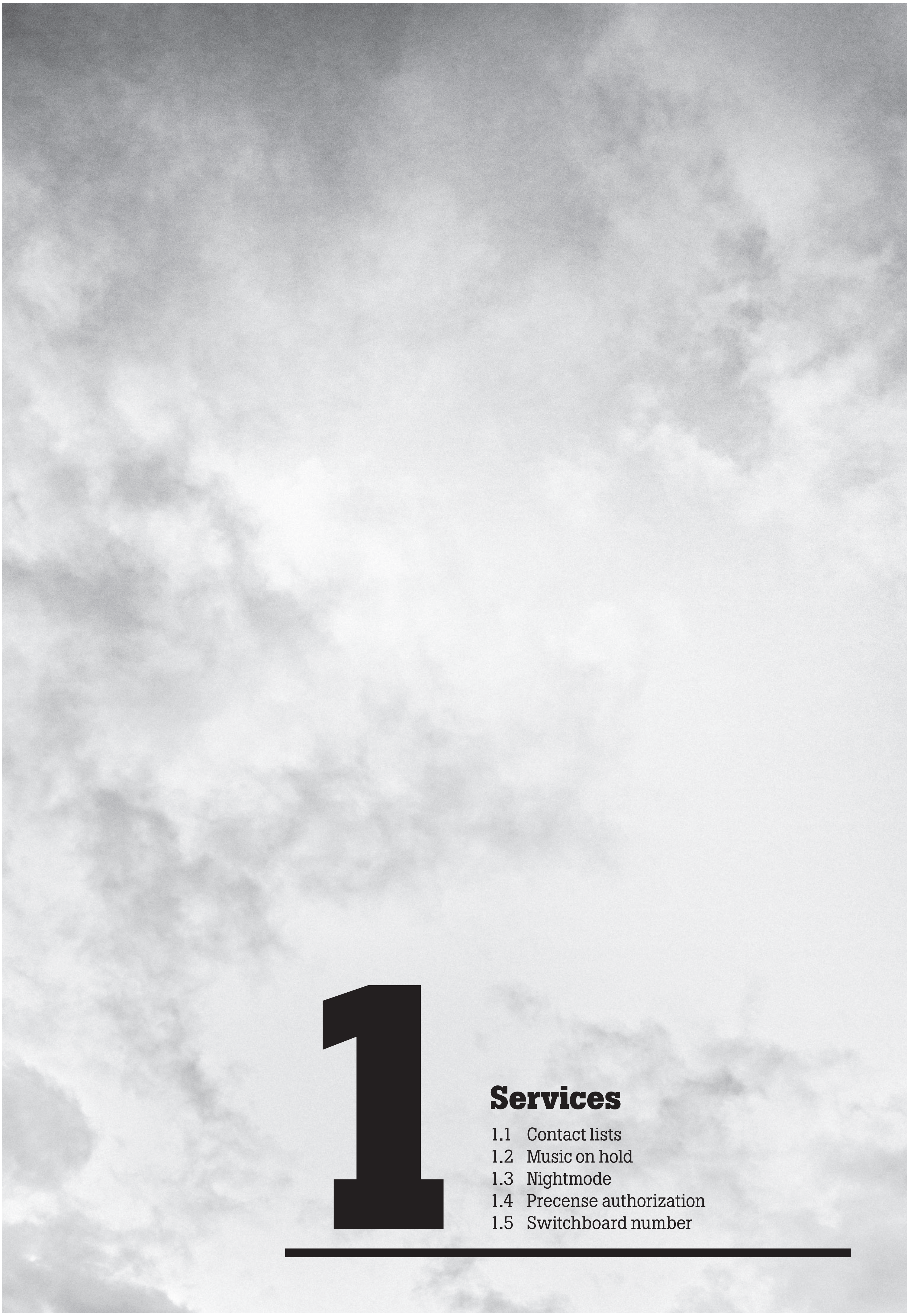
English version

Tele2
Manual Administration

TELE2 Business

Makes Work Work

Contents



1 Services

1. Services

1.1. Contact lists

The contacts lists service allows the administrator to define a set of contacts or corporate directory shortcuts that are present in the contacts page of the self provisioning (Mina Sidor) interface or a personal contact list in the Softphone for users that belong to the configured organization/user group/user. If a user belongs to multiple groups the total set of contacts that are defined for each group will be displayed to the user.

Note: A maximum of 75 contacts can simultaneously be displayed in a contact list. Search results truncated at 25.

Two types of items can be added to the list. This is described in the following sections.

1.1.1. Corporate Directory Shortcuts

The first section of the contact list configuration page displays a list of corporate shortcuts. A shortcut is a reference to an entry in the corporate directory that is displayed in the list. This means that changes to the corresponding entry in the corporate directory will be visible to the user.

A list of the configured shortcuts is displayed.

To delete a shortcut

- In the main menu, on the right side of the shortcut, click **X**.

  Note: Only the shortcut is removed, not the corporate directory that the shortcut is referenced to.

To add a shortcut:

1. In the **Services** menu, select **Contact lists**.
2. In the main menu, click **Add shortcut to a contact in the corporate directory**. This opens a search page that allows a user to search for a contact and to add a shortcut to and from the corporate directory.
3. The following options are available:
   - **Select a contact to add a shortcut to** – In the text box, enter a search string in the search field and click on the Search contact button. A list of matching search results is displayed.
   - **Username (mandatory)** – In the text box, enter the username.

4. In the search result list, click on the contact and click on the **Save** button.

To search for a user

- In the main menu, enter part of the user's id, first or last name and click on the **Search** button.

1.1.2. Organization/User Group/User Contacts

The contacts list section allows custom contacts that do not belong in the corporate directory to be added to an organization/user group/user. These contacts are displayed in a list.

To delete a contact

- In the main window, on the right side of the list click **X**.

To add a new contact:

1. In the **Services** menu, select **Contact lists**.
2. In the main window, click on the **Add contact** option.
3. The following options are available:
   - **Company/organization** – In the text box, enter the name of the company or organization.
   - **Department** – In the text box, enter the name of the department.
   - **First name** – In the text box, enter the first name.
   - **Last name** – In the text box, enter the last name.
   - **Short name** – In the text box, enter a short name.
   - **Street** – In the text box, enter an address.
   - **Postalcode** – In the text box, enter a postal code
   - **City** – In the text box, enter the name of the city.
   - **Country** – In the text box, enter the country name.
   - **Email** – In the text box, enter the email address.
4. In the Phone numbers section, to add a phone number, click on the **Add phone number** button. The following options are available:
   - **Type** – In the drop-down list, enter the type of phone.
   - **Location** – In the drop-down list, enter the area where the phone is located.
   - **Phone number** – In the text box, enter the actual number.
   - **Abbreviated number** – In the text box, enter the abbreviated number.
5. In the main menu, click on the **Apply** button.
6. In the main menu, click on the **Save** button.

To edit a contact

- In the main window, click on the contact in the list.

The **Import contacts** option allows multiple contacts to be imported into the system from a semi-colon separated file. You can decide yourself the order of the data for each contact, and map the correct data in the file to the correct data in the system after you have uploaded the file.

Note: Since different languages use different special characters and there are different ways to encode this in different computer systems, use caution when importing user data that contains these types of characters. The server uses a standard called UTF-8 to represent international characters.

To create a semi-colon separated user file to import from Excel:

1. Create an Excel sheet with columns that represent the values to import for a user. Use one row per user.
2. On the **File** menu, click **Save As** ...
3. In the **Save as type** list, select **Semicolon separated.**
4. On the **File** menu, click **Save As** ...
5. In the **Encoding** list, select **UTF-8** and then click **Save.**
6. The text file contains the correct character encoding for importing.

To import contacts:

1. In the **Services** menu, select **Contact lists.**
2. The following options are available:
    - To import contacts for an organization, click on the **Configure for all users in the organization** option.
    - To import contacts for an individual group, click on the name of the group.
3. In the main menu, click on the **Import contacts** button.
4. In the main menu, click on the **Browse** button and select the file that will be imported.
5. In the main menu, click on the **Import contacts** button.

The contact page contains the fields described in the following section.

1.1.2.1. Contact Details

The following contact details can be stored:

- Company/organization
- Department
- First name
- Last name
- Short name
- Street
- Postal code
- City
- Country
- Email

1.1.2.2. Contact Phone Numbers

A contact can have multiple phone numbers. Phone numbers are listed in the phone number section of the contact edit page.

To delete a configured phone number

- In the main menu, on the right side of the number, click **X**.

  One of the phone numbers configured for the contact is marked as the default phone number. The default phone number is the number that is dialed from the Softphone when clicking the call button of a collapsed contact in the contact list.

- **Type** – This drop-down list is used to select which type of phone to add. The available values are Fixed for fixed phones and Mobile for mobile phones.
- **Location** – This drop-down list is used to select the location where the phone belongs. The available values are Business for business phone numbers and Privatefor private phone numbers.
- **Phone number** – This field is filled out with the actual phone number to add.
- **Abbreviated number** – This field is used to allow a number of a contact that was defined for the organization or user group to be dialed using a short number instead of the full number.

To save the entered values

- In the main menu, click on the **Save** button.

To search for a user

- In the main menu, enter part of the user's id, first or last name and click on the **Search** button.

1.2. Music on hold

The music on hold service is used to configure the waiting music a user calling into the configured user/user group/function number hears when the call is being placed on hold or parked. To do this select among the voice prompts loaded in the system from the drop-down list.

To configure the waiting music a user calling into the configured user/user group/function number hears:

1. In the **Services menu**, select **Music on hold**.
2. The following options are available:
   - To configure what the user will hear when they are on hold, click on the **Configure for all users in the organization** option.
   - To configure what the user will hear when they are on hold, click on the name of the group.
3. The following option is available:
   - **Prompt to play (repeatedly) when put on hold** – In the drop-down list, select the prompt to play when a user is put on hold.
4. In the main menu, click on the **Save** button.

1.3. Nightmode

You can set working hours schedules and have the system route incoming and outgoing calls differently when outside the schedule, in Nightmode. The nightmode service allow nightmode schedules to be configured on a per organization/user group/user basis. Nightmode may also be configured for hunt group function numbers. Nightmode needs to be used as matching criteria when creating call routing rules to have an effect on call routing.

If a user belongs to multiple groups with different schedules, the user's schedule will be the same as the group with the highest priority. For example, if one group with priority 3 has working hours scheduled between 8:00 to 15:00 and another group has between 10:00 to 19:00 and a priority of 5, the result will be a working schedule of 8:00 to 15:00 for a user belonging to both groups.

Note: For nightmode settings for Avancerad Svarsgrupp (ACD) groups to apply, the Honor **nightmode when distributing calls**: check box at the Avancerad Svarsgrupp (ACD) group numbers page needs to be marked.

To configure the nightmode service:

1. In Admin view, select **Services > Nightmode**.
2. Choose if you want to configure for all users in the organization, for a user group, a specific user or for a function number.
3. Enter the Regular working hours. See ***Section 1.3.1, "Regular Working Hours"*** for more information.
4. If you want to add exceptions to the regular working hours, click **Add**. See ***Section 1.3.2, "Working Hour Exceptions"*** for more information.
5. If you want to add additional working hours, click **Add**. See ***Section 1.3.3, "Additional Working Hours"*** for more information.
6. Click **Save**.

Note: Nightmode needs to be used as matching criteria when creating call routing rules to have an effect on call routing.

1.3.1. Regular Working Hours

The nightmode configuration consists of defining the work schedule for an organization/user group/user. The configuration is filled out in the table consisting of from and to columns specifying the start times and stop times for the work schedules, and has rows corresponding to the day of the week. From and to values can be left empty for non working days. The result will be that the nightmode setting is active for all times not corresponding to the schedule defined in the regular working hours configuration.

Note: You can have one start and stop time per day. If you need to add multiple sets of working hour schedules per day or a working hour schedule that spans over midnight, add these via the "Additional working hours" settings.

1.3.2. Working Hour Exceptions

The working hour schedule is defines the working hours for an organization/user group/user for a normal working week. However, exceptions to this schedule can be configured by for example, specifying a date for a holiday.

Tip! Exceptions to working schedules due to holidays should be configured at the organization level, since exceptions are inherited for all users and groups. Additional exceptions may be added on a user group and user level then these will be used as well as exceptions for users belonging to these user groups.

Exceptions are configured using the drop-down lists which will show up after pressing the **Add** button. These are used to construct a date and time interval.
The drop-down list is mapped to the following values that can be set:

Year – Month – From date – From time – To date – To time

The drop-down lists contain an actual date/time value or the **Every** keyword. This keyword is used to specify that any value configured for this parameter will match the working schedule exception.

For example, if you want to add an exception on the 25th of December every year, select **Every** for year, **Dec** for month, **From:** date 25 and hours 00:00, To: date 25 and hours 23:59.

1.3.3. Additional Working Hours

Opposite to exceptions, it is possible to configure additional working hours that can be added to regular working hours. This is used to extend the working hours for a specific date and time interval, for example, to increase the service during a sales campaign for a group of sales people.

Additional working hours are configured in a similar way to working hour exceptions using drop down menus specifying the date and time interval.

Additional working hours have higher priority in the system than exceptions, so if you have an exception for the same hours you want to have additional working hours, the system will use the settings for the additional working hours.

1.4. Precense authorization

The presence authorization configuration page is used to control the amount of presence information being displayed to other users in the system for the users in the organization/user group being configured. This is configured by selecting other user groups that are allowed to view the different presence related information by selecting these groups for each information level.

Hint: Under the Presence authorization configuration page you can administrate if you would like that you Telefonist (attendant) should be able to set presence information regarding activities, roles, personal Notes.

To control the amount of presence information being displayed to other users in the system:

1. In the **Services** menu, select **Presence authorization**.
2. The following options are available:
   - To configure who may see different parts of other people's presence state, click on the **Configure for all users in the organization** option.
   - To configure who may see different parts of other people's presence state, click on the name of the group.
3. The following options are available:
   - **What groups can see presence information regarding activities** – Control what user groups that are allowed to view user activity information in the configured organization/user group, for example ”Lunch” or ”Meeting”.

- **What groups can see presence information regarding roles** – Control what user groups that are allowed to view user role information in the configured organization/user group, for example, ”Private” or ”Business”.
- **What groups can see presence information regarding chatting/online status** – Control what user groups that are allowed to view users' availability for chat in the configured organization/user group. If this is allowed the user will see the chat button in the contact list of the Softphone, and a chat bubble in the mobile client, when the other user is online. If a chat is not allowed, the button will not be present.
- **What groups can see presence information regarding personal notes** – Control what user groups that are allowed to view personal note information for users in the configured organization/user group (i.e. see the note icon in the contact list and read the note messages).
- **What groups can set presence information regarding activities** – Control what user groups that are allowed to change user activity information for the configured organization/user group, for example to ”Vacation” or ”Sick”.
- **What groups can set presence information regarding roles** – Control what user groups that are allowed to change user role information for the configured organization/user group, for example from ”Business” to ”Private”.
- **What groups can set presence information regarding personal notes** – Control what user groups that are allowed to change the personal note information for users in the configured organization/user group.

4. Click **Save**.

1.5 Switchboard number

The switchboard number settings page allows the switchboard number to be configured for organization/user group/user. The number configured here will be the number to which calls are routed if call routing rules containing a switchboard destination, for example if a user create a personal call routing rule of the type ”If a call is received and activity is meeting forward to switchboard”.

To assign a switchboard number:

1. Fill out the number to be associated with the switchboard routing destination in the **Switchboard number** field.
2. Press **Save**.

2 Organization Setting

2.1 Voiceprompts

2. Organization Setting

2.1. Voiceprompts

The voice prompts configuration page lists all the voice prompts and music files installed in the system. The administrator can upload custom prompts and music files to the system. Since the system supports multiple languages each prompt is represented by a prompt name that is mapped to one prompt file per language. Every service that uses voice prompts is configured with the name of the prompt to play instead of a specific prompt file. When a user accesses the service, the user's language setting is matched against the available prompt files. If a prompt file with a corresponding language is found, this prompt will be played. If no match is found, the prompt name file that is played is set as the default.

2.1.1. System Prompts

The system is delivered with a set of voice prompts that are required by the different services in the system. These prompts are referred to as system prompts. System prompts consist of a default .wav file that cannot be deleted. However, the administrator can add .wav files that will be associated with additional languages configured for the organization. To do this, click on the system prompt to extend the prompt list and use the options described in the ”Edit prompt” section below.

Note: System prompts and the default language files that are associated with them cannot be deleted.

2.1.2. Examining Prompts

Information about the prompts stored in the system can be reviewed by clicking on the prompt in the prompt list. This will expand the line and show additional information about the prompt. Clicking on an expanded prompt will minimize it again.

Expanding the prompt will show the different languages associated with the prompt and their description. Each prompt language provides a **Play** option. By clicking on the play option, the prompt opens on the computer and is played by the media player associated with the .wav files.

Note: System prompts and the default language files that are associated with them cannot be deleted.

Note: A windows media player that supports the prompts encoding is required. The Windows Media Player supports this encoding by default.

2.1.3. To delete uploaded and recorded language files

- In the main window, select the voice prompt that will be deleted and on the right side of the file, click **X**.

Note: System prompts and the default language files that are associated with them cannot be deleted.

2.1.4. Editing Prompts

When a user expands the prompt inside the prompt list, it can be edited.

Note: Some voice prompts are essential to the functions in the system and should not be removed.

To add a new language file:

1. In the **Organization** menu, select the **Voice prompts** menu.
2. In the main menu select a voice prompt that a new language will be added to.
3. Click on the voice prompt to make the menu expand and then select the **New language** option. This allows the administrator to import or record the new prompt file that will be added to this prompt.
4. To change the language, select the new language in the drop-down list.
5. In the text box describe the contents of the prompt in its own language.
6. To add a file the following options are available:
   - **Import a file** – Select this option if you want to import a file from your local file system. Click on **Browse** and then **Import**.
   - **Record the file** – Select this option if you want to record a file by having the system call you. You need to be logged in as administrator with the user role and a registered phone to use this option. Click **Pick** to choose the number to call to.

To edit a new language file

- In the main menu, to the right of the language file, select **Edit**. This will allow the existing file to be replaced with a new imported or recorded file.

  If a new language prompt is added, the language to associate the file with and a description of the prompt in that language is configured.

  Note: If the no new language option is shown for an expanded prompt, the prompt is already configured with prompt files for all the languages configured for the organization.

To add more languages to an organization

- In the **Organization** menu, select the **Languages** menu. See the Languages section.

2.1.5. Adding a New Voice Prompt

New voice prompts can be added to the system. These custom voice prompts can be used by IVR services or for waiting music.

To add a new voice prompt to the system:

1. In the **Organization** menu, select the **Voice prompts** menu.
2. Below the prompt list, click **New voice prompt**.
3. Enter information info the following text fields:
   - **Name of the prompt** – In the text box, enter the prompts name. The name of the prompt is used to identify this prompt to the different services in the system. This value is shown when a selection of different voice prompts are available.
   - **Describe the contents of the prompt** – In the text box, enter the prompts description. The description contains information which allows the administrator to remember the content of this prompt. It is recommended to enter the complete prompt phrase.

     Note: This prompt will be saved as the default prompt. You can add other languages once you have finished creating this prompt.
4. To upload the actual contents of the prompt file to the system, the following two options exist:
   - **Import the file** – If this button is selected, a .wav file will be uploaded to the system and used as a prompt. Select **Browse** and then select **Import** to add the file to the system.
   - **Record the file** – If this button is selected, the administrator can use a phone to record a prompt. The prompt that is inserted will be saved as the default prompt.After creating this prompt other languages can be added. In the text field, add the phone number the system will use to call you to create the voice prompt and select **Initialize call**.

     The first file or recording added to a prompt will become the default audio file for the prompt. The following sections describe how to import and record files that will be associated to the prompts.

2.1.6. Importing a File

To open the file upload field

- In the main window, click on the **Import** button.

To select a .wav file from the local computer

- In the main window, click on the **Browse** button.

To upload the file to the system that will be associated with the new or selected prompt

- In the main window, click **Import**.

Note: Check to see if the files that were uploaded to the system are encoded as 64 kbps bit rate, G.711 aLaw or uLaw codec, 8kHz sample rate and mono. Even if other encodings of .wav files can be uploaded and are possible to listen to using the play option from the web interface, they will not work when played out by the system. Other formats will just render silence.

2.1.7. Recording a File

To open the phone number input field:

1. In the main window, click on the **Record the file** button.
2. **Phone number** – In this text box, enter the phone number of the phone that will be used to record the prompt.
3. After typing the phone number, click on the **Initialize call** button. This will cause the system to call the specified phone number. When the phone is answered a voice prompt will ask the user to start talking after the hearing the prompt and offer instructions on how to hang up the call and finish the recording.

3 User and Group administration

3. User and Group administration

3.1. User Group Administration

The user group page is used to administrate and configure the user groups that will be used in the system. The user groups are often based on common properties like office location, place or team. User groups with multiple users in the system can be organized so they share common settings that are configured within the system. All services can be configured on a group level in the system. A set of standard user groups can be created in the system and have specific settings associated to them, for example, one set of services settings for managers and another set for employees. An advantage of group based service configuration is that it simplifies the task of adding users to the system. Once the settings are defined for a user group they can be applied by allocating a new user to the group.

Note: A user may belong to multiple groups at the same time.

The user group administration page is used to define the user groups that will be available to the organization that is being configured in the system and if the groups should have Administratör avancerad svarsgrupp (ACD supervisor administration) previleges, this is an optional feature and might not be available to all companys. This page lists all the current user groups configured within the system.

When a user obtains the Administratör avancerad svarsgrupp (ACD supervisor administration) privilege, the user can control the nightmode state of the Avancerad Svarsgrupp (ACD) and Telefonist (attendant) function numbers from the Mina sidor (self provisioning interface).

To select which users will have ACD supervisor administration privileges:

1. Mark the check box next to the users groups that will have Administratör avancerad svarsgrupp (ACD supervisor administration) privileges.
2. Click **Apply**.

To create a new user group:

1. In the User administration menu, select **User groups**.
2. In the main window, click on the **New** button.
3. Enter the name for the group.
4. Click **Save**.

To delete an existing user group
- On the right side of the user group you want to delete, click **X**.

To display a list of the members of a group
- To the right of the group name, click on the **List Users** option.

Tip! User groups can be used to match the organizational structure and associated polices as well as represent a geographical configuration of the service configuration. For example, the two different user groups ”Managers” and ”Employees” may be used to associate different authorization policies for placed calls by the call routing service. The groups ”Paris office” and ”London office” may be used to associate different numbering plan configurations for users located in the two offices to provide national specific dialing schemes. In this example a user would belong to one of these groups per category: ”Managers, London office” or ”Employees, Paris office”.

3.2. User Administration

Users are administrated from the **Users** section of the web administration interface. This page allows the administrator to search for a specific user, to list all users in the system or to administrate users to the system.

To assign multiple users to a user group at the same time:
1. Check the check box to the left of the user names of the users to be added to the user group.
2. Select the user group to add to the users in the drop-down list above the Add to group button at the bottom of the screen.
3. Press the Add to group button.

To remove multiple users from a user group at the same time:
1. Check the check box to the left of the user names of the users to be removed from the user group.
2. Select the user group to remove from the users in the drop-down list above theRemove from group button at the bottom of the screen.
3. Press the Add to group button.

3.2.1. User Details

The user detail administration page is used to create and edit users in the system. The information described in this page needs to be configured for a user.

The user details page is divided into the following sections:
- **Account information**
- **Directory information**
- **Administrative roles**
- **User group membership**
- **Personal lines**
- **Personal phones**

To save the user settings and return to the Users page

- Click **Save**.

To save the user settings and keep the User details page open

- Click **Apply**.

To return to the Users page

- Click **Cancel**.

3.2.1.1. Account information

- **Username** (mandatory) – The user's system login username.
- **Password** (mandatory) – The user's login password.

  Click **Reset password** if you need to reset the password.
- **PIN code** (mandatory) – The PIN code is used for services using PIN to authenticate the user, for example, the voicemail service.

  Click **Reset PIN** code if you need to reset the PIN code.
- **Location** – Set a default location for the phones for this user.
- **Cost center** – The user's cost center.
- **Language** – This drop-down list allows the user to select a language. The user can select between the languages specified for the organization that the user belongs to. The language setting provides a service to the user in the selected language, for example web interface and voice prompts, if a translations exists for the selected language.

  Note: The voice prompts played for others calling this user in the event of hold, park or voicemail etc., will have this user's locale.
- **Time zone** – Set a time zone for the user. All calendar events will use this time zone for the user.
- **Exclude from contact search** – Mark the check box to exclude the user from appearing in contact searches. This can for example be used if you have user accounts for shared voicemail numbers, or for users that have the service but should not be visible in searches.

3.2.1.1.1. Photo

It is possible to add a photo and link it to the user.

Note: Save the users data before uploading a photo. The photo must be in .jpeg format (*.jpg, *.jpeg or *.jpe) and the size of the photo should not be larger than 240 x 320 pixels.

To add a photo

1. Click **Upload photo**
2. Click **Browse** and browse for and select a photo.
3. Click **Preview** to see that the image was uploaded correctly.
4. Click **Save photo**.

3.2.1.2. Directory information
The directory information is divided into searchable directory information and displayed directory information. Each field in the searchable directory information is searchable from the search field in the softphone and the mobile client. The displayed directory information is displayed in the contact information, but not possible to search for.

3.2.1.2.1. Searchable Directory Information
- **First name** (mandatory) – The user's first name.
- **Last name** (mandatory) – The user's last name.
- **Department** – The user's department.
- **Field 1** – A free text field.
- **Field 2** – A free text field.
- **Field 3** – A free text field.

3.2.1.2.2. Displayed Directory Information
- **Email** (mandatory) – The user's email address.
- **Field 4** – A free text field.
- **Field 5** – A free text field.
- **Field 6** – A free text field.

3.2.1.3. Roles
A user can be defined to belong to one of two different administrative roles and authorization levels in the system. This is configured by selecting the appropriate check boxes in the administrative roles section.

Table 1. User and Administrative Roles

User	A normal office user with access to the user self provisioning interface.
Administrator	An Administrator has administrative privileges for a specific organization which allows the user to perform administrative tasks within the organization such as creating new users and service configuration. If a profile is configured, select which administrator profile to use in the drop down-list.

Note: Regardless of their administrative role, each user that is added to the system consumes a user license. To avoid consuming user licenses for administrators select both the User and Administrator check boxes for a user that is supposed to have administrator privileges.

3.2.1.4 User group membership

A user may belong to one or more user groups. This is described in ***Section 3.1, "User Group Administration"***. User groups are practical to use when the same settings are applied to multiple users in the system. Groups can be used to associate different call barring rules to different categories of users using the outbound rules of the call routing service or create specific number plans for users located at a certain location using the number plan service. The user groups configured for the organization is shown in the **User group membership** section and the groups that the user should belong to can be selected using the associated check boxes.

Note: All services can be configured at the organization level. As a result, there is no need to create a specific group that all users should belong to.

3.2.1.5 Personal Lines

The personal lines section is used to define the phone numbers that a user can be reached at within the system, (i.e. the user's personal numbers). Each user can be configured with two personal lines, out of which each can have a different set of call routing rules associated to it. The call routing rules can also be used to select which of the numbers associated with these lines are presented when placing a call. It is mandatory to configure one personal line for a user and this can be configured by filling out the number field for the line.

Note: Numbers can't be changed by a Company admin, it can only be changed by Tele2 Customer services.

3.2.1.6 Personal Phones

The personal phones section is used to configure the different types of phones that can be associated with the user. The following types of phones can be configured:

Note: A Company admin cant make any changes to the Personal phones section. This can only be done by Tele2 Customer Services.

Softphone – This check box must be selected in order to allow the user to register a Softphone with the system. The first time the user starts the Softphone, a Softphone license will be bound to the user.

Mobile phones – This allows one or more of a user's mobile phone numbers to be specified. If a user has more than one mobile phone number the mobile client is used to activate which of the mobile phones that is to receive incoming calls to the personal phone number. This allows a user to have different mobile profiles in different countries while still a have a personal number to be reached on.

SIP desktop phones – This section lists the SIP desktop phones that the user has been associated with. A user is associated with a SIP desktop phone from the phone device configuration page.

Enable 3rd party SIP phone – mark the checkbox to enable the use of one 3rd party SIP phone

Note: If you have provisioned a iPhone or Android client from the devices page it will use a Softphone Light ticket. If you then unmark this checkbox the mobile client will stop functioning. The iPhone and Android client should be provisioned by the user using the self-provisioning web. Then a mobile client ticket will be used.

Note: At this stage the user has personal lines (phone numbers that can be used to place and receive calls) and personal phones (devices to use to talk with others) configured. This alone is not enough for the system to know how to behave when a call is received or placed. This is configured using the call routing service. This is described in ***Section 1.2.8, "Call Routing"***. By default, each newly created organization is also configured with an inbound call routing rule that causes the Softphone, mobile and desk phones to ring in parallel when a call is received on the primary line. Other behavior in the system has to be configured manually.

4 Function numbers

4.1 Function Number Administration

4 Function numbers

4.1 Function Number Administration

Function numbers is a term used to describe and configure phone numbers that are used in the system and associated to services. It is the opposite of being associated with users which is the case with personal numbers. This section describes the different services that a function number can be associated to.

4.1.1 ACD Group Numbers (Avancerad Svarsgrupp)

The Avancerad Svarsgrupp (ACD, Automatic Call Distribution) group number function is used to distribute incoming calls among multiple agents logged into the group number. The system provides different schemes to distribute the calls specified in this section. Avancerad Svarsgrupp (ACD) groups are used to create call center services or help desk services.

The Avancerad Svarsgrupp (ACD) groups configuration page lists all Avancerad Svarsgrupp (ACD) group numbers configured within the system.

To delete a number

- A Avancerad Svarsgrupp (ACD) group can't be deleted by a Company Admin. Only Tele2 Customer Services can delete a Avancerad Svarsgrupp (ACD) group.

To edit the settings for a number

- In the main menu, click on the corresponding line in the list.

To create a new Avancerad Svarsgrupp (ACD) group:

- A Avancerad Svarsgrupp (ACD) group can't be created by a Company Admin. Only Tele2 Customer Services can create a Avancerad Svarsgrupp (ACD) group.

The following sections describe the available settings for the Avancerad Svarsgrupp (ACD) group.

4.1.1.1. Number

This section describes the following fields in more detail:

- Phone number – This field is filled in by Tele2 with the phone number that will be dialed and used to reach the configured Avancerad Svarsgrupp (ACD) group.

4.1.1.2. General

This section describes the following fields in more detail:

- **Group name** – This field is filled in with the name used to identify this group. It is used to identify the group in the web interface and Softphone application.
- **Exclude this number from contact searches** – Mark the check box if the number should be excluded from contact searches in the Softphone or the mobile client.

- **Meta-data for group** (optional) – This field can be filled in with a custom text message. This message will be shown to the agent receiving the incoming call.
- **Display name to use when sending SMS from this number (empty=don't allow sending):** – This name will be in end of the SMS message if an agent sends SMS messages from this number. You need to specify a name to be able to send from this group. The from number will be the from name specified in Organization > SMS provider.

  Note: Only Tele2 Customer Services can set and change this name.

- **Sender number to use when sending SMS from this number:** – This number can be set and locked by a superuser. This number will be in the SMS message next to the display name if an agent sends SMS messages from this number. Note that not all numbers are possible to reply to with an SMS message.

  Note: Only Tele2 Customer Services can set and change this number.

- **Feature code identification number** – This field is filled in with a number that is used to identify the Avancerad Svarsgrupp (ACD) group when a user logs in or out using a feature code.
- **Which user groups can log in** – These check boxes are used to select which users in the user groups should belong to and be allowed to log in and take calls for this group.

  Note: This is only valid for UC users. Business Line users cannot log in to Telefonist (attendant) and Avancerad Svarsgrupp (ACD) groups

- **Which groups can supervise** – These check boxes are used to select which of the ACD supervisor groups that can supervise the users belonging to the ACD group. The user in the supervise group can log in and log out agents, and see the current statistics in the group and agent widgets, available from the self-provisioning web interface, and change nightmode.
- For how long time span should statistics be shown – Enter the amount of minutes for the time span the Avancerad Svarsgrupp (ACD) queue widget and the Avancerad Svarsgrupp (ACD) agent widget should show the statistics for.

  Note: The Avancerad Svarsgrupp (ACD) widgets requires that only the user session the widgets were started from is active in the web browser to be able to show the information.

4.1.1.3 Call queue settings

This section describes the following fields in more detail:

- How many calls can be queued at the same time - Enter how many calls that are allowed to be waiting in the queue for the dialed number. Each call in queue takes up one media resource. Media resources are also needed for example for conference calls. The system has a limited number of media resources, and if all media resources are taken by queues, no conference calls are possible. Ask the superuser or your service provider for information regarding recommended settings to avoid shortage of media resources.

- **Maximum queue wait time** – Enter after how many minutes (mandatory) and seconds (optional) of waiting time for the caller first in queue the queue is set as full. Enter time as minutes:seconds, or only as minutes.
- **What happens to an incoming call when the queue is full** – This drop-down list is used to specify what should happen to calls coming into the queue when the maximum number of waiting calls, or maximum queue wait time has been reached. The possible values are:
- **Busy signal** – The calling party will hear a busy tone.
- **Forward to another number** – The call will be forwarded to another number configured for the queue.
- **If forward, to what number** – This is where the number to forward to is configured when the queue is full, if the forward to another number option is selected as the action.
- **If no agents are logged in and in the Available state, where should calls be forwarded:** – This field is filled with a phone number to forward calls to in case there is no agent logged into the Avancerad Svarsgrupp (ACD) group and a call arrives. If the ”Should agent's presence state affect the distribution of calls” check box is marked, calls will also be forwarded if no agent is in the Available state. That is, if an agent is logged in but in the Unavailable state, the call will be forwarded, but not if the agent is in the Available state and occupied with a call or in the resting period.

4.1.1.4 Voice prompts

The possible values for voice prompts are:

- **Silence** – Nothing is heard while waiting in the queue,
- **Ring tone** – A ring tone will be heard while waiting in the queue,
- **Voice prompt** – The drop-down list will also list the voice prompts available in the system. When one of the voice prompts is selected, this will be played out to the calling party. The selected prompt will repeat when the end of the prompt is reached.

Edit the following Voice prompts:

- **What should caller always here when calling this number** – Use if you want to specify a welcome message to the calling party.
- **What should caller hear, when placed in queue** – This drop-down list is used to specify what the calling party will hear when they initially arrive in the queue.
- **What should caller hear, when in queue** – This drop-down list is used to specify what the calling party will hear while waiting in the queue.

- **What progress message should caller hear:** – This drop-down list is used to select the prompt that will be played out as a progress message during the specified repeat interval.
- **How often (in seconds) should progress message be played** – This field is filled out if another message should be played out to the waiting party at a regular interval. The number of seconds that this message should be repeated after it is entered in seconds. If there is no progress message, a zero is entered in this field.
- **Should caller hear ringing when call is distributed to agent?** – Mark the checkbox if the caller should hear ringing when distributed to an agent instead of the set prompt for when in queue.
- **Play queue position:** – Mark the checkbox if queue position information should be played. Queue information is played after the progress message.
- **Play estimated waiting time:** – Mark the checkbox if estimated waiting time in the queue should be played.

  The estimated waiting time is calculated as *Estimated wait time = last wait * current user queue position / original queue position for last wait time user*
- **Alternate between progress message and queue position/waiting time:** – Mark the checkbox if you want to alternate between the progress message and the queue position/estimated waiting time message. If you do not want to alternate, the prompts will be played directly after one another.
- **Do not play queue wait time if time is less than (minutes):** - Enter the amount of estimated waiting time minutes where queue waiting time message is no longer played for a person in the queue with a waiting time less than the specified.
- **Do not play queue wait time if time is more than (minutes):** - Enter the amount of estimated waiting time minutes where queue waiting time message starts to play for a person in the queue. A person with a waiting time more than the specified will not get an estimated waiting time message.
- **Forward call when the caller has been waiting longer than (minutes(:seconds)):** – Enter the amount of minutes (optionally seconds) of waiting time for the first person waiting in the queue until the person is forwarded to another number. If empty, the first person in the queue will never get forwarded to another number regardless of waiting time.

  Note: The call queue setting **Maximum queue wait time (in minutes(:seconds))**: does not affect a caller entering an empty queue.
- **When call been waiting too long, where should call be forwarded:** – Enter a number to forward the calls to.

4.1.1.5 Distribution of calls
If an agent is logged in then the call stays in queue. If no agents are logged in the call is forwarded to a fallback number. If an agent is not available according to the activity (presence state) the calls will stay in the queue. The administrator can select specific settings to cause the calls to be forwarded to a fallback number.

In the distribution of calls section, the following options are available:

- **How many agents should be called in parallel:** – Enter how many agents that should be called in parallel. Entering 1 calls one agent at a time and 2 will call two agents each time before distributing to the next set of agents.
- **Which phones can an agent use to receive calls** – These check boxes are used to select which personal phone types an agent has that calls will be distributed to.

  Note: Avancerad Svarsgrupp (ACD) calls are distributed directly to the devices selected here. The personal call routing rules for the agent are not applied.

- **After how many seconds of ringing should the call go to next agent?** – In the text box, add the specific number of seconds a call should ring at an agent before it goes to another agent.
- **Should agent's presence state affect the distribution of calls** – This check box should always be selected if calls should be forwarded to a fallback number if the presence state has changed. The fallback number is the number set in the "If no agents are logged in and in the Available state, where should calls be forwarded" text box.
- **Honor nightmode when distributing calls** – If the user would like to honor the nightmode when distributing calls, select this check box. The system will not distribute calls to logged in agents when night mode is active.
- **Finish call queue when distributing calls** – If this check box is marked and honor nightmode is enabled, and nightmode occurs when there are calls in queue, new calls will be redirected to the fallback number, and the calls in the queue will distributed among the agents.
- **Forward number on night mode** – This field is used in combination with the honor night mode for call distribution. The system will then forward incoming calls to the number to the number configured here when night mode is active.
- **When redirection number cannot be shown (e.g. on mobile), prefer to show group number as calling party)** – Select which number that should be presented as calling party number when the redirection number cannot be signaled to the receiver, for example when calls are redirected to mobile phones. If this check box is marked the calling party number of these destinations will be the Avancerad Svarsgrupp (ACD) number instead of the original calling party number.
- **When agents have equals skills, use longest idle distribution?(otherwise, distribute randomly)** – Select this check box to select the distribution method.

4.1.1.6 Agent settings

This section describes the following fields in more detail:

- **Resting time** – This field is configured with the minimum time that the system should wait until the next call is distributed to the agent after a call has been hung up.
- **After how many missed calls agent should be logged out** – This field is filled in with a number that indicates how many calls an agent is allowed to miss before being automatically logged out.
- **AVANCERAD SVARSGRUPP (ACD) help number** – This field is configured with a number that requests help from an Avancerad Svarsgrupp (ACD) agent for questions related to the ACD group. This number will be used by the help button in the Avancerad Svarsgrupp (ACD) agent view of the Softphone. When this button is pressed, during an active call coming into the agent, the current call will be put on hold and a second call will be placed to the number configured in this field. This allows the agent to request assistance by pressing one button.

4.1.1.7 User skills

This section describes the following fields in more detail:

- **User skills** – This list displays a list of users that can be added with a specific skill associated to them, where 1 indicates the highest skill and 5 the lowest. The system will route incoming calls to logged in agents with the highest skill. If multiple agents are logged in with the same high skill, the incoming calls will be distributed according to the distribution selected mechanism (longest idle or random). If all the agents with the highest skills are busy then calls will be distributed to available agents with lower skills. All users that are not configured in the skill list will have skill level 3.

To add skills to a user

- In the search box, search for the user then in the result list where a skill should be added, click on the user. A web page will be displayed with a drop-down list where the user can select a skill. The users with an associated skill are listed below the search field.

To remove a user from the list

- In the main window, on the right side of the name, click **X**.

Note: User skills cannot be added when the Avancerad Svarsgrupp (ACD) group is created. To add user skills the group must first be created and then be edited by selecting from the list of configured Avancerad Svarsgrupp (ACD) groups.

4.1.2. Attendant Group Numbers (Telefonist)

Telefonist (attendant) group numbers are used to distribute incoming calls among Telefonister (attendants) logged into the group number. The system provides different schemes to distribute the calls specified in this section. Telefonist (Attendant) groups are similar to Avancerad Svarsgrupp (ACD) groups. However, for attendants you can also enable the Camp-on functionality.

The Telefonist (Attendant) groups configuration page lists all Telefonist (attendant) group numbers configured within the system.

To delete a number
- A Telefonist (attendant) group can't be deleted by a Company Admin. Only Tele2 Customer Services can delete a Attandent group.

To edit the settings for a number
- In the main menu, click on the corresponding line in the list.

To create a new Telefonist (attendant) group:
- A Telefonist (attendant) group can't be created by a Company Admin. Only Tele2 Customer Services can create a Attandent group.

4.1.2.1. Number
This section describes the following fields in more detail:
- **Phone number** – This field is filled in by Tele2 with the phone number that will be dialed and used to reach the configured Telefonist (attendant) group.

4.1.2.2. General
This section describes the following fields in more detail:
- **Group name** – This field is filled in with the name used to identify this group. It is used to identify the group in the web interface and Softphone application.
- **Exclude this number from contact searches** – Mark the check box if the number should be excluded from contact searches in the Softphone or the mobile client.
- **Meta-data for group (optional)** – This field can be filled in with a custom text message. This message will be shown to the attendant receiving the incoming call.
- **Display name to use when sending SMS from this number (empty=don't allow sending):** – This name will be in end of the SMS message if an attendant sends SMS messages from this number. You need to specify a name to be able to send from this group. The from number will be the from name specified in Organization > SMS provider.

  Note: Only Tele2 Customer Services can set and change this name.

- **Sender number to use when sending SMS from this number:** - This number will be in the SMS message next to the display name if an Telefonist (attendant) sends SMS messages from this number. Note that not all numbers are possible to reply to with an SMS message.

  Note: Only Tele2 Customer Services can set and change this number.

- **Feature code identification number** – This field is filled in with a number that is used to identify the Telefonist (attendant) group when an Telefonist (attendant) logs in or out using a feature code.

- **Which user groups can log in** – These check boxes are used to select which users in the user groups should belong to and be allowed to log in and take calls for this group.

  Note: This is only valid for UC users. Business Line users cannot log in to Telefonist (attendant) and Avancerad Svarsgrupp (ACD) groups

- **Which groups can supervise** – These check boxes are used to select which of the ACD supervisor groups that can supervise the users belonging to the Telefonist (attendant) group. The user in the supervise group can log in and log out agents, and see the current statistics in the group and agent widgets, available from the self provisioning web (Mina Sidor) interface, and change nightmode.
- **For how long time span should statistics be shown** – Enter the amount of minutes for the time span the group and agent widgets should show the statistics for.

  Note: The ACD widgets requires that only the user session the widgets were started from is active in the web browser to be able to show the information.

4.1.2.3. Call queue settings

This section describes the following fields in more detail:

- **How many calls can be queued at the same time** – Enter how many calls that are allowed to be waiting in the queue for the dialed number. Each call in queue takes up one media resource. Media resources are also needed for example for conference calls. The system has a limited number of media resources, and if all media resources are taken by queues, no conference calls are possible. Ask the superuser or your service provider for information regarding recommended settings to avoid shortage of media resources.
- **Maximum queue wait time** – Enter after how many minutes (mandatory) and seconds (optional) of waiting time for the caller first in queue the queue is set as full. Enter time as minutes:seconds, or only as minutes.
- **What happens to an incoming call when the queue is full** – This drop-down list is used to specify what should happen to calls coming into the queue when the maximum number of waiting calls, or maximum queue wait time has been reached. The possible values are:
- **Busy signal** – The calling party will hear a busy tone.
- **Forward to another number** – The call will be forwarded to another number configured for the queue.
- **If forward, to what number** – This is where the number to forward to is configured when the queue is full, if the forward to another number option is selected as the action.

- **If no Telefonister (attendants) are logged in and in the Available state, where should calls be forwarded:** – This field is filled with a phone number to forward calls to in case there is no Telefonist (attendant) logged into the Telefonist (attendant) group and a call arrives. If the ”Should attendant's presence state affect the distribution of calls” check box is marked, calls will also be forwarded if no Telefonist (attendant) is in the Available state. That is, if an Telefonist (attendant) is logged in but in the Unavailable state, the call will be forwarded, but not if the Telefonist (attendant) is in the Available state and occupied with a call or in the resting period.

4.1.2.4. Voice prompts

The possible values for voice prompts are:

- **Silence** – Nothing is heard while waiting in the queue,
- **Ringing** – A ring tone will be heard while waiting in the queue,
- **Voice prompt** – The drop-down list will also list the voice prompts available in the system. When one of the voice prompts is selected, this will be played out to the calling party. The selected prompt will repeat when the end of the prompt is reached.

Edit the following Voice prompts:

- **What should caller always here when calling this number** – Use if you want to specify a welcome message to the calling party.
- **What should caller hear, when placed in queue** – This drop-down list is used to specify what the calling party will hear when they initially arrive in the queue.
- **What should caller hear, when in queue** – This drop-down list is used to specify what the calling party will hear while waiting in the queue.
- **What progress message should caller hear**: – This drop-down list is used to select the prompt that will be played out as a progress message during the specified repeat interval.
- **How often (in seconds) should progress message be played** – This field is filled out if another message should be played out to the waiting party at a regular interval. The number of seconds that this message should be repeated after it is entered in seconds. If there is no progress message, a zero is entered in this field.

4.1.2.5. Distribution of calls

If an Telefonist (attendant) is logged in then the call stays in queue. If no Telefonister (attendants) are logged in the call is forwarded to a fallback number specified in the Call queue settings. If an Telefonist (attendant) is not available according to the activity (presence state) the calls will stay in the queue. The administrator can select specific settings to cause the calls to be forwarded to a fallback number.

In the distribution of calls section, the following options are available:

- **Destinations attendants can receive calls on** – These check boxes are used to select which personal phone types an agent has that calls will be distributed to.

  Note: Telefonist (attendant) calls are distributed directly to the devices selected here. The personal call routing rules for the Telefonist (attendant) are not applied.

- **After how many seconds of ringing should the call go to next attendant?** – In the text box, add the specific number of seconds a call should ring at an Telefonist (attendant) before it goes to another Telefonist (attendant).
- **Should attendant's presence state affect the distribution of calls** – This check box should always be selected if calls should be forwarded to a fallback number if the presence state has changed. The fallback number is the number set in the "If no Telefonist (attendants) are logged in and in the Available state, where should calls be forwarded" text box.
- **Honor nightmode when distributing calls** – If the user would like to honor the nightmode when distributing calls, select this check box. The system will not distribute calls to logged in Telefonister (attendants) when nightmode is active.
- **Forward number on nightmode** – This field is used in combination with the honor nightmode for call distribution. The system will then forward incoming calls to the number to the number configured here when night mode is active.
- **When redirection number cannot be shown (e.g. on mobile), prefer to show group number as calling party)** – Select which number that should be presented as calling party number when the redirection number cannot be signaled to the receiver, for example when calls are redirected to mobile phones. If this check box is marked the calling party number of these destinations will be the Telefonist (attendant) number instead of the original calling party number.
- **When attendants have equals skills, use longest idle distribution?(otherwise, distribute randomly)** – Select this check box to select the distribution method.

4.1.2.6. Telefonist (attendant) settings

This section describes the following fields in more detail:

- **How many seconds minimal resting time does an attendant get between calls**: – This field is configured with the minimum time that the system should wait until the next call is distributed to the agent after a call has been hung up.
- **After how many missed calls should an attendant be logged out (0=never):** – This field is filled in with a number that indicates how many calls an Telefonist (attendant) is allowed to miss before being automatically logged out.
- **At what number can an attendant get help (e.g. from supervisor):** – This field is configured with a number that requests help from another user. This number will be used by the help button in the ACD agent view of the Softphone. It is only available in the ACD agent view. When this button is pressed during an active call, the current call will be put on hold and a second call will be placed to the number configured in this field. This allows the Telefonist (attendant) to request assistance by pressing one button.

- **Enable camp-on** – Camp-on is a functionality that lets the Telefonist (attendant) to transfer and queue a call onto a busy extension.

  Note: For camp-on to work properly the Telefonist (attendant) must be authorized to monitor calls for target users.

- **After how many seconds of camp-on should the attendant receive visual notification:** – Enter after how many seconds the Telefonist (attendant) who camped-on a call should receive visual notification if the call has not been picked up.
- **After how many seconds of camp-on should all attendants in the attendant group receive visual notification:** – Enter after how many seconds all Telefonister (attendants) in the Telefonist (attendant) group should receive visual notification if the call has not been picked up.

4.1.2.7. User skills

This section describes the following fields in more detail:

- **User skills** – This list displays a list of users that can be added with a specific skill associated to them, where 1 indicates the highest skill and 5 the lowest. The system will route incoming calls to logged in Telefonister (attendant) with the highest skill. If multiple Telefonister (attendant) are logged in with the same high skill, the incoming calls will be distributed according to the distribution selected mechanism (longest idle or random). If all the Telefonister (attendant) with the highest skills are busy then calls will be distributed to available agents with lower skills. All users that are not configured in the skill list will have skill level 3.

To add skills to a user

- In the search box, search for the user then in the result list where a skill should be added, click on the user. A web page will be displayed with a drop-down list where the user can select a skill. The users with an associated skill are listed below the search field.

To remove a user from the list

- In the main window, on the right side of the name, click **X**.

Note: User skills cannot be added when the Telefonist (attendant) group is created. To add user skills the group must first be created and then be edited by selecting from the list of configured Telefonist (attendant) groups.

4.1.5. Hunt Group Numbers (Svarsgrupp)

The hunt group number function is used to distribute incoming calls among multiple users when a call is received at the hunt group number. The system provides different parameters affecting how to distribute the calls which is specified in this section.

The hunt group configuration page lists all hunt group numbers configured within the system.

To delete a number

- A Hunt group can't be deleted by a Company Admin. Only Tele2 Customer Services can delete a Hunt group.

To edit a setting

- In the main window, click on the corresponding line in the list.

To create a new hunt group number:

- Only Tele2 Customer Services can create a Hunt group.

Hunt group settings in more detail:

- **Phone number** – This field is configured with the phone number that is used to call into the hunt group number. Only Tele2 Customer Services can change and modify this number.
- **Name** – This field is configured with a name used to identify the hunt group number within the system.
- **Exclude this number from contact searches** – Mark the check box to exclude the number from contact searches in the Softphone or mobile client.
- **Hunt length** – This field is configured with the amount of users that are associated with the hunt group that should forward the call. If none of these users answer the call, the incoming call will be forwarded to the fallback number described below. If for example, 3 is configured then the system will randomly select three users that do not have a presence state or call state, excluding them from being configured below. These three users will then get the call distributed according to the distribution logic configured on this page.
- **Call how long (seconds)** – This field is configured with the number of seconds the phone should ring for one user until the phone stops ringing. The call can be forked to another user before the phone stops ringing, so that the phone rings at multiple locations. Note that this time is counted on the server. If the call setup time is long, the actual time when phone is ringing might be shorter.
- **Distribution logic** – These option buttons are used to select if calls should be distributed in parallel or in sequences among the members in the hunt group. If parallel is selected, all the randomly selected users, according to the hunt length will have their phones ring simultaneously. When the first user answers the phone, the rest will stop ringing. If sequential is selected, the selected user's phone will ring in sequence, where the first user's phone will start ringing. If this user does not answer within the specified time in the **Distribute after** field, a second phone will start ringing after that time. The first user's phone will stop ringing when the time specified in the **Call how long** field has passed. An overlapping ringing scheme can be created.
- **Distribute after how many seconds** – This field is only displayed if the sequential routing option is selected. Enter how many seconds of ringing on one user before the call forks and the next user in the hunt group receives the call. If this time is shorter than the ”call how long” value two users' phones will ring simultaneously for a period of time. Note that this time is counted on the server. If the call setup time is long, then the time until phone starts ringing might be longer.

- **Fallback number** – This field is configured with a phone number that incoming calls to the hunt group should be forwarded to, in case the hunt length is exceeded without anyone answering, or if no user is available for distribution. Users that are excluded from the hunt group are not available for distribution. If no fallback number is set, a user unavailable error signal is played instead.
- **When redirection number cannot be shown (e.g. on mobile), prefer to show group number as calling party)** – Select which number that should be presented as calling party number when the redirection number cannot be signaled to the receiver, for example when calls are redirected to mobile phones. If this check box is marked the calling party number of these destinations will be the hunt group number instead of the original calling party number. Note that if a previous redirection number, for example a rule based number, has been set as calling party number with this same option marked, that number will be displayed as calling party number.
- **Do not use hunt group number as redirecting number** – When this check box is marked, the redirection number sent is not the hunt group number. If other redirection numbers exists, for example a rule based number, this will be set to redirection number instead. If no other redirection number exists, the original calling party number is displayed as calling party number. This should be used to avoid breaking out with an internal hunt group number when breaking out to mobile on a SIP trunk.
- **Forward number on nightmode** – This field is configured with a phone number to forward calls to if the hunt group number is set to night mode configured as described in *Section 1.3, "Nightmode"*.
- **Participating user groups** – These check boxes are used to select the user groups that specify the users that should be included in this hunt group.
- **Activities and roles that excludes users from the hunt group** – These check boxes allow the specific presence roles and activities to be selected that exclude a user from being included in the hunt distribution. For example, if the activity lunch is checked no users that have set their presence state to lunch will receive calls for this hunt group. If all users are at lunch, the incoming calls will get distributed to the number specified in the fallback number field.
- **In call** – This check box indicates whether the users currently speaking on the phone should be excluded from receiving incoming calls to the hunt group.
- **Destinations to receive calls** – These check boxes are used to specify which personal phones belonging to the members in the hunt group should receive the calls.

  Note: Calls are distributed directly to the devices selected here. The personal call routing rules are not applied.

4.1.6. IVR Numbers

The IVR numbers configuration page is used to set up IVR services in the system. This is used to construct navigation menus that allow the calling party to use the phone to select to connect to different destinations. An IVR service consists of associating IVR logic with a phone number. The IVR logic consists of a voice prompt that plays out when a call arrives to the phone number and one or more forward destination numbers that the DTMF key input is associated with. When the calling party presses a key on the phone after the voice prompt has been played the call will be forwarded to the phone number associated with this key.

The configuration page shows a list of already configured IVR function numbers.

To delete a configured function number

- A IVR can't be deleted by a Company Admin. Only Tele2 Customer Services can delete a IVR.

4.1.6.1. Adding an IVR Function Number

To add an IVR function number:

NOTE: Only Tele2 Customer Services can add a new IVR

1. In the Function numbers menu, select **IVR numbers**.
2. In the main menu, click on the **New IVR number** option.
3. In the new IVR number section, in the text boxes, the following options are available:
    - **Number** – In the text box, enter the phone number that will be used to dial the newly created IVR menu or select a number from the **List available external numbers** option.
    - **Play this voice prompt when a call is received** – In the drop-down list, select the voice prompt that should be played to the person calling the IVR function number.

    Note: After a prompt is played, the caller can press a button on the phone. If a field is left empty then it will be prompted as an invalid option for the caller.

    - **Key listener (DTMF)** – After the prompt is played, the caller can press a button on the phone. Specify in the table where to redirect the call on each phone button key. If a field is left empty it will be prompted as an invalid option for the caller. Select **Pick** to choose a number from a list.
4. In the main window, to save the new IVR number, click on the **Save** button.

    This section describes the IVR number settings in more detail:

    - **Function number** – This field is filled out with the phone number that will be used to dial the IVR menu that will be created.
    - **Voice prompt** – This drop-down list is used to select which voice prompt should be played to the person calling the IVR function number.
    - **Key listener (DTMF)** – This table configures the number the call should be forwarded to based on the key that is pressed by the caller or in this case no key has been pressed.

5 Devices

5.1 Smartphone Clients

5. Devices

5.1. Smartphone Clients

The smartphone clients provisioning page is used to distribute and manage smartphone client applications for the users that have been configured to use this. The user is configured for smartphone client mobile extensions by configuring a mobile phone number and smartphone client license in the user administration page. This is described in *Section 3.2, "User Administration"*. The smartphone client enabled mobile extensions allow users with a supported smartphone to place and receive calls through the system and get access to services as if a Softphone or desk phone connected with the system would have been used. The configuration page lists these users in a table.

The table consists of a row corresponding to the user and the following three columns:

- **Select** – This column provides a check-box where the user may be selected to receive an invitation SMS.
- **Username** – This shows the username that the row corresponds to.
- **Mobile** – This column shows the mobile phone number of the user.
- **Status** – This column indicates the mobile extensions status of the user. It can contain the following values: "Uninvited" – The user is configured to use the smartphone client but has not been invited to download the smartphone client, "Invited yyyy-mm-dd hh:mm" – This value indicates when an invitation message was sent to the user, "Using version since ..." – This value indicates when the user has downloaded and started to use the smartphone client. It also indicates the type of mobile phone used to download the client.

  Note: Some mobile phones do not provide the mobile phone type after downloading the client application. In these cases, the status string only says "(downloaded with user agent)".
- **Send invitation SMS to selected** – By pressing this button an invitation SMS is sent to the users selected in the "Selected" column described above. The invitation SMS allows the user to download the smartphone client to the phone by opening the web link received in the SMS. Each user will receive a unique download link, and the link will not be valid anymore after 24 hours from the users first downloaded the application.

6 Call Routing

6.1 Rules for the Organization and User Group

6. Call Routing

The call routing service allows call routing rules to be created for an organization/ user group/user. The call routing rules are used to define how the system handles calls.

The following types of call routing rules can be defined:

- **Inbound rules** – These rules are used to control how an incoming call to a user is going to be handled. This is where the association between personal phone numbers and personal phones are defined, for example, controlling which user's phones should ring when a call is received to the personal number.
- **Outbound rules** – These rules control how the system should behave when a user places a call. For example, to define call barring criteria or to control which number should be presented as the calling party number when a user places a call.
- **Fallback rules** – These rules are used to control what would happen if a call to a user cannot be connected. If there is no answer or if the called party is busy then the call may be diverted to voice mail.

Note: Only the Corporate Administrator can create Call routing rules

6.1. Rules for the Organization and User Groups

This section of the call routing administration contains a list where the call routing rule logic can be administrated. By default, the list contains a row corresponding to the organization. This allows the call routing rules to be associated to all users within the organization at once. Call routing rules may also be added for a specific user group. This can be done by selecting the group to add the rules to from the group selection drop-down list above the list. By selecting a user group from this list, a line is added to the list allowing routing rule configuration for the user group.

Since a user may belong to multiple groups it must be possible to configure how the system will create the complete set of call routing rules for a user. This is especially important if two user groups contain conflicting call routing rules. For example, one rule states that the call should get forwarded to the voicemail system for one of the user groups that the user belongs to and another rule stating that the call should get forwarded to the user's mobile phone for the other user group. To handle this, the order of the rules has significance and when a user belongs to multiple groups a list consisting of all rules for all groups is created. The rules in this list are ordered by taking the rules from each user group in order. When a rule is going to be matched for a call this list searches from the top until the first match is found. This means that there may be existing rules from groups with lower priority that will never match.
To order how rules are taken from each group the group rule list supports ordering of

these groups and the organization in the list. This will construct the list by adding the rules to be placed in the list in order, for example, first taking the rules from the top most group and then appending the rules from the next group in the list and so on. To reorder the groups click on the up and down arrows in the order column of the list.

Note: The line corresponding to the organization cannot be deleted and is created for the system by default. It can still be reordered to control how group defined rules should be prioritized against group defined rules

6.1.1. Editing Rules for an Organization or Group

The organization/user group call routing rule edit page is divided into three sections to allow the creation of inbound, outbound and fallback rules.

6.1.1.1. General Rule Editor Description

The different rule types have the basic functionality of the rule editor in common. When the rules are created for an organization or user group the rules are added to an ordered list. Each line in the list corresponds to one rule. The rule consists of one or more matching criterion and an action that will be performed if the match criteria are fulfilled. When a rule is processed the system starts evaluating the match criteria of the first rule in the list and if this is not matching it continues further down the list until a match is found.

By adding rules the administrator can select to add a mandatory rule or overridable rule. Rules that are defined as mandatory will not be possible to be overridden by the end user, for example, it will always be placed before any user defined rules in the rule list. These rules are used to create polices in the system. The overridable rules are placed in opposite positions after any user defined rules and as a result. These rules are good to use when the administrator would like to create a default behavior in the system. In this case, the user has not specified any of their own rules. When a user opens the call routing service from the Mina sidor (self provisioning web) interface all administrators created rules inherited from the organization and user groups that the user belongs to are visible as read only rules. The insertion point for the user defined rules is between the list of mandatory rules and overridable rules.

To change the order of the rules in the rule list

- Use the up and down arrow buttons in the priority column.

To hide a rule from an end-user or organization administrator

- Mark the **Hide** checkbox to hide a rule from an end-user or an organization administrator.

To delete a rule from the rule list

- In the main window, on the right side of the rule, click **X**.

To add a new rule:

1. In the **Services** menu, click on **Call routing**.
2. In the Rules for column, next to the organization a rule will be added to, select the **Rules** option.
3. Next to the type of rule (inbound, outbound, fallback) that will be added to an organization, click on the **Add** button.

After clicking **Add**, the rule editor appears. This editor allows a rule to be created in a readable format language by selecting statements that will be added to the rule from a drop-down list ”or” or ”then” are available. The ”and” and ”or” options are used to add additional match criteria that will be fulfilled by the rule to match. The ”then” word is used to select an action that will be performed for the rule. If no match criterion is selected, the rule will always be matched to perform the action specified after the ”then” word. When a rule is constructed, the **Undo** and **Cancel** buttons are visible. The **Undo** button is used to step one step backwards in the creation or the rule, for example, if the wrong option was selected. The **Cancel** button is used to cancel the creation of the rule without saving the rule being edited. As soon as the rule has enough information to be considered a complete rule the **Save** button appears. The **Save** button finalizes the rules creation and adds the rule to the rule list. The save button appears as soon as the rule is valid but in some cases multiple actions are allowed for a rule. In these cases the editor presents the remaining options. The following sections presents the different match criteria and actions available for the different rule types.

6.1.1.2. Inbound Rules

Inbound rules are used to control how incoming calls to a user should be handled. If no inbound rules exist, the system does not know where to set up a call. Therefore, the system is by default, configured with one overridable rule for each organization created by the type. When a call is received then the call will be directed to a desktop phone and mobile phone with no delay and a Softphone with no delay”. This rule will always match as a last resort and make the specific phones ring simultaneously for the user.

6.1.1.2.1. Inbound Rules Match Criteria

The criteria are matched against the real value of the criteria specified at the time the call was received. The inbound rules support the following match criteria:

- **Activity** – To match against the current user’s presence activity when the call is received. This allows rules to forward calls to voicemail when the activity is set to a meeting that will be created. The possible match values are the activities configured for the organization.
- **Call is tagged** – To match against what the call is tagged with.

There are two special tags, pcr_primary_line andpcr_secondary_line that can be used for trunk group matching. If an inbound call is tagged with any of these tags and matches any number or alias on a user, the corresponding PCR rule will be evaluated. If none of these two tags is set by the trunk group on an inbound call, the PCR will automatically set the appropriate one based on matching number.

Tip: Rules with tags are often confusing for the end-users. Hide them by marking the Hide checkbox to avoid confusion.

- **Calling party** – To match against the type of calling party from the internal or external types. This allows rules that treat internal and external callers differently.
- **Call's destination is tagged** – To match against what the call's destination is tagged with.

Tip: Rules with tags are often confusing for the end-users. Hide them by marking the Hide checkbox to avoid confusion. This will also hide the rules for organization administrators.

- **Call's source is tagged** – To match against what the call's source is tagged with.
- **Date** – To match against a date value. The possible values are before, after or specific date.
- **Day of week** – To match against a weekday. It is possible to either specify "is" or "is not" and then provide the day of the week.
- **Diverted** – To match on calls that have been diverted by one user to another number while using the "Enter number:" setting. A call forked to a user's own devices is not considered a diversion.
- **Incall** – To match against the call state of the called user. Possible values are true and false. This allows rules for specifying what will happen if a user is busy in a phone call at the same time as receiving a call.
- **Nightmode** – To match against the nightmode state of the receiver. Possible values are true and false. This allows rules specifying what will happen when night mode is active or not for the receiver.
- **Role** – To match against the user's current presence role when the call is received. This allows, for example, rules forwarding calls to an attendant if the role is set to private. Possible match values are the roles configured for the organization.
- **Time** – To match against a time value. The possible values are before or after a specified time.

6.1.1.2.2. Inbound Rules Actions

The only type of action for all inbound rules is to select a destination to forward the inbound call to. Some of the destinations allow multiple destinations to be specified and the delay in between the call is setup among the multiple destinations.

The following inbound rule actions are available:

- **Desktop phone** – Forward calls to the desktop phone specified for the user.
- **External PBX phone** – Forward calls to the desk phone of a user behind a PBX connected to the system.
- **Analog phone** – Forward calls to an analog phone specified for the user.

- **Mobile phone** – Forward calls to the mobile phone specified for the user.

Caution: Be careful with the call routing configuration if the mobile phone subscription has its own voice mail service configured that will answer incoming calls to the mobile if it is turned off. In this case, this voicemail would answer all calls in the situation when the phone is turned off, even though the call routing rule specifies that it should ring the desk phone or Softphone in parallel. To prevent this to happen and to let the user to answer incoming call on these other devices while the mobile phone is off, either disable the voice mail service for the mobile subscription or add a delay to routing calls to the mobile phone to allow a few rings on the other phones before the mobile voicemail answers the call.

- **Queue** – Forward calls to the personal queue of the user. This action is typically used in conjunction with the In call match criteria. It is only possible to distribute a call that has been in a personal queue to internal extensions. If a rule with an external number distribution is available the call will not be distributed to the external number.
- **Active diversion number** – Redirect calls to the redirect number set by the feature code. Rules containing this action will only match if there is an active call diversion set by a feature code. A rule containing this action must exist in order for the diversion feature codes to be operational. This allows the administrator to keep call diversions under control.
- **Softphone** – Forward calls to the Softphone specified for the user.
- **Switchboard** – Forward calls to the switchboard number.
- **Voicemail** – Forward calls to the voice mail inbox specified for the user.
- **Voicemail play activity** – Forward calls to the voice mail inbox specified for the user and play activity.
- **Voicemail play out of reach** – Forward calls to the voice mail inbox specified for the user and play out of reach.
- **Voicemail play busy in call** – Forward calls to the voice mail inbox specified for the user and play busy in call.
- **Enter phone number** … – Forward calls to a custom phone number added to the rule.
- **Send busy response** – This is used to send back a busy tone to the calling party if the rule is matched.
- **Then hunt to <destination>** – this will start a hunt. It will cancel ringing on any previously added destination and make the phone ring on the entered destination. This can be used in combination with ”after N seconds”. If the hunt destination is busy the next hunt will be used directly.
- **Send decline** – send decline to calling party. This will enable a rule of type ”When a call is received then call will be directed to send decline.”

Note: Since organization and user group rules are common for multiple users, some of the users that belong to the organization/user group may not have some or any destinations that the matching inbound rule is set to forward the call to. If for example, the rule is set to forward calls to a mobile phone and desk phone simultaneously but the user has no mobile phone configured as a personal phone. In this case, the destination that remains is used as the only destination to forward the call to. However, if the user has no destinations matching the configured rule, there will be no match for the rule and rules further down in the list that will be processed.

6.1.1.3. Outbound Rules

Outbound rules are used to control how calls are placed by users and how they should be handled by the system. It is the outbound rules that control which calling party number will appear for the placed calls. If no outbound rule exists the system will set the calling party number to private. Therefore, an overridable outbound rule type is created by default for each organization of the type: "When a call is placed then the call will be placed from a personal office line". This will cause the phone number to be configured for the first line of the user and appears as a calling party number.

6.1.1.3.1. Outbound Rules Match Criteria

The outbound rules support the following match criteria. The criteria are matched against the real value of the criteria specified at the time the call was placed.

- **Date** – To match against a date value. The possible values are before, after or a specific date.
- **Day of week** – To match against a weekday. It is possible to either specify "is" or "is not" and then providing the day of week.
- **Dialed number** – To match the dialed number against a set of defined number types, for example international or mobile. You can set prefix classification on the management node in system < Number type classification.
- **Nightmode** – To match against the nightmode state of the calling party. Possible values are true and false. This allow rules specifying what should happen when nightmode is active or not for the calling party.
- **Role** – To match against the user's current presence role. Possible match values are the roles configured for the organization. This could be used for example to place a call from an anonymous line if role is set to Private.
- **Time** - To match against a time value. The possible values are before or after a specified time.

6.1.1.3.2. Outbound Rules Actions

The outbound rule actions are either used to specify the calling party number that will be displayed for the placed call or to block a placed call for different reasons.

The following outbound rule actions are available:

- Blocked because of forbidden destination – This action will prevent the call from being set up. Instead the caller will hear a prompt informing him/her about the reason for blocking the call.
- **Blocked because of restricted time** – This action will prevent the call from being set up. Instead the caller will hear a prompt informing him/her about the reason for blocking the call.
- **Blocked because of unauthorized user** – This action will prevent the call from being set up. Instead the caller will hear a prompt informing him/her about the reason for blocking the call.
- **Placed from** – The calling party number will be set to the function number configured.
- **Placed from anonymous line** – The calling party number will be hidden for the placed call.
- **Placed from personal office line** – The calling party number will be set to the number configured as the primary personal number for the user.
- **Placed from secondary office line** – The calling party number will be set to the number configured as the secondary personal number for the user.
- **Placed from billing id line** – The calling party number will be set to the number configured as the billing id for the user.

6.1.1.4. Fallback Rules

Fallback rules are used to control how the system handles incoming calls to a user that cannot be completed.

6.1.1.4.1. Fallback Rules Match Criteria

The following match criteria are available for the fallback rules:

- **Calling party** – To match against the type of calling party from the internal or external types. This allows rules for treating internal and external callers differently.
- **Date** – To match against a date value. The possible values are before, after or a specific date.
- **Day of week** – To match against a weekday. It is possible to either specify ”is” or ”is not” and then provide the day of the week.
- **Dialed** – To match against the to number.
- **Dialing** – To match against the from number.
- **Time** – To match against a time value. The possible values are before or after a specified time.

6.1.1.4.2. Fallback Rules Actions

The following actions are available for fallback rules:

- **Fallback to switchboard on no answer after 30 seconds** – If the called party has not answered within 30 seconds, the call will be diverted to the switchboard number.
- **Fallback to switchboard on busy** – If the called party is busy in a call, the call will get diverted to the switchboard number.
- **Fallback to switchboard on call rejected** – If the receiver declines an incoming call, the call will be diverted to the switchboard number.
- **Enter phone number** … **on call rejected** – If the receiver declines an incoming call, the call will be diverted to the entered phone number.
- **Send busy response on busy** – If the receiver is busy the receiver will hear a busy tone.
- **Send failure response on failure** – If the call fails, the cause of the error will be forwarded to the receiver.
- **Voicemail play activity** – Fallback to the voice mail inbox specified for the user and play activity on no answer.
- **Voicemail play out of reach** – Fallback to the voice mail inbox specified for the user and play out of reach on unavailable.
- **Voicemail play busy in call** – Fallback to the voice mail inbox specified for the user and play busy in call on busy.
- **Voicemail on call rejected** – Fallback to the voice mail inbox specified for the user on call rejected.
- **Voicemail on no answer** – Fallback to the voice mail inbox specified for the user on no answer.
- **Voicemail on busy** – Fallback to the voice mail inbox specified for the user on busy.
- **Voicemail unavailable** – Fallback to the voice mail inbox specified for the user when unavailable.

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