

VOS3000 WEB V3.0



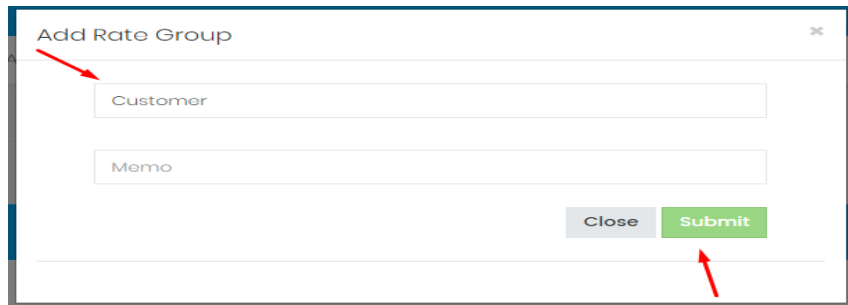
Web Portal User Guide

Table of Contents

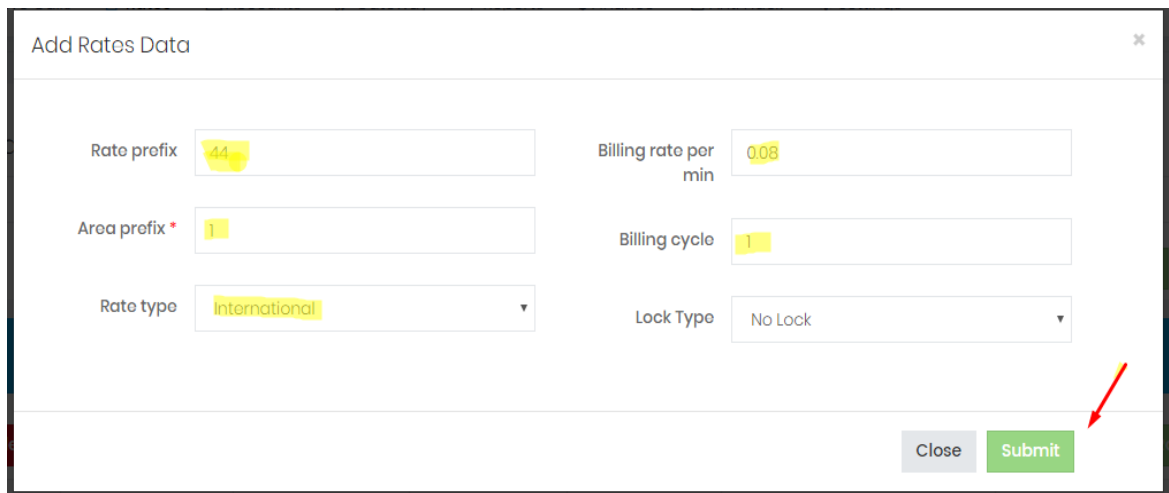
- Step 1 (Rates) 3
- Step 2 (Accounts) 4
 - 1. Customers: 4
 - Quality Mapping: 6
 - 2. Vendors 7
 - Quality Routing: 7
- Step 4 (Anti Hack)..... 10
 - 1. VOS Anti-Hack: 10
 - 2. VOS Firewall: 11
 - Call IP Authentication: 11
 - Sip Port: 11
 - VOS Client: 11
- Step 5 (Reports) 12
 - 1. CDR Report: 12
 - 2. Mapping Analysis: 13
 - 3. Routing Analysis: 14
 - 4. Online Payments: 14

Step 1 (Rates)

1. First of all we go to rates, there is an option of “**Add Rate Group**” By clicking on that we enter the rate group with any random name and hit submit button. There you can create rates for “**Customer**” & “**Vendor**” both.



2. After creating the account for Customer and vendor there will be an option of “**Eye**” icon click on that to add rates for the groups you generated. By clicking on that “**Eye**” icon you will see the rate options, click on that rate options you will see the “**Add Rates**” Button. Click on this. Then you will be able to add rates as show in the fig.



This is the random entries I have added for the specific Group. Here you can add many rates for the specific group but I added one to show you.

Note:

- And remember one thing while you created the accounts for “**Customers & Vendors**”. “**Area & Rate Prefix**” must be same for the both “**Customers & Vendors**” and Rate for Vendor must be less than customer.

Step 2 (Accounts)

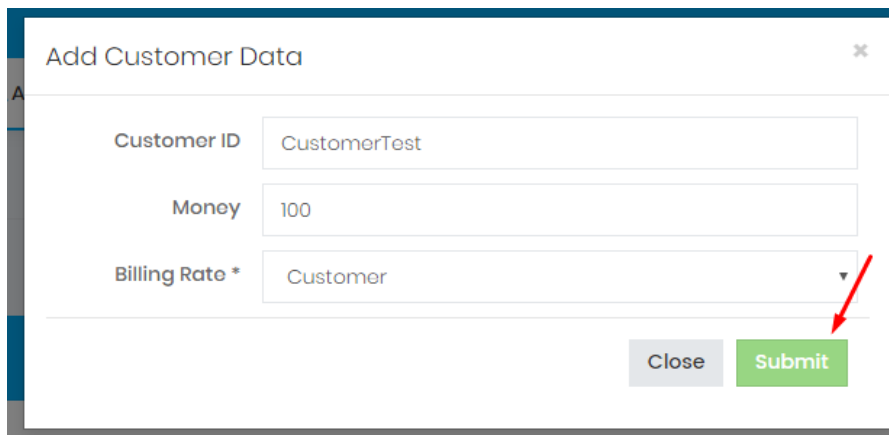
There you will find two options.

1. **Customers**
2. **Vendors**

First we will discuss about the Customers.

1. Customers:

- By clicking on customers you will see the Green button named “**Add Customer**” Here we will add the customers.




By clicking on the submit button we will be able to add customer data. After clicking on submit button we will see this screen on our system as shown in the fig below.

Customers Management Dashboard / View Customer

[Add Customer](#)

VIEW CUSTOMERS

Show entries Search:

Customer ^	Today Usage ⇅	Balance ⇅	Over Draft ⇅	Billing Rate ⇅	Mapping Gateway ⇅	Phone ⇅	Web Login ⇅	Action ⇅
CustomerTest	0	\$100	0	Customer	0 (view)	0 (view)		<div style="border: 1px solid #ccc; padding: 2px;">Options </div>

Red arrows point to the 'Over Draft' and 'Phone' columns in the table.

- Now here you can see the arrows on “**Phone**” & on the “**Over Draft**”, here we can add the phone & over draft balance for the customers. Now here we are going to see that how to add phone for the customers. By clicking on **0(view)** you will be able to add the phone. When we click on that we see the option of add phone, just click on that to add phone.

Add Phone [Close]

Phone Number: 909

Password: 909

Caller ID: CustomerTest

Lock Type: No Lock

Call Level: International

Capacity: 64

[Close] [Submit]

I had added just random phone number & Caller ID. After fill all the entries click on submit.

- Now we will see that how to add “**Mapping Gateway**” for the customers, Mapping Gateway basically is the server IP from where your customer is going to send the call, so you will have to tell the machine from which IP address your customer is going to send the call. Remember that “**Mapping Gateway**” is for the customer. Now we will see how we add Mapping Gateway for customer.

Add Mapping Gateway [Close]

Username: Customer MGW

Auth Type: International

Capacity: 50

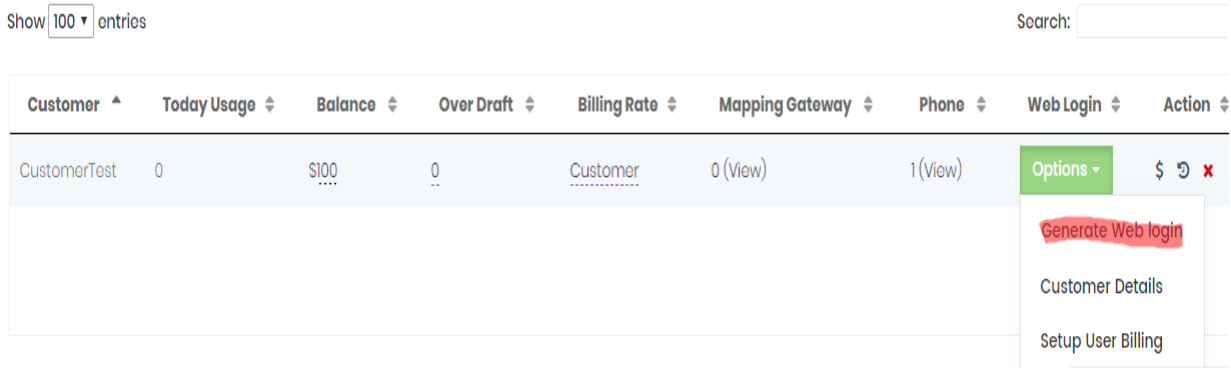
lang.ock TypeL: No Lock

IPs: 1.23.4 This is a random IP address.

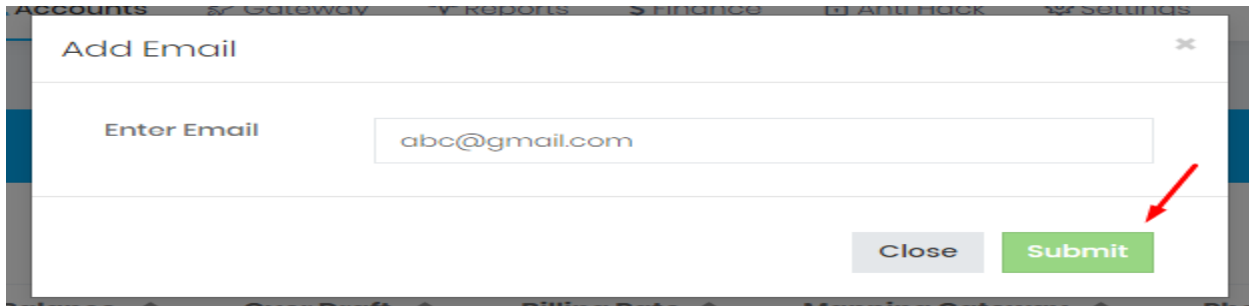
[Add IP Field] Here you can Add another IP

[Close] [Submit]

- Now I am going to tell you that how to generate the web login for the customers.



By clicking on this option you will be able to generate the web login for customers. See how



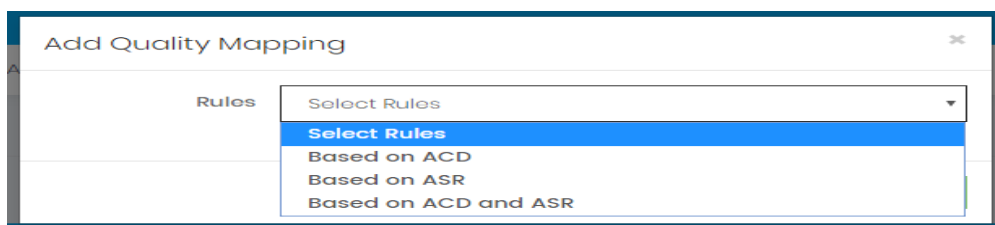
After the clicking on generate web login, you will see this, in this box, you must enter your email address to generate web login. After submit you will receive an email from Vos3000, by the help of this email you can easily login as client.

➤ **Quality Mapping:**

This is the **new feature** that we have to introduce in **VOS3000 Web V3.0**

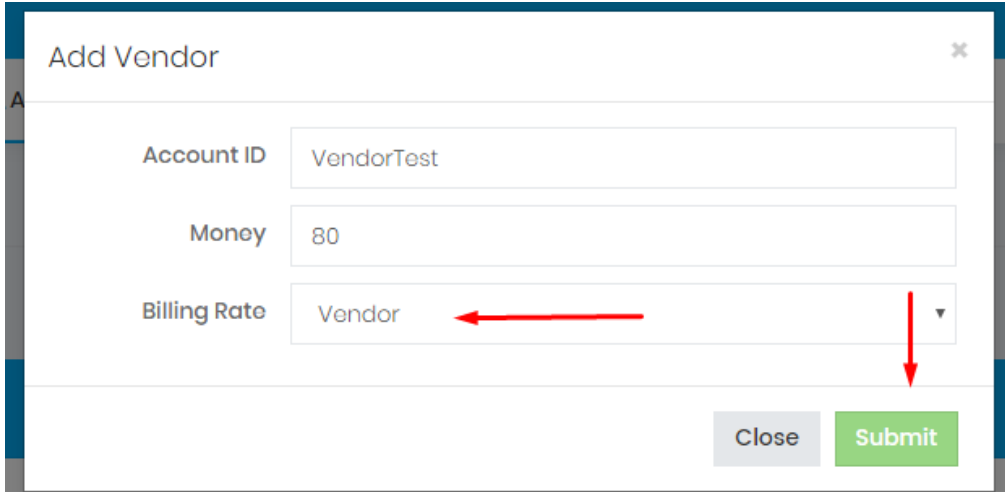
Go to mapping gateway, there you will see an option of “**Quality Mapping**” click on “**Edit**”, There you can define how “**ACD & ASR**” I want from this client. You can define the value of minimum **ACD & ASR**. If you want to define only “**ACD**” then select it. If you want to define both then select, “**ACD & ASR**” option.

And in reports you can easily monitor which customer **ACD & ASR** is going high and low by selecting the “**Mapping Analysis**” in Reports option.



2. Vendors:

- Now we will create vendor account, Go to “**Accounts**” select “**Vendors**”, there you will see an Add Vendor Account option, click on that, you will see



The screenshot shows a modal window titled "Add Vendor" with a close button (X) in the top right corner. It contains three input fields: "Account ID" with the text "VendorTest", "Money" with the text "80", and "Billing Rate" with a dropdown menu showing "Vendor". A red arrow points to the "Billing Rate" dropdown, and another red arrow points to the "Submit" button. At the bottom right, there are "Close" and "Submit" buttons.

There you can add the account ID, money, and billing rate for Vendor, must select the vendor account in billing rates which you have created in “**Rates**” for this vendor. And hit submit.

➤ Quality Routing:

Go to gateway select “**Routing Gateway**” there you will see an option “**Quality Routing**” if you are not enable this just click on enable to select the rules.

There you will see different options, like **ACD**, **ASR** and Both **ACD & ASR**.

Add Quality Routing

Rules: Select Rules

Method: Select Rules
Based on ACD
Based on ASR
Based on ACD and ASR

Close Submit

Add Vendor Account

VIEW VENDOR ACCOUNT

Show 100 entries Search:

Account ID	Account name	Today Usage	Balance	Over Draft Limit	Billing Rate	Routing Gateway	Web Login	Action
VendorTest	VendorTest	0	\$80	0	Vendor	0 (View)		

- By clicking on 0(view) we can add "Routing Gateway" for our Vendor. Routing Gateway is something to which server you are going to send the traffic. Now we will see how to add it.

Add Routing Gateway ✕

Vendor Account
VendorTest ▼

Server IP
[REDACTED]

Priority
1

Protocol
SIP ▼

Gateway Name
Vendor RGw Random name

Capacity
64 You can Decrease or increase it.

Lock Type
No Lock ▼

Port
5060

Prefix 441 ←

Least Cost Routing

Enable Least Cost Routing

Close
Submit

By following this step we have successfully added the Routing Gateway for the customers.

- Now we will see that how to generate the web login for Vendor. After creating the “Vendor Account”

Add Vendor Account

VIEW VENDOR ACCOUNT

Show 100 entries

Account ID ^	Account name ⇅	Today Usage ⇅	Balance ⇅	Over Draft Limit ⇅	Billing Rate ⇅	Routing Gateway ⇅	Web Login ⇅	Action ⇅
VendorTest	VendorTest	0	\$80	0	Vendor	0 (View)	Generate	

Here we can see the option of “Web login” just click on the “Generate button” after clicking on that, they will ask for your email address, give your email address and hit submit. And check your “Email” and follow the instructions. By the help of instructions you can easily generate your account for Vendors. Just as like, we do for the customers.

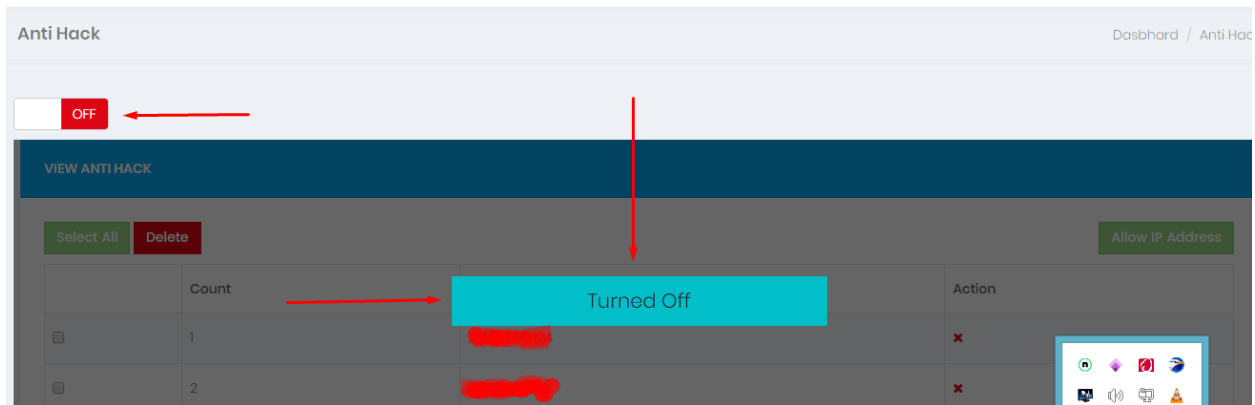
Step 4 (Anti Hack)

In this step I am going to tell you the major and very important module of “Vos3000 web V3.0” which is “Firewall” Vos3000 web V3.0 is much secured firewall rules which can be found under “Anti Hack” System.

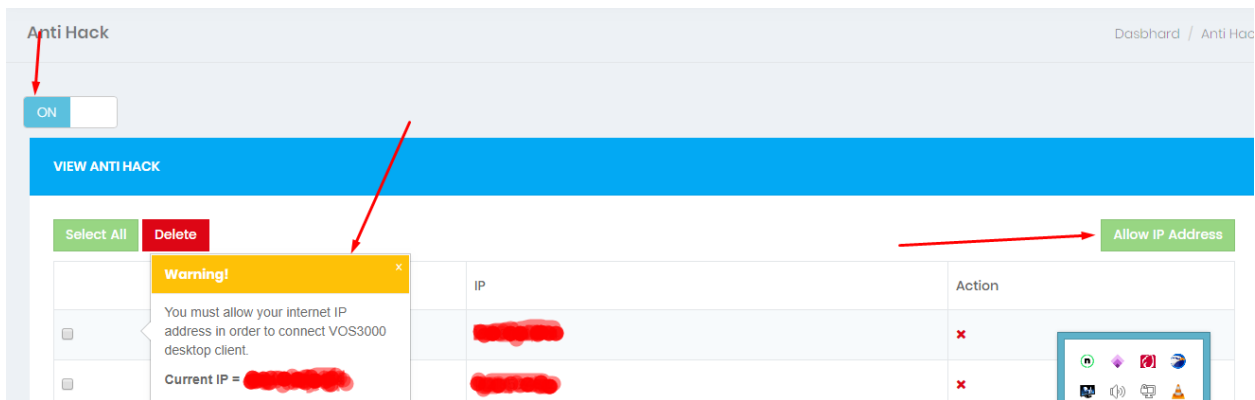
There are two options we have in Anti Hack option.

1. VOS Anti-Hack
2. VOS Firewall

1. VOS Anti-Hack:



If this option is turned off then you can login to your “VOS” desktop client from any desktop machine on any internet connection. But, if you will turned it on then,



If you will turned on this option you cannot access to your VOS desktop client until unless you allow the current internet IP address by clicking on that option “Allow IP Address” which you can see the figure above.

2. VOS Firewall:

➤ Call IP Authentication:

Now if you have too many illegal temps on your server then you can simply turn this option “ON” or if you want to turned it on then,

VIEW VOS FIREWALL

Warning!

All SIP communication is blocked. In order to allow VOS3000 mapping & routing gateway SIP communication. You must add all IP addresses in given below section.

ON

Select All Delete

Memo	IP Address	Date	Action
no record found.			

VOS Client

Allow IP Address

Then you will see this message that your all “**SIP Communication**” ports has been blocked. No matter the Sip communication is coming from your Customers or Vendors. If you turned on this option you must enter your “**Mapping & Routing**” Gateway IP addresses by clicking on “**Allow IP Addresses**” in this section.

➤ Sip Port:

The next option in firewall section is “**Sip Port**” let’s talk about this, By default Vos3000 has opened two sip ports that is (5060, 6060), if the option IP Call Authentication is on this ports will automatically blocked.

➤ VOS Client:

In firewall there is other option of “**VOS client**”

VIEW VOS FIREWALL

Calls IP Authentication Sip Port VOS Client

Connection	Default Port	Current Port	Sample Login
VOS Client	1202	1202	View Image

Change VOS Port

Here you can change the default port number of your VOS3000 desktop client, see how to change it.

Add Port
✕

Port →

Close
Submit

Enter your required port number and hit submit button, then you will see the port has been changed.

	Default Port	Current Port
	1202	256

Step 5 (Reports)

1. CDR Report:

Here the first & very important option is CDR report.

VIEW CDR STATS

Export
Search

Account	Caller	Callor IP	Callee	Gateway Name	Gateway IP	Start Time	End Time	Talk Time	Charge Duration	Call Cost	Call Expense	End Reason
CustomerTest	909	[REDACTED]	4412558879663	Vendor RGW	[REDACTED]	2018-03-22 08:07:29	2018-03-22 08:07:56	27	27	0.03600	0.01800	Callee Hangup
CustomerTest	909	[REDACTED]	4412558879663	Vendor RGW	[REDACTED]	2018-03-22 08:07:37	2018-03-22 08:07:55	18	18	0.02400	0.01200	Caller Hangup
CustomerTest	909	[REDACTED]	4412558879663	Vendor RGW	[REDACTED]	2018-03-22 08:07:25	2018-03-22 08:07:52	27	27	0.03600	0.01800	Callee Hangup

Here we can see all the CDR calls which are connected. As I told you CDR is very important to troubleshoot the issues and to calculate the "Revenue, Expense & the total Profit". Right now,

in this section you can only see the connected calls. There is another options to see the failed calls also. You can see the green section above named "Search" click on that

Advance Search:

2018-03-22 00:00:00

2018-03-22 23:59:59

Select Time Zone

Failed

Account

Caller

Callee

Prefix

Search Cancel

By clicking on search option you will see these options on the screen. We can check our failed call by selecting the option "Failed". We can troubleshoot by selecting our time zone also.

There is also an option to check the specific "Caller" with his "Account ID" and etc. You can troubleshoot with time & date also.

2. Mapping Analysis:

Mapping Analysis Dashboard / reports / Mapping Analysis

VIEW MAPPING ANALYSIS

Gateway ID	IP	Total Calls	Total Unconnects	Total Connected	Talk Time	ASR	ACD
	XXXXXXXXXX	16	11	16	292	93.75	0

Search

Here is the analysis page in which we have gateway name, GW IP, Total Calls, Connected calls, Talk Time, ASR & ACD. And here is also advanced search options you can see in the green box named "Search". This page will give you overview of your selected filtered "Mapping Analysis"

3. Routing Analysis:

VIEW CONNECT ROUTING ANALYSIS							
Gateway ID	IP	Total Calls	Total Unconnects	Total Connected	Talk Time	ASR	ACD
Vendor RC	[REDACTED]	7	0	7	157	100	0

This page will give you overview of your “Routing Gateway” analysis. We have one routing gateway here.

4. Online Payments:

If you have enabled PayPal on your account then all payments which are paid by your customers will be automatically show on this report.

ONLINE PAYMENTS			
Show 100 entries	Search: <input type="text"/>		
Customer ^	Date & Time ↕	Amount ↕	Status ↕
ci	2018-03-21 - 06:59	96.00	Paid
ci	2018-03-21 - 06:20	38.40	Paid
ci	2018-03-21 - 05:42	192.00	Paid
ci	2018-03-21 - 05:29	115.20	Paid