



CLOUD VOICE BUSINESS PORTAL

SITE FEATURES GUIDE

VERSION 2.0



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Introduction

The following provides a comprehensive user guide on how to use Virgin Media Business Cloud Voice Site features. Where appropriate the guide will be backed up by screenshots to support the recipient of this guide.

For all help and support please visit virginmediabusiness.co.uk where you will find all our Cloud Voice guides or, alternatively, call us on 0800 052 0800.

We provide a number of features within the Cloud Voice proposition, which are split into two categories:

- Site (Group) Features – sets a policy for a site and users inherit this setting
- User Features – allows personalisation per user

Most of these can be configured by any of the following means:

- Contacting Virgin Media Business
- Configuration Portal (Business Portal)
- Feature Access/Star Codes (FACs)

Administrators can make changes based on their administration profile:

- Company Administrator – Site & User features on Business Portal or via FACs
- Site Administrator – Site & User features on Business Portal or via FACs
- End User – User features on Business Portal or via FACs

Overview

This document describes the basic functionality of each Site feature and provides an explanation of how the feature is used and configured by administrators. If a Site feature is predominantly an application then it will be briefly described here, referring the reader to a specific document for fuller information.

Audience

This document contains information on how to configure site features and is therefore intended for Customer or Group [Site] Administrators of the Virgin Media Business Cloud Voice Service.

Account Codes

Description

The Account Code Feature allows the Users to assign a specified Account Code to certain calls outside the Site for tracking and auditing purposes. For example, if you want to track long-distance calls in order to charge them to certain internal customer accounts, you can create a different account code for each internal customer and each type of call.

You can configure the feature so that it forces Users to enter Account Codes before they make certain types of call (such as long-distance calls), referred to as Mandatory Account Codes. Alternatively you can configure the feature so that it gives Users the option to use a Feature Access Code (FAC), and to enter an Account Code when they make certain types of call. These are referred to as Feature Access Code-based Account Codes.

Both Mandatory and Feature Access Code-based Account Codes can be used on a Site at the same time. However, a User must be assigned to *either* the Mandatory Account Codes or the Feature Access Code-based Account Codes.

The Account Codes feature does not validate the codes that are entered, so calls are not blocked if a User enters a non-configured Account Code.

Description – Mandatory Account Codes

Users assigned the Mandatory Account Codes feature are prompted to enter an Account Code every time they make a call outside the Site.

Function – Mandatory Account Codes

When prompted to enter an Account Code, the User dials the applicable digit string, after which the call setup resumes normally. The Account Code is captured in the associated Call Detail Records (CDRs) generated for that call.

The Group or Company Administrator can elect to have Account Codes apply only to long-distance calls. In this case, Users are not prompted for an Account Code when making a local or Freephone call.

Account Codes are a fixed length configured by the Group or Company Administrator. When prompted for an Account Code, the User is informed of the required number of digits to enter.

When an employee makes a call for which an Account Code is required, the call processing sequence is as follows:

- User dials phone number.
- User is prompted to provide Account Code.

- User enters Account Code (Pre-Call).
- Call proceeds.

Description – Feature Access Code-Based Account Codes

When assigned the Feature Access Code-Based Account Code feature, the User can choose to either:

- Make a call as usual, without being prompted to enter an Account Code.

OR

- Dial a Feature Access Code, (for example, *XX), followed by an Account Code.

Function – Feature Access Code-Based Account Codes

When a User chooses to use the Feature Access Code before beginning a call, the User will be prompted for an Account Code. The User dials the Account Code, receives confirmation, and then proceeds with the call as usual.

The sequence is as follows:

- The User goes off hook.
- The User enters the appropriate FAC.
- The User is prompted to enter an account code.
- The User enters the account code.
- The User receives confirmation that the account code has been entered.
- The User hears a dial tone and places the outgoing call.

The User can choose to enter an Account Code during a call.

The User flashes the switch hook or presses the hold key (depending on the device being used) during the call, then enters the Feature Access Code (for example, *XX). The User will be prompted for an Account Code, dials the code, then resumes the call.

The sequence is as follows:

- The User puts the other party on hold by flashing the switch hook.
- The User enters the appropriate FAC.
 - The User is prompted to enter an account code.
 - The User enters the account code.

- The User receives confirmation that the account code has been entered.
- The User resumes the call.

Note that a User can enter an Account Code before beginning a call and can enter an Account Code during the call multiple times. The final Account Code to be entered is the one that is captured in the CDR (Call Detail Record) generated for that call.

Configuration

The Group or Company Administrator configures the Account Code feature through the Business Portal on the Site Features page.

When configuring the feature, the Group or Company Administrator:

- Activates or Deactivates the feature
- Selects the length of the Account Code – minimum two digits
- Configures the Account Codes
- Selects whether the feature should apply to all calls or exclude local calls
- Selects which Users of the Site are assigned to the feature
- Selects the activation method to be used for each User

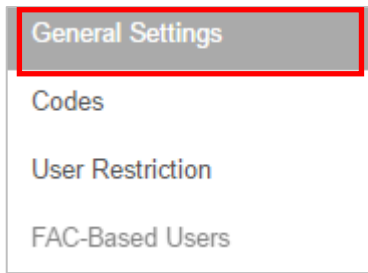
To activate the feature:

- Navigate to: **Sites** (select Site) > **Features** > **Management** > **Account and Authorization Codes**.



- Click **Configure**.

- Select **General Settings** from the menu on the left.



- Select the radio button for **Account codes**.

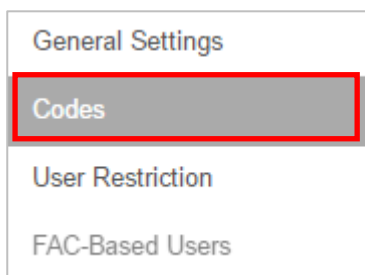
The 'Account and Authorization Codes' configuration form. It features a title bar with a '? Assistance' link. Below the title, there are three radio buttons for 'Operation Mode': 'Account codes' (selected and highlighted with a red box), 'Authorization codes', and 'Do Not Use Codes'. Below this is a 'Number Of Digits' dropdown menu set to '5'. There is an unchecked checkbox for 'Allow Local And Toll-Free Calls'. At the bottom, there are two buttons: a pink 'Cancel' button and a purple 'Save' button.

- Set the number of digits from the dropdown box. Minimum 2 – Maximum 14.
- Tick **Allow Local And Toll-Free Calls** if required.

Ticking this box will allow these calls to proceed without an Account Code being entered.

The 'Account and Authorization Codes' configuration form, identical to the previous one. In this screenshot, the 'Number Of Digits' dropdown menu (set to '5') and the 'Allow Local And Toll-Free Calls' checkbox are both highlighted with red rectangular boxes. The 'Save' button at the bottom is also highlighted with a red rectangular box.

- Click **Save**.
- Select **Codes** from the box on the left.



- Click the **Add** button.

- In the box labelled **Code**, enter a unique numeric code of the required length that you set on the General Settings page.
- In the box labelled **Code Description**, enter an alpha-numeric description.

- Click **Save**.

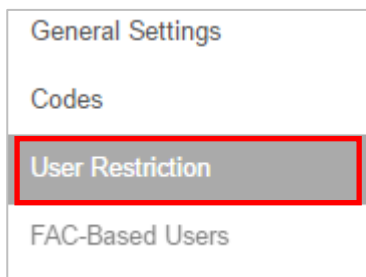
The new code is displayed in the list

Note that the system does *not* do a validation check against the list of Account Codes configured by the Site or Company Administrator when the User enters the Account Code when prompted.

The User can enter any digit sequence of the correct length.

Calls are not blocked by this feature.

- Select **User Restriction** from the menu on the left.



This will enable Mandatory Account Codes.

- From the **Available Users** table, select the checkbox next to each of the Users who require Mandatory Account Codes.
- Click the **Add** button to move the Users to the Assigned Users table.

- Click **Save**.
- Select **FAC-Based Users** from the box on the left.

This will enable Feature Access Code-based Account Codes.

- From the **Available Users** table, select the checkbox of the Users who require Feature Access Code Based Account Codes.

FAC-Based Users

Available Users Filter

<input type="checkbox"/>	Last Name	First Name	User ID
<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

+ Add

Assigned Users Filter

<input type="checkbox"/>	Last Name	First Name	User ID	
<input type="checkbox"/>	^ v
<input type="checkbox"/>	^ v

x Remove

Cancel
Save

- Click the **Add** button to move the Users to the Restricted Users list.
- Click **Save**.

Limiting Conditions

If Authorization Codes, (see below), are required, Account Codes cannot be enabled. The two features are mutually exclusive and cannot be configured in conjunction with each other on the same Site.

A User cannot be a member of *both* the Mandatory Account Code list and the Feature Access Code-based Account Code list.

Authorisation Codes

Description

The Authorisation Code feature allows the Group or Company Administrator to select specific Users who must enter a valid Authorisation Code when making a call outside the Site.

Calls will not proceed if the Authorisation Code is not valid.

Use the Authorisation Code feature if you want Users to enter a valid Authorisation Code each time they make a call or only each time they make a long-distance call.

The Group or Company Administrator can choose to have Authorisation Codes apply to all external calls or to long-distance calls only. If Authorisation Codes apply to long-distance calls only, Users are not prompted for a code when they place local or toll-free calls.

Function

Users assigned to the Authorisation Code list are prompted to enter a valid Authorisation Code when making a call outside of the Site. Unlike Account Codes, Authorisation Codes entered by a User must match one of the valid codes previously configured by the Group or Company Administrator.

When a User dials a number for which an Authorisation Code is required, Virgin Media Business Cloud Voice prompts the User for a valid code. The User then dials the Authorisation Code followed by the # character, or waits for the inter-digit timeout.

- If the Authorisation Code entered does not match any of the valid Authorisation Codes configured for the Site, the User is provided with another attempt at entering a valid code.
- If the second attempt is also unsuccessful, the User is sent to an error treatment.
- If a valid code is entered, the call is allowed to proceed as usual and the Authorisation Code entered by the User is captured in the CDR (Call Detail Record) generated for that call.

Note that the system does a validation check against the list of Authorisation Codes configured by the Group or Company Administrator when the User enters the Authorisation Code when prompted.

Calls are blocked by this feature if an invalid code is entered.

Configuration

The Site or Company Administrator configures the Authorisation Code feature through the Business Portal on the Site Features page.

Navigate to: **Sites** (select Site) > **Features** > **Management** > **Account and Authorization Codes**



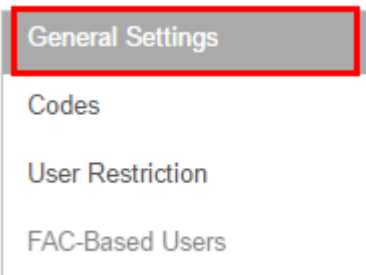
- Click **Configure**.

When configuring the feature, the Group or Company Administrator:

- Activates or Deactivates the Feature
- Selects the length of the Authorisation Code – 2 to 14 digits
- Configures the Authorisation Codes
- Selects whether the feature should apply to all calls or exclude local calls
- Selects which Users of the Site are assigned to the Authorisation Code list

To Activate the Authorization Code feature:

- Select **General Settings** from the box on the left.



Select the radio button for **Authorization codes**.

Account and Authorization Codes ? Assistance

Operation Mode Account codes Authorization codes Do Not Use Codes

Number Of Digits

Allow Local And Toll-Free Calls

- Set the number of digits from the dropdown box. Minimum 2 – Maximum 14.
- Tick **Allow Local And Toll-Free Calls** if required.
- Ticking this box will allow these calls to proceed without an Authorisation Code.

Account and Authorization Codes ? Assistance

Operation Mode Account codes Authorization codes Do Not Use Codes

Allow Local And Toll-Free Calls

- Click **Save**.
- Select **Codes** from the box on the left.

General Settings

Codes

User Restriction

FAC-Based Users

- Click the **Add** button
- In the box labelled **Code**, enter a unique numeric code of the required length that was set on the General Settings page.
- In the box labelled **Code Description**, enter an alpha-numeric description.

- Click **Save**.

The new code is displayed in the list

Note that the system performs a validation check when the User enters an Authorisation Code against the list of Authorisation Codes created by the Group Administrator.

Calls will be blocked by this feature if the User does not enter a valid Authorisation Code.

- Select **User Restriction** from the box on the left.

- From the **Available Users** table, select the checkbox for the Users who require Authorisation Codes.
- Click the **Add** button to move them to the Assigned Users table.

User Restriction
? Assistance

Available Users
Filter

	Last Name	First Name	User ID
<input checked="" type="checkbox"/>	John J	McDonald	12345678@virginmedia.com.au

+ Add

Assigned Users
Filter

	Last Name	First Name	User ID
No Assigned Users Found			

✖ Remove

⌂ Cancel
✔ Save

- Click **Save**.

Limiting Conditions

If Account Codes, (see above), are required, Authorisation Codes cannot be enabled. The two features are mutually exclusive and cannot be configured in conjunction with each other on the same Site.

The Authorisation Code feature applies to all applicable calls made from a device assigned to a User who is in the Restricted Users list of the Authorisation Code feature.

Auto Attendants

Description

A one-level Auto Attendant is available as standard for every Site created and if an additional layer is required, then an add-on can be applied by Virgin Media Business.

Virgin Media Business Cloud Voice Auto Attendant is an integral part of the product offering and does not require an external third-party system.

The Auto Attendant feature serves as an automated receptionist that callers can reach by dialling a specific phone number or extension. Once connected to an Auto Attendant, the caller is played a greeting that provides a menu of options used to complete the routing of the call. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions that may be other Auto Attendants, Hunt Groups, Call Centres or Users.

Function

The Auto Attendant is reached by the incoming caller by dialling an advertised phone number or DDI. From within the Site, Users can call the Auto Attendant or blind transfer a call to the Auto Attendant by dialling its extension number. Once answered by the Auto Attendant, the caller is played a greeting that provides a menu of options, allowing the caller to select the final destination for their call.

The Group or Company Administrator can also configure each Auto Attendant so that it behaves differently during business hours and non-business hours (for example, by presenting a different greeting that includes different menu options to callers or by allowing callers to dial extensions directly).

The menu, which is configured by a Group or Company Administrator, can provide up to nine options to the caller, including:

One-Key Dialling

The caller presses a predefined DTMF key to reach a particular phone number or an extension within the group. These destinations can be another Auto Attendant, allowing a multi-level AA to be built. If you wish an option to go directly to a mailbox, you must send the call to a User with either “Do Not Disturb” set, or prefix the User’s extension number with the Feature Access Code, “Transfer Call to Voice Mail”, (default *55).

Operator Dialling

The caller presses a predefined DTMF key to reach an operator.

If a caller presses no key, or presses an incorrect option, they will be transferred to the configured Operator position after a short delay. If no Operator position is configured the caller will be disconnected.

Name Dialling

The caller spells out the name of the intended party, using the numerical DTMF keypad. Upon identifying a unique match, the caller is played the name of the intended party and is then transferred to that User. If multiple results match the search criteria, the caller will be played a list of options to select. This can be restricted to Users belonging to the same Site as the Auto Attendant or, if left unrestricted, Users on any of the Customer's Sites can be contacted by this method.

Extension Dialling

The caller enters the extension of the intended party through the numerical DTMF keypad. Upon collecting the full extension, the caller is played the name of the intended party, and is then transferred to that User. This can be restricted to Users belonging to the same Site as the Auto Attendant or, if left unrestricted, Users on any of the Customer's Sites can be contacted by this method.

Immediate Extension Dialling

The Group or Company Administrator may choose to allow callers to dial an extension from the first-level menu. The First-Level Extension Dialling option allows the administrator to enable or disable immediate extension dialling for a given Auto Attendant. When this feature is enabled, the caller to the Auto Attendant can dial the desired extension right away on the first level of the Auto Attendant, without having to first navigate to the second level of the AA menu.

Dial by First Name

The Group or Company Administrator may choose to allow name dialling by searching from a combined FirstName-LastName or LastName-FirstName list in addition to the default LastName-FirstName search list.

An Auto Attendant can differentiate between business and non-business hours by creating and applying a specific Time Schedule to the Auto Attendant profile. You can also choose to use standard system greetings containing the default options or to upload custom greetings for a customer's specific options stored in Audio (WAV) format files.

If the office is closed on specific dates over a given period, you can create and apply a Holiday Schedule so that the Auto Attendant's non-business hours' behaviour is used on these dates.

If you intend to apply specific Time and/or Holiday Schedules to an Auto Attendant, you may find it most convenient to define these schedules first so that you can select and apply them when you create the Auto Attendant profile. However, they can be applied to an existing Auto Attendant at any time.

Holiday Schedule

A Group or Company Administrator may define a Holiday Schedule that can be associated with an Auto Attendant. More than one Holiday Schedule maybe created, but only one can be applied to an Auto Attendant profile. Each Holiday Schedule may be a maximum of 20 dates or date ranges.

Time Schedules – Enhanced Business Hour Support

Group or Company Administrators can define Time Schedules for the Site. Multiple Time Schedules can be created, but only one can be applied to an Auto Attendant profile. Time Schedules can consist of up to 20 time ranges for a week. Time Schedules can be business hours, Call Centre hours, after business hours, and so on. Time Schedules created by the Group or Company Administrator are visible to all Users in the Site, but Users will not be able to edit them.

Auto Updating of User Information in a Site

Any moves, additions, and changes for Users in a Site are automatically available for the Auto Attendant name dialling and extension dialling functions. Access to Users currently in the Site is always available.

Multi-Site Support

The Auto Attendant uses the VPN capabilities of the platform to transparently support geographically or logically distributed Sites within the Customer. Each Site within the Customer can be allocated a Location Dialling Code during Site configuration. The location dialling code plus the extension number makes up the Auto Attendant option destination.

Support for Users without DID/DDI (Direct Inward Dial)

The Auto Attendant supports Users with a direct inward dialling (DID/DDI) number as well as Users without an external public directory number. Users without a DID/DDI originate calls as usual and the Auto Attendant allows them to receive external incoming calls directly through the Name Dialling and Extension Dialling options described above.

Calls can be made to the Auto Attendant using the routing capabilities as described above to terminate calls directly to the User. This support provides greater flexibility for a Group or Company Administrator to create and delete Users, and in many cases reduces the costs associated with obtaining DID/DDI numbers.

A Group Calling Line ID must be set for the Site to enable Users without a DID/DDI or external public directory number to make outgoing calls from the Virgin Media Business Cloud Voice platform. Only one Group Calling Line ID can be set on a Site, and all Users on that Site will present the Group Calling Line ID as their outgoing CLI, (Calling Line Identity) regardless of whether they have a public number assigned.

Configuration

If required, the Group or Company Administrator can use multiple Auto Attendants for a single Site or combine Auto Attendants to create a seamless, multi-level call distribution platform. The Group or Company Administrator configures the Auto Attendant through the Site Feature Settings page on the Business Portal.

The related Site features that may need to be configured are dependent upon the desired functionality of the Auto Attendant and may include:

- Auto Attendant
- Holiday Schedule
- Time Schedule
- Group Calling Line ID

Configuration specific to an Auto Attendant is dealt with in this section. The configuration of the related features, Holiday schedules, Time Schedules, Group Calling Line ID etc. will be dealt with under the relevant Features section of this document.

You will also need the Personal Greetings for each Auto Attendant in the following format:

- File type is CCITT u-Law WAV with 8 kHz, 8 Bit, Mono attributes. Maximum file size = 1MB

Configuration – New Auto Attendant Profile

To create a basic Auto Attendant in the Business Portal navigate to: **Sites** (select Site) > **Features** > **Call Groups** > **Auto Attendant**.



- Click **Configure**.

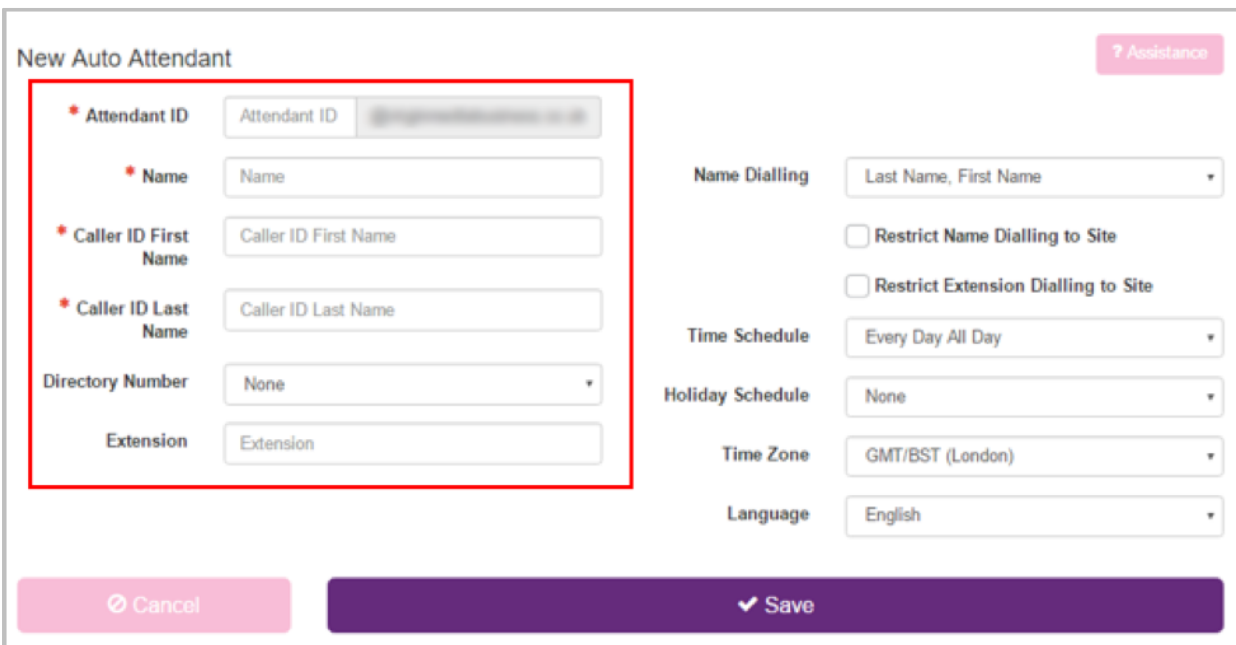
- To Add an Auto Attendant click **Add**.



- Enter an **ID** for the Auto Attendant. Minimum of 6 alpha characters – lowercase.
- Enter a **Name**. This should be the same as the ID.
- Enter the Caller ID First Name and Caller ID Last Name in the fields provided.

This is what will display on the IP phones within the Site when receiving a call from the Auto Attendant and in the Group Directory.

- If a public number is required, select an available number from the Directory Number dropdown list.
- If an extension number is required, enter an extension number of the required length for the Site in the Extension field.



- Set the requirements for Name Dialling from the Name Dialling dropdown box. The default setting is Last Name-First name.

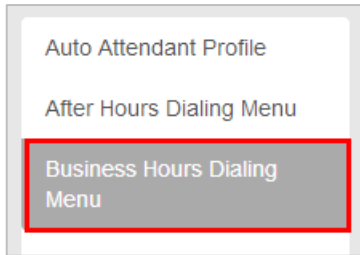
- Set the restrictions for Name Dialling and Extension Dialling to within the Site by ticking the boxes as required.

- If you have created a Time Schedule, select it from the dropdown box. The default is **Every Day All Day**. This can be applied or changed at any time.
- If you have created a Holiday Schedule, select it from the dropdown box. The default is **None**. This can be applied or changed at any time.

- Click **Save**.

Configuration – Auto Attendant Dialling Menu

- **Sites** (select Site) > **Features** > **Auto Attendant**
- Select the Auto Attendant you wish to edit by selecting its name.
- Select **Business Hours Dialling Menu** from the menu on the left.



- Tick **Allow callers to dial extension immediately after greeting** if required.

This will allow immediate Extension Dialling from this Auto Attendant, without the need for the caller to select the Extension Dialling option from the menu.

This feature provides convenience for incoming callers who know the extension of the User they want to reach. If this is not enabled, incoming callers automatically hear a list of menu options and will need to select the “Extension Dialling” option.

- Tick **Use Personal Greeting**.
- Click **Browse** to upload the greeting that has been prerecorded in the correct format.
 - File type is CCITT u-Law WAV with 8 kHz, 8 Bit, Mono attributes.
 - Maximum file size is 1MB.

The screenshot shows the configuration interface for the 'Business Hours Dialling Menu'. At the top, there is a checkbox labeled 'Allow Callers To Dial Extension Immediately After Greeting' which is checked and highlighted with a red box. Below it is another checkbox labeled 'Use Personal Greeting'. Underneath, there is a section for 'Upload Personal Greeting' which includes a 'Choose File' button, the text 'No file chosen', and a note: 'File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.'. Below this is a 'Current File' field showing 'None'. The bottom section is titled 'Menu Options' and contains four dropdown menus for digits 0, 1, 2, and 3. Digit 0 is set to 'Operator', digit 1 to 'Dial By Extension', digit 2 to 'Dial By Name', and digit 3 to '---'. A 'Transfer To Number' field is located between the 0 and 1 options.

- Set your Menu Options for each digit 0 to 9, #, *, from the options available in dropdown boxes.

You can associate one action with each numbered key (0 to 9) as well as the star (*) and hash (#) keys.

Operator

Set the destination number. The incoming caller will hear the system announcement, "Please wait while your call is transferred to the operator". This is the destination that callers will be transferred to if they do not press an option, or press a non-configured option twice. If this option is not configured and incoming callers do not press an option or press a non-configured option, the call will be disconnected.

Dial by Extension

Caller will be prompted to enter the desired extension number.

Dial by Name

Incoming callers will be prompted to enter the Name through the alphanumeric keys on their phone. The default search is Last Name-First Name.

Transfer with Prompt

Set the desired destination number. This can be a User, a Hunt Group, a Call Centre, another Auto Attendant or any valid number. If you wish an option to go directly to a mailbox, you must send the call to a User with either 'Do Not Disturb' set, or prefix their extension number in the destination box with the Feature Access Code, 'Transfer Call to Voice Mail', (default *55). The incoming caller will hear the system announcement, 'Please wait while your call is transferred'. If the option destination is a User with Voice Mail the incoming caller will hear the Personal Name the User recorded inserted into the system announcement.

Transfer Without Prompt

Set the desired destination number. This can be a User, a Hunt Group, a Call Centre, another Auto Attendant or any valid number. The caller will be transferred to the configured destination with normal ring back.

Repeat Menu

The current greeting menu will be repeated to the caller.

Exit Menu

Ends the call.

Menu Options

0	Operator
Transfer To Number	
1	Dial By Extension
2	Dial By Name
3	---
4	---
5	---
6	---
7	---
8	---
9	---
*	---
#	---

- Click **Save**.

If you have set up a Time Schedule that is applied to the Auto Attendant profile, click **After Hours Dialing Menu** from the box on the left.

Auto Attendant Profile

After Hours Dialing Menu

Business Hours Dialing Menu

- Repeat these steps to configure a dialling menu that will apply After Hours.

Caller Error Conditions

If the destination number entered for any option is not valid, (or has ceased to be valid), the caller will hear the system announcement, “Your call cannot be transferred, please try again later, thank you”, and the call will be disconnected.

If an incoming caller is not able to supply DTMF or presses a non-configured digit, they will hear the system announcement “This key is not valid, please try again.” If a caller makes an error again or does not select an option, they will have transferred to the destination configured as the Operator.

If no Operator option is set, or an Operator destination is not configured, or is not valid, the caller will hear the system announcement, “Your call cannot be transferred, please try again later, thank you”, and the call will be disconnected.

Call Capacity Management

Description

The Call Capacity Management feature can be used to control the call traffic associated with a specific Site and/or group of Users by limiting the number of concurrent calls that can be made to or from the Site.

The Call Capacity Management feature is applied to a Site by Virgin Media Business on provisioning of the service.

The Group or Company Administrator can manage which Users are assigned to the Call Capacity Group through the Business Portal. This feature can be used to give preference to high call volume areas within the customer's business. For example, by giving Call Centre Agents a larger allowance for concurrent calls and giving a smaller allowance for concurrent calls to general administrative areas.

Function

Each Call Capacity Group created by Virgin Media Business specifies the maximum number for total concurrent calls. It can be configured to specify subtotals within this maximum limit for concurrent incoming calls, and for concurrent outgoing calls.

The maximum number of concurrent calls should be set to match the number of calls the available bandwidth at the Customer's premises can support. When the configured Call Capacity is reached a "403 Forbidden" SIP message is returned for the next call attempt and the User or incoming caller is presented with the correct treatment.

Users within the Site can be assigned to or removed from Call Capacity Groups as required by a Group or Company Administrator. Users can be assigned to or removed from Call Capacity Groups at any time.

Group or Company Administrators can use the Business Portal to view the settings associated with Call Capacity Groups and to assign Users to or remove Users from these Groups. Changes to the Call Capacity Group settings cannot be made in the Business Portal – this can only be actioned by Virgin Media Business.

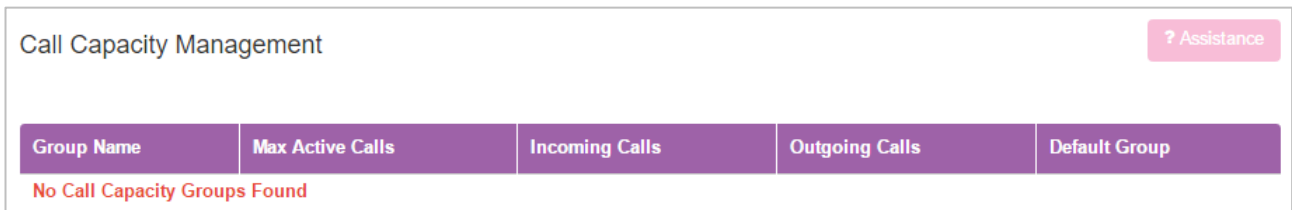
If changes are made to the Call Capacity Group settings by Virgin Media Business, Users are automatically removed from the Group. The Site or Company Administrator will need to re-assign the required Users to the Call Capacity Group in the Business Portal.

Configuration

Site or Company Administrators can view Call Capacity Groups created by Virgin Media Business through the Business Portal Site Features page, under **Call Capacity Management**.



- Navigate to **Sites** (select Site) > **Features** > **Management** > **Call Capacity Management**.
- Click **Configure**.



This page lists all of the Call Capacity Groups that Virgin Media Business has created for the selected Site.

If no Call Capacity Groups are listed, no Call Capacity Groups have been created for this Site.

- Find the Call Capacity Group you want to edit and click the **Group Name** link.

The View Call Capacity Group page is displayed.

- These settings cannot be edited in the Business Portal.
- Only Virgin Media Business Administrators can edit Call Capacity Group settings.

If the **Default** Group is ticked, as Users are Registered/Activated in the selected Site, they are automatically added to this Call Capacity control group.

- To Add Users to a specific Call Capacity Group, select the required group.
- Select the required Users in the Available Users table using their relevant checkboxes.
- Click **Add** to move the Users to the Assigned Users table.

The screenshot displays a user management interface with two main sections: 'Available Users' and 'Assigned Users'. Both sections include a 'Filter' input field and a dropdown arrow. The 'Available Users' table has columns for 'Last Name', 'First Name', and 'User ID'. Two rows in this table have their checkboxes checked, and a '+ Add' button is highlighted with a red box. The 'Assigned Users' table also has columns for 'Last Name', 'First Name', and 'User ID', and includes orange up/down arrow buttons for each row. A 'Remove' button is located below the 'Assigned Users' table. At the bottom of the interface, there are two buttons: 'Cancel' and 'Save', with the 'Save' button highlighted in green.

- Click **Save** to return to the Call Capacity Management page.

Call Centres (ACD)

Description

Use the Call Centre ACD feature if you want to allow a Site to distribute incoming calls to multiple Users from a single central phone number. Cloud Voice provides support for Call Centre ACD allowing multiple Users, called Agents, to receive calls from a central phone number. Incoming calls to a Call Centre are presented to the next available Agent according to the configured Call Distribution policy.

Using the Call Centre ACD feature, a business can set up a technical assistance line, customer support numbers or order-taking Centres. Multiple Call Centres can be supported on each Site.

Cloud Voice can expand the capabilities of the customer's current Call Centre solution by allowing Call Centre Agents to work from different geographic locations and/or be provisioned on different Sites within the Customer. A Cloud Voice Call Centre Agent can receive calls from home, at a remote office or any location with access to the Cloud Voice service.

Function

Each time you create a Call Centre, you assign specific Users (or "Agents") to it. Incoming calls received through each Call Centre are assigned to available Agents according to a specific call distribution policy.

Users provisioned on different Sites or situated in different geographic locations can be Agents of a single centralised Call Centre. The system will distribute calls according to the Call Distribution policy configured regardless of the Agents locations.

Each Call Centre can be configured to enable use of sophisticated call-handling features such as Queuing, Music On Hold and periodic comfort announcements.

The Call Centre can be enabled to collect basic Call Centre or Agent specific Statistics. Daily reports on these statistics in CSV format can be sent to up to two email addresses.

The Call Centre feature builds on the functionality available in the Hunt Group Feature and enhances it with:

- Uniform distribution of incoming call to the available agents
- Queuing of the incoming calls that cannot be answered immediately when Agents are unavailable
- Comfort Announcements for calls that are Queuing
- Music on Hold for calls that are Queuing
- Overflow to a given destination when the group is unable to answer ringing calls

- Deflection to a given destination outside of business hours in conjunction with the Auto Attendant and Time Schedule features
- Statistics available to be emailed to a specified email address

Function – Call Distribution Policies

Cloud Voice supports the following Multiple Call Distribution policies:

Regular (linear)

The incoming calls to the group always start seeking an available Agent on the first User in the list and sequentially seek all the provisioned Users, until an idle User is found to present the call to, or the end of the list is reached.

Circular

The incoming calls to the group start seeking an available Agent with the User following the last User to receive a call. When the end of the list is reached, the hunting circles back to the first User in the list. The call Centre stops seeking an available Agent when an idle user is found to present the call to, or all the Users have been searched.

For example, the first incoming call starts searching for an available Agent with the first Agent in the list, and stops at the end on the list. The second incoming call starts searching for an available Agent with the second Agent in the list, continues to the end of the list then returns to the beginning of the list and stops at the first Agent in the list. The third incoming call starts searching for an available Agent with the third Agent in the list, continues to the end of the list, returns to the beginning of the list and stops searching at the second Agent in the list.

Uniform

The incoming calls to the group are presented to the User that has been idle, (available), for the longest time.

Simultaneous

The incoming call rings all idle Agents in the Call Centre at the same time. The call is connected to the first Agent to answer the call and the ringing is automatically cancelled on all the other Agents. All Agents are considered “busy” whilst the phones are ringing. If a second call presents at the same time that all Agents are ringing, this call will enter the Call Centre Queue until the first call is answered and the remaining Agents return to being Available.

Weighted

The incoming call rings Agents in a pseudo-random fashion according to their relative weight. Agents with a higher weight are assigned more incoming calls than agents with lower weights. Weights for individual Agents are configured as relative percentage values in the Business Portal. Call presentation is determined by the system based on the relative weights assigned.

Function – Call Centre-Specific Functions

Call Queuing

When all Agents in a Call Centre are busy, the next call(s) to the Call Centre number will be placed in the Queue until an Agent becomes available.

- Once a call is in the Queue it will remain in the queue until an Agent is available to take that call.
- There is no facility for callers to exit the queue once they are in the queue.
- Multiple calls in a Queue are presented to available Agents on a “first in, first out” basis.
- Queue length can be configured on the Call Centre profile page. It is recommended that bandwidth is considered and therefore the Queue length to be configured should not be longer than available bandwidth on your Site access connectivity.
- When the Queue length is reached any more calls to the Call Centre number will receive a busy tone.

Comfort Announcements

Comfort Announcements are what a caller will hear during the time they spend in the queue waiting for an Agent to become available. There are default system announcements available but we recommend that customer-recorded announcements be uploaded through the Business Portal.

There are three announcement options available for the Call Centre Queue:

- Entrance Announcement
- Comfort Announcement
- Customised On Hold

Entrance Announcement

This is the welcome announcement that an incoming caller receives immediately on entering the queue.

Comfort Announcement

This announcement is played to callers in the queue at the periodic interval configured for the Call Centre. Cloud Voice recommends that a customer-recorded announcement be uploaded through the Business Portal.

On Hold Announcement

Music On Hold can be enabled and will play to callers in the queue in the interval between the Comfort Announcements. If a customer recorded Music On Hold file is not uploaded, the default Music On Hold will be presented.

No Answer Timeout

When a call is presented to an Agent's phone and the Agent does not answer the ringing call, the No Answer Timeout will forward the call to the next available Agent after the number of rings configured.

Forward Call after "x"

When a call has been ringing on available Agent(s) phones for the configured number of seconds, this function will forward the call to the configured destination. This is also referred to as the No Answer forward.

Guard Timer

The Guard Timer is the number of seconds that the system waits after an Agent has ended their current call before the next call is presented from the queue. It is important to set a value for the Guard Timer so that an Agent does not have to physically go "on hook" to become available if the caller, not the Agent, ends the current call. If the Guard Timer is left a "0", it is possible that an Agent will be presented with a new call and, on placing the handset in the cradle, be unaware that they have disconnected an active call.

Customers may also refer to this function as 'clerical time' or 'wrap-up time'.

Statistics

Basic statistics are generated for each Call Centre and each Agent in the Call Centre on a daily basis. The reporting interval can be configured at 15, 30 or 60 minutes. You can use the Business Portal to enable daily collection of Call Centre statistics and have a CSV file automatically forwarded to up to two email addresses. More detailed information about any individual call can be found in the CDRs, (Call Detail Records).

Real-time call monitoring through an application interface is not available.

The statistics generated for an Agent include:

- Agent Name
- Number of Calls Received
- Average time on a call

- Time Busy
- Time Idle
- Number of Calls Not Answered

The statistics generated for a Call Centre Group are presented as the number of calls that were in that particular state, answered, queued etc. during the reporting period configured. This means that it may be possible for the same call to appear twice because it may have been queued in one reporting period and answered in another.

The information that the statistics for a Call Centre Group include are:

- Timestamp of the reporting interval
- Number of Incoming Calls
- Number of Calls Queued
- Number of busy Overflows
- Number of Calls Answered
- Average time with Agent (Talk)
- Average time in Queue
- Average time that Agents were Busy
- Average hold time before pick up

Limiting Conditions

Where Call Centre Plus is in use:

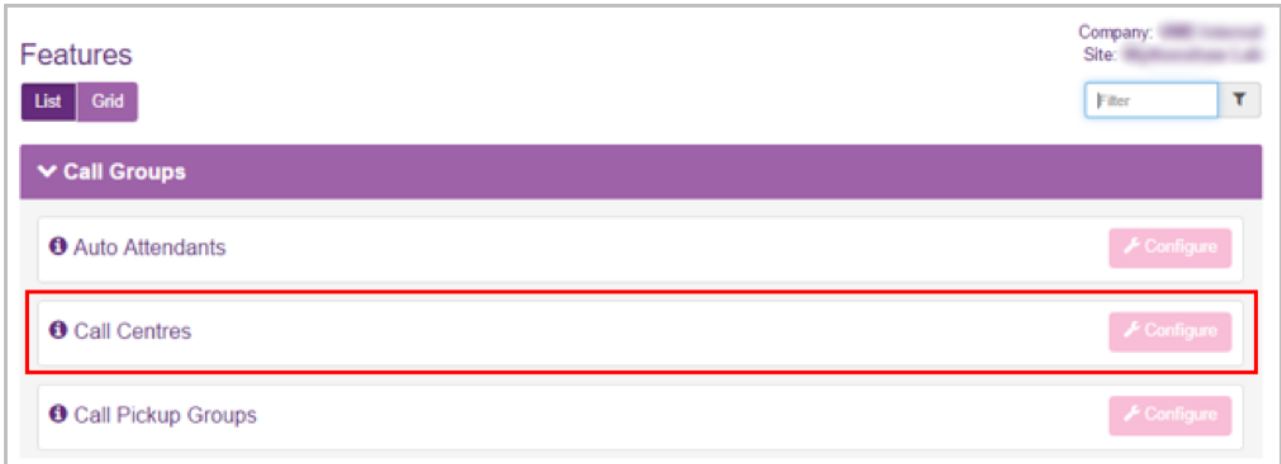
The optional short ringburst is not applicable to Do Not Disturb configured for Virtual Users such as Call Centres etc. The optional short ringburst is only applicable to Do Not Disturb when configured for an Individual User.

Configuration

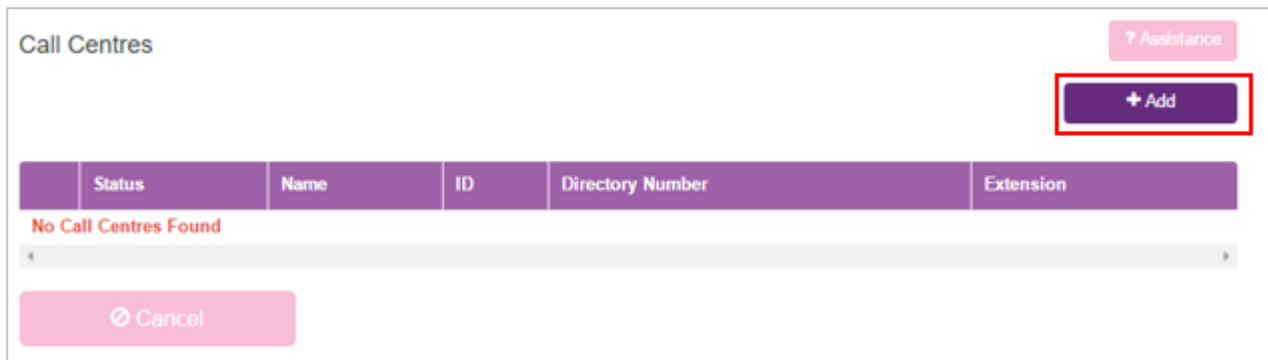
Configuration – New Call Centre

This section describes how a Group or Company Administrator can provision a Call Centre using the Business Portal.

Once logged on, navigate to: **Sites** (Select Site) > **Features** > **Call Groups** > **Call Centres**



- Click **Configure**.
- Click **Add**.



In the **Profile Details** section, enter:

- Call Centre ID
 - lower case and a minimum of six alpha characters
 - no spaces or special characters
- Password
 - minimum of six alphanumeric characters

- no spaces or special characters
- Call Centre Name
 - No special characters
 - Calling Line ID First and Calling Line ID Last Name
 - This will display on the Agent’s phones along with the incoming caller’s CLI, if available, when presented with a call

If the Call Centre requires a public number, select from those available in the **Directory Number** dropdown list.

- Set an extension number of the required length in the **Extension** field.

- Select a Call Distribution policy for the Call Centre:

Note that detailed discussion of Call Distribution is in the *Function – Call Distribution*, section of this document.

Select one of the following briefly described options to determine how the system routes incoming calls to agents in the group:

Regular

Incoming calls hunt for an idle Agent in the order they appear in the list, starting from the top each time.

Circular

Incoming calls hunt for an idle Agent in the order they appear in the list, starting with the first Agent; the next call will try the second Agent first; the third call will try the third Agent first. When the search reaches the end of the list, it loops back to the start of the list and continues until it has tried all Agents once.

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.

Simultaneous

Incoming calls alert all Agents at the same time. The first Agent to answer handles the call and all other call attempts are cancelled.

Weighted

The incoming call rings Agents in a pseudo-random fashion according to their relative weight. Agents with a higher weight are assigned more incoming calls than Agents with lower weights. Weights are assigned by the Group or Company administrator.

In the Queue Length text box, type a limit for the number of calls the system will keep on hold in the queue waiting for an Agent to be available.

General Settings

<p>Directory Number</p> <input type="text" value="None"/>	<p>Time Zone</p> <input type="text" value="GMT/BST (London)"/>
<p>Extension</p> <input type="text" value="Extension"/>	<p>Language</p> <input type="text" value="English"/>
<p>* Queue Length</p> <input type="text" value="0"/>	
<p>Call Distribution</p> <input type="text" value="Regular"/>	

Allow Callers To Dial Number To Escape From Queue & Follow Busy Treatment

Number To Dial

Forward Calls After Wait Time

Wait Time Seconds

Forward To

- Select the **Time Zone** and **Language** from the dropdown lists.
- Tick the **Allow Callers To Dial Number To Escape From Queue & Follow Busy Treatment** option to enable callers to leave the queue and follow the busy treatment rules. If checked, please provide/confirm the **Number To Dial** in the text box below.

General Settings

<p>Directory Number</p> <input type="text" value="None"/>	<p>Time Zone</p> <input type="text" value="GMT/BST (London)"/>
<p>Extension</p> <input type="text" value="Extension"/>	<p>Language</p> <input type="text" value="English"/>
<p>* Queue Length</p> <input type="text" value="0"/>	
<p>Call Distribution</p> <input type="text" value="Regular"/>	

Allow Callers To Dial Number To Escape From Queue & Follow Busy Treatment

Number To Dial

Forward Calls After Wait Time

Wait Time Seconds

Forward To

- Tick the **Forward Calls After Wait Time** option to allow callers to be forwarded to a defined number after a period of time spent in the queue. If ticked, provide the **Wait Time** and **Forward To** number.

General Settings

Directory Number: None

Time Zone: GMT/BST (London)

Extension: Extension

Language: English

* Queue Length: 0

Call Distribution: Regular

Allow Callers To Dial Number To Escape From Queue & Follow Busy Treatment

Number To Dial: 0

Forward Calls After Wait Time

Wait Time: 30 Seconds

Forward To: Forward To

- In the **Feature Packages** section, select:
 - **Feature Package**
 - Select a feature package (optional) to assign to the Call Centre
 - **Wallboard**
 - Tick this box if you wish to enable the optional Wallboard Application add-on.

Feature Packages

Feature Package: Call Centre Plus

Optional Add-Ons

In the **Agent Settings** section select:

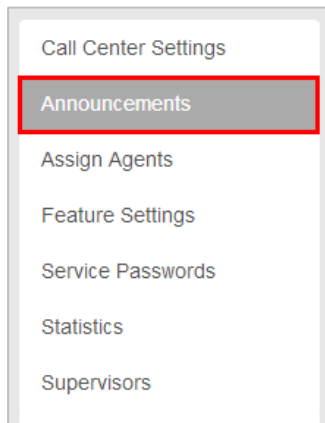
- Allow Agents To Join/Leave The Call Centre
 - Check the **Allow Agents To Join/Leave The Call Centre** box to allow agents to log in (or log out) from the queue to receive calls.
- Allow Call Waiting
 - Check or uncheck the **Allow Call Waiting** box. When Directory Number Hunting has been assigned to a Call Centre, you can assign Call Waiting to Call Centre agents so

that they can handle more than one call directed to them, regardless of their Call Waiting feature status.

- **Enable Calls To Agents In Wrap-Up State**
 - Check or uncheck the **Enable Calls To Agents In Wrap-Up State** box.
- **Disable Call Queuing When Not Staffed**
 - Use this to turn off the queue when no agents are staffing the Call Centre.
- **After Call Automatically Set Agent State To**
 - Check or uncheck **Automatically Set Agent State To** and select the **ACD State** from the dropdown list.
- **Enable Maximum ACD Wrap-Up Timer (Minutes:Seconds)**
 - Check or uncheck **Enable Maximum ACD Wrap-Up Timer** and add the time in minutes and seconds in the text boxes.
- **Skip To Next Agent After**
 - Tick this box to automatically skip to the next available agent after a defined number of rings. If ticked, please provide the number of rings from the dropdown list.
- Click **Save**.

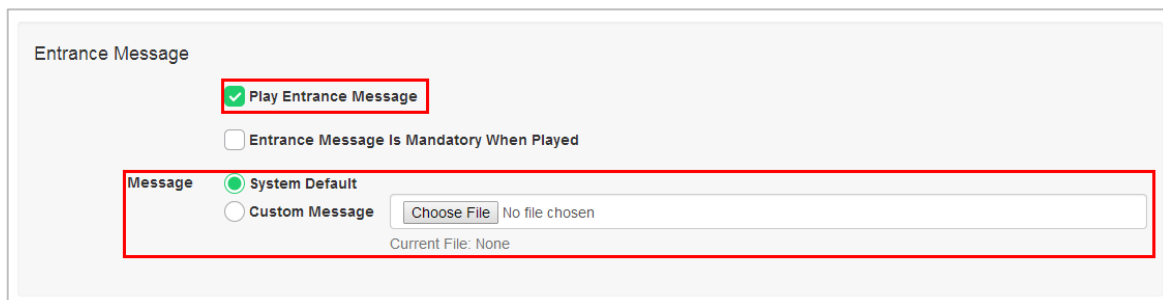
Configuration – Call Centre Announcements

- **Sites** (Select Site) > **Features** > **Call Groups** > **Call Centres**
- Select the Call Centre you wish to edit by selecting its name.
- To Add or Manage the Announcements for the Call Centre click **Announcements** in the Call



Centre menu on the left.

This page contains fields that you can use to configure custom messages for when a caller first contacts the Call Centre (entrance message), when all Agents are busy (comfort message), and when a caller is on hold or in the Queue (on hold message).



Note that detailed discussion of Call Centre Announcements is in the *Function – Call Centre Specific Functions* section of this document.

If you want callers to hear a message that you have recorded and stored in a WAV-format file rather than the default standard system message, perform the following steps:

- Tick the relevant checkbox to enable a particular announcement such as **Entrance**, **Comfort** or **On Hold** Message.
- Select the **Custom** option.
- Type the full path to the WAV file in the field provided, or click **Browse**, select the file, and click **Open**.

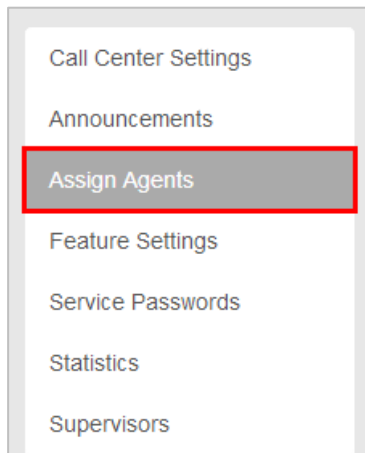
- Repeat the above steps for the other messages as required.

Note the format for these files:

- File type is CCITT u-Law WAV with 8 kHz, 8 Bit, Mono attributes.
- The length of the audio file for the On Hold Message is limited to five minutes and its maximum size is 1MB.
- Click **Save**.

Configuration – Assign Agents to the Call Centre

To Assign Agents to the Call Centre, click **Assign Agents** in the menu on the left.



- Select the required Users from the Available Users table using their respective checkboxes and click **Add** to move them to the Assigned Users table.

Users in the Assigned Users table become part of the Call Centre.

Assign Agents

Site: All

Available Users Filter

	Last Name	First Name	User ID
<input type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

+ Add

Assigned Users Filter

	Last Name	First Name	User ID
No Assigned Users Found			

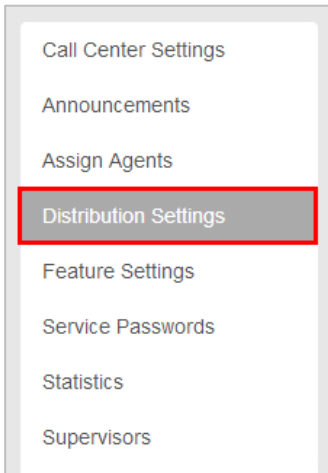
✕ Remove

Cancel
Save

You can add Users in two ways:

- To add all Users listed in the Available Agents column, click the **select all** checkbox and click **Add**.
- To add one or more Users in the Available Users table, select the desired user's checkbox and click **Add**.
- Click **Save**.

If Weighted Call Distribution was selected, assign weights to the Agents by clicking on **Distribution Settings** from the menu on the left.



- Adjust the Agents' weights to total 100%.

Weighted Call Distribution

	Last Name	First Name	User ID
<input type="text" value="33"/> %			
<input type="text" value="33"/> %			
<input type="text" value="34"/> %			
<input type="text" value="100"/> %			

Enter a percentage into the appropriate field for each Agent to determine the percentage of calls that each will receive.

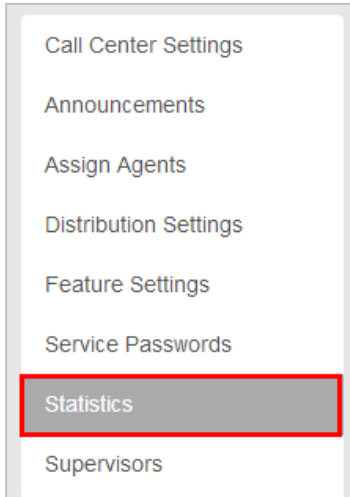
The total weight for all Agents must add up to one hundred per cent (100%).

If you have four Agents in the Call Centre and you assign them each 25% weight, the call distribution will be even among the Agents. They will each receive 25% of the calls. If you assign one Agent 40% and another 10%, the Agent assigned 40% will get more calls than the Agent assigned 10%.

- Click **Save**.

Configuration – Call Centre Statistics

To enable daily delivery of Call Centre Statistics to up to two email addresses, click **Statistics** from the menu on the left.



- To enable the feature, tick the **Turn On Daily Reporting** box.
- Set the required Reporting Period from the dropdown box. The options are **15**, **30** or **60** minutes.

The 'Statistics' configuration form. At the top, there is a checkbox labeled 'Turn On Daily Reporting' which is currently unchecked. Below it is a dropdown menu for 'Reporting Period' set to '15 Minutes'. There are two input fields for 'Recipient 1' and 'Recipient 2', both labeled 'Email Address'. At the bottom, there are two buttons: 'Cancel' (orange) and 'Save' (green).

- Enter at least one email address and click **Save**.

The 'Statistics' configuration form. At the top, there is a checkbox labeled 'Turn On Daily Reporting' which is now checked. Below it is a dropdown menu for 'Reporting Period' set to '15 Minutes'. There are two input fields for 'Recipient 1' and 'Recipient 2', both labeled 'Email Address'. The 'Recipient 1' field is highlighted with a red box. At the bottom, there are two buttons: 'Cancel' (orange) and 'Save' (green).

Call Centre Plus

Description

Call Centre Plus adds enhanced call forwarding functions when applied to the selected Call Centre through the Business Portal.

Function

The enhanced functionality allows greater flexibility in how a Call Centre can be deployed.

Forwarding the Call Centre can be done from any location with internet access, meaning that you do not have to attend Site. Call Centre Plus – Features

- Alternative Numbers
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding Selective
- Calling Plans
- Selective Call Acceptance
- Selective Call Rejection
- Do Not Disturb
- Voicemail

Configuration

- Navigate to **Sites** (Select Site) > **Features** > **Call Groups** > **Call Centres**
- Select Call Centre if existing or Create a new one by Clicking **Add**.

Note that you can also Navigate to an existing Call Centre from the Site Dashboard.

Scroll down to the Feature Packages box.

Site Feature Settings / Call Centres / New Call Centre

New Call Centre

? Assistance

Profile Details

* Call Centre ID
Call Centre ID

* Name
Name

* Password
Password

* Caller ID First Name
Caller ID First Name

* Confirm Password
Confirm Password

Feature Packages

Feature Package: Call Centre Plus

Optional Add-Ons

- Select **Call Centre Plus**.
- Scroll down and click **Save**.

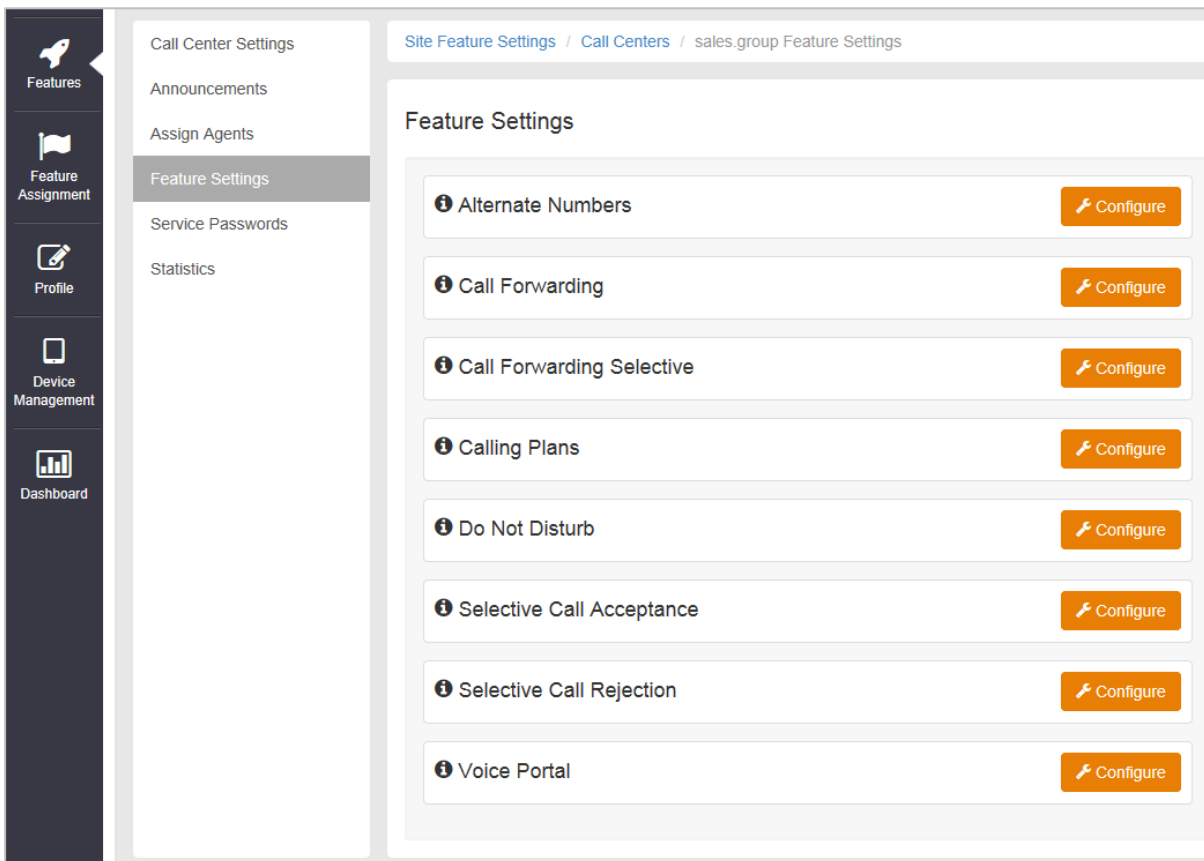
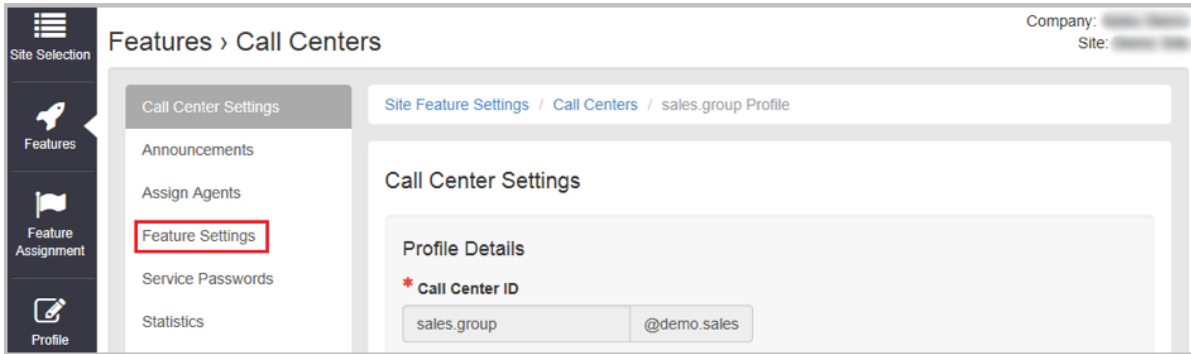
Skip To Next Agent After

5 Rings

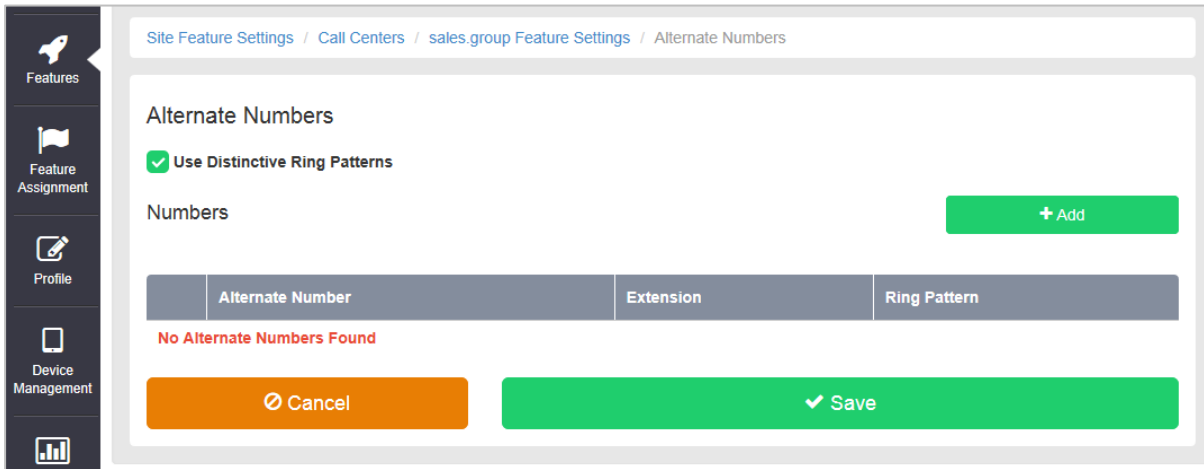
Cancel Save

Configure the Settings

- Select **Feature Settings**.



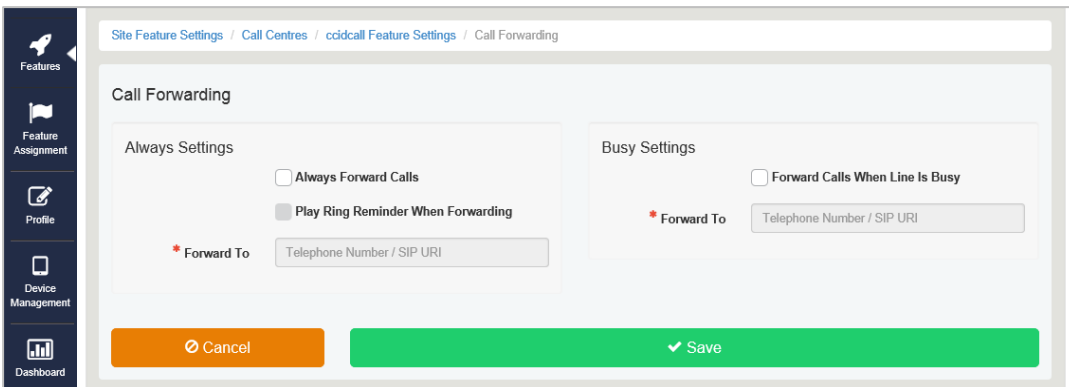
Alternative Numbers



Allows a single Call Centre to accept incoming calls from up to 10 additional incoming numbers not already assigned to a user or feature. Reduces complexity and costs where the same group of users will be answering the incoming calls the same way for different numbers.

Choose one of four distinctive ring patterns for each Alternative Number to help Call Centre agents to distinguish between the Alternative Numbers.

Call Forwarding



Call Forwarding Always

Useful for important numbers where Disaster Recovery scenarios are important. The Group Administrator can access the Business Portal to divert the Call Centre to another number and/or location if the office is inaccessible to employees, (weather, traffic, building closures etc.), seamlessly maintaining service.

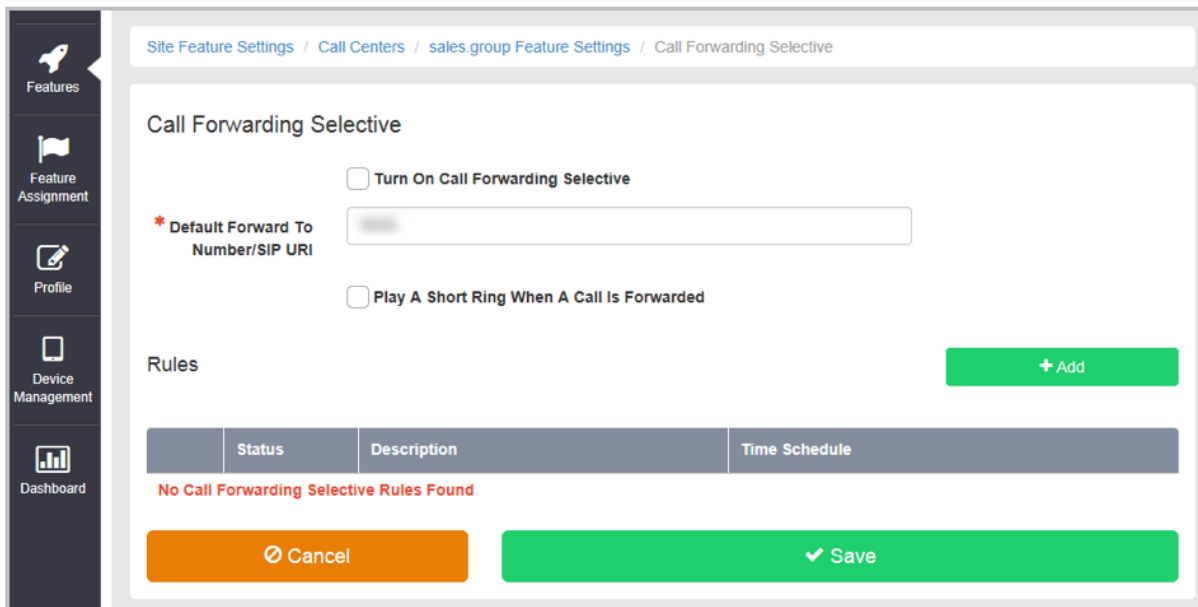
Call Forwarding Busy

During high call volume periods when all Call Centre agents are on a call, the Call Centre call can be forwarded to another destination.

Smaller Call Centres with fewer agents can be deployed as your callers can be forwarded to other users or to features such as an Auto Attendant or another Call Centre instead of hearing busy tone when the agents are on a call.

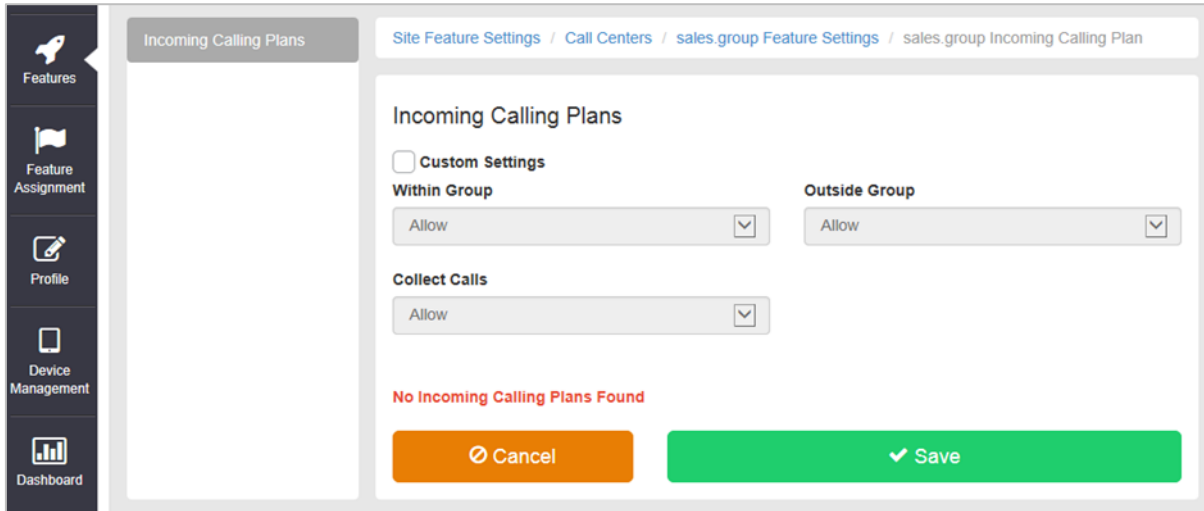
Agents have greater flexibility to make outbound calls as required without being concerned that their inbound callers will hear busy tone.

Call Forwarding Selective



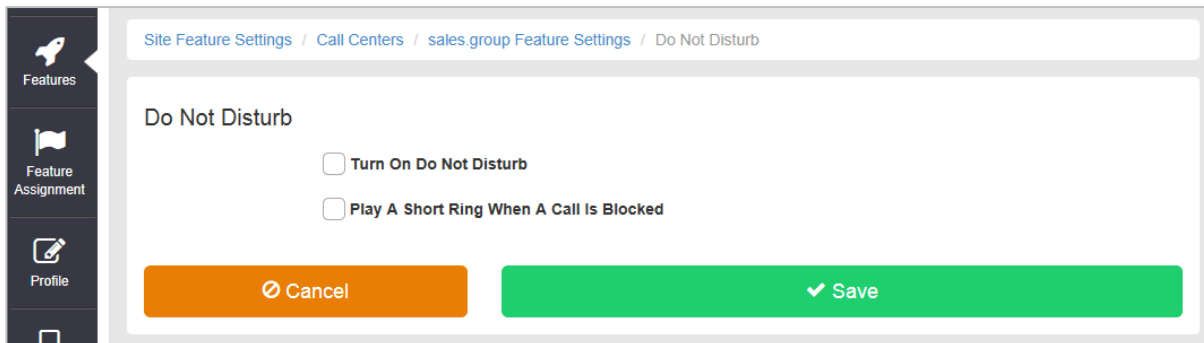
Allows granular call forwarding based on Time Schedules and incoming CLI. Forward VIPs based on their incoming CLI to another group or a supervisor. Forward calls based on a Time Schedule to another destination or directly to a user's Voice Mail box. Very useful if your customer requires after-hours calls to be handled by on call personnel or be sent to Voice Mail. Combine CLI and Time Schedules to create granular rules to call forward specific callers to specific destinations at specific times of day.

Calling Plans



Calling Plans can be used to block calls from predefined locations. It can be used with the Site Calling Plan feature, where you can define dialling codes or individual numbers you wish to block from accessing the users in the Call Centre.

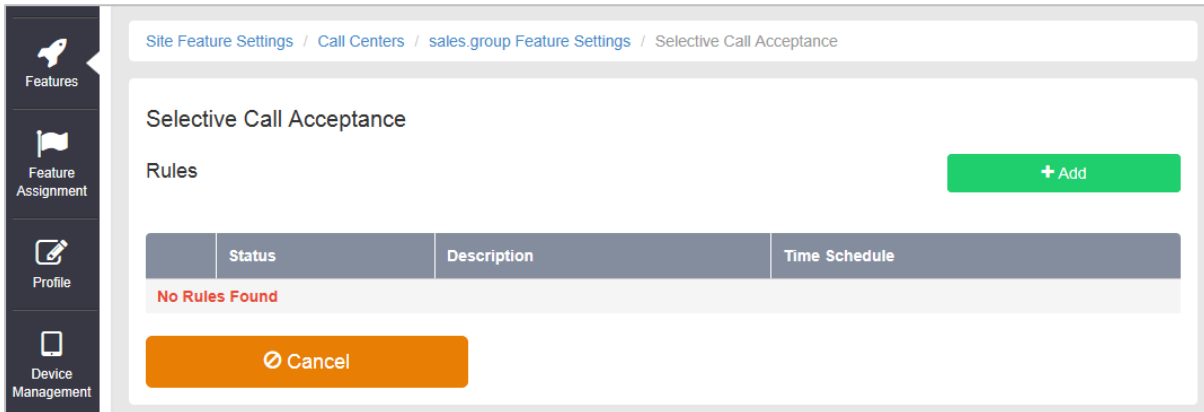
Do Not Disturb



Do Not Disturb can be set on the selected Call Centre. This feature will block all inbound calls and plays busy tone back to the inbound caller.

Do Not Disturb will override any other call forwarding feature or any other Call Centre settings.

Selective Call Acceptance



Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Acceptance determines which incoming numbers are allowed to call the Call Centre.

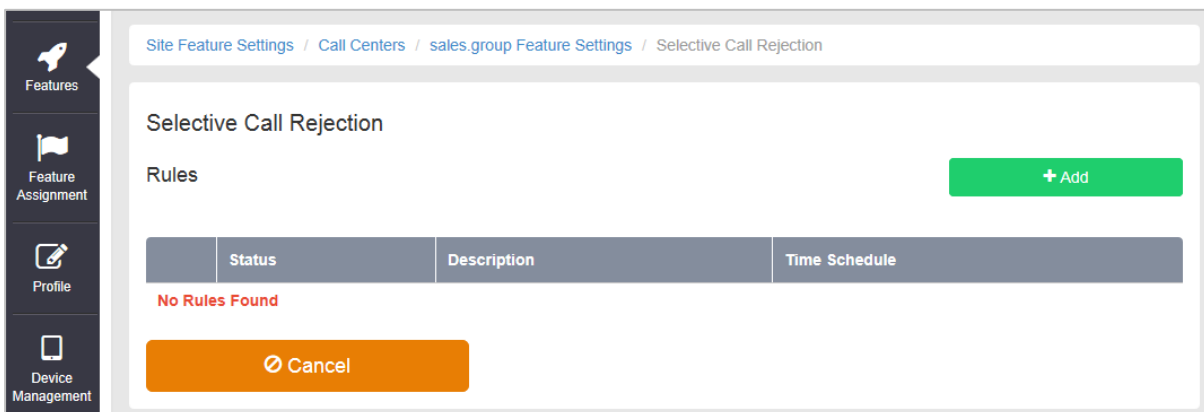
Only numbers in the list will be answered by the Call Centre agents. Callers from all other numbers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls.

A Time Schedule can be applied to only accept calls during certain time periods.

Combine CLI and Time Schedules to create granular rules to allow specific callers to call the Call Centre only at specific times of day.

This allows a Call Centre to be set up specifically to handle calls from existing customers and/or VIP customers only. It can help to guarantee service levels to these specific groups of callers.

Selective Call Rejection



Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Rejection performs a call screen function that determines which incoming numbers are not allowed to call the Call Centre.

Prevent your Call Centre agents from receiving nuisance calls from known numbers, ensuring that they are available for your new and current customers.

Numbers in the list will not be answered by the Call Centre agents. Callers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls.

A Time Schedule can be applied to only reject calls during certain time periods.

Combine CLI and Time Schedules to create granular rules to restrict specific callers from calling the Call Centre at specific times of day allowing your more important callers through.

Voicemail

Attach a voicemail box to a Call Centre and allow certain call types/conditions to be forwarded to a dedicated voicemail box and avoid missing customer calls.

Incoming calls to the mailbox are sent to voicemail once they meet the criteria set by the administrator from within the Call Centre voicemail settings page on the Business Portal. The caller is then played a greeting, system or personal, and once they have left a message they can hang-up the phone to leave the message. Alternatively they can press # to access the following options:

- Record the message again – press 1
- Review the message – press 2
- Deposit the message – hang-up the phone

The maximum length for a single voicemail is 5 minutes.

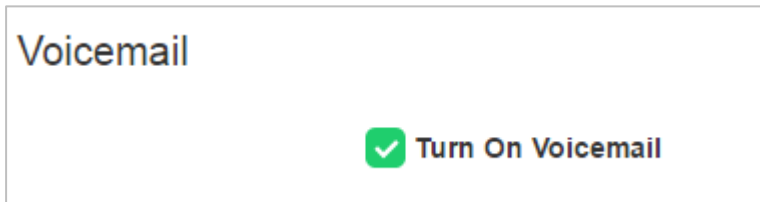
Voicemails are stored on the Cloud Voice voicemail server and converted to an mp3 file if forwarded to an email address. Where a voicemail is elected to be sent to an email address, this is as a copy, and the original will stay on the server until deleted by the administrator. Administrators can choose to delete messages directly from the Business Portal Call Centre Voicemail page

The maximum storage capacity per voicemail box is 30 minutes.

When the administrator receives a new voicemail, they can be notified by the following means:

- **Business Portal** – the Call Centre Voicemail page will display total number of Read and Unread voicemails.
- **Voicemail-to-email** – the administrator can choose to have the voicemail immediately emailed over as an mp3 file.

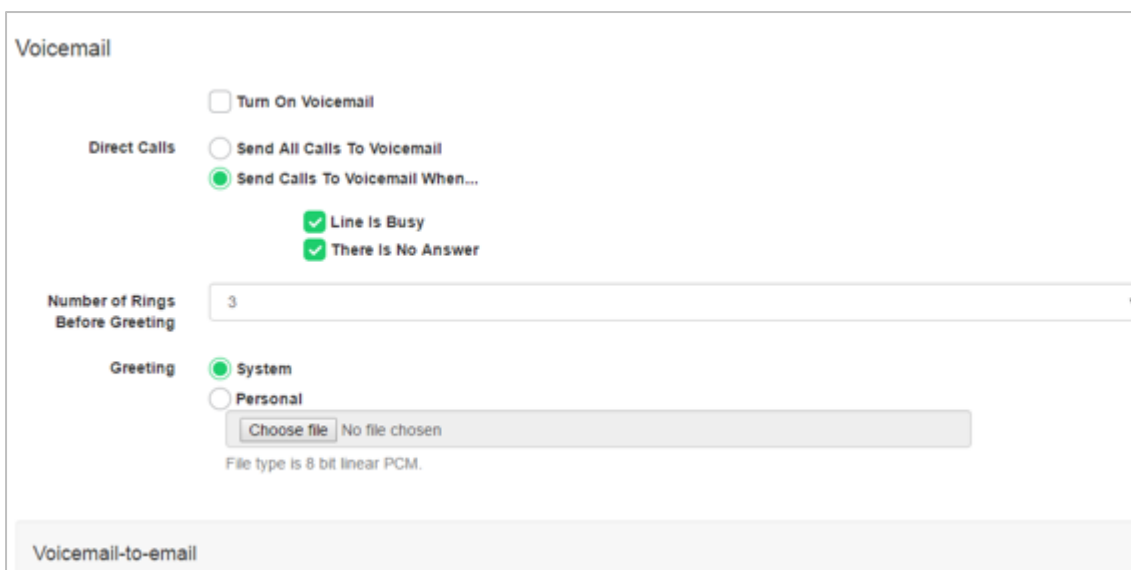
To turn on Voicemail, simply check the **Turn on Voicemail** box.



Feature settings from the Business Portal

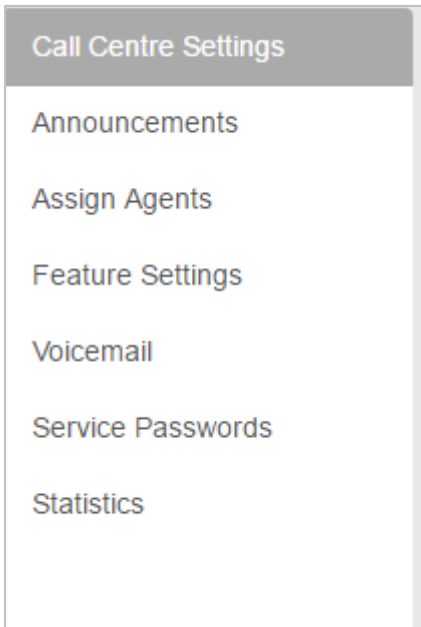
To configure what happens when a call is placed into the Call Centre, select from the following:

- Send All Calls To Voicemail – this will put all calls immediately to voicemail
- Send Calls To Voicemail When...:
 - Line Is Busy – *if all agent are busy then the call will be sent to voicemail*
 - There Is No Answer – *if no one picks up after the set amount of rings set in the Hunt then calls will overflow to voicemail*
- From the dropdown select the number of rings before greeting commences. (2-20). *Please note on some Yealink devices, the number of rings set on the portal is not translating correctly on the device. For example if the setting is set to 3, it is actually taking 7 audible rings. This defect is being addressed with Yealink.*
- .Greeting:
 - System – *uses a standard system generated greeting that will be played to callers*
 - Personal - *upload a personal greeting using the **Choose** file button.*
- Voicemail-to-email - *Enter an email address/s, followed by the + button, to have voicemails sent as a MP3 to a user's or a central voicemail box. **Please note: only a Company Admin or Group Admin can see this setting currently, Virgin Media Business are unable to configure this.***



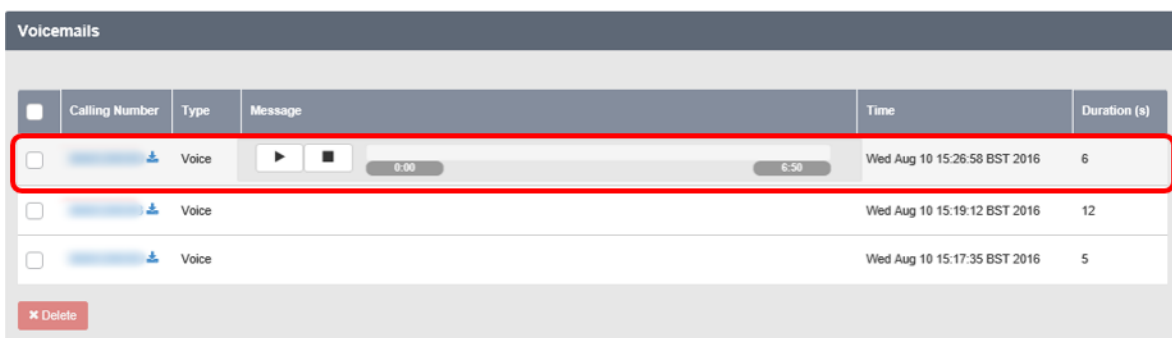
Accessing Voicemails from the Business Portal

A Company or Group Administrator can use the visual voicemail service to manage the Call Centre voicemails via the Business Portal. Click on **Voicemail** from the right-hand side within the Call Centre settings box.



From here they can see a list of all Voicemails along with:

- **Calling Number** – details the calling number that has left the voicemail
- **Type** – determines if this is a Voicemail or a Fax Message (where enabled)
- **Message** – choose to play the voicemail through your PC speakers, pause it, stop it and advance forwards and backwards throughout the message
- **Time** – date and time stamps of when the voicemail came in
- **Duration** – displays in seconds the length of the voicemail



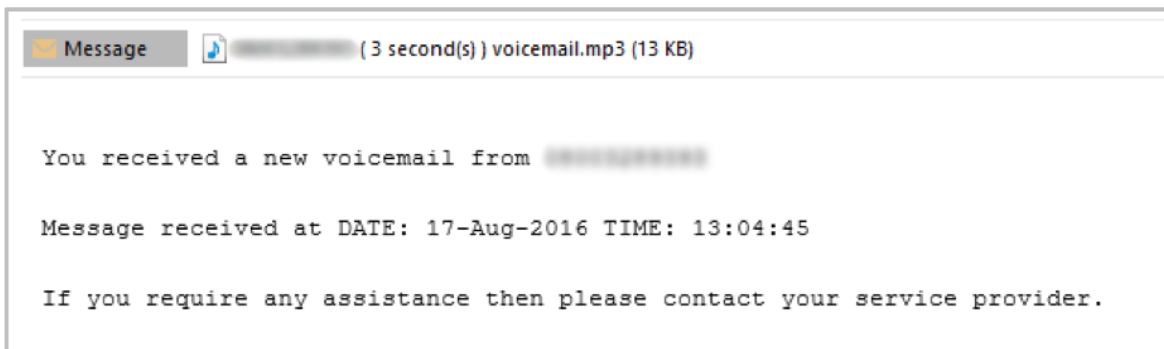
The administrator can choose to do the following with the Business Portal audio file:

- Listen to message
- Stop the message
- Pause the message
- Scroll back through the message
- Scroll forward through the message
- Repeat the message
- Delete the message (this will remove the message from the voicemail server)

Accessing Voicemails from Email

If the setting is selected in the feature setting, then voicemails will be sent to a nominated email address/s. The User can choose to do the following with the mp3 audio file:

- Listen to message
- Repeat the message
- Erase the message (this will only erase from the email account)
- Store the message locally or upload to a CRM system



- Forward the message to another email recipient

Call Director (Portal)

Description

Call Director is a fixed-mobile convergence (FMC) solution that allows users to make and receive calls using one number on any device and move calls between devices.

Function

The Call Director user feature allows the user to define one or more phone number locations e.g. a Mobile Phone (also referred as Call Director locations in this document) that can be used as extensions to the user's account. These numbers are all alerted for inbound calls, similar to the Simultaneous Ring/Remote Office feature. Call Director supersedes the Simultaneous Ring feature.

There is also the Call Director Portal, which is a Site-level Feature that:

- Allows users to make calls via the Call Director Portal from any Call Director location and present their business number
- Move calls from their device/locations to any Call Director location

The Call Director Portal allows Users to make outbound calls from any phone using their Virgin Media Business Cloud Voice service. Once the passcode and destination digits are collected by the Call Director Portal, the call proceeds as if the call originated from the user's desk phone.

Call move/handover functionality is provided by a Call Director Call Move feature access code. When dialled from a User's device, the active call is moved to that device. This feature access code can also be dialled via the Call Director Portal to move the call to a Call Director Location.

Feature Components

Call Director User Feature

The Call Director User Feature allows the user to configure Call Director locations. A Call Director location is a phone number in national format e.g. 07123456790. A Call Director location can be enabled or disabled from the Business Portal or by using the Location Control Feature Access Codes. The following attributes are also configurable for each Call Director location:

Require Answer confirmation – This attribute determines whether the user is prompted for answer confirmation when a call leg is extended to the Call Director location and is answered by the user.

In addition to these options, the user can configure Call Director locations to be alerted for Click-to-Dial calls. The Alert all locations for Click-to-Dial call attribute applies to all configured Call Director locations.

For more information regarding the configuration and use of the Call Director user feature, see the sections below.

Call Director Portal

The Call Director Portal is a Site Feature that handles incoming calls from the Call Director locations and ultimately prompts for the destination address (the number to be dialed).

The Customer or the Group administrator creates the Call Director Portal instances at the Site level in the Business Portal. A Site may consist of one or more Call Director Portals, each with their own characteristics.

A Call Director Portal instance is configured similarly to other Site features. The following options are also available specifically for Call Director Portals:

Scope – This attribute determines the scope of the Call Director Portal.

- If the scope is set to “group”, then only users configured in the same Site as the Call Director Portal may use and originate calls through the portal.
- If the scope is set to “enterprise”, then all users configured in the same enterprise as the Call Director Portal may originate calls through the portal.

Depending on the type of Call Director deployment, an administrator may need to provide multiple access points to Call Director users. For example, if the service is meant to be uniquely available in different Sites, then the administrator may want to provide an access point in each Site to increase the likelihood that the calling address will be available to the Call Director Portal.

There are two mechanisms that can be used by an administrator for creating the access points.

Define a distinct Call Director Portal instance for each access point. Each Call Director Portal instance has a distinct phone number and distinct attributes (for example, scope is limited to Group).

Assign the Alternative Numbers to a Call Director Portal instance and define an access number for each access point. In this case, all access points share the same Call Director Portal instance configuration.

For more information regarding the configuration and use of Call Director Portal instances, see the sections below.

Configuration

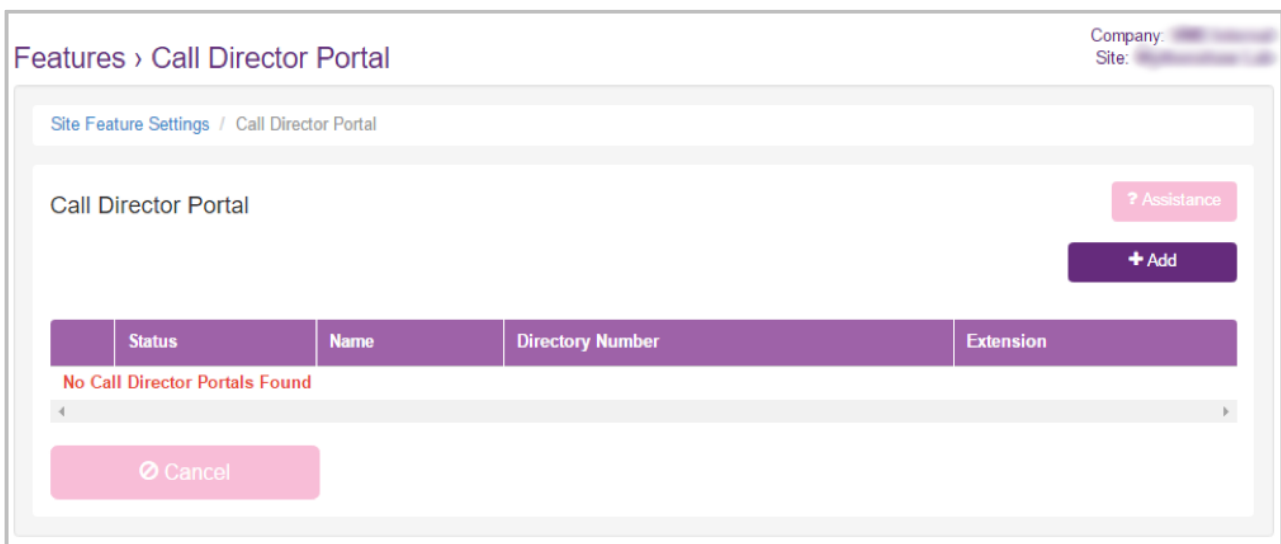
Call Director Portal – Site Feature

The Call Director Portal Site Feature is available to configure in the Business Portal under:

- **Service > Sites > Feature Settings > Call Director**

Multiple Call Director Portals can be created under a Site. Each of these Call Director Portals has its own Profile and Settings pages.

- To create a Call Director Portal, click **Add**.



New Call Director Portal
? Assistance

New Call Director Portal

*** Call Director ID**

*** Caller ID First Name**

*** Name**

*** Caller ID Last Name**

General Settings

Feature Package

Language

Directory Number

Time Zone

Extension

Call Settings

Can be used by

✕ Cancel

✓ Save

Enter the required details and select a Directory Number to assign to the Call Director Portal. This will be the number that Users will dial to access the Call Director Portal to make calls or use Call Move from their Call Director Locations. Select whether the portal will be available to the whole Customer or just the Site by selecting **Can be used by Enterprise** or **Group** respectively.

Call Director – User Feature

The Call Director User Feature is available to configure in the Business Portal under:

Employees > Feature Settings > Call Director

A new Call Director Number/Location can be added by clicking the **Add** button.

Multiple Call Director Numbers can be added and configured separately. All Call Director Numbers are alerted simultaneously, when enabled, for inbound calls. Call Director Numbers can use the Call Director Portal to make calls and use the Call Director Call Move Feature and Feature Access Codes.

Call Director
? Assistance

Alert All Call Director Locations For Click-To-Dial Calls

Locations
+ Add

	Phone Number	Description	
No Locations Found			

Cancel
Save

Available Call Director Portals

Portal Name	Phone Number	Extension	Language
No Available Call Director Portals Found			

Add New Location
×

*** Phone Number**

Description

Enable this Location

Require Answer Confirmation

Cancel
Save
Save & Add More Details

- Enter the Call Director Phone Number (Location) in national format and optionally enter a Description for the Number/Location, then optionally select **Require Answer Confirmation**.
- Click **Save** or **Save & Add More Details** to add this Number/Location to the Call Director Service.
- To add subsequent Call Director Numbers click the **Add** button and follow the above steps.

Once a Call Director Number is added, Selective Criteria (or Rules) can be added to the Number to specify when the Call Director Number should be active and the Number alerted for inbound calls.

Call Director Numbers can be modified, e.g. Enabled/Disabled, Answer Confirmation Enabled/Disabled as required.

Disabled Call Director Numbers are not alerted for inbound calls, Click-to-Dial originations, etc.

Call Director Numbers can be deleted by selecting the Number and clicking the **Delete** button.

Once a Number has been added to the Call Director User Feature, other Users will be forbidden from using the same number.

Operation

Call Director Inbound

Inbound calls are forked to the user's Call Director locations. The user may have multiple Call Director locations configured. Each Call Director location is configured individually with optional selective criteria that determine whether a Call Director location can be alerted for a given call termination.

Each Call Director location can also be enabled or disabled for call terminations in the Business Portal or by using the Location Control Activation or Deactivation (by default *12 and *13 respectively) Feature Access Codes.

Enabled Call Director locations are alerted in parallel to the user's primary location and the alternative locations configured via the Shared Call Appearance feature. To alert a Call Director location, the platform uses the Call Director phone number configured for the location.

If the user answers from a Call Director location that has the "Answer Confirmation Required" attribute enabled, then the platform connects the Call Director location to an Interactive Voice Response (IVR) session and prompts for confirmation. This capability is extended to Call Director locations through a configuration option of the Call Director user feature. The behaviour of this capability is the same as it is for the other forking services. If the user confirms by dialling a key, then the Call Director location is connected to the calling party; otherwise the Call Director location is released. Note that the "Answer Confirmation Required" attribute may be configured for more than one Call Director location. In this case, the first Call Director location to confirm on answer always gets connected, while the other locations are released.

Call Director Outbound

The user originates a call from a Call Director location through a Call Director Portal or using a call client (that is, Click-to-Dial). Click-to-Dial originations are processed in a similar way as call terminations (Call Director Inbound) and are described in the above section.

This section describes the behaviour when the user originates calls from the Call Director location by dialling through a Call Director Portal.

The user dials into the Call Director Portal, which is primarily responsible for collecting the destination digits. Once the User's passcode (same as Voice Mail PIN) have been entered and the destination digits are collected, the Call Director Portal resumes the call origination through a redirection mechanism, as described in the sub-section that follows. The call origination is resumed as if the call was originated from the user's desk.

The process is as follows:

- The user calls the Call Director Portal from the Call Director location.
- The Call Director Portal handles the incoming call and attempts to identify the user from the calling number.
- The calling number is then used to look up a Call Director location. If the calling number is not available, then the calling party is prompted for the calling number.
- If the Call Director Portal prompts for the calling number, then the entered digits are resolved and a Call Director location is looked up from that number.
- The Call Director Portal validates the scope of the calling number.
 - If the Call Director Portal scope is set to "enterprise", then the user identified by the calling number must be in the same Customer as the Call Director Portal.
 - If the Call Director Portal scope is set to "group", then the user identified by the calling number must be in the same Site as the Call Director Portal.
- Once the user is identified from the calling number, then Call Director Portal prompts for a passcode and prompts for a destination address.
- The user enters the same passcode used for the voice portal (Voice Mail) and the Call Director Portal. The passcode is configurable from the Business Portal via **Service Settings** > **Service Passwords** or from a Voice Portal menu. If the entered password is invalid, locked or expired, then the call is released and an appropriate message is played to the caller. If the user enters an invalid calling address or an invalid password, then the user is allowed to retry twice.
- The Call Director Portal prompts for destination digits. If the user fails to enter the destination digits prior to the digit-collection timeout, then the call origination proceeds with no destination digits, and the caller eventually hears the dial tone timeout treatment.

- Once the user is identified and the destination digits are collected, the call to the destination party is connected.

If the user is already active on a call from a different location and attempts to originate a call from a Call Director location, then the call origination is rejected unless the destination number is for the Call Director Call Move FAC. In the latter case, the Call Director Call Move FAC is handled as described in the section *Call Director Call Move and Location Control* below.

Click-to-Dial Calls

Call Director locations are alerted for Click-to-Dial originations if the Alert All Locations for Click-to-Dial Call attribute is set. A call leg is created for each Call Director location similar to an inbound call termination, and Auto-Answer is disabled for the call leg to the primary location. Auto-Answer is a function that allows a Click-to-Dial origination to proceed from the primary location without ringing the phone.

The Call Director location's optional time-based selective criteria are considered for Click-to-Dial originations. In addition, if the Call Director location is disabled, then that Call Director location is not alerted. The Request Answer Confirmation attribute operates in the same way as an inbound call termination to the Call Director location.

Call Director Call Move

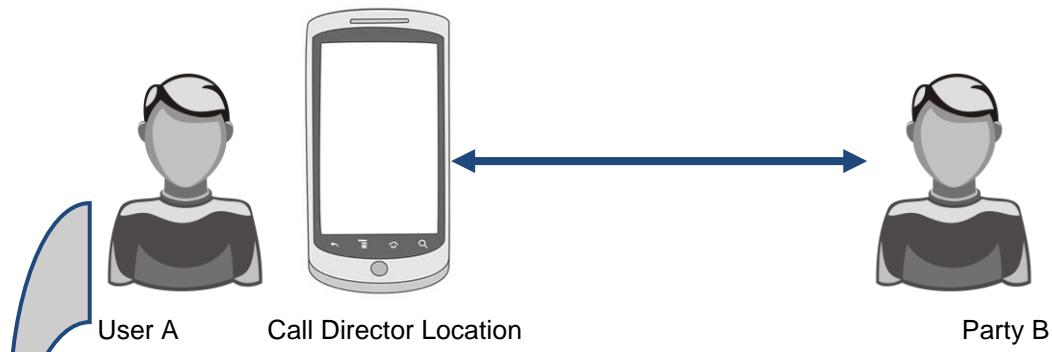
Call Director Call Move is performed by dialling the Call Director Call Move Feature Access Code (FAC). The default FAC is *11.

The Call Move FAC can be dialled from a User's Primary or Shared Call Appearance device to move the call to the device. The User can also dial the FAC through the Call Director Portal to move the call to a Call Director Location.

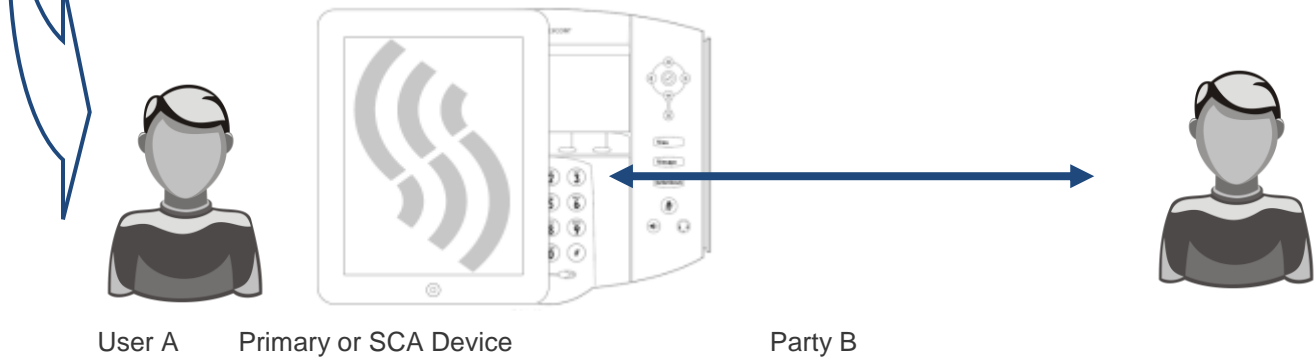
An example of each scenario is shown below.

Moving a call from a Call Director Location to a User's Primary or SCA Device

User A is on a call with Party B using a Call Director Location and the call was made via the Call Director Portal.

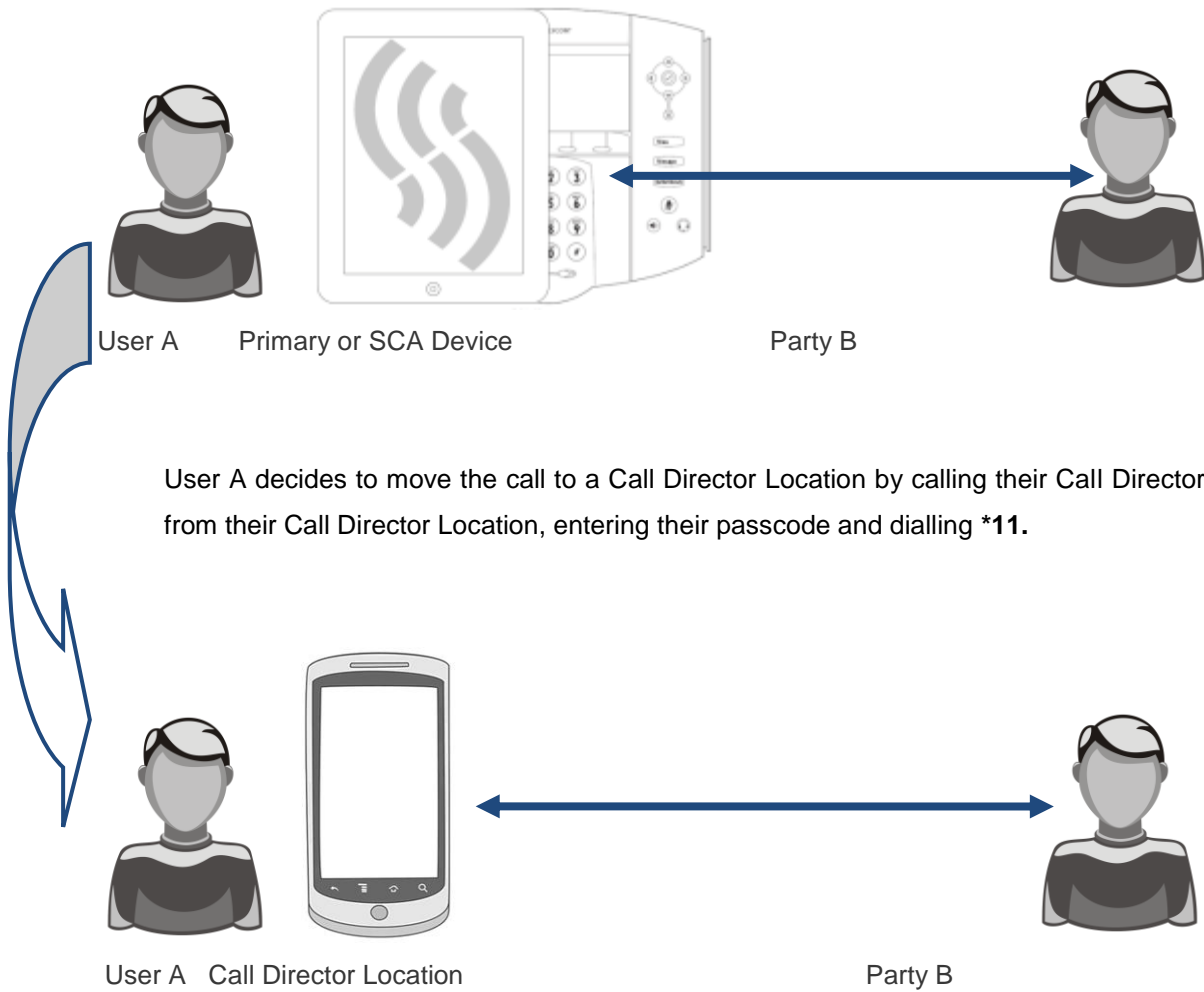


User A decides to move the call to their desk phone by dialling *11 from their desk phone.



Moving a call from a User's Primary or SCA Device to a Call Director Location

User A is on a call with Party B using their primary or shared call appearance device.



Location Activation

If the user dials the Location Activation FAC via the Call Director Portal, then the Call Director location is activated for inbound call terminations and an activation message is played to the user. From that point, the user may hang up or wait to be disconnected.

Location Deactivation

If the user dials the Location Deactivation FAC via the Call Director Portal, then the Call Director location is deactivated for inbound call terminations and a deactivation message is played to the user. From that point, the user may hang up or wait to be disconnected.

Example Uses

Outbound Calling through Call Director Portal

The user has a mobile phone configured as a Call Director location. The user dials in to the Call Director Portal from the mobile phone. The Call Director Portal recognises the calling number and identifies the user. The Call Director Portal prompts the user for a passcode and destination digits. The user enters the passcode and the destination digits.

The call origination is resumed using the destination digits collected by the Call Director Portal. The called party receives and answers the incoming call. The user is connected to the called party.

Inbound Call

The user has a mobile phone configured as a Call Director location and receives a call. The user's desk phone and mobile phone start ringing. The user answers from the mobile phone and gets connected to the calling party.

Inbound Call with Answer Confirmation

The user has a mobile phone configured as a Call Director location and the mobile phone is turned off. The user receives a call and the desk phone starts ringing. The incoming call is extended to the user's mobile phone and is connected to a treatment provided by the user's mobile phone provider. There is a prompt for confirmation, which never occurs because the call is connected to treatment. The call leg to the mobile phone is released and the incoming call is eventually answered from the user's desk phone.

Click-to-Dial Outbound Call

The user has a mobile phone configured as a Call Director location and uses a call client (e.g. Toolbar or MobileToolbar) to originate a call. The option to alert Call Director locations for Click-to-Dial is enabled so the user's desk phone and the mobile phone both start ringing. The user answers from the mobile phone and the call origination proceeds to the called party. The user hears ringback until the called party answers, at which point the user is connected to the called party.

Call Move

The user has a mobile phone configured as a Call Director location and is already active on a call from the desk phone. The user dials in to the Call Director Portal from the mobile phone and dials the Call Director

Call Move FAC. The user is connected to the remote party on the mobile phone, and the desk phone is released.

Location Control

The user has a mobile phone configured as a Call Director location and wishes to disable the location temporarily. The user dials in to the Call Director Portal from the mobile phone, and dials the Location Control Deactivation FAC. The user hears confirmation that the location is disabled and hangs up.

Incoming calls to the user are presented to the user's desk phone, but not the mobile phone.

Later, the user wants to re-enable the Call Director location. The user dials in to the Call Director Portal from the mobile phone and dials the Location Control Activation FAC. The user hears confirmation that the location is enabled and hangs up.

Incoming calls to the user are now presented to the user's desk phone and mobile phone.

Feature Interaction

This section provides details regarding specific feature/service interactions. Note that when the user originates a call through the Call Director Portal, the user's originating services are executed as if the call had been dialled from one of the user's primary or shared call appearance location.

Shared Call Appearance

If the user attempts to originate a call from a primary or shared call appearance location while already active on a call from/to a Call Director location, then the call origination is rejected.

The user's primary and shared call appearance locations are alerted in parallel to the user's Call Director locations. When a user answers the incoming call from any location, then the other locations are simply released.

Other Feature Interactions

The following table lists the service interactions between the Call Director User feature and other user features. (Note that if a service is not listed, it means that there are no specific interactions between Call Director and that feature.)

Feature	Interaction Description
Call Centre	The Call Director feature will send calls from a Call Centre to the Agent's Call Director Number(s)/Location(s)
Call Forwarding Always	Call Forwarding Always takes precedence over Call Director. When Call Forwarding Always is active, none of the user's Call Director locations are alerted.
Call Forwarding Busy	Call Forwarding Busy takes precedence over Call Director. When Call Forwarding Busy is active, none of the user's Call Director locations are alerted.
Call Forwarding No Answer	Call Forwarding No Answer takes precedence over Call Director if the number of rings for is set to "0" for the feature. Otherwise, the first feature to answer gets the call.
Call Forwarding Not Reachable	Call Director takes precedence over Call Forwarding Not Reachable. Call Forwarding Not Reachable is applied to a call only if all Call Director locations are unreachable.
Call Forwarding Selective	Call Forwarding Selective takes precedence over Call Director. In other words, if the call meets the selective criteria configured for Call Forwarding Selective, the call is forwarded and Call Director locations are not alerted.
Directed Call Pickup with Barge-in	A DPUBI user can barge in on a call involving a device hosted via Call Director (a Call Director location) if the Call Director user is in the same group as the DPUBI user.
Hunt Group	The Call Director feature will send calls from a Hunt Group to the Agent's Call Director Number(s)/Location(s).
Remote Office	Remote Office has precedence over Call Director. When Remote Office is active, none of the user's Call Director locations are alerted.
Sequential Ringing	If the Sequential Ringing service is enabled and configured with a number that matches an enabled Call Director location, Sequential Ringing takes

precedence over Call Director. The typical scenario involves ringing the base location first (and all the other Call Director locations at the same time). As soon as Sequential Ringing is alerting the next location, all the Call Director functionality is turned off.

Simultaneous Ringing

If the Simultaneous Ringing service is enabled and configured with a number that matches an enabled Call Director location, Simultaneous Ringing takes precedence over Call Director. As a result, Call Director functionality does not apply to calls to and from that number, since they are treated as Simultaneous Ringing calls and not Call Director calls.

It is recommended to not use or to unassign Simultaneous Ringing for the user who has Call Director. (Simultaneous Ringing is not required because Call Director provides this functionality.)

Call Logging

Description

Call Logging is a set of call analysis features in the Business Portal that allow Company Administrators and Site/Group Administrators to view and analyse call logging information.

Function

No configuration is required on the Call Logging feature. It is visible to all user types, (Company Administrator, Site Administrator, Group Administrator) and End Users.

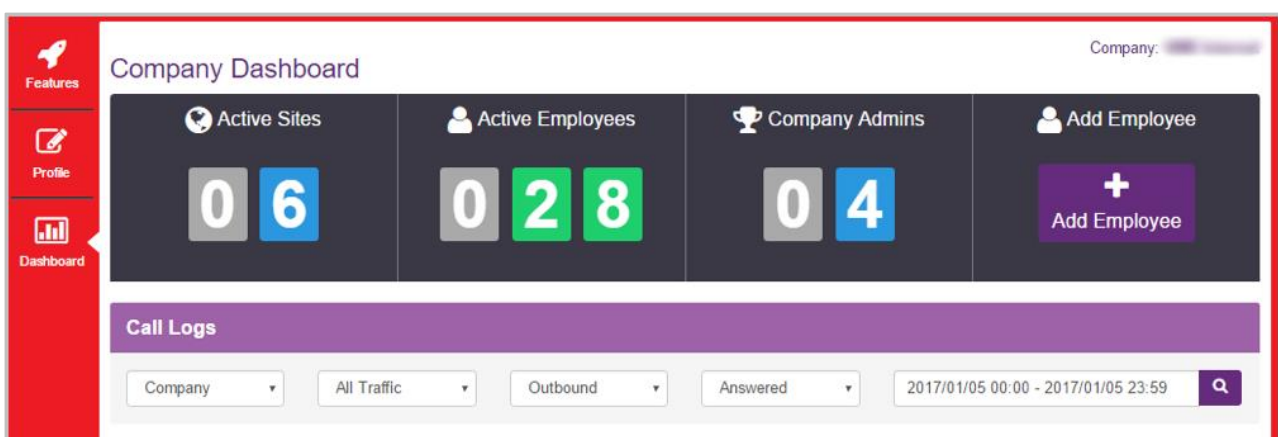
Accessing Call Logging

Call Logging is accessed in the Business Portal using the **Dashboard** option. The Dashboard used will depend on the level of login; Company Administrator – Companies Dashboard, End-User – Employees Dashboard, etc.

Company Administrator Access

Company Administrator access is for End Customer Administrators. This role allows access to an entire company, all of its Sites, Users and Features etc.

The Company Administrator will access Call Logging via the Company Dashboard and have access to all Call Logging search criteria, data and features across the whole Customer.



Site Administrator Access

Group Administrators that are configured to administer a customer's Site or Sites, only have access to Call Logging for the Sites that they have been assigned Admin Privileges for.

Site Dashboard Company: [redacted]
Site: [redacted]

<p>Active Employees</p> <p>Active</p> <p>0 0 0 0 1</p> <p>Limit</p> <p>0 0 0 9 9</p>	<p>Auto Attendants</p> <p>No Auto Attendants Configured Yet</p> <p>+ Add Auto Attendant</p>
<p>Call Centres</p> <p>No Call Centres Configured Yet</p> <p>+ Add Call Centre</p>	<p>Hunt Groups</p> <p>No Hunt Groups Configured Yet</p> <p>+ Add Hunt Group</p>

Call Logs

Site: [dropdown] | [dropdown] | All Traffic: [dropdown] | Outbound: [dropdown] | Answered: [dropdown] | 2017/01/05 | [search]

Group Administrators (Employee Groups) Access

Employee Group Administrators can only access call logging via the individual Employee Dashboards that they have been assigned Admin Privileges for.

See Employee dashboard below.

Employee Dashboard Company: [redacted]
Employee: [redacted]

<p>Voicemail</p> <p>Unread 0 1</p> <p>Read 0 0</p>	<p>Missed Calls</p> <table border="1"> <tr><td>[redacted]</td><td>17 Jan</td><td>17:00</td></tr> <tr><td>[redacted]</td><td>17 Jan</td><td>16:45</td></tr> <tr><td>[redacted]</td><td>17 Jan</td><td>16:41</td></tr> <tr><td>[redacted]</td><td>17 Jan</td><td>14:22</td></tr> <tr><td>[redacted]</td><td>15 Dec</td><td>11:13</td></tr> </table>	[redacted]	17 Jan	17:00	[redacted]	17 Jan	16:45	[redacted]	17 Jan	16:41	[redacted]	17 Jan	14:22	[redacted]	15 Dec	11:13															
[redacted]	17 Jan	17:00																													
[redacted]	17 Jan	16:45																													
[redacted]	17 Jan	16:41																													
[redacted]	17 Jan	14:22																													
[redacted]	15 Dec	11:13																													
<p>Dialled Calls</p> <table border="1"> <tr><td>[redacted]</td><td>18 Jan</td><td>10:10</td></tr> <tr><td>[redacted]</td><td>18 Jan</td><td>10:09</td></tr> <tr><td>[redacted]</td><td>18 Jan</td><td>10:08</td></tr> <tr><td>[redacted]</td><td>18 Jan</td><td>10:07</td></tr> <tr><td>[redacted]</td><td>18 Jan</td><td>10:02</td></tr> </table>	[redacted]	18 Jan	10:10	[redacted]	18 Jan	10:09	[redacted]	18 Jan	10:08	[redacted]	18 Jan	10:07	[redacted]	18 Jan	10:02	<p>Received Calls</p> <table border="1"> <tr><td>[redacted]</td><td>17 Jan</td><td>17:01</td></tr> <tr><td>[redacted]</td><td>17 Jan</td><td>16:39</td></tr> <tr><td>[redacted]</td><td>17 Jan</td><td>16:38</td></tr> <tr><td>[redacted]</td><td>17 Jan</td><td>16:36</td></tr> <tr><td>[redacted]</td><td>17 Jan</td><td>15:45</td></tr> </table>	[redacted]	17 Jan	17:01	[redacted]	17 Jan	16:39	[redacted]	17 Jan	16:38	[redacted]	17 Jan	16:36	[redacted]	17 Jan	15:45
[redacted]	18 Jan	10:10																													
[redacted]	18 Jan	10:09																													
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[redacted]	18 Jan	10:07																													
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[redacted]	17 Jan	17:01																													
[redacted]	17 Jan	16:39																													
[redacted]	17 Jan	16:38																													
[redacted]	17 Jan	16:36																													
[redacted]	17 Jan	15:45																													

Employee Access

Employees can access their own Call Logging Data via the Dashboard option on the Business Portal Employee login.

Call Logging Features

Please note that there is a maximum delay of approximately 15 minutes for new calls to be displayed in the Call Logging service.

A high-level description of the features is as follows:

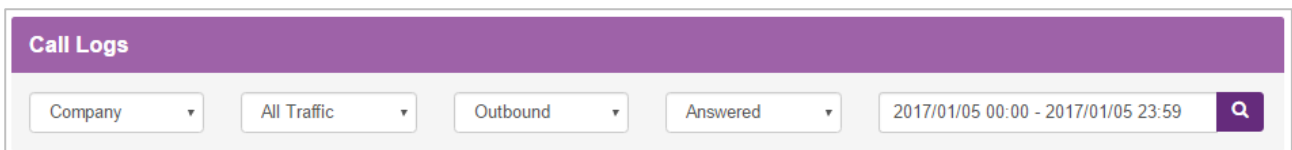
Flexible Access and Search

Company Administrators can access Call Logging for their entire communications estate and Group Administrators can access just the information that is relevant to them.

Contextual search criteria allow you to quickly focus on specific teams, numbers or types of call traffic or view information for the whole company.

- Open a web browser and login to the Business Portal using your Username, Domain and Password.
- The Web Page should open at the Dashboard page.
- You will see the Call Logging search window below.

By default the search criteria is set to Company, all outbound and answered traffic:



Build your search by selecting your criteria from the options boxes and then click the magnifying glass to submit the search and view the results.

The Graph and Compare Views, List View, Type View and Top 10 Views (detailed below) will display the results based on your chosen search. There is a maximum delay of approximately 15 minutes for new calls to be displayed.

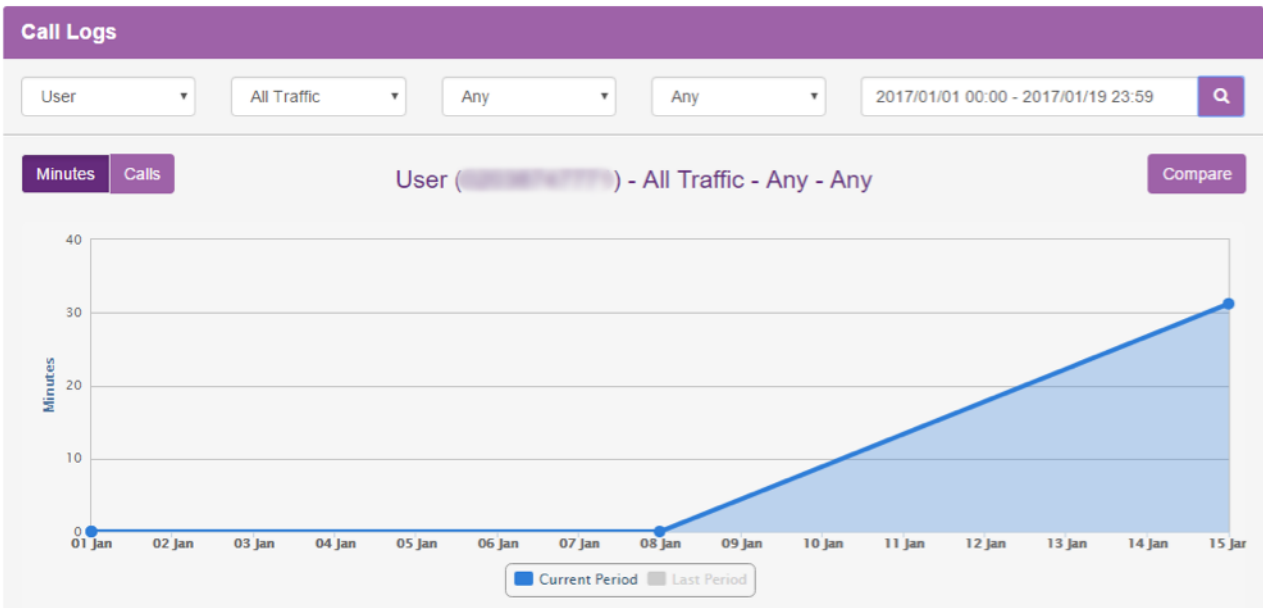
The search criteria available are:

- Object:
 - Company, Site, User (by Username), Business Number (by full or partial telephone number), Calling Number (by full or partial telephone number)

- Traffic:
 - All Traffic, International, Premium Rate, Non-Geographic, Mobile, National, Off-Net, On-Net
- Direction:
 - Outbound, Inbound, Any
- Status:
 - Answered, Unanswered, Any

Graphical View and Compare

When your results are returned, the Graphical View displays total calls or minutes for the current monthly period by hour, day, week or month. You can zoom into the graph for monthly down to hourly views and pan across the graph to move to the previous or next period of time. You can hover over each data point dot on the graph to display the values.



- Zoom between Hourly, Daily, Weekly and Monthly data.
- Use the interactive graph to pan and hover for more data.
- A comparison feature overlays the previous period's data results, allowing you to analyse patterns and trends.
- You can switch between the views detailed below using the **View** Buttons:

List View

The table displays call log details. The first 10 entries are as follows:

Business Number	Time	Duration (s)	Calling Number	Destination	Call Status
	18/01/2017 10:10:45 AM	5		Off Net Originating Call	↗
	18/01/2017 10:09:53 AM	3		Off Net Originating Call	↗
	18/01/2017 10:08:47 AM	7		Unanswered Call	↗
	18/01/2017 10:07:07 AM	3		Off Net Originating Call	↗
	18/01/2017 10:00:13 AM	5		Unanswered Call	↗
	18/01/2017 09:59:19 AM	11		Unanswered Call	↗
	18/01/2017 09:55:23 AM	8		Unanswered Call	↗
	18/01/2017 07:45:58 AM	32		Off Net Originating Call	↗
	18/01/2017 07:45:36 AM	10		Off Net Originating Call	↗
	18/01/2017 07:45:07 AM	21		Off Net Originating Call	↗

Showing 1 to 10 of 64 entries

The List View provides individual call information on the results of your search including the Business Number, Time, Duration, Calling Number, Destination and Call Status.

You can order the List View results by ascending or descending Time or Duration by clicking on the corresponding column title. Browse the data by selecting the number of entries to display and/or by navigating through the result pages.

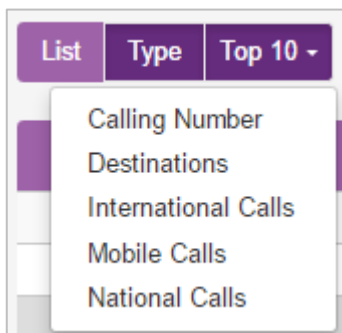
Type View

Type	Minutes	Total %	Calls	Total %
Off Net	7.83	25.1%	43	67.2%
On Net	23.37	74.9%	21	32.8%
Total	31.2		64	
Inbound	22.73	72.9%	14	21.9%
Outbound	8.47	27.1%	50	78.1%
Total	31.2		64	
Answered	28.15	90.2%	41	64.1%
Unanswered	3.05	9.8%	23	35.9%
Total	31.2		64	

The Type View allows you to instantly compare different types of calls to provide key information including the amount of Off-Net calls versus On-Net calls, Inbound versus Outbound and Answered versus Unanswered. The Type View displays the percentage split of total minutes and total calls for each call type.

This is a useful feature to instantly view how many of your calls are On-Net (often within the Company or between Sites) versus Off-Net calls to people outside your Company.

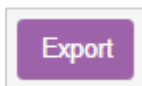
Top 10 View



The Top 10 View provides the 10 highest results based on your search and top 10 category selection. For example, this allows you to see the top 10 destinations or numbers involved in calls across your whole Company, individual users or Groups.

The top 10 view allows you to see what the most popular calls are being made and received.

Export Tool



The export tool allows you to export the current data in the chosen search and view to a CSV file. Click the **Export** button to automatically download all of the data in the current view in comma-separated-value format.

Call Park

Description

The Call Park feature allows a User to suspend (or “park”) a call for an extended period of time. During this time, the User can freely make and receive other calls and invoke other features without limitation. When ready, the User can retrieve the parked call from any extension.

Function

Function – General

The Call Park feature allows Users to park a call against an extension so that any member of the group can retrieve it with the Call Park Retrieve function.

A call can be parked against any User of the Site, including the User who parks the call.

However, a User can only have one call parked at a time. To park a call, the User, depending on the device being used, presses the flash hook or hold key, during an active call. They then dial the Call Park Feature Access Code, after which the User is prompted to enter an extension number and then the call is parked. If no number is entered and the User hangs up immediately after dialling the Feature Access Code, the call is parked against the User’s extension. Once a call is parked, it no longer appears on the User’s device or Toolbar and the User can hang up and/or perform other telephone tasks. While parked, the parked caller hears the Music on Hold configured for that Site.

To retrieve a parked call, from any phone within the Site, a User dials the Call Park Retrieve Feature Access Code. The User is prompted to enter the extension number where the call to be retrieved is parked, followed by #. On entering the number, the User is reconnected to the parked caller. If no number is dialled after the Feature Access Code, the User is reconnected to the call parked against their own extension.

To retrieve calls parked against their own extension, a User will enter the Call Park Retrieve Feature Access Code followed by the #, or wait for the inter-digit timeout, or enter their own extension. A 45-second timer is started when a User parks a call. If the timer expires before the parked call is retrieved, Virgin Media Business Cloud Voice determines if the User who parked the call is idle. If so, the User who parked the call is alerted and the call appears on the parking party’s Toolbar as a held call and the User’s phone is rung (if on-hook). The behaviour is similar to hold recall.

If the User who parked the call is not idle, the timer is restarted for 10 seconds and the call remains parked. This procedure is repeated until the User who parked the call can be alerted or the parked call is retrieved or disconnected.

Function – Toolbar

Calls can be parked and retrieved through the Toolbar. To park an active call (call placed on hold first), the User enters the Call Park Feature Access Code in the Dial window of the Toolbar and then presses **enter** to dial. This results in connecting the User to the Call Park extension number prompt. The User can then resume the Call Park interactions on the phone itself.

Similarly, a User retrieves calls by entering the Call Park Retrieve feature Access Code in the Toolbar Dial window and presses **enter** to dial either while idle, or in another call.

This will result in connecting the user to the Call Park Retrieve prompt. The User can then resume the Call Park interactions on the phone itself.

Limiting Conditions

If no Music On Hold is configured for the Site of the User parking the call, the parked caller will hear silence. When a call is parked against an extension there is no visual indication on the device or Toolbar.

Configuration

If the Call Park Feature is included in your Feature Package there is no further configuration required.

Call Pickup Groups

Description

The Call Pickup feature allows Users to answer any ringing call within their Call-Pickup Group. A Call-Pickup Group is defined by the Group or Company Administrator and is defined as a subset of the Users in the Site that can pick up each other's calls. Each Site can have multiple Call-Pickup Groups but any User can only be a member of a single Call Pick-Up Group.

Function

To pick up a call ringing on another User's device in the Call Pick-Up Group, Users go off-hook and dial the Call Pickup Feature Access Code, which will connect them to the ringing party.

If more than one line in the Call Pick-Up Group is ringing, the call that has been ringing the longest is picked up first.

Users already engaged in a two-way call can hold their current call, and dial the Call Pickup Feature Access Code to answer an incoming call ringing on a User's phone within the Call Pickup Group. Users then select and hold/unhold either party and to toggle between the two parties.

The Toolbar can also be used to control the two calls. Users can pick up a call through the Toolbar, either when idle or busy on one other call. They simply enter the Call Pickup Feature Access Code in the Toolbar Dial window, and then press enter to dial. This results in ringing the phone or placing the other party on hold, and connecting to the ringing party.

Configuration

The Call Pick-Up Group(s) are configured by the Group or Company Administrator through the Business Portal Site Feature Settings page.

At Site level, the configuration is the same regardless of the type of Call Pick-Up User Feature being used.

Configuration at User level is not required except to have the feature included in the User Feature Pack.

Users can have one of the following two Call Pick-Up Features in their Feature Pack.

- Call Pick Up (default *98)
- Directed Call Pick Up with Barge-In (default *33)

To configure a Call Pick Up Group, navigate to:

- **Sites** (select Site) > **Features** > **Call Pickup Groups**.

- Click **Add**.

Enter a Name for the Call Pick-Up Group in the **Group Name** box.

- Select the required Users from the **Available Users** table using their respective checkboxes.

- Click Add to move the Users to the Assigned Users table below.
- Click **Save**.

The Call Pick-Up Groups page is displayed again with the new Call Pick-Up Group added to the Call Pick-Up Groups list. You can edit the available Users in a Call Pick-Up Group at any time by clicking its group name in the Call Pick-Up Groups list.

Calling Plans

Description

The Calling Plan feature allows the Group or Company Administrator to restrict the type of calls Users can make and/or receive. Calling Plans can be applied to both incoming and outgoing calls.

The Calling Plan service offers basic and enhanced screening options. The enhanced screening options apply only to the outgoing call screening templates. The incoming and transfer/forward call screening templates remain the same with either option. The enhanced screening options are only available to a Site that has **Enhanced Outgoing Calling Plan** in its service offering, Sites with a service offering of **Outgoing Calling Plan** will not have these options available.

Function

The Calling Plan feature allows the Group or Company Administrator to control the type of calls made, received, transferred and forwarded by Users in a Site. The restrictions are applied by means of sets of call screening templates assigned to a Site, or to single Users. The templates specify various screening methods that should be applied to calls according to the call type or the digits dialed.

With the basic screening option, Outgoing Calling Plan, any outgoing call that is intercepted by the Calling Plan service is sent to an announcement, informing the caller that the call is not allowed.

Otherwise, the call is allowed to go through as usual.

With the Enhanced Outgoing Calling Plan, the screening options available allow the administrator to select how to process the calls that are intercepted by the service.

The following interception options are offered for each call type or digit string:

- Allow – The call is allowed to proceed as usual (same as basic).
- Block – The call is routed to an announcement (same as basic).
- Authorisation code – The caller is prompted for an authorisation code. If a valid code is entered (through DTMF digits), the call is allowed to go through otherwise the call is blocked as described above.
- Transfer 1/2/3 – The caller is transferred to a configurable destination for further processing (for example, an attendant position). Three possible transfer destinations can be defined.

Note that Calling Plan features customised for individual Users take precedence over Calling Plan features configured for the Site.

The Calling Plan includes:

- Digit Strings
- Outgoing Calling Plan
- Outgoing Digit Plans
- Incoming Calling Plan

The Group or Company Administrator can define different screening templates for outgoing, incoming and redirected calls. The following sub-sections describe these capabilities in more detail.

Function – Call Topology

The Group or Company Administrator can define different screening templates for the following:

- Outgoing calls

The outgoing call screening template allows the Group or Company Administrator to define how calls originated from the Site by any User or by particular Users should be restricted.

- Forwarding/transferring calls

The forwarding/transferring call screening template allows the Group or Company Administrator to define how calls that are redirected by User features from any User or from particular Users should be restricted.

- Being forwarded/transferred

This call screening template can prevent particular Users or any User on the Site from being forwarded or transferred to external parties offering Originating Fully Restricted functionality.

- Incoming calls

The incoming call screening template allows the Group or Company Administrator to define how calls received by any User or by particular Users on the Site should be restricted.

The call screening templates apply independently to different legs of the call. For instance, when a call is transferred by the User, both the incoming and transferred call screening templates are applied to the call sequentially.

Function – Call Types Incoming Call Screening

The Incoming Calling Plan option allows the Group or Company Administrator to screen incoming calls to a given Site or to an individual User.

The Incoming Call Screening template can screen the following call types:

- Calls from within the group

When this option is selected, Users are allowed to receive calls from other members of the Site.

- Collect calls

When this option is selected, Users are allowed to receive collect (reverse-charge) calls. When an incoming collect call is blocked, the incoming caller is played an announcement stating the called party is not authorised to receive collect calls.

Virgin Media Business Cloud Voice relies on the Calling Party Category (CPC) parameter of the Generic Transparency Descriptor (GTD) parameter received in the incoming SIP INVITE message to identify collect calls. When the CPC value is not related to an operator call or when the GTD parameter is not present, it is assumed that the call is not a collect call.

- Calls from outside the group

The “calls from outside group” screening criterion of the Incoming Calling Plan feature provides a distinction between:

- Allow calls from outside the Site.
- Partial – Only allow calls from outside of the Site if transferred by a Site User.
- Block calls from outside of the Site.

For a User, setting the “call from outside group” option to N (block) disallows incoming calls from callers outside the Site, independently of how the call gets to the User.

When an incoming call is denied by this function, the incoming caller receives the standard Incoming Calling Plan denial announcement.

Note that where multiple Sites exist for a Customer, the “Calls from within the Site” and “Calls from outside the Site” screening criteria refers only to calls from outside the Enterprise. Calls from outside the Site but within the same Enterprise do not trigger the “Calls from within the Site” and “Calls from outside the Site” screening criteria.

“Enterprise” refers to a Customer with more than one Site where Location Codes for extension-level dialling between Sites have been configured.

Outgoing Call Screening

A Group or Company Administrator can use the Outgoing Calling Plan to control (or “screen”) the types of calls that can be made, transferred and forwarded by Users within a Site. You can configure default settings that apply to the Site as a whole and, if required, configure custom settings for particular Users.

Note that Calling Plan features customised for individual Users take precedence over Calling Plan features configured for the Site.

The Outgoing Calling Plan allows screening for certain types of outgoing calls so that these calls are automatically redirected to an announcement that informs the User that the call is not allowed. Calls that do not match screening criteria are processed normally.

The Outgoing Call Screening template can screen the following call types:

- Within Group

To specify whether Site members are permitted to make calls to other Site members. If Location Codes are configured between Sites within an Enterprise to allow extension dialling, these calls are processed as Within Group.

- Local

To specify whether Site members are permitted to make local calls. Calls are usually within the same geographic region, and are determined to be local when they have the same NDC or area code as the originating User.

- FreePhone

To specify whether Site members are permitted to make FreePhone calls to numbers beginning 0800.

- UK Landline

To specify whether Site members are permitted to make chargeable (long-distance) calls within their geographic region but with a different NDC or area code. Chargeable calls within the UK begin with 01 or 02.

- International

To specify whether Site members are permitted to make chargeable international calls, outside their geographic region. Calls are deemed to be international calls when the International Access Code (00) is required to reach other countries.

- Operator assisted

To specify whether Site members are permitted to make calls requiring the chargeable assistance of an operator.

- Directory assistance

To specify whether Site members are permitted to make chargeable calls to directory assistance, for example 118 118, 118 247.

- Mobile and Personal Numbering

This allows you to specify whether Site members are permitted to make calls to mobile numbers starting with 07. Personal Numbering, that is numbers starting with 070, are blocked on the Virgin Media Business Cloud Voice platform.

- Local and National Non-Geographic Numbers

To specify whether Site members are permitted to make calls to numbers starting with 0844, 0845, 0870 and 03. Varying call charges may apply.

- Premium Rate 09 Numbers

Chargeable calls to 09 numbers are blocked on the Virgin Media Business Cloud Voice platform.

- Special Rate 0871 Numbers

To specify whether Site members are permitted to make calls to numbers starting with 0871. High call Charges apply.

- Casual

Casual dialling (US) is not supported on the Virgin Media Business Cloud Voice platform.

- URL Dialling

URL dialling is not supported on the Virgin Media Business Cloud Voice platform.

- Unknown Numbers

Unknown numbers (US) are not supported on the Virgin Media Business Cloud Voice platform.

- Digit Strings

To screen calls to numbers that include specific digit strings.

The same call types can be screened by the Forward/Transfer and the Being Forwarded/Transferred Call Screening templates.

Cloud Voice defines a digit map for the platform that defines fixed digit strings that should be mapped to each call type. For example, this digit map assigns 999 and 112 to the emergency operator in the UK, and blocks calls to Premium Rate numbers starting with 09.

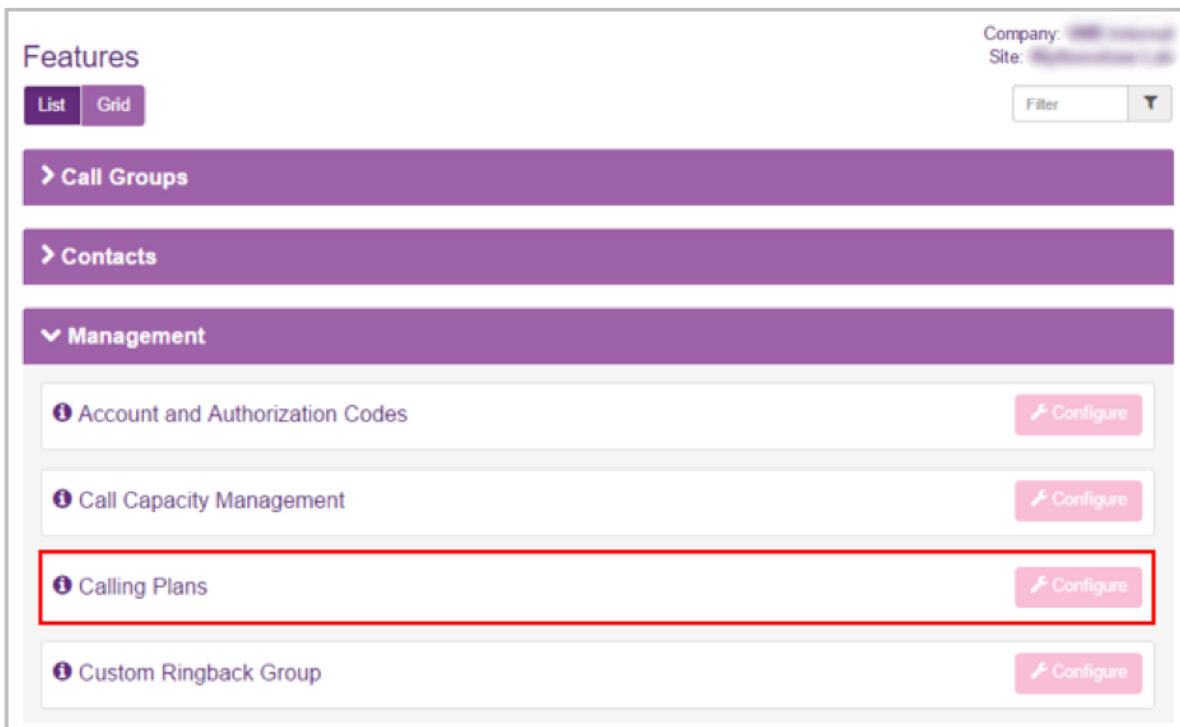
In addition to fixed call types, the Calling Plan service allows the Site or Company Administrator to screen calls against configurable digit strings at the Site and User level.

The Site or Company Administrator can define as many digit strings as required, and selectively assign them to the Site, or particular Users. The digit strings can be used to complement the Outgoing and Forward/Transfer Call Screening templates.

Configuration

The Site or Company Administrator can configure the Incoming and Outgoing Calling Plans and required Digit Strings through the Business Portal from the Site Feature Settings page under **Calling Plans**.

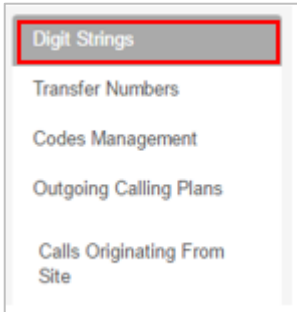
- Navigate to: **Sites** (select Site) > **Features** > **Management** > **Calling Plans**.



- Click **Configure**.

Configuration – Digit Strings

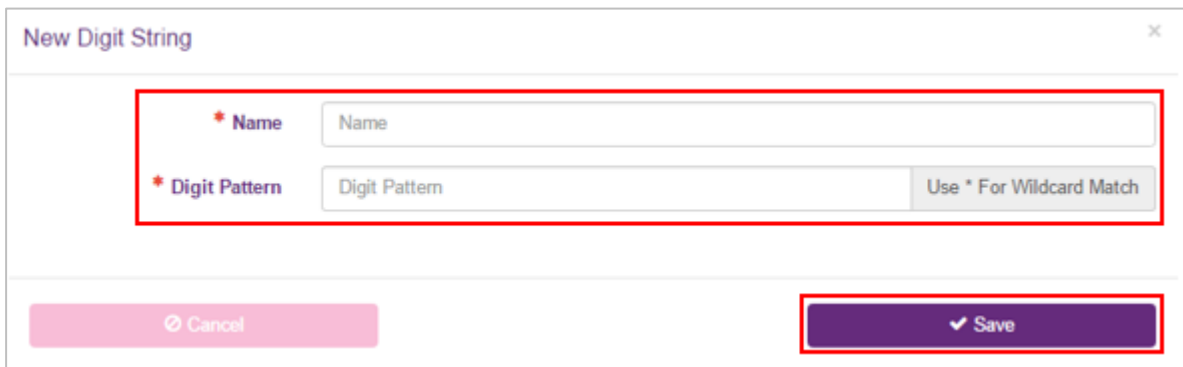
- Click on **Digit Strings** in the Calling Plans menu on the left.



- Click **Add**.



- Enter a Name for the new digit string.
- Enter the Digit Pattern for the new digit string.



This is a pattern of digits that you want to allow or deny outgoing calls to by all Users at the selected Site or particular users at the selected Site.

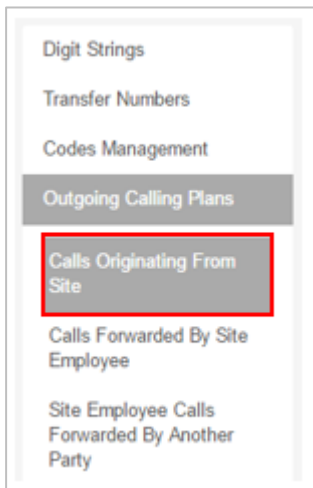
- Use an asterisk (*) to indicate a wildcard digit.
- For example, if you want to allow or prevent calls to 0800 numbers, you can enter 0800*.
- Click **Save**.

The new digit string is added to the Outgoing Calling Plan. When you access the Outgoing Digit Plans page, the new digit string is available for you to configure.

- Repeat steps 1 to 5 for all required Digit Strings.

Configuration – Outgoing Calling Plan

- Click **Calls Originating from Site** from the menu on the left under the Outgoing Calling Plans sub-menu.



- The Outgoing Calling Plans – Calls Originating from Site page is displayed.

Calls Originating From Site

? Assistance

<p>Within Group</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>FreePhone</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>International</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>Directory Assistance</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>Local & National NGN</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>Premium Rate 0871</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">No ▼</div> <p>URL Dialling</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div>	<p>Local</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>National</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>Operator Assisted</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>Mobile & Personal</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div> <p>Premium Rate 09</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">No ▼</div> <p>Casual</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">No ▼</div> <p>Unknown Numbers</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Yes ▼</div>
---	--

✕ Cancel
✔ Save

- You can use the Calls Originating from Site page to configure the way that calls made by the members of the selected Site are handled.
- If you have the Enhanced Outgoing Calling Plan feature in your feature pack you will have options in a dropdown list to allow or deny the particular call types listed.
- Uncheck the boxes to restrict Site members from making this type of outgoing call.

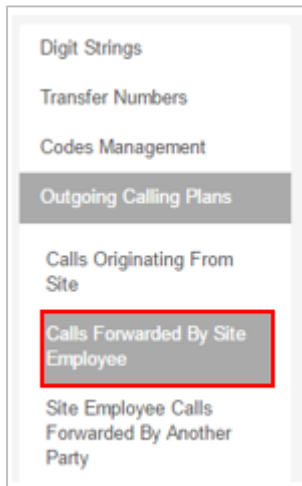
When Site members attempt to place calls of this type, they receive a message informing them that the call is not allowed.

- Check the boxes to allow Site members to make this type of Call.
- Click **Save**.

Configuration – Outgoing Calling Plan – Calls Forwarded by Site Employee

The Calls Forwarded by Site Employee page allows the Group or Company Administrator to configure the way calls that are forwarded or transferred by members of the selected Site are handled.

- Click 'Calls Forwarded by Site Employee' from the menu on the left.



- The Calls Forwarded by Site Employee page is displayed

Allow or block each specific type of forwarded call by selecting or clearing the corresponding check boxes.

- If you have the Enhanced Calling Plan feature in your feature pack you will have options in a dropdown list to allow or deny the particular call types listed.
- Uncheck the boxes to restrict Site members from forwarding this type of outgoing call (select options in dropdown).
- Check the boxes to allow Site members to forward this type of Call (select options in dropdown).

For example, if you enable the International option, you allow members of the Site to forward calls to international numbers. If you disable the International option, Users who attempt to forward calls to international numbers receive a message that indicates that the call is not allowed.

- Click **Save**.

Calls Forwarded By Site Employee ? Assistance

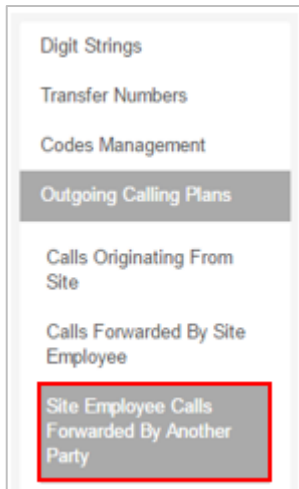
<input checked="" type="checkbox"/> Within Group <input checked="" type="checkbox"/> FreePhone <input checked="" type="checkbox"/> International <input checked="" type="checkbox"/> Directory Assistance <input checked="" type="checkbox"/> Local & National NGN <input type="checkbox"/> Premium Rate 0871 <input checked="" type="checkbox"/> URL Dialling	<input checked="" type="checkbox"/> Local <input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Operator Assisted <input checked="" type="checkbox"/> Mobile & Personal <input type="checkbox"/> Premium Rate 09 <input type="checkbox"/> Casual <input checked="" type="checkbox"/> Unknown Numbers
--	---

✕ Cancel
✔ Save

Configuration – Outgoing Calling Plan – Site Employee Calls Forwarded by Another Party

This feature allows the Group or Company Administrator to specify whether members of the selected Site can transfer or forward intra-group calls to external numbers.

- Click **Site Employee Calls Forwarded by Another Party** from the menu on the left.



- Select the *Outside Group* check box if you want to allow members of the Site to transfer or forward calls to numbers outside the Site.
- Clear the check box if you want to prevent transferring or forwarding of internal calls to external numbers.



- Click **Save**.

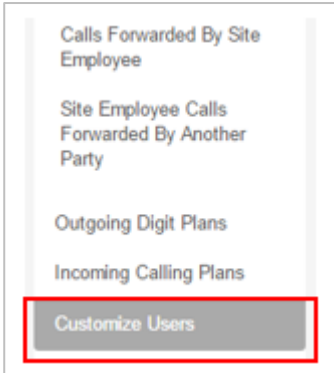
Configuration – Outgoing Calling Plan for an Individual User

By default, the Outgoing Calling Plan you configure for a Site applies to all of the Users who are members of the Site.

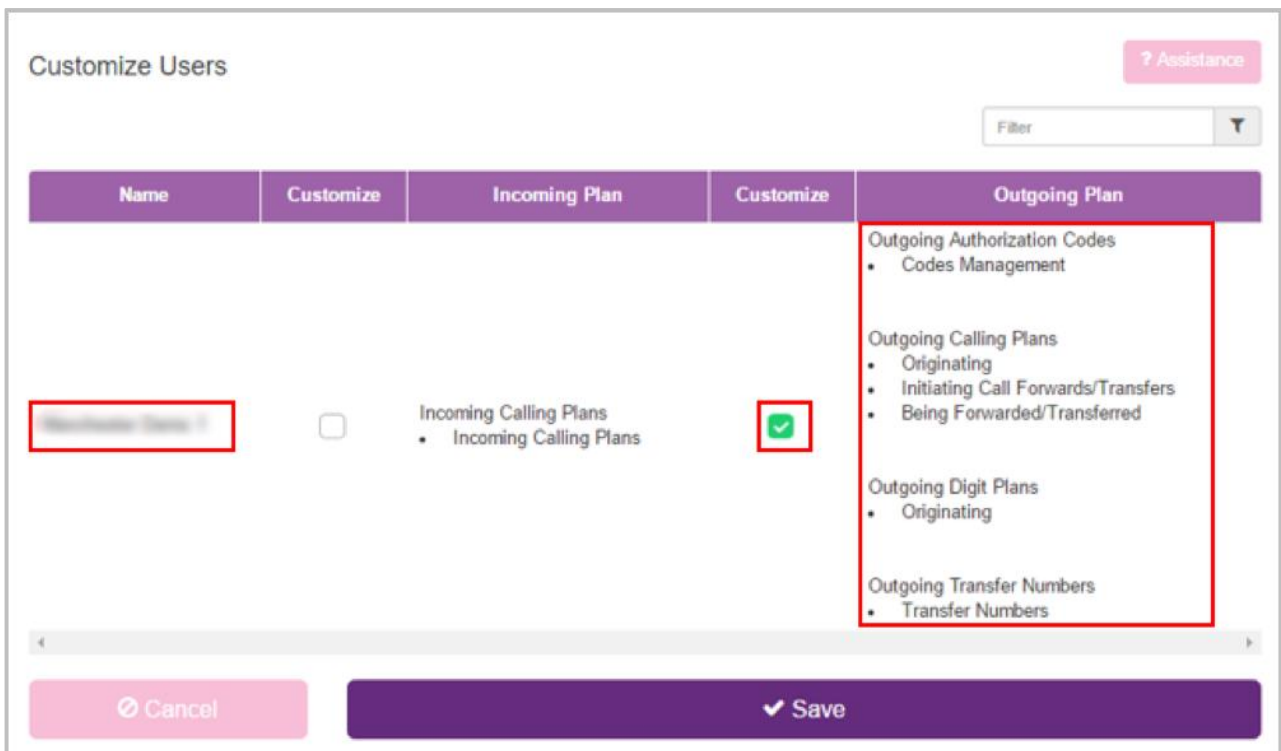
If required, you can apply custom outgoing calling plans to particular Users.

Note that custom outgoing calling plans applied to individual Users take precedence over the default outgoing calling plan applied to the parent Site.

From the Site Feature Settings, Calling Plans page, click **Customize Users** in box on the left.



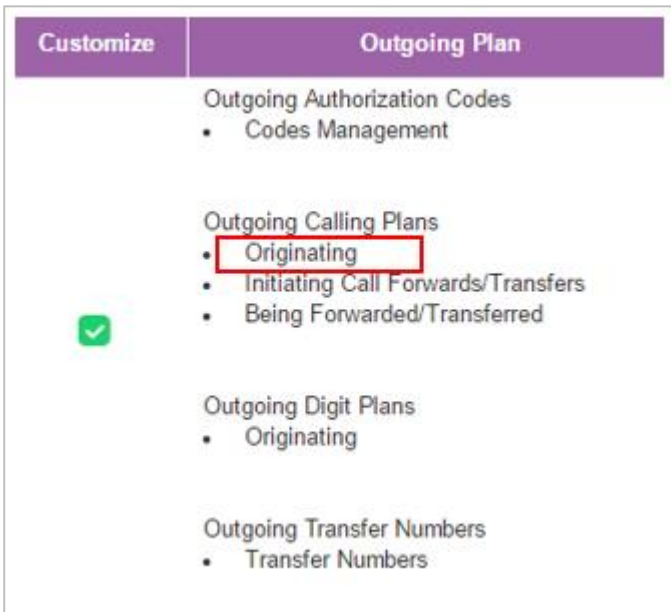
- Select the **Customize** box in the **Outgoing Plan** column for the required User.
 - This page shows all Users that are members of the Site
 - Scroll to find the required User



- Click **Save** at the bottom of the page.

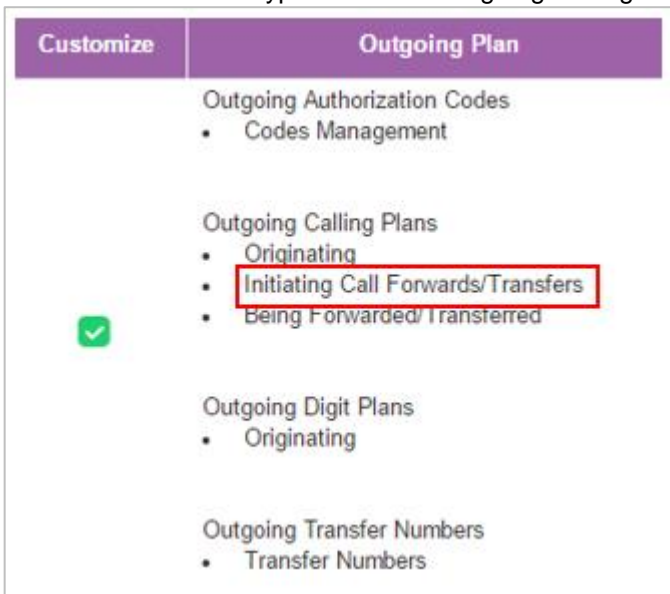
The list of functions in the Outgoing Plan column will now be available as hyperlinks.

- Under the Outgoing Calling Plan heading, click the **Originating** hyperlink.



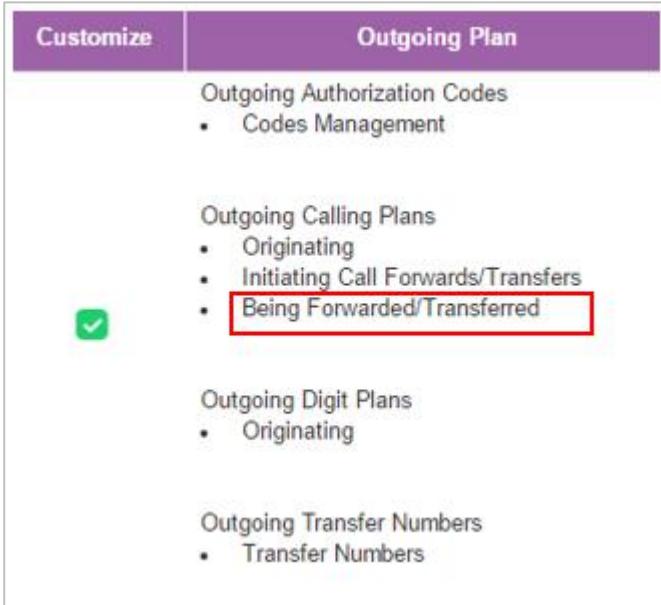
- Set to **Yes** to allow the User to make that type of call.
- Set to **No** to restrict the User from being able to make this type of call.
- Click **Save**.

To determine whether the User can forward calls to certain types of numbers, click the **Initiating Call Forwards/Transfers** hyperlink in the Outgoing Calling Plans section.



- Tick to allow the User to make that type of call.
- Untick to restrict the User from being able to make this type of call.
- Click **Save**.

To determine whether the User's calls can be forwarded or transferred to outside of the Site, click the **Being Forwarded/Transferred** hyperlink in the Outgoing Calling Plans section.



- Select the **Outside Group** check box if you want to allow other members of the User's group to transfer or forward calls from this User to numbers outside the Site.



- Clear the check box if you want to prevent transferring or forwarding of the User's calls to external numbers.

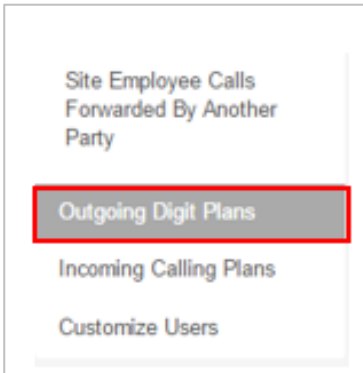
Please note that when customising a User's outgoing calling plan this box is automatically unticked. If a user is required to forward or transfer calls outside the Site, please remember to manually re-tick this box.

- Click **Save**.

Configuration – Digit Plans for an Outgoing Calling Plan – Site Level

Once Digit Strings have been added, (refer to *Configuration – Digit Strings* above), they be can configured into a Digit Plan for an Outgoing Calling Plan.

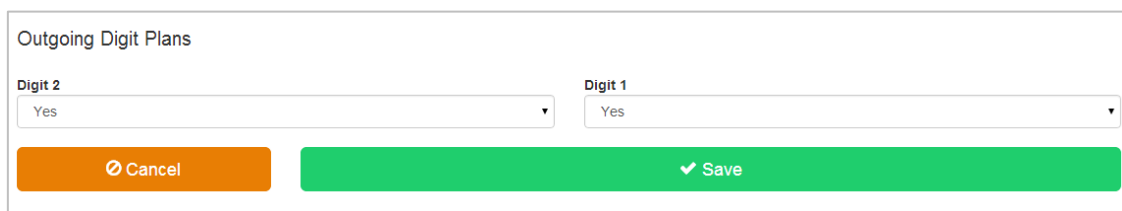
From the Site Feature Settings, Calling Plans page, click **Outgoing Digit Plans** from the Calling Plans menu on the left.



- If no Digit Strings have been configured, the following page will be displayed:



- If Digit Strings have been configured, the following page will be displayed:



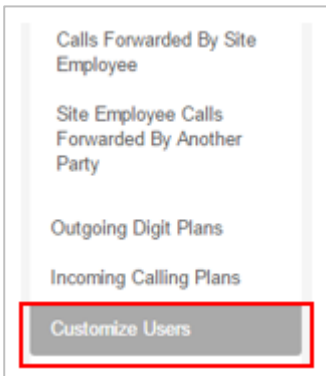
- For each digit string, you configure the settings by selecting either **Yes** or **No** from the dropdown list.
 - **Yes** will allow Site members to make outgoing calls with that digit string.
 - **No** will restrict Site members from making outgoing calls with that digit string. Users will receive a message informing them that the call is not allowed.

Configuration – Digit Plans for an Outgoing Calling Plan – User Level

Once Digit Strings have been added, (refer to *Configuration – Digit Strings* above), they be can configured into a Digit Plan for an Outgoing Calling Plan.

Note that the individual User Digit Plan settings take precedence over the Digit Plans settings for the Site.

From the Site Feature Settings, Calling Plans page, click **Customize Users** from the Calling Plans and Activities box on the left.



The Customize Settings per Activated Employee page will be displayed.

- Select the **Customize** box in the Outgoing Plan column for the required User.

This page shows all Users that are members of the Site.

- Scroll to find the required User.

Customize Users ? Assistance

Filter ▼

Name	Customize	Incoming Plan	Customize	Outgoing Plan
XXXXXXXXXXXX	<input type="checkbox"/>	Incoming Calling Plans <ul style="list-style-type: none"> Incoming Calling Plans 	<input checked="" type="checkbox"/>	Outgoing Authorization Codes <ul style="list-style-type: none"> Codes Management Outgoing Calling Plans <ul style="list-style-type: none"> Originating Initiating Call Forwards/Transfers Being Forwarded/Transferred Outgoing Digit Plans <ul style="list-style-type: none"> Originating Outgoing Transfer Numbers <ul style="list-style-type: none"> Transfer Numbers

◀

▶

Cancel Save

- Click **Save** at the bottom of the page.

The list of functions in the Outgoing Plan column will now be available as hyperlinks.

- Under the Outgoing Digit Plans heading, click the **Originating** hyperlink.

Customize Users ? Assistance

Filter ▼

Name	Customize	Incoming Plan	Customize	Outgoing Plan
XXXXXXXXXXXX	<input type="checkbox"/>	Incoming Calling Plans <ul style="list-style-type: none"> Incoming Calling Plans 	<input checked="" type="checkbox"/>	Outgoing Authorization Codes <ul style="list-style-type: none"> Codes Management Outgoing Calling Plans <ul style="list-style-type: none"> Originating Initiating Call Forwards/Transfers Being Forwarded/Transferred Outgoing Digit Plans <ul style="list-style-type: none"> Originating Outgoing Transfer Numbers <ul style="list-style-type: none"> Transfer Numbers

◀

▶

Cancel Save

- The Outgoing Digit Plans page will be displayed.

Outgoing Digit Plans

0800

Yes
No
Authorization Code
Transfer #1
Transfer #2
Transfer #3

✓ Save

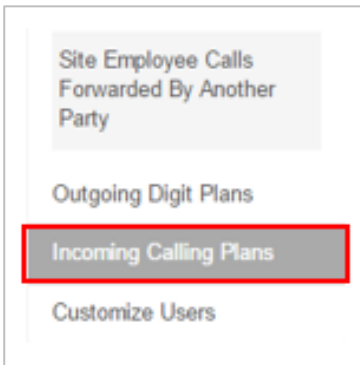
- For each digit string, you configure the settings by selecting:
 - **Yes** to allow the selected User to make outgoing calls with that digit string.
 - **No** to restrict the selected User from making outgoing calls with that digit string. Users will receive a message informing them that the call is not allowed.
 - **Authorisation Code** will request that the user enters an authorisation code to allow the call to continue.
 - **Transfer #** will transfer the user to another person to authorise the call.

Configuration – Incoming Calling Plan – Site Level

The Incoming Calling Plan option allows the Group or Company Administrator to screen incoming calls to a given Site or to an individual User. By default, the settings you apply to a Site apply to all Users who are members of the Site.

If required, you can apply custom incoming calling plans to specific Users.

From the Site Feature Settings, Calling Plans page, click **Incoming Calling Plans** from the Calling Plans menu on the left.



The Incoming Calling Plan page is displayed.

Incoming Calling Plans ? Assistance

Within Group

Allow ▼

Outside Group

Allow ▼

Collect Calls

Allow ▼

No Incoming Calling Plans Found

⌂ Cancel

✓ Save

Configure the options as required. The available choices are:

- Allow
- Partial
- Block
- **Within Group**
Used to specify whether incoming calls to Site members originating from within the Site are permitted.
- **Outside Group**
Used to specify whether incoming calls to Site members originating from outside the Site are permitted.
- If you select **Partial** from the list, this means that only outside calls transferred from another Site member are permitted.
- **Collect Calls**
Used to specify whether incoming collect calls made to Site members are permitted.

- Custom Digit String (if configured)
Used to specify whether incoming calls to Site members that match the custom digit string are permitted.
- Click **Save**.

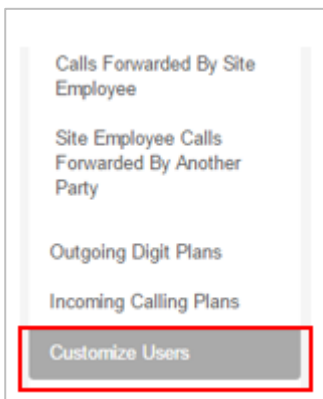
Configuration – Incoming Calling Plan – User Level

By default, the Incoming Calling Plan that the Group or Company Administrator configures for a given Site applies to all of the Users who are members of the Site. If required, you can apply custom Incoming Calling Plans to individual Users.

Note that Custom Incoming Calling Plans applied to individual Users take precedence over the default Incoming Calling Plan applied to their parent Site.

From the Site Feature Settings, Calling Plans page,

- Click **Customize Users** from the Calling Plans and Activities box on the left.



The Customize Settings per Activated Employee page will be displayed.

- Select the **Customize** box in the Incoming Plan column for the required User.
- This page shows all Users that are members of the Site.
 - Scroll to find the required User

Customize Users ? Assistance

Filter ▼

Name	Customize	Incoming Plan	Customize	Outgoing Plan
XXXXXXXXXXXX	<input checked="" type="checkbox"/>	Incoming Calling Plans <ul style="list-style-type: none"> Incoming Calling Plans 	<input type="checkbox"/>	Outgoing Authorization Codes <ul style="list-style-type: none"> Codes Management Outgoing Calling Plans <ul style="list-style-type: none"> Originating Initiating Call Forwards/Transfers Being Forwarded/Transferred Outgoing Digit Plans <ul style="list-style-type: none"> Originating Outgoing Transfer Numbers <ul style="list-style-type: none"> Transfer Numbers

- Click **Save** at the bottom of the page.

The functions in the Incoming Plan column will now be available as a hyperlink.

- Click on the **Incoming Calling Plans** hyperlink.

The Incoming Calling Plans page is displayed.

Configure the options as required.

The available choices are:

- Allow
- Partial
- Block

- **Within Group**
Used to specify whether incoming calls to Site members originating from within the Site are permitted.
- **Outside Group**
Used to specify whether incoming calls to Site members originating from outside the Site are permitted.
- If you select **Partial** from the list, this means that only outside calls transferred from another Site member are permitted.
- **Collect Calls**
Used to specify whether incoming collect calls made to Site members are permitted.
- **Custom Digit String (if configured)**
Used to specify whether incoming calls to Site members that match the custom digit string are permitted
- Click **Save**.

Configuration Example – Allow specific 09 number

The default calling plan has the routing of 09 numbers (premium numbers) set to **No**.

On occasion a User may need to dial a specific 09 number for valid business reasons. This can be enabled by simply setting 09 numbers to **Yes** in the Outgoing Calling Plan for the Site. However this will allow all Users on Site to dial any 09 number, including those that may not be for valid business reasons.

It is considered best practice to only allow the specific 09 number the Customer requires for valid business reasons.

To allow all Users on Site to dial the required 09 number:

- Create two Digit Strings as follows:
 - 09*
 - 09123456789 (this should match the required number)
- In the Outgoing Calling Plan:
 - Set 09 numbers to 'Yes'
- In the *Outgoing Digit Plan* set the digit strings as follow:
 - '09*' = Block
 - '09123456789' = Allow

If only one or two users on Site are required access to the 09 number, steps 2 and 3 can be performed at the Customize User level.

This is also a useful method for restricting access to approved international destinations.

Company Contacts

Description

The Company Contacts Feature provides the ability to create custom company-wide internal contact directories.

Function

Customer Administrators can use this feature to create custom Company Contact Directories. You can include users and virtual users (Hunt Groups, Call Centres etc.) in a custom directory.

Multiple Company Contacts Directories can be created under each Site. Each of these directories can be edited or deleted. A directory can contain a maximum of 1,000 users.

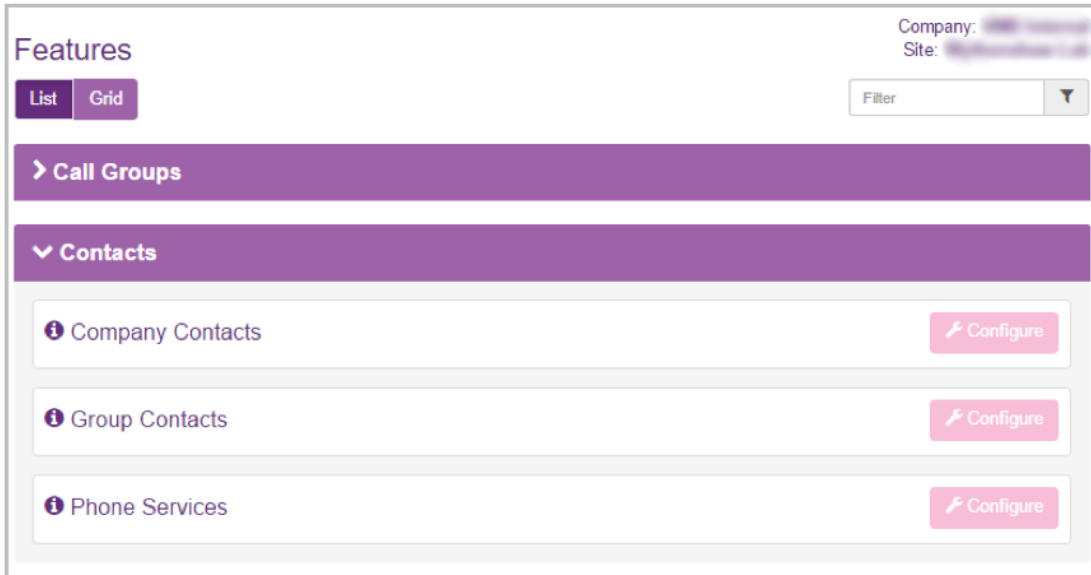
Note:

- When selecting Phone Services for Sites, tick apply Company Directory however, when selecting Phone Services at a User level, **do not tick** Company Directory again as this will cause duplication.
- When you make a change to the Group or Company Directory, you must disable phone services before updating.

Configuration

The Company Contacts Feature is available to configure in the Business Portal.

- **Sites > Features > Contacts > Company Contacts**



- **Select Company Contacts Configure.**



- **Select Add.**

New Company Contact Directory ? Assistance

*** Directory Name**

Site

All
▼
Q

Available Users Filter ▼

<input type="checkbox"/>	Last Name	First Name	User ID
Please use the search to list the available users			

+ Add

Assigned Users Filter ▼

- Complete the details as per the table below,

Steps	Details
Specify a custom contact directory name.	In the Directory Name text box, type the name of the directory. This is a required field.
Specify the Site	Select whether you want to search all users from a particular Site or from all Sites.

<p>Select the users to add to the directory by adding them to the Assigned Users box.</p>	<p>To add users: (Select sites from dropdown)</p> <p>To select users to add to the directory, you move users from the Available Users box to the Assigned Users box.</p> <p>In the Available Users box, select the users. You can select each user individually or select all of the users in the box by selecting the tick box in the header bar.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #555; color: white;"> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: left;">Last Name</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: left;">Voice Portal</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: left;">Main AA</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: left;">Test</td> </tr> </table> </div> <p>To add the selected users, click Add.</p> <p>To remove users:</p> <p>Select the users you wish to remove in the Assigned Users box. As with adding users, you can select each user individually or select all of the users in the box by selecting the tick box in the header bar.</p> <p>To remove the selected users, click Remove.</p>	<input checked="" type="checkbox"/>	Last Name	<input checked="" type="checkbox"/>	Voice Portal	<input checked="" type="checkbox"/>	Main AA	<input checked="" type="checkbox"/>	Test
<input checked="" type="checkbox"/>	Last Name								
<input checked="" type="checkbox"/>	Voice Portal								
<input checked="" type="checkbox"/>	Main AA								
<input checked="" type="checkbox"/>	Test								
<p>Save your changes or exit without saving</p>	<p>Click Save to save the changes.</p> <p>To exit without saving, select another page or click Cancel to display the previous page.</p>								

The Company (also referred to as Customer or Enterprise) Contact Directory has been created. The Company Contact Directories will now be available to integrate with supported devices using the Phone Services feature. See the sections below on how to provision and use the Phone Services integration features.

Follow the above steps to create subsequent directories e.g. a Sales Department directory.

Configurable Extension Dialling

Description

The Configurable Extension Dialling feature provides the ability to map a User's DDI or public directory number to a unique extension to allow abbreviated extension only dialling between the Users of a Site.

Function

The Configurable Extension Dialling feature allows the Users of a Site to call one another using abbreviated dialling instead of requiring their whole public number to be dialled.

The Configurable Extension can range between two to six digits in length, By default, this will be set by Virgin Media Business at four digits and will only be amended if two or six digits were explicitly requested at the time of order.. When users are created they will automatically be provided with an extension number which takes the last x digits of the number, where x is based on the site policy selection, i.e. if site is four-digit extension and user takes a number of 0203 328 1162, extension will default to 1162. The Site or Company Administrator can change the default extension to any other value of the required length that is not already in use by another User or Feature in the Site.

Once assigned, Users' extensions can be used for dialling and for other intra-Site routing features that require a phone number, such as call forwarding, simultaneous ringing, speed dial, etc.

Extensions can also be assigned, if required, to routable Site Features like Hunt Groups, Call Centres, and Auto Attendants.

Configuration

The Configurable Extension Dialling feature requires no specific configuration. The Group or Company Administrator assigns the extension of the required length when Activating a User or configuring a Site Feature.

Configurable Feature Access Codes

Description

Cloud Voice allows the Group or Company Administrator to select the Feature Access Codes (FAC) used to activate, deactivate and configure various features. This may be required to duplicate functions Users are familiar with from legacy systems or to avoid conflicts with a Customer's required numbering plan.

A Group or Company Administrator can configure a main and alternative access code for each Business VoIP feature that Users can access through their phones. Each is configured with a default access code which you can change if required. Each feature or function must have at least one access code. If no feature access code is associated with a specific feature, Users cannot interact with this feature through their phones.

The system has default values for Feature Access Codes. The table below indicates the default Feature Access Codes (FAC) available.

Note that for User-level features, individual Users will only be able to use the Feature Access Codes for features that are contained in their assigned Feature Pack.

FAC	Name	Description
#8	Automatic Callback Deactivation	Allows Users to deactivate all current automatic callback sessions. Automatic Callback is a User feature that retries a busy line automatically, with callback notification as soon as the called line becomes free. The busy called party must be in the User's Site.
*15	Call Bridge	Allows a user with the Shared Call Appearance/Call Director service to join a bridge.
*14	Call Director E164 Dialling	Allows the user to dial an E.164 number. The user dials the feature access code as an alias to the "+" sign. The system replaces the feature access code digits with the "+" sign and resumes the call origination with an E.164 number.
*72	Call Forwarding Always Activation	Allows Users to redirect incoming phone calls to another number, such as a mobile phone or PA. After dialling the assigned FAC, Users dial the destination phone number to which calls will be redirected followed by the hash key (#).

*73	Call Forwarding Always Deactivation	Allows Users to turn Call Forwarding Always off. After deactivation, calls ring to the User's phone unless the user has set up another feature such as Call Forwarding Busy, Call Forwarding No Answer or Do Not Disturb.
21	Call Forwarding Always Interrogation	Informs the User whether the Call Forwarding Always service is activated or deactivated. If the service is activated, the User also hears the forwarding destination, which can be a phone number or voice mail. Call Forwarding Always Interrogation is available only when one or more of the following services are authorised (for a Group) or assigned (for a User): Call Forwarding Always, Voice Messaging User.
*21	Call Forwarding Always to Voice Mail Activation	Allows Users to send all calls directly to voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Allows Users to deactivate Call Forwarding Always To Voice Mail.
*90	Call Forwarding Busy Activation	Allows Users to redirect their incoming phone calls to another number when they are on the phone, such as a mobile phone or PA. After dialling the assigned FAC, Users dial the destination phone number where they want their calls to be redirected.
*91	Call Forwarding Busy Deactivation	Allows Users to turn Call Forwarding Busy off. After deactivation, calls ring on the User's phone unless the User has set up another feature such as Call Forwarding Always, Call Forwarding No Answer or Do Not Disturb.

67	Call Forwarding Busy Interrogation	Tells the User whether their Call Forwarding Busy service is activated or deactivated. If the service is activated, the User also hears the forwarding destination, which can be a phone number or voice mail. Call Forwarding Busy Interrogation is available only when one or more of the following services are authorised (for a Group) or assigned (for a User): Call Forwarding Busy, Voice Messaging User.
*40	Call Forwarding Busy To Voice Mail Activation	Allows Users to send calls to voice mail when they are busy on an active call.
#40	Call Forwarding Busy To Voice Mail Deactivation	Allows Users to deactivate Call Forwarding Busy To Voice Mail.
*92	Call Forwarding No Answer Activation	Allows Users to redirect their incoming phone calls to another destination number when they do not answer their phone, such as a mobile phone or PA. After dialling the assigned FAC, the Users dial the destination phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Allows Users to turn Call Forwarding No Answer off. After deactivation, calls ring on the User's phone unless the user has set up another feature such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
61	Call Forwarding No Answer Interrogation	Informs the User whether their Call Forwarding No Answer service is activated or deactivated. If the service is activated, the User also hears the forwarding destination, which can be a phone number or voice mail. Call Forwarding No Answer Interrogation is available only when one or more of the following services are authorised (for a Group) or assigned (for a User): Call Forwarding No Answer, Voice Messaging User.

*41	Call Forwarding No Answer to Voice Mail Activation	Allows Users to send calls to voice mail when calls are presented to their phone but are not answered.
#41	Call Forwarding No Answer to Voice Mail Deactivation	Allows Users to deactivate Call Forwarding No Answer To Voice Mail.
*94	Call Forwarding Not Reachable Activation	Allows Users to have their incoming calls forwarded to a different destination number when their device is not registered on the platform. After dialling the assigned FAC, Users dial the destination phone number where they want their calls to be redirected.
*95	Call Forwarding Not Reachable Deactivation	Allows Users to disable Call Forwarding Not Reachable. After deactivation, if the user's phone becomes unregistered, calls are no longer routed to the alternative destination phone number by the Call Forwarding Not Reachable feature.
63	Call Forwarding Not Reachable Interrogation	Informs the User whether their Call Forwarding Not Reachable service is activated or deactivated. If the service is activated, the User also hears the forwarding destination. Call Forwarding Not Reachable Interrogation is available only when the User has the Call Forwarding Not Reachable service assigned.
*68	Call Park	Allows Users to park a call.. Users can only park calls on devices that have been associated to that User.
*88	Call Park Retrieve	Allows Users to retrieve a call that was previously parked.

*98	Call Pickup	Allows Users that are a member of a Call Pickup Group to pick up calls ringing for other Users belonging to the same Call Pickup Group. The Call Pickup Group is created by a Company or Site Administrator and may or may not contain all Users belonging to the Site. When Users dial the Call Pickup FAC, the longest-ringing phone in the Call Pickup Group is answered.
*77	Call Rejection Activation	Activates the Anonymous Call Rejection service. After the user dials the feature access code, an announcement informs the User that the service has been successfully activated. If the service was already active, the user still receives the announcement.
*87	Call Rejection Deactivation	Deactivates the Anonymous Call Rejection service. After the user dials the feature access code, an announcement informs the User that the service has been successfully deactivated, even if the service was never activated.
*11	Call Retrieve and Call Director Move	Retrieves an existing active call from another endpoint. The user dials the Call Retrieve feature access code from the location where they want to retrieve the call. Calls can be retrieved from the primary location, from a Shared Call Appearance alternative location, or from a Call Director location.
*69	Call Return	Allows Users to return a call to the phone number of the last call answered. Users will be allowed to return calls only to call types allowed in the Outgoing Calling Plan.
#92#	Call Return Number Deletion	Deletes the last calling number.
*43	Call Waiting Persistent Activation	Allows Users to activate Call Waiting Persistent (for all calls).

#43	Call Waiting Persistent Deactivation	Allows Users to deactivate Call Waiting Persistent (for all calls).
#9	Callback Menu Access	Provides access to an interactive voice response (IVR) menu, which lists the current pending callback requests and allows the user to cancel individual callback requests.
*67	Calling Line ID Delivery Blocking per Call	Allows Users to prevent display of their Calling Line ID for the next call. Before placing a call, the User dials the assigned FAC, and then places the call as usual. Note that this feature is active only for one phone call.
*31	Calling Line ID Delivery Blocking Persistence Activation	Allows Users to activate Calling Line ID Delivery Blocking for all calls.
#31	Calling Line ID Delivery Blocking Persistence Deactivation	Allows Users to deactivate Calling Line ID Delivery Blocking for all calls.
*65	Calling Line ID Delivery per Call	Allows Users to display their Calling Line ID for the next call. Before placing a call, the User dials the assigned FAC, and then places the call as usual. Note that this feature is active only for one phone call.
*70	Cancel Call Waiting	Allows Users to dial the assigned FAC to turn off Call Waiting for the next call.
*57	Customer Originated Trace	Not Supported.
*55	Direct Voice Mail Transfer	Allows Users to transfer a held call directly to a User's voice mail, if the destination User is on the same Site. The Voice Messaging feature must be assigned and configured on the User's Site.

*33	Directed Call Pickup with Barge-In	<p>Allows Users to Barge In on calls to or from another User in the same group, by entering the assigned FAC followed by the extension of the User whose call is to be barged in on.</p> <p>Barge-In is successful only when the destination User has only a single call, (that is, no calls on hold or call waiting). When a User barges in on an answered call, the call becomes a three-way call and the User who barged in becomes the controller of the three-way call.</p>
*78	Do Not Disturb Activation	<p>Allows Users to activate the Do Not Disturb feature by dialling the assigned FAC. When Do Not Disturb is active, a User's phone will not ring and all incoming calls will receive "busy". If the User has Voice Mail, by default the call will be forwarded to Voice Mail. If a User has set Call Forwarding Busy, calls will be forwarded to the destination number configured.</p>
*79	Do Not Disturb Deactivation	<p>Allows Users to deactivate Do Not Disturb.</p>
#83	Escalated Call to Supervisor	<p>Allows a Call Centre agent to escalate calls to their supervisor.</p>
*22	Flash Call Hold	<p>Allows Users to put a call on hold on a device that does not have a Hold button. Typically these are analogue devices. On this type of device, a User presses the R button or presses and releases the Hang up button, (hookswitch) on the phone cradle.</p>
#58	Group Call Park	<p>Parks the call on the User's Call Park group. When the user dials the feature access code, the service hunts for the first available user in the Call Park group and parks the call there. This feature access code cannot be used until the Call Park service is assigned and a user can only be in one Call Park group at a time.</p>

*66	Last Number Redial	Allows Users to redial the last number dialled. Users can only redial calls where the call type is allowed in the Outgoing Calling Plan.
*12	Location Control Activation	Activates a Shared Call Appearance alternative location, or a BroadWorks Anywhere location. The user must dial the Location Control Activation feature access code from the location that needs to be activated.
*13	Location Control Deactivation	Deactivates a Shared Call Appearance alternative location, or a BroadWorks Anywhere location. The user must dial the Location Control Deactivation feature access code from the location that needs to be deactivated.
*60	Music On Hold Per-Call Activation	Allows Users to deactivate the Music On Hold feature for the next calls.
*610	No Answer Timer	Allows Users to change the number of rings a caller hears before Call Forwarding No Answer redirects the call.
*71	Per-Call Account Code	Allows Users to provide an account code before attempting a call, or, during an ongoing call, to apply the account code by placing the call on hold.
*50	Push To Talk	Provides an intercom-like functionality where you can call another user and be connected.
#76	Selective Call Forwarding Activation	Activates the Selective Call Forwarding service, which sends incoming calls to another number, such as a mobile phone or administrative assistant, based on predefined criteria. The service must be configured through the web portal with the default forwarding number and at least one active selective criterion before it can be activated.

#77	Selective Call Forwarding	Deactivates the Selective Call Forwarding service.
*74	Speed Dial 8	Allows Users to program an assigned one-digit (2 to 9) speed dial code to commonly called numbers.
*75	Speed Dial 100	Allows Users to program an assigned two-digit (00 to 99) speed dial code to commonly called numbers.
*99	Clear Voice Message Waiting Indicator	Allows Users to clear the audible (and visible for some devices) Message Waiting Indicator on their phone.
*86	Voice Mail Retrieval	Allows the User to retrieve their voicemail. Upon dialling this feature access code, the user is automatically connected to their voicemail retrieval menu.

Function

Configurable Feature Codes allow the Group or Company Administrator to configure the Feature Access Codes used by Users in the Site to activate, deactivate, and configure various Cloud Voice features.

A Feature Access Code is defined as a string of two digits with a standard one or two character prefix composed of special characters like star (*) or hash (#). The default prefix is a single star (*). This code can be dialled by the Users in the Site to interact with those features.

Feature Access Codes must be unique within a Site. It is possible to configure an alternative Feature Access Code for each feature access code-based feature. When you add or change a feature access code, the Cloud Voice service validates the code to ensure that:

- There are no conflicts/collisions between Feature Access Codes
- There are no conflicts/collisions between Feature Access Codes and extensions

A second validation is applied when adding an extension to a User, or modifying a User's extension. If a conflict/collision occurs when either a Feature Access Code or an extension is modified, an error message appears.

Limiting Conditions

When there is a conflict/collision between a Feature Access Code and an Extension or a Speed Dial Code, the Feature Access Code has priority.

Feature Access Codes must be unique within the Site.

When no Feature Access Code is associated with a feature, Users in the Site cannot interact with that feature through their phone.

Configuration

Feature Access Codes are configurable by the Group or Company Administrator through the Business Portal Site Feature Settings page, under **Feature Access Codes**.

- Feature Access Codes are subject to the following rules:
 - A feature access code can be two digits in length plus the special prefix character.
 - Special prefix characters (*, #) can only be used for the first two digits.
 - The last digit must be a number from 0 to 9.

To configure the customisable Feature Access Codes,

- Navigate to: **Sites** (select Site) > **Site Features** > **Feature Access Codes**.

The values in the Main column are the default Feature Access Codes and should not be changed.

Feature Access Codes
? Assistance

* Speed Dial Prefix
Restore To Defaults

Feature Name	Main (Required)	Alternate (Optional)
Automatic Callback Deactivation	<input style="width: 100%;" type="text" value="#8"/>	<input style="width: 100%;" type="text"/>
Call Bridge	<input style="width: 100%;" type="text" value="*15"/>	<input style="width: 100%;" type="text"/>
Call Director E164 Dialing	<input style="width: 100%;" type="text" value="*14"/>	<input style="width: 100%;" type="text"/>
Call Forwarding Always Activation	<input style="width: 100%;" type="text" value="*72"/>	<input style="width: 100%;" type="text"/>
Call Forwarding Always Deactivation	<input style="width: 100%;" type="text" value="*73"/>	<input style="width: 100%;" type="text"/>
Call Forwarding Always Interrogation	<input style="width: 100%;" type="text" value="*21*"/>	<input style="width: 100%;" type="text"/>
Call Forwarding Always To Voice Mail Activation	<input style="width: 100%;" type="text" value="*21"/>	<input style="width: 100%;" type="text"/>
Call Forwarding Always To Voice Mail Deactivation	<input style="width: 100%;" type="text" value="#21"/>	<input style="width: 100%;" type="text"/>
Call Forwarding Busy Activation	<input style="width: 100%;" type="text" value="*90"/>	<input style="width: 100%;" type="text"/>
Call Forwarding Busy Deactivation	<input style="width: 100%;" type="text" value="*91"/>	<input style="width: 100%;" type="text"/>

In the **Alternate** column key in the required changes to the Feature Access Codes for this Site keeping to the following rules.

- A feature access code can be a minimum of two characters in length.
- Special prefix characters (*, #) can only be used for the first two characters.
- The last character must be number from 0 to 9.
- Click **Save**.

Custom Ringback Group

Description

This feature allows a Site to play alternative audio to all calls made to the Site's Users and Hunt Groups. This replaces the traditional ringing audio that the User would hear.

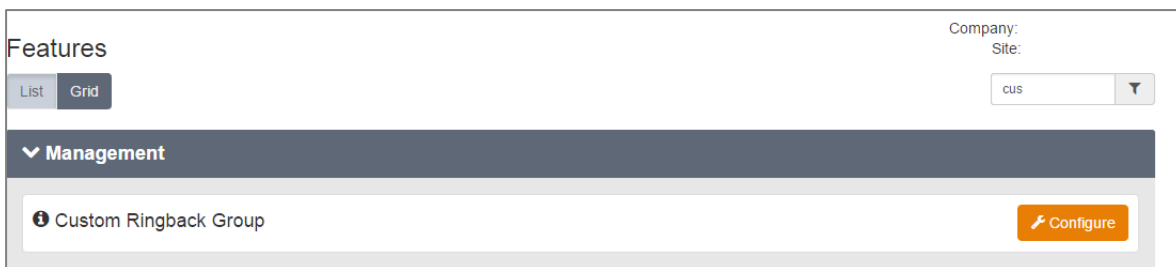
Function

This feature is useful when a Site administrator wants to play alternative media to their callers, so perhaps play an announcement, advertising, or music.

Configuration

This feature is available to configure in the Business Portal by navigating to:

- Sites > Features > Management > Custom Ringback Group



To configure Custom Ringback Group, follow these steps:

- Select the **Configure** button.
- Tick the **Turn on Custom Ringback** for the Site button.
- Upload a pre-recorded **File**, up to a maximum file size of 1Mb. *Do not use the URL option as this is being deleted shortly.*
- Once finished, select the **Save** button.

Features › Custom Ringback Group Company: [redacted]
Site: [redacted]

Site Feature Settings / Custom Ringback Group

Custom Ringback Group ? Assistance

Turn On Custom Ringback For This Site

Audio Source

Default

URL

File No file chosen

File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.

Please note if Custom Ringback User on Hunt Group Plus is assigned, that will take precedence.

Device Management (Information)

Description

The Device Management feature provides the Group or Company Administrator with an inventory of all Devices in a Site and the ability to manage and customise these devices. These Devices may include integrated access devices (IAD), gateways, Softphones, and IP phones. In addition, this feature provides the capability to assign Users directly to an existing device without the need for deprovisioning the User. The Group or Company Administrator can use the Device Inventory to create, modify and delete the IP telephones that are used within a given Site.

Function

This feature allows the Group or Company Administrator to keep track of the Devices, (IADs, gateways, softphones, IP phones), used by the Site. By default, the Device Inventory page automatically lists all devices that are currently in use within the selected Site

This allows the Group or Company Administrator to Add new devices to be used in conjunction with User features such as Shared Call Appearance or Delete devices no longer in use at one Site for reuse on another Site.

Deleting a Device that is no longer assigned to a User will reopen the MAC address of the device for reuse elsewhere.

The Device Inventory shows the following information:

- Device Name

The default device name created when a User is activated and assigned a device is the Enterprise ID plus the Username.

- Device Type

This shows the device that was selected from the dropdown list when the User was activated.

- Available Lines/Ports

This shows the number of ports that are not yet used on that particular device. For example if a handset with four available lines is assigned to a User, one line will be Used and the Available Lines/Ports column will show **3**. If this User has Additional Lines or Shared Call Appearances assigned to their device, the Available Line/Ports column will drop accordingly.

Configuration

Configuration – Add a Device

The Group or Company Administrator can use the Device Inventory to Add a new Device to a Site.

- Navigate to: **Sites** (select Site) > **Device Management** > **Devices**
- Click **Add**.

The screenshot shows a web interface for managing devices. At the top right, there is a purple button labeled '+ Add' which is highlighted with a red rectangular box. Below this, the text '4 Devices found. Displaying all Devices' is shown. A table lists the devices with columns for Device Name, Device Type, Available Lines/Ports, MAC Address, and various status toggles (ACD, BLF, Codec, DC, MCN). The devices listed are: Polycom VVX 301 (5 lines), UC Office Desktop (0 lines), UC Office Smart Phone (0 lines), and Business Communicator - Tablet (0 lines). At the bottom left, there is a red 'Delete' button.

The New Device page is displayed.

The screenshot shows a 'New Device' form with the following fields and controls:

- * Device ID**: Text input field containing 'Device ID'.
- Device Type**: Dropdown menu showing 'Business Communicator - Tablet'.
- IP Address**: Text input field containing 'IP Address'.
- Port**: Text input field containing 'Port'.
- * MAC Address**: Text input field containing 'MAC Address'.
- Serial Number**: Text input field containing 'Serial Number'.
- Description**: Text area containing 'IP Phone'.
- Buttons**: A pink 'Cancel' button and a purple 'Save' button.

- Enter the required information
 - Device ID – Enter an ID for the Device.
 - Device Type – select the required Device Type from the those available in the dropdown list.
 - MAC Address – Enter the MAC address of the Device. If the device is a type that does not have a MAC address, for example, a softphone, please enter the phone number in E164 format.

Other fields are optional on the Virgin Media Business Cloud Voice platform. Enter information as required.

- Click **Save**.

The Devices page is displayed with the New Device added to the list.

Configuration – Modify a Device

- Navigate to: **Sites** (select Site) > **Device Management** > **Devices**
- Click on the name of the device you want to modify.

Devices + Add

4 Devices found. Displaying all Devices

	Device Name	Device Type	Available Lines/Ports	MAC Address	ACD	BLF	Codec			DC	MCN	
					On	On	G711	G729	HD	On	Off	
<input type="radio"/>	[Device Name]	Polycom VVX 301	5	[MAC Address]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	[Device Name]	UC Office Desktop	0	[MAC Address]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	[Device Name]	UC Office Smart Phone	0	[MAC Address]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	[Device Name]	Business Communicator - Tablet	0	[MAC Address]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

✖ Delete

The Device page is displayed

- Modify the fields as required.

You cannot modify the Device ID, Device Type, Assigned Lines, Lines or Available Lines fields.

Modify Device ✕

Device ID [Device ID]

Device Type Polycom VVX 301

IP Address

Port

* MAC Address

Serial Number

Description

Available Lines/Ports 5 / 6

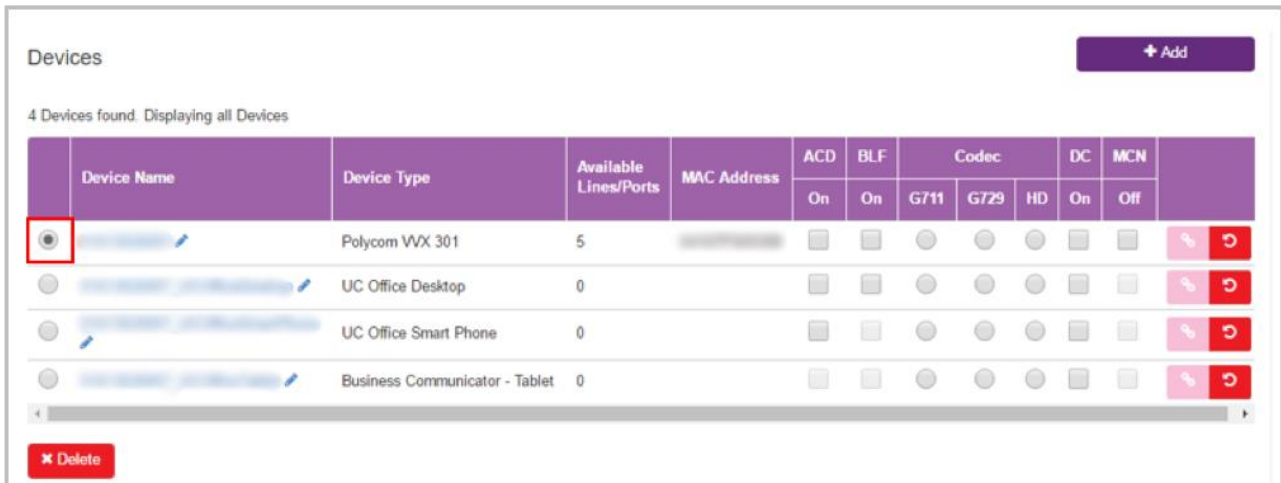
Cancel Save

- Click **Save**.

Configuration – Delete a Device

You **cannot** delete a Device with a port that is in use or has been assigned for use.

- Navigate to: **Sites** (select Site) > **Device Management** > **Devices**
- Select the radio button of the device you want to delete.



- Click **Delete**.

Group Calling Line ID

Description

Use the Group Calling Line ID feature if you want to use a single default Calling Line Identity for All Users within a given Site.

If you assign a Calling Line Identity to a Site, the identity will be displayed to external parties who receive calls from Users at the Site. It provides a similar end user experience to the traditional ISDN Bearer Number. A Group Calling Line Identity is composed of a valid public phone number that is authorised for use by all Users within the Site. For a given Site, the Group or Company Administrator can enable a group phone number, referred to as the Group Calling Line ID.

Function

If enabled for ALL Users on a Site, the Site's default Calling Line Identity information is used for presentation on all outgoing calls placed by Users within the Site. For these calls, the default Group Calling Line Identity information that the Group or Company Administrator enables will override the User's individual Calling Line Identity settings including their DDI.

External parties see the default Group Calling Line Identity, not the identity, (the DDI), of the User. For calls between Users within the Site, each User will see the other User's personal Calling Line Identity information, even when a default Group Calling Line ID exists.

This feature allows the Group or Company Administrator to define:

- A default Group Calling Line ID (CLID) for all Users on the Site
- Whether the default Site Name as well as the number should override the User's own name for outgoing On-Net calls.

The default group CLID is made up of:

- Name – The name of the Site, (truncated to 15 characters).
 - Optional and supported for On-Net calls only.
- Number – A valid phone number authorised to the Site, also known as a direct-inward dialling, or public number.
 - Only valid phone numbers assigned to valid end-points on the Site are available to set as the Group Calling Line ID. Valid endpoints can be either Users or Site Features such as Hunt Groups.

In all cases, if the User making a call has blocked the delivery of their Calling Line ID, either for a single call or for all calls, the presentation of the Group Calling Line ID is also blocked.

The public number used as a default Group Calling Line ID must be assigned to a User or Feature in the Site.

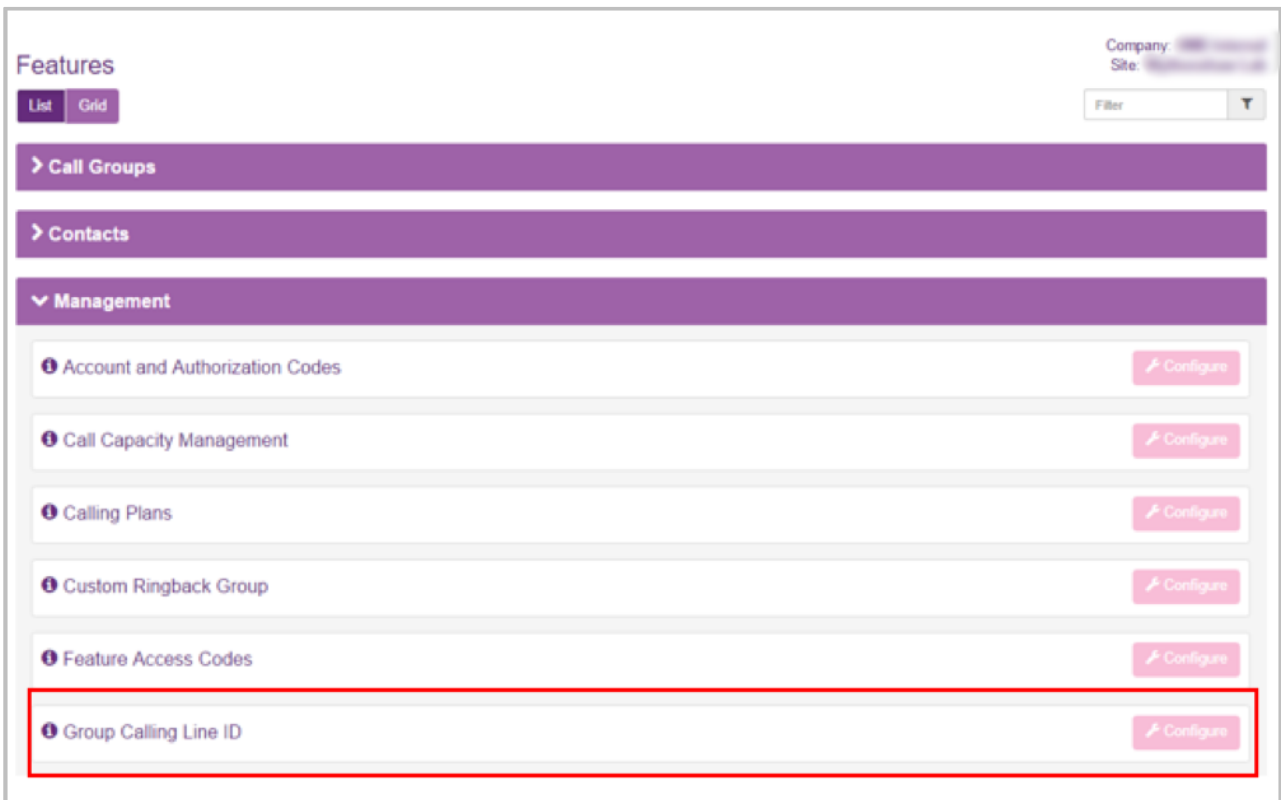
Configuration

The Group or Company Administrator can configure the Group calling Line ID feature through the Business Portal on the Site Feature Settings page under **Group Calling Line ID**.

- Site Number – The Group or Company Administrator can select the Site default public number from among numbers already assigned to Users or Features on the Site.
- Use Sitename – The Group or Company Administrator can select whether the Site Name should override the User Name when making or receiving an external On-Net call.
 - Optional and supported for On-Net calls only.

To configure the Group Calling Line ID navigate to:

- **Sites** (select Site) > **Features** > **Management** > **Group Calling Line ID**



To enable the Group Calling Line ID as the default group number for ALL Users on a Site:

- Select the public phone number that will be the Calling Line ID for all outgoing calls for all Users from the numbers available in the dropdown box.
- In the Group Calling Line ID options change from default Employee Phone Number option to Site Display Number option. The number you select is displayed to external parties during calls from Users at the Site.

Site Feature Settings / Group Calling Line ID

Group Calling Line ID ? Assistance

Use Display Name as Outbound Caller ID Name for Employees

Display Name

Site Display Number

Group Calling Line ID Employee Phone Number Site Display Number Configurable Number

The Site Display Number configured above will be used for all Employees in this Site

To enable the Group Calling Line ID as the default group number for *some* Users on a Site:

- In the Group Calling Line ID options change from default **Employee Phone Number** option or **Site Display Number** option to **Configurable Number**.
- Click **Add** to Create a New Calling Group and name your new group.
- Select the public phone number from the numbers available in the dropdown box, which will be the Calling Line ID for all outgoing calls for all Users assigned to this group.

Group Calling Line ID ? Assistance

Use Display Name as Outbound Caller ID Name for Employees

Display Name

Site Display Number

Group Calling Line ID Employee Phone Number Site Display Number Configurable Number

Configure assigned Company Telephone Numbers or Presentation Numbers as the Calling Line ID for all Employees or for groups of Employees under this Site

- Add user to the group by clicking into the **Users** field and selecting the required user. Users already added are highlighted.

- Or Add by clicking **Select All** from the link below the Users parameter.

To remove Users from the group, click into the **Users** field and click **x** on the user to be removed. Click **Select None** to remove all users from the group.

- More than one group can be added but a user can only be associated to one group. If a user is already a member of one group they will not be available for selection in another group.
- Click **Save** once configured.

To Delete a Group, select the group individually or select all Groups and click **Delete**.

Site Display Number: [input field]

Group Calling Line ID: Employee Phone Number Site Display Number Configurable Number

Configure assigned Company Telephone Numbers or Presentation Numbers as the Calling Line ID for all Employees or for groups of Employees under this Site

[+ Add]

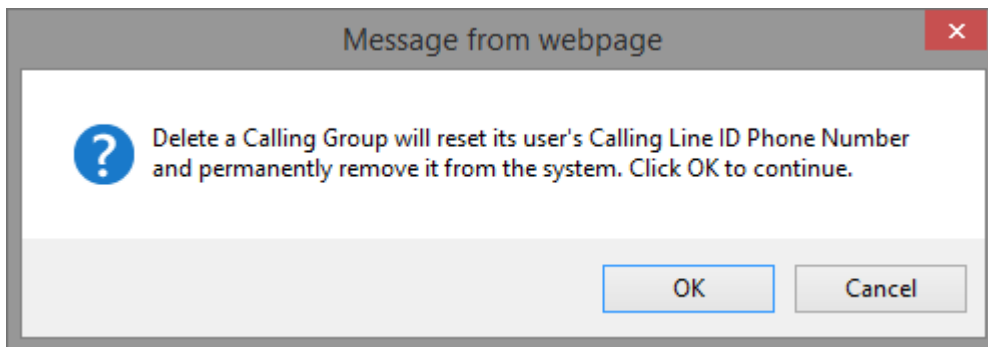
2 Calling Groups found. Displaying all Calling Groups

<input type="checkbox"/>	Default Group	Name	Calling Line ID Phone Number
<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Name]	[Number]
<input type="checkbox"/>	<input type="checkbox"/>	[Name]	[Number]

[X Delete]

[Cancel] [Save]

- Click **OK** to continue or click **Cancel** to keep the current configuration.



Group Contacts

Description

The Group Contacts Feature provides the ability to create custom contact directories for use by a Customer's Site or an Employee Group.

Supported Characters

The Business Portal supports the use of Alpha Numeric characters A to Z, both upper and lower case, and 0 to 9. Hyphen (-) is also supported.

All other Special Characters are not supported in the Business Portal and any entry containing these characters will be rejected.

Note that we would advise against the use of Apostrophe in Group Contacts because some handsets may not support this character. This may lead to issues when trying to access the contacts from the handset.

Function

Administrators can use this feature to create a custom Group Contact Directory that contains numbers frequently called by the Site or an Employee Group, such as a security company, company caterer, or a company supplier. You can also quickly add numbers to this list by importing a phone list and loading the numbers from a CSV file. Hover over the information (i) icon for the file format.

A directory can contain a maximum of 500 users.

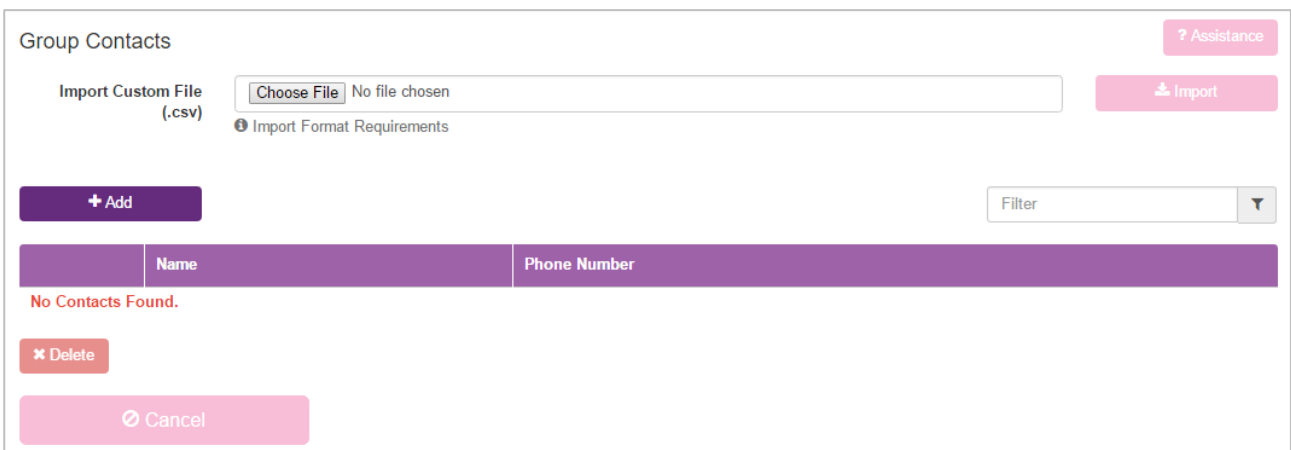
Configuration

The Group Contacts Feature is available to configure in the Business Portal.

- Navigate to: **Sites > Features > Contacts > Group Contacts**



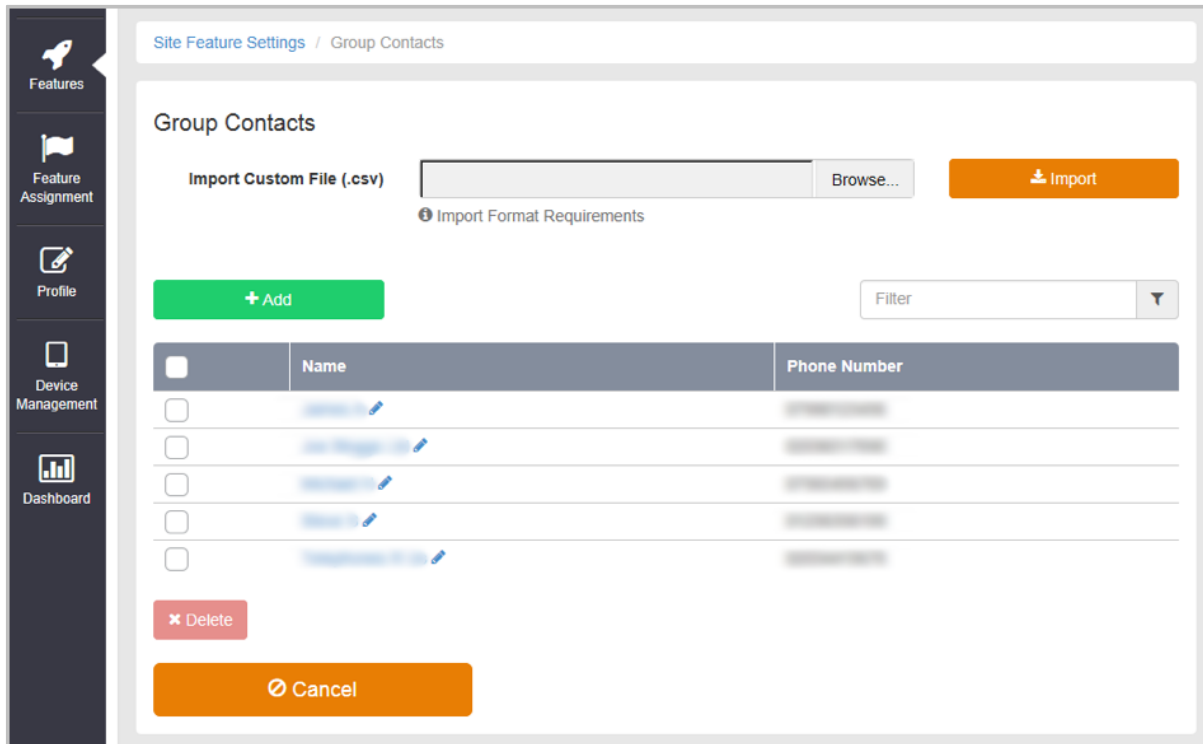
- Click **Configure**.



From this page you can:

- Filter the Contacts by Name
- Add Contacts
- Modify Contacts
- Delete Contacts
- Import a file of Contacts

Tasks	Steps
To delete Contacts:	<p>Check the Delete check box for the Contact, Contacts or all Contacts.</p> <p>Save your changes, click Delete.</p> <p>To exit without saving, select another page or click Cancel to display the previous page.</p>
To add Contacts:	<p>Click on the Add button.</p> <p>Type a Name and Phone Number in the corresponding fields.</p> <p>Click the Save button.</p>
To import a file of Contacts:	<p>Click Browse... and select a correctly formatted CSV file.</p> <p>Then click the Import button.</p>
To modify Contacts:	<p>To modify a Contact, click on the Name and edit the entry. Click Save to save the changes.</p>
To exit the page:	<p>Select another page or click Cancel to display the previous page.</p>



The Group (also referred to as Site) Contact Directory has been created.

The Group Contacts Directory will now be available to integrate with supported devices using the Phone Services feature. See the sections below on how to provision and use the Phone Services integration features.

Group Paging

Description

Group Paging is effectively a tannoy-type service that enables a message to be sent/paged to multiple users/devices. This is different from Push-to-Talk, which is a one-to-one paging service only.

Function

With Group Paging, site administrators are able to configure Paging Groups with a telephone number and assign users as **Originators** and **Targets** to be a part of the service. The Originator users have the ability to send a Page to the group, the target users are the recipients of the Page. A user can be both an originator and a target.

When the originator dials the Paging Group number, the feature alerts users assigned as targets and connects them into a muted multi-way conference with the originator. The originator can then make an announcement to all the targets.

Configuration/Operation

To configure the feature, navigate to the Business Portal as a site Administrator or higher and select **Sites > Features > Call Groups > Group Paging**.



Paging Group Profile

- Set the **Paging Group Profile** first by filling in all the fields and assigning the feature a telephone number from the available pool.

* Paging Group ID	Paging Group ID	<input type="text" value="@iprmedialbusiness.co.uk"/>
* Name	Name	<input type="text"/>
* Caller ID First Name	Caller ID First Name	<input type="text"/>
* Caller ID Last Name	Caller ID Last Name	<input type="text"/>
Directory Number	None	<input type="text"/>
Extension	Extension	<input type="text"/>
Feature Package	None	<input type="text"/>

- Set the **Confirmation tone sending timeout** by entering a value between **1** and **20** seconds (1 second is the default). This option specifies how long to wait after a page is sent to a target and when the first answer is received. This is to ensure that sufficient time is

allowed for other targets to be conferenced in the bridge that are available to receive the page. If a target device does not answer the page within this time, the page will be sent to the next target device. If no targets respond within the specified duration, ringback continues to be played to the originator and the calls to the targets are released when the originator

Confirmation tone sending timeout Seconds

releases the call.

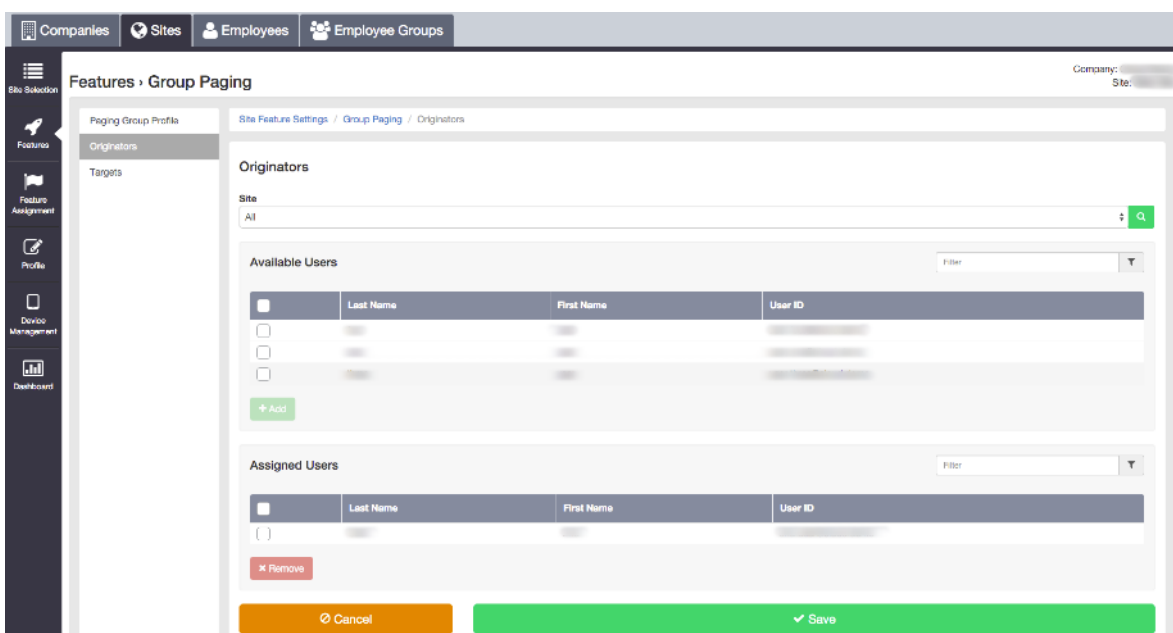
- A configuration option is available to determine whether the CLID of the Paging Group or the CLID of the originator is delivered to the targets. A prefix can also be configured that will be presented in addition to the CLID of the originator. The Use Originating User Calling Line ID option must be ticked in order for the CLID Prefix to be presented.

Use Originating User Calling Line ID

Originating User CLID Prefix

Paging Originators

The site administrator has the ability to define the list of users who can originate the page to the targets.

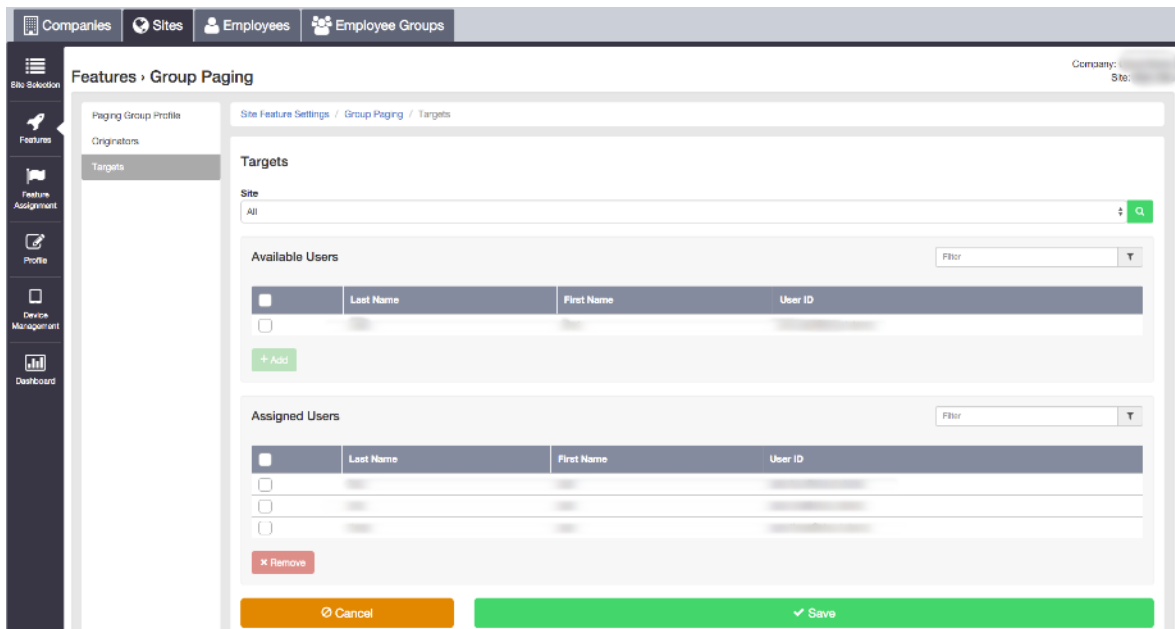


Any user within the site or customer of the paging group is allowed to be an originator. In addition, the user can be assigned as an allowed originator for multiple paging groups. A user can be both an originator and a target in the same Paging Group. If the originator is also included in the paging group as a target, the originator is excluded from the list of targets to be paged when they initiate a page.

An originator user can be deactivated even though this user is part of a paging group. Once deactivated, the originator is removed as the allowed originator from all associated paging groups.

Paging Targets

The users that will receive the page are referred to as targets.



Any User or paging group within a site or customer can be defined as a target in a paging group. If a paging group is assigned as a target within another paging group this is called a nested paging group, see the *Nested Paging Groups* section below.

When an originator sends a page to a device, the target device will immediately auto-answer the page, if supported. If the device does not support auto-answer, the target handset must manually answer the call within the confirmation tone sending timeout as described above.

A target user can be deactivated even though this User is part of a paging group. Once a target is deactivated, the User is removed from all the associated paging groups.

Nested Paging Groups

A paging group can be defined as a target in another paging group, thereby creating a nested paging group. The nested paging group will need to be configured as a standalone paging group with its own unique configuration and number/extension. This paging group can be directly activated by dialling its assigned telephone number or extension independently. If the number of a paging group is dialled by an originator, all targets are paged, including those in the nested paging groups. The total numbers of users in the nested paging group must comply with the maximum number of targets, which is 100.

Please note that the nesting of paging groups is limited to a single level of nesting. For instance, Paging Group A can contain Paging Group B and C as nested paging groups. However, Paging Group B cannot contain Paging Group D as a nested paging group. Similarly, Paging Group A cannot be included in any other paging group since it already contains one level of nesting. A paging group cannot be deleted from the system if it is nested inside another paging group.

Paging Announcements

- **Originator:** On initiating the page, the originator hears ringback prior to the targets answering the page. Once the targets answer the page, the ringback is stopped and the originator then receives an announcement “Paging System Ready”, indicating that the targets are ready to receive the page.
- **Target:** The targets receive a Paging announcement when the handset either auto-answers the page or the user manually answers the page. This ensures the targets are aware that they are recipients of a page.

Auto-Answer Handset Requirements

The paging group will always request the target devices auto-answer the page. To support this, the handset must be able to interpret the *supportAnswerAfter* SIP parameter in order to auto-answer the page. The *supportAnswerAfter* SIP parameter is supported by the major IP Phone devices which includes the devices we sell from Polycom and Yealink. Therefore, with the standard default configuration, these phones will auto-answer Group Pages using the speakerphone. Target devices that do not have the ability to auto-answer can manually answer the page within the confirmation tone timeout.

Target Paging Conditions

The following conditions must be adhered to in order for the feature to work successfully:

- The maximum number of targets that can be configured in any paging group is 10 and this maximum value includes nested groups.

- Group Paging only allows one-way media from the page originator to each target device. Once each target answers the call, they are joined into a multi-way conference that is muted.
- A call transferred to a paging group number or extension is allowed.
- Call forwarding to a paging group number or extension is not allowed.
- Call forwarding services applied to a target will be ignored.
- Do-Not-Disturb (DND) status (if enabled on the target) is enforced.
- A page is initiated to a target when the target is able to receive the page. Therefore, if the target is idle or has Call Waiting enabled, the page is sent to the target.
- If a target has Call Waiting enabled, the page will be sent to the target even if they are already on another call, the call will be placed on hold whilst the page announcement is played to user.
- A target can only be paged on their Primary device, and not a shared device.

Using the Group Paging Feature

1. An originator dials the extension or telephone number of a paging group to initiate a group page.
2. The paging group attempts to deliver the call to all members/targets of the group simultaneously. While the targets are in the process of being paged, ringback is played to the originator.
3. Targets are requested to auto-answer the page. A Paging announcement is played to the targets as they answer the page. Target devices that do not have the ability to auto-answer can manually answer the page within the confirmation tone timeout. Calls to targets that remain unanswered after the confirmation tone timeout expires are cancelled.
4. After either all the targets answer the page or the configurable timeout expires, ringback stops and a "Paging System Ready" announcement is played to the originator to indicate that the paging system is ready.
5. The originator and the targets are joined into a multi-way conference. The targets are muted. If a target releases a call while already connected to the conference, then it is simply dropped from the conference.
6. Once all targets have released or rejected the incoming page from the paging group, the conference is terminated and all resources are released. If the originator releases the call, then the conference is terminated. In this case, all remaining targets and all resources are released.

Please note that only one group page attempt is permitted to be active for a paging group at any point in time. If one attempt is initiated and a then second attempt is initiated before the first attempt is completed, the second attempt is rejected.

Holiday Schedules

Description

As a Group or Company Administrator, you can define Holiday Schedules that can be associated with the Auto Attendant feature. Create a Holiday Schedule if you intend to configure an Auto Attendant so that it behaves differently during business hours and after hours and if you want the Auto Attendant to use its after-hours behaviour during designated holiday periods.

Function

A Holiday Schedule allows you to designate up to 20 different date ranges as holiday periods. If you apply this Holiday Schedule to an Auto Attendant that has different behaviour defined for handling calls during business hours and after hours, the auto attendant uses its after-hours behaviour during the specified holiday periods.

A Holiday Schedule only applies to an Auto Attendant if you select it from the Holiday Schedule list when you create or edit the Auto Attendant.

Configuration

The Site or Company Administrator can configure a Holiday Schedule through the Business Portal Site Feature Settings page, under **Holiday Schedules**.

- Navigate to: **Sites** (select Site) > **Features** > **Holiday Schedules**
- Click **Add**.

Holiday Schedules

? Assistance

+ Add

Schedule Name

No Holiday Schedules Found

- Enter a name in the Holiday Schedule Name box.

New Holiday Schedule
? Assistance

* Schedule Name

Holiday	Start Date (yyyy/MM/dd) - End Date (yyyy/MM/dd)
<input style="width: 100%; border: none;" type="text"/>	<input style="width: 100%; border: none;" type="text"/>
<input style="width: 100%; border: none;" type="text"/>	<input style="width: 100%; border: none;" type="text"/>
<input style="width: 100%; border: none;" type="text"/>	<input style="width: 100%; border: none;" type="text"/>
<input style="width: 100%; border: none;" type="text"/>	<input style="width: 100%; border: none;" type="text"/>
<input style="width: 100%; border: none;" type="text"/>	<input style="width: 100%; border: none;" type="text"/>

+ Add Another

Cancel
Save

- Use the fields provided to specify the date ranges that are to be designated as holiday periods.

You can designate up to 20 different date ranges as holiday periods. Each line in the list represents a specific holiday period. Only five rows are immediately visible. To add more rows, simply use the button labelled **Add Another**.

- Holiday – the individual Holiday name
- Date Range – the start and end date for each holiday period separated by a dash (-) e.g. 2017/04/14-2017/04/20.
- When selecting this field, a date range picker appears that allows you to simply select the start and end date from a calendar-like tool which populates the field with the correctly formatted date.
- If the holiday is only a single day, specify the same date for both the start and end dates.

New Holiday Schedule ? Assistance

*** Schedule Name**

Holiday	Start Date (yyyy/MM/dd) - End Date (yyyy/MM/dd)																																																																																																												
Easter	<div style="border: 2px solid red; padding: 5px; display: inline-block;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; font-size: small;">FROM</td> <td style="width: 15%; font-size: small;">TO</td> <td style="width: 35%; text-align: center; font-size: small;">← Jan 2017 →</td> <td style="width: 35%; text-align: center; font-size: small;">← Jan 2017 →</td> </tr> <tr> <td style="font-size: x-small;">2017/01/06</td> <td style="font-size: x-small;">2017/01/06</td> <td style="font-size: x-small;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 7.5%;">Su</th><th style="width: 7.5%;">Mo</th><th style="width: 7.5%;">Tu</th><th style="width: 7.5%;">We</th><th style="width: 7.5%;">Th</th><th style="width: 7.5%;">Fr</th><th style="width: 7.5%;">Sa</th> </tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td style="background-color: #0070c0; color: white;">6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td> </tr> </table> </td> <td style="font-size: x-small;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 7.5%;">Su</th><th style="width: 7.5%;">Mo</th><th style="width: 7.5%;">Tu</th><th style="width: 7.5%;">We</th><th style="width: 7.5%;">Th</th><th style="width: 7.5%;">Fr</th><th style="width: 7.5%;">Sa</th> </tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td style="background-color: #0070c0; color: white;">6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td> </tr> </table> </td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 5px;"> <div style="display: flex; justify-content: space-around; width: 100%;"> Apply Cancel </div> </td> </tr> </table></div>	FROM	TO	← Jan 2017 →	← Jan 2017 →	2017/01/06	2017/01/06	<table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 7.5%;">Su</th><th style="width: 7.5%;">Mo</th><th style="width: 7.5%;">Tu</th><th style="width: 7.5%;">We</th><th style="width: 7.5%;">Th</th><th style="width: 7.5%;">Fr</th><th style="width: 7.5%;">Sa</th> </tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td style="background-color: #0070c0; color: white;">6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td> </tr> </table>	Su	Mo	Tu	We	Th	Fr	Sa	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	<table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 7.5%;">Su</th><th style="width: 7.5%;">Mo</th><th style="width: 7.5%;">Tu</th><th style="width: 7.5%;">We</th><th style="width: 7.5%;">Th</th><th style="width: 7.5%;">Fr</th><th style="width: 7.5%;">Sa</th> </tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td style="background-color: #0070c0; color: white;">6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td> </tr> </table>	Su	Mo	Tu	We	Th	Fr	Sa	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	<div style="display: flex; justify-content: space-around; width: 100%;"> Apply Cancel </div>	
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| + Add Another | |

Cancel
Save

- Click **Save**.

The Holiday Schedules page is displayed, with a link to your new Holiday Schedule.

Hunt Groups

Description

The Hunt Group feature processes high volumes of incoming calls received by a single phone number by distributing them among a specific set of Users or “Members” assigned to the Hunt Group according to the configured call-distribution (hunting) policy.

Based on the configured hunting policy, an incoming call hunts for an idle User in the hunt group to terminate the call to that User.

Hunt Groups are associated with specific Sites. However, the Members you assign to these Hunt Groups can be members of any Site within your Enterprise.

Function

Function – Hunting Policies

When a Group or Company Administrator creates a Hunt Group, the Users are added as Members to the Hunt Group in an ordered list.

By default, a Hunt Group will search the list in a particular predetermined order, skipping over all the Users detected as “busy” until it finds an “idle” User to present the call to with ringing.

The hunting policy configured essentially determines the order in which the list will be processed to find an idle User.

Cloud Voice supports the following Multiple Call Distribution policies:

- **Regular** (linear)

The incoming calls to the group always start seeking an available Member from the first User in the list and sequentially seek all the provisioned Users until an idle User is found to present the call to, or the end of the list is reached.

- **Circular**

The incoming calls to the group start seeking an available Member with the User following the last User to receive a call. When the end of the list is reached, the hunting circles back to the first User in the list. The Hunt Group stops seeking an available Member when an idle user is found to present the call.

For example, the first incoming call starts searching for an available Member with the first Member in the list, and stops at the end on the list. The second incoming call starts searching for an available Member with the second Member in the list, continues to the end of the list then returns to the beginning of the list and stops at the first Member in the list. The third incoming call starts searching for an available Member with the third Member in the list, continues to the end of the list, and returns to the beginning of the list and stops searching at the second Member in the list.

- **Uniform**

The incoming calls to the group are presented to the User that has been idle (available) for the longest time.

- **Simultaneous**

The incoming call rings all idle Members in the Hunt Group at the same time. The call is connected to the first Member to answer the call and the ringing is automatically cancelled on all the other Members. All Members are considered “busy” whilst the phones are ringing. If a second call presents at the same time that all Members are ringing, the Hunt Group is considered busy and the caller will be presented with busy tone by default.

- **Weighted**

The incoming call rings Members in a pseudo-random fashion according to their relative weight. Members with a higher weight are assigned more incoming calls than members with lower weights. Weights for individual Members are configured as relative percentage values in the Business Portal. Call presentation is determined by the system based on the relative weights assigned.

Function – Hunt Group Features

Cloud Voice Hunt Groups must be configured with a DDI/public phone number for billing purposes.

If members of the Hunt Group do not answer an incoming call, the following “no answer” settings are available:

- **Skip to next agent after**

When a call is presented to a member’s phone and the Member does not answer the ringing call, **Skip to next agent after x rings** will forward the call to the next available member after the number of rings configured.

For consistent operation of the Simultaneous Ringing call distribution policy, this option should be unticked.

- **Forward call after waiting**

When a call has been ringing on available members' phones for the configured number of seconds, this function will forward the call to the configured destination.

- This is also referred to as the “No Answer” forward.
- If Users are all busy on calls, the following Call Waiting behaviour is available:

- **Call Waiting**

When all the Members of a Hunt Group are busy the Call Waiting functionality will allow one call to “call wait” for the duration of the default Call Forwarding No Answer timer. Call waiting is not a queuing function.

- If the timer expires before the waiting call is answered by a member of the Hunt Group, the caller will receive busy tone.
- Hunt Groups can be assigned a set of User Features to enhance the functionality of the Hunt Group. For example, Call Forwarding Busy can be configured to forward calls to an alternative destination if all the Members of the Hunt Group are busy.
- For information about the Hunt Group Plus Feature, please refer to the Hunt Group Plus section below.

Users who are Members of a Hunt Group can have their own DDI/public phone number and receive calls independently of the Hunt Group. The User can configure their own features on their DDI number independent of the Hunt Group feature.

Note that any feature a User may have configured on their DDI number will not affect calls delivered from the Hunt Group.

Limiting Conditions

To maintain consistency of the configured call distribution policy when hunting through the list of Members, the calls presented to the Members by the Hunt Group may include, but are not limited to, the following feature interactions:

- **Call Forwarding (all types)**

- Incoming calls to the Hunt Group are never forwarded by any call forwarding feature assigned to a Member of the Hunt Group.

Call Forwarding
? Assistance

Always Settings

Always Forward Calls

Play Ring Reminder When Forwarding

* Forward To

Busy Settings

Forward Calls When Line Is Busy

* Forward To

- **Voice Mail**
 - Incoming calls to the Hunt Group are never forwarded by the voice mail feature assigned to a Member of the Hunt Group as this is a User Service – see above.
 - A Hunt Group can be forwarded on No Answer directly to an existing User's mailbox with the use of the Transfer directly to Voice Mail feature access code (*55).
- **Call Transfer**
 - A Member of a Hunt Group can Transfer or Blind Transfer a call received from the Hunt Group from their phone or using the Toolbar.
- **Call Waiting**
 - Any call to a Hunt Group is not affected by a User having Call Waiting set for their DDI number.
- **Multiple Hunt Groups**
 - A User can be a member of multiple Hunt Groups. If a call is presented to a User in the first Hunt Group but the User does not answer the call and the call is forwarded on no answer to the second Hunt Group where the User is also a member, the call will not be presented to the User a second time. The system will not allow a loop to occur. The system understands that the User did not answer the call the first time so will not present the same call a second time.

Where HuntGroupPlus is in use:

The optional short ringburst is not applicable to Do Not Disturb configured for Virtual Users such as Hunt Groups etc. The optional short ringburst is only applicable to Do Not Disturb when configured for an Individual User.

Configuration

A Group or Company Administrator can configure the Hunt Group feature using the Business Portal through the Site Feature Settings page under Hunt Groups. There is no limit to the number of Hunt Groups that can be created in a Site, and a particular User can be a Member of more than one Hunt Group.

The following attributes can be configured when creating a Hunt Group:

- **Group ID**
 - A unique identifier for the Hunt Group. Identifies and routes calls on the platform.
- **Group name**
 - This allows for selecting the name of the Hunt Group.
- **Calling Line ID First Name/Last Name**
 - This is prefixed to the caller ID delivered to the user when a call is terminated through a Hunt Group. A call from Bob Smith is presented to a User through the "Support" hunt group, the CLID appears as "Support – Bob Smith" on the User's phone.

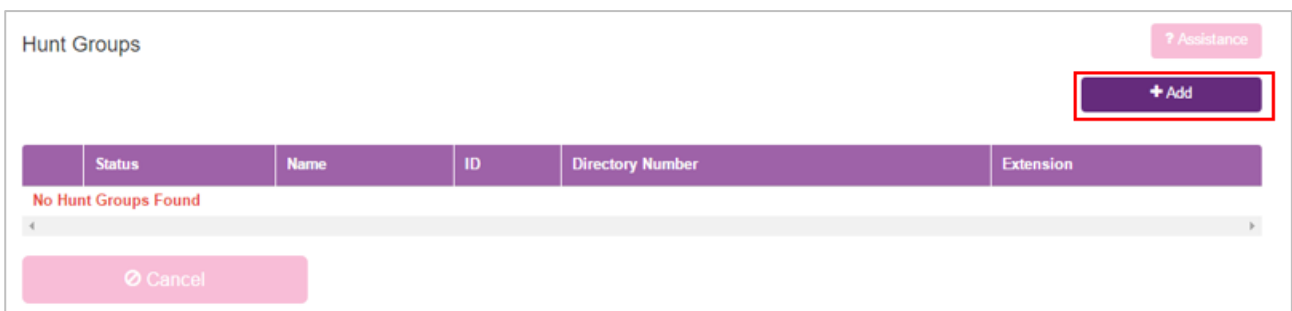
- **Group number**
 - This is the public number used to call the Hunt Group. This number must have been previously assigned to the Site and not used by another User or Feature.
- **Extension**
 - This is the extension that can be used by other Users in the Site to call the Hunt Group. By default, it is set to the last *n* digits of the group number, and can be modified by the administrator.
- **Group policy**
 - Select the hunting policy used by the Hunt Group.
- **Members**
 - Select the Members of the Hunt Group from among Users belonging to the Enterprise. An Enterprise is a Customer with more than one Site. The Members do not have to belong to the same Site as the Hunt Group.

Configuration – Add a New Hunt Group

Hunt Groups are a Site-level feature. Before you add a Hunt Group, the Group or Company Administrator will need to select the Site you want to create the Hunt Group under.

To create and configure a Hunt Group,

- Navigate to: **Sites** (select Site) > **Features** > **Hunt Groups**
- Click **Add**.



- Under Profile Details on the Add a New Hunt Group page, enter:

- **Hunt Group ID** – a unique ID with a minimum of six characters
- **Hunt Group Name** – a Name for the Hunt Group
- **Caller ID First Name/Last Name** – This is what will display on the Hunt Group members' phones for incoming calls

Under General Settings on the Add a New Hunt Group page, enter:

- **Feature Package** – usually **None** unless you want to add Hunt Group Plus – please refer to the next section.
- **Directory Number** – The phone number to be associated with the Hunt Group. This must be one of the valid phone numbers that has already been reserved to the Site.
- **Extension** – If required, give the Hunt Group an extension of the required length. The extension cannot already be in use within the Site.
- Under Call Settings on the Add a New Hunt Group page, set the Call Distribution policy (Hunting Policy).

Note that Call Waiting in a hunt group is not a queuing function.

The screenshot shows a 'Call Settings' form. The 'Call Distribution' dropdown menu is highlighted with a red box and is set to 'Regular'. Below it, there are several options: 'Enable Call Waiting' (unchecked), 'Skip To Next Agent After' (checked) with a value of '5' and a unit of 'Rings', and 'Forward Calls After Wait Time' (unchecked). There are also input fields for 'Wait Time' (with a unit of 'Seconds') and 'Forward To'.

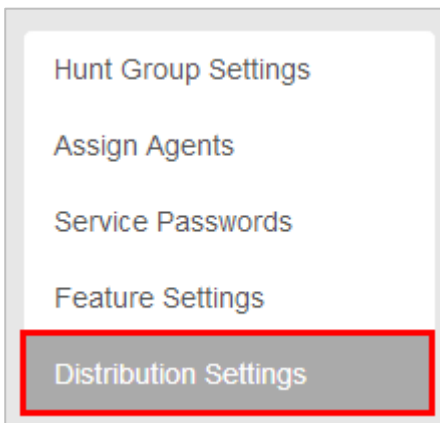
Call Distribution specifies how incoming calls are to be distributed within the hunt group.

The options are:

- **Regular**
 - The incoming calls to the Hunt Group start hunting with the first member in the list and hunts all the provisioned members sequentially until an idle agent is found or the end of the list is reached.

- **Circular**
 - The incoming calls to the Hunt Group start hunting with the member following the last member to receive a call. When the end of the list is reached, the hunting circles back to the first agent in the list. The hunting ends when an idle agent is found or all the agents have been visited.
- **Uniform**
 - The incoming calls to the Hunt Group are presented to the member that has been idle for the longest time.
- **Simultaneous**
 - The incoming calls ring all idle members in the Hunt Group. The call is connected to the first member to answer the call.
- **Weighted**
 - The incoming calls ring members in a pseudo-random fashion according to their relative weight. Members with a higher weight are assigned more incoming calls than members with lower weights.

If Weighted Call Distribution is selected, the option Call Distribution Settings becomes available in the Hunt Group Activities box on the left.



The weighted Call Distribution page is displayed. The Members assigned to this Hunt Group are listed.

Weighted Call Distribution

	Last Name	First Name	User ID
50 %			
50 %			
0 %			
0 %			
100 %			

Cancel
Save

- Enter a percentage into the appropriate field for each Member to determine the percentage of calls that each member will receive. The total weight for all Members must add up to one hundred percent (100%). If you have four Members in the Hunt Group and you assign them all 25% weight, the call distribution will be even among the Members. They will each receive 25% of the calls. If you assign one Member 40% and another 10%, the Member assigned 40% will get more calls than the Member assigned 10%.
- Click **Save**.

If required, select and configure the Call Forwarding No Answer settings.

Options are:

- Skip to next agent after x rings
- Forward calls to a specific number after set wait time.

Call Settings

Call Distribution

Weighted

Enable Call Waiting

Skip To Next Agent After

5 Rings

Forward Calls After Wait Time

Wait Time: Wait Time Seconds

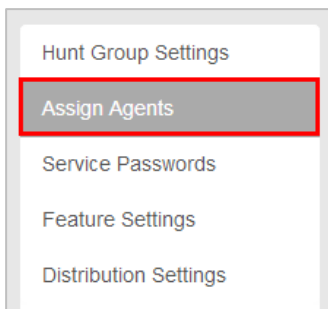
Forward To: Forward To

- Click **Save**.

Configuration – Add Members to a Hunt Group

Once you create a Hunt Group, you can assign Users (or “members”, or “agents”) to it. Calls received on the Hunt Group number are distributed among these Users based on the call distribution policy that has been set for the Hunt Group.

- **Sites** (select Site) > **Features** > **Hunt Groups**
- Select the name of the Hunt Group you wish to edit.
- Click **Assign Agents** in the Hunt Group menu on the left.



Assign Agents

Site: All

Available Users Filter ▼

<input type="checkbox"/>	Last Name	First Name	User ID
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>

+ Add

Assigned Users Filter ▼

<input type="checkbox"/>	Last Name	First Name	User ID	
<input type="checkbox"/>	^ v
<input type="checkbox"/>	^ v
<input type="checkbox"/>	^ v

✕ Remove

- Select the required Users from the Available Users table by using the appropriate checkbox in each row.
- Using the **Add** button, move Users from the Available Users table into the Assigned Users table. Users in the Assigned Users table become Members of the Hunt Group.
- To change the Hunting order of the Members in the Assigned Agents box, use the **Up** and **Down** buttons in each row.
- Click **Save**.

Hunt Group Plus

Description

Hunt Group Plus adds enhanced call forwarding functions when applied to the selected Hunt Group through the Business Portal.

Function

The enhanced functionality allows greater flexibility in how a Hunt Group can be deployed.

Forwarding the Hunt Group can be done from any location with internet access, meaning that you do not have to attend Site.

Hunt Group Plus – Features

- Alternative Numbers
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding Selective
- Calling Plans
- Custom Ringback User
- Do Not Disturb
- Selective Call Acceptance
- Selective Call Rejection

Configuration

- Navigate to **Sites** (Select Site) > **Features** > **Hunt Groups** (select Hunt Group if existing or Create a new one by Clicking **Add**)

Note that you can also navigate to an existing Hunt Group from the Site Dashboard.

- Scroll down to the General Settings box.

Forward Calls After Wait Time

Wait Time
30 Seconds

Forward To
0321

Cancel Save

General Settings

Feature Package
HuntGroupPlus

Language
English

Directory Number

Extension

- Select **HuntGroupPlus**.
- Scroll Down and Click **Save**.

Configure the Settings

- Select **Feature Settings**.

The screenshot shows the 'Feature Settings' page. On the left is a dark sidebar with navigation icons for Features, Feature Assignment, Profile, Device Management, and Dashboard. The main content area has a breadcrumb trail: 'Site Feature Settings / Hunt Groups / support Feature Settings'. Below the breadcrumb is a list of settings, each with an information icon and a 'Configure' button:

- Alternate Numbers
- Call Forwarding
- Call Forwarding Selective
- Calling Plans
- Do Not Disturb
- Selective Call Acceptance
- Selective Call Rejection
- Voice Portal

Alternative Numbers

The screenshot shows the 'Alternate Numbers' configuration page. The breadcrumb trail is 'Site Feature Settings / Hunt Groups / support Feature Settings / Alternate Numbers'. The page title is 'Alternate Numbers'. There is a checked checkbox for 'Use Distinctive Ring Patterns'. Below this is a section for 'Numbers' with a '+ Add' button. A table header is visible with columns: 'Alternate Number', 'Extension', and 'Ring Pattern'. Below the header, it says 'No Alternate Numbers Found'. At the bottom, there are two buttons: 'Cancel' and 'Save'.

Allows a single Hunt Group to accept incoming calls from up to 10 other incoming numbers not already assigned to a user or feature.

Reduces complexity and costs where the same group of users will be answering the incoming calls the same way for different numbers..

Choose one of four distinctive ring patterns for each Alternative Number to assist Hunt Group Users to distinguish between the Alternative Numbers.

Call Forwarding

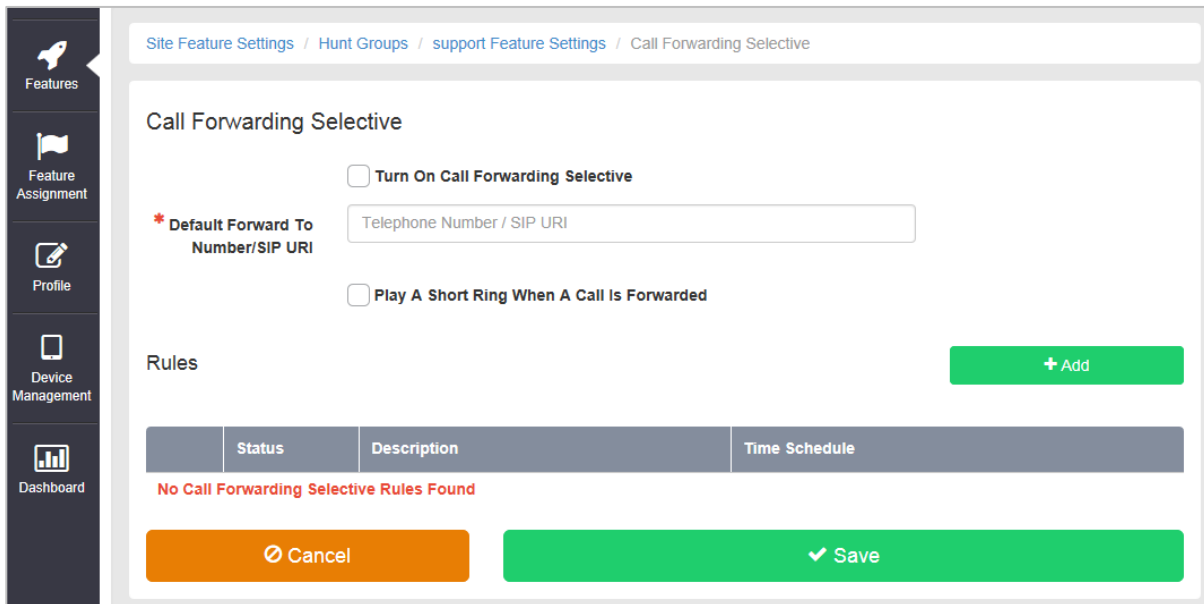
Call Forwarding Always

Useful for important numbers where Disaster Recovery scenarios are important. A Group Administrator can access the business portal to divert the Hunt Group to another number and/or location if the office is inaccessible to employees, (weather, traffic, building closures, etc.), seamlessly maintaining service.

Call Forwarding Busy

During high call volume periods when all Hunt Group users are on a call, the Hunt Group call can be forwarded to another destination.

Call Forwarding Selective



Allows granular call forwarding based on Time Schedules and incoming CLI. Forward VIPs based on their incoming CLI to another group or a supervisor. Forward calls based on a Time Schedule to another destination or directly to a user’s Voice Mail box. Very useful if your customer requires after-hours calls to be handled by on call personnel or be sent to Voice Mail.

Combine CLI and Time Schedules to create granular rules to call forward specific callers to specific destinations at specific times of day.

Calling Plans

The screenshot shows the 'Incoming Calling Plans' configuration page. On the left is a navigation sidebar with icons for Features, Feature Assignment, Profile, and Device Management. The main content area has a breadcrumb trail: 'Site Feature Settings / Hunt Groups / support Feature Settings / support Incoming Calling Plan'. Below this, the title 'Incoming Calling Plans' is followed by a 'Custom Settings' checkbox. There are four dropdown menus: 'Within Group' (set to 'Allow'), 'Outside Group' (set to 'Allow'), 'Collect Calls' (set to 'Allow'), and 'Overs' (set to 'Block'). At the bottom are two buttons: an orange 'Cancel' button and a green 'Save' button.

Calling Plans can be used to block calls from predefined locations. It can be used with the Site Calling Plan feature, where you can define dialling codes or individual numbers you wish to block from accessing the users in the Hunt Group.

Custom Ringback User

This feature allows a Hunt Group to play alternative audio to all calls made to the Hunt Group. This replaces the traditional ringing audio that the User would hear.

The screenshot shows the 'Custom Ringback User' configuration page. The breadcrumb trail is: 'Site Feature Settings / Hunt Groups / Testsdtds Feature Settings / Custom Ringback User / New Custom Ringback User Rule'. The title is 'Custom Ringback User' with a sub-section 'Add New Rule'. There are two input fields: '* Description' with the value 'Test' and 'Time Schedule' with the value 'Every Day All Day (Employee)'. At the bottom are three buttons: an orange 'Cancel' button, a green 'Save' button, and a green 'Save & Add More Details' button.

To configure Custom Ringback User, follow these steps:

- Select the **Configure** button against Custom Ringback User.

- Select the +Add button



- Enter a Description.
- Select a **Time Schedule**, selecting the Every Day All Day (Employee) option will play the announcement every day at anytime, subject to further rules defined below,
- Select **Save & Add More Details** to upload the audio file and restrict ringback to specific call types.
- Upload a pre-recorded **File**, up to a maximum file size of 1Mb. *Do not use the URL option as this is being deleted shortly.*
- If adding call type restrictions,
 - Select **Only These Numbers**, followed by **Private Numbers** if you want to only play the announcement to withheld numbers.
 - Select **Only These Numbers** and **Unknown Numbers** if you want to block unknown numbers.
 - Type in a specific number into the **Add Phone Number** box and select the + button. You can add up to 12 specific numbers.
- Once finished, select the **Save** button.

Phone Numbers

Accept Calls From All Phone Numbers
 Only These Phone Numbers

Private Numbers
 Unknown Numbers

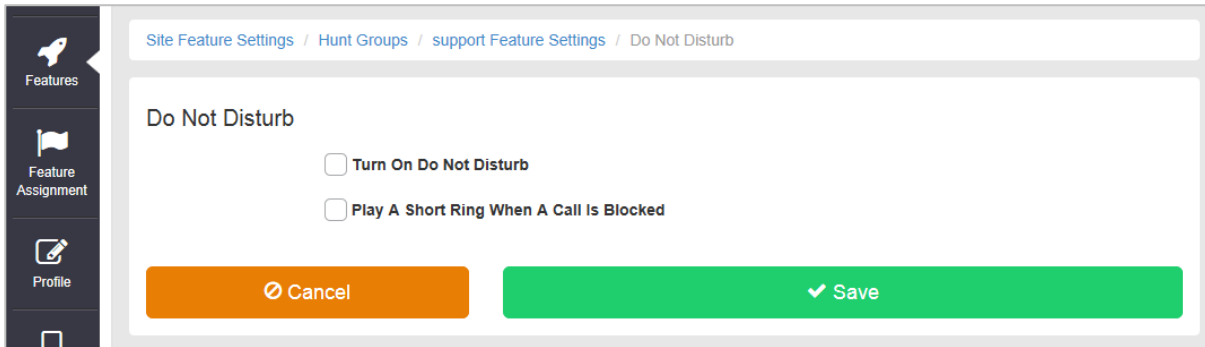
Specific Numbers

Maximum Allowed 12

Add Phone Number

Phone Number
No Numbers Have Been Added Yet

Do Not Disturb

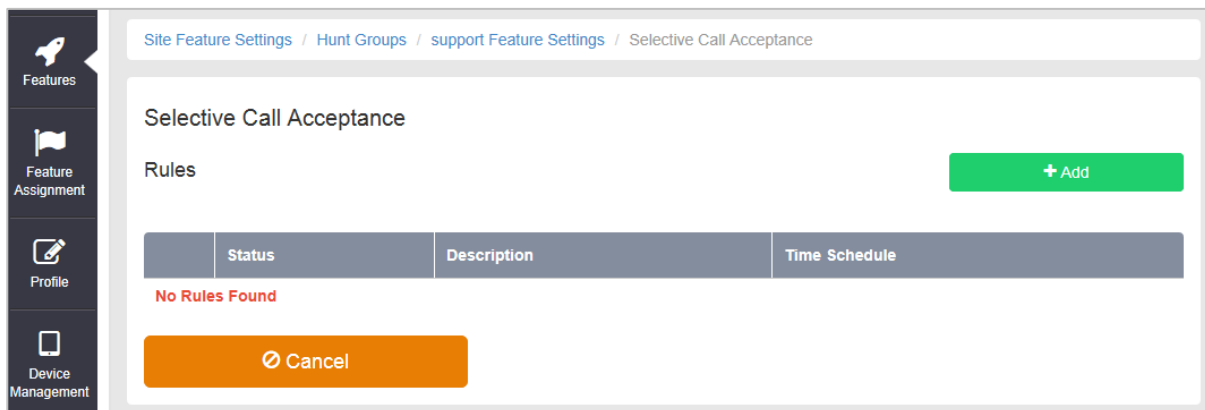


Do Not Disturb can be set on the selected Hunt Group. This feature will block all inbound calls and plays busy tone back to the inbound caller.

Do Not Disturb will override any other call forwarding feature or any other Hunt Group settings.

Note that Play A Short Ring When A Call Is Blocked is not active within a Hunt Group. Please do not select it.

Selective Call Acceptance



Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Acceptance determines which incoming numbers are allowed to call the Hunt Group.

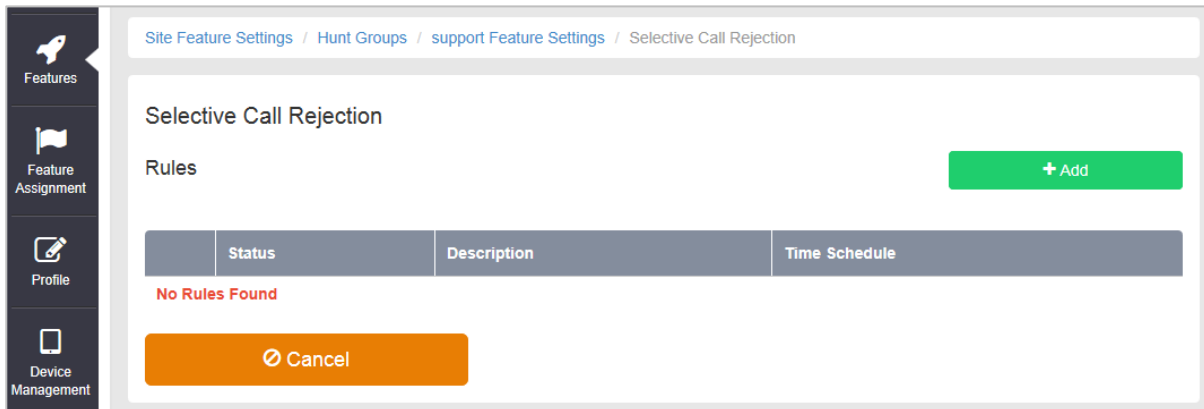
Only numbers in the list will be answered by the Hunt Group users. Callers from all other numbers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls.

A Time Schedule can be applied to only accept calls during certain time periods.

Combine CLI and Time Schedules to create granular rules to allow specific callers to call the Hunt Group only at specific times of day.

This allows a Hunt Group to be set up specifically to handle calls from existing customers and/or VIP customers only. It can help to guarantee service levels to these specific groups of callers.

Selective Call Rejection



Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Rejection performs a call screen function that determines which incoming numbers are not allowed to call the Hunt Group.

Prevent your Hunt Group users from receiving nuisance calls from known numbers ensuring that they are available for your new and current customers.

Numbers in the list will not be answered by the Hunt Group users. Callers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls.

A Time Schedule can be applied to only reject calls during certain time periods.

Combine CLI and Time Schedules to create granular rules to restrict specific callers from calling the Hunt Group at specific times of day, allowing your more important callers through.

Music on Hold

Description

The Music On Hold Feature allows a Group or Company Administrator to set up and maintain an audio source that can be broadcast to held callers in various scenarios, such as Call Park and Call Hold, etc.

You can use the Music On Hold feature to broadcast music, (or any other specific audio message, such as advertising) to callers who are put on hold using the Call Hold and Call Park features.

Function

Music On Hold is a Site feature that allows the Group or Company Administrator to set up an audio media source that can be broadcast to held callers in various scenarios.

The Music On Hold feature is made up of two components:

- **Media Source Component**
 - The Media Source is provided by the Group or Company Administrator by uploading custom media files on the system. These media files are played back to held callers of applicable features.
 - Virgin Media Business Cloud Voice have a default Music On Hold audio file that will be played back to callers if the feature is turned on and a custom file is not uploaded.
- **Broadcast Component**
 - The Broadcast Component allows the Group or Company Administrator to enable selected features to use Music On Hold so that callers held through these features are played back the configured media source.

The following services can be enabled to use the Music On Hold feature:

- **Call Hold**
 - This includes calls held by activation of a flash service or by the Toolbar
 - This includes the Automatic Hold/Retrieve feature
- **Call Park**
- **Call Waiting**
 - This includes calls held by activation of a flash service or by the Business Assistant Enterprise – Toolbar
- **Consultation Hold**
 - This includes Call Transfer and Three-Way Calls.

When no Music On Hold media file is specified or if Music On Hold is turned off for one of these features, the held or parked caller hears silence.

Function – Call Hold and Call Park

The Call Hold and Call Park features use the audio source specified through the group Music On Hold feature page on the Business Portal. The page also allows for selectively activating and deactivating Music On Hold for either Call Hold or Call Park.

The music source can be the Virgin Media Business Cloud Voice system-provided audio file, or a custom audio file selected by the Group or Company Administrator and uploaded to the system.

The music file uploaded by the Group or Company Administrator must be μ -law .wav files that are:

- A minimum length of five seconds; any less will result in the music file not repeating itself, and instead will just play one loop.
- A maximum of ten minutes in length.
- The maximum size of this file is 1MB.
- The format for this file must be CCITT u-Law WAV with 8 kHz, 8 Bit, Mono attributes.

Function – Call Centre

Each Call Centre can define and use its own custom Music Source. As for Call Hold and Call Park, the Music Source for each Call Centre can be the Virgin Media Business Cloud Voice default system source, or a custom Music Source uploaded by the Group or Company Administrator.

The same format requirements apply for the Call Centre Music On Hold:

- The format for this file must be CCITT u-Law WAV with 8 kHz, 8 Bit, Mono attributes.
 - The length of the audio file is limited to five minutes and its maximum size is 1MB.

Configuration

Configuration – Call Hold and/or Call Park

You can use the Music On Hold Configuration page to enable or disable the feature and to specify the source for the music.

You can choose to enable or disable the feature for calls that are put on Hold using the Call Hold and/or Call Park features. You can specify whether you want to use the music that the Virgin Media Business Cloud Voice service provides by default or to upload a custom Waveform Audio (WAV) file that contains your own music or message.

The Group or Company Administrator can activate and deactivate the Music On Hold feature through the Business Portal Site Feature Settings page under Music On Hold.

- Navigate to: **Sites** (select Site) > **Features** > **Music on Hold**
- Tick the boxes relevant to the features you want to enable Music On Hold for:
 - Play music for call on Hold and/or
 - Play music for Parked calls

- Select **System** or **Custom** for the Music On Hold source.
 - **System** will play the default Virgin Media Business Cloud Voice service Music On Hold
 - **Custom** will allow you to upload your own music or audio message
- If you select **Custom**, click **Browse** to Load Custom Music File.

The file you select must be a CCITT-compliant, μ -Law-encoded, 8 Bit WAV file with mono sound, a maximum sample rate of 8 kHz, and a maximum file size of 4.6MB.

- Click **Save**.

Configuration – Call Centre

To select the Music On Hold source for a Call Centre the Group or Company Administrator can choose either the System or Custom Music On Hold through the Business Portal Site Feature Settings page under Call Centre – Announcements. If a Custom source is selected, the file can be uploaded here.

- Navigate to: **Sites** (select Site) > **Features** > **Call Groups** > Call Centre (select Call Centre)
- Select **Announcements** from the menu on the left.

- Under On Hold Message, select the required radio button.
 - **System** will play the default Virgin Media Business Cloud Voice service Music On Hold
 - **Custom** will allow you to upload your own music or audio message

- If **Custom** is selected, click **Browse** to load the Custom file.
- File type is CCITT u-Law WAV with 8 kHz, 8 Bit, Mono attributes.

The length of the audio file for the On Hold Message is limited to five minutes and its maximum size when uploaded through the Business Portal is 1MB.

- Click **Save**.

My Room Bridge

Description

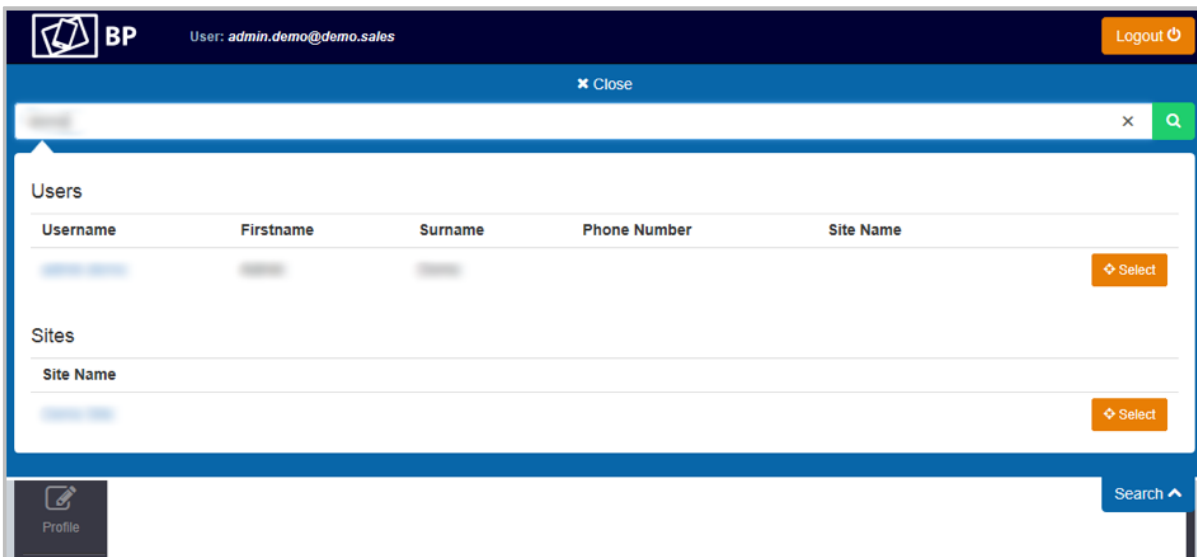
My Room Audio Conferencing provides Personal Audio Conferencing for up to eight attendees per conference. It is a reservationless audioconferencing service that can be accessed from any phone, anywhere. You conduct the conference as the Chairperson.

Function

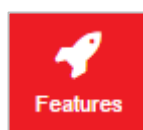
The UC Team User Add-On includes the My Room Conferencing 8 feature, which provides a feature-rich, personal Audio Conferencing service for up to eight participants. In order for Users with the UC Team Add-On to access the Audio Conferencing service via a Conference Bridge, a My Room Bridge needs to be configured at the Site level:

Configuration

- Using the Live Search facility type in name of the Site you wish to amend.
- Use the **Select** button to select the desired Site from the list shown.

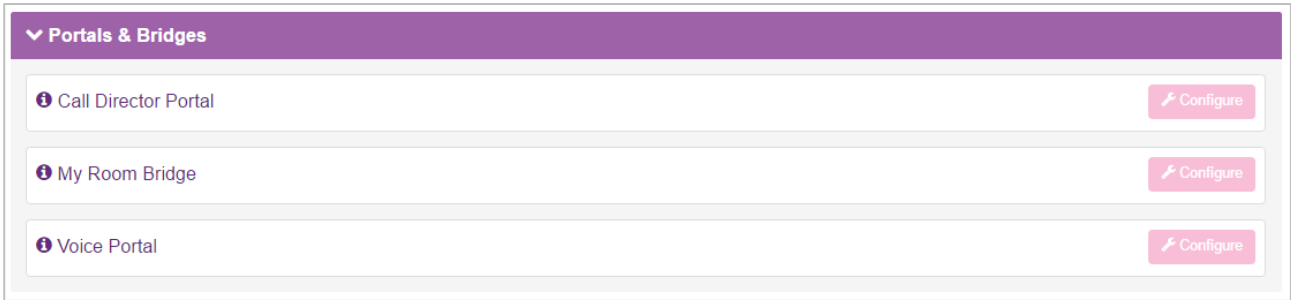


- From the sidebar select



Features.

- Scroll down to Portals & Bridges and select **Configure My Room Bridge**.



- Enter a Name, CLI First and Last Name, select a Telephone Number to apply and enter an Extension Number for the My Room Bridge:

- Click **Save**.

The My Room Bridge has now been created under the Site. This will be the Audio Conferencing Bridge for all Users that have the UC Team Add-On, which includes the My Room Conferencing 8 feature. Users and external parties can dial into the My Room Bridge from any phone, on any network to participate in an Audio Conference. The My Room Conferencing 8 feature is highly integrated with the Cloud Voice Platform as a Personal Audio Conferencing solution.

Phone Services

Description

This feature provides a method of pushing down common contacts (in Company and/or Group Directories) to the devices of one or many Users under a Site.

Note:

- When selecting Phone Services for Sites, tick apply Company Directory however, when selecting Phone Services at a User level, **do not tick** Company Directory again as this will cause duplication.
- When you make a change to the Group or Company Directory, you must disable phone services before updating.

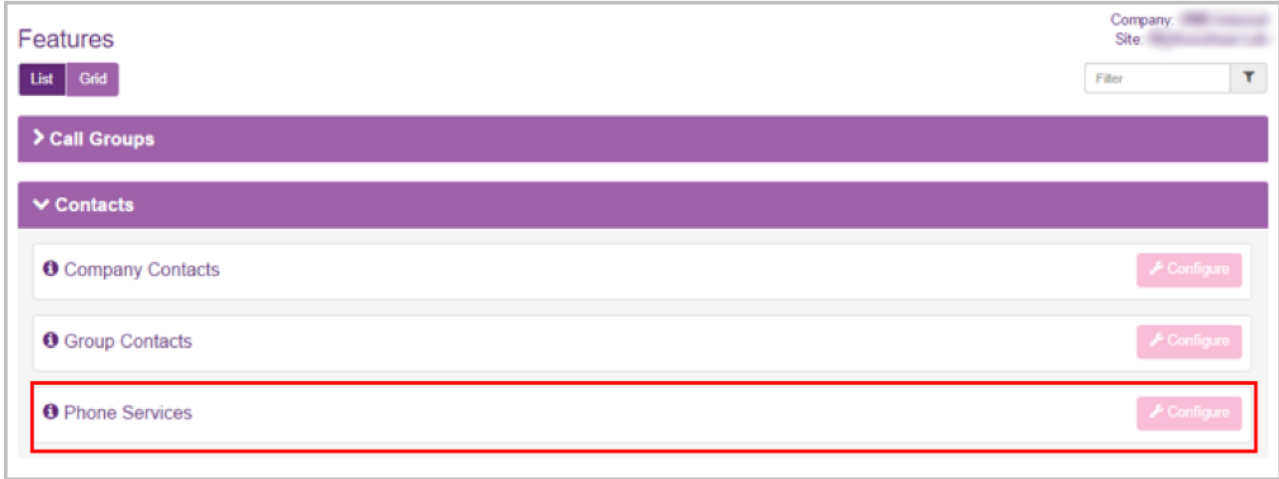
Function

Administrators can use this feature to select which Company Contact Directory and/or the Group Contact Directory is integrated with the Users under the Site. In order for this to apply the Users must have Phone Services enabled and the Phone Directory turned On.

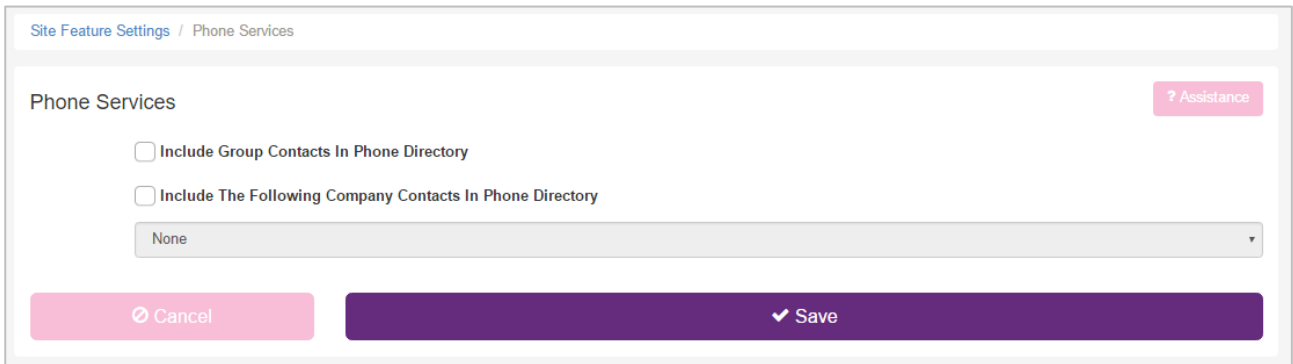
Configuration

The Site Level Phone Services feature is available to configure in the Business Portal under:

- Navigate to **Sites > Features > Contacts > Phone Services**



- Click **Configure**.



Tasks	Details
<p>Configure which Directories are integrated:</p>	<p>Select from the following:</p> <ul style="list-style-type: none"> ▪ Include Group Contacts in the Phone Directory. <p>And/or</p> <ul style="list-style-type: none"> ▪ Include the following Company Contacts in the Phone Directory, and then select the directory from the dropdown list. <p>Note that the list of company contact directories may be empty if none are configured for the Site, in which case the only valid option in the dropdown is None.</p>
<p>Save your changes or exit without saving.</p>	<p>To save your changes, click Save.</p> <p>To exit without saving, select another page or click Cancel to display the previous page.</p>

Site Feature Settings / Phone Services

Phone Services ? Assistance

Include Group Contacts In Phone Directory

Include The Following Company Contacts In Phone Directory

None

Series Completion

Description

The Series Completion feature allows you to create a Call Forward Busy Chain that handles calls to lines that are busy by hunting for a free line using a specified, ordered list of Users. When it encounters a call to a User whose line is busy, it uses the order of names in the list to hunt for a User whose line is idle.

When a call attempts to terminate on one of these Users and finds a User busy, the call overflows to the next User on the list, until an idle User is found or the end of the list is reached.

Function

The Series Completion feature provides a special hunting capability that is well suited to support a key telephone system (KTS).

Unlike Hunt Groups, which use separate phone numbers to distribute calls, all calls to any number in the list will trigger the hunting capability. Series Completion is initiated for any call terminating on a member of the Series Completion Group.

A Series Completion group can be viewed as a Call Forward Busy Chain among selected members of a group.

If you are using Series Completion to support a key telephone system, other complementary services can also be assigned to Users in the Series Completion Group, because Series Completion uses User features.

For each list, you need to specify a set of Users and the order in which the feature is to alert their respective lines if a call is placed to a User in the list whose line is busy.

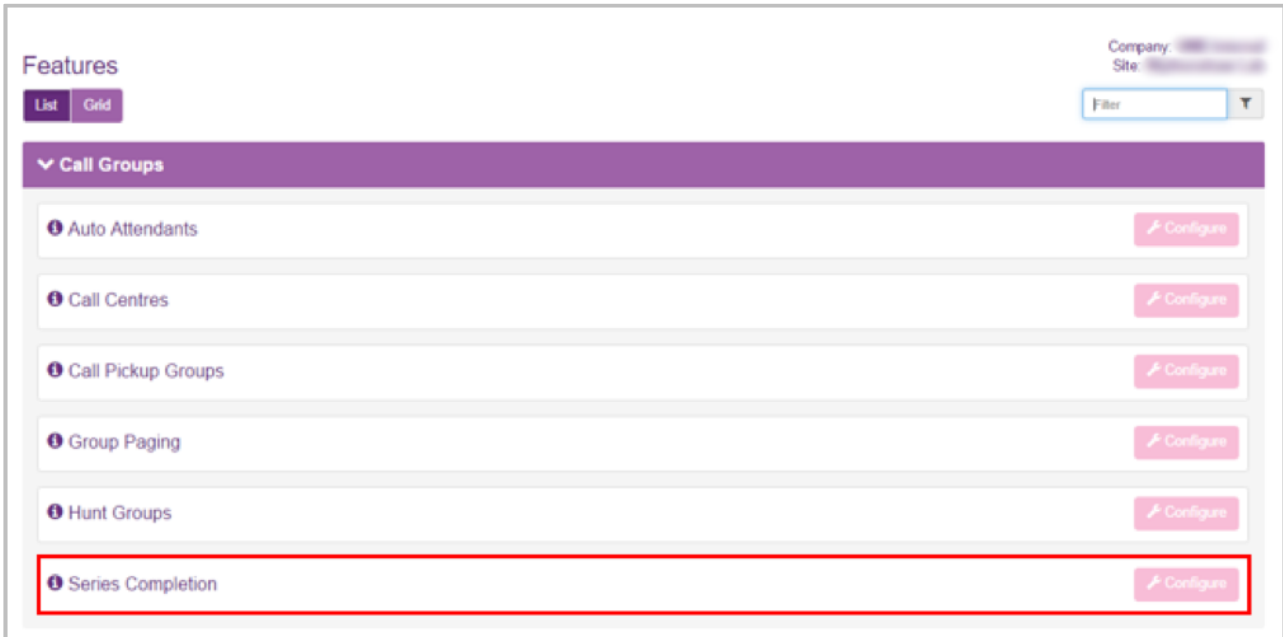
Calls to Users who are not included in Series Completion lists are not handled by the Series Completion feature.

Configuration

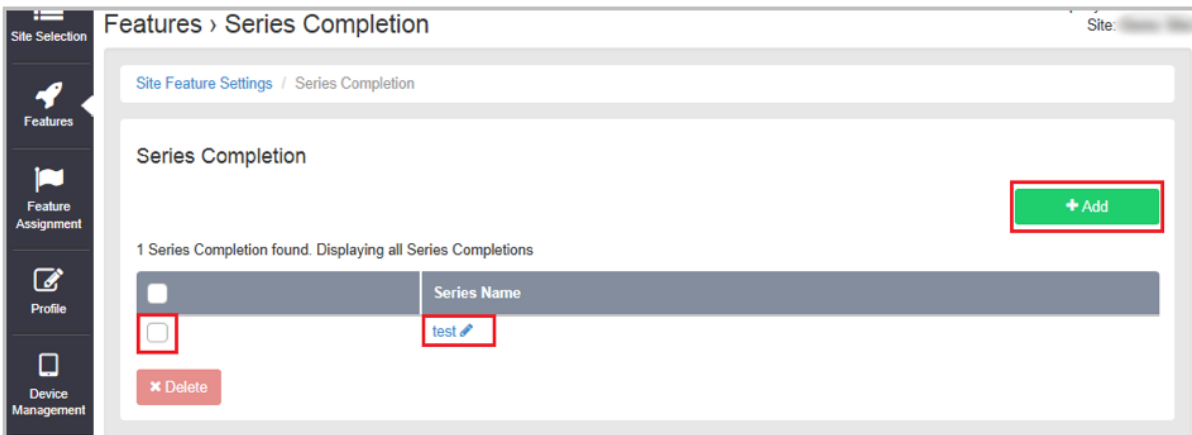
The Series Completion configuration page allows the Group or Company Administrator to add, edit and delete Series Completion lists of Users that make up the Series Completion Group.

The Group or Company Administrator can configure the Series Completion feature through the Business Portal Site Feature settings page, under **Series Completion**.

- Navigate to: **Sites** (select Site) > **Features** > **Call Groups** > **Series Completion**



- Select **Configure**.



- To add a new entry, click **Add**.
- To edit an existing entry select the Series Name.
- To delete an entry select the left-hand tick box and then click **Delete**.

Series Completion

*** Series Name**

Available Users Filter

	Last Name	First Name	User ID
<input checked="" type="checkbox"/>	Test	Test	00000000000000000000
<input type="checkbox"/>	Test	Test	00000000000000000000
<input type="checkbox"/>	Test	Test	00000000000000000000
<input type="checkbox"/>	Test	Test	00000000000000000000
<input type="checkbox"/>	Test	Test	00000000000000000000
<input type="checkbox"/>	Test	Test	00000000000000000000

+ Add

Assigned Users Filter

	Last Name	First Name	User ID	
<input type="checkbox"/>	Test	Test	00000000000000000000	^ v
<input checked="" type="checkbox"/>	Test	Test	00000000000000000000	^ v

✕ Remove

Cancel
Save

- To add a user, select the user in the Available Users list and click **Add**.
- To remove a user, select the user in the Assigned Users List and click **Remove**.
- Once all configuration changes are complete, click **Save**.

Site Intercept

Description

Typically this feature allows calls routed to a line that has been decommissioned to be intercepted with an informative announcement and alternative routing options (for example, “This number is no longer in service. To talk to an operator, press 0.”).

Site Intercept can also be useful if you are unable to reach the office for unforeseen disaster reasons, such as severe flooding, and you want to inform your callers that the office is closed.

The feature may be used to decommission a single User, or an entire Site. Please refer to *User Intercept* in the *User Features Guide*.

Function

If the Site Intercept feature is assigned to a Site and configured, then incoming calls to the Site are intercepted and played an announcement. If configured, this announcement plays back a new destination number to the caller and offers to connect the caller to this new number or to simply transfer to an alternative destination.

A User is prohibited from making outgoing calls when the Site Intercept feature is configured; only emergency and repair calls are permitted. All other outgoing call attempts are rejected and the User is played an announcement.

The Site Intercept feature allows three types of incoming call interception:

- **Static**
 - An out-of-service announcement is played twice followed by a fast busy treatment.
- **Hear new destination**
 - The out-of-service announcement is complemented with the playback of the User’s new phone number.
- **Connect to new destination**
 - After hearing the new phone number, the caller can press **0** to be immediately transferred to the configured destination.

Configuration

Group/site Intercept feature can only be configured by a Virgin Media Business Administrator in the Business Portal therefore please contact Virgin Media Business to enable this feature.

Limiting Conditions

On a Site that has the Site Intercept feature enabled, Users cannot place outgoing calls (with the exception of emergency calls).

If a User has User Intercept enabled and configured this will override the Site Intercept announcement and the configured destination.

Time Schedules

Description

The Time Schedule feature can be used to define Time Schedules that can be applied to the features used by the Site. The Time Schedules you create for a Site are visible to and can be used by its Site features and End Users.

Create a Time Schedule if you want a feature to use different behaviour during business and non-business hours, or at different times during the day to handle calls during peak times, or times where Users are routinely unavailable.

For example, if you apply a Time Schedule to an Auto Attendant you can present different menu options or capabilities to incoming callers based on what day and/or time of day they called.

Function

Time Schedules you define can be used for the following features:

- Auto Attendant
- Call Notify
- Selective Call Acceptance
- Selective Call Rejection
- Distinctive and Priority Ringing
- Call Forwarding Selective

Each Time Schedule consists of up to 20 date or time ranges for a week. Depending on the feature to which you intend to apply it, you can use Time Schedules to perform tasks like distinguishing between business hours and after hours for an Auto Attendant or for identifying Call Centre hours.

By default, all undefined periods are designated as non-business hours or “after hours”. If you apply a Time Schedule to an Auto Attendant that has different behaviour defined for handling calls during business hours and after hours, the Auto Attendant uses the appropriate behaviour based on the selected Time Schedule.

A Time Schedule will only apply to a feature if you select it from the Time Schedule list when you create or edit that particular feature.

Configuration

The Group or Company Administrator can create and edit Time Schedules for use by Auto Attendants, Call Notify, Selective Call Acceptance/Rejection and Priority ringing through the Business Portal Site Feature Settings page, under Time Schedules.

- Navigate to: **Sites** (select Site) > **Features** > **Time Schedules**
- Click **Add**.

The screenshot shows the 'Time Schedules' page. At the top right, there is a '? Assistance' link and a '+ Add' button. Below this is a table with one row. The table header is 'Time Schedule Name'. The table body contains the text 'No Time Schedules Found'.

- Enter a name for the Time Schedule in the **Time Schedule Name** box.

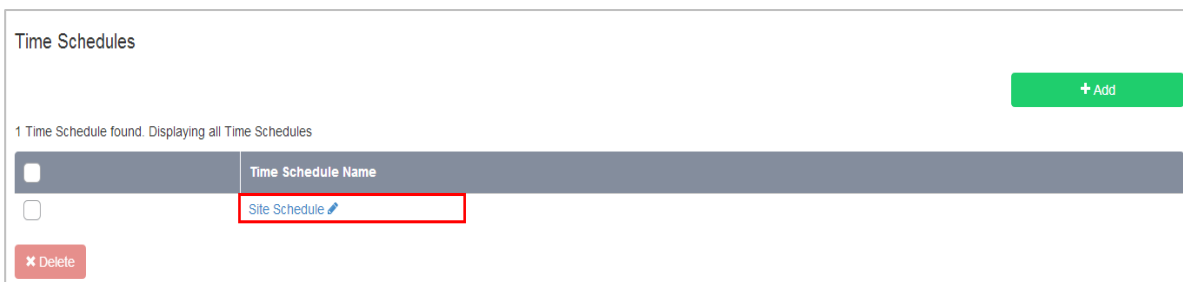
The screenshot shows the 'New Time Schedule' form. At the top right, there is a '? Assistance' link. The form contains a text input field for 'Time Schedule Name'. Below this is a table with four columns: 'Start Day', 'Start Time (HH:mm)', 'End Day', and 'End Time (HH:mm)'. The first row of the table is highlighted with a red box. Below the table is a '+ Add Another' button. At the bottom of the form, there are 'Cancel' and 'Save' buttons, both highlighted with red boxes.

Use the fields provided to specify up to 20 time ranges over the course of a given week. Please note that only five rows are visible in the table by default. To add more, simply use the **Add Another** button.

- Each line in the list represents one period
- The time schedule is applied on a weekly basis

- A 24-hour clock is used.
- The time separator is a colon.
 - Start Day – The day of the week on which the time period will begin
 - Start Time – The time of day at which that time period will begin
 - End Day – The day of the week on which the time period will end
 - End Time – The time of day at which that time period will end
- Click **Save**.

The Time Schedules are displayed with a link to your new Time Schedule.

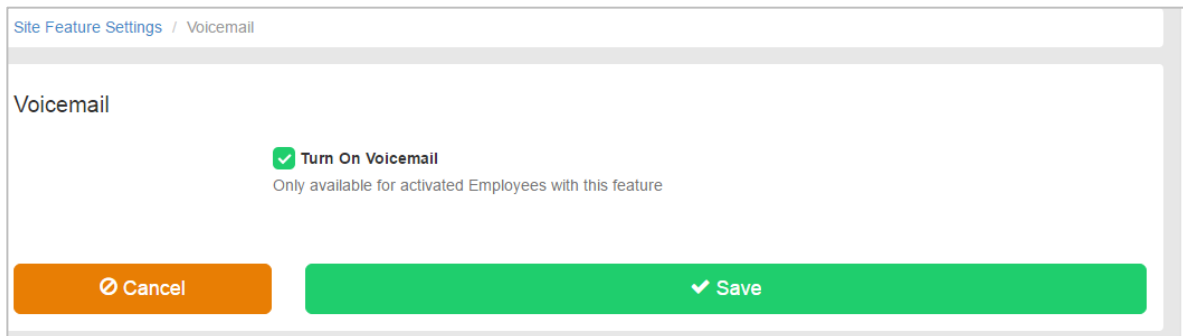


Voicemail (Site)

Description

The Voicemail Site feature allows the Group or Company Administrator to configure whether Voicemail is enabled or disabled for each Site.

This feature **should not be changed** as it is auto-populated as “Turn On Voicemail”.



Function

Enabled Voicemail for Users on the Site.

Configuration

As per the above, this configuration should not be changed and the setting must stay as Turn On Voicemail.

Voice Portal

Description

The Voice Portal provides an Interactive Voice Response (IVR) application that can be called by Users of the Site from any phone, to manage some of their features.

The Group or Company Administrator can also use the Voice Portal to record new greetings for a Site's Auto Attendants.

Function

The Voice Portal provides a convenient way for Company/Group Administrators and Users to manage some of their features from any phone. To access the Voice Portal menu a User will dial either the number of their Site Voice Portal or a configurable feature access code.

The Voice Portal allows a Company or Site Administrator to assign a telephone number to a central IVR function which when phoned will allow them to:

- Record Auto Attendant Announcements (Group or Company Administrator only) as an alternative to using the Business Portal
- Record a Voice Portal greeting that users will hear when they dial into the service

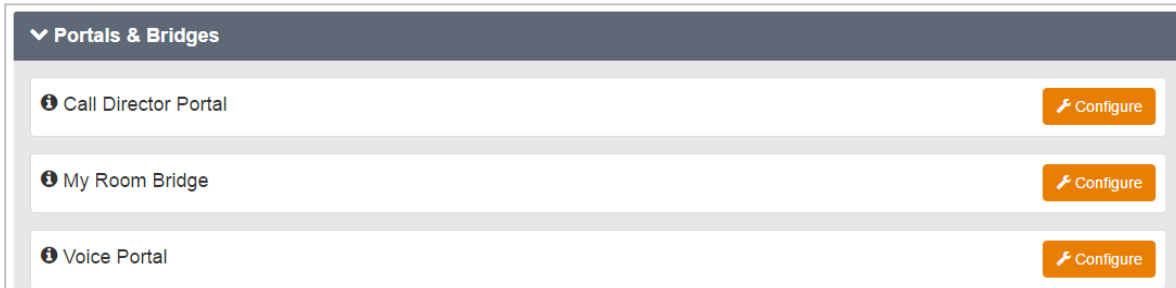
The Voice Portal allows a User to phone a central IVR function which will allow them to:

- Record a personalised name/greeting for CommPilot Express, where they have access to the Toolbar application.
- Select and make active a CommPilot profile that has been preconfigured through the Toolbar
- Login and logout of a Hot Desking Host phone, where the User has a Mobile User licence and has configured Hot Desking Guest
- Modify their Voice Portal passcode

Configuration

To configure this feature the Company Administrator should navigate to:

- Sites (select Site) > Features > Portals & Bridges > **Voice Portal**



- Check the **Turn on Voice Portal** box to enable the Voice Portal
- Check the **Alias** button if you want Users, not dialling in from their own phone, to have to enter their full telephone number when challenged. If not checked, they will only need to enter their extension number.
- The **Use Voice Portal Wizard** button is automatically checked and we recommend you keep this turned on. This assists a User when they first dial into the Voice Portal by guiding them to change their passcode.
- Enter a name for the Voice Portal
- Select a number from the Directory Number dropdown which will provides the central number that users can call.
- Extension number will pre-populate with the last digits of the phone number to match the extension length policy. This can be changed if necessary by overtyping it. This extension number will allow a user to short code dial into the Voice Portal from their Cloud Voice phone.
- Ensure the time zone is BST/GMT (not GMT)
- Language is automatically set to English and cannot be changed
- Enter and reconfirm a numerical Voice Portal Administrator password. This is used to log into the Voice Portal administration area to set-up a greeting and to change Auto Attendant greetings.

- Click **Save**.

An administrator can now dial into the Voice Portal from:

- A registered device, but the Auto Login from phone option must be turned off against their account, and they will need to push the * key.
- Any other phone

They then need to:

- Enter the extension number of the Voice Portal (not the users extension number)
- Enter the Voice Portal password (set against the Voice Portal Site feature) followed by the # key.

Once a User passes security, they are presented with the following options:

- Push **1** to change Auto Attendant greeting:
 - Push **1** to change Business Hours greeting
 - Push **1** to record a new announcement
 - Push **2** to listen to the current announcement
 - Push **3** to default back to the system announcement
 - Push **2** to change After Hours greeting
 - Push **1** to record a new announcement
 - Push **2** to listen to the current announcement
 - Push **3** to default back to the system announcement

- Push **2** to change the Voice Portal greeting that Users will hear when they dial into the Voice Portal (referred to as Branding Configuration menu)
 - Push **1** to change Voice Portal greeting
 - Push **1** to record new greeting
 - Push **2** to listen to current greeting
 - Push **3** to revert to default system greeting

- Push **8** to change the Voice Portal administrator password

Please note, the Voice Portal telephone number, for personal use by Users, is not sent so you will need to arrange to pass this to any Users that require it. We also recommend that you change the personal greeting.

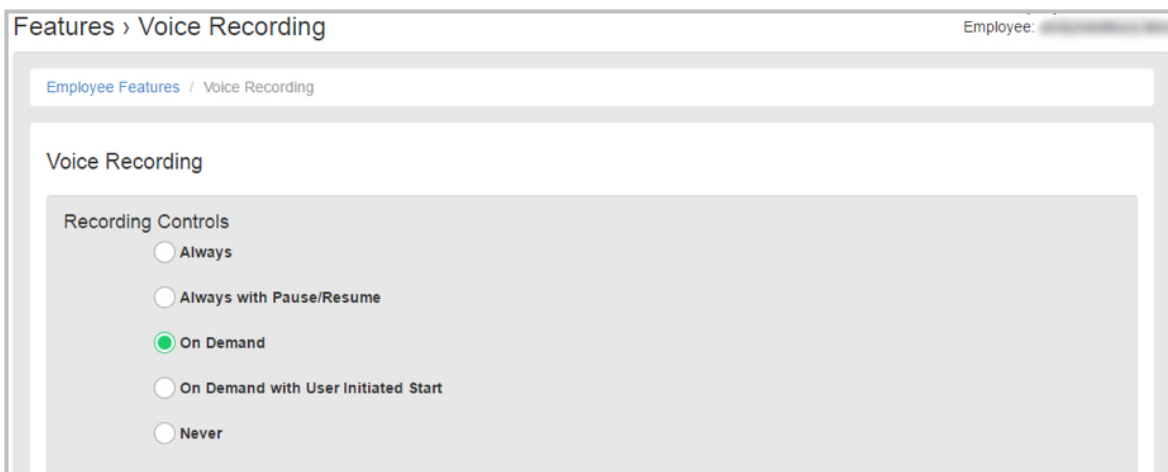
Voice Recording

Description

The Voice Recording Site setting enables an administrator to bulk disable User/s from changing/over-riding their Voice Recording controls.

Function

An administrator is able to select a recording policy from one of the options below. Likewise Users can also change the setting to whatever they desire. In some instances an administrator may not want their Users to be able to change these settings. Using this Site feature, an administrator can use a bulk function to restrict some or all users from changing this setting.

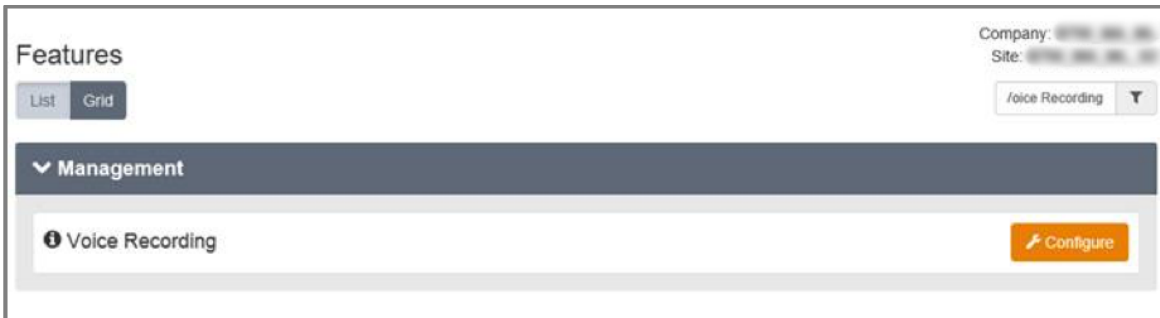


In addition, an Administrator can also disable this directly under the Employees page as per the screenshot below.

Configuration

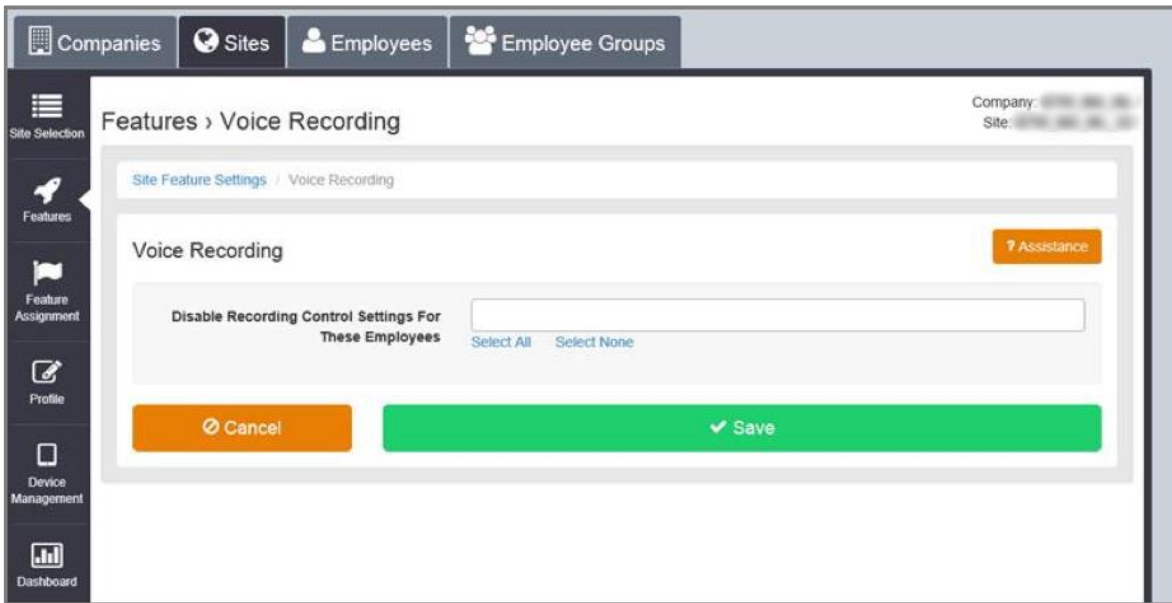
This feature is available to configure in the Business Portal by navigating to:

- Sites > Features > Call Control > Voice Recording



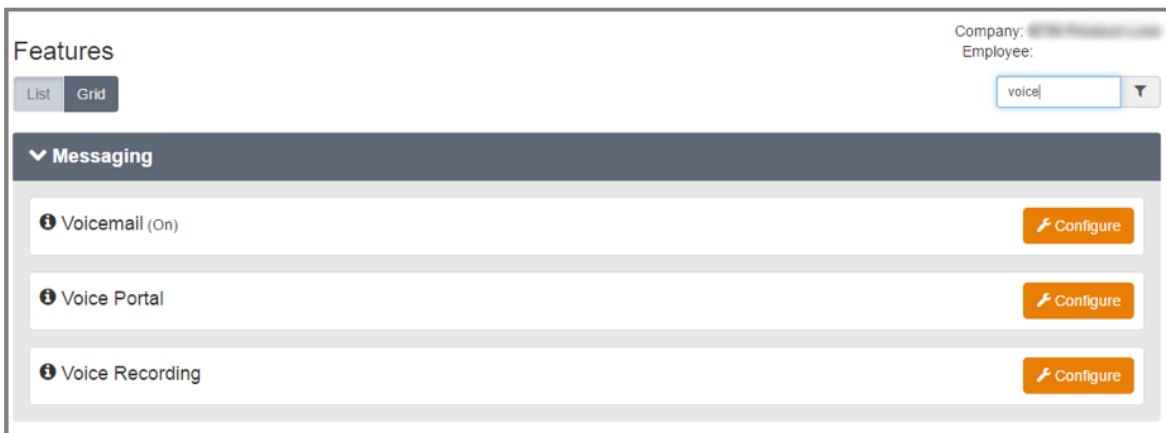
To configure, follow these steps:

- Select the **Configure** button.
- In the **Disable Recording Control Settings for These Employees** box, select one of the following options:
 - **Select All** will add all Users from the Site and allow you to restrict all Users, likewise you can select all then remove any you don't want included.
 - Click into the field and it will display all Users, click on one to add
 - Click into the field and start typing the name of the User, then click on one to add
 - To remove Users from the restriction, click into the Users field and click x on the User to be removed.
 - Click **Select None** to remove all Users from the group



Alternatively if you just want to restrict one User whilst you are administering features against a User, navigate to:

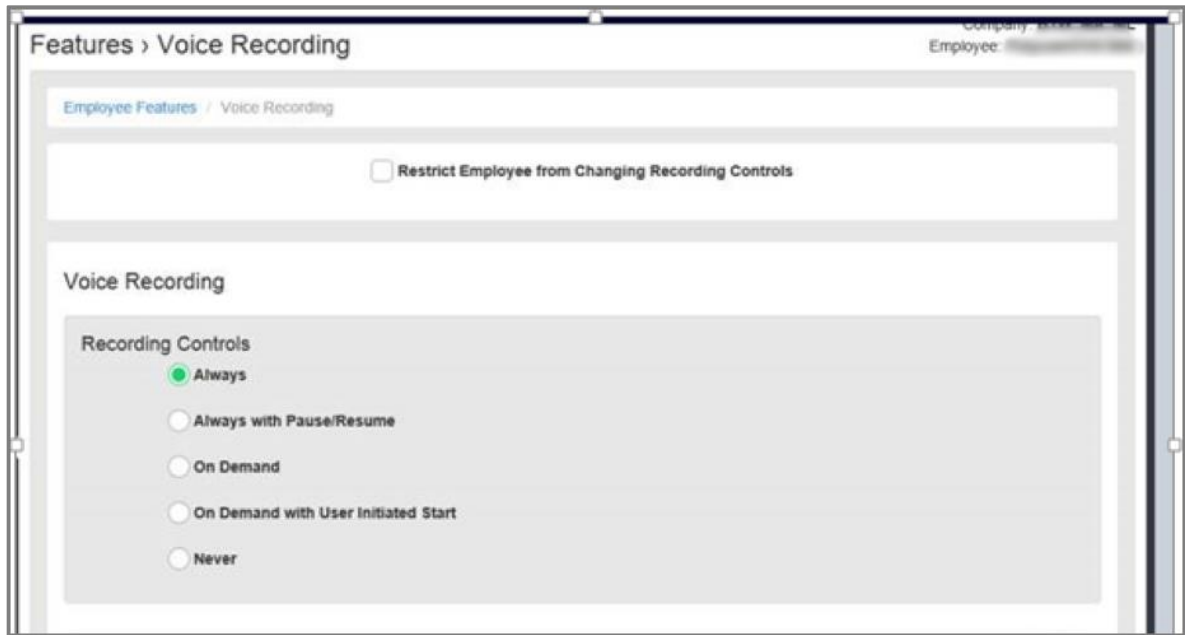
- Employees > Features > Messaging > Voice Recording



To configure, follow these steps:

- Select the **Configure** button.
- Select the **Restrict Employee from Changing Recording Controls** box

- Select **Save**.



Voice Recording 30 Day Storage

Description

Voice Recording storage is part of the Voice Recording User add-on. The storage associated is provisioned by Virgin Media Business when the initial order is placed to determine either a 30 day, 180 day or 7 year policy. All Users will then all use this option for storing their calls – you can't have mixed policies within a Company or its Sites.

The 30-Day option enables businesses to securely store their Users Voice Recording for 30 days in the Cloud Voice Storage Cloud as part of the Voice Recording user add-on price. After 30 Days, Voice Recordings will be deleted from the cloud. Before this deletion period these recordings can be downloaded and archived.

30-Day Storage is inclusive within the Voice Recording User Licence, unless 180 days or seven years is selected, and as such is subject to a fair usage policy of 600 minutes (100MB) per 30 days. Storage is cumulative for a Company and is shared across all users.

Please note if a User is ceased, all recordings will be ceased and no longer retained. Likewise, if a Site or Company is ceased, all users' recordings under these are also deleted.

Function

Voice Recording 30-day storage provides an end user with a simple cost-effective storage option which will see their calls stored securely for 30 days in the cloud. This option is ideal for low-level usage and non-business-impacting activities.

Configuration

The Voice Recording application is an Add-On that is enabled by Virgin Media Business and is then available to all Sites and selected Users.

Once an order has been created the nominated end-user administrator is able to configure many aspects of Voice Recording. Please refer to the *Cloud Voice Voice Recording Application User Guide* for further information on this. This document is available from Virgin Media Business.

Voice Recording 180 Day Storage

Description

Voice Recording storage is part of the Voice Recording User add-on. The storage associated is provisioned by Virgin Media Business when the initial order is placed to determine either a 30 day, 180 day or 7 year policy. All Users will then all use this option for storing their calls – you can't have mixed policies within a Company or its Sites.

The 180-Day option enables businesses to securely store their Users' Voice Recording for 180 days in the Virgin Media Business Cloud Voice Cloud at an extra cost over and above the Voice Recording user add-on. After 180 Days, Voice Recordings will be deleted from the cloud. Before this deletion period these recordings can be downloaded and archived.

For 180-day retention of recorded calls, Voice Recording Storage charges are added to the customer account and charged per GB used per month (not subject to fair usage). This changes the service from free 30-day storage to a 180-day pay-as-you-grow storage model. Please note that this option does not include any free minutes. Storage is cumulative for a customer and is shared across all users.

Please note if a User is ceased, all recordings will be ceased and no longer retained. Likewise, if a Site or Company is ceased, all users' recordings under these are also deleted.

Function

Voice Recording Storage 180 days is ideal for compliance to FSA regulations and for training purposes as Cloud Voice will store the recordings for six months, in line with these regulations. This option is suitable for customers who have to meet these regulations and do not have the ability to locally store these recordings.

Configuration

The Voice Recording application is an Add-On from Virgin Media Business and is then available to all Sites and selected Users.

Once an order has been created, the nominated end-user administrator is able to configure many aspects of Voice Recording. Please refer to the *Cloud Voice Voice Recording Application User Guide* for further information on this. This document is available from Virgin Media Business.

Voice Recording 7 Year Storage

Description

Voice Recording storage is part of the Voice Recording User add-on. The storage associated is provisioned by Virgin Media Business when the initial order is placed to determine either a 30 day, 180 day or 7 year policy. All Users will then all use this option for storing their calls – you can't have mixed policies within a Company or its Sites.

The 7 Year option enables businesses to securely store their Users Voice Recording for 2560 days in the Cloud Voice Storage Cloud at an extra cost over and above the Voice Recording user add-on. After 2560 Days, Voice Recordings will be deleted from the cloud. Before this deletion period these recordings can be downloaded and archived.

For 7 Year retention of recorded calls, Voice Recording Storage charges are added to the customer account and charged per GB used per month and is not subject to fair usage. This changes the service from either a free 30 days storage, a 180 day pay as you grow storage model to a 7 year storage model. Please note this option does not include any free minutes. Storage is cumulative for a customer and is shared across all Users.

Please note if a User is ceased, all recordings will be ceased and no longer retained. Likewise, if a Site or Company is ceased, all Users' recordings under these are also deleted.

Function

Voice Recording Storage 7 years is ideal for compliance to FSA regulations and businesses operating in the financial sector as the recordings are stored for seven years, in line with these regulations. This option is suitable for customers who have to meet these regulations and do not have the ability to locally store these recordings.

Configuration

The Voice Recording application is an Add-On that is enabled for a Company and is then available to all Sites and selected Users.

Once an order has been created the Company administrator is able to configure many aspects of Voice Recording. Please refer to the **Cloud Voice Voice Recording Application User Guide** for further information on this.

Thanks for your business – we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.