

Table of Contents

1. Overview & Features.....	3
2. Admin	9
2.1. Login on Admin Module	10
2.2. Admin Dashboard.....	11
2.3. Add Gateways	12
2.4. Add Provider.....	14
2.5. Add Trunk	16
2.6. Add Rates	18
2.7. Customers	29
2.8. Reseller	33
2.9. Admins.....	37
2.10. Inbound	41
2.11. Billing.....	45
2.12. Reports	53
2.13. Switch	62
2.14. MISC	64
3. Reseller	73
3.1. Login on Reseller Module.....	74
3.2. Reseller Dashboard	75
3.3. User	76
3.4. Rates.....	86
3.5. DIDs	96
3.6. Billing	97
3.7. Report.....	105
3.8. Switch	110
3.9. MISC	115
4. Customer	119
4.1. Login on customer module	120
4.2. Customer Dashboard	121
4.3. Rates.....	122
4.4. Manage DID.....	123
4.5. SIP Devices.....	125
4.6. Manage ANI.....	127
4.7. Billing	130
4.8. Reports	133
4.9. Recharge.....	135
4.10. Manage IPs	138
4.11. MISC	139

5. Provider	141
5.1. login on provider module.....	142
5.2. Provider Dashboard.....	143
5.3. Rates.....	144
5.4. Manage DIDs	145
5.5. SIP Devices.....	146
5.6. Manage ANI.....	148
5.7. Billing.....	150
5.8. Reports	153
5.9. Recharge.....	156
5.10. Switch	159
5.11. Manage IPs	160
5.12. MISC	161

1. Overview & Features

Wholesale Softswitch & VoIP Billing User Guide

A Perfect All-in-One Solution for Wholesale VoIP Carriers

Adore Softswitch : Wholesale VoIP Switch

Alongside contributing great funding to set up a VoIP framework, you additionally need to employ appropriate ability who can deal with the framework. You likewise need to keep your equipment and programming redesigned and up-to-dated with time. In this way, it is especially simple to get the administration of wholesale VoIP from an outsider who is putting forth superb wholesale VoIP services. This will dispose of the need of speculation of capital and time with the goal that you can concentrate more on your center business instead of taking the cerebral pain of keeping up VoIP Phone System. In this facilitated framework, everything from rectifying specialized glitches to overhauling of equipment and programming is finished by the supplier. You can begin abusing the advantages of VoIP services instantly after you make the arrangement with the supplier.

Different associations have started growing their operations and numerous new business houses are attempting to advance in the to some degree new field of wholesale VoIP. Since the time when the voice over IP framework showed up in the

spotlight, the telecom business has changed a ton. With the benefits that it gives as cost lessening, wholesalers have jumped into this field for better pick up and to offer solid administration. These businesses significantly improved their business sector standing and bring them great advantages with slightest danger included Wholesale VoIP provider business is extending with time at fast.

This System Includes:

- SoftSwitch
- VoIP Billing : Billing, Database & Web Interface
- 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:

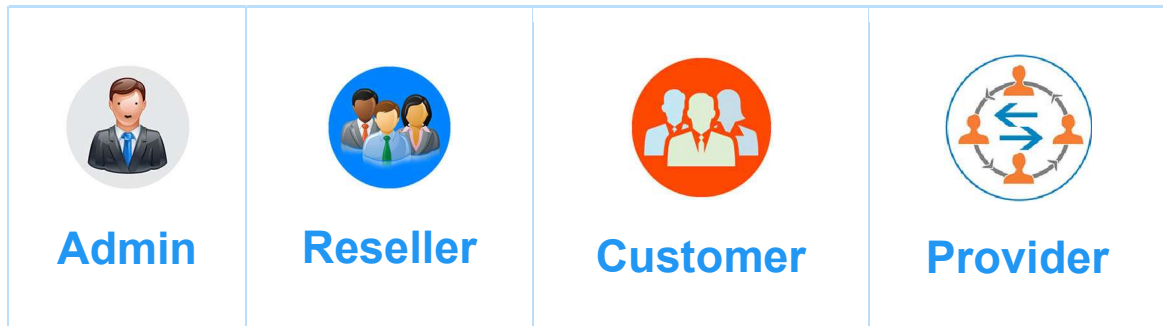
Carrier which supports SIP calls, g711, g723 and g729 codec.

Installation:

The installation of "Adore Wholesale 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 Wholesale Softswitch Have Following Modules:



Features of Adore Wholesale VoIP Billing:

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
- Multiple level reseller
- Multiple provider creation & login

Billing Reports and Invoice management:

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

Rate Management:

- Billing Increment
- Termination Rates

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

Web Interfaces:

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

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

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 Wholesale Softswitch & VoIP Billing Admin Module.

- [Login on Admin Module](#)
- [Admin Dashboard](#)
- [Add Gateways](#)
- [Add Provider](#)
- [Add Trunk](#)
- [Add Rates](#)
- [Customers](#)
- [Reseller](#)
- [Admins](#)
- [DIDs](#)
- [Billing](#)
- [Reports](#)
- [Switch-SIP Device](#)
- [MISC](#)

2.1. Login on Admin Module

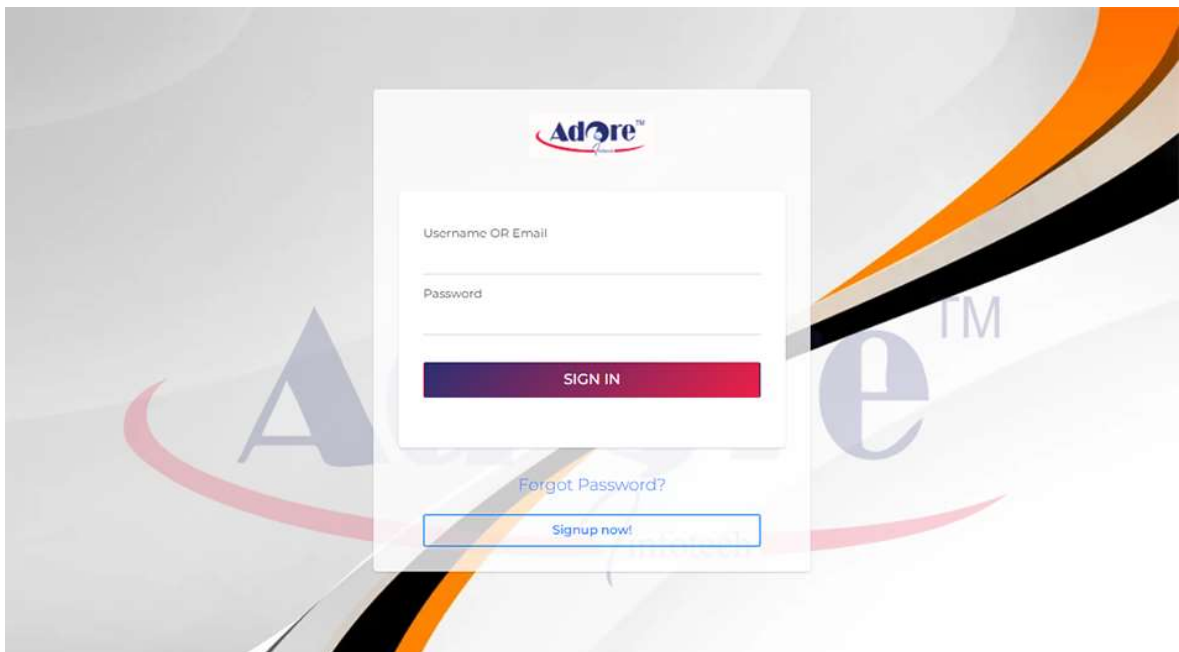
Login on Admin Module

Please visit following URL : <https://ws.adoreinfotech.co.in/>

Enter the user name and password in the appropriate box, and click Login button.

User Name : admin

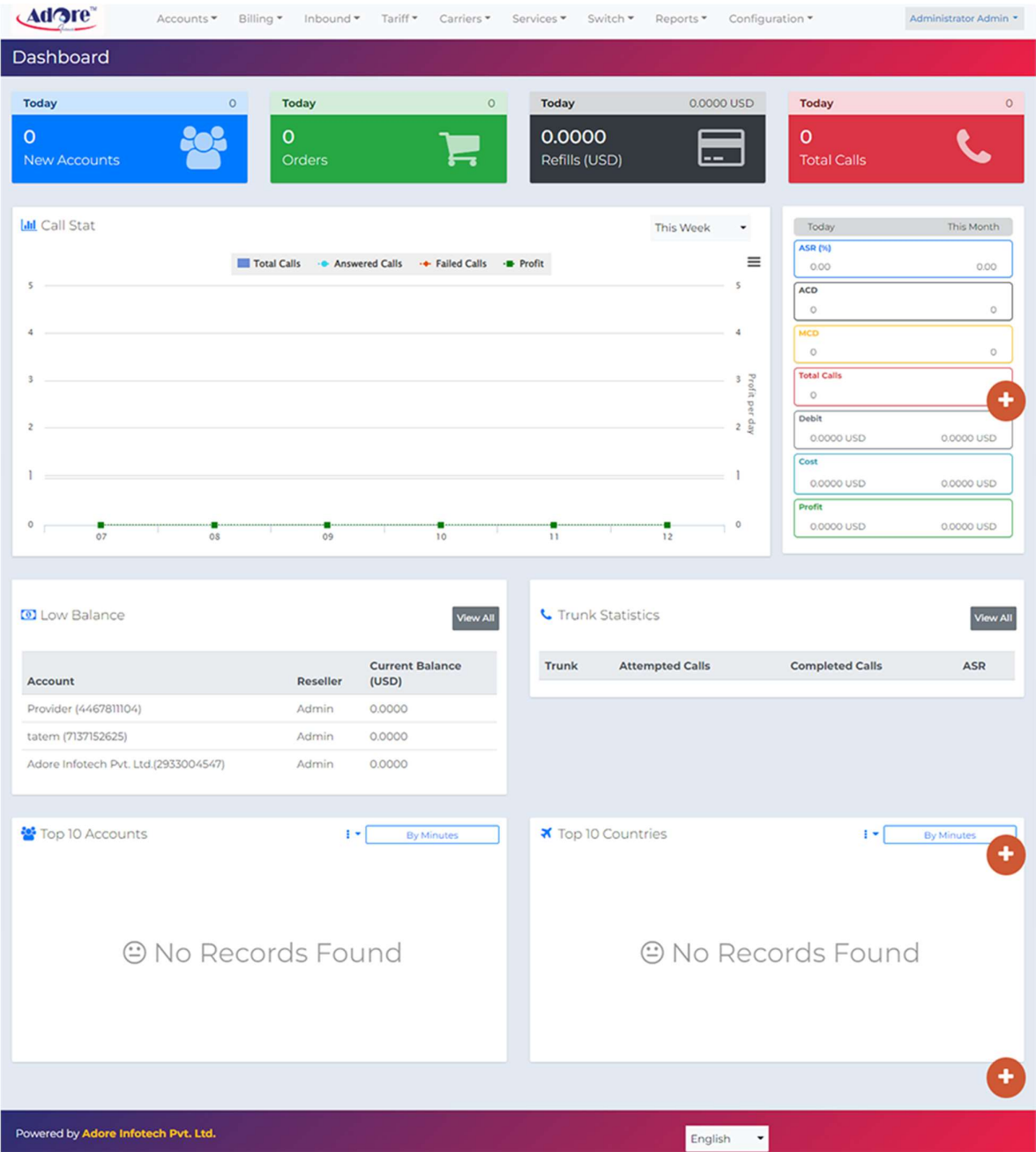
Password: admin



2.2. Admin Dashboard

Admin can handle all activities of Agent, Customers and providers.

Able to manage multiple admins and sub-admins

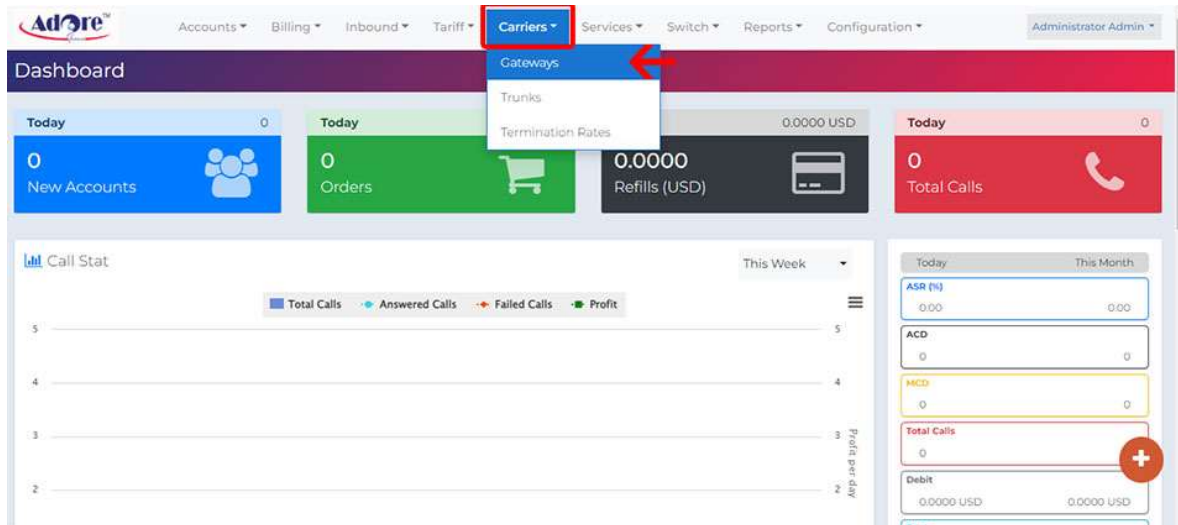


2.3. Add Gateways

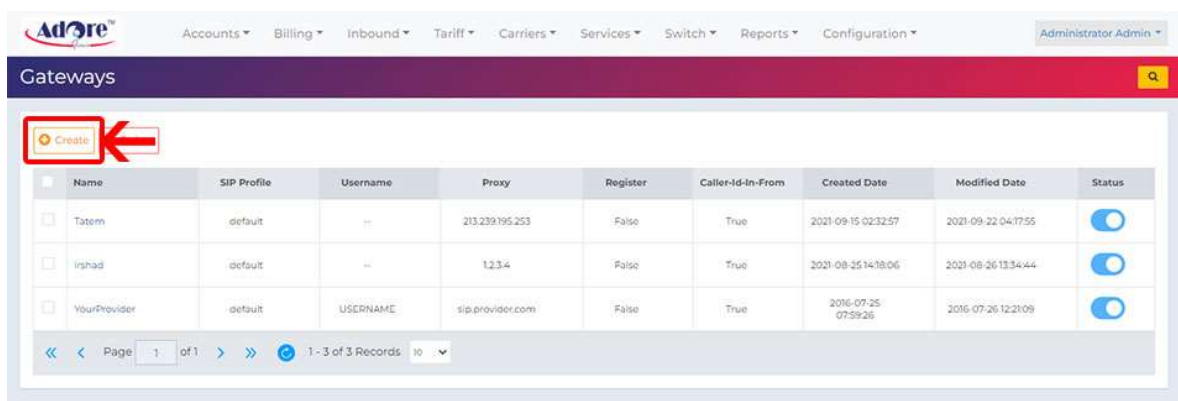
Add Gateway

First and foremost you need to create **Gateway**.

Go to **Carriers-> Gateways**



Click "**Create**" button to create gateway on the system



Please add Gateways Details here and click **Save** Button

Create Gateway

Basic Information		Optional Information	
Name *	<input type="text"/>	From-Domain	<input type="text"/>
SIP Profile *	Nothing selected	From User	<input type="text"/>
Username	<input type="text"/>	Realm	<input type="text"/>
Password	<input type="password"/>	Extension-In-Contact	False
Proxy *	<input type="text"/>	Extension	<input type="text"/>
Outbound-Proxy	<input type="text"/>	Expire Seconds	<input type="text"/>
Register	False	Reg-Transport	<input type="text"/>
Caller-Id-In-From	True	Contact Params	<input type="text"/>
Status	Active	Ping	<input type="text"/>
		Retry-Seconds	<input type="text"/>
		Register-Proxy	<input type="text"/>
		Dialplan Variable	<input type="text"/>

Save Close

Here you can enter following details :

Gateway Name	Any name as per your wish
SIP Profile	Should be " Default "
Username	As per your wish
Password	As per your wish
Proxy	Enter your Termination IP

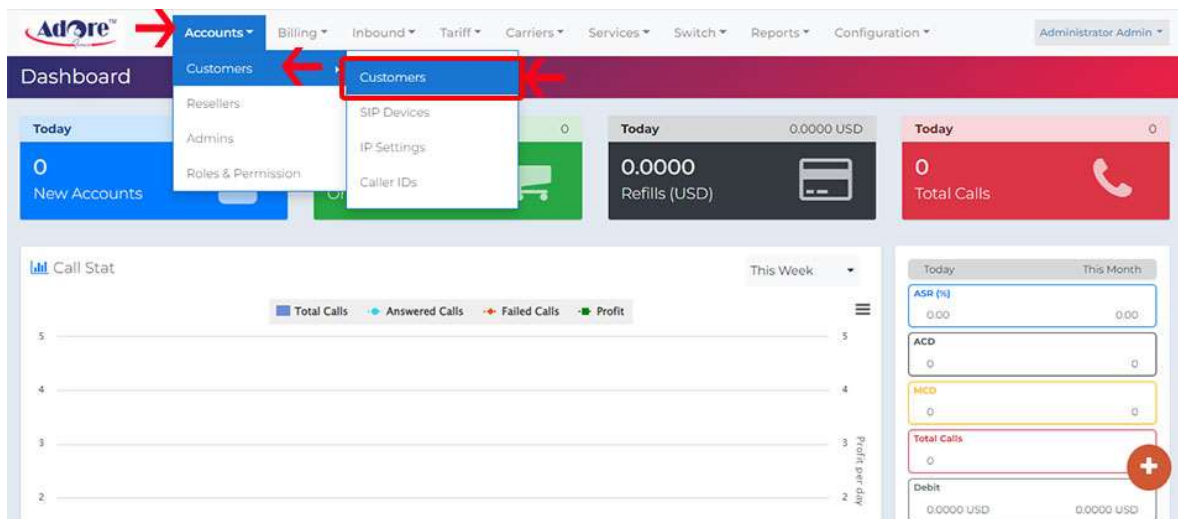
Now Gateway has been added on system.

2.4. Add Provider

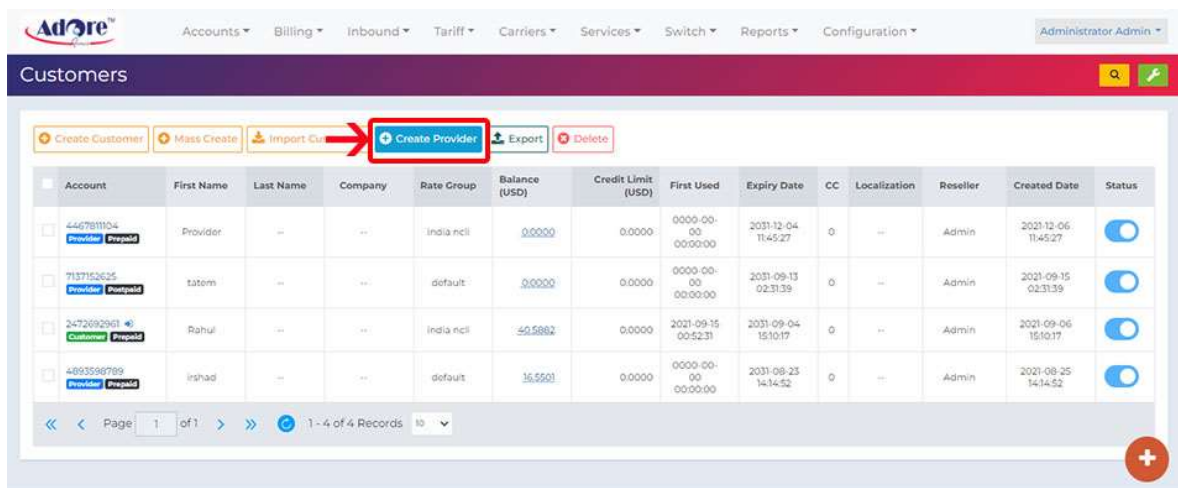
Add Provider

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. You need to create **Provider** account.

Go to "**Accounts - Customers - Customer**" menu



and click "**Create Provider**" button to add provider to the system



Fill here details related to Providers and click **SAVE** button

Accounts Billing Inbound Tariff Carriers Services Switch Reports Configuration Administrator Admin

Create Provider Back

Panel Access

Account *
6239446126

Password *
\$u6Wt8pR

Pin
308400

Email *

Create SIP Device
Yes

Account Settings

Concurrent Calls
0

CPS
0

Localization
--Select--

Allow Local Calls
Yes

Notifications
No

Payment Gateway Permission
Yes

Profile

First Name *

Last Name

Company

Phone

Notification Email

Address 1

Address 2

City

Province

Zip Code

Country *
India

Timezone *
Europe/Sarajevo (CMT +01:00)

Currency *
U.S. Dollar (USD)

Billing Settings

Account Type
Prepaid

Credit Limit

Rate Group *
India ncli

Billing Schedule
Monthly

Billing Day
13

Tax Number

Generate Invoice
Yes

Invoice Note

Reference

Save

Cancel

Here you need to add following details about Provider :

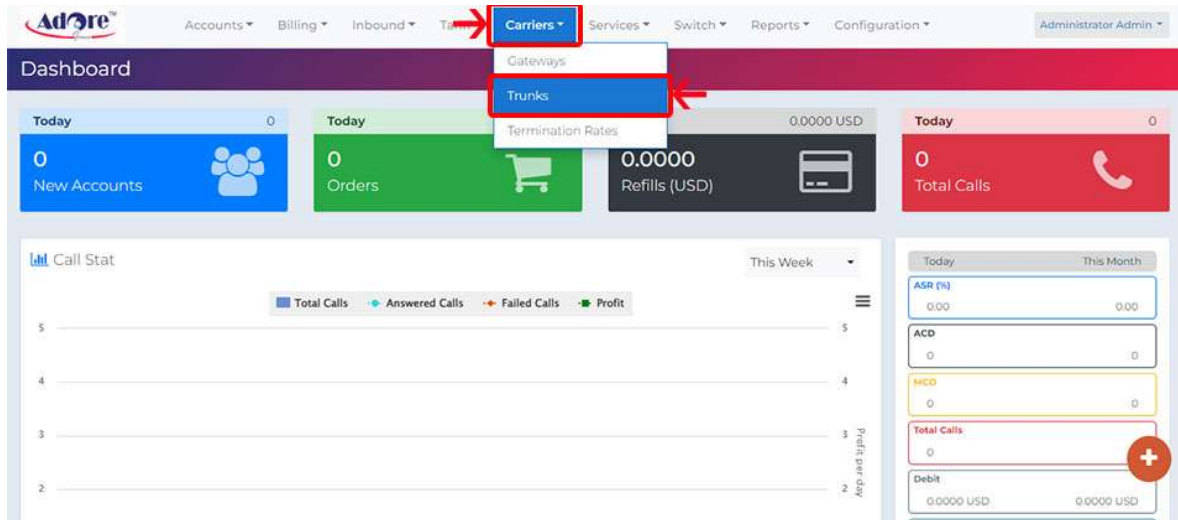
Account	Account automatically generated by system.
Password	set password as per your wish
PIN	PIN automatically generated by system.
First Name	Enter provider name
Email	Enter Email ID
Country	Select your provider country
Select Time Zone	Select Timezone of your provider
Currency	Select currency of your provider

and click "**Save**" button to **Add Provider** on the system

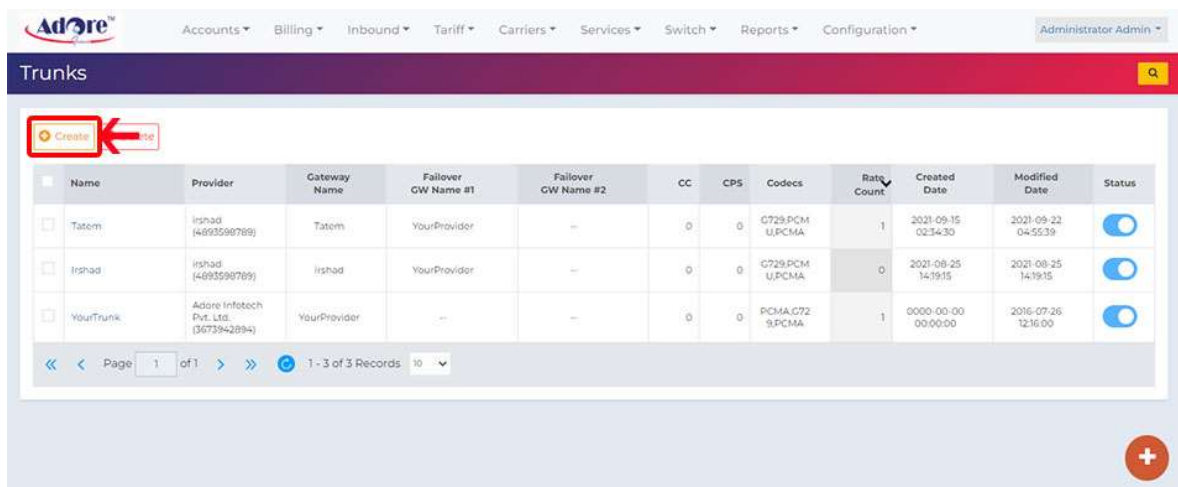
2.5. Add Trunk

Add Trunk

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



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



Fill here all the details related to TRUNKS

Create Trunk

Information		Settings	
Name *		Codecs	
Provider *	Irshad (4893598789)	Call Timeout (Sec.)	
Gateway Name *	YourProvider	Concurrent Calls	0
Failover GW Name #1	YourProvider	CPS	0
Failover GW Name #2	--Select--	Priority	
Localization	--Select--	Status	Active
<input type="button" value="Save"/> <input type="button" value="Close"/>			

Here you need to add following details :

Trunk Name	Enter any name as per your wish
Provider	Choose provider which you have created on Provider section
Gateway	Choose Gateway which you have created on Gateway Section
Fail Over Gateway	Choose Gateway for Fail Over Gateway which you have created on Gateway Section (For this you need to create another gateway, if your first gateway not working that this gateway start working.)
Codecs	G729
MaxChannels	As per your wish how many channels you need for this trunk
Status	Active

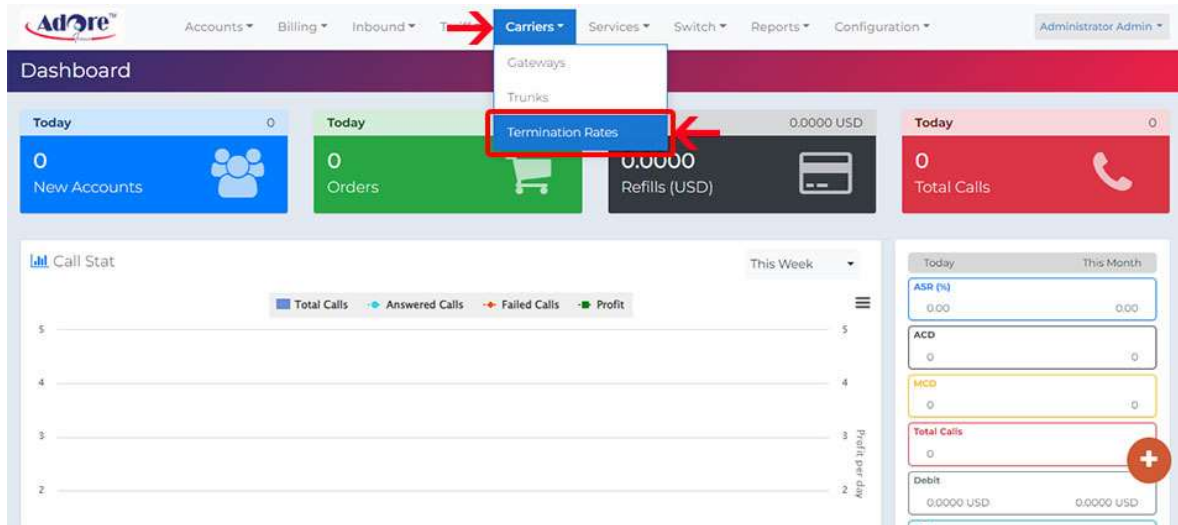
and click "**Save**" button to add trunk on the system

2.6. Add Rates

Add Rates

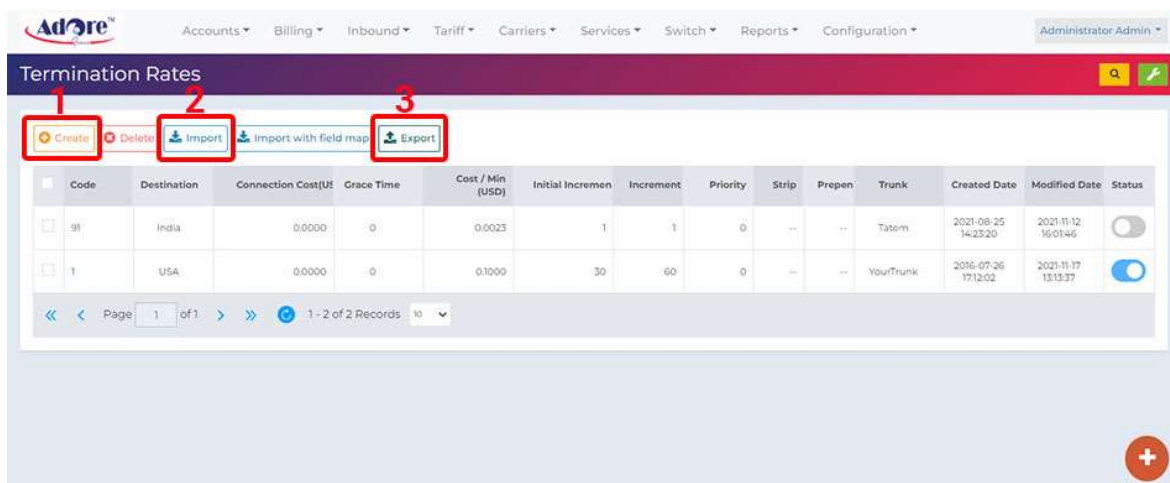
Termination Rates

Go to **Careers** -> **Termination Rates**



Here you can add Termination rate for particular country destination or you can upload all country destination rates. Termination rates basically set as per your termination provider rates.

- 1. Create** : Click on this button for adding single country destination rates.
- 2. Import** : Click on this button for adding multiple country destination rates.
- 3. Export** : click on this button for download all destination rates which is upload on system.



1. Create :

Trunk	Choose your Trunk which you have create on Add Trunk Section.
Code	Put here the dial prefix like: 1 for USA
Destination	Name of destination like USA
Strip	You want to remove strip like +, 00 on display text on device
Prepend	Include some prefix like 100211 give via provider
Status	Status should be Active.
Connect Cost	Enter like "1 or .5" as per your termination provider rate list.
Included Seconds	If you want to offer free second for this particular destination you can add here.
Per Minute Cost	As per your termination provider rate list.
Increment	Billing duration like "60".
Priority	Set the priority as per your wish

and click "**Save**" button to save Termination Rate.

Create Termination Rate

Rate Information		Billing Information	
Trunk *	YourTrunk	Connection Cost (USD)	
Code *		Grace Time	
Destination		Cost/Min (USD)	
Strip		Initial Increment	
Prepend		Increment	
Status	Active	Priority	

Save **Close**

2. Import

Here you can add multiple country destination rates which your termination provider provide you.

Import Termination Rates

File must be in the following format(.csv):
Code, Destination, Connection Cost (USD), Grace Time, Cost / Min (USD), Initial Increment, Increment, Strip, Prepend.

Get Sample file
Download

Import Termination Rates

Trunk List
YourTrunk

Select the file
Select file

Skip Header ☐

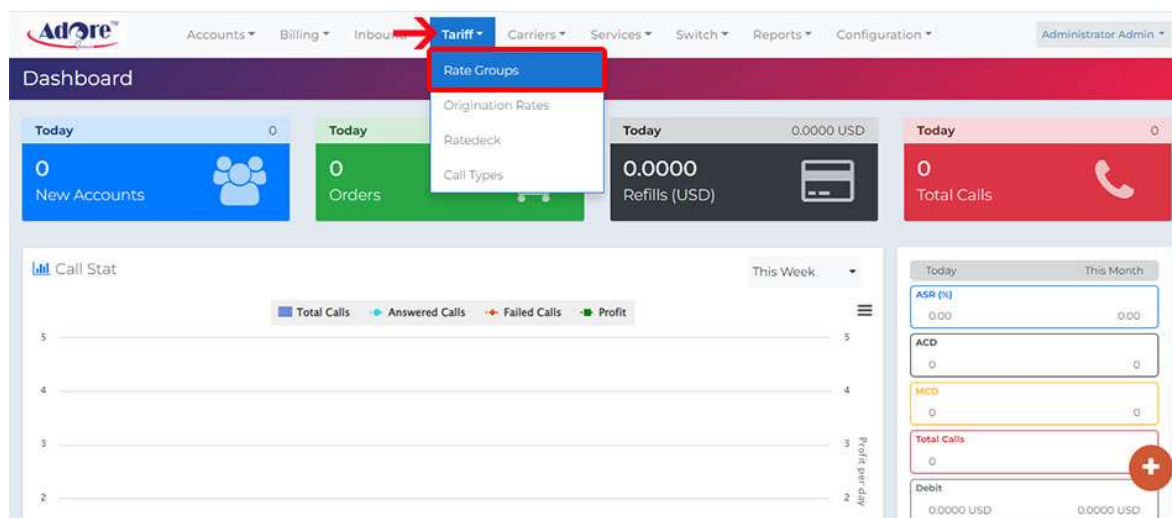
Import **Cancel**

3. Export

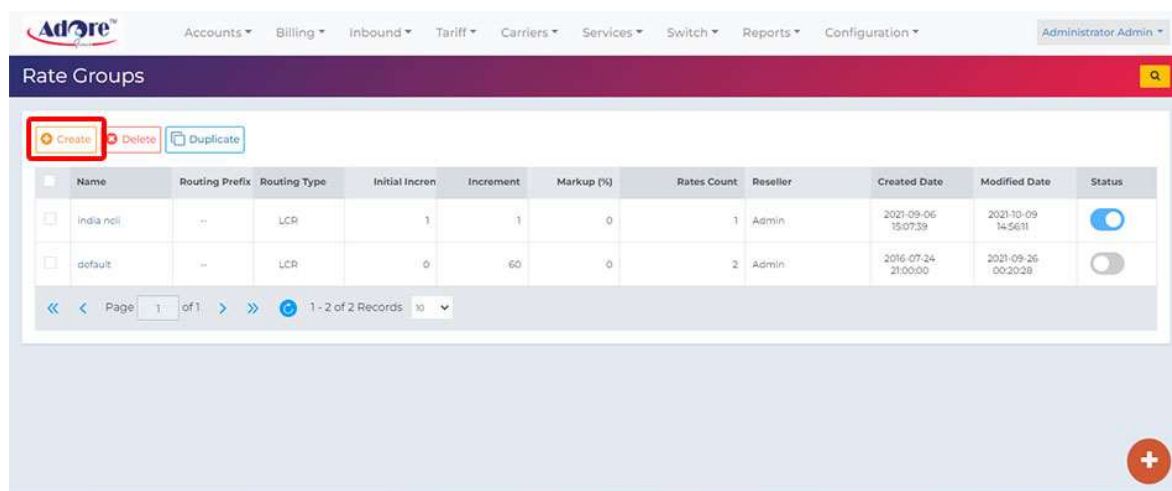
On Export option you can download current uploaded termination rates from the system.

Rate Group

Go to **Tariff-> Rate Groups**



Click on "**Create**" button to add Rate group on system.



Name	Enter you Rate Group name as per your wish
Routing Type	Select Routing Type LCR or Cost
Initial Increment	Enter your Initial Increment as per your wish
Default Increment	0
Markup (%)	0
Trunks	Select your Trunk which you have create on trunk section

Status	Active
--------	--------

and click "**Save**" button to save rate group on system.

Now your **Rate Groups** has been created.

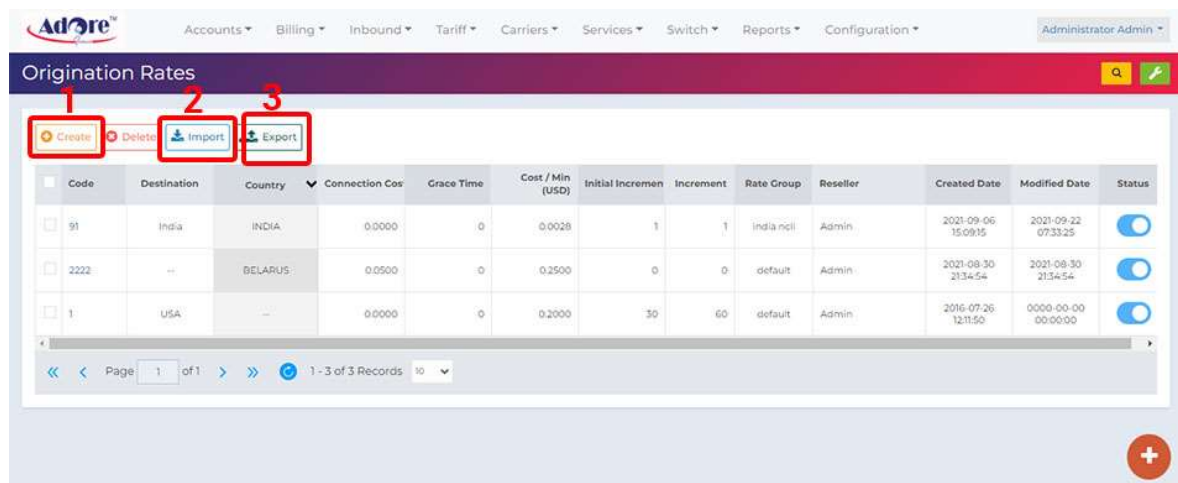
Origination Rates

Go to **Tariff -> Origination Rates**

Here you can add Origination Rate for particular country destination or you can upload all country Origination rates. Origination rates basically set for your profit

like you have purchase USA destination 0.05 from termination provider and you have to sell this rate take with your margin as per your wish.

- 1. Create** : Click on this button for adding single country destination rates.
- 2. Import** : Click on this button for adding multiple country destination rates.
- 3. Export** : click on this button for download all destination rates which is upload on system.



1. Create

Rate Group	Select your Rate Group which you have created on Rate Group section
Code	Put the dial prefix here like 1 for USA
Destination	Name of destination like USA
Status	Active
Connect Cost	You can set connect charge like 0.1
Included Seconds	Just like free seconds 10,20 etc.
Per Minute Cost	Like 0.8 (Greater than your Termination buying rate for your profile)
Initial Increment	Billing duration like '60' (billing after 60 second & if you set 1 then billing after 1 second)

Second Increment	Billing duration like '40' (billing after 40 second & if you set 1 then billing after 1 second)
Third Increment	Billing duration like '20' (billing after 20 second & if you set 1 then billing after 1 second)
Force Trunk	Select your Trunk.

and click "**Save**" button to add origination rate on the system for particular country.

Create Origination Rate

Rate Information		Billing Information	
Reseller	Admin	Connection Cost (USD)	
Rate Group *	india ncli	Grace Time	
Code *		Cost / Min (USD)	
Destination		Initial Increment	
Country	--Select--	Increment	
Call Type	--Select--		
Routing Type	Interstate		
	--Select--		
Force Trunk	--Select--		
Status	Active		

Save **Close**

Now your Origination rate has been created.

2. Import

Select your **Rate group** and **Force Trunk** than choose your origination rates which you have create on **.csv** format and click "**Import**" button.

Adore™ Accounts Billing Inbound Tariff Carriers Services Switch Reports Configuration Administrator Admin

Import Origination Rates

File must be in the following format(.csv):
Code, Destination, Connection Cost (USD), Grace Time, Cost / Min (USD), Initial Increment, Increment.

Get Sample file
Download

Import Origination Rates

Rate Group: India ncll Force Trunk --Select--

Select the file:

Skip Header: ☐

Powered by Adore Infotech Pvt. Ltd. English

3. Export

On Export option you can download current uploaded Origination rates from the system.

RateDeck

RateDeck

Go to **Tariff** -> **RateDeck**

Adore™ Accounts Billing Inbound Tariff Carriers Services Switch Reports Configuration Administrator Admin

Dashboard

Today 0 New Accounts

Today 0 Orders

Today 0.0000 Refills (USD)

Today 0 Total Calls

Tariff Rate Groups Origination Rates **RateDeck** Call Types

Call Stat: Total Calls, Answered Calls, Failed Calls, Profit

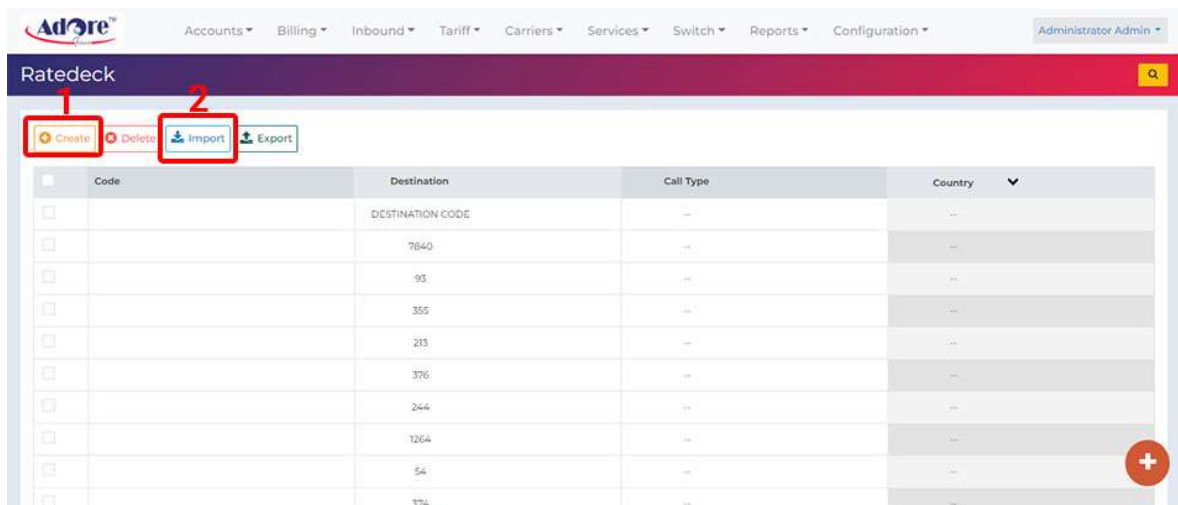
Today This Month

ASR (%)	0.00	0.00
ACD	0	0
MED	0	0
Total Calls	0	0
Debit	0.0000 USD	0.0000 USD

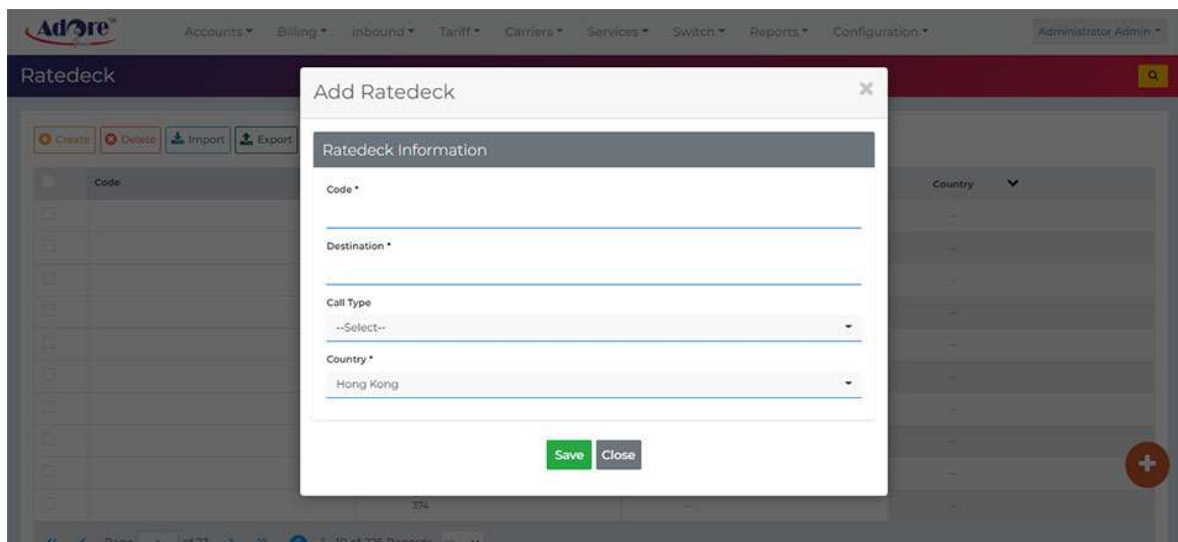
This section allow you to import all country code automatically depending upon a particular country.

1. Create : Click on this button for adding single country destination rates.

2. Import : Click on this button for adding multiple country destination rates.



1. Create : Click on this button for adding single country destination rates.



2. Import : Click on this button for adding multiple country destination rates.

Call Types

Call Types



Go to **Tariff** -> **Call Types**

Click on "**Create**" button for create Call Types. Call types just for Active and Inactive purposes, when you create rate Deck you can choose Call Types, which status you set.


Adore™ Accounts ▾ Billing ▾ Inbound ▾ Tariff ▾ Carriers ▾ Services ▾ Switch ▾ Reports ▾ Configuration ▾ Administrator Admin ▾

Call Types Q

Create Delete

	Name	Description	Created Date	Status
	tari	tari	2021-12-06 17:31:59	



Page 1 of 1 1 - 1 of 1 Records to




Adore™ Accounts ▾ Billing ▾ Inbound ▾ Tariff ▾ Carriers ▾ Services ▾ Switch ▾ Reports ▾ Configuration ▾ Administrator Admin ▾

Call Types Q

Create Delete

	Name	Description	Created Date	Status
	tari	tari	2021-12-06 17:31:59	

Page 1 of 1 1 - 1 of 1 Records to



Create calltype

Calltype Information

Name *

Description *

Status

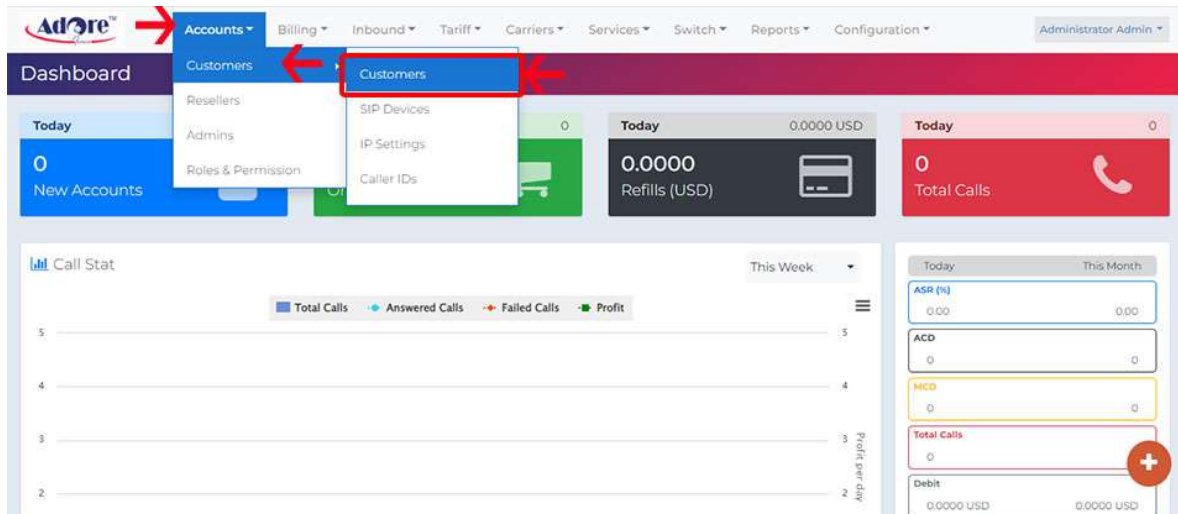
Active ▾

Save Close

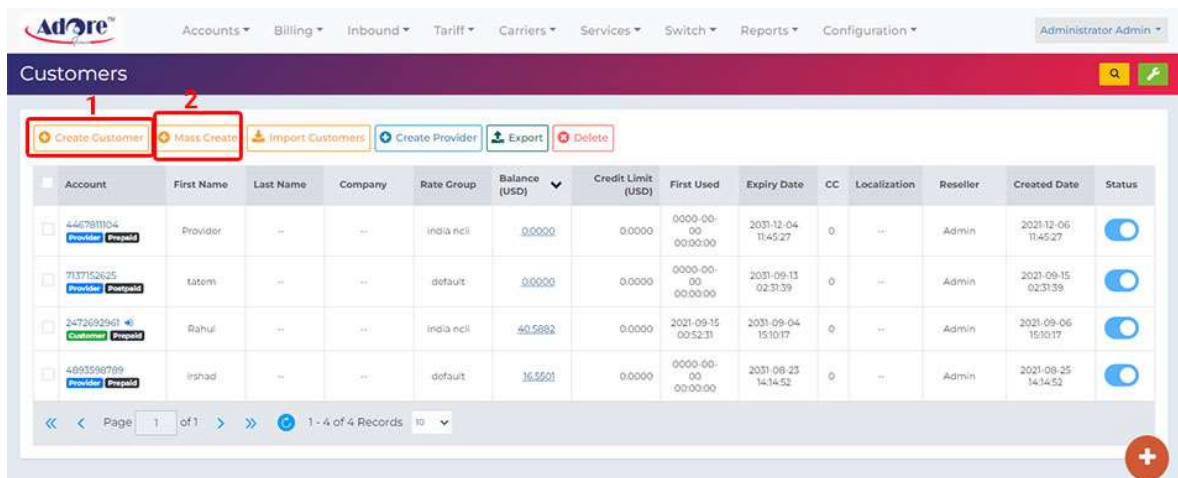
2.7. Customers

Customer

Go to **Accounts-> Customers - Customers**



1. Click on "**Create Customer**" button.
2. For creating multi customer account in one time you need to click "**Mass Create**" button.



Account	Account automatically generated from system
---------	---

Password	Enter Customer password as per your wish
Pin	Enter Pin if you want
First Name	Enter First name of customer for findout on reporting section
Email	Enter Customer email id
Country	Select Customer country
Status	Status should be active
Rate Group	Select Rate Group
Currency	Select Currency

and other Information are optional , click on "**Save**" button to create customer account.

Create Customer

Panel Access

Reseller: Admin

Account: 1828342813

Password: Q3hH5k)K

Pin: 178727

Email:

Create SIP Device: Yes

Account Settings

Concurrent Calls: 0

CPS: 0

Localization: --Select--

Allow Local Calls: Yes

Notifications: Yes

Payment Gateway Permission: Yes

Profile

First Name:

Last Name:

Company:

Phone:

Notification Email:

Address 1:

Address 2:

City:

Province:

Zip Code:

Country: India

Timezone: Europe/Sarajevo (GMT +01:00)

Currency: U.S. Dollar (USD)

Billing Settings

Account Type: Prepaid

Credit Limit:

Rate Group: India ncli

Billing Schedule: Monthly

Billing Day: 14

Tax Number:

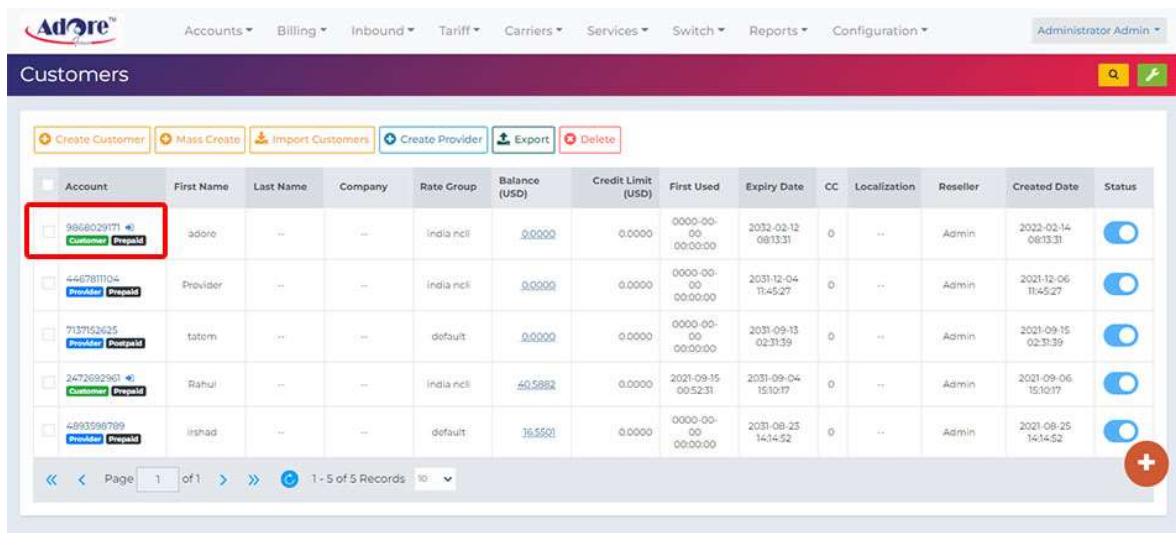
Generate Invoice: Yes

Invoice Note:

Reference:

Save **Cancel**

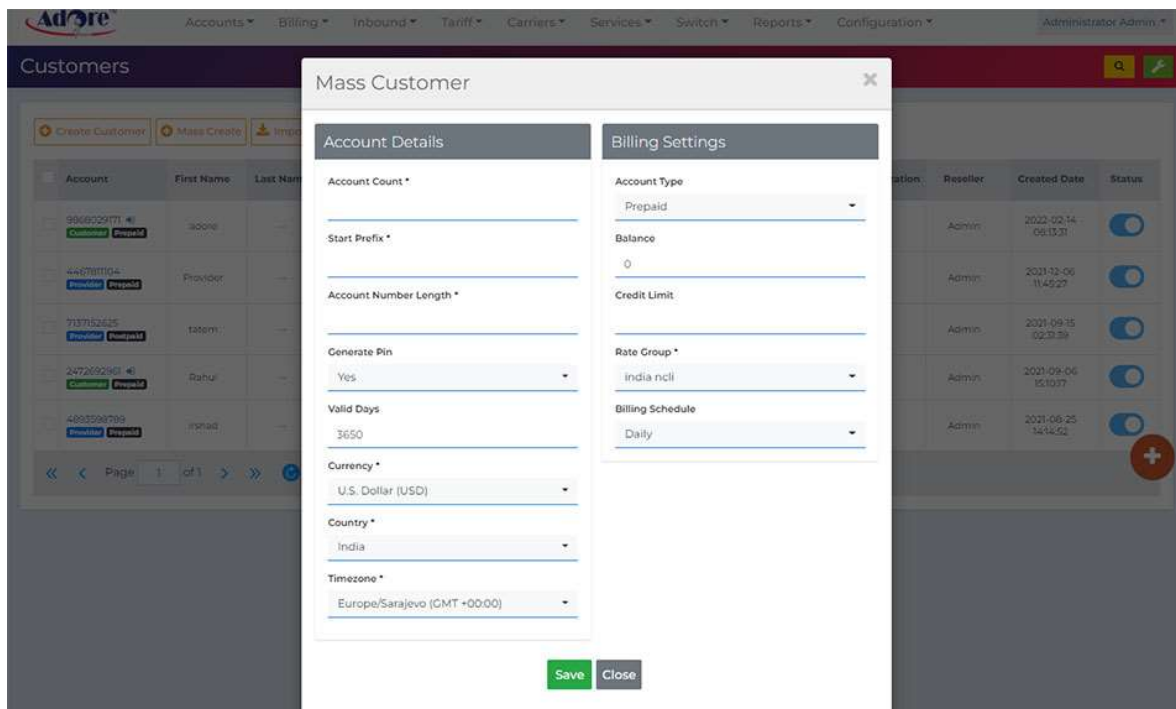
Now Customer account has been created



The screenshot shows the 'Customers' page in the Adore CRM. At the top, there's a navigation bar with various menu items like Accounts, Billing, Inbound, Tariff, Carriers, Services, Switch, Reports, and Configuration. Below this is a sub-header 'Customers' with a search icon and a green plus icon. A toolbar contains buttons for 'Create Customer', 'Mass Create', 'Import Customers', 'Create Provider', 'Export', and 'Delete'. The main area is a table with columns: Account, First Name, Last Name, Company, Rate Group, Balance (USD), Credit Limit (USD), First Used, Expiry Date, CC, Localization, Reseller, Created Date, and Status. The first row is highlighted with a red box, showing an account with ID 9966029171, First Name 'adone', Last Name '...', Company '...', Rate Group 'india ncli', Balance '0.0000', Credit Limit '0.0000', First Used '0000-00-00 00:00:00', Expiry Date '2032-02-12 08:13:31', CC '0', Localization '...', Reseller 'Admin', Created Date '2022-02-14 08:13:31', and Status 'On'. Below the table is a pagination bar showing 'Page 1 of 1' and '1 - 5 of 5 Records'.

Account	First Name	Last Name	Company	Rate Group	Balance (USD)	Credit Limit (USD)	First Used	Expiry Date	CC	Localization	Reseller	Created Date	Status
9966029171 Customer Prepaid	adone	india ncli	0.0000	0.0000	0000-00-00 00:00:00	2032-02-12 08:13:31	0	...	Admin	2022-02-14 08:13:31	On
446781104 Provider Prepaid	Provider	india ncli	0.0000	0.0000	0000-00-00 00:00:00	2031-12-04 11:45:27	0	...	Admin	2021-12-06 11:45:27	On
7137152625 Provider Prepaid	tatom	default	0.0000	0.0000	0000-00-00 00:00:00	2031-09-13 02:31:59	0	...	Admin	2021-09-15 02:31:59	On
2472692901 Customer Prepaid	Rahul	india ncli	40.5882	0.0000	2021-09-15 00:52:31	2031-09-04 15:10:17	0	...	Admin	2021-09-06 15:10:17	On
4893598789 Provider Prepaid	irshad	default	16.5501	0.0000	0000-00-00 00:00:00	2031-08-23 14:14:52	0	...	Admin	2021-08-25 14:14:52	On

2. Mass Create



The screenshot shows the 'Mass Customer' form in the Adore CRM. The form is divided into two main sections: 'Account Details' and 'Billing Settings'. The 'Account Details' section includes fields for 'Account Count' (set to 1), 'Start Prefix' (empty), 'Account Number Length' (set to 10), 'Generate Pin' (set to 'Yes'), 'Valid Days' (set to '3650'), 'Currency' (set to 'U.S. Dollar (USD)'), 'Country' (set to 'India'), and 'Timezone' (set to 'Europe/Sarajevo (GMT +00:00)'). The 'Billing Settings' section includes fields for 'Account Type' (set to 'Prepaid'), 'Balance' (set to '0'), 'Credit Limit' (empty), 'Rate Group' (set to 'india ncli'), and 'Billing Schedule' (set to 'Daily'). At the bottom of the form are 'Save' and 'Close' buttons. The background shows the 'Customers' page with a list of accounts.

Account	First Name	Last Name	Company	Rate Group	Balance (USD)	Credit Limit (USD)	First Used	Expiry Date	CC	Localization	Reseller	Created Date	Status
9966029171 Customer Prepaid	adone	india ncli	0.0000	0.0000	0000-00-00 00:00:00	2032-02-12 08:13:31	0	...	Admin	2022-02-14 08:13:31	On
446781104 Provider Prepaid	Provider	india ncli	0.0000	0.0000	0000-00-00 00:00:00	2031-12-04 11:45:27	0	...	Admin	2021-12-06 11:45:27	On
7137152625 Provider Prepaid	tatom	default	0.0000	0.0000	0000-00-00 00:00:00	2031-09-13 02:31:59	0	...	Admin	2021-09-15 02:31:59	On
2472692901 Customer Prepaid	Rahul	india ncli	40.5882	0.0000	2021-09-15 00:52:31	2031-09-04 15:10:17	0	...	Admin	2021-09-06 15:10:17	On
4893598789 Provider Prepaid	irshad	default	16.5501	0.0000	0000-00-00 00:00:00	2031-08-23 14:14:52	0	...	Admin	2021-08-25 14:14:52	On

The purpose of this screen is to allow you to generate large numbers of cards in bulk. When the cards are created, they will appear in a list below and they can be exported to a CSV or XML file.

All the accounts 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 accounts.

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.

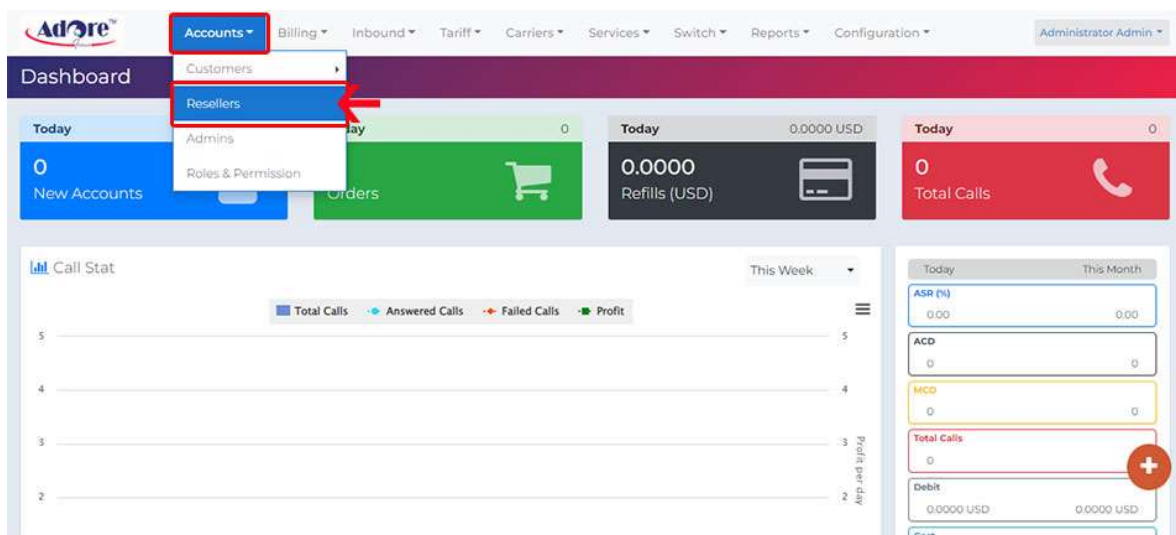
For a better explanation of each of the fields look at the Create Customer instructions.

2.8. Reseller

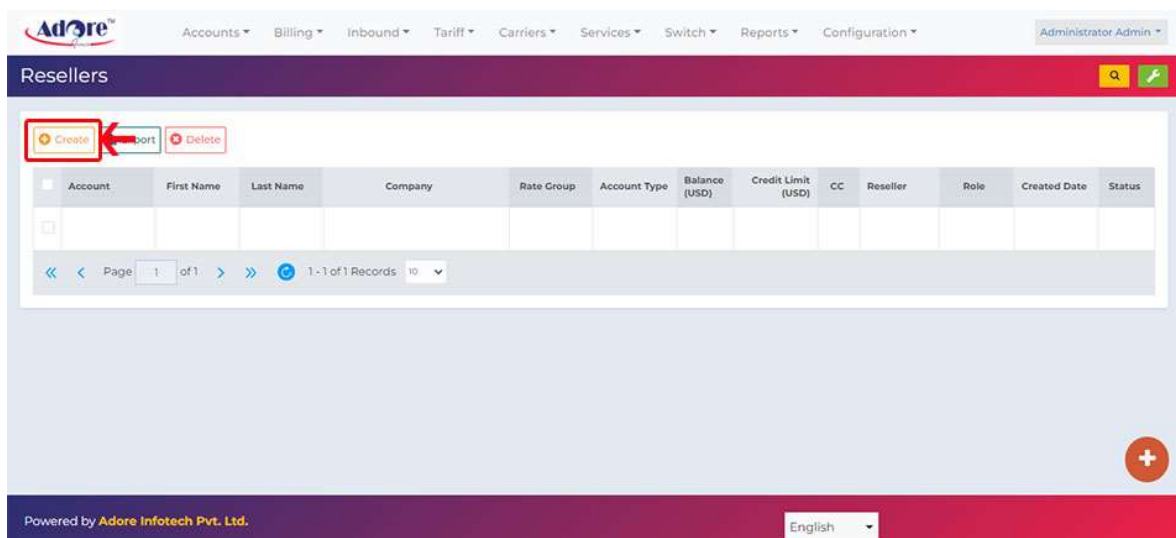
RESELLERS

Reseller can create his customers like you did in admin account. Reseller can also create his sub-reseller and define his own selling rates. Other functionalities include Packages and Reports.

Go to **Accounts-> Resellers**



Click on "**Create**" account to create Reseller account



On click "**Create**" you will be see following screen

Create Reseller

Panel Access

Reseller: Admin

Account: 9940397453

Password: @WkQH3sM

Email:

Role: reseller

Reseller Type: Distributor

Account Settings

Concurrent Calls: 0

CPS: 0

Notifications: Yes

Profile

First Name:

Last Name:

Company:

Phone:

Notification Email:

Address 1:

Address 2:

City:

Province:

Zip Code:

Country: India

Timezone: Europe/Sarajevo (GMT +01:00)

Currency: U.S. Dollar (USD)

Use Same Credential For Invoice Config: Yes

Billing Settings

Account Type: Prepaid

Credit Limit:

Rate Group: india ncli

Billing Schedule: Monthly

Billing Day: 21

Tax Number:

Generate Invoice: Enable

Invoice Date Interval:

Invoice Note:

Reference:

Save **Cancel**

Name of Fields	Description
Account :	Account Number automatically generated from system
Password :	Enter password as per your wish
First Name :	Enter First Name
Last Name :	Enter Last Name
Company :	Enter Company Name
Telephone 1 :	Enter Telephone No.1

Telephone 2 :	Enter Telephone No.2
Email :	Enter Reseller Valid Email Id
Address 1 :	Enter Address 1
Address 2 :	Enter Address 2
City :	Enter City
Province / State	Enter Province / State
ZIP / Postal Code	Enter ZIP / Postal Code
Country :	Select Reseller Country
Time Zone :	Select Reseller Time Zone
Account Status :	Here you can set Reseller account Active or Inactive.
Rate Group :	Select Rate group which you want to provide your reseller
Billing Schedule :	Select Billing Schedule Daily or Monthly basis
Billing Day :	Select Reseller Billing Day of the month
Currency :	Select Reseller Base currency
Commission Rate in (%)	Set Commission rate as per your wish
Account Type :	Select account Prepaid or Postpaid
Credit Limit :	Enter Reseller Credit Limit
Tax :	Enter Tax here
Low Balance Alert Level :	Enter Low Balance alert level (Like High, Medium, Average)
Enable Email Alerts :	Enable email alerts for low balance
Email Address :	Enter Email address where you want to low balance alert message received.

and click "**Save**" button to create Reseller Account.

Now Reseller account has been created

Adore™

Accounts ▾Billing ▾Inbound ▾Tariff ▾Carriers ▾Services ▾Switch ▾Reports ▾Configuration ▾Administrator Admin ▾

Resellers

CreateExportDelete

Account	First Name	Last Name	Company	Rate Group	Account Type	Balance (USD)	Credit Limit (USD)	CC	Reseller	Role	Created Date	Status
<input type="checkbox"/> 2933204547 <small>Propaid</small>	Reseller	--	Adore Infotech Pvt. Ltd.	default	Prepaid	0.0000	0.0000	0	Admin	reseller	2021-06-07 07:36:32	<input checked="" type="checkbox"/>

<<<Page 1 of 1>>>1 - 1 of 1 Records10

Powered by Adore Infotech Pvt. Ltd.English ▾

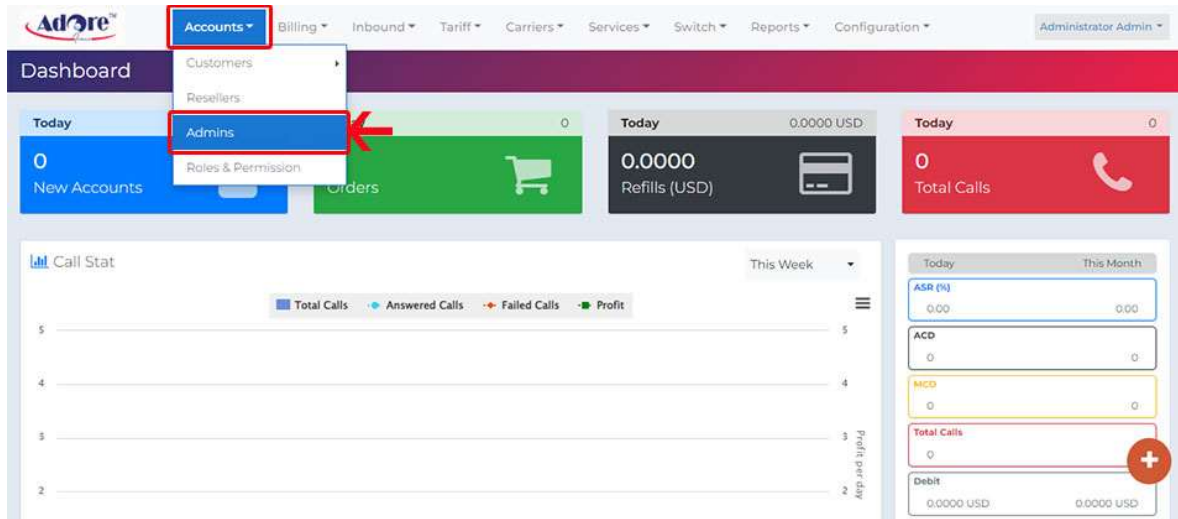
If you want to edit Reseller account, click on reseller account and than you can edit.

2.9. Admins

ADMINS

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

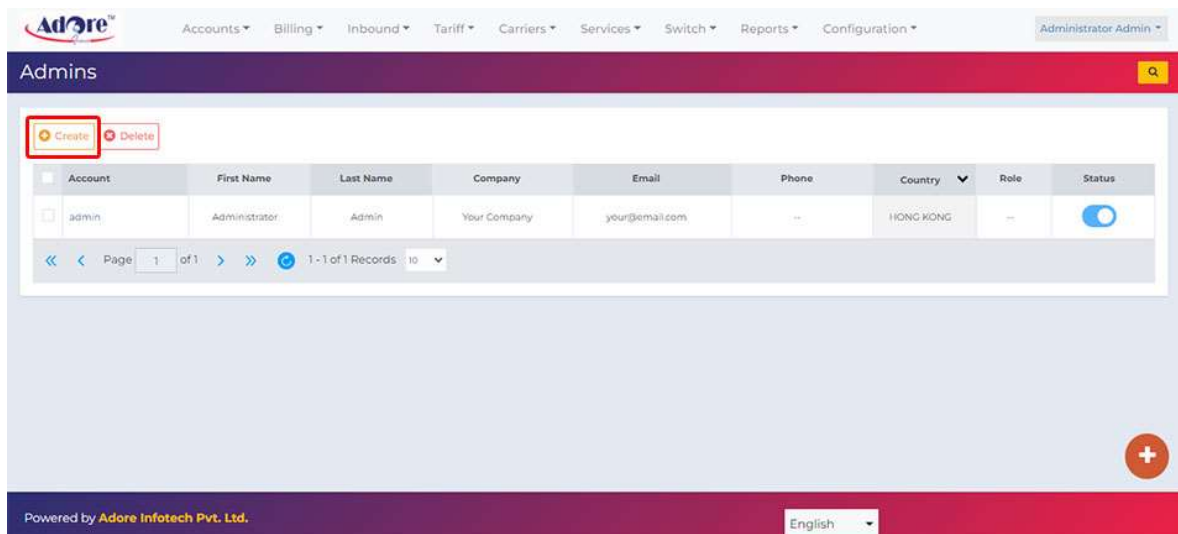
Go to **Accounts** -> **Admins**



Here you can add of Admin

Admin

Click on **"Create "** button to add admin



On click "**Create** " button following screen will open

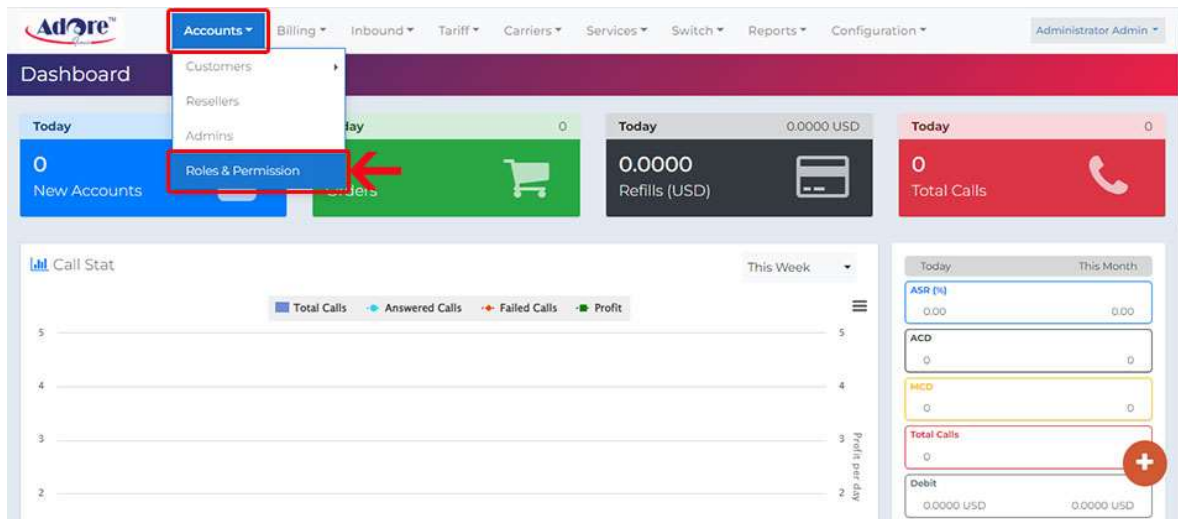
Name of Fields	Description
Account :	Account automatically generated by the system
Password :	Enter password as per your wish.
First Name :	Enter First Name .
Last Name :	Enter Last Name
Company :	Enter Company Name
Telephone 1 :	Enter Telephone 1
Telephone 2 :	Enter Telephone 2
Email :	Enter Valid Email ID
Address 1 :	Enter Address 1
Address 2 :	Enter Address 2
City :	Enter City Name
Province / State :	Enter Province / State
ZIP / Postal Code	Enter ZIP / Postal Code
Country :	Select Country.
Time Zone :	Select Time Zone
Account Status :	Select Account Status Active or Inactive
Currency :	Select Base Currency of new Admin account.

and click "**Save**" button to create new admin on the system

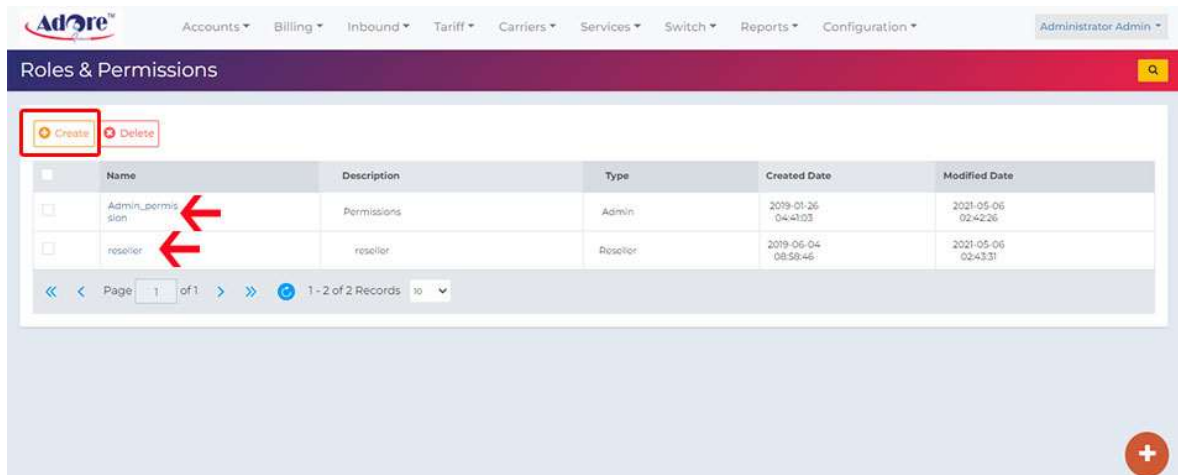
ROLES & PERMISSION

Here you can set Roles & Permission to Admin, Sub-admin and Reseller Accounts


Go to **Accounts - Roles & Permission**



Click on "**Create**" button



Here you can set Roles and Permission as per your need



Accounts ▾Billing ▾Inbound ▾Tariff ▾Carriers ▾Services ▾Switch ▾Reports ▾Configuration ▾Administrator Admin ▾

Create Roles & Permissions

Roles & Permissions

Role Name : *

Description : *

Type : *

Admin ▾

Save

Cancel

Accounts

Billing

Inbound

Tariff

Services

Switch

Reports

Configuration

Powered by Adore Infotech Pvt. Ltd.

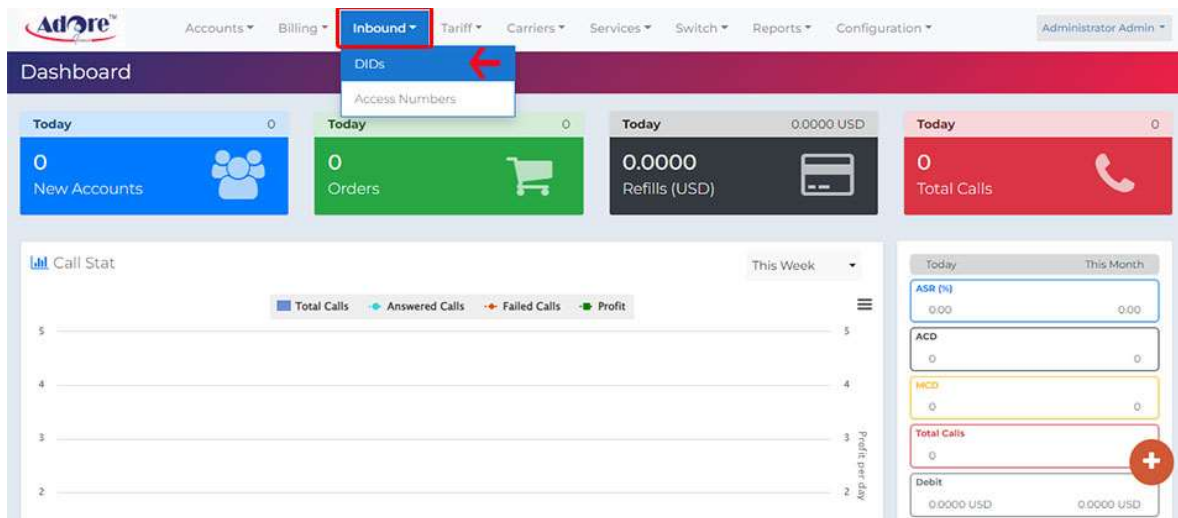
English ▾

2.10. Inbound

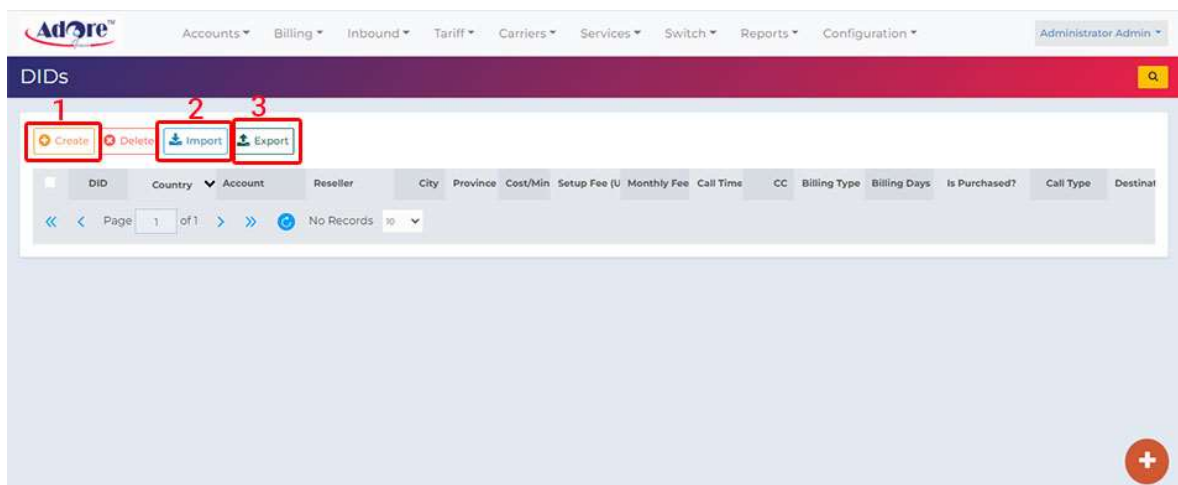
Inbound

DIDs

Go to **Inbound-> DIDs**



Click "**Create**" button or you can **Import** DID in bulk or you can **Export** uploaded DIDs from system.



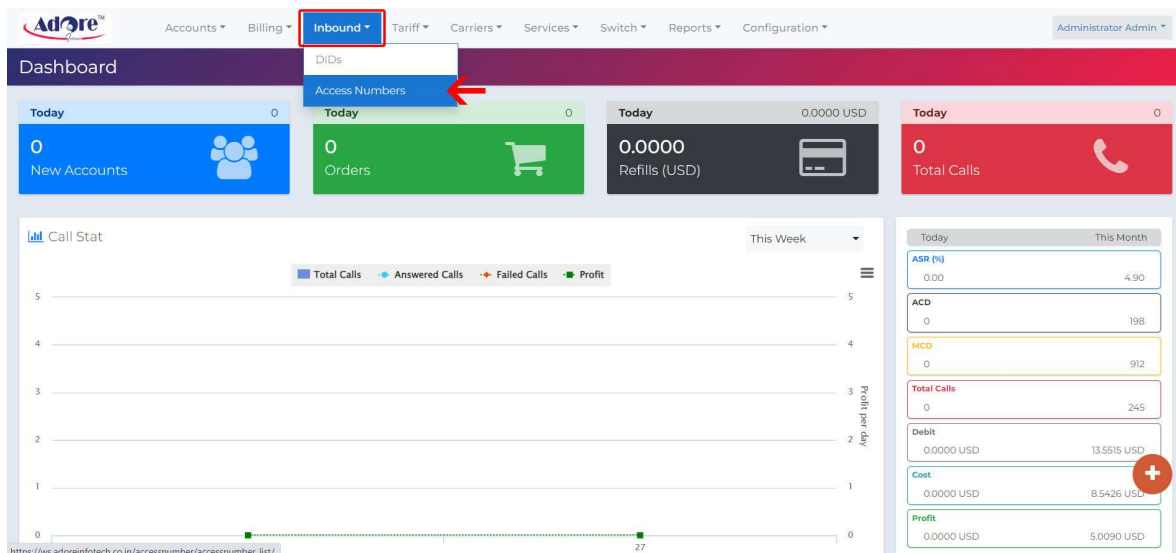
Here you can add DID's. Fill the details and click "**Save**" button to add DID Calling Card.

Fields	Description
Starting Digit	The digit that all calling cards must start with. 0=disabled.
Card Length	Number of digits in calling cards and cc codes.
Pin Length	For those calling cards that are using pins this is the number of digits it will have.
Card Retries	How many retries do we allow for calling card numbers?
Pin Retries	How many retries do we allow for pins?
Rate Announce	Do we want the calling cards script to announce the rate on calls?
Time Limit Announce	Do we want the calling cards script to announce the time-limit on calls?
Pin Input Timeout	How long do we wait when entering the calling card pin? Specified in MS.

Card Input Timeout	How long do we wait when entering the calling card number? Specified in MS.
Dial Input Timeout	How long do we wait when entering the destination number in calling cards? Specified in MS.
General Input Timeout	How long do we wait for input in general menus? Specified in MS.
Welcome File	What do we play for a welcome file?
ANI Authentication	Calling card ANI authentication. 0 for disable and 1 for enable.
IVR count	IVR playback loop count.
Balance Announcement	Do we want the calling cards script to announce the balance of account?
CC Access Numbers	Add calling card access numbers with comma separation. Ex : 12345678,3581629

Access Numbers

Go to **Inbound -> Access Numbers**



Here you can see your added Access Numbers

Adore

Accounts ▾Billing ▾Inbound ▾Tariff ▾Carriers ▾Services ▾Switch ▾Reports ▾Configuration ▾

Administrator Admin ▾

Access Numbers

CreateDeleteImportExport

	Access Number	Country ▾	Created Date	Modified Date	Status
<input type="checkbox"/>	2222222	AFGHANISTAN	2021-12-06 19:16:14	2021-12-06 19:16:14	<input checked="" type="checkbox"/>

<<<>>>

Page 1 of 1

1 - 1 of 1 Records

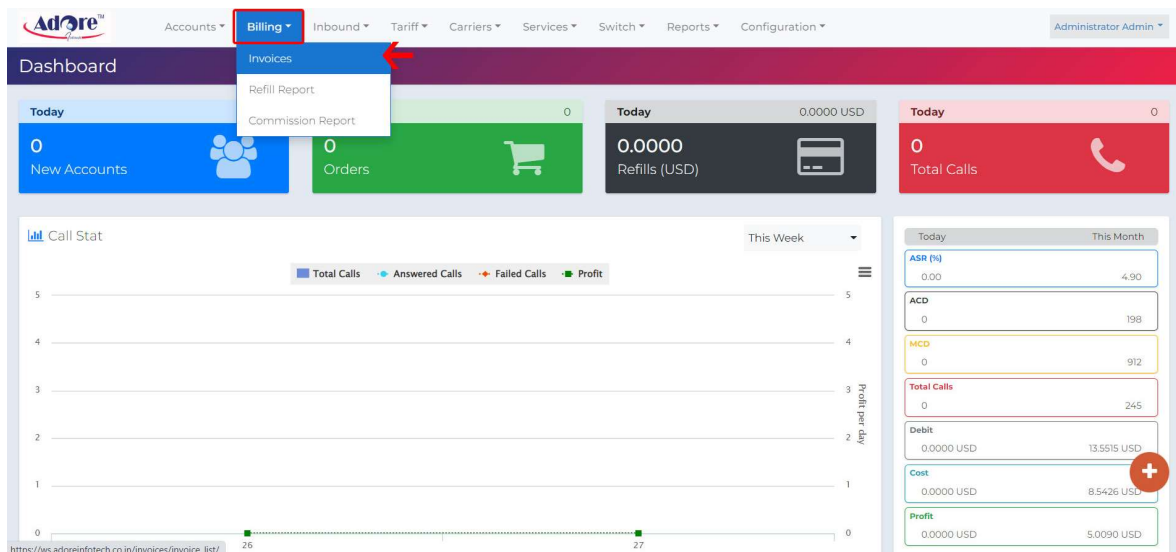
10 ▾

2.11. Billing

BILLING

Invoices

Go to **Billing - Invoices**



Here you can view all **invoice**, and Generate Invoice by clicking "**Generate Invoice**" also you can download invoice by click **download** button.

Invoices Table:

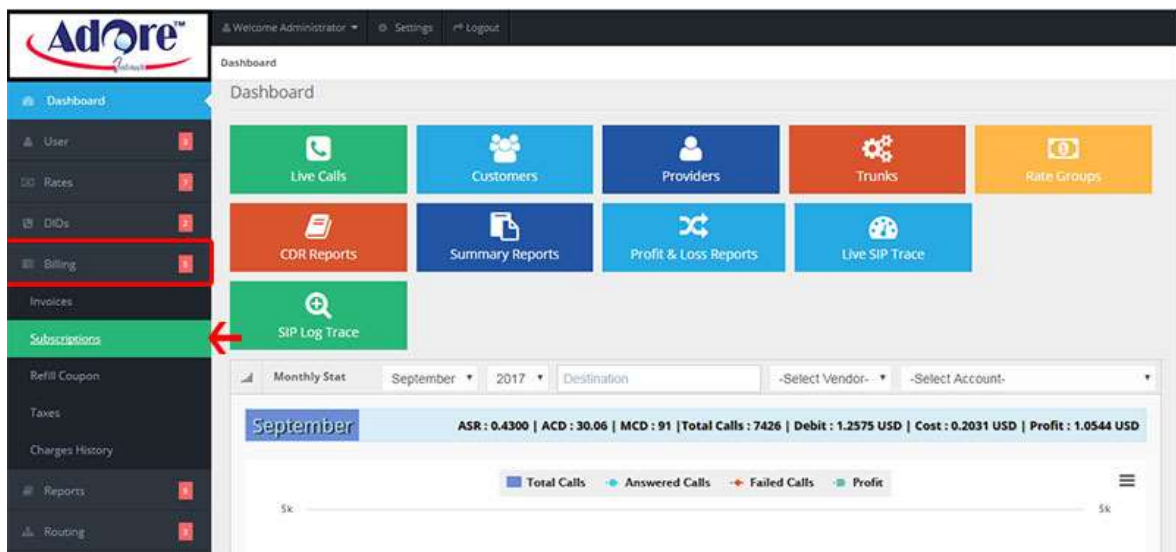
Number	Type	Account	Invoice Date	From Date	Due Date	Amount (USD)	Outstanding Amount (USD)	Reseller	Action
INV_16	Automatically	Hitel 8921073649	2022-09-02	2022-09-02	2022-09-09	3.6996	0.0000	Admin	Paid
INV_15	Automatically	Hitel 8921073649	2022-09-02	2022-09-02	2022-09-09	3.6996	0.0000	Admin	Paid
INV_14	Automatically	Hitel 8921073649	2022-09-02	2022-09-02	2022-09-09	3.6996	0.0000	Admin	Paid
INV_13	Automatically	Hitel 8921073649	2022-09-01	2022-09-01	2022-09-08	3.6996	0.0000	Admin	Paid
INV_12	Automatically	Hitel 8921073649	2022-09-01	2022-09-01	2022-09-08	3.6996	0.0000	Admin	Paid
INV_11	Automatically	Hitel 8921073649	2022-08-25	2022-08-25	2022-09-01	3.6996	0.0000	Admin	Paid
INV_10	Automatically	Hitel 8921073649	2022-08-25	2022-08-25	2022-09-01	3.6996	0.0000	Admin	Paid
INV_9	Automatically	sid 8283360069	2022-07-18	2022-07-18	2022-07-25	2.2198	0.0000	Admin	Paid
INV_8	Automatically	sid 8283360069	2022-06-30	2022-06-30	2022-07-07	1.1099	0.0000	Admin	Paid
INV_7	Automatically	smarttest 5098905314	2022-06-27	2022-06-27	2022-07-04	18498	0.0000	Admin	Paid

On click "**Generate Invoice**" button following screen will appear. Enter respective details and Generate Invoice for particular account.

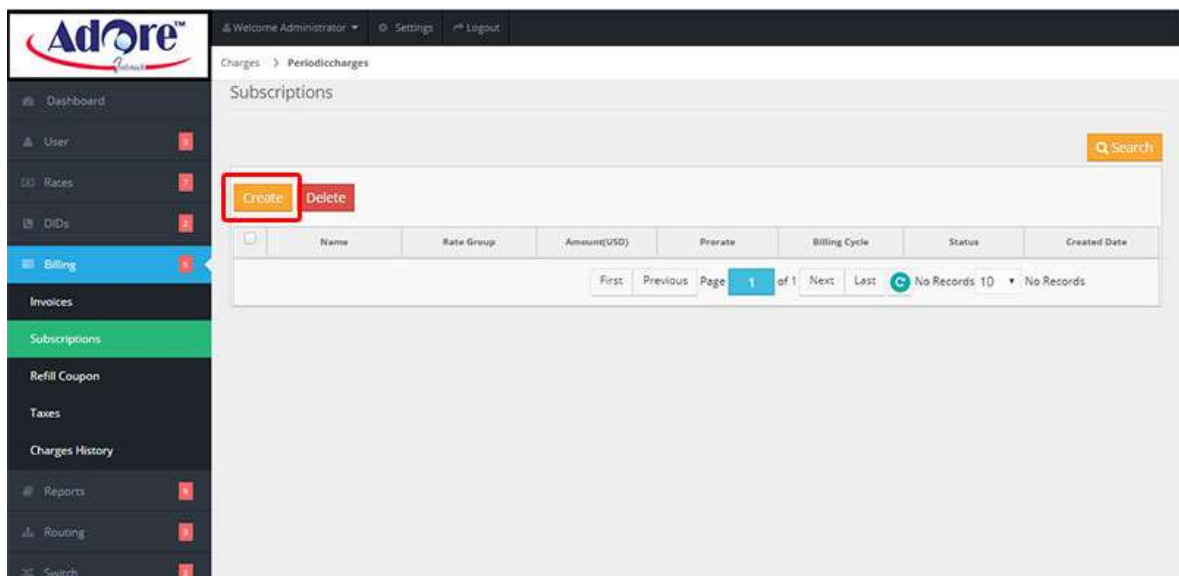
The screenshot shows the 'Generate Invoice' form in the Adore system. The form has a header bar with the Adore logo and navigation tabs: Accounts, Billing, Inbound, Tariff, Carriers, Services, Switch, Reports, and Configuration. A search bar is on the right. Below the header, there's a 'Generate Invoice' button. The main form area has fields for 'From Date', 'To Date', 'Accounts' (with a dropdown menu), and 'Notes'. A red box highlights the 'Generate' button at the bottom right.

Subscription

Go to **Billing - Subscription**

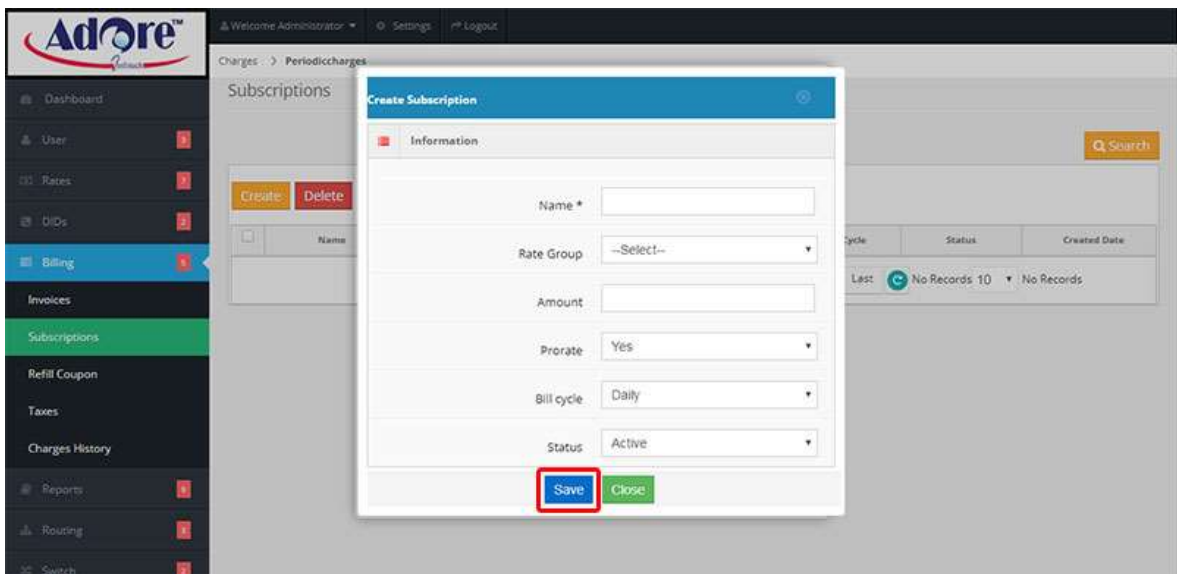


Here you can create subscription of your rate group. Click on "**Create**" button.



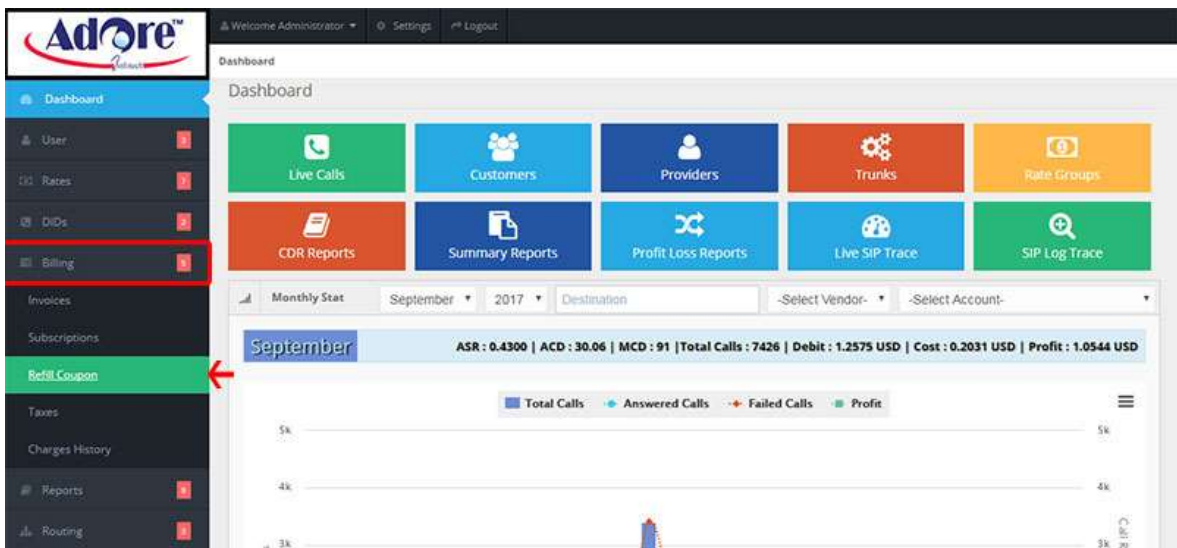
Field Name	Description
Name	Enter your subscription name
Rate Group	Select your created Rate group
Amount	Enter amount how much you want to give subscription
Prorate	Select Yes / No.
Bill Cycle	Select Bill Cycle Daily / Monthly
Status	Select Active / Inactive

and click **save** button to add subscription.

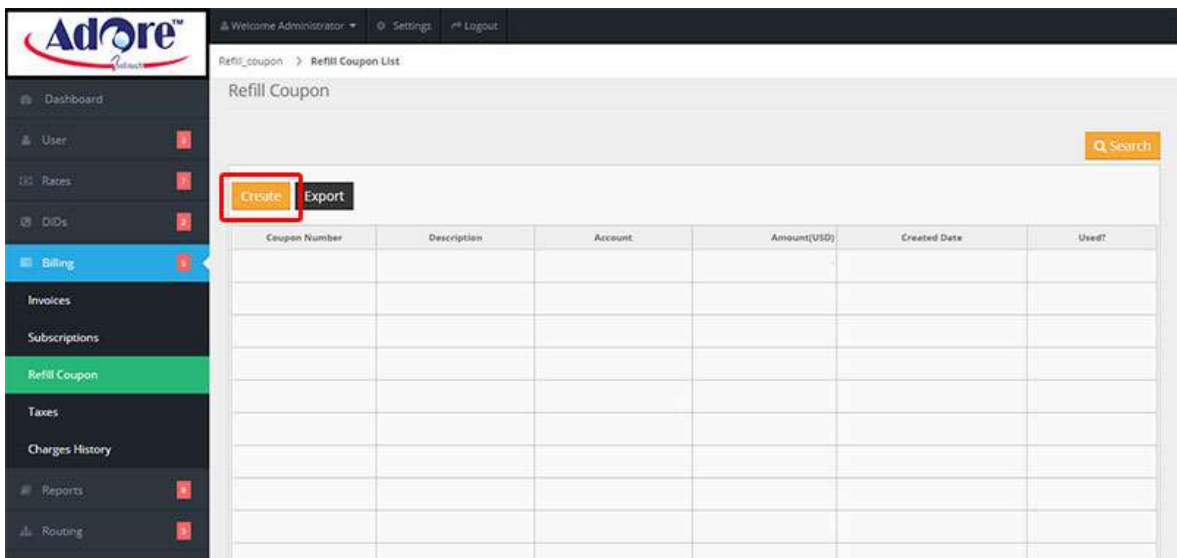


Refill Coupon

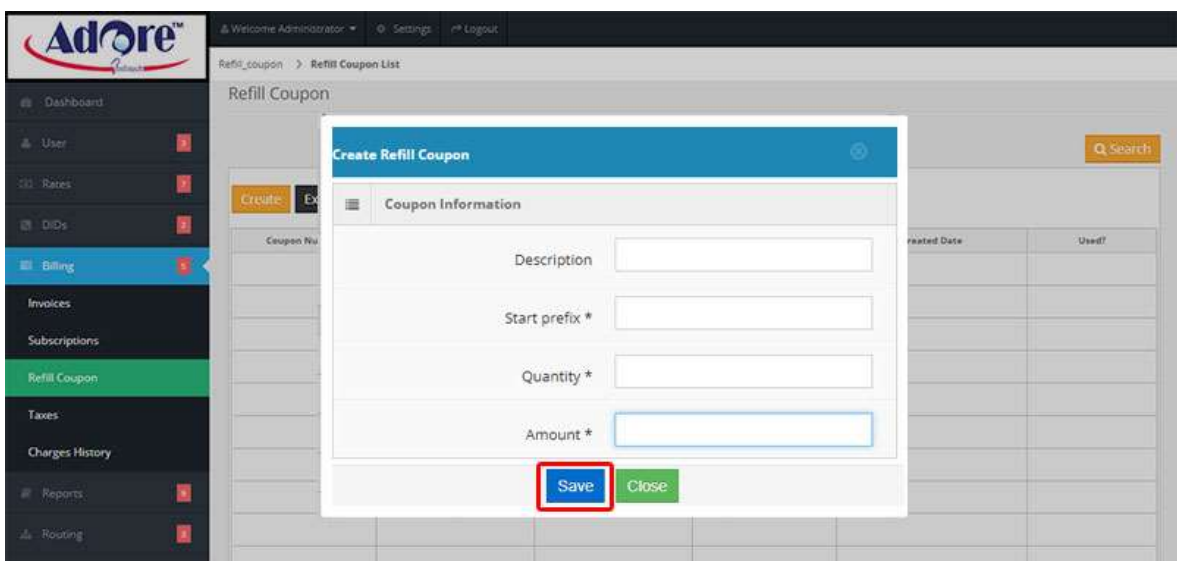
Go to **Billing - Refill Coupon**



Click on "**Create**" button. Using refill coupon number user can refill their own account. Only admin & reseller can create refill coupon

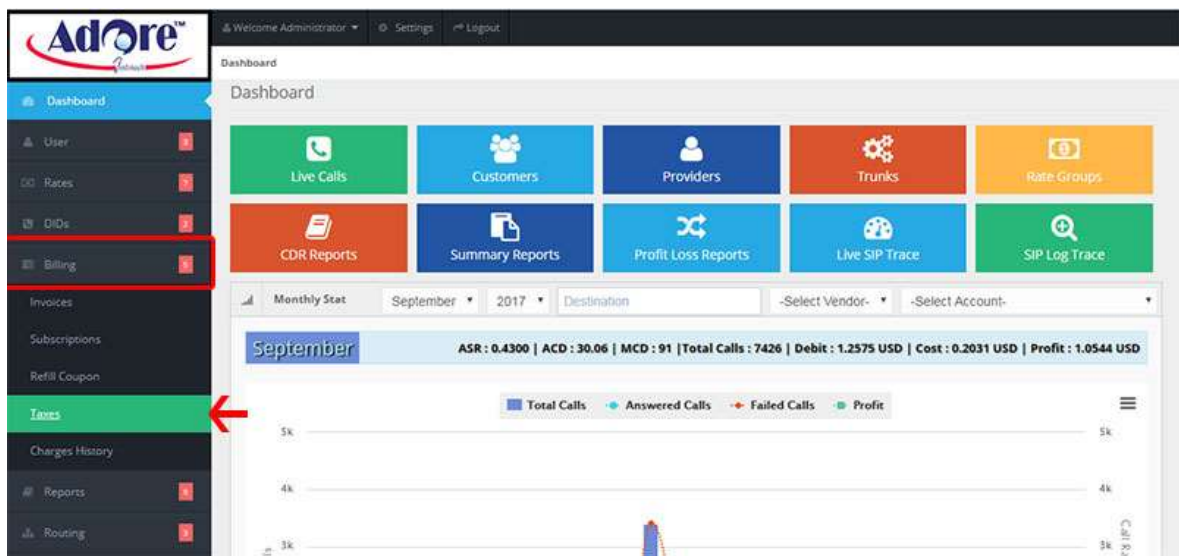


Fill the details in respective fields and click "**Save**" button.

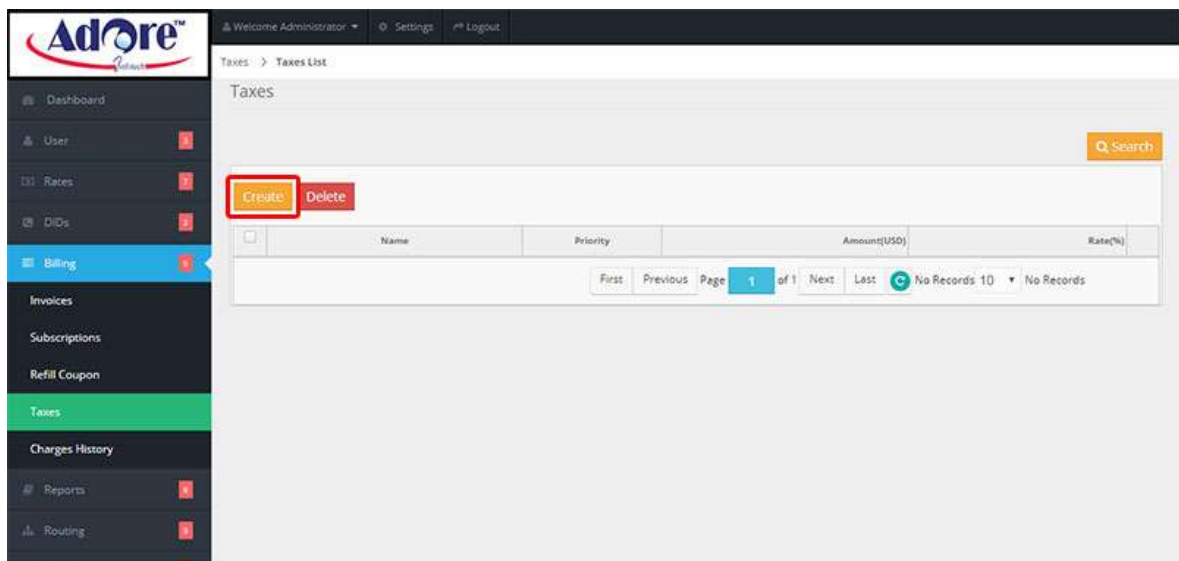


Taxes

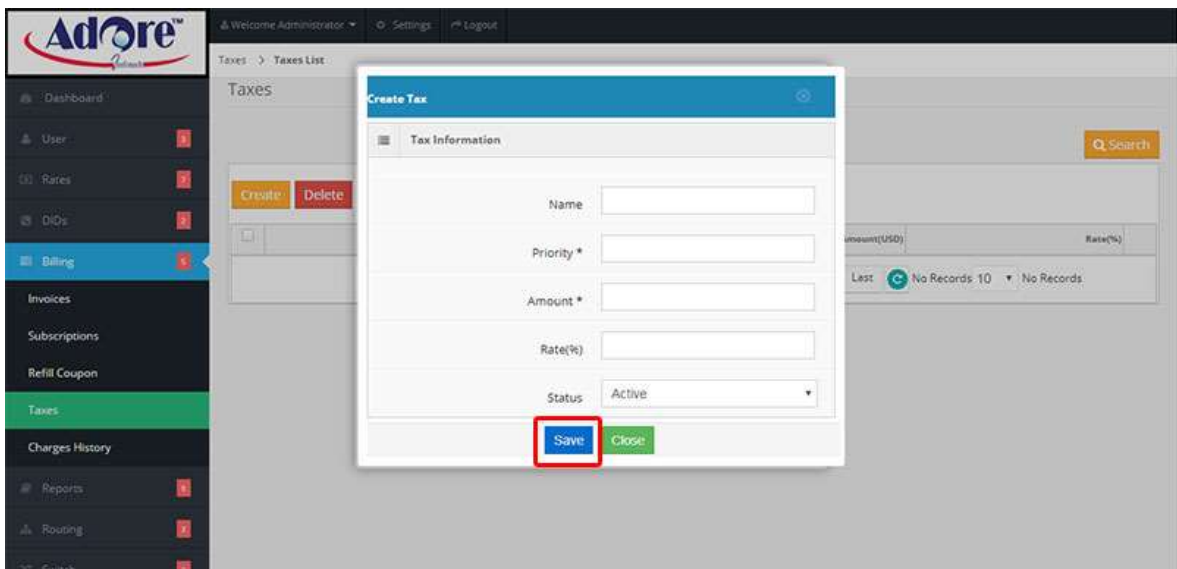
Go to **Billing - Taxes**



Here you add tax. For this you need to create Taxes by clicking "**Create**" button.



Now add following details :

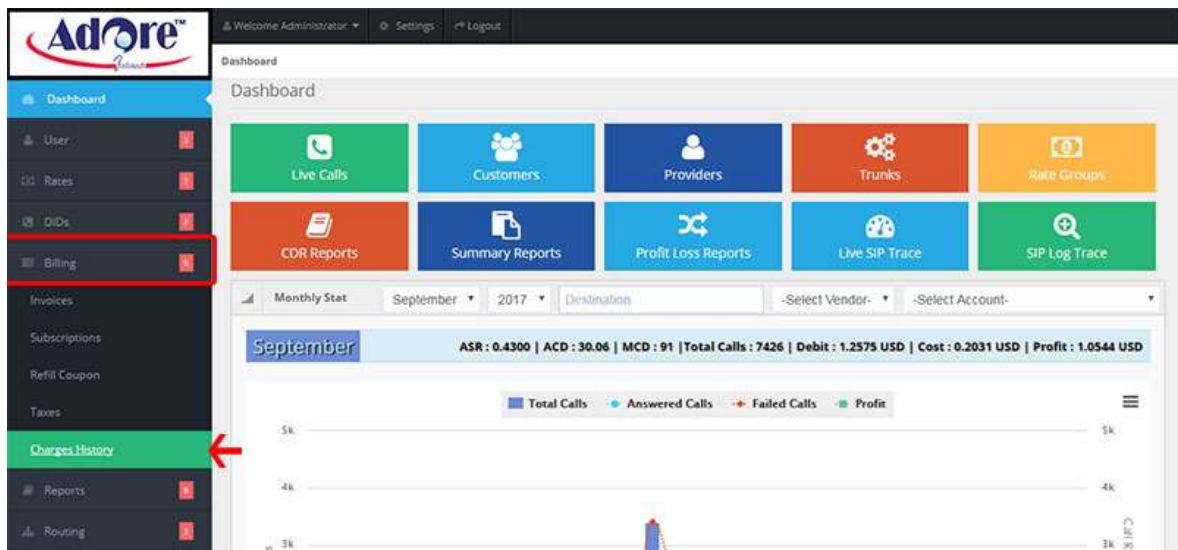


Fields Name	Description
Name	Enter Tax name as per your wish.
Priority	Remarks priority as per your wish
Amount	Enter amount of your tax
Rate (%)	Enter Rate (%) of your tax
Status	Select Yes / No

and click "**Save**" button to add tax.

Charges History

Go to **Billing - Charges History**



This Section will display all the charges information which apply to specific account. By this report admin know the complete system transaction same way reseller can show their sub entity transactions.

The screenshot shows the 'Charges History' report in the Adore system. The report displays a table of transactions with the following columns: Created Date, Invoice Number, Account, Charge Type, Before Balance (USD), Debit (-) (USD), Credit (+) (USD), and After Balance (USD). The table contains 11 rows of data, including transactions for 'Finaltest', '8862987175', 'Tester (9087200568)', 'CallTest (5838023266)', 'soni (5636966839)', 'Tester (9087200568)', 'rrrr (3111161242)', 'sandeep (1882462108)', and 'Tester (4110078089)'. The 'Total' row shows a balance of 100000.0000 USD. The report is paginated, showing 1 of 11 records.

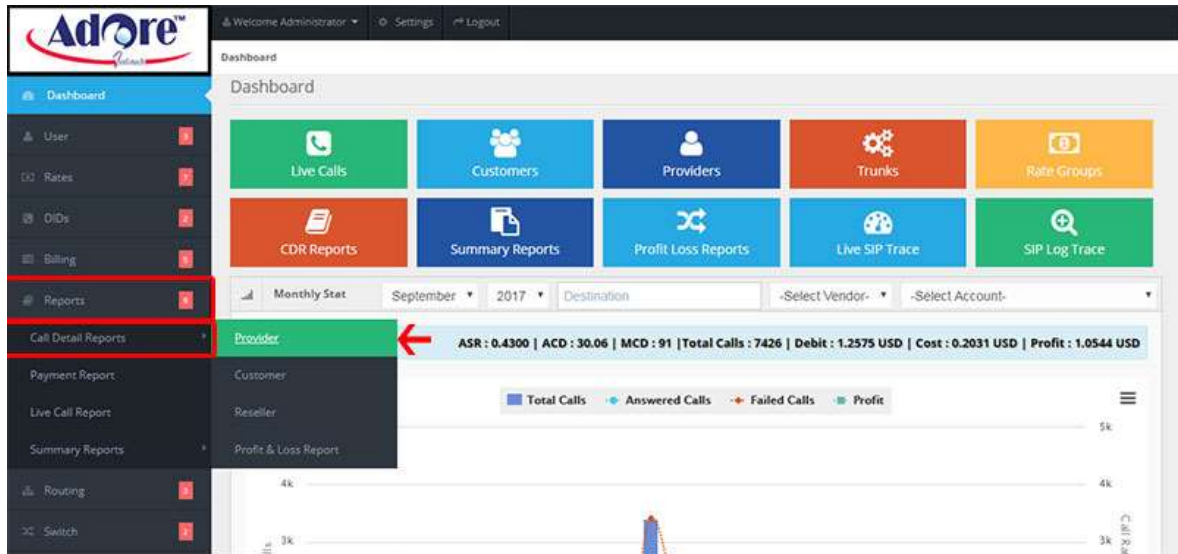
Created Date	Invoice Number	Account	Charge Type	Before Balance (USD)	Debit (-) (USD)	Credit (+) (USD)	After Balance (USD)
2017-09-26 07:26:39	INV_00007	Finaltest (3632118933)	Refill	0.0000	0.0000	2.0000	2.0000
2017-09-25 10:20:53	INV_00006	8862987175 (8862987175)	DIDCHRG	0.0000	0.0000	0.0000	0.0000
2017-09-22 10:07:14	INV_00005	Tester (9087200568)	INVPAY	2.0000	0.0000	(-) 0.0000	2.0000
2017-09-22 09:45:27	INV_00004	CallTest (5838023266)	INVPAY	1.9200	0.0000	(-) 0.0000	1.9200
2017-09-20 08:58:14	INV_00002	soni (5636966839)	INVPAY	1.0000	0.0000	(-) 0.0000	1.0000
2017-09-19 08:05:05	INV_00006	Tester (9087200568)	Refill	0.0000	0.0000	2.0000	2.0000
2017-09-19 07:45:12	INV_00005	rrrr (3111161242)	POSTCHARG	0.0000	100000.0000	0.0000	-3111161242.0000
2017-09-19 06:45:23	INV_00004	sandeep (1882462108)	Refill	1.0000	0.0000	1.0000	2.0000
2017-09-19 06:45:05	INV_00003	sandeep (1882462108)	Refill	0.0000	0.0000	1.0000	1.0000
2017-09-19 06:13:40	INV_00002	Tester (4110078089)	Refill	0.0000	0.0000	1.0000	1.0000
Total	-	-	-	-	100000.0000	0.0000	-

2.12. Reports

Reports

Call Detail Report - Provider

Go to **Reports - Call Detail Report - Provider**



Here you can view Provider Call Detail Reports. Also you can export Provider Call Detail Reports.

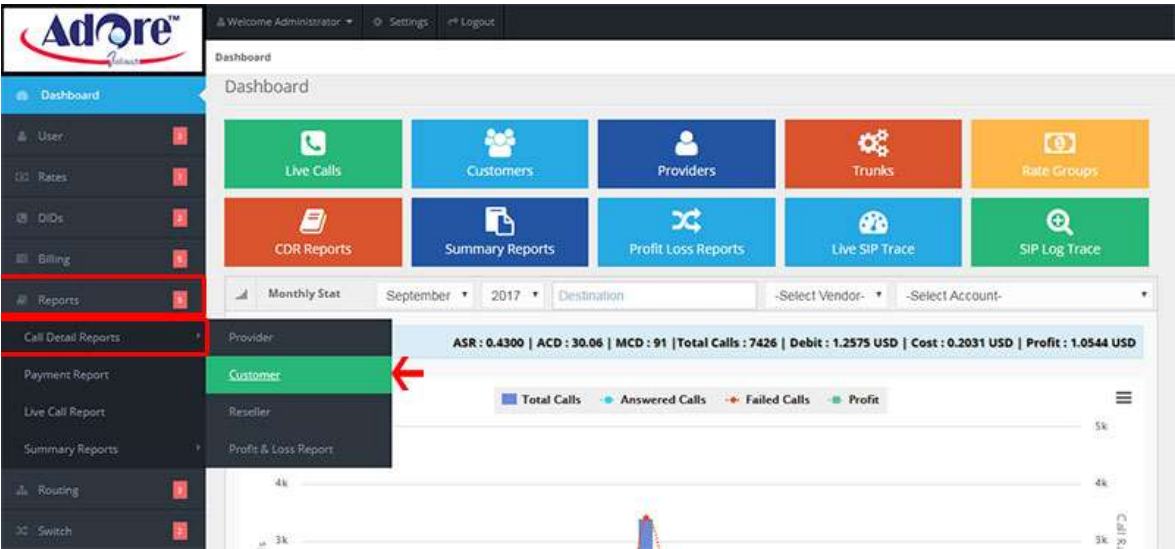
The screenshot shows the 'Provider CDRs Report' page. The 'Export' button is highlighted with a red box. The table below contains the following data:

Date	Caller ID	Called Number	Code	Destination	Duration	Cost(USD)
2017-09-26 07:57:53	3632118933	919990646165	91	India	00:13	0.0022
2017-09-26 07:54:10	3632118933	919990646165	91	India	00:29	0.0048
2017-09-26 07:52:21	3632118933	919990646165	91	India	00:41	0.0068
2017-09-26 07:40:44	"5293162474" <5293162474>	919871190569	91	India	00:00	0.0000
2017-09-26 07:32:17	3632118933	919990646165	91	India	00:00	0.0000
2017-09-26 07:27:09	3632118933	919990646165	91	India	00:00	0.0000
Grand Total					1:23	0.0138

At the bottom of the page, there is a pagination control showing 'Page 1 of 1' and '1 - 6 of 6 Records'.

Call Detail Report - Customer

Go to **Reports - Call Detail Report - Customer**



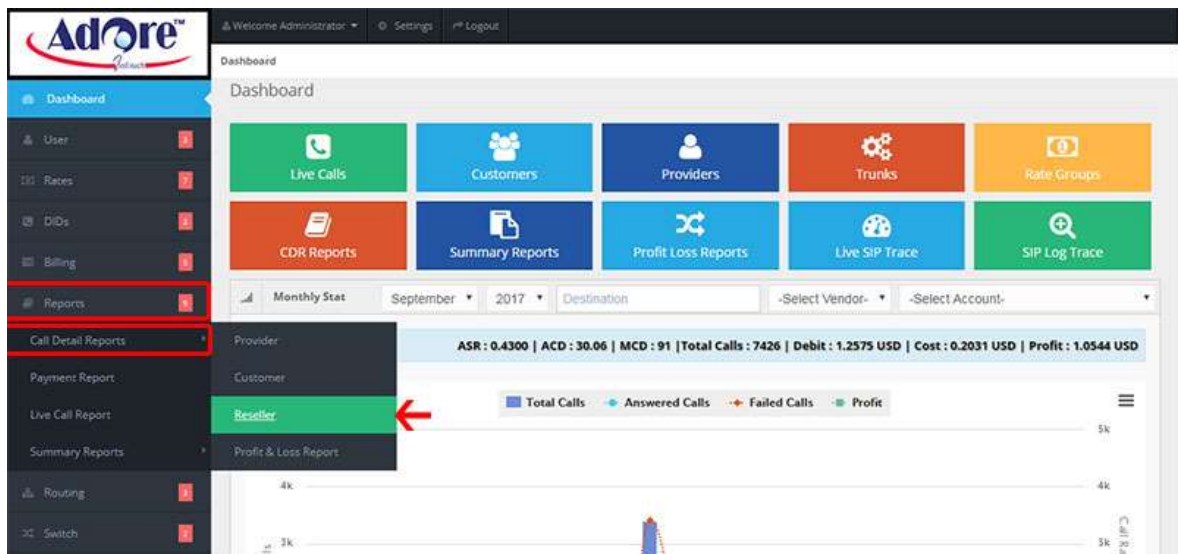
Here you can view Customer Call Detail Reports. Also you can export Customer Call Detail Reports.

The screenshot shows the 'Customer CDRs Report' page. An 'Export' button is highlighted with a red box. Below the button is a table with the following data:

Date	Caller ID	Called Number	Code	Destination	Duration	Debit(USD)	Cost(USD)	Disposition
2017-09-26 07:57:53	3632118933	919990646165	91	India	00:13	0.0200	0.0022	NORMAL_CLEARING
2017-09-26 07:54:10	3632118933	919990646165	91	India	00:29	0.0200	0.0048	NORMAL_CLEARING
2017-09-26 07:52:21	3632118933	919990646165	91	India	00:41	0.0200	0.0068	NORMAL_CLEARING
2017-09-26 07:40:44	*5293162474* <5293162474>	919871190569	91	India	00:00	0.0000	0.0000	ORIGINATOR_CANCEL
2017-09-26 07:32:17	3632118933	919990646165	91	India	00:00	0.0000	0.0000	ORIGINATOR_CANCEL
2017-09-26 07:27:09	3632118933	919990646165	91	India	00:00	0.0000	0.0000	ORIGINATOR_CANCEL
2017-09-26 07:27:00	3632118933	00919990646165			00:00	0.0000	0.0000	ORIGNATION_RATE_NOT_FO
2017-09-26 07:16:03	3632118933	00919990646165			00:00	0.0000	0.0000	NO_SUFFICIENT_FUND

Call Detail Report - Reseller

Go to **Reports - Call Detail Report - Reseller**



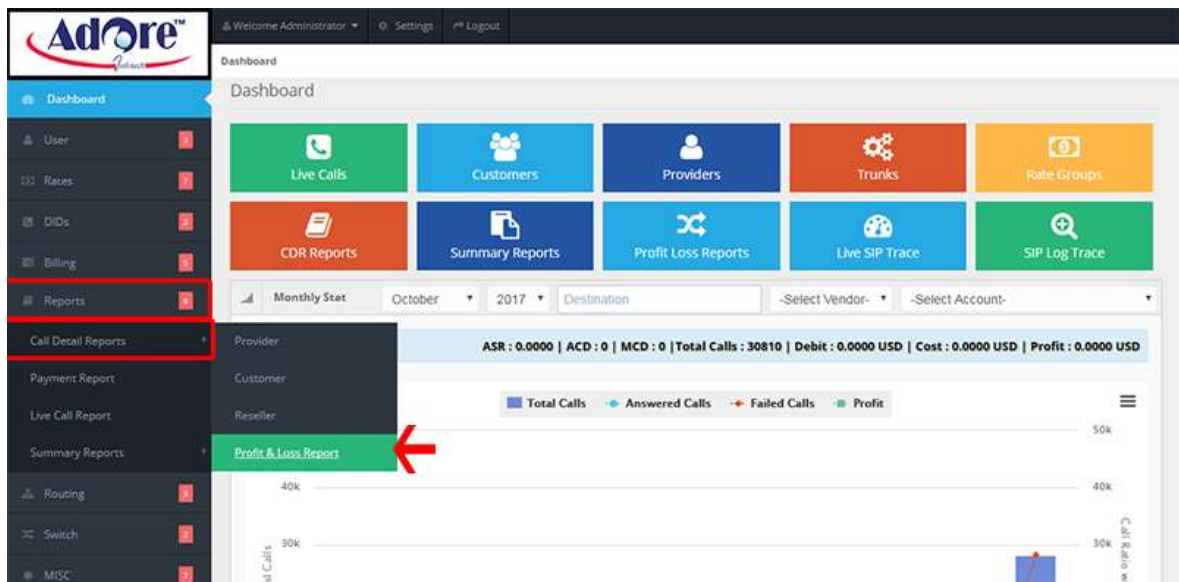
Here you can view Reseller Call Detail Reports. Also you can export Reseller Call Detail Reports.

The screenshot shows the 'Resellers CDRs Report' page. It features a search bar and an 'Export' button (highlighted with a red box). Below the button is a table with the following columns: Date, Caller ID, Called Number, Code, Destination, Duration, Debit(USD), Cost(USD), and Disposition. The table is currently empty, and the footer indicates 'No Records 10'.

Date	Caller ID	Called Number	Code	Destination	Duration	Debit(USD)	Cost(USD)	Disposition
------	-----------	---------------	------	-------------	----------	------------	-----------	-------------

Call Detail Report - Profit & Loss Report

Go to **Reports - Call Detail Report - Profit & Loss Report**



Here you can get Profile & Loss Report.

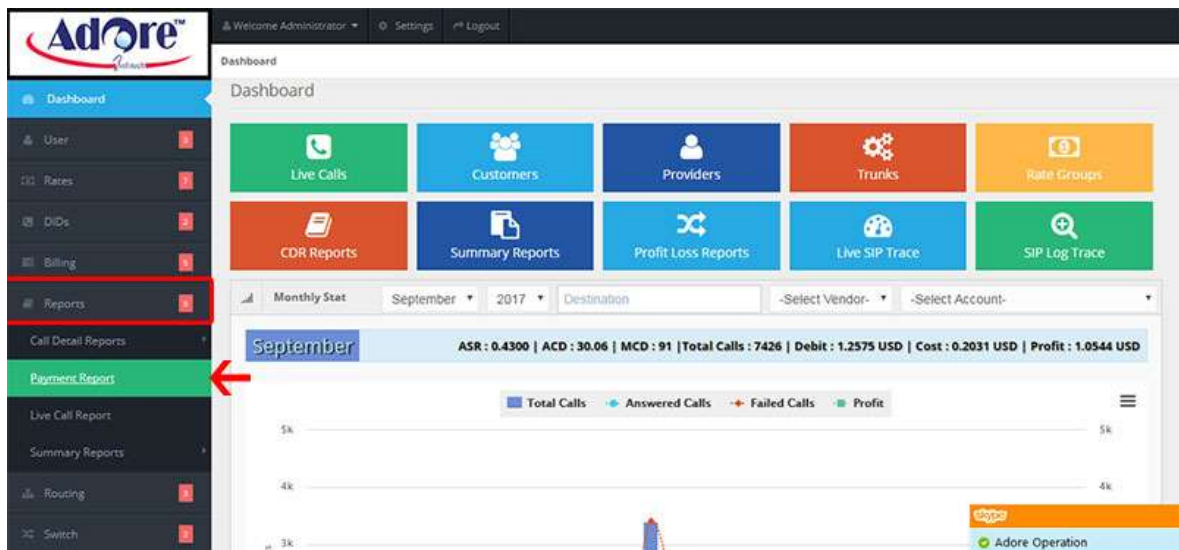
The screenshot shows the 'Customer Profit & Loss Report' page in the Adore CRM. The page has a search bar and 'Export' buttons. Below is a table with the following data:

Date	Duration	Answered Calls	Total Calls	ACD	ASR	MCD	POD	Debit	Cost	Profit
2017-10-09	0	0	28245	0.0000	0.0000	0	0	0.0000	0.0000	0.0000

At the bottom, there's a pagination control showing 'Page 1 of 1' and '1 - 1 of 1 Records'.

Payment Report

Go to **Reports - Payment Report**



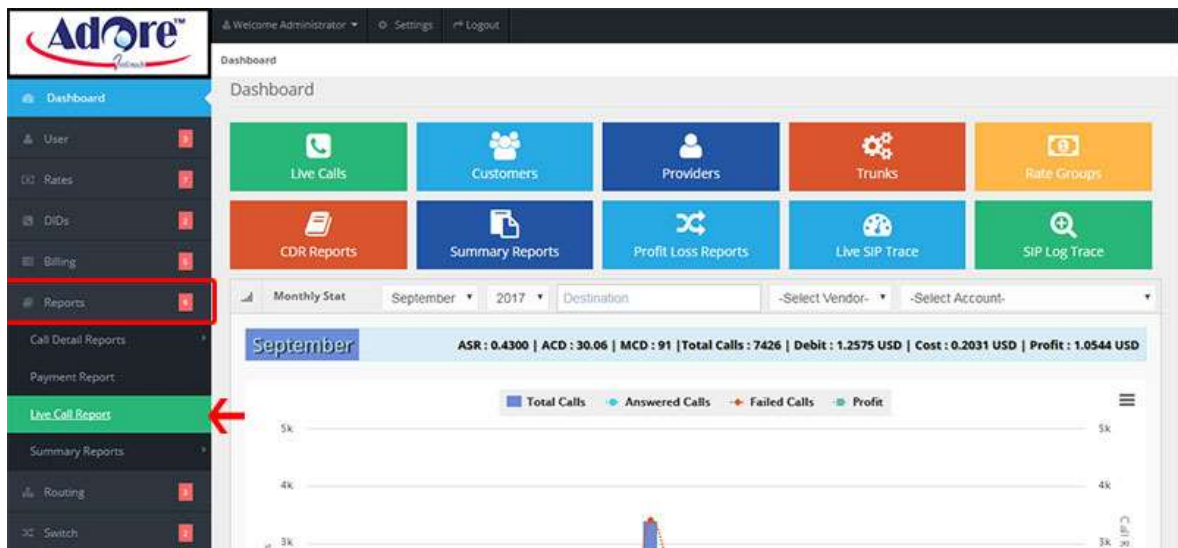
Here you can view all payment report, also you can export the reports by click "**Export**" button.

The screenshot shows the 'Refill Report' page in the Adore system. It features a table with the following columns: Date, Account, Amount(USD), and Refill By. The table contains 10 rows of data. An 'Export' button is highlighted with a red box in the top left corner of the table area. A search bar is located in the top right corner. At the bottom, there is a pagination control showing 'Page 1 of 3' and '1 - 10 of 28 Records'.

Date	Account	Amount(USD)	Refill By
2017-09-26 07:26:39	Finaltest ()	2.0000	Admin
2017-09-20 06:35:10	Provider12 ()	1.0000	Admin
2017-09-20 06:35:10	sandeep ()	1.0000	Admin
2017-09-20 06:35:10	soni ()	1.0000	Admin
2017-09-20 06:35:10	sonu ()	1.0000	Admin
2017-09-20 06:35:10	testing ()	1.0000	Admin
2017-09-20 06:35:10	fgghsfgh (dfgsdfg)	1.0000	Admin
2017-09-20 06:35:10	ttttt ()	1.0000	Admin
2017-09-20 06:35:10	dddddd ()	1.0000	Admin
2017-09-19 08:05:04	Tester ()	2.0000	Admin

Live Call Report

Go to **Reports - Live Call Report**



Here you can view all Live Call report.

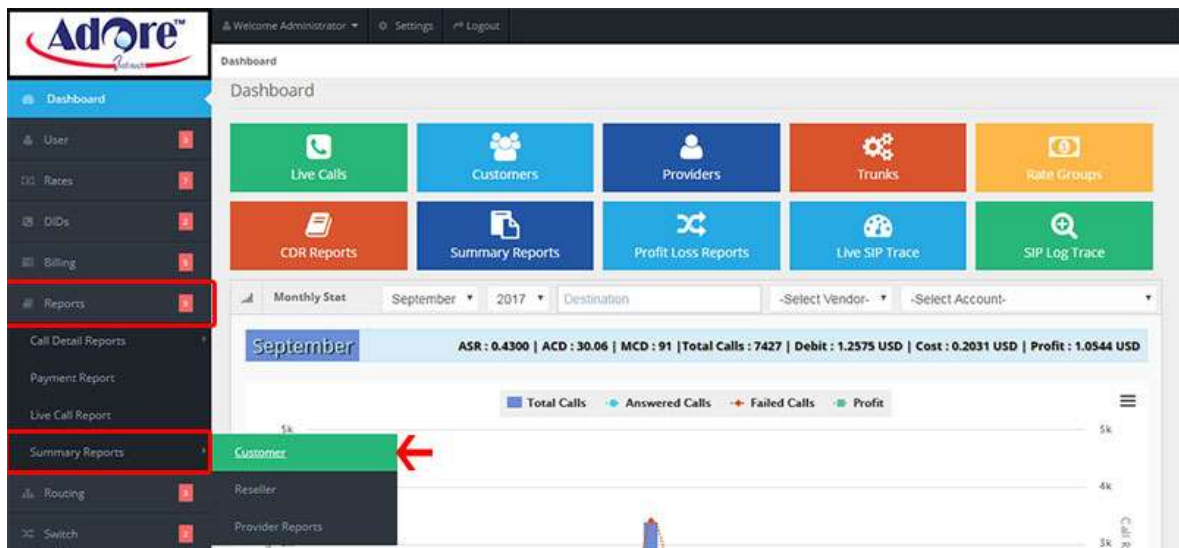
The screenshot shows the 'Live Call report' page in the Adore CRM. The page has a search bar and two export buttons: 'Export CSV' and 'Export PDF'. Below these is a table with the following columns: Call Date, CID Name, CID Number, IP Address, Destination, Gateway, Brand code, Wide Code, Call State, and Duration. A red box highlights the first row of data. The table also includes pagination controls at the bottom.

Call Date	CID Name	CID Number	IP Address	Destination	Gateway	Brand code	Wide Code	Call State	Duration
2017-09-26 07:57:49	3632118933	3632118933	180.151.230.162	00111029199906	adore	PCMA	PCMA	EARLY	00:00:04

Page 1 of 1

Summary Report - Customer

Go to **Reports - Summary Report - Customer**



Here you can view Customer Summary Report. Also you can export Customer all summary report.

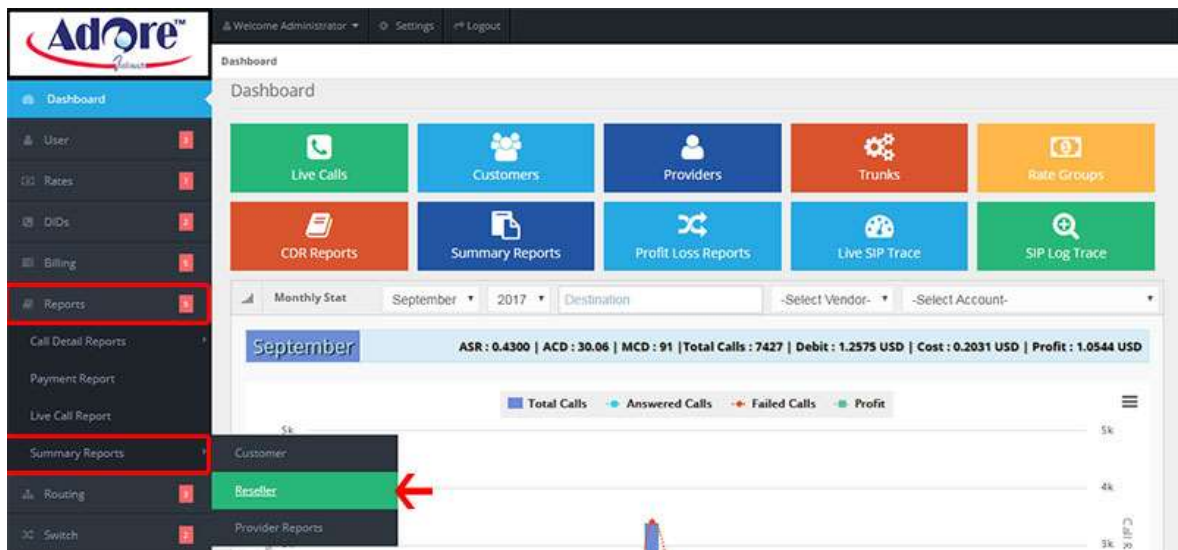
The screenshot shows the 'Customer Summary Report' page. An 'Export' button is highlighted with a red box. Below the button is a table with the following data:

Account	Attempted Calls	Completed Calls	Duration	ASR	ACD	MCD	
8862987175 ()	1	0	00:00	0	00:00	00:00	
Finaltest ()	9	3	01:23	33.33	00:28	00:41	
Grand Total	10	3	01:23	30	00:28	00:41	

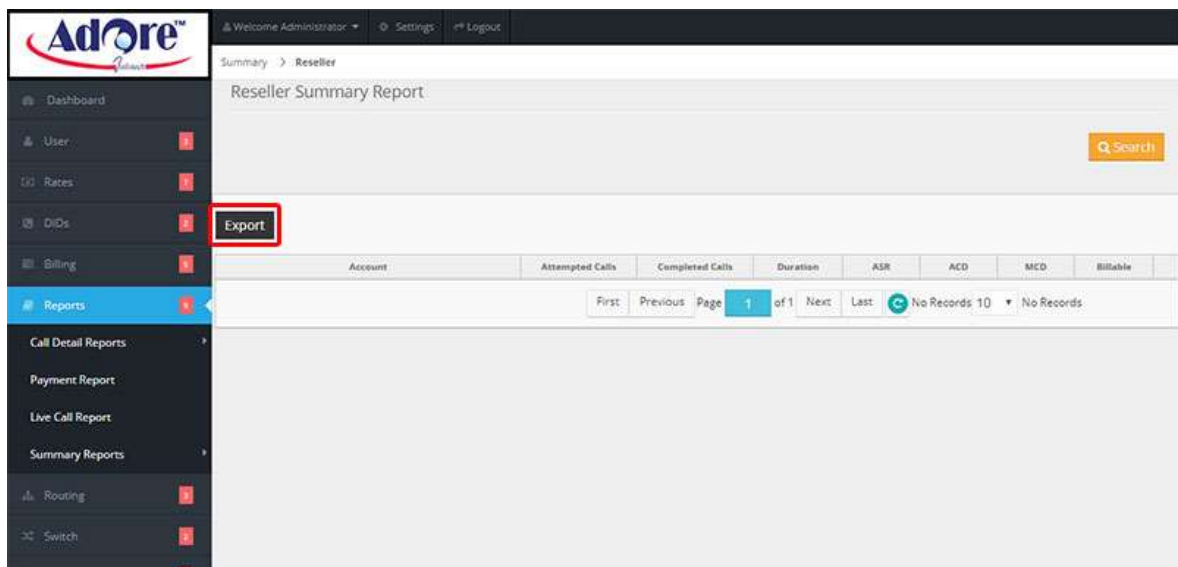
At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and '1 - 2 of 2 Records'.

Summary Report - Reseller

Go to **Reports - Summary Report - Reseller**



Here you can view Reseller Summary Report. Also you can export Reseller all summary report.



Summary Report - Provider Reports

Go to **Reports - Summary Report - Provider Reports**

The screenshot shows the Adore CRM Dashboard. On the left is a navigation menu with options like Dashboard, User, Rates, DIDs, Billing, Reports, Call Detail Reports, Payment Report, Live Call Report, Summary Reports, Routing, and Switch. The 'Reports' section is expanded, showing a sub-menu with 'Customer', 'Reseller', and 'Provider Reports'. A red arrow points to 'Provider Reports'. The main dashboard area displays a 'Monthly Stat' for September 2017, including a summary of ASR (0.4300), ACD (30.06), MCD (91), Total Calls (7427), Debit (1.2575 USD), Cost (0.2031 USD), and Profit (1.0544 USD). Below this is a chart showing Total Calls, Answered Calls, Failed Calls, and Profit.

Here you can view Provider Summary Report.

The screenshot shows the 'Provider Summary Report' page in the Adore CRM. The page has a search bar and an 'Export' button highlighted with a red box. Below the button is a table with the following data:

Account	Attempted Calls	Completed Calls	Duration	ASR	ACD
	6	3	01:23	50	00:28
provider ()	1	0	00:00	0	00:00
Grand Total	7	3	01:23	42.86	00:28

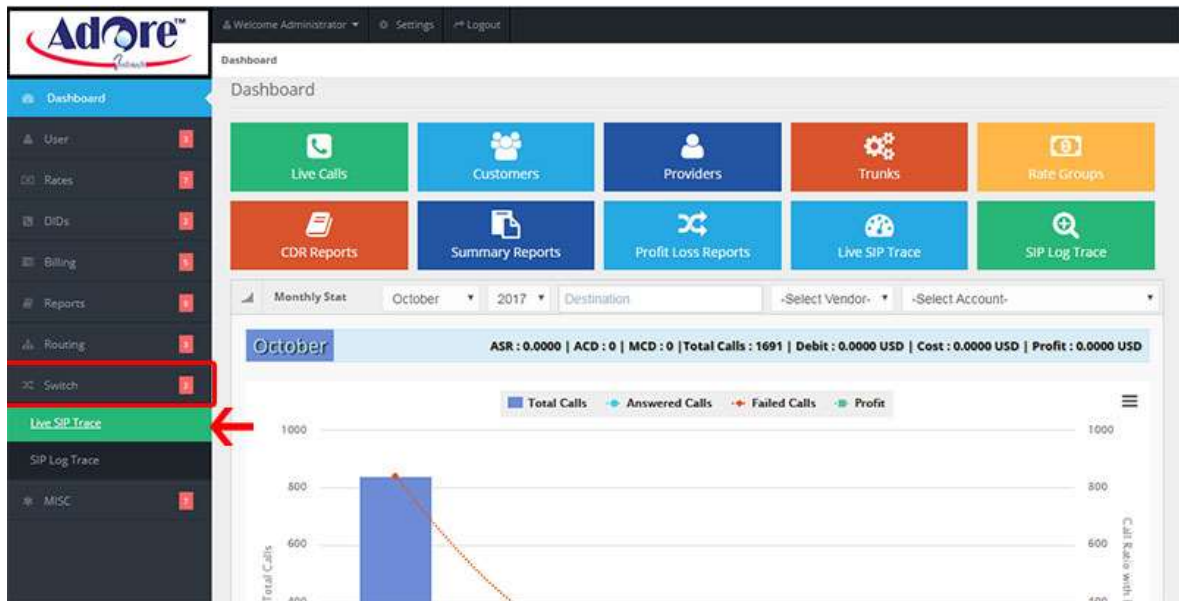
At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and '1 - 2 of 2 Records'.

2.13. Switch

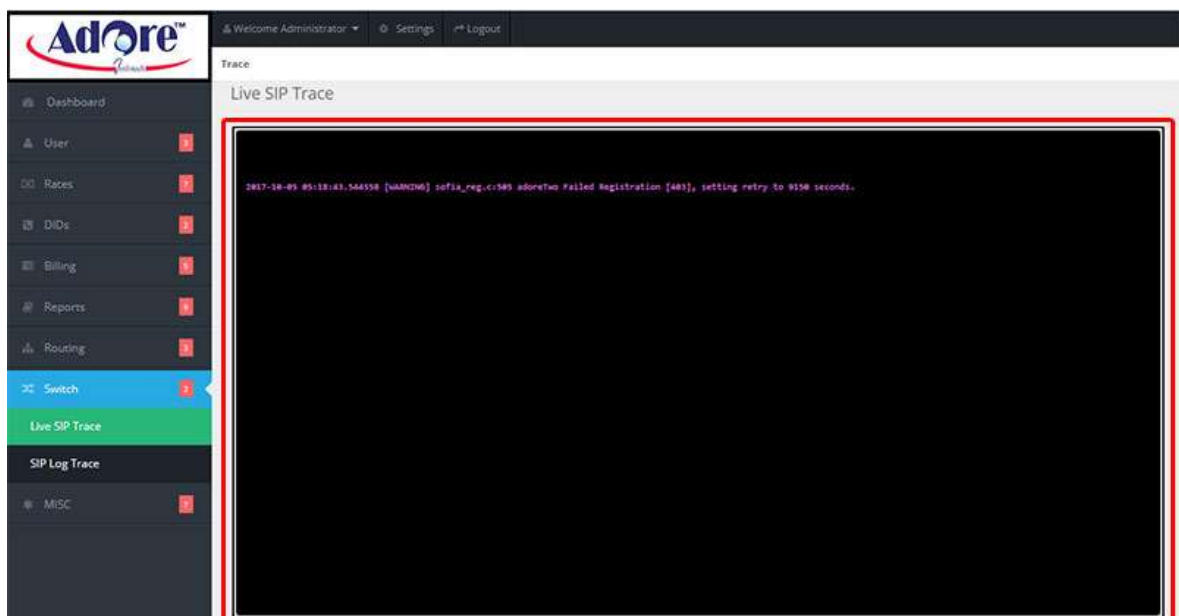
Switch - Live SIP Trace

Live SIP Trace

Go to **Switch- Live SIP Trace**

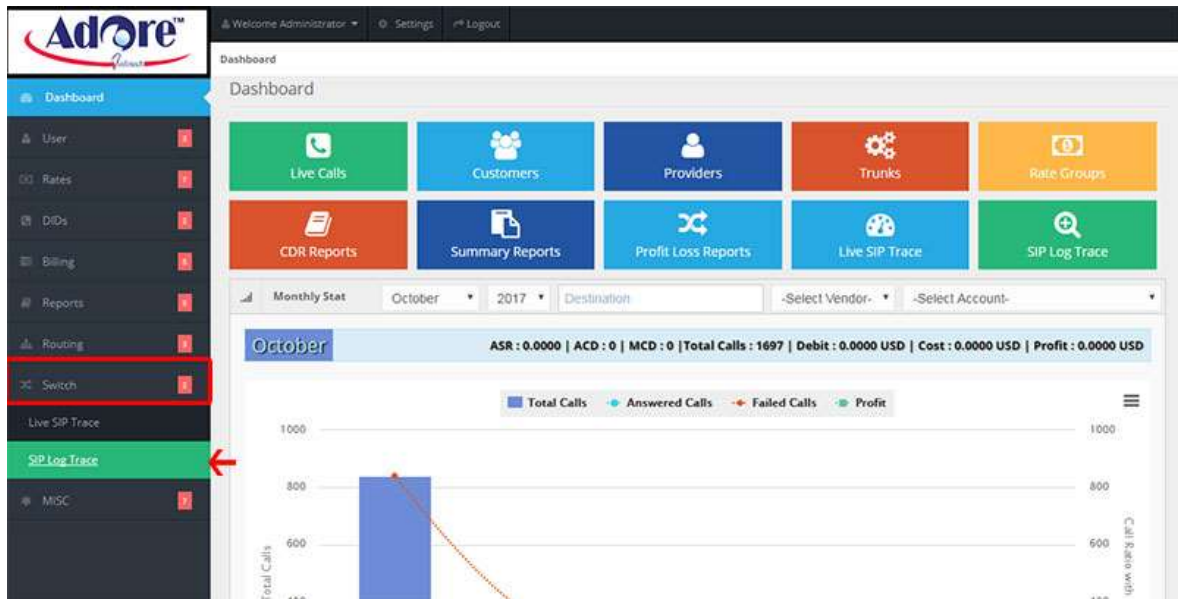


Here you can view and monitoring Live SIP Trace.



SIP Log Trace

Go to **Switch- SIP Log Trace**



Here you can view and monitoring SIP Log Trace also you can download particular SIP log by click Download icon.

The screenshot shows the 'SIP Log Trace' page in the Adore CRM. The page has a search bar and an 'Export' button. Below these is a table with the following columns: From Date, To Date, Called Number, Caller IP, Vendor IP, and Action. The table contains three rows of data, with the third row highlighted by a red box. The 'Action' column for each row contains two icons: a download icon and a delete icon.

From Date	To Date	Called Number	Caller IP	Vendor IP	Action
2017-08-05 00:00:01	2017-09-05 23:59:59				
2017-07-01 00:00:01	2017-09-01 23:59:59				
2017-07-01 00:00:01	2017-08-01 23:59:59	919899864699			

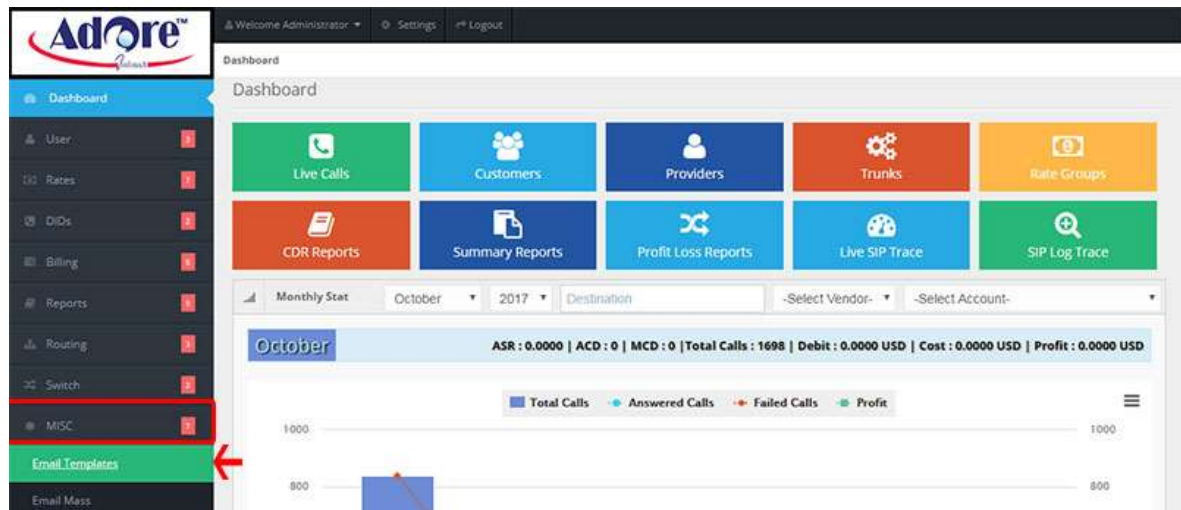
Page 1 of 1

2.14. MISC

MISC

Email Template

Go to MISC- Email Template



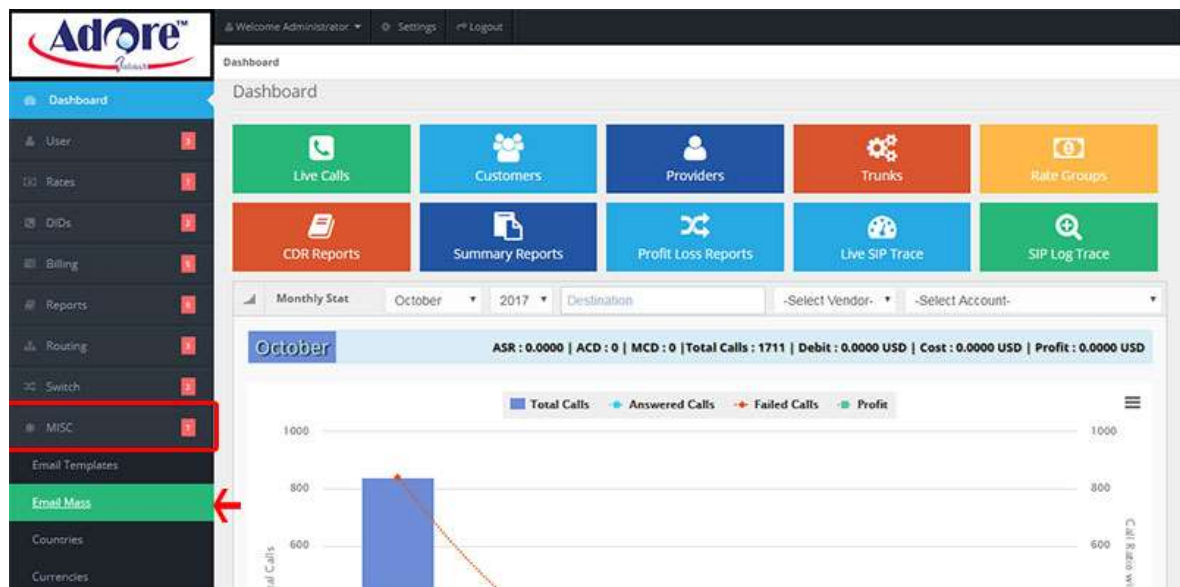
Here you can configure Email template for your customers, Reseller, Provider for various subject.

The screenshot shows the 'Email Templates' page in the Adore CRM. The page has a search bar and a table with columns: Name, Subject, and Action. The table lists various email templates and their subjects. At the bottom, there is a pagination control showing 'Page 1 of 2' and '1 - 10 of 15 Records'.

Name	Subject	Action
voip_account_refilled	Account credited Successfully	
email_add_user	Welcome to Wholesale Switch	
add_sip_device	Sip device added successfully	
email_add_did	DID #DIDNUMBER# assigned to your account #NUMBER#	
email_remove_did	DID #DIDNUMBER# unassigned from your account #NUMBER#	
email_new_invoice	Invoice created #INVOICE_NUMBER#	
email_low_balance	Low Balance notification #NUMBER#	
email_signup_confirmation	Confirmation to activate account	
email_forgot_user	Your account password changed	
email_forgot_confirmation	Reset your password	

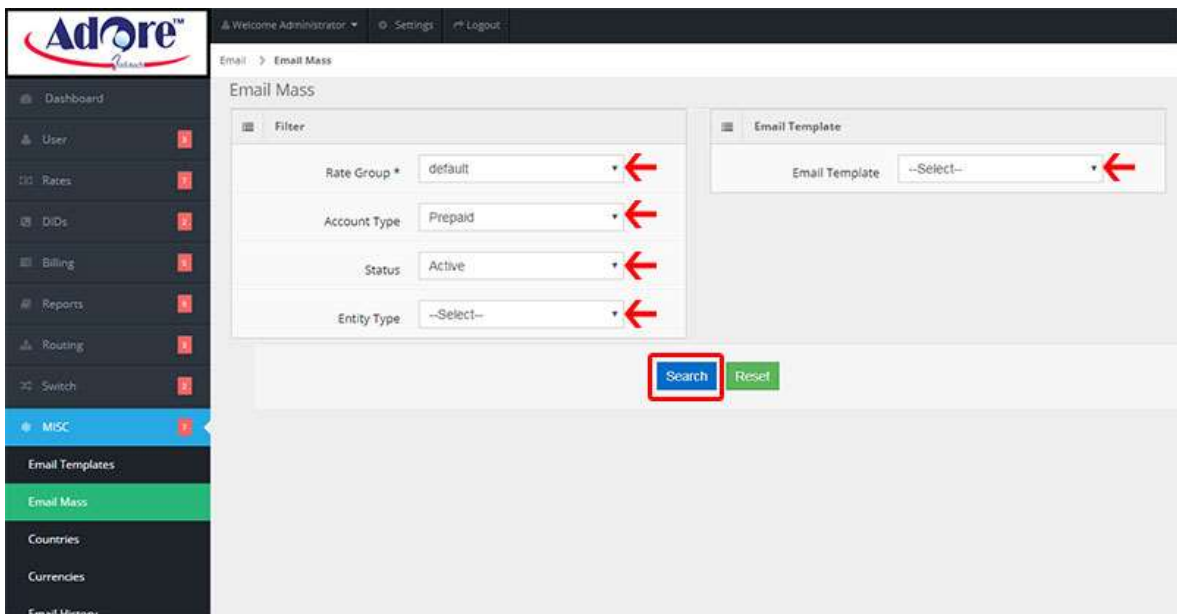
Email Mass

Go to **MISC- Email Mass**



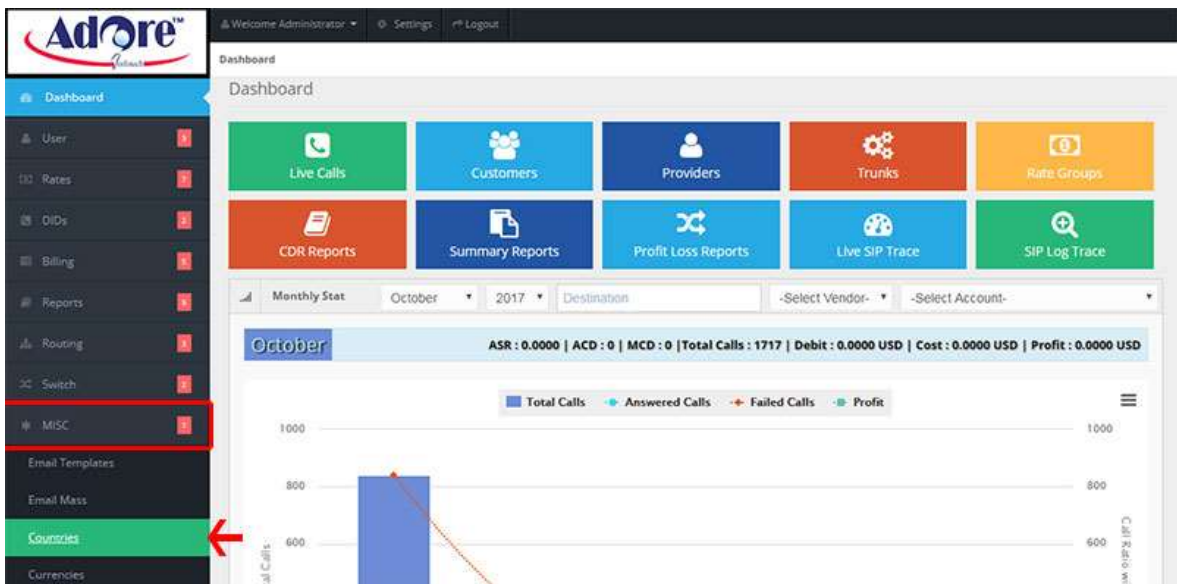
Here you can sent multiple email by one click.

Fields	Description
Rate Group	Rate group is an essential field for billing. You can create rate group by navigating to Tariff -> Rate group.
Account Type	Select customer account type. Prepaid OR Postpaid.
Status	Select Account Status Active or Inactive.
Entity Type	Account entity type whether its customer or provider.
Email Template	Select appropriate template from drop-down.

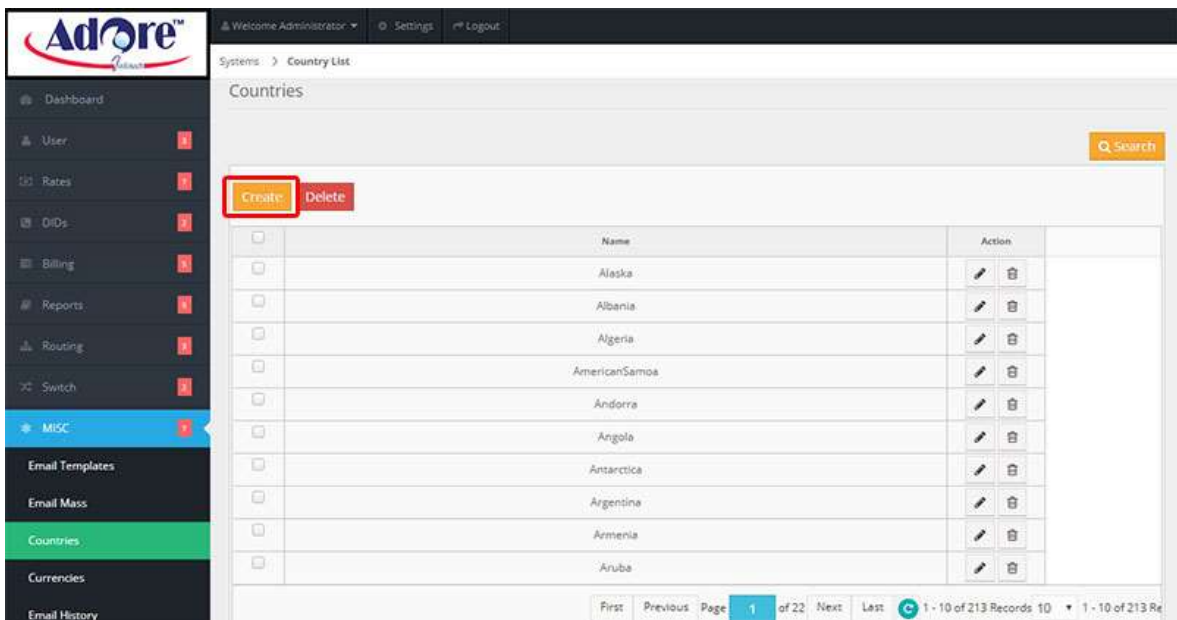


Countries

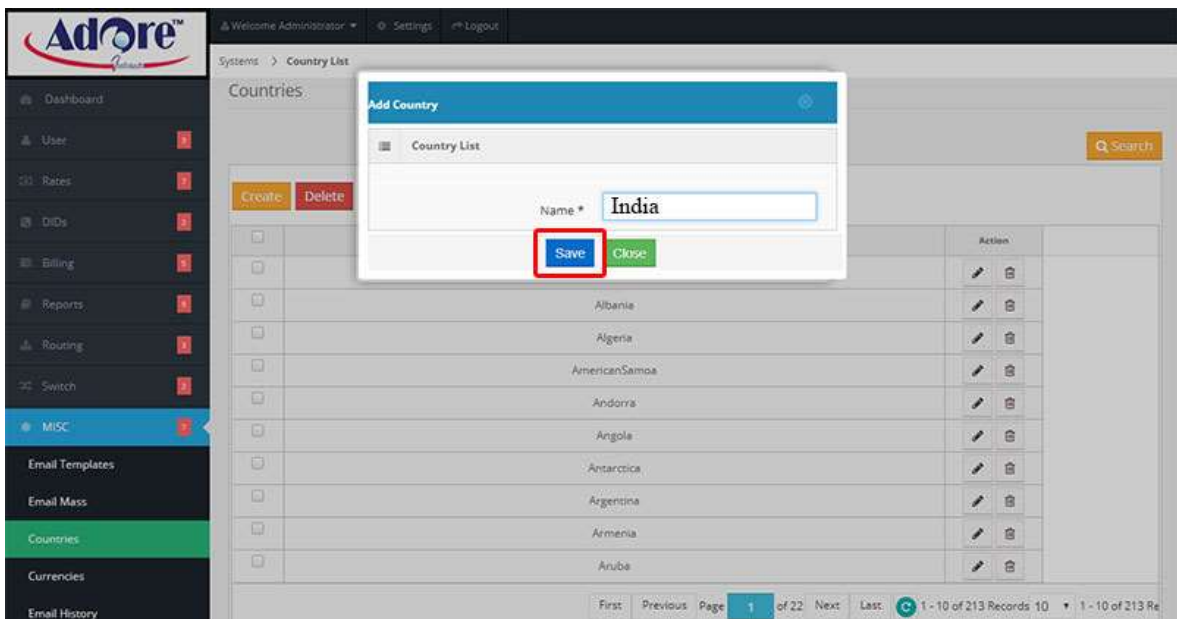
Go to **MISC- Countries**



Here you can view added countries and also you can add new countries as per your requirements. Click on "**Create**" button for adding new countries.



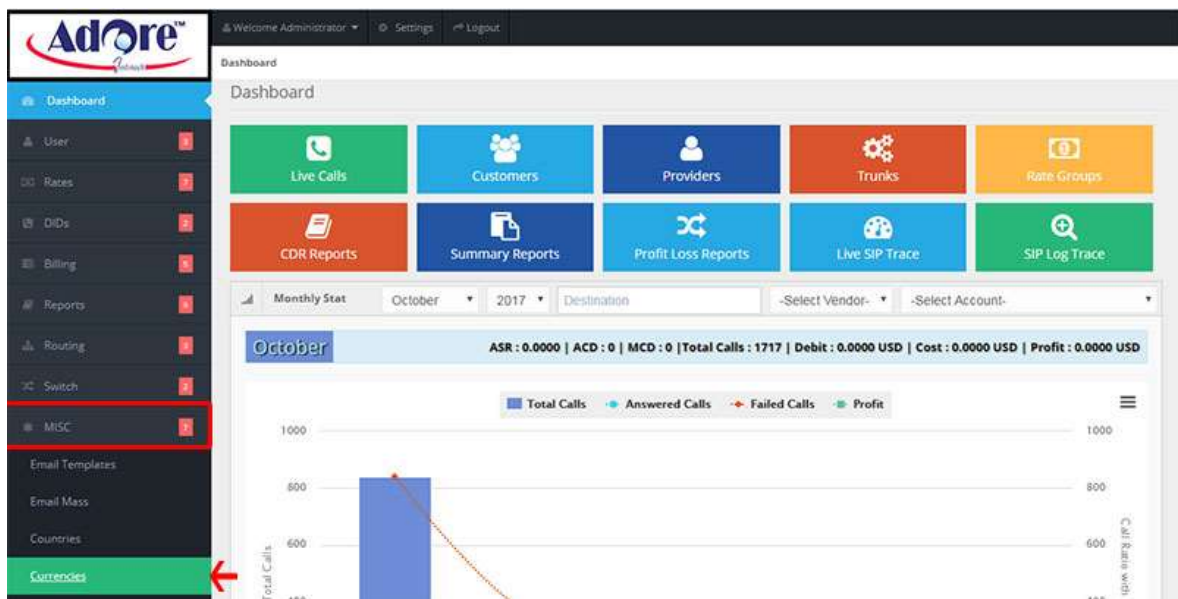
On click Create button following screen will appear.



Enter your preferred country name and click "**Save**" button.

Currencies

Go to **MISC- Currencies**



Here you can add Currency. Click on "**Create**" button.

Systems > Currency List

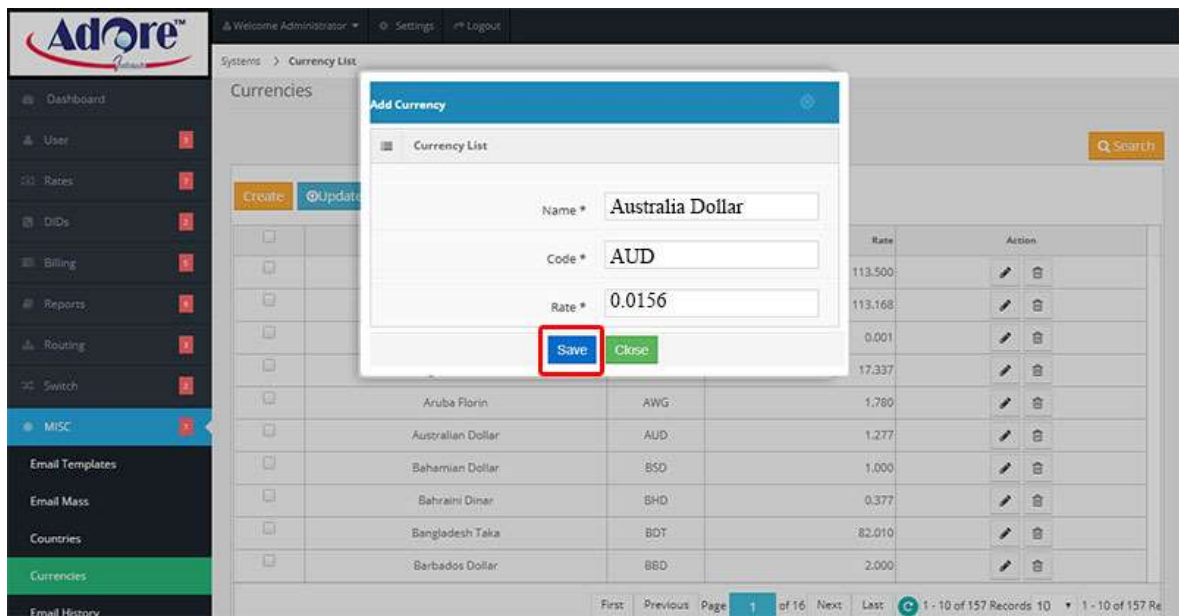
Currencies

Buttons: Create, Update Currencies, Delete

	Name	Code	Rate	Action
<input type="checkbox"/>	Albanian Lek	ALL	113.500	
<input type="checkbox"/>	Algerian Dinar	DZD	113.168	
<input type="checkbox"/>	Aluminium Ounces	XAL	0.001	
<input type="checkbox"/>	Argentine Peso	ARS	17.337	
<input type="checkbox"/>	Aruba Florin	AWG	1.780	
<input type="checkbox"/>	Australian Dollar	AUD	1.277	
<input type="checkbox"/>	Bahamian Dollar	BSD	1.000	
<input type="checkbox"/>	Bahraini Dinar	BHD	0.377	
<input type="checkbox"/>	Bangladesh Taka	BDT	82.010	
<input type="checkbox"/>	Barbados Dollar	BBD	2.000	

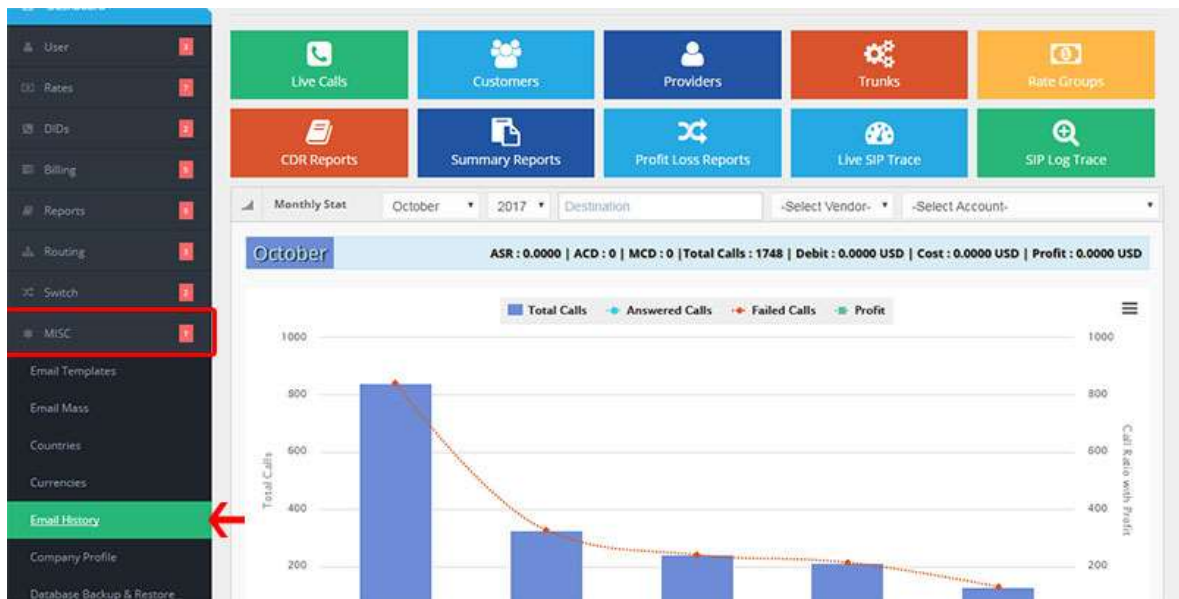
Page 1 of 16

Enter Currency details and click "**Save**" button to add currency on the system.



Email History

Go to **MISC- Email History**



Here you can view Sent Email History List.

Adore™

Welcome Administrator Settings Logout

Email > Email History List

Email History List

Search

Date	Account	From	To	Subject	Body
2017-10-05 04:00:02	INNOVA INNOVA (9660740583)	sales@adoreinfotech.com	ingenieria@innova-icc.com	Low Balance notification #NUMBER#	Hi INNOVA INNOVA, This is a quick notification about the low balance of #AMOUNT# in your account. Please refill your account from our website to ensure your service will remain consistent. You can login into customer portal and refill your account. For more info, Please visit on our website www.adoreinfotech.com or contact to our support at sales@adoreinfotech.com Thanks, Adore Infotech. Pvt. Ltd.
2017-10-05 04:00:02	provider-voxbeam (3807684324)	sales@adoreinfotech.com	ankala@gmail.com	Low Balance notification #NUMBER#	Hi provider-voxbeam, This is a quick notification about the low balance of #AMOUNT# in your account. Please refill your account from our website to ensure your services will remain consistent. You can login into customer portal and refill your account. For more info, Please visit on our website www.adoreinfotech.com or contact to our support at sales@adoreinfotech.com Thanks, Adore Infotech. Pvt. Ltd.
2017-10-05 04:00:02	Reseller Testing (8477127620)	sales@adoreinfotech.com	reseller@gmail.com	Low Balance notification #NUMBER#	Hi Reseller Testing, This is a quick notification about the low balance of #AMOUNT# in your account. Please refill your account from our website to ensure your service will remain consistent. You can login into customer portal and refill your account. For more info, Please visit on our website www.adoreinfotech.com or contact to our support at sales@adoreinfotech.com Thanks, Adore Infotech. Pvt. Ltd.

Company Profile

Go to **MISC- Company Profile**



Here you can set **Company Information, Invoice Configuration** and **Footer Area** text as well as **Company Logo** also.

Adore™ Infotech

Welcome Administrator | Settings | Logout

Invoices > Invoice Conf

Company Profile

Dashboard

User

Rates

OIDs

Billing

Reports

Routing

Switch

MISC

Email Templates

Email Mass

Countries

Currencies

Email History

Company Profile

Database Backup & Restore

Configuration

Company name: Adore Infotech Pvt. Ltd.

Address: Ground Floor Shakti Khand I Inc

City: Delhi

Province: Delhi

Country: India

Zipcode: 201010

Telephone: +1-120-6450129

Fax:

Email Address: sales@adoreinfotech.com

Website: www.adoreinfotech.com

Invoice Configuration

Invoice Notification: Yes

Invoice Due Notification: Yes

Invoice Date Interval: 7

Notify before days: 1

Invoice Prefix: INV_

Invoice Start Form: 1

Invoice Taxes number: ABC 435 1XX 6XX 3XX

Company personalization

Website Domain: www.adoreinfotech.com

Website Header: Adoreinfotech Pvt. Ltd.

Website Footer: Adoreinfotech Pvt. Ltd.

Company logo: [Select file](#)

[Save](#)

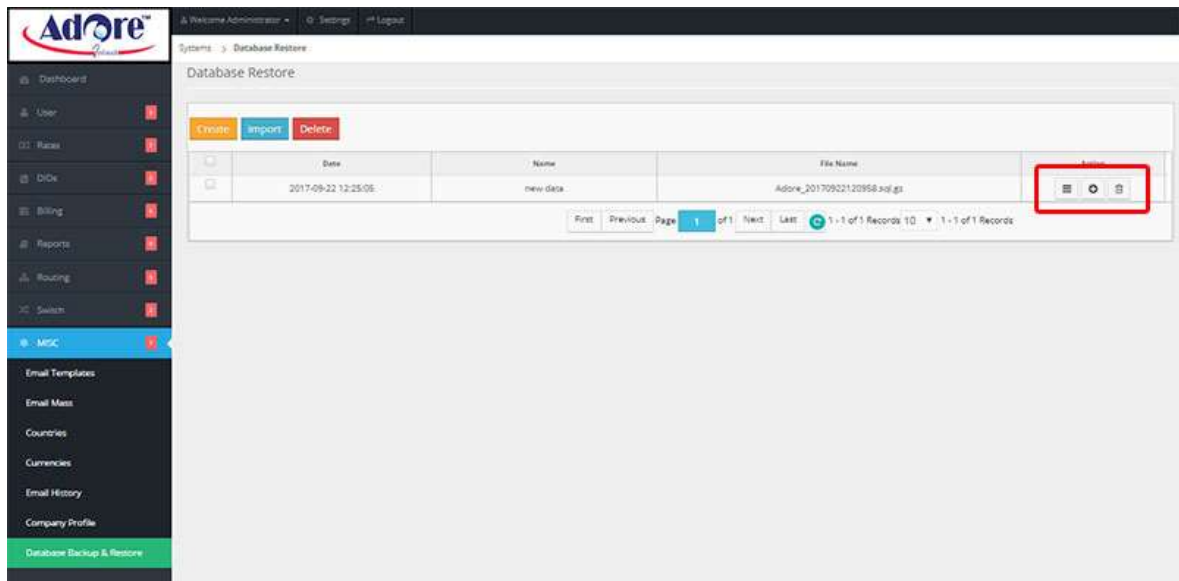
Powered by **ADORE INFOTECH PVT. LTD.**

Database Backup & Restore

Go to **MISC- Database Backup & Restore**



Here you can **Restore** and **Backup** of your database.



3. Reseller

RESELLER MODULE

Welcome to Adore Wholesale Softswitch VoIP Billing Reseller Module

- [Login on Reseller Module](#)
- [Reseller Dashboard](#)
- [User](#)
- [Rates](#)
- [DIDs](#)
- [Billing](#)
- [Report](#)
- [Switch](#)
- [MISC](#)

3.1. Login on Reseller Module

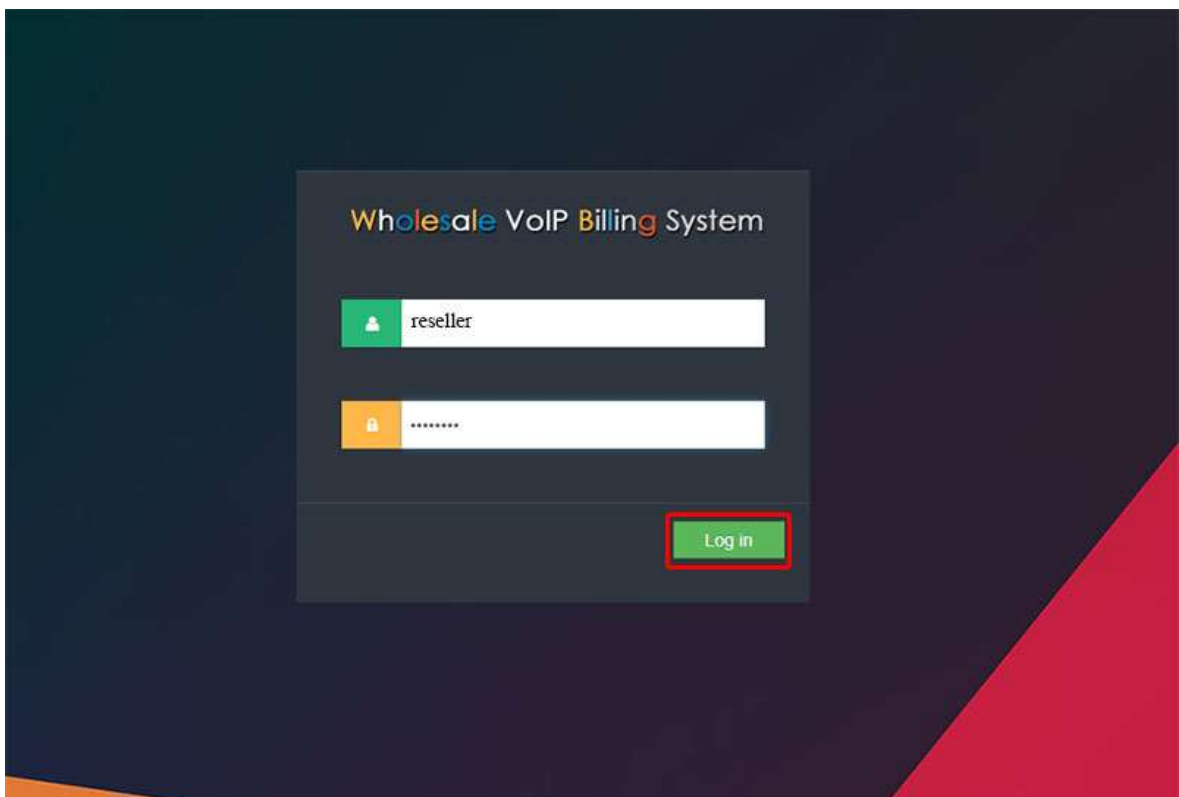
Login on Reseller Module

Please visit following URL : <http://adoreinfotech.co.in:9856>

Enter the Created Reseller user name and password in the appropriate box, and click Login button.

User Name : enter the created reseller user name

Password: enter the created reseller password



Wholesale VoIP Billing System

reseller

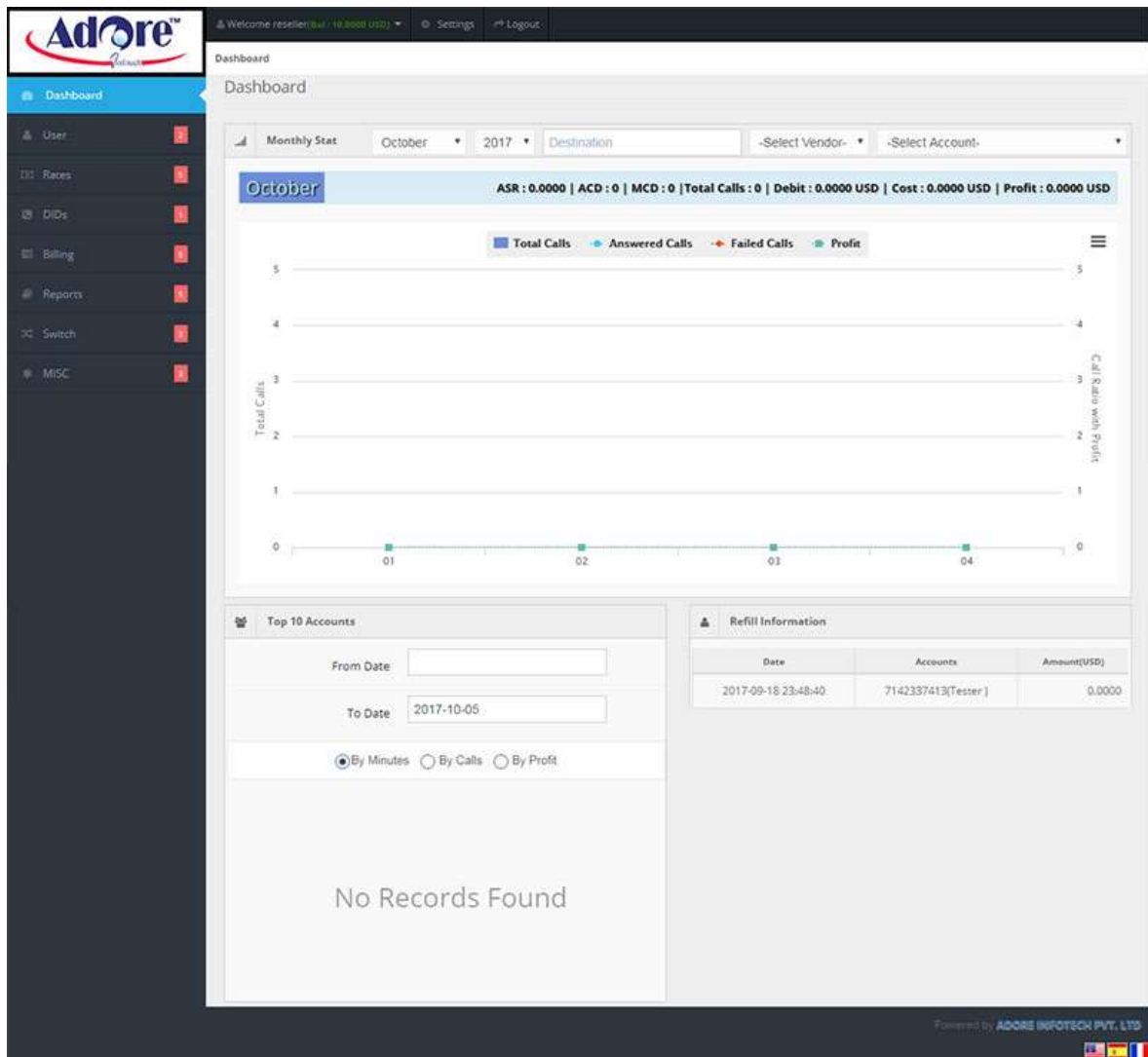
Log in

3.2. Reseller Dashboard

Reseller Dashboard

Reseller can handle all activities Sub Reseller and Customers.

Able to manage multiple Reseller.



Account	Account automatically generated from system
Password	Enter Customer password as per your wish
Pin	Enter Pin if you want
First Name	Enter First name of customer for findout on reporting section
Email	Enter Customer email id
Country	Select Customer country
Status	Status should be active
Rate Group	Select Rate Group
Currency	Select Currency

and other Information are optional , and click on "**Save**" button to create customer account.

Adore™

infotech

Welcome reseller(All: 10,000 USD) | Settings | Logout

Dashboard

User

Rates

QIDs

Billing

Reports

Switch

MISC

Accounts > Customer Add

Create customer

Back

Account Profile

Account * 1449911204

Password * 768a91

Pin * 853145

First Name * Enter First Name

Last Name Enter Last Name

Company Enter Your Company Name

Phone Enter Phone Number

Mobile Enter Mobile Number

Email * Enter Your Email

Address 1 Enter Your Address 1

Address 2 Enter Your Address 2

City Enter Your City

Province/State Enter Your State

Zip/Postal Code Enter Your Pin Code

Country * Alaska

Timezone * (GMT-12:00) International Dat

Currency * Albanian Lek (ALL)

Account Settings

Status Active

Allow Recording Yes

Allow IP Management Yes

Create SIP Device Yes

Number Translation

Concurrent Calls

Interval

First Used 0000-00-00 00:00:00

Account Valid Days

Expiry Date 2027-10-06 05:47:10

Billing Settings

Rate Group * Testing

Account Type Prepaid

Billing Schedule Monthly

Billing Day 0

Balance

Credit Limit

Allow Local Calls Yes

LC Charge / Min

Tax

Alert Threshold

Email Alerts? Yes

Balance Below

Email

Save

Cancel

Powered by ADORE INFOTECH PVT. LTD

FR

ES





IT

Now Customer account has been created

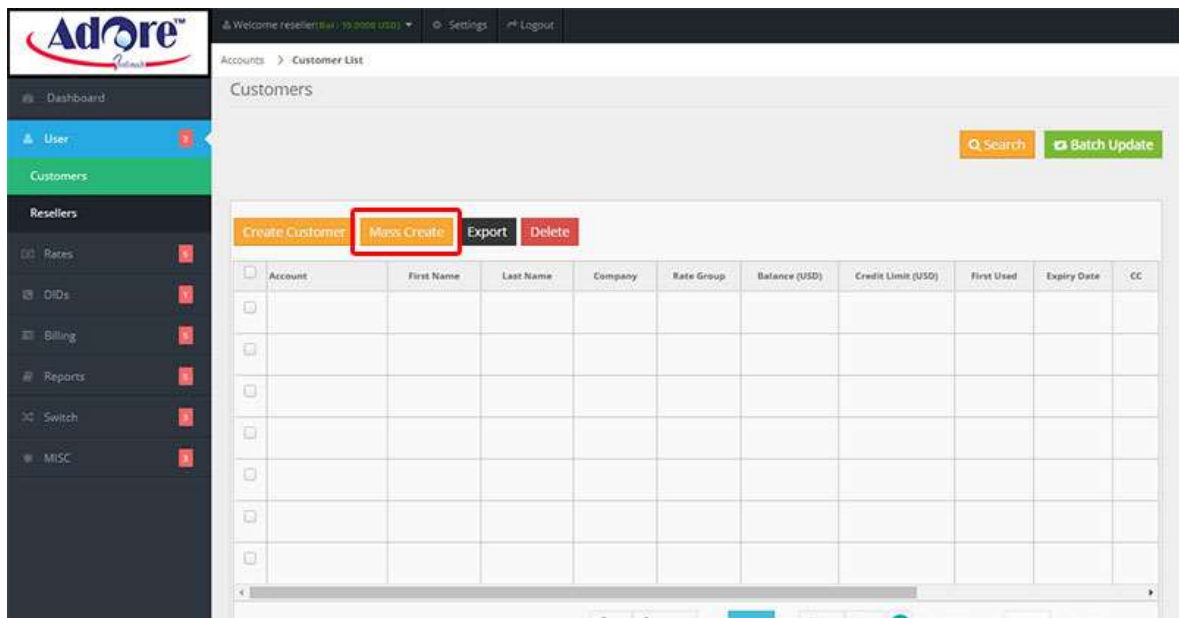
The screenshot shows the Adore CRM interface. The sidebar on the left contains navigation links: Dashboard, User, Customers, Resellers, Rates, DiDs, Billing, Reports, Switch, and Misc. The main content area is titled 'Customers' and features a table of customer accounts. The table has columns: Account, First Name, Last Name, Company, Rate Group, Balance (USD), Credit Limit (USD), First Used, Expiry Date, and CC. A red box highlights the first row of the table, which contains the account details for 'Reseller19'.

Account	First Name	Last Name	Company	Rate Group	Balance (USD)	Credit Limit (USD)	First Used	Expiry Date	CC
9434250327	Reseller19			Testing	0.0000	0.0000	0000-00-00 00:00:00	2037-09-19 11:05:33	0
7142337413	Tester			Testing	0.0000	0.0000	0000-00-00 00:00:00	2037-09-19 10:28:51	0
180661	180661		reseller1	Testing	0.0000	0.0000	0000-00-00 00:00:00	2027-09-22 08:10:37	0
142265	142265		reseller1	Testing	0.0000	0.0000	0000-00-00 00:00:00	2027-09-22 08:10:37	0
124929	124929		reseller1	Testing	0.0000	0.0000	0000-00-00 00:00:00	2027-09-22 08:10:37	0
113068	113068		reseller1	Testing	0.0000	0.0000	0000-00-00 00:00:00	2027-09-22 08:10:37	0
109435	109435		reseller1	Testing	0.0000	0.0000	0000-00-00 00:00:00	2027-09-22 08:10:37	0

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

Action Name	Name of Action Icon	Description
	Recharge	You can recharge amount on customer account by clicking "Recharge" icon.
	Caller ID	You can create Caller Id by clicking "Caller ID" icon.
	Edit	You can edit customer account by clicking "Edit" icon.
	Delete	You can delete customer account by clicking "Delete" icon.

2. Mass Create



The purpose of this screen is to allow you to generate large numbers of cards in bulk. When the cards are created, they will appear in a list below and they can be exported to a CSV or XML file.

All the accounts 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 accounts.

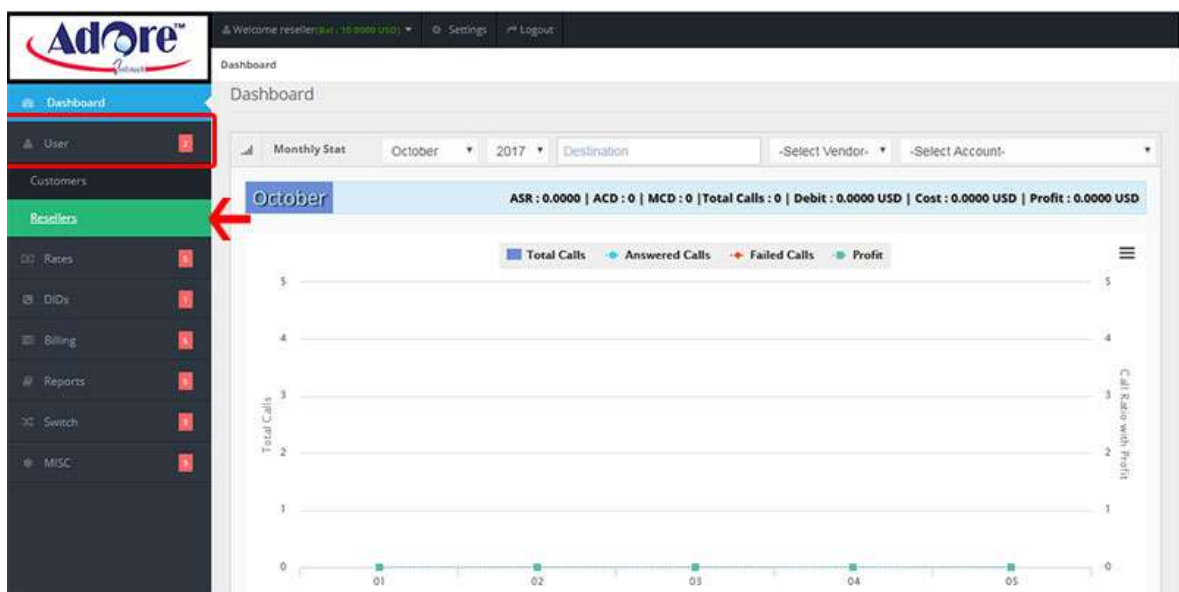
It is worth delaying generating very large batches of customers until your server is quiet, as it is a resource intensive operation and may adversely affect call setup times.

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

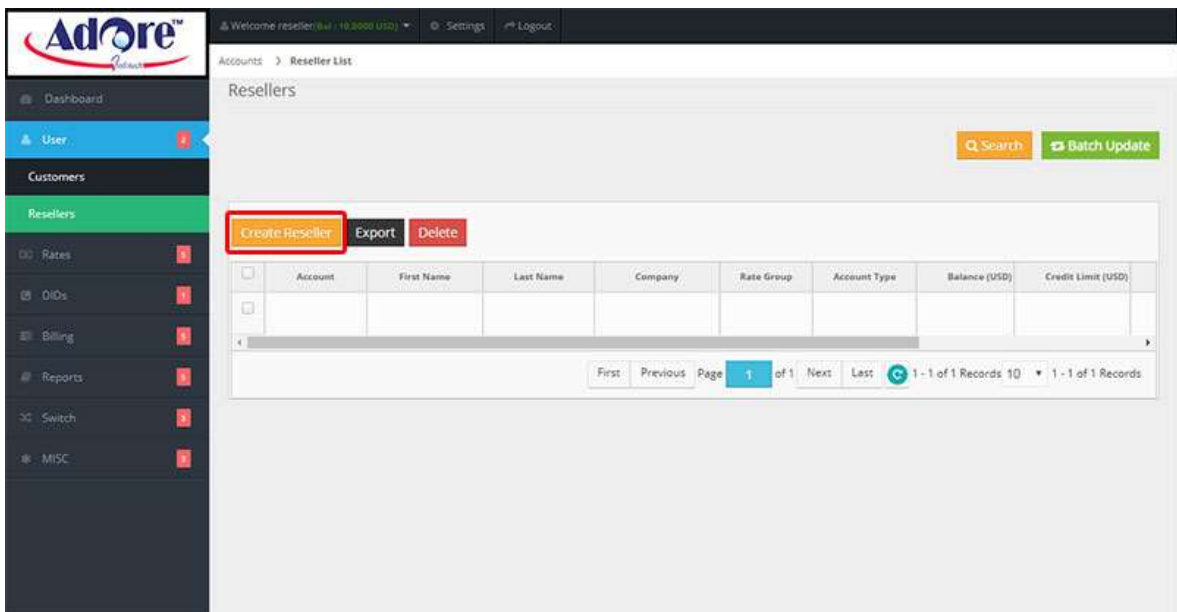
RESELLERS

Reseller can create his Sub reseller like you did in admin account. Reseller can also define his own selling rates for subreseller.


Go to **User -> Resellers**



Click on "**Create Reseller**" account to create Reseller account



On click "**Create Reseller**" you will be see following screen



Welcome reseller(Var : 10.0000 US\$)
Settings
Logout

Accounts > Reseller Add

Dashboard

User

Rates

DiDs

Billing

Reports

Switch

MISC

Create Reseller

Client Panel Access

Account * 5724606954
Password * 77bbe2

Reseller Profile

First Name * Enter Your First Name
Last Name Enter Your Last Name
Company Enter Your Company
Telephone 1 Enter Your Phone Number
Telephone 2 Enter Your Mobile Number
Email * Enter Your Email
Address 1 Enter Your Address 1
Address 2 Enter Your Address 2
City Enter Your City
Province/State Enter Your State
Zip/Postal Code Enter Your Pin Code
Country * Alaska
Timezone * (GMT-12:00) International Dat
Account Status Active

Billing Information

Rate Group * Testing
Billing Schedule Monthly
Billing Day 0
Currency * Albanian Lek (ALL)
Account Type Prepaid
Credit Limit
Tax
Use same credential for Invoice Config Yes

Alert Threshold

Email Alert? Yes
Balance Below
Email

Save

Cancel

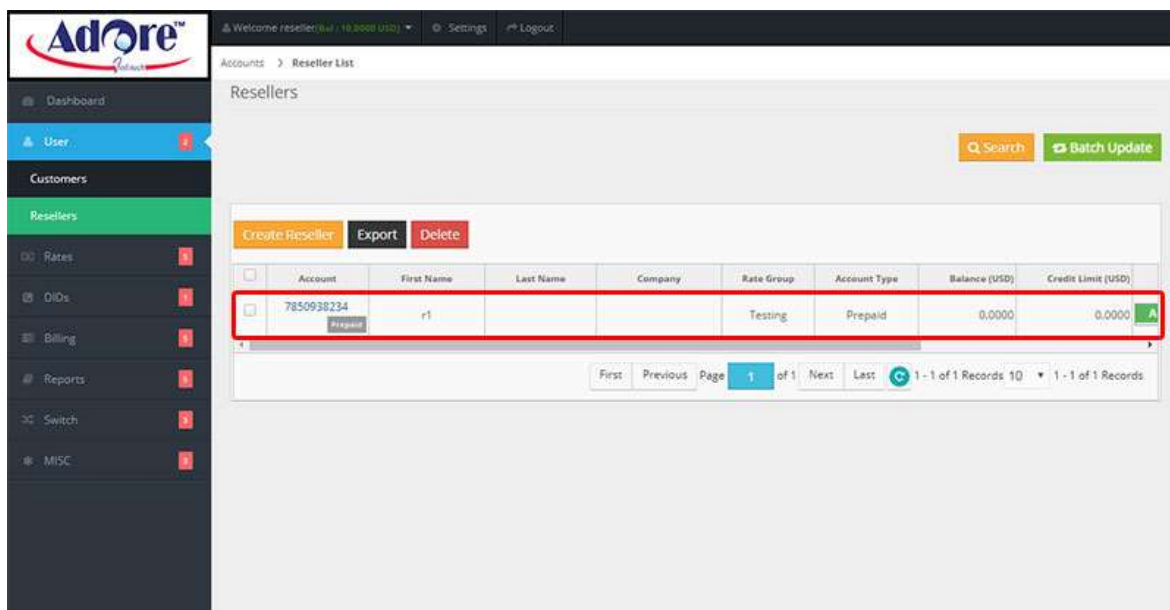
Powered by ADORE INFOTECH PVT. LTD

Name of Fields	Description
Account :	Account Number automatically generated from system
Password :	Enter password as per your wish
First Name :	Enter First Name
Last Name :	Enter Last Name
Company :	Enter Company Name
Telephone 1 :	Enter Telephone No.1
Telephone 2 :	Enter Telephone No.2





Email :	Enter Sub Reseller Valid Email Id
Address 1 :	Enter Address 1
Address 2 :	Enter Address 2
City :	Enter City
Province / State	Enter Province / State
ZIP / Postal Code	Enter ZIP / Postal Code
Country :	Select Sub Reseller Country
Time Zone :	Select Sub Reseller Time Zone
Account Status :	Here you can set Sub Reseller account Active or Inactive.
Rate Group :	Select Rate group which you want to provide your Sub Reseller
Billing Schedule :	Select Billing Schedule Daily or Monthly basis
Billing Day :	Select Sub Reseller Billing Day of the month
Currency :	Select Sub Reseller Base currency
Commission Rate in (%)	Set Commission rate as per your wish
Account Type :	Select account Prepaid or Postpaid
Credit Limit :	Enter Sub Reseller Credit Limit
Tax :	Enter Tax here
Low Balance Alert Level :	Enter Low Balance alert level (Like High, Medium, Average)
Enable Email Alerts :	Enable email alerts for low balance
Email Address :	Enter Email address where you want to low balance alert message received.

and click "**Save**" button to create Sub Reseller Account.

Now Sub Reseller account has been created.



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

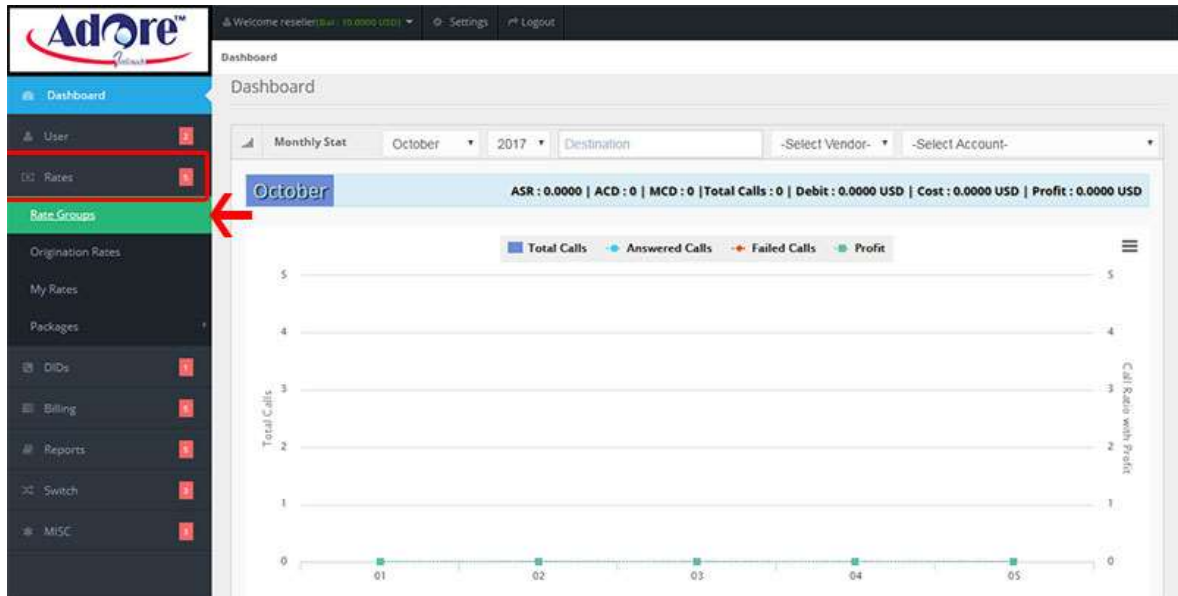
Action Icons	Name of Action Icon	Description
	Recharge	You can recharge amount on sub reseller account by clicking "Recharge" icon.
	Caller ID	You can set Caller ID by click "Caller ID" icon.
	Edit	You can edit Reseller account by clicking "Edit" icon.
	Delete	You can delete Reseller account by clicking "Delete" icon.

3.4. Rates

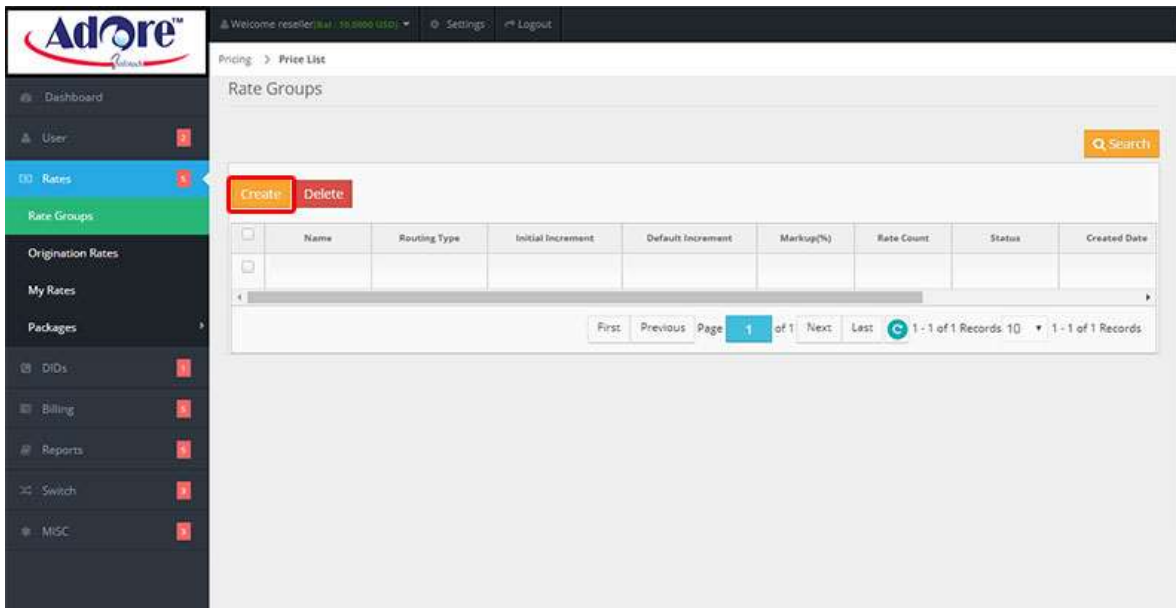
RATES

Rate Groups

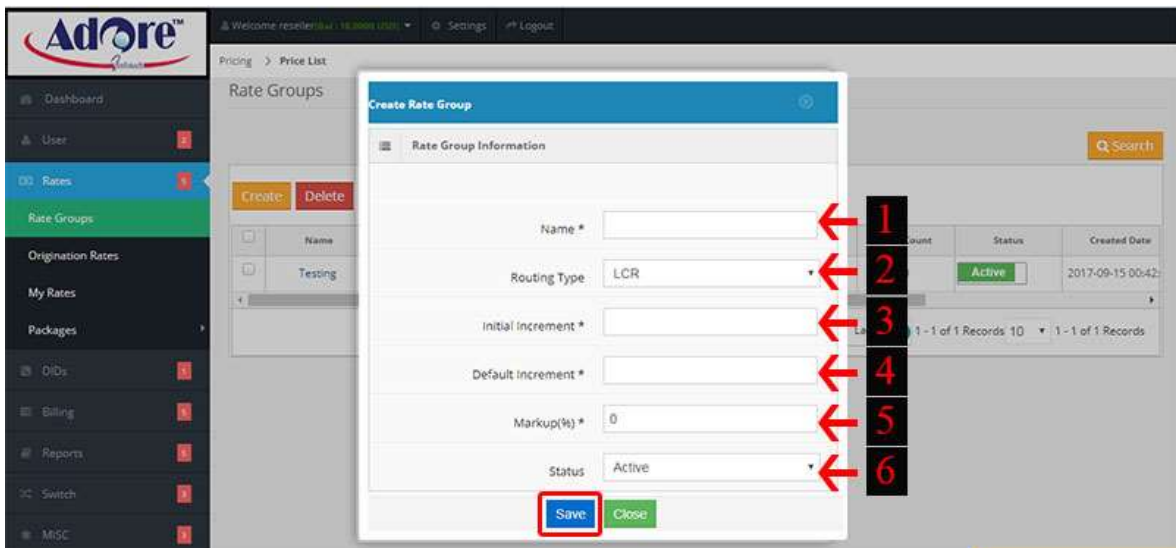
Go to **Rates** -> **Rate Groups**



Here you can create Rate Groups for your Sub Reseller. Click on "**Create**" button to create Rate Groups.



On click "**Create**" button following screen will open. Enter Rate Groups details and click "**Save**" button to add Rate Groups.



1. Enter Rate Group Name

2. Select Routing Type

3. Enter Initial Increment

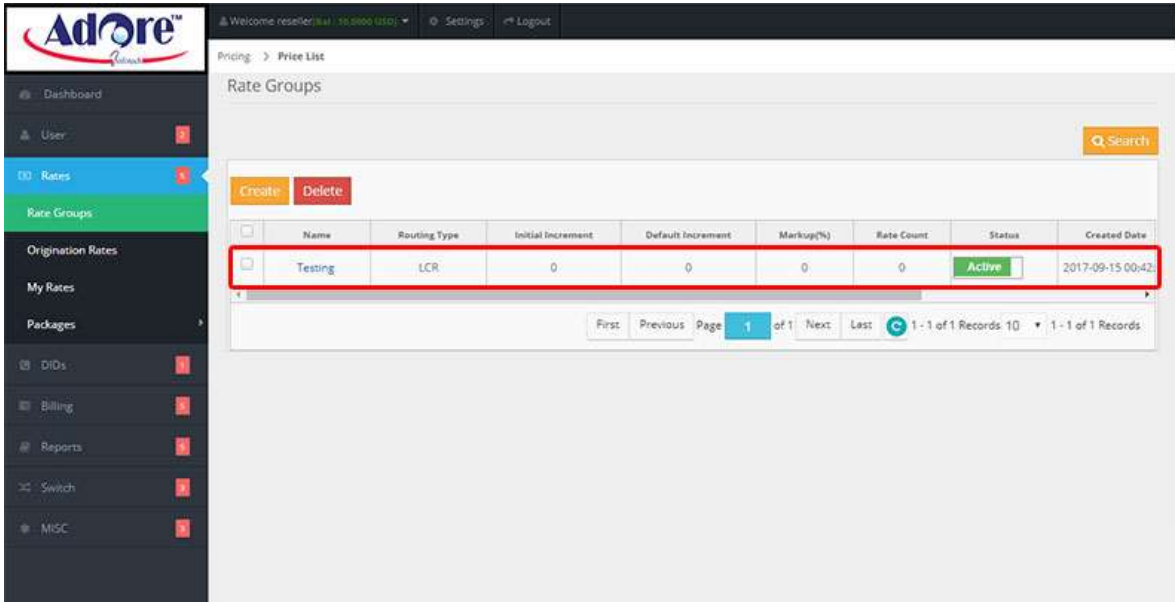
4. Enter Default Increment

5. Enter Markup

6. Select Status Active or Inactive

and click **save** button to create **Rate Group**.

Now **Rate Group** has been created on the system

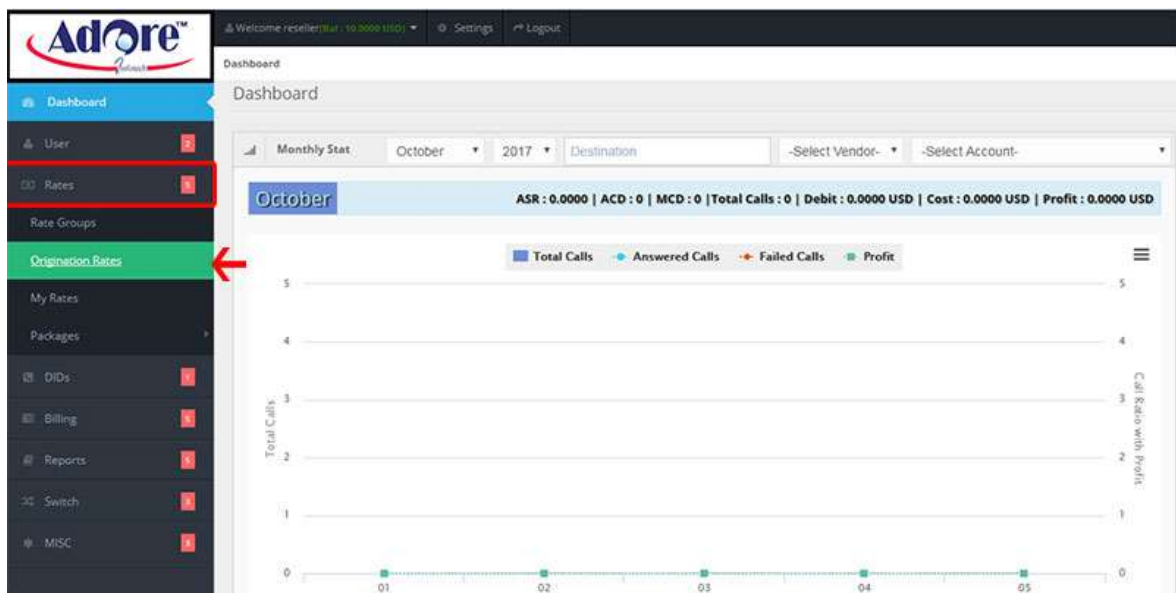


The screenshot displays the Adore CRM interface. On the left is a dark sidebar with a menu including Dashboard, User, Rates (highlighted), Rate Groups, Origination Rates, My Rates, Packages, DIDs, Billing, Reports, Switch, and Misc. The main content area shows the 'Rate Groups' page with a 'Create' button and a table. The table has columns: Name, Routing Type, Initial Increment, Default Increment, Markup(%), Rate Count, Status, and Created Date. A single row is visible with the name 'Testing', Routing Type 'LCR', and Initial/Default Increments of 0. The Status is 'Active' and the Created Date is '2017-09-15 00:42'. A red rectangle highlights this row. At the bottom, there is a pagination bar showing 'Page 1 of 1' and '1 - 1 of 1 Records'.

	Name	Routing Type	Initial Increment	Default Increment	Markup(%)	Rate Count	Status	Created Date
<input type="checkbox"/>	Testing	LCR	0	0	0	0	Active	2017-09-15 00:42

Origination Rates

Go to **Rates -> Origination Rates**

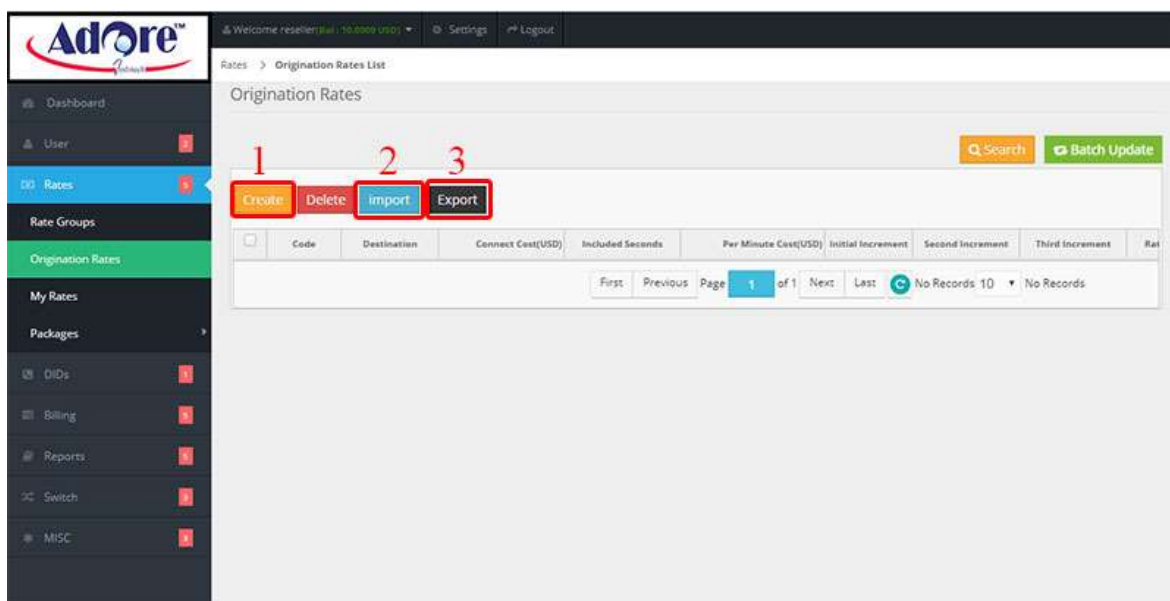


Here you can add Origination Rate for particular country destination or you can upload all country Origination rates. Origination rates basically set for your profit like you have purchase USA destination 0.05 from termination provider and you have to sell this rate take with your margin as per your wish.

1. Create : Click on this button for adding single country destination rates.

2. Import : Click on this button for adding multiple country destination rates.

3. Export : click on this button for download all destination rates which is upload on system.



1. Create

Rate Group	Select your Rate Group which you have created on Rate Group section
Code	Put the dial prefix here like 1 for USA
Destination	Name of destination like USA
Status	Active
Connect Cost	You can set connect charge like 0.5
Included Seconds	Just like free seconds 10-20-30 etc.
Per Minute Cost	Like 0.8 (Greater than your Termination buying rate for your profile)
Initial Increment	Billing duration like '60' (Billing after 60 second & if you set 1 then billing after 1 second)
Second Increment	Billing duration like '30' (Billing after 60 second & if you set 1 then billing after 1 second)
Third Increment	Billing duration like '30' (Billing after 60 second & if you set 1 then billing after 1 second)

and click "**Save**" button to add origination rate for Sub Reseller for particular country.

The screenshot shows the 'Create Origination Rate' form within the Adore system. The form is divided into two main sections: 'Rate Information' and 'Billing Information'. In the 'Rate Information' section, the 'Rate Group' is set to 'Testing', 'Code' is 'Enter Country Code', 'Destination' is 'Enter Destination Code', and 'Status' is 'Active'. In the 'Billing Information' section, there are input fields for 'Connect Cost', 'Included Seconds', 'Per Minute Cost', 'Initial Increment', 'Second Increment', and 'Third Increment', each with a placeholder text 'Enter [field name]'. A red box highlights the 'Save' button at the bottom of the form. A red arrow points to each of the input fields in the 'Billing Information' section.

2. Import

Select your **Rate group** than choose your origination rates which you have create on **.csv** format and click "**Import**" button.

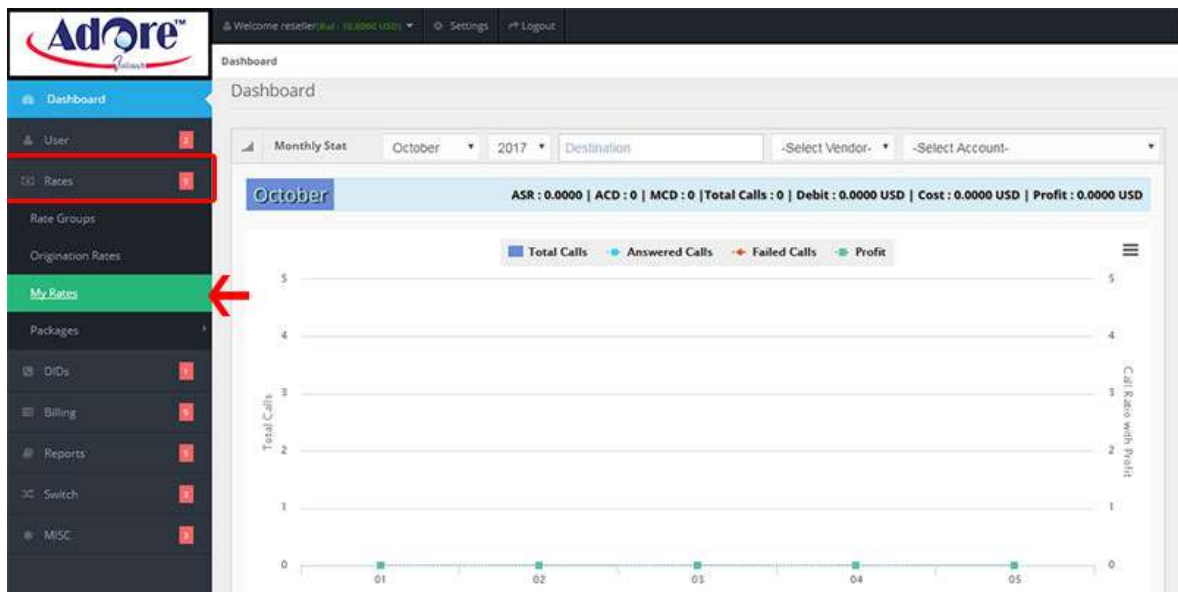
The screenshot shows the 'Import Origination Rates' form within the Adore system. The form is titled 'Import Origination Rates' and contains the following sections: 'File must be in the following format(.csv):' with a sample format 'Code, Destination, Connect Cost, Included Seconds, Per Minute Cost, Initial Increment, Increment.'; 'Import Origination Rates:' with a 'Rate Group' dropdown set to 'Testing'; 'Select the file:' with a file selection input and a 'Select file' button; 'Check Header:' with a checkbox; and 'Download sample file:' with a 'Click Here' button. A red box highlights the 'Import' button at the bottom right of the form.

3. Export

On Export option you can download current uploaded Origination rates from the system.

My Rates

Go to **Rates** -> **My Rates**



Here you can view Reseller Rates which admin provide.

The screenshot shows the 'My Rates' page under 'Resellersrates List'. It features a search bar and an 'Export' button. Below is a table with the following data:

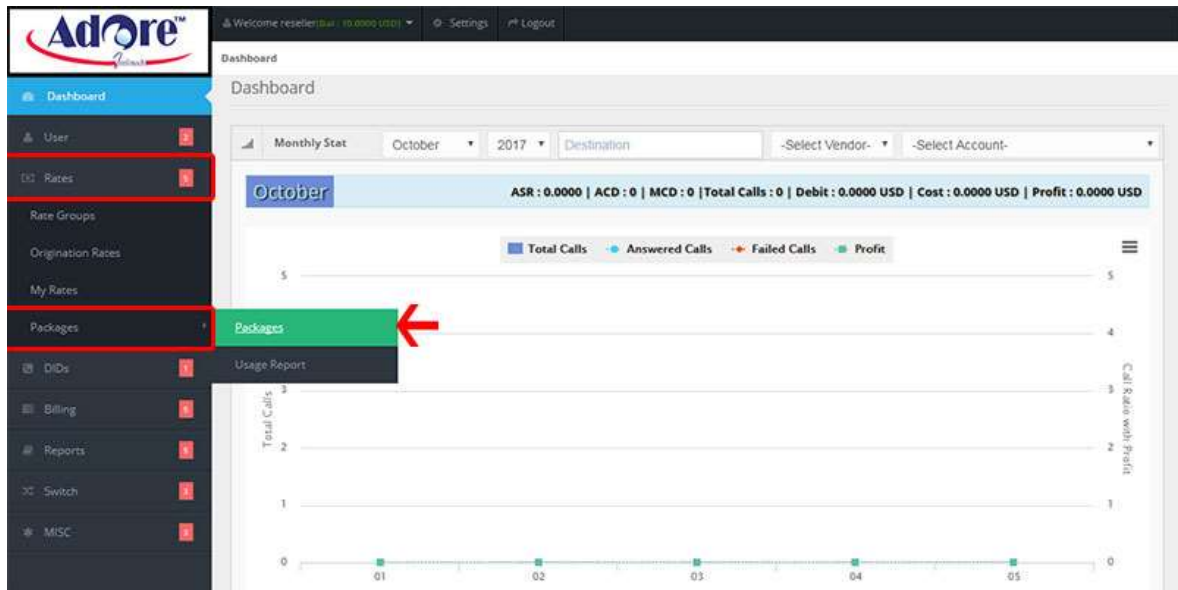
Code	Destination	Connection Cost(USD)	Included Seconds	Per Minute Cost(USD)
1		0.0000 USD	0	0.0000 USD

At the bottom, there is a pagination control showing 'Page 1 of 1' and '1 - 1 of 1 Records'.

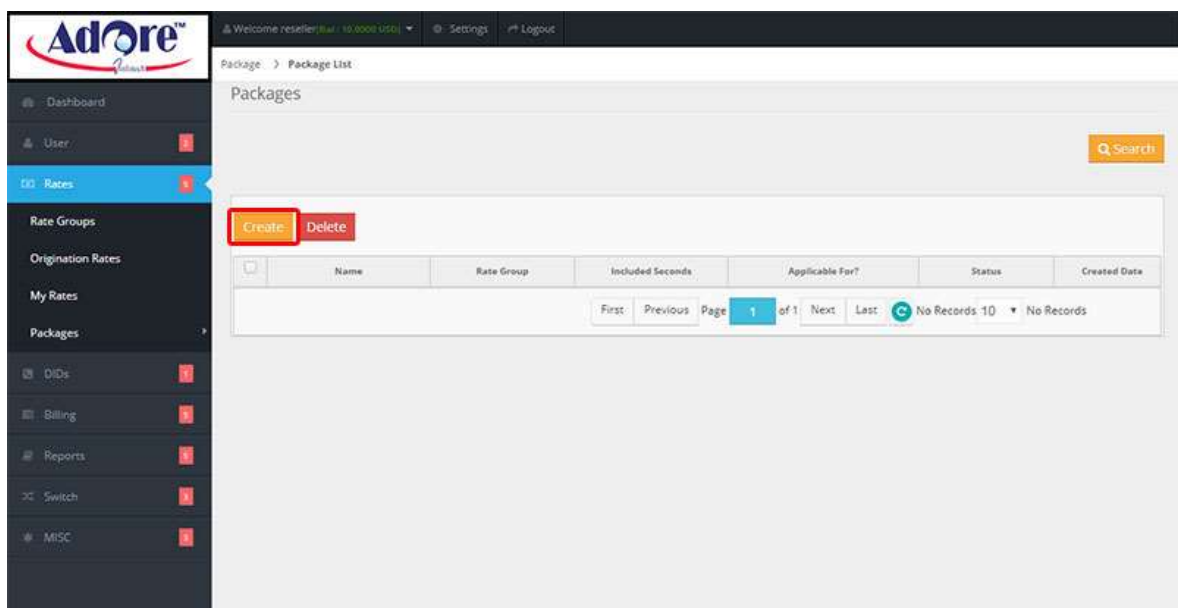
Packages

Packages

Go to **Rates -> Packages -> Packages**



Click on "**Create**" button for create packages.



On click "**Create**" button following screen will open.

The screenshot shows the 'Create Package' form in the Adore Reseller portal. The form is titled 'Create Package' and is located under the 'Package Add' section. It contains the following fields:

- Name ***: A text input field with the placeholder 'Enter Package Name' and a red arrow pointing to it.
- Rate Group ***: A dropdown menu with 'Testing' selected and a red arrow pointing to it.
- Included Seconds ***: A text input field with a red arrow pointing to it.
- Applicable For?**: A dropdown menu with 'Outbound' selected and a red arrow pointing to it.
- Status**: A dropdown menu with 'Active' selected and a red arrow pointing to it.

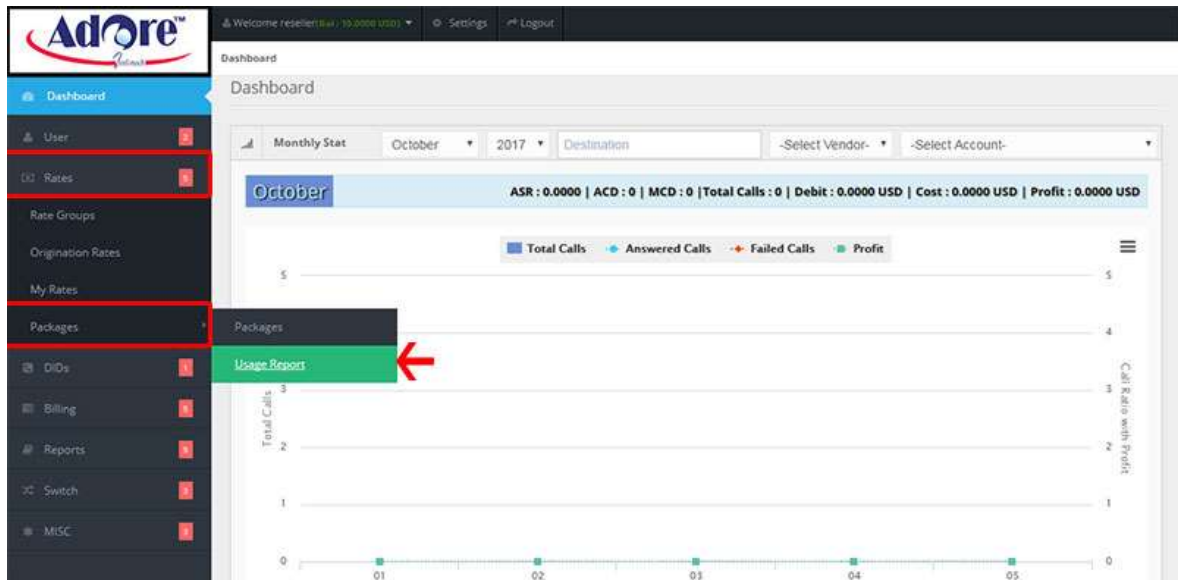
At the bottom right of the form, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'.

Package Name	Enter any name as per your wish
Rate Group	Select your created Rate Group which you want to offer your customer
Included Seconds	Enter second how many seconds you have given your customer in this package
Applicable for	Select Outbound, Inbound or Both.
Status	Status should be Active.

and create "**Save**" button.

Usage Report

Go to **Rate -> Packages-> Usage Reports**



Here you can view your created packages usage report.

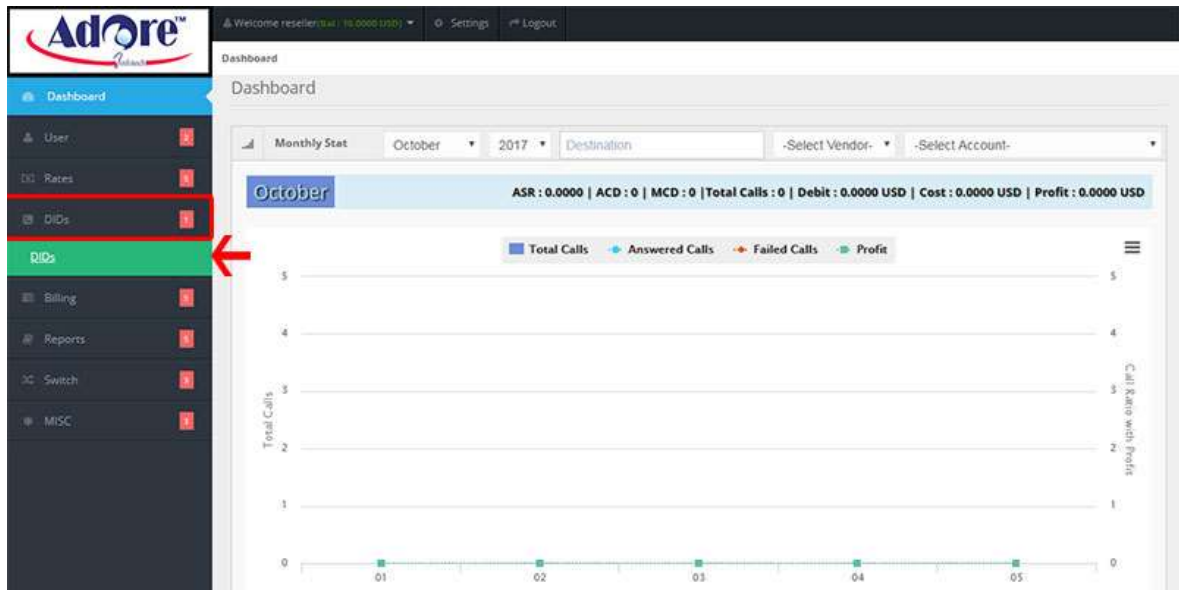
The screenshot shows the Adore dashboard interface with the 'Usage Report' page selected. The page displays a table with columns for 'Package Name', 'Account', and 'Used Seconds'. The table is currently empty, showing 'No Records 10'. The 'Usage Report' page is titled 'Usage Report' and includes an 'Export' button. The sidebar on the left shows the 'Usage Reports' option under the 'Packages' section highlighted.

Package Name	Account	Used Seconds
No Records 10		

3.5. DIDs

DIDs

Go to **DIDs** -> **DIDs**



Here you can get DID , which DID Added on Admin -> DID section

The screenshot shows the Adore dashboard with the 'DIDs' section selected in the sidebar. The main content area is titled 'DIDs' and shows a table of DIDs. The table has columns: DID, Account, Per Minute Cost(USD), Initial Increment, Increment, Setup Fee(USD), Monthly Fee(USD), Call Type, Destination, and Status. The table is currently empty, and the pagination shows 'Page 1 of 1' and 'No Records'.

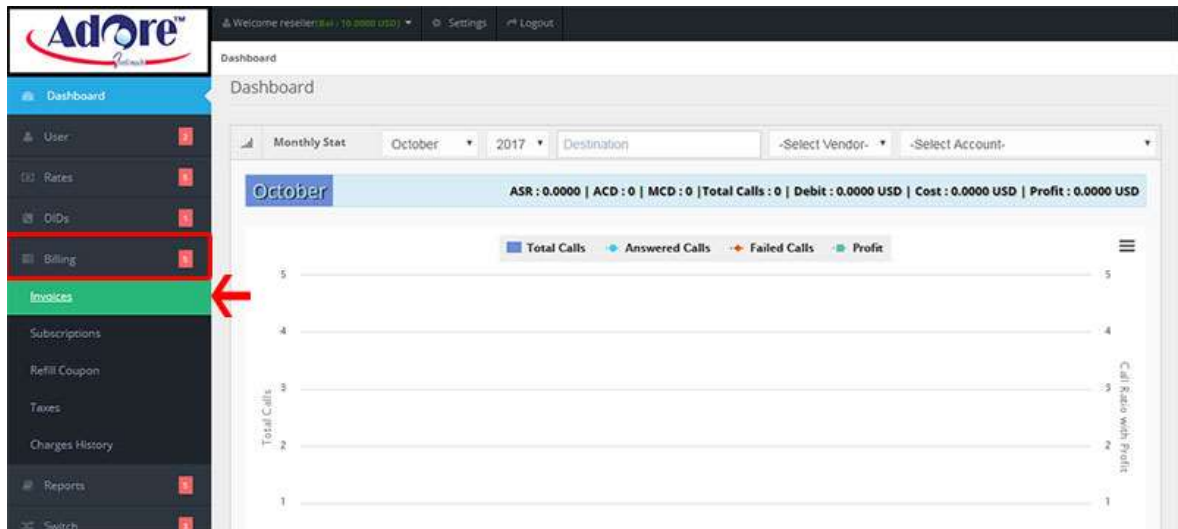
DID	Account	Per Minute Cost(USD)	Initial Increment	Increment	Setup Fee(USD)	Monthly Fee(USD)	Call Type	Destination	Status
-----	---------	----------------------	-------------------	-----------	----------------	------------------	-----------	-------------	--------

3.6. Billing

Billing

Invoice List

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



Here you can view all **invoice**, also you can generate invoice by click **Generate Invoice** button for your customers and your sub-resellers.

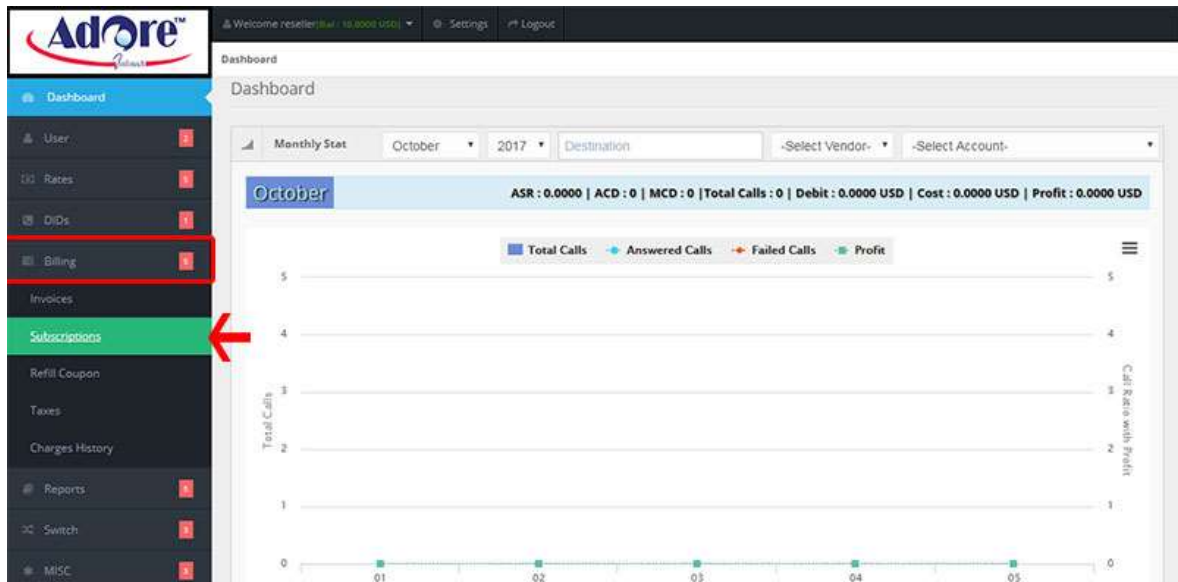
The screenshot shows the Adore reseller dashboard with the 'Invoices' page selected. The 'Generate Invoice' button is highlighted in red. Below the button is a table listing invoices. The first row is highlighted in red.

Number	Type	Account	Generated Date	From Date	Due Date	Last Pay Date	Amount
INV_00001	Manually	Tester 7142337413	2017-09-19	2017-09-19	2017-09-26	2017-09-19	0.0

Page 1 of 1

Subscriptions

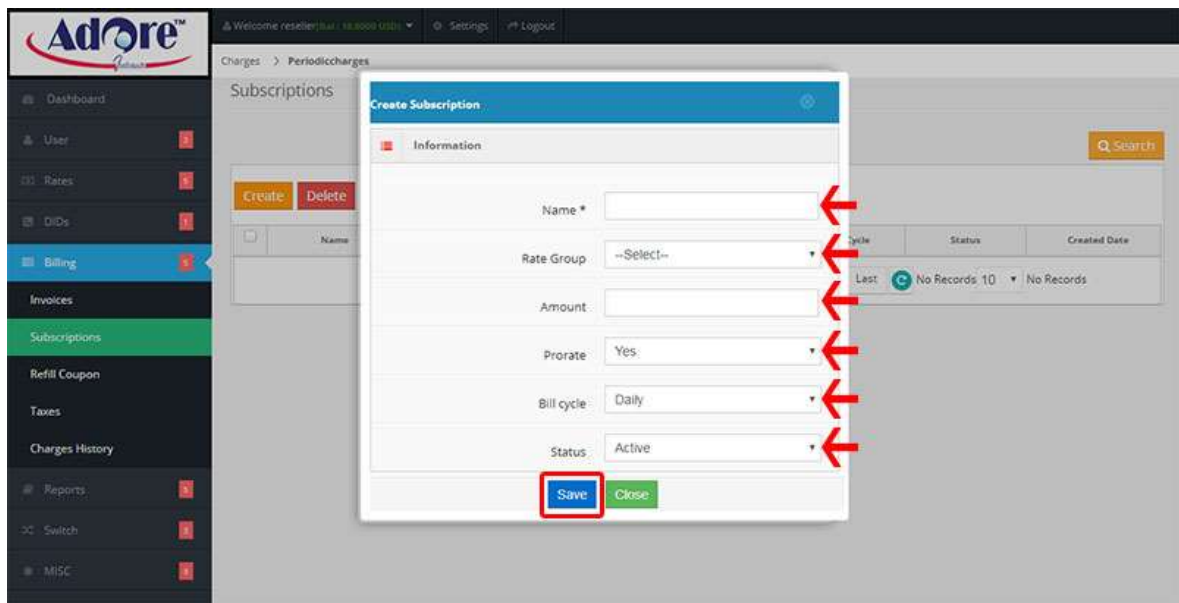
Go to **Billing** - > **Subscriptions**



Here you can create subscriptions for your customers and subreseller as per Rate Group. Click on "**Create**" button.

The screenshot shows the 'Subscriptions' page in the Adore system. The left sidebar is the same as the previous image. The main content area has a 'Create' button highlighted in orange. Below the button is a table with the following columns: Name, Rate Group, Amount(USD), Prorate, Billing Cycle, Status, and Created Date. The table is currently empty. At the bottom of the table, there is a pagination bar showing 'Page 1 of 1' and 'No Records 10'.

On click "**Create**" button following window will appear. Fill the required field and click on "**Save**" button.



Fields Name	Description
Name	Enter Subscription Name as you wish
Rate Group	Select Rate Group which you want to offer subscription for your customers and subreseller
Amount	Enter amount how much you want.
Prorate	Select Yes / No
Bill Cycle	Select Daily / Monthly
Status	Select Status Active / Inactive

Now Subscriptions has been created.

Adore™

Welcome reseller (Bal : 10.0000 USD) Settings Logout

Charges > Periodiccharges

Subscriptions

Create Delete

	Name	Rate Group	Amount(USD)	Prorate	Billing Cycle	Status	Created Date
<input type="checkbox"/>	Adore	Testing	10.0000	Yes	Daily	Active	2017-10-06 09:06:50

First Previous Page 1 of 1 Next Last 1 - 1 of 1 Records 10 1 - 1 of 1 Records

Refill Coupon

Go to **Billing** - > **Refill Coupon**

Adore™

Welcome reseller (Bal : 10.0000 USD) Settings Logout

Dashboard

Dashboard

Monthly Stat October 2017 Destination -Select Vendor- -Select Account-

October ASR : 0.0000 | ACD : 0 | MCD : 0 | Total Calls : 0 | Debit : 0.0000 USD | Cost : 0.0000 USD | Profit : 0.0000 USD

Total Calls Answered Calls Failed Calls Profit

Call Ratio with Profit

01 02 03 04 05

Here you can Create Refill Coupon for Particular Destination as per prefix .
Now click on "**Create**" button to create Coupon.

The screenshot shows the Adore Refill Coupon List page. The left sidebar contains navigation links: Dashboard, User, Rates, OIDs, Billing (highlighted), Invoices, Subscriptions, Refill Coupon, Taxes, Charges History, Reports, Switch, and MISC. The main content area has a 'Refill Coupon' title and a 'Create' button highlighted with a red box. Below the button is a table with columns: Coupon Number, Description, Account, Amount(USD), Created Date, and Used?. The table contains three rows of test data. At the bottom, there are pagination controls showing 'Page 1 of 1' and '1 - 3 of 3 Records'.

Coupon Number	Description	Account	Amount(USD)	Created Date	Used?
91530737	This is a testing purpose.		2.0000	2017-09-19 11:50:44	
91721923	This is a testing purpose.		2.0000	2017-09-19 11:50:44	
91760784	This is a testing purpose.		2.0000	2017-09-19 11:50:44	

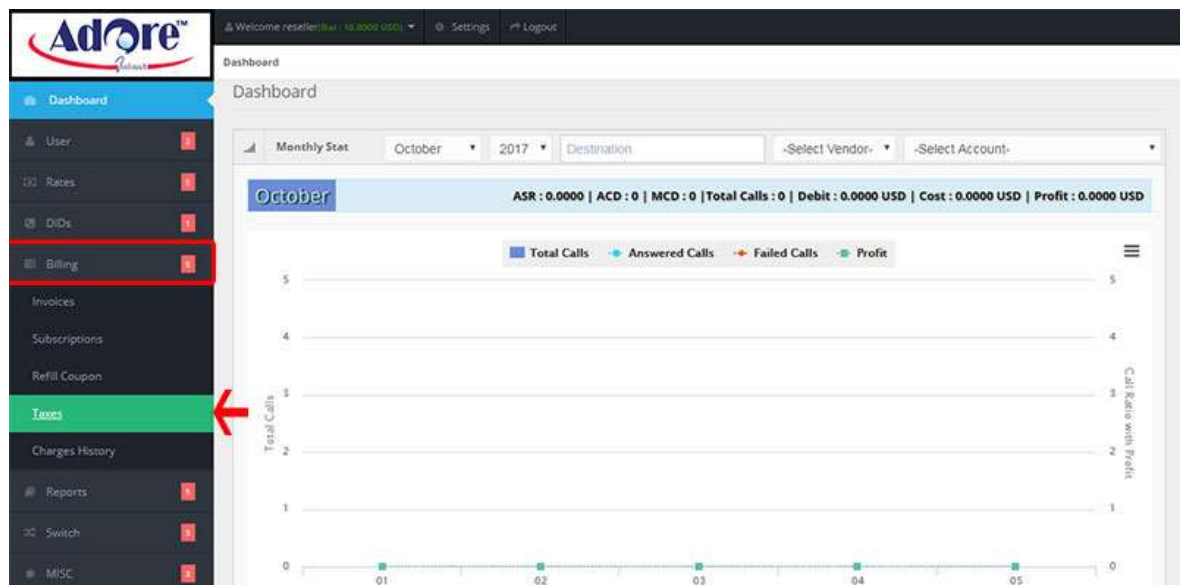
On click Create button following window will appear, fill the respective fields and click on "**Save**" button.

The screenshot shows the Adore Refill Coupon List page with the 'Create Refill Coupon' modal open. The modal has a 'Coupon Information' section with fields for Description, Start prefix, Quantity, and Amount. The 'Save' button is highlighted with a red box. Red arrows point to the input fields for Description, Start prefix, Quantity, and Amount. The background shows the same table as the first screenshot.

Create Refill Coupon					
Coupon Information					
Description	India				
Start prefix *	0091				
Quantity *	25				
Amount *	10				
<div>Save Close</div>					

Taxes

Go to **Billing** - > **Taxes**



Here you can add taxes for your customers and subreseller. Click on "**Create**" button to add Tax.

The screenshot shows the 'Taxes List' page in the Adore application. The left sidebar has the 'Taxes' menu item highlighted with a green box. The main content area has a header with 'Taxes' and a search bar. Below the header, there are 'Create' and 'Delete' buttons. The 'Create' button is highlighted with a red box. Below the buttons is a table with columns: Name, Priority, Amount(USD), and Rate(%). The table is currently empty. At the bottom of the table, there is a pagination bar showing 'Page 1 of 1' and 'No Records'.

On click "**Create**" button following windows will appear. Fill the following details and click "**Save**" button.

Create Tax

Tax Information

Name: adoretax

Priority *: 1

Amount *: 10

Rate(%): 5

Status: Active

Save **Close**

Fields Name	Description
Name	Enter Tax Name
Priority	Enter Priority as you wish
Amount	Enter Amount of your Tax
Rate (%)	Enter Rate(%) of your Tax
Status	Select Active / Inactive

Now Tax has been added.

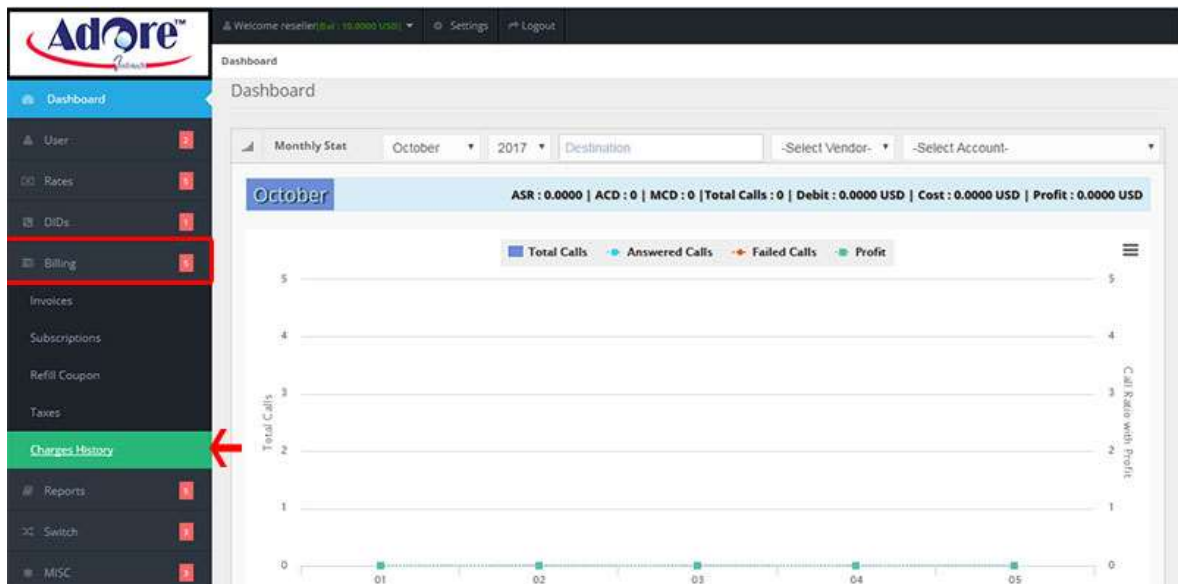
Taxes List

	Name	Priority	Amount(USD)	Rate(%)	
<input type="checkbox"/>	adoretax	1	10.0000	5.00000	Ac

Page 1 of 1

Charges History

Go to **Billing - > Charges History**



Here you can see Billing Charges History of the your customer and sub reseller

The screenshot shows the 'Charges History' report page. The left sidebar is the same as the previous image, with 'Charges History' highlighted in green. The main content area is titled 'Reports > Charges History'. It features a search bar and a table with the following columns: Created Date, Invoice Number, Account, Charge Type, Before Balance (USD), Debit (-) (USD), Credit (+) (USD), and After Balance (USD). Below the table, there is a pagination bar showing 'Page 1 of 1' and 'No Records 10'. The table is currently empty.

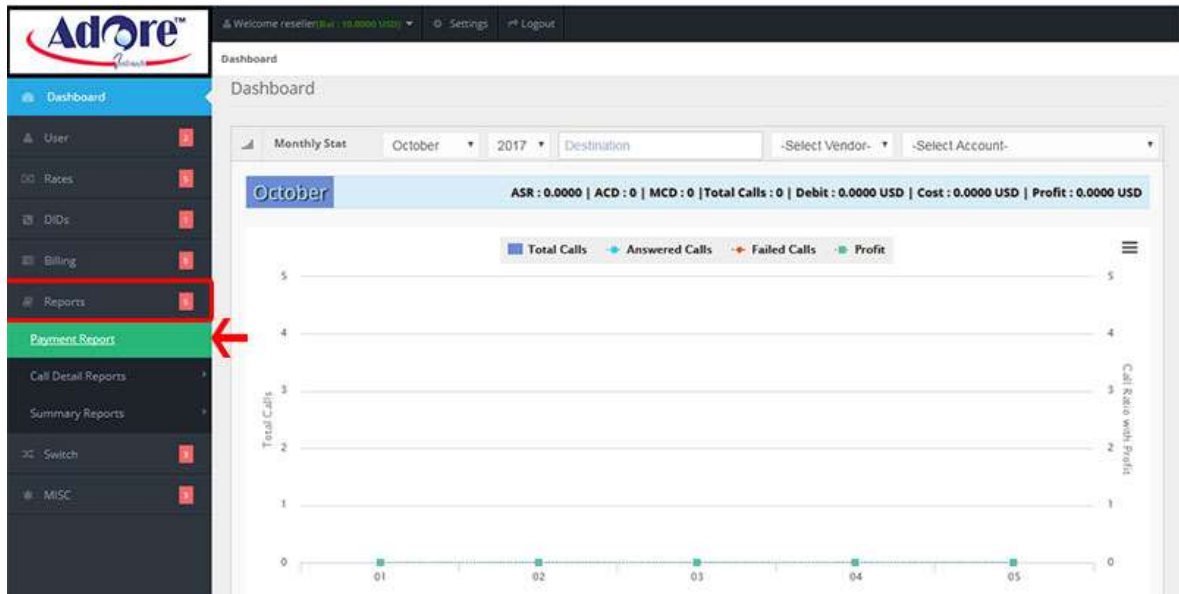
Created Date	Invoice Number	Account	Charge Type	Before Balance (USD)	Debit (-) (USD)	Credit (+) (USD)	After Balance (USD)
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3.7. Report

Reports

Payment Report

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



Here you can view Payment Report of Customers and SubReseller.

The screenshot shows the 'Refill Report' section of the Adore dashboard. The sidebar on the left has 'Reports' highlighted, and 'Payment Report' is selected. The main content area displays a table with the following data:

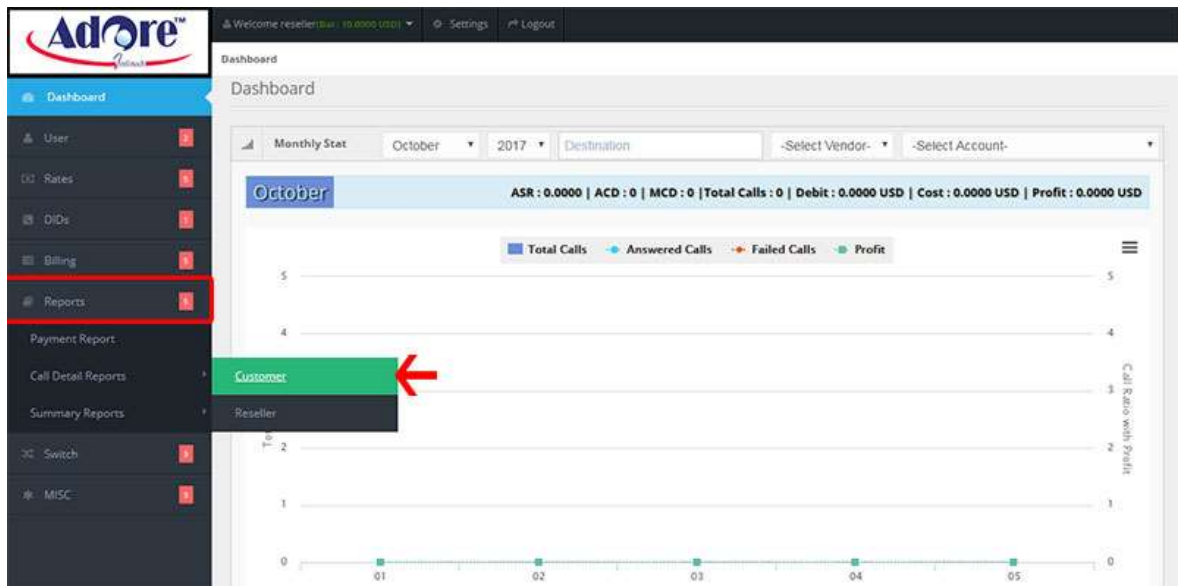
Date	Account	Amount(USD)	Refill By
2017-09-19 11:48:40	Tester 0	0.0000	7302410268

The table is highlighted with a red border. Below the table, there is a pagination control showing 'Page 1 of 1' and '1 - 1 of 1 Records'.

Call Details Report

Customer

Go to **Reports** - > **Call Details Reports** -> **Customer**



Here you can view Customers Call Details Report, also you can export all report by click "**Export**" button.

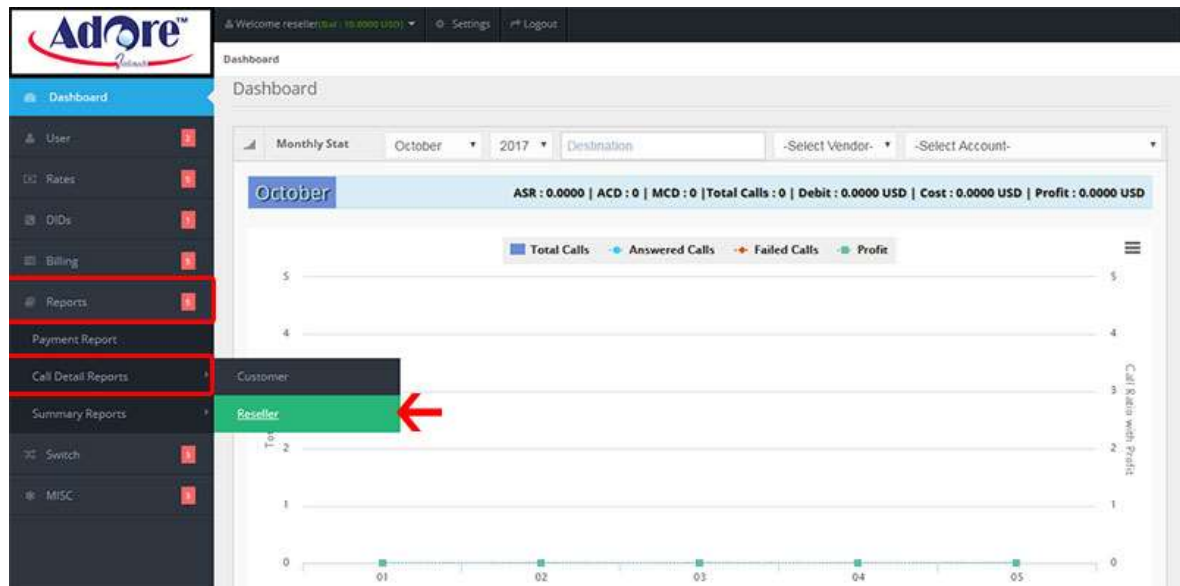
The screenshot shows the 'Customer CDRs Report' page. The 'Reports' menu is expanded, and 'Customer CDRs Report' is selected. The page title is 'Customer CDRs Report'. There is a search bar with a magnifying glass icon and the text 'Search'. Below the search bar is a table with columns: Date, Caller ID, Called Number, Code, Destination, Duration, Debit(USD), Cost(USD), Disposition, and Account. The table is currently empty. Below the table, there is a pagination bar showing 'Page 1 of 1' and buttons for 'First', 'Previous', 'Next', and 'Last'. There is also a green circular icon with a 'C' and the text 'No Records 10' and 'No Records'. An 'Export' button is highlighted with a red box.

Date	Caller ID	Called Number	Code	Destination	Duration	Debit(USD)	Cost(USD)	Disposition	Account
------	-----------	---------------	------	-------------	----------	------------	-----------	-------------	---------

Call Details Report

Reseller

Go to **Reports** -> **Call Details Reports** -> **Reseller**



Here you can view Sub Reseller Call Details Report, also you can export all report by click "**Export**" button.

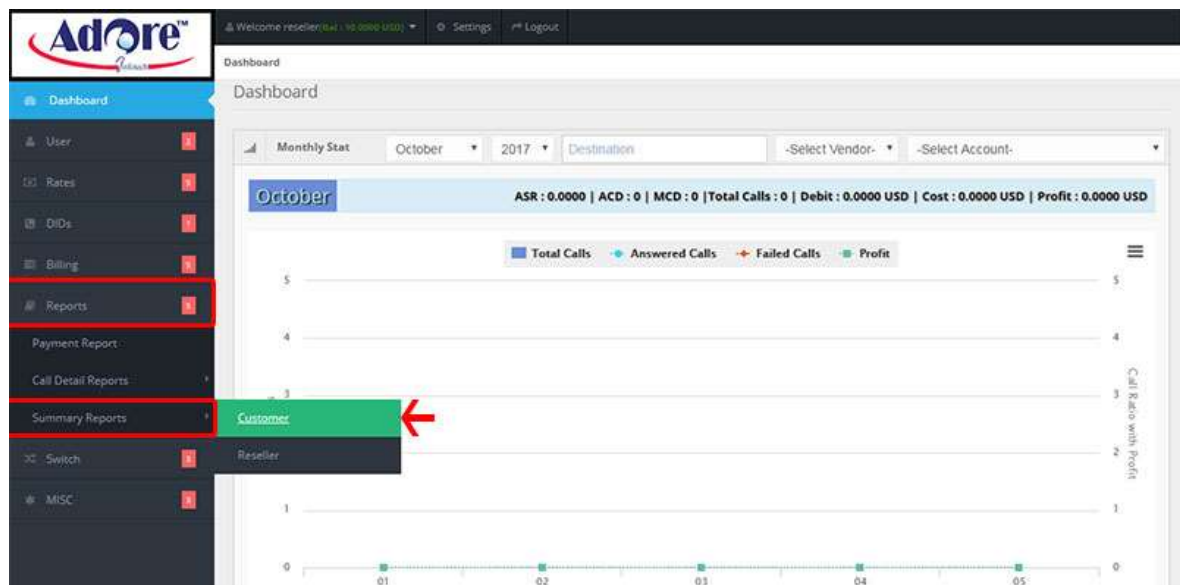
The screenshot shows the 'Resellers CDRs Report' page. At the top, there is a search bar and a table with columns: Date, Caller ID, Called Number, Code, Destination, Duration, Debit(USD), Cost(USD), and Disposition. Below the table, there is a pagination bar showing 'Page 1 of 1' and 'No Records 10'. An 'Export' button is highlighted with a red box. The sidebar menu on the left shows 'Reports' and 'Call Detail Reports'.

Date	Caller ID	Called Number	Code	Destination	Duration	Debit(USD)	Cost(USD)	Disposition
No Records 10								

Summary Report

Customer

Go to **Reports -> Summary Reports -> Customer**



Here you can view customer summary report, also you can export all report by clicking "**Export**" button.

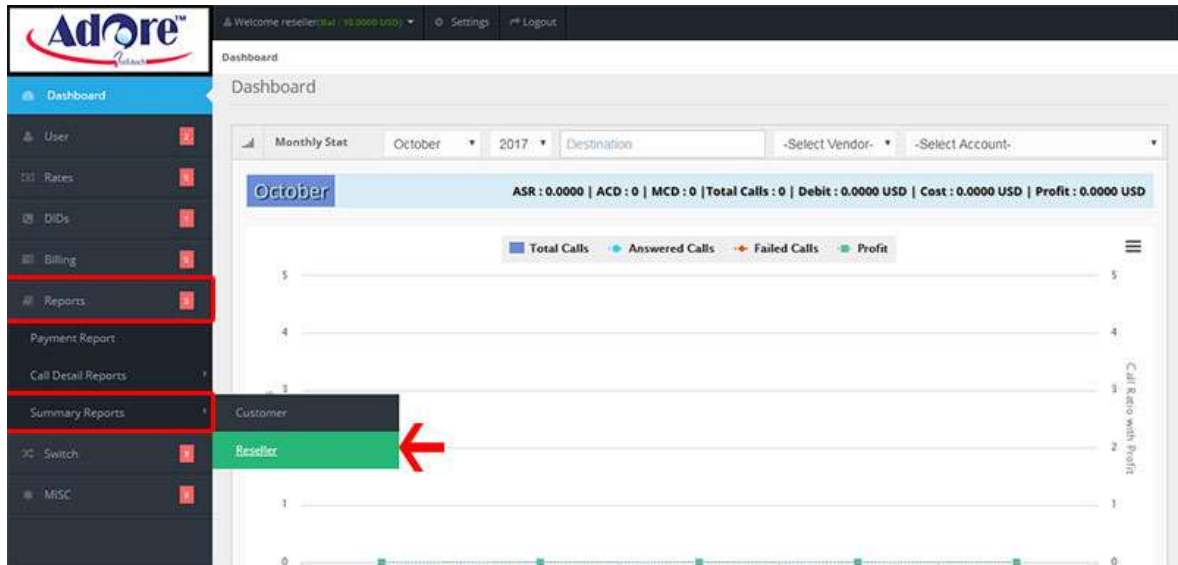
The screenshot shows the 'Customer Summary Report' page. The 'Export' button is highlighted with a red box. The table below shows no records.

Account	Attempted Calls	Completed Calls	Duration	ASR	ACD	MCD
No Records						

Summary Report

Reseller

Go to **Reports** -> **Summary Reports** -> **Reseller**



Here you can view Reseller summary report, also you can export all report by clicking "**Export**" button.

The screenshot shows the 'Reseller Summary Report' page. On the left sidebar, the 'Reports' menu is highlighted, and the 'Export' button is highlighted with a red box. The main content area shows a table with the following columns: Account, Attempted Calls, Completed Calls, Duration, ASR, ACD, MCD, and Billable. The table is currently empty, displaying 'No Records 10' and 'No Records'. A search bar is located at the top right of the table area.

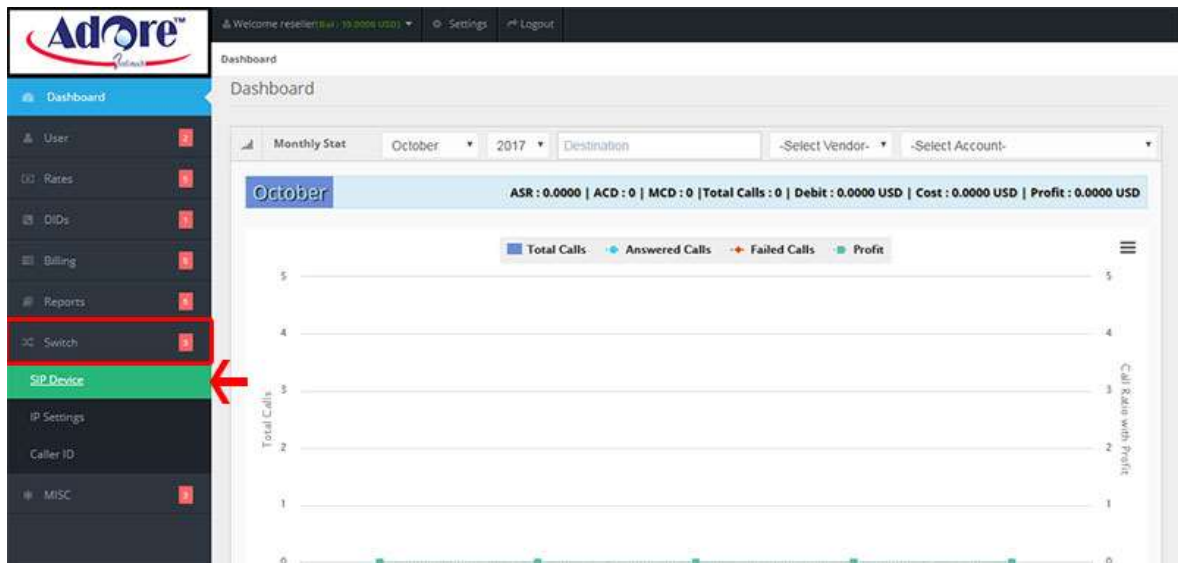
Account	Attempted Calls	Completed Calls	Duration	ASR	ACD	MCD	Billable
No Records 10							

3.8. Switch

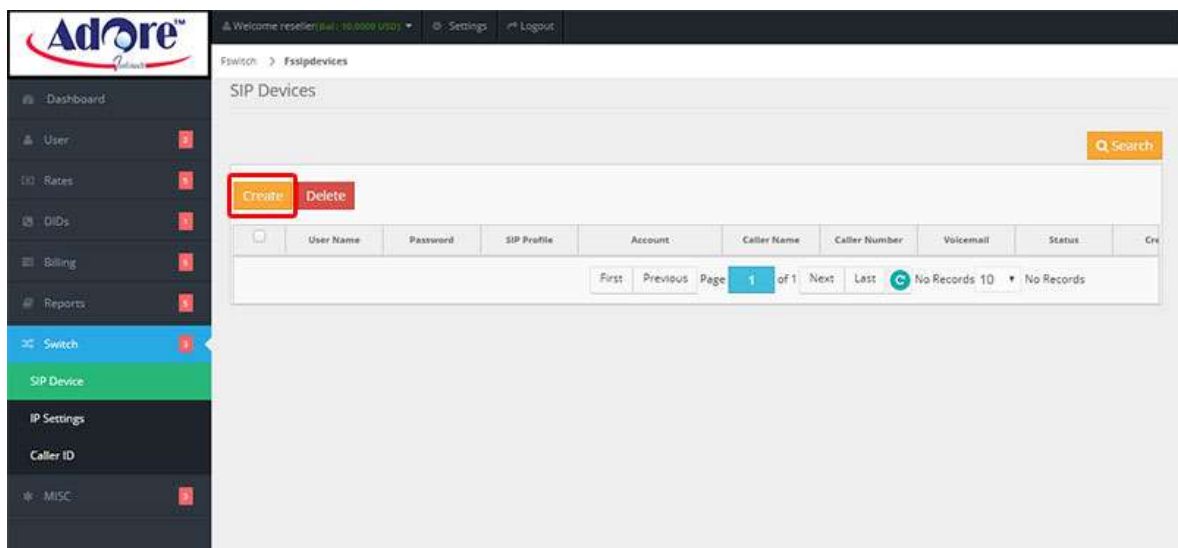
Switch

SIP Device

Go to **Switch** - > **SIP Device**



Here you can create accounts for SIP Device. Click on "**Create**" button for create the SIP Devices.



On click Create button following screen will appear.

The screenshot shows the 'Create SIP Device' form in the Adore CRM interface. The form is titled 'Create SIP Device' and contains the following fields:

- Username *: 9622744016
- Password *: 0c5e72
- Caller Name: Adore
- Caller Number: 1206450129
- Account *: 113068 (113068)
- Status: Active

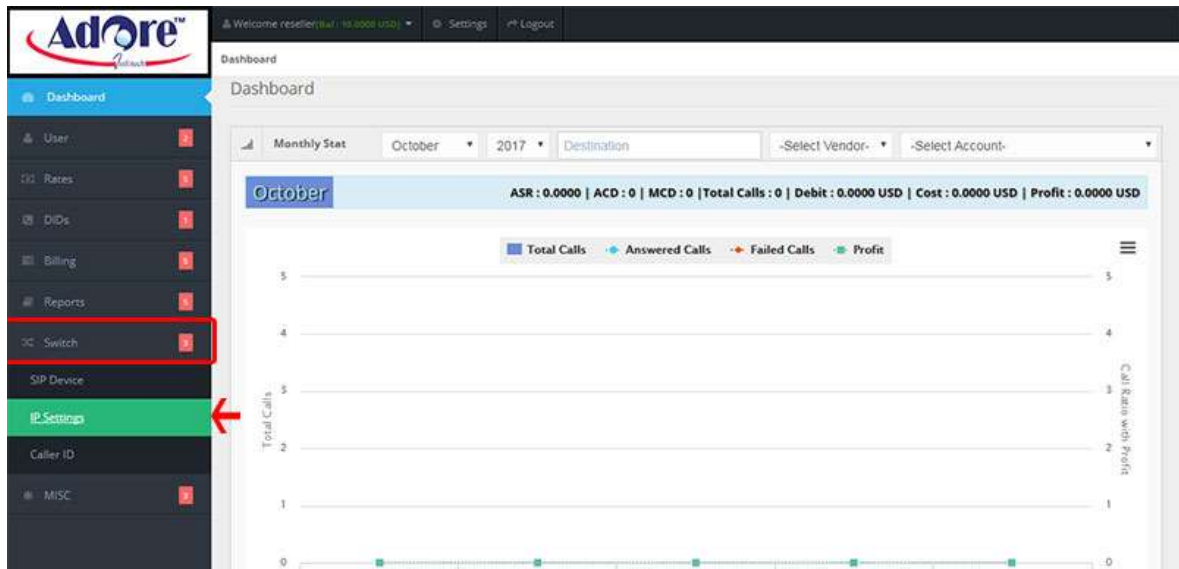
The 'Save' button is highlighted with a red box.

Fields Name	Description
Username	Enter user name as per your wish
Password	Enter password as per your wish
SIP Profile	Select SIP profile type.
Account	Select account (as per your provider)
Caller Name	Enter caller name as per your wish
Caller Number	Enter Caller number which you want to add
Status	Select Active / Inactive

and click "**Save**" button to add SIP device.

IP Settings

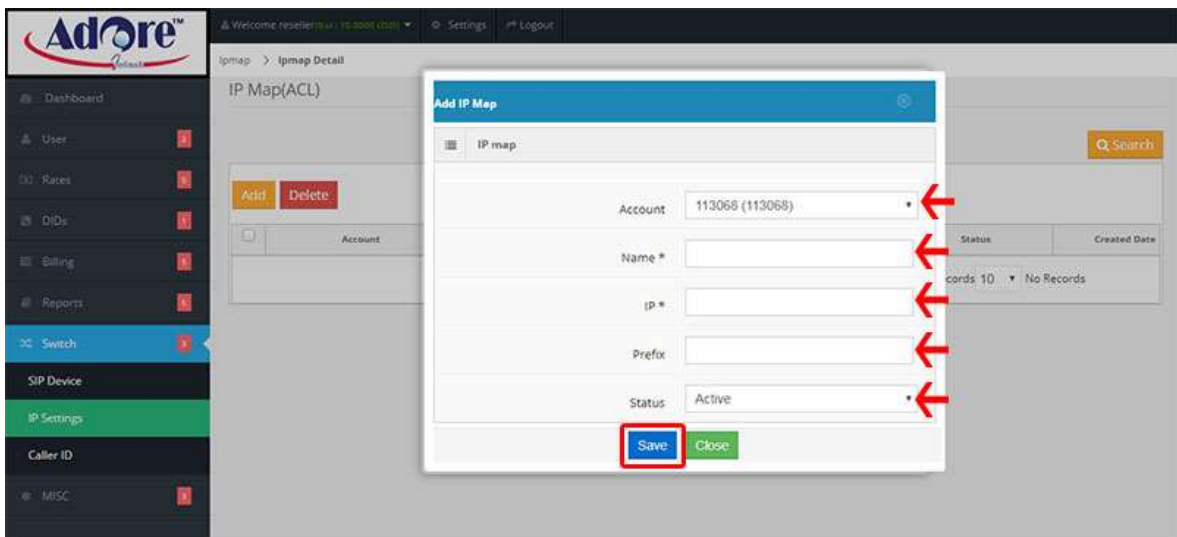
Go to **Switch** - > **IP Settings**



To enable IP Based authentication for customer. Define customer IP's in below TAB and system will start accepting calls from defined IPs. Click **"Add"** button.

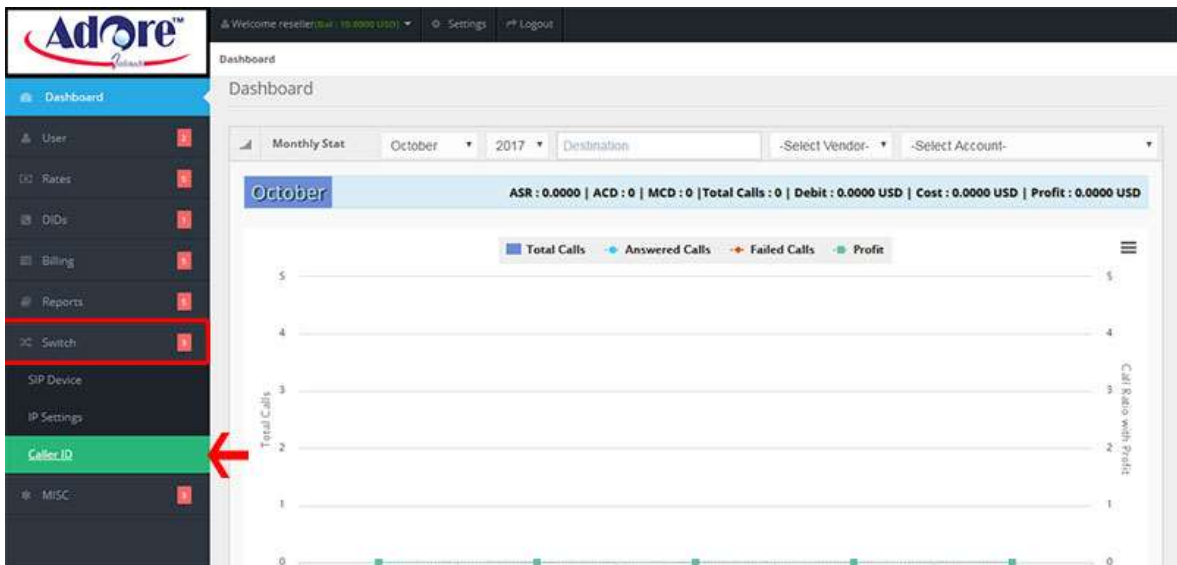
The screenshot shows the 'IP Map(ACL)' screen in the Adore CRM. The left sidebar is the same as the previous screenshot. The main area has a title 'IP Map(ACL)' and a search bar. Below the search bar, there are 'Add' and 'Delete' buttons. The 'Add' button is highlighted with a red box. Below the buttons is a table with columns: Account, Name, IP, Prefix, Status, and Created Date. The table is currently empty. At the bottom, there is a pagination bar showing 'Page 1 of 1' and 'No Records 10'.

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

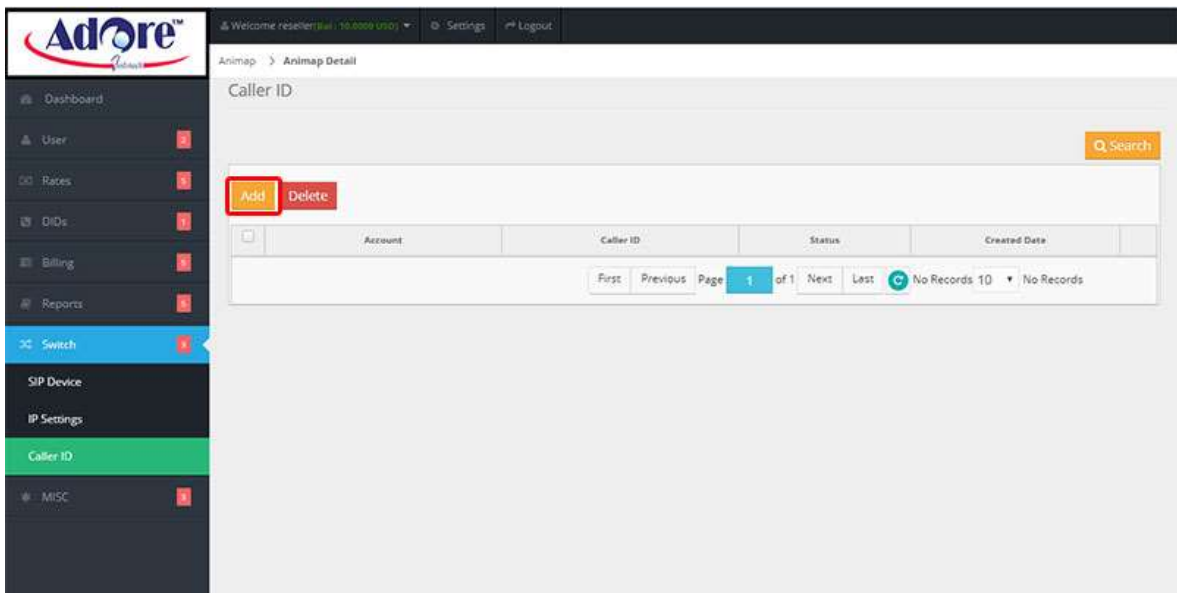


Caller ID

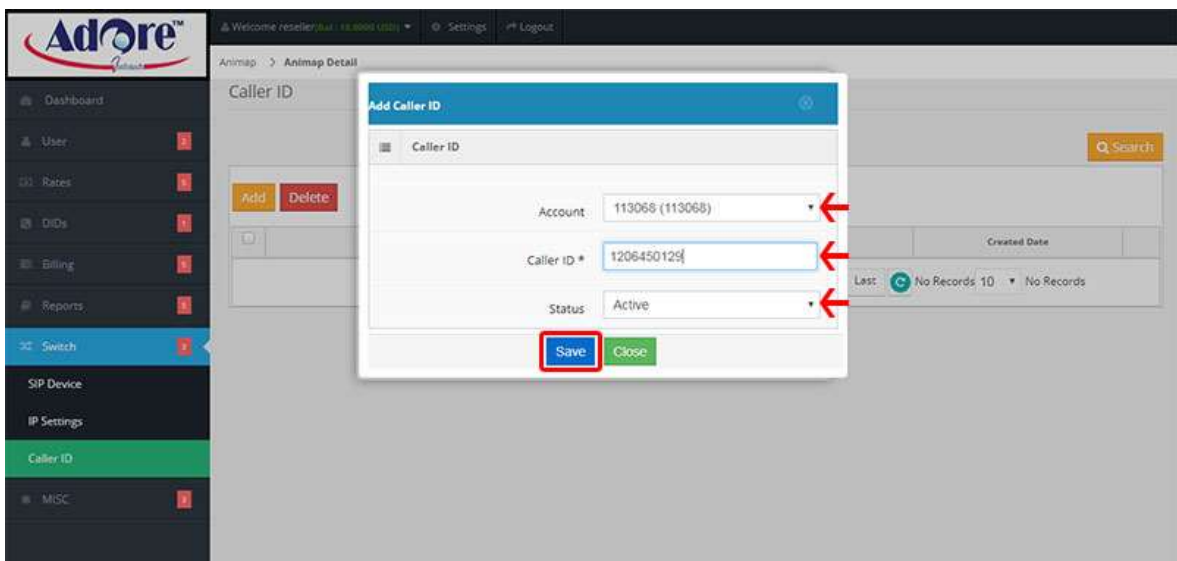
Go to **Switch** - > **Caller ID**



Set caller id for pinless authentication. Click on "**Add**" button.



On click "**Add**" button following window will appear. Fill the respective fields and click on "Save" button to add Caller ID for Particular Account Number.

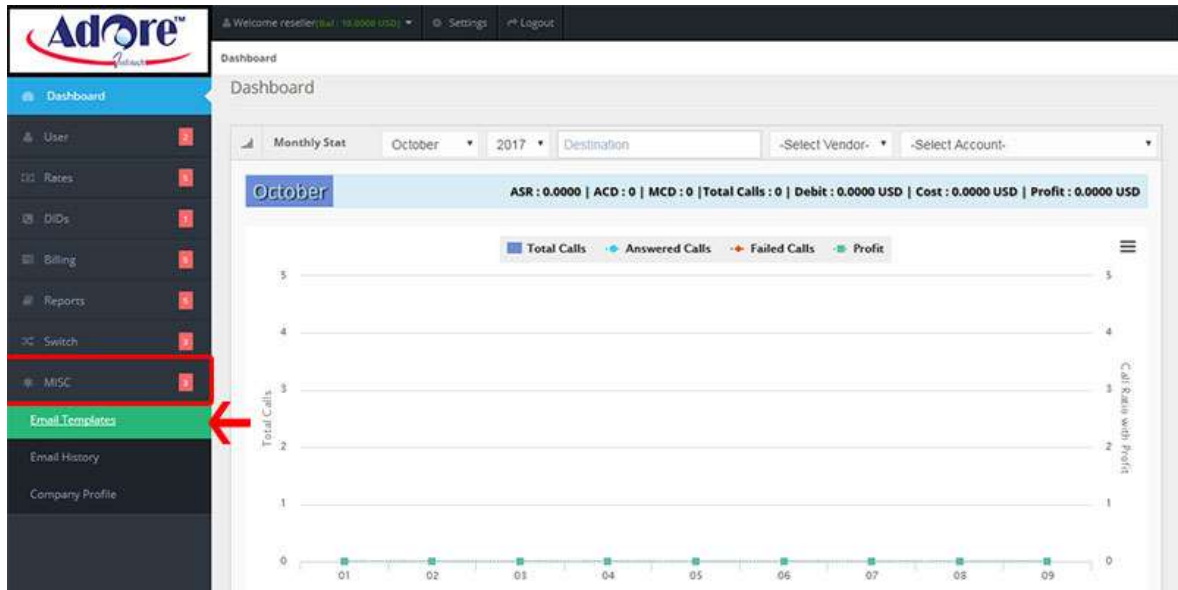


3.9. MISC

MISC

Email Template

Go to **MISC- Email Template**



Here you can configure Email template for your customers, Sub-Reseller, Provider for various subject.

Adore™

Welcome reseller (Bal : 10,000 USD) Settings Logout

Systems > Template

Email Templates

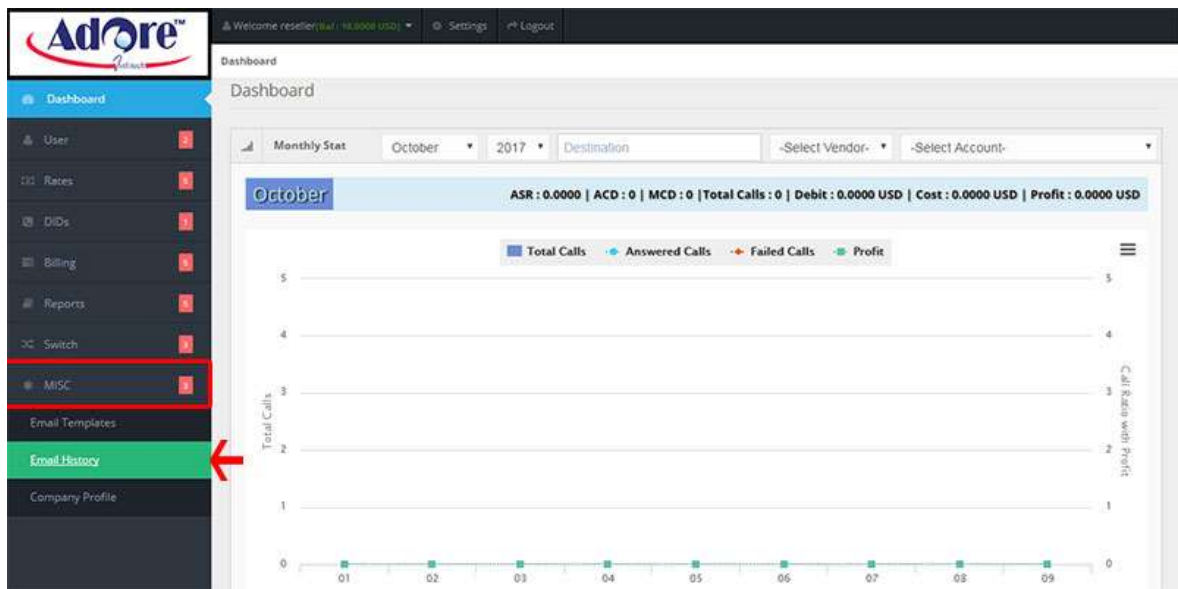
Search

Name	Subject	Action
voip_account_refilled	Accounts credited Successfully	
email_add_user	Welcome to Wholesale Switch	
add_sip_device	Sip device added successfully	
email_add_did	DID #DIDNUMBER# assigned to your account #NUMBER#	
email_remove_did	DID #DIDNUMBER# unassigned from your account #NUMBER#	
email_new_invoice	Invoice created #INVOICE_NUMBER#	
email_low_balance	Low Balance notification #NUMBER#	
email_signup_confirmation	Confirmation to activate account	
email_forgot_user	Your account password changed	
email_forgot_confirmation	Reset your password	

First Previous Page 1 of 2 Next Last 1 - 10 of 15 Records 10 1 - 10 of 15 Records

Email History

Go to **MISC- Email History**



Here you can see all sent email history.

Welcome reseller (Bal : 10.0000 USD) | Settings | Logout

Email > Email History List

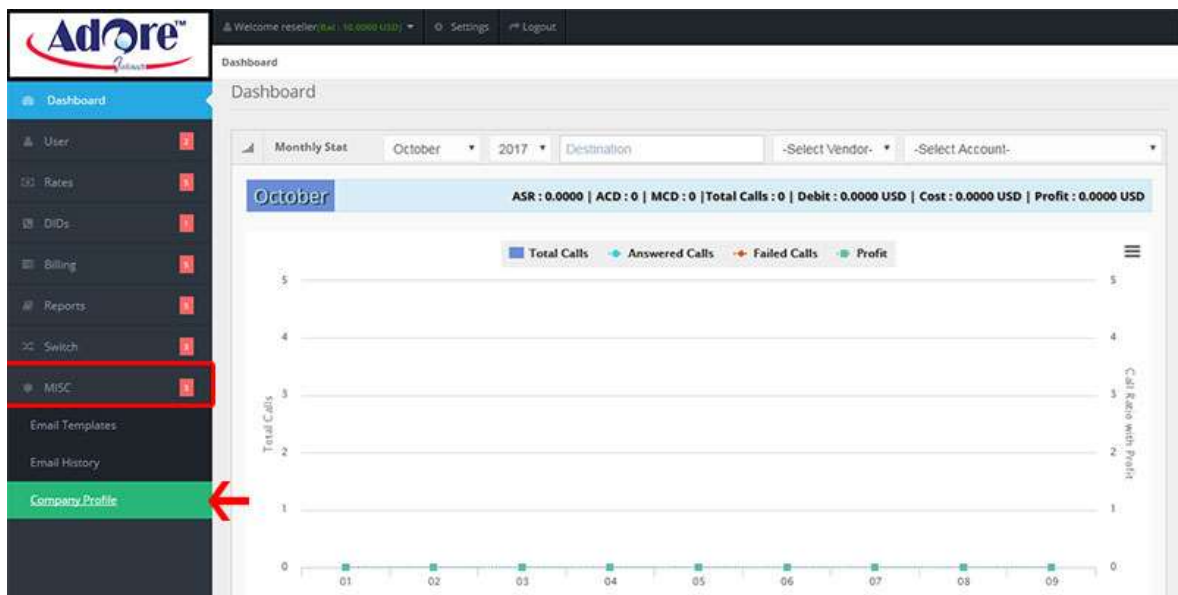
Email History List

Q Search


Date	Account	From	To	Subject	Body
2017-10-07 04:00:01	109435 (109435)	reseller@adore.com		Low Balance notification #NUMBER#	Hi 109435, This is a quick notification about the low balance of #AMOUNT# in your account. Please refill your account from our website to ensure your services will remain consistent. You can login into customer portal and refill your account. For more info, Please visit on our website www.adoreinfotech.com or contact to our support at sales@adoreinfotech.com Thanks, Adore Infotech, Pvt. Ltd.
2017-10-07 04:00:01	142265 (142265)	reseller@adore.com		Low Balance notification #NUMBER#	Hi 142265, This is a quick notification about the low balance of #AMOUNT# in your account. Please refill your account from our website to ensure your services will remain consistent. You can login into customer portal and refill your account. For more info, Please visit on our website www.adoreinfotech.com or contact to our support at sales@adoreinfotech.com Thanks, Adore Infotech, Pvt. Ltd.
2017-10-07 04:00:01	124929 (124929)	reseller@adore.com		Low Balance notification #NUMBER#	Hi 124929, This is a quick notification about the low balance of #AMOUNT# in your account. Please refill your account from our website to ensure your services will remain consistent. You can login into customer portal and refill your account. For more info, Please visit on our website www.adoreinfotech.com or contact to our support at sales@adoreinfotech.com Thanks, Adore Infotech, Pvt. Ltd.

Company Profile

Go to **MISC- Company Profile**



Here you can set **Company Information, Invoice Configuration** and **Footer Area** text as well as **Company Logo** also.



Dashboard

User

Rates

DIDs

Billing

Reports

Switch

MISC

Email Templates

Email History

Company Profile

Welcome reseller(Bal : 15.000 USD)

Settings

Logout

Invoices > Invoice Conf

Company Profile

Configuration

Company name

Address

City

Province

Country

Zipcode

Telephone

Fax

Email Address

Website

Invoice Configuration

Invoice Notification

Invoice Due Notification

Invoice Date Interval

Notify before days

Invoice Prefix

Invoice Start Form

Invoice Taxes number

Company personalization

Website Domain


Website Header

Website Footer

Company logo

Save

Powered by ADORE INFOTECH PVT. LTD



4. Customer

CUSTOMER MODULE

Welcome to Adore Wholesale Softswitch VoIP Billing Customer Module

- [Login on Customer Module](#)
- [Customer Dashboard](#)
- [Rates](#)
- [Manage DID](#)
- [SIP Device](#)
- [Manage ANI](#)
- [Billing](#)
- [Reports](#)
- [Recharge](#)
- [Manage IPs](#)
- [MISC](#)

4.1. Login on customer module

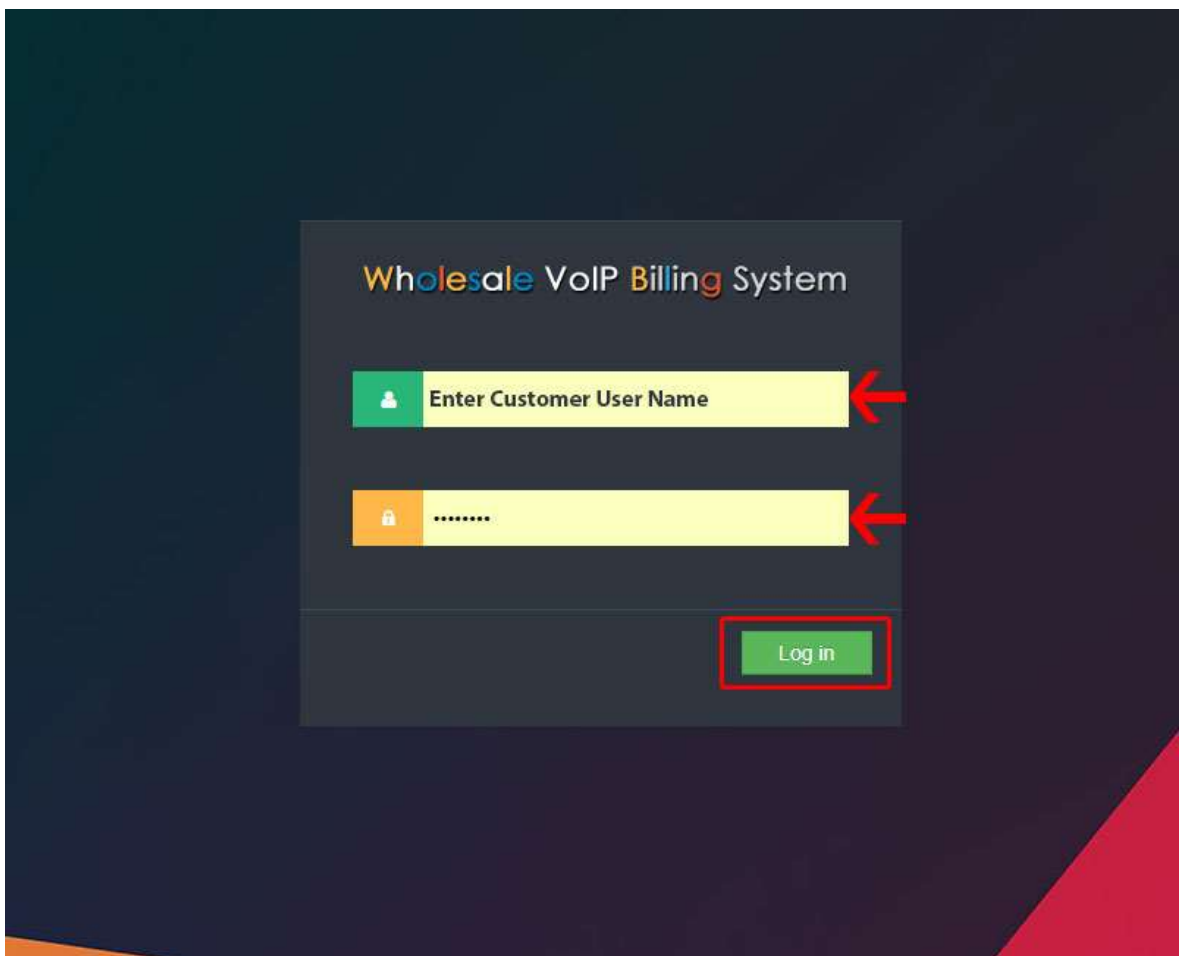
Login on Customer Module

Please visit following URL : <http://adoreinfotech.co.in:9856>

Enter the Created Customer user name and password in the appropriate box, and click Login button.

User Name : enter the created customer user name

Password: enter the created customer password

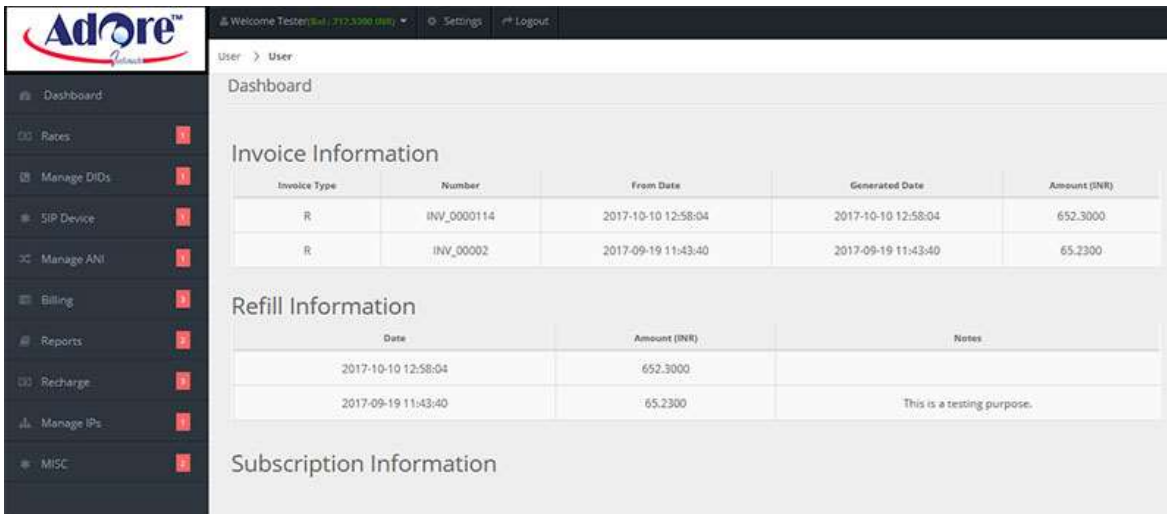


The screenshot displays the login page for the 'Wholesale VoIP Billing System'. The page has a dark blue background with a central white login form. At the top of the form, the title 'Wholesale VoIP Billing System' is displayed in a multi-colored font. Below the title, there are two input fields. The first field is labeled 'Enter Customer User Name' and has a red arrow pointing to it from the right. The second field is for the password, indicated by a lock icon and a red arrow pointing to it from the right. Below these fields is a green 'Log in' button, which is highlighted with a red rectangular border.

4.2. Customer Dashboard

Customer Dashboard

Customer can make call and see the call and payment report.



The screenshot displays the Adore Customer Dashboard. The top navigation bar includes the Adore logo, a welcome message for 'Tester (id: 712-3390-088)', and links for Settings and Logout. A left sidebar contains a menu with options: Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Billing, Reports, Recharge, Manage IPs, and MISC. The main content area is titled 'Dashboard' and features three sections: 'Invoice Information', 'Refill Information', and 'Subscription Information'. The 'Invoice Information' section contains a table with two rows of invoice data. The 'Refill Information' section contains a table with two rows of refill data, including a note for the second row. The 'Subscription Information' section is currently empty.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

4.3. Rates

RATES

My Rates

Go to - Rates - My Rates

The screenshot shows the Adore user interface. The left sidebar contains a menu with 'My Rates' highlighted in green. The main content area displays 'Invoice Information' and 'Refill Information' tables.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Here Customer can view Rates provided by admin, reseller or subreseller depend of customer.

The screenshot shows the Adore user interface. The left sidebar contains a menu with 'My Rates' highlighted in green. The main content area displays a table with columns: Code, Destination, Connect Cost(INR), Included Seconds, and Per Minute Cost(INR).

Code	Destination	Connect Cost(INR)	Included Seconds	Per Minute Cost(INR)
91	india	0.0000	0	1.3046

Export CSV

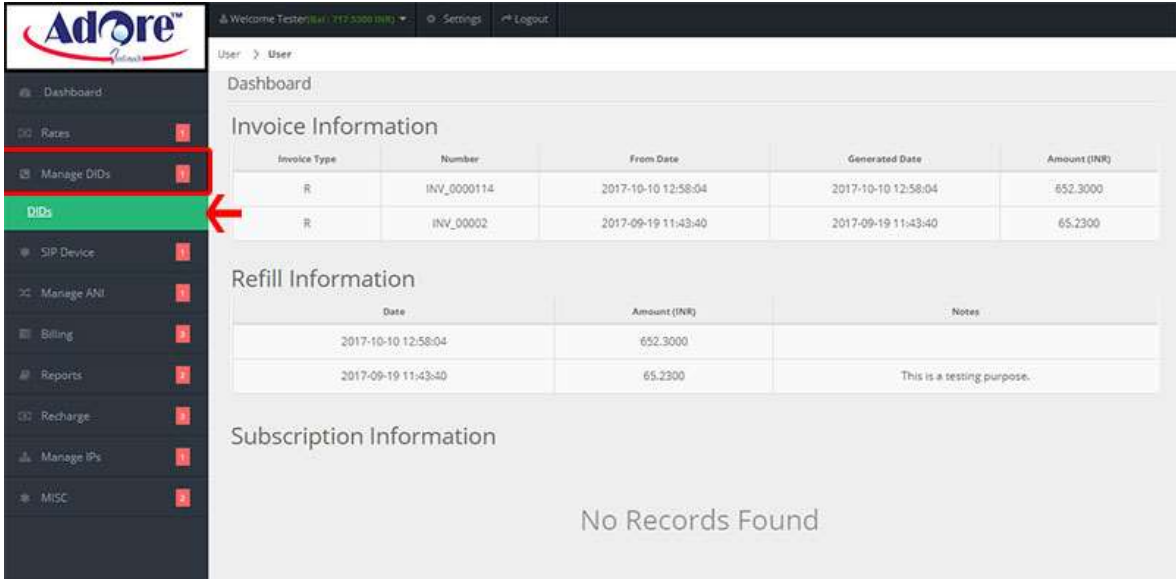
First Previous Page 1 of 1 Next Last 1 - 1 of 1 Records 10 1 - 1 of 1 Records

4.4. Manage DID

Manage DID

DIDs

Go to **Manage DID -> DIDs**



The screenshot shows the Adore CRM interface. The left sidebar contains a menu with items: Dashboard, Rates, Manage DIDs, DIDs, SIP Device, Manage ANI, Billing, Reports, Recharge, Manage IPs, and MISC. The 'Manage DIDs' item is highlighted with a red box, and the 'DIDs' sub-item is highlighted with a green box. A red arrow points to the 'DIDs' sub-item. The main content area shows the 'Dashboard' section with 'Invoice Information' and 'Refill Information' tables. The 'Invoice Information' table has columns: Invoice Type, Number, From Date, Generated Date, and Amount (INR). The 'Refill Information' table has columns: Date, Amount (INR), and Notes. The 'Subscription Information' section shows 'No Records Found'.


Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Here customer can use DID which Admin or Reseller provide. If Admin or Reseller not provide DID than customer can't use DID on the Customer Portal.



Adore

Dashboard

Rates

Manage DIDs

DIDs

SIP Device

Manage ANI

Billing

Reports

Recharge

Manage IPs

MISC

Welcome Tester(Val: 717.5000 INR) | Settings | Logout

User > User Bidlist

Purchase DIDs

Search

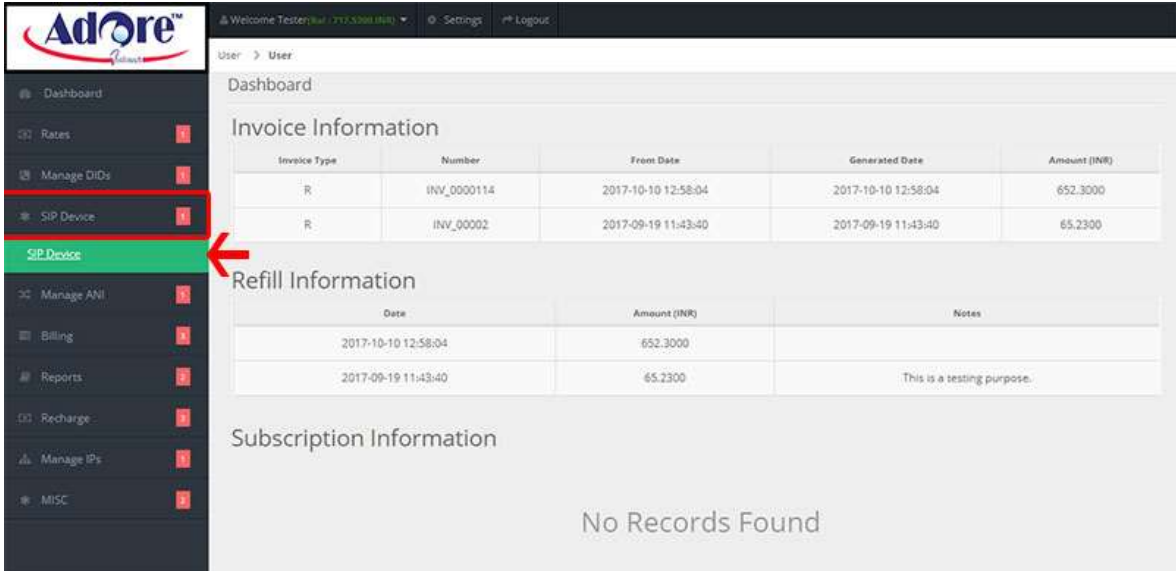
DID	Country	Per Minute Cost(INR)	Initial Increment	Increment	Setup Fee(INR)	Monthly Fee(INR)	Call Type	Destination
<div>First Previous Page 1 of 1 Next Last No Records 10 No Records</div>								

4.5. SIP Devices

SIP DEVICES

SIP Devices

Go to **SIP Devices** -> **SIP Devices**

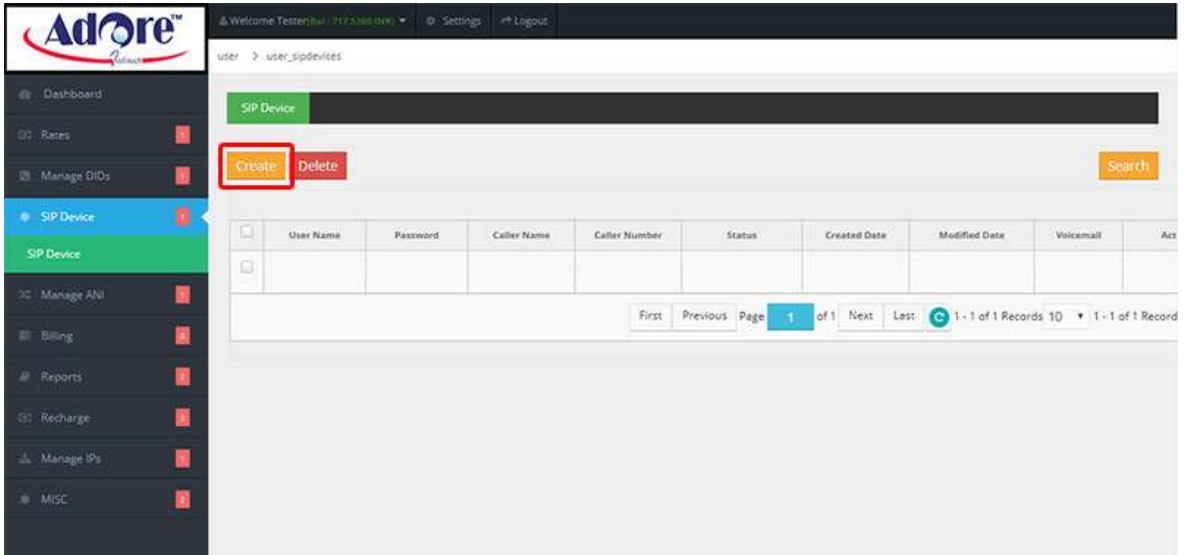


The screenshot shows the Adore CRM dashboard. The left sidebar contains a menu with items: Dashboard, Rates, Manage DID's, SIP Device, Manage ANI, Billing, Reports, Recharge, Manage IP's, and MISC. The 'SIP Device' item is highlighted in green, and a red arrow points to it. The main content area shows 'Invoice Information' and 'Refill Information' tables. The 'Invoice Information' table has columns: Invoice Type, Number, From Date, Generated Date, and Amount (INR). The 'Refill Information' table has columns: Date, Amount (INR), and Notes. The 'Subscription Information' section below shows 'No Records Found'.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

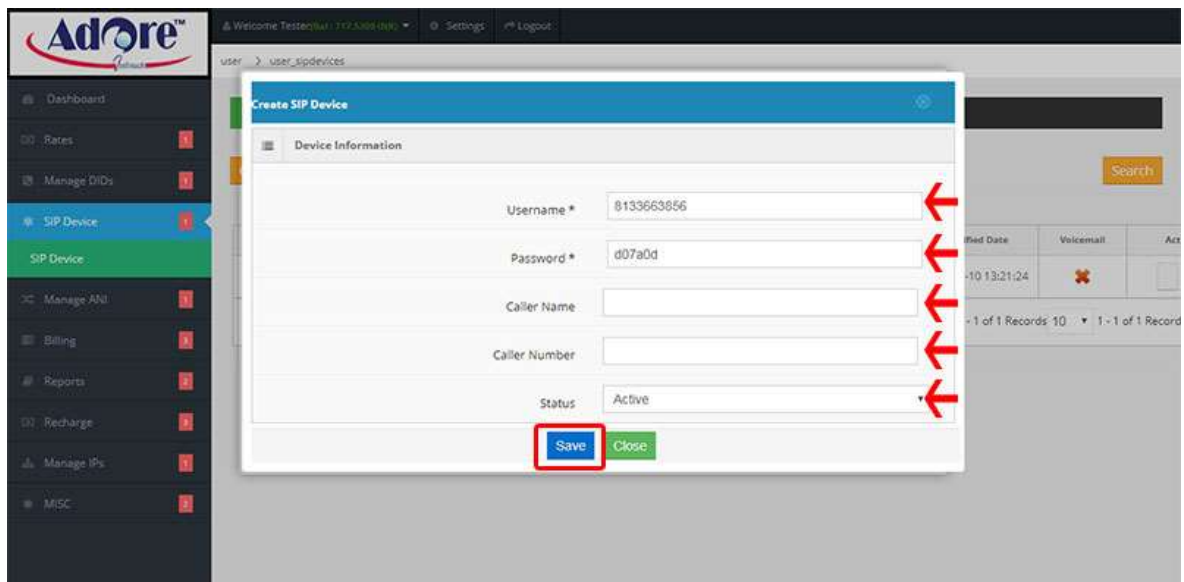
Here customer can create accounts for SIP Device. Click on "**Create**" button for create the account.



The screenshot shows the Adore CRM 'SIP Device' management page. The left sidebar contains a menu with items: Dashboard, Rates, Manage DID's, SIP Device, Manage ANI, Billing, Reports, Recharge, Manage IP's, and MISC. The 'SIP Device' item is highlighted in blue. The main content area shows a 'SIP Device' header with a 'Create' button highlighted in a red box. Below the header is a table with columns: User Name, Password, Caller Name, Caller Number, Status, Created Date, Modified Date, Voicemail, and Act. The table is empty. The bottom of the page shows pagination: Page 1 of 1, Next, Last, 1 - 1 of 1 Records 10, 1 - 1 of 1 Record.

User Name	Password	Caller Name	Caller Number	Status	Created Date	Modified Date	Voicemail	Act
-----------	----------	-------------	---------------	--------	--------------	---------------	-----------	-----

On click "**Create**" button following screen will appear.



Fields Name	Description
Username	Enter user name as per your wish
Password	Enter password as per your wish
Caller Name	Enter caller name as per your wish
Caller Number	Enter Caller number which you want to add
Status	Select Status Active or Inactive.

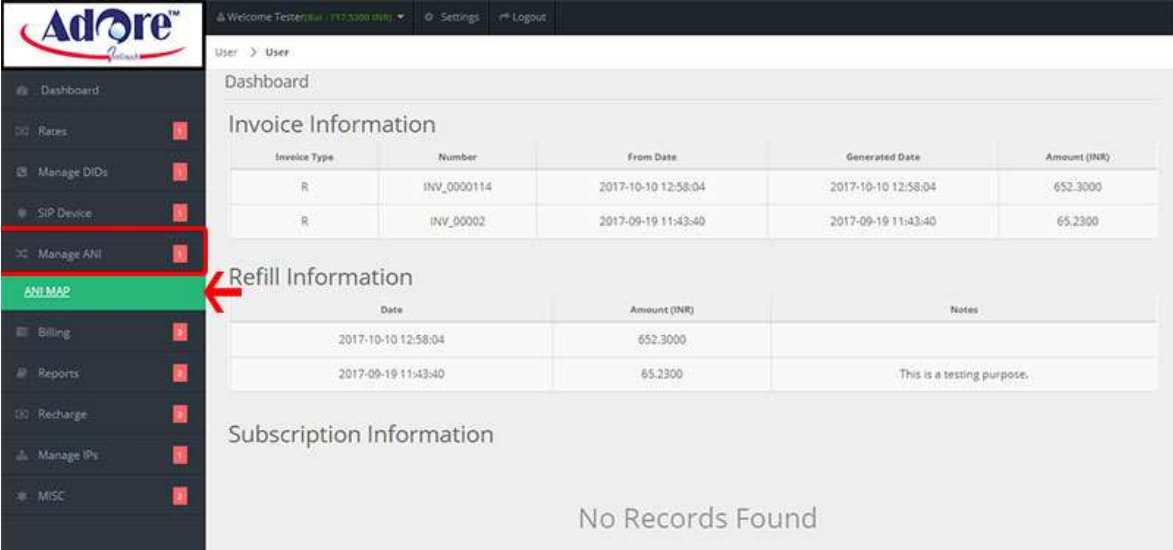
and click "**Save**" button to add SIP device.

4.6. Manage ANI

MANAGE ANI

ANI MAP

Go to **Manage ANI** -> **ANI Map**



The screenshot displays the Adore CRM interface. The left sidebar contains a menu with items like Dashboard, Rates, Manage DID's, SIP Device, **Manage ANI** (highlighted in green), ANI MAP, Billing, Reports, Recharge, Manage IPs, and MISC. The main content area is titled 'Dashboard' and shows 'Invoice Information' and 'Refill Information' tables. A red arrow points from the 'Manage ANI' menu item to the 'Refill Information' table.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

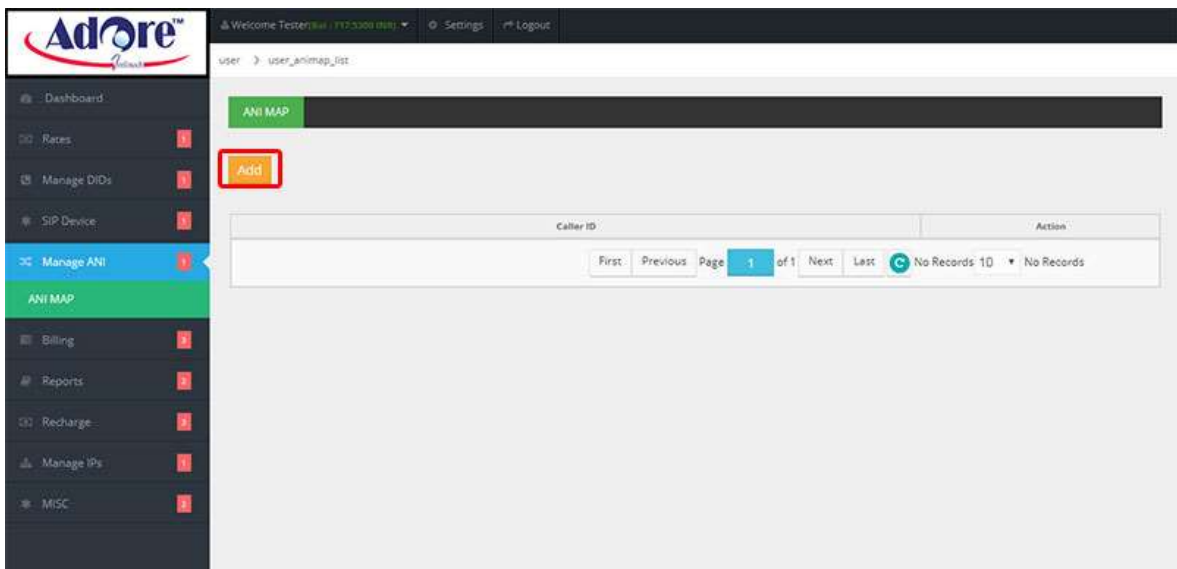
Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

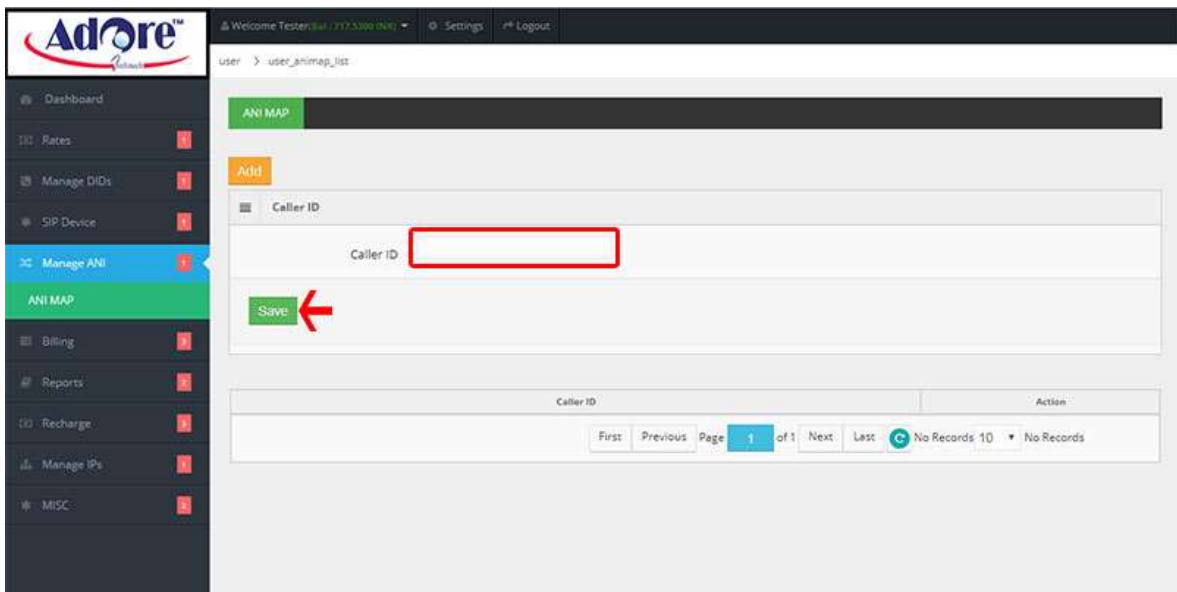
No Records Found

Here Customer can add own number for ANI (Automatic Number Identification)


. **ANI (Automatic Number Identification)** is a service that provides the receiver of a telephone call with the number of the calling phone. The method of providing this information is determined by the service provider



On click "Add" button following screen will appear. Enter your Caller Id and click "Save" button.



Now Caller ID add on customer account.



Dashboard

Rates

Manage DIDs

SIP Device

Manage ANI

ANI MAP

Billing

Reports

Recharge

Manage IPs

MISC

Welcome Tester! (id: 7175998 DNK)

Settings


Logout

user > user_animap_list

ANI MAP

Add

Add Caller ID Sucessfully!

Caller ID	Action
64713549684	

FirstPreviousPage 1 of 1NextLast1 - 1 of 1 Records101 - 1 of 1 Records

4.7. Billing

Billing

Invoices

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

The screenshot shows the Adore Billing dashboard. On the left is a sidebar menu with options: Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Billing, Invoices (highlighted with a red arrow), Charges History, Subscriptions, Reports, Recharge, Manage IPs, and MISC. The main content area is titled 'Dashboard' and contains three sections: 'Invoice Information', 'Refill Information', and 'Subscription Information'. The 'Invoice Information' table lists two invoices. The 'Refill Information' table lists two refills. The 'Subscription Information' section states 'No Records Found'.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Here customer can view invoice.

The screenshot shows the Adore Billing dashboard with the 'Invoices' tab selected. The main content area displays a table of invoices. The table has columns: Number, Type, Generated Date, From Date, Due Date, Last Pay Date, Amount(INR), Outstanding Amount (INR), and Action. There are two invoices listed. Below the table is a pagination bar showing 'Page 1 of 1' and '1 - 2 of 2 Records'.

Number	Type	Generated Date	From Date	Due Date	Last Pay Date	Amount(INR)	Outstanding Amount (INR)	Action
INV_0000114	Automatically	2017-10-10	2017-10-10	2017-10-17		652.3000	652.3000	
INV_00002	Automatically	2017-09-19	2017-09-19	2017-09-26		65.2300	65.2300	

First Previous Page 1 of 1 Next Last 1 - 2 of 2 Records 10 1 - 2 of 2 Records

Charges History

Go to **Billing -> Charges History**

The screenshot shows the Adore user dashboard. On the left sidebar, the 'Billing' menu item is highlighted with a red box, and 'Charges History' is highlighted with a green box and a red arrow. The main content area displays 'Invoice Information' and 'Refill Information' tables. The 'Invoice Information' table has columns: Invoice Type, Number, From Date, Generated Date, and Amount (INR). The 'Refill Information' table has columns: Date, Amount (INR), and Notes. Below these, 'Subscription Information' shows 'No Records Found'.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Here you can view charges history of your accounts.

The screenshot shows the Adore user dashboard with the 'Charges History' section selected. A search bar is present above a table of charges. The table has columns: Created Date, Invoice Number, Charge Type, Before Balance (INR), Debit (INR), Credit (INR), After Balance (INR), and Description. The table shows one record for a refill charge on 2017-10-10 12:58:04 for invoice INV_0000114. A 'Total' row shows a debit of 65.2300 and a credit of 652.3000, resulting in an after balance of 717.5300. The page number is 1 of 1.

Created Date	Invoice Number	Charge Type	Before Balance (INR)	Debit (INR)	Credit (INR)	After Balance (INR)	Description
2017-10-10 12:58:04	INV_0000114	Refill	65.2300	0.0000	652.3000	717.5300	
Total	-	-	-	0.0000	652.3000	-	-

Subscription

Go to **Billing -> Subscription**

- Dashboard
- Rates
- Manage DID's
- SIP Device
- Manage ANI
- Billing**
- Invoices
- Charges History
- Subscriptions
- Reports
- Recharge
- Manage IPs
- MISC

Welcome Tester (id: 71732001000) Settings Logout

User > User

Dashboard

Invoice Information

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Refill Information

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Here you can see subscription, If Admin assign on this account.

- Dashboard
- Rates
- Manage DID's
- SIP Device
- Manage ANI
- Billing**
- Invoices
- Charges History
- Subscriptions
- Reports
- Recharge
- Manage IPs
- MISC

Welcome Tester (id: 71732001000) Settings Logout

User > user_subscriptions

Invoices Charges History Subscriptions

Search

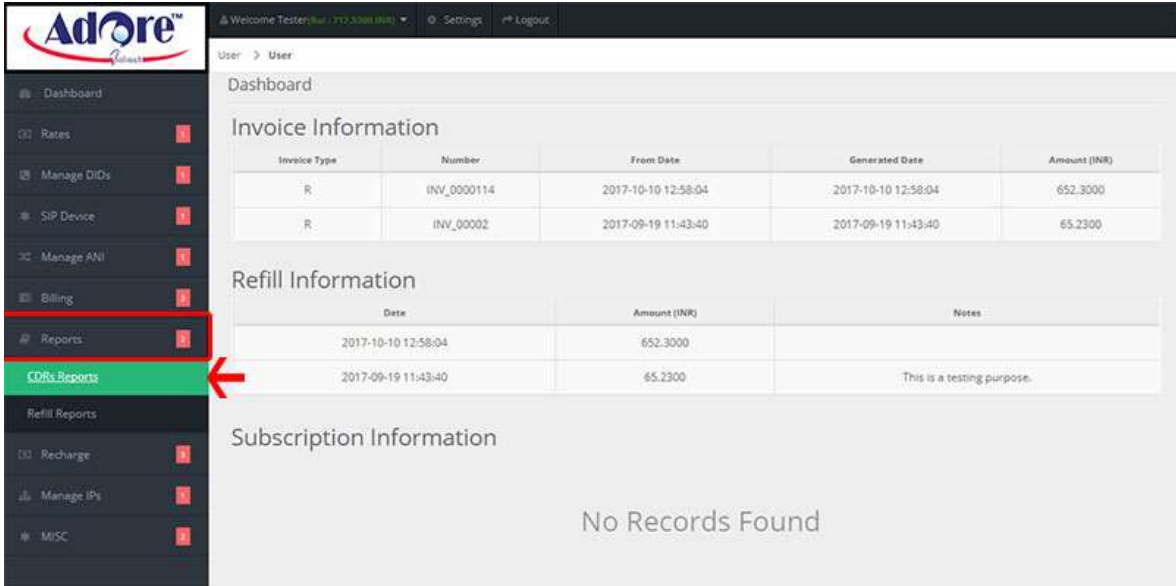
Name	Amount(INR)	Billing Cycle
<div> First Previous Page 1 of 1 Next Last </div> <div> No Records 10 No Records </div>		

4.8. Reports

REPORTS

CDRs Reports

Go to **Reports** -> **CDRs Report**

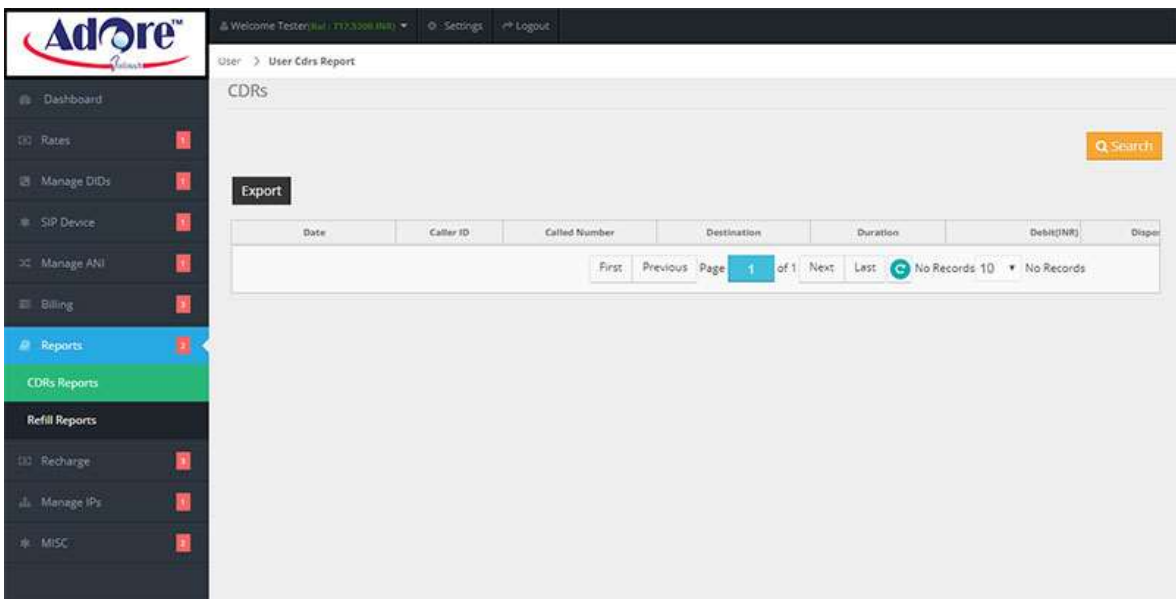


The screenshot shows the Adore CRM dashboard. The left sidebar contains a menu with the following items: Dashboard, Rates, Manage DID's, SIP Device, Manage ANI, Billing, Reports, CDRs Reports, Refill Reports, Recharge, Manage IPs, and MISC. The 'Reports' item is highlighted with a red box, and a red arrow points to the 'CDRs Reports' item. The main content area displays 'Invoice Information' and 'Refill Information' tables. The 'Invoice Information' table has columns: Invoice Type, Number, From Date, Generated Date, and Amount (INR). The 'Refill Information' table has columns: Date, Amount (INR), and Notes. The 'Subscription Information' section shows 'No Records Found'.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Here customer can view CDR (Call Details Report) Report.



The screenshot shows the Adore CRM CDRs Report page. The left sidebar is the same as the previous screenshot, with 'CDRs Reports' highlighted. The main content area displays the 'CDRs' section. There is an 'Export' button and a search bar. Below these is a table with columns: Date, Caller ID, Called Number, Destination, Duration, Debit(INR), and Disposition. The table is currently empty. At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and 'No Records Found'.

Date	Caller ID	Called Number	Destination	Duration	Debit(INR)	Disposition
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Refill Reports

Go to **Reports** -> **Refill Reports**

The screenshot shows the Adore dashboard. On the left sidebar, the 'Reports' menu item is highlighted in green, with a red arrow pointing to it. The main content area displays 'Invoice Information' and 'Refill Information' tables. The 'Refill Information' table has two rows of data. Below the table, the text 'Subscription Information' and 'No Records Found' are visible.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Here customer can view his Refill report

The screenshot shows the 'User Refill Report' page. The 'Refill Reports' menu item is highlighted in green. The main content area displays a table with two rows of data. The table has columns for Date, Amount(INR), Refill By, and Note. The first row shows a refill of 652.3000 INR by Admin on 2017-10-10. The second row shows a refill of 65.2300 INR by Admin on 2017-09-19, with a note 'This is a testing purpose.'.

Date	Amount(INR)	Refill By	Note
2017-10-10 07:28:04	652.3000	Admin	
2017-09-19 06:13:40	65.2300	Admin	This is a testing purpose.

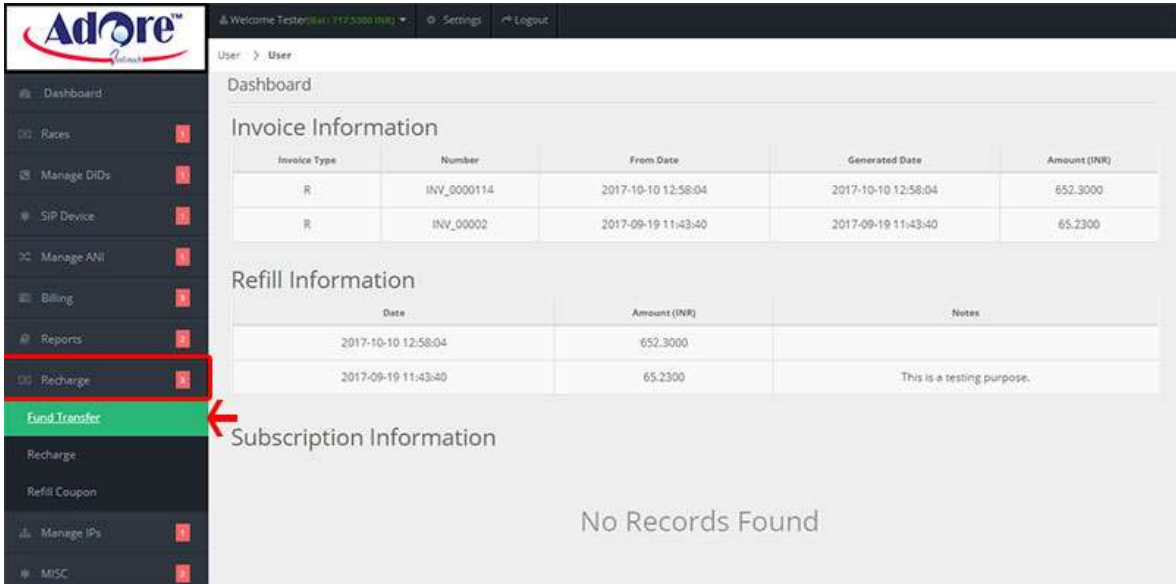
Page 1 of 1

4.9. Recharge

RECHARGE

Fund Transfer

Go to **Recharge -> Fund Transfer**

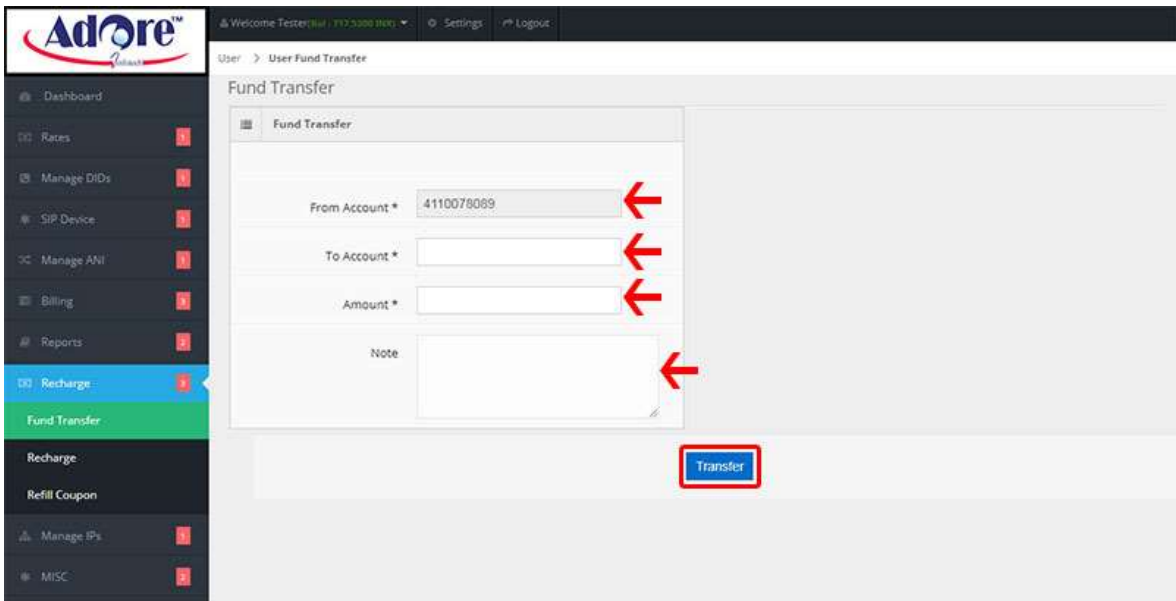


The screenshot shows the Adore dashboard with a sidebar menu on the left. The 'Recharge' menu item is highlighted in green, and a red arrow points to it. Below it, the 'Fund Transfer' menu item is also highlighted in green. The main content area displays 'Invoice Information' and 'Refill Information' tables. The 'Invoice Information' table has columns for Invoice Type, Number, From Date, Generated Date, and Amount (INR). The 'Refill Information' table has columns for Date, Amount (INR), and Notes. The 'Subscription Information' section below shows 'No Records Found'.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Here you can transfer balance of another account.



The screenshot shows the Adore dashboard with the 'Fund Transfer' form. The 'From Account' field is filled with '4110078089'. The 'To Account' and 'Amount' fields are empty. The 'Note' field is also empty. A red arrow points to the 'Transfer' button at the bottom right of the form.

Fund Transfer

From Account * 4110078089

To Account *

Amount *

Note

Transfer

Recharge

Go to **Recharge** -> **Recharge**

The screenshot shows the Adore dashboard. The left sidebar has a menu with items like Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Billing, Reports, Recharge, Fund Transfer, Refill Coupon, and Manage IPs. The 'Recharge' item is highlighted in green. The main content area shows 'Invoice Information' and 'Refill Information' tables. The 'Recharge' section is also highlighted in the sidebar, and a red arrow points to it with the text 'Subscription Information'.

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

No Records Found

Here customer can recharge his account.

The screenshot shows the Adore dashboard with the 'Recharge' section highlighted in the sidebar. The main content area shows the 'Recharge' form. The form has fields for 'Enter Recharge Amount in INR: 0', 'Tax Rate: (0%): 0', 'Your Amount in USD: 0 INR is equals to 0 USD', and 'Net Payable Amount in USD: 0'. A red box highlights the 'Recharge' button. Below the button are logos for PayPal, MasterCard, Visa, AMEX, and Discover.

Refill Coupon

Go to **Recharge** -> **Refill Coupon**

Adore™

Welcome Tester (Sat: 717.500.0N) | Settings | Logout

User > User

Dashboard

Invoice Information

Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Refill Information

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Recharge

Here you can Refill your account by using Coupon if you have.

Adore™

Welcome Tester (Sat: 717.500.0N) | Settings | Logout

User > User Refill Coupon List

Refill Coupon List

Coupon Number:

Recharge

Coupon Number	Description	Amount(INR)	Created Date	Use
---------------	-------------	-------------	--------------	-----

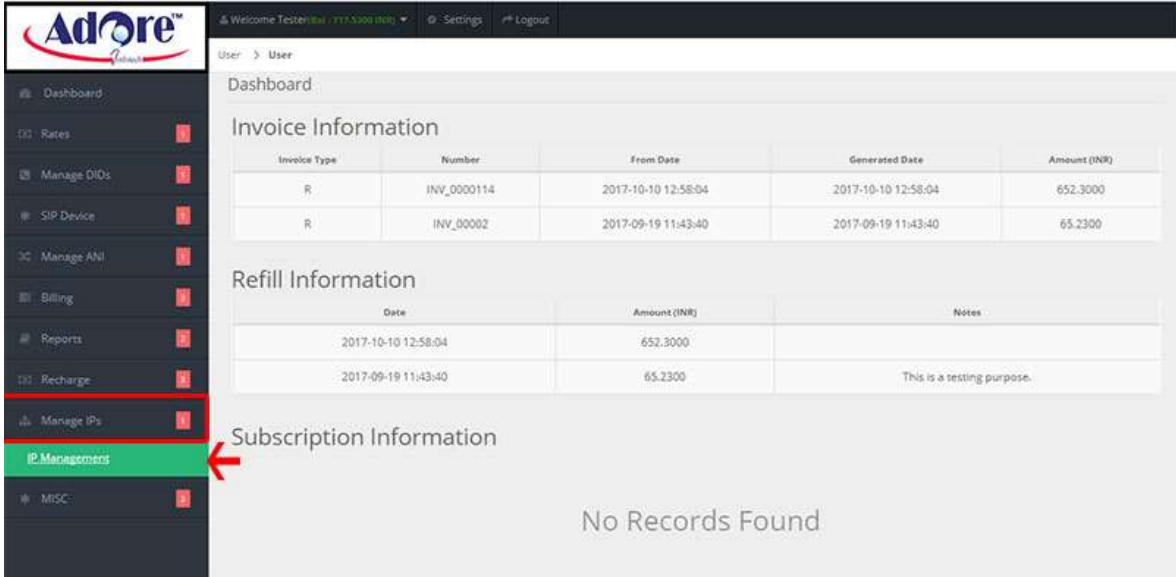
First Previous Page 1 of 1 Next Last No Records 10 No Records

4.10. Manage IPs

Manage IPs

IP Management

Go to **Manage IPs** -> **IP Management**



The screenshot shows the Adore CRM dashboard. The left sidebar contains a menu with items like Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Billing, Reports, Recharge, **Manage IPs**, **IP Management**, and MISC. The 'Manage IPs' item is highlighted with a red box, and a red arrow points to the 'IP Management' item below it. The main content area shows 'Invoice Information' and 'Refill Information' tables. The 'Subscription Information' section at the bottom displays 'No Records Found'.

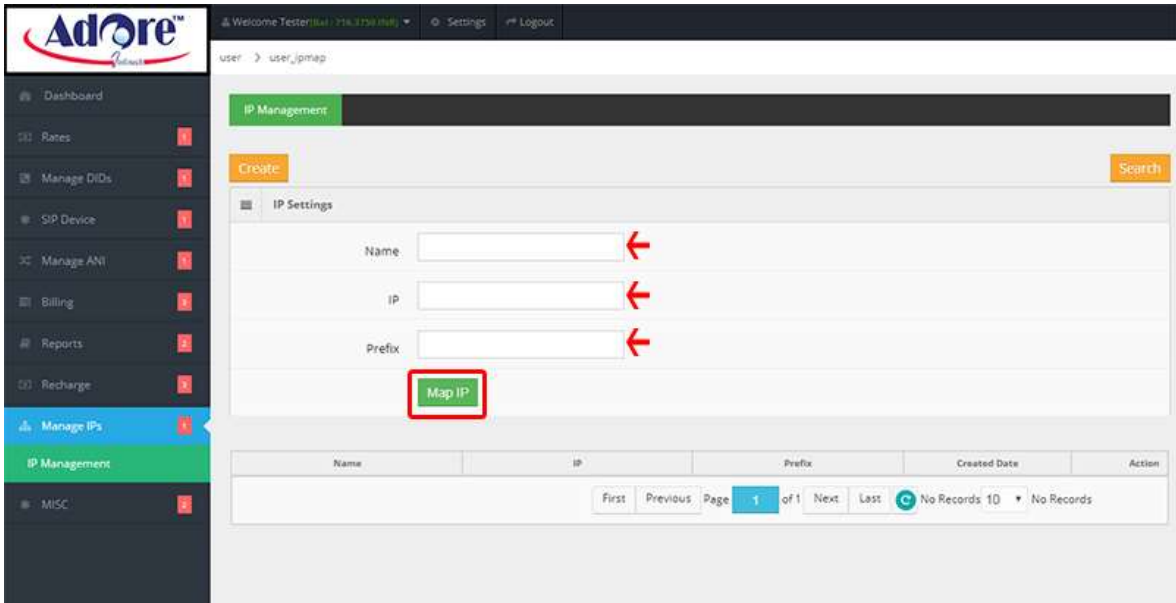
Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

To enable IP Based authentication for customer. Define customer IP's in below TAB and system will start accepting calls from defined IPs.



The screenshot shows the 'IP Management' page in the Adore CRM. The left sidebar is the same as the previous screenshot. The main content area has a 'Create' button and a 'Search' button. Below them is the 'IP Settings' form with fields for Name, IP, and Prefix. A red box highlights the 'Map IP' button. A red arrow points to the 'Map IP' button. Below the form is a table with columns: Name, IP, Prefix, Created Date, and Action. The table is empty. At the bottom, there is a pagination bar showing 'Page 1 of 1' and 'No Records 10'.

IP Management

Create Search

IP Settings

Name

IP

Prefix

Map IP

Name	IP	Prefix	Created Date	Action
------	----	--------	--------------	--------

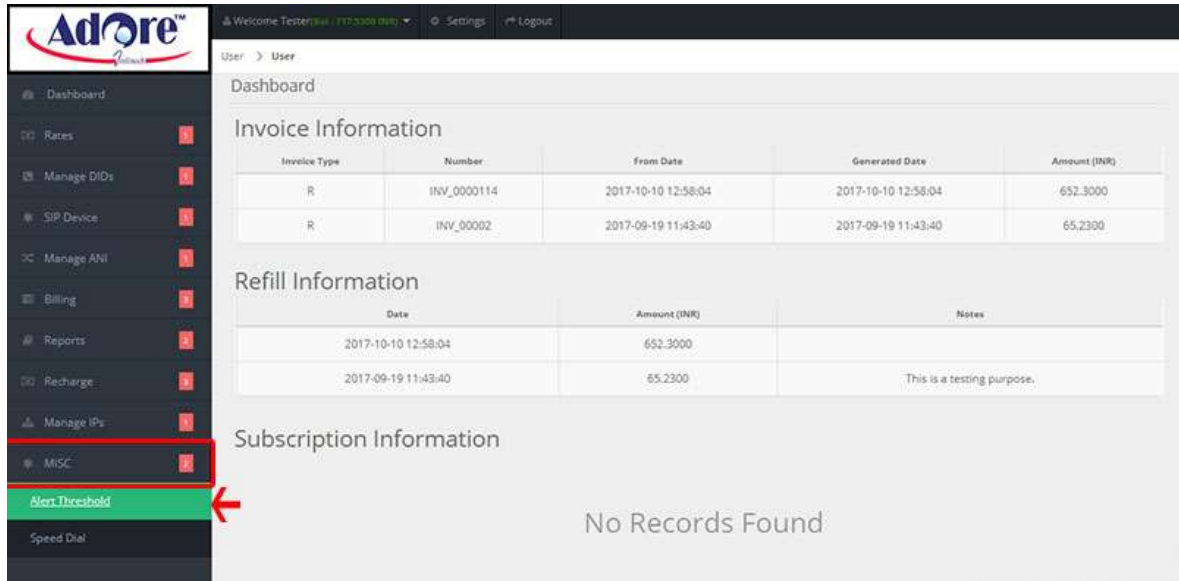
First Previous Page 1 of 1 Next Last No Records 10 No Records

4.11. MISC

MISC

Alert Thersold

Go to **MISC** -> **Alert Thersold**



The screenshot shows the Adore CRM dashboard. The left sidebar contains a menu with items: Dashboard, Rates, Manage DID's, SIP Device, Manage ANI, Billing, Reports, Recharge, Manage IPs, MISC, Alert Thersold, and Speed Dial. The 'MISC' item is highlighted with a red box. The main content area displays 'Dashboard' information, including 'Invoice Information' and 'Refill Information' tables. The 'Alert Thersold' option is highlighted in green in the main content area, with a red arrow pointing to it.

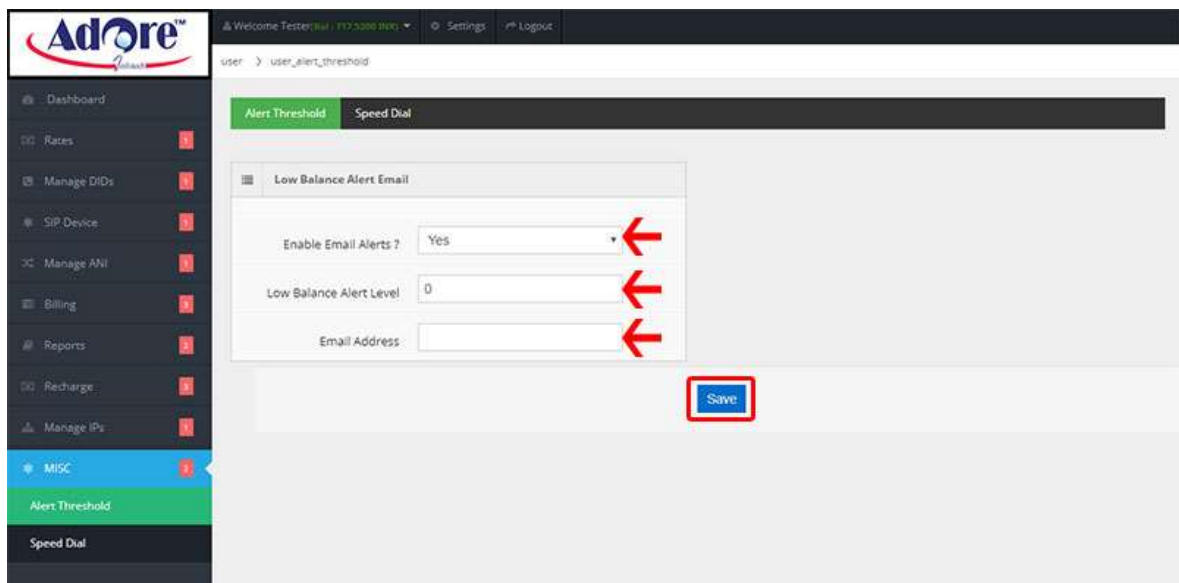
Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Here you can set alert notification like Low balance alert.



The screenshot shows the 'Alert Threshold' configuration page. The left sidebar is the same as the previous screenshot. The main content area has a tabbed interface with 'Alert Threshold' and 'Speed Dial' tabs. The 'Alert Threshold' tab is active. Below the tabs, there is a 'Low Balance Alert Email' section with three fields: 'Enable Email Alerts?' (set to 'Yes'), 'Low Balance Alert Level' (set to '0'), and 'Email Address' (empty). A red arrow points to each of these three fields. A 'Save' button is located at the bottom right of the form, also highlighted with a red box.

Alert Threshold

Speed Dial

Low Balance Alert Email

Enable Email Alerts? Yes

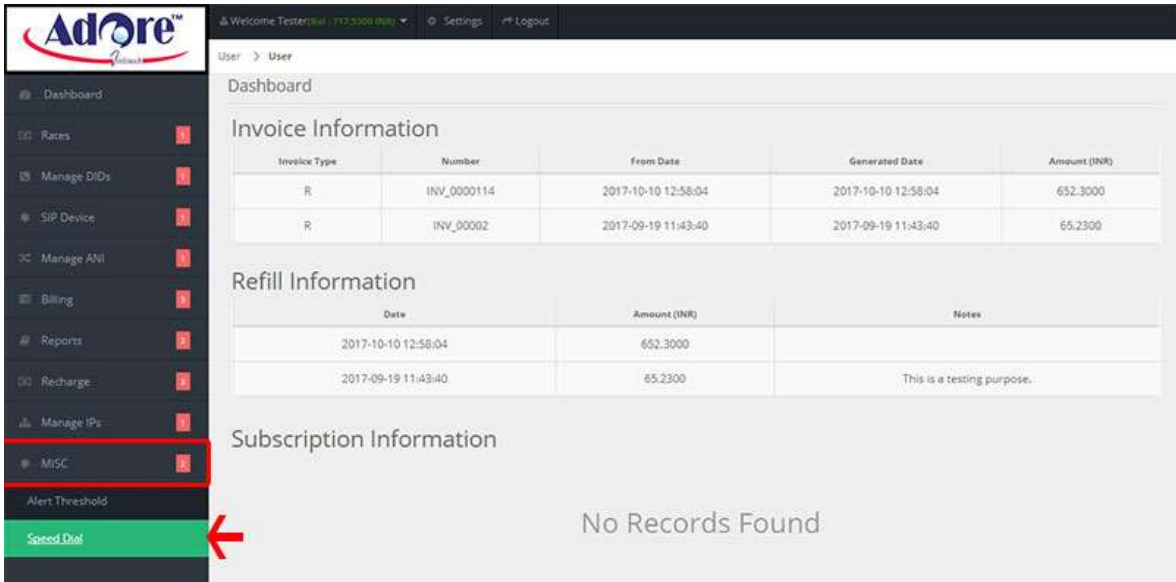
Low Balance Alert Level 0

Email Address

Save

Speed Dial

Go to MISC -> Speed Dial



The screenshot shows the Adore CRM dashboard. The left sidebar contains a menu with options: Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Billing, Reports, Recharge, Manage IPs, MISC, Alert Threshold, and Speed Dial. The MISC option is highlighted with a red box, and the Speed Dial option is highlighted with a green box and a red arrow pointing to it. The main content area displays 'Dashboard' and 'Invoice Information' with a table of invoices. Below that is 'Refill Information' with a table of refills. At the bottom, 'Subscription Information' shows 'No Records Found'.

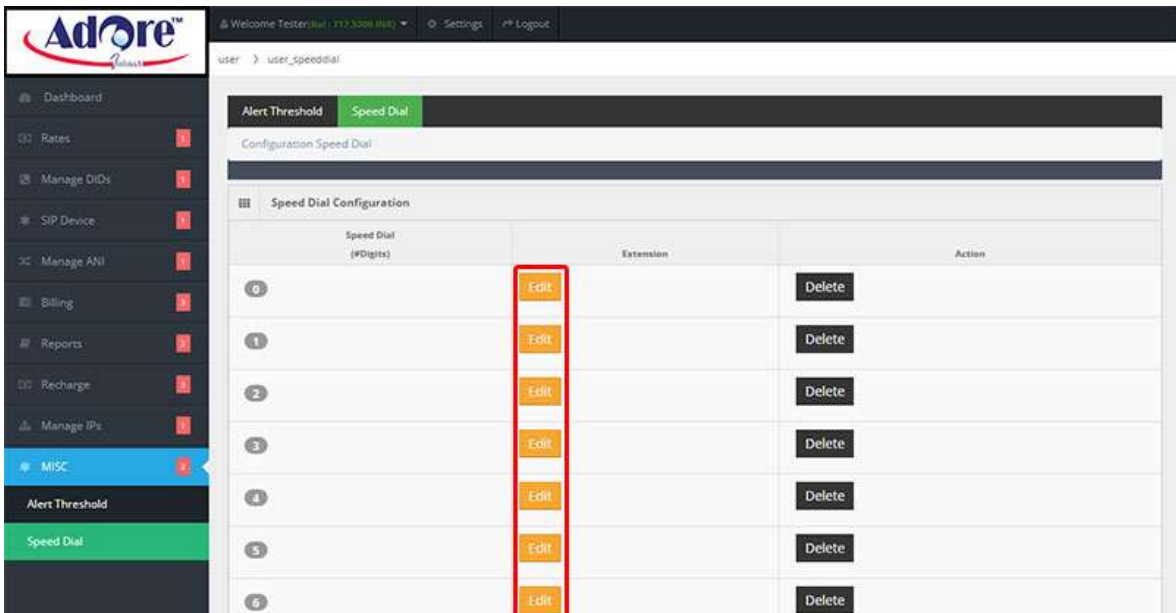
Invoice Type	Number	From Date	Generated Date	Amount (INR)
R	INV_0000114	2017-10-10 12:58:04	2017-10-10 12:58:04	652.3000
R	INV_00002	2017-09-19 11:43:40	2017-09-19 11:43:40	65.2300

Date	Amount (INR)	Notes
2017-10-10 12:58:04	652.3000	
2017-09-19 11:43:40	65.2300	This is a testing purpose.

Subscription Information

No Records Found

Here you can set speed dial as per your wish. You need to just click on edit button and set phone number and click save.



The screenshot shows the 'Speed Dial Configuration' page in the Adore CRM. The left sidebar is the same as the previous screenshot. The main content area has tabs for 'Alert Threshold' and 'Speed Dial', with 'Speed Dial' selected. Below the tabs is a table for 'Speed Dial Configuration' with columns: Speed Dial (#Digits), Extension, and Action. The table contains rows for digits 0 through 6. Each row has an 'Edit' button (highlighted with a red box) and a 'Delete' button.

Speed Dial (#Digits)	Extension	Action
0		Edit Delete
1		Edit Delete
2		Edit Delete
3		Edit Delete
4		Edit Delete
5		Edit Delete
6		Edit Delete

5. Provider

PROVIDER MODULE

Welcome to Adore Wholesale Softswitch VoIP Billing PROVIDER Module

- [Login on Provider Module](#)
- [Provider Dashboard](#)
- [Rates](#)
- [Manage DIDs](#)
- [SIP Devices](#)
- [Manage ANI](#)
- [Billing](#)
- [Reports](#)
- [Recharge](#)
- [Switch](#)
- [Manage IPs](#)
- [MISC](#)

5.1. login on provider module

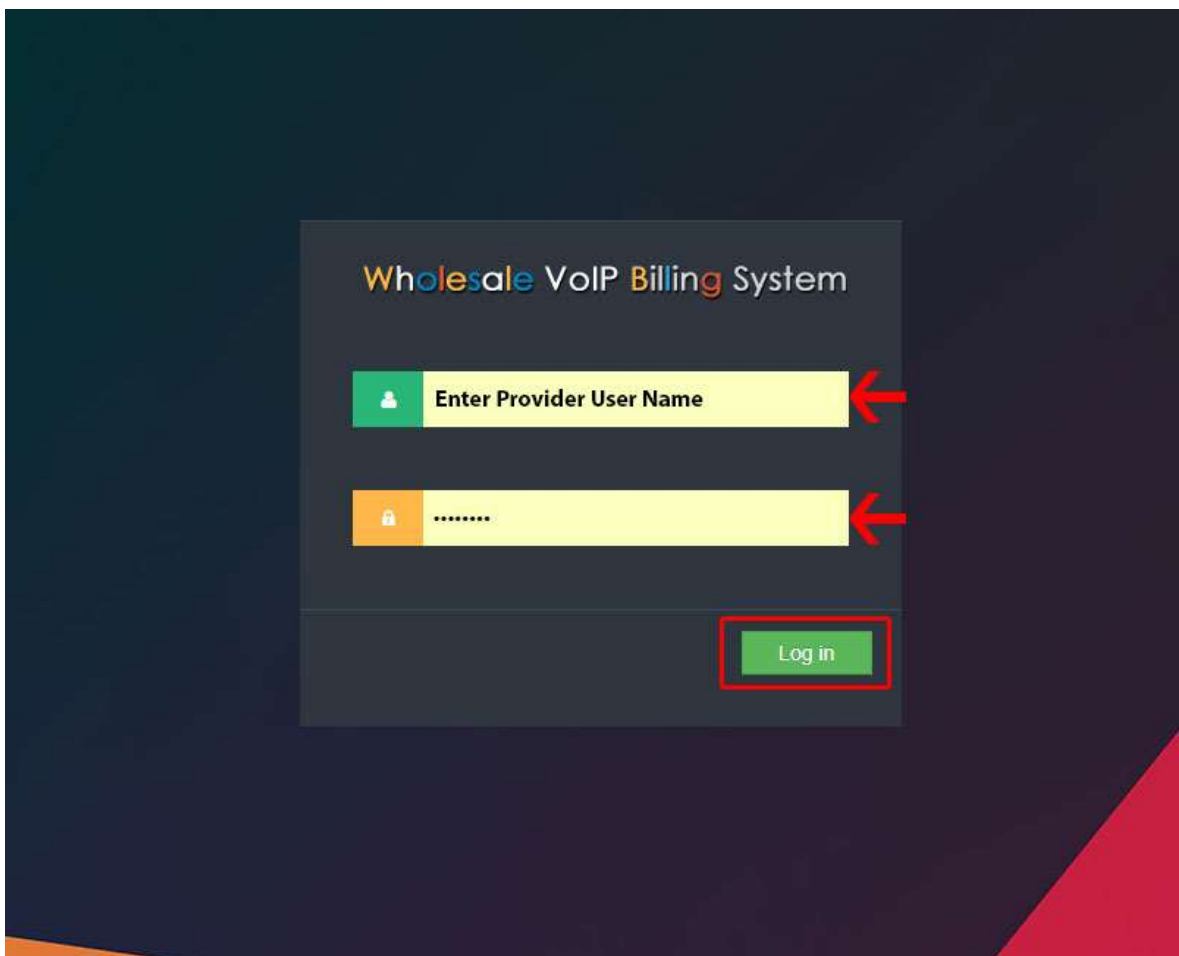
Login on Provider Module

Please visit following URL : <http://adoreinfotech.co.in:9856>

Enter the Provider user name and password in the appropriate box, and click Login button.

User Name : enter the provider user name

Password: enter the provider password



Wholesale VoIP Billing System

Enter Provider User Name

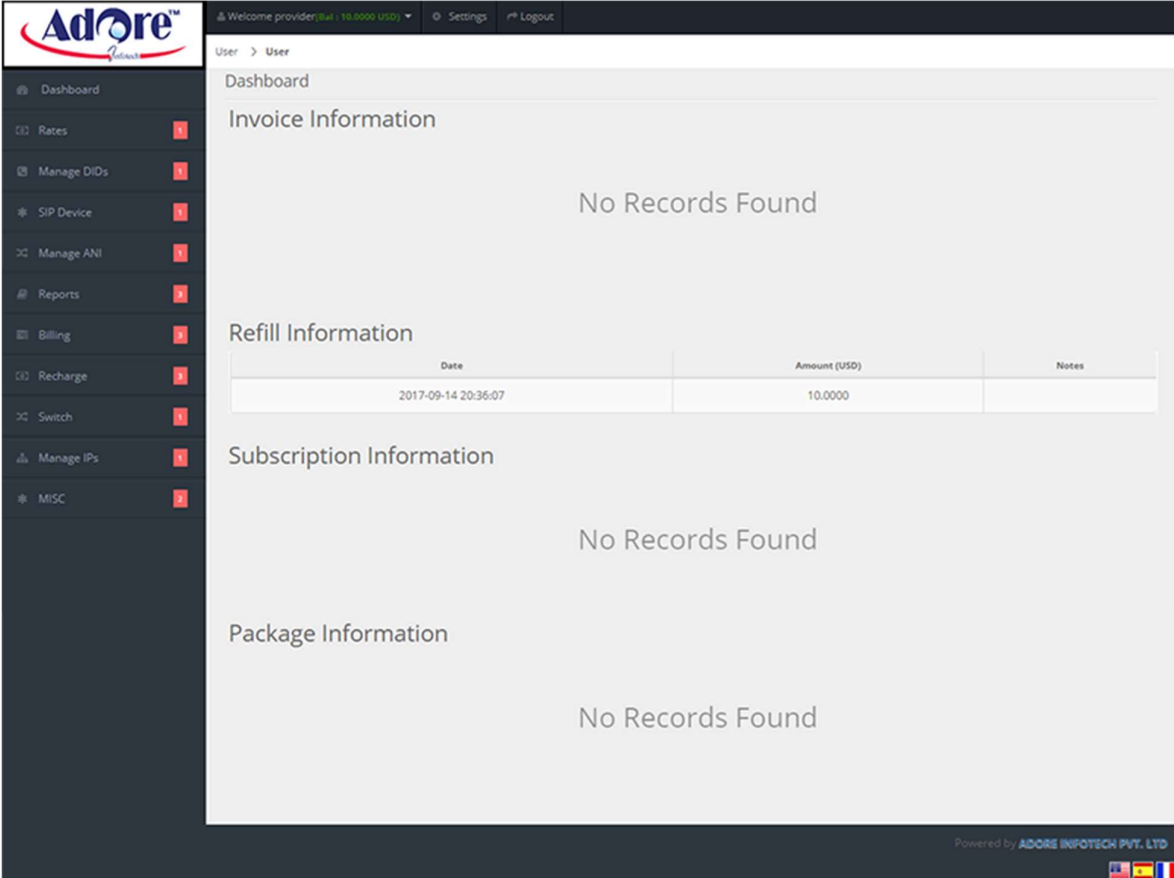
Enter Provider Password

Log in

5.2. Provider Dashboard

Provider Dashboard

Provider can provide routes on the system.



The screenshot displays the Adore Provider Dashboard. The top navigation bar includes the Adore logo, a welcome message for provider 'adul' with a balance of 10,000.00 USD, and links for Settings and Logout. A left sidebar lists various management options: Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Reports, Billing, Recharge, Switch, Manage IPs, and MISC, each with a corresponding icon and a red notification badge. The main content area is titled 'Dashboard' and contains four sections: 'Invoice Information' (No Records Found), 'Refill Information' (a table with one record), 'Subscription Information' (No Records Found), and 'Package Information' (No Records Found). The footer indicates the system is powered by Adore Infotech Pvt. Ltd. and includes flags for India, Spain, and France.

Adore™

Welcome provider(adul : 10,000.00 USD) Settings Logout

User > User

Dashboard

Invoice Information

No Records Found

Refill Information

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10,000.00	

Subscription Information

No Records Found

Package Information

No Records Found

Powered by ADORE INFOTECH PVT. LTD.

5.3. Rates

RATES

My Rates

Go to Rates -> My Rates

Adore™

Welcome provider (10.0000 USD) Settings Logout

User > User

Dashboard

Invoice Information

No Records Found

Refill Information

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Subscription Information

No Records Found

Here you can view rates sheet.

Adore™

Welcome provider (10.0000 USD) Settings Logout

User > User Rates List

My Rates

Search

Export CSV

Code	Destination	Connect Cost(USD)	Included Seconds	Per Minute Cost(USD)
91	India	0.0000	0	0.0200

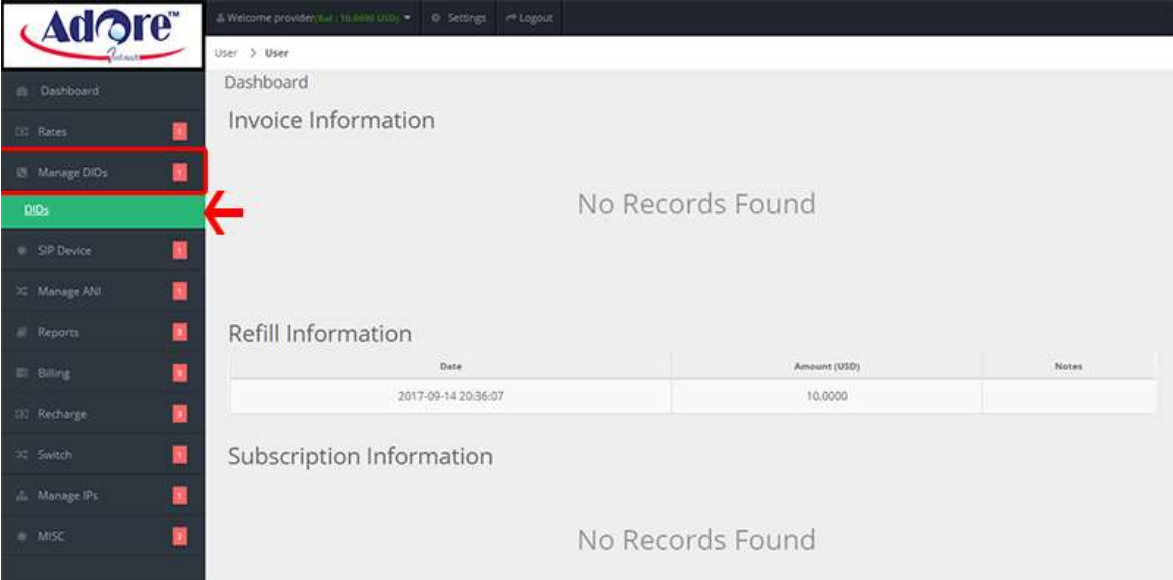
First Previous Page 1 of 1 Next Last 1 - 1 of 1 Records 10 1 - 1 of 1 Records

5.4. Manage DIDs

MANAGE DIDs

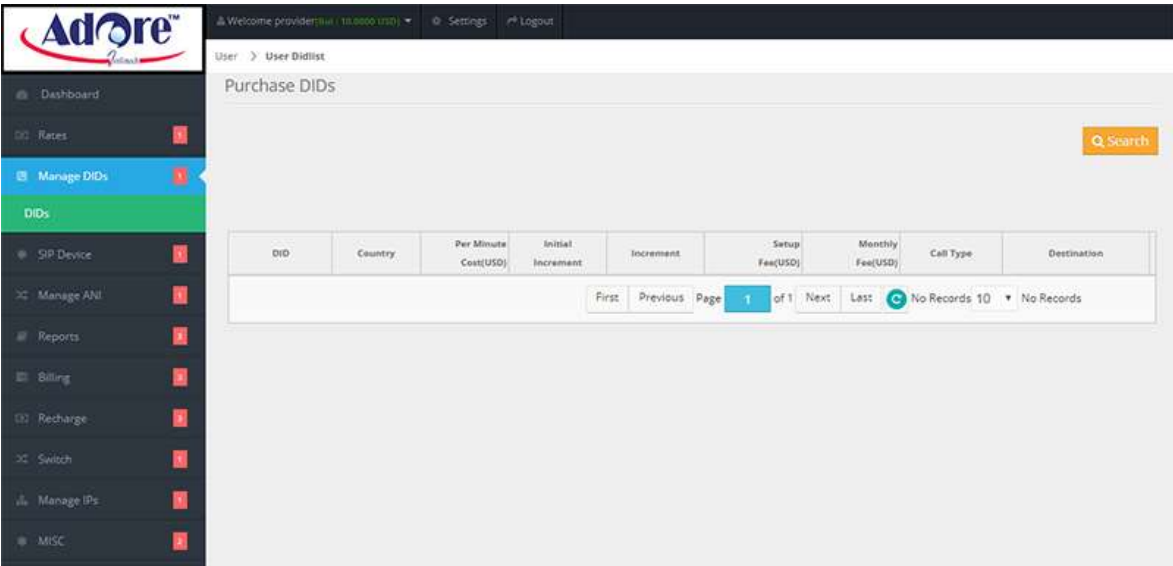
DIDs

Go to Manage DIDs -> DIDs



The screenshot shows the Adore CRM interface. The sidebar on the left contains a list of menu items: Dashboard, Rates, Manage DIDs, DIDs, SIP Device, Manage ANI, Reports, Billing, Recharge, Switch, Manage IPs, and MISC. The 'DIDs' menu item is highlighted in green, and a red arrow points to it. The main content area displays 'No Records Found' for the 'DIDs' section. The top navigation bar includes a welcome message, a balance of 10,000 USD, and links for Settings and Logout.

Here Provider can manage DIDs which Admin will provide.



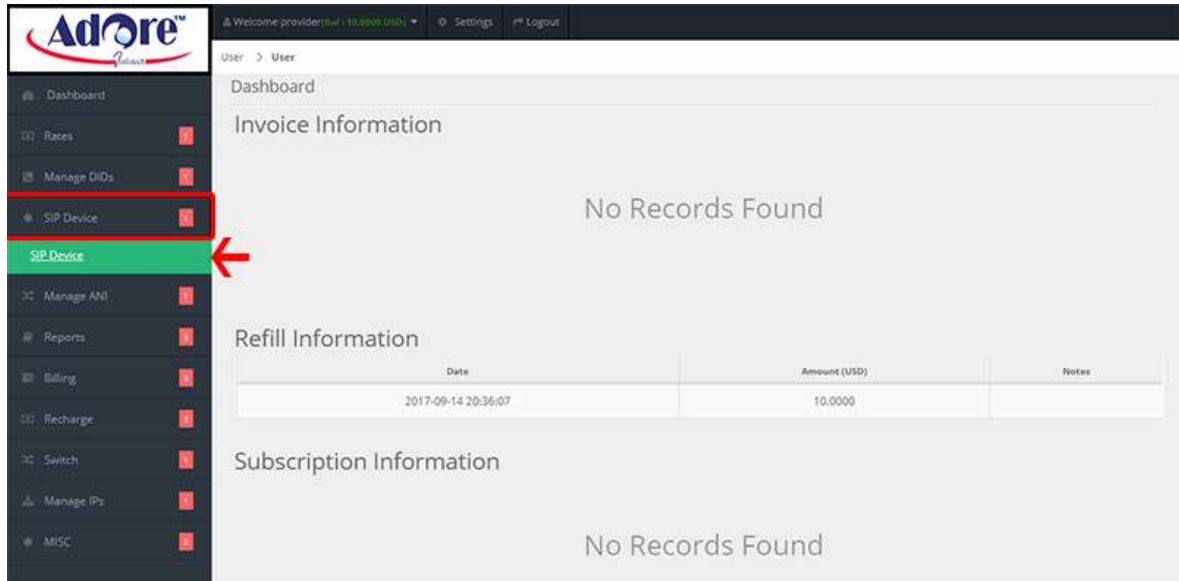
The screenshot shows the Adore CRM interface with the 'Purchase DIDs' section. The sidebar on the left is the same as the previous screenshot, but the 'DIDs' menu item is highlighted in green. The main content area displays a table with the following columns: DID, Country, Per Minute Cost(USD), Initial Increment, Increment, Setup Fee(USD), Monthly Fee(USD), Call Type, and Destination. The table is currently empty, and the pagination shows 'Page 1 of 1'. A search bar is located at the top right of the table.

5.5. SIP Devices

SIP DEVICES

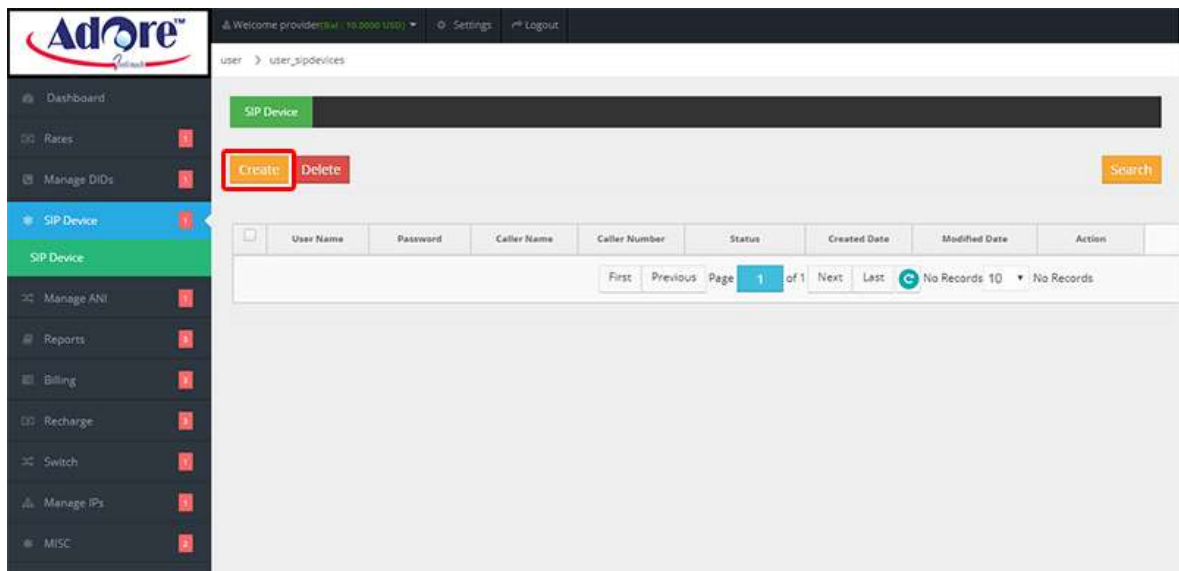
SIP Devices

Go to **SIP Devices** -> **SIP Devices**



The screenshot shows the Adore provider dashboard. The left sidebar contains a list of menu items: Dashboard, Rates, Manage DID's, SIP Device, SIP Device, Manage ANI, Reports, Billing, Recharge, Switch, Manage IPs, and MISC. The 'SIP Device' item is highlighted in green, and a red arrow points to it. The main content area displays 'Invoice Information' with 'No Records Found', 'Refill Information' with a table showing a record for 2017-09-14 20:36:07 with an amount of 10.0000, and 'Subscription Information' with 'No Records Found'.

Here Provider can create accounts for SIP Device. Click on "Create" button for create the account.



The screenshot shows the Adore provider dashboard with the 'SIP Device' menu item selected. The main content area displays a table for managing SIP devices. The table has columns: User Name, Password, Caller Name, Caller Number, Status, Created Date, Modified Date, and Action. The 'Create' button is highlighted in orange. The table shows 'No Records Found'.

On click "**Create**" button following screen will appear.

The screenshot shows the Adore CRM interface. On the left is a sidebar menu with options like Dashboard, Rates, Manage DID's, SIP Device, Manage ANI, Reports, Billing, Recharge, Switch, Manage IPs, and Misc. The main area displays the 'Create SIP Device' form. The form has a title bar and a 'Device Information' section. It includes input fields for Username (9163817320), Password (694fad), Caller Name, and Caller Number. There is a dropdown for Status, currently set to 'Active'. At the bottom of the form are 'Save' and 'Close' buttons. Red arrows point to the Username, Password, Caller Name, Caller Number, and Status fields. The 'Save' button is highlighted with a red box.

Fields Name	Description
Username	Enter user name as per your wish
Password	Enter password as per your wish
Caller Name	Enter caller name as per your wish
Caller Number	Enter Caller number which you want to add
Status	Select status Active or Inactive.

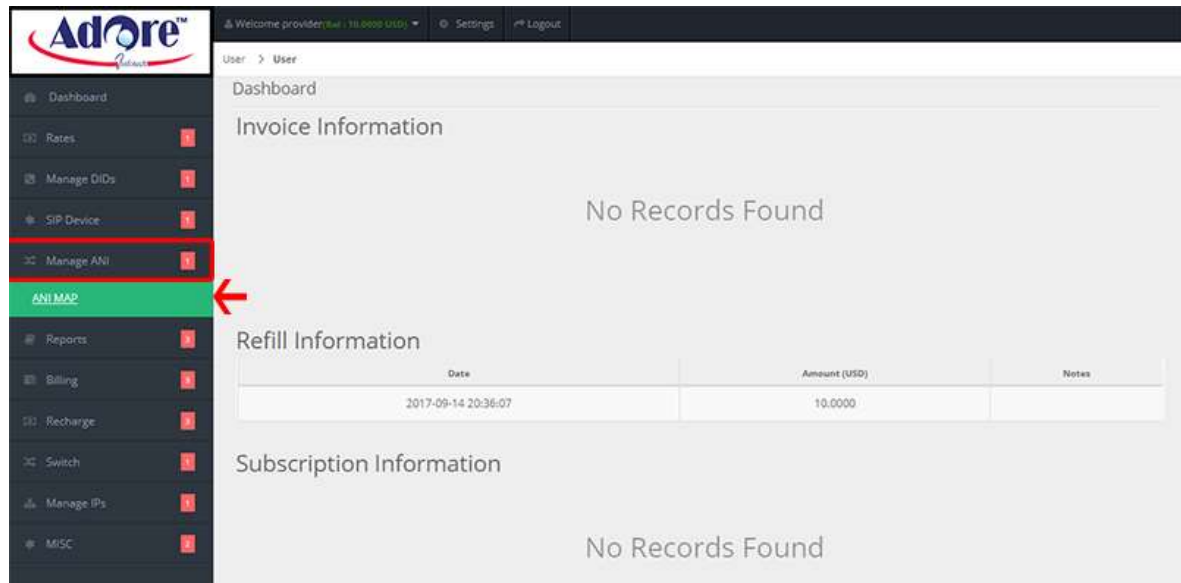
and click "**Save**" button to add SIP device.

5.6. Manage ANI


MANAGE ANI

MAP ANI

Go to **Manage ANI** - > **MAP ANI**



Here Provider can add own number for ANI (Automatic Number Identification) . **ANI (Automatic Number Identification)** is a service that provides the receiver of a telephone call with the number of the calling phone. The method of providing this information is determined by the service provider



Dashboard

Rates

Manage DIDs

SIP Device

Manage ANI

ANI MAP

Reports

Billing

Recharge

Switch

Manage IPs

MISC

Welcome provider (Bal : 18.0000 USD)

Settings

Logout

user > user_animag_list

ANI MAP

Add

Caller ID

Caller ID

Save

Caller ID	Action
First Previous Page 1 of 1 Next Last No Records 10 No Records	

5.7. Billing

BILLING

Invoices

Go to **Billing -> Invoices**

The screenshot shows the Adore Billing dashboard. The left sidebar contains a menu with items: Dashboard, Rates, Manage DID's, SIP Device, Manage ANI, Reports, Billing, Invoices (highlighted in green), Charges History, Subscriptions, Recharge, Switch, and Manage IPs. The main content area is titled 'User > User' and contains three sections: 'Dashboard', 'Invoice Information', and 'Subscription Information'. The 'Invoice Information' section displays 'No Records Found' and a table with one row:

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

. The 'Subscription Information' section also displays 'No Records Found'. A red arrow points to the 'Invoices' menu item in the sidebar.

Here Provider can view invoice.

The screenshot shows the Adore Billing dashboard with the 'Invoices' section selected. The left sidebar is the same as in the previous screenshot. The main content area is titled 'user > user_invoices_list'. It features a tabbed interface with 'Invoices', 'Charges History', and 'Subscriptions'. Below the tabs is a search bar. A table displays the list of invoices with columns: Number, Type, Generated Date, From Date, Due Date, Last Pay Date, Amount(USD), Outstanding Amount (USD), and Action. The table is currently empty, and the pagination shows 'Page 1 of 1' and 'No Records 10'. A red arrow points to the 'Invoices' menu item in the sidebar.

Charges History

Go to **Billing** -> **Charges History**

The screenshot shows the Adore system interface. On the left is a sidebar menu with options: Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Reports, Billing, Invoices, Charges History, Subscriptions, Recharge, Switch, and Manage IPs. The 'Billing' menu item is highlighted with a red box, and a red arrow points to the 'Charges History' item. The main content area is titled 'User > User' and contains three sections: 'Dashboard', 'Invoice Information', and 'Refill Information'. The 'Invoice Information' section displays a table with one record:

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

The 'Subscription Information' section below it shows 'No Records Found'.

Here you can view Charges History billing.

This screenshot shows the 'Charges History' page in the Adore system. The sidebar menu is the same as in the previous image. The main content area has tabs for 'Invoices', 'Charges History', and 'Subscriptions', with 'Charges History' selected. Below the tabs is a search bar and a table with the following columns: Created Date, Invoice Number, Charge Type, Before Balance (USD), Debit (USD), Credit (USD), After Balance (USD), and Description. The table is currently empty. At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a status message 'No Records 10'.

Subscriptions

Go to **Billing** -> **Subscriptions**

- Dashboard
- Rates
- Manage DIDs
- SIP Device
- Manage ANI
- Reports
- Billing**
- Invoices
- Charges History
- Subscriptions
- Recharge
- Switch
- Manage IPs

Welcome provider / 10.0000 USD

Settings Logout

User > User

Dashboard

Invoice Information

No Records Found

Refill Information

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Subscription Information

No Records Found

Here you can view subscriptions which admin provide you.

- Dashboard
- Rates
- Manage DIDs
- SIP Device
- Manage ANI
- Reports
- Billing**
- Invoices
- Charges History
- Subscriptions
- Recharge
- Switch
- Manage IPs

Welcome provider / 10.0000 USD

Settings Logout

User > user_subscriptions

Invoices Charges History Subscriptions

Search

Name	Amount(USD)	Billing Cycle
<div> <div>First</div> <div>Previous</div> <div>Page 1 of 1</div> <div>Next</div> <div>Last</div> <div>No Records 10</div> <div>No Records</div> </div>		

5.8. Reports

REPORTS

Provider Outbound

Go to **Reports -> Provider Outbound**

The screenshot shows the Adore CRM interface. On the left sidebar, the 'Reports' menu item is highlighted with a red box, and a red arrow points to the 'Provider Outbound' sub-item. The main content area displays 'Invoice Information' with a table showing one record: a date of '2017-09-14 20:36:07' and an amount of '10.0000'. Below this, the 'Subscription Information' section also shows 'No Records Found'.

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Here you can see Provider Outbound Report

The screenshot shows the Adore CRM interface with the 'Provider CDRs Report' selected. The left sidebar shows the 'Reports' menu item highlighted with a blue box, and a red arrow points to the 'Provider Outbound' sub-item. The main content area displays 'Provider CDRs Report' with a table showing one record: a date of '2017-09-14 20:36:07', a caller ID of '10.0000', and a cost of '10.0000'. The table has columns for Date, Caller ID, Called Number, Destination, Duration, Cost(USD), and Display. The bottom of the table shows 'Page 1 of 1' and 'No Records 10'.

Date	Caller ID	Called Number	Destination	Duration	Cost(USD)	Display
2017-09-14 20:36:07	10.0000				10.0000	

CDRs Reports

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

The screenshot shows the Adore user interface. On the left is a sidebar menu with options: Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Reports (highlighted with a red box), Provider Outbound, CDRs Reports (highlighted with a green box and a red arrow), Refill Reports, Billing, Recharge, Switch, and Manage IPs. The main content area is titled 'User > User' and contains three sections: 'Dashboard', 'Invoice Information' (showing 'No Records Found'), and 'Refill Information' (showing a table with one record: Date: 2017-09-14 20:36:07, Amount (USD): 10.0000, Notes:). Below this is 'Subscription Information' (showing 'No Records Found').

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Here Provider can view CDR (Call Details Report) Report.

The screenshot shows the Adore user interface with the 'CDRs Reports' section selected. The sidebar menu is the same as in the previous screenshot. The main content area is titled 'User > User Cdrs Report' and contains a 'CDRs' section. It includes an 'Export' button, a search bar, and a table with columns: Date, Caller ID, Called Number, Destination, Duration, Debit(USD), and Disposition. The table is empty. Below the table is a pagination control showing 'Page 1 of 1' and 'No Records'.

Date	Caller ID	Called Number	Destination	Duration	Debit(USD)	Disposition
------	-----------	---------------	-------------	----------	------------	-------------

REFILL REPORTS

Go to **Reports** -> **Refill Reports**

The screenshot shows the Adore dashboard. On the left sidebar, the 'Reports' menu item is highlighted with a red box. A red arrow points from this menu item to the 'Refill Information' table in the main content area. The table has columns for Date, Amount (USD), and Notes. It contains one record: 2017-09-14 20:36:07, 10.0000, and an empty Notes field. Above the table is the text 'No Records Found'. The dashboard also shows 'Invoice Information' and 'Subscription Information' sections, both with 'No Records Found'.

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Here Provider can view his refill report

The screenshot shows the 'User Refill Report' page. The 'Refill Reports' menu item in the sidebar is highlighted with a green box. The main content area displays a table with columns for Date, Amount(USD), Refill By, and Note. A red box highlights the first row of the table: 2017-09-15 08:36:07, 10.0000, Admin, and an empty Note field. Below the table is a pagination bar showing 'Page 1 of 1' and '1 - 1 of 1 Records'.

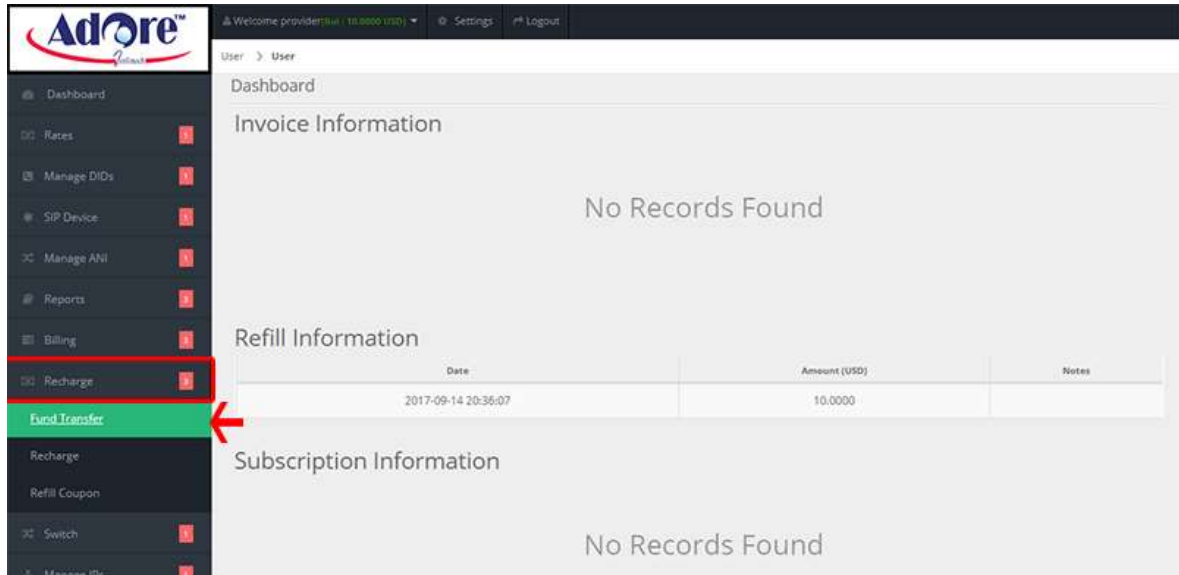
Date	Amount(USD)	Refill By	Note
2017-09-15 08:36:07	10.0000	Admin	

5.9. Recharge

RECHARGE

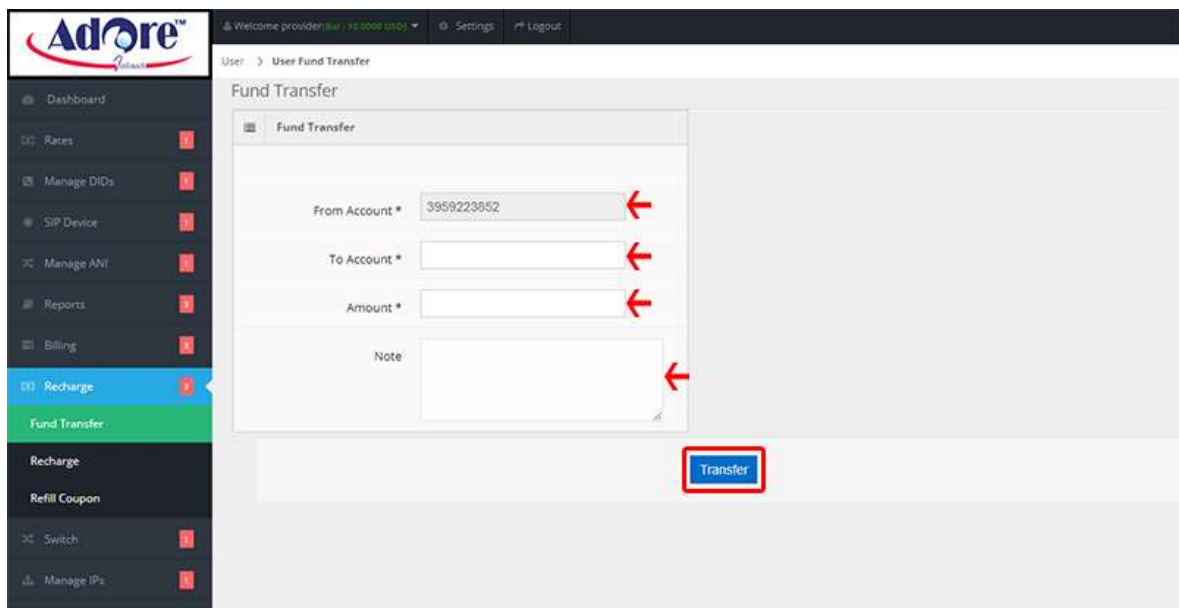
Fund Transfer

Go to **Recharge** -> **Fund Transfer**



The screenshot shows the Adore dashboard. The sidebar on the left contains a list of menu items: Dashboard, Rates, Manage DIDs, SIP Device, Manage ANI, Reports, Billing, Recharge, Fund Transfer, Recharge, Refill Coupon, Switch, and Manage IPs. The 'Fund Transfer' item is highlighted in green, and a red arrow points to it. The main content area displays 'Invoice Information' with 'No Records Found', 'Refill Information' with a table containing one record (Date: 2017-09-14 20:36:07, Amount (USD): 10.0000, Notes:), and 'Subscription Information' with 'No Records Found'.

Here you can transfer amount from your account to another account.



The screenshot shows the 'Fund Transfer' form in the Adore dashboard. The sidebar on the left is the same as the previous screenshot, with 'Fund Transfer' highlighted. The main content area displays the 'Fund Transfer' form with the following fields: 'From Account *' (containing 3959223852), 'To Account *', 'Amount *', and 'Note'. Red arrows point to each of these four fields. A blue 'Transfer' button is located at the bottom right of the form.

Recharge

Go to **Recharge** -> **Recharge**

The screenshot shows the Adore dashboard. The left sidebar contains a list of menu items: Dashboard, Rates, Manage OIDs, SIP Device, Manage ANI, Reports, Billing, Recharge (highlighted with a red box), Fund Transfer, Recharge (highlighted with a green box and a red arrow pointing to it), Refill Coupon, Switch, and Manage IPs. The main content area is titled 'User > User' and contains three sections: 'Dashboard', 'Invoice Information' (with 'No Records Found'), and 'Refill Information' (with a table showing one record: Date: 2017-09-14 20:36:07, Amount (USD): 10.0000, Notes:). Below the 'Refill Information' section is a 'Subscription Information' section with 'No Records Found'.

Here provider can recharge his account by using recharge option

The screenshot shows the Adore dashboard with the 'Recharge' option highlighted in the sidebar. The main content area is titled 'User > User Payment' and contains a 'Recharge' form. The form has the following fields: 'Enter Recharge Amount in USD: 0', 'Tax Rate: (0%): 0', 'Your Amount in USD: 0 USD is equals to 0 USD', and 'Net Payable Amount in USD: 0'. A red box highlights the 'Recharge' button. Below the button are logos for PayPal, MasterCard, VISA, AMEX, and Discover.

Refill Coupon

Go to **Recharge** -> **Refill Coupon**

The screenshot shows the Adore dashboard interface. The left sidebar contains a menu with various options. The 'Refill Coupon' option is highlighted in green, and a red arrow points to it. The main content area displays 'Invoice Information' and 'Refill Information' sections. The 'Refill Information' section shows a table with one record: a date of 2017-09-14 20:36:07 and an amount of 10.0000 USD. The 'Subscription Information' section below it shows 'No Records Found'.

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Here provider can refill account by using coupon

The screenshot shows the 'Refill Coupon List' page in the Adore dashboard. The left sidebar is visible, with 'Refill Coupon' highlighted in green. The main content area has a 'Refill Coupon List' section with a 'Coupon Number' input field and a 'Recharge' button. Below this is a table with columns for 'Coupon Number', 'Description', 'Amount(USD)', 'Created Date', and 'Us'. The table is currently empty, and the pagination shows 'Page 1 of 1' and 'No Records'.

Coupon Number	Description	Amount(USD)	Created Date	Us
---------------	-------------	-------------	--------------	----

5.10. Switch

Switch

Live SIP Trace

Go to **Switch** -> **Live SIP Trace**

The screenshot shows the Adore dashboard interface. The left sidebar contains a menu with items: Dashboard, Rates, Manage DID's, SIP Device, Manage ANI, Reports, Billing, Recharge, Switch, Live SIP Trace, Manage IPs, and MISC. The 'Switch' item is highlighted with a red box, and 'Live SIP Trace' is highlighted with a green box. A red arrow points from 'Live SIP Trace' to the 'Subscription Information' section on the right. The main content area shows 'Invoice Information' with 'No Records Found', 'Refill Information' with a table containing one record, and 'Subscription Information' with 'No Records Found'.

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Here you can view Live SIP Trace Log

The screenshot shows the Adore dashboard interface with the 'Live SIP Trace' section selected. The left sidebar menu is the same as in the previous screenshot. The main content area shows the 'Live SIP Trace' log with a single entry:

```
2017-10-12 03:57:43.163768 [WARNING] sofia_reg.c:1728 SIP auth failure (REGISTER) on sofia profile 'default' for [3000300.222.94.104] from ip 163.172.122.232
```

5.11. Manage IPs

Manage IPs

IP MANAGEMENT

Go to **Manage IPs** -> **IP Management**

The screenshot shows the Adore user interface. On the left sidebar, the 'Manage IPs' menu item is highlighted in green and selected with a red arrow. The main content area displays 'No Records Found' for Invoice Information, Refill Information, and Subscription Information.

To enable IP Based authentication for customer. Define customer IP's in below TAB and system will start accepting calls from defined IPs.

The screenshot shows the Adore user interface with the 'IP Management' tab selected. The 'Create' button is highlighted in orange. The 'IP Settings' form has fields for Name, IP, and Prefix, each with a red arrow pointing to it. The 'Map IP' button is highlighted in green.

5.12. MISC

MISC

Alert Threshold

Go to **MISC** -> **Alert Threshold**

The screenshot shows the Adore CRM interface. On the left is a dark sidebar menu with various options. The 'Alert Threshold' option is highlighted in green, and a red arrow points to it. The main content area is titled 'User > User' and contains three sections: 'Dashboard', 'Invoice Information', and 'Subscription Information'. The 'Invoice Information' section shows a table with one record: a date of '2017-09-14 20:36:07' and an amount of '10.0000'. The 'Subscription Information' section shows 'No Records Found'.

Here you can set alert notification like Low balance alert.

The screenshot shows the 'user_alert_threshold' page in the Adore CRM. The left sidebar menu is visible, with 'MISC' and 'Alert Threshold' highlighted. The main content area has a tabbed interface with 'Alert Threshold' selected. Below the tabs is a form titled 'Low Balance Alert Email'. The form contains three fields: 'Enable Email Alerts?' with a dropdown menu set to 'Yes', 'Low Balance Alert Level' with a numeric input set to '0', and 'Email Address' with a text input field. Red arrows point to each of these three fields. A blue 'Save' button is located at the bottom right of the form.

Speed Dial

Go to MISC -> Speed Dial

The screenshot shows the Adore dashboard interface. On the left sidebar, the 'MISC' menu item is highlighted with a red box, and the 'Speed Dial' option is selected, also highlighted with a red box and a red arrow pointing to it. The main content area displays 'Invoice Information' with 'No Records Found', 'Refill Information' with a table showing one record, and 'Subscription Information' with 'No Records Found'.

Date	Amount (USD)	Notes
2017-09-14 20:36:07	10.0000	

Here you can set Speed Dial as per your wish.

The screenshot shows the 'Speed Dial Configuration' table in the Adore dashboard. The table has columns for 'Speed Dial (#Digits)', 'Extension', and 'Action'. The 'Speed Dial' column contains digits 0 through 6. The 'Action' column contains 'Edit' and 'Delete' buttons. The 'Edit' buttons are highlighted with a red box.

Speed Dial (#Digits)	Extension	Action
0		Edit Delete
1		Edit Delete
2		Edit Delete
3		Edit Delete
4		Edit Delete
5		Edit Delete
6		Edit Delete