CallShop reseller/owner guide

Operations to be performed by a CallShop reseller:

Log in to the CallShop reseller self-care interface

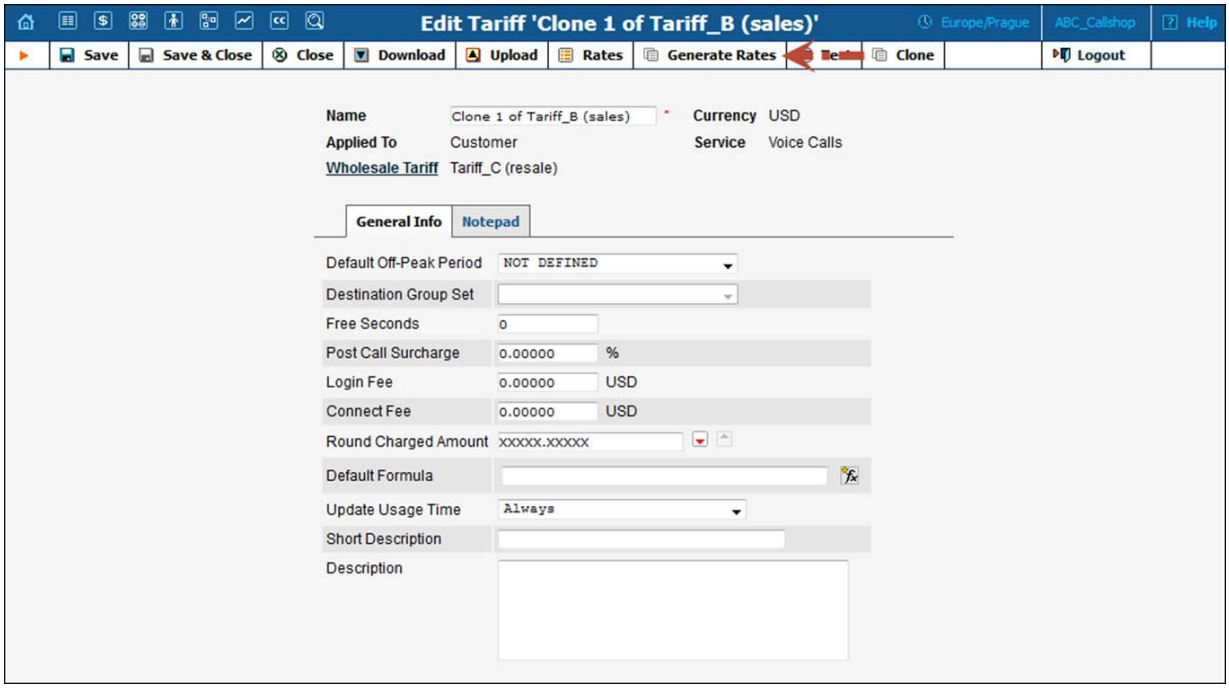
Open the CallShop reseller self-care page in a browser (by default **https://<your-billing-server-name>:8442**) and log in with the credentials that were provided to you by your Top-level Reseller.

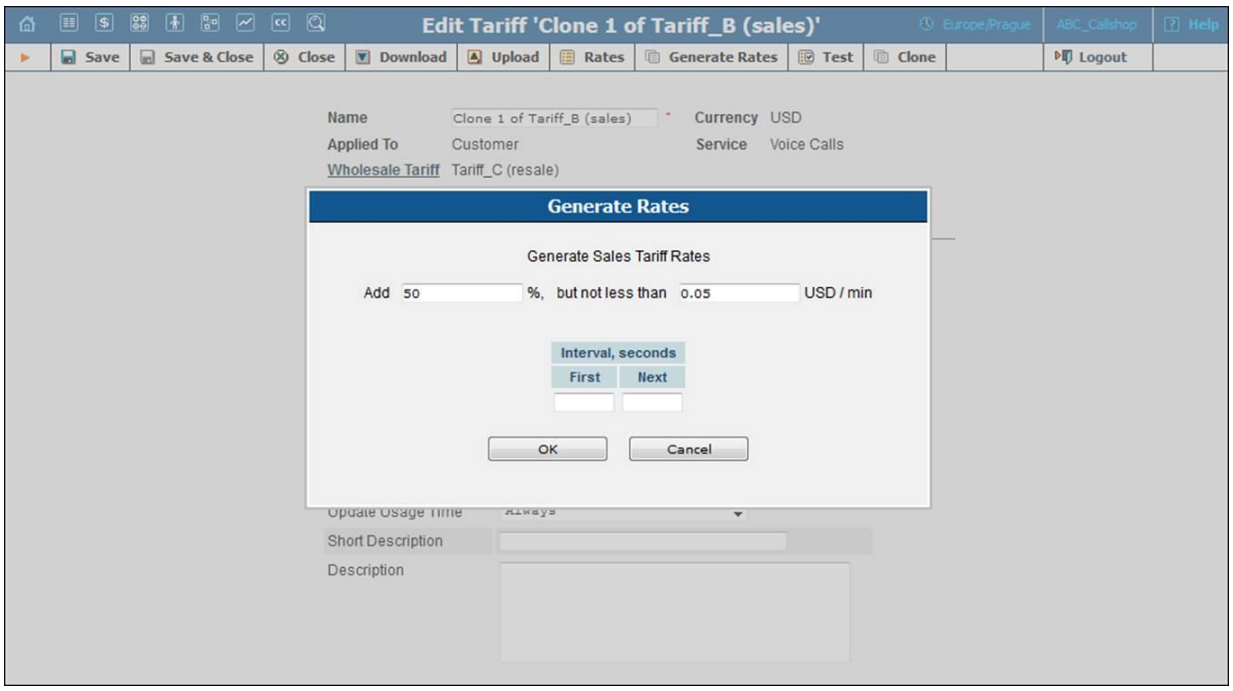
Generate rates for charging end users

In order to start selling a product, the CallShop reseller needs to define the rates for their sales tariff (i.e. rates that end users will be charged). Rates for the sales tariff can be defined in one of the following ways:

- Uploaded from a .csv or .xls file. The rate upload procedure is described in detail in the **Rate Import** handbook.
- Generated during the **Clone Product** procedure.
- Generated by applying a markup (in percentage) to rates defined in the wholesale tariff.

The rate generation procedure by applying a percentage markup is described below in this section.



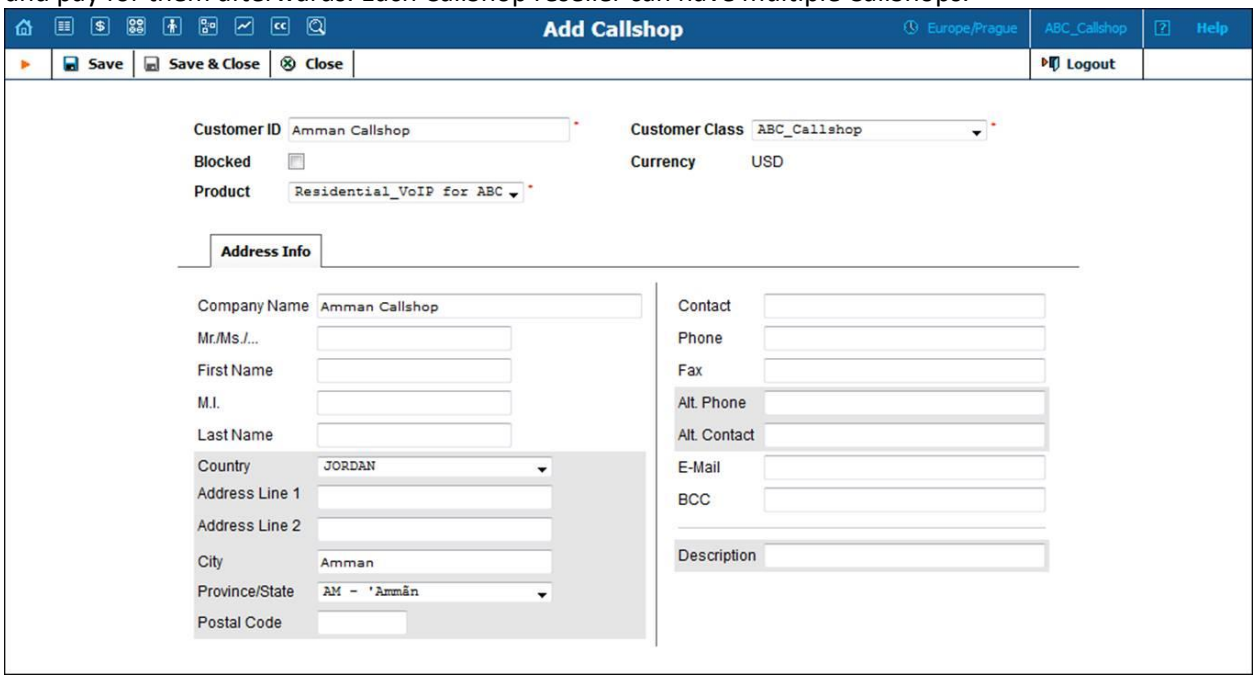


To generate rates for the sales tariff, perform the following steps:

1. In the **Rating** section of the CallShop reseller self-care interface, choose **Tariffs**.
2. On the **Tariff Management** page, click on the sales tariff for which you want to generate rates. The **Edit Tariff** page opens.
3. If necessary, modify the tariff parameters. Refer to the *Create a Tariff for Reseller's Use* section of the **Configuring a Reseller for Prepaid Services** handbook for more details.
4. On the **Edit Tariff** page, click the **Generate Rates** button. The **Generate Rates** dialog box opens.
5. In the **Generate Rates** dialog box, enter the following parameters:
   - **Add** – Type a percentage markup that will be applied to the wholesale tariff rates.
   - **but not less than –** To reduce the risk of profit loss, type a fixed markup here. It will be added to the wholesale tariff's rates if the calculated percentage markup is less than the specified fixed markup.
   - **Interval First** – Specify the first billing unit (in seconds) for the new rates. If this field is left empty, the value for the first billing unit will be taken from the wholesale tariff rates.
   - **Interval Next** – Specify the next billing unit (in seconds) for the new rates. If this field is left empty, the value for the next billing unit will be taken from the wholesale tariff rates.
6. Click **OK**.

Create a CallShop

A CallShop represents a public facility where customers can come to make low-cost international calls and pay for them afterwards. Each CallShop reseller can have multiple CallShops.



1. In the **Participants** section of the CallShop reseller self-care interface, choose **CallShops**.
2. On the **My CallShops** page, click **Add**.
3. Fill in the **Add CallShop** form:

Main form (top)

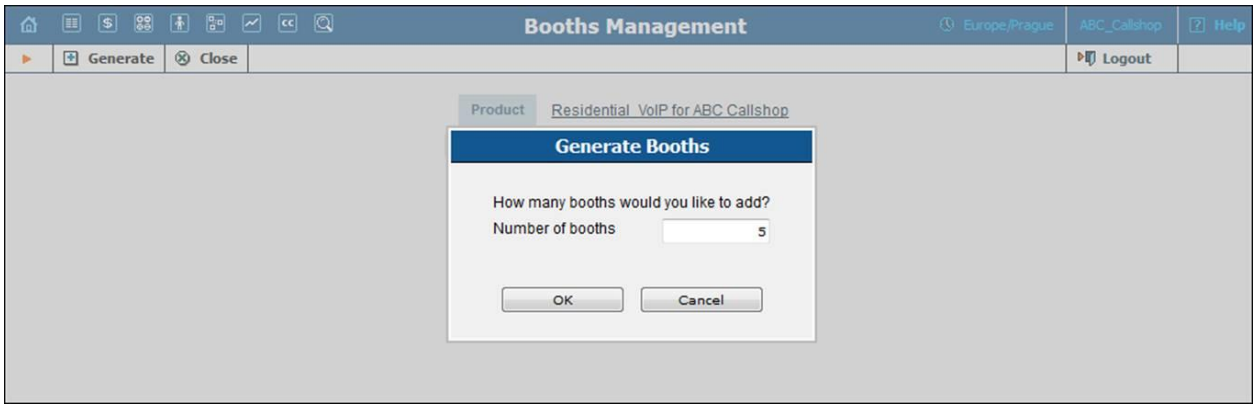
· **Customer ID** – Short name for the CallShop; this will be used on the web interface.
· **Customer Class** – Select a customer class for this CallShop. A customer class is a set of various parameters that can be applied to a group of CallShops. The CallShop will automatically inherit all of the class properties, such as currency rounding up rate, statistics generation, etc.
· **Blocked** – Blocks all booths in this CallShop (i.e. if this check box is checked, all booths in this CallShop will become unusable). Leave this check-box unselected.
· **Product** – Select a product for this CallShop.
· **Currency** – This field is read-only and displays the currency in which end users will be charged. The currency value is taken from the product assigned to this CallShop.

Other information fields in the **New CallShop** form are optional and do not need to be specified during CallShop creation.

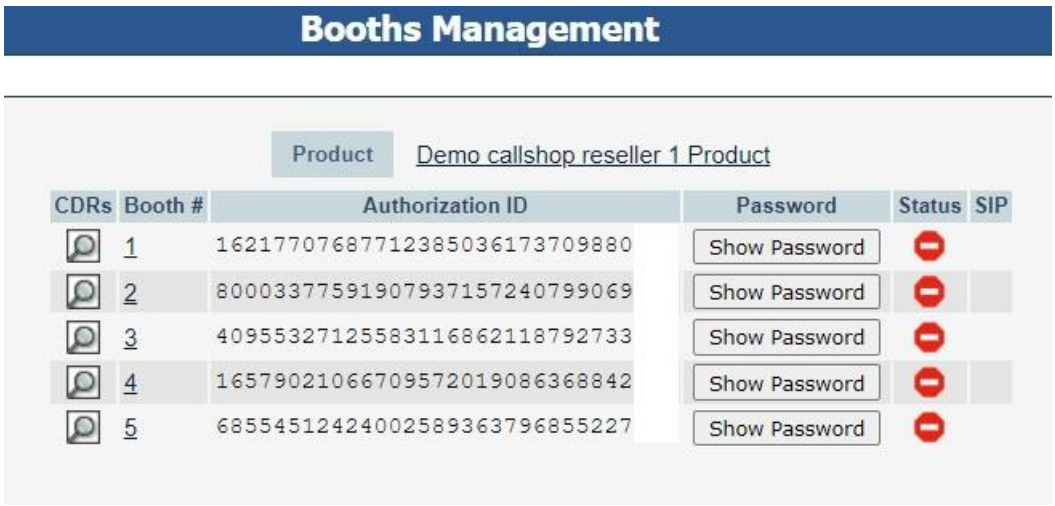
4. Click **Save&Close.**

Generate CallShop booths

Now you can create booths for your CallShop.



1. In the **Participants** section of the CallShop reseller self-care interface, choose **CallShops**.
2. On the **My CallShops** page, click the **Booth** icon next to the CallShop for which you want to generate booths. The **Booths Management** page opens.
3. On the **Booths Management** page, click **Generate**. The **Generate Booths** dialog box opens.
4. In the **Generate Booths** dialog box, enter the number of booths to be used in this CallShop.
5. Click **OK**.

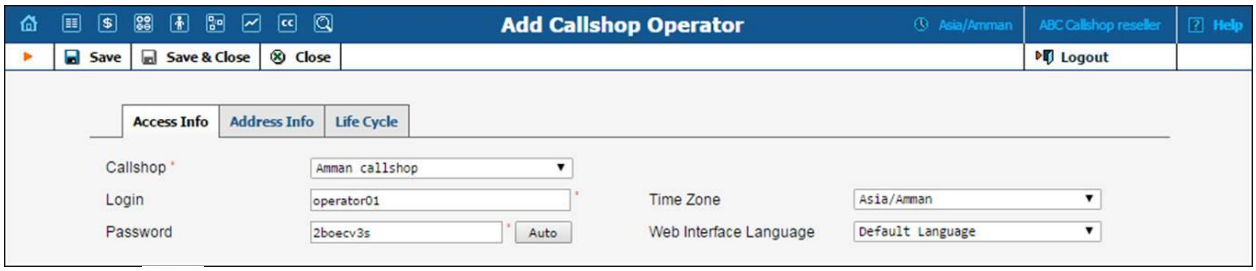


Configure your VoIP equipment according to 'Booths Management' tab information

SIP Proxy/Registrar: name or IP address of the server provided to you by your Top-level Reseller
SIP username: Authorization ID
SIP password: Password (click on the button 'Show Password') to see it

Create a CallShop operator

CallShop operators are the personnel who operate CallShops and perform such duties as: control the authorized use of booths, collect payments from customers and provide customers with receipts.

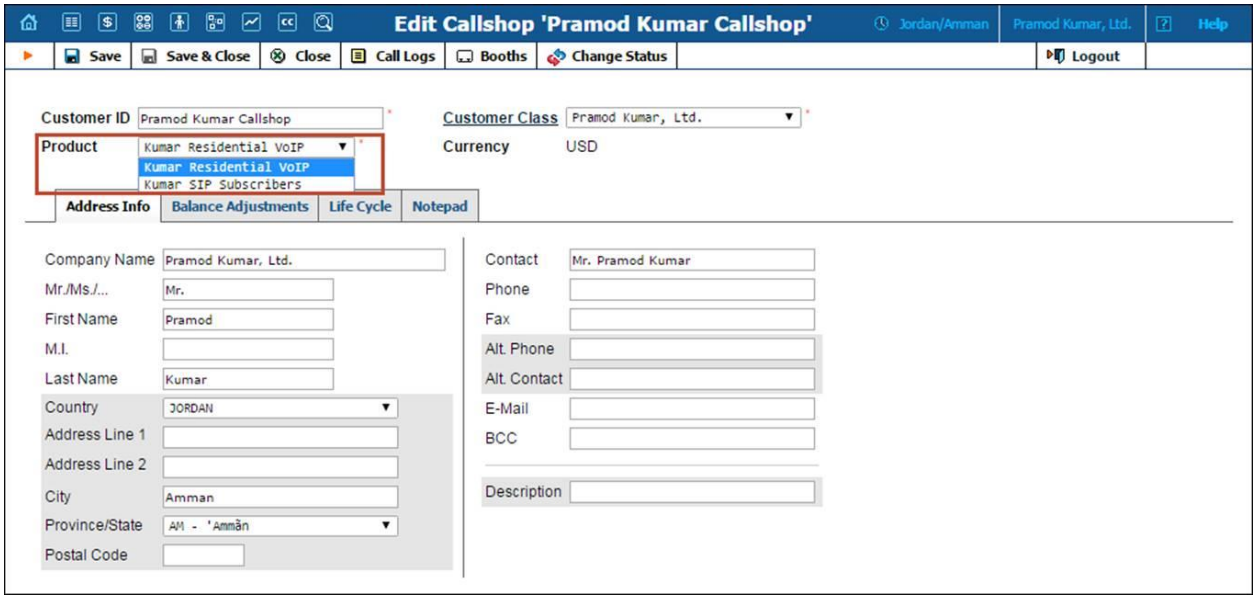


1. In the **CallShop Operators** section of the CallShop reseller self-care interface, choose **CallShop Operators**. The **Operator Management** page opens.
2. On the **Operator Management** page, click **Add**.
3. Fill in the **New CallShop Operator** form:
   - **CallShop** – Select a CallShop that the CallShop operator will operate.
   - **Login** – Type the username that the CallShop operator will use to log in to their self-care interface.
   - **Password** – Type the password that the CallShop operator will use to log in to their self-care interface.
   - **Time Zone** – Specify the time zone in which the CallShop operator will see the xDRs.
   - **Web Interface Language** – Select the language to be used on the CallShop operator self-care interface.

Now your CallShop is configured and ready to operate. The guidelines on how to operate a CallShop are outlined in the sections below.

Change the product for a CallShop (optional)

To quickly respond to shifting market demands, CallShop resellers can easily adapt their sales rates by changing products in their CallShops. Once a new product is chosen, this new product is assigned to all booths in this CallShop.



1. On the **Edit CallShop** page, open the **Product** drop down list.
2. Choose the desired product from the list and click **Save&Close.**