

Callshop Billing System (CBS) 2.0 Callshop Operator guide

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1. Preface

This document provides CBS operator with the most common explications, examples and guidelines for working with CBS2 interface.

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/

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
- Any Internet connection to connect to CBS WEB interfaces
- Display settings: Minimum screen resolution: 1024 x 768, Color palette: 16 bit color (minimum)

3. 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:

- 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 (managed by Callshop Administrator)
- Possibility to block/unblock each booth from operator's interface
- Change calculator on the Operator's interface
- Multi-language operator's interface (each operator can choose his/her preferred language)
- Online Available Funds indication
- Online monitoring of Internet connection conditions
- Indication of reason of unsuccessful calls
- Unpaid calls registration
- Possibility to send a report about unsuccessful calls online

4. User Interface

All Operators 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 the password field is a button labeled "Identification".

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

After successful login the following page will be displayed:



The image shows the main dashboard of the Callshop Billing System. At the top left, there is a clock showing the date 22/04/2008 and time 10:59:29. Next to it is a connection status indicator showing "19-87.239.524.110 Connection status: OK". In the center, there is a "LOGO Picture" placeholder. On the right, there is a "Logout" button and a message "Logged in as: op_4 (operator)". Below the header, there is a navigation bar with buttons for "Query Price", "Invoices", "Preferences", and "Callshop Management". The main content area displays a welcome message: "Welcome to Callshop billing system" and "Great News: New feature for callshop operators, pressing [icon] allows operator to report problem with a destination immediately to service provider". At the bottom, there is a copyright notice: "Copyright 2001-2007 CBS billing system. All rights reserved." On the left side, there is a "Booth Panel" with 12 rows, each containing a booth number (1-12) and a status indicator (all showing "block 0.00").

4.1. Booth Panel

Booth panel is a set of booth buttons on the left screen side 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 Operator to access any booth (by clicking on it) for review the detailed information about all completed call attempts, successful calls, their cost and invoicing end-users

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

Post-paid scenario:

The screenshot shows a list of 9 booths. Each booth entry includes a booth number, a 'block' button, a destination number, and a current amount. Red lines connect specific elements to text labels on the right:

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

Pre-paid scenario:

If pre-paid call scenario was activated by the Administrator there is an additional input cell and a “prepay” button on each booth button. 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 shows a list of 4 booths. Each booth entry includes a booth number, a prepayment input field, a 'prepay' button, a 'block' button, a destination number, and a current rest of prepaid amount. Red lines connect specific elements to text labels on the right:

- Booth 1: 98 (The rest of prepaid amount)
- Booth 2: 0 (Current rest of prepaid amount)
- 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 rest of prepaid amount)

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.

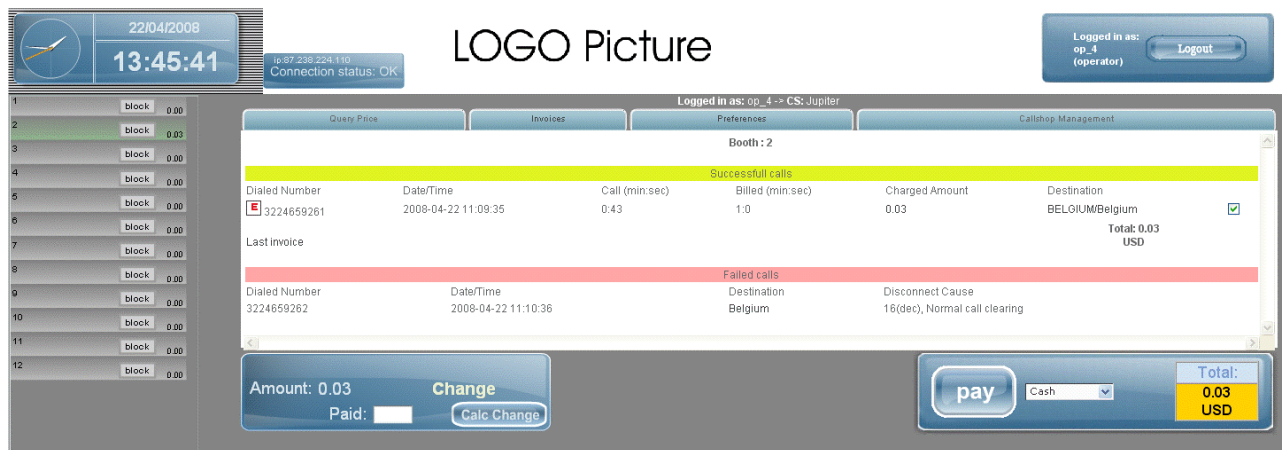
Bad calls only (Red color)



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

4.2. Booth page

Operator 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.

On the left side of the central white screen near the dialed number there is a button **E**. This option will allow Operator to send details of unsuccessful calls direct to technical support (for example disconnected call, broken or garbled voice and so on). For more details please see paragraph 4.6.

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

On the bottom part of the screen there are two blue boxes which the Operator uses for invoicing the end-users: “Pay” and “Change Calculator”.

4.3. Pay calls.

When an end-user leaves a booth and goes to the Operator in order to pay for the service or to receive change (depends on pre-paid/post-paid call scenario), the Operator has to:

- Verify that all successful calls from this booth are correctly checked/unchecked. Default status is checked (to pay)
- Choose correctly the payment method “by cash” or “by credit card” from the pick-down menu on the “Pay” box. The default value is “by cash”

- Push the “Pay” button

When the Pay button is clicked:

- All calls will disappear from the booth tab and arrive to new generated Invoice or Unpaid Notes list (not paid by an end-user ones)
- Change calculator box will disappear
- The booth state on the booth panel will be reset to the grey status

4.4. Unpaid calls

If for some reason, the customer declines to pay the billed call, the operator is able to uncheck the box of this call before clicking the Pay button. In this case this unpaid call erases from the booth but arrives not to the Invoice but to the Unpaid Notes. The Unpaid Notes list is invisible for the operator and can be accessed only by Callshop Administrator.

4.5. Change calculator

In the **prepaid** callshop scenario change calculator box never appears, the amount of change is shown directly into the booth tab:

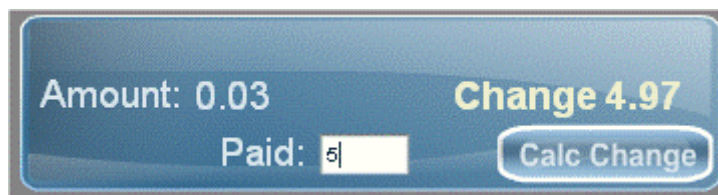


In the **postpaid** callshop scenario change calculator box appears when there is at least one successful call in the booth:



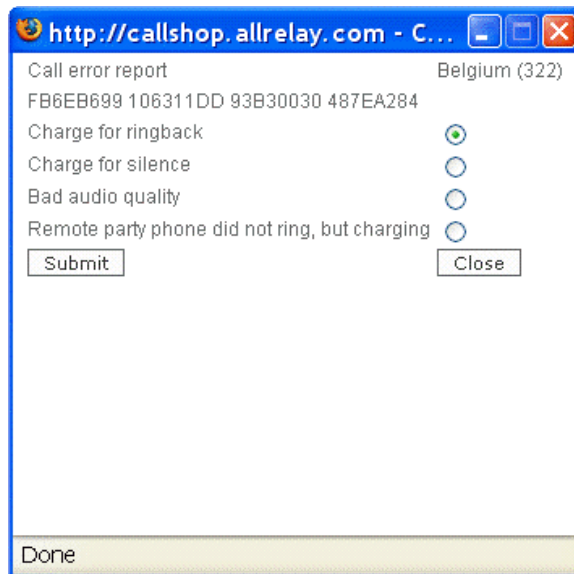
Using this tool Operator can easily calculate the amount of change he/she has to pay back to an end-user.

Operator has only to introduce the total amount received from end-user and click on the “Calculate Change” button. The result will be shown immediately.

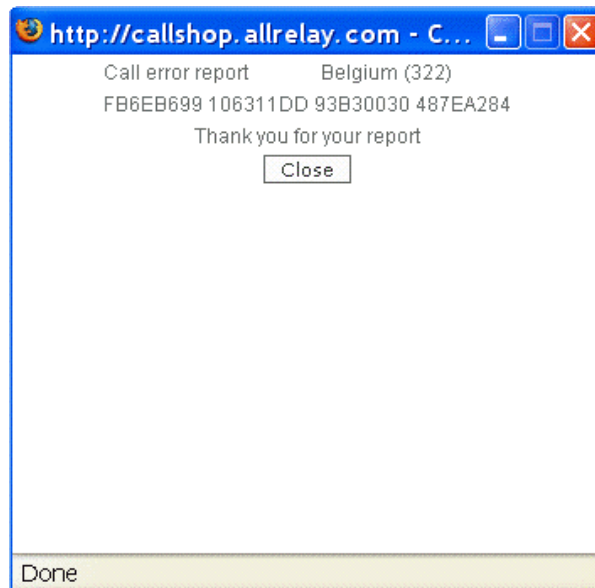


4.6. Reporting of unsuccessful calls.

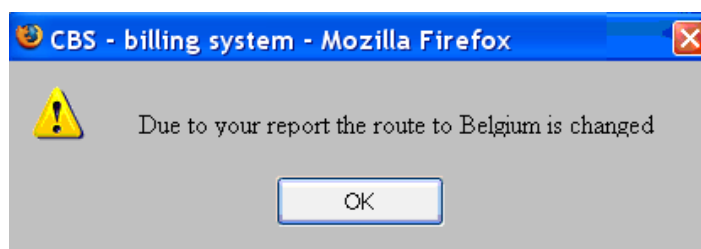
After clicking on the button , another window will appear on the screen.



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



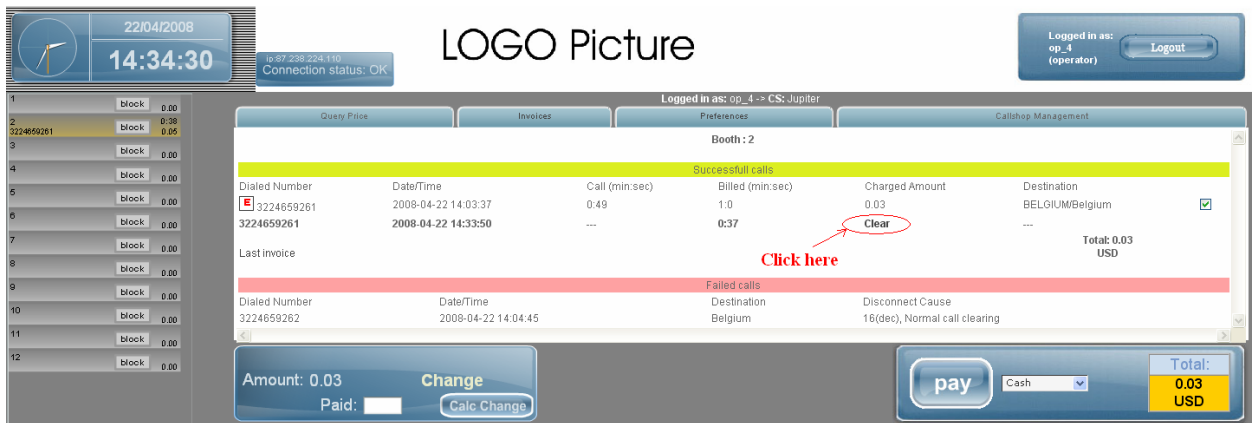
According to these reports the route may be changed. Operator will be informed by the following notification:



4.7. 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.

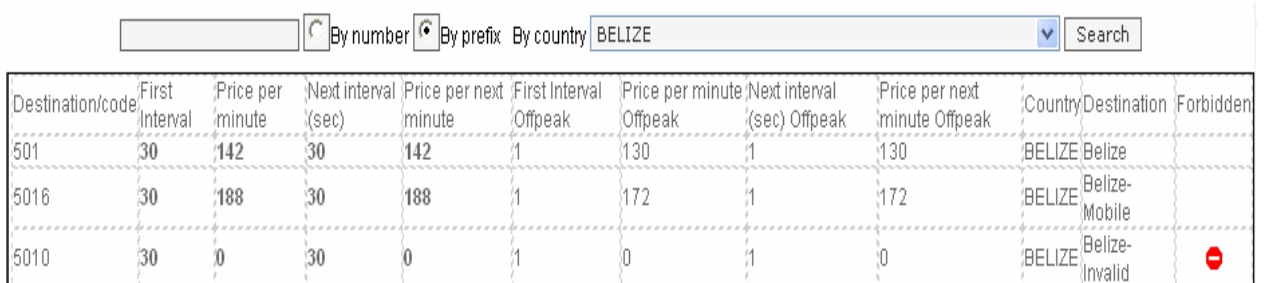
In such kind of situation Operator must click on the link “Clear” of this call like it is shown in the picture



Note: by reason of bad Internet conditions the CBS program could be desynchronized with central system. Thus, it wouldn't lead neither to disconnection of a real call no to change of the call cost.

Note: we wish to draw your attention to the fact that if that action didn't make any effect, it means there is a problem with configuration of equipment in the callshop. In this case Operator or Administrator should contact their Service Provider to fix the configuration as soon as possible.

4.8. Query Price



The filter on the top of the screen allows viewing callshop's selling rates and billing parameters for each destination. Operator is able to review the rate, searching by telephone number, by prefix or by country. If peak/off-peak billing is

allowed by Administrator, the actual rate for the current time is marked by bold font.

4.9. Invoices

Operator: Booth: From date: To date:

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

Total: 14.35

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

4.10. Preferences

Any time Operator 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

4.11. Callshop Management



This page shows (if accepted by Callshop Administrator) the rest of funds callshop has for calls for the moment from its Reseller.

4.12. Exit from Operator’s user interface (Logout)

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

