

ICTBroadcast SP Edition Admin Configuration Guide

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1: Overview:

ICTBroadcast SP Edition is white label, multi-tenant and unified communications blended call center and auto dialer software supporting Voice, SMS; Fax and Email communication technologies suitable for Enterprises, carriers and Internet Telephony Service Providers to offer hosted services to their customers. ICTBroadcast features autodialer, predictive dialer, progressive dialer, preview dialer, power dialer and manual dialing capabilities. ICTBroadcast SP Edition features Rest APIs, multi service billing, advance routing, payment management and rating that enables service providers to offer call center and telemarketing services to their customers.

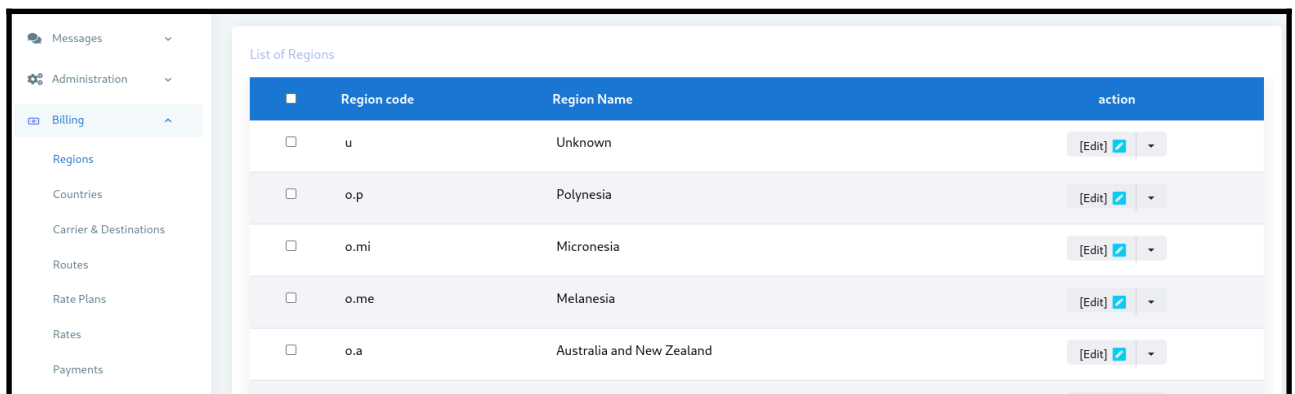
ICTBroadcast SP Edition can be scaled to blast thousands of simultaneous calls, handle most telemarketing and call center scenarios. It is simple, reliable and easy to use and has a user-friendly web portal to manage.

2: ICTBroadcast Configuration

Please follow below steps to start using ICTBroadcast SP Edition

1) Add Regions:

There is a list of regions available in the system if you need to add a new region specifically ICTBroadcast facilitates adding new regions.



	Region code	Region Name	action
<input type="checkbox"/>	u	Unknown	[Edit] [Checkmark] ▾
<input type="checkbox"/>	o.p	Polynesia	[Edit] [Checkmark] ▾
<input type="checkbox"/>	o.mi	Micronesia	[Edit] [Checkmark] ▾
<input type="checkbox"/>	o.me	Melanesia	[Edit] [Checkmark] ▾
<input type="checkbox"/>	o.a	Australia and New Zealand	[Edit] [Checkmark] ▾

Steps:

- Open the navigation menu and select the Billing main menu
- Select the sub menu regions under main menu and click on it
- Click on New region button from region list page

- Add region page will open, Admin has to add required information in desired fields
- Enter the region code and region name and click on save button

Region :: Add

Region

Region Code: a.s

Region Name: Asia

Save Reset Cancel

2) Add Countries

There is a list of Countries available in the system if you need to add a new country specifically ICTBroadcast facilitates adding new Country.

Country Name	Dialing Code	Time Zone	Region	action
<input type="checkbox"/> Afghanistan			Southern Asia	[Edit] [Check] [Dropdown]
<input type="checkbox"/> Aland Islands		GMT +02:00	Northern Europe	[Edit] [Check] [Dropdown]
<input type="checkbox"/> Albania		GMT +01:00	Southern Europe	[Edit] [Check] [Dropdown]
<input type="checkbox"/> Algeria		GMT	Northern Africa	[Edit] [Check] [Dropdown]
<input type="checkbox"/> American Samoa		GMT -11:00	Polynesia	[Edit] [Check] [Dropdown]

Steps:

- Open the navigation menu and select the Billing main menu
- Select the sub menu Countries under main menu and click on it
- Click on New Country button from region list page
- Add region page will open, Admin has to add required information in desired fields
- Enter Country name, country Code digit and Country dialing code

Country

Country Name

Code Name (3 digit)

Communication information

Country Dialing Code

- Select region and timezone then click on save button

Region

Region

Time Zone

3) Add destination:

ICTBroadcast provides a complete route and rate management system. You can manage destinations, configure routes, and set destination rates.

Navigation menu:

- Campaigns
- Contacts
- Messages
- Administration
- Billing**
 - Regions
 - Countries
 - Carrier & Destinations**
 - Routes
 - Rate Plans
 - Rates

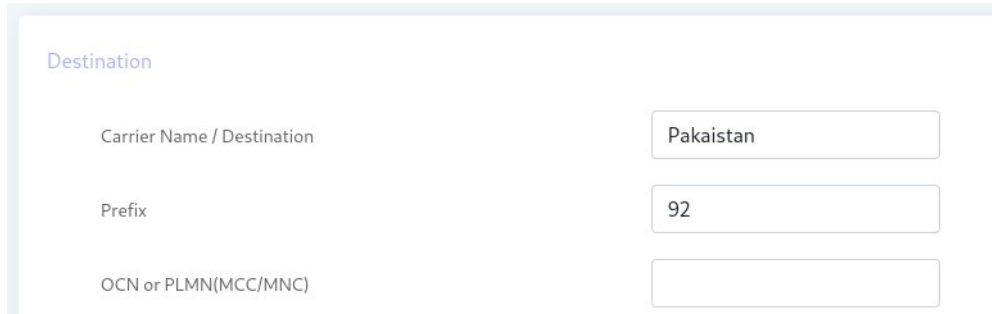
List of Destinations

Carrier/Destination	Prefix	OCN/PLMN	Carrier Type	Country	action
<input type="checkbox"/> 800 Toll Free	1800		landline	United States	[Edit] [Check] [Dropdown]
<input type="checkbox"/> 855 Toll Free	1855		landline	United States	[Edit] [Check] [Dropdown]
<input type="checkbox"/> 866 Toll Free	1866		landline	United States	[Edit] [Check] [Dropdown]
<input type="checkbox"/> 877 Toll Free	1877		landline	United States	[Edit] [Check] [Dropdown]
<input type="checkbox"/> 888 Toll Free	1888		landline	United States	[Edit] [Check] [Dropdown]
<input type="checkbox"/> Afghanistan	93		landline	Afghanistan	[Edit] [Check] [Dropdown]

Steps:

- Open the navigation menu and select the Billing main menu
- Select the sub menu Carrier/destinations under main menu and click on it

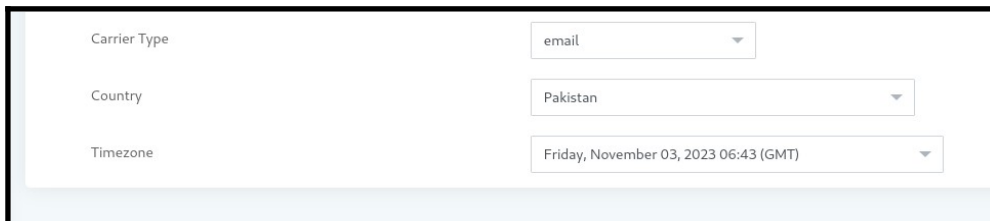
- Click on New destination button from region list page
- Add region page will open, Admin has to add required information in desired fields
- Enter the Destination name, prefix and OCN/PLMN



The screenshot shows a form titled "Destination" with three input fields:

- Carrier Name / Destination: Pakaistan
- Prefix: 92
- OCN or PLMN(MCC/MNC): (empty field)

- Select the carrier type from drop down such as email, phone, mobile and voip.
- Select country and timezone as you require



The screenshot shows a form with three dropdown menus:

- Carrier Type: email
- Country: Pakistan
- Timezone: Friday, November 03, 2023 06:43 (GMT)

4) Add Gateway/trunk:

SIP Gateway / Trunks is basically a call organizations and termination point. A trunk is an interface that enables users to connect with recipients using SIP networks.

Steps:

- Open the navigation menu and select the main menu Administration
- select the sub menu Gateway from main menu and click on it
- Click on the New trunk button from Trunk list page
- Add page will open, admin has to add/enter required information in desired fields
- Enter gateway/trunk name, Select type, select status and Select Gateway type such as Asterisk, Twilio, Http and swift mailer

Trunk

Trunk Name

Type

Status

Weight

Node

Technical Informations

Gateway Type

Voice
 Fax
 SMS
 Email
 Video

- Enter CPS limit, maximum channel capacity and prefix
- Select or Enter Caller ID Format

Outbound Configurations

CPS Limit

Max. Channel Capacity

Dial Prefix

CallerID / From Address

CallerID Format

Default CallerID

CallerID Title Format

Note: if your trunk configuration is on IP base then you not need to add register string just add gateway setting and dial string.

Trunk Configuration

Protocol Type: SIP

Register String:

Settings:

```
; example
configuration
type=peer
host=a.b.c.d ; host
```

Dial String: sip/%trunk/%phone=

5) What are Routes:

if multiples trunks are configured for different countries / destinations then admin can add routes of specific country/destination supported by said trunk as an example if trunk A is configured for USA and Trunk B configured for Canada then you can add routes of USA against Trunk A and add routes for Canada for Trunk B and ICTBroadcast setup will contacts accordingly.

6) Add Routes:

Steps:

- Open the navigation menu and select the main menu Billing
- select the sub menu Routes from main menu and click on it
- Click on the New route button from Route list page
- Add page will open, admin has to add/enter required information in desired fields
- Select Service and Select trunk (for which trunk route will used)

Route

Services: voice

Trunk:

- Select region, Country and Destination of selected country

The screenshot displays a user interface for selecting destinations. On the left, a sidebar contains a 'Destinations' section with 'Region' and 'Country' labels. The main content area features a 'Region' dropdown menu set to '[All Regions]' and a 'Country' dropdown menu set to 'Pakistan'. Below these are two columns: 'Available' (Showing all 4) and 'Selected' (Showing all 3). The 'Available' column has a 'Filter' field and a '>>' button, with a list of destinations: Pakistan (+92), Pakistan Mobile Mobilink (+9230), Pakistan Mobile Ufone (+9233), and Pakistan Mobile Zong (+9231). The 'Selected' column has a 'Filter' field and a '<<' button, with a list of destinations: Pakistan Mobile SCOM (+9235), Pakistan Mobile Telenor (+9234), and Pakistan Mobile Warid (+9232).

7) What are Rate plans?

Rate plans are used to create different set of rates of countries / destinations and assign these Rate Plans to Tenants / Users as per requirement as an example if admin like to assign rate A of specific destination to tenant A and assign rate B of same destination to Tenant B, admin will create different Rate Plans and assign these Rate Plans to Tenants / Users accordingly.

8) Add Rate plan:

Steps:

- Open the navigation menu and select the Billing Menu
- select the sub menu rate plan from main menu and click on it
- Click on the New rate plan button from rate plan list page
- Add page will open, admin has to add/enter required information in desired fields
- Enter rate plan name and description
- select the permission group and select the permissions from filter section

9) Add Rates:

In ICTBroadcast the purpose of rate plan is that if we are using multiple trunks for specific countries then we can add separate rate for each country according to assigned rate plan and services.

Steps:

- Open the navigation menu and select the main menu Billing
- select the sub menu rate from main menu and click on it
- Click on the New rate button from rate plan list page
- Add page will open, admin has to add/enter required information in desired fields
- Select the rate plan and Services
- Select the VoIP block and VoIP rate

Rate

Rate Plan: default

Services: voice

VoIP

VoIP Block: 60 seconds

VoIP Rate: 0.00

- Select billing block, enter billing rate, select first interval and select increment interval.

Billing

Billing Block: 60 seconds

Rate: 0.01

First Interval: 60 seconds

Increment Interval: 45 seconds

- Select regions, country and destinations of selected country

Destinations

Region: [All Regions]

Country: Pakistan

Available (Showing all 3):

- Pakistan (+92)
- Pakistan Mobile Telenor (+9234)
- Pakistan Mobile Zong (+9231)

Selected (Showing all 4):

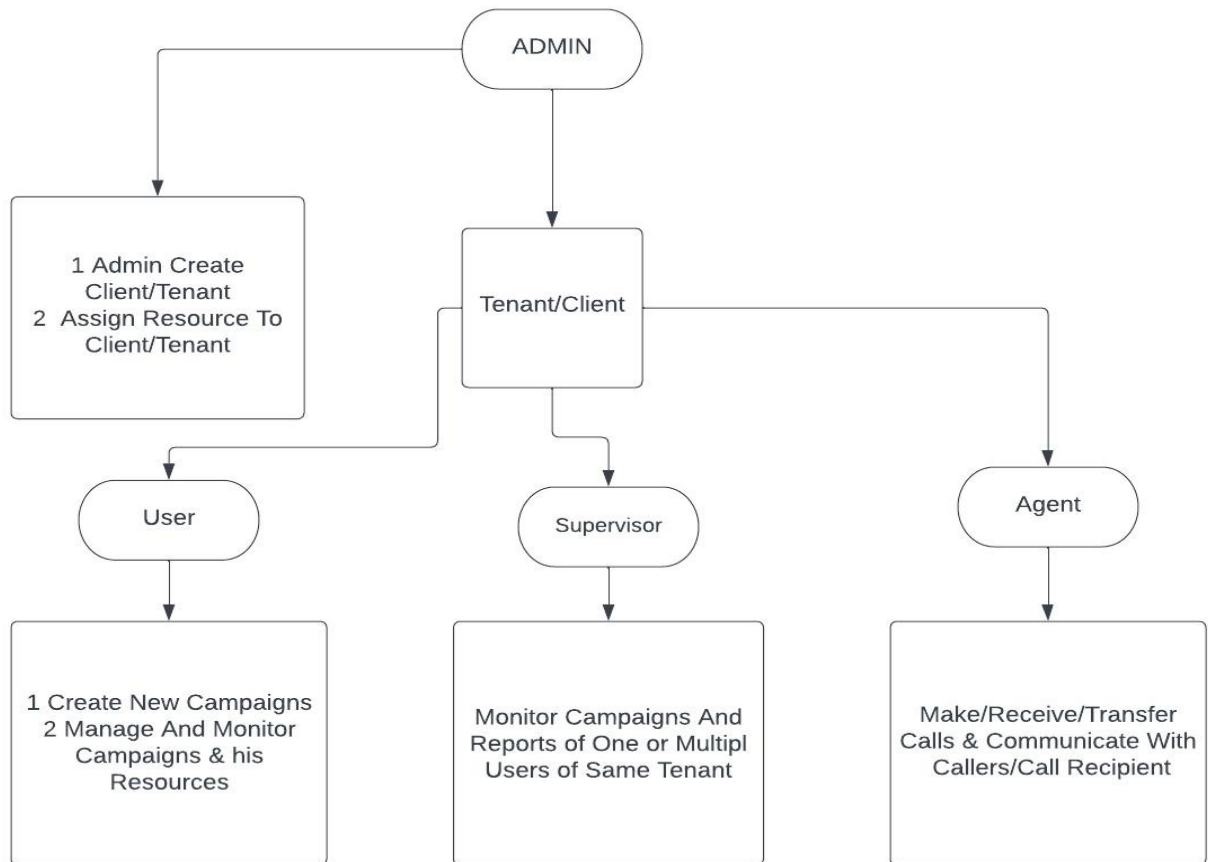
- Pakistan Mobile Mobilink (+9230)
- Pakistan Mobile SCOM (+9235)
- Pakistan Mobile Ufone (+9233)
- Pakistan Mobile Warid (+9232)

3: User Management

ICTBroadcast is a web-based multi-tenant auto dialer software that offers separate web portals for Administrators and Users. It facilitates complete campaign management for every user. Each user

can manage, monitor, and run multiple campaigns separately and independently.

Multilevel User Management



3.1: User Roles:

ADMIN :

Admin is the owner of ictbroadcast setup. Admin manage and monitor overall ictbroadcast setup and resources. Admin create tenant/client and allocate resources to him. Admin create and manage over all system resources such as extensions/DID's. Admin setup billing, set rate plan, rates and configure trunk, routes.

TENANTS/CLIENT :

tenant/client manage users, supervisor and agent accounts. Tenant creates and manages multiple users, supervisor and agent accounts. tenant/client assign resources to each users such as extension and DIDs.

USER :

User create new campaigns. User manage and monitor campaigns and all his resources and his data.

SUPERVISOR :

Supervisor monitor campaigns and reports of one or multiple users and agents of same tenant.

AGENT :

Agent make/receive/transfer call and communicate with callers /call recipients. Agent manages inbound and outbound campaigns such as predictive, progressive and preview campaigns.

3.2) Assign Resources:

Administrator can assign resources to tenants .Assigning specific ‘Timeslot’ and Days of week to run campaigns. User will only run the campaign in the allotted Time slot and selected Days of week. Tenant and his users will run campaigns at allowed Timeslot and Days of week otherwise the running campaigns will stopped immediately.

Assign resources to Tenant/client account:

Steps:

- Open the navigation menu and select the main menu Administration
- select the sub menu Client management from main menu and click on it
- select the client account from client list page and click on Assign DID button from operation menu



- Resource Assignment page will open, Admin can Allowed time slot to Tenant/Client to run campaign.

Allowed Time Slot to run campaign

Range From

Range To

Applied timezone Friday, November 03, 2023 07:34 (GMT)

Allowed Weekdays

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

- Admin can assign permission to tenant/client

Permissions

- Allow manual dialing
- Allow Fax campaign
- Allow Survey campaign
- Allow Interactive campaign
- Allow IVR campaign
- Allow Subscription campaign
- Allow DID as CallerID
- Allow anonymous CallerID
- Allow custom CallerID
- Allow CallerID list

User under ownership of “Master account” are only applicable for resources that Admin assign to Master.

3.3: Add new Client

Admin can create and manage client/company account. Admin assign resources, DIDs and Extensions to client and all users under that client can use his all resources.

Filter Settings



Plan [Any plan] ▼

Company

Search

Reset

List of Clients

<input type="checkbox"/>	Name	Balance	Plan	Channels	Status	Operations
<input type="checkbox"/>	client	0.00	default	5	Active	[Edit]  ▼
<input type="checkbox"/>	master	20.00	default	50	Active	[Edit]  ▼

Steps:

- Open the navigation menu and select the Administration menu
- select the sub menu Client management from main menu and click on it
- Click on the New client button from Client list page
- Add page will open, admin has to add/enter required information in desired fields
- Enter client name, Select rate plan, enter maximum allowed channel and select status as active

Client

Client Name

Rate Plan ▼

Max Allowed Channels

Status ▼

-

Personal Contact Info

Email

Phone

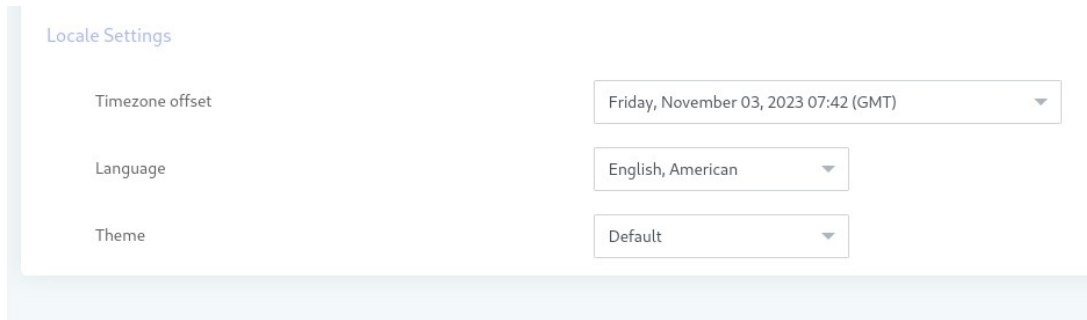
Street Address

Company

Country ▼

personal information such as Email, phone number, Address, company name and select Country

- Select Time zone, Language and Theme



The image shows a 'Locale Settings' form with three rows. Each row has a label on the left and a dropdown menu on the right. The first row is 'Timezone offset' with the value 'Friday, November 03, 2023 07:42 (GMT)'. The second row is 'Language' with the value 'English, American'. The third row is 'Theme' with the value 'Default'.

Setting	Value
Timezone offset	Friday, November 03, 2023 07:42 (GMT)
Language	English, American
Theme	Default

3.2: Add new user:

User can create and monitor his campaign. User can add contacts and recording message.

Steps:

- Open the navigation menu and select the Administration menu
- select the sub menu User management from main menu and click on it
- Click on the New user button from User list page
- Add page will open, admin has to add/enter required information in desired fields
- Enter User name, select Client account from owner by section
- Select status as active and select/assign role

The screenshot shows a form titled "User" with the following fields and values:

- User Name: Danish
- Owend By: master
- Status: Active
- User Role: agent (selected from a multi-select dropdown)

The multi-select dropdown for User Role is split into two panes: "Available Showing all 1" containing "agent" and "Selected Showing all 3" containing "admin", "supervisor", and "user".

- Add password, retype password and enter pin code

The screenshot shows a form titled "Password" with the following fields and values:

- Password: [masked with dots]
- Retype Password: [masked with dots]
- Pin Code: 4302

- Add personal Contact information such as Email, first name, last name, phone number , address and Select country

The screenshot shows a form titled "Personal Contact Info" with the following fields and values:

- Email: someone@gmail.com
- First Name: Test
- Last Name: User
- Phone: 123445567777
- Mobile: 121345676788
- Street Address: [empty]
- Country: Afghanistan

- Select Time zone, Language and Theme

Note: User can be created as client too by selecting create new client from Owner by field.

The image shows a user profile form with the following fields and values:

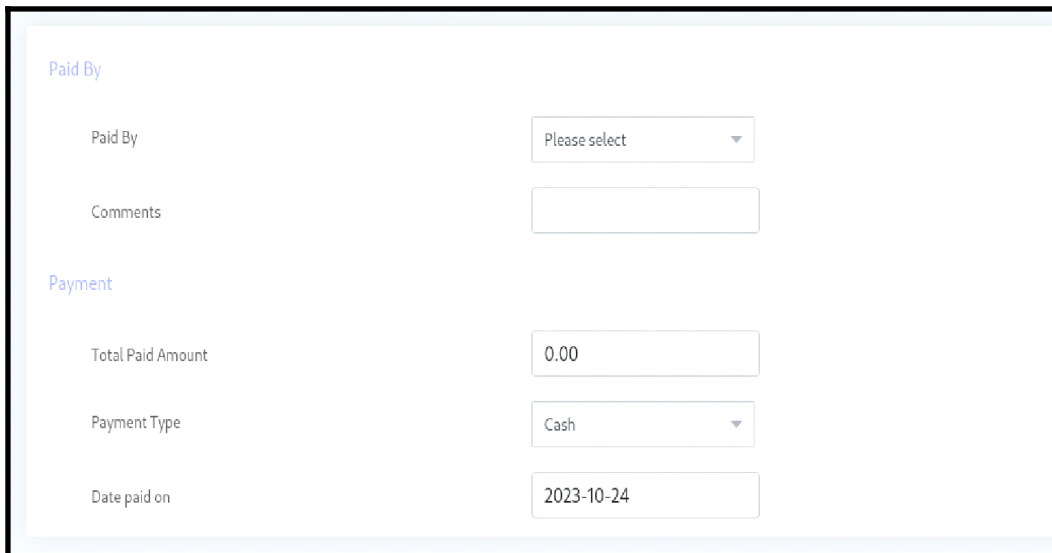
Field	Value
User Name	Danish
Owend By	[Create new Client]
Rate Plan	default
Max Allowed Channels	100
Status	Active

3.3: Add Payment

Admin can add payment/balance to client accounts and all users will use his credit for running campaigns.

Steps:

- Open the navigation menu and select the Billing menu
- select the sub menu Payments from main menu and click on it
- Click on the New Payment button from Route list page
- Add page will open, admin has to add/enter required information in desired fields
- Select the paid by Account and enter comment (optional)
- Enter total paid amount, select payment type and enter payment date



Paid By

Paid By

Comments

Payment

Total Paid Amount

Payment Type

Date paid on

4: Agent/Extension Management:

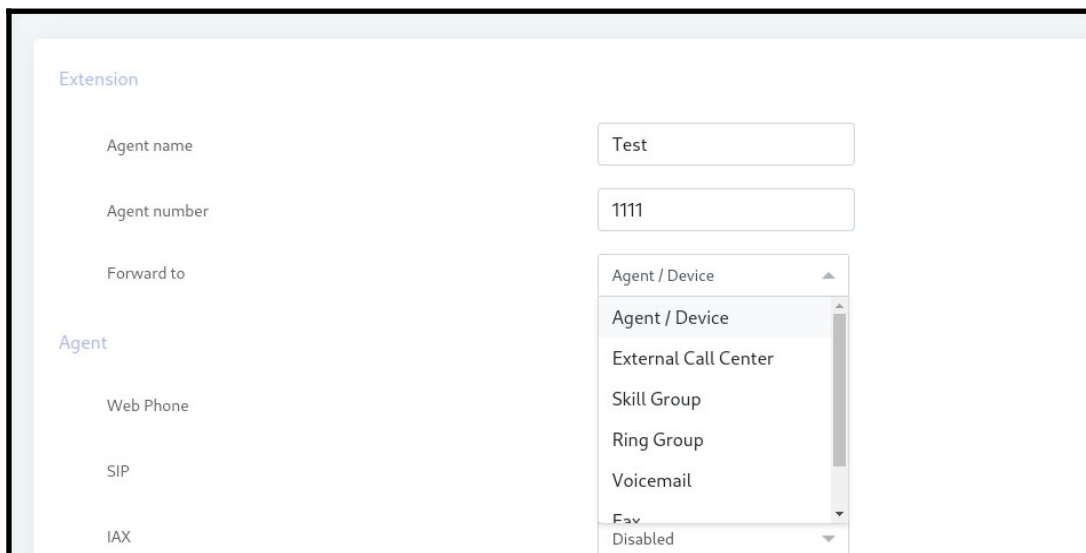
Admin can create agent/extension and assign it to client/company account. Agent can make/receive/transfer inbound and outbound calls and communicate with caller recipients.

4.1: Add new Agent/Extension

Steps:

- Open the navigation menu and select Administration menu
- select the sub menu Agent/Extension from main menu and click on it
- Click on the New agent button from Extension list page
- Add page will open, admin has to add/enter required information in desired fields

-



Extension

Agent name

Agent number

Forward to

Agent

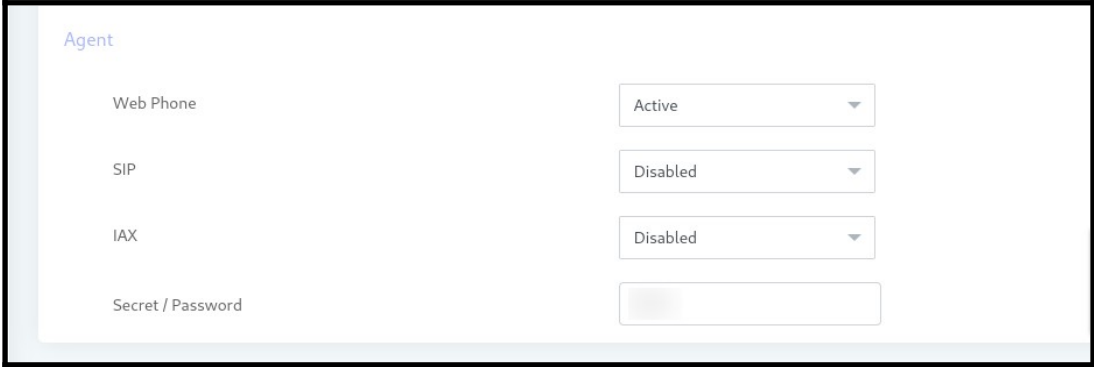
Web Phone

SIP

IAX

Enter Agent name, agent number and

Forward to from drop down menu

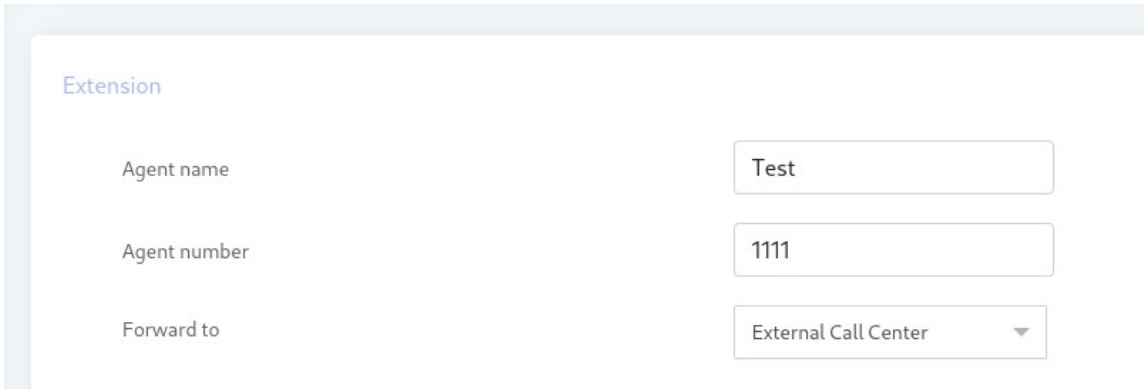
-  Select web phone as active, SIP and IAX will disable and enter login password

Forward Agent to External Call center:

You can forward incoming call to External call center number, External private PBX and personal phone number

Steps:

- Open the navigation menu and select Administration menu
- select the sub menu Agent/Extension from main menu and click on it
- Click on the New agent button from Extension list page
- Add page will open, admin has to add/enter required information in desired fields
- Enter Agent name, agent number and Select Forward to as External Call center



Extension

Agent name	<input type="text" value="Test"/>
Agent number	<input type="text" value="1111"/>
Forward to	<input type="text" value="External Call Center"/>

- Enter external call center information such as Enter ip/hostame, select protocol, Enter user name and password
- Enter Extension/phone and call limit.

The screenshot shows a web form with two main sections: 'Extension' and 'External Call Center'. The 'Extension' section includes fields for 'Agent name' (test-agent), 'Agent number' (1111), and 'Forward to' (External Call Center). The 'External Call Center' section includes fields for 'IP / Host name' (sip.compeak.com), 'Protocol' (IAX), 'Username' (ICTInnovations), 'Password' (BxEN...), 'Extension / Phone' (923080681246), and 'Call Limit' (1).

Extension	
Agent name	test-agent
Agent number	1111
Forward to	External Call Center
External Call Center	
IP / Host name	sip.compeak.com
Protocol	IAX
Username	ICTInnovations
Password	BxEN...
Extension / Phone	923080681246
Call Limit	1

Forwarding agent to Agent/device:

You can make and receive call through the webRTC agent panel through the internet by using the Login information Agent can dial manual calls through webphone.

Steps:

- Open the navigation menu and select Administration menu
- select the sub menu Agent/Extension from main menu and click on it
- Click on the New extension button from extension list page
- Add page will open, admin has to add/enter required information in desired fields
- Enter Agent name, agent number and Forward to from drop down menu

Extension

Agent name

Agent number

Forward to

- Select web phone as active, SIP and IAX will diable and enter login password

Agent

Web Phone

SIP

IAX

Secret / Password

Assign Extension to Users:

Admin can assign extension to users.

Steps:

- Open the navigation menu and select the main menu Administration
- select the sub menu Client management from main menu and click on it
- select the client account from client list page and click on Assign extension button from operation menu

List of Clients

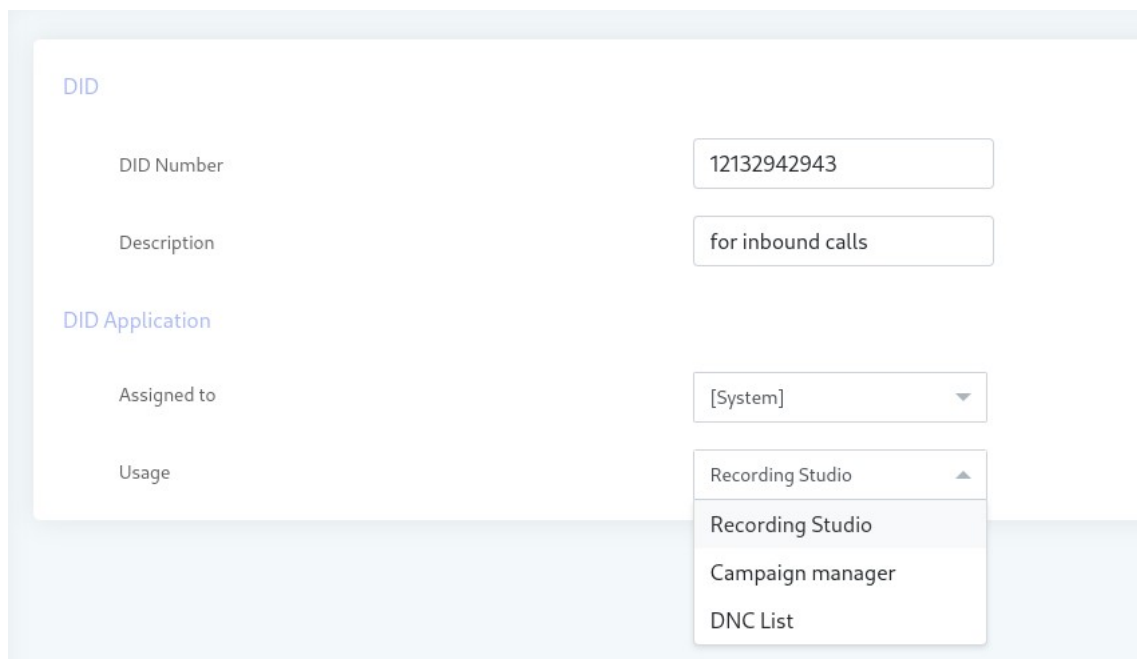
Name	Balance	Plan	Channels	Status	
<input type="checkbox"/> master	20.00	default	50	Active	[Edit] [Resources] [Assign Extensions]
<input type="checkbox"/> client	0.00	default	5	Active	Assign / Remove extensions for this cl

4.2: Add Inbound DID

DID number is the number that caller will dial and the system will receive that call.

Steps:

- Open the navigation menu and select the main menu Administration
- select the sub menu Inbound DIDs from main menu and click on it
- Click on the New DID button from trunk list page
- Add page will open, admin has to add/enter required information in desired fields
- Enter DID number and description
- Select the assigned to option as System or Available to users







The screenshot displays a form for adding a new Inbound DID. The form is titled 'DID' and contains the following fields:

- DID Number:** A text input field containing the value '12132942943'.
- Description:** A text input field containing the value 'for inbound calls'.
- DID Application:** A section header for the application options.
- Assigned to:** A dropdown menu currently showing '[System]'.
- Usage:** A dropdown menu currently showing 'Recording Studio', with a list of options expanded below it: 'Recording Studio', 'Campaign manager', and 'DNC List'.

Assign DID to Users:

- Open the navigation menu and select the main menu Administration
- select the sub menu Client management from main menu and click on it
- select the client account from client list page and click on Assign DID button from operation menu

List of Clients

	Name	Balance	Plan	Channels	Status	
<input type="checkbox"/>	master	20.00	default	50	Active	[Edit]  [Resources]  [Assign Extensions]  [Assign DIDs] 
<input type="checkbox"/>	client	0.00	default	5	Active	

Copyright Delete Selected options Developed By ICT Innovations

- DID Assignment page will open, Admin select the DID number and click on assign selected button

List of Available DIDs

	DID	Description
<input type="checkbox"/>	18009161860	CALLOUT
<input type="checkbox"/>	1234	1234

Assign Selected

Note: All users under master will used Assigned DID for inbound calling