

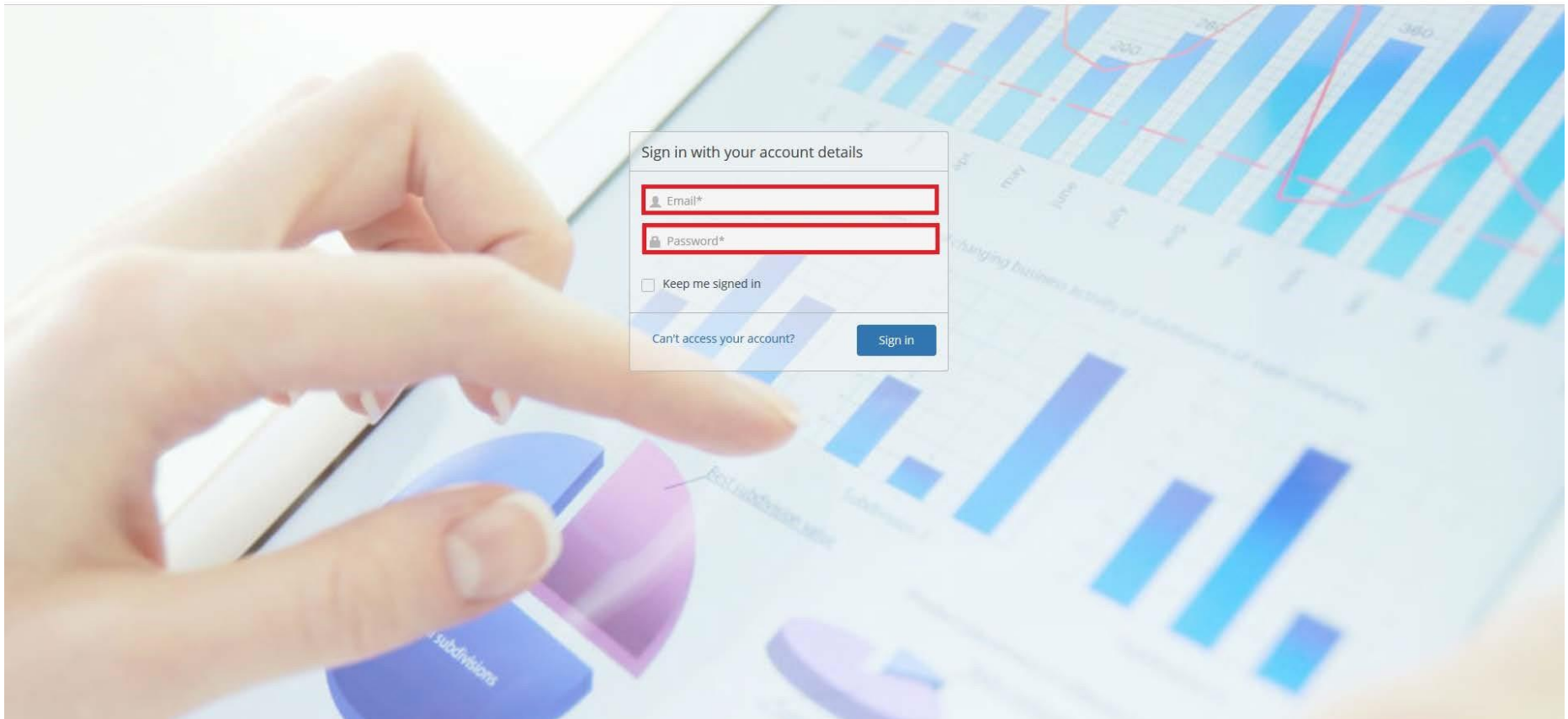
Icallfor Cloud



Logging in to the portal as a reseller

Enter email and password

icall suite



Home

 CUSTOMERS	 LICENSES
 CONFIGURATION	 HELP



Customers



CUSTOMERS



LICENSES



CONFIGURATION



HELP



View Customers

CUSTOMERS



ADD CUSTOMER



VIEW CUSTOMER
























View Customers

Customer Ref	Customer Name	Date Created	Product Name	Status	Edit	Delete/Activate	View Logins
PRG-	Customer 1	31 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
APT-	Customer 2	30 May 2018	Customer Setup - ICS Insight	Active	<input checked="" type="checkbox"/>		
PRG-	Customer 3	24 May 2018	Customer Setup - ICS Insight	Active	<input checked="" type="checkbox"/>		
PRG	Customer 4	18 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
PRG-	Customer 5	18 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
CTK-	Customer 6	17 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
PRG-	Customer 7	09 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
	Deleted Customer	04 May 2018	Customer Setup - ICS Insight	Deactivated			



View Customers

Customer Ref	Customer Name	Date Created	Product Name	Status	Edit	Delete/Activate	View Logins
PRG-	Customer 1	31 May 2018	Customer Setup - ICS Report	Active			
APT-	Customer 2	30 May 2018	Customer Setup - ICS Insight	Active			
PRG-	Customer 3	24 May 2018	Customer Setup - ICS Insight	Active			
PRG	Customer 4	18 May 2018	Customer Setup - ICS Report	Active			
PRG-	Customer 5	18 May 2018	Customer Setup - ICS Report	Active			
CTK-	Customer 6	17 May 2018	Customer Setup - ICS Report	Active			
PRG-	Customer 7	09 May 2018	Customer Setup - ICS Report	Active			
	Deleted Customer	04 May 2018	Customer Setup - ICS Insight	Deactivated			



View Customers

Within Edit you are able to view the customers details and licences assigned to that user.

RESELLER

Select User:
Pragma/ ▼

First Name:
Reseller Name:
Pragma

Last Name:
Tech Support Reference:
Pragma

CUSTOMER DETAILS

Customer Name*:
Pragma Sales

Customer Contact:
Sales

Telephone Number:

Customer Address:

Customer Postcode:

Customer Email ID*:
sales@wearepragma.co.uk

Additional Customer Reference:

Billing ID*:
690076

Billing Start Date:
01/02/2018

Time zone*:
Greenwich Standard Time ▼

LICENSING

Product Selection*:

Options	Product Name	Quantity
<input type="radio"/>	Customer Setup - ICS Insight	1
<input type="checkbox"/>	ICS Insight Supervisor (One Required Per Customer)	0
<input type="checkbox"/>	Single ICS Insight Extension	0
<input checked="" type="radio"/>	Customer Setup - ICS Report	1
<input checked="" type="checkbox"/>	ICS Report Supervisor (Per Team, Department, Site)	7
<input checked="" type="checkbox"/>	Single ICS Report Extension License	16
<input checked="" type="checkbox"/>	ICS Insight Supervisor License	1
<input checked="" type="checkbox"/>	My Console - ICS Report (For Agent/End-user Access)	1

SYSTEM DETAILS















Select CM:
PRG CM1 - 185.110.180.16 ▼

Customer Ref:
PRG-690076



View Logins

If you click the magnified glass then you will be able to see logins linked with the account.








Customer Ref	Customer Name	Date Created	Product Name	Status	Edit	Delete/Activate	View Logins
PRG-	Customer 1	31 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
APT-	Customer 2	30 May 2018	Customer Setup - ICS Insight	Active	<input checked="" type="checkbox"/>		
PRG-	Customer 3	24 May 2018	Customer Setup - ICS Insight	Active	<input checked="" type="checkbox"/>		
PRG	Customer 4	18 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
PRG-	Customer 5	18 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
CTK-	Customer 6	17 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
PRG-	Customer 7	09 May 2018	Customer Setup - ICS Report	Active	<input checked="" type="checkbox"/>		
		04 May 2018	Customer Setup - ICS Insight	Deactivated			



View Logins

You are able to see all logins for the account that you have selected and you can then click the view portal button to login as that user.

LOGINS FOR PRG-690076

LOGINS					
First Name	Last Name	Email	User Type	Date Created	View Portal
PRG-690076		Sales@wearepragma.co.uk	Superuser	01 Feb 2018	
Helen	Ranaghan	Helen.ranaghan@wearepragma.co.uk	Superuser	01 Feb 2018	
Ed	Savory	Ed.savory@wearepragma.co.uk	Superuser	02 Feb 2018	
Mark	Snow	Mark.snow@wearepragma.co.uk	Superuser	09 Feb 2018	
Pragma	Insight	Insight@salesdemo.wearepragma.co.uk	Insight User	11 Apr 2018	
Pete	Marlow	Peter.marlow@wearepragma.co.uk	Superuser	17 Apr 2018	
Helen	Ranaghan	Helen@wearepragma.co.uk	My Console User	21 May 2018	

Back



Licenses



CUSTOMERS



LICENSES



CONFIGURATION



HELP

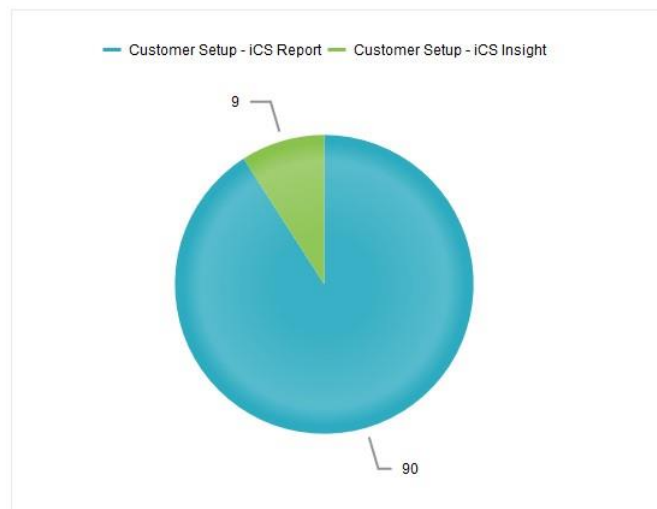


Licenses

LICENSE SUMMARY

SUMMARY

- 41** Total Tenants:
- 0** Total Tenants Added this Month:
- 0** Total Tenants Deactivated this Month:
- 0** Active Resellers this Month:
- 1907** Total Endpoints:
- 0** Total Endpoints Added this Month:
- 0** Total Endpoints Deactivated this Month:
- 0** Total Recording Endpoints:
- 0** Total Recording Endpoints Added this Month:
- 0** Total Recording Endpoints Deactivated this Month:



RESELLER SUMMARY

Reseller	Total Tenants	Total Endpoints	Tenants This Month	Tenants Last Month	Endpoints This Month	Endpoints Last Month	Tenants Deactivated This Month	Endpoints Deactivated This Month
Pragma	2	101	0	0	0	0	0	0



Configuration



CUSTOMERS



LICENSES



CONFIGURATION



HELP



Logins

icall suite 

CONFIGURATION



Manage Logins

MANAGE LOGINS

MANAGE LOGINS +						
First Name	Last Name	Email	Reseller	Date Created	Edit	Delete
			Pragma	04 Jan 2016		
Greg	Skinner	Greg.skinner@wearepragma.co.uk	Pragma	05 Oct 2017		
Mark	Proops	Mark.proops@wearepragma.co.uk	Pragma	05 Oct 2017		
Simon	Smith	Simon.smith@wearepragma.co.uk	Pragma	05 Oct 2017		
Josh	Aldridge	Josh.aldridge@wearepragma.co.uk	Pragma	14 Nov 2017		
Sarah	Vaile	Sarah.vaile@wearepragma.co.uk	Pragma	31 Jan 2018		
Jolene	Larter	Jolene.larter@wearepragma.co.uk	Pragma	31 Jan 2018		
		Jack.deegan@wearepragma.co.uk	Pragma	15 Feb 2018		



HELP !!!!



CUSTOMERS



LICENSES



CONFIGURATION



HELP



HELP !!!!

HELP



ONLINE TRAINING VIDEOS



WEBSITE



ONLINE USER GUIDE



EULA



Online Training Videos

'How To' Videos

Please note: Colours within the application may vary depending on modules / version.

Logging In: (Please note: splash image may vary)



Business Insight:



Dashboards:



Reports Catalogue:



Report Scheduling:



Add Report to My Favourites:



Exporting and Emailing Reports:



Configuration:



Cookies help us to improve our services by understanding the profile of our visitors (in Google Analytics). By using our website, you agree to our use of cookies. Learn More [Learn more](#)

OK



Online User Guide

iCall Suite User Guides



Please select the relevant user guide:

iCS Insight

User Guide (PDF)

iCS Report

User Guide (PDF)



Licensing

Within ICall For Cloud There are 2 different models Insite and Report.

Insite is a basic package offering limited functionality

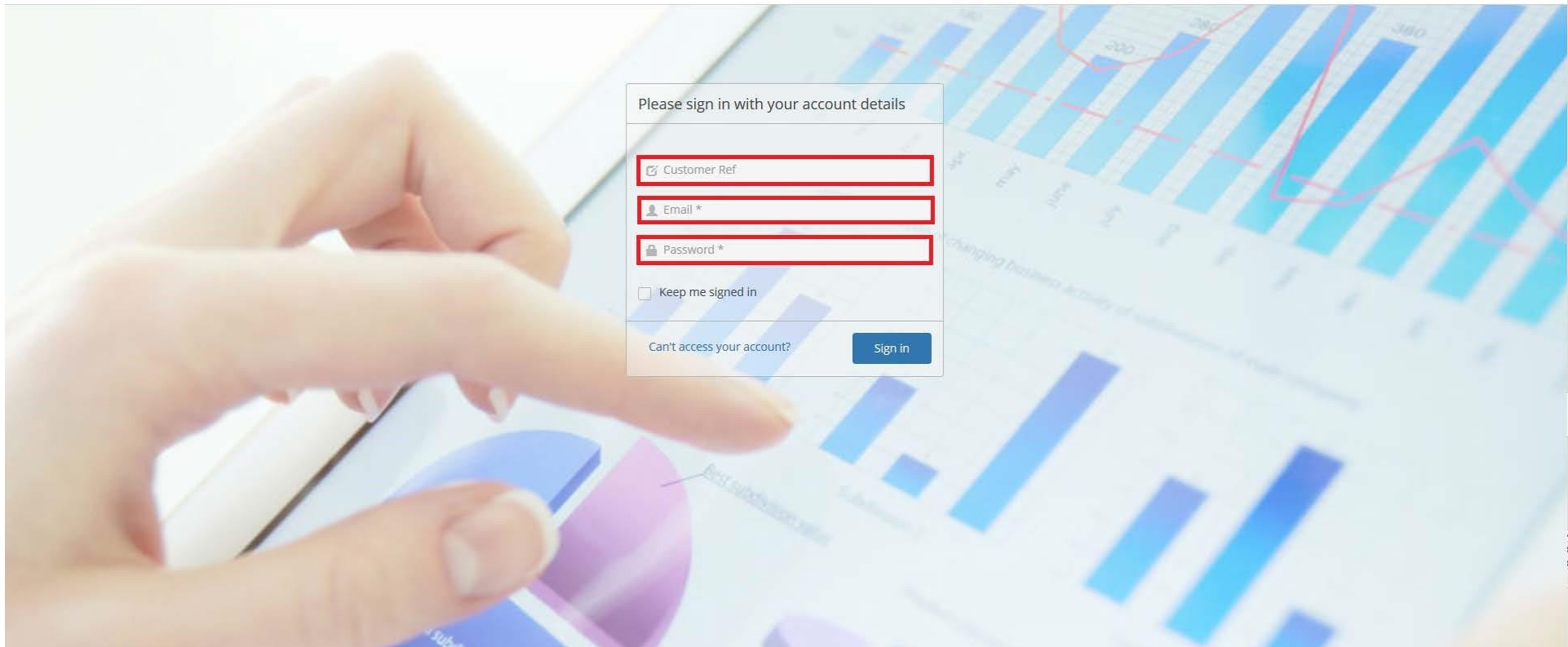
Report is the full offering with all the features built in, when using reports you can always add one user with lower permissions but adding a REPINSUP licence creating a insite user on your report account.

iCS Insight/Report Licences	<i>Please note the total number of users in a tenant must have either an ICS insight or report end-point licence</i>	
	ICS-INSET	Tollring iCS insight setup license (per site, one-time charge)
	ICS-INEND	Tollring iCS insight end-point license - required for every extension, see note 9
	ICS-INSUP	Tollring iCS insight supervisor license
	ICS-REPSET	Tollring iCS report setup license (per site, one-time charge)
	ICS-REPEND	Tollring iCS report end-point license - required for every extension, see note 9
	ICS-REPSUP	Tollring iCS report supervisor license
	ICS-REPINSUP	Tollring iCS report insight supervisor license - provides limited reporting (Insight) within a Report environment
	ICS-REPCON	Tollring iCS report console license - allows individual user to report/analyse their call statistics



Logging in to the portal as a customer

Enter customer ref, email and password



Home



BUSINESS INSIGHT



DASHBOARDS




REPORTS CATALOGUE



FAVOURITES



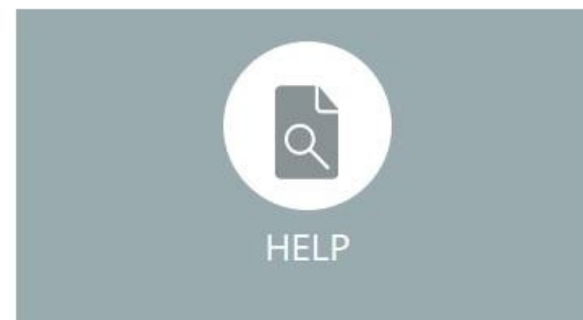
CONFIGURATION



HELP



Business Insite



Business Insite

REPORT PERIOD: JUN 11 2018



QUICK REPORTS

Hourly Call Activity
An overview of call information, such as total outgoing and incoming calls, over a period of 60 minutes.

Daily Call Activity
An overview of call information, such as total outgoing and incoming calls, average talk time and number of...

OBSERVATIONS

TOTAL CALLS 11	TOTAL INCOMING CALLS 8
TOTAL OUTGOING 3	TOTAL MISSED 5
UNRETURNED MISSED 2	BUSIEST HOUR 14:00 - 14:59
AVERAGE ANSWERTIME 00:00:11	LONGEST CALL 00:02:23

BUSINESS INSIGHT

APPLY FILTERS

Select Date/Time: Today

Extensions/Agents | Levels | DDI/Campaign | Call Types | Restrictions

Extensions/Agents

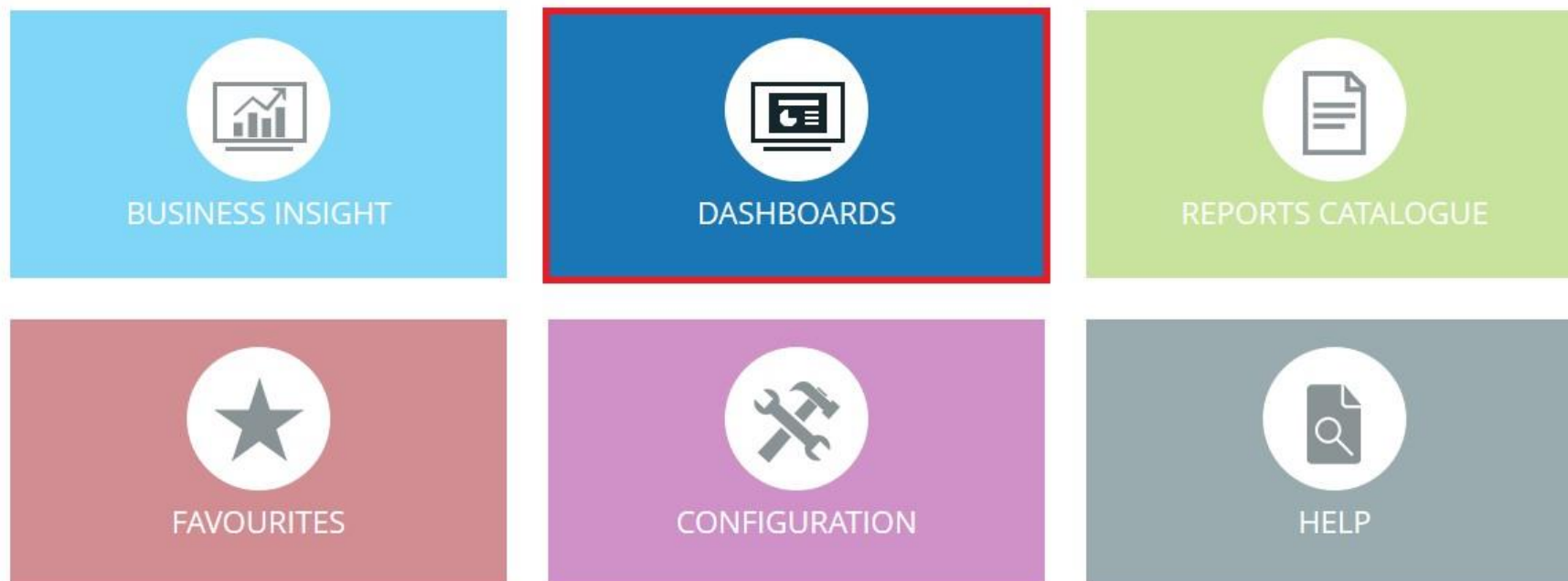
All Extensions Extension Range

Selected Extension

Reset Filters | Apply Filters



Dashboard



Dashboard

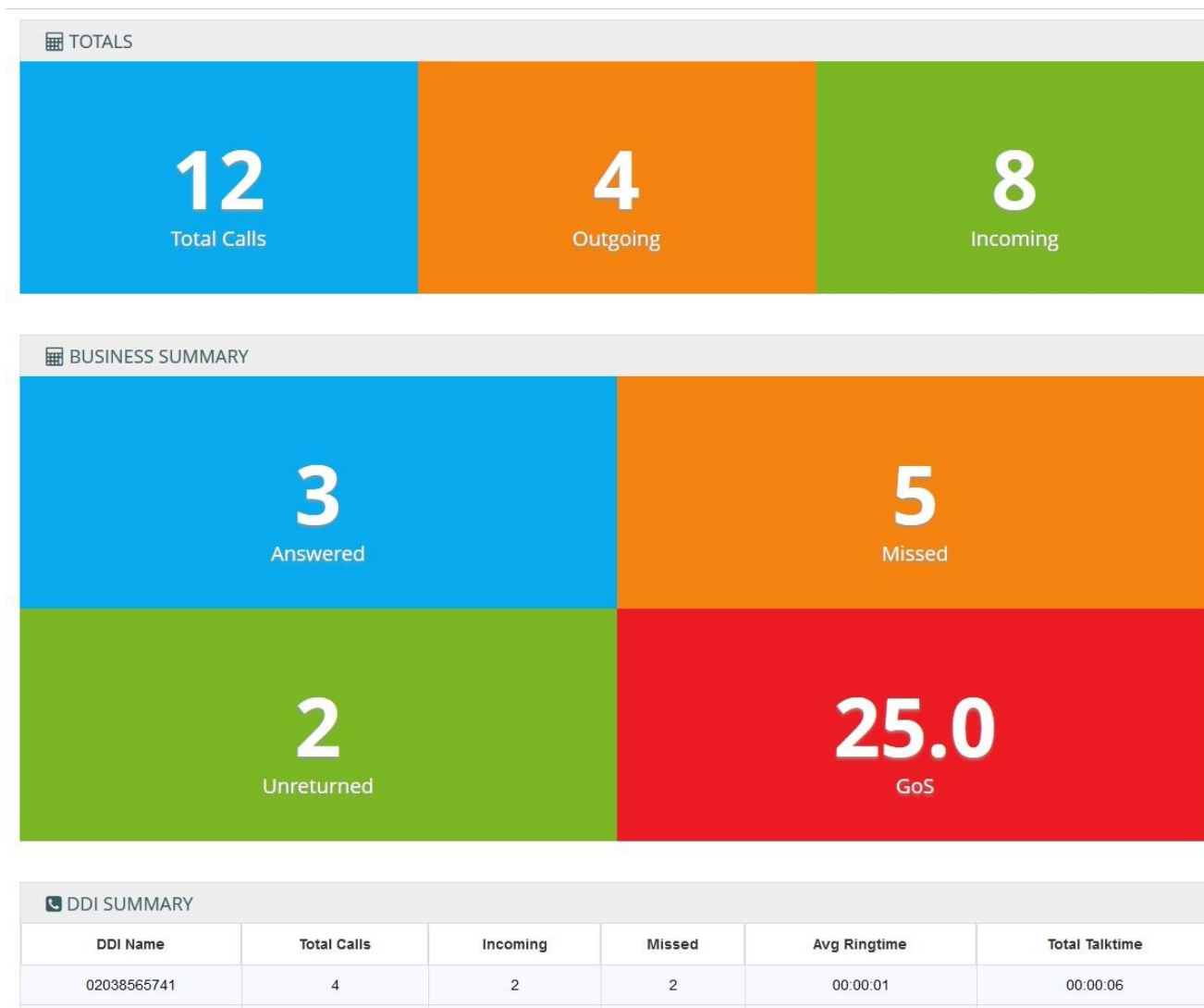
DASHBOARD

The dashboard selection menu consists of four blue rectangular buttons arranged in two rows. Each button features a white circular icon at the top and text below it. The first row contains three buttons: 'STANDARD WALLBOARD' with a grid icon, 'EXECUTIVE SUMMARY' with a laptop icon showing a chart, and 'INSIGHT WALLBOARD' with a grid icon. The second row contains one button: 'MY DASHBOARD' with a laptop icon showing a chart. The entire menu is enclosed in a red border.

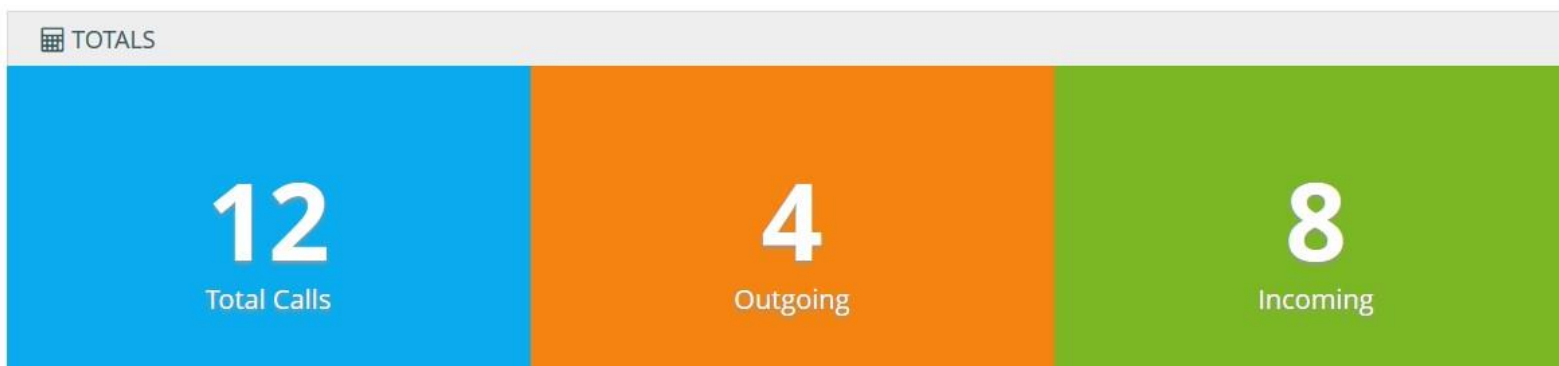
- STANDARD WALLBOARD
- EXECUTIVE SUMMARY
- INSIGHT WALLBOARD
- MY DASHBOARD



Standard Wallboard



Standard Wallboard



 USER SUMMARY

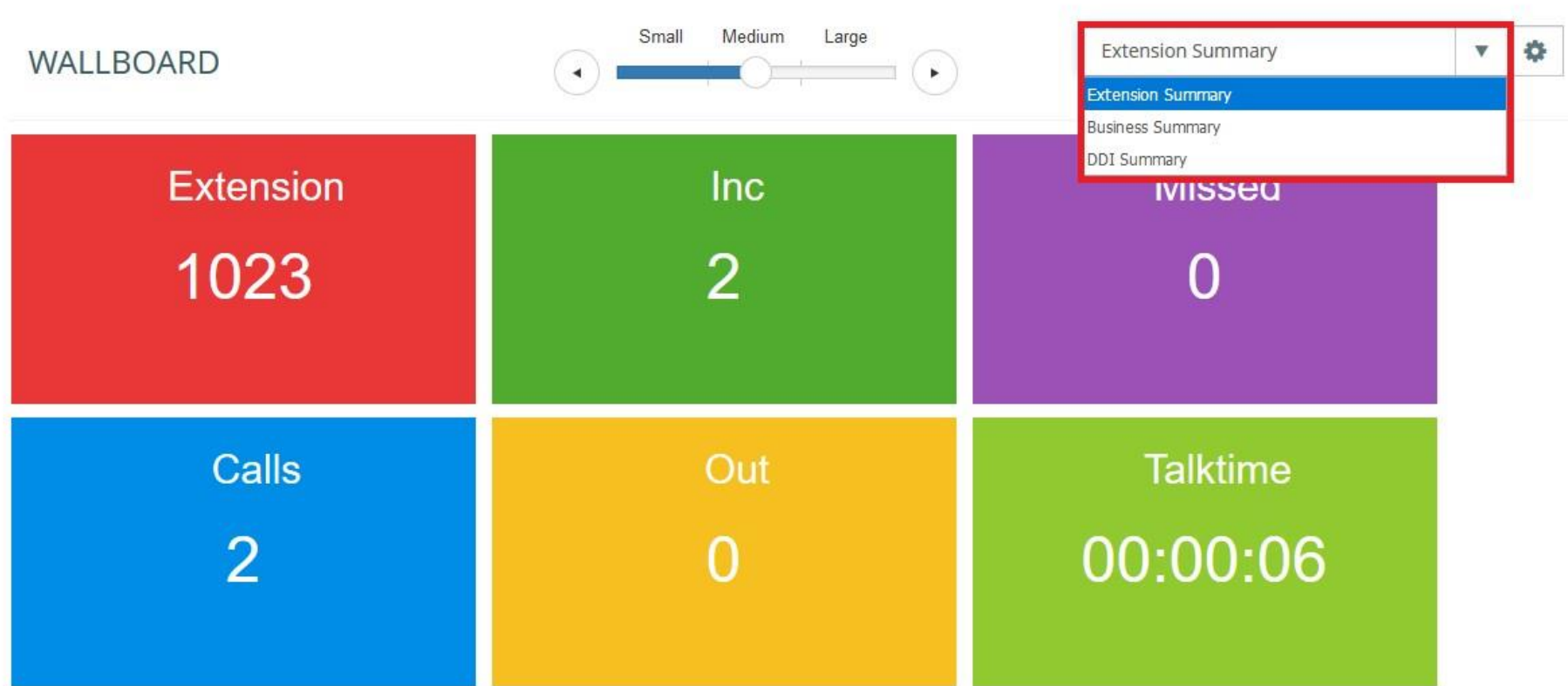
Agent	Calls	Inc	Talktime(Inc)	Out	Talktime(Out)
1012	5	5	00:00:14	0	00:00:00
7799	4	0	00:00:00	4	00:04:03
1023	2	2	00:00:06	0	00:00:00
1022	1	1	00:00:00	0	00:00:00

 DDI SUMMARY

DDI Name	Total Calls	Incoming	Missed	Avg Ringtime	Total Talktime
02038565741	4	2	2	00:00:01	00:00:06
02037578741	3	0	3	00:00:00	00:00:00



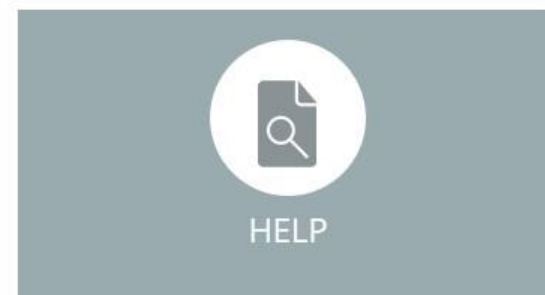
Insite Wallboard



My Dashboard



Reports Catalogue



Reports Catalogue

REPORTS CATALOGUE



USER REPORTS



TIME & DAY REPORTS



INCOMING PERFORMANCE



DDI REPORTS



AREA REPORTS



CUSTOMER REPORTS



BILLING REPORTS



Reports Catalogue

LIST CALLS BY DATE

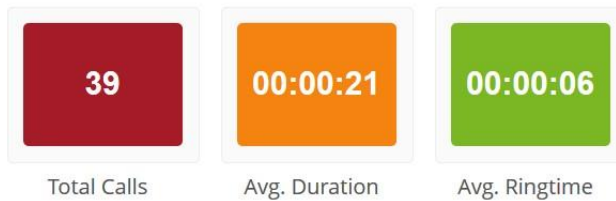


APPLY FILTERS



REPORT PERIOD: JUN 11 2018

REPORT SUMMARY

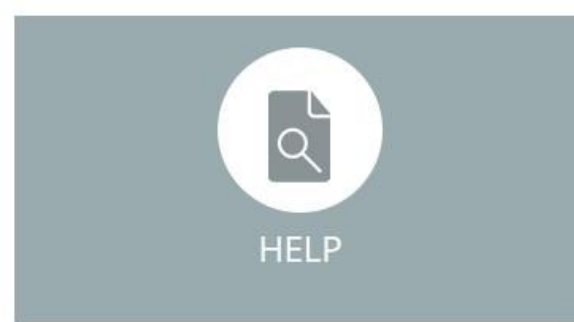


REPORT DETAILS

Extension	User	Date	Time	Duration	Number	Group	DDI	Ringtime	Type	Call ID
7799	7799	11 Jun 2018	15:32	00:00:26	01258820100			00:00:04	OUT	01258820100_2018-06-11 15:32:06
7799	7799	11 Jun 2018	15:30	00:01:14	01903927100			00:00:01	OUT	01903927100_2018-06-11 15:30:16
7799	7799	11 Jun 2018	15:29	00:00:00	01903927100			00:00:00	OUT	01903927100_2018-06-11 15:29:57
810	810	11 Jun 2018	15:24	00:00:00	400			00:00:00	X/U	400_2018-06-11 15:24:12
1023	1023	11 Jun 2018	15:23	00:00:00	502			00:00:00	X/U	502_2018-06-11 15:23:31
1023	1023	11 Jun 2018	15:23	00:00:00	02			00:00:00	X/U	02_2018-06-11 15:23:29
810	810	11 Jun 2018	15:22	00:00:00	400			00:00:00	X/U	400_2018-06-11 15:22:11
7799	7799	11 Jun 2018	15:22	00:02:23	01460298197			00:00:00	OUT	01460298197_2018-06-11 15:22:03
810	810	11 Jun 2018	15:09	00:00:00	400			00:00:00	X/U	400_2018-06-11 15:09:58
810	810	11 Jun 2018	15:09	00:00:00	400			00:00:00	X/U	400_2018-06-11 15:09:40

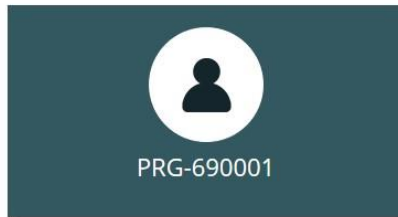


Favorites



Favorites

FAVOURITE REPORTS



Configuration



BUSINESS INSIGHT



DASHBOARDS



REPORTS CATALOGUE



FAVOURITES



CONFIGURATION

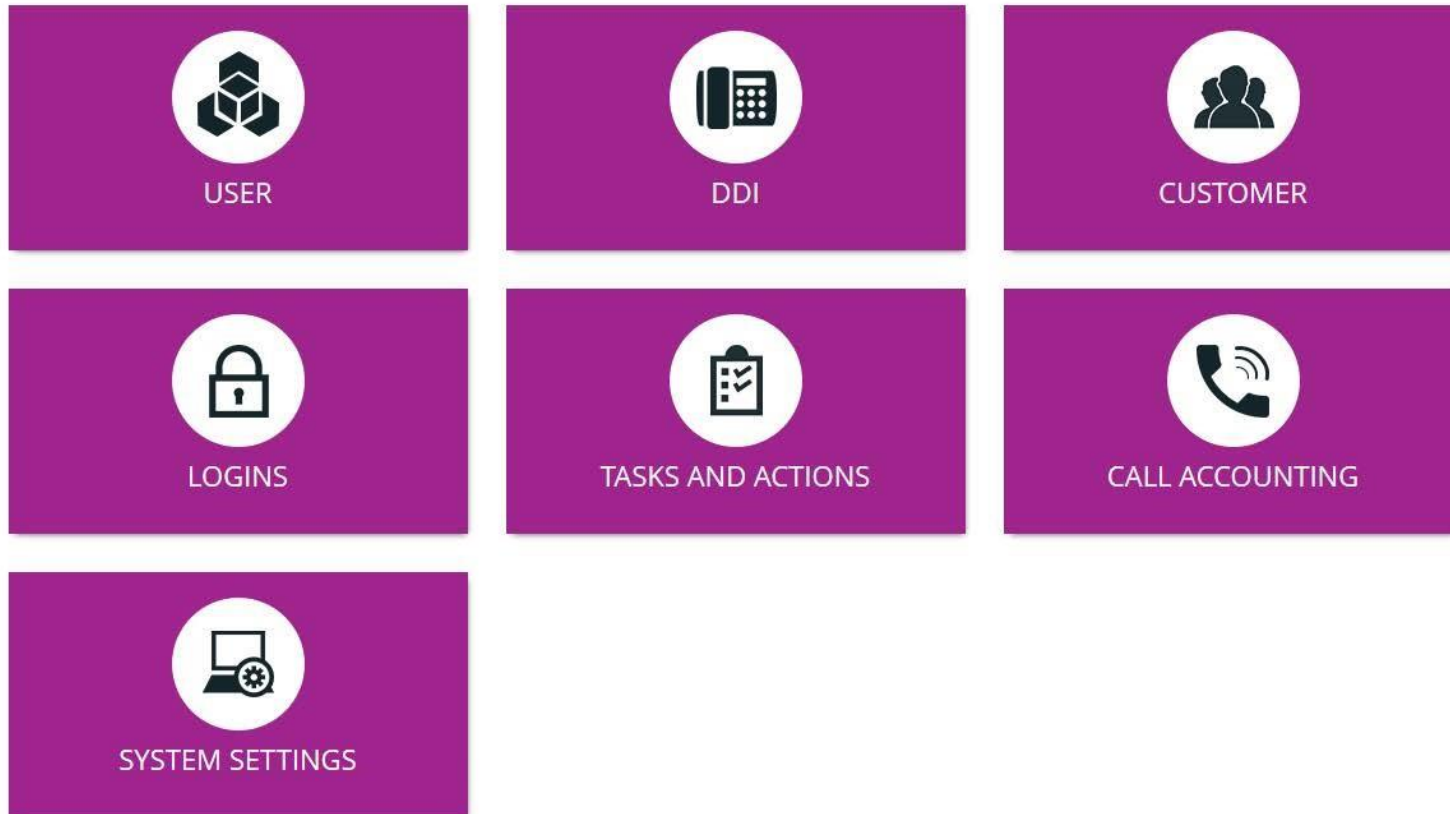


HELP




Configuration

CONFIGURATION



User

CONFIGURATION



USER


- ▶ Extension
- ▶ Cost Centre
- ▶ Department
- ▶ Division
- ▶ Site
- ▶ Import/Export Directory



DDI



CUSTOMER



LOGINS



TASKS AND ACTIONS



CALL ACCOUNTING





User

EXTENSIONS

EXTENSIONS +											
Extension	Username	Email	CostCentre	Department	Division	Site	Extn Type	Gain	Rental	Edit	Delete
<input type="text"/>	<input type="text"/>										
100	100		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input checked="" type="checkbox"/>	
1001	1001		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
1002	1002		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
1003	1003		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
1004	1004		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
1005	1005		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
1006	1006		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
1008	1008		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
1009	1009		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	
101	101		Undefined	Undefined	Undefined	Undefined	Extension	0.00	0.00	<input type="checkbox"/>	

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User

EXTENSIONS

EXTENSIONS +

EDIT EXTENSION

Extension: Email:

UserName: Site: Start Time:

Division: Extension Type: Daily Availability**:

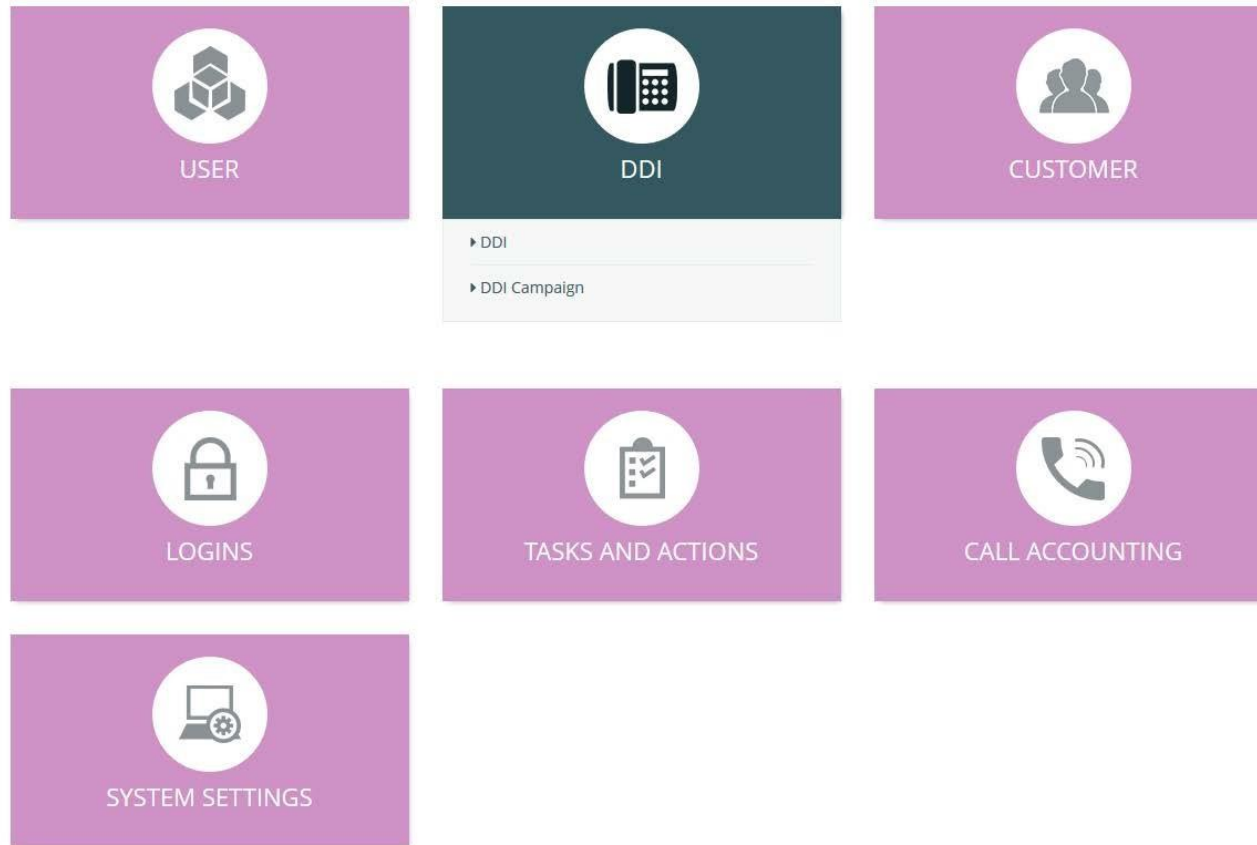
Department:

% Gain:



DDI

CONFIGURATION



The image displays a configuration menu for DDI (Direct Dial In) with seven main categories arranged in a grid. The 'DDI' category is highlighted with a dark blue background and includes a sub-menu with two items: 'DDI' and 'DDI Campaign'. The other categories are represented by purple boxes with white icons and text labels.

- USER**: Represented by a white icon of three stacked cubes on a purple background.
- DDI**: Represented by a white icon of a telephone handset on a dark blue background. Sub-menu items:
 - ▶ DDI
 - ▶ DDI Campaign
- CUSTOMER**: Represented by a white icon of three people silhouettes on a purple background.
- LOGINS**: Represented by a white icon of a padlock on a purple background.
- TASKS AND ACTIONS**: Represented by a white icon of a clipboard with a checkmark on a purple background.
- CALL ACCOUNTING**: Represented by a white icon of a telephone handset with signal waves on a purple background.
- SYSTEM SETTINGS**: Represented by a white icon of a laptop with a gear on a purple background.



DDI

DDI

DDI +				
DDI	DDI Name	DDI Campaign	Edit	Delete
01184025746	01184025746	Undefined	<input checked="" type="checkbox"/>	
01444480900	01444480900	Undefined	<input checked="" type="checkbox"/>	
01903927100	01903927100	Undefined	<input checked="" type="checkbox"/>	
01903927124	01903927124	Undefined	<input checked="" type="checkbox"/>	
01903927148	01903927148	Undefined	<input checked="" type="checkbox"/>	
01905676599	01905676599	Undefined	<input checked="" type="checkbox"/>	
02037578740	02037578740	Undefined	<input checked="" type="checkbox"/>	
02037578741	02037578741	Undefined	<input checked="" type="checkbox"/>	
02037578742	02037578742	Undefined	<input checked="" type="checkbox"/>	
02037578744	02037578744	Undefined	<input checked="" type="checkbox"/>	

Navigation: ⏪ ⏩ 1 2 ⏪ ⏩ Page: Of 2 Page Size: Item 1 To 10 Of 13



Customer

CONFIGURATION

USER

DDI

CUSTOMER

- ▶ Customer Directory
- ▶ Import Inventory

LOGINS

TASKS AND ACTIONS

CALL ACCOUNTING

SYSTEM SETTINGS



Customer

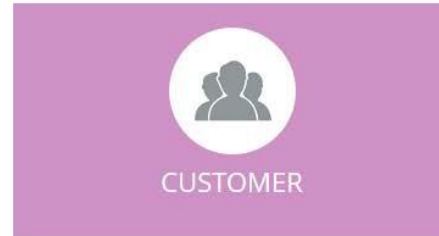
CUSTOMER DIRECTORY

CUSTOMER DIRECTORY + ↻						
Company Name	Contact Name	Job Title	Contact Number	Mobile	Edit	Delete
No Records To Display.						




Logins

CONFIGURATION



Logins

LOGINS

+				
Email	User Type	User Extension	Edit	Delete
	Superuser	0	<input checked="" type="checkbox"/>	
Test@test.com	Superuser	0	<input checked="" type="checkbox"/>	



Tasks And Actions

CONFIGURATION

A grid of configuration options. The 'TASKS AND ACTIONS' option is highlighted in a darker shade and includes a sub-menu with 'Scheduled Tasks' and 'Scheduled Actions'.

- USER
- DDI
- CUSTOMER
- LOGINS
- TASKS AND ACTIONS**
 - ▶ Scheduled Tasks
 - ▶ Scheduled Actions
- CALL ACCOUNTING
- SYSTEM SETTINGS



Tasks And Actions

SCHEDULED TASKS

SCHEDULED TASKS							
Tasks Name	Task Type	Email To	Email Cc	Run Interval	Next Run	Edit	Delete
No Records To Display.							


SCHEDULED ACTIONS

SCHEDULED ACTIONS	
Select Task	<input type="text"/>



Call Accounting


CONFIGURATION




USER



DDI



CUSTOMER



LOGINS



TASKS AND ACTIONS



CALL ACCOUNTING

- ▶ Cost Editor
- ▶ Import\Export Charges



SYSTEM SETTINGS



Cost Editor

COST EDITOR

Dial Codes	Area	Peak	Off Peak	Weekend	Min Charge	Edit
<input type="text"/>	<input type="text"/>					
0	NATIONAL	4.85	4.85	4.85	0	<input checked="" type="checkbox"/>
001	USA	14.47	14.47	14.47	0.003	<input checked="" type="checkbox"/>
001204	Canada	14.47	14.47	14.47	0.003	<input checked="" type="checkbox"/>
001242	Bahamas	47.48	47.48	47.48	0.003	<input checked="" type="checkbox"/>
001246	Barbados	47.48	47.48	47.48	0.003	<input checked="" type="checkbox"/>
001264	Anguilla	47.48	47.48	47.48	0.003	<input checked="" type="checkbox"/>
001268	Antigua & Barbuda	47.48	47.48	47.48	0.003	<input checked="" type="checkbox"/>
001284	Virgin Is. (UK)	47.48	47.48	47.48	0.003	<input checked="" type="checkbox"/>
001306	Canada	14.47	14.47	14.47	0.003	<input checked="" type="checkbox"/>
001340	Virgin Is. (US)	47.48	47.48	47.48	0.003	<input checked="" type="checkbox"/>

Page: Of 689
 Page Size:
 Item 1 To 10 Of 6881

- All cost charges are based on the local currency
- *Peak, Off Peak and Weekend charges (pence/cents etc)
- *Minimum Charge (Pounds/Dollar/Euro etc)



Cost Editor

CONFIGURATION

USER

DDI

CUSTOMER

LOGINS

TASKS AND ACTIONS

CALL ACCOUNTING

SYSTEM SETTINGS

▶ Settings



Cost Editor

SETTINGS

SETTINGS

Target Answer Time (secs)	Target Wrap-up Time (secs)
<input type="text" value="15"/>	<input type="text" value="0"/>

Save



HELP !!!!



BUSINESS INSIGHT



DASHBOARDS



REPORTS CATALOGUE



FAVOURITES



CONFIGURATION



HELP



Online Training Videos

'How To' Videos

Please note: Colours within the application may vary depending on modules / version.

Logging In: (Please note: splash image may vary)



Business Insight:



Dashboards:



Reports Catalogue:



Report Scheduling:



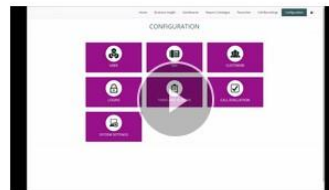
Add Report to My Favourites:



Exporting and Emailing Reports:



Configuration:



Cookies help us to improve our services by understanding the profile of our visitors (in Google Analytics). By using our website, you agree to our use of cookies. Learn More [Learn more](#)

OK



Online User Guide

iCall Suite User Guides



Please select the relevant user guide:

iCS Insight

User Guide (PDF)

iCS Report

User Guide (PDF)

