



## Call Centres (ACD) Manual

### 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. TelephoneSystems.Cloud 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 Call Distribution policy configured.

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

TelephoneSystems.Cloud 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 TelephoneSystems.Cloud Call Centre Agent can receive calls from home, at a remote office or any location with access to the TelephoneSystems.Cloud 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 centralized 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 e-mail 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**

TelephoneSystems.Cloud 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 too, or all the Users have been searched.

For example, the 1st incoming call starts searching for an available Agent with the 1st Agent in the list, and stops at the end on the list. The 2nd incoming call starts searching for an available Agent with the 2nd Agent in the list, continues to the end of the list then returns to the beginning of the list and stops at the 1st Agent in the list. The 3rd incoming call starts searching for an available Agent with the 3rd Agent in the list, continues to the end of the list, and returns to the beginning of the list and stops searching at the 2nd 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 2nd call presents at the same time that all Agents are ringing, this call will enter the Call Centre Queue until the 1st 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 the Queue length be configured to be no longer than the call capacity of the bandwidth available at the customer's premises.
- When the Queue length is reached any more calls to the call Centre number will receive 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 are uploaded through the Business portal.

There are 3 announcement options available for the Call Centre Queue:-

- Entrance Announcement
- Comfort Announcement
- Customized 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. TelephoneSystems.Cloud 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 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' as 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 e-mail 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 as 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

## **Limiting Conditions**

Where CallCentrePlus 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

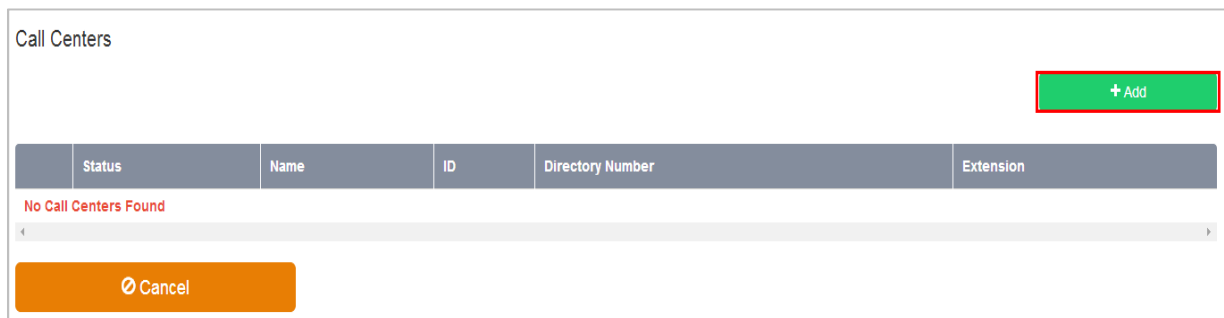
### **Configuration – New Call Centre**

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 6 alpha characters
  - no spaces or special characters
- Password
  - minimum of 6 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 Agents phones along with the incoming callers CLI, if available, when presented with a call

New Call Center

Profile Details

\* Call Center ID  
 @brand.test

\* Name

\* Caller ID First Name

\* Caller ID Last Name

\* Password

\* Confirm Password

If the Call Centre requires a public number, select from those available in the 'Directory Number' drop down list

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

General Settings

Directory Number

Extension

\* Queue Length

Call Distribution

☒ 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

Time Zone

Language

- Select a Call Distribution policy for the Call Centre:

**NOTE: 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 1st Agent, the next call will try the 2nd Agent first, and the 3rd call will try the 3rd 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.

The screenshot shows a 'General Settings' form. A red rectangle highlights the 'Queue Length' field (containing '0') and the 'Call Distribution' dropdown (set to 'Regular'). Other visible fields include 'Directory Number' (None), 'Extension' (Extension), 'Time Zone' (Newfoundland Time (St. John's)), and 'Language' (English). Below the highlighted area, there is a checked checkbox for 'Allow Callers To Dial Number To Escape From Queue & Follow Busy Treatment', a 'Number To Dial' field (0), an unchecked checkbox for 'Forward Calls After Wait Time', a 'Wait Time' field (30 seconds), and a 'Forward To' field (Forward To).

- Select the Time Zone and Language from the drop down 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**

**Directory Number**

**Time Zone**

**Extension**

**Language**

**\* Queue Length**

**Call Distribution**

☒ **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**

**Time Zone**

**Extension**

**Language**

**\* Queue Length**

**Call Distribution**

☒ **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**

- 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. This may be a chargeable feature. Please contact your service provider for pricing information.

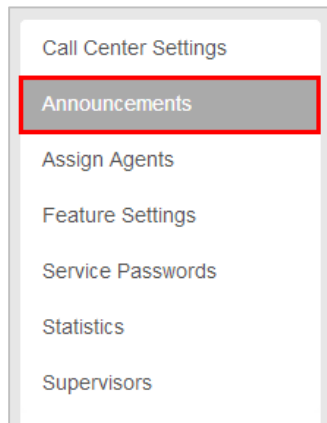
Feature Packages	
Feature Package	Call Centre Plus <input checked="" type="checkbox"/>
Optional Add-Ons	

**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 drop-down 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 drop down 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).

A screenshot of the 'Entrance Message' configuration form. The form has a title 'Entrance Message'. Below the title, there is a checkbox labeled 'Play Entrance Message' which is checked and highlighted with a red box. Below this is another checkbox labeled 'Entrance Message Is Mandatory When Played' which is unchecked. Further down, there is a section labeled 'Message' with two radio buttons: 'System Default' (selected) and 'Custom Message'. The 'Custom Message' option is highlighted with a red box. To the right of the 'Custom Message' radio button is a 'Choose File' button and a text field containing 'No file chosen'. Below the text field, it says 'Current File: None'.

**NOTE: - 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:

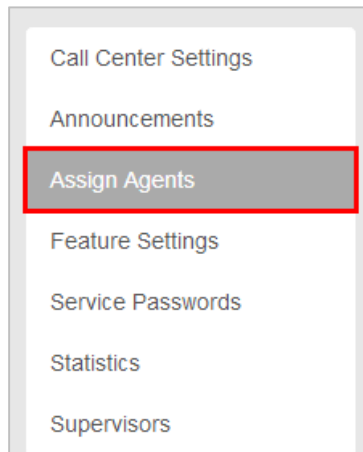
- Tick the relevant checkbox to enable a particular announcement such as Entrance, Comfort or On Hold Message.
- Select the Custom option.
- Type the full path to the WAV file in the field provided, or click Browse, select the file, and click Open.
- Repeat the above steps for the other messages as required.

**NOTE: The format for these files must be:-**

- 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 5 minutes and its maximum size is 5Mb.
- 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"/>	00	SCA	sca.00@brand.test
<input type="checkbox"/>	01514960001	01514960001	01514960001@brand.test
<input checked="" type="checkbox"/>	01514960005	01514960005	01514960005@brand.test
<input checked="" type="checkbox"/>	05	SCA	sca.05@brand.test
<input type="checkbox"/>	10	SCA	sca.10@brand.test
<input type="checkbox"/>	Admin	Company	company.admin@brand.test

+ 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 users 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.

Call Center Settings

Announcements

Assign Agents

Distribution Settings

Feature Settings

Service Passwords

Statistics

Supervisors

- Adjust the Agent's 'weights' to total 100%.

Weighted Call Distribution

	Last Name	First Name	User ID
33 %	one	adding	addingone@brand.test
33 %	test	trigger	triggertest@brand.test
34 %	test new all	user	test.new.all@brand.test
100 %			

Cancel

Save

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

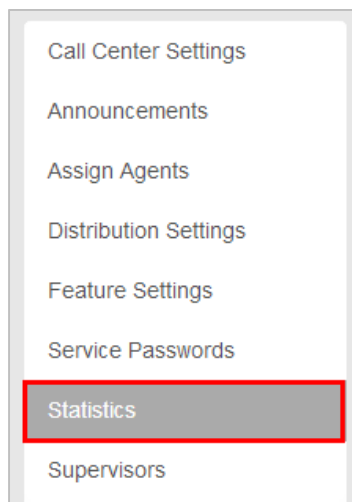
The total weight for all Agents must add up to one hundred percent (100%).

If you have four Agents in the Call Centre and you assign them all 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 2 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 drop down box. The options are, 15, 30 or 60 minutes.

Statistics

☐ Turn On Daily Reporting

**Reporting Period** 15 Minutes ▼

**\* Recipient 1**

**Recipient 2**

- Enter at least one email address and click 'Save'

Statistics

☒ Turn On Daily Reporting

Reporting Period 15 Minutes ▼

\* Recipient 1 Email Address

Recipient 2 Email Address

⌕ Cancel

✓ Save



# 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. You do not have to attend Site, or in the case of a customer administering these features themselves, they do not have to be in their offices.

## Call Centre Plus – Features

- Alternate 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: You can also navigate to an existing Call Centre from the Site Dashboard.**

- Scroll down to the 'Feature Packages' box

Call Center Settings

Site Feature Settings / Call Centers / sales.group Profile

**Call Center Settings**

**Profile Details**

\* **Call Center ID**

sales.group @demo.sales

\* **Name**

Sales Group x

**Password**

Password

\* **Caller ID First Name**

Sales

**Confirm Password**

Confirm Password

- Select CallCentrePlus
- Scroll Down and Click Save

☒ Skip To Next Agent After

3 Rings

Cancel Save

## Configure the Settings

- Select "Feature Settings"

Site Selection Features > Call Centers

Company: Sales Demo Site: Demo Site

Call Center Settings

Site Feature Settings / Call Centers / sales.group Profile

**Call Center Settings**

**Profile Details**

\* **Call Center ID**

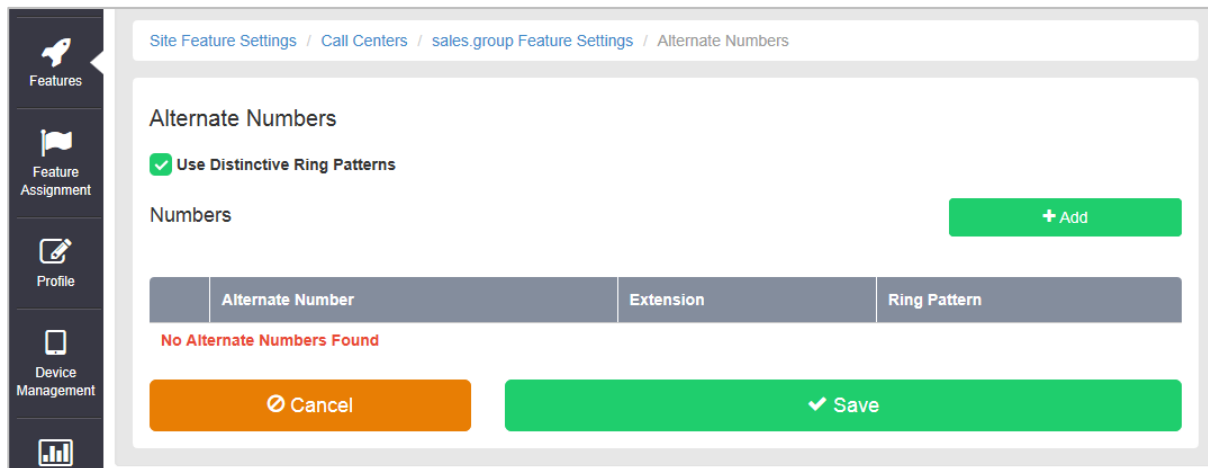
sales.group @demo.sales



## Alternate 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. Calls to the Alternate Numbers will be seen the CDRs.

There is a choice of 4 distinctive ring patterns that can be assigned to each Alternate Number to assist Call Centre agents to distinguish between the Alternate Numbers.



## Call Forwarding Always

Useful for important numbers where Disaster Recovery scenarios are important. The Reseller or a 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.

The screenshot shows a web interface for configuring call forwarding. On the left is a dark sidebar with icons and labels for 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The main content area has a breadcrumb trail: 'Site Feature Settings / Call Centres / ccidcall Feature Settings / Call Forwarding'. Below this is the 'Call Forwarding' section, which is divided into two panels: 'Always Settings' and 'Busy Settings'. The 'Always Settings' panel contains a checkbox for 'Always Forward Calls', a checkbox for 'Play Ring Reminder When Forwarding', and a text input field labeled '\* Forward To' with the placeholder 'Telephone Number / SIP URI'. The 'Busy Settings' panel contains a checkbox for 'Forward Calls When Line Is Busy' and a text input field labeled '\* Forward To' with the placeholder 'Telephone Number / SIP URI'. At the bottom of the form are two buttons: an orange 'Cancel' button and a green 'Save' button.

### 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 when the Call Centre is busy.

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

This screenshot is identical to the one above, showing the 'Call Forwarding' configuration page. It displays the 'Always Settings' and 'Busy Settings' panels with their respective checkboxes and the '\* Forward To' input field. The 'Cancel' and 'Save' buttons are at the bottom.

### 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.

Site Feature Settings / Call Centers / sales.group Feature Settings / Call Forwarding Selective

### Call Forwarding Selective

☐ Turn On Call Forwarding Selective

\* Default Forward To Number/SIP URI:

☐ Play A Short Ring When A Call Is Forwarded

Rules + Add

Status	Description	Time Schedule
No Call Forwarding Selective Rules Found		

Cancel Save

## Calling Plans

Calling Plans can be used to block calls from pre-defined 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.

Incoming Calling Plans

Site Feature Settings / Call Centers / sales.group Feature Settings / sales.group Incoming Calling Plan

### Incoming Calling Plans

☐ Custom Settings

Within Group:

Outside Group:

Collect Calls:

No Incoming Calling Plans Found

Cancel Save

## 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.

Site Feature Settings / Call Centers / sales.group Feature Settings / Do Not Disturb

### Do Not Disturb

☐ Turn On Do Not Disturb

☐ Play A Short Ring When A Call Is Blocked

Cancel Save

## 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.

Site Feature Settings / Call Centers / sales.group Feature Settings / Selective Call Acceptance

### Selective Call Acceptance

Rules + Add

Status	Description	Time Schedule
No Rules Found		

Cancel

## Selective Call Rejection

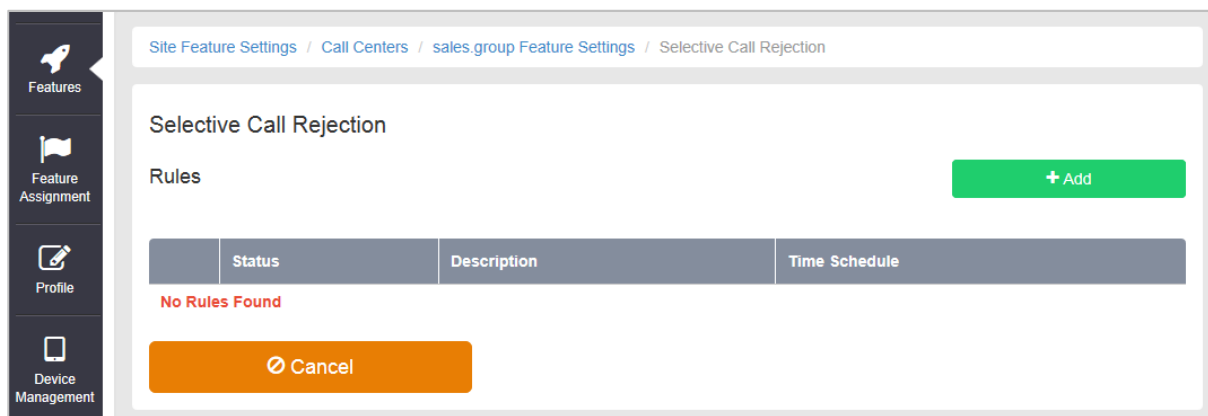
Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Rejection performs a call screen function that determines which incoming numbers are not allowed to call the Call Centre.

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. For further options 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 TelephoneSystems.Cloud 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 carbon copy, and the original will stay on the server until deleted by the administrator. Administrators can choose to delete messages by the following method:

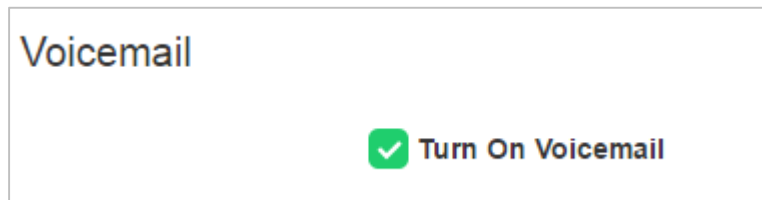
- Directly from the Business Portal Call Centre Voicemail page

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, CP Admins are unable to configure this.*



**Voicemail**

☐ Turn On Voicemail

Direct Calls ☐ Send All Calls To Voicemail

☒ Send Calls To Voicemail When...

☒ Line Is Busy

☒ There Is No Answer

Number of Rings Before Greeting:

Greeting ☒ System ☐ Personal

No file chosen

File type is 8 bit linear PCM.

Voicemail-to-email

### 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.

**Call Centre Settings**

Announcements

Assign Agents

Feature Settings

Voicemail

Service Passwords

Statistics

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 advanced 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

Voicemails						
	Calling Number	Type	Message		Time	Duration (s)
<input type="checkbox"/>	08003289393	Voice	<div> <div>▶</div> <div>■</div> <div>0:00</div> <div>6:50</div> </div>		Wed Aug 10 15:26:58 BST 2016	6
<input type="checkbox"/>	08003289393	Voice			Wed Aug 10 15:19:12 BST 2016	12
<input type="checkbox"/>	08003289393	Voice			Wed Aug 10 15:17:35 BST 2016	5

[\\* Delete](#)

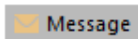
The administrator can choose to do the following with the Business Portal audio file:

- 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



Message



08003289393 ( 3 second(s) ) voicemail.mp3 (13 KB)

You received a new voicemail from 08003289393

Message received at DATE: 17-Aug-2016 TIME: 13:04:45

If you require any assistance then please contact your service provider.

