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JeraSoft Billing 3.5

Interface Basics

On this page

- Quick Search
- SmartBar
- InfoBar
- Section Tabs

Quick Search

This tool is used to perform a search of any information within administrator interface inside current section. For example, you can search for clients, rates, etc.:

Screenshot: Quick Search panel

	🦻 o 🍓 o	🚹 2 🚡 0.00/0	3 0
Signed in as:	admin Change P	assword About I	Logout
	9	2013-08-23 07:29:	11 UTC
	Search		٥
		Rows 1 – 18	of 18

Note: Quick Search panel will not be present in every section of the system. It's available only in sections that contain listed information – Clients section, Rate Tables, etc.

Some sections allow the use of Advanced Search function, that is activated by clicking on arrow button (Screenshot):

Screenshot: Advanced Search panel

0

	🦻 o 🍡 o 🔔 a 🚠 o.oo/o 😼 o
	Signed in as: admin Change Password About Logout
	2013-08-23 12:53:26 UTC
	Search 🔎 🖬
Reseller 🔻	Reseller: all resellers
	Reset Search

Note: If the arrow button has red color, this means that search is performed on selected parameters.

SmartBar

(i)

For quick launch of any system section indirectly, you can use the *SmartBar* shortcut panel. It is always situated in the upper part of the window, next to listing of system's sections:

Screenshot: The SmartBar

VolP Carrier Suite											
Management	Retail	Statistics	Tools	Routing	Configuration	System	8	3	x 6		
📕 Rate Tal	Rate Tables										
🕒 New Rate	Table	Import									

To add a shortcut of any section to SmartBar, press "+" button near section's name. To remove the shortcut, press "-" button at same location.

InfoBar

To have access to fast-changing system information system features the information panel - InfoBar.

Screenshot: The InfoBar

	P 0	0 🖉	1 2	h 0.00/	0 📑	; 0
Signed in as: ad	min Ch	ange Pa	ssword	About	Log	out
		•	2013-08	-23 07:2	9:11 l	ЈТС
	Search				٩	0
			Ro	ows 1 – 1	8 of 1	18

It is situated at top-right part of the screen and displays the following information:

lcon	Description
%	CDR queue
<u>62</u>	CDRs in queue for rerating
4	Information about system alerts

B	Load average on server / Number of CPU cores
3	Number of running billing services

Section Tabs

Some functions of the sections are now available as Section Tabs (Screenshot below). This feature is designed to make your work with this sections much more easier and comfortable.

Screenshot: Section Tabs

Management Retail Statistics	Tools	Routing	Configuration	System					
📑 DID Management 🕹 Operators List 🗐 DIDs History									
🕁 New DIDs 🛛 🖅 Import DIDs 🕞 Mass Edit									

Management

This section of our Guide contains information about how you can provide different management through JeraSoft VCS. For more details please go to the related sections:

- ClientsRate Tables
- Invoices
- TransactionsBalance Report
- Resellers

Clients

On this page

- Clients Section Main WindowAdding New Client

Clients Section Main Window

This section is used to manage your customers, providers and all related information. Main window of this section is represented by list of all available clients:

Screenshot: Clients section main window

Clier	nts 🛛 🐉 Clients Templat	es																×
New	Client Export List																	Rows 1 - 18 o
ID 🔻	🔺 Name 🔻								Balance				Pay Terms		Crowns			▲ Reseller ▼
ID V	A Name V						🔺 Available 🔻		▲ Live ▼		▲ Fixed ▼		Pay Terris		Groups			A Reseiler V
11	Customer A	<u>_</u>		۰į		۲	50.00 DKK		-50.00	\$	-50.00	\$	Monthly	Σ	Customers	4		Reseller A
22	Customer B	5		•f	E	۲	9 720.37 USD		-279.63	\$	-253.34	\$	Monthly	Σ		2		Reseller B
33	Customer C	-		•{e		٢	1 244.35 DKK		-255.65	1	-73.15	S	Monthly	Σ		<u></u>		Reseller A
27	Customer D	-	N	۹			30.00 DKK		-470.00	1	-470.00	\$	Monthly	Σ		2		Reseller A
39	Customer E	-		•f			10.96 DKK		-89.04	\$	0.00	\$	Monthly	Σ		2		Reseller A
25	Customer F			۰t		2	841.11 DKK		-158.89	\$	0.32	5	Monthly	Σ	Customers	- A		Reseller A
34	Customer G	-		÷ť		2	No Limit DKK		-189.05		-99.34	5	Monthly	1		- A		Reseller A
31	Customer H	-		۰į		i	10 079.26 DKK		7 079.26	\$	-912.24	\$	Monthly	Σ	Customers	<u></u>		Reseller A
21	Customer I	-		÷		٨	5 007.62 USD		-4 992.38	\$	-4 675.90	\$	Monthly	Σ		-		Reseller B
20	Customer J	-	N	۰t		8	224.19 USD		-1 775.81	5	0.00	5	Monthly	Σ		- A		Reseller B
15	Customer K	-		÷		1	-2 625.99 DKK		-2 626.99	-	-2 626.99	5	Monthly	2		- A		Reseller A
23	Customer L	-	N	=te			4 267.55 USD		-5 732.45	\$	-5 507.79	\$	Monthly	Σ		2		Reseller B
28	Customer M	-		÷		٨	30.00 DKK		-470.00	\$	-470.00	Ş	Monthly	Σ		- 🍫		Reseller A
40	Test Customer	-	N	۰t			1.00 DKK		0.00	1	0.00	\$	-	Σ		- A		Sub-Reseller B-1
7	Vendor A			۰t			535.74 DKK		435.74	\$	0.00	\$	_	Σ		-		Reseller A
24	Vendor B	-		•te			2 601.34 DKK		2 501.34	\$	0.00	\$	-	Σ		- 🍫		Reseller B
17	Vendor C	-		۰t			2 999.35 USD		2 989.35	1	0.00	s,	-	Σ		- 🍫		Reseller B
18	Vendor D	-		-			6 958.71 USD		6 948.71	-	0.00	-	_	Σ		~	5	Reseller B

Column Name	Description										
ID	Client's identifica	Client's identification number									
Name	Client's name	Client's name									
Balance	Client's balance	values									
	• Available	"Live" client's balance including allowed credit									
	• Live	Client's balance calculated on basis of performed payments and processed calls									
	• Fixed	Client's balance calculated on basis of the outstanding invoices and performed payments									
Pay Terms	v Terms Payment terms of each client										
Groups	Indicates, which group respective client belongs to										
Reseller	Name of reselle	r company respective client belongs to									

lcon	Description										
	Is used to edit accounts (gateways, sip-accounts etc.)										
S	Is used for accessing client's current routing plan (icon will be colored if plan is assigned)										
- [Is used to add additional configurations to dynamic routing for current client										
	Is used to display client's rates										
	• ORIG	Rate tables for incoming calls									
	• TERM	Rate tables for outgoing calls									
	Is used to to assign and manage	e your packages									
	Is used to manage client's balar	nce. It's a shortcut to Transactions section									
3	Is used to manage client's invoid	ces. It's a shortcut to Invoices section									
\$	Is used to manage client's balar	nce report (Live or Fixed). It's a shortcut to Balance Report section									
Σ	Is used to manage client's sumr	nary report. It's a shortcut to Summary Report section									
2	Allows access to current client's	client control panel (icon will be colored if access is available for customer)									
	Is used to view sends history. It	s a shortcut to Mail Queue section									
*	Is used to delete a client from th	e system									

Tip: If prepaid mode is enabled, calls will be subject to balance check on stage of call authorization (when RADIUS Authorization is used). If postpaid mode is enabled, calls duration will be limited to "Max Call Duration" set in Configuration – Settings.

Adding New Client

To add a new customer, press "New client" button. A dialog-window will show up:

Screenshot: Adding new client

🚨 Client Info	🗄 Custom Fields 🛛 📑 Acco	ounts 📑 Presets	🔕 Packages	# DIDs	🔯 Notes	Customer
SYSTEM INFORMA	TION	ORIGINATOR SETTINGS			COMPANY INFO	
Name:	Customer	Allowed Credit:	1000 USD	Name:		
Reseller:	CUS_1	Payment Terms:			Main E-mail:	
Currency:	USD	Rate Table:		-	NOC E-mail:	
Timezone:	default (UTC)	Routing Plan:		•	Billing E-mail:	
Status:	Active	Capacity:	channels		Rates E-mail:	
Groups:	Customers		700		Address:	
Tax Profile:	▼	Notify Client:	USD			
Bill Calls by:	disconnect time 🔹	Notify Admin:	USD			
	Enable number formatting	Notity Admin.	030			
CLIENT PANEL		AUTOINVOICING				
Login:		Template:		-	Tax ID:	
New Password:		Last Invoiced:			Reg ID:	
Access:	List, Balance Refill, Balance Report,				Account Details:	
	Summary Report, CDRs List	Format: Excel				
TERMINATOR SET	TINGS	Notify type: All rat	tes			
Rate Table:	•	AUTO PAYMENT				
Capacity:	channels	Extra Amount:	1000 USD		Locale:	▼
						OK Cancel Apply

Fill next fields:

Section	Fields Description								
System Information	General information about client								
Information	Name	A client's name							
	Reseller	Here you can select the name of one of your companies (or affiliates) that you can add in Resellers section (this name will be used in invoices)							
	Currency	Preferred currency (will be used in invoices)							
	• Timezone	Specify the timezone (will be used in invoices)							
	• Status	Current client status							
	• Groups	You can specify a group to which current client will belong to (only available if current user has necessary role installed. Refers to <i>Client Groups</i> section)							
	Tax Profile	You can specify a tax profile which will be reflected in invoices (refers to Taxes Profiles section)							
	• Bill Calls By	Select how the system should bill calls of current client – by setup time, connect time or disconnect time (most switch models use disconnect time)							

	 "Enable number formatting" checkbox 	Allows you to hide some numbers from calls made by this client							
"Client Panel Access"	Activates/deactivates the log in procedure to the client's control panel for current client. Customer can get access to this control panel by using following link: http://vcs_address/clients/								
checkbox	Sections that are available to clients within that control panel can be turned on or off by respective checkboxes. Full list of available sections is the following: Client Info, Invoices, Rates List, Summary Report, CDRs List, Balance Report, Payment Gateways, Change Password Important: if no login for "Client Panel Access" is specified or no fields are selected, then access to control panel will be forbidden. This access is configured with list of available fields and following parameters								
	• Login	Client's login							
	New password	Client's password							
Originator	Settings for your customers,	who send calls to your switch. Current clients' billing settings are specified here							
Settings	• Mode	Sets the balance check when <i>Radius Authorization</i> is used. The check is on when " <i>Prepaid</i> " is selected, and off when " <i>Postpaid</i> " is							
	Allowed Credit	Credit limit							
	Payment Terms	Select the payment terms template							
	Rate table	Select the origination rate table							
	Routing Plan	Select appropriate routing plan that will be used to route all calls of this customer (but it may be overriden for any of customer's accounts in <i>Accounts</i> tab)							
	Capacity	Summary origination capacity for this client							
Terminator	Settings for your vendors, w	hom you send calls from your switch. Current clients' billing settings are specified here							
Settings	Rate table	Select the termination rate table							
	Capacity	Summary termination capacity for this client							
Low Balance	Here you can setup whether	system should make low balance notifications or not							
Notifications	Notify Client	When clients' balance+credit is below entered value, system will send a notification to clients' <i>Billing e-mail</i>							
	Notify Admin	When clients' balance+credit is below entered value, system will send a notification to administrator via Events Log							
"Autoinvoicing	Activates/deactivates the au	tomatic invoice generation feature for current client. It can be configured with parameters							
" checkbox	• Template	Select an invoice template for this customer							
	Last Invoiced	Specify last day, that the client has already been invoiced for							

"Rate Notification" checkbox	" Here you can enable or disable automatic rates notification for current client							
	• Format	Select desirable format of rate notification (XLS or CSV)						
	• Notify Type	Specify a type of notification <i>All rates</i> - full price list						
	Only changed rates - only changed rates will be send All rates - unique mode - if there two or more new rates with different effective date for one code several files will be sent and each will contain all unchanged rates and only one rate change for code							
"Auto Payment" checkbox	Here you can enable or dis	able auto payment						
	• Extra Amount	Specify an amount that will be applied to customer's credit card registered in Authorized.net payment service						
Company Info	Some additional informatio	n about client can be entered here						
	• Name	Company name						
	• Main E-mail	Company e-mail for general inquiries						
	• NOC E-mail	Company email for technical related questions						
	• Billing E-mail	Automatically generated invoices and notifications will be sent on this e-mail address						
	• Rates E-mail	Company e-mail for rates related questions						
	Address	Physical company address						
	• Tax ID	Customer's tax ID						
	• Reg ID	Customer's registration ID						
	Account Details	Reference information about client's bank account or payment details						
	• Locale	Preferred locale, that will be sent as reply to RADIUS Authorization. It is used for IVR platforms to predefine language						

(U) Warning: "Full Delete" button can be used to permanently remove client from system, disregarding any statistics or rate tables data connections. Please, use this feature with care – deleted client can not be restored by any means.

Custom Fields

This tab allows you to manage client's custom fields, which can be used in invoice template as custom functions. This tab only displays already added and assigned fields to respective customer. These fields themselves are added in *Management – Resellers* section.

Accounts Configuration

On this page

- Accounts ConfigurationAdding New Account

Accounts Configuration

By pressing button 1, an account configuration dialog-window will show up:

Screenshot: Accounts configuration

Name	IP	TechPrefix	Password	ORIG TERM	VoIP Gateway	
account_2	0				Any	1
DENT BY NAME O	Account name	TechPrefix	Password	ORIG TERM	 VoIP Gateway	
mancypbx	mancypbx	mancy!123	mancy!123		Any 🔻	-
DENT BY ANI/DNIS 🔾	ANI	TechPrefix	Password	ORIG TERM	VoIP Gateway	

VCS system allows client identification in 3 different ways:

- Ident by IP identification by gateway IP-adress;
 Ident by Name identification by user login or gateway name;
 Ident by ANI/DNIS identification by src or dst number.

Adding New Account

To add new account press 😳 button in respective section, fill next fields and press "":

Field Name	Field Description					
Name	Name of an account in JeraSoft VCS system					
IP	Gateway IP-address. You can specify multiple addresses, by dividing them with ";". Also you can specify the subnet with mask here in CIDR- format, e.g. "10.0.0.0/24", "200.200.208/28"					
Accoun t Name	Gateway name or user login, that is used for identification					
ANI	Called or caller phone number					
Tech Prefix	Technical prefix, that is used to identify users, when multiple clients use same gateway					
Passw ord	User password that is used with login/password identification. Also can be used through default authentication mechanism. For more info please consult your switch system manuals					
ORIG	Allow origination from this gateway					

TERM	Allow ter	mination to this gateway					
VoIP Gateway	Current a	account will be in use only when billing this host calls					
Extra fields	A numbe	er of additional settings. You can see them by pressing 🕒 button in "ORIG" and "TERM" fields					
licitis	Set capacity for respective traffic direction C a p a ci ty						
	• R at e T a ble	Select rate table for current account (it will have higher priority than rate table set for whole client) either for origination or termination side					
	• R o ut in g PI an	You can specify custom routing plan for origination from this account					
	 Pr ot o c ol 	Select respective protocol for current termination gateway					
	Specify proxy for current termination gateway						
	• P ort	Specify port for current termination gateway					
	• G ro u ps	Set routing groups where current termination or origination account will belong to. Then, in Routing Plans section you will be able to route directly to one of these termination groups or allow routing only for these origination groups. Please consult Routing Details section for more information					

You can add unlimited number of accounts for each client.

Presets Configuration

On this page

- Client Presets Main Window

- Client Presets Main Window
 Adding Routing Presets
 Presets "Mass Import" Feature

 Step 1. Selecting File and Specifying Additional Parameters
 Step 2. Recognizing The File

 Performing Number Translation

Client Presets Main Window

The main purpose of this section is to provide an ability to exclude (block) some routes from routing scheme and to provide number translation functions. To open it, press "t" button. Configuration window will pop-up:

Screenshot: Client presets

👃 Client	Info 🔳 C	uston	n Fields	Accounts	•{ Pr	esets 🔯	Packages	#	DIDs	Notes	Cu	stomer A
ORIGINATIO	ON PRESETS 😋 🗐											
ŀ	Account name			Code		Code Na	ame		Deny	Expires, min	Added	
Any		-		٩				٩	V		manual	*
	TERMINATION PRESETS 🕄											
A	Account name			Code		Code Na	ame		Deny	Expires, min	Added	
Any		-		٩				٩	V		manual	*
TRAFFIC PR												
Origin	Account Name		Code	Code Name		Src Match	Src Replace	D	ost Match	Dst Replace	Add Group Orde	er 🛛
Orig 🔻	Any 🔻		٩		٩							1 🗰
											OK Cancel	Apply

Here you can add and remove routing presets either for origination or termination routes.

Adding Routing Presets

To add a route press a respective 😳 button and enter all required information in next fields:

Field Name	Field Description					
Account Name	Client's account, that should be used in current routing rule					
Code	Specify a code of destination here (use * as wildcard)					
Code Name	Or select a destination name in this field if applicable					
Deny	Enable this to deny current route selection					
Expires, min	Set a duration in minutes, for which the block should be active (leave blank to block forever)					
Added	Shows, when and how the rule was originally added. Manual rules added using this section, auto rules added by Factors Watcher					

Presets "Mass Import" Feature

By pressing 🕮 icon near "Origination Presets" rubric you will get an access to "Mass Import" feature. This feature allows you to add new presets to already existing or to purge all existing presets and add new ones.

Whole mass import process can be logically divided in two steps.

Step 1. Selecting File and Specifying Additional Parameters

Open Import tab and select a file to import on your HDD (Screenshot).

⚠	Uploaded *csv file should contain at list 2 rows.
---	---

Screenshot: Presets "Mass Import" feature main window

Presets Import		Customer B
FILE PROCESS		
Select file to import:	Выберите файл Файл не выбран]
Fields Delimiter:	autodetect 💌	
Import process		Process »
Presets import mode:	Add new presets 💌	

This step also allows you to choose some additional parameters, such as:

Field	Description						
Delimiter	Set delimiter for CSV file: comma, semicolon or tab						
Presets import mode	Select a type of import process						
	Add new presets	Add presets to already existing ones					
	• Add new presets (purge all existing)	Purge all existing presets and import new ones					

After selecting a file and specifying all additional parameters click "Process>>" button.

Step 2. Recognizing The File

System will recognize the file, and display few first rows of it. If there's need, make changes to the recognition of data (for instance, you can switch columns, if guess was not precise), and press "Process>>" again (Screenshot).

Screenshot: Presets "Mass Import" feature. Step 2

Preset	5 Import													Cust	omer
DEFAULT	VALUES														
Account	Account name: Type:				Type:	ype: Expires in (minutes):									
accoun	t_1 💌	▼ Origination pr€▼													
ROWS AI	ID COLUMNS !	SELECT													
				-	-	-	-	-	-	-	-	-		-	Skip
code	code name	priority	type	client	account	policy	profit margin	time profile	num length min	num length max	balance	orig groups	term groups	capacity	
*		0	static	Vendor A	account_1			all time			100				
Cance	I .												« Return	Proces	s »

After you press "Process>>" for the last time, system will start importing process. When progress-bar reaches 100%, your mass import is done!

Performing Number Translation

 \oslash

To perform a number translation, press 😳 on *Traffic Processing* and fill the following fields:

Field Name	Field Description								
Origin	Specifies, when current translation rule will be applied								
	ORIG For calls originated from a client								
	• TERM	For calls terminated to a client							
	• DR On Dynamic Routing, before sending calls to a terminator								
Account Name	Select a respective account here								
Code	Specify a code of destination here (use * as wildcard)								
Code Name	Or select a destination name in this field if applicable								
Src Match	In this field you may set a template by which a number will be analyzed, and if template matches the number, the translation will occur in respect to settings in Src Replace field;								
Src Replace	Put a resulting action in	this field, that will be performed, if translation process will take place							
Dst Match	In this field you may set respect to settings in Ds	a template by which a number will be analyzed, and if template matches the number, the translation will occur in t Replace field;							
Dst Replace	Allows you to put matched calls into specified Origination Routing Group								
Add Group	Allows you to put matched calls into specified Origination Routing Group								
Order	Sets rules ordering, first	Sets rules ordering, first matched rule will stop further number translations							

These translation rules use regular expressions syntax. For example, if number is 123#456, Match field is ^123#(.*) and Replace field is 789\1, then resulting number will be 789456.

Also you can insert random number with fixed digit length using variable \$rnd(xxx-yyy)\$, where xxx - start number and yyy - end number of range. For example \$rnd(050-950)\$ will be replaced by 3-digit random number from 50 to 950.

Tip: Please note that all routing related functions of this section are only available with *Routing Module* installed. Orig and Term number translations will work without *Routing Module*.

Notes

This function represents a notebook for saving different additional information concerning current client. For example, this may be used by managers to share relevant info regarding particular customer between themselves.

To add new note go to the "Note" tab, press "Add Note" button, enter the message or select a file and press "OK" button (Screenshot):

Screenshot: Adding new note

🚨 Client Info 🛛 🗄 Custom Fields 🛛 🖷 Acc	ounts 📲 Presets 🔯 Packages 📲	# DIDs 🛛 🔯 Notes	Customer A
• Add Note	• No items were found		

Rate Tables

On this page

- Rate Tables Section Main Window
- Adding New Rate Table
- Configuring The Rates

Rate Tables Section Main Window

Allows you to manage your rate tables. Main window of this section is presented on screenshot down below:

Screenshot: Rate Tables section main window

📕 Rat	e Tables				Search P
🗘 Nev	w Rate Table				Rows 1 – 9 of 9
	ID 🔻 🔺 Name 🔻	Currency	▲ Code deck ▼	▲ Reseller ▼	Notes
	5 Custom-ExaServe	USD	DEFAULT	Reseller B	*
	1 GO-Cloudex	DKK	DEFAULT	Reseller A	*
	6 GO-ExaCall	DKK	DEFAULT	Reseller B	*
	7 GO-SBC-Cloudex	DKK	DEFAULT	Reseller A	*
	8 GO-SBC-ExaCall	DKK	DEFAULT	Reseller B	*
	4 N2P	USD	DEFAULT	Reseller B	*
	2 OUT	USD	DEFAULT	Reseller B	*
	9 Test	USD	DEFAULT	Sub-Reseller B-1	*
	3 VOX	USD	DEFAULT	Reseller B	*

Adding New Rate Table

To add new rate table, press *"New Rate Table"* button, define name, currency of the rate table, code deck that will be tied to this rate table, reseller, tax settings and value and description as you can see on screenshot below. This section will also store all rate tables that you plan to analyze via *Rates Analysis* section. You will be able to change these settings later by using *"Parameters"* tab. After everything is entered, press *"OK"* button. New rate table will appear on the list.

Screenshot: Adding new rate table

New Rate Table		
Name:		
Reseller:	all resellers	-
Code deck:	DEFAULT	-
Currency:	DKK	-
	Rates with taxes	
Description:		
	OK Cancel	

Configuring The Rates

To configure the rates, click on the table's name.

The rate management is executed with next six tabs:

Tab	Description		
Rates	Rates configuration		
Extra	Extra rates configuration		
Simulate	Call simulation tool		
Import Rates importing from csv or xls files			
Export Rates exporting to csv or xls files			
Parameters Here you can change some parameters that you've specified during rate tal			

Rates Tab Description

On this page

- Rates Section TabAdding New Rate

Rates Section Tab

You can select different rates with different tarification parameters for each code (Screenshot):

Screenshot: Adding new rates

🗏 Rates	Ext	ra 📄 🕨 Simulate 🛛 🗧	Import	Export	Narameters				Custom-ExaServe [USD]
🔂 Add Rate	🚯 Exp	oort Filtered 🛛 🐺 Mass Edit				R	ows 1 –	33	Pages: 🔻 1 2 3 4 5 🕨
▲ Code ▼		▲ Code Name ▼	Rate	Changes	Effective Date	Min	Int		Extra Fields
1	٩	North America	0.0231	_	2013-04-02 00:00:00+03	1	1	٠	TP: all time 🗱
1201555	٩	USA Directory Assistance	0.6825	_	2013-04-02 00:00:00+03	1	1	٠	TP: all time 🗱
1202555	٩	USA Directory Assistance	0.6825	_	2013-04-02 00:00:00+03	1	1	٠	TP: all time 🗱
1203555	٩	USA Directory Assistance	0.6825	-	2013-04-02 00:00:00+03	1	1	٠	TP: all time 🗱
1205555	Q,	USA Directory Assistance	0.6825	_	2013-04-02 00:00:00+03	1	1	٠	TP: all time 🗱
1206555	Q,	USA Directory Assistance	0.6825	-	2013-04-02 00:00:00+03	1	1	٥	TP: all time 🗱
1207555	Q,	USA Directory Assistance	0.6825	_	2013-04-02 00:00:00+03	1	1	٥	TP: all time 🗱
1208555	Q,	USA Directory Assistance	0.6825	-	2013-04-02 00:00:00+03	1	1	٥	TP: all time 🗱
1209555	Q,	USA Directory Assistance	0.6825	_	2013-04-02 00:00:00+03	1	1	٠	TP: all time 🗱
1210555	Q,	USA Directory Assistance	0.6825	_	2013-04-02 00:00:00+03	1	1	٥	TP: all time 🗱
1212	٩	USA-NewYork	0.02	_	2013-04-02 00:00:00+03	1	1	٠	TP: all time 🗱

Adding New Rate

To create a new rate line, press "Add Rate" button and fill next fields:

A destination code Name of code group (available Price per 1 minute of call	if code deck is attached)					
	if code deck is attached)					
Price per 1 minute of call						
A field that shows how current rate differs from previously effective one						
Rate start date (newest available rate for particular destination)						
Minimal time of call that will be tarificated. For example, if total call time was 20 seconds, and <i>Min Time</i> is 30, then client will pay for 30 seconds of call						
Tarification interval. This parameter is used, when Min Time time expires						
ds Additional parameters are stored under 🖸 icon						
• Rate Group	Specify group for jurisdictional billing					
End Date After specified date the rate would not be used						
	Rate start date (newest availat Minimal time of call that will be seconds of call Tarification interval. This parar Additional parameters are stor • <i>Rate Group</i>					

•	Profile	Which time profile will be used for current rate
•	Setup Fee	Setup fee (charged when call duration is longer then 0 seconds)
•	Grace Time	Time interval, below which calls are not tarificated (free time)
•	Notes	Additional information about current rate

After you finish filling all fields, press "" button.

 \odot

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Tip: On top of the page there is a search engine, that allows you to search for rates (codes or code names) by using * as a wildcard, and also allows to sort whole table by few criteria: confirmed/unconfirmed and rate actuality (including old, current, future and current+future templates).

Tip: If you see rate row colored in yellow, this means that it is in *pending* state and needs to be confirmed. To do so, check respective rate and click "Confirm" button.

Rates Management

Recommended rates management practice includes few tips that can make routine job easier.

Tip 1: If you have received an update to your rate table, do not delete or edit already present information. Simply import updated price list on top of your current one, this will update your rates with new effective dates, while no longer actual rates will be hidden. Read more about importing process in *Import* subsection.

Tip 2: If an existing rate was changed and *Effective From* field specifies a date that have passed, then all calls will not be automatically rerated using this new rate. You should rerate them manually with *Calls Rerating* section.

Tip 3: As an example of calculation, let's imagine that Rate = 1, Min Time = 30, Interval = 1, Grace Time = 2, Setup Fee = 0,3. If call duration was less than 2 seconds, then total call cost will be 0 currency units. If call duration was between 2 and 30 seconds, then total call cost will be 0,8 currency units. If

$$0,3 + \frac{1}{60}$$
 · quantity of call seconds

call duration was more than 30 seconds, then total call cost will be

currency units.

Tip 4: You can change rate tables' currency in Parameters tab.

Tip 5: All rate fields, that define time, have time format in seconds, while in Rate field you specify the cost for 1 full minute of call.

Tip 6: If you require to perform bulk update or edit of your rates, you can use Mass Edit feature. First, you'll have to form a query in search form. To do this, enter date that searched rates must correspond to as *current on, old for, future for, current+future for or all,* and code for your search (use * as wildcard). Then press "Search" button. System will find all rates that correspond to specified criteria and display them. Then click on "Mass Edit" link at the bottom of the window and proceed with respective action.

Operation type is selected under Action drop-menu:

- insert as new rates edited rates will be added as new ones, that will replace existant under specified conditions (for example, change of rate and effective date);
- update current rates edited rates will have their values updated with new ones;
- delete found rates all found rates will be deleted.

After you selected desired action, you can change next available rate parameters (unavailable for delete found rates action):

Parameter	Description					
Rate	Change the rate value. Available options: preserve, set to, inc for, dec for. You can increase or decrease the value either by fixed number or percent. To increase or decrease by percent enter % sign before desired number					
Setup Fee	Fee Change setup fee value. Available options: preserve, set to, inc for, dec for. You can increase or decrease the value either by fixed number or percent. To increase or decrease by percent enter % sign before desired number					
Grace Time	Change grace time value. Available options: preserve, set to					
Min. Time	Change minimal time value. Available options: preserve, set to					
Interval	Change tarification interval value. Available options: preserve, set to					
Effective Date	Change rate start date value. Available options: preserve, set to					
End Date	Change rate end date value. Available options: preserve, set to					
Profile	Change rate profile. Available options: preserve, set to					

After all desired changes press "Preview" button to preview the results, and "Process" button to accept them.

Extra Rates

This tab allows you to apply an "extra charge" for calls belonging to defined origination group. To utilize this function, first you should go to *Configuration – Client Groups* and create an *Orig* type group. Then you need to decide which calls will belong to that group by either assigning this groups to customer's origination account, or by using *Presets* and *Traffic Processing*. After this is decided, simply access *Extra* tab in *Rate Tables* section and specify an extra charge that will be used for all calls in defined origination group.

Simulate

Rates analysis section gives you possibility to see exactly which rate will be used for specified DNIS, and also resulting cost, if such call would take place:

Screenshot: Simulating calls

📔 Rates 🛛 🔹 Extra	late	Import Ex	port 📏 Parameters			Custom-Ex	kaServe [USD]
Number: 1		Code	Call Cost	Effective Date	Rate	Parameters	Billed Time
Date: 2013-04-02 00:00:00	0	1 North America	0.0231 USD	02/04/2013 00:00:00 +0300	0.0231 USD	1/1/0	60 sec
Duration: 60 sec							
Process							

Description of analyze parameters is following:

Field	Description
Number	Specify number for simulation
Date	Specify the call date
Duration	Specify call duration in seconds

After specifying all necessary parameters, press "Process" button and wait for query results.

Import

On this page		
 Import Section Tab Rates Importing Proces Step 1. Selecti Step 2. Recog Mass Import 	ng File and Specifying Additional Parameters	

Import Section Tab

Allows rates importing from Microsoft Excel *.CSV or *.XLS files (Screenshot).

Screenshot: Rate tables Import section tab

Rates 🛛 🙀 Ex	tra 📄 🕨 S	Simulate 🛛 🗺 II	nport	🚯 Export	Narameters				(Custom-E	xaServe	e [US
LE PROCESS												
Select	file to import:	import: Выберите файл Файл не выбран elimiter: autodetect v Format: auto v auto v Deck update mode: Do not import anything to code deck v format: Code deck: DEFAULT v e rates: Update with latest value v On errors: Import correct rows and show all found e v n mode: Notificator Code Deck: v Rows 1 – 1 of 1 Login File New Increased Decreased Unchanged Pending Total										
Fi	ields Delimiter:	autodetect 👻										
IPORT PROCESS											Proces	ss »
	Date Format:	auto	auto	•		Deck update m	ode: Do n	iot import ar	nything to co	de deck	-	
E PROCESS Select file to import: Fields Delimiter: PORT PROCESS Date Format: Custom date format: On duplicate rates: Enable confirm mode:					Code o	deck: DEF/	AULT			-		
On d	uplicate rates:	Update with latest va	lue	•		On e	rrors: Impo	ort correct ro	ows and show	v all found	e 🕶	
Enable	confirm mode: [Notificator Code D	Deck:				-	
PORT HISTORY (LAS	T IMPORT OPER	RATIONS)										
										R	ows 1 – 3	1 of
Date	Logi	n		File		New	Increased	Decreased	Unchanged	Pending	Total	
admin rates-out-20130402 (1).csv			1848	0	0	0	0	1848	5			
											Cl	lose

Rates Importing Process

Whole import process can be logically divided in two steps.

Step 1. Selecting File and Specifying Additional Parameters

Open Import tab and select a file to import on your HDD.

This step also allows you to edit all information that was not present in import file (system will automatically paste most commonly used values), and set some configurations in regards to import process. These settings are following:

Field	Description							
Date Format	Specify date format of imported file	ecify date format of imported file						
Custom date format	If defined, this format will be used for date	efined, this format will be used for date parsing instead of "Date Format" field						
On duplicate rates	Decide what to do if a duplicate is found							
	• Update with latest value	If multiple duplicates were found, the last value is stored						

	• Skip duplicate rows	If there are multiple duplicates, only first value will be stored						
	• Alert me about duplicates	If duplicate is found, VCS will alert you about their presence						
"Enable confirm mode" Checkbox	Enables confirmation mode for imported r additionally pass confirmation check by b	rates. While in this mode, all rates that are imported into system, will have to illing operator						
Deck update mode	Decide how you want a code deck to be u	updated						
	• Do not import anything	Leave selected code deck unchanged						
	• Import only not existing codes	Code deck will be updated with codes and their names, if it doesn't currently have this information						
	 Import all codes (update existing) 	Code deck will be updated and codes will be updated with code names taken from file with overwriting of existent code names						
	 Import all codes (purge code deck first) 	Code deck is fully cleared and then all codes and code names are imported from file						
Code Deck	Select a code deck that you want to update with above settings (note that code deck specified settings here will only be available if you are importing file which contains <i>code names</i> in addition to <i>codes</i>)							
On errors	Decide, what system should do if file cont	tains an error (data inconsistency, incorrect symbols etc.)						
	• Import correct rows and show all found errors	Import error-free rows and display the list of errors, if any						
	 If errors are found, abort import and show all errors 	If any error is found, stop import and display a list of errors						
Notificator Code Deck	Specify code decks, that will be used for t	the next rates notification						

After selecting a file and specifying all additional parameters click "Process>>" button.

Step 2. Recognizing The File

System will recognize the file, and display few first rows of it. If there's need, make changes to the recognition of data (for instance, you can switch columns, if guess was not precise), and press "Process>>" again (Screenshot).

Screenshot: Rates importing process. Step 2

Effective Date:	End Date:	Profile:	Rate:	Min Time:	Interval:	Grace Time:	Setup Fee:	Notes:	
2013-09-11 00:00:00 +		all time 📼	0	1	1	0	0		
ROWS AND COLUMNS SEI	LECT								
	-				-			-	Skip
Destination		Description				First Price			
93		Afghanistan				0,2140			
355		Albania				0,0685			
35568		Albania (Cell)				0,2259			
35569		Albania (Cell)				0,2259			
213		Algeria				0,1480			
2131		Algeria-cellular				0,1415			
2135		Algeria Cellular				0,1440			
2136		Algeria Cellular				0,1440			
2137		Algeria (Cell)				0,1440			
21390		Mobile				0,1440			
21391		Algeria-Mobile Orasco	m			0,1440			
21392		Algeria-Mobile Orasco	m			0,1440			
21393		Algeria-Mobile Orasco	m			0,1440			
21394		ALGERIA (MOBILE)				0,1440			
21398		Algeria - Mobile/Spec	ial Services			0,1440			
21399		Algeria - Mobile/Spec	ial Services			0,1440			

After you press "Process>>" for the last time, system will start importing process. When progress-bar reaches 100%, your import is done! Don't forget to confirm the rates, if you chose to import in "confirm mode".

Mass Import

If you need to upload several rates tables return to the main *Rate Tables* list and check boxes of required tables and then click "Import" button. After keep the procedure in the same as a usuall rates importing.

Screenshot: Mass rates importing.

💷 Import			
Code	Code Name	Description	Rate table
		RATE TABLE: FGJ	
		Imported rows: 13449; Rows with errors: 0	
		RATE TABLE: TESTTG	
		Imported rows: 13449; Rows with errors: 0	
		RATE TABLE: TESTTG2_LONG_LONG_LONG_LONG_LONG_LONG_LONG_JOHNSON	
		Imported rows: 13449; Rows with errors: 0	
Close			

Export

On this page

- Export Section Tab
 Rates Exporting Process
 Step 1. Specifying Filter Parameters
 Step 2. Specifying Date And Format Options
 Step 3. Selecting Columns To Export

Export Section Tab

Rates exporting to Microsoft Excel *.CSV or *.XLS files (Screenshot).

You can use same search engine as provided on Rates tab, to decide which rates you would like to export (including confirmed/unconfirmed, old, current, future or current+future).

Screenshot: Rates exporting window

Rates Extra	▶ Simulate 🗧	Import	Export	📏 Param	eters		Cu	istom-ExaServe [US	5D]
STEP 1: SPECIFY FILTER PARAM	IETERS						STEP 3: SELECT O	OLUMNS TO EXPORT	
current / new 💌 2013-09-1	1 11:32:06	Rate Group:	Indeterminat	e 💌	Changes:		Column #1:	Code 🔹	-
Code / Name:		Imported File:		•	Confirmed:	•	Column #2:	Code Name	-
Data		Min Times			Drafilar		Column #3:	Rate	-
					_		Column #4:		•
Secup Fee.	- 050	THEALAN'		sec	Glace Time.		Column #5:		•
STEP 2: SPECIFY DATE AND FOR	MAT OPTIONS						Column #6:		•
Last export date:				Date Format:			Column #7:		
Code Deck:		-	1	Codes Output:	separate rows	•	Column #8:		
Data format: (Excel CSV	-	F	ields Delimiter:	,		Column #9:		
	P 1: SPECIFY FILTER PARAMETERS urrent / new v 2013-09-11 11:32:06 Rate Group: Indeterminate v Changes:						Column #10:		
	Codes from code deck						Column #11:		
C HEADER TEXT							Column #12:		
C FOOTER TEXT							Column #13:		
BIOOTLICILI	ECTFY FILTER PARAMETERS / new v 2013-09-11 11:32:06 Rate Group: Indeterminate v Changes: / Name: Imported File: v Confirmed: Rate: - USD Min Time: - sec Rate: - USD Min Time: - sec Profile: Rate: - USD Interval: - sec Grace Time: - ectry DATE AND FORMAT OPTIONS - USD Date Format:			Column #14:		•			
Save								Process Cancel	

Rates Exporting Process

Whole export process can be logically divided in three steps.

Step 1. Specifying Filter Parameters

Here you need to fill next fields:

Field	Description
Code / Name	Specify code / name of exporting file
Rate Group	Specify rate group in case of jurisdictional billing
Imported File	Select imported file
Changes	Select changes (Decreased, Increased, Not changed, New)
Confirmed	Select, confirmed your file or not

Rate	Specify price interval
Setup Fee	Specify setup fee interval
Min Time, sec	Specify minimal time interval of tarificated calls
Interval, sec	Specify tarification interval
Profile	Select time profile (all time, business time, non-business time, weekends)
Grace Time, sec	Specify gracr time interval

Step 2. Specifying Date And Format Options

Fill here next fields:

Field	Description									
Last export date	Parameter that affects deleted etc)	s "Rate changes" field (depending on it exported rates will be marked as new, changed,								
Date Format	Date format in your ex like 25-05-2011	xport file. Syntax is following: for example, if you put "%d-%m-%Y" here, your date will look								
Code Deck	Select a code deck he	lect a code deck here to rewrite code names in export file if needed								
Codes Output	Specify how codes sh	Specify how codes should be displayed. There are few options								
	• Separate rows	Each code is placed into single row								
	• Delimited list	Codes are grouped by code name in a row, for example: 5510,5511,5512								
	Ranges list Codes are grouped by code name into ranges plus delimiter, for example: 5510-55									
Data Format	Specify output file form	nat, XLS or CSV								
Fields Delimiter	Set delimiter for fields	if you've chosen CSV								
"With headers row" Checkbox	Include column name	s into the file								
"Codes from code deck" Checkbox	Allows to additionally	filter the export, by selecting only codes which are present in specified Code Deck								
Header text / Footer text	Allows you to addition	ally put some text into exported file as header and footer respectively								

Step 3. Selecting Columns To Export

 ${\it O}$

Here you can specify columns to export. Column names are self explanatory, but please note that *Rate Changes* column holds data regarding your rate actuality (*new, changed, deleted* etc).

Press "Process" button and save exporting file when you finish setting the parameters.

Tip: rates sorting will be made by the very first column. For example, if you want rates to be sorted by A-Z destination name than make Code Name as first column.

Parameters

This tab allows you to correct or change any settings that you entered when you created current Rate Table, such as it's *Name, Reseller, Currency* etc. (Screenshot):

Screenshot: Parameters section tab

Rates Rates	Simulate 🖉 Import 🔹 Export	📏 Parameters		Custom-ExaServe [USD]
Name:	Custom-ExaServe		Created on: 02/04/2013 16:57:23 +0300	
Reseller:	Reseller B	·] La	ast edited on: 18/06/2013 14:20:46 +0300	
Code deck:	DEFAULT			
Currency:	USD			
	Rates with taxes			
Description:				
		6		
		_ 1	ок	Cancel Apply

Invoices

On this page

- Invoices Section Main WindowCreating New Invoice

Invoices Section Main Window

Allows you to create and manage all outgoing and incoming invoices. By pressing ᆇ button you can download and view respective invoice file, and by pressing "Export List" you can download currently stored invoices list as CSV file.

Main window is presented as list:

Screenshot: Invoices section main window

👌 Iı	Invoices Contr											
C N	lew Invoice 🛛 🖾 Export List		Mas	s Edit					Rows 1 – 20 of 28	Pages: 2 🔻	1	2
	🔺 Invoice No 🔻			🔺 Client / Reseller 🔻	🔺 Amount 🔻		Period		Due Date	▲ Invoice Dat	e v	
	¥ INV-2013-213	•	8	Customer G	99.34 DKK	•	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-01 08:39:	29 UTC	
	INV-2013-212	•	8	Customer H		•	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-01 08:39:	03 UTC	
	🐳 INV-2013-211	•	8	Customer M	85.00 DKK	<u>ع</u>	2013-07-01 - 2013-07-31	GMT +00:00	13 days ago 2013-08-16	2013-08-01 08:38:	44 UTC	
	V INV-2013-209		8	Customer L	2 156.86 USD	•	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-0108:37:	41 UTC	
	V INV-2013-207		8	Customer I	2 277.64 USD	٠	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-01 08:35:	58 UTC	
	V INV-2013-204	•	8	Customer C		•	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-0108:35:	14 UTC	
	V INV-2013-203		8	Customer B	63.12 USD	٠	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-0108:34:	47 UTC	
	V INV-2013-202	•	8	Customer A		•	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-01 08:33:	56 UTC	
	1NV-2013-200	•	8	Rohde	54.48 DKK	₹	2013-07-01 - 2013-07-31	GMT +00:00		2013-08-01 02:20:	02 UTC	
	V INV-2013-199		8	Customer L	1 192.67 USD	•	2013-05-01 - 2013-05-31	GMT +00:00		2013-07-18 10:37:	33 UTC	
	🖌 INV-2013-194		8	Customer H	807.48 DKK	٠	2013-06-01 - 2013-06-30	GMT +00:00	2013-07-16	2013-07-01 12:39:	32 UTC	
	🖌 INV-2013-193		8	Customer A	85.00 DKK	1	2013-06-01 - 2013-06-30	GMT +00:00	2013-07-16	2013-07-01 12:37:	04 UTC	
	/ INV-2013-192		8	Customer K	771.91 DKK	٠	2013-01-01 - 2013-05-31	GMT +00:00		2013-07-01 11:05:	42 UTC	
	V INV-2013-191	•	8	Customer D	385.00 DKK	*	2013-06-01 - 2013-06-30	GMT +00:00		2013-07-01 10:47:	30 UTC	
•	🖌 INV-2013-190		8	Customer F	425.59 DKK	٠	2013-06-01 - 2013-06-30	GMT +00:00	2013-07-16	2013-07-01 10:46:	52 UTC	
	/ INV-2013-189		8	Customer L	2 158.26 USD	*	2013-06-01 - 2013-06-30	GMT +00:00	44 days ago 2013-07-16	2013-07-01 10:45:	50 UTC	

It displays all created invoices. Description of list's columns is following:

Column Name	Description
Invoice No	Number of invoice
Client / Reseller	Name of client or reseller with corresponding icon
Amount	Total invoice sum
Period	Invoice period
Due Date	Shows due date for specific invoice
Invoice Date	Invoice creation date

lcon	Description
\checkmark	This icon tells you that respective invoice was paid in full. If the invoice is not fully paid, this icon will be grey
<u> </u>	This icon defines to verify state and tells you that this invoice is awaiting to be checked before it will be sent to client

	This icon defines to send state, and this means that invoice is in sending queue
•	Outgoing invoice
-	Incoming invoice
	By pressing this icon you can download and view respective invoice file
*	By pressing this icon you can delete respective invoice

Creating New Invoice

Invoices are created through "New Invoice" button. When you press it, a pop-up window will show up:

Screenshot: Create Invoice window

🗟 New Invoice			
Client / Reseller:			*
Period:	last week 🔹 💌 2013-08-1	9 - 2013-08-25	Asia/Riyadh 💌
Туре:	outgoing 👻	Currency:	USD 👻
	(empty = auto)	State:	normal 💌
Invoice Date:		Due:	days
Comments:			
Action:	Generate new invoice		
Template:	default PDF		•
		0	K Cancel

Here you can select a client or reseller, invoice currency, invoice number (leave this field empty for automatic number generation) and select the state of this newly created invoice (to send, to verify or normal). In "Invoice Date / Due (days)" field you can specify the actual invoicing date and payment due in days. Also you can "Generate new invoice" or "Attach existing invoice".

When "Attaching existing invoice" you can only additionally specify the invoice destination (incoming or outgoing), specify the sum of the invoice and attach the invoice file. This feature is mainly used when your invoice was generated by some other third-party software.

When "Generate new invoice" is selected, you possess the following invoicing instruments:

- Period specify the period of statistics that will be included into invoice;
- Output in specify the resulting file format, PDF or XLS;
- By template select a template that should be used to create current invoice. These templates define your invoice contents and look and are created and managed in *Configuration Invoices Templates* section.

Tip: All automatically created invoices will be in *check* state. To send the invoice to client you will need to change its state to send state manually!

Transactions

On this page

⊘

- Transactions Section Main Window
- Adding New Payment
- "Import Transactions" and "Export List" Buttons

Transactions Section Main Window

This section allows you to perform financial operations with client's / reseller's balances and also track all balance changes within system. Main window is displayed as a list of performed payments:

Screenshot: Transactions section main window

New Trar	nsacti	on Import Transactions		Export List			Rows 1 – 20 of 6680	Page	es: 334 🔻 🚺 2 3 4	5
ID 🔻		Payment Account		Client / Reseller 🔻	Amount V	▲ Taxes cost ▼	Comments		▲ Transaction Date ▼	
6686	٨	Charge: Products	8	Customer F	-85.00 DKK	0.00 DKK	Package periodical payment: CP - Go - 2 Lines + 10 Numbers	\checkmark	30/08/2013 12:06:14 AST	
6685	2	Charge: Products	8	Customer J	-7.00 USD	0.00 USD	Package periodical payment: EC - Go - Extra 10 Numbers	\checkmark	30/08/2013 12:06:14 AST	
6684		Charge: Products	8	GO-Demo1	-85.00 DKK	0.00 DKK	Package periodical payment: CP - Go - 2 Lines + 10 Numbers	\checkmark	30/08/2013 12:06:14 AST	
6683	3	Payment: Paypal AccA		Booth 01	15.00 USD	0.00 USD	activation	\checkmark	15/08/2013 13:14:35 AST	
6682	3	Payment: Paypal AccA		Booth 04	10.00 DKK	0.00 DKK	activation	\checkmark	15/08/2013 13:14:27 AST	
6681	3	Payment: Paypal AccA		Booth 02	20.00 DKK	0.00 DKK	activation	\checkmark	15/08/2013 13:14:14 AST	
	7	Charge: Calls	8	Customer J	-0.35 USD	0.00 USD		\checkmark	12/08/2013 21:00:00 AST	
		Charge: Calls	8	Vendor B	0.92 DKK	0.00 DKK		\checkmark	12/08/2013 21:00:00 AST	
		Charge: Calls	8	Customer J	-0.07 USD	0.00 USD		\checkmark	12/08/2013 19:00:00 AST	
	2	Charge: Calls	8	Vendor C	0.04 USD	0.00 USD		\checkmark	12/08/2013 19:00:00 AST	
		Charge: Calls	8	Vendor B	1.66 DKK	0.00 DKK		\checkmark	12/08/2013 18:00:00 AST	
	12	Charge: Calls	8	Customer J	-0.64 USD	0.00 USD		\checkmark	12/08/2013 18:00:00 AST	
		Charge: Calls	8	Vendor B	3.26 DKK	0.00 DKK		\checkmark	12/08/2013 17:00:00 AST	
	1	Charge: Calls	8	Vendor D	0.00 USD	0.00 USD		\checkmark	12/08/2013 17:00:00 AST	
		Charge: Calls	8	Customer J	-1.27 USD	0.00 USD		\checkmark	12/08/2013 17:00:00 AST	
		Charge: Calls	8	Vendor C	0.19 USD	0.00 USD		\checkmark	12/08/2013 16:00:00 AST	
	12	Charge: Calls	8	Customer I	-0.41 USD	0.00 USD		\checkmark	12/08/2013 16:00:00 AST	
		Charge: Calls	8	Vendor D	0.14 USD	0.00 USD		\checkmark	12/08/2013 16:00:00 AST	
	12	Charge: Calls	8	Vendor B	0.18 DKK	0.00 DKK		\checkmark	12/08/2013 16:00:00 AST	
	27	Charge: Calls		Customer J	-0.07 USD	0.00 USD		~	12/08/2013 16:00:00 AST	

Payments list columns have the following meaning:

Column Name	Description
ID	A payment thorough ID number
Payment Account	Displays respective payment account, related to a performed payment
Client / Reseller	Displays the name of client or reseller that was engaged in payment operation
Amount	The respective payment operation sum
Taxes Cost	The respective taxes cost
Comments	Comments about respective payment
Transaction Date	Displays respective payment date, related to a performed payment

Tip: The "Group Call Charges" field in Advanced Search panel of this section allows you to see payments and charges not only "Hourly" (like in previous versions), but also to switch to "Daily", "Weekly" and "Monthly" outlook.



 \oslash

Adding New Payment

To add a payment press "New Transaction" button. In new window specify such parameters as: transaction date, select a client or reseller, payment account, amount, etc. and press "OK" button (Screenshot).

Screenshot: New transaction window

New Transaction		
Client / Reseller:	1	
Amount:	0.00 USD Type: Payment	-
Payment Account:	Paypal AccA / Reseller A	-
Comments:		
Transaction Date:	2013-08-30 15:50:16AST Status: Approved	•
	OK Cancel Apply	

Tip: For incoming payment select "Payment" operation type, for outgoing charge - select "Charge".

Tip: If you change transaction Status in respective field from "Approved" to "Pending" when adding a payment, that payment will have to pass additional approval check by billing operator.

"Import Transactions" and "Export List" Buttons

If you press "Import Transactions" button, you will be able to perform import of payments. Simply click this button and follow on-screen instructions. There are only 4 important fields that your file should include, being: customer name, payment sum, payment date and payment description.

If you press "Export List" button, you will be able to export all currently stored payments as CSV file.

You can edit payment properties by pressing respective transaction icon.

Balance Report

On this page

- Balance Report Section Main Window
- Forming The Analysis Report

Balance Report Section Main Window

This section represents a Balance Report analysis tool. It displays full history of client's charges and payments for selected period. Main window is displayed as a search form:

Screenshot: Balance Report section main window

Balance Report	0
	Period: this month v 2013-08-01 00:00:00 - 2013-08-30 23:59:59 Asia/Riyadh v all time v
 Please select parameters for report 	Client V Mode: Accountant V Currency: USD V
About Get Support 0.1246s	Output: Web v Group By #1: Group By #2: v
	Query

Forming The Analysis Report

To form the analysis report do the following: specify period, client (leave empty field for all) and report mode: Accountant – builds report with data that includes received payments and issued invoices (this effectively builds Accountant balance, useful data for postpaid), or Live Balance – builds report by rec eived payments and call processing charges (this effectively builds Current balance, useful data for prepaid). Press "Query" button when done. The analysis report would look like on screenshot below:

Screenshot: Forming the analysis report

Client	Payment Account		Document	Date	Start Balance	Debit	Credit	End Balance
3					0.00 USD	7 171.26 USD	4 874.78 USD	2 296.48 USD
Rohde DKK	Accounts Receivable	3	Invoice INV-2013-184 DKK	01/07/201305:20:03AST	0.00 USD	59.41 USD 222.77 DKK		59.41 USD
Customer A DKK	Paypal AccA / Reseller A		Payment 4539 Paid with paypal: 323-54	01/07/2013 10:37:49 AST	59.41 USD		100.00 USD 375.00 DKK	-40.59 USD
Customer K DKK	Accounts Receivable	۵	Invoice INV-2013-185 DKK	01/07/2013 13:08:30 AST	-40.59 USD	494.69 USD 1 855.08 DKK		454.09 USD
Customer B	Accounts Receivable		Invoice INV-2013-186	01/07/2013 13:11:34 AST	454.09 USD	105.32 USD		559.41 USD
Customer M DKK	Accounts Receivable	3	Invoice INV-2013-187 DKK	01/07/2013 13:12:41 AST	559.41 USD	102.67 USD 385.00 DKK		662.08 USD
Customer I	Accounts Receivable		Invoice INV-2013-188	01/07/2013 13:44:54 AST	662.08 USD	2 398.26 USD		3 060.34 USD
Customer L	Accounts Receivable		Invoice INV-2013-189	01/07/2013 13:45:50 AST	3 060.34 USD	2 158.26 USD		5 218.60 USD
Customer F DKK	Accounts Receivable	۵	Invoice INV-2013-190 DKK	01/07/2013 13:46:52 AST	5 218.60 USD	113.49 USD 425.59 DKK		5 332.09 USD
Customer D DKK	Accounts Receivable	۵	Invoice INV-2013-191 DKK	01/07/2013 13:47:30 AST	5 332.09 USD	102.67 USD 385.00 DKK		5 434.76 USD
Customer K DKK	Accounts Receivable	۵	Invoice INV-2013-192 DKK	01/07/2013 14:05:42 AST	5 434.76 USD	205.84 USD 771.91 DKK		5 640.60 USD
Customer A DKK	Accounts Receivable	۵	Invoice INV-2013-193 DKK	01/07/2013 15:37:04 AST	5 640.60 USD	22.67 USD 85.00 DKK		5 663.27 USD
Customer H DKK	Accounts Receivable	2	Invoice INV-2013-194 DKK	01/07/2013 15:39:32 AST	5 663.27 USD	215.33 USD 807.48 DKK		5 878.59 USD
Customer H DKK	ExaCaller		Payment 5400 DKK ACZ354-4234	16/07/2013 16:08:19 AST	5 878.59 USD		3 076.53 USD 11 537.00 DKK	2 802.06 USD
Customer L	Accounts Receivable		Invoice INV-2013-199	18/07/2013 13:37:33 AST	2 802.06 USD	1 192.67 USD		3 994.73 USD
Customer I	Authorize.Net ACC B / Reseller B	1.00	Payment 5684 Check Payment	21/07/2013 13:54:53 AST	3 994.73 USD		1 503.05 USD	2 491.68 USD

Report fields description:

Column Name	Description
-------------	-------------

Client	Name of client/reseller/calling card/call shop for that current operation is assigned to
Payment Account	Displays respective payment account, where performed payment was assigned
Document	Which document an operation corresponds to (invoice 100, for example)
Date	Operation date
Start Balance	Start client's balance prior to respective operation
Debit	Operation sum, that has positive income (incoming payment / invoice etc.)
Credit	Operation sum, that has negative income (outgoing payment / invoice etc.)
End Balance	Final client's balance after respective operation

Tip: To get information sorted by multiple clients, please select Group by: Client setting. You can do the same for Payment Accounts as well.

Resellers

On this page

- Resellers Section Main WindowAdding New Company
- Reseller Removal
- Configuring Mail Templates

Resellers Section Main Window

This section allows you to specify the information about your company and make use of Reseller and Agent features. Main window of this section is presented on screenshot:

Screenshot: Resellers section main window

💩 Resellers											E
\rm New Company	🔁 New Manager									Rows 1 - 3	3 of 3
ID	Name				Available Balance	Clients		Cards		Call Shops	
3 🚨 Reseller	Α		B	8	No Limit DKK	10	8	0	•	5	
6 🚨 Reseller	В		B	8	No Limit DKK	7	8	0	6	0	
37 🖵 🚨 S	ub-Reseller B-1	8	B	8	2 500.00 USD	1	8	0		0	

Adding New Company

To add a company, press "New Company" button, and a window with Reseller's properties will open (Screenshot down below).

Screenshot: Adding new reseller

💩 New Reselle	er					
SYSTEM INFORMAT	TION	ORIGINATOR SETT	INGS		CONTACT INFORM	ATION
Name:		Allowed Credit:		USD	E-mail:	
Parent:	root 🔻	ORIG Rates:		-	Postal Address:	
Currency:	USD	Routing Plan:		-		
Status:	Active	ORIG Capacity:				1.
Tax Profile:					Tax ID:	
VoIP Gateways:	FS-KSA-MOBILY, OS-KSA-MOBILY, FS-	INVOICING INFORM			Reg ID:	
, von odcondys.	Amsterdam		Real date	•	Bank Account:	
TERMINATOR SETT	TINGS	Template:	default PD	F 🔻		
TERM Rates:		No_Tpl:				
TERM Capacity:		Last No:	10000			
					COMPANY LOGO	
					Выберите файл	Файл не выбран
C MAIL TEMPLATE	E: INVOICE					
	E: PAYMENT REMINDER NOTIFICATION					
	E: LOW BALANCE NOTIFICATION					
MAIL TEMPLATE	E: RATES NOTIFICATOR					
						OK Cancel Apply

Section	Fields Description
System Information	General information about client
Information	

• Name	A resellers's name
• Parent	Select a parent for this reseller
• Currency	Preferred currency for rates and invoices
• Status	Current reseller status
• Tax Profile	Select a tax profile, that will be used for this reseller
 VoIP Gateways 	Select respective gateways that are allowed to this reseller
Current reseller's	billing settings are specified here
• Allowed Credit	Enter a credit value for your reseller here
• ORIG Rates	Rates for incoming calls from customers under current reseller (by which you sell route to the reseller). Requires resellers billing mode enable
• Routing Plan	Default routing plan for customers of this reseller, if no other specified in client profile
 ORIG Capacity 	Origination capacity from this reseller summed for all clients that belong to him. Leave this field empty for unlimited capacity
Current reseller's	billing settings are specified here
• TERM Rates	Rates for outgoing calls to providers under this reseller (by which you buy from the reseller). Requires resellers billing mode enable
• TERM Capacity	Termination capacity to this reseller summed for all clients that belong to him. Leave this field empty for unlimited capacity
Current reseller's	invoicing settings are specified here
Data	Allows you to select how system sets invoicing date:
- Date	 <i>Real date</i> – sets invoicing date to actual invoicing date <i>Last day</i> – sets invoicing date to date of last day of invoicing period
• Template	Select default template to be used with this reseller's clients
• No Tpl	Allows to define default format of invoice's name
• Last No	Define last used invoice number here
	 Parent Currency Status Tax Profile VolP Gateways Current reseller's Allowed Credit ORIG Rates ORIG Capacity ORIG Capacity Current reseller's TERM Rates TERM Capacity Current reseller's TERM Capacity No Tpl

Contact Information	Some additional information about reseller can be entered here				
	• E-mail	Company's e-mail			
	• Postal Address	Company's postal address			
	• Tax ID	An ID of tax paying entity			
	• Reg ID	Company's registration ID			
	• Bank Account	Company's bank account info			
Company Logo	Here you can add	the file with company's logo			

If you specify rate tables in Termination / Origination Settings the Reseller Billing Mode will be enabled automatically. It means that during quering Summary or CDRs Report the statistics' rates will be dispayed considering to specified rate tables.

Reseller Removal

<u>/</u>]\

To delete a Reseller from the system change the status from Active to Deleted in Reseller's Properties window. But pay attention that in fact a reseller will not be deleted fully, it will be put to *Archive*. To find it just choose Archive Mode in the right top under Resellers List. (Screenshot below)

& Resellers								0
😧 New Company 🤇) New Manager						Mode: Archive Mode	¥
ID	Name				Available Balance			Reset Search
144 🊨 CUS				8	100.00 USD	15		
134 🊨 CUS	T1		B	8	0.00 USD	5	1 🚨	0 🐘
3 🤱 Den	no Reseller 01		B	8	No Limit USD	5	16 🚨	100 📹
	no Reseller 02			8	10 000.00 USD	5	0 🚨	0 🐘
9 -	🚨 Demo SubReseller 02	E	E	8	No Limit USD	3	0 🚨	0
10	- 🚨 Demo Manager 02			8			0 🚨	0 🐃
140 🧸 HUS	SNAIN_CUST			8	0.00 USD	5	1 🗸	0

Configuring Mail Templates

Also, there are 4 different mail templates you can configure for your company. They are:

Template Name	Description
Mail Template: Invoice	Is used when sending invoice to the customer
Mail Template: Payment Reminder Notification	Is used when sending payment notification to the customer
Mail Template: Low Balance Notification	Is used when sending low balance notification to the customer
Mail Template: Rates Notificator	Is used when sending rate changes notification to the customer

To configure any of these templates, click on its name. As an example here presented templates configuration syntax concerning Resellers data, which is the following:

Templates Configuration Syntax	Description
\${['company_name']}	The name of reseller or company
\${['company_email']}	The e-mail of reseller or company
\${['company_payinfo']}	Reseller or company bank details
\${['company_address']}	Post address of reseller or company

\${['c_dt']}	Invoice date
\${['period_start']}	Invoice period start
\${['period_finish']}	Invoice period end
\${['c_company']}	Invoiced company name
\${['c_address']}	Invoiced company address
\${['c_email_billing']}	Invoiced company e-mail
\${['total']}	Invoice total sum
\${['no']}	Invoice number

Retail Details

This document will describe everything that concerns the retail functions of JeraSoft VoIP Carrier Suite. Please note, that for all this functions to be available to you, your JeraSoft VCS installation should include the Retail Module.

In addition to vast wholesale functionality, JeraSoft VCS offers rich retail functions, which are described in below sections of this document. Each section describes an important aspect of retail-based VoIP business, and among features you may find Calling Cards, Payment Gateways, Subscription Packages, Top-Up Cards and Call Shops. All of these features are grouped within *Retail* section of your JeraSoft VCS solution.

For more detailed information please check the related subsections:

- Calling Cards
- Top-up Cards
- Call Shops
- Packages
- DID Management
- Payment Gateways

Calling Cards

On this page

- Calling Cards Section Main WindowCreating Card Series
- Calling Card Series Properties

Calling Cards Section Main Window

This section represents built-in calling card generator that allows you to generate card series for prepaid customers. Each generated card is considered a billing client, so customer can perform calls, login to his control panel to browse statistics and other relevant information. Main window of this section looks like on screenshot:

Screenshot: Calling Cards section main window

Gal Cal	ling Cards								Search		٥
😲 Ne	w Cards Series									Rows 1 - 2	2 of 2
A V	Series Number 🔻		🔺 Balance 🔻	🔺 Qty 🔻		▲ Reseller ▼	🔺 Rate Table 🔻	🔺 Act. Fe	e 🔻	🔺 Maint. Fee 🔻	
9	1 Series B	8	5.00 USD	100	Reseller A		GO-SBC-Cloudex	5.	.00 USD	1.00 every 24 hours	*
9	2 Series A	8	5.00 USD	100	Reseller A		GO-SBC-Cloudex		-	-	*

Creating Card Series

To create card series, press «New Cards Series» button. A new window will pop-up:

Screenshot: Generate card series window

a New Cards Series		
SYSTEM INFORMATION	BILLING SETTINGS	
Series Name:	Reseller:	Reseller A
Series Number: 3	Rate Table:	Custom-ExaServe 💌
Balance: 5 USD 💌	Tax Profile:	
Quantity: 100	Routing Plan:	
PIN length: 12 digits	Activation Fee:	0.00 USD
Status: Active 💌	Maintenance Fee:	0.00 USD every hours
CP Enabled		
	EXPIRATION SETTING	GS
NOTES	Expire date:	
	Expire period:	day(s)
		OK Cancel Apply

Enter all required info in fields below:

Field Name	Description
Series Name	A name that describes current card series
Series Number	A code of card series. This code will prepend serial number
Balance	Cards balance value within current series
Quantity	Quantity of calling cards within current series
PIN length	Specify a desired PIN-code length for current calling card series (it can not be less than 8 digits)
Status	An initial status of created call cards within series. Can be changed later in card series settings
"CP Enabled" checkbox	Whether calling card users should be able to login to their control panels or not. If enabled, user can login to control panel by using card serial number as login and PIN-code as password
Reseller	Defines what reseller owns current calling card series
Rate Table	What rate table should be used with calling cards within current series
Routing Plan	Select a routing plan for current card series
Activation Fee	Enter activation fee in this field
Maintenance Fee	When specified number of days pass, starting from activation date, current calling card series will be expired
Expire date	Current calling cards series will be expired on specified date
Expire period	When specified number of days pass, starting from activation date, current calling card series will be expired

Calling Card Series Properties

After «OK» button is pressed, calling cards series will be created, and appear in the list of section main window. To open series properties, click on series name. In a properties window you will have access to the following information:

- **Number** number of a card within current series;
- Balance current balance of respective calling card;
- PIN respective calling card PIN-number.

Also, here you can perform a card search with search form, and export whole card series to a CSV file by pressing «Download CSV» button.

If you go to Parameters tab, you will be able to change some of the parameters you've entered when creating series.

Note: Calling Cards feature works only via RADIUS-protocol, so to make use of it, you need to have RADIUS enabled. Also, you would like to use the specific platform, that is able to handle calling card series authorization, for example Mera IP Centrex or Quintum Tenor DX (class 5 switch).

Top-up Cards

On this page

- Top-up Cards Section Main Window
 Creating New Series

Top-up Cards Section Main Window

Top-up Cards section allows you to generate series of top-up cards for your customers, which they can use to recharge their balance. Main window of this section is displayed on screenshot:

Screenshot: Top-Up Cards section main window

🔌 То	p-up Cards						<u>م</u>
🛟 Ge	nerate Top-Up Cards 🛛 🕎 Mass B	Edit				Rows 1	– 3 of 3
A V	🛦 Serial Number 🔻	🔺 Amount 🔻	🔺 PIN Code 🔻	▲ Reseller ▼	Activated 🔻	▲ Created on ▼	
9	3-001829821	50.00 USD	8055 1961 2091	Reseller A	_	02/09/2013 15:10:44 AST	*
\bigcirc	2-001366154	5.00 USD	4028 6847 4633	Reseller A	-	02/09/2013 15:10:20 AST	*
	1-003664781	5.00 USD	3479 1229 1370	Reseller A	_	02/09/2013 14:59:07 AST	*

Creating New Series

To create new series, press «Generate Top-Up Cards» button and in the pop-up window (Screenshot below) fill the following fields:

Screenshot: Generating Top-up Cards window

🥔 Generate To	p-Up Cards
Amount:	0.00 USD 💌
Quantity:	1
Series:	2
PIN Length:	12 digits
Reseller:	Reseller A
Expiry Date:	
	OK Cancel

Field Name	Description
Amount	Cards balance value within series
Quantity	Quantity of cards within series
Series	A code identifier of card series. This code will prepend a serial number
PIN Length	Specify a desired PIN-code length for current calling card series (it can not be less than 8 digits)

Reseller	Defines what reseller owns current calling card series
Expiry date	Current calling cards series will be expired on specified date

After top-up card series is created, your customers will be able to enter respective PINs in their control panel in *Payment Gateways* section, to recharge their balance (respective rights for users are required).

Call Shops

On this page

- Call Shops Section Main WindowCreating New Call Shop

Call Shops Section Main Window

Call Shops section allows you to create and manage call shop networks. Each call shop is RADIUS-based customer. That's why for correct work of Call Shops module, RADIUS should be enabled. Main window is presented on screenshot:

Screenshot: Call Shops section main window

Call Shops						Search $ ho$
🕒 New Call Shop 🛛 Reload Interv	al 🔻					Rows $1-5$ of 5
	BOOTH 01	BOOTH 02	📕 ВООТН 03	BOOTH 04	📗 ВООТН 05	
	15.00 USD	20.00 DKK	Ready	10.00 DKK	Ready	

Creating New Call Shop

To create new call shop, press «New Call Shop» button and in the pop-up window (Screenshot below) fill the following details:

Screenshot: Creating new call shop

🚨 New Client					
SYSTEM INFORMATION		ORIGINATOR SETTINGS			
Name:		Allowed Credit:	0.00	USD	
Reseller:	Reseller A	Rate Table:			•
Currency:	USD	Tax Profile:			•
Timezone:	default (Asia/Riyadh)				
Status:	Active	DYNAMIC ROUTING Routing Plan:			•
		Capacity:		channels	
					OK Cancel

Field Name	Description
Name	Enter name for call shop
Reseller	Select a reseller that will be owner of this call shop
Currency	Specify preferred currency
Timezone	Choose preferred timezone
Status	Select a status for this call shop
Allowed Credit	Specify credit value here
Rate Table	Choose a rate table this call shop will be using

Tax Profile	Specify a Tax Profile this call shop will be using
Routing Plan	Select a routing plan here, if you wish to use dynamic routing for this call shop
Capacity	You can limit origination capacity for this callshop in this field

After all information is entered, press «*OK*» and call shop will appear on the list. Then you need to click sicon and go to *Accounts* tab, where you need to fill call shop's account in same fashion as you did for your generic clients. After that is done, call shop is ready to be used.

Packages

On this page

- Packages Section Main WindowAdding New Package
- Packages Tab
- "Add Package" Button

Packages Section Main Window

The Packages section is there to help you add and manage any one-time or periodic additional services that your company may provide in addition to VoIP. For example, you may create a package that resembles a rent of some equipment or create a free-minutes promotional package. The main window is a list that displays all packages that are currently available (Screenshot below):

Screenshot: Packages section main window

Packag	jes				
🕽 New Pa	ckage				Rows 1 – 20 of 41 Pages: 3 v 1 2 3
ID v	🔺 Name 🔻	▲ Activation Fee ▼	▲ Subscription Fee ▼	▲ Period ▼	▲ Reseller ▼
16 🥃	Australia 1 Number+1 Line	0.00 USD	32.50 USD	1 month(s)	Reseller B
18 🥃	Australia Extra Line	0.00 USD	25.00 USD	1 month(s)	Reseller B
17 🥃	Australia Extra Number	0.00 USD	7.50 USD	1 month(s)	Reseller B
21 🥃	Bahrain 1 Number+1 Line	0.00 USD	40.00 USD	1 month(s)	Reseller B
20 🥃	Bahrain Extra Line	0.00 USD	25.00 USD	1 month(s)	Reseller B
19 🥃	Bahrain Extra Number	0.00 USD	15.00 USD	1 month(s)	Reseller B
22 🥃	Canada 1 Numder+1 Line	0.00 USD	27.50 USD	1 month(s)	Reseller B
24 🥃	Canada Extra Line	0.00 USD	25.00 USD	1 month(s)	Reseller B
23 🥃	Canada Extra Numder	0.00 USD	2.50 USD	1 month(s)	Reseller A
1 🤤	CP - Go - 2 Lines + 10 Numbers	0.00 DKK	85.00 DKK	1 month(s)	Reseller A
14 🧲	CP - Go - Extra 10 Numbers	0.00 DKK	25.00 DKK	1 month(s)	Reseller A

Adding New Package

You can add new package by pressing «New Package» button. New window that opens contains the following information (Screenshot below):

Screenshot: Package properties

🚳 New Packag	e				
Name: Reseller: Code Deck: Status: BILLING SETTINGS Period: Activation Fee: Subscription Fee: Subscription Fee: PACKAGE APPLICAT Priority:	Reseller A Active Active 0.00 USD 0.00 USD 0.00 USD Reseller to Period	DID LIMITS Number of DID's: Allowed DID groups: VOLUME LIMITS • DISCOUNTS • INO Volume Limi DISCOUNTS • INO Discounts			
Deal Start Date: Deal End Date:			ОК	Cancel	Apply

Field Name	Description					
Name	Name of your package	3				
Reseller	Specify an owner for this package					
Code Deck	Specify Code Deck if you plan to create limits by using Code Names					
Status	Current status of package (Active, Disabled, Archive)					
Period	Specify a period for current package if it's renewable					
Activation Fee	A fee that will be charg	ged upon package activation				
Subscription Fee	A fee that will be charg	jed upon package renewal				
"Fees include taxes" Checkbox	If enabled, taxes are included into package prices, if disabled – taxes will be calculated with respective Tax Profile of customer					
"Align to Payment Terms" Checkbox	Allows system to align for voice traffic	period of package to customer's payment Terms, evening Package billing with actual invoicing				
"Recalculate to Period" Checkbox		st recalculation for remaining days in Payment Terms period, if Package was activated dle of mentioned period				
Priority	If there are multiple pa	ckages that satisfy a call, then a package with highest priority will be used				
Deal Start Date	Package's limits and d	iscounts are only effective after specified date				
Deal End Date	Package's limits and d	iscounts are disabled after specified date				
DID Limits	Specify how many DID	D's and from which group can be assigned to a customer with this package				
	• Number of DID's	How many DID's can be assigned at the same time				

	• Allowed DID groups	From which group DID's are picked for customer				
Volume Limits	s Here you can create promotional minute packets that will be included into package					
	• Code	Specify a code				
	Code Name	Specify a code name from selected Code Deck				
	• Limit (min)	Enter amount of free minutes that will be used in current promotion for specified code or code name				
Discounts	A promotional discou	A promotional discount on package "Subscription Fee", applied after given number of package reactivations				
	• Activation Count	Specify which activation will trigger the discount				
	• Discount	How much would be taken off of package "Subscription Fee". Note, the value is in currency points, not in percents				

Packages Tab

Packages management subsection tab allows you to assign any of your packages to respective client. To access these settings, go to *Management – Clients* and press without on the window (Screenshot below), you can see the following:

Screenshot: Packages management

Add Package					Rows	1 - 17	of
Name	Assigned to	Subscription Fee	Start Date	Expire Date	Volume Limits — Time Left		
Extra: 1 channel	Whole client	0.00	01/08/2013 00:01:02 AST	01/09/2013 00:01:02 AST		2	1
Extra: 1 channel	Whole client	0.00	01/08/2013 00:01:02 AST	01/09/2013 00:01:02 AST		(C)	1
Extra: 1 channel	Whole client	0.00	01/08/2013 00:01:02 AST	01/09/2013 00:01:02 AST		5	1
CP - Go - Extra Number	Whole client	0.00	01/08/2013 00:01:02 AST	01/09/2013 00:01:02 AST		2	1
Extra: 1 channel	Whole client	0.00	01/08/2013 00:01:02 AST	01/09/2013 00:01:02 AST		2	1
Extra: 1 channel	Whole client	0.00	01/08/2013 00:01:02 AST	01/09/2013 00:01:02 AST		2	1
Extra: 1 channel	Whole client	0.00	01/08/2013 00:01:02 AST	01/09/2013 00:01:02 AST		2	1
Extra: 1 channel	Whole client	0.00	07/07/2013 14:03:01 AST	31/07/2013 23:59:59 AST			
) Extra: 1 channel	Whole client	0.00	07/07/2013 14:03:01 AST	31/07/2013 23:59:59 AST			
CP - Go - 2 Lines + 10 Numbers	Whole client	0.00	07/07/2013 14:03:01 AST	31/07/2013 23:59:59 AST			

Column	Description
Name	Name of assigned package
Assigned to	Shows for whom package is assigned
Subscription Fee	The package price
Start Date	A date, when package was activated
Expire Date	A date, when package will be stopped, if there will be no prolongations (due to client's balance, for example)
Volume Limits –Time Left	Shows, if respective package has some volume limits and time left

lcon	Description
9	Marks package, that was successfully activated and will renew itself due to the package settings
-	Marks package, that is new for current user and not activated yet
\bigcirc	Marks package, that is in the archive
(C)	Click this to insure that package will not be renewed, even if all requirements are met
5	This icon allows to revert changes triggered by previous icon, until Packages Manager starts
*	Click this icon to delete the package

"Add Package" Button

Press "Add Package" button and in the pop-up window select a package from list and assign it by pressing «Add» butt on. You can assign any number of packages. They will be activated when Package Manager service runs, and if customer has enough balance for activation+subscription fees.

DID Management

On this page

- DID Management Section Main WindowEditing DID Numbers
- Creating DID Number

DID Management Section Main Window

This section allows creation of DID numbers, which may be later assigned to one of Packages and finally provided to customer under Package terms (Screenshot).

Screenshot: DID management section main window

# D	ID Mana	agement	🚨 Operators List 🛛 🗐 I	DIDs History			Search
🖯 И	lew DIDs	🖅 Impor	t DIDs 🛛 🙀 Mass Edit			Rows 1 - 33	of 120 Pages: 4 v 1 2 3 4
	▲ ID ▼	🔺 Status 🔻	A DID V	DID's Groups	▲ Operator ▼	🔺 Client 🔻	▲ Reseller ▼
	1026	Active	015108706		Go	Customer M account_2	Reseller A
	1058	Active	015108738		Go	Customer C account_1	Reseller A
	1059	Active	015108739		Go	Customer C account_1	Reseller A
1	1060	In Stock	015108740		Go	Customer C account_1	Reseller B
	1061	In Stock	015108741		Go	Customer C account_1	Reseller A
	1062	In Stock	015108742		Go	Customer C account_1	Reseller A
	1063	In Stock	015108743		Go	Customer C account_1	Reseller A
]	1064	In Stock	015108744		Go	Customer C account_1	Reseller A
	1065	In Stock	015108745		Go	Customer C account_1	Reseller A Reseller A
	1066	In Stock	015108746		Go	Customer C account_1	Reseller A
	1067	In Stock	015108747		Go	Customer C account_1	Reseller A
	1068	In Stock	015108748		Go	Customer C account_1	Reseller A
	1069	In Stock	015108749		Go	Customer C account_1	Reseller A
	1114	In Stock	08111700311		Go	-	Reseller A
	1116	In Stock	08111700313		Go	_	Reseller A
	11	In Stock	08111702313		Go	-	Reseller A
	12	Active	08111702314		Go	Customer K account_2	Reseller A
	13	Blocked	08111702315		Go	Rohde account_2	Reseller A

Column	Description						
ID	ID of current DI	ID of current DID number					
Status	Status of curren	t DID number					
	Active	Is in use by a customer					
	• In Stock	DID is available for usage					
	Blocked	Temporarily blocked					
	Reserved	Not used DID, but not available for purchase yet					
	• Hold	Is on hold after usage, should become "In Stock" soon					
	Archived	Not used and not available anymore					
DID	Current DID number						

DID's Groups	Shows group, which current DID belongs to
Operator	Current DID's operator
Client	Shows client and account, which current DID belongs to
Reseller	Current DID's reseller

Editing DID Numbers

By pressing on current DID number, the new window will pop up. Here you can edit all information about current DID, including it's status, group, reseller, etc. (Screenshot)

Screenshot: "Edit DID" window

🛱 Edit DID	015108706					
DID(s):	015108706					
Reseller:	Reseller A					
Operator:	Go 👻					
DID's Groups:						
Status:	Active					
Status Date:	10/09/2013 19:20:58 +0300					
Client: Customer M account_2						
	OK Cancel					

Creating DID Number

The whole process of creating DID number can be described in few steps:

- 1. Go to Configuration Groups and create one or more DID Groups by pressing "New Group" button in "DID Groups" section tab;
- 2. Go back to Retail DID Management and create one or more Operators (DID providers) by pressing "New Operator" button in "Operators List" se ction tab;
- 3. In "DID Management" section tab press "New DIDs" button and add one or more DID numbers to previously created DID Group. Make sure that these DID's are put in "in stock" state. You can also use "Import DID's" button;
- 4. Go to Retail Packages and create a package, that will include DID Group and number of allowed DID's to be picked from it;
- 5. Assign respective Package to customer, then go to DID's tab, where you will be allowed to pick one or more DID numbers.

This will effectively assign a DID number to one of customer's accounts. Please note, that this functionality is very switch dependent, and additional development or testing may be required. Please contact JeraSoft Support team for help, if you have any doubts or questions.

Payment Gateways

On this page

- Payment Gateways Section Main WindowConfiguring Payment Gateways

Payment Gateways Section Main Window

This section is dedicated to configuration of methods your customers may use to recharge their balance. Currently, there are few default methods available: Authorize.net, Moneybookers, PayPal, Top-up cards and Ukash (Screenshot).

Screenshot: Payment Gateways section main window

PAYPAL		ORDER POSITION: 0
E-mail:	paypal@exa.com.sa	You PayPal e-mail, payment recipient.
Gateway Currency:	U.S. Dollar (USD)	Currency which will be used by user to perform a payment.
System Currency:	USD 👻	This setting reflects currency of the gateway. Amount received will be treated as specified currency. Leave empty if not required for the gateway (<i>eg. top-up cards</i>).
Amount Limits:	50, 100, 200, 500, 1000	Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can specify any value. Field should be empty for top-up cards.
Payment Account:	Paypal AccA / Reseller A	Specify account which will be used for transactions from this payment gateway.
Description:	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

AUTHORIZE.NET

ORDER POSITION: 0

ORDER POSITION: 0

Login:	admin	Add your API login ID
Transaction Key:	••••••	Add your API transaction key
Amount Limits:		Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can specify any value. Field should be empty for top-up cards.
Payment Account:	Authorize.Net ACC A / Reseller A 🔍	Specify account which will be used for transactions from this payment gateway.
	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

MONEYBOOKERS

E-mail:		Your Moneybookers e-mail, payment recipient
Secret word:		Your Moneybookers secret word you set in your Moneybookers profile Merchant Tools
Gateway Currency:	U.S. Dollar (USD)	Currency which will be used by user to perform a payment
System Currency:	DKK 🔻	This setting reflects currency of the gateway. Amount received will be treated as specified currency. Leave empty if not required for the gateway <i>(eg. top-up cards)</i> .
Amount Limits:		Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can specify any value. Field should be empty for top-up cards.
Payment Account:	Authorize.Net ACC A / Reseller A	Specify account which will be used for transactions from this payment gateway.
Description:	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

TOP-UP CARDS

		onder to strion.
Payment Account:	Authorize.Net ACC A / Reseller A	Specify account which will be used for transactions from this payment gateway.
Description:	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

VUKASH 20-Character alphanumeric unique Request-Token provided by Ukash. The token is used to Security Request Token: validate the merchant account. 20-Character alphanumeric unique Response-Token provided by Ukash. The token is used to validate the merchant account. Security Response Token: Ukash will supply a brand id to the merchant for each of the brands they wish to differentiate between. The appropriate brand id must then be sent through on each Brand Id: transaction request. Gateway Currency: U.S. Dollar (USD) Currency which will be used by user to perform a payment \mathbf{T} This setting reflects currency of the gateway. Amount received will be treated as specified System Currency: DKK \mathbf{T} currency. Leave empty if not required for the gateway (eg. top-up cards). Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can Amount Limits: specify any value. Field should be empty for top-up cards. Payment Account: Authorize.Net ACC A / Reseller A Specify account which will be used for transactions from this payment gateway. \mathbf{T} Description: Here you can add funds to your A user will see this text as a help-tip for respective payment method. balance by using your PayPal account.



Configuring Payment Gateways

To configure them, first thing you need to do is select a Reseller, by using *«Settings for»* drop-down menu in the top right corner of the window. This will mean that all customers belonging to selected Reseller will have these settings. The settings themselves depend on the payment system and can include specific options for each. The shared options are following:

Option	Description
E-Mail	Respective system e-mail, that should be used
Gateway Currency	Currency of the gateway that will be used to perform payment
System Currency	Select a currency from available in VCS to be used during payment. It should match Gateway Currency
Amount Limits	Specify allowed values for balance recharge, divided by comma (for example, "5, 10" means that user will be able to recharge only for 5 or 10 USD). If left empty – user can specify any value
Payment Account	Select which payment account should be used for payment from respective payment gateway
Description	User will see this text as tooltip for current payment method

Statistics

This section of our Guide is dedicated to establish statistics through VCS, for example to monitor customer's activities, to form different reports, etc. For more details please check the related sections:

- Dashboard
- Dashboard
 Summary Report
 Orig-Term Report
 Profit Report
 LCR Lists
 DCR Lists

- CDRs List
 Graphical Charts in Statistics
 Mismatches Report

- Calls Rerating
 Reports to E-mail
 Archive Management

Dashboard

Dashboard section is a little something that will allow you to monitor your customer's activities in real-time, by providing visual graphs on some most crucial information, such as top ten destinations in recent 30 minutes, quality information and active calls graph.

Summary Report

On this page

- Summary Report Section Main Window
- Creating New Report
- Grouping The Report Data

Summary Report Section Main Window

This section allows you to form summary reports of statistics. Main window of this section is displayed as a search form (Screenshot below):

Screenshot: Summary Report search form

Summary Report		0
	Period: custom v 2012-01-01 00:00:00 - 2012-12-31 23:59:59 Asia/Riyadh v all time	•
0	Clent Code Name: Code Code:	Q,
	Under Owner: all resellers Code Deck: Pre-assigned decks Currency: USD	•
About Get Support 0.8807s	Output: Web Show subgroups Show subtotals	
	Group By #1: Group By #2: Group By #3:	-
	Group By #4: Group By #5: Group By #6:	-
	Advanced	Query

Summary report can be queued for 4 billing units: Client, Owner, Calling Cards and Call Shops.

Screenshot: All types of client in Summary Report.

Summary Report								٥
	Period:	today	2014-03-05 00		4-03-05 23:59:59	UTC	•	all time 🔻
Please select parameters for report	Client 🗾		*	Code Name:			Code:	
	Client Owner	all resellers	-	Code Deck:	Pre-assigned decks	•	Currency:	USD 🔻
About Get Support 0.0827s	Calling Card Call Shop	Web	-	(Show subgroups			Show subtotals
	Group By #1:		•	Group By #2:		•	Group By #3:	•
	Group By #4:		•	Group By #5:		-	Group By #6:	•
	Advanced							Query

If report is queued for Reseller (Owner) so the Reseller Billing Mode should be configured. To configure it just insert rate tables in Reseller's Setting Panel.

Creating New Report

To create a report, specify a period, select a client (or a calling card) and any/all of his accounts, phone prefix and its group, call route, currency, VoIP-host and press "Query" button. Report can be formed either as HTML-document, XLS or CSV file. After selecting all needed parameters you will get a report like on screenshot below:

Screenshot: Summary Report window

▲ Total Cost ▼	Avg Rate	Time,	min			Calls			AS	R	ACD,	min	A PDD V	▲ SCD ▼
	ring rate	🔺 Total 🔻	▲ Billed ▼	▲ Total ▼	🔺 Not Zero 🔻	▲ Success ▼	▲ Busy ▼	▲ No Channel ▼	▲ Std ▼	▲ Cur ▼	▲ Std ▼	▲ Cur ▼	- FOD V	- <u>500</u> V
PE: ORIGINATION														
11 489.2615 USD	0.1291	89 073.50	88 990.23	129 654	32 439	66 004	899	0	50.91 %	25.02 %	1.35	2.75	2:33:09	00:20
PE: TERMINATION														
-8 438.0499 USD	0.0957	89 078.10	88 213.82	106 004	32 441	39 734	5 234	4	37.48 %	30.60 %	2.24	2.75	2:05:54	00:20

Report data columns are following:

Column	Description	
Total Cost	Total call cost	
Avg Rate	Average Rate per	minute, calculates as total cost / total time
Time, min	Call duration in mir	nutes
	• Total	Total call duration
	• Billed	Billed call duration
Calls	Processed calls qu	lantity
	• Total	Total calls quantity
	• Not Zero	Quantity of calls, that have duration equal to or more than 1 second
	• Success	Quantity of calls, that have duration equal to or more than 1 second and successful end code
	• Busy	"Busy" calls quantity
	• No Channel	No circuit / channel available
ASR	average successfu	Il rate (successful calls percent)
	• Std	Number of calls with "success" status divided by total number of calls minus all calls with "no channel available" status
	• Cur	Number of calls with duration > 0 divided by total number of calls
ACD, min	average call durati	on
	• Std	Sum of all calls durations divided by number of calls with "success" status
	• Cur	Sum of all calls durations divided by number of calls with duration > 0
PDD	Post dial delay: tim	he in seconds between setup time and return of signaling by termination provider
SCD	Session connect d	elay: time in seconds between setup and connect time of the call

By clicking on a icon in top right corner of this section's screen, you will be able to select appropriate data columns in this report (for example, hide some information that you don't need). Same feature is available in *Orig-Term Report.*

Grouping The Report Data

 \oslash

The report data can be grouped by using the "Group by #" fields. For example, if you specify the grouping by *Clients*, then report will be divided by clients, or, if you specify grouping as *Codes Report* Name – report will be created under one row with shortest equal code for multiple code groups. You can select any grouping values in "Group by #" fields, up to 6 at a time. The grouping is additive, so if all 3 fields are defined, the report will be divided by all defined values simultaneously. The "Show subtotals" checkbox will show the subtotals under each defined group (works when 2 or 3 groups are defined).

Tip: This section's reports can only be formed using "whole" periods – i.e. hourly. For example, if you will specify the period from 13:00 to 14:35, the report will be formed using the period from 13:00 to 15:00.

Tip: System displays the real period of statistics below created report.

Orig-Term Report

On this page

- Orig-Term Report Section Main Window
- Creating Orig-Term Report

Orig-Term Report Section Main Window

This report allows you to trace all call routes from customer to provider with indication of respective revenues. Main window of this section is displayed as a search form (Screenshot down below).

Screenshot: Orig-Term Report search form

📝 Orig-Term Report						Ð
Please select parameters for report	Period:	today 🔻 2013-09-04	00:00:00 - 20	13-09-04 23:59:59 A	sia/Riyadh 👻	all time 💌
Please select parameters for report	Orig Client:	*	Code Name:	0	Code:	
	Term Client:	*	Code Name:	0	Code:	
About Get Support 0.2132s	Code Deck:	Pre-assigned decks	Currency:	USD		
	Output:	Web	·	Show subgroups		Show subtotals
	Group By #1:		Group By #2:		Group By #3:	
	Group By #4:		Group By #5		Group By #6:	
	Advanced					Query

Creating Orig-Term Report

To create a report you need to specify a period, and also specify the report group parameters in "Group by #" fields. Additionally you may specify the origination and termination clients and respective prefix groups and prefixes – if you do, then report will be strictly defined for selected parameters (Screenshot below). Otherwise, the report will be created for all available data.

Screenshot: Orig-Term Report section

🖌 Orig-Term	Report																	
	Orig Term ASR					SR	ACD, min Calls *											
\blacktriangle Billed Time \lor	🔺 Cost 🔻	Avg Rate	\blacktriangle Billed Time \blacktriangledown	🔺 Cost 🔻	Avg Rate	USD	%	Time, min	🔺 Std 🔻	▲ Cur ▼	▲ <u>Std</u> ▼	▲ Cur ▼	🔺 Total 🔻	🔺 Not Zero 🔻	▲ Success ▼	▲ Busy ▼	No Chanr	nel 🔻
260.62	31.3342	0.1202	260.62	-22.4970	0.0863	8.8372	39.28	260.62	91.15 %	49.84 %	0.94	1.71	305	152	278	9		0
View Charts																		

As an example, if you select grouping by Orig Client and Term Client, the report will show call routes in this fashion: you'll be able to see the calls and their respective originators and terminators. If you'd add an Orig Prefix Group as third grouping option, in addition you'll see origination prefix groups included into report.

Description of basic report fields goes as following:

Column	Description	
Orig	Origination info	
	• Billed Time	Billed call time

	• Cost	Call cost
	• Avg. Rate	Average call rate
Term	Termination info	
	• Billed Time	Billed call time
	• Cost	Call cost
	• Avg. Rate	Average call rate
Profit	The revenue	
	• USD	Revenue in USD (in fact, any system currency can be displayed here. In this example system currency = USD)
	• %	Revenue in percent value
Total Time, min	Total calls time	
ASR	average successf	ul rate (successful calls percentage)
	• Std	Number of calls with status "success" divided by total number of calls minus all calls with "no channel available" status
	• Cur	Number of calls with duration > 0 divided by total number of calls
ACD, min	Average call durat	tion
	• Std	Sum of all calls durations divided by number of calls with status "success"
	• Cur	Sum of all calls durations divided by number of calls with duration > 0
Calls	Quantity of calls in	n database
	• Total	Total calls quantity
	Not Zero	Quantity of calls, that have duration equal to or more than 1 second
	• Success	Quantity of calls, that have duration equal to or more than 1 second and successful end code
	• Busy	"Busy" calls quantity
	• No Channel	No circuit / channel available

Profit Report

On this page

- Profit Report Section Main Window
- Creating Profit Report

Profit Report Section Main Window

Profit Report resembles previously available "logical" type of Orig-Term Report. The function of this report is to show profits between reseller parties (companies and managers) and clients of one, who is executing report. For example, if Manager_1 is executing report, he will be able to see his origination customers sending traffic to Manager_2, who owns actual terminator vendors. In this case reseller permissions apply to every query, what guarantees that Manager_1 will not be able to see any actual name of client belonging to other manager, or other party, which restricted such access.

Main window of this section is displayed as a search form (Screenshot).

Screenshot: Profit Report search form

😼 Profit Report	1	0
	Period: today v 2013-09-04 00:00:00 - 2013-09-04 23:59:59 Asia/Riyadh v all time v	
 Please select parameters for report 	Reseller: Reseller A The Mode: All visible Currency: USD	•
About Get Support 0.2128s	Output: Web Code Deck: Pre-assigned decks v	
	Group By #1: Group By #2: Group By #3: Group By #3:	•
	Group By #4: Group By #5: Group By #6: Group By #6:	-
	Advanced	

Creating Profit Report

Profit Report consists of two parts ("Packages" and "Calls") and looks like on screenshot below.

Screenshot: Profit Report section

Profit Report								C
PACKAGES								
		Package Name	3				Cost	
EC - Go - 2 Lines + 10 Number	rs							255.0000 USD
EC - Go - Extra 10 Numbers								64.8667 USD
KSA Extra Number								20.0000 USD
					Total:			339.8667 USD
CALLS]	Income			Expense		▲ Profit ▼	
Time, min	🔺 Cost 🔻	Avg Rate	▲ Billed Time ▼	🔺 Cost 🔻	Avg Rate	▲ Billed Time ▼	USD	%
87 085.37	10 861.9632	0.1248	87 002.10	-8 350.4509	0.0959	87 087.15	2 511.5123	30.08
								11 201.83 USD -8 350.45 USD 2 851.38 USD

Description of basic report fields in "Calls" part is following:

Column	Description
Total Time, min	Total calls time

Income	Origination info res	sembling the income					
	• Cost	Call cost					
	• Avg. Rate	Average call rate					
	• Billed Time	Billed call time					
Expense	Termination info resembling the expense						
	• Cost	Call cost					
	• Avg. Rate	Average call rate					
	• Billed Time	Billed call time					
Profit	The revenue						
	• USD	Revenue in USD (in fact, any currency can be displayed here)					
	• %	Revenue in percent value					

O Tip: Total Profit counts as sum of Total Packages Cost and Calls Profit.

LCR Lists

On this page

- LCR Lists Section Main Window Forming LCR List

LCR Lists Section Main Window

This section's purpose is to generate target-lists of actual used traffic for specified period. The main window of this section is displayed as a search form (Screenshot):

Screenshot: LCR Lists section search form

ECR Lists		0
	Period: today v 2013-09-05 00:00:00 - 2013-09-05 23:59:59 Asia/Riyadh v	
 Please select parameters for report 	Code Name: Code: Order by: time	-
	Under Owner: all resellers Group: Currency: USD	•
About Get Support 0.2099s	Output: Web 👻 🔄 Show vendors names 📃 Show total calls	
	Code Deck: Pre-assigned decks	
	Que	ery

Forming LCR List

To make a correct query and form the list you need to fill next fields:

Field	Description
Period	Specify a period for report
Code Name	Specify code name of desired destination here
Code	Specify code of desired destination here
Order by	How to order found data, by rate or time
Under Owner	Specify reseller whose information should be displayed
Group	Select client group here
Currency	Specify currency for report
Output	List output format (HTML-document, Excel csv or xls file)
Code Deck	Select a code deck that should be used to pull names for Code Name field
Group by	Select grouping option, by code or code name
Routes limit	Limit displayed number of routes by entering a number here
"Show vendors names" Checkbox	Shows terminator names in report
"Show total calls" Checkbox	Shows total calls amount in report

After you enter the desired values, press the "Query" button. After the report is created, you will get traffic usage list for specified period, filtered per your criteria (Screenshot).

Screenshot: Traffic usage list

Code Name	Code	Total Time	#1 Route	#2 Route
SAUDI ARABIA (MOBILE)	96650	21625.32 min Time, min:	18439.33	3186.67
		Rate, USD:	0.1129	0.1063
		ASR, %:	32.81%	35.57%
		ACD, min:	3.12	2.53
SAUDI ARABIA (MOBILE)	96655	14748.08 min Time, min:	12725.45	2022.92
		Rate, USD:	0.1129	0.1063
		ASR, %:	29.75%	33.53%
		ACD, min:	3.37	2.55
SAUDI ARABIA (MOBILE)	96656	7089.75 min Time, min:	5889.88	1200.15
		Rate, USD:	0.1113	0.1052
		ASR, %:	33.40%	35.95%
		ACD, min:	2.98	2.67
SAUDI ARABIA (MOBILE)	96654	6086.42 min Time, min:	5157.25	929.43
		Rate, USD:	0.1113	0.1052
		ASR, %:	32.08%	35.16%
		ACD, min:	3.01	2.58
USA Toll Free	1866	4820.8 min Time, min:	4820.82	
		Rate, USD:	0.0039	
		ASR, %:	79.70%	
		ACD, min:	22.32	
Saudi Arabia	966	3649.12 min Time, min:	2459.2	1190.52
		Rate, USD:	0.0746	0.0707
		ASR, %:	34.41%	33.41%
		ACD, min:	1.25	1.16

CDRs List

On this page

- CDRs List Section Main WindowForming New Report
- Selecting Displayed Report Fields

CDRs List Section Main Window

This section allows you to form a detailed calls statistics on each client with description of every call parameter. Main window represents a search form similar to those of other reports (Screenshot):

Screenshot: CDRs List search form

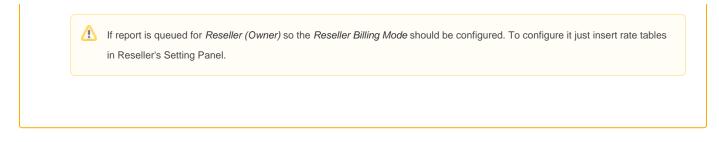
CDRs List						Đ
	Period:	today v 2013-09-05	00:00:00 - 201	3-09-05 23:59:59	Asia/Riyadh	r
Please select parameters for report	Client 💌	*	Code Name:		۹ Code:	
	Under Owner:	all resellers 🗸 🗸	Code Deck:	Pre-assigned decks	 Currency: 	USD 💌
About Get Support 0.2023s	Conf ID:		Dst Number:		Src Number:	
	Match Clients:	all 👻	Match Codes:	all	 Duration: 	non-zero 💌
	Output:	Web -				
	Show Fields:	Type, Call Date, Gateway IP, Gate BILL	eway Name, Session	Time, Conf ID, SRC Nu	mber BILL, DST Numb	er EXT, DST Number 👻
	Advanced					Query

CDRs report can be queued for 4 billing units: Client, Owner, Calling Cards and Call Shops.

Screenshot: All types of client in CDRs Report.

⚠

CDRs List	Period:	today 👻	2014-03-05 00	0:00:00] — [2014	4-03-05 23:59:59	UTC			٥
 Please select parameters for report 	Client -		*	Code Name:		Q,	Code:		
	Client Owner	all resellers	-	Code Deck:	Pre-assigned decks	-	Currency:	USD	•
About Get Support 0.1139s	Calling Card			Dst Number:			Src Number:		
	Call Shop Match Clients:	all	•	Match Codes:	all	•	Duration:	non-zero	-
	Output:	Web	•						
	Show Fields:	Type, Call Date, Cli Number EXT, DST		count Name, Gate	way IP, Gateway Nan	ne, Dst I	Number, Session	Time, Conf ID, I	DST 🔻
	Advanced								Query



Forming New Report

To form a report, specify next parameters: choose client and any/all of his accounts, specify a period, phone prefix and prefix group, currency, call duration, call cost, calls route, calls result code, VoIP-host and select appropriate fields, that will be displayed in created report. Within parameters of *Output* field you can create a report as HTML-document, CSV or XLS file, or by selecting a *Delayed* parameter and entering the appropriate address you can forward the report file link to that e-mail. Then press "*Query*" button.

After selecting all needed parameters and fields your report will look like on screenshot below:

Screenshot: CDRs List report window

CDRs Li	st							0
						Rows	a 1 − 20 Pages: v	1 2 3 4 5 ►
▲ Туре ▼	🔺 Call Date 🔻	🔺 Gateway IP 🔻	🔺 Gateway Name 🔻	▲ Session Time ▼	▲ Conf ID ▼	▲ SRC Number BILL ▼	▲ DST Number EXT ▼	▲ DST Number BILL ▼
termination	12/08/2013 21:36:25 AST	93.189.98.12	0565130222	02:37	3b0a5046-890a-4c8b-91c0-64b228c6b9f2	015108700	0565130222	0565130222
origination	12/08/2013 21:36:25 AST	93.189.98.14	015108700	02:37	3b0a5046-890a-4c8b-91c0-64b228c6b9f2	015108700	966565130222	966565130222
origination	12/08/2013 19:33:11 AST	93.189.98.14	505312523	00:36	c65a497c-4bb8-4cae-bf66-b977e35a5d2c	505312523	201116440018	201116440018
termination	12/08/2013 19:33:11 AST	108.59.2.133	0011101201116440018	00:36	c65a497c-4bb8-4cae-bf66-b977e35a5d2c	505312523	0011101201116440018	0011101201116440018
origination	12/08/2013 18:52:38 AST	41.32.150.20	08111702334	04:45	db46f89f-fa83-4328-bca3-43214578aca1	08111702334	966563558822	966563558822
termination	12/08/2013 18:52:38 AST	93.189.98.12	0563558822	04:45	db46f89f-fa83-4328-bca3-43214578aca1	08111702334	0563558822	0563558822
origination	12/08/2013 17:45:48 AST	41.32.150.20	08111702300	08:37	ec670051-2127-4186-b875-0b75fcdf8b35	08111702300	966559942496	966559942496
termination	12/08/2013 17:45:48 AST	93.189.98.12	0559942496	08:37	ec670051-2127-4186-b875-0b75fcdf8b35	08111702300	0559942496	0559942496
origination	12/08/2013 17:28:54 AST	41.32.150.20	68810	00:03	b355b7a9-f9b9-4f54-8f7c-6458c332a889	68810	201116440022	201116440022
termination	12/08/2013 17:28:54 AST	66.33.147.149	99901201116440022	00:03	b355b7a9-f9b9-4f54-8f7c-6458c332a889	68810	99901201116440022	99901201116440022
termination	12/08/2013 17:00:55 AST	93.189.98.12	0509045453	00:42	4ac32145-7db6-45ee-85b0-12d28b4e6350	08111702300	0509045453	0509045453
origination	12/08/2013 17:00:54 AST	41.32.150.20	08111702300	00:41	4ac32145-7db6-45ee-85b0-12d28b4e6350	08111702300	966509045453	966509045453
origination	12/08/2013 16:43:41 AST	41.65.6.217	3255	00:27	f00005a0-29ee-4b3d-8847-93a06df4b359	3255	971561161995	971561161995
termination	12/08/2013 16:43:41 AST	108.59.2.133	0011101971561161995	00:27	f00005a0-29ee-4b3d-8847-93a06df4b359	3255	0011101971561161995	0011101971561161995

Selecting Displayed Report Fields

Fields that will be displayed in report can be selected from "Show fields" list in search form. By "Ctrl"-left click you can select single values, and by "Shift"-left click – a group of values is selected. There are some default values selected from the list as you enter CDRs List section of the system.

All possible report fields description:

Field	Description
Status	Call processing state
Туре	Call route (incoming / outgoing)
Call Date	Call date
ID Client	Client's ID
Client / Reseller	Client or reseller name
Account Name	Respective used account
Gateway IP	Client's gateway IP
Gateway Name	Client's gateway name
ID Reseller	Reseller ID value
Reseller	Reseller-owner of client, if report was generated in per-client fashion

Country	Name of the country which corresponds to Code Name
Code Name	Name for respective code
Code	Destination code
ID Packages	ID of the package, that was used during billing of the respective call
Packages	Name of the package
Package Time	How much time was billed within package limit
Src Number	Billed source number
Dst Number	Billed destination number
Session Time	Call duration
Billed Time	Billed call duration
Rate	Destination rate
Cost	Call cost
Extra Rate	Extra destination rate (per 1 minute) that was used
Extra Cost	Extra call cost
Taxes Cost	Taxes cost
Res Status	Disconnect code status
Res Code	Disconnect code value
CDR ID	CDR ID value
Conf ID	Conference ID value
Call ID	Call ID value
Call Sign	Call sign value
SRC Number EXT	Caller number provided to VCS system from external source
SRC Number BILL	Phone number of the caller in billing system
DST Number EXT	Called number provided to VCS system from external source
DST Number BILL	Phone number of the called in billing system
Setup Time	Call setup time
Connect Time	Call connect time
Disc Time	Call completion time (disconnection)
PDD	Post dial delay
SCD	Session connect delay
Local Code	Local code value
Custom	Additional information for call (softswitch specific)
Bytes IN	Incoming amount of bytes
Bytes OUT	Outgoing amount of bytes
ID VoIP Gateway	VCS VoIP Gateway ID
VoIP Gateway	VoIP Gateway name
CDR Source	CDR source description
VoIP Gateway	VoIP Gateway name

Graphical Charts in Statistics

On this page

- Accessing The Graphical Charts
- Graphycal Charts Window

Accessing The Graphical Charts

VCS incorporates a graphical charts for its Summary and Orig-Term reports. The graphical display allows for drastically better statistic information apprehension thus making data analysis even easier. To access the graphical charts, after creating a statistical report, you will have to press the "View Charts" button below the statistic tables (Screenshot down below).

Screenshot: "View Charts" button

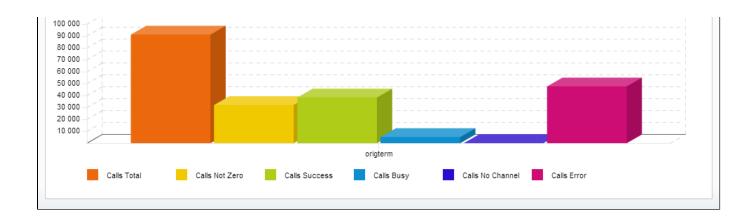
Crig-Term Report										
	Orig			Term	▲ Profit	🔺 Total 🔻				
\blacktriangle Billed Time \blacktriangledown	🔺 Cost 🔻	Avg Rate	▲ Billed Time ▼	🔺 Cost 🔻	Avg Rate	USD	%	Time, min		
87 349.02	11 328.5183	0.1297	86 661.07	-8 328.4578	0.0961	3 000.0604	36.02	87 515.68		
View Charts										

Graphycal Charts Window

The set of graphical charts consists of the following ones: *Total Cost, Total/Billed Time, ASR, ACD, Calls Count and Income/Expence/Revenue* (available only for Orig-Term report). The Y-axis of the chart represents the main parameter – the one that chart was named after (for example, for *Total Cost* it's an amount of money, for *Total/Billed Time* it's calls time, for *ASR* it's a percent value and so on), and the X-axis represents the grouping that was done when creating a statistics report (for this purpose "Group by #" fields are used – for example, by clients, codes, gateways, days etc.).

Screenshot: Graphical charts





Mismatches Report

This section can help you find the calls or clients that were not recognized by the system due to unavailability of respective information. The main window of this section looks like on Screenshot below.

To create a report you need to specify a period in the lower form and press the "Query" button nearby. After system processes your request, you will be able to see the general info about unknown clients (left form) or unknown destinations (right form). To receive detailed info either on clients or destination press respective "Query" button.

Screenshot: Mismatches Report

	origination	termination	all	Type:	all	-
Total Calls	0	0	0	Duration:	non-zero	-
Not Zero Calls	0	0	0	Output:	Web	
Total Time	0 min	0 min	0 min	output	1100	
						Query
ALLS WITH UNKNOW	IN DESTINATIONS (KNOW	N CLIENTS)				
	origination	termination	all	Type:	all	
Total Calls	0	0	0	Duration:	non-zero	
Not Zero Calls	0	0	0	Output:	Web	
Total Time	0 min	0 min	0 min	output.	WED	
						Query
ALLS WITH UNKNOW	N DESTINATIONS IN RES	ELLERS (KNOWN RESELLE	35)			
	origination	termination	all	Type:	all	
	0	0	0	Duration:	non-zero	
Total Calls		0	0	Output:	Woh	
	0			output.	web	
Total Calls Not Zero Calls Total Time	0 0 min	0 min	0 min			

Calls Rerating

On this page

- Calls Rerating Section Main Window
- Performing A Rerating

Calls Rerating Section Main Window

This section can be used to rerate some calls (this is needed when, for example, a change was made to rates, currencies or client accounts or you are trying to correct errors with *Mismatches Report*). Main window of this section is displayed as a search form:

Screenshot: Calls Rerating section search form

🔯 Calls Rerating								۵
Diagon select assessmentary for an article	Period:	today 👻 2013	3-09-05 00	:00:00 - 2013	3-09-05 23:59:59	Asia/Riyadh	¥	
Please select parameters for re-rating	Client:		*	Code Name:		۹ ۵	de:	۹
	Result Code:	all	•	Code Deck:	Pre-assigned decks	 Durat 	ion: non-zero	-
About Get Support 0.1662s	VoIP Gateway:		•	Group:		▼ T	pe: all	•
	Match Clients:	mismatched	•	Match Codes:	mismatched	•		
								Query

Performing A Rerating

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To perform a rerating, specify period, client, code name or phone number code and respective VoIP Gateway. Then press "Query" button and wait for search procedure to complete. Then confirm a reration by pressing "Confirm" button.

Tip: "Match Clients" and "Match Codes" drop-down menus allow you to search for all calls in desired categories. Your choices are: matched (identified), mismatched (not identified), all.

Tip: Calls rerating is a time-requiring procedure, so it's not recommended to create a reration query with large chunks of information (for example, rerating 3 million of calls at once is not recommended).

Reports to E-mail

On this page

- Reports to E-mail Section Main Window
- Forming Reports to E-mail

Reports to E-mail Section Main Window

This tool allows you to send Summary or Orig-Term reports to E-mail, to keep yourself informed about traffic status without need to login into system and request reports (Screenshot).

Screenshot: Reports to E-mail section main window

5	Reports to E-mail							٦	
Add Summary Add Orig-Term									
	🔺 Name 🔻	Run	Interval	E-mail		Last sent	Company		
Σ	Α	On 0 hours	24 hours	1@1.com	9	_	Reseller A	*	
Σ		Every 5 hours	48 hours	1@1.com	9	-	Reseller A	*	
	С	Every 1 hours	74 hours	1@1.com	-		Reseller A	*	
1	D	On 10 hours	1 hours	1@1.com	9	_	Reseller A	*	

Forming Reports to E-mail

To access it, please go to *Statistics – Reports to E-mail* section. Press respective button for adding *Summary* or *Orig-Term* preset and specify how often report should be sent in *"Run"* field, and what last amount of hours of data it should include in *"Interval"* field. Don't forget to specify the e-mail address where report should be sent and correctly set report query, the same way you do for *Summary Report* and *Orig-Term Report*. After you save your preset you will be receiving your reports via e-mail in specified timeframes. On main page you can see the following parameters:

Column	Description
Name	Query name
Run	How often a report should be created for specified interval
Interval	Amount of last hours of statistics a report should include
E-mail	E-mail address, where report should be sent
Last sent	Date of latest successful sending of report to e-mail
Company	Name of reseller which owns current query

🥑 Tip: 🥯 icon displays, that the query status is Active, and 🛑 icon shows, that the query status is Disabled.

Archive Management

On this page

- Archive Management Section Main Window
- Active Statistics Packages
- Archived Statistics Packages

Archive Management Section Main Window

This section represents archive of system statistics packages manager. Statistics package is a pack of calls information, created during a respective day. Main window is displayed on screenshot below:

Screenshot: Archive Management section main window

Archive Management												
IVE STATISTICS PACKAGES								ARCHIVED STATISTICS P	ACKAGES			
Date	I	Total Legs	New Legs	Re-Rating Legs	Progress		*	Date	Filename	Size	-	*
 2013, AUGUST (12)		16 687 00:00 7954:34	0 00:00 00:00	0	100.00%			2013, MAY (28) You can download these files	Gen the letting services	3.85 MB		
 2013, JULY (31)		132 163 00:00 82778:24	0 00:00 00:00	0	100.00%			/usr/local/vcs/var/archive	i from the billing server:		Proc	iess
2013, JUNE (30)		90 643 00:00 88030:13	0 00:00 00:00	0	100.00%							
 2013, MAY (4)		4 934 00:00 5083:22	0 00:00 00:00	0	100.00%							
						Pro	cess					

Active Statistics Packages

Active Statistics Packages table houses statistics packages, that are currently present in database. Statistics packages are grouped underneath a respective month. Click on the 🗳 icon to view all available packages.

Active Statistics Packages table columns description:

Column	Description
Date	System package creation date
Total Legs	Processed calls quantity
New Legs	Quantity of calls that have not been processed yet
Re-rating Legs	Quantity of calls queued for re-rating
Progress	Shows overall data processing progress

Active Statistics Packages are managed with 4 checkboxes:

lcon	Description
1	Updates selected package to latest database format (useful after system update to new version)
Ē	Moves package to archive
	Deletes package from database without performing balance rollback
*	Deletes package from database with balance rollback

After "Process" button is pressed, the respective statistics package will be marked for respective operation – to rotate (move), to update, to be cleaned or to be deleted. The operation itself will be executed in background.

Archived Statistics Packages

Archive Statistics Packages table houses statistics packages that are keeped in archive (/var/archive folder in respect to VCS root).

Archive Statistics Packages table columns description:

Column	Description
Date	System package creation date
Filename	Name of the archive file which contains system package
Size	Size of an archive file

Archive Statistics Packages are managed with 2 checkboxes:

lcon	Description
1	Restores system package to database
*	Deletes archive file

After "Process" button is pressed, the respective statistics package will be marked for respective operation - to restore or to delete.

Vip: System manages the statistics packages in the background. Backup&Rotate Manager system module must be activated to manage the packages!

Tip: Moving or rotating the current day statistics package may result in errors! It is strongly recommended not to do any operations to current day's package.

Tools

This section describes everything that relates to the Tools tab of JeraSoft VCS. For more details please check the related subsections of our Guide:

- Rates Management DetailsActive CallsFactors Watcher

Rates Management Details

This section will describe everything that concerns the rates management tools of JeraSoft VoIP Carrier Suite, which are provided by Rates Management Module.

VCS Rates Management Module provides you with advanced features that allow you to analyze, compare and create rate sheets within VCS's webinterface without use of any third-party software. These features are grouped under *Tools* section and are named Rates Generator and Rates Analysis.

Also, you can check our Useful Tips, that will help you to provide more useful and comfortable Rates Management.

Rates Analysis

This section is designed to analyze rates that are currently present in the system. Main window looks like a search form (Screenshot):

Screenshot: Rates Analysis section search form

📓 Rates Analysis								
	Rate Tables v							
Please select parameters for report	Code Name: Code: Country: Country:							
	Outlook: rates comparison 💌 Code Deck: Pre-assigned decks 💌 Currency: TST 💌							
About Get Support 0.1999s	Get margins for: Actual on: 2013-09-09 13:44:53 Rate age: days							
	Output: Web 💌 Group by: code 💌 🖾 simulate long codes							
	Query							

To analyze and compare different rates select one or few rate tables in the form to the left (analysis is divided by originator's rates, terminator's rates and rate tables), specify code names or specific code (you can use «*» sign to specify all), date for which these rates were actual, desirable output format and press «*Query*» button.

System will form a list of rates with prices for each destination. The highest rate available for destination is colored in red, the lowest – in green, and middle rates are colored in black. In *«Group by»* field you can define how you want to sort the resulting data – by codes or code names.

If you checked *«simulate long codes»* checkbox, system will try to simulate the longest available code with shorter one. For example, we analyze 2 rate tables, one of which has code *380*, and the other has *380* and *38044* codes. When mentioned checkbox is active, the first rate table will have unavailable *3 8044* code simulated with the price of available *380*. Rates such as these have *«Simulated»* label when you hover mouse pointer over them, and are colored in light-red, light-green and grey respectively.

Also, you can analyze margins by selecting a base rate table in «Get margins for» field.

«Outlook» field allows you to build resulting data in simple comparison list or LCR table, if you prefer that kind of outlook.

Rates Generator

On this page

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- Adding New Rates Generator Query
 - Setting Additional Options
 - Optimization Options
 - Adjust Options
 - Advanced Options
 - Quality Options
- Adding New Rule
- Adding Source to the Rule

Adding New Rates Generator Query

Rates Generator is a useful tool when you need to create a price list from data taken from multiple sources, such as another rate sheets or your provider's rate tables. You can do that and more, if you use following instructions.

The price list is created by running a set of code picker rules that are stored in a preset. To create new preset, go to *Tools – Rates Generator* section and press «*New Rates Generator*» button. Set name and reseller for the preset and press «*OK*». Also, you can set additional parameters in current window or by clicking on a name of your new preset and going to the "*Parameters*" section tab (Screenshot below):

Screenshot: Configuring Rates Generator query

New Rates	s Generator			
Name:		SIMPLE OPTIMIZATION	ADJUST RESULTS	ADVANCED OPTIONS
Reseller:	Reseller A	Mode: min 👻		Detect fake: 5
Code deck:				Skip distance: 10 %
Currency:	DKK 👻	Target < parent: 0 %		Rate position: 1
Description:				
		Target > parent: 0 %		QUALITY OPTIONS Analyze period: 24 hours
		HORIZONTAL OPTIMIZATION		
		Target < parent: 0 %		
				Unmatched price: 100
				OK Cancel Apply

Field	Description	
Name	ame of rate table that should be created or updated	
Reseller	pecify reseller to whom newly created rate table should belong	
Code Deck	Select a code deck that will be used to search for codes in source and name destination codes in new price list	
Currency	Specify the currency of rates in new price list	
Description	Additional information about current rate table	

Setting Additional Options

To refine your results, you can use following additional criteria. These additional options are also presented in the "New Rates Generator" window or in the "Parameters" section tab and you can do the following:

Optimization Options

Screenshot: Optimization options checkboxes

Rate	s Generator			
Name:	Reseller A V	✓ SIMPLE OPTIMIZATION Mode: min ✓ VERTICAL OPTIMIZATION Target < parent: 0 % Target > parent: 0 % ✓ HORIZONTAL OPTIMIZATION	Rate: DKK Setup Fee: DKK Min Time: 1 sec Interval: 1 sec Grace Time: 0 sec Time Profile: all time	ADVANCED OPTIONS Detect fake: 5 Skip distance: 10 % Rate position: 1 QUALITY OPTIONS Analyze period: 24 hours
		Target < parent: 0 % Target > parent: 0 %		Code min time: 60 min Unmatched price: 100 OK Cancel Apply

Checkbox	Description		
Simple	Applies sar	ne price for all codes inside same code name by using three options	
Optimization	• min	minimal available price	
	• max	maximal available price	
	• avg	average price of all available	
Vertical	Enables me	erging of longer codes into shorter ones, if respective rates satisfy Target < Parent and Target > Parent settings	
Optimization	• Tar get < Par ent	If current price of the rate which currently is being analyzed for optimization with it's parent (shorter code for vertical and same length code with most frequency of same price for horizontal) is less for entered percent or less, then it will be optimized	
	• Tar get > Par ent	If current price of the rate which currently is being analyzed for optimization with it's parent (shorter code for vertical and same length code for horizontal) is more for entered percent or more, then it will be optimized	
Horizontal Optimization		plication of same rate to codes of same lengths, which belong to the same code name, if respective rates satisfy Target < Target > Parent settings	
	• Tar get < Par ent	If current price of the rate which currently is being analyzed for optimization with it's parent (shorter code for vertical and same length code with most frequency of same price for horizontal) is less for entered percent or less, then it will be optimized	
	• Tar get > Par ent	If current price of the rate which currently is being analyzed for optimization with it's parent (shorter code for vertical and same length code for horizontal) is more for entered percent or more, then it will be optimized	

"Adjust Results" checkbox enables results adjusting by data from currently selected Code Deck. For example, if your rules provided you with codes 380 and 38050, but your code deck has only code 38050 recorded, only that 38050 will get into resulting price list.

Screenshot: "Adjust Results" checkbox

New Rates Generator			
Name: Reseller: Reseller A Code deck: Currency: DKK Description:	 SIMPLE OPTIMIZATION Mode: min VERTICAL OPTIMIZATION Target < parent: 0 % HORIZONTAL OPTIMIZATION Target < parent: 0 % Target > parent: 0 % Target > parent: 0 %	ADJUST RESULTS Rate: DKK Setup Fee: 0 Min Time: 1 sec Interval: 1 sec Grace Time: 0 sec Time Profile: all time	ADVANCED OPTIONS Detect fake: 5 Skip distance: 10 % Rate position: 1 QUALITY OPTIONS Analyze period: 24 hours Code min time: 60 min Unmatched price: 100 OK Cancel Apply

Field	Description	
Rate	Define a rate for codes which are present in code deck, but were not provided by your rules, when performing Adjust results	
Setup Fee	fine setup fee for those rates	
Min Time	Define minimum time for those rates	
Interval	Define interval for those rates	
Grace Time	Define grace time for those rates	
Time Profile	Define time profile for those rates	

Advanced Options

Screenshot: Rates Generator Advanced Options

😼 New Rate	s Generator			
Name:		SIMPLE OPTIMIZATION	ADJUST RESULTS	ADVANCED OPTIONS
Reseller:	Reseller A 🔹			Detect fake: 5
Code deck:				Skip distance: 10 %
Currency:	DKK 👻	Target < parent: 0 %		Rate position: 1
Description:				
				QUALITY OPTIONS Analyze period: 24 hours
	6	HORIZONTAL OPTIMIZATION		
				Unmatched price: 100
				OK Cancel Apply

Field	Description
Detect fake	Enable detection of fake rates if at least specified number of rates is present. The mechanism is following: if you enter "3" and your rules provided you with 3 different rates for some destination, the cheapest rate will be compared to the direct average of those 3 rates. If the difference is more, than provided in <i>Skip distance</i> , then rate is considered fake and removed from result

Skip distan ce	A percentage value of difference between current rate and direct average when performing Detect fake	
Rate position	Define what cheapest rate of all to provide as a result (for example, if you enter "1" - system will take cheapest rate, if "2" - second cheapest etc.)	

Quality Options

Screenshot: Rates Generator Quality Options

Rew Rate	s Generator			
Name:		SIMPLE OPTIMIZATION	ADJUST RESULTS	ADVANCED OPTIONS
Reseller:	Reseller A 💌			Detect fake: 5
Code deck:				Skip distance: 10 %
Currency:	DKK 👻			Rate position: 1
Description:				QUALITY OPTIONS
		Target < parent: 0 %		Analyze period: 24 hours Code min time: 60 min Unmatched price: 100
				OK Cancel Apply

Field Description	
Analyze period	Define a number of hours to analyze for picking ACD and ASR quality
Code min time	Define a number of minutes that should be available for each code that satisfies quality parameters
Unmatched price	Define price for all codes which do not satisfy quality parameters

Adding New Rule

After pressing "OK" button in the "New Rates Generator" window you will go to a new window. By clicking here on "Add rule" button you will go to a new pop-up window, where you can set one rule to be added to query. Here is what you can specify in rule's settings (Screenshot):

Screenshot: Rates Generator "Add Rule" window

Add Rule		С
RATES FILTER Code:	SOURCES 🕥	
	MARGINS 🕘	
QUALITY FILTER ASR: — % ACD: — min	No Margins added yet	
FORCE RATES SETTINGS		
Min Time:sec		
Interval: sec		
Grace Time: sec		
Setup Fee: DKK		
Time Profile: —		
	OK Cancel Apply	

Section	Fields And Description		
Rates Filter	Set basic parameters of	your rule here	
	• Code	Pick a code for current rule	
	Code Name	Pick group of codes for current rule	
	Time Profile	Select a time profile for codes that will be picked from sources	
Quality Filter	Set quality parameters of your rule here		
	• ASR, %	Specify ASR ranges that should be used when picking destinations from sources	
	• ACD, min	Specify ACD ranges that should be used when picking destinations from sources	
Force Rates Settings	Specify additional parameters that should be noted when picking destinations from sources (Setup Fee, Min. Time, Interval, Grace Time, etc.)		
Sources	Select one or multiple sources for picking data for new price list (set-by-step setting of this section you will find below)		
Margins	Specify ranges of rates that should be picked from sources and apply respective margins		

Working with this tool is really simple – specify your Filters, select a source, specify code and margins and when you click «*OK*», your selections will be added as new rule to the template. By adding multiple rules you can create a price list that you currently require (for example, pick one destination from *Pro vider A*, other one – from *Provider B*, and rest of destinations from all remaining providers). To generate a resulting price list, click on «*Generate*» button.

Tip: Please note that rules abide following priority: top placed rule is picked first and if some of the lower priority rules are able to provide same codes, those codes will be ignored.

O Tip: You can drag rules to change priority.

Adding Source to the Rule

Screenshot: "Rate Tables" tab in "Select" window

For specifying a source in Rate Generator's Rule, during adding or editing the Rule, simply click on green plus sign in "Sources" section, hereinafter in the pop-up "Select" window click on the "Terminators" or "Rate Tables" tab (depends on what kind of source you need) and select an appropriate terminator or rate table from the list (Screenshots below):

Select	Search	٩			
Rate	Tables Service Terminators				
	Rows 1 – 20 of 29 Pages: 2 🔻 1	2 🕨			
ID	Name				
30	03.02	\checkmark			
39	aaaqwerty	\checkmark			
5	Demo Rate Table 01	\checkmark			
6	Demo Rate Table 02	×			
7	Demo Rate Table 03	\checkmark			
8	Demo Rate Table 04	\checkmark			
38	katya	\checkmark			
32	NEW				
20	ORIG RT - CUS_1				
16	ORIG RT - CUST11	\checkmark			
22	ORIG RT - CUST_SILK	\checkmark			
18	ORIG RT - HUSNAIN_CUST	× .			
28	ORIG RT - KOOL_CUST	\checkmark			
13	ORIG RT - SHAH	\checkmark			
26	ORIG RT - TEST_CUST	\checkmark			
14	ORIG RT - TESTING1	\checkmark			
19	TERM RT - HUSNAIN_VEND	\checkmark			
29	TERM RT - KOOL_VEND	\checkmark			
25	TERM RT - NEXTONE	\checkmark			

Screenshot: "Terminators" tab in "Select" window

Select	Search	٩				
Rate	Tables Sterminators					
	Rows 1 – 18 of 18 Pages: 1 v	1				
ID	Name					
470	aaaqwerty12345	\checkmark				
143	HUSNAIN_VEND	1				
161	Jeratestttttttt12345	1				
159	KOOL_VEND	\checkmark				
154	NEXTONE	1				
12	Partner 01					
23	Partner 02					
133	SHAH-VENDOR					
157	TEST_VEND					
147	VEN_1					
139	VEND11	1				
7	7 Vendor 01					
11	1 Vendor 02					
14	Vendor 03					
15	Vendor 04					
17	Vendor 05	1				
20	Vendor 06	1				
21	Vendor 07	1				

If you want to use Quality Options for Rate Generator, you have to define a Terminator as a Source for Rate Generator's rule.

Tip: Taking Terminator as a Source instead of its termination Rate Table gives possibility to use recently changed table automatically for Terminator as a whole.

Useful Tips

On this page

- Billing by Access Numbers
- Automatic Rates Notifications (Addendums)

Billing by Access Numbers

Rates Management module has the ability to apply additional Extra Rate to destinations. This is useful for easy and proper billing by access numbers. This function is available through Rate Tables section. To apply Extra Rates to customer traffic you need to do the following:

- Go to Configuration Client Groups and create a group of Orig Traffic type named Toll Free Group;
- Go to Management Clients and open customer's presets tab;
- Find Traffic Processing and perform a translation of Orig type, which says the following: in case call comes from defined access number (use Src Matchfield), put this call into Toll Free Group;
- Open Rate Table of this customer, go to Extra tab and apply extra rate for all calls in Toll Free Group.

Automatic Rates Notifications (Addendums)

This will allow you to send rate changes to your customers within VCS' interface. In short – if your customer's rate table is updated by some means, system will automatically generate and send notification e-mail to that customer with information which rates were increased/decreased/closed etc.

Here is how you can set Rate Addendum notification for one of your particular customers:

- Go to *Management Clients* and open your customer's properties page;
- · Find "Rate Notification" box and enable it;
- Don't forget to specify notification parameters: "Format" of the attachment with rate details, "Notify type" for displaying full current price list, or changed rates only, and "Last Notified for" – day when system notified your customer last time (this date is used to get actual updates to rate table by system). Finally, "Notify Now" button allows you to generate and send such notification manually.

In general, setting this tool to work is as simple, as Autoinvoicing.

Active Calls

Active Calls section provides you with easy and convenient active calls monitoring tool. Upon access you will see the full list of active calls that are currently being processed by your switch.

The options that are available to you here are the following: you can filter calls list by origination or termination client / code group / code and group them by using *Group by* # drop-down boxes.

Screenshot: Active Calls main window

Active Calls	This section is reference only. It dis	plays current active calls but does not affect the billing or statistics processing. $m{O}$
	 No active calls found 	
Please note, that this function requires RADIUS Accounting Start packets to be	sent from your VoIP Gateway and "Track Active Calls" option end	abled in VoIP Gateways section.
Important! "Track Active Calls" option diminishes system performance, activation activation of the system performance acti		

Factors Watcher

On this page

- Factors Watcher Section Main Window
- Creating New Query
- Configuring Watcher Rules

Factors Watcher Section Main Window

This section represents built-in monitoring tool, that watches over different parameters and generates alerts if some conditions are met. Main section window looks like on Screenshot:

Screenshot: Factors Watcher section main window

A Factor	s Watcher Blocked DST							
🚯 New Fa	ictors Watcher					Rows 1	1 – 2	2 of
▲ ID ▼	🔺 Name 🔻	Watch Rule	es	Quer	у			
2	A Analyze by: Summary report Check time: 30 / 30 min No check has been made yet	0	a	Client: – Code Name: – Group By: —	Owner: - Code: - VoIP GW: -		1	
3	B Analyze by: CDRs List report Check time: 60 / 10 min No check has been made yet	0	₼	Client: – Code Name: – Group By: —	Owner: - Code: - VoIP GW: -		1	1

Creating New Query

The tool workout is based on periodical queries of statistic information. To create a new query press "New Factors Watcher" button. You'll need to specify next parameters in a new window (Screenshot below):

Screenshot: Adding new Factors Watcher query

A New Factors	Watcher					
	Name:			C	neck every:	30 min
Analy	ze by: Summary report		•	Analyze	interval of:	30 min
QUERY						
Client:		Code Name:		٩	Code:	٩
Under Owner:	all resellers	Code Deck:	Pre-assigned decks	; –	VoIP Gateway:	•
Group By #1:		Group By #2:		-	Group By #3:	•
Test Query					ОК	Cancel Apply

Field	Description
Name	Query name
Analyze by	Select base report (Summary or CDRs List) as base for current query. Different reports provide different set of parameters that are available for monitoring. For instance, <i>CDRs List</i> allows you to manipulate with phone numbers, while <i>Summary</i> allows such operations with ACD and ASR

Check every, min	How often to perform checks
Analyze interval of, min	What interval of time to check
Client	Select a client
Code Na me	Select a code group
Code	Specify the code
Under Owner	Specify a Reseller
Code Deck	Select a code deck to pull code names from
VoIP Gateway	Select a VoIP gateway
Group by #	Group query by selectable parameter (client, account, code group, code or Volp gateway)
"Test Query" Button	Press this button to test your query as Summary Report or CDRs List report for period specified Check Every and Analyze Interval of fields

When you click "OK", new query will appear on the list in main window. You can edit properties of this query later by pressing 🔊 icon.

Configuring Watcher Rules

Next step you need to take is configure the watcher rules – what parameters under which conditions to monitor. To do this click on Query name or the icon. In new window (Screenshot down below) press "add rule" button and fill the set of fields to specify the appropriate rule.

Screenshot: Editing Factors Watcher rules

🔥 Rules List			A
😋 add rule			
Match	Factors	Action	Lock Period
Call Origin			
all		Alert	0 min 🗰
all		Alert 👻	0 min 🗰
all		Alert 💌	0 min 🗰
Match — you can use *** wildcard in these fields. Factors — you should list watch rules in this field delimited by *;*, list of co calls_error, acd_std, acd_cur, asr_std, asr_cur, pdd, scd.	orrect fields: time_total, time_billed, calls_total, calls_notzero, call		alls_nochannel,

The set of rules depends on how many parameters you defined in "Group by #" fields when current query was created. For example, if you defined a client in query, you will be able to configure clients in watcher rules, etc. Here is the full list of possible configurable fields:

Field	Description				
Match	A set of parameters that are used as base for checks				

Lock Period	If action was block of number, destination or code, then define duration of that block in this field				
Action	An action that should be taken if rule ma	tch is found			
Factors	calls_notzero, calls_success, calls_busy	Rules must be listed with delimiting symbol ";". Correct list of rules: <i>time_total, time_billed, calls_total, v, calls_nochannel, calls_error, acd_std, acd_cur, asr_std, asr_cur, pdd, scd.</i> For example, if you enter " in total calls time count for respective match parameters goes over 100 minutes, system will create an			
	• VolP Gateways	What VoIP gateway to apply rules to			
	• Code	What code to apply rules to			
	Code Group	What code group to apply rules to			
	• Account	What account to apply rules to			
	• Client	What client to apply rules to			
	• Call Origin	Type of route to check (origination, termanation or both)			

Routing Details

This document will describe everything that concerns the routing capabilities of JeraSoft VoIP Carrier Suite. Please note, that for all this functions to be available to you, your JeraSoft VCS installation should include the Routing Module.

Introduction to VCS Routing Module

JeraSoft VCS is able to provide so-called Dynamic Routing features, also often called External Routing. Depending on your preferred switch manufacturer, VCS is able to utilize these functions via RADIUS Protocol or SIP Redirect Server. To find out more, regarding possible options for your switch manufacturers, please consult VCS Integration Manual or contact JeraSoft Support.

In VCS, Dynamic Routing works based on three principles: Routing Plans, Routing Policies and Routing Table generation. So, how can you set it working? A few easy steps:

Step 1: You need to create so-called Routing Plan, which consists of rules that describe your routing preferences and other criteria;

Step 2: You need to choose desired policy for your rules – a special formula to decide which routes should get top priority (for example, this way you decide whether you want to do LCR or Quality Routing);

Step 3: Assign created Routing Plan to your origination customer(s), wait a little bit till Routing Table is created and you are all set!

Please check the subsections below to get more detailed information regarding JeraSoft VCS Routing Module. Main module instruments can be found in *R* outing section of the system, which will appear if module is activated.

- Routing Plans
- Routing Presets
- Routing Analysis
- Dynamic Routing Policies
- Dynamic Routing Table
- Routing Useful Tips

Routing Plans

On this page

- Routing Plans Section Main Window Editing Routing Rules

Routing Plans Section Main Window

Routing Plans section becomes accessible if Routing Module is enabled in your JeraSoft VCS installation. To access Routing Plans section, please log in to your system and go to Routing - Routing Plans.

Routing Plans is something that manages your routing rules for your customers, providers and destinations. Each routing plan should be assigned to a respective customer (originator) for routing to work. While creating routing plan you are able to combine dynamic and static routing rules and assign separated rules for each and every of your destinations. To add new routing plan, simply click on «New Routing Plan» button and fill the following (Screenshot):

Screenshot: Routing Plans section main window

New F	Routing Plan					Row	s 1 –
ID V	🔺 Name 🔻	🔺 Reseller 🔻	🔺 Code Deck 🔻	▲ Rules Hunting ▼	▲ DR Order ▼	Rules	_
7	Custom-KSA	Reseller B	_	longest only	by appeal	3	D
8	debug	Reseller B	DEFAULT	longest only	by code / appeal	2	Ē
5	DR: Complex LCR	Reseller B	_	longest only	by code / appeal	1	Ē.
4	DR: Complex Quality	Reseller B	-	longest only	by code / appeal	1	
3	DR: Proportional	Reseller B	_	longest only	by code / appeal	1	
2	DR: Simple LCR	Reseller B	DEFAULT	longest only	by appeal	2	Đ
1	DR: Simple Quality	Reseller B	-	longest only	by code / appeal	1	Đ
6	GO	Reseller A	_	longest only	by code / appeal	1	Đ

Column	Description					
ID	Your routing plan ID					
Name	A name for your routing plan					
Reseller	Choose a reseller-owner of this routing plan. Additionally, you may choose any additional resellers that will be able to use this routing plan in <i>«Allow Routing Plan only to following resellers»</i> to the right					
Code Deck	Select a Code Deck if you want to route by code names					
Rules Hunting	Choose a hunting mo Two options are avai	de. Note, that this only applies to rules listed in Routing Plan lable				
	longest only	Routing will find only the longest matching code and will stop looking for shorter codes that comply to routing rule otherwise				
	• all matching	All possible matches will be found, including even shortest codes				
DR Order		s sorting in routing table. The options here are: <i>by appeal</i> – routes will be sorted in accordance to their resulting a / appeal – routes will be grouped by codes and then sorted by appeal value				
	• by appeal	Routes will be sorted in accordance to their resulting appeal value				
	• by code / appeal	Routes will be grouped by codes and then sorted by appeal value				

Rules	An amount of rules, which refers to the respective routing plan	

This concludes creation of routing plan.

Editing Routing Rules

Now you need to fill it with routing rules (Screenshot below). To do that click on routing plan's name, click «add rule» and fill the following:

Screenshot: Routing plan contents

()

	iting Rules		Import / Export 🛛 😭 F	Routing Pla	n			Custom-KSA Search
🔂 add	rule							Rows $1 - 3$ of 3
Priority	Code	ē	Code name	Туре		Terminator / Policy	PM	Params Capacity
0	*	٩		Dynamic	•	Simple LCR 💌		TP: all time Term G: Premium CID, Wholesale CID #
0	966*	٩		Static	-	Vendor D / all accounts		🖸 TP: all time 🗱
1	966*	Q		Static	-	Vendor C / all accounts		🖸 TP: all time 🛛 🗱
								OK Cancel Apply

Field	Description
Priority	Define a priority of rules execution, if they have similar code or code name specified
Code	Enter a code which will be used in current routing rule, use * as wildcard
Code Name	You may select a code name here if you have code deck attached to routing plan. This code name is used in same fashion as code – to perform routing based on group of codes
Туре	Select a dynamic or static type or routing for current rule
Terminator / Policy	If you selected static for type, you may specify a terminator here; if you selected dynamic for type, specify routing policy for current rule
РМ	Define a Profit Margin value for current rule here
Params	A number of additional parameters available here. You may define time profile for the rule here, allowed phone number length and routing to/for specific routing groups (for dynamic rules)
Capacity	Limit capacity for current rule (leave blank for unlimited)

Also, you may go to Routing Plan tab to edit any information you entered during plan creation process or to Import / Export tab to import or export list of routing rules respectively.

Note: After all info is entered and rules created, you need to go to Management - Clients section and assign this routing plan to one or more of your origination clients.

Routing Presets

On this page

- Routing Presets Contents
- Adding Routing Presets
- Performing Number Translation

Routing Presets Contents

Routing Presets is additional instrument that you may use to block codes or whole destinations while doing Dynamic Routing. Routing Presets are accessible through *Management – Clients* section, by clicking on clicking on ext to specific client name. When you click it, you will see the following window:

s client	Info 🗄 Cus	tom Fields	Accounts	Presets	Packages	📲 D]	(Ds	Notes		Custom
RIGINATIO	ON PRESETS 😋 🗐									
1	Account name		Code	Code N	ame		Deny	Expires, min	Added	
Any		-	٩			Q	v		manual	\$
Any		▼	Code	Code N		9	V	Expires, min	manual	1
								Det Backer	Add Group	Order
	Account Name	Code	Code Name	Src Match	Src Replace	Dst	Match	Dst Replace	Aug oroup	
AFFIC PR Origin Orig 💌		Code		Src Match	Src Replace	Dst	Match	Dst Replace		1

Screenshot: Routing presets contents

There, you are able to add origination and termination presets, to block desired destination or code by clicking on *«Deny»* box. Also, the same window allows you to perform different number translations under *«Traffic Processing»*. These translation rules use POSIX expressions syntax. For example, if number is 123#456, Match field is ^123#(.*) and Replace field is 789\1, then resulting number will be 789456.

Please browse the full list of fields and descriptions of the routing presets window below.

Adding Routing Presets

To add a route press 😳 icon near "Origination" and / or "Termination" presets and enter all required information in next fields:

Field	Description					
Account name	Client's account that should be	Client's account that should be used in current routing rule				
Code	Specify a code of destination he	specify a code of destination here (use * as wildcard)				
Code Name	Or select a destination name in this field if applicable					
Deny	Enable this to deny current route selection					
Expires, min	Set a duration in minutes, for which the block should be active (leave blank to block forever)					
Added	When and how the rule was ori	When and how the rule was originally added				
manual Added using this section		Added using this section				

Tip: By pressing a icon near "Origination Presets" rubric you will get an access to "Mass Import" feature. This feature allows you to add new presets to already existing or to purge all existing presets and add new ones.

Performing Number Translation

To perform a number translation, press 😳 icon near "Traffic Processing" rubric and fill the following fields:

Field Name	· · · · · · · · · · · · · · · · ·						
Origin	Specifies, when current translation rule will be applied						
	• ORIG	For calls originated from a client					
	• TERM	For calls terminated to a client					
	• DR	On Dynamic Routing, before sending calls to a terminator					
Account Name	Select a respective account here						
Code	Specify a code of destina	ation here (use * as wildcard)					
Code Name	Or select a destination na	ame in this field if applicable					
Src Match	In this field you may set a respect to settings in Sro	a template by which a number will be analyzed, and if template matches the number, the translation will occur in Replace field					
Src Replace	Put a resulting action in t	his field, that will be performed, if translation process will take place					
Dst Match	In this field you may set a respect to settings in Dst	a template by which a number will be analyzed, and if template matches the number, the translation will occur in Replace field					
Dst Replace	Allows you to put matche	ed calls into specified Origination Routing Group					
Add Group	Allows you to put matche	ed calls into specified Origination Routing Group					
Order	Sets rules ordering, first	matched rule will stop further number translations					

Routing Analysis

On this page

- Routing Analysis Section Main Window Forming DR Analysis Report

Routing Analysis Section Main Window

Routing Analysis section represents a routes analyzer tool that allows you to manage dynamical routes and simulate different routing models without hurting live voice traffic. This section can be accessed if you go to Routing - Routing Analysis. It should be noted, that this tool can be of use only when you are using Dynamic Routing feature. Main window of Routing Analysis section represents a search form with following parameters (Screenshot):

Screenshot: DR Analysis search form

Routing Analysis		
	Number:	
O Please select parameters for report	Client:	*
	Rate Group:	Indeterminate 💌
	VoIP gateway:	
About Get Support 0.1185s	Routing plan:	
	Output:	Web
		Reset Search

Field	Description
Number	Enter a phone number here to define a destination (you can use «*» as any symbol, for example, 380* means any number that begins with 380)
Client	Select a client you want to create report about
Rate Group A group, which this rate belongs to. Refers to Jurisdictional Billing and Routing Module	
VoIP gateway	Select a desired VoIP gateway here
Routing Plan	Select here some specific routing plan
Output	Select result output format (web, XLS or CSV file)

When all required information is entered, press «Query» button.

Forming DR Analysis Report

Here is how an analysis report may look like (Screenshot):

Screenshot: DR Analysis report

💐 Routing Anal	ysis						E
Routing Pl DR Ord	eer: 38096 an: GO ler: by code / ap ng: longest only		Client: Customer A Destination: 380 Ukraine Orig Rate: 3.2000 DKK		Account Capacit	<pre>/: 2 0 active calls /: 0 active calls /: 0 active calls</pre>	
Rank	Appeal	Terminator	Code	Term Rate	Account IP / Name	Dst Number	VoIP gateway
1 🧕 🖨 🔒	_	Vendor A account_1	380 Ukraine	3.2000 DKK	93.189.98.11/32	0038096	Any

The resulting list shows detailed information regarding routing, including route availability / unavailability, profit margin control, reseller / group limitation, resulting appeal, code rate etc.

Note

Routing Analysis shows routes based on routing table built on last run of Dynamic Routing Manager. So won't be able to see last changes with Routing Rules until Dynamic Routing Manager will be restarted.

Dynamic Routing Policies

This section simply lists currently available routing policies for VCS. They currently are (Screenshot):

Screenshot: DR Policies section main window

25	Search P
	Rows 1 - 5 of 5
	🔺 Name 🔻
Complex LCR	
Complex Quality	
Proportional	
Simple Quality	
	es Complex LCR Complex Quality Proportional Simple LCR Simple Quality

Policy Description	
Complex LCR Three cheapest routes are sorted by quality	
Complex Quality Three routes with most quality are sorted by price	
Proportional The lower the price and higher the quality route has, the more priority in	
Simple LCR	Generic price-based routing
Simple Quality	Generic quality-based routing

You may browse each policy routing formula by clicking on respective policy's name. Please do not change formulas to avoid unexpected routing results.

Dynamic Routing Table

JeraSoft VCS solution operates with it's own Routing Table, which is automatically created in defined regular periods of time to provide the «dynamic» part of the Routing. his Routing Table includes latest changes to whole routing process, that include all latest changes made to system configuration, such as clients or rates update, changes to routing plans, accounts reconfiguration etc.

It is always good idea to recreate your routing table, to be able to see how your routing will work with current settings. Of course, if you don't have time to wait till it is created automatically, you can do that in manual mode. To generate routing table manually, please go to *System – Task Scheduler*, and click on the respective 🕑 button. The routing table will be generated shortly after.

Routing Useful Tips

On this page

- Routing by SRC Number / Orig Group
- If Routing Doesn't Work
- Routes Testing
- Jurisdictional Billing Module

Routing by SRC Number / Orig Group

Dynamic Routing Module has the function of providing routing based on src numbers, in addition to usual dst number routing. To use this type of routing you can do the following:

- Go to Configuration Client Groups and create a group of Orig Traffic type;
- Go to Management Clients and open customer's presets tab, find Traffic Processing and perform a translation of Orig type, which says the
 following: in case call comes from specific src number (use Src Match field), put this call into group you just created (for routing by src number);

-or-

- Go to Management Clients, open customer's accounts tab, and put an origination account into the group you just created (for routing by orig group);
- Go to customer's Routing Plan and specify in routing rule "Allow routing only for following groups", where select orig group you've just created. This will insure that current rule will be applied only for traffic that belongs to specified group (either all traffic from designated src number(s) or from specified customer's account, belonging to an orig group).

If Routing Doesn't Work

If your newly routing setup doesn't work, please heed the following tips, maybe it's too early to call Customer Support Service:

- If you added or updated customer's rate, routing with new data will be available only after DynRouting Manager recreates routing table with most relevant information;
- If your customer's rate tables use Time Profiles, relevant rates will be effective in routing only after DynRouting Manager recreates the routing table after respective time profile settings come into effect (for example, if Time Profile states that rate is effective from 10am to 6pm, that rate will be used in routing only after first DynRouting Manager start after 10am, and not directly at 10am as stated by Time Profile);
- Pay attention to Routing Groups and Routing Permissions, it is possible that relevant vendors are forbidden for current customer or are in forbidden routing groups. This will be clearly visible in Routing Analysis, after query is made.

Routes Testing

JeraSoft VCS provides you means of comfortable and convenient testing of existing vendors. These means are provided by special routing plan, called *DR*: *Routes Testing*, which is not possible to edit through *Routing Plans* section. This plan will only be visible when assigned to a origination customer or in *Rout ing Analysis*.

So, how to use it? It's very easy. All you need to do is assign it to origination client which will be doing the testing (for example, this can be a SIP dialer phone of test-engineer), and then dial in following format: xxx*yyyyy, where xxx is an ID of termination vendor's account (these ID's can be viewed in *account* nts pop-up, when you click "Extra Fields"), and yyyyy – the actual number in international format (or other format, if it's set otherwise).

For example, if test-engineer will dial 100*4955667788, this will mean that number 4955667788 will be sent to a vendor, who has an account with ID = 100. This way a test person can quickly and conveniently test a lot of vendors, without the need to build new routing plans/rules for each particular case.

Jurisdictional Billing Module

From now you can get our Jurisdictional Billing Module, which supports jurisdictional routing with several features and solutions, including billing and routing over NPA NXX codes and support of LNP dipping from multiple vendors or over own database.

Jurisdictional Billing Module are integrated with TPM / LERG database and determines a jurisdiction of calls doing the following steps:

- 1. Parsing TPM / LERG database from inconnective to the internal format (jurisdictional_table);
- After client identification process, identifying NPA-NXX for both Source and Destination numbers and finding out jurisdiction of the call through the internal jurisdictional table;
- 3. Setting call group to the one of the following:
 - Interstate InterLATA;
 - Intrastate InterLATA;

- Interstate IntraLATA;
 Intrastate IntraLATA.
 4. Getting appropriate origination rate group.

Please note that Jurisdictional Billing (billing and routing over NPA NXX codes) is not included in Dynamic Routing for terminating vendors. ⚠

For more information about getting this Module please contact with JeraSoft Support Team.

Configuration

This section of our Guide contains everything that relates to the Configuration tab of JeraSoft VoIP Carrier Suite. For more details please go to the related subsections:

- Code Decks
- Currencies
- Payment AccountsPayment Terms
- Payment Methods
 Time Profiles
 Taxes Profiles

- Groups
- Invoices TemplatesVoIP Gateways
- Settings

Code Decks

On this page

- Code Decks Section Main Window
- Creating New Code Deck
- Managing Code Decks
- Adding Codes
 Importing Codes
 - Exporting Codes

Code Decks Section Main Window

This section houses all code decks – name sets for your codes. By having multiple code decks you can freely operate in different names for same codes and change them on the fly. Main window of this section is presented on Screenshot:

Screenshot: Code Decks section main window

🛱 Code Decks			
🔂 New Code Deck			Rows 1 - 4
A ID V	▲ Deck Name ▼	🔺 Reseller 🔻	Codes
1 DEFAULT		any reseller	66932 📏
2 A		any reseller	0 🔦
3 B		Reseller A	0 🔦
4 C		Reseller B	0 💊

The deck itself consists of destination code and destination name. Thus, having lots of code decks, you may have lots of different name-sets for same destination codes.

Creating New Code Deck

To create a code deck, press "New Code Deck" button and specify the deck name and reseller it belongs to (Screenshot):

Screenshot: New Code Deck window

🔀 New Code Dec	k			
Name: (
Reseller:	all resellers			-
		ОК	Cancel	Apply

Managing Code Decks

To manage your code deck left-click on the deck's name.

In the window with the list of all existing codes (Screenshot below) you will be able to perform next operations:

🖀 Codes List 🛛 🗐 Import	Codes Export Codes	DEFAULT Search	۶
🔂 New Code 🗱 Mass Delete	Rows 1 – 33 of 669	932 Pages: 2029 v 1 2 3	4 5 🕨
▲ Code ▼	🔺 Code Name 🔻	▲ Country ▼	
1	North America		S #
1201555	USA Directory Assistance		S #
1201763	United States - OffNet		S 🗱
12017632	United States - OffNet		S 🗰
12017636	United States - OffNet		S 🗰
12017637	United States - OffNet		S 🗰
12017638	United States - OffNet		S
12017639	United States - OffNet		S 🗰
1202555	USA Directory Assistance		S 🗱
1203547	United States - OffNet		S 🗰
1203555	USA Directory Assistance		S 🗰
1203902	United States - OffNet		S 🗰
1204	Canada-Manitoba		S 🗱

Adding Codes

When you press "New Code" button, you will be able to add a code group to your deck. The pop-up window contains the following parameters (Screenshot):

Screenshot: New Code Window

🔀 New Code		DEFAULT
Code Deck:	DEFAULT	
Code:		
Code Name:		
Country:		
		OK Cancel

Field	Description
Code	Destination code
Code Name	Displayed name of a code group
Country	Which country the codes in current group will belong to

Importing Codes

It is the possibility to import a list of codes and code names from file. To import a file, do the following: go to the "Import Codes" tab (Screenshot down below) and fill the following fields:

Screenshot: "Import Codes" section tab

	mport only not existing rows mport all rows (replace existing) mport all rows (remove existing first)
COLUMN NUMBERS	Skip first row

Field	Description
Select CSV file	Select an import CSV file
Fields delimeter	Specify here a delimiter symbol
Field "Code"	Specify column number that corresponds to number prefix that will be displayed in reports
Field "Name"	Specify column number that corresponds to number prefix that will be displayed in reports
Field "Country"	Specify column number that corresponds to number prefix that will be displayed in reports
Field "Country Code"	Specify column number that corresponds to number prefix that will be displayed in reports
"Skip first row" Checkbox	Enables file first row ignoring during import

And also, specify field importing method:

Method	Description
Import only not existing rows	Import only empty rows
Import all rows (replace existing)	Import all rows with overwriting of existing rows
Import all rows (remove existing first)	Import all rows with removal of existing rows

The import file may have this structure:

Code	Code Name	Country
55	Brasil	Brasil
5531, 5531210	Brasil – Belo Horizonte	Brasil
55312111	Brasil – Belo Horizonte	Brasil

Exporting Codes

This feature allows you to export a contents of a code deck to file. To export info to file, do the following: go to "*Export Codes*" section tab (Screenshot down below) and specify the following: delimiter symbol in "*Fields delimiter*" field and first CSV file row as a title row with a "*With headers row*" checkbox (o ptional). After you press "*OK*" button, you will be prompted to save a file. Enter respective path on your hard drive.

Codes List 🛛 🖅 Import Codes 🖉 Export Codes	DEFAULT
Fields delimiter:,	
	OK Cancel

Currencies

On this page

- Currencies Section Main Window
- Adding New Currency
- Specifying Currencies Rate

Currencies Section Main Window

This section displays the list of all currencies, registered in system:

Screenshot: Currencies section main window

Currencies				
😔 New Currency				
	DKK	USD		
1 DKK =	_	0.2667	N	*
1 USD =	3.7500	-	1	*
			.9	

The list is displayed as currency exchange table, where each currency has direct exchange rate with any other currency.

Adding New Currency

You can add new currency by pressing "New Currency" button. In pop-up window (Screenshot below), you should specify name for the new currency:

Screenshot: "New Currency" window

New Currence	у		
Code:			
	OK	Cancel	Apply

Specifying Currencies Rate

After you add currency, you need to specify its rate. To do this, press respective exchange rate.

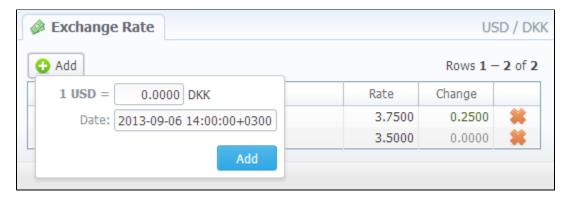
In pop-up window (Screenshot below) you can view a history of currency's rate changes that were made from currency's creation up to this moment.

Screenshot: Currency's rate changes history

Exchange Rate		US	SD / DKK
🕒 Add		Rows 1 -	- 2 of 2
Date	Rate	Change	
27/03/2013 10:00:00 +0200	3.7500	0.2500	*
10/08/2012 13:00:00 +0300	3.5000	0.0000	*

To add new currency's rate press "Add" button. Then you can specify currency's rate in "Rate" field. "Date" field displays the date of current currency's rate change, which will be recorded by system (Screenshot).

Screenshot: Adding new currency's rate



Tip: Statistics data in new currency will be available after adding currency into system, but if currency has old start date and you want old data to be billed in this currency, you need to run calls rerating.

Payment Accounts

On this page

- Payment Accounts Section Main Window
- Adding New Payment Account

Payment Accounts Section Main Window

This section allows you to create different payment accounts for correct and precise transactions (payments) management (Screenshot below). These accounts are exact payment definitions which will be visible in *Transactions* section. For example, you can have *Bank Transfer* and *Credit Card* accounts, and when applying respective payments, you will be able to define that payment origin by selecting respective account.

Screenshot: Payment Accounts section main window

Payment Accounts			Search
• New Payment Account			Rows 1 - 5 of 5
▲ ID ▼	🔺 Name 🔻	▲ Reseller	▼
2 Authorize.Net ACC A		Reseller A	*
4 Authorize.Net ACC B		Reseller B	*
5 ExaCaller		any reseller	*
1 Paypal AccA		Reseller A	*
3 Paypal AccB		Reseller B	*

Adding New Payment Account

To create new payment account, simply click "New Payment Account" button, specify account name and a reseller (Screenshot below). After this, this account will be available in Transactions section.

Screenshot: Adding new payment account

New Payment Ac	count	
Name:	all resellers	
Reseiler:	ОК	Cancel Apply

Payment Terms

On this page

- Payment Terms Section Main WindowAdding New Payment Terms

Payment Terms Section Main Window

This section helps to make the clients' invoicing easier and faster by allowing to use autoinvoicing profiles. Main window is displayed on Screenshot:

Screenshot: Payment Terms section main window

🐻 Payment	t Terms			Search	h		م
🕒 New Payn	nent Terms				Rows	1 – 1	1 of 1
▲ ID ▼	🔺 Name 🔻	Payment	Grace Period	Notify Days			
2	Monthly	on 1 day(s) of month	15 days	on 10, 5, 3, 1 day(s) before due date		1	*

This list houses the profiles that determine payment terms. These profiles are used to autoinvoice your clients.

Adding New Payment Terms

You can add a new such profile by pressing "New Payment Terms" button. A dialog-window (Screenshot below) allows you to specify next parameters:

Screenshot: Adding new payment profile

🕞 New Payment Te	rms
Name: (
Payment: (every 🔻 7 days
Grace Period:	days
e Notify Days: (empty = do not check 7 day(s) before due date
e	empty = do not check
	OK Cancel Apply

Field	Description
Name	Current profile name
Payment	You can specify the exact day or the frequency of payments here (for example, on 7-th day of the month or every 10 days)
Grace Period	Period that specifies how much time the client has to pay the bill after he was invoiced (so-called "Deferral period")

Notify Days	Here you can specify by how many days before the payment date reminders will be sent to client (for example, if you will enter 10 as a value, the reminder will be sent 10 days before the payment date)	
	You can specify more than one value in this field dividing them with comma symbol - ","	

Payment Methods

On this page

- Payment Gateways Section Main WindowConfiguring Payment Gateways

Payment Gateways Section Main Window

This section is dedicated to configuration of methods your customers may use to recharge their balance. Currently, there are few default methods available: *Authorize.net, Moneybookers, PayPal Top-Up cards and Ukash* (Screenshot).

Screenshot: Payment Gateways section main window

PAYPAL		ORDER POSITION: 0
E-mail:	paypal@exa.com.sa	You PayPal e-mail, payment recipient.
Gateway Currency:	U.S. Dollar (USD)	Currency which will be used by user to perform a payment.
System Currency:	USD 👻	This setting reflects currency of the gateway. Amount received will be treated as specified currency. Leave empty if not required for the gateway (<i>eg. top-up cards</i>).
Amount Limits:	50, 100, 200, 500, 1000	Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can specify any value. Field should be empty for top-up cards.
Payment Account:	Paypal AccA / Reseller A	Specify account which will be used for transactions from this payment gateway.
Description:	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

AUTHORIZE.NET

ORDER POSITION: 0

ORDER POSITION: 0

Login:	admin	Add your API login ID
Transaction Key:	••••••	Add your API transaction key
Amount Limits:		Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can specify any value. Field should be empty for top-up cards.
Payment Account:	Authorize.Net ACC A / Reseller A 🔍	Specify account which will be used for transactions from this payment gateway.
	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

MONEYBOOKERS

E-mail:		Your Moneybookers e-mail, payment recipient
Secret word:		Your Moneybookers secret word you set in your Moneybookers profile Merchant Tools
Gateway Currency:	U.S. Dollar (USD)	Currency which will be used by user to perform a payment
System Currency:	DKK 🔻	This setting reflects currency of the gateway. Amount received will be treated as specified currency. Leave empty if not required for the gateway <i>(eg. top-up cards)</i> .
Amount Limits:		Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can specify any value. Field should be empty for top-up cards.
Payment Account:	Authorize.Net ACC A / Reseller A	Specify account which will be used for transactions from this payment gateway.
Description:	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

TOP-UP CARDS

		onder to strion.
Payment Account:	Authorize.Net ACC A / Reseller A	Specify account which will be used for transactions from this payment gateway.
Description:	Here you can add funds to your balance by using your PayPal account.	A user will see this text as a help-tip for respective payment method.

VUKASH 20-Character alphanumeric unique Request-Token provided by Ukash. The token is used to Security Request Token: validate the merchant account. 20-Character alphanumeric unique Response-Token provided by Ukash. The token is used to validate the merchant account. Security Response Token: Ukash will supply a brand id to the merchant for each of the brands they wish to differentiate between. The appropriate brand id must then be sent through on each Brand Id: transaction request. Gateway Currency: U.S. Dollar (USD) Currency which will be used by user to perform a payment \mathbf{T} This setting reflects currency of the gateway. Amount received will be treated as specified System Currency: DKK \mathbf{T} currency. Leave empty if not required for the gateway (eg. top-up cards). Possible values for top-up separated by comma (eg "5, 20, 100"). If empty — user can Amount Limits: specify any value. Field should be empty for top-up cards. Payment Account: Authorize.Net ACC A / Reseller A Specify account which will be used for transactions from this payment gateway. \mathbf{T} Description: Here you can add funds to your A user will see this text as a help-tip for respective payment method. balance by using your PayPal account.



Configuring Payment Gateways

To configure them, first thing you need to do is select a Reseller, by using *«Settings for»* drop-down menu in the top right corner of the window. This will mean that all customers belonging to selected Reseller will have these settings. The settings themselves depend on the payment system and can include specific options for each. The shared options are following:

Option	Description
E-Mail	Respective system e-mail, that should be used
Gateway Currency	Currency of the gateway that will be used to perform payment
System Currency	Select a currency from available in VCS to be used during payment. It should match Gateway Currency
Amount Limits	Specify allowed values for balance recharge, divided by comma (for example, "5, 10" means that user will be able to recharge only for 5 or 10 USD). If left empty – user can specify any value
Payment Account	Select which payment account should be used for payment from respective payment gateway
Description	User will see this text as tooltip for current payment method

Time Profiles

On this page

- Time Profiles Section Main Window
- Adding New Time Profile

Time Profiles Section Main Window

This section is used to create and manage time profiles. It allows you to divide rates by time of usage. For example, this can be used to sell traffic for more in business-time, and lower the price in non-business time. Main window looks like on Screenshot:

Screenshot: Time Profiles section main window

🔯 Time Profiles		Search 🔎
📀 New Time Profile		Rows 1 - 4 of 4
▲ ID ▼	🔺 Name 🔻	
1 all time		N 🗱
3 business time		N 🗱
4 non-business time		N 🗱
2 weekends		N 🗱

Adding New Time Profile

You can add new time profile by pressing "New Time Profile" button. A dialog-window will show-up:

Screenshot: Adding new time profile

🔯 New Time Pr	ofile
Name:	
Hours:	v
Week Days:	
	OK Cancel Apply

You must enter name of new profile in the "Name" field, specify time in "Hours" section, and days of the week in "Week Days", then press "OK" button. Also, you can use "check all" and "uncheck all" options for selection.

Taxes Profiles

On this page

- Taxes Profiles Section Main Window
- Creating New Taxes Profile
- Adding Taxation Rules

Taxes Profiles Section Main Window

This section allows you to create so-called tax profiles, a set of taxation rules that can be applied to your rate tables in different taxation schemes.

Screenshot: Taxes Profiles section main window

% Taxes F	Profi	iles		Search		٩	٥
🔂 New Tax	xes P	rofile		R	Rows 1 -	- 1 of	1
A ID V		🔺 Name 🔻	Company 🔻	Notes			
1	%	@toDelete	Reseller A		N		1

Creating New Taxes Profile

To create new profile click "New Taxes Profile" button and in pop-up window fill name and reseller-owner of current profile (Screenshot below). Also, you can fill in *notes* and *invoice notes* fields (invoice notes are additional text that will be a description of this tax profile in invoice).

Screenshot: "New Taxes Profile" window

% New Taxes Profile	
Name:	
Company:	Reseller A
Invoice Notes:	
Notes:	
	OK Cancel Apply

Adding Taxation Rules

To actually add a taxation rules, you need to click ⁹⁵⁶ icon. In the pop-up window you can add new rule by clicking on "Add Tax Value" button or edit already existed tax rule line, where you need to specify current tax name, it's percent value, effective start date and priority (Screenshot).

Screenshot: "Edit Tax Values" window

% Edit Tax Values			@toDelete	٠
🔂 Add Tax Value			Rows 1 – 2 of 2	2
Name	Value, %	Effective From	Priority	٦
@toDeleteTax1	10	2013-09-09 00:00:00+03	1	
@toDeleteTax2	13	2005-09-09 15:00:00+03	1	
		OK Canc	el Apply	

Tip: Priority is a way to build more complex tax schemes than simple "add % of tax to operation sum". Priority works in following way: each following priority will add tax % to operation sum plus all previous priorities values. For example, if operation sum is 100USD, and there is single tax with priority 1 and value of 10%, the taxation result will be 10USD, so full operation plus tax is 110USD. If there are two taxes with priorities of 1 and 2, and respective values of 10% and 20%, then first tax yield will be 10USD, and second tax yield will be 22USD (because 20% is calculated from sum of operation plus previous tax), and total will be 100 + 10 + 22 = 132USD.

Groups

On this page

- Client Groups Section Main Window
- Adding New Client Group
- Account Groups Section Main Window
- Adding New Account Group
 DID Groups Section Main Window
- Adding New DID Group
- Rate Groups Section Main Window
- Adding New Rate Group

In this section all groups, which are represented in the system (of clients, accounts, etc.), are managed. All groups are represented in the form of tabs, for selecting a needed group simply click on the tab with its name.

Client Groups Section Main Window

This section displays a list of client groups presented in the system.

Screenshot: Client Groups section main window

🔗 Groups 🛛 👹 Orig Groups 👘 🛒 Term Groups 👘	DID Groups 📔 Rate Groups		م
S New Group			
A Name v	A Reseller V	Notes	
Customers	al resellers		*
InterLATA-InterState	al resellers	Between different LATAs, between different states	
InterLATA-IntraState	all resellers	Between different LATAs, within same state	
IntraLATA-InterState	al resellers	Within same LATA, between different states	
IntraLATA-IntraState	al resellers	Within same LATA, within same state	
Vendors	all resellers		*

Adding New Client Group

To create a new client group press the "New Group" button. Then enter a name for this group and fill other fields, if you need them.

Screenshot: Client Group "New Group" window

🍰 New Group	
Type:	General
Name:	
Reseller:	all resellers
Invoice Notes:	
	OK Cancel Apply

Field	Description
Name	A group name
Reseller	Specify a reseller for this group
Invoice Notes	Additional text which will be added to all invoices, issued to clients of current group

Account Groups Section Main Window

This section displays a list of created originator/terminator groups for further using them in Accounting and Dynamic Routing:

Screenshot: Originator Groups section main window

🔁 New Group			
🔺 Name 🔻	▲ Reseller ▼	Notes	
nterLATA-InterState	all resellers	Between different LATAs, between different states	
nterLATA-IntraState	all resellers	Between different LATAs, within same state	
ntraLATA-InterState	all resellers	Within same LATA, between different states	
ntraLATA-IntraState	all resellers	Within same LATA, within same state	
rig1	all resellers		

New Group				
🔺 Name 🔻	Reseller 🔻	Notes		
InterLATA-InterState	all resellers	Between different LATAs, between different states		
InterLATA-IntraState	all resellers	Between different LATAs, within same state		
IntraLATA-InterState	all resellers	Within same LATA, between different states		
IntraLATA-IntraState	all resellers	Within same LATA, within same state		
Premium	Demo Reseller 01	1		
Wholesale	Demo Reseller 02	🗱 🗰 🕹 🕹 🕹 🕹 👹 👹		

Adding New Account Group

You can add new originator group by pressing the "New Group" button (Screenshots below). Then fill all needed fields in the pop-up window.

Screenshot: Originator Group "New Group" window

🍰 New Group	
Type:	Orig Traffic
Name:	
Reseller:	all resellers
Notes:	
	OK Cancel Apply

Screenshot: Terminator Group "New Group" window

New Group	
Type:	Term Traffic
Name:	
Reseller:	all resellers
Notes:	
	OK Cancel Apply

Field	Description
Name	A group name
Reseller	Specify a reseller for this group
Notes	Additional information about a group

DID Groups Section Main Window

This section displays a list of created DID groups for using them in Retail Module:

Screenshot: DID Groups section main window

🔗 Groups 🔄 🛒 Orig Groups 📄 🛒 Term Group	ps 📑 DID Groups 📄 Rate Groups		,
😔 New Group			
▲ Name ▼	▲ Reseller ▼	Notes	
General DIDs	all resellers		*
Gold Numbers	all resellers		*
InterLATA-InterState	all resellers	Between different LATAs, between different states	
InterLATA-IntraState	all resellers	Between different LATAs, within same state	
IntraLATA-InterState	all resellers	Within same LATA, between different states	
IntraLATA-IntraState	all resellers	Within same LATA, within same state	
Silver Numbers	all resellers		*

Adding New DID Group

For adding a new DID group you should press the "New Group" button. Then fill all required fields in the "New Group" window.

Screenshot: DID Group "New Group" window

🍰 New Group	
Туре:	DID Group
Name:	
Reseller:	all resellers
Hold Days:	1
Notes:	
	OK Cancel Apply

Field	Description
Name	A group name
Reseller	Specify a reseller for a group
Hold Days	Specify the number of days till the deactivation of DID assigned package
Notes	Additional information about a group

Rate Groups Section Main Window

This section displays a list of created Rate groups for using them in Rate Tables:

Screenshot: Rate Groups section main window

🍰 Groups 🖷 Orig Groups 📲 Term Groups 📲 DID Groups							
• New Group							
🛦 Name 🔻	Reseller 🔻	Notes					
InterLATA-InterState	all resellers	Between different LATAs, between different states					
InterLATA-IntraState	all resellers	Between different LATAs, within same state					
IntraLATA-InterState	all resellers	Within same LATA, between different states					
IntraLATA-IntraState	all resellers	all resellers Within same LATA, within same state					

Adding New Rate Group

You can add new Rate group by pressing the "New Group" button. Then fill all needed fields in the pop-up window.

Screenshot: Rate Group "New Group" window

🝰 New Group	
Type:	Rate Group
Name:	
Reseller:	all resellers
Notes:	
	OK Cancel Apply

Field	Description
Name	A group name
Reseller	Specify a reseller for this group
Notes	Additional information about a group

Invoices Templates

On this page

- Invoices Templates Section Main Window
- Creating New Invoice Template

Invoices Templates Section Main Window

This tool allows you to create your own invoice templates, for use in different circumstances, for example if you own few companies, and each company requires its own customized invoice.

To use this feature you need to access Configuration – Invoices Templates section and proceed with browsing default templates or creating a new one (Screenshot).

Screenshot: Invoices Templates section main window

🔯 Inv	oices Templates				Search	٩
😲 Nev	v PDF Template				Rows 1	- 3 of 3
ID	Name	Туре	Reseller	Notes		
1	default	PDF	any reseller	default invoice template		*
5	default extended	PDF	any reseller			*
2	estonian	PDF	any reseller	estonian default template		*

Creating New Invoice Template

When creating new template, first thing you must choose is the type of template. Currently there are two types – *xls* and *pdf*. For creating new template press respective button: "*New PDF Template*" or "*New XLS Template*". If *xls* type is selected, you can only select which fields you would like to see in invoice, as the positioning of all items are predefined. If *pdf* template is selected, you will see the interface similar to one of the popular text processors (Screenshot).

Screenshot: Creating an invoice template

🤯 Edit Template					defaul
	Name: default Reseller: all resellers			Notes: default invoice template	
Anonym	Zed Codes:		Ŧ		
нта. 🕰 🛐 🤭 (😕 В	I 🗓 ABG 📰 🗃 🗐 📄 📥 • 💇 •		mily		 Invoice Settings
INVOICE No. (num Des dinatos (data) To se del valore (marcha) To se del valore (marcha) To del valore (marcha) FRRM: (sender_marcha) FRRM: (sender_marcha) Reg (b. (sender_marcha))	days of invoice date.		TO: (soalver_name) per two-patients; pe (): (reserver_neg.(c) Rey ID: (reserver_neg.(c)	(sender_logo) Cost (rste) (currency) TOTAL: {total_cost_packages} (currency)	{number} Invoice Number {due_day} To be paid within (days) {due_date; To be paid before (data) {period_start} Start Period: invoicing period start {period_start} Finish Period: invoicing pariod finish {date} Date Of Invoice: actual invoice date {tu} Timescone {group_notes} Group notes
Cou		Rate {rate}	Calls {count}	Cost {cost}	 Personal Data
{code_country}	{code_name}	{rate} SubTotal:	{count} {calls_subtotal} TOTAL:	{cost_subtotal} {total_cost_calls} {currency}	Stats Table
			TOTAL:	{total_cost_calls} {currency}	Packages Table
{group_notes}			SubTotal: {total_cost_nett} { Tax ({tax} %): {total_cost_tax} {c		CDRs Table
Payment should be	directed to:			ost_gross} {currency}	Custom Items table
{receiver_bank_info}				st_grossy (carrency)	Financial Summary
Path:				Words: 93	Global Totals
					OK Cancel Apply

The whole process is following:

- Add a table to your workspace, right-click on it and define table class (stats, cdrs, packages, positions);
- Fill table with relevant information which should be present in invoice, by using functional variables, which you can pick from a list provided in same window at the right drop-down panels;
- After invoice template is created, fill in its name and click OK;
- Go to Management Resellers, and in reseller's properties select your invoice template. This will insure that all customers of this reseller will be When creating invoice in *Management – Invoices* you can switch invoice template prior generating an invoice.

VoIP Gateways

On this page

- VoIP Gateways Section Main WindowAdding New VoIP Gateway
- Files Downloading History

VoIP Gateways Section Main Window

This section allows you to configure and integrate all switches into billing via RADIUS or CDR-files upload. Main window of this section is displayed on Screenshot:

Screenshot: VoIP Gateways section main window

VoI	P Gateways 📃 Downloads H	listory							
🔁 New	VoIP Gateway							Rows 1 -	4 of
ID V	Name 🔻		▲ RADIUS Server ▼		▲ Files Collector ▼		🔺 Files Downloader 🔻	▲ SIP Server ▼	
	FS-Amsterdam 82.196.3.58	9	JeraSoft VCS Common	Θ	_	Θ	-	Θ	\$
	FS-KSA-MOBILY 93.189.98.52	9	JeraSoft VCS Common	Θ	-	0	-	Θ	1
16	LOCALHOST 127.0.0.1	9	Aloe MVTS Pro	Θ	-	0	-	•	1
	OS-KSA-MOBILY 93, 189, 98, 51	9	JeraSoft VCS Common	0	-	0	-	Θ	1

Adding New VoIP Gateway

To add a new switch press "New VoIP Gateway" button and specify next parameters in a window that opens (Screenshot). Take a note, that some fields open by clicking on 🕓 icon near respective section.

Screenshot: Adding new VoIP Gateway	
-------------------------------------	--

🛃 New Vol	IP Gateway	/						
GENERAL INFOR	RMATION 🖸			\checkmark	FILES COLLECTOR			
	Name:				Collector Type: Aastra MX-ONE			•
	Address:							
	provider ved For: Rese	eller A, Reseller B, Su	b-Reseller B-1	Aloe IP Centrex		V		
FILES DOWN	ILOADER							
Login:		Pass	Port 22		SIP SERVER Collector Type:	Default RFC colle	ector	•
From path:	/usr/local/m	vts/billing/bill*						
TRAFFIC PROC	ESSING							
🔂 add rule							Code de	ck: 💌
Origin	Code	Code Name	Src Match	Src Replace	Dst Match	Dst Replace	Add Group	Order
0 / T 🔻	٩	٩					-	1 🗱
							OK Cano	cel Apply

neral gateway and calls processing inf Name IP Address LNP Provider Allowed For Ident Priority ORIG ANI Ident	formation VoIP gateway name VoIP gateway IP-address Specify here a LNP provider Specify here, which resellers can use current VoIP gateway Set the priority of account identification Sets originating calls ANI identification (options available: SRC number ext, SRC number bill, DST ext, DST number bill)				
IP Address LNP Provider Allowed For Ident Priority	VoIP gateway IP-address Specify here a LNP provider Specify here, which resellers can use current VoIP gateway Set the priority of account identification Sets originating calls ANI identification (options available: SRC number ext, SRC number bill,				
LNP Provider Allowed For Ident Priority	Specify here a LNP provider Specify here, which resellers can use current VoIP gateway Set the priority of account identification Sets originating calls ANI identification (options available: SRC number ext, SRC number bill,				
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	Sets originating calls ANI identification (options available: SRC number ext, SRC number bill,				
ORIG ANI Ident	Sets originating calls ANI identification (options available: SRC number ext, SRC number bill, DST ext, DST number bill)				
TERM ANI Ident	Sets terminating calls ANI identification (options available: SRC numberext, SRC number bi DST ext, DST number bill)				
"Rate ORIG calls by Dstin number" Checkbox	Activates / deactivates originating calls processing by full phone number in statistics				
"Rate TERM calls by DstOut number" Checkbox	Activates / deactivates terminating calls processing by full phone number in statistics				
"Rate calls only with "success" status" Checkbox	Activates/deactivates processing of calls that have "success" end code only				
Downloader settings					
Туре	Specify port type (SSH or FTP)				
Port	Specify port for SSH or FTP				
Login	Gateway server login (default value is "root")				
Password	Password is required for FTP integration. For SSH you have to crate SSH-keys				
From path	Specify CDR-files path (mask paths are allowed)				
e Collectors gather call data from CDR	-files (activate this option if you plan to use integration via CDR-files)				
Collector Type	Which collector type should be used				
w ,	status" Checkbox nloader settings Type Port Login Password From path Collectors gather call data from CDF				

	Overwrite TZ	Timezone selection (if you select a different timezone, system will ignore a timezone information stored in CDRs-file and use current value)					
	• "Skip Zero Calls" Checkbox	Activates / deactivates zero duration calls ignoring					
	 "Skip Released Calls" Checkbox 	Activates/deactivates released calls ignoring					
RADIUS Server	RADIUS Collectors gather call data from RADIUS-server via RADIUS-protocol (activate this option if you plan to use integration via RADIUS-protocol)						
	Collector Type	Which collector type should be used					
	• Secret	RADIUS-server password					
	• Overwrite TZ	Timezone selection (if you select a different timezone, system will ignore a timezone information stored in CDR file and use current value)					
	• "Track Active Calls" Checkbox	Enables the display of active calls in Active Calls section					
	"Skip Zero Calls" Checkbox	Activates / deactivates zero duration calls ignoring					
	"Skip Released Calls" Checkbox						
SIP Server	Allows acceptance of SIP packets from	current gateway. Required for SIP Redirect routing feature					
Traffic Processing	Here you can set number translation rules that will be executing for all calls processed by current gateway						

Files Downloading History

You can view files downloading history by going to the "Downloads History" section tab.

Settings

This section is used to manage system notify messages distribution, and specifying system time and date format. Main window is presented on screenshot:

Screenshot: Settings section main window

Default Currency:	TST	•	Select which currency is the default one, it will be used for generation of routing tables matching of profitability margin.
Domain name:	https://172.20.9.13/		Domain name field (It should always start with "https://" and should not be empty!)
Default language:	English	•	Choose which language will be selected by default on login screen
Timezone:	Europe/Kiev	•	Default system timezone, you can change timezone in statistic reports queries
Statistics processing order:	old calls first	-	Order of statistics processing when the queue is large
Calculator workers:	4		Number of threads processing calculator tasks (number of CPU cores / 2).
Calculator mode:	periodically run	•	Select calculator processing mode: periodic – runs every X minutes by Tasks Scheduler, faster processing bulk of CDRs, causes some delay realtime – processes calls in realtime, slower processing in case of CDRs bulks, only if really need realtime
	Enable clients panel		Enables client's access to control panel with rates and statistics at /clients/
	Enable CAPTCHA for clients		Enables graphical defence during sign-in to client's control panel
	Enable CAPTCHA for administrators		Enables graphical defence during sign-in to administrator's interface
Default PIN Length:	12		For Calling Cards only — default length of PIN code for generated cards

MAIL SERVER SETTINGS

Host:	localhost	Hostname or IP address of SMTP server
Port:	25 Plain 💌	Port/Security of SMTP server
From:	billbery@localhost.ru	Specify e-mail address to send mail from, it is system address for the SMTP server, not the one that appears in From field in e-mails
Login:		login of SMTP server (if login and password fields are empty, no authentication)
Password:		Password of SMTP server

OUTPUT AND IMPORT/EXPORT

Date Format:	%d/%m/%Y	Output format for dates, you can check syntax for this field in the User Manual
Datetime Format:	%d/%m/%Y %H:%M:%S %z	Output format for datetimes, you can check syntax for this field in the User Manual
Items Per Page:	33	Default number of items per page in system interfaces.
CSV Delimiter:	1	Default delimiter used for CSV files when importing/exporting
CSV Decimal Point:	1	What will be used as decimal separation point for numbers ("," - for most cases)
Close rates marked by:	delete, block, close	When importing rate table, if some rates have notes that they are closed, system will close the appropriate destinations after importing them. This field defines what marking words should be taken as ones closing a rate. System also search for longer words, for example: close - closed, delete - cleleted, etc.
Number formatting:	0	Count of destination call number digits which should be hidden
Output Encoding:	UTF-8 👻	Encoding, that will be used during exporting data to file.

INVOICING SETTINGS

Invoice No Template:	%Y%m/%x	Format for Invoices No, you can use next replacements: %Y - current year, %m - current month, %d - current day, %C - client ID, %N - client name, %x - system incremental integer, %X - reseller incremental integer
Invoice Last No:	100347	Last Invoice No used in system for generation of invoices
Default invoice fields:	Country, Destination, Rate, Minutes,	List of fields that will be selected by default during invoices generation. Same fields will be used during auto-invoicing generation.
Autoinvoicing Delay:	5 hour(s)	Time in hours from end of previous day to wait before invoicing. Required to be positive integer, otherwise system will invoice customer before the moment of full statistics process. Recommended value is around 5-6 hours.
CDR fields for invoices:	Call Date, Code Name, Code, Dst 🔍 Vumber, Billed Time, Rate, Cost	List of fields that will be selected by default when adding CDR-list to invoice. Same fields will be used during auto-invoicing generation.

Bind to address:	empty - bind to all	Specify your server IP addresses (separated by comma) to bind to, empty field means bind to all addresses.
Accounting port:	1813	Listen for accounting packets on specified port
Authorization port:	1812	Listen for authorization packets on specified port, same for dynamic routing if available
Number of workers:	2	Number of thread that process packets, usually should equal to number of CPU cores - 1
Max call length:	3600	Maximum call duration in seconds, for customers in postpaid mode.
	Changes will be only applied after you re	start RADIUS server from Task Scheduler section)

SIP port:	5060		Listen for auth packets on specified port.
AMIC ROUTING			
Analyze Period:	300	minute(s)	What amount of last minutes of statistics will be analyzed to build a routing table.
	Log empty r	outes	Enable to get messages to Events Log about zero-routes (degrades performance)
IFICATION AND MONITORING			
	Event on no	t found account	Send event to events log, when client/account was not identified during processing of C or RADIUS Authorization
	Event on no	t found tariff	Send event to events log, when destination/rate was not identified during processing o CDRs or RADIUS Authorization
	Event on zer	o time calls	Send events even if call has zero length
Resend low-balance events every:	24	hour(s)	How often to resend e-mail regarding low customer's balance
Rate changes notification period:	5	hour(s)	Customer will be informed regarding rates changes in given amount of hours after the actual change.
Period to notify future changes:	7	day(s)	Customer will be informed about rates for next X days.
Watch for free space at:	/usr/local:20	;/var/lib/pgsql:30	Monitor free disk space, you can specify full path where to monitor and percent of space delimited by ":". When free space will be less than specified percent of whole disk size - system will send alert.
Message Limit for Events Config:	5		Sends all messages from one worker in single e-mail, if message count is larger than specified amount
O-ROTATION AND CLEANING			
Delete events from log after:	1	day(s) (from 1 to 90)	Delete events from Events Log after specified period of days.
Statistics rotate delay:	100	day(s) (0 - do not rotate)	Rotate statistics to archive after specified number of days.
Delete not actual rates after:	360	day(s) (0 - do not delete)	Delete rates from system, when they are not actual and effective date is older than specified number of days.
Delete parsed CDR-files after:	180	day(s) (0 - do not delete)	After what number of days already parsed and processed CDR-files should be deleted f local server.
Delete archived log-files after:	90	day(s) (0 - do not delete)	After what number of days archived log-files should be deleted from local server.
Delete DIDs history from log after:	89	day(s) (from 1 to 90)	Delete DIDs history from DIDs history after specified period of days.
KUP SETTINGS			
KUP SETTINGS		hour(s) (0 - do not backup)	How often to backup system, please note that actual backup will be done at the time will Backup Manager process runs.
System backup period:	0		
			Absolute path where to put backup packages, it can not be inside root of VCS system.

System Settings

Timezone and system's mail server parameters are specified here (Screenshot):

Screenshot: System Settings window

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Default Currency:	TST	Select which currency is the default one, it will be used for generation of routing tables and matching of profitability margin.
Domain name:	https://172.20.9.13/	Domain name field (It should always start with "https://" and should not be empty!)
Default language:	English	Choose which language will be selected by default on login screen
Timezone:	Europe/Kiev -	Default system timezone, you can change timezone in statistic reports queries
Statistics processing order:	old calls first	Order of statistics processing when the queue is large
Calculator workers:	4	Number of threads processing calculator tasks (number of CPU cores / 2).
Calculator mode:	periodically run 👻	Select calculator processing mode: periodic – runs every X minutes by Tasks Scheduler, faster processing bulk of CDRs, but causes some delay realtime – processes calls in realtime, slower processing in case of CDRs bulks, only if you really need realtime
	Enable clients panel	Enables client's access to control panel with rates and statistics at /clients/
	Enable CAPTCHA for clients	Enables graphical defence during sign-in to client's control panel
	Enable CAPTCHA for administrators	Enables graphical defence during sign-in to administrator's interface
Default PIN Length:	12	For Calling Cards only — default length of PIN code for generated cards

Field	Description
Default Currency	Specify currency that will be used as default for generation of routing
Domain Name	Enter relevant domain address of your VCS server. In most cases, VCS IP address should be entered here. Please note, if this name is specified incorrectly, you may experience issues with reseller logos display
Default Language	Select default language
Timezone	Select default timezone
Statistics processing order	Specify what statistics to process first (newer or older)
Calculator workers	Specify number of threads processing calculator tasks (number of CPU cores / 2)
Calculator mode	Defines the calculator workout, whether is will start periodically through Task Scheduler, or will be constantly running
"Enable client's panel" Checkbox	Switch customer's interface on/off with one click
"Enable CAPTCHA for clients" Checkbox	Enables CAPTCHA feature for customer interface
"Enable CAPTCHA for administrators" Checkbox	Enables CAPTCHA feature for administrator interface
Default PIN length	Sets the default length of PIN-code when creating calling card series

Mail Server Settings

Here you can specify mail server settings (Screenshot):

Screenshot: Mail Server Settings window

MAIL SERVER SETTINGS		
Host:	localhost	Hostname or IP address of SMTP server
Port:	25 Plain 🔻	Port/Security of SMTP server
From:	billbery@localhost.ru	Specify e-mail address to send mail from, it is system address for the SMTP server, not the one that appears in From field in e-mails
Login:		login of SMTP server (if login and password fields are empty, no authentication)
Password:		Password of SMTP server

Field	Description
Host	Mail server address that is used by system
Port	Specify port and security type of SMTP server (Plain, TLS, SSL)
From	The e-mail address that will be specified as sender
Login	Login for SMTP server
Password	Password for SMTP server

Output and Import / Export

Here you can specify output and import / export parameters, including time and date parameters configuration (Screenshot):

Screenshot: Output and Import / Export settings window

Date Format:	%d/%m/%Y	Output format for dates, you can check syntax for this field in the User Manual
Datetime Format:	%d/%m/%Y %H:%M:%S %z	Output format for datetimes, you can check syntax for this field in the User Manual
Items Per Page:	33	Default number of items per page in system interfaces.
CSV Delimiter:	,	Default delimiter used for CSV files when importing/exporting
CSV Decimal Point:	,	What will be used as decimal separation point for numbers (" $_{\prime}$ " - for most cases)
Close rates marked by:	delete, block, close	When importing rate table, if some rates have notes that they are closed, system will close the appropriate destinations after importing them. This field defines what marking words should be taken as ones closing a rate. System also search for longer words, for example: close - closed, delete - deleted, etc.
Number formatting:	0	Count of destination call number digits which should be hidden
Output Encoding:	UTF-8	Encoding, that will be used during exporting data to file.

Field	Description	Description				
Date Format	Specify date p	Specify date parameters here				
	• %d	Day of the month in numeric form. Allowed values: from 01 to 31				
	• %m	Month number. Allowed values: from 01 to 12				
	• %Y	Number of the year, that consists of 4 numbers. Value example: 1999, 2005, 2010				
Datetime Format	Specify datetir	ne parameters here				
	• %d	Day of the month in numeric form. Allowed values: from 01 to 31				
	• %m	Month number. Allowed values: from 01 to 12				
	• %Y	Number of the year, that consists of 4 numbers. Value example: 1999, 2005, 2010				
	• %H	Hours in 24-hour format with leading zeroes. Allowed values: from 00 to 23				
	• %M	Minutes with leading zeroes. Allowed values: from 00 to 59				
	• %S	Seconds with leading zeroes. Allowed values: from 00 to 59				
	• %z	Timezone settings				
Items Per Page	Set default qu	antity of items displayed on a single page				
CSV Delimiter	Set default de	limiter for CSV files				

CSV Decimal Point	SV Decimal Point Set default decimal point for CSV files	
Close rates marked by	When importing rate sheets system will be able to close respective rates, if <i>Rate Changes</i> column has one of the key-words entered here	
Number formatting Specify how many digits of a number should be hidden, when this function is activated for a customer		
Output Encoding	Select which encoding to use when exporting a file	

Invoicing Settings

Invoicing settings are grouped here (Screenshot):

Screenshot: Invoicing Settings window

Invoice No Template:	%Y%m/%x	Format for Invoices No, you can use next replacements: %Y - current year, %m - current month, %d - current day, %C - client ID, %N - client name, %x - system incremental integer, %X - reseller incremental integer
Invoice Last No:	100347	Last Invoice No used in system for generation of invoices
	Country, Destination, Rate, Minutes, -	List of fields that will be selected by default during invoices generation. Same fields will be used during auto-invoicing generation.
Autoinvoicing Delay:	5 hour(s)	Time in hours from end of previous day to wait before invoicing. Required to be positive integer, otherwise system will invoice customer before the moment of full statistics process Recommended value is around 5-6 hours.
	Call Date, Code Name, Code, Dst 📃 👻 Number, Billed Time, Rate, Cost	List of fields that will be selected by default when adding CDR-list to invoice. Same fields will be used during auto-invoicing generation.

Field	Description	
Invoice No Template	Default template for invoice number	
Invoice Last No	Number of last issued invoice	
Default invoice fields	You can select the displayable fields in automatically generated invoices here. This is used by autoinvoicing feature – if you don't use the autoinvoicing, you may ignore this setting	
Autoinvoicing Delay	Time in hours system will wait until doing invoicing	
CDR fields for invoices	Select default fields that should be in CDR list which is attached to invoices	

RADIUS Server

VCS RADIUS server settings can be changed here (Screenshot):

Screenshot: RADIUS Server settings window

Bind to address:	empty - bind to all	Specify your server IP addresses (separated by comma) to bind to, empty field means bind to all addresses.
Accounting port:	1813	Listen for accounting packets on specified port
Authorization port:	1812	Listen for authorization packets on specified port, same for dynamic routing if available
Number of workers:	2	Number of thread that process packets, usually should equal to number of CPU cores - 1
Max call length:	3600	Maximum call duration in seconds, for customers in postpaid mode.
	Changes will be only applied after you re	start RADIUS server from Task Scheduler section)

Field	Description
Bind to address	Specify your servers IP addresses, separated by comma to bind RADIUS to
Accounting port	Specify accounting port here (default is 1813)
Authorization port	Specify authorization port here (default is 1812)
Number of workers	Number of RADIUS workers, usually is equal to number of CPU cores minus one
Max call length	Limit maximum call length in seconds

SIP Server

SIP Server settings can be changed here (Screenshot):

Screenshot: SIP Server settings window



Fields	Description	
SIP Port	Specify a SIP port that system should listen to	

Dynamic Routing

Dynamic routing settings can be altered here (Screenshot):

Screenshot: Dynamic Routing settings window

DYNAMIC ROUTING	
Analyze Period: 300 minute(s)	What amount of last minutes of statistics will be analyzed to build a routing table.
Log empty routes	Enable to get messages to Events Log about zero-routes (degrades performance)

Field	Description
Analyze Period	An amount of minutes of last available statistics that will be used to build routing table
"Log empty routes" Checkbox	Enable to get log messages regarding zero routes

Notification and Monitoring

Notify messages distribution and other monitoring settings are configured here (Screenshot):

Screenshot: Notification and Monitoring settings window

	Event on not found account	Send event to events log, when client/account was not identified during processing of CC or RADIUS Authorization
	Event on not found tariff	Send event to events log, when destination/rate was not identified during processing of CDRs or RADIUS Authorization
	Event on zero time calls	Send events even if call has zero length
Resend low-balance events every:	24 hour(s)	How often to resend e-mail regarding low customer's balance
Rate changes notification period:	5 hour(s)	Customer will be informed regarding rates changes in given amount of hours after the actual change.
Period to notify future changes:	7 day(s)	Customer will be informed about rates for next X days.
Watch for free space at:	/usr/local:20;/var/lib/pgsql:30	Monitor free disk space, you can specify full path where to monitor and percent of space delimited by ":". When free space will be less than specified percent of whole disk size - system will send alert.
Message Limit for Events Config:	5	Sends all messages from one worker in single e-mail, if message count is larger than specified amount

Field	Description
"Event on not found account" Checkbox	Activates/deactivates notify sending when no account was found
"Event on not found tariff" Checkbox	Activates/deactivates notify sending when no rate was found
"Event on zero time calls" Checkbox	Activates/deactivates all previous checkboxes effects when calls with zero duration were found
Resend low balance events every, hour(s)	Resend low balance notification once in a specified period
Rate changes notification period, hour(s)	Specify amount of time which needs to pass after actual rate change, so notification will be sent
Period to notify future changes, day(s)	Specify number of days, for customer to beinformed about rate change in advance
Watch for free space at	 Here you can specify folders that will be monitored for available disk space. To add a folder, specify its path, and by using ":" sign choose the percent of disk space, below which the system will send warning notifies For example - /usr/local/:20 means that if free disk space is below 20 percent in folder /usr/local/ the notify will be sent. You can add multiple folders in this field by delimiting them with "," sign
Message Limit for Events Config	Specify how many same type messages shall be included into single email. If generated messages number is less than specified, each message will be sent in separate email

Auto-rotation and Cleaning

Automatic statistics and backup management parameters are configured here (Screenshot):

Screenshot: Auto-rotation and Cleaning settings window

UTO-ROTATION AND CLEANING		
Delete events from log after:	1 day(s) (from 1 to 90)	Delete events from Events Log after specified period of days.
Statistics rotate delay:	100 day(s) (0 - do not rotate)	Rotate statistics to archive after specified number of days.
Delete not actual rates after:	360 day(s) (0 - do not delete)	Delete rates from system, when they are not actual and effective date is older than specified number of days.
Delete parsed CDR-files after:	180 day(s) (0 - do not delete)	After what number of days already parsed and processed CDR-files should be deleted from local server.
Delete archived log-files after:	90 day(s) (0 - do not delete)	After what number of days archived log-files should be deleted from local server.
Delete DIDs history from log after:	89 day(s) (from 1 to 90)	Delete DIDs history from DIDs history after specified period of days.

Field	Description
Delete events from log after	Here you can specify the number of days in which events will be removed from the log-files (when 0 is the value – events won't be deleted)
Statistics rotate delay	Satistics packages rotation delay (for example, if you will enter "3" as a value here, all statistics packages that are older than 3 months will be automatically moved to archive)
Delete not actual rates after	Cleans non-actual rates from database when specified number of days passed
Delete parsed CDR- files after	Define when system should delete old parsed CDR-files
Delete archived log- files after	Define when system should delete archived log-files
Delete DIDs history from log after	Delete DIDs history from DIDs history after specified period of days

Backup Settings

Backup settings can be set here (Screenshot):

Screenshot: Backup Settings window

CKUP SETTINGS		
System backup period:	0 hour(s) (0 - do not backup)	How often to backup system, please note that actual backup will be done at the time when Backup Manager process runs.
Destination for backup packages:		Absolute path where to put backup packages, it can not be inside root of VCS system.
Leave last X packages:	10	How many last backup packages to leave.

Field	Description
System backup period	Period of time that specifies when system should backup itself (for example, if you enter 24 as a value, this will mean that that system will backup itself every 24 hours)
Destination for backup packages	Absolute path to the folder where system backup copies will be stored Warning! This folder must not be within any system folders!
Leave last X packages	Parameter, that specifies how many backup copies will be stored at one given time (for example, if you will enter 3 as a value here, then only three copies will be stored. When the fourth copy is added, the oldest one will be deleted)

System

This section of our Guide contains everything that relates to the System tab of JeraSoft VoIP Carrier Suite. For more details please go to the related subsections:

- Events Log
 Mail Queue
 System Status
 Task Scheduler
 Users
 Delage
- Roles

Events Log

On this page

- Events Log Section Main Window
- Configuration Section Tab

Events Log Section Main Window

This section displays the list of all events recorded by the system (Screenshot):

Screenshot: Events Log section main window

Events Lo	g 🦪 🧭 Configuratio	n			۶
Errors	Alerts 🕕 Messages	🗱 Delete Events		Rows 1 – 33 Pages: v 1 2 3 4	5
▲ ID ▼	🔺 Type 🔻	🔺 Sender 🔻	🔺 Date 🔻	Message	
1615271	 Message 	SIP Redirect Server	10/09/2013 14:38:03 +0300	Got 0 packets / 0.00 pps for last minute	
1615266	🕕 Message	Packages Manager	10/09/2013 14:38:02 +0300	no dids were found for unhold	
1615265	 Message 	Task Scheduler	10/09/2013 14:38:01 +0300	Starting tool "packages_manager"	
1615264	🕕 Message	Calculator	10/09/2013 14:37:05 +0300	no cdrs for processing	
1615263	🕕 Message	Task Scheduler	10/09/2013 14:37:03 +0300	Starting tool "calculator"	
1615262	🕕 Message	SIP Redirect Server	10/09/2013 14:37:03 +0300	Got 0 packets / 0.00 pps for last minute	
1615261	🛕 Alert	Cache Manager	10/09/2013 14:37:03 +0300	Cache was generated in 0.0133 sec	
1615260	 Message 	RADIUS Server	10/09/2013 14:37:03 +0300	Got 1 packets / 0.02 pps for last minute	
1615259	🕕 Message	Task Scheduler	10/09/2013 14:37:02 +0300	Starting tool "cache_manager"	
1615258	🕕 Message	SIP Redirect Server	10/09/2013 14:36:03 +0300	Got 0 packets / 0.00 pps for last minute	
1615257	 Message 	Calculator	10/09/2013 14:35:15 +0300	no cdrs for processing	
1615256	🕕 Message	Task Scheduler	10/09/2013 14:35:13 +0300	Starting tool "calculator"	
1615251	🕕 Message	Packages Manager	10/09/2013 14:35:12 +0300	no dids were found for unhold	
1615250	🕕 Message	Task Scheduler	10/09/2013 14:35:12 +0300	Starting tool "packages_manager"	
1615249	🕕 Message	Task Scheduler	10/09/2013 14:35:11 +0300	Starting tool "factors_watcher"	
1615248	Error	Mail Manager	10/09/2013 14:35:10 +0300	#103 / stats_watcher - "Reports Watcher / B: 2013-09-08 14:10:02 - 2013-09-10 14:10:02" to "1@1.com" - error during send	

There are few types of events:

Event	Description
0	Errors;
<u> </u>	Alerts;
0	Messages

In Sender row you can view the name of the system sender module (module, that sent the event).

Main window displays general list of events by default. You can filter them by types or groups by using search panel tools.

For example, system records following events:

- incoming or outgoing call client is not registered within the system;
- phone number prefix is not registered within system;
- incoming call price is more than outgoing call price;
- incoming or outgoing call was rejected;
- etc.

(!)

Warning! When you press "Delete Events" button, all events that satisfy current search query will be deleted from the system!



Configuration Section Tab

This section is used to inform system's users about all recorded events. Main window is displayed on Screenshot:

Screenshot: Configuration section tab main window

🔂 Create Rule				
E-mail				
E-mail	Backup Manager: 🔲 E 🔲 A 🕅 M	Balances Manager: 🔲 E 🔲 A 🕅 M	Cache Manager: 🔲 E 📃 A 📃 M	;
Select/Deselect All Errors	Calculator: 🔲 E 📃 A 📃 M	Calculator: accounts: 📃 E 📃 A 📃 M	Calculator: destination: 🔲 E 📃 A 🗐 M	
Select/Deselect All Alerts	Calling Cards Manager: 🔲 E 🔲 A 🔲 M	Cleaner: 📃 E 📃 A 📃 M 🛽	Dynamic Routing Manager: 🔲 E 📃 A 📃 M	
Select/Deselect All Messages	Events Manager: 🔲 E 🔲 A 🔲 M	Factors Watcher: 📃 E 📃 A 📃 M	Files Collector: 🔲 E 📃 A 📃 M	
	Files Downloader: 📃 E 📃 A 📃 M	Invoicing Manager: 🔲 E 🔲 A 📃 M	LNP Routing Server: 🔲 E 📃 A 📃 M	
	Log Rotator: 📃 E 📃 A 📃 M	Mail Manager: 🔲 E 🔲 A 📃 M	Notificator: 🔲 E 📃 A 📃 M	
	Notificator: diskwatcher: 📃 E 📃 A 📃 M	Notificator: low balance: 📃 E 📃 A 📃 M	Packages Manager: 🔲 E 🔲 A 📃 M	
	Payment Gateways: 📃 E 📃 A 📃 M	RADIUS Server: E A M	RADIUS: accounts: E A M	
	RADIUS: destinations: 📃 E 📃 A 📃 M	Rates Notificator: 🔲 E 🔲 A 🕅 M	Report Generator: E A M	
	SIP Redirect Server:	SIP Routing: accounts:	SIP Routing: destinat:	
	Statistics Manager: E A M	Statistics Watcher: E A M	Task Scheduler: E A M	
	Web: E A M	XML-RPC Server: E A M		

You may choose group and type of event, and specify an e-mail address to which notifications of the chosen type will be sent. You can add new set of empty fields by pressing "Create Rule" button. You can confirm current configuration of events by pressing "Update" button.

Mail Queue

Mail Queue section displays all system e-mails that were already sent or are waiting to be sent. Main window may look like on Screenshot:

Screenshot: Mail Queue section main window

Mail Q	ueue					
					Rows 1 - 33 of 102	Pages: 4 🔻 1 2 3 4
A ID V	A	▲ To ▼	🔺 Subject 🔻		🔺 Туре 🔻	▲ Created ▼
103		1@1.com	Reports Watcher / B: 2013-09-08 14:10:02 - 2013-09-10 14:10:02	Ø Stats	Watcher Report	10/09/2013 14:10:02 +0300
102	\leq	1@1.com	Reports Watcher / B: 2013-09-08 10:10:02 - 2013-09-10 10:10:02	Ø Stats	Watcher Report	10/09/2013 10:10:02 +0300
101	\leq	1@1.com	Reports Watcher / D: 2013-09-10 09:10:02 - 2013-09-10 10:10:02	Ø Stats	Watcher Report	10/09/2013 10:10:02 +0300
100	\leq	1@1.com	Reports Watcher / B: 2013-09-08 06:10:02 - 2013-09-10 06:10:02	Ø Stats	Watcher Report	10/09/2013 06:10:02 +0300
99	\leq	1@1.com	Reports Watcher / B: 2013-09-08 01:10:03 - 2013-09-10 01:10:03	Ø Stats	Watcher Report	10/09/2013 01:10:04 +0300
98		1@1.com	Reports Watcher / A: 2013-09-09 00:10:02 - 2013-09-10 00:10:02	Ø Stats	Watcher Report	10/09/2013 00:10:02 +0300
97		1@1.com	Reports Watcher / B: 2013-09-07 21:10:02 - 2013-09-09 21:10:02	Ø Stats	Watcher Report	09/09/2013 21:10:02 +0300
96	\leq	1@1.com	Reports Watcher / B: 2013-09-07 16:10:02 - 2013-09-09 16:10:02	Ø Stats	Watcher Report	09/09/2013 16:10:02 +0300
95		1@1.com	Reports Watcher / B: 2013-09-07 11:10:03 - 2013-09-09 11:10:03	Ø Stats	Watcher Report	09/09/2013 11:10:03 +0300

These can be invoices, low balance notifications or other types of messages system sends in form of e-mails.

System Status

This section displays all currently launched system services, system load info and current system database sessions (Screenshot):

Screenshot: System Status section main window

NODE STATUS	& SERVICES: STAGING-VCS.JERASO	FT.NET					Refr
CPU Cor	es: 2 🔒 Load Average: 0.03 –	• 0.04 – 0 🔳 Mem	ory Total: 1.96 GB	Bervices Act	ive: 3		
ID	Service		Start	ed on	Uptime		
15	5086 RADIUS Server		10/09/2013 1	5:45:06 +0300	00:36:17		(
17	222 SIP Redirect Server		10/09/2013 1	5:20:02 +0300	00:01:21		
14	692 RADIUS Server		10/09/2013 1	5:39:09 +0300	00:42:13		
17271	10/00/2012 16:21:22 :0200	Query Start		SELECT *	(now()-backend_start) AS durati	iery on FROM pg_stat_activity V	VHERE TR
ID	Session Start		Dura	lon	Ou	ierv	
17371	10/09/2013 16:21:23 +0300	10/09/2013 16:21:2		SELECT *	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
		10/09/2013 16:21:2	3 +0300 00:00	:00 SELECT *, AND "date	-	on FROM pg_stat_activity V	VHERE TR
17371 17228 17227	10/09/2013 16:21:23 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300		3 +0300 00:00 2 +0300 00:01	:00 SELECT *, AND "datr :20 <idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228	10/09/2013 16:20:02 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01	:00 SELECT *, AND "data :20 <idle> :20 <idle></idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228 17227	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:01	SELECT *, AND "data" :20 <idle> :20 <idle> :20 <idle></idle></idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228 17227 17224	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0 10/09/2013 16:21:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:01 4 +0300 00:06	SELECT *, AND "datus" :20 <idle> :20 <idle> :20 <idle> :19 <idle></idle></idle></idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228 17227 17224 16883	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:15:04 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0 10/09/2013 16:21:0 10/09/2013 16:15:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:01 4 +0300 00:06 4 +0300 00:06	SELECT *, AND 'datr :20 <idle> :20 <idle> :10 <idle> :19 <idle></idle></idle></idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228 17227 17224 16883 16882	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0 10/09/2013 16:21:0 10/09/2013 16:15:0 10/09/2013 16:15:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:02 4 +0300 00:02 4 +0300 00:02 4 +0300 00:02	SELECT * AND 'datr :20 <idle> :20 <idle> :20 <idle> :10 <idle> :19 <idle> :19 <idle> :19 <idle> :19 <idle></idle></idle></idle></idle></idle></idle></idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228 17227 17224 16883 16882 16881	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0 10/09/2013 16:21:0 10/09/2013 16:11:0 10/09/2013 16:15:0 10/09/2013 16:15:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:02 4 +0300 00:00 4 +0300 00:02 4 +0300 00:02 4 +0300 00:02	SELECT *, AND 'datr :20 <idle> :20 <idle> :20 <idle> :19 <idle></idle></idle></idle></idle></idle></idle></idle></idle></idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228 17227 17224 16883 16882 16881 16887	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0 10/09/2013 16:21:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 16:15:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:02 4 +0300 00:02 4 +0300 00:02 4 +0300 00:02 4 +0300 00:02 9 +0300 00:02	SELECT *, AND *datr :20 <idle> :20 <idle> :20 <idle> :19 <idle> :19 <idle> :19 <idle> :19 <idle> :19 <idle> :19 <idle> :11 <idle></idle></idle></idle></idle></idle></idle></idle></idle></idle></idle>	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TR
17228 17227 17224 16883 16882 16881 16877 14705	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 15:39:09 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0 10/09/2013 16:21:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 15:39:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:02 4 +0300 00:02 4 +0300 00:02 4 +0300 00:02 9 +0300 00:42	SELECT * AND 'dat :20 (JDLE>) :20 (JDLE) :20 (JDLE) :19 (JDLE) :19 (JDLE) :19 (JDLE) :19 (JDLE) :11 (JDLE) :13 (JDLE) :13 (JDLE)	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TRI
17228 17227 17224 16883 16882 16881 16877 14705 14704	10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:20:02 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 16:15:04 +0300 10/09/2013 15:39:09 +0300 10/09/2013 15:39:09 +0300	10/09/2013 16:21:2 10/09/2013 16:20:0 10/09/2013 16:20:0 10/09/2013 16:21:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 16:15:0 10/09/2013 15:39:0 10/09/2013 15:39:0	3 +0300 00:00 2 +0300 00:01 2 +0300 00:01 1 +0300 00:01 4 +0300 00:02 4 +0300 00:02 4 +0300 00:02 9 +0300 00:04 9 +0300 00:42	SELECT ** AND 'dat :20 (JDLE>) :20 (JDLE>) :20 (JDLE>) :19 (JDLE>) :19 (JDLE>) :19 (JDLE>) :19 (JDLE>) :13 (JDLE>) :13 (JDLE>) :13 (JDLE>)	(now()-backend_start) AS durati	on FROM pg_stat_activity V	VHERE TRI

Node Status & Services table columns description is following:

Column	Description
ID	System service ID
Service	Name of system service
Started on	Service start date
Uptime	Service current uptime

By using 🕑 button the service is started, with 😨 button it is restarted, and with 🖲 button service is stopped.

Database Sessions table columns description is following:

Column	Description
ID	Database session ID
Session Start	Session start date
Query Start	Query start date
Duration	Session duration
Query	Query description

Task Scheduler

On this page

- Task SchedulerCache Manager

Task Scheduler

This section represents a task scheduler to manage system utilities (Screenshot):

Screenshot: Task Scheduler section main window

Active	Manual Run	Name	Run at	In Queue From	Last Run	
0	۲	Backup Manager	20 minute(s), 3 hour(s), every 1 day(s)	_	10/09/2013 03:20:02 +0300	
\bigcirc		Balances Manager	20 minute(s), 3 hour(s), every 1 day(s)	-	10/09/2013 03:20:03 +0300	
-	۲	RADIUS Server	every 10 minute(s)	_	10/09/2013 16:25:06 +0300	
9		SIP Redirect Server	every 10 minute(s)	-	10/09/2013 16:20:02 +0300	
-		Cache Manager	every 6 minute(s)	_	10/09/2013 16:21:03 +0300	
\bigcirc	۲	Calculator	every 2 minute(s)	-	10/09/2013 16:25:11 +0300	
-	۲	Calling Cards Manager	5 minute(s), every 1 hour(s)	_	10/09/2013 16:05:03 +0300	
\bigcirc	۲	Cleaner	20 minute(s), 1 hour(s), every 1 day(s)	-	10/09/2013 01:20:02 +0300	
-	۲	Dynamic Routing Manager	every 30 minute(s)	_	10/09/2013 16:25:04 +0300	
\bigcirc	۲	Events Manager	every 5 minute(s)	-	10/09/2013 16:25:09 +0300	
9		Factors Watcher	every 5 minute(s)	_	10/09/2013 16:26:02 +0300	
0	۲	Files Collector	every 10 minute(s)	-	10/09/2013 16:25:06 +0300	
-	۲	Files Downloader	every 5 minute(s)	_	10/09/2013 16:22:03 +0300	
-	۲	Invoicing Manager	20 minute(s), every 1 hour(s)	-	10/09/2013 16:20:04 +0300	
\bigcirc	۲	Log Rotator	10 minute(s), 1 hour(s), every 1 day(s)	_	10/09/2013 01:10:02 +0300	
-	۲	Mail Manager	every 5 minute(s)	-	10/09/2013 16:25:08 +0300	
9	۲	Notificator	5 minute(s), every 1 hour(s)	_	10/09/2013 16:05:04 +0300	
-	۲	Packages Manager	every 3 minute(s)	-	10/09/2013 16:26:03 +0300	
-	۲	Rates Notificator	every 5 minute(s)	_	10/09/2013 16:22:04 +0300	
\bigcirc		Report Generator	every 16 minute(s)	-	10/09/2013 16:13:03 +0300	
-		Statistics Manager	20 minute(s), every 1 hour(s)	_	10/09/2013 16:20:03 +0300	
\bigcirc		Statistics Watcher	10 minute(s), every 1 hour(s)	-	10/09/2013 16:10:02 +0300	
-	۲	XML-RPC Server	every 10 minute(s)	_	10/09/2013 16:25:04 +0300	

Utility	Description
Backup Manager	Utility that manages system backup processes
Balances Manager	Creates automatic charges
RADIUS Server	RADIUS server process
SIP Redirect Server	SIP Redirect server process
Cache Manager	Cache Manager process
Calculator	Utility that processes all data collected from CDR-files
Calling Card Manager	Calling Cards manager process
Cleaner	Utility that automatically cleans old messages from Events Log section
Dynamic Routing Manager	Utility that creates routing tables used in Dynamic Routing feature
Events Manager	Process that sends events to e-mails according to Events Config
Factors Watcher	Utility that controls Factors Watcher tool
Files Collector	Utility that controls file collectors
Files Downloader	Utility that automatically downloads cdr-files from switch host
Invoicing Manager	Utility that manages the autoinvoicing feature

Log Rotator	Utility that controls log-files
Mail Manager	Sends e-mails from mail queue (invoices, notifications etc.)
Notificator	Notifies in case of low balance or HDD space events
Packages Manager	Utility that manages your packages
Rates Notificator	Utility that notifies clients about rate changes
Report Generator	Utility that manages data generation for reports
Statistics Manager	Utility that manages statistics packages
Statistics Watcher	Utility that sends generated statistic reports by scheduled time
XML-RPC Server	XML-RPC server process

Cache Manager

Cache Manager is rather specific tool, because it continuously monitors and includes client-related changes for RADIUS and SIP Redirect (among other things). That tool is listed among others in Task Scheduler.

So, the tip regarding *Cache Manager* is following: if customer had no assigned packets, accounts, presets or translations, and you decided to add one, then RADIUS or SIP Redirect servers will notice those changes only after *Cache Manager* runs and does it's job. Please note, that this is only applicable if customer previously had absolutely no items listed above, in other words, if you add second account to customer, then that change will be effective instantly.

Users

On this page

Users Section Main Window
Adding New User

Users Section Main Window

This section displays system's registered users (Screenshot):

Screenshot: Users section main window

👌 Users						٩
🔂 New Us	er				Rows 1 -	7 of 3
▲ Active ▼	🔺 Login 🔻	🔺 Reseller 🔻	🔺 Full name 🔻	🔺 Last Login 🔻		
-	admin Administrator	all companies	Administrator	10/09/2013 17:05:14 +0300 IP: 172.20.10.86	N	
-	ahmad Administrator	all companies	Ahmad	06/08/2013 16:32:24 +0300 IP: 41.32.150.50	S	*
-	ali Administrator	all companies	Ali	29/07/2013 11:22:53 +0300 IP: 176.45.142.190	N	*
9	Etisal Resellers	Sub-Reseller B-1		06/08/2013 16:31:47 +0300 IP: 41.32.150.50	N	
-	mnshawe Accounting	all companies	Mostafa Menshawy	04/08/2013 14:09:38 +0300 IP: 41.32.150.50	N	
9	mohamed.elshabrawy Resellers, Monitoring, Call Shop Operator, Call Shop Manager, Accounting	all companies	mohamed.elshabrawy	13/06/2013 15:54:44 +0300 IP: 41.32.150.50	\$	*
-	sami Administrator	all companies	Sami Alhelwah	04/08/2013 13:54:09 +0300 IP: 93.189.97.145	S	

Adding New User

You can add new user by pressing "New User" button. Then, in pop-up window, you need to specify login, password, user's full name, e-mail, and configure his access rights (so called "roles") (Screenshot below). Also don't forget to specify a reseller that this user will represent. By doing so you will allow new user to see and manipulate only clients, rate tables and other specific data that belong to specified reseller and his agents (for example, if you create client under Reseller A, which already has Agent A under him, this user will only see clients that belong to Reseller A and Agent A etc). Press "OK" button to add new user.

Screenshot: Adding new user window

A New User	
Login: Password:	
Full name: E-mail:	
	all resellers if empty — no access limits
Type: Allowed IPs:	
	OK Cancel Apply

O Tip: Each user can have multiple roles.

Roles

On this page

- Roles Section Main Window
- Adding New Role

Roles Section Main Window

This section allows to specify access rights for different sections of the system (Screenshot):

Screenshot: Roles section main window

🔑 Roles	Search P
S New Role	Rows 1 - 6 of 6
	A Name 🔻
Accounting	*
Administrator	***
Call Shop Manager	*
Call Shop Manager Call Shop Operator	*
Monitoring Resellers	*
Resellers	*

Adding New Role

To add a new role, press "New Role" button.

In window that opens (Screenshot below), enter new role's name and select respective access rights for sections in Access Permissions table.

"Default Module" field specifies a default section, that will be displayed when you login into system.

Screenshot: Adding new role window

🔑 New Role	
Name:	
Default Module:	Management / Clients 🔹
ENTRIES	
Name	Access Permissions
Management / Clients	Full Delete Read Write
Management / Rate Tables	Read Write
Management / Invoices	Read Write
Management / Transactions	Execute Read Write
Management / Balance Report	Execute
Management / Resellers	Full Delete Read Write
Retail / Calling Cards	Read Write
Retail / Top-up Cards	Read Write
Retail / Call Shops	Read Write
Retail / Packages	Read Write
Retail / DID Management	Read Write
Statistics / Dashboard	Execute
Statistics / Summary Report	Billing data Execute
Statistics / Orig-Term Report	Billing data
Statistics / Profit Report	Execute
Statistics / LCR Lists	Execute
Statistics / CDRs List	Execute
Statistics / Mismatches Report	Execute
Statistics / Calls Rerating	Execute
Statistics / Reports to E-mail	Read Write
Statistics / Archive Management	Read Write
Tools / Rates Analysis	Execute
Tools / Rates Generator	Execute
Tools / Active Calls	Execute
Tools / Factors Watcher	Read Write
Routing / Routing Plans	Read Write
Routing / Routing Analysis	Execute
Routing / DR Policies	🔲 Read 🔲 Write
Configuration / Code Decks	🔲 Read 🔲 Write
Configuration / Currencies	🔲 Read 🔲 Write
Configuration / Payment Accounts	🔲 Read 🔲 Write
Configuration / Payment Terms	🔲 Read 🔲 Write
Configuration / Payment Gateways	🔲 Read 🔲 Write
Configuration / Time Profiles	🗖 Read 🔲 Write
Configuration / Taxes Profiles	🔲 Read 🔲 Write
Configuration / Groups	🔲 Read 🔲 Write
Configuration / Invoices Templates	🔲 Read 🔲 Write
Configuration / VoIP Gateways	🗌 Read 🔲 Write
Configuration / Settings	🔲 Read 🔲 Write
System / Events Log	Read Write
System / Mail Queue	🔲 Read 🔲 Write
System / System Status	Read Write
System / Task Scheduler	Read Write
System / Users	Read Write
System / Roles	🔲 Read 🔲 Write
System / Change Password	Execute

opeaning change racontora		
System / About System	Execute	
System / Get Support	Execute	
		OK Cancel Apply

Checkbox	Description
Read	Allows / forbids read permission
Write	Allows / forbids edit permission
Execute	Allows / forbids system services execution
Full Delete	Allows / forbids full delete permission
Billing data	Allows / forbids billing data permission

O Tip: System has 3 preinstalled roles:

- Administrator has all access permissions;
- ٠
- Monitoring has access permissions, with ability to monitor them. Also doesn't have access to technical settings and some statistic info that is available to Administrator only; Resellers has access permissions to productively work with its clients. Also doesn't have access to technical settings and some statistic info that is available to Administrator only (use this role when adding Reseller or Agent user). ٠

Password Change and Logout

On this page

- Changing Current PasswordLogging Out From System

Changing Current Password

You can change current password by using Change Password menu (Screenshot):

Screenshot: Change Password menu

Change Password		
	Old password:	
	New password:	
	Confirm password:	
		ОК

To change a password, enter current password in Old Password field, and enter a new password in New Password and Confirm Password fields. When you press "OK" button, current password will change.

Logging Out From System

You can logout from system by using Logout menu (Screenshot):

Screenshot: Logout menu

	P	0	0 🔂	h 0.07	/2 😼 3
Signed in as: admin	Chang	e Pa	assword	About	Logout
	0	1	0/09/20:	13 17:28:	24 +0300

Customer's Portal

Customer's Portal is a control panel that can be used by client to check his balance and statistics.

Customer logs into his control panel by typing http://vcs_ip_address/clients in his internet browser and providing his credentials. This login and password are created in *Clients* section by editing customer's properties.

Customer's Portal consists of 2 sections:

Section	Description
Manage ment	Allows viewing of client and balance information (<i>Client Info</i> subsection), call rates for current client (<i>Rates</i> subsection), sent invoices (<i>Invoic</i> es subsection) and topping up one's balance (<i>Payment Gateways</i> subsection)
Statistics	Allows viewing of client's own statistics - summary (Summary Report), detailed (CDRs List) and accounting (Balance Report) reports

Password change procedure is same as for administrative interface user.

You can log out from customer's portal by using Logout menu.