

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

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**Table of contents**

1. Preface .....3

2. Hardware and software requirements .....3

3. Regional settings and parameters of Reseller's computer to ensure correct operation of Spreadsheet processor.....4

    3.1. Customize Regional Options -> "Numbers" tab .....5

    3.2. Customize Regional Options -> "Date" tab .....6

4. What's new in CBS 2? .....7

5. System Overview.....8

    5.1. Callshop Users.....8

    5.2. Reseller model description .....9

    5.3. Callshop model description.....9

6. Reseller's user interface .....10

    6.1. Add Callshop.....11

    6.2. My Callshops.....12

    6.3. Refund Callshop.....13

    6.4. Manage Tariffs .....13

    6.5. Preferences .....15

    6.6. Exit from Reseller's user interface (Logout).....16

7. Booth management and equipment configuration.....17

    7.1. SIP .....17

    7.2. H.323 .....18

    7.3. PSTN .....18

8. Tariff and Dialplan .....19

    8.1. Destinations, rates and tariffs .....19

    8.2. Destinations .....19

    8.3. Rates .....19

    8.4. Tariffs .....19

    8.5. Peak and Off-peak prices .....20

    8.6. Charging calls.....20

    8.7. Tariff management .....22

        8.7.1. Online tariff modification in the modes "Easy" and "Trivial" .....22

        8.7.2. Online tariff modification in the "Easy" mode .....23

        8.7.3. Tariff file format in the modes "Easy" and "Trivial" .....24

        8.7.4. Tariff file format in the mode "Normal" .....24

9. Resolution of known faults.....26

    9.1. Too short calls .....26

    9.2. Reporting of unsuccessful calls.....26

    9.3. Cancelling of hung calls.....27

## **1. Preface**

This document provides CBS users with the most common examples and guidelines for setting up a Callshop network. The last section of the document answers the most frequent questions users ask after running CBS for the first time.

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/)

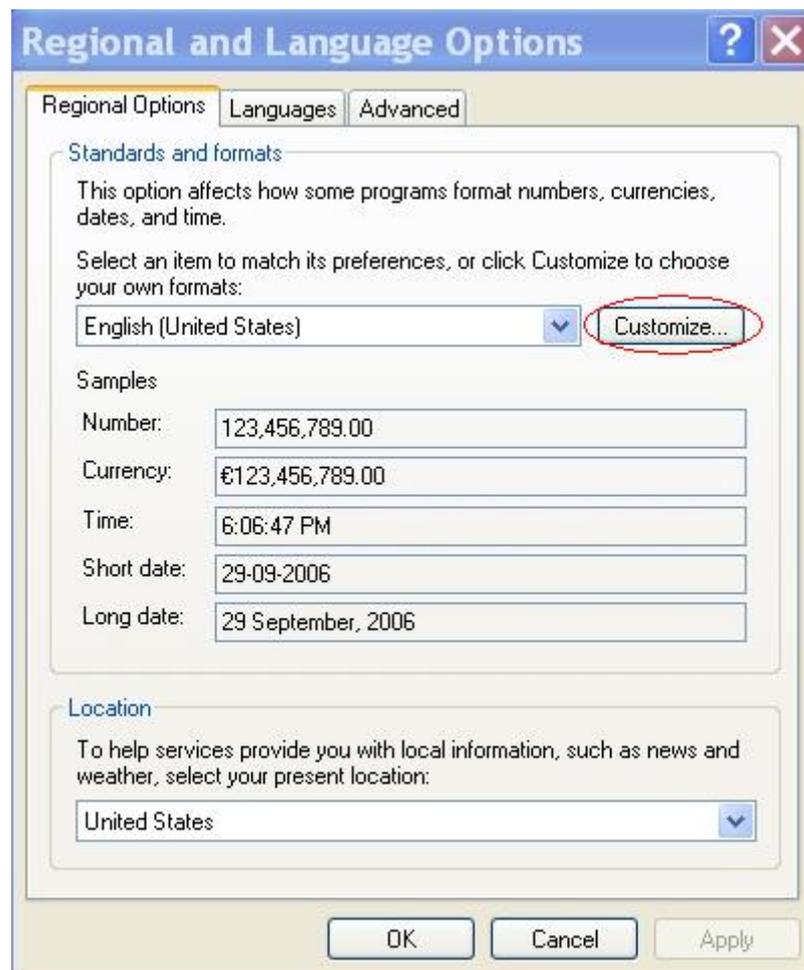
## **2. Hardware and software requirements**

- Browser: Internet Explorer 6.0 or higher, Firefox 1.5 / Netscape 7.2 / Mozilla 1.7 or higher with Macromedia Flash plug-in installed
- 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
- Spreadsheet processor (MS Excel) for effectively processing Tariffs
- Display settings: Minimum screen resolution: 1024 x 768, Color palette: 16 bit color (minimum)

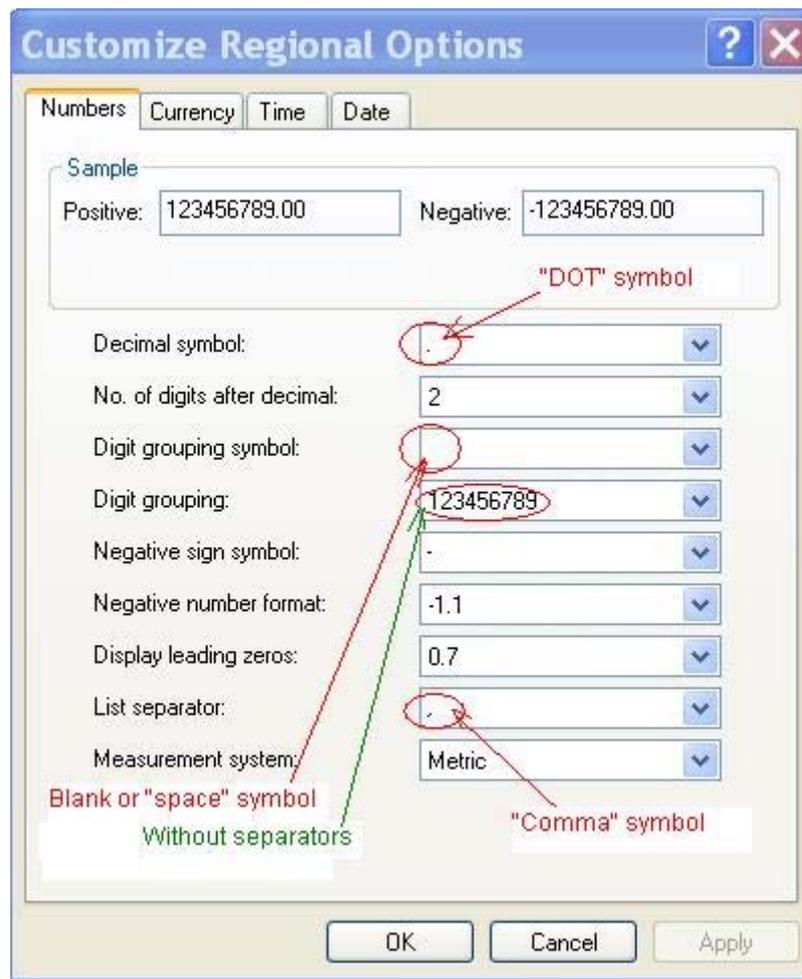
### 3. Regional settings and parameters of Reseller's computer to ensure correct operation of Spreadsheet processor

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



- “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

The screenshot shows the 'Customize Regional Options' dialog box with the 'Date' tab selected. The 'Calendar' section has a range from 1930 to 2029. The 'Short date' section shows a sample '2006-10-09', a format of 'yyyy-MM-dd', and a separator of '-'. The 'Long date' section shows a sample 'Monday, October 09, 2006' and a format of 'dddd, MMMM dd, yyyy'. Red circles highlight the 'Short date format', 'Date separator', and 'Long date format' fields.

- 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 or 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 on-line editing
- Quick simple preparing and uploading selling tariff on the base of buying one
- Possibility to Create and Manage Callshops on one's own from CBS user interface
- Callshop status monitoring, credit control and refunding from CBS user interface
- New powerful Tariff format
- 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

## 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 reseller billing model, 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 – everyone can charge his customers using his preferred currency
- Multi-language interface and supports operations in different time zones for every user
- Connection of any standard SIP or H.323 VoIP equipment customers are calling from as well as classic PSTN customers in some European areas

### 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 is able to have multiple operators
- **Callshop Administrator.** The Administrator is usually a person who gathers 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

- Callshop Resellers. The main revenue of this type of users is made by their customers (Callshops). Callshop Resellers find people ready to go with callshop business, provide them VoIP equipment and connect them to CBS. Resellers have all the control over callshops as Administrators do. Each Reseller entity has only one single user login in CBS. Resellers are the customers of a Service Provider whose services they resell

### **5.2. Reseller model description**

Callshop Reseller sells Telephony, VoIP services and equipment to a number of its customers (Callshops). Reseller is responsible for creating/deleting and managing his Callshops.

Reseller can:

- Have unlimited number of Callshops
- Have different types of Callshops (SIP and H.323) connected at the same time
- Sell services using any currency to each his Callshops regardless of the currency used by his Service Provider
- Change selling Tariff attached to any Callshop
- Manage any of its selling Tariffs (Upload/Download or modify online)

### **5.3. 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. Reseller's user interface

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

The image shows a login form titled "CBS2 Login". It contains two input fields: "User name" and "Password". Below these fields is a button labeled "Identification".

Service Provider provides to each Reseller its personal User name and Password required for access to the system.

After successful login the following page will be displayed:

The screenshot shows the dashboard after a successful login. At the top left, there is a clock showing the date "26/09/2006" and the time "17:05:45". At the top right, it says "Logged in as: planetelecom (Callshop reseller)" with a "Logout" button. Below this is a navigation bar with the text "Logged in as: planetelecom -> RS: planetelecom" and five menu items: "Add callshop", "My Callshops", "Refund Callshop", "Manage Tariffs", and "Preferences". The main content area displays the message "Welcome to Callshop billing system".

### 6.1. Add Callshop

There are two ways to add new Callshop to CBS:

- Link an existing old customer in PortaBilling as CBS Callshop (migration)
- Create new Callshop

Add callshop

Name

Number of booths

Type

Tariff

Choose Customer

Currency for callshop customers

Here is step-by-step instruction how to add new Callshop linking an existing old customer:

- At the page “Add Callshop” using drop-down menu “Choose Customer” select an existing customer you like to link
- Set the name of this Callshop in the “Name” field
- Set the number of booths/lines in the “Number of booths” field
- Using drop-down menu “Type” select the type of callshop connection (SIP, H.323 or PSTN)
- Using drop-down menu “Currency for callshop customers” select the currency Callshop will sell its services
- Click the button “Add”

**NOTE:** The current Balance of an existing customer linked and Credit Limit applied to it remain unchanged as the result of this operation

**NOTE:** No login and password for Callshop Administrator is generated as the result of this operation. They must be configured separately in “User management page” of this Callshop

Here is step-by-step instruction how to create new Callshop:

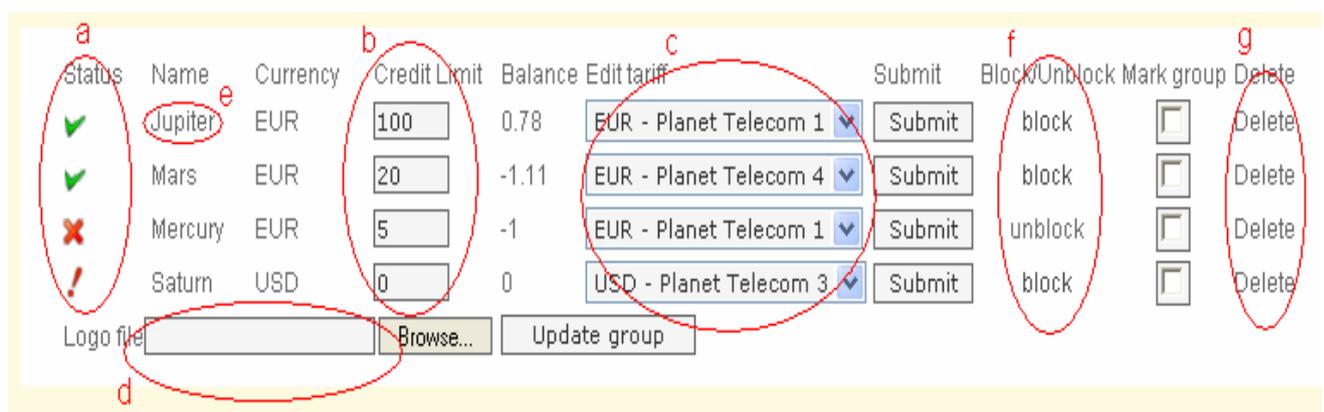
- At the page “Add Callshop” using drop-down menu “Choose Callshop” select “Create new one...”
- Set the name of this Callshop in the “Name” field
- Set the number of booths/lines in the “Number of booths” field

- Using drop-down menu “Type” select the type of callshop connection (SIP, H.323 or PSTN)
- Using drop-down menu “Tariff” select an existing Tariff you like to use for charging new Callshop for calls
- Using drop-down menu “Currency for callshop customers” select the currency Callshop will sell its services
- Click the button “Add”

**NOTE:** as the result of this operation CBS creates new Callshop with the zero opening Balance and Credit Limit applied. In order for a newly created Callshop to be able to make calls, it should be refunded in “Refund Callshop” page (in case of pre-payment from Callshop) or its Credit Limit should be changed in “My Callshops” page (in case of giving credit to Callshop)

**NOTE:** No login and password for Callshop Administrator is generated as the result of this operation. They must be configured separately in “User management page” of this Callshop

### 6.2. My Callshops



At any time, by using “My Callshops” page, the Reseller can access each of its Callshops to:

- Check the status (normal/operational: ✓, blocked: ✗, Credit exceeded: !)
- Set/Update Credit Limit
- Change Tariff attached
- Upload Reseller’s custom logo to the marked group of Callshops. This logo is displayed on administrator’s and operator’s interfaces of the callshops. Logo must be a JPEG file under 1MB
- Enter to Callshop Administrator’s interface (from the name of its virtual Administrator) clicking at the Callshop’s name

- Block/Unblock Callshop
- Delete

### **6.3. Refund Callshop**

Callshop credit control:

Callshops are billed by Reseller according to the credit model. Their balance reflects the amount they owe Reseller; thus it starts from a certain value (typically 0) and goes up with each call made, or down with each refund (payment from Callshop). If the Callshop’s balance reaches the maximum credit amount (Credit Limit), no further calls for this Callshop will be authorized.

Callshops can be easily refunded by Reseller in “Refund Callshop” page by choosing Callshop in drop-down menu “Callshop”, setting “Amount” (usually equal to the sum of payment received from Callshop) and clicking the button “Refund”.



### **6.4. Manage Tariffs**

The “Manage tariffs” page allows Reseller to modify existing Tariffs (products) and create new ones.

There are three modes of selling Tariffs 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	0,15	Eur

21393                                      Algeria-Mobile-Orascom                      0,15    Eur

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

Algeria-Mobile-Orascom                      0,15    Eur

**NOTE:** If there are different rates for a destination name, the MAXIMUM 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 Reseller 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 it’s needed.

**Tariff properties**

Don't bill calls shorter than (sec)

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

Regenerate tariff according to parameters 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**

The “Manage tariffs” page allows the Reseller to modify existing Tariffs (products) and create new ones. There are two ways to generate selling Tariffs: either by entering information online (F) or by uploading CSV file with rates.

When using file upload (offline) method the Reseller 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 Service Provider 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:** Reseller 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.

By using the parameters (I), (J) and (K) Reseller have the possibility to define the begging and the end of off-peak periods during working days and the weekend.

## 6.5. Preferences

Any time Reseller using “Preferences” page can:

- Set E-mail address system will use for notifications and warnings
- Change Password for its login to CBS

- Set preferred language from drop-down list “Language” for its CBS user interface
- Set preferred Time Zone

Username:	planettelecom
E-Mail:	<input type="text" value="planet@hotmail.com"/>
Password:	<input type="password"/>
Password(Once More):	<input type="password"/>
Language:	<input type="text" value="English"/>
Time Zone:	<input type="text" value="Europe/Paris"/>
	<input type="button" value="Submit"/>

### **6.6. Exit from Reseller’s user interface (Logout)**

To quit your Reseller’s user interface click on “logout” button on the right top corner of the window before closing browser window.



## 7. Booth management and equipment configuration

At the moment of Callshop creation CBS automatically generates the ordered number of booths. At any time, the Reseller is able to delete any booths not required as well as add new ones by clicking “Add another booth button” at the “Booth Management” page of the appropriate Callshop.

The appearance of the “Booth management” page depends on the callshop type and is slightly different for SIP, H323 or PSTN ones. The tab at this page represents all the information needed for equipment configuration. The number and name of configuration parameters for each booth depend on the callshop type and the following:

### 7.1. SIP

- a) Account ID - booth sip login/username
- b) SIP password - booth sip password
- c) SIP Proxy - IP address of SIP Proxy server

Booth	Account ID	Sip Proxy <sup>c</sup>	SIP password	Booth blocked	Booth registered <sup>d</sup>	Registration status <sup>e</sup>	Action
1	8780101611	87.238.224.44	57702	OK	YES	sip:8780101611@217.112.183.82:5060	Delete
2	8780101612	87.238.224.44	82906	OK	YES	sip:8780101612@217.112.183.82:5060	Delete
3	8780101613	87.238.224.44	44243	OK	YES	sip:8780101613@217.112.183.82:5060	Delete
4	8780101614	87.238.224.44	12281	OK	YES	sip:8780101614@217.112.183.82:5064	Delete

Add another booth

**NOTE:** Additional fields “Booth registered” (d) and “Registration status” (e) shows the current connection (registration) status of booth’s SIP User Agents and can be used for monitoring and troubleshooting. This service is available only for SIP connected equipment.

7.2. H.323

A - Account ID - CLI (ANI) - virtual line telephone number attached to the appropriate port of customer's VoIP gateway

B - H.323 Gateway – IP address, which customer's VoIP gateway must send calls to

Booth	Account ID	h323 gateway	h323 password	Booth blocked	Action
1	a 87801013691	b 87.238.224.14	87801013691	OK	Delete
2	87801013692	87.238.224.14	87801013692	OK	Delete
3	87801013693	87.238.224.14	87801013693	OK	Delete
4	87801013694	87.238.224.14	87801013694	OK	Delete

Add another booth

7.3. PSTN

Account ID - CLI (ANI) - must be configured manually (usually equal to the real PSTN line telephone number)

Booth	Account ID	Password	Booth blocked	Action
1	4242342423	4242342423	OK	Change Delete
2	4242342424	4242342424	OK	Change Delete
3	4242342425	4242342425	OK	Change Delete
4	4242342488	4242342488	OK	Change Delete
5	4242342499	4242342499	OK	Change Delete

Add another booth

**NOTE:** PSTN callshop scenario is available in very limited country numbers. Service Provider can give Reseller more detailed information concerning the possibility to collect calls in Reseller's area via CS/CPS services.

## 8. Tariff and Dialplan

### 8.1. *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)

### 8.2. *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.

### 8.3. *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.

### 8.4. *Tariffs*

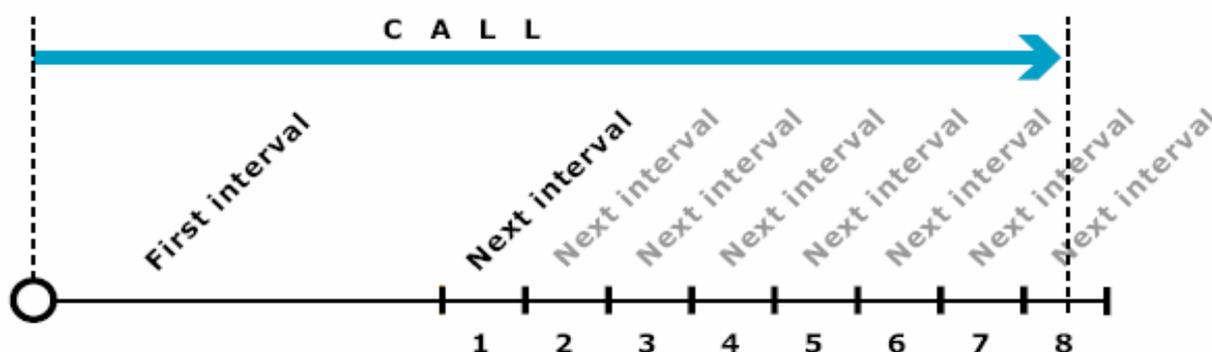
A tariff is a complete set of rates for your customers. Thus it should include every possible destination to which you want to let him call.

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.

**8.5. 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.

**8.6. 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:

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

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 Resellers 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 (see): 6
- Price per next minute: 1.00
- Country: BELGIUM
- Destination: Belgium-Brussels
- Forbidden: NO

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

### 8.7. Tariff management

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

#### 8.7.1. 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.

The screenshot shows the 'Tariff editor' interface. At the top, there is an alphabetical index from A to Z. Below it, there are two input fields: 'First Interval:(sec)' with the value '60' (labeled A) and 'Next interval (sec):' with the value '60' (labeled B). A 'Submit' button is to the right. Below these fields is a table with the following data:

	Destination/code	Buying price / per min (USD)	Selling price / per min (USD)	
	afghanistan	0.3071	0.45 (labeled C)	93 (labeled D)
	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)		60	Next interval (sec):		60	Submit
	Destination/code	Buying price / per min	Selling price / per min (USD)	Selling price / per min Offpeak (USD)		
	afghanistan	0.3071	0.45	0.45	93	
	afghanistan-mobile	0.3149	0.46	0.46	937, 9370, 9371,...	
	albania	0.1106	0.19	0.19	3554, 355	
	albania-mobile	0.3459	0.51	0.51	35568, 35569	
	algeria	0.1491	0.22	0.22	21321, 213	

### 8.7.2. Online tariff modification in the “Easy” mode

It’s always possible to make changes after the tariff generation in any mode. After clicking on the link “Modify buying tariff online” on the page “Tariff properties” the following table will appear in 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	
<b>Edit</b>	930	30	27	30	27	AFGHANISTAN	Afghanistan	
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	
ADD	<input type="text"/>			<input type="checkbox"/> Forbidden				

In the mode “Normal” to change the price code it’s necessary 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.

### 8.7.3. 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.

### 8.7.4. 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

## 9. Resolution of known faults

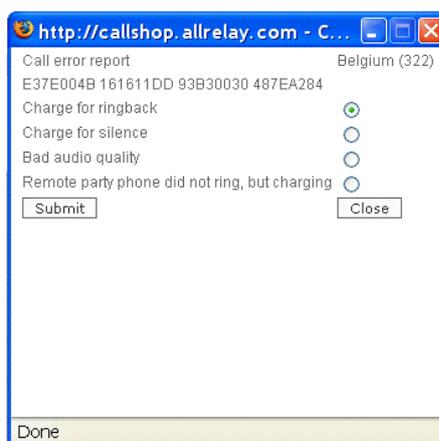
### 9.1. Too short calls

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.



http://callshop.allrelay.com - C...

Call error report Belgium (322)

E37E004B 161611DD 93B30030 487EA284

Charge for ringback

Charge for silence

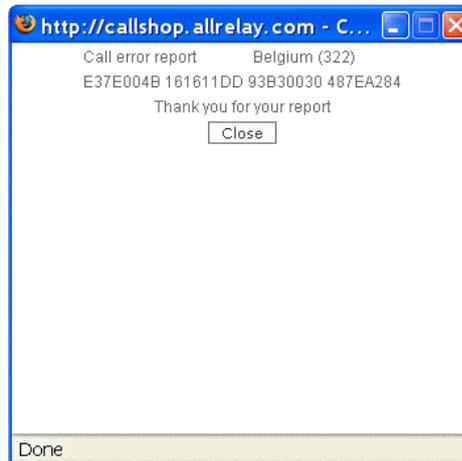
Bad audio quality

Remote party phone did not ring, but charging

Submit Close

Done

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 reseller should verify the equipment configuration.

Please refer also to the "Guide for configuration of equipment" on the Worldcall's website [www.worldcall.be/documentation](http://www.worldcall.be/documentation).