



AGENT *portal*

ents of a reseller. It has been greatly simplified to be ready to use by anyone in a shop or internet cafe. The portal is designed to be compatible with any technology and works on smartphones and tablets. It introduces the agent as a new level between the client and his reseller. Agents are an auxiliary level in the user management in VoipSwitch Business Support System (BSS). They are under Reseller level 1 in the ownership system hierarchy. The difference between these two entities, Reseller level 1 and Agent, is that an Agent does not have rights to manage rates and other tariff related policies. The Agent's role is limited to managing users only. Additionally, their permissions are limited per agent using templates, which will be explained further. In

AGENT portal

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OVERVIEW

The **Agent Portal** has been designed to meet customer requirements regarding support for agents of a reseller. It has been greatly simplified to be ready to use by anyone working in a shop or internet cafe. The portal is designed to be compatible with **html5** technology and also works on smartphones and tablets. It introduces **the agent** – a new middleman between the client and his reseller.

Agents are an auxiliary level in the user management in the **VoipSwitch Business Support System (BSS)**. They are under **Reseller level 1** in the user's ownership system hierarchy. The difference between these two entities, Reseller level 1 and Agent, is that an Agent does not have rights to manage rates and other tariff related properties. The Agent's role is limited to managing users only. Additionally, their rights can be limited per agent using templates, which will be explained further. In addition an agent gets commission from creating new users or recharging existing ones whereas a reseller's profits are based on the users' generated airtime.

The purpose of Agents can be described by the following examples:

1.

Network of sales points like kiosks, small shops where a user can top up his account by giving his phone number and paying by cash. A user can also buy a new prepaid account.

2.

Agents selling directly to users - the Agent Portal works on mobile devices.

3.

Customer care staff responsible for basic changes in the user's accounts, adding/cancelling payments, checking payments history, etc.

AGENTS



Agents are entities based on deposits which are paid to their parent reseller upfront. The amount is then used for recharging clients. An agent earns money on the commission which his reseller (using the **VSR** portal) defines for the following actions:

1.

Creating a new account - flat rate.

2.

Recharge an account created by the agent - flat rate or percentage of the recharged amount.

3.

Recharge an account created by *another* agent - flat rate or percentage of the recharged amount.

4.

Recharge a GSM mobile account (International Mobile Top Up *).

* NOTE: **International Mobile Top Up** is a service that can be offered to both users and non-users which want only to add money to someone's GSM phone number.



The commission can be one of the following:

a. Flat rate - the amount is added to the agent's deposit.

Example: The agent's deposit is \$100. A client pays \$10. The same amount (\$10) is deducted from the agent's deposit. The flat rate (e.g. \$1) is then added to the agent's deposit. After the transaction the new deposit balance is \$91 and \$10 cash from the client stays with the agent. He has earned \$1

b. Percentage from recharged amount.

Example: The agent's deposit is \$100. The agent receives \$10 from a client. He then recharges the client's account by the whole amount of \$10. His commission is percentage based and is 10%. From his deposit the system will deduct $\$10 - (10 \times 10\%) = \9 . After the deduction his deposit balance is \$91 ($\$100 - \9) and the \$10 cash stays with him. He has earned \$1

c. A combination of both percentage and flat rate.

MULTICURRENCY SUPPORT



Agent's deposits can be in various currencies. The currency has to be defined in the main system with an appropriate exchange rate which allows for conversion to reseller's base currency. Agents' clients can also pay in any of the predefined (by the platform's owner) currencies. The amounts are converted to the agent's base currency before deducting from deposit.

AGENT PORTAL

With the new portal the agent is able to:



1.

Create new clients under the parent reseller.

2.

Recharge clients using a common recharge from his credit.

3.

Recharge clients using International Mobile Top Up.

4.

Modify client account, add Authorized CLI (for PINLESS access), Speed Dial entries and Quick Calling entries.

The important thing is that new client can be created and recharged in one step. The design simplifies working with the **Agent Portal** for non-technical and those not familiar with VoIP service operators.

REPORTS

Reports show the log of actions done by an agent. An agent can view the history filtered by date or type of client, and can also search for a particular client by phone number and other fields. The reports also show revenue, i.e. cash received from clients, cost, i.e. the amount deducted from his deposit, and profit, which is the difference between revenue and cost.

WORKING WITH TEMPLATES

The agent creates his clients using different sets of rules, stored under a template. Templates have been designed to avoid confusing the agent with too much technical information. A Reseller is able to build a template under the VSR portal and assign it to an agent. The Agent creates new and currently operating clients based on a template. Each template contains information about:

- 1.** Template name and description.
- 2.** Login, password, web password and PIN generation rules.
- 3.** Client account properties (account active or not, recording calls, concurrent calls limit, recording calls, ringback etc.).
- 4.** Prefixes set.
- 5.** Currency, tariff and tariff rules, plan pack information.
- 6.** Agent recharge rules (an agent can switch between amount list or range).

7. Personal and invoice data.
8. Audio, video and fax codecs and rules.
9. Managing services (ANI numbers, speed dial and quick call).

These properties are grouped under the following tabs:

1. GENERAL
2. PERSONAL DATA
3. PAYMENT
4. SERVICES

For each of the above settings the template enables:

1. Showing all parameters for an agent to fill and decide.
2. Hide all and set desired value in template so the reseller decides for the agent.
3. Set parameters as editable or not, and visible or not.

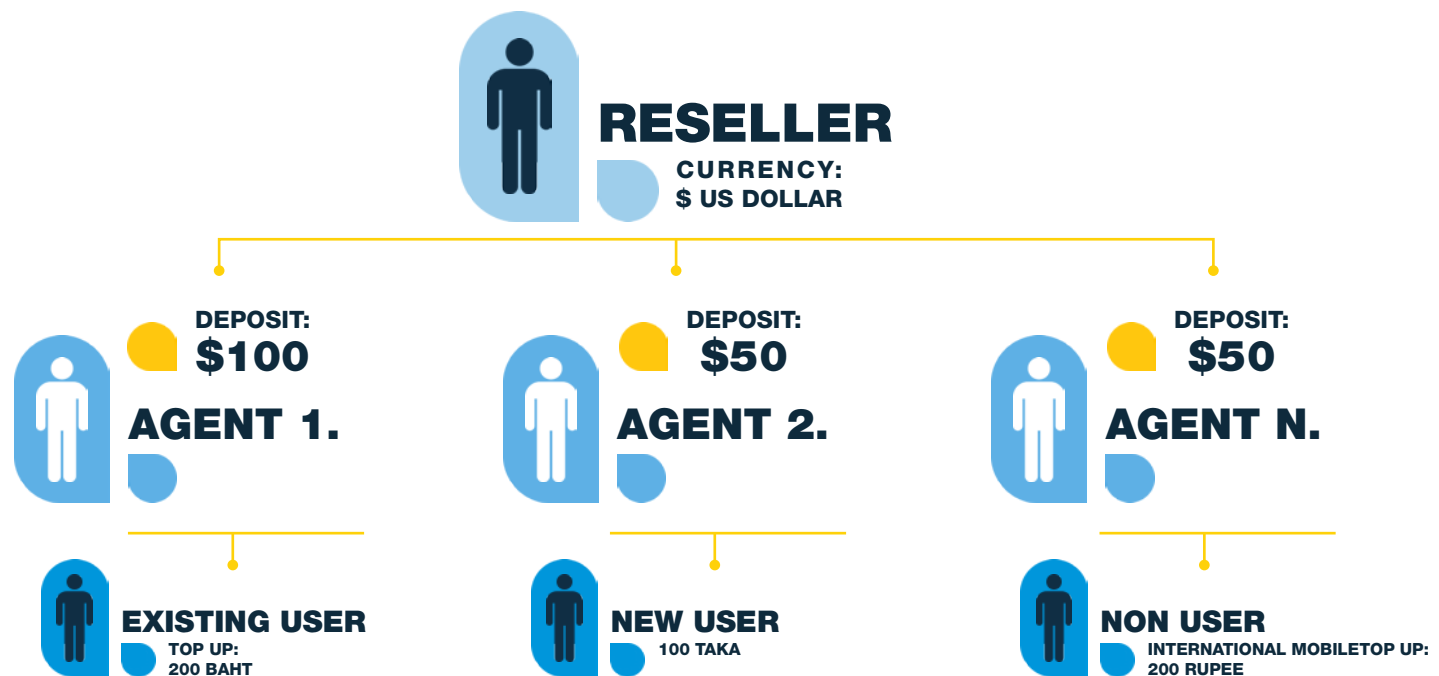
If there are no properties visible for the agent in a certain group, then the whole group is hidden in the Portal interface.

The templates are a very flexible tool enabling a reseller to differentiate Agents by giving them various powers in terms of managing clients. For example, an agent whose role is only to create new accounts from phone numbers and only to add payments to an existing account (searched by phone numbers) will not be able to see and edit any other account properties. This makes the system extremely easy to use and also secure.

INTERNATIONAL MOBILE TOP UP

This functionality allows for topping up a GSM phone number. For example, if a client wants to add \$5 to a phone number in India, he pays the agent, for example, \$7 which is the cost; then the agent only enters the phone number in the Agent Portal/International top up menu and proceeds. The Portal will display information if the top up was successful. If so, the amount will be added instantly on the destination phone number. The cost of the service will be deducted from the agent's deposit less the commission set by the reseller.

The international Mobile Top UP (IMTU) system is designed to work with various top up provides. For example, Transfer To and IDT. A VoipSwitch owner (provider) has to configure the top up account or accounts for a given reseller.



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