

CRM portal

Release 1.5.11

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 the most common VoIP termination business cases. 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 custom modules can also be developed depending on the needs of each customer. A list of the currently available modules follows.

Standard Modules

Web Services Authentication

1. Description

This is a Drupal module that is required for the AVAVoIP CRM – it implements the core functionality for communication with the system, provides AVAVoIP global settings for other modules, and implements CRM login functionality.

2. Dependency

Depends on the following modules:

- Third party modules (Drupal Automated Logout)

3. Prerequisites

none

4. Cost

\$0

Note! The standard module does not include logo link to external websites and duplicate emails for accounts – these can be provided separately for a fee!

AVAVoIP Account

1. Description

This module provides the functionality for management of AVAVoIP account profile data - contact and billing information, view invoices, view transactions, account language settings, and others.

2. Dependency

Depends on the following modules:

- Web Services Authentication

3. Prerequisites

none

4. Cost

\$0

Reports web services

1. Description

This module provides basic reporting about account usage and billing - CDR download, call history, and rates and plan views.

2. Dependency

Depends on the following modules:

- Web Services Authentication
- Third party modules (Drupal Tabs)

AVAVoIP

VoIP Billing System

3. Prerequisites

In order to implement we need the following:

- html/text for custom login/logout pages

4. Cost

\$0

AVAVoIP Multi-step Signup

1. Description

The module provides step by step wizard functionality for online account subscription.

2. Dependency

Depends on the following modules:

- Web services authentication
- Reports web services
- AVAVoIP Retail Endpoints

3. Prerequisites

The following is needed in order to use the module:

- html/text for custom login/logout pages

4. Cost

\$0

Note! The standard module allows only the setting of account information - billing information is assumed to be equal to account information. The split between the two can be provided separately for a fee!

AVAVoIP Payments Core

1. Description

This is the core payments functionality module - it abstracts the payment functionality from the payment processors integration and is required by all modules that use payments.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- at least one payment processor - authorize.net or paypal

4. Cost

\$0

AVAVoIP Topup

1. Description

This module allows topup of account balance via paypal, vouchers and credit card (authorize.net).

2. Dependency

Depends on the following modules:

- Web services authentication
- AVAVoIP Payments Core
- AVAVoIP Authorize.net (for credit card topup)

3. Prerequisites

none

4. Cost

\$0

Note! The standard module includes only paypal topup – for credit cards AVAVoIP Authorize.net is needed. Also, credit cards are not stored on the local database – in order to store this information an Authorize.net CIM account is needed.

AVAVoIP Retail Endpoints

1. Description

Address: 5348 Vegas Dr., Las Vegas, NV 89108, USA
T 1 415 294 2282, F 1 415 358 8597, E sales@globalsysconnect.com

AVAVoIP

VoIP Billing System

This module allows retail users to manage VoIP endpoints from the AVAVoIP CRM and to configure user and password for digest authentication.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- custom configuration information

4. Cost

\$0

AVAVoIP Numbers

1. Description

This module allows users to manage their caller ID-s for prepaid calling cards PIN-less dialing.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

none

4. Cost

\$0

AVAVoIP Multi-language support

1. Description

This module allows multi-language support of the AVAVoIP CRM.

2. Dependency

none

3. Prerequisites

none

4. Cost

\$0

Third Party Modules

1. Description

These are third party modules required by the AVAVoIP CRM – Automated Logout, LM Paypal, SMTP Authentication Support, Site Information, Tabs, JQuery Plugins, Drupal Popups and CAPTCHA.

2. Dependency

none

3. Prerequisites

none

4. Cost

\$0

Optional Modules

AVAVoIP Recharge

1. Description

This module allows automatic recharge of accounts upon reaching of a certain configurable balance threshold.

2. Dependency

Depends on the following modules:

- Web services authentication

AVAVoIP

VoIP Billing System

- AVAVoIP Payments Core
- AVAVoIP Credit Card Management
- AVAVoIP Authorize.net

3. Prerequisites

The following is needed in order to use the module:

- an Authorize.net CIM account

4. Cost

\$50.00

Note! Credit cards are not stored on the local database – in order to store this information an Authorize.net CIM account is needed.

AVAVoIP Notifications

1. Description

This module allows custom subscription based scheduled notifications - e.g. newsletters, rate sheets, etc.

2. Dependency

Depends on the following modules:

- Web services authentication
- Third party modules (Drupal JQuery Plugins)

3. Prerequisites

none

4. Cost

\$50.00

AVAVoIP Redirect

1. Description

This module allows custom login/logout splash pages.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- html/text for custom login/logout pages

4. Cost

\$100.00

AVAVoIP Single-step Signup

1. Description

This module provides a one step online subscription functionality – it is an alternative module for AVAVoIP Multi-step Signup.

2. Dependency

Depends on the following modules:

- Web services authentication
- AVAVoIP Payments Core
- AVAVoIP Authorize.net

3. Prerequisites

The following is needed in order to use the module:

- Terms and Conditions
Congratulation email

4. Cost

\$100.00

AVAVoIP Speed Dials

1. Description

This module allows management of speed dials for prepaid calling cards IVR.

AVAVoIP

VoIP Billing System

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

none

4. Cost

\$50.00

AVAVoIP Splash Page

1. Description

This module allows customization of splash page with dynamic account information.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

none

4. Cost

- \$50.00

AVAVoIP Transfer Funds

1. Description

This module allows online transfer of funds between accounts.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- provide custom configuration info

4. Cost

\$50.00

AVAVoIP WEB Callback

1. Description

This module allows web callback functionality with IVR.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- provide custom configuration info

4. Cost

\$100.00

AVAVoIP Password

1. Description

This module allows users to request forgotten CRM login password.

2. Dependency

Depends on the following modules:

- Web services authentication

Prerequisites

none

4. Cost

\$50.00

AVAVoIP

VoIP Billing System

AVAVoIP Support

1. Description

This module allows the administrator to provide support form for end user's feedback – it sends email to the administrator with the information submitted on the form.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- provide custom configuration info

4. Cost

\$50.00

AVAVoIP Rates Map

1. Description

This module displays and interactive map with AVAVoIP rates – the interactive map is a 3rd party commercial product from Fla-shop.com.

2. Dependency

Depends on the following modules:

- Web services authentication
- Third party modules (Drupal Popups)

3. Prerequisites

The following is needed in order to use the module:

- License for Fla-shop.com interactive map

4. Cost

\$50.00

Note! The module supports only Fla-shop.com interactive map - integration with any other interactive map is not included and can be provided for a fee.

AVAVOIP Credit card management

1. Description

This module allows account credit card storage and management.

2. Dependency

Depends on the following modules:

- Web services authentication
- AVAVoIP Authorize.net

3. Prerequisites

The following is needed in order to use the module:

- an Authorize.net CIM account

4. Cost

\$50.00

Note! The module does not store credit cards on local database – an Authorize.net CIM account is needed in order to do that.

AVAVoIP On-Net

1. Description

This module enables automatic assignment of on-net numbers to new accounts on subscription.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- a list of all on-net numbers in the CRM database

AVAVoIP

VoIP Billing System

4. Cost

\$100.00

AVAVoIP Promo

1. Description

This module allows the management of promo codes - it allows crediting of accounts (with percentage of payments or reward points) if promo codes are entered during subscription, payments, or auto recharge. It also allows the binding between AVAVoIP agents and promo codes. The module is implemented in both Single- and Multi-step Signup Modules.

2. Dependency

Depends on the following modules:

- Web services authentication
- Avavoip Rewards

3. Prerequisites

The following is needed in order to use the module:

- custom configuration information

4. Cost

\$100.00

AVAVoIP Referral

1. Description

This module enables the use of the referral program functionality for AVAVoIP accounts – it allows credit accounts for referred new users.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- custom configuration information

4. Cost

\$100.00

AVAVoIP Wholesale Endpoints

1. Description

This module allows CRM wholesale users to manage VoIP endpoints from the CRM.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

none

4. Cost

\$50.00

AVAVoIP Reward

1. Description

This module allows the use of the reward program functionality - users earn points by spending actual money and can convert to currency.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- custom configuration information

4. Cost

\$50.00

AVAVoIP

VoIP Billing System

AVAVoIP Authorize.net

1. Description

This module allows the use of Authorize.net payment processor.

2. Dependency

Depends on the following modules:

- Web services authentication

3. Prerequisites

The following is needed in order to use the module:

- valid Authorize.net credentials

4. Cost

\$200.00

IVR customizations

1. Description

This module allows the use of custom welcome IVR announcements.

2. Dependency

none

3. Prerequisites

none

4. Cost

\$50.00

Multiple CRM sites

1. Description

This allow the use of multiple crm sites to one system - same modules as main site

2. Dependency

none

3. Prerequisites

none

4. Cost

\$100 setup + \$25 monthly per site