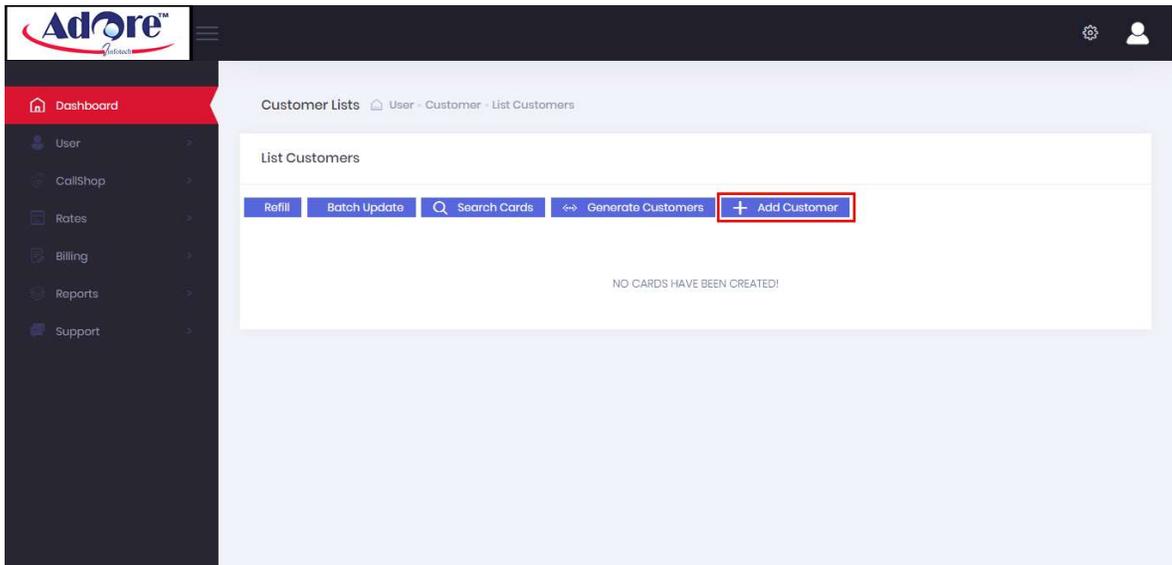
USER

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 CUSTOMER**" below page open. Here enter the details and click on "**CONFIRM DATA**" button.

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

User Customer - Add Customer

Add Customer

Change the Account Number Length :

Customer Information

ACCOUNT NUMBER	<input type="text" value="55144"/>
WEBUI LOGIN	<input type="text" value="45603"/>
WEBUI PASSWORD	<input type="text" value="7030722570"/> <small>Password for customer to access to the web interface and view the balance.</small>
CUSTOMER GROUP	<input type="text" value="agent"/>
SERIA	<input type="text" value="NOT DEFINED"/>
CALLSHOP STATUS	Yes <input type="radio"/> - No <input checked="" type="radio"/>

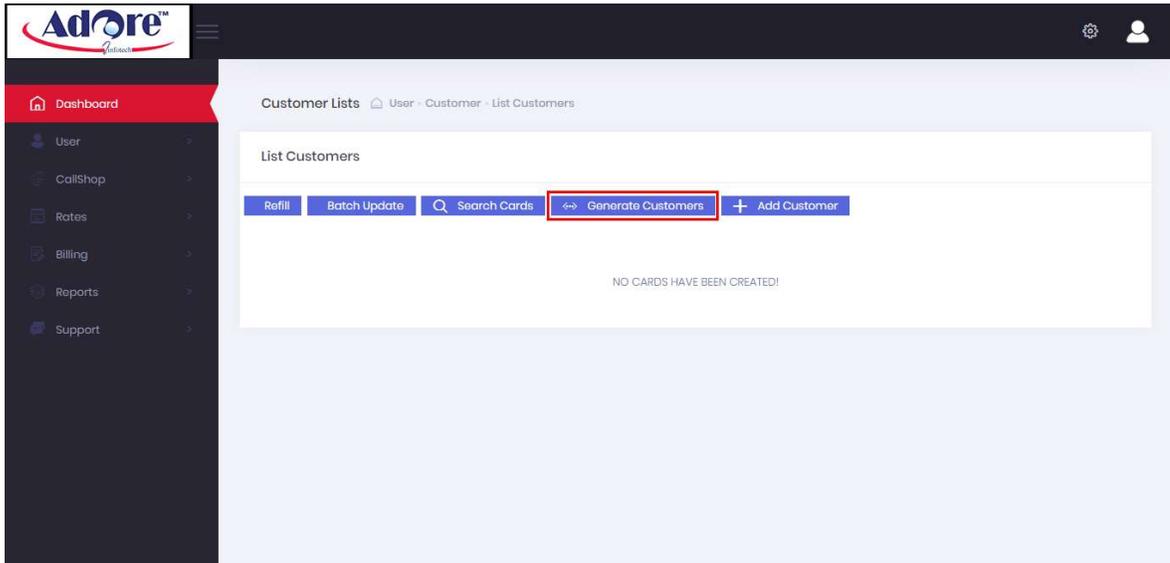
Personal Information

LAST NAME	<input type="text"/>
FIRST NAME	<input type="text"/>
EMAIL	<input type="text"/>
ADDRESS	<input type="text"/>
CITY	<input type="text"/>
STATE/PROVINCE	<input type="text"/>
COUNTRY	<input type="text" value="SELECT COUNTRY"/>
ZIP/POSTAL CODE	<input type="text"/>
PHONE NUMBER	<input type="text"/>
FAX NUMBER	<input type="text"/>
COMPANY NAME	<input type="text"/>
COMPANY WEBSITE	<input type="text"/>
CALL PLAN	<input type="text" value="adore"/>
DIDGROUP	<input type="text" value="NOT DEFINED"/>
TIMEZONE	<input type="text" value="(GMT-12:00) International Date Line West"/>
LANGUAGE	<input type="text" value="ENGLISH"/>
CURRENCY	<input type="text" value="U.S. Dollar (USD) (100000)"/> <small>Currency used at the customer end.</small>
STATUS	<input type="text" value="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 preferred Time Zone
LANGUAGE	Select your preferred 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 CUSTOMERS : Allow the generation of many accounts in one click. click on "GENERATE CUSTOMERS" button.



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

The screenshot shows the 'Generate Customer' interface in the Adore system. The left sidebar contains navigation options: Dashboard, User, CallShop, Rates, Billing, Reports, and Support. The main content area is titled 'Generate Customer' and contains 16 numbered fields:

- Length of card number: 5 Digits
- Number of customers to create: (max 100)
- Call plan: Choose a Call Plan
- Initial amount of credit: 0
- Simultaneous access: INDIVIDUAL ACCESS
- Currency: U.S. Dollar (USD) (1,00000)
- Card type: PREPAID CARD
- Credit limit of postpay: 0
- Enable expire: NO EXPIRATION
- Expiry Date: 2029-11-13 05:08:47 (Format YYYY-MM-DD HH:MM:SS)
- Expiry days: 0
- Run service: Yes - No
- Create SIP/IAX Friends: SIP IAX
- Tag:
- Customer group: Choose a group
- Discount: NO DISCOUNT

A blue button labeled 'GENERATE CUSTOMERS' is located at the bottom right of the form, highlighted with a red box. Below the form, a message states 'NO CARDS HAVE BEEN CREATED!'.

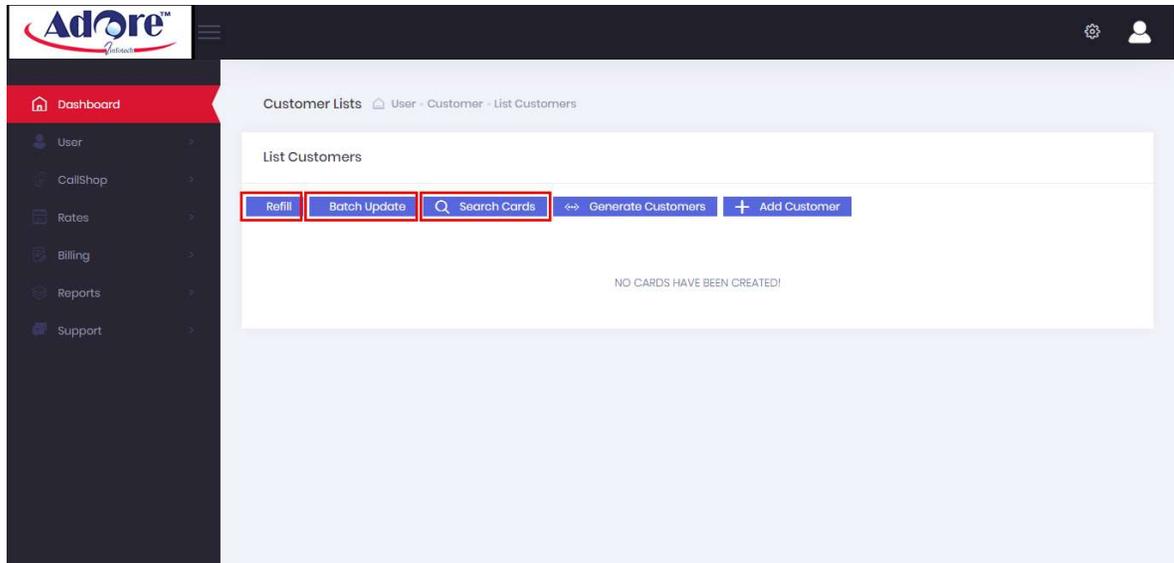
The purpose of this screen is to allow you to generate large numbers of cards in bulk. This is typically used for a calling card operation.

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.

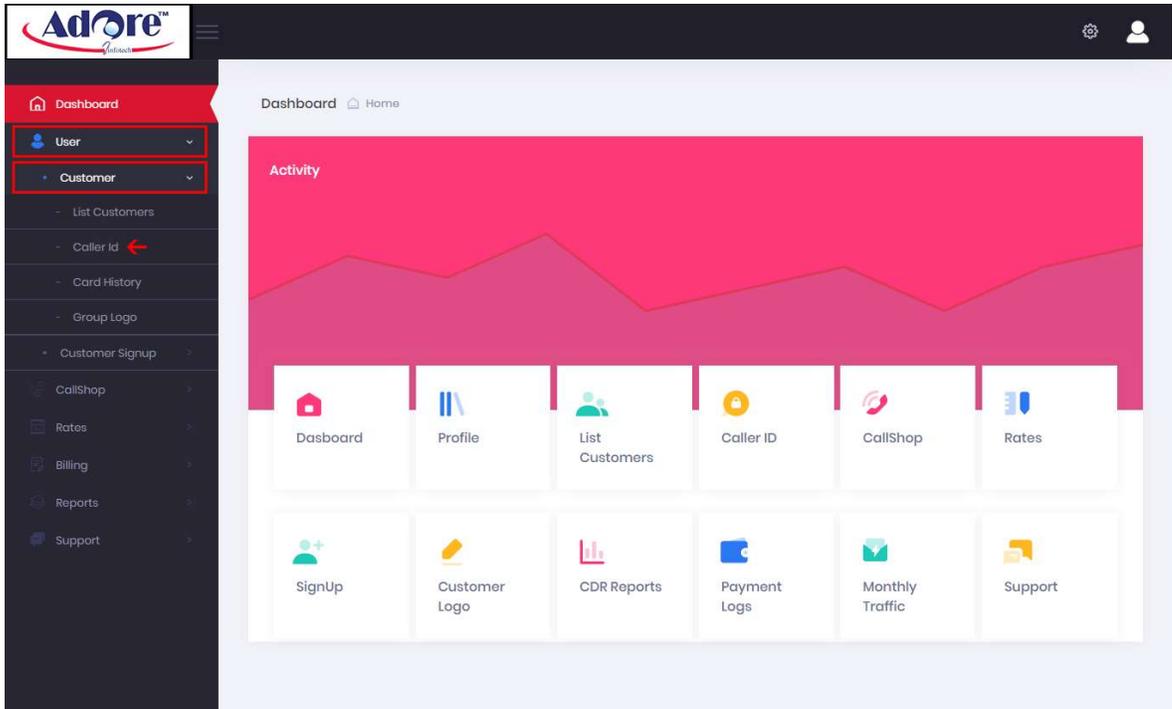
When done with searching, ensure that you click "**Cancel Search**" to list all customers

"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.

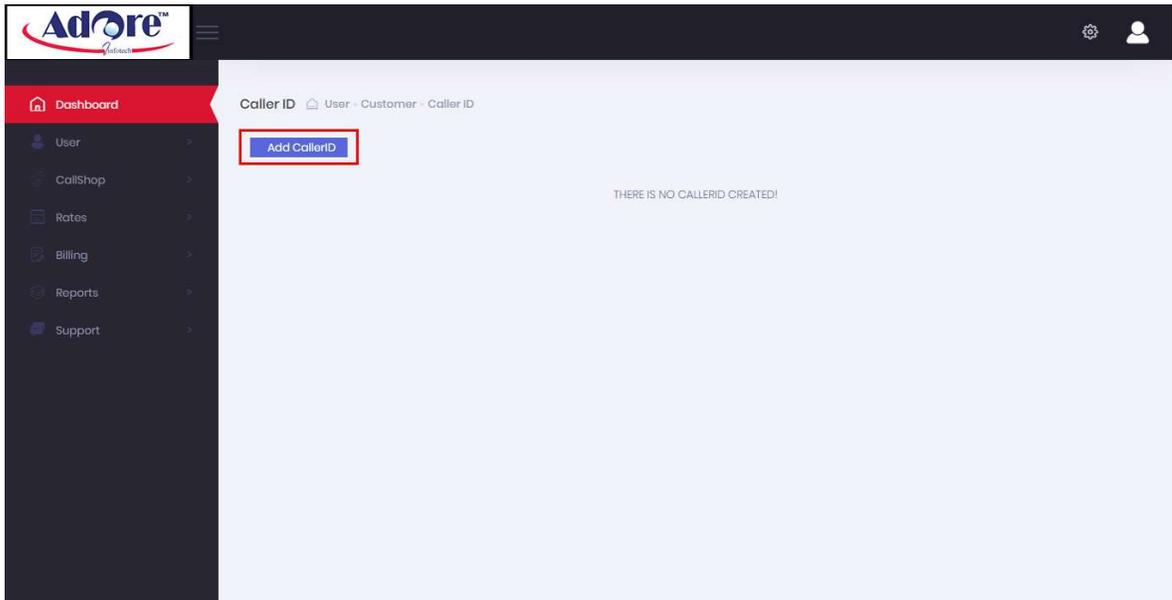
REFILL: Customers added through the add customer button are generally set up with zero balance so that you can keep track of the payments and refills that you have applied to each customer.

Caller ID

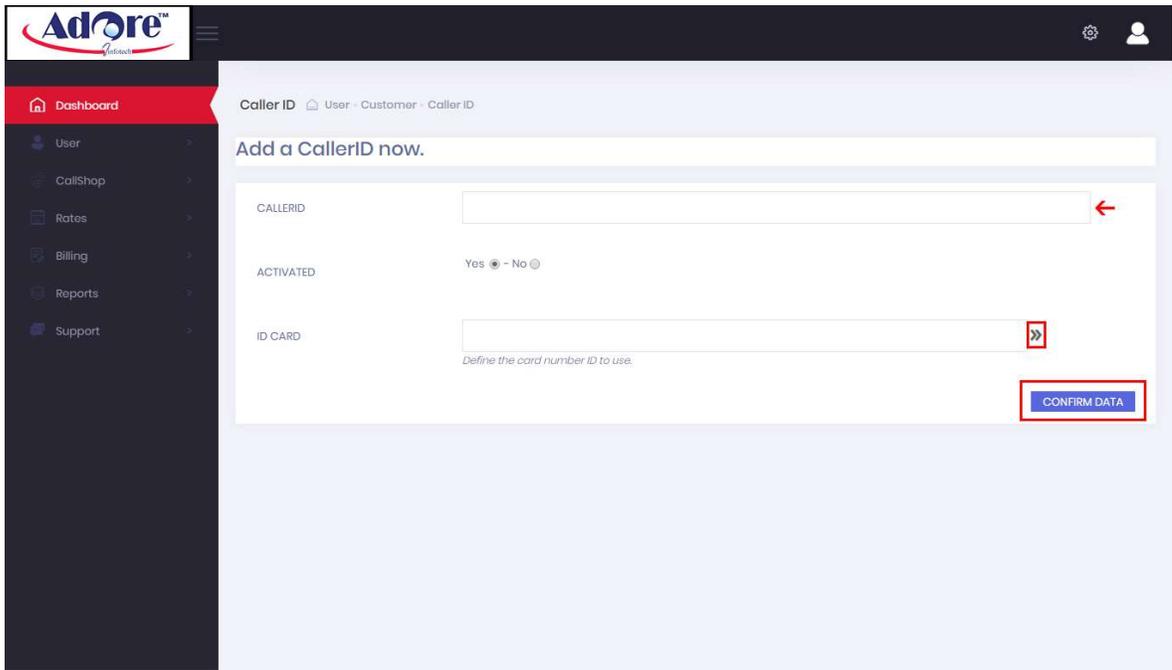
Go to **USER -> Customer -> Caller-ID**



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.



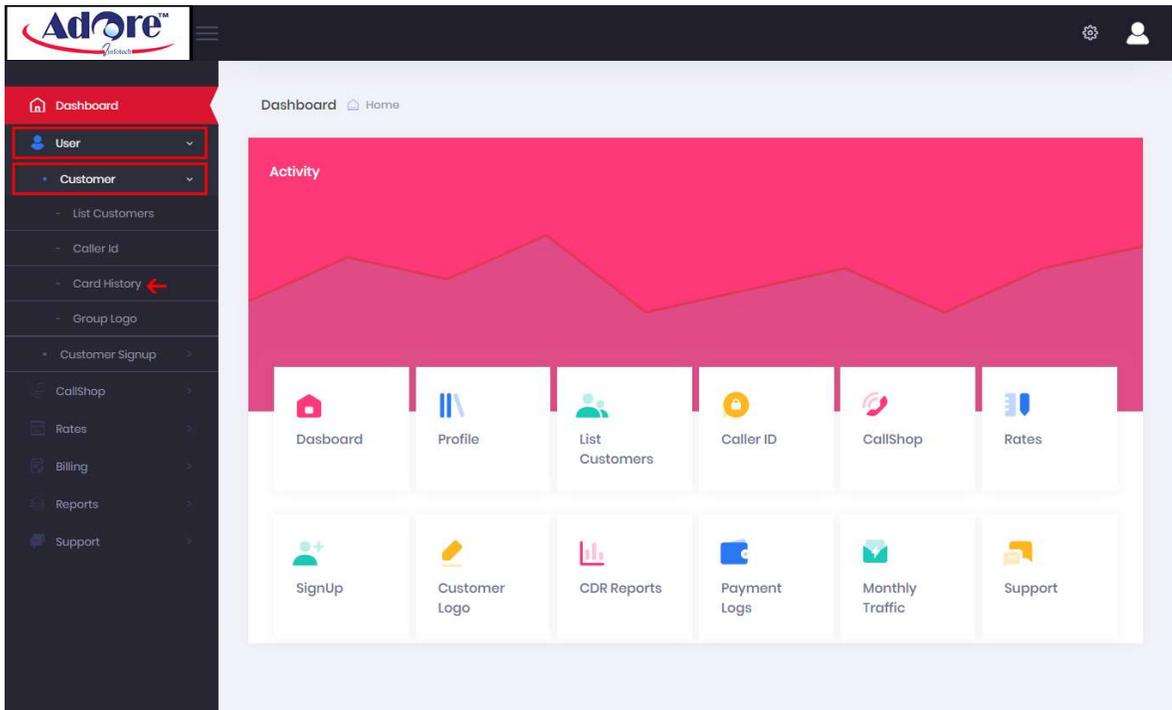
On click **"Add CallerID"** button following screen will open.



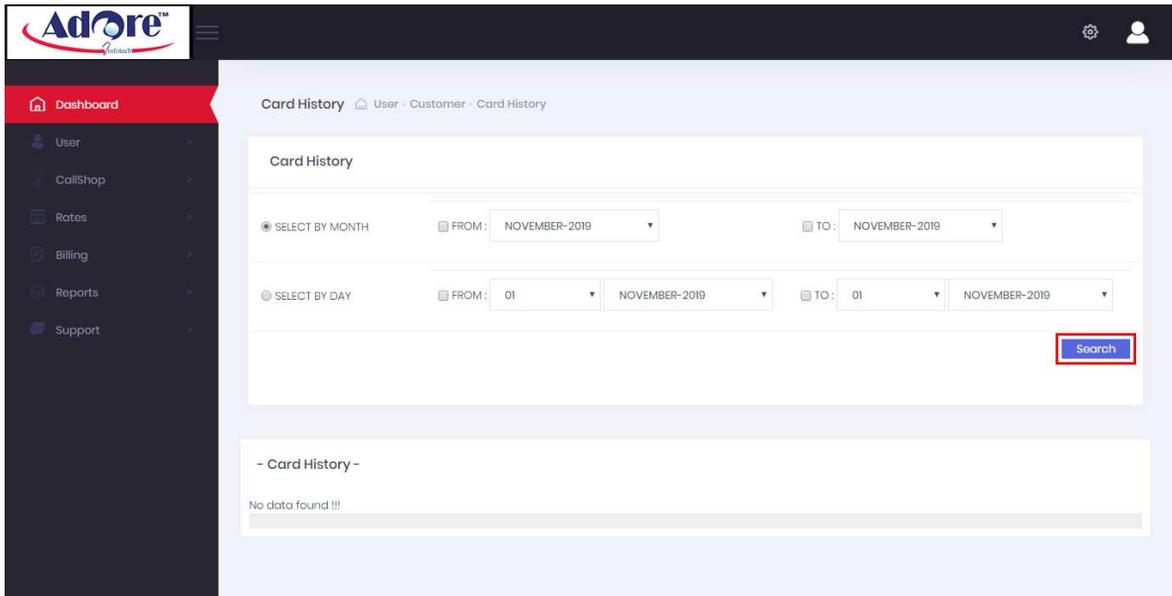
Name of Fields	Description
CALLER ID	Enter Caller ID (Phone Number which you want to add as Caller ID)
Activated	Select Yes / No
ID CARD	Define the Card Number ID to use.
CONFIRM DATA	Click "CONFIRM DATA" button to Add Caller ID .

Card History

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

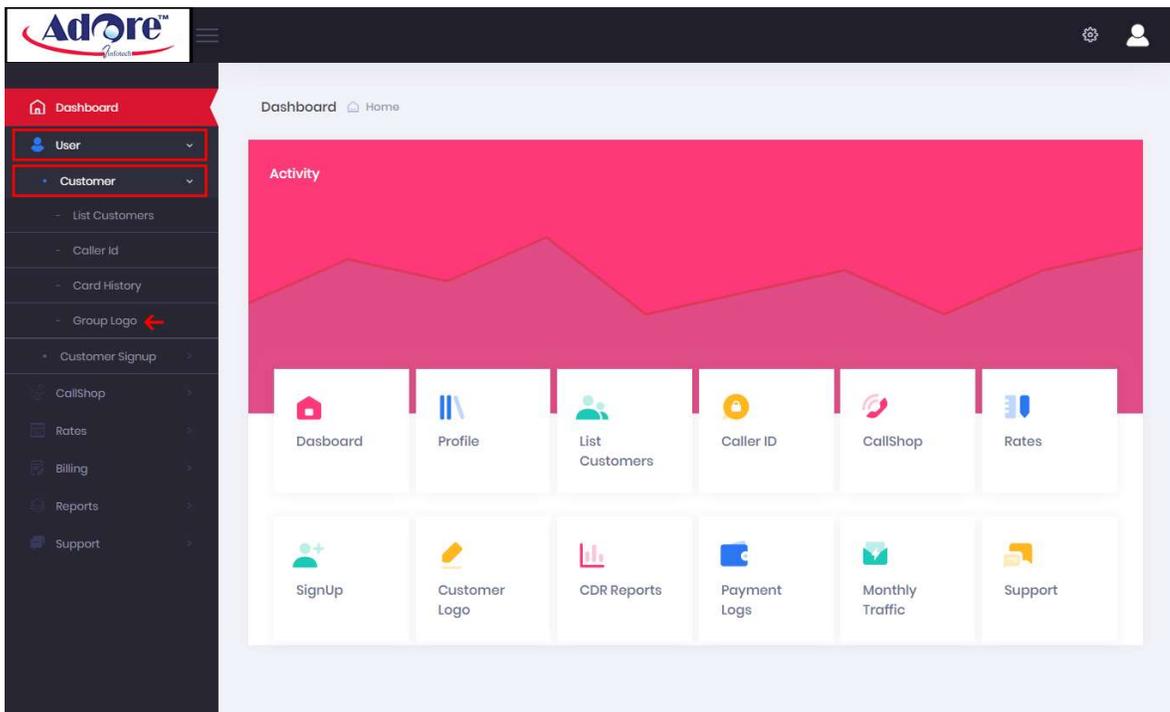


Here you can view your customers card history by using search option.

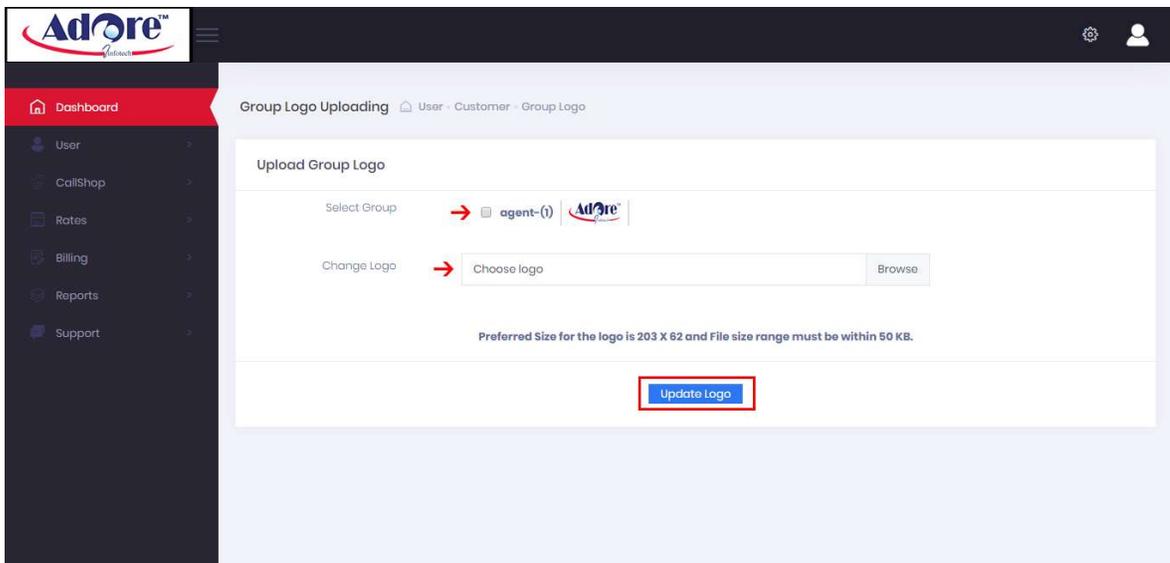


Group Logo

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



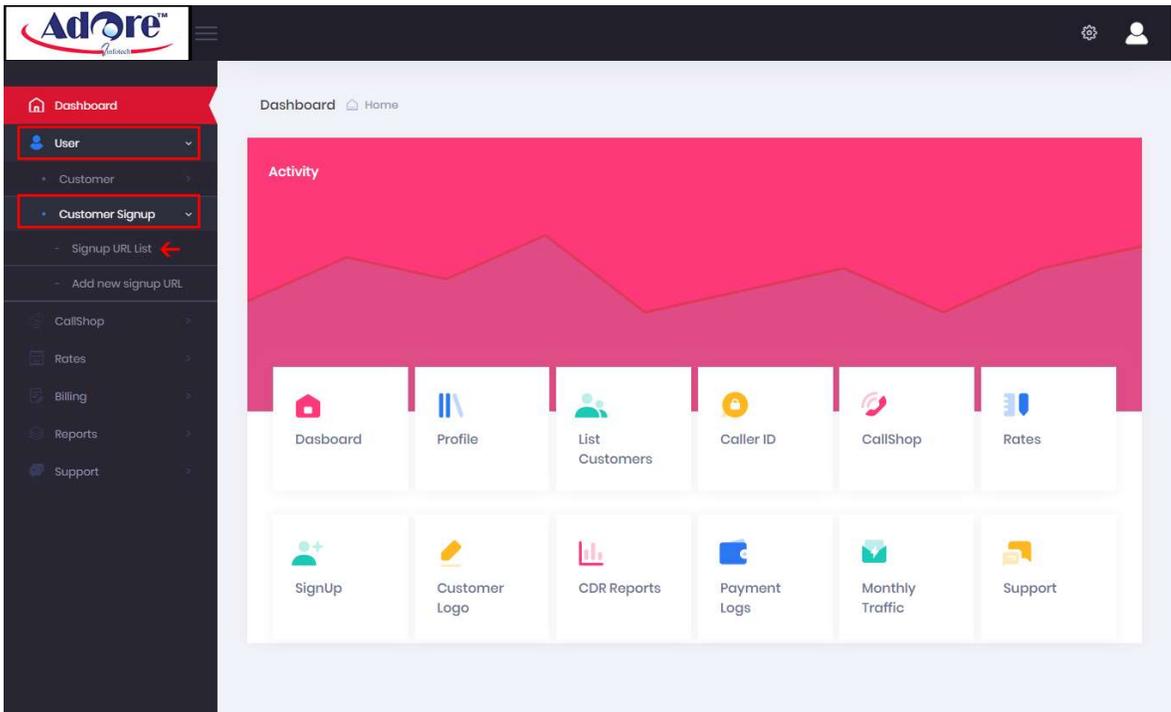
Here you can upload logo of your sub agent



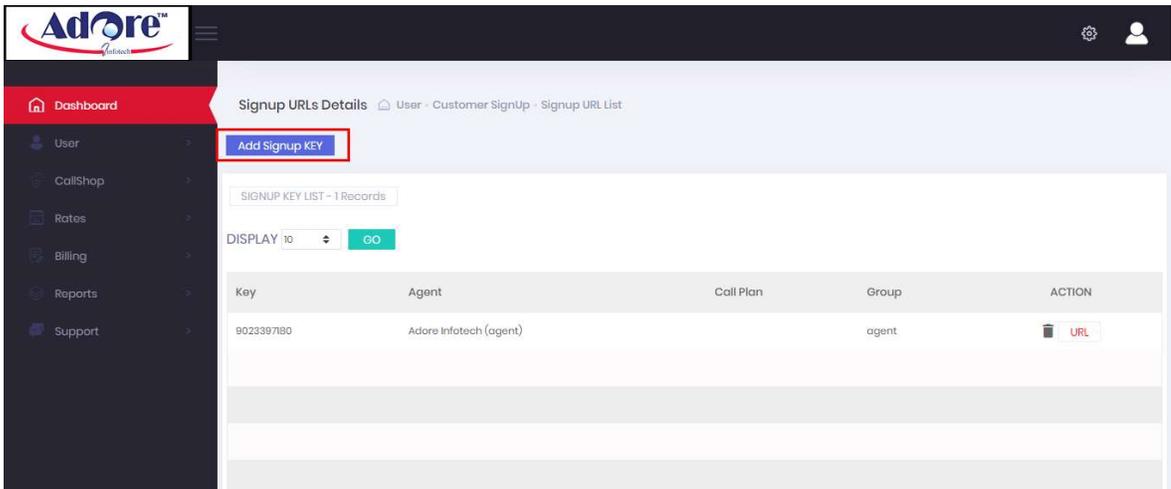
Customer Signup

Signup URL List

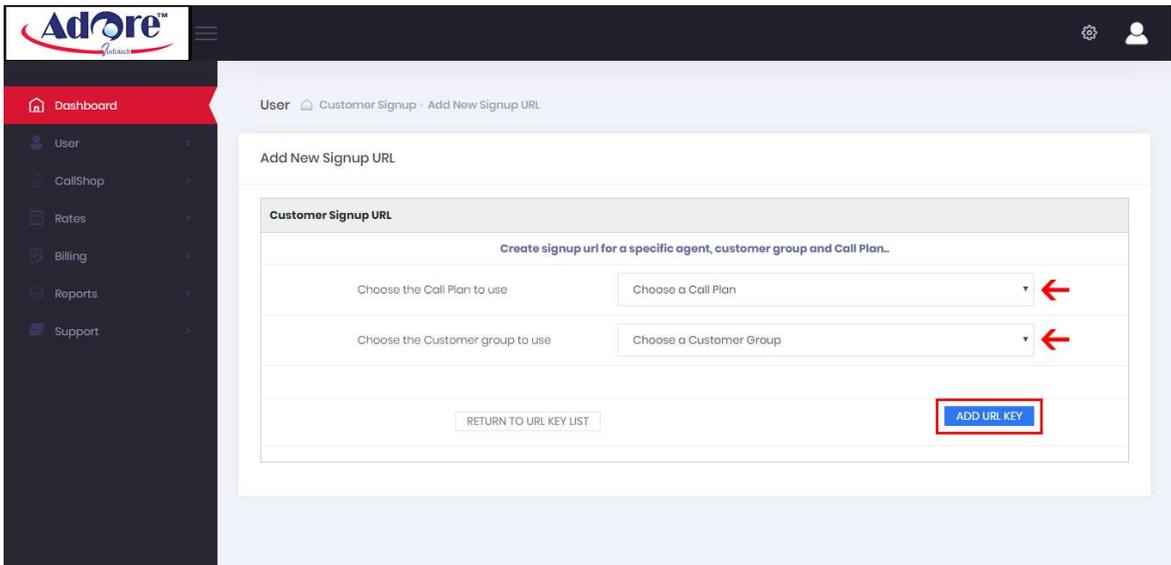
Go to **User -> Customer Signup - Signup URL List**



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.

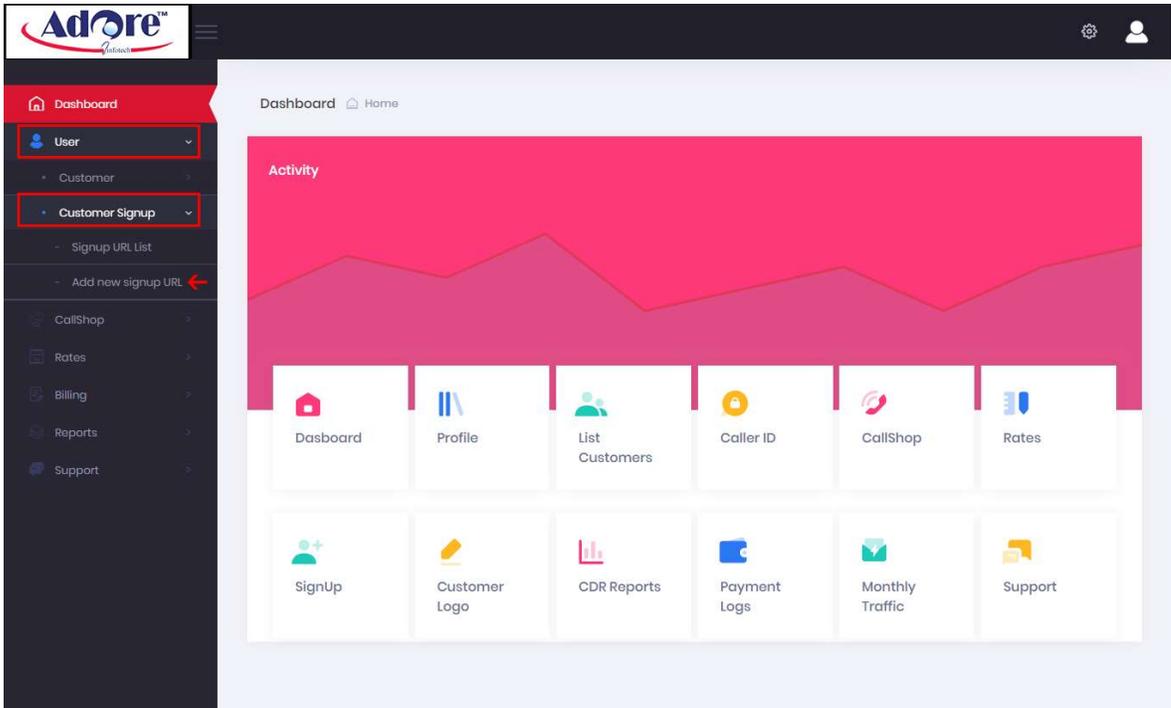


Generate a specific crypted URL and to configure signup with a customer group and call plan.



Add New Signup URL

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



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

The screenshot displays the Adore CRM interface. At the top left is the Adore logo. A dark sidebar on the left contains a navigation menu with items: Dashboard, User, CallShop, Rates, Billing, Reports, and Support. The main content area has a breadcrumb trail: User > Customer Signup > Add New Signup URL. The page title is 'Add New Signup URL'. Below this is a form titled 'Customer Signup URL' with the instruction 'Create signup uri for a specific agent, customer group and Call Plan..'. The form contains two dropdown menus: 'Choose the Call Plan to use' with a dropdown arrow and a red arrow pointing left, and 'Choose the Customer group to use' with a dropdown arrow and a red arrow pointing left. At the bottom of the form are two buttons: 'RETURN TO URL KEY LIST' and 'ADD URL KEY'.

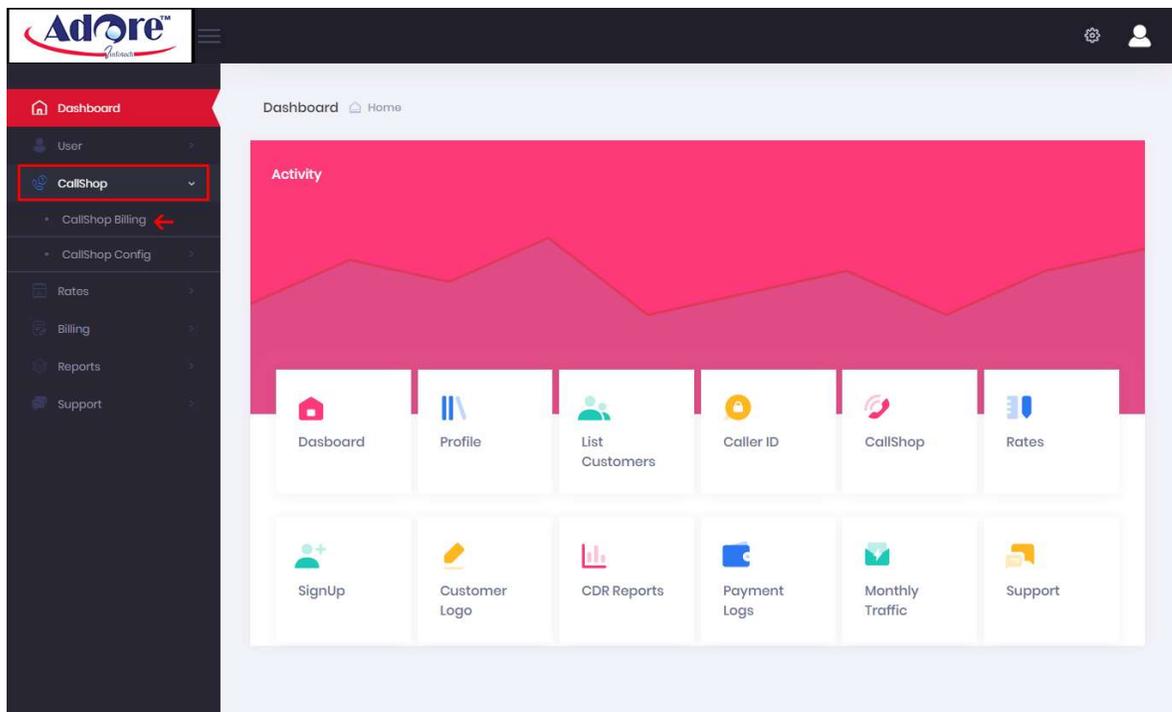
3.4. Callshop

Callshop

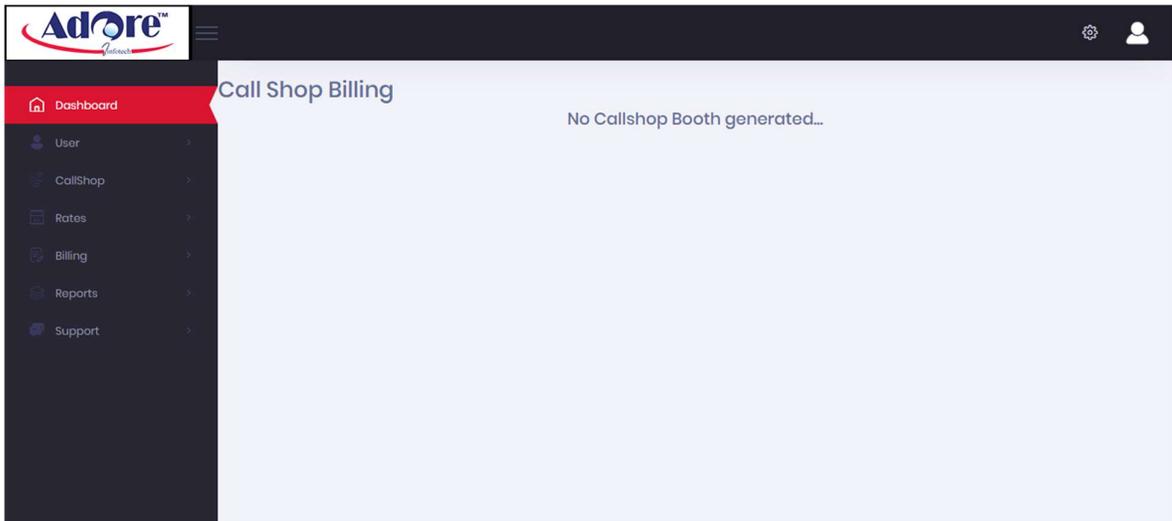
A **call shop** is a business providing on-site access to telephones for long-distance calling in countries without widespread home long-distance service. Calls may be prepaid or postpaid

Callshop Billing

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



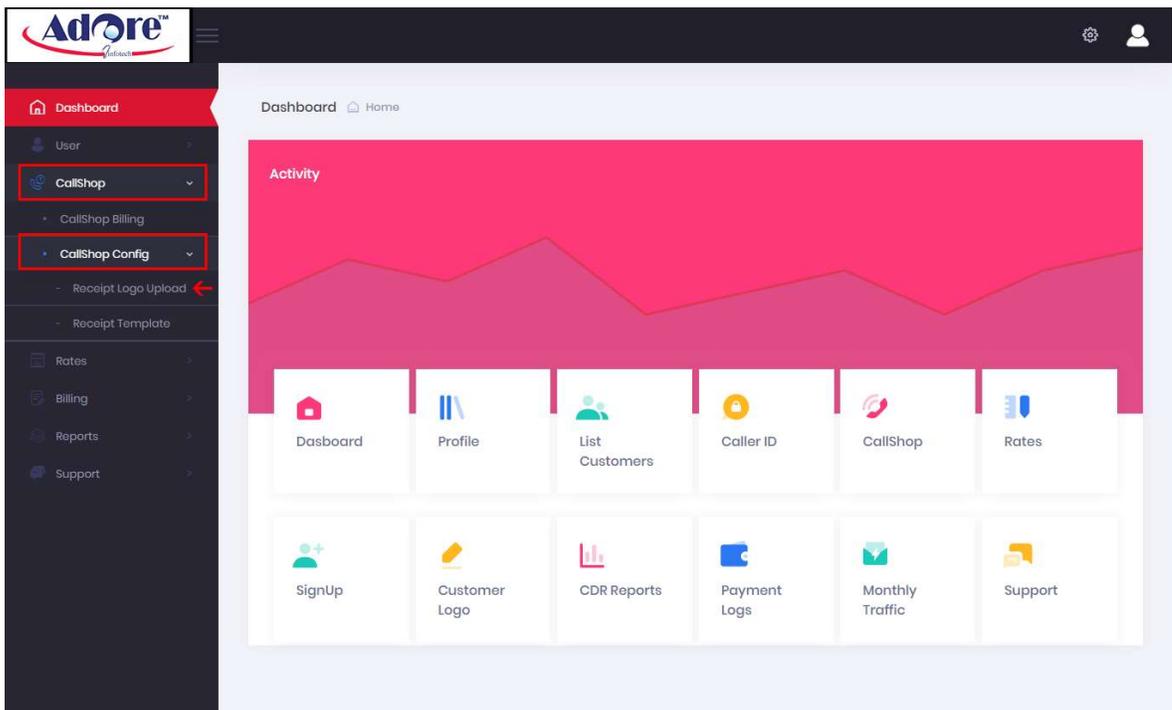
Here you can see under agent customer's Callshop Billing



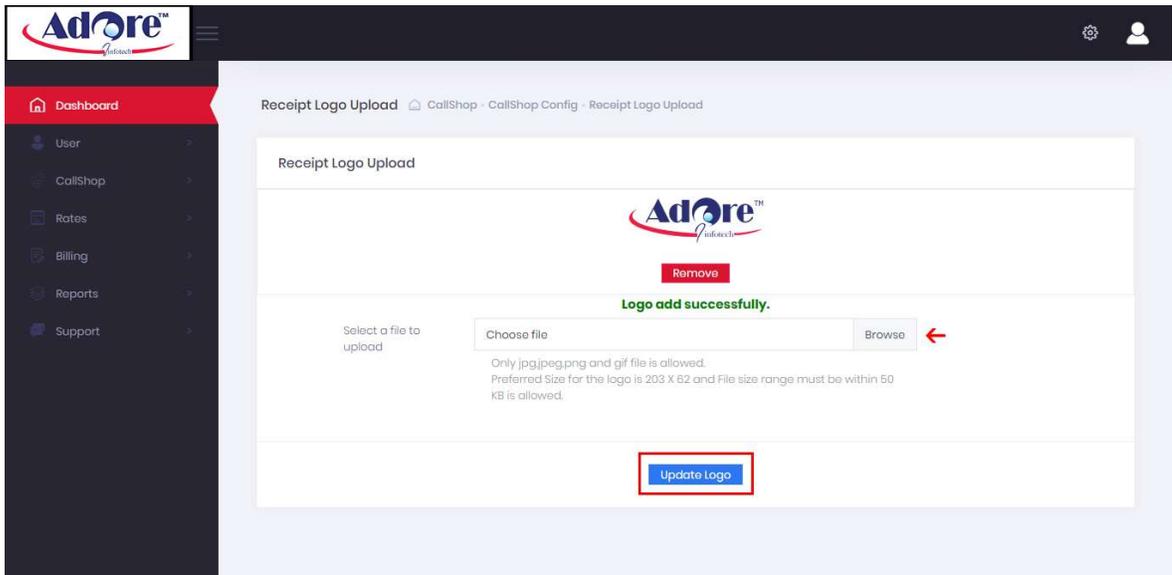
Callshop Config

Receipt Logo Upload

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

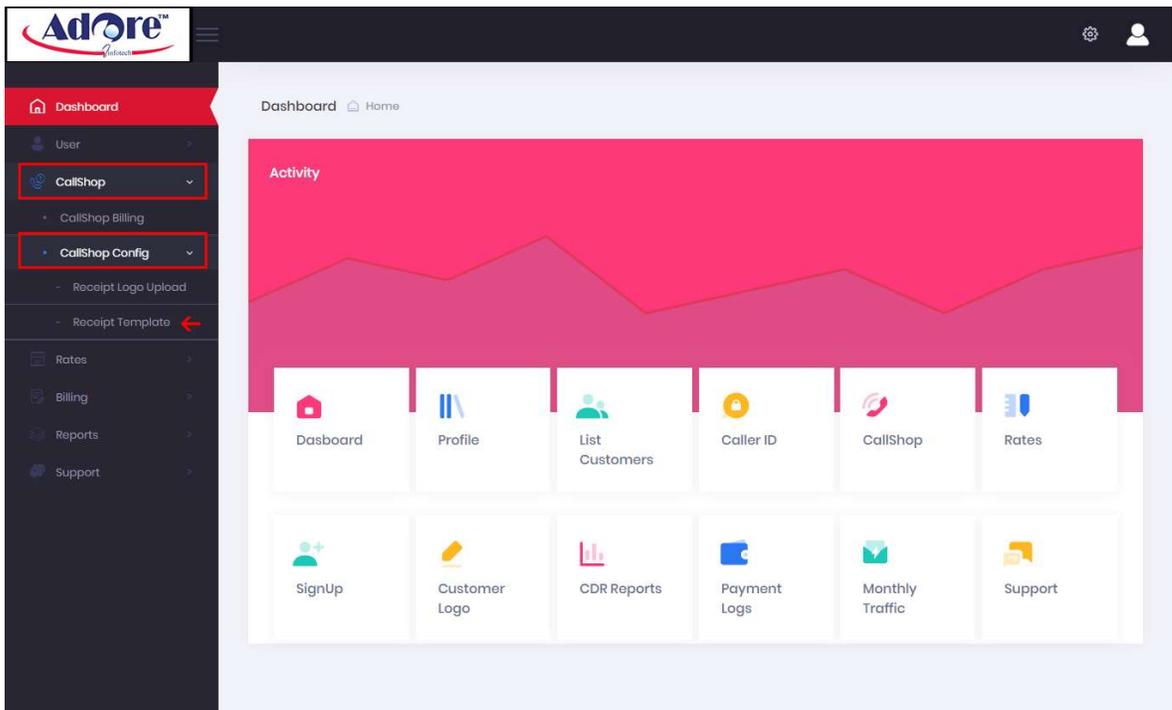


Here you can upload Receipt Logo



Receipt Template

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



Here you can add Receipt template

Adore
Infotech

CallShop CallShop Config Receipt Template

Details

Company Name ←

Address ←

Email-Id ←

Phone Number ←

[Update](#)

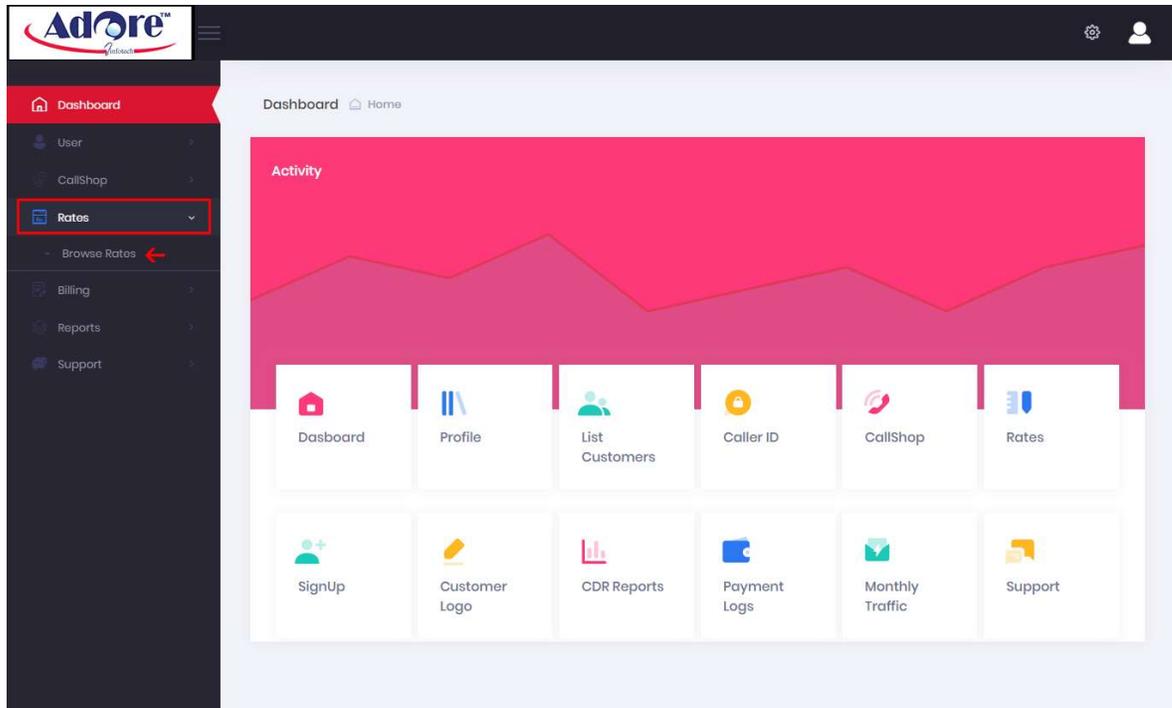
Company Name	Address	Email-Id	Phone Number
Adore Infotech	418, Ground Floor, Shakti Khand-I	support@adoreinfotech.com	2147483647

3.5. Rates

Rates

Browse Rates

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



Define criteria to make a precise search






Dashboard

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

Rates Browse Rates

Define criteria to make a precise search

START DATE

From: To:

PREFIX

Exact Begins with Contains Ends with

FROM RATE INITIAL

> >= = <= <

TO RATE INITIAL

> >= <= <

[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 2015:10	2029-08-13 2015:10	0.00000

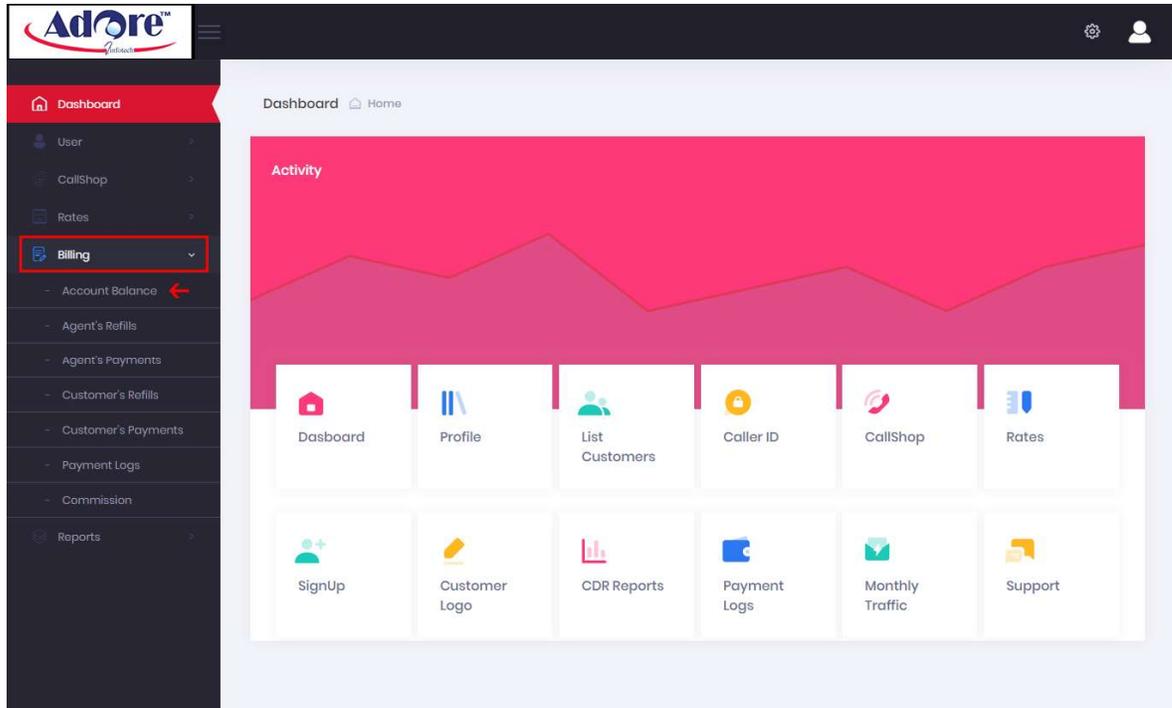
[↑](#)

3.6. Billing

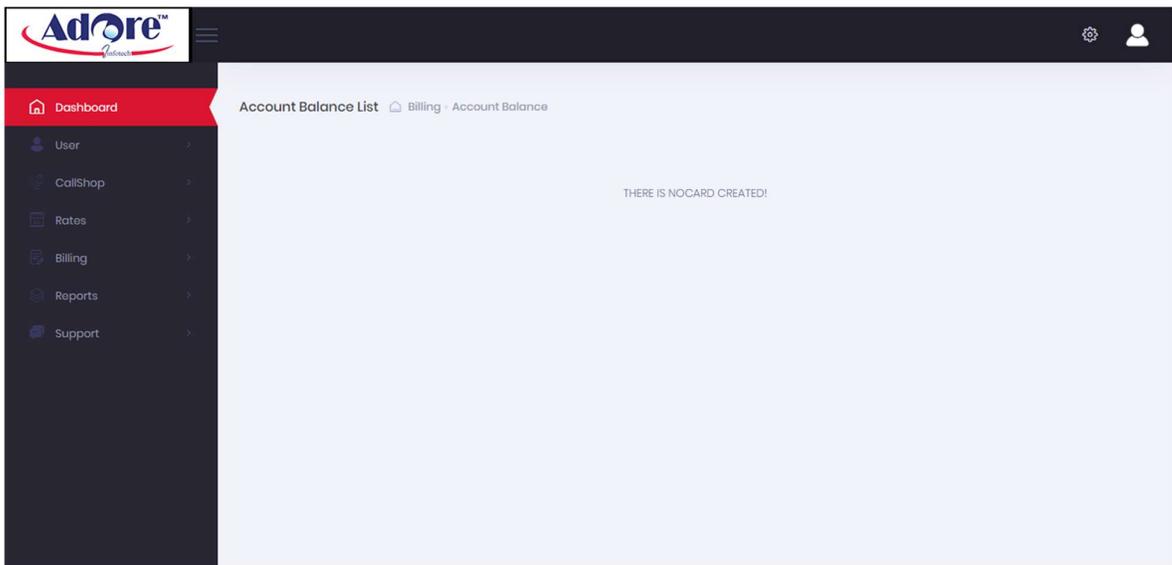
Billing

Account Balance

Go to **Billing -> Account Balance**

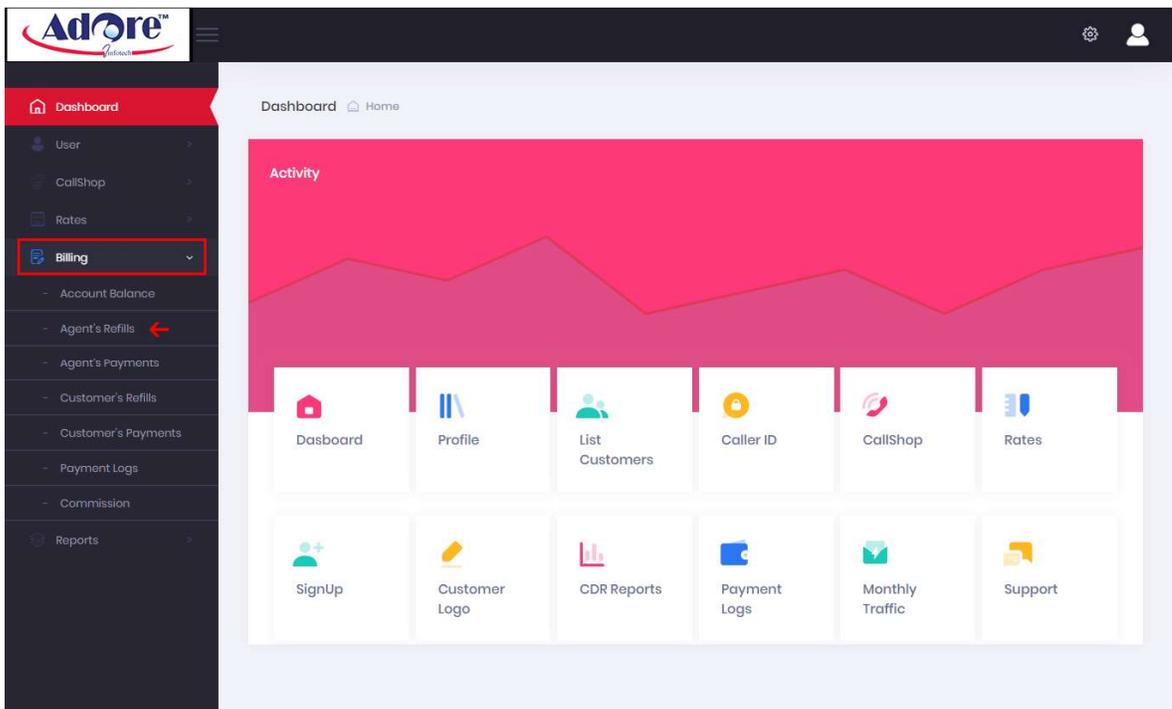


Here you can shows refills and payments made against each account, along with the current credit on each card. The initial amount of credit applied to the card is not included. The amount owing is calculated by subtracting payments from refills .



Agent's Refills

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



The section below allows you to see your refill

Adore™

Dashboard Agent Refill List Billing - Agent Refill

Define criteria to make a precise search

DATE

From: 01 November-2019 To: 01 November-2019

Search

REFILL AGENT LIST - 2 Records

DISPLAY 10 GO

ID	AGENT	LOGIN	REFILL DATE	DESCRIPTION	REFILL TYPE	REFILL AMOUNT	ACTION
10	Infotech Adore	agent	2019-10-22 02:17:53	CREATION AGENT REFILL	AMOUNT	100000	ⓘ
1	Infotech Adore	agent	2019-07-19 08:13:50	CREATION AGENT REFILL	AMOUNT	200000	ⓘ

Agent's Payment

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

Adore™

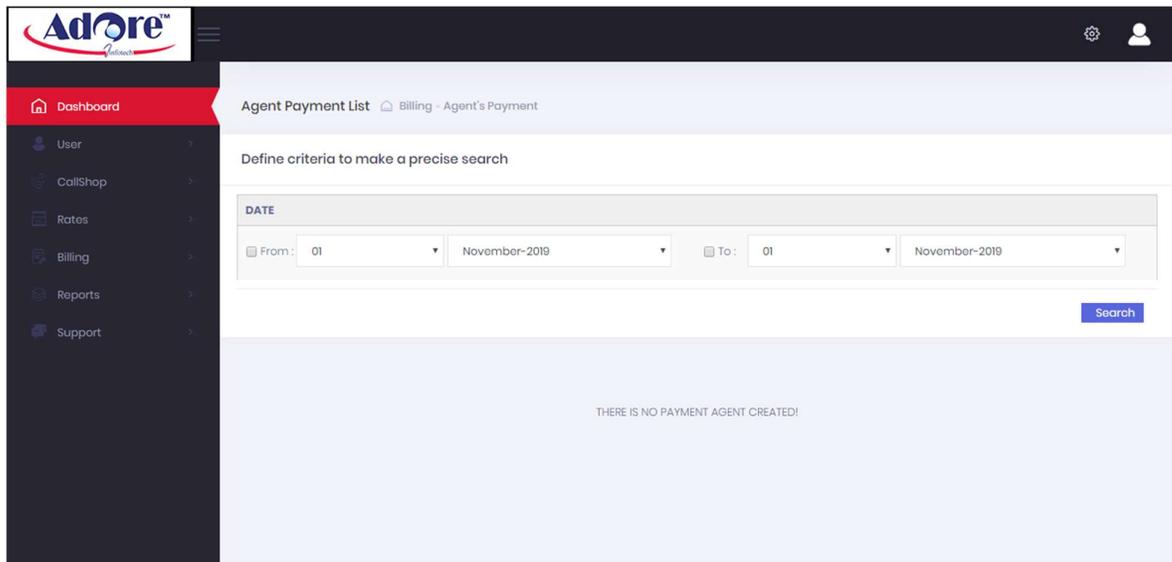
Dashboard Dashboard Home

Activity

Dashboard Profile List Customers Caller ID CallShop Rates

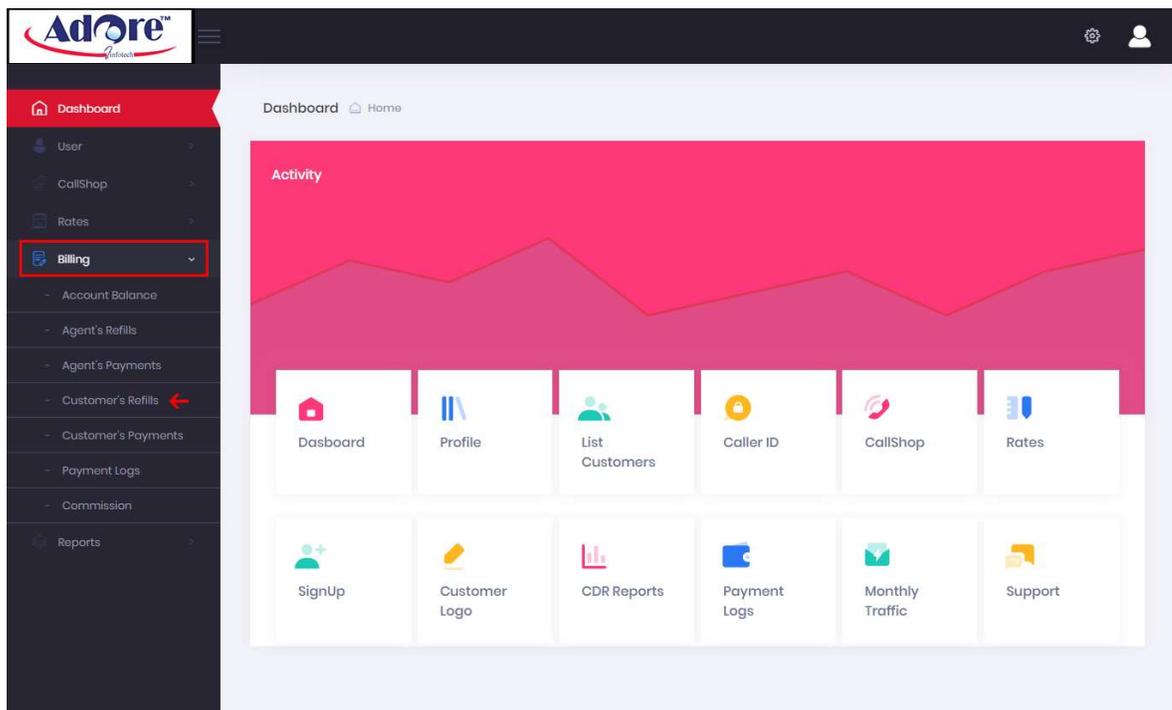
SignUp Customer Logo CDR Reports Payment Logs Monthly Traffic Support

The section below allows you to browse your payments

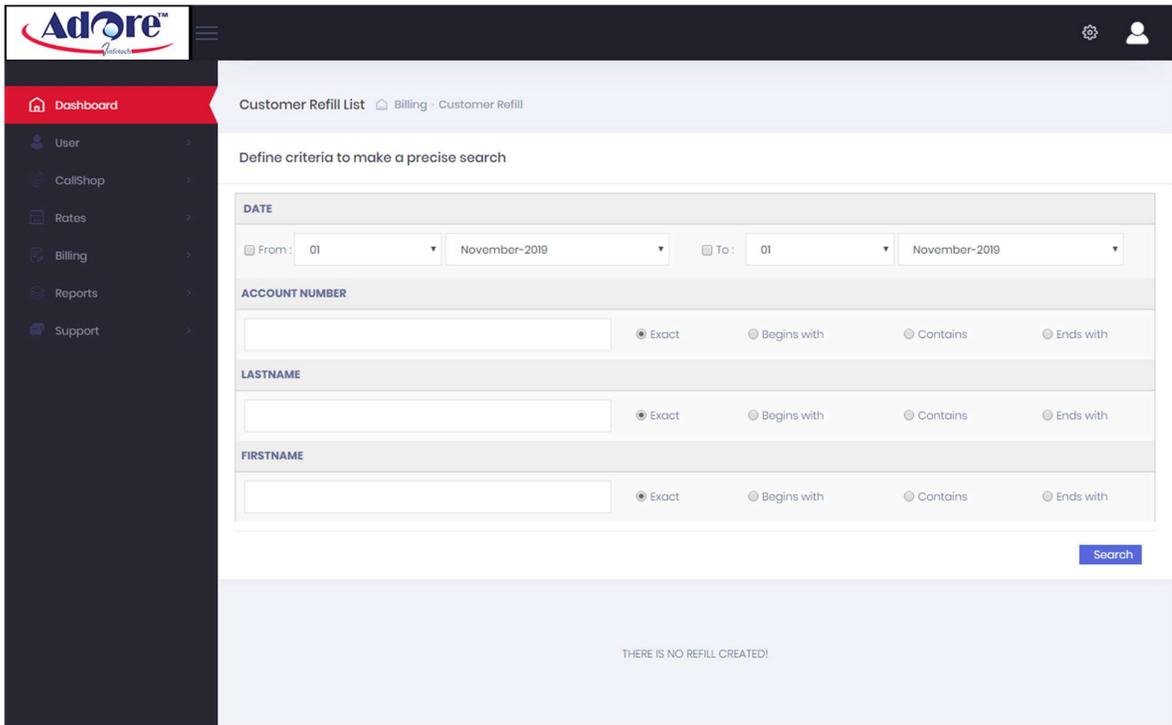


Customer Refills

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

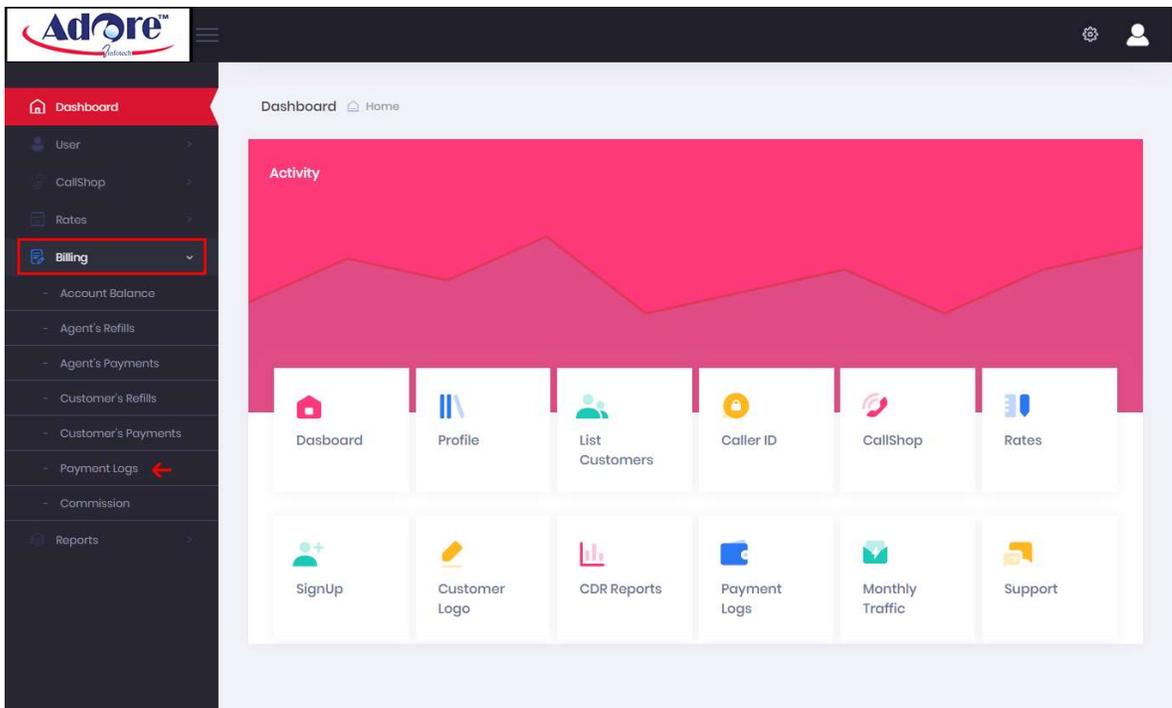


Customer's Refill history - The section allows you to add payments against a customer. Note that this does not change the balance on the card. Click refill under customer list to top-up a card.

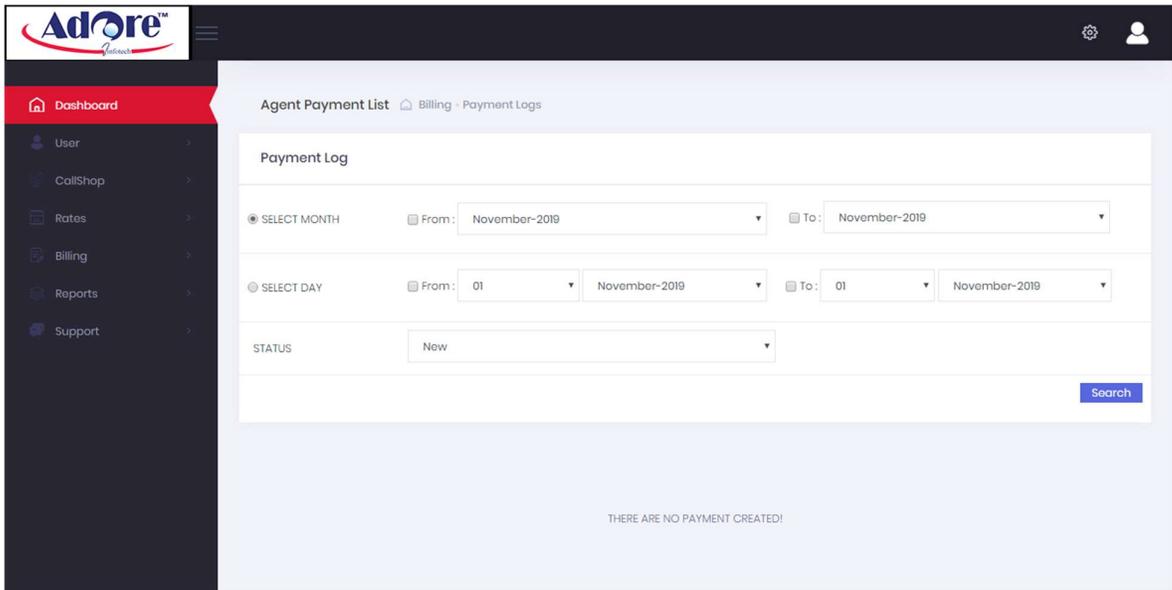


Payment Log

Go to **BILLING** - > **Payment Log**

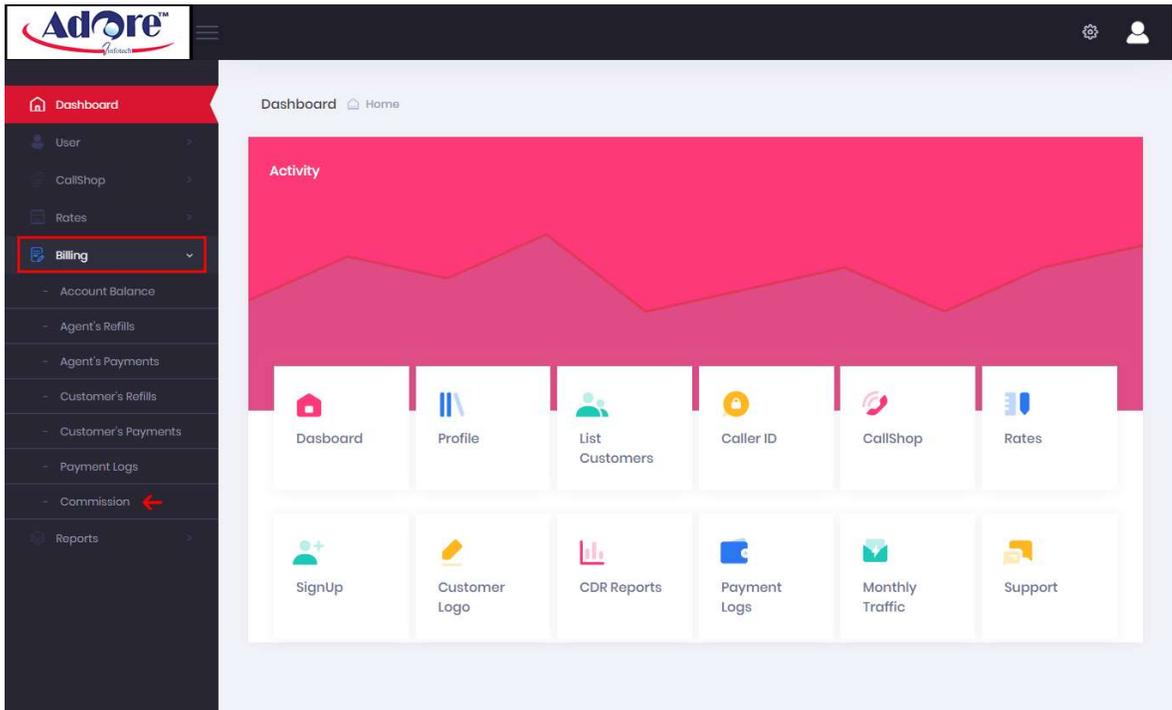


Here you can see Payment log of your users.



Commission

Go to **BILLING** - > **Commission**



Here you can see your commission reports.

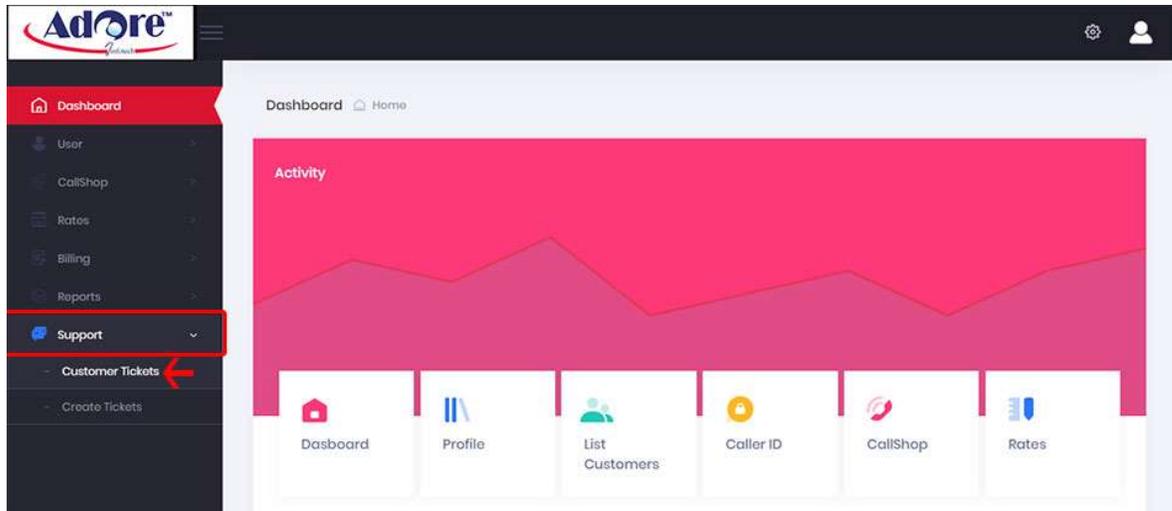
The screenshot displays the Adore CRM interface. At the top left is the Adore logo. A dark sidebar on the left contains a navigation menu with items: Dashboard (highlighted in red), User, CallShop, Rates, Billing, Reports, and Support. The main content area is titled "Payment Commission" and includes a breadcrumb trail: "Billing - Commissions". The central message reads "THERE IS NO COMMISSION CREATED!".

3.7. Support

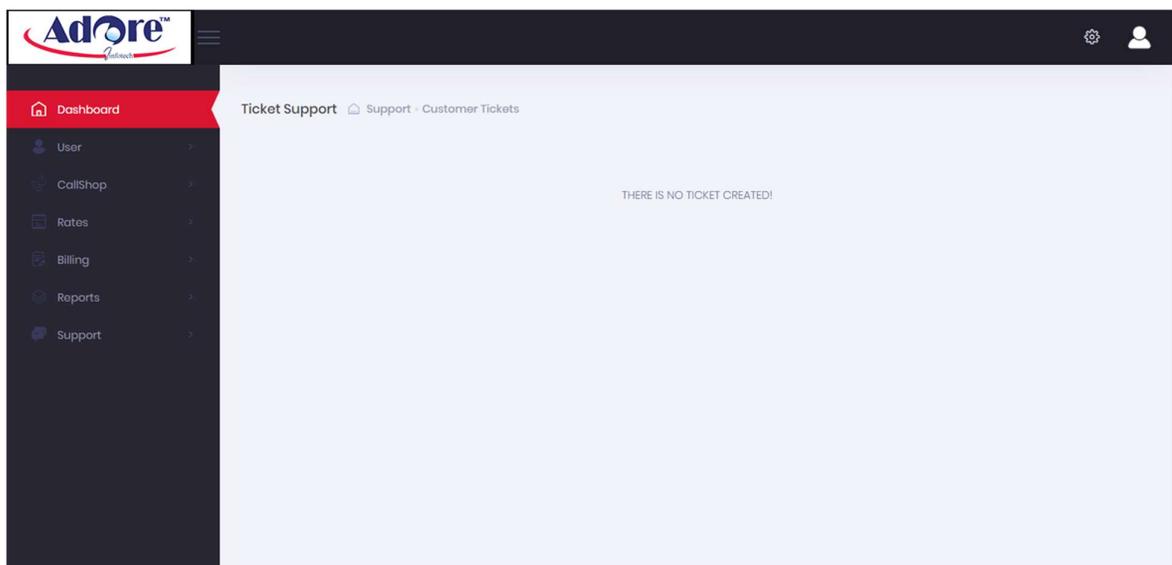
Support

Customer Ticket

Go to Support -> Customer Ticket

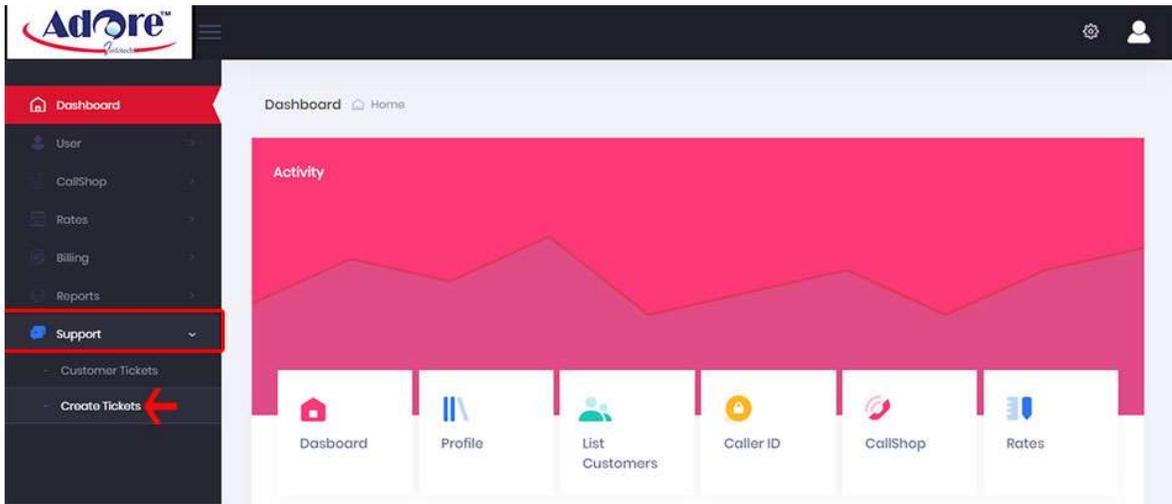


Here you can view your customer tickets.

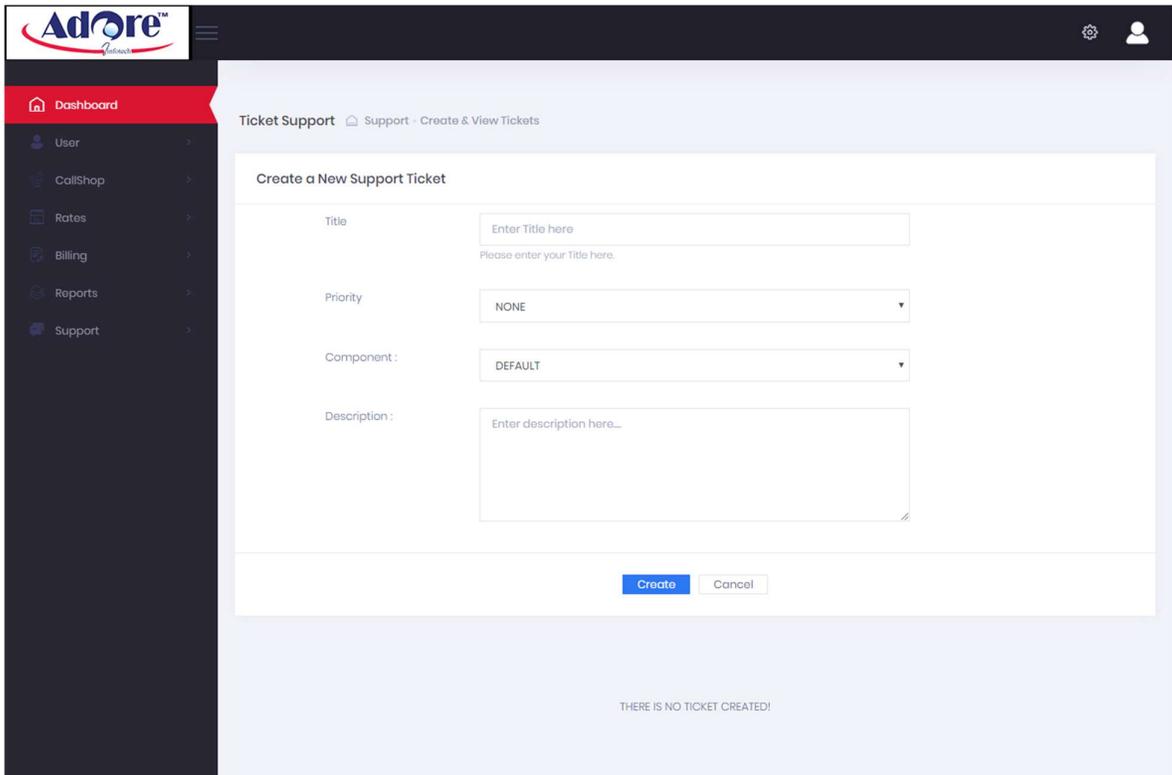


Create Ticket

Go to Support -> Create Ticket



Here you can create your customer tickets.



4. customer

CUSTOMER MODULE

Welcome to Adore Softswitch VoIP Billing Customer Module

- [How to Login on Customer Module](#)
- [Customer Dashboard](#)
- [Rates Section](#)
- [Services](#)
- [Billing Section](#)
- [Reports](#)
- [Support](#)

4.1. How To Login on Customer Module

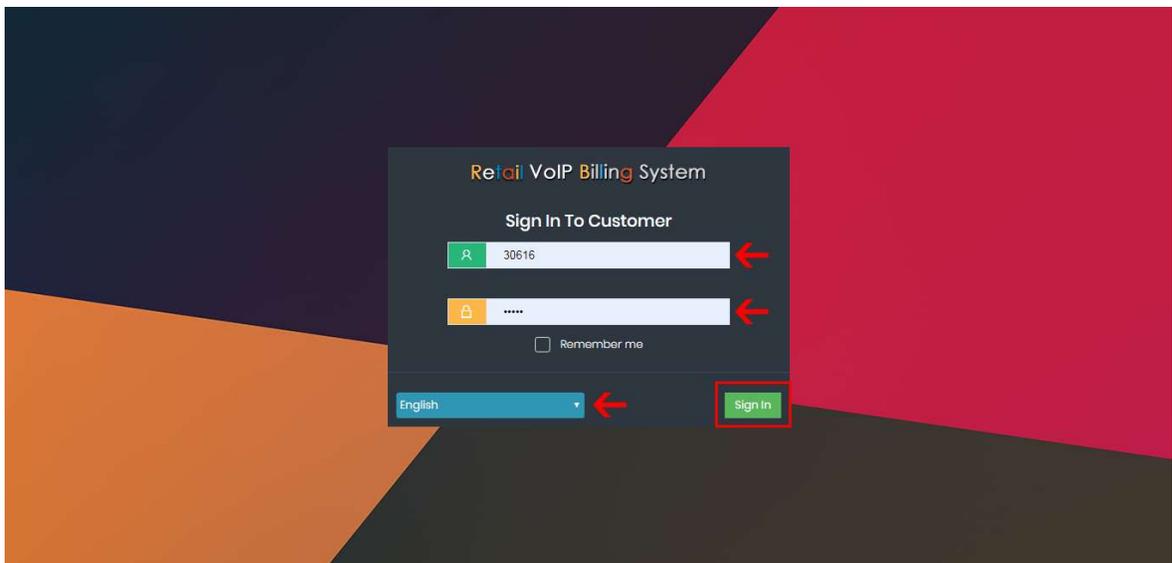
How to Login on Customer Module

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 : xxxxxxxx

Password: xxxxxxxx



4.2. Customer Dashboard

Customer Dashborad

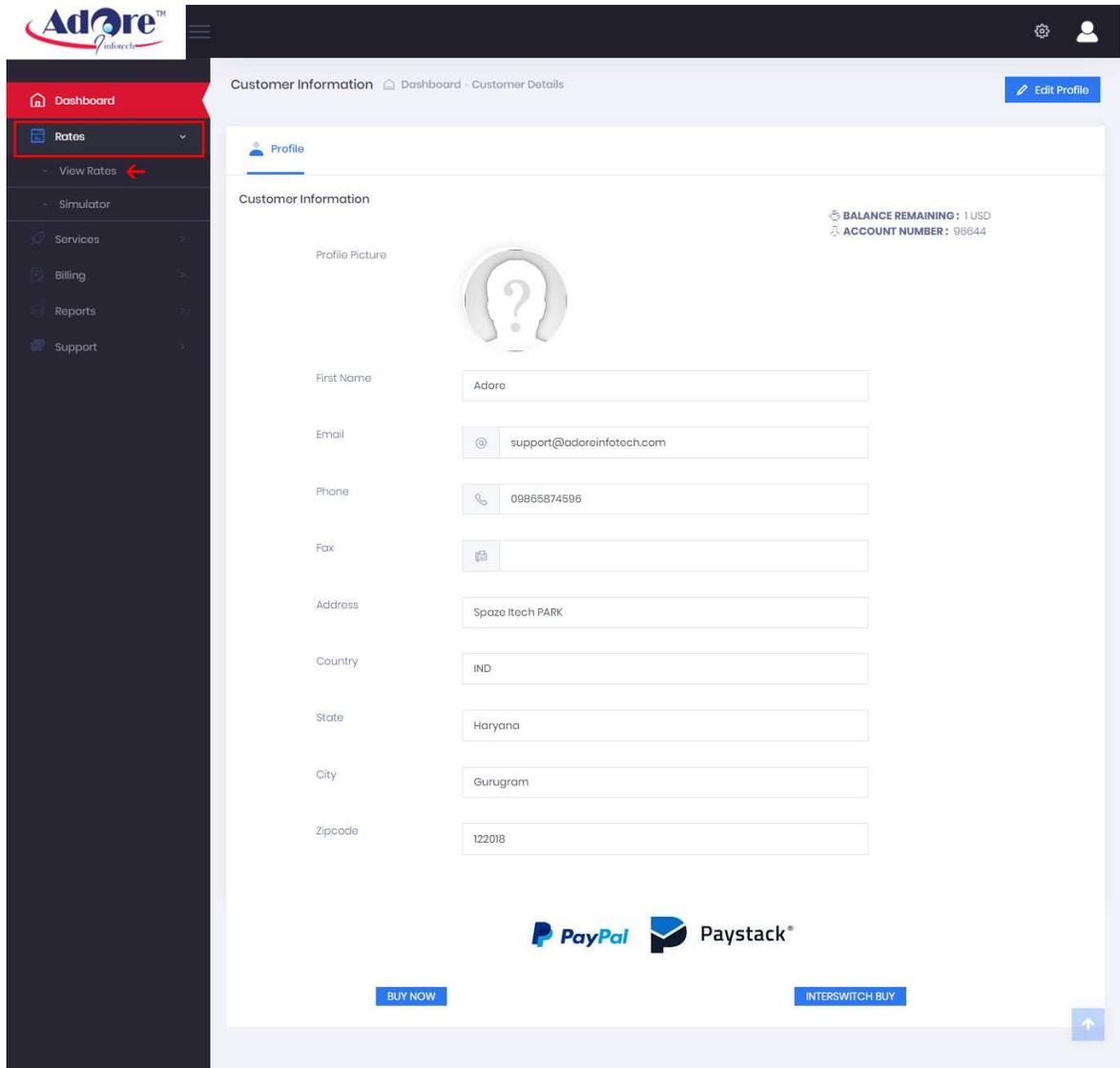
The screenshot displays the Adore Customer Dashboard. The top left features the Adore infotech logo. A dark sidebar on the left contains navigation links: Dashboard, Rates, Services, Billing, Reports, and Support. The main content area is titled 'Customer Information' and includes a breadcrumb trail 'Dashboard - Customer Details' and an 'Edit Profile' button. Under the 'Profile' tab, the 'Customer Information' section shows a profile picture placeholder (a question mark in a circle) and a list of fields: First Name (Adore), Email (support@adoreinfotech.com), Phone (09865874596), Fax, Address (Spaze Itech PARK), Country (IND), State (Haryana), City (Gurugram), and Zipcode (122018). In the top right corner of the main area, account details are shown: 'BALANCE REMAINING: 1 USD' and 'ACCOUNT NUMBER: 98644'. At the bottom, there are logos for PayPal and Paystack, and two buttons: 'BUY NOW' and 'INTERSWITCH BUY'. A small upward arrow icon is located in the bottom right corner.

4.3. Rates Section

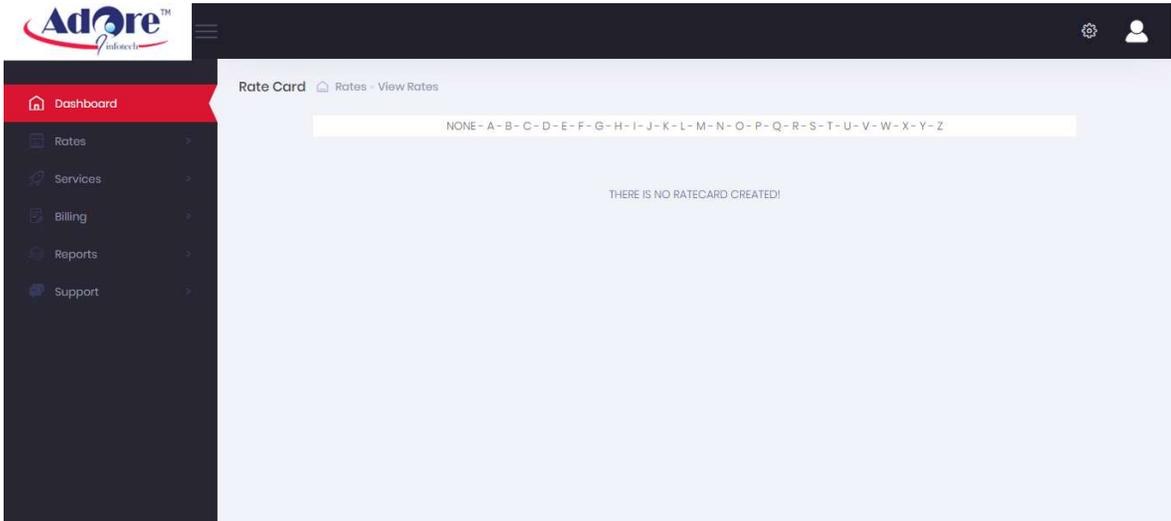
Rates

View Rates

Go to **RATES** -> **View Rates**



Here you can view rates of all destination



Simulator

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

The screenshot displays the Adore infotech dashboard. The top left features the Adore infotech logo. The top right contains a settings gear icon and a user profile icon. A dark sidebar on the left lists navigation options: Dashboard, Rates (highlighted with a red box), View Rates, Simulator (with a red arrow), Services, Billing, Reports, and Support. The main content area is titled 'Customer Information' and includes a breadcrumb 'Dashboard - Customer Details' and an 'Edit Profile' button. The 'Profile' section shows a 'Profile Picture' placeholder (a head with a question mark) and account details: 'BALANCE REMAINING: 1 USD' and 'ACCOUNT NUMBER: 96644'. Below this is a form with the following fields: First Name (Adore), Email (support@adoreinfotech.com), Phone (09865874596), Fax (empty), Address (Spaze Itch PARK), Country (IND), State (Haryana), City (Gurugram), and Zipcode (122018). At the bottom, there are logos for PayPal and Paystack, and two buttons: 'BUY NOW' and 'INTERSWITCH BUY'. A small upward arrow icon is in the bottom right corner.

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.

Simulator

Enter the number you wish to call

018527611408

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

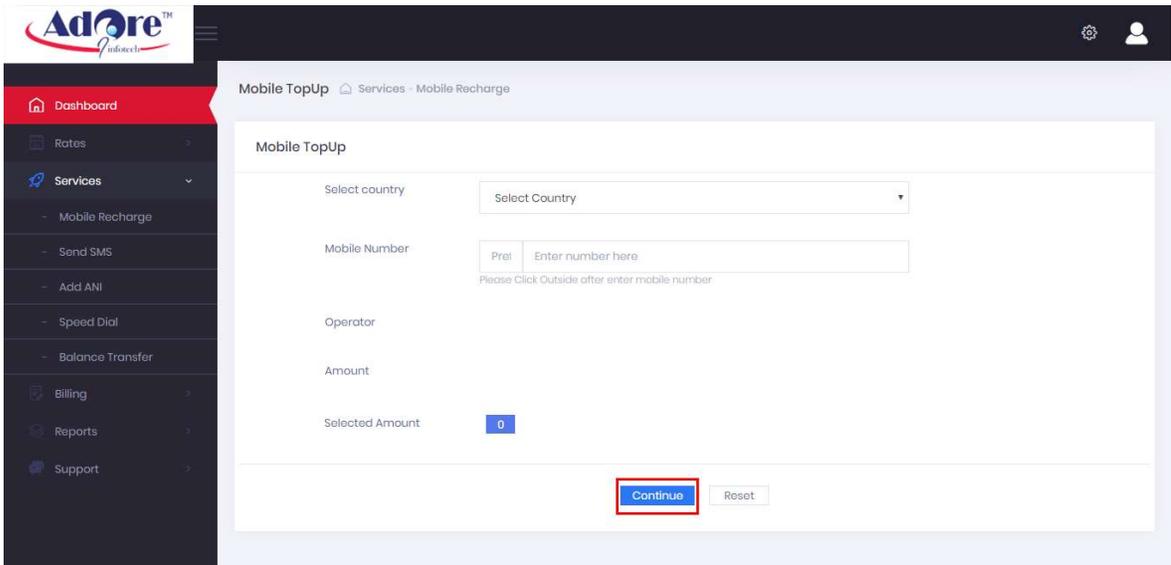
Services

Mobile Recharge

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

The screenshot displays the Adore Infotech dashboard. On the left, a dark sidebar menu contains the following items: Dashboard, Rates, Services (highlighted with a red box), Mobile Recharge (with a red arrow), Send SMS, Add ANI, Speed Dial, Balance Transfer, Billing, Reports, and Support. The main content area is titled 'Customer Information' and includes a breadcrumb 'Dashboard - Customer Details' and an 'Edit Profile' button. Below this, there is a 'Profile' section with a 'Customer Information' sub-section. The profile information includes a profile picture placeholder (a question mark in a circle), and the following fields: First Name (Adore), Email (support@adoreinfotech.com), Phone (09865874596), Fax, Address (Spaze Itech PARK), Country (IND), State (Haryana), City (Gurugram), and Zipcode (122018). In the top right corner of the profile section, it shows 'BALANCE REMAINING: 1 USD' and 'ACCOUNT NUMBER: 98644'. At the bottom of the profile section, there are logos for PayPal and Paystack, and two buttons: 'BUY NOW' and 'INTERSWITCH BUY'.

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

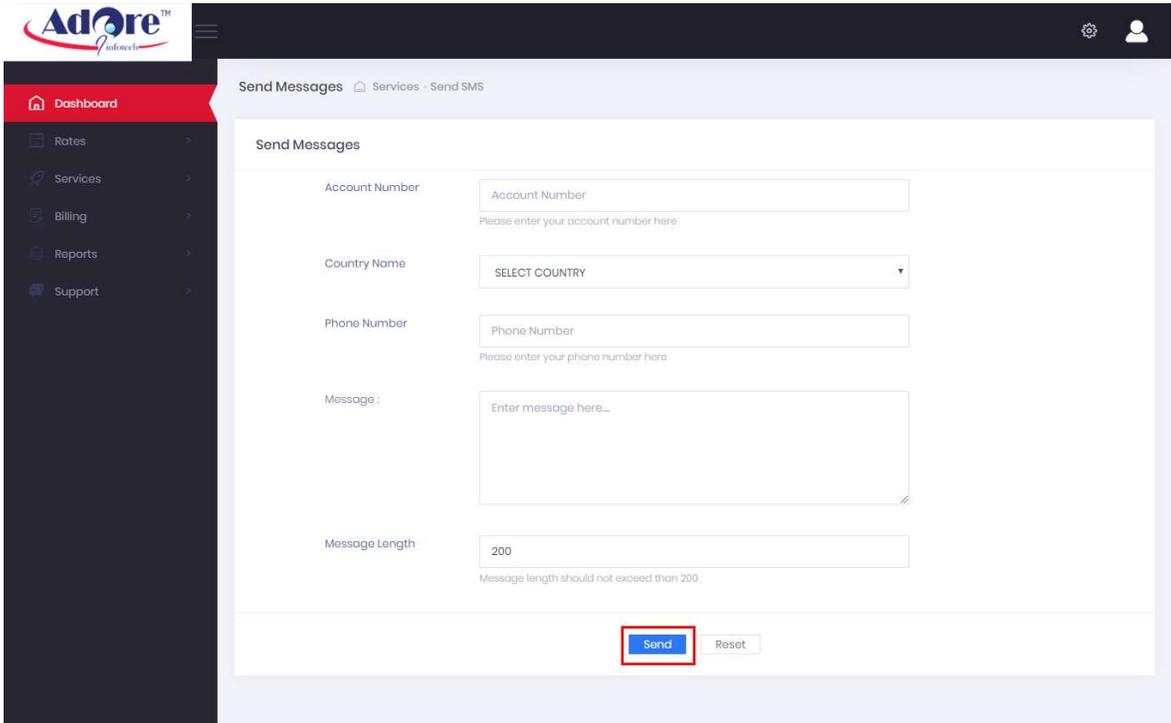


Send SMS

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

The screenshot displays the Adore infotech dashboard. On the left, a dark sidebar contains a menu with 'Services' highlighted in red. The main content area is titled 'Customer Information' and includes a profile section with a placeholder for a profile picture. Below this, various fields are filled with customer details: First Name (Adore), Email (support@adoreinfotech.com), Phone (09865874596), Address (Spaze Itch PARK), Country (IND), State (Haryana), City (Gurugram), and Zipcode (122018). In the top right corner, account details show 'BALANCE REMAINING: 1 USD' and 'ACCOUNT NUMBER: 98644'. At the bottom, there are logos for PayPal and Paystack, along with 'BUY NOW' and 'INTERSWITCH BUY' buttons.

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



Add ANI

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

Adore™
infotech

Dashboard - Customer Details [Edit Profile](#)

Services

- Mobile Recharge
- Send SMS
- Add ANI
- Speed Dial
- Balance Transfer

Billing

Reports

Support

Customer Information

BALANCE REMAINING: 1 USD
ACCOUNT NUMBER: 98644

Profile Picture

First Name: Adore

Email: support@adoreinfotech.com

Phone: 09865874596

Fax:

Address: Spaze Itch PARK

Country: IND

State: Haryana

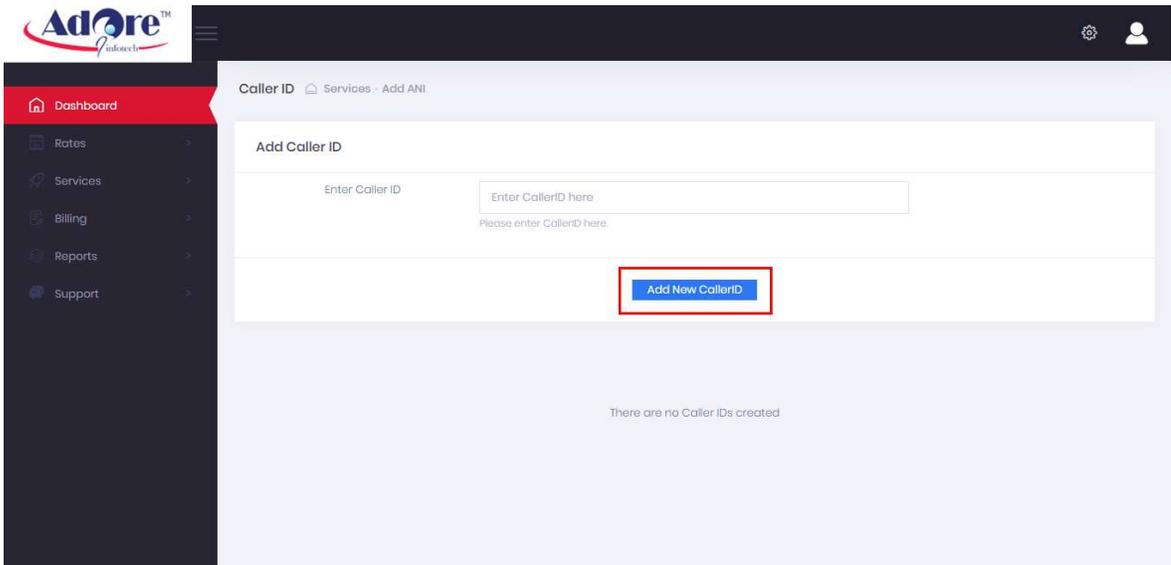
City: Gurugram

Zipcode: 122018

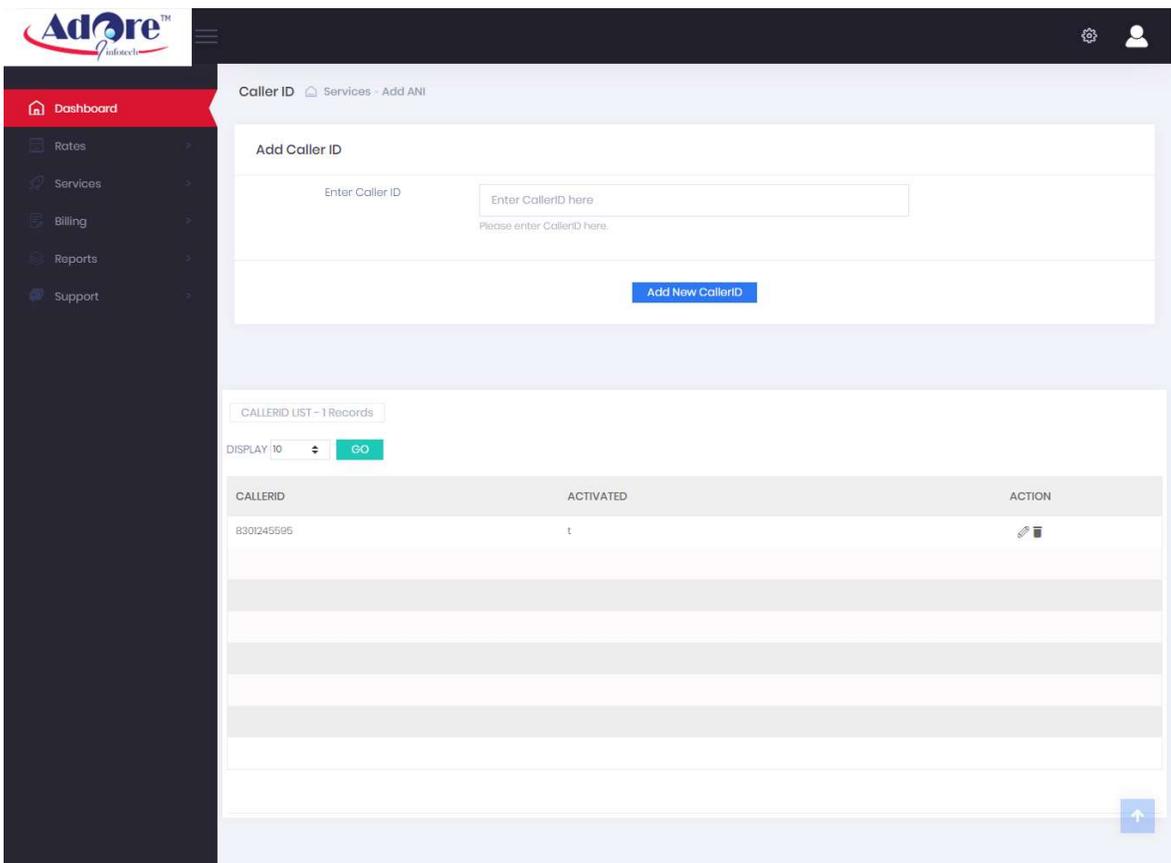
PayPal Paystack®

BUY NOW INTERSWITCH BUY

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**

Adore™
infotech

Dashboard - Customer Details Edit Profile

Services

- Mobile Recharge
- Send SMS
- Add ANI
- Speed Dial
- Balance Transfer
- Billing
- Reports
- Support

Customer Information

BALANCE REMAINING: 1 USD
ACCOUNT NUMBER: 98644

Profile Picture

First Name: Adore

Email: support@adoreinfotech.com

Phone: 09865874596

Fax:

Address: Spaze Itch PARK

Country: IND

State: Haryana

City: Gurugram

Zipcode: 122018

PayPal Paystack®

BUY NOW INTERSWITCH BUY

Add single digit to your most dialed numbers.

Adore™
infotech

Dashboard - Speed Dial

Speed Dial

Enter the number which you wish to assign to the code here.

Speed Dial code: 0

Destination: Destination
Please enter Destination here

Country: Country name
Please enter your Country here

Assign Number To SpeedDial Reset

Balance Transfer

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

The screenshot displays the Adore infotech dashboard. On the left, a dark sidebar contains a menu with 'Services' highlighted in red. The main content area is titled 'Customer Information' and shows a profile form for 'Adore'. The form includes fields for First Name, Email, Phone, Fax, Address, Country, State, City, and Zipcode. A profile picture placeholder with a question mark is shown. Account details include 'BALANCE REMAINING: 1 USD' and 'ACCOUNT NUMBER: 96644'. At the bottom, there are logos for PayPal and Paystack, and buttons for 'BUY NOW' and 'INTERSWITCH BUY'.

Adore
infotech

Dashboard - Customer Details [Edit Profile](#)

Profile

Customer Information BALANCE REMAINING: 1 USD
ACCOUNT NUMBER: 96644

Profile Picture

First Name: Adore

Email: support@adoreinfotech.com

Phone: 09865874596

Fax:

Address: Spazo Itech PARK

Country: IND

State: Haryana

City: Gurugram

Zipcode: 122018

PayPal Paystack

BUY NOW INTERSWITCH BUY

Here you can transfer balance to another account

The screenshot shows the Adore infotech web application interface. At the top left is the Adore infotech logo. The top right contains a settings gear icon and a user profile icon. A dark sidebar on the left lists navigation options: Dashboard (highlighted in red), Rates, Services, Billing, Reports, and Support. The main content area is titled "Balance Transfer" and "Services - Balance Transfer". It features a "Balance transfer" section with two input fields: "Receiver Account/PIN" with a sub-label "Enter Pin here" and a note "Please enter Receiver PIN here", and "Amount" with a sub-label "Enter Amount here" and a note "Please enter Amount here". At the bottom of this section are two buttons: "Transfer" (highlighted with a red box) and "Clear".

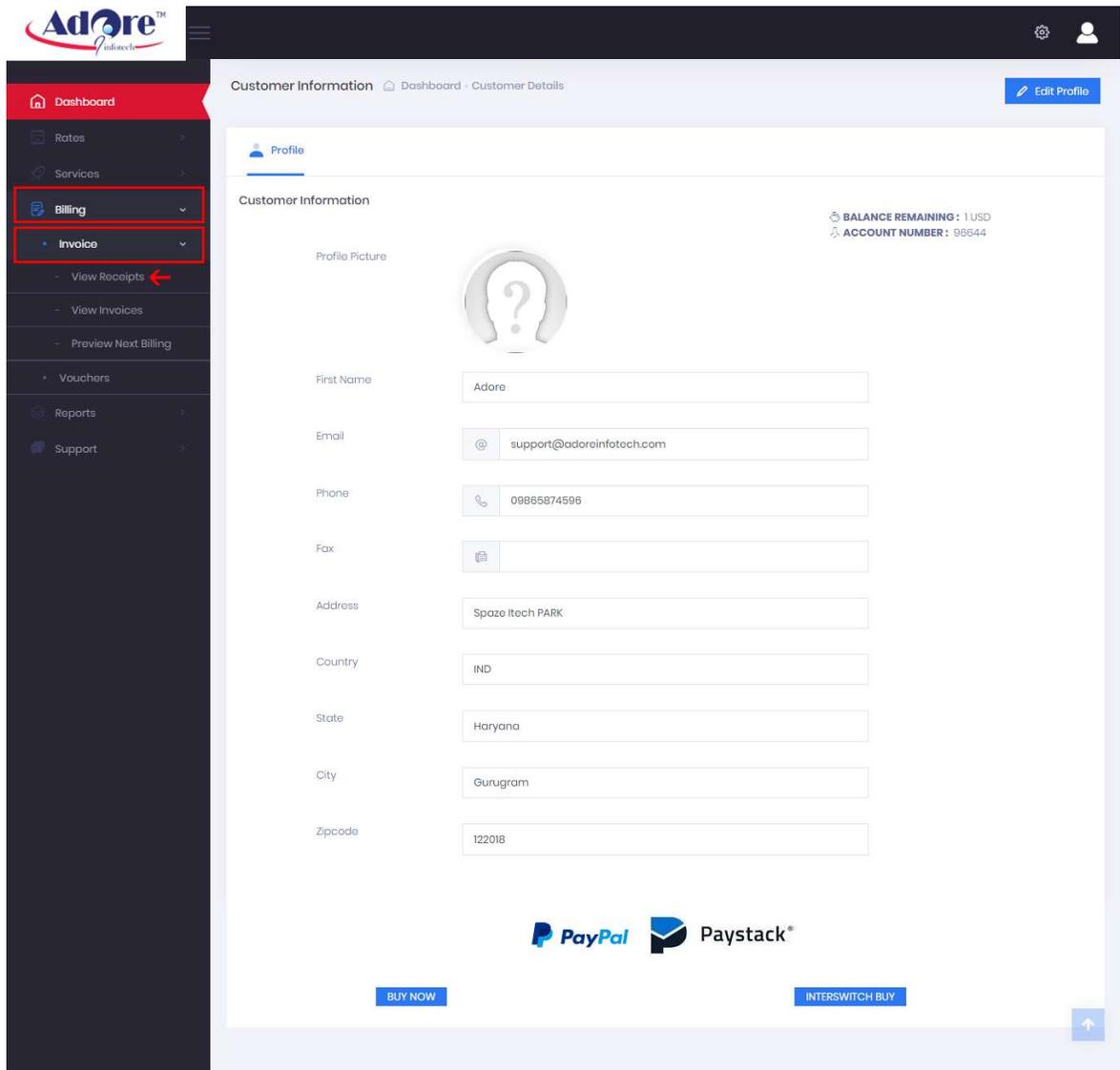
4.5. Billing Section

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

Adore™
infotech

Receipts > Billing - Invoice - View Receipts

RECEIPT LIST - 1 Records

DISPLAY 10 GO

ID	ACCOUNT	DATE	TITLE	AMOUNT INCL VAT	ACTION
3	99644	2019-09-27 22:15:59	SUMMARY OF CALLS	0.000 USD	🕒

View Invoice

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

Adore™
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Dashboard - Customer Details [Edit Profile](#)

Profile

Customer Information BALANCE REMAINING : 1 USD
ACCOUNT NUMBER : 96644

Profile Picture

First Name: Adore

Email: support@adoreinfotech.com

Phone: 09865874596

Fax:

Address: Spaze Itch PARK

Country: IND

State: Haryana

City: Gurugram

Zipcode: 122018

[BUY NOW](#) [INTERSWITCH BUY](#)

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

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Dashboard - Billing - Invoice - View Invoices

Invoices

THERE IS NO INVOICE CREATED!

Preview Next Billing

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

The screenshot displays the Adore™ software interface. The left sidebar contains a navigation menu with the following items: Dashboard, Rates, Services, Billing, Invoice, View Receipts, View Invoices, Preview Next Billing (highlighted with a red arrow), Vouchers, Reports, and Support. The main content area is titled 'Customer Information' and includes a breadcrumb trail 'Dashboard - Customer Details' and an 'Edit Profile' button. The 'Customer Information' section shows a profile picture placeholder, a 'BALANCE REMAINING: 1 USD' indicator, and an 'ACCOUNT NUMBER: 96644'. Below this, there are input fields for First Name (Adore), Email (support@adoreinfotech.com), Phone (09865874596), Fax, Address (Spazo Itech PARK), Country (IND), State (Haryana), City (Gurugram), and Zipcode (122018). At the bottom of the page, there are logos for PayPal and Paystack, and two buttons: 'BUY NOW' and 'INTERSWITCH BUY'.

Here you can view Next Billing receipt.

Adore™
infotech

Preview Billing | Billing - Invoice - Preview Next Billing

Preview Billing

Preview Next Receipt

Date
2019-11-14 05:04:35

Client number
96644

Date	Description	Cost
2019/11/14	Cost of calls between the 2019-08-27 02:30:00 and 2019-11-13 17:04:35	0,00

Total: 0.00 USD

Summary of the charge charged since the last billing.
Summary of calls since the last billing.

VOUCHERS

Go to **Billing - Vouchers**

Adore™
infotech

Dashboard - Customer Details [Edit Profile](#)

Profile

Customer Information

BALANCE REMAINING: 1 USD
ACCOUNT NUMBER: 98644

Profile Picture

First Name: Adore

Email: support@adoreinfotech.com

Phone: 09865874596

Fax:

Address: Spaze Itch PARK

Country: IND

State: Haryana

City: Gurugram

Zipcode: 122018

[BUY NOW](#) [INTERSWITCH BUY](#)

Enter your voucher number to top up your card.

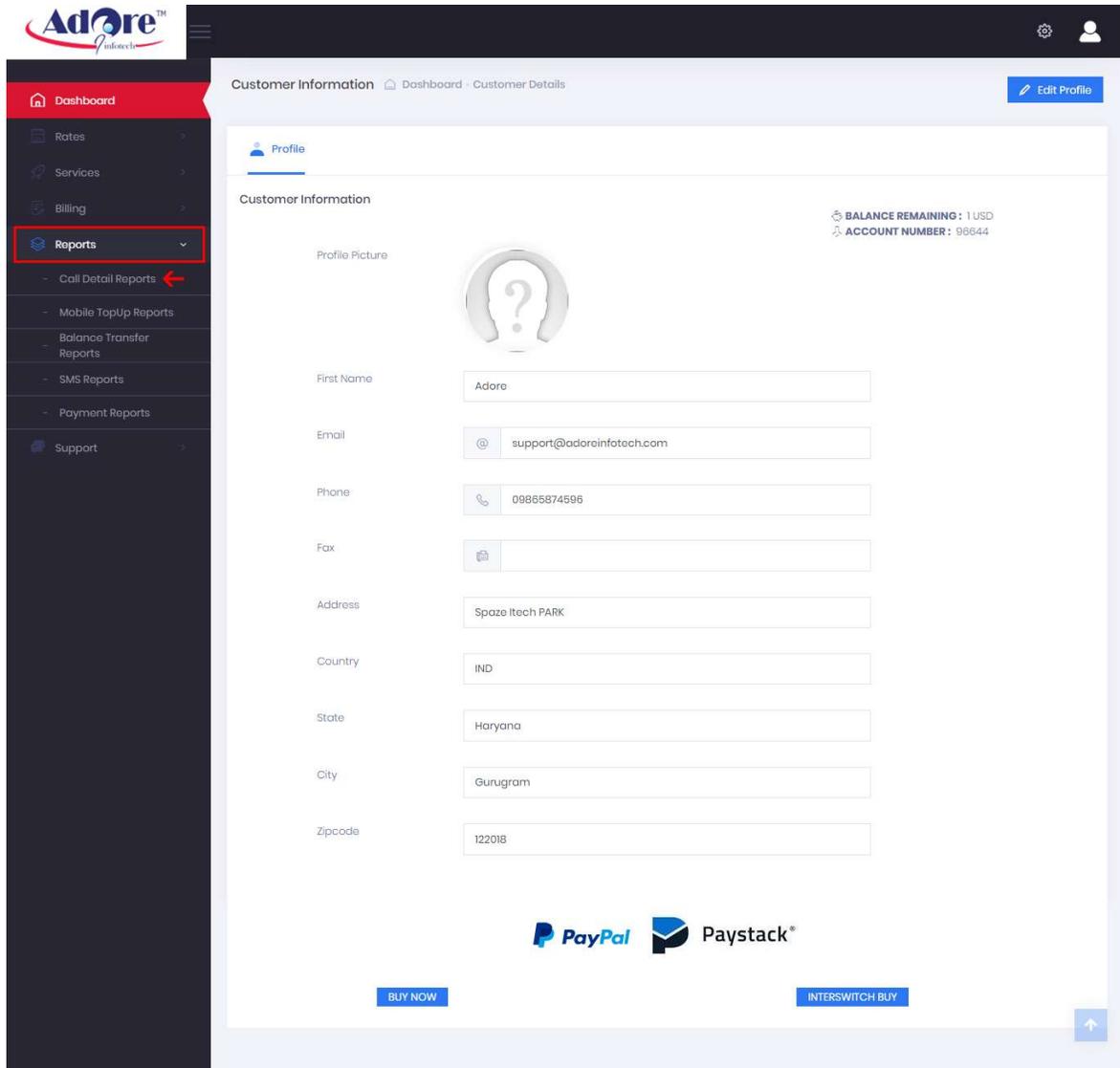
The screenshot displays the Adore interface. At the top left is the Adore logo with the tagline 'infotech'. A dark navigation sidebar on the left contains menu items: Dashboard (highlighted in red), Rates, Services, Billing, Reports, and Support. The main content area is titled 'Use Vouchers' and includes a breadcrumb 'Billing - Vouchers'. Below the title is a form section with the heading 'Use Voucher'. It features a label 'Voucher' next to an input field containing the placeholder text 'Enter voucher here'. Below the input field is the instruction 'Please enter your voucher no. here'. A blue button labeled 'Use Voucher' is positioned below the form and is highlighted with a red rectangular border. At the bottom of the page, a message states 'No vouchers have been used!'.

4.6. Reports

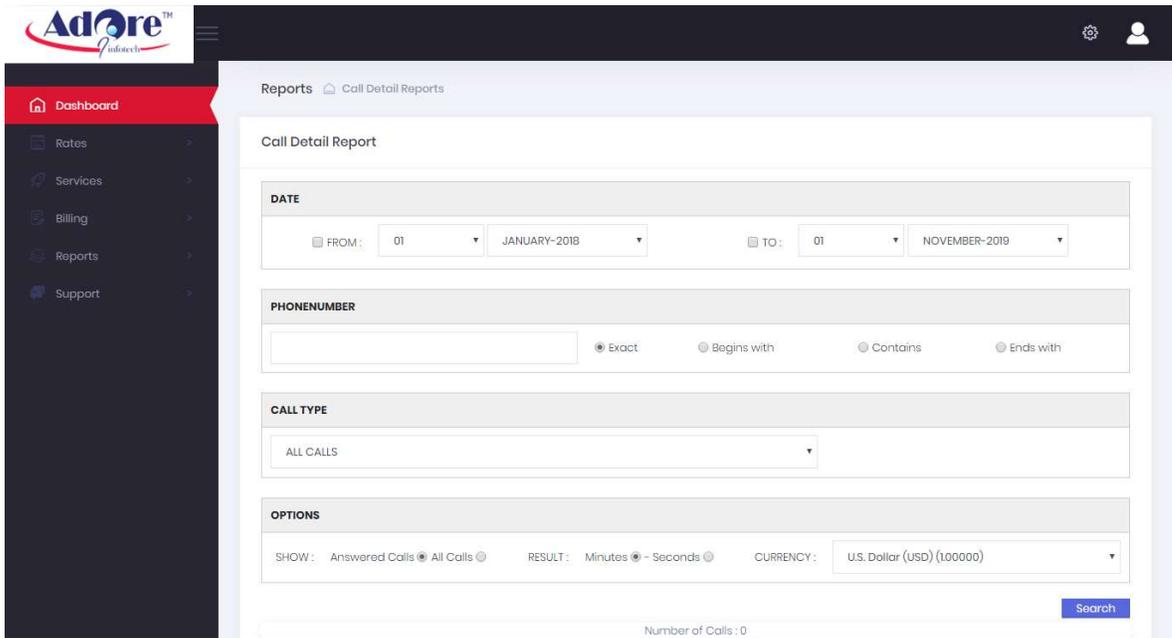
REPORTS

Call Details Reports

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

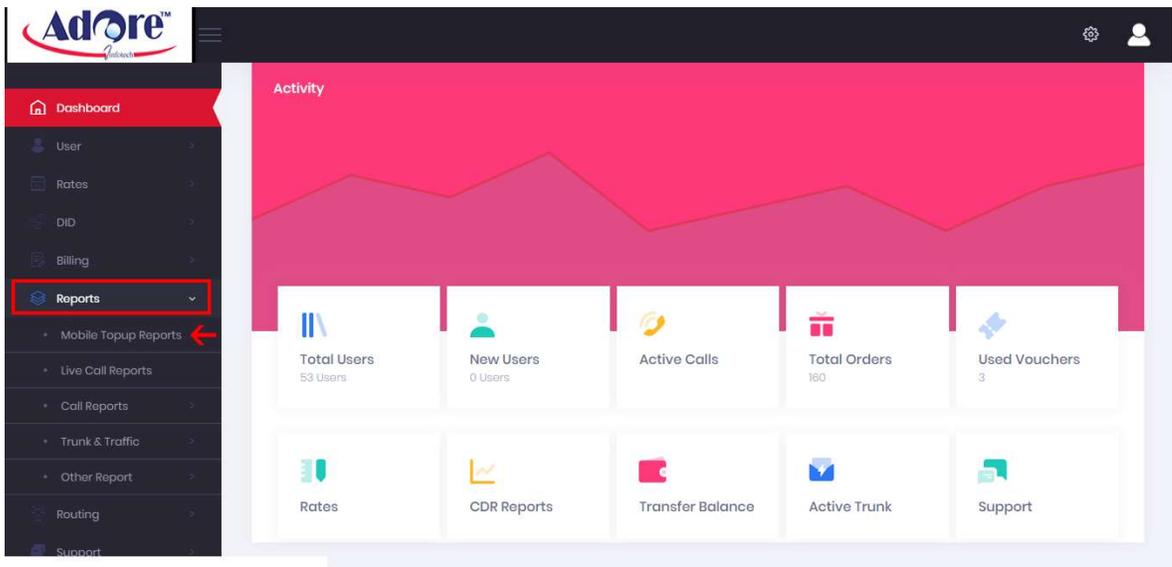


All calls are listed below. Search by month, day or status. Additionally, you can check the rate and price.



Mobile Topup Reports

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



Here you can view Mobile Topup Reports.

The screenshot shows the Adore Infotech dashboard with a sidebar menu on the left. The main content area is titled "Mobile Status" and "Reports - Mobile TopUp Reports". It features a search bar with "MOBILE LIST - 2 Records" and a "DISPLAY 10" dropdown with a "GO" button. Below this is a table with the following data:

USER ID	ACCOUNT NUMBER	MOBILE NUMBER ^	AMOUNT	TIME
2	34155	324543533	10 INR	2018-08-30 03:48:36
1	34155	926809289	10 INR	2018-08-30 03:48:36

Balance Transfer Reports

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

Adore™
infotech

Dashboard - Customer Details [Edit Profile](#)

Profile

Customer Information

BALANCE REMAINING: 1 USD
ACCOUNT NUMBER: 98644

Profile Picture

First Name: Adore

Email: support@adoreinfotech.com

Phone: 09865874596

Fax:

Address: Spaze Itch PARK

Country: IND

State: Haryana

City: Gurugram

Zipcode: 122018

[BUY NOW](#) [INTERSWITCH BUY](#)

Here you can view Balance Transfer Report.

The screenshot shows the Adore infotech dashboard. The left sidebar contains navigation links for Dashboard, Rates, Services, Billing, Reports, and Support. The main content area is titled 'Balance Reports' and shows a 'TRANSFER LIST - 142 Records'. Below this is a 'DISPLAY 10' dropdown and a 'GO' button. A table displays the following data:

ID	TRANSFER FROM	TRANSFER TO	AMOUNT	DATE	TIME
1		55266	150	2017-03-18	12:50:39
2	195	55266	150	2017-03-18	12:51:14
3	82500101	55266	1.00	2017-04-14	10:38:52
4	82500101	55266	0.50	2017-04-14	10:39:22
5	82500101	55266	0.50	2017-04-26	08:52:48
6	twytel0102	9896693647	50.00	2017-04-26	07:36:47
7	9990062287	9996693648	50.00	2017-04-28	05:32:44
8	55266	82500101	0.50	2017-04-28	09:37:34
9	55266	55266	0.50	2017-04-28	09:38:57
10	55266	55266	0.50	2017-04-28	09:39:37

At the bottom of the table, there is a pagination control with buttons for '<< First', '< Prev', '1', '2', '3', '4', '5', '6', '7', '8', 'Next >', and 'Last >>'. The '1' button is highlighted.

SMS Reports

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

The screenshot displays the Adore infotech dashboard. On the left, a dark sidebar contains a navigation menu with the following items: Dashboard, Rates, Services, Billing, Reports (highlighted with a red box), Call Detail Reports, Mobile TopUp Reports, Balance Transfer Reports, SMS Reports (with a red arrow pointing to it), Payment Reports, and Support. The main content area is titled 'Customer Information' and includes a breadcrumb trail 'Dashboard - Customer Details' and an 'Edit Profile' button. The profile section shows a 'Profile Picture' placeholder (a head with a question mark), 'Customer Information' title, and account details: 'BALANCE REMAINING: 1 USD' and 'ACCOUNT NUMBER: 98644'. Below this is a form with the following fields: First Name (Adore), Email (support@adoreinfotech.com), Phone (09865874596), Fax (empty), Address (Spaze Itch PARK), Country (IND), State (Haryana), City (Gurugram), and Zipcode (122018). At the bottom of the main area are logos for PayPal and Paystack, and buttons for 'BUY NOW' and 'INTERSWITCH BUY'. A small upward arrow icon is in the bottom right corner.

Here you can view SMS Reports.

SMS Reports Reports - SMS Reports

SMS LIST - 24 Records

DISPLAY 10 GO

ID ^	ACCOUNT	PHONE NUMBER	DESTINATION	CHARGES	DATE	TIME
24	1256854	926809289	india	2.0000	2016-06-23	12:12:00
25	13175	998899884099		0.0000	2016-10-08	05:57:36
26	13175	998899884099		0.0000	2016-10-12	10:44:16
27	13175	998899884099		0.0000	2016-10-12	10:46:40
28	90832	917409557630		0.1500	2017-03-22	03:21:52
29	82500101	9717808865		0.0000	2017-05-01	01:20:07
30	82500101	9717808865		0.0000	2017-05-02	03:09:00
31	82500101	9717808865		0.0000	2017-05-03	11:28:48
32	55266	0		0.0000	2017-05-12	02:41:23
33	55266	0		0.0000	2017-05-12	03:15:21

<< First < Prev 1 2 3 Next > Last >>

Payment Reports

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

Adore™
infotech

Customer Information Dashboard - Customer Details [Edit Profile](#)

Profile

Customer Information

BALANCE REMAINING: 1 USD
ACCOUNT NUMBER: 98644

Profile Picture

First Name: Adore

Email: support@adoreinfotech.com

Phone: 09865874596

Fax:

Address: Spaze Itch PARK

Country: IND

State: Haryana

City: Gurugram

Zipcode: 122018

PayPal Paystack®

BUY NOW INTERSWITCH BUY

Payment history - Record of payments made by you.

- Rates
- Services
- Billing
- Reports
- Support

PAYMENT LIST - 3 Records

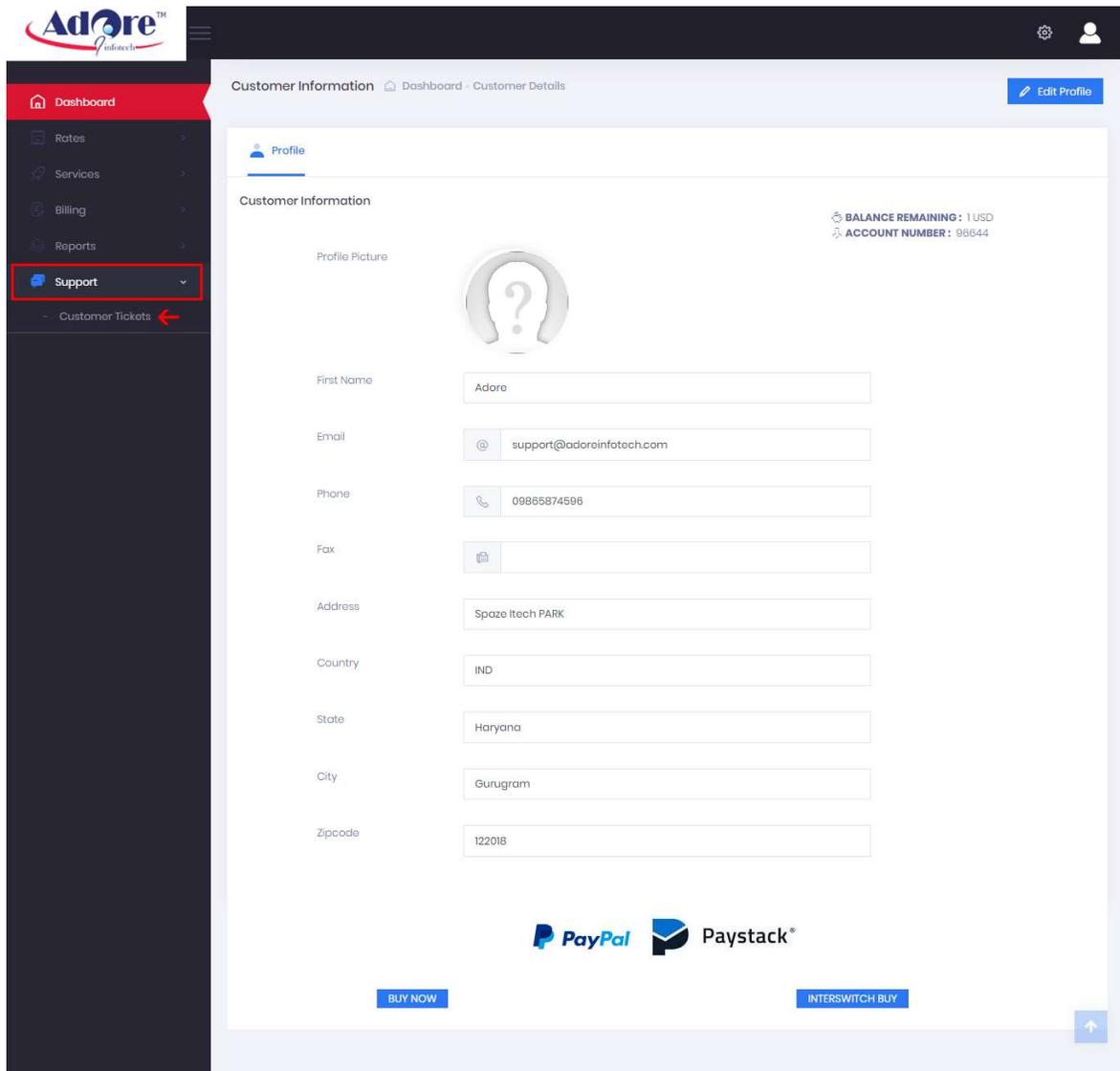
DISPLAY 10

ID	PAYMENT DATE	PAYMENT AMOUNT	DESCRIPTION
205	2019-07-25 23:29:54	100.00000	For Wills Kofi Testing As per his request.
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.

Create a New Support Ticket

Title

Please enter your Title here.

Priority

Component:

Description: