

Level 7 Systems Ltd.
Reseller Manual

1. Introduction	3
General	3
Requirements	3
Intended Audience	3
Conventions	3
Key concepts	4
Web Product	4
Customers	4
Users	4
2. Quick Start	5
Log in	5
User Interface overview	5
Add Web Product	6
Edit Web Product	6
Settings	7
Pages	8
Edit	8
Add	8
Navigation	9
Going live	9
Branded software	9
3. My Account	10
Company details	10
My profile	10
Users	10
Web Products	10
4. Main Menu	11
Basket	11
Chats	11
Credit Cards	11
Customers	11
Messages	11
Payments	11
Sessions	11
SIP Locations	11
Subscribers	11
Support	11
Transactions	11
Users	12
5. Getting Help	13
Submit ticket	13
View your tickets	13
Reply to ticket	14

1. Introduction

General

This system is a complete Internet Communication Services Reseller platform refereed in this manual as Partner Portal. It lets you control all aspects of your reseller platform like web products (websites), pricing, customers, end users etc.

Requirements

The Partner Portal is browser-based. The following are recommended:

- Internet Explorer 6.0 and higher
- Mozilla Firefox 1.6 and higher

Partner Portal is optimized for a screen resolution of minimum 1024 x 786 pixels.

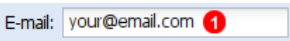
Intended Audience

This guide is intended for staff involved in operating Partner platform. Readers of this guide should possess the following recommended knowledge and skill sets:

- Basic computer skills
- Familiarity with HTML syntax

Conventions

In this manual, you will find a number of styles of text that distinguish between different kind of information. Below are some examples of these styles, and an explanation of their meaning.

style	meaning
<code>www.example.com/login</code>	Text you need to type into a program.
email field (1)	Field shown in a figure. For example:  E-mail: <input type="text" value="your@email.com"/> 1

Key concepts

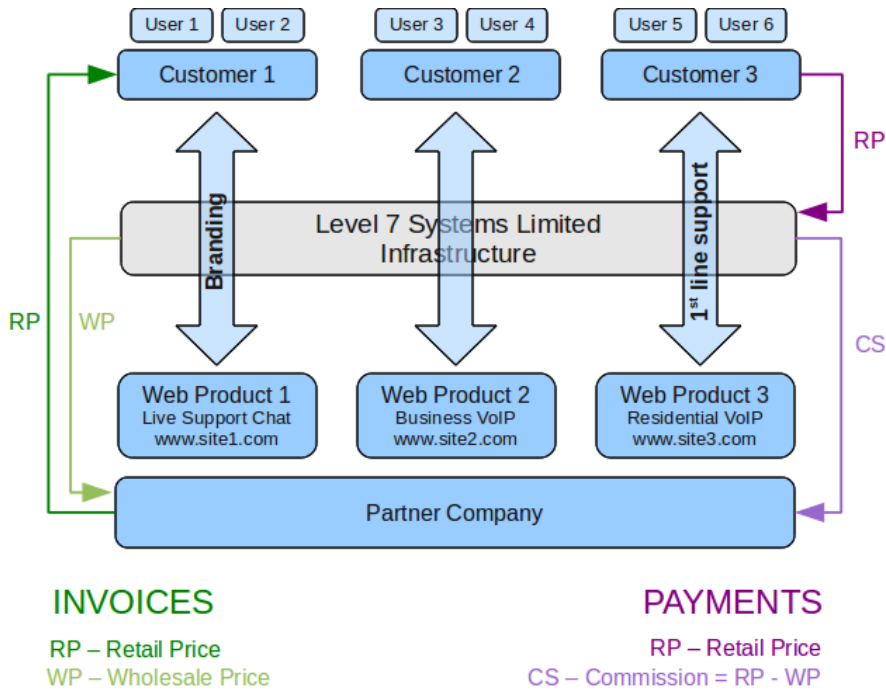


Figure 1.1 Reseller platform - overview.

Above diagram illustrates relations between Partners, Customers and Level 7 Systems infrastructure.

Web Product

Web Product is a branded website hosted on Level 7 Systems' web servers which offers communication services to your Customers. Resellers may create as many Web Products as they require. Also we might provide branded software (for example IM client, softphone etc.) as a part of your Web Product package.

Customers

Customers (a company - business customer; individual - residential customer) is an organization/person using services provided by you (Reseller) via Level 7 Systems infrastructure.

Users

User is a person which is actually using the services - for example making and receiving calls or sending and receiving instant messages. There might be more than one user assigned to one customer.

2. Quick Start

Log in

To login into the Partner Portal navigate your web browser to <https://ssl7.net/partner> and follow steps described below.

Step 1

Sign up

E-mail: (1)

Password: (2)

Continue (3)

Step 2

Enter letters and/or numbers from your Memorable Information using the 3 drop-down lists below.

Please enter characters 4, 5 and 9 from your Memorable Information

4 (4) 5 (4) 9 (4)

Login (5)

Figure 2.1 Login form.

The login process involves two steps. First you need to enter your email address into field (1), password into field (2) and click Continue button (3). Next you will be asked to enter three random letters from your memorable word. To do it, use three drop down lists (4) to select appropriate characters. Once done, click login button (5).

User Interface overview

Level7 SYSTEMS Partner Portal Customer: None (5) Welcome, Chris SupportTeam Logout

My Account (1)

- Company details
- My profile
- Users
- Web Products

Main Menu (2)

- Conferences
- Credit Cards
- Customers

Support Centre (3)

- Submit Ticket
- No help available.

Id	Name	Type	City	Country	TZ	Curr	Usr.	Chats	Created at	Days
1	Wima.co.uk	(4)	London	USA	+0	GBP	4	147	2009-09-26 17:39:31	301
11	osCommerce Dem	(4)	London	UK	+0	GBP	2	97	2009-10-22 14:27:27	275
21		(4)		FR	+2	GBP	1	0	2009-10-23 07:49:04	274
31	Softpedia	(4)	Softpedia	FR	+2	GBP	1	0	2009-10-27 09:38:25	270
41	ALD Trade Ltd	(4)	ESPOO	FI	+2	EUR	1	0	2009-10-30 01:11:30	267
51		(4)		GR	+2	GBP	1	0	2009-10-30 01:15:38	267
61		(4)		TR	+2	GBP	1	0	2009-10-30 10:58:17	267
71	no	(4)	Yangon	MY	+6.5	GBP	1	0	2009-10-30 12:53:42	267
81	cairoool	(4)	cairp	EG	+2	GBP	1	0	2009-10-30 13:43:40	267
91		(4)		US	-5	USD	1	1	2009-10-30 16:14:18	267

Page 1 of 231 (6) Add Displaying items 1 - 10 of 2308

Terms and Conditions Privacy policy Contact us

Figure 2.2 User interface overview.

- My Account** panel - here you can edit your company profile, create additional Partner Portal user accounts and edit your Web Products (branded websites).
- Main Menu** panel - here you can manage all settings related to your Customers.
- Support Centre** panel - this panel gives you access to the context sensitive help. Also here you can submit tickets to our support team.
- Data grid** - click on the first column to open context menu. In most cases it consist:
 - Edit - select to edit an object
 - Notes - view and/or add notes to the object
 - History - view all changes ever made to the object
- Customer filter** - here you can limit records displayed in a data grid to a specific customer.
- Bottom toolbar** - here you can navigate pages with the results and/or perform additional actions.

Add Web Product

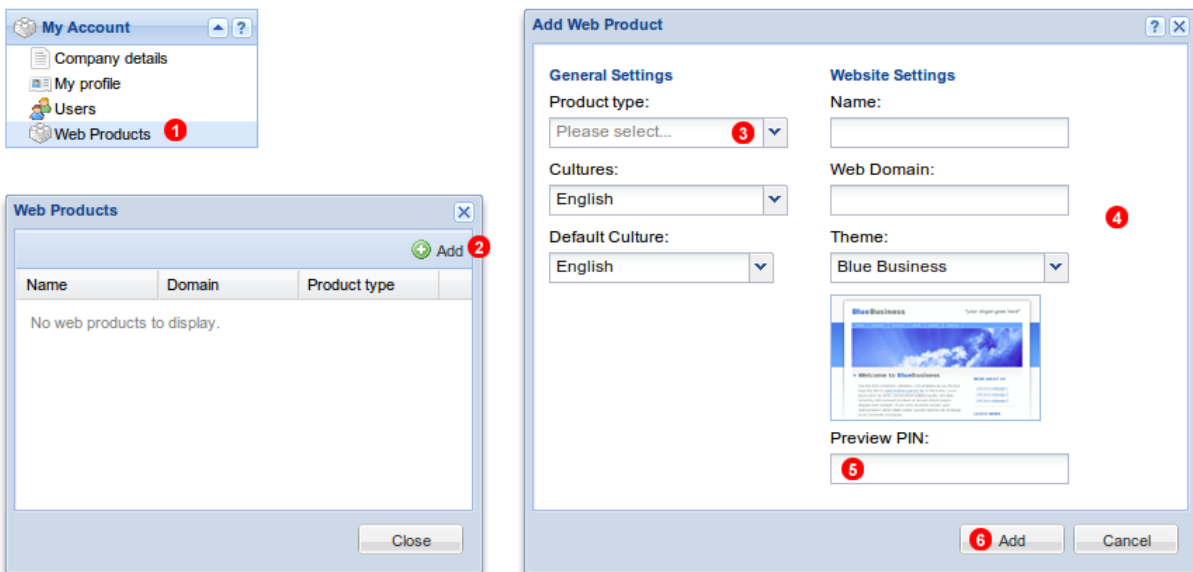


Figure 2.3 Add Web Product.

In order to start running your business, you need to add at least one Web Product (branded website), where your customers can sign up and use various communication services (live support chat, hosted PBX etc). To add a new web product:

1. Click **Web Products** link in **My Account** panel.
2. Click **Add** button in **Web Products** window.
3. Select product type:
 - o Business VoIP (not yet available)
 - o Residential VoIP (not yet available)
 - o Live Support Chat
4. Choose your product name, web domain, language and website theme.
5. Enter **Preview PIN** - it will be required to view your website before it is switched to live mode.
6. Click **Add** button.

Edit Web Product

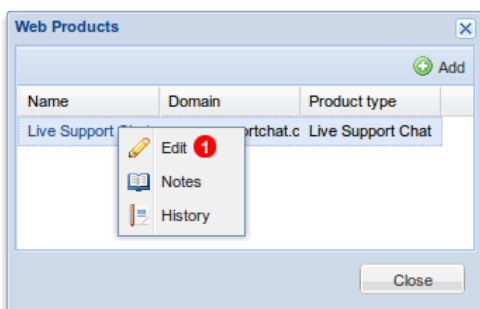


Figure 2.4 Edit Web Product.

Before you can go live with your Web Product (website) you will need to add content to your pages. To edit you website open **web Products** window, click on the web product name and select **Edit** from the menu.

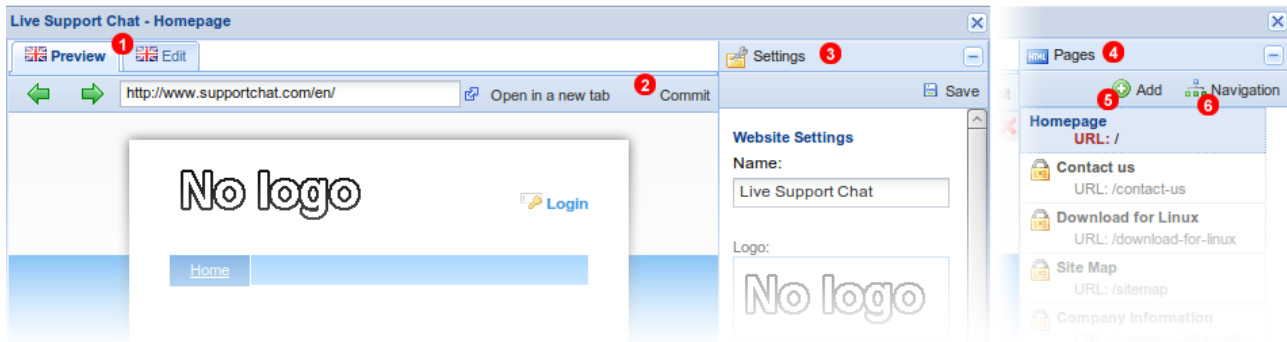


Figure 2.5 Web Product editor.

Using Web Product editor you can configure settings, create pages, modify navigation links etc. - see figure 2.5 above.

1. **Preview/Edit tabs** - switch between tabs to instantly see your changes.
2. **Commit button** - before any changes are published to the live website, you need to clear the cache by pressing `Commit` button.
3. **Settings tab** - here you can configure global settings like domain name, template, default sidebar, logo, **retail prices** etc.
4. **Pages tab** - here you can manage content of your custom pages and view pre-defined ones (Terms & Conditions, Manuals etc.).
5. **Add pages** - click this button to add a new page.
6. **Navigation** - here you can edit primary navigation and/or footer links.

Settings

Using `Settings` tab you can defined the following parameters of your Web Product:

- **Name** - this will be used as the default title of your website and for branding of your software (IM client, softphone etc.).
- **Logo** - upload your own logo (it will be resized to 145 x 60 px).
- **Web Domain** - this is the main web domain for your website (for example `www.myproduct1.com`).
- **Domain aliases** - here you can define additional domain aliases pointing to your website (for example: `myproduct1.com`, `my-product1.com` and `www.my-product1.com` which will redirect to the main `www.myproduct1.com`).

Please note: you will need to point your main domain and all aliases to one of the following IP addresses:

97.107.140.184 - Newark (US)
 82.113.147.228 - London (UK)

- **Theme** - here you can select website theme.
- **Header / S(ide)B(ar) / Footer** - here you can define common elements of your website layout (please note: not all themes will use Header area).
- **Cultures** - here you can define which languages you want to use for your Web Product.
- **Default Culture** - this is a default language for your Web Product.
- **Monthly charge** - here you can define your **retail prices** Level 7 Systems' billing will automatically charge your Customers' credit cards.
- **Preview PIN** - a four digit code required to view your website before it is switched to Live mode.

Please note: you need to click `Save` button located in the top right corner of `Settings` panel to save your changes.

Pages

Using **Pages** tab you can manage your website content. To open a page click on a title in the right panel. You can edit pages marked with a blue title. The grey ones are read-only.

Edit

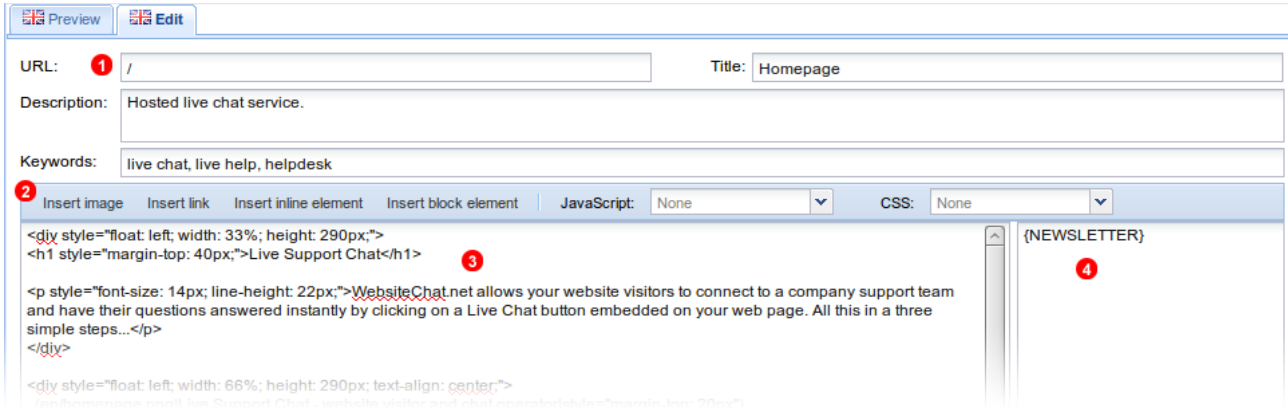


Figure 2.6 Edit page content.

To edit page content switch to **Edit** tab where you can use the following sections:

1. **Metadata** - page URL, title, description and keywords.
2. **Toolbar** - using a toolbar you can insert images, links, inline elements (for example tax rates etc.), block elements (for example a contact form etc.). You can also enable additional .js and .css files.
3. **Main content** area - here you can edit page content. Use standard HTML tags, except for links and images - this has to be added using Toolbar buttons.
4. **Sidebar** area - here you can edit sidebar.

Add

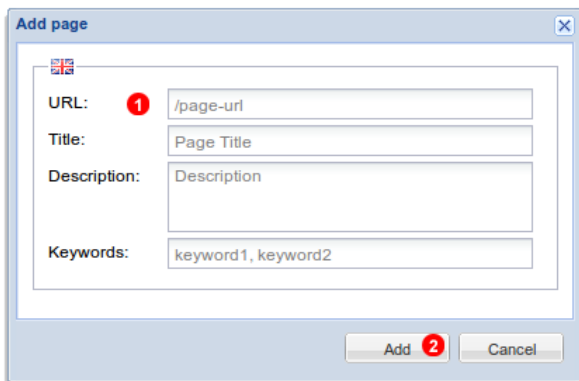


Figure 2.7 Add page.

To add a new page click **Add** button in the top toolbar of **Pages** panel, enter all metadata (URL, title, description and keywords) - see (1) in the figure above - and press **Add** button (2).

Navigation

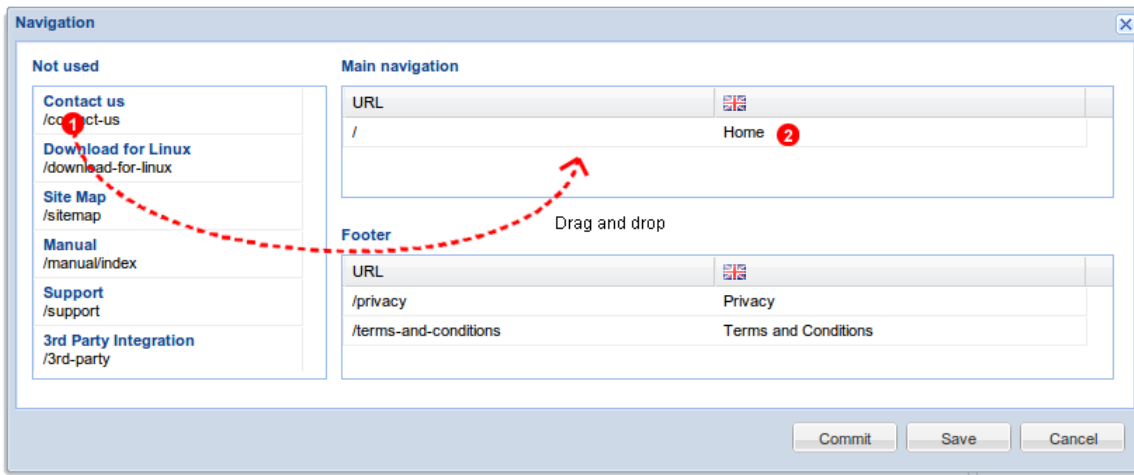


Figure 2.7 Edit navigation.

To edit website navigation click `Navigation` button in the top toolbar of `Pages` panel.

1. Drag and drop from the left panel (`Not used`) into `Main navigation` or `Footer` grid.
2. Double click on the grid to edit link title.

Going live

Once you are satisfied with the look and content of your website, you can switch from development to live mode. To do so, please submit a ticket via `Support Center` and request activation of your `Web Product`. From now on your `Customers` will be able to sign up, enjoy their free trial period after which our automated billing system will start charging retail prices as defined in your `Web Product` settings.

Branded software

When your `Web Product` is switched to a live mode, a branded version of our software (chat client, softphone etc.) will become available.

3. My Account

Here you can view your company details, edit your own profile, add additional Partner Portal operators or add/edit Web Products.

Company details

You will need to submit a ticket via Support Center to amend any of your company details.

My profile

Here you can edit your own profile - including security details required to login into Partner Portal.

Users

Here you can add additional Partner Portal account.

Web Products

See Quick Start chapter for detailed description on how to add/edit Web Products.

4. Main Menu

Here you can view and manage settings which are related to your Customers.

Basket

Here you can view content of your Customer's "basket". For example any monthly payments which failed (eg. due to insufficient funds on Customer's credit card) will be automatically added to the "basket", so customer can make a manual payment.

Also here you can add Annual payments, so customers can pay them via Customer Portal.

Chats

Here you can view details of chat sessions.

Credit Cards

Here you can view details of saved credit cards.

Customers

Here you can view, edit and add Customers.

Messages

Here you can view and reply to messages sent via "Contact us" form.

Payments

Here you can view details of all payments.

Sessions

Here you can view current (live) client sessions on a website.

SIP Locations

Here you can view current (live) SIP locations.

Subscribers

Here you can view who signed up for a newsletter.

Support

Here you can view and reply to support tickets submitted by Customers via Support Center.

Transactions

Here you can view details of all transactions.

Users

Here you can view and edit user profiles.

5. Getting Help

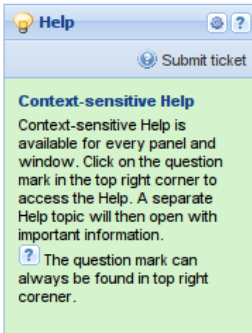


Figure 5.1 Help panel.

Submit ticket

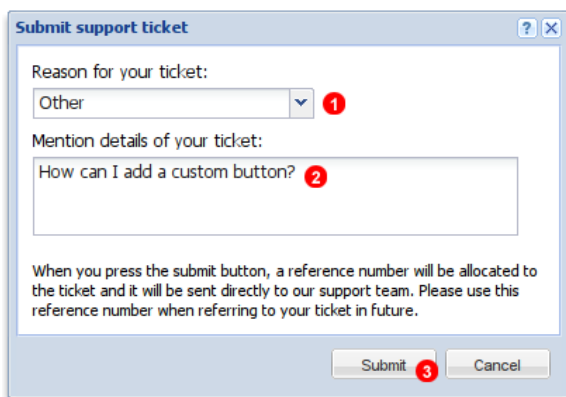


Figure 5.2 Submit support ticket window.

To submit a ticket click "Submit ticket" button located in Help panel - see figure 5.1. Next select your ticket type, from the drop down list (1) and enter details of your problem into text area (2). Finally click Submit button (3).

View your tickets

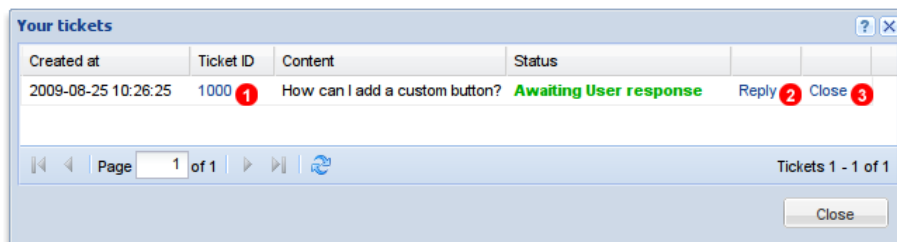




Figure 5.3 Your tickets window.

To view your tickets click gear icon  located in top right corner of Help panel. Next select  Your tickets from the context menu. To view history of all messages, click ticket ID link (1).

Reply to ticket

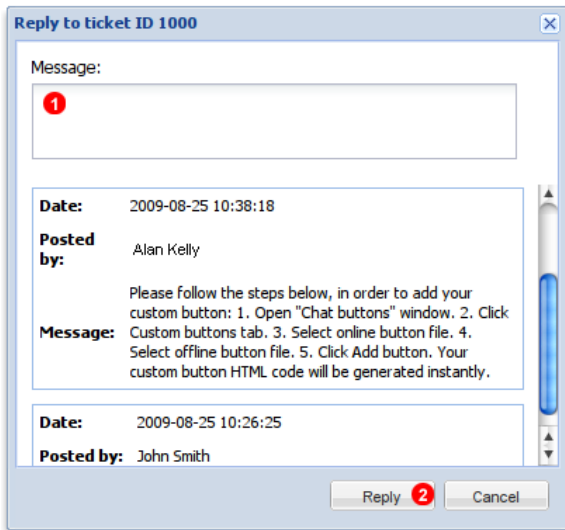


Figure 5.4 Ticket reply window.

To post a new message click Reply link - see (2) in figure 5.3. Next enter content of your reply into text area (1) and click Reply button (1). Once you are satisfied with the solution provided by support team, you can close your ticket by clicking Close link - see (3) in figure 5.3. To post a new message click Reply link - see (2) in figure 8.3. Next enter content of your reply into text area (1) and click Reply button (1). Once you are satisfied with the solution provided by support team, you can close your ticket by clicking Close link - see (3) in figure 5.3.