

Premium Reseller:

A Guide to Getting Started

A Premium Reseller guide to:

Branding your portal

Creating Custom Billing Plans

Adding New Client Accounts

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About the Author



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Chris is founder and Managing Director of hosted telephony provider Hostcomm. The business was one of the first of its kind in the UK and today offers an unrivalled VoIP network infrastructure. Chris's 20 years' experience in voice and data networking and pursuit of innovative new technologies ensure Hostcomm's services are stable, cost-effective and continuously evolving.

Getting started with your Hostcomm Reseller Bundle

Thank you for signing up as a
Hostcomm Premium Reseller.

You now have your own partition on our VoIP telephony platform.
Start by customising your portal by uploading your company logo
and selecting from a number of skin colours.

To get started, login to your telephony portal.

Login details were issued to you by email.

If you cannot find these details, please email support@hostcomm.co.uk

Branding

Uploading your logo

Select 'Unified Communications' from the left hand server menu => My interface Settings => Browse to your logo in the 'Program logo' setting.

Note: The logo file should be in a .gif, .jpeg or.png format and its height must not exceed 50 pixels.

The screenshot shows the 'My Interface Settings' page for Unified Communications. The left sidebar has 'Unified Communications' selected under the 'Server' menu. The main content area is titled 'My Interface Settings' and contains the following sections:

- Tools:** Restore dismissed alerts (with a warning icon).
- Default Interface Preferences:**
 - Rows in table *: 10 rows
 - Expanded alerts *: 3
 - Interface skin: Default
 - System language: English
 - Display tool tip:
 - Display context help:
 - Program logo: Browse...
 - Logo URL: (e.g.: http://example.com)
- contactpro Interface Preferences:**
 - contactpro application name:
 - contactpro logo: Browse...
 - contactpro logo URL: (e.g.: http://example.com)

* Required fields

Setting your Skin options

The skin options are available under the 'Interface skin' drop down menu to further customise your Premium Reseller Portal interface.

Creating custom billing plans

As a Hostcomm Premier Reseller you can make a margin on the call rates that Hostcomm charge you. Before you add any clients you must create your custom charging plans.

There are a number of charging plan options you can choose to adopt:

- 1 Pre pay or post pay
- 2 A fixed price charging plan
- 3 % uplift relative to the Hostcomm call costs
- 4 You can create multiple charging plans, bespoke to each client account.

For example, you may want to uplift one of your clients call charges by 20% and another by only 10% as they have much higher call volumes.

Example

Below is an example of how you would create a prepay charging plan to uplift Hostcomm call charges by **20%**.

1

Add a charging plan

Click on 'Charging Plans' in the Server menu => Add a charging plan.

Enter New Charging Plan Information

Configure the new charging plan for the current client. Establish the charging plan's settings, charging policies and sounds. Set its monthly limits depending on the options selected in the charging plan description section.

Charging Plan Description

Name * Set as default charging plan

Allow incoming calls Allow calls from any network

Allow calls to public network

Allow local calls to extensions owned by the same client like caller

Allow extended local calls to extensions owned by other clients in the infrastructure

Charging Policy

Charging plan type * Prepaid Postpaid

Charging Segments

Charge outgoing calls indivisible for the first * seconds (applies to internal and public network calls)

After the first segment charge every * seconds

Charge incoming calls indivisible for the first * seconds (applies only to calls from public network)

After the first segment charge every * seconds

Fees

Initial credit available for outgoing calls * UKE Unlimited (to any destination local or in public network)

Initial credit available for incoming calls * UKE Unlimited (for calls coming from local or public network)

Charging method Fixed prices Relative to call cost

Charge incoming calls * x call cost + UKE/second (coming from public network)

Minimum price per outgoing call UKE

Charge outgoing calls * x call cost + UKE/second (destination is in public network)

Charge local calls to extensions * x call cost + UKE/second (destination is owned by the same client like caller)

Charge extended local calls to extensions * x call cost + UKE/second (destination is owned by other clients in the infrastructure)

Sound Files

Play custom sound file when outgoing access is blocked

* Required fields

2

Name your Call plan.

eg. 'Prepay20percent'. If you want this charging plan to be your default plan check the box.

3

Complete the charging Plan Description

Complete the Charging Plan Description settings as below to allow incoming calls, inter extension and inter client extension calls.

4

Check the Prepaid radio button

Hostcomm charges in 10 second increments, so you need to ensure that all charging segment settings are set to the same.

Note:

- + We advise that you set an initial outbound call credit of £1 to allow for client test calls.
- + Allow unlimited inbound calls.

5

Check the 'Relative to call cost' button

Complete the Charging Plan Description settings as below to allow incoming calls, inter extension and inter client extension calls.

6

To **uplift by 20%** set the 'Charge outgoing calls' setting to $1.2 \times \text{call cost} + 0$. If you want to introduce a call setup fee amend the '0' setting. Set all other fee settings to '1' and '0' unless you want to charge for inter extension calls.

7

Press the 'OK' button to accept your settings.

In addition to uplifting by a percentage, you can also add exceptions from the Charging Plans home page


Charging Plans for Reseller Nick Brown

This page lists the charging plans available for the current client. You can add new charging plans, delete, search or add charging destinations exceptions for the existing plans. Edit a charging plan by clicking its name.

Tools

Add a charging plan Reseller Charging Plan

Charging Plans

S	I	O	L	E	ID	Name	Type	Outgoing	Incoming	Clients	Created	D
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	243	Example	Prepaid	Initial credit: 1 UKE	Initial credit: Unlimited	0	Nov 20, 2014	

1 charging plan(s)

Number of entries per page: 10, 25, 50

Click on the  icon to take you to the screen below.

Tools

Manage packages

Upload Cost File

Charging method

Agree to replace ALL destination costs

Upload cost file

Field separator

Add Costs

Cost *

For calls to [] , description: []

Cost [] x call cost + [] UKE/ [] seconds

Free minutes every month from package []

* Required fields

Ok Cancel

You can then insert an area code and set up individual call cost rules for that code. You can add multiple rules if required.

Adding a new client

Once you have created your Premium Reseller charging plans you can add your first client by clicking on the Add Client icon. As a Premium Reseller, you can add an unlimited number of clients.

Complete the screen below and apply the appropriate charging plan you have created.

Add New Client

[Return to my account](#) [Open menu](#) [Help](#) [Up level](#)

Use this page to configure the new client account. Fill in the client information and choose whether you want to set its permissions, limits and phone numbers now or later.

Client Form

Create using template: --

Company name:

Contact name *:

Login *:

Password auto generation:

Password *: (at least 5 characters)

Confirm password *:

Phone:

Fax:

Email:

Address:

City:

Postal/ZIP code:

Country *: United Kingdom

Region *: Devon

Time zone *: Europe/Belfast

Interface language: Default (English)

Company industry: Unknown

Advertising template: Global

Client notes:

Charging and Outgoing Call Filtering

Charging plan: Prepaid

Outgoing routing rules group: --

Choose client roles and phone numbers

* Required fields

Adding extensions

Prior to adding an extension, if you haven't already you need to create a 'Client Charging Plan' to apply to the extensions. Typically these will be postpay unless you want to restrict the number of calls a specific extension can make. Below is a typical example :-

Add New Charging Plan for Client Nick Brown

Configure the new charging plan for the current client. Establish the charging plan's settings, charging policies and sounds. Set its monthly limits depending on the options selected in the charging plan description section.

[Open menu](#) [Help](#) [Up level](#)

Charging Plan Description

Name * Set as default charging plan

Allow incoming calls from any network

Allow calls to public network:

Allow local calls to extensions owned by the same client like caller

Allow extended local calls to extensions owned by other clients in the infrastructure

Charging Policy

Charging plan type * Prepaid Postpaid

Limit calls to public network to amount * UKE Unlimited (monthly, resets on first day of the month)

Limit calls from public network to amount * UKE Unlimited (monthly, resets on first day of the month)

Limit calls to public network to minutes * in time interval (monthly, resets on first day of the month)

Charging Segments

Charge outgoing calls indivisible for the first * seconds (applies to internal and public network calls)

After the first segment charge every * seconds

Charge incoming calls indivisible for the first * seconds (applies only to calls from public network)

After the first segment charge every * seconds

Fees

Charging method Fixed prices Relative to call cost

Charge incoming calls * x call cost + UKE/second (coming from public network)

Minimum price per outgoing call UKE

Charge outgoing calls * x call cost + UKE/second (destination is in public network)

Charge local calls to extensions * x call cost + UKE/second (destination is owned by the same client like caller)

Charge extended local calls to extensions * x call cost + UKE/second (destination is owned by other clients in the infrastructure)

Sound Files

Play custom sound file when outgoing access is blocked

* Required fields

If the 'Add Extension' icon is greyed out you will need to upgrade your reseller software licence. This can be done by logging into your client portal through the Hostcomm website here:-

<http://www.hostcomm.co.uk/store/>

You will have received your login credentials in your 'Welcome' email.

Click on 'My Services' under 'My Dashboard' and click on the icon next to your reseller product. This will take you to the following screen:-

Registration Date:	19/11/2014
Product/Service:	Reseller Products - Reseller Prepaid Contact-Pro - Starter Bundle
Payment Method:	Bank Transfer
First Payment Amount:	£6.66GBP
Recurring Amount:	£9.99GBP
Next Due Date:	09/12/2014
Billing Cycle:	Monthly
Status:	Active

[Login to VoIP Control Panel](#)

Login Details

Username/Password:	NickBrown5181 / N8qq87Cko3		
Enter New Password:	<input type="password"/>	Password Strength:	<input type="text"/> Weak
Confirm Password:	<input type="password"/>		

[Update](#)

Account Addons

Addon	Pricing	Next Due Date
No Addons Purchased Yet		

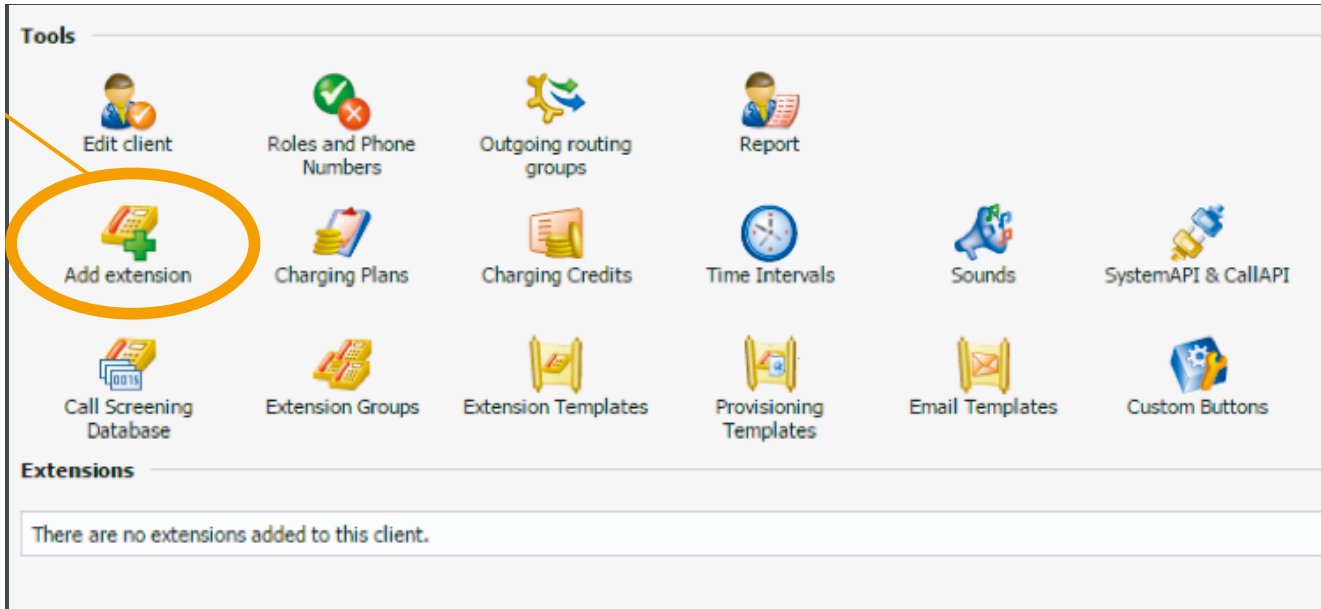
<input type="checkbox"/> Active	<input type="checkbox"/> Pending	<input type="checkbox"/> Suspended	<input type="checkbox"/> Terminated
---------------------------------	----------------------------------	------------------------------------	-------------------------------------

« Back	Upgrade/Downgrade	Request Cancellation
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Click on the Upgrade/Downgrade button => Select the appropriate new product.

Please note:

This is the total number of extensions you require, not how many extensions you would like to upgrade by. Once you have completed the checkout process you will now have the ability to add further extensions and the 'Add extension' icon will now be selectable.



Click on the 'Add extension' icon and complete the details in the page below :-

Add New Extension

Use this page to configure the new extension's settings. Fill in the extension information and choose whether you want to set its permis

Extension Setup

Number * The extension number requires 3 digits.

Extension Owner

Create using template

Company name

Contact name *

Login *

Password auto generation

Password * (at least 5 characters)

Confirm password *

Phone

Fax

Email

Address

City

Postal/ZIP code

Country *

Region *

Time zone *

Interface language

Phone language

Extension notes

Extension Type Selection

Extension type * Phone terminal Callback
 Queue Calling card
 IVR Intercom/Paging
 Voicemail center Queue login center
 Conference

Charging and Outgoing Call Filtering

Charging plan

An extension can be a phone, queue, IVR or conference extension. Complete the details and select the appropriate charging plan if you have more than one.

Ensure the 'Choose extension roles and phone numbers' box is checked and it will take you to the following screen where you can configure the finer details for the extension.

Roles and Phone Numbers for Extension Postman Pat (7291085*001) Open menu ▾ Help Up level

Use this page to set the extension's roles and phone numbers. Also, you can define the extension's **Sharing Policies** and **contactpro** features.

Permissions

Extension is multi user aware:

Phone extension SIP management:

IM management:

CallerID management:

Sound management:

Allow to provision devices:

Limits

Maximum disk space for sound files *: MB Unlimited

Maximum disk space for music on hold files *: MB Unlimited

Maximum public concurrent calls *: Unlimited

Maximum internal concurrent calls *: Unlimited

Account expiration date: Unlimited

Select extension type parameters

contactpro Preferences

Level:

Advertising:

Show browser chat:

Show active calls:

Perform operations on calls:

Record calls:

Whisper/Barge-In calls:

Unpark calls:

Pickup calls:

Ok Cancel

For more complicated procedures such as adding IVR extensions simply email the details such as IVR options and extensions to ring on selection of each option to support@hostcomm.co.uk along with any prompts or scripts for prompts and the team will set it up for you.

Get the most from your service

Visit the portal:

<http://www.hostcomm.co.uk/store/>

Understand the risk and impact of data loss - and what
your contact centre can do to stay protected.

Learn more about Hostcomm hosted contact centre services:

 0808 168 4400 / 0203 372 8420

 sales@hostcomm.co.uk

 www.hostcomm.co.uk

 [linkedin.com/company/hostcomm-ltd](https://www.linkedin.com/company/hostcomm-ltd)

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 **Hostcomm**
Business VoIP Solutions