CARRIER2

Cloud Reseller Platform & Portal guide

Functions within the Cloud Reseller Platform

- Create customers
- Add and manage SIP–Devices
- Create Ring Groups
- Create Queues
- Upload a recording
- Create conference calls
- Reports
- Add DIDs
- Time conditions
- IVRs
- Set up Fax2Mail/Fax over IP

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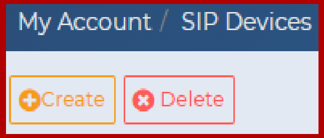
Create Customers

- To create a customer, go to “Account” > “Customers” > “Customers”. Here you will see a list of all your customers.
- To create a new customer, click “Create Customer”. 

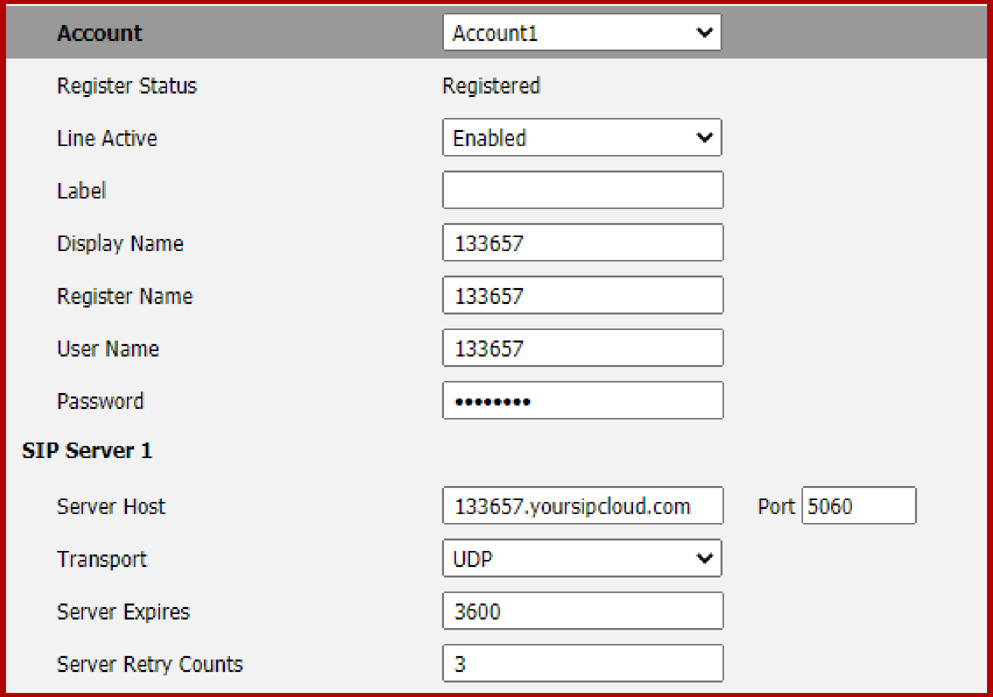
- Fill in all the details of your customer, such as their name and company details. Also you can determine the rates at the “Rate Group” section.
- When you’re done
- It’s also possible to import customers. Press “Import Customers”. You can upload a csv file that has the following information: Account Number, Password, First Name, Last Name, Company, Phone, Mobile, Email, Address, city, Province/State, Zip/Postal Code, Number Translation, Out Callerid Translation, In Callerid Translation,Concurrent Calls, CPS, Balance, Credit Limit, SIP Username, SIP Password

Add and configure SIP devices

- To add SIP Account, go to “My Account “and press “SIP devices”.



- Here you can find all the data of the SIP Account. Also, you can find the option to set up a Voicemail for this device. Always enter the desired phone number at the “Caller number” section. That’s the phone number the customer calls with. Press “Save” to create the SIP Device.



- The best way to set up SIP accounts is to log in via a PC to the IP address of the device. Navigate to the IP address through your browser. Now a login screen will appear. The correct login details can be required from the VoIP provider.

- When you’ve entered all the data, click on ”Confirm” at the bottom to confirm and save all data. The account is now registered with your VoIP provider. When you see ”registered” at the top of the page, that means that the registration was succesfull and your customers can call.

Create Ring Groups

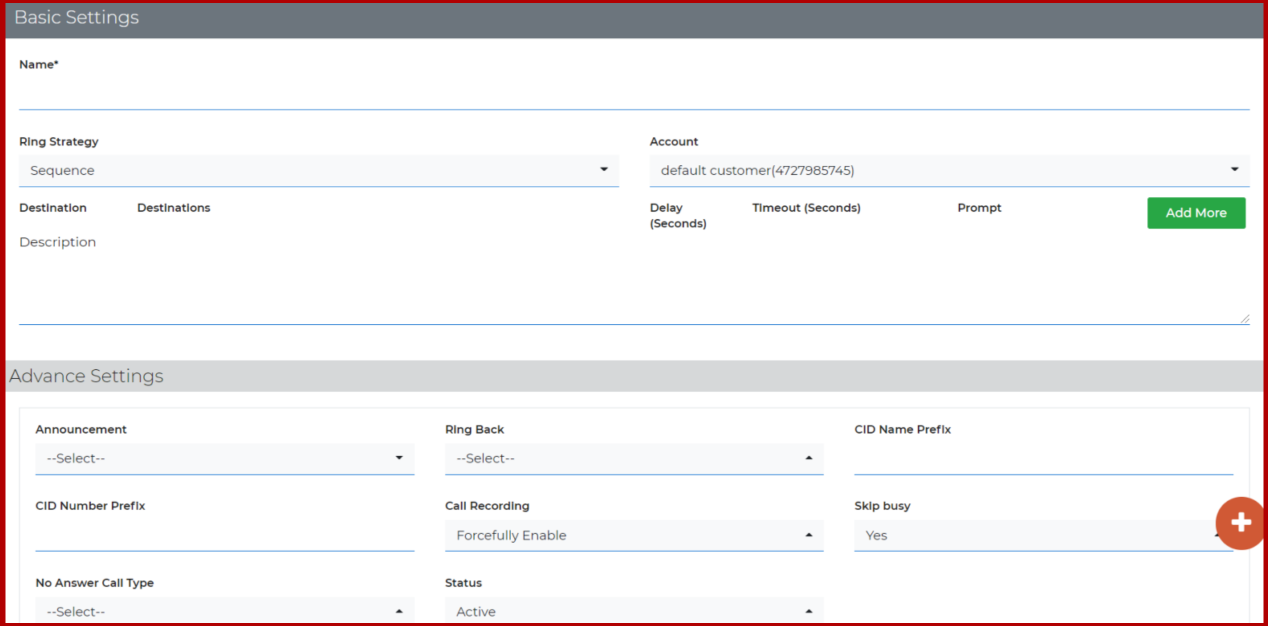
- Go to Inbound > Ring Group and press Create. Name the Ring Group and choose the preferred Ring Strategy: Sequence or Simultaneous.

- When you choose Sequence, the linked devices will ring one by one. You can choose the order and delay between each device. When you choose Simultaneous, all linked devices will ring at the same time.

- Press "add more" to add a device or forwarding phone number. Choose extension and then the desired extension to add a device. At "Timeout" you can decide how many seconds the device can ring before it goes to the next device in the Ring Group.

- At the advanced settings you'll find more options, such as an announcement tape or ring back tone.

- When you're done, hit "Save".



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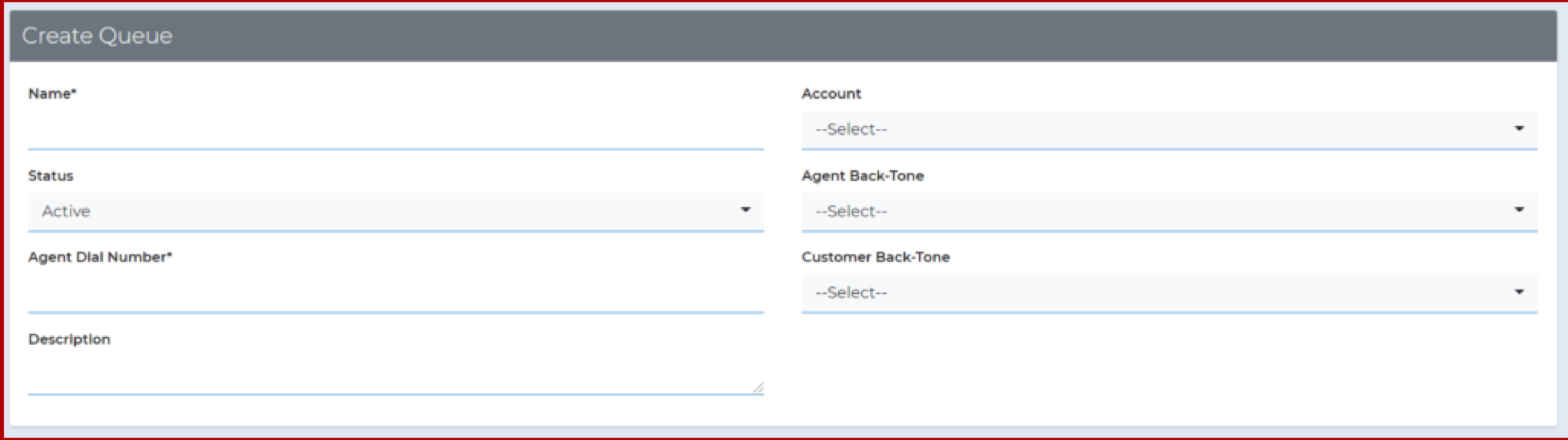
Create Queues

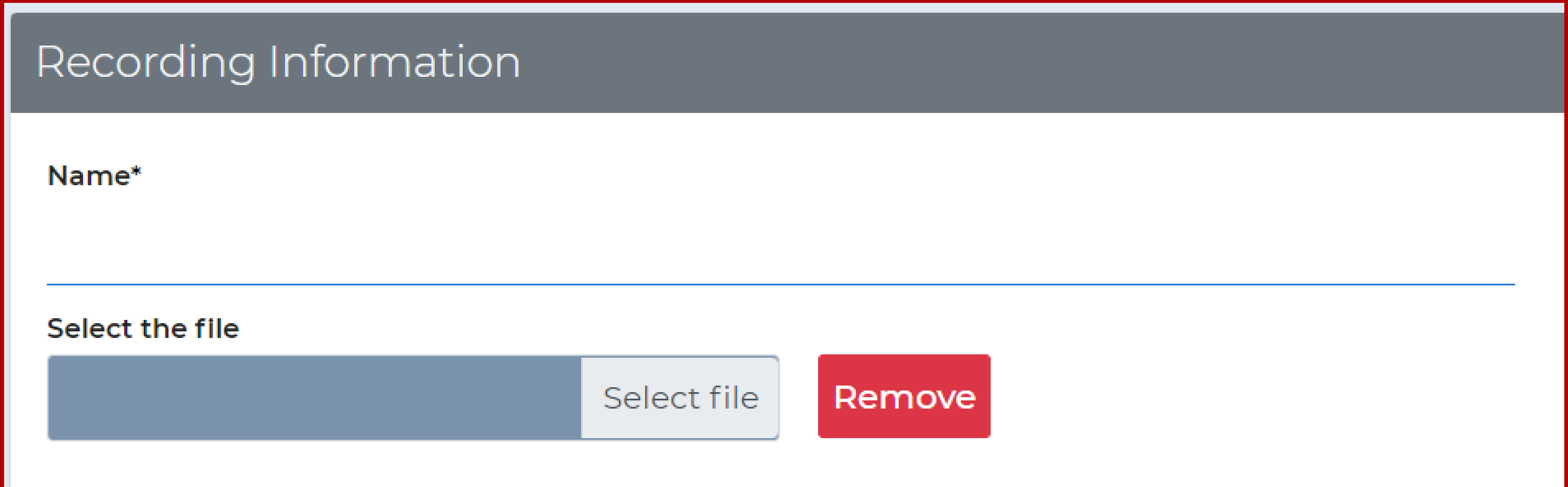
- To create a queue, go to "Inbound and select "Queue". Click on "Create" to create a new queue. Now fill in all the details. Name the queue and enter the number of the agent.



Upload a recording

- To upload a recording of, for example, a welcome greeting or music on hold for a queue, go to “Inbound” and “Recording”. Press “Create” to create a new recording. Name the recording a select the account where the recording belongs to.

- Dial 1800 to create a recording, or (for best results) upload a 16bit 8khz/16khz mono WAV file.



Call reports

- Viewing call reports is very easy. Go to "Reports" and click on "Call Detail Reports". Here you can see which number was called, If the call was inbound or outbound and how long this call was. Via filters it is possible to only see conversations from today or last week, month or year. It's also possible to listen back the conversation, of call recording is turned on. Via "Export" the reports can be downloaded into a csv file to open them in Microsoft Excel.

Export

Date	Caller ID	Called Number	SIP User	Code	Destination	Duration	Debit (EUR)	Cost (EUR)	Disposition [Q.850]	Account	Country	Trunk	Rate Group	Call Type	Direction	Recording
2021-08-04 11:34:30			--			00:59	0.0000	0.0000	NORMAL_CLEARING [16]		NETHERLANDS	--	--	DID	inbound	
2021-08-04 11:34:30			--	--	--	00:59	0.0000	0.0000	NORMAL_CLEARING [16]		--	--	--	DID	outbound	
2021-08-04 11:30:07			201		Nederland	00:11	0.1260	0.0008	NORMAL_CLEARING [16]		--	MOR	default	STANDARD	outbound	
2021-08-04 11:21:29			--			02:18	0.0000	0.0000	NORMAL_CLEARING [16]		NETHERLANDS	--	--	DID	inbound	
2021-08-04 11:21:29			--	--	--	02:18	0.0000	0.0000	NORMAL_CLEARING [16]		--	--	--	DID	outbound	

- Under "Call Summary Reports" it is also possible to have insight in call reporting. Here you can see, for example, how many call were attempted, how many were accepted an how long the average call lasted. This data can also be exported by pressing "Export".

Export

Account	Attempted Calls	Completed Calls	Duration	ASR	ACD	MCD	Billable	Debit (EUR)	Cost (EUR)	Profit (EUR)
	95	94	12:38	98.95	00:08	00:16	12:38	11.8440	0.0923	11.7517
	1	1	00:43	100	00:43	00:43	00:43	0.1260	0.0057	0.1203
	4	4	19:09	100	04:47	09:22	19:09	1.4220	0.0988	1.3232
	2	2	00:21	100	00:11	00:11	00:21	0.2520	0.0015	0.2505
	2	2	39:15	100	19:38	38:25	39:15	2.3040	0.3178	1.9862

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Call reports

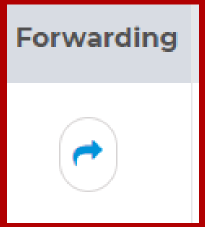
- Via "Switch" and "Live calls" you can see all conversations that are taking place at that moment. With "barge–in to live call" it is possible to intervene during a conversation. That call can also be ended immediately by pressing "hangup live call".

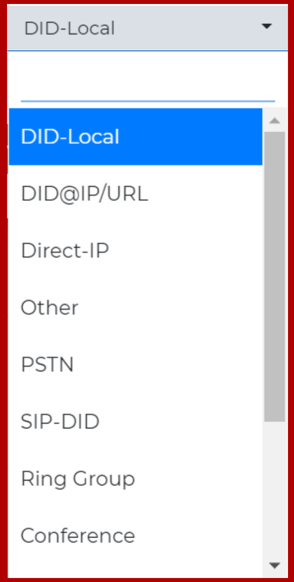
Live Calls

Action	Call Date	CID	Caller IP	Customer	Org. Pefix	Org. Destination	Org. Cost	Term. Trunk	Term. Prefix	Term. Destination	Term. Cost	Destination	Duration	Type	Status	Read / Write codecs
Hang Up			--	--							--	204	00:00:58	--	Answered	PCMA / PCMA

Add and configure DIDs

- To add DIDs, go to "Inbound" and select "DIDs" Now a list of phone numbers appears.
- You can configure DIDs by going to the right side and press "Forwarding".
- A pop-up will now open where you can choose to perform an action. You can choose the following options: DID-local, DID@IP/URL, Direct-IP, PSTN, SIP-DID, Ring Group, Conference, Queue, IVR, Time conditions, FOIP and Other.
- Press "Save", to save the DID.





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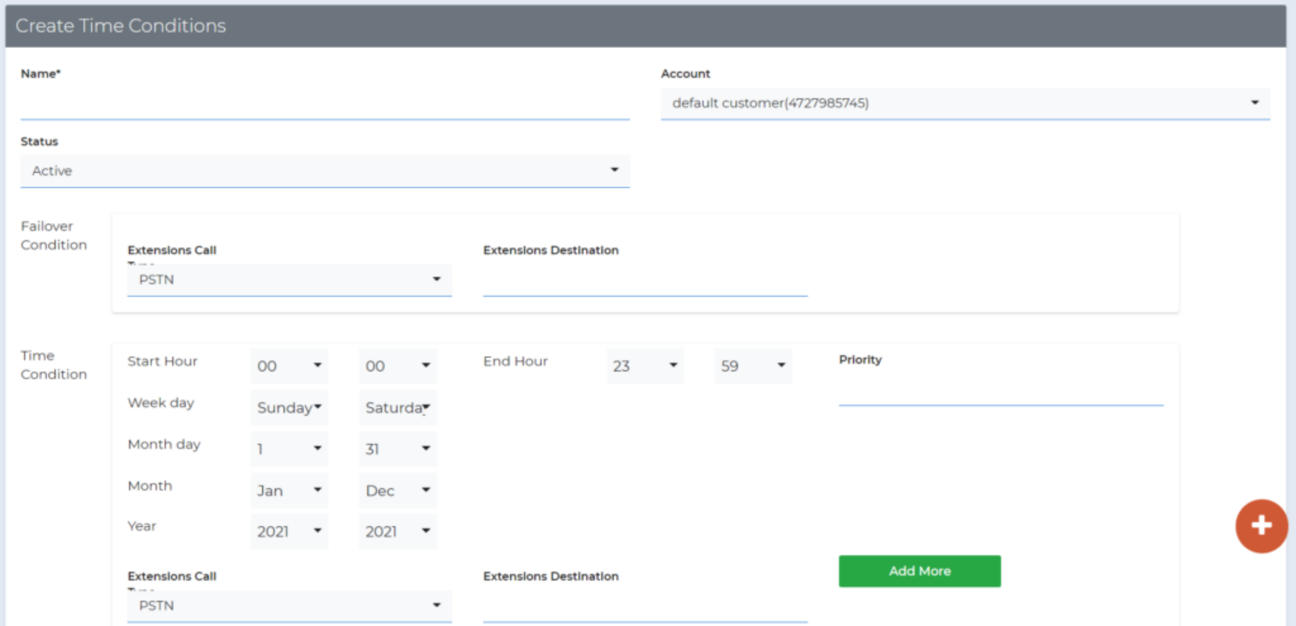
Set up time conditions

- To create a time condition called, go to "Inbound" and click on "Time conditions". Press "Create" to create a new time condition. Here you can enter all the details.
- Name the time condition and enter the extension call type, this is how the caller will be routed if the call during the set times. The following options are available: PSTN, Ring Group, IVR, Queue, SIP Device or Conference Call. Then enter the phone number of the extension type.
- After that, indicate the specific times of the time condition. This can be, for example, working hours (9 to 5). It is also possible to add multiple time conditions. For instance during the holidays you can
- Give a specific time condition priority if multiple time conditions overlap each other, by entering 1 at "Priority".
- When you're done, press "Save".



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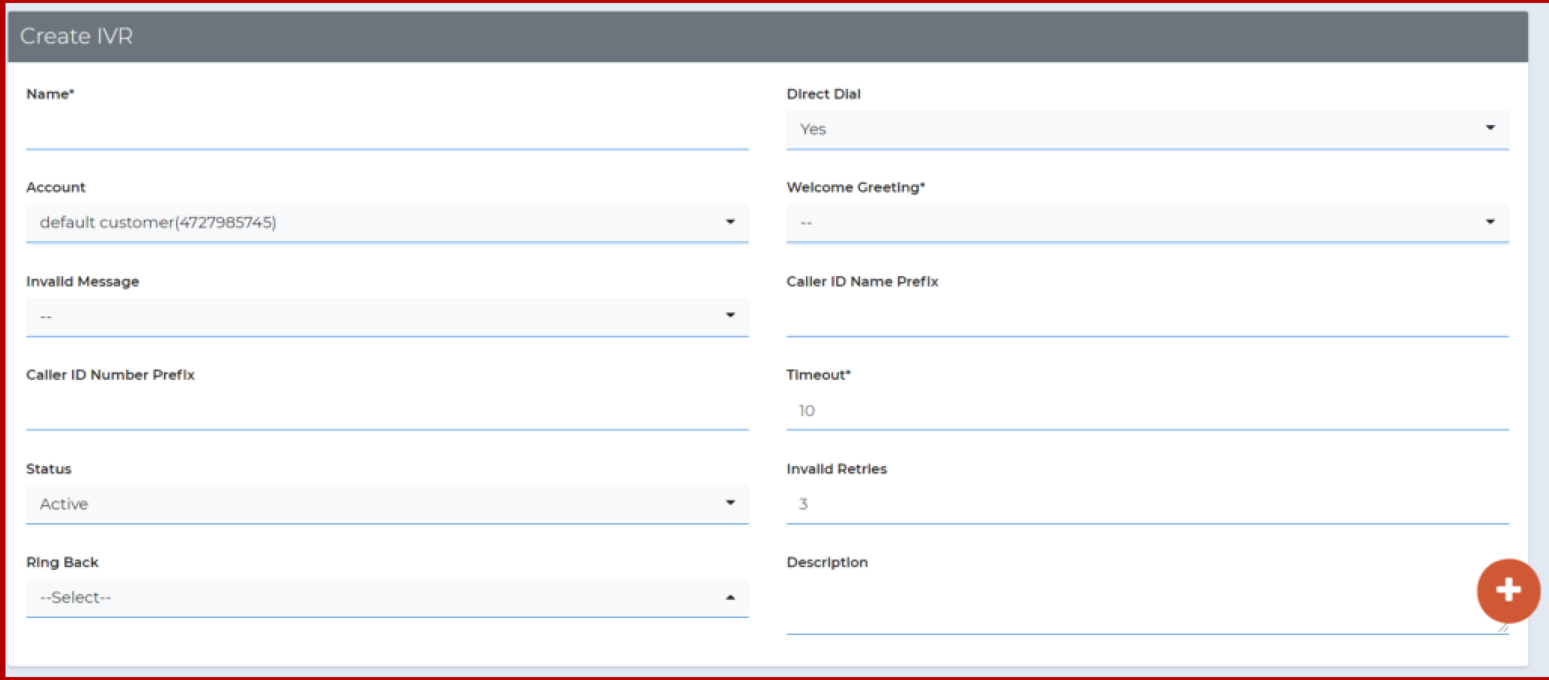
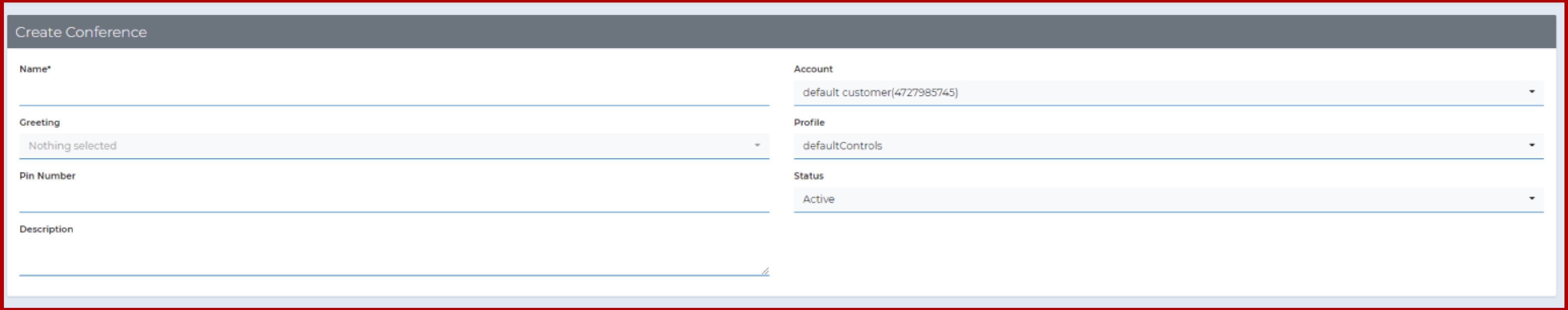
Set up an IVR

- To set up an IVR, go to "Inbound" and then click "IVR". Press "Create" to create a new one. Now you can adjust the IVR however you like. Select a welcome message and invalid message. Also select the timeout in seconds. After that amount of seconds, when the caller didn't make a choice, the tape of choices will repeat itself.
- At the advanced options, you can decide the amount of choices the caller can choose from. For example, if you dial 1 you go to a Ring Group, if you dial 2 you go to a queue.
- It is also possible to create a multi-level IVR. For example: "To go to sales, press 1", and then "To sign a new contract, press 1"
- When you're done, hit "Save".



Set up a Conference call

- To create conference calls, go to "Inbound" and click on "Conference". Press "Create" to create a new one. Name the Conference Call, select a greeting message, and select the Conference Profile.



- You can create a Conference Profile via "Inbound" and "Conference Profile". Create a new Conference Profile by pressing "Create". Within the Conference profile you can adjust all kinds of things, such as adding a soundeffect when someone enters and leaves the conference call or when someone gets muted.
- Conference Controls allow you to assign various actions to certain keys that can be perfocmed during conference calls, such as increasing or decreasing the talk or listening volume, or mute it completely. You can create Conference Controls by going to "Inbound" and "Conference Controls". Create new Conference Controls by pressing "Create".

Set up Fax over IP

- When it comes to Fax Over IP, there are 3 options: **Web2Fax**, **Fax2Mail** and **Mail2Fax**.

- With the Web2Fax function it is possible to send the fax in different formats from the web portal. Go to “Configuration”, “APFaxer”, “Faxer” and press “Create”.

- Select the device to be used to send faxes. The system uses the selected caller ID and extension name to send the fax. Also enter the Fax number to which the fax is to be sent.

- It is possible to send two types of faxes: Text and File.

- **Text**: Allows you to write your fax content in the text field and the system will convert that text to PDF and send it as a fax.

- **File**: Upload a file in various formats, such as pdf, tiff, doc or docx, and the system sends it as a fax.

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Set up Fax over IP

- The Fax2Mail function makes it possible to receive a normal fax and get it in the mailbox as a PDF file. To set this up, go to “Inbound”, “DIDs” and press “Forwarding”.

- Set Call Type to “FOIP” to receive a fax. Enter the e-mail address where the faxes should arrive at “Destination”. It is not possible to enter more than one email address.

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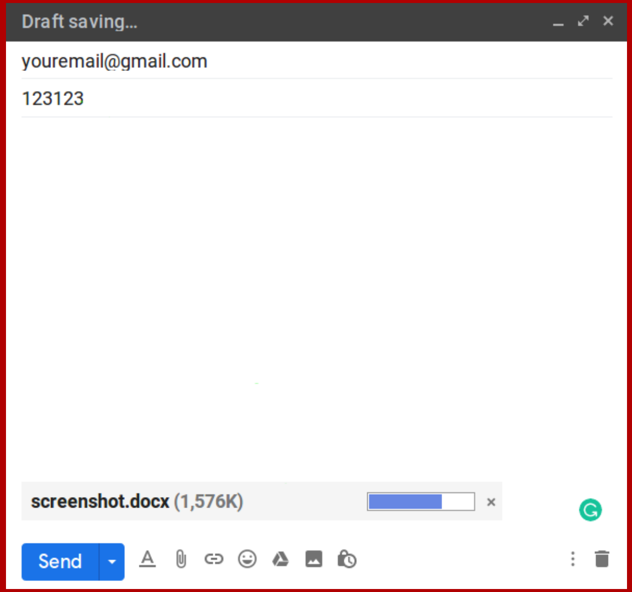
Set up Fax over IP

- With the Mail2Fax function it is possible to send e–mails that reach the recipient as a fax. Configure the fax mailbox information from which emails can be sent and the system sends it as a fax.
- To set this up, go to "Configuration", "Settings" and press "Fax". In "Fax send Retries", set how many times an e–mail can be resent before the system shows it as a send error. Indicate at "Fax Email Id" from which e–mail address all e–mails should be sent as faxes, for example fax@······..com. Also enter the password and hostname for this email address. Finally, enter the Fax Server IP.
- To send a fax by e–mail, enter the fax number to which the fax should be sent as subject when sending an e–mail. It is important that this e–mail is sent from the e–mail address indicated earlier, such as fax@······com.



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Functions within the Carrie2 portal

- Port phone number
- Simply ask a question and get an answer
- Have insight in your orders and invoices

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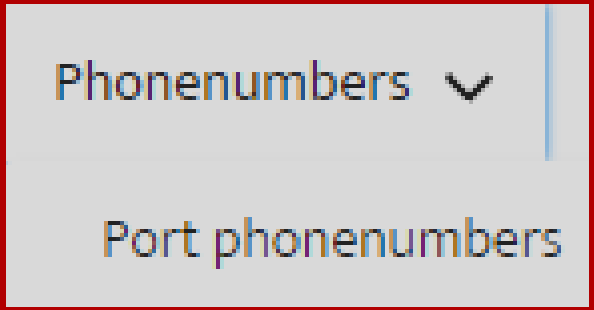
Port phone numbers

- First, log in to the portal via https://portal.carrier2.network/
- To port phone numbers, go to Phonenumbers and choose port phonenumbers
- Now, fill in all the company details and select if you want to port a single number or number range. Also select the desired date of porting



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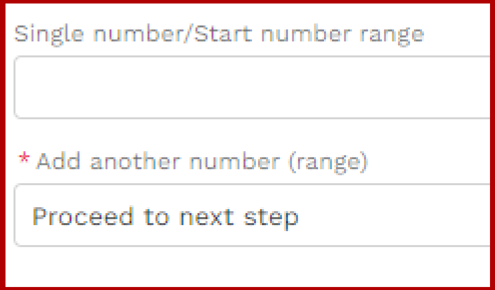
Port phone numbers

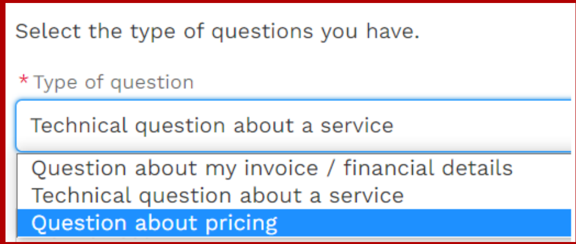
- Now enter the phone number to be ported or the beginning of the number range

- If you want to port multiple numbers or number ranges, select this option at the “add another number (range) section”. When you’ve entered the desired numbers or number ranges, select “Proceed to next step” and click “Next’

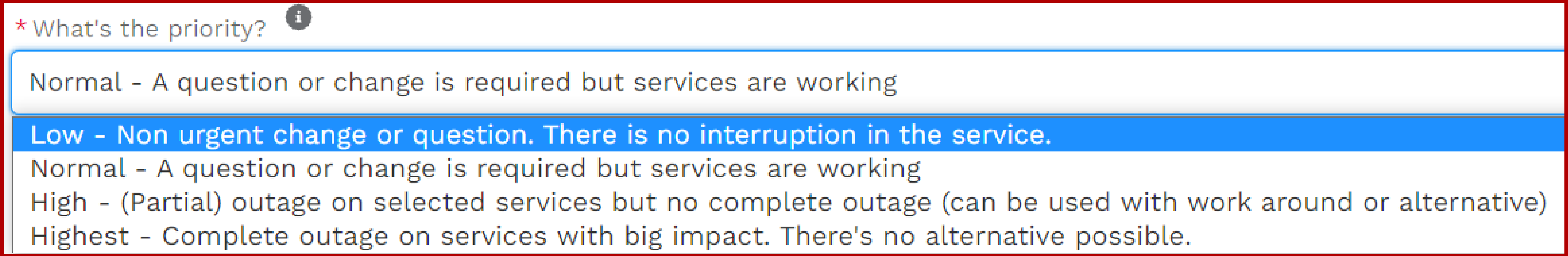


Simply ask a question and get an answer

- I you have any questions about pricing, invoices or a technical question about a service, go to “Cases” and “New case” to create a new ticket. Select the type of question you have and who your contact is. If you have multiple questions, please open multiple cases. In this we’ll make sure all your questions get an appropiate answer.



- Then choose the urgency of the question. Is it a slight problem without consequences or does the problem have a bigger impact?



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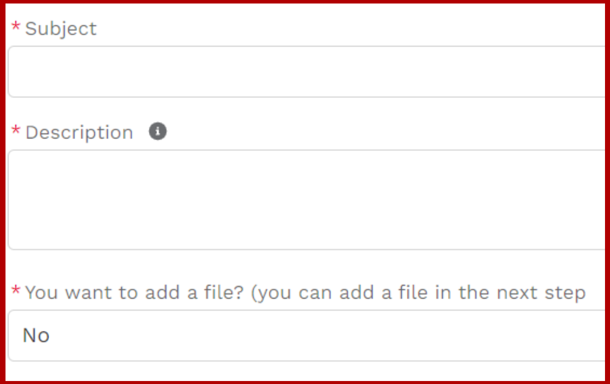
Simply ask a questionand get an answer

- Finally, give the ticket a name and enter your question. If your question needs an attachement, you can also add it.

- It is also possible to view all open cases by going to “Cases” and select “Open cases”



Have insight in your orders and invoices

- To view your orders, go to “Services”. Here you will see an overview of all your orders

CommunityOrders

MT/2021323058

NL@2021323058 - Opgeleverd

- Click on the reference number to view more details about the order.

- To view all your invoices, click on “Invoices” at the top. You will then see an overview of all your invoices, with invoice number, invoice date and a PDF attachment of the invoice.

My invoices

Factuurnummer	Factuurdatum	PDF-bijlage	CDR file
...	1-5-2017	Open factuur	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