



SyncSwitch

# Rate Administration Guide

Creating and uploading Rate Charts, Rate items and destinations

**V 1.1**

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## Introduction

SyncSwitch is a complete switching and billing platform for IP based telecommunication service providers. It can work as both proxy and non proxy mode. With capabilities like codec conversion and protocol conversion, SyncSwitch is one of the best SoftSwitch with full proxy in the market. SyncSwitch comes with all the features and functionalities required by modern VoIP and other IP based telecommunication services.

SyncSwitch is an easy to use and web based application. Users can control and manage everything from the web panel from any where of the world without requirement of any additional software installation on the client PC or laptop. We recommend Mozilla Firefox (any version) as web browser for best view of SyncSwitch Interface.

Along with all other features, SyncSwitch comes up with built in Billing solution which consists of advanced destination and rate management. This guide will help you to understand, configure and operate rate charts and destination in SyncSwitch.

### Key Rate Administration Features of SyncSwitch

- Time based rating can give the facility of peak and off-peak rating and availability of the package in specific days of week.
- Minimum duration, pulse, grace period, rate per call and second per minute can provide the access to manipulating packages as customer wants.
- Rate chart upload facility from \*.CSV file can give easy access and faster control over the rate change.
- Owners base rate showing in My Account option for every level of web login.
- Rate Chart assignment for every entity accordingly for unlimited level of reseller.
- Copy rate chart creation.
- Addition and multiplication of base rate while copying a rate chart.

Things may look complex now, but relax. I assure you will find them very easy as long as you read forward.

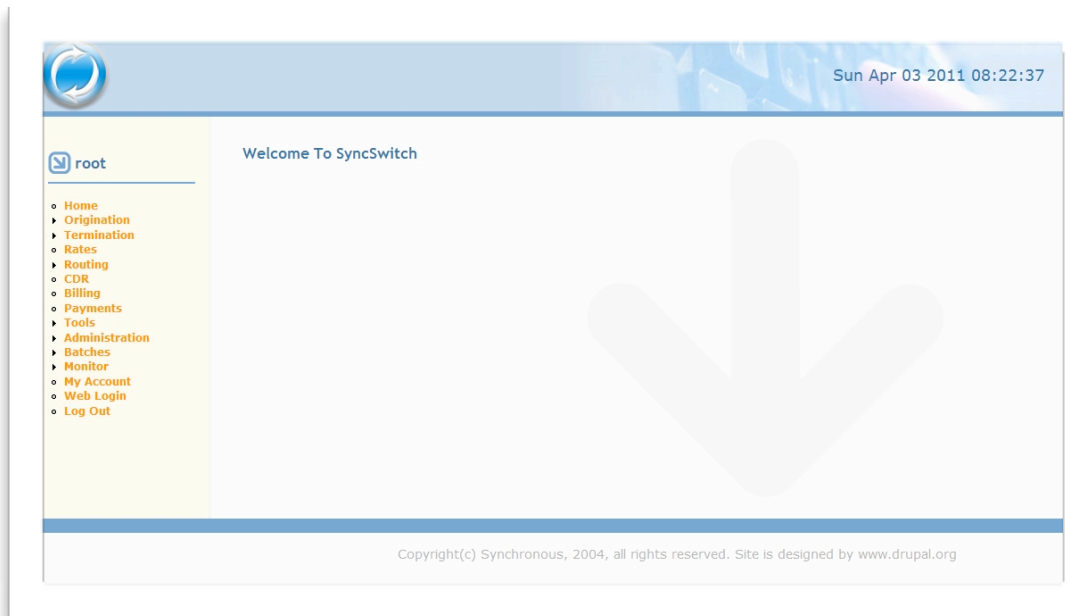
## Before You Start

In order to be able to log in and operate the SyncSwitch, you should have access to the following information:

- Sync Switch Login URL (i.e. <http://192.168.101.100/mysyncswitch/>).
- Sync Switch Login username and password (i.e. user name: root, password: \*\*\*\*\*).
- Rate Chart template (\*.xls format).

Please make sure that you have all these information before you proceed to next steps.

## Login to SyncSwitch



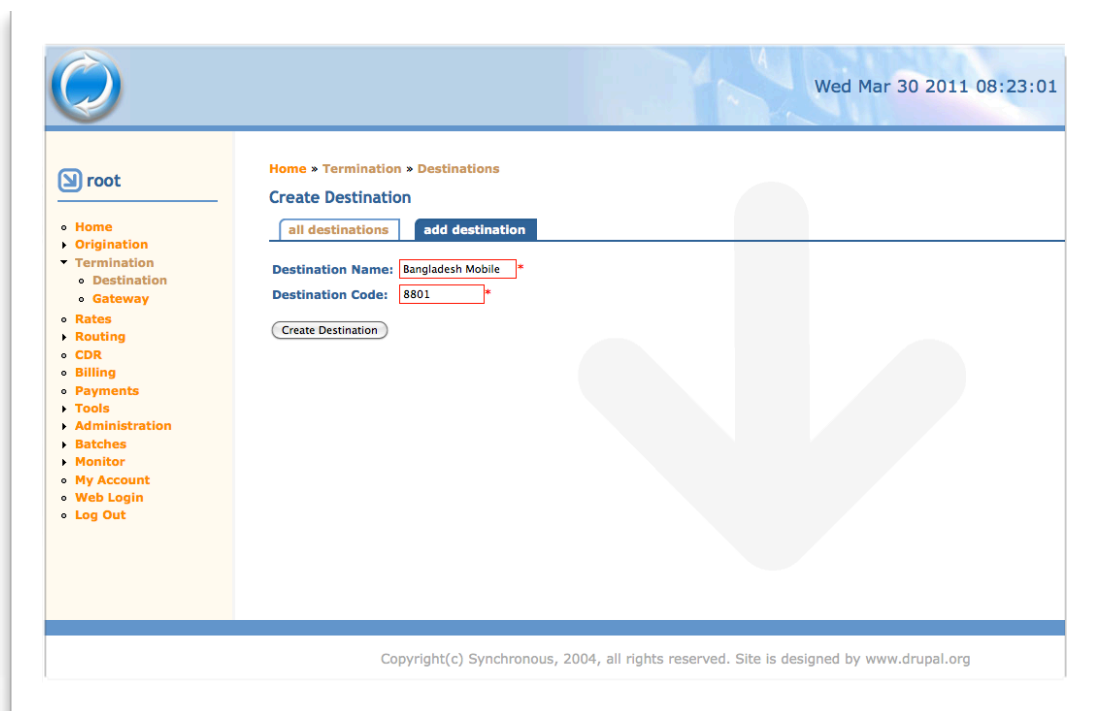
Please log into SyncSwitch with the provided URL, username and password in your web-browser. You will see a page like above once you are successfully logged in. Links on left navigation menu gives access to all functionalities of the Switch.

# Destination Administration

## Adding Destinations

Now, you are logged in into the SyncSwitch, first thing we will do is add destinations. Because Destinations are prerequisite for all operations and configurations of SyncSwitch. Here, destinations are added according to your business requirement. If you have business in many telephony destinations, you can add as many as you want. You can do that by following steps.


- ✓ Go to **Termination >> Destination >> Add Destination**
- ✓ Put destination code and destination name at specified field.
- ✓ Press **Create Destination** Button




For Example, we are adding **Bangladesh Mobile** as destination here.

If you want to add more Destinations then repeat the same procedure as many times as you may need. You just have to make sure that all the Destinations you would like to use for your business are added here. Destination Codes are unique, but names are not. You can add any specific destination only once.

If you are going to add to A-Z (all countries) destinations, you do not need to create an entire list of country codes and area codes by yourself like this. You can do that in two shortcut way.

 First you can do that by adding 1-9 as your destinations and it will cover whole world. Following are the codes which represent a specific part of the world.

- 1 - USA/Canada/Caribbean
- 2 - Africa
- 3 - Europe
- 4 - Europe
- 5 - South America/Caribbean
- 6 - Asia/Australia/Pacific
- 7 - Russia/CIS
- 8 - Asia
- 9 - Asia

 Secondly, you can do this by uploading a complete list of A-Z destination and rate chart as well. In that case you do not need to add any destination manually. All unique destination codes available in your uploaded rate chart will be automatically added to the destination list. We will discuss uploading procedure of rate chart in later sections.

## Searching Destinations

Destinations are searchable by destination name and destination code. If you want to find out a specific destination, you can find them by searching from here. As well as, you can download the destination code list in \*.csv format and process that according to your need. You can access searching option from **Navigation Menu >> Termination >> Destination >> All Destination.**

## Editing Destinations

Destination names can be edited by clicking on the name of the destination from search result table under All Destinations Tab. Destination codes are not editable, only destination names can be edited by following this procedure. Destination names can be duplicate.

## Deleting Destinations

Deleting destination is not possible. Because destination codes are base of all billing operation and calculation. If any destination is deleted, all previous data for this destination will be effected and there will be inconsistency of data on billing. So, this operation has been prevented.

## Creating Rate Chart & Rate

Rate Chart is a collection of individual destination based rates. For example, "Selling Rate" is the name of the rate chart which consist selling rate for Bangladesh Proper (880), Bangladesh Dhaka (8802), Bangladesh Mobile (8801), Bangladesh Chittagong (8803), India Mobile (919) and many others. So, "Selling Rate" is a rate chart which is collection of various rates of various countries and destinations. Thus, for proper functioning, we need to add a rate chart first and then add rate items under that rate chart. Rate Chart itself do not have any rate or destination, so adding only rate chart without any rate item into it will not work.

### Add Rate Chart

- ✓ Go to **Rates >> Add Rate Chart**
- ✓ Provide information in specified fields

The screenshot shows a web interface for creating a rate chart. On the left is a navigation menu with items like Home, Origination, Termination, Rates, Routing, CDR, Billing, Payments, Tools, Administration, Batches, Monitor, My Account, Web Login, and Log Out. The main content area is titled 'Create Rate Chart' and contains the following fields:

- Rate Chart Name:** Customers Rate
- Based On:** Blank Table
- Rate Multiply By:** 1
- Add Rate With:** 0
- Assigned To (Owner):** --Myself--
- Comment:** (empty text area)

A 'Create Rate Chart' button is located at the bottom of the form. The page footer contains the text: 'Copyright(c) Synchronous, 2004, all rights reserved. Site is designed by www.drupal.org'.

**Rate Chart Name :** Provide an identical rate chart name by which you can identify the rate chart later on. For example, you can name it by type i.e. Selling Rate or Buying Rate, or you can name it according to provider or customer. For example Buying Rate Provider X, Selling Rate for Customer Y, etc.

  
**Based on**

: If you have created any rate chart previously, you can create rate chart now based on that rate chart by selecting that rate chart from this drop down. List of names of all previously created rate chart is automatically available to this drop down. This will save a lot of time for you. If you create a new rate chart based on another previously created rate chart, it will copy all rate items with their respective settings to the new rate chart. Along with Rate Multiplication or Addition facilities which is available just after this field, you can change the rate charged for any specific destination. Addition and multiplication is described hereunder. You can add additional rate items to the rate chart as well once the rate chart is created. Procedure for adding a rate item under rate chart is described in further sections. If you want to create a fresh rate chart, select Blank Table from the drop down.

**Rate Multiply By**

: This option is effective if you create a new rate chart based on any previously created rate chart. The number you provide here, previous “rate per minute” amount will be multiplied by that number. For example, lets say you are creating a selling rate chart based on a buying rate chart which you have previously added. Now you want to add 25% profit with your selling rate based on your buying rate. So, if you are purchasing a route \$0.04 per minute (namely 4 cents) and you want to add 25% profit on it. 25% of \$0.04 is \$0.01. If you add this profit with base rate, your selling rate is \$0.05. For this operation, put 1.25 on the field (multiply with 1.25) which will add 25% with all rate items rate per minute in the newly created rate chart. If you multiply \$0.04 with 1.25, you will get \$0.05 which is adding 25% with the base rate. Like this for 10%, you can multiply with 1.1, for 20% you can multiply with 1.2.

At the very same way, you can reduce rate by a fixed proportion as well. For example, you have a rate of \$0.04 set, now you want to reduce it by 25%. So multiply it with 0.75 which will give you \$0.03.

If you do not want to multiply the rate to increase in a fixed proportion or percentage, you can just put 1 on the field. Whatever number you multiply with 1, it will remain the same number.



**Add Rate With** : This is another magnificent feature which gives you superior control over copying a rate chart and establishing new rate. You can add a fixed amount of profit with all of your rate with this feature. Lets take the previous example again. This time lets say you want to add \$0.0025 (quarter cents) of profit with each of your rate item. You can do it by simply putting 0.0025 on the field. So, if your base rate was \$0.04, your rate will be now \$0.0425.

At very same way, you can deduct a specific number from base rate of all rate item available in the base rate. For example, if you want to reduce your rate by \$0.0025, simply put “-0.0025” and it will deduct the amount from your rate. Remember the minus (-) sign.

If you do not want to add or deduct anything, put 0 into the field.

**Assigned To** : You can create a rate chart and assign that to any of user entity i.e. any level of reseller or company that is directly under you. Then they can see this rate chart and use that rate chart. If you assign myself, it will be assigned to yourself and no one else will be able to see this rate chart or use this rate chart.

**Comment** : Here you can put description regarding the rate chart. Some description can help you to remember in future for exactly which purpose you have created this rate chart. You can keep it blank as well.

 After filling up the form click **create rate chart** button.

## Adding Rates In A Rate Chart

We are done with rate chart creation, a rate chart has been created without any rates in it if you did not choose any base rate. If you choose any base rate, you will see all the rate item under the rate chart that was available on the base rate chart. We can add rates under create rate chart in both case. Now, we will see how to add a rate item under a rate chart.

- ✓ Go to **Rates >> All Rtes Charts**
- ✓ Click on rate chart name that you just have created from the list
- ✓ Click on **Add Rate** link under **Rates** tab
- ✓ Fill up the form with appropriate data
- ✓ After filling up the form, press **Create Rate** button.

Wed Mar 30 2011 13:40:21

Home > Rate Chart > Rates Under A Rate Chart > Customer Rate

### Create Rate Under Rate Chart

[edit](#) [rates](#) [delete](#)

[All Rates](#) **[Add Rate](#)** [Upload Rate](#)

Rate per Minute:

Rate per Call:

Destination:

Grace (sec):

Minimum Duration (sec):

Pulse (sec):

Start of time slot:  :  :

End of time slot:  :  :

Seconds per Minute:

Day of Week:

Currency:

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Available fields for new rate chart are as follows:

**Rate Per Minute** : This is the amount you want to charge for per minute call to your customer or user. If you put here \$0.10 that means If your customer calls for 10 minutes, you will bill him  $(10 \times \$0.10) = \$1.00$ .

**Rate Per Call** : This option allows you to charge a fixed charge for every call regardless the duration of call. For example, if you set \$0.05 here, your rate per minute is \$0.10. Now, lets say your customer have called for 10 minutes. His bill will be  $[(10 \times \$0.10) + \$0.05] = \$1.05$ . If he calls for 2 minutes then his bill will be  $[(2 \times \$0.10) + \$0.05] = \$0.25$ .

In maximum scenario, you will not need this. In that case leave it 0.000.

**Destination** : Here, you will select specifically for which destination you are adding this rate item. This field is an auto search field. If you enter 88 on the field, it will list all the codes started with 88 automatically. Select the specific destination for which you want to add the rate here. Remember, you must need to select the destination from the list and click on it to select. Only entering destination by yourself will not work.

**Grace** : Number of initial seconds that will not be billed if call get disconnected within that time. For example, If you set 5 seconds here and if any call gets disconnected less than or equal to 5 seconds then it will not be billed.

**Minimum Duration** : Your least expected bill time for a call. For example if a call is disconnected within 10 seconds and the minimum duration is set to 20 seconds. Then the call will be charged for 20 seconds instead of 10 seconds.

Point to be noted that, if there is any grace period set, minimum duration will come into effect after grace period. For example, if grace is set to 6 secs, and minimum duration is set to 30 seconds, if any call get disconnected within 5 seconds, there will be no bill for that call. But if a call gets disconnected within 7 - 30 seconds, it will be billed for 30 seconds.

**Pulse** : Number of seconds which create a threshold for incremental billing. For example, if you set 5 here, that means billing will count bill for every 5 seconds and go on incrementally. Total number of second called will be divided by 5 second and billing will count bill for the next whole number.

A mathematical example will help to clarify it more. For example, if any customer have called for 12 seconds, what will be the bill amount if rate is set \$0.10 per minute and Pulse is set 5 seconds?

Bill for every 5 seconds at the rate of \$0.10 will be  $[\$0.10 \times 5 / 60] = \$0.00833$ . Now, customer have called for 12 seconds. If we divide 12 with 5, we will get 2.4. The next whole number of 2.4 is 3. So bill will be as following calculation -  
 $3 \times \$0.00833 = 0.02499$ .

Here one thing to be noted that, if you set any value as minimum duration, pulse will come into effect after the minimum duration. For example, if minimum duration is 30 sec. and pulse is 6 second, if the call duration is 11 sec, billing with count bill for 30 seconds. But if call duration is 31 seconds, here pulse comes into effect, call will be billed for 36 seconds.

**Start of time slot** : Here you can set effective time for the rate. With this feature you can set peak and off peak price. For example if you want to charge \$0.04 for bangladesh mobile at the peak hours and \$0.035 for off peak hours, you can do that with this feature.

Here, time zone plays an important role. If your server time zone is set to GMT 0, and if you set 06:00:00 as start time for the rate, that means for it will be effective from GMT 06:00:00 hour. Before this time, this rate will not be effective. For example, if your peak hours are from GMT 06:00:00 to GMT 18:00:00, and rest of the hours are off peak, by adding three different rate, you can manage your peak-off peak rate. Let me show how.

Add a rate item with Start time slot 00:00:00 and end time slot as 05:59:59 and set the off peak rate of \$0.035. Then add another rate item with Start Time Slot of 06:00:00 and End Time Slot of 17:59:59. Set



the peak rate of \$0.04 for this rate. Now, let's cover the last part of the off peak time. Add a rate item with Start Time slot of 18:00:00 and end time slot of 23:59:59 and set the off peak rate for it again. Important thing to notice, we can't mix up two separate days together, also, we must need to cover all 24 hours of a day for such rating, otherwise calls will not get connected for uncovered time.

We generally do not need peak-off peak pricing. In that case single entry is perfect for billing for a specific destination. In such cases set start time slot as 00:00:00 and end time slot as 23:59:59.

**End of time slot** : Described above, set the End Time Slot to complete effectiveness of a rate item.

**Seconds per minute** : We know as a standard that we have 60 seconds in a minute. But for profit maximization, in many countries there is a tradition of providing less minutes in a second (specially in calling card industry). In such cases you can set whatever the number of seconds you want to provide to your customer.

For example, if you set 55 seconds in a minute and sell it to customers, and you purchase from a provider who is charging you for 60 seconds, you are earning 5 seconds for every minute you charge to your customers. This can generate substantial profit for you. But customers can react negatively if they understand. So, our recommendation is to understand the market and customer properly before applying this feature. Until then you can keep it to standard 60 seconds.

**Day of week** : Days of the week for which the rate will be applied. You can add a rate item for a specific date only. For example, if you want to provide a special weekend rate to your users, say for Sunday, you can set that rate item for that day. But you must need to cover all 7 days of week for a specific destination. So, if you add special rate for Sunday, you need to add another rate which is available for Monday to Saturday.

**Currency** : Currency with which you will charge the customer, you can select your desired currency from the list of available currency.

## Searching Rate Item

Rate items under a specific rate chart are searchable by destination name and destination code. If you want to find out a specific destination and its rate settings, you can find them by searching from here. As well as, you can download the entire rate chart in \*.csv format and process that according to your need. You can access searching option from **Navigation Menu >> Rates >> [Click on the rate chart name for which you want to search rate item] >> Rates Tab >> All Rates.**

## Editing A Rate Item

From the search result table, by clicking on a destination name, you can edit any rate item. We have discussed various fields for a rate item settings in previous section. You can edit any field data as you want. After editing, by clicking on **Save** button, you can save changes you have made. You can edit any rate item by following link. **Navigation Menu >> Rates >> [Click on the rate chart name for which you want to search rate item] >> Rates Tab >> All Rates >> [Click on the destination name that you want to edit] >> Edit.**

## Deleting A Rate Item

You can delete a rate item from a rate chart by following the same way you did for editing a rate chart. Besides edit tab, you have another tab over that named **Delete**, by clicking on that and confirming, you can delete any rate item. **Navigation Menu >> Rates >> [Click on the rate chart name for which you want to search rate item] >> Rates Tab >> All Rates >> [Click on the destination name that you want to edit] >> Delete.**


A very important point to be noted here, deleting a rate item from an active rate chart, which have calls running for this particular destination, may cause inconsistency. It will not bill for calls that was active. So, before deleting any rate item from a rate chart, it is strongly recommended to ensure that this rate chart is not being used anywhere or there is no calls running for the particular destination that is being deleted. We generally do not permit deleting rate item under a rate chart anyway. But if you require, we can enable this feature for you.

## Searching Rate Chart

Rate chart's can be searched by rate chart name. You can perform search from **Navigation Menu >> Rates >> All Rate Charts.** Search results will be listed in a table in the same page.

## Editing A Rate Chart Details

Details of a rate chart can be edited as well. You can change some common settings from here which will be effected for all rate items under the rate chart. You can change parameters such as Grace Period, Minimum Duration, Pulse, Seconds per minute etc. If you change grace period from here, it will change grace period for all the rate items under it. For details explanation about these fields, please refer to section “Adding Rate Item Under Rate Chart”. You can access edit by following link **Navigation Menu >> Rates >> All Rate Chart >> [Click on the rate chart name for which you want to search rate item] >> Edit.**



The screenshot displays a web application interface for editing a rate chart. At the top right, the date and time are shown as 'Tue Apr 26 2011 09:17:57'. The breadcrumb trail is 'Home > Rate Chart > Test Upload Rate Chart'. The page title is 'Edit'. There are three tabs: 'edit' (selected), 'rates', and 'delete'. The form fields are as follows:

Rate Chart Name:	<input type="text" value="Test Upload Rate Cha"/>
Grace (sec):	<input type="text" value="0"/>
Minimum Duration (sec):	<input type="text" value="0"/>
Pulse (sec):	<input type="text" value="1"/>
Seconds per Minute:	<input type="text" value="60"/>

Below the form is a comment box containing the text: "This rate chart is created to test upload." and a "Save" button.

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## Deleting A Rate Chart

You can delete a rate chart by following link **Navigation Menu >> Rates >> All Rate Chart >> [Click on the rate chart name for which you want to search rate item] >> Edit.** If the rate chart is not being used in any account right now, you can delete the rate chart. If it is being used in any account, you will be prompted. In that case, remove the rate chart from those account first and then delete.

## Uploading New Rate Chart from File

Creating rate charts that contains thousands of rate entry may be huge time consuming if we want to do it using system's web interface. SyncSwitch provides tools for importing rate charts from comma separated value file (\*.csv) which can save a lot of time. Using this option you can add multiple rates in a rate chart instantly. All destinations available in the uploaded rate chart will be added to destination list as well.

### Preparing the file

For uploading a rate chart, we will need some sort of preparation. We will need to prepare a spreadsheet (from any software vendor i.e. Microsoft Excel, Apple iWork Numbers, Open Office Spreadsheet etc). Destination code is the unique key here. So, destination code can not be duplicated, remember again, no destination code can be duplicated into the file. If the uploader took gets any duplicate entry on the file, it will stop processing the file then and there. However, it will upload all destinations and rate items before it gets the duplicate entry.

Following table explains in which column you need to enter which value. Please follow this strictly. No spaces are allowed into the file.

Column Number	Value	Explanation	Example
A	Rate Per Minute	Please refer to the section "Adding Rates To The Rate Chart"	0.10
B	Rate Per Call	Please refer to the section "Adding Rates To The Rate Chart"	0.00
C	Currency ID	Every Currency have an id in database. USD is by default added to the database and its id is 1. If you want to use USD, use 1 as your currency id.	1
D	Grace	Please refer to the section "Adding Rates To The Rate Chart"	5
E	Minimum Duration	Please refer to the section "Adding Rates To The Rate Chart"	30
F	Pulse	Please refer to the section "Adding Rates To The Rate Chart"	6
G	Starting Time	Please refer to the section "Adding Rates To The Rate Chart"	00:00:00

Column Number	Value	Explanation	Example
H	Ending Time	Please refer to the section “Adding Rates To The Rate Chart”	23:59:59
I	Days of Week	Please refer to the section “Adding Rates To The Rate Chart”	SAT,SUN, MON,T UE,WED, THU,FRI
J	Seconds per minute	Please refer to the section “Adding Rates To The Rate Chart”	60
K	Destination Name	Please refer to the section “Adding Rates To The Rate Chart”	Banglade sh Mobile
L	Destination Code	Please refer to the section “Adding Rates To The Rate Chart”	8801

After processing the file, it will look like as following image.

	A	B	C	D	E	F	G	H	I	J	K	L
1	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Proper	880
2	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Mobile	8801
3	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Dhaka	8802
4	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Chittagong	8803
5	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Sylhet	8808
6	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Mobile Grameen	88017
7	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Mobile Airtel	88016
8	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Mobile Teletalk	88015
9	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Mobile Robi	88018
10	0.10	0.00	1	5	30	6	00:00:00	23:59:59	SAT,SUN,MON,TUE,WED,THU,FRI	60	Bangladesh Mobile Banglalink	88019
11												
12												

Now, save or export the file as “Comma Separated Value (.csv)” format. If there is **no space** and if there is **no duplicate destination number**, your file is ready for uploading.

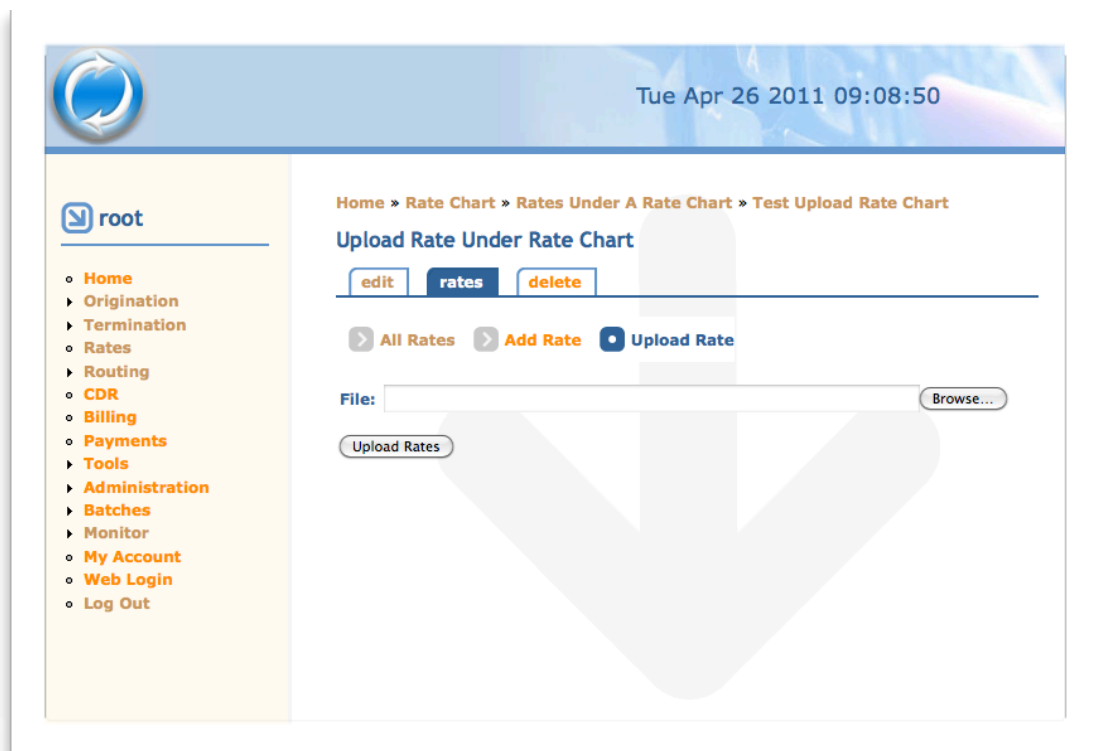
For preparing the file, you can create your own file or you can download a template from [www.syncswitch.com](http://www.syncswitch.com) website from download section. You actually do not need to entry each and every data by yourself. If you look closely you will see that from column B-J, all data are common. So you can just select them together and double click the handler to copy to all of your other cells. Column A (Rate Per Minute), Column K (Destination Name) and Column L (Destination code) are changeable. You can copy these data from your supplier rate sheet or your customer rate sheet, do some simple spreadsheet manipulation such as adding your profit with the rate per minute, deleting destinations that you do not want to be added etc and paste the result here. After exporting in \*.csv format, your file is ready for uploading.

## Uploading the file

Since, we have the file prepared for uploading, we can upload the rate chart now. But for that, make sure that you have already created a rate chart. For your information, you can upload a rate chart in such a rate chart which is already created into the web interface and that already have some rate items under it. This will not be any problem. But in such cases, you need to remember to delete existing rate items (destination code and corresponding data) from the file. Otherwise it will show duplicate entry and your rates will not be uploaded.

Now that we have created a rate chart into the web panel and we have the file prepared for uploading, you can upload the rate chart by following steps below.

- ✓ Go to **Rates >> All rate charts**
- ✓ Click on the desired rate chart name from the list
- ✓ Now click on the **Upload Rate** tab
- ✓ Click on **Browse** button to and locate the .csv file saved on your computer hard disk
- ✓ After selecting the file, click on Open
- ✓ Click on **Upload Rates** button; SyncSwitch will add all rates from that file to your selected rate chart.



If you have any error on the file such as wrong type of data in wrong column, insufficient data or duplicate entries, space into any field, any header row, SyncSwitch will show you that, in that case you will need to come back to the file again and fix errors and try for uploading again.



Here, one thing to be noted that, for example if you have a duplicate entry in 11th row. First 10 row data will be inserted and from 11th, no data will be inserted. So, for next attempt for uploading, first 10 row will be duplicate entry since they are already inserted, you will need to delete them from the file.

For any kind of help and support, please send an email to [synccare@synchronousict.net](mailto:synccare@synchronousict.net) and schedule training. Someone from our team will be online with Windows Live, Yahoo or Gmail account to help you live. Enjoy the quality services of SyncSwitch and best of luck!!