AVAVoIP
VoIP Billing System

GLOBAL SYSCONNECT

CRM portal
Release 1.5.10

The package includes a Drupal based customizable end user CRM Web Portal. This portal is entirely driven by our Web Services API and combines perfectly the modularity of the framework with 'ready to use' modules that are quick to install and easy to use. Please note that you can buy/download third party standard Drupal themes and modules and they can be used in our portal without problem.

The default CRM site installed with the system includes the core features needed for VoIP termination such as: managing account profile, retrieving call history data, downloading CDRs and invoices, etc. We have developed a number of additional Drupal modules that can be installed on top of that which cover the rest of the business cases required by the telecom business. Additional customized modules can also be developed depending on the needs of each customer.

A list of the currently available modules follows:

Auto Recharge Module
1. Description
This module allows automatic credit card recharge of customer accounts.
2. Configurations
The following parameters have to be configured:
- minimum recharge amount
- minimum balance threshold
- policy text

3. Prerequisites
The following is needed in order to use the module:
- valid ssl certificates
- secure server to store credit card details (we do not store this on our servers)

4. Time estimate
1 hour
5. Additional Cost
None

Credit Card Management Module
1. Description
This module enables credit card management.
2. Configurations
None
3. Prerequisites
The following is needed in order to use the module:
- valid ssl certificates
- secure server to store credit card details (we do not store this on our servers)

4. Time estimate
1 hour
5. Additional Cost
None

Caller IDs Module
1. Description
This module allows users to manage custom caller ID-s.

2. Configurations
The following parameters have to be configured:
- Caller ID description

3. Prerequisites
None

4. Time estimate
1 hour

5. Additional Cost
None

Rate Plans View Module

1. Description
This module displays rate plans in the CRM

2. Configurations
None

3. Prerequisites
None

4. Time estimate
1 hour

5. Additional Cost
None

Reports Module

1. Description
This module enables CDR download, call history, rates and plan reports.

2. Configurations
The following parameters have to be configured:
- enable/disable of CDR Details columns
- enable/disable of rates columns

3. Prerequisites
None

4. Time estimate
1 hour

5. Additional Cost
None

Speed Dials Module

1. Description
This module allows management of speed dials from the CRM.

2. Configurations
The following parameters have to be configured:
- Number description

3. Prerequisites
None

4. Time estimate
1 hour

5. Additional Cost
None

Splash Page Module

1. Description
This module allows customization of the account information page.

2. Configurations
The following parameters have to be configured:
- Enable/disable Account Details

3. Prerequisites
None

4. Time estimate
1 hour

5. Additional Cost
None

Topup Module

1. Description
This module allows Top-up of account balance with paypal or vouchers.

2. Configurations
The following parameters have to be configured:
- Payment transaction name
- Top-up values
- Allowed payment methods

3. Prerequisites
The following is needed in order to use the module:
- provide custom configuration info

4. Time estimate (hours)
1 hour

5. Additional Cost
None

Account Module

1. Description
This module allows management account profile data.

2. Configurations
None

3. Prerequisites
None

4. Time estimate
1 hour

5. Additional Cost
None

Password Module

1. Description
This module allows users to request forgotten password.

2. Configurations
None

3. Prerequisites
None

4. Time estimate
1 hour

5. Additional Cost
None

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Rates Map Module
1. Description
This module allows the display of interactive map with rates (map from Fla-shop.com).
2. Configurations
The following parameters have to be configured:
- Default plan

3. Prerequisites
The following is needed in order to use the module:
- License for such interactive map

4. Time estimate
1 hour
5. Additional Cost
None

Please note that the above does not include integration with another interactive map – if this is required the time needed to implement will be between 2 and 3 work days for one developer depending on the specific requirements.

Support Module
1. Description
This module provides support form for client feedback.
2. Configurations
The following parameters have to be configured:
- Support Email Address (From)
- Support Email Address (To)
- Customer Email Address (From)
- Customer Email Subject line
- Customer Email body
- Support Module Description

3. Prerequisites
The following is needed in order to use the module:
- provide custom configuration info

4. Time estimate
1 hour
5. Additional Cost
None

Subscription Module
1. Description
This module provides wizard-like functionality for end user subscription.
2. Configurations
The following parameters have to be configured:
- Confirmation email from
- Confirmation email subject
- Confirmation email body
- Confirmation page
- Congratulation email from
- Congratulation email subject
- Congratulation email body
- Congratulation page
- Enable/Disable optional pages

3. Prerequisites
The following is needed in order to use the module:
- provide custom configuration info

4. Time estimate
2 hours
5. Additional Cost
$50

Redirect Module
1. Description
This module allows the use of custom login/logout pages.
2. Configurations
None
3. Prerequisites
The following is needed in order to use the module:
- provide html/text for custom login/logout pages

4. Time estimate
2 hours
5. Additional Cost
$50

Transfer Funds Module
1. Description
This module allows transfer of funds between accounts.
2. Configurations
The following parameters have to be configured:
- Transfer email from
- Transfer email subject
- Transfer email body

3. Prerequisites
The following is needed in order to use the module:
- provide custom configuration info

4. Time estimate
2 hours
5. Additional Cost
$50

Web Callback Module
1. Description
This module allows web callback from the CRM portal.
2. Configurations
The following parameters have to be configured:
- Web Callback url
- Maximum Web Callbacks per Account
- DNIS
- Callback Number Description
- Callback Rates Description

3. Prerequisites
The following is needed in order to use the module:
- provide custom configuration info

4. Time estimate
2 hours
5. Additional Cost
$50

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Notifications Module

1. Description

This module manages subscription based scheduled notifications.

2. Configurations

The following parameters have to be configured:

- text of notifications

3. Prerequisites

None

4. Time estimate

2 hours

5. Additional Cost

$50

Signup Module

1. Description

This module is similar to the subscription module but it also allows credit card payment via authorize.net

2. Configurations

The following parameters have to be configured:

- Congratulation email from
- Congratulation email subject
- Congratulation email body
- Payment post url
- Payment login
- Payment transaction key
- SSL Verify
- Minimum Allow Payment
- Terms and Conditions Page

3. Prerequisites

The following is needed in order to use the module:

- Terms and Conditions
- Congratulation email from
- valid Authorize.net credentials
- valid ssl certificates
- secure server to credit card details

4. Time estimate

3 hours

5. Additional Cost

$100

Please note that the above does not include integration with another payment gateway – if this is required the time needed to implement will be between 2 and 5 work days for one developer depending on the specific requirements.

Please contact us if you have questions or comments or if you need additional information.