

First Global phone clients program



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First Part

First global phone supply the clients' programs on three levels of companies always start from the high level (third level) to (second level) to (first level) to reach the final consumer.

The company of third level is authorized to issue a lower one (second level).

Hereby you will learn how to issue company of the second level from the client account (The main company; the client of third level)

Firstly, click this URL:

<http://66.36.242.195/vsr>

Use the user name and password to enter the main page of first global phone.

You will see (10,000,000\$) this amount presents the counting of the cards that you can issue which after finishing is refilled automatically by first global phone as a (client limit).

Considering that you start in (First Global Phone) with amount of 1000\$ then you will see in the client limit banner amount of 1000\$ and that mean that your clients either distributors or cards will not be able to call more than one thousand meanwhile you have issued cards with unreal amounts.

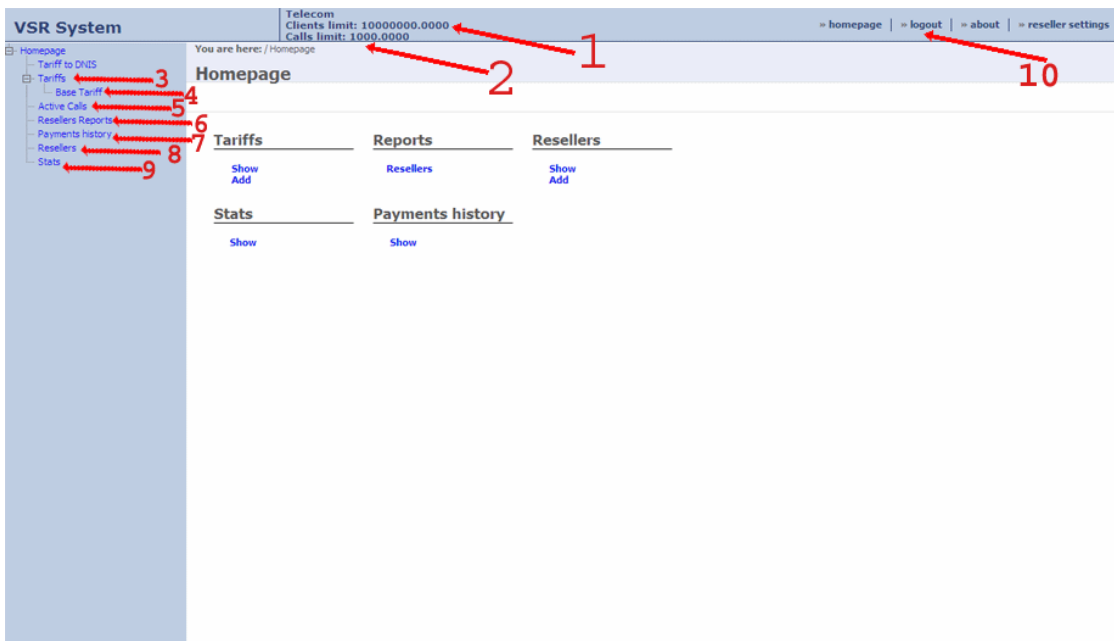
Reseller Moduale

Use a valid username and password to gain access to the administration console.

Username

Password

You will enter the following screen



From above screen you will note the following;

1- Client Limit: means the number of cards that you are allowed to issue which is (10,000,000\$) and that mean that you can issue cards with amount of 10,000,000\$ which is refilled automatically whenever goes low.

2- Calls Limit: This present the real amount paid to first global phone and this mean that you have to care at this point as you are allowed to issue cards as much as you want but if the Calls Limit finished then your clients will not be able to make calls any more so, you have to pay for first global phone before this amount finish.

3- Tariffs: see the (+) sign which mean that you can give your clients their special tariffs from this one.

5- Active Calls: From this screen you can monitor all your clients active calls which are running in this moment just by clicking this button.

6- Reseller Report: From this screen you can see all the reports of your clients of any level just by choosing the level and country code which is automatically sorting so that you will see the output and input amounts and your real profit without needing to the specialist accountant.

7- Payment History: From this screen you can see all the payments or draws per day, month or annual according to the period that you specified for your clients or the companies of second level.

8- Resellers: From this screen you can:

- Add a reseller to your account.
- Limit the reseller with a certain tariff.
- And give the reseller the allowed competence so that he will be able to amend his rates ...etc.

9- Status: From this screen you can see the number of your resellers, and see the active of non actives resellers.

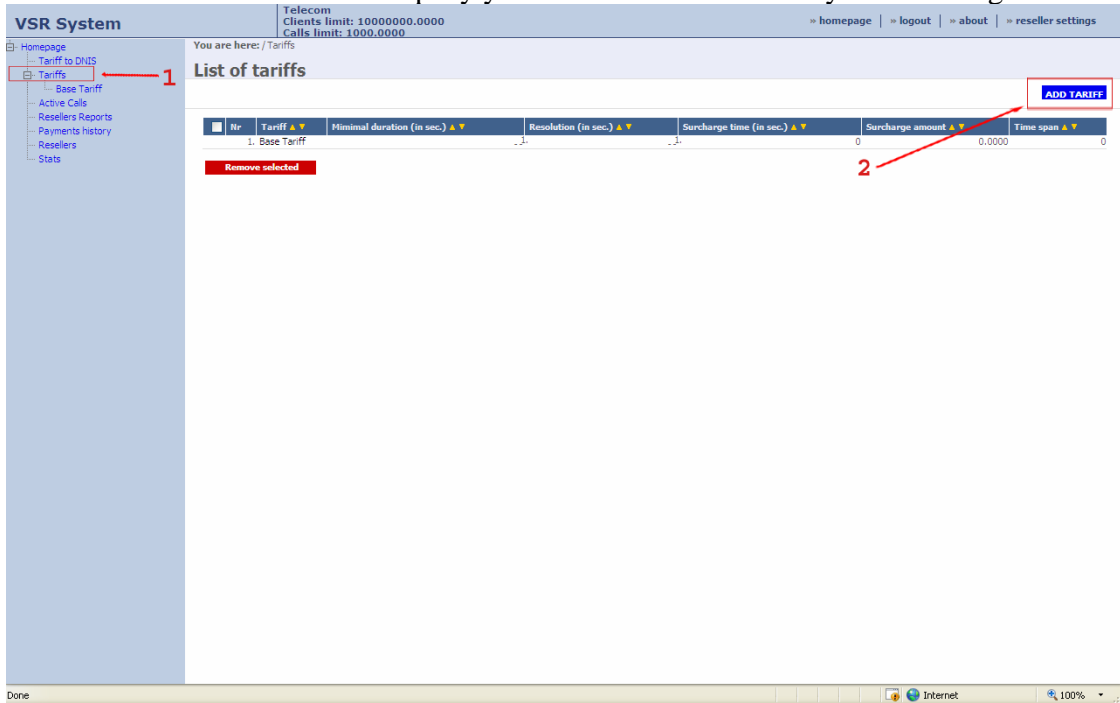
10- Logout: Click this button to sign out of your account and ensure that no one can sign in to your account and see your own page.

In the following you will find more details:

Firstly: Illustrative Tasks

To add a reseller or company under your account you have firstly prepare a tariffs which will be done for the lower level but when you buy with the same tariffs then this tariff will be the (Base Tariffs)

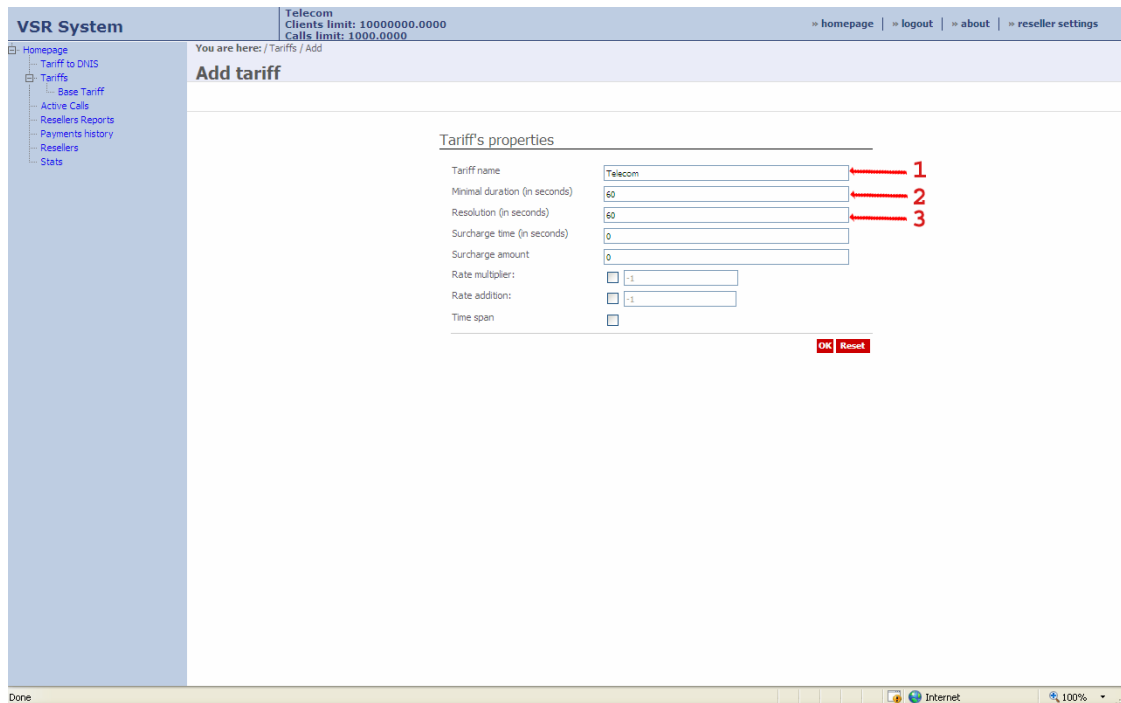
So, to add a second level reseller or company you have to do a tariff firstly as following:



Click the Tariffs as indicated in the above shape by No. (1) then choose the (Add Tariffs)

Add a new Tariff in the banner which presented by number (2)

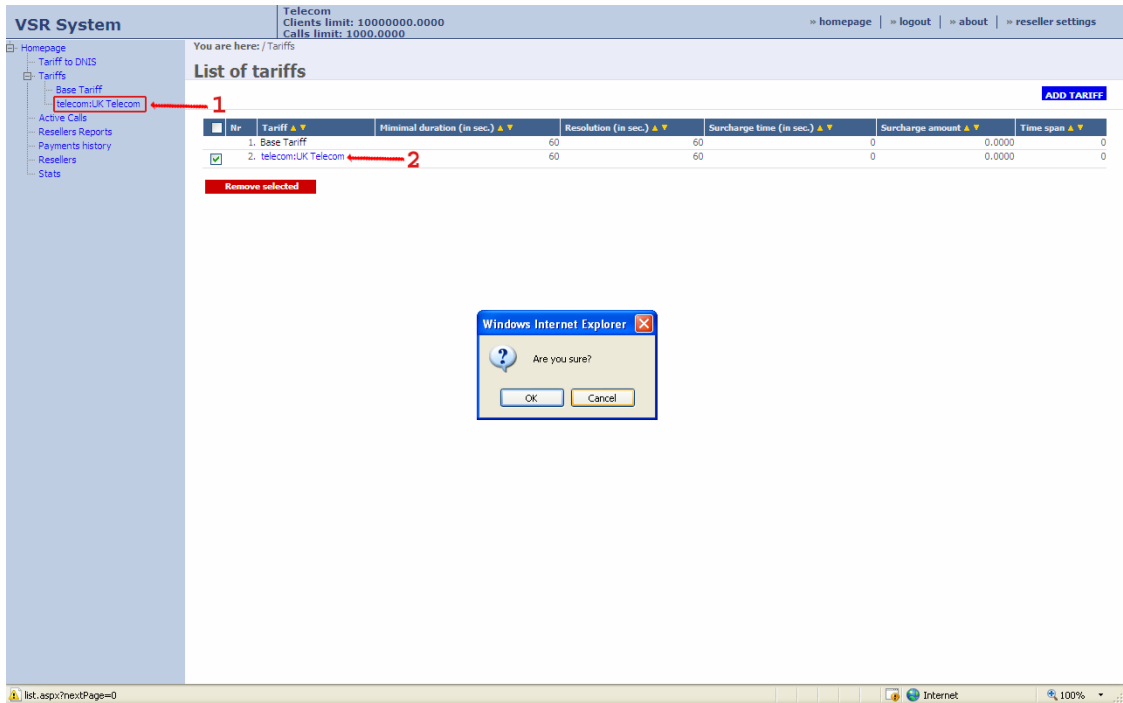
You will see the following:



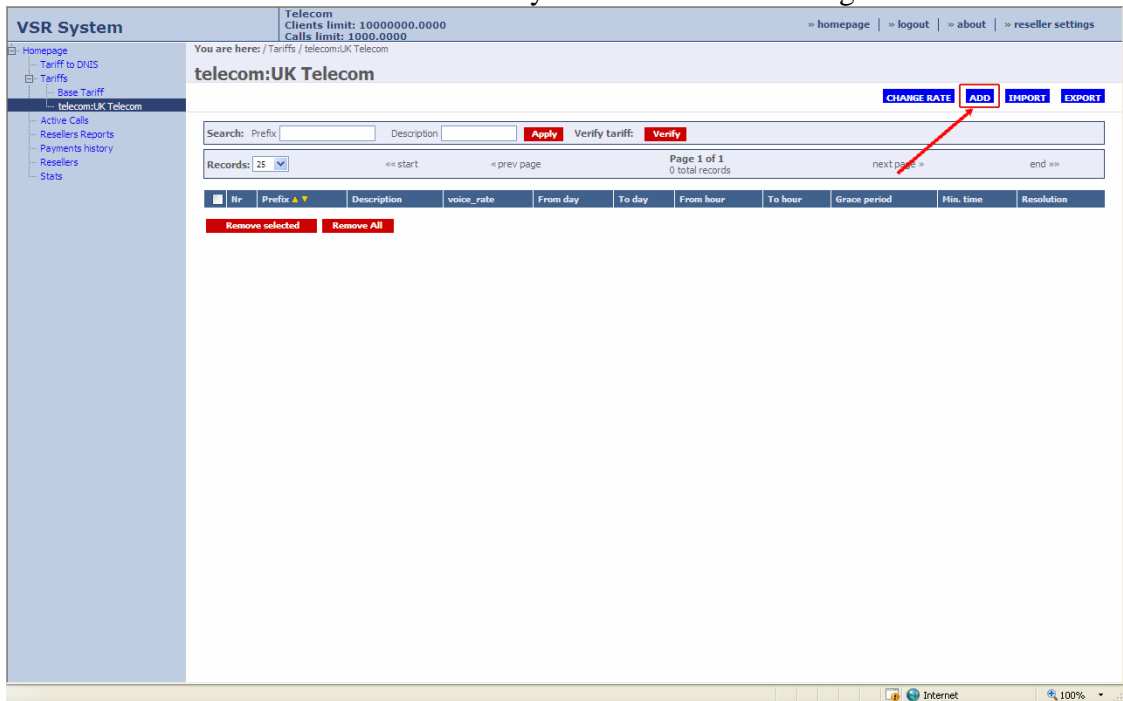
From above screen when you want to add a new Tariffs you have to take in consideration that you sell the minutes by minutes for example to call to Egypt the minute rate is 0.13 so the rate of the second = 0.002166 so you can consider the second as a minute if you want just like all other companies. Also, you can count the first 30 seconds just seconds and the other 30 seconds to be minute. That is to say if you client call 11 second it will cost him a cost of real 11 second but if he called more than 30 second then it will cost him a cost a minute. And that is all refer to your willing.

How to make a new Tariffs

From above screen note that there is (Tariffs Name) which represent Number (1) in this blank inter the tariffs name for example: if you want to open a tariff for a company just write the name of this company in the blank No. 1 and the name of the reseller in the blank N. 2 and if you want to count the cost on this client by second inter N0. 1 in the blank 3 and No. 60 in the blanks No. 2 and 3 if you want to count the cost by minute , and if you want to count the cost as second in the first 30 seconds and minutes in the other 30 seconds then inter No 30 in the blanks 2 and 3. After that click ok to save the amendments and you will notice the tariffs showed in the lift side.



Now you need to know how to enter the countries tariffs in the tariffs page. There are two ways to do the same, either manual and this spend more time, or by using an excel file to be exported to the data base of tariffs after adding some amendments on this file. Both ways you have to chose selection No. 1 from the above screen then you will see the following screen:



In case using manual way just click (Add) as seen bellow and you will see the following screen:

VSR System | Telecom
 Clients limit: 1000000.0000
 Calls limit: 1000.0000

» homepage | » logout | » about | » reseller settings

You are here: / Tariffs / telecom:UK Telecom / Add option

Add option for telecom:UK Telecom

Tariff's properties

Description: ← 1

Prefix: ← 2

Voice rate: ← 3

Grace period: ← 4

Minimal time:

Resolution: ← 5

Rate multiplier: 1

Rate addition: 1

Disable this prefix:

Time span

From day: to

From hour: to

From the above screen note the following:

- (1) Indicate the (description) inter the name of the country in this blank.
 - (2) Indicate the (Prefix) inter the country code without 00.
 - (3) Indicate the (Voice Rate) Inter the minute rate.
 - (4) Indicate the (Grace Period) Leave this blank always (0) you can use this if you want to give you're the company which is under your account a free seconds at the beginning of each call to a certain country.
 - (5) Indicate the (Resolution) just leaf it (0).
- After that click OK.

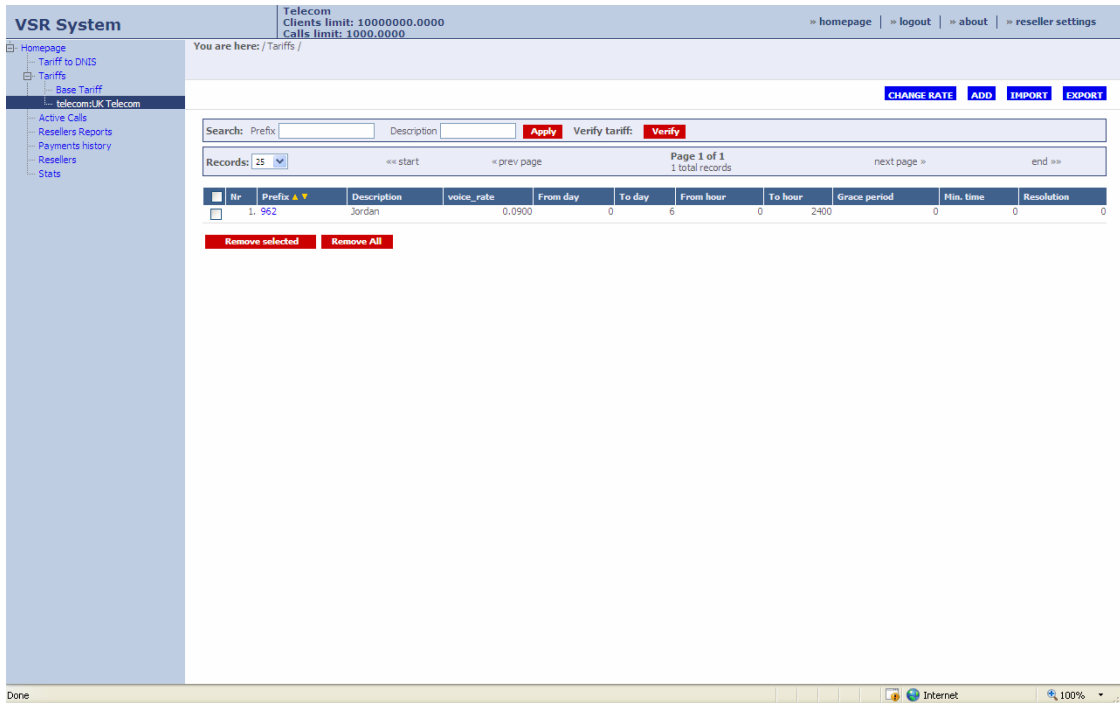
Notes:

When you adding the countries tariffs to the countries you have to consider the following:

- 1- You have to add the tariffs as well as the code of each country, as if you forget to add a tariffs of Egypt for example, which its code is 20 then the calls which are to Egypt will not work because you did not add this country tariffs.
- 2- At the same time you have to be careful in adding the tariffs of landline separated from the tariffs of mobiles ; Why?!

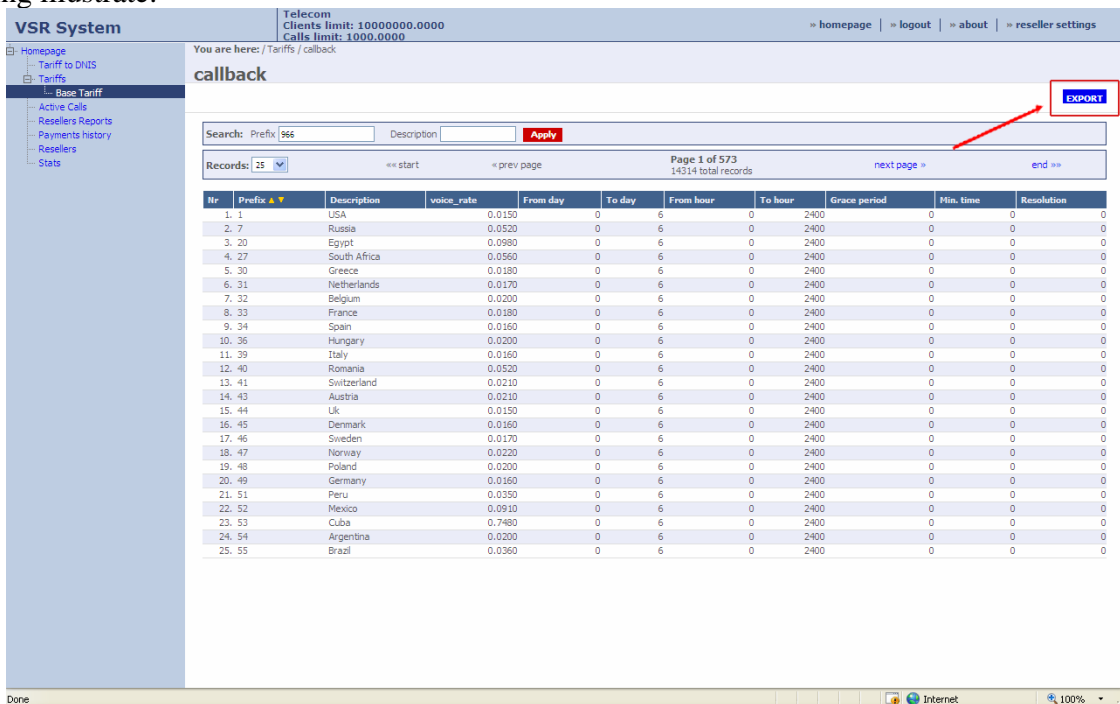
To avoid the loss, as if the tariffs of Egypt for the land line code (20) = 0.20 \$ and the tariffs of the mobile code (201) = 0.18 \$ and a calling number (0020121122221111) come to Egypt through your company then the calling will cost 0.18\$ / minute. But if an other calling number (0020112333311233333) come to Egypt then the calling will cost 0.20\$ (as per the land line tariffs) even if the calling is for mobile.

After adding the above tariffs you will see the following screen:



The second way to add tariffs is via the importing order. Means to import the rates excel file which has the *CSV extension after exporting it with the help of (Base Tariffs) which found at the left of the above illustrate and resend it again after doing the required amendments on the rates, that is done as following:

First: Import your standard costing which is represented as (BASE TARIFFS) as per the following illustrate:



- Press Export

- Save the file with a given name. Automatically the file will be saved with a CSV extension a new page will appear just click OPEN to open the excel file. In case the excel file appeared untidily then follow the following steps:

1- Via the data selection inter from the Text to the Column.

2- Click the Data and the (Text to Column) banner will appear.

A small page will appear with a sign next to the (Delimited) there click Next

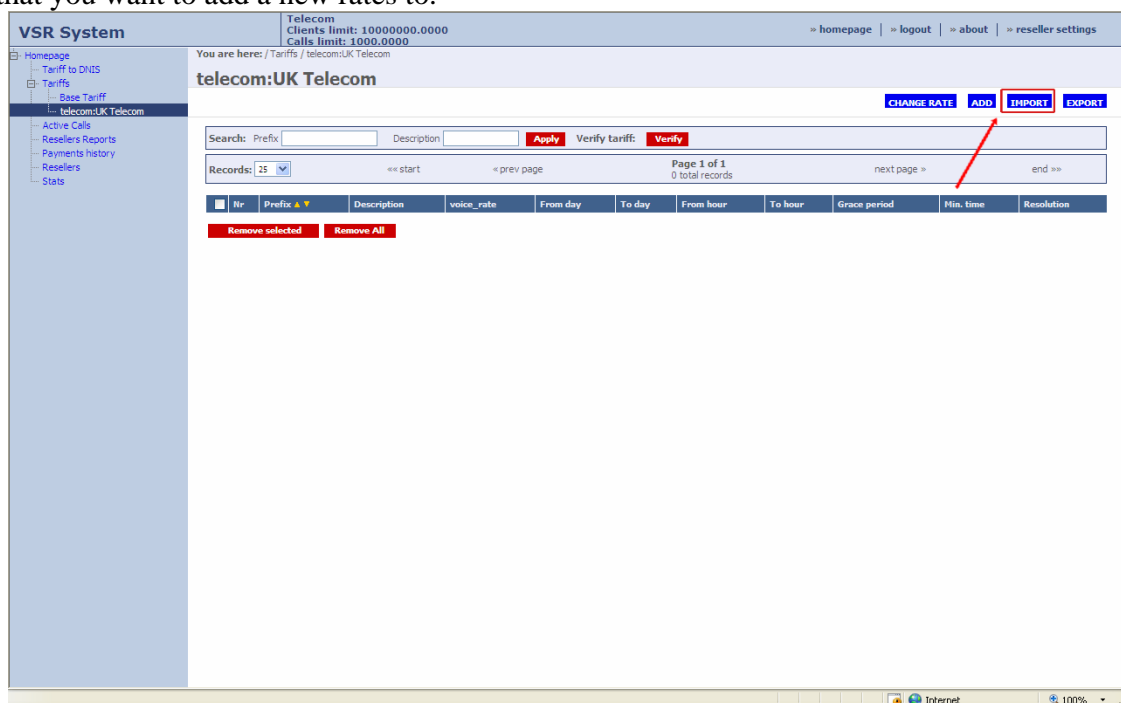
To appear a new small page in which found a (True) sign inside the banner of Tap

Just add a (True) sign in the Coma banner and click Next.

Click finish.

Then an excel file will appear to you just shadow the unwanted columns and delete them.

Now, amend the rates that you want to be amended and save it in a same style to import to the tariffs that you want to add a new rates to.



When you want to do the next process just click (Import) see the above illustrate, and a list will appear to you then chose the file that you want to import and click OK and wait until it is been interred to the data Base.

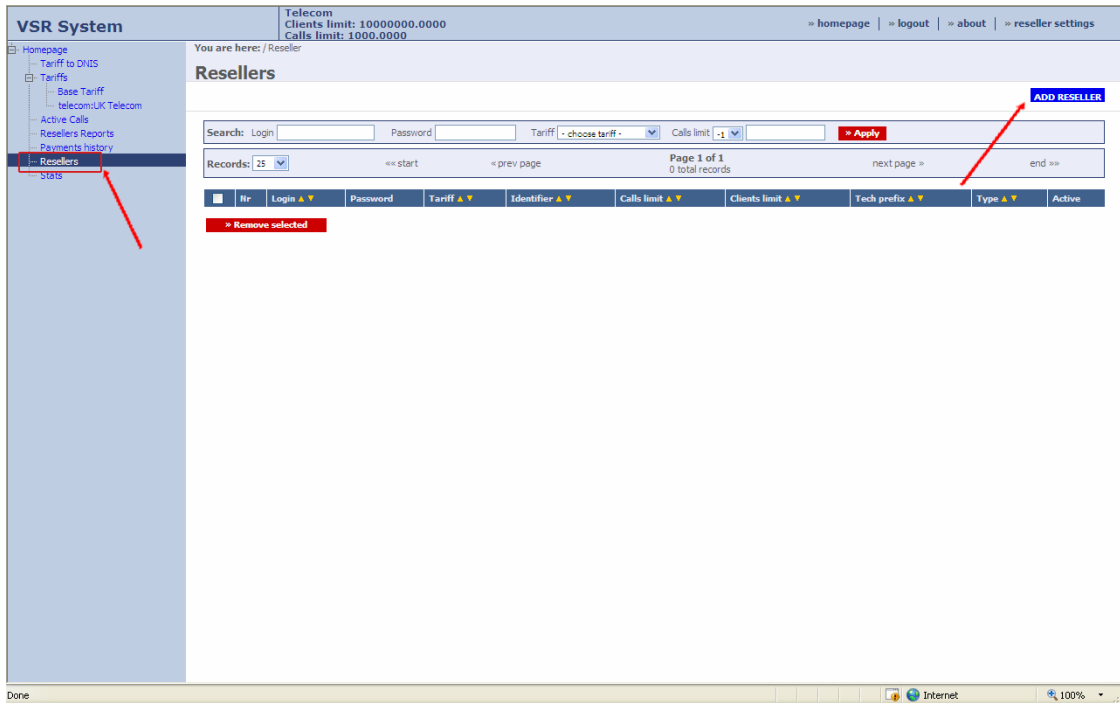
Resellers

In this part you will learned how to give the competence to your Resellers according to the tariffs that you want to give them.

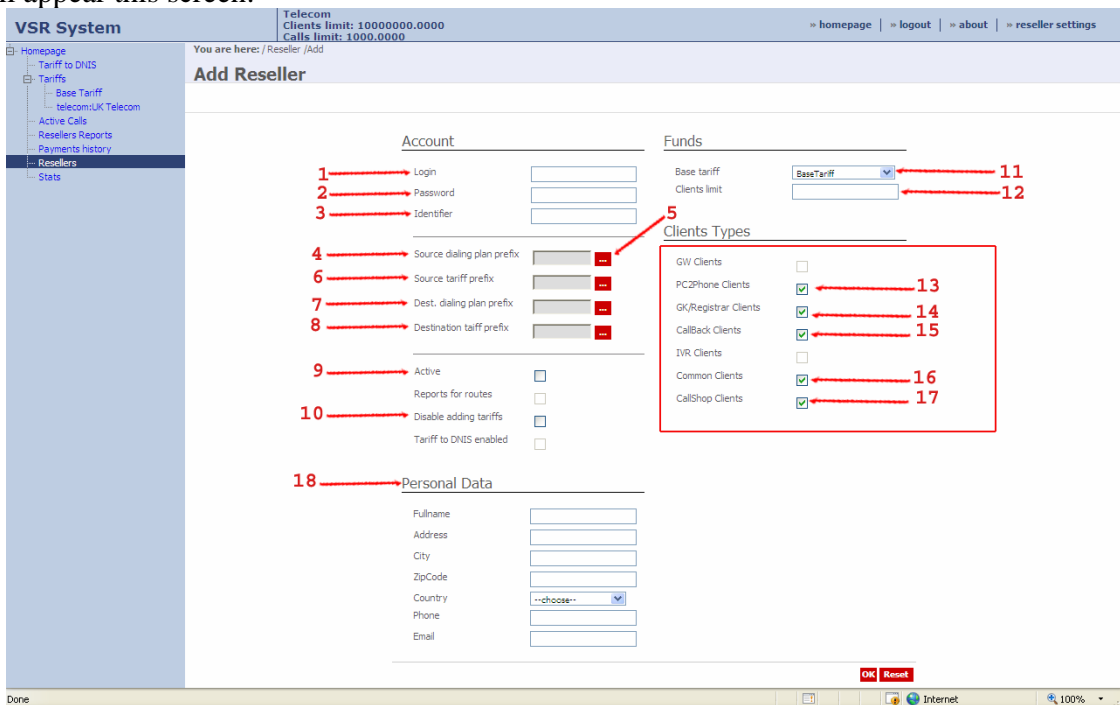
The steps of issuing reseller or a telecommunication company :

From the list bellow notice the following:

Choose (Reseller) selection from the left of the screen to appear the following shape:



Click (Add Resellers)
The will appear this screen:



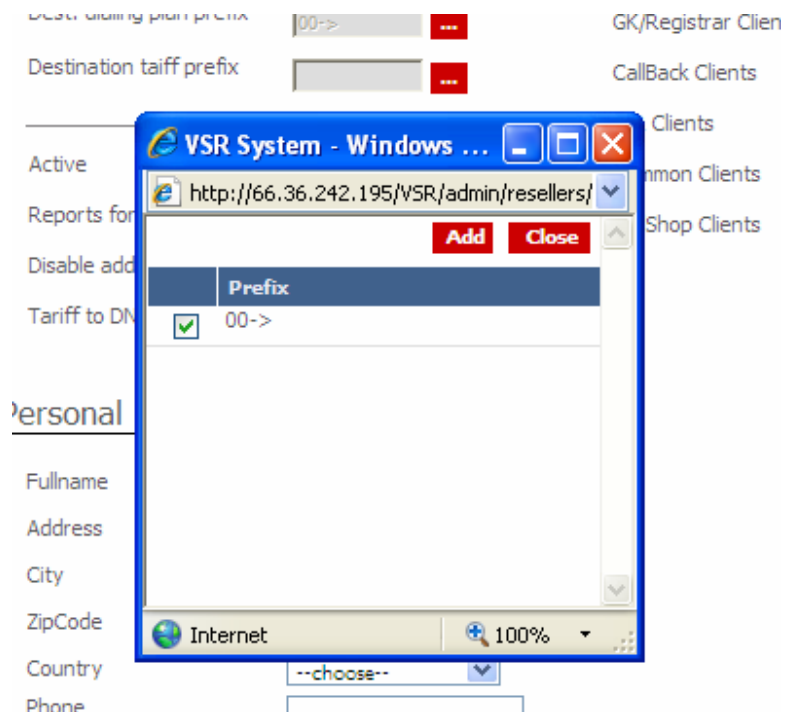
The important requirements of issuing a reseller or a company as following:

1- Login: Indicate the name of the client (reseller, company ..etc).

2- Password:

Identifier: It is an identifying symbol appear in front of the tariffs that your client insert in his page and this symbol is not repeat it is written just for one time only.

4- you have to allow your clients to use (00) for their international calls and that is done from the (Banner which contents of three points) via pressing the points which are next to the (Source Dialling plan Prefix) as shown in the following illustrate:



5- Also, it is important to add the (00) in the banner bellow to it which determine the numbers (6, 7, 8) as illustrated in the above picture and pressing (Add) for each step lonely.

6- Mentioned in the point number 5.

7- Mentioned in the point number 5.

Mentioned in the point number 5.

9- Active: With this selection you can either activate the client by clicking (True) sign in front of it or stop activation of the company by deleting the same (True) sign and hence this client can neither make calls nor his customers.

10- Disable Adding Tariffs: this selection allows you to inhibit your client to amend the tariffs that you gave him you can use this when needing.

Base Tariffs: the main tariffs that you want your client to be linked to it so that each call goes through this client it is deducted according to the rate that you choose, once clicking on it, a dropped list appear contains all the tariffs that you determined and be more careful here to determine it with the (Base Tariffs) in order not to take the same rate that you use.

1- Client Limit: put in this blank a certain value with which you want this client to issue cards as you must put a real value in this blank and it will automatically decrease once the end distributor issue cards, Note that you added in this blank a real value for issuing cards only and not for making calls, But to activate calls for these cards is by the other selection called (Calls Limit) which determine the amount of calls, for example, if your client pay 1000\$, then you have to add it to his account after that he will be able to issue as many as cards he wants and all his client will be able to make calls but to insure the continuation of holding calls, your client must refeed his account with money.

The red long box in the picture bellow is for the private services of (First Global Phone)

14- PC2Phone Clients: it is the service of calling through computer via a special program called (PC2 Phone), and by making true sign next to this option means that you gave this client the competence to issue communication cards to be used via PC2Phone.

15- GK / Register Clients: this selection allow the clients make calls over internet through instruments which are similar to the normal phones devices (attached to you information details and specification for these instruments).

16- Call Back Client: This service allows your client make calls through the land line phone or mobile.

2- Common Clients: General Client, it is a giving the competence for your client to issue all the services mentioned above (calling via PC or Devices) by using only one card for all.

3- Call Shop Client: its meaning inside the name it self , by this option you give this company a determined competence in opening Call Shops and linking and using special program for connecting to this company.

21- Personal Data: To write the personnel data of this company in this blank (Name, Address ...etc).

See the following illustrated picture.

VSR System Telecom Clients limit: 10000000.0000 Calls limit: 1000.0000 » homepage » logout » about » reseller settings

You are here: / Reseller / Add

Add Reseller

| Account | Funds |
|---|--|
| Login: <input type="text" value="UK"/> | Base tariff: <input type="text" value="telecom:UK Telecom"/> |
| Password: <input type="text" value="UK"/> | Clients limit: <input type="text" value="1000000"/> |
| Identifier: <input type="text" value="uk2007"/> | |

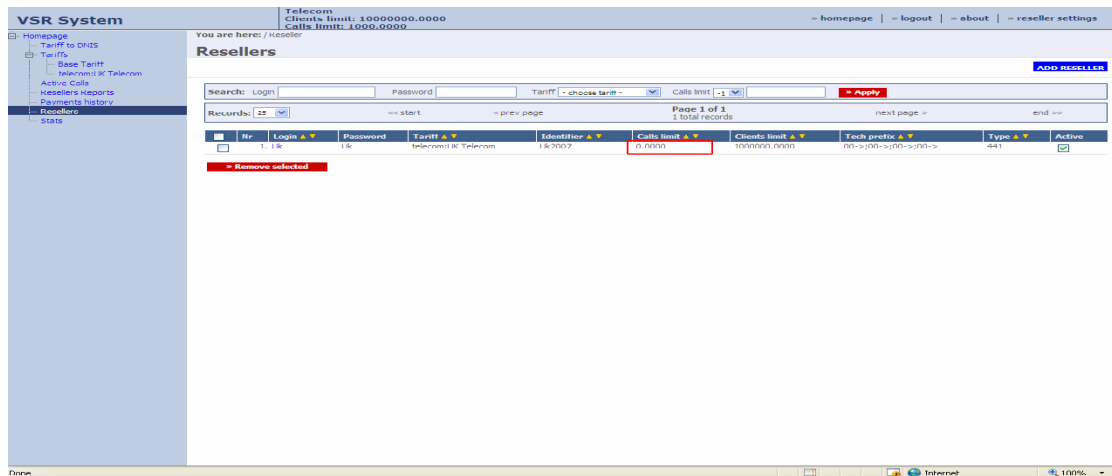
| Source | Client Types |
|---|---|
| Source dialing plan prefix: <input type="text" value="0000"/> | GW Clients: <input type="checkbox"/> |
| Source tariff prefix: <input type="text" value="0000"/> | PC3Phone Clients: <input checked="" type="checkbox"/> |
| Dest. dialing plan prefix: <input type="text" value="0000"/> | GK/Registrar Clients: <input checked="" type="checkbox"/> |
| Destination tariff prefix: <input type="text" value="0000"/> | CallBack Clients: <input checked="" type="checkbox"/> |
| Active: <input checked="" type="checkbox"/> | IVR Clients: <input type="checkbox"/> |
| Reports for routes: <input type="checkbox"/> | Common Clients: <input checked="" type="checkbox"/> |
| Disable adding tariffs: <input type="checkbox"/> | CallShop Clients: <input checked="" type="checkbox"/> |
| Tariff to DNIS enabled: <input type="checkbox"/> | |

| Personal Data |
|--|
| Fullname: <input type="text" value="UK"/> |
| Address: <input type="text"/> |
| City: <input type="text"/> |
| ZipCode: <input type="text"/> |
| Country: <input type="text" value="United Kingdom"/> |
| Phone: <input type="text"/> |
| Email: <input type="text"/> |

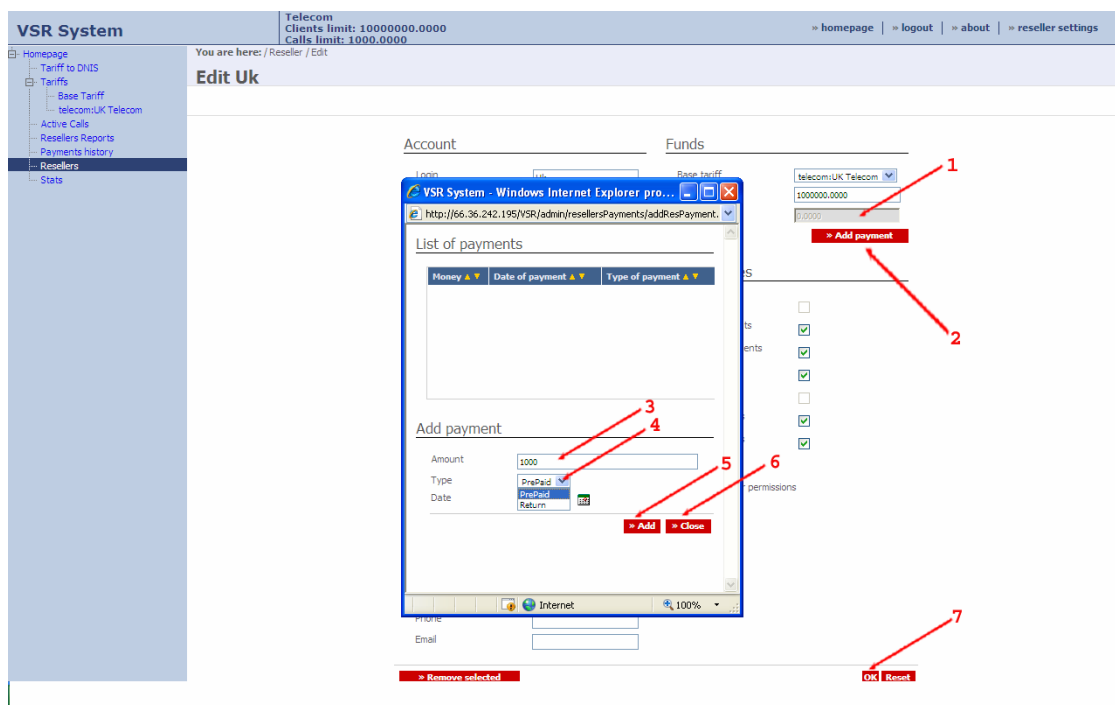
Done OK Reset

After finishing adding all the data click OK.

Note: Note that have not insert the real amount which allow the customers of this client to make calls yet. And to make this step then you have to inter again to this client page already you issued which will appear at the top of the page. As per following:



Referring to the red box above you will see that there is no value which allow the client to make call so, you have to click on (UK) button (as shown in the blue color above) to sign in to the account and add the value which already paid to you by this client, then you will see the following picture:



- 1- Note the box of (Calls Limit) as you can not insert the value manually but after you press (Add Payment) and you shall follow up the following points:
Calls Limit: indicates the value which the clients of this company can consume.
- 2- Add Payment: By this option you can increase or decrease the account of your client.
- 3- Amount: this to add the value of calls.

4- Type: it is the type of payment either prepaid or return payment; for instant if you want to add 1000\$ just write the number (1000) in this (Amount) box after that chose the (Prepaid) option and finally click (Add) to be the process done.
But if you want to return the amount that you added already then write (1000) in the Amount box and choose the (Return) option and click (Add) to get your amount back.

5- After you choose the wanted process the click (Add) once only.

Warning: Do not click twice on the (Add) button to avoid duplicate this amount.

6- Close: you have to click on (Close) at the end of this process.

Note: Also, when adding the value, you can determine the date that you like to do it.

7- Click (Ok) to see the amount was saved in the box of (Calls Amount) as indicated with No. 1.

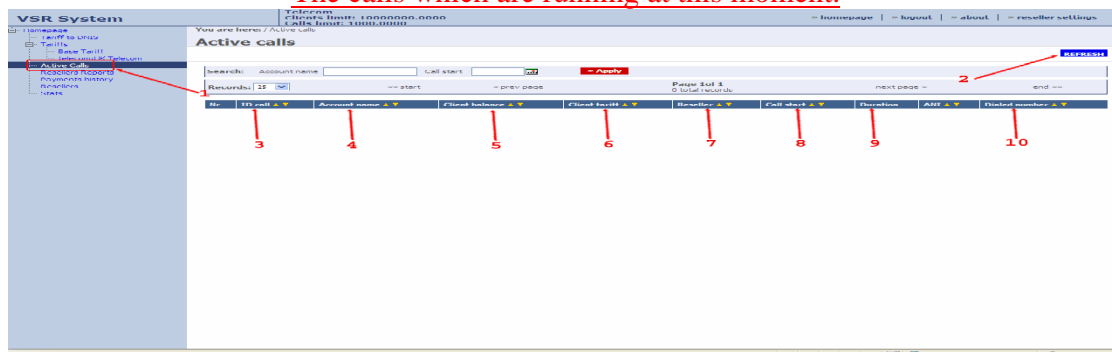
And by doing above steps you will find that you have issued a new company which also, has the competence to issue a lower company and finally if the lowest client in this pyramid wants to issue the (First Global Phone) services which will be under his name then he must enter the following url: <http://66.36.242.195/vsr>.

And sign in with the user name and password as mentioned above.

To issue a reseller of the first level you have to get in to the url mentioned above and use all the instructions given for the second level.

Active Calls

The calls which are running at this moment.



Active Calls means all the calls which your clients, resellers are making at this moment and you will see their disappearing which mean that the call finish.

In the following all the words mentioned in the above picture and their definitions:

1- Active Calls: explained above.

2- Refresh: Between time and time the program automatically make a refresh for the page of active calls in order to be knowledge of whom the calls are running each moment. Also, you can do refresh manually just click (Refresh).

3- ID Calls: In this banner it is appear the Caller Number as same as the final reseller chose it

- 4- Account Name: Means the card number from which the calls are running now.
- 5- Client Balance: Means the reminder balance in the card.
- 6- Clients Tariffs: Means the name of the card tariffs from which calls are running at this moment.
- 7- Reseller: The name of the reseller to which this card return.
- 8- Call Start: Date of starting call.
- 9- Duration: Duration of the calls running at moment.
- 10- Dialed Number: The number to which the calls are running at moment.

Reports

Reports: are one of First Global Phone features as by reports you can know for example:

- 1- Information about the final reseller sales in comparing to your cost and knowing your profits to decide either to continue with this reseller or stop dealing with him.
- 2- setting out the information about a reseller of the second level to know his sales in comparing to your cost and knowing your profits to decide either to continue with this reseller or stop dealing with him.
- 3- Setting out the more countries calls made to by a certain reseller or all resellers who are under your authority to know your profits from this company.
- 4- setting out the most communication company or country code calls made to and knowing your profits from this company or that code.

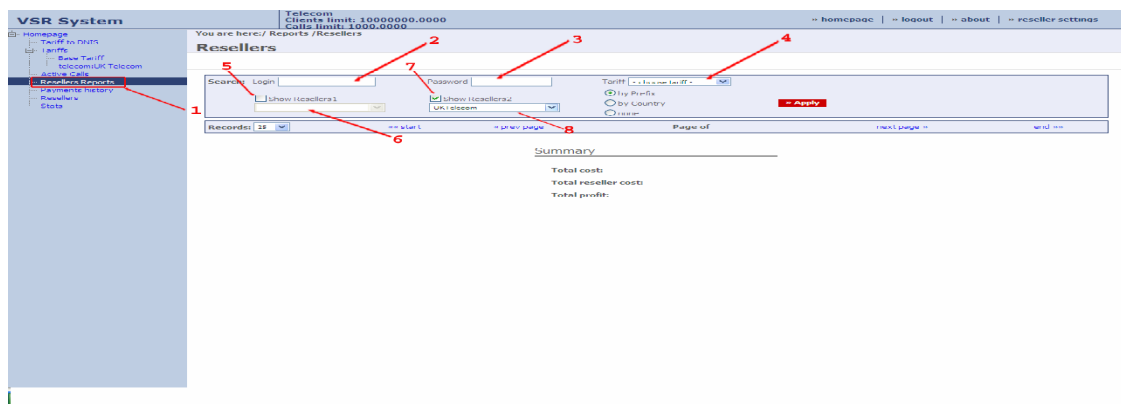
The most important points from the above inquiries are as following:

First: What is the sector you are looking for?

Second: To where the calls were made?

To get exactly what you are looking for see the following;

As firstly, you have to fix the sector that you are looking for (what are you looking for) see the following picture:

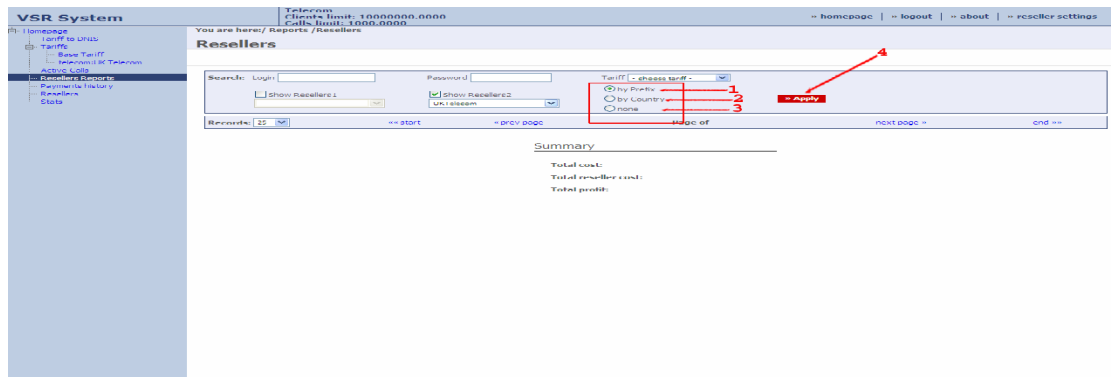


Here are the meanings of numbers seen in the picture

- 1- Resellers Report: Click it to appear the report page.
- 2- Login: Insert the reseller name that you want to get report about.
- 3- Password: You can also, search about this reseller by his password.
- 4- Tariffs: You can specify your searching more by the using the tariffs in searching process.
- 5- Show Reseller 1: To make more specification in searching such as to chose a reseller of the first level, just sing True in this option and leave it empty to see all the resellers of the first level.
- 6- A dropped list with all names of the resellers of the first level will appear to you just choose the one that you want.
- 7- show Reseller 2: To make more specification in searching such as to chose a reseller of the first level, just sing True in this option and leave it empty to see all the resellers of the first level
- 8- A dropped list with all names of the resellers of the first level will appear to you just choose the one that you want

Second: Where the calls gone?

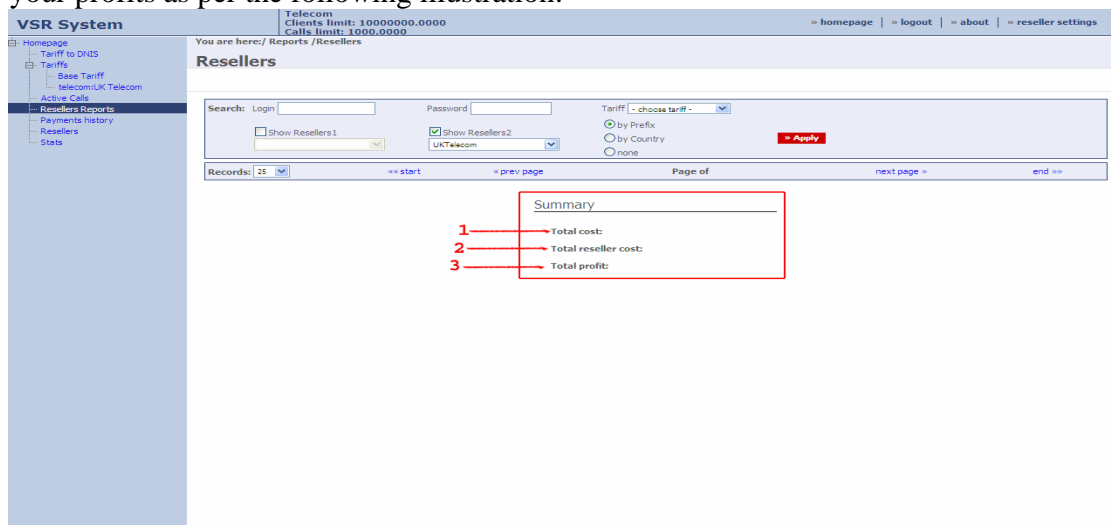
You have to choose the type of the report as you can search by the country code as well as by the country name.



From the above picture note the following:

- 1- By Prefix: choosing the report via the country code for instant, if the calls go to India then the codes will appear as (91) land line codes separated from (919) mobile code and so so.
- 2- By Country: also, you can choose the report via country name as it will appear all the calls made to India in general with details.
- 3- None: None of the above specifications just program tariff search randomly to set out the report.
- 4- Apply: Click this to start searching process.

After doing the searching process then all the calls will appear according to your selection of report type and at the bottom of the report page will appear (buying costs and sales costs and your profits as per the following illustration:

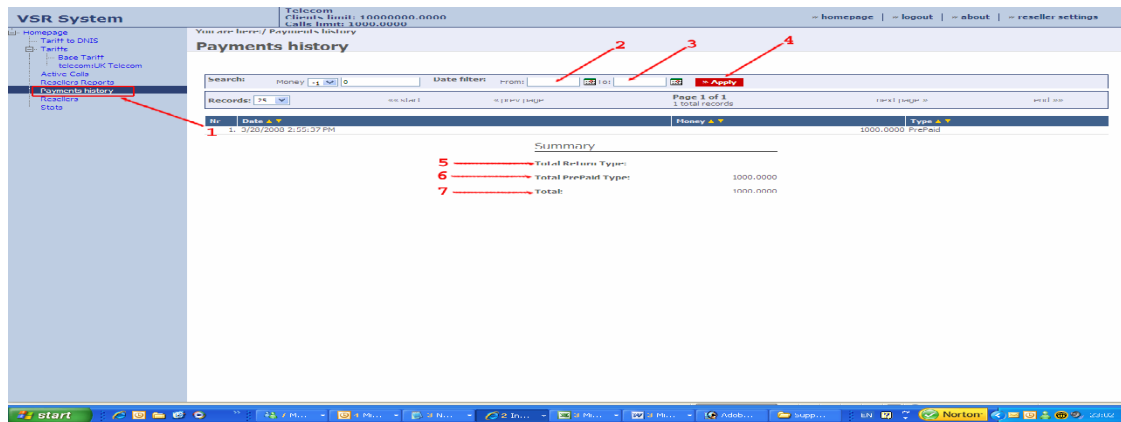


From the above picture note the following at the bottom of the screen:

- 1- Total Costs: The total value of all calls that cost you.
- 2- Total Reseller Cost: the real buying costs according to the Base Tariffs.
- 3- Total Profit: The real Profit.

Payment History

Payment History: A detailed list clarifies the cash payments and the returns from all companies or resellers who are under the authorization of this account (that you issued).



Note that you can set out a statement of account for any of your clients just follow the following steps according to the above picture:

- 1- Payment History: As mentioned above that this option enable you to know all the payments and returns had done.
- 2- From: Bracketing the search (from date)
- 3- To: Bracketing the search (To date)
- 4- Apply: Click (Apply) to see the report appeared at the bottom of the screen.

Total Return Type: What was return from the clients amount.

6- Total Prepaid Type: What was paid for the clients.

7- Total: The total of prepaid payments or return.

Note how, from the above illustrations, we issued a new company called (UK) and gave it a user name (UK) and a password (UK).

And this company must follow all the instruction of the main reseller as per mentioned previously and log in the (<http://66.36.242.195/vsr>) to log his special (reseller program) to issue the services.

All the processes of this client are same as the client or company of the third level. He can issue new tariffs for his sales to get a profit from the differences of the new tariffs from the base tariffs , also, he can issue a new reseller. He has the competence to issue cards of (First Global Phone).

Shortly, this reseller has all the details mentioned previously for the reseller of the third level.