Hosted VoIP Phone System

Call Center
## Entrance Announcement Configuration

Telesystem®

About this Guide

This guide is intended to provide the best practice for changing the entrance announcement of a Call Center queue for individuals with Enterprise or Group Administrative credentials in the Hosted VoIP Phone System Administration Portal.

Login

Using your web browser, login to
https://admin.euserportal.com

Supported Browsers Include:

- Google Chrome
- Mozilla Firefox
- Safari
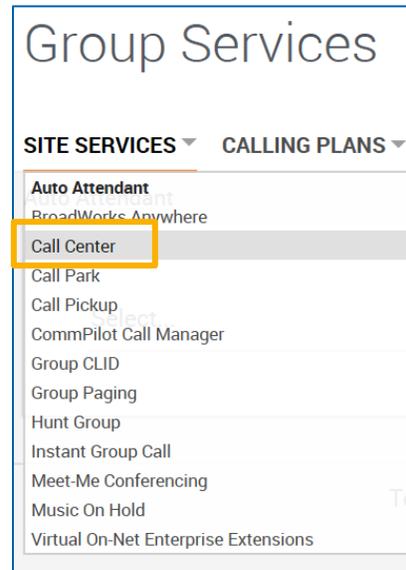- Internet Explorer (versions 10+ must be in compatibility mode)
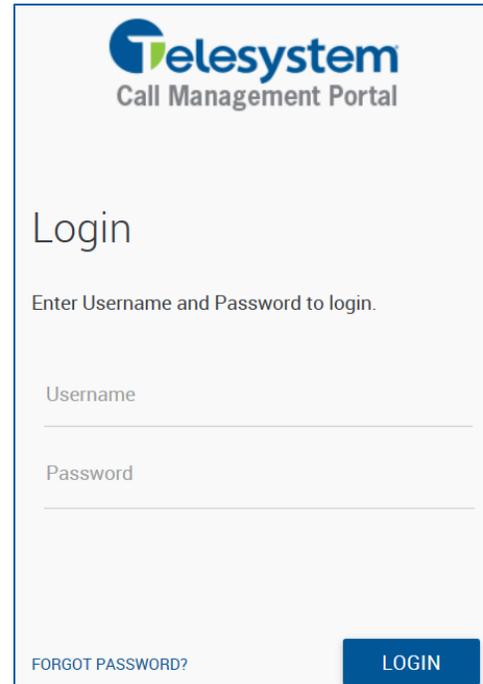
Navigate to the Call Center Settings

If your credentials provide you with **Enterprise** level access, use the **Group** drop-down box and select the **Group** that contains the Call Center you wish to manage.
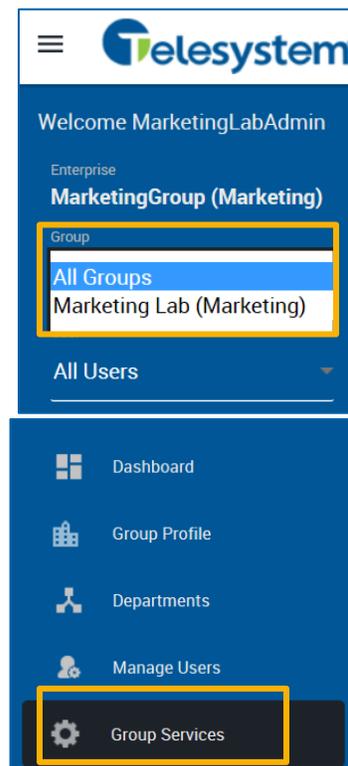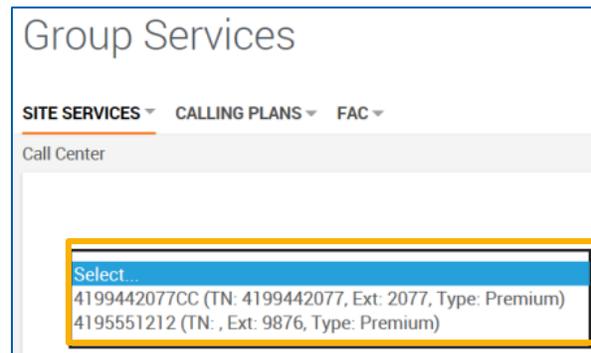
Once you've navigated to your group, or if your credentials provide you with **Group** administrative access, you will be presented with the Group **Dashboard** tab. Navigate to the **Group Services** tab.

From the **Group Services** tab, click on the **Site Services** drop-down menu and select **Call Center** from the options provided (options will vary depending on the services assigned to the particular group).
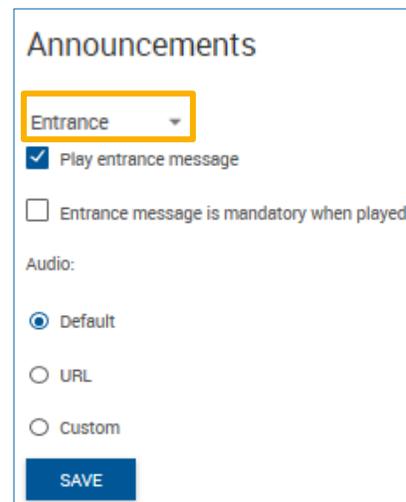
Group Services

SITE SERVICES ▾   CALLING PLANS ▾

Auto Attendant
BroadWorks Anywhere
Call Center
Call Park
Call Pickup
CommPilot Call Manager
Group CLID
Group Paging
Hunt Group
Instant Group Call
Meet-Me Conferencing
Music On Hold
Virtual On-Net Enterprise Extensions

From the drop-down box at the top of the page, select the Call Center/queue you wish to modify.

Group Services

SITE SERVICES ▾   CALLING PLANS ▾   FAC ▾

Call Center

Select...
4199442077CC (TN: 4199442077, Ext: 2077, Type: Premium)
4195551212 (TN: , Ext: 9876, Type: Premium)

You will be presented with the Call Center Profile information. Click on the **Announcements** menu item.

Profile

ANNOUNCEMENTS   DISTINCTIVE RINGING   CALL CENTER DNIS

The **Announcements** menu provides a drop-down box to choose the type of announcement you wish to modify. By default it will present the first announcement which is the **Entrance announcement**.

Announcements

Entrance ▾

☑ Play entrance message

☐ Entrance message is mandatory when played

Audio:

⦿ Default

◯ URL

◯ Custom

SAVE

Entrance Announcement Configuration

The following options are available when configuring your **Entrance Announcement**:

Play entrance message	• Check this box if you want your callers to hear an entrance message when they get to this Call Center/queue and there are no agents available. If agents are available, the call will be directed to an agent. • Uncheck this box if you do not want your callers to hear an entrance announcement. If agents are available, the call will be routed directly to an agent. If no agent is available, the caller will hear the **Comfort Message**.
Entrance message is mandatory when played	• Check this box if you want all callers to hear the entrance message when they get to this Call Center/queue. • Uncheck this box if you want your callers to bypass the Entrance message and go directly to an agent and when agents are available in the queue. Callers will only hear the **Entrance Message** when their call is sent to the queue to wait for an available agent to be presented with the call.
Audio	Choose the audio you would like played to your callers for the **Entrance Message**: • **Default –** Built-in message stating "Your call is very important to us, please wait for the next" available agent. • **URL –** Add up to 4 URLs that have audio files uploaded to them that will play in order to your caller upon entry into the Call Center/queue. • **Custom –** Add up to 4 .wav files that will play in order to your caller upon entry into the Call Center/queue. o Click the **Choose File** button to display the computer's file system window to navigate and select the file you wish to use. Click the **Upload** button to send that file to the Hosted VoIP Phone System server.
Save	Click the **Save** button to keep the changes you have made. If you do not click **Save** and you navigate away from this menu these changes will not be implemented.

Announcements

Entrance ▼

☑ Play entrance message

☐ Entrance message is mandatory when played

Audio:

○ Default

○ URL

File 1: 🎤 [　　　　　　] Browse... UPLOAD

File 2: 🎤 [　　　　　　] Browse... UPLOAD

◉ Custom

File 3: 🎤 [　　　　　　] Browse... UPLOAD

File 4: 🎤 [　　　　　　] Browse... UPLOAD

SAVE