

CallShop operator guide

Operations to be performed by a CallShop operator:

Log in to the CallShop operator self-care interface

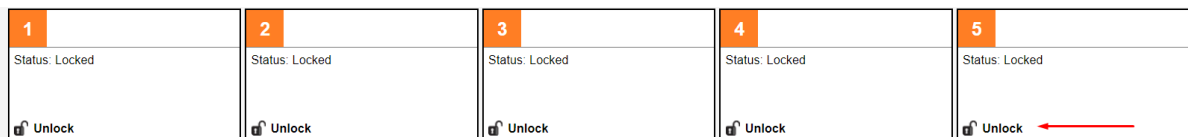
Open the CallShop operator self-care page in a browser and log in with the link (by default <https://<your-billing-server-name>:8446>) and personal credentials that were provided to you by the CallShop owner.



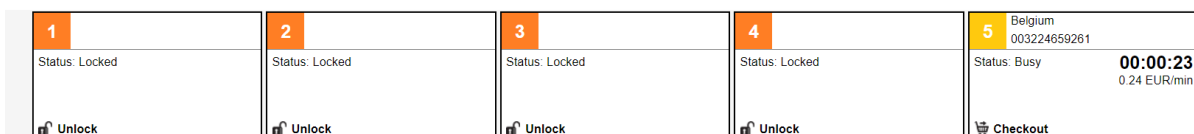
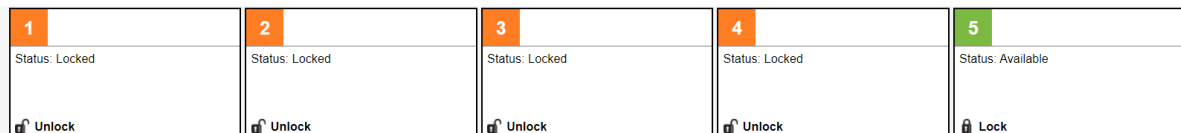
Lock / unlock a booth

A customer comes to the CallShop to make calls. Unlock a booth for him / her.

1. In the Participants section of the CallShop operator self-care interface, choose Booths. The Booths Management page opens.
2. On the Booths Management page, choose a free booth and click the to Unlock icon to unlock the booth.



The customer can then make calls to desired destinations.



- Once the customer leaves the booth, click the Checkout icon for the booth from which the calls were made. The Booth Call Summary dialog box opens.

Booth #5 Checkout					Europe/Prague	democsooper1ST	
					Logout		
Time	Country	Number	Call Duration, hh:min:sec	Cost, EUR	Date	2024-02-09	
14:17:40	Belgium	3224659261	00:01:00	0.24	Call Charges	0.48 EUR	
14:20:45	Belgium	3224659261	00:00:30	0.12	Rounded Charges	0.48 EUR	
14:21:12	Belgium	3224659262	00:00:30	0.12	Additional Charges	0.00 EUR	
					Amount Due	0.48 EUR	
					Amount Paid	EUR	
					Change Due	0.00 EUR	
					<input type="button" value="Pay"/>	<input type="button" value="Pay & Print Receipt"/>	<input type="button" value="Cancel"/>

- In the Booth Call Summary dialog box, check / fill in the following information fields:

- Call Charges – This shows the total charges for the calls made from the booth.
 - Rounded Charges – This shows the total charges rounded up to the value specified for this CallShop. For example, setting the rounding up value to 0.05 will round up 1.26 to 1.30; setting it to 1.00 will round up 1.26 to 2.00.
 - Additional Charges – This presents additional charges a CallShop operator may add to the customer's bill (such as internet usage or a cup of coffee).
 - Amount Due – This shows the total amount the customer must pay.
 - Amount Paid – This shows the amount paid by the customer.
 - Change Due – This calculates the change the operator returns to the customer.
- Click the Pay or Pay & Print Receipt button to submit the payment information and optionally to print the receipt.
 - Collect payments from the customer, return change and provide him / her with a receipt.