



SIP Trunk Call Manager

User Guide

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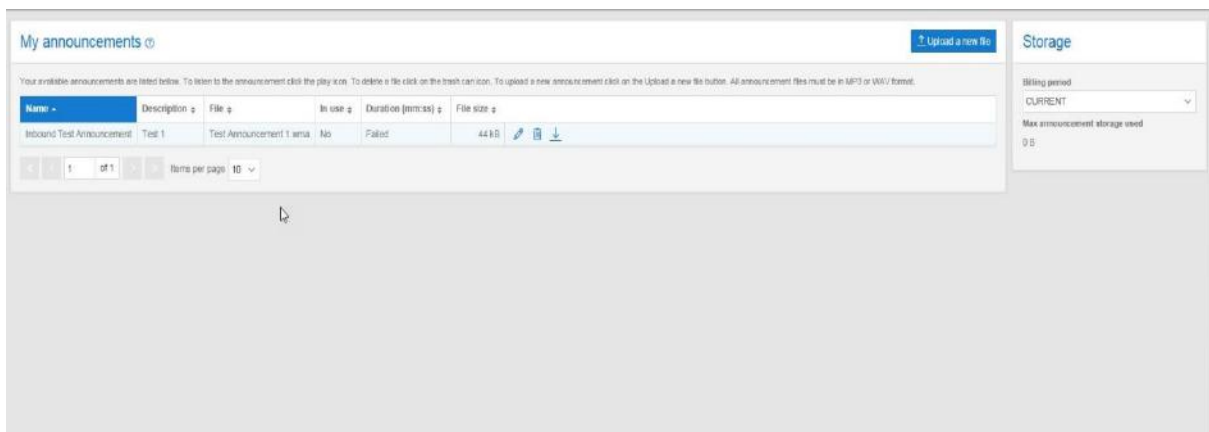
Announcements

Announcements Access Restrictions

Customer	Customer must have subscribed to Contact Pro, Voicemail or Call Whisper.
User	Must have Manage Announcements enabled

You can only view this tab if your company has subscribed to Contact Pro, Voicemail or the Call Whisper product.

If your company has such a subscription, then your user profile must have the 'Manage Announcements' role enabled. Please contact support@midshiretelecom.co.uk if you need to view this tab but cannot do so.



Column	Description
Name	The Name column shows the name that was given to the announcement when it was uploaded. It is this name that appears in the Build my plan control features where an announcement is required. See the Call queue control, Announce control and IVR Message controls for details of announcement usage. This field can be edited at any time by clicking on the Name column.
Description	The Description column shows the description of the announcement given when the announcement file was uploaded. This description can be edited at any time by clicking on the Description column.
File	The File column shows the original file name of the announcement when it was uploaded. This column cannot be changed. The announcement can be played by double clicking the relevant announcements File column.
In Use	If the announcement is used in a call plan, then this column will show Yes. Otherwise it will show No.

Duration	<p>The duration column shows the length of the announcement in minutes and seconds in the format mm:ss.</p> <p>When an announcement is uploaded it is stored in a local system format. This requires a conversion process. If the conversion to local format has failed for some reason, then this column will show n/a.</p>
-----------------	--

Column	Description
	Please note the minimum duration for an announcement is 1 second. If a file of less than 1 second is uploaded, then the duration will be rounded down to zero and the system will interpret that as a failed conversion and the duration will be shown as n/a.
File Size	<p>The maximum file size that can be uploaded is 20Mb.</p> <p>The file size when uploaded may not be exactly the same as shown on your PC. This is because the files are re-formatted for use in the system. The file size shown is the size of the converted file only. You will not be billed for both the original and the converted file; only for the storage used by the converted file.</p>

Announcement Storage Billing

The Max storage amount is updated each time an announcement file is successfully uploaded. The value is reset to the current storage used at the end of each month when the usage data is extracted for billing.

Recording Announcements

Minimum Requirements

There are many options for recording your announcements but the simplest is via a PC or laptop equipped with an input microphone. You will also require sound recording software to record the announcements. Again, there are many available applications that can do this ranging from freeware to expensive professional studio applications. For most users Windows also comes with a sound recorder application that can also be used. The Windows application can be found by going to the Start menu and looking in the "All Programs\Accessories\ Entertainment" folder for the Sound Recorder application as shown below.

Recording tips

The following tips will help you to achieve the best results when your pre-recorded announcements are played back.

Use a good quality microphone that is positioned close to the mouth. For example, telephone headset style microphones are generally better than those built in to webcams.

Make your recordings in a quiet area with minimum background noise.

Set you application capture settings to the highest quality settings available.

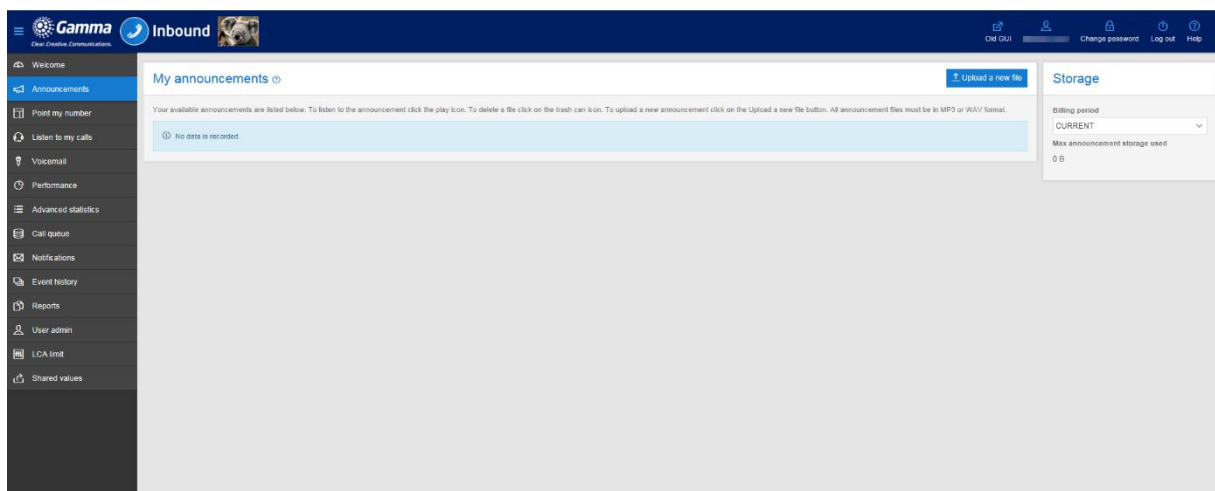
Check how your announcement sounds before you upload it. You may have inadvertently recorded more, or less, than you intended.

Uploading Announcements

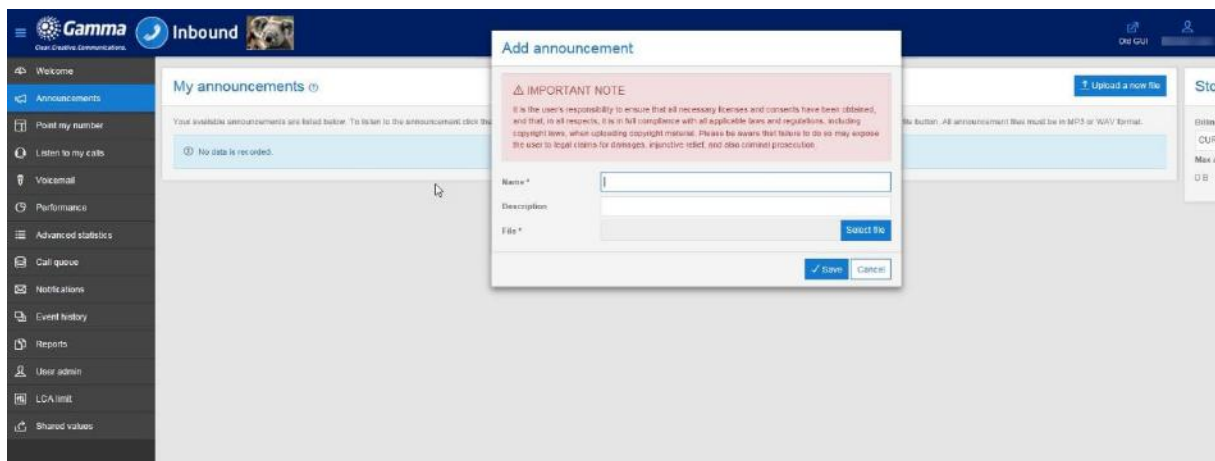
Once you are satisfied you have a good quality recording save the file in MP3 or WAV format and note its name.

Log on to siptrunkcallmanager.co.uk as either an Administrator or as a user with “Manage My Announcements” role enabled.

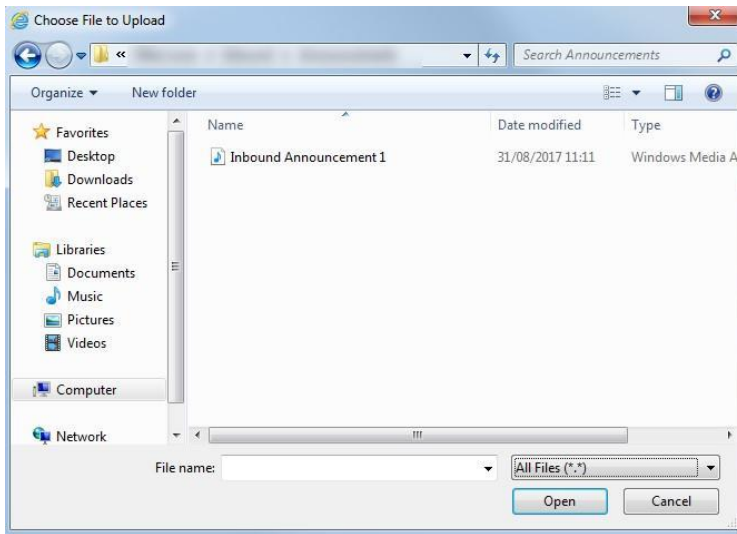
Go to the Announcements tab (screenshot below)



Click on the Upload a new file button



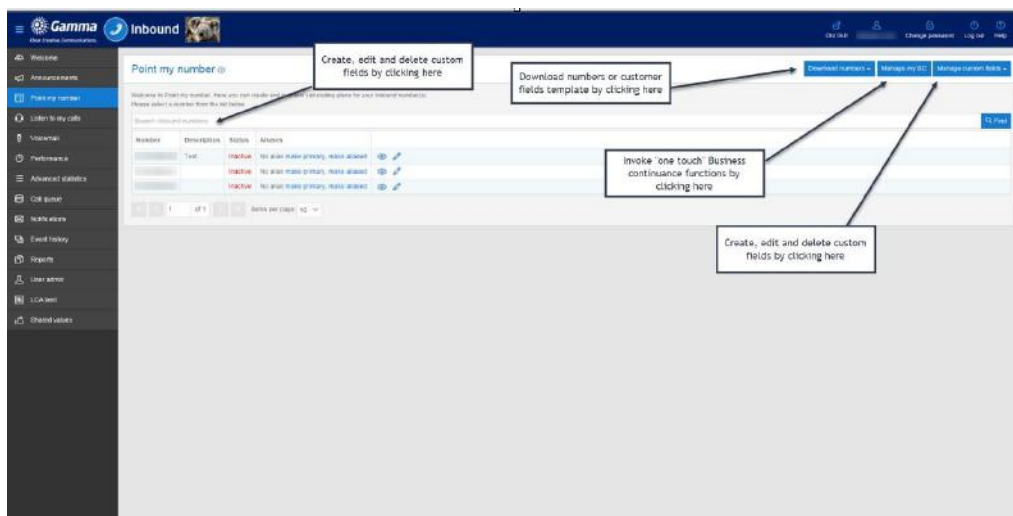
Enter a meaningful name and description for your announcement, this will help you identify what the announcement is when you have multiple announcements uploaded. Next, use the 'select file' button and find the file you wish to upload:



After clicking on Open you should see a popup window similar to the one below. Click on Save to upload your announcement file to the SIP Trunk Call Manager Portal. Once the file has been saved, you will be taken back the main announcements screen and your upload will be shown in the announcement list.

You will notice that the duration column says “Processing” for a short time after your announcement has been uploaded. This is because your announcement is being converted to the format required for use in call plans. The announcement cannot be used until the conversion process is complete. When the conversion process is complete the Duration column will show the length of the converted file in Minutes and seconds. You may need to refresh your browser window to see the updated Duration.

Once the conversion process completes, your announcement is ready to use in the Point my number controls (i.e. Announce, Voicemail to Email, IVR welcome message, Call queue).



Point my Number

Point my Number is the tab through which all call plans are created, edited and maintained by the User. Access to this tab is provided with all administrator logins for Contact Point, Path and Pro. It is possible to remove access or give read only access to this tab for subsequent user logins should there be a specific requirement to deny them access to this page which is central to call plan management. Call plans are shown in the homepage of Point my Number. Up to 100 call plans are available per number and they can be associated with a description to assist the user.

Point my number Access Restrictions

Customer	Customer must have subscribed to Contact Point, Contact Path or Contact Pro. To use custom fields the customer must have subscribed to Advanced Statistics
User	Must have Point my number enabled Must have access to the numbers enabled To Create, edit and delete custom fields and download and upload custom field templates the user must have Enable custom field management enabled

In order to be able to access the Point my number screen your user profile must have the Point my number role enabled.

If you require access to these features but don't have it then please contact your Service Provider.

Description







The Point my number tab allows you to search for the particular number that you wish to edit using the Search Numbers function.

To begin creating a call plan or to view/edit the call plans associated with a particular phone number, there is a button which can be used to open the associated call plan (please see screenshot below):

Point my number ⓘ

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s).
Please select a number from the list below.

Search inbound numbers

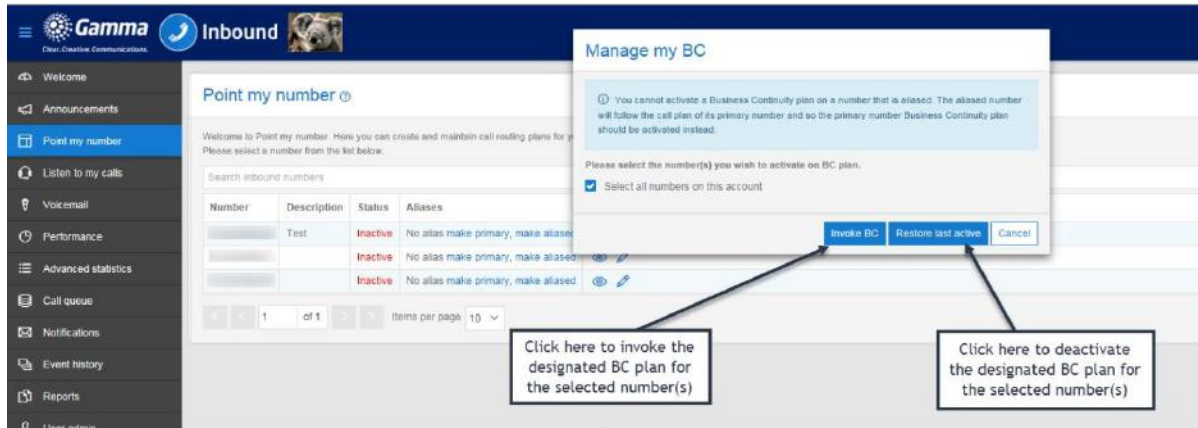
Number	Description	Status	Aliases	
[Redacted]	Test	Inactive	No alias make primary, make aliased	 
[Redacted]		Inactive	No alias make primary, make aliased	 
[Redacted]		Inactive	No alias make primary, make aliased	 

Navigation: < 1 of 1 > Items per page 10

Manage my Business Continuity

The Manage my BC button enables you to invoke a pre-designated Business Continuity plan for your SIP Trunk Call Manager number(s). There is also the option to restore the last active call plan when the BC routing is no longer required (see How to use 'One Touch' for more detailed instruction on how to use the Business Continuity functionality).

After clicking on the Manage my BC plan you will see the popup window shown below.



The screenshot shows the Gamma Inbound interface with a 'Manage my BC' popup window. The popup contains the following text:

You cannot activate a Business Continuity plan on a number that is aliased. The aliased number will follow the call plan of its primary number and so the primary number Business Continuity plan should be activated instead.

Please select the number(s) you wish to activate on BC plan.

Select all numbers on this account

Buttons: Invoke BC, Restore last active, Cancel

Callout boxes:

- Click here to invoke the designated BC plan for the selected number(s)
- Click here to deactivate the designated BC plan for the selected number(s)

Build my plan

In order to be able to access the Build my plan screen your user profile must have the Point my number role enabled.

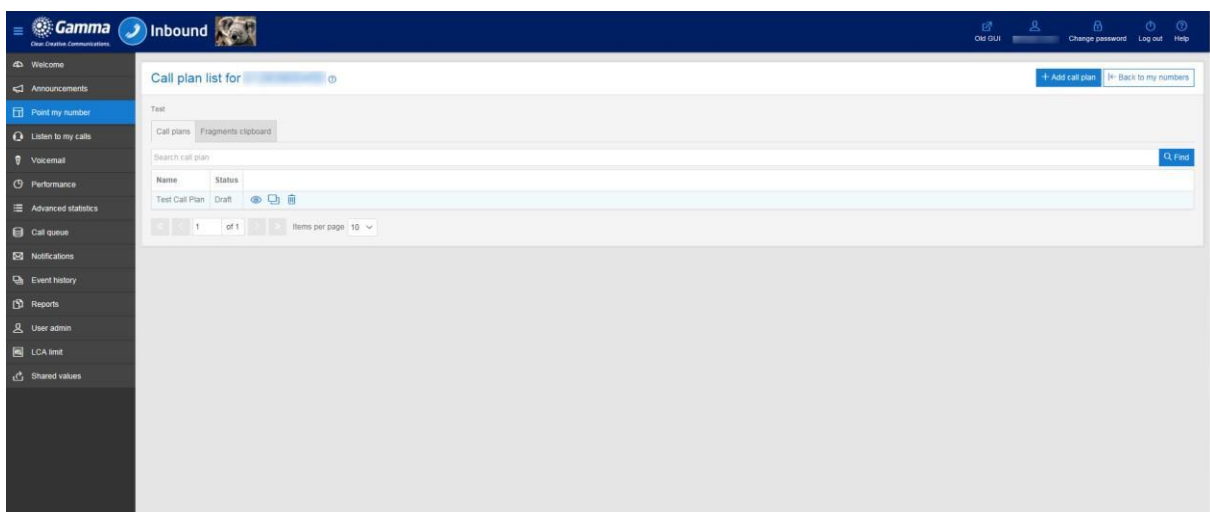
Description

The Build my call plan page is the main functional area of the SIP Trunk Call Manager website. It is this page that gives you the power to build sophisticated call plans for managing incoming calls.

The features available within the Build my call plan page are dictated by the services that your company has subscribed to. For example, call recording functions are only available where your company has subscribed to Call recording as an add-on service.

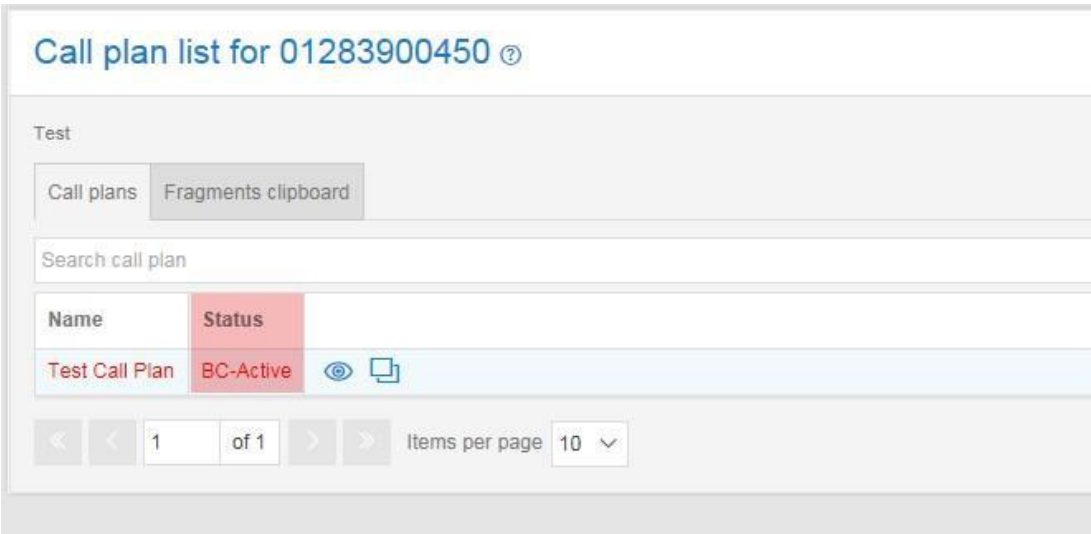
Refer to your service provider for an up-to-date list of features and services available with the SIP Trunk Call Manager products.

In order to get into the build my call plan screen, you will need to select the open function from "point my number" screen against a specific number. From here you will be able to see a list of the call plans you currently have created.

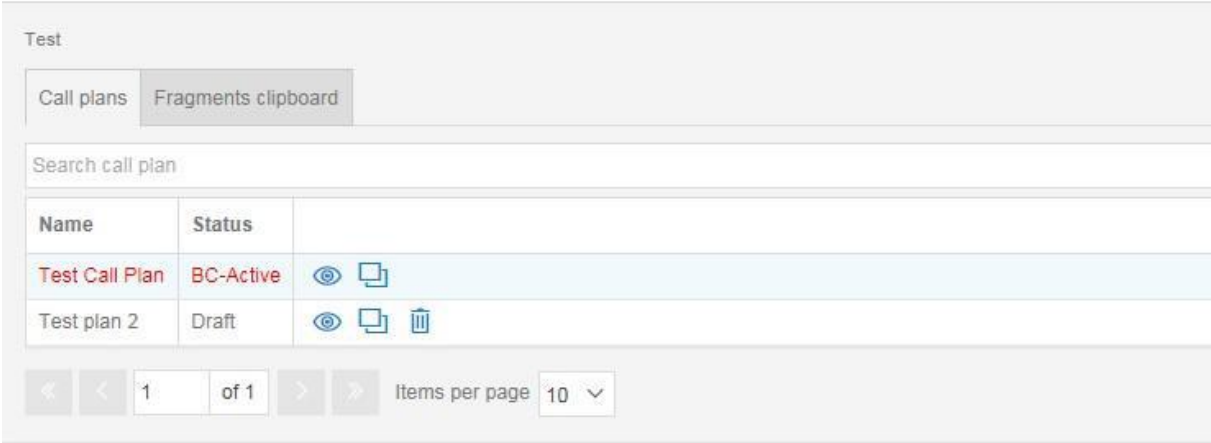


You will notice that against each call plan you have 3 options to select from, these options allow you to open, copy or delete a call plan. These are fairly self-explanatory, however there are some advanced options you can take advantage of when copying a call plan, for further information on these options please see the "Copy Call Plan" section below.

When a call plan is validated, there is the option to tick the Make this my BC box before closing the call plan, thus enabling the user to pre-designate a call plan to be used in the event of a Disaster Recovery situation such as an office evacuation. When selected as a BC plan, the call plan status will be displayed as "BC-Active".



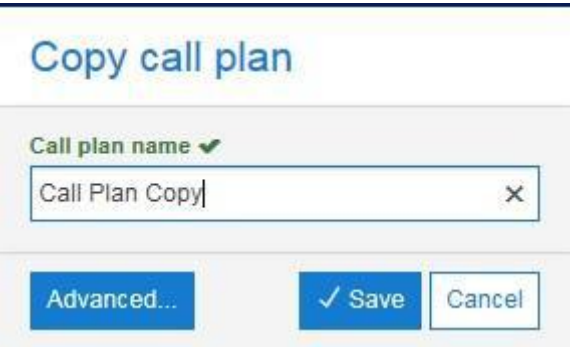
When the BC plan is active (see Point my Number page for how to do this), it will appear in red as the active call plan as shown here:



The previously active call plan will revert to validated status. Providing no changes are made to the last active call plan, it can be reinstated using the Manage my BC function on the Point my Number page.

Copy Call Plan

When the Copy button is selected the window below is displayed.



If you simply want to make a copy of the call plan available within the same number, then enter the name of the copy and click on the Save button.

If you want to copy call plans between different numbers, then use the Advanced button.

Choose account to copy to

Copy to this Inbound account

Copy to other Inbound account

Username *

Password *

If the call plan is to be copied to other numbers within the same SIP Trunk Call Manager account, then check the Copy to this SIP Trunk Call Manager account box. This will cause the window below to be displayed.

Choose account to copy to

Copy to this Inbound account

Click on the Proceed button and you will be presented with a window like the one below showing the numbers available for you to copy your call plan to. Simple select the required numbers and then click on Save.

If you want the call plan to activate automatically when the plan is copied to the new number, then check the Activate when copied check box. Please note, the call plan must already have been validated for this option to be available; if the plan has not been validated then the Activate when copied check box will not appear.

Advanced call plan copy

Please select the number to copy the call plan to

Select all numbers on this account

Select all numbers on this page **Unselect all numbers on this page**

Search inbound numbers

Number	Description	Status
<input type="checkbox"/> 01283900450	Test	DR-Active
<input type="checkbox"/> 01283900451		Inactive
<input type="checkbox"/> 01283900459		Inactive

of 1

 10

Activate when copied

Then click on Save again when presented with the screen below.

Copy call plan

Call plan name ✓

In order to copy to numbers within another account the destination account logon details must be entered when presented with the screen below but otherwise the process is the same as copying to another number in the same account.

Choose account to copy to

Copy to this Inbound account

Copy to other Inbound account

Username *

Password *

Notes

When a call plan is copied to another account the destination account must belong to the same channel partner.

When copying between accounts, any announcements used within the call plan will be copied across with the call plan.

The Activate when copied check box only appears if the call plan being copied has been validated or activated.

General Rules

There are some general rules you should be aware of when building your call plan. An understanding of these will help you in understanding what a valid call plan looks like.

In general, a group of siblings must all be of the same type, e.g. Date controls, or Day controls. If you try to add a sibling that is of a different type, then the website will not allow this. However, there is an exception to this rule. The special case is the Divert control which can be a sibling of a Destination or a Distribution control.

Within a group of siblings there can be only one control set to be the Default. In order to allow flexibility when building the call plan it is possible to add multiple Default controls during the edit stage. However, a call plan with multiple Default controls will be rejected when it is validated.

There is a maximum of 1000 controls that can be added to a call plan. This is far more than any real call plan should need so if you reach this limit then you should re-asses your call plan design.

Controls

Aliasing

Description

Aliasing eliminates the need to create two or more identical call plans on Inbound numbers, that have the same routing

A typical use case would be a user wanting to share the behaviour of one Inbound Number with another Inbound Number. This is so they don't have to maintain identical, Call Plans across different numbers. Using the Aliasing feature the Call Plan needs to be updated once and it will be reflected across all of the aliases.

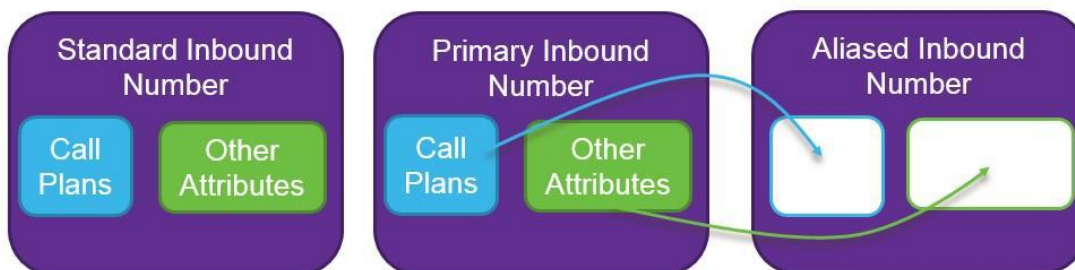
Number Types

With the introduction of aliasing, inbound numbers can now be described as one of three types:

Standard Inbound number - An Inbound number that has its own call plans, which are not shared with any other number. As-is.

Primary Inbound number - An Inbound number that has one or more associated (aliased) numbers

Aliased Inbound number - Inbound number that does not have any call plans of its own, but instead uses the active call plan of the primary number it is aliased to



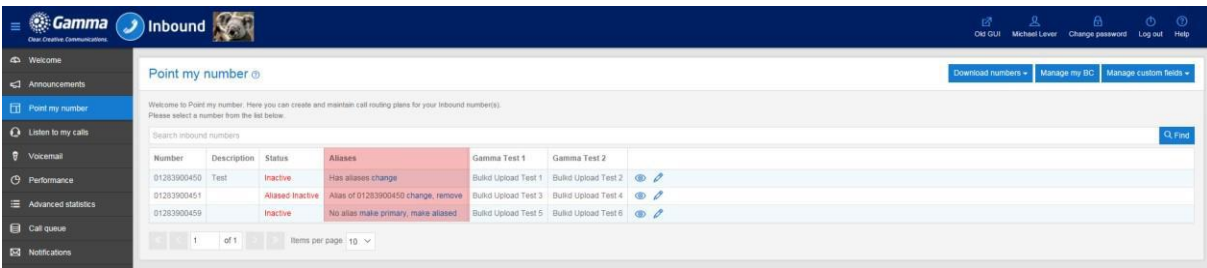
A **Primary** Inbound Number will have **one or more Aliased numbers**

An **Aliased** Inbound Number will share the Call Plan of a **single Primary number**

Aliases column on Point my number

The aliases column on the 'Point my number' screen enables any number to become a Primary number with associated aliases or to become an alias of an existing Primary or Standard number.

The links give you the flexibility to make changes from either the Primary number or from the aliased number.



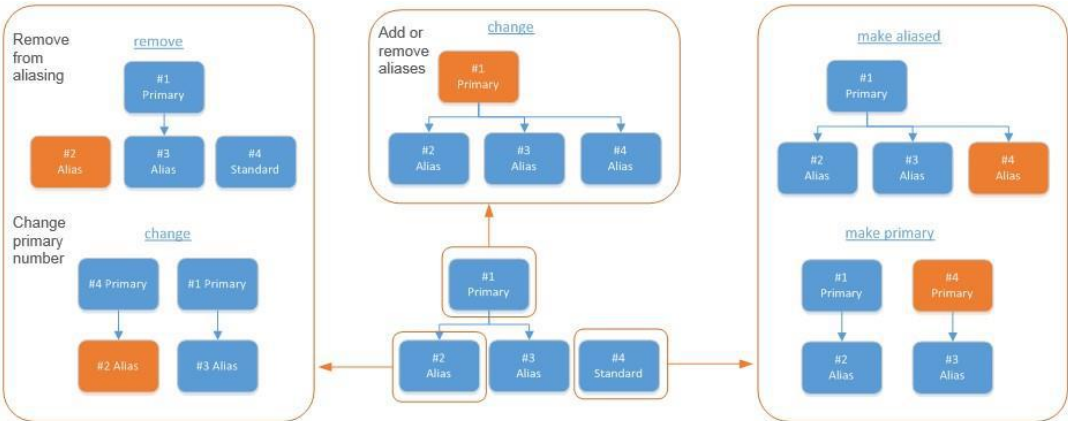
In essence there are actually only two fundamental actions that all the screens will allow you to perform:

- adding/changing aliases
- choosing/changing/removing Primary numbers.

The following sections give a complete breakdown on all the possible use cases.

Alias management use cases

A pictorial summary of all the different actions that can be performed using the Aliasing feature is given below.



The relationship tree bottom-middle shows the starting position for the numbers. Small orange boxes indicate the number the action is being performed on.

The larger boxes around the outside show the outcome of each action. We will look at each of these actions in detail below.

Make a number an Alias

After clicking make aliased the following screen will appear:

Select or change primary number

Aliased inbound number:
01283900450

Current Primary number: none
Primary Inbound numbers

01283900451
01283900459

1 of 1

Items per page 10

Search primary Inbound numbers

Number

Or

Or

As you can see by the screenshot above, the number ending in 59 has been selected and this is the number that will be made a primary alias in this example. Once you have selected the number you would like to make primary, select save in order to create the alias (please note: you will be presented with a message confirming that you want to go ahead with this action, select yes to continue).

You will now notice that the number you have selected will now have a status as "Alias Active". The new Aliases column shows whether the number is a Primary number or an Aliased number. In this example, the Aliases column shows "Alias of 50" for the '59 number and "Has aliases" for the 50 number.

Make a number a primary alias

Point my number ⓘ

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	Gamma Test 1	Gamma Test 2	
01283900450	Test	Inactive	No alias make primary, make aliased	Bulkd Upload Test 1	Bulkd Upload Test 2	👁️ ✎️
01283900451		Active	No alias make primary, make aliased	Bulkd Upload Test 3	Bulkd Upload Test 4	👁️ ✎️
01283900459		Active	No alias make primary, make aliased	Bulkd Upload Test 5	Bulkd Upload Test 6	👁️ ✎️

1 of 1 Items per page 10

After clicking make primary the following will appear:

Select or change aliases

Primary Inbound number:
01283900451

Aliases

Search aliases

Number

Or

Or

As you can see the Primary number currently has no aliases, if you wish to add an alias to this number select the "+ Add aliases" button, when you do this you will be presented with another pop-up screen. This screen allows you to move or add aliases that are not currently aliased to anything, as well as move numbers that are already aliased i.e. the ones that have 'alias of x' after the number.

Add aliases

Available numbers

- 01283900450 - Test
- 01283900451
- 01283900459

Assigned numbers

of 1

Items per page

Search available numbers

Number

Or

Or

In the example given below the user has selected the numbers ending in 51 and 59 to be the aliases of the number ending in 50, once the use has done this they will need to use the save function to complete the action.

Add aliases

Available numbers

01283900450 - Test
01283900451
01283900459

Assigned numbers

01283900451
01283900459

> <

< < 1 of 1 > >
Items per page 10

Search available numbers

Number

Or Select field

Or Select field

Filter
Reset

Save
Cancel

Once you have done this, you will be able to navigate back to the "Point My Number" screen and you will notice that the status and aliases columns have been updated accordingly.

Changing the primary number of another number

In the example below, you will notice that the number ending in 59 has a number ending in 51 associated to it as its primary number.

Point my number ?

Welcome to Point my number. Here you can create and maintain call routing plans for your inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	Gamma Test 1	Gamma Test 2	
01283900450	Test	Inactive	No alias make primary , make aliased	Bulkd Upload Test 1	Bulkd Upload Test 2	
01283900451		Active	Has aliases change	Bulkd Upload Test 3	Bulkd Upload Test 4	
01283900459		Aliased Active	Alias of 01283900451 change , remove	Bulkd Upload Test 5	Bulkd Upload Test 6	

< < 1 of 1 > >
Items per page 10

If you select the change option you will be presented with a pop-up box, in this pop up box you can simply select another number to be assigned as the primary number. Once you have selected the number you would like to use, click the save button and these changes will be enforced with immediate effect.

Select or change primary number

Aliased inbound number:
01283900459

Current Primary number: 01283900451

Primary Inbound numbers

01283900450 - Test
01283900451

1 of 1

Items per page: 10

Search primary Inbound numbers

Number:


Or:

Or:

Once completed, the "Point my number" will update the status and aliases columns accordingly, we would advise that you double check this to make sure you haven't made any mistakes when updating your aliases.

Remove a number from being aliased

To remove a number from being aliased, simple navigate to the "Point My number" screen, from here select the "Remove" option, as highlighted in the screenshot below:

Point my number 

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	Gamma Test 1	Gamma Test 2	
01283900450	Test	Inactive	Has aliases change	Bulkd Upload Test 1	Bulkd Upload Test 2	
01283900451		Active	No alias make primary , make aliased	Bulkd Upload Test 3	Bulkd Upload Test 4	
01283900459		Aliased Inactive	Alias of 01283900450 change , remove	Bulkd Upload Test 5	Bulkd Upload Test 6	

1 of 1

Items per page: 10

Change aliases of a number

If you wish to change the aliases of a number simple navigate to the "Point My Number" screen, and select the "change" option which can found next to the number that has been aliased (see screenshot below)

Point my number ©

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	Gamma Test 1	Gamma Test 2	
01283900450	Test	Inactive	Has aliases change	Bulkd Upload Test 1	Bulkd Upload Test 2	
01283900451		Active	No alias make primary , make aliased	Bulkd Upload Test 3	Bulkd Upload Test 4	
01283900459		Aliased Inactive	Alias of 01283900450 change , remove	Bulkd Upload Test 5	Bulkd Upload Test 6	

1 of 1 Items per page 10

Once you have selected this you will be presented with a pop-up box. Inside this box you will be able to add an additional alias by clicking "Add aliases". The dialogue box that appears allows you to remove and add aliases.

Select or change aliases

Primary Inbound number:
01283900450

Aliases
01283900459

1 of 1 Items per page 10

Search aliases

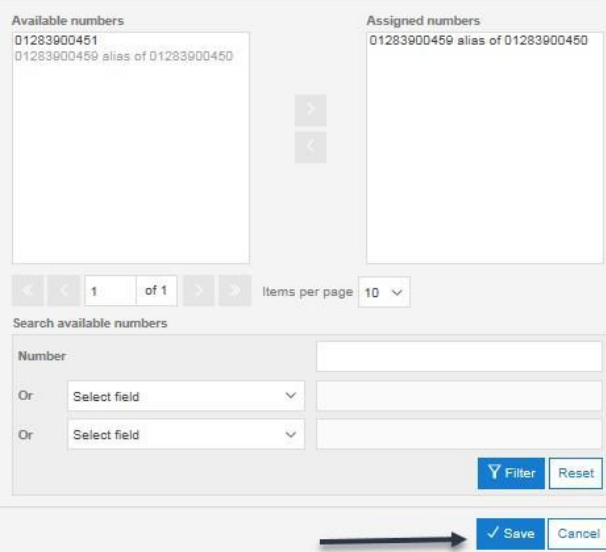
Number

Or

Or

Once you have selected "+ Add Aliases", you will be presented with a dialog box which will allow you to perform any actions you require.

Add aliases



Once you have done, simply hit the save button and then you will be able to navigate back to the "Point My Number" screen which will show you the current status and aliases of each number. (We would recommend double checking this to make sure you have done everything correctly).

Aliasing Constraints

If you activate a Call Plan on a number that is an alias, then it will lose its alias state. This number is now the copy of the parent call plan and it is not an alias anymore. If the number is deactivated now, it will not go back to be an alias of its' old Primary number.

If you make a number an alias of another then it will deactivate any active call plans that they currently have.

It includes any scheduled activated plans that are configured to be triggered in the future

If a number is an alias, then the batch BC activation will not activate a BC on this rather it will use the BC call plan on the Primary number it points to.

Announce

Announce Description

The Announce control enables you to play a predefined announcement either before a call is connected or on its own.

The announcement comes with a basic and advanced tab

Announce Tip

Use announcements out of hours to tell callers what your operating hours are or to suggest an alternative contact method or provide a change number announcement. For example, in the call plan below a caller will hear an announcement played if they call at weekends but will be routed to a destination number if they call on weekdays.



Announce Rules

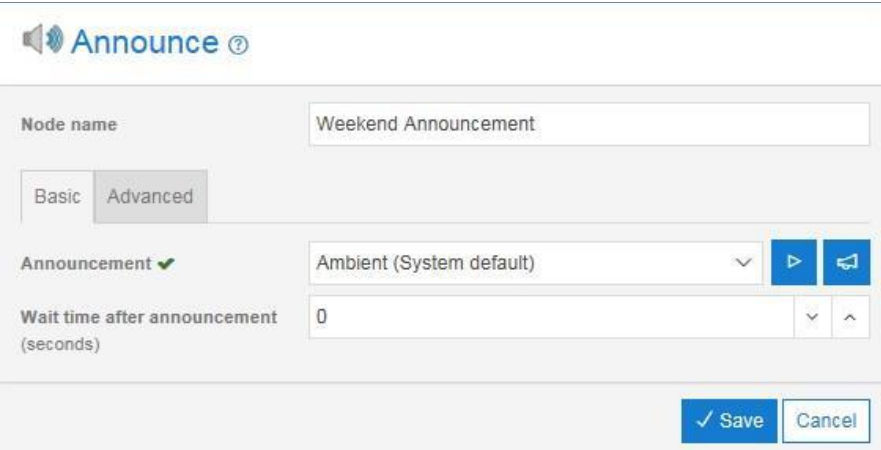
The Announce control is one of the three terminating controls, this means that it cannot have any siblings.

The Announce control can have children controls connected to it. This is to allow for example, an announcement to be inserted in front of an IVR to tell callers about a specific operational issue. Announcements can also be stacked on each other.

Announce Input Fields and Buttons in Basic Tab Mode

If you want to modify your announcement, select the announcement mode and then click on 'Modify properties'. In here you will automatically be placed on the basic tab to make some amendments, in this tab you will be able to:

- ◆ Give your announcement a name
- ◆ Dictate the number of seconds you would like as your wait time after the announcement has been played
- ◆ Play your announcement
- ◆ Upload a new announcement



Announce Input Fields and Buttons in Advanced Tab Mode

If you need to make some more specific changes to your announcement, you can select the advanced tab. In the advanced tab you will be able to do any of the following:

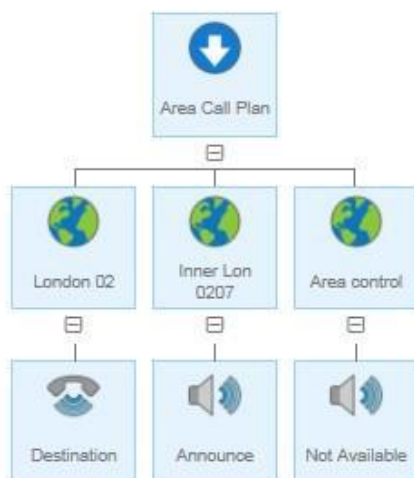
- ◆ Use all the same functionality/change anything that can be found in the basic tab
- ◆ You can enter a value in the 'Number' field, this field will play text to speech of any input number sequence and will play after the Prefix announcement.
- ◆ You will have access to the suffix announcement option, this drop-down lists all of your preloaded announcements and will play after the Prefix and number announcements.
- ◆ You will be able to select the "Play announcement as early media" option
 - ~ Selecting this option will provide the announcement at no ppm cost to you, your customer or the caller. The tick box option will only appear if the announcement node is inserted as the first node in the call plan. If the announcement node is inserted at any other place in the plan, this option will not be visible. If you check the Early Media option, then the node name will be automatically renamed to Early Media from its default name. If the end user has renamed the node then this will be preserved.

Area

Area Description

You can use the Area control to define customised areas and distribute calls according to the area code or telephone number of the caller. This can be useful where the company wishes to route calls to the nearest regional office based on the callers' area code. An example might be if your company has regional offices in Scotland and England then all calls originating in Scotland could be routed to the Scottish office and all England and Wales originating calls could be routed to the England office.

If the call plan contains overlapping customer area definitions, then the system will route to the branch that matches the largest number of digits. For example, in the simple example below an area code with the London prefix 02 and another with the inner London prefix of 0207 have been defined to have different call routing outcomes. If a call is received from a caller with telephone number 020712341234 then this will route to the branch called Inner Lon (0207) and hear the announcement played. If a caller with the telephone number 02035675678 calls then they will be routed to the destination. All other callers will be routed to the Default action which is to play the announcement called "Not Available".



Each custom area code defined in a control automatically becomes available to all call plans created for that number. For example, you may have defined your main call plan but then wish to build a separate disaster recovery plan. All the area codes you defined in the main plan will be available within the Area controls for your new plan.

The Areas defined are specific to the Inbound number and will not be available on other numbers that the company uses. That is, the area codes must be created for each Inbound number you build call plans for.

Area Tip

Always include a Default node to pick up any area codes that have not been defined.

Area Rules

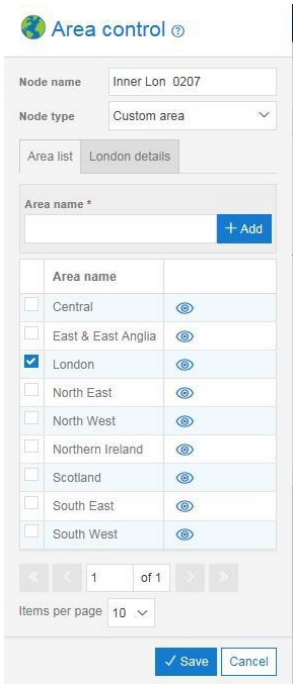
If you wish to have a call queue route on to an Area control, then this would be via the Call Queue Overflow or Call Queue Breakout nodes only.

You must always include an Area control of node type Default when Area controls are used. It may be possible for a call plan to exist without a default whilst editing. However, the call plan will not pass validation if a default is not present.

There can be only one default Area control within a sibling group, i.e. under the same parent.

You cannot add an Area control as a child of another Area control.

Area Input Fields and Buttons



Area control

Node name: Inner Lon 0207

Node type: Custom area

Area list: London details

Area name *

Area name	
<input type="checkbox"/> Central	👁
<input type="checkbox"/> East & East Anglia	👁
<input checked="" type="checkbox"/> London	👁
<input type="checkbox"/> North East	👁
<input type="checkbox"/> North West	👁
<input type="checkbox"/> Northern Ireland	👁
<input type="checkbox"/> Scotland	👁
<input type="checkbox"/> South East	👁
<input type="checkbox"/> South West	👁

1 of 1

Items per page: 10

Save Cancel

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Node type	Drop down list	<p>Choose from Default or Custom Area</p> <p>Custom area If you select Custom Area, then the fields described below become available to define your customised areas for originating calls.</p> <p>Default If you select Default, then this control defines the path that all calls not specifically handled by other (Custom Area) Area controls will follow.</p>
Name	Type	Description
Area List	Tab	<p>List of selection tick boxes.</p> <p>Use the check boxes to select which areas you want to be associated to this control.</p> <p>Each Area control can be associated with multiple area names in the list,</p>
Area Name	Text input	Enter the name of an area here.
+Add	Button	Click the +Add button to add the area name entered in the Area Name field to the list of custom areas.
X Delete	Button	The X Delete button will delete the currently highlighted area name from the Area List.
Area Details	Tab	<p>When you highlight a custom area, a Details tab will appear next to the Area List tab. The Details tab name is based on the name of the area selected; for example, if the area selected is named London then the Details tab will have the name "London details".</p> <p>If you click on the Details tab, then you will find an input box where you can enter the area code(s) associated to the area name. You may enter a number of different area codes to be associated to a single area name. For example, you may wish to define the London area to include dial codes beginning with 0207, 0208 and 0203.</p>
Prefix	Display pane	The prefix pane displays the list of dial code prefixes that are associated to the area you highlighted in the Area List tab. For example, you might add the area codes 0203, 0207 & 0208 to define an area called London.
Dial code	Numeric input field	<p>Enter the dial code of the area into this field and then click on +Add to add it to the list of prefixes associated to the area name.</p> <p>The area code can be any UK or international dialling prefix with a minimum of one digit.</p>

Call Queue

Call Queue Description

You can use the Call queue control to create a call queue and define in-queue music, queue specific announcements, queue breakout and overflow actions.

Call Queue Tip

A breakout key must be specified if callers are to be able to break out of the queue and an overflow option must be specified to handle instances where the number of callers exceeds the maximum queue size.

Call Queue Rules

If you wish to use a Call queue within an IVR then the parent node must be a Menu option control (including Invalid key), not the IVR Welcome message node itself.

The Call queue must have an In queue music track specified.

The Call queue may have up to 3 of the permitted child controls.

There must be at least one child Destination control.

The permitted child controls for a call queue are:

- Destination
- Voicemail to Email
- Announce

When any of the above controls are inserted as children of a Call Queue then they will have an additional drop-down list parameter called Action. The Action list has three options:

- Answer
- Breakout
- Overflow

Answer is only available on the Destination control. Select Answer to identify the number that the queue belongs to and which will normally be expected to answer the call. All Call Queue controls must have one Destination as a child with Action = Answer.

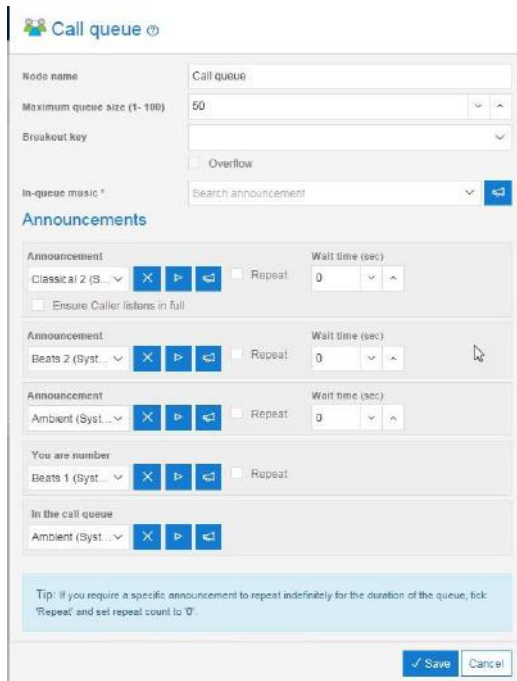
Breakout is available as an Action value for all three of the termination controls (Destination, Voicemail to Email, Announce). Select Breakout to identify the routing outcome that is required when the caller has pressed the breakout key.

Overflow is available as an Action value for all three of the termination controls (Destination, Voicemail to Email, Announce). Select Overflow to identify the routing outcome that is required

when the number of callers exceeds the Maximum queue size value specified in the Call Queue control.

You may add up to three termination controls (Destination, Voicemail to email, Announce) as children of a Call Queue control. Each child must have a different Action specified.

Call Queue Input Fields and Buttons



Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Maximum queue size	Counter	<p>Use this input to set the maximum number of callers that can be held in a queue. If this value is exceeded, then subsequent callers will invoke the associated Overflow action for this queue if one has been specified. If no overflow action has been specified, then the callers will be played the default system message.</p> <p>The largest possible value for maximum queue size is 100.</p> <p>For example, if the maximum queue size is set to 6 and a 7th caller attempts to join the queue then the 7th caller will be redirected to the defined Overflow associated with this queue. This will happen for all</p>

Name	Type	Description
		subsequent callers until the number of callers held in the queue is reduced below the Maximum queue size value.
Breakout Key	Drop down list	Select the key that will be used to provide callers with a breakout action. This will enable callers to leave the queue so that they may, for example, leave a voicemail message rather than hold on until they are answered.
In queue music	Drop down list	<p>Select the pre-recorded music to play whilst the user is held in the queue. Note, each Call Queue control must have an In queue music track selected. If this is not selected, then the call plan will not validate.</p> <p>A selection of predefined music tracks are provided as part of the license agreement. These tracks are out of copyright and available for general use.</p> <p>It is the users' responsibility to ensure that any music used with the product complies with the appropriate copyright rules and regulations.</p>
Announcement	Drop down list	<p>You can specify a selection of announcements to play when a caller joins the queue.</p> <p>Each queue can have up to three announcements that are played in series with options to: repeat each one individually to specify the Wait time between playing each announcement. During the Wait time the selected In queue music will be played.</p> <p>For help on how to create your own announcements refer to the reference manual "How to" section or see the Announcements tab help.</p>
Repeat	Check box	This button works in conjunction with the Wait time and Repeat counter inputs below. If the box is checked then the pre-recorded announcement will be replayed x seconds after the recording finishes. (x seconds is the time defined in the Wait time input)
Wait time	Numeric input	<p>Use this input in conjunction with the Repeat check box above and the Repeat counter below to define the time between replays of the Announcement.</p> <p>If the Repeat check box is checked then the announcement will be repeated after Wait time seconds for Repeat count occurrences.</p>
Repeat	Counter selector	Select the number of occasions the associated announcement is repeated if the Repeat check box is checked.

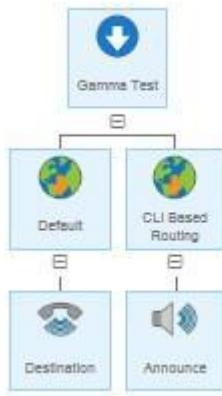
You are number...		Drop down list	You may choose to have an in-queue announcement advising the caller of their position in the queue. In this case you can choose to either have the default system voice message or you may choose to have your own announcement recording. This can be useful if you
Name		Type	Description
			<p>wish to regionalise the recordings played to be friendlier to your customer base. For example, you may wish callers from Wales to hear the announcement stated with a Welsh accent.</p> <p>This announcement will always be followed by the system generated statement of the caller's position in the queue. Thus, if the caller is number 6 in the queue they will hear the statement "You are number six."</p> <p>This announcement works alongside the "In the call queue." Statement below.</p>
"In the queue."	call	Drop down list	<p>In conjunction with the "You are number..." statement you may wish to round off the message to the caller with a statement "In the call queue". Thus, if the caller is number 6 in the queue they will hear the statement "You are number six in the call queue".</p> <p>You can choose to play the system default message or play your own pre-recorded message to align the accent with the "You are number..." statement above.</p>

CLI Based Routing

CLI Based Routing Description

You can use the CBR control to distribute calls according to the presented telephone number of the caller. An example might be if your caller is recognised as a VIP in this case you can personalise or prioritise the calls routing through to an agent. Perhaps you wish to create a routing rule to deliver a call from an uploaded debtor list to your collections team. Any caller that has withheld their number will route via the default leg of the call to ensure compliance with regulations governing callers that have used the Number Withheld service.

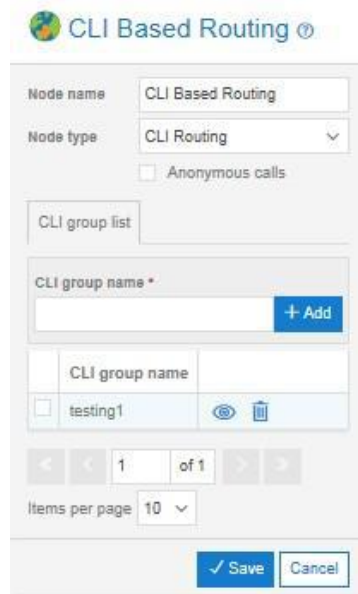
For example, in the simple example below a CLI Based Routing List was uploaded containing one number, 0123456789 then a caller presenting this number would be routed using different call routing outcome to that of a Default action. In the example below the caller presenting 0123456789 would be routed down the CLI Based Routing leg and terminate on the Announcement node, all other callers will be routed to the Default action destination



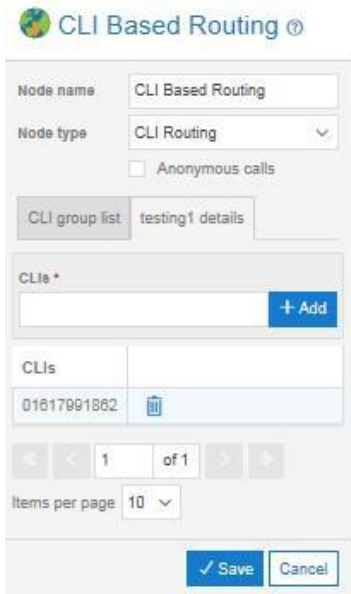
Node Groups and CLI Lists

The CBR node has been designed to give you the flexibility to create different lists of CLIs based on the type of caller, these lists are called groups. For example, you may want one group of callers CLIs for VIPs, and a second one for Debtors, both of which require a different type of routing.

1. Add the node title 'CLI Based Routing' to your call plan. It cannot be added after a Destination node and cannot be nested.
2. Click on the node and you will see the following controls.



3. Type a 'CLI group name' and click Add
4. Select the group that has been created and you will see another tab
5. By clicking on this new tab, you will be able to enter and add CLIs for callers that should be in this list



CLI Based Routing

Node name: CLI Based Routing

Node type: CLI Routing

Anonymous calls

CLI group list: testing1 details

CLIs *

+ Add

CLIs
01617991882

1 of 1

Items per page: 10

Save Cancel

6. Back on the CLI group list you will find you can add and delete groups of CLIs by selecting them and clicking the Delete button.
7. A new group of CLIs for VIPs could be created in the same way.
8. Before saving a CLI Based Routing node you need to make sure the correct group is selected. You will also want to name your CLI Based Routing node something descriptive.

CLI Based Routing Rules

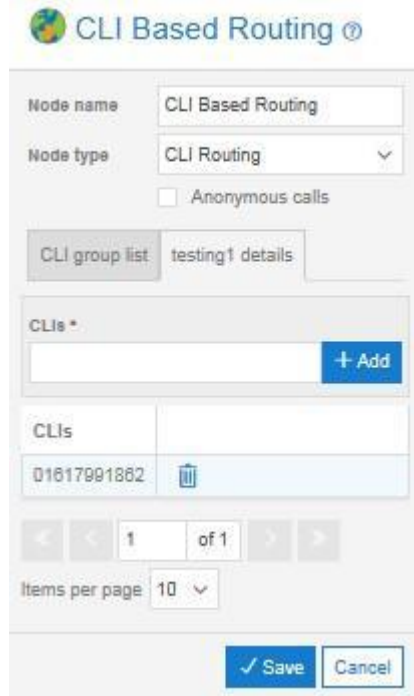
You must always include a CLI Based Routing control of node type Default when CLI Based Routing controls are used. It may be possible for a call plan to exist without a default whilst editing. However, the call plan will not pass validation if a default is not present.

There can be only one default CLI Based Routing control within a sibling group, i.e. under the same parent.

Withheld number will always follow the default route.

You cannot add a CLI Based Routing control as a child of another CLI Based Routing control.

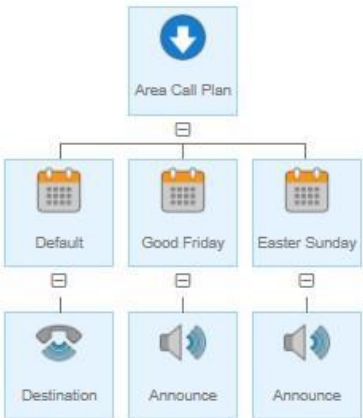
CLI Based Routing Input - Fields and Buttons

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Name	Type	Description
Node type	Drop down list	<p>Choose from CLI Routing or Default</p> <p>CLI Routing:</p> <p>If you select CLI Routing, then the caller with a matching presentation number to one in the selected group will follow the defined path.</p> <p>Default:</p> <p>If you select Default, then this control defines the path that all calls not specifically handled by the CLI Based Routing control will follow.</p> <p>NB Withheld numbers will follow the Default control</p>
		<p>Four things can be done from the Groups tab.</p> <p>Add</p> <p>To add a new group, enter a CLI group name and click Add</p> <p>Select</p> <p>To select which groups to use for routing calls click the select checkboxes. If you wish you can use multiple groups.</p> <p>Open Details</p> <p>To add/remove CLIs within a group highlight the group name by clicking the open details icon. From here you can add/remove any CLI's</p>

Date/Time

Date/Time Description

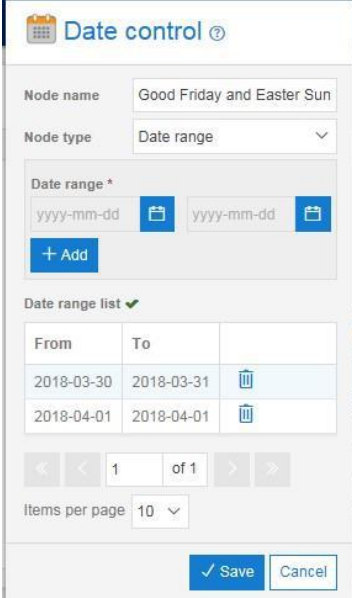
You can use the Date/Time control to define different call routing for different date ranges and different time ranges within those dates. For example, you might want to specify special handling for specific times during bank holidays. The call plan below illustrates a call plan that plays a unique announcement for a specific time during each public holiday (Good Friday and Easter day) which means that your message can be tailored to the holiday season if desired.



The above plan uses a different date control for Good Friday and Easter day, however, a single control can be used for the same function, as in the example below.



The date/time control used in the call plan above has all of the date and time ranges defined in a single control as shown below.



Each date and time range defined in a Date/Time control is only available within that specific control. If you want to use this Date/Time control across multiple call plans or numbers, then these could be used as part of Shared Values.

Date/Time Rules

Each Date/Time control within a sibling group must be unique, that is you cannot have overlapping dates and times within a sibling group of Date/Time controls. Call plans will fail to validate if such structures are present.

The Date/Time control will not permit you to add start dates that are in the past, but you can pick the current date.

The Date/Time control will not allow you to select a Start Date that is after the End Date.

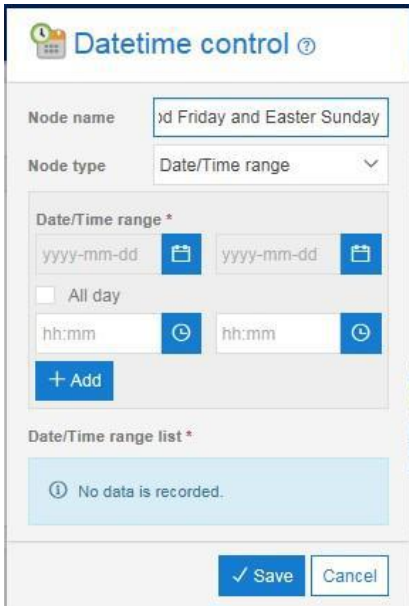
When using Date/Time controls there must always be a Date/Time with node type Default present.

There can be only one default Date/Time control for each sibling group of Date/Time controls. It may be possible during the call plan edit to have multiple Date/Time controls set to the Default node type, but this will not validate until there is only one.

Start Time must be before the End Time within the Time range of the Day/Time control.

Date/Time Input Fields and Buttons

If you want to create a node which gives you the ability to set rules on a date and time basis then you can select the date/time control from the control features list. You will notice when you come to modify this that the node type is set to "Date/Time Range"



Datetime control ⓘ

Node name:

Node type:

Date/Time range *

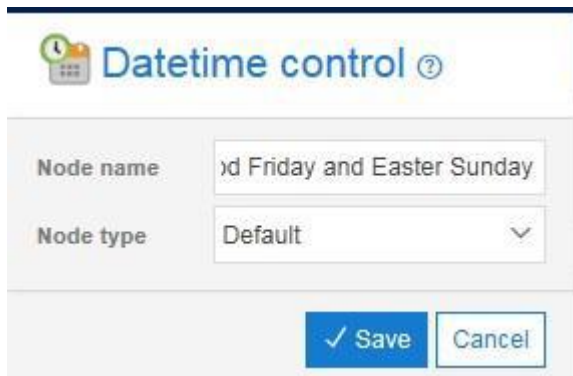
yyyy-mm-dd

All day

hh:mm

Date/Time range list *

The screen shot below shows the Date/Time control properties box with the node type “Default” selected.



Datetime control ⓘ

Node name:

Node type:

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Node type	Drop down	<p>You can select either Default or Date/Time range or Shared Date/Time from the drop-down list.</p> <p>Date/Time range If you select the Date/Time range option, then the date range features are displayed to enable you to define your own date ranges. The Times can also be selected which could be either “All Day” or specific start and end times. This branch of the call plan will then be active on the dates and the times selected.</p> <p>Default</p>

		If your Date/Time control does not cover all seven days of the week, a Default node type must be present. This branch of the call plan will be used to route any call on dates not specifically covered by the Date/Time
		controls. You can use this to define a routing action to cover dates when the office is closed such as weekends. Shared Date/Time If you select the Shared Date/Time option, then you will see a list of the Shared Date/Time ranges. One of those Shared Date/Time ranges can be selected to be the Date/Time range for this node. This branch of the call plan will then be active on the dates and the times as designed in the Shared Date/Time range.
From / To	Display window	The display window shows the date and time ranges that have been defined for this control.
From input	Calendar	If you click on the From input box or the calendar icon to the right of it you will be presented with a calendar display. Select the start date of the range that you wish to define. If you want the control to be in place for the entire day for the date selected, then you can check the “All day” check box. If not, you can select explicit start time and end time between 00:00:00 and 23:59:59.
To input	Calendar	If you click on the To input box or the calendar icon to the right of it you will be presented with a calendar display. Select the end date of the range that you wish to define. If not, you can select explicit start time and end time between 00:00:00 and 23:59:59.
Add	Button	Once a date/time range is entered in the To and From input boxes the Add button must be clicked to add it to the list of ranges.
Delete	Button	A date/time range can be removed from the list by highlighting it and then clicking on Delete.

Day/Time

Day/Time Description

You can use the Day Time control to define different call routings for each day of the week and at specific time intervals.

The simple example below shows how the Default node type could be used to handle calls when the office is closed. Callers will be routed to the Destination number from Monday to Friday between 09:00 and 17:00 but will be played an announcement on Saturday and Sunday and all other times on Monday to Friday.



Each day and time range defined in a Day/Time control is only available within that specific control. If you want to use this Day/Time control across multiple call plans or numbers, then these could be used as part of Shared Values.

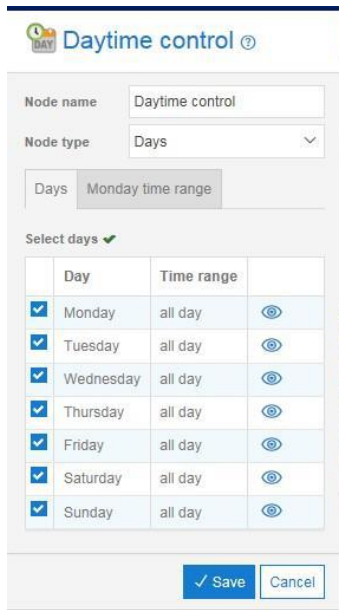
Day/Time Rules

Each Day/Time control within a sibling group must be unique, that is you cannot have overlapping days and times within a sibling group of Day/Time controls. Call plans will fail to validate if such structures are present.

Start Time must be before the End Time within the Time range of the Day/Time control.

A Day/Time control with Node type set to Default must be present if the day/time periods defined do not cover the whole 7-day period.

Day Time Input Fields and Buttons



Daytime control

Node name: Daytime control

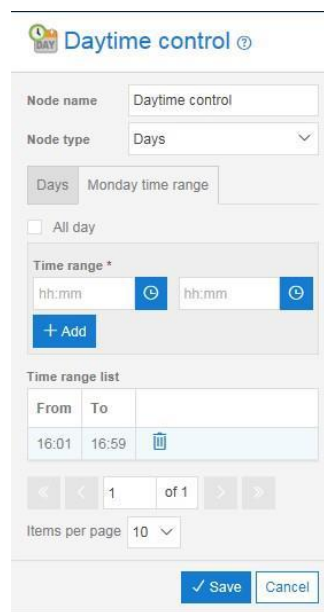
Node type: Days

Days | Monday time range

Select days ✓

Day	Time range	
<input checked="" type="checkbox"/> Monday	all day	
<input checked="" type="checkbox"/> Tuesday	all day	
<input checked="" type="checkbox"/> Wednesday	all day	
<input checked="" type="checkbox"/> Thursday	all day	
<input checked="" type="checkbox"/> Friday	all day	
<input checked="" type="checkbox"/> Saturday	all day	
<input checked="" type="checkbox"/> Sunday	all day	

✓ Save Cancel



Daytime control

Node name: Daytime control

Node type: Days

Days | Monday time range

All day

Time range *

hh:mm hh:mm

+ Add

Time range list

From	To	
16:01	16:59	

< < 1 of 1 > >

Items per page 10

✓ Save Cancel

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Node type	Drop down	<p>You can select either Default or Day/Time range or Shared Day/Time from the drop-down list.</p> <p>Day/Time range</p> <p>If you select the Day/Time range option, then you will see a list of the days and the Times that can be selected by checking the appropriate check box and editing the Time using the column "range". This branch of the call plan will then be active on the days and the times selected.</p> <p>Default</p> <p>If your Day/Time control does not cover all seven days of the week, a Default node type must be present. This branch of the call plan will be used to route any call on days not specifically covered by the Day/Time controls. You can use this to define a routing action to cover days when the office is closed such as weekends.</p> <p>Shared Day/Time</p> <p>If you select the Shared Day/Time option then you will see a list of the Shared Day/Time ranges. One of those Shared Day/Time ranges can be selected to be the Day/Time range for this node. This branch of the call plan will then be active on the days and the times as designed in the Shared Day/Time range.</p>

Days of week (Monday)	Check boxes		Calls will be routed down this branch of the call plan for each day that is checked in the control.
through Sunday)			A minimum of one day must be selected for the Day/Time node type.
Range (time range)			<p>You can select either All day or Time range</p> <p>All day If the All-day value is selected, then all calls that do not explicitly route to the sibling controls of node type Day Time range will be routed here.</p> <p>Time range If you un select the All-day option, then you will be presented with the From and To input and view pane. This will enable you to define your time period for different routings, e.g. work hours and out-of-hours periods.</p>
From / To	Display window		This window displays all the defined time ranges that are available. Select a range from this window to activate it for this control. Only one-time range can be activated for each time control.
From / To	Time field	input	Enter a From and To time in 24 hr format HH:MM.
Add	Button		Click on the Add button to create the time range input in the input fields above and display it in the From / To display window.
Delete	Button		Click on a time range and then click on Delete to remove it.

Destination

Destination Description

Use the Destination control to define the final destination of incoming calls.

If your company subscribes to the Call recording service, then the Destination control also controls any call recording features for the destination number.

Destination Tip

The destination number must not have any divert functionality turned on that will interfere with the call plan, e.g. divert to mobile.

Destination Rules

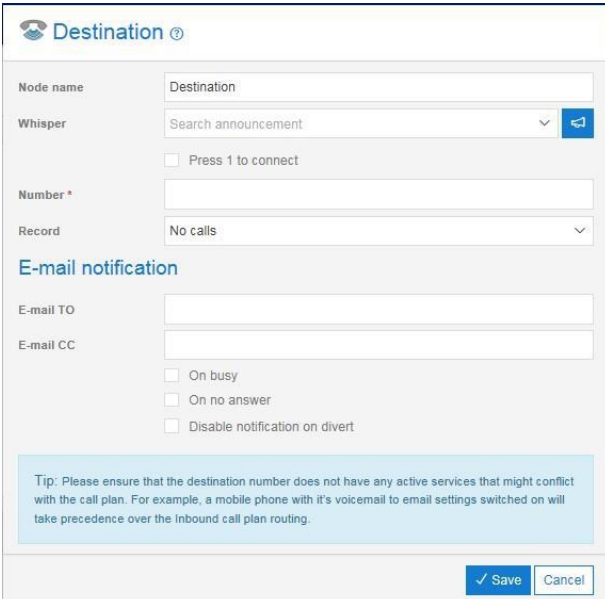
For all parent controls other than Call queue, you will not be permitted to add any control other than a Divert as a sibling of the Destination control.

If the parent control is a Call queue, then you may have Destination, Voicemail and Announce controls as siblings of a Destination. See the help pages on Call queue for more details.

A Destination control defines one of the possible termination points in a call plan and it cannot have any child controls attached to it.

You will only be able to access the call recording options if your company subscribes to the Call recording product. If you require this feature but do not have it then please contact your service provider.

Destination Input Fields and Buttons



Destination

Node name: Destination

Whisper: Search announcement Press 1 to connect

Number *

Record: No calls

E-mail notification

E-mail TO

E-mail CC

On busy
 On no answer
 Disable notification on divert

Tip: Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with its voicemail to email settings switched on will take precedence over the inbound call plan routing.

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Action	Drop down	<p>This drop-down list is only available when the Destination has been added as a child of a Call queue control. There are three possible values:</p> <p>Answer Select Answer if the Destination is the main number that will handle calls for the queue control.</p> <p>Breakout Select Breakout if this Destination is where callers are to be routed when they press the Breakout key.</p> <p>Overflow Select Overflow if this destination is where the callers will be routed if the Maximum queue size has been exceeded.</p>
Network Whisper	Drop Down	Use the drop down list to select the Call Whisper announcement you wish to be played when calls are answered.
Press 1 to connect	Check box	Use this box in conjunction with the Call Whisper functionality to allow the answering agent the option of picking up the call.
Number	Number input	Enter the full telephone number of the person that will answer these calls.
Record	Drop down	<p>This button is only visible to those customers that have a Call recording subscription. If you require Call recording and do not have it then please contact your channel partner.</p> <p>This drop down allows you to specify your option for call recording: All calls No calls A % of calls Record on demand (i.e. on pressing *1)</p>

Distribution

Distribution Description

Use the Distribution control to distribute calls across a number of agents or sites either randomly or sequentially.

Distribution Tip

If you have multiple sites with different call handling capacity use the Distribution control to allocate calls in proportion to their capability to handle calls.

Random distribution

Use a Distribution control with the Node type set to Random to match call volumes to groups of agents with different resource levels. For example, you might have 5 staff answering calls with 3 at one site and 2 at another. The Distribution control could be used to split the calls 60/40 to ensure the call volume is matched to the resources available.



Serial Distribution

Use Serial distribution where you need to spread incoming calls around a group of people so they each take a turn at answering calls. In this case each call goes to the next line in the series defined in the call plan. For example, in the call plan below the first call will route to the line with sequence number 1, the next call to sequence number 2 and so on. Once the highest sequence number is reached the routing will start at 1 again. Note, if the designated line is busy then the caller will simply receive an engaged tone, even though the other lines are free.



Divert

Divert Description

The Divert control is a sibling to the Destination control.

You can use the Divert control to define alternatives when calls are not answered by the destination number.

There are three types of Divert control available:

- Busy

The routing action in this branch will be invoked if the sibling Destination control is busy.

- No answer

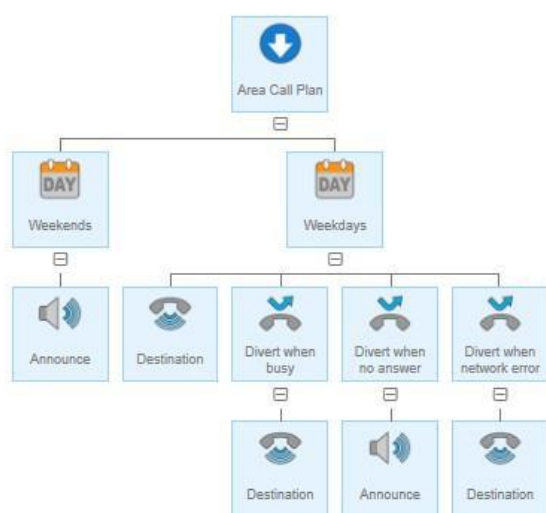
The routing action in this branch will be invoked if the sibling Destination control does not answer the incoming call within a specified time.

- Failover

The routing action in this branch will be invoked if the sibling Destination cannot be reached due to a fault, e.g. a line fault at the destination site.

You can choose the appropriate option(s) by using the check boxes within the control properties.

In the example below, calls will be routed to the primary destination first. If the primary destination cannot be reached due to a line fault at the destination site then an announcement will be played. If the primary destination is not answered then after 10 seconds (the time limit defined in the control properties) the call will be routed to the secondary destination (e.g. a mobile number). Similarly, if the primary number is busy then the call will be routed to a secondary number.



Divert tip

You can select 1,2 or all 3 of the divert options within the same control node if the destination number, announcement or voicemail is the same for divert on busy, no reply or failover.

Divert Rules

A Divert must be attached as a sibling of a Destination control.

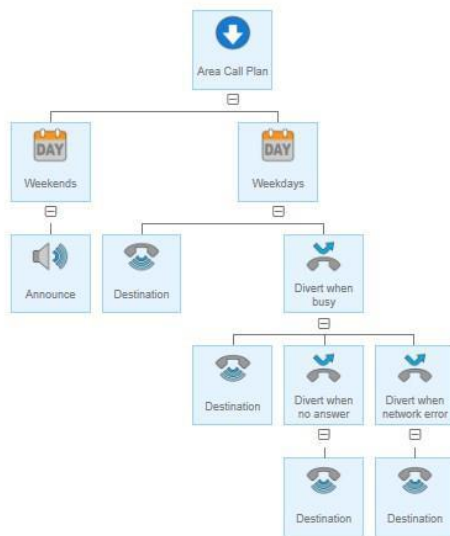
The sibling Destination control must be present before the Divert is added.

You must not have 2 Diverts of the same type within the same sibling group.


You can add up to 3 of different Divert types within the same sibling group.

The diverted-to Destination has its own property definition and does not inherit properties, e.g. call recording settings, from the sibling Destination control.


Nested diverts are permitted. For example, the call plan below allows alternative routing to a tertiary number if both the primary and secondary numbers are busy. This is limited to 3 levels of nesting as in the example below.



Divert Input Fields and Buttons

 **Divert** ⓘ

Node name

Divert when  ▼

Busy

No answer after Wait time (seconds) ▼ ▲

Failover

Tip: When using divert on no answer, wait times are approximate. Therefore, a pre test is recommended to ensure the destination number rings for the required time before diverting and that no active services conflict with this. For example, a voicemail on a mobile.

Name	Type	Description
Name	Text input field	Enter a meaningful name for the control to make the call plan more understandable. The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.
Divert When	Check Box	Select the type of divert action this branch controls, i.e. Busy. No Answer or Failover (network).
Wait Time	Time control	Appears when the divert on No Answer is selected. Timer controls the amount of time in seconds SIP Trunk Call Manager will wait before invoking the divert on No answer. Timer value can be set anywhere between 5 and 60 seconds

Goto Features 1,2 and 3

Goto (1) - GoTo Dialable Number

What does it do?

It allows a caller to be routed from a call plan on one number, to a call plan on another number, i.e. 'goto' a call plan from another call plan.

Why would you use it?

Reduces duplication and centralises management of complex call plans.

GoTo Dialable Number can be used where a business has multiple published numbers that customers can dial to be routed to a particular department or service.

Call Flow Example:

In the example below, customers can dial the 'main number' or 'customer services number' to speak with customer service.

Inbound number 01158965046 (figure 1) is a direct number to speak to customer services. This number has a complex plan with an IVR.

Inbound number 03300582706 (figure 2) is the 'main number' for the same business. The call plan allows the caller to speak to various part of the business including customer service. But rather than repeating the IVR within the main number call plan, we simply use the goto feature (figure 3) to allow the caller to be routed the customer service plan.

Added Advantage

This approach allows the two plans to be managed independently as well as removing the requirement for the customer service routing to be managed in two places.

Figure 1 - Customer Services Call Plan

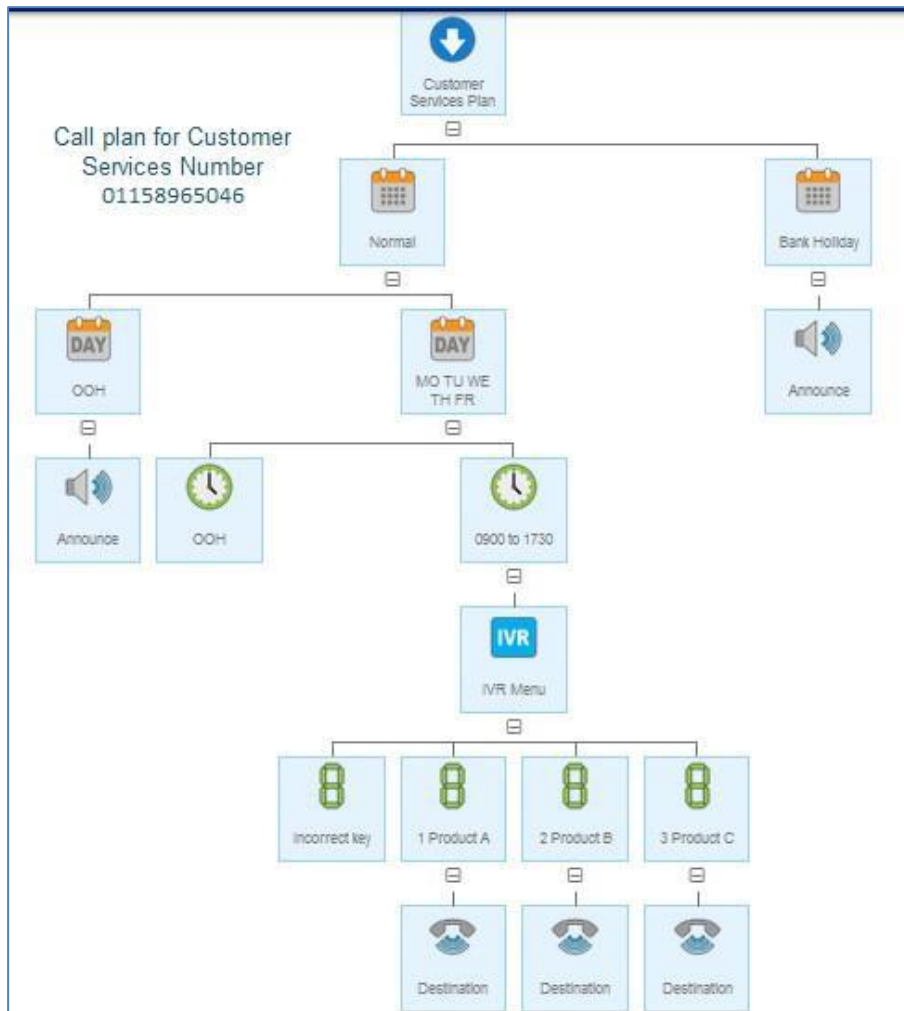


Figure 2 - Main Number Call Plan

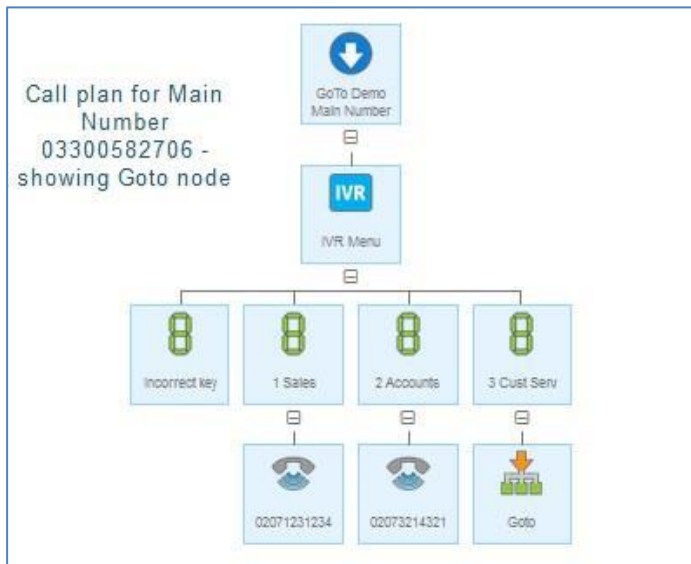
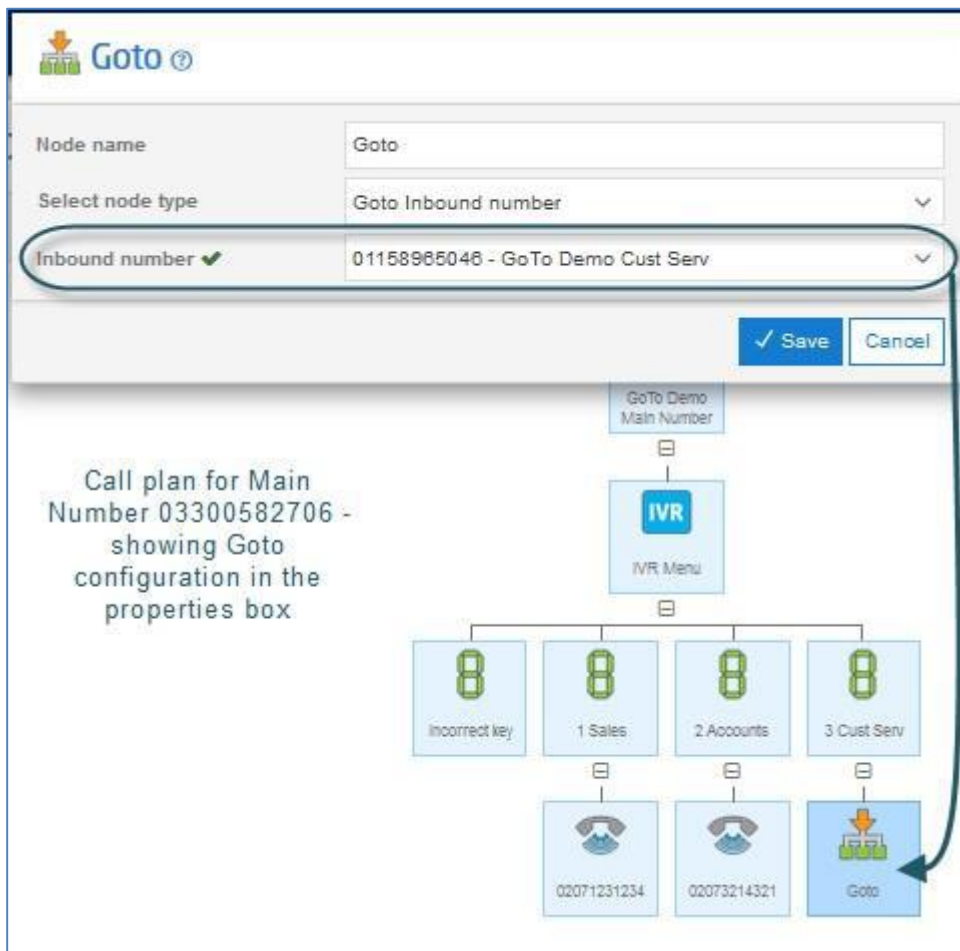


Figure 3 - Goto Routing Configuration



Goto (2) - GoTo Virtual Number

What does it do?

The Goto Virtual Number, provides the same functionality as the 'Dialable Number' except the Virtual Number is non dialable.

Why would you use it?

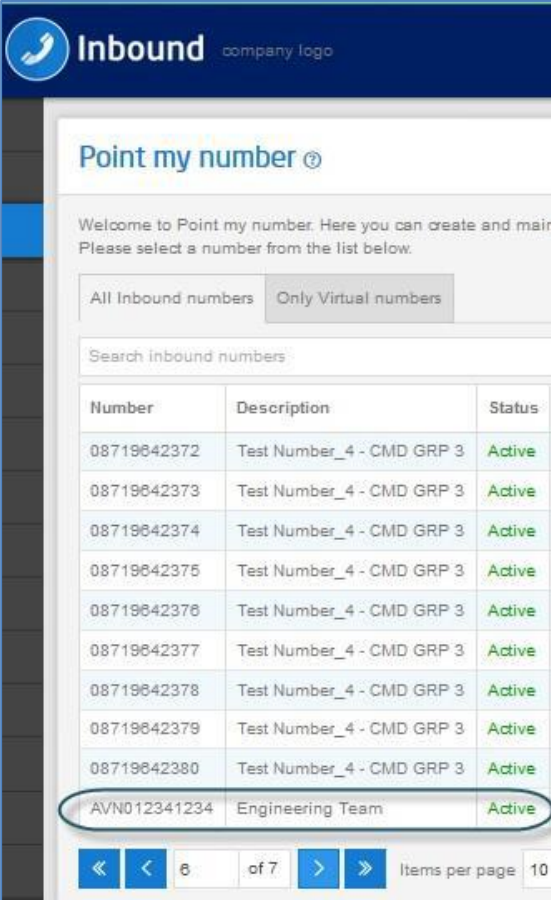
To manage sections of very complex plans, typically with multi-level IVR's for various sections of the business independently.

Typically, it would be used where a team or department does not have their own published or direct number, so are only reachable from a main or other number, and this department has complex routing and/or has a requirement to frequently update or edit their plans. It allows customers to segregate access from main or other numbers, and still have respective teams manage their specific routing plans.

Call Flow Example:

The call flow example could be the same as the Dialable Number, except the customer has to firstly create the Virtual Number. It should be noted that Virtual Numbers cannot be dialable so when creating Virtual Numbers, the user is forced to start the number with a character. As in figure 4. Virtual Numbers are created on the Point my Number tab, under the Only Virtual Numbers section.

Figure 4 - Virtual Number example



Inbound company logo

Point my number

Welcome to Point my number. Here you can create and maintain your numbers. Please select a number from the list below.

All Inbound numbers Only Virtual numbers

Search inbound numbers

Number	Description	Status
08719842372	Test Number_4 - CMD GRP 3	Active
08719842373	Test Number_4 - CMD GRP 3	Active
08719842374	Test Number_4 - CMD GRP 3	Active
08719842375	Test Number_4 - CMD GRP 3	Active
08719842376	Test Number_4 - CMD GRP 3	Active
08719842377	Test Number_4 - CMD GRP 3	Active
08719842378	Test Number_4 - CMD GRP 3	Active
08719842379	Test Number_4 - CMD GRP 3	Active
08719842380	Test Number_4 - CMD GRP 3	Active
AVN012341234	Engineering Team	Active

6 of 7 Items per page 10

Goto (3) - Goto Destination by Dialed Number

What does it do?

Again, same functionality of Dialed and Virtual Numbers, except where the customer may want to have several Inbound numbers with Goto's to a single Dialable or Virtual Number, the customer can chose which final destination the caller should be routed to depending on what number the caller dialed.

Why would you use it?

Again, to reduce repetition in configuring and managing multiple call plans with complex routing.

This functionality suits Inbound customers that operate multiple brands and needs the caller answered by the team that services each brand. Or customers that have a need to publish multiple numbers for advertising, and want callers routed to a specific destination based on the called number but manage it all in a single plan.

Call Flow Example:

Firstly, please note that, the Goto Destination based on Dialed Number is used in conjunction with the Alias feature (to group associated numbers together). Please refer to the specific documentation for further details on this feature.

Example: Customer X sells services under 4 brands; Standard, Red, Blue, and Green. They publish a different number for each brand, but the routing plan for each has the same config, but each brands customer are answered at different destination numbers.

Figure 5 shows the main call plan with a Goto on the Sales IVR option.

Figure 5



Figure 6 shows the Goto type as, Goto Destination by Dialed Number.

Figure 6

Figure 7 shows the Goto Management page, where you set up and manage Goto Groups (for mapping destinations to Inbound numbers)

Figure 7

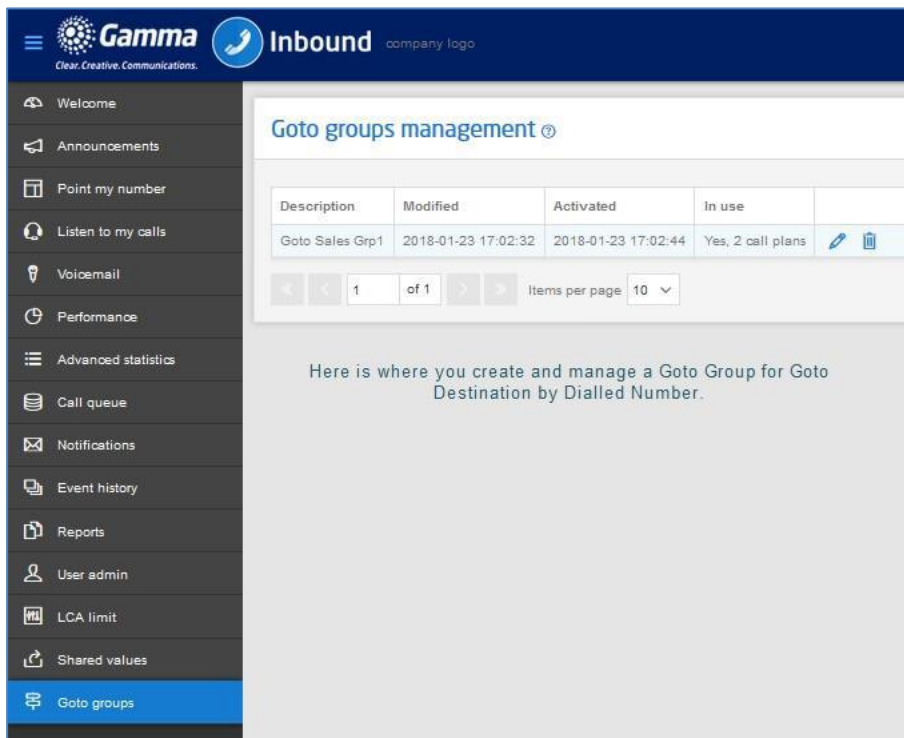


Figure 8 shows the mapped destinations

Figure 8

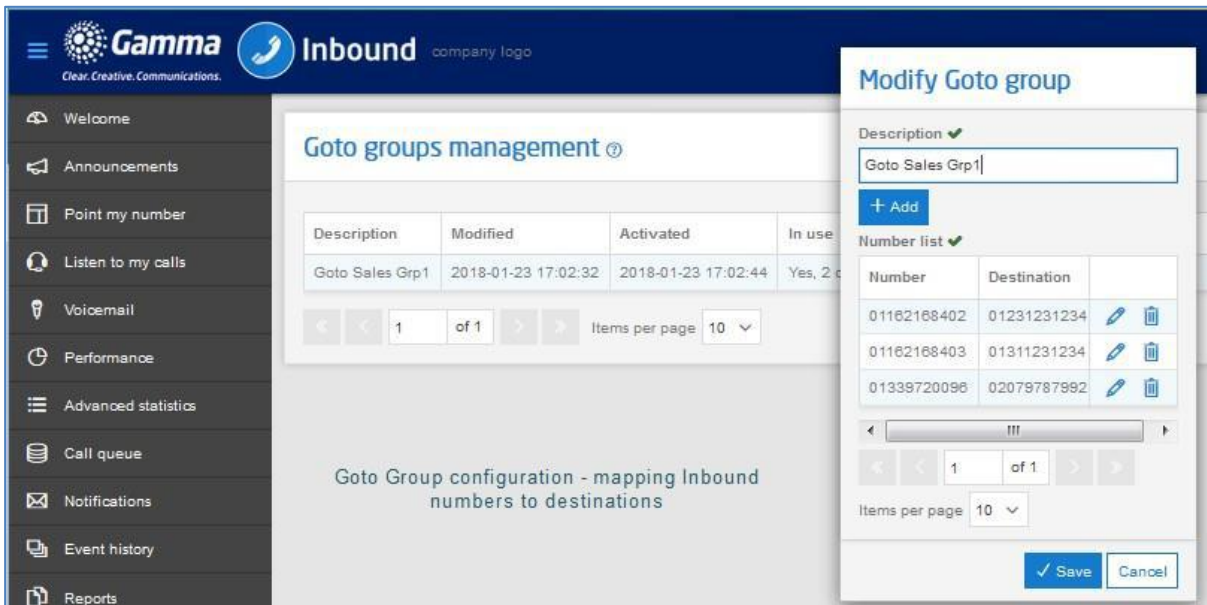


Figure 9 shows how the all the 'Grouped' numbers are also set up to use a single call plan, using the Alias feature.

Figure 9

All Inbound numbers		Only Virtual numbers	
Search inbound numbers			
Number	Description	Status	Aliases
01158985046	GoTo Demo Cust Serv	Active	No alias make primary, make aliased
01162168402	Sales Blue Brand	Aliased Active	Alias of 03300582706 change, remove
01162168403	Sales Green Brand	Aliased Active	Alias of 03300582706 change, remove
01339720098	Sales Red Brand	Aliased Active	Alias of 03300582706 change, remove
03300582706	GoTo Demo Main Number	Active	Has aliases change

Hunt Group

Hunt Group Description

The Hunt Group control can be used to build groups of destinations that will be searched to find one that is available. The search can be selected on the basis that destinations are busy or that the incoming call is not answered for a specified period. The way that destinations are searched can be specified as can the action to take if no destination is available to take the call.

The search types available include Serial, Prioritised, Random and Simultaneous.

Hunt groups can also be built into a chain that allows destinations to be hunted in different locations or in different prioritised groups. For example, I may have a team that is my primary call handling team but wish to overflow to a secondary team if all of my primary team are busy.

In conjunction with the Hunt Group control there are some differences to the properties that are visible on the Destination control. These additional properties control the sequence the destination numbers are searched in a hunt. In particular, a sequence number becomes available for prioritised and serial hunting and a slider becomes available for random hunting.

There are some other changes you may notice with the Destination control. Firstly, there is no missed call notification available. This is because you would not want to send missed call alerts if there are other people available to take the call.

Secondly, the normal destination control can have Divert controls associated with it. The Hunt group behaviour replaces the need for this.


Prioritised Hunting

When Prioritised is the selected Hunt Type the system will search sequentially through the destination nodes in the order defined by the Destination sequence number starting at Sequence number 1.

In the example below, we have a call plan set up for prioritised hunting. All callers get routed to Destination 1 first, if that is busy then Destination 2 is tried and if that is busy the calls route to Destination 3.

In this example an additional control has been added, the End of hunt Group. This control is a variation of the normal Hunt group where the Node type has been specified as "Divert on end of hunts". The End of hunt Group control specifies what action to take if Destination 1, 2 and 3 are all busy. In this case the announcement is played. If no End of hunt Group were specified then the caller would hear a busy tone when the third destination was found to be busy.

This mode of hunting is useful if you have a preferred person that takes incoming calls but wish to use other team members to pick up calls when they are busy.

 **Hunt group** ⓘ

Node name:

Node type:

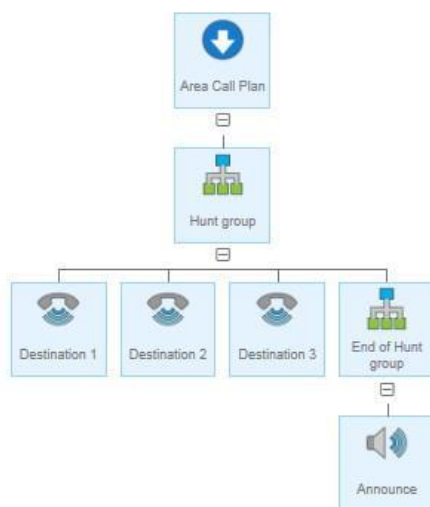
Hunt type:

Hunt on

- Hunt on busy
- Hunt on no answer

Wait time (seconds):

Tip: When using hunt on no answer, wait times are approximate. Therefore, a pre test is recommended to ensure the destination number rings for the required time before diverting and that no active services conflict with this. For example, a voicemail on a mobile.



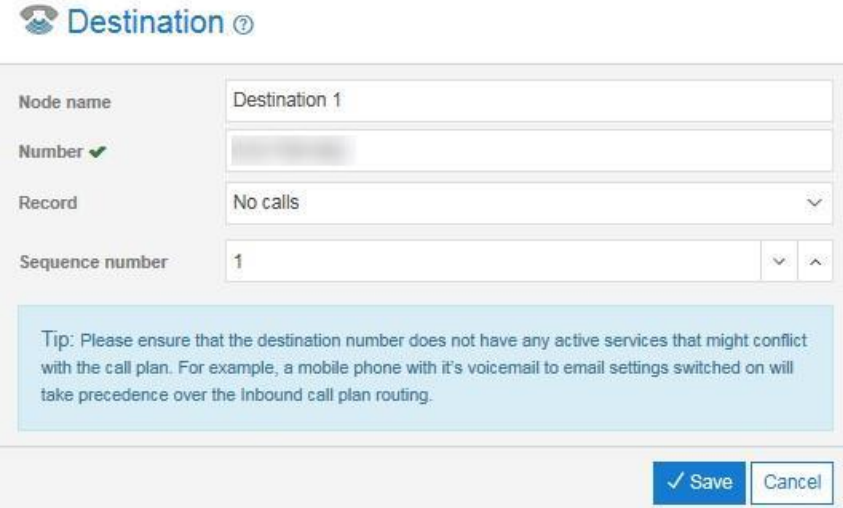
Serial Hunting

Serial hunting is similar to prioritised hunting and is selected by choosing the Hunt type “Serial”. The difference being that the search does not always start at sequence number 1, instead the search will start where that previous call left off. For example, if caller 1 is answered by the first destination then the next caller would be directed to destination 2 first.

This mode of hunting is useful if you wish to share the incoming calls evenly between a team of people.

Random Hunting

When the Hunt type is set to be “Random” the search behaviour is randomised across the destinations within the group according to the profile defined within the destination controls. The screen shot below shows the slider control that becomes available when the random hunt has been selected in the parent Hunt group control.



Destination ?

Node name: Destination 1

Number ✓: [blurred]

Record: No calls

Sequence number: 1

Tip: Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with it's voicemail to email settings switched on will take precedence over the Inbound call plan routing.

✓ Save Cancel

Simultaneous Hunting

Simultaneous hunting will ring all non-busy destinations in the hunt group simultaneously. The first user to pick up the ringing phone is connected.

This mode of hunting is useful if you want send the call into multiple destinations across multiple user at the same time. The service can also be used as a follow me option and ring the office, mobile and home number at the same time as an example.

Hunt Group Rules

The only valid child nodes of a “Normal” Hunt group are Destination or Hunt group controls.

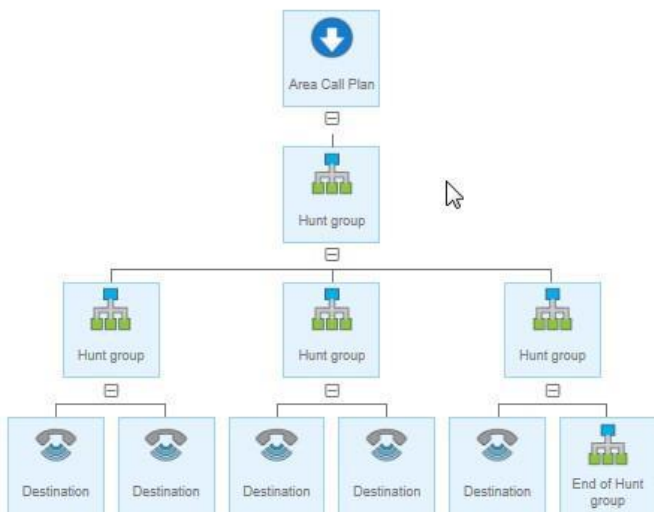
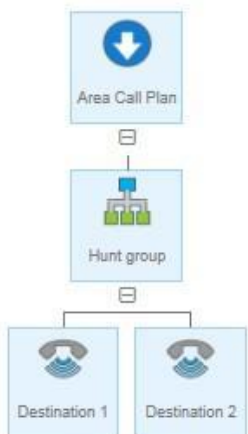
The valid child nodes of an End of Hunt group control are Destination, Announcement, Voicemail to email.

A Hunt group control can have a “Normal” Hunt group as a child but not as a grandchild.

A Hunt group cannot be a sibling of a Hunt group except where they are both children of a parent Hunt group (see below)

A Hunt group can have a maximum of 13 child destinations



The examples below are all valid configurations for the Hunt group.



Note, there can be only one End of Hunt group action specified.

The hunt search will attempt each number once only and then either stop or invoke the End of Hunt group path if specified.

Hunt Group Input Fields and Buttons

 Hunt group 

Node name:

Node type:

Hunt type:

Sequence number:

Hunt on *

Hunt on busy

Hunt on no answer

Network Whisper:

Press 1 to connect

Tip: When using hunt on no answer, wait times are approximate. Therefore, a pre test is recommended to ensure the destination number rings for the required time before diverting and that no active services conflict with this. For example, a voicemail on a mobile.

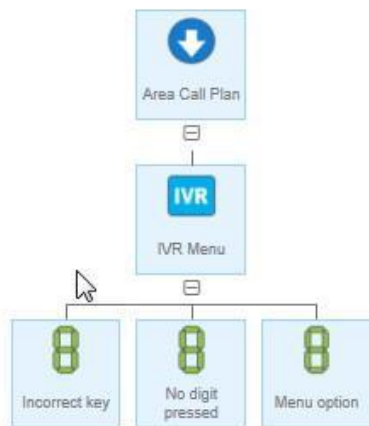
Name	Type	Description
Control label	Text	Enter a suitable name for the control in the control label box. If the label is meaningful it will help to make your call plan understandable.
Node type	Drop down	<p>The drop down list shows the options available for the node type. These are:</p> <p>Hunting If “hunting” is selected then the child destination controls will be searched for an answer to the call.</p> <p>Divert on end of hunts This is only valid as a child of a Hunt Group control and specifies the path if all of the Destinations for the normal hunt are unavailable.</p>
Hunt type	Drop down	<p>Specifies the available search modes for the hunt. Serial Search the destinations sequentially on a rotating basis round the available destinations.</p> <p>Prioritised Search the destinations sequentially starting at sequence number 1.</p> <p>Random Search the destinations randomly in line with the profile specified in the associated destination controls.</p> <p>Simultaneous Ring all non-busy destinations in the hunt group at the same time</p>
Hunt on busy	Check box	If checked then the search will progress to the next destination if the destination is busy.
Hunt on no answer	Check box	If checked then the search will progress to the next destination after having attempted to ring for Wait time seconds.

Wait time	Drop down/Slider	This is only available for selection if the hunt on no answer check box is checked. The time to wait for an answer is specified by selecting a value from the list or via the slider.
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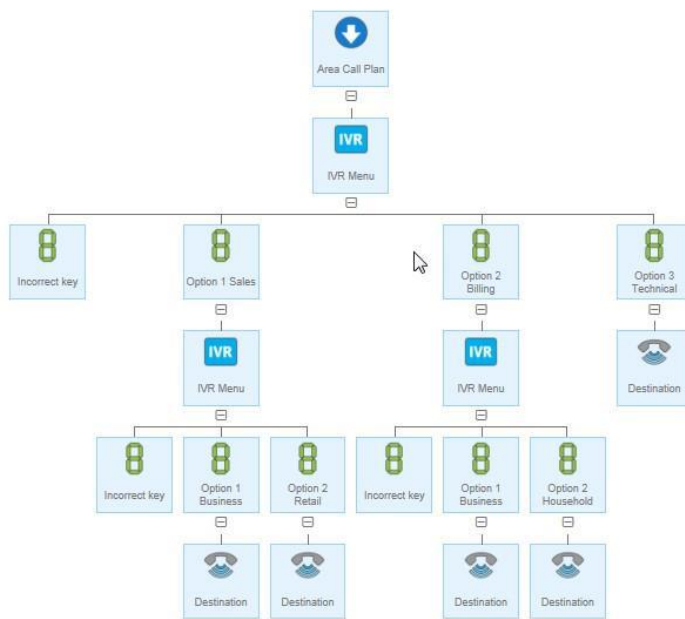
IVR Welcome Message

IVR Description

The IVR Welcome message control can be used to build interactive call handling where the calls are to be routed according to options selected by the caller. An example, might be where a company has different teams answering enquires on billing, product support and new sales.



The only valid child nodes for an IVR Welcome message controls are Menu Options. To build up a complex IVR hierarchy you can make IVR Welcome message controls the children of Menu Option controls as in the example below.



IVR Tip

Don't forget to program the Incorrect key and No Digit Pressed for callers that select an invalid option or fail to select a valid option at all.

There is a generic (System default) "You have selected an incorrect key" announcement already uploaded to the platform which can be used. Following the Incorrect Key announcement, the IVR announcement will then be replayed to the caller.

The No Digit Pressed node is optional. It can be used to ensure a business does not disconnect callers where they fail to select an option, or for some reason it is not being recognised by the platform. You would then configure, essentially, a default route for these callers (customer service etc.). The option can also be used where you want to announce for the caller instead of pressing a key, please hold to be connected to the ... "switchboard, reception etc.

It should be noted that the afore mentioned "hold" time (where this option is selected) has a duration of approx. 3 seconds, and only triggers after the IVR announcement has repeated according the IVR configuration settings. It would be recommended where this option is used, you do not select the "Repeat Announcement" option.

IVR Rules

The only child controls you can add to an IVR Welcome message are Digit controls/menu options; there are no other valid children of this control.

The IVR Welcome message must have at least one child Digit defined and one Digit (Invalid key) action defined.

IVR Welcome messages can be nested to build up multiple layers but the parent node will be a Digit control rather than another IVR Welcome message.

You must select a pre-recorded announcement within the IVR properties or the call plan will fail to validate.

You cannot add any sibling controls alongside an IVR Welcome message control.


The Incorrect Key is mandatory when an IVR is configured.

IVR Input Fields and Buttons



IVR Welcome message ?




Node name:

Ensure Caller listens in full

Announcement *: 

Repeat message after cycling

Repeat announcement:  

Name	Type	Description
Control label	Text	Enter a suitable name for the control in the control label box. If the label is meaningful it will help to make your call plan understandable.
Ensure caller listens in full	Check box	<p>If the box is unchecked then callers may select an option before the message has completed playing.</p> <p>Check the box if you wish callers to listen to the message in full before they can select an option. For example, frequent callers may learn your IVR structure and be in the habit of pressing the digits they require without listening to the message. However, you may wish to prevent this if you have recently updated the IVR with new options.</p>
Announcement	Drop down	The drop down list shows all the announcements that are available for you to play. These are the announcements that have been uploaded using the Announcement tab.
	Button	You can listen to your announcement by clicking on the play button.
	Button	Click this button to play the Announcement.
	Button	Click on this to upload a bespoke Announcement to the node.
Repeat message after cycling	Check box	<p>If unchecked then the announcement will not be repeated if the caller fails to press a key.</p> <p>If Checked then the Repeat announcement drop down will become active. This will allow you to specify how often to repeat the announcement if the caller fails to press a key to select an option.</p>
Repeat announcement	Drop down	Select the number of times to repeat the message before terminating the call if no option is selected.

Managing Your SIP Trunk Call Manager Account

First Access

Please note when your users are created they will be emailed a username & password. The password is a temporary password and will only be valid for 60 minutes.

- If the user logs into their account within 60 minutes, they will be required to change the temporary password to one of their choosing.
- If the user does not log in within 60 minutes, they will need to reset their password (using the 'Forgotten Login Details' option on the portal. A new password will then be sent to the users email address and they will be able to reset their temporary password.
- Once reset the user will still need to change the password to one of their choosing



Password Management - Forgotten Passwords

If a user forgets their password, they can again reset it using the same process as described above. The user again will again be sent a temporary password, and will need to create their chosen password once reset.

Password Management - Changing Your Password

A user can change their password at any time once logged into the portal (top right of the screen). Administrators cannot reset or change a user's password.



Administrating Users

- An administrator will have visibility of the 'Admin' tab on the portal and has the ability to manage all other users' profiles
- A standard user will not have visibility of the admin tab
- Any user can be upgraded to become an Admin user; therefore, you can have multiple administrators for the account

An admin user will be able to:

- Add users
- Delete or suspend access
- Manage all user profiles including what they have access to
- Change a user's emails address

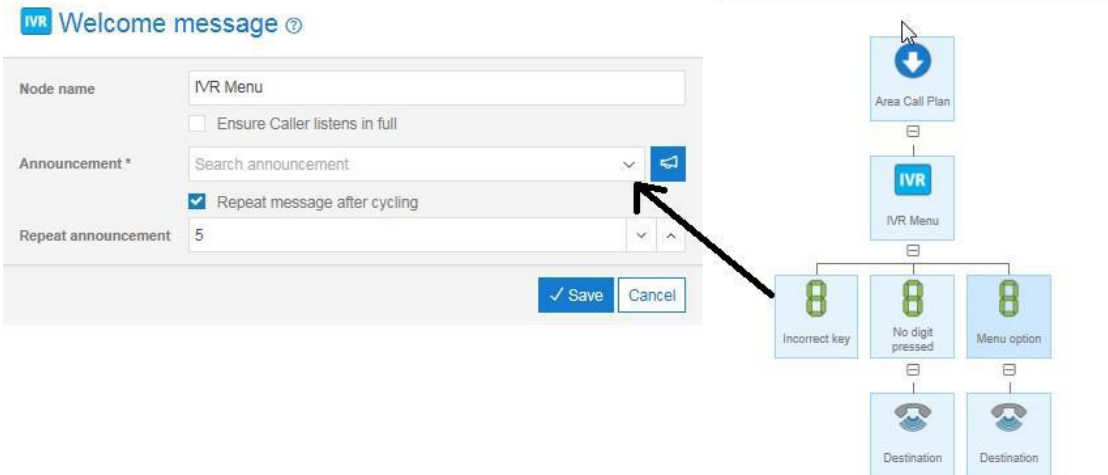
Menu Option

Menu Option Description

Use Menu Option controls to build up an IVR. Each Menu Option represents a caller option as defined in the welcome page.

Menu Option Tip

Remember calls do not terminate on a Menu Option control; you will need to add additional controls to complete the routing, e.g. a Destination. The simple call plan below shows an auto-attendant set up to terminate to a destination number if the caller presses digit 1, advises a caller that they have used an incorrect key but terminates with an announcement if no key is pressed.



The image shows a configuration interface for an IVR Welcome message and a corresponding call flow diagram. The configuration interface on the left is titled "IVR Welcome message" and includes the following fields:

- Node name:** IVR Menu
- Ensure Caller listens in full
- Announcement *:** Search announcement (with a speaker icon)
- Repeat message after cycling
- Repeat announcement:** 5
- Buttons:** Save, Cancel

The call flow diagram on the right illustrates the process:

- Starts with an "Area Call Plan" node.
- Proceeds to an "IVR Menu" node.
- The IVR Menu branches into three paths:
 - Incorrect key:** Leads to a "Destination" node.
 - No digit pressed:** Leads to a "Destination" node.
 - Menu option:** Leads to a "Destination" node.

An arrow points from the "Repeat message after cycling" checkbox in the configuration interface to the "IVR Menu" node in the diagram.

Menu Option Rules

A Menu Option can only be added as the child of an IVR Welcome message control.

Each Menu Option must be unique within a sibling group. That is, you cannot have two Menu Option controls set to the same digit with the same IVR Welcome message parent.

A Menu Option control with the Incorrect key value selected in the properties must always be present to cater for callers selecting options that are not defined or pressing invalid keys on their handset.

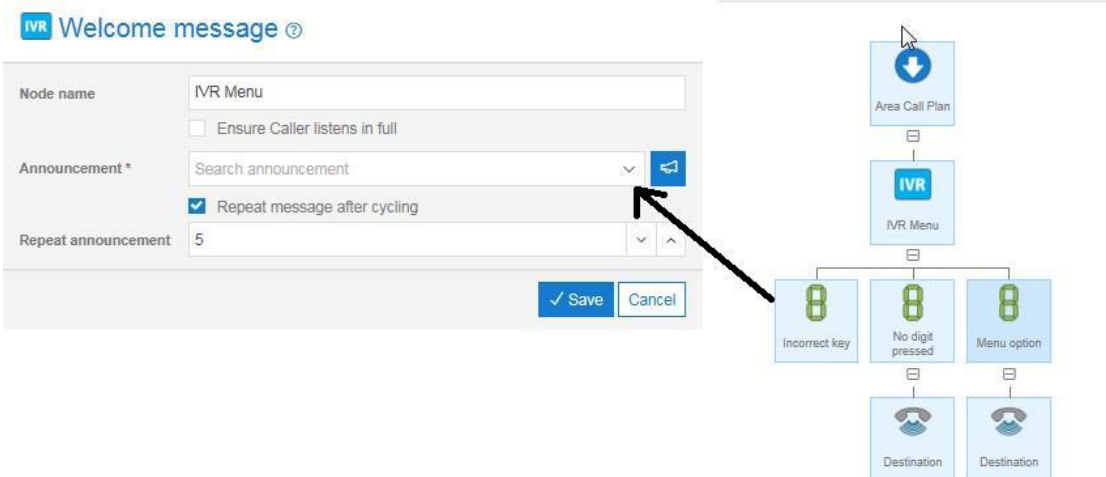
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A Menu Option can only be added as the child of an IVR Welcome message control.

Each Menu Option must be unique within a sibling group. That is, you cannot have two Menu Option controls set to the same digit with the same IVR Welcome message parent.

A Menu Option control with the Incorrect key value selected in the properties must always be present to cater for callers selecting options that are not defined or pressing invalid keys on their handset.

Menu Option Input Fields and Buttons

Menu option ?

Node name	<input type="text" value="Menu option"/>
Digit	<input type="text" value="1"/> ▼
Behaviour	<input type="text" value="Default"/> ▼
<input type="button" value="✓ Save"/> <input type="button" value="Cancel"/>	

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Digit	Drop down	<p>Select the digit the caller needs to press to select this branch of the call plan. The options available are the numbers 0 to 9, #, *, Incorrect key and No Digit Pressed.</p> <p>Incorrect key is a special case of the normal Menu Option control. The Incorrect key control is used to handle calls where the caller presses an invalid number or key on their handset. An invalid number is any key on the keypad for which there is no corresponding Menu Option on the call plan. If the caller presses an incorrect key then the “Incorrect key” announcement is played and they are returned to the parent IVR Message control and the Announcement for that IVR Message is then played.</p>
Behaviour	Drop down	Select the behaviour of the Menu Option when the digit is pressed. Options are Default, Repeat the current menu options, Return to the previous menu and Return to the main menu
Announcement	Drop down	If the Incorrect key option is selected in the Digit drop down then the option to specify an announcement is made available. This announcement is played in the event the caller presses an incorrect key.

Root

Root Description

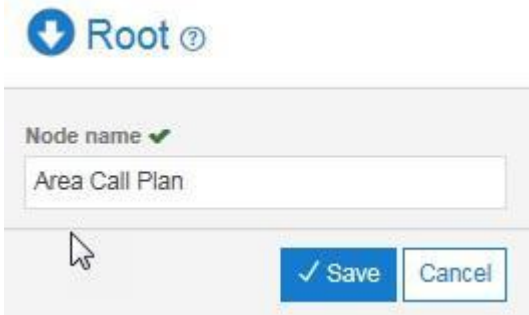
The Root node is the first control node in the call plan. It is created when a new call plan is added using the Add function.

Root Rules

The Root node must be present for every call plan. It cannot be removed except by deleting the call plan.

The Root node cannot be a child of any other control.

Root Input Fields and Buttons



Name	Type	Description
Call Plan Name	Text input field	<p>Enter a meaningful name for your call plan; this will help to manage multiple call plans.</p> <p>The call plan name can be any length but only the first 16 characters will be visible in the call plan view.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>

Shared Values

Description

Shared values allow global schedules to be shared across many call plans. This saves users from having to make the same date/time or day/time change in many places. Schedules can be used within date/time or day/time nodes. The shared values management page can be used to configure these schedules and activate them across call plans.

Shared values management page



Name	Type	Description
Create Shared Date/Time	Button	Allows you to create a list of time ranges based on date and time.
Create Shared Day/Time	Button	Allows you to configure a number of time ranges for every day of the week.
Activate Shared values	Button	After modifying a schedule, a red message will appear that reads: 'A shared value has been modified. Please click 'Activate Shared values' for active call plans to pick up on this change.'
Description	Column	Uniquely identifiable schedule name
Node type	Column	There are two Node types: - Shared Date/Time - Shared Day/Time These correspond with the Create buttons.
In use	Column	In use will indicate whether the schedule is being used in a call plan regardless of whether or not it is active. If the schedule is in use, you will be able to download a list of numbers/call plans that are using the schedule.
Modify	Column	The modify button allows you to change descriptions, and date/day/time ranges.
Delete	Column	Remove the schedule. If the schedule is being used in a call plan (active or not) you will not be able to delete the schedule.



Creating/modifying a shared date/time

Clicking the 'Create Shared Date/Time' button or clicking the 'modify' icon next to a shared date/time schedule will pop up a dialog box that can be used to configure a list of date/time ranges.



Create Shared Date/Time

Description *


Date/Time range *

All day

Date/Time range list *

 No data is recorded.

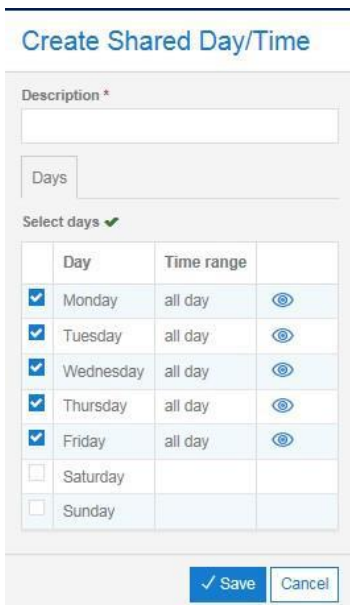
Clicking "Save" will create/modify the date/time schedule.

Name	Type	Description
------	------	-------------

Description	Text field	It's important when creating a new schedule to clearly describe what its purpose is. This makes it easier to choose the correct schedule when building plans. The description must be different from all other schedules.
From/to table	Table	New ranges will appear here after clicking 'Add'. Also this list can be used to select ranges to delete.
From/to date fields	Date picker	You must select both a From and To date whereby the To date is equal to or after the From date.
All day and Time fields	Check box and text fields	After entering From and To dates you must choose a time range. This can be either the whole day 'All day' or a time range entered in the format HH:MM
Add	Button	Add must be clicked before clicking save otherwise a new range will not be added.
Delete	Button	Before clicking Delete, the date range to remove must be selected.

Creating/modifying a shared day/time

Clicking the 'Create Shared Day/Time' button or clicking the 'modify' icon next to a shared day/time schedule will pop up a dialog box that can be used to configure a list of day/time ranges.



Create Shared Day/Time

Description *

Days

Select days ✓

Day	Time range	
<input checked="" type="checkbox"/> Monday	all day	👁
<input checked="" type="checkbox"/> Tuesday	all day	👁
<input checked="" type="checkbox"/> Wednesday	all day	👁
<input checked="" type="checkbox"/> Thursday	all day	👁
<input checked="" type="checkbox"/> Friday	all day	👁
<input type="checkbox"/> Saturday		
<input type="checkbox"/> Sunday		

✓ Save Cancel

The Day/Time dialog is split into two tabs.

- Days, where you can 'Select' which days are to be used.
- Dynamic time range tab, where you can choose the whole day or enter a time range

Checking and highlighting a day changes the day on the second tab.

Create Shared Day/Time

Description *

Days Tuesday time range

All day

Time range *

hh:mm hh:mm

Time range list

From	To	
09:05	21:15	<input type="button" value="🗑"/>

< < 1 of 1 > >

Items per page 10

The specific day tab works in much the same way as the shared date/time dialog. If you don't select 'All day' then you must enter from and to times before clicking "Add" and finally "Save".

Using shared value schedules in call plans

Shared values that have been created can be used in call plans when adding either a day/time or date/time node. Once you have added the node to your call plan, change the node type to "Shared day/time" or "shared date/time" depending on which node you are using. From here a "Shared Range" dropdown will appear, this drop-down list will have all of your available shared values to select.

Daytime control ?

Node name Daytime control

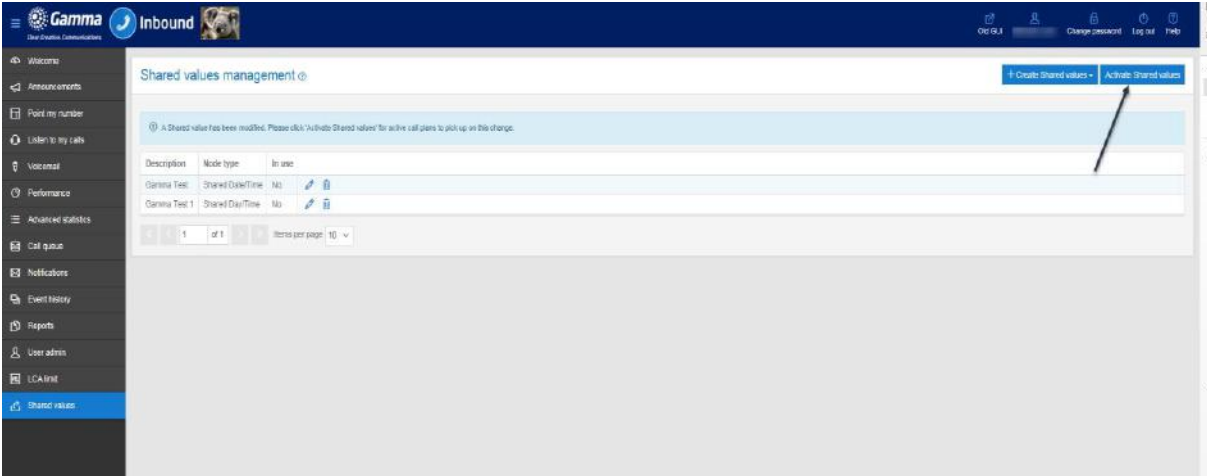
Node type Shared Day/Time

Shared range ✓

Gamma Test 1

Activating the shared values

Once the shared values (Day/Time or Date/Time) are added to the respective call plans, they have to be activated by clicking the "Activate Shared values" button (located at the top right of the "Shared Values Management" page).



Time

Time Description

Use the Time control to define different call routings for different times of the day. For example, you can set up a call plan (like the one below) to route calls to your desk phone during working hours but to play an announcement outside of your work time.

In the example below Calls will be routed as follows:

- to an announcement on Saturday and Sunday;
- during the week calls will be routed as follows:
- those received during the time period defined in the “My working hours” Time control will route to a Destination number
- outside of these hours’ callers will hear the weekday Out of hours announcement which could be the same as the default weekend announcement or different.



The time periods defined are specific to the individual control within the call plan and will not be available on other controls or other numbers that the company uses. That is, the time periods must be created for each Time control within each plan.

Time Rules

You must not have overlapping time periods active within sibling Time controls. This may be permitted during edit of the call plan but it will be rejected when the plan is validated.

Start Time must be before the End Time.

A Time control with Node type set to Default must be present if the time periods defined do not cover the whole 24 hour period.

Each time control is active for only one of the time period.

Time Input Fields and Buttons

Time control
?

Node name

Node type ▼

Time range *

🕒

🕒

+ Add

Time range list ✔

From	To	
21:21	23:21	🗑

⏪
⏩
1
of 1
⏪
⏩

Items per page 10 ▼

✔ Save
Cancel

Name	Type	Description
Name	Text input field	Enter a meaningful name for the control to make the call plan more understandable. The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.
Node type	Drop down	You can select either Default or Time range from the drop down menu. Default If the Default value is selected then all calls that do not explicitly route to the sibling controls of node type Time range will be routed here. Time range If you select the Time range option from the drop down list you will be presented with the From and To input and view pane. This will enable you to define your time period for different routings, e.g. work hours and out-of-hours periods.
From / To	Display window	This window displays all the defined time ranges that are available. Select a range from this window to activate it for this control. Only one time range can be activated for each time control.
From / To	Time input field	Enter a From and To time in 24 hr format HH:MM.
Add	Button	Click on the Add button to create the time range input in the input fields above and display it in the From / To display window.
Delete	Button	Click on a time range and then click on Delete to remove it.

Voice mail to email

Voice mail to email Description

This control enables callers to leave a voicemail recording. You can specify that an alert be automatically generated to alert a call handler to the message and the message can even be included as an attachment with the alert email if required.

If you do not wish to send the Voicemail as an attachment then you can listen to and manage your voicemails in the Listen to my voicemail tab.

Voice mail to email Tip

Voice mail to email is useful as a call queue overflow when calls cannot be handled, e.g. at busy times.

Voice mail to email Rules

If alerts are required you must enter at least one email address in the To field.

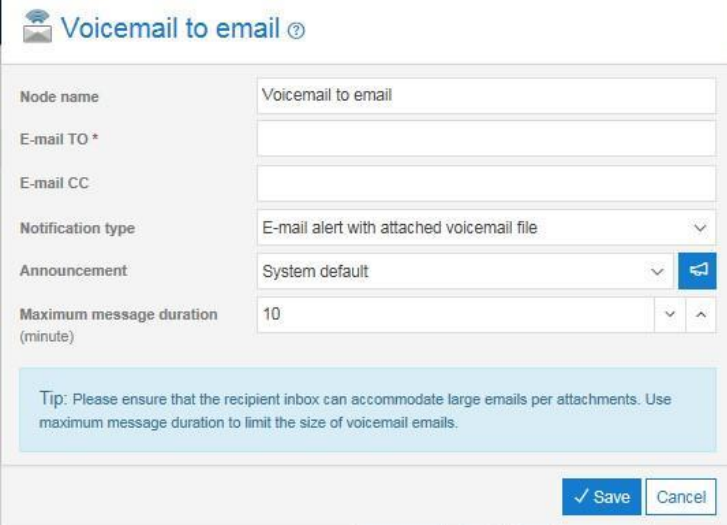
Email addresses entered must be in a valid format and must be active.

You must select a pre-recorded announcement to play when a caller is routed to the Voicemail to email control.

The Voicemail to email control is a call plan termination point and cannot have any children.

A Voicemail to email control cannot have any siblings.

Voicemail to email Input Fields and Buttons



Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
To	Text input	<p>Use this field to enter a valid active email address to send alerts to. The format of an email address is very flexible so there is little validation checking that can be carried out. It is also not possible to automatically verify that the address entered is live so it is imperative that you check the spelling and format of any email address very carefully.</p> <p>There can be only one email address and the maximum length of the email address is 255 characters.</p> <p>If multiple 'to:' addresses are required then this can usually be achieved within the users local email system by setting up a group email address. Please contact your local IT support team if you require assistance to do this.</p>

CC	Text input	<p>Use this field to enter secondary email addresses that are to receive copies of voicemail alerts.</p> <p>There can be only one email address and the maximum length of the email address is 255 characters.</p> <p>If multiple 'to:' addresses are required then this can usually be achieved within the users local email system by setting up a group email address. Please contact your local IT support team if you require assistance to do this.</p>
Action	Drop down	<p>This drop down list is only available when the Voicemail to email control has been added as a child of a Call queue control. There are two possible values:</p> <p>Breakout Select Breakout if callers are to be invited to leave a Voicemail when they press the Breakout key.</p>
Name	Type	Description
		<p>Overflow Select Overflow if callers are to be invited to leave a Voicemail when the Maximum queue size has been exceeded.</p>
Notification Type	Drop down	<p>Select type of notification from:</p> <p>No Alert Email alert without Voicemail attached Email alert with attached Voicemail file</p>
Announcement	Drop down	<p>Select an announcement to be played to callers when they are routed to this Voicemail to email control.</p>
Maximum message duration	Slider	<p>You can set the maximum duration allowed for a caller to leave a message up to 10 minutes.</p>

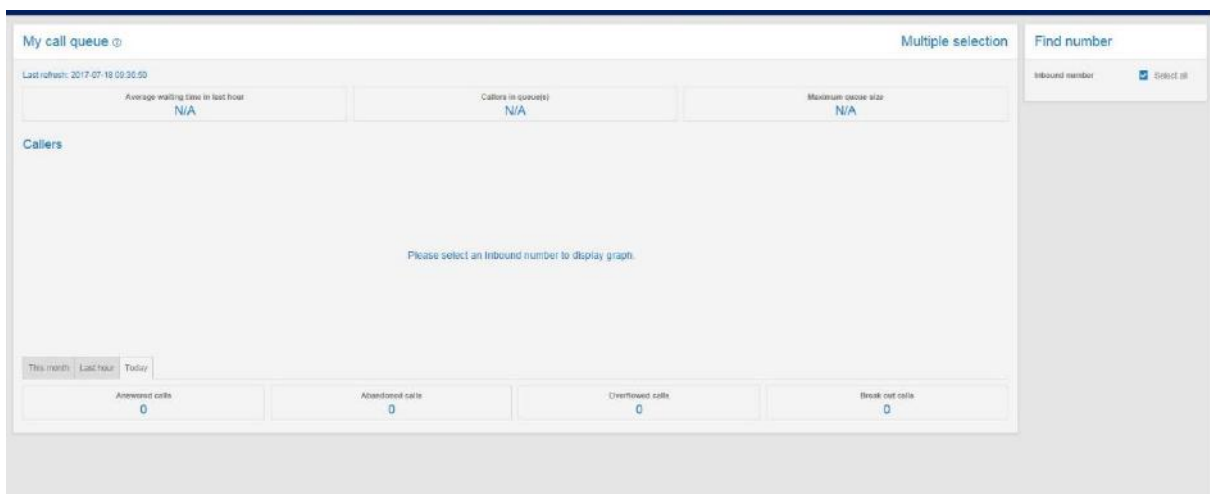
Call Queue

The call queue page is available to users subscribing to Contact Pro and is relevant to those utilising the call queuing feature within this Product. Where applicable, and where there is an active call queue in place, this page will display key statistics relating to the call queue, including abandoned /overflowed and queued calls. An automatic screen refresh is applied every 3 seconds, which makes this an ideal facility for wallboard projection in a contact centre and provides supervisors with the information they need to make informed decisions, thus improving Customer Service.

Call Queue Statistics Access Restrictions

Customer	Must have subscribed to the Contact Pro product
User	Must have Queue Statistics permission enabled

Call Queue Statistics Description



The Call Queue tab enables you to view the performance of your call queues in near real-time. This enables call centre managers to see exactly how many people are waiting in the queue to be answered along with key measures of performance including:

- Average wait time
- Target wait time
- Number of callers in the queue
- Maximum queue size that is allowed

Toward the bottom of the tab you can view the key outcome statistics for today, the previous hour or for the past month.

On the right-hand side of the screen there is a dropdown list of your numbers. You can click on any one of these to display the statistics for that number.

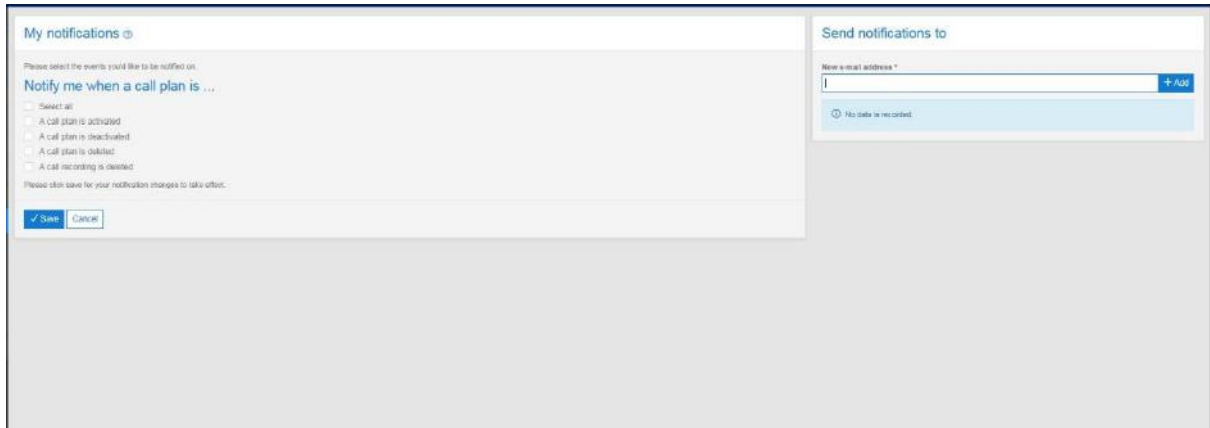
Where you have an number with multiple Call queue controls defined the Queue statistics page will show the statistics for the aggregate across all the queues in the call plan for that number. For example, the plan below has two Call queue controls present. The statistics will therefore reflect the aggregate state of both of these queues.



Call Queue Statistics Input Fields and Buttons

Attribute	Definition
Today/Last Hour/Month	Today: from 00:00:01 on the current date. Last Hour: Shows all calls in the past 60 minutes. Month: shows calls from 00:00:01 on the 1st of the current month.
Maximum Queue Size	This is the value defined in the Queue control on Point my number for this queue.

Notification



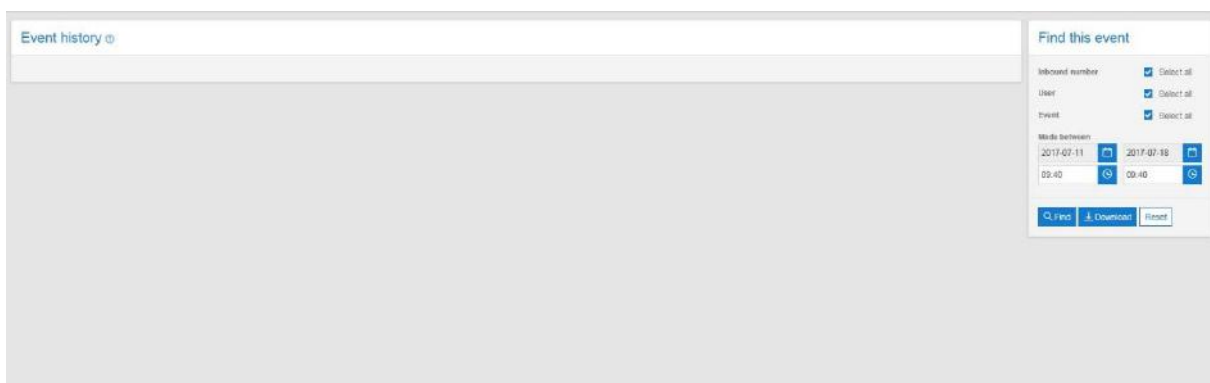
It is sometimes useful to advise particular people within the organisation of any updates to a call plan. This page allows the user to select the notifiable actions by clicking on the check boxes on the right. If any actions are enabled, then there must be at least one valid email address entered for the notification to be sent to.

View History

View History Description

Event history

The event history area allows you to view the history of significant events such as changes to the call plan, deletion of call recordings.



Events can be sorted into ascending or descending order based on any of the column headings. For example, to sort the events into date order simply click on the Date/Time column heading. Each subsequent click of the heading will toggle the order between ascending and descending.

Events can be downloaded into a suitable analysis tool such as excel by clicking on the Download button.

SIP Trunk Call Manager will retain the event history for a minimum of 6 months.

Find this event

In the Find this event area you can specify the search criteria for the events you are seeking.

Search by:

Number

User

Company

Event type

The Reset button clears the search criteria back to default values

Date and time range