



Hosted VoIP Phone System

Blue Platform

Admin Portal Guide for Enterprise Administrators



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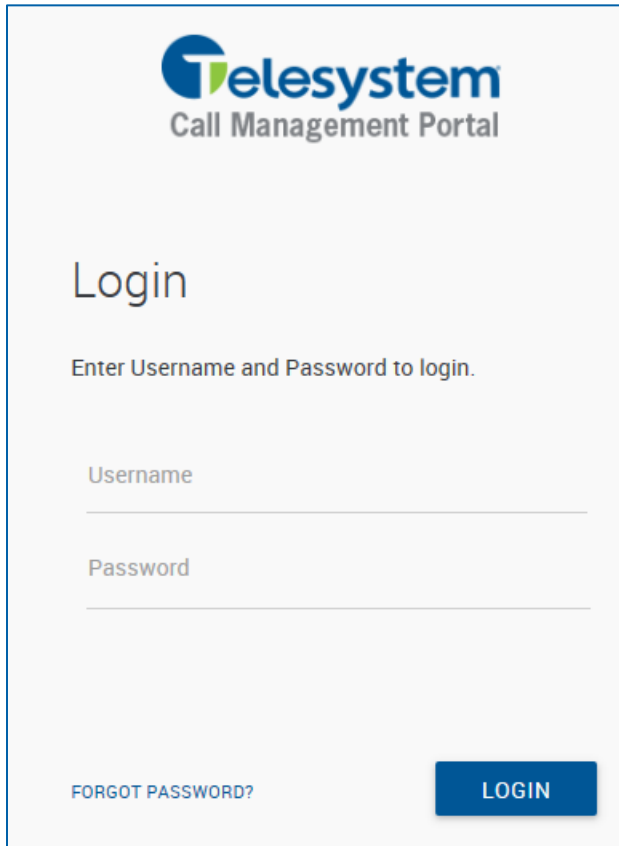
1 About this Guide

The Hosted VoIP Phone System Admin Guide for Enterprise Administration is designed to assist Enterprise administrators with the management of all functions for the Hosted VoIP Phone System Application Server. Detailed instructions for each function may be found both in this guide and in the online help, which is available using the Help link on each web page.

Note that services and features that appear within this guide may not be available in your company's portal. You will only have access to the configurations of services and features you currently subscribe to. If you wish to make a change to your services please contact a Business Relations Representative at 419-724-9898.

2 Accessing the Hosted VoIP Phone System Administration Portal

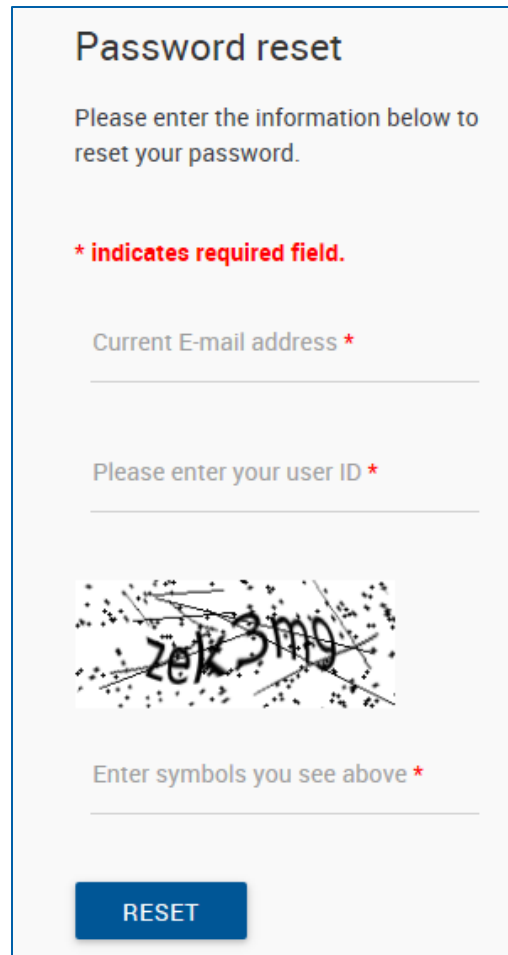
To access the Hosted VoIP Phone System Administration (Admin) Portal, navigate to <https://admin.euserportal.com> on your web browser. It will present you with the login page:



The login page features the Telesystem logo at the top, followed by the title 'Call Management Portal'. Below this is a 'Login' heading and a prompt to 'Enter Username and Password to login.' There are two input fields: 'Username' and 'Password'. At the bottom left is a link for 'FORGOT PASSWORD?' and at the bottom right is a blue 'LOGIN' button.

Enter your credentials for the Username and Password and then click on the **Login** button.

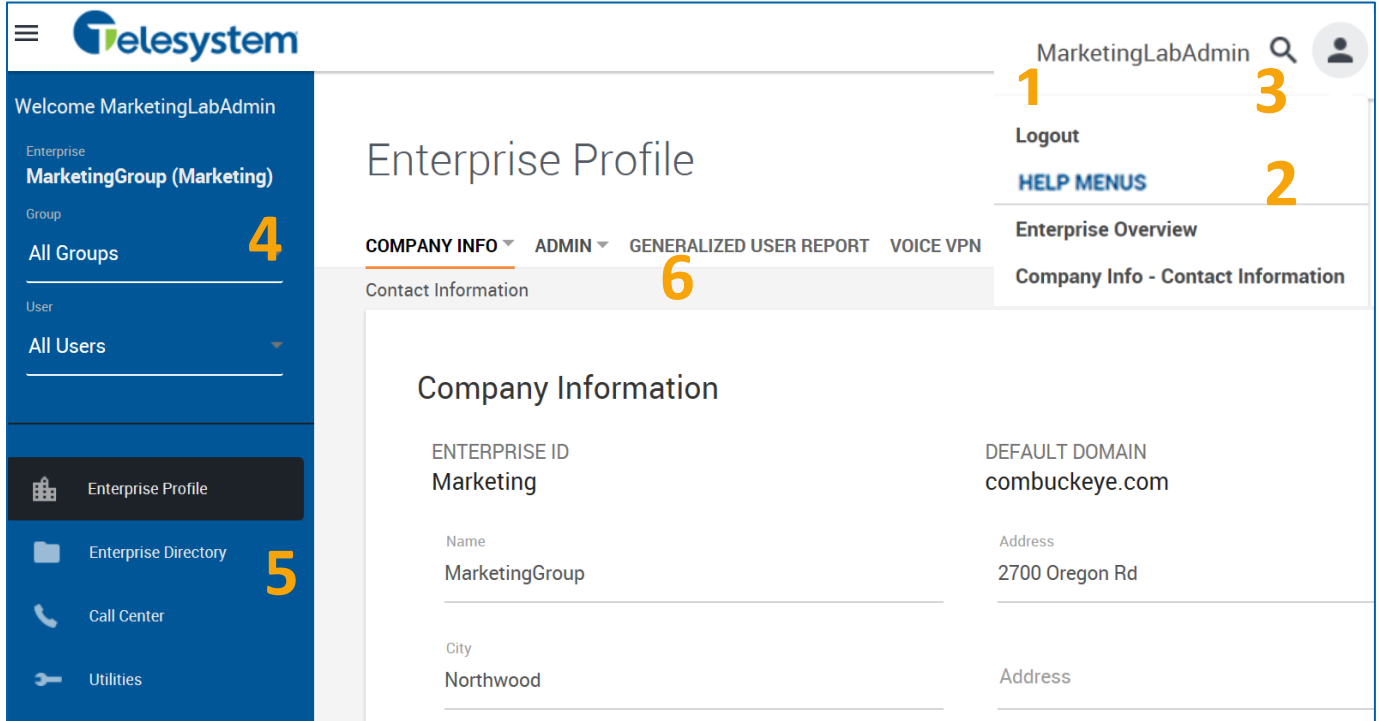
If you have forgotten your password, click on the “**Forgot password?**” link and the system will provide you with a password reset option using Completely Automated Public Turing test to tell Computers and Humans Apart (CAPTCHA) technology.




The password reset page has a heading 'Password reset' and a prompt to 'Please enter the information below to reset your password.' Below this is a red note: '* indicates required field.' There are two required input fields: 'Current E-mail address *' and 'Please enter your user ID *'. A CAPTCHA image is displayed, showing the text 'zeK3m9' with a background of black dots and lines. Below the CAPTCHA is a prompt to 'Enter symbols you see above *'. At the bottom is a blue 'RESET' button.

3 Hosted VoIP Phone System Admin Portal Interface (Enterprise Administrators)

Once you have logged into the portal you will be presented with the following interface:



1	Username/Logout	Shows the Logged In Username and the link to Logout. These will display statically as you navigate through the Hosted VoIP Phone System Admin Portal.
2	Help Menus	Help Menus indicates that there is a help page available for options that are displaying on the current page.
3	Search	Generates a menu to find a specific Group or User using search fields. Available fields for Group search include: Group Name and Group ID. Available fields for User search include: Phone Number, First Name, Last Name, User ID, Group ID, and Department.
4	Navigation Drop-down menus	These drop-down menus allow you to navigate from the Enterprise to a Group or directly to an individual user and vice versa.
5	Navigation Tabs	These tabs will allow you to navigate between the different sections available to you based on the navigation drop-down menu that has been selected. The tabs will change if you have selected a group or user.

6	Menus	This is where you will find the menu options available based for the current tab. These menu options will change for each tab. Many of the Menu Options will contain sub-options. This is indicated by a down arrow  on the menu option. Mousing over the menu will provide you with a pop-up list of sub-options.
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4 Enterprise Profile

The Enterprise Profile tab is the tab presented to you as you login with an Enterprise Administrator login. The Enterprise Profile tab contains the following menu options:

- Company Info
- Admin
- Generalized User Report
- Voice VPN
- Virtual On-Net Enterprise Extensions

4.1 Company Info

The Company Info menu presents you with the Contact Information by default. Mousing over the menu option will also provide you with the following submenu options:

- Service Authorizations
- Service Pack Consumption
- Contact Information
- Call Processing Policies

4.1.1 Service Authorizations

The Service Authorizations section of the Admin Portal displays the Group Services and User Services in separated data tables. These tables list the different features available for each of the services and indicate if each feature is authorized, assigned, or limited. They also indicate the quantity of each feature, if there are any allocated, and if the feature is licensed.

4.1.2 Service Pack Consumption

The Service Pack Consumption section indicates how many of each service pack (Standard and Complete) have been purchased for your Enterprise and how many are in use.

4.1.3 Contact Information

The Contact Information allows you to add contact information for the Enterprise and information specifically associated with your Enterprise Admin login.

Enterprise Profile

[COMPANY INFO](#) [ADMIN](#) [GENERALIZED USER REPORT](#) [VOICE VPN](#) [VIRTUAL ON-NET ENTERPRISE EXTENSIONS](#)

Contact Information

Company Information

ENTERPRISE ID	DEFAULT DOMAIN
Marketing	combuckeye.com
Name	Address
MarketingGroup	2700 Oregon Rd
City	Address
Northwood	
Zip/Postal Code	State/Province
43619	Ohio

Enterprise Administrator

Name	Phone
Janice Martin	
E-mail	Support E-mail

SAVE

Information that can be added includes:

- Name (Enterprise and Administrator)
- Address
- City
- State
- Zip/Postal Code
- Phone
- E-Mail and Support E-Mail

4.1.4 Call Processing Policies

The Call Processing Policies are broken down into four sections that include: **Media**, **Call Limits**, **Conferencing**, and **Translation and Routing**. The information cannot be modified. It is available to show you what policies are in place for your specific Enterprise regarding the media policy, maximum number of concurrent calls, conferencing settings, and network usage.

4.2 Admin

The Admin section of the Enterprise Profile contains a drop-down labeled **Change Password**. The Change Password sub-menu is the only available menu option for the admin section.

4.2.1 Change Password

In order to change your password for the Enterprise Administrator Login, you will need to know the current Login password before a new one can be created.

1. On the current password text line, enter the password you use now.
2. On the New Password line, enter the new password.
3. On the Retype New Password line, retype the new password correctly.

By default, the password characters are hidden behind a series of dots. By clicking the **Show/Hide Password** button, the characters you typed will be revealed. To hide the password, click the **Show/Hide Password** button.

4. Click Save after the new password has been created.

The screenshot displays the 'Enterprise Profile' interface. At the top, there are navigation tabs: 'COMPANY INFO', 'ADMIN' (which is selected and underlined), 'GENERALIZED USER REPORT', 'VOICE VPN', and 'VIRTUAL ON-NET ENTERPRISE EXTENSIONS'. Below the 'ADMIN' tab, the 'Change Password' sub-menu is active. The main content area is titled 'Password reset'. A red asterisk note states '* indicates required field.' Below this, there are three input fields: 'Administrator ID:' with the value 'MarketingLabAdmin', '*Current Password:', and '*New Password:'. Each of these three fields is followed by a series of dots representing a masked password. Below the 'New Password' field is a fourth field labeled '*Retype New Password:' followed by another series of dots. To the right of the password fields is a blue button labeled 'SHOW/HIDE PASSWORD'. At the bottom left of the form is a blue button labeled 'SAVE'.

Enterprise Profile

COMPANY INFO ▾ ADMIN ▾ GENERALIZED USER REPORT VOICE VPN VIRTUAL ON-NET ENTERPRISE EXTENSIONS

Change Password

Password reset

*** indicates required field.**

Administrator ID: MarketingLabAdmin

*Current Password: 125ponRT#lwb

*New Password: hjGt*89-^56

*Retype New Password: hjGt*89-^56

SHOW/HIDE PASSWORD

SAVE

The new password must be considered a “strong” password. Requirements include at least 1 upper case character, 1 lower case character, 1 number, and be at least 12 characters long.

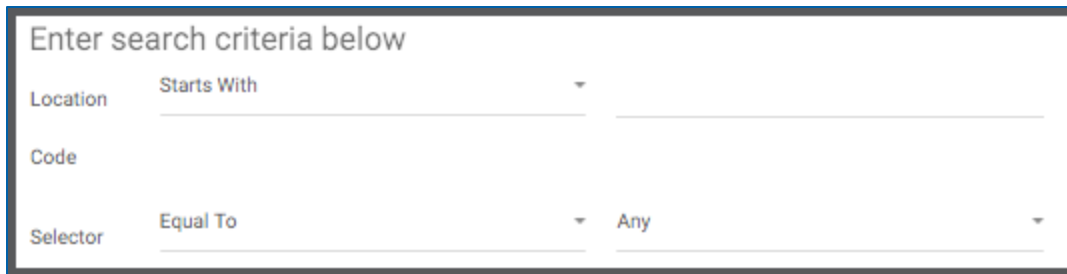
4.3 Generalized User Report

This section allows you to generate reports to show users and groups. The report displays last name, first name, phone number, extension, user type, and assigned departments (when applicable). You can generate a report for the entire enterprise; specify a group or a department.

4.4 Voice VPN

You use this page to configure, add, and search Voice Virtual Private Network (VPN) policies. You can also edit or delete existing policies.

You must set Voice VPN rules and add Voice VPN policies to your enterprise to allow groups to make and receive inter-site calls from any other group within your enterprise. Voice VPN rules are assigned automatically to any group you add. You must create a location code (using the Voice VPN policy) for each group in your enterprise and assign that location code when you create the group.



The screenshot shows a search criteria form with the following fields and options:

Enter search criteria below	
Location	Starts With
Code	
Selector	Equal To
	Any

4.4.1 Configuring Voice VPN Rules

To configure Voice VPN rules:

1. Set the Status to **On** or **Off**.
2. Set the Default Selector to **"Public"** or **"Private"**.
3. Set the Selector for non-matching E164 numbers to **"Public"** or **"Default selector"**.
4. Set the Route using to **"Called number only"** or **"Called number and phone-context"**.
5. Click **APPLY**.

4.4.2 Voice VPN Entries

Voice VPN associates selectors and actions to matched location codes, with possible restrictions applied to the length of the extension. For a given enterprise, Voice VPN allows for the definition of a list of entries whereby each entry specifies:

- A location code to be matched with the beginning of the called directory number (DN).
- Extension length limits (given a location code match)

Given that the called DN satisfies one entry in the list, (the prefix matches the location code and the extension length is valid), then that entry specifies:

- A selector to be applied to the call.
- Action(s) to be performed.

The selector associated with a call determines how the call is handled by the current policy and by other private policies. Selectors are:

- **Route** – Route the call that is redirected immediately (after having performed the associated digit manipulation actions) without further processing by other private or public policies. This can be used when an extended extension dialing call has been detected and the call is to be

redirected to the called party's host. This selector implies that a group identifier is assigned to the call in one of the associated actions.

- **Private** – After having performed the associated digit manipulation actions, continue processing for the following private policies. If no response is found in private policies, do not attempt public routing. In this case, for example, the call would end with a treatment.
- **Public** – After having performed the associated digit manipulation actions, continue processing by the next policy, for private or public routing. In contrast with the private selector, public enables processing by other private policies, and given that no results are found in private routing, it then switches to public routing.
- **Trmt** – The call is terminated with the specified treatment. No further routing is attempted.

Actions to be performed (which are a set of values that can be set depending on the selector) are as follows:

- **Digit manipulation specification** – Directory number manipulation using the Network Server digit manipulation framework.
- **grpId** – This must be a group provisioned for the associated enterprise.
- **hostId** – This must be a hosting network element for that enterprise, that is, a group is provisioned on it for that enterprise.
- **trmtId** – This must be a known treatment identifier in the system.

Permissive Versus Non-permissive Dial Plans

A permissive dial plan gives no default priority to a private dial plan or private routing over public routing. With a permissive dial plan, private routing is processed first, but given that no response is found, public routing is attempted. Furthermore, a permissive dial plan does not enforce a pass-through code to reach public routing.

In other words, a permissive private dial plan:

- Attempts public routing by default, if no response is found with private routing.
- Enables publicly routing calls without using a pass-through code, given proper extension length restriction setup.

A non-permissive private dial plan gives default priority to private routing over public routing, by enforcing the dialing of a pass-through code to access public routing. By default, private routing is processed first, but given that no response is found, public routing is not attempted.

In other words, a non-permissive private dial plan:

- Uses only private routing by default to route the call
- Enforces use of a pass-through code to reach public routing.

4.4.3 Searching for Routing Entries

To search for routing entries:

1. From the first drop-down list, select Location Code or Selector. If you select Selector, you can only perform an exact match using a pre-defined selector value (PRIVATE, PUBLIC, ROUTE, and TRMT).
2. From the second drop-down list, select **Starts With, Contains, or Equal To**.
3. If you have selected Location Code, enter your search criteria in the text box. If you have selected Selector, choose search criteria from the third drop-down list.
4. Click **Search** to display the list.

Voice VPN Modify

Location Code
123123123

Min Extension Length: 4 Max Extension Length: 6

Description

Selector
☒ Private ☐ Public ☐ Route ☐ Treatment

Digit Manipulation Operations

Digit Manipulation 1	Value
Right Trim	24234
Digit Manipulation 2	Value
Prepend	1
Digit Manipulation 3	
None	
Digit Manipulation 4	
None	
Digit Manipulation 5	
None	

CANCEL SAVE

CANCEL SAVE

4.4.4 Adding or Editing a Policy

1. To add a new policy click **Add**. To edit an existing policy, display it in the search list and click **Edit**.
2. For new policies, specify a location code (required). A unique location code is needed for each group that makes calls to another group in the enterprise.
3. Specify the minimum and maximum extension length for groups (required).
4. Enter a description for the location code. For example, indicate the name of the group to which the location code will be assigned.
5. Specify a selector (required) by clicking one of the options in the Selector control.
 - Private or Public: You can then select up to eight digit manipulation operations. Each pull-down menu contains the following operations: None, Prepend, End, Overwrite, Right Trim, Replace All, Left Trim, Append, Position, Insert, Trim, Delete, and Move.
 - Route: The Group ID drop-down list appears above the Digit Manipulation Operations area of the page. Select the group ID of the group to which you want to assign the Voice VPN policy, from the drop-down list.
 - Treatment: When selected, the Treatment drop-down list appears. Select one of the following treatments: "No forwarding address", "SIP formatting error", or "NS refuse to process request". The Digit Manipulation Operations area of the page no longer appears.
6. To keep your changes, click **Save**.

4.5 Virtual On-Net Enterprise Extensions

Use this section to list Virtual On-Net Enterprise Extensions.

Virtual On-Net Enterprise Extensions allow Hosted VoIP Phone System users to reach destinations that are not part of their enterprise or group, using extension dialing. The service integrates the virtual private network (VPN) destinations with the Hosted VoIP Phone System enterprise framework by explicitly defining the enterprise directory destinations that are not part of the enterprise and associating extensions with them. Enterprise users with the Virtual On-Net Enterprise Extensions service enabled can place calls to these destinations using extensions, as they would call users in their group or enterprise.

A Virtual On-Net destination (user) is associated with an E.164 number, an extension, first and last name, as well as a Virtual On-Net type used for billing purposes.

NOTE: Enterprise users with Virtual On-Net Enterprise Extensions service assigned can call any Virtual On-Net user in the enterprise using their extension, whereas service provider users can call any Virtual On-Net user in their group using their extension.

When presenting callers with the identity of a Virtual On-Net User, the Virtual On-Net Enterprise Extensions service overrides the public identity of that destination with their Virtual On-Net Identity provisioned for this service.

The following restrictions apply to directory numbers (DN) and extensions used in the Virtual On-Net Enterprise Extensions service:

- A directory number is a public E.164 number and must be unique within a given enterprise. The DN may represent a non-Hosted VoIP Phone System number or a DN hosted on another Application Server cluster. The DN may even represent:
 - For enterprise Virtual On-Net users – a DN that is part of another enterprise/service provider hosted on the same Application Server cluster.
 - For service provider Virtual On-Net users – a DN that is part of another enterprise or group that belongs to any service provider hosted on the same Application Service cluster.

However, it cannot be a DN that is assigned to a user in the same enterprise.

- Extensions assigned to Virtual On-Net users are standard group extensions and must be unique in the enterprise. In addition, they must follow the enterprise's minimum and maximum extension length settings.

From the Enterprise level you can only view and search the current extensions. To create, edit, or delete Virtual On-Net Extensions you must navigate to the Group you want to assign the extension to and access the Virtual On-Net Extensions from the **Group Services** tab, in the **Site Services** drop-down menu.

5 Enterprise Directory

The Enterprise Directory tab provides you with a data table of the entire enterprise directory. The directory displays the following information regarding each user or group where applicable:

- Name
- Number
- Extension
- Mobile (phone number)
- Email Address
- Department
- Group ID
- Yahoo ID

You can search for a specific entry in the directory using the available search fields. Entries can be searched for by Last Name, First Name, or Phone number. Search results can be expanded or narrowed using the drop-down menu with the options: **Starts With**, **Contains**, and **Equal To**.

From this menu, you also have links available to view the Enterprise Directory Summary as a separate web page or download it as a PDF as well as viewing the Enterprise Directory Detail as a separate web page or download it as a PDF.

Enterprise Directory

ENTERPRISE DIRECTORY

Enterprise Directory

[Enterprise Directory Summary](#)
[Enterprise Directory Summary - PDF](#)

[Enterprise Directory Detail](#)
[Enterprise Directory Detail - PDF](#)

Last Name

Starts With

SEARCH

NAME	NUMBER	EXTENSION	MOBILE	EMAIL ADDRESS	DEPARTMENT	GROUP ID	YAHOO ID
BMG Hunt Group (Hunt Group)	4199442075	2075			Marketing (Marketing)	Marketing	
Burgers, Johnny's	+1-4195555555	5555				Marketing	
Cell Phone, Jason	+1-4192706112	2000				Marketing	
Dept, Product	+1-4197242050	2050				Marketing	
Dept, Product	+1-4197242051	2051				Marketing	

6 Call Center (Enterprise)

The Call Center Settings for Enterprise allow you to configure certain settings that will apply to all Call Centers assigned with all groups of the enterprise.

The Call Center settings available at the enterprise level include:

- Agent Unavailable Codes
- Call Disposition Codes
- Agent Default Settings
- Call Center Routing Policies
- Call Center Enhanced Reporting Branding
- Call Center External Reporting Settings

6.1 Agent Unavailable Codes

Agent Unavailable Codes assigned here will be available to agents in all Call Centers assigned to groups within the enterprise through their ACD state drop-down option in the Call Center graphical user interface (GUI).

From this section, you can add, edit, and delete custom unavailable codes and then assign default codes for agent actions.

For example, a code “B” with the description of “BREAK” can be created and made active. This code can then be assigned as the “**Default Code on Do Not Disturb activation**” so that any time an agent in a Call Center within the enterprise activates the do not disturb feature, their ACD state will automatically become “B – BREAK”.

Call center settings for Enterprise

Agent Unavailable Codes

☒ Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation
--None--

Default Code on personal calls
P-PERSONAL CALLS

Default Code on consecutive bounces
R-RONA

Default Code on not reachable
R-RONA

☐ Force use of Agent Unavailable Codes with

Default Code
--None--

SAVE

Agent Unavailable Codes		
<div><div></div> Search <div>×</div> <div>Q</div></div>		
<input type="checkbox"/> Code ↑	Is Active	Description
<input type="checkbox"/> A	Y	LUNCH
<input type="checkbox"/> B	Y	BREAK
<input type="checkbox"/> C	Y	CALL OUTS
<input type="checkbox"/> D	Y	COACHING
<input type="checkbox"/> H	Y	HUDDLE
<input type="checkbox"/> M	Y	DEPARTMENT MEETING
<input type="checkbox"/> P	Y	PERSONAL CALLS
<input type="checkbox"/> R	Y	RONA
<input type="checkbox"/> T	Y	Test
<input type="checkbox"/> W	Y	WORK
<div><div>⏪ < Page 1 of 1 > ⏩</div><div>ADD EDIT DELETE</div></div>		

6.1.1 Adding Agent Unavailable codes

1. Click on the **Add** button at the bottom of the section
2. A pop-up box will appear with options for: **Active, Code, Description.**
3. Check the Active box to make the code usable. Enter the desired code and description. The code may only be 10 characters long.
4. Click the **Add** button

Add Unavailable Code

×

Active: ☐

Code

Description

ADD

CANCEL

6.1.2 Edit or Delete an Agent Unavailable Code

1. Check the box immediately preceding the code(s) you want to delete.
2. Click on the **Delete** button.
3. A system text box will pop up stating “Confirm to delete checked Unavailable Code”. Click on the **Delete** button.
4. The page will refresh and the code(s) will no longer be available.

Agent Unavailable Codes		
<div><div></div> Search <div>X</div> <div></div></div>		
<input type="checkbox"/> Code ↑	Is Active	Description
<input type="checkbox"/> A	Y	LUNCH
<input type="checkbox"/> B	Y	BREAK
<input type="checkbox"/> C	Y	CALL OUTS
<input type="checkbox"/> D	Y	COACHING
<input type="checkbox"/> H	Y	HUDDLE
<input type="checkbox"/> M	Y	DEPARTMENT MEETING
<input type="checkbox"/> P	Y	PERSONAL CALLS
<input type="checkbox"/> R	Y	RONA
<input checked="" type="checkbox"/> T	Y	Test
<input type="checkbox"/> W	Y	WORK
<div><div>◀ ◁</div> Page 1 of 1 <div>▷ ▶</div></div> <div>ADD EDIT DELETE</div>		

To edit an Agent Unavailable Code:

1. Check the box immediately preceding the code you want to edit.
2. Click on the **Edit** button.

NOTE: If multiple codes are selected the **Edit** button will be unavailable/greyed out.

3. The **Edit Unavailable Codes** box will appear with the same options available when adding a new code. From here you may uncheck the **Active** box to make the code unavailable or change the description. The actual code cannot be changed. If you want to change the actual code, you must create the desired code as a new code and add the desired description, then delete or deactivate the old code.
4. Click the **Save** button to save your changes.

Edit Unavailable Code

Active: ☒

Code

T

Description

Test

SAVE

CANCEL

6.2 Call Disposition Codes

Call Disposition Codes can be assigned to calls during or immediately after a call through the Call Center GUI by an agent. Call Center Supervisors and group administrators can then use the Call Center reporting feature to access reports with the disposition codes in order to analyze call trends.

This section allows you to display, add, edit, and remove Call Disposition Codes that can be used in any Call Center configured in you enterprise.

Call Disposition Codes		
<div><div></div> Search <div></div> X Q</div>		
<input type="checkbox"/> Code ↑	Is Active	Description
<input type="checkbox"/> 1	Y	Billing
<input type="checkbox"/> 2	Y	Technical
<input type="checkbox"/> 3	Y	Product Information
<input type="checkbox"/> 4	Y	CAN WE SERVE
<div><div>⏪ < Page 1 of 1 > ⏩</div><div>ADD EDIT DELETE</div></div>		

6.2.1 Adding Disposition Codes

1. Click on the **Add** button at the bottom of the Call Disposition Codes section.
2. The **Add Disposition Code** box will appear. Check the **Active** box to make the code available, enter in a Code and Description. The actual code may only be 10 characters long.
3. Click the **Add** button to save your new code.

Add Disposition Code X

Active: ☐

Code

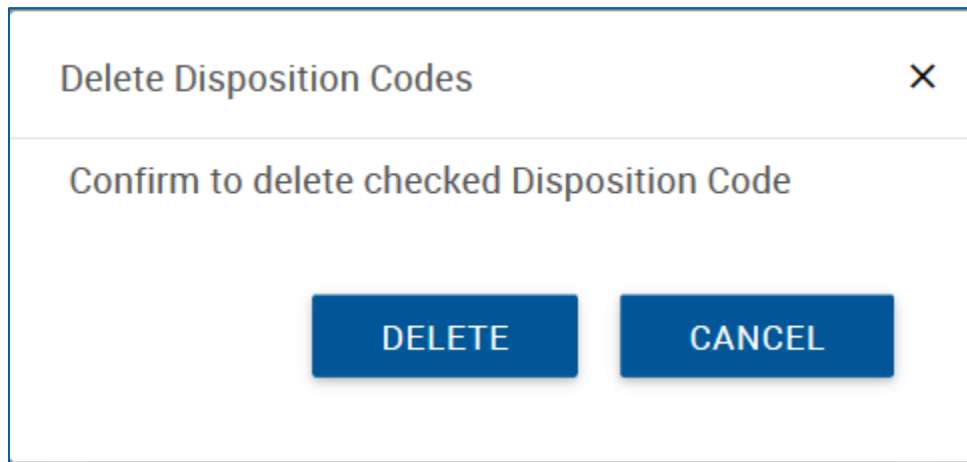
Description

ADD

CANCEL

6.2.2 Editing and Deleting Disposition Codes

1. Place a check in the box immediately preceding the code(s) you want to delete.
2. Click on the **Delete** button.
3. The **Delete Disposition Codes** confirmation window will pop-up asking you “**Confirm to delete Disposition Codes.**” Click on the **Delete** button.



4. The page will refresh and the selected code(s) will no longer be available.

To edit a Call Disposition Code:

1. Place a check in the box immediately preceding the code you want to edit.
2. Click on the Edit button.

NOTE: If multiple codes are selected the **Edit** button will be unavailable/greyed out.

3. The **Edit Disposition Code** window will pop-up with the same options available when adding a new code. From here you may uncheck the **Active** box to make the code unavailable or change the description. The actual code cannot be changed. If you want to change the actual code, you must create the desired code as a new code and add the desired description, then delete or deactivate the old code.
4. Click the **Save** button to keep your changes.

6.3 Agent Default Settings

The Agent Default Settings provides you with access to setting the Guard Timer Setting and Agent unavailable settings.

Agent Default Settings

Use Guard Timer Setting: ☒ Default ☐ Enterprise

☐ Enable guard timer for seconds

Use Agent unavailable settings: ☒ Default ☐ Enterprise

☐ Force Agent to unavailable on Do Not Disturb activation

☐ Force Agent to unavailable on personal calls

☐ Force agent to unavailable after consecutive bounces

☐ Force Agent to unavailable on not reachable

SAVE

6.3.1 Guard Timer Setting

The purpose of the Guard Timer is to allow a delay between calls to agents without using call wrap up in situations where the agent uses a device such as an analogue phone that has hook status unaligned with call status or where regulatory requirements specify minimum call inter-arrival times for agents.

For the **Use Guard Timer Setting**, select “Default” or “Enterprise”. Then select **Enable guard timer** and set the amount of time from the **Seconds** drop-down list to configure the amount of time.

To save your changes, click the **Save** button for this section.

6.3.2 Agent Unavailable Settings

Agent Unavailable Settings for Call Center allow you to force agents into an unavailable ACD state when certain criteria are met. The following options are available (administrators can select one or more options at a time):

- Force Agent to unavailable on Do Not Disturb activation
- Force Agent to unavailable on personal calls
- For agent to unavailable after **x** consecutive bounces
- Force Agent to unavailable on not reachable

To save your changes, click the **Save** button for this section.

6.4 Call Center Routing Policies

Call Center Routing Policies allow you to determine how calls should be routed to agents when there are agents assigned to multiple Call Centers. The routing policy options available are **Longest Wait Time** and **Priority Order**. By default this option is set to the Longest Wait Time so that the oldest call in queue is routed first. Selecting **Priority Order** allows you to rank the Call Centers assigned in your enterprise in order of importance (1 being the highest). Calls in the highest ranked Call Center will be distributed to agents first, then the second Call Center, and so on.

Call Center Routing Policies

Routing Policy:

☐ Longest Wait Time ☒ Priority Order

CALL CENTER NAME	PRIORITY
Marketing CC 2	1
Premium Call Center Test	2

SAVE

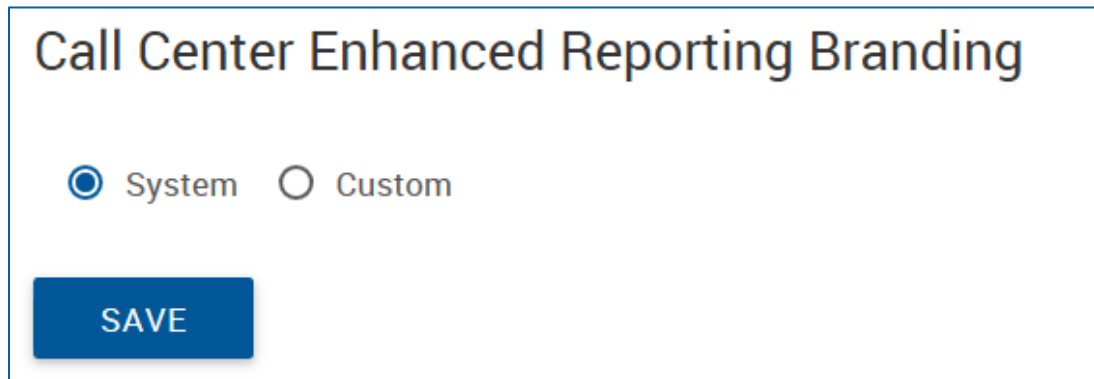
6.5 Call Center Enhanced Report Branding

You can use this section to change the branding of Call Center reports for your enterprise. It allows you to specify whether you want to use system-level or custom branding.

To use system-level branding, select **System** or to provide custom branding, check **Custom**.

If you selected custom branding, upload a branding file by clicking the **Choose File** button and then navigate to the file on your local or network drive.

Save your changes by clicking on the **Save** button for this section.



Call Center Enhanced Reporting Branding

☒ System ☐ Custom

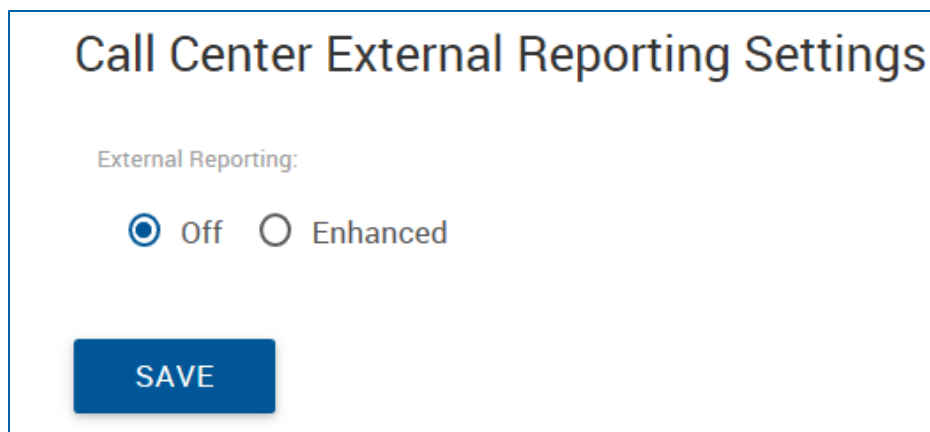
SAVE

6.6 Call Center External Reporting Settings

The Call Center External Reporting Settings allow you to turn external reporting on or off. These settings apply to all Call Centers in your enterprise.

To turn external reporting off select the **Off** option and then click the **Save** button for this section. Reports will only be available through the Call Center GUI.

To turn external reporting on, select **Enhanced** and then click on the **Save** button for this section.



Call Center External Reporting Settings

External Reporting:

☒ Off ☐ Enhanced

SAVE

7 Utilities

The Utilities tab allows you to configure the Answer Confirmation.

Answer Confirmation

Answer Confirmation is an enhancement of the Simultaneous Ringing Personal and Sequential Ringing services to (optionally) prompt the called party to enter a digit to confirm the acceptance of the call.

This enhancement allows us to better deal with situations in which a forking destination rolls over to voice mail, thus ending the forking functionality and preventing real parties from answering the call (for example, when your mobile phone is turned off or unreachable). The Answer Confirmation feature ensures that the call is connected to a live party, or rolls over to the user's Hosted VoIP Phone System voice mailbox. As such, the answering party may be prompted to enter a confirmation digit before getting connected to the calling party.

Alerting continues for all other destinations until the successful collection of a confirmation digit.

Upon collection of a successful confirmation digit, the call is connected and other forking destinations are released as usual.

The default prompt that is played as a confirmation request is the following: "Please press any key to complete the call". This prompt is customizable at the enterprise level. You can select whether to use the default prompt or a custom prompt, in which case you must upload a custom prompt to use for confirmation request. The saved configuration then applies to **ALL** forking services, for this given enterprise using the answer confirmation mechanism.

To choose a Custom Announcement:

Select **Custom Announcement**.

- Options will appear to load a custom audio announcement. Click on the **Choose File** button.
- Use the local file system to choose a compatible file from a local or network drive.
- Set the confirmation timeout in seconds (2 to 30 seconds).
- Click the **Save** button.

The screenshot displays the Telesystem Enterprise Administration web interface. On the left is a blue sidebar with the Telesystem logo at the top. Below the logo, it says 'Welcome MarketingLabAdmin'. The sidebar contains a list of navigation items: 'Enterprise MarketingGroup (Marketing)' (selected), 'Group', 'All Groups' (with a dropdown arrow), 'User', 'All Users' (with a dropdown arrow), 'Enterprise Profile', 'Enterprise Directory', 'Call Center', and 'Utilities' (highlighted with a dark blue background). The main content area has a white header with the Telesystem logo and the word 'Utilities'. Below the header, the 'ANSWER CONFIRMATION' section is active, showing 'Answer Confirmation' as the selected option. Under 'Confirmation message', there are two radio buttons: 'System Announcement' (selected) and 'Custom Announcement'. A blue 'SAVE' button is located at the bottom right of the configuration area.