



CUSTOMER SERVICE INTERFACE (CSI)

deltathree
The IP Communications Network™



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1. Introduction

Provide your end users onsite customer service and address service inquiries using deltatree's **Customer Service Interface (CSI)**.

The **CSI** will provide you direct access to all your calling account details. View Call Detail Records (CDR), billing and balance information, see transaction logs, calling plans and technical information, recharge accounts, and much more!



2. Getting Started

With your purchase of the Customer Service Interface (CSI), you will receive your secure and unique CSI login information from your Account Manager.

You will be able to access the CSI via the Internet

We will also offer you a training session for up to 2 individuals.



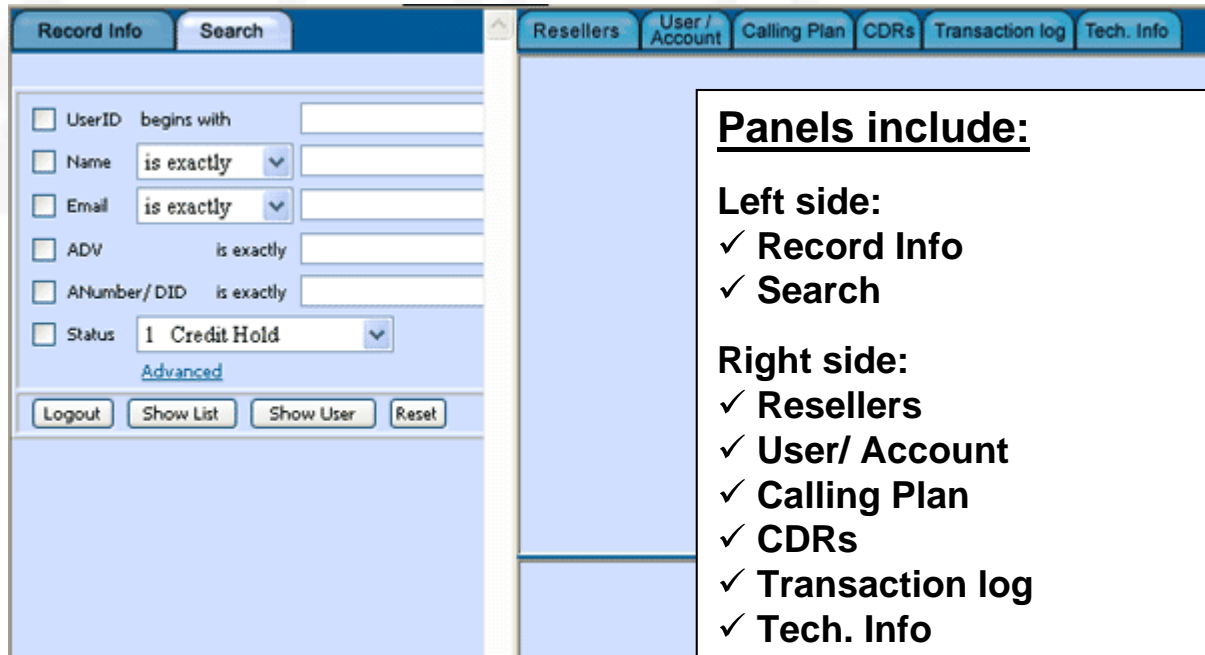
The screenshot shows a web form titled "CSI Change Password Page". It includes a password requirement notice: "Your password must be between 8-15 characters long and must contain at least 1 letter, 1 number and 1 symbol." Below this are four input fields: "User Name:", "Current Password:", "New Password:", and "Confirm New Password:". A "Change Password" button is located at the bottom of the form, and a "Back" link is in the bottom right corner.

You will be able to change your CSI login password at any time, from the CSI login screen. CSI passwords have to be changed once every 90 days for security purposes.



3. CSI General Structure – Main Screen

The Customer Service Interface (CSI) has a user friendly screen – search for accounts using the left side panel and view, update, and recharge accounts using the right side panels.



The screenshot shows the CSI Main Screen. The top navigation bar includes tabs for Record Info, Search, Resellers, User/Account, Calling Plan, CDRs, Transaction log, and Tech. Info. The left side panel contains search criteria for UserID, Name, Email, ADV, ANumber/DID, and Status, with a 'Logout' button and 'Show List', 'Show User', and 'Reset' buttons. The right side panel is currently empty.

Panels include:

Left side:

- ✓ Record Info
- ✓ Search

Right side:

- ✓ Resellers
- ✓ User/ Account
- ✓ Calling Plan
- ✓ CDRs
- ✓ Transaction log
- ✓ Tech. Info

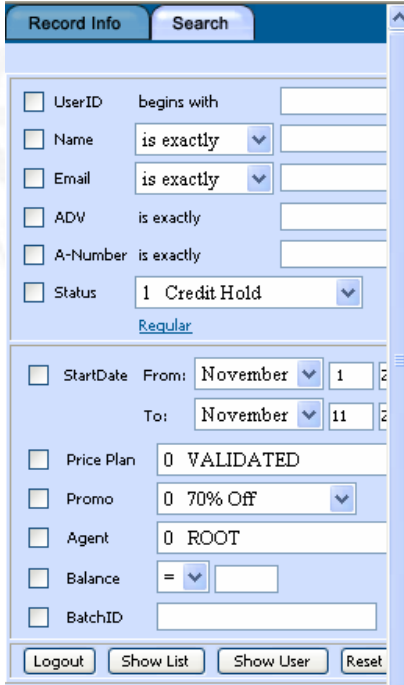
4. CSI Features

4.1. Search for existing account details

Search for up to 1000 records at one time. View details on one calling account or view lists of accounts.

Use our regular or advanced search tools.

- The regular search criteria includes UserID, name, email, and more.
- The advanced search criteria includes creation date of the account, price plan, current balance on the account, and more.



Record Info Search

UserID begins with

Name is exactly

Email is exactly

ADV is exactly

A-Number is exactly

Status 1 Credit Hold

Regular

StartDate From: November 1 To: November 11

Price Plan 0 VALIDATED

Promo 0 70% Off

Agent 0 ROOT

Balance =

BatchID

Logout Show List Show User Reset

4.2. View Calling account details

View all the calling account details that you will need to provide your end users onsite customer service.

- **Account Information** – View user's name, email, phone, fax, address, UserID, your Agent ID*, and password on the User/Account panel. View the account balance on the Record Info panel. View Price Plan information on the Calling Plan panel.
- **Call Detail Records (CDRs)** – View customer's call detail records on the CDRs panel. Search by date, destination, phone number, and more.
- **Transaction log** – View all account activity and updates on the Transaction Log panel.
- **Technical Information** - View your Recognized Phone Number (RPN), Inbound Number (DID), UserID (UID), devices and PC Phone configuration details on the Tech. Info panel.

*Every deltathree Reseller has a unique Agent Identification number

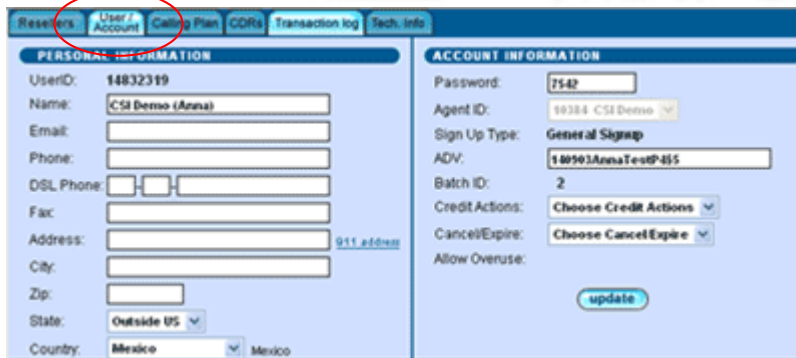


4.3. Update Calling Account Details

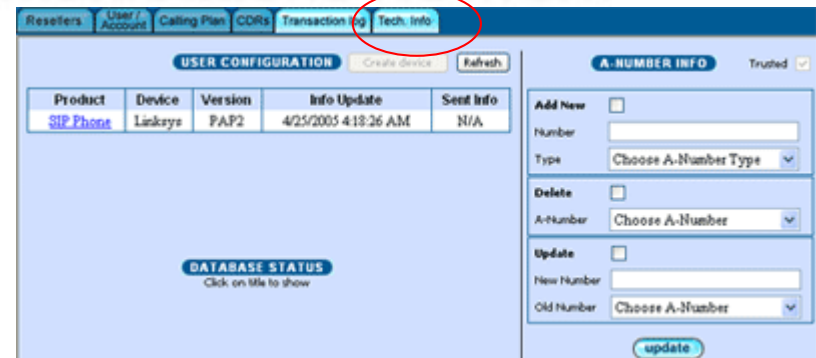
Update various aspects of your calling accounts.

- **Account Information** – *Modify user’s name, email, phone, fax, address, and password on the User/Account panel.*
- **Technical Information** - *Modify your existing A-Numbers. Update or delete your Recognized Phone Number (RPN) on the Tech Info panel.*

User/Account panel



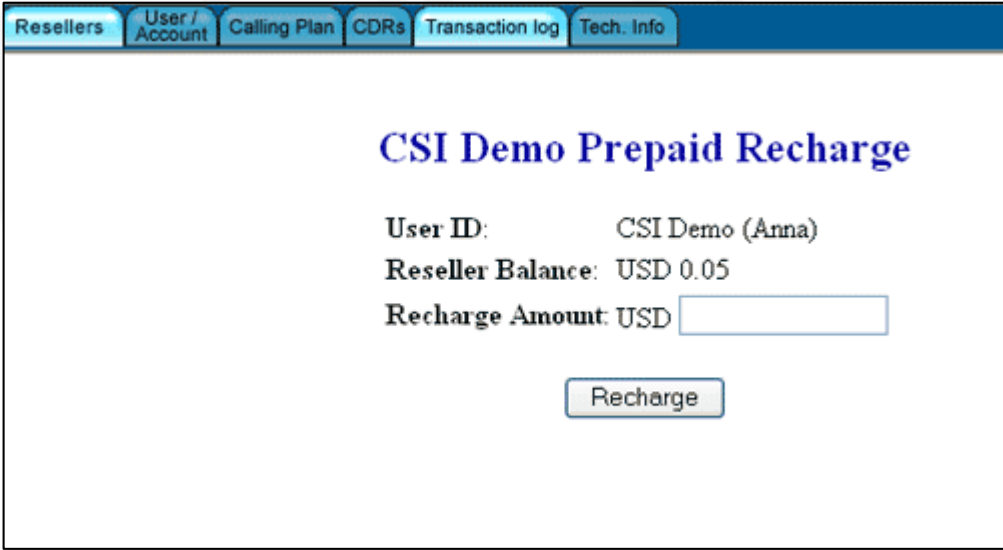
Tech Info panel



Product	Device	Version	Info Update	Sent Info
SIP Phone	Linksys	PAF2	4/25/2005 4:13:26 AM	N/A

4.4. Recharge Accounts

Add money to your user's calling accounts by clicking on the Recharge button of the Resellers panel.



Resellers User / Account Calling Plan CDRs Transaction log Tech. Info

CSI Demo Prepaid Recharge

User ID: CSI Demo (Anna)
Reseller Balance: USD 0.05
Recharge Amount: USD

Recharge

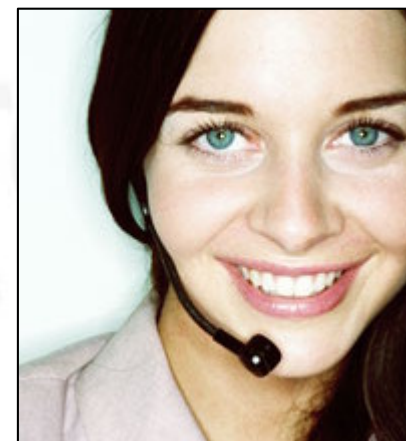


5. Use our Demo Version of the CSI

Go to https://ssl.deltathree.com/csi/operator_login.asp

Please contact your Sales Manager for a user name and password to log into the CSI demo.

Once you open the CSI demo, enter **14832319** into the User ID search field and click the Show User button.



6. Conclusion

Provide your end users onsite customer service and address service inquiries using deltathree's Customer Service Interface (CSI)

ORDER THIS GREAT APPLICATION TODAY!



Thank You!

To learn more about deltathree visit our website
<http://corp.deltathree.com/>

Contact our Sales Team at reseller@deltathree.com or
contact your Account Manager directly.

