

TOP 10 CLOUD VOICE SCENARIOS

User Guide



BUSINESS

Top 10 Scenarios

You've made the decision to take your voice communications to the cloud. And believe us, you won't regret it. But what about moving forward?

In this user guide, we thought we'd get you off on the right foot, with our top 10 scenarios for making the most of your Cloud Voice package.

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Scenario 1

I want to...
enable a group of users to answer calls from the same number.



Solution: How to do it...

Hunt Groups

We refer to this Cloud Voice feature as a **Hunt Group**. A Hunt Group needs to have a number assigned to it. When a call is received by the Hunt Group, it will then send the calls to the specified users.

You can configure the Hunt Group and the users assigned to it through the [customer portal](#). Click [here](#) for video walkthroughs of how to set up a Hunt Group, or, if you prefer, read the instructions in the Hunt Group section of the [Site Features](#) guide (page 152).

Important to note:

- The Hunt Group feature is a non-chargeable site feature and you can set it up yourself using the support videos or documentation.
- Always select Hunt Group Plus when creating a Hunt Group on the [portal](#); it has more features.
- Voicemail can be used with Hunt Groups; see Scenario 2.

Call Centre

If you need more features, there's the Call Centre ACD, which enables functionality typically associated with call handling in a call centre (such as comfort announcements, statistics and the ability for agents to log in to the queue and start accepting calls when ready).

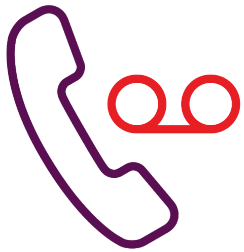
To find out how to set up a Call Centre ACD, have a look at the [Site Features](#) guide (page 34).

Important to note:

- The Call Centre ACD feature is an additional site feature; there is a charge for each Call Centre queue that is set up.
- Voicemail can be used with Call Centre ACD; see Scenario 2.

Scenario 2

I want to...
set up Voicemail.



Solution: How to do it...

To set up **Voicemail** for a Hunt Group or Call Centre, use the Features section of the [customer portal](#). Click [here](#) for a video walkthrough of how to set this up, or, if you prefer, read the instructions in the Voicemail section of the [User Features](#) guide (page 145).

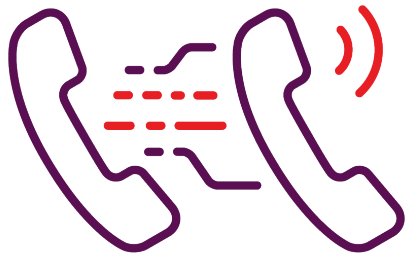
Important to note:

- To access the Voicemail feature, the Cloud Voice user needs to have a Fixed or Mobile licence.
- To use Voicemail with site features like Hunt Groups and Call Centre ACD, please see Scenario 1.



Scenario 3

I want to...
**take a call from
another phone
when it's ringing.**



Solution: How to do it...

We refer to this Cloud Voice feature as **Call Pickup**. The button for this is typically already downloaded on the phone handsets and appears on the display.

To be able to pick up these calls, you need to set up a group. If user 1 hears user 2's phone ringing then they need to be in the same Pickup Group to retrieve the call.

Click [here](#) for video walkthroughs for how to set up Call Pickup, or, if you prefer, read the instructions in the Call Pickup section of the [Site Features](#) guide (page 84).

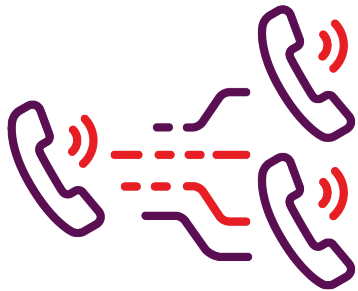
Important to note:

- The Call Pickup feature is a non-chargeable site feature and you can set it up yourself using the support videos or documentation.
- If the Call Pickup isn't pre-loaded on a handset, you can activate it with the feature code *98 Call Pickup.



Scenario 4

I want to...
**present a different
number on
outbound calls.**



Solution: How to do it...

Our Cloud Voice service enables you to display various different numbers when making outbound calls.

By default, each user will show their own number on outbound calls, but any of your working numbers can be displayed. Use the [customer portal](#) set this up on the Group Calling Line ID. Read the instructions in the Group Calling Line ID section (page 134) of the [Site Features](#) guide.

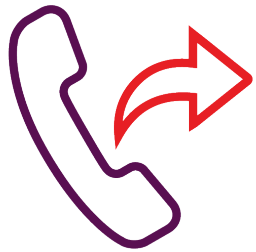
Important to note:

- It is possible to display a number that is not working on the Cloud Voice service (such as an 0800 number), but you will need to contact us to set this up.



Scenario 5

I want to...
forward or divert calls.



Solution: How to do it...

We refer to this Cloud Voice feature as **Call Forwarding**. A user can:

- Forward all calls
- Forward their calls when they're not reachable
- Forward their calls when they're busy

Calls can be forwarded to any number or to Voicemail.

Individual users can set up Call Forwarding using either the [customer portal](#) or feature codes on the handset. Click [here](#) for video walkthroughs of how to set up Call Forwarding, or, if you prefer, read the instructions in the Call Forwarding section of the [User Features](#) guide (page 17).

To find out how to set the forwarding features from the handset, read the Feature Access Codes section (page 116) of the [Site Features](#) guide.

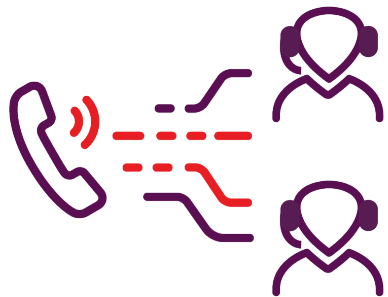
Important to note:

- To access the Call Forwarding feature, the Cloud Voice user needs a Fixed or Mobile license.



Scenario 6

I want to...
**enable my callers
to hear a message
that directs them to
different options (also
known as an IVR).**



Solution: How to do it...

We refer to this Cloud Voice feature as an **Auto Attendant** (but it's also sometimes called an IVR).

Auto Attendants typically have a customised message that informs customers which options to select. Once the caller selects an option, the call can be sent to the relevant destination.

Read the instructions in the Auto Attendants section (page 21) of the [Site Features](#) guide.

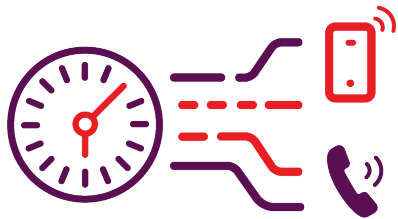
Important to note:

- Auto Attendants need a spare number before they can be created.
- Each site can be set up with one free Auto Attendant, but any additional ones are charged for. To set up this first free Auto Attendant, please call us on 0800 052 0085.



Scenario 7

I want to...
treat calls differently depending on the time of the day (such as sending calls to a mobile when the office shuts for the day).



Solution: How to do it...

This Cloud Voice feature is called **Time Schedule**.

This feature can be set up in the [customer portal](#) under the Site > Features section. Click [here](#) for video walkthroughs for how to set up Time Schedules, or, if you prefer, read the instructions in the Time Schedules section of the [Site Features](#) guide (page 186).

You use Time Schedule to enter days and times of your choice; we would then apply this schedule to a Hunt Group, Call Centre or Auto Attendant. Creating the Time Schedule in Site Features makes it available as a drop-down list.

For Auto Attendant, you can present different menu options or capabilities to incoming callers based on what day and/or time of today they have called. For example you can present “in office hours” or “out of hours” menu options.

For Hunt Groups and Call Centres, we can apply Time Schedules using the Call Forwarding Selective feature. We can specify a telephone number to forward calls to and select the Time Schedule rule to determine when this should be done. Any call coming into the system at a time not covered by the rule would follow normal call flow.

Important to note:

- When creating a rule in Call Forwarding Selective, please do not select both a rule and a bank holiday schedule within the same rule, because these will conflict. Instead, please create a separate rule for a bank holiday schedule.

Scenario 8

I want to...
**load my contacts
into the handset.**



Solution: How to do it...

The Cloud Voice features that enable this are **Company Contacts** and **Group Contacts**.

Company Contacts are for telephone numbers that you have within the [customer portal](#), and include all users that you add to a specific directory.

Group Contacts is where you can add your own contacts by name and telephone number. You can enter these one by one through the [customer portal](#), or upload your own file to the portal for you. The format for this file must be: "Name, Number", and must be in .csv file format.

You can then select Phone Services underneath Company/Group contacts, still within Site Features, to include Group Contacts in Phone Directory and/or Include selected Company Contacts in the Phone Directory.

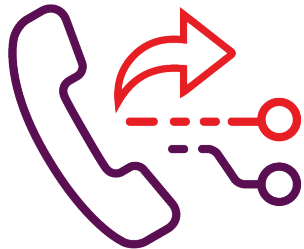
Click [here](#) for video walkthroughs of how to organise your Group Contacts, or, if you prefer, read the instructions in the Group Contacts section of the [Site Features](#) guide (page 139).

Important to note:

- You may need to enable Phone Services in a specific employee's/user's feature page. You can also add personal contacts via this page that will make the contacts available on that handset only. Please read the Phone Services section of the [Site Features](#) guide (page 178) for more guidance.
- If you add contacts directly through the handset rather than the [customer portal](#), these may be deleted if the phone is rebooted or if changes to the handset's configuration are made through the portal. This is because the handset downloads the current configuration from the portal on every reboot.

Scenario 9

I want to...
forward calls or run other commands from the phone, rather than using the portal.



Solution: How to do it...

This Cloud Voice feature is called **Feature Access Codes**. Once set up, you will be able to forward calls and run other commands without using the customer portal.

However, you will need to use the customer portal to set up Feature Access Codes, under User > Features > Feature Access Codes. Click [here](#) for video walkthroughs of how to set up Feature Access Codes.

Important to note:

- You can change the codes as long as they don't conflict with any other code in the list, or add an alternative code if you wish. You would dial these codes directly from the handset and follow the prompt.



Scenario 10

I want to...
set up **Speed Dials**.



Solution: How to do it...

As a Cloud Voice customer, you can change the speed dials of specific handsets so that dialling one number would act as a normal speed dial would do. You can also set speed dials by changing the selected button to a speed dial function, and entering the telephone number you wish that button to be a speed dial for. Read the instructions in the Speed Dial section (page 139) of the [User Features](#) guide.

Important to note:

- The **Speed Dial** feature is a non-chargeable user feature; you can set this up yourself using the support videos or documentation.



Searching for something more specific?

These are just our top 10 scenarios when using Cloud Voice.

If you've got other questions about using your service, [visit our Help & Advice page.](#)

If you need further assistance with setting up a feature, please call **0800 052 0085**.

If your services are not working after the installation, please contact our Faults team **0800 052 0800**.