

## **Callshop Billing System (CBS) 2.0 Callshop Administrator guide**

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## 1. Preface

This document provides CBS users with the most common examples and guidelines for setting up a Callshop network.

Where to get the latest version of this guide:

The hard copy of this guide is updated at major releases only, and does not always contain the latest material on enhancements occurring between minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product.

You can access the latest copy of this guide at: [www.worldcall.be/documentation/](http://www.worldcall.be/documentation/)

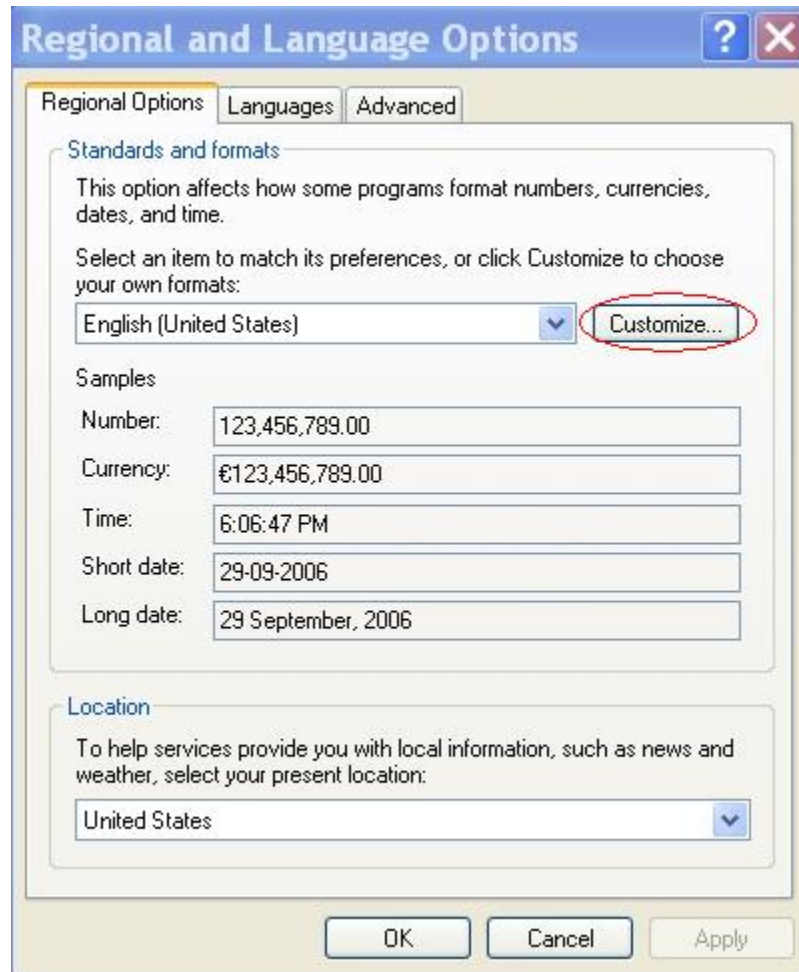
## 2. Hardware and software requirements

- Browser: Internet Explorer 6.0 or higher, Firefox 1.5 / Netscape 7.2 / Mozilla 1.7 or higher
- Macromedia Flash plug-in installed  
[http://fpdownload.macromedia.com/get/flashplayer/current/install\\_flash\\_player.exe](http://fpdownload.macromedia.com/get/flashplayer/current/install_flash_player.exe)
- Any Internet connection to connect to CBS WEB interfaces
- An Internet connection in each point of installation of customer's VoIP equipment (gateways/IP phones/softphones) with upload/download bandwidth of at least 13 Kbps per each VoIP simultaneous call
- Any standard SIP (preferably) or H.323 VoIP equipment for call origination in case of VoIP connection to CBS
- Spreadsheet processor (MS Excel) for effectively processing Tariffs
- Display settings: Minimum screen resolution: 1024 x 768, Color palette: 16 bit color (minimum). This resolution is recommended as the most suitable

### 3. Regional settings and parameters of Administrator's computer to ensure correct operation of Spreadsheet processor

To view downloaded CSV (Comma-Separated Values) files in Windows, please do the following to match CBS's default list separator:

Start -> My Computer -> Control Panel -> Regional Settings and click "Customize" button



### 3.1. Customize Regional Options -> “Numbers” tab

The screenshot shows the 'Customize Regional Options' dialog box with the 'Numbers' tab selected. The 'Sample' section displays 'Positive: 123456789.00' and 'Negative: -123456789.00'. The settings are as follows:

Setting	Value
Decimal symbol:	.
No. of digits after decimal:	2
Digit grouping symbol:	
Digit grouping:	123456789
Negative sign symbol:	-
Negative number format:	-1.1
Display leading zeros:	0.7
List separator:	,
Measurement system:	Metric

Annotations in the image include:

- A red arrow pointing to the decimal symbol dropdown with the text "DOT" symbol.
- A red arrow pointing to the list separator dropdown with the text "Comma" symbol.
- A green arrow pointing to the digit grouping dropdown with the text "Without separators".
- A red arrow pointing to the digit grouping dropdown with the text "Blank or 'space' symbol".

- “Decimal symbol” must be set to “.” (dot symbol)
- “Digit grouping symbol” must be blank (or “space” if your system doesn’t provide you this possibility)
- “Digital grouping” must be without any separator
- “List separator” values must be set as “,” (Comma symbol)

### 3.2. Customize Regional Options -> "Date" tab

Customize Regional Options

Numbers Currency Time Date

Calendar

When a two-digit year is entered, interpret it as a year between:

1930 and 2029

Short date

Short date sample: 2006-10-09

Short date format: yyyy-MM-dd

Date separator: -

Long date

Long date sample: Monday, October 09, 2006

Long date format: dddd, MMMM dd, yyyy

OK Cancel Apply

- Set the short data format like “yyyy-MM-dd”
- Set the date separator like “-“ (the “dash” symbol)
- Set long data format like “dddd, MMMM dd, yyyy”

After configuring these parameters, don't forget to push “Apply” in two levels: both in “Customize Regional Settings” and in “Regional and Language Options”

Now the system is ready to operate correctly with .csv files

#### **4. What's new in CBS 2?**

In the development of CBS 2, the designers took into account the wishes and recommendations of our callshop customers. The new system satisfies all the requirements of callshop administrators and operators and represents one of the most powerful, multifunctional and at the same time user friendly interfaces among similar products presented on the Callshop market.

*CBS 2 release includes several new features and improvements:*

- Possibility to connect any standard SIP or H.323 VoIP equipment to CBS
- Calls “in progress” indication (including called telephone number and counters of call time and call cost)
- Both pre-paid and post-paid call scenarios are supported
- Possibility to block/unblock each booth from operator's interface
- Change calculator on the Operator's interface
- Multi-language user interface (each user can choose his/her preferred language)
- Tariff online editing
- Quick simple preparing and uploading selling tariff on the base of buying one
- Online Available Funds indication
- Powerful NORMAL tariff format as well as simplified EASY and TRIVIAL ones.
- Too short calls filter (“Do not bill calls shorter than” feature)
- Online monitoring of Internet connection conditions
- Indication of reason of unsuccessful calls
- Unpaid calls management
- Possibility to send a report about unsuccessful calls online

## 5. System Overview

The CBS solution is created to help you to easily launch, manage and develop your Telephony and VoIP callshop business. Features included out of the box are automatic invoicing operations, statistic, real time call information and many others. There is no need to install any specific hardware or software to start working with CBS. All you need is a web browser for CBS management and equipment for the customers to call from (gateways, IP phones and even freeware softphones).

*System allows:*

- Both post-paid and pre-paid call scenarios for and users
- Multi-currency billing
- Multi-language interface and supports operations in different time zones
- Connection of any standard SIP or H.323 VoIP equipment customers are calling from.

### 5.1. Callshop Users

CBS provides the callshop business with different user account levels with associated levels of responsibility. Each account type is given different appropriate multiple features on their web interface. Users of accounts of higher responsibility are allowed enter and view the web interface of those at a lower level under their responsibility.

- Callshop Operator. This user is intended to communicate with the end users of a Callshop. Callshop operators are invoicing end users and collecting their money. Operators can access all the data they need to provide a customer with all the information regarding the cost of the call and peak/off-peak price information. This type of user is usually assigned to the person who collects cash from end users. Each Callshop can have multiple operators.
- Callshop Administrator. The Administrator is usually a person who gathers a revenue from a Callshop (callshop owner). He/she can manage operators and change different callshop settings, including outgoing (selling) price-list (Tariff). Administrators can also do everything operators can, except collecting cash from end-user and invoicing end-users. Each Callshop can have multiple administrators.



### **5.2.      *Callshop model description***

The Callshop sells Telephony and VoIP services to its customers (End-users). The number of booths/lines one Callshop can have is limited only by its Internet connection conditions (see. “Hardware and software requirements” section) and by the equipment installed.

*Callshop can:*

- Sell services using any currency to End-users regardless of the currency used by its Reseller
- Use any standard SIP or H.323 VoIP equipment for call origination (even merged)
- Manage its selling Tariff (Upload/Download or modify online)

## 6. Administrator’s User Interface

All Callshop users, including Administrators, use the same single link for their access to WEB-based user interface: <http://callshop.allrelay.com>. The following page will be displayed:



Reseller provides to each Administrator his/her personal User name and Password required for access to the system.

After successful login the following page will be displayed:



### 6.1. Booth Panel

Booth panel is a set of booth buttons which:

- Represents live information about calls “in progress” and calls completed by an end-user (Callshop client) from each booth. The color of booth indicates its current status
- Used by Administrator to access any booth (by clicking on it) to review the detailed information about all completed call attempts, successful calls and their cost

Depending on the call scenario used by the Callshop, the booth panel will appear differently:

Post-paid scenario:

The screenshot displays a list of booths (1-9) with their respective call status and duration. Red lines connect specific UI elements to their descriptions:

- Booth 1: 97714351853 (Destination number of the active call), 6:02 (Current duration of the active call), 1.26 (Current amount of successful calls)
- Booth 2: 0.00 (Booth number)
- Booth 3: 0.00 (Booth number)
- Booth 4: 3236462519 (Destination number of the active call), 7:44 (Current duration of the active call), 0.80 (Current amount of successful calls)
- Booth 5: 0.00 (Booth number)
- Booth 6: 0.00 (Booth number)
- Booth 7: 0.00 (Booth number)
- Booth 8: 0.00 (Booth number)
- Booth 9: 0.06 (Total amount of successful calls)

Pre-paid scenario:

If pre-paid call scenario was activated (see section *Callshop Management*) there is an additional input cell and a “prepay” button on each booth button. Callshop Operator should top up booth account (amount of prepayment should be placed by Operator into input cell of the corresponding booth) to allow callshop clients to make calls from this booth. As soon as total amount of successful calls reaches the value of pre-paid amount (or the current rest of prepaid amount reaches zero) the current call from this booth will be disconnected.

The screenshot displays a list of booths (1-4) with their respective call status, duration, and prepayment details. Red lines connect specific UI elements to their descriptions:

- Booth 1: 98. (The rest of prepaid amount)
- Booth 2: 0. (Current duration of the active call)
- Booth 3: 322465926 (Destination number of the active call), 1:35 (Current duration of the active call), 162. (Current rest of prepaid amount)
- Booth 4: 500 (Amount of prepayment), 0. (Current duration of the active call)

States of the booths could be the following:

*Blocked*



Booth is blocked by either operator or administrator. No calls can be made from the booth until operator or administrator will unblock this booth by clicking on the button “unblock”. The color of the cabin stays grey.

*Call in progress (Yellow color)*



The information about number dialed, current call duration and current total cost of the calls made from this booth is presented on the booth button.

*Good calls. (Green color)*



This indicates that there are successful calls (at least one) completed by client from this booth. Total amount of successful calls is displayed on the booth button.

*Bad calls only (Red color)*



This indicates that all call attempts made by client from this booth at this time have failed for some reason.

6.2. Booth page

The administrator can review the current detailed call information of each booth by clicking on the booth button. The following tab will be displayed:

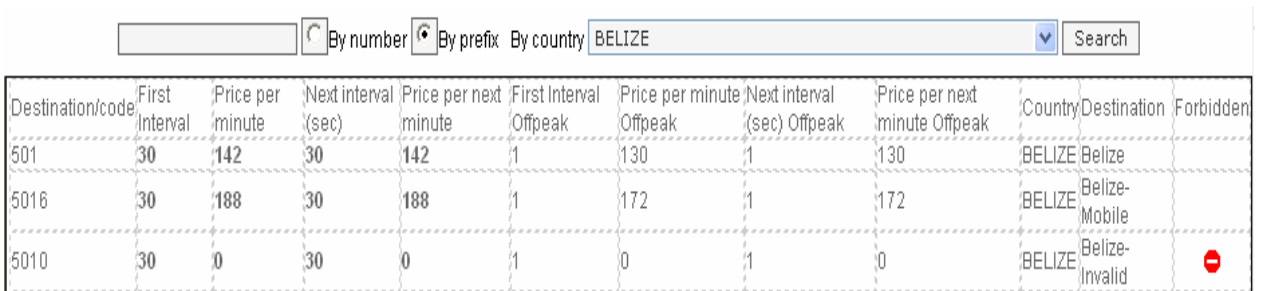


On the top part of the central white screen the booth number is presented.

Under the Yellow line all successful calls details are presented. On the right side of the screen there is a check box for each call made which controls whether the call should be paid for or should be placed to Unpaid Notes.

Under the Red line there are details for all failed calls with the fail reason description.

6.3. Query Price



The filter on the top of the screen allows viewing callshop’s selling rates and billing parameters for each destination. Administrator and Operator are able to review the rate, searching by telephone number, by prefix or by country. If peak/off-peak billing is allowed (see section *Callshop Management*), the actual rate for the current time is marked by bold font.

### 6.4. Invoices

Operator: (all) Booth: (all) From date: 2006-09-28 14:00:00 To date: 2006-09-28 14:30:00 Show

id	Date	Operator	Booth	Payed
13489	2006-09-28 14:03:25	Rite2oper	5	1.08
13491	2006-09-28 14:04:08	Rite2oper	2	0.6
13494	2006-09-28 14:09:57	Rite2oper	6	0.54
13495	2006-09-28 14:10:38	Rite2oper	10	7.99
13500	2006-09-28 14:27:34	Rite2oper	5	2.4
13501	2006-09-28 14:29:06	Rite2oper	8	1.74
<b>Total: 14.35</b>				

This tab allows viewing the list of invoices generated by the callshop. Use from/to date filters to get the list of invoices for the period specified. By default, system shows the invoices generated by all operators at all callshop booths. At the bottom of the tab the total amount of invoices generated for mentioned period will be shown. Use additional filters (by Operator or/and by Booth) if you like to review information concerning a single operator or/and a single booth.

### 6.5. Statistic

Balance 23.3(EUR)  
 Credit Limit 100(EUR)  
 Available Funds 76.7(EUR)

#### Invoices

From date: 2006-09-28 11:31:19 To date: 2006-09-29 11:31:19

Payment method:  Cash  Credit Card

Manage unpaid notes [Click here](#)

Statistic page allows:

- Review the status of Callshop’s current Balance, the value of Credit Limit as well as the total amount of funds, available for calls. This information is either displayed or not displayed for callshop Operators according to the parameter “Display Credit Limit” (see section *Callshop Management*)
- Manage unpaid notes. Unpaid notes are successful calls but not paid to Operator by end-users for some reason. Such calls are not represented in the invoices and not calculated in their Total. All unpaid notes of the callshop can be marked and deleted by Administrator using “Manage unpaid notes” tool

**6.6. Preferences**

Any time Administrator using “Preferences” page can:

- Set E-mail address system will use for notifications and warnings
- Change Password for his/her login to CBS
- Set preferred language from drop-down list “Language” for its CBS user interface
- Set preferred Time Zone

**6.7. Callshop Management**

Present page is assigned to set up basic callshop properties. The properties are divided into the following groups:

*Common properties.* It defines general callshop properties concerned with Interface language, currency, time zone etc.

*Language* - It defines the main Callshop language for system voice messages

*Time zone* - It defines current time zone Callshop works in. Use scrolling to find the corresponding time zone in the list.

*Currency* - It indicates which currency the calls of end-users will be charged in

*Decimal digits* - It defines the rounding of a call charged amount and show up to which decimal places the amount of the call will be rounded (usually corresponds to the number of decimal digits of the *Currency*)

*Company Info* - This section allows specifying invoicing and contact information including company name, company address, contact tel. number, fax number and E-mail. The information mentioned in these fields will be placed on the callshop's invoices.

*Callshop permissions* - This part of menu allows activating or deactivating additional Callshop features and options.

*Show credit limit* - It defines if Operators may see or may not see the information about Callshop's current Balance, Credit Limit and available funds at the *Statistic* page.

*Allow prepaid call scenario* - This version of CBS supports 2 different call scenarios: post-paid and pre-paid models.

- Post-paid scenario allows to users making unlimited calling and pay for this service later. End-user pays the invoice when all calls are finished
- Pre-paid scenario means that user is limited by the amount prepaid to Callshop Operator and he/she is not able to make the calls for more than his /her prepaid amount. The value of prepaid amount should be added in the corresponding booth by operator

To switch between pre-paid and post-paid scenarios you need enable/disable the corresponding check-box.

*Show change calculator* - Present check-box defines if change calculator should be available for Operator.

*Show off-peak* - Enabling of this check-box allows having different rates for peak and off-peak periods (see section *Peak and Off-peak prices*).

NOTE: Do not forget to click on the button "*Submit*" to apply your changes.



## 6.8. User Management

Login	Password	E-mail	Access Levels	Language	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	Operator	English	Add

This page is assigned to generate the access for Callshop's Administrators and Operators as well as to delete those not required. When adding new Operator/Administrator you are able to choose Operator's /Administrator's Interface language from the list of available languages.

## 6.9. Manage Tariffs

The "Manage tariffs" page allows the administrator to modify callshop's selling Tariff.

There are three modes of selling Tariff in the CBS2:

- "Normal". This mode is the most effective as it allows to change rates and other billing parameters for each code of a destination. It requires some experience and knowledge in working with Microsoft Excel.
- "Easy". In order to facilitate the generation of the selling Tariff destinations are grouped by name of destination. Instead of several lines with different codes for one destination like in the "Normal" mode

21391	Algeria-Mobile-Orascom	0,15	Eur
21390	Algeria-Mobile-Orascom	0,15	Eur
2137	Algeria-Mobile-Orascom	0,15	Eur
21392	Algeria-Mobile-Orascom	0,17	Eur
21393	Algeria-Mobile-Orascom	0,15	Eur

there is only one line that includes the name of destination.

Algeria-Mobile-Orascom 0,17 Eur

**NOTE:** If there are different rates for a destination name, the MAXIMAL rate will be taken as the rate for the group.

- “Trivial”. This mode is the simplest and the most comfortable to work with. The destinations with different codes for each country are simply divided in two groups called “Country” and “Country-mobile”. For example, instead of several lines like in the “Easy” mode

Algeria	0.11	Eur
Algeria-Algiers	0.09	Eur
Algeria-Mobile-Mobilis	0.11	Eur
Algeria-Mobile-Orascom	0.15	Eur
Algeria-Mobile-Wataniya	0.09	Eur

in the “Trivial” mode there are only two

Algeria	0,11	Eur
Algeria-Mobile	0.15	Eur

**NOTE:** If there are different rates for one destination name, the MAXIMUM rate will be taken as the rate for the group.

To simplify working with selling Tariff a new option of auto-generation has been applied to the CBS2. It allows the administrator after choosing the percentage of profit, the mode of tariff (“Normal”, “Easy” or “Trivial”) and the minimal selling cost to have his own tariff in 30 seconds. It’s always possible to check the rates after auto-generation and to change them manually if needed.

**Tariff properties**

Don't bill calls shorter than (sec)

Upload selling (outgoing) tariff file   **A**

Regenerate tariff according to paremeters below  **B**

**C** Revenue (%)  mode  **D** minimal selling price  **E**

Modify selling (outgoing) tariff online  **F**

Download buying (incoming) tariff file  **G**

Download selling (outgoing) tariff file  **H**

There are two ways to change selling Tariffs: either by entering information online (F) or by uploading CSV file with rates.

When using file upload (offline) method the administrator can download their current rates in CSV format (H), edit rates by a spreadsheet processor (for ex. MS Excel) and then upload this file back to CBS (A). There is also a possibility to download “buying rates” (G) from the reseller to modify their prices and upload them after as “selling rates”.

With billing parameters (C) and (E) it is very simple to create a new selling Tariff by choosing the percentage of wishful profit and the minimal selling cost. The different modes of tariff generation (D) give the Reseller an opportunity to work out the best business strategy.

**NOTE:** Administrator is able to change the mode of tariff, only if the buying Tariff was already generated. To do it Reseller clicks off in the empty field (B), settle the parameters of a new tariff and click on the button “Submit”. After 30 seconds a new selling tariff will be ready.

### 6.10. Dialing rules

This menu allows to Callshop Administrator setting up specified dialing rules like international and national prefixes in order to reduce the dialing process to usual standards of his/her area.

**Dialing Rules**

Country Code	<input type="text" value="32"/>
Area Code	<input type="text"/>
Prefix for domestic calls, but outside of your area code (e.g. 1, 0)	<input type="text" value="0"/>
International dialing prefix (e.g. 011, 00, 0011)	<input type="text" value="00"/>
Emergency numbers (e.g. 911, 112)	<input type="text"/>

Dialing rules may be also introduced into the callshop’s gateway during the configuration, but CBS2 permit you to avoid this.

By default telephone numbers should be dialed in E.164 format: it means that you send the number without prefixes beginning from the country code. i.e 3221234567

Where:

32 – is the country code (Belgium in our example)

2 - is an area code (Brussels)

1234567 – is the telephone number

But Belgian customers are to be in a habit of make local calls like 021234567 and international calls like 003221234567

In order to provide local customers this usual comfort it's possible to describe these rules, indicating country code, local and international call prefixes.

NOTE: Currently this feature is available only for SIP connected Callshops.

### **6.11. Exit from Administrator's user interface (Logout)**

To quit your Administrator's user interface click on "logout" button on the right top corner of the window before closing browser window.



## **7. Tariff and Dialplan**

### **7.1. Destinations, rates and tariffs**

Destinations, rates and tariffs are the essential parameters which define how a call should be billed. The call is billed according to the destination number (Called-Station-Id, or CLD, or DNIS).

### **7.2. Destinations**

Destinations are a list of all possible phone number prefixes to be used in your system. You generally need a new phone prefix when you have a new service area for calls which are to be treated differently than others.

For example, if you like to provide calls to Belgium, you should add destination 32 to your Tariff. Later, if you plan to charge calls to Brussels differently than calls to the rest of Belgium, you might need to add another destination with the phone number prefix 322. All of your prefixes must be defined in the E.164 format (starting with the country code without international and long distance prefixes).

It is virtually impossible to have an "ultimate" destination list that would contain all prefixes for the entire world. First of all, it is quite difficult to gather and maintain such information. Second, and even more important, is the fact that having "all possible" prefixes would not offer us any real benefits, and would only make rate maintenance more difficult. We recommend that you follow a list of destinations provided by your supplier.

### 7.3. Rates

A rate is a combination of billing parameters for a specific destination. For example, you can specify that calls to 32 are charged 0.09 USD/min during peak time and 0.07 USD/min during off-peak time e.t.c.

### 7.4. Tariffs

A tariff is a complete set of rates for your customers. Thus it should include every possible destination to which you want to let him call.

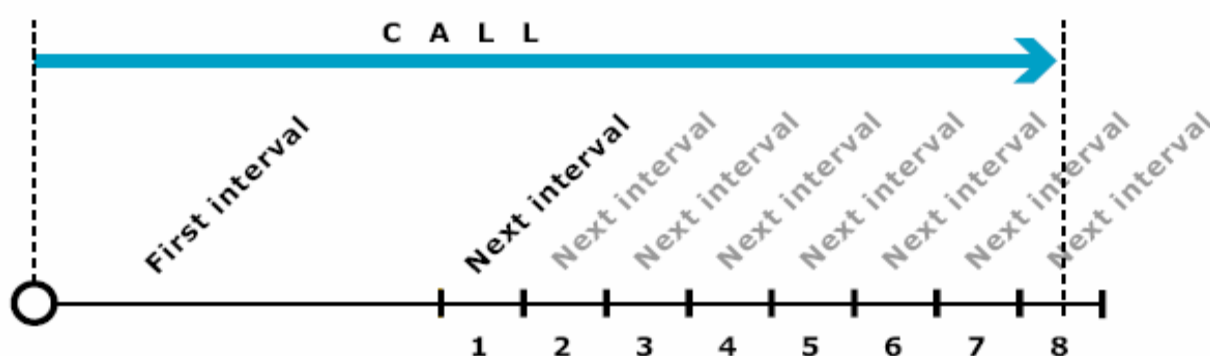
It may be that the tariff will contain some prefixes that are part of more generic ones (for example, you will have a rate for the 32 prefix and for the 322 prefix). In this case, the longest prefix match takes priority. If a destination is not included in the tariff, the customer will not be authorized to call this destination.

### 7.5. Peak and Off-peak prices

Peak and off-peak prices

It is possible to have two different sets of prices – for peak and off-peak time. By default, everything is considered to be peak time. A call will be billed the off-peak rate only if it begins and ends within the off-peak period. For example, if the off-peak period covers the time from 8 pm until 8 am, and the call started at 7:50 am and lasted for 13 minutes, it will be billed at the peak rate.

### 7.6. Charging calls



The figure above demonstrates how calls are charged. All calls shorter than the *First interval* will be rounded to First interval seconds. Calls longer than *First interval* will be rounded up to multiple Next interval seconds. The call illustrated in the figure above will be charged using the following formula:

Amount\_Charged = (First\_Interval \* Price\_First/60 + 8 \* Next\_Interval \* Price\_N/60)

Parameters such as First interval, Next interval, Price First and Price Next can be specified per destination.

Attention: The billing unit may be any length, but price must always be entered on a per-minute basis. This allows better operations with tariffs, for example, comparing two tariffs with different billing intervals or entering rates into the system from an external source.

### Example

CBS Administrators are mostly concerned about getting revenue. Revenue can be collected through difference between incoming (buy) and outgoing (sell) tariffs. Tariff is a pricelist that contains prices (rates, tariff records) and other billing parameters for different telephony destinations. For example a rate that contains the following information:

Destination code: 322

First Interval: 30

Price per minute: 1.36

Next interval: 6

Price per next minute: 1.00

Country: BELGIUM

Destination: Belgium-Brussels

Forbidden: NO

This means that this rate is configured for prefix (Destination code) 322, so calls that match this rate, for example a call with CLD 3224659262, will use this rates billing parameters.

First interval and Next interval define billing increments for the call in seconds. Usually 60/60, 60/30, 30/6 and 1/1 values are used.

Price per minute and price per next minute define the cost of the call, in accordance to billing increments.

Let us examine billing increments usage schemes in CBS using the above rate example:

If a call was established for 25 seconds: call will be billed for 30 seconds of the call, because the first billing increment is 30 seconds. User will pay 0.68 units for the call, because the first interval price is 1.36 and user was billed for 1/2 minutes

Call lasted 32 seconds: call will be billed for 36 seconds, because first interval is fully covered, and next one is partially covered. Call will be billed for  $1/2 \times 1.36 = 0.68$  for the first interval, and  $6/60 \times 1.0 = 0.1$  units for next interval . The total cost of the call will be 0.78 units

Call lasted 61 second: call will be billed for 66 seconds. 30 seconds of the first interval will cost  $1/2 \times 1.36 = 0.68$  and 6 next intervals  $6 \times 6/60 \times 1.0 = 0.6$  units. The total cost of the call will be 1.28 units

### 7.7. Tariff management

There are two different ways of tariff modification: either to make the correction online or to upload the rates in CSV format.

#### 7.7.1. Online tariff modification in the modes “Easy” and “Trivial”

After clicking on the link “Modify buying tariff online” on the page “Tariff properties” the Tariff editor will open a new window in the Internet browser.

Destination/code	Buying price / per min (USD)	Selling price / per min (USD)	
afghanistan	0.3071	0.45	93
afghanistan-mobile	0.3149	0.46	937, 9370, 9371,...
albania	0.1106	0.19	3554, 355
albania-mobile	0.3459	0.51	35568, 35569
algeria	0.1491	0.22	21321, 213

NOTE: Uploading of the Tariff editor could take some time. It depends on the Internet connection.

There’s an alphabetical index on the top of page. After clicking on a letter the reseller will see a list of countries which starts from this letter.

In cells (A) and (B) the value of first and next billing intervals (in seconds) may be changed. By default it is set as 60sec (1min).

To simplify the tariff modification the system shows the buying price for each destination in the same currency as the selling price. If the rate currencies are different, the conversation will be done automatically at the current rate.

In the selling price column the system shows the prices that were already generated by default. The selling price (C) is rounded up to “Decimal digits” value from the “Callshop Properties” page. The codes for destinations are shown in the column D.

When all changes are made, click on the button “Submit”.

If option “Show off-peak” is chosen on the “Tariff properties” page, the online price editor will show two prices like it is shown below

Tariff editor

A B C D E F G H I J K L M N O P Q R S T U V W Y Z

First Interval:(sec)  Next interval (sec):

	Destination/code	Buying price / per min	Selling price / per min (USD)	Selling price / per min Offpeak (USD)	
	afghanistan	0.3071	<input type="text" value="0.45"/>	<input type="text" value="0.45"/>	93
	afghanistan-mobile	0.3149	<input type="text" value="0.46"/>	<input type="text" value="0.46"/>	937, 9370, 9371,...
	albania	0.1106	<input type="text" value="0.19"/>	<input type="text" value="0.19"/>	3554, 355
	albania-mobile	0.3459	<input type="text" value="0.51"/>	<input type="text" value="0.51"/>	35568, 35569
	algeria	0.1491	<input type="text" value="0.22"/>	<input type="text" value="0.22"/>	21321, 213

**7.8. Online tariff modification in the mode “Normal”**

It’s possible to make on-line changes in mode “Normal” too. After clicking on the link “Modify buying tariff online” the following table will appear in the Internet browser.

By number  By prefix  By country

Name:cbs-25033-Jupiter

Edit	Destination/code	First Interval	Price per minute	Next interval (sec)	Price per next minute	Country	Destination	Forbidden
Edit	93	30	0.5	30	0.5	AFGHANISTAN	Afghanistan	
<input checked="" type="button" value="Edit"/> B	930	30	27.	30	27.	AFGHANISTAN	Afghanistan	<input checked="" type="checkbox"/>
Edit	9370	30	0.43956	30	0.43956	AFGHANISTAN	Afghanistan-Mobile	
Edit	9371	30	0.43956	30	0.43956	AFGHANISTAN	Afghanistan-Mobile	
Edit	9372	30	0.43956	30	0.43956	AFGHANISTAN	Afghanistan-Mobile	
Edit	9379	30	0.43956	30	0.43956	AFGHANISTAN	Afghanistan-Mobile-Roshan	
<input type="button" value="ADD"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			<input type="checkbox"/> Forbidden

In the mode “Normal” to change the price code it’s necessary to first choose a country and click the link “Edit”. This work should be done attentively. That’s why it’s recommended to use Microsoft Excel.



**7.9. Tariff file format in the modes “Easy” and “Trivial”**

When the tariff file is downloaded and opened with a spreadsheet processor (i.e. Microsoft Excel) it looks like this:

	A	B	C	D
1	Name	Currency	First Interval	Next Interval
2	cbs-12345-main_callshop_321	EUR	60	60
3	Description	Price	Off-peak Price	
4	afghanistan	0.26	0.26	
5	afghanistan-mobile	0.26	0.26	
6	albania	0.10	0.10	
7	albania-mobile	0.29	0.29	
8	algeria	0.12	0.12	
9	algeria-mobile	0.16	0.16	
10	american samoa	0.10	0.10	

It’s possible to make any changes needed in the cells C2 and D2 (value of billing intervals) and in the columns B and C (destination’s prices).

Don’t forget to save your completed tariff in the .csv format! CBS2 doesn’t accept .xls format.

**7.10. Tariff file format in the mode “Normal”**

When the tariff file is downloaded and opened with a spreadsheet processor (i.e. Microsoft Excel) it looks like this:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Name	Currency	Descr	Short	Off-Peak	Description											
2	cbs-3-Jupiter	USD	tariff for callshop Jupiter users														
3																	
4	Off-peak Peri	Destinati	Free :	Post	Login Fe	Connect Fee											
5	startstop: hr{19-7} , wd	0	0	0	0												
6																	
7	Destination	Destinati	Coun	Descr	First Interval	Next Interval	First Price	Next Price	Off-peak First Interval	Off-peak Next Interval	Off-peak First Price	Off-peak Next Price	Forbidden	Hidden	Discontinued	Effective From	Formula
8	93	AFGH	Afgh:		30	30	0.4356	0.4356	30	30	0.3993	0.3993	N	N	N	immediat	MIN=5 SE
9	930	AFGH	Afgh:		30	30	27	27	30	30	24.75	24.75	Y	N	N	immediat	MIN=5 SE
10	9370	AFGH	Afgh:		30	30	0.4396	0.4396	30	30	0.40293	0.40293	N	N	N	immediat	MIN=5 SE
11	9371	AFGH	Afgh:		30	30	0.4396	0.4396	30	30	0.40293	0.40293	N	N	N	immediat	MIN=5 SE
12	9372	AFGH	Afgh:		30	30	0.4396	0.4396	30	30	0.40293	0.40293	N	N	N	immediat	MIN=5 SE
13	9379	AFGH	Afgh:		30	30	0.4396	0.4396	30	30	0.40293	0.40293	N	N	N	immediat	MIN=5 SE
14	355	ALBA	Albar		30	30	0.16	0.16	30	30	0.14669	0.14669	N	N	N	immediat	MIN=5 SE
15	3550	ALBA	Albar		30	30	27	27	30	30	24.75	24.75	Y	N	N	immediat	MIN=5 SE
16	35538	ALBA	Albar		30	30	0.3053	0.3053	30	30	0.27984	0.27984	N	N	N	immediat	MIN=5 SE
17	3554	ALBA	Albar		30	30	0.0952	0.0952	30	30	0.08729	0.08729	N	N	N	immediat	MIN=5 SE

There are two major parts:

- in rows 1-6 are main pricelist parameters such us pricelist name (cell A2) and the prices currency (B2)

- In rows 8 onwards are rates

The most important columns are:

- A - Destination (Destination prefix)
- E - First Interval (First billing unit in seconds)
- F - Next Interval (Next billing unit in seconds)
- G - First Price (Per minute price for first interval)
- H - Next Price (Per minute price for next interval)
- I - Off-peak First Interval (First billing unit in seconds for off-peak time)
- J - Off-peak Next Interval (Next billing unit in seconds for off-peak time)
- K - Off-peak First Price (Per minute price for first interval in off-peak time)
- L - Off-peak Next Price (Per minute price for next interval in off-peak time)
- M - Forbidden (This means that no calls are authorized for this particular destination). Value is Y or N
- N - Hidden. Value is Y or N
- O - Discontinued (Note that marking a rate as discontinued takes effect immediately; you cannot discontinue a rate sometime in the future). Value is Y or N
- P - Effective From (Exact time when the rate becomes effective. Put there "immediately" to make the rate effective immediately)

Less important columns:

- B - Destination Group
- C - Country
- D - Description
- Q - Formula

Taking the information about charging calls rules from previous paragraph into consideration, it's very easy now to prepare the tariff with all necessary parameters.

Some easy rules to follow preparing new tariff:

- Don't touch data in rows 1-7 without strict necessity. CBS2 system always gives you the correct price list and normally you don't need to change something
- Don't add columns between A and Q. You can do all necessary calculations during tariff editing in columns right of column Q. Just don't forget to delete them afterwards
- Columns M, N and O have to contain values "Y" or "N" and cannot be empty
- Columns P and Q have to contain data too. The standard values are "immediate" and "MIN=5|SEQ=int1x1xprice1&intNxNxpriceN" accordingly
- Don't forget to save your completed tariff in the .csv format! CBS2 doesn't accept .xls files format

## 8. Booth management and configuration of callshop VoIP equipment

The administrator has no possibility to create booths, to connect and configurate the callshop VoIP equipment. The administrator has to ask this service from the reseller.

## 9. Resolution of known faults

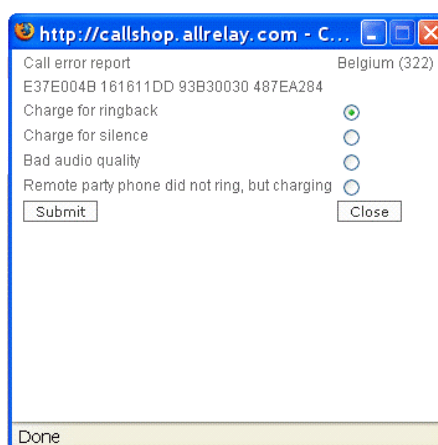
### 9.1. Too short calls

Unfortunately this is a common problem: for some destinations your vendor will report the call as connected even if connection was not established well. So, even if no one picks up the phone, such calls will still be considered successful by your system, with a duration (for example) of 3 seconds, and the customer will be charged for them – which will probably lead to disputes and arguments. In order to avoid these problems, you can set “Do not bill calls shorter than” parameter in the “Manage tariffs” -> “Tariff properties” menu. You can specify that too short calls be disregarded. So, if you set the “Do not bill calls shorter than” parameter to 10, and if a call lasts less than 10 seconds, it will not be billed at all. However, if the call was made for 10 or more seconds, it will be charged for the full call duration.

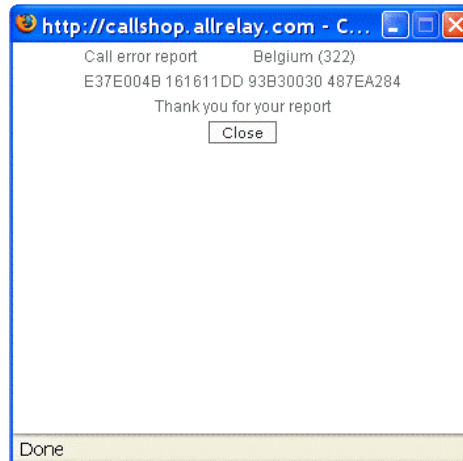
### 9.2. Reporting of unsuccessful calls

In order to ameliorate the service and simplify the work of operators and administrators the automatic reporting has been applied to CBS.

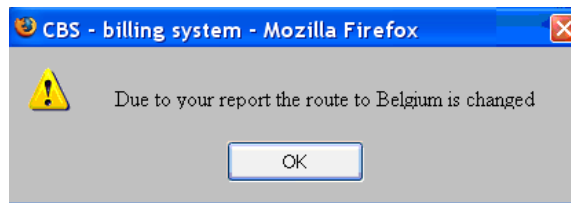
After clicking on the button , another window will appear on the screen.



The operator or administrator has to tick off the definition to specify the reason of complaint of an unsuccessful call and click on the “Submit” button to send the report to technical support service.



According to these reports the route could be changed. The administrator (operator) will be informed by the following notification:



### 9.3. Cancelling of hung calls

In rare cases either because of bad Internet connection or because of incorrect equipment configuration it can happen so that in spite of hanging up a call is not considered to be finished and the booth stays yellow. In such kind of situation Operator or Administrator must click on the link “Clear” of this call like it is shown in the picture



Note: The click on the “Clear” link wouldn’t lead neither to disconnection of a real call no to change or clear of the call cost. It serves just for the re-synchronization of the local WEB interface with central CBS system, lost by reason of bad/instable Internet condition.

Note: if that action didn't make any effect, but you're sure that the conversation from the booth is terminated - it means there is a problem with configuration of equipment in the callshop. In this case the administrator must contact their reseller to fix the configuration as soon as possible.