

digital **indaba**

Call Shop Introduction



## Call Shop Web Sites

- The call shop management web sites are:
  - Account management <http://account.digitalindaba.com>
  - Call shop management and operation <http://callshop.digitalindaba.com>
- Both web sites can be accessed from Digital Indaba's web site at <http://www.digitalindaba.com>.

### Note:

In this document, the cost rate is the call shop's buy price from Digital Indaba and the charge rate is the call shop's sell price to the end customer.



# Call Shop Web Sites

- The web sites support the following features and functionality:

User Type	Account Management	Call Shop Management
	<a href="http://account.digitalindaba.com">http://account.digitalindaba.com</a>	<a href="http://callshop.digitalindaba.com">http://callshop.digitalindaba.com</a>
Owner	Check account balance	Booth management (pre- and post-paid)
	Check cost rates	Set and view rates
	View calls made	Configure call shop options
	View contact details	View call history
		View full reports
Operator	No access	Booth management (pre- and post-paid)
		View charge rates
		View call history
		View limited reports



## Call Shop Booths

- Dial any valid number to have each call shop line show up as a booth on the call shop management web site
- The call does not have to be answered, it just needs to ring
- If a call shop line is not used for 3 hours it will not show up on the call shop management web site until another call is made

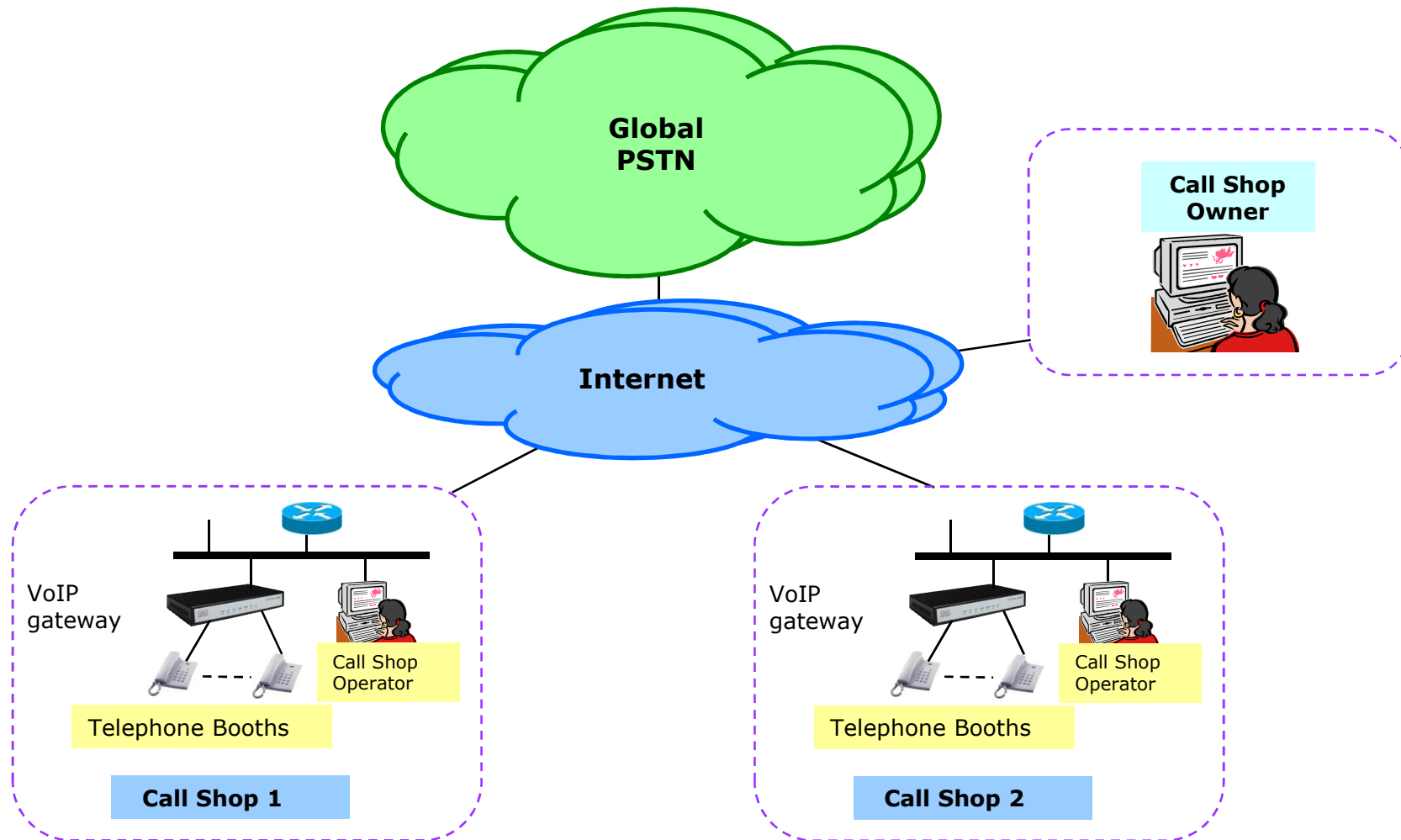


# Call Shop Voice Test

- To test connectivity to the voice switch:
  - Dial 123 to test connectivity and audio quality
  - The test should be answered with the following message:  
*“This is the Internet telephony calling service. Please contact your service provider to activate your account”.*
  - This response indicates that the system is connected to our VoIP switch successfully and your account is ready to use once funds have been received



# Diagram





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## Financial

- The call shop owner prepays an amount (of their choice) into Digital Indaba's FNB bank account
- The call shop owner specifies the Digital Indaba account number as the reference number when making the deposit
- Digital Indaba credits the call shop owner's account within 24 hours of payment notification and acknowledges the credit/payment via e-mail



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# Payment Methods and Details

- Bank account details are:
  - Bank: FNB
  - Branch Name: Rondebosch
  - Branch Number: 201509
  - a/c Name: Digital Indaba
  - a/c #: 62110399822
  - Ref. #: <Your Digital Indaba account number>\*
- PayPal
  - Click on the Pay Now button on the web site and follow the prompts

\* For first time customers, use your e-mail address as the reference number and e-mail proof of payment to [info@digitalindaba.com](mailto:info@digitalindaba.com). We will configure your account and e-mail you the account number, PIN code and voice gateway configuration details.



## Call Shop Operation

- Call shop credit is reduced based on the cost of each call as and when it takes place
- The call shop operator collects the charge of each call, therefore the profit is in the call shop operator's hands
- The call shop owner verifies daily costs against account balance
- If at any stage the call shop owner chooses to stop Digital Indaba's service, the outstanding credit will be refunded



## Contact Details

- Web site <http://www.digitalindaba.com>
- E-mail [info@digitalindaba.com](mailto:info@digitalindaba.com)
- MSN chat <support@digitalindaba.com>
- Free VoIP hotline 010122\*
- Fax number 086 638 8521
- Mobile phone +27 (0)87 751 3921

\* Once connected to our service