



actel

ClientZone

Client 
Zone

ClientZone

Introduction


This document shows a detailed view on the Client Reporting Platform providing access to the below information:

- View all active services
- View all SMS services logs.
- View all billing transactions and summary.
- View SMS services subscribers logs and summary.
- View reports for gateway, recycling and renewals.
- Managing sub accounts.

Log in

Service Description

Actel-Clients Monitoring Interface



Please login into your account.

UserName

Password

Login

2017 © Actel

Using your existing credentials you can access clientzone and log in:

Admin Account

Or

- **Sub Account**

credentials

Admin/Sub username

Admin/Sub password

Home

1- A breadcrumb to show page path

2- Home page contains a list of all running services and its details.

3- A side bar menu containing adding to the home page, 6 sections and the logout button.

4- A footer containing links to Actel Social Media.

5- Sort & Filter Button per Column.

6- Generic Filter for all Columns

7- Button to reset filter

8- Button to export to excel or CSV

The screenshot displays the Actel Home page. At the top, a breadcrumb trail reads 'Home / Active Shortcodes per Service'. Below this is a table with columns: Service, Country, Operator, Shortcode, Type, Rate, Currency, Status, and Frequency. The table contains 10 rows of data. Above the table, there are controls for 'Show 10 entries', a search box, and buttons for 'Reset Filter' and 'Export'. A sidebar menu on the left includes icons for Actel, Home, SMS, Billing, Subscription, Reporting, IVR, Management, and Login. The footer shows '2017 © Actel' and social media icons for Facebook, Twitter, and Instagram.

Service	Country	Operator	Shortcode	Type	Rate	Currency	Status	Frequency
Actel	Algeria	Djezzy	4504	IVR	50	AD	Online	
Actel	Bahrain	batelco	92357	SMS	0.25	BHD	Online	
Actel	Bahrain	Viva	98054	SMS	0	BHD	Active	
Actel	Bahrain	Viva	98054	SMS Direct Billing	0.3	BHD	Active	
Actel	Iraq	Atheer	8009	SMS	1	USD	Online	
Actel	kuwait	Zain	98945	SMS	300	KWD	Online	
Actel	Lebanon	alfa	1087	SMS	0.37	USD	Tested	
Actel	Lebanon	mtctouch	1087	SMS	0.59	USD	Tested	
Actel	Lebanon	mtctouch	1005	SMS	0.95	USD	Active	
Actel	Libya	ElMadar	9291	SMS	0.75	LYD	Online	

SMS

Logs

1- Choose date range.

2- Choose service(s)

3- Choose Service Channel: MO/MT

The screenshot displays the 'SMS / MT Log' interface. At the top, there are date range selectors for 'From Date' (01/17/2018 12:00:00 AM) and 'To Date' (01/17/2018 11:59:59 PM). Below these are filters for 'Show 10 entries', 'Applications (All)', and 'Search Service'. A dropdown menu for 'Applications (All)' is open, showing options like 'Select All', 'Amazing videos', 'Data Manager', 'Games Box', 'Mobilearts-Bulk', 'Phone Guard', and 'Phone Guard Plus'. To the right, there are search and filter options for 'SMS Text', 'SMS Count', and 'Type'. A search dropdown is also visible with options 'MO', 'MT', and 'MO-MT'. The main table contains the following data:

Service	Country	Operator	Shortcode	Mo	SMS Text	SMS Count	Type
Amazing videos	Qatar	Vodafone	97966	97477242473	PIN code to activate Amazing videos is 31723	1	Free MT
Amazing videos	Qatar	Vodafone	97966	97477242473	Dear Customer, Your 1 day free trial to s service is activated. After the trial period, you will be charged 3 QAR / 3 times per week. Please click on the link http://tinyurl.com/h65k55y and to download the latest version of the app from https://play.google.com/store/apps/details?id=com.mobileartsme.amazingvideos	3	Free MT
Amazing videos	Qatar	Vodafone	97966	97431505138	Your one time PIN code to activate Amazing videos is 93079	1	Free MT
Amazing videos	Qatar	Vodafone	97966	97431505138	Dear Customer, Your 1 day free trial to Amazing videos service is activated. After the trial period, you will be charged 3 QAR / 3 times per week. Please click on the link http://tinyurl.com/h65k55y and to download the latest version of the app from https://play.google.com/store/apps/details?id=com.mobileartsme.amazingvideos	3	Free MT
Amazing videos	Qatar	Vodafone	97966	97430500996	الرقم السري الخاص بك لتفعيل خدمة الفيديو هات المدهشة هو 07651	1	Free MT

4- The result of the above, will be a list of the requested logs with its relevant service details.

Billing

Transactions Summary

1- Set your report date range

The screenshot shows the 'Billing / Transactions Summary' interface. It includes a header with the page title, a search bar, and a 'Search' button. Below the header are several filter sections: 'From Date' and 'To Date' (both set to 01/17/2018), 'Countries (All)', 'Operators (All)', 'Services (All)', and 'All Subscription Types'. There are also checkboxes for 'By Rate', 'By Service', and 'By Day'. A 'Reset Filter' button and an 'Export' dropdown are also visible. Below the filters is a table with columns: Country, Operator, Shortcode, Type, Status, Count, Revenue, Currency, and Date. The table contains 10 rows of data for Bahrain and Egypt. Annotations 1 through 7 point to various parts of the interface: 1 points to the date range, 2 to the Services filter, 3 to the 'By Rate' checkbox, 4 to the Countries filter, 5 to the Operators filter, 6 to the Subscription Types filter, and 7 to the table.

4- Choose country(s)

5- Choose operator(s) based on chosen countries

2- Choose service(s)

3- Choose the criteria to group by

7- Choose subscription type(s):

- New (new users)
- Renew (renewed users)

8- The result will be the Billing trx summary based on the chosen criteria

Billing

Transactions Logs

1- Set your report date range

2- Choose service(s)

3- Choose subscription type(s):

- New (new users)
- Renew (renewed users)

Billing / Billing Transactions Log

From Date: 01/18/2018 12:00:00 AM To Date: 01/18/2018 11:59:59 PM Applications (3) All Subscription Types

Countries (3) Operators (All) Search

4- Choose Country(s) 5- Choose operator(s) based on chosen countries

Show 10 entries Search: Reset Filter Export

Application	Country	Operator	Status	Mobile#	Rate	Currency	Date	Time
Amazing videos	Qatar	Ooredoo	failed	97455776393	1.3	QAR	01-18-2018	09:49:41
Amazing videos	Qatar	Ooredoo	failed	97466582848	1.3	QAR	01-18-2018	09:49:21
Amazing videos	Qatar	Ooredoo	failed	97450796931	1.3	QAR	01-18-2018	09:49:14
Amazing videos	Qatar	Ooredoo	failed	97455924341	1.3	QAR	01-18-2018	09:49:14
Amazing videos	Qatar	Ooredoo	failed	97433812050	1.3	QAR	01-18-2018	09:49:02
Amazing videos	Qatar	Ooredoo	failed	97433010896	1.3	QAR	01-18-2018	09:48:58
Amazing videos	Qatar	Ooredoo	failed	97466220648	1.3	QAR	01-18-2018	09:48:51
Amazing videos	Qatar	Ooredoo	failed	97433840953	1.3	QAR	01-18-2018	09:48:47

6- The result of the above will be the Billing logs requested with its relevant service details.

Subscription

Subscribers summary

1- Set insertion date range

Mouse over on "i icon" for detailed information

2- Choose country(s)

3- Choose operator(s) based on chosen countries

The screenshot shows a web interface for 'Subscribers Summary'. It includes filters for 'Insertion Date From', 'Insertion Date To', 'Deleted Date From', 'Countries', 'Operators', and 'Applications'. A calendar is open for January 2018, with the 18th selected. A 'By Service' checkbox is present. A search bar and 'Reset Filter'/'Export' buttons are also visible. A table displays subscriber data with columns for Country, Operator, Total Subscribers, Ratio, Status, and Source.

4- Set deletion date range

5- Choose service(s)

6- Choose if grouped by service.

To avoid date search criteria, clear date textboxes using the "recycle bin icon"

Country	Operator	Total Subscribers	Ratio	Status	Source
Bahrain	Viva	50	92.59 %	Active	N/A
		4	7.40 %	Pending	N/A
		2	N/A	Deleted	opt-out
		39	100.00 %	Active	N/A
		9	31.03 %	Active	N/A
Iraq	Asiacell	20	68.96 %	Pending	N/A
		2	N/A	Deleted	opt-out
		21	17.50 %	Active	N/A
		99	82.50 %	Pending	N/A
		12	8.45 %	Active	N/A
Jordan	Umniah	130	91.54 %	Pending	N/A

7- The result of the above is a summary of the selected online and deleted users.

Subscription

Subscribers Logs

1- Set your report date range

Subscription / Subscribers Logs

Insertion Date From: 01/18/2018 12:00:00 AM

Insertion Date To: 01/18/2018 11:59:59 PM

Deleted Date From: 01/18/2018 12:00:00 AM

Active:616 , Pending:686 , Total:1302 Deleted:119

2- Set deletion date range

3- Choose country(s)

4- Choose operator(s)

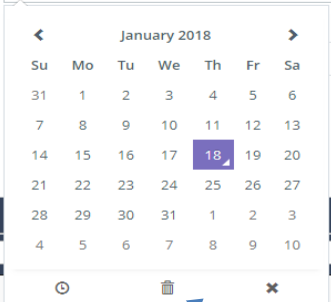
5- Choose service(s)

6- Choose Users type (Online-Deleted-All)

Search: [] Reset Filter Export

Service	Country	Operator	Mobile#	Insertion Date	First Bill Date	Expiry Date	Last Update
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018
Phone Guard	Bahrain	Viva	98054	01-18-2018		01-19-2018	01-18-2018

Mouse over on "i icon" for details



To avoid date search criteria, clear date textboxes using the "recycle bin icon"

7- The results will be the Full log depending on users type(online,deleted,all)

Reporting

Subscription Summary

1- Set your report date range

2- Choose Subscriber Type:

- All Subscribers : Based on insertion date
- Billed Subscribers: Based on first bill date
- Not Billed Subscribers: Based on insertion date with null first bill date.

Reporting / Subscription Summary

From Date: 01/18/2018 To Date: 01/18/2018

Countries (All) Operators (All)

All Subscribers
 All Subscribers
 Billed Subscribers
 Not Billed Subscribers

3- Choose country(s) Show 10 entries

4- Choose operator(s) based on chosen countries

Search: [] Reset Filter Export

Service	Country	Operator	New Subscribers	Total Subscribers	Recycling Churn	Other Churn	Total Churn	Successful Renewals
Amazing videos	Bahrain	Zain	0	1	0	0	0	0
Amazing videos	Iraq	Asiacell	0	11	0	0	0	0
Amazing videos	Jordan	ZAIN	0	2	0	0	0	0
Amazing videos	Jordan	Orange	0	1	0	0	0	0
Amazing videos	Jordan	Umniah	0	1	0	0	0	1
Amazing videos	kuwait	Ooredoo	0	110	1	0	1	4
Amazing videos	Qatar	Ooredoo	0	1,778	17	7	24	96
Amazing videos	UAE	Etisalat	0	3,542	0	1	1	32
Amazing videos	Iraq	Korek	0	1	0	0	0	0
Amazing videos	kuwait	Viva	0	1,948	0	0	0	78

Showing 1 to 10 of 63 entries

Previous 1 2 3 4 5 6 7 Next

Summary Showing new Subscribers, Total Subscribers, Churn , Revenue , Success full and failed renewals day by day

Reporting

Gateway Response

1- Set your SMS log report date range

2- Choose Operator(s)

From Date: 12/06/2017 12:00:00 AM To Date: 12/06/2017 11:59:59 PM Applications (All) Search

Show 10 entries Search: Reset Filter Export

Country	Operator	Status	Gateway Response	Rate	Count
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

3- You will get details about all gateways regarding status and responses.

Reporting

Expected Recycling

1- Choose Service(s)

The screenshot shows a reporting interface for 'Expected Recycling' for the date 12/7/2017. At the top left, there is a dropdown menu labeled 'Applications (All)' with a blue arrow pointing to it from the text '1- Choose Service(s)'. To the right of this menu, the text 'Expected recycling for : 12/7/2017' is displayed. Further right is a 'Search' button. Below the menu, there is a 'Show 10 entries' control and a search input field with 'Reset Filter' and 'Export' buttons. The main part of the interface is a table with the following structure:

			Newcomers		Newcomers Free Trial		Existing Users	
Service	Country	Operator	Count	Threshold	Count	Threshold	Count	Threshold
No data available in table								

At the bottom left, it says 'Showing 0 to 0 of 0 entries'. At the bottom right, there are 'Previous' and 'Next' navigation buttons. A blue arrow points from the 'No data available in table' message to the text '2- You will get a forecast (1 Day) on recycled users'.

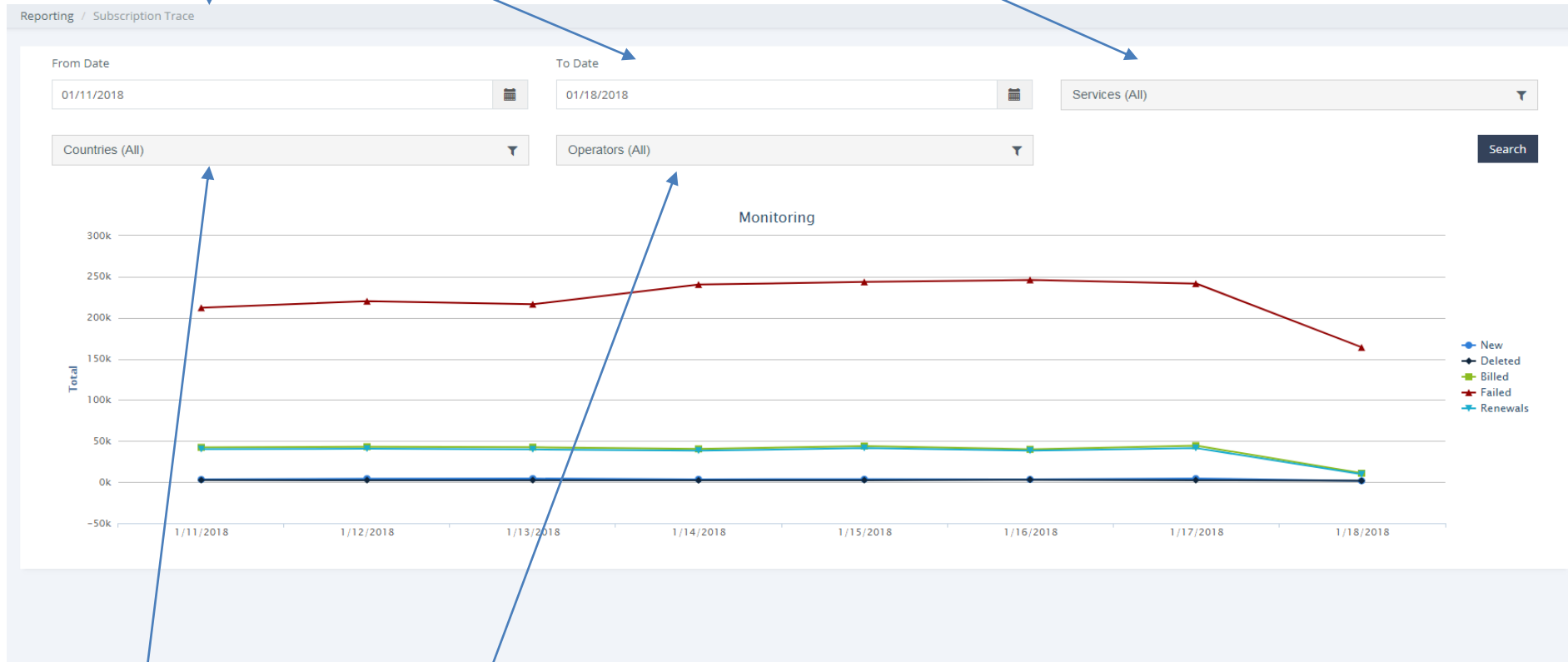
2- You will get a forecast (1 Day) on recycled users

Reporting

Subscription Trace

1- Set report date range

2- Choose service(s)



3- Choose country(s)

4- Choose Operator(s) based on chosen Countries.

5- A report showing progress lines for each user status.

Reporting

Renewals

Reporting / Renewals

Date: 01/18/2018

Show 10 entries

Search: Reset Filter Export

Service	Country	Operator	IsSDP	Daily Avg Succ Trx *	Today Succ Trx	Transactions Ratio	Daily Avg Revenue *	Today Revenue
Space manager	Bahrain	Zain	Yes	13	0	0%	7	0
Secret Box	Egypt	Etisalat	No	482	1	0%	241	0
Secret Box	Bahrain	Zain	Yes	132	65	49%	37	14
Phone Guard	Bahrain	Zain	Yes	114	56	49%	28	12
Phone Guard	UAE	Etisalat	Yes	398	203	51%	3,206	1,549
Secret Box	kuwait	Zain	Yes	292	161	55%	88	48
Amazing videos	UAE	Etisalat	Yes	54	33	61%	418	233
Space manager	Qatar	Vodafone	No	17	12	71%	122	78
Amazing videos	Qatar	Vodafone	No	89	71	80%	574	387
Phone Guard	Qatar	vodafone	No	87	68	78%	583	396

Showing 1 to 10 of 39 entries *Average up to 10 days. Previous 1 2 3 4 Next

Daily avg Trx : Average of successful renewal transactions during the recent 10 days.

Today Succ Trx : Number of successful renewal transactions of the selected date

Transactions Ratio : % of Today Transactions over Average Transactions

Daily Avg Revenue: Average revenue of successful renewal transactions during the recent 10 days

Today Revenue : Revenue of successful renewal transactions of the selected date

Revenue Ratio : % of Today revenue over Average revenue

Eligible Users : Numbers of expired users of the selected date.

Attempted Users : Number of users Actel SDP tries to renew them.

Attempted Users Ratio: % of Attempted Users over Eligible Users .

Note : Each Row is clickable which opens a window revealing detailed info about the clicked Row.

Reporting

Renewals

Export To Excel									
Date		Service			Operator			Country	
12-20-2017		Secret Box			Umniah			Jordan	
First Broadcast									
Users Eligible for First Broadcast	Processed Transactions	Q	Pending Transactions	Delivered Transactions	Failed Transactions				
8319	8007	438	0	154	{\"Data\": {\"OperationType\":null,\"ServiceName\":null,\"MSISDN\":null,\"Amount\":null,\"APL_KEY\":null,\"ERROR_CODE\":1019,\"ERROR_DESC\":\"REQUEST FAILED : WRONG USERNAME OR PASSWORD OR IP ADDRESS\"},\"Success\":false}	Insufficient Balance	User Is Not In Active State	Number Is Blocked	{\"Data\": {\"OperationType\":null,\"ServiceName\":null,\"MSISDN\":null,\"Amount\":null,\"ERROR_CODE\":1019,\"ERROR_DESC\":\"REQUEST FAILED : UNKNOWN CHARGING ERROR\"},\"Success\":false,\"Error\":{
Percentage	96%	5%	0%	2%	4311	2945	489	105	2
					54%	37%	6%	1%	0%
Second Broadcast									
Users Eligible for Retrial Broadcast(s)	Processed Transactions	Q	Pending Transactions	Delivered Transactions	Failed Transactions				
7698	0	0	0	0					
Percentage	0%	0%	0%	0%					
Rate Distribution									
Rate	Status	Transactions	Amount						
0.1	delivered	154	15						
0.1	failed	7853	785						

→ It display the daily renewal broadcasts summary in details

IVR

Summary

1- Set your SMS log report date range

2- Choose service(s)

3- Check if you want list per day and per DNIS

From Date: 12/06/2017 12:00:00 AM To Date: 12/06/2017 11:59:59 PM Applications (All) Per Day Per DNIS Search

Show 10 entries Search: Reset Filter Export

country	operator	Calls	Minutes
Egypt	Etisalat	3	3
Egypt	Vodafone	11	11
Egypt	Orange	2	3

Showing 1 to 3 of 3 entries Previous 1 Next

List of Callers on Thuraya International shortcodes

Show 10 entries Search: Reset Filter

Country	Calls	Minutes
No data available in table		

Showing 0 to 0 of 0 entries Previous Next

List of Unique Callers

Show 10 entries Search: Reset Filter

Country	Callers
Egypt	16

Showing 1 to 1 of 1 entries Previous 1 Next

4- You get 3 lists, the first shows number of calls and sum of minutes per each operator, the second shows the same fields for international shortcodes, and the last one shows unique callers grouped by originated country of the callers.

IVR

Logs

1- Set your SMS log report date range

2- Choose service(s)

From Date: 12/06/2017 12:00:00 AM To Date: 12/06/2017 11:59:59 PM Applications (All) Search

Show 10 entries Search: Reset Filter Export

Country	Operator	Dnis	Caller	Duration	Billed Minutes	Provider Date	Date	ServerDate
Egypt	Vodafone	2030	201012857936	4	1	2017-12-06 16:32:29	2017-12-06 15:32:38	2017-12-06 15:32:38
Egypt	Vodafone	2030	201009160049	1	1	2017-12-06 16:23:00	2017-12-06 15:23:10	2017-12-06 15:23:10
Egypt	Vodafone	2030	201093768653	12	1	2017-12-06 16:21:36	2017-12-06 15:21:45	2017-12-06 15:21:45
Egypt	Vodafone	2030	201095732582	22	1	2017-12-06 16:14:38	2017-12-06 15:14:48	2017-12-06 15:14:48
Egypt	Vodafone	2030	201016053514	36	1	2017-12-06 15:40:33	2017-12-06 14:40:42	2017-12-06 14:40:42
Egypt	EtisalatEgypt	2030	201144446951	58	1	2017-12-06 13:36:22	2017-12-06 12:36:23	2017-12-06 12:36:23
Egypt	Mobinil	2030	21227573156	93	2	2017-12-06 13:26:58	2017-12-06 12:26:58	2017-12-06 12:26:58
Egypt	Vodafone	2030	201096254872	16	1	2017-12-06 12:54:05	2017-12-06 11:54:14	2017-12-06 11:54:14
Egypt	Mobinil	2030	21226437377	7	1	2017-12-06 12:13:00	2017-12-06 11:13:00	2017-12-06 11:13:00
Egypt	Vodafone	2030	201063956083	13	1	2017-12-06 11:13:01	2017-12-06 10:13:10	2017-12-06 10:13:10

Showing 1 to 10 of 16 entries Previous 1 2 Next

3- A list showing IVR logs contains (Dnis,caller,duration,billed minutes..)

Management

Show entries

Search: [Reset Filter](#) [Add New](#) [Export](#)

UserName	Password	active
Actel-Sub_1	Test1	true

Showing 1 to 1 of 1 entries

Previous Next

List of all sub-accounts showing Username, Password and active

Management

You can add new sub-account by clicking the “add new” button, or edit an exiting one by clicking on the desired sub-account

The user name is auto generated, and its composed from the name of the client_Sub-(count of subs)

Give access for each application (Service) to this account.

You can activate/Deactivate account by Checking/Unchecking this box.

The screenshot shows a web browser window titled "Client Zone - Google Chrome" with the URL "localhost:16683/clientszone/_SubAccounts_Edit.aspx?Username=240&Direction=0". The page contains a form for editing a sub-account. At the top, there are two input fields: "Username" with the value "Actel-Sub_1" and "Password" with the value "Test1". Below these are two columns of checkboxes under the headings "Applications:" and "Reports:". The "Applications:" column lists 17 items, all of which are checked. The "Reports:" column lists 14 items, all of which are checked. At the bottom of the form, there is a checkbox labeled "Active Account" which is checked, and two buttons labeled "Save" and "Delete".

You can change password

Give access for each report (page) to this account.

You can save changes/Delete account from these buttons



7th flr. PG1776 bldg. Sin el fil/Dekwaneh blvd. Beirut, Lebanon

www.actelme.com