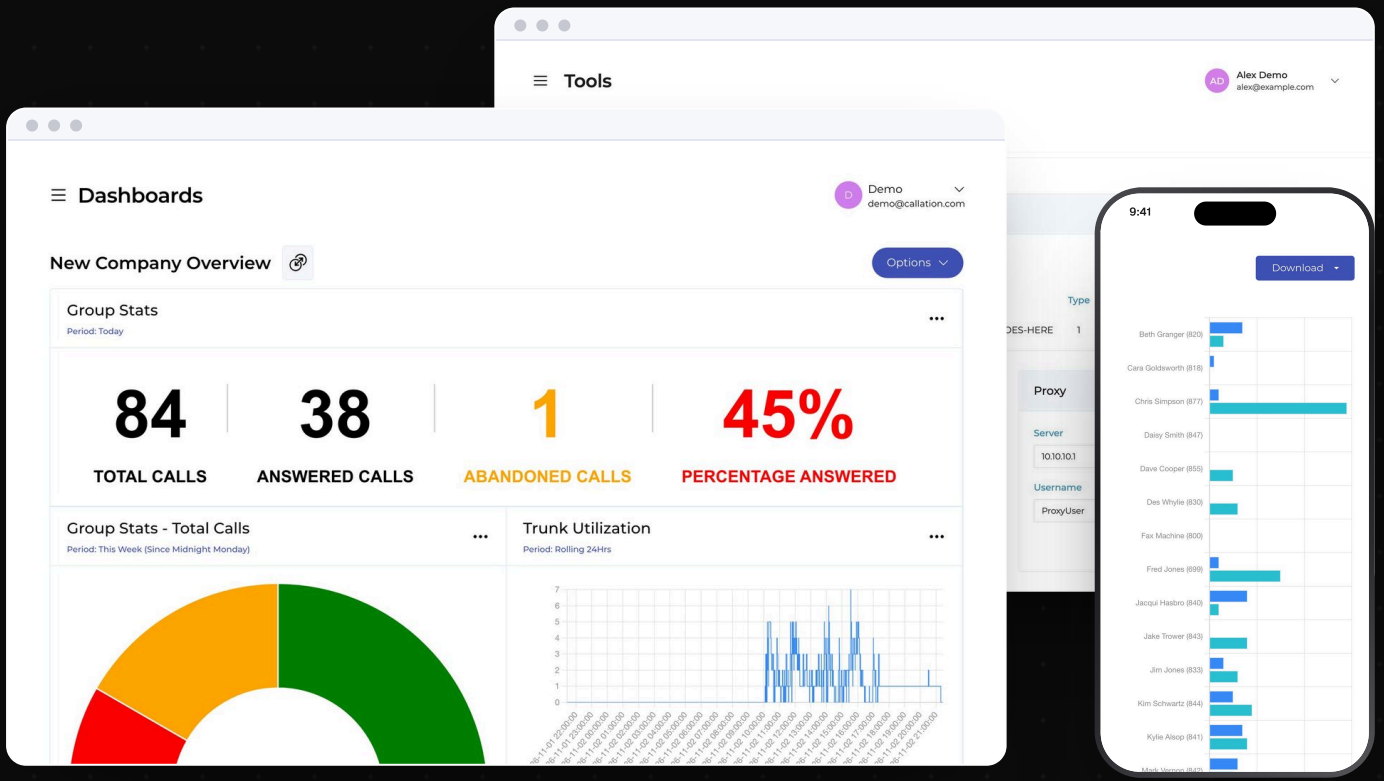
CUSTOMER AND PARTNER PORTALS FOR SAAS AND TELECOM FIRMS

Every call, counted. Under any brand.

For Callation, a cloud call reporting company in Melbourne, we built the customer portal (2021) that turns every call on a business's Mitel system into dashboards, 29 ready reports and scheduled emails, white-labelled for partners by domain, and the reseller portal where partners set up customers and collectors.



CALLATION LIVE DEMO, SAMPLE DATA · RESELLER SCREEN REDRAWN, FICTITIOUS DATA

WHY

Customers run their own reports. Partners sell it as theirs.

Callation reports on business phone systems, mostly Mitel. A collector on site reads each call record and sends it to Callation's cloud. In 2021 the customer portal had grown hard to use and hard to extend.

BEFORE

The old way

- Call logs on a PC in the comms room
- Monthly reports built by hand
- Missed calls found too late
- One brand, though most sales come through resellers
- A portal that was hard to use and hard to extend
- Resellers phoning Callation for each step

WITH THE NEW PORTALS

One cloud portal. Any brand.

- Every call in the cloud, no on-site server to look after
- 29 ready reports, plus custom reports
- Dashboards from widgets, shareable by link
- Reports emailed on a schedule; alerts on missed calls
- A partner's domain loads its own logo and titles
- A reseller portal for customers, collectors and guides

This guide shows the work we did for **Callation Pty Ltd**, Melbourne. Customer portal screens come from Callation's **public live demo** (demo.callation.com.au) with its sample data. The reseller portal screens are 2022 screens **redrawn with fictitious names**; its login page is the live one.

Portal, reports, brands, resellers.

01
Customer portal

- Dashboards: drag-in widgets, 17 layouts
- A read-only link to share a dashboard
- Configuration: users and devices, groups, trunks, call costing, security roles
- Two-step sign-in (MFA)

02
Reports

- 29 standard reports, plus custom
- Extensions, groups, resources, accounting
- Advanced call search
- Scheduled emails in PDF, CSV or XLSX; alerts

03
White-label

- A partner's domain loads its own logo
- Its own header, footer and page title
- Three themes: original, dark and vibrant
- One codebase for every brand

04
Reseller portal

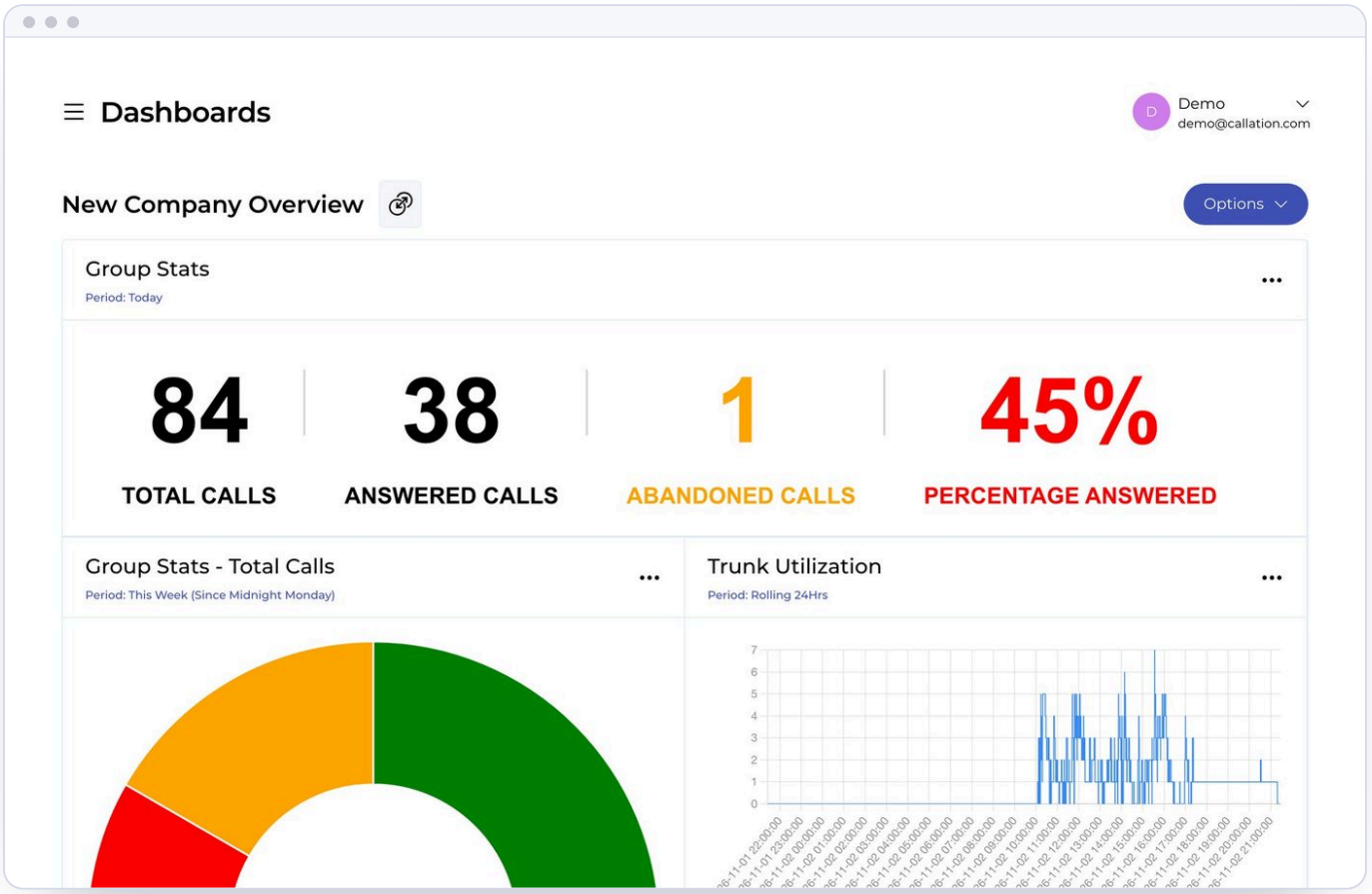
- Customers and their systems
- Open a customer's portal in one click
- Collector config tool, MiVB SMDR enabler
- Users with permission levels; guides

Ask for a quote

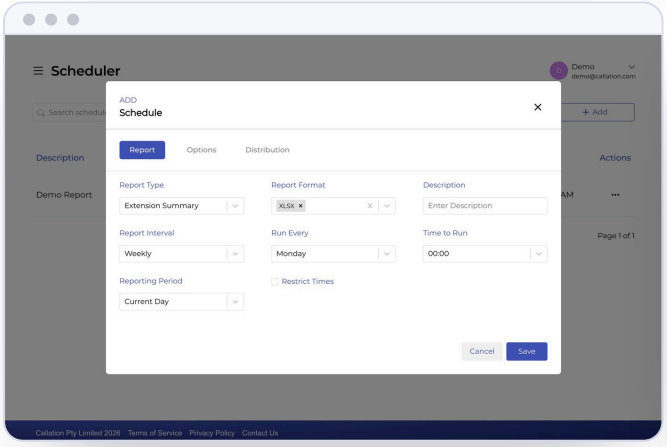
Customer portals, reporting and white-label partner panels for SaaS and telecom firms, built around your data and your resellers.

Every call on the system, in one report.

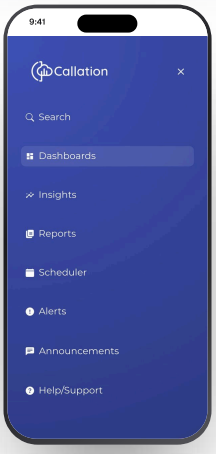
Customers sign in to see the day's calls on a dashboard they build from widgets, then dig into reports. React, Redux, Chart.js and Bootstrap, built by the P26 team from March 2021 to January 2022.



DASHBOARD: GROUP STATS, ANSWERED AND ABANDONED CALLS, TRUNK USE



SCHEDULE A REPORT



- Users and devices
- Group numbers
- ACD groups
- Voicemail
- Trunks
- Reporting filters
- Call costing
- Systems
- Users
- Security roles

CONFIGURATION SECTIONS (FROM THE SOURCE CODE)

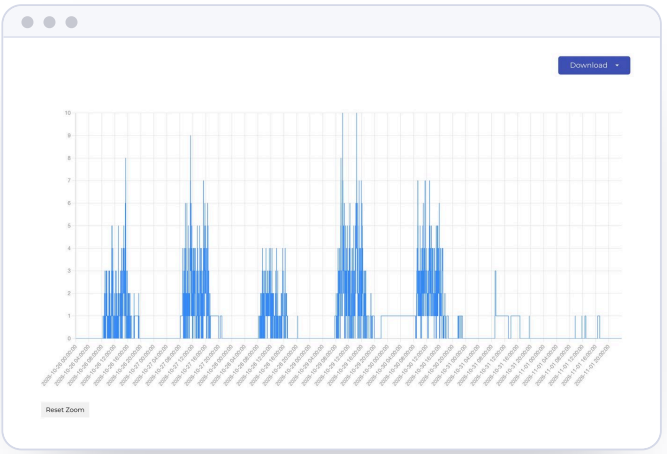
CALLATION LIVE DEMO (DEMO.CALLATION.COM.AU) · SAMPLE DATA

29 ready reports.
Emailed on a schedule.

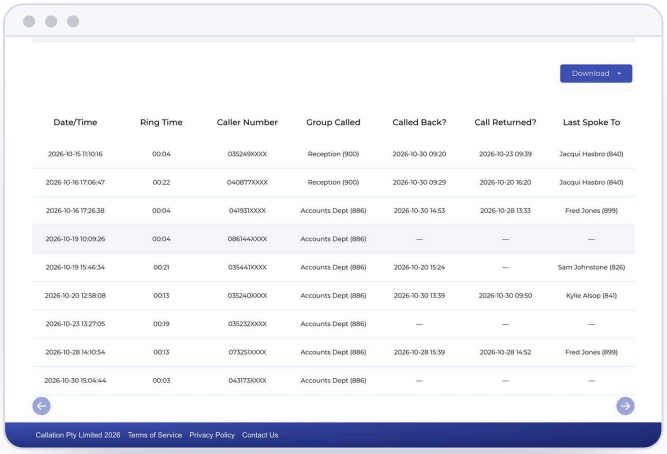
Extensions (11), groups (8), resources (6) and accounting (4), plus custom reports and an advanced call search. Any report can be emailed on a schedule as PDF, CSV or XLSX.



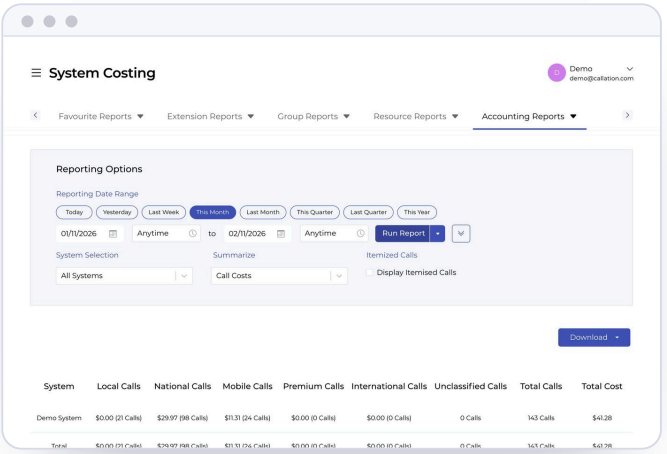
EXTENSION DISTRIBUTION



TRUNK UTILISATION, BY HOUR



GROUP MISSED CALLS: CALLED BACK, LAST SPOKE TO



SYSTEM COSTING BY CALL TYPE



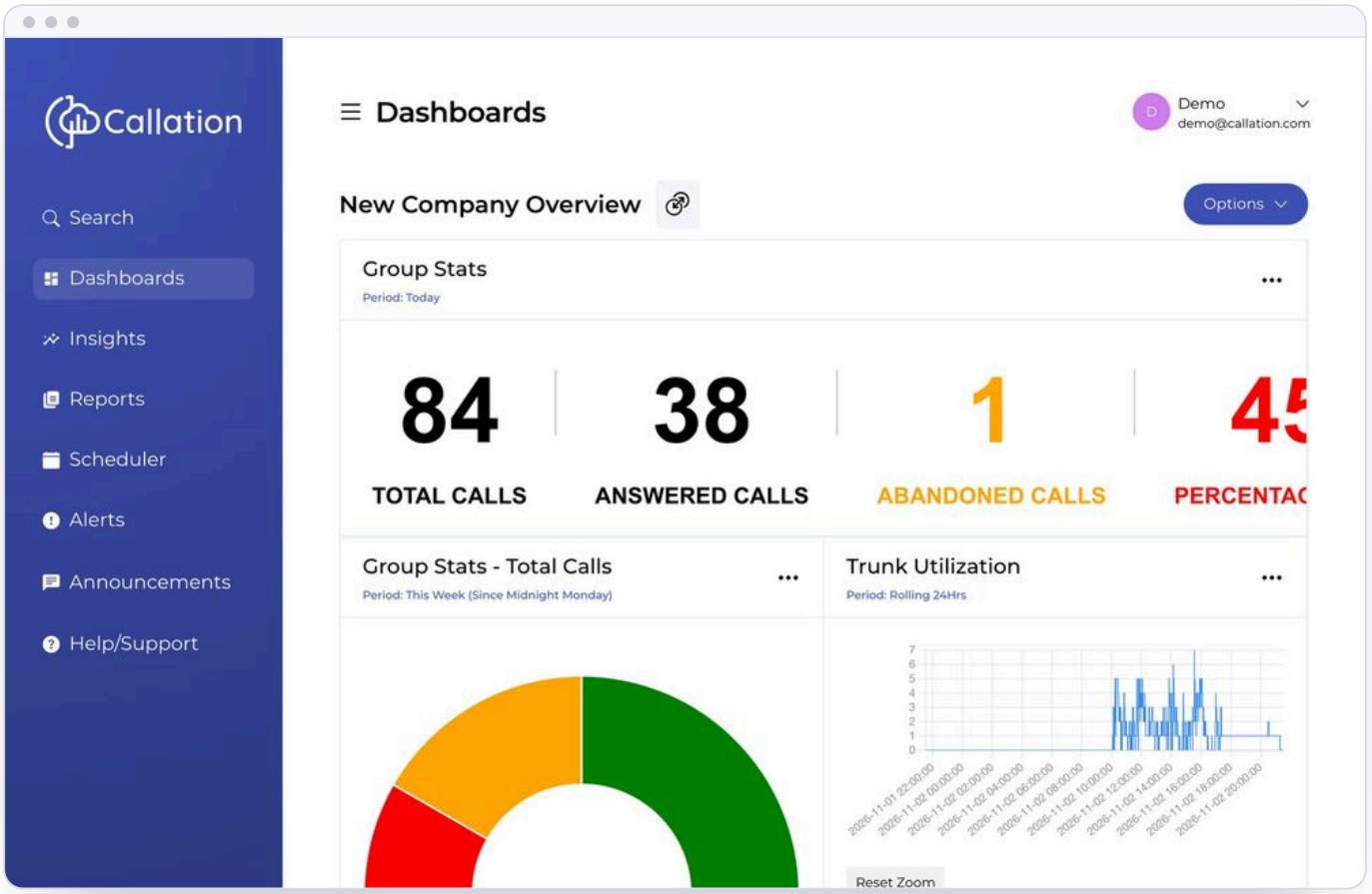
ADVANCED CALL SEARCH: UNANSWERED CALLS (NUMBERS MASKED BY THE DEMO)

CALLATION LIVE DEMO · SAMPLE DATA

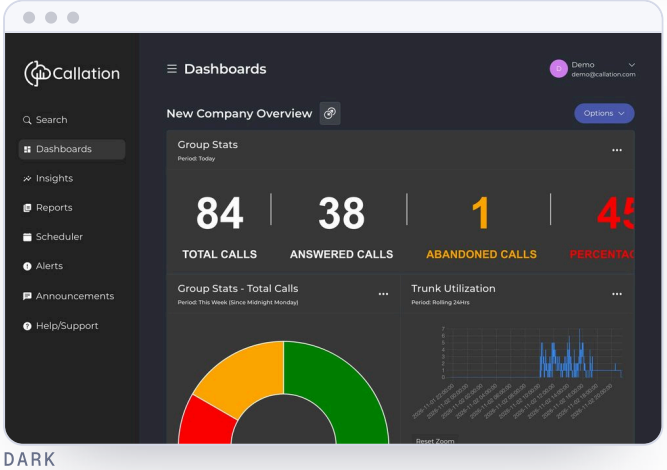
03 · WHITE-LABEL

Your brand on the same portal.

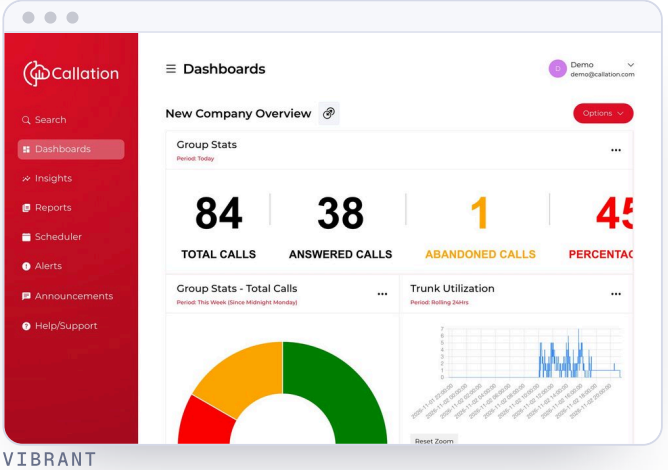
Callation sells mostly through resellers. One codebase serves every brand: a partner's domain loads its own logo, header, footer and page title, and each user picks one of three themes.



ORIGINAL



DARK



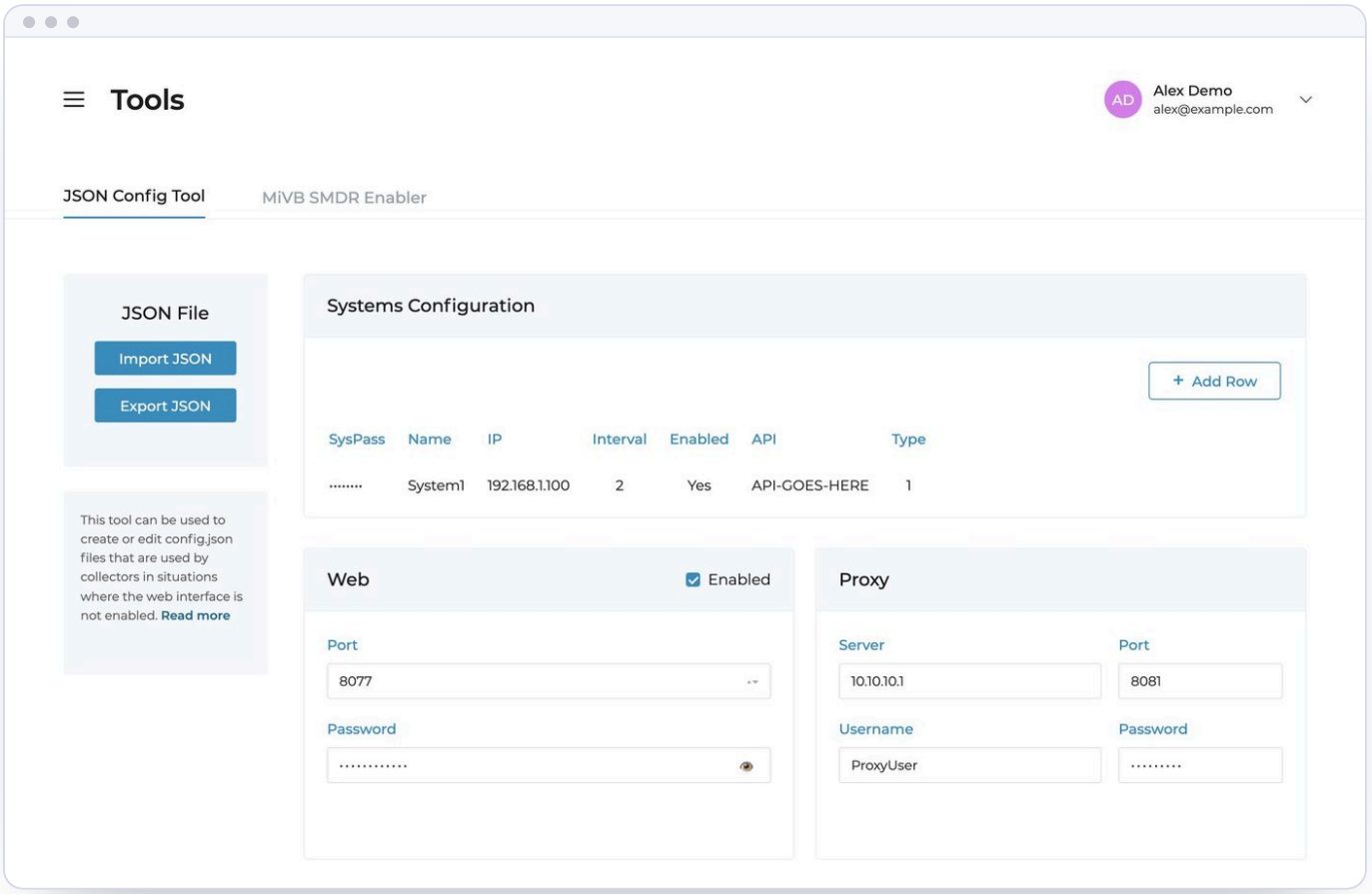
VIBRANT

CALLATION LIVE DEMO · THEMES SWITCHED IN THE BROWSER FOR THESE SCREENS · PARTNER BRANDS NOT SHOWN

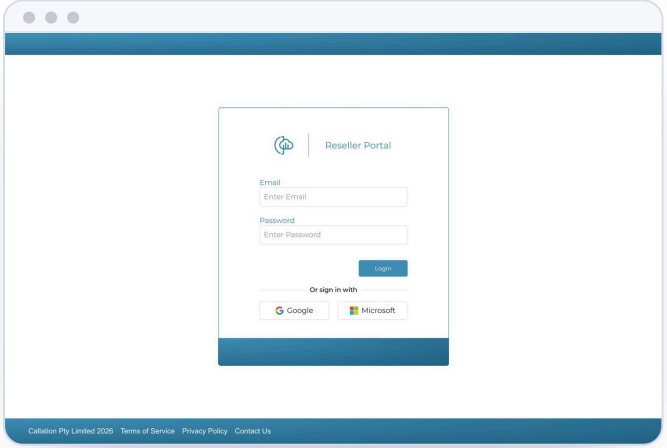
04 · RESELLER PORTAL · RESELLER.CALLATION.COM.AU

Sell it under your name.
Run it from one panel.

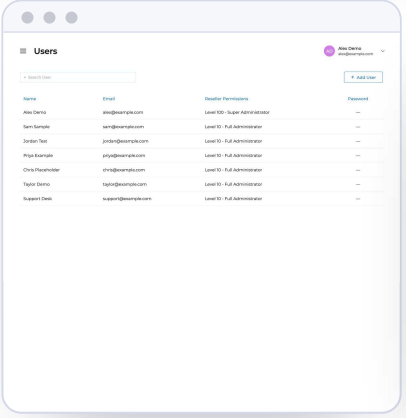
Resellers add customers and their systems, configure collectors, manage their own team and open any customer's portal in one click, without calling Callation for each step. Sign-in with Google or Microsoft.

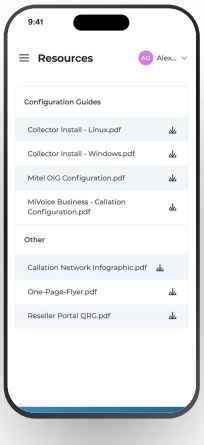


TOOLS: JSON CONFIG TOOL FOR COLLECTORS, MIVB SMDR ENABLER



LIVE LOGIN





USERS WITH PERMISSION LEVELS · RESOURCES

TOOLS, USERS, RESOURCES: 2022 SCREENS REDRAWN · SAMPLE DATA, FICTITIOUS

Callation

Callation Pty Ltd reports on business phone systems, mostly Mitel, and sells direct and through resellers. P26 built the customer portal (2021, 680 commits) and the reseller portal, and fixed the collector (Callation Hydra) for MiVB hangs and force sync.

400+
businesses report on their calls with Callation
CALLATION.COM.AU, NOV 2026

125K+
phone extensions monitored
CALLATION.COM.AU, NOV 2026

35K+
reports emailed to customers each month
CALLATION.COM.AU, NOV 2026

29
ready reports across extensions, groups, trunks and costs
2022 PORTAL

80%
less time to put together a monthly call report
CLIENT-REPORTED, NOV 2026

50%
less time to onboard a new customer site
CLIENT-REPORTED, NOV 2026

60%
fewer support calls to Callation from resellers
CLIENT-REPORTED, NOV 2026

1 click
to open a customer's portal from the reseller panel
2022 PORTAL

> "Team at P26 Consultancy are true professionals. Their skills, motivation and quest for excellence are second to none. Having worked with them now over a year, I am truly satisfied with the partnership we have forged and looking forward to a continued ongoing relationship."



Andrew Robinson
DIRECTOR, CALLATION

- Portal: React 17, Redux, Chart.js, Bootstrap, REST API
- Collector: Python; Mitel MiVB, MiVoice Office 250, Avaya IP Office
- Reseller portal: Google and Microsoft sign-in
- Customer portal built Mar 2021 to Jan 2022

CALLATION.COM.AU

CLIENT-REPORTED FIGURES: CALLATION, NOV 2026. SITE FIGURES QUOTED FROM CALLATION.COM.AU, NOV 2026.

HOW WE WORK

From your data to a portal people use.

01

FIRST CALL

Walk the data

Where the data comes from, who reads it and what they do next. We read your API, your database and the reports your customers ask for today.

02

PLAN

Screens and brands

The dashboards, reports and settings for each role, and what changes per brand, agreed before we build.

03

BUILD

Build on your API

We build against your API with sample data first, then real accounts, and ship in steps your team can test.

04

HAND OVER

Launch and support

Release to customers and partners, fix what the first weeks turn up, and keep adding reports as they ask.

WHAT WE NEED FROM YOU

- API docs or database access
- The reports customers ask for most
- How resellers work with you today
- A staging server or cloud account
- One person who can say yes
- A test account with sample data
- Your brand files, and a partner's
- Who can see what, by role
- Domains for each brand
- Feedback within a day at each step

P26

CUSTOMER AND PARTNER PORTALS FOR SAAS AND TELECOM FIRMS

Book a free 30-minute call.

Ask for a quote

Customer portals with dashboards, ready reports and scheduled emails; white-label by domain for your partners; reseller panels to onboard customers. Tell us about your product and your partners, and we will quote for the build.

abhishek@p26.co

+91 74057 38627
CALL OR WHATSAPP

cal.com/abhishekj/p26-meeting
BOOK A CALL

Vadodara, Gujarat, India

Scan for the Callation case on p26.co

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