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Introduction

This user guide provides instructions on how to use the Blue Platform Call Management Portal to manage call flows, group services, and user features on the Telesystem Blue Hosted VoIP Platform. The web portal is a powerful tool that allows administrators to:

- Create and edit call flows.
- Configure group services.
- Manage user features.

The web portal is a valuable resource for administrators looking for a way to manage your Hosted VoIP Phone system more efficiently and ensure that their Hosted VoIP Phone system is running smoothly and efficiently. This guide will walk you through the process of using the web portal step-by-step.

Here are some of the benefits of using the web portal to manage call flows, group services, and user features with the Call Management Portal:

Flexibility: The web portal allows administrators to customize their Hosted VoIP Phone system to meet the specific needs of their organization. They can create different call flows for different departments, configure group services to meet the needs of different users, and manage user features to ensure that everyone has the tools they need to be productive.

Scalability: The web portal is scalable to meet the needs of growing organizations. As your organization grows, you can create new call flows, and configure new group services.

Security: The web portal is secure and protects your data. All interactions with the web portal are securely stored, and you can set up user permissions to control who has access to different features.

This guide is split into two major sections:

- Enterprise/Tenant Administrators
- Group Administrators

Enterprise/Tenant Administrators are the highest level in the hierarchy for organizational level administration. Each Enterprise/Tenant contains the Groups or sites for the organization, which means if you have Enterprise/Tenant level access, you will have the ability to access all the settings, features Groups, and users within your organization.

Group Administrators fall just under Enterprise/Tenant Administrators. Typically, each organization is split into groups where each group represents a site or business unit depending on the structure of your organization. As a Group Administrator you will only have access to the settings, features, and users assigned to that specific group.

Please note that the options visible within the web portal are dynamic and dependent on the package and licensing assigned to the group, user, or line. If you have questions about packages

and licensing, please have your approved point of contact reach out to your Telesystem Account Manager or contact the helpdesk by phone at 888.808.6111 or via email at support@trusttelesystem.com.

Login Page

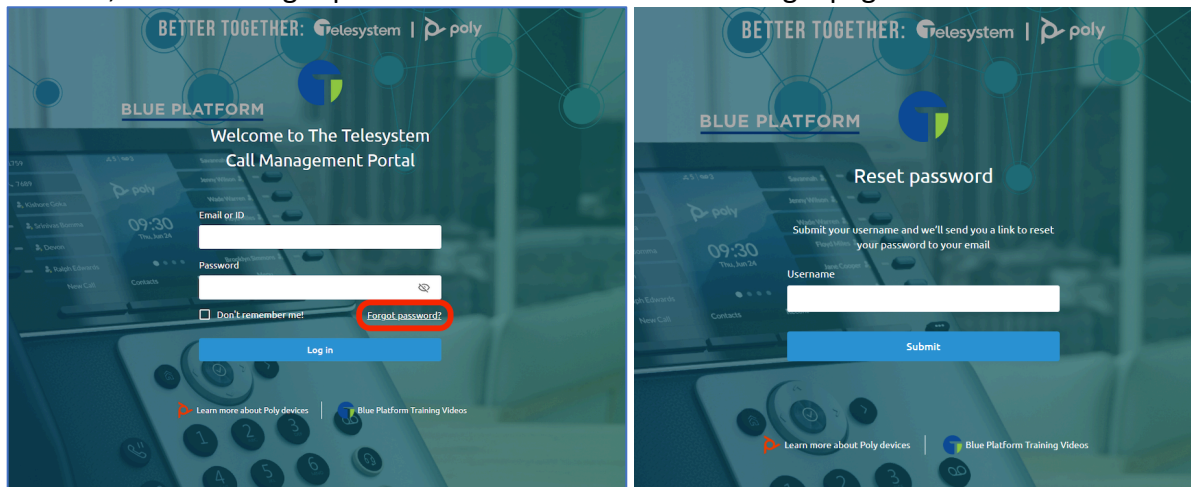
The login page can be accessed from a compatible web browser at the following URL:
<https://UCCallPortal.trusttelesystem.com>.

For the best user experience, we recommend using Google Chrome or Mozilla Firefox to access this portal.

From the login page, utilize your Enterprise/Tenant or Group Level Administrator Credentials to login. This username and password will be different from your user login which is typically your phone number or email address. If you need to have Admin Credentials created for you, you must have an approved account contact reach out to the Telesystem Support Team by phone at 888.808.6111 or via email at support@trusttelesystem.com.

Forgot Password

If you have forgotten your password, and you have an email address associated with your account, use the “Forgot password?” link available on the login page:





Enter your Username and click the **Submit** button. You will receive an email with instructions to reset your password. Passwords should meet a strong password format that includes the use of uppercase and lowercase letters, numbers, and special characters.

Portal Navigation

The screenshot shows the Telesystem portal dashboard for '2700 Oregon Rd'. The interface includes a left-hand navigation pane, a top navigation bar, and a main dashboard area with various metrics and reports. Red callout numbers 1 through 8 are placed over specific UI elements:

- 1:** A button in the top navigation bar used for expanding and minimizing the left-hand navigation pane.
- 2:** The breadcrumb navigation path: Home / NETAXIS TEST / Groups / 2700 Oregon Rd.
- 3:** A toggle switch labeled 'Show advanced features'.
- 4:** A language selection dropdown menu.
- 5:** A 'Log' icon in the top right corner.
- 6:** A 'Logout' icon in the top right corner.
- 7:** The left-hand navigation pane containing menu items like Home, Call flows, Accounts, etc.
- 8:** A back button in the top left corner of the navigation pane.

Key	Description
1	Use this button to expand  and minimize  the left-hand navigation pane to show or hide the names of the menu items.
2	File path navigation. As you navigate through the portal, use the links here to return to a previous page/menu item.
3	Show Advanced Features toggle switch. Enable or disable this toggle switch to show/hide additional settings and configuration options depending on the menu you are on.
4	Language settings. Use click here and use the drop-down to select between, English, Spanish, French, Netherlands (Dutch), German, or Arabic.
5	Change Log. Click here to access a change log that allows you to see what changes have been made and who made them.
6	Change Password/Logout. Click here and use the drop-down options to manually change your admin credential password or logout of the portal.
7	Navigation Pane. Use this menu to navigate through the portal by selecting the menu option you wish to access.
8	Back Button. Allows users to go back 1 previous step in their navigation.

Enterprise/Tenant Administration

This guide is split into two major sections:

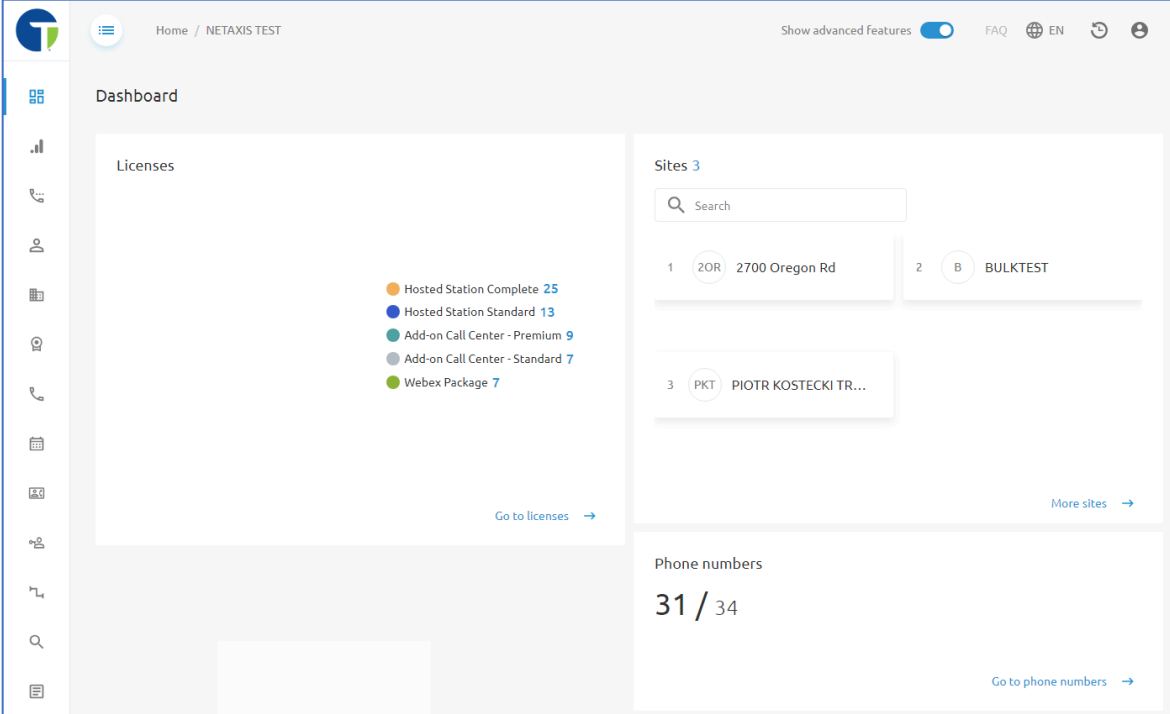
- Enterprise/Tenant Administrators
- Group Administrators

Enterprise/Tenant Administrators are the highest level in the hierarchy for organizational level administration. Each Enterprise/Tenant contains the Groups or sites for the organization, which means if you have this level of access, you will have the ability to access all the settings, features, Groups, and users within your organization.

Group Administrators fall just under Enterprise/Tenant Administrators. Typically, each organization is split into groups where each group represents a site or business unit depending on the structure of your organization. As a Group Administrator you will only have access to the settings, features, and users assigned to that specific group. Group administrators can skip directly to the **Group Administrators** section of this guide.

Home/Dashboard

Enterprise level administrators will be presented with the Dashboard at login. The Dashboard provides a high-level view of **licensing** utilization, **Sites/Groups**, and **Phone Numbers**. Each of the widgets available on the Dashboard provides shortcut access to menus for the associated item (Licenses, Sites, Phone numbers).



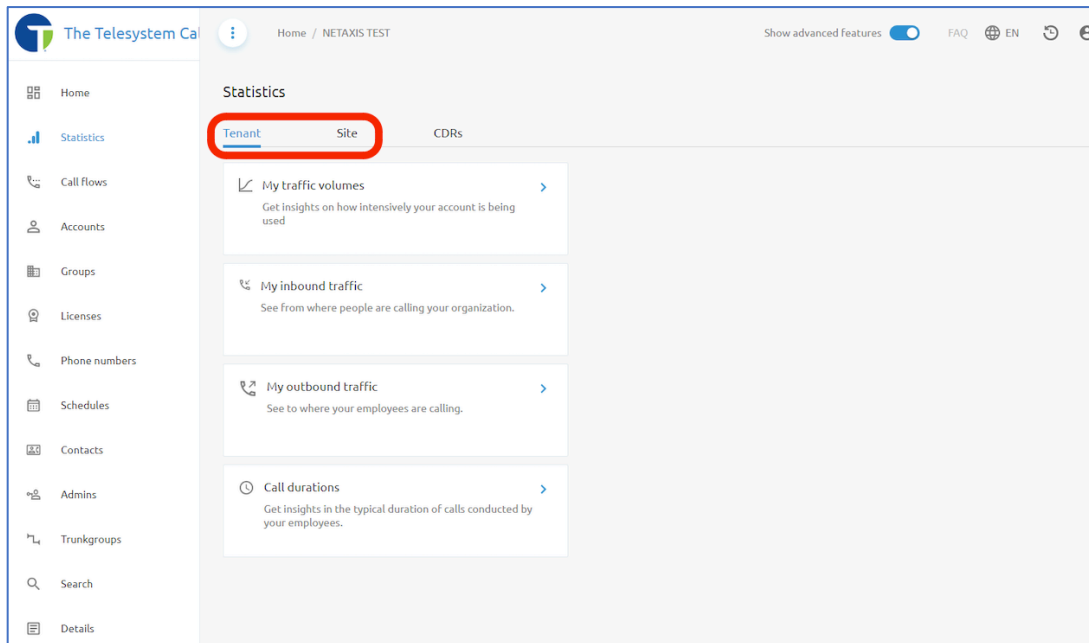
The screenshot displays the Netaxis Test Dashboard interface. At the top, there is a navigation bar with the Netaxis logo, a home icon, the text "Home / NETAXIS TEST", and a "Show advanced features" toggle switch. To the right of the toggle are links for "FAQ", "EN", and a refresh icon. A vertical sidebar on the left contains various icons for navigation. The main content area is titled "Dashboard" and is divided into three primary sections:

- Licenses:** A large section on the left showing a legend for license types and their counts:
 - Hosted Station Complete: 25
 - Hosted Station Standard: 13
 - Add-on Call Center - Premium: 9
 - Add-on Call Center - Standard: 7
 - Webex Package: 7A "Go to licenses" link with a right-pointing arrow is located at the bottom of this section.
- Sites 3:** A section on the right with a search bar and a list of three sites:
 - 1 | 2OR | 2700 Oregon Rd
 - 2 | B | BULKTEST
 - 3 | PKT | PIOTR KOSTECKI TR...A "More sites" link with a right-pointing arrow is located at the bottom of this section.
- Phone numbers:** A section at the bottom right showing the count "31 / 34" and a "Go to phone numbers" link with a right-pointing arrow.

Statistics

The **Statistics** menu allows administrators to view call reports and retrieve Call Detail Records (CDR) for date ranges.

Enterprise/Tenant Administrators can view calling statistics for the entire Tenant, or they may choose to select a specific group using the navigation options at the top of the page.

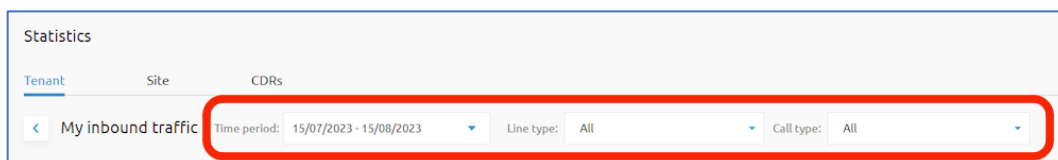


When selecting to view by **Site**, use the drop-down box on the **Site** tab to select one or multiple sites for which you would like to collect data.

For the call statistics, the following reporting data is available:

- My Traffic Volumes
- My Inbound Traffic
- My Outbound Traffic
- Call Durations

Administrators can use the drop-down boxes available at the top of the screen for each of these call statistics reports to modify the reporting period, filter by line type, and filter by call type.



My traffic volumes

Get insights on how intensively your account is being used.

The following output reports are available on the **My traffic volumes** page:

- Total amount of calls
- Minutes of usage
- Number of calls over time
- Maximum simultaneous calls
- Average number of simultaneous calls

Total amount of calls

Displays the total number of calls observed in the specified period.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Total amount of calls ↓ ↻

Total amount of calls observed in the specified period of time.

15/07/2023 - 15/08/2023 ▼

All calls	13
# outgoing:	3(23.1%)
# incoming:	10(76.9%)
# answered:	0(0.0%)
Term calls not answered locally:	10(100.0%)

Output results will display:

- Total number of calls
- Number of outgoing calls
- Number of incoming calls
- Number of calls answered
- Term calls not answered locally

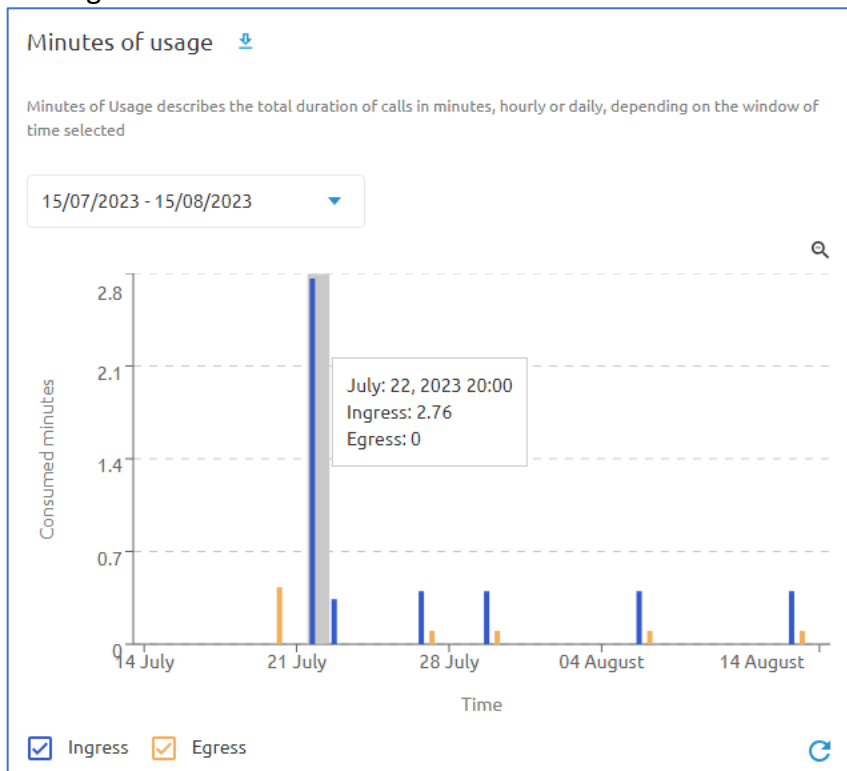
Results can be downloaded to a csv file using the download button [↓](#) at the top, right corner of the display output. Use the refresh button [↻](#) to update the data manually.

Minutes of usage

Minutes of Usage describes the total duration of calls in minutes, hourly or daily, depending on the window of time selected.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results will display in a bar graph showing Ingress and Egress minutes of usage by day. You may deselect the ingress or egress option below the graph to only show desired data by clicking on the check marks to remove or re-add the data set.



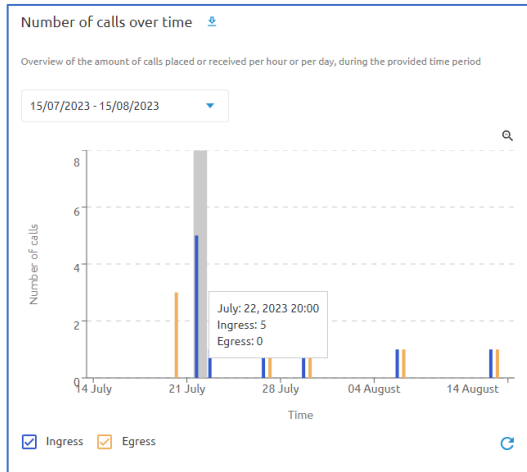
Results can be download to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Number of calls over time

Overview of the number of calls placed or received per hour or per day, during the provided period.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results will display in a bar graph showing Ingress and Egress number of calls by day. You may deselect the ingress or egress option below the graph to only show desired data by clicking on the check marks to remove or re-add the data set.



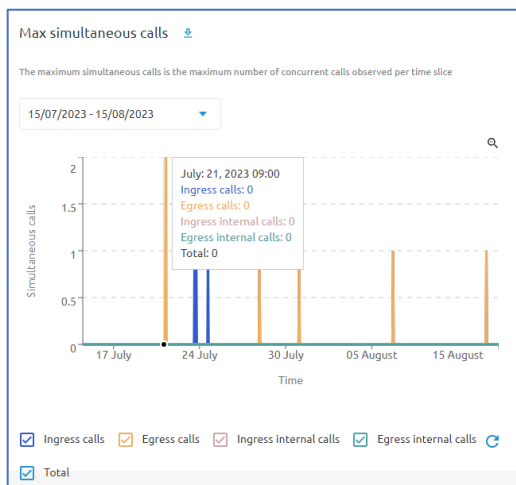
Results can be download to a csv file using the download button at the top of the display output box. Use the refresh button to update the data manually.

Max simultaneous calls

The maximum simultaneous calls are the maximum number of concurrent calls observed per time slice.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results will display in a bar graph showing Ingress and Egress number of calls by day. You may deselect the ingress or egress option below the graph to only show desired data by clicking on the check marks to remove or re-add the data set.



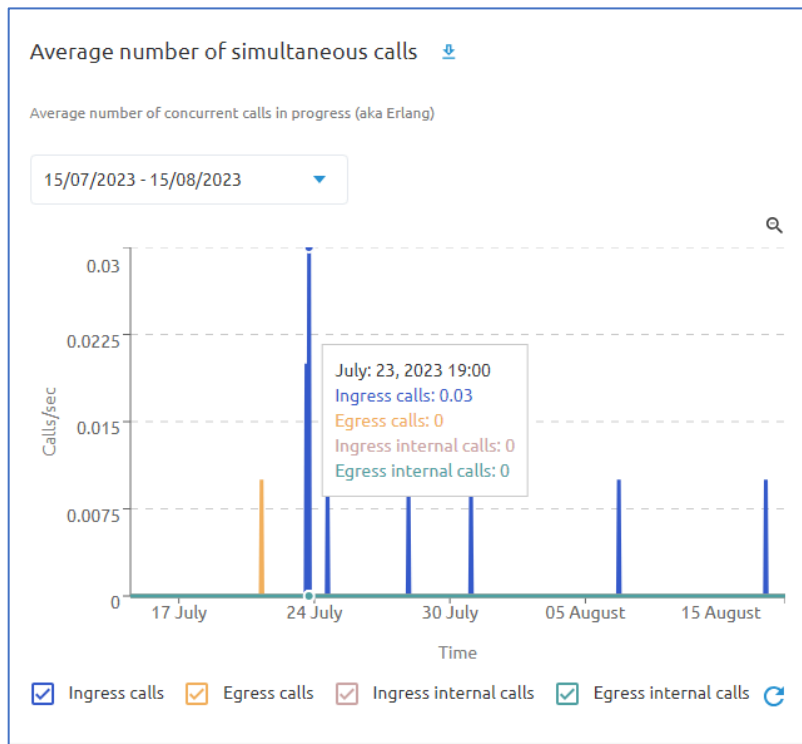
Results can be downloaded to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Average number of simultaneous calls

Displays the average number of concurrent calls in progress.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results will display in a bar graph showing Ingress and Egress number of calls by day. You may deselect the ingress or egress option below the graph to only show desired data by clicking on the check marks to remove or re-add the data set.



Results can be download to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

My inbound traffic

See from where people are calling your organization.

The following data is available on the My inbound traffic page:

- Incoming Calls
- Incoming Call Duration (in seconds)
- Source Distribution: National (Count)
- Source Distribution: National (Volume)
- Source Distribution: National vs International (calls count)
- Source Distribution: International (Count)
- Source Distribution: International (Volume)

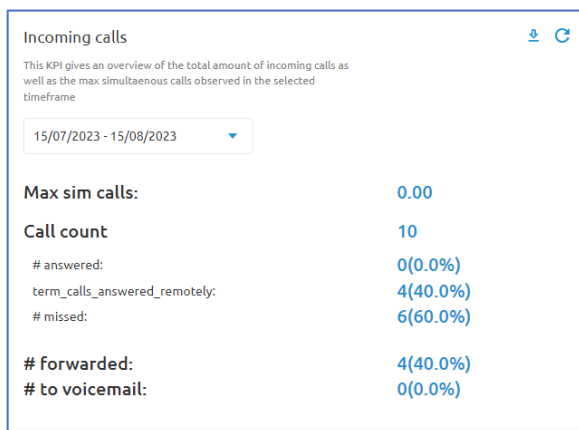
Incoming Calls

This Key Performance Indicator (KPI) gives an overview of the total amount of incoming calls as well as the maximum simultaneous calls observed in the selected time frame.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output data includes:

- Maximum Simultaneous Calls
- Call Count Total
- Number of Calls Answered
- Number of Calls Answered Remotely (using features)
- Number of Missed Calls
- Number of Calls Forwarded
- Number of Calls that were answered by voicemail.



Results can be download to a csv file using the download button [📄](#) at the top of the display output box. Use the refresh button [🔄](#) to update the data manually.

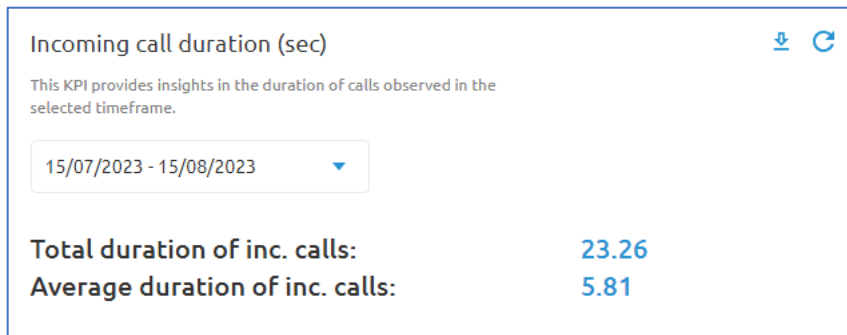
Incoming Call Duration (sec)



This KPI provides insights about the duration of calls observed in the selected timeframe.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results display:

- Total duration of incoming calls
- Average duration of incoming calls





Results can be download to a csv file using the download button  at the top of the display output box. Use the refresh button  to update the data manually.

Source Distribution: National (Count)

This chart displays where people are calling you from. Calculation is based on number of calls.



A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Results can be download to a csv file using the download button  at the top of the display output box. Use the refresh button  to update the data manually.

Source Distribution: National (Volume)

This chart displays where people are calling you from. Calculation is based on total call duration in minutes.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

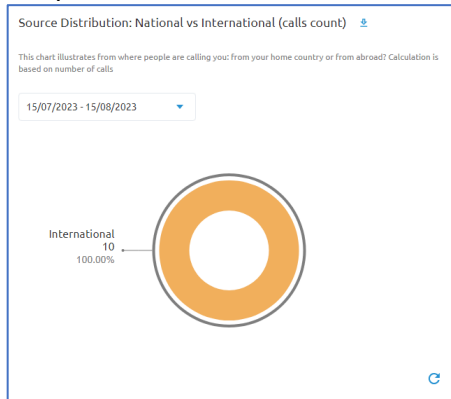
Results can be download to a csv file using the download button  at the top of the display output box. Use the refresh button  to update the data manually.

Source Distribution: National vs International (calls count)

This chart illustrates where inbound calls are originating from (domestic or international). Calculation is based on the number of calls.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results are shown in a circle graph.



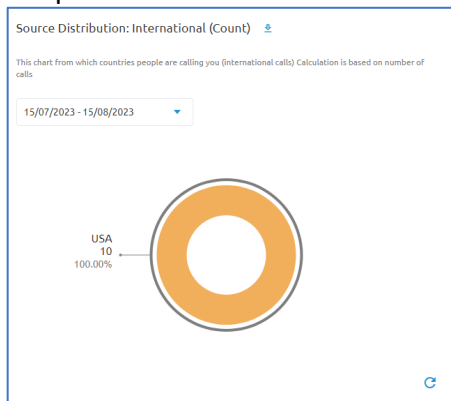
Results can be download to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Source Distribution: International (Count)

This chart illustrates which countries the inbound calls originate from. Calculation is based on the number of calls.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results are shown in a circle graph.



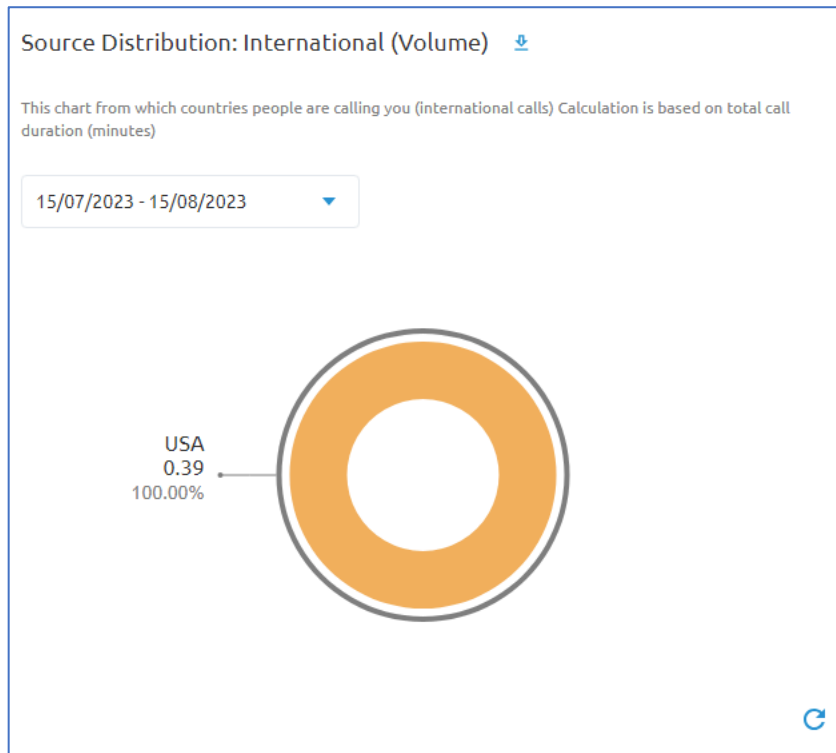
Results can be download to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Source Distribution: International (Volume)

This chart displays from which countries people are calling you (international calls). Calculations are based on total call duration (minutes).

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output results are shown in a circle graph.



Results can be download to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

My outbound traffic

See to where your employees are calling.

The following data is available for outbound traffic statistics:

- Outgoing Calls
- Outgoing call duration (seconds)
- Destinations Distribution: National (Count)
- Destinations Distribution: International (Count)
- Destinations Distribution: International (Volume)

Outgoing Calls

This KPI gives an overview of the total amount of outgoing calls as well as the max simultaneous calls observed in the selected timeframe.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Outgoing calls ↓ ↻

This KPI gives an overview of the total amount of outgoing calls as well as the max simultaneous calls observed in the selected timeframe

15/07/2023 - 15/08/2023 ▼

Outgoing calls	3
Max sim calls:	0.00

Results can be download to a csv file using the download button ↓ at the top of the display output box. Use the refresh button ↻ to update the data manually.

Outgoing call duration (sec)

This KPI provides insights in the duration of calls observed in the selected time frame.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Outgoing call duration (sec) ↓ ↻

This KPI provides insights in the duration of calls observed in the selected time frame.

15/07/2023 - 15/08/2023 ▼

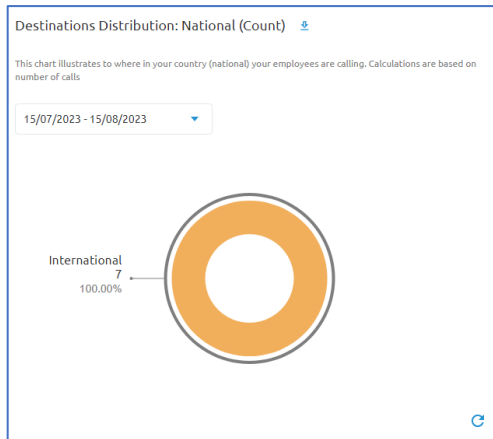
Average duration of outg. calls:	7.86
Total duration of outg. calls:	7.86

Results can be download to a csv file using the download button ↓ at the top of the display output box. Use the refresh button ↻ to update the data manually.

Destinations Distribution: National (Count)

This chart illustrates to where in the country your employees are calling. Calculations are based on number of calls.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

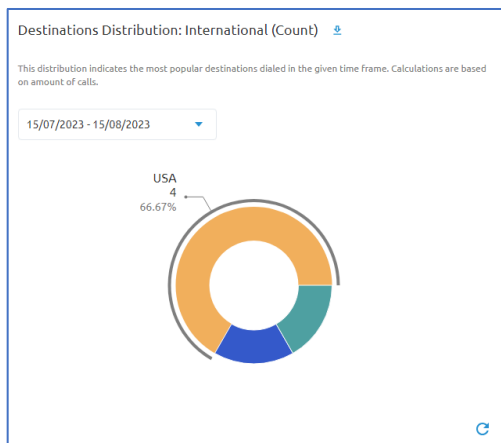


Results can be download to a csv file using the download button [⌵](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Destinations Distribution: International (Count)

This chart illustrates to which countries your employees are calling. Calculations are based on volume (minutes)

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

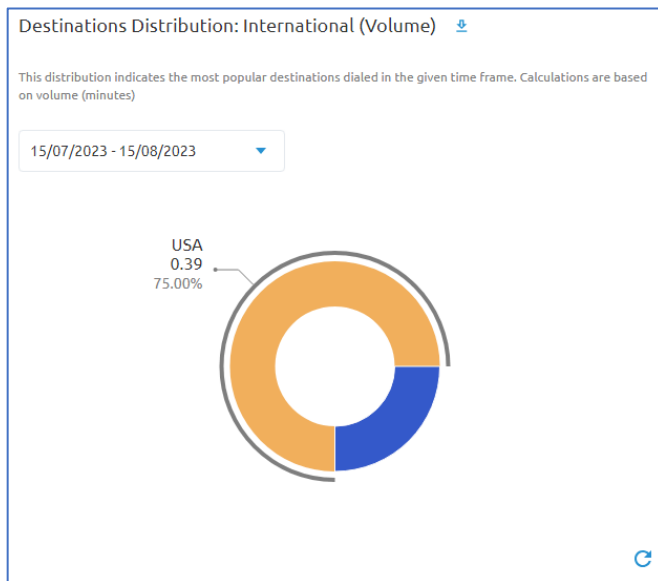


Results can be download to a csv file using the download button [⌵](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Destinations Distribution: International (Volume)

This distribution indicates the most popular destinations dialed in the given time frame. Calculations are based on volume (minutes).

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.



Results can be download to a csv file using the download button [↕](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Call durations

Get insights in the typical duration of calls conducted by your employees.

The following data is available for call durations statistics:

- Total connection duration
- Average call duration
- Average call duration
- Call duration distribution
- Ringing duration
- Ringing duration distribution

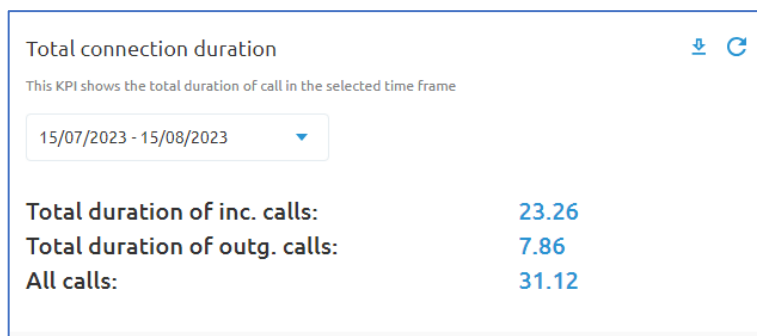
Total connection duration



This KPI shows the total duration of call in the selected time frame.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output displays:

- Total duration of incoming calls
- Total duration of outgoing calls
- Total duration of all calls



Results can be download to a csv file using the download button  at the top of the display output box. Use the refresh button  to update the data manually.

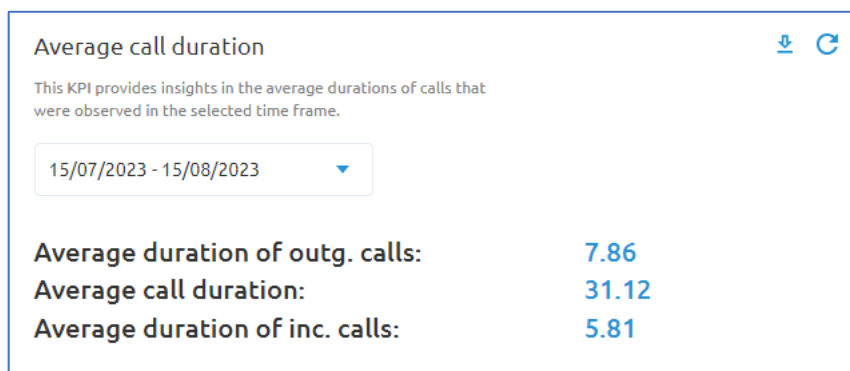
Average call duration



This KPI provides insights into the average durations of calls that were observed in the selected time frame.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

The report provides the following output:

- Average duration of outgoing calls
- Average call duration
- Average duration of incoming calls



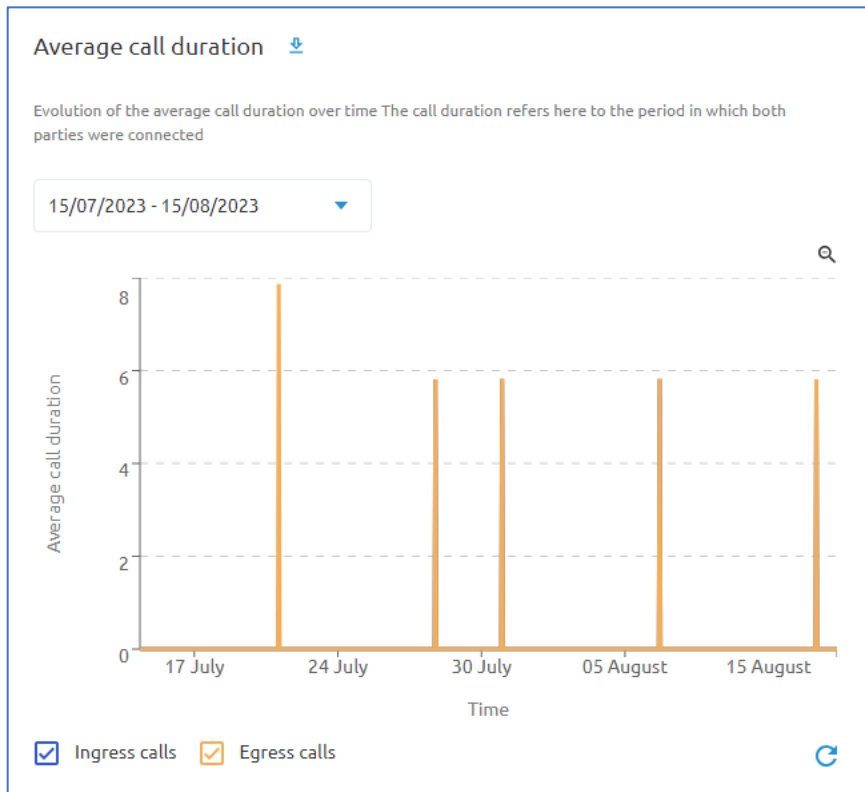
Results can be download to a csv file using the download button  at the top of the display output box. Use the refresh button  to update the data manually.



Average call duration

Evolution of the average call duration over time. The call duration refers here to the period in which both parties were connected.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

The results for this report are displayed in a bar graph with information showing Ingress calls and Egress calls. Users may select or deselect outputs by clicking on the check boxes below the graph.



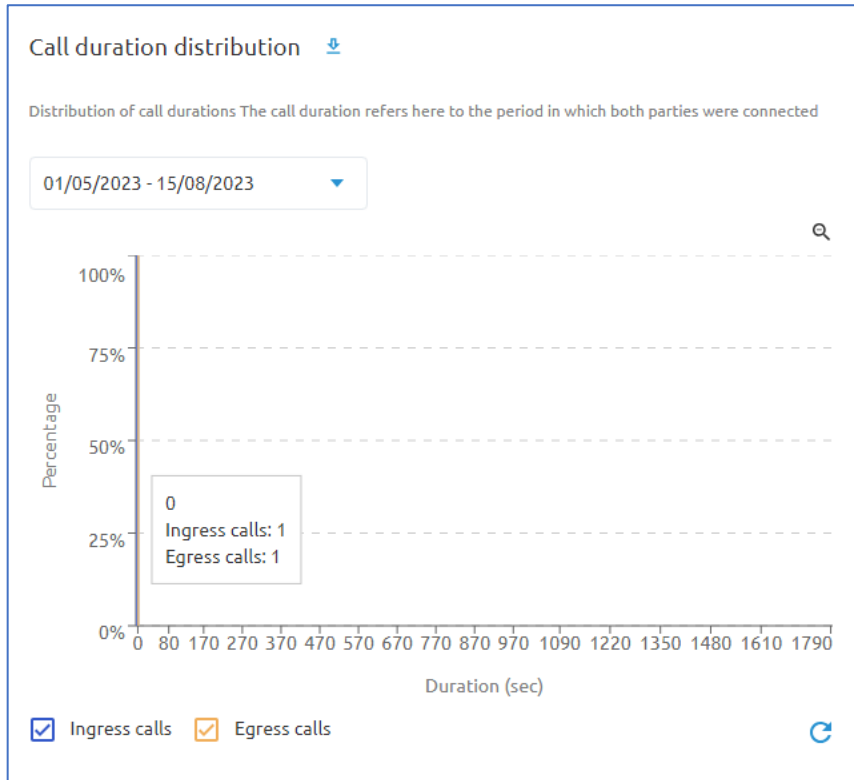
Results can be download to a csv file using the download button  at the top of the display output box. Use the refresh button  to update the data manually.

Call duration distribution

Distribution of call durations. The call duration refers here to the period in which both parties were connected.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output for this graph shows the percentage of calls over a duration shown in seconds.



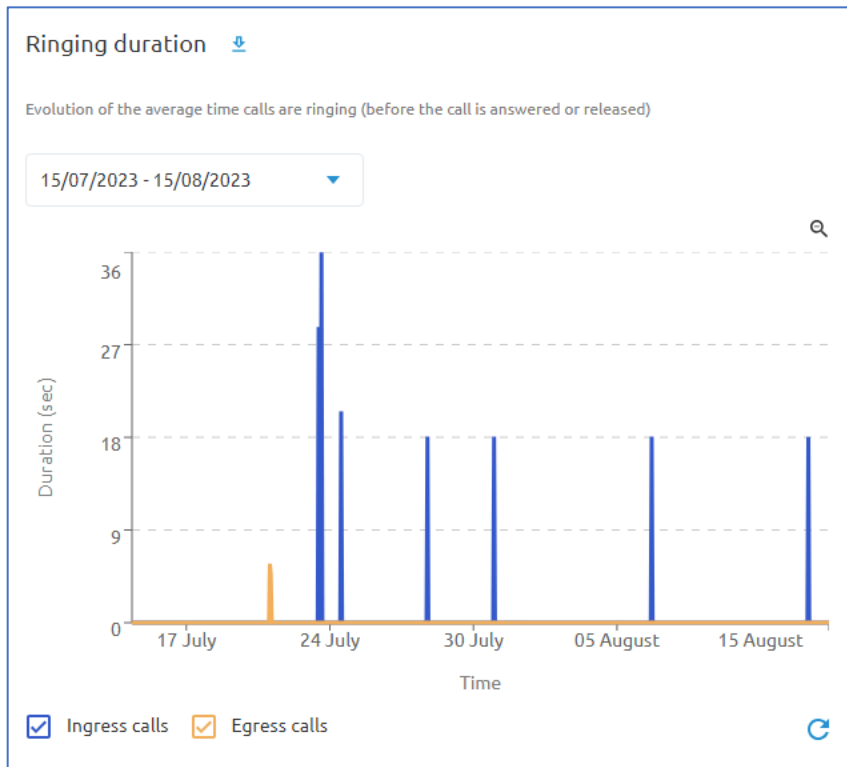
Results can be download to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Ringing duration

This graph shows the average time calls are ringing before the call is answered or released/disconnected.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

Output for this report displays a bar graph with the duration showing in seconds over a daily reporting time frame showing Ingress and Egress call statistics. Users may deselect or select output data by clicking on the checkboxes below the graph.

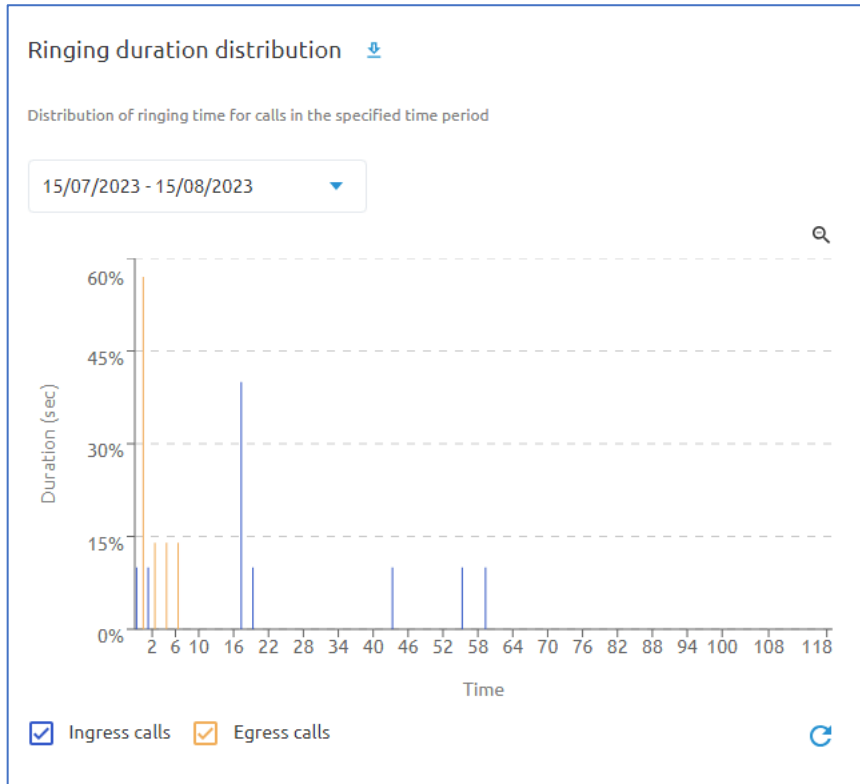


Results can be download to a csv file using the download button [↓](#) at the top of the display output box. Use the refresh button [↻](#) to update the data manually.

Ringing duration distribution

This report displays the distribution of ringing time for calls in the specified period. Output results are displayed in a bar graph with the percentage of calls shown over the period in seconds with results for ingress calls and egress calls. Users may select or deselect the output data options by clicking on the checkboxes below the graph.

A drop-down box is available to specify the period the report is displaying. This will override the period selected above.

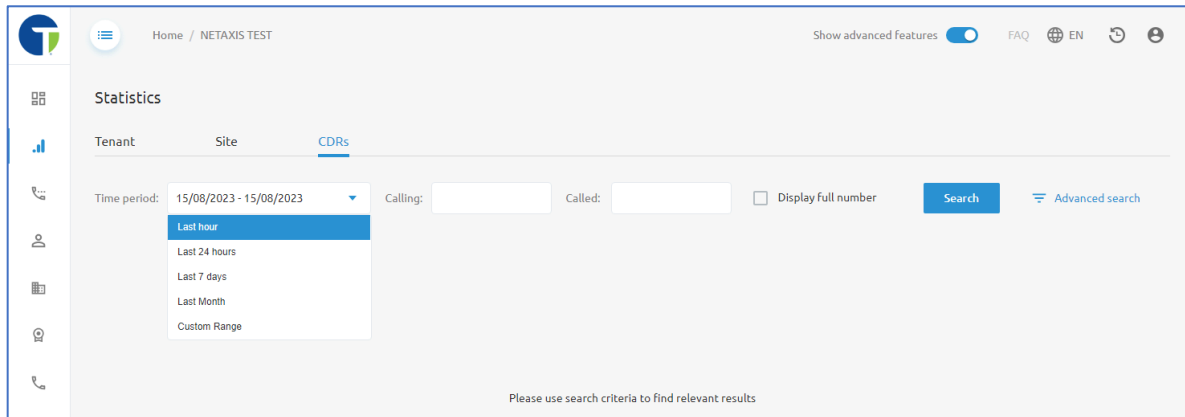


Results can be download to a csv file using the download button [📄](#) at the top of the display output box. Use the refresh button [🔄](#) to update the data manually.

Call Detail Records (CDRs)

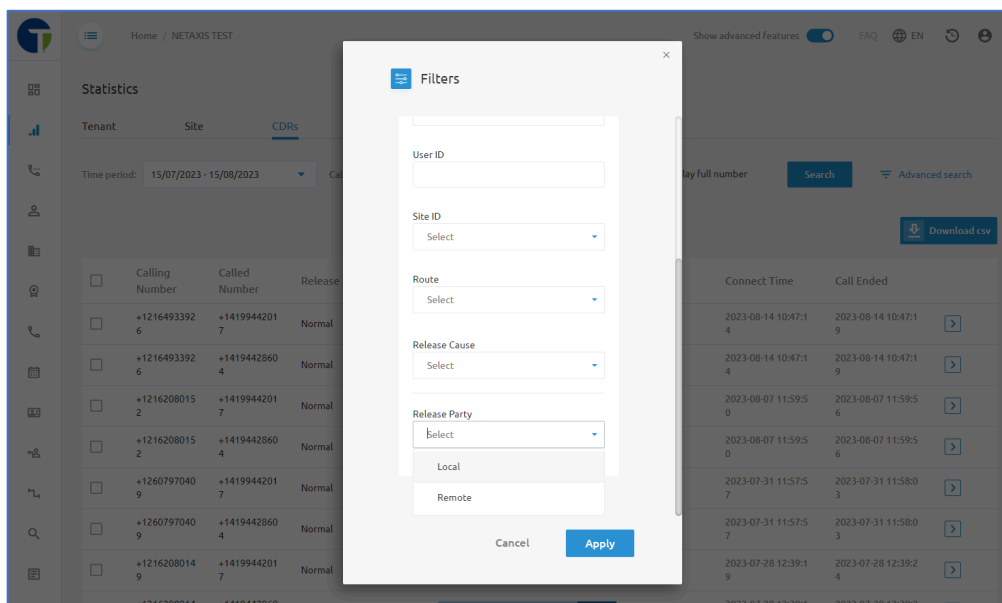
A call detail record (CDR) is a data record produced by the telephone switch that documents the details of a telephone call that passes through that switch. The record contains various attributes of the call, such as time, duration, completion status, source number, and destination number.

The CDRs tab will allow administrators to select a period for querying call records, specify a calling number (optional), and specify a called number (optional) from the options at the top of the page as shown in the image below.



The checkbox for “Display full number” is for international calling numbers as they typically only show partial numbers in the results unless this box is checked.


The **Advanced Search** option will open a pop-up window where administrators can search by User ID, Site ID, Route, Release Cause (why the call ended), and Release Party (was the call ended by the far end or by one of the employees).



The results will show in a table like the one shown in the image below. Output information displayed includes:

- Calling Number
- Called Number
- Release Cause
- Ringing Time
- Call Duration
- Total Duration
- Connect Time
- Call Ended

Calling Number	Called Number	Release Cause	Ringing Time	Call Duration	Total Duration	Connect Time	Call Ended
+12164933926	+14199442017	Normal	00:00:00	00:00:05	00:00:05	2023-08-14 10:47:14	2023-08-14 10:47:19
+12164933926	+14194428604	Normal	00:00:18	00:00:05	00:00:23	2023-08-14 10:47:14	2023-08-14 10:47:19
+12162080152	+14199442017	Normal	00:00:00	00:00:06	00:00:06	2023-08-07 11:59:50	2023-08-07 11:59:56
+12162080152	+14194428604	Normal	00:00:18	00:00:06	00:00:24	2023-08-07 11:59:50	2023-08-07 11:59:56
+12607970409	+14199442017	Normal	00:00:00	00:00:06	00:00:06	2023-07-31 11:57:57	2023-07-31 11:58:03
+12607970409	+14194428604	Normal	00:00:18	00:00:06	00:00:24	2023-07-31 11:57:57	2023-07-31 11:58:03
+12162080149	+14199442017	Normal	00:00:00	00:00:05	00:00:05	2023-07-28 12:39:19	2023-07-28 12:39:24
+12162080149	+14194428604	Normal	00:00:00	00:00:05	00:00:05	2023-07-28 12:39:19	2023-07-28 12:39:24

The arrow  to the right of each record in the table allows administrators to view additional details about the selected call.

Field	Value
Connect Time	2023-08-14 10:47:14
Call ended	2023-08-14 10:47:19
Total duration	00:00:05
Direction	Originating
Calling number	+12164933926
Called number	+14199442017
Dialed digits	+14199442017
User Number	+14194428604
Release cause	Normal
Releasing party	Remote
User ID	4194428604@combuckeye.com
Ringing Time	2023-08-14 10:47:14
Record ID	64da42a23680752601a50431
Local ID	18918595.0A
Access call ID	18918595.0
Network call ID	BW1047141261408231650332414@10.0.0.100
Route	10.0.0.100.5060

The **Download csv** button allows administrators to download the data from the table into a csv file that can then be used to create your own reports as needed.

The screenshot shows the 'Statistics' page for 'CDRs'. It includes a search bar with filters for 'Time period' (15/07/2023 - 15/08/2023), 'Calling', and 'Called' numbers. A 'Download csv' button is highlighted with a red box. Below the search bar is a table with columns: Calling Number, Called Number, Release Cause, Ringing Time, Call Duration, Total Duration, Connect Time, and Call Ended. The table contains several rows of call data with corresponding bar charts for Ringing Time and Call Duration.

Call Flows

Call flows allow administrators to set up policies to efficiently route calls to the right person(s) in your organization. Within the Call Flows menu, you will have access to manage the following:

- Auto Attendants/IVR
- Call Center/ACD
- Hunt Groups
- Call Pickup Groups

The screenshot shows the 'Call flows' management page. It includes a sidebar with navigation options like Home, Call flows, Accounts, Licenses, Phone numbers, Calling settings, Schedules, Departments, Devices, Contacts, Media, Admins, and Details. The main content area displays a list of call flow options with their respective counts: IVR (1), Call Queues (0), Call Centers (1), Premium Call Centers (1), Hunt Groups (1), and Pickup Groups (0). Each option has a right-pointing arrow indicating it can be expanded or managed.

Note that the options available here are dynamic and will only display the call flow options that your Enterprise/Tenant is licensed for.

🔊 Auto Attendant/IVR

An auto attendant, also known as an automated attendant or IVR (Interactive Voice Response), is a feature of a business phone system that answers and directs inbound calls based on the caller's response to an automated greeting or menu system. Auto attendants are used to route calls to the correct person or department, provide information about the company, or allow callers to leave voicemail messages.

A separate administration guide is available for managing Auto Attendant/IVR and can be found on the Telesystem Resources Webpage or using the following link: [Auto Attendant Admin Guide](#)

📞 Call Centers (Call Queues, Call Centers, Premium Call Centers)

The Call Centers or ACD (automatic call distribution) areas are for organizations that are licensed for this cloud-based software solution that provides all the functionality of a traditional cell center, without the need for on-premises hardware.

Multiple options may be available here depending on what level of licensing you have for your Call Center/ACD. Options include:

- Call Queues = Overview and Calling Statistics visible for Basic Call Center Licensing.
- Call Centers = Overview and Calling Statistics visible for Standard Call Center Licensing.
- Premium Call Centers = Overview and Calling Statistics visible for Premium Call Center Licensing.

From the Enterprise/Tenant Level Administration, all three options provide the same visibility when you click on the option to expand:

- Overview
- Statistics

Call Center Overview

	Name	Policy	Phone number	Extension
<input type="checkbox"/>	Sales Premium Call Center	Regular		5486

The Overview page for the Call Center type selected will display all call centers or queues configured with that license type.

From this page you will see the name of the call center/queue, the type of routing policy applied to the call center, the phone number assigned to the call center, and the extension assigned to the call center.

The name column also serves as a link to access the call center/queue configuration for things such as agent and supervisor management, change the call routing type, and media.

With the appropriate permissions, you may also can add and remove call centers/queues from this page.

Call Center Statistics

This page will provide a high-level call center report displaying the following fields:

- Number of Incoming Calls
- Number of Calls Answer
- Number of Calls Not Answered
- Number of Calls that routed to an Overflow Action
- Calls Ringing
- Calls Waiting in Queue
- Call Duration

Administrators can use the drop-down boxes that the top of the page to adjust the reporting period, hide/show available columns, and choose to display internal/external call types.

The screenshot displays the 'Premium Call Centers' page with the 'Statistics' tab selected. The table below shows the data for the 'Sales Premium Call Center(5486)'.

Name	Terminating calls				Waiting time		Call duration	
	# incoming	Answered	Not answered	Overflowed	Ringing	Waiting	All	Total
1 Sales Premium Call Center(5486)	0	0	0	0	0	0	0	0

More information about Call Center Administration can be found in the Call Center Administration Guide available on the Telesystem website under **Resources** or by using the following link: [LINK](#)

Hunt Groups

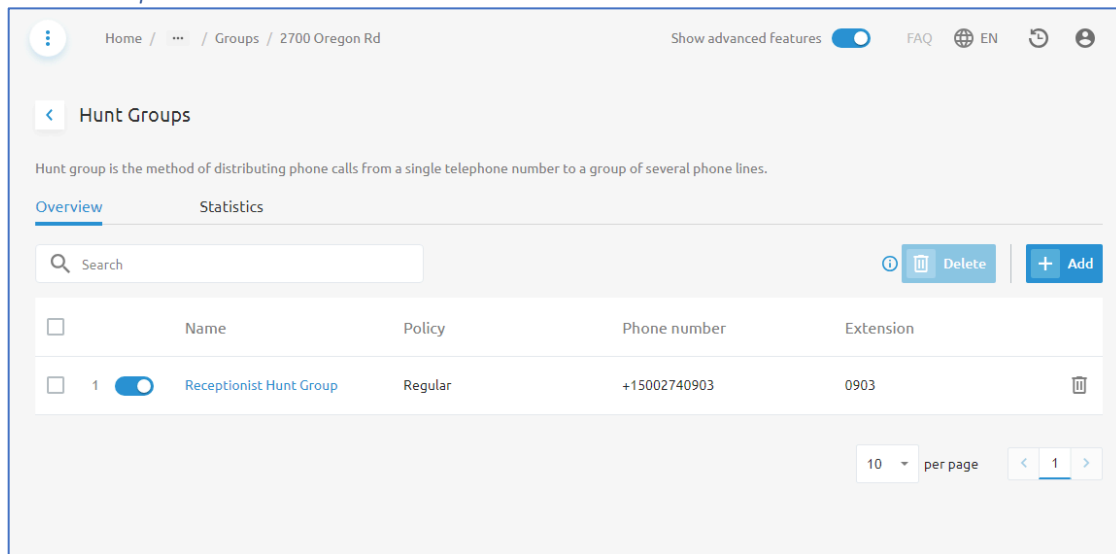
Hunt groups are a method of distributing phone calls from a single telephone number to a group of several phone lines using defined call routing policies. The difference between a Call Center and a Hunt Group is that Call Centers have queuing capabilities so that if all agents are on a call or unavailable, the caller waits in the queue for the next available agent. With Hunt Groups, no queuing is available. Unanswered calls will continue to ring or must be re-routed to voicemail or another line. Hunt groups do not require any additional costs.

Enterprise/Tenant level administrators will have access to the following information for Hunt Groups:

- Overview
- Statistics

Hunt Groups are considered a Group Service. More information about the configuration for hunt groups can be found in this guide under the Hunt Groups section.

Hunt Groups Overview



	Name	Policy	Phone number	Extension
<input type="checkbox"/>	1 <input checked="" type="checkbox"/> Receptionist Hunt Group	Regular	+15002740903	0903

The Hunt Groups Overview menu will display a list of all hunt groups configured for your enterprise. Columns will be available to display the Name of each Hunt Group, the call routing policy for each hunt group, phone number assigned to the hunt group, and extension for the hunt group.

If you have the appropriate permissions, administrators will also have options to delete and add new hunt groups from this menu using the **Delete** and **Add** buttons.

Hunt Group Statistics

Name	Incoming calls			Performance			
	# incoming [↑]	Answered [↑]	Not answered [↑]	Ringing [↑]	Waiting [↑]	All [↑]	Total [↑]
1 Receptionist Hunt Group (+15 002740903)	0	0	0	0	0	0	0

The Hunt Group Statistics page displays calling statistics about each of the hunt groups configured for the Enterprise/Tenant.

Administrators can use the Time period drop-down box to specify the date range for the reported statistics that display in the table.

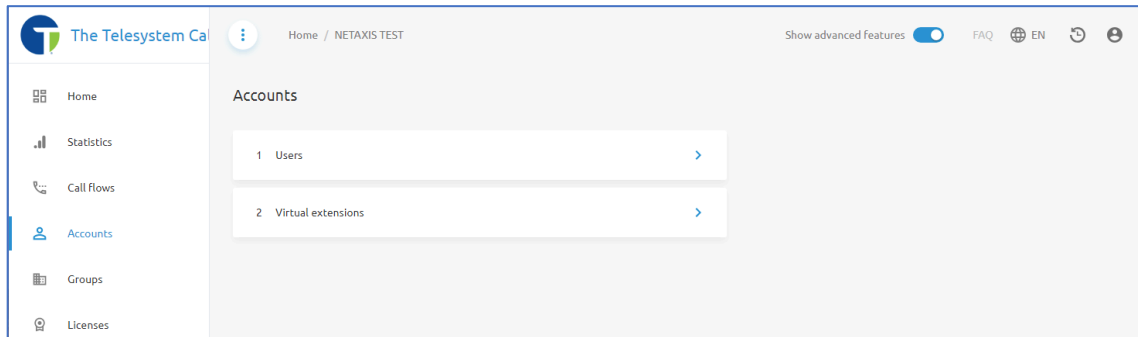
The **Columns** drop-down box allows admins to choose which columns or fields will display with the output results.

The available columns for the report include:

- Number of Incoming Calls
- Number of Answered Calls
- Number of Calls Not Answered
- Number of Calls Ringing
- Number of Calls Waiting
- Total number of calls

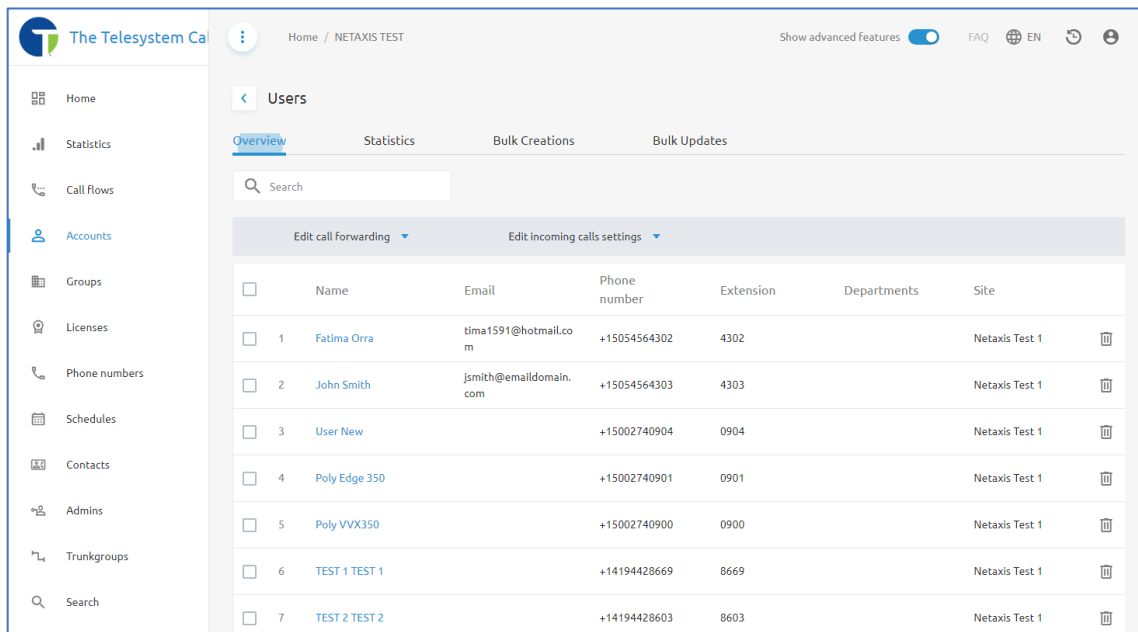
Accounts

The **Accounts** menu allows Tenant/Enterprise administrators the ability to select between searching for **Users** or **Virtual Extensions** built within the Enterprise/Tenant.

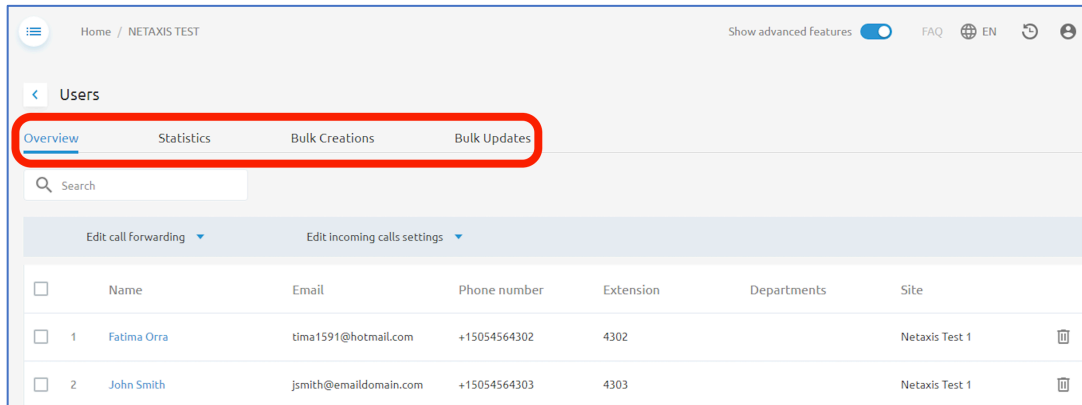


Users

When you click on **Users**, you will be presented with a list of all users within the Enterprise/Tenant.




Along the top of the page, you will have tabs available to change between **Overview**, **Statistics**, **Bulk Creations**, and **Bulk Updates**.

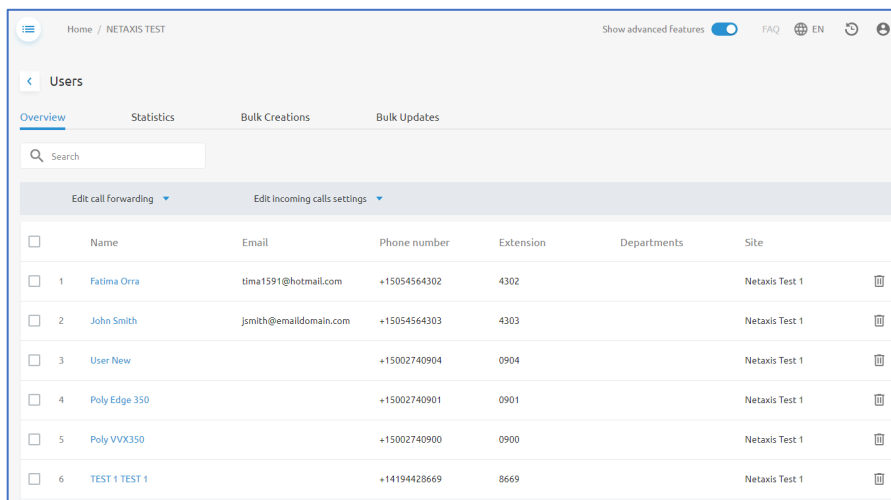


Overview

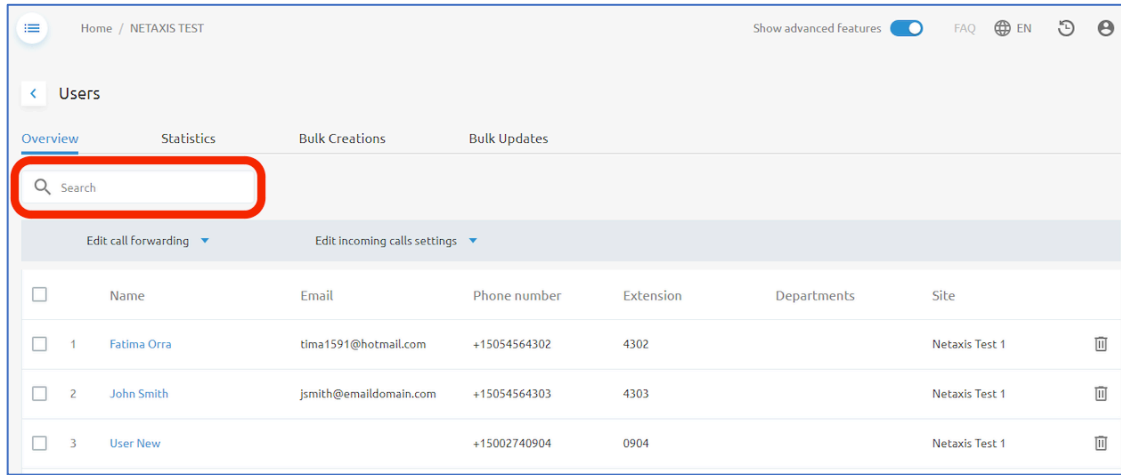
The **Overview** tab of the Users will display the information about all users within the Enterprise/Tenant in a table format. The information available in the table includes:

- Name (first and last)
- Email Address
- Phone Number
- Extension
- Departments
- Site (Group)

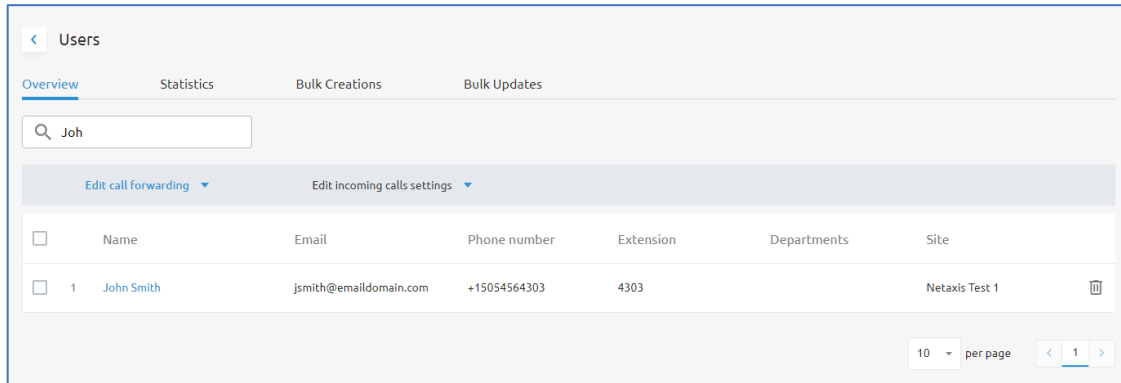
With the appropriate level of access, you may also see a trashcan icon  that allows you to delete users. If you delete a user, the license and phone number will be assigned back to your pool of users for you to re-allocate. **This action will not stop billing for that account.** If you wish to remove a user and stop billing charges for that account, you must contact Telesystem to have the user removed from your account.



A search box is also available if you need to locate a specific user or account from the list.



To perform a search, just begin typing into the search box and the results in the table will dynamically present themselves as you continue to type. You may search for content that displays in any of the fields in the table including name, email address, phone number, extension, department, or site.

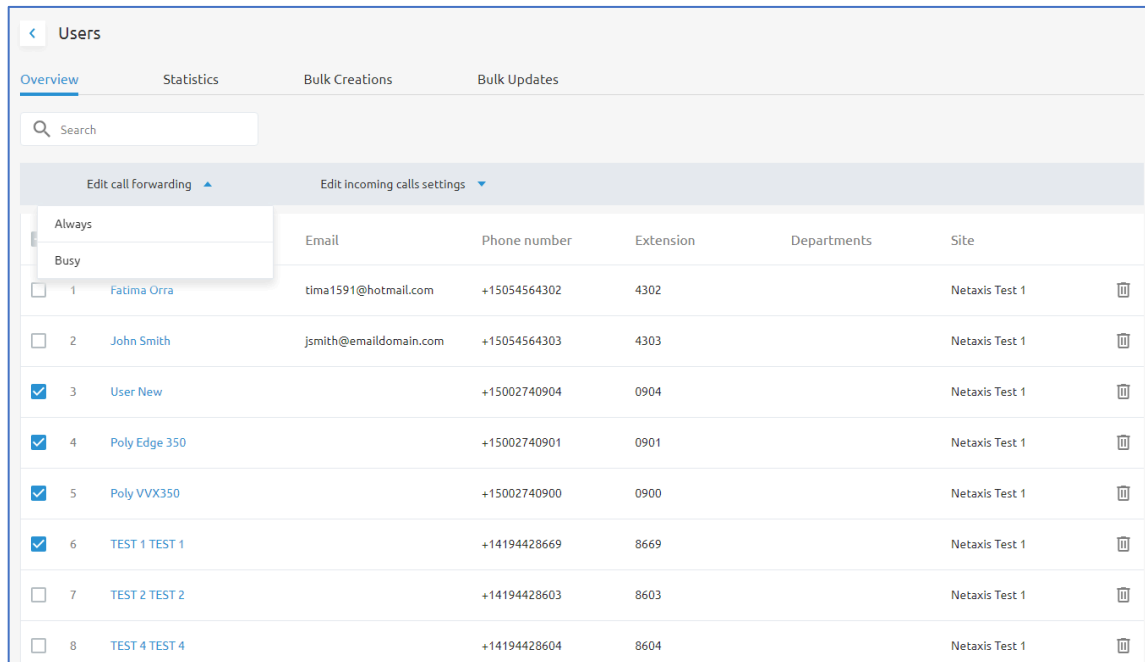


In addition to providing information about users within the table, administrators can also edit call forwarding or enable Do Not Disturb for one or more users from this menu.

To do this, select users you wish to edit by checking the box in the first column in the table, to the left of their name. Then, click on the **Edit call forwarding** drop-down or the **Edit incoming calls settings** drop-down from above the table.

Edit call forwarding

When editing call forwarding from the **Users** menu, you will have options to edit Call Forwarding Always or Call Forwarding Busy for the users.



The screenshot shows the 'Users' management interface. At the top, there are tabs for 'Overview', 'Statistics', 'Bulk Creations', and 'Bulk Updates'. Below the tabs is a search bar. A dropdown menu is open, showing 'Edit call forwarding' with a sub-menu containing 'Always' and 'Busy'. Below the dropdown is a table of users with columns for 'Email', 'Phone number', 'Extension', 'Departments', and 'Site'. The table contains 8 rows of user data. The first two rows are unselected, and the last six rows are selected with checkboxes.

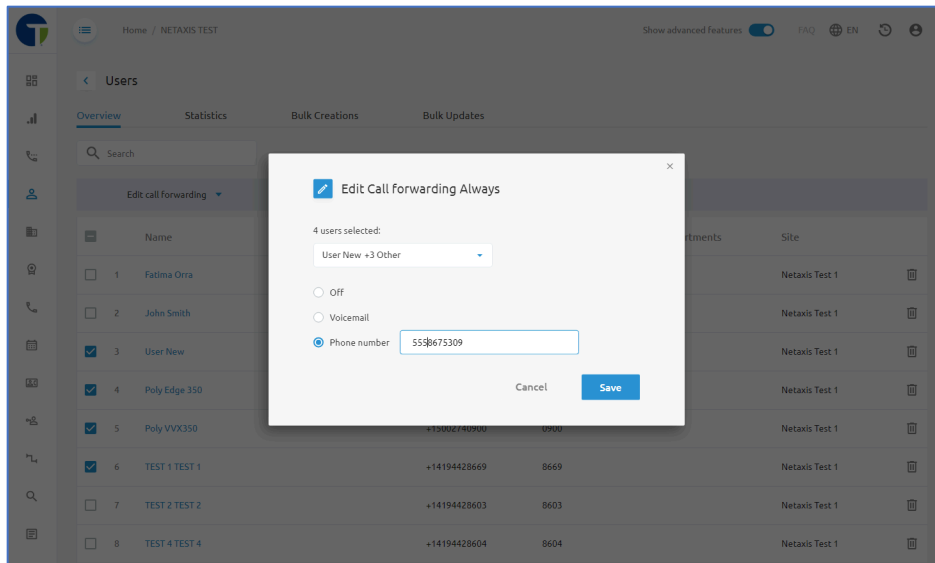
	Email	Phone number	Extension	Departments	Site
<input type="checkbox"/> 1 Fatima Orta	tima1591@hotmail.com	+15054564302	4302		Netaxis Test 1
<input type="checkbox"/> 2 John Smith	jsmith@emaildomain.com	+15054564303	4303		Netaxis Test 1
<input checked="" type="checkbox"/> 3 User New		+15002740904	0904		Netaxis Test 1
<input checked="" type="checkbox"/> 4 Poly Edge 350		+15002740901	0901		Netaxis Test 1
<input checked="" type="checkbox"/> 5 Poly VVX350		+15002740900	0900		Netaxis Test 1
<input checked="" type="checkbox"/> 6 TEST 1 TEST 1		+14194428669	8669		Netaxis Test 1
<input type="checkbox"/> 7 TEST 2 TEST 2		+14194428603	8603		Netaxis Test 1
<input type="checkbox"/> 8 TEST 4 TEST 4		+14194428604	8604		Netaxis Test 1

Call Forward Always means that all inbound calls to that number will automatically be forwarded to the specified destination.

Call Forward Busy means that inbound calls to the number will be forwarded if that line is presenting a busy tone. A busy tone will not occur if the line has call waiting enabled and a device is actively registered and online. Most accounts route calls to voicemail when they are busy, and we strongly caution administrators when making changes to this configuration as it may cause an interruption of your standard call flow.

Once you have selected the feature you want to edit, a pop-up window will display in your browser. From the pop-up window you must:

1. Review the users you have selected to modify the configuration for
2. Choose a forwarding destination/configuration.
 - a. Preset options that are available include: Off (disable call forward), Voicemail (default option for most accounts), and Phone Number (enter the 10-digit phone number or extension where you want calls to be forward to).
3. Click **Save** to keep your changes.

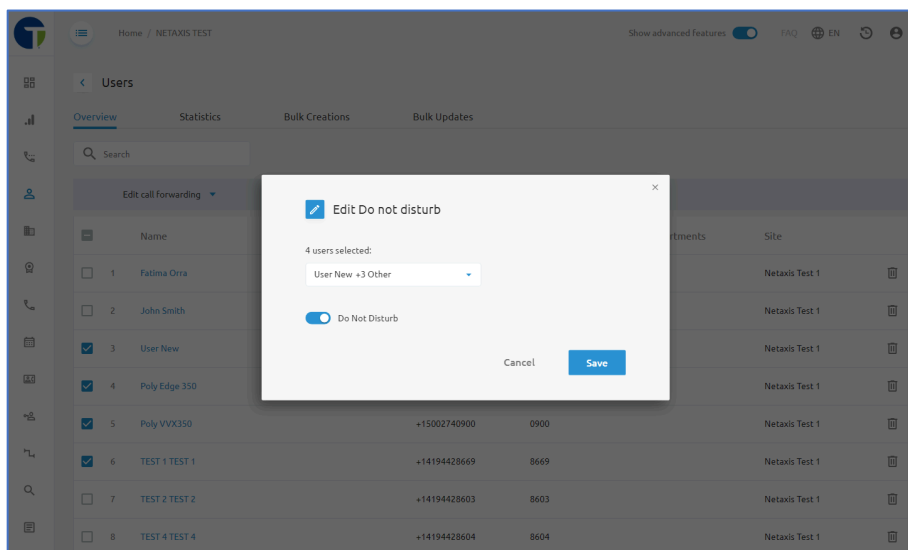


Edit incoming calls setting

This menu option allows you to modify the **Do Not Disturb** feature for multiple lines simultaneously. The Do Not Disturb feature makes the station unavailable so that incoming calls are given a busy treatment. Typically, a busy treatment will send callers to voicemail unless the Call Forward Busy is setup to utilize a different destination.

Once you have selected the feature to edit, a pop-up window will display in your browser. From the pop-up window you must:

1. Review the users you have selected to modify the configuration for.
2. Enable/Disable Do Not Disturb using the toggle switch.
3. Click **Save** to keep your changes.



Account Statistics

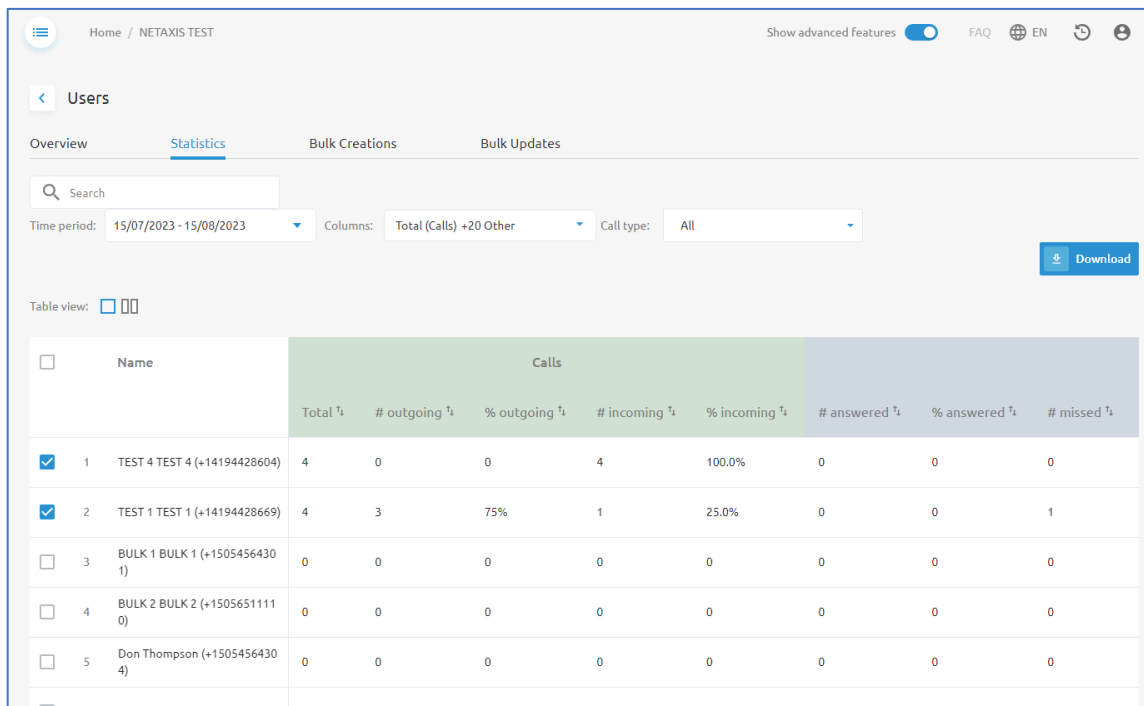
On the **Statistics** tab, administrators will have the ability to generate a call statistics report on their users across the entire Enterprise/Tenant.

An option to search for specific users is available using the search box. In the search box you may search by name, phone number, or extension for the user you are wanting to get statistics on.

Using the drop-down boxes, admins may also specify the following:

- Time period: specify date range for the output data
- Columns: select/deselect the output data that will be shown
- Call type: chose to only display inbound, outbound, or all calls

The data may also be downloaded to cv file. To do this, start by selecting the user(s) you wish to export data for. Use the checkbox in the table to choose the users. Once user(s) have been selected, the **Download** button will become available. Click on it to initiate the download process.



The screenshot shows the 'Users' page with the 'Statistics' tab selected. The interface includes a search bar, filters for 'Time period' (15/07/2023 - 15/08/2023), 'Columns' (Total (Calls) +20 Other), and 'Call type' (All). A 'Download' button is present in the top right. The table below lists users with their call statistics.

	Name	Calls							
		Total ¹	# outgoing ¹	% outgoing ¹	# incoming ¹	% incoming ¹	# answered ¹	% answered ¹	# missed ¹
<input checked="" type="checkbox"/>	1 TEST 4 TEST 4 (+14194428604)	4	0	0	4	100.0%	0	0	0
<input checked="" type="checkbox"/>	2 TEST 1 TEST 1 (+14194428669)	4	3	75%	1	25.0%	0	0	1
<input type="checkbox"/>	3 BULK 1 BULK 1 (+15054564301)	0	0	0	0	0	0	0	0
<input type="checkbox"/>	4 BULK 2 BULK 2 (+15056511110)	0	0	0	0	0	0	0	0
<input type="checkbox"/>	5 Don Thompson (+15054564304)	0	0	0	0	0	0	0	0

Bulk Creations and Bulk Updates

The tabs for **Bulk Creations** and **Bulk Updates** will display any users that have been created or modified using a bulk upload tool used by Telesystem.

Virtual Extensions

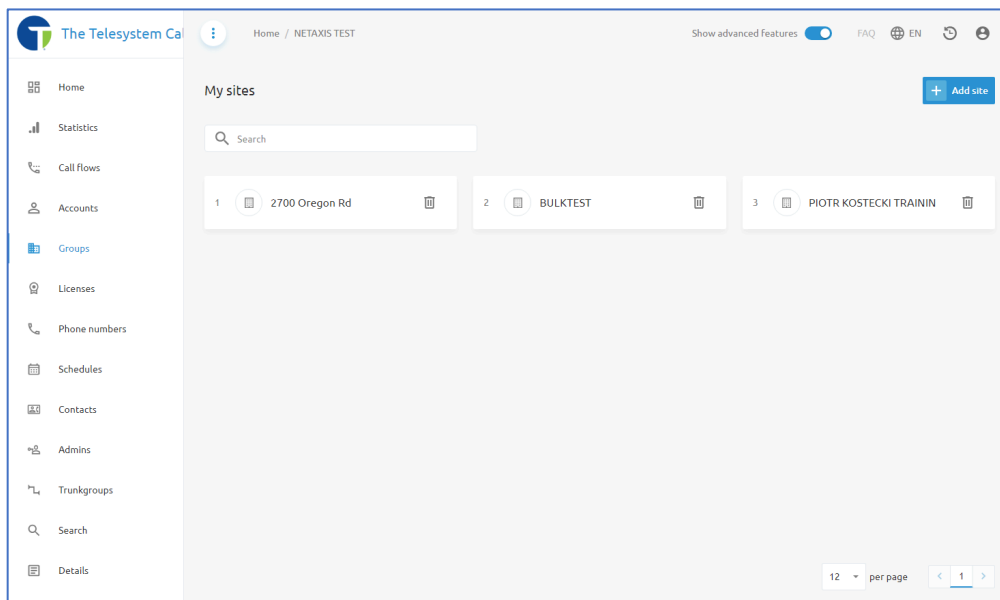
The **Virtual Extensions** options will display any Virtual On-Net Enterprise Extensions built within the Groups of your Enterprise/Tenant. From the Enterprise/Tenant level, this section is a read-only view of these extensions. To add Virtual Extensions, you must **navigate to the Group/Site level**, then go to **Accounts > Virtual Extensions** and add them from there.


Virtual Extensions allow you to assign an extension to a phone number that is not part of your organization. This may be cell phone numbers, a vendor or distributor's number, or any other number you and/or your team members call on a regular basis.

Groups/Sites

Each Enterprise/Tenant is split up into Groups or Sites. The Groups contain Departments (*optional*) and Users. Typically, each Group represents a different geographical location for your organization, although Groups may be setup to represent different Business Units or other Logical division of the organization. Each Enterprise must contain at least one Group/Site in its configuration as it is the container for the Users.

Use this menu item to access the group(s) built for your Enterprise/Tenant.



Administrators with the appropriate permissions can click on the trashcan icon  to delete a Group/Site. You must use caution when doing this as the deletion of a Group will result in the deletion of all users assigned to that Group and cause all lines to be unavailable and settings to be lost. If a Group/Site is deleted, the phone numbers and licenses allocated to that site will still be allocated to the Enterprise and available for reassignment. The deletion of a Group/Site will not stop billing for the phone numbers or licenses that were assigned to that Group. Please contact your Telesystem Account Manager or the Telesystem Support team to make changes to your billable services.

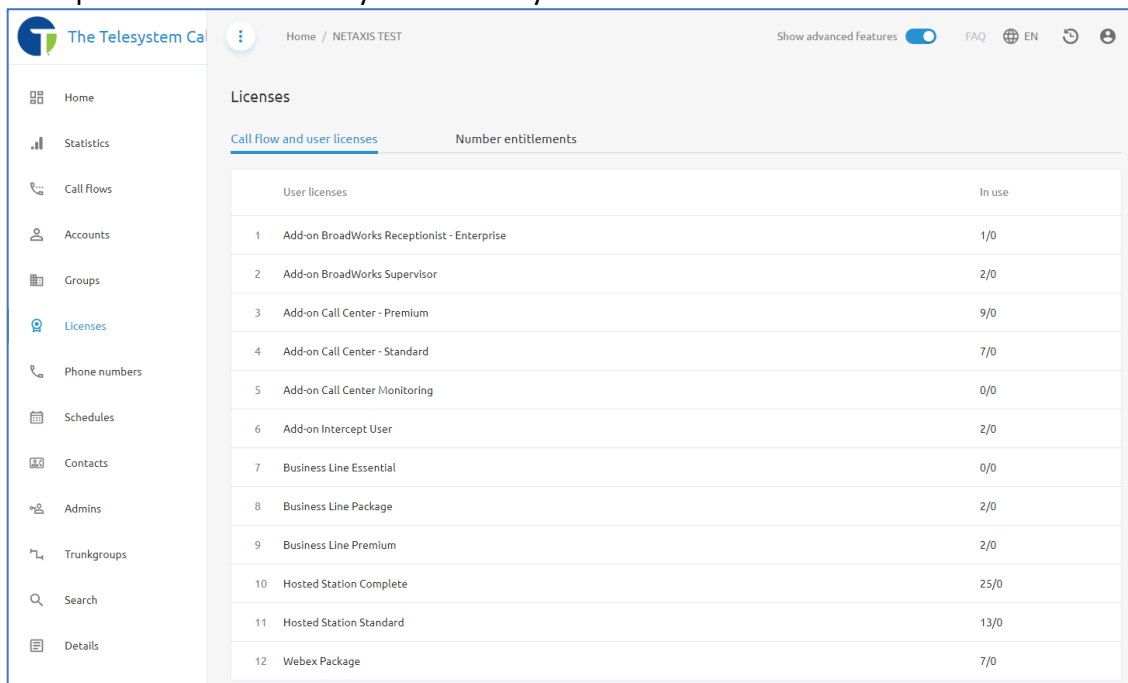
Administrators with the appropriate permissions can also add a new Site/Group by clicking on the blue **Add site** button at the top, right corner of the page. When you click to add a new site, a pop-up window containing the **Add Group** wizard will open. Fill in the appropriate fields with the information about the new Group/Site you are building. Any fields marked with an asterisk are required fields. As you click **Next** through the wizard you will be prompted to assign licensing, features, and phone numbers to the new Group/Site. The available licensing, features, and phone numbers will be dependent on what is already allocated to your Enterprise and based on the account creation from when you were onboarded. If you are attempting to add more licensing, features, or phone numbers to your new Group/Site than what is currently allocated you must contact your Telesystem Account Manager or Telesystem Support to make changes to your account. Additional charges may apply.

Licenses

Licenses are allocated to your Enterprise by Telesystem. The licenses that are allocated are intended to be assigned to Groups within your Enterprise and ultimately in the Groups, the licenses are assigned to the users or services.

On the **Licenses** menu you will see all licenses that have been allocated to your Enterprise.

In the column labeled **“In use”**, you can identify how many licenses are available to your Enterprise versus how many are currently in use.

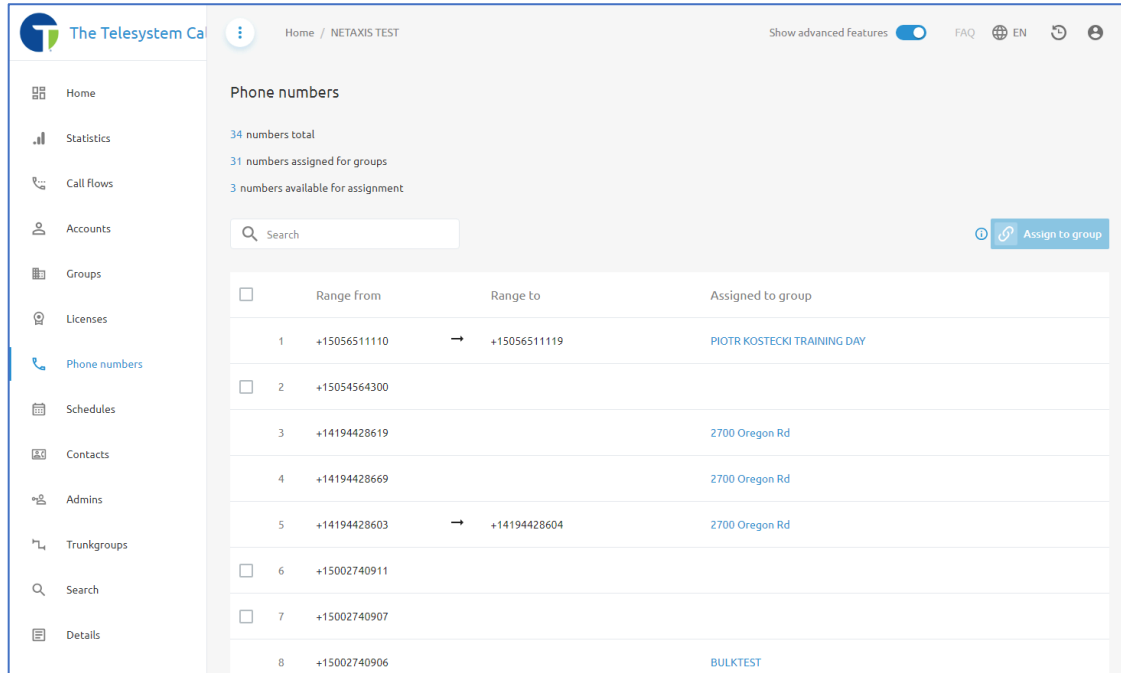


User licenses		In use
1	Add-on BroadWorks Receptionist - Enterprise	1/0
2	Add-on BroadWorks Supervisor	2/0
3	Add-on Call Center - Premium	9/0
4	Add-on Call Center - Standard	7/0
5	Add-on Call Center Monitoring	0/0
6	Add-on Intercept User	2/0
7	Business Line Essential	0/0
8	Business Line Package	2/0
9	Business Line Premium	2/0
10	Hosted Station Complete	25/0
11	Hosted Station Standard	13/0
12	Webex Package	7/0

User licenses that are allocated to an Enterprise are billable licenses. If you need to add or remove the number of licenses that are allocated to your Enterprise, you must contact your Telesystem Account Manager or Telesystem Support to make changes to your account.

Phone Numbers

Like the Licenses as described above, the **Phone numbers** menu provides a video of all phone numbers allocated to your **Enterprise/Tenant**. On this menu, you will have a high-level overview of the total number of phone numbers allocated and how many are assigned.



<input type="checkbox"/>	Range from	Range to	Assigned to group
<input type="checkbox"/>	1 +15056511110	→ +15056511119	PIOTR KOSTECKI TRAINING DAY
<input type="checkbox"/>	2 +15054564300		
<input type="checkbox"/>	3 +14194428619		2700 Oregon Rd
<input type="checkbox"/>	4 +14194428669		2700 Oregon Rd
<input type="checkbox"/>	5 +14194428603	→ +14194428604	2700 Oregon Rd
<input type="checkbox"/>	6 +15002740911		
<input type="checkbox"/>	7 +15002740907		
<input type="checkbox"/>	8 +15002740906		BULKTEST

Below the summary, is a table showing all allocated phone numbers (or range of phone numbers) along with the current **Group** assignment. The blue text in the **Assigned to group** column will act as a hyperlink when clicked on to take you directly to that **Group/Site – Phone numbers** menu to see if the number is assigned to a user or service.



Administrators can use the search box to locate a specific phone number or extension in the table view.

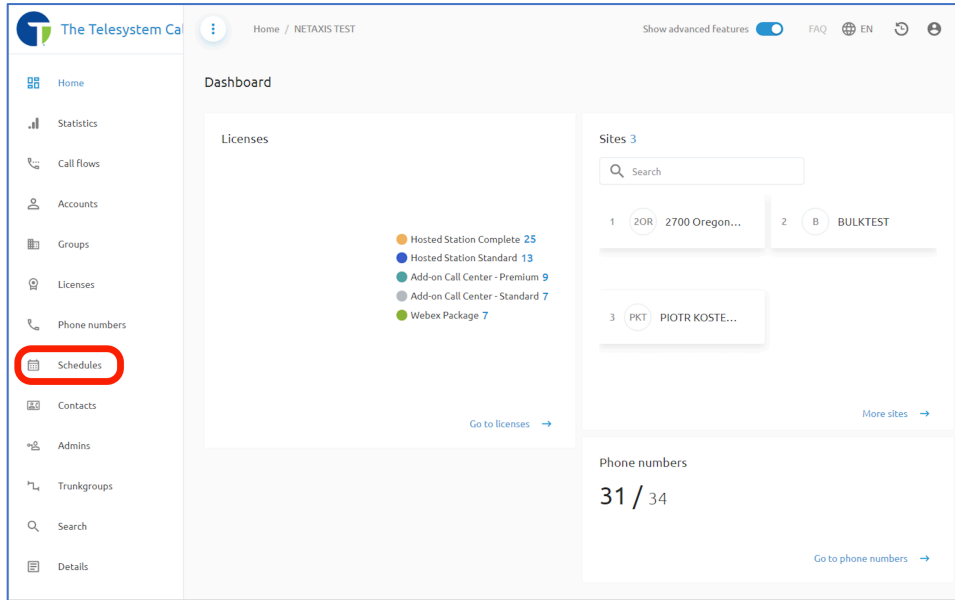
A phone number with no value in the **Assigned to group** field indicates that the number is allocated to your Enterprise/Tenant but not current in use. You may check the box in the far, left column and then use the **Assign to group** button to select which **Group/Site** you want to assign the number to. Once a number has been assigned to a Group/Site, it can then be assigned to a user or feature such as an Auto Attendant or Hunt Group.

Schedules

Schedules are used to tell the system when your organization is operating under regular business hours, after hours, and holidays. Once schedules are created, they can be assigned to certain Group features such as auto attendant/IVR or Call Center, or User Level features like Selective Call Forwarding, Blacklisting/Whitelisting, Sequential Ring, or Simultaneous Ring.

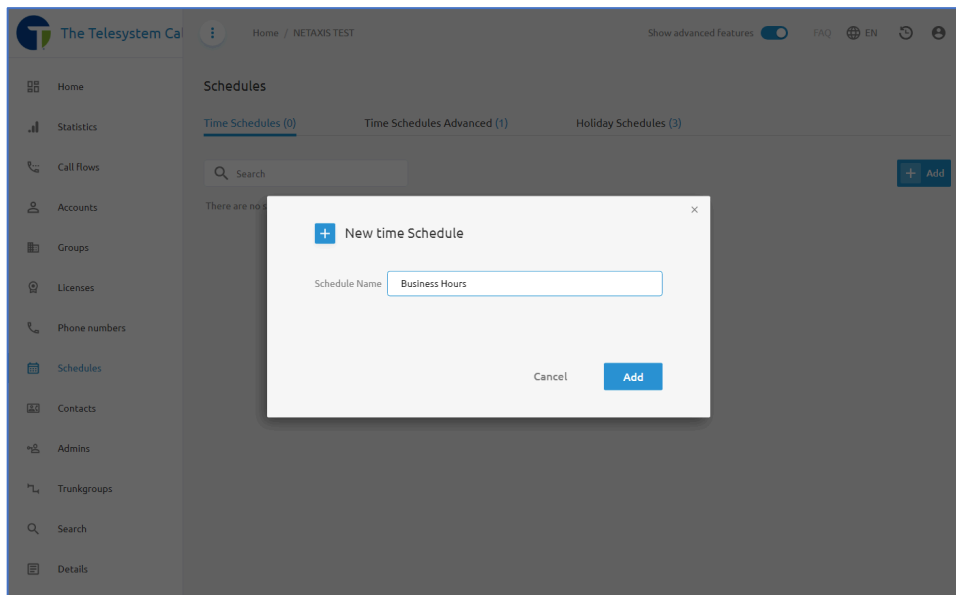
Any schedules created at the Enterprise/Tenant level can be used by any of the Groups/Sites or Users within the Enterprise. A schedule that has been assigned to a calling feature or group service cannot be deleted until it is removed from that feature or service. Changes to the schedule will automatically apply to any feature or service the schedule is applied to. There are options to create schedules at the Group/Site level, as well as the User/Service level as well.



At the **Enterprise** or **Group** level, in the left-hand navigation pane, you can locate schedules by clicking on the calendar icon  in the navigation pane. If you have this menu expanded (by clicking on the  option at the top) you will see it is labeled as “Schedules”.

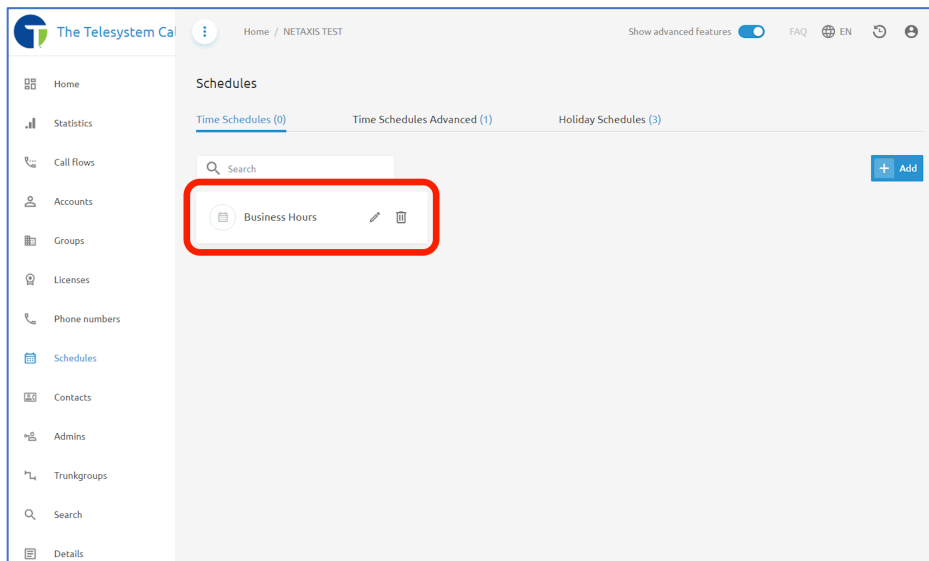


Creating a New Schedule

From the **Schedules** menu, to add a new schedule, click the **+ Add** button on the right side of the page. Then enter a name for the schedule and click **Add**.

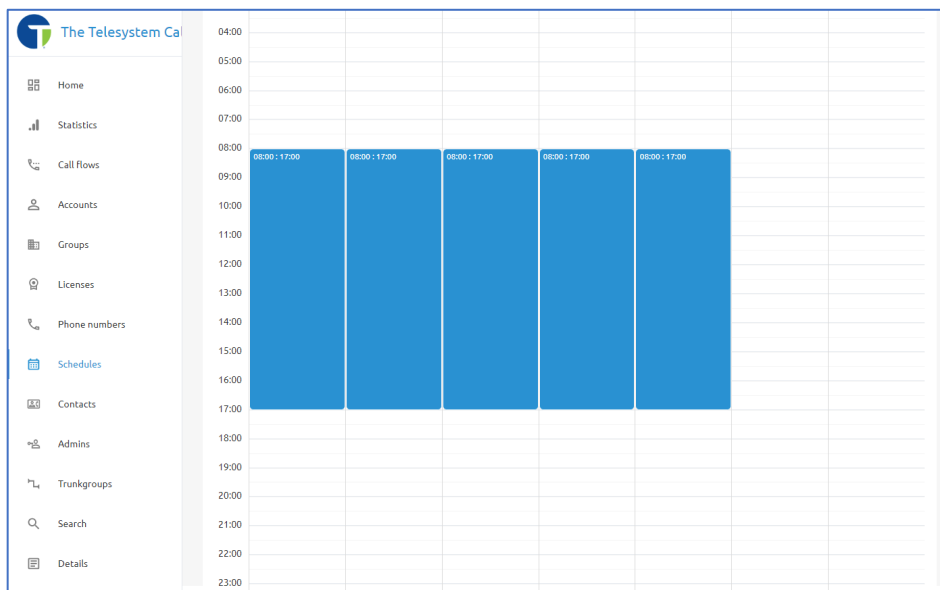


The schedule you just created will show on the page. Use the delete button  to remove the schedule, the pencil icon  to rename the schedule, or click on the name of the schedule to edit the schedule.



When you edit the schedule, you will be presented with a 7-day calendar week that starts with Monday and ends on Sunday. Block off the hours your organization is open to outline your business hours by clicking on the start time of the first day of your week, then dragging your mouse down to the end time. Don't worry if you don't click it exactly because you will be able to modify this to the specific minute after you are done.

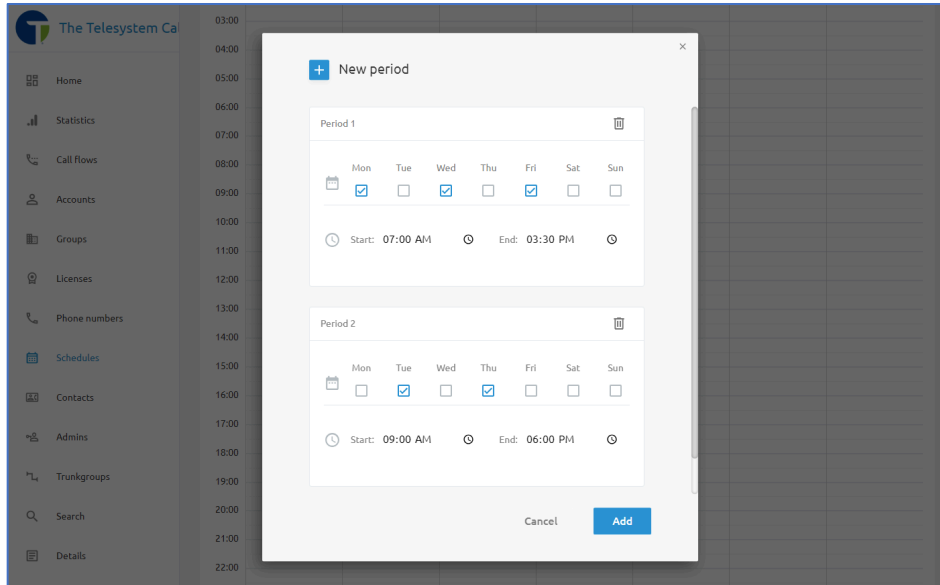
NOTE: The time uses a 24-hour configuration so afternoon hours are 13:00, 14:00, 15:00 etc.... If your organization's normal business hours are 8AM-5PM, Monday through Friday, you should have a schedule that looks like this:



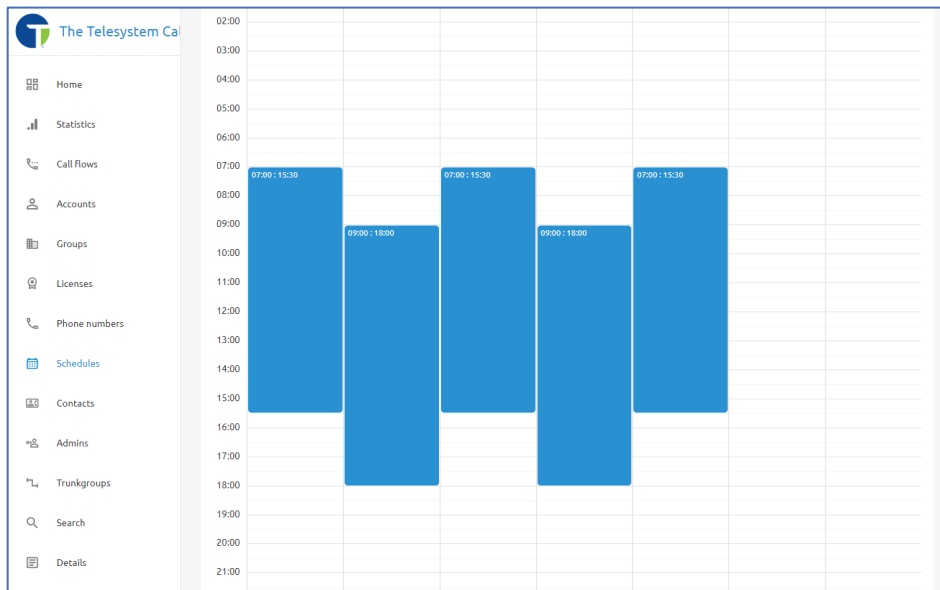
After you add hours to the first day you configure, the system will automatically show a pop-up window to allow you to apply the same hours to multiple days of the week and adjust the time frame using your keyboard to make it easier if you need to get specific about the times you are outlining.

You can also add multiple periods by click the **+Add** button in the pop-up window if your business has hours that differ by day.

If I wish to make a schedule that shows my organization is open from 7am-3:30pm Monday, Wednesday, and Friday, and 9am-6pm on Tuesdays and Thursday, I would adjust the this window to look like this:



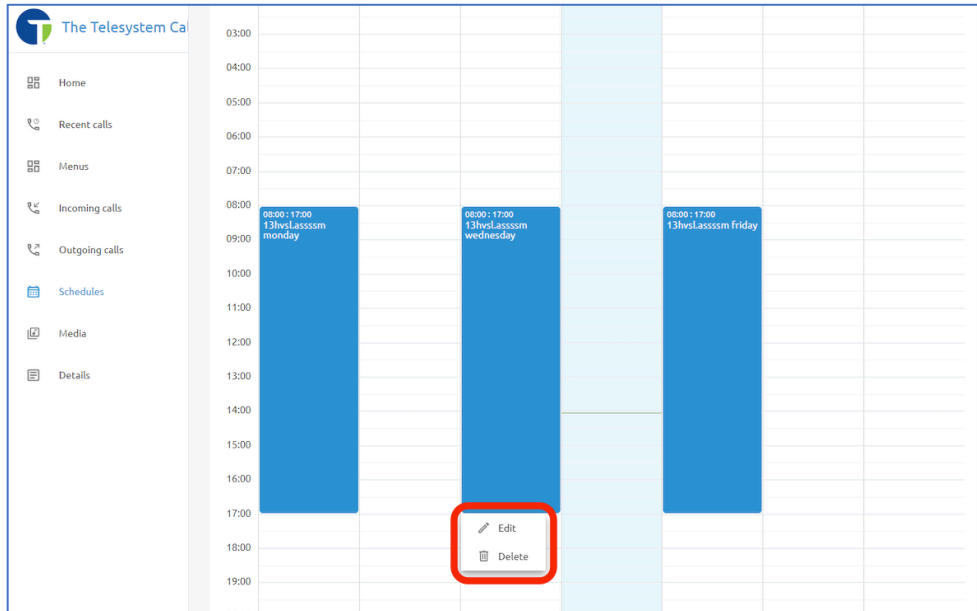
Once I click the **Add** button at the bottom, I will see the schedule represented on the week view like this:



Editing a Schedule

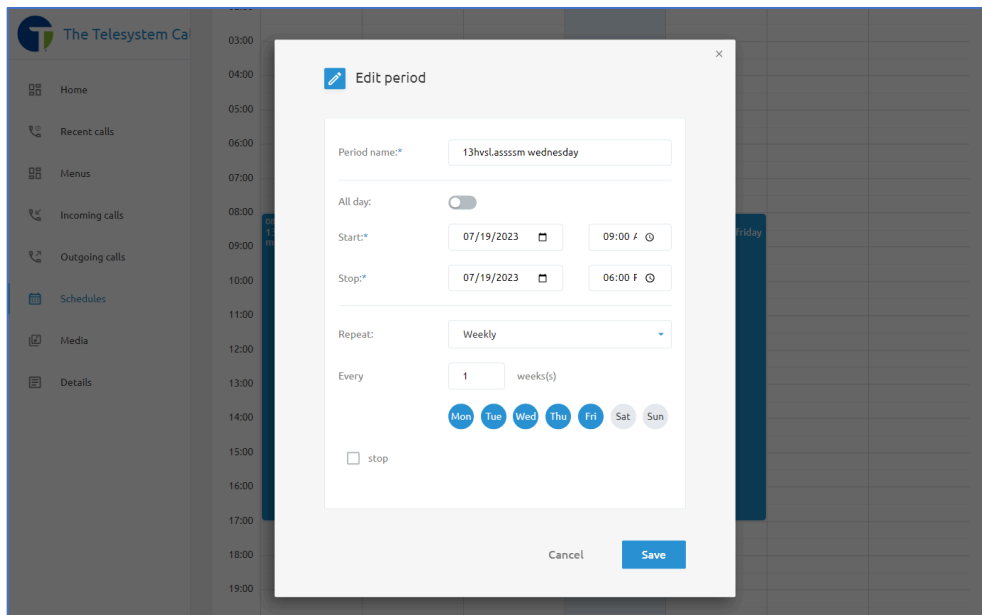
To edit an existing schedule, click on the **Schedules** menu option. Then click on the schedule you want to edit (click on the name, not the pencil icon).

Here you can modify the schedule by clicking on a block of time and then choosing to **Edit**.

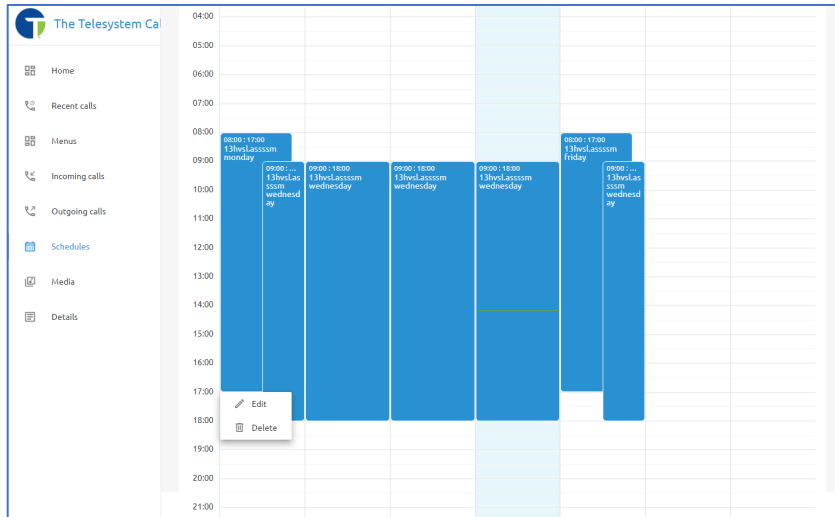


Once you click the **Edit** option you will have the ability to modify the start and stop times and dates and apply your changes to multiple days of the week as needed.

For example, if we wanted to change the configuration from 8am-5pm on Mondays, Wednesdays, and Fridays to now be 9am-6pm Monday through Friday we can adjust it like so:



Note that making this change will not overwrite existing scheduled time you have on those existing days. So, in our previous example, we still need to go back and delete the existing scheduled time on Monday and Friday that was previously 8am-5pm. Do this by clicking on the scheduled time for each of those days, and then select the **Delete** option.



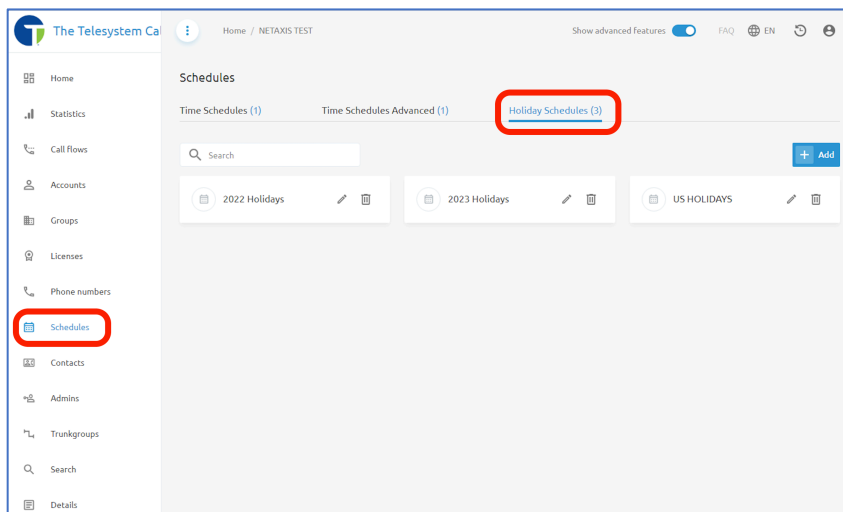
Holiday Schedules



Holiday schedules determine when a calling feature or call flow should utilize a different action or play a different menu based on a holiday occurring.

Holiday Schedules can be managed from the same **Schedules** menu as the business hours schedules at the **Enterprise** and **Group** levels.

When setting up holiday schedules, it is best practice to create all your holidays for the calendar year under a single schedule so that you only need to set it up once annually and apply it to your calling feature or call flow.

On the **Schedules** menu, click on **Holiday Schedules** at the top of the page.

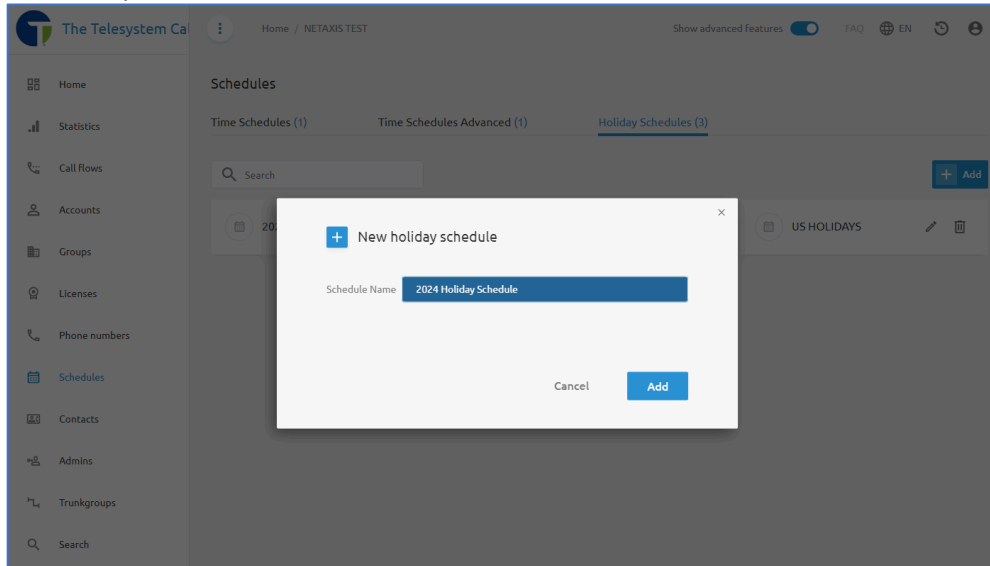


Here you can modify any existing schedules by clicking on the name of the schedule. Names of schedules can be edited using the pencil icon , and schedules can be deleted using the trash can icon .

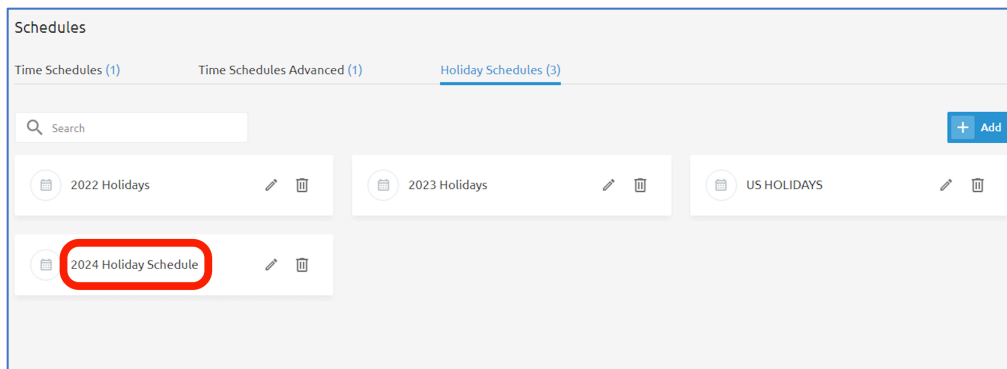
NOTE: Schedules currently in use or assigned to a feature cannot be deleted until they have been unassigned.

Add a New Holiday Schedule

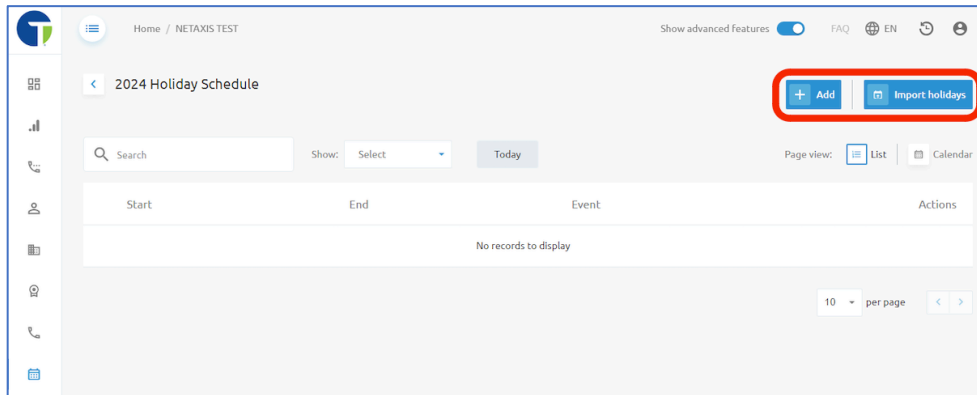
Click the **+Add** button at the top, right of the **Holiday Schedules** menu. In the pop-up window, provide a name for your schedule. Click the **Add** button to save the schedule.



Your new Holiday Schedule will appear in the view with the other existing Holiday Schedules. Click on the name of the schedule to begin editing it.



When editing the holiday schedule, you can manually add your company holidays in individually using the **+Add** button or you can automatically fill in national holidays using the **Import holidays** button and then edit the holidays that your organization does not observe.



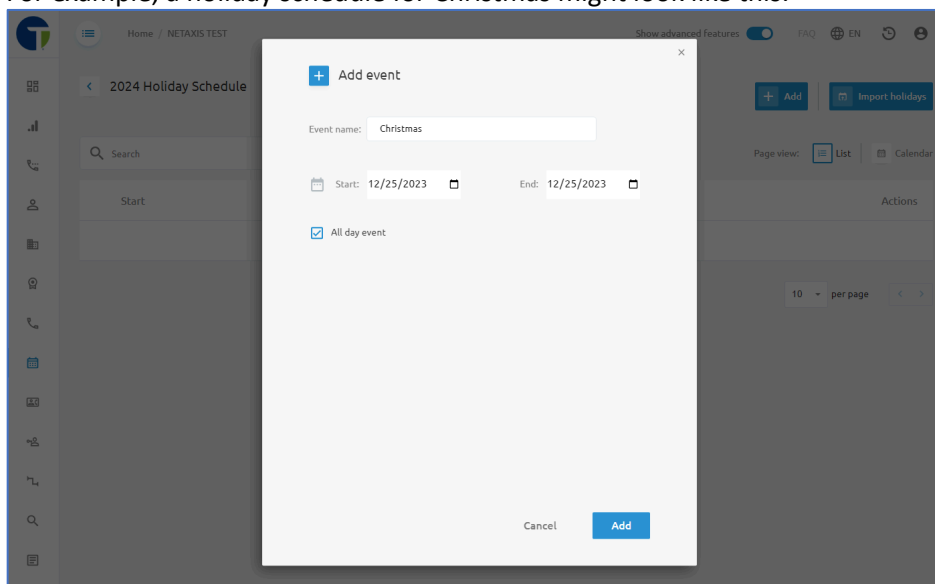
Adding Holidays Manually

When you add Holidays to the schedule manually, you begin by clicking on the **+Add** button. A pop-up window will prompt you for the following information:

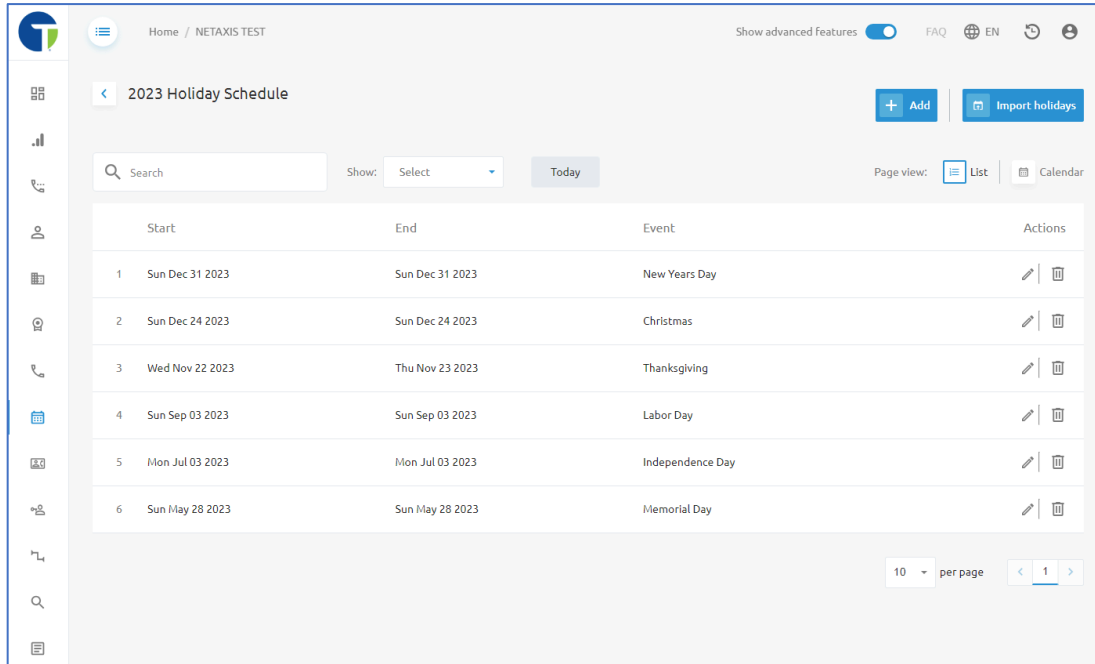
- Event Name
- Start Date
- End Date
- All day events.
- Start Time
- End Time

Fill in the available fields about a single holiday, then click the **Add** button at the bottom of the pop-up window.

For example, a holiday schedule for Christmas might look like this:

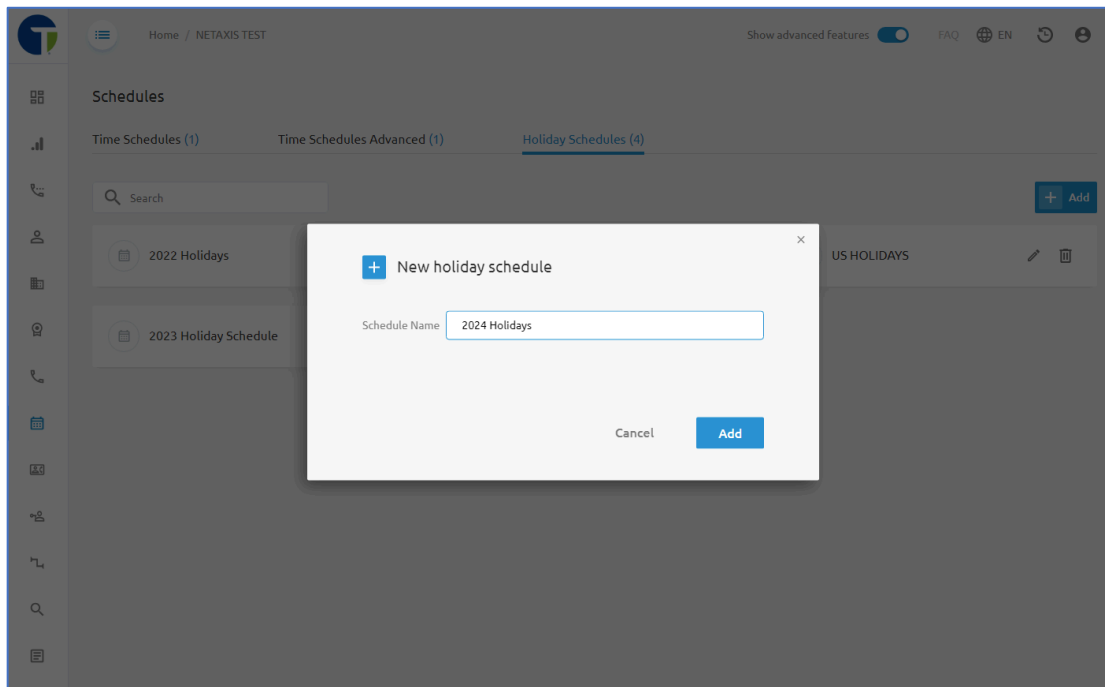


Once you've added that event, you can use the **+Add** button to add another event and have all events for your calendar year on a single Holiday schedule like this:

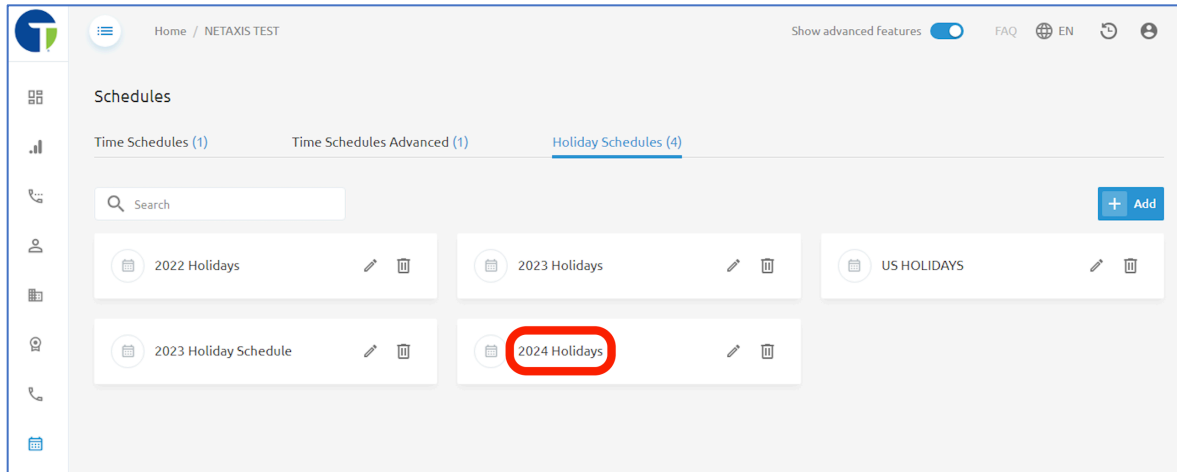


Importing Holidays

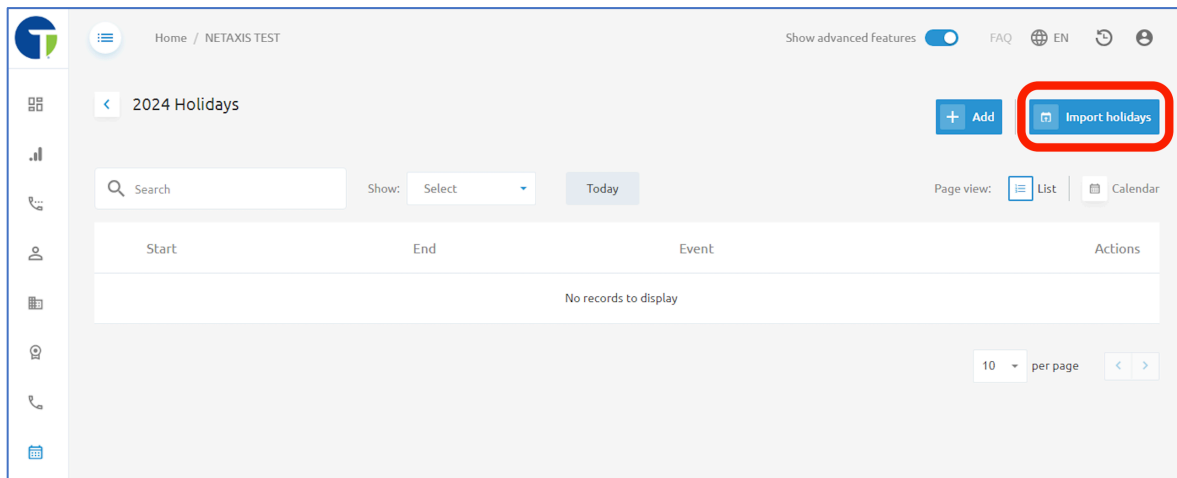
If you would like to import all holidays for the schedule, start by click on the **+Add** button at the top, right of the page to create a new schedule. Provide it with a name in the **New holiday schedule** pop-up window and then click the **Add** button to save it.



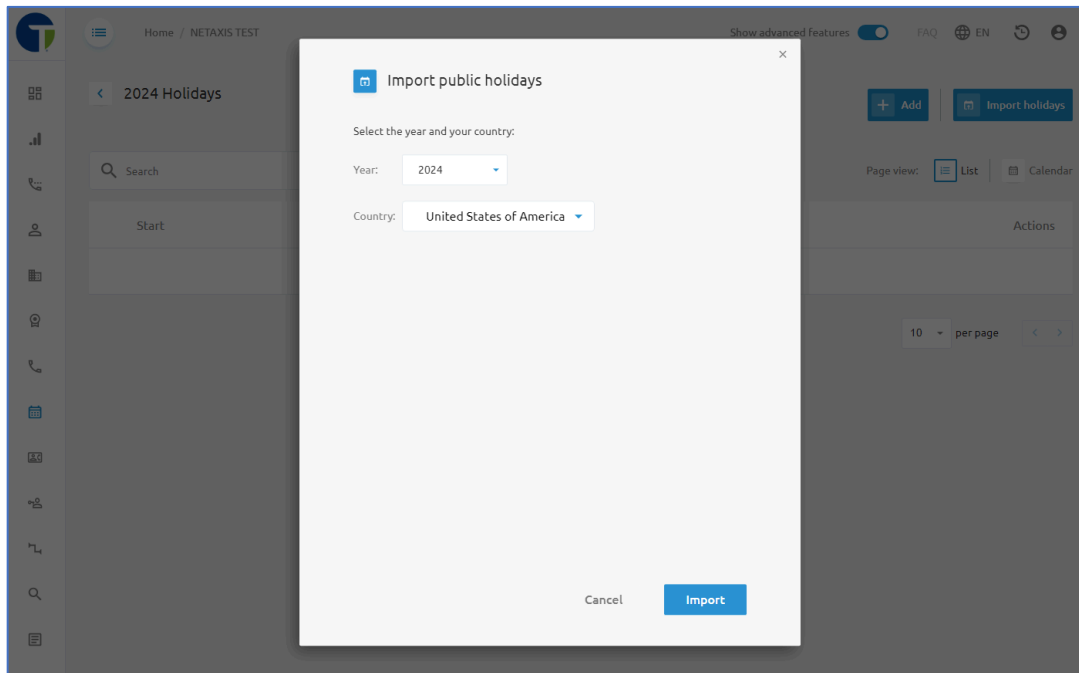
Your new schedule will show in the **Holiday Schedules** menu with any existing schedules. Click on the name you provided to that new schedule to edit it.





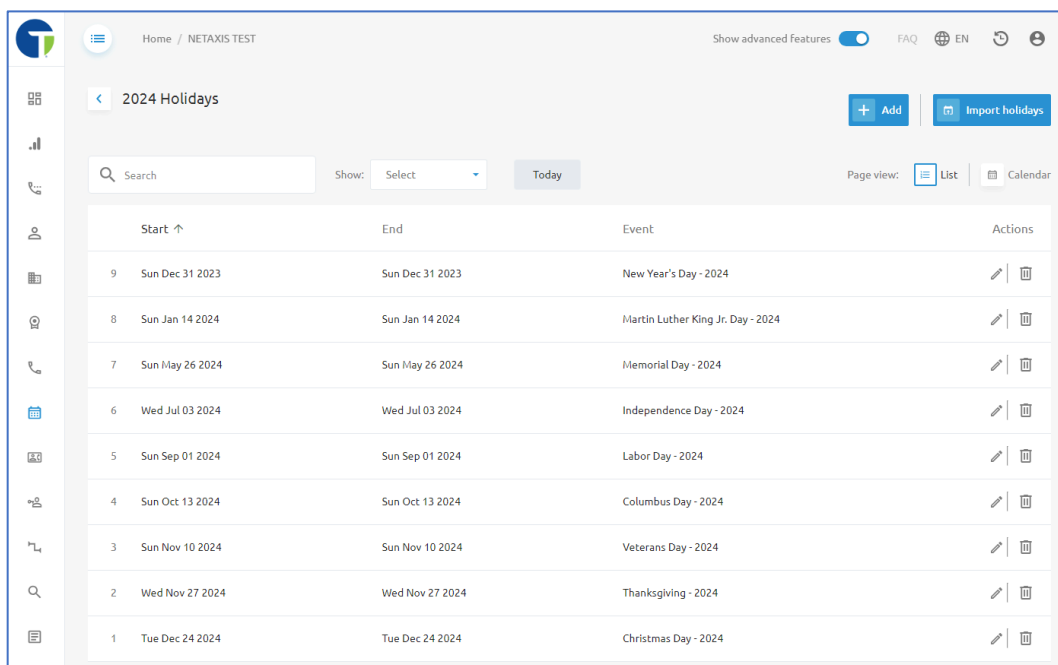
In this page where you may add events to the schedule, click on the **Import holidays** button at the top, right corner of the page.



Select the year you wish to import holidays for and the country you are getting the holiday schedule for (currently the only country option is United States of America). Then click the blue **Import** button at the bottom of the pop-up window.

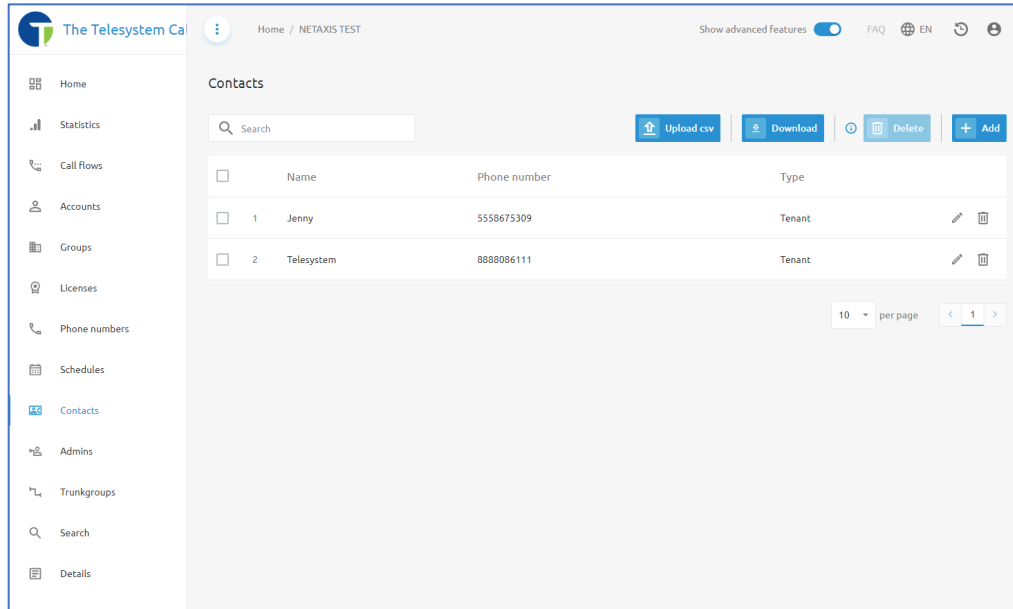


All holidays will auto populate into your schedule. Use the trash can icon  on the far, right of the page to delete any holidays that your organization does not observe or change routing conditions for. Use the pencil icon  to modify any of the holidays that have been imported to adjust the date or time. Use the **+Add** button to add holidays that your organization does observe but that were not on the imported list.



Contacts

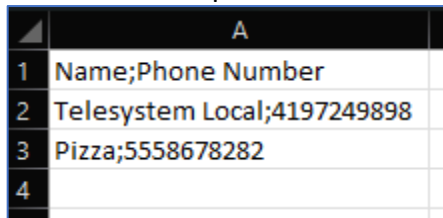
The **Contacts** menu allows administrators to add external contacts to the portal. At the **Enterprise/Tenant** level, any contacts added would be visible to all users in all **Groups** associated with the Enterprise. Users will see the Contacts in the Call Management Portal under their **Contacts** menu, on the **All contacts** tab. They can also use the Dialer on the **User Dashboard** to make the call to a contact.



On the **Contacts** menu, administrators can add contacts manually by clicking on the **+Add** button and providing the contact's name and phone number. There is also an option to upload contacts from a csv file using the **Upload csv** button. The CSV file upload will require the following fields:

- Name
- Phone Number

Here is an example of a CSV File upload edited in Microsoft Excel:

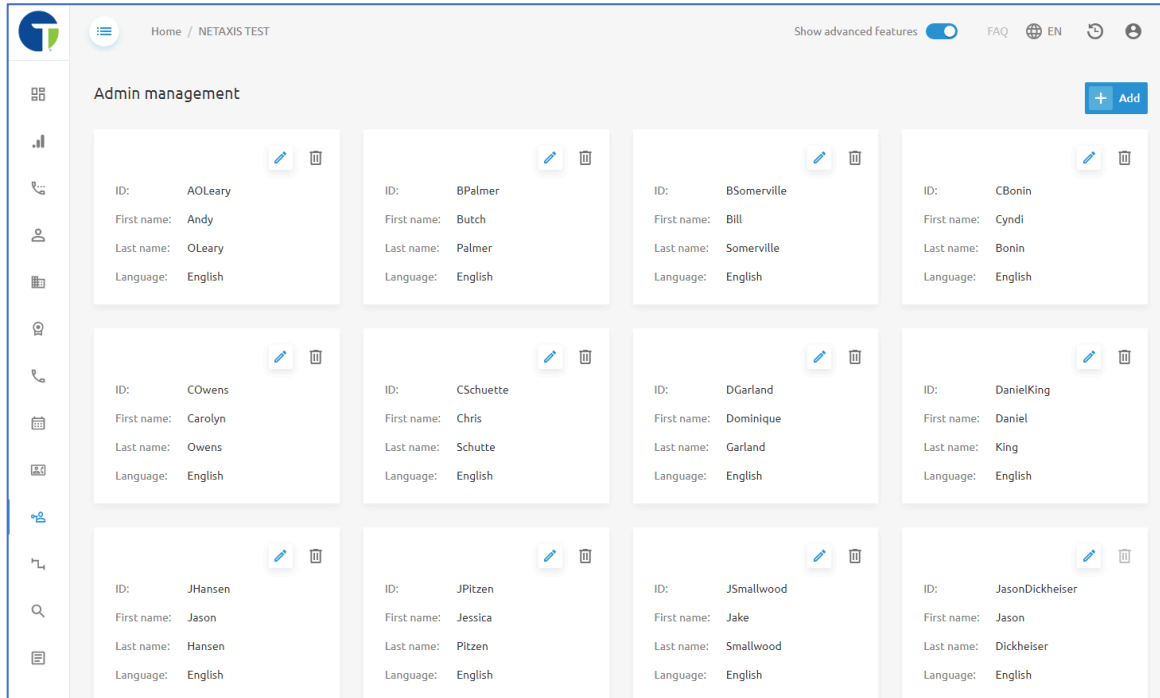


	A
1	Name;Phone Number
2	Telesystem Local;4197249898
3	Pizza;5558678282
4	


A quick method for getting a template of this file is to use the **Download** option from the **Contacts** menu. The downloaded file will be in the CSV file format and have the appropriate headers and configuration. Just modify the contacts in the list, save as CSV, and upload into the platform using the **Upload csv** button.


Admins

The **Admin Management** menu is available to Enterprise/Tenant Administrators with the appropriate level of permission. It allows you to add, manage, and remove additional administrator accounts for your organization.



Admin accounts should only be provided to trusted individuals within the organization. Enterprise level administrators can make changes to the call flows, groups, and users configured within the phone system that could cause service interruptions for your organization.

Use the pencil icon  to edit any of the admin accounts created. This is also where you would reset their passwords.

Use the trashcan icon  to delete any admin accounts you wish to remove.

Add a new administrator by clicking on the blue **+Add** button. Fill out the form in its entirety and then click the **Create** button to save your changes.

Search

The **Search** menu allows administrators to search the entire Enterprise/Tenant for specific Users, Groups, or Devices.

Users Search

Using the **Users** tab at the top of the **Search** menu, you can perform a search for the following criteria:

- User ID
- Last Name
- First Name
- Phone Number
- Email Address
- Extension

Use the drop-down box under **Filter** to select the criteria you wish to search by, and then enter your value in the text box. Click the **Search** button to display results.

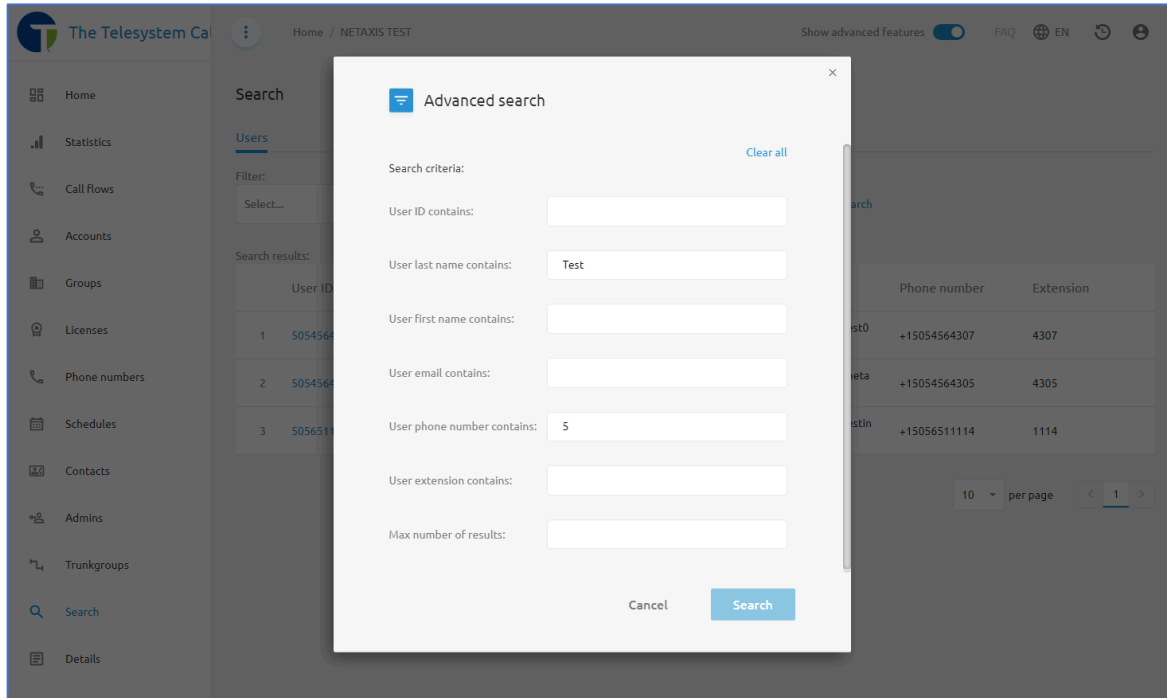
The screenshot shows the Telesystem Cloud Search interface. The left sidebar contains navigation options: Home, Statistics, Call flows, Accounts, Groups, Licenses, Phone numbers, Schedules, Contacts, Admins, Trunkgroups, Search, and Details. The main content area is titled 'Search' and has three tabs: 'Users' (selected), 'Groups', and 'Devices'. Under the 'Filter' section, a dropdown menu is set to 'First name', and a text box contains the value 'Test'. A 'Search' button is visible next to the text box, along with an 'Advanced search' link. Below the search bar, the 'Search results:' section displays a table with the following data:

	User ID	First name	Last name	Email	Phone number	Extension
1	4194428669	TEST 1	TEST 1		+14194428669	8669
2	4194428603	TEST 2	TEST 2		+14194428603	8603
3	4194428604	TEST 4	TEST 4		+14194428604	8604
4	5056511114	PIOTR TEST	KOSTECKI TEST	piotr.kostecki+testin g@netaxs.be	+15056511114	1114

At the bottom right of the results table, there is a pagination control showing '10 per page' and a page indicator for page 1.

An **Advanced Search** option is also available and allows administrators to search using multiple categories simultaneously:

- User ID Contains
- User Last Name Contains
- User Email Contains
- User Phone Number Contains
- User Extension Contains
- Max number of results



Groups Search

Using the **Groups** tab at the top of the **Search** menu, you can perform a search for the following criteria:

- Site ID
- Site Name

Group search can be helpful for Enterprises with many Groups/Sites.

Use the drop-down box under **Filter** to select the criteria you wish to search by, and then enter your value in the text box. Click the **Search** button to display results.

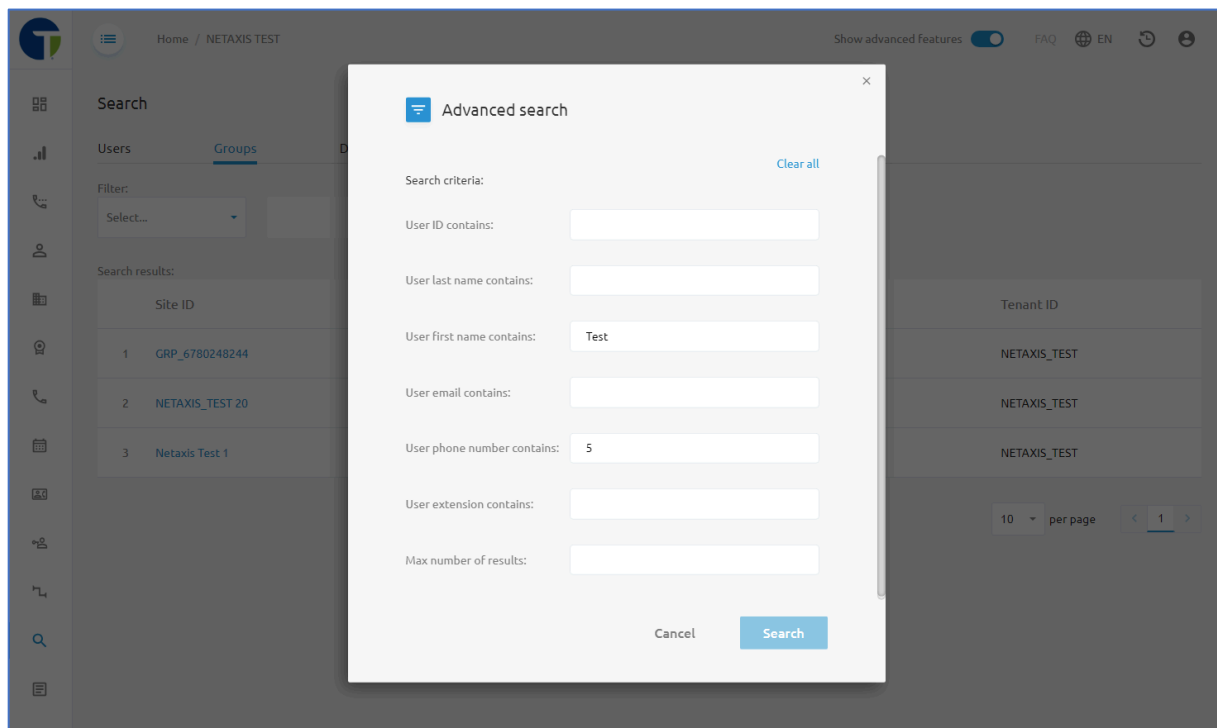
The screenshot shows a web application interface for searching groups. At the top, there is a navigation bar with 'Home / NETAXIS TEST' and 'Show advanced features' (toggled on). Below this is the 'Search' section with tabs for 'Users', 'Groups' (selected), and 'Devices'. A 'Filter:' dropdown is set to 'Site name'. A search input field contains '2700'. A blue 'Search' button is next to the input, and an 'Advanced search' link is to its right. Below the search bar, the 'Search results:' section shows a table with one result:

Site ID	Site name	User limit	Tenant ID	
1	Netaxis Test 1	2700 Oregon Rd	25	NETAXIS_TEST

At the bottom right of the results area, there is a pagination control showing '10 per page' and a page indicator for '1'.

An **Advanced search** option allows administrators to search multiple criteria simultaneously to narrow the search results. To use the **advanced search**, click on the blue text and fill in the text boxes for the search criteria.

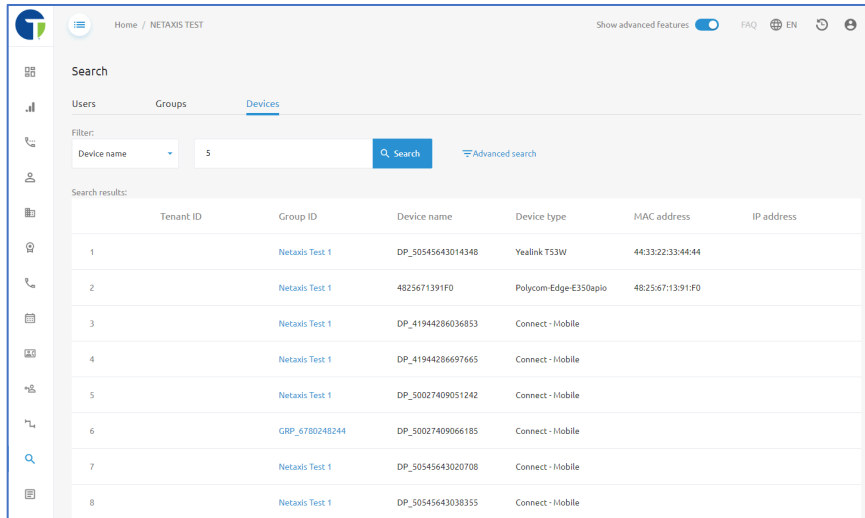
- User ID Contains
- User Last Name Contains
- User Email Contains
- User Phone Number Contains
- User Extension Contains
- Max number of results



Device Search

The **Device** search tab allows administrators to search the Enterprise/Tenant for a specific device using these fields for the criteria:

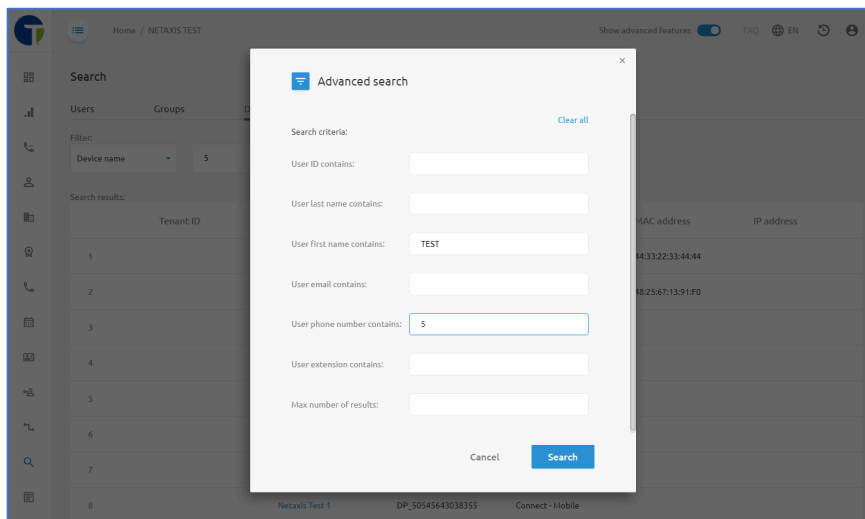
- Device name
- Device type
- MAC address
- IP Address



Tenant ID	Group ID	Device name	Device type	MAC address	IP address
1	Netaxis Test 1	DP_50545643014348	Yealink T53W	44332233-44-44	
2	Netaxis Test 1	4825671391F0	Polycorn-Edge-E350aplo	482567-13-91-F0	
3	Netaxis Test 1	DP_41944286036853	Connect - I-Mobile		
4	Netaxis Test 1	DP_41944286697665	Connect - I-Mobile		
5	Netaxis Test 1	DP_50027409051242	Connect - I-Mobile		
6	GRP_6780248244	DP_50027409066185	Connect - I-Mobile		
7	Netaxis Test 1	DP_50545643020708	Connect - I-Mobile		
8	Netaxis Test 1	DP_50545643038355	Connect - I-Mobile		

An **Advanced Search** option is available to allow admins to search multiple criteria to narrow the results displayed as well.

- User ID Contains
- User Last Name Contains
- User Email Contains
- User Phone Number Contains
- User Extension Contains
- Max number of results



Advanced search

Search criteria: [Clear all](#)

User ID contains:

User last name contains:

User first name contains:

User email contains:

User phone number contains:

User extension contains:

Max number of results:


[Cancel](#) [Search](#)

Details

The **Details** menu on the Enterprise/Tenant level of the Call Management Platform contains two tabs:

- Details
- Voice Messaging Settings

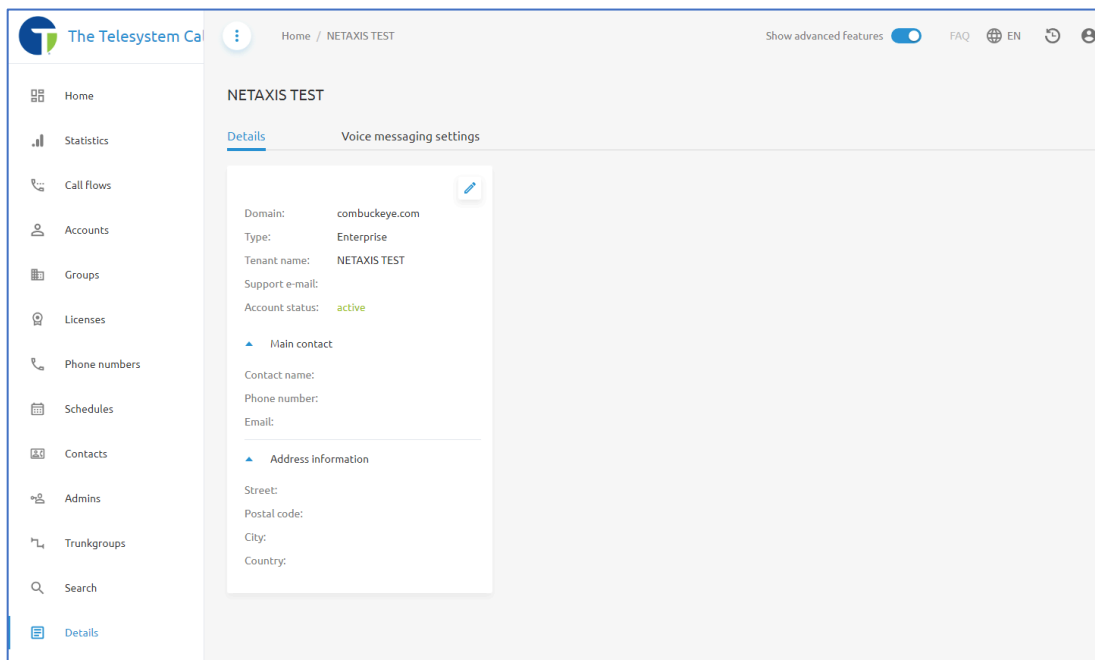
Details Tab

The Details tab of the Details menu provides high level information about your Enterprise. Administrators can click on the pencil icon  to edit some of the contact information listed.

Available fields include:

- Domain (set by Telesystem)
- Type (cannot be edited)
- Tenant Name (set by Telesystem)
- Support e-mail
- Account status (cannot be edited)
- Main Contact name
- Main Contact phone number
- Main Contact Email
- Address Information (Street, Postal Code, City, Country)

NOTE: Editing the fields in this menu will not update billing contact information. Telesystem only uses Billing Contact information to validate individuals who are authorized to make changes on the account. Any updates made here would be for the benefit of people within your own organization.



Voice Messaging Settings

The integrated voicemail system allows you to send emails when a new message has been registered or if there is something wrong with a voicemail inbox. This configuration option allows you to change the email address used as the sender of such messages.

The recommended configuration is to utilize the Default email for all message types.

The screenshot shows the 'Voice messaging settings' page in the Telesystem Call Center interface. The page has a left-hand navigation menu with options like Home, Statistics, Call flows, Accounts, Groups, Licenses, Phone numbers, Schedules, Contacts, Admins, Trunkgroups, Search, and Details. The main content area is titled 'Details' and 'Voice messaging settings'. It contains a descriptive paragraph and three configuration sections, each with radio buttons for 'Default email' and 'Custom email', and an 'Email:' input field. All three sections have 'Default email' selected. At the bottom right of the configuration area, there are 'Save' and 'Cancel' buttons.

The Telesystem Call Center interface displays the 'Voice messaging settings' configuration page. The page includes a navigation sidebar on the left and a main content area. The main content area contains the following settings:

- Sender's email with voice message:** Choose which email should be displayed as sender's, when voice message is sent via email. Default email, Custom email. Email: _____
- Choose which email should be displayed as senders when notification of new voice message is sent via email:** Default email, Custom email. Email: _____
- Choose which email should be used to access your voice portal:** Default email, Custom email. Email: _____

At the bottom right of the configuration area, there are buttons for [Save](#) and [Cancel](#).

Group/Site Administration

This guide is split into two major sections:

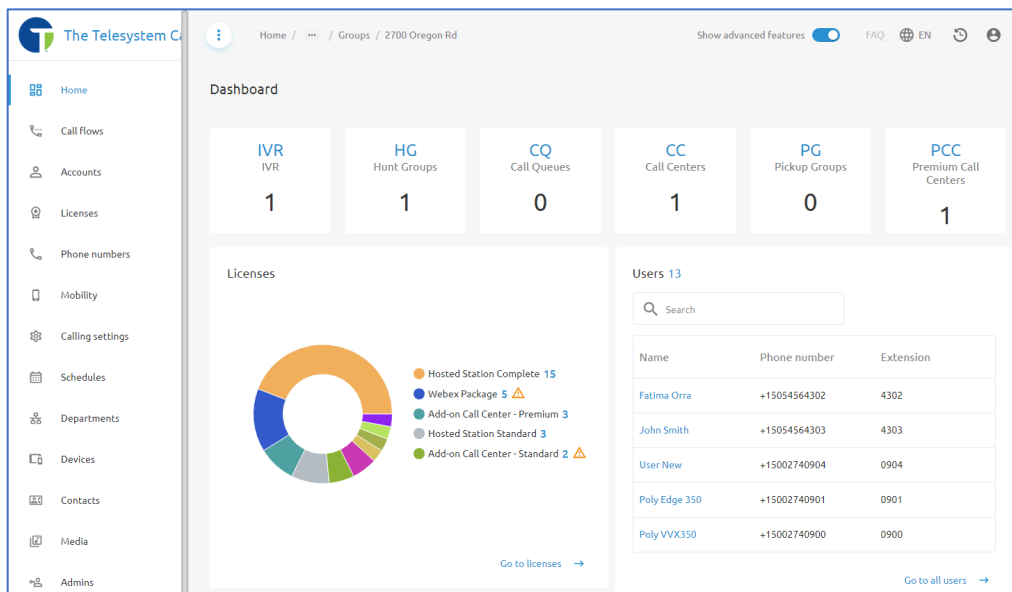
- Enterprise/Tenant Administrators
- Group Administrators

Group/Site Administrators are the second-tier level in the hierarchy for organizational level administration. Each Enterprise/Tenant contains the Groups or sites for the organization, which means that Enterprise/Tenant level admins will have access to all the features and menus outlined here. As an Enterprise/Tenant Administrator, you will access the Group/Site menus using the **Groups** menu item in the navigation pane, and then selecting a specific group or site in the list available.

Group Administrators fall just under Enterprise/Tenant Administrators. Typically, each organization is split into groups where each group represents a site or business unit depending on the structure of your organization. As a Group Administrator you will only have access to the settings, features, and users assigned to that specific group. As a Group Administrator, when you first login you will be in the Group Dashboard and have access to the Group Menu items in the left-hand navigation pane.

Home/Dashboard

The **Home** menu will present the Group **Dashboard**. On the dashboard, administrators will be presented with a high-level view of the call flow or group services setup in the group, number of licenses allocated to and in use for the group, Users assigned to the group, devices assigned to the group, and numbers assigned to the group. Each of those items are represented as widgets within the dashboard. Each widget can click on a link or user to jump to the page with more information about the selected item.

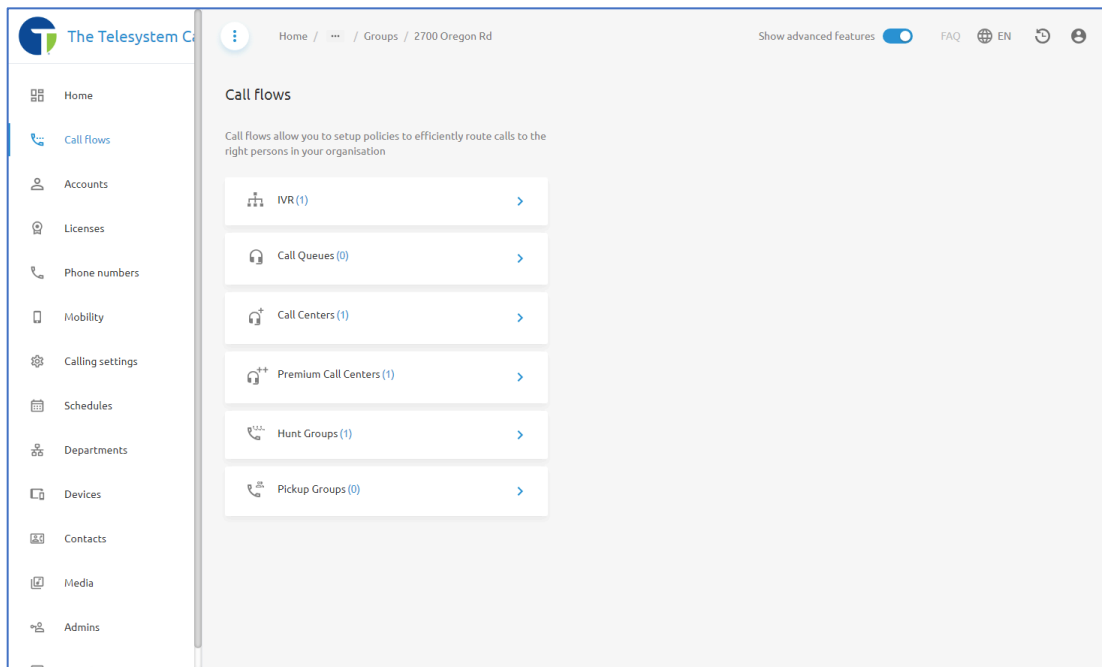


For example, if you wish to jump to the Auto Attendants/IVRs created for the group, you can click directly on the IVR box at the top-left and the page will redirect you to the Call Flows menu to view available IVRs configured.

Call Flows

Call Flows allow you to setup policies to efficiently route calls to the right persons in your organization. This menu contains the configuration options for the following Group Services:

- IVR (Auto Attendant)
- Call Queues (Basic Call Centers)
- Call Centers (Standard Call Centers)
- Premium Call Centers
- Hunt Groups
- Pickup Groups



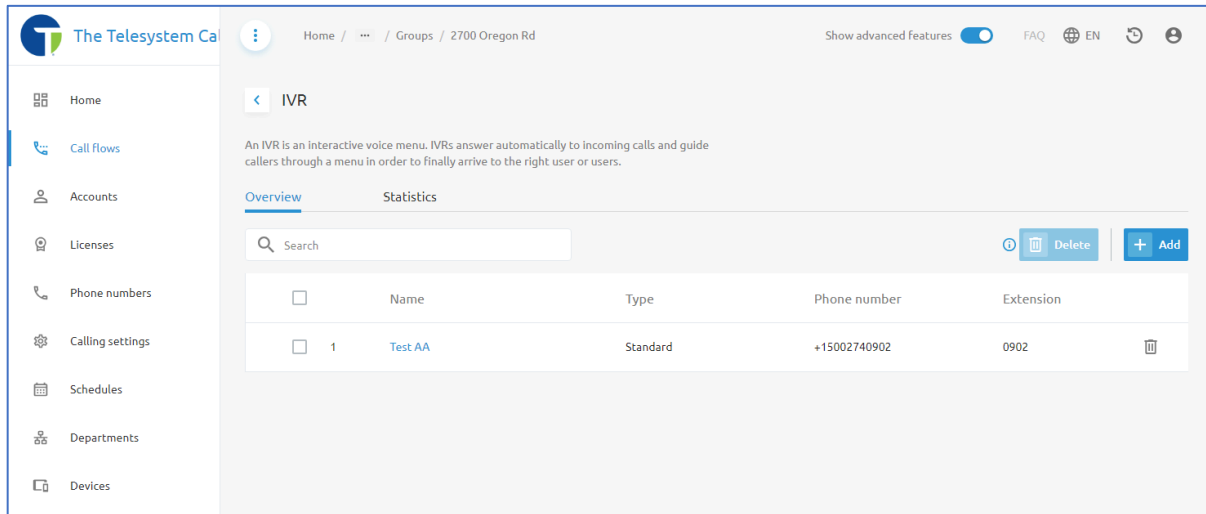
IVR/Auto Attendant

The **IVR** option in the Call Flows will grant you access to the IVR or Interactive Voice Recognition menu.

IVRs inbound calls automatically, play a recorded prompt to your callers that guide them through available options to be selected in a configurable menu. Many organizations will also apply schedules to their IVRs so that a different prompt and menu options are presented to callers depending on the time of day, day of the week, or if it is a holiday.

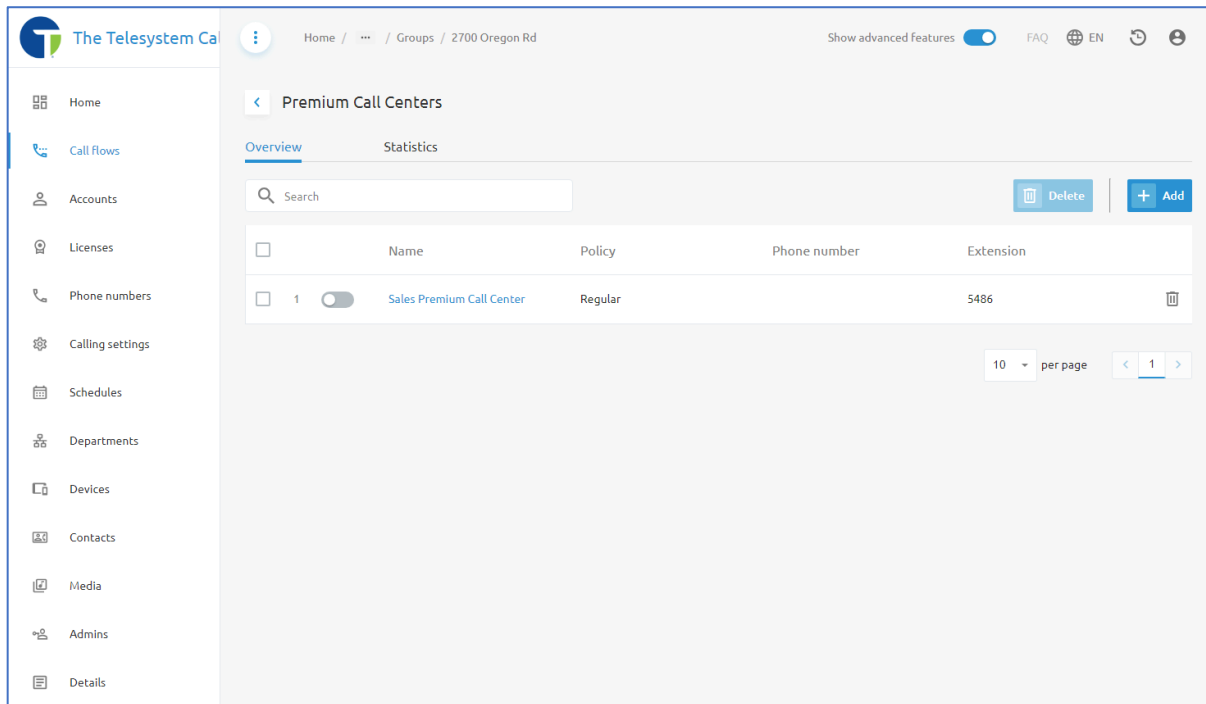
A complete guide for managing IVR/Auto Attendant is available on the Telesystem website under the Resources section. That guide will provide step-by-step instructions on how to

manage media files used for audio prompts, managing schedules, and editing the menu options in your IVR/Auto Attendant.



Call Queues/Call Centers/Premium Call Centers

These three options in the Call Flows allow administrators to access the Call Center or ACD configurations for their call centers. Each option represents a different tier of licensing available. Depending on the tier selected, different features are available to the call center.



Please note that the type of call center is based on licenses assigned to the agents and supervisor that need to be part of the call center. There is no charge on a per queue/ACD basis, only charges associated with the licensing of the agents and supervisor.

An agent or supervisor license for a lower tiered Call Center cannot join a higher tier call center, however agents and supervisors licensed for a higher tier call center can join a lower tier call center. For example, if you have Standard agent and supervisor licenses assigned to users within your group and you have a Call Center and Call Queue configured, the agents and supervisors can be members of the Call Center and Call Queue, but they would not be able to join anything listed under Premium Call Centers.

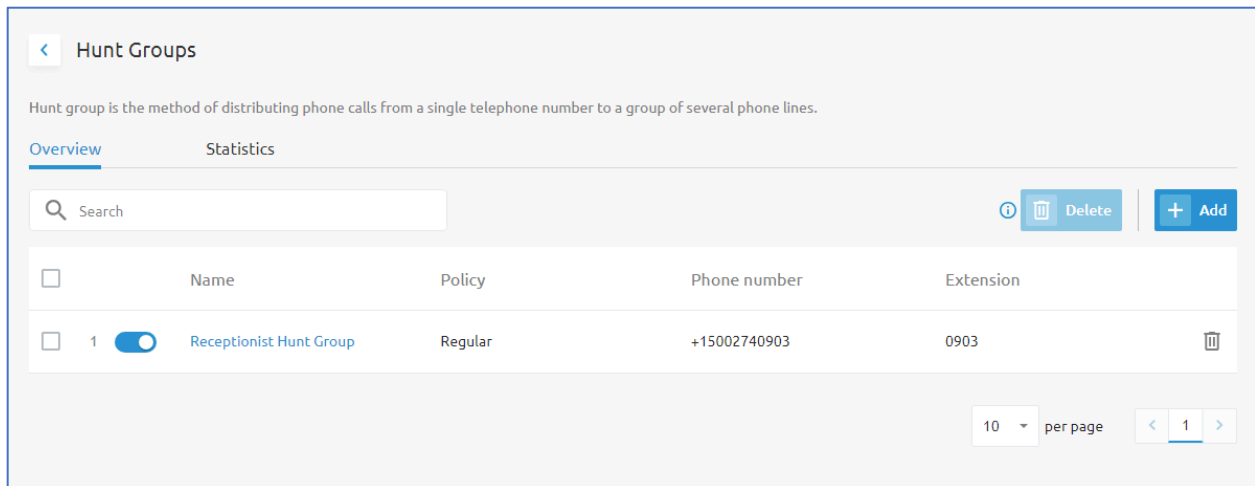
A complete guide for managing Call Centers is available on the Telesystem website under the Resources section or using the following link: [Call Center Administration Guide](#)


That guide will provide step-by-step instructions on how to manage media files used for audio prompts, managing schedules, and editing the settings for each type of call center configuration.

Hunt Groups


Hunt Groups allow the phone system to automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

When you click on the Hunt Groups option in the Call Flows menu you will be presented with a table displaying all hunt groups assigned to this Group/Site. In the table you will see the name of the hunt group, the routing policy assigned, the phone number and the extension for reaching the hunt group.



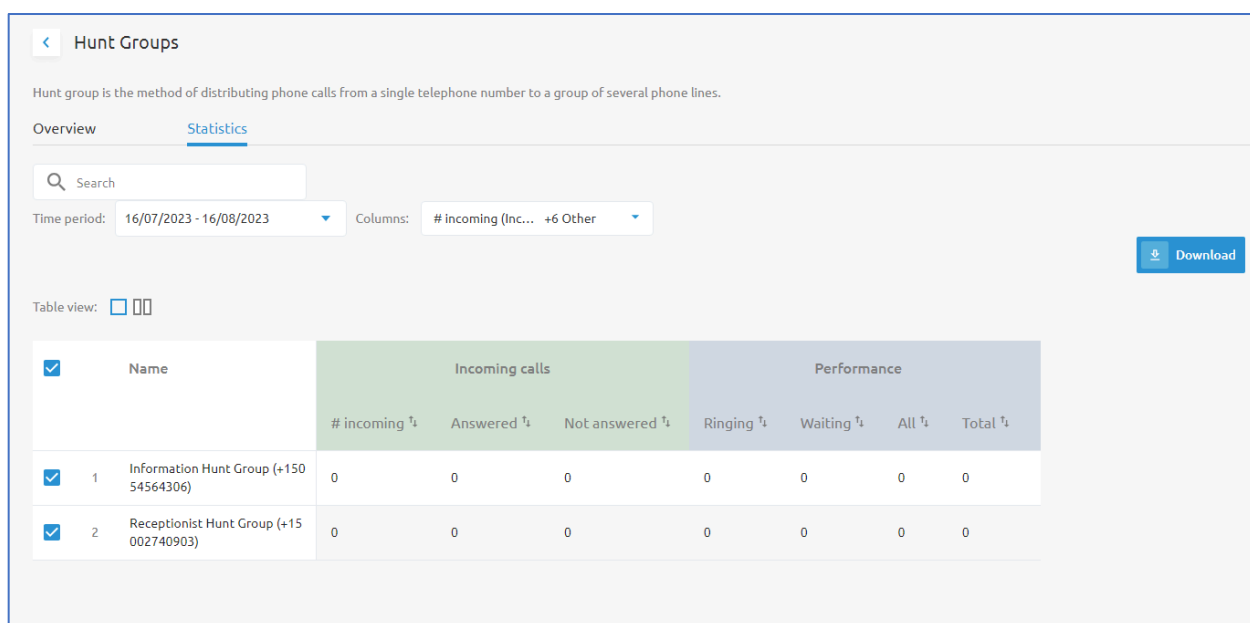
	Name	Policy	Phone number	Extension	
<input type="checkbox"/>	1	<input checked="" type="checkbox"/> Receptionist Hunt Group	Regular	+15002740903	0903 

Administrators may search for a specific hunt group in the table using the search bar just above the table. Within the search bar, any letters or digits entered will filter the results in the table automatically. All available fields with a matching result will be returned.

Administrators also can add or remove hunt groups. To delete an existing hunt group, place a check in the box located in the first column of the row containing the hunt group you wish to delete, then click the **Delete** button. Alternatively, you can just click the trashcan icon  on the far, right-hand side of the page for the row with the corresponding hunt group you want to delete.

To add a new hunt group, you must have an available phone number allocated to your group. Click the **+Add** button to initiate the wizard to create your new hunt group.

There is also a **Statistics** tab that allows you to view calling statistics for each hunt group in your Group/Site.



Name	Incoming calls			Performance			
	# incoming ¹	Answered ¹	Not answered ¹	Ringling ¹	Waiting ¹	All ¹	Total ¹
1 Information Hunt Group (+150 54564306)	0	0	0	0	0	0	0
2 Receptionist Hunt Group (+15 002740903)	0	0	0	0	0	0	0

These statistics display results based on a selected period and the configurable columns which are available using the drop-down boxes just above the output table.

Results are listed for the specified date in the table showing the following available fields:

- Hunt Group Name
- Number of Incoming Calls
- Number of Incoming calls answered
- Number of incoming calls not answered
- Calls Ringing
- Calls Waiting
- All Calls
- Total Calls

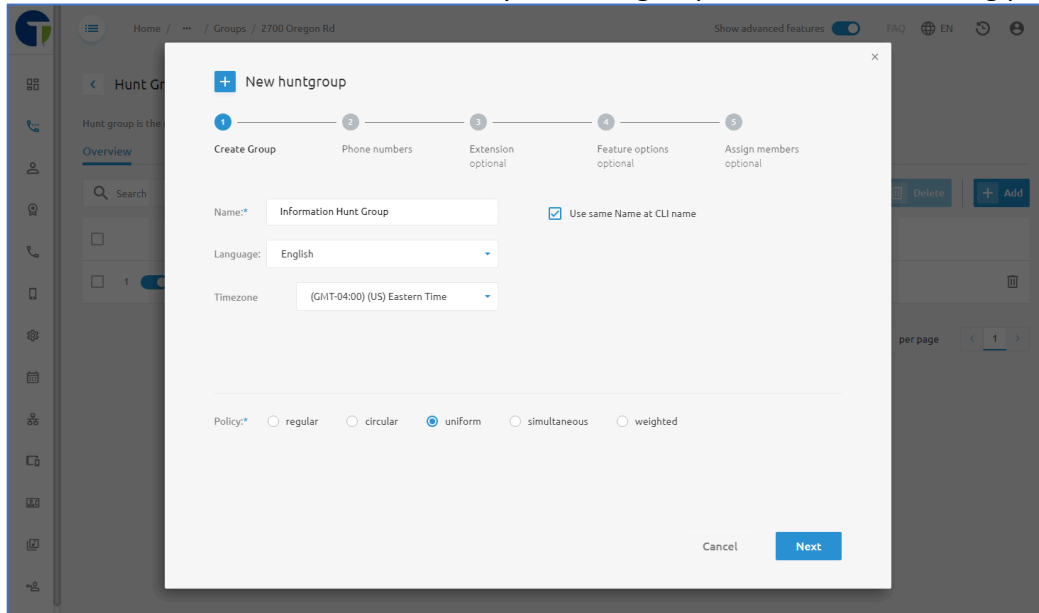
The Call Statistics can be downloaded by checking the box for a hunt group(s) and then clicking the available **Download** button.

Adding a New Hunt Group

To add a new hunt group, you must have an available phone number allocated to your group. Click the **+Add** button to initiate the wizard to create your new hunt group.

Fill in the required fields that are marked with an asterisk.

Add a name and set the time zone for your hunt group. Then select a routing policy.



Hunt Group Policy/Hunting Mode

The following options are available for setting the Group Policy for a Hunt Group:

Circular	Incoming calls hunt through agents in the order they appear on the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users. After the system has tried all agents, a forward number must be setup in the No Answer field to route calls or callers will hear a ringing tone followed by a message indicating “all circuits are busy”.
Regular	Incoming calls hunt through agents in the order they appear on the list, starting from the top each time.
Simultaneous	Incoming calls alerts all agents at the same time. The first agent to answer handles the call.
Uniform	Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.

Weighted Call Distribution

Incoming calls are assigned to idle agents based on percentages you assign on the **Members** page. The percentages for all agents must add up to 100%.

Assign a Phone Number to the Hunt Group

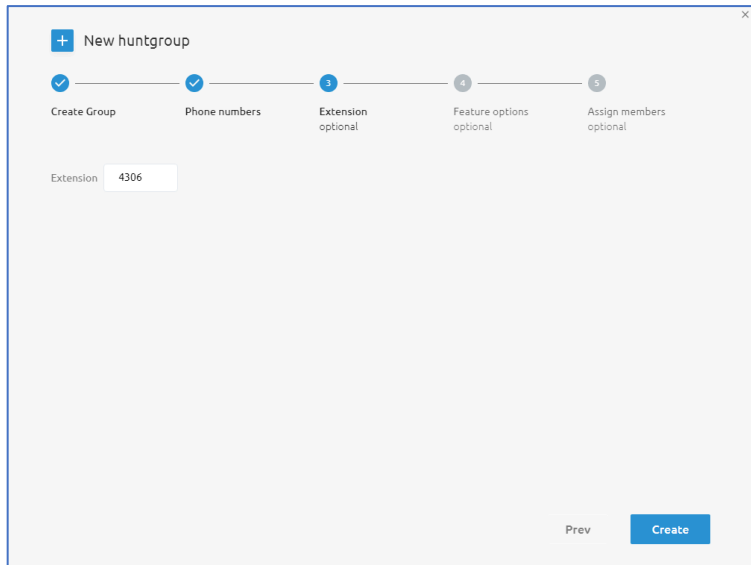
Select an available phone number from the list to assign to the Hunt Group. If no phone numbers are available, you must either allocate one from the Enterprise/Tenant or if there are no available numbers at the Enterprise/Tenant level, you must contact Telesystem Account Manager or Telesystem Support to have additional numbers added to your account for assignment.

The screenshot shows a configuration wizard titled "New huntgroup" with a progress bar at the top. The progress bar has five steps: 1. Create Group (checked), 2. Phone numbers (current step), 3. Extension optional, 4. Feature options optional, and 5. Assign members optional. Below the progress bar, the "Phone numbers" section is active. It includes a search box labeled "Search" and a list of phone numbers with radio buttons. The number "+15054564306" is selected. To the right, the "Selected number:" field displays "✓ +15054564306". At the bottom right, there are "Prev" and "Next" buttons.

Click the **Next** button to continue.

Assign the Hunt Group Extension

By default, the extension will be pre-populated utilizing the last 4 digits of the phone number you selected. You may override this by manually adjusting the digits listed in the text box. If your organization is setup to use a different number of digits for your extension dialing, you may see 3 or more digits listed. If you choose to change the extension, you must choose an extension that is not currently in use for the group/enterprise.



The screenshot shows a 'New huntgroup' configuration window. It features a progress bar with five steps: 'Create Group' (checked), 'Phone numbers' (checked), 'Extension optional' (active), 'Feature options optional', and 'Assign members optional'. Below the progress bar, there is a text input field labeled 'Extension' containing the value '4306'. At the bottom right, there are two buttons: 'Prev' and 'Create'.

Click the **Create** button to continue.

Assign Feature Options (Optional)

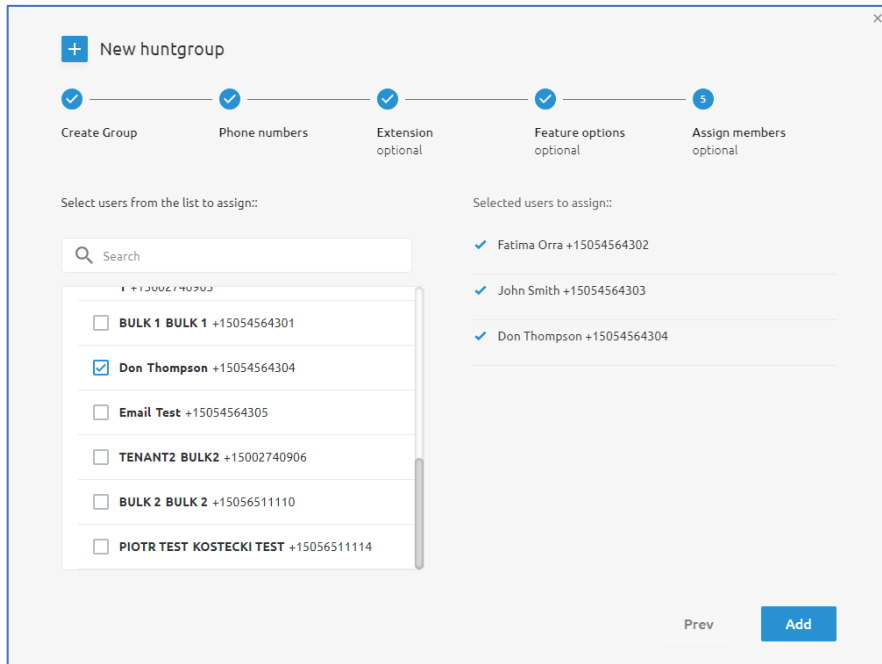
In some cases, additional features may be assigned to a hunt group such as Call Forward or Call Forward Busy. If additional licensing has been allocated to your group to enable these features for the group services, you will see them available for assignment here.

Click **Next** to continue.

Assign Members to the New Hunt Group

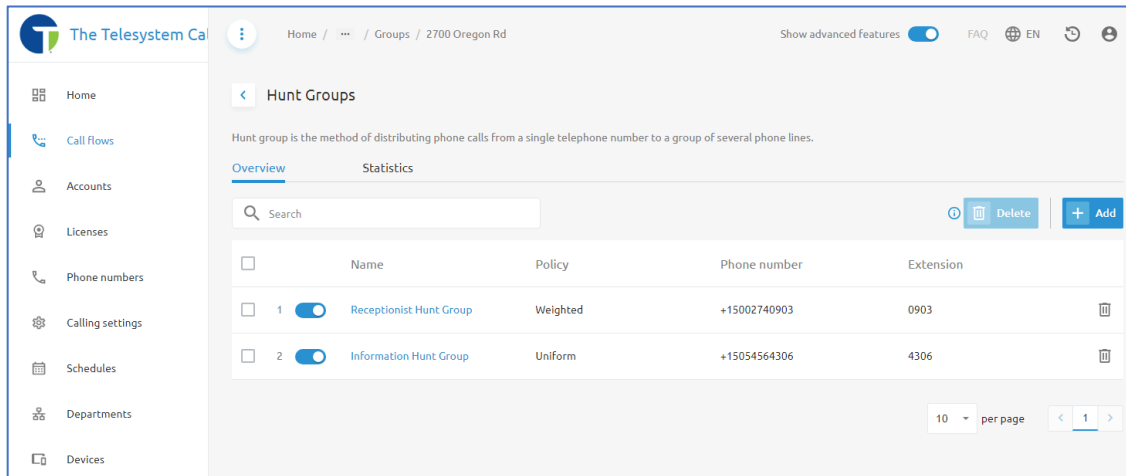
This is listed as an optional step, but until members are assigned to your hunt group, calls into the hunt group will just receive a busy tone. Add members to the hunt by clicking on the checkbox to the left of their name in the list. Use the available search box to quickly find and add users in the list.

Once you place a check in the box next to a user's name, they will automatically be listed in the **Selected users to assign** list. Click the **Add** button to complete the setup.

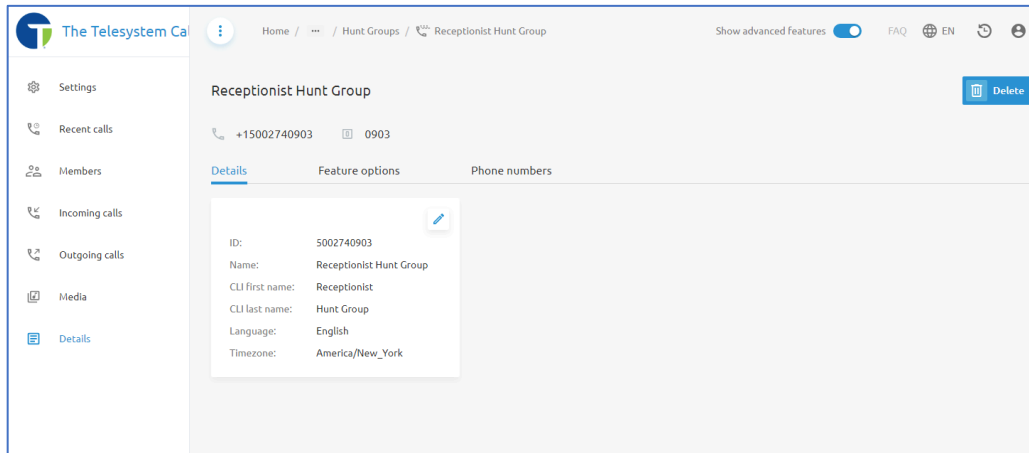


Managing Existing Hunt Groups

In the **Call Flows** menu, when selecting **Hunt Groups**, administrators can click on the name of a Hunt Group in the **Overview** tab to view and modify settings for the hunt group.



When you click on the name of the hunt group you need to manage, the portal will redirect you to that hunt group's section of the portal.



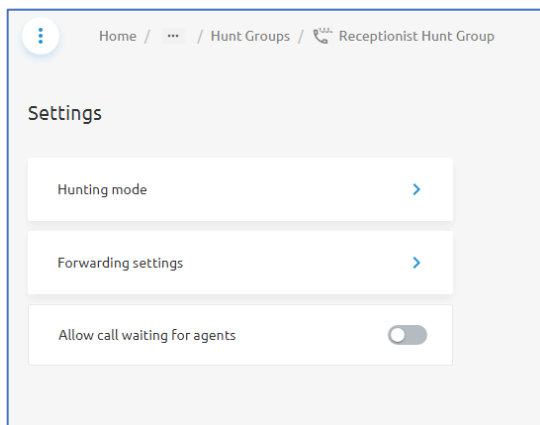
You should notice that the file path at the top of the page now shows a navigation path to return to the **Hunt Group** menu, and the navigation pane on the left-hand side of the page now provides the following menu options:

- Settings
- Recent Calls
- Members
- Incoming Calls
- Outgoing Calls
- Media
- Details

Hunt Group Settings

This menu item provides you with the ability to access the following:

- Hunting mode menu
- Forwarding settings menu
- Allow call waiting for agents toggle switch.



Hunting Mode

Within the hunting mode, you can modify the Hunt Group Policy assigned. Available options include:

Circular	Incoming calls hunt through agents in the order they appear on the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users. After the system has tried all agents, a forward number must be setup in the No Answer field to route calls or callers will hear a ringing tone followed by a message indicating “all circuits are busy”.
Regular	Incoming calls hunt through agents in the order they appear on the list, starting from the top each time.
Simultaneous	Incoming calls alerts all agents at the same time. The first agent to answer handles the call.
Uniform	Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.
Weighted Call Distribution	Incoming calls are assigned to idle agents based on percentages you assign on the Members page. The percentages for all agents must add up to 100%.

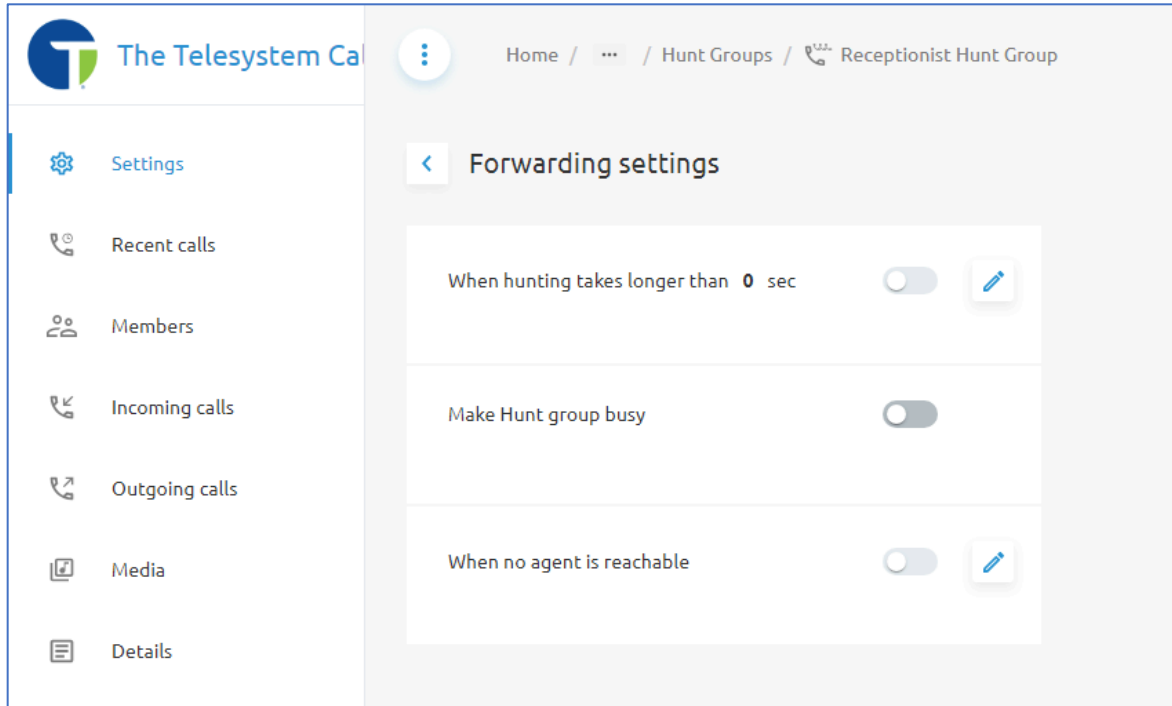
There is also an option to modify how many rings before the hunt group moves the call to the next user/agent in the list. To enable or disable this setting, click the checkbox for “Hunt after no answer” and then set the number of rings using the text box. Best practices are typically 3-4 rings.

The screenshot shows the 'Hunting mode' configuration page in the Telesystem Call Center interface. The breadcrumb trail is 'Home / ... / Hunt Groups / Receptionist Hunt Group'. The 'Policy:*' section has five radio button options: 'regular', 'circular', 'uniform', 'simultaneous', and 'weighted'. The 'weighted' option is selected. Below this, there is a checkbox labeled 'Hunt after no answer:' which is checked, followed by a text input field containing the number '3' and the label 'rings'. At the bottom right, there are 'Save' and 'Cancel' buttons.

Click **Save** to keep your changes.


Forwarding Settings

The **Forwarding Settings** allow administrators to determine what to do with calls that are taking too long to answer or if no user/agent is available due to a lack of registered devices.



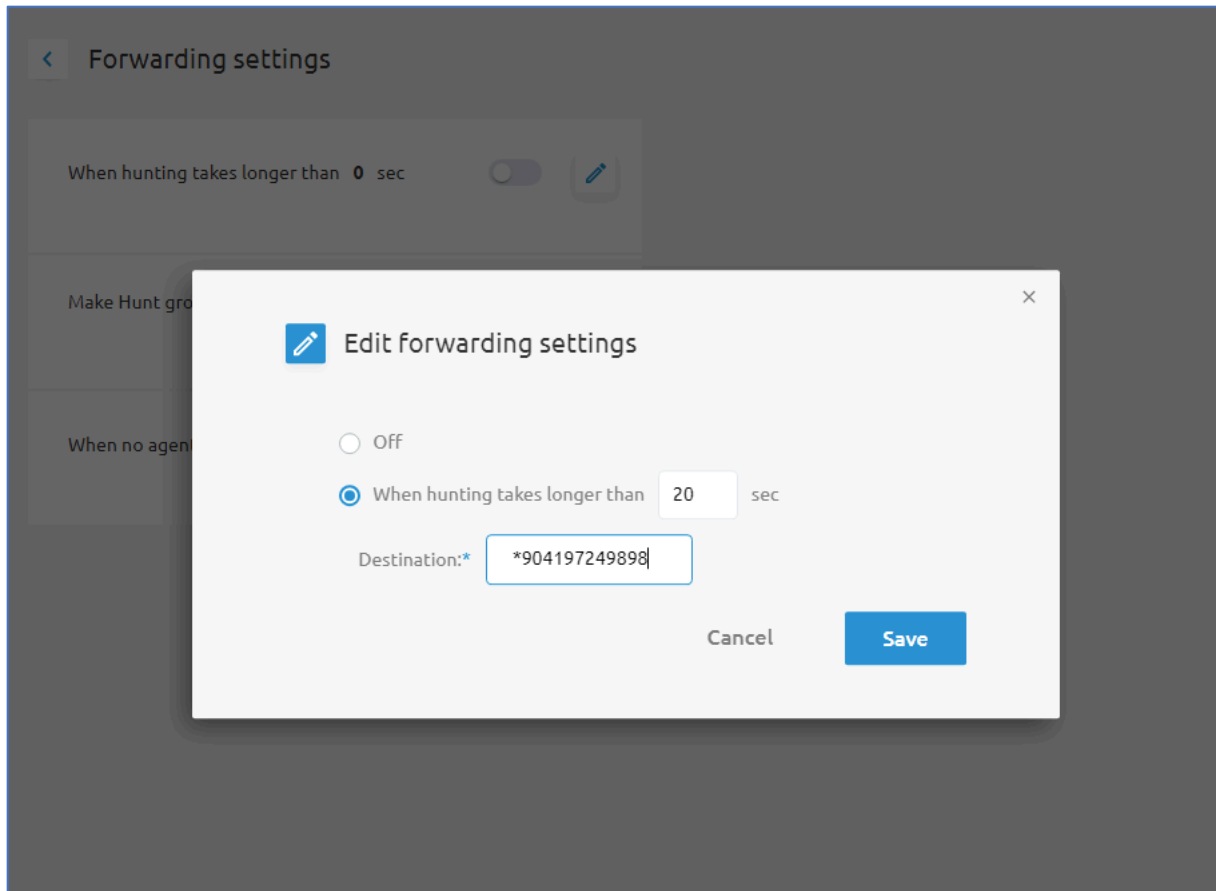
When hunting takes longer than x sec

This setting allows administrators to set a default number of seconds before forwarding a call to a different destination. That destination may be a hunt group with additional or different users assigned, a receptionist, an auto attendant, voicemail box, cell phone, etc....

To configure this setting, click on the blue pencil icon  first.



A pop-up window will appear on the page. To turn off the setting, just select the radial next to **Off**. To set an amount of time and a forward to destination, select the radial next to **“When hunting takes longer than”**. Enter the desired number of seconds in the text box. Typically, a single telephone ring takes about 4 seconds. So, if you want to wait 5 rings before you forward the call, set the number of seconds to 20.

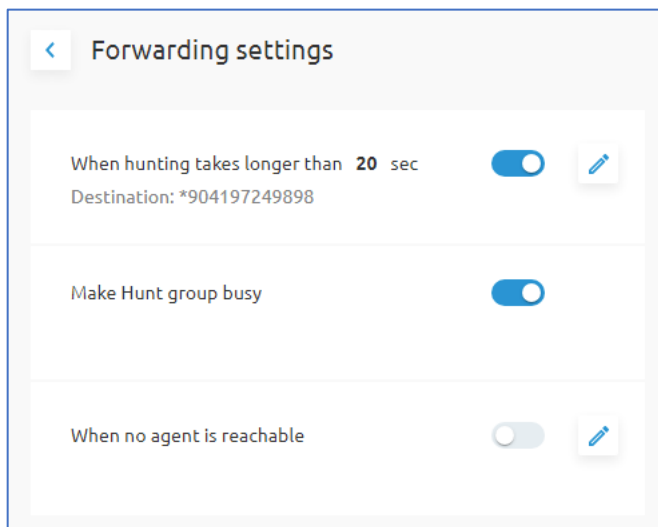
In the field labeled **Destination** enter the 10-digit phone number or extension for where you want the call to be forwarded. If you would like to forward the call to a voicemail box on the Telesystem calling platform, preface the number with the feature access code *90. For example, if we wanted calls to forward to the voicemail box for 419-724-9898, you would enter *904197249898 into the **Destination** field.



Click **Save** to keep your changes.

Make Hunt group busy

This setting is just a toggle switch that administrators can enable  or disable  to manually put the hunt group into Busy mode.



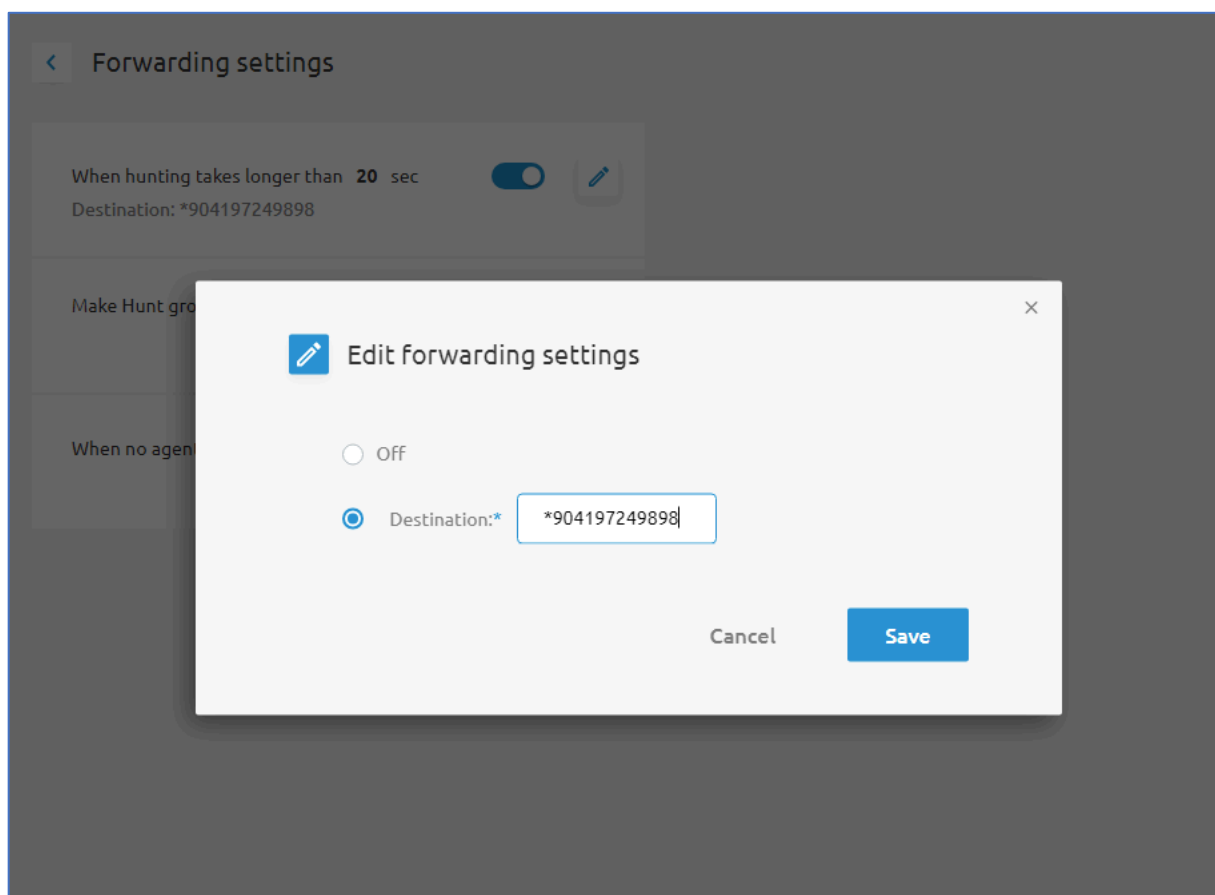
This is commonly used when you do not want calls to route to your hunt group because the assigned users/agents are not available to take calls.

If you make the hunt group busy, a busy tone will play to callers. If you wish to redirect calls when in busy mode, contact the Telesystem Support team and ask about adding Call Forwarding Busy to your hunt group so that you can set a busy destination where calls should be rerouted when this setting is enabled.

When no agent is reachable

This setting allows you to configure a reroute or forwarding destination for calls to route to if all user devices associated with your hunt group are unreachable. All the phones associated with your users have gone offline or lost power, all softphone clients (Webex) are disconnected or offline, so users do not have the ability to answer calls. Another name for this setting might be “Disaster Redirect”.

To configure this setting, start by clicking on the associated blue pencil icon .



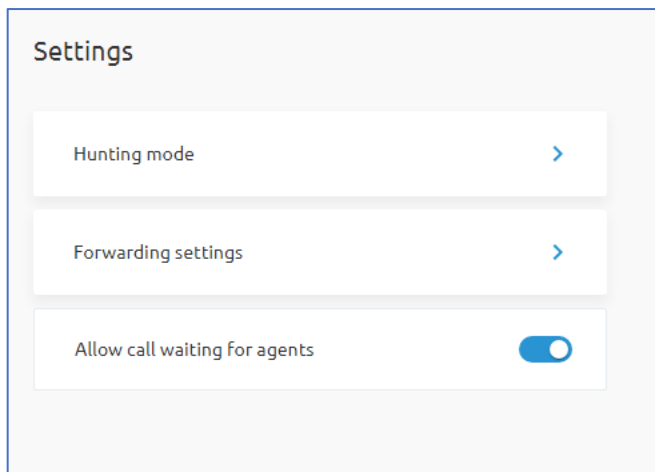
If you want to turn the setting off, choose the radial next to **Off**.

If you want to set a destination for calls to be routed to when no agent is reachable, choose the radial next to **Destination**, then enter a phone number where you want to route calls. This field can be populated with a 10-digit phone number, extension, cell phone number, voicemail box, etc....

If you wish to route calls directly to a voicemail box for an on-net phone number, you must preface the number with the feature access code *90. For example, to route calls to the voicemail box for the phone number 419-724-9898 you would enter *904197249898 as shown in the image above.

Allow call waiting for agents

By default, if a user/agent is on a call, and a new inbound call comes into the hunt group, the hunt group will bypass the user because they are actively handling another call. You can use this toggle switch to enable call waiting on agents/users within the hunt group so that if the user is already on a call, they will still be presented with the option to answer the new call. The original call will either need to be placed on hold or disconnected to do this.



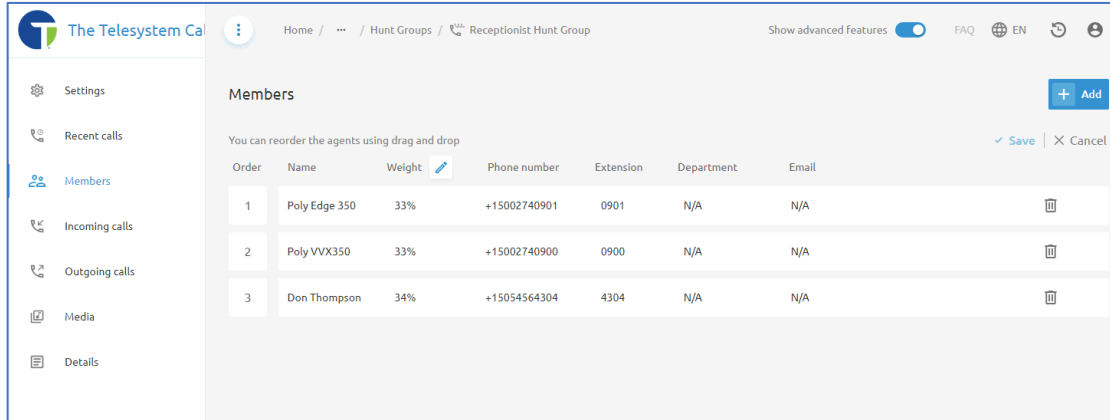
This setting is just a toggle switch that administrators can enable  or disable , no additional configuration is available.

Hunt Group Recent Calls




This menu item allows for administrators to see call log information about calls presented to the Hunt Group.

Hunt Group Members


The **Members** page is where administrators can manage which users/agents are members of the hunt group.



The screenshot shows the 'Members' page for the 'Receptionist Hunt Group'. The page includes a sidebar with navigation options: Settings, Recent calls, Members (selected), Incoming calls, Outgoing calls, Media, and Details. The main content area displays a table of members with the following data:


Order	Name	Weight	Phone number	Extension	Department	Email	
1	Poly Edge 350	33%	+15002740901	0901	N/A	N/A	
2	Poly VVX350	33%	+15002740900	0900	N/A	N/A	
3	Don Thompson	34%	+15054564304	4304	N/A	N/A	

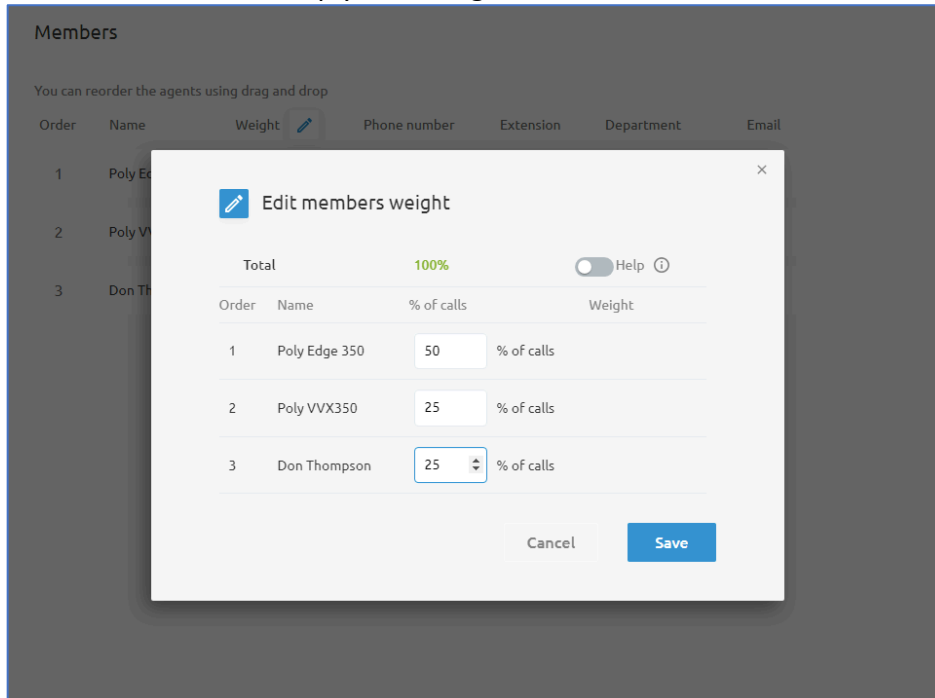
On this page, a table displays the following:

- Numerical order of the members of the hunt group
- Name of each user/agent assigned to the hunt group
- Weight percentage for each member of the hunt group
 - This is only necessary for the Weighted Call Distribution Policy
- Phone number of each user assigned to the hunt group
- Extension of each user assigned to the hunt group
- Department of each user assigned to the hunt group
- Email address of each user assigned to the hunt group
- Trashcan icon  to remove a user from the hunt group

Weighted Call Distribution Percentages

If you are using a Weighted Call Distribution Policy and you want to adjust the Weight Percentage assigned to each user:

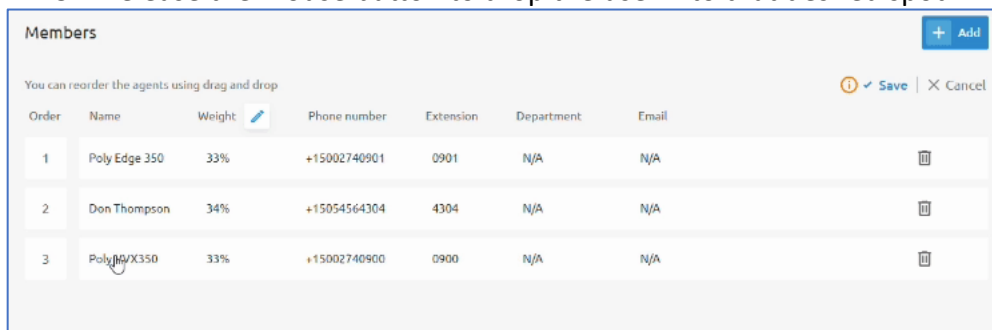
1. Click on the pencil icon  in the column header for **Weight**.
2. In the pop-up window, adjust the **% of calls** column for each user by applying the desired weight
 - a. Users with a higher weight percentage applied will receive more of the calls.
 - b. The total weight percentage of all users combined must equal 100%
3. Click **Save** to keep your changes



Reordering Hunt Group Members

To reorder the members of the hunt:

1. From the **Members** page, click and hold on to a user you want to move.
2. Drag the user into the position you want them to be moved to.
3. Release the mouse button to drop the user into that desired spot



Click **Save** to keep your changes.

Incoming Calls

The incoming calls menu will show any additional incoming calling features that may be assigned to your hunt group. A standard hunt group would not have any calling features available for assignment and this menu would typically be blank. In some cases, a hunt group may have a feature such as **Call Forward Busy** assigned and it may be configurable from this menu.

Outgoing Calls

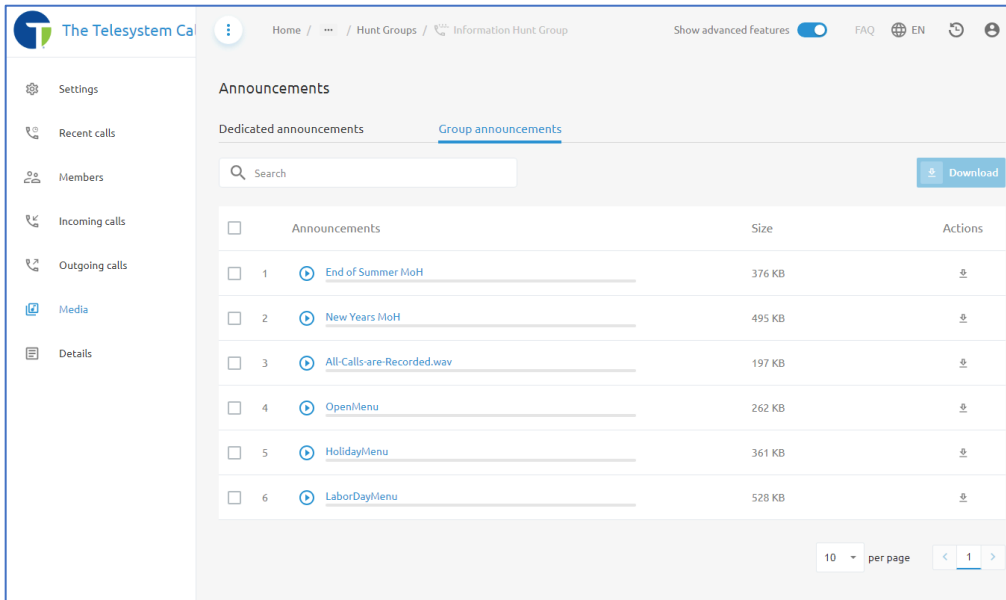
The **Outgoing Calls** menu allows administrators to view the calling plan rules for outgoing calls. Only an administrator can change which call types are permitted.

Options include the ability to restrict or block Local Calls, Toll Free Calls, National Calls, International Calls, Operator Assisted Calls, Chargeable Directory Assisted Calls (411), and Special and Premium Service Calls.













Telesystem strongly warns against making any changes to your outgoing calling plan as it may affect your organization's ability to place outbound calls.

Media

The **Media** menu contains any audio files that have uploaded for the hunt group and the ability to maintain those files as well as shared **Group Announcements**.



The screenshot shows the Telesystem Call Center interface. The left sidebar contains navigation options: Settings, Recent calls, Members, Incoming calls, Outgoing calls, Media (highlighted), and Details. The main content area is titled 'Announcements' and has two tabs: 'Dedicated announcements' and 'Group announcements' (selected). Below the tabs is a search bar and a 'Download' button. A table lists six group announcements with columns for checkboxes, names, sizes, and actions.

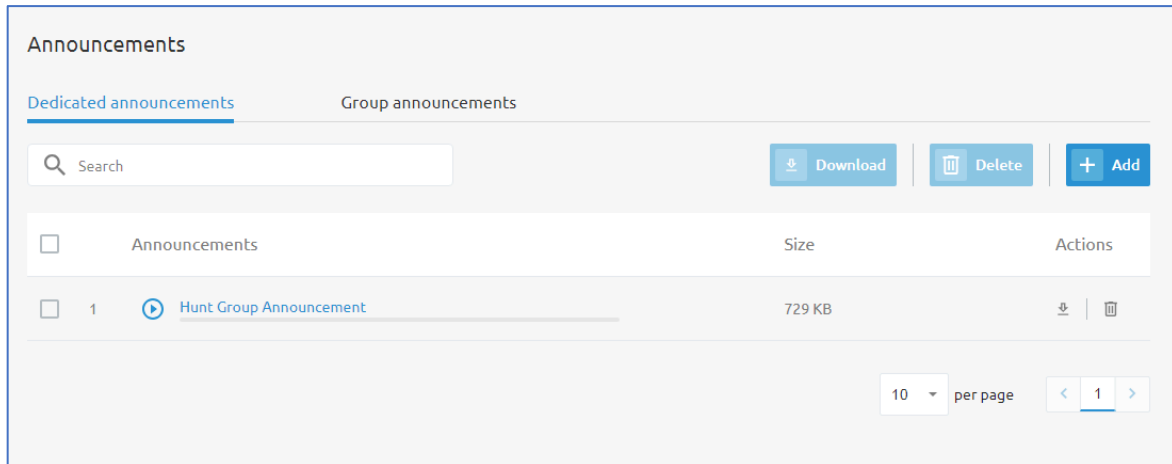
<input type="checkbox"/>	Announcements	Size	Actions
<input type="checkbox"/>	1  End of Summer MoH	376 KB	
<input type="checkbox"/>	2  New Years MoH	495 KB	
<input type="checkbox"/>	3  All-Calls-are-Recorded.wav	197 KB	
<input type="checkbox"/>	4  OpenMenu	262 KB	
<input type="checkbox"/>	5  HolidayMenu	361 KB	
<input type="checkbox"/>	6  LaborDayMenu	528 KB	

Most hunt groups do not have a requirement for an audio file or announcement to be played as there is no standard configuration to add an announcement. If you find that you need to play an announcement to your calls, please contact Telesystem and ask about adding the **Prealerting Announcement** feature to your hunt group.

From the **Media** menu, you will have two tabs that are available:

1. Dedicated announcements
2. Group announcements

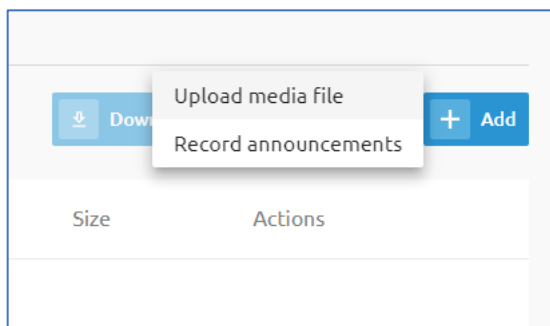
The **Dedicated announcements** tab would display and allow administrators to manage any announcement files that have been uploaded or recorded specifically for this hunt group.



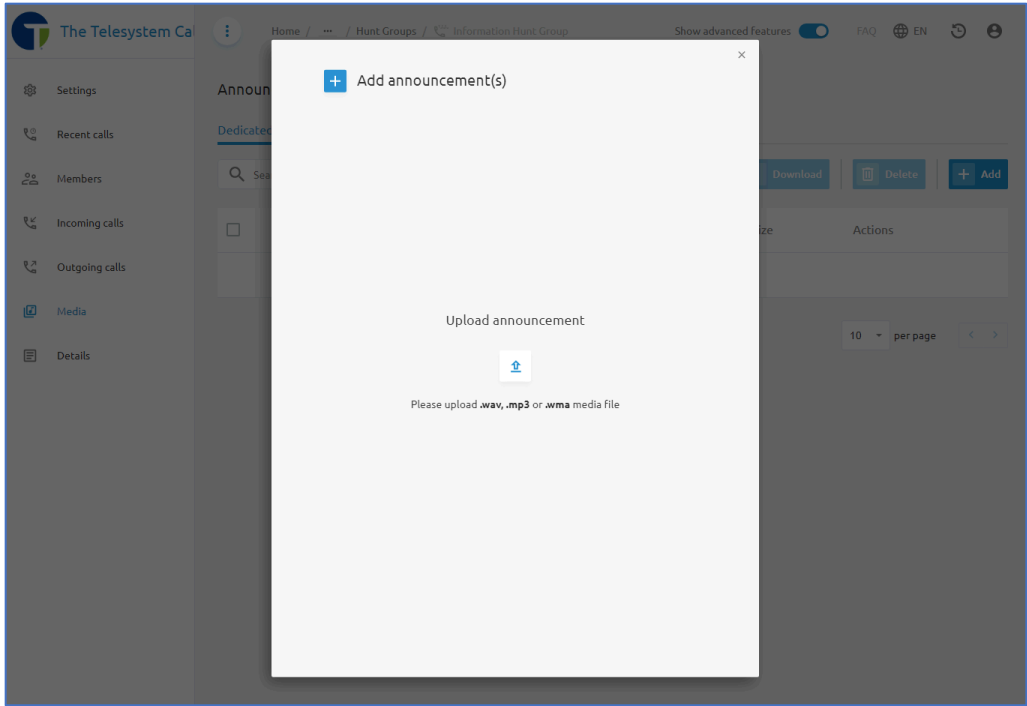
In the available table, administrators can see the announcements, play announcements, and delete announcements.


Click the **+Add** button to upload a new announcement from your computer or record a new announcement using your computer's compatible web browser and microphone.

When uploading a new announcement select **Upload media file**.

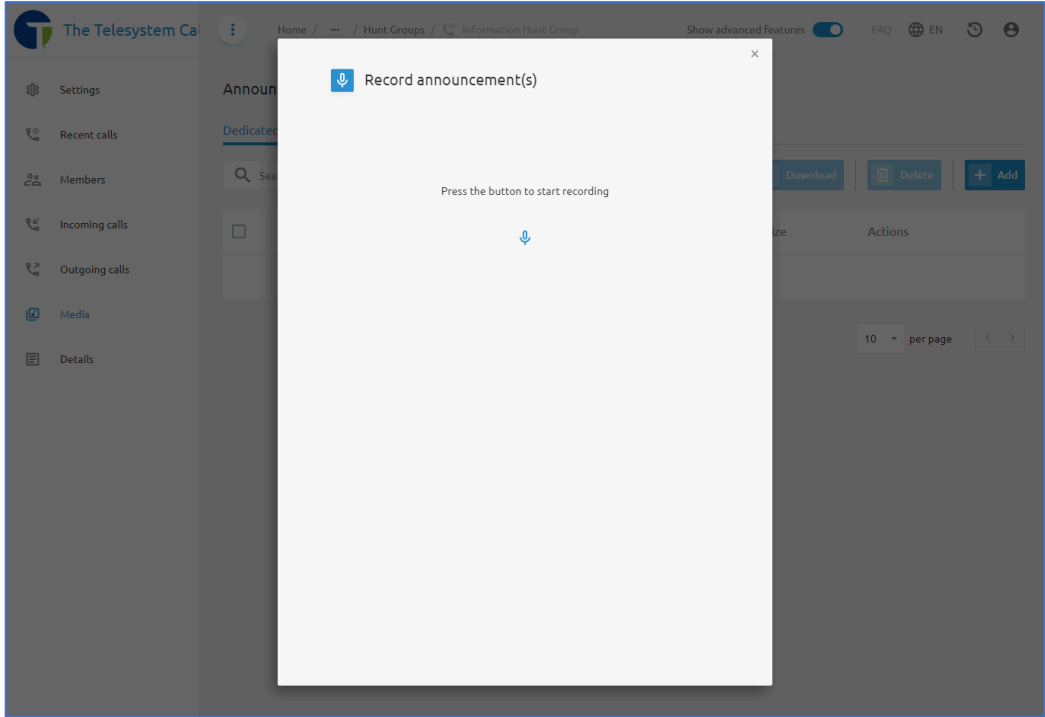


Note that compatible media file types include: .wav; .mp3; and .wma media files.




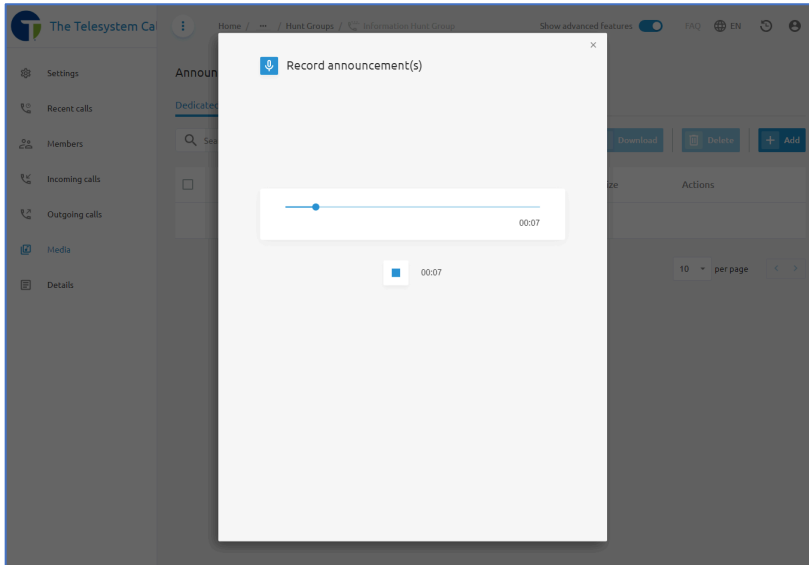
Click on the upload button , then use your computer's file manager to locate the audio file and upload it into the Call Management Portal.


If you wish to record a new announcement or message, click **+Add** and then select **Record announcements**.

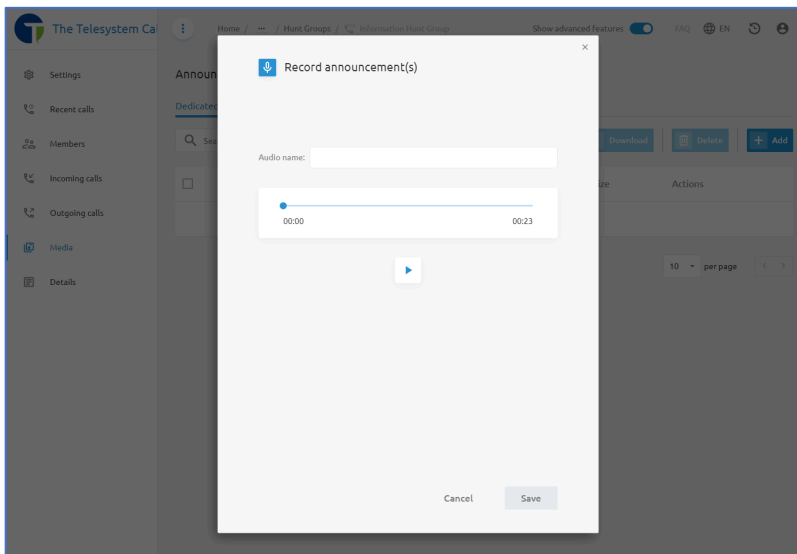



Note: You must be using a compatible web browser to record greetings directly from the web portal. Telesystem recommends Google Chrome or Mozilla Firefox browsers.

Click the microphone button  to begin recording. If this is your first time using the Call Management Portal to record a mess, you may need to grant it access to your microphone.



When recording begins you will see a progress bar. Speak clearly into your microphone and only say whatever you want your callers to hear. Click the stop button  to stop recording.



Replay the audio message you recorded by clicking on the play button . Use the **Cancel** button or click the **X** at the top-right to discard the recording and start over or provide an **Audio name** and then click **Save** to keep your recording.

The **Group Announcements** tab displays a table of all announcements uploaded or recorded at the group or site level. You can play back these messages from the Group Announcements page or download these audio files.

The screenshot shows a web interface titled "Announcements". It has two tabs: "Dedicated announcements" and "Group announcements", with the latter being selected. Below the tabs is a search bar with a magnifying glass icon and a "Download" button with a download icon. The main content is a table with the following structure:

<input type="checkbox"/>	Announcements	Size	Actions
<input type="checkbox"/>	1 ▶ End of Summer MoH	376 KB	↓
<input type="checkbox"/>	2 ▶ New Years MoH	495 KB	↓
<input type="checkbox"/>	3 ▶ All-Calls-are-Recorded.wav	197 KB	↓
<input type="checkbox"/>	4 ▶ OpenMenu	262 KB	↓
<input type="checkbox"/>	5 ▶ HolidayMenu	361 KB	↓
<input type="checkbox"/>	6 ▶ LaborDayMenu	528 KB	↓

At the bottom right of the table, there is a pagination control showing "10 per page" and a page number "1" with navigation arrows.

Details

The **Details** menu provide information about the hunt group. There are three tabs available in this menu:

- Details
- Feature Options
- Phone Numbers

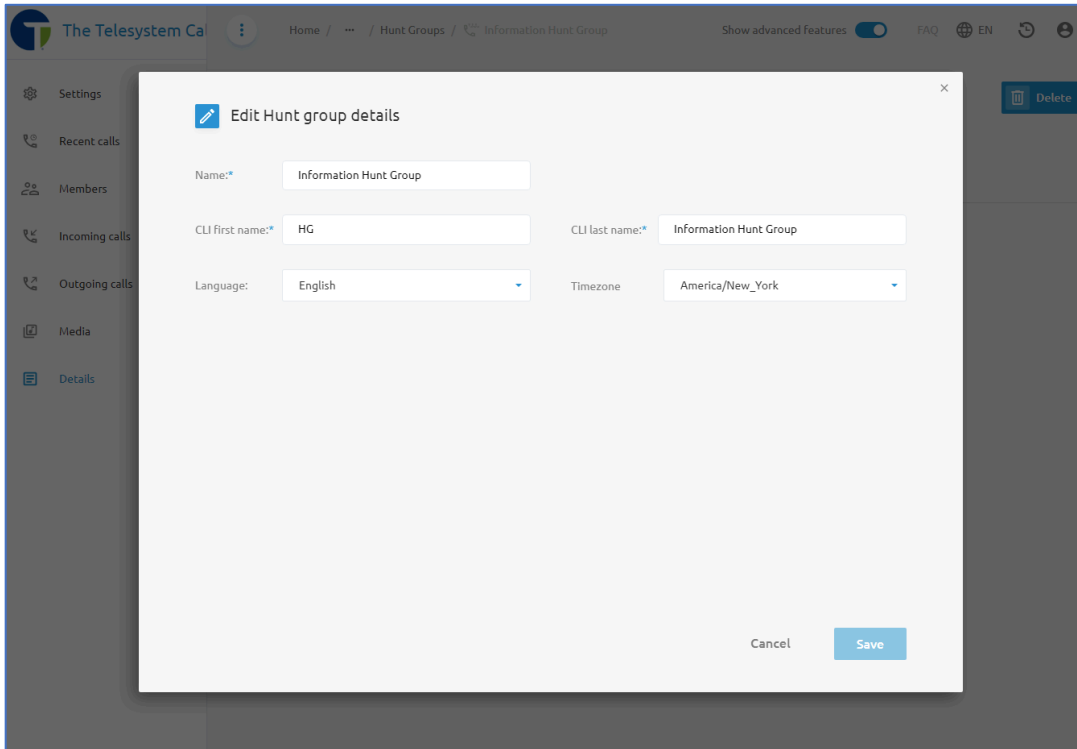
On the **Details** tab, you will see the following information:

- Hunt Group ID
- Hunt Group Name
- Calling Line Identification (CLI) First Name
- Calling Line Identification (CLI) Last Name
- Language
- Time zone

Administrators can click on the pencil icon and can edit:

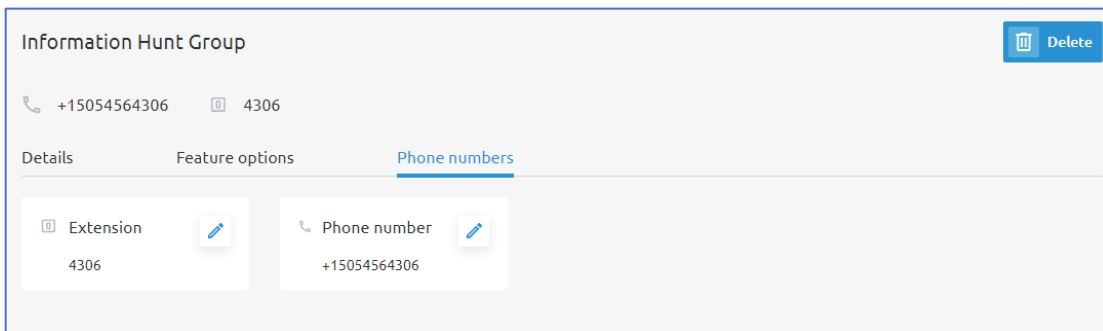
- Hunt Group Name
- CLI First Name
- CLI Last Name
- Language


- Time zone



The **Feature Options** tab will display any additional licenses that have been assigned to this specific Hunt Group. Standard hunt groups will not have any information listed in this section. Additional feature licensing may require additional costs for your hunt group configuration.

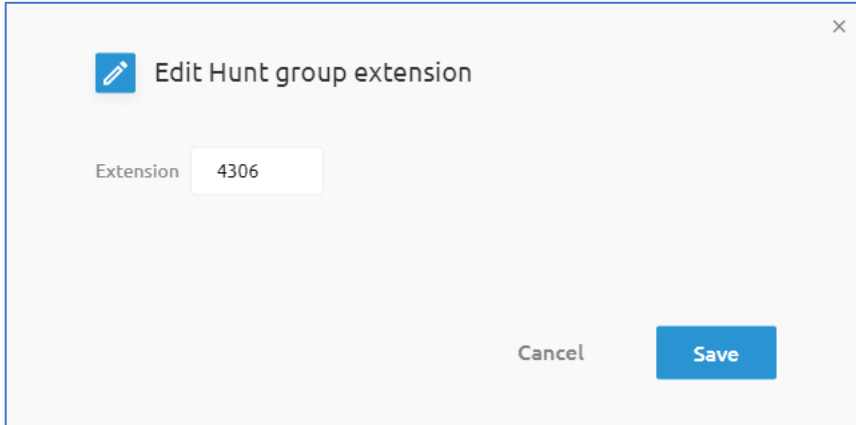
The **Phone numbers** tab allows administrators to view and modify the extension and phone number assigned to the hunt group.



To edit the **Extension** or the **Phone number**, click on the pencil icon  for the item you wish the change.

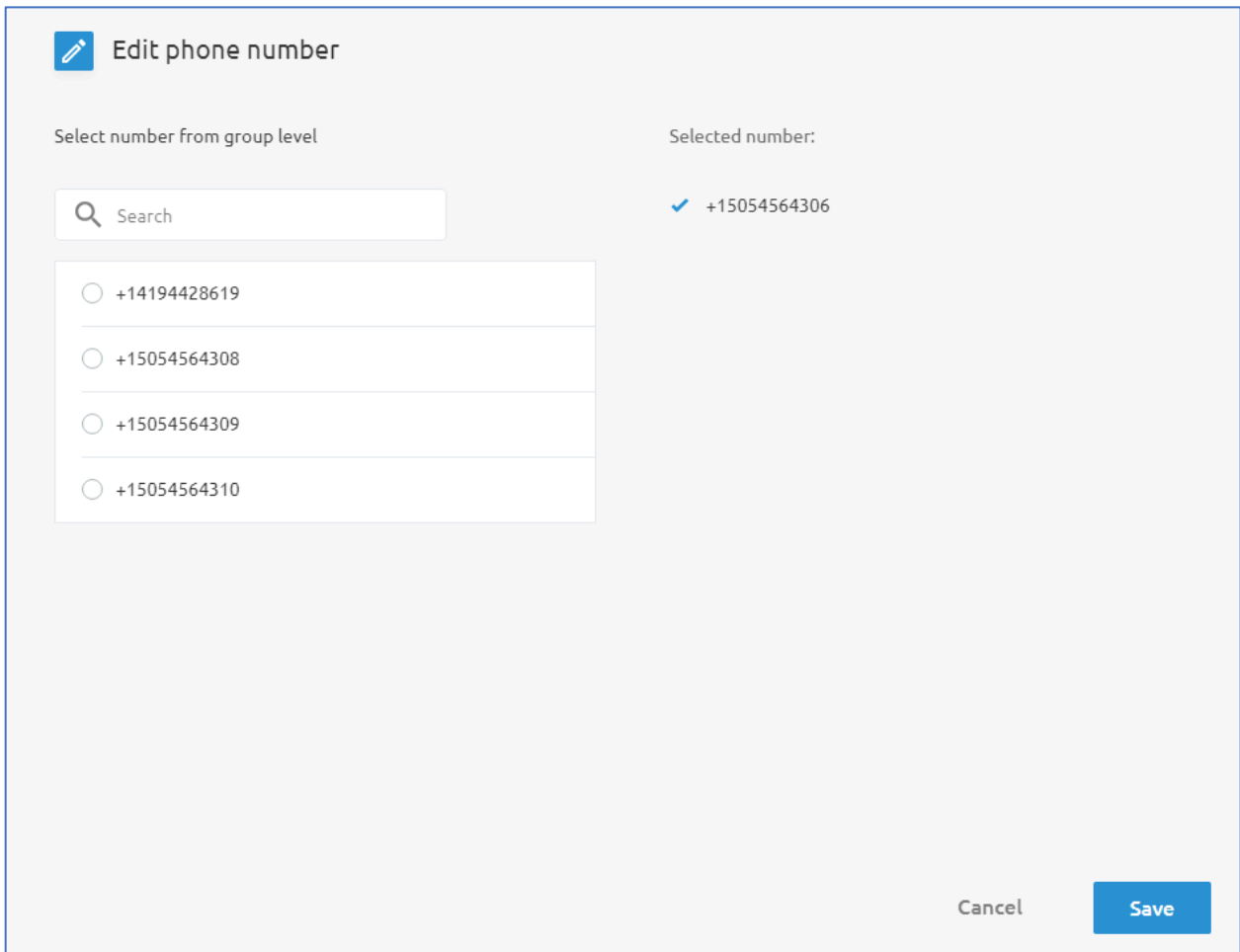
When editing the **Extension**, a pop-up window will display. Use the text box to enter a new extension for this hunt group. The new extension must be unique to all other extensions

assigned for your group. Best practice is to ensure the extension does not match any other extensions across your entire Tenant or Enterprise.



The screenshot shows a dialog box titled "Edit Hunt group extension" with a close button (X) in the top right corner. Below the title is a text input field labeled "Extension" containing the value "4306". At the bottom of the dialog, there are two buttons: "Cancel" and "Save".

When modifying or re-assigning the **Phone number**, use the list in the pop-up window to select a new phone number for the hunt group.



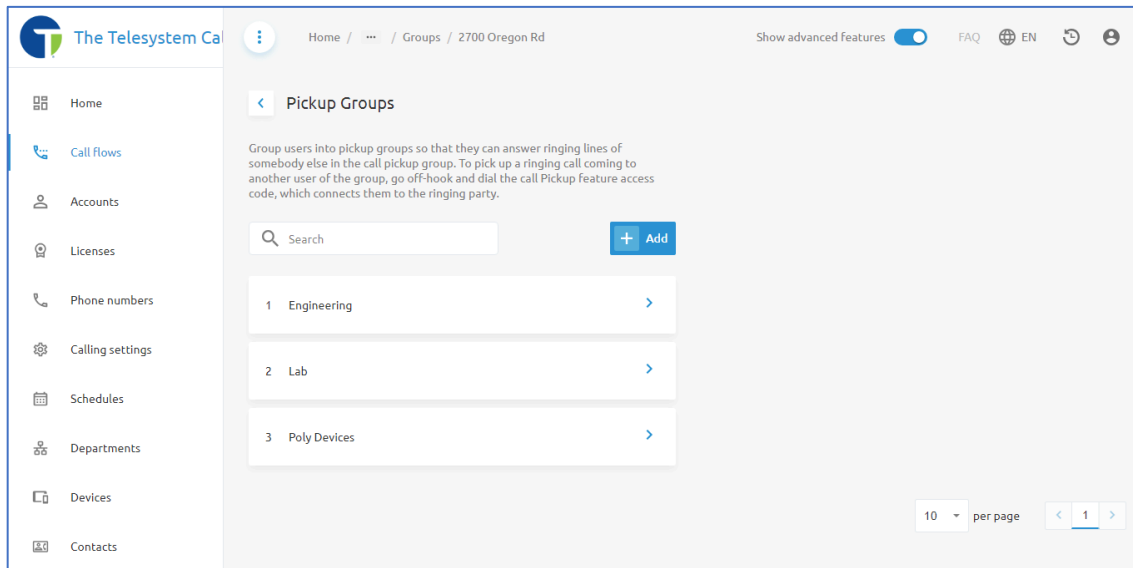
The screenshot shows a dialog box titled "Edit phone number" with a close button (X) in the top right corner. Below the title, there are two sections: "Select number from group level" and "Selected number:". The "Select number from group level" section contains a search input field with a magnifying glass icon and the text "Search". Below the search field is a list of four phone numbers, each with a radio button: "+14194428619", "+15054564308", "+15054564309", and "+15054564310". The "Selected number:" section shows a checkmark and the number "+15054564306". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

If no phone numbers are available in the column on the left, then there are no unused phone numbers assigned to your group. You may need to access the **Phone Numbers** menu in the Enterprise/Tenant administration and allocate unused numbers to this group. If there are no unused numbers available at the Enterprise level either, then you must contact your Telesystem Account Manager or the Telesystem Support team to have additional phone numbers allocated to your account.

Pickup Groups

Call Pickup Groups organize users into logical groups that allow members of the same group to answer ringing lines of somebody else in the call pickup group.

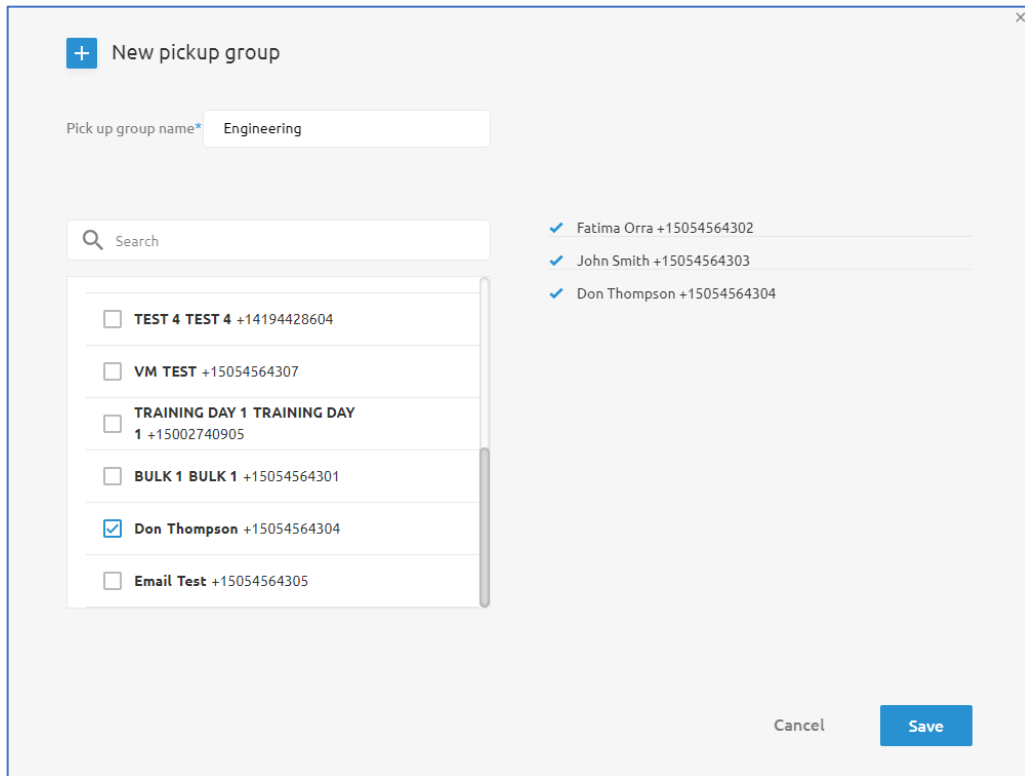
To pick up a ringing call coming to another user of the group, users must go off-hook and dial the call pickup feature access code, which connects them to the ringing party.



Adding a Call Pickup Group

To add a new Call Pickup Group:

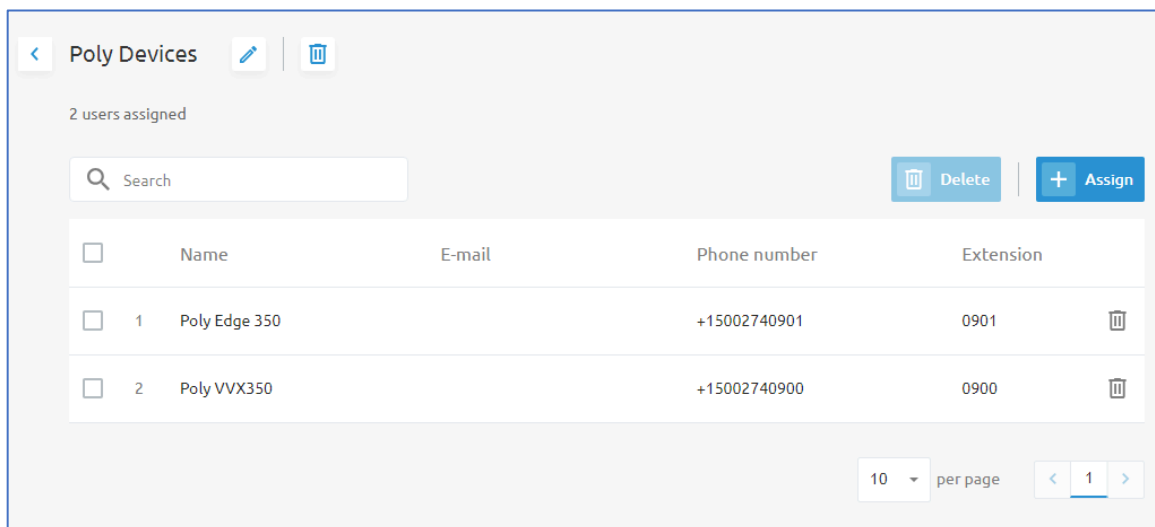
1. From the Group/Site Admin, go to **Call Flows**
2. Click on **Pickup Groups**
3. Click the **+Add** button
4. Enter a name for the group in the **Pickup group name** text box.
5. Scroll through the list of users or use the search box to locate specific users and then click on the checkbox preceding their name to add them to the group.
6. Review the list of users in the call pickup group, remove any users that should not be part of the group.
7. Click the **Save** button to keep your changes.




NOTE: Users may only be a member of one Call Pickup Group. A single user cannot be a member of two or more call pickup groups simultaneously.

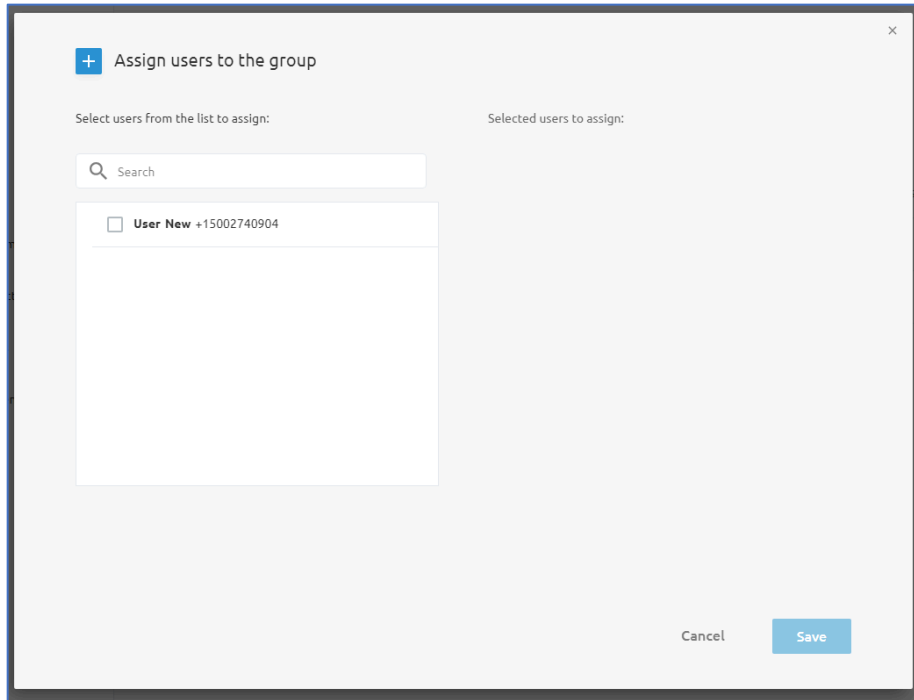
Editing a Call Pickup Group

To edit a Call Pickup Group, from the list of available groups in the **Pickup Groups** menu, click on the group you wish to edit.



Here you will see a table displaying the users assigned to the group with information including user's **Name**, **Email Address**, **Phone Number**, and **Extension**.

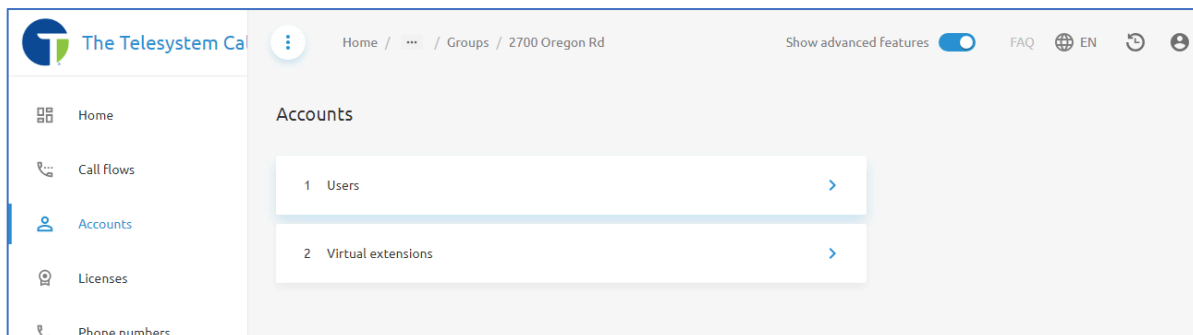
Remove users from the group by clicking on the trashcan icon  or remove multiple users at the same time by checking the box in the first column next to each user you wish to remove then click the **Delete** button.



Add new users to the **Pickup Group** by clicking on the **+Assign** button, then select any available users from the list to assign them to the group. Click the **Save** button to keep your changes.

Accounts

The **Accounts** menu is where administrators can go to access **Users** and **Virtual Extensions** for the group/site.



Users

When you click on **Users**, you will be presented with a list of all users within the Group/Site.

The screenshot shows the 'Users' management page in the Telesystem interface. The page has a sidebar on the left with navigation options: Home, Call flows, Accounts, Licenses, Phone numbers, Calling settings, Schedules, Departments, Devices, Contacts, Media, Admins, and Details. The main content area is titled 'Users' and has tabs for 'Users list', 'Users KPIs', 'Bulk Creations', and 'Bulk Updates'. The 'Users list' tab is active, showing a search bar and buttons for 'Delete', 'Bulk add', and 'Add user'. Below the search bar are two dropdown menus: 'Edit call forwarding' and 'Edit incoming calls settings'. The main part of the page is a table with the following columns: Name, Email, Phone number, Extension, and Departments. The table contains 9 rows of user data.

	Name	Email	Phone number	Extension	Departments
<input type="checkbox"/>	1 Fatima Orra	tima1591@hotmail.com	+15054564302	4302	
<input type="checkbox"/>	2 John Smith	jsmith@emaildomain.com	+15054564303	4303	
<input type="checkbox"/>	3 User New		+15002740904	0904	
<input type="checkbox"/>	4 Poly Edge 350		+15002740901	0901	
<input type="checkbox"/>	5 Poly VVX350		+15002740900	0900	
<input type="checkbox"/>	6 TEST 1 TEST 1		+14194428669	8669	
<input type="checkbox"/>	7 TEST 2 TEST 2		+14194428603	8603	
<input type="checkbox"/>	8 TEST 4 TEST 4		+14194428604	8604	
<input type="checkbox"/>	9 VM TEST	piotr.kostecki@test004@netaxis.be	+15054564307	4307	

Along the top of the page, you will have tabs available to change between **Users list**, **Users KPIs**, **Bulk Creations**, and **Bulk Updates**.


This screenshot is a zoomed-in view of the 'Users list' tab from the previous image. It shows the search bar, the 'Delete', 'Bulk add', and 'Add user' buttons, and the first two rows of the user table.

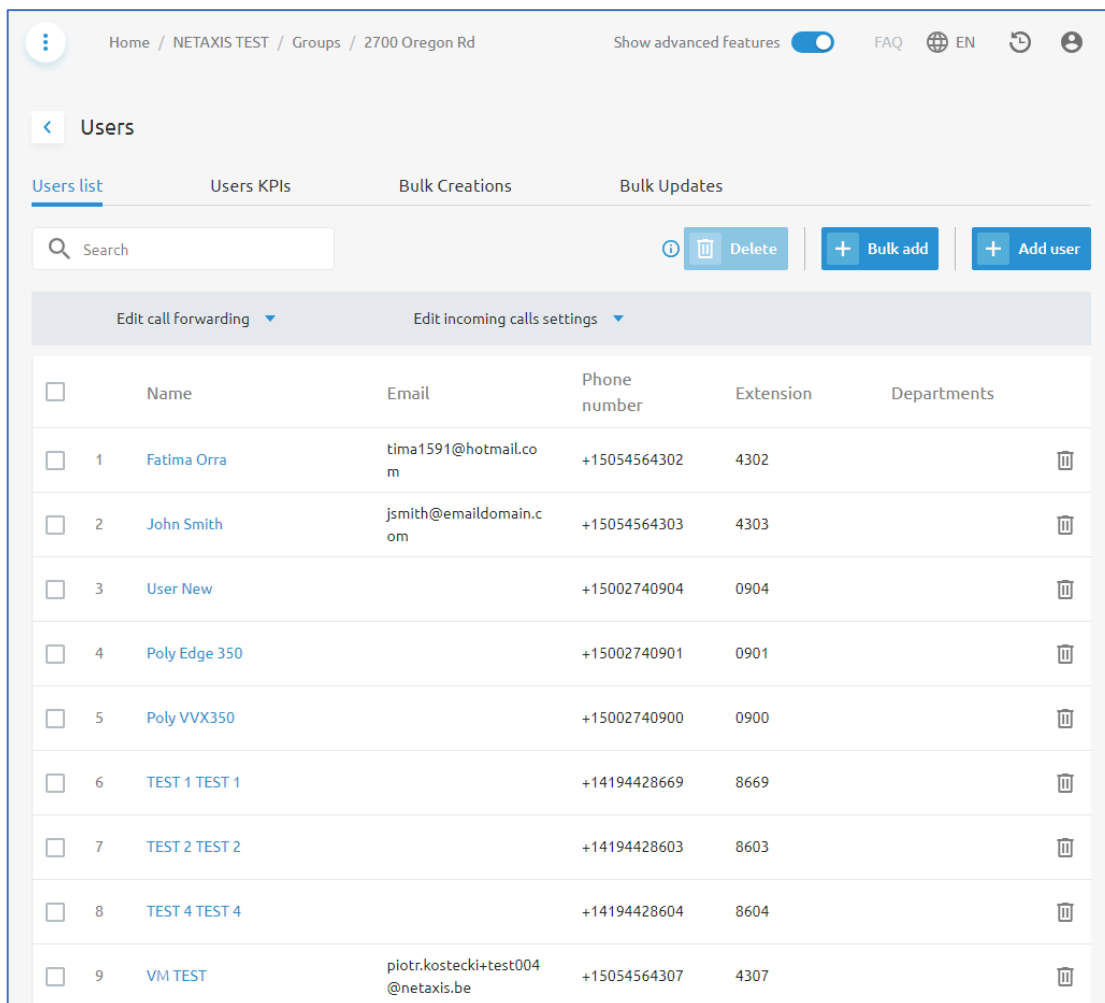
	Name	Email	Phone number	Extension	Departments
<input type="checkbox"/>	1 Fatima Orra	tima1591@hotmail.com	+15054564302	4302	
<input type="checkbox"/>	2 John Smith	jsmith@emaildomain.com	+15054564303	4303	

Users List




The **Users List** tab of the Users menu will display the information about all users within the Group/Site in a table format. The information available in the table includes:

- Name (first and last)
- Email Address
- Phone Number
- Extension
- Departments

With the appropriate level of access, you may also see a trashcan icon  that allows you to delete users. If you delete a user, the license and phone number will be assigned back to your pool of users for you to re-allocate. **This action will not stop billing for that account.** If you wish to remove a user and stop billing charges for that account, you must contact Telesystem to have the user removed from your account.









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Show advanced features FAQ  EN  

< Users

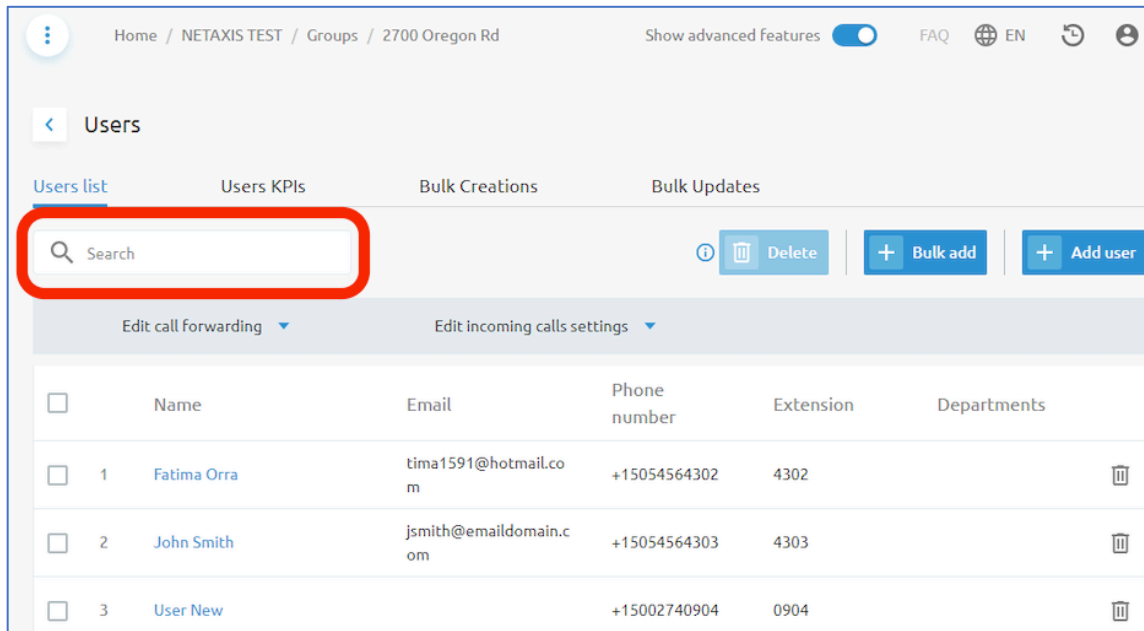
Users list | Users KPIs | Bulk Creations | Bulk Updates

Search   Delete  Bulk add  Add user

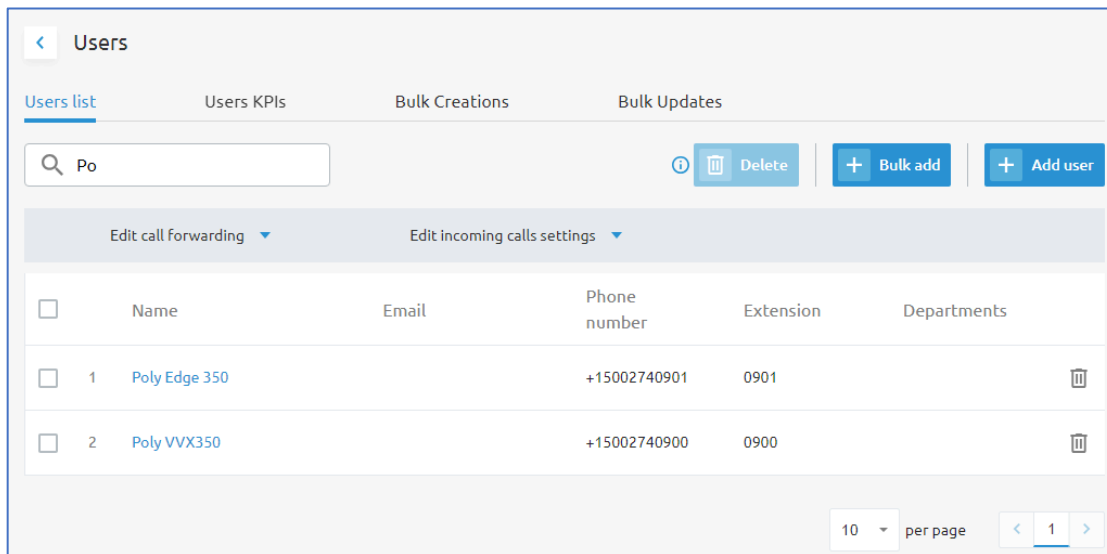
Edit call forwarding  Edit incoming calls settings 

<input type="checkbox"/>	Name	Email	Phone number	Extension	Departments
<input type="checkbox"/>	1 Fatima Orra	tima1591@hotmail.com	+15054564302	4302	
<input type="checkbox"/>	2 John Smith	jsmith@emaildomain.com	+15054564303	4303	
<input type="checkbox"/>	3 User New		+15002740904	0904	
<input type="checkbox"/>	4 Poly Edge 350		+15002740901	0901	
<input type="checkbox"/>	5 Poly VVX350		+15002740900	0900	
<input type="checkbox"/>	6 TEST 1 TEST 1		+14194428669	8669	
<input type="checkbox"/>	7 TEST 2 TEST 2		+14194428603	8603	
<input type="checkbox"/>	8 TEST 4 TEST 4		+14194428604	8604	
<input type="checkbox"/>	9 VM TEST	piotr.kostecki+test004@netaxis.be	+15054564307	4307	

A search box is also available if you need to locate a specific user or account from the list.



To perform a search, just begin typing into the search box and the results in the table will dynamically present themselves as you continue to type. You may search for content that displays in any of the fields in the table including name, email address, phone number, extension, department, or site.

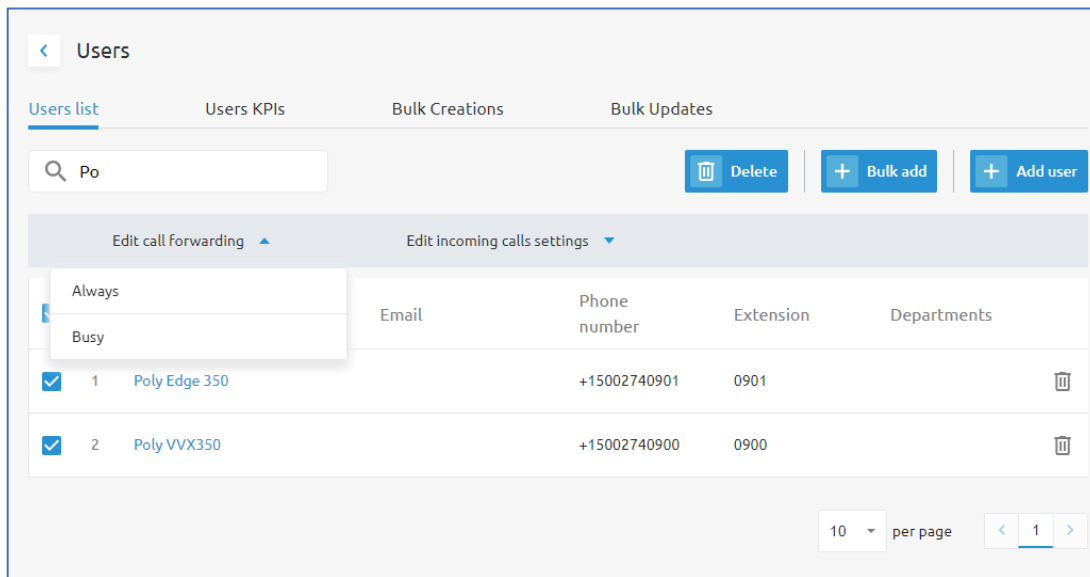


In addition to providing information about users within the table, administrators can also edit call forwarding or enable Do Not Disturb for one or more users from this menu.

To do this, select users you wish to edit by checking the box in the first column in the table, to the left of their name. Then, click on the **Edit call forwarding** drop-down or the **Edit incoming calls settings** drop-down from above the table.

Edit call forwarding

When editing call forwarding from the **Users** menu, you will have options to edit Call Forwarding Always or Call Forwarding Busy for the users.

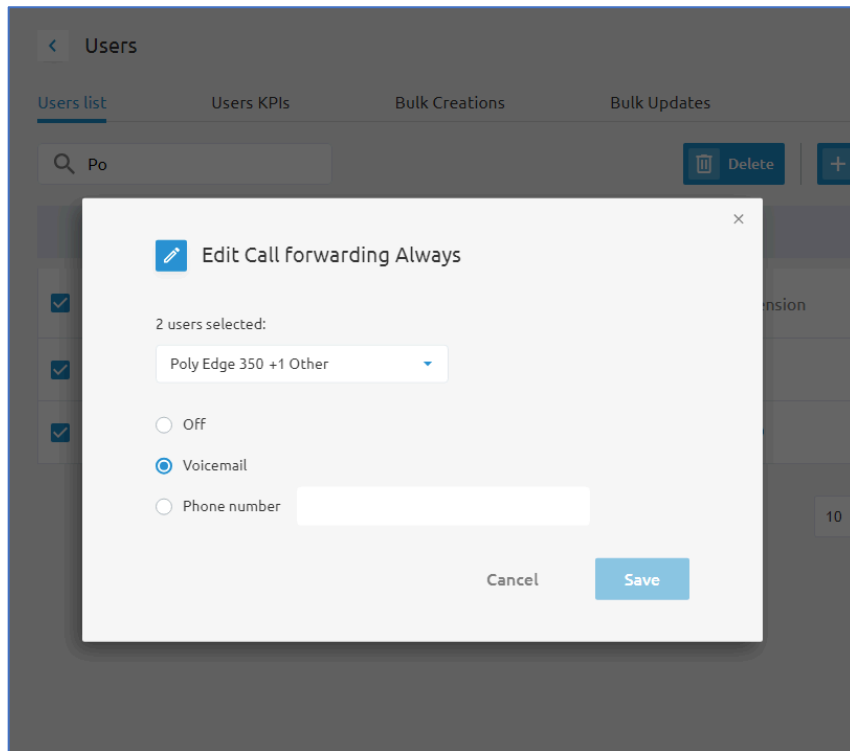


Call Forward Always means that all inbound calls to that number will automatically be forwarded to the specified destination.

Call Forward Busy means that inbound calls to the number will be forwarded if that line is presenting a busy tone. A busy tone will not occur if the line has call waiting enabled and a device is actively registered and online. Most accounts route calls to voicemail when they are busy, and we strongly caution administrators when making changes to this configuration as it may cause an interruption of your standard call flow.

Once you have selected the feature you want to edit, a pop-up window will display in your browser. From the pop-up window you must:

1. Review the users you have selected to modify the configuration for
2. Choose a forwarding destination/configuration.
 - a. Preset options that are available include: Off (disable call forward), Voicemail (default option for most accounts), and Phone Number (enter the 10-digit phone number or extension where you want calls to be forward to).
3. Click **Save** to keep your changes.

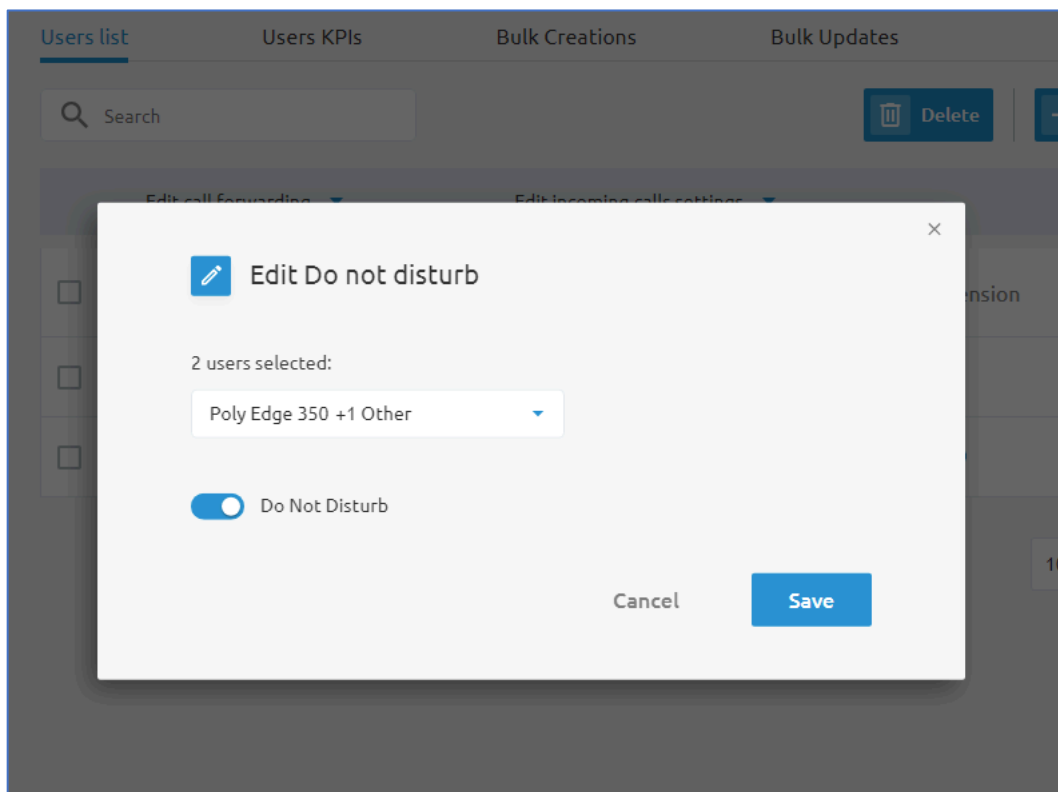


Edit incoming calls setting

This menu option allows you to modify the **Do Not Disturb** feature for multiple lines simultaneously. The Do Not Disturb feature makes the station unavailable so that incoming calls are given a busy treatment. Typically, a busy treatment will send callers to voicemail unless the Call Forward Busy is setup to utilize a different destination.

Once you have selected the feature to edit, a pop-up window will display in your browser. From the pop-up window you must:

1. Review the users you have selected to modify the configuration for.
2. Enable/Disable Do Not Disturb using the toggle switch.
3. Click **Save** to keep your changes.



Users KPIs

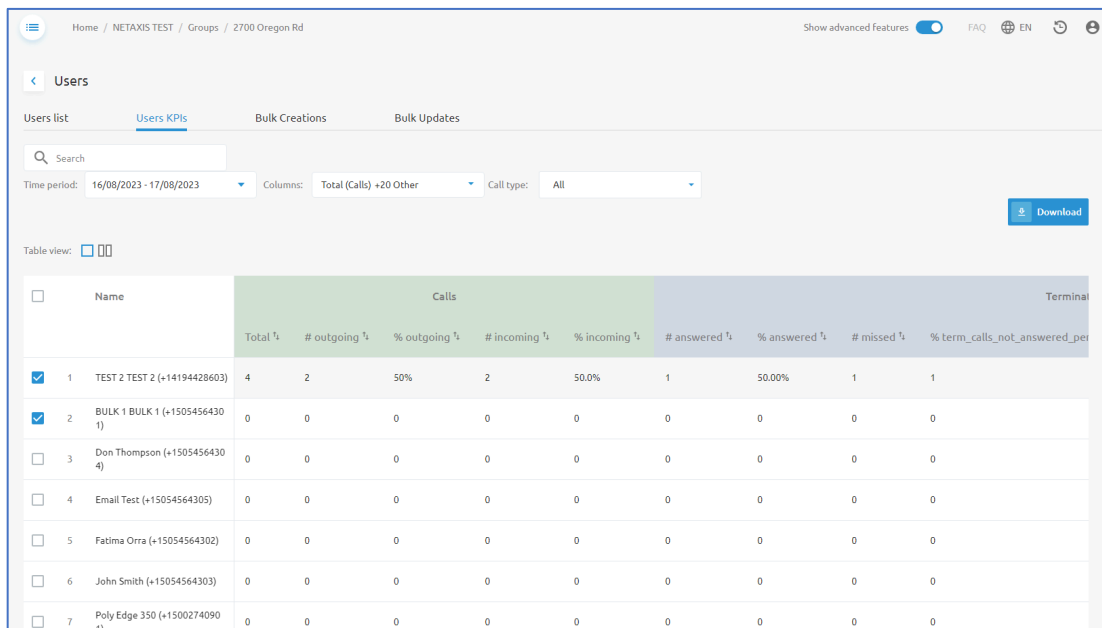
On the **Users KPIs** tab, administrators will have the ability to generate a call statistics report on their users across the entire Group/Site.

An option to search for specific users is available using the search box. In the search box you may search by name, phone number, or extension for the user you are wanting to get statistics on.

Using the drop-down boxes, admins may also specify the following:

- Time period: specify date range for the output data
- Columns: select/deselect the output data that will be shown
- Call type: chose to only display inbound, outbound, or all calls

The data may also be downloaded to csv file. To do this, start by selecting the user(s) you wish to export data for. Use the checkbox in the table to choose the users. Once user(s) have been selected, the **Download** button will become available. Click on it to initiate the download process.



The screenshot shows the 'Users KPIs' interface. At the top, there is a search bar and filters for 'Time period' (16/08/2023 - 17/08/2023), 'Columns' (Total (Calls) +20 Other), and 'Call type' (All). A 'Download' button is visible on the right. Below the filters is a table with columns for 'Name', 'Calls', and 'Terminal'. The table contains 7 rows of user data, with the first two rows selected (checkboxes checked).

	Name	Calls								Terminal
		Total %	# outgoing %	% outgoing %	# incoming %	% incoming %	# answered %	% answered %	# missed %	
<input checked="" type="checkbox"/>	1 TEST 2 TEST 2 (+14194428603)	4	2	50%	2	50.0%	1	50.00%	1	1
<input checked="" type="checkbox"/>	2 BULK 1 BULK 1 (+15054564301)	0	0	0	0	0	0	0	0	0
<input type="checkbox"/>	3 Don Thompson (+15054564304)	0	0	0	0	0	0	0	0	0
<input type="checkbox"/>	4 Email Test (+15054564305)	0	0	0	0	0	0	0	0	0
<input type="checkbox"/>	5 Fatima Orra (+15054564302)	0	0	0	0	0	0	0	0	0
<input type="checkbox"/>	6 John Smith (+15054564303)	0	0	0	0	0	0	0	0	0
<input type="checkbox"/>	7 Poly Edge 350 (+1500274090)	0	0	0	0	0	0	0	0	0

Bulk Creations and Bulk Updates

The tabs for **Bulk Creations** and **Bulk Updates** will display any users that have been created or modified using a bulk upload tools used by Telesystem.


Virtual Extensions

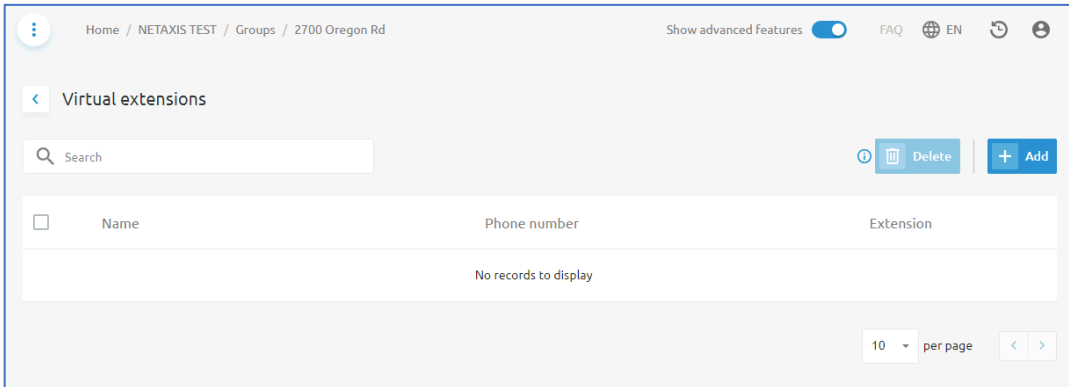
The **Virtual Extensions** options will allow administrators to manage any Virtual On-Net Enterprise Extensions built within the Group/Site.

Virtual Extensions allow you to assign an extension to a phone number that is not part of your organization. This may be cell phone numbers, a vendor or distributor's number, or any other number you and/or your team members call on a regular basis.

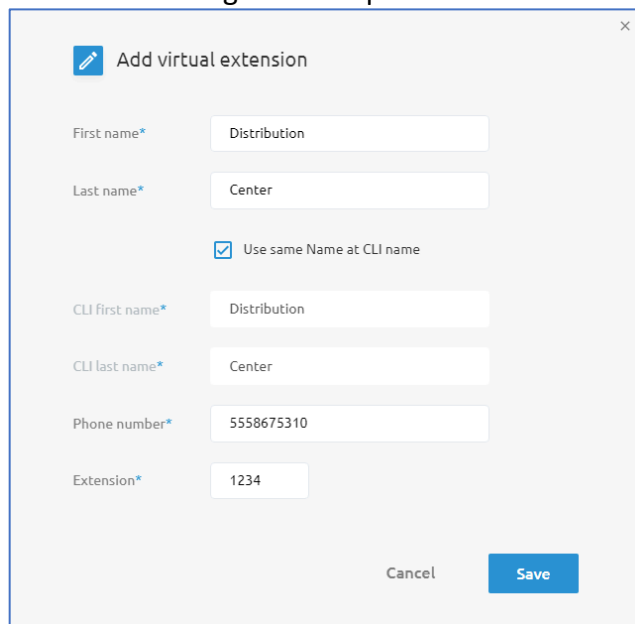
Add a new Virtual Extension

To add a new Virtual Extension to your Group/Site:

1. Navigate to the Group/Site Level of the Call Management Portal
2. Go to  Accounts
3. Click on **Virtual Extensions**
4. Click the **+Add** button



5. Choose between adding one virtual extension or adding multiple virtual extensions.
 - a. When adding one virtual extension enter the information from the pop-up window following the example below.



The screenshot shows a pop-up form titled 'Add virtual extension'. The form contains the following fields and options:

- First name*: Distribution
- Last name*: Center
- Use same Name at CLI name
- CLI first name*: Distribution
- CLI last name*: Center
- Phone number*: 5558675310
- Extension*: 1234

At the bottom of the form, there are 'Cancel' and 'Save' buttons.

- b. When adding multiple virtual extensions, you must be able to add them as a range of numbers and a range of extensions. If the phone numbers being added are not sequential, or the extensions you want to use are not sequential, you must add them individually.

The screenshot shows a web form titled "Add multiple virtual extensions" with a progress indicator showing step 1 of 2. The form is divided into two sections: "Add range & extensions" and "Details". Under "Add range & extensions", there are two input fields for "Range:" with values "5558675500" and "5558675599", and two input fields for "Range of extensions:" with values "1100" and "1199". At the bottom right, there are "Cancel" and "Next" buttons.

The screenshot shows the same web form, now at step 2 of 2. The "Add range & extensions" section is now disabled. The "Details" section contains four required text input fields: "First name*", "Last name*", "CLI first name*", and "CLI last name*". There is also a checkbox labeled "Use same Name at CLI name" which is currently unchecked. At the bottom right, there are "Prev" and "Save" buttons.

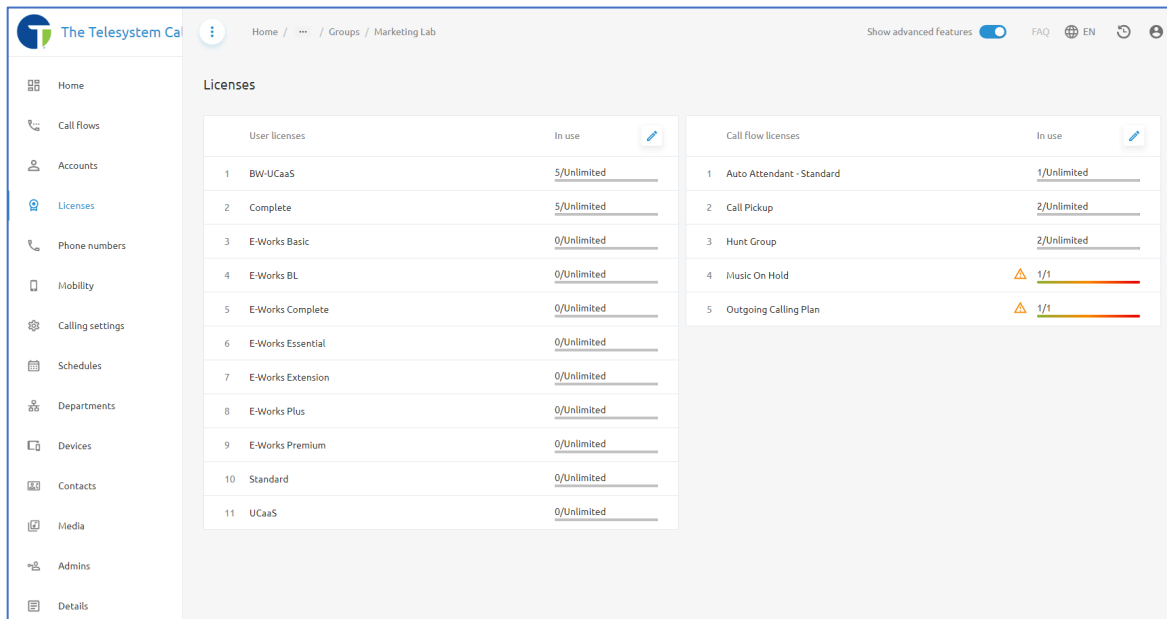
Populate the name information and click **Save**.

Licenses

Licenses are allocated to your Enterprise by Telesystem. The licenses that are allocated are intended to be assigned to Groups within your Enterprise and ultimately in the Groups, the licenses are assigned to the users or services.


On the **Licenses** menu you will see all licenses that have been allocated to your Group/Site.

In the column labeled “**In use**”, you can identify how many licenses are available to your Group versus how many are currently in use.



User licenses		In use
1	BW-UCaaS	5/Unlimited
2	Complete	5/Unlimited
3	E-Works Basic	0/Unlimited
4	E-Works BL	0/Unlimited
5	E-Works Complete	0/Unlimited
6	E-Works Essential	0/Unlimited
7	E-Works Extension	0/Unlimited
8	E-Works Plus	0/Unlimited
9	E-Works Premium	0/Unlimited
10	Standard	0/Unlimited
11	UCaaS	0/Unlimited

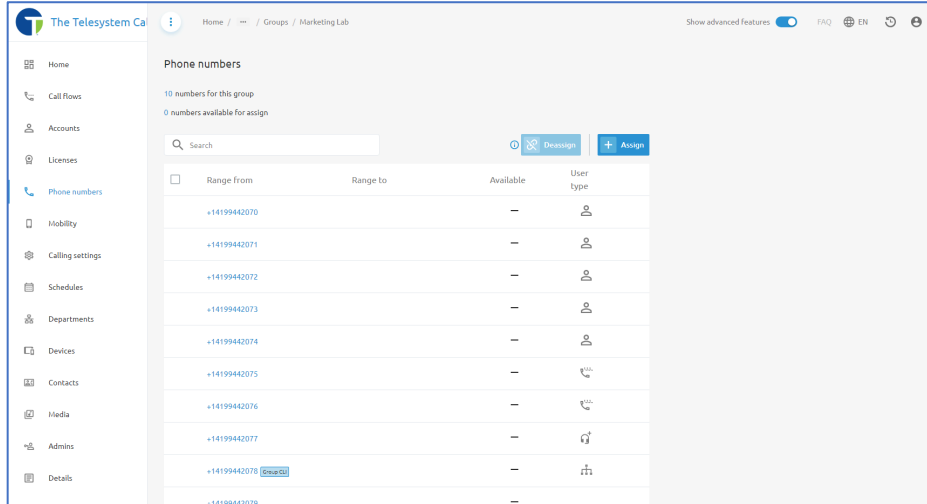
Call flow licenses		In use
1	Auto Attendant - Standard	1/Unlimited
2	Call Pickup	2/Unlimited
3	Hunt Group	2/Unlimited
4	Music On Hold	1/1
5	Outgoing Calling Plan	1/1

Administrators can use the pencil icon  and edit the number of licenses allocated to the Group/Site. Any licenses that are removed from the Group are reallocated back to the Enterprise/Tenant so they may be issued out to other Groups as needed.

User licenses are billable licenses. If you need to add or remove the number of licenses that are allocated to your account, you must contact your Telesystem Account Manager or Telesystem Support to make changes to your account.

Phone Numbers

Like the Licenses as described above, the **Phone numbers** menu provides a view of all phone numbers allocated to your **Group/Site**. On this menu, you will have a high-level overview of the total number of phone numbers allocated and how many are assigned.

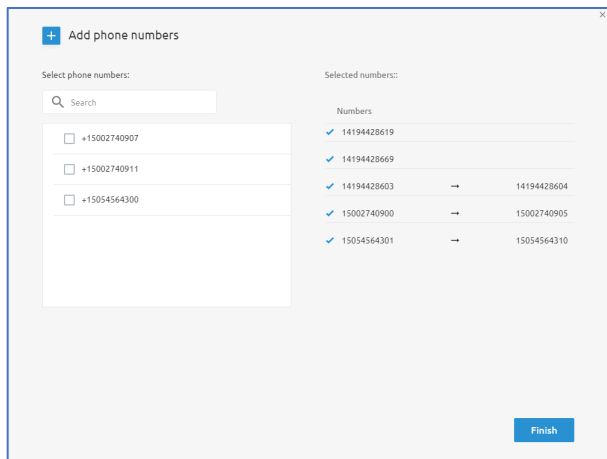


Below the summary, is a table showing all allocated phone numbers (or range of phone numbers) along with the current **User type** (Normal Users, Auto Attendant, Hunt Group, etc....).

Administrators can use the search box to locate a specific phone number or extension in the table view.

A phone number with a checkmark ✓ in the **Available** field indicates that the number is allocated to your Group but not current in use. You may check the box in the far, left column and then use the **Deassign** button ✖ to remove the number from the **Group**. This will make the number available for assignment at the Enterprise level.

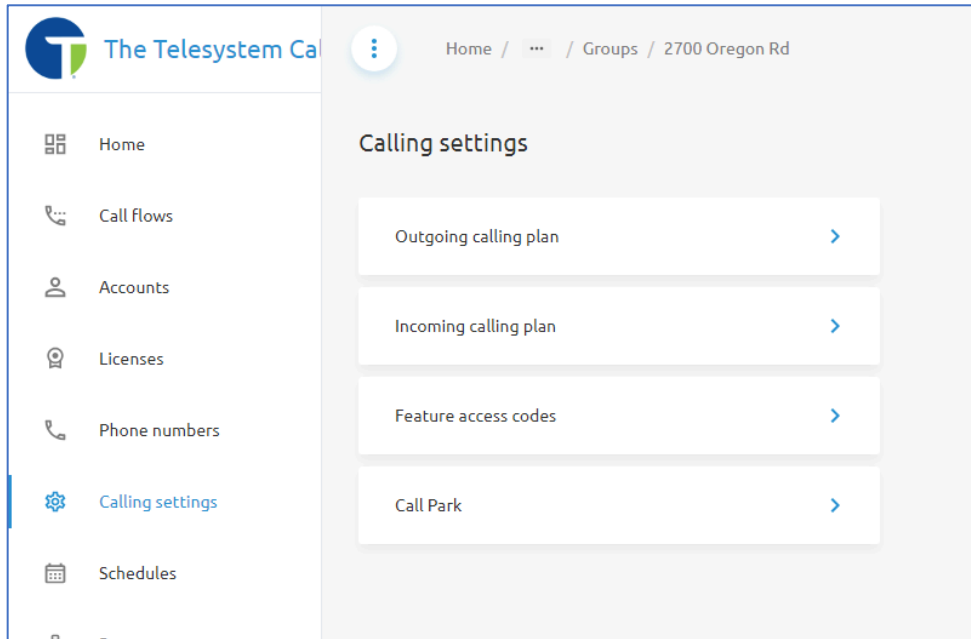
Use the **+Assign** button to add available numbers from the Enterprise to your current Group.



Calling Settings

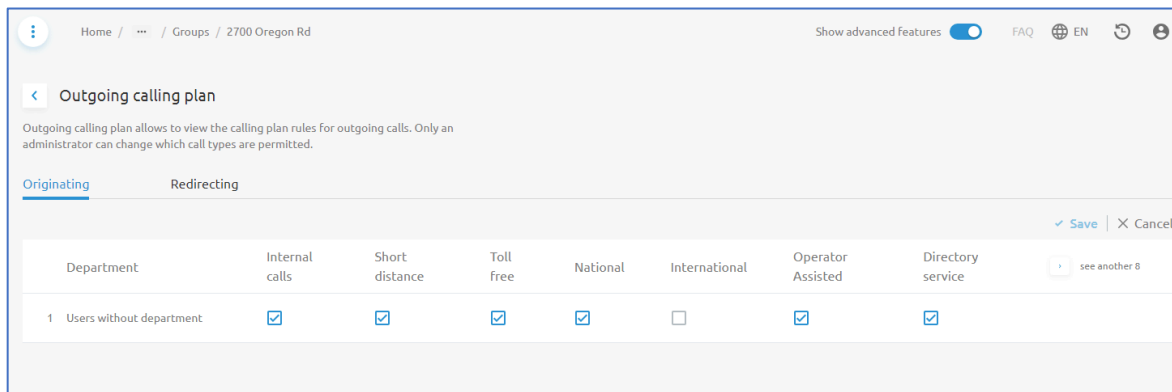
The Calling Settings menu provides administrators with the ability to access the following items:

- Outgoing calling plan
- Incoming calling plan
- Feature access codes
- Call Park



Outgoing Calling Plan

The **Outgoing Calling Plan** allows administrators to view the calling plan rules for outgoing calls. Only an administrator can change which call types are permitted. You should use extreme caution before making any changes to the Outgoing Calling Plan as it may affect your organization's ability to place outbound calls or enable the ability to place calls that could result in additional charges to your account such as International Calls, Directory Service Calls, and Premium and Special Services calls.



Using the checkboxes, administrators can enable and disable outgoing call types as needed. If International calling is not enabled on your account and you try to enable it using this checkbox, your users may still be unable to place international calls as additional configuration by Telesystem Engineering may be required.

Changes can be made for **Originating** call types as well as **Redirecting** call types. The Originating calls are calls being places by members of your Group. Redirecting call types are calls that are being forwarded or transferred.

Incoming Calling Plan

The Incoming Calling Plan allows administrators to set incoming call restrictions for departments in their Group. Admins can also set restrictions for users by drilling down to their incoming setting menu.

<input type="checkbox"/>	Name	Digit string	Group default
<input type="checkbox"/>	Calls within enterprise		<input checked="" type="checkbox"/>
<input type="checkbox"/>	Calls outside of enterprise		Allow ▾
<input type="checkbox"/>	Collect calls		<input checked="" type="checkbox"/>
<input type="checkbox"/> 1	TEST	1234	<input checked="" type="checkbox"/>

Use the available check boxes to enable or disable calling types/plans. When a box is unchecked, those types of calls are blocked from reaching users and services within your group.

Administrators can use the **+Add** button to add additional incoming calling plan rules. For example, if you wanted to block all inbound calls from a specific phone number you may setup a plan that looks like this:

+ v3_0.Add restriction [Close]

Name:

Digit string:

You can use digits from 0 to 9 and also following characters:

- ?**
 - matches digits from 0-9, * and #
 - digit string can contain one or more question marks
 - ? can appear in any position except for national prefix/country code**Example:**
203990????, 203?9000?9

- ***
- matches zero or more digits
- is allowed only at the end of digit string**Example:** 301* - this means that this restriction matches any string beginning with 301, 3015550100 for example
- []**
- matches single digit that satisfies the specified range of digits
- use in case you want to list consecutive (use hyphen "-") or nonconsecutive (use comma ",") ranges**Example:**
[1,3] [1-8, 9], [1-6]
- +**
- allowed as a first character of the number**Example:**
+12349099909
- #**

[Cancel] [Add]

Click the **Add** button to add this Calling Plan to the list.

Once you see the new plan in the table, uncheck the box in the far, right-hand column for that plan to block the number from calling.

Incoming calling plan

This setting can be used to set incoming call restrictions for departments of your group. You can also set restrictions for particular users by drilling down to their incoming setting menu.

Search

Delete Add Save Cancel

<input type="checkbox"/>	Name	Digit string		Group default
	Calls within enterprise			<input checked="" type="checkbox"/>
	Calls outside of enterprise			Allow
	Collect calls			<input checked="" type="checkbox"/>
<input type="checkbox"/>	1 TEST	1234		<input checked="" type="checkbox"/>
<input type="checkbox"/>	2 Block	5558675309		<input type="checkbox"/>

Remove custom calling plans by selecting the checkbox in the first column of the plan(s) you want to remove, then click the **Delete** button.

Incoming calling plan

This setting can be used to set incoming call restrictions for departments of your group. You can also set restrictions for particular users by drilling down to their incoming setting menu.

Search

Delete Add Save Cancel

<input type="checkbox"/>	Name	Digit string		Group default
	Calls within enterprise			<input checked="" type="checkbox"/>
	Calls outside of enterprise			Allow
	Collect calls			<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	1 TEST	1234		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	2 Block	5558675309		<input type="checkbox"/>

Feature Access Codes

Feature Access Codes (FAC) are codes you can use to active/deactivate a feature via your phone's keypad.

This menu will display a list of all feature access codes available to your group. You can search for a specific feature using the available search box. You may also check the boxes for the features and download a CSV file listing all the available feature access codes.

< Feature access codes

Feature access codes are codes you can use to activate / deactivate a feature via your phone.

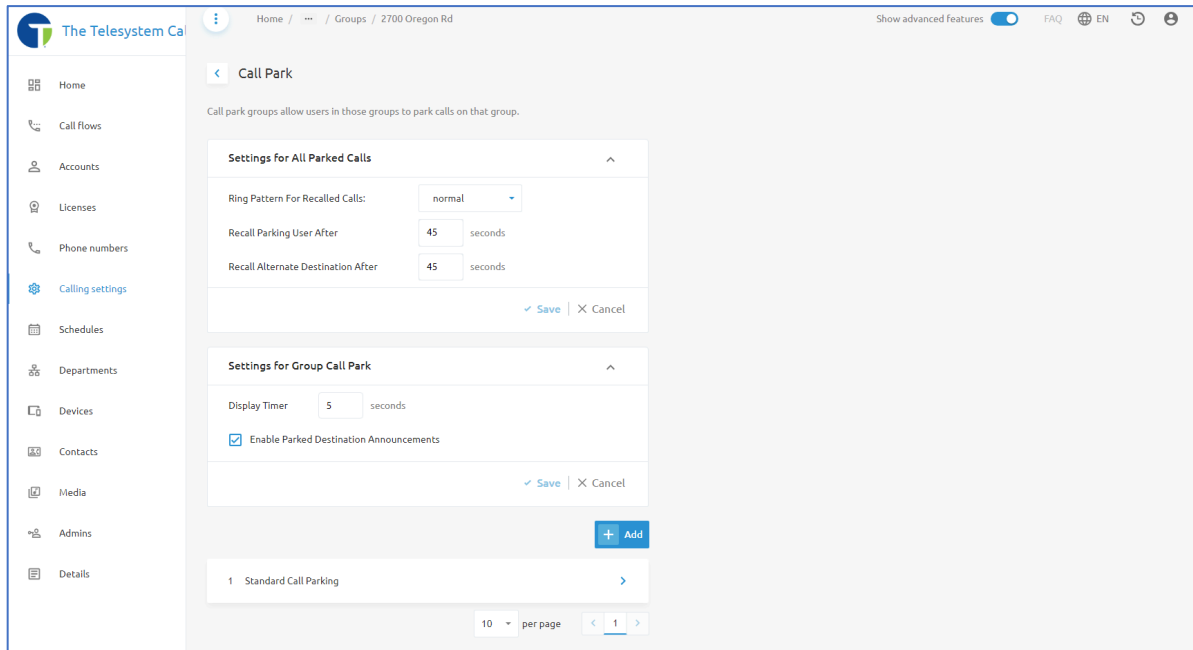
Search [Download CSV](#)

<input checked="" type="checkbox"/>	Code	Name
<input checked="" type="checkbox"/>	1 #92#	Call Return Number Deletion
<input checked="" type="checkbox"/>	2 *96	Push to Talk
<input checked="" type="checkbox"/>	3 #77	Selective Call Forwarding Deactivation
<input checked="" type="checkbox"/>	4 *610	No Answer Timer
<input checked="" type="checkbox"/>	5 *61	Calling Line ID Delivery Blocking Persistent Activation
<input checked="" type="checkbox"/>	6 #76	Selective Call Forwarding Activation
<input checked="" type="checkbox"/>	7 *98	Call Park
<input checked="" type="checkbox"/>	8 #53	Hunt Group Busy Interrogation
<input checked="" type="checkbox"/>	9 #58	Group Call Park
<input checked="" type="checkbox"/>	10 #70	Night Service Activation Manual Override

Call Park

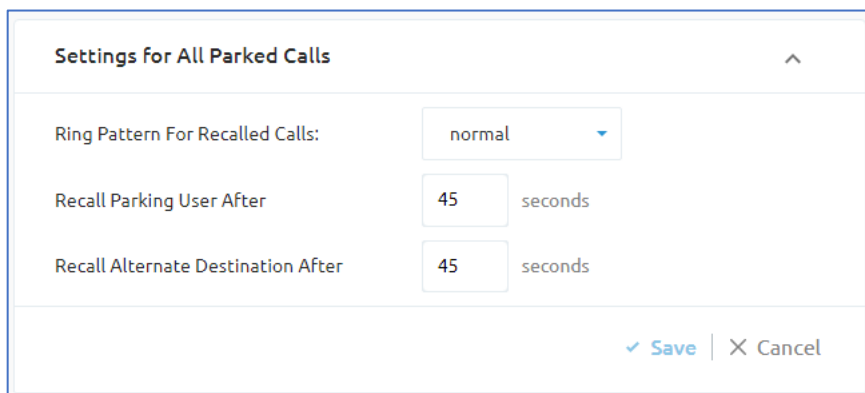
This menu allows for administrators to configure Call Park Groups and manage settings for the call park groups.

Call Park Groups allow administrators to create logical groups of users, and the users within those groups to park and retrieve calls on the extensions of users within that Call Park Group.



Settings for All Parked Calls

In this section, administrators can configure settings for recalling parked calls. This would be used for an instance when a call is parked for a period of time and nobody has retrieved it. Administrators can configure a threshold to have that parked call be recalled or ring back to the station that initially parked it, or an alternate destination which is configured as a hunt group.



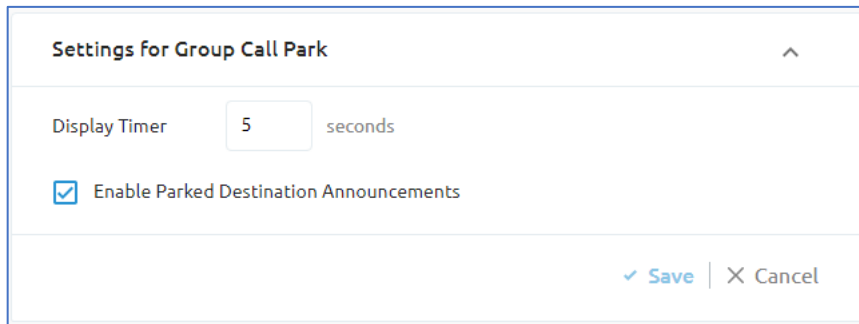
In this section you can select a specific ring pattern to play on the station when the call is recalled. This provides an audible notification to the user letting them know this is different than a regular inbound call.

Options are also available to configure the amount of time before the call is recalled to the Parking User and the Alternate Destination. Enter the number of seconds in the appropriate text field.

Click **Save** to keep your changes.

Settings for Group Call Park

The Call Park Display Timer controls how long the server waits before releasing the parking call that is the call used to park an incoming call, made using Group Call Park.



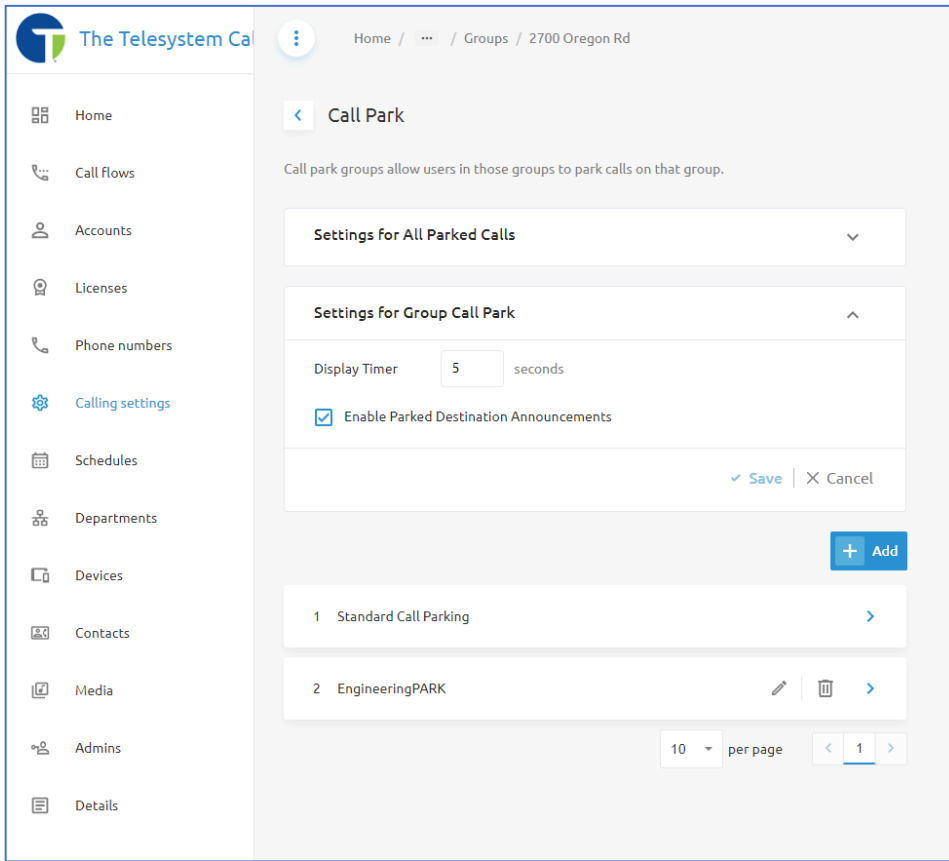
The screenshot shows a dialog box titled "Settings for Group Call Park". Inside the dialog, there is a "Display Timer" field with the value "5" and the unit "seconds". Below this, there is a checkbox labeled "Enable Parked Destination Announcements" which is checked. At the bottom right of the dialog, there are two buttons: "Save" (with a checkmark icon) and "Cancel" (with an X icon).

In the Display timer field, enter the time in seconds.

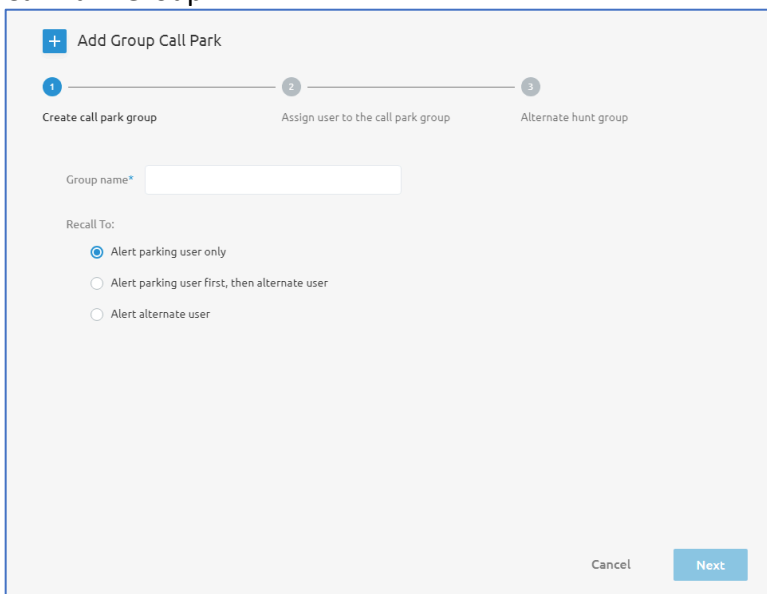
To announce to the parking user the extension/directory number of the destination against which the call has been parked, check the **Enable parked destination announcements** option.

Adding Call Park Groups

To add a new Call Park Group, click the blue **+Add** button on this page.



A pop-up window will display with a setup wizard that will guide you through the creation of the Call Park Group.



Enter a **Group name** and then choose if the parked call should be recalled to the Parking User Only, the Parking User First, then Alternate User, or just the Alternate User.

Then assign users to your Call Park Group. Use the box on the left to select users from the list. You may need to use the **Search** box to locate specific users. The users you select will show up on the right-hand side of the window.

Click **Next** to continue.

+ Add Group Call Park

1 Create call park group 2 Assign user to the call park group 3 Alternate hunt group

Select users to assign

Search

<input type="checkbox"/>	Name	Phone number
<input type="checkbox"/>	User New	+15002740904
<input type="checkbox"/>	Poly Edge 350	+15002740901
<input type="checkbox"/>	Poly VVX350	+15002740900
<input checked="" type="checkbox"/>	TEST 1 TEST 1	+14194428669
<input checked="" type="checkbox"/>	TEST 2 TEST 2	+14194428603
<input checked="" type="checkbox"/>	TEST 4 TEST 4	+14194428604

Assigned users

<input checked="" type="checkbox"/>	TEST 1 TEST 1	+14194428669	×
<input checked="" type="checkbox"/>	TEST 2 TEST 2	+14194428603	×
<input checked="" type="checkbox"/>	TEST 4 TEST 4	+14194428604	×
<input checked="" type="checkbox"/>	VM TEST	+15054564307	×
<input checked="" type="checkbox"/>	TRAINING DAY 1 TRAINING DAY 1	+15002740905	×
<input checked="" type="checkbox"/>	Email Test	+15054564305	×

Prev **Next**

NOTE: Users may only be members of one Call Park Group at a time.

Click **Next** to continue.

Select an alternate hunt group. The hunt group is available if you selected an option to recall parked calls to an alternate user.

+ Add Group Call Park

✓ ————— ✓ ————— 3

Create call park group Assign user to the call park group Alternate hunt group

Select available hunt group Selected hunt group

Search

Receptionist Hunt Group (5002740903)


Information Hunt Group (HG_14899)

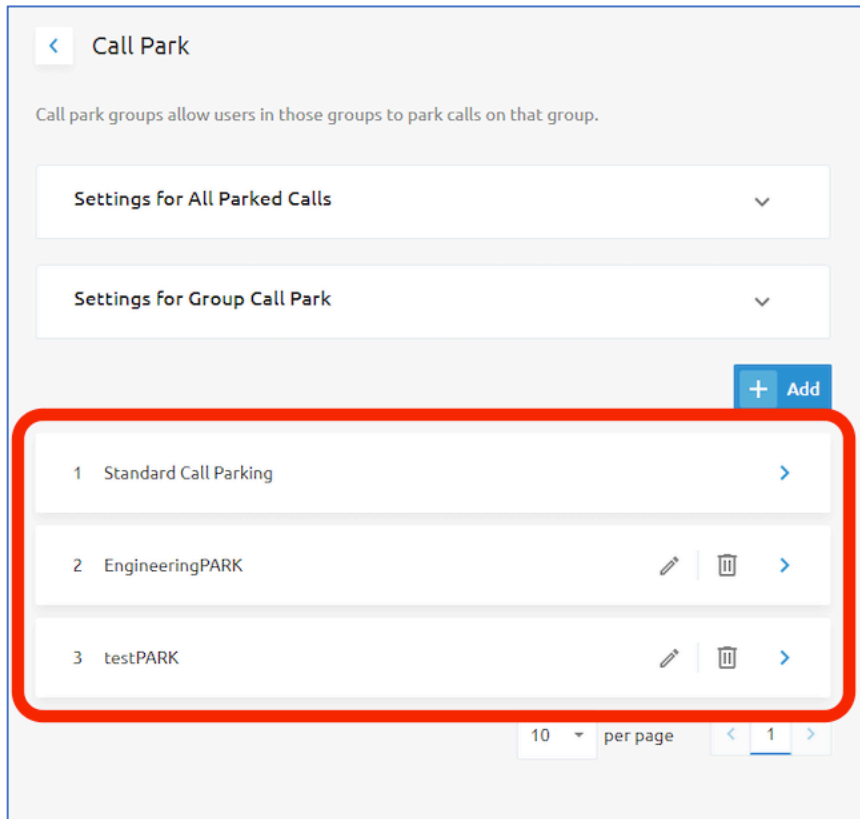
✓ 5002740903


Cancel Add

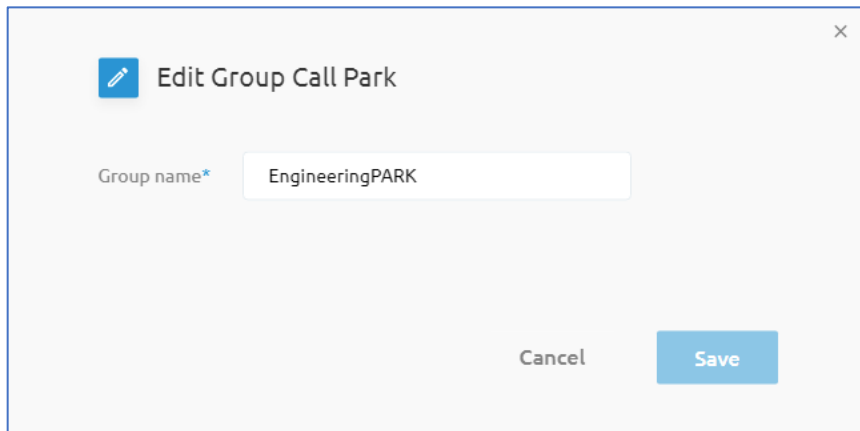
Click the **Add** button to keep your changes and build your new Call Park Group.

Managing Existing Call Park Groups

Existing Call Park Groups will display at the bottom of the page. Administrators can delete a Call Park Group by clicking on the trashcan icon  associated with that group.

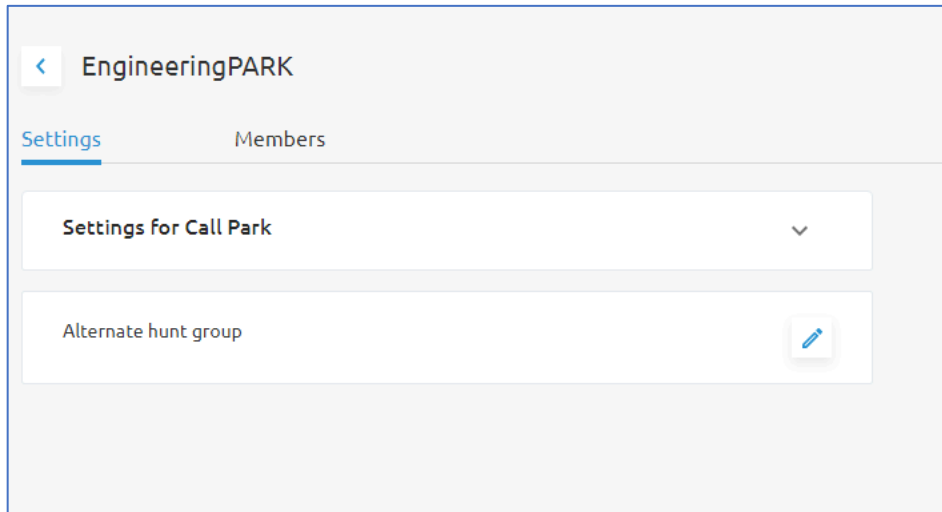


You can edit the name of the Call Park Group by clicking on the pencil icon  for that group, then use the pop-up window to edit the name field.

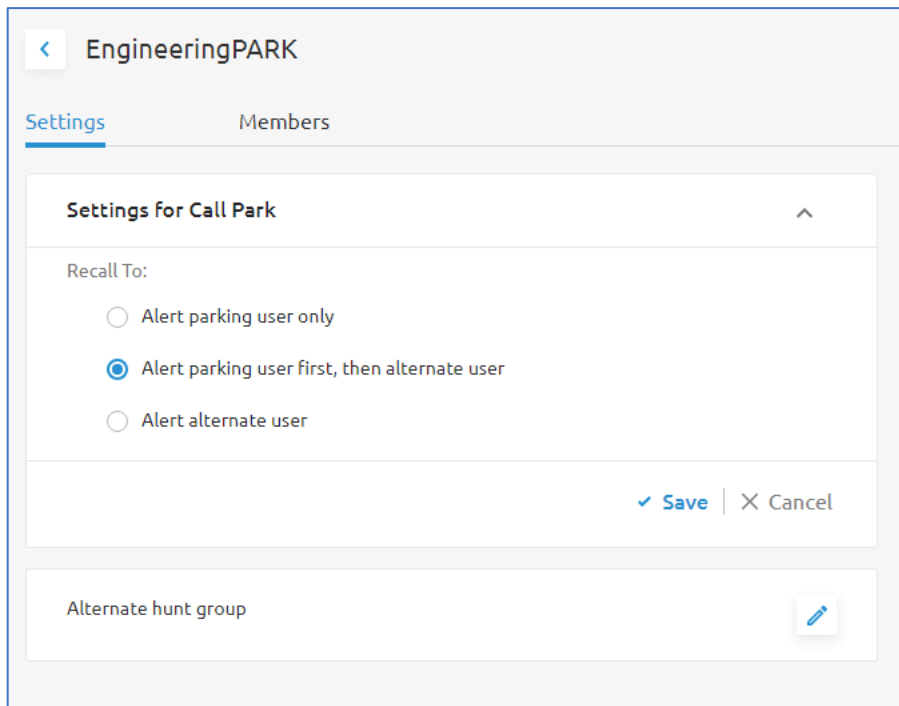


Click **Save** to keep your changes.


To modify the configuration of the Call Park Group, click on the blue arrow > for the Call Park Group. This will take you into the configuration page for that Park Group.

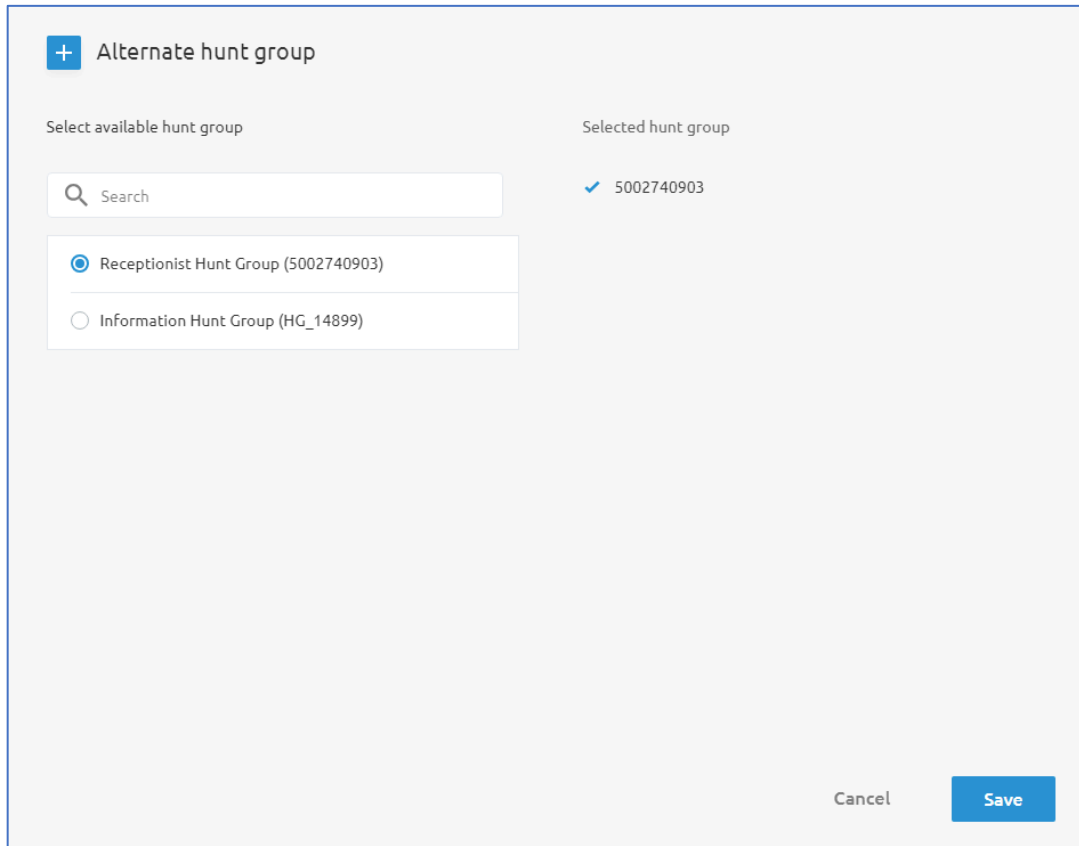


On the **Settings** tab, use the drop-down box for **Settings for Call Park** to modify the recall action that was setup.



Click **Save** to keep your changes.

Use the **Alternate hunt group** configuration by clicking on the pencil icon  to select a different hunt group for the **Alternate Recall** configuration.



Alternate hunt group

Select available hunt group

Selected hunt group

Search

Receptionist Hunt Group (5002740903)

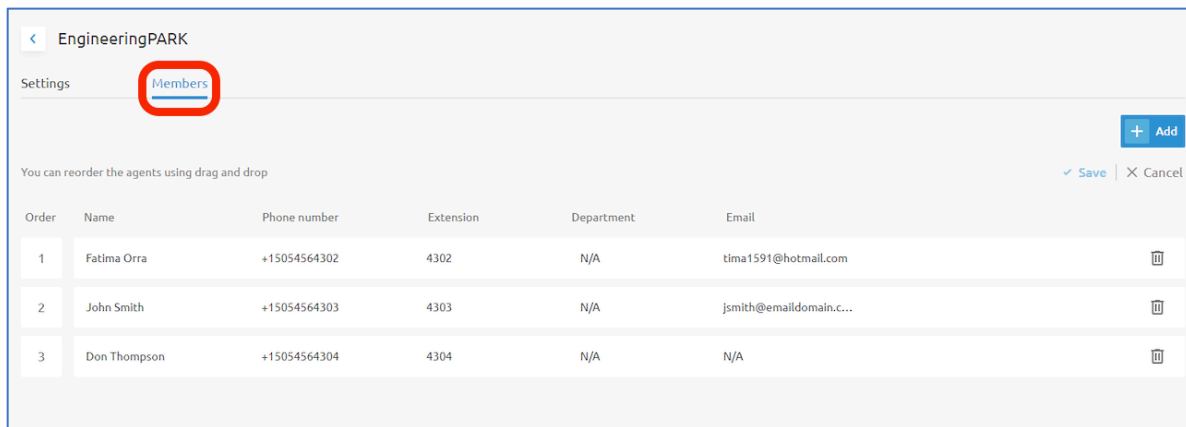
Information Hunt Group (HG_14899)

✓ 5002740903

Cancel Save

Select the hunt you want to use for the Alternate Recall configuration, then click **Save** to keep your changes.

On the **Members** tab, add or remove users from the Call Park Group, or drag and drop the users in the tab to reorder them as needed.






< EngineeringPARK

Settings **Members**

+ Add

You can reorder the agents using drag and drop



✓ Save | ✕ Cancel

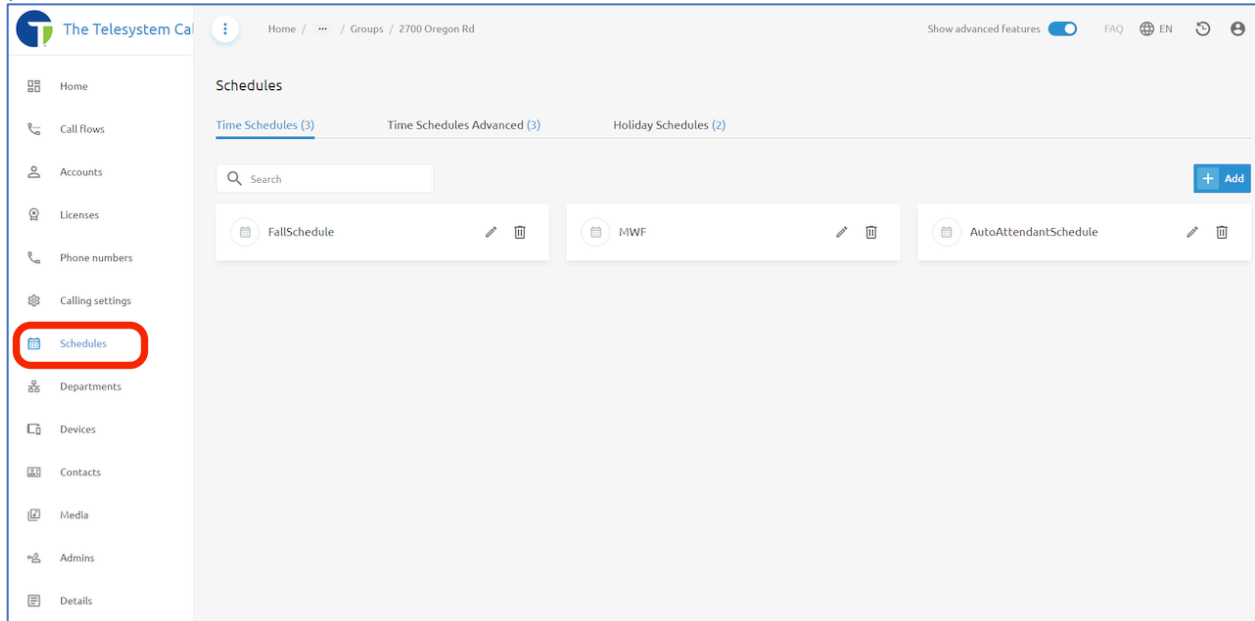
Order	Name	Phone number	Extension	Department	Email	
1	Fatima Orra	+15054564302	4302	N/A	tima1591@hotmail.com	
2	John Smith	+15054564303	4303	N/A	jsmith@emaildomain.c...	
3	Don Thompson	+15054564304	4304	N/A	N/A	

Schedules

Schedules can be used to tell the phone system when your organization is operating under regular business hours, after hours, and holidays. Schedules can be applied to Auto Attendants, Call Centers, and features like Call Forwarding Selective and Simultaneous Ring.

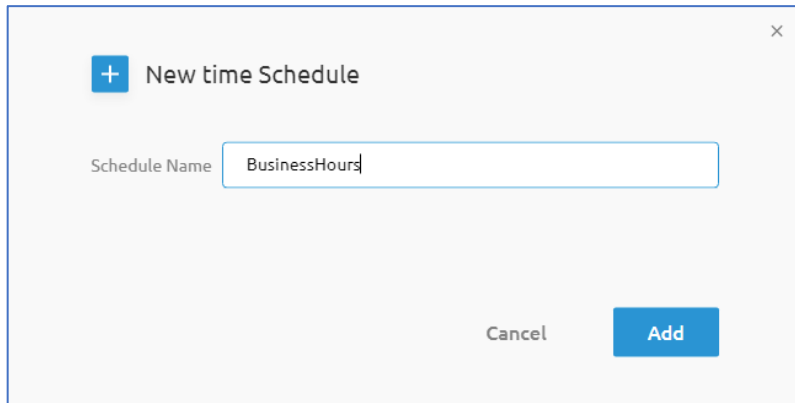
Accessing Schedules from Group Level



At the **Group** level, in the left-hand navigation pane, you can locate schedules by clicking on the calendar icon  in the navigation pane. If you have this menu expanded (by clicking on the  option at the top) you will see it is labeled as “Schedules”.

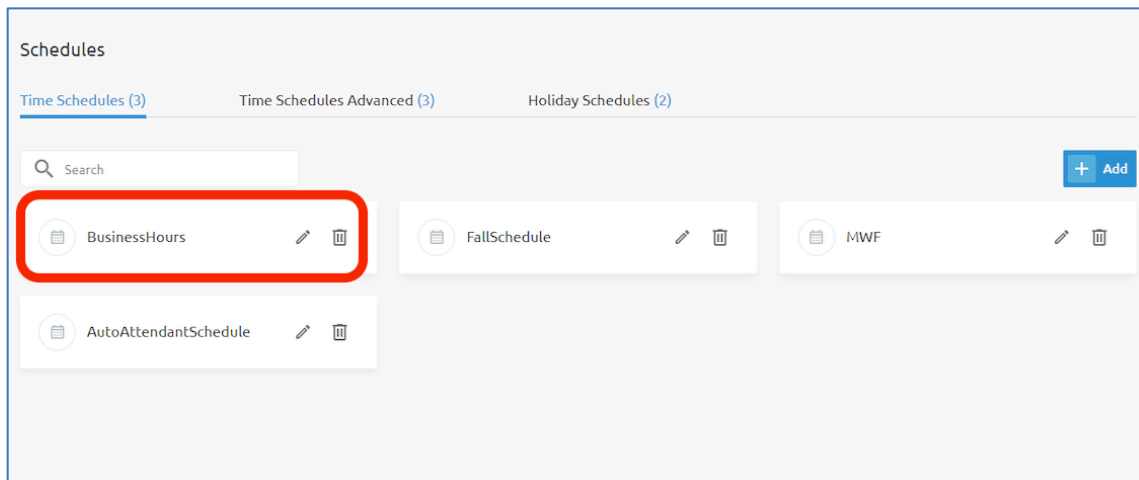


Creating a New Schedule for Groups

From the **Schedules** menu, to add a new schedule, click the **+ Add** button on the right side of the page. Then enter a name for the schedule and click **Add**.



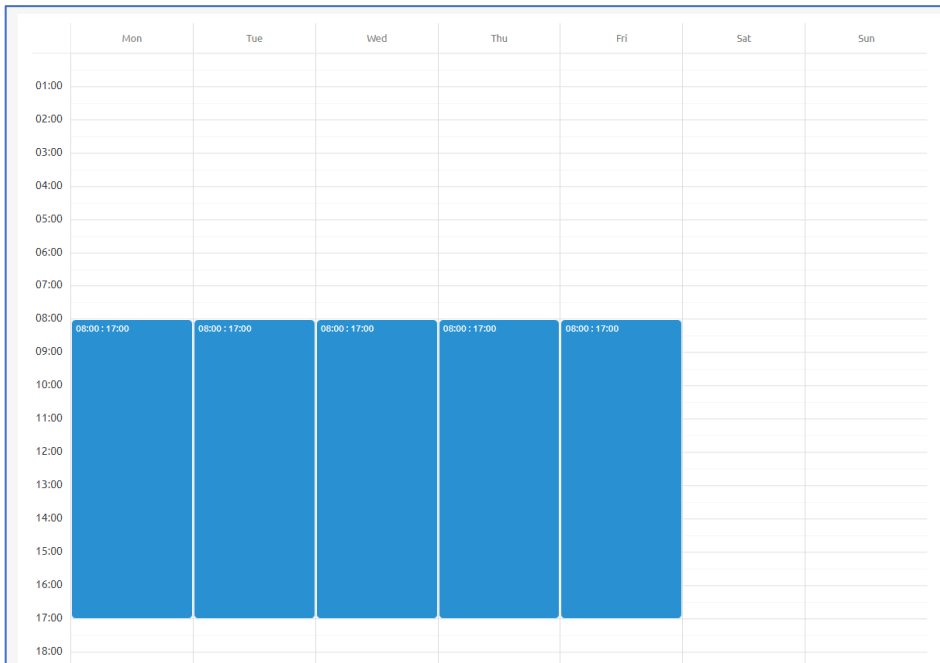
The schedule you just created will show on the page. Use the delete button  to remove the schedule, the pencil icon  to rename the schedule, or click on the name of the schedule to edit the schedule.



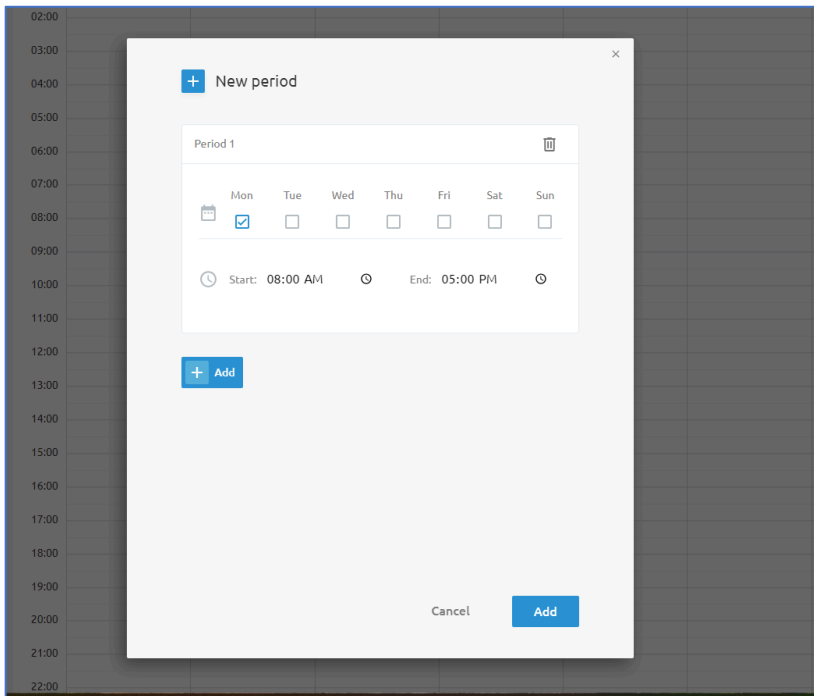
When you edit the schedule, you will be presented with a 7-day calendar week that starts with Monday and ends on Sunday. Block off the hours in the calendar for your schedule based on how you need it to interact with the service or feature you plan to apply the schedule to. For example, if you are creating a schedule for Selective Call Forwarding that will send callers to an answering service after hours and on weekend, you will need to block out all the time on the schedule that your business is closed.

To block off time in the schedule, use your mouse to click on the start time, and then click and drag down to the desired stop time. Don't worry if you don't click it exactly because you will be able to modify this to the specific minute after you are done.

NOTE: The time uses a 24-hour configuration so afternoon hours are 13:00, 14:00, 15:00 etc.... If your organization's normal business hours are 8AM-5PM, Monday through Friday, you should have a schedule that looks like this:



After you add hours to the first day you configure, the system will automatically show a pop-up window to allow you to apply the same hours to multiple days of the week and adjust the time frame using your keyboard to make it easier if you need to get specific about the times you are outlining.



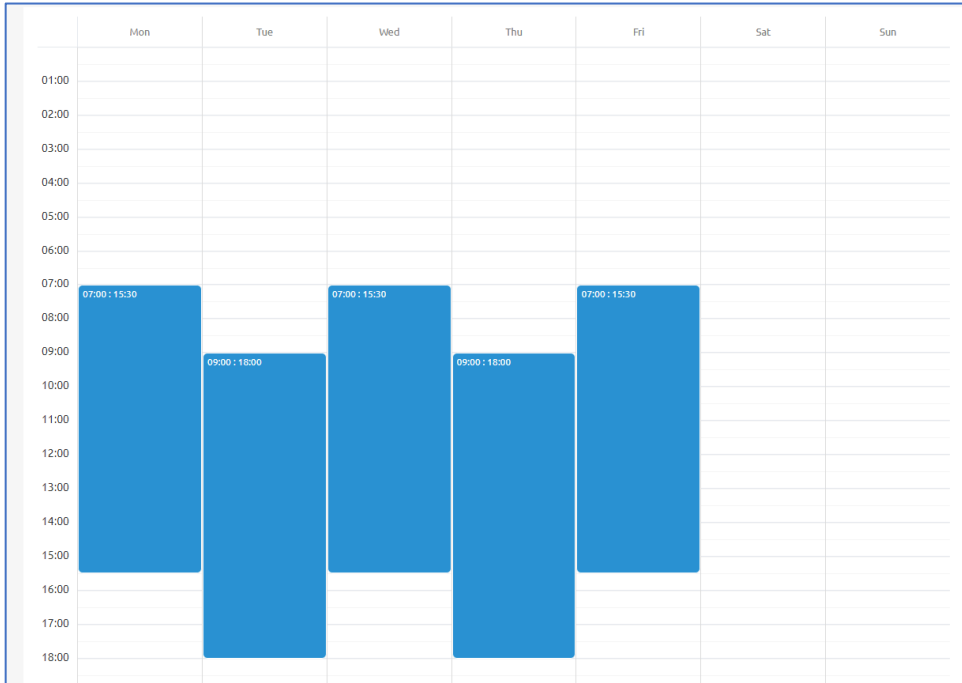
You can also add multiple periods by clicking the **+Add** button in the pop-up window if your business has hours that differ by day.

If I wish to make a schedule that shows my organization is open from 7am-3:30pm Monday, Wednesday, and Friday, and 9am-6pm on Tuesdays and Thursday, I would adjust this window to look like this:

The screenshot shows a 'New period' pop-up window with a close button (X) in the top right corner. The window contains two period configuration sections. The first section has a calendar icon, a row of days (Mon, Tue, Wed, Thu, Fri, Sat, Sun) with checkboxes, and a time range 'Start: 07:00 AM' to 'End: 03:30 PM'. The second section is labeled 'Period 2' with a trash icon, a similar calendar row, and a time range 'Start: 09:00 AM' to 'End: 06:00 PM'. At the bottom, there is a '+ Add' button, a 'Cancel' button, and an 'Add' button.

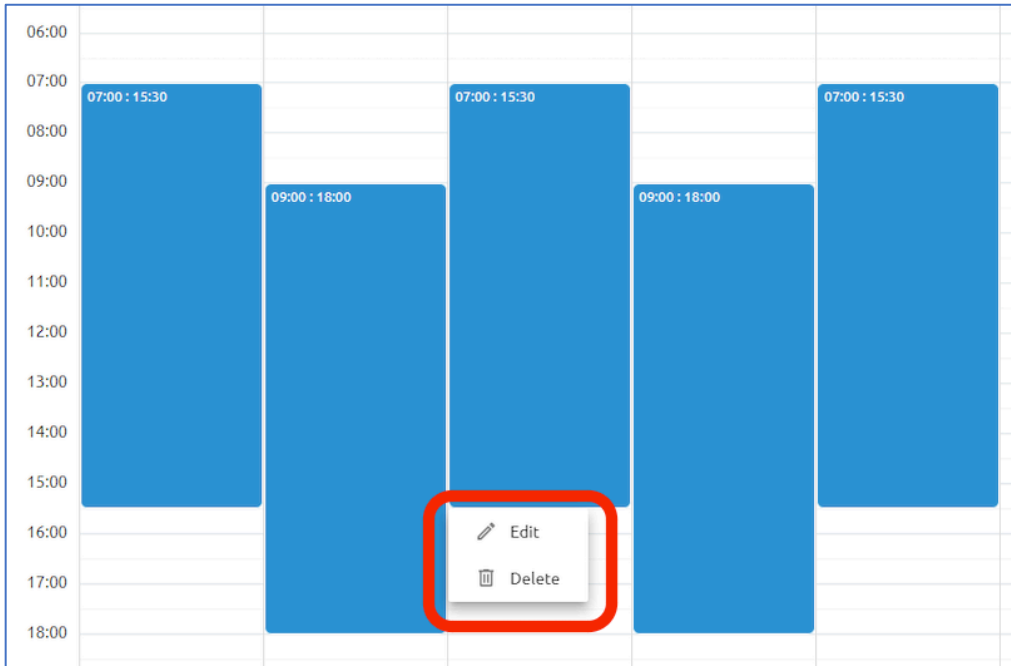
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Period 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Period 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Once I click the **Add** button at the bottom, I will see the schedule represented on the week view like this:



Editing a Schedule

To edit a scheduled time, click on the block in the calendar view and then choose to **Edit** or **Delete** that block.

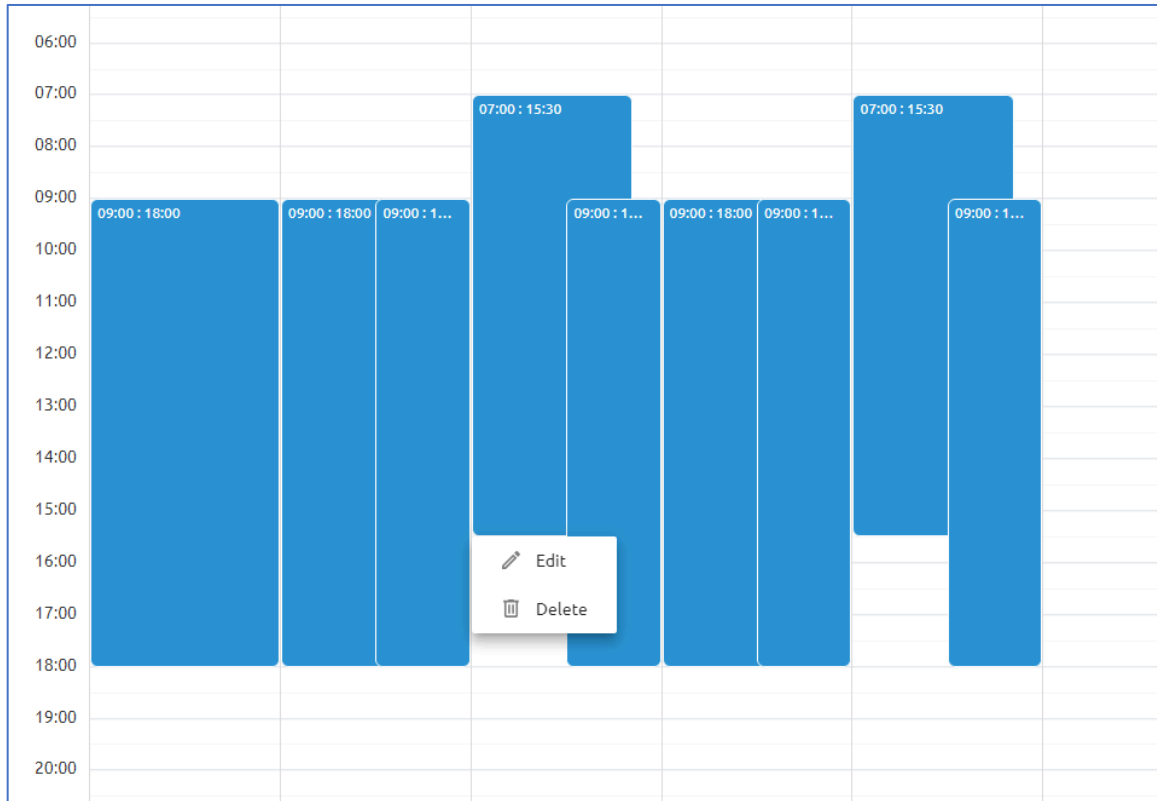


Once you click the **Edit** option you will have the ability to modify the start and stop times and dates and apply your changes to multiple days of the week as needed.

For example, if we wanted to change the configuration from 8am-5pm on Mondays, Wednesdays, and Fridays to now be 9am-6pm Monday through Friday we can adjust it like so:

The screenshot shows a dialog box titled "Edit period" with a close button (X) in the top right corner. Inside the dialog, there is a section for "Period 1" with a trash icon to its right. Below this, there is a row of days: Mon, Tue, Wed, Thu, Fri, Sat, and Sun. Each day has a checkbox below it. The checkboxes for Mon, Tue, Wed, Thu, and Fri are checked, while the checkboxes for Sat and Sun are unchecked. Below the days, there are two time fields: "Start: 09:00 AM" and "End: 06:00 PM", each with a clock icon to its left. At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

Note that making this change will not overwrite existing scheduled time you have on those existing days. So, in our previous example, we still need to go back and delete the existing scheduled time on Monday and Friday that was previously 8am-5pm. Do this by clicking on the scheduled time for each of those days, and then select the **Delete** option.



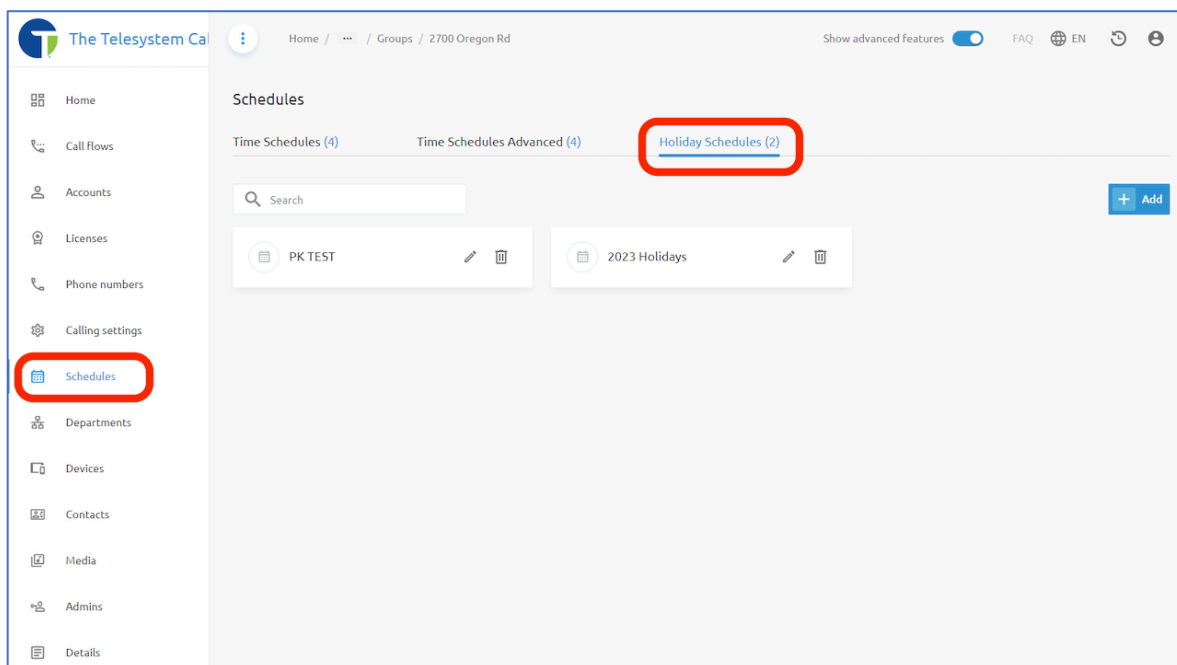
Holiday Schedules



Holiday schedules allow you to create routing decisions based on days of the year in a pre-set calendar. They may be used to play a special holiday message on your Auto Attendant, or to shut down your call center for the day, or stop calls from being forwarded due to a holiday. The dates defined in the holiday schedule will override regular scheduled items.

Holiday Schedules can be managed from the same **Schedules** menu at the **Group** level.

When setting up holiday schedules, it is best practice to create all your holidays for the calendar year under a single schedule so that you only need to set it up once annually and apply it to your service or feature.

On the **Schedules** menu, click on **Holiday Schedules** at the top of the page.

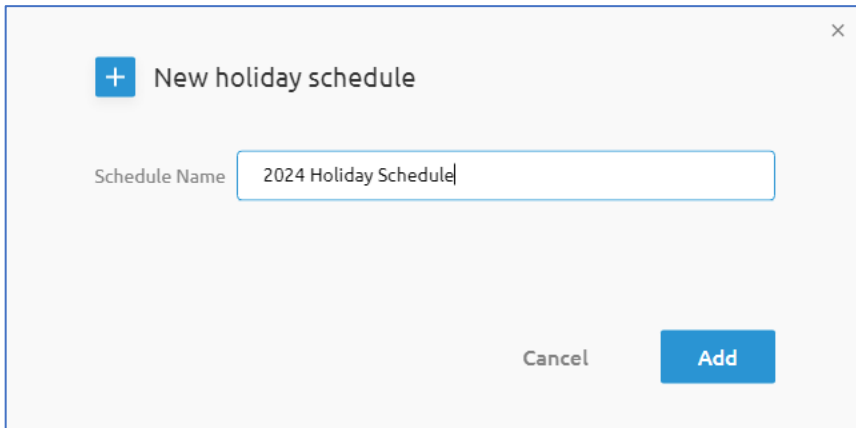


Here you can modify any existing schedules by clicking on the name of the schedule. Names of schedules can be edited using the pencil icon , and schedules can be deleted using the trash can icon .

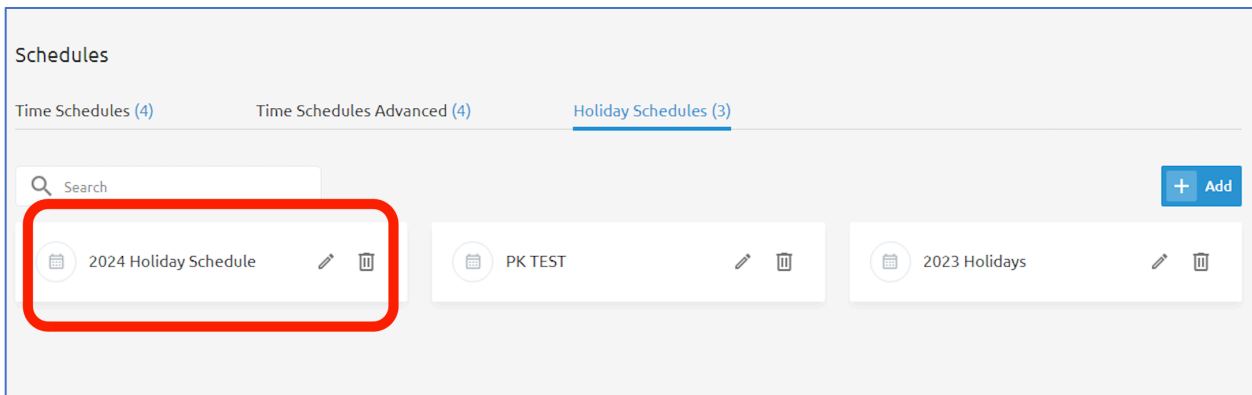
NOTE: Schedules currently in use or assigned to a feature cannot be deleted until they have been unassigned.

Add a New Holiday Schedule

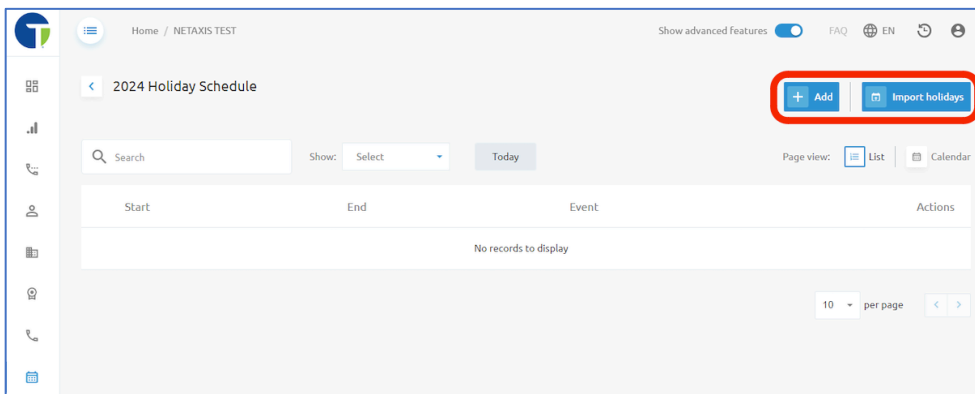
Click the **+Add** button at the top, right of the **Holiday Schedules** menu. In the pop-up window, provide a name for your schedule. Click the **Add** button to save the schedule.



Your new Holiday Schedule will appear in the view with the other existing Holiday Schedules. Click on the name of the schedule to begin editing it.



When editing the holiday schedule, you can manually add your company holidays in individually using the **+Add** button or you can automatically fill in national holidays using the **Import holidays** button and then edit the holidays that your organization does not modify call routing for.



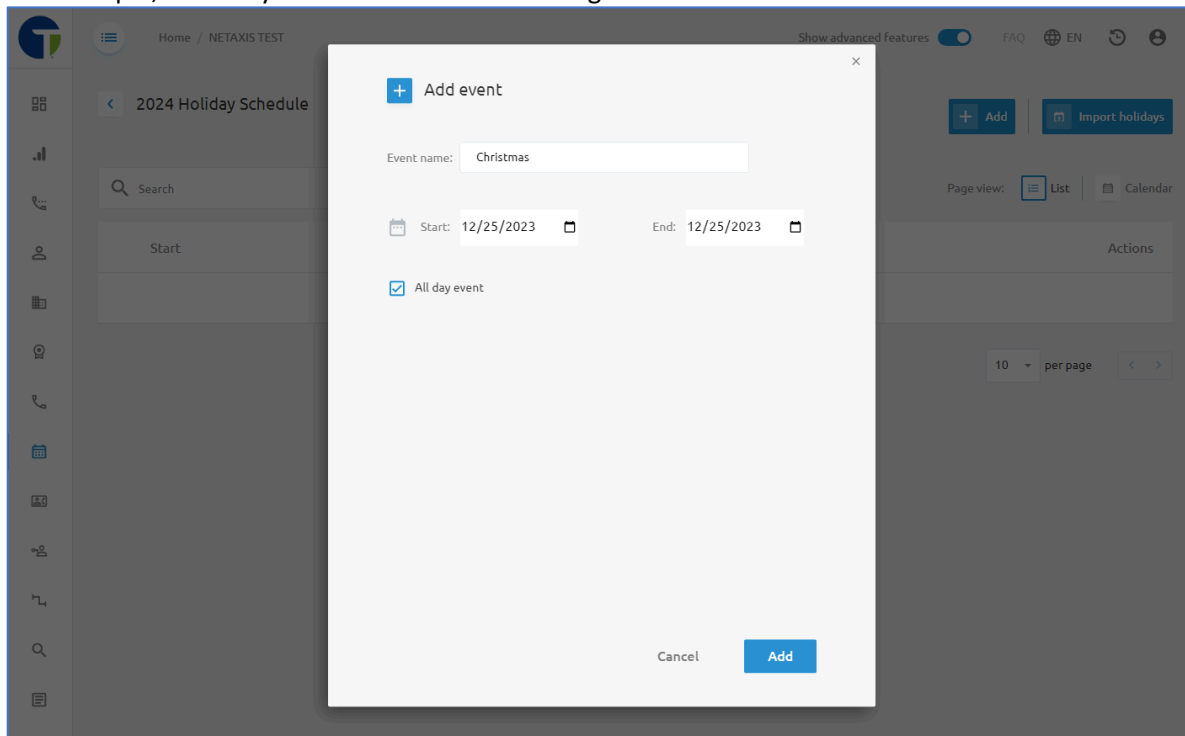
Adding Holidays Manually

When you add Holidays to the schedule manually, you begin by clicking on the **+Add** button. A pop-up window will prompt you for the following information:

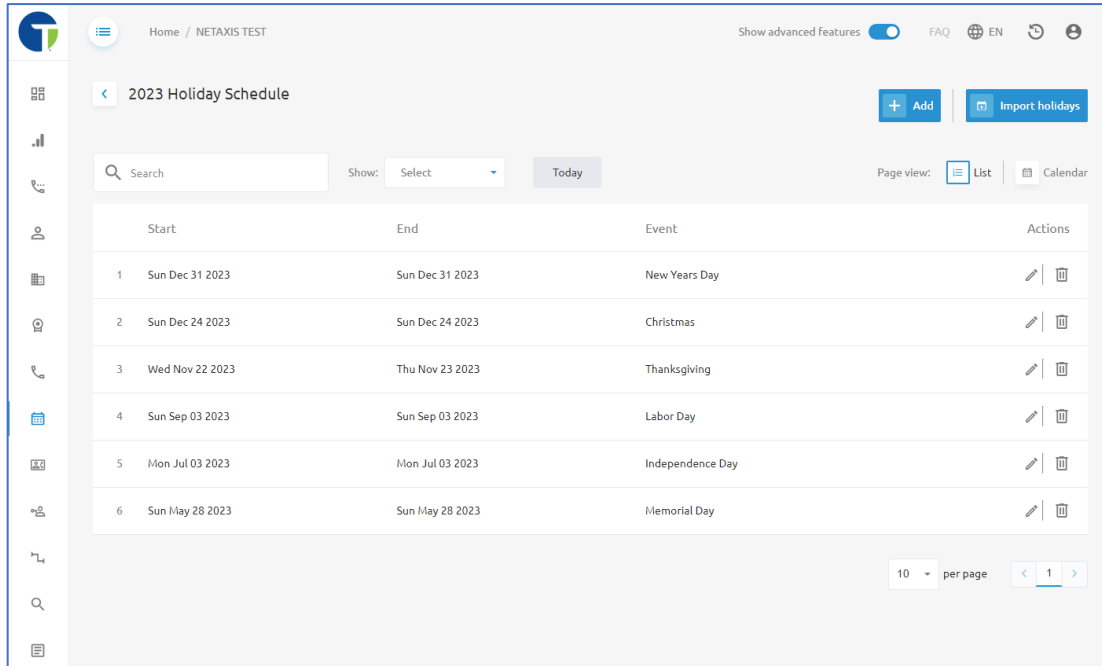
- Event Name
- Start Date
- End Date
- All day events.
- Start Time
- End Time

Fill in the available fields about a single holiday, then click the **Add** button at the bottom of the pop-up window.

For example, a holiday schedule for Christmas might look like this:

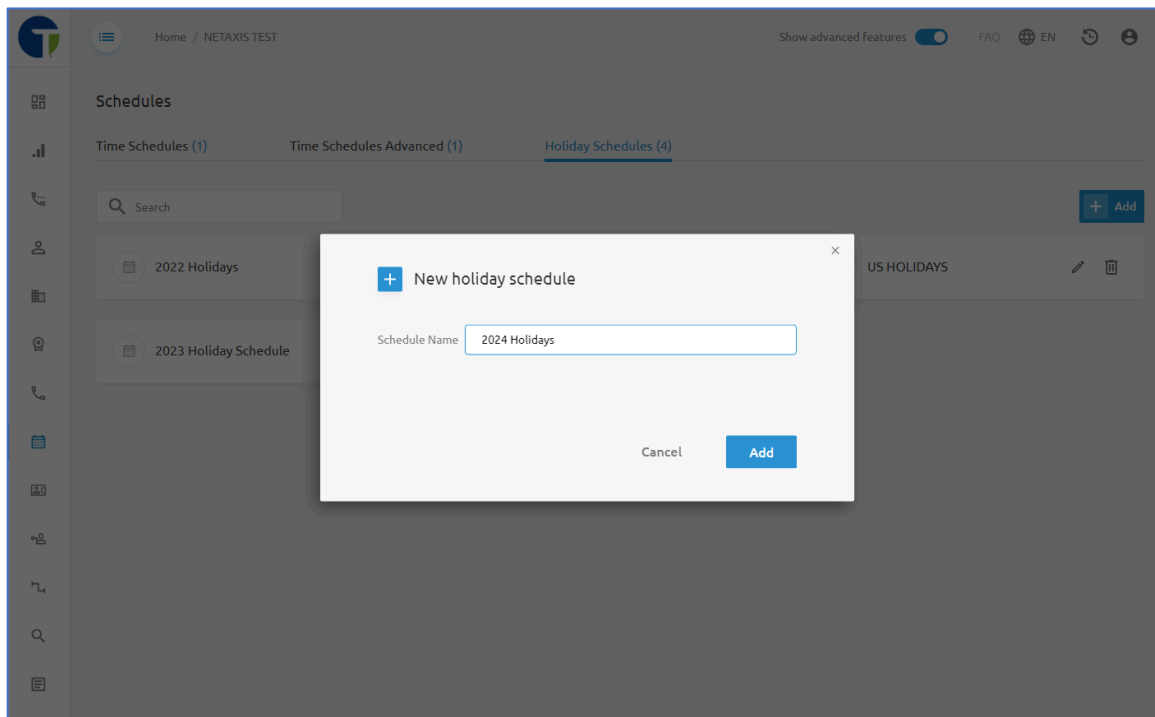


Once you've added that event, you can use the **+Add** button to add another event and have all events for your calendar year on a single Holiday schedule like this:

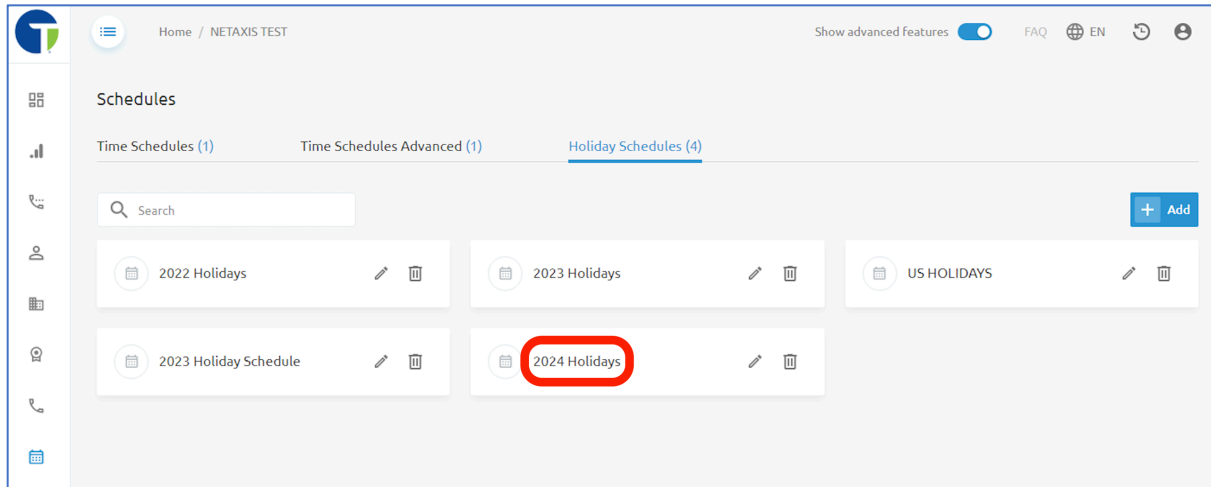


Importing Holidays

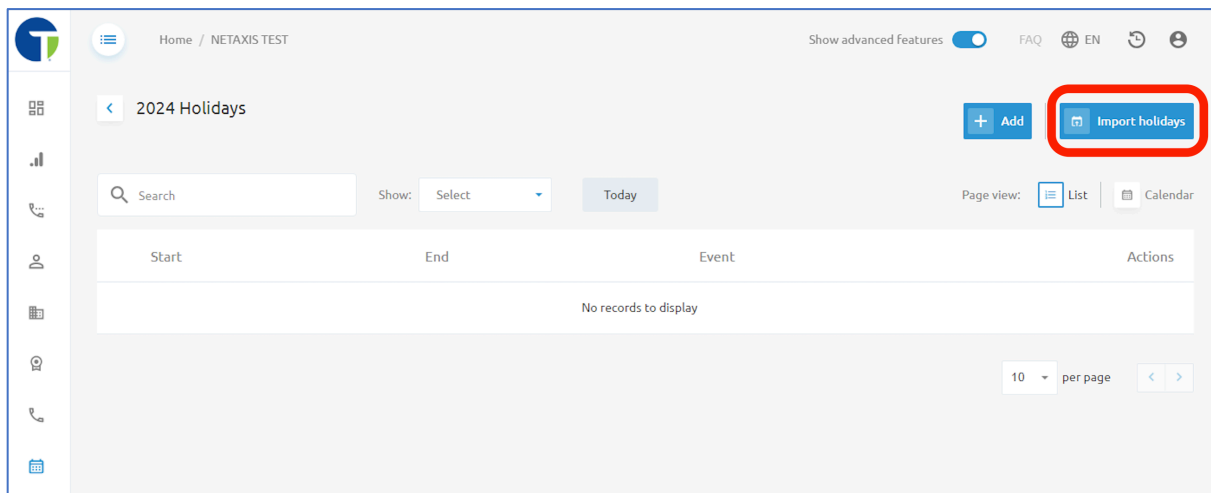
If you would like to import all holidays for the schedule, start by click on the **+Add** button at the top, right of the page to create a new schedule. Provide it with a name in the **New holiday schedule** pop-up window and then click the **Add** button to save it.



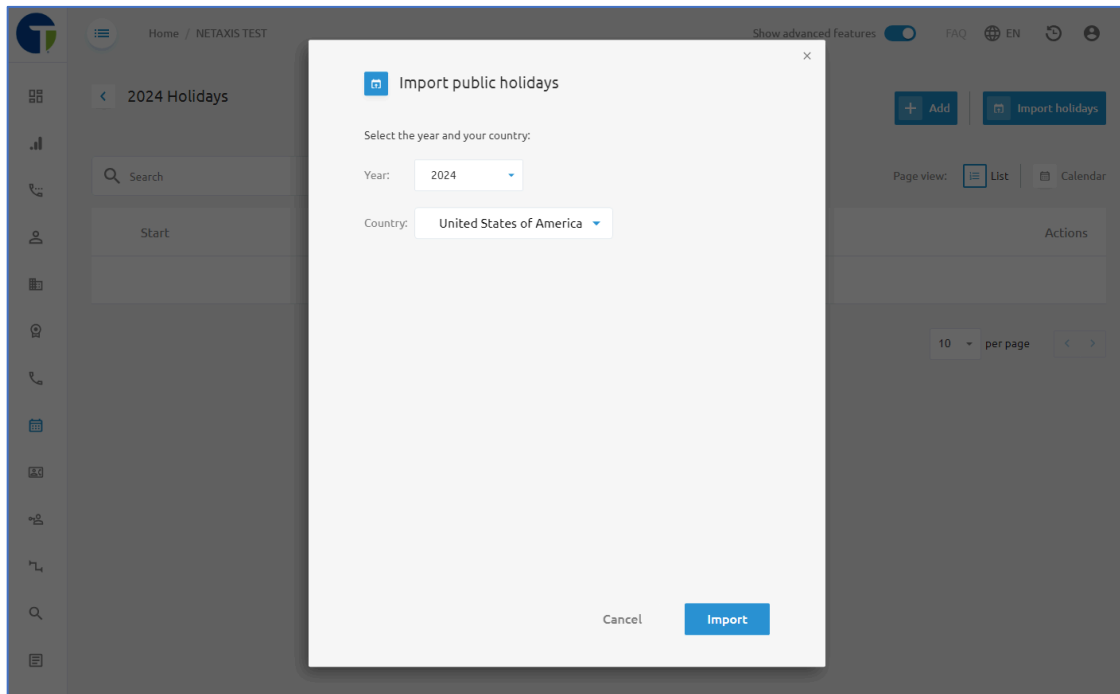
Your new schedule will show in the **Holiday Schedules** menu with any existing schedules. Click on the name you provided to that new schedule to edit it.





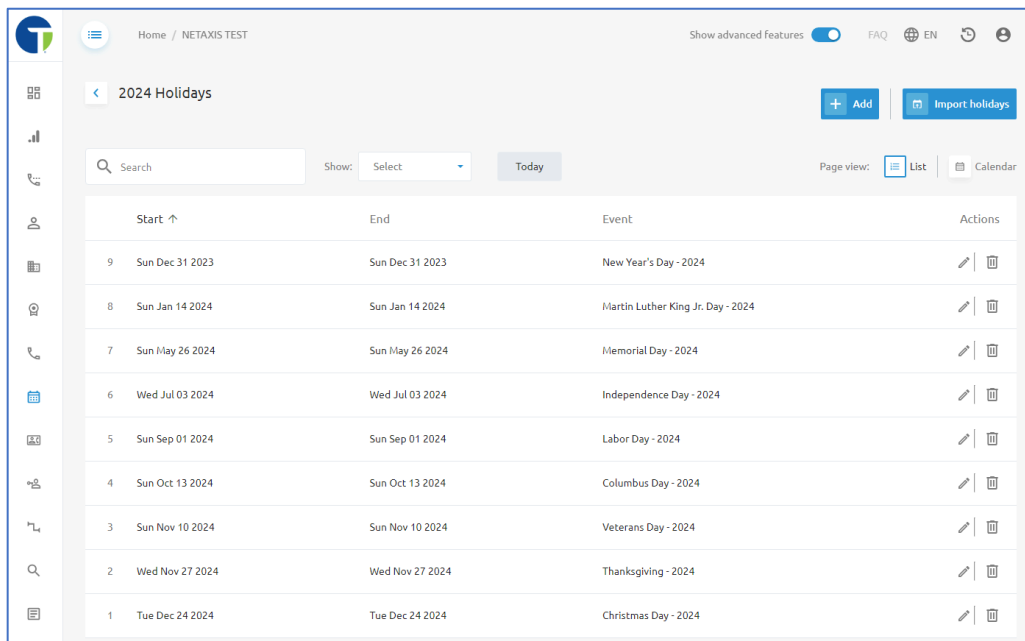
In this page where you may add events to the schedule, click on the **Import holidays** button at the top, right corner of the page.



Select the year you wish to import holidays for and the country you are getting the holiday schedule for (currently the only country option is United States of America). Then click the blue **Import** button at the bottom of the pop-up window.

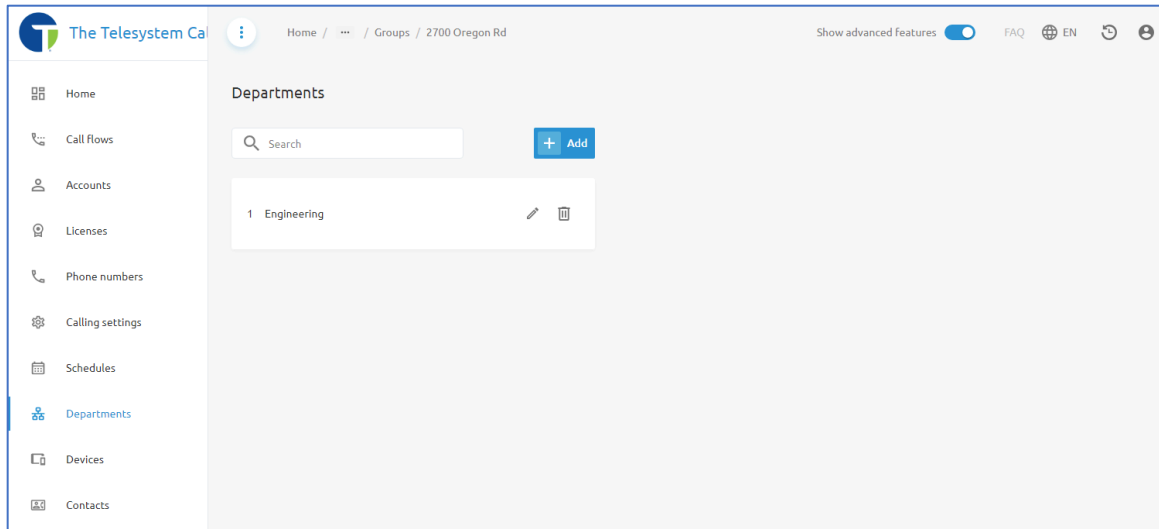


All holidays will auto populate into your schedule. Use the trash can icon  on the far, right of the page to delete any holidays that would not require a routing change for your services and features. Use the pencil icon  to modify any of the holidays that have been imported to adjust the date or time. Use the **+Add** button to add holidays that your organization does observe but that were not on the imported list.



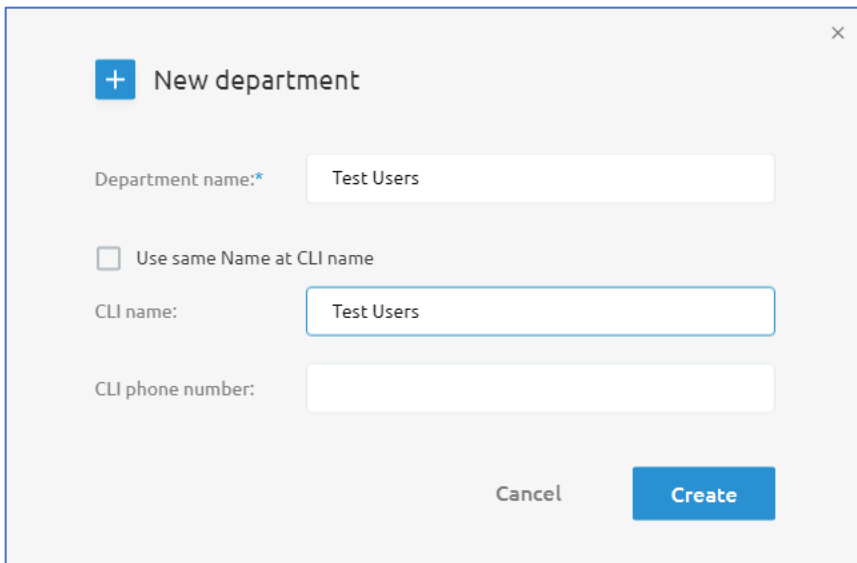
Departments


Departments allow you to create another level of hierarchy for your group. By adding departments, you may assign users to a department for reporting and management purposes. From this menu, you may view the departments in your group, add new departments, delete, or edit existing departments.




To add a new department, click the blue **+Add** button.

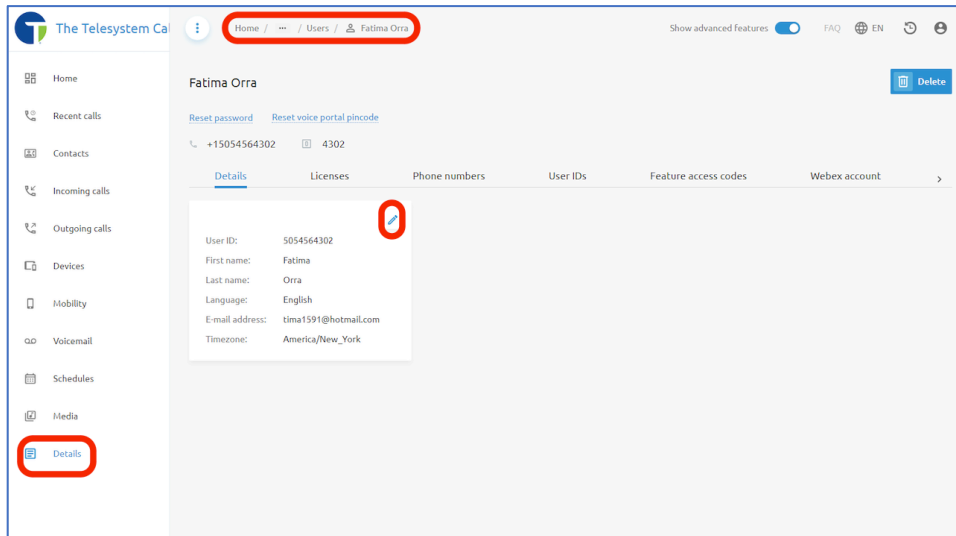
In the pop-up window, enter a department name and CLI Name. Leave the CLI phone number blank and click **Create**.

A screenshot of a 'New department' pop-up window. The window has a title bar with a close button (X) and a blue '+ New department' header. It contains four input fields: 'Department name:*' with the value 'Test Users', a checkbox labeled 'Use same Name at CLI name' which is unchecked, 'CLI name:' with the value 'Test Users', and 'CLI phone number:' which is empty. At the bottom, there are two buttons: 'Cancel' and a blue 'Create' button.

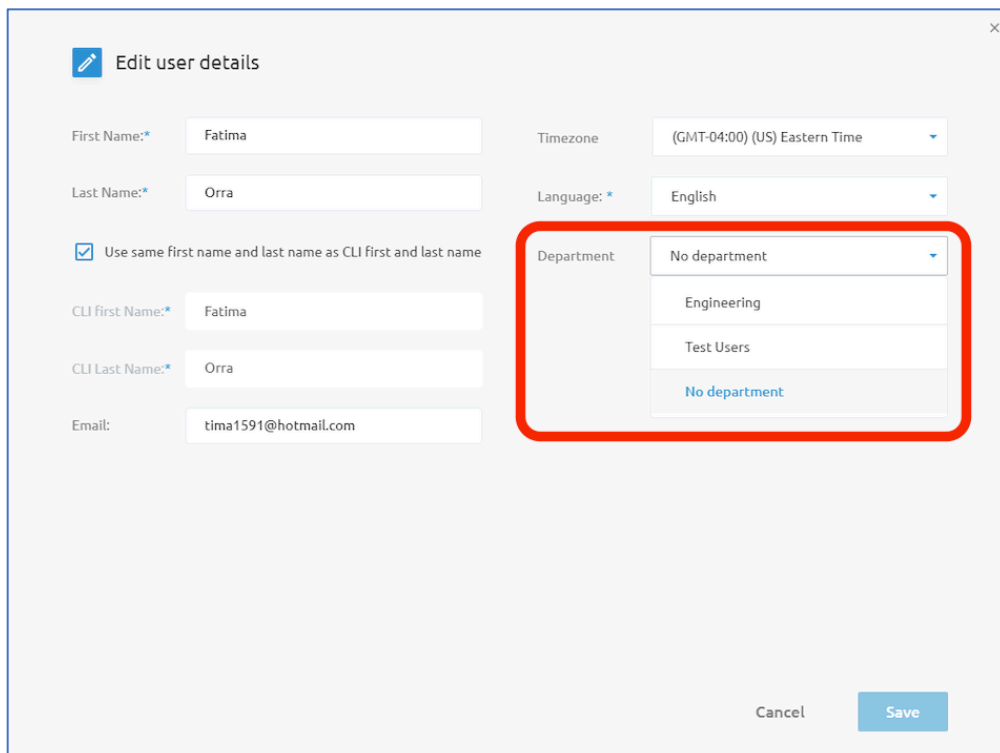
Use the pencil icon  for any existing groups to modify the department name.

Use the trashcan icon  for any existing group to delete the group.

The actual assignment of departments happens at the user or service level. To assign a user to a department you must go to **Accounts > Users** and open the user from the list. Once you are the user's profile, go to the **Details** menu and edit the user Details.



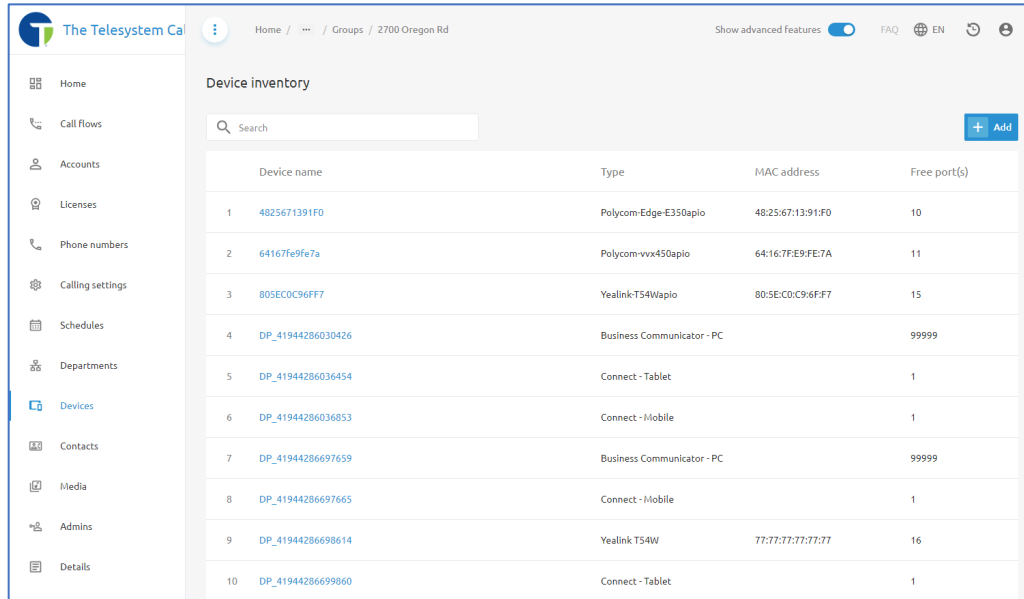
From the **Edit user details** screen, use the **Department** drop-down box to select the department the user should be assigned to.



Devices

The **Devices** menu gives you a list of all devices currently assigned to your Group/Site in a table format.

On the table you will see the device name, Type of Device (device profile), MAC address for the device, and how many available or free ports are on the device.



The screenshot shows the 'Device inventory' page in the Telesystem Call Center Management interface. The page includes a search bar and an '+ Add' button. The table below lists 10 devices with their names, types, MAC addresses, and free ports.

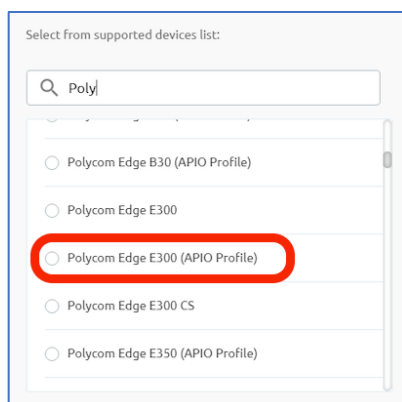
	Device name	Type	MAC address	Free port(s)
1	4825671391F0	Polycom-Edge-E350aplo	48:25:67:13:91:F0	10
2	64167fe9fe7a	Polycom-vvx450aplo	64:16:7f:e9:fe:7a	11
3	805EC0C96FF7	Yealink-T54Waplo	80:5E:C0:C9:6F:F7	15
4	DP_41944286030426	Business Communicator - PC		99999
5	DP_41944286036454	Connect - Tablet		1
6	DP_41944286036853	Connect - Mobile		1
7	DP_41944286697659	Business Communicator - PC		99999
8	DP_41944286697665	Connect - Mobile		1
9	DP_41944286698614	Yealink T54W	77:77:77:77:77:77	16
10	DP_41944286699860	Connect - Tablet		1

Adding Devices

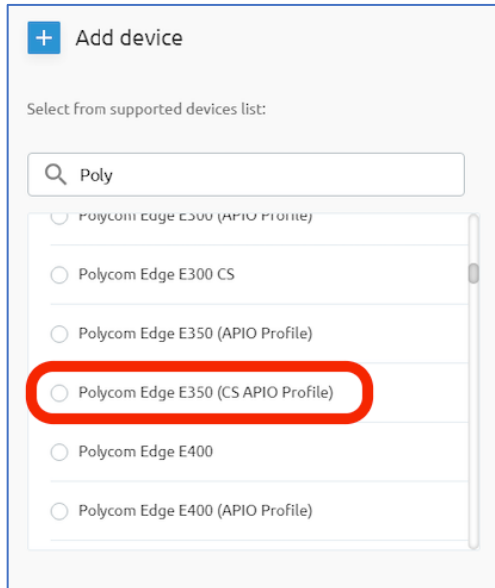
Click the blue **+Add** button to add a devices to your device inventory.

A pop-up screen will appear, and you must start by specifying the device Make/Model from the available list. It is important to ensure you select the device that matches what you have exactly.

If there is a device that shows (APIO Profile) with the correct Make and Model for what you have, use the **APIO Profile** option for best results.



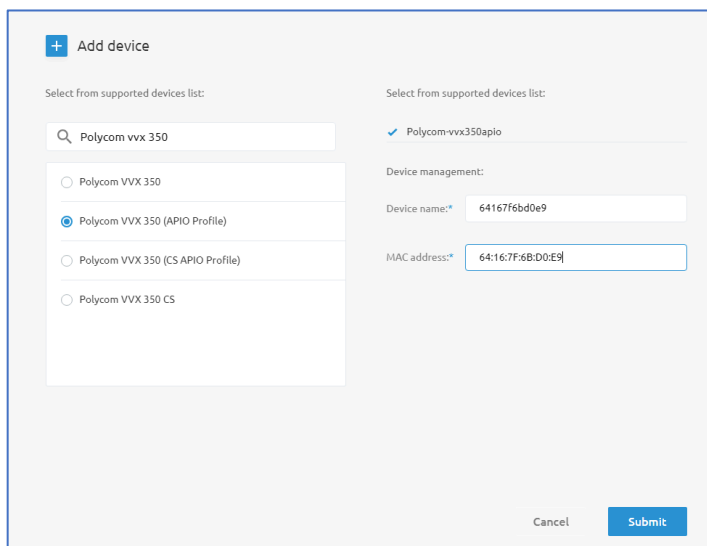
If you have a device that requires a call center profile that includes Agent Sign In/Sign Out options, select the device profile that matches your Make and Model but shows a “CS” or “CCS APIO Profile” (preferred).



The screenshot shows the 'Add device' interface. At the top, there is a '+ Add device' button. Below it, the text 'Select from supported devices list:' is followed by a search bar containing 'Poly'. A list of device profiles is shown below the search bar, each with a radio button. The 'Polycom Edge E350 (CS APIO Profile)' option is circled in red. Other options include Polycom Edge E300 (APIO Profile), Polycom Edge E300 CS, Polycom Edge E350 (APIO Profile), Polycom Edge E400, and Polycom Edge E400 (APIO Profile).

Once you select the device profile from the list, on the left-hand side of the window you will be prompted to enter the Device Name and MAC address. The MAC Address must be in the following format: XX:XX:XX:XX:XX:XX

We recommend using the MAC Address for the name and the MAC Address field. The MAC address on most devices can be found on a label located on the back of the phone from the manufacturer.

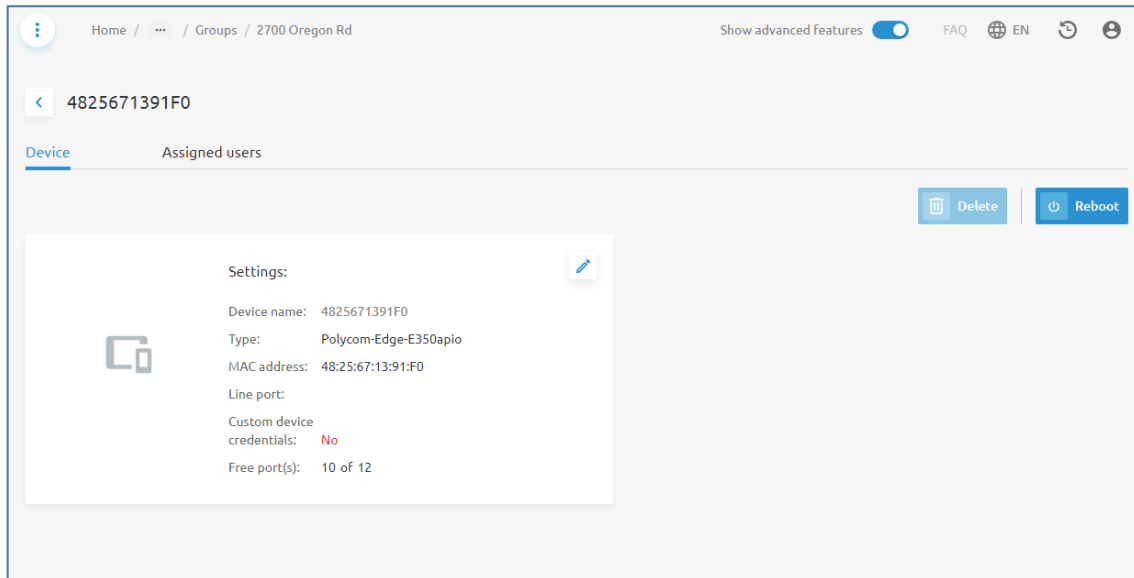


The screenshot shows the 'Add device' interface with the 'Device management' section. The 'Device name' field is populated with '64167f6bd0e9' and the 'MAC address' field is populated with '64:16:7F:6B:D0:E9'. The 'Device name' field is marked with an asterisk. The 'Submit' button is highlighted in blue. The 'Device management' section also includes a 'Device name' field with a checkmark next to 'Polycom-vvx350apio' and a 'Device name' field with the value '64167f6bd0e9'.


Click the **Submit** button to save your changes.

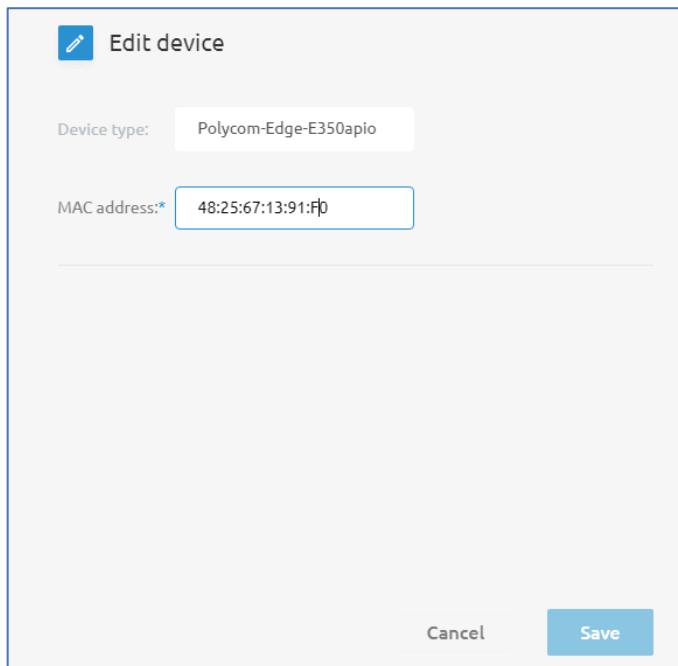
Managing Device Inventory

In the **Device Inventory** you can click on the name of any existing device for more details.



Here you have the option to remotely reboot the device by clicking on the **Reboot** button.

Use the pencil icon  to access an editable device settings page.



The device type cannot be changed, but the MAC address can be updated if a device must be swapped due to a hardware failure.

Click the **Save** button to keep any changes you make.

If a device is not assigned to a user/line you can also delete the device using the blue **Delete** button.

< 64167f6bd0e9

Device Assigned users

Delete Reboot

Settings:

Device name: 64167f6bd0e9

Type: Polycom-vvx350apio

MAC address: 64:16:7F:6B:D0:E9

Line port:

Custom device credentials: No

Free port(s): 6 of 6

Check the **Assigned Users** tab to view what lines are currently assigned to the device. Use the **Deassign User** option to remove a user or shared line appearance from a device.

Home / ... / Groups / 2700 Oregon Rd Show advanced features FAQ EN

< 4825671391F0

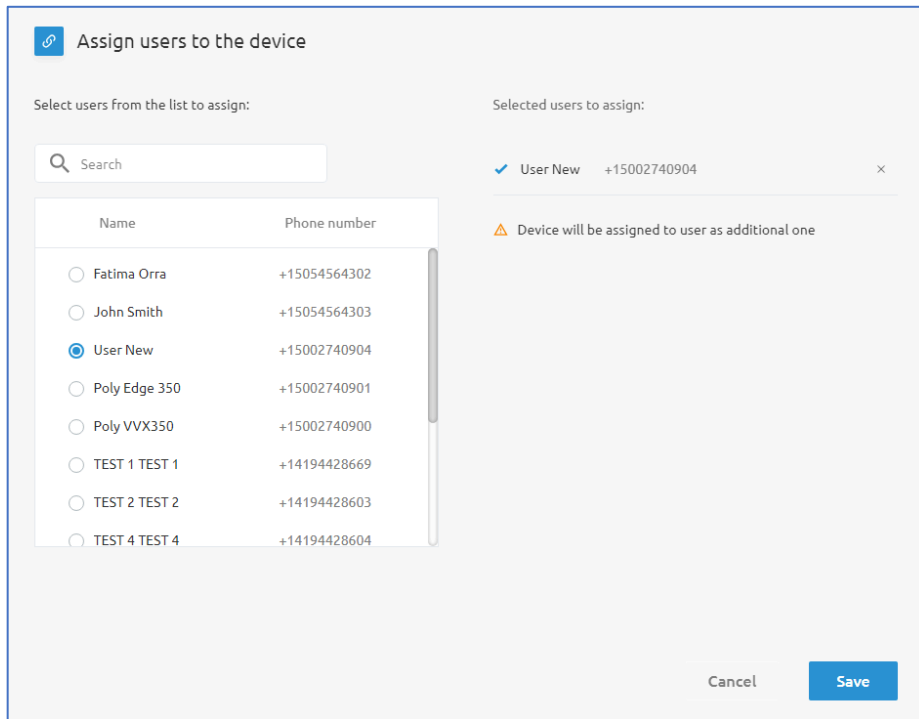
Device Assigned users

Deassign Assign

<input type="checkbox"/>	Username	Phone number	Extension	Line/port	Endpoint type	
<input type="checkbox"/>	1 Poly VVX350	+15002740900	0900	5002740900_sca1553@combuckeye.com	Shared Call Appearance	
<input type="checkbox"/>	2 Poly Edge 350	+15002740901	0901	5002740901@combuckeye.com	Primary	

10 per page < 1 >

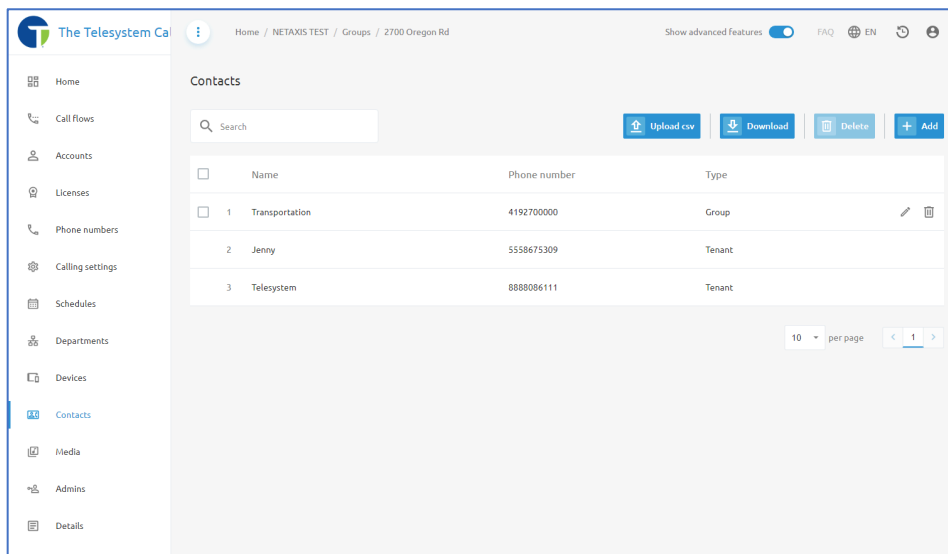
Assign new users or lines to a device by clicking on the blue **Assign** button.



Choose the user/line you want to assign to the device, then click the **Save** button.

👥 Contacts

The **Contacts** menu allows administrators to add external contacts to the portal. At the **Group/Site** level, any contacts added would be visible to all users in the **Group**. Users will see the Contacts in the Call Management Portal under their **Contacts** menu, on the **All contacts** tab. They can also use the Dialer on the User **Dashboard** to make the call to a contact.



On the **Contacts** menu, administrators can add contacts manually by clicking on the **+Add** button and providing the contact's name and phone number. There is also an option to upload contacts from a csv file using the **Upload csv** button. The CSV file upload will require the following fields:

- Name
- Phone Number

Here is an example of a CSV File upload edited in Microsoft Excel:

	A
1	Name;Phone Number
2	Telesystem Local;4197249898
3	Pizza;5558678282
4	

A quick method for getting a template of this file is to use the **Download** option from the **Contacts** menu. The downloaded file will be in the CSV file format and have the appropriate headers and configuration. Just modify the contacts in the list, save as CSV, and upload into the platform using the **Upload csv** button.

Media

Media files are audio files that can be assigned to Group Services and Features like auto attendants, Music On Hold, Call Center, Pre-Alerting Announcements, etc....

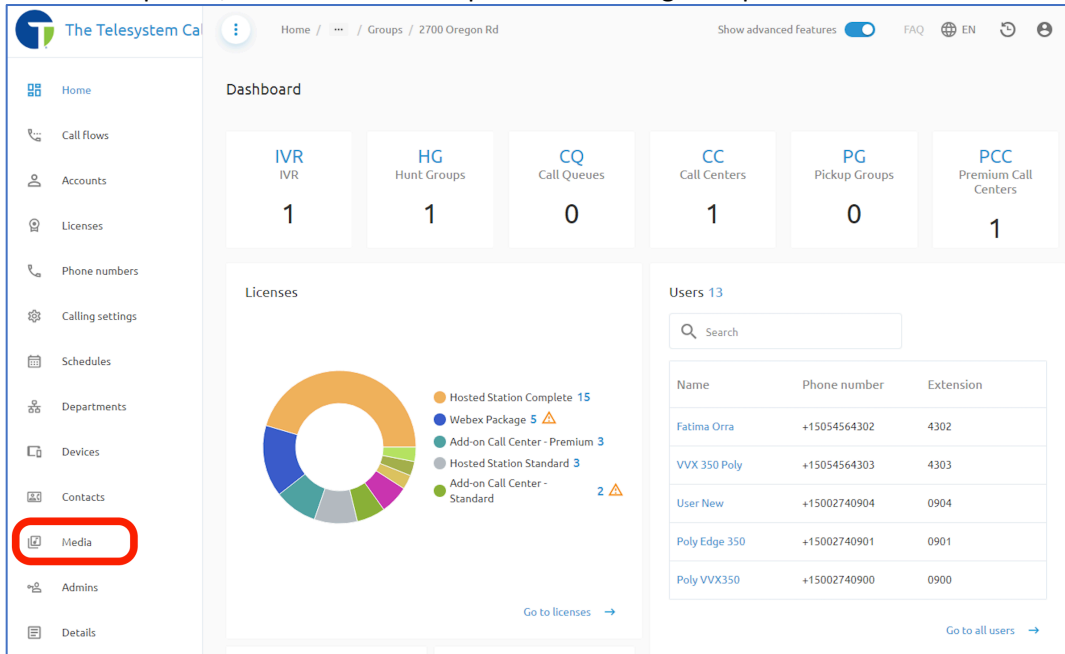
These audio files play to callers when they reach a line or service that is configured to play the file.

Audio files stored at the group level may be used across the entire group, including the users in the group, and any group services.

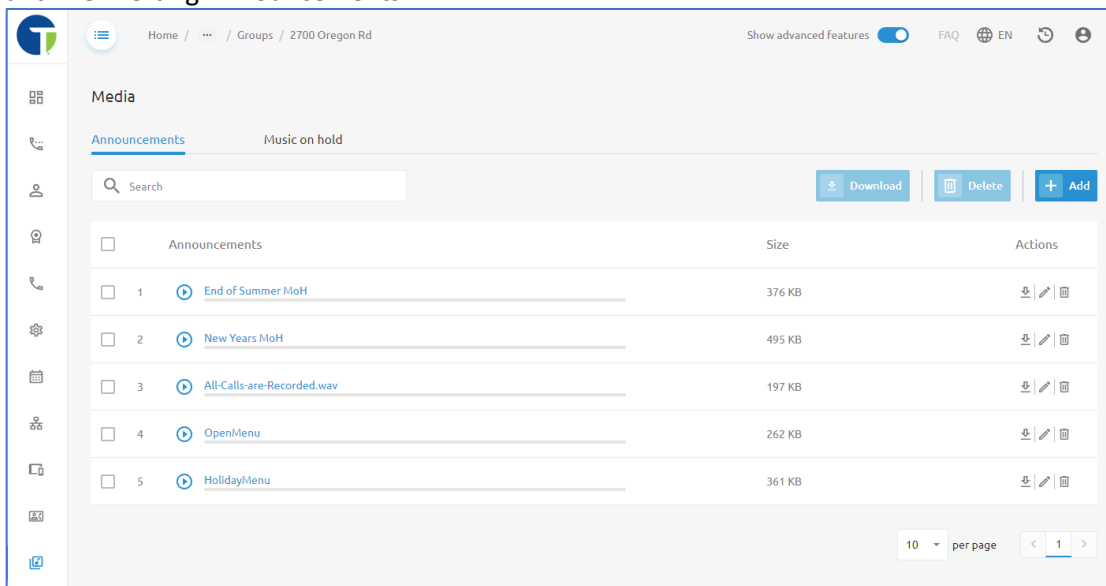
Group Level Media Files

To access the Group Level Media Files

1. At the Group level, click on the menu option in the navigation pane labeled “Media”.

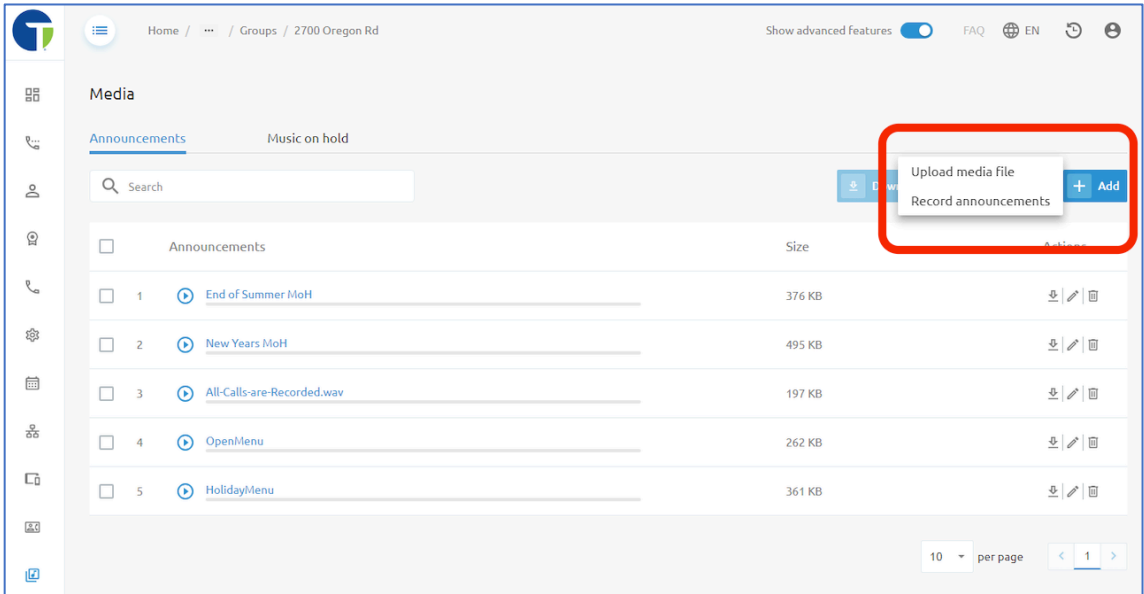


2. On this page you will have “Announcements” and “Music on Hold”. On the “Announcements” section is where you will find audio files that can be used for your Auto Attendant/IVR menus and Pre-Alerting Announcements.




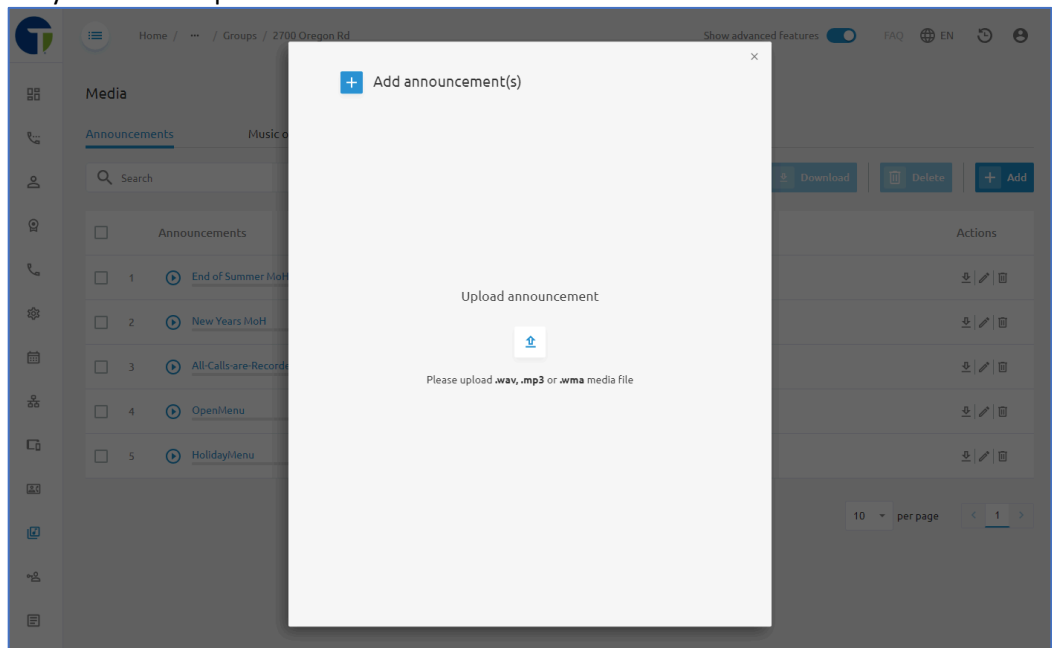
3. From the portal you can play the audio file, download it , edit the file , or delete it .
4. To add new files into the system, click the “+Add” button at the top, right-corner of the page, then choose if you want to upload a media file already saved on your desktop, or if you want to

record announcement.



- a. **Upload media file** – When this option is selected you will receive a pop-up window advising you of the compatible file types (.wav, .mp3, or .wma media files).

Click the **Upload** button  to browser your computer's file directory to locate the audio file you want to upload.

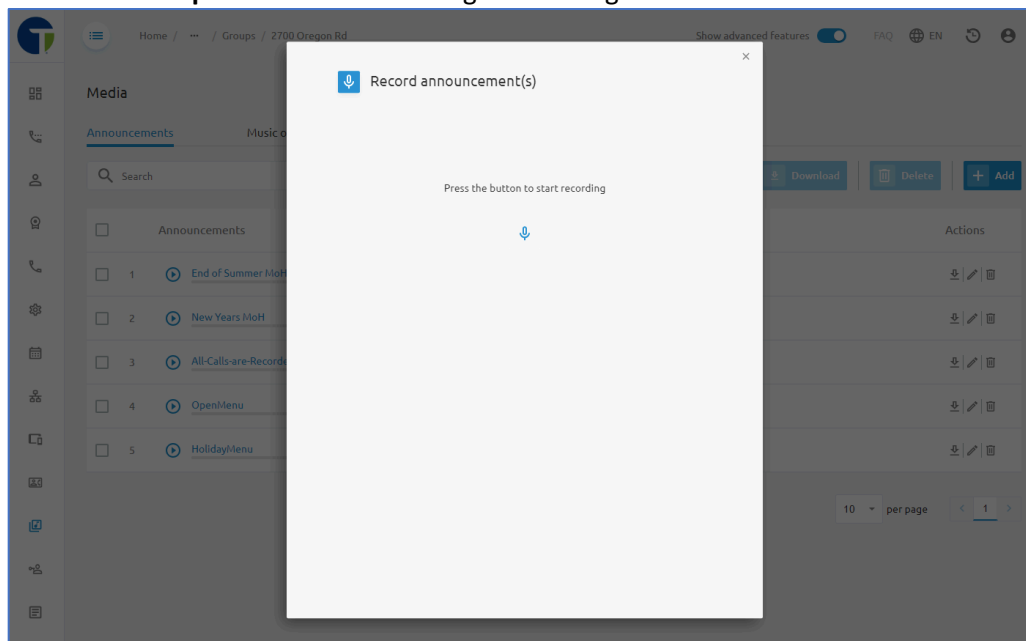



Locate the audio file, and open or select it from the file browser window to initiate the upload process.

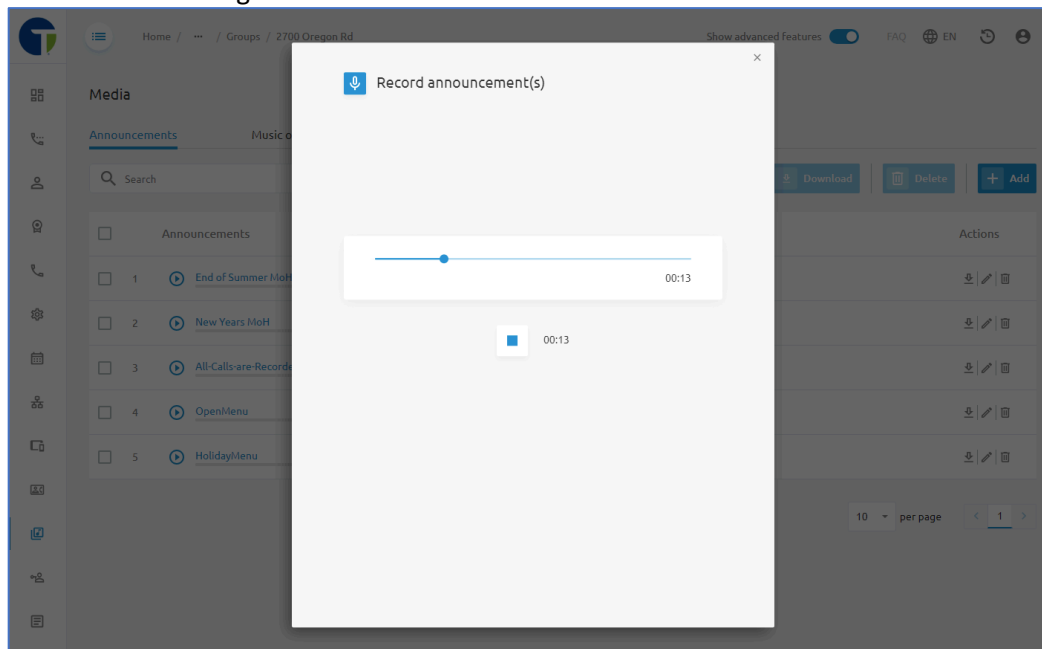
- b. **Record Announcements** - If you wish to record a new announcement you must be using a compatible web browser, we suggest Google Chrome or Mozilla Firefox.

You must also have a working microphone, and grant permission for the web page\browser to have access to your microphone to record.

Press the **microphone** button  to begin recording.

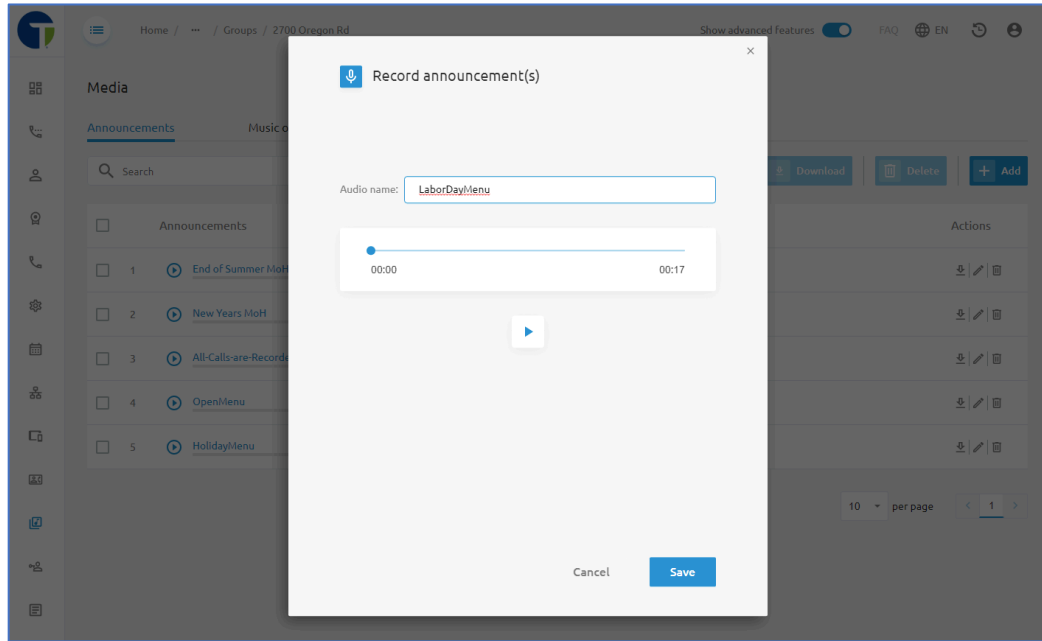


When recording starts you will see the pop-up window will change, and you will now see a progress bar and a stop button. Speak clearly into the microphone and record your message. Only record what you want your callers to hear. Then press the stop button  to end the recording.



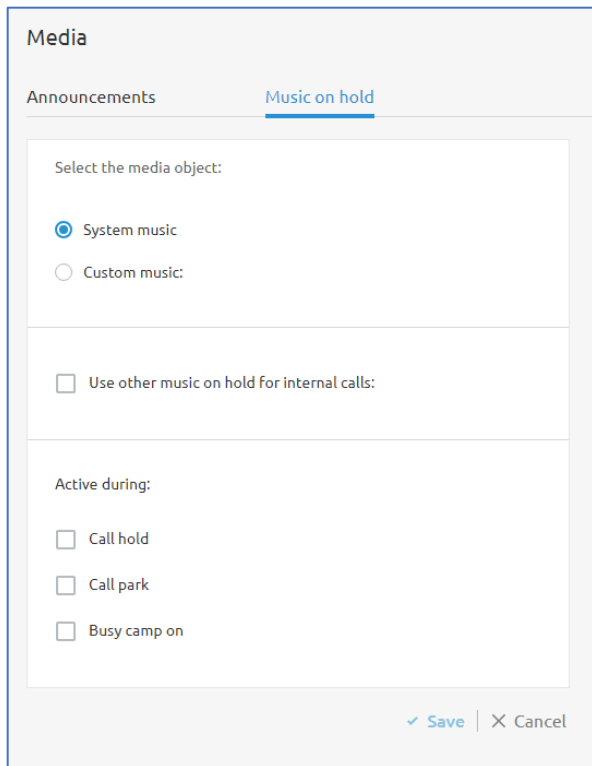
Once you have stopped recording, you will have the option to playback what you have recorded. If you are satisfied with the recording, provide a name for the recording in the

“Audio name” field and then click the **Save** button.



Music On Hold

On the **Music On Hold** tab, you can manage the music that plays to callers when a member of the group places the caller on hold.



Start by selecting the media object. Options include the **System music** or **Custom music**. If you choose system music, callers will hear the default audio file.

If you have custom music on hold that you'd like to use for your organization, select the **Custom music** radial. A drop-down box will appear and allow you to select a media file that was either recorded or uploaded to the **Announcements** tab.

The screenshot shows a web interface titled "Media" with two tabs: "Announcements" and "Music on hold". The "Music on hold" tab is active. Under the heading "Select the media object:", there are two radio buttons: "System music" (unselected) and "Custom music:" (selected). To the right of "Custom music:" is a dropdown menu that is open, displaying a list of audio files: "End of Summer MoH", "New Years MoH", "All-Calls-are-Recorded.wav", "OpenMenu", "HolidayMenu", and "LaborDayMenu". Below the radio buttons is a checkbox labeled "Use other music" which is unchecked. Under the heading "Active during:", there are three checkboxes: "Call hold", "Call park", and "Busy camp on", all of which are unchecked. At the bottom right of the form, there are two buttons: "Save" (with a checkmark icon) and "Cancel" (with an X icon).

Once you select a media file, it will show just below the **Custom music** option and you can choose to play the file from this menu.

This screenshot is a close-up of the "Custom music:" section. The "Custom music:" radio button is selected. The dropdown menu now shows "New Years MoH" as the selected item. Below the dropdown, there is a play button icon (a blue circle with a white right-pointing triangle) and a progress bar. The text "New Years MoH" is displayed next to the play button.

Next, choose to use other music on hold for internal calls using the drop-down box. When this setting is enabled, administrators can once again select to play **System music** or **Custom music** and choose a different media file. This media file will play when an internal user calls another internal user and one of those parties places the call on hold.

The screenshot shows the 'Media' configuration page with the 'Music on hold' tab selected. Under 'Select the media object:', 'Custom music' is selected with a dropdown menu showing 'New Years MoH'. Below this is a play button and a progress bar for 'New Years MoH'. The checkbox 'Use other music on hold for internal calls:' is checked. Underneath, 'System music' is selected for the internal call media object.

Finally, select the options for when Music on hold will play. Options include:

- Call hold
- Call park
- Busy camp on

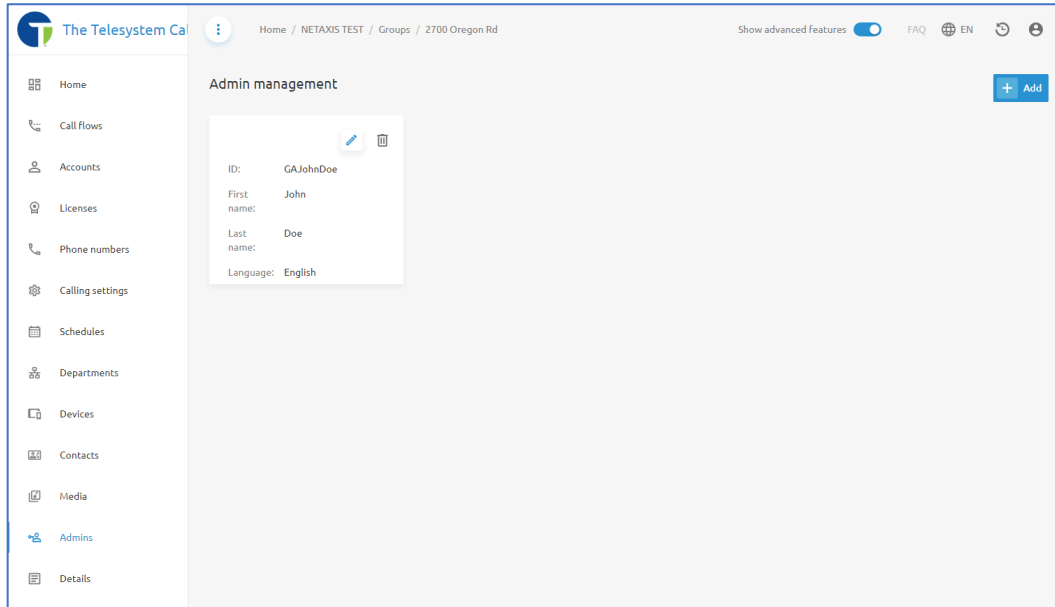
We recommend selecting all three.

This screenshot shows the 'Active during' section of the 'Music on hold' configuration. The checkbox 'Use other music on hold for internal calls:' is checked. Below it, 'System music' is selected. At the bottom, three checkboxes are checked: 'Call hold', 'Call park', and 'Busy camp on'. At the very bottom, there are 'Save' and 'Cancel' buttons.

Click **Save** to keep your changes.


Admins


The **Admin Management** menu, is available to Group/Site Administrators with the appropriate level of permission. It allows you to add, manage, and remove additional Group Level Administrator accounts for your organization.



Admin accounts should only be provided to trusted individuals within the organization. Group level administrators can make changes to the call flows and users configured within the phone system that could cause service interruptions for your organization.

Users created in the Group Admins menu will only have administrative access to that specific group. If you need to create an administrator with access to all the groups in your Enterprise/Tenant, you must have an Enterprise Admin create that user at the Enterprise/Tenant Level.

Use the pencil icon  to edit any of the admin accounts created. This is also where you would reset their passwords.

Use the trashcan icon  to delete any admin accounts you wish to remove.

Add a new administrator by clicking on the blue **+Add** button. Fill out the form in its entirety and then click the **Create** button to save your changes.

Details

The **Details** menu on the Group/Site level of the Call Management Platform contains three tabs:

- Details
- Extension Format Settings
- Call Recording Platform

Details Tab

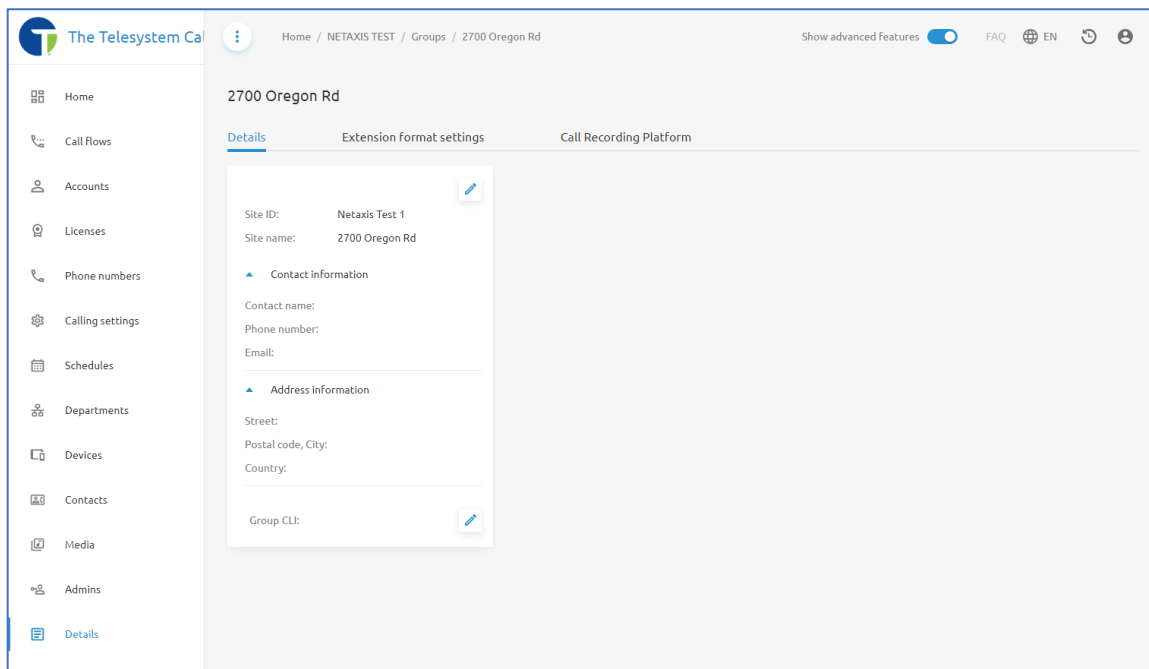
The Details tab of the Details menu provides high level information about your Group.


Administrators can click on the pencil icon  to edit some of the contact information listed.

Available fields include:

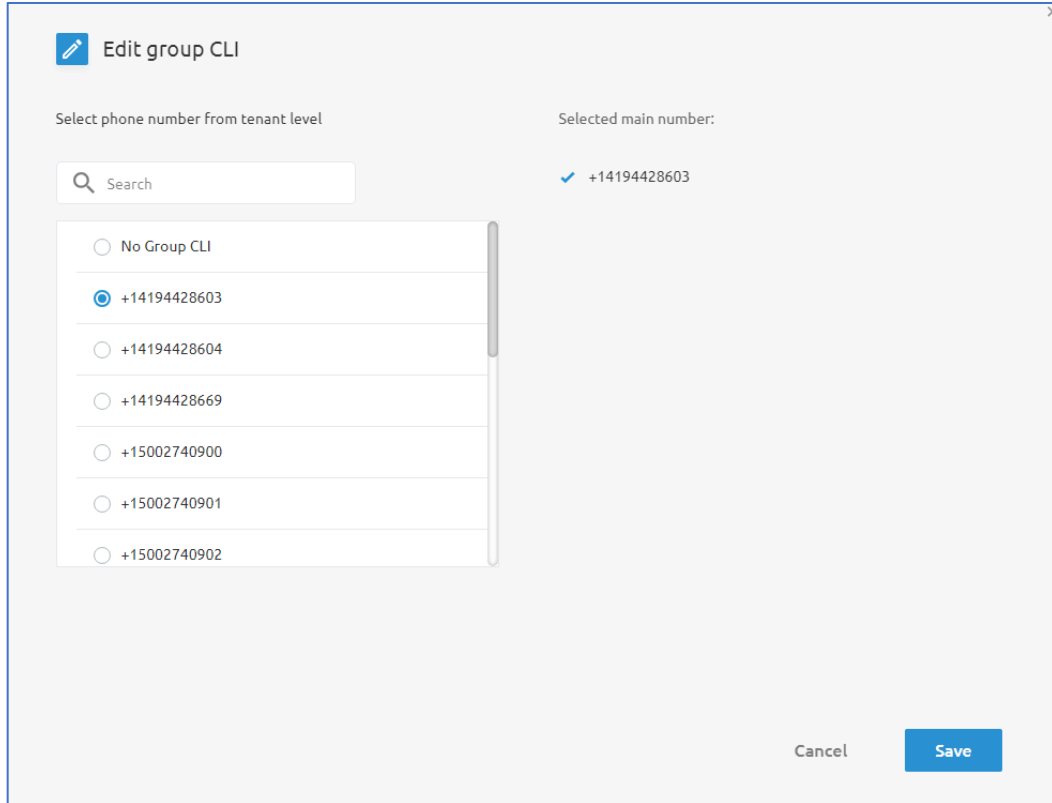
- Site ID (set by Telesystem)
- Site Name
- Contact Name
- Contact Phone Number
- Contact Email Address
- Street Address
- Postal Code, City
- Country
- Group Calling Line Identity (CLI)

NOTE: Editing the fields in this menu will not update billing contact information. Telesystem only uses Billing Contact information to validate individuals who are authorized to make changes on the account. Any updates made here would be for the benefit of people within your own organization.



When modifying the Group CLI, use the pencil icon  to access the configuration menu.

In this pop-up window, select the phone number you wish to use for outbound calling line identification.



Edit group CLI

Select phone number from tenant level

Search

No Group CLI

+14194428603

+14194428604

+14194428669

+15002740900

+15002740901

+15002740902

Selected main number:

✓ +14194428603

Cancel Save

If **No Group CLI** is selected, each station will show its own number for outbound calls.

Click **Save** to keep your changes.

Extension format settings

This tab allows you to modify the number of digits to use for extension dialing.

2700 Oregon Rd

Details Extension format settings Call Recording Platform

Configure extension length for the group:

Min digits

Max digits

Default digits

Site prefix:

If you wish to reuse extensions amongst different sites, but you nevertheless want those users to be able to reach each other by dialing an extension, you must specify a site prefix for those sites.

|

To adjust the number of digits, adjust the text boxes for **Min**, **Max**, and **Default**. The system default configuration is 4-digit extension dialing but some organizations change this to 3 digits. Those two configurations are the recommended settings.

There is also a configuration option for a **Site prefix** available on this tab. The **Site prefix** allows for administrators to add a prefix for the **Group/Site**. This is useful for when your Enterprise/Tenant has multiple Groups/Sites and there are duplicate extensions. When performing extension to extension dialing between different Groups in an Enterprise, you may assign each Group their own Site Prefix so that when you dial out the user can add the prefix for the Group the user they are trying to reach is in, to ensure the call is routed properly.

2700 Oregon Rd

Details Extension format settings Call Recording Platform

Configure extension length for the group:

Min digits

Max digits

Default digits

Site prefix:

If you wish to reuse extensions amongst different sites, but you nevertheless want those users to be able to reach each other by dialing an extension, you must specify a site prefix for those sites.

|

For example, an organization that own 9 retail locations will have 20 Groups/Sites configured. Each group/site might have 5 phones and each site may choose to use an extension numbering plan of 1001, 1002, 1003, 1004, and 1005. For someone at site #1 to extension dial someone at site #8 a **Site Prefix** would need to be added here for each Group. So when that call is made from site #1 to site #8 the user would dial '81001'. The '8' would be the **Site Prefix** and the 1001 is the extension at that site the user is trying to reach.

Call Recording Platform

This menu allows administrators to assign a call recording platform to the group. The only supported Call Recording Platform is "CallCabinet – Default". If you wish to add call recording to your account, please contact your Telesystem Account Manager or the Telesystem Support team to speak to someone about the available options. Additional charges do apply for Call Recording.