

Call Shop Web Interface

Owner and Operator Guide



v0.9.4

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1 Introduction

1.1 Preface

This manual describes the most typical methods used when working with the call shop web interface. Here you will find the information for correctly setting up and configuring your call shop.

1.2 Hardware and Software Requirements

- Browser: Internet Explorer 7.0 or higher; Firefox 3.0 or higher
- Internet connection: high speed to effectively use the web interface
- Spreadsheet program: MS Excel or similar, to effectively process tariffs
- Display settings: minimum screen resolution is 1024 x 768

1.3 Getting Up and Running

To begin, follow these steps:

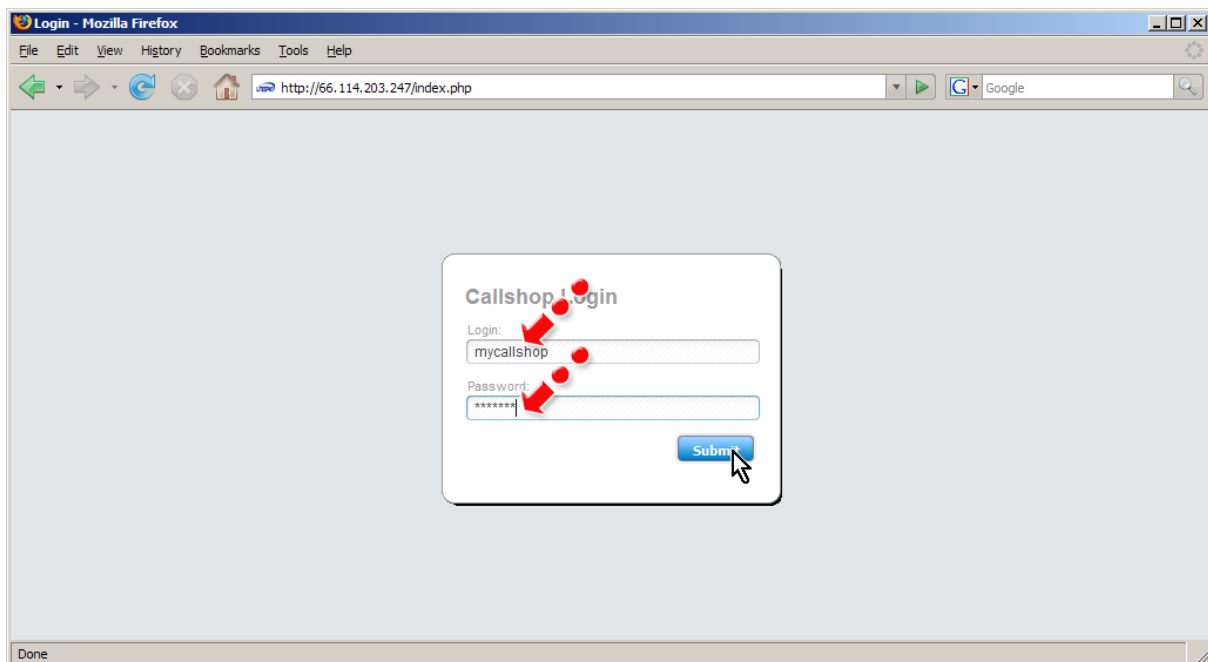
- Log into the web interface of your call shop.
- Configure the Options.
- Set up the Rates.

This is all you need to start running your call shop business. The remainder of this guide will describe the above steps in more detail, cover call shop operation, and describe advanced functions.

2 Configuration

2.1 Logging In

- Open your web browser and go to the call shop page.
- Type in the «Login» and «Password» received from your service provider.
- Press the «Submit» button.

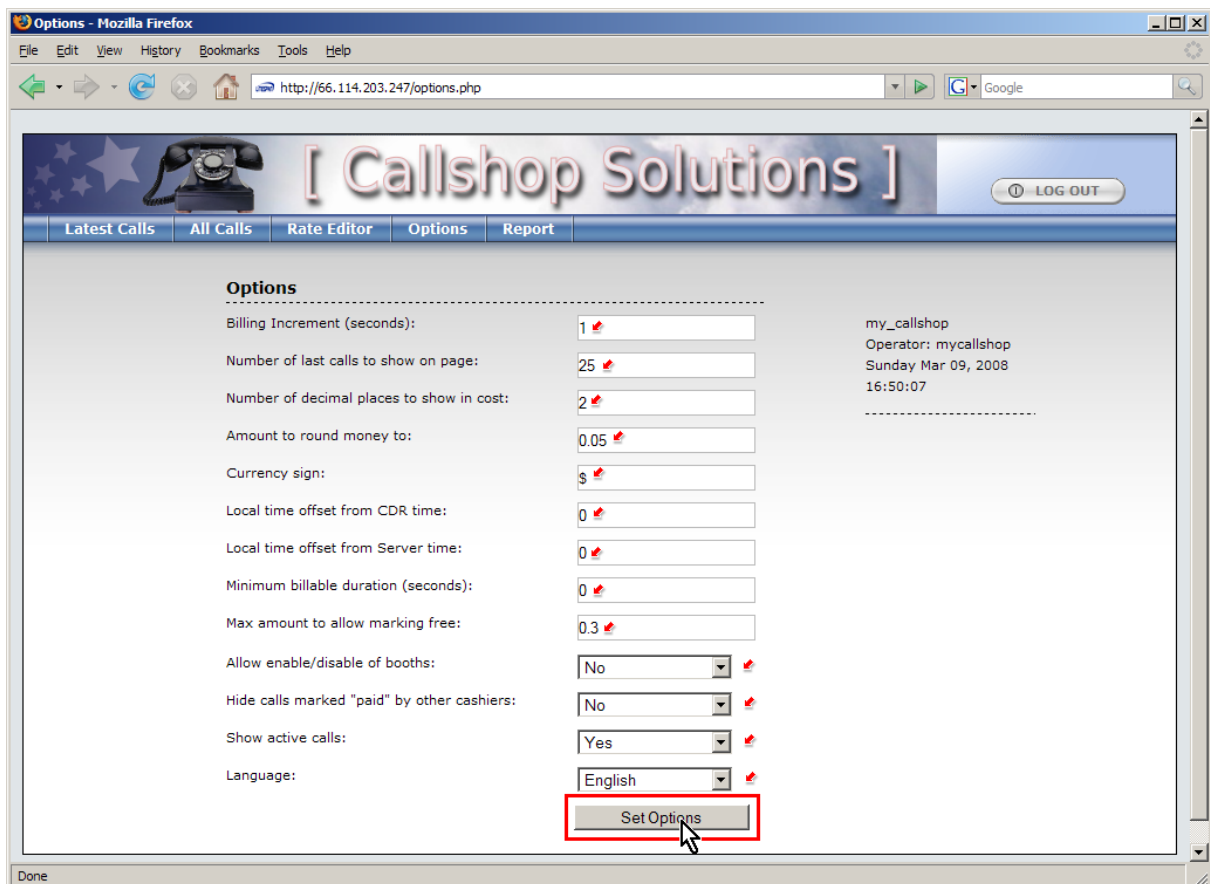


2.2 Configuring Essential Options

Click the «Options» button (see the screen below).



You will now see the Options page where you can set up all the basic call shop preferences.



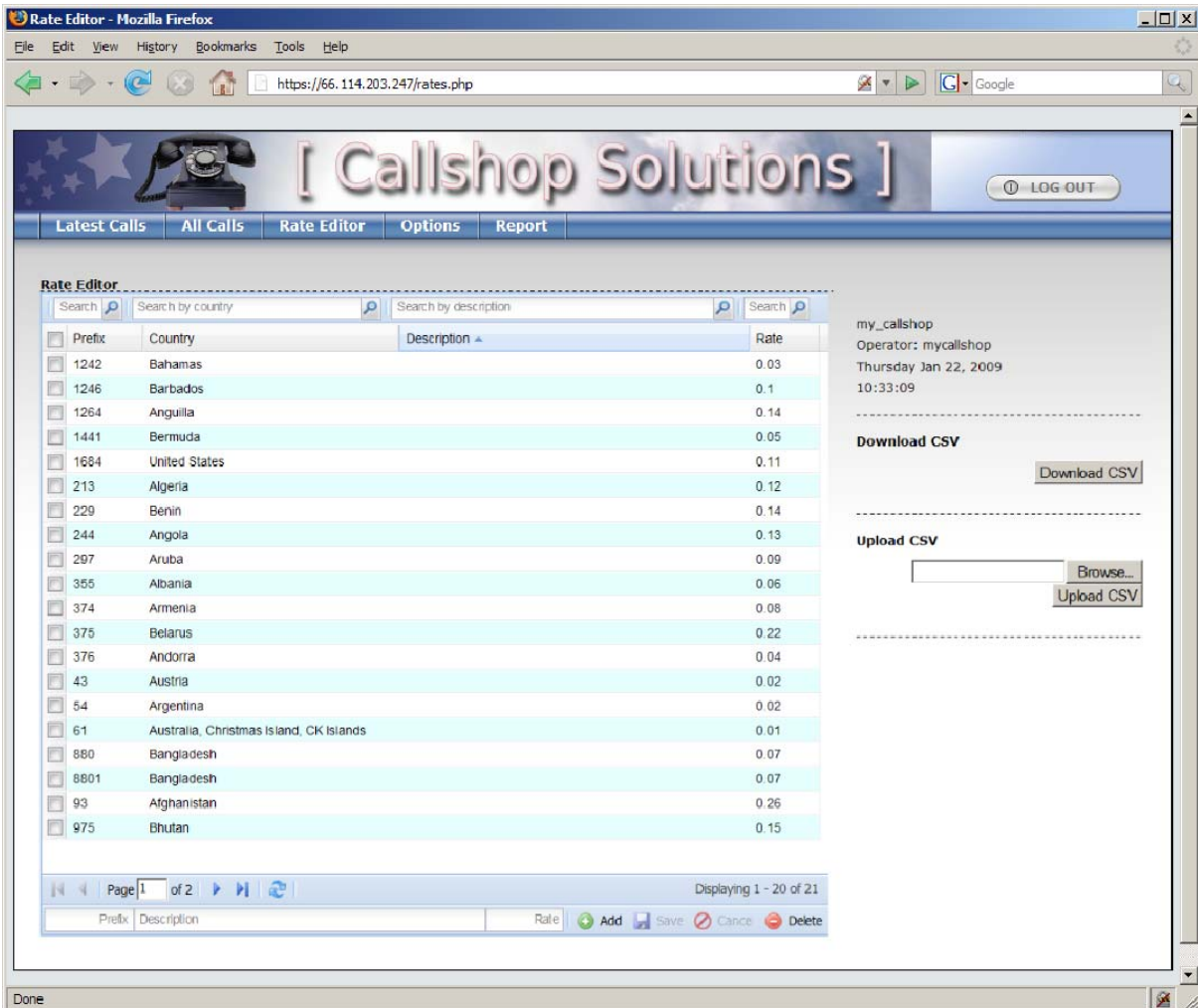
Here is a brief description of the basic options:

- Billing Increment (seconds) — calls will be divided into intervals of this length, and billed for each interval (e.g., 60 means billed per minute; 1 means the calls will be billed for every second).
- Number of decimal places to show in cost — if set to 0, the cost of the calls will be displayed with full currency amounts (e.g., \$2, \$10, etc.); if set to 2, the cost will be shown with decimals (e.g., \$2.56, \$3.00, etc.).
- Amount to round money to — rounds the total cost of the call up to be a multiple of this setting (e.g., setting to 0.05 will round \$2.26 to \$2.30; setting to 1.00 will round \$2.26 to \$3.00).
- Currency sign — symbol (or name) of your currency.
- Minimum billable duration (seconds) — specifies the minimum time after which the call will be charged (e.g., if set to 30 seconds, any call shorter than 30 seconds will incur no charge, but a call of 31 seconds will be charged).
- Local time offset from CDR time (hours) — you must set this option if you are not located in the New York time zone in order to correctly display your call records. New York time zone is "GMT - 5hrs" (e.g., if your local time zone is "GMT + 3hrs" set this option to 8; if your local time zone is "GMT - 2hrs," set this option to 3).
- Local time offset from Server Time (hours) — you must set this option in order to correctly display your call records. Set this option to the local time zone offset from GMT (e.g., if your local time zone is "GMT + 7hrs," set this option to 7).
- Allow enable/disable of booths — set this option to Yes to give the booth operators the ability to disable and re-enable booths at any time. Disabling a booth will prevent any new calls from being made. Additionally, you can set this option to "Pre-pay" to enable prepaying.

After you finish changing the preferences, press the «Set Options» button.

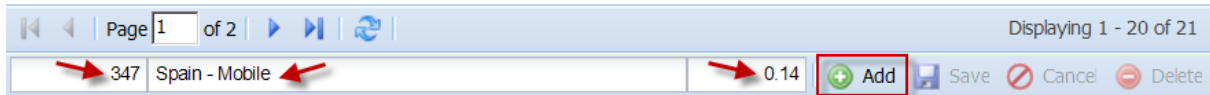
2.3 Setting Up Rates

Press the «Rate Editor» button to enter the Rate Editor page.



2.3.1 Adding Rates

Set needed values (such as Prefix, Description, and Rate) in the fields at the top of the Rate Editor, and then click the «Add» button.



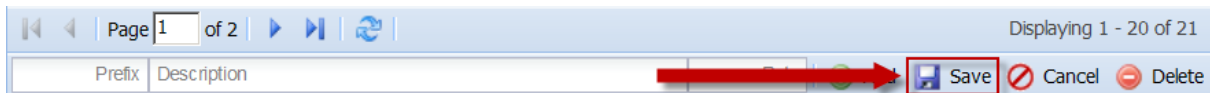
2.3.2 Editing Rates

Change the country prefix, for the country being dialed, in the Prefix field. Set the new cost per minute for this country in the Rate field.

Note: There is no need to fill in the country name. It will be filled in automatically based on the prefix.

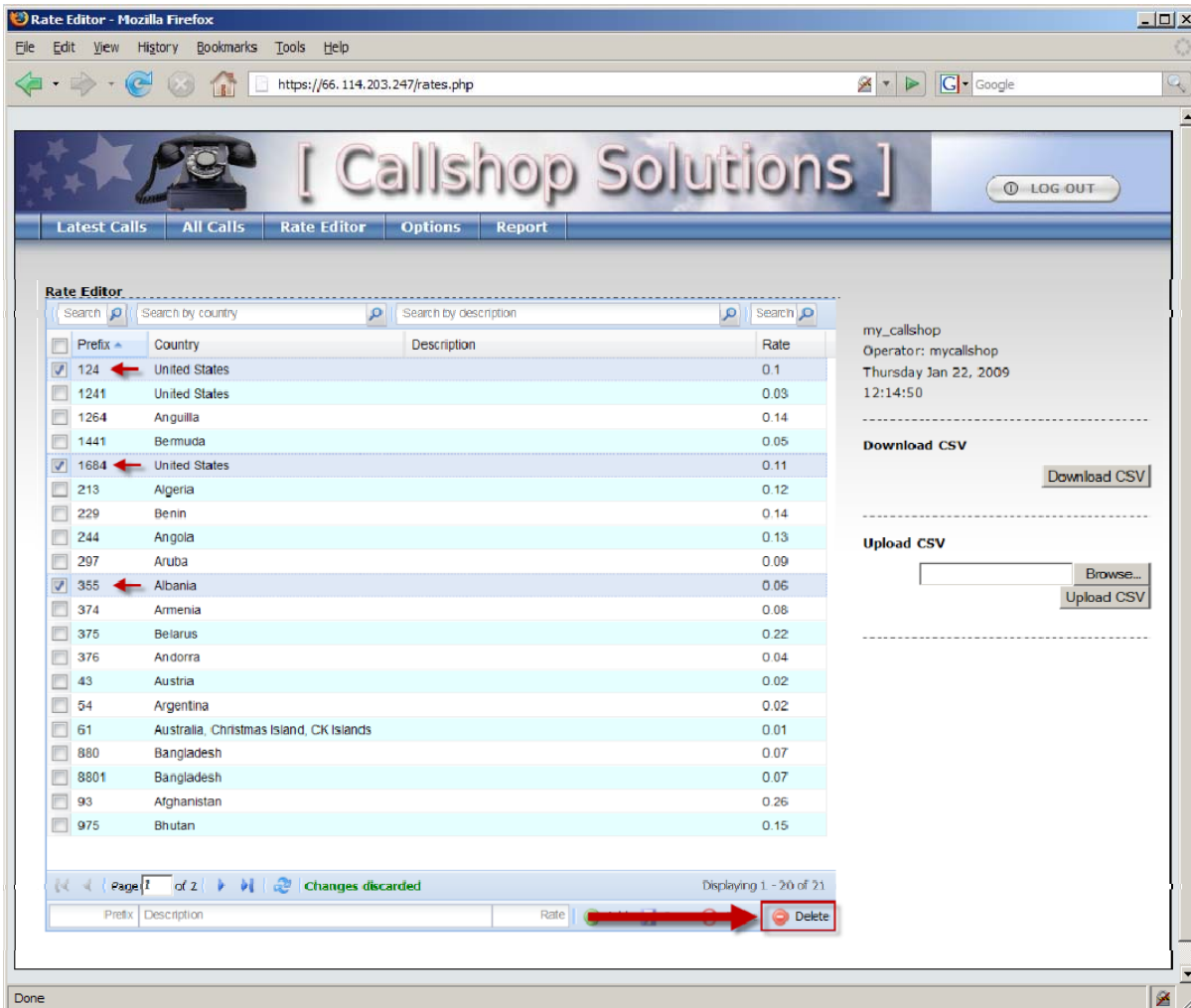
<input type="checkbox"/>	Prefix ▲	Country	Description	Rate
<input checked="" type="checkbox"/>	1242	Bahamas		0.03
<input type="checkbox"/>	1246	Barbados		0.1

After you have changed all needed rates, the Save button becomes active. Press the «Save» button to finalize your changes



2.3.3 Deleting Rates

Mark the checkboxes of rates that you want to delete and then click the «Delete» button.



2.3.4 Searching Rates

With a large number of rates, it may be difficult to find a particular rate. In this case, you can use the Search feature in the Rate Editor.

Type the Prefix or Country name or Description in the proper field and click on the magnifying lens icon near the field.

<input type="checkbox"/> 61	<input type="checkbox"/> Australia	<input type="checkbox"/>	<input type="checkbox"/> 0.01
<input type="checkbox"/> Prefix	Country	Description	Rate

Rate Editor - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://66.114.203.247/rates.php

Callshop Solutions [LOG OUT]

Latest Calls All Calls Rate Editor Options Report

Rate Editor

1 x Search by description Search

Prefix	Country	Description	Rate
<input type="checkbox"/> 124	United States		0.1
<input type="checkbox"/> 1241	United States		0.03
<input type="checkbox"/> 1264	Anguilla		0.14
<input type="checkbox"/> 1441	Bermuda		0.05
<input type="checkbox"/> 1684	United States		0.11

my_callshop
Operator: mycallshop
Thursday Jan 22, 2009
12:35:02

Download CSV

Download CSV

Upload CSV

Browse...
Upload CSV

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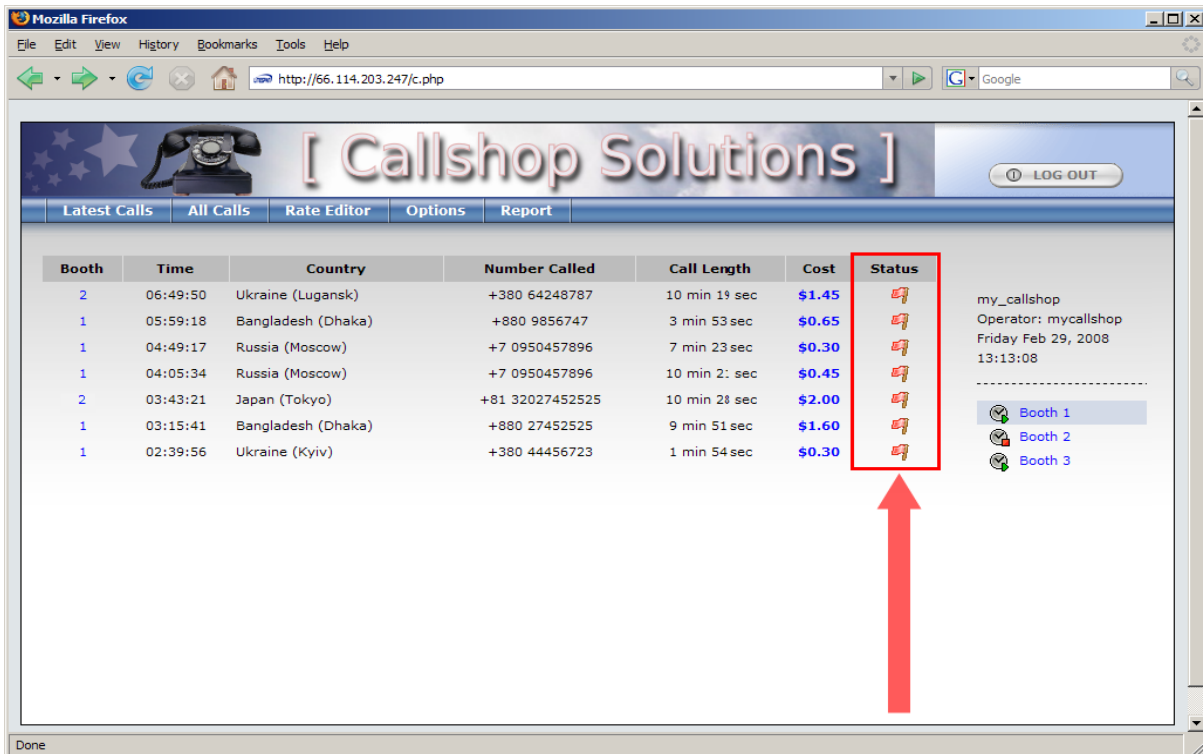
Prefix Description Rate Add Save Cancel Delete

Only the rates matching the search criteria will be displayed. Click the «X» icon to clear the search criteria and return to the full rate list.

3 Operation

The Operation section describes the basic web interface actions that the call shop operator will perform on a regular basis.

3.1 Using the Latest Calls Screen



Click on the «Latest Calls» button to bring up the Latest Calls screen. The status column uses Red Flags to mark all calls that are completed but not yet paid.

3.1.1 Viewing the Call Charges

After the caller completes all calls, the operator can view individual charges for each call and the total amount due. The operator can also print a receipt for the caller.

Click on the Booth number in the left column. In the example below, a customer in Booth 2 has finished all calls, and the operator wants to see the charges and print a receipt.

The screenshot displays the 'Callshop Solutions' web interface within a Mozilla Firefox browser window. The browser's address bar shows the URL 'http://66.114.203.247/c.php'. The page features a header with a telephone icon and the text '[Callshop Solutions]', along with a 'LOG OUT' button. Below the header is a navigation menu with tabs for 'Latest Calls', 'All Calls', 'Rate Editor', 'Options', and 'Report'. The main content area contains a table of call records:

Booth	Time	Country	Number Called	Call Length	Cost	Status
2	06:49:50	Ukraine (Lugansk)	+380 64248787	10 min 19 sec	\$1.45	
1	05:59:18	Bangladesh (Dhaka)	+880 9856747	3 min 53 sec	\$0.65	
1	04:49:17	Russia (Moscow)	+7 0950457896	7 min 23 sec	\$0.30	
1	04:05:34	Russia (Moscow)	+7 0950457896	10 min 2: sec	\$0.45	
2	03:43:21	Japan (Tokyo)	+81 32027452525	10 min 28 sec	\$2.00	
1	03:15:41	Bangladesh (Dhaka)	+880 27452525	9 min 51 sec	\$1.60	
1	02:39:56	Ukraine (Kyiv)	+380 44456723	1 min 54 sec	\$0.30	

To the right of the table, there is a sidebar with the text 'my_callshop', 'Operator: mycallshop', 'Friday Feb 29, 2008', and '13:13:08'. Below this, there are three radio buttons labeled 'Booth 1', 'Booth 2', and 'Booth 3', with 'Booth 2' selected. A red box highlights the '2' in the 'Booth' column of the first row, and a mouse cursor is pointing at it.

The Receipt screen for the selected booth will be displayed. The example screen below shows a total cost of the calls made from Booth 1, as well as the total amount for the caller to pay.


The screenshot shows the Callshop Solutions web interface in a Mozilla Firefox browser window. The browser address bar shows the URL <http://66.114.203.247/c.php>. The page title is "[Callshop Solutions]" and there is a "LOG OUT" button in the top right corner. The navigation menu includes "Latest Calls", "All Calls", "Rate Editor", "Options", and "Report". The main content area displays a "Receipt for booth 1" with a table of call records and a total cost summary.

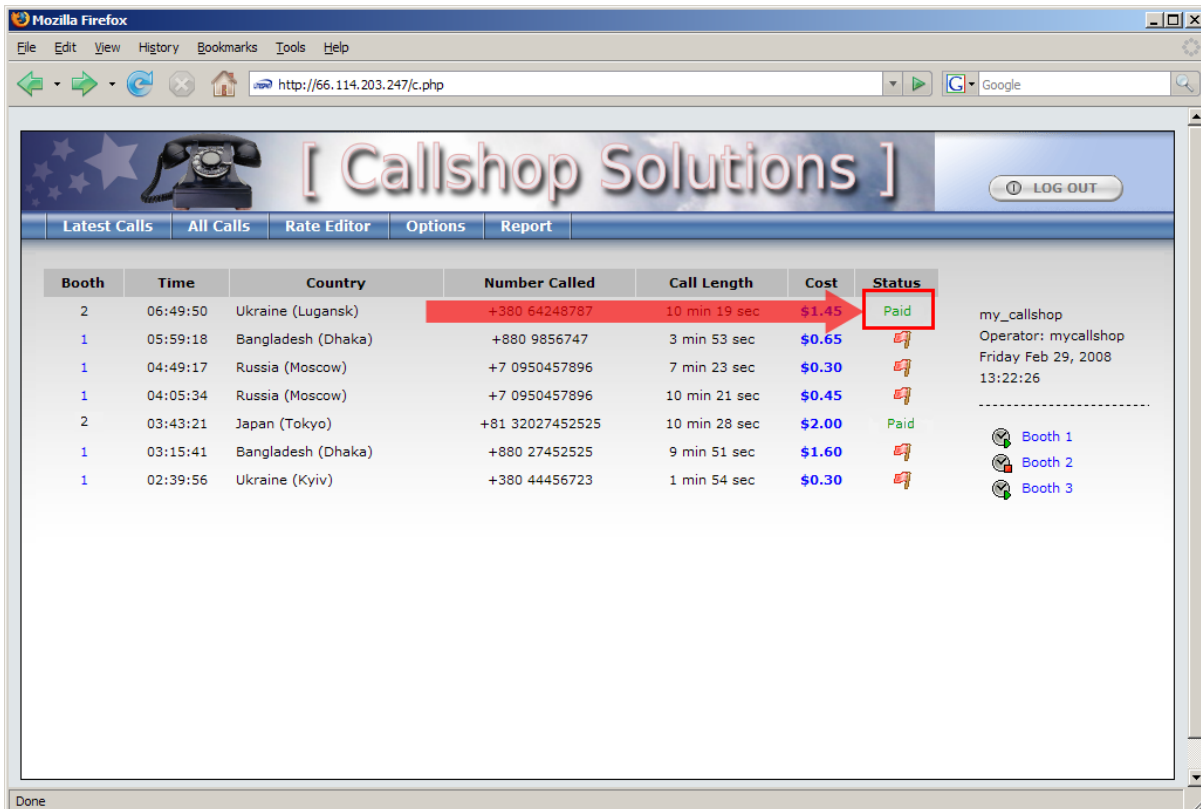
Booth	Date	Time	Country	Number Called	Call Length	Cost
1	Feb 29	05:59:18	Bangladesh (Dhaka)	+880 9856747	3 min 53 sec	\$0.65
1		04:49:17	Russia (Moscow)	+7 0950457896	7 min 23 sec	\$0.30
1		04:05:34	Russia (Moscow)	+7 0950457896	10 min 21 sec	\$0.45
1		03:43:21	Japan (Tokyo)	+81 32027452525	10 min 28 sec	\$2.00
1		03:15:41	Bangladesh (Dhaka)	+880 27452525	9 min 51 sec	\$1.60
1		02:39:56	Ukraine (Kyiv)	+380 44456723	1 min 54 sec	\$0.30
Total:						\$5.30

my_callshop
Operator: mycallshop
Friday Feb 29, 2008
14:44:19


Print
Mark Paid
Remove Latest Call
Cancel

3.1.2 Recording Payment of Call Charges

After the caller pays for the calls, the operator should click the «Mark Paid» icon ( Mark Paid) on the Receipt screen.




The Status column for all calls from Booth 2 will be shown as Paid.

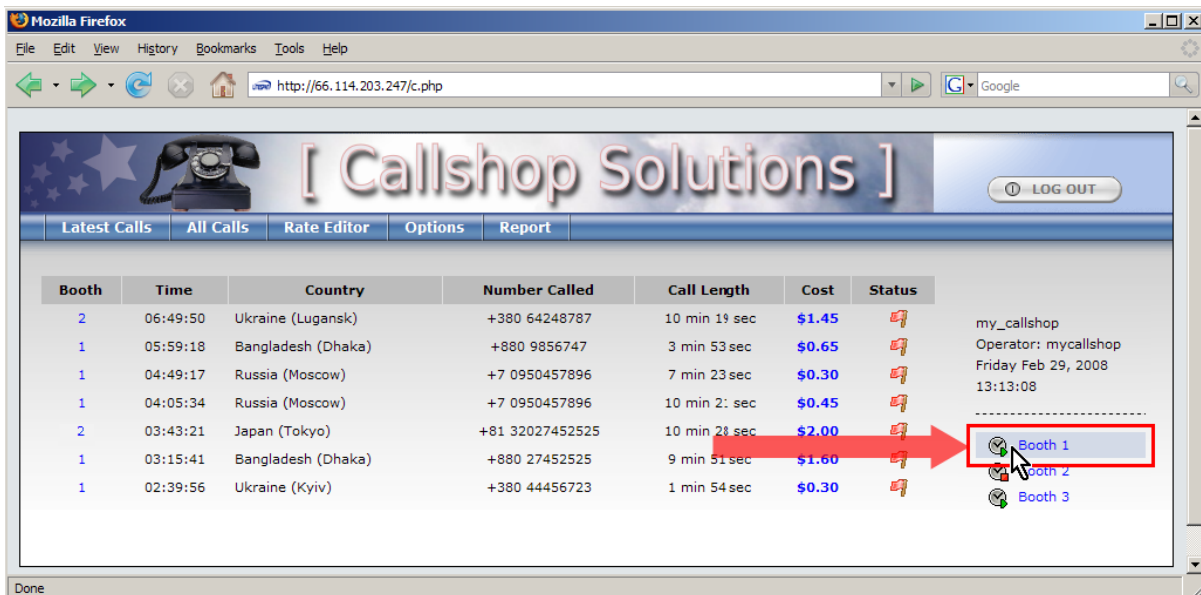
To return to the Latest Calls screen without receiving a payment, the operator can click the Cancel icon ( Cancel) to exit the Receipt screen without marking calls as Paid.


3.1.3 Enabling/Disabling a Booth

This feature is only accessible if you set the "Allow enable/disable of booths" option to "Yes" on the Options screen.

Typically the "Enable Booth" feature is for the operator to enable the booth for a caller and prevent unauthorized use of the call shop. The "Booth Disable" feature is particularly beneficial for crowded call shops where the operator may overlook unauthorized callers.

When a caller enters a booth, the operator enables the booth by clicking the «Enable» button () next to the Booth's name on the right side of the Latest Calls screen.



When the caller exits the booth, the operator should click the «Disable» button ().

4 Advanced

4.1 Setting Up Rates with Rates Upload Feature

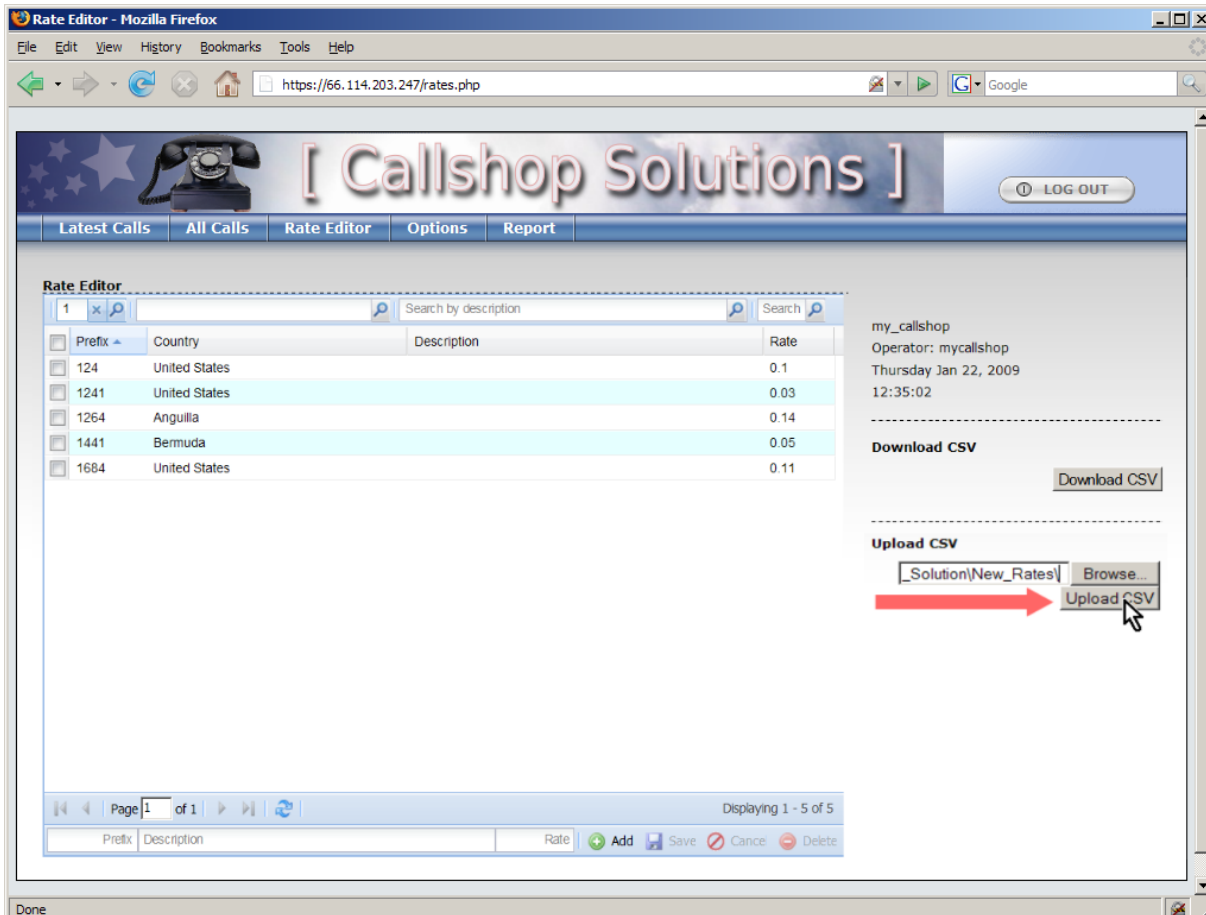
4.1.1 Uploading a .CSV File

If you have a large number of rates, adding them one by one may be time consuming. Creating a .CSV file with rates and uploading this file via the web interface can significantly reduce the time needed to set a large number of rates.

Follow these steps to create a .CSV file:

- If your default Windows locale is not set to "English (United States)," check to make sure that List Separator type is set to ",". This is necessary for the web interface to open your uploaded .CSV files. In the Windows start menu, go to My Computer -> Control Panel -> Regional and Language Options. Click on «Customize» and under Numbers, set the List Separator type to be ",".
- Open a spreadsheet program (e.g., MS Excel) and enter your rates as shown below:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	1684	Samoa	0.03											
2	38044	Kuiv	0.14											
3	3806	Lugansk	0.14											
4	7095	Moscow	0.04											
5	8132	Tokyo	0.19											
6	880	Dhaka	0.16											
7														
8														
9														



- After completing the .CSV file, save it, and proceed to the Rate Editor screen on the Call Shop web interface.
- Press the «Browse» button and select the .CSV file you just saved.
- Click on the «Upload CSV» button.
- In case of failure, an error message will appear on screen.

4.1.2 Editing a .CSV File

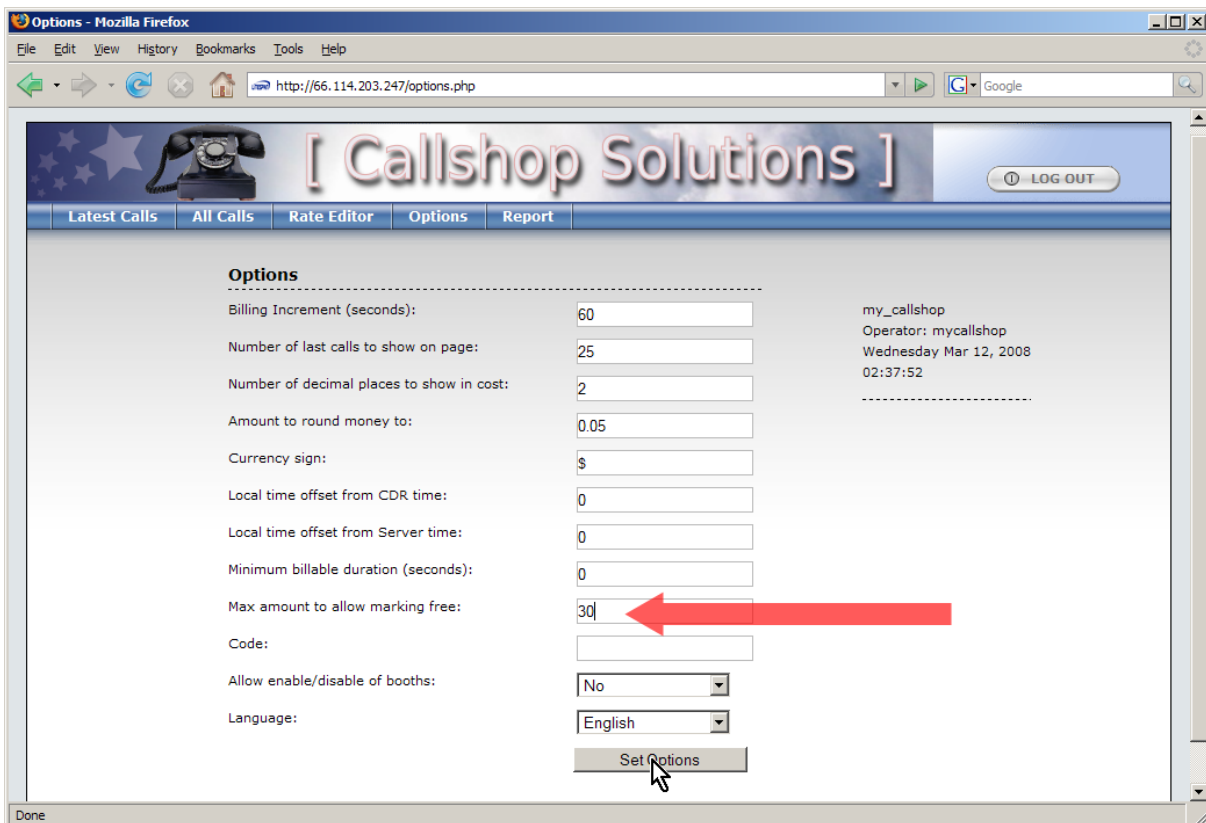
If you need to make corrections to your rates:

- Press the «Download CSV» button on the Rate Editor screen.
- Save the file in your local directory.
- Open this file in a spreadsheet program and make the necessary corrections to your rates.
- Follow the “Uploading a CSV File” procedure described above to upload your modified rates via the web interface.

4.2 Marking Calls as “Free”

If you would like to give the Call Shop operator the ability to mark some calls as free (e.g., if there was a false answer), follow these steps:

- Click the Options tab.
- Set the desired value for “Max amount to allow marking free” option.
- Press the «Set Options» button to save.



- Now all calls that have cost less than (or equal to) the set amount can be marked "free" by clicking on the call's cost. Clicking repeatedly on the cost will toggle the call from "free" to its actual price.

my_callshop
Operator: mycallshop
Friday Feb 29, 2008
16:33:57

Booth	Date	Time	Country	Number Called	Call Length	Cost
1	Feb 29	05:59:18	Bangladesh (Dhaka)	+880 9856747	3 min 53 sec	\$0.65
1		04:49:17	Russia (Moscow)	+7 0950457896	7 min 23 sec	\$0.30
1		04:05:34	Russia (Moscow)	+7 0950457896	10 min 21 sec	\$0.45
1		03:43:21	Japan (Tokyo)	+81 32027452525	10 min 28 sec	\$2.00
1		03:15:41	Bangladesh (Dhaka)	+880 27452525	9 min 51 sec	\$1.60
1		02:39:56	Ukraine (Kyiv)	+380 44456723	1 min 54 sec	\$0.30
Total:						\$5.30

Print
Mark Paid
Remove Latest Call
Cancel

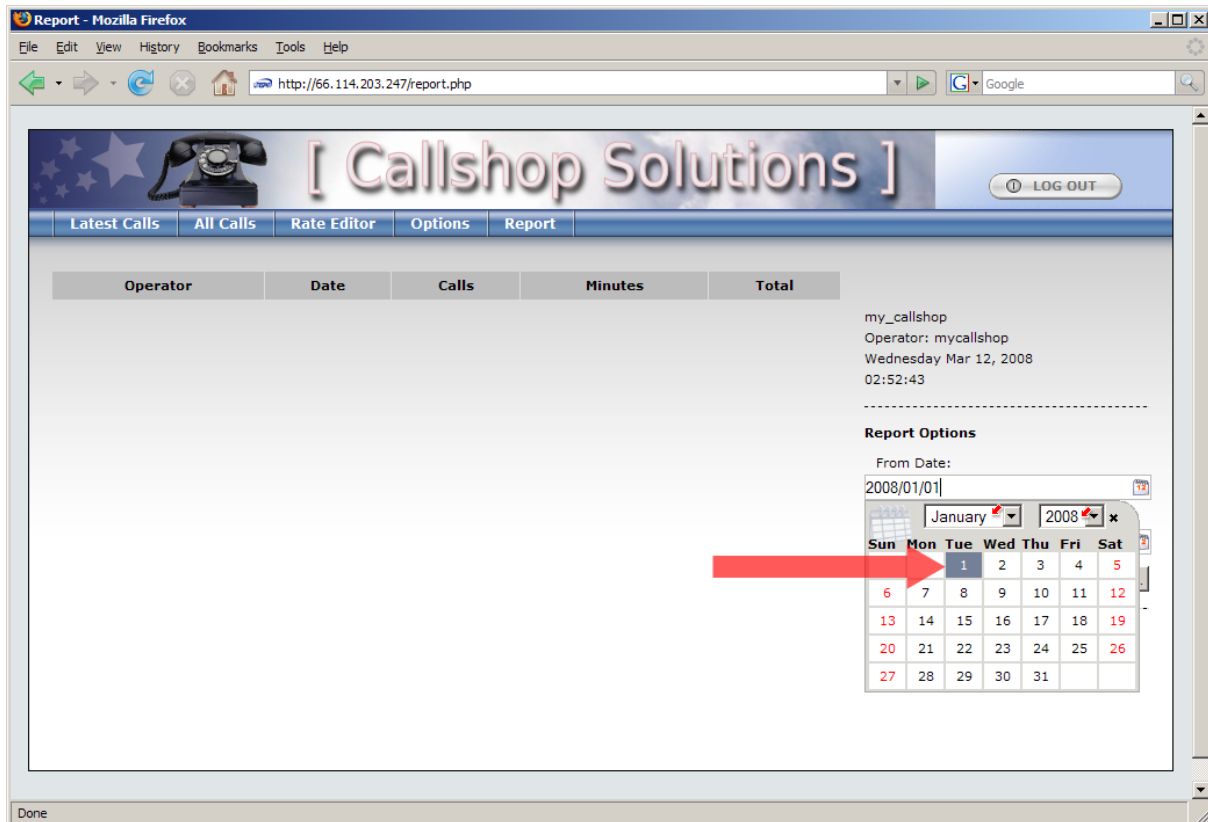
4.3 Creating Cashier Reports

To create a report of all calls:

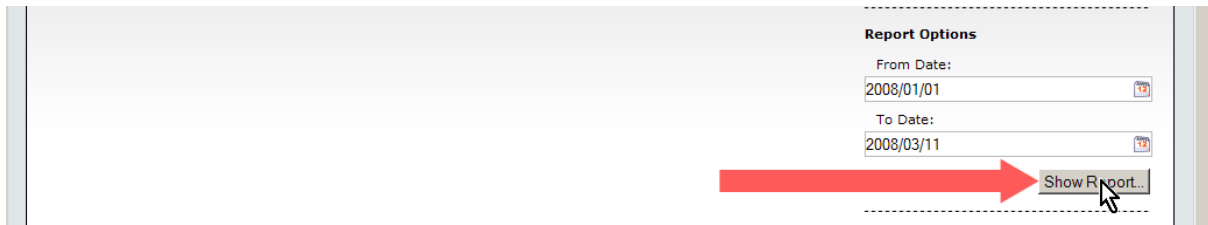
- Click the «Report» button to bring up the Report screen.



- Select the time interval for the report by entering the "From Date" and "To Date." Click on the calendar icon to the right of the field to change dates. A small calendar will be displayed. Click on the desired square to select the date.



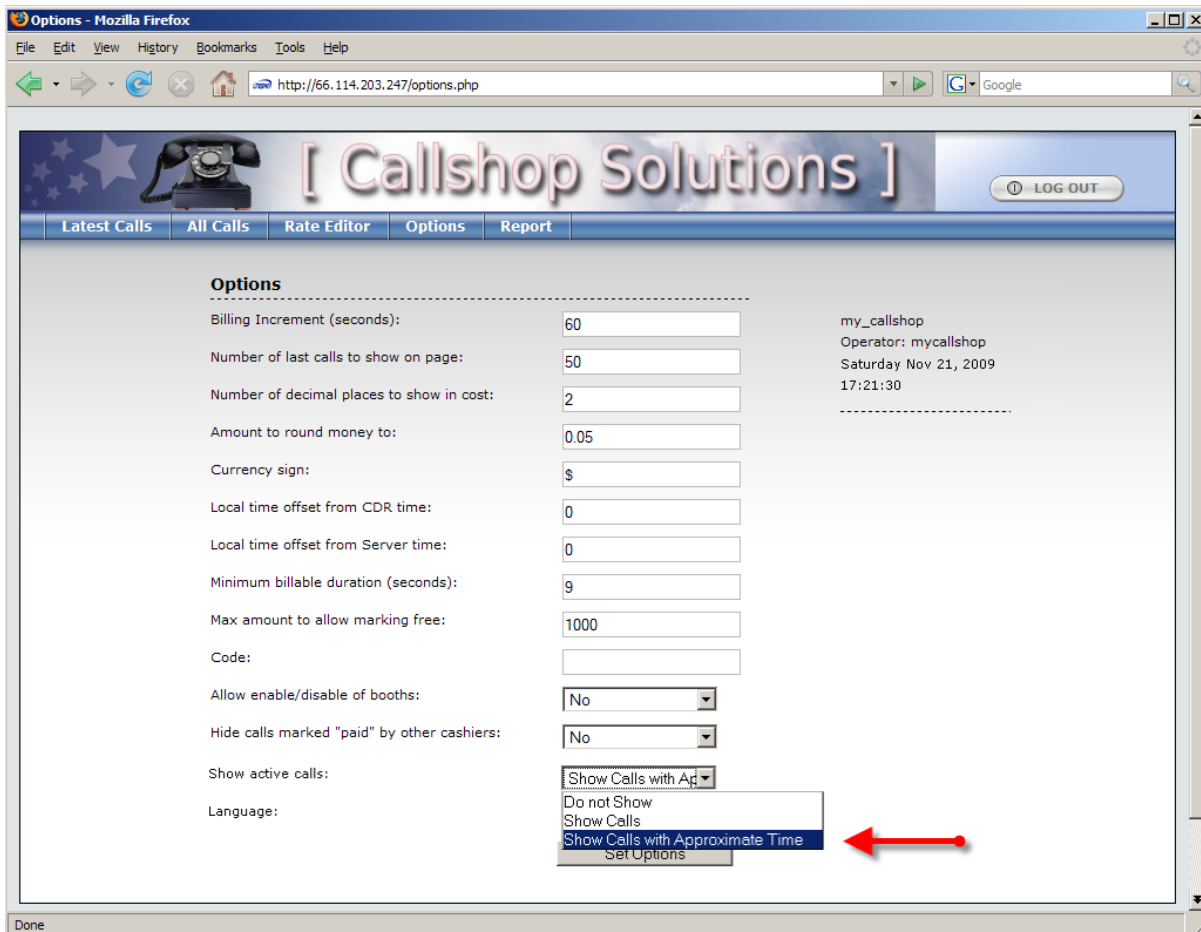
- Finally, click the «Show Report» button to display your report on the screen.



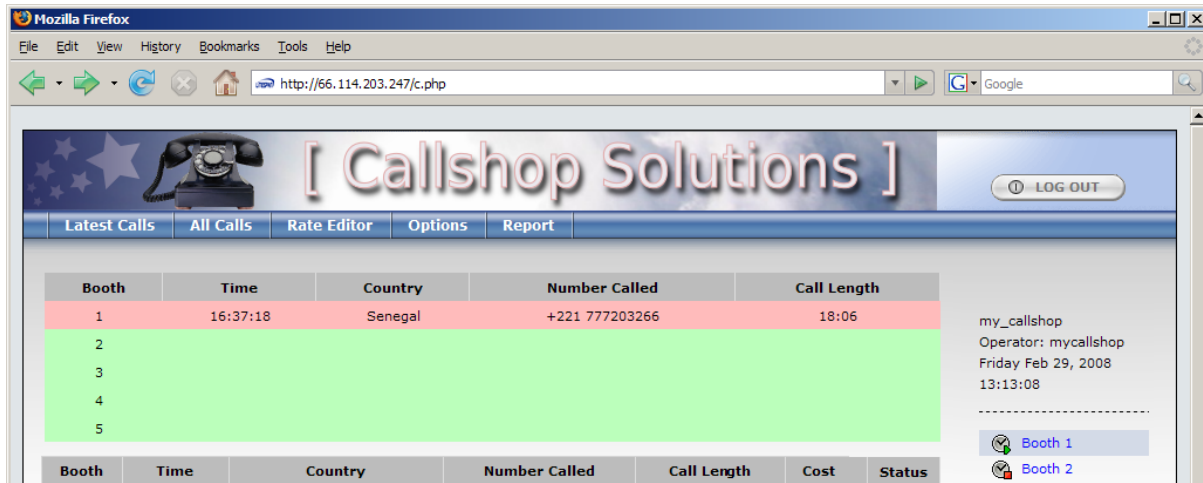
4.4 Active Calls

If you would like for the call shop interface to show calls that are in progress, you can use the “Active calls” feature. To enable this feature, open the “Options” tab and set “Show active calls” to “Yes.” Press «Set Options».

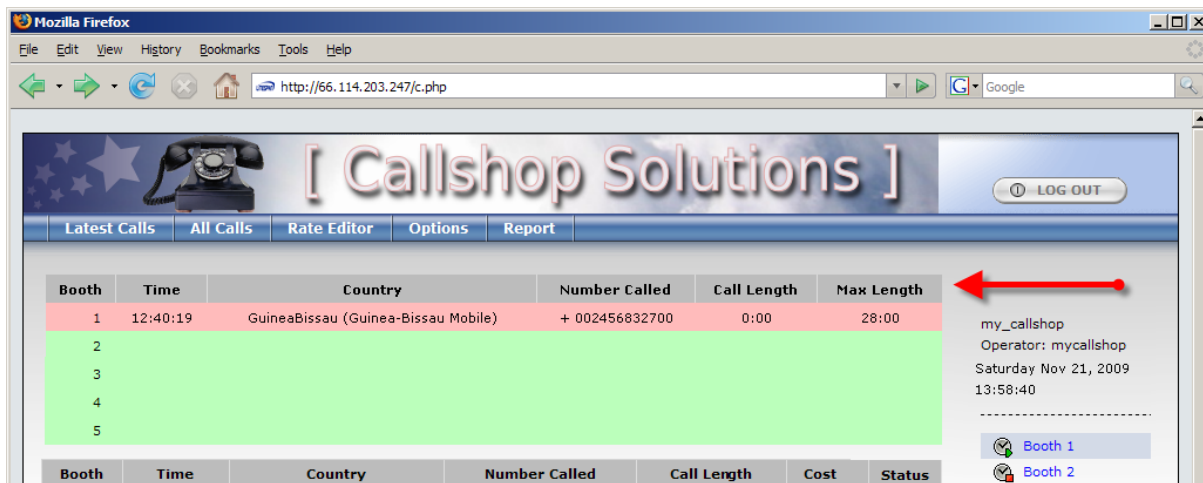
If you need to let your cashier see the approximate duration of the call, that option is also available.



After you click «Set Options», you will see the list of active calls on the top of the page under the “Latest Calls” tab. If there is an active call, the line for the corresponding booth will be red. The timer in the right cell of the table will count seconds and minutes of the call.

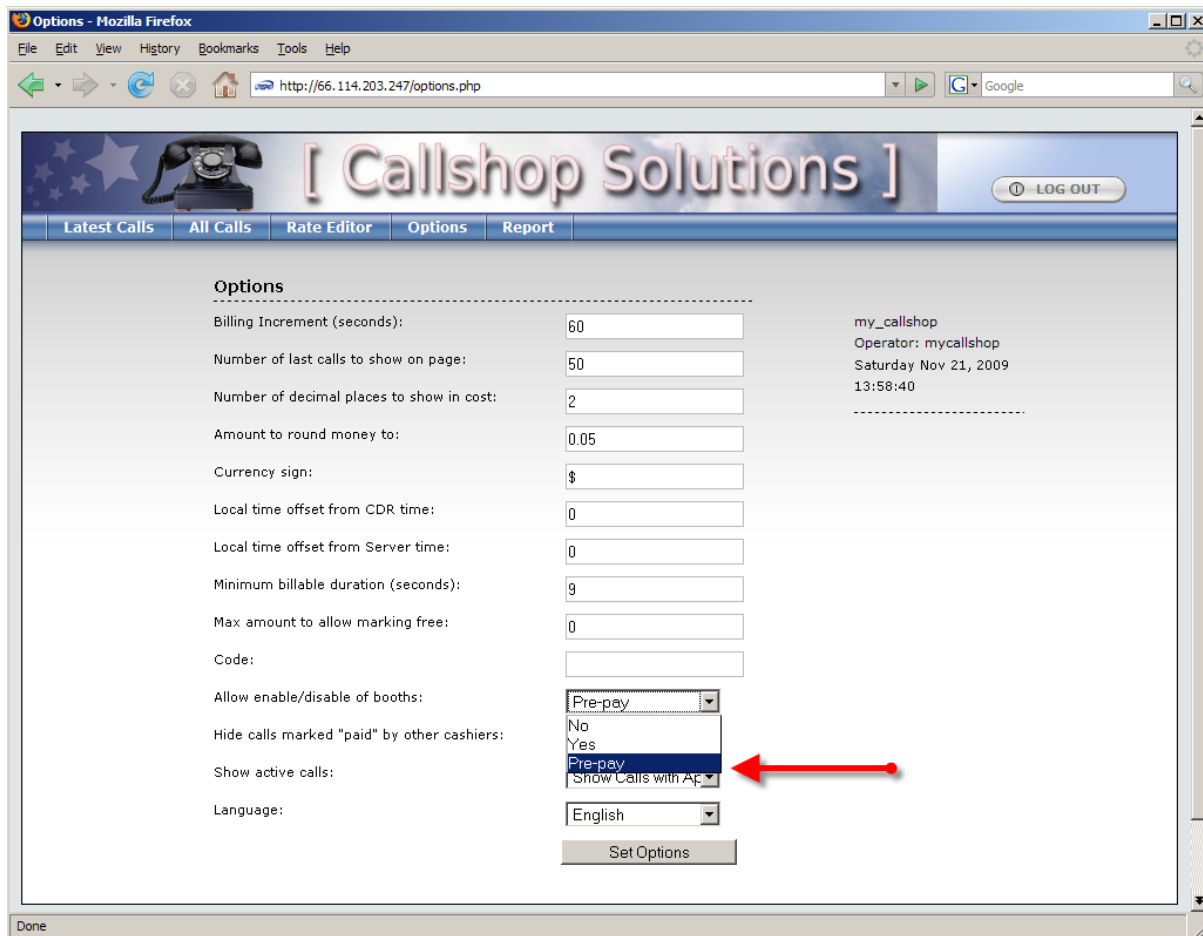


In the prepay scenario, the "Active Calls" table includes a new column — "Max Length." It shows the maximum possible call duration based on the prepaid amount and the rate to the active call destination.



4.5 Prepaying

If you need to use a prepay scenario for your call shop, you can enable this feature on the Options page:



After that, a cashier may click on a blocked booth and enter the prepaid amount (which should be divisible by the rounded monetary value). This action unblocks the booth and the end user can start talking. When the prepaid amount runs out, the call will be disconnected automatically. If the caller ends his call on his own, the cashier can print a report (which will show the prepaid amount and change due, in addition to the total cost), give change, and mark the call paid. This action blocks the booth.