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Callshop Services

A callshop is a public facility where end users come to make low-cost international calls. A customer is guided to an available phone booth (cabin) where he makes calls and pays for them at the cash desk afterwards. The callshop is managed by a callshop reseller who sets the tariffs by which the end users are charged. The callshop reseller usually employs one or more callshop operators. Callshop operators control the authorized use of the booths, collect payments and provide customers with receipts.

The following step-by-step scenario explains how a customer makes a call in a callshop and how he / she is then charged for it:
1. First, a customer is directed by a callshop operator to an available booth.
2. The callshop operator unlocks this booth to allow the customer to enter.
3. Once inside the booth, the customer dials the desired destination number(s).
4. When the call session ends, the customer leaves the booth.
5. The operator presents the customer with a receipt for the call(s) made.

This handbook demonstrates how to configure a callshop reseller who provides callshop services to end users. In the example, the callshop reseller buys traffic from another reseller – for example, ABC Shuttle. The ABC Shuttle reseller, in turn, buys traffic directly from the ITSP but does not provide callshop services.

This handbook is intended for:
- resellers who provide VoIP services to callshop owners (a callshop owner is a callshop reseller in PortaSwitch®)
- callshop owners who provide callshop services to end users
- callshop operators – personnel who operate callshops

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Checklist

Print the following page and use it to mark off the operations you have completed while performing the system setup according to the instructions in this section. Please make sure that you perform all of the operations in the order designated (all of the boxes should be checked), otherwise the service will not work.

Operations to be performed by an administrator

Operation	Done
Rating configuration	
Create a wholesale tariff (referred to later as tariff **A**), which contains the ITSP's wholesale rates; make sure this tariff is designated as Applied To: **Reseller**	[ ]
Define the tariff **A** rates for the destinations to which calls will be allowed	[ ]
Create a reseller and apply tariff **A** to him on the **Additional Info** tab	[ ]
Specify credentials (login and password) for the reseller to access the reseller self-care interface	[ ]
Create a tariff (referred to later as tariff **B**) which will be applied to the reseller's end users; make sure this tariff is marked as Managed by: **Reseller**	[ ]
Product configuration	
Create a product for reseller use (referred to later as product **A**). The reseller will be able to sell this product to their end users as well as to resell it through other resellers; make sure this product is marked as Managed by: **Reseller**	[ ]
Create one rating entry for this product using the PortaSIP® node and an empty access code. This entry will use tariff **B** to charge end users and tariff **A** to charge the reseller	[ ]

Operations to be performed by a reseller

Configuring a callshop reseller	
Log in to the reseller self-care interface using the credentials provided	[ ]
Create a callshop reseller	[ ]
Create a resale tariff (later referred to as tariff **C**), which will be used to charge the callshop reseller	[ ]
Specify credentials (login and password) for the callshop reseller to access the callshop reseller self-care interface	[ ]
Product configuration	
Provide the callshop reseller with the product. For this, clone product **A**, and ensure that the new product is marked as Managed by: **Callshop reseller**	[ ]

Operations to be performed by the callshop reseller

Rating configuration	
Log in to the callshop reseller self-care interface using the credentials provided	[ ]
Generate rates that end users will be charged for calls	[ ]

Assign a product to the callshop	[ ]
Add callshop booths	
Configuring a callshop operator	
Create a callshop operator	[ ]
Specify credentials (login and password) for a callshop operator to access their self-care interface	[ ]
Administering a callshop	
Change the product for a callshop (optional)	[ ]

Operations to be performed by the callshop operator

Operating a callshop	
Log in to the callshop operator self-care interface using the credentials provided	[ ]
A customer comes to the callshop to make calls. Unlock a booth for him. The callshop customer makes calls to desired destinations from this booth	[ ]
When the call session ends, the customer is presented with the receipt for the call(s) made. Payment is collected	[ ]

Operations to be Performed by an Administrator

Configuring a Reseller

In this handbook, we assume that the ABC Shuttle reseller has already been configured by the administrator. For detailed instructions on how to configure a reseller in PortaSwitch®, please refer to the **Configuring a Reseller for Postpaid Services** or **Configuring a Reseller for Prepaid Services** handbooks.

⚠ Since routing plan selection is not supported for callshop resellers, make sure to define only one rating entry containing the Voice Call service and one tariff in the product for callshop resellers.

Operations to be Performed by a Reseller

Log in to the Reseller Self-care Interface

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

NOTE: Sometimes administrators try clicking the **Logout** button on the admin interface and then log in using a reseller's username and password. This will not work since you are still in the admin realm, to which your reseller does not have access. You must log in from the reseller self-care interface.

Create a Callshop Reseller

Bear in mind that callshop resellers can only provide callshop services to end users (no other services may be offered).

1. In the **Participants** section of the reseller self-care interface, select **Callshop Resellers**.
2. On the **Callshop Reseller Management** page, click the ⊞ **Add** button.
3. Fill in the **Add Callshop Reseller** form:

Main form (top)

- **Customer ID** – Type a short name for the callshop reseller; this will be used on the web interface.
- **Customer Class** – Select a customer class for this callshop reseller. A customer class is a set of various parameters which can be applied to a group of callshop resellers. By choosing a specific class here, the callshop reseller automatically inherits all of the class properties (grace period, invoice template, etc.).
- **Currency** – Select the currency in which this callshop reseller will be charged.
- **Permanent Credit Limit** – Assign a credit limit for the callshop reseller.

Usage Charges tab

Create the resale tariff and generate the resale tariff rates that the ABC Shuttle reseller will use for charging a callshop reseller for outgoing traffic.

Click **Clone the selected Wholesale Tariff** and then click **Update**. The **Clone Tariff** dialog box opens. Fill in the **Clone Tariff** information fields as described below:

- **Resale Tariff Name** – Type the resale tariff name here.
- **Add** – Type a profit markup (in percentage) you wish to apply to rates in the wholesale tariff.
- **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.
- **Resale Tariff Description** – Type the resale tariff description.

When you are finished, click the **Clone** button.

Clone Products tab

The product is the main instrument that defines which services a reseller can offer to their end users. To provide a callshop reseller with a product, the ABC Shuttle reseller clones one of his products. The cloned product becomes 'at the disposal' of the callshop reseller.

Click the **Clone** button. The **Clone Subreseller Product** dialog box opens. Fill in the **Clone Subreseller Product** information fields as described below:

- **Product Name** – Type in a name for the callshop reseller's product.
- **Clone Discount Plan**– Select this check box if you want to include the original product's discount plan with the new product. Otherwise, leave it unchecked.
- **Clone All Subscription** – Select this check box if you want to include the original product's subscription with the new product. Otherwise, leave it unchecked.
- **Clone Rates** – This option is only available if the new product and the original product share the same currency. Select this check box if you want to clone the original product's sales rates. Alternatively, you can create a new product without defined sales rates. To do this, leave this check box unchecked.
- **Convert Rates** – This option is only available if the new product's currency differs from the original product's currency. Leave this option as is if you want to use the current exchange rate. Otherwise, adjust the current exchange rate as necessary.

   NOTE: If it is impossible to automatically get the current exchange rate, the system fills this field with a 0.00 value. In this case, you need to manually enter the exchange rate.

When you have finished, click the **Clone** button.

Web Self-Care tab

Specify the credentials that the callshop reseller will use for accessing their self-care interface.

- **Password** – Type the password that they will use.
- **Time Zone** – Choose the time zone in which the callshop reseller will see their xDRs that will also define their billing period. For example, if you select **America / Vancouver** here and the billing period is **Monthly**, the billing period will start on the first day of the month at midnight (12 am) New York time.
- **Web Interface Language** – Choose the language to be used on the callshop reseller self-care interface.

Information on all other tabs is optional. A more detailed description of these tabs can be found in the *Create a Reseller* section of the **Configuring a Reseller for Postpaid Services** or **Configuring a Reseller for Prepaid Services** handbooks.

4. Click 🖫 **Save&Close**.

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-porta-billing-server-name>:8442**) and log in with the credentials that were provided to you.

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.

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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 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.
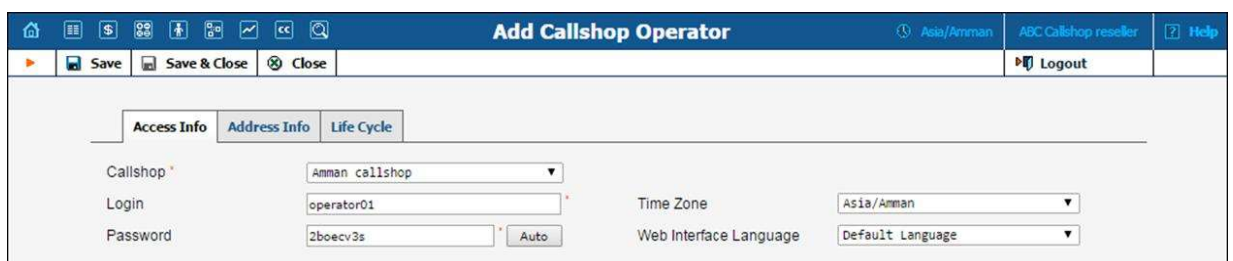
4. Click 💾 **Save&Close.**

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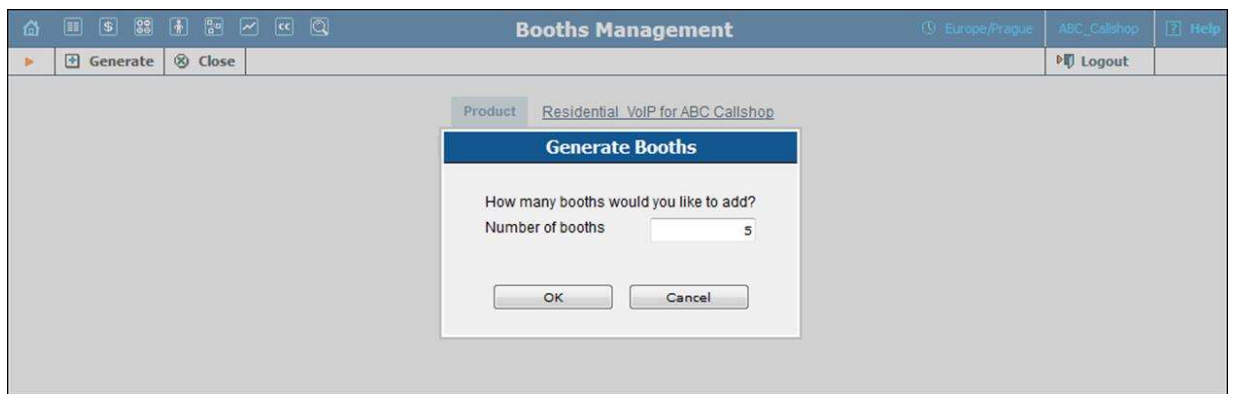
1. In the 🧍 **Participants** section of the callshop reseller self-care interface, choose **Callshops**.
2. On the **My Callshops** page, click the **Booth** icon next to the callshop for which you want to generate booths. The **Booths Management** page opens.
3. On the **Booths Management** page, click ➕ **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**.

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.

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1. In the **SU Staff** 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.**
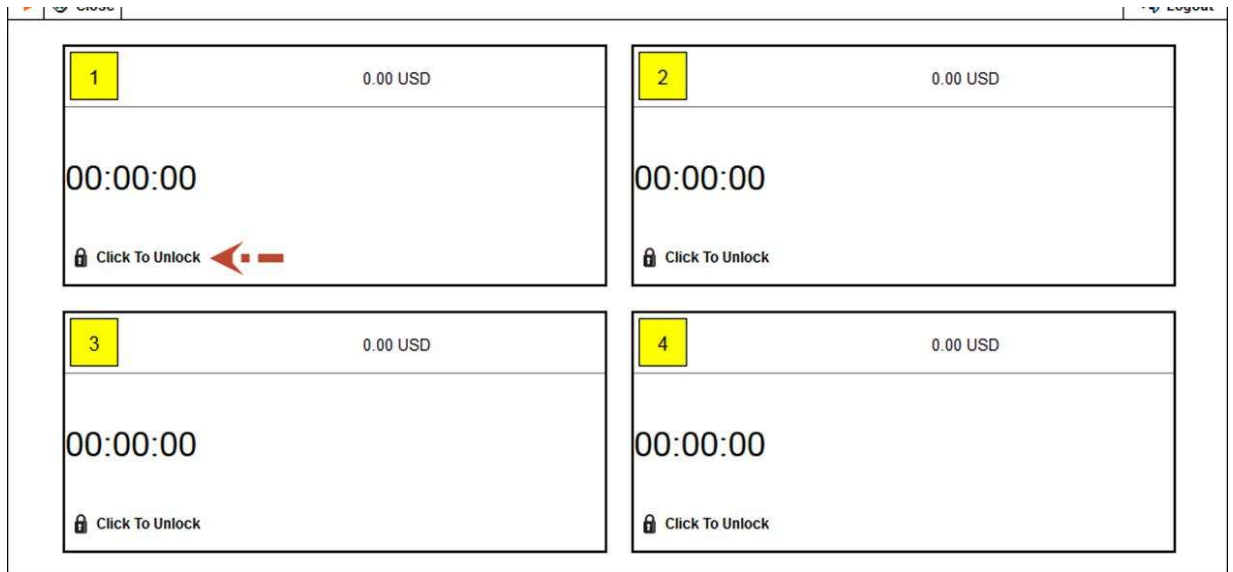
Operations to be Performed by a Callshop Operator

Log in to the Callshop Operator Self-care Interface

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

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 🔒 **Click to Unlock** icon to unlock the booth. The customer can then make calls to desired destinations.

3. Once the customer leaves the booth, to prevent unauthorized use of the booth, click the 🔓 **Click to Lock** icon to lock it.

Present the Customer with a Receipt

Present the customer with the receipt for the call(s) made in the booth.
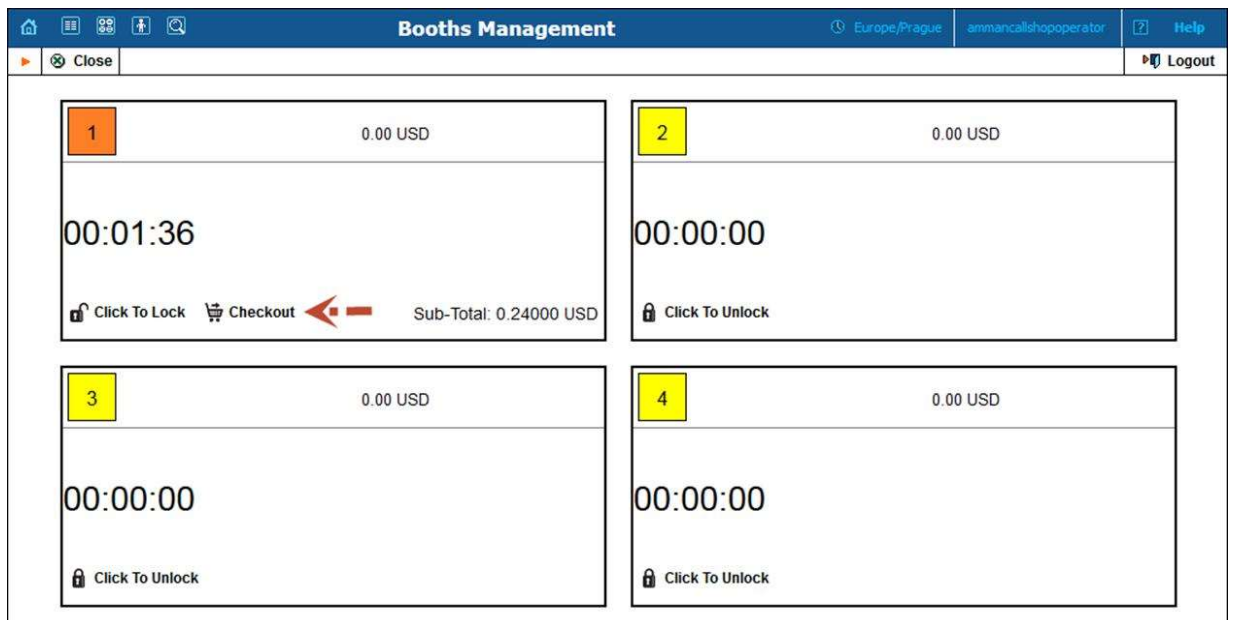
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Date	Time	Country	Number	Call Duration	Cost
2015-07-29	13:57:39	UNITED STATES OF AMERICA	18667478647	00:00:32	0.08000 USD
2015-07-29	13:59:46	UNITED STATES OF AMERICA	18667478647	00:00:32	0.08000 USD
2015-07-29	14:00:47	UNITED STATES OF AMERICA	18667478647	00:00:32	0.08000 USD

Total Call Charges 0.24000 USD

Rounded Charges 0.24000 USD

Additional Charges 0.00 USD

Amount Due 0.24 USD

Amount Paid 0.50 USD

Change Due 0.26 USD

Pay   Cancel

Booth #1 Call Summary

Date	Time	Country	Number	Call Duration	Cost
2015-07-29	13:57:39	UNITED STATES OF AMERICA	18667478647	00:00:32	0.08000 USD
2015-07-29	13:59:46	UNITED STATES OF AMERICA	18667478647	00:00:32	0.08000 USD
2015-07-29	14:00:47	UNITED STATES OF AMERICA	18667478647	00:00:32	0.08000 USD

Total Call Charges 0.24000 USD

Rounded Charges 0.24000 USD

Additional Charges 0.00 USD

Amount Due 0.24 USD

Amount Paid 0.50 USD

Change Due 0.26 USD

Print   Close

1. On the **Booths Management** page, click the   **Checkout** icon for the booth from which the calls were made. The **Booth Call Summary** dialog box opens.
2. In the **Booth Call Summary** dialog box, check / fill in the following information fields:
   - **Total 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.

print the receipt.

4. Collect payments from the customer, return change and provide him / her with a receipt.