Clearspan®

APPLICATION SERVER GROUP WEB INTERFACE ADMIN GUIDE Part 2

2779-005

Release 20.0

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5th Edition (September 2014)

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Revision History

The following represents the revision history of this publication:

Revision Number	Date Completed	Point of Contact	Description
005	09/2014	Velvet Moore	Changes for R20.0.
004	11/28/11	Bev Marsh	Changes and Additions for R17.0
003	09/23/10	Bev Marsh	Changes and Additions for R16.0
002	08/12/2008	Danielle Woelfle	Changes and Modifications
001	06/04/2008	Bev Marsh	Initial Release

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1 Summary of Changes

This section describes the changes to this document for Release 20.0.

1.1 Changes for Release 20.0

This version of the document includes the following changes:

- Added section *4.10 User – Communication Barring Menu* for the Hierarchical Communication Barring Enhancements Feature Description.
- Updated sections *5.6.4 Configure Directory Number Hunting* for the Directory Number Hunting Enhancements Feature Description.
- Updated sections *5.13.1 Add a Trunk Group* and *5.13.3 Modify Trunk Group Profile or Delete Trunk Group* for the Unscreened Presentation Identity Support for Screened Trunk Group User Feature Description.
- Updated sections *4.1.3 Add User* and *4.2.2 Modify User Profile or Delete User* for the Name Dialing Policy for Auto Attendant Feature Description.
- Added section 4.11.3 Assign Security Classification Level and *5.13.14 Configure Security Classification*, and updated section *4.2.9 Configure Device Policies* for the Visual Security Classification for Active Call Feature Description.
- Added sections *5.9 Flexible Seating Host* and *4.5.5 Configure Flexible Seating Guest Device* for the Flexible Seating Feature Description.
- Updated section *4.2.9 Configure Device Policies* for the Executive and Assistant Services Feature Description.
- Updated sections *5.3.2 Add Auto Attendant* and *5.3.9 Modify or Delete Auto Attendant* for the Configurable First Digit Timeout for Auto Attendant Feature Description.
- Updated sections *4.2.4 Manage User Addresses*, *4.5.9.3 Modify Shared Call Appearance Location*, *5.9.3 Configure Flexible Seating Host Addresses*, and *4.5.5 Configure Flexible Seating Guest Device* for the Visual Device Management Support Feature Description.
- Updated section *5.2.9 Configure Call Recording Mode* for the Call Recording Voice Mail Recording Feature Description.
- Updated sections *5.3.3 Access Auto Attendant Profile Menu*, *5.9.2 View Flexible Seating Host Profile Menu*, *5.10.2 View Paging Group Profile Menu*, and *6.1.3 Access Call Center – Profile Menu* for the for the Virtual Subscriber Assigned Services Reconciliation Feature Description.
- Moved the Clearspan Anywhere section from the Clearspan Application Server Group Web Interface Administration Guide – Part 1.
- Updated sections *5.3 Auto Attendant*, *5.6 Hunt Group*, *5.7 Clearspan Anywhere*, *5.8 Find-me/Follow-me*, *5.9 Flexible Seating Host*, *5.10 Group Paging*, *6.1.2 Add Call Center*, *6.1.4 Modify Call Center Profile or Delete Call Center*, and *7.3 Meet-Me Conference Bridges* for the Call Processing Control Enhancements Feature Description.
- Updated section *4.2.9 Configure Device Policies* for the Call Recording Controls for IP Phones Feature Description.
- Updated section *5.6 Hunt Group* for the Hunt Group Call Busy Feature Description.

- Added section *5.2.5 Configure Announcement Repository* and updated sections *4.2.1 Access User – Profile Menu*, 5.2.1 List Virtual Users, *5.2.7 Configure the Voice Portal*, *5.3 Auto Attendant*, *4.3.2 Configure Custom Ringback User Profiles*, *5.8 Find-me/Follow-me*, *5.10 Group Paging*, *6.1.3 Access Call Center – Profile Menu*, *6.2.9 Customize Call Center Announcements* and *6.2.12.4 Configure DNIS Announcements* for the Announcement Repository Feature Description.
- Updated section *5.2.4 Configure Addresses for Virtual User*.
- Added section *5.8 Find-me/Follow-me* and modified section *5.1 Access Group – Services Menu* for the Find-me/Follow-me Service Feature Description.
- Updated section *5.6 Hunt Group* for the Hunt Group Call Busy Feature Description.
- Updated sections *4.5.3 Configure Call Center Defaults*, *6.1.5 Manage Call Center Routing Policies*, *6.2.1.1 Configure Agent Default Settings* and *6.2.2.1 Configure Agent Unavailable Codes Settings* for the Call Center Agent Not Reachable Stranded Policy Feature Description.
- Added section *4.5.6 Configure Group Night Forwarding* for the Group Night Forwarding Service Feature Description.
- Updated sections *4.2.4 Manage User Addresses, 4.5.9.2 Add Shared Call Appearance Location, 4.5.10 Configure Video Add-On, 6.2.12.4.4 Configure DNIS Music/Video On Hold Message*, *6.2.9.5 Customize the Music On Hold Message* for the Device Management LinePort Ordering Enhancement Feature Description.
- Updated section *6.2.9.3 Customize Estimated Wait Message* and *6.2.12.4.2 Configure DNIS Estimated Wait Message* for the Call Center Updated Queue Wait Time/Location Feature Description.
- Updated sections *4.5.3 Configure Call Center Defaults* and *6 Configure Call Centers* for the Call Center Skill Based Routing Feature Description.
- Added sections *4.5.3 Configure Call Center Defaults* and *6.2.1.2 Agent Threshold Profiles (Call Center – Premium and Call Center – Standard)* for the Call Center Thresholds and Alerts Feature Description.
- Updated section *7.3 Meet-Me Conference Bridges* for the Meet Me Maximum Scheduled Conference Duration Feature Description and Meet-Me Security PIN Feature Description.
- Updated section *5.3.2 Add Auto Attendant* for the Auto Attendant Transfer to Voicemail and Play Announcement Feature Description.
- Updated section *6 Configure Call Centers* for the Remove CCRS Support Feature Description.
- Updated section *4.2.8 Configure Call Processing Policies* for the Unicode Character Support for Calling Line ID Feature Description.
- Added and updated section *4.8 User – Meet-Me Conferencing Menu* and updated section *6.3.4.2 Schedule Reports* for the Schedule User Interface Improvements Feature Description.
- Updated section *5.15 Trunk Group* for the Business Trunking License Utilization Reports Feature Description, 2B Channel Transfer Support Feature Description, and Trunk Group Performance Measurements Feature Description.
- Updated section *5.3 Auto Attendant* for the Auto Attendant Enhancements Feature Description.
- Updated section *4.2.4 Manage User Addresses* for the Primary Line Controls Feature Description.

- Updated section *4.1.3 Add User*.
- Updated section *5.8 Find-me/Follow-me*.
- Updated section *5 Configure Services as Virtual Users* and added section *5.10 Group Paging* and modified section *4.5.9 Configure Shared Call Appearance Locations* for the Group Paging Feature Description.
- Updated section *5.4 Call Park* for the Call Park and Recall Enhancements Feature Description.
- Restructured information about configuring Call Center; created section *6 Configure Call Centers* for the Call Center Reporting Feature Description.
- Added section *7 Configure Meet-Me Conferencing* for the Meet-Me Conferencing, Part 1 Feature Description, Meet-Me Conference Delegates Support Feature Description, Meet-Me Conference Notification Enhancements Feature Description.
- Updated section *4.9.2 Configure Fax Messaging* for the Fax Alias Feature Description.
- Updated section *4.2.8 Configure Call Processing Policies* for the Dialable Caller ID Feature Description and Calling Line Identity Compliance Enhancements Feature Description.
- Updated section *6.1.2 Add Call Center* for the Basic and Standard Call Center Enhancement Feature Description.
- Updated section *5.6 Hunt Group* for the Configurable Hunt Group Name Presentation Feature Description and the Call Forwarding Not Reachable For Hunt Groups Feature Description.
- Updated section *5.15 Trunk Group* for the Stateful Trunk Group Failover Feature Description, Trunking Enhancements Feature Description, and Calling Line Identity Compliance Enhancements Feature Description.
- Updated section *4.6 User – Calling Plans Menu* for the Outgoing Calling Plan Dial Restriction Override Patterns Feature Description and the Call Me Now Feature Description.
- Updated section *6.1.2.4.3 Add Premium Call Center with Wizard*.
- Updated sections *4.2.4 Manage User Addresses* and *5.13 Trunk Group* for the Device Profile Enhancements Multiple Static Contacts Per Device Feature Description.
- Updated sections *5.2 Configure Shared Tasks* and *6.1.3 Access Call Center – Profile Menu* for the Call Recording Interface Feature Description.
- Updated sections *4.2 User – Profile Menu* and *4.5.9 Configure Shared Call Appearance Locations* and added section *4.2.9 Configure Device Policies* for the Device Feature Synchronization Enhancements Feature Description.
- Updated section *4.1.2 List Users*, *5.13.4 View Trunk Group Users and Change the Pilot User*, *6.2.12 Configure DNIS (Premium Call Centers)* for the Search by Extension and User ID Feature Description.
- Added section *5.2.8 Configure Privacy* for the Service Instance Privacy Feature Description.
- Updated section *4.2.8 Configure Call Processing Policies* for the Department Calling Line ID Override Feature Description.
- Updated sections *4.6.3 Configure Outgoing Calling Plan* and *4.6.5 Configure Outgoing Digit Plan*.

- Updated section *6 Configure Call Centers*.
- Updated section *5.15.1 Add a Trunk Group*.

1.2 Changes for Release 17.0

This version of the document includes the following changes:

- Updated section *6.1.2.4.3 Add Premium Call Center with Call Center Wizard.*
- Updated section *4.6.3 Configure Outgoing Calling Plan*.
- Updated section *6.1.2.4 Add Call Center with Call Center Wizard* and added section *6.1.2.4.4 Change Call Center User ID.*
- Updated sections *5.1 Access Group – Services Menu*, *6.2.9 Customize Call Center Announcements*, *6.2.12.3 Add DNIS*, *6.2.12.5 Modify or Delete DNIS*.
- Updated section *5.15 Trunk Group*.
- Added sections *4.2.10 Assign Call Centers*, *6.2.11 Configure Distinctive Ringing, 6.2.12 Configure DNIS (**Premium Call Centers**),* and *6.2.7.1 Assign Agents to Supervise (**Standard and Premium Call Centers**),* and updated sections *4.5.3 Configure Call Center Defaults*, *6.1.7.2 Bounced Calls (**Standard and Premium Call Centers**)*, *6.1.7 Configure Routing Policies* for *Call Center Enhancements II.*
- Updated section *4.11.2 Intercept User* for *Intercept Enhancements.*
- Added section *4.4.3 Configure Communication Barring User-Control* for *Communication Barring User-Control.*
- Updated section *4.2.8 Configure Call Processing Policies* for *Calling Name and Number Delivery Split.*
- Updated sections *5.15.1 Add a Trunk Group* and *5.15.3 Modify Trunk Group Profile or Delete Trunk Group* for *Calling Line ID Security.*
- Updated sections *4.2.4 Manage User Addresses*, *4.3.3 Configure Alternate Numbers*, and *4.9.2 Configure Fax Messaging*, *5.2.4 Configure Addresses for Virtual User, 5.12.1 Add Conference Bridge* for *Variable Length and Longer Extension.*
- Updated section *4.1.3 Add User*.
- Added section *4.2.7 Configure Call Application Policies.*
- Added section *6.2.10 Configure Weighted Call Distribution*.
- Added section *6.2.1.2* and updated sections *4.5.3 Configure Call Center Defaults* and *6.1.2 Add Call Center* for *Call Center Unavailability Codes.*
- Updated section *4.5.2 Configure Directed Call Pickup with Barge-in Options* for *Call Center Barge-in Enhancements.*
- Added sections *6.2.3 Call Disposition Codes (Premium Call Centers)* and *6.2.6 Configure Call Center Disposition Codes (Premium Call Centers)* for *Call Center Disposition Codes.*
- Modified the description in section *4.11.2 Intercept User.*
- Modified section *5.15 Trunk Group* for *Business Trunking Enhancements.*
- Added section *4.2.11 View or Assign an Office Zone and Primary Zone* for *Location-based Calling Restrictions.*
- Added sections for the *Network CTI Integration Functional Specification.*

- Added section *6.2.13 Configure Queue Status Notification* for *Call Center Status Event Package.*
- Added section *4.9.3 Configure Voice Messaging.*
- Added sections *6.2.9.3 Customize Estimated Wait Message* and 6.2.12.4.2 Configure DNIS Estimated Wait Message and updated sections *6.2.9 Customize Call* Center Announcements and *6.2.12 Configure DNIS (Premium Call Centers)* for *Call Center Entrance Message Enhancement.*
- Updated sections *6.1.5 Manage Call Center Routing Policies*, *6.1.2 Add Call Center*, and *6.1.4 Modify Call Center Profile or Delete Call Center.*
- Updated *6.1.2.4 Add Call Center with Call Center Wizard* and section *6.2.13 Configure Queue Status Notification (Premium Call Center).*
- Updated sections *6.2.9.3 Customize Estimated Wait Message* and *6.2.12.4.2 Configure DNIS Estimated Wait Message.*

2 About This Guide

The *Clearspan Application Server Group Web Interface Administration Guide – Part 2* is designed to assist group and department administrators with management of all Clearspan user administration functions for the Clearspan Application Server. Detailed instructions for each function and page of the Clearspan system can be found both in the guide and in the online help, which is available using the **Help** link on each web page.

> **NOTE**: For information about management of all Clearspan group and department administration functions, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 1.*

This guide assumes administrators are familiar with the procedures in the *Clearspan Getting Started Web Interface Administration Guide.*

3 Group Administrator Tasks and Responsibilities

A group administrator, using the CommPilot web interface of the Application Server, performs these user tasks:

- Configure users
- Configure services as virtual users
- Assist or train users in personal service configuration

Users can customize and configure their own services, which reduces the cost and need for customer service. Self-managed customers also benefit from reduced lag time for service orders. The design of the system allows for the possibility of requesting and receiving new services, additional numbers, and expanded access online.

GROUP ADMINISTRATION

4 Configure Users

This chapter describes functions required to create and manage users and to assign user services.

NOTE: This document contains the user procedures that only the group administrator can perform. Users can customize and configure their own services. For descriptions on how users use the user option menus to complete the configuration of their environment, see the *Clearspan Application Server User Web Interface Administration Guide*.

4.1 Group – Users Page

The *Group – Users* page lists the users in your group. Use the *Group – Users* page to access and perform the following functions:

- List Users
- Add User

You also use this page to access configuration pages for specific users, once you add these users to your group.

4.1.1 Access Group – Users Page

Use the *Group – Users* page to list and add users in your group.

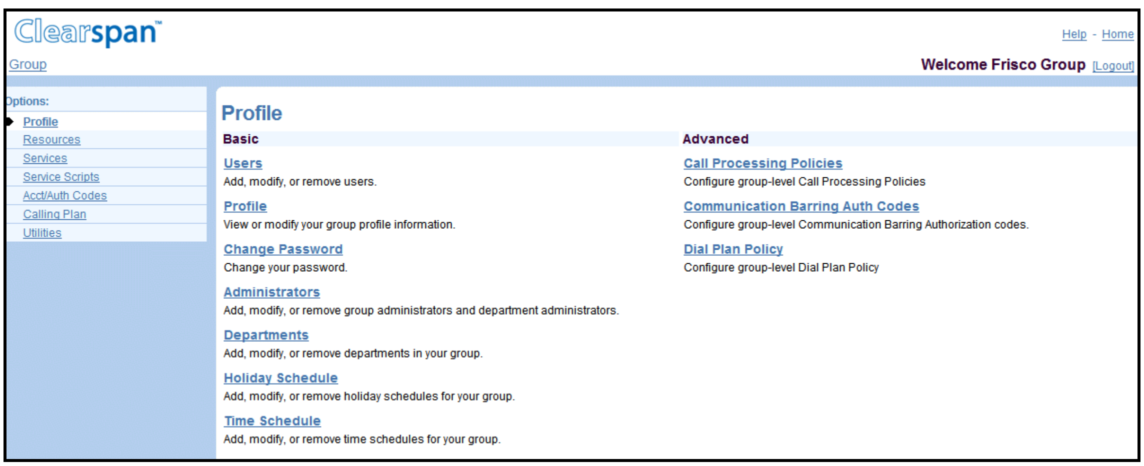

Figure 1 Group – Profile Menu

3) On your *Home* page, in the *Options* list, click **Profile**. The Group – Profile menu page appears.

4) Click **Users**. The Group – Users page appears.

5) To return to your Home page click **Group** or **Home**.

4.1.2 List Users

Use the *Group – Users* page to list all the users in the group. On this page, you can search for a particular user. From this page, you can add a user or select a user to be modified or deleted, change a user password, or assign services to or unassign services from a user.

> **NOTE**: The system can be configured to allow user authentication to be performed by an external server. When external activation is on, and you are not allowed to add users, no Add button appears on this page.

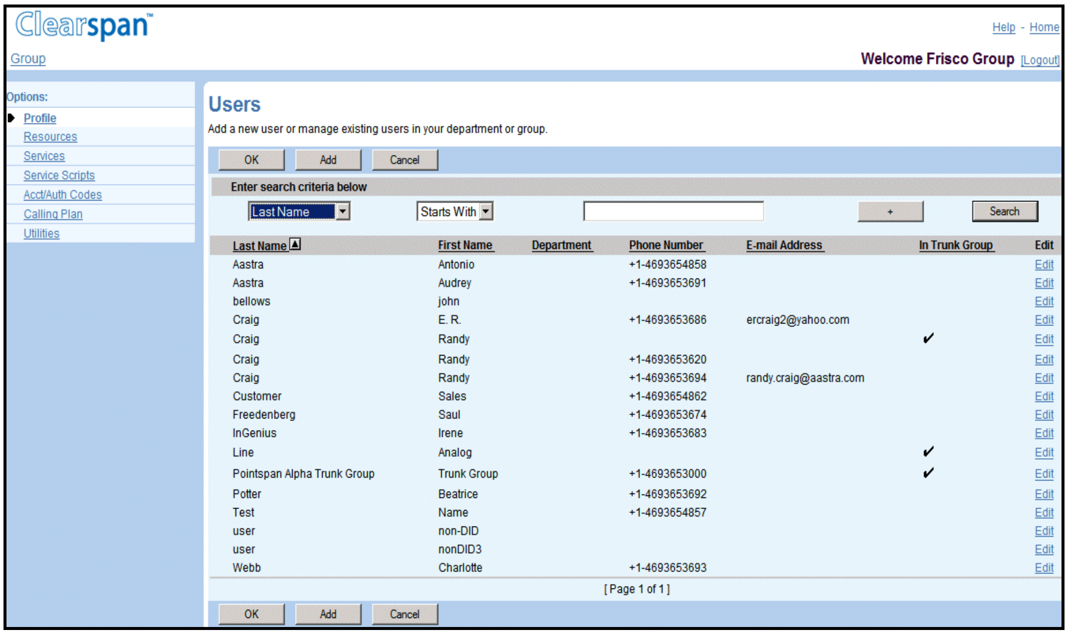

Figure 2 Group – Users

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, click **Search**. The *Group – Users* page with the list of users and search criteria boxes appears.

   The *Groups – Users* page is a list page that contains an advanced search. The User ID, Last Name, First Name, Phone Number, Extension, Department, and whether the user is in Thrunk Group. Depending on the number of pages of data in a list, you can present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*

3) To display the previous page, click **OK** or **Cancel**.

4.1.3 Add User

Use the *Group – Users Add* page to add a user.

> **NOTE 1**: Aastra recommends a maximum of 10,000 users per group on the system. This helps improve database queries and other tasks, which take longer as the group size increases.
>
> **NOTE 2**: The system can be configured to allow user authentication to be performed by an external server. When external authentication is active, no password fields appear on this page.

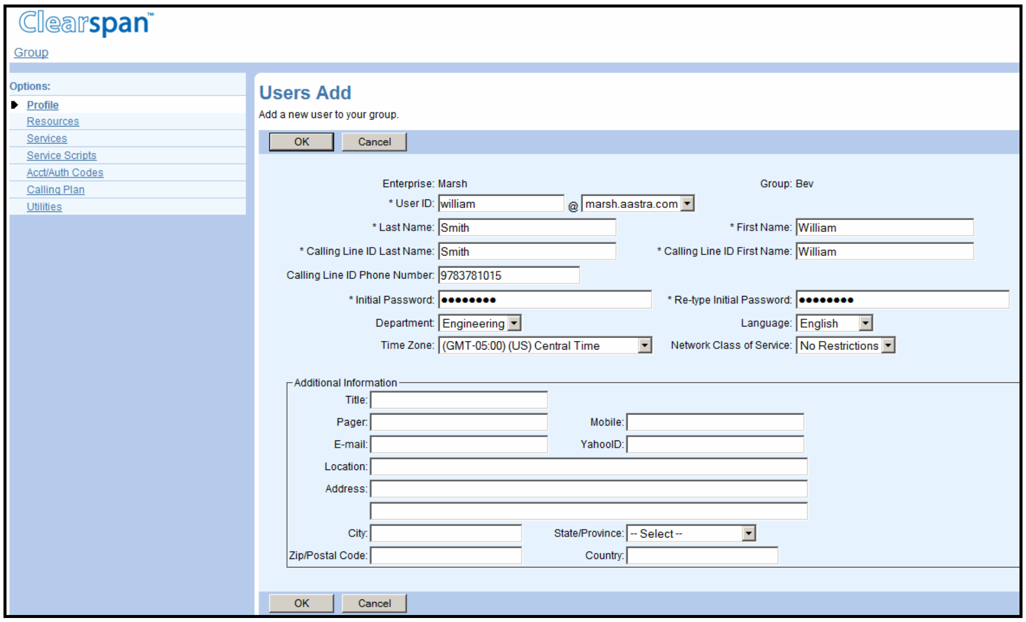

Figure 3 Group – Users Add

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page appears.
2) Click **Add**. The *Group – Users Add* page appears.
3) Type information for the user. Required data is indicated with an asterisk (*).

   Following is a table of the input boxes and the data required for each box. To move from one box to another, use the TAB key on the keyboard or click in the next box.

Input Box Name	Required?	Description	Example
Service Provider or Enterprise	(Read only)	The service provider or enterprise for the group.	SP01
Group	(Read only)	The name of the group.	
User ID	Yes	The login ID (no spaces, dashes or the symbols * and +).	Joe123

Input Box Name	Required?	Description	Example
@	Yes	The domain name. The drop-down list displays all domains configured for the group. The group default domain name appears first.	joe@abcompany.co m
Last Name	Yes	A character-based name.	Smith
First Name	Yes	A character-based name.	Joe
Calling Line ID Last Name	Yes	The last name of the user for the calling line ID (CLID).	
Calling Line ID First Name	Yes	The first name of the user for the CLID.	
Name Dialing Last Name	No	The last name to use when a caller dials by name using Auto Attendant. **NOTE**: This box appears only if the group is granted full access to name dialing fields.	Smith
Name Dialing First Name	No	The first name to use when a caller dials by name using Auto Attendant. **NOTE**: This box appears only if the group is granted full access to name dialing fields.	Robert
Calling Line ID Phone Number	No	The phone number for the user's CLID. **NOTE**: This box appears only if the Calling Line ID policy in effect for the user is set to use a configurable CLID.	4105559999
Hiragana Last Name	Yes	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.	
Hiragana First Name	Yes	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.	
Initial Password	Yes	Type the initial password for the user.	*******

Re-type Initial Password	Yes	Type the initial password again.	*******
Department	No	The department. The drop-down list displays all departments in your group, and if your group is part of an enterprise, all departments created at the enterprise level by your enterprise administrator. **NOTE**: You cannot assign a user to more than one department.	Marketing
Language	Yes	Language in which service announcements and treatments for incoming and outgoing calls for the user are played. Default is English (U.S. English) unless provisioned otherwise.	English
Time Zone	Yes	The time zone.	(GMT-05:00) – US Indiana
Network Class of Service	No	The network class of service the user is assigned to, which determines how user's calls are processed. Network Classes of Service are defined by the system administrator. You can use the classes assigned to your group.	Business Standard
Additional Information			
Title	No	The title of the user.	Marketing Director
Pager	No	The pager number of the user as you would dial it.	4105558888 or 17175551234
Mobile	No	The mobile phone number of the user as you would dial it.	4105559999
E-mail	No	A valid e-mail address in the format of user@host.com.	joe@broadsoft.com
Yahoo ID	No	The user's Instant Messaging Yahoo ID.	joeMarketing
Location	No	The user's specific location (for example floor number or cubicle number).	12-103

Address	No	The street address of the user (the company address). There are two lines for information such as a suite or office number.	123 Main Street Suite 701
City	No	The city.	Baltimore
State/Province	No	The state or province.	MD
Zip/Postal Code	No	The zip or postal code.	20877
Country	No	The country.	United States

NOTE: Remind users to change their passwords after they log in to the system for the first time.

4) To save your changes and display the previous page, click **OK**.

4.2 User – Profile Menu

This section describes the functions on the *User – Profile* menu that only administrators can perform.

Use the *User – Profile* menu page to perform the following user functions:

- Modify User Profile or Delete User
- Change User ID
- Manage User Addresses
- Reset User Password
- Assign or Unassign User Services
- Configure Call Application Policies
- Configure Call Processing Policies
- Configure Device Policies
- Assign Call Centers
- View or Assign an Office Zone and Primary Zone

4.2.1 Access User – Profile Menu

Use the *User – Profile* menu page to display the pages to modify a user profile, to delete a user, to change a user password, or to assign or unassign user services.

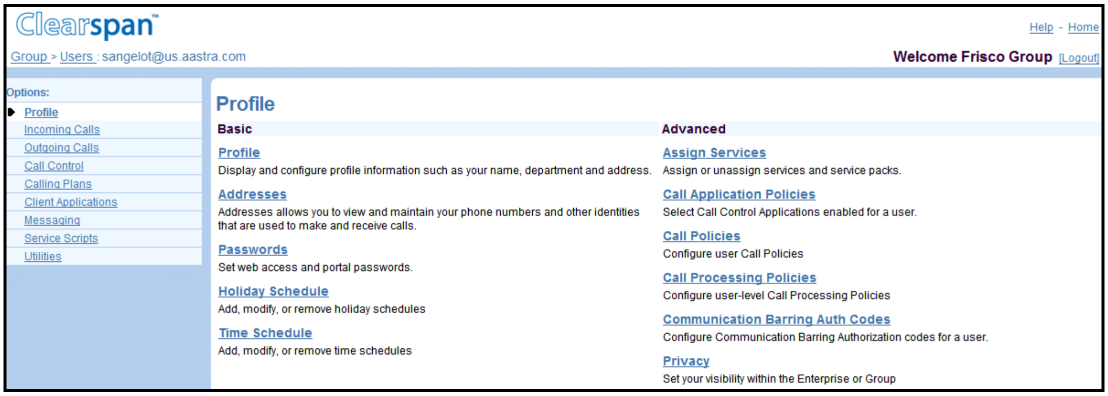

Figure 4 User – Profile Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.

4) To display your *Home* page, click **Group** or **Home**.

4.2.2 Modify User Profile or Delete User

Use the *User – Profile* page to modify a user profile or to delete a user.

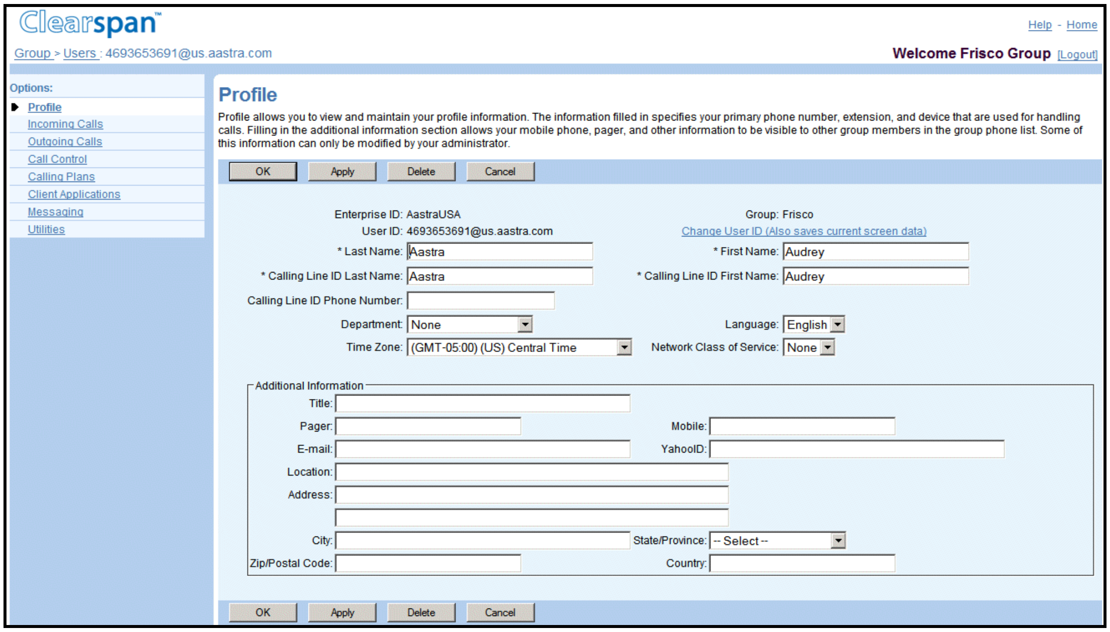

Figure 5 User – Profile

1) For a selected user, on the Profile menu, click **Profile**. The *User – Profile* page appears.
2) To delete the user, click **Delete**. A warning dialog box appears.

> **NOTE**: If the user is a pilot user for a trunk group, there is no Delete button.

3) Click **OK** to confirm the deletion, or **Cancel** to keep the user.

> **WARNING**: This action cannot be undone. Once Delete has been clicked, the selected user is permanently deleted.

4) To edit the user's profile information, type or select data on the page. An asterisk (*) indicates required data. For more information about this page and the data input boxes, see section *4.1.3 Add User*.

> **NOTE**: If you change the selection for *Language*, for the change to be effective on the web interface, the user must log out and then log in again. For the voice prompts during calls, the change is effective on the next call to or from the user.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.3 Change User ID

Use the *User – Change User ID* page to change a user ID and domain.

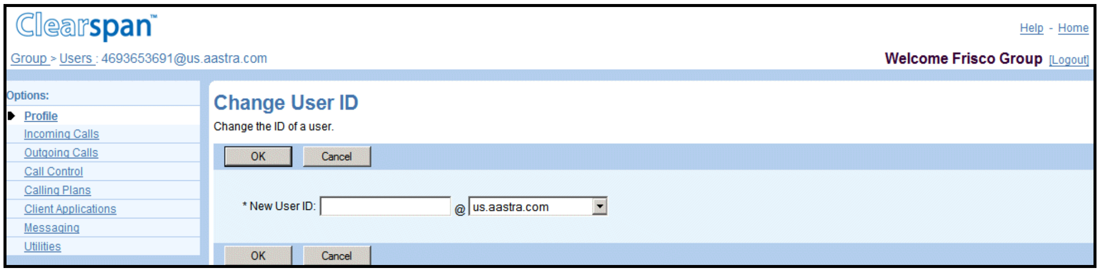

Figure 6 User – Change User ID

1) For a selected user, click **Profile**. The *User – Profile* page appears.
2) Click **Change User ID** (link in top right of page). The *User – Change User ID* page appears.
3) Type the new user ID, which can be up to 20 characters in length. Do not use spaces, dashes, or the * and + symbols.
4) Select the domain name from the drop-down list, which displays all domains configured for the group. The group default domain name appears first.
5) Save your changes. Click **OK**.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.4 Manage User Addresses

Use the *User – Addresses* page to configure the user's telephone number, extension, and other identities that are used when making and receiving calls.

The length of the extension may vary depending on the extension settings configured for your group and different users may have extensions of different lengths.

The telephone number and extension fields may be read-only if you have been assigned read-only access to phone numbers and extensions.

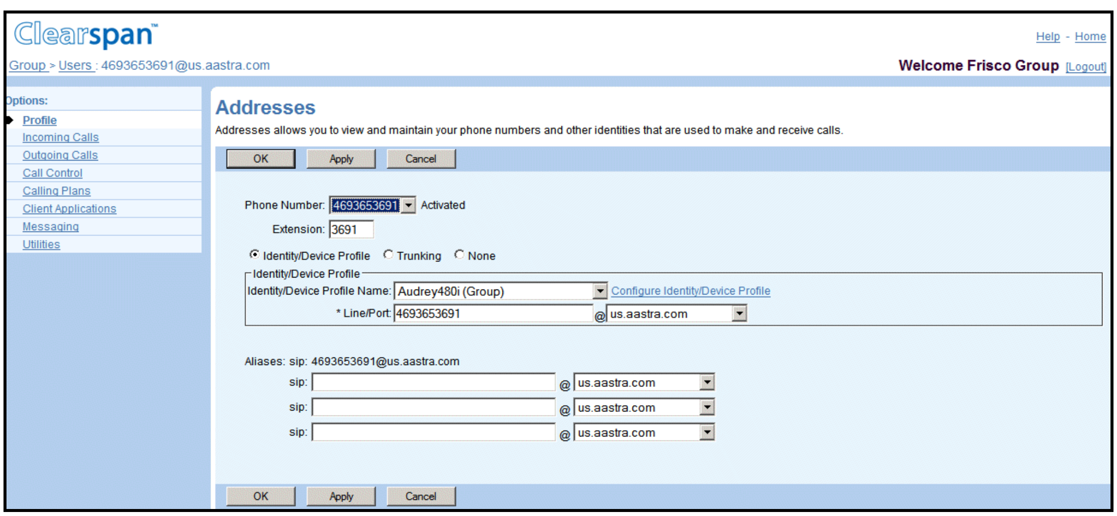

Figure 7 User – Addresses

1) For a selected user, click **Addresses**. The *User – Addresses* page appears.

2) Enter a phone number and/or extension for the user. The activation status of the assigned phone number is displayed to the right of the number under the Activated column. The status is not shown if the phone number is set to "None".

3) Select one of the following options:

- Select *Identity/Device Profile* to assign a specific identity/device profile to the user.
- Select *Trunking* to assign the user to a trunk group.
- Select *None* otherwise.

NOTE: If the user is a trunk group pilot user, the *Identity/Device Profile* and *None* options are disabled.

4) If you selected Identity*/Device Profile,* a new area of controls appears.

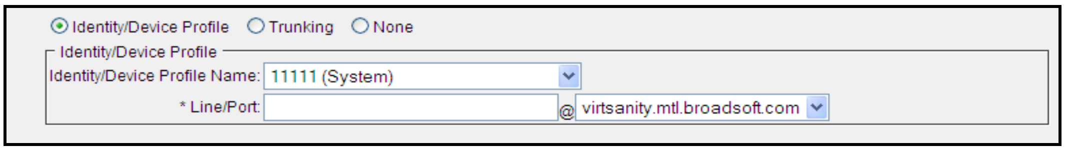

Figure 8 User Addresses – Identity/Device Profile Option

- Enter the required identity/device profile information as follows:

Field	Description
Identity/Device Profile Area	
Identity/Device Profile Name	The name of the identity/device profile to assign to this user. You can select an existing identity/device profile, or you may select *New Identity/Device Profile* to create a new identity/device profile on this page. See the following table for details.
Line/Port	The user's line number or SIP address, depending on the identity/device profile type you selected.
Port Number	The port number on the device. You select the port number from the list of ports available on the device. Note that the *Port Number* field is only displayed when static line ordering is enabled for the identity/device type.
Contact	Up to five contact addresses for the user. Only available for identity/device profile types that allow static registrations.

- To modify a selected identity/device profile, click **Apply** to save your changes and then click the **Configure Identity/Device Profile** link. The *Identity/Device Profile Modify* page appears.

NOTE: You can only modify identity/device profiles defined for your group.

- To define a new identity/device profile to assign to the user, select the **New Identity/Device Profile (Group)** option from the *Identity/Device Profile Name* drop-down list. The Identity/Device Profile area displays the following additional fields for you to configure:

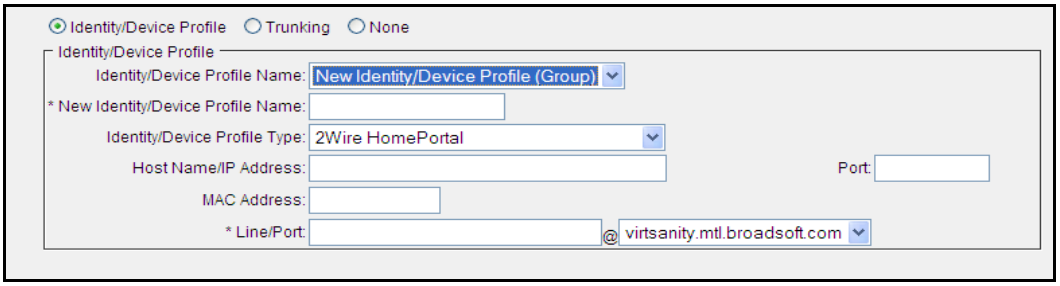

Figure 9 User Addresses – New Identity/Device Profile

Field	Description
New Identity/Device Profile Name	A descriptive name for the new identity/device profile.
New Identity/Device Profile Type	The type of identity/device profile to use as a basis for your new identity/device profile.
Host Name/IP Address	The network address of the new identity/device profile.
Port	The IP port used by the new identity/device profile on the host specified above.
Mac Address	The MAC address of the hardware represented by the identity/device profile.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type you selected.
Port Number	The device port number. You select the port number from the list of ports available on the device. Note that the *Port Number* field is only displayed when static line ordering is enabled for the identity/device type.
Contact	Up to five contact addresses for the user. Only available for identity/device profile types that allow static registrations.

- If the device can be configured using Visual Device Management, click **Apply** to save your changes and then click the *Configure Device via Visual Device Management* link to access the tool.
- To configure line control settings, click **Apply** to save your changes and then click the **Advanced Settings** link. Your changes are saved and the *User – Addresses Advanced Settings* page appears.
  - To allow call originations from the user's main line, check *Allow Origination from this location*.

- To allow terminations from the user's main line, check *Allow Termination from this location*.
- Click **Apply** or **OK**. Apply save your changes. OK saves your changes and displays the *User – Profile* page.

  Click **Apply** and then **Cancel** to save your changes and return to the *User – Addresses* page.

  Or click **Cancel** to exit without saving and return to the *User – Addresses* page.

5) If you selected *Trunk Group*, a new area appears, allowing you to specify the trunk group that you want to assign to the user.

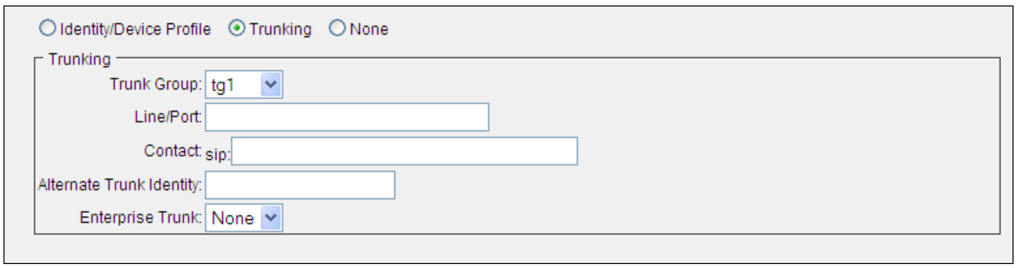

Figure 10 Addresses – Trunking

- Enter the trunk group information as follows:

Field	Description
Trunk Group	The trunk group to assign this user to. You can select any trunk group configured for your group.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type assigned to the selected trunk group.
Contact	Up to five contact addresses for the user. Only available for identity/device profile types that allow static registrations.
Alternate Trunk Identity	If the terminating subscriber has an alternate trunk identity, then the Application Server uses this identity instead of the subscriber's DN to form the URI for the To header (and possibly the Request URI).
Enterprise Trunk	The enterprise trunk to assign to this user. You can select any enterprise trunk configured for your group or enterprise.

Check *None* to assign the user no identity/device profile or trunk.

Use the Aliases controls to specify up to three additional SIP addresses to associate with the user. Calls directed to any of these aliases are redirected to the assigned user

Save your changes. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.5 Reset User Password

Use the *User – Passwords* page to reset a user password for the web portal or the voice portal. Users can change their passwords, but they have to remember their current password to do this.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external authentication is active, you can set only the voice portal password on this page.

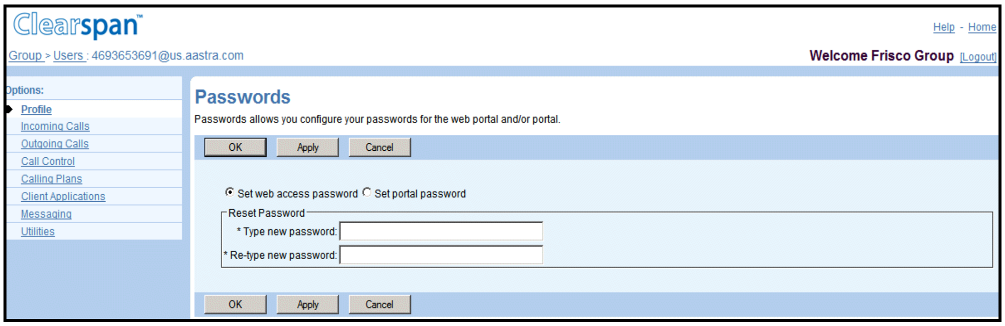

Figure 11 User – Passwords

1) For a selected user, click **Passwords**. The *User – Passwords* page appears

2) Select the type of password: Click the button for the type you want. The *Set voice portal* button appears only for users with the Voice Messaging service.

3) Type the new password in the *Reset Password* text boxes.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.6 Assign or Unassign User Services

Use the *User – Assign Services* page to assign services to or unassign services from a user (or a virtual user).

NOTE 1: You can assign only services that your service provider has authorized for your group and which you have assigned to the group.

NOTE 2: For users that are third-party Call Center applications or queues, assign Client Call Control and any other applicable user services to these users.

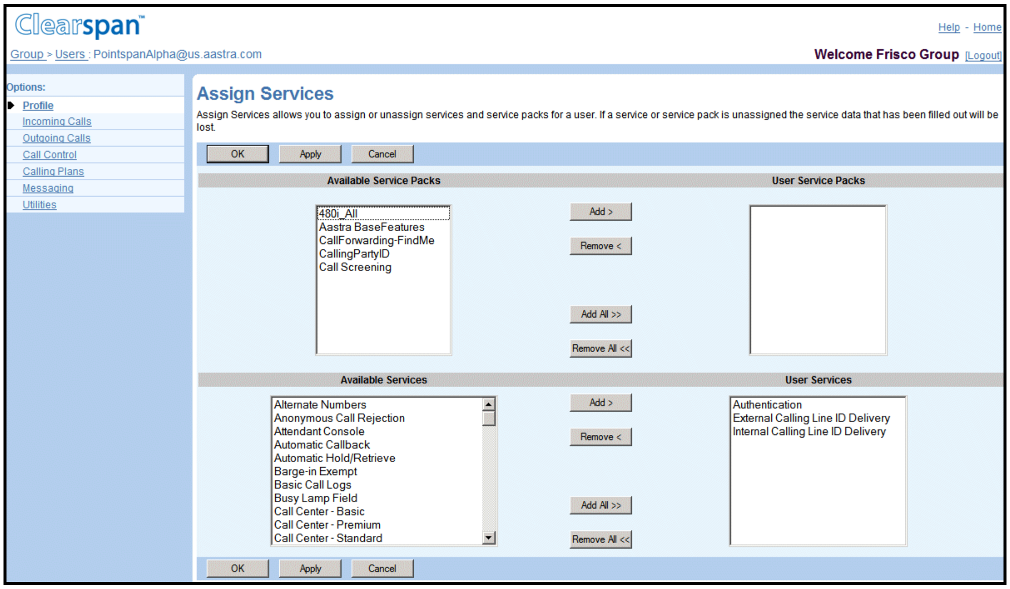

Figure 12 User – Assign Services

1) For a selected user, click **Assign Services**. The *Assign Services* page appears.

2) Assign service packs and user services:

   – In the *Available Service Packs* or *Available Services* columns, select the items to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**.

3) Un-assign service packs and user services.

   Select the items in the *User Service Packs* or *User Services* column and click **Remove <**. To unassign all items (unselected) at once, click **Remove All <<**.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.7 Configure Call Application Policies

Use the *User – Call Application Policies* page to enable Open Client Interface-Client (OCI-C) applications for a user. The page lists all the OCI-C applications configured on the system that are not enabled system-wide and must be enabled for users individually.

The applications are configured by your system administrator.

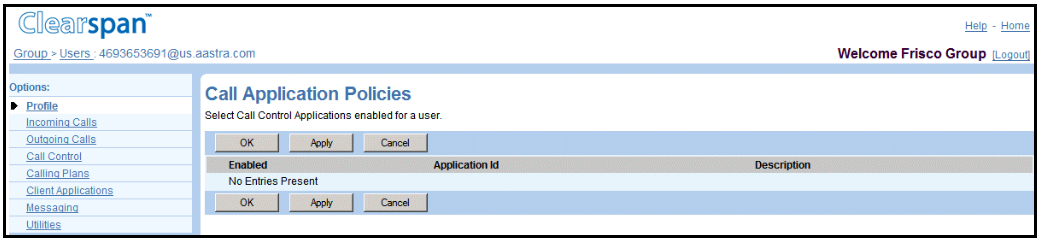

Figure 13 User – Call Application Policies

1) For a selected user, click **Call Application Policies**. The *User – Call Application Policies* page appears.

3) Check the *Enabled* box for each application that you want to enable for the user.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.8 Configure Call Processing Policies

Use the *User – Call Processing Policies* page to configure the Clearspan call processing behavior. Group administrators are only able to modify the *Calling Line ID* call processing policies.

NOTE: On a per-call basis, the system selects the policy to use based on the level at which the policies are configured. If the user policies are not configured, the system uses the policies defined at the group level.

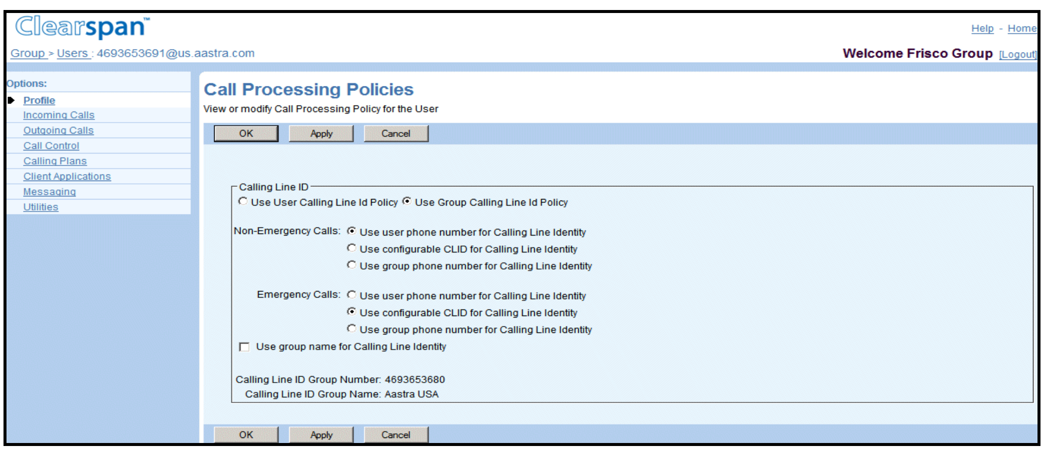

Figure 14 User – Call Processing Policies

1) For a selected user, click **Call Processing Policies**. The *User – Call Processing Policies* page appears.

2) Select the options for the policies you want to enable as described in the following table.

Field	Description
▪ Use User Calling Line Id Policy ▪ Use Group Calling Line Id Policy	This option allows you to specify whether group or user level Calling Line ID policy should be used. ▪ Select *Use User Calling Line ID Policy* to use the policy configured on this page. ▪ Select *Use Group Calling Line ID Policy* to use the group policy.
Non-Emergency Calls: ▪ Use user phone number for Calling Line Identity ▪ Use configurable CLID for Calling Line Identity ▪ Use group/department phone number for Calling Line Identity	This option allows you to override the Calling Line ID policy settings for non-emergency calls for a selected user. ▪ Check *Use user phone number for Calling Line Identity* to send the user's phone number as calling line ID for outgoing non-emergency calls. ▪ Check *Use configurable CLID for Calling Line Identity* to send the user's custom calling Line ID phone number for outgoing non-emergency calls. You need to define this number on the user's *Profile* page. ▪ Check *Use group/department phone number for Calling Line Identity* to send the group or department phone number as calling line ID for outgoing non-emergency calls. The department phone number is used if the user belongs to a department that has a phone number assigned; otherwise, the group phone number is used. This option is enabled only if there is a group phone number configured (at the *Group – Profile* level). The group number, if available, appears on this page.
Emergency-Calls: ▪ Use user phone number for Calling Line Identity ▪ Use configurable CLID for Calling Line Identity ▪ Use group/department phone number for Calling Line Identity	This option allows you to override the Calling Line ID policy settings for emergency calls at the user level. ▪ Check *Use user phone number for Calling Line Identity* to send the user's phone number as calling line ID for outgoing non-emergency calls. ▪ Check *Use configurable CLID for Calling Line Identity* to send the user's custom calling line ID phone number for outgoing non-emergency calls. You need to define this number on the user's Profile page. ▪ Check *Use group/department phone number for Calling Line Identity* to send the group or department phone number as calling line ID for outgoing non-emergency calls. The department phone number is used if the user belongs to a department that has a phone number assigned; otherwise, the group phone number is used. This option is enabled only if there is a group phone number configured (at the *Group – Profile* level). The group number, if available, appears on this page.
Use group name for Calling Line Identity	This option allows you to specify whether the group name should be used for the user's calling line identity.
Allow Department Name Override	Check this option to allow the use of the department name instead of the group calling line ID name for the user's calling line identity. Note that this option is only available when the *Use group name for Calling Line Identity* option is checked.
Block Calling Name for External Calls	Select this option to block the user's calling name when the user makes a call to an external destination.

Calling Line ID Group Number	This is a read-only field. It displays, if available, the calling line identity number of the user's group. If the group phone number is not configured, this field is empty and the settings that require group phone number are disabled.
Calling Line ID Group Name	This is a read-only field. Depending on the configuration, it can display the group name or the group calling line identity name, or it can be empty. If this field is empty, the settings that require group name are disabled.
Use User Dialable Caller ID Policy Use Group Dialable Caller ID Policy	This policy allows you to decide whether the user or group Dialable Caller ID policy should be used for the user. ▪ Select *Use Group Dialable Caller ID Policy* to use the group policy. ▪ Select *Use User Dialable Caller ID Policy* to use the policy defined on this page.
Dialable Caller ID: On/Off	Check *On* to enable the Dialable Caller ID feature for the user, or check *Off* to disable it.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.9 Configure Device Policies

Use the *User – Device Policies* page to view or modify the device policies for the user.

Figure 15 User – Device Policies

1) For a selected user, click **Device Policies**. The *User – Device Policies* page appears.

2) Select one of the two line policies:

- *Single User Private and Shared Lines*: When this policy is selected, you can enable or disable device feature synchronization.
  - To enable device feature synchronization, check the *Enable Device Feature Synchronization* box.
  - To disable it, uncheck the box.
- *Multiple User Shared Lines* (when Shared Call Appearance is assigned and configured with devices owned by more than one user): When this policy is selected, device feature synchronization is automatically disabled, except for the services you select by checking one or more of the following options:
  - *Enable ACD*
  - *Enable Call Forwarding Always*
  - *Enable Call Forwarding Busy*
  - *Enable Call Forwarding No Answer*
  - *Enable Do Not Disturb*
  - *Enable Executive*
  - *Enable Executive-Assistant*
  - *Enable Security Classification*
  - *Enable Call Recording*

NOTE: The selected policy applies to all devices assigned to the user.

3) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.10 Assign Call Centers

Use the *User – Assign Call Centers* page to assign a selected user to one or more call centers as an agent.

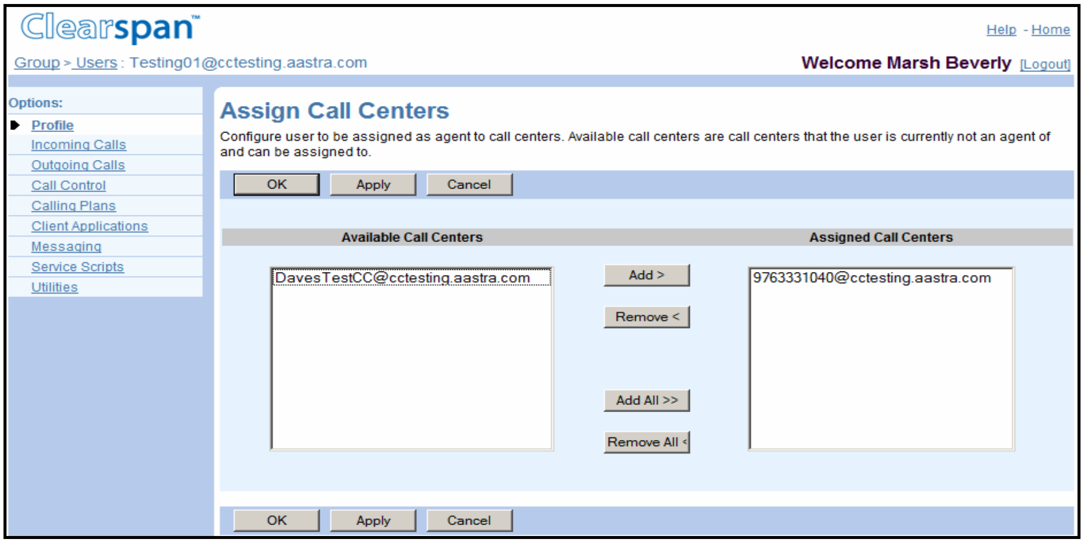

Figure 16 User – Assign Call Centers

1) For a selected user, click **Assign Call Centers**. The *User – Assign Call Centers* page appears.

2) Assign the user to call centers.

- To assign the user to all available call centers at once, click **Add All >>**.
- To assign the user to selected call centers, in the *Available Call Centers* column, select the call centers and click **Add >**.

  You can select some or all of the items in the column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

- To unassign users from specific call centers, select the call centers in the *Assigned Call Centers* column and click **Remove <**; or, to remove the user from all call centers, click **Remove All <<**.

3) To save your changes click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.2.11 View or Assign an Office Zone and Primary Zone

Use the *User – Office Zone* page to view and configure an office zone and primary zone for a selected user.

Your group must have office zones assigned and the user must have the Location-based Calling Restrictions service assigned for this page to be accessible.

The Location-based Calling Restrictions service allows mobile users to specify calling restrictions based on their location in the mobile network.

NOTE: Only administrators with full access to office zones can configure office zones and primary zones. Users with read-only access can only view this page.

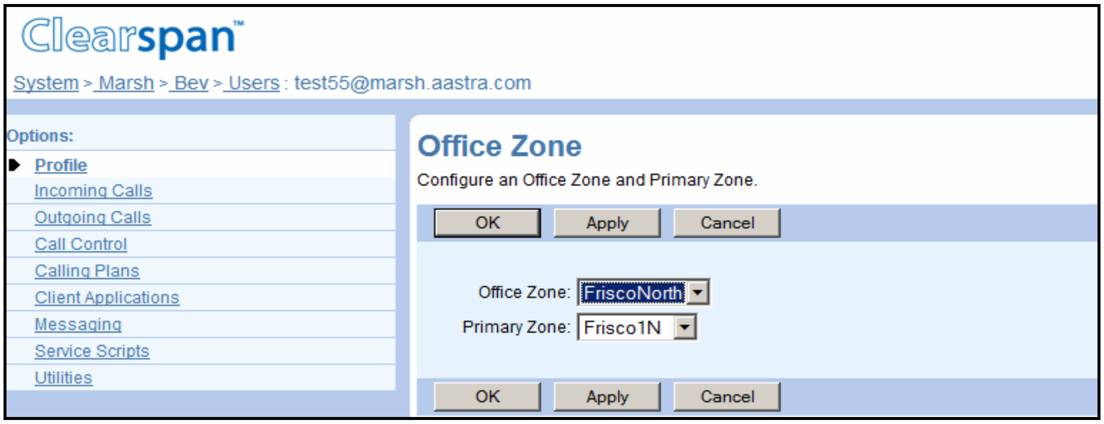

Figure 17 User – Office Zone (Administrator with Full Office Zone Access Privileges)

1) For a selected user, click **Office Zone**. The *User – Office Zone* page appears.
2) Select the Office Zone and the Primary Zone for the user from the drop-down lists. By default, *Office Zone* and *Primary Zone* are set to "None". Once an office zone and a primary zone have been selected for a user, these values can be modified but can no longer be set to "None".
3) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.3 User – Incoming Calls Menu

After you have added users, configured their initial passwords, and assigned services and Call Processing policies to them, use menu items on the *User – Incoming Calls* menu to perform the following configuration tasks (which only you can do for a user):

- Configure Custom Ringback User Profiles
- Configure Alternate Numbers

4.3.1 Access User – Incoming Calls Menu

Use the *User – Incoming Calls* menu page to configure user functions related to incoming calls.

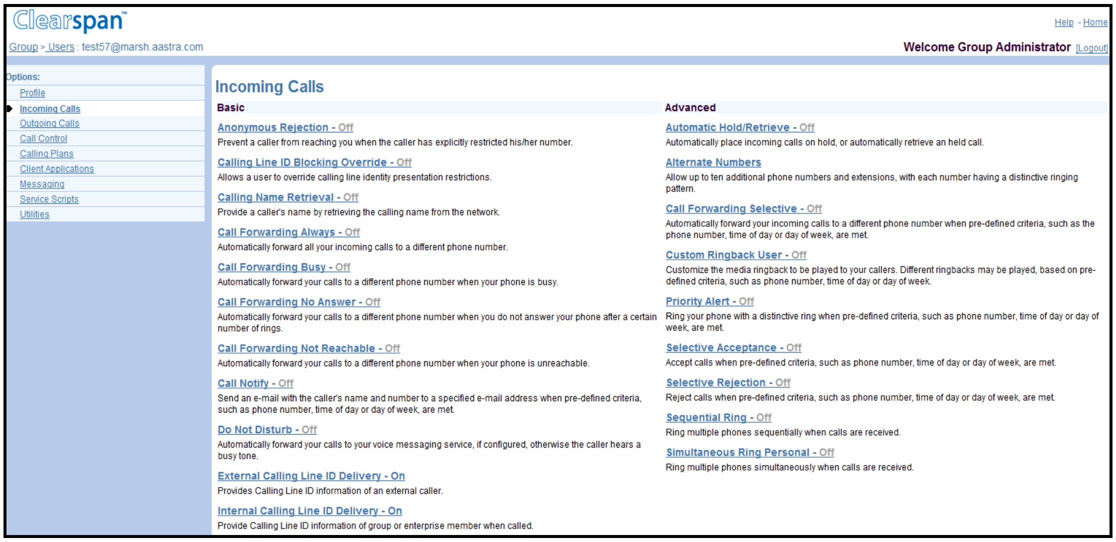

Figure 18 User – Incoming Calls Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.

   4) Click **Incoming Calls**. The *User – Incoming Calls* menu page appears.

   5) To display your *Home* page, click **Group** or **Home**.

4.3.2 Configure Custom Ringback User Profiles

Use the *User – Custom Ringback User* page to:

- List or Activate/Deactivate Custom Ringback User Profiles
- To exit without saving, click **Cancel** or select another page.
- Add a Custom Ringback User Profile
- Modify a Custom Ringback User Profile
- Delete a Custom Ringback User Entry

4.3.2.1 List or Activate/Deactivate Custom Ringback User Profiles

Use the User – *Custom Ringback User* page to list or activate or deactivate custom ringback user profiles for the selected user. The *Active*, *Description*, *Time Schedule*, and *Calls From* appear for each custom ringback profile.

> **NOTE:** Video ringback is only available if the Customer Ringback Video service is assigned. Otherwise, only the Audio Ringback options appear on the Custom Ringback pages.

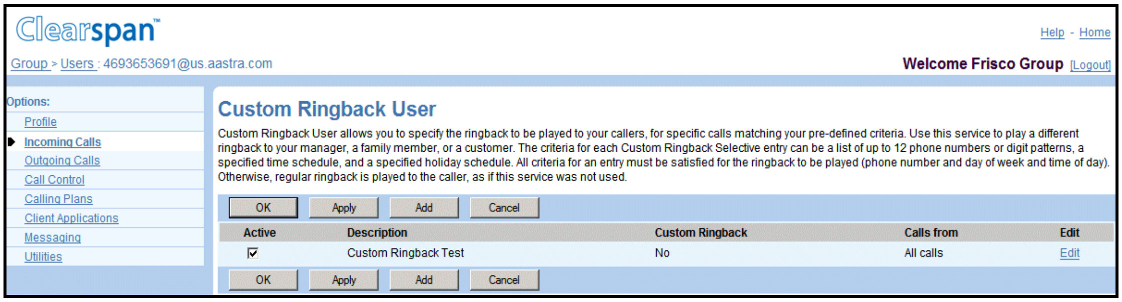

Figure 19 User – Custom Ringback User

1) For a selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.
2) Click **Custom Ringback User**. The *User – Custom Ringback User* page appears.
3) To activate a custom ringback, select **Active**.
4) To deactivate a custom ringback, unselect **Active.**
5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

4.3.2.2 Add a Custom Ringback User Profile

Use the *User – Custom Ringback User Add* page to add a custom ringback user profile for the selected user. The Custom Ringback service allows you to customize the ringback that is played to the user's callers.

> **NOTE**: Group administrators are permitted to add custom ringback profiles that access files through an URL.

The Customer Ringback User Add page contains the following tabs:

- **General** – Use this tab to create a new ringback entry with default ringback settings.
- **Initial Ringback** – Use this tab to modify audio and video ringback media settings for the initial calls.
- **Waiting Ringback (optional)** – Use this tab to modify ringback settings for call waiting. Waiting Ringback tab will be displayed only when both Call Waiting and Custom Ringback User – Call Waiting features are assigned.

> **NOTE**: Selecting the *Initial Ringback* or *Waiting Ringback* tabs display the corresponding tab on the *Custom Ringback User Modify* page.

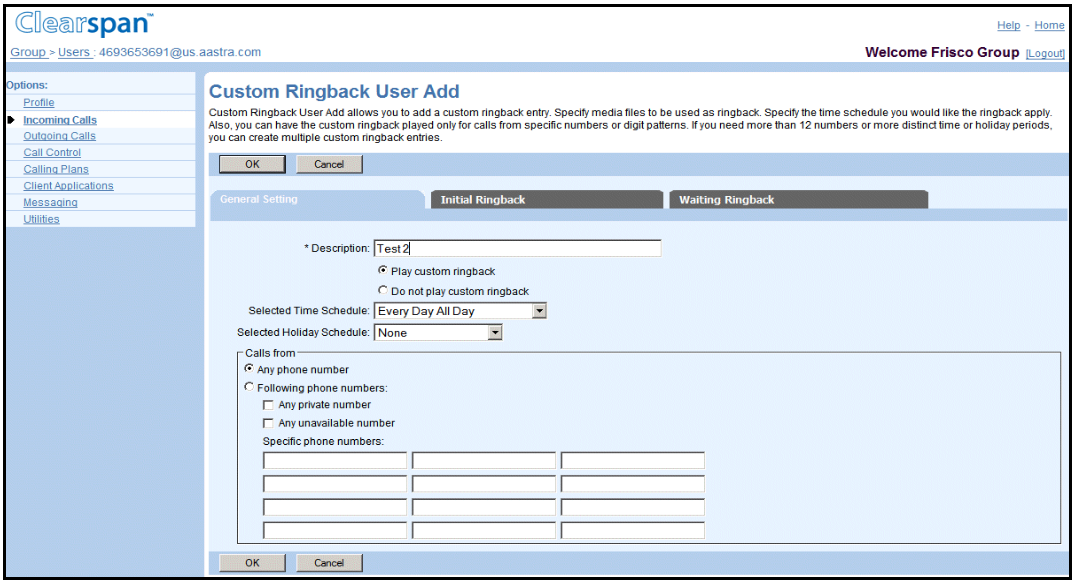

Figure 20 User – Custom Ringback User Add (Top of Page)

1) For a selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.

2) Click **Custom Ringback User**. The User – Custom Ringback User page appears.

3) Click Add. The User- Custom Ringback User Add page appears.

4) In the Description text box, type a description for the Custom Ringback entry.

5) Select Play custom ringback or Do not play custom ringback to enable or disable this entry.

6) From the drop-down list, choose the *Selected Time Schedule* for this entry.

6) From the drop-down list, choose the *Selected Holiday Schedule* for this entry.

7) In the *Calls From* section select from the following:

   - To play the custom ringback for all callers, click *Any Phone Number*.
   - To specify callers, click *Following phone numbers* and:
     - Specify whether Custom Ringback should be played to any private number.
     - Specify whether Custom Ringback should be played to any unavailable number.
     - To enter specific phone numbers, click the cursor in the text box and type the complete phone number which should trigger the entry. Enter up to 12 numbers for each entry.

NOTE: You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can only appear at the end of a string containing digits and "?" wild cards.

Example: 45055512?4, 450555??34, 4505?5*`

8) Save your changes. Click **OK** or **Initial Ringback**. OK saves your changes and displays the previous page. Initial Ringback displays the Custom Ringback User Modify page where you can modify the media for the custom ringback.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.3.2.3 Modify a Custom Ringback User Profile

Use the *User – Custom Ringback User Modify* page to modify a custom ringback user profile for the selected user.

> **NOTE**: Group administrators are permitted to add custom ringback profiles that access files through an URL.

The Customer Ringback User Modify page contains the following tabs:

- **General** – Use this tab to modify general settings or a ringback entry.
- **Initial Ringback** – Use this tab to modify audio and video ringback media settings for the initial calls.
- **Waiting Ringback (optional)** – Use this tab to modify ringback settings for call waiting. The *Waiting Ringback* tab is displayed only when both *Call Waiting* and *Custom Ringback User – Call Waiting* features are assigned.

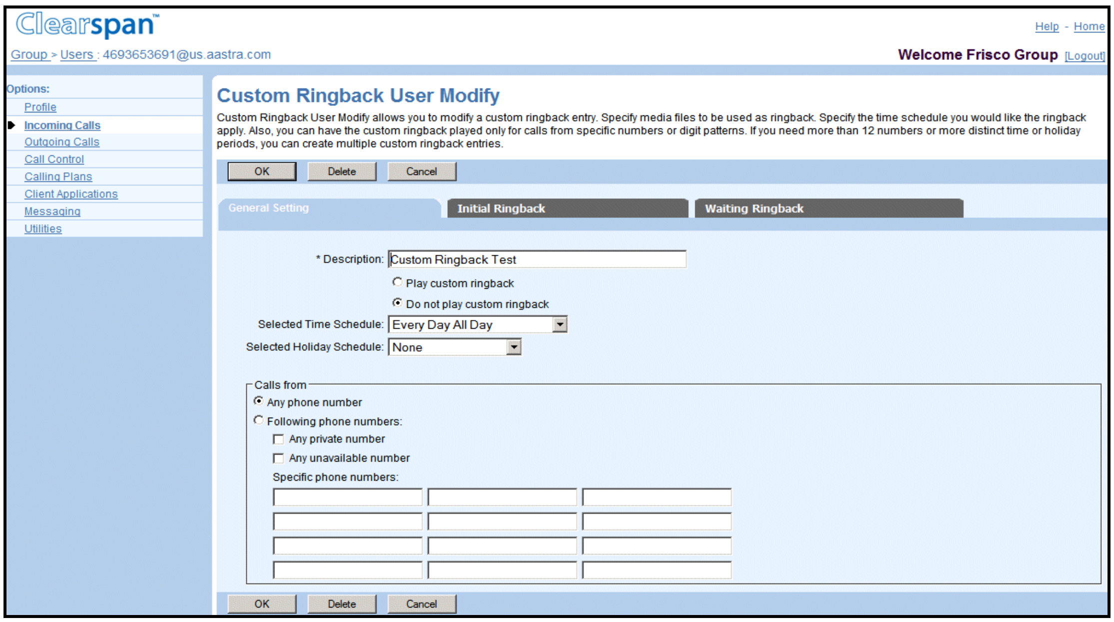

Figure 21 User – Custom Ringback User Modify

1) For the selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.
2) Click **Custom Ringback User**. The *User – Custom Ringback User* page appears.
3) Click **Edit** or any item on the row for the user. The *User – Custom Ringback User Modify* page appears.
4) To edit a customer ringback user profile, type or select information for the profile.
5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

> **NOTE:** For video ringback, you must specify a custom video ringback file (not Default) and the user must have a video-capable phone. In all other cases, if you specify a custom audio ringback file, that is played. Otherwise, the default audio file is plays.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.3.2.3.1 Modify Ringback Media Settings for Initial Calls

Use the Initial Ringback tab on the *User – Custom Ringback User Modify* page to modify audio and video ringback media settings for the initial calls.

> **NOTE**: The Video Ringback section is shown only when the Custom Ringback User – Video feature is assigned to the user.

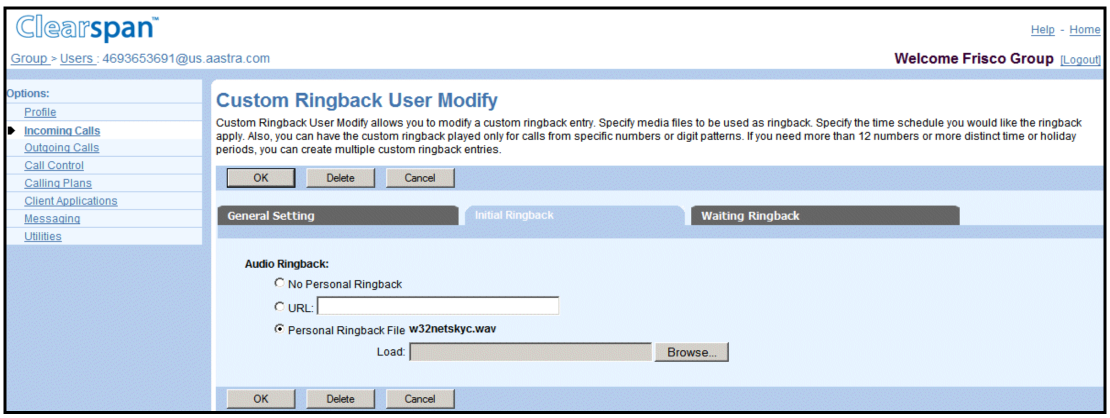

Figure 22 User – Custom Ringback User Modify (Initial Ringback)

1) On the *User – Custom Ringback User Modify* page, click **Initial Ringback**.
2) Specify the audio ringback file, the video ringback file, or both files, as applicable:
   - To use the default ringback, click *No Personal Ringback*. For video ringback, the default setting plays the audio file (not video).
   - To select the URL, click *URL* and type the URL address.
   - To select a personal ringback file, click *Personal Ringback* and select a file from the drop-down list.

> **NOTE**: The maximum duration of a ringback file is 120 seconds.

3) Save your changes. Click **OK** or another tab. OK saves your changes and displays the previous page. Clicking another tab displays the selected page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.3.2.3.2 Modify Ringback Media Settings for Call Waiting

Use the *Waiting Ringback* tab on the *User – Custom Ringback User Modify* page to modify audio and video ringback media settings for call waiting.

> **NOTE**: The *Waiting Ringback* tab is displayed only when both *Call Waiting* and *Custom Ringback User – Call Waiting* features are assigned. The Video Ringback section is shown only when Custom Ringback User – Video feature assigned.

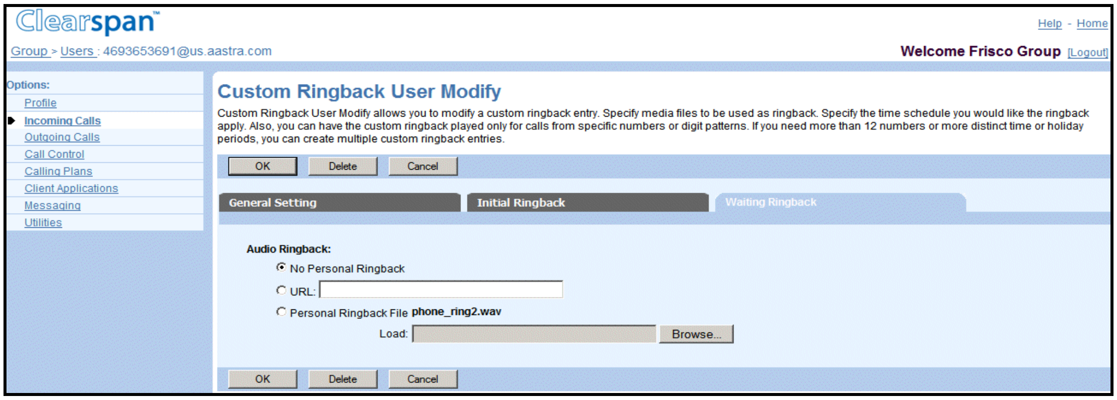

Figure 23 User – Custom Ringback User Modify (Waiting Ringback)

1) On the *User – Custom Ringback User Modify* page, click **Waiting Ringback**.
2) Specify the audio ringback file, the video ringback file, or both files, as applicable:

> **NOTE**: If the *No Personal Ringback* option is selected, Clearspan uses the same user-defined media source for both initial calls and waiting calls. For video ringback, you must specify a custom video ringback file and the user must have a video-capable phone. In all other cases, if you specified a custom audio ringback file, that audio file is plays. Otherwise, the default audio file is plays.

- To use the default ringback, click *No Personal Ringback*. For video ringback, the Default setting plays the audio file (no video).
- To select the URL, click *URL* and type the URL address.
- To select a personal ringback file, click *Personal Ringback* and then select a file from the drop-down list.

> **NOTE**: The maximum duration of a ringback file is 120 seconds.

3) Save your changes. Click **OK** or another tab. OK saves your changes and displays the previous page. Clicking another tab displays the selected page .

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.3.2.4 Delete a Custom Ringback User Entry

Use the *Custom Ringback User Modify* page to delete a custom ringback user entry.

1) On the *User – Incoming Calls menu* page, click **Custom Ringback User**. *The User – Custom Ringback User* page appears.

2) Click the **Edit** link next to the selection you want to modify or delete. The *User – Custom Ringback User Modify* page appears.

3) To remove an entry, click **Delete**. The entry is deleted and the *User – Custom Ringback User* page appears.

   To exit without saving, select another page or click **Cancel** to display the previous page.

> **WARNING**: This action cannot be undone. Once you click Delete, the instance is permanently deleted.

4.3.3 Configure Alternate Numbers

Use the *User – Alternate Numbers* page to add, modify, or delete up to 10 alternate numbers for a user. A user with alternate numbers can receive calls to their alternate numbers or extensions on their primary phone.

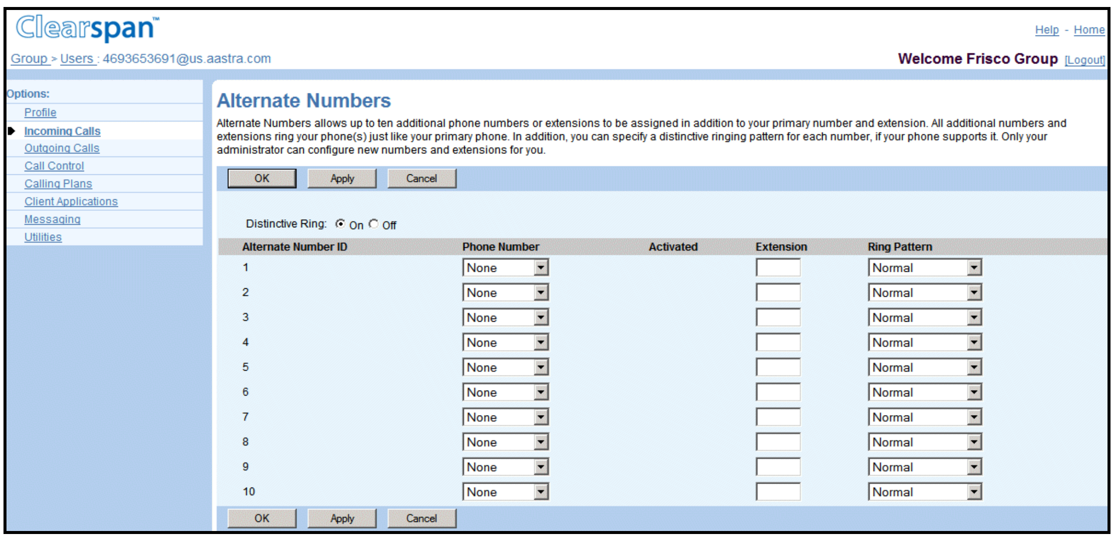

Figure 24 User – Alternate Numbers

1) For a selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.

2) Click **Alternate Numbers**. The *User – Alternate Numbers* page appears.

3) To turn the Distinctive Ring on or off for calls to alternate numbers, check *On* or *Off*.

   4) To configure a phone number, from the *Phone Number* drop-down list, select and add an alternate phone number. When you add a number, the extension for that number appears in the *Extension* text box. A user can have any combination of phone numbers and extensions.

   The activation status of the assigned phone number is displayed to the right of the number under the *Activated* column. The status is not shown if the phone number is set to “None”.To configure an extension, type an extension or modify the current one. Extensions can vary in length within the limits configured for your group.

4) From the Ring Pattern drop-down list, select a ring pattern. You can select from the following four ring patterns:
   - Normal
   - Long-Long
   - Short-Short-Long
   - Short-Long-Short
5) From the *Phone Number* drop-down list, select another number to modify a phone number.
6) To modify an extension, delete the existing extension in the *Extension* text box and type the new extension.
7) From the drop-down list, select "None" to delete a phone number,
8) To delete an extension, highlight the extension and delete it.
9) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: There are different Call Waiting ring patterns associated with each of the four Alternate Number ring patterns. If the user has the Call Waiting feature assigned and enabled, the call waiting ring pattern is based on the Alternate Number ring pattern selected.

4.4 User – Outgoing Calls Menu

Use items on the *User – Outgoing Calls* menu to perform configuration tasks related to outgoing calls (which only you can do for a user):

- Configure Calling Party Category
- Configure Communication Barring User-Control

4.4.1 Access User – Outgoing Calls Menu

You use the *User – Outgoing Calls* menu page to perform user management functions related to outgoing calls.

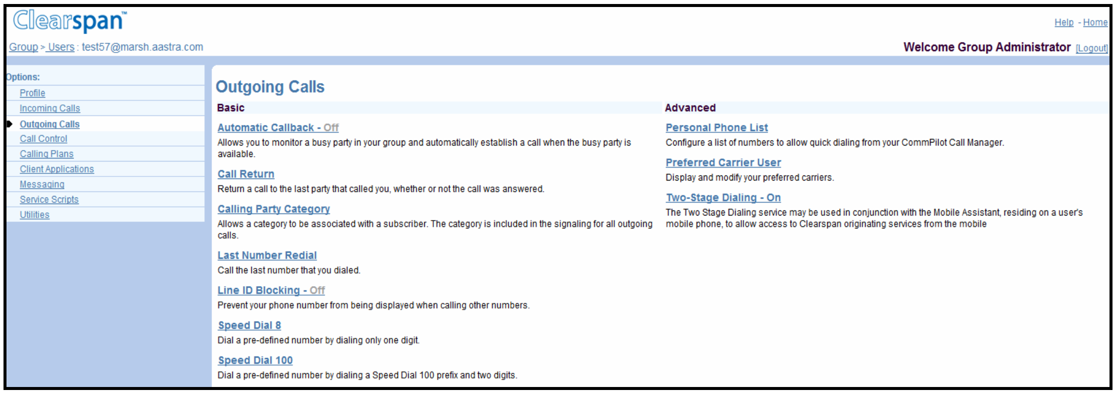

Figure 25 User – Outgoing Calls Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.

   4) Click **Outgoing Calls**. The *User – Outgoing Calls* menu page appears.

   5) To display your *Home* page, click **Group** or **Home**.

4.4.2 Configure Calling Party Category

Use the *User – Calling Party Category* page to select the category to be associated with all originating, forwarded, and transferred calls from a user to any PSTN party or to another Clearspan subscriber with the same service in a different Clearspan group. The category you select is included in the signaling for all the user's calls and helps identify the outgoing calling policies of the user. Calling Party Category is a user service.

> **NOTE**: The system is delivered with default Calling Party Categories. However, they can be customized and localized at the system level. Contact your system administrator with questions about the calling party categories available in your system.

Figure 26 User – Calling Party Category

1) For a selected user, click **Outgoing Calls**. The *User – Outgoing Calls* menu page appears.

2) Click **Calling Party Category**. The *User – Calling Party Category* page appears.

3) Select the category from the drop-down list.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

The default categories are listed below. However, the system administrator can customize the categories. Contact your system administrator about the calling party categories available in your system.

- Special: The user is always routed to an operator services system.
- Hospital: The user is calling from a hospital.
- Hotel: The user is calling from a hotel or motel.
- Prison: The user is calling from a prison.
- Payphone: The user is calling from a pay phone (private).
- Ordinary: The user has no special characteristics (default).

4.4.3 Configure Communication Barring User-Control

Use the *User – Communication Barring User-Control* page to change the Communication Barring Personal Identification Number (PIN) for the user.

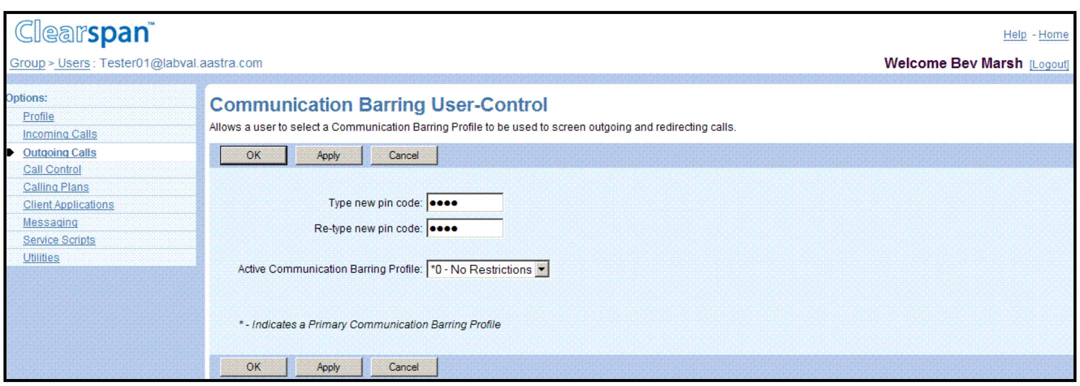

Figure 27 User – Communication Barring User-Control

1) For a selected user, click **Outgoing Calls**. The *User – Outgoing Calls* menu page appears.

2) Click **Communication Barring User-Control**. The *User – Communication Barring User-Control* page appears.

3) To change the user's PIN, enter the new PIN for the user.

4) To change the active profile, select a profile from the *Active Communication Barring Profile* drop-down list.

5) To clear the lockout, click the **Reset Lockout** link. The link is only visible while the user is locked out.

6) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel**.

4.5 User – Call Control

Use items on the *Users – Call Control* menu to perform the following configuration tasks (that only you can do for the user)

4.5.1 Access Users – Call Control Menu

You use the *Users – Call Control* menu page to perform user management functions related to call control.

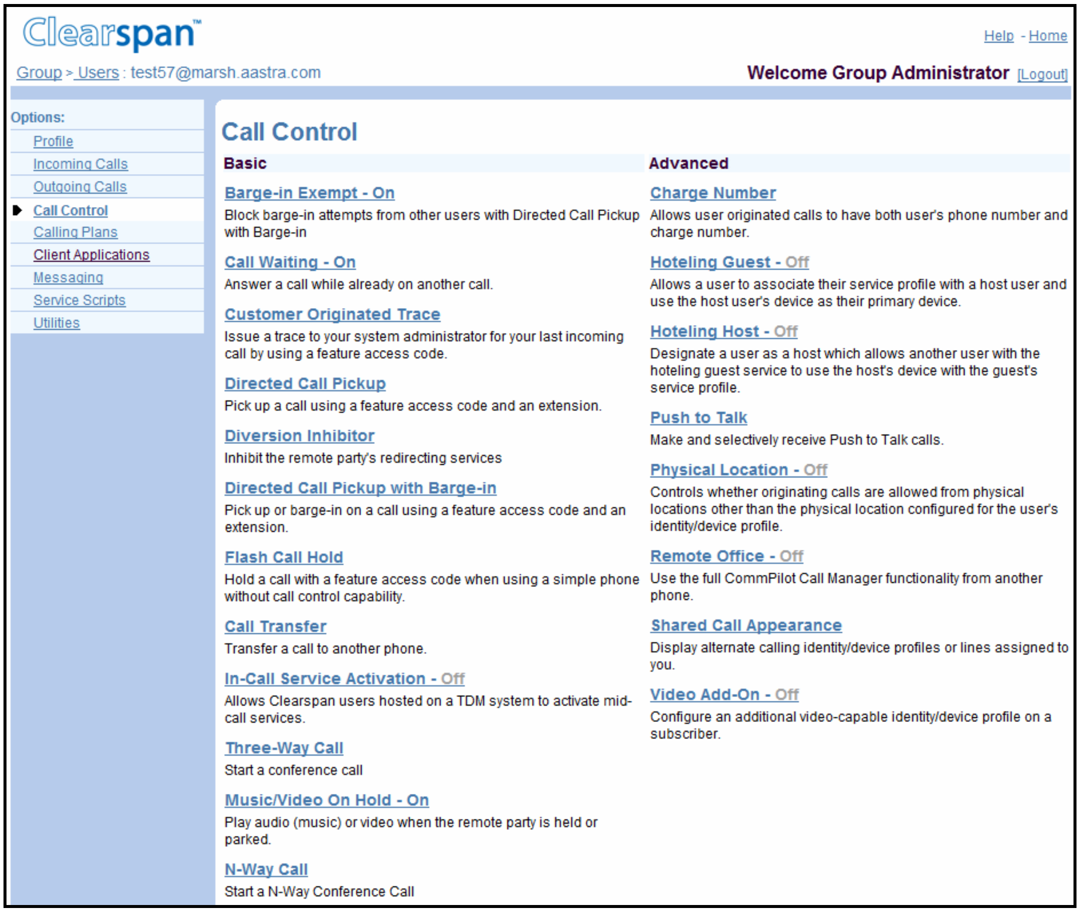

Figure 28 User – Call Control

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.

    4) Click **Call Control**. The *User – Call Control* menu page appears.

    5) To display your *Home* page, click **Group** or **Home**.

4.5.2 Configure Directed Call Pickup with Barge-in Options

Use the *User – Directed Call Pickup with Barge-in* page to turn the warning tone and automatic target selection for barge-in on or off for a selected user. A user with the Directed Call Pickup with Barge-in service can barge in on a call directed to or originating from another user in the same group as long as the second user has only that one call. A feature access code controls use of the Directed Call Pickup with Barge-in service.

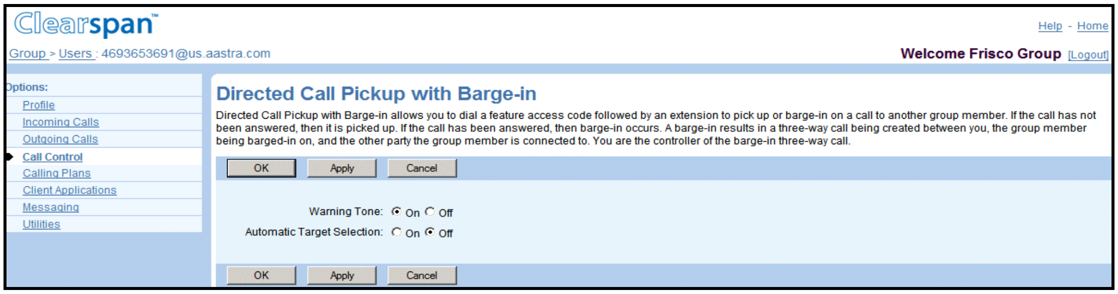

Figure 29 User – Directed Call Pickup with Barge-in

1) For the selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Directed Call Pickup with Barge-in**. The *User – Directed Call Pickup with Barge-in* page appears.

3) To turn the *Warning Tone* feature on or off for barge-in calls to other users in the same group, check *On* or *Off*.

4) To turn the *Automatic Target Selection* feature on or off for barge-in calls to other users in the same group, check *On* or *Off*.

5) To enable or disable *Silent Monitoring Warning Tone*, check *On* or *Off*. When the warning tone is enabled, other users in your group hear a warning tone when you start to silently monitor their call. This option is displayed only for users that have the Call Center Monitoring service assigned.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.3 Configure Call Center Defaults

Use the *User – Call Centers* page to configure user-level call center defaults. This allows you to overwrite at the user level the default settings used for the enterprise or group.

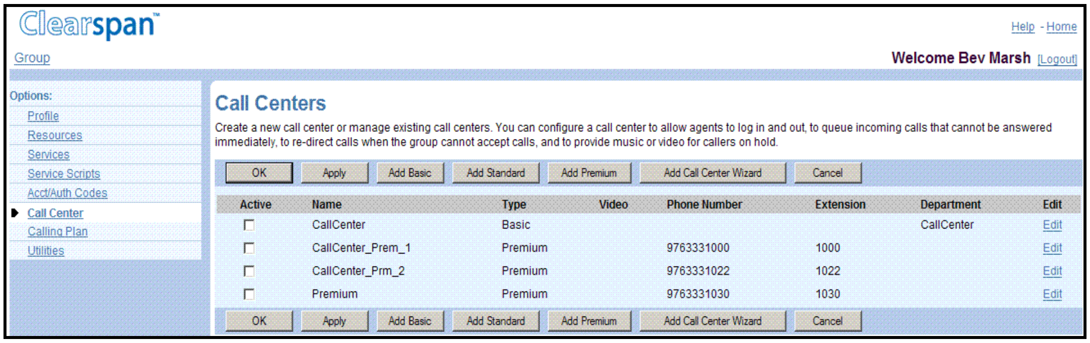

Figure 30 User – Call Centers

For a user with any Call Center service:

1) On the *User – Call Control* menu page, click **Call Centers**. The *User – Call Centers* menu page appears.

2) For the *Use Guard Timer Settings option*, click *Default* to use system or group defaults, or click *User* to configure the guard timer settings at the user level.

3) If you selected *User*, click *Enable guard timer* and select the amount of time from the drop-down list to enable the guard timer for the user.

4) Select or unselect the *Join Call Center box* of the row for the call center you want the user to join.

In addition, for a user with the Call Center – Premium or Call Center – Standard service:

5) Select the user's ACD state from the *ACD State* drop-down list.

6) If you changed the user's ACD state to *Unavailable*, select an *Unavailable Code* from the drop-down list.

> **NOTE**: This option is enabled only if the Agent Unavailable Codes feature is enabled for the group (on the *Group – Agent Unavailable Codes* page) and if the user's ACD State is set to "Unavailable". For more information, refer to *Clearspan Application Server Group Web Interface Administration Guide – Part 1* (for service provider groups) or *Clearspan Application Server Enterprise Web Interface Administration Guide* (for enterprise groups).

7) For the *Agent Threshold Profile* option, select a threshold profile from the drop-down list. You define agent threshold profiles on the *Group – Agent Threshold Profiles* page. For more information, see section *6.2.1.2 Agent Threshold Profiles (Call Center – Premium and Call Center – Standard)*.

8) For the *Use Agent Unavailable Settings* option, check *Default* to use system or group defaults or check *User* to use the user's availability settings configured on this page and configure the settings as follows:

   - Check *Force agent to unavailable on Do Not Disturb activation* to automatically change the user's ACD status to "Unavailable", when the user activates the Do Not Disturb service.

- Check *Force agent to unavailable after <X> consecutive bounced calls* and then select the number of bounced calls from the drop-down list to automatically change the user's ACD status to "Unavailable" when the user fails to answer the set number of consecutive call center calls.
- Check *Force agent to unavailable on not reachable* to automatically change the user's ACD status to "Unavailable" when the user becomes unreachable.

In addition, for a user with the Call Center – Premium service:

- Select *Force agent to unavailable on personal calls* if you want the user's ACD status to automatically change to "Unavailable" when the user is on a private call.

9) To allow the user to make outgoing calls from a call center number, check *Make outgoing calls as* and select the call center or Dialed Number Identification Service (DNIS) name from the drop-down list.

> **NOTE:** If the agent is removed from a call center and the number belonging to that call center is selected for outgoing calls, the *Make outgoing calls as* option is automatically unchecked. The available numbers are the DNIS numbers of the Premium call centers the agent is assigned to that allow outgoing calls made by agents.

10) To modify the agent's skill level for a call center with skill-based routing, select the new skill level from the drop-down list on the row for the call center.

Join Call Center	Call Center ID	Phone Number	Extension	Routing Type	Skill Level
☐	hotline	2025551000	1000	Skill Based	1

Figure 31 User – Call Centers (Call Center with Skill-based Routing)

For a user with any Call Center service:

11) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

4.5.4 Configure Charge Number

The Charge Number option allows you to assign a charge number to a user. When assigned, the charge number is included in the Call Detail Records (CDRs) generated for the user's originating calls and included in the SIP INVITEs of the calls originated by the user.

Use the *User – Charge Number* page to configure a charge number for the user.

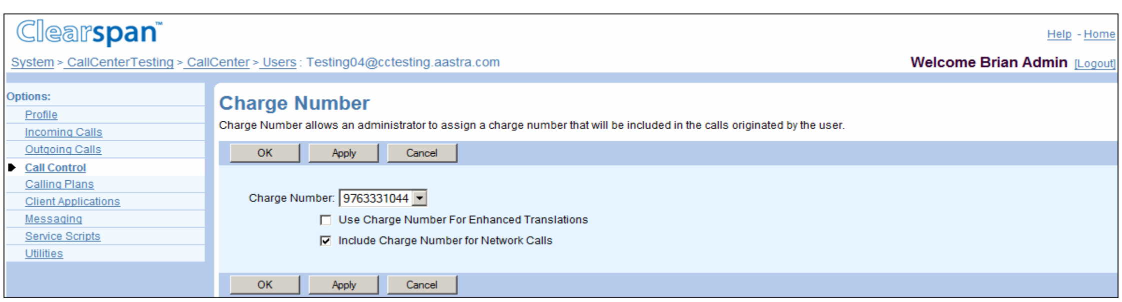

Figure 32 User – Charge Number

1) For the selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Charge Number**. The *User – Charge Number* page appears.

3) Select the charge number from the drop-down list.

4) Select *Use Charge Number For Enhanced Translations* if you want the Application Server to send the charge number to the Network Server (by including it in the *From* header).

5) Click *Include Charge Number for Network Calls* if you want the Application Server to add a Charge or P-Charge-Info header to the SIP INVITE sent to the network for the outgoing calls.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.5 Configure Flexible Seating Guest Device

Use the Profile tab on the *User – Flexible Seating Guest* page to configure a device profile for a selected user's Flexible Seating Guest service. A device profile is required to enable the Flexible Seating Guest service.

Flexible Seating Guest allows the user to associate their guest device profile with a host. The user can then log in to a host phone and have the host phone provisioned with the guest device profile settings, allowing the user to have the same calling experience as if they were using their own phone device.

The device profile configuration cannot be changed when the user is associated with a host. The *Unlock Phone PIN Code* and *Device Profile* configuration settings are disabled during an association.

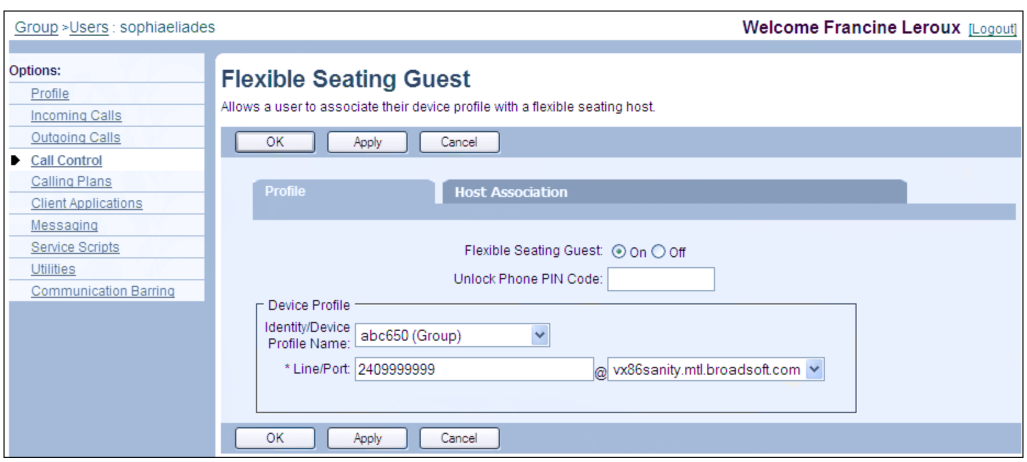

Figure 33 User – Flexible Seating Guest

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Flexible Seating Guest**. The *User – Flexible Seating Guest* page appears. The Profile tab is displayed by default.

3) Enter the required identity/device profile information as follows:

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to the user's Flexible Seating Guest service. You select an available identity/device profile from the drop-down list.
Line/Port	The user's line number or SIP address, depending on the identity/device profile type you selected.
Contact	Contact address. Only available for identity/device profile types that allow static registrations.

4) If the *Configure Device via Visual Device Management* link is available, you can use it to configure the device using a graphical device management tool. To do so, click **Apply** to save your changes and then click the link to access the tool.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.6 Configure Group Night Forwarding

Use the *User – Group Night Forwarding* page to configure the Group Night Forwarding service for the user.

Group Night Forwarding allows the user's external incoming calls to be redirected to a specified destination. The destination is configured at the group level.

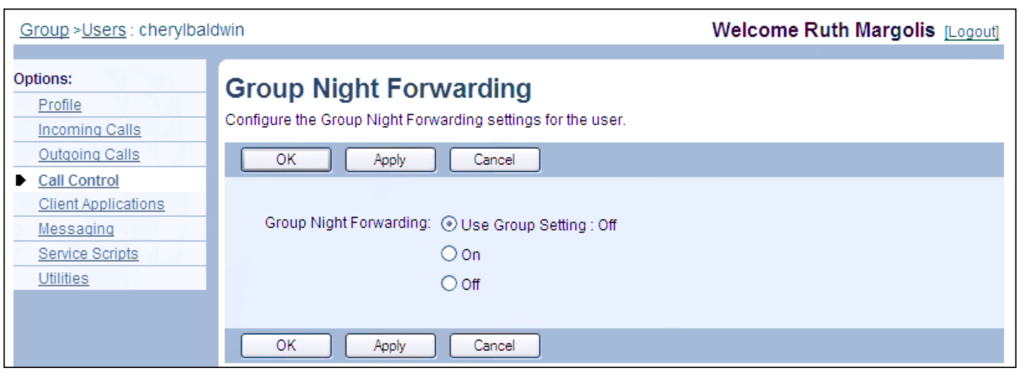

Figure 34 User – Group Night Forwarding

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Group Night Forwarding**. The *User – Group Night Forwarding* page appears.

3) To enable the service, select *On*, to disable it select *Off,* or to use the group-level setting, select *Use Group Setting*. The current value of the setting is displayed next to this option.

> **NOTE**: The user-level setting takes precedence over the group-level setting.

4) To save the changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.7 Configure Hoteling Host

Use the *User – Hoteling Host* page to configure a user account and its associated device as a host for temporary guest users.

NOTE: A user may not be both a hoteling host and a hoteling guest at the same time. If both of these services are assigned to a user, that user will be unable to accept any guests or associate with any hosts until one of these services is unassigned.

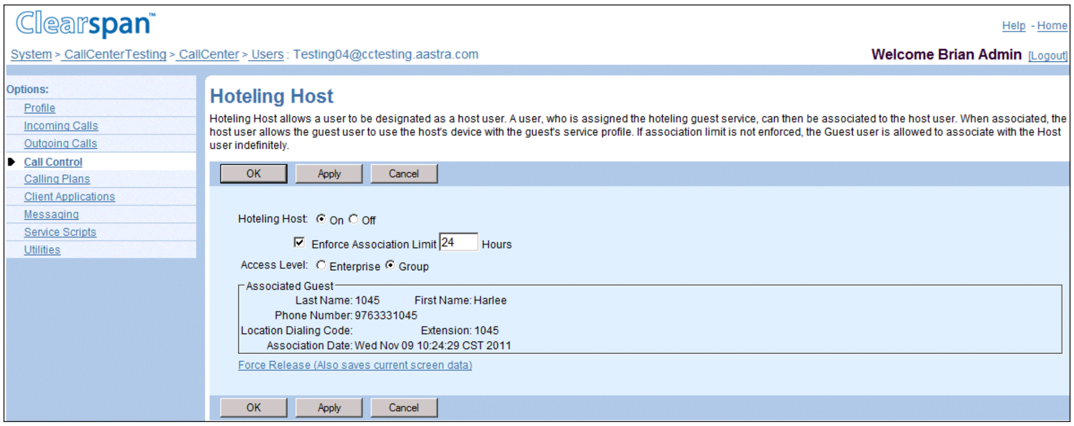

Figure 35 User – Hoteling Host

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Hoteling Host**. The *User – Hoteling Host* page appears.

3) To enable the service, check *On*, to disable it check *Off*.

4) In the *Association Limit* box, specify the maximum length of time guests may associate themselves with this user account. If the association limit is not enforced, the guest user is allowed to associate with the Host user indefinitely. If the association limit is enforced, the guest user has a defined amount of time that they are allowed to associate with the Host user.

5) If your group is part of an enterprise, use the *Access Level* control to determine the scope of the host. Select *Enterprise* to allow any users in your enterprise to associate with this user account, or select *Group* to restrict access to this host only for users within your group.

6) If a guest is currently associated with this user account, the *Associated Guest* area of the page displays the identity of the guest user.

7) Click **Force Release** to disassociate the listed guest from this host.

8) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.8 Turn Physical Location On or Off

Use the *User – Physical Location* page to turn the Physical Location service to on or off for a selected user. A user with the Physical Location user service must make their calls from the identity/device profile for which a physical location has been configured. If the user makes a call from another identity/device profile, the call will not go through.

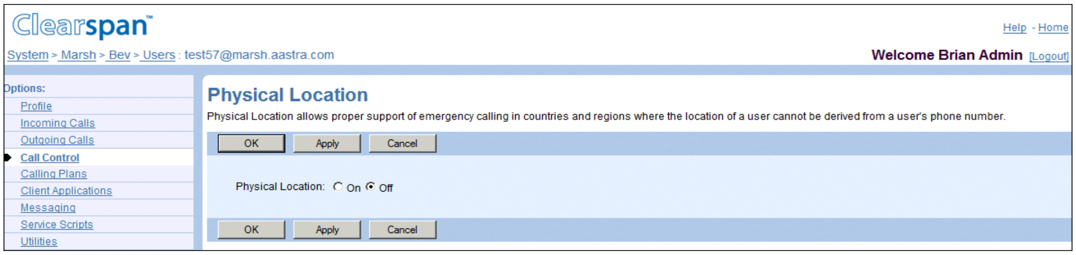

Figure 36 User – Physical Location

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Physical Location**. The *User – Physical Location* page appears.

3) To turn the service on or off, click check *On* or *Off*.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.9 Configure Shared Call Appearance Locations

Use the **Shared Call Appearance** (SCA) item on the *User – Call Control* menu to:

- Configure Shared Call Appearance
- Add a Shared Call Appearance Location
- Modify Shared Call Appearance Locations

The Shared Call Appearance service allows you to provision up to 35 locations (identity/device profiles) for a user. These locations share the same line appearance, so they all behave as extensions of a single line, or user.

One of these provisioned locations is the user's primary location, while the other locations are called alternate locations. Users can be assigned any identity/device profile for their primary and alternate locations.

4.5.9.1 Configure Shared Call Appearance Settings

Use the *User – Shared Call Appearance* page to list the shared call appearance identity/device profiles assigned to the user, or to delete an identity/device profile from the user's account. From this page you can also access the page to configure device policies for the user.

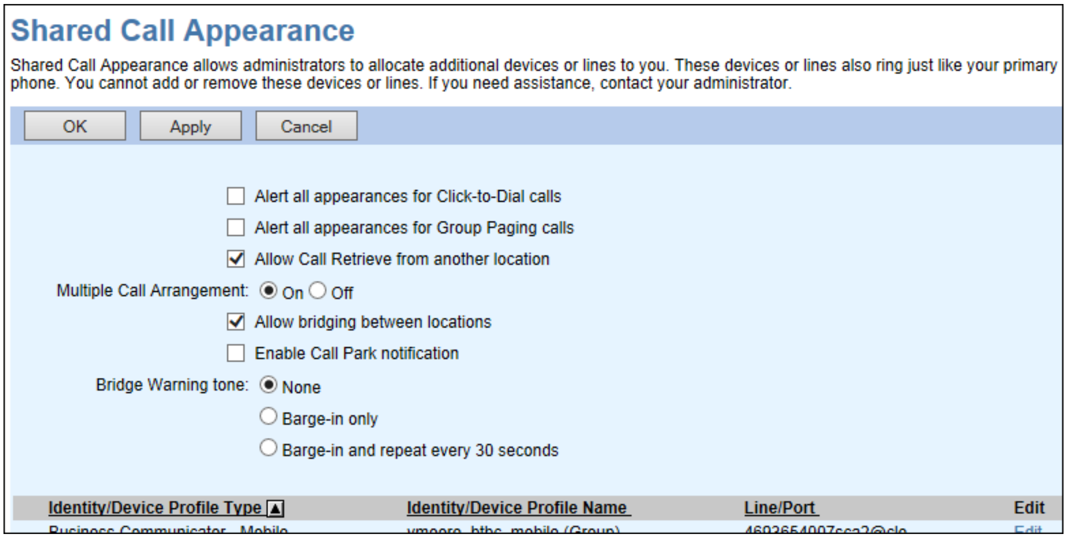

Figure 37 User – Shared Call Appearance

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Shared Call Appearance**. The *User – Shared Call Appearance* page appears.

3) This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

4) To delete a shared call appearance identity/device profile or multiple identity/device profiles, select the *Delete* box in the corresponding row.

5) To alert all the shared call appearance locations for group paging calls, select the *Alert all appearances for Group Paging calls* box.

6) Select *Allow Call Retrieve from another location* to dial a feature access code to retrieve an existing active call from another location.

7) To allow each of the shared call appearance locations to be used while the user is on a call, click *On* next to the *Multiple Call Arrangement* option. Otherwise, once a user is on a call, only that shared call appearance location can be used.

NOTE: This button appears only if the user is assigned this service.

8) Check *Allow bridging between locations* to allow bridging. This allows one or more users to pick up the device at a user's shared call appearance locations and barge in on the user's current call.

9) Check *Enable Call Park notification* to alert all shared call appearance locations when a call is parked at the user's extension.

10) For *Bridge Warning tone*, select from the following:

- *None*
- *Barge-in only*

- *Barge-in and repeat every 30 seconds*

Barge-in and Barge-in and repeat every 30 seconds alert all the users on a call that the call has been bridged.

11) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.9.2 Add a Shared Call Appearance Location

Use the *User – Shared Call Appearance Add* page to add shared call appearance identity/device profiles for a user.

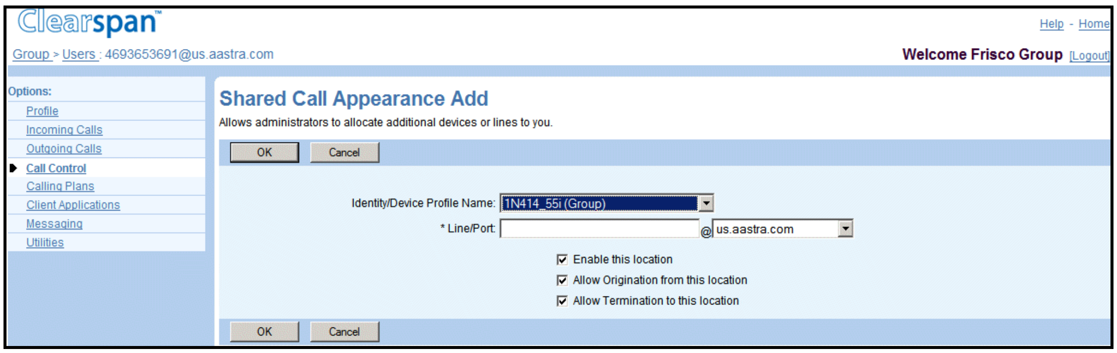

Figure 38 User – Shared Call Appearance Add

1) For a selected user, click Call Control. The User – Call Control menu page appears.
2) Click Shared Call Appearance. The User – Shared Call Appearance page appears.
3) Click Add. The User – Shared Call Appearance Add page appears.
4) Enter values for the following fields:

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to this shared call appearance location. You may select any identity/device profile configured on the system, or you may select "New Identity/Device Profile" to create a new identity/device profile by providing additional settings on this page. See the following table for details.
Line/Port	The line, port number, or SIP address of the new shared call appearance location, depending on the identity/device profile type you selected.
Port Number	**The device port number to assign to this location. You can select the port number from the list of ports available on the device.** **Note that the *Port Number* field is only displayed when static line ordering is enabled for the identity/device type.**
Contact	A SIP contact address for the new shared call appearance location. Only available for identity/device profile types that allow static registrations.

If you choose to create a new identity/device profile, you must configure the new identity/device profile using the following settings:

Field	Description
New Identity/Device Profile Name	A descriptive name for the new identity/device profile.
New Identity/Device Profile Type	The type of identity/device profile to use as a basis for your new identity/device profile.
Host Name/IP Address	The network address of the new identity/device profile.
Port	The IP port used by the new identity/device profile on the host specified above.
Mac Address	The MAC address of the hardware represented by the identity/device profile.
Line/Port	The line, port number, or SIP address of the new shared call appearance location, depending on the identity/device profile type you selected.
Port Number	**The device port number to assign to this location. You select the port number from the list of ports available on the device.** **Note that the *Port Number* field is only displayed when static line ordering is enabled for the identity/device type.**
Contact	A SIP contact address for the new shared call appearance location. Only available for identity/device profile types that allow static registrations.

5) Select the following Shared Call Appearance Add Location Control options:

- *Enable this location*
- *Allow Origination from this location* – The system or group administrator configures this option. Typically this configuration is performed when the location is added to the Shared Call Appearance service profile. If the option is disabled for a Shared Call Appearance location, then originations from that location are denied and the call is released with cause FORBIDDEN. This option does not impact the ability of the user to make an emergency or repair call from that location.
- *Allow Termination to this location* – The system or group administrator configures this option. Typically this configuration is performed when the location is added to the Shared Call Appearance service profile. If the option is disabled for a Shared Call Appearance location, then the location is not alerted when the user receives a call. The location is marked as unreachable.

  For the click-to-dial scenario, the user's primary location is initially alerted, and the call origination proceeds when the user answers from the primary location. If the "Alert all appearances for click-to-dial calls" option is enabled, then the primary and alternate locations are alerted and the user proceeds with the call origination by answering any of the alerted locations. If the "Allow termination" option is disabled for a Shared Call Appearance location, then that location is not alerted for the click-to-dial scenario.

6) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.9.3 Modify Shared Call Appearance Locations

Use the *User – Shared Call Appearance Modify* page to modify or delete a shared call appearance location for a user.

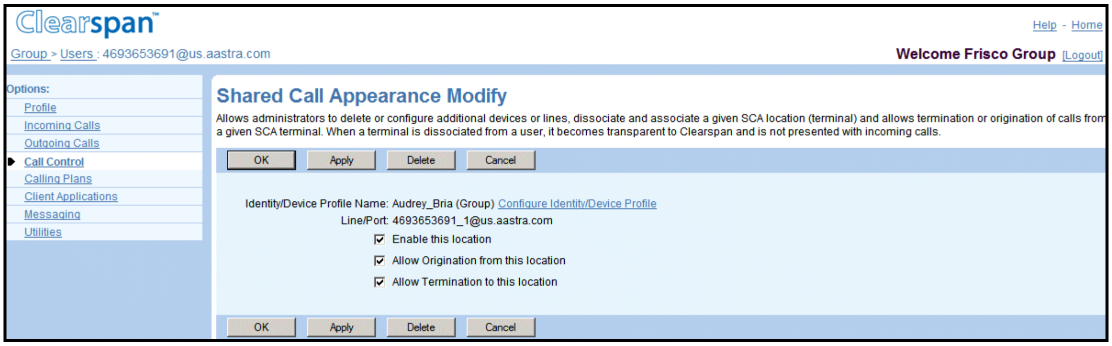

Figure 39 User – Shared Call Appearance Modify

1) On the *User – Call Control* menu page, click **Shared Call Appearance**. The *User – Shared Call Appearance* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

3) Click **Edit** or any item on the row for the shared call appearance location. The *User – Shared Call Appearance Modify* page appears.

   4) To delete the shared call appearance location, click **Delete**. The previous page appears.

   5) To modify the identity/device profile used by this location, click **Configure Identity/Device Profile**. The *Group – Identity/Device Profile Modify* page appears.

NOTE: If you do not have the administrative privileges required to modify the identity/device profile, you see "Not Configurable".

   6) Select the following Shared Call Appearance Add Location Control options:

- *Enable this location*
- *Allow Origination from this location* – The system or group administrator configures this option. Typically, this configuration is performed when the location is added to the Shared Call Appearance service profile. If the option is disabled for a Shared Call Appearance location, then originations from this location are denied and the call is released with cause FORBIDDEN. This option does not impact the ability of the user to make an emergency or repair call from this location.
- *Allow Termination to this location* – The system or group administrator configures this option. Typically, this configuration is performed when the location is added to the Shared Call Appearance service profile. If the option is disabled for a Shared Call Appearance location, then the location is not alerted when the user receives a call. The location is marked as unreachable.

For the click-to-dial scenario, the user's primary location is alerted, and the call origination proceeds when the user answers from the primary location. If the "Alert all appearances for click-to-dial calls" option is enabled, then the primary and alternate locations are alerted and the user proceeds with the call origination by answering any of the alerted locations. If the "Allow termination" option is disabled for a Shared Call Appearance location, then this location is not alerted for the click-to-dial scenario.

7) If the *Configure Device via Visual Device Management* link is available, you can use it to configure the device using a graphical device management tool. To do so, click **Apply** to save your changes and then click the link to access the tool.

8) Save your changes click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5.10 Configure Video Add-On

Use the *User – Video Add-On* page to configure an identity/device profile for a selected user's Video Add-On service. With the Video Add-On service, a user can receive the video portion of calls on a different device or network element than his or her usual telephone. For example, the user can answer an incoming video call on his or her Remote Office phone, while viewing the video portion of the call on his or her home computer screen.

Users can enable and disable this service for themselves, and can configure the timeout value for incoming video calls, but only an administrator may provision an identity/device profile for the service.

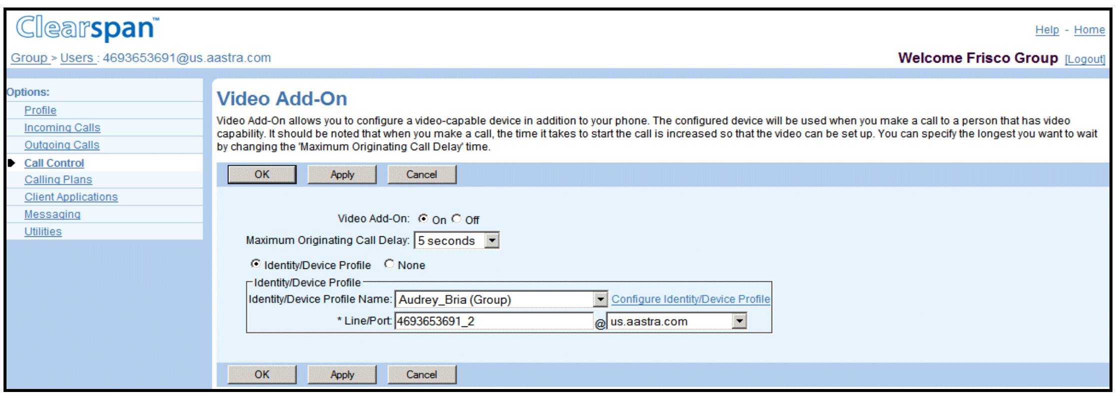

Figure 40 User – Video Add-On

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Video Add-On**. The *User – Video Add-On* page appears.

3) To enable the service check *On,* to disable it check *Off*.

4) Select the maximum delay time for video calls from the Maximum Originating Call Delay drop-down list.

5) Specify an identity/device profile for the service.

- Check *Identity/Device Profile* to assign a specific identity/device profile to the user. When you click this button, a new area of controls appears, allowing you to specify the identity/device profile.

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to this user. You may select any video-enabled identity/device profile configured on the system, or you may select "New Identity/Device Profile" to create a new identity/device profile by providing additional settings on this page. See the following table for details.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type you selected.
Port Number	The device port number. You select the port number from the list of ports available on the device. Note that the *Port Number* field is only displayed when static line ordering is enabled for the identity/device profile type.
Contact	A SIP contact address for the user. Only available for identity/device profile types that allow static registrations.

You can also re-configure the identity/device profile assigned to the user by clicking *Configure Identity/Device Profile*, if shown. The *Identity/Device Profile Modify* page displays.

If you choose to create a new identity/device profile, you must configure the new identity/device profile using the following settings:

Field	Description
New Identity/Device Profile Name	A descriptive name for the new identity/device profile.
New Identity/Device Profile Type	The type of identity/device profile to use as a basis for your new identity/device profile. Only video-enabled identity/device profile types are listed.
Host Name/IP Address	The network address of the new identity/device profile.
Port	The IP port used by the new identity/device profile on the host specified above.
MAC Address	The MAC address of the hardware represented by the identity/device profile.
Port Number	The device port number. You select the port number from the list of ports available on the device. Note that the *Port Number* field is only displayed when static line ordering is enabled for the identity/device profile type.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type you selected.
Contact	A SIP contact address for the user. Only available for identity/device profile types that allow static registrations.

- Check *None* to assign the user no identity/device profile.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.6 User – Calling Plans Menu

Use the items on the *Users – Calling Plans* menu to perform the following configuration tasks (that only you can do for the user):

- Configure Incoming Calling Plan
- Configure Outgoing Digit Plan
- Configure Outgoing Calling Plan
- Configure Incoming Calling Plan
- Configure Outgoing Authorization Codes
- Configure Transfer Numbers
- Configure Outgoing Pinhole Digit Plan

4.6.1 Access User – Calling Plans Menu

You use the *Users – Calling Plan* menu page to perform user management functions related to calling plans.

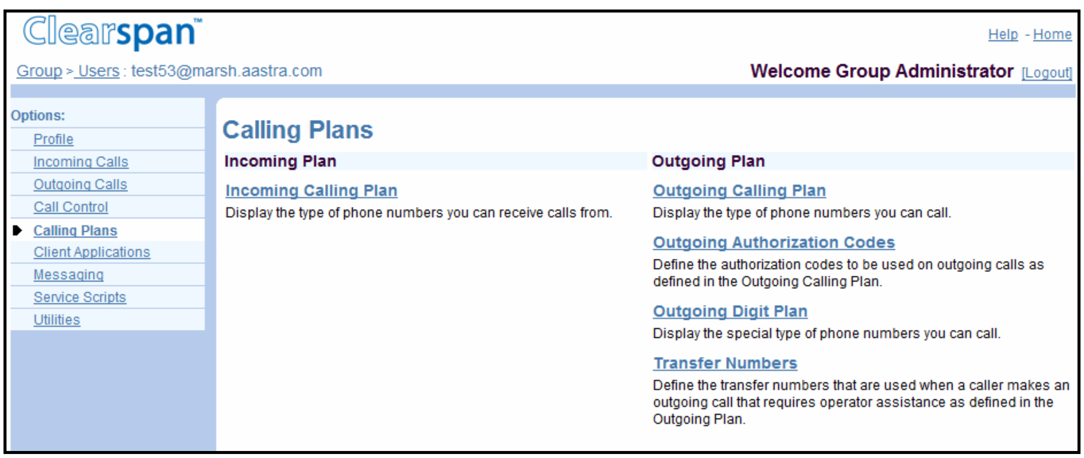

Figure 41 User – Calling Plans

1) On the Group – Profile menu page, click Users. The Group – Users page with search criteria boxes appears.
2) To display the list of users, enter the search criteria and click **Search**. The Group – Users page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, Next or Previous. For more information on defining search criteria, see the Clearspan Getting Started Web Interface Administration Guide.
3) Click **Edit** or any item on the row for the user. The User – Profile menu page appears.

4) Click **Calling Plans**. The User – Cal*ling Plans* menu page appears.

5) To display your *Home* page, click **Group** or **Home**.

4.6.2 Configure Incoming Calling Plan

Use the *User – Incoming Calling Plan* page to configure or change the incoming calling restrictions for a selected user.

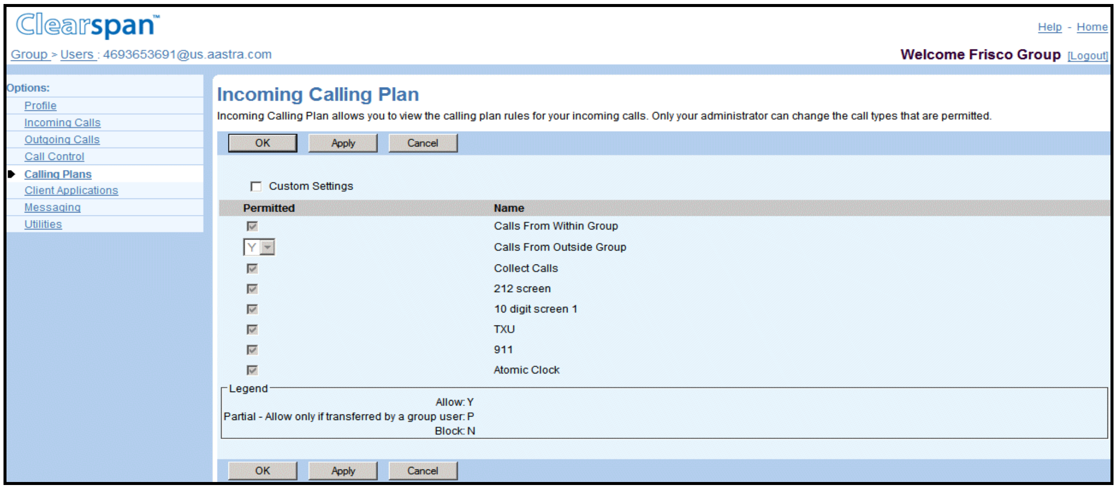

Figure 42 User – Incoming Calling Plan

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Incoming Calling Plan**. The *User – Incoming Calling Plan* page appears.

3) To make the user settings editable, select the *Custom Settings* check box.

4) In the *Calls From Within Group*, *Collect Calls*, and any rules for digit string numbers, select (allow) or unselect (prevent) the *Permitted* check box for the user, for one or more of the call types.

5) In the *Calls From Outside Group* drop-down list, choose one of these settings:

"Y" Allows user to receive all calls from outside the group.

"P" Allows user to receive calls from outside the group only if the outside call is transferred or forwarded to the user by another user inside the group.

"N" Prevents user from receiving all calls from outside the group, even if the outside call has been transferred or forwarded by a user inside the group.

> **NOTE**: Fully restricted users ("N" for Calls From Outside Group) cannot pick up outside calls in their call pickup group or outside calls parked by a user in their group.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.6.3 Configure Outgoing Calling Plan

Use the *User – Outgoing Calling Plan* page to configure or change the outgoing calling restrictions for a selected user. For information on configuring transfer numbers for use on this page, see section *4.6.6 Configure Transfer Numbers*.

The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards. One of the tabs on this page changes according to the system configuration, as follows:

Tab	Description
Originating Calls	You use this tab to configure the types of calls the user is allowed to make. Depending on the Outgoing Calling Plan service assigned to your group (Outgoing Calling Plan or Enhanced Outgoing Calling Plan) the information on this tab changes.
Initiating Call Forwards/Transfers or Initiating Call Forwards	Depending on the system configuration you use this tab either to configure the types of calls the user is allowed to forward and transfer or only the types of calls the user is allowed to forward. The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards.
Being Forwarded/Transferred	You use this tab to specify whether user's calls can be forwarded or transferred outside the user's group.
Call Me Now	You use this tab to configure the types of calls the user is allowed to make for the Call Me Now service. This tab only appears if the Call Me Now service has been authorized for your group.

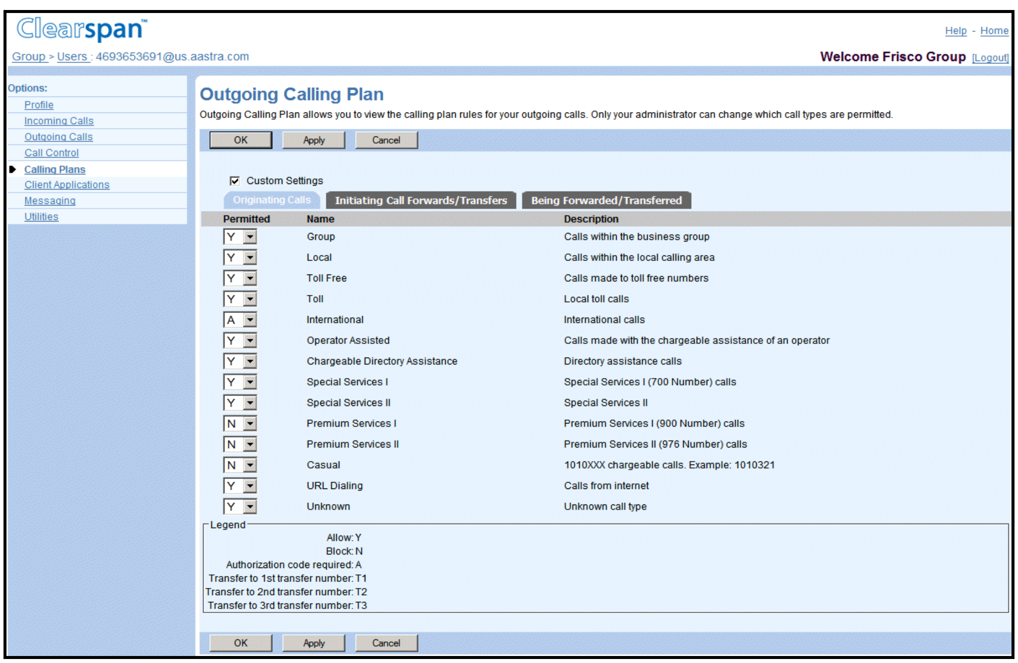

Figure 43 User – Outgoing Calling Plan Originating Calls Tab

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Outgoing Calling Plan**. The *User – Outgoing Calling Plan* page appears. . The *Originating Calls* tab is displayed by default.

3) To make the user settings editable, select the *Custom Settings* check box.

4) Edit the *Originating Calls* settings.

   - If your group has been assigned the Outgoing Calling Plan service, for each call type listed check or uncheck the *Permitted* check box to allow or block the call type.
   - If your group has been assigned the Enhanced Outgoing Calling Plan service, for each type of call listed, select "Y", "N", "A", or "TX":
     - "Y" or "N" means the user can or cannot make that type of outgoing call.
     - "A" means the user must enter an authorization code to make that type of outgoing call.
     - "TX" (where X = 1, 2, or 3) means that the user is transferred to the specified transfer number upon attempting to make that type of outgoing call.

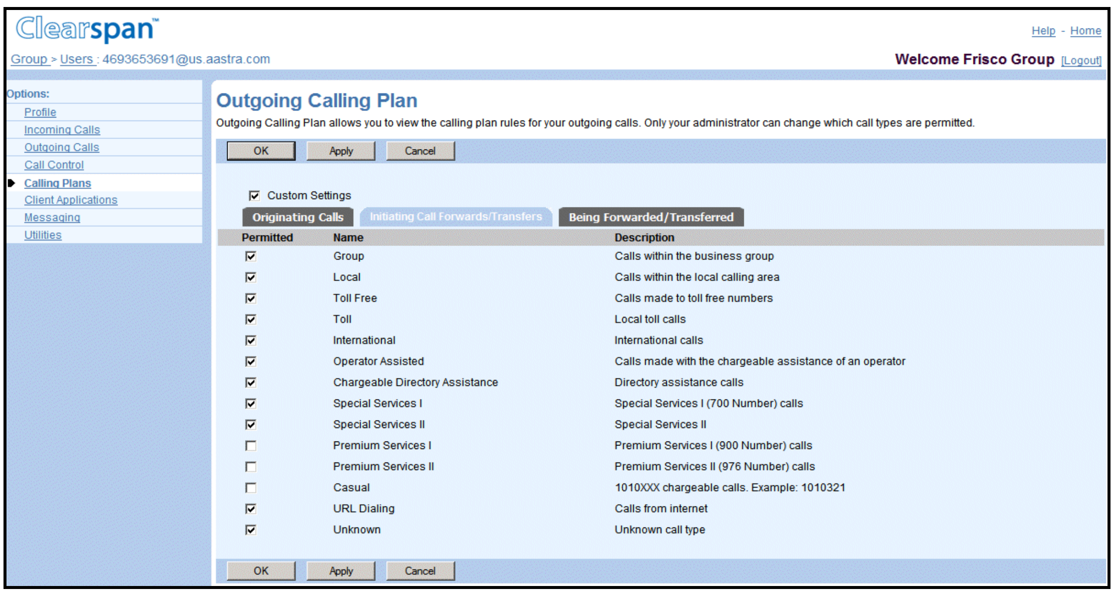

Figure 44 User – Outgoing Calling Plan Initiating Call Forwards/Transfers Tab

5) To edit the Initiating Call Forwards/Transfers settings or the Initiating Call Forwards settings, click the Initiating Call Forwards/Transfers tab or the Initiating Call Forwards tab.

6) To make the user settings editable, check the *Custom Settings* box.

7) Configure the settings as follows.

   – To allow a call type, select the *Permitted* check box.

   – To prevent a call type, unselect the *Permitted* check box.

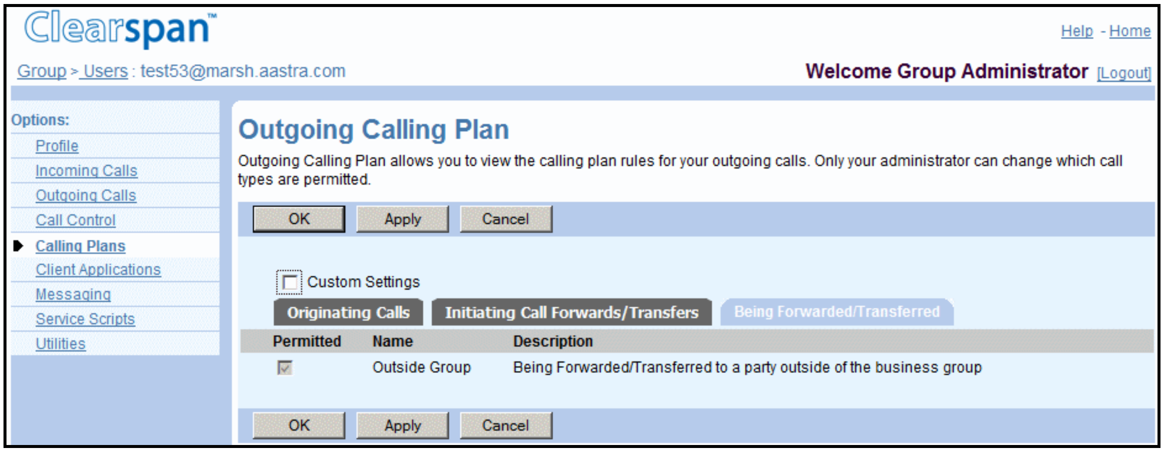

Figure 45 User – Outgoing Calling Plan – Being Forwarded/Transferred tab

8) To make the user settings editable, check the *Custom Settings* box.

9) To allow or prevent user's calls from being forwarded or transferred outside the user's group, select or deselect the *Permitted* check box.

10) To edit the Call Me Now settings (if applicable), click the **Call Me Now** tab.

11) To make the user settings editable, check the *Custom Settings* box.

12) Configure the settings as follows:

   – To allow a call type, select the *Permitted* check box.

   – To prevent a call type, unselect the *Permitted* check box.

13) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

4.6.4 Configure Outgoing Authorization Codes

Use the *User – Outgoing Authorization Codes* page to:

- Delete User Outgoing Authorization Codes
- Add an Outgoing Authorization Code

4.6.4.1 Delete User Outgoing Authorization Codes

Use the *User – Outgoing Authorization Codes* page to list the outgoing authorization codes currently assigned to the selected user.

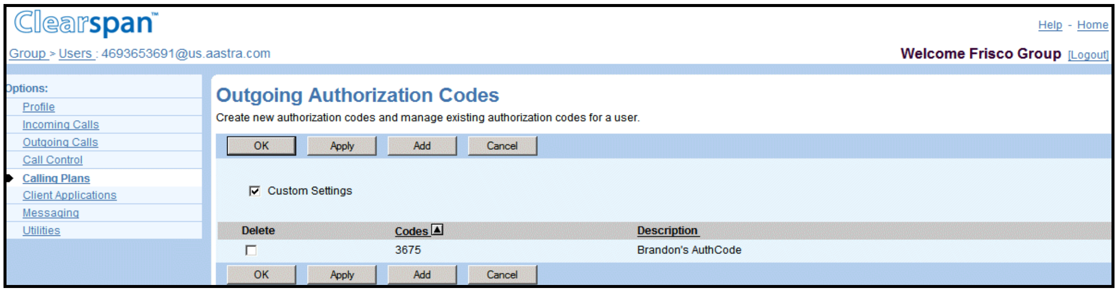

Figure 46 User – Outgoing Authorization Codes

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.
2) Click **Outgoing Authorization Codes**. The *User – Outgoing Authorization Codes* page appears. The page lists any custom outgoing authorization codes currently assigned to the selected user.

14) To delete a code, select **Delete** and click **Apply**.

4) To display the previous page, click **OK** or **Cancel**.

> **NOTE**: Unselecting the *Custom Settings* box and saving your changes (by clicking **OK** or **Apply**) deletes all custom authorization codes currently assigned to the selected user.

4.6.4.2 Add an Outgoing Authorization Code

Use the *User – Codes Management Add* page to add an authorization code for the selected user.

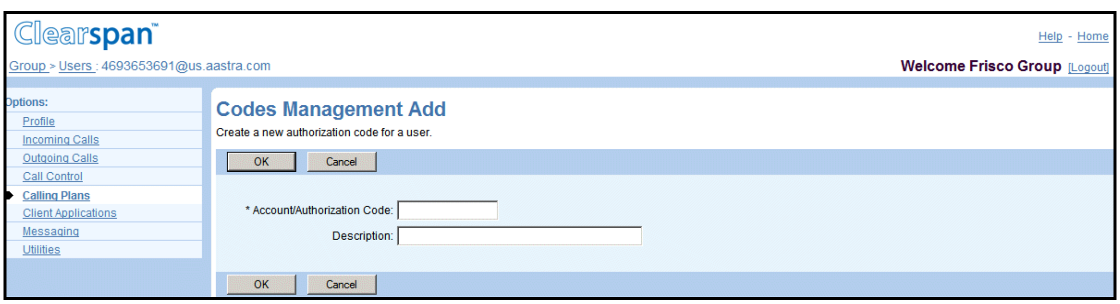

Figure 47 User – Codes Management Add

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.
2) Click **Outgoing Authorization Codes**. The *User – Outgoing Authorization Codes* page appears.
3) To make the user settings editable, select the *Custom Settings* check box and click **Apply** to save your change.
4) Click **Add**. The *User – Codes Management Add* page appears.
5) Enter the new authorization code, with a brief description if desired.
6) Click **OK**. The *User – Outgoing Authorization Codes* page appears, listing your new authorization code.
7) To display the previous page, click **OK** or **Cancel**.

> **NOTE**: Unselecting the *Custom Settings* box and saving your changes (by clicking **OK** or **Apply**) deletes all custom authorization codes currently assigned to the selected user.

4.6.5 Configure Outgoing Digit Plan

Use the *User – Outgoing Digit Plan* page to configure or change the outgoing calling restrictions based on the phone number patterns for a selected user.

For information on configuring the call types (digit strings) listed on this page, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 1.* This page contains the following tabs:

Tab	Description
Originating Calls	You use this tab to configure the types of calls the user is allowed to make. Depending on the Outgoing Calling Plan service assigned to your group (Outgoing Calling Plan or Enhanced Outgoing Calling Plan) the information on this tab changes.
Initiating Call Forwards/Transfers or Initiating Call Forwards	The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards. Depending on the system configuration you use this tab either to configure the types of calls the user is allowed to forward and transfer or only the types of calls the user is allowed to forward.
Call Me Now	You use this tab to configure the types of calls the user is allowed to establish for the Call Me Now service. This tab only appears if the Call Me Now service has been authorized for your group.

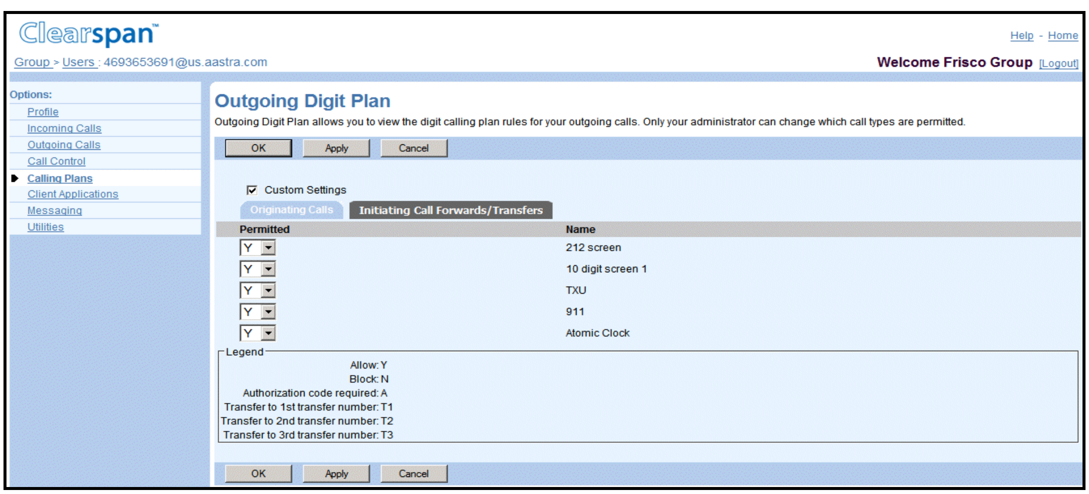

Figure 48 User – Outgoing Digit Plan (Originating Calls Tab)

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Outgoing Digit Plan**. The *User – Outgoing Digit Plan* page appears.

3) To make the user settings editable, select the *Custom Settings* check box.

4) To edit the *Originating Calls* settings, click the *Originating Calls* tab.

- If your group has been assigned the Outgoing Calling Plan service, for each call type listed check or uncheck the *Permitted* check box to allow or block the call type.
- If your group has been assigned the Enhanced Outgoing Calling Plan service, for each type of call listed, select "Y", "N", "A", or "TX":
  - "Y" or "N" means the user can or cannot make that type of outgoing call.
  - "A" means the user must enter an authorization code to make that type of outgoing call.
  - "TX" (where X = 1, 2, or 3) means that the user is transferred to the specified transfer number upon attempting to make that type of outgoing call.

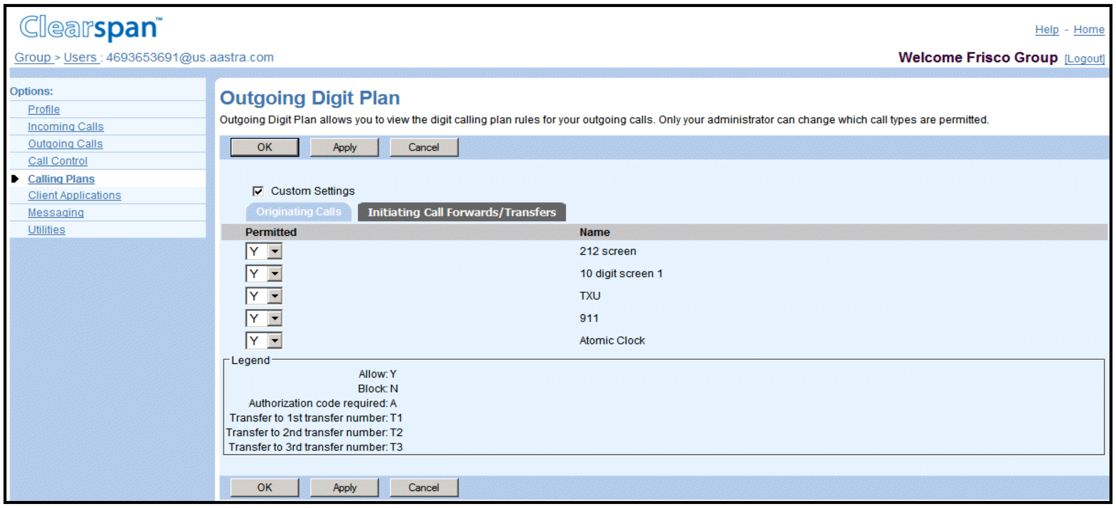

Figure 49 User – Outgoing Digit Plan Initiating Call Forwards/Transfers Tab

1) To edit the Initiating Call Forwards/Transfers or the Initiating Call Forwards settings, click the Initiating Call Forwards/Transfers tab or the Initiating Call Forwards tab.

2) To make the user settings editable, select the *Custom Settings* check box.

3) Configure the settings as follows:

   – To allow a call type, select the *Permitted* check box.

   – To prevent a call type, unselect the *Permitted* select box.

4) To edit the settings for Call Me Now calls, if applicable, click the **Call Me Now** tab.

5) To make the user settings editable, select the *Custom Settings* check box.

6) Configure the settings as follows:

   – To allow a call type, select the *Permitted* check box.

   – To prevent a call type, unselect the *Permitted* select box.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.6.6 Configure Transfer Numbers

Use the *User – Transfer Numbers* page to configure or change the transfer numbers used in the selected user's outgoing calling plan. You can configure up to three transfer numbers for use with the selected user's outgoing calls.

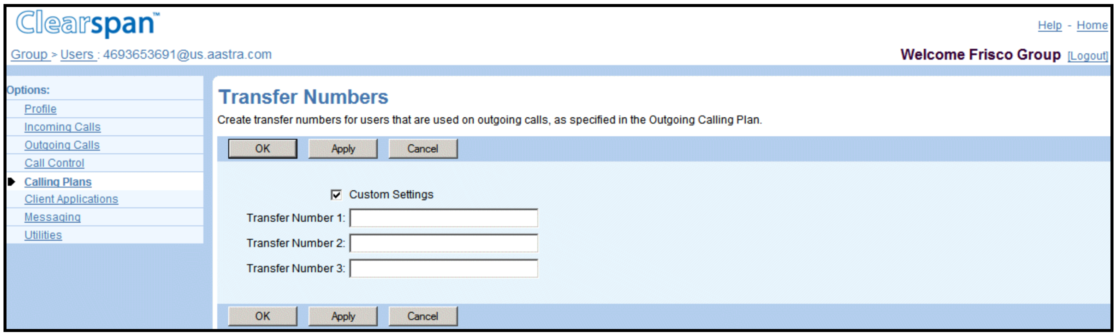

Figure 50 User – Transfer Numbers

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.
2) Click **Transfer Numbers**. The *User – Transfer Numbers* page appears.
3) To make the user settings editable, select the *Custom Settings* check box.
4) Enter the desired numbers in the boxes provided.
5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: Unselecting the *Custom Settings* box and saving your changes (by clicking OK or Apply) deletes all transfer numbers currently assigned to the selected user.

4.6.7 Configure Outgoing Pinhole Digit Plan

Use the *User – Outgoing Pinhole Digit Plan* page to override the outgoing calling restrictions imposed by the Outgoing Calling Plan and Outgoing Digit Plan for a selected user. For information on configuring the call types listed on this page, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 1.*

For information on configuring transfer numbers for use on this page, see section *4.6.6 Configure Transfer Numbers*.

The Outgoing Pinhole Digit Plan allows you to override calling restrictions imposed by the Outgoing Calling Plan and Outgoing Digit Plan at the group, department, or user level.

When a call is placed, the number is checked against assigned pinhole digit strings (whether assigned to the individual user or to their department or group) before applying the Outgoing Calling Plan and Outgoing Digit Plan screening services. If the number matches any assigned pinhole digit pattern, the call that would otherwise be blocked by the Outgoing Calling Plan or Outgoing Digit Plan may be allowed.

Note that if a user does not have individual assignments, their department pinhole digit string settings take effect. If the user is not assigned to a department, then the group default assignments take effect.

This page contains the following tabs:

Tab	Description
Originating Calls	You use this tab to configure the types of calls the user is allowed to make.
Initiating Call Forwards/Transfers or Initiating Call Forwards	The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards. Depending on the system configuration you use this tab either to configure the types of calls the user is allowed to forward and transfer or only the types of calls the user is allowed to forward.
Call Me Now	You use this tab to configure the types of calls the user is allowed to make for the Call Me Now service. This tab only appears if the Call Me Now service has been authorized for your group.

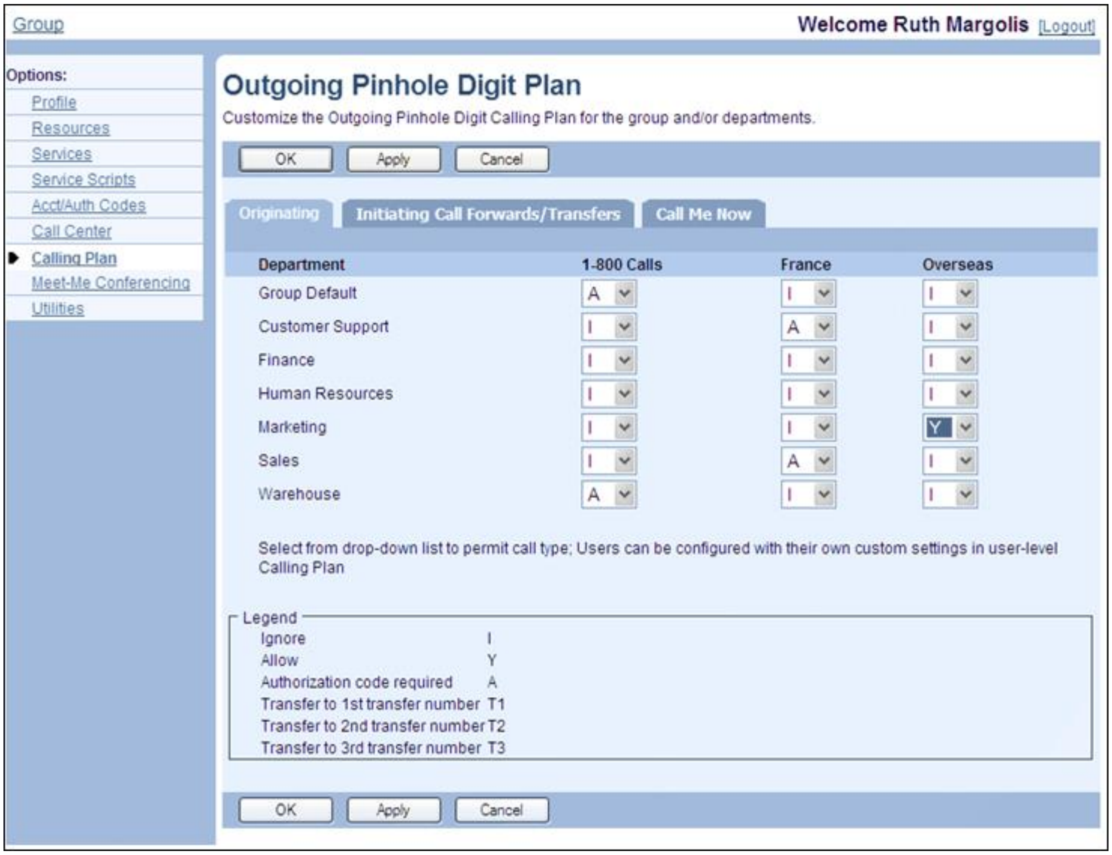

Figure 51 User – Outgoing Pinhole Digit Plan (Originating Calls Tab)

6) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Outgoing Pinhole Digit Plan**. The *User – Outgoing Pinhole Digit Plan* page appears. The *Originating Calls* tab is displayed by default.

3) To make the user settings editable, select the *Custom Settings* check box.

4) Configure the setting for originating calls. For each type of call listed, select “Y”, “N”, “A”, or “TX”:

   – “Y” or “N” means the user can or cannot make that type of outgoing call.

   – “A” means the user must enter an authorization code to make that type of outgoing call.

   – “TX” (where X = 1, 2, or 3) means that the user is transferred to the specified transfer number upon attempting to make that type of outgoing call.

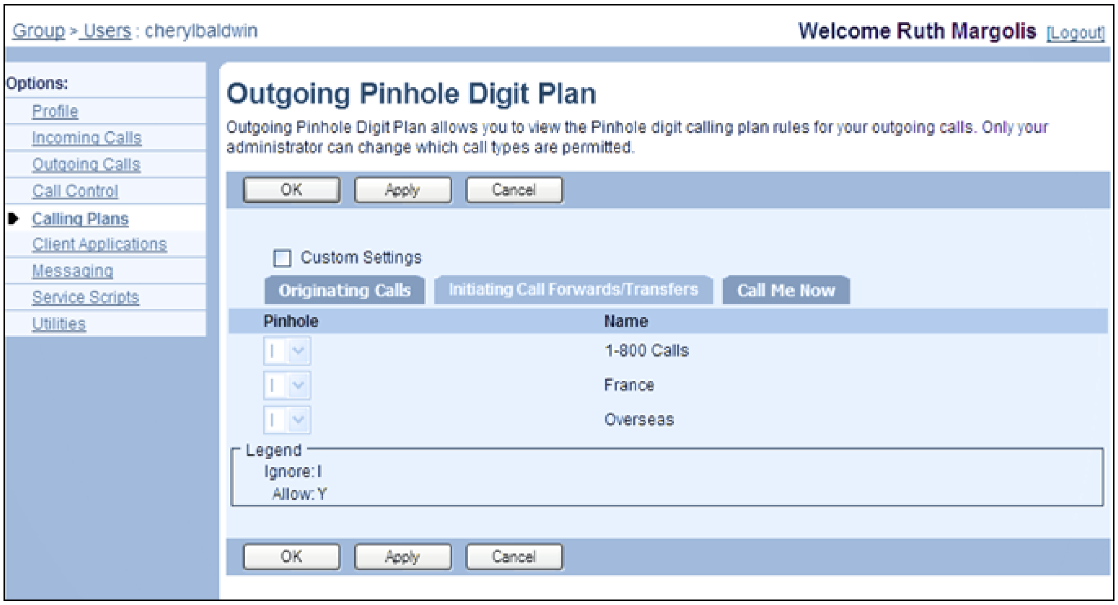

Figure 52 User – Outgoing Pinhole Digit Plan (Initiating Call Forwards/Transfers Tab)

1) To edit the settings for forwarding and or/transferring calls, click the **Initiating Call Forwards/Transfers** tab or the **Initiating Call Forwards** tab.
2) To make the user settings editable, select the *Custom Settings* check box.
3) Configure the settings as follows:
   - To allow a call type, select the *Permitted* check box.
   - To prevent a call type, unselect the *Permitted* select box.

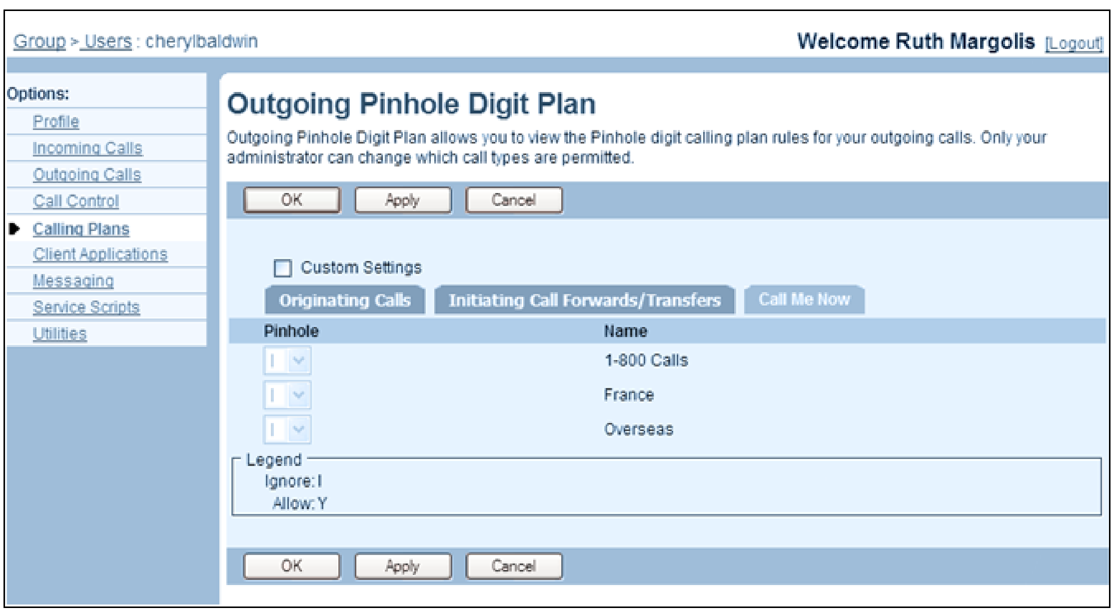

Figure 53 User – Outgoing Pinhole Digit Plan (Call Me Now Tab)

4) To edit the settings for Call Me Now calls, click the **Call Me Now** tab.

5) To make the user settings editable, select the *Custom Settings* check box.

6) Configure the settings as follows:

- To allow a call type, select the *Permitted* check box.
- To prevent a call type, unselect the *Permitted* select box.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

4.7 User – Client Applications Menu

Use the items on the *Users – Client Applications* menu to configure the following tasks (that only you can do for the user).

4.7.1 Access User – Client Applications Menu

You use the *Users – Client Applications* menu to perform user management functions related to client applications.

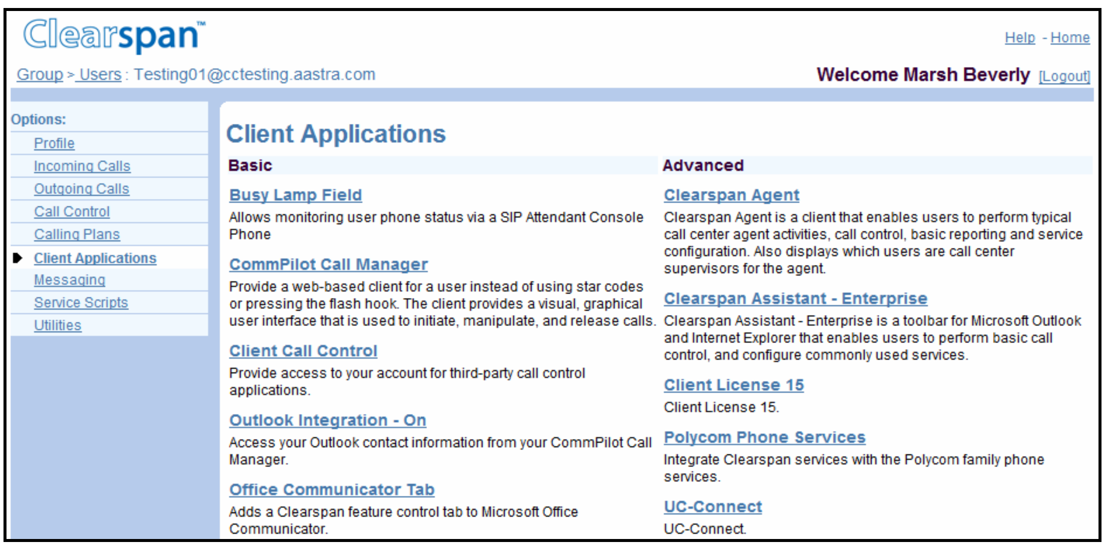

Figure 54 User – Client Applications Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.

4) Click **Client Applications**. The *User – Client Applications* menu page appears.

5) To display your *Home* page, click **Group** or **Home**.

4.7.2 Configure Busy Lamp Field

Use the *User – Busy Lamp Field* page to allow users to configure and view their busy Lamp Field list.

The Busy Lamp Field (BLF) lets users monitor the hook status and remote party information of users through the display of an attendant console phone.

Group administrators provision the list of monitored users with SIP phones available for users to monitor in either their group or enterprise.

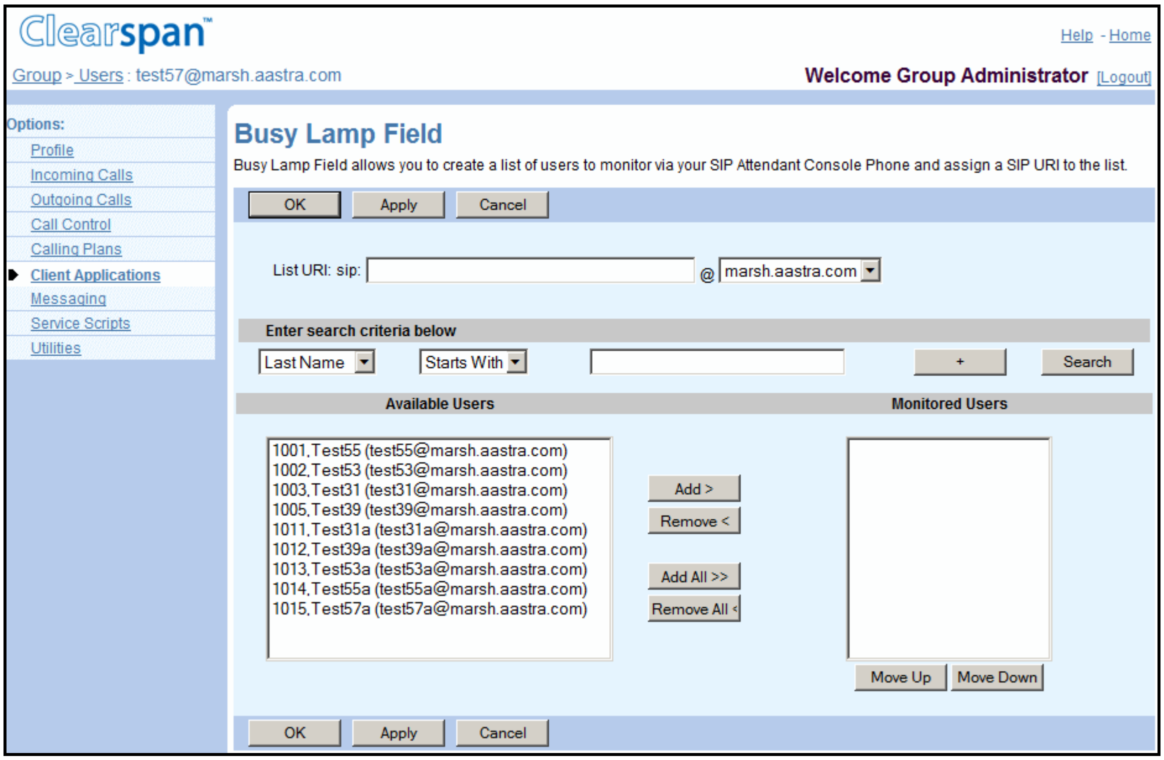

Figure 55 User – Busy Lamp Field

1) For a selected user, click **Client Applications**. The *User – Client Applications* menu page appears.
2) Click **Busy Lamp Field**. The *User – Busy Lamp Field* page appears.
3) Type the name to associate with the list of users to monitor and select the Domain from the drop-down list.
4) Add users to the group:
   - To find a user, enter search criteria in the fields provided and click Search. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
   - In the *Available Users* column, select the users to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard,

and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

- To assign the selected users, click **Add >**. To move all users (unselected) at once, click **Add All >>.**

5) Remove assigned users.

   In the *Assigned Users* column, select the users and click **Remove <**. To move all users (unselected) at once, **click Remove All <<**.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.8 User – Meet-Me Conferencing Menu

Use the *User – Meet-Me Conferencing* menu page to perform the following user management functions (that only you can do for the user):

- Restrict Number of Conference Participants
- Create Conference with Restricted Number of Participants

4.8.1 Access the User – Meet-Me Conferencing Menu

You use the *User – Meet-Me Conferencing* menu page to perform user management functions related to Meet-Me Conferencing.

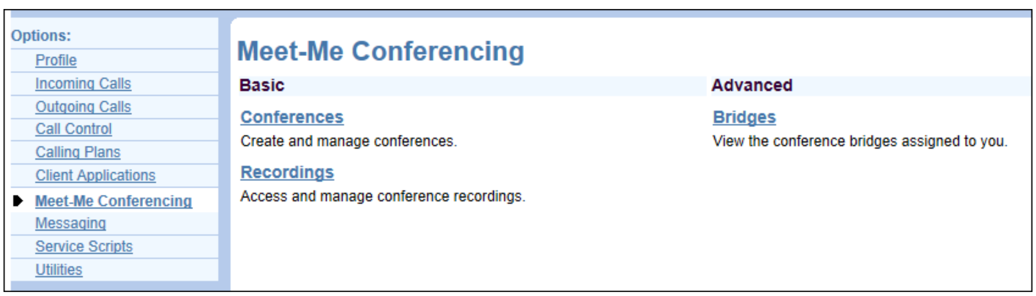

Figure 56 User – Meet-Me Conferencing

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

3) Click **Edit** or any item on the row for the user. The *User - Profile* menu page appears.

4) In the *Options* list, click **Meet-Me Conferencing**. The *User – Meet-Me Conferencing* menu page appears.

5) To display your Home page, click **Group** or **Home**.

4.8.2 Restrict Number of Conference Participants

Use the *User – Meet-Me Conference Modify* page to restrict the number of participants in an existing conference.

Figure 57 User – Meet-Me Conference Modify

1) On the *User – Meet-Me Conferencing* menu page, click **Conferences**. The *User – Meet-Me Conferences* page appears.

2) In the row of the conference to edit, click **Edit**. The *User – Meet-Me Conference Modify* page appears.

3) Check *Restrict number of participants to <X>* and enter the number in the text box.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.8.3 Create Conference with Restricted Number of Participants

You use the *User – Meet-Me Conference Add* page to create a conference with the restricted number of participants on behalf of a user. The user for whom you create the conference becomes its host.

1) On the *User – Meet-Me Conferencing* menu page, click **Conferences**. The *User – Meet-Me Conferences* page appears.

2) Click **Add**. The *User – Meet-Me Conference Add* page appears.

3) From the *Bridge Name* drop-down list, select the bridge to use for this conference.

4) In the *Estimated number of participants* text box, enter the number of participants the conference may have.

   You can enter a number between 1 and 294 but not higher than the maximum number of ports available on the bridge on which this conference is hosted and not higher that the number you enter in the *Restrict number of participants* text box.

5) Check *Restrict number of participants to <X>* check box and enter the number in the text box.

6) You can also impose additional restrictions on the conference by checking one or more of the following options:

   - *Mute all attendees on entry*
   - *End conference when host departs*
   - *Moderator required to start conference*
   - *Enable Security pin*
   - *Allow Unique Identifier*

7) Specify how to notify the conference attendees when other attendees join or leave the conference. For *When attendees join/leave*, select one of the following options:

   - *Play tone*
   - *Play recorded name*
   - *No notification*

> **NOTE**: For conferences with more than 147 attendees; attendees are muted on entry, and the entry/exit tones and name announcements are disabled.

8) Specify the type of conference you want to create. Select One Time, Recurring, or Reservationless.

9) Specify the conference time. In the Conference Time section, configure the following:

> **NOTE**: The conference cannot be scheduled to last longer that the maximum conference duration configured for the bridge.

For a reservationless conference:

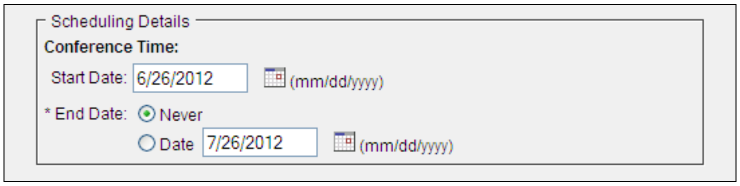

Figure 58 Meet-Me Conference Add – Schedule (Reservationless Conference)

- Specify the start date of the conference. In the *Start Date* box, enter the date in month/day/year format or select the date from the pop-up calendar.
- Specify the end date of the conference. For *End Date*, select *Never* or *Date*, if *Never* is an option. If you selected *Date* (or if *Date* is the only option), enter the date in month/day/year format or select the date from the pop-up calendar.

For a one-time conference:

Figure 59 Meet-Me Conference Add – Schedule (One-time Conference)

- Specify the date of the conference. In the *Start Date* box, enter the date in month/day/year format or select the date from the pop-up calendar.
- Specify the time of day the conference is scheduled to run. In the *Start Time* box, type a time (HH:MM) and select *AM* or *PM* from the drop-down list.
- Specify the *Duration* of the conference by selecting the number of hours and minutes from the drop-down lists.

For a recurring conference:

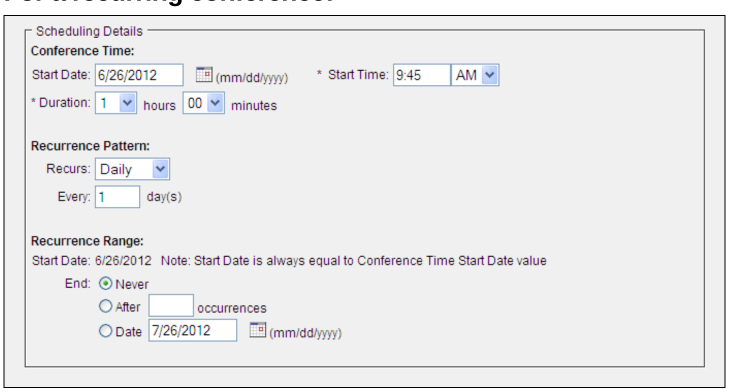

Figure 60 Meet-Me Conference Add – Schedule (Recurring Daily Conference)

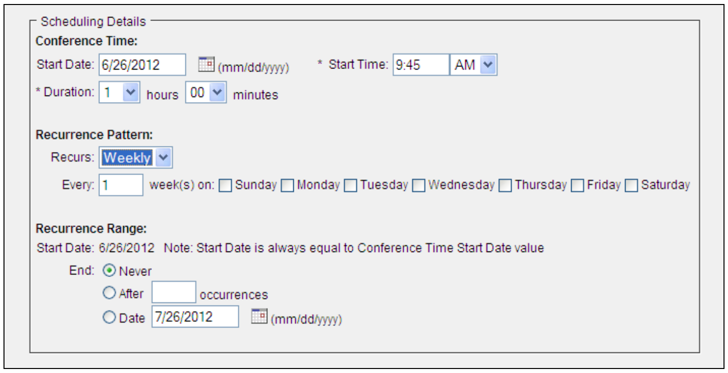

Figure 61 Meet-Me Conference Add – Schedule (Recurring Weekly Conference)

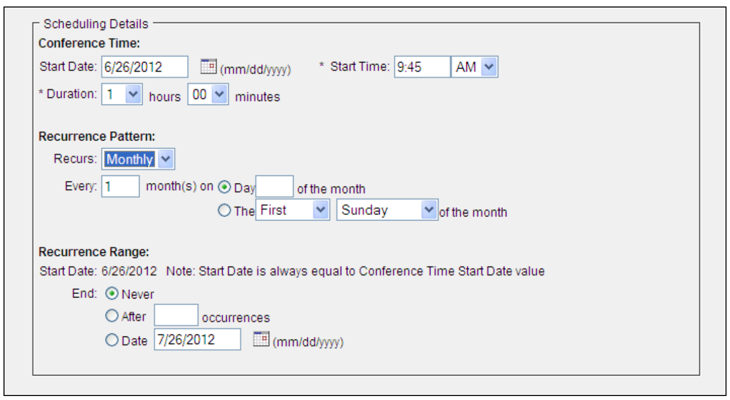

Figure 62 Meet-Me Conference Add – Schedule (Recurring Monthly Conference)

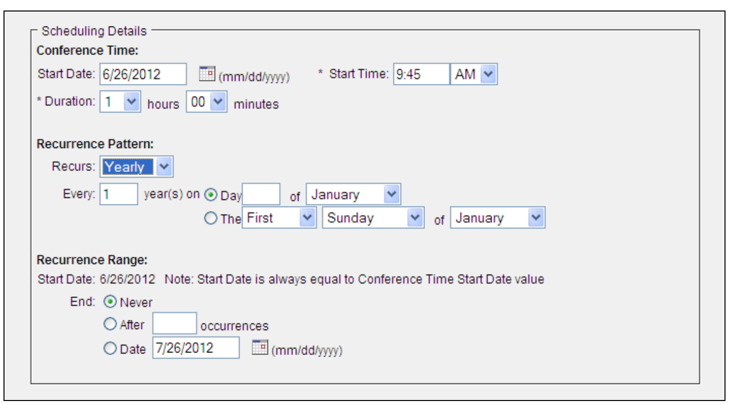

Figure 63 Meet-Me Conference Add – Schedule (Recurring Yearly Conference)

- Specify the start date of the conference. In the *Start Date* box, enter the date in month/day/year format or select the date from the pop-up calendar.
- Specify the time of day the conference is scheduled to run. In the *Start Time* box, type the time (HH:MM) and select *AM* or *PM* from the drop-down list.
- Specify the *Duration* of the conference by selecting the number of hours and minutes from the drop-down lists.

- Enter the recurrence pattern. From the *Recurs* drop-down list, select the type of recurrence from the following options:
  - *Daily* and specify the frequency of occurrence in days.
  - *Weekly* and specify the frequency of occurrence in weeks, and the day or days of the week on which the conference should run.
  - *Monthly* and specify the frequency of occurrence in months and the day for the recurrence of the conference. For the day of recurrence, select one of the following options:
    - To schedule the conference on a specific day of the month, for example the 27th, check *Day <X> of the month* and enter the day.
    - To schedule the conference on a specific day of the week within the month, for example the Second Monday of the month, check *The <Xth> <Day-of-Week> of the month*, and select Xth and Day-of-Week from the drop-down lists.
  - *Yearly* and specify the frequency of occurrence in years, for example every two (2) years, and the day for the recurrence from the following options:
    - To schedule the conference on a specific day of the year, check *Day <X> of <Month>* and select the day and the month.
    - To schedule the conference on a specific day of the week and month, for example the first Sunday of January, check *The <Xth> <Day-of-Week> of <Month>* and select Xth, Day-of-Week, and Month from the drop-down lists.
- Specify when the conference should end. In the *Recurrence Range* section, select one of the following options for *End*:
  - *Never* to run the conference continuously (if this option is available).
  - *After <X> occurrences* to end the conference after specified number of occurrences.
  - *Date* to end the conference on a specific date and select the date from the calendar.

10) Click **OK**. OK saves your changes and displays the previous page.

    To exit without saving, click Cancel or select another page.

4.9 User – Messaging Menu

Use the items on the *Users – Messaging* menu to configure the following user management functions (that only you can do for the user):

- Configure Fax Messaging
- Configure Voice Messaging

4.9.1 Access User – Messaging Menu

You use the *Users – Messaging* menu page to perform user management functions related to messaging.

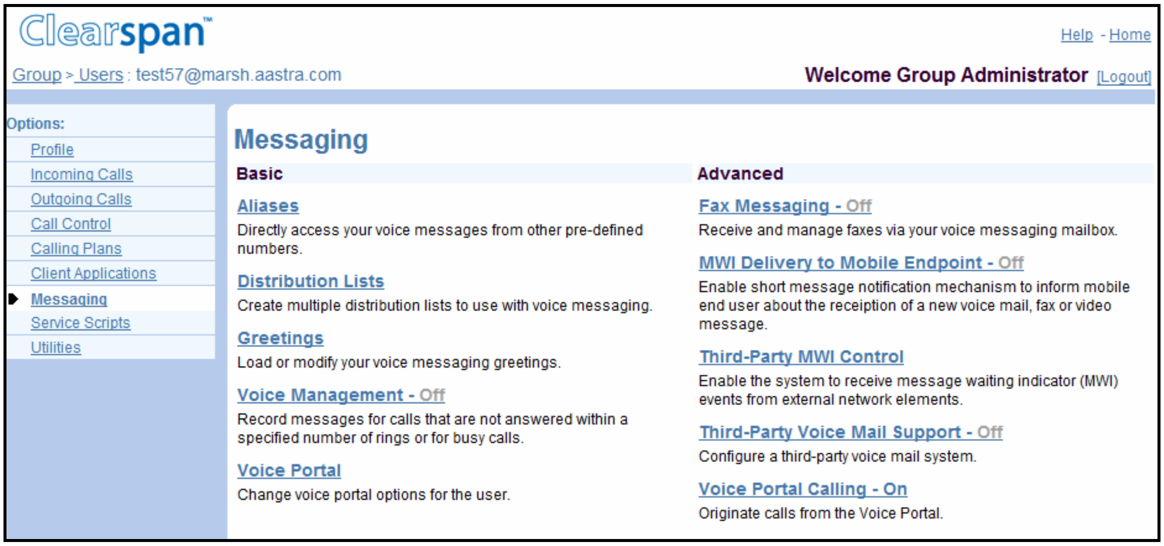

Figure 64 User – Messaging

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.
2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.
3) This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
4) Click **Edit** or any item on the row for the user. The *User - Profile* menu page appears.
5) Click **Messaging**. The *User - Messaging* menu page appears.
6) To display your Home page, click **Group** or **Home**.

4.9.2 Configure Fax Messaging

Use the *User – Fax Messaging* page to configure Fax Messaging for a specific user. To configure Fax Messaging, you turn the Fax Messaging service on or off and you configure the directory number for receiving fax messages. Users can also enable and disable this service for themselves.

NOTE: To use Fax Messaging, a user must also be assigned the Voice Messaging User service. A user's Fax Messaging service inherits the configured settings for their Voice Messaging User service. That is, fax messages are handled in the same way as the user's voice and video messages.

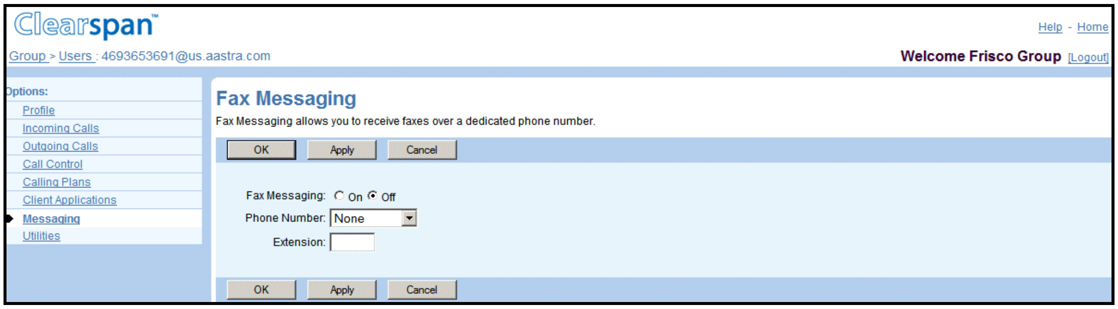

Figure 65 User – Fax Messaging

1) For a selected user, click **Messaging**. The *User – Messaging* menu page appears.
2) Click **Fax Messaging**. The *User – Fax Messaging* page appears.
3) Use the *Fax Messaging* control to enable the service for the user. Check *On* to enable the service. Check *Off* to disable the service.
4) Select the phone number to receive fax messages for the user. This is a required field; the service cannot be enabled without configuring the phone number. After you select the number, the extension appears automatically but could be changed if required. Extensions can vary in length within the limits configured for your group.

   The activation status of the assigned phone number is displayed to the right of the number. The status is not shown if the phone number is set to "None".
5) Configure up to three aliases. Any call to one of these aliases is considered by the system as an incoming fax call for the user.
6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.9.3 Configure Voice Messaging

Use the *User – Voice Management Advanced Settings* page to configure voice messaging settings for the user.

Users can configure their voice message themselves with two exceptions. First, when the *Allow users to configure their Voice Mail Advanced Settings* option on your group's Voice Messaging page is deactivated, users cannot configure advanced settings for their Voice Messaging service. Second, even if they have access to their *Voice Management Advanced Settings* page, they cannot change the maximum mailbox size on the system's or group's mail server. Use the procedures in this section to:

- Modify Voice Mailbox Size
- Modify Advanced Settings

4.9.3.1 Modify Voice Mailbox Size

Use the *User – Voice Management Advanced Settings* page to configure the maximum size of the user's voice mailbox.

NOTE: You cannot modify the user's mailbox size if your group uses the system's mail server. Only your administrator can change the mailbox size on the system mail server.

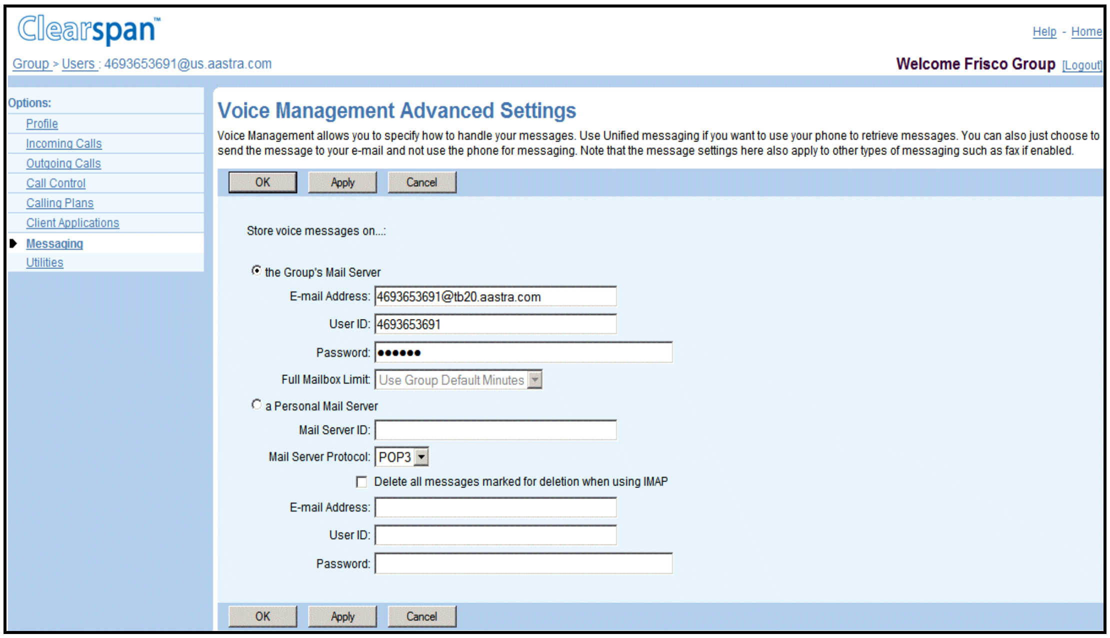

Figure 66 User – Voice Management Advanced Settings

1) For a selected user, click **Messaging**. The *User – Messaging* menu page appears.

2) Click **Voice Management**. The *User – Voice Management* page appears.

3) Click the **Advanced Settings (Also saves current screen data)** link. The *User – Voice Management Advanced Settings* page appears.

4) From the *Full Mailbox Limit* drop-down list, select the size of the voice mailbox in minutes for this user.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel**.

4.9.3.2 Modify Advanced Settings

Use the *User – Voice Management Advanced Settings* page to configure the users advanced settings.

> **NOTE**: Depending whether the Allow users to configure their Voice Mail Advanced Settings option on your group's Voice Messaging page is enabled or disabled the users in your group may or may not have access to this page to set the advanced settings for their Voice Messaging service.

1) For a selected user, click **Messaging**. The *User – Messaging* menu page appears.
2) Click **Voice Management**. The *User – Voice Management* page appears.
3) Click the **Advanced Settings (Also saves current screen data)** link. The *User – Voice Management Advanced Settings* page appears.
4) If the user will use a personal server for their messages, go to step 8 of this procedure. Otherwise, check *the Group's Mail Server*.
5) Enter the user's e-mail address.
6) Enter the user's user ID and password for the group's mail server.
7) Go to step 14 of this procedure.
8) If the user wants to use a personal server for their messages, check a Personal Mail Server.
9) Type the IP address or the fully qualified name of the mail server hosting the e-mail account for the user's voice messages.
10) From the drop-down list, select the protocol that must be used to connect to the account, either "POP3" or "IMAP".
11) Select Delete all messages marked for deletion when using IMAP to permanently delete all messages marked for deletion.
12) Type the user's e-mail address.
13) Type the user's user ID and password for the personal mail server.
14) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

4.10 User – Communication Barring Menu

Use the *User – Communication Barring* menu to configure the following settings for the user (that only you can do for the user).

4.10.1 Access User – Communication Barring Menu

You use the *User – Communication Barring* menu page to assign a communication barring profile to the user.

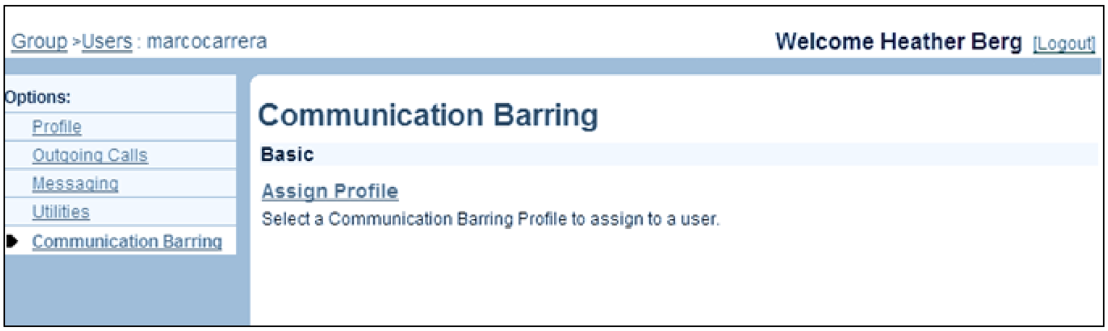

Figure 67 User – Communication Barring Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.
2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.
3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.
4) Click **Communication Barring**. The *User – Communication Barring* menu page appears.
5) To display your *Home* page, click **Group** or **Home**.

4.10.2 Assign Communication Barring Profile

You use the *User – Communication Barring Profiles page* to assign a communication barring profile to the user.

Figure 68 User – Communication Barring Profiles

1) On the User – Communication Barring menu page, click **Assign Profile**. The User – Communication Barring Profiles page appears.

2) Select the communication barring profile to use for the user:

- To use the group-level setting, select *Use the Group Communication Barring profile setting*.
- To use the communication profile configured on this page, select *Use this Communication Barring profile* and select a profile from the drop-down list.

3) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.11 User – Utilities Menu

Use the items on the *Users – Utilities* menu to configure the following user management functions (that only you can do for the user):

4.11.1 Access Users – Utilities Menu

You use the *Users – Utilities* menu page to perform user management functions related to various utilities, such as configuring user intercept.

Figure 69 User – Utilities Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.

2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.

4) Click **Utilities**. The *User – Utilities* menu page appears.

5) To display your *Home* page, click **Group** or **Home**.

4.11.2 Intercept User

Use the *User – Intercept User* page to block some or all calls to and from a specific user. For example, you can block outgoing calls but allow incoming calls for that user, or send incoming calls to the user's voice mail. You can also configure the announcements played to callers for incoming and outgoing calls and include a new or alternate phone number.

> **NOTE 1**: The maximum length allowed for .WAV and .MOV files is five minutes.
>
> **NOTE 2**: The default announcement is the same for inbound and outbound calls.

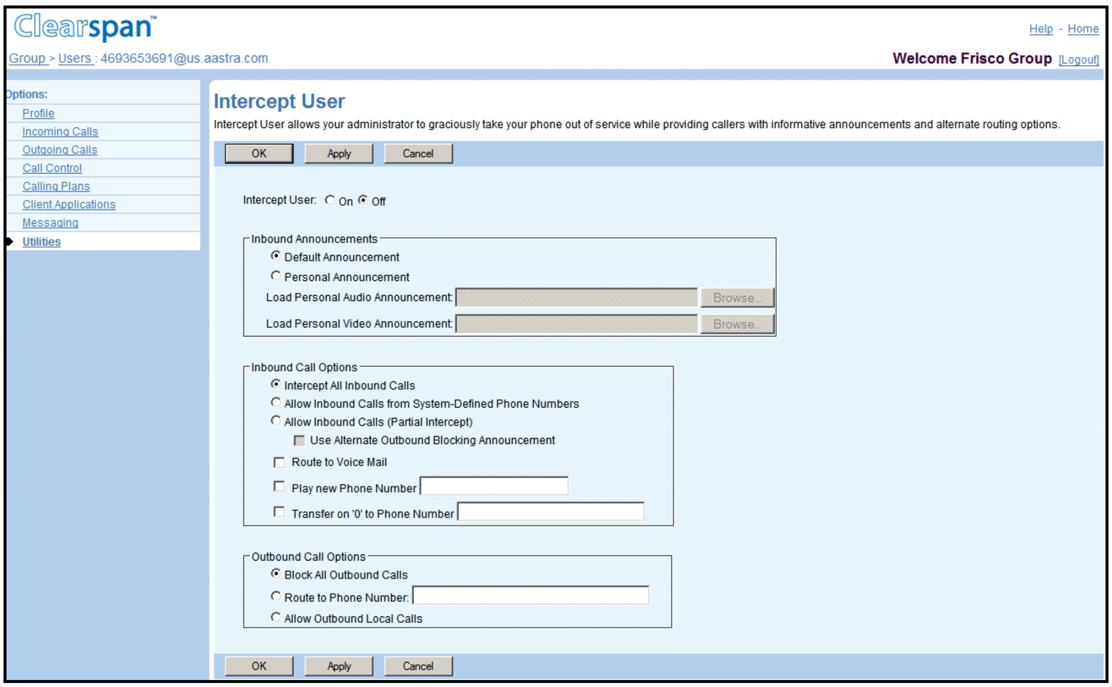

Figure 70 User – Intercept User

1) For a selected user, click **Utilities**. The *User – Utilities* menu page appears.

2) Click **Intercept User**. The *User – Intercept User* page appears.

3) Use the *Intercept User* control to determine whether the system will block this user's calls. Check *On* to block this user's calls. Click *Off* to return the user's account to normal service.

4) If you chose *On*, configure the remaining controls as needed.

Inbound Announcements:

- Select *Default Announcement* to play the following announcement: "The number you are trying to reach is out of service."
- To upload a custom announcement, select *Personal Announcement* and type the path and file name of a .WAV file with your greeting in the *Load Personal Audio Announcement*

text box, or click **Browse** to select a file on your computer. If your Intercept Group service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the *Load Personal Video Announcement* text box, or click **Browse** to select a file on your computer.

Inbound Call Options:

- To intercept all calls to this user, check *Intercept All Inbound Calls*.
- To allow incoming calls from specific phone numbers defined by the system administrator, check *Allow Inbound Calls from System-Defined Phone Numbers*. This allows certain types of inbound calls to be routed to intercepted users (for example, calls from Public Safety Answering Point (PSAP) callback and customer care).
- To allow this user to receive calls, check *Allow Inbound Call (Partial Intercept).*

  If you checked this option, you can also check *Use Alternate Outbound Blocking Announcement* if you want an alternate announcement to be played to the user. When the user tries to make an outbound call, they hear the following message: "This line has been temporarily placed out of service. You can receive calls but you cannot make calls. Please contact your operator".
- To route all the incoming calls to the user's voice mail, check *Route to Voice Mail*.
- To play callers a new or alternate phone number for the intercepted calls to this user, select the *Play new Phone Number* check box, and enter the number in the provided box.
- To allow the system to transfer callers to a new or alternate phone number for the intercepted user, select the *Transfer on '0' to Phone Number* select box and enter the desired number in the provided box.

Outbound Call Options:

- To block all calls made by this user, check *Block All Outbound Calls*.
- To route calls (made by this user) to another phone number, check *Route to Phone Number* and enter the number to route outbound calls to.
- To allow the user to make local calls, check *Allow Outbound Local Calls*.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.11.3 Assign Security Classification Level

You use the *User – Security Classification page* to assign a security classification level to the user.

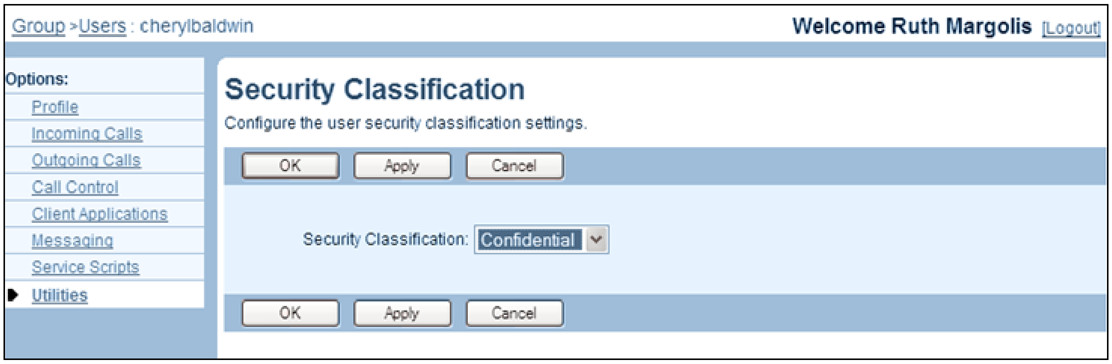

Figure 71 User – Security Classification

1) On the *User – Utilities* menu page for a selected user, click **Security Classification**. The *User – Security Classification* page appears.
2) From the *Security Classification* drop-down list, select the security classification level to assign to the user.
3) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.12 Users – Conferencing Menu

Use the items on the *Users – Conferencing* menu to configure the following user management functions (that only you can do for the user):

- List or Delete Conferences
- Modify Conference Start Date and Time

NOTE: This menu is only visible if the user has been assigned as bridge administrator or delegate. For information on assigning users as bridge administrators, see *Clearspan Application Server Group Web Interface Administration Guide – Part 1.*

4.12.1 Access Users – Conferencing Menu

You use the *Users – Conferencing* menu page to perform user management functions related to conferencing. Users must be assigned as bridge administrators or delegates to lead conferences.

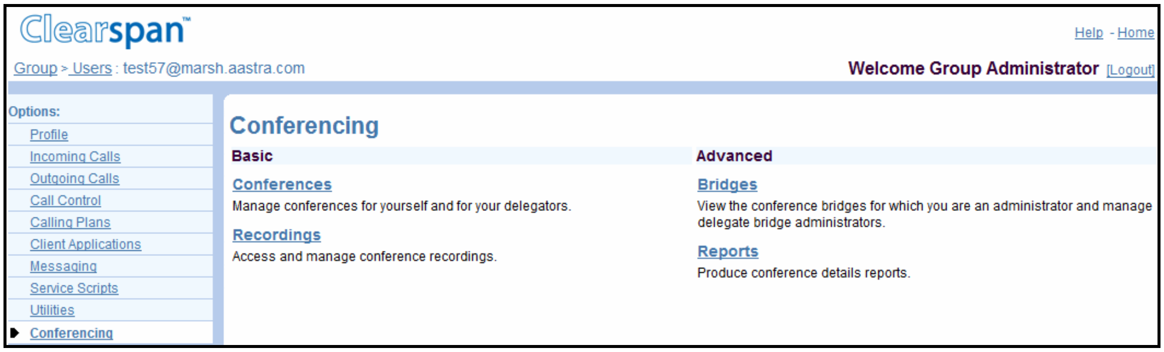

Figure 72 User – Conferencing Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.
2) To display the list of users, enter the search criteria and click **Search**. The *Group – Users* page displays the list of users that satisfy the criteria you entered.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*
3) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.
4) Click **Conferencing**. The *User – Conferencing* menu page appears.
5) To display your *Home* page, click **Group** or **Home**.

4.12.2 List or Delete Conferences

Use the *User – Conferences* page to delete the conferences owned by the selected user.

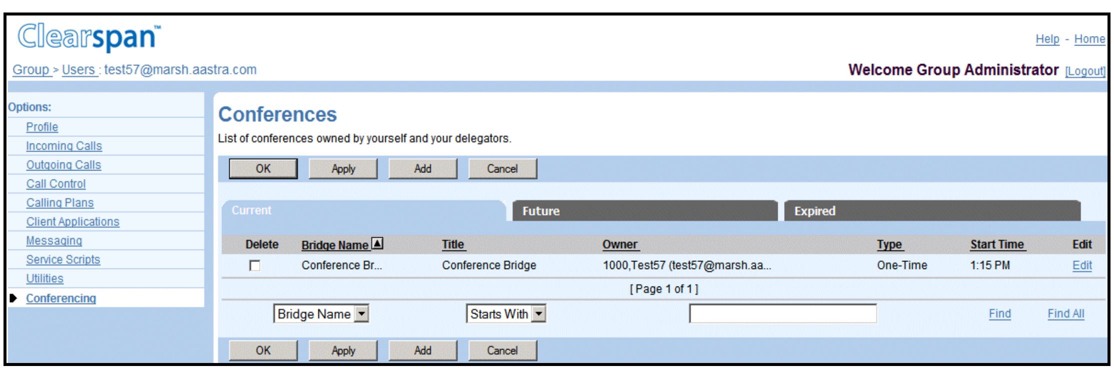

Figure 73 User – Conferences (Current)

1) For a selected user, click **Conferencing**. The *User – Conferencing* menu page appears.

2) Click **Conferences**. The *User – Conferences* page appears (Current tab). The page lists any current conferences owned by the selected user.

3) To delete a conference, select the tab for the type of conference to be deleted (*Current, Future*, or *Expired* tab)

4) To delete a conference, select **Delete** for the conference and click **Apply**.

5) To display the previous page, click **OK** or **Cancel**.

4.12.3 Modify Conference Start Date and Time

Use the *User – Conferences Modify* page to modify the start date and time of a conference.

NOTE: Only administrators can modify the start date and start time of a conference.

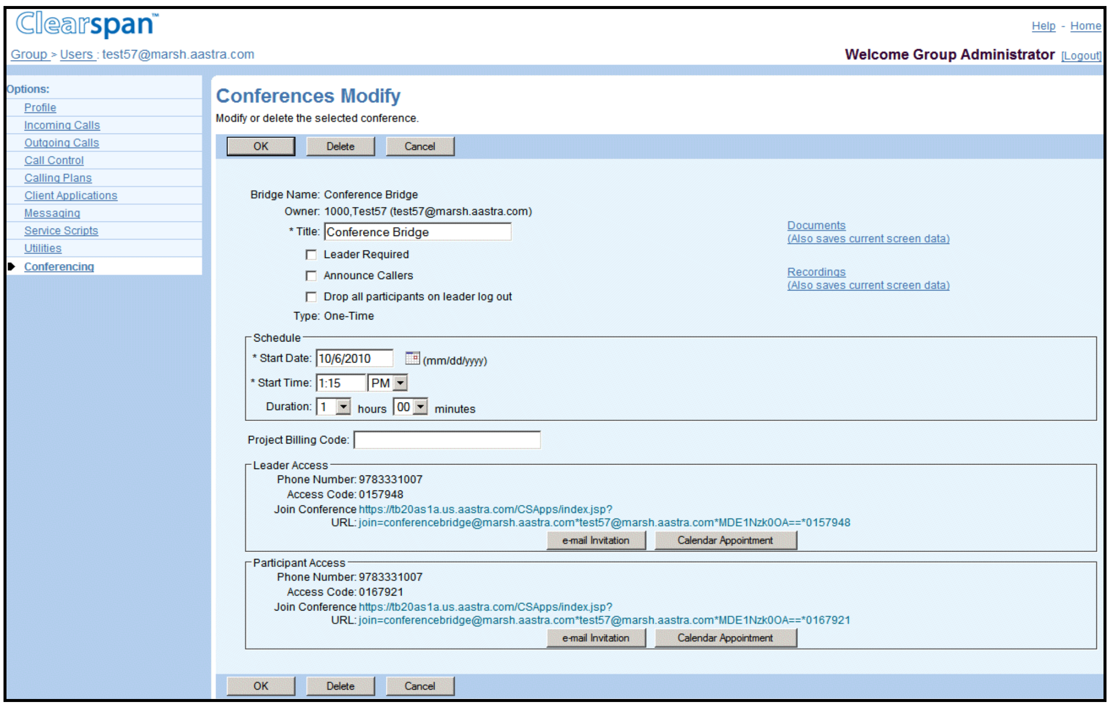

Figure 74 User – Conferences Modify (Top of Page)

1) For a selected user, click **Conferencing**. The *User – Conferencing* menu page appears.

2) Click **Conferences**. The *User – Conferences* page appears. The page lists any conferences currently owned by the selected user.

3) If the conference is not on the *Current* tab, select the tab that contains the conference to modify (*Future* or *Expired*).

4) Click **Edit** or any item on the row of the conference. The *User – Conferences Modify* page appears.

NOTE: To delete a conference, click **Delete**. The previous page appears.

5) Modify existing conference information as required. The *Bridge Name*, *Owner*, and *Type* cannot be modified. To change any of these fields, you must delete the conference and add a new conference.

6) Click **OK**. To exit without saving, click **Cancel** or select another page.

5 Configure Services as Virtual Users

You configure some services on the *Group – Services* menu page by creating service instances (virtual users), which have many of the same attributes as a regular user.

This chapter contains sections that correspond to items on the *Group – Services* menu page that are configured as virtual users.

These services are:

- Basic menu

  This menu displays the items that all group administrators can use.

- Advanced menu

  This menu displays the items that all group administrators can use only if such functions have been assigned to them.

  In addition, call centers and Meet-Me conference bridges are also configured by creating service instances. The Call Center and Meet-Me Conferencing services have their own menu pages and are covered in the following sections:

Most virtual users share some administrative tasks, such as activation and deactivation. These tasks are listed in section *5.2 Configure Shared Tasks*.

Virtual users also have administrative tasks that are specific to that type of virtual user, such as the ability to specify greetings for Auto Attendants. These tasks are listed for each type of virtual user in their respective sections.

Most virtual users also share configuration tasks that are performed for all users, such as assigning services and configuring the Outgoing Calling Plan. These tasks are described in the appropriate subsection in section *4 Configure Users*. For example, configuring the Outgoing Calling Plan is described in section *4.6.3 Configure Outgoing Calling Plan*.

5.1 Access Group – Services Menu

Use the items on the *Group – Services* menu page to configure services as virtual users.

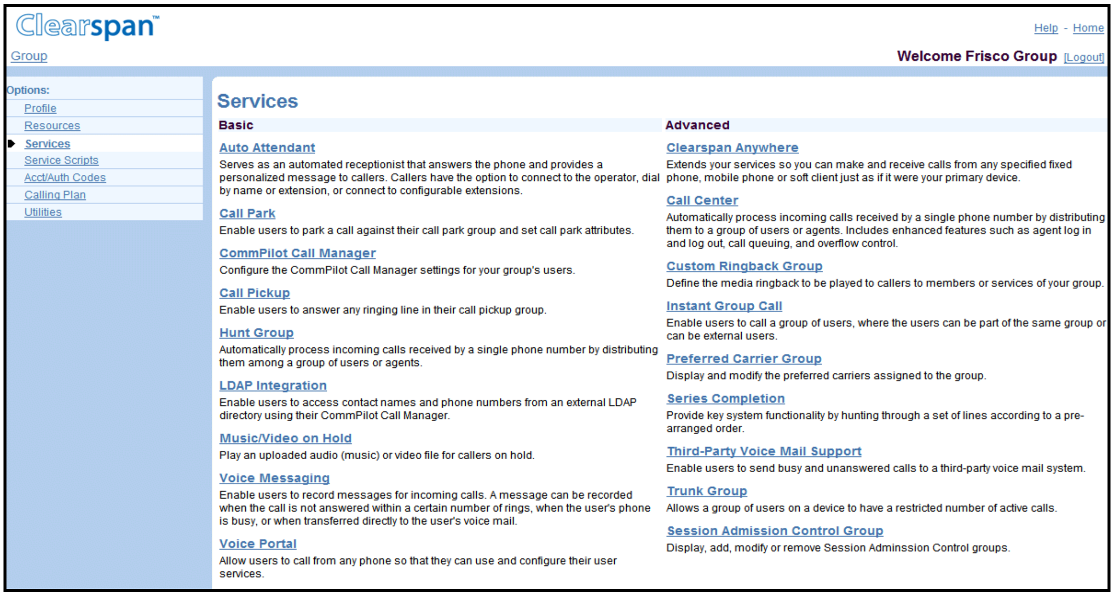

Figure 75 Group – Services Menu

On your *Home* page, on the *Options* list, click **Services**. The *Group – Services* menu page appears.

5.2 Configure Shared Tasks

Most virtual users share the following administrative tasks.

5.2.1 List Virtual Users

Use the menu items on the *Group – Services* menu page to display the list of one type of virtual user currently configured for your group. On this page, you can also activate or deactivate some virtual users (for example, Auto Attendants). From this page, you can add another user of the same type or modify, delete, or configure a selected user.

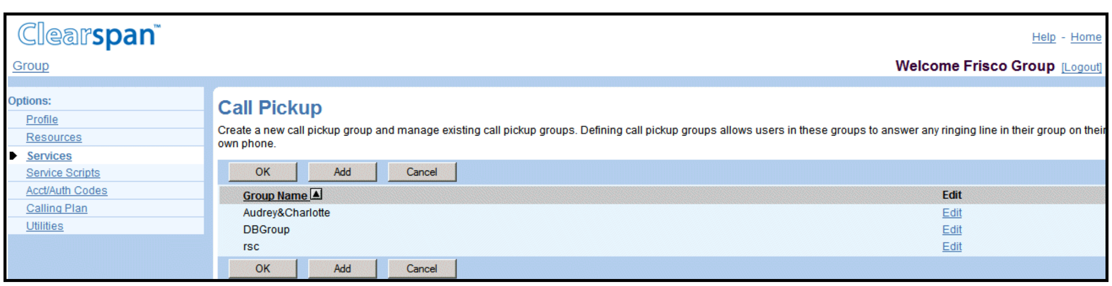

Figure 76 Group – Call Pickup

1) On the *Group – Services* menu page, click <**Virtual User Name**>, for example, **Call Pickup**. The page that lists the virtual users of the selected service appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

2) To display the options for your *Home* page, click **Group** or **Home**.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.2 Display Profile Menu Page for Selected Virtual User

Some virtual uses have their own Profile menu and Profile page. The Profile menu lists menu items you use to configure the virtual user.

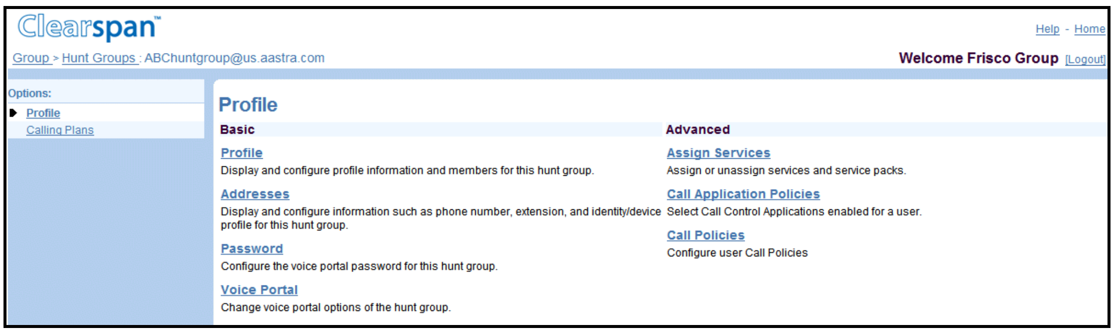

Figure 77 Hunt Group – Profile

1) On the *Group – Services* menu page, click **<Virtual User Name>**, for example, **Hunt Group**. The page that lists the virtual users of the selected service appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

2) Click **Edit** or any item on the row for the virtual user.

- If you can configure a number of attributes for the virtual user, the *Profile* menu page for the user appears.
- Otherwise, the Modify page for the user appears.

To display the options for your *Home* page, click **Group** or **Home**.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.3 Activate or Deactivate Virtual User

Use the Activate check box on a list page for a virtual user to activate or deactivate most virtual users. From this page, you can add another user of the same type or modify, delete, or configure a selected user.

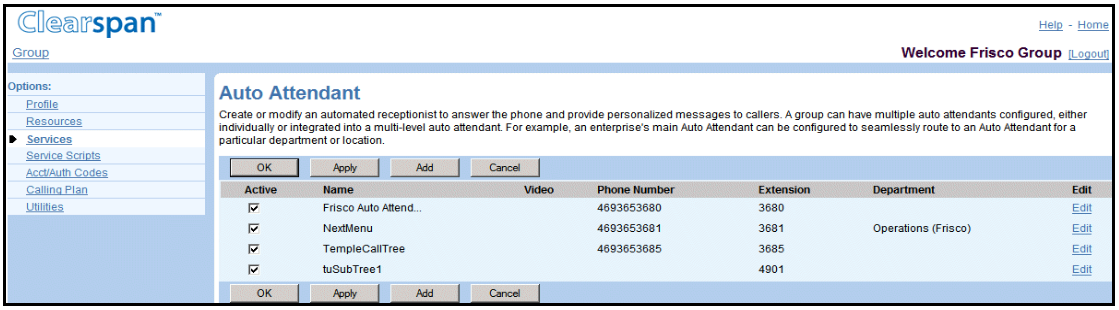

Figure 78 Group – Auto Attendant

1) On the *Group – Services* menu page, click <**Virtual User Name>**, for example, **Auto Attendant**. The page that lists the virtual users of the selected service appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

2) To activate or deactivate a user, select or unselect the *Active* box.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.4 Configure Addresses for Virtual User

Use the *Profile – Addresses* page to set addressing information for a selected virtual user, such as a telephone number, extension, and SIP aliases.

> **NOTE:** The *Profile – Addresses* page is the same for all virtual users except trunk groups. For information on the *Profile – Addresses* page for trunk groups, see section *5.15.12 Registrations for Trunk Group.*

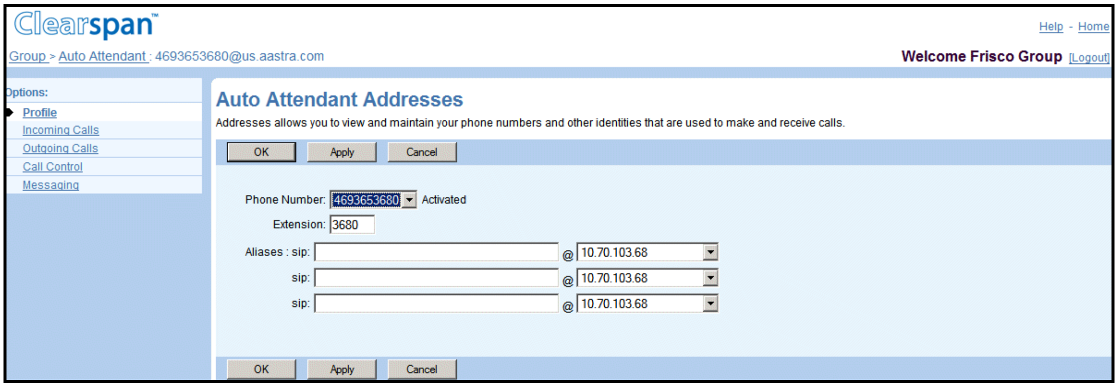

Figure 79 Auto Attendant – Addresses

1) For a selected virtual user, on its Profile menu, click **Addresses**. The *Profile – Addresses* page appears.

2) Enter data in the fields provided.

Field	Description
Phone Number	The telephone number of the virtual user.
Extension	The extension of the virtual user. If you select the phone number, the extension is automatically set to the last digits of the phone number. The number of digits depends on the default extension length set for your group. You can modify the extension, if needed. Extensions can vary in length within the limits configured for your group.
Aliases	Additional SIP addresses for the virtual user. Calls directed to any of these addresses will be redirected to the virtual user's primary SIP address.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.5 Configure Announcement Repository for Virtual User (AS Mode)

Use this menu item on the *Profile* menu page to manage the Announcement Repository for a selected virtual user.

5.2.5.1 List Announcements

Use the *Profile – Announcement Repository* page to list the announcements configured for a selected virtual user.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

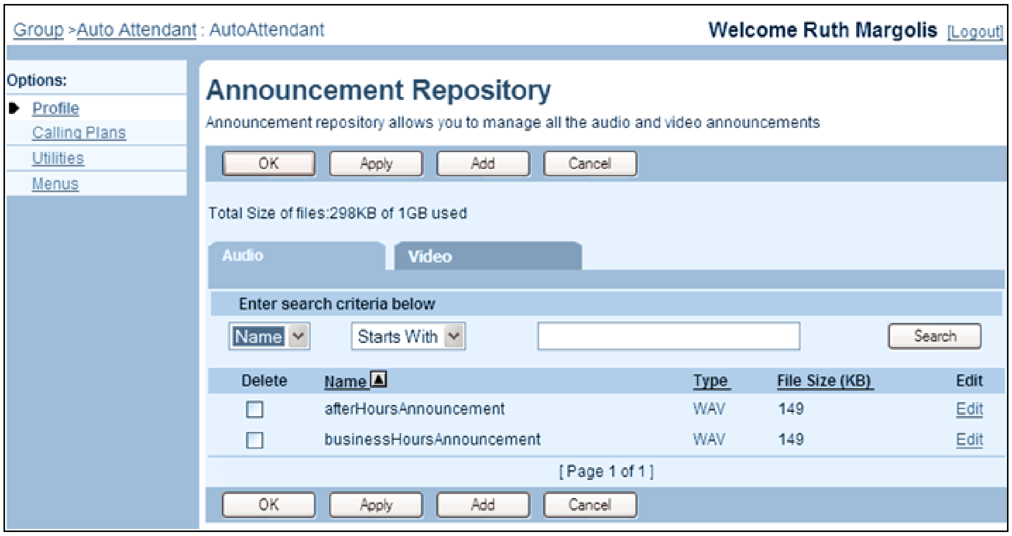

Figure 80 Auto Attendant – Announcement Repository

1) On the selected user's Profile menu, click **Announcement Repository**. The *Profile – Announcement Repository* page appears. The Audio tab is displayed by default.
2) To view the video announcements, click **Video**.
3) To search for specific announcements, enter your search criteria and click **Search**. Announcements are listed with their size and media type.

   To display all audio or video announcements, click **Search** without entering any criteria.
4) To display the previous page, click **OK** or **Cancel**.

5.2.5.2 Add Announcements

Use the *Profile – Announcement Repository Add* page to add an audio or video announcement for a selected virtual user. After you have added an announcement, you can associate it with the user's services. An announcement can be associated with more than one service.

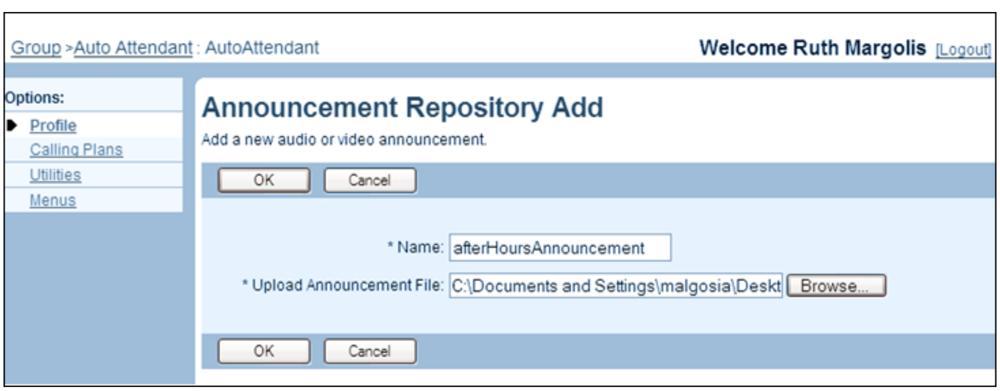

Figure 81 Auto Attendant – Announcement Repository Add

1) For a selected virtual user, on its Profile menu, click **Announcement Repository**. The *Profile – Announcement Repository* page appears.

2) Click **Add**. The Profile – Announcement Repository Add page appears.

3) Type the name of the audio or video announcement.

4) To upload an announcement file, type the path and file name of an audio or video file with your greeting in the Upload Announcement File text box or click Browse to select a file on your computer.

5) To save your changes and display the previous page, click **OK.**

   To exit without saving, click **Cancel** or select another page.

5.2.5.3 Modify Announcements

Use the *Profile – Announcement Repository Modify* page to modify an audio or video announcement for a selected virtual user.

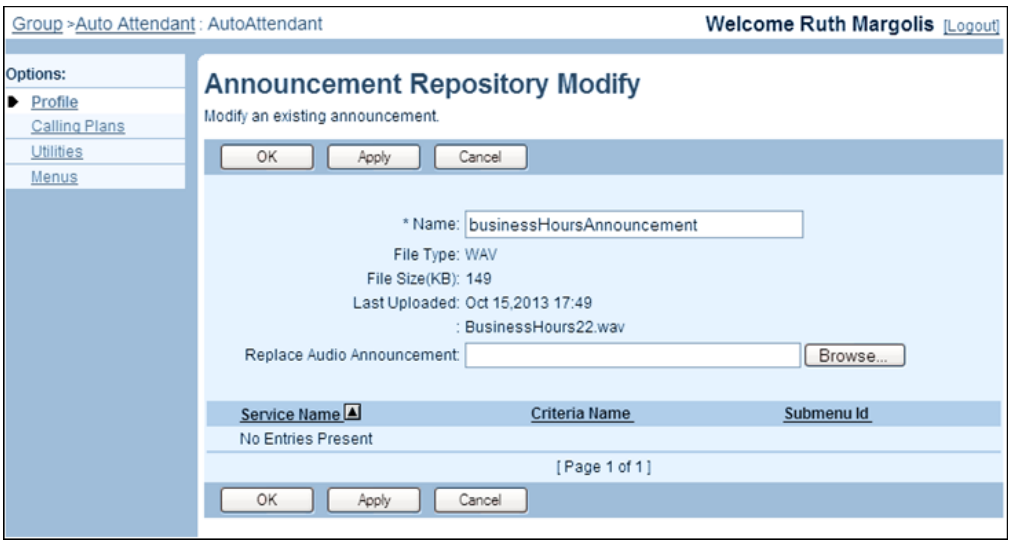

Figure 82 Auto Attendant – Announcement Repository Modify

1) For a selected virtual user, on its Profile menu, click **Announcement Repository**. The *Profile – Announcement* Repository page appears. The Audio tab is displayed by default.

2) To modify a video announcement, click the Video tab.

3) Click Edit or any item in the row for the announcement. The Profile – Announcement Repository Modify page appears.

4) Modify the announcement as required. For information on the fields available on this page, see section 5.2.5.2 Add Announcements.

5) Click Apply or OK. Apply saves your changes. OK saves your changes and returns to the previous page.

   To exit without changing, click **Cancel** or select another page.

5.2.5.4 Delete Announcements

Use the *Profile – Announcement Repository* page to list the announcements configured for a selected virtual subscriber.

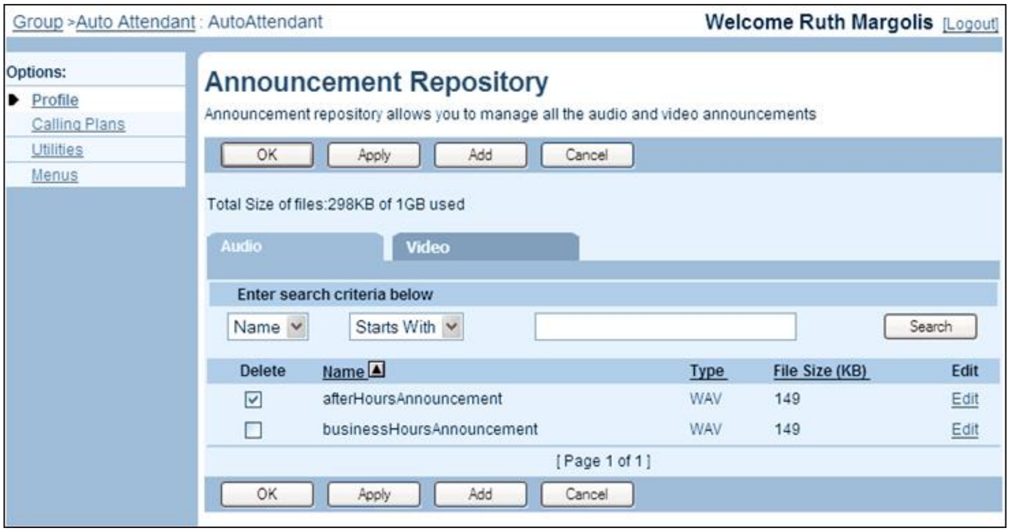

Figure 83 Group – Announcement Repository

1) For a selected virtual user, on its Profile menu, click **Announcement Repository**. The *Profile* – Announcement Repository page appears. The Audio tab is displayed by default.

2) To display video announcements, click Video.

3) Check the Delete box in the row of the announcements to delete.

NOTE: You cannot delete an announcement that is associated with a service.

4) Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and returns to the previous page.

   To exit without changing, click **Cancel** or select another page.

5.2.6 Add or Modify One or More Portal Passwords

Use the *Profile – Passwords* page to add or change the password for the web portal, the voice portal, or both portals, for a virtual user.

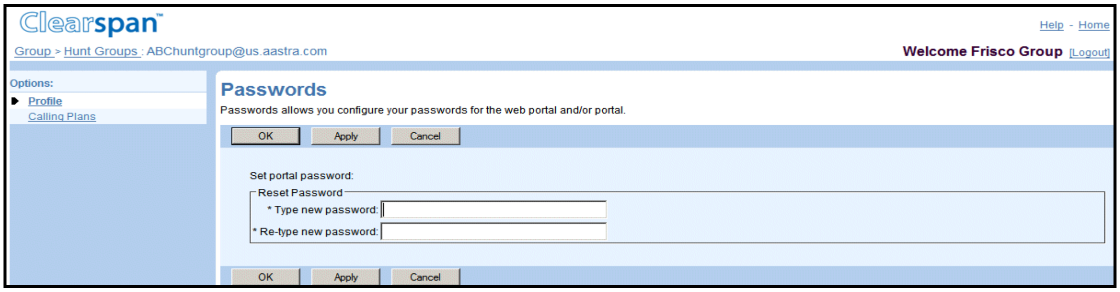

Figure 84 Hunt Group – Passwords

1) For a selected user, on its Profile menu, click **Password**. The *Passwords* page appears.

2) Type and retype the password in the *Reset Password* text boxes.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.7 Configure the Voice Portal

Use the *Profile – Voice Portal* page to upload the audio file that contains the personalized name for a virtual user. The Personalized Name is used in the Auto Attendant and Voice Messaging services for the user. You can also enable the auto-login to the voice portal with this page.

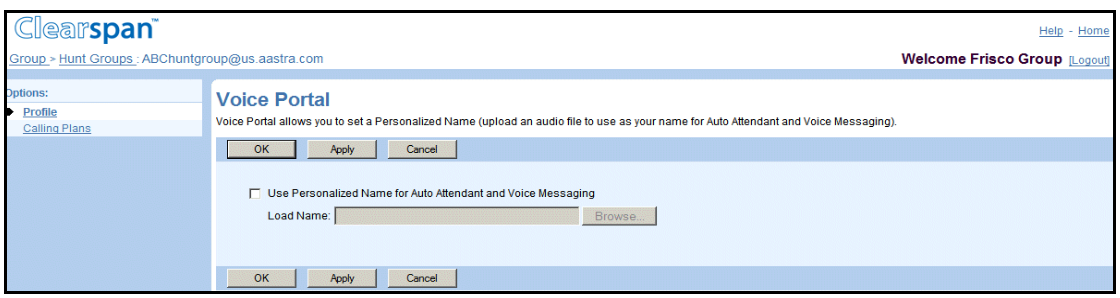

Figure 85 Hunt Group – Voice Portal

1) On the *Profile* menu page for a selected virtual user, click **Voice Portal**. The *Voice Portal* page appears.

2) To provide a personalized name, select a file with your name from the drop-down list.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.8 Configure Privacy

Use the *Profile – Privacy* page to configure the privacy settings for the virtual user.

By default, all virtual user names and numbers appear in group and enterprise directory listings. These listings are accessible via the *User – Utilities* menu and the Call Manager Group/Enterprise tab. The *Profile – Privacy* menu page allows you to eliminate their name from these directory listings.

NOTE: The Privacy service hides the virtual user name and number from other users in your own group/enterprise and from group administrators. It does not hide it in Lightweight Directory Access Protocol (LDAP) listings or Outlook listings, nor does it remove it from people's personal directories.

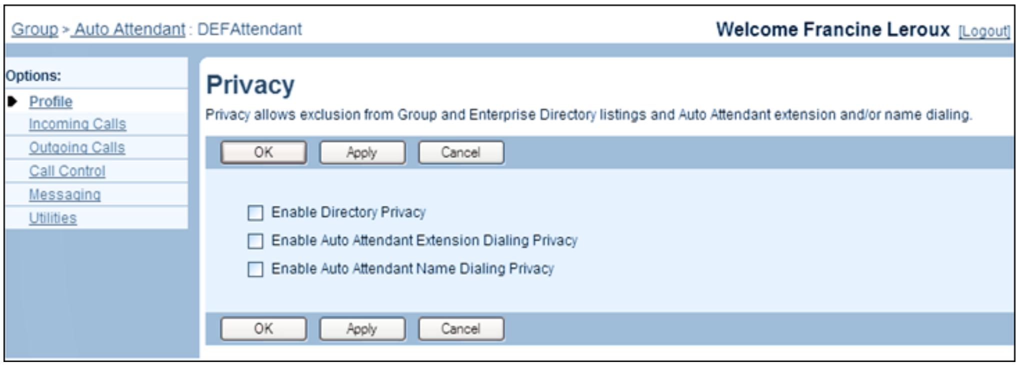

Figure 86 Auto Attendant – Privacy

NOTE: To configure privacy settings for a virtual user, you first need to assign the Privacy service to the user. For information about assigning services to a user, see section *4.2.6 Assign or Unassign User Services*.

1) On the *Profile* menu page for a selected virtual user, click **Privacy**. The *Privacy* page appears.

2) To exclude the virtual users' name and information from the group or enterprise directory (as well as the Call Manager), check *Enable Directory Privacy*.

3) To make this virtual user unavailable for Auto Attendant extension dialing, check *Auto Attendant Extension Dialing Privacy*.

4) To make this virtual user unavailable for Auto Attendant name dialing, check *Auto Attendant Name Dialing Privacy*.

5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.9 Configure Call Recording Mode

Use the *Call Control – Call Recording* page to set the recording mode for the Auto Attendant or Call Center virtual user.

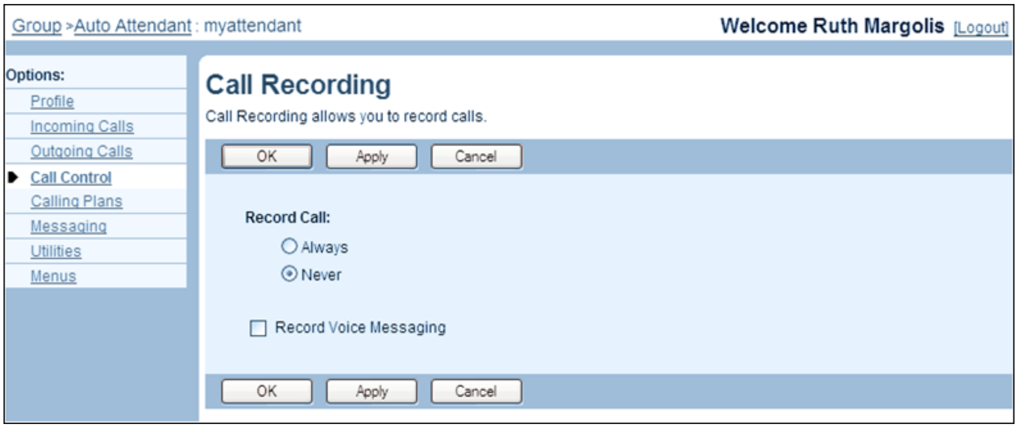

Figure 87 Auto Attendant – Call Recording

NOTE: This page only appears if the virtual user has been assigned the Call Recording service.

1) On the *Call Control* menu page for a selected virtual user, click **Call Recording**. The *Call Recording* page appears.

2) Set the recording mode:

   - To record all calls, check *Always*.
   - To disable recording of calls, check *Never*.

3) To record calls to the virtual user's voice mailbox, check the *Record Voice Messaging* box.

NOTE: This check box is only displayed if the virtual user has been assigned the Voice Messaging User service.

4) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.3 Auto Attendant

An Auto Attendant can be used in a standalone or multilevel configuration.

- For a standalone configuration, the service can transfer calls to another number, access extension dialing, access name dialing, or connect to the operator.
- For a multilevel configuration, one Auto Attendant functions as the top-level (entry) service. From this level, other Auto Attendants function at the departmental level. Finally, additional Auto Attendants can function at the individual user level. Phone

numbers in the dialing menu on an upper level lead to the phone numbers for Auto Attendants at the next level down.

5.3.1 List Auto Attendants

You use the *Group – Auto Attendant* page to list the Auto Attendants defined for your group.

Figure 88 Group – Auto Attendant (AS Mode)

On the *Group – Services* menu page, click **Auto Attendant**. The *Group – Auto Attendant* page appears.

The following information is provided for each Auto Attendant:

Column	Description
Active	A checkmark in this column indicates that the Auto Attendant is active. It can be activated or deactivated by checking or unchecking the box.
Name	The name of the Auto Attendant.
Type	The Auto Attendant's type: Basic or Standard.
Video	A checkmark in this column indicates that the video service is enabled for the Auto Attendant. For a Basic Auto Attendant, this option is available only if the group has the Auto Attendant – Basic Video service assigned. For an Auto Attendant, this option is available only if the group has the Auto Attendant – Video service assigned.
Phone Number	The Auto Attendant's phone number.
Extension	The Auto Attendant's extension.
Department	The Auto Attendant's department. When this field is empty, the Auto Attendant belongs to the group.

5.3.2 Add an Auto Attendant

Use the *Group – Auto Attendant Add* page to add an Auto Attendant.

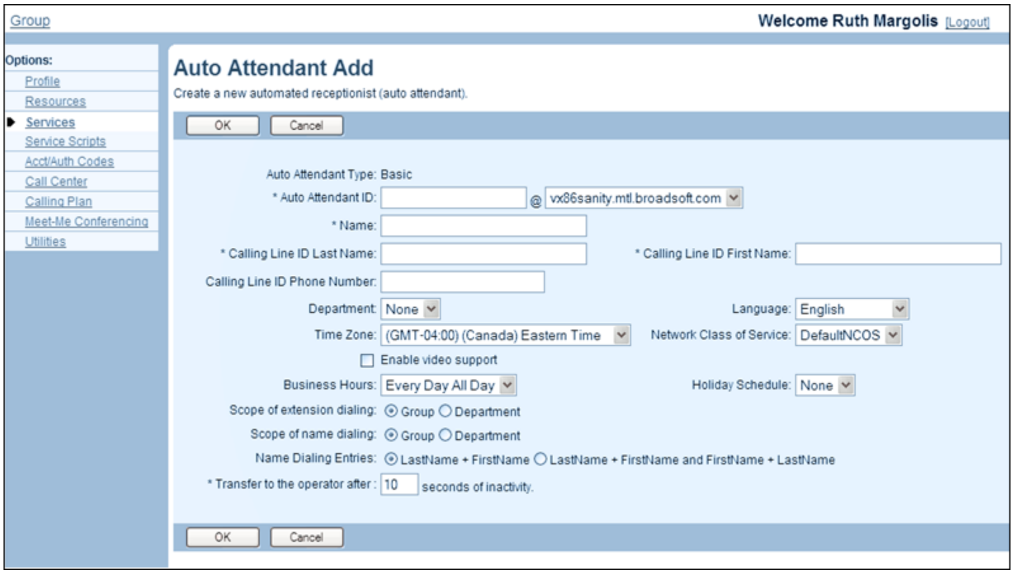

Figure 89 Group – Auto Attendant Add (Basic)

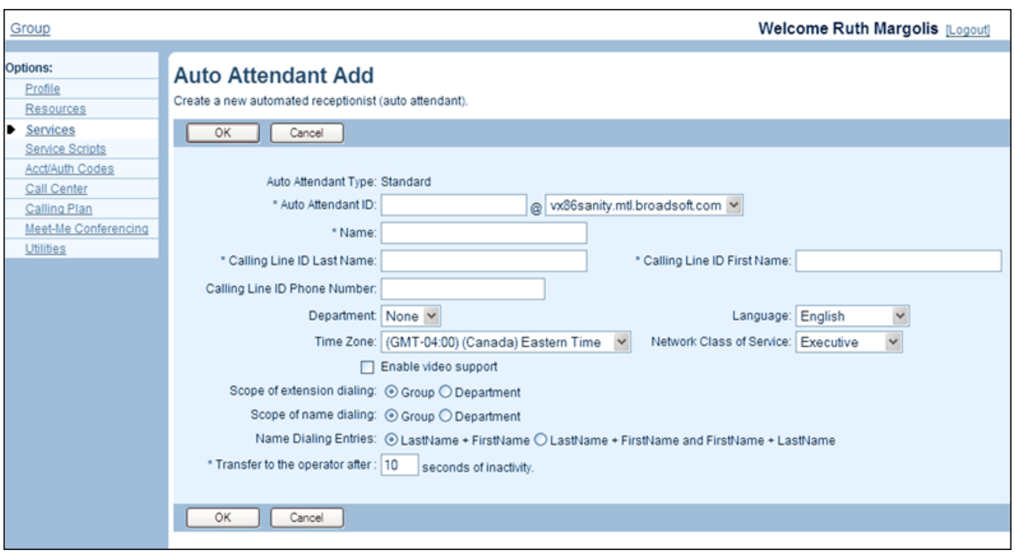

Figure 90 Group – Auto Attendant Add (Standard)

1) On the *Group – Services* menu page, click **Auto Attendant**. The *Group – Auto Attendant* page appears.

2) To add an Auto Attendant, click **Add**; to add a Standard Auto Attendant, click **Add Standard**; to add a Basic Auto Attendant, click **Add Basic**. The *Group – Auto Attendant Add* page appears.

NOTE: The Add buttons that available to you depend on the Auto Attendant service authorized to your group and your system configuration.

3) Type or select information for the Auto Attendant as described in the following table. An asterisk (*) indicates required data.

Field	Description
Auto Attendant ID	Type an ID in the input box for the Auto Attendant. Click the drop-down arrow to choose a domain for the Auto Attendant.
Name	Type a name for the Auto Attendant.
Calling Line ID Last Name	Type the last name to be displayed on lines with Caller ID.
Calling Line ID First Name	Type the first name to be displayed on lines with Caller ID.
Calling Line ID Phone Number	Enter the phone number to use for calling line ID services. NOTE: This input box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.
Hiragana Last Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Hiragana First Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Department	Click the drop-down arrow to choose a department for the Auto Attendant.
Language	The language in which service-specific messages are played during calls to the Auto Attendant. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the Auto Attendant.
Network Class of Service	Click the drop-down arrow to choose a network class of service for the Auto Attendant.
Enable Video Support	Select this box to play video greetings for calls. For an Auto Attendant or a Basic Auto Attendant, this check box is present only when the Auto Attendant – Video or Auto Attendant – Basic Video group service is assigned to the group.
Business Hours (Auto Attendant or Basic Auto Attendant)	Select the time schedule that defines the business hours for the Auto Attendant. During non-business hours, callers hear the After Hours greeting and dialing menu. For more information on defining schedules, see Schedules in the Clearspan Application Server Group Web Interface Administration Guide – Part 1.

Holiday Schedule (Auto Attendant or Basic Auto Attendant)	Select the holiday schedule for the Auto Attendant. On a scheduled holiday, callers hear the After Hours greeting and dialing menu. For more information on defining schedules, see Schedules in the Clearspan Application Server Group Web Interface Administration Guide – Part 1.
Scope of extension dialing	Specify whether extension dialing applies across the department, group, or enterprise (if your group is part of an enterprise) of the Auto Attendant.
Scope of name dialing	Specify whether name dialing applies across the department, group, or enterprise (if your group is part of an enterprise) of the Auto Attendant.
Name Dialing Entries	Define how a caller should say the name of the person they want to reach: *LastName + FirstName* The caller must first say the last name of the person and then say the first name. *LastName + FirstName and FirstName + LastName* The caller can say *either* the last name and then the first name of the person, *or* the first name and then the last name.
Transfer to the operator after <X> seconds of inactivity	Enter the time is seconds after the call is transferred to the operator if the caller does not select an option (enter a digit) from the Auto Attendant main menu after the initial message.

4) Save your changes. Click **OK.** The *Group – Business Hours Menu* page appears.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.3.3 Access Auto Attendant Profile Menu

Once an Auto Attendant is created, use the *Auto Attendant – Profile* menu to access the pages where you can view and configure Auto Attendant information.

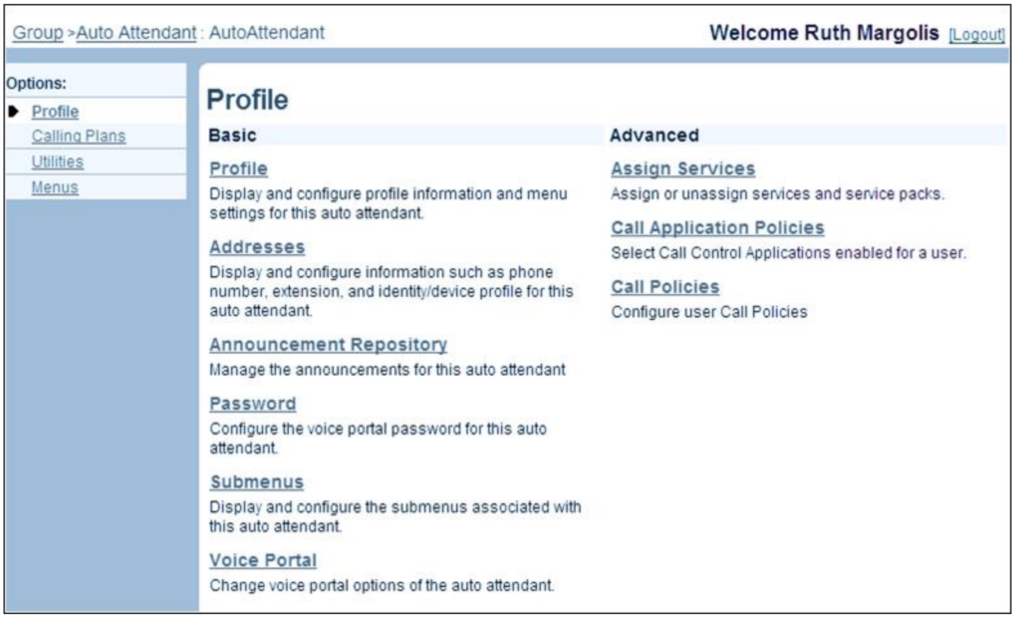

Figure 91 Standard Auto Attendant – Profile Menu

On the *Group – Auto Attendant* page, click **Edit** or any item on the row for the Auto Attendant. The *Auto Attendant – Profile* menu page appears.

NOTE: The Submenus menu item only appears for Standard Auto Attendants.

5.3.4 Manage Submenus (Standard Auto Attendant)

You use submenus to define multilevel menus for Standard Auto Attendants.

The Standard Auto Attendant has the following administrative procedures for managing submenus:

- List or Delete Submenus
- Add Submenu
- Modify Submenu from Within Another Menu
- Modify or Delete Submenu
- View Submenu Usage

5.3.4.1 List or Delete Submenus

You use the *Auto Attendant – Auto Attendant Submenus* page to view the submenus defined for a selected Auto Attendant.

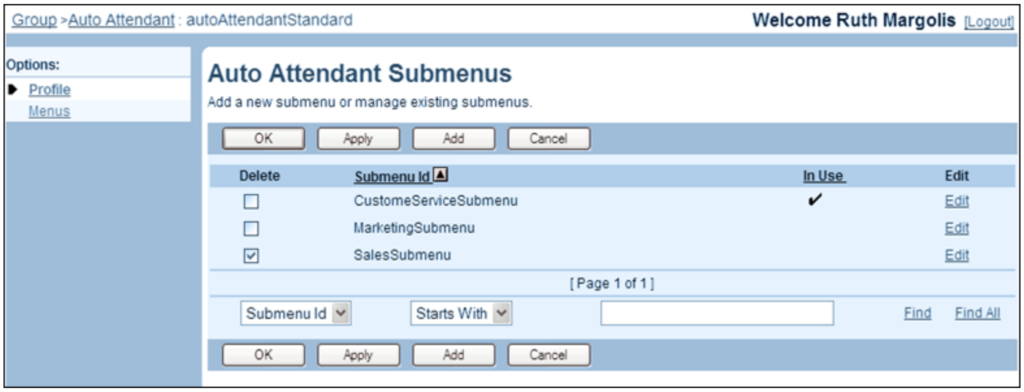

Figure 92 Auto Attendant – Auto Attendant Submenus

1) On the *Auto Attendant – Profile* menu page for the selected Auto Attendant, click **Submenus**. The *Auto Attendant – Auto Attendant Submenus* page appears.
2) To delete a submenu, check the *Delete* box on the row of the submenu to delete.
3) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

WARNING: The Delete operation is final and cannot be undone.

NOTE: You cannot delete a submenu that is in use. You must first remove the submenu from any menu where it is currently used. You can see the submenu usage on the Usage tab of the *Auto Attendant Submenu Modify* page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.3.4.2 Add Submenu

Use the *Auto Attendant – Auto Attendant Submenu Add* page to create a submenu for the Auto Attendant.

NOTE: Clearspan accepts .WAV and .WMA audio file formats and .MOV and .3GP video file formats.

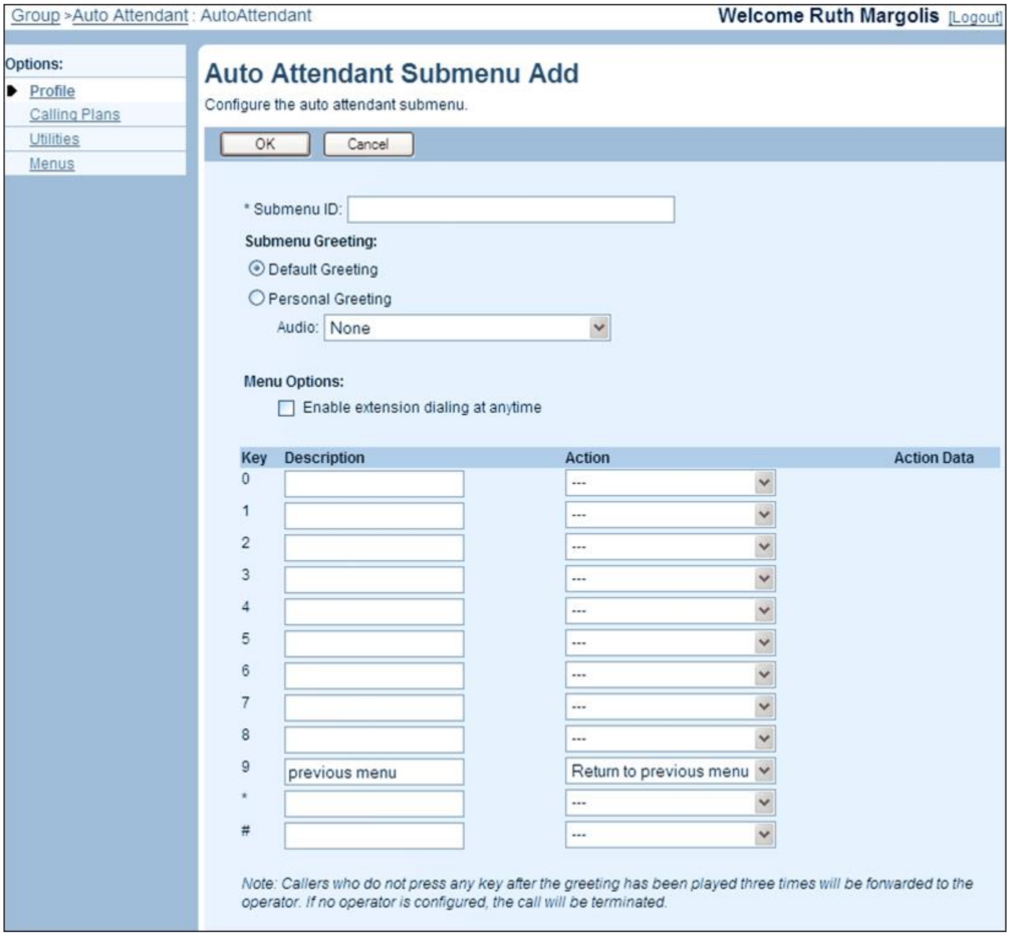

Figure 93 Auto Attendant – Auto Attendant Submenu Add

1) On the *Auto Attendant – Profile* menu page for the selected Auto Attendant, click **Submenus**. The *Auto Attendant – Auto Attendant Submenus* page appears.

2) Click **Add**. The Auto Attendant – Auto Attendant Submenu Add page appears.

3) In the *Submenu ID* text box, enter an identifier for the submenu.

4) Configure the greeting for the submenu. The greeting is played when the user selects the submenu.

   – Select *Default Greeting* to play a generic system recording. Callers hear a greeting similar to the following:

     To return to the previous menu, press 9.

   – Select *Personal Greeting* to play a custom recording. Select an audio file with your greeting from the *Audio* drop-down list. If your Auto Attendant has video support enabled, you can also select a video file with your greeting from the *Video* drop-down list. Callers hear a custom recording, such as the following:

     You have reached the customer service department of ABC Distributing. To dial an extension, press 1. To use our automated name directory, press 2. To place an order, press 3. To listen to our current specials, press 4. To repeat this menu, press the pound key. To go back to the previous menu, press the star key. To reach an operator, press 0 or stay on the line.

5) Enable or disable extension dialing at any time. Check or uncheck *Enable extension dialing at any time*. Enabling this feature allows the caller to dial an extension without having to select an option first. The caller can interrupt the greeting.

6) Specify menu options for callers. Options for callers include the ability to reach the operator, reach company employees by extension or by name, leave a voice message, or listen to an announcement.

The following table explains the data to provide for each option:

Field	Description
Key	A key on a telephone keypad to which you can assign an action. You can define a menu option for each numeric key, one for the * key and one for the # key.
Description	Optional description of the menu option.
Action	An action performed when the key is pressed by the caller.
Action Data	Some actions require you to specify additional information, such as a phone number, audio file, or submenu. A box in the *Action Data* column appears for options that require additional data.

The submenu might include the following options:

Key	Description	Action	Prompt and What Happens
0	Group operator	Transfer to operator	"Please stay on the line while your call is transferred to the operator." Call is transferred to the number in the *Action Data* column.
1	Dial by extension	Extension dialing	"Please dial the extension of the party you are trying to reach." Access to extension dialing is provided.
2	Dial by name	Name dialing	"Using the keys on the touchtone phone, enter the name of the person you wish to reach." Access to name dialing is provided.
3	Current specials	Play announcement	"This month's specials include 20% off on all our winter equipment. You can obtain additional 10% by shopping online. For details, visit our website at www.abcdistributing.com." Call returns to the current menu.
4	Orders call center	Transfer with prompt	"Please wait while your call is transferred to Orders." Call is transferred to the number in the *Action Data* column.
#	Listen to menu	Repeat menu	Menu greeting is played.
*	Previous menu	Return to previous menu.	The greeting for the previous menu is played.
5-9	Not defined	---	Menu greeting is played.

- For each menu option you want to define, select an action from the drop-down list in the *Action* column, and provide a short text description for each option in the *Description* column. The *Action* control offers the following choices:

Action	Explanation
Transfer with prompt	This informs the caller that they are being transferred and transfers the call to the phone number you provide in the *Action Data* column.
Transfer without prompt	This transfers the call to the phone number you provide in the *Action Data* column without playing any prompt to the caller.
Transfer to operator	The caller is played a message informing them that they are being transferred to the operator and the call is transferred to the number in the *Action Data* column.
Transfer to submenu (Standard Auto Attendant)	The caller is transferred to the submenu and played the greeting defined for that submenu.
Name dialing	The caller is provided with access to name dialing and asked to enter the name of the party they are trying to reach.
Extension dialing	The caller is provided with access to extension dialing and asked to provide an extension.
Transfer to mailbox	The caller is asked for an extension and then transferred to the voice mailbox at that extension.
Play announcement	The announcement provided in the *Action Data* column is played to the caller and the call returns to the current menu.
Repeat menu	The menu options are played to the caller.
Return to previous menu	The caller is transferred to the previous menu and the greeting for the previous menu is played.
Exit	The caller is thanked for calling and the call is released.
--	Indicates that no action has been selected. Menu greeting is played to the caller.

- If applicable, provide action data:
  - If you selected an action that requires a phone number, enter a phone number in the *Phone Number* text box. Phone numbers can include Feature Access Code prefixes (*##) to activate the following Feature Access Code services: Calling Line ID Delivery Blocking per Call, Calling Line ID Delivery per Call, Direct Voice Mail Transfer, Speed Dial 8, Speed Dial 100, or Diversion Inhibitor. For example, if you enter the Feature Access Code for Speed Dial 8, the call transfers directly to the digits mapped for the provided Speed Code.
  - If you selected an action that requires an audio file, select a file with your greeting from the *Audio* drop-down list. If your Auto Attendant has video support enabled, you can also select a file from the *Video* drop-down list.
  - If you selected *Transfer to Submenu*, select a submenu from the drop-down list. Note that the list is empty if submenus have not been created. To make modifications to the selected submenu, click **Configure Submenu**. Your

current changes are saved and the *Auto Attendant Submenu Modify* page for the selected submenu appears. To modify the submenu, see section *5.3.4.3 Modify Submenu from Within Another Menu*.

7) Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.3.4.3 Modify Submenu from Within Another Menu

You use the *Auto Attendant Submenu Modify* page to modify a submenu from inside another menu.

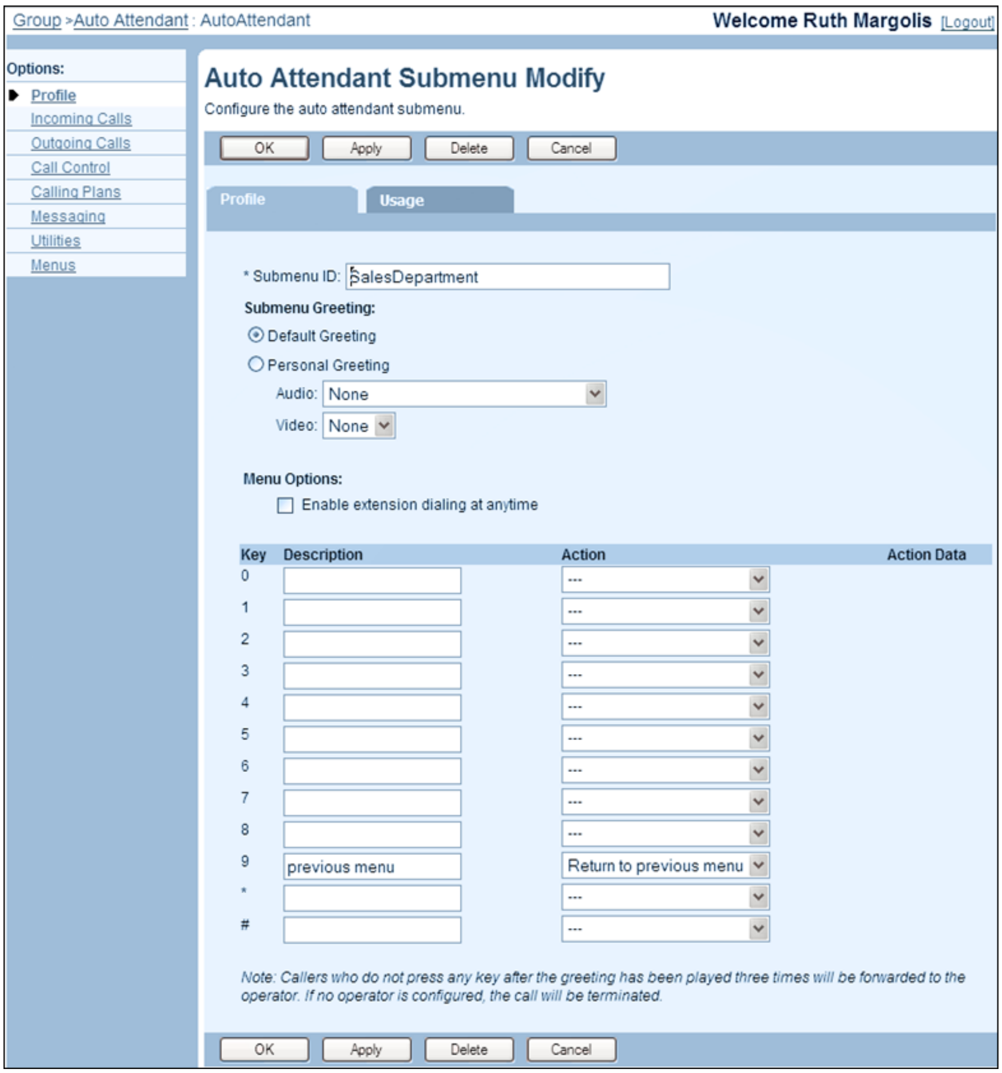

Figure 94 Auto Attendant – Auto Attendant Submenu Modify

1) Modify information as required. For information about the settings on this page, see section *5.3.4.2 Add Submenu*.

2) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the page for the menu from which you came to this page.

   To cancel your changes click **Cancel**.

5.3.4.4 Modify or Delete Submenu

You use the *Auto Attendant – Auto Attendant Submenu Modify* page to modify or delete a selected submenu.

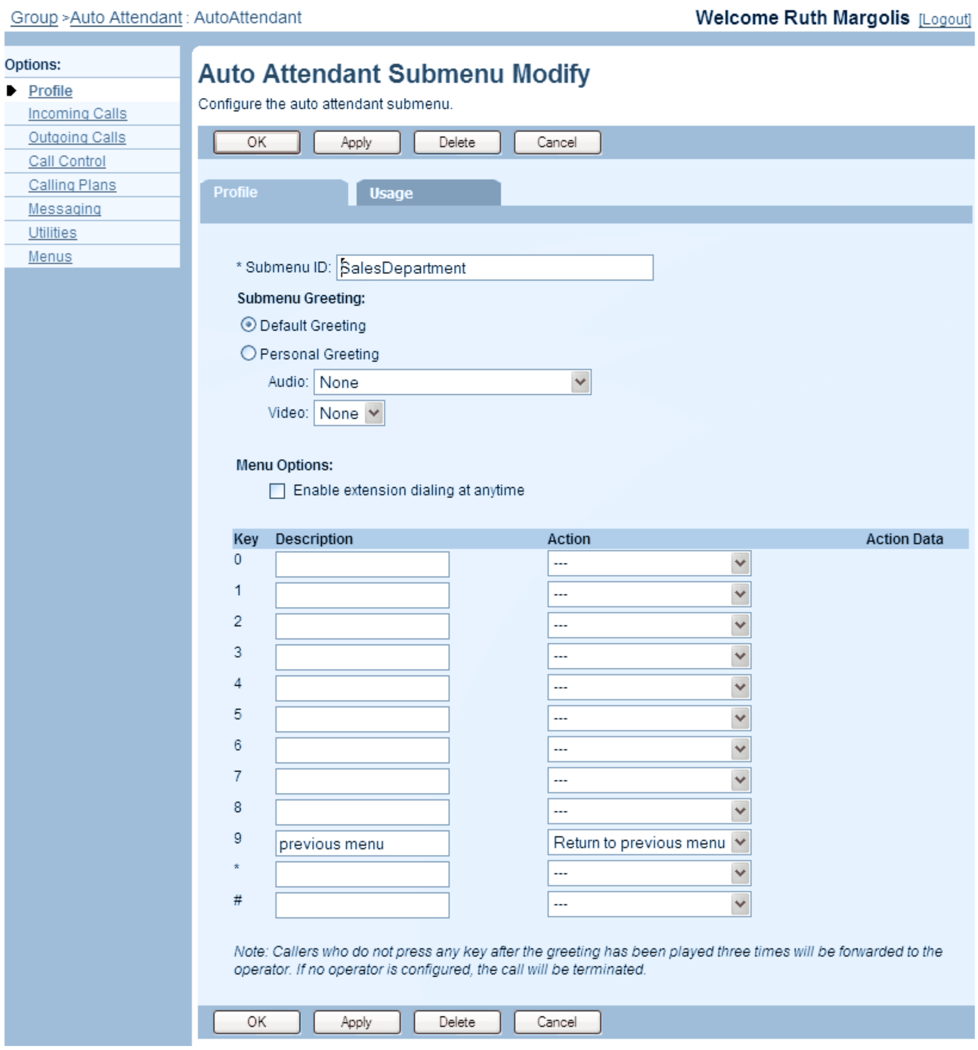

Figure 95 Auto Attendant Submenu Modify Page

1) On the *Auto Attendant – Profile* menu page for the selected Auto Attendant, click **Submenus**. The *Auto Attendant – Auto Attendant Submenus* page appears.

2) Click **Edit** on the row of the submenu to modify. The *Auto Attendant – Auto Attendant Submenu Modify* page appears.

3) To delete the submenu, click **Delete**. The previous page appears.

> **NOTE**: You cannot delete a submenu that is in use. You must first remove the submenu from any menu where it is currently used. You can see the submenu usage on the Usage tab.

4) Modify information as required. For information about the options available on this page, see section *5.3.4.2 Add Submenu*.

5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5.3.4.5 View Submenu Usage

You use the *Auto Attendant – Auto Attendant Submenu Usage* page to view the menus and submenus that use a selected submenu.

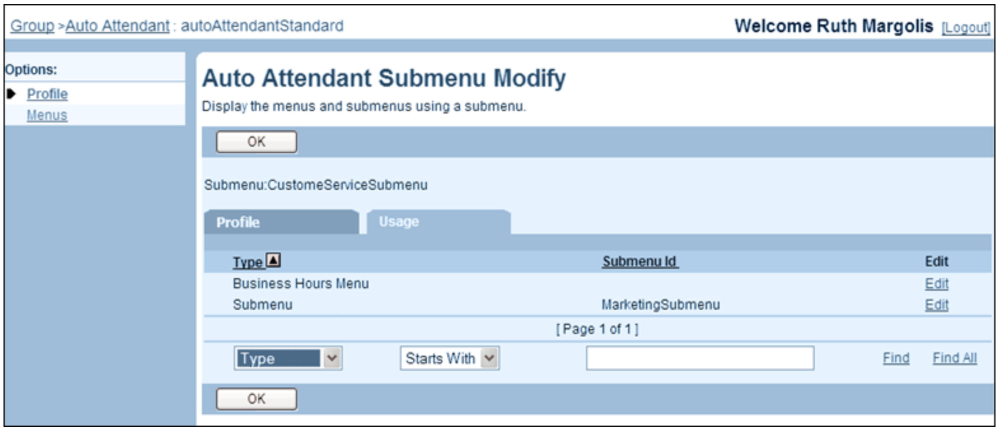

Figure 96 Auto Attendant Submenu – Usage

1) On the *Auto Attendant – Profile* menu page for the selected Auto Attendant, click **Submenus**. The *Auto Attendant – Auto Attendant Submenus* page appears.
2) Click **Edit** in the row of the target submenu. The *Auto Attendant – Auto Attendant Submenu Modify* page appears.
3) Click the **Usage** tab.
4) Click **OK** to return to the previous page.

Or to edit a menu that uses this submenu, click **Edit** in the row of the submenu to edit.

5.3.5 Access Auto Attendant Menus Menu

You use the *Auto Attendant – Menus* page to define fist-level greetings and menu options for a selected Auto Attendant.

Figure 97 Standard Auto Attendant – Menus Menu

On the *Auto Attendant – Profile* menu page, in the Options list click **Menus** to access the *Auto Attendant – Menus* menu page.

The Holiday Menu item only appears for Standard Auto Attendants.

5.3.6 Define Business Hours Service

Use the *Auto Attendant – Business Hours Menu* page to select the business hours greeting for the Auto Attendant and to specify the dialing menu of prompts and actions to be used during business hours. An example of a dialing prompt is “Dial 2 to reach Marketing”.

> **NOTE**: Clearspan accepts .WAV and .WMA audio file formats and .MOV and .3GP video file formats.

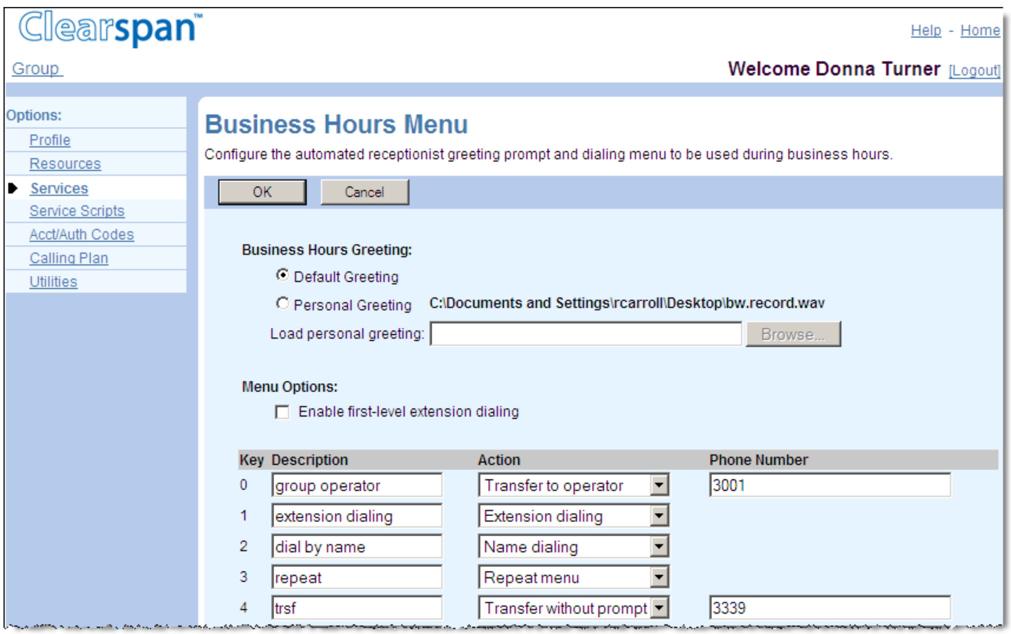

Figure 98 Group – Business Hours Menu (Top of Page)

1) Specify business hours greeting:

- Select *Default Greeting* to play a generic system recording that does not identify your company by name. Callers hear a greeting similar to the following:

  Welcome. Your call is being answered by an automated attendant.
  If you know your party's extension, press 1.
  To use our automated name directory, press 2.
  If you would like to speak with an operator, press 0.
  Thank you for calling.

  – Select *Personal Greeting* to play a custom recording. Select an audio file with your greeting from the *Audio* drop-down list. If your Auto Attendant has video support enabled, you can also select a video file with your greeting from the *Video* drop-down list.

  Callers hear a custom recording, such as the following:

Welcome to ABC Distributing. If you know the extension of the party you are trying to reach, dial it now. To use our automated name directory, press 2. To reach customer service, press 3. To reach the operator, press 0, or stay on the line.

NOTE: You can also record personal greetings for the Auto Attendant using the group voice portal.

2) Enable or disable first-level extension dialing. Check or uncheck *Enable first-level extension dialing*. Enabling this feature is more convenient for callers who know the extension of the person they want to reach.

3) Specify the menu options for callers. Options for callers include the ability to reach the operator, reach company employees by extension or by name, reach company departments or other pre-configured destinations, leave voice messages, or listen to announcements.

   The following table explains the data to provide for each option:

Option	Description
Key	A key on a telephone keypad to which you can assign an action. You can define a menu option for each numeric key, one for the * key and one for the # key.
Description	Optional description of the menu option.
Action	An action performed when the key is pressed by the caller.
Action Data	Some actions also require you to specify additional information, such as a phone number, audio file, or submenu. Controls in the *Action Data* column appear for options that require additional data.

   For example, the menu for an Auto Attendant or Basic Auto Attendant might include these options:

Key	Description	Action	Prompt and What Happens
0	Group operator	Transfer to operator	"Please wait while your call is transferred to the operator." Call is transferred to the number in the *Action Data* column.
1	Dial by extension	Extension dialing	"Please dial the extension of the party you are trying to reach." Access to extension dialing is provided.
2	Dial by name	Name dialing	"Using the keys on the touchtone phone, enter the name of the person you wish to reach." Access to name dialing is provided.
3	Customer Service department	Transfer with prompt	"Please wait while your call is transferred to Customer Service." Call is transferred to the number in the *Action Data* column.
4-9, *, #	Not defined	---	Menu greeting is played.

The menu for a Standard Auto Attendant might include the following options:

Key	Descriptio n	Action	Prompt and What Happens
0	Group operator	Transfer to operator	"Please wait while your call is transferred to the operator." Call is transferred to the number in the *Action Data* column.
1	Dial by extension	Extension dialing	"Please dial the extension of the party you are trying to reach." Access to extension dialing is provided.
2	Dial by name	Name dialing	"Using the keys on the touchtone phone, enter the name of the person you wish to reach." Access to name dialing is provided.
3	Customer Service departmen t	Transfer to submenu	Call is transferred to the submenu specified in the *Action Data* column and the submenu greeting is played.
4-9, *, #	Not defined	---	Menu greeting is played.

– For each menu option you want to define, select an action from the drop-down list in the *Action* column. The following actions are available to choose from:

Action	Explanation
Transfer with prompt	This informs the caller that they are being transferred and transfers the call to the phone number you provide in the *Action Data* column.
Transfer without prompt	This transfers the call to the phone number you provide in the *Action Data* column without playing any prompt to the caller.
Transfer to operator	The caller is played a message informing them that they are being transferred to the operator and the call is transferred to the number in the *Action Data* column.
Transfer to submenu (Standard Auto Attendant)	The caller is transferred to the submenu and played the greeting defined for that submenu.
Name dialing	The caller is provided with access to name dialing and asked to enter the name of the party they are trying to reach.
Extension dialing	The caller is provided with access to extension dialing and asked to provide an extension.
Transfer to mailbox	The caller is asked for an extension and then transferred to the voice mailbox at that extension.
Play announcement	The announcement provided in the *Action Data* column is played to the caller and the call returns to the current menu.
Repeat menu	The menu options are played to the caller.
Exit	The caller is thanked for calling and the call is released.

Action	Explanation
--	Indicates no action has been selected. Menu greeting is played to the caller.

– For actions that require additional data, provide the data as follows:

  – If you selected an action that requires a phone number, enter a phone number in the *Phone Number* text box. Phone numbers can include Feature Access Code prefixes (*##) to activate the following Feature Access Code services: Calling Line ID Delivery Blocking per Call, Calling Line ID Delivery per Call, Direct Voice Mail Transfer, Speed Dial 8, Speed Dial 100, or Diversion Inhibitor. For example, if you enter the Feature Access Code for Speed Dial 8, the call transfers directly to the digits mapped for the provided Speed Code.

    If you selected an action that requires an audio or video file. Select a file with your greeting from the *Audio* drop-down list. If your Auto Attendant has video support enabled, you can also select a file from the Video drop-down list

In addition, for a Standard Auto Attendant:

  – If you selected *Transfer to Submenu*, select a submenu from the drop-down list. Note that the list is empty if submenus have not been created. To create a submenu, see section *5.3.4.2 Add Submenu*. To make modifications to the selected submenu, click **Configure Submenu**. Your current changes are saved and the *Auto Attendant Submenu Modify* page for the selected submenu appears. To modify the submenu, see section see section *5.3.4.3 Modify Submenu from Within Another Menu*.

4) Save your changes. Click **OK**. The *Group – After Hours Menu* page appears.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.3.7 Define After Hours Service

Use the *Auto Attendant - After Hours Menu* page to select the greeting and dialing menu (prompts and actions) to be used outside business hours. An example of a dialing prompt is "We are closed. Dial 0 to reach the operator."

> **NOTE**: Clearspan accepts .WAV and .WMA audio file formats and .MOV and .3GP video file formats.

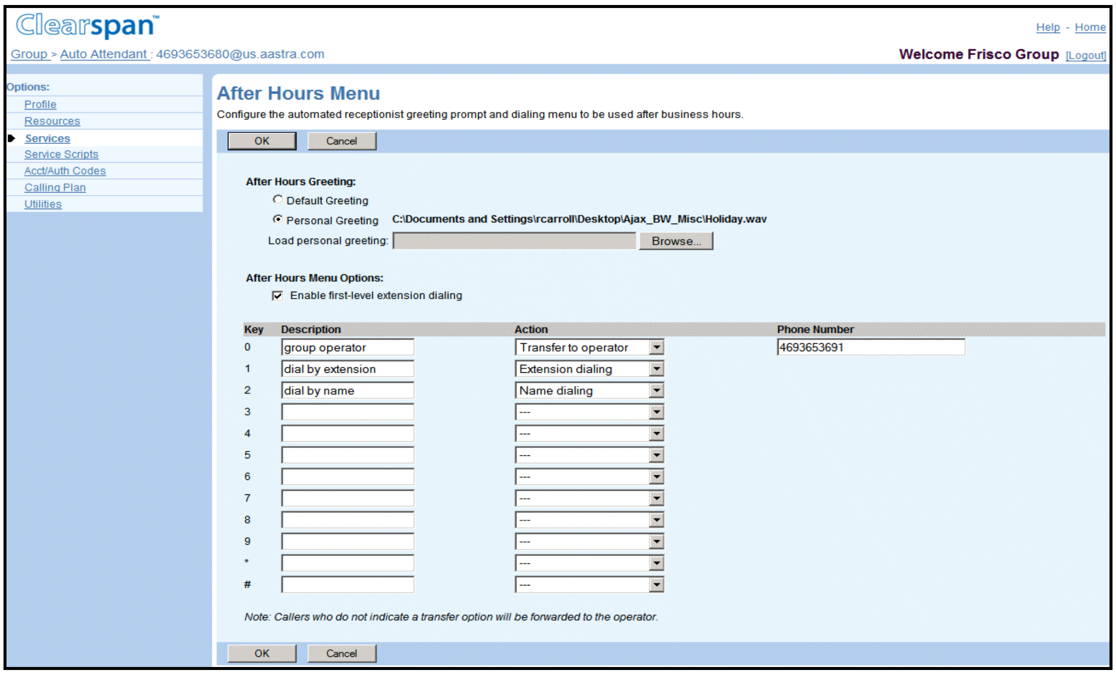

Figure 99 Group – After Hours Menu (Top of Page)

1) Select *Menus* from the *Options* list and click **After Hours Menu**. The *Auto Attendant – After Hours Menu* page appears.

2) Select after hours greeting from the following options:

   – Check *Default Greeting* to play a generic system recording that does not identify your company by name. Callers hear a greeting similar to the following:

     Welcome. Our offices are now closed.
     If you know your party's extension, press 1.
     To use our automated name directory, press 2.
     Thank you for calling.

   – Select *Personal Greeting* to play a custom recording. Select an audio file with your greeting from the *Audio* drop-down list. If your Auto Attendant has video support enabled, you can also select a video file with your greeting from the *Video* drop-down list.

     Callers hear the personal greeting you recorded, such as:

     Welcome to ABC Distributing. Our offices are now closed. To leave a message at an extension, press 1. To use our automated name directory, press 2. For our regular business hours, press 3. Thank you for calling.

> **NOTE**: You can also record personal greetings for the Auto Attendant using the group voice portal.

3) Enable or disable first-level extension dialing:
   - Check or uncheck *Enable first-level extension dialing*. Enabling this feature is more convenient for callers who know the extension of the person they want to reach.
4) Specify the business hours. Select a time schedule from the *Business Hours* drop-down list. The greeting and dialing menu defined on this page apply outside business hours.
5) Specify menu options for callers.

   To exit without saving, click **Cancel** or select another page.

5.3.8 Define Holiday Service (Standard Auto Attendant)

Use the *Auto Attendant – Holiday* Menu page to select the greeting and dialing menu (prompts and actions) to be used during holidays. An example of a dialing prompt is "We are closed. Dial 0 to reach the operator."

> **NOTE**: Clearspan accepts .WAV and .WMA audio file formats and .MOV and .3GP video file formats.

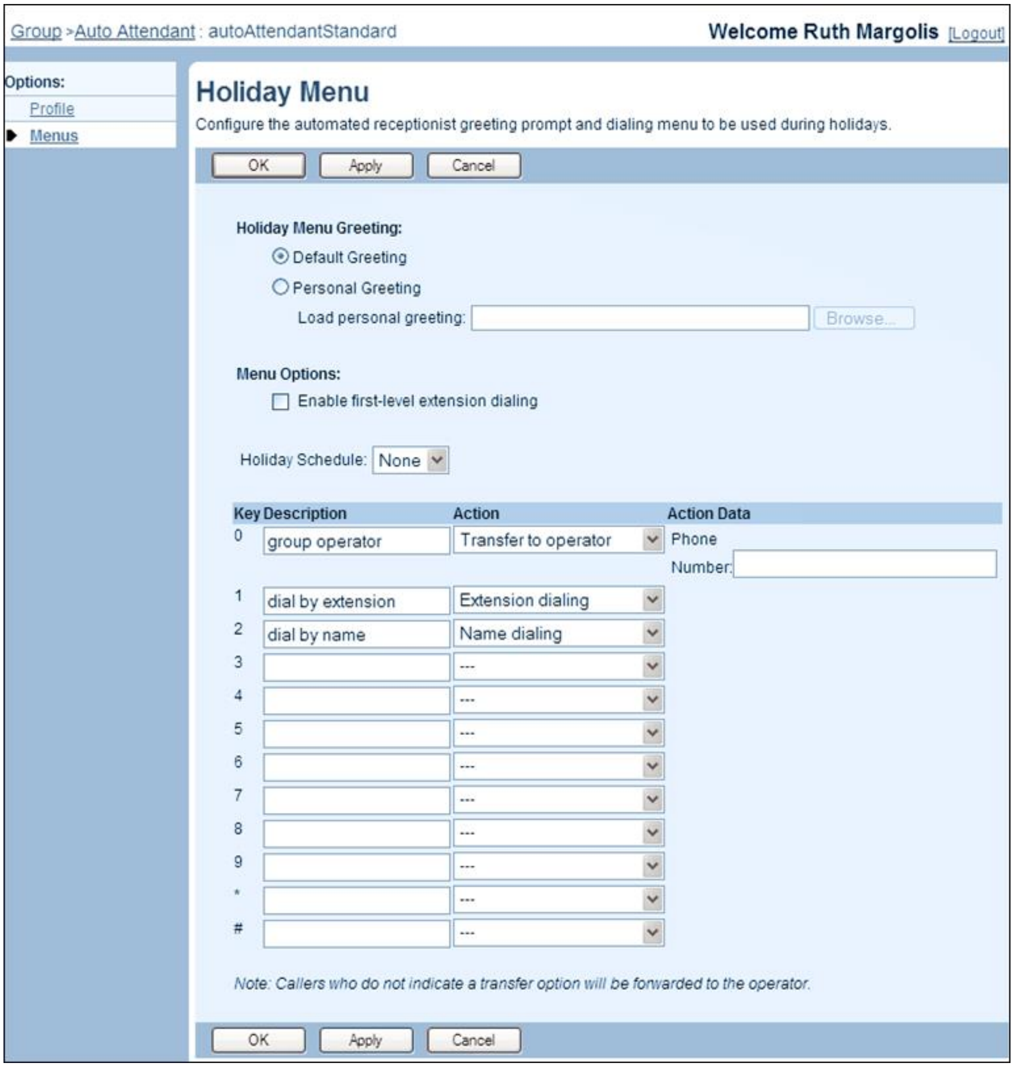

Figure 100 Auto Attendant – Holiday Service

1) On the Auto Attendant – Profile menu page, select Routing Policies from the Options list. The Auto Attendant – Routing Policies menu page appears.

2) Click **Holiday Menu**. The *Auto Attendant – Holiday Menu* page appears.

3) Select holiday greeting from the following options:

- Check *Default Greeting* to play a generic system recording that does not identify your company by name. Callers hear a greeting similar to the following:

  Welcome. Our offices are now closed.
  If you know your party's extension, press 1.
  To use our automated name directory, press 2.
  Thank you for calling.

- Select *Personal Greeting* to play a custom recording. Select an audio file with your greeting from the *Audio* drop-down list. If your Auto Attendant has video support enabled, you can also select a video file with your greeting from the *Video* drop-down list. Callers hear a custom recording, such as the following:

Welcome to ABC Distributing. Our offices are closed for holidays. To leave a message at an extension, dial 1. For our regular business hours, press 3. Thank you for calling.

NOTE: You can also record personal greetings for the Auto Attendant using the group voice portal.

4) Enable or disable first-level extension dialing. Check or uncheck *Enable first-level extension dialing*. Enabling this feature is more convenient for callers who know the extension of the person they want to reach.
5) Specify the holiday schedule. Select a holiday schedule from the *Holiday Schedule* drop-down list. The greeting and dialing menu defined on this page apply during the holiday schedule.
6) Specify the menu options for callers.
7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.3.9 Modify or Delete Auto Attendant

Use the *Group – Auto Attendant Modify* page to modify or delete an Auto Attendant. From this page, you modify the greeting and dialing menu for the business hours of the Auto Attendant.

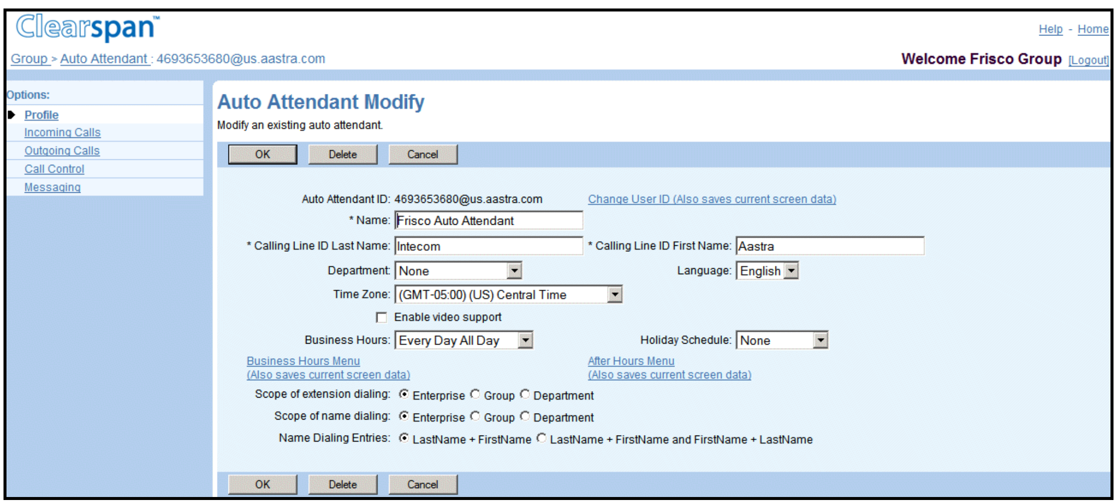

Figure 101 Group – Auto Attendant Modify

1) On the *Group – Services* menu page, click **Auto Attendant**. The *Group – Auto Attendant* page appears.
2) Click **Edit** or any item on the row for the Auto Attendant. The *Group – Auto Attendant Modify* page appears.
3) To delete the Auto Attendant, click **Delete**. The previous page appears.

4) To change the Auto Attendant ID, click Change User ID. The Group – Change User ID page appears. Enter the new Auto Attendant ID, select the domain from the drop-down list, and then click OK.

5) To modify information for the Auto Attendant, type or select information as described in section *5.3.2 Add an Auto Attendant*.

6) Take one of the following actions:

To save and your changes and exit, click **OK.** The previous page appears.

- or -

To save your changes and modify greetings for business hours, click **Business Hours Menu**. Your current changes are saved and the *Business Hours Menu* page appears. Go to section *5.3.6 Define Business Hours Service*.

- or -

To save your changes and modify greetings for non-business hours, click **After Hours Menu**. Your current changes are saved and the *After Hours Menu* page appears.

- or -

To exit without saving, select another page or click **Cancel**.

5.4 Call Park

The Call Park service allows the user to park a call against an extension so that any member of the group or enterprise can retrieve it.

The Group Call Park service provides a hunting mechanism so that when parking a call, the service hunts for an available user in the parking user's Call Park group as a place to park the call instead of trying only one user.

You use the following specific administrative procedures to configure Call Park and Group Call Park services:

Configure Call Park and Group Call Park Settings

- Assign Alternate Recall User for Call Park
- Add Call Park Group
- Modify or Delete Call Park Group
- Assign Alternate Recall User for Call Park Group

5.4.1 Configure Call Park and Group Call Park Settings

Use the *Group – Call Park* page to configure Call Park settings for all of a group's users. The page also displays the Call Park groups and provides ad entry way for new groups to be added and existing groups to be modified.

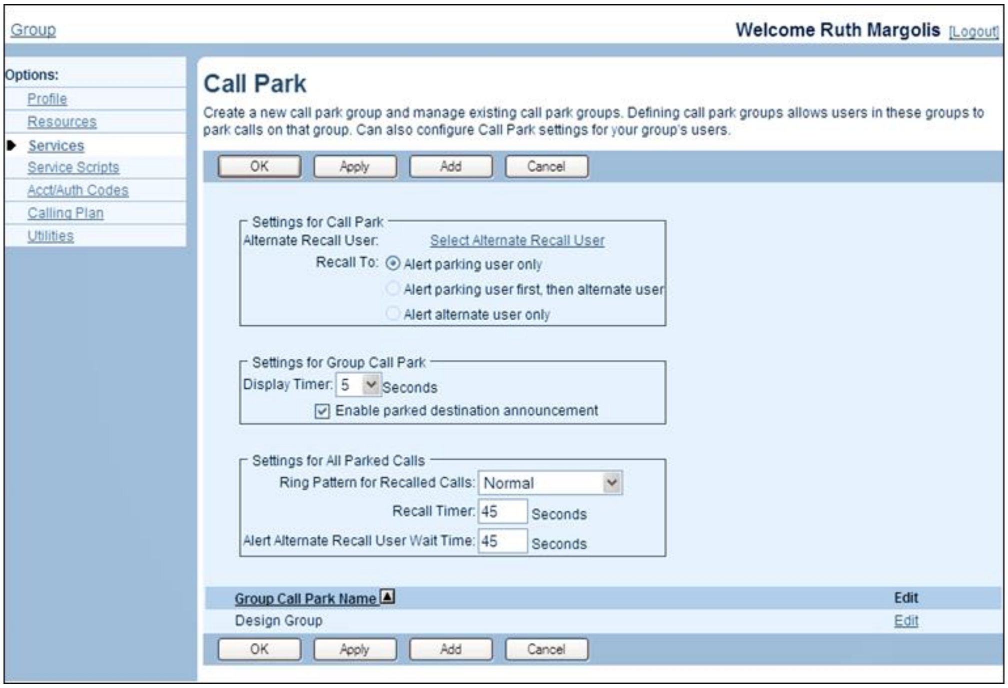

Figure 102 Group – Call Park

1) On the *Group – Services* menu page, click **Call Park**. The Group – *Call Park* page appears.

2) In the *Recall Timer* text box, enter the time in seconds.

   When the Call Park Recall Timer expires, the parking user is recalled. The *Recall Timer* option has a range from 30 through 600 seconds. The default is "45 seconds".

3) In the *Display Timer* drop-down list, select the time in seconds.

   The *Display Timer* option controls how long the Application Server waits before automatically releasing the parked call when using Group Call Park. The *Display Timer* has a range from 2 through 15 seconds. The default is "5 seconds".

4) Select *Enable Parked Destination Announcement* to configure the Application Server to provide an announcement. The default status is "enabled".

> **NOTE**: The *Parked Destination Announcement* option does not apply to calls parked by Call Park or for those that the Call Park service has a single Parked Destination Audio Playback option. Call Park groups do not have their own Parked Destination Audio Playback options.

5) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

Settings for Call Park:

6) Select the recall option, which determines where the parked call is sent when the recall timer expires. For *Recall To* select from the following:

   - *Alert parking user only* to alert only the user who parked the call.

- *Alert parking user first, then alternate user* to first alert the user who parked the call and then alert the alternate user if the parking user does not answer the recall.
- *Alert alternate user only* to alert only the alternate user.

NOTE: The *Recall To* setting is initially set to *Alert parking user only*. You can only change the setting after you assign an alternate recall user. To assign an alternate recall user for Call Park, follow the procedure in section *5.4.2 Assign Alternate Recall User for Call Park*.

Settings for Group Call Park:

7) In the *Display Timer* drop-down list, select the time in seconds.

   The *Display Timer* option controls how long the Application Server waits before automatically releasing the call that is used to park a call with Group Call Park. The *Display Timer* has a range from 2 through 15 seconds. The default is “45” seconds.

8) To announce to the parking user the phone number or extension of the destination against which the call has been parked, check *Enable parked destination announcement*.

NOTE: There is a single parked-destination-announcement option. Individual Call Park groups do not have their own parked-destination-announcement options.

Settings for All Parked Calls:

9) Select the ring pattern for recalled calls from the *Ring Pattern for Recalled Calls* drop-down list. This allows users to distinguish between new and recalled calls.

10) Configure the time after which the parked call is recalled. In the *Recall Timer* box, enter the recall time in seconds. The *Recall Timer* has a range from 30 through 600 seconds. The default is “45” seconds.

11) Configure the time after which the alternate user is called (if configured). In the *Alert Alternate Recall User Wait Time* box enter the time in seconds. This timer has a range from 30 through 600 seconds. The default is “45” seconds.

12) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

5.4.2 Assign Alternate Recall User for Call Park

NOTE: Only a hunt group can be used as an alternate recall user.

Use the *Group – Assign Alternate Recall User* page to specify a hunt group to which a call can be presented, in addition to or instead of the parking user, when the call is recalled. This setting applies to the Call Park service. To configure alternate recall users the Group Call Park service (or more precisely, for a Call Park group), refer to section *5.4.5 Assign Alternate Recall User for Call Park Group*.

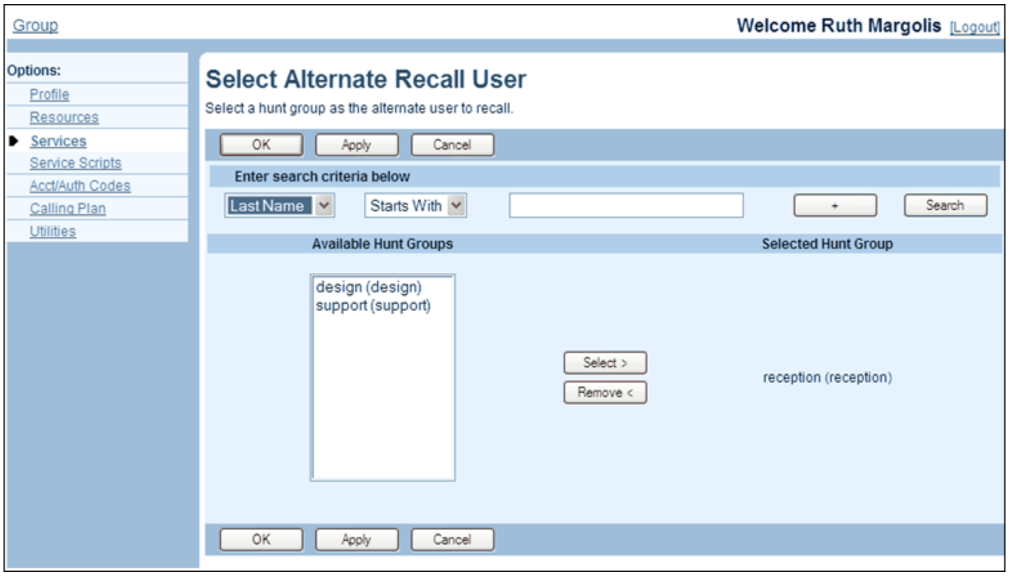

Figure 103 Group – Select Alternate Recall User

1) On the *Group – Services* menu page, click **Call Park**. The *Group – Call Park* page appears.

2) Click the **Select Alternate Recall User** link. The *Group – Select Alternate Recall User* page appears. This also saves any changes you made on the *Call Park* page.

3) Use the search function to find available hunt groups.

4) In the *Available Hunt Groups* column, select a hunt group and click **Select >**. The selected hunt group appears in the *Selected Hunt Group* column.

> **NOTE**: There can only be one alternate recall user (hunt group), so if there already is an alternate hunt group selected, it will be replaced by the one you select.

5) To remove the hunt group from the *Selected User* column, click **Remove <**.

> **NOTE**: The remove operation will fail if either *Alert parking user first, then alternate user* or *Alert alternate user only* is selected for the *Recall To* setting on the *Group –Call Park* page. You need to select *Alert parking user only* before performing the remove operation.

6) To save your changes, click **Apply** or **OK.** Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.4.3 Add Call Park Group

Use this page to create a Call Park group. Each group must have a unique name, and the members of the group can only be in one Call Park group. Required fields are marked with an asterisk (*).

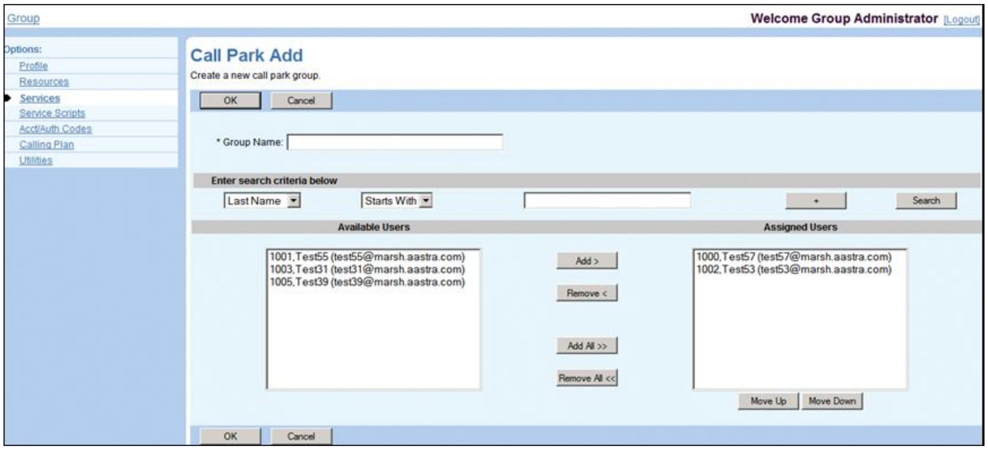

Figure 104 Group – Call Park Group Add

1) On the *Group – Services* menu page, click **Call Park**. The Group – *Call Park* page appears.

2) Click **Add**. The *Call Park Add* page appears.

3) In the *Group Name* text box, specify a group name.

4) Select the recall option, which determines where the parked call is sent when the recall timer expires. For *Recall To* select from the following:

   - *Alert parking user only* to alert only the user who parked the call
   - *Alert parking user first, then alternate user* to first recall the user who parked the call and the alternate user if the parking user does not answer the recall
   - *Alert alternate user only* to alert only the alternate user

> **NOTE**: The default is *Alert parking user only*. You can only change the setting after you assign an alternate recall user to the Call Park group. To assign an alternate recall user, follow the procedure in section *5.4.5 Assign Alternate Recall User for Call Park Group*.

5) Add users to the Call Park group:

   – To find a desired user, enter search criteria and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

   – In the *Available Users* column, select the users to assign and click **Add >**. Or to assign all available users, click **Add All >>**.

   You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

6) To remove one or more assigned users, in the *Assigned Users* column, select the users and click **Remove**. Or to remove all assigned users, click **Remove All**.

7) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.4.4 Modify or Delete Call Park Group

You use this page to modify or delete the Call Park groups. Each group must have a unique name and a user can only be in one Call Park group.

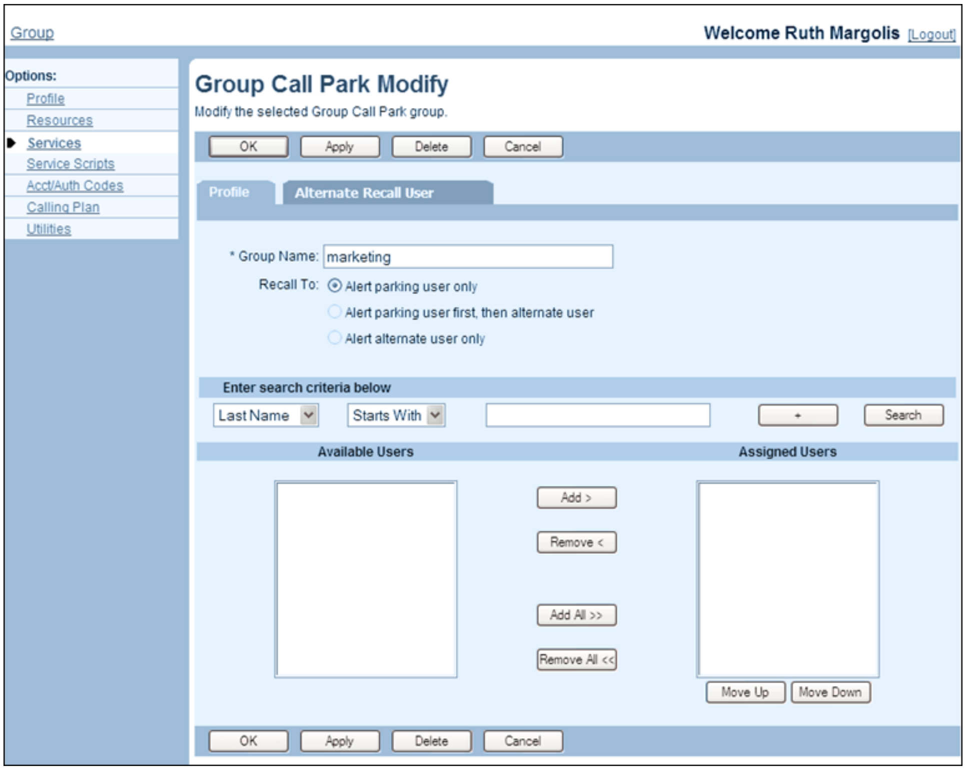

Figure 105 Group – Call Park Group Modify

1) On the *Group – Services* menu page, click **Call Park**. The *Group – Call Park* page appears.

2) Click **Edit** or any item on the row for the Call Park group. The *Group – Call Park Modify* page appears.

3) To delete the call park group, click **Delete**. The previous page appears.

4) Make the required changes. For information about the options available on this page, see section *5.4.3 Add Call Park Group*.

5) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.4.5 Assign Alternate Recall User for Call Park Group

> **NOTE**: For the Group Call Park service, you assign alternate recall users individually to each Call Park group.

You use the **Alternate Recall User** tab on the *Group – Call Park Add* or *Group – Call Park Modify* page to assign an alternate user for the selected Call Park group.

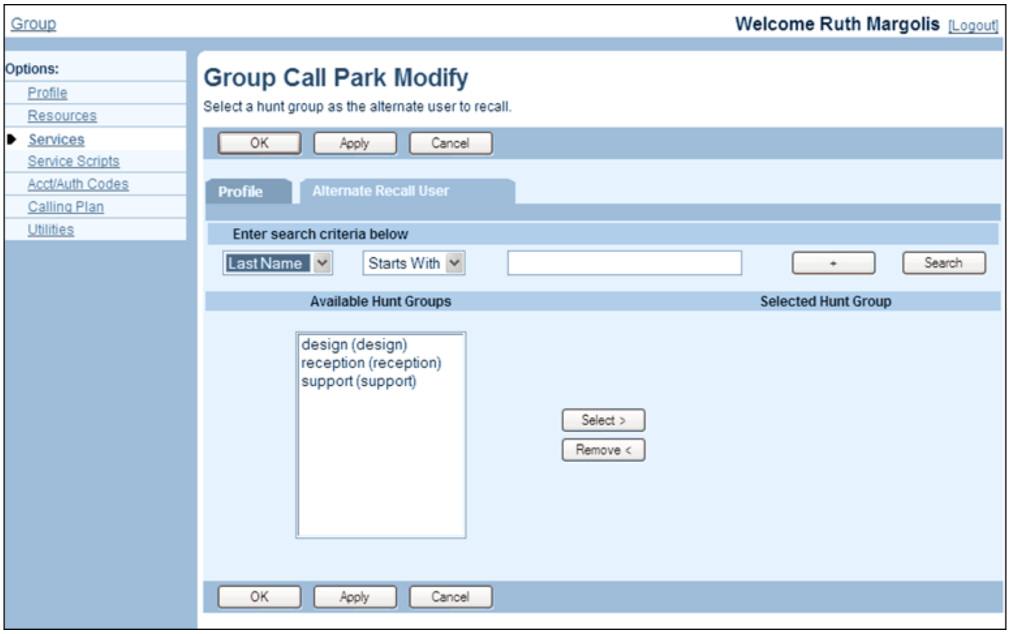

Figure 106 Group – Call Park Group Modify (Alternate Recall User Tab)

1) On the *Group – Call Park Modify* or *Group – Call Park Add* page, click **Alternate Recall User**.

2) Use the search function to find available hunt groups.

3) In the *Available Hunt Groups* column, select a hunt group and click **Add >**. The selected hunt group appears in the *Selected Hunt Group* column.

4) To remove the hunt group from the *Selected Hunt Group* column, click **Remove <**.

> **NOTE**: The remove operation will fail if either *Alert parking user first, then alternate user* or *Alert alternate user only* is selected for the *Recall To* setting on the *Profile* tab for the Call Park group. You need to select *Alert parking user only* before performing the remove operation.

5) To save your changes, click **Apply** or **OK.** Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.5 Call Pickup

The Call Pickup service enables a user to answer any ringing line within their pickup group. A pickup group is a set of users to which an assigned call pickup service applies. To pick up a ringing call, a user dials the call pickup star code. The user is then connected to the caller. If more than one line in the pickup group is ringing, the call that has been ringing the longest is answered.

More than one Call Pickup group can be established within a business group. Users can belong to only one pickup group.

This type of virtual user has the following specific administrative procedures:

- Add Call Pickup Group
- Modify or Delete Call Pickup Group

5.5.1 Add Call Pickup Group

Use the *Group – Call Pickup Add* page to add a call pickup group to your group. On this page, only users not already assigned to a Call Pickup group appear in the *Available Users* column.

After Call Pickup has been set up, the user must dial the feature access code assigned for this service. This code appears in the user's *Home* page.

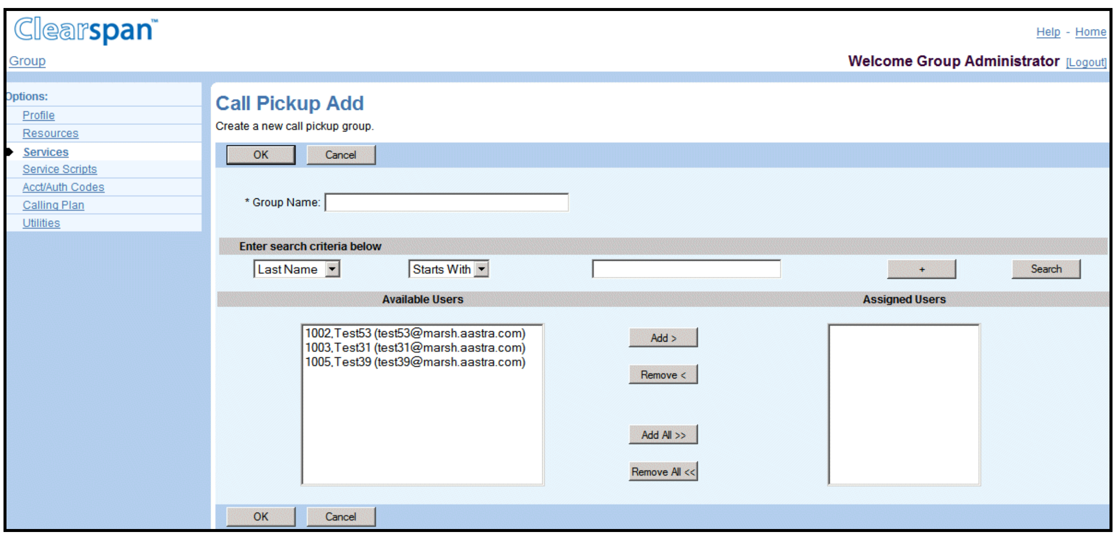

Figure 107 Group – Call Pickup Add

1) On the *Group – Services* menu page, click **Call Pickup**. The Group – *Call Pickup* page appears.
2) Click **Add**. The *Group – Call Pickup Add* page appears.
3) Type the group name.
4) Add users to the group:
   - To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- In the *Available Users* column, select the users to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
- To assign the selected users, click **Add >**. To move all users (unselected) at once, click **Add All >>**.

5) Remove assigned users.

   In the *Assigned Users* column, select the users and click **Remove <**. To move all users (unselected) at once, click **Remove All <<**.

6) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.5.2 Modify or Delete Call Pickup Group

Use the *Group – Call Pickup Modify* page to modify or delete a call pickup group in your group. On this page, only users not already assigned to a call pickup group appear in the *Available Users* column.

> **NOTE**: To change the assignment of a user from one group to another, unassign the user from the first group and then assign the user to his/her new group.

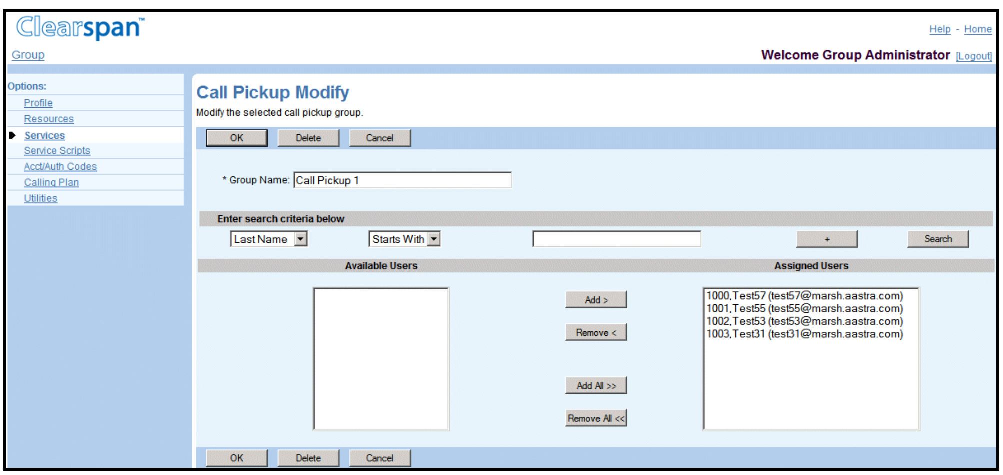

Figure 108 Group – Call Pickup Modify

1) On the *Group – Services* menu page, click **Call Pickup**. The *Group – Call Pickup* page appears.
2) Click **Edit** or any item on the row for the call pickup group. The *Group – Call Pickup Modify* page appears.
3) To delete the call pickup group, click **Delete**. The previous page appears.
4) Edit the group name, as required.

5) Add users to the group:

– To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

– In the *Available Users* column, select the users to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

– To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.

6) Remove users from the group.

On the *Assigned Users* column, select the users and click **Remove <**. To move all users (unselected) at once, click **Remove All <<**.

7) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.6 Hunt Group

The Hunt Group service routes incoming calls that are not directed to a specific user number to the next available user in the hunt group, according the Group Policy settings for that hunt group.

This type of virtual user has the following specific administrative procedures:

- Add Hunt Group
- Configure SMDI Message Desk Service
- Configure Weighted Call Distribution
- Configure Directory Number Hunting
- Modify or Delete Hunt Group

5.6.1 Add Hunt Group

Use the Group – Hunt Group Add page to create a new hunt group and to enter basic information for the hunt group. A hunt group is a virtual user and you provision it with many of the attributes a user has.

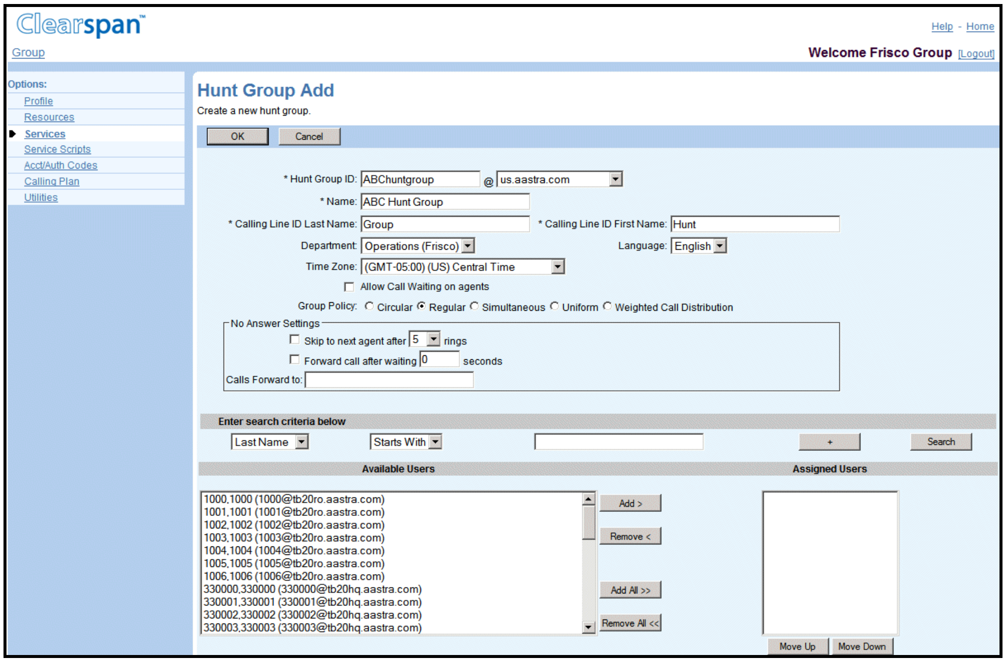

Figure 109 Group – Hunt Group Add (Top of Page)

1) On the *Group – Services* menu page, click **Hunt Group**. The *Group – Hunt Group* page appears.

2) Click **Add**. The *Group – Hunt Group Add* page appears.

3) Type or select information for the Hunt Group. An asterisk (*) indicates required data.

   Note that the Hiragana Last Name and Hiragana First Name input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

Field	Description
Hunt Group ID	Enter a unique ID for the hunt group and select a domain from the drop-down list.
Name	Enter the name for the hunt group.
Calling Line ID Last Name	Enter the last name to use for calling line ID services.
Calling Line ID First Name	Enter the first name to use for calling line ID services.
Calling Line ID Phone Number	Enter the phone number to use for calling line ID services. **NOTE**: The box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.

Field	Description
Hiragana Last Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Hiragana First Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Department	Select a department if you want the hunt group to belong to a department.
Language	Select the language in which service-specific messages are played during calls to the hunt group. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the hunt group.
Network Class of Service	Select the network class of service from the drop-down list.

4) Select or unselect the *Allow Call Waiting on Agents* box. When Directory Number Hunting has been assigned to a Hunt Group, you can assign Call Waiting to Hunt Group agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.

5) Check *Allow members to control Group Busy* to allow group members to control the hunt group's busy status.

6) Check *Enable Group Busy* to make the hunt group busy. When this policy is enabled, calls to the hunting group receive busy treatment.

7) If you checked *Enable Group Busy*, you can also check *Apply Group Busy When Terminating Call to Agent* to always apply the Enable Group Busy policy when calls are made through the directory hunting number.

8) The *Group Policy* options configure the call-distribution pattern for incoming calls. Click the button for the type of setup you want.

Policy	**Description**
Regular	Sends incoming calls to the next available user in the Hunt Group.
Circular	Sends incoming calls to users according to their position in a list. After a call has been sent to the last user on the list, the next call is sent to the user at the top of the list.
Simultaneous	Sends incoming calls to all user numbers at the same time. Once the call has been answered, the remaining calls to other users are released.
Uniform	Sends the current incoming call to the user who has been idle the longest. After a user has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to users according to percentages you assign on the *Hunt Group – Weighted Call Distribution* page

9) The *No Answer Settings* configure how the service behaves if a user does not answer a call. Type or select the data or select or unselect a box. A checked box indicates a feature is enabled.

Input Box	Description
Skip to next agent after X rings	Select this box to have the system pass incoming unanswered calls to the next user determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Select this box to forward calls that have not been answered by any user after the specified number of seconds to the specified phone number. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Enter the number where you want to transfer calls not answered in the time specified by the *Forward call after waiting X seconds* control. If this number is not one assigned to the group, type the complete number: + <country code> <national number>. Enter the FAC before the number to initiate one of the following services: ▪ Calling Line ID Delivery Blocking per Call ▪ Calling Line ID Delivery Blocking Allowing per Call ▪ Direct Voice Mail Transfer

10) The *Not Reachable Settings* specify how the service behaves if a user is not reachable.

Input Box	Description
Enable Call Forwarding Not Reachable	Select this box to forward calls to the specified phone number when all agents are unreachable. ▪ When the Call Forwarding Not Reachable policy is enabled and all agents are unreachable and not busy, the call is forwarded to the specified phone number. ▪ When the Call Forwarding Not Reachable policy is enabled, the *Make Hunt Group busy when all available agents are not reachable* setting is not checked, and some agents are busy and the remaining agents are unreachable, the call is sent to the unreachable destination. ▪ When the Call Forwarding Not Reachable policy is enabled, the *Make Hunt Group busy when all available agents are not reachable* setting is checked, and some agents are busy and the remaining agents are unreachable, the call receives busy treatment.
Call Forward to	Enter the number where you want the calls to be forwarded when all agents are unreachable. If this number is not one assigned to the group, type the complete number: + <country code> <national number>.
Make Hunt Group busy when all available agents are not reachable	Check this box to apply busy treatment to calls when all available agents are not reachable. This setting is ignored if *Enable Call Forwarding Not Reachable* setting is not checked.

11) Specify the hunt group's Calling Line ID presentation.

- Select *Use the system default CLID configuration* to use the setting defined at the system level (displayed in parenthesis).
- Select *Customize the CLID for this Hunt Group* to use the setting defined on this page and check or uncheck *Include the Hunt Group Name in the CLID*.

12) Assign users as members for the hunt group. If your group is part of an enterprise, your hunt group may include any user in the enterprise.

- To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
- In the *Available Users* column, select the users to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
- To assign the selected users, click **Add**. To assign all users, click **Add All**.

13) Order assigned users. To change a user's position on the list, select the user in the *Assigned Users* column and click **Move Up** or **Move Down** until you place the user at the desired position.

    When the circular distribution policy is used, calls are assigned to users in the order established on this page.

14) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

5.6.2 Configure SMDI Message Desk Service

The Simplified Message Desk Interface (SMDI) Message Desk service is assigned exclusively to Clearspan Hunt Groups to support a legacy voice mail system over an analog interface. The analog interface consists of a legacy voice mail system phone number and an SMDI interface.

For calls terminating on the Hunt Group, the SMDI Message Desk service sends the following information about the call to the voice mail system over the analog interface:

- Calling number
- Called number
- Redirection information

This information is used by the voice mail system to redirect the calling party to the user's mailbox and provide the correct greeting.

The following figure shows how the SMDI Message Desk service allows Clearspan to interface to an external voice messaging system accessed over an analog interface.

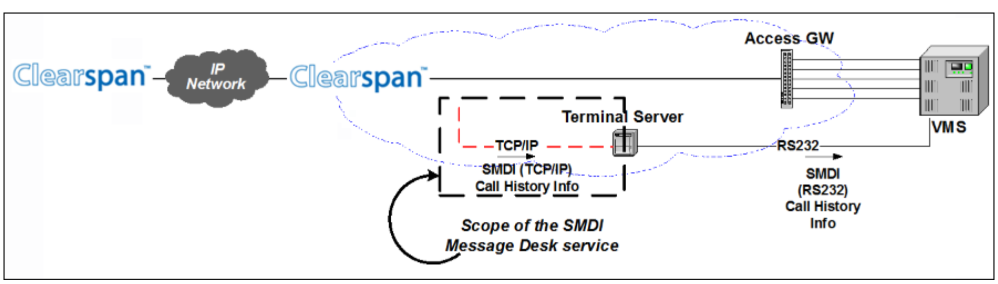

Figure 110 SMDI Message Desk

In this configuration the:

- Analog lines of the legacy VMS are connected to an access gateway hosted by the Application Server. Each analog line is mapped to a user/phone number in Clearspan.
- Voice mail server is the number of a Hunt Group in Clearspan.
- SMDI Message Desk service provides the voice mail server with the redirection information for the incoming call.

To provide this service, the group administrator needs to:

- Configure the access gateway for the group.
- Define a user for each line of the VMS. Each of these users is assigned one of the lines of the access gateway. To add users, see section *4.1.3 Add User.*
- Define and configure a Hunt Group. This is the Hunt Group to be used to select a line among the lines of the VMS. To achieve this, the users configured to represent each line of the VMS must be added to the list of Hunt Group members. The phone number given to the Hunt Group is the voice mail server address (as used in for Third-Party Voice Mail Support). Although this application typically uses the "Regular" hunting policy, all other hunting policies except for "simultaneous" are supported. For the procedure to add and configure a Hunt Group, see section *5.6.1 Add Hunt Group.*
- Assign the SMDI Message Desk service to the Hunt Group. For the procedure to assign the service, see section *4.2.6 Assign or Unassign User Services*.
- Configure the SMDI Message Desk service as follows:
  - Enable the service.
  - Assign a three-digit Message Desk Number. This number is included as a field in the SMDI Call History Messages and is used by the VMS to uniquely identify the Hunt Group.
  - Enter a list of terminal servers to which the SMDI messages are sent. Each terminal server is defined by a name, IP address, and port. These fields are mandatory. If the list of terminal servers is empty, an alarm is generated at call processing time.
- Configure the Third-Party Voice Mail Support service to use the phone number of the newly created Hunt Group as voice mail server address. For the procedure to turn on Third-Party Voice Mail Support service, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 1*.

Configure the SMDI Message Desk Service:

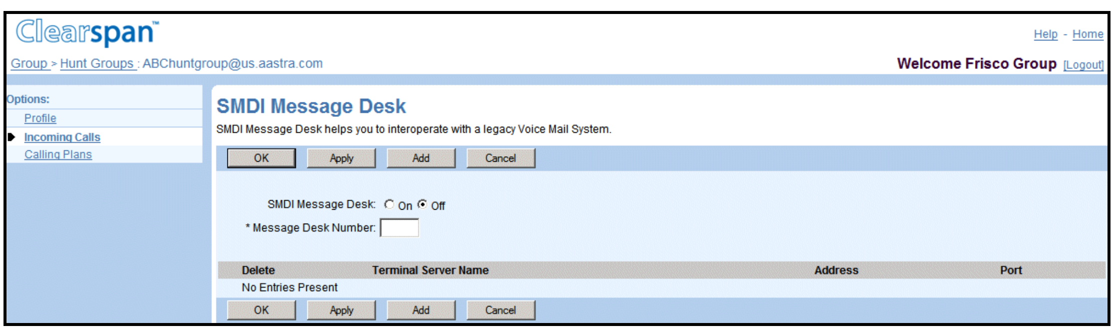

Figure 111 Hunt Group – SMDI Message Desk

1) On the *Group – Services* menu page, click **Hunt Group**. The *Group – Hunt Group* page appears.
2) Click **Edit** or any item on the row for the Hunt Group. The *Hunt Group – Profile* menu page appears.
3) Click the Incoming Calls option (left side of page). The Incoming Calls menu appears.
4) Click **SMDI Message Desk**. The *SMDI Message Desk page* appears.
5) To turn the SMDI Message Desk service on, click "On".
6) Type the message desk number in the input box. Message desk numbers are three characters between 000 and 999. (If a message desk number is not provided, the SMDI Message Desk service cannot be turned on.)
7) To apply your changes, click **Apply**.

To add terminal servers:

1) On the *SMDI Message Desk* page, click **Add**. The *SMDI Message Desk Add* page appears.

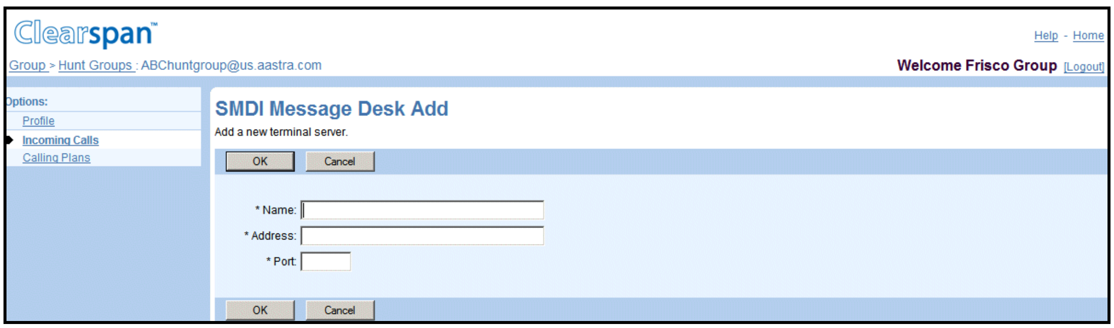

Figure 112 Hunt Group – SMDI Message Desk Add

2) In the *Name* input box, type the name of the terminal server. This can be from one through 40 characters long and can contain special characters and spaces.
3) In the *Address* input box, type the terminal server address, which is an IP address or host name and can be from two through 80 characters in length. Spaces and the @ symbol are not permitted.
4) In the *Port* input box, type the number of the port; this is a numeric value from 1 through 65536.
5) To save your changes, click **OK**. The *SMDI Message Desk* page appears.
6) To add another terminal server, repeat this procedure.

   -or-

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.6.3 Configure Weighted Call Distribution

Use the *Hunt Group – Weighted Call Distribution* page to configure the Call Distribution policy within your Hunt Group.

You can assign a percentage value to each user in the Hunt Group. When a new call comes in, the system is more or less likely to assign that call to a given user according to the values you set on this page. Users already occupied with a call are not included in the random determination.

NOTE: The percentage values represent the statistical likelihood of each user receiving the next incoming call. They are not exact guarantees or quotas.

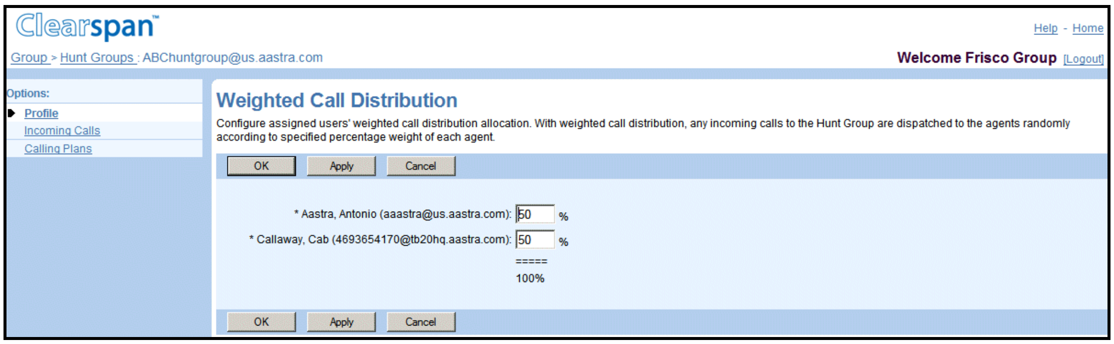

Figure 113 Hunt Group – Weighted Call Distribution

1) On the *Group – Services* menu page, click **Hunt Group**. The *Group – Hunt Group* page appears.

2) Click **Edit** or any item on the row for the Call Center. The *Hunt Group – Profile* menu page appears.

3) Click **Weighted Call Distribution**. The *Hunt Group – Weighted Call Distribution* page appears. This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this Hunt Group.

4) Assign a percentage value for each user in your Hunt Group using the input boxes provided. The values must add up to exactly 100.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.6.4 Configure Directory Number Hunting

Use the *Hunt Group – Directory Number Hunting* page to configure Directory Number Hunting for a hunt group.

When the hunt group has the Directory Number Hunting service assigned, you can configure a Directory Number Hunting group for the hunt group.

The Directory Number Hunting service allows direct calls to an agent who is a member of a Directory Number Hunting group to be handled by the hunt group policies, and the called agent when unavailable can be skipped.

In addition, the service can be configured to allow calls to terminate to the agent's device first and/or to use the original agent's service for busy and unanswered calls.

NOTE: A user can be assigned to only one Directory Number Hunting group.

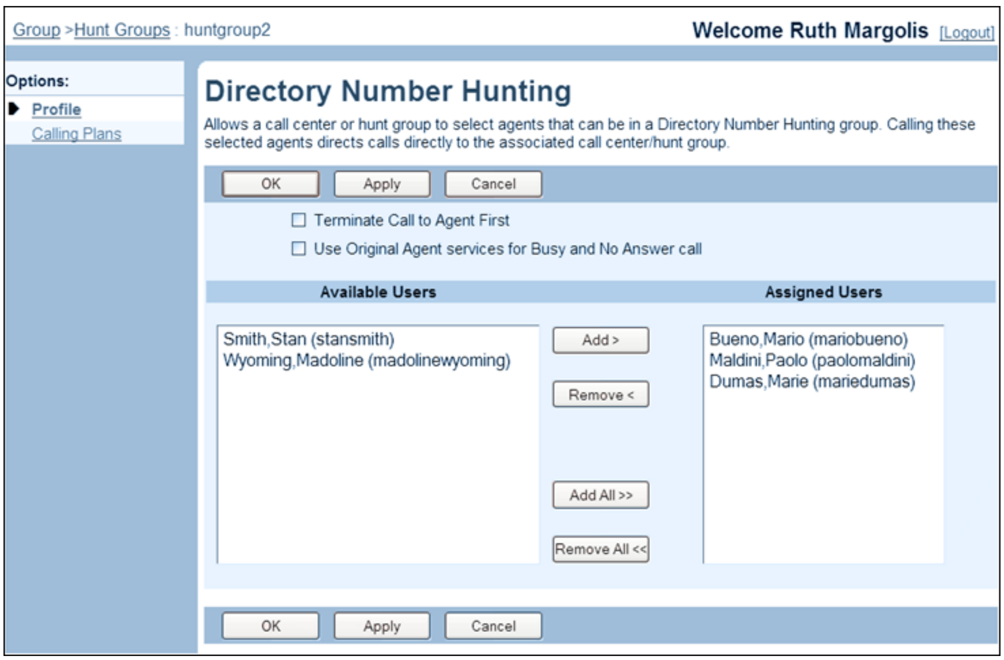

Figure 114 Hunt Group – Directory Number Hunting

1) On the *Group – Services* menu page, click **Hunt Group**. The *Group – Hunt Group* page appears.

2) Click **Edit** or any item on the row for the Hunt Group. The *Hunt Group – Profile* menu page appears.

3) Click **Directory Number Hunting**. The Hunt Group – Directory Number Hunting page appears.

4) Specify whether a direct call to an agent who is a member of the Directory Number Hunting group, should be presented directly to the agent.

   - To present the call to the agent first, check the *Terminate Call to Agent First* box.
   - To redirect the call to the hunt group, uncheck the box.

5) For calls to an agent who is a member of the Directory Number Hunting group, specify whether to use the hunt group's or the agent's service settings for busy and unanswered calls when hunting is complete.

- To use the agent's service settings, check *Use Original Agent services for Busy and No Answer call*.
- To use the hunt group's settings, unselect the box.

6) Assign members of the Hunt Group to the Directory Number Hunting group.

   – In the *Available Users* column, select the users to be assigned to the Directory Number Hunting group. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.

7) Unassign users.

   In the *Assigned Users* column, select the users and click **Remove <**. To unassign all users (unselected) at once, click **Remove All <<**.

8) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.6.5 Modify or Delete Hunt Group

The *Hunt Group – Hunt Group Profile* page is used to modify the profile information for a Hunt Group or to delete a Hunt Group.

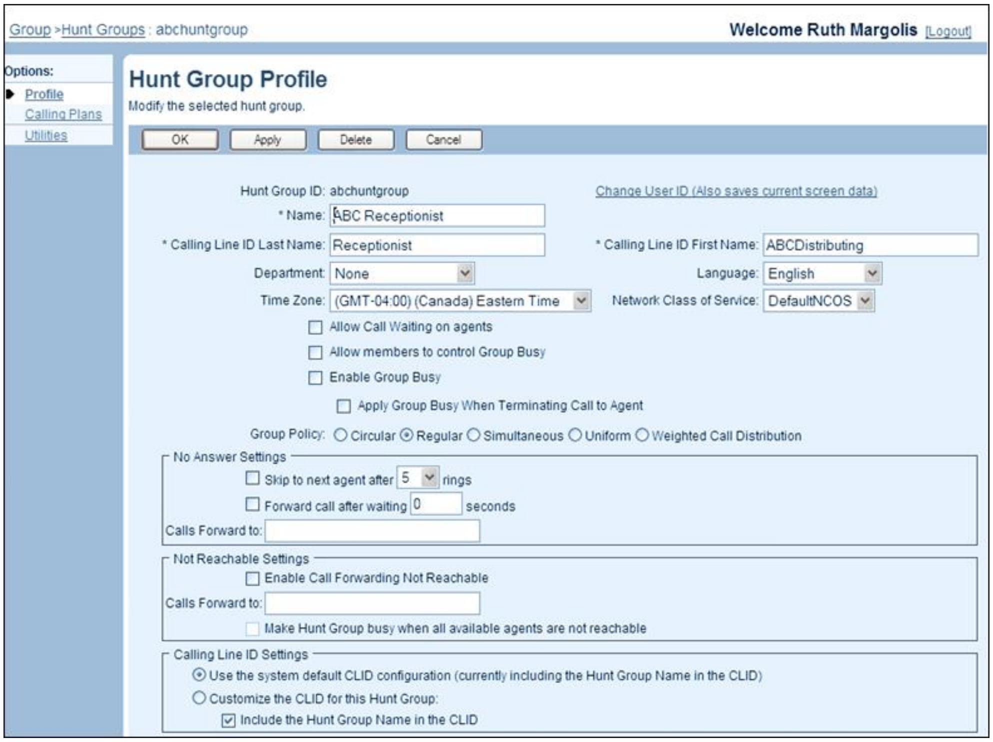

Figure 115 Hunt Group – Hunt Group Profile

1) On the *Group – Services* menu page, click **Hunt Group**. The *Group – Hunt Group* page appears.

2) Click **Edit** or any item on the row for the Hunt Group. The *Hunt Group – Profile* menu page appears.

3) Click **Profile**. The Group – Hunt Group Profile page appears.

4) To delete the Hunt Group, click **Delete**. The previous page appears.

5) To change the Hunt Group ID, click **Change User ID** (upper right on page). The Group – Change User ID page appears. Enter the new Hunt Group ID, select the domain from the drop-down list, and then click **OK**.

6) To modify the profile information, type or select information for the Hunt Group. An asterisk (*) indicates required data. For information about the fields on this page, see section 5.6.1 Add Hunt Group.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.7 Clearspan Anywhere

The Clearspan Anywhere portal is a virtual user service that handles incoming calls from the Clearspan Anywhere locations and prompts users for the destination address.

This type of virtual user has the following specific administrative procedures:

- Add Clearspan Anywhere Portal
- Modify or Delete Clearspan Anywhere Portal

5.7.1 Add Clearspan Anywhere Portal

Use the *Group – Clearspan Anywhere Add* page to add a new Clearspan Anywhere portal.

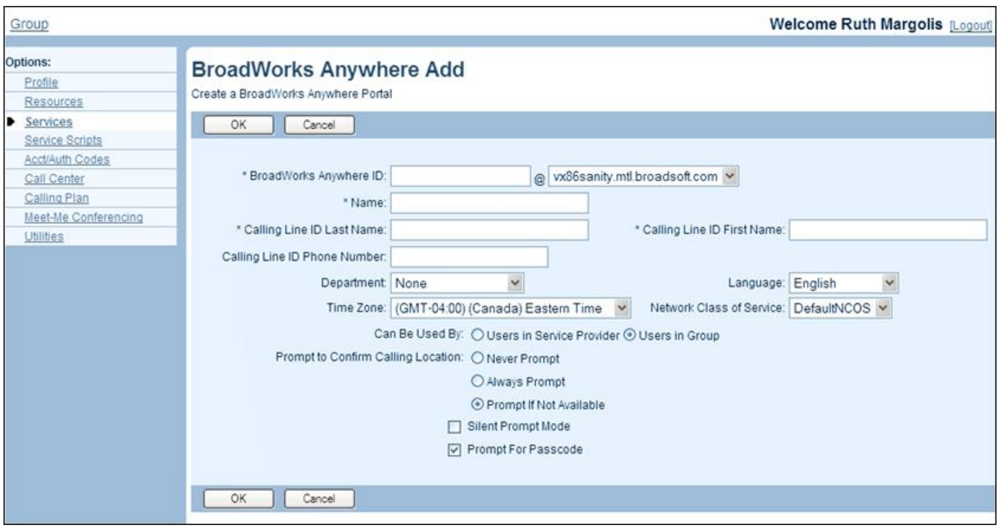

Figure 116 Group – Clearspan Anywhere Add

1) On the *Group – Services* menu page, click **Clearspan Anywhere**. The *Group – Clearspan Anywhere* page appears.
2) Click **Add**. The *Clearspan Anywhere Add* page appears.
3) In the *Clearspan Anywhere ID* text box, type in the ID and select the domain from the domain drop-down list.
4) In the *Name* text box, type in a name for the Clearspan Anywhere portal.
5) In the *Calling Line ID Last Name* and *Calling Line ID First Name* text boxes, type in the display names.
6) In the *Calling Line ID Phone Number* text box, type in the display phone number. The box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.
7) In the *Department* drop-down list, select a department for the Clearspan Anywhere portal. Select "None" to assign the portal to the group.

NOTE: Assigning the Clearspan Anywhere portal to a department allows department administrators to modify it.

8) In the *Language* drop-down list, select the language in which service-specific messages are played during calls to the Clearspan Anywhere portal. The default language is English (U.S. English) unless configured otherwise.

9) In the *Time Zone* drop-down list, select the time zone.

10) From the *Network Class of Service* drop-down list, select the network class of service for the Clearspan Anywhere portal.

11) Select who can use the Clearspan Anywhere portal:

   – *Users in Service Provider* allows all users configured in the same service provider as the portal can originate calls through the portal.

   – *Users in Group* allows only users configured in the same group as the portal can originate calls through the portal.

NOTE: *Users in Service Provider* changes to *Users in Enterprise* when logged in as an Enterprise.

12) For *Prompt to Confirm Calling Location*, select from the following types of prompts to confirm the calling location:

   – *Never Prompt*

   – *Always Prompt*

   – *Prompt If Not Available*

   – Select *Silent Prompt Mode* to make the prompts for calling address, password, and destination address silent.

   – Select *Prompt for Passcode* to have the portal prompt for a password once the user is identified.

13) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.7.2 Modify or Delete Clearspan Anywhere Portal

Use the *Group – Clearspan Anywhere Modify* page to modify the profile of the Clearspan Anywhere Portal or to delete Clearspan Anywhere portal.

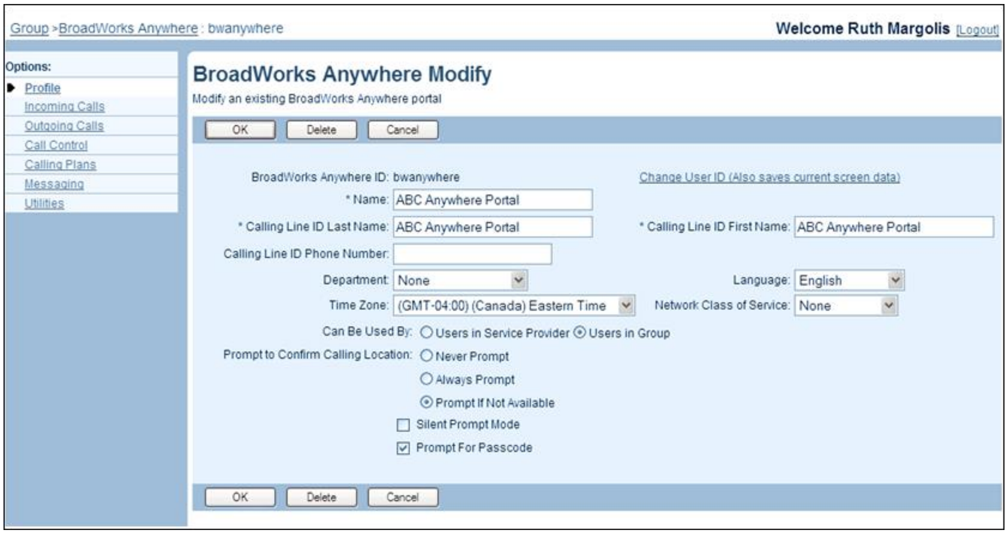

Figure 117 Group – Clearspan Anywhere Modify

1) On the *Group – Services* menu page, click **Clearspan Anywhere**. The *Group – Clearspan Anywhere* page appears listing Clearspan Anywhere portals configured for your group.

2) Click **Edit** on any item on the row of the portal to edit. The *Group – Clearspan Anywhere Modify* page appears.

3) To delete the Clearspan Anywhere portal, click **Delete**. The previous page appears.

WARNING: The Delete operation is final and cannot be undone.

4) Modify information as required. For information about the fields available on this page, see section *5.7.1 Add Clearspan Anywhere Portal*.

5) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.8 Find-me/Follow-me

The Find-me/Follow-me service allows you to define a series of alerting groups through which to route inbound calls. A Find-me/Follow-me group consists of an ordered set of alerting groups each containing a list of users and external devices to be simultaneously rung. When a Find-me/Follow-me group receives a call, the service sequentially advances though the list of alerting groups until the call is answered or all the groups have been alerted.

The Find-me/Follow-me group has the following administrative procedures:

- Add Find-me/Follow-me Group
- View Find-Me/Follow-me Group Profile Menu
- List and Order Alerting Groups for Find-me/Follow-me Group
- Create Alerting Group for Find-me/Follow-me Group
- View and Manage Selective Criteria for Alerting Group
- Add Selective Criteria Entry for Alerting Group
- Modify or Delete Selective Criteria Entry for Alerting Group
- Modify or Delete Alerting Group
- Modify Find-me/Follow-me Group

5.8.1 Add Find-me/Follow-me Group

Use the *Group – Find-me/Follow-me Add* page to create a new Find-me/Follow-me group.

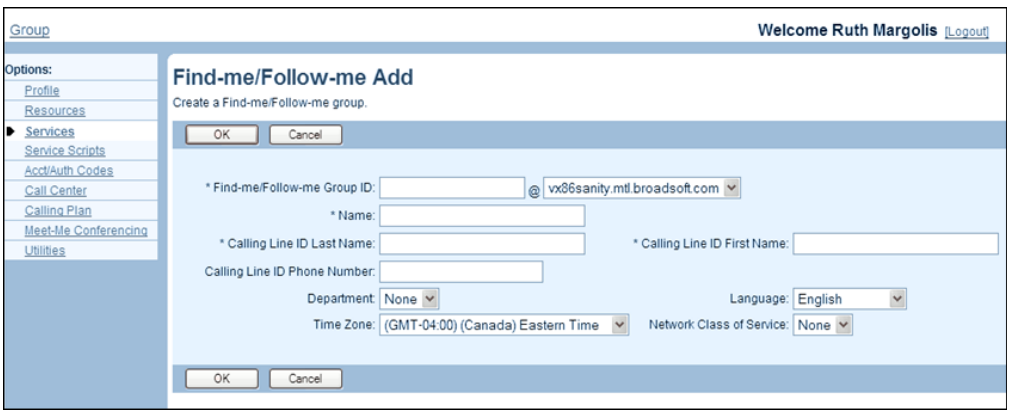

Figure 118 Group – Find-me/Follow-me Add

1) On the *Group – Services* menu page, click **Find-Me/Follow-me**. The *Group – Find-me/Follow-me* page appears.

2) Click **Add**. The *Group – Find-me/Follow-me Add* page appears.

3) Type or select information for the *Find-me/Follow-me* group. An asterisk (*) indicates required data.

   Note that the *Hiragana Last Name* and *Hiragana First Name* input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

Field	Description
Find-me/Follow-me Group ID	Enter a unique ID for the Find-me/Follow-me group and select a domain from the drop-down list.
Name	Enter the name for the Find-me/Follow-me group.
Calling Line ID Last Name	Enter the last name to use for calling line ID services.
Calling Line ID First	Enter the first name to use for calling line ID services.

Field	Description
Name	
Calling Line ID Phone Number	Enter the phone number to use for calling line ID services. **NOTE**: This input box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.
Hiragana Last Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Hiragana First Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Department	Select a department if you want the Find-me/Follow-me group to belong to a department.
Language	Select the language in which service-specific messages are played during calls to the Find-me/Follow-me group. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the Find-me/Follow-me group.
Network Class of Service	Select the network class of service from the drop-down list.

4) Click **OK**. This creates the group and displays the previous page. To complete the minimum configuration, assign a phone number to the Find-me/Follow-me group and configure and order alerting groups.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.8.2 View Find-Me/Follow-me Group Profile Menu

Once a Find-Me/Follow-me group is created, use the *Find-Me/Follow-me – Profile* menu page to access the pages where you can view and configure the Find-Me/Follow-me group.

Figure 119 Find-me/Follow-me Group – Profile Menu

1) On the *Group – Services* menu page, click **Find-Me/Follow-me**. The *Group – Find-me/Follow-me* page appears.
2) Click **Edit** or any item on the row for the Find-me/Follow-me group. The *Find-me/Follow-me Group – Profile* menu page appears.

5.8.3 List and Order Alerting Groups for Find-me/Follow-me Group

Use the *Find-me/Follow-me Group – Alerting Groups* page to view and order the list of alerting groups for a Find-me/Follow-me group. When a Find-me/Follow-me group receives a call, the service rings alerting groups in the order specified on this page.

Figure 120 Find-me/Follow-me Group – Alerting Groups

1) On the *Find-me/Follow-me Group – Profile* menu page for a selected Find-me/Follow-me group, click **Alerting Groups**. The *Find-me/Follow-me Group – Alerting Groups* page appears.

2) To change the order of alerting groups, enter the new relative priority for each group in the *Order* text box. When you apply the changes the alerting groups are renumbered and ordered accordingly.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.8.4 Create Alerting Group for Find-me/Follow-me Group

Use the *Find-me/Follow-me Group – Alerting Group Add* page to add an alerting group to a Find-me/Follow-me group.

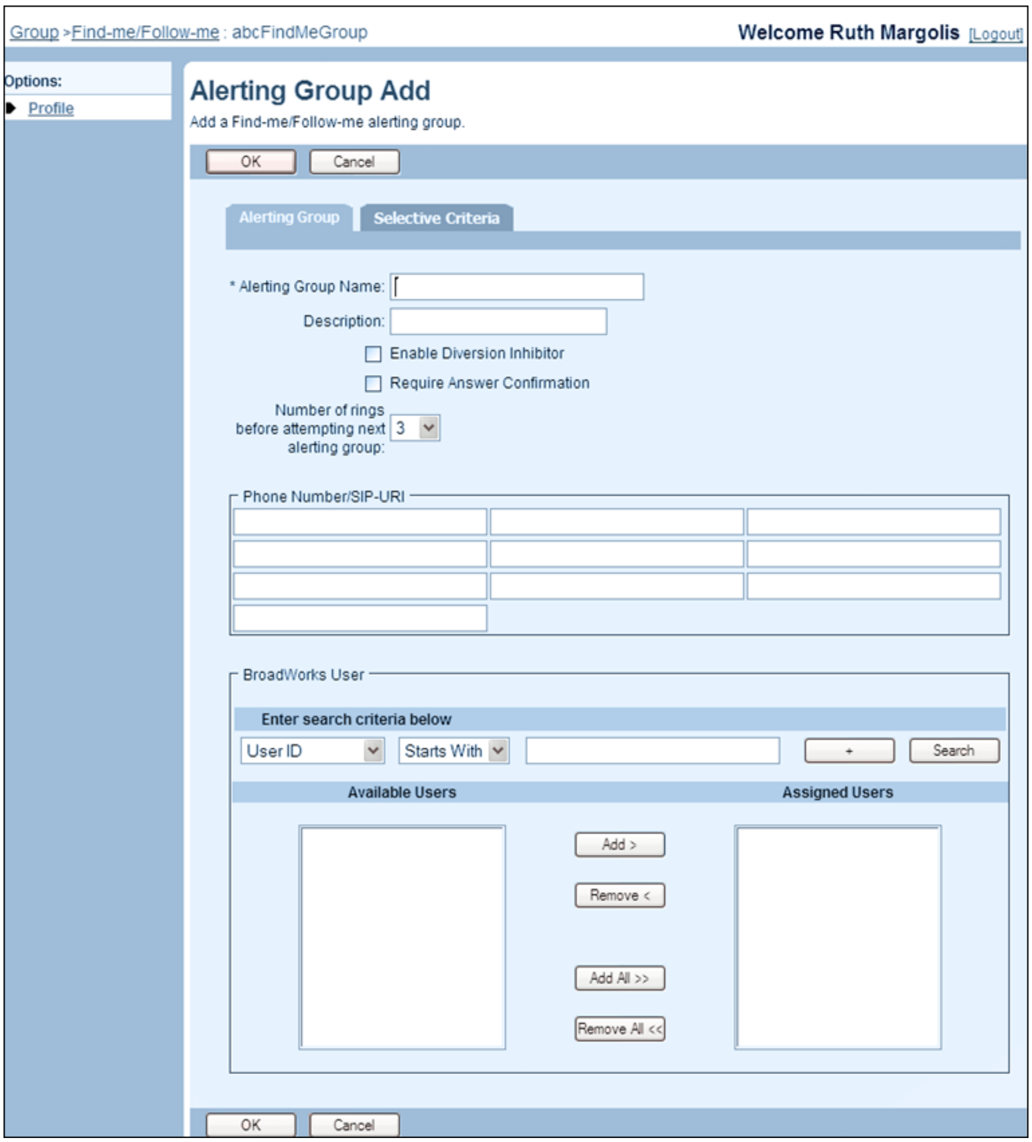

Figure 121 Find-me/Follow-me Group – Alerting Group Add

1) On the *Find-me/Follow-me Group – Profile* menu page for a selected Find-me/Follow-me group, click **Alerting Groups**. The *Find-me/Follow-me Group – Alerting Groups* page appears.

2) Click **Add**. The Find-me/Follow-me Group – Alerting Group Add page appears.

3) In the *Alerting Group Name* text box, enter the name for the alerting group. This is a required field.

4) Enter the description of the alerting group.

5) Check or uncheck the following options:

   - *Enable Diversion Inhibitor* to prevent calls from being redirected again by the user or an external device.

   - *Require Answer Confirmation* to prompt the user to enter a confirmation digit before completing the call leg answered by the user.

6) Specify the delay before ringing the next alerting group when there is no answer. From the *Number of rings before attempting next alerting group* drop-down list, select the number of rings.

7) Select users and/or devices to ring as part of this alerting group. A combination of up to ten phone numbers/SIP-URIs and Clearspan users can be configured for an alerting group.

   - To add phone numbers, enter the numbers in the *Phone Number/SIP-URI* section. You can enter any Clearspan or external number, but Clearspan users entered here are considered external numbers.

   - To add Clearspan users, select the users in the *Clearspan Users* section as follows:

     - Use the search function to find available users.

     - In the *Available Users* column, select the desired names and click **Add**. Or to add all available users to the alerting group, click **Add All**.

     - To unassign some users, select the names in the *Assigned Users* column and click **Remove <**. Or to unassign all users, click **Remove All**.

8) To define selective criteria for the alerting group, click the **Selective Criteria** tab and follow the instructions in section *5.8.6 Add Selective Criteria Entry for Alerting Group*. This also saves the information on the current page.

9) To save your changes and exit the page, click **OK**.

   To exit without saving, click **Cancel** or select another page.

5.8.5 View and Manage Selective Criteria for Alerting Group

You use the *Find-me/Follow-me Group – Alerting Group Selective Criteria* page to view and manage selective criteria for a selected alerting group.

Selective criteria are used to determine when to ring the alerting group. You can define multiple selective criteria for each alerting group.

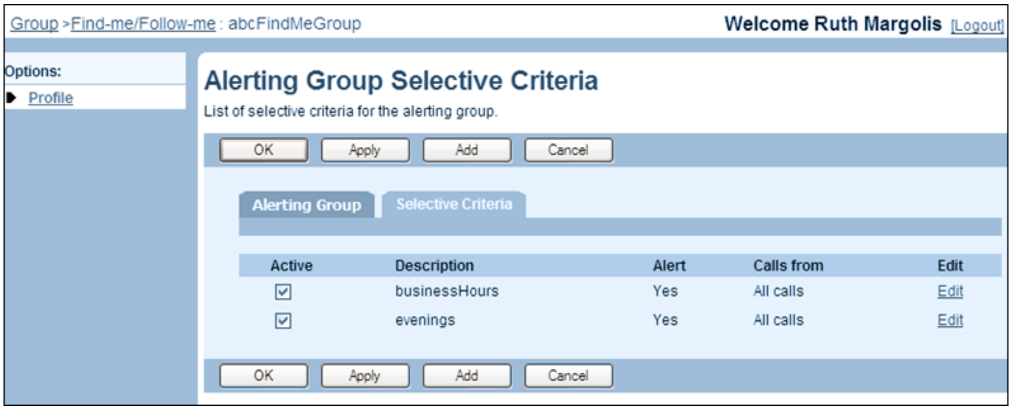

Figure 122 Find-me/Follow-me Group – Alerting Group Selective Criteria

1) On the Find-me/Follow-me Group – Alerting Group Add or Find-me/Follow-me Group – Alerting Group Modify page, click the Selective Criteria tab. The Find-me/Follow-me Group – Alerting Group Selective Criteria page appears.

2) To activate or deactivate a selective criteria entry, check the *Active* box on the line for the entry.

3) To save your changes, click **Apply** or **OK**. Apply saves your changes. To save your changes, click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click Cancel to display the previous page.

To add a selective criteria entry, see section *5.8.6 Add Selective Criteria Entry for Alerting Group*.

To modify or delete an existing selective criteria entry, see section *5.8.7 Modify or Delete Selective Criteria Entry for Alerting Group*.

5.8.6 Add Selective Criteria Entry for Alerting Group

Use the *Find-me/Follow-me Group – Alerting Group Selective Criteria Add* page to add a selective criteria entry for a selected alerting group.

You define selective criteria to specify under what conditions this alerting group should be alerted.

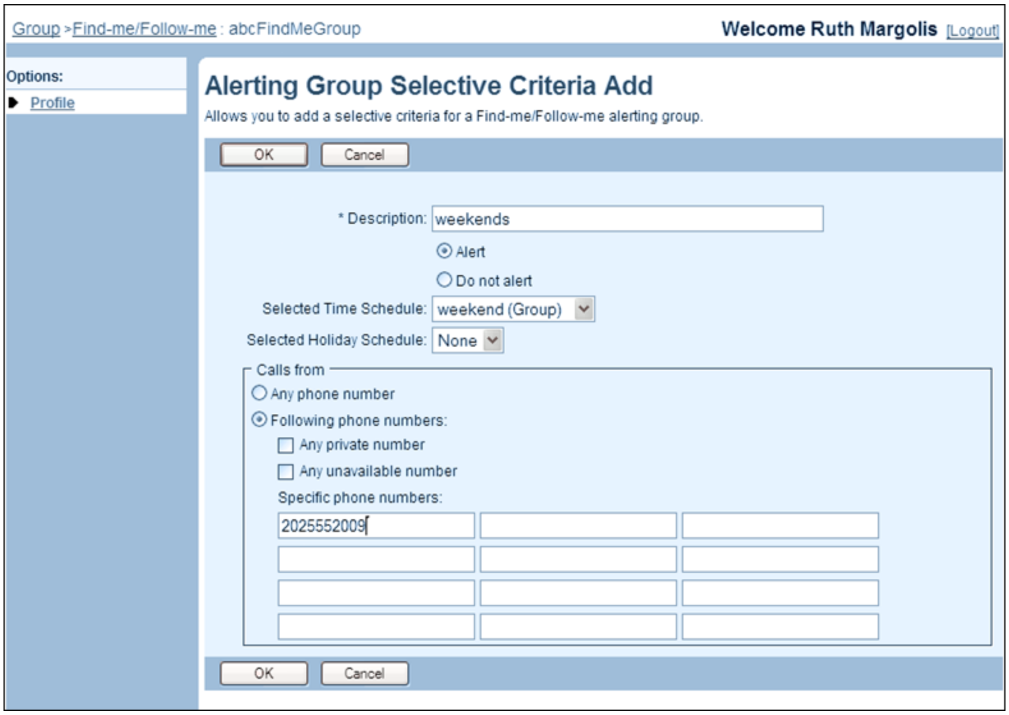

Figure 123 Find-me/Follow-me Group – Alerting Group Selective Criteria Add

1) On the Find-me/Follow-me Group – Alerting Group Add or Find-me/Follow-me Group – Alerting Group Modify page, click the Selective Criteria tab. The Find-me/Follow-me Group – Alerting Group Selective Criteria page appears.

2) Click **Add**. The Find-me/Follow-me Group – Alerting Group Selective Criteria Add page appears.

3) In the *Description* text box, type a description for the selective criteria entry that reminds you why you set this entry. This is a required field.

4) To ring this alerting group when an incoming call satisfies the criteria in this entry, check *Alert*; or check *Do not alert* otherwise.

5) From the *Selected Time Schedule* drop-down list, select the time schedule you want to use for this entry.

6) From the *Selected Holiday Schedule* drop-down list, select the holiday schedule you want to use for this entry.

NOTE: You define your time and holiday schedules on the *User – Schedules* page. If you have not set any schedules, your choices are "Every Day All Day" time schedule and time schedules and holiday schedules that your group administrator has set. If your group is part of an enterprise, you can also use schedules defined by your enterprise administrator.

7) In the *Calls from* section, specify the phone numbers for which to ring this alerting group when the criteria in this entry apply. Select one of the following options:

   - To alert your locations for calls from any external phone number, check *Any phone number*.
   - To alert your locations for calls from specific call numbers, check *Following phone numbers* and specify the numbers as follows:
     - Check *Any private number* to alert the alerting group when the Find-me/Follow-me group receives a call from a private phone number.
     - Select *Any unavailable number* to alert the alerting group when the Find-me/Follow-me group receives a call from an unavailable phone number.
     - Enter up to 12 phone numbers that should alert this alerting group.

       Note that you can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can only appear at the end of a string containing digits and "?" wild cards.

       Example: 45055512?4, 450555??34, 4505?5*

8) Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click Cancel to display the previous page.

5.8.7 Modify or Delete Selective Criteria Entry for Alerting Group

Use the *Find-me/Follow-me Group – Alerting Group Selective Criteria Modify* page to modify or delete a selective criteria entry for a selected alerting group.

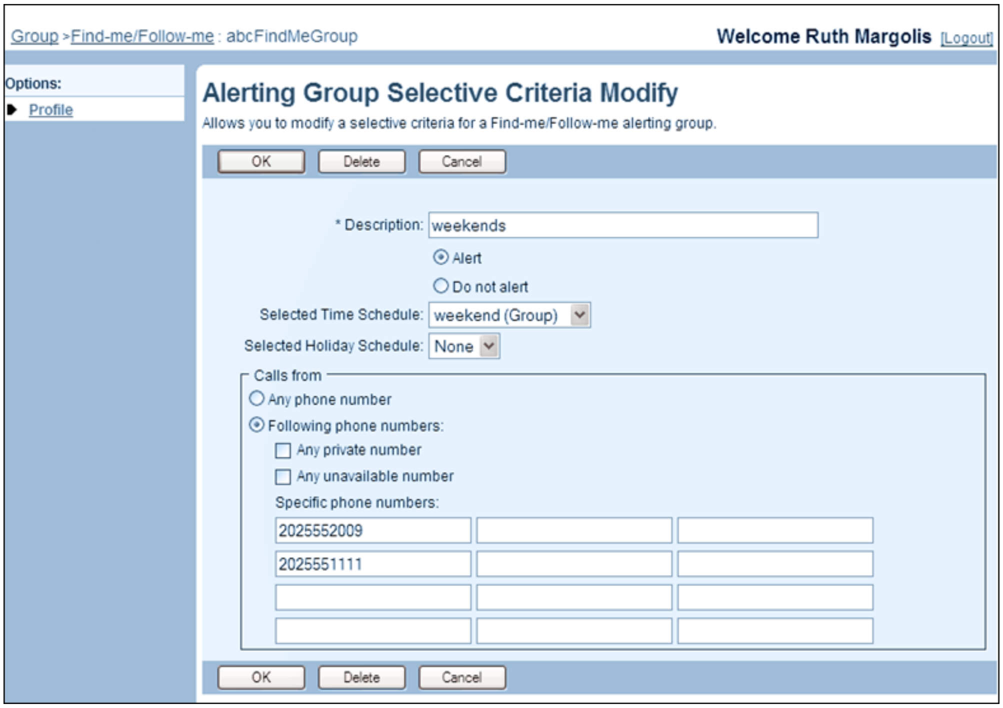

Figure 124 Find-me/Follow-me Group – Alerting Group Selective Criteria Modify

1) On the Find-me/Follow-me Group – Alerting Group Modify page, click the Selective Criteria tab. The Find-me/Follow-me Group – Alerting Group Selective Criteria page appears.

2) Click **Edit** in the row for the selective criteria entry to modify. The *Find-me/Follow-me Group – Alerting Group Selective Criteria Modify* page appears.

3) To delete the entry, click **Delete**. The entry is deleted and the previous page appears.

WARNING: The Delete operation is final and cannot be undone.

4) To modify the entry, edit information as required. For information on the fields available on this page, see section *5.8.6 Add Selective Criteria Entry for Alerting Group*.

5) Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click Cancel to display the previous page.

5.8.8 Modify or Delete Alerting Group

Use the *Find-me/Follow-me Group – Alerting Group Modify* page to modify an alerting group.

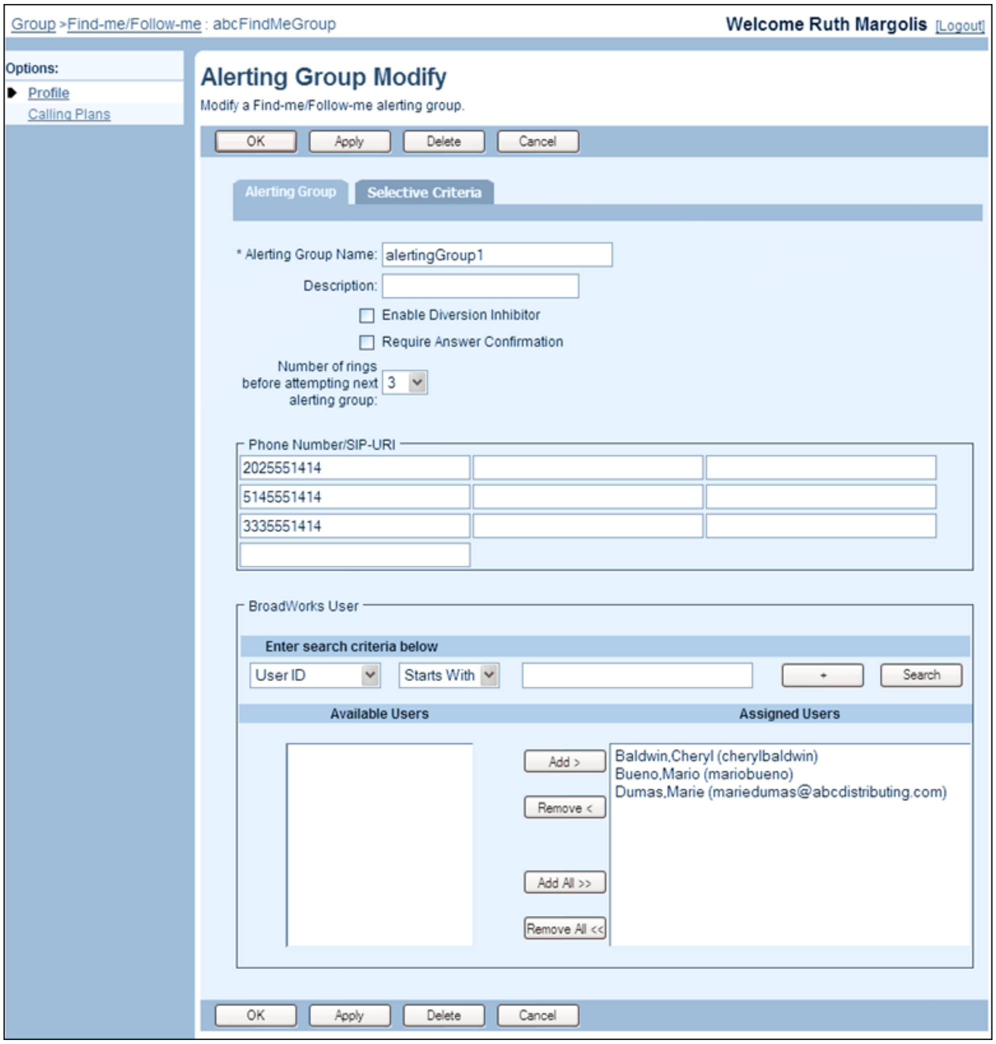

Figure 125 Find-me/Follow-me Group – Alerting Group Modify (Top of Page)

1) On the *Find-me/Follow-me Group – Profile* menu page for a selected Find-me/Follow-me group, click **Alerting Groups**. The *Find-me/Follow-me Group – Alerting Groups* page appears.

2) Click **Edit** in the row of the alerting group. The *Find-me/Follow-me Group – Alerting Group Modify* page appears.

3) To delete the alerting group, click **Delete**. The group is deleted and the previous page appears.

WARNING: The Delete operation is final and cannot be undone.

4) To modify the alerting group, change information as required. For information on the fields available on this page, see section *5.8.4 Create Alerting Group for Find-me/Follow-me Group*.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.8.9 Modify Find-me/Follow-me Group Profile or Delete Find-me/Follow-me Group

You use the *Find-me/Follow-me Group – Find-me/Follow-me Profile* page to modify the profile for a selected Find-me/Follow-me group or to delete the Find-me/Follow-me group.

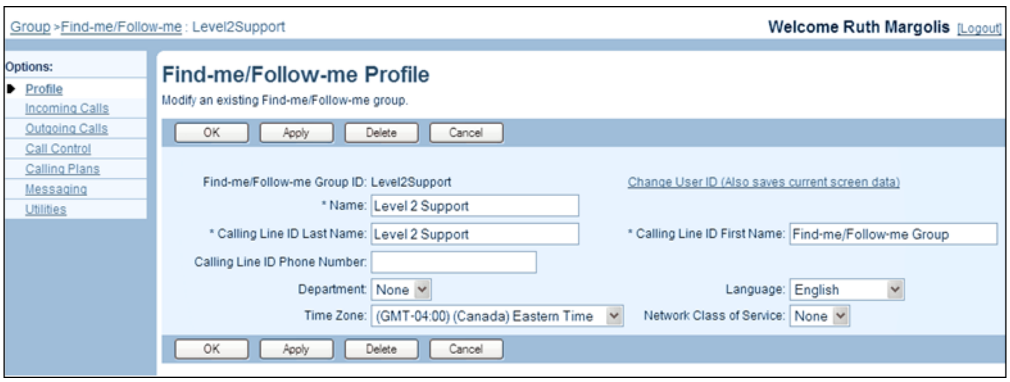

Figure 126 Find-me/Follow-me Group – Find-me/Follow-me Profile

1) On the *Find-me/Follow-me Group – Profile* menu page for a selected Find-me/Follow-me group, click **Profile**. The *Find-me/Follow-me Group – Find-me/Follow-me Profile* page appears.

2) To delete the Find-me/Follow-me group, click **Delete**. The group is deleted and the previous page appears.

WARNING: The Delete operation is final and cannot be undone.

3) To modify the profile of the Find-me/Follow-me group, change information as required. For information about the fields available on this page, see section *5.8.1 Add Find-me/Follow-me Group*.

4) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.9 Flexible Seating Host

Flexible Seating Host allows you to create virtual users that can be associated with a device to serve as a host for temporary guest users. When a guest logs in to a host phone the host phone is provisioned with the guest's device profile (device profile associated with the guest user's Flexible Seating Guest service) allowing the guest to have the same calling experience as if they were using their own device.

The user can continue using their own device while associated with a host.

Your group has to have the Flexible Seating Guest service authorized to create hosts.

This type of virtual user has the following specific administrative procedures:

- Add Flexible Seating Host
- View Flexible Seating Host Profile Menu
- Configure Flexible Seating Host Addresses
- Configure Flexible Seating Host Routing Policies
- Configure Host-Guest Association Settings
- Modify Flexible Seating Host Profile or Delete Flexible Seating Host

5.9.1 Add Flexible Seating Host

Use the *Group – Flexible Seating Host Add* page to create a new host.

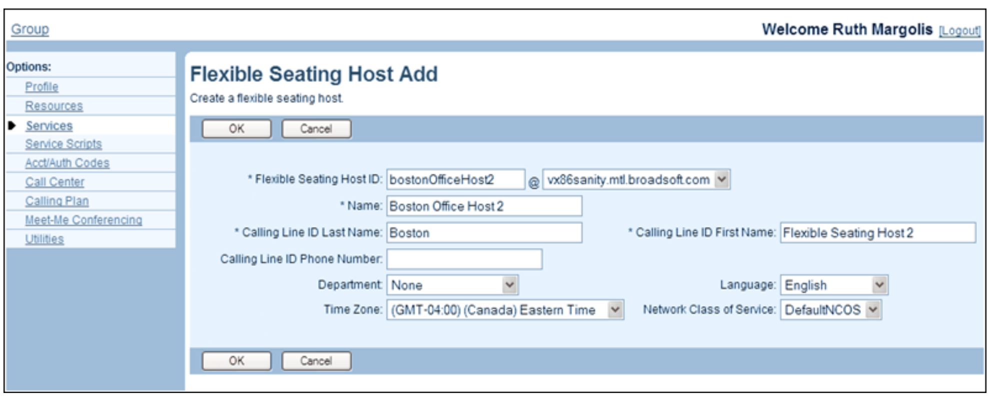

Figure 127 Group – Flexible Seating Host Add

1) On the Group – Flexible Seating Host page, click **Add**. The Group – Flexible Seating Host Add page appears.

2) Type or select information for the host. An asterisk (*) indicates required data.

   Note that the *Hiragana Last Name* and *Hiragana First Name* input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

Field	Description
Flexible Seating Host ID	Enter a unique ID for the host and select a domain from the drop-down list.
Name	Enter the name for the host.

Field	Description
Calling Line ID Last Name	Enter the last name to use for calling line ID services.
Calling Line ID First Name	Enter the first name to use for calling line ID services.
Calling Line ID Phone Number	Enter the phone number to use for calling line ID services. **NOTE**: The box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.
Hiragana Last Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Hiragana First Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Department	Select a department if you want the host to belong to a department.
Language	Select the language in which service-specific messages are played. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the host.
Network Class of Service	Select the network class of service for this virtual user from the drop-down list.

3) Click **OK**. The virtual user is created and the previous page appears.

4) To exit without saving, select another page or click **Cancel** to display the previous page.

5) To complete the minimum configuration, assign a device and a phone number to the host. For details, see section *5.9.3 Configure Flexible Seating Host Addresses*.

5.9.2 View Flexible Seating Host Profile Menu

Once the host is created, use the *Flexible Seating Host – Profile* menu to access the pages where you can view and configure the host's settings and services.

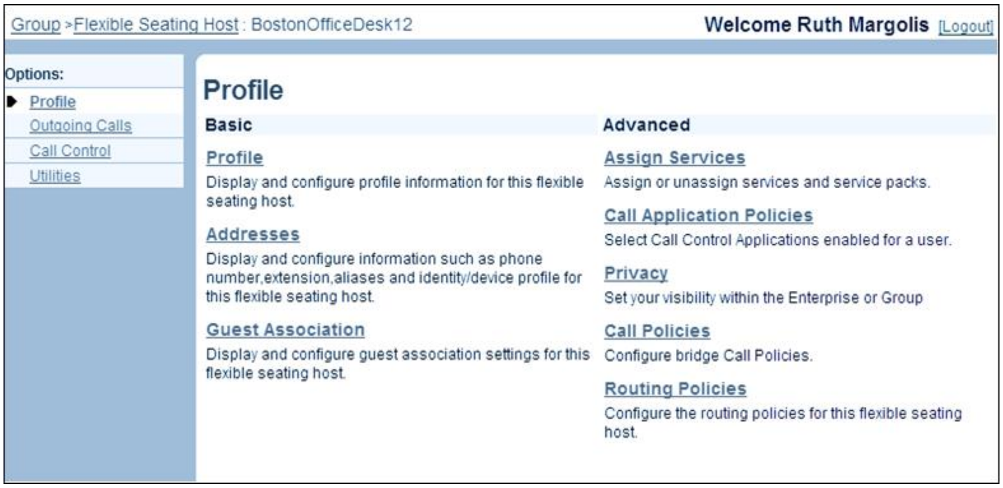

Figure 128 Flexible Seating Host – Profile

On the *Group – Flexible Seating Host* page, click **Edit** or any item on the row of the host to edit. The *Flexible Seating Host – Profile* menu page for the selected host appears.

5.9.3 Configure Flexible Seating Host Addresses

Use the *Flexible Seating Host – Addresses* page to configure addresses for a selected host.

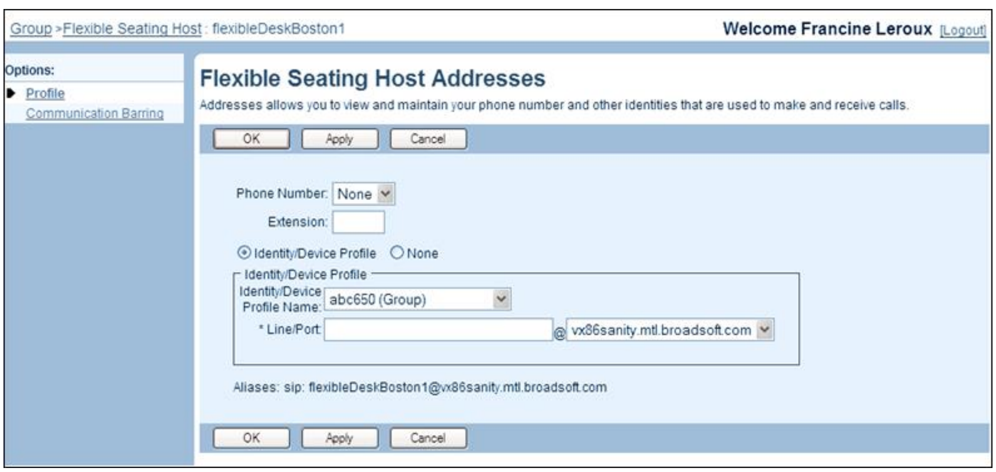

Figure 129 Flexible Seating Host – Flexible Seating Host Addresses

1) On the Flexible Seating Host – Profile menu page of the selected host, click **Addresses**. The Flexible Seating Host – Flexible Seating Host Addresses page appears.

2) Enter data in the fields provided.

Field	Description
Phone Number	The telephone number of the virtual user.
Extension	The extension of the virtual user. If you select the phone number, the extension is automatically set to the last digits of the phone number. The number of digits depends on the default extension length set for your group. You can modify the extension, if needed. Extensions can vary in length within the limits configured for your group.
Aliases	Additional SIP addresses for the virtual user. Calls directed to any of these addresses will be redirected to the virtual user's primary SIP address.

3) Select one of the following options:

- Select *Identity/Device Profile* to assign a specific identity/device profile to the virtual user.
- Select *None* otherwise.

4) If you selected *Identity/Device Profile* a new area of controls appears. Enter the required identity/device profile information as follows:

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to this virtual user. You can select an available identity/device profile from the drop-down list.
Line/Port	The user's line number or SIP address, depending on the identity/device profile type you selected.
Contact	Contact address. Only available for identity/device profile types that allow static registrations.

5) If the *Configure Device via Visual Device Management* link is available, you can use it to configure the device using a graphical device management tool. To do so, click **Apply** to save your changes and then click the link to access the tool.

6) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.9.4 Configure Flexible Seating Host Routing Policies

Use the *Flexible Seating Host – Routing Policies* page to configure routing policies for a selected host.

Figure 130 Flexible Seating Host – Flexible Seating Host Routing Policies

1) On the Flexible Seating Host – Profile menu page of a selected host, click **Routing Policies**. The Flexible Seating Host – Flexible Seating Host Routing Policies page appears.

2) To allow emergency calls from the host's device, check the *Allow Emergency Calls* box.

3) To allow calls to the voice portal from the host's device, check the *Allow Calls to Voice Portal* box.

4) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.9.5 Configure Host-Guest Association Settings

Use the *Flexible Seating Host – Flexible Seating Host Guest Association* page to set the host-guest association settings and see the guest currently associated with the host.

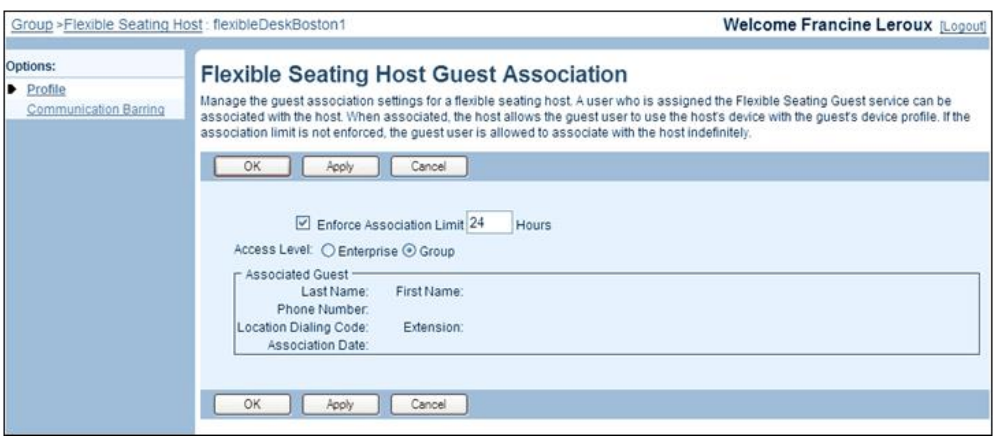

Figure 131 Flexible Seating Host –Flexible Seating Host Guest Association

1) On the Flexible Seating Host – Profile menu page for a selected host, click **Guest Association**. The Flexible Seating Host – Flexible Seating Host Guest Association page appears.

2) To impose a limit on the association time, check the *Enforce Association Limit <X> Hours* and enter the number of hours in the text box.

   Note that the association time limit is required even if the *Enforce Association Limit* check box is disabled.

3) For an enterprise, specify whether users can associate with a host from another group in the enterprise.

   – To restrict the association to users in the same group, select *Group.*

   – To allow users to associate with hosts in another group, select *Enterprise*.

4) To end the association between this host and the current guest, click the **Force Release (Also saves current screen data)** link.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.9.6 Modify Flexible Seating Host Profile or Delete Flexible Seating Host

Use the *Flexible Seating Host – Profile* page to modify the profile of a selected host or delete the host.

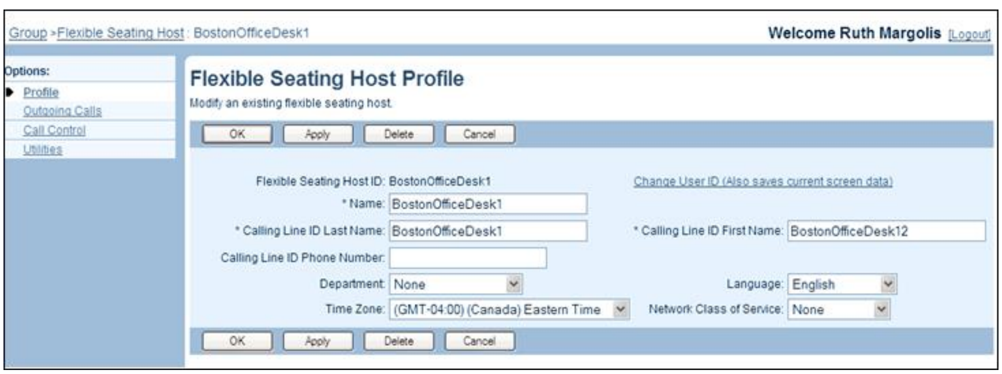

Figure 132 Flexible Seating Host – Flexible Seating Host Profile

1) On the Flexible Seating Host – Profile menu page of a selected host, click **Profile**. The Flexible Seating Host – Flexible Seating Host Profile page appears.

2) To delete the host, click **Delete**. The host is deleted and the previous page appears.

WARNING: The Delete operation is final and cannot be undone.

3) To modify the host's profile information, enter the new data as required. For information on the fields available on this page, see section *5.9.1 Add Flexible Seating Host*.

4) To modify the host's user ID, click the Change User ID (Also saves current screen data) link.

5) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.10 Group Paging

Paging groups are groups of users that can be paged simultaneously by an authorized user, called originator.

A paging group is an instance of the Group Paging service and is assigned a phone number, a list of originators (users who are allowed to page this group), and a list of targets (users who are paged).

When an originator dials the paging group’s phone number or extension, the Group Paging service alerts all targets in the paging group and connects them into a multi-way conference with the originator.

To use the service, you need at a minimum to create a paging group, assign a phone number and/or extension to it, and specify its targets and originators.

This type of virtual user has the following specific administrative procedures:

- Add Paging Group
- View Paging Group Profile Menu
- Modify or Delete Paging Group
- Configure Paging Group Originators
- Configure Paging Group Targets

5.10.1 Add Paging Group

Use the *Group – Paging Group Add* page to create a new paging group.

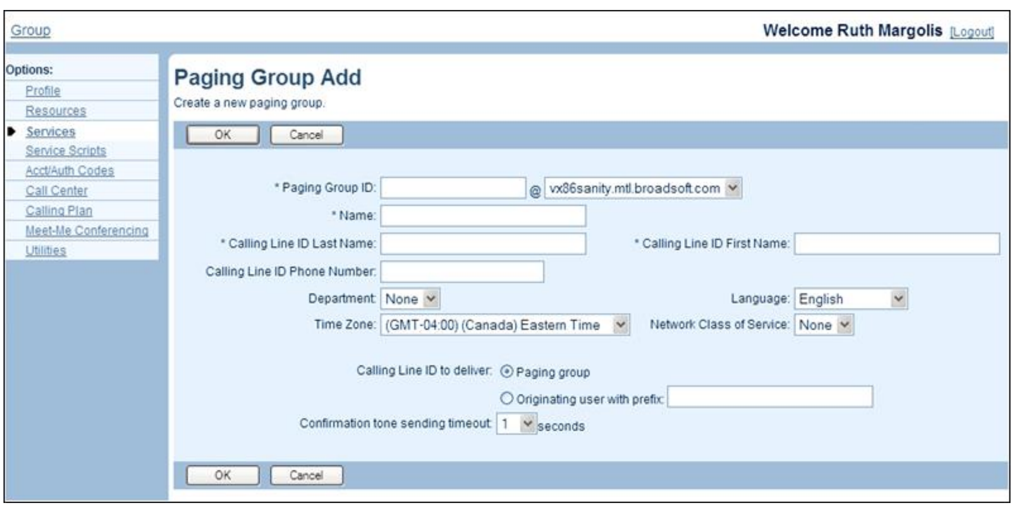

Figure 133 Group – Paging Group Add

1) On the Group – Group Paging page, click **Add**. The Group – Paging Group Add page appears.

2) Type or select information for the paging group. An asterisk (*) indicates required data.

   Note that the *Hiragana Last Name* and *Hiragana First Name* input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

Field	Description
Paging Group ID	Enter a unique paging group ID and select a domain from the drop-down list.
Name	Enter the name for the paging group.
Calling Line ID Last Name	Enter the last name to use for calling line ID services.
Calling Line ID First Name	Enter the first name to use for calling line ID services.
Calling Line ID Phone Number	Enter the phone number to use for calling line ID services. **NOTE**: This input box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.
Hiragana Last Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Hiragana First Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Department	Select a department if you want the paging group to belong to a department.
Language	Select the language in which service-specific messages are played during calls to the paging group. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the paging group.
Network Class of Service	Click the drop-down list to choose the network class of service for the paging group.
Calling Line ID to deliver	Specify whether the paging group's or the originator's CLID should be delivered when a paging call is placed. If you selected *Originating user with prefix*, you can enter the prefix to add before the originator's CLID, for example "Call from:". Note that the prefix can be empty.
Confirmation tone sending timeout.	Specify the timeout in seconds for a confirmation tone to be sent by the paged users.

3) Click **OK**. This creates the paging group and displays the previous page. To complete the minimum configuration, assign a phone number, originators, and targets to the paging group.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.10.2 View Paging Group Profile Menu

Once a paging group is created, use the *Paging Group – Profile* menu page to access the pages where you can view and configure the paging group.

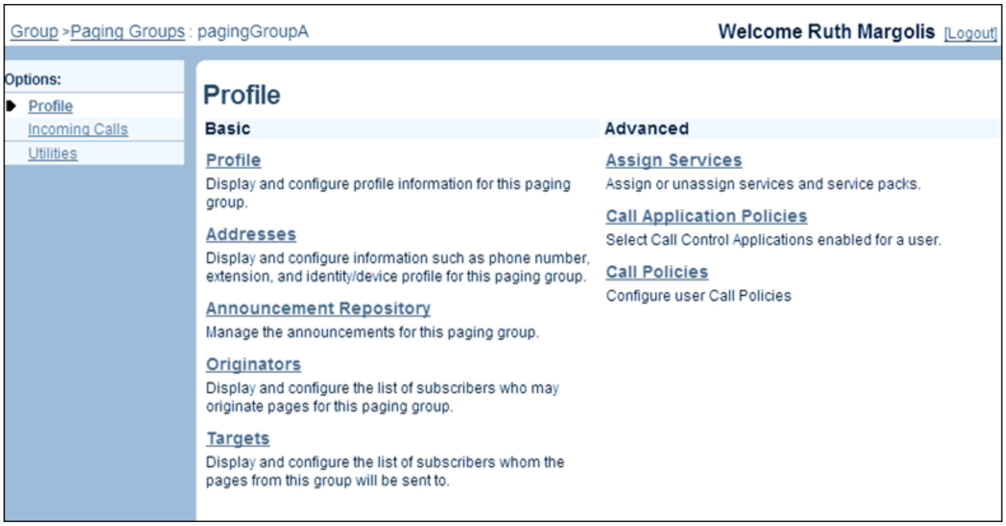

Figure 134 Paging Group – Profile Menu

1) On the *Group – Services* menu page, click **Group Paging**. The *Group – Group Paging* page appears.

2) Click **Edit** or any item on the row for the paging group. The *Paging Group – Profile* menu page appears.

5.10.3 Modify or Delete Paging Group

Use the *Paging Group – Paging Group Modify* page to modify the profile of a paging group or to delete a paging group.

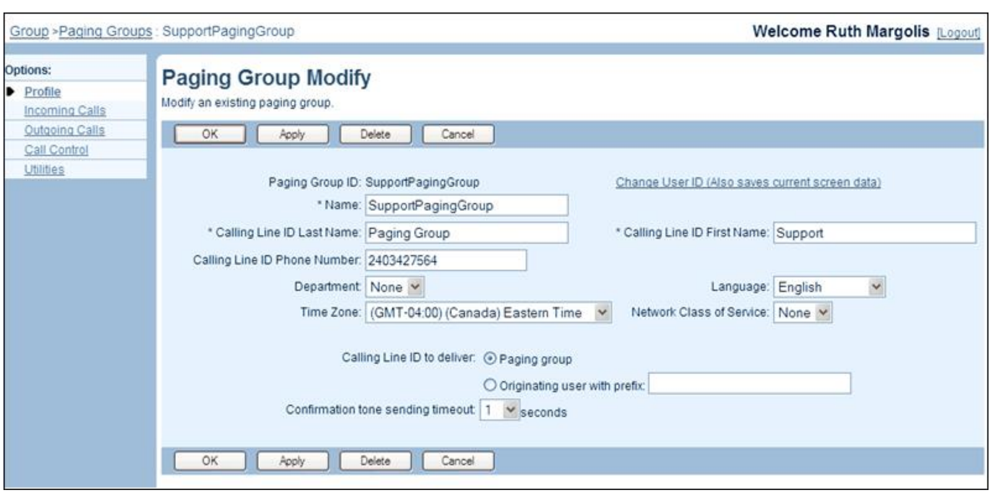

Figure 135 Paging Group – Paging Group Modify

1) On the Paging Group – Profile menu page, click **Profile**. The Paging Group – Paging Group Modify page appears.

2) To delete the paging group, click **Delete**. The previous page appears.

WARNING: The Delete operation is final and cannot be undone.

3) Modify information as required. For information about the settings on this page, see section *5.10.1 Add Paging Group*.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.10.4 Configure Paging Group Originators

Use the *Paging Group – Paging Group Originators* page to configure originators for a selected paging group. Paging group originators are users who can page the paging group.

Figure 136 Paging Group – Paging Group Originators

1) On the *Paging Group – Profile* menu page, click **Originators**. The *Group – Paging Group Originators* page appears.

2) Configure the originators:

   – Use the search function to find available users.

   – In the *Available Originators* column, select the desired names and click **Add**. Or to assign all available users as originators, click **Add All**.

- To unassign some originators, select the names to unassign in the *Assigned Originators* column and click **Remove**. Or to unassign all originators, click **Remove All**.

3) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.10.5 Configure Paging Group Targets

Paging group targets are users who are paged when a call is made to the paging group. A paging group can be included as a target of another paging group as long as it does not itself contain a paging group as a target. In other words, nesting of level one is allowed when selecting paging group targets. The maximum allowed number of targets in a paging group is displayed on the *Group – Group Paging Targets Capacity* page accessed from the *Group – Resources* menu page.

Use the *Paging Group – Paging Group Targets* page to configure targets for the selected group.

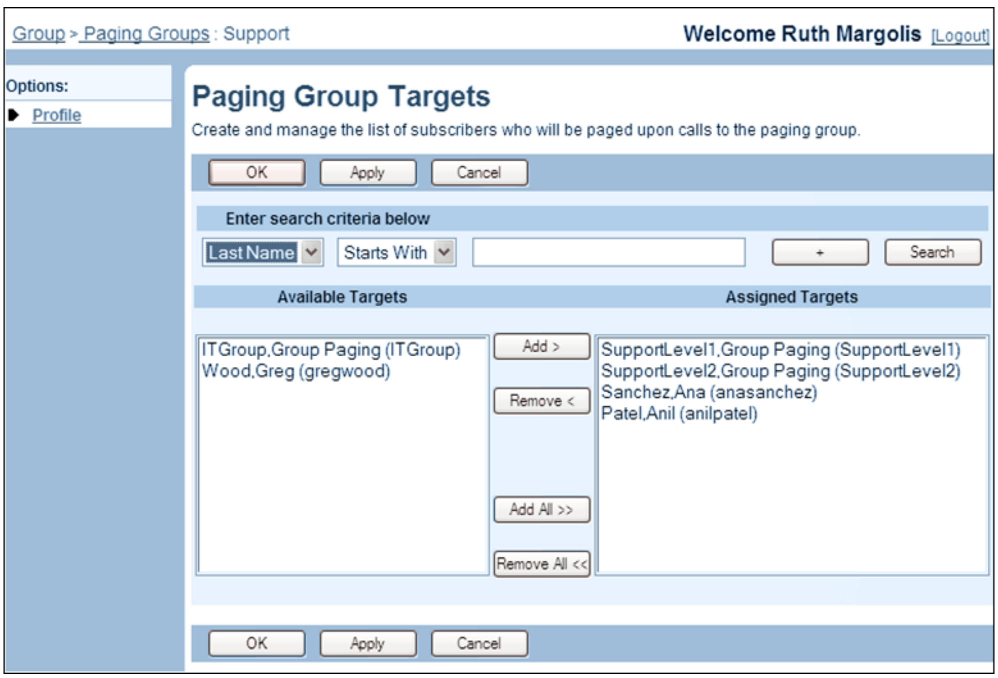

Figure 137 Paging Group – Paging Group Targets

1) On the *Paging Group – Profile* menu page, click **Targets**. The *Group – Paging Group Targets* page appears.

2) Configure the targets:

   - Use the search function to find available users.
   - In the *Available Targets* column, select the desired names and click **Add**. Or to assign all available users as targets, click **Add All**.
   - To unassign some targets, select the names to unassign in the *Assigned Targets* column and click **Remove**. Or to unassign all targets, click **Remove All**.

3) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5.11 Instant Group Call

Instant group calls are groups of users that you can call on-demand.

An instant group call is a virtual user (an instance of the Instant Group Call service) and you provision it with many of the attributes a user has.

This type of virtual user has the following specific administrative procedures:

- Add an Instant Group Call
- Modify or Delete Instant Group Call Profile

5.11.1 Add an Instant Group Call

Use the *Group – Instant Group Call Add* page to add the basic information for a new instant group call.

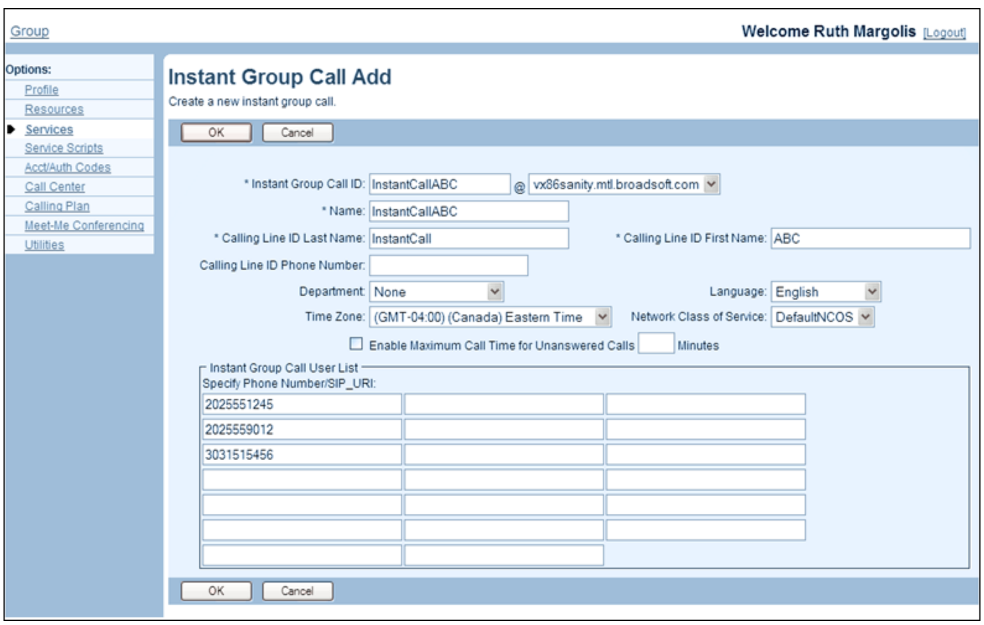

Figure 138 Group – Instant Group Call Add

1) On the *Group – Services* menu page, click **Instant Group Call**. The *Group – Instant Group Call* page appears.

2) Click **Add**. The *Group – Instant Group Call Add* page appears.

3) Type or select information for the instant group call. An asterisk (*) indicates required data.

Note that the *Hiragana Last Name* and *Hiragana First Name* input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

Field	Description
Instant Group Call ID	Enter a unique ID and select a domain from the drop-down list.
Name	Enter the name for the Instant Group Call.
Calling Line ID Last Name	Enter the last name to use for calling line ID services.
Calling Line ID First Name	Enter the first name to use for calling line ID services.
Calling Line ID Phone Number	Enter the phone number to use for calling line ID services. **NOTE**: This input box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.
Hiragana Last Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Hiragana First Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Department	Select a department if you want the Instant Group Call to belong to a department.
Language	Select the language in which service-specific messages are played during calls to the Instant Group Call. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the Instant Group Call.
Network Class of Service	Click the drop-down list to choose the network class of service for the Instant Group Call.

- Select *Enable Maximum Call Time for Unanswered Calls* and type the number of minutes in the input box.
- Enter the users' phone numbers or SIP/URL addresses in separate input boxes to include in the User Call Group List. Prefix phone numbers with the feature access code for Calling Line ID Blocking, Calling Line ID Allow, or Diversion Inhibitor to activate these features.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.11.2 Modify or Delete Instant Group Call

The *Instant Group Call – Instant Group Call Profile* page is used to modify the profile information for an Instant Group Call or to delete an Instant Group Call.

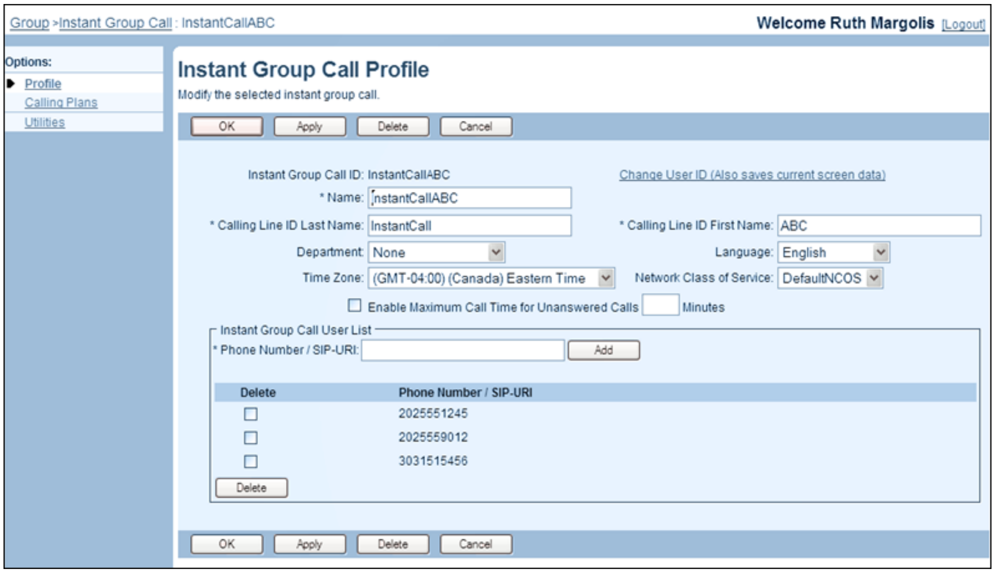

Figure 139 Instant Group Call – Instant Group Call Profile

1) On the *Group – Services* menu page, click **Instant Group Call**. The *Group – Instant Group Call* page appears.

2) Click **Edit** or any item on the row for the Instant Group Call. The *Instant Group Call – Profile* menu page appears.

3) Click **Profile**. The *Group – Instant Group Call Profile* page appears.

4) To delete the Instant Group Call, click **Delete**. The previous page appears.

5) To change the Instant Group Call ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new Instant Group Call ID, select the domain from the drop-down list, and then click **OK**.

6) To modify the profile information, type or select information for the Instant Group Call. An asterisk (*) indicates required data. For information on the fields available on this page, see section *5.14.1 Add an Instant Group Call*.

7) Modify the Instant Group Call User List:

   – To add a number to the list, enter the phone number or SIP/URI address in the *Phone Number / SIP-URI* input box and click **Add**. Prefix phone numbers with the feature access code for Calling Line ID Blocking, Calling Line ID Allow, or Diversion Inhibitor to activate these features.

   – To remove a number form the list, check the delete box next to the number and click **Delete**.

8) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel**.

5.12 Conference Bridges

Conference bridges allow conference calling. To use conference calling, a group must have the correct conferencing hardware and software. For information on obtaining the correct product, please speak to a Aastra representative or project manager.

This type of virtual user has the following specific administrative procedures:

- Add Conference Bridge
- Configure Phone Number Line/Port for New Conference Bridge
- Modify or Delete Conference Bridge

5.12.1 Add Conference Bridge

Use the *Group – Conference Bridges Add* page to add a conference bridge and its user administrators. You provision a conference bridge as if it were a user (virtual user).

Conference bridges allow conference calling. To use conference calling, a group must have the correct conferencing hardware and software. For information on obtaining the correct product, please speak to an Aastra support representative or project manager.

NOTE: You can add a conference bridge only after an integrated Conferencing Server has been configured for the system.

IMPORTANT: Adding a conference bridge is done in two steps. First, you create a new conference bridge and save it. After completing the steps in this procedure, go to section *5.12.2 Configure Phone Number Line/Port for New Conference Bridge*. The new conference bridge does not work unless you perform the steps in second procedure.

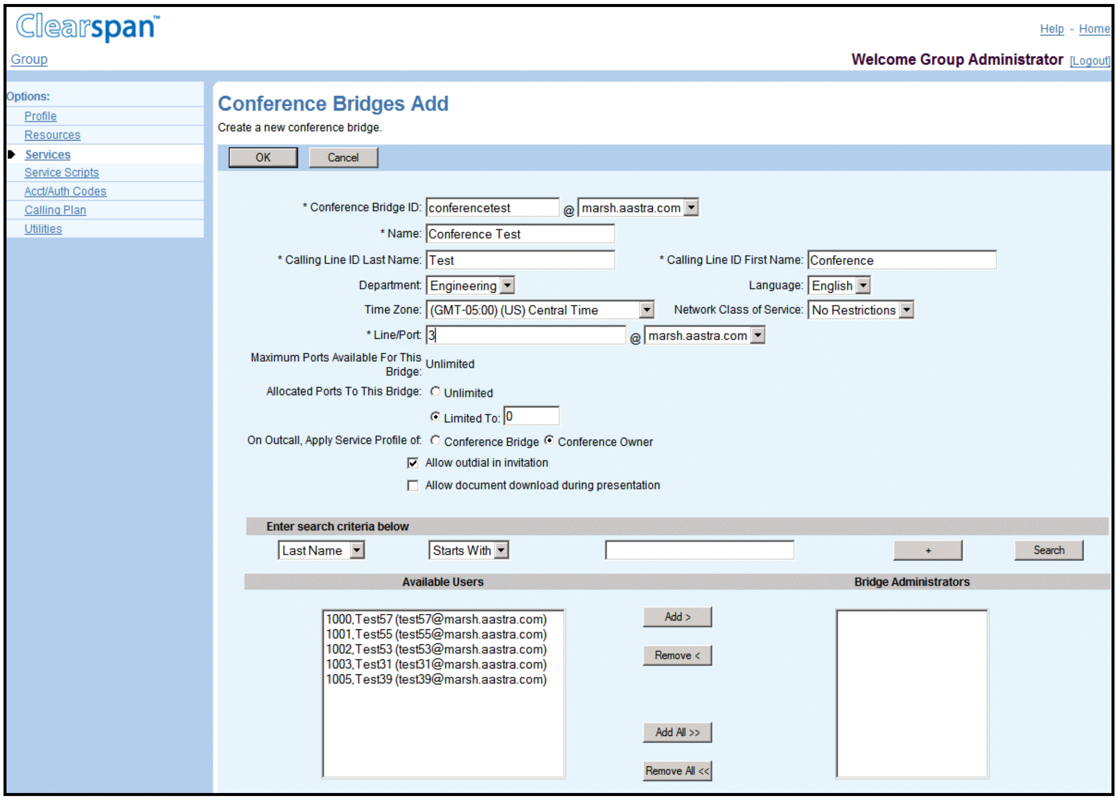

Figure 140 Group – Conference Bridges Add (Top of Page)

1) On the *Group – Services* menu page, click **Conference Bridges**. The *Group – Conference Bridges* page appears.

2) Click **Add**. The Group – Conference Bridges Add page appears.

3) Type or select information for the conference bridge. An asterisk (*) indicates required data.

   – *Conference Bridge ID*: Enter the ID for the conference bridge.

   – *Name*: Enter the name of the bridge.

   – *Calling Line ID First Name* and *Calling Line ID Last Name:* Type the names that appear on lines with Caller ID.

   – *Department:* Select the department from the drop-down list.

     Note that the Hiragana Last Name and Hiragana First Name input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

   – *Line/Port*: The line or port for the bridge.

> **IMPORTANT**: The line/port field has to be configured after you create the conference bridge. The conference bridge does not work until this field is properly configured. If the *Line/Port* value is unknown, enter a temporary value, for example, 12345. After this conference bridge is created, go to section *5.12.2 Configure Phone Number Line/Port for New Conference Bridge* to complete the procedure.

- *@:* The domain name of the line/port.
- *Language*: Select the language in which service-specific messages are played during calls to the conference bridge.

  Default is English (U.S. English) unless configured otherwise.
- *Time Zone*: Select the time zone for the bridge.
- *Network Class of Service*: Select the network class of service for the bridge.

4) Allocate the number of ports (one line for each user) for the bridge. This is a required input box.

   The number in the *Maximum Ports Available For This Bridge* text box defines the maximum number of ports available to your group for conference bridges. If the value in this text box is "Unlimited", you can allocate an unlimited number of ports to this conference bridge. Select "Unlimited" for *Allocated Ports To This Bridge*.

   To specify a number of ports, type the number in the *Limited To* text box.

5) For outgoing calls from an integrated conference server, select which user service profile is to be assigned to the calls. Click one of these selections for *On Outcall, Apply Service Profile of:*
   - "Conference Bridge": Applies the service profile of the conference bridge itself (conference bridge user).
   - "User Placing Outcall": Applies the service profile of the participant who makes the calls (user). The user must be a Clearspan subscriber in the same group as the conference bridge.

NOTE: This input option is not available for stand-alone conference servers.

6) Select the *Allow outdial in invitation* box, to include direct links to conferences using this bridge in e-mail invitations.
7) Select the *Allow document download during presentation* box, to permit the downloading of documents during a presentation.
8) Assign users as administrators.
   - To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
   - In the *Available Users* column, select the users to be assigned as administrators. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.
9) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

10) Go to the next section.

5.12.2 Configure Phone Number Line/Port for New Conference Bridge

The following is the second procedure to follow when creating a new conference bridge. Use the *Group – Conference Bridges Addresses* page to select the phone number, which is later used to configure the Line/Port information for the conference bridge.

1) On the *Group – Services* menu page, click **Conference Bridges**. The *Group – Conference Bridges* page appears.

2) Click **Edit** or the name of the conference bridge you just created. The *Conference Bridge – Profile* menu page appears.

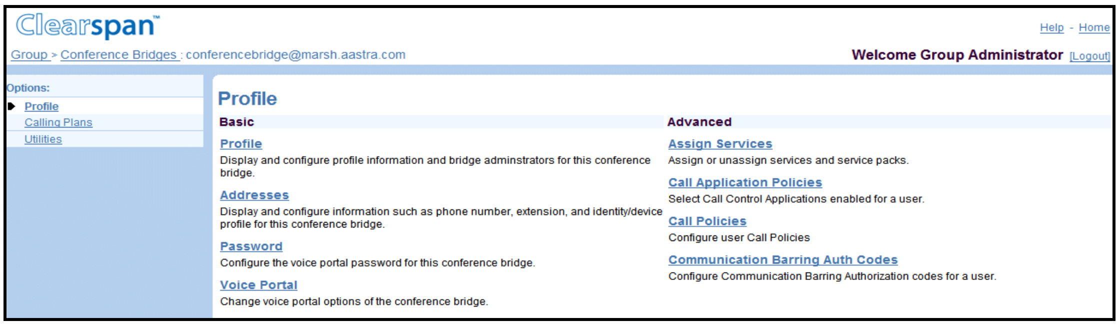

Figure 141 Group Conference Bridges – Profile Menu Page

3) Click **Addresses**. The *Conference Bridge Addresses* page appears.

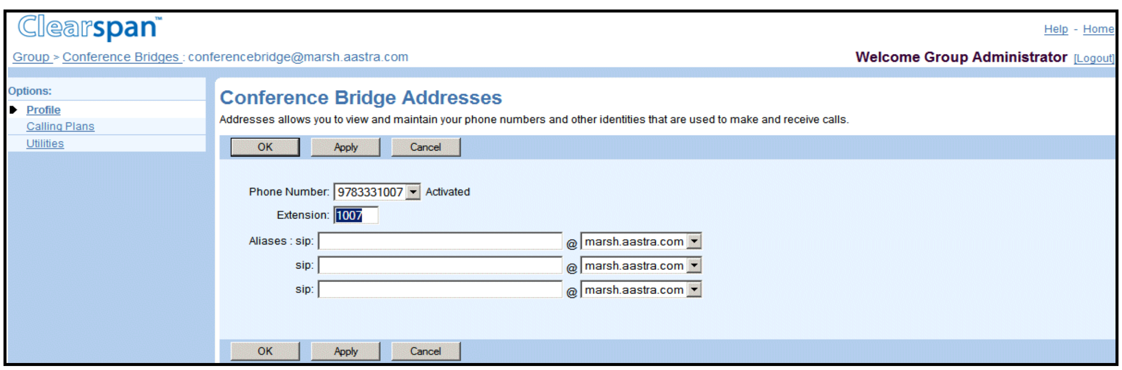

Figure 142 Group Conference Bridges – Conference Bridges Addresses

4) From the *Phone Number* drop-down list, select a phone number. The *Extension* field is populated by default when you select the phone number. However, you can modify it if required. The length of the extension may vary within the limits configured for your group.

5) Save your changes. Click **Apply**.

6) Click **Profile** or **OK** to return to the Profile menu page.

7) Click **Profile**. The *Conference Bridges Modify* page appears.

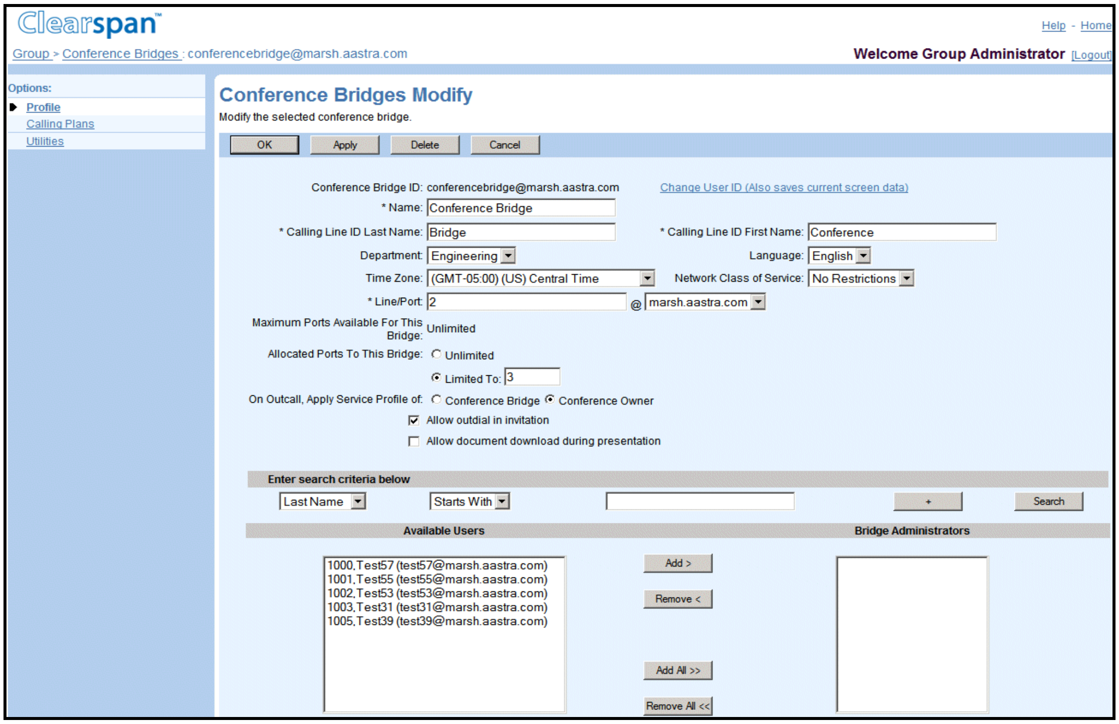

Figure 143 Group Conference Bridges – Conference Bridges Modify

8) In the **Line/Port* field, replace the temporary value (entered in step 3 of section 4.4.4.1) with the phone number that you just selected from the *Conference Bridges Addresses* page *Phone Number* drop-down list.

9) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.12.3 Modify or Delete Conference Bridge

Use the *Group – Conference Bridges Modify* page to modify or delete a conference bridge and its administrators.

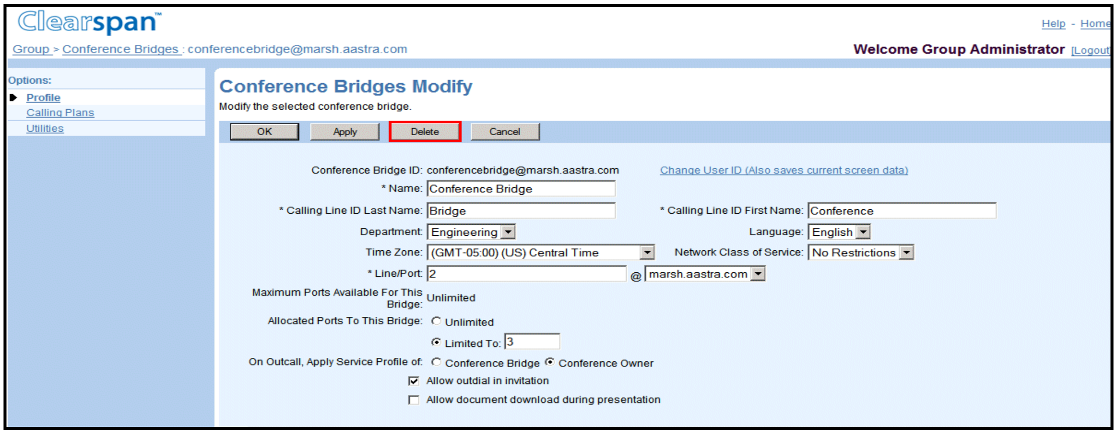

Figure 144 Group – Conference Bridge Modify (Top of Page)

1) On the *Group – Services* menu page, click **Conference Bridges**. The *Group – Conference Bridges* page appears.
2) Click **Edit** or any item on the row for the bridge. The *Conference Bridge – Profile* menu page appears.
3) Click **Profile**. The Group – Conference Bridge Modify page appears.
4) To delete the bridge, click **Delete**. The previous page appears.
5) To change the conference bridge ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new conference bridge ID, select the domain from the drop-down list, and then click **OK**.
6) To edit the bridge, type or select information for the bridge. An asterisk (*) indicates required data. See section *5.12.1 Add Conference Bridge* for information about the editable fields.
7) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.13 Trunk Group

The Trunk Group service allows trunk group members to place a defined number of simultaneous calls from a limited number of resources. You configure the service by creating trunk groups and assigning resources and users to them.

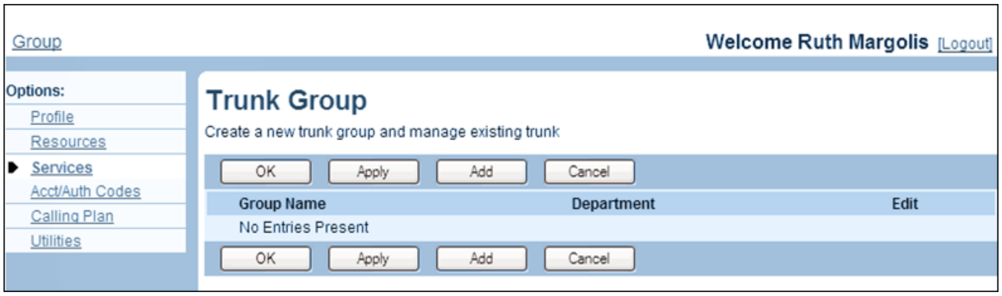

Figure 145 Group – Trunk Group

This type of virtual user has the following specific administrative procedures:

- Add a Trunk Group
- View Trunk Group Profile Menu
- Modify Trunk Group Profile or Delete Trunk Group
- View Trunk Group Users and Change the Pilot User
- Call Forwarding Always
- Capacity Management
- Configure Stateful Trunk Group Rerouting
- Unreachable Destination
- Add Users in Bulk Using Directory Numbers
- Add Users in Bulk Using Extensions
- View Tasks to Add Users in Bulk
- Display Status of or Delete Bulk Task
- Registrations for Trunk Group
- Configure Security Classification

5.13.1 Add a Trunk Group

Use the *Group – Trunk Group Add* page to add the basic information for a new trunk group. A trunk group is itself a virtual user and you provision it with many of the attributes a user has.

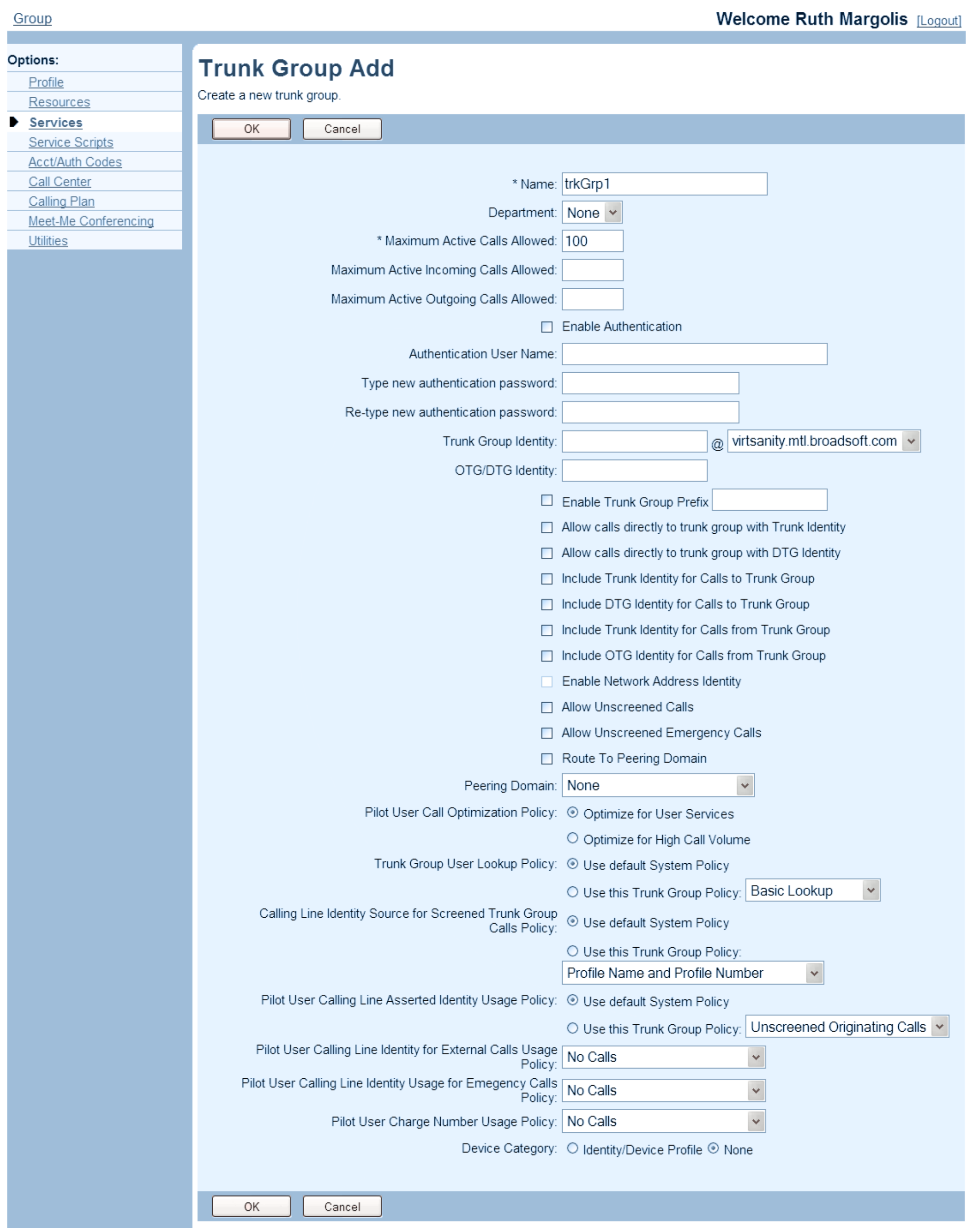

Figure 146 Group – Trunk Group Add

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Add**. The *Group – Trunk Group Add* page appears.
3) In the *Name* text box, type in a name for the trunk group. This is a required field.
4) Optionally, from the *Department* drop-down list select a department.

5) Configure the maximum number of calls options. These options configure the maximum number of simultaneous calls as well as the maximum number of incoming and outgoing calls.

Input Box	Description
Maximum Active Calls Allowed*	The maximum number of active calls allowed in the trunk group. The maximum number of active calls cannot exceed the number of business trunking license units allocated to your group or enterprise (if your group is part of an enterprise). This is a required field.
Maximum Active Incoming Calls	The maximum number of active incoming calls. The maximum number of active incoming calls cannot exceed the maximum number of active calls.
Maximum Active Outgoing Calls	The maximum number of active outgoing calls. The maximum number of active outgoing calls cannot exceed the maximum number of active calls.

6) To enable authentication:

– Select *Enable Authentication.*

– Type the *Authentication User Name* of the device.

– In the *Type New Authentication Password* and *Re-type New Authentication Password* enter the password of the device.

7) Configure the trunk group identity options.

Input Box	Description
Trunk Group Identity	When forming the terminating INVITE request, the Application Server may add a parameter to the *Request URI* to indicate the trunk group identity.
OTG/DTG Identity	Originating trunk group (OTG) identity/destination trunk group (DTG) identity.
Enable Trunk Group Prefix	Check this option and enter the prefix to make the Application Server add trunk group-specific prefix to the destination address.
Allow calls directly to trunk group with Trunk Identity	Check this option to allow translations of the called number to be performed using trunk group identity.
Allow calls directly to trunk group with DTG Identity	Check this option to allow translations of the called number to be performed using DTG identity.
Include Trunk Identity for Calls to Trunk Group	If a call terminates on a trunk group, the Application Server may use the *tgrp* and *trunk-context* parameters to identify the destination trunk group. If *Include Trunk Identity for Calls to Trunk Group* is enabled for the trunk group, the Application Server adds to the user part of the *Request URI* the *trgp* parameter with a value taken from the user part of the trunk group identity, and a *trunk-context* parameter with a value taken from the domain part of the trunk group identity. An INVITE can include the *dtg* and *tgrp* parameters, as they are independent from each other.

Input Box	Description
Include DTG Identity for Calls to Trunk Group	The Application Server uses the *dtg* parameter for Enterprise Trunk terminations to identify the destination trunk group. If *Include DTG Identity for Calls to Trunk Group* is enabled for the trunk group, the Application Server adds the *dtg* parameter to the Request URI. An INVITE can include both a *dtg* and *tgrp* parameter, as the configuration parameters are independent from one another.
Include Trunk Identity for Calls from Trunk Group	Check this option to allow trunk group identity information to be included in the INVITE for trunk group-originated calls terminating to the networks side.
Include OTG Identity for Calls from Trunk Group	Check this option to allow OTG identity information to be included in the INVITE for trunk group-originated calls terminating to the networks side.
Enable Network Address Identity	This field is read-only and cannot be changed.
Allow Unscreened Calls	Check this option to allow calls to continue even though a user has not been identified on the trunk group.
Allow Unscreened Emergency Calls	Check this option to allow emergency calls to continue even though a user has not been identified on the trunk group.
Route to Peering Domain	Check this option to specify that the Peering Domain should be used to rewrite the host portion of the outgoing message's Request URI and, if enabled, P-Called-Party-ID.
Peering Domain	The domain to be used in trunk group addressing for outgoing calls. If you checked the *Route to Peering Domain* box, select a Peering Domain from the drop-down list. The list contains all the domains assigned to the group.
Pilot User Call Optimization Policy	Select the *Pilot User Call Optimization Policy* from the following options: ▪ Select *Optimize for User Services* not to apply one-call-per-session processing for calls to or from that trunk group's pilot user. This means the pilot user can use all the services that the other trunking users cans use, such as Three-Way Calling. ▪ Select *Optimize for High Call Volume* to apply one-call-per-session processing for calls to or from that trunk group's pilot user, which improves call throughput at the expense of limited user services. Note that you cannot disable this policy.
Trunk Group User Lookup Policy	Select the *Trunk Group User Lookup Policy* from the following options: ▪ Select *Use default System Policy* to use the system default policy. ▪ Select *Use this Trunk Group Policy* to use the policy configured on this page, and select *Basic Lookup* or *Extended Lookup* from the drop-down list.
Calling Line Identity Source for Screened Trunk Group Calls Policy	Specify the calling line identity source policy for screened external call originations from the drop-down list: ▪ Select *Use default System Policy* to use the system default

Input Box	Description
	policy. ▪ Select *Use this Trunk Group Policy* to use the policy configured on this page, and select *Profile Name and Profile Number*, *Received Name and Profile Number*, or *Received Name and Received Number* from the drop-down list. When the Pilot User Calling Line Identity for External Calls Usage policy is set to “All Originating Calls”, it has precedence over this policy. This policy does not apply to emergency calls.
Pilot User Calling Line Asserted Identity Usage Policy	Select the *Pilot User Calling Line Asserted Identity Usage Policy* from the following options: ▪ Select *Use default System Policy* to use the system default policy. ▪ Select *Use this Trunk Group Policy* to use the policy defined on this page, and select "All Originating Calls" or "Unscreened Originating Calls" from the drop-down list. Note that you cannot disable this policy.
Pilot User Calling Line Identity for External Calls Usage Policy	Select the usage policy for the pilot user calling line identity for external calls from the drop-down list: ▪ Select *No Calls* if you do not want the pilot user’s CLID used for any external calls on a trunk group. The originating Clearspan user’s CLID will be used, if available; otherwise, the received CLID will be used. ▪ Select *All Originating Calls* to have the pilot user’s CLID used for all outbound external calls on a trunk group. ▪ Select *Unscreened Originating Calls* to have the pilot user’s CLID used for unscreened outbound originating calls (that is originating external calls for which Clearspan is unable to identify a Clearspan user as the originator) and the originating Clearspan user’s CLID in all other cases. This policy has precedence over the Calling Line Identity Source for Screened Trunk Group Calls Policy when it is set to “All Originating Calls”.
Pilot User Calling Line Identity Usage for Emergency Calls Policy	Select the usage policy for the pilot user calling line identity for emergency calls from the drop-down list: ▪ Select *No Calls* if you do not want the pilot user’s CLID used for any emergency calls on a trunk group. The originating Clearspan user’s CLID will be used, if available; otherwise, the received CLID will be used. ▪ Select *All Originating Calls* to have the pilot user’s CLID used for all originating emergency calls received via the trunk group. ▪ Select *Unscreened Originating Calls* to have the pilot user’s CLID used for unscreened originating emergency calls from the trunk group (that is originating emergency calls for which Clearspan is unable to identify a Clearspan user as the originator) and the originating Clearspan user’s CLID in all other cases.
Pilot User Charge Number Usage Policy	Select the usage policy for the pilot user charge number from the drop-down list: ▪ If you select *No Calls* the charge number associated with the pilot user of the trunk group is ignored, that is the capability is disabled. ▪ If you select *All Originating Calls*, the pilot user's charge number is used for any call originated on the trunk group. ▪ If you select *Unscreened Originating Calls*, the pilot user’s charge number is used only for unscreened originations (that is, originations from non-Clearspan users).

8) Select the device category. You can select “Identity/Device Profile” or “None”. “None” is selected by default.

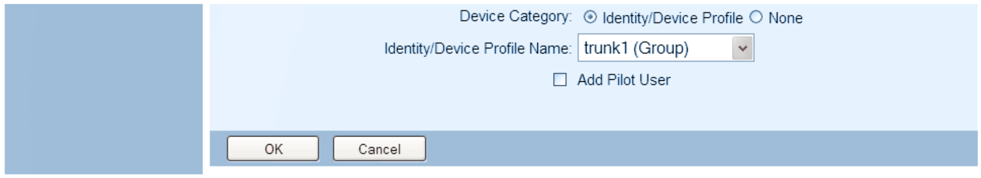

Figure 147 Group – Trunk Group with Identity Device Profile

9) If you have selected Identity/Device Profile:

- Select the device from the *Identity/Device Profile Name* drop-down list.
- If you want to add a pilot user, select *Add Pilot User*. A field set for the pilot user appears.

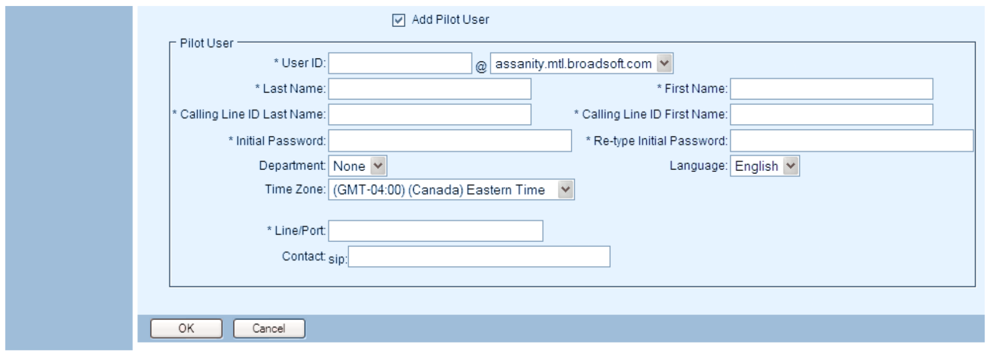

Figure 148 Group – Trunk Group Add with Add Pilot User

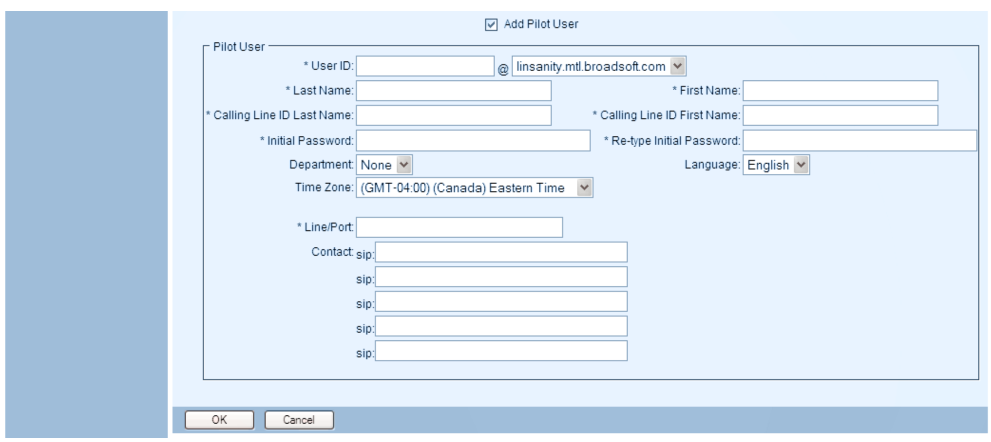

Figure 149 Group – Trunk Group Add, Add Pilot User for Trunk Group with Static Device Assigned

10) If you selected *Add Pilot User*, add the *Pilot User* information:

- In the *User ID* text box, type the user ID and select the domain from the drop-down list.
- In the *Last Name* text box, type in the last name.
- In the *First Name* text box, type in the first name.

- In the *Calling Line ID Last Name* text box, type in the last name for the calling line ID. This is the last name used in the calling line ID and Auto Attendant dial-by-name functions.
- In the *Calling Line ID First Name* text box, type in the first name for the calling line ID. This is the first name used in the calling line ID and for Auto Attendant dial-by-name functions.
- If you have full access privileges to calling line ID number and your group's Calling Line ID policy allows the use configurable CLID for calling line identity, in the *Calling Line ID Phone Number* text box, type in the calling line ID phone number. This is the phone number that appears as the user's caller ID.
- In the *Initial Password* text box, type in the password.
- In the *Re-type Initial Password* text box, confirm the password by typing it in again.
- From the *Department* drop-down list, select the department. The department determines the trunk group's calling plans. In addition, the department is used for filtering in the Call Manager as well as other parts of the application.
- From the *Language* drop-down list, select the language on the web interface pages for the user (except for language names on the drop-down lists) and in which service announcements and treatments for incoming and outgoing calls are played for the user. The default is U.S. English unless configured otherwise.
- From the *Time Zone* drop-down list, select the time zone.
- In the *Line/Port* text box, type in the number for the line port and then select the domain from the drop-down list.
- In the *Contact sip* text, enter the contact SIP number.

  If a pilot user is assigned to a trunk group that is associated with a Static Registration Capable device, you can provision up to five contacts.

11) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.2 View Trunk Group Profile Menu

Use the *Trunk Group – Profile* menu page to view and modify trunk group information.

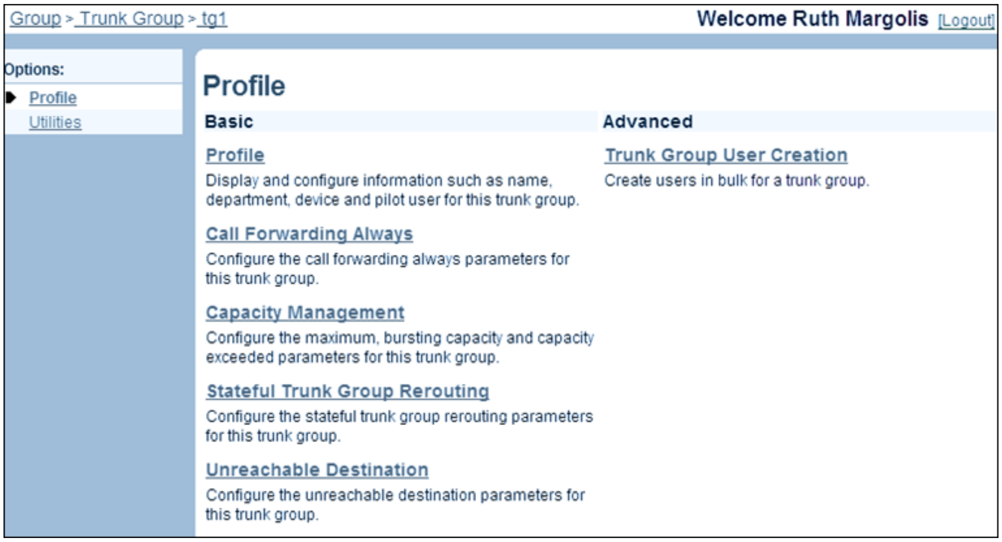

Figure 150 Trunk Group – Profile Page

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

5.13.3 Modify Trunk Group Profile or Delete Trunk Group

The *Trunk Group – Trunk Group Modify* page is used to modify the profile information for a trunk group or to delete a trunk group.

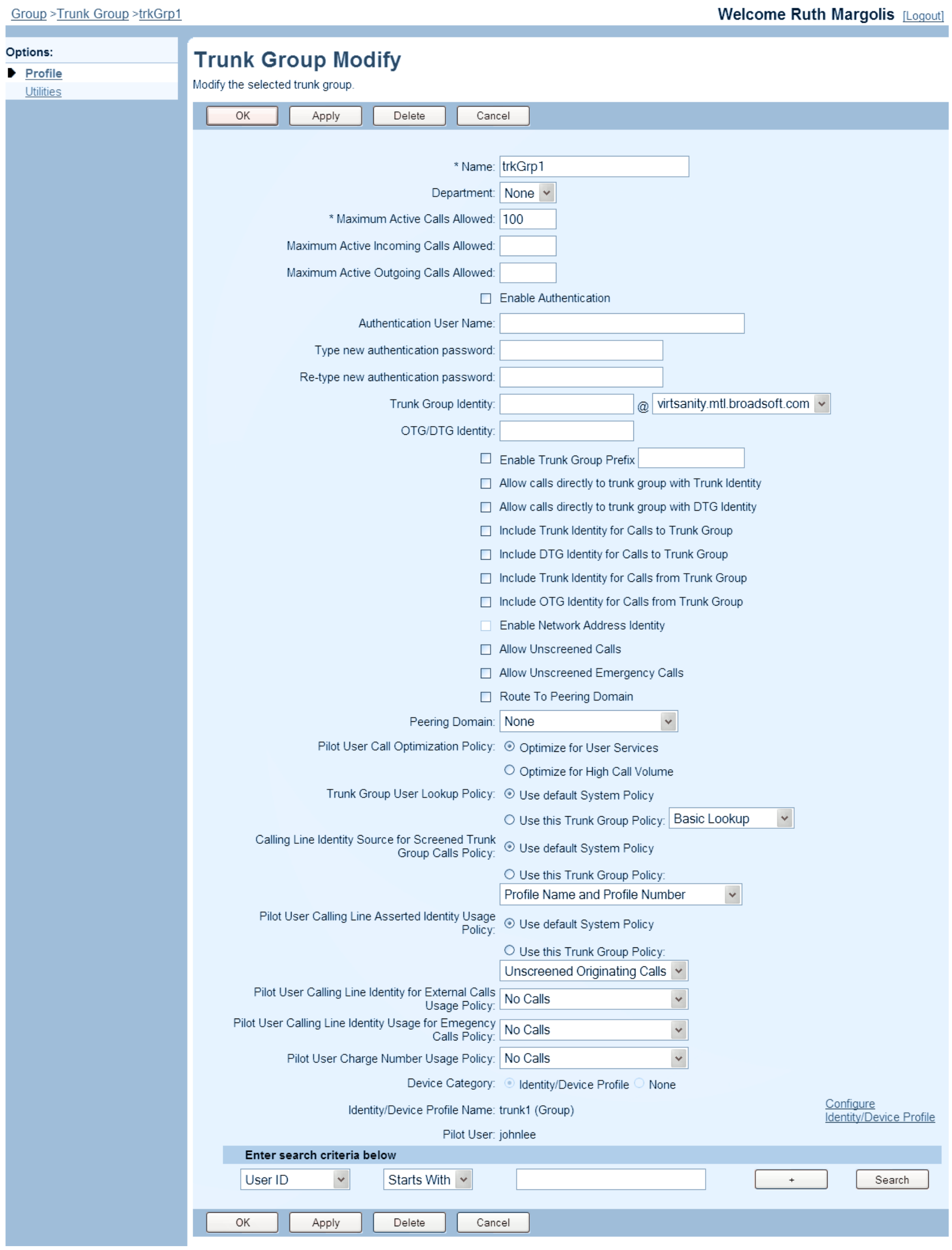

Figure 151 Trunk Group – Trunk Group Modify

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) Click **Profile**. The *Trunk Group – Trunk Group Modify* page appears.
4) To delete the trunk group, click **Delete**. The previous page appears.

NOTE: The delete function cannot be undone. Once you click Delete, your deletion is final. Click Cancel if you want to avoid a deletion.

5) Modify information as required. For information about the fields on this page, see section *5.15.1 Add a Trunk Group*.

6) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

5.13.4 View Trunk Group Users and Change the Pilot User

Use the *Trunk Group – Trunk Group Modify* page to view the users in a trunk group. From this page, you can also access the profile of a trunk group user.

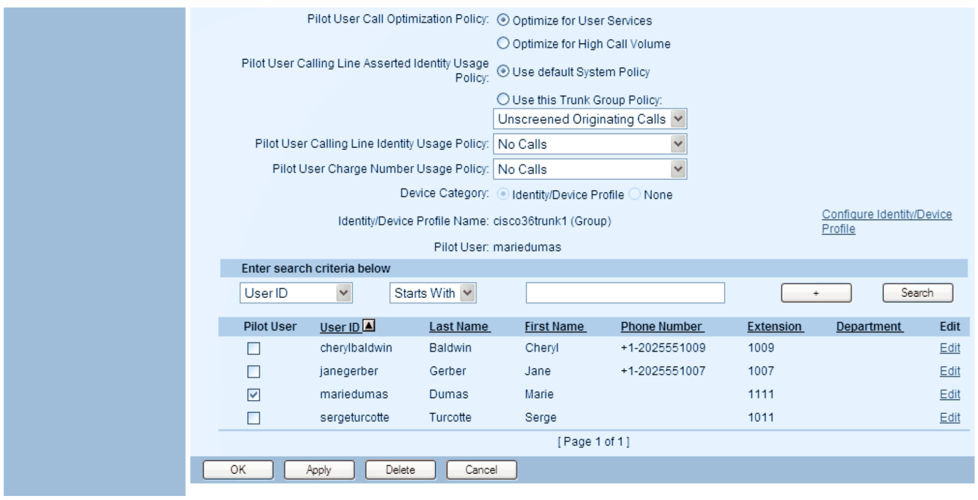

Figure 152 Trunk Group – Trunk Group Modify (Bottom of the Page)

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Profile**. The *Trunk Group – Trunk Group Modify* page appears.

4) Search for users.

   The *Groups – Trunk Group Modify* page is a page that contains an advanced search. The User *ID, Last Name, First Name, Phone Number, Extension*, and *Department* appear for each user. Depending on the number of pages of data on a list, you can present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**.

   The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

5) To access the *User – Profile* menu page for a trunk group user, click **Edit** in the row for the target user.

6) To change the pilot user for the trunk group, check the *Pilot User* box in the row for the new pilot user. Since there can only be one pilot user, when a new user is chosen as a pilot user, the existing pilot user's *Pilot User* check box is cleared.

7) To deselect the pilot user, uncheck the *Pilot User* box for the current pilot user.

8) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.5 Configure Call Forwarding Always Action

Use the *Trunk Group – Call Forwarding Always* page to configure the Call Forwarding Always action for a trunk group.

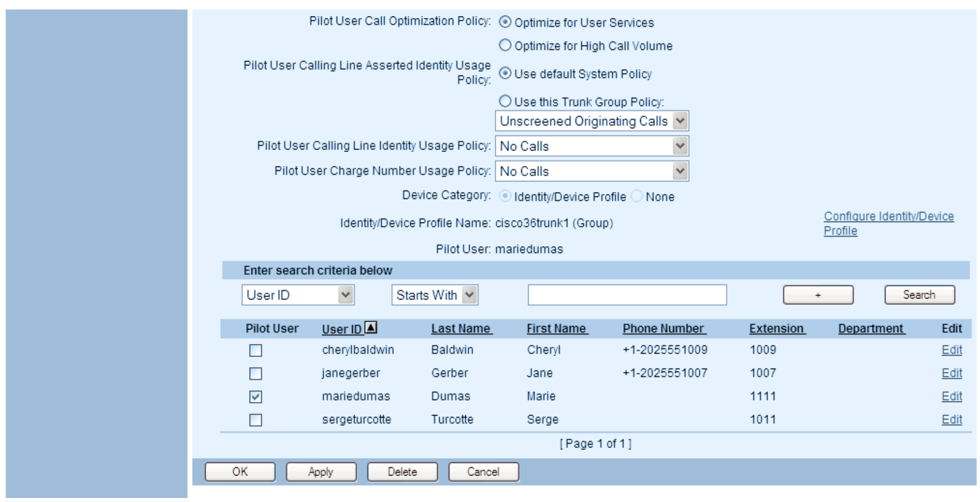

Figure 153 Trunk Group – Call Forwarding Always

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Call Forwarding Always**. The *Trunk Group – Call Forwarding Always* page appears.

4) For *Call Forwarding Always Action*, select from the following:

   – Select *None* if not action is required.

   – Select *Forward to Phone Number / SIP URI* and enter the phone number or SIP URI if you want the calls to be forwarded to a phone number/SIP URI.

   – Select *Reroute to Trunk Group* and select the trunk group from the drop-down list if you want the calls to be rerouted to a trunk group.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.6 Configure Capacity Management and View Performance Measurements

Use the *Trunk Group – Capacity Management* page to configure the maximum bursting capacity and capacity exceeded parameters for a trunk group.

This page also displays the following trunk group performance measurements, which allow you to monitor trunk group utilization in real time:

- Total Active Calls
- Total Active Incoming Calls
- Total Active Outgoing Calls

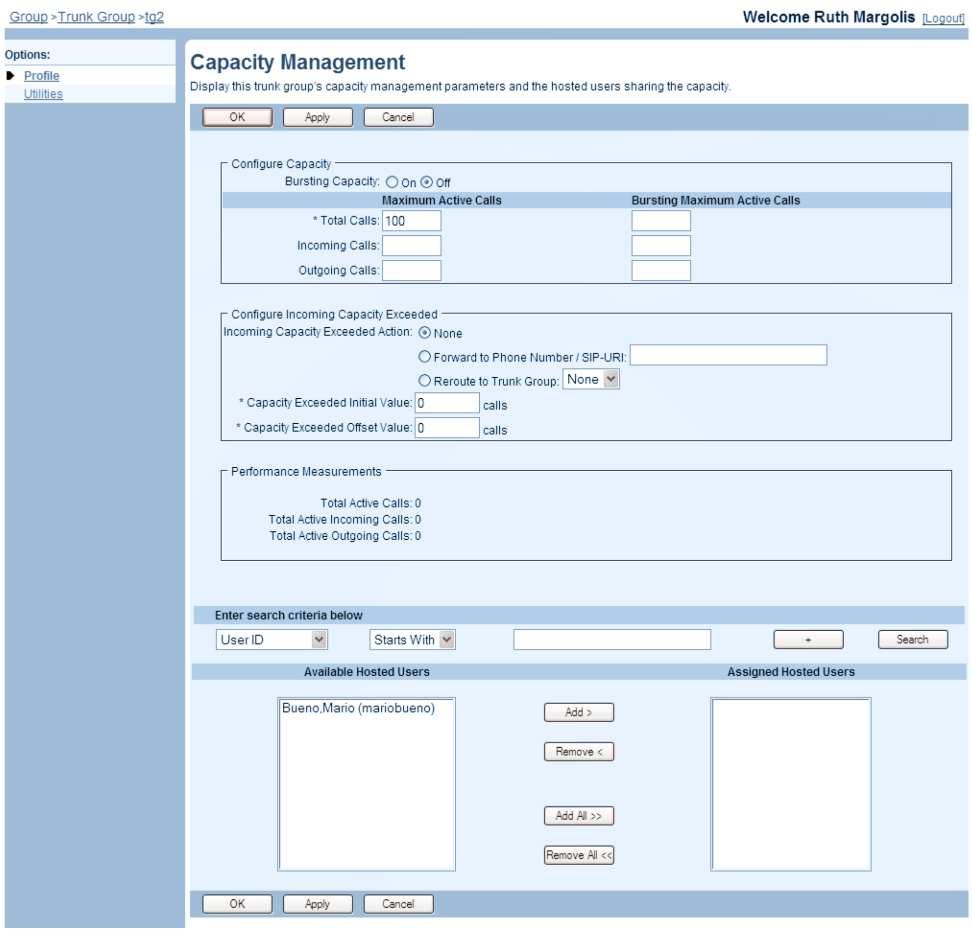

Figure 154 Trunk Group – Capacity Management

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Capacity Management**. The *Trunk Group – Capacity Management* page appears.

4) For *Bursting Capacity*, select *On* or *Off*. When the bursting capacity is enabled, the total calls for bursting maximum active calls are required.

5) Configure the capacity for the Maximum Active Calls and Bursting Maximum Active Calls.

   – In the **Total Calls* text boxes, enter the number of calls in the *Maximum Active Calls* and *Bursting Maximum Active Calls* columns. This is a required field when bursting capacity is enabled.

NOTE: The bursting maximum incoming calls and bursting maximum outgoing calls must be less than or equal to the bursting maximum total calls. If the bursting maximum incoming calls or outgoing calls is configured, the maximum incoming calls or outgoing calls must also be configured.

   – In the *Incoming Calls* text boxes, enter the number of calls in the *Maximum Active Calls* and *Bursting Maximum Active Calls* columns.

   – In the *Outgoing Calls* text boxes, enter the number of calls in the *Maximum Active Calls* and *Bursting Maximum Active Calls* columns.

6) Configure the *Incoming Capacity Exceeded Action*, select from the following:

   – *None*

   – *Forward to Phone Number/SIP-URI* and then enter the number or URI in the text box

   – *Reroute to Trunk Group* and then select the trunk group from the drop-down list

NOTE: The current trunk group should not be in the *Reroute Trunk Group* drop-down list. If the group belongs to an enterprise, the *Reroute Trunk Group* drop-down list includes all the trunk groups in the enterprise. In addition, the group ID of the trunk group is provided in parentheses when the trunk group is in a different group.

7) For *Capacity Exceeded Initial Value*, enter the number of calls in the text box.

   This is a required field. If the *Capacity Exceeded Counter* is greater than the configured threshold *Capacity Exceeded Initial Value*, and the *Capacity Exceeded Offset Value* is not "0", then the system generates an SNMP trap.

8) For *Capacity Exceeded Offset Value*, enter the number of calls in the text box. This is a required field.

9) Search for users.

   The *Groups – Trunk Group Capacity Management* page is a page that contains an advanced search. Depending on the number of pages of data on a list, you can present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

10) Assign hosted users by placing them in the *Assigned Hosted Users* column.

- To assign all users, click **Add All**.
- To assign specific users, select the users in *Available Hosted Users* column and click **Add**.
- To unassign all users, click **Remove All**.
- To unassign specific users, select the users in *Assigned Hosted Users* column and click **Remove**.

To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

11) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5.13.7 Configure Stateful Trunk Group Rerouting

Use the *Trunk Group – Stateful Trunk Group Rerouting* page to configure the stateful rerouting parameters for a trunk group.

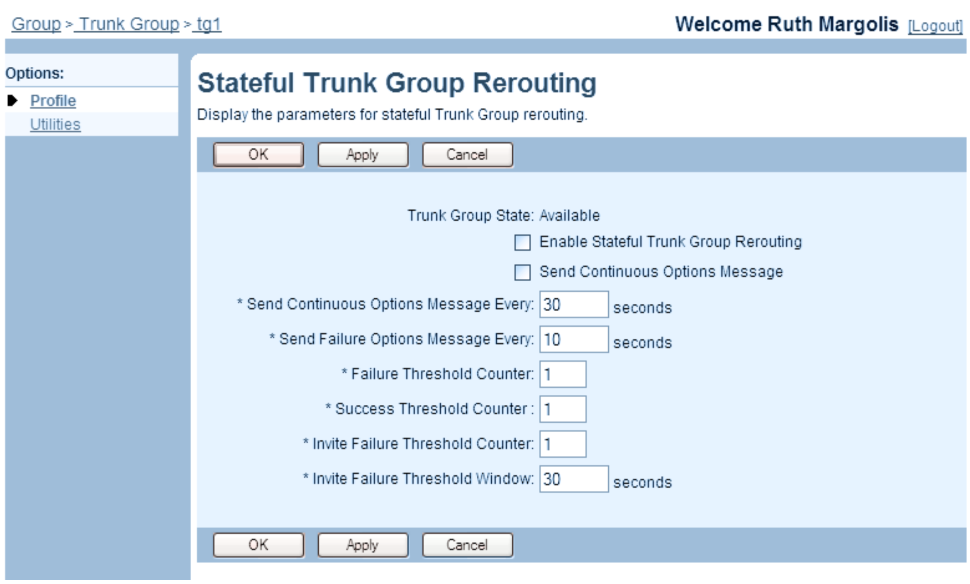

Figure 155 Trunk Group – Stateful Trunk Group Rerouting

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Stateful Trunk Group Rerouting**. The *Trunk Group – Stateful Trunk Group Rerouting* page appears.

4) Configure the parameters on this page as follows:

Input Box	Description
Trunk Group State	This is a read-only field. It displays the current state of the trunk group.
Enable Stateful Trunk Group Rerouting	Check this option to enable trunk group failover to an available trunk group within the Enterprise Trunk for call routing when the trunk group becomes unavailable.
Send Continuous Options Message	Check this option to enable trunk group pooling to detect when the trunk group becomes unavailable. This is effective only when *Enable Stateful Trunk Group Rerouting* is checked.
Send Continuous Options Message Every <X> seconds *	Specify the frequency of sending continuous pooling messages to the pilot user when trunk group is available. This is effective only when *Send Continuous Options Message* is checked.
Send Failure Options Message Every <X> seconds *	Specify the frequency of sending continuous pooling messages to pilot user when trunk group is unavailable. This is effective only when *Enable Stateful Trunk Group Rerouting* is checked.
Failure Threshold Counter *	Specify the number of consecutive unsuccessful pings that have to occur before the trunk group is considered unavailable. This is effective only when *Send Continuous Options Message* is checked.
Success Threshold Counter *	Specify the number of consecutive successful pings that have to occur before the trunk group is considered available. This is effective only when *Enable Stateful Trunk Group Rerouting* is checked.
Invite Failure Threshold Counter *	Specify the number of unreachable SIP INVITEs that must occur within *Invite Failure Threshold Window* set on this page for a trunk group to be considered unavailable. This is effective only when *Enable Stateful Trunk Group Rerouting* is checked.
Invite Failure Threshold Window *	Specify the length of the INVITE failure threshold window (in seconds). This is effective only when *Enable Stateful Trunk Group Rerouting* is checked.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves you changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.8 Configure Unreachable Destination

Use the *Trunk Group – Capacity Management* page to configure the maximum, bursting capacity and capacity exceeded parameters for a trunk group.

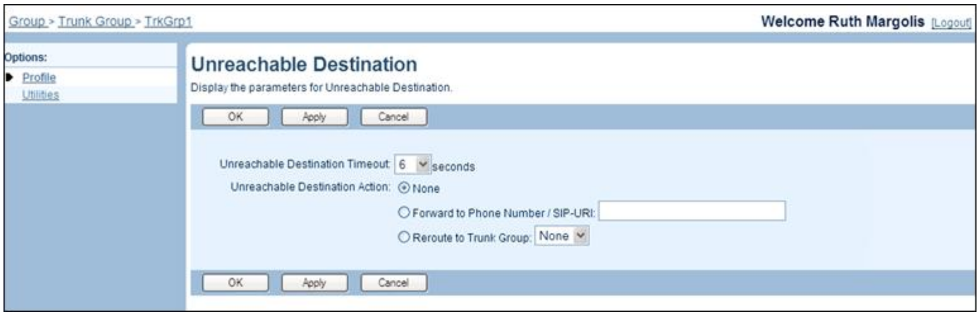

Figure 156 Group – Trunk Group Unreachable Destination

1) On the *Group – Services* menu page, click Trunk Group. The Group – Trunk Group page appears.
2) Click Edit or any item on the row for the trunk group. The Trunk Group – Profile menu page appears.
3) Click Unreachable Destination. The Trunk Group – Unreachable Destination page appears.
4) From the Unreachable Destination Timeout drop-down list, select the duration for the timeout. The default is “6 seconds”.
5) For U*nreachable Destination Action*, select from the following:
   - *None*
   - *Forward to Phone Number/SIP-URI* and then enter the number in the text box.
   - *Reroute to Trunk Group* and then select the trunk group from the drop-down list.

NOTE: The current trunk group should not be in *the Reroute to Trunk Group* drop-down list. If the group belongs to an enterprise, the *Reroute to Trunk Group* drop-down list includes all trunk groups in the enterprise. In addition, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves you changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.9 Add Users in Bulk Using Directory Numbers

Use the *Group – Create Trunk Group Users using DNs* page to add information for a group of users (identified by directory numbers) to a trunk group.

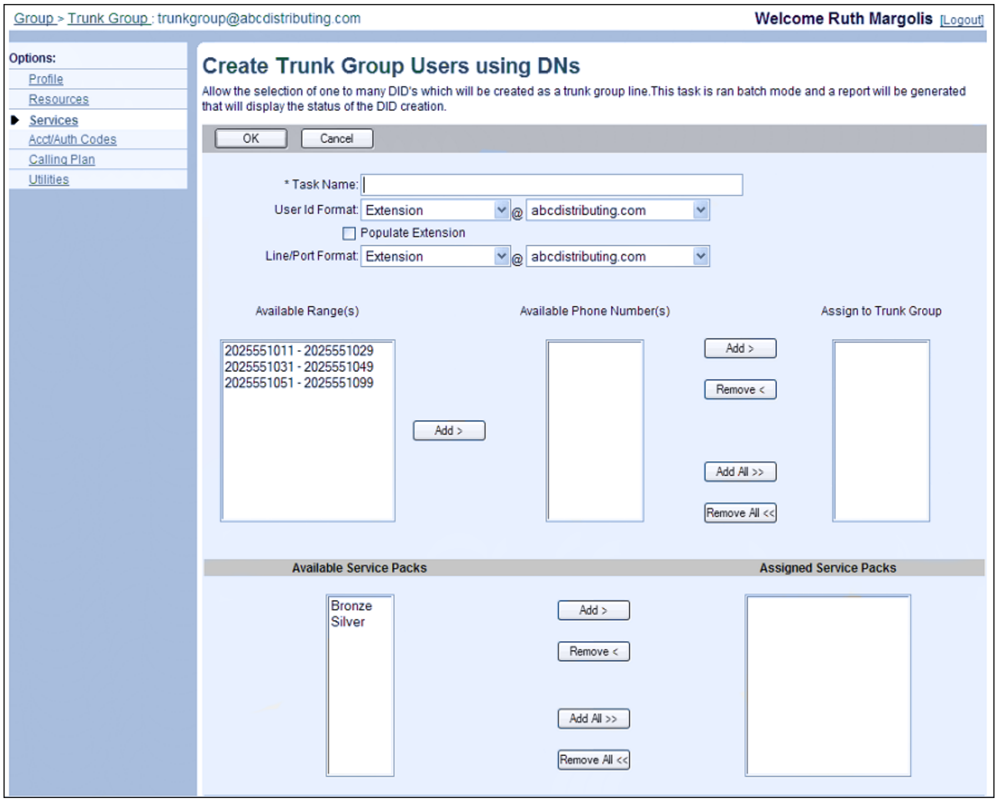

Figure 157 Group – Trunk Group User Creation Using DNs

For the group of users being added in bulk:

- The department, time zone, and language of the trunk group are used.
- The user ID format, line/port format, and contact information can be specified as the extension, the national directory number (no country code), or the E164 version of the directory number.
- The directory number or extension will be used for the Hiragana first name/last name if Hiragana support is enabled.
- The password will be either the directory number or the extension and the password rules do not prevent the users from being added.

To add users by specifying DNs:

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

4) Click **Add Using DNs**. The Group – Create Trunk Group Users using DNs page appears.

5) Type or select information for the task and group of users. An asterisk (*) indicates required data.

   – Select the User ID Format. Choose the National DN or E164 Format (No Plus).

   – Select the formats. The Populate Contact and Contact Format fields are available only if the identity/device profile configured for the trunk group supports static registrations.

6) Add directory numbers for the group of users:

   – In the *Available Range(s)* column, select the ranges from which you want to add numbers to the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To display the numbers in the selected ranges in the *Available Phone Number(s)* column, **click Add >**.

   – In the *Available Phone Number(s)* column, select the numbers to be assigned to the group of users.

   – To assign the selected items, click **Add**. To assign all items (unselected) at once, click **Add All**. The assigned numbers appear in the *Assign to Trunk Group* column.

7) Remove assigned numbers.

   In the *Assign to Trunk Group* column, select the numbers and **click Remove**. To move all numbers (unselected) at once, click **Remove All**.

8) Add service packs to the group of users:

   – In the *Available Service Packs* column, select the packs to be assigned. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected items, click **Add**. To assign all items (unselected) at once, click **Add All**.

9) Remove assigned packs.

   In the *Assigned Service Packs* column, select the packs and click **Remove**. To move all packs (unselected) at once, click **Remove All**.

10) Add user services to the group:

   – In the *Available User Services* column, select the services for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

- To assign the selected items, click **Add**. To assign all items (unselected) at once, click **Add All**.

11) Remove assigned services.

    In the *Assigned User Services* column, select the services and click **Remove**. To move all services (unselected) at once, click **Remove All**.

12) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.10 Add Users in Bulk Using Extensions

Use the *Group – Create Trunk Group Users using Extensions* page to add information for a group of users (identified by extensions) to a trunk group.

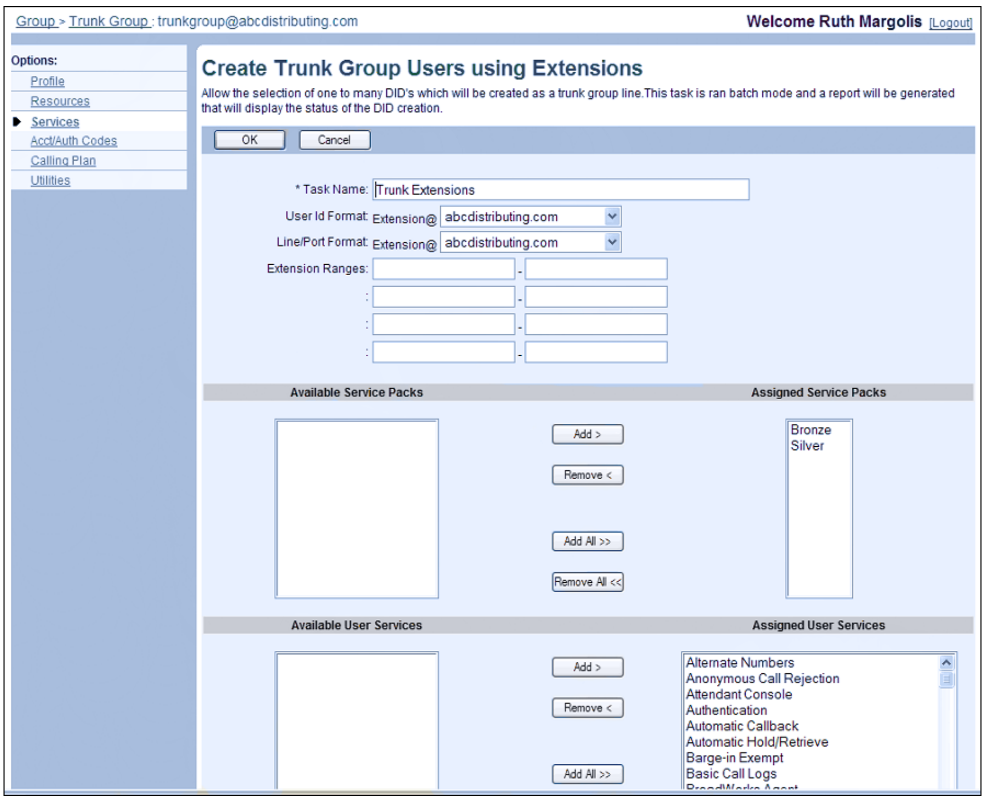

Figure 158 Group – Trunk Group User Creation Using Extensions

For the group of users being added in bulk:

- The department, time zone, and language of the trunk group are used.
- The user ID format, line/port format, and contact information can be specified only as the extension.
- The directory number or extension will be used for the Hiragana first name/last name if Hiragana support is enabled.

- The password will be either the directory number or the extension and the password rules do not prevent the users from being added.

To add users by specifying extension ranges:

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.
4) Click **Add Using Extensions**. The Group – Create Trunk Group Users using Extensions page appears.
5) Type or select information for the group of users. An asterisk (*) indicates required data.
6) Add extension ranges to the group: for each range type the beginning extension in the box on the left and the ending extension in the box on the right.
7) Add service packs to the group of users:
   - In the *Available Service Packs* column, select the packs for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To assign the selected items, click **Add**. To assign all items (unselected) at once, click Add **All**.
8) Remove assigned packs.

   In the *Assigned Service Packs* column, select the packs and click **Remove**. To move all packs (unselected) at once, click **Remove All**.
9) Add user services to the group of users:
   - In the *Available User Services* column, select the services for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To assign the selected items, click **Add**. To assign all items (unselected) at once, click **Add All**.
10) Remove assigned services.

    In the *Assigned User Services* column, select the services and click **Remove**. To move all services (unselected) at once, click **Remove All**.
11) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.11 View Tasks to Add Users in Bulk

Use the *Group – Trunk Group User Creation* page to view the tasks that add users in bulk to a trunk group. From this page, you can add a task to add users using directory numbers or extensions. You can also view the status of a task or delete a completed task.

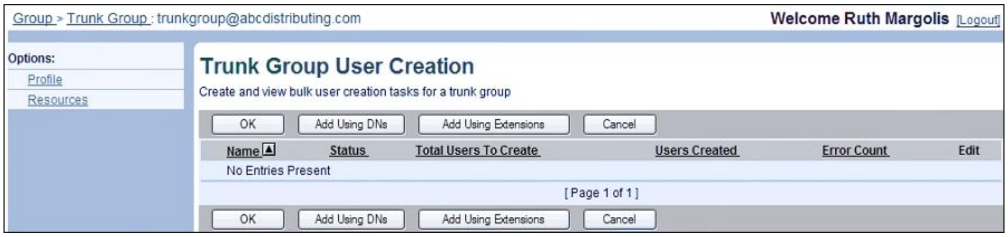

Figure 159 Group – Trunk Group User Creation

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

   For each task, this page show the number of users to be created in a task; for executing tasks, the number of users currently added; and, for completed tasks, the number of users added, the number not added, and the number of errors.

   The status of a user-creation task is one of these:

   – *Pending*: The task has not begun.

   – *Executing*: The task is in progress.

   – *Completed*: The task has been completed.

   To display the options for your *Home* page, click **Group** or **Home**.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.13.12 Display Status of or Delete Bulk Task

Use the *Group – Trunk Group User Creation Status* page to display the status of a selected task or to delete a completed task. From this page, you can display the report for the task.

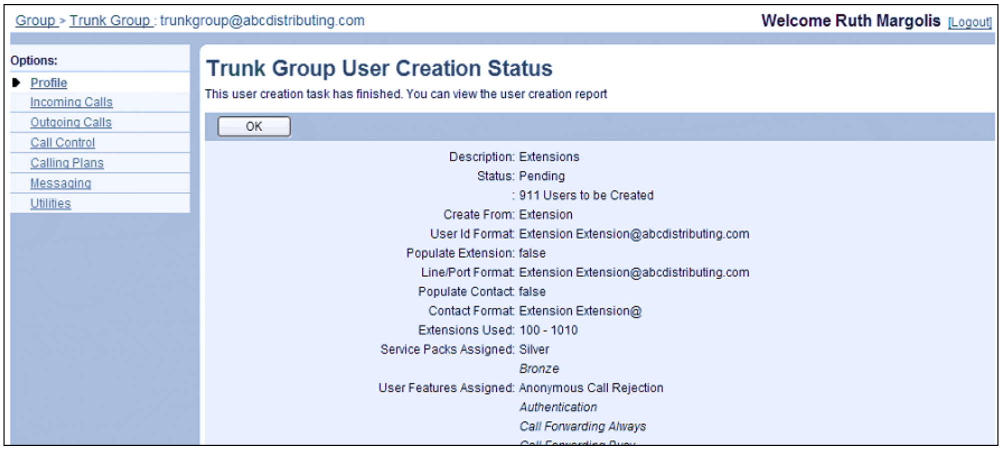

Figure 160 Group – Trunk Group User Creation Status

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

   For each task, this page show the number of users to be created in a task; for executing tasks, the number of users currently added; and, for completed tasks, the number of users added, the number not added, and the number of errors.

   The status of a user-creation task is one of these:

   – *Pending*: The task has not begun.

   – *Executing*: The task is in progress.

   – *Completed*: The task has been completed.

4) Click **Edit** or any item on the row for the task. The *Trunk Group – Trunk Group User Creation Status* page appears. This page displays the information about the task you selected.

5) To display the report about the task, click **Click here for task report**.

6) To delete the task, click **Delete**. The previous page appears.

NOTE: You can delete only completed tasks.

5.13.13 View Registrations for Pilot User

The *Trunk Group – Trunk Group Pilot User Registrations* page displays the static and dynamic registrations for the pilot user of the trunk group.

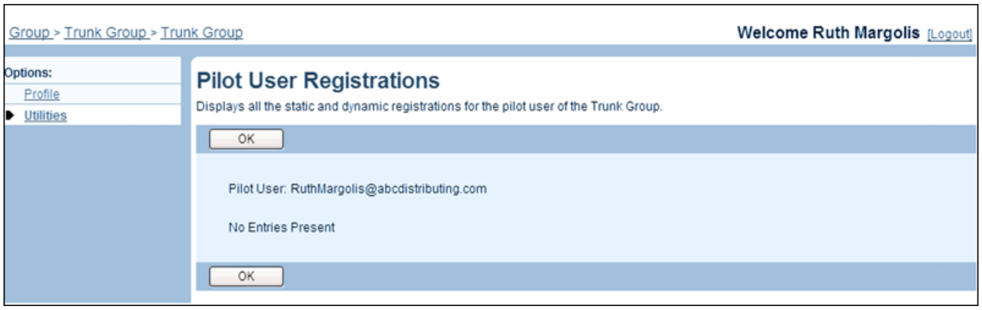

Figure 161 Trunk Group – Pilot User Registrations

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) In the *Options* menu, click **Utilities**. The *Trunk Group – Utilities* menu page appears.
4) Click **Pilot User Registrations**. The *Trunk Group – Pilot User Registrations* page appears.
5) Click **OK** to return to the previous page.

5.13.14 Configure Security Classification

Use the *Trunk Group – Security Classification* page to assign a default security classification level to a selected trunk group.

The trunk group default security classification level is used to classify trunk group calls in the following scenarios:

- The Clearspan user associated with the trunk group without a Security Classification service assigned. This applies to the trunk group pilot user and the trunk group hosted users.
- Unscreened trunk group originations when the trunk group pilot user does not have the Security Classification service assigned.

NOTE: If there are multiple routes to a PBX, each of these trunk groups should be assigned the same default trunk group security classification level so that all calls to/from the PBX are classified the same way regardless of the selected trunk group.

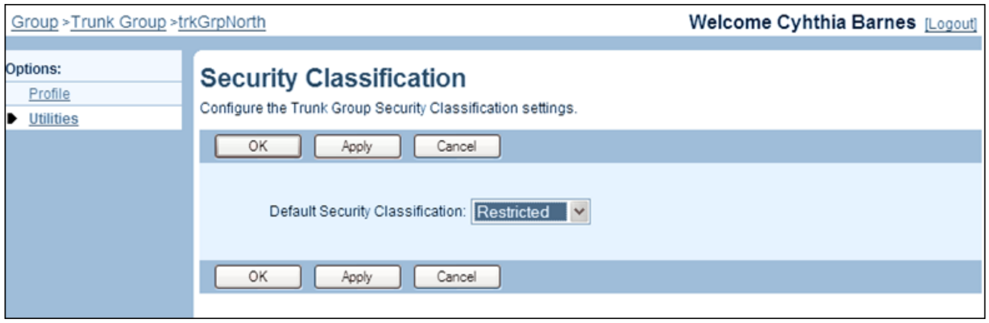

Figure 162 Trunk Group – Security Classification

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) In the *Options* menu, click **Utilities**. The *Trunk Group – Utilities* menu page appears.
4) Click **Security Classification**. The *Trunk Group – Security Classification* page appears.
5) From the *Default Security Classification* drop-down list, select the security classification level for the trunk group.
6) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.14 Instant Group Call

Instant group calls are groups of users that you can call on-demand.

This type of virtual user has the following specific administrative procedures:

- Add an Instant Group Call
- Modify or Delete Instant Group Call Profile

5.14.1 Add an Instant Group Call

Use the *Group – Instant Group Call Add* page to add the basic information for a new instant group call. An instant group call is itself a virtual user (the instant group call user) and you provision it with many of the attributes a user has.

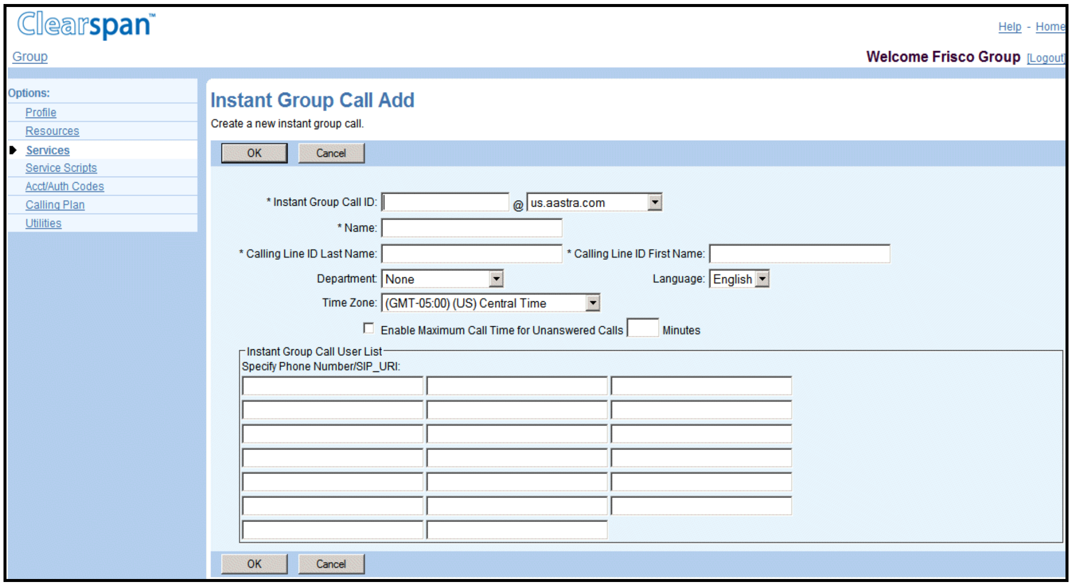

Figure 163 Group – Instant Group Call Add

1) On the *Group – Services* menu page, click **Instant Group Call**. The *Group – Instant Group Call* page appears.

2) Click **Add**. The Group – Instant Group Call Add page appears.

3) Type or select information for the instant group call. An asterisk (*) indicates required data.

   – Note that the *Hiragana Last Name* and *Hiragana First Name* input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

   – Select the *Language*, that is, the language in which service-specific messages are played during calls to the Call Center.

     Default is English (U.S. English) unless configured otherwise.

   – Select *Enable Maximum Call Time for Unanswered Calls* and type the number of minutes in the input box.

   – Enter the users' phone numbers or SIP/URL addresses in separate input boxes to include in the User Call Group List. Prefix phone numbers with the Feature Access Code for Calling Line ID Blocking, Calling Line ID Allow or Diversion Inhibitor to activate these features.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.14.2 Modify or Delete Instant Group Call Profile

The *Instant Group Call – Instant Group Call Profile* page is used to modify the profile information for an Instant Group Call or to delete an Instant Group Call.

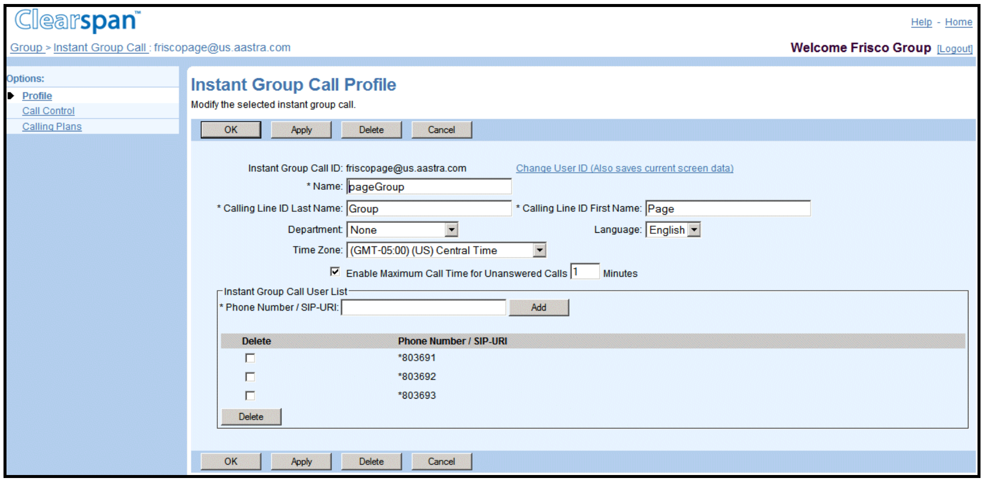

Figure 164 Instant Group Call – Instant Group Call Profile

1) On the *Group – Services* menu page, click **Instant Group Call**. The *Group – Instant Group Call* page appears.

2) Click **Edit** or any item on the row for the Instant Group Call. The *Instant Group Call – Profile* menu page appears.

3) Click **Profile**. The Group – Instant Group Call Profile page appears.

4) To delete the Instant Group Call, click **Delete**. The previous page appears.

5) To change the Instant Group Call ID, click **Change User ID**. The Group – Change User ID page appears. Enter the new Instant Group Call ID, select the domain from the drop-down list, and then click **OK**.

6) To modify the profile information, type or select information for the Instant Group Call. An asterisk (*) indicates required data.

   Note that the Hiragana Last Name and Hiragana First Name input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

   - Select the Language, that is, the language in which service-specific messages are played during calls to the Call Center.

     Default is English (U.S. English) unless configured otherwise.

   - Select *Enable Maximum Call Time for Unanswered Calls* and type the number of minutes in the input box.

   - Enter the user's phone numbers or SIP/URI addresses in separate input boxes to include in the User Call Group List. Prefix phone numbers with the Feature Access Code for Calling Line ID Blocking, Calling Line ID Allow, or Diversion Inhibitor to activate these features.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel**.

5.15 Trunk Group

The Trunk Group service allows trunk group members to place a defined number of simultaneous calls from a limited number of resources. You configure the service by creating trunk groups and assigning resources and users to them.

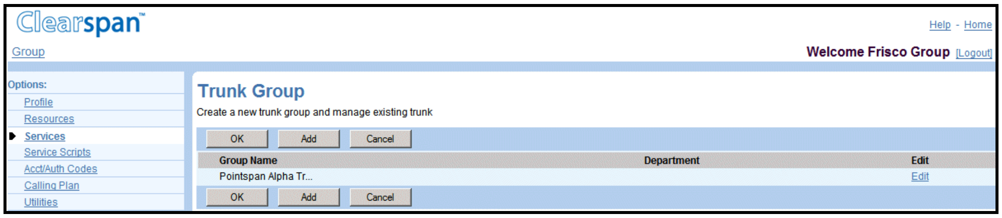

Figure 165 Group – Trunk Group

This type of virtual user has the following specific administrative procedures:

- Add a Trunk Group
- View Trunk Group Profile Menu
- Modify Trunk Group Profile or Delete Trunk Group
- View Trunk Group Users and Change the Pilot User
- Call Forwarding Always
- Capacity Management
- Unreachable Destination
- Add Users in Bulk Using Directory Numbers
- Add Users in Bulk Using Extensions
- View Tasks to Add Users in Bulk
- Display Status of or Delete Bulk Task
- Registrations for Trunk Group

5.15.1 Add a Trunk Group

Use the *Group – Trunk Group Add* page to add the basic information for a new trunk group. A trunk group is itself a virtual user and you provision it with many of the attributes a user has.

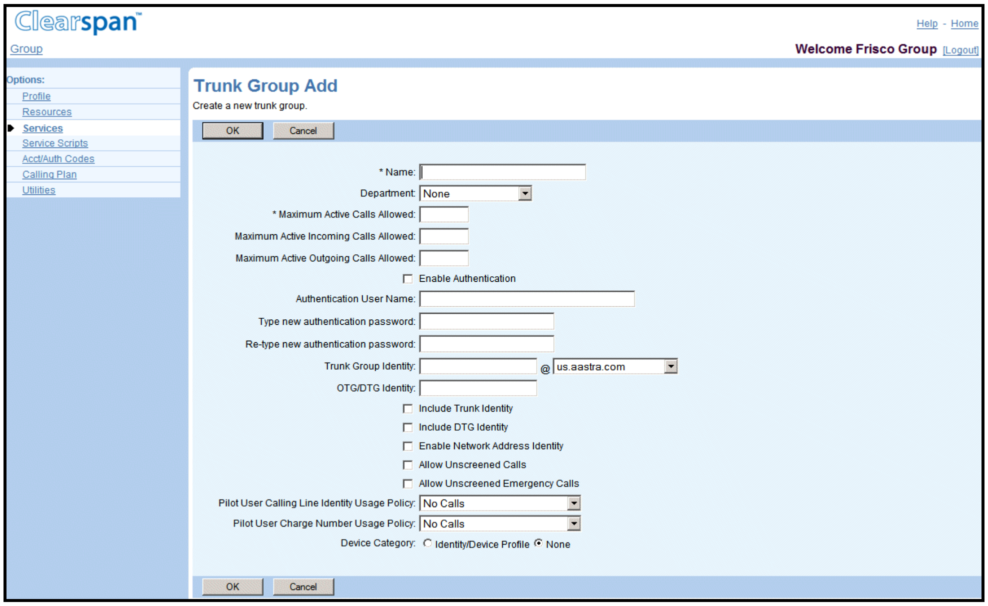

Figure 166 Group – Trunk Group Add

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Add**. The *Group – Trunk Group Add* page appears.

3) In the *Name* text box, type in a name for the trunk group. This is a required field.

4) Optionally, from the *Department* drop-down list select a department.

5) Configure the maximum calls options. These options configure the maximum number of simultaneous calls as well as a breakdown of the maximum incoming and outgoing calls. Type the maximum totals for each.

Input Box	Description
Maximum Active Calls Allowed*	The maximum number of active calls allowed in the trunk group. The total number of maximum active calls cannot exceed the Trunking Call Capacity. This is a required field.
Maximum Active Incoming Calls	The maximum number of active incoming calls. The maximum number of active calls allowed is equivalent to the maximum number of active incoming calls and the maximum number of active outgoing calls.
Maximum Active Outgoing Calls	The maximum number of active outgoing calls. The maximum number of active calls allowed is equivalent to the maximum number of active incoming calls and the maximum number of active outgoing calls.

6) To enable authentication:

- Select *Enable Authentication.*
- Type the *Authentication User Name* of the device.
- Type the *New Authentication Password* and then *Re-type the New Authentication Password* of the device.

7) Configure the trunk group identity options.

Input Box	Description
Trunk Group Identity	When forming the terminating INVITE request, the Application Server may add a parameter to the *Request URI* to indicate the trunk group identity.
OTG/DTG Identity	Originating trunk group identity/destination trunk group identity.
Include Trunk Identify	If a call terminates on a trunk group, the Application Server may use the *tgrp* and *trunk-context* parameters to identify the destination trunk group. If *Include Trunk Identity* is enabled for the trunk group, the Application Server adds to the user part of the *Request URI* the *trgp* parameter with a value taken from the user part of the trunk group identity, and a *trunk-context* parameter with a value taken from the domain part of the trunk group identity. An INVITE can include the *dtg* and *tgrp* parameters, as they are independent from each other.
Include DTG Identity	The Application Server uses the *dtg* parameter for Enterprise Trunk terminations to identify the destination trunk group. If *Include DTG Identity* is enabled for the trunk group, the Application Server adds the *dtg* parameter to the Request URI. An INVITE can include both a *dtg* and *tgrp* parameter, as the configuration parameters are independent from one another.
Enable Network Address Identity	To enable the trunk group to be identified by its device network address, set *Enable Network Address Identity* to “true”.
Allow Unscreened Calls	To allow calls to continue even though a user has not been identified on the trunk group, select *Allow Unscreened Calls*.
Allow Unscreened Emergency Calls	To allow emergency calls to continue even though a user has not been identified on the trunk group, select the *Allow Unscreened Emergency Calls* box.
Route to Peering Domain	This flag is used to determine whether the Peering Domain should be used to rewrite the host portion of the outgoing message’s Request URI and, if enabled, P-Called-Party-ID.
Peering Domain	The domain to be used in trunk group addressing for outgoing calls. If you checked the *Route to Peering Domain* box, select a Peering Domain from the drop-down list. The list contains all the domains assigned to the group.

Input Box	Description
Pilot User Calling Line Identity Usage Policy	Select the usage policy for the pilot user calling line identity from the drop-down list: ▪ Select *No Calls* if you do not want the pilot user's CLID used for any calls on a trunk group. The originating Clearspan user's CLID will be used, if available; otherwise, the received CLID will be used. ▪ Select *All Originating Calls* to have the pilot user's CLID used for all origination calls on a trunk group. ▪ Select *Unscreened Originating Calls* to have the pilot user's CLID used for unscreened originating calls (that is originating call from non-Clearspan users) and the originating Clearspan user's CLID in all other cases.
Pilot User Charge Number Usage Policy	Select the usage policy for the pilot user charge number from the drop-down list: ▪ If you select *No Calls* the charge number associated with the pilot user of the trunk group is ignored, that is the capability is disabled. ▪ If you select *All Originating Calls*, the pilot user's charge number is used for any call originated on the trunk group. ▪ If you select *Unscreened Originating Calls*, the pilot user's charge number is used only for unscreened originations (that is, originations from non-Clearspan users).

8) Select the device category. You can select "Identity/Device Profile" or "None". "None" is selected by default.

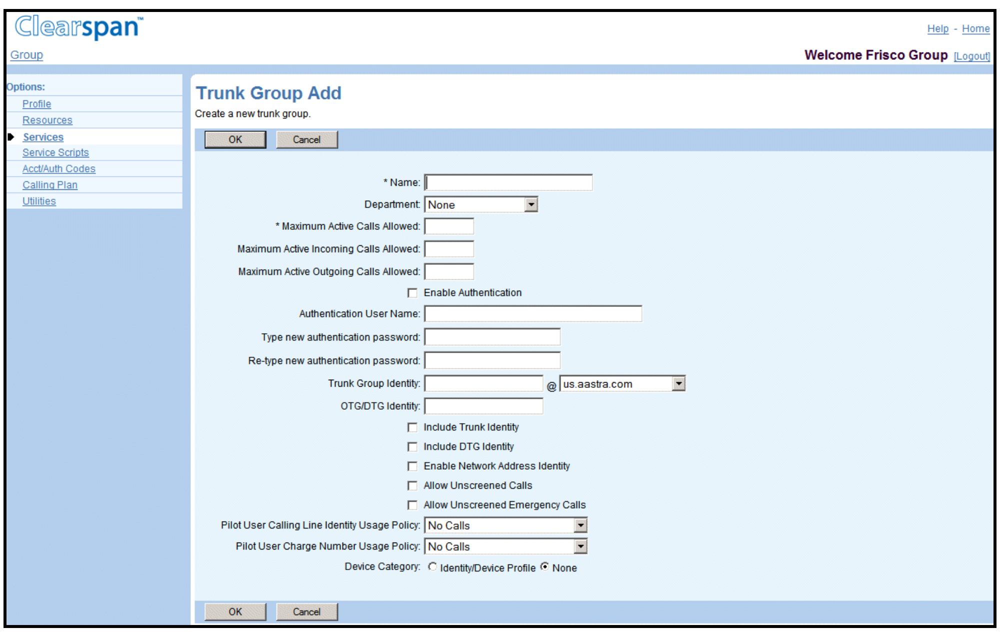

Figure 167 Group – Trunk Group with Identity Device Profile

9) If you have selected Identity/Device Profile:

- Select the device from the *Identity/Device Profile Name* drop-down list.
- If you want to add a pilot user, select *Add Pilot User*. A filed set for the pilot user appears.

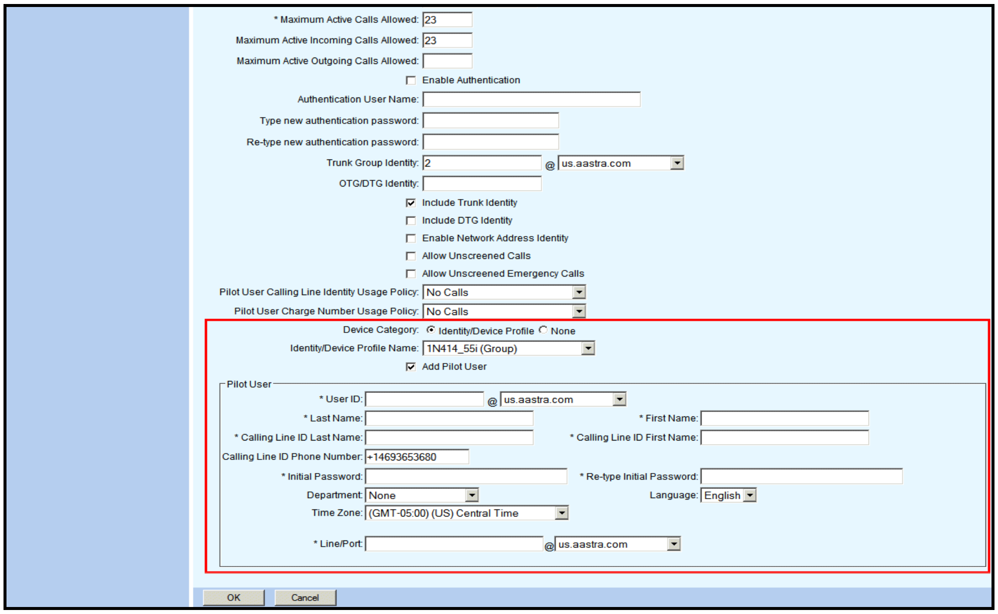

Figure 168 Group – Trunk Group Add with Add Pilot User

10) If you selected *Add Pilot User*, add the *Pilot User* information:

- In the *User ID* text box, type the user ID and select the domain from the drop-down list.
- In the *Last Name* text box, type in the last name.
- In the *First Name* text box, type in the first name.
- In the *Calling Line ID Last Name* text box, type in the last name for the calling line ID. This is the last name used in the calling line ID and Auto Attendant dial-by-name functions.
- In the *Calling Line ID First Name* text box, type in the first name for the calling line ID. This is the first name used in the calling line ID and for Auto Attendant dial-by-name functions.
- If you have full access privileges to calling line ID number and your group's Calling Line ID policy allows the use configurable CLID for calling line identity, in the *Calling Line ID Phone Number* text box, type in the calling line ID phone number. This is the phone number that appears as the user's caller ID.
- In the *Initial Password* text box, type in the password.
- In the *Re-type Initial Password* text box, confirm the password by typing it in again.
- From the *Department* drop-down list, select the department. The department determines the trunk group's calling plans. In addition, the department is used for filtering in the Call Manager as well as other parts of the application.
- From the *Language* drop-down list, select the language on the web interface pages for the user (except for language names on the drop-down lists) and in which service announcements and treatments for incoming and outgoing calls are played for the user. The default is U.S. English unless configured otherwise.
- From the *Time Zone* drop-down list, select the time zone.

- In the *Line/Port* text box, type in the number for the line port and then select the domain from the drop-down list.
- In the *Contact sip* text, enter the contact SIP number.

11) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.2 View Trunk Group Profile Menu

Use the *Trunk Group – Profile* menu page to view and modify trunk group information.

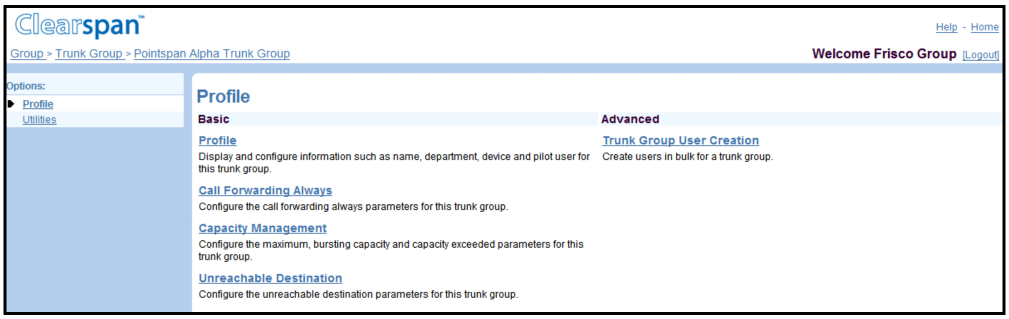

Figure 169 Trunk Group – Profile Page

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) To exit without saving, select another page or click **OK** to display the previous page.

5.15.3 Modify Trunk Group Profile or Delete Trunk Group

The *Trunk Group – Trunk Group Modify* page is used to modify the profile information for a trunk group or to delete a trunk group.

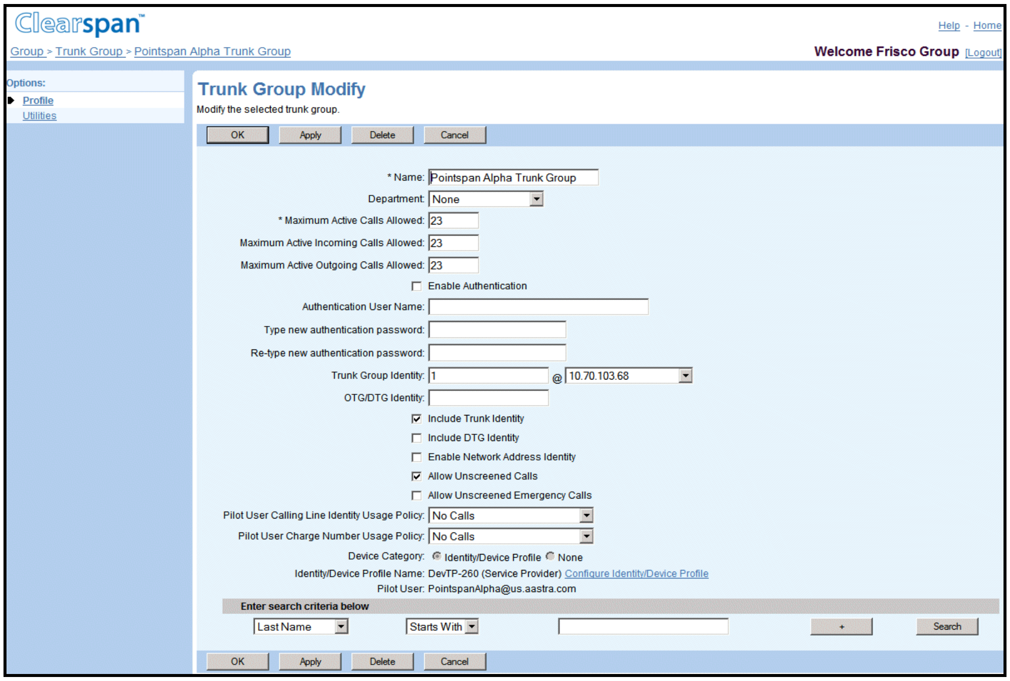

Figure 170 Trunk Group – Trunk Group Modify

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Profile**. The Trunk Group – Trunk Group Modify page appears.

4) To delete the Trunk Group, click **Delete**. The previous page appears.

> **NOTE**: The delete function cannot be undone. Once you click Delete, your deletion is final. Click Cancel if you want to avoid a deletion.

5) Modify information as required. For more information see section 5.15.1 Add a Trunk Group.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.4 View Trunk Group Users and Change the Pilot User

Use the *Trunk Group – Trunk Group Modify* page to view the users in a trunk group. From this page, you can also access the profile of a trunk group user.

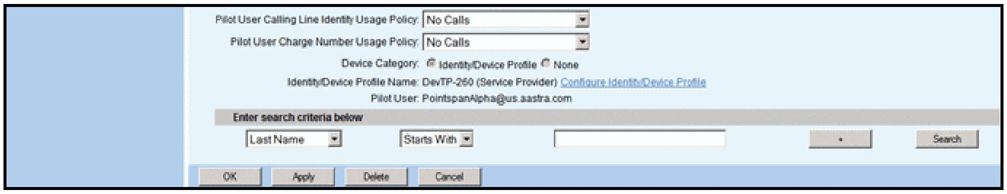

Figure 171 Trunk Group – Trunk Group Modify (Bottom of the Page)

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Profile**. The *Trunk Group – Trunk Group Modify* page appears.

4) Search for users.

   The *Groups – Trunk Group Modify* page is a page that contains an advanced search. The Last Name, First Name, Department, and Phone Number appear for each user. Depending on the number of pages of data on a list, you can present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**.

   The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

5) To access the *User – Profile* menu page for a trunk group user, click **Edit** in the row for the target user.

6) To change the pilot user for the trunk group, check the *Pilot User* box in the row for the new pilot user. Since there can only be one pilot user, when a new user is chosen as a pilot user, the existing pilot user's *Pilot User* check box is cleared.

7) To deselect the pilot user, click the *Pilot User* box for the current pilot user.

8) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.5 Call Forwarding Always User

Use the *Trunk Group – Call Forwarding Always* page to configure the call forwarding always action for a trunk group.

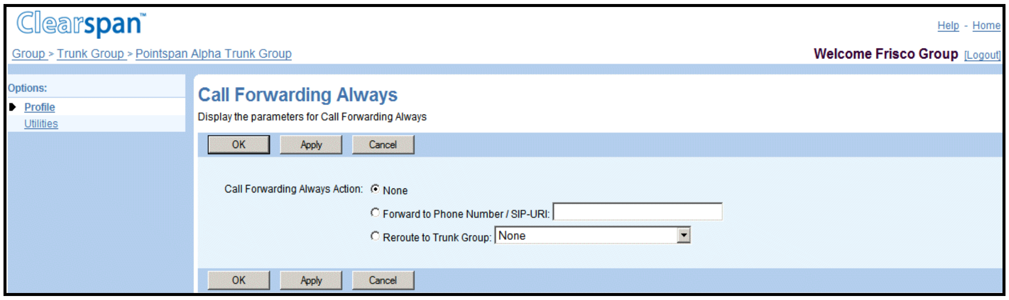

Figure 172 Group – Trunk Group Call Forwarding Always

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) Click **Call Forwarding Always**. The *Trunk Group – Call Forwarding Always* page appears.
4) For *Call Forwarding Always Action*, select from the following:
   - Select *None* if not action is required.
   - Select *Forward to Phone Number / SIP URI* and enter the phone number or SIP URI if you want the calls to be forwarded to a phone number/SIP URI.
   - Select *Reroute to Trunk Group* and select the trunk group from the drop-down list if you want the calls to be rerouted to a trunk group.
5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.6 Capacity Management

Use the *Trunk Group – Capacity Management* page to configure the maximum bursting capacity and capacity exceeded parameters for a trunk group.

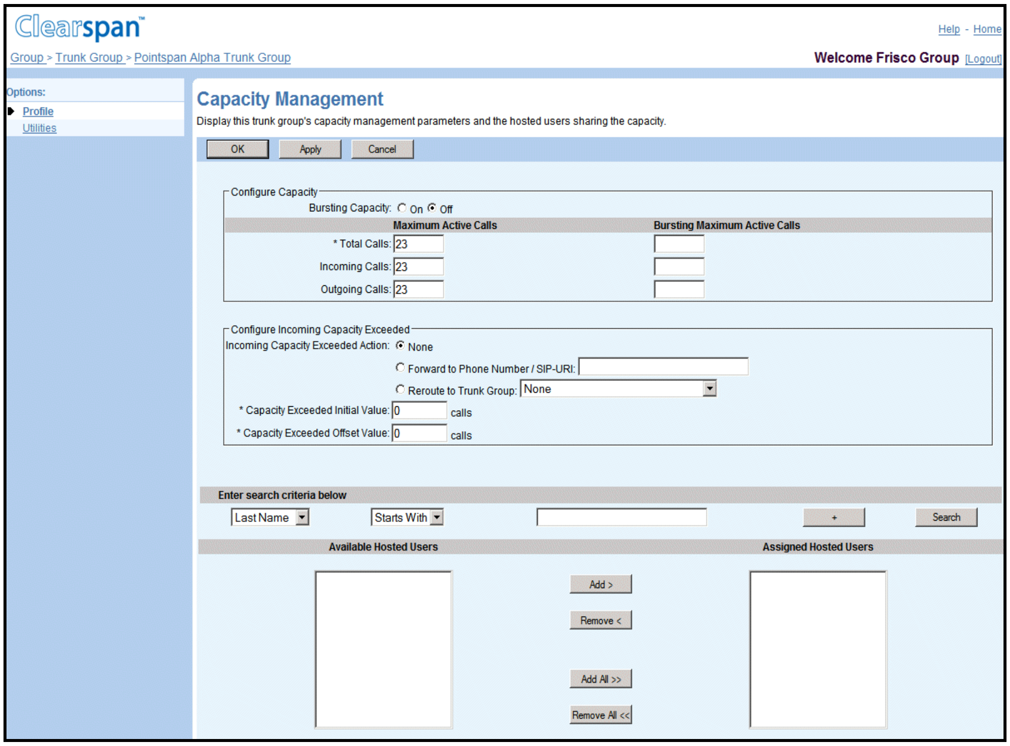

Figure 173 Group – Trunk Group Capacity Management

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Capacity Management**. The Trunk Group – Capacity Management page appears.

4) For Bursting Capacity, select On or Off. When the bursting capacity is enabled, the total calls for bursting maximum active calls are required.

5) Configure the capacity for the Maximum Active Calls and Bursting Maximum Active Calls.

   - In the **Total Calls* text boxes, enter the number of calls in the *Maximum Active Calls* and *Bursting Maximum Active Calls* columns. This is a required field when bursting capacity is enabled.

NOTE: The bursting maximum incoming calls and bursting maximum outgoing calls must be less than or equal to the bursting maximum total calls. If the bursting maximum incoming calls or outgoing calls is configured, the maximum incoming calls or outgoing calls must also be configured.

- In the *Incoming Calls* text boxes, enter the number of calls in the *Maximum Active Calls* and *Bursting Maximum Active Calls* columns.
- In the *Outgoing Calls* text boxes, enter the number of calls in the *Maximum Active Calls* and *Bursting Maximum Active Calls* columns.

6) Configure the *Incoming Capacity Exceeded Action*, select from the following:
   - *None*
   - *Forward to Phone Number/SIP-URI* and then enter the number or URI in the text box
   - *Reroute to Trunk Group* and then select the trunk group from the drop-down list

NOTE: The current trunk group should not be in the *Reroute Trunk Group* drop-down list. If the group belongs to an enterprise, the *Reroute Trunk Group* drop-down list includes all the trunk groups in the enterprise. In addition, the group ID of the trunk group is provided in parentheses when the trunk group is in a different group.

7) For *Capacity Exceeded Initial Value*, enter the number of calls in the text box.

   This is a required field. If the *Capacity Exceeded Counter* is greater than the configured threshold *Capacity Exceeded Initial Value*, and the *Capacity Exceeded Offset Value* is not "0", then the system generates an SNMP trap.

8) For *Capacity Exceeded Offset Value*, enter the number of calls in the text box. This is a required field.

9) Search for users.

   The *Groups – Trunk Group Capacity Management* page is a page that contains an advanced search. Depending on the number of pages of data on a list, you can present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

10) Assign Hosted Users.

   To add users:

   - In the *Available Hosted Users* column, select the users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To add the users, click **Add >**. To select all of the users (unselected), click **Add All>>**.

   To remove users:

   - In the *Assigned Hosted Users* column, select the users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

- To remove the users, click **Remove<**. To select all of the users (unselected), click **Remove All<<**.

11) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.7 Unreachable Destination

Use the *Trunk Group – Capacity Management* page to configure the maximum, bursting capacity and capacity exceeded parameters for a trunk group.

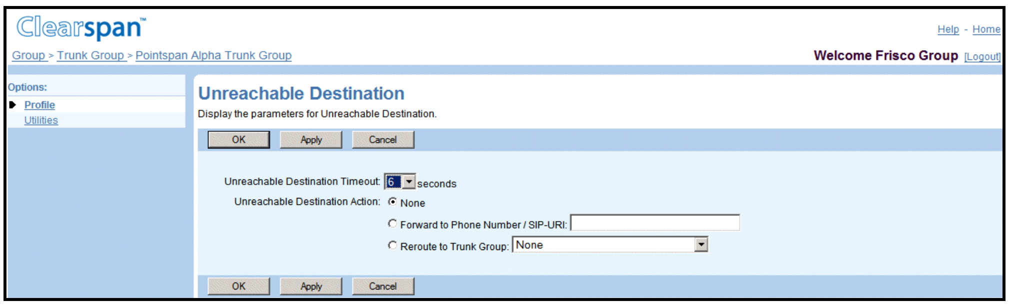

Figure 174 Group – Trunk Group Unreachable Destination

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) Click **Unreachable Destination**. The *Trunk Group – Unreachable* page appears.
4) From the *Unreachable Destination Timeout* drop-down list, select the duration for the timeout. The default is "6 seconds".
5) For *Unreachable Destination Action*, select from the following:
   - *None*
   - *Forward to Phone Number/SIP-URI* and then enter the number in the text box.
   - *Reroute to Trunk Group* and then select the trunk group from the drop-down list.

> **NOTE**: The current trunk group should not be in *the Reroute to Trunk Group* drop-down list. If the group belongs to an enterprise, the *Reroute to Trunk Group* drop-down list includes all trunk groups in the enterprise. In addition, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves you changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.8 Add Users in Bulk Using Directory Numbers

Use the *Group – Create Trunk Group Users using DNs* page to add information for a group of users (identified by directory numbers) to a trunk group.

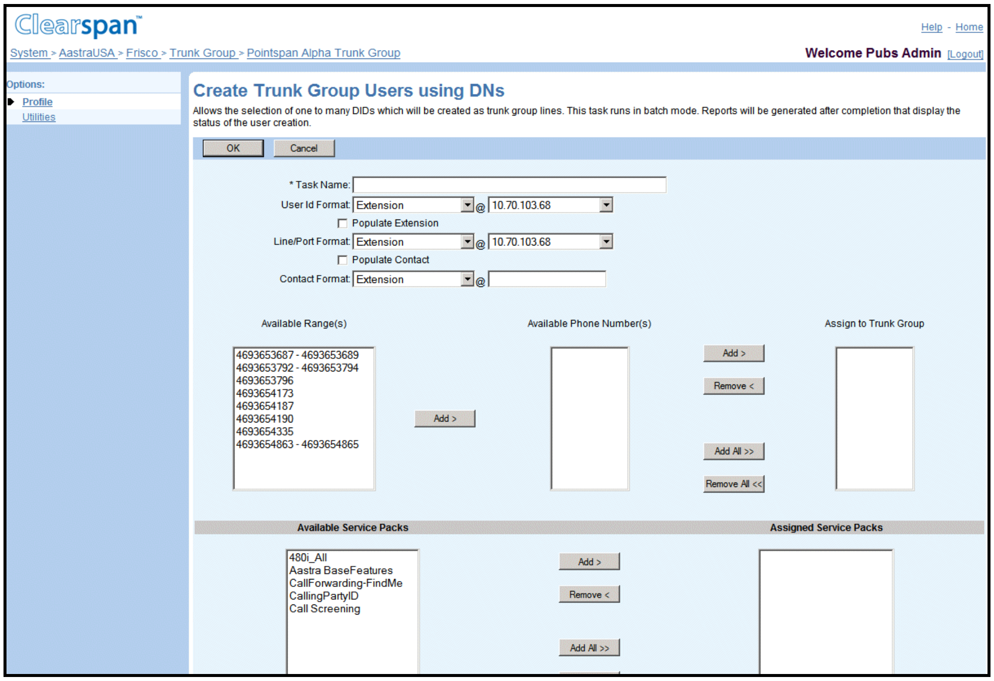

Figure 175 Group – Trunk Group User Creation Using DNs

For the group of users being added in bulk:

- The department, time zone, and language of the trunk group are used.
- The user ID format, line/port format, and contact information can be specified as the extension, the national directory number (no country code), or the E164 version of the directory number.
- The directory number or extension will be used for the Hiragana first name/last name if Hiragana support is enabled.
- The password will be either the directory number or the extension and the password rules do not prevent the users from being added.

To add users by specifying DNs:

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

4) Click **Add Using DNs**. The Group – Create Trunk Group Users using DNs page appears.

5) Type or select information for the task and group of users. An asterisk (*) indicates required data.

- Select the User ID Format. Choose the National DN or E164 Format (No Plus).
- Select the formats. The Populate Contact and Contact Format fields are available only if the identity/device profile configured for the trunk group supports static registrations.

6) Add directory numbers for the group of users:
   - In the *Available Range(s)* column, select the ranges from which you want to add numbers to the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To display the numbers in the selected ranges in the *Available Phone Number(s)* column, **click Add >**.
   - In the *Available Phone Number(s)* column, select the numbers to be assigned to the group of users.
   - To assign the selected items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**. The assigned numbers appear in the *Assign to Trunk Group* column.

7) Remove assigned numbers.

   In the *Assign to Trunk Group* column, select the numbers and **click Remove <**. To move all numbers (unselected) at once, click **Remove All <<**.

8) Add service packs to the group of users:
   - In the *Available Service Packs* column, select the packs to be assigned. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To assign the selected items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**.

9) Remove assigned packs.

   In the *Assigned Service Packs* column, select the packs and click **Remove <**. To move all packs (unselected) at once, click **Remove All <<**.

10) Add user services to the group:
   – In the *Available User Services* column, select the services for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   – To assign the selected items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**.

11) Remove assigned services.

   In the *Assigned User Services* column, select the services and click **Remove <**. To move all services (unselected) at once, click **Remove All <<**.

12) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.9 Add Users in Bulk Using Extensions

Use the *Group – Create Trunk Group Users using Extensions* page to add information for a group of users (identified by extensions) to a trunk group.

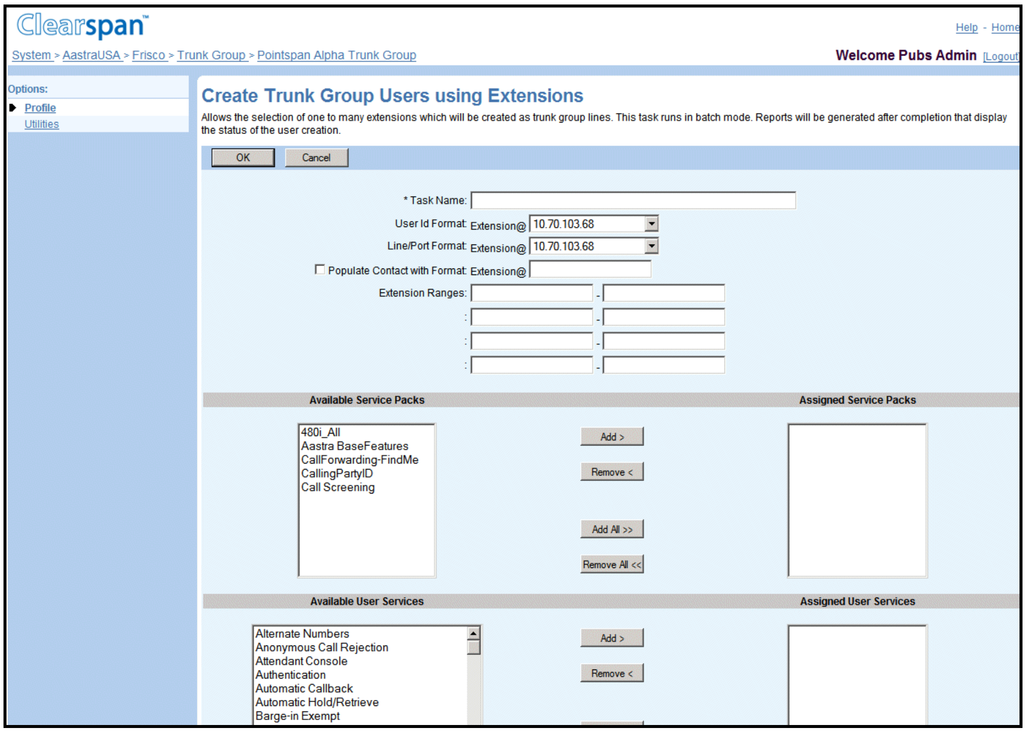

Figure 176 Group – Trunk Group User Creation Using Extensions

For the group of users being added in bulk:

- The department, time zone, and language of the trunk group are used.
- The user ID format, line/port format, and contact information can be specified only as the extension.
- The directory number or extension will be used for the Hiragana first name/last name if Hiragana support is enabled.
- The password will be either the directory number or the extension and the password rules do not prevent the users from being added.

To add users by specifying extension ranges:

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

4) Click **Add Using Extensions**. The Group – Create Trunk Group Users using Extensions page appears.

5) Type or select information for the group of users. An asterisk (*) indicates required data.

6) Add extension ranges to the group: for each range type the beginning extension in the box on the left and the ending extension in the box on the right.

7) Add service packs to the group of users:

   - In the *Available Service Packs* column, select the packs for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   - To assign the selected items, click **Add >**. To assign all items (unselected) at once, click Add **All >>**.

8) Remove assigned packs.

   In the *Assigned Service Packs* column, select the packs and click **Remove <**. To move all packs (unselected) at once, click **Remove All <<**.

9) Add user services to the group of users:

   – In the *Available User Services* column, select the services for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**.

10) Remove assigned services.

   In the *Assigned User Services* column, select the services and click **Remove <**. To move all services (unselected) at once, click **Remove All <<**.

11) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.10 View Tasks to Add Users in Bulk

Use the *Group – Trunk Group User Creation* page to view the tasks that add users in bulk to a trunk group. From this page, you can add a task to add users using directory numbers or extensions. You can also view the status of a task or delete a completed task.

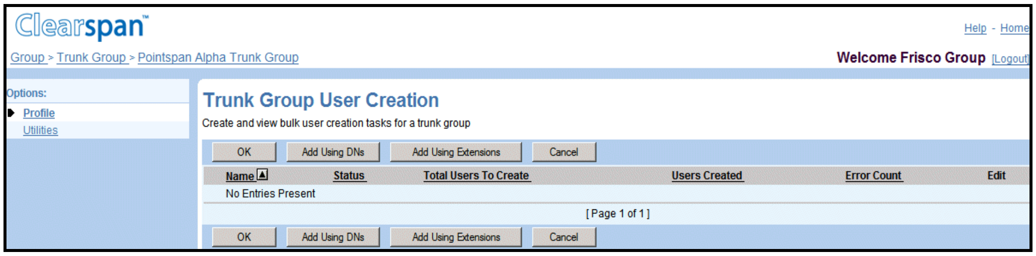

Figure 177 Group – Trunk Group User Creation

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

   For each task, this page show the number of users to be created in a task; for executing tasks, the number of users currently added; and, for completed tasks, the number of users added, the number not added, and the number of errors.

   The status of a user-creation task is one of these:

   - Pending: The task has not begun.
   - Executing: The task is in progress.
   - Completed: The task has been completed.

   To display the options for your *Home* page, click **Group** or **Home**.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.15.11 Display Status of or Delete Bulk Task

Use the *Group – Trunk Group User Creation Status* page to display the status of a selected task or to delete a completed task. From this page, you can display the report for the task.

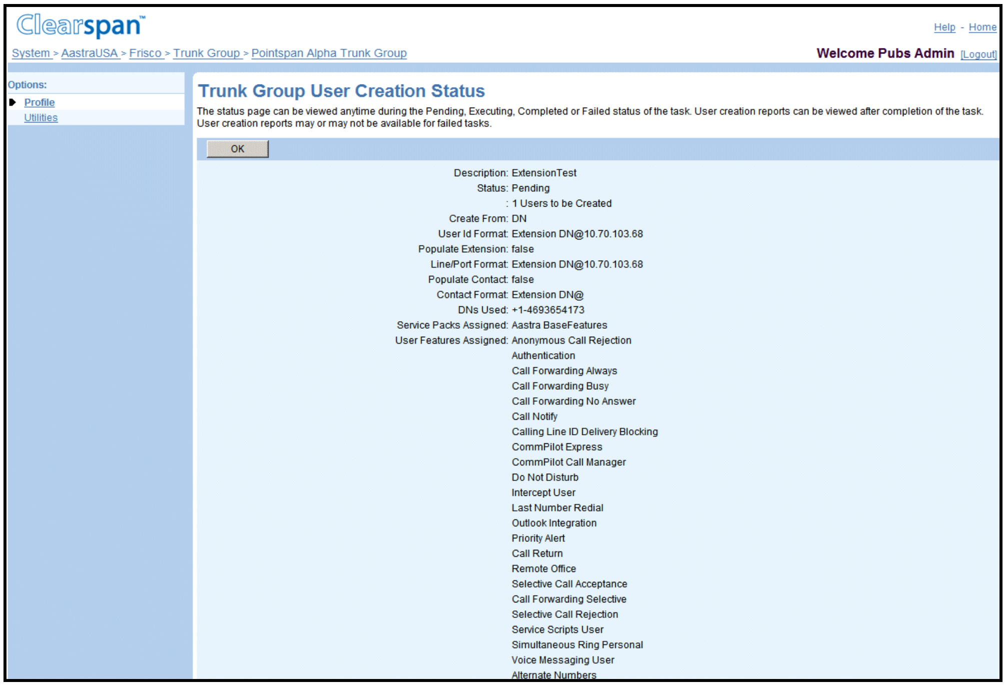

Figure 178 Group – Trunk Group User Creation Status

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

   For each task, this page show the number of users to be created in a task; for executing tasks, the number of users currently added; and, for completed tasks, the number of users added, the number not added, and the number of errors.

   The status of a user-creation task is one of these:

   - Pending: The task has not begun.
   - Executing: The task is in progress.
   - Completed: The task has been completed.

4) Click **Edit** or any item on the row for the task. The *Trunk Group – Trunk Group User Creation Status* page appears. This page displays the information about the task you selected.

5) To display the report about the task, click **Click here for task report**.

6) To delete the task, click **Delete**. The previous page appears.

> **NOTE**: You can delete only completed tasks.

5.15.12 Registrations for Trunk Group

The *Trunk Group – Trunk Group Pilot User Registrations* page displays the static and dynamic registrations for the pilot user of the trunk group.

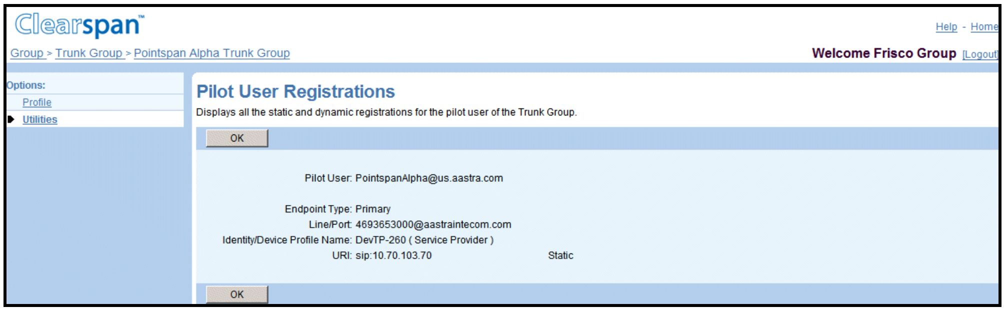

Figure 179 Group – Trunk Group Pilot User Registrations

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) In the *Options* menu, click **Utilities**. The *Trunk Group – Utilities* menu page appears.
4) Click Pilot User Registrations. The Trunk Group – Pilot User Registrations page appears.
5) Click **OK** to return to the previous page.

6 Configure Call Centers

The Clearspan Call Center solution automatically processes incoming calls received by a single phone number by distributing them to a group of agents. It places incoming calls in a queue if all agent lines are busy.

The Call Center feature provides three levels of service:

- **Call Center – Basic** – The *Call Center – Basic* service provides basic queuing capabilities, distributing calls to devices and people. It is an inexpensive solution for multi-receptionist and other environments that require basic queuing capability.
- **Call Center – Standard** – The *Call Center – Standard* service is the Call Center solution provided by Clearspan Release 14.sp3 and up. In addition to queuing capabilities, it provides such features as agent states, supervisor function, and reporting.
- **Call Center – Premium** – The *Call Center – Premium* service is the most feature-rich Call Center solution. In addition to the capabilities of the standard offering, it provides features such as Night Service, or Forced Forwarding, and DNIS support. It is intended to meet the needs of most Call Center environments.

The following table summarizes the three offerings and the functionality provided by each.

Feature	Basic	Standard	Premium
Maximum Calls in Queue	25	50	525
Music On Hold/Comfort/Entrance Announcements	X	X	X
Whisper Announcement			X
Announcement Customization	X	X	X
Distinctive Ringing	X	X	X
Entrance Message Announcement	X	X	X
Status and Statistics Reporting ▪ Basic Reporting ▪ Enhanced Reporting ▪ Canned and Custom Report Templates ▪ Scheduling Reports		X	X
Resetting Call Statistics	X	X	X
Agent State and Unavailability Codes Support		X	X
Disposition Codes			X
Agent and Supervisor Clients Support		X	X
Basic Routing Policies ▪ Overflow	X	X	X
Standard Routing Policies ▪ Bounced Calls ▪ Stranded Calls		X	X

Feature	Basic	Standard	Premium
Premium Routing Policies ▪ Forced Delivery of Calls ▪ Night Service ▪ Holiday Service ▪ Forced Forwarding ▪ Comfort Bypass Messaging			X
DNIS Support			X
Call Recording	X	X	X

This chapter describes the administrative procedures used to configure and manage the Call Center service.

You configure the Call Center service by creating and configuring individual service instances (virtual users).

Call centers share some administrative tasks, such as activation and deactivation, with other virtual users.

This section only describes tasks that are specific to call centers, that is, Call Center virtual users.

In addition, for service provider groups, this section describes how to configure group-level settings and manage the Call Center Reporting feature.

NOTE: For enterprise groups, group-level settings and Call Center Reporting settings are managed by your enterprise administrator.

You use the *Group – Call Center* menu to manage the Call Center service for your group.

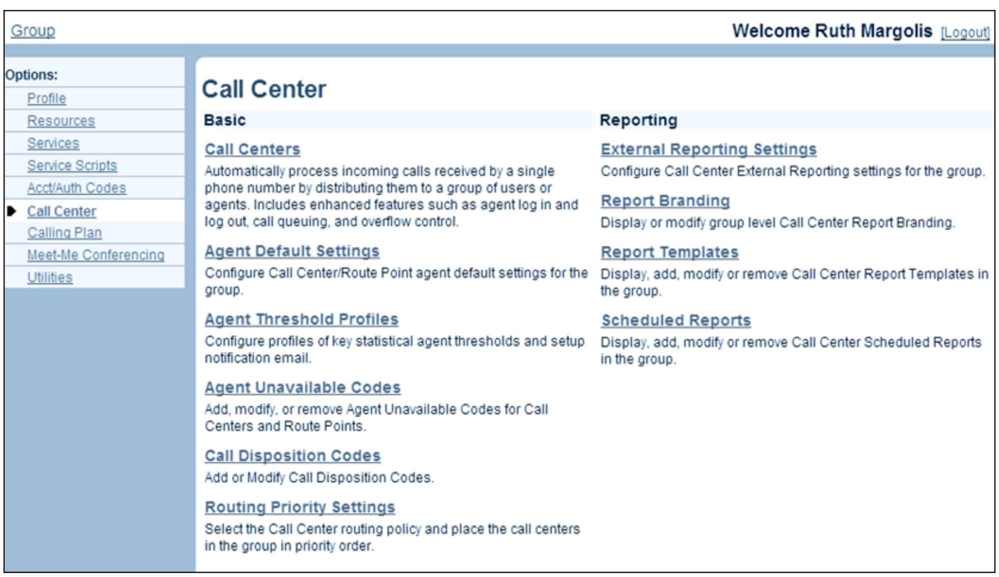

Figure 180 Group – Call Center (for a Service Provider Group with the Call Center – Premium Service)

This chapter contains sections that correspond to each item on the *Group – Call Center* menu page.

- **Basic menu**

  The Call Centers menu item is used to configure and manage individual call centers. The remaining menu items are used to configure group-level settings for the Call Center service and apply only to service provider groups.

- Reports menu

  This menu contains items used to configure and manage group-level Call Center Reporting.

6.1 Call Centers

The *Group – Call Centers* page provides an entry way for managing call centers for your group.

The type of call centers you can create depends on the level of Call Center service authorized to your group (Call Center – Basic, Call Center – Standard, or Call Center – Premium).. In addition, users have to be configured with the appropriate Call Center service ((Basic, Standard, or Premium) before they can be assigned as agents to a call center of that type.

NOTE: When authorization for a given call center service is revoked from a group, the call centers that are no longer eligible are removed.

The initial creation of a call center typically consists of the following:

- To create a Basic Call Center, configure the *Profile*, *Addresses*, *Agents*, and *Announcements* tabs. Additionally, *Overflow routing policy* can be configured.
- To create a Standard Call Center, configure the *Profile*, *Addresses*, *Supervisors*, *Agents*, and *Announcements* tabs. Additionally, the *Stranded Calls*, *Bounced Calls*, and *Overflow policies* can be configured.
- To create a Premium Call Center, configure the *Profile*, *Addresses*, *Supervisors*, *Agents*, and *Announcements* tabs. Additionally, the *Stranded Calls*, *Bounced Calls*, *Overflow*, *Forced Forwarding*, *Night Service*, *Holiday Service*, and *Comfort Bypass policies* can be configured.

A call center is a virtual user and shares some configuration tasks that are performed for all users, such as assigning services and configuring the Outgoing Calling Plan. These tasks are described in the appropriate subsection in section 4 Configure Users.

Call centers share personal service configuration tasks with users, that is, tasks that regular users perform themselves, such as enabling or disabling forwarding of calls. For information on how to perform those tasks, see the Clearspan Application Server User Web Interface Administration Guide.

Call centers also share some administrative tasks with other virtual users, such as activation and deactivation. These tasks are listed in section *5.2 Configure Shared Tasks*.

This section describes how to perform the following administrative procedures to manage call centers.

6.1.1 Access Group – Call Center Page

The *Group – Call Center* page provides an entry way for managing call centers in your group.

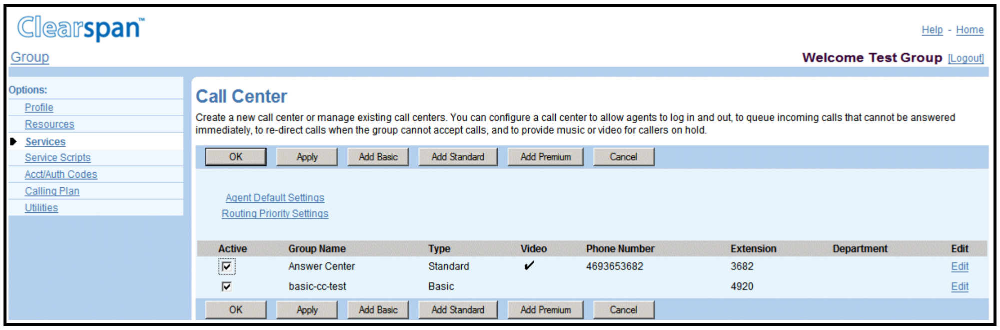

Figure 181 Group – Call Center

On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

6.1.2 Add Call Center

Use the *Group – Call Center Add* page to create a call center. You use a different button, to access the *Group – Call Center Add page,* depending on the type of call center you want to create.

This section explains how to add a Basic, Standard, or Premium call center.

NOTE: If your group has more than one call center, it is good practice to verify and possibly change the routing priority order after adding a new call center, to ensure that that call centers are prioritized correctly. You use the *Group – Call Center Routing Policies* page to manage the routing priorities of your call centers. For more information, see section *6.1.5 Manage Call Center Routing Policies.*

If your group is part of an enterprise, ask your enterprise administrator to verify or change the routing priorities of your call centers.

6.1.2.1 Add Basic Call Center

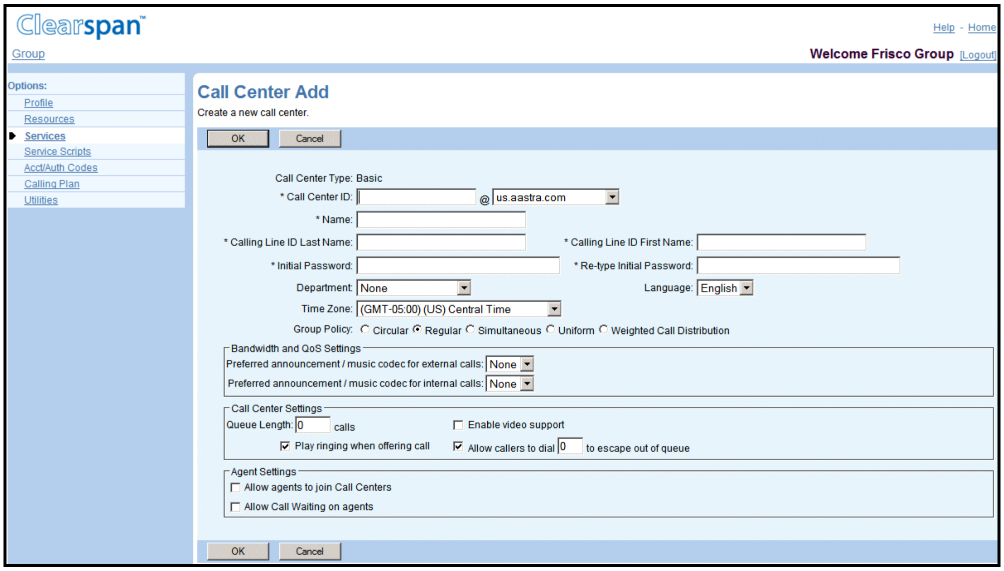

Figure 182 Group – Call Center Add Basic

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Add Basic**. The *Group – Call Center Add* page for a Basic call center appears.

3) Type or select information for the call center. An asterisk (*) indicates required data.

- Enter the call center ID and select the domain from the drop-down list.
- Enter the call center name which will appear on the list of call centers.
- Enter the last and first name for calling line identity.

NOTE: Note that the Hiragana Last Name and Hiragana First Name input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

- Enter and confirm the call center password.

NOTE: Input for the password fields appear as asterisks (*).

- Optionally, select a department from the drop-down list, which displays all departments in your group, and if your group is part of an enterprise, all departments created at the enterprise level by your enterprise administrator.
- From the *Language* drop-down list, select the language in which service-specific messages are played during calls to the call center.

  The system default is English (U.S. English) unless configured otherwise.
- Select the time zone for the call center.
- Select the *Group Policy,* which configures the call-distribution pattern for incoming calls, by selecting one of the following options.

Policy	Description
Circular	Sends incoming calls to agents according to their position in a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.
Regular	Sends incoming calls to the next available agent.
Simultaneous	Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls to other agents are released.
Uniform	Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, he/she is moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to agents according to percentages you assign on the *Call Center – Weighted Call Distribution* page.

- For *Bandwidth and QoS Settings*, select the preferred announcement / music codec for internal and external calls, from the corresponding drop-down lists.
- For *Call Center Settings*, provide the following attributes:

Input Box	Description
Queue Length	The limit for the number of calls that can wait to be transferred to the next agent. The queue length for the Basic Call Center must be between 1 and 25.
Enable video support	Select this box to enable video support.
Play Ringing when offering call	Select the box to play the ringing tone to the caller when the call is being offered to an agent.
Allow callers to dial <digit> to escape out of queue	Select this box, to allow callers to drop out of queue by entering a pre-defined digit. Enter the digit in the space provided; the default value is “0”.

– Enter the following Agent *Settings* to configure how the service behaves if an agent does not answer a call or wants to log out from the center.

Input Box	Description
Allow agents to join Call Centers	Select this box to allow agents to log in to or log out from the Call Center. A check mark indicates that the feature is on.
Allow Call Waiting on Agents	Select or unselect *Allow Call Waiting on Agents*. When Directory Number Hunting has been assigned to a call center, you can assign Call Waiting to call center agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.

4) To save your changes, click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel**.

6.1.2.2 Add Standard Call Center

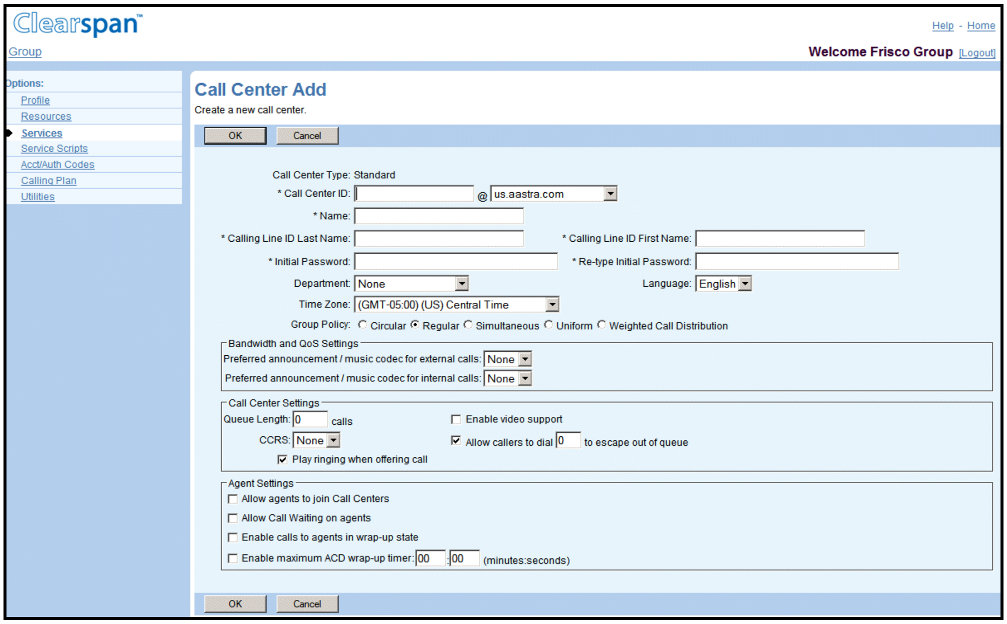

Figure 183 Group – Call Center Add Standard

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Add Standard**. The *Group – Call Center Add* page for the Standard Call Center appears.
3) Enter information as specified in section 6.1.2.1 Add Basic Call Center.
4) In addition, in the *Call Center Settings* section, select the Call Center Reporting Server (CCRS) from the drop-down list.
5) In the *Agent Settings* section:
   - Select *Enable calls to agents in wrap-up state* if you want to allow calls to be forwarded to agents who are wrapping up the previous call.
   - Select *Enable maximum ACD wrap-up timer: <minutes>:<seconds> (minutes/seconds)* to set the maximum time an agent can be in the wrap-up state.
   - Select *Automatically set agent state to <State> after call* and select the ACD state from the drop-down list to automatically change the agent's state to the selected state when they compete a call.
   - If you selected "Unavailable" in the previous step and the Agent Unavailable Codes feature is enabled for your group or enterprise, select an agent unavailable code from the drop-down list. The code you select is automatically assigned to agents after calls.
6) To save your changes click **OK**. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.2.3 Add Premium Call Center

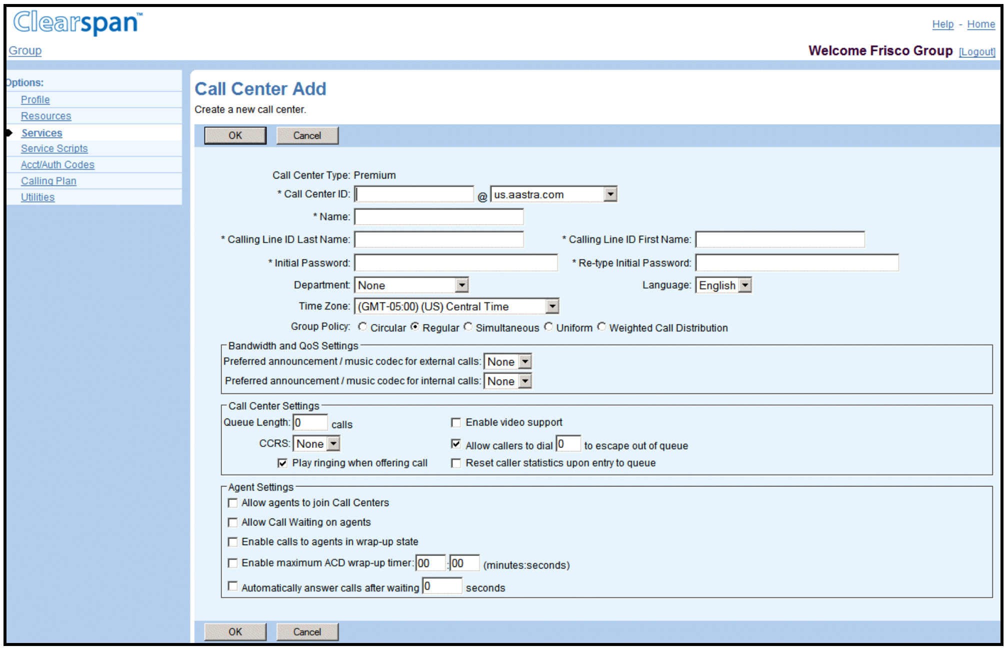

Figure 184 Group – Call Center Add Premium

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Add Premium**. The *Group – Call Center Add* page for the Premium Call Center appears.

3) Enter information as specified in section 6.1.2.1 Add Basic Call Center.

4) In addition, in the *Call Center Settings* section, select the Call Center Reporting Server (CCRS) from the drop-down list.

5) Select *Reset caller statistics upon entry to queue* if you want the wait timer to be restarted for calls that have been transferred to a queue. When the option is set, a call transferred to a queue is treated as a new call and placed at the bottom of the queue. When the option is not checked, the waiting time accumulated for a call up to the transfer point is preserved and taken into account when placing and prioritizing the call in the new queue.

6) In the *Agent Settings* section:

- Select *Enable calls to agents in wrap-up state* if you want to allow calls to be forwarded to agents who are wrapping up the previous call.

- Select *Enable maximum ACD wrap-up timer: <minutes>:<seconds> (minutes/seconds)* to set the maximum time an agent can be in the wrap-up state.

- Select *Automatically set agent state to <State> after call* and select the ACD state from the drop-down list to automatically change the agent's state to the selected state when they compete a call.

- If you selected "Unavailable" in the previous step and the Agent Unavailable Codes feature is enabled for your group or enterprise, select an agent unavailable code from the drop-down list. The code you select is automatically assigned to agents after calls.

- Select *Automatically answer calls after waiting <seconds>* seconds to allow calls to agents to be automatically answered after the specified amount of time and rendered over the device's speaker and microphone.

7) Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.2.4 Add Call Center with Call Center Wizard

Use the *Call Center Setup* pages accessible from the *Group – Call Center* page by clicking the Add Call Center Wizard button to create a call center.

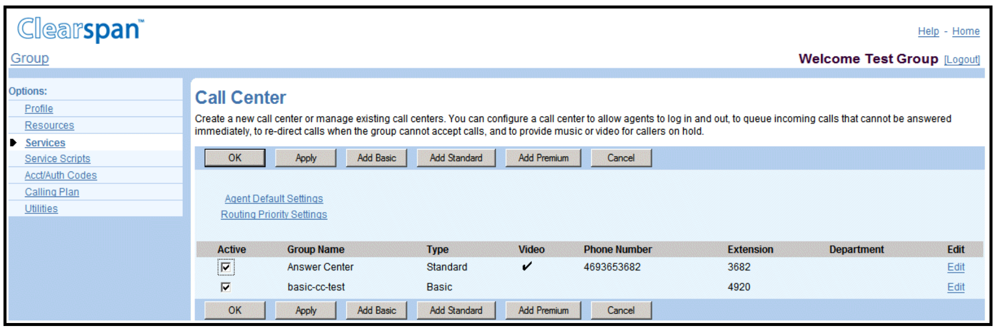

Figure 185 Group – Call Center

The following sections describe how to:

- Add Basic Call Center with Call Center Wizard
- Add Standard Call Center with Call Center Wizard
- Add Premium Call Center with Call Center Wizard

The number of pages in the Call Center Setup Wizard depends on the type of call center you are creating.

> **NOTE**: At any step of the procedure, you can go back to a previously configured page and modify the data you entered.

6.1.2.4.1 Add Basic Call Center with Call Center Wizard

1) On the *Group – Call Center* page, click **Add Call Center Wizard**. The *Call Center Setup: Select the Call Center Type* page appears. This is the first page of the Call Center Setup Wizard.

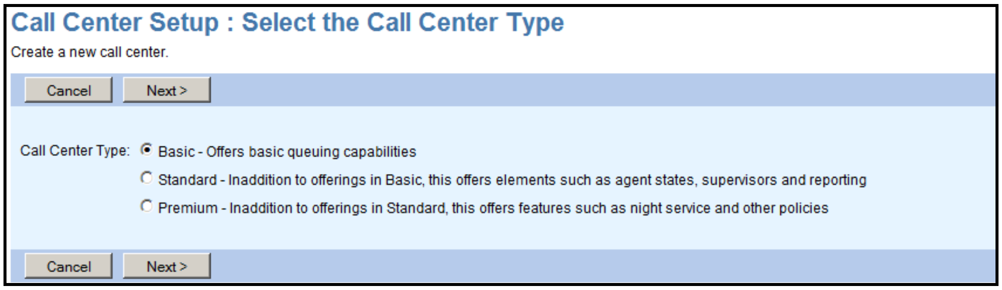

Figure 186 Call Center Setup: Select the Call Center Type

2) From the Call Center Type options, select Basic, and then click **Next**. The Call Center Setup: Step 1 of 3 – Configure Call Center Profile page appears.

   To cancel the operation and exit the Wizard, click **Cancel**.

Configure Call Center Profile:

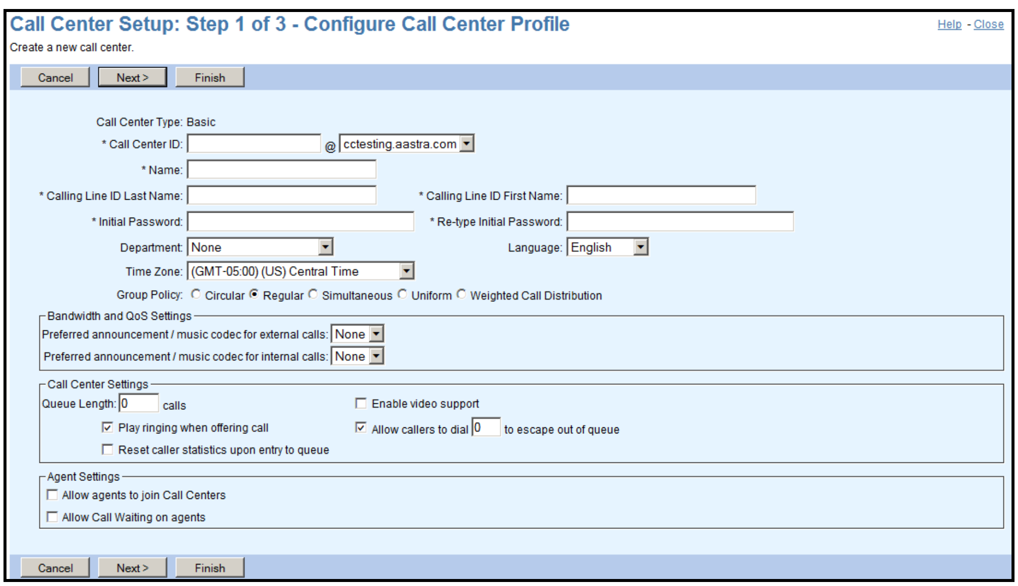

Figure 187 Call Center Setup (Basic Call Center): Step 1 of 3 – Configure Call Center Profile

3) Type or select information for the call center. An asterisk (*) indicates required data.
   - Enter the call center ID and select the domain from the drop-down list.
   - Enter the call center name that appears on the list of call centers.
   - Enter the last and first name for calling line identity.

NOTE: The Hiragana Last Name and Hiragana First Name input boxes are designed for specific markets. They do not appear unless configured by your system administrator.

- Enter and confirm the call center password.

NOTE: Input for the password fields appear as asterisks (*).

- Optionally, select a department from the drop-down list that displays all departments in your group, and if your group is part of an enterprise, all departments created at the enterprise level by your enterprise administrator.
- From the *Language* drop-down list, select the language in which service-specific messages are played during calls to the call center.

  The system default is English (U.S. English) unless configured otherwise.
- Select the time zone for the call center.
- Select the *Group Policy,* which configures the call-distribution pattern for incoming calls, by selecting one of the following options.

Policy	Description
Circular	Sends incoming calls to agents according to their position on a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.
Regular	Sends incoming calls to the next available agent.
Simultaneous	Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls to other agents are released.
Uniform	Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, the agent is moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to agents according to percentages you assign on the *Call Center – Weighted Call Distribution* page.

- For *Bandwidth and QoS Settings*, select the preferred announcement/music codec for internal and external calls, from the corresponding drop-down lists.
- For *Call Center Settings*, provide the following attributes.

Input Box	Description
Queue Length	The limit for the number of calls that can wait to be transferred to the next agent. The queue length for the Basic call center must be between 1 and 25.
Enable video support	Select this box to enable video support.
Play Ringing when offering call	Select the box to play the ringing tone to the caller when the call is being offered to an agent.

Input Box	Description
Allow callers to dial <digit> to escape out of queue	Select this box, to allow callers to drop out of queue by entering a pre-defined digit. Enter the digit in the space provided; the default value is “0”.

– Enter the following *Agent Settings* to configure how the service behaves if an agent does not answer a call or wants to log out from the center.

Input Box	Description
Allow agents to join Call Centers	Select this box to allow agents to log in to or log out from the call center. A check mark indicates that the feature is on.
Allow Call Waiting on Agents	Select or unselect *Allow Call Waiting on Agents*. When Directory Number Hunting has been assigned to a call center, you can assign Call Waiting to call center agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.

4) To save this information and display the next setup page, click **Next >**. The *Call Center Setup: Step 2 of 3 – Configure Addresses* page appears.

   To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Configure Addresses:

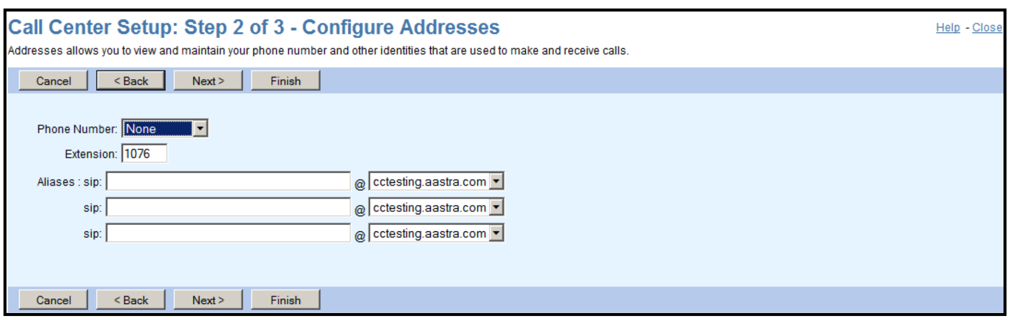

Figure 188 Call Center Setup Wizard – Basic Call Center Step 2 (Configure Addresses)

1) Select the call center phone number from the list and/or enter the call center extension. Extensions can vary in length within the limits configured for your group.

2) Enter up to three SIP addresses to associate with the call center. Calls directed to any of these aliases are redirected to the call center’s main number.

3) To save this information and display the next setup page, click **Next >**. The *Call Center Setup: Step 3 of 3 – Assign Agents* page appears.

   To go back to the previous page without saving, click **< Back**. To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

   NOTE: If you click < Back, the *Call Center Setup: Step 1 of 3 – Configure Call Center Profile* page appears displaying a link that allows you to change the call center’s user ID. Refer to section for.

Assign Agents:

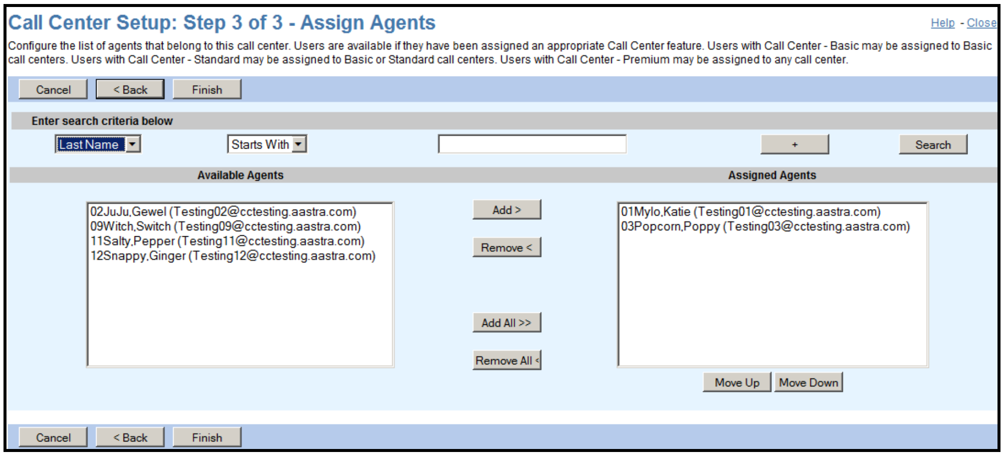

Figure 189 Call Center Setup Wizard – Basic Call Center Step 3 (Assign Agents)

4) Find available users:

- To find all available users, click **Search**.
- To find specific available users, enter search criteria and then click **Search**.

For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

5) Select agents to assign:

- To assign all the available agents, click **Add All >>**.
- To assign specific agents, in the *Available Agents* column, select the users to assign as agents and click **Add >**.

You can select some or all of the items in a column. Items are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

6) To save this information and complete the setup, click **Finish**.

To go back to the previous page without saving, click **< Back**. To exit the Wizard without saving this information, click **Cancel**.

6.1.2.4.2 Add Standard Call Center with Call Center Wizard

1) On the Group – Call Center page, click **Add Call Center Wizard**. The Call Center Setup: Select the Call Center Type page appears.

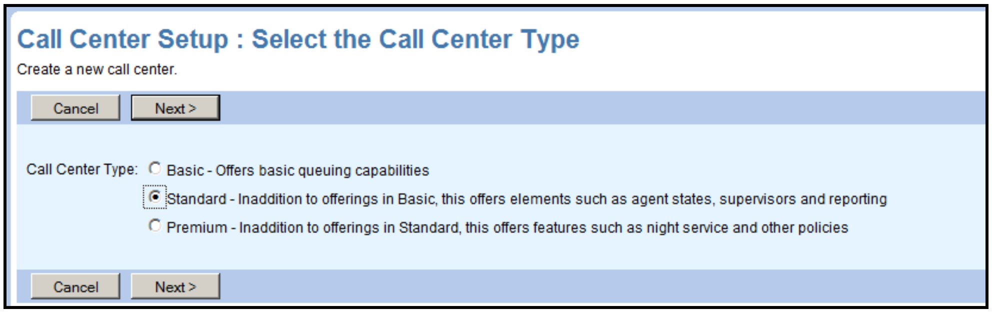

Figure 190 Group – Call Center Setup

2) For Call Center Type, select Standard, and then click **Next**. The Call Center Setup: Step 1 of 5 – Configure Call Center Profile page appears.

Configure Call Center Profile:

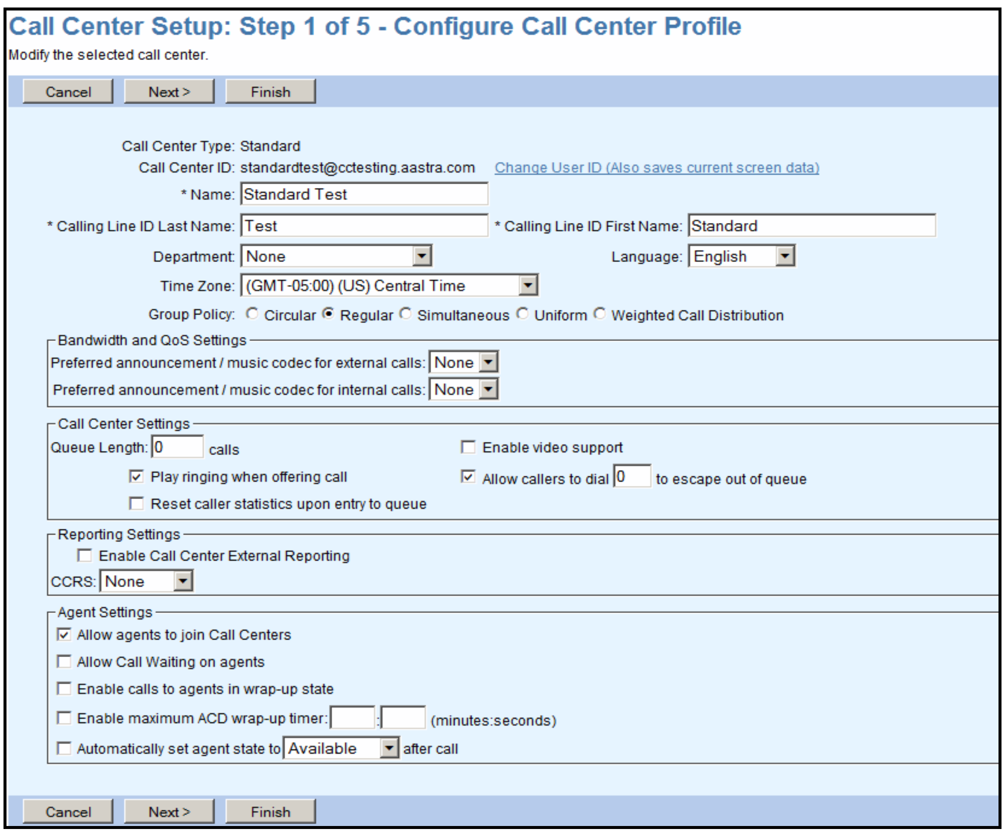

Figure 191 Call Center Setup (Standard Call Center): Step 1 of 5 – Configure Call Center Profile

3) Enter the call center profile information as specified in section 6.1.2.4.1 Add Basic Call Center with Call Center Wizard.

4) In addition, in the *Call Center Settings* section, select the Call Center Reporting Server (CCRS) from the drop-down list.

5) In the *Agent Settings* section:

- Select *Enable calls to agents in wrap-up state* if you want to allow calls to be forwarded to agents who are wrapping up the previous call.
- Select *Enable maximum ACD wrap-up timer: <minutes>:<seconds> (minutes/seconds)* to set the maximum time an agent can be in the wrap-up state.
- Select *Automatically set agent state to <State> after call* and select the ACD state from the drop-down list to automatically change the agent's state to the selected state when they complete a call.
- If you selected "Unavailable" in the previous step and the Agent Unavailable Codes feature is enabled for your group or enterprise, select an agent unavailable code from the drop-down list. The code you select is automatically assigned to agents after calls.

6) To save this information and display the next setup page, click **Next >**. The *Call Center Setup: Step 2 of 5 – Configure Addresses* page appears.

7) To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Configure Addresses:

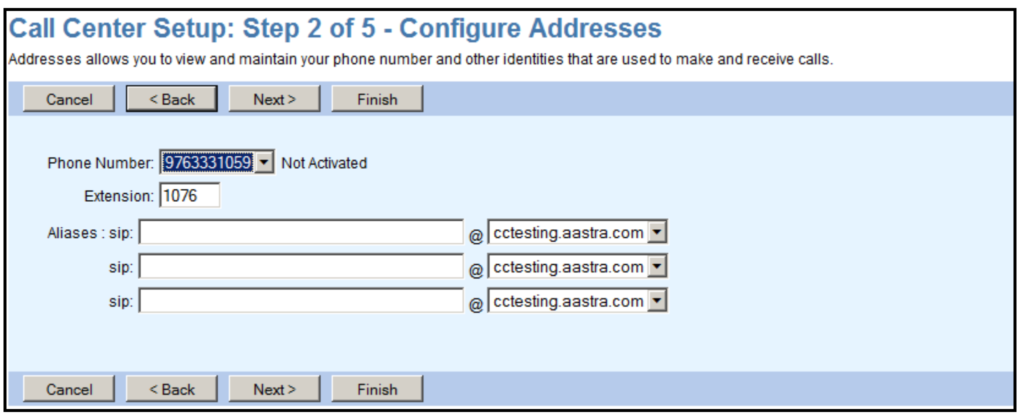

Figure 192 Call Center Setup Wizard – Standard Call Center Step 2 (Configure Addresses)

8) Select the call center phone number and/or enter an extension.

9) Enter up to three SIP addresses to associate with the call center. Calls directed to any of these aliases are redirected to the call center's main number.

10) To save this information and display the next setup page, click **Next >**. The *Call Center Setup: Step 3 of 5 – Assign Agents* page appears.

    To go back to the previous page without saving, click **< Back**. To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Assign Agents:

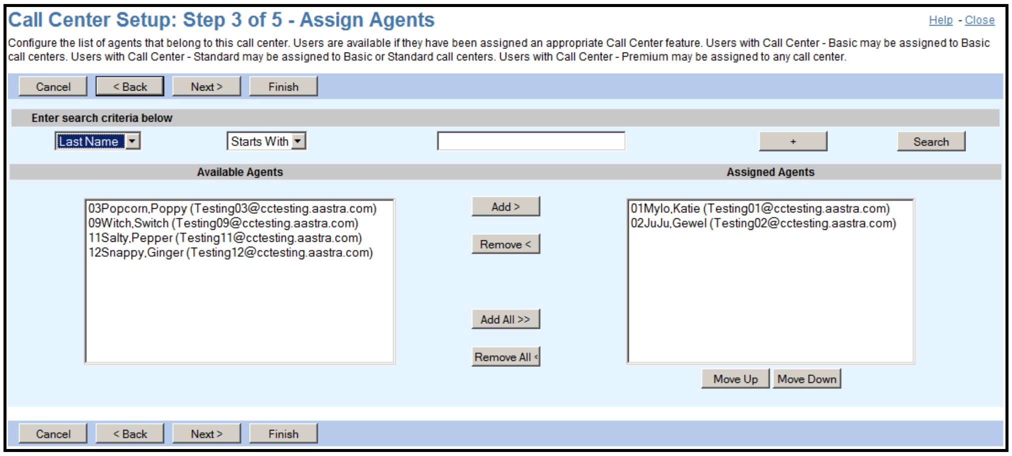

Figure 193 Call Center Setup Wizard – Standard Call Center Step 3 (Assign Agents)

11) Find available users:

- To find all available users, click **Search**.
- To find specific available users, enter search criteria and then click **Search**.

For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

12) Select agents to assign:

- To assign all the available agents, click **Add All >>**.
- To assign specific agents, in the *Available Agents* column, select the users to assign as agents and click **Add >**.

You can select some or all of the items in a column. Items are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

13) To save this information and display the next setup page, click **Next >**. The *Call Center Setup: Step 4 of 5 – Assign Supervisors* page appears.

To go back to the previous page without saving, click **< Back**. To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Assign Supervisors:

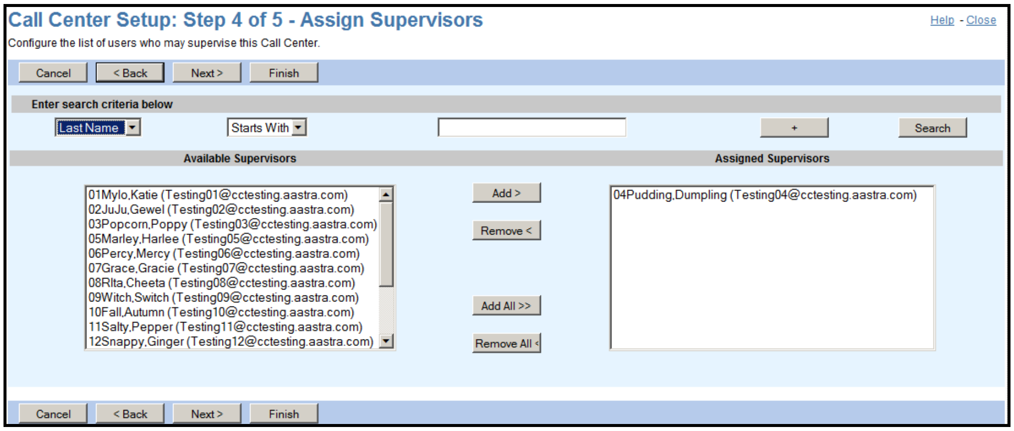

Figure 194 Call Center Setup Wizard – Standard Call Center Step 4 (Assign Supervisors)

14) Find available users:

- To find all available users, click **Search**.
- To find specific available users, enter search criteria and then click **Search**.

For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

15) Select users to assign as supervisors:

- To assign all the available users, click **Add All >>**.
- To assign specific users, in the *Available Supervisors* column, select the users to assign as supervisors and click **Add >**.

You can select some or all of the items in a column. Items are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

16) To save this information and display the next setup page, click **Next >**. The *Call Center Setup: Step 5 of 5 – Assign Agents to Supervisors* page appears.

To go back to the previous page without saving, click **< Back**. To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Assign Agents to Supervisors:

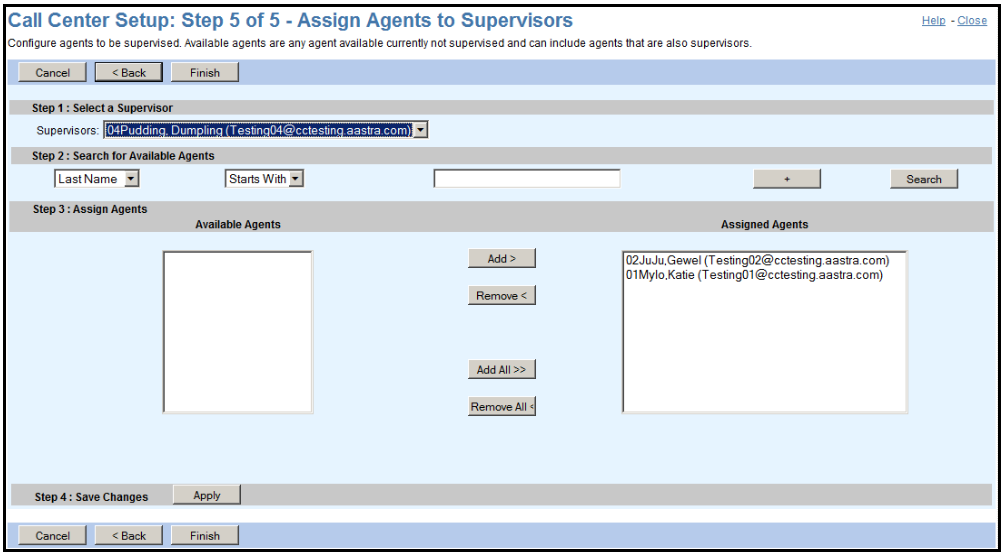

Figure 195 Call Center Setup Wizard – Standard Call Center Step 5 (Assign Agents to Supervisors)

17) From the *Supervisors* drop-down list, select the supervisor to whom you want to assign agents.

18) Search for available agents. To list all available agents, click **Search.** Or, to search for specific available agents, enter your search criteria and then click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*. The agents that match your criteria appear in the *Available Agents* column.

19) Assign agents to the selected supervisor:

   - To assign all agents, click **Add All >>**.
   - To assign specific agents, select the agents in the *Available Agents* column and click **Add >**.

     You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard

20) Click **Apply**.

21) Repeat steps 17) to 20) for the remaining supervisors.

22) To save this information and complete the setup, click **Finish**.

    To go back to the previous page without saving, click **< Back**. To exit the Wizard without saving this information, click **Cancel**.

6.1.2.4.3 Add Premium Call Center with Call Center Wizard

1) On the *Group – Call Center* page, click **Add Call Center Wizard**. The *Call Center Setup – Select the Call Center Type* page appears.

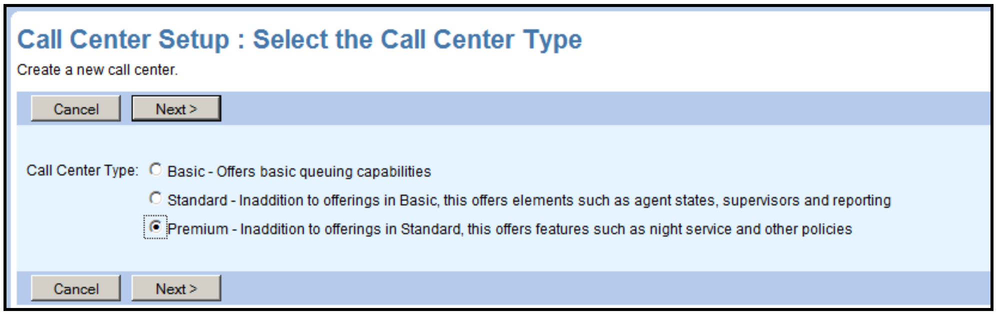

Figure 196 Call Center Setup Wizard – Select the Call Center Type

2) For Call Center Type, select **Premium**, and then click **Next**. The Call Center Setup: Step 1 of 5 – Configure Call Center Profile page appears.

Configure Call Center Profile:

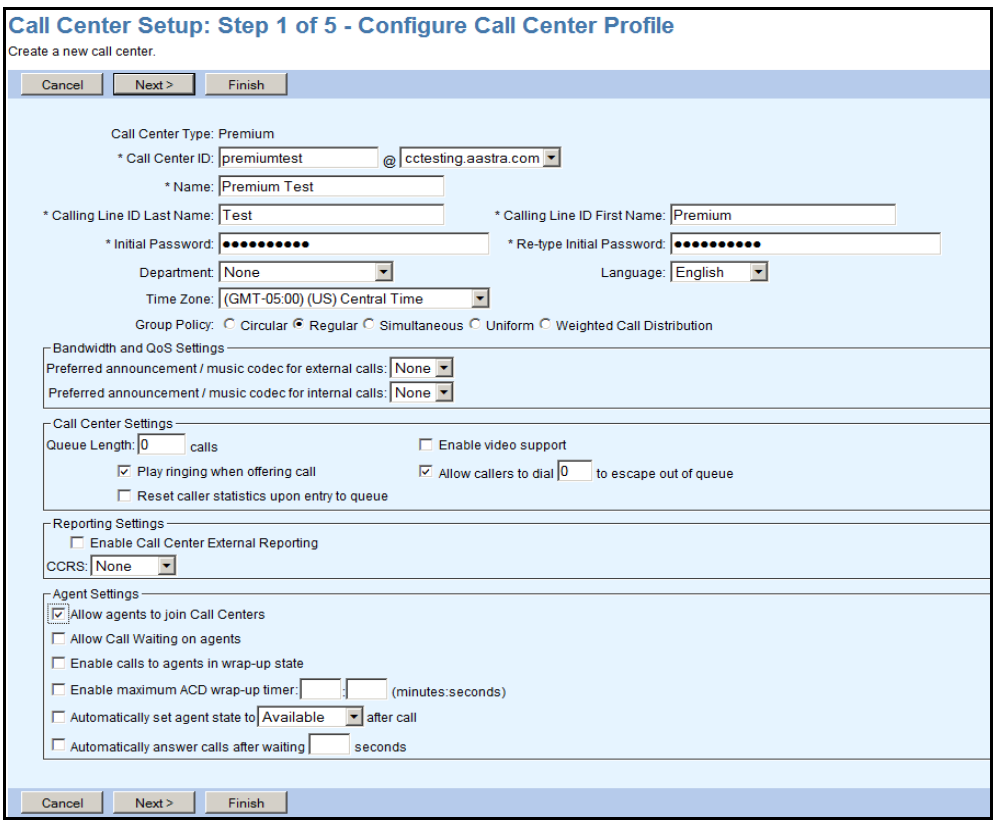

Figure 197 Call Center Setup Wizard – Premium Call Center Step 1 (Configure Call Center Profile)

3) Enter information as specified in section 6.1.2.1 Add Basic Call Center.

4) In addition, in the *Call Center Settings* section, select the Call Center Reporting Server (CCRS) from the drop-down list.

5) Select *Reset caller statistics upon entry to queue* if you want the wait timer to be restarted for calls that have been transferred to a queue. When the option is set, a call transferred to a queue is treated as a new call and placed at the bottom of the queue. When the option is not checked, the waiting time accumulated for a call up to the transfer point is preserved and taken into account when placing and prioritizing the call in the new queue.

6) In the *Agent Settings* section:

- Select *Enable calls to agents in wrap-up state* if you want to allow calls to be forwarded to agents who are wrapping up the previous call.
- Select *Enable maximum ACD wrap-up timer: <minutes>:<seconds> (minutes/seconds)* to set the maximum time an agent can be in the wrap-up state.
- Select *Automatically set agent state to <State> after call* and select the ACD state from the drop-down list to automatically change the agent's state to the selected state when they complete a call.
- If you selected "Unavailable" in the previous step and the Agent Unavailable Codes feature is enabled for your group or enterprise, select an agent unavailable code from the drop-down list. The code you select is automatically assigned to agents after calls.
- Select *Automatically answer calls after waiting <seconds> seconds* to allow calls to agents to be automatically answered after the specified amount of time and rendered over the device's speaker and microphone.

7) To save this information and display the next setup page, click **Next >**. The *Call Center Setup: Step 2 of 5 – Configure DNIS Parameters* page appears.

   To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Configure DNIS Parameters:

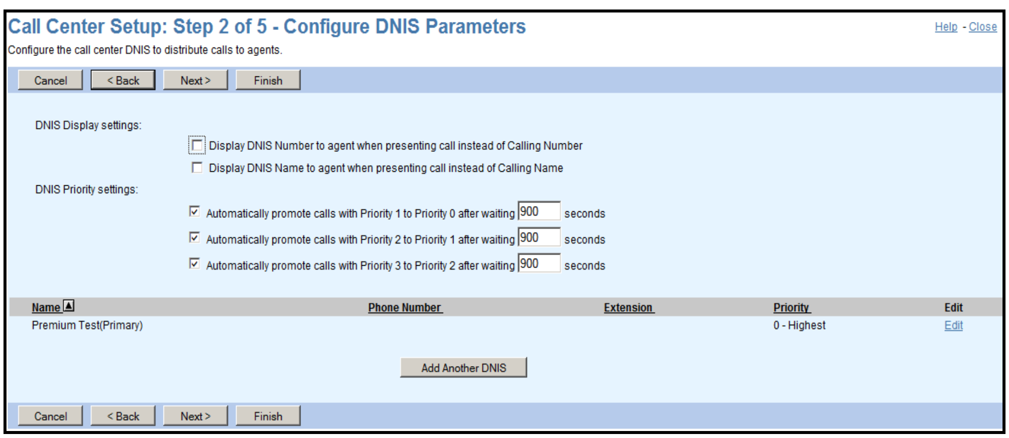

Figure 198 Call Center Setup Wizard – Premium Call Center Step 2 (Configure DNIS Parameters)

1) For *DNIS Display settings*, check one or more of the following options:

- *Display DNIS Number to agent when presenting a call instead of Calling Number*
- *Display DNIS Name to agent when presenting a call instead of Calling Name*

2) For *DNIS Priority settings*, check one or more of the following options:

- *Automatically promote calls with Priority 1 to Priority 0 after waiting <X> seconds*, and enter the waiting time in seconds
- *Automatically promote calls with Priority 2 to Priority 1 after waiting <X> seconds,* and enter the waiting time in seconds
- *Automatically promote calls with Priority 3 to Priority 2 after waiting <X> seconds*, and enter the waiting time in seconds

3) To assign a phone number to the call center, click **Edit** in the line for call center. This saves the settings on the current page and then the *Call Center Setup: Modify DNIS* page appears.

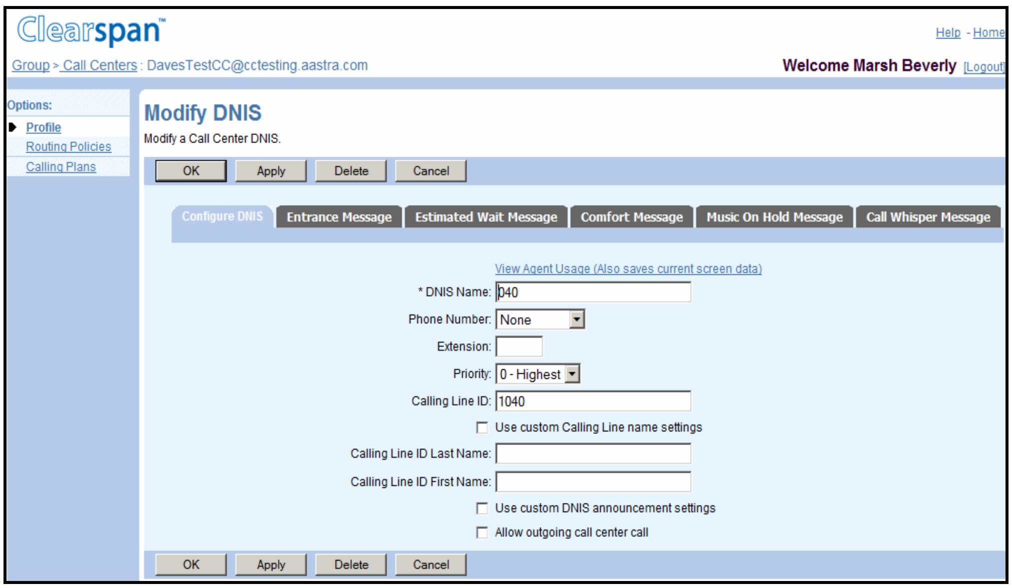

Figure 199 Call Center Setup – Assign Call Center Phone Number and Extension

1) From the *Phone Number* drop-down list, select the phone number for the call center and/or enter an extension. When you select a phone number, the system assigns the last digits of the phone number as extension. Modify it only if required. Note that extensions can vary in length within the limits configured for your group.

2) Select a priority from the drop-down list. *Priority* determines the priority of calls to this number in relation to calls to other DNIS numbers in this call center.

3) Enter the calling line ID for the call center.

4) To use custom Calling Line name settings, check *Use custom Calling Line name settings* and the calling line's first and last name.

5) To allow agents to use this number for making calls, check *Allow outgoing call center call*.

6) To assign a (non-Primary) DNIS to the call center, click **Add Another DNIS**. This saves the settings on this page and the *Call Center Setup: Add DNIS* page appears.

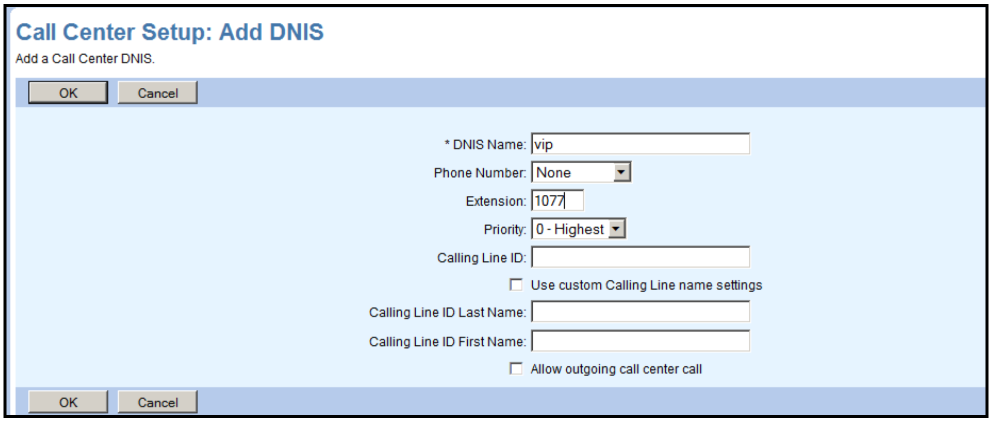

Figure 200 Call Center Setup Wizard – Premium Call Center Step 2 (Add DNIS)

1) Enter a name for the DNIS.
2) From the drop-down list, select the phone number for the DNIS and/or enter an extension.
3) Select a priority from the drop-down list.
4) Enter the calling line ID for the DNIS.
5) To use custom Calling Line name settings, check *Use custom Calling Line name settings* and the calling line last and first name.
6) To use custom DNIS announcement settings, check *Use custom DNIS announcement settings*.
7) To allow agents to use this number for making calls, check *Allow outgoing call center call*.
8) Click **OK**. The previous page appears.
9) To add another DNIS, repeat steps 6) to 8).
10) To modify a DNIS, click **Edit** in the row for the DNIS. This saves the changes on the current page and the Call *Center Setup – Modify DNIS* page appears.
11) Modify the information as required. See steps 1) to 8) for information about the parameters that can be changed on this page. Note that you cannot change the DNIS name of the primary DNIS, that is, the call center name, from this page.

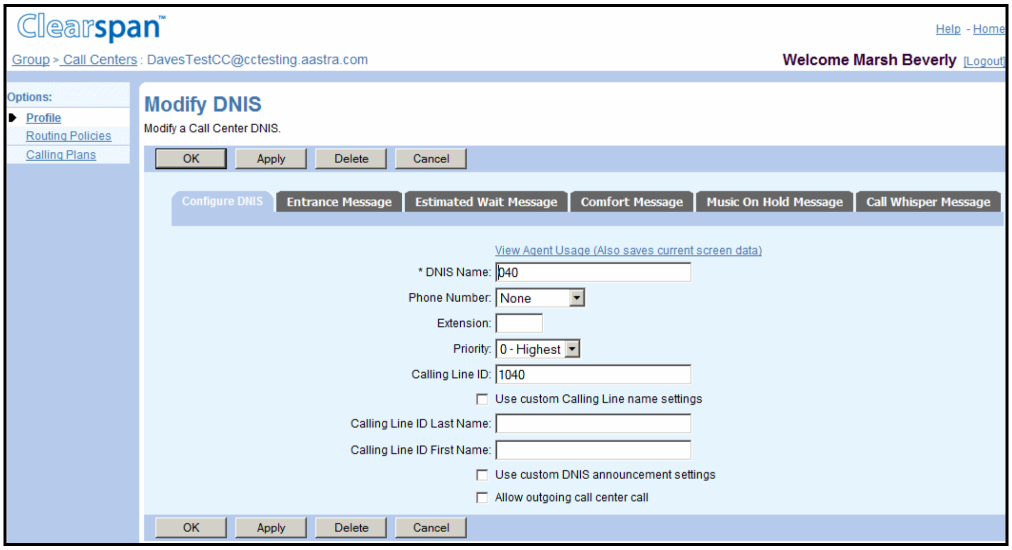

Figure 201 Call Center Setup Wizard – Premium Call Center Step 2 (Modify DNIS)

12) Click **OK**. The previous page appears.

13) To save information on this page and display the next setup page, click **Next >**. The *Call Center Setup: Step 3 of 5 – Assign Agents* page appears.

14) To go back to the previous page without saving, click **< Back**. To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Assign Agents:

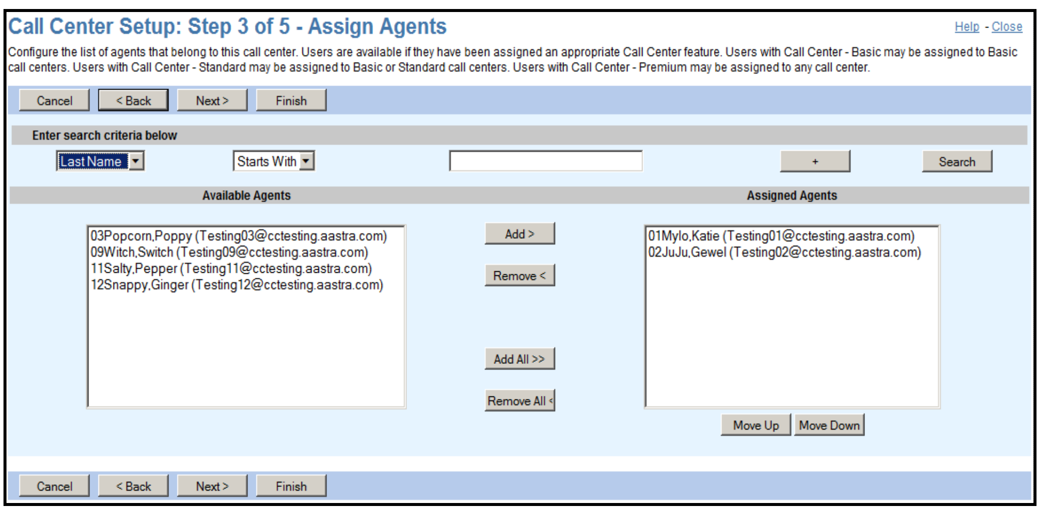

Figure 202 Call Center Setup Wizard – Premium Call Center Step 3 (Assign Agents)

1) Find available users:

- To find all available users, click **Search**.
- To find specific available users, enter search criteria and then click **Search**.

For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

2) Select agents to assign:

- To assign all the available agents, click **Add All >>**.
- To assign specific agents, in the *Available Agents* column, select the users to assign as agents and click **Add >**.

  You can select some or all of the items in a column. Items are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

3) To save this information and display the next setup page, click **Next >**. The Call Center Setup: Step 4 of 5 – Assign Supervisors page appears.

4) To go back to the previous page without saving, click **< Back**. To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Assign Supervisors:

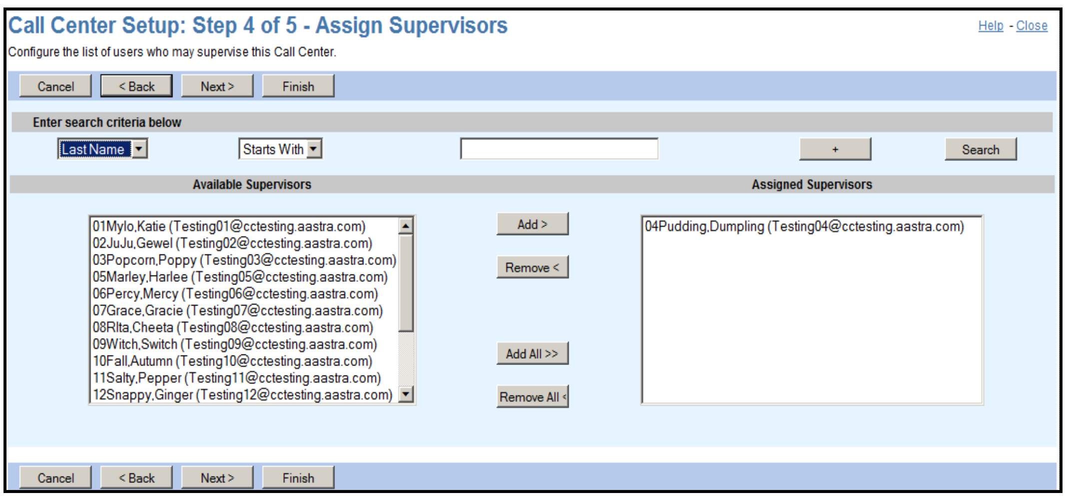

Figure 203 Call Center Setup Wizard – Premium Call Center Step 4 (Assign Supervisors)

1) Find available users:

- To find all available users, click **Search**.
- To find specific available users, enter search criteria and then click **Search**.

For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

2) Select users to assign as supervisors:

- To assign all the available users, click **Add All >>**.
- To assign specific users, in the *Available Supervisors* column, select the users to assign as supervisors and click **Add >**.

You can select some or all of the items in a column. Items are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

3) To save this information and display the next setup page, click **Next >**. The Call Center Setup: Step 5 of 5 – Assign Agents to Supervisors page appears.

4) To go back to the previous page without saving, click **< Back**. To save the information and exit the Wizard, click **Finish**. To exit the Wizard without saving this information, click **Cancel**.

Assign Agents to Supervisors:

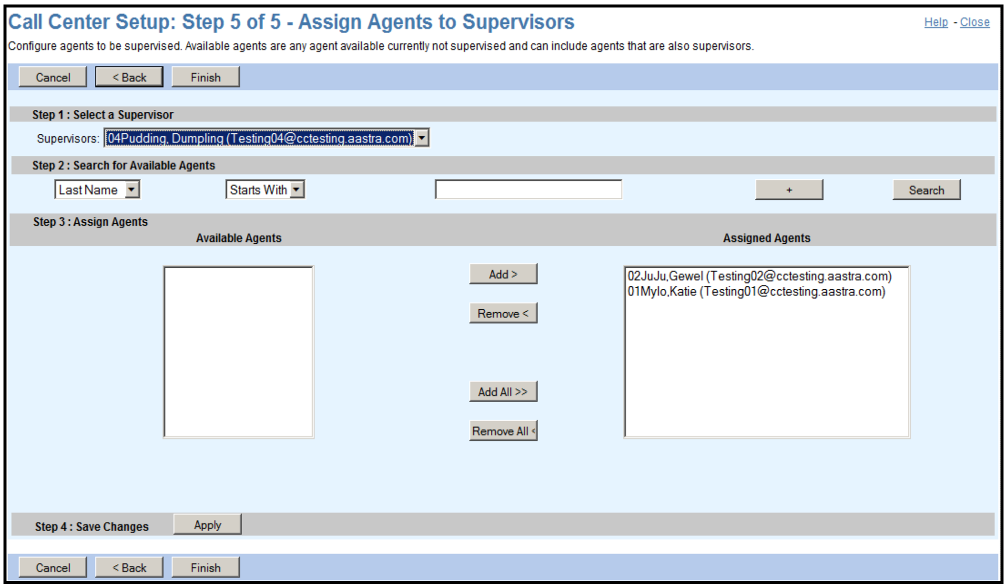

Figure 204 Call Center Setup Wizard – Premium Call Center Step 5 (Assign Agents to Supervisors)

1) From the *Supervisors* drop-down list, select the supervisor to whom you want to assign agents.

2) Search for available agents. To list all available agents, click **Search.** Or, to search for specific available agents, enter your search criteria and then click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*. The agents that match your criteria appear in the *Available Agents* column.

3) Assign agents to the selected supervisor:

   - To assign all agents, click **Add All >>**.
   - To assign specific agents, select the agents and click **Add >**.

     You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard

4) Click **Apply**.

5) Repeat steps 1) to 4) for the remaining supervisors.

6) To save this information and complete the setup, click **Finish**.

7) To go back to the previous page without saving, click **< Back**. To exit the Wizard without saving this information, click **Cancel**.

6.1.2.4.4 Change Call Center User ID

When you go back to step 1 of the setup Wizard, the page displays the Change User ID (Also saves current screen data) link, which you can use to change the user ID of the call center. The link appears only if you arrive at this page from the previous step.

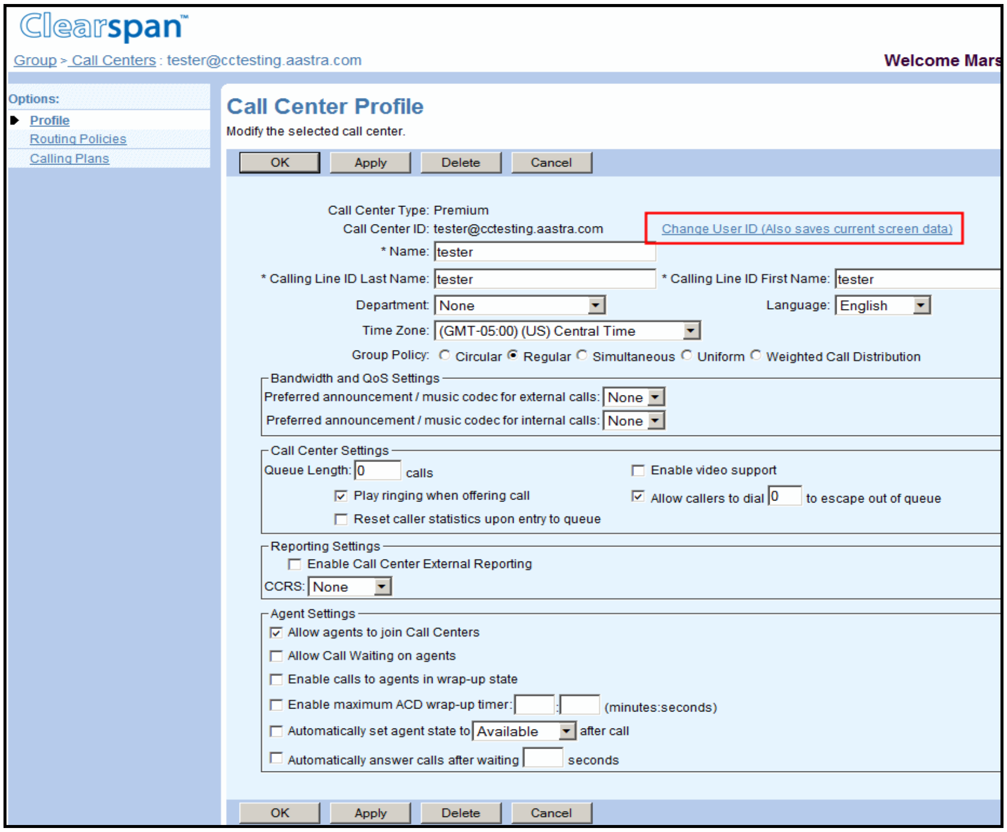

Figure 205 Call Center Setup Wizard – Configure Call Center Profile

1) To modify the user ID of the call center you are creating, click the Change User ID (Also saves current screen data) link. The *Call Center Setup: Change User ID* page appears.

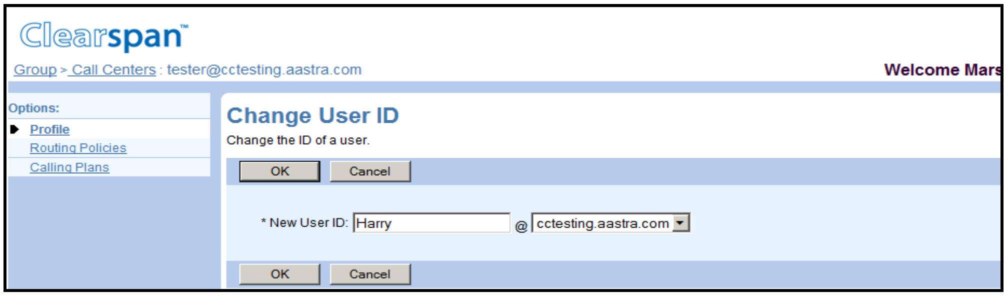

Figure 206 Call Center Setup – Change User ID

2) Enter the new ID for the call center.

3) To save your changes and go to the previous page, click **OK**.

   To exit without saving and go back to the previous page, click **Cancel**.

4) Continue the call center setup procedure.

6.1.3 Access Call Center – Profile Menu

Once a call center is created, use the *Call Center – Profile* menu to access the pages where you can view and configure call center information.

The available menu items depend on the call center type and services assigned to your group. The following page shows an example page for a Premium Call Center.

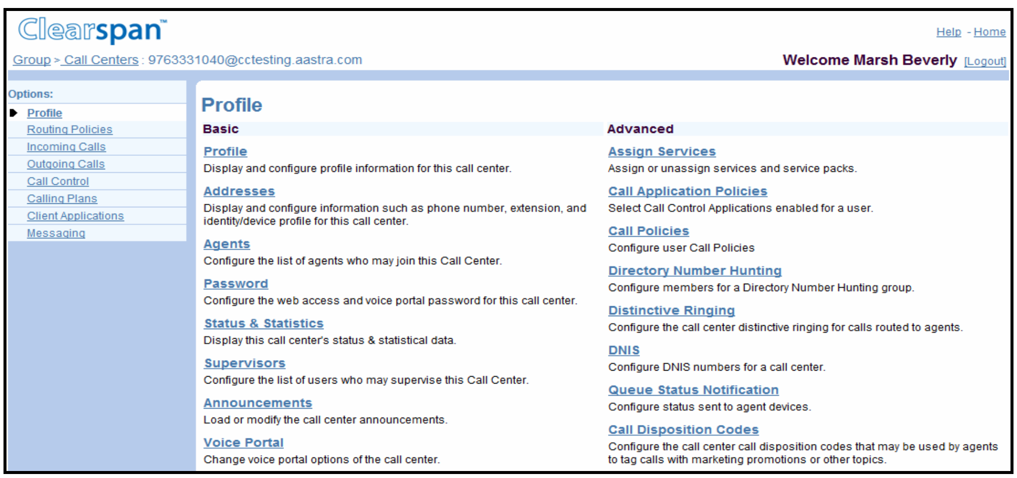

Figure 207 Call Center – Profile Menu for Premium Call Center

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu for the selected call center appears.

6.1.4 Modify Call Center Profile or Delete Call Center

The *Call Center – Call Center Profile* page is used to modify call center profile information or to delete a call center. From this page, you can also access pages that allow you to change the Call Center ID and Upgrade a call center.

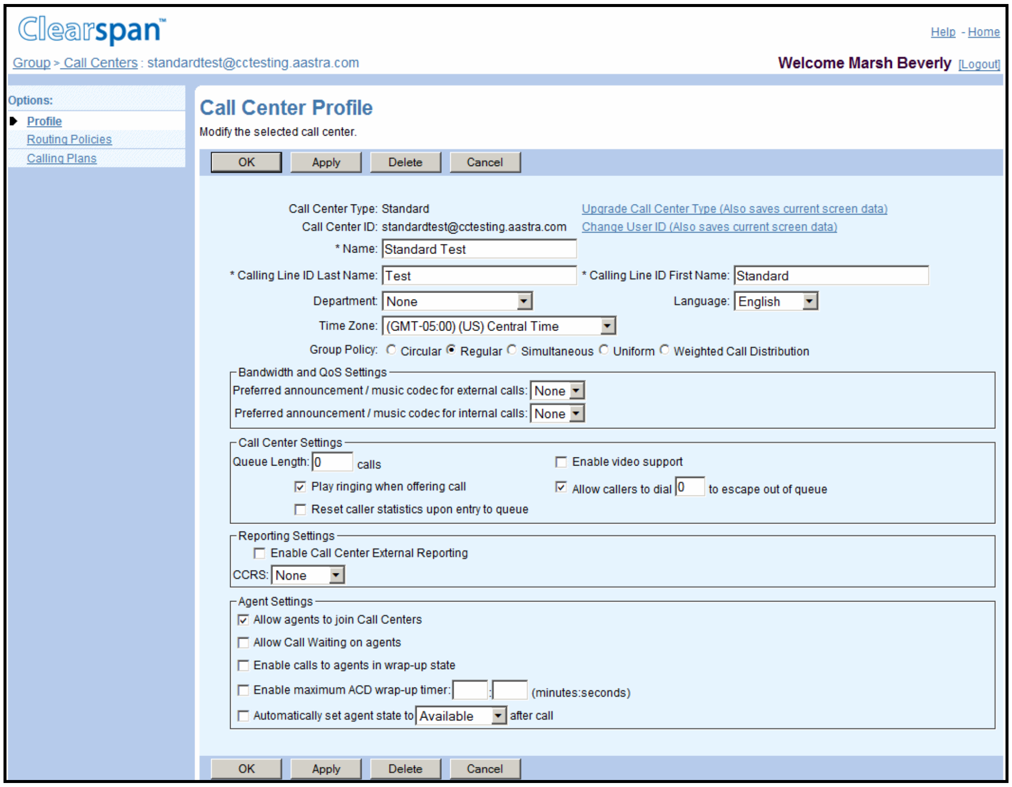

Figure 208 Call Center – Profile Page for Premium Call Center

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu for the selected call center page appears.

3) Click **Profile**. The *Call Center – Profile* page appears.

4) To delete the Call Center, click **Delete**. The Call Center is deleted and previous page appears.

NOTE: When you delete a call center, the routing priorities of the remaining call centers may become non-contiguous.

If your group is part of a service provider, use the *Group – Call Center Routing Policies* page to make the routing priorities of your call centers contiguous. For more information, see section *6.1.5.1.2 Refresh Routing Priority Order*.

If your group is part of an enterprise, ask your enterprise administrator to set the routing priorities of your call centers.

5) Modify the Call Center profile settings as required. Refer to section *6.1.2 Add Call Center* for more information about the different Call Center Profile settings.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.4.1 Change Call Center ID

Use the *Call Center – Change User ID* page to modify the ID of a call center.

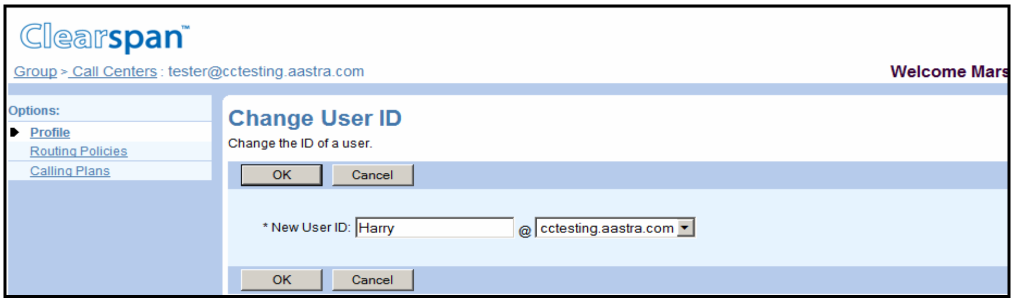

Figure 209 Call Center – Change User ID Page

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu for the selected call center page appears.

3) Click **Profile**. The Call Center – Profile page appears.

4) Click **Change User ID**. The changes you made so far are saved and the Call Center – Change User ID page appears.

5) Enter the new ID for the call center. A Call Center ID can be up to 20 characters in length and should not contain spaces or dashes.

6) You can also change the call center domain by selecting it from the drop-down list following the "@" sign.

7) Click **OK**. The Call Center – Profile page appears with the new Call Center ID.

6.1.4.2 Upgrade Call Center

The Call Center – Upgrade Call Center page allows the administrator to upgrade the Call Center for enhanced functionality. The drop-down list shows the possible upgrade types. A Basic Call Center can be upgraded to either Standard or Premium. A Standard Call Center can be upgraded to Premium. The Find Unlicensed Agents button allows you to view any agents assigned to this call center who do not have the necessary licenses to allow the call center upgrade.

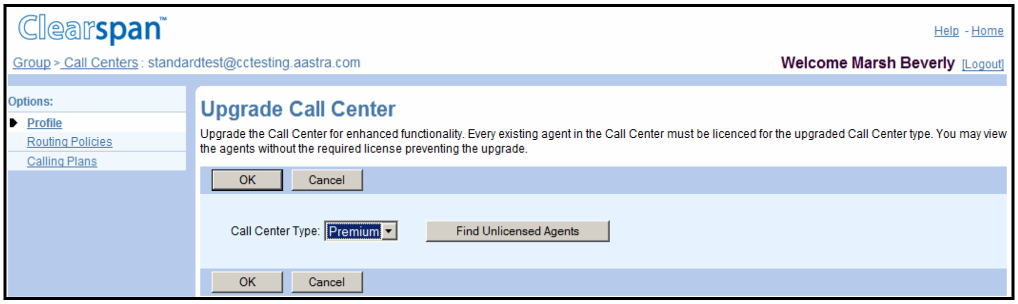

Figure 210 Call Center – Upgrade Call Center

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu for the selected call center page appears.

3) Click **Profile**. The *Call Center – Profile* page appears.

4) Click **Upgrade Call Center Type**. The changes you made so far are saved and the Call Center – Upgrade Call Center page appears.

5) From the Call Center Type drop-down list, select the type of call center.

6) Click **Find Unlicensed Agents** to find whether there are any agents assigned to this call center that do not have the necessary services assigned to allow the upgrade.

   For more information on assigning services to users, see section *4.2.6 Assign or Unassign User Services*.

7) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.5 Manage Call Center Routing Policies

For service provider groups, use the *Group – Call Center Routing Policies* page to select the routing policy for the call centers in your group and to manage priorities to the call centers in the group.

NOTE: If your group is part of an enterprise, your enterprise administrator configures these settings for all groups in the enterprise.

- When you add a call center, it is automatically assigned the lowest priority. To change that, assign it the priority you want.
- When you delete a call center, the routing priorities of the remaining call centers may become non-contiguous. To make them contiguous, refresh the list.

6.1.5.1.1 Set Routing Policy and Order Call Centers

Use the *Group – Call Center Routing Policies* page to select the routing policy for the call centers in your group and to assign priorities to the call centers in the group.

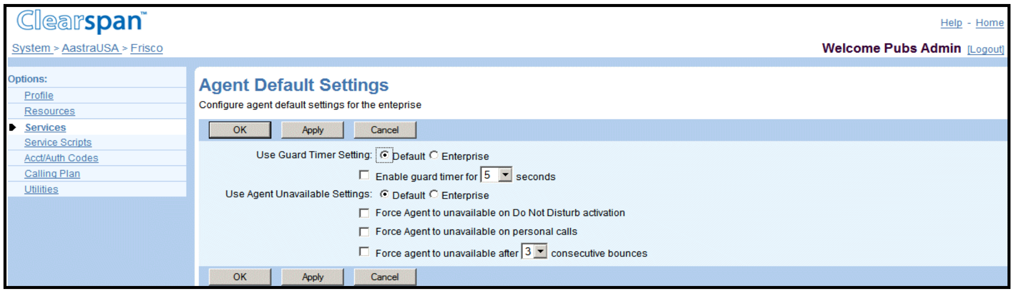

Figure 211 Group – Call Center Routing Policies

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Routing Priority Settings**. The *Group – Routing Priority Settings* page appears.

3) Select the routing policy you want to apply when routing calls to call centers from the following:

   - *Longest Wait Time*
   - *Policy Order*

4) Place the call centers in order of priority. For each call center, enter its priority in the *Priority* text box, where 1 is the highest priority, 2 is the second highest priority, and so on. You can enter any whole or decimal number.

   When you apply the changes, the call centers are re-numbered from 1 to n, in the relative order assigned by you and reordered accordingly. For example, if assigned priority 7 to call center A and priority 3.5 to call center B, the call center B will be listed first with priority 1 and the call center A will be listed second with priority 2.

5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.5.1.2 Refresh Routing Priority Order

Deleting a call center may make the priority order of the remaining call centers non-contiguous. Use the *Group – Call Center Routing Policies* page to refresh the routing priority order of your call centers.

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Routing Priority Settings**. The *Group – Routing Priority Settings* page appears.

3) To refresh the priority order, click **Apply** or **OK**. The call centers are re-numbered from 1 to n, in the relative order assigned.

   To exit without changing, select another page or click **Cancel** to display the previous page.

6.1.6 List, Activate, and Deactivate Call Centers

Use the *Group – Call Center* page to view the list of current call centers in your group and to activate or deactivate a call center.

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) To activate or deactivate a call center, select or unselect the *Active* box for the call center.

3) Click **Apply** to save your changes, or click **OK** to save your changes and return to the previous page.

   To exit without saving, select another page or click **Cancel**.

6.1.7 Configure Routing Policies

Routing policies specify how calls are routed to agents and queued when no agent is available to take the call.

The following routing policies can be configured for call centers:

- **Automatic Call Distribution (ACD) Policies**
  - Forced Forwarding (**Premium Call Centers**)
  - Holiday Service (**Premium Call Centers**)
  - Night Service (**Premium Call Centers**)
- **Queuing Policies**
  - Overflow
  - Bounced Calls (**Standard and Premium Call Centers**)
  - Stranded Calls (**Standard and Premium Call Centers**)
  - Comfort Message Bypass (**Premium Call Centers**)

Use the *Call Center – Routing Policies* page to view and configure routing policies for Standard and Premium call centers.

Basic call centers do not have a *Routing Policies* page. Use the *Call Center – Profile* page to access the *Call Center – Overflow* page and configure overflow settings for a call center of type Basic.

The following two figures show the *Call Center – Routing Policies* pages for Standard and Premium Call Centers.

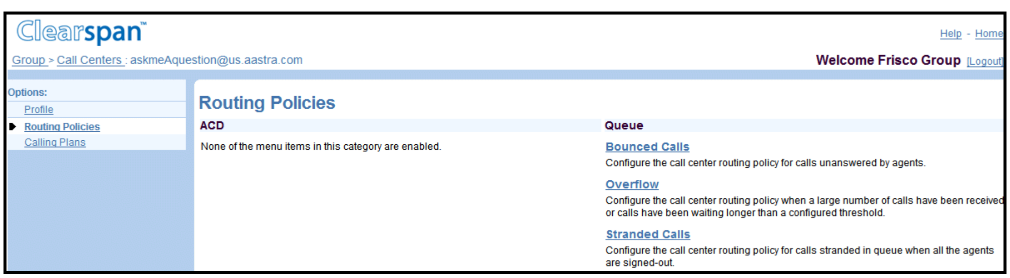

Figure 212 Call Center –Routing Policies Menu for Standard Call Center

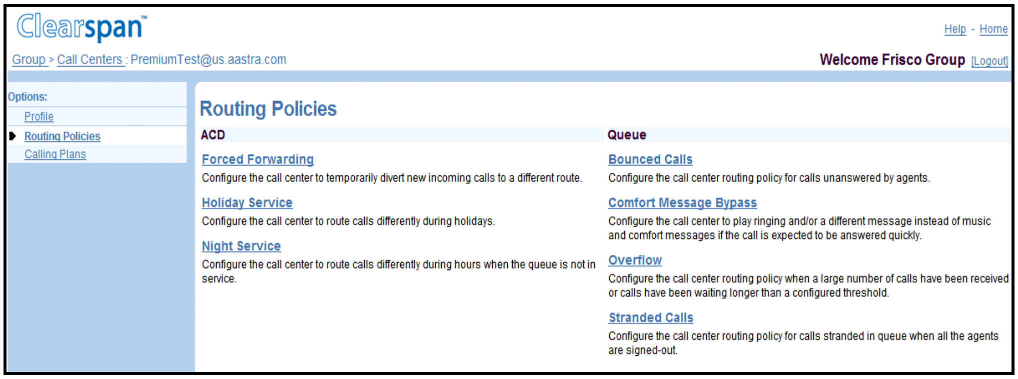

Figure 213 Call Center – Routing Policies Menu for Premium Call Center

6.1.7.1 Overflow

Use the *Call Center – Overflow* page to configure the call center routing policy when a large number of calls have been received or calls have been waiting longer than the configured threshold.

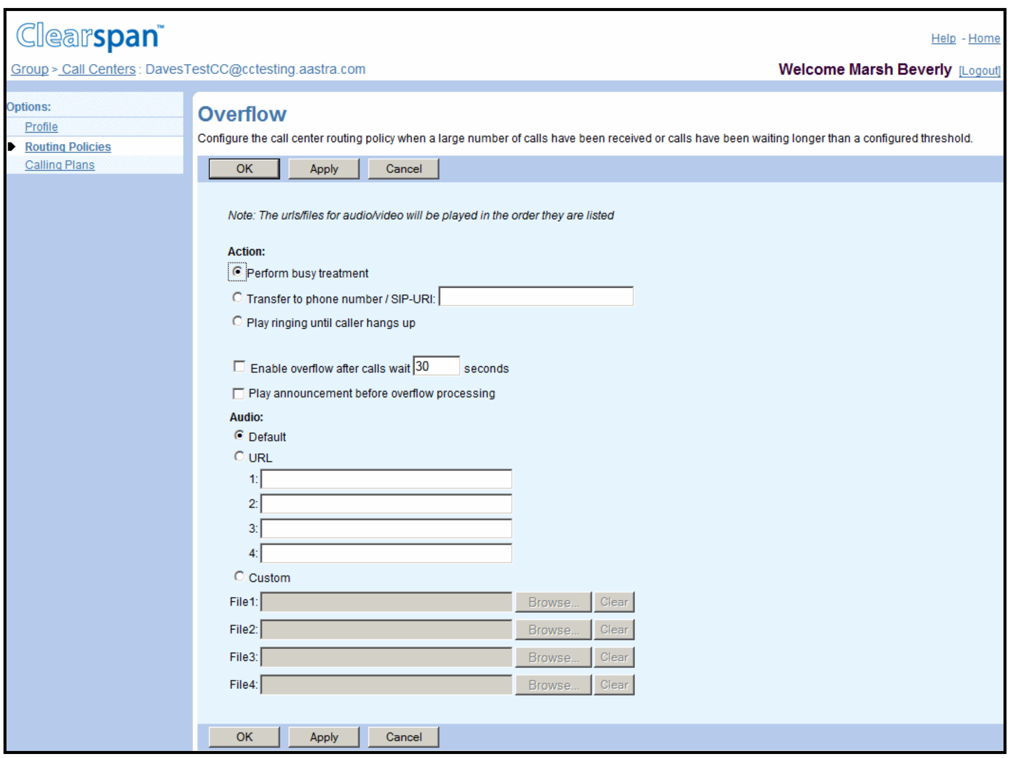

Figure 214 Call Center – Overflow

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.

3) To access the *Overflow* page do the following:

- For a Basic Call Center click **Overflow**.
- For the *Standard* or *Premium Call Center* select **Routing Policies** and then click **Overflow**.

4) Configure the *Action* settings. Select from the following:
   - Perform busy treatment
   - Transfer to phone number/SIP-URI and enter the number in the text box
   - Play ringing until caller hangs up
5) Select or unselect *Enable overflow after calls, wait <X> seconds* and enter the number of seconds in the text box.
6) Select or unselect Play announcement before overflow processing.
7) For *Audio* and *Video* files, select from the following:
   - *Default*
   - *URL,* and then enter up to four addresses in the provided text boxes
   - *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

     Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

> **NOTE:** The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

8) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   Click **Cancel** to exit without saving and display the previous page.

6.1.7.2 Bounced Calls (Standard and Premium Call Centers)

Use the *Call Center – Bounced Calls* page to configure the call center routing policy for calls unanswered by agents.

The available settings depend on your Call Center service. The settings that apply to a specific call center are identified in the procedure. The following figure shows the *Call Center – Bounced Calls* page for the Premium Call Center, which has all the settings.

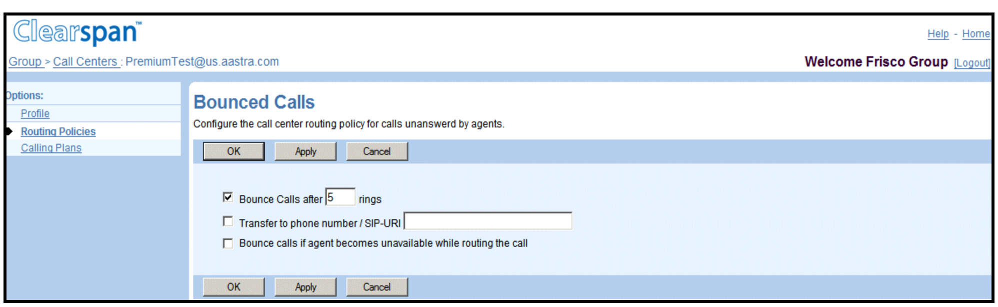

Figure 215 Premium Call Center – Bounced Calls

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears, listing the group call centers.

3) Select **Routing Policies**. The Call Center – Routing Policies page appears.

4) Click **Bounced Calls**. The Call Center – Bounced Calls page appears.

5) Decide whether to bounce unanswered calls. Select Bounce Calls after <number> rings and enter the number of rings to bounce calls unanswered by agents within <number> of rings.

6) Select Bounce calls if agent becomes unavailable while routing the call, if you want the call to bounce if the agent becomes unavailable while the call is offered.

7) Select Alert agent if call is on hold for longer than <number> seconds, and enter the amount of time in seconds if you want agents to be alerted about long-held calls.

8) Decide whether to bounce long-held calls. Select Bounce calls after being on hold by agent for longer than <number> seconds, and enter the number of seconds to bounce calls that are on hold longer than the specified number of seconds.

In addition, for the Premium Call Center:

9) Decide whether to transfer unanswered calls. Select *Transfer to phone number/SIP-URI* and enter the phone number or SIP URI to which you want to transfer unanswered calls.

10) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.7.3 Stranded Calls (Standard and Premium Call Centers)

Use the *Call Center – Stranded Calls* page to configure the call center routing policy for calls stranded in queue when all the agents have signed-out or left the queue (joined out).

The available settings depend on your Call Center service. The following two figures show the *Call Center – Stranded Calls* page for the Standard and Premium Call Centers. Follow the corresponding procedures to configure stranded calls for a Standard or Premium Call Center.

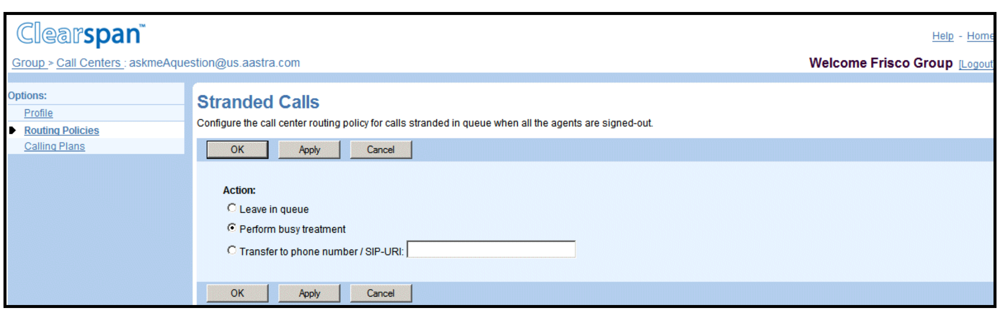

Figure 216 Standard Call Center – Stranded Calls

To configure stranded calls for a Standard Call Center:

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing the group call centers.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
3) Select **Routing Policies**. The Call Center – Routing Policies page appears.
4) Click **Stranded Calls**. The Call Center – Stranded Calls page appears.
5) Select from the following:
   - Select *Leave in queue* to leave stranded calls in the call center queue.
   - Select *Perform busy treatment* to apply busy treatment to stranded calls.
   - Select *Transfer to phone number/SIP-URI* and then enter the SIP-URI in the text box to transfer stranded calls to the specified phone number or URI.
6) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

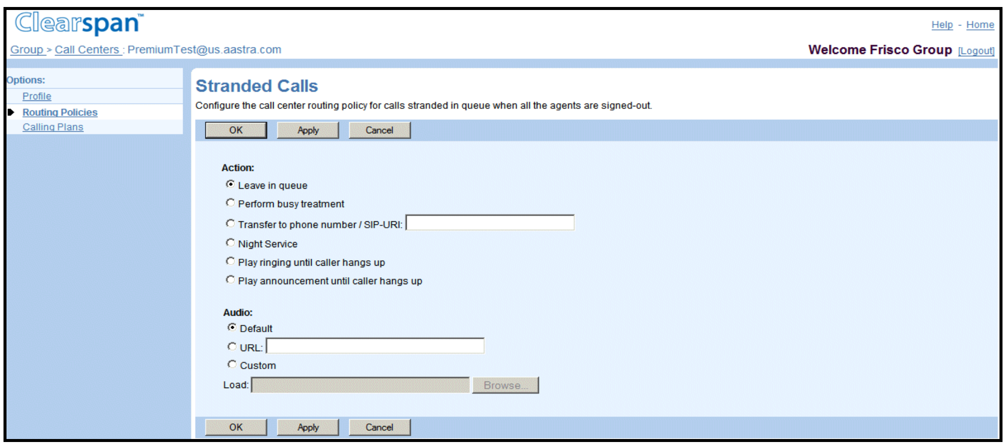

Figure 217 Premium Call Center – Stranded Calls

To configure stranded calls for a Premium Call Center:

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
3) Select **Routing Policies**. The Call Center – Routing Policies page appears.
4) Click **Stranded Calls**. The Call Center – Stranded Calls page appears.
5) Select from the following:
   - Select *Leave in queue* to leave stranded calls in the call center queue.
   - Select *Perform busy treatment* to apply busy treatment to stranded calls.
   - Select *Transfer to phone number/SIP-URI* and enter the number in the text box to transfer stranded calls to the specified phone number or URI.

- Select *Night Service* to transfer calls to the Night Service.
- Select *Play ringing until caller hangs up* to play ringing until the call ends.
- Select *Play announcement until caller hangs up* to play announcement until the call ends.

6) For the *Audio* or *Video* files, select from the following:
   - *Default*
   - *URL,* and then enter up to four addresses in the provided text boxes
   - *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

     Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

7) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.7.4 Forced Forwarding (Premium Call Centers)

Use the *Call Center – Forced Forwarding* page to configure the call center to temporarily divert new incoming calls to a different route independently of the Night Service route. Forced Forwarding does not affect calls already in the queue.

This service is only available for Premium Call Centers.

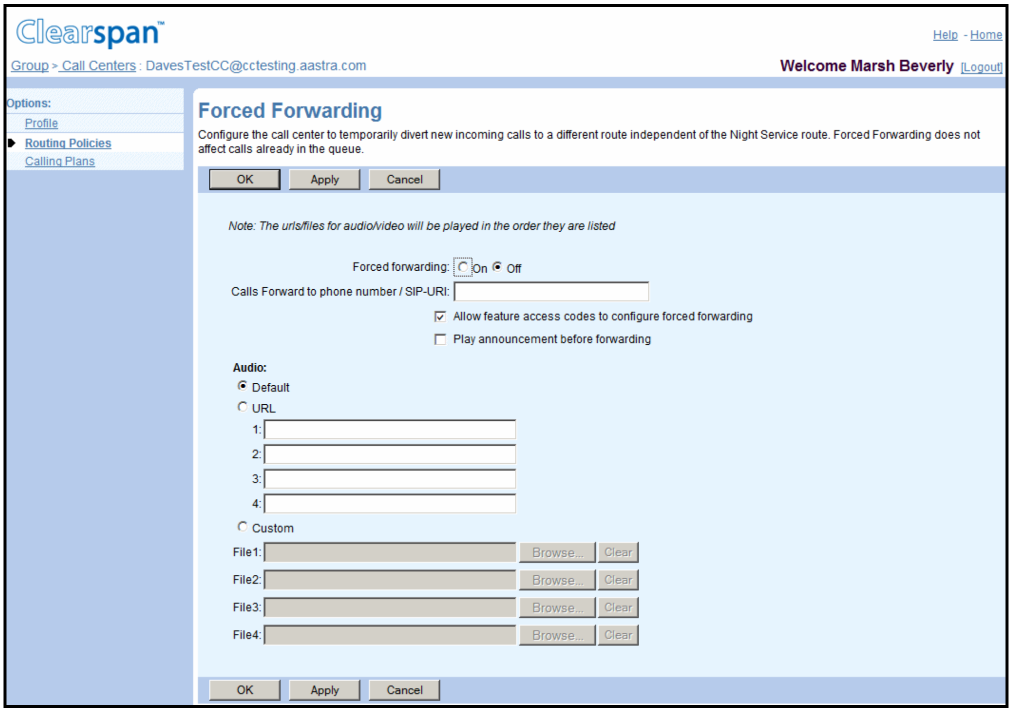

Figure 218 Premium Call Center – Forced Forwarding

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing the group call centers.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
3) Select **Routing Policies**. The Call Center – Routing Policies page appears.
4) Click **Forced Forwarding**. The Call Center – Forced Forwarding page appears.
5) For Forced Forwarding, select On or Off to enable or disable forced forwarding.
6) Define where you would like calls forwarded. In the *Calls Forward to phone number/SIP-URI* text box, enter the phone number or SIP-URI where to forward calls.
7) Select or unselect Allow feature access codes to configure forced forwarding to allow or forbid the use of feature access codes.
8) Select or unselect Play announcement before forwarding to specify if an announcement should be played before forwarding a call.
9) Select the audio or video file to be played to the caller from the following:
   - *Default*
   - *URL,* and then enter up to four addresses in the provided text boxes
   - *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

     Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

10) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.7.5 Holiday Service (Premium Call Centers)

Use the *Call Center – Holiday Service* page to configure a call center to route calls differently during holidays.

This service is only available for Premium call centers.

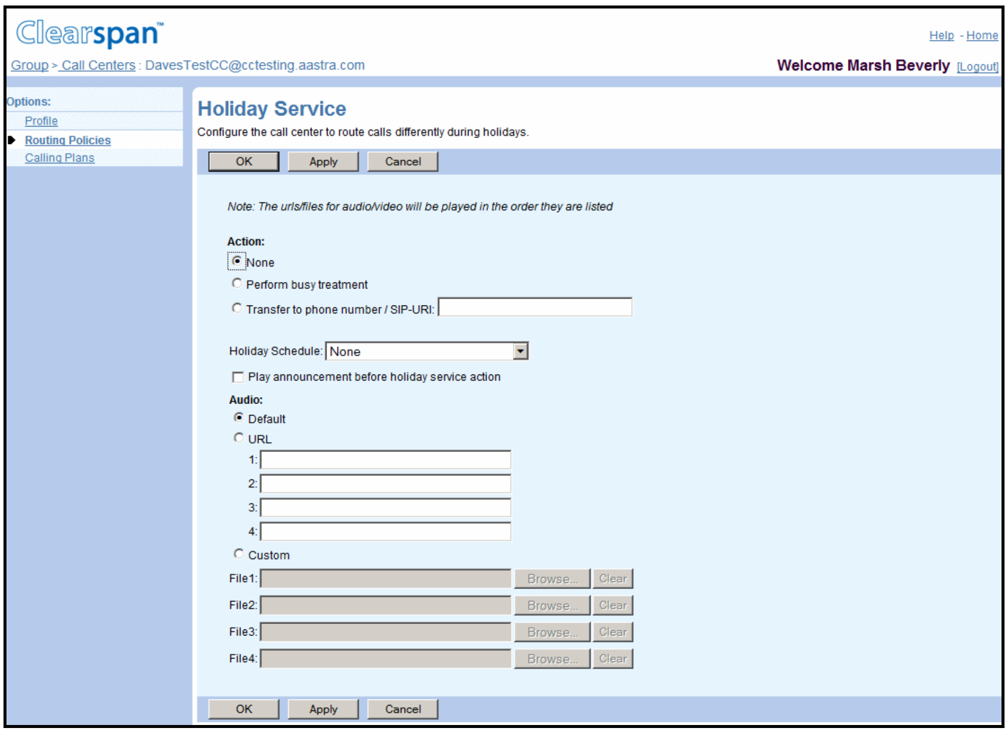

Figure 219 Premium Call Center – Holiday Service

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing the group call centers.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
3) Select **Holiday Service**. The Call Center – Holiday Service page appears.
4) For the Action settings, select from the following:
   - Select *None* if you do not want call to be treated differently during holidays.
   - Select *Perform busy treatment* if you want calls to receive busy treatment during holidays.

- Select *Transfer to phone number/SIP-URI:* and then enter the SIP-URI where want the calls to be forwarded during holidays.

5) Select the holiday schedule from the *Holiday Schedule* drop-down list.

6) Check *Play announcement before holiday service action* to play an announcement to callers before applying the configured action.

7) Select the *Audio* or *Video* files to be played to callers from the following:

   - *Default*
   - *URL,* and then enter up to four addresses in the provided text boxes
   - *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

     Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

8) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.7.6 Night Service (Premium Call Centers)

Use the *Call Center – Night Service* page to configure the call center to route calls differently during the night hours.

This service is only available for Premium Call Centers.

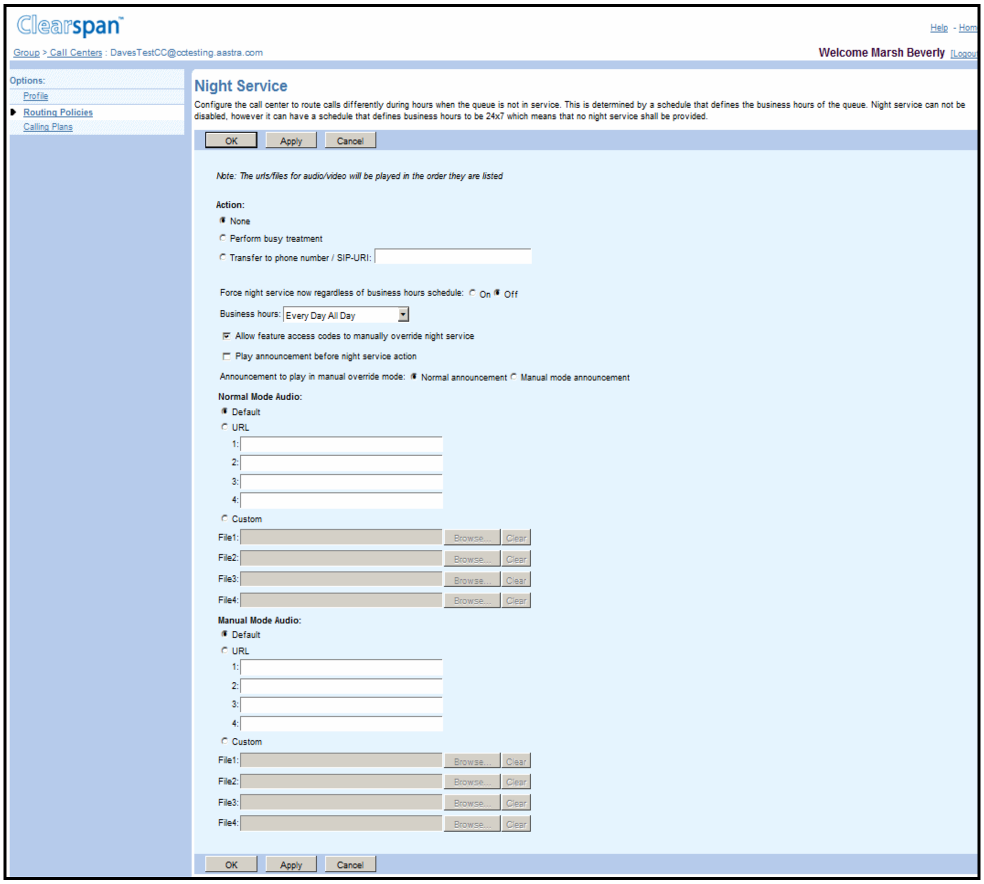

Figure 220 Premium Call Center – Night Service

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing the group call centers.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.

3) Select **Night Service**. The *Call Center – Holiday Service* page appears.

4) For the *Action* settings, select from the following:

   - Select *None* if you do not want call to be treated differently during holidays.
   - Select *Perform busy treatment* if you want calls to receive busy treatment during holidays.
   - Select *Transfer to phone number/SIP-URI:* and then enter the SIP-URI where want the calls to be forwarded during holidays.

5) For *Force night service now regardless of business hours schedule,* check *On* to enable night service immediately or *Off* to return to regular night schedule.

6) From the *Business Hours* drop-down list, select the business hours.

7) To allow Night Service Override using FACs, check Allow feature access codes to manually override night service.

8) Check *Play announcement before night service action* to play an announcement to users before applying the configured action to the call.

9) Select the announcement to play in manual override mode from the following:

- *Normal announcement*
- *Manual mode announcement*

10) Select the *Normal Mode Audio*, *Normal Mode Video, Manual Mode Audio*, and *Manual Mode Video* files to be played to callers from the following:

- *Default*
- *URL,* and then enter up to four addresses in the provided text boxes
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

11) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.1.7.7 Comfort Message Bypass (Premium Call Centers)

Use the *Call Center – Comfort Message Bypass* page to configure the call center to play ringing and/or a different message instead of music and comfort messages if the call is expected to be answered quickly. This service is only available to Premium Call Centers.

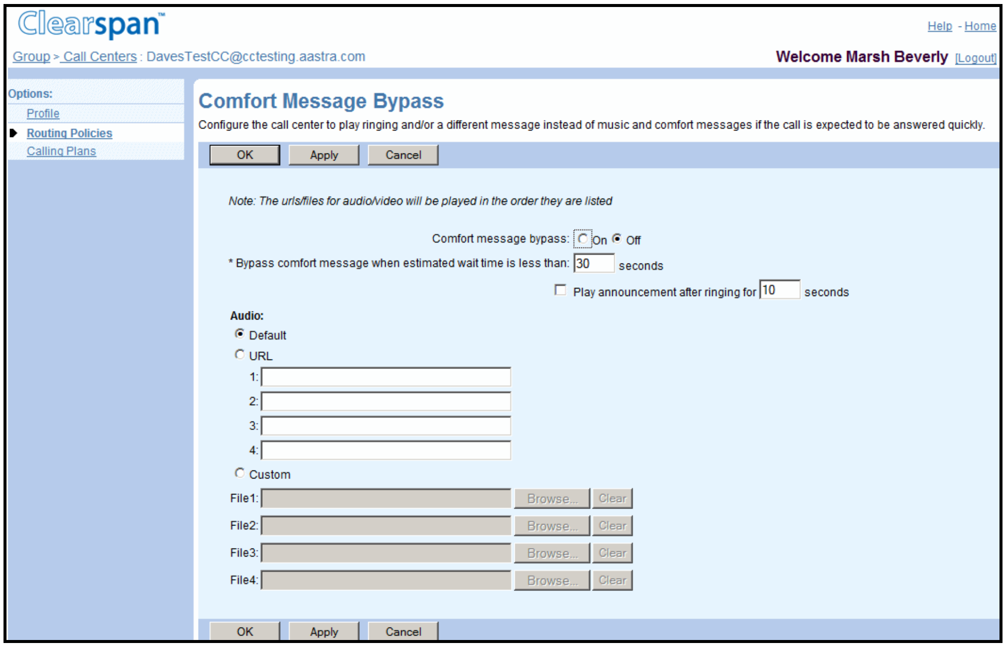

Figure 221 Call Center – Comfort Message Bypass

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing the group call centers.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.

3) Select **Comfort Messages Bypass**. The *Call Center – Comfort Messages Bypass* page appears.

4) For *Comfort message Bypass,* select *On* or *Off* to enable or disable bypassing comfort messages.

5) Define the maximum allowed waiting time for bypassing comfort messages, by entering the number of seconds for the *Bypass comfort message when estimated wait time is less than* <X> *seconds* setting.

6) To play an announcement to callers after ringing for the configured amount of time, *check Play announcement after ringing for <X> seconds* and enter the number of seconds after which to play the announcement.

7) Select the *Audio* or *Video* files to be played to callers from the following:

   - *Default*
   - *URL,* and then enter up to four addresses in the provided text boxes
   - *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

     Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

> **NOTE**: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

8) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2 Group-Level Settings

This section describes the tasks performed to configure group-level settings for the Call Center services. It applies only to service provider groups.

> **NOTE**: If your group is part of an enterprise, your enterprise administrator configures these settings.

The settings to configure for your group depend on the services your group has been authorized. The settings that apply to specific services are identified in each section.

6.2.1 Agent Default Settings

Use the *Group – Agent Default Settings* page to configure agent default settings for your group.

> **NOTE**: If your group is part of an enterprise, your enterprise administrator configures these settings.

The options that you can set on this page depend on the type of Call Center service authorized for your group and are as follows:

- *Use Guard Timer Settings* are visible when any of the Call Center services are authorized for your group.
- *Use Agent Unavailable Settings* are visible only when Standard and Premium Call Center services are authorized for your group.
- *Force agent to unavailable on personal calls* option applies only to Premium Call Centers.

This is illustrated in the next three figures.

Error! Objects cannot be created from editing field codes.

Figure 222 Call Center – Agent Default Settings Page for Groups with Basic Call Center Service Authorized

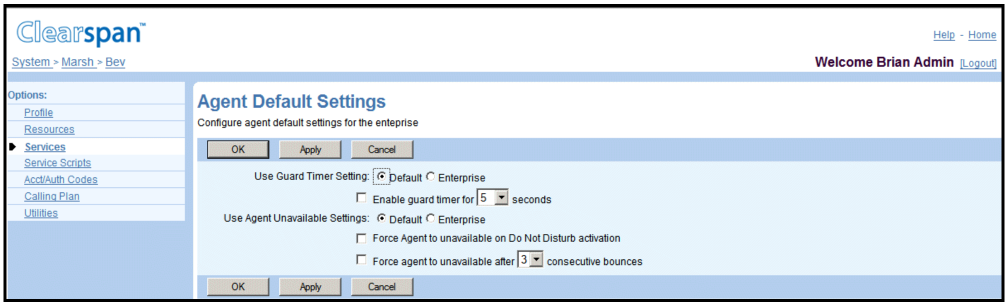

Figure 223 Group – Agent Default Settings Page for Groups with Standard Call Center Services Authorized

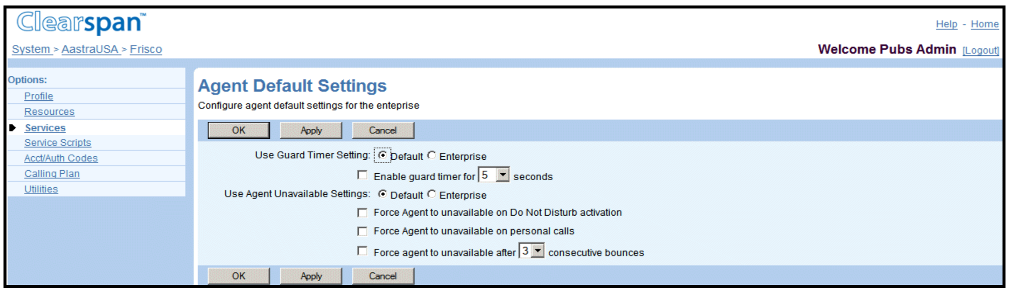

Figure 224 Group – Agent Default Settings for Groups with Premium Call Center Service Authorized

6.2.1.1 Configure Agent Default Settings

1) On the *Group – Call Center* page, click **Agent Default Settings**. The *Group – Agent Default Settings* page appears.

2) Select or type the information as applicable to your type of service:

For All Call Center Services:

- For the *Use Guard Timer Setting*, select *Default* to use the system default, or select *Group* to use the guard timer defined for the group.
    - If you selected *Group*, select *Enable guard timer for <x> seconds,* and select the number of seconds form the drop-down list.

In addition, for Standard and Premium Call Centers Only:

- For the *Use Agent Unavailable Settings*, select *Default* to use the system default, or select *Group* to use the setting defined for the group.
    - Check *Force Agent to unavailable on Do Not Disturb activation* if you want the agent's status to be set to "Unavailable" when they activate the *Do Not Disturb* option.
    - Check *Force agent to unavailable after <number> consecutive bounces* and select the number of bounces from the drop-down list if you want the agent's status to become unavailable after the set number of consecutive bounced calls delivered to that agent.
    - Check *Force agent to unavailable on not reachable* to change the agent's status to unavailable when the agent becomes unreachable.

In addition, for Premium Call Center Only:

- Check *Force Agent to unavailable on personal calls* if you want the agent's status to become "Unavailable" when the agent is answering a personal call.

3) Click **Apply** to save your changes, or click **OK** to save your changes and return to the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.1.2 Agent Threshold Profiles (Call Center – Premium and Call Center – Standard)

Use this item on the *Group – Call Center* menu page to configure thresholds for various statistical measurements about agents' performance.

> **NOTE**: If your group is part of an enterprise, your enterprise administrator configures agent thresholds profiles for all groups in the enterprise.

An agent threshold profile consists of a set of thresholds and a list of agents to which those thresholds apply.

For each measurement that can have thresholds set, you can configure a yellow threshold and a red threshold, with the red threshold having higher severity.

When a threshold is crossed, the system sends an alert to the Call Center client, so that it can display a visible indicator of the appropriate color to the user.

In addition, agent threshold profiles allow you to configure up to eight e-mail addresses where a notification should be sent when a threshold configured in this profile is crossed.

An agent can be assigned to only one profile. A default profile without any thresholds is automatically created by the system. This profile applies to all agents who are not assigned to any other profile. If you remove an agent from a profile, the agent is automatically assigned to the default profile. The only way to remove the agent from the default profile is to assign the agent to another profile.

6.2.1.3 View Agent Threshold Profiles

Use the *Group – Agent Thresholds Profiles* page to view agent thresholds profiles defined for your group.

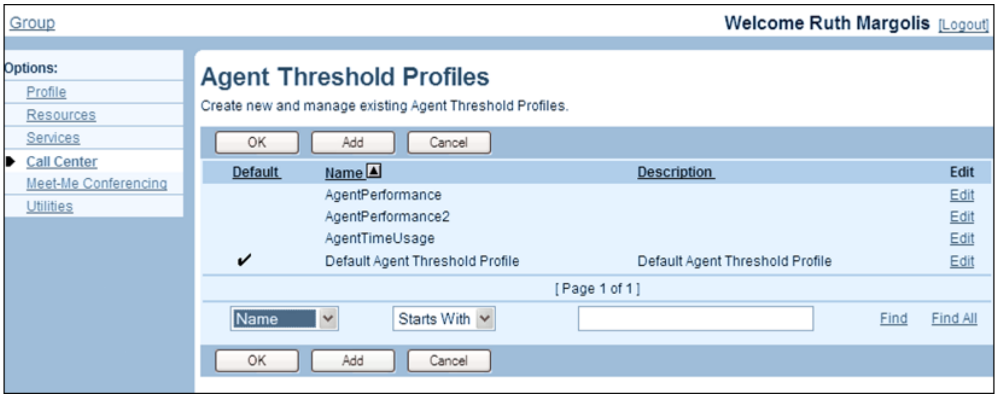

Figure 225 Group – Agent Threshold Profiles

1) On the *Group – Call Center* menu page, click **Agent Threshold Profiles**. The *Group – Agent Threshold Profiles* page appears.

2) Click **OK**. The previous page appears.

6.2.1.4 Add Agent Threshold Profile

Use the *Group – Agent Threshold Profile Add* page to define a new agent threshold profile for your group.

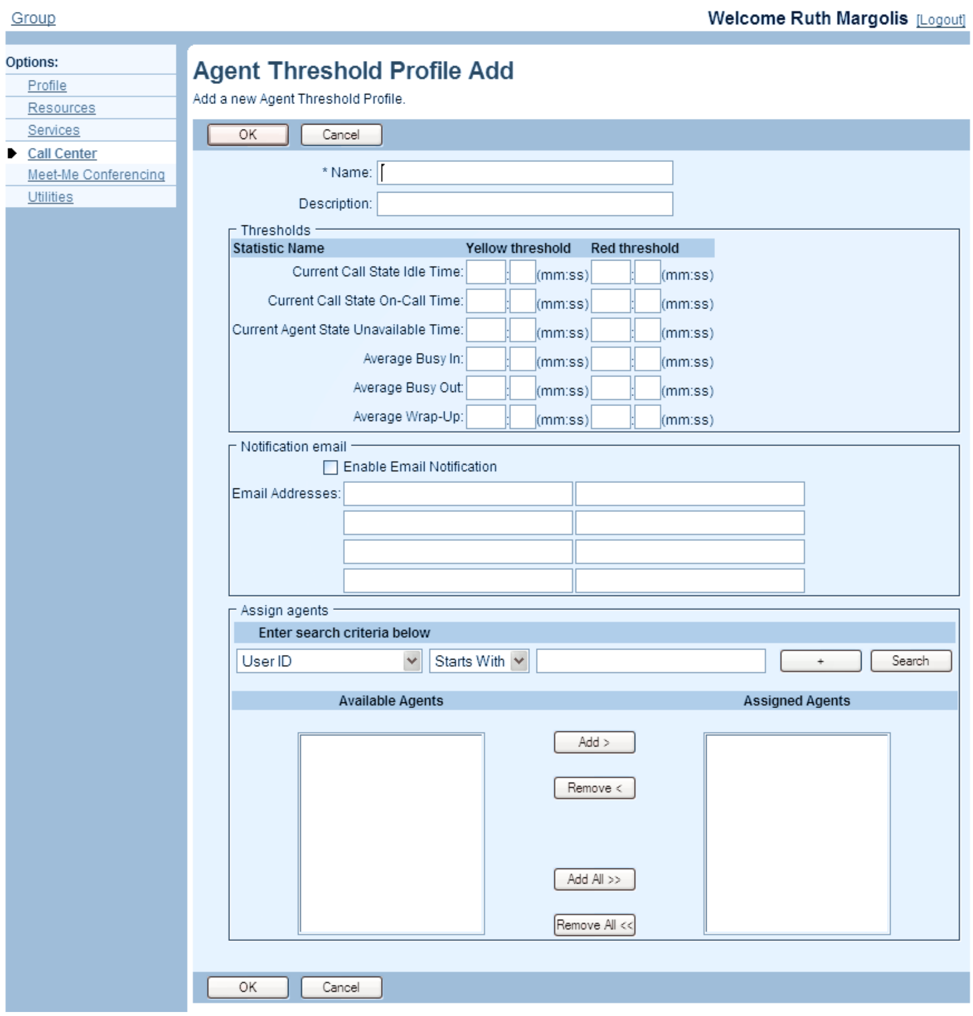

Figure 226 Group – Agent Threshold Profile Add

1) On the *Group – Call Center* menu page, click **Agent Threshold Profiles**. The *Group – Agent Threshold Profiles* page appears.

2) Click **Add**. The Group – Agent Threshold Profile Add page appears.

3) Enter a name and a description of the profile.

4) For each statistical measurement listed on this page, you can configure a yellow threshold and/or a red threshold in hours and minutes. A threshold cannot be set to "0:00", and a yellow threshold must be assigned a lower value than the corresponding red threshold. You can leave a field empty if you do not want to assign a threshold.

The following table lists the measurements for which thresholds can be configured:

Measurement	Notes
Current Call State Idle Time	When the agent is idle, this is the time that has elapsed since the agent has become idle.
Current Call State On-Call Time	When the agent is on a call, this is the time the agent has spent on the current call. If the agent is involved in multiple calls, this is the time spent on the longest call.
Current Agent State Unavailable Time	When the agent is unavailable, this is the time that has elapsed since the agent has become unavailable or since that agent last updated their unavailable code.
Average Busy In	The average time spent by an agent on an incoming ACD call since the last sign-in.
Average Busy Out	The average time spent by an agent on an outgoing ACD call since the last sign-in.
Average Wrap-Up	The average time spent by an agent to wrap up a call since the last sign-in.

5) To send e-mail notifications when a threshold in this profile is crossed, check the *Enable Email Notification* check box and enter up to eight e-mail addresses.

6) Use the search function to find available agents.

7) To assign agents to the profile, select the agents in the *Available Agents* column and click **Add >**. Or to select all agents click **Add All >>**.

8) To remove some assigned agents, select the agents to remove in the *Assigned Agents* column and click **Remove <**. Or to remove all assigned agents, click **Remove All <<**.

NOTE: When an agent is assigned to a profile, they are automatically unassigned from the previous profile to which they were assigned. When an agent is unassigned from a profile, they are automatically assigned to the default profile.

An agent cannot be explicitly unassigned from the default profile. To unassign an agent from the default profile, you have to assign the agent to another profile.

9) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without changing, click **Cancel** or select another page.

6.2.1.5 Modify Agent Threshold Profile

Use the *Group – Agent Threshold Profile Modify* page to modify an existing agent threshold profile.

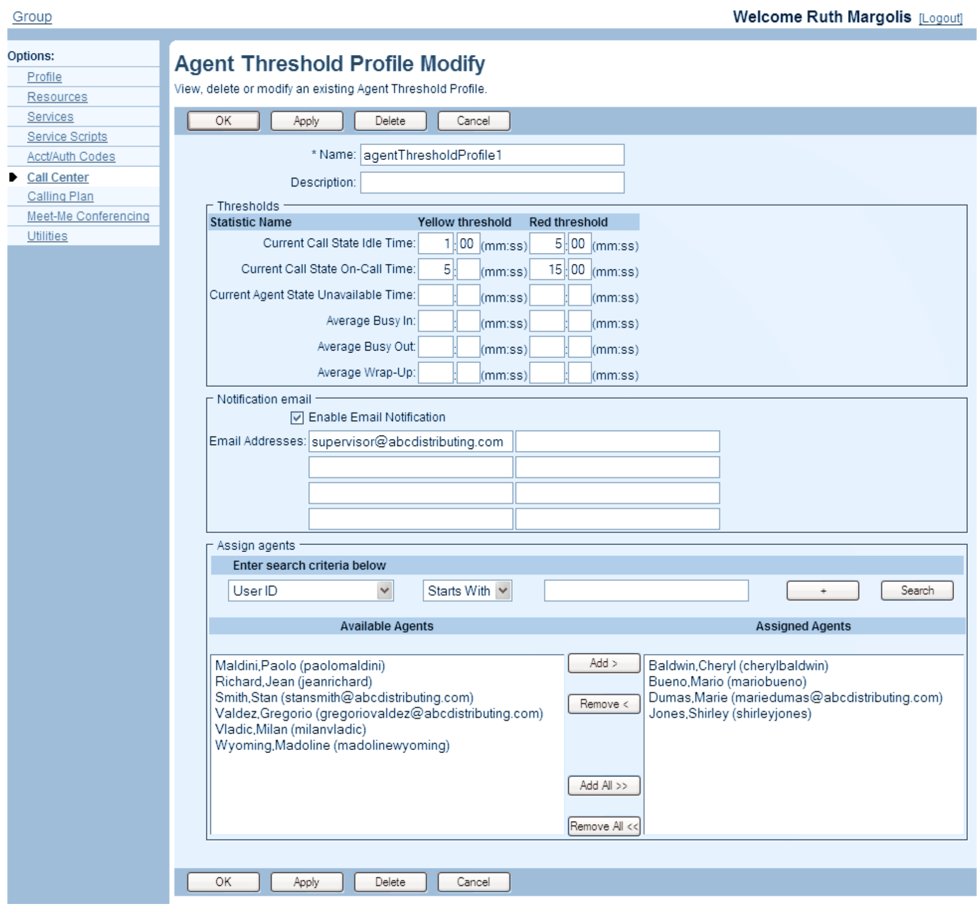

Figure 227 Group – Agent Threshold Profile Modify

1) On the *Group – Call Center* menu page, click **Agent Threshold Profiles**. The *Group – Agent Threshold Profiles* page appears.

2) Click **Edit** on the row of the profile to edit. The *Group – Agent Threshold Profile Modify* page appears.

   To delete the profile, click **Delete**. The previous page appears.

> **WARNING**: The Delete operation is final and cannot be undone.

3) Modify profile information as required. For information about the settings that can be configured for a profile, see section *6.2.1.4 Add Agent Threshold Profile*.

4) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without changing, click **Cancel** or select another page.

6.2.2 Agent Unavailable Codes (Standard and Premium Call Centers)

Agent unavailable codes can be used to better track agents' unavailability. You may require agents in your group who change their status to *Unavailable* to enter an unavailability that explains the reason for their unavailability. You can also configure the feature to automatically assign a predefined unavailable code to agents in specific situations, such as receiving a personal call or activating the Do Not Disturb service.

Use the *Group – Agent Unavailable Codes* page to configure agent unavailable codes for your group.

NOTE: If your group is part of an enterprise, your enterprise administrator configures agent unavailable codes for all groups in the enterprise.

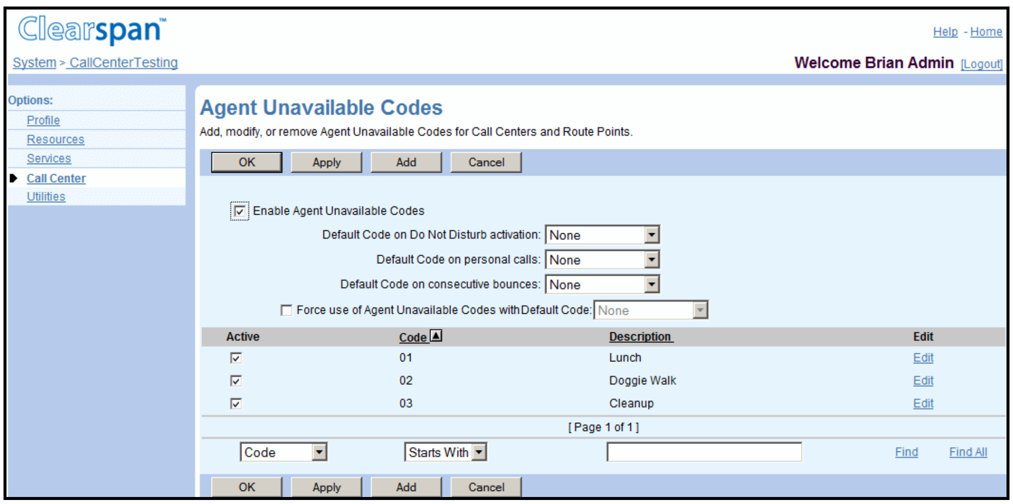

Figure 228 Group – Agent Unavailable Codes (Premium Call Center)

6.2.2.1 Configure Agent Unavailable Codes Settings

Use the *Group – Agent Unavailable Codes* page to enable the use of agent unavailable codes for your group and to configure unavailable codes defaults.

1) On the Group – Call Center menu page, click **Agent Unavailable Codes**. The *Group – Agent Unavailable Codes* page appears.

2) Configure the settings as follows:

Parameter	Description
Enable Agent Unavailable Codes	Check or uncheck this option to enable or disable agent unavailable codes. When disabled, agent unavailable codes received from any client or device are ignored and no error is generated.
Force use of Agent Unavailable Codes with Default Code	Check this option to force the use of agent unavailable codes; then select a default code. A default code must be specified if *Force use of Agent Unavailable Codes* is checked. When this option is enabled, this generic agent unavailable code is used when a code is required but no code or an invalid code is provided.
Default Code on Do Not Disturb activation	Select a code from the drop-down list. When this code is configured, it is automatically assigned to agents when their ACD state changes to "Unavailable" on activation of the Do Not Disturb service. If no code is configured and *Force use of Agent Unavailable Codes* is enabled, the generic default code set on this page is used.
Default Code on personal calls (**Premium call centers**)	Select a code from the drop-down list. When this code is configured, it is automatically assigned to agents when they make or receive personal calls. If no code is specified and *Force use of Agent Unavailable Codes* is enabled, the generic default code set on this page is used.
Default Code on consecutive bounces	Select a code from the drop-down list. When this code is configured, it is automatically assigned to agents when a configurable number of consecutive calls delivered to them bounce. If no code is specified and *Force use of Agent Unavailable Codes* is enabled, the generic default code (set on this page) is used.
Default code on not reachable	Select a code from the drop-down list. When this code is configured, it is automatically assigned to agents when they become unreachable. If no code is specified and Force use of Agent Unavailable Codes is enabled, the generic default code (set on this page) is used.

5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without changing, click **Cancel** or select another page.

6.2.2.2 View, Activate, or Deactivate Agent Unavailable Codes

Use the *Group – Agent Unavailable Codes* page to enable or disable selected Agent Unavailable Codes.

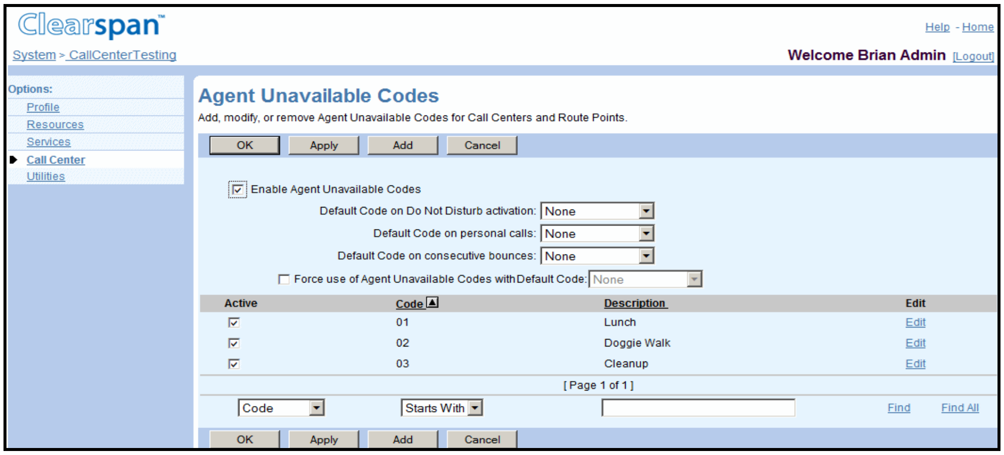

Figure 229 Group – Agent Unavailable Codes

1) On the *Group – Call* Center menu page, click **Agent Unavailable Codes**. The *Group – Agent Unavailable Codes* page appears.
2) To activate a code, check the *Active* box in the row for the code. To deactivate the code, deselect the box.
3) To save your changes click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

6.2.2.3 Add Agent Unavailable Code

Use the *Group – Agent Unavailable Codes Add* page to create agent unavailable codes.

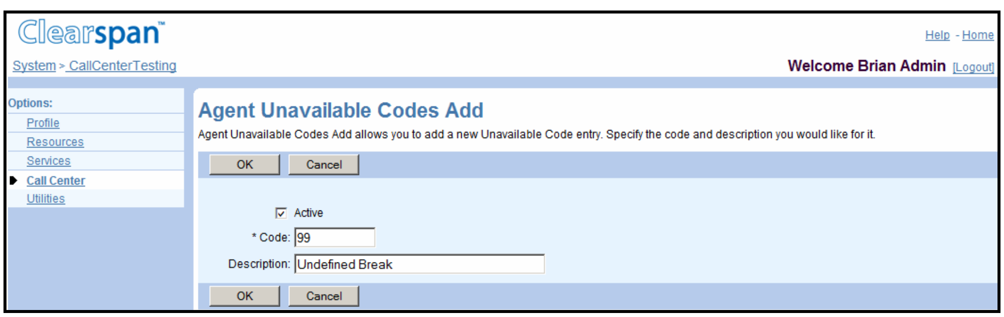

Figure 230 Group – Agent Unavailable Codes - Add

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Agent Unavailable Codes**. The Group – *Agent Unavailable Codes* page appears.
3) Click **Add**. The Group – Agent Unavailable Codes Add page appears.

4) Enter the code name and description. The name must be unique in your group.

5) To activate the code, check Active.

6) Click **OK** to save your changes or click **Cancel** to exit the page without saving.

6.2.2.4 Modify or Delete Agent Unavailable Code

Use the *Group – Agent Unavailable Codes Modify* page to edit or delete an agent unavailable code.

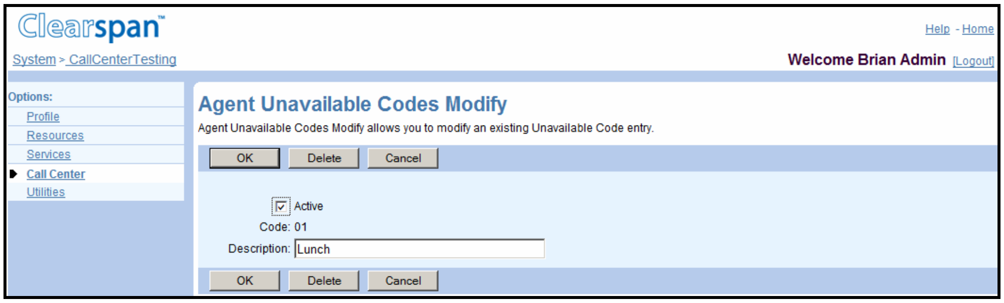

Figure 231 Group – Agent Unavailable Codes Modify

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Agent Unavailable Codes**. The *Group – Agent Unavailable Codes* page appears.

3) *On the Group – Agent Unavailable Codes* page, click **Edit** in the row for the code you want to modify or delete. The *Group – Agent Unavailable Codes Modify* page appears.

4) To delete the code, click **Delete**. The code is deleted and the previous page appears.

WARNING: The Delete operation is final. Once you delete an agent unavailable code, you cannot undo the operation.

5) To modify the code, change information as required.

6) To save your changes, click **OK**. To exit without changing, click **Cancel**.

6.2.3 Call Disposition Codes (Premium Call Centers)

Disposition codes are additional attributes that can be applied to inbound and outbound calls to tag calls with comments, results, and so on. More than one disposition code can be assigned to a call.

Disposition codes can be defined at the group level, in which case they apply to all Premium call centers in the group, or at the call center level, in which case they apply only to the call center where they are defined.

Use the *Group – Call Disposition Codes* page to configure group-level disposition codes.

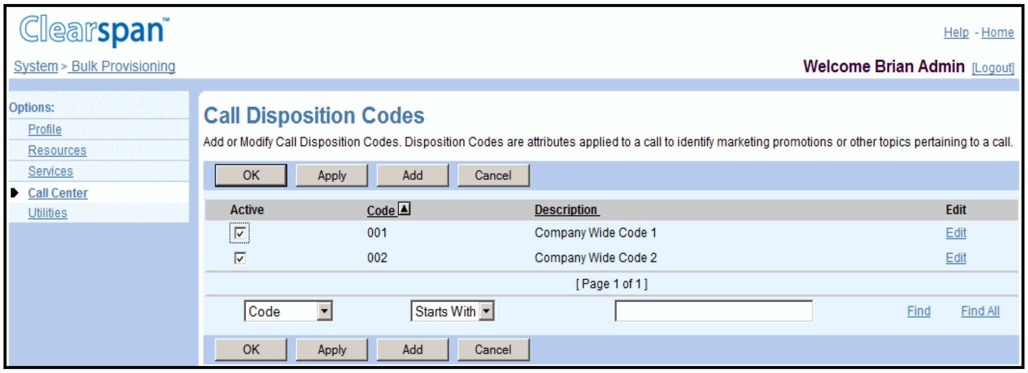

Figure 232 Group – Call Disposition Codes

6.2.3.1 View, Activate, or Deactivate Group-level Disposition Codes

Use the *Group – Call Disposition Codes* page to view and activate call disposition codes for your group's call centers.

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.
3) To activate a call disposition code, check the *Active* box in the row for the code. To deactivate the code, deselect the box.
4) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

6.2.3.2 Add Group-Level Disposition Code

Use the *Group – Call Disposition Code Add* page to add a group-level disposition code.

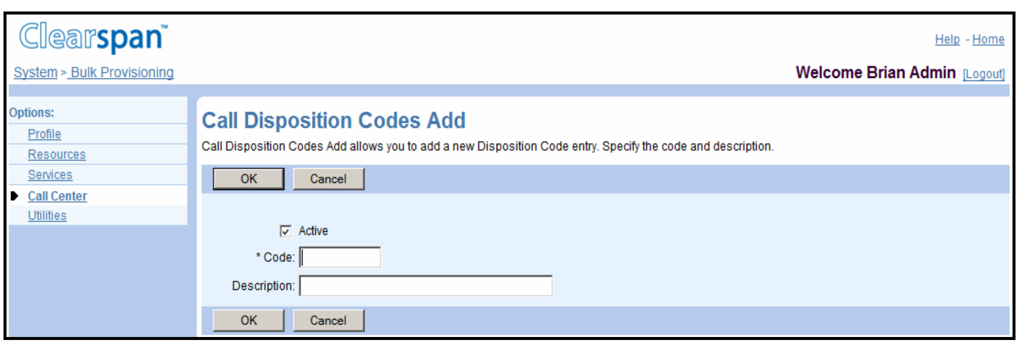

Figure 233 Group – Call Disposition Codes Add

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.
3) Click **Add**. The Group – Call Disposition Codes Add page appears.
4) Enter the code. The code has to be unique in your group.

5) Enter the description of the disposition code.

6) To activate the disposition code you are creating, check *Active*.

7) To save your changes and return to the previous page, click **OK**.

To exit without saving, click **Cancel** or select another page.

6.2.3.3 Modify or Delete Disposition Code

Use the *Code* tab (default) on the *Group – Call Disposition Codes Modify* page to modify or delete a group-level disposition code.

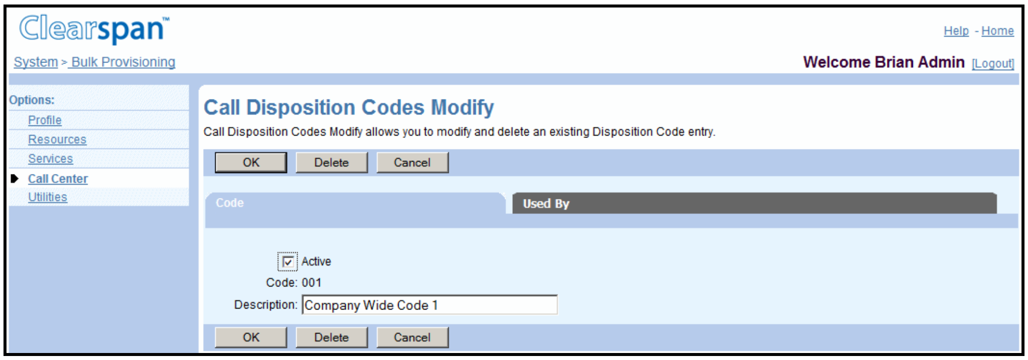

Figure 234 Group – Call Disposition Codes Modify

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.

3) Click **Edit** in the row for the disposition code you want to modify or delete. The *Group – Call Disposition Codes Add* page appears.

4) To delete the code, click **Delete**. The code is deleted and the previous page appears.

WARNING: The delete function is final and cannot be undone.

5) To modify the code, change information as required. For information about the parameters on this page, see section 6.2.3.2 Add Group-Level Disposition Code.

6) To save your changes and return to the previous page, click **OK**.

To exit without saving, click **Cancel** or select another page.

6.2.3.4 View Call Disposition Code Usage

Use the *Usage* tab on the *Group – Call Disposition Code Modify* page to view a disposition code usage.

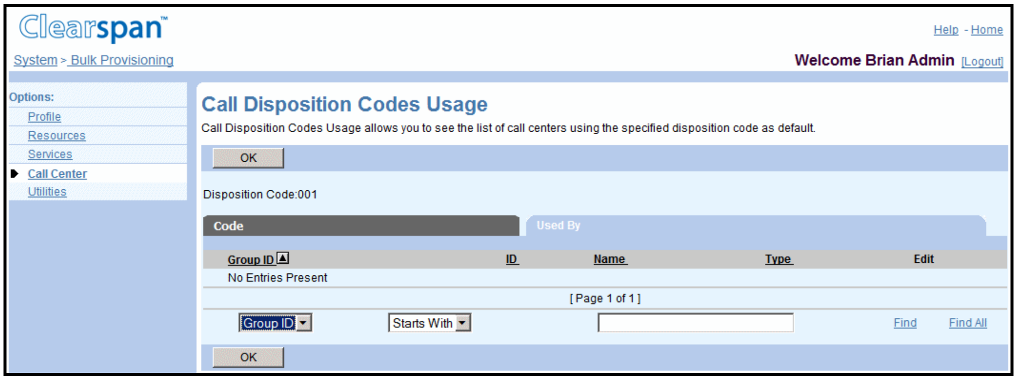

Figure 235 Group – Call Disposition Codes Modify

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.
3) Click **Edit** in the row for the disposition code you want to view. The *Group – Call Disposition Codes Modify* page appears.
4) Click the *Usage* tab. The page displays the usage of the selected disposition code.
5) Click **OK** to display the previous page.

6.2.4 Routing Priority Settings (All Call Center Services)

Use the *Group – Call Center Routing Policies* page to select the routing policy for your group call centers and to prioritize the call centers in your group.

When you add a call center, it is automatically assigned the lowest priority. To change that, assign it the priority you want.

When you delete a call center, the routing priorities of the remaining call centers may become non-contiguous. To make them contiguous, refresh the list.

6.2.4.1 Set Routing Policy and Order Call Centers

Use the *Group – Call Center Routing Policies* page to select the routing policy for the call centers in your group and to assign priorities to the call centers in the group.

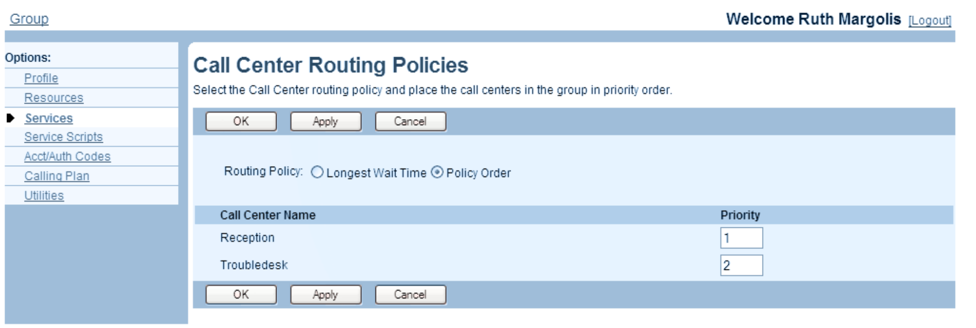

Figure 236 Group – Call Center Routing Policies

1) On the Group – Call Center menu page, click **Routing Priority Settings**. The *Group – Routing* Priority *Settings* page appears.

2) Select the routing policy to apply when routing Call Center calls to agents from the following:

   - *Longest Wait Time* to first answer calls that have been waiting the longest
   - *Priority Order* to answer all the calls in a higher priority queue before answering any call in a lower priority queue

3) Place the call centers in order of priority. For each call center, enter its priority in the *Priority* text box, where 1 is the highest priority, 2 is the second highest priority, and so on. You can enter any whole or decimal number.

   When you apply the changes, the call centers are renumbered from 1 to n, in the relative order assigned by you and reordered accordingly. For example, if there are two call centers: A and B, and you assign priority 7 to call center A and priority 3.5 to call center B, the call center B will be listed first with priority 1 and the call center A will be listed second with priority 2.

4) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: If call center priorities have become non-contiguous even though you did not renumber them, for example, when a call center is deleted, clicking Apply or OK on this page will assign contiguous priorities to the call centers, while preserving their order of priority.

6.2.5 Assign or Unassign Agents

Users in the same group or enterprise are available if they have been assigned an appropriate Call Center service.

- Users with *Call Center - Basic* may be assigned to Basic call centers.
- Users with *Call Center - Standard* may be assigned to Basic or Standard call centers.
- Users with *Call Center - Premium* may be assigned to any call center.

Refer to section *4.2.6 Assign or Unassign User Services* for more information on assigning services to users.

NOTE: Un-assigning the Call Center (Basic, Standard, or Premium) service from an agent automatically removes the agent from the Call Center(s) for which they are no longer licensed.

Use the *Call Center – Agents* page to assign to or unassign users from the call center.

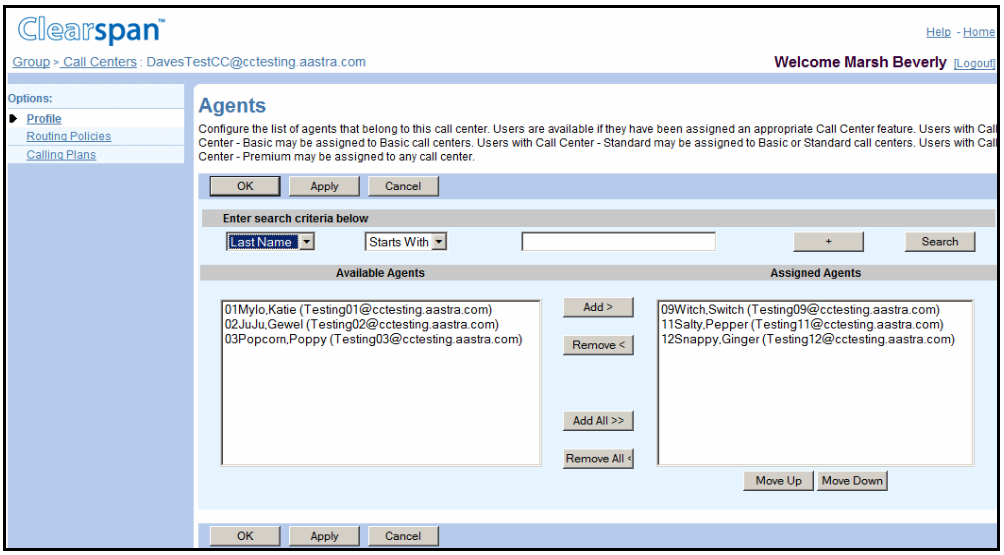

Figure 237 Call Center – Agents

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu appears.

3) Click **Agents**. The Call Center – Agents page appears.

4) To find desired users, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the Clearspan Getting Started Web Interface Administration Guide.

5) In the Available Agents column, select the users to be assigned as agents. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

6) To assign the selected users, click **Add >**. To unassign all users at once, click **Add All >>**.

7) To unassign users, select users in the *Assigned Agents* column. Then, to unassign the selected users, click **Remove <**; to assign all users (unselected) at once, click **Remove All >>.**

8) Click **Apply** to save your changes, or click **OK** to save your changes and return to the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.6 Configure Call Center Disposition Codes (Premium Call Centers)

Use the *Call Center – Call Disposition Codes* page to configure call disposition codes for a selected call center.

> **NOTE**: From this page, you can view or use group-level disposition codes, but you cannot modify them.

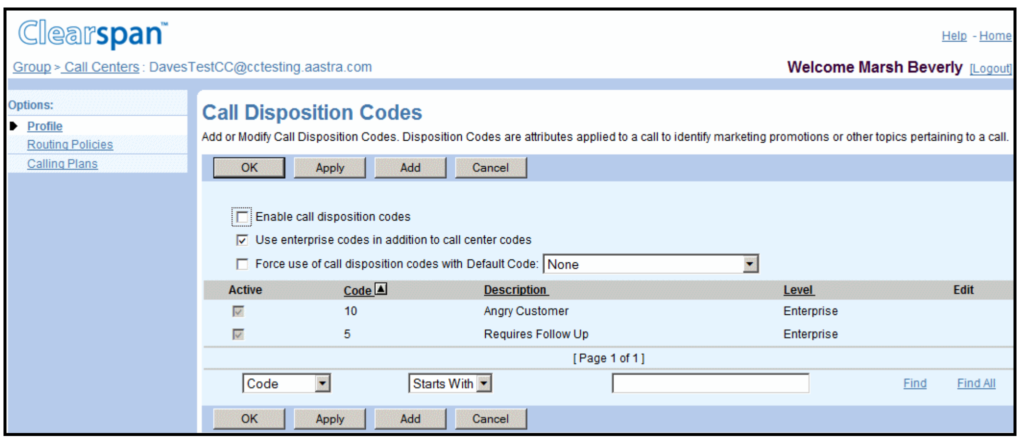

Figure 238 Call Center – Call Disposition Codes

6.2.6.1 Add Disposition Code

Use the *Call Center – Call Disposition Code Add* page to add a call center disposition code.

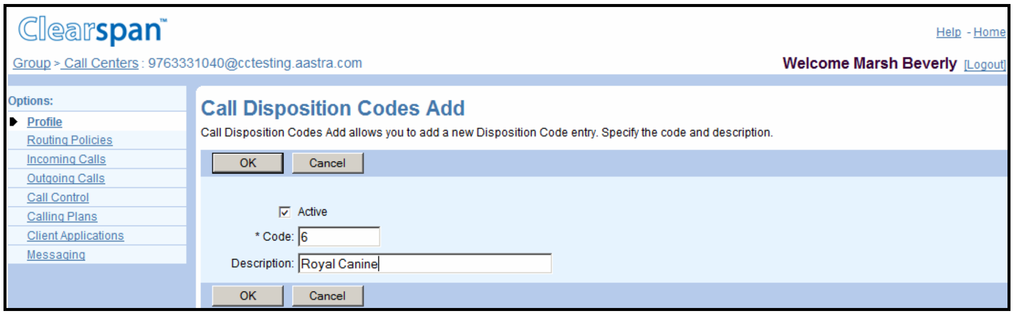

Figure 239 Call Center – Call Disposition Codes Add

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Edit** on the row for the Call Center. The *Call Center – Profile* menu appears.
3) Click **Disposition Codes**. The *Call Center – Call Disposition Codes* page appears.
4) Click **Add**. The Call Center – Call Disposition Codes Add page appears.
5) Enter the code. This is a required field.
6) Enter the code description.
7) To activate the code, check the *Active* box.
8) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

   To exit without saving, click **Cancel** or select another page.

6.2.6.2 Modify or Delete Disposition Code

Use the *Call Center – Call Disposition Code Modify* page to delete or modify a call center disposition code.

> **NOTE**: You can only modify or delete call center disposition codes from this page.

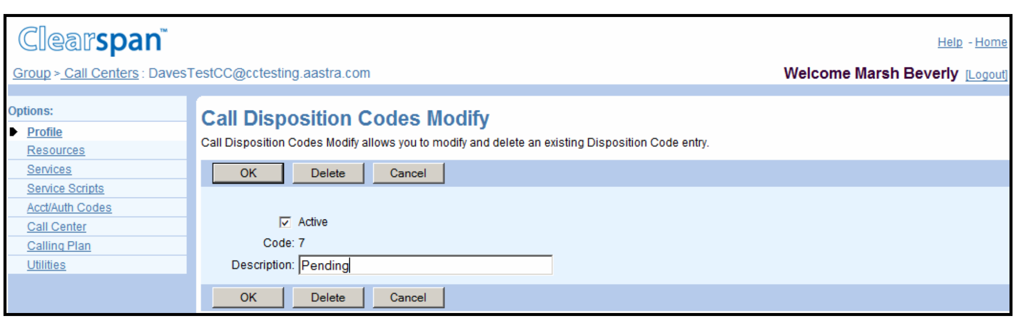

Figure 240 Call Center – Call Disposition Codes Modify

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Edit** on the row for the call center. The *Call Center – Profile* menu appears.

3) Click **Disposition Codes**. The Call Center – Call Disposition Codes page appears.

4) Click **Edit** on the row for the disposition code you want. The Call Center – Call Disposition Code Modify page appears.

5) To delete the disposition code, click **Delete**. The disposition code is deleted and the previous page appears.

WARNING: The delete operation is final. You cannot undo it.

6) To modify the code, change information as required. For a description of the fields on this page, see section 6.2.3.2 Add Group-Level Disposition Code.

7) To save your changes, click **OK**.

To exit without changing, click **Cancel** or select another page.

6.2.6.3 Activate or Deactivate Disposition Codes

Use the *Call Center – Call Disposition Codes* page to activate or deactivate call center disposition codes.

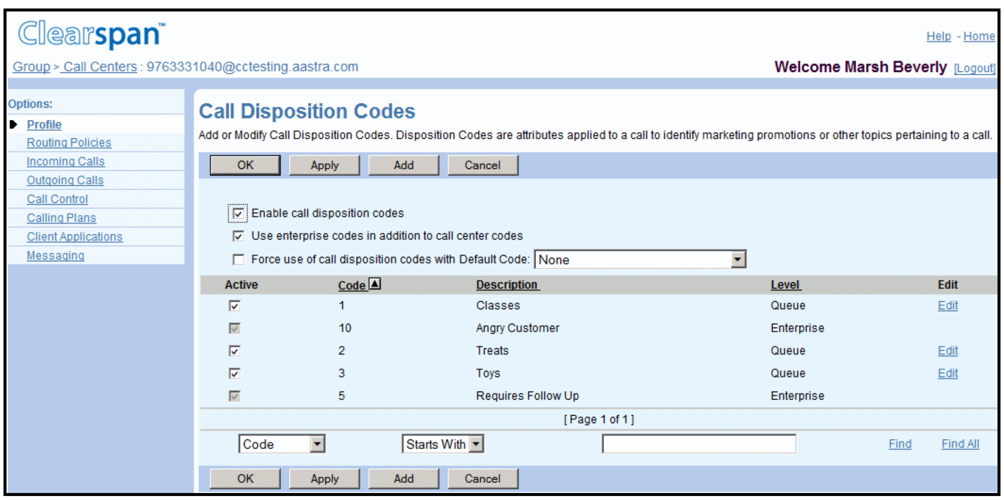

Figure 241 Call Center – Call Disposition Codes

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Disposition Codes**. The *Call Center – Call Disposition Codes* page appears.

3) To activate a disposition code, check the *Active* box in the row for the code. To deactivate a code, uncheck the box.

NOTE: You can only activate or deactivate call center disposition codes from this page.

4) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

6.2.6.4 Configure Disposition Codes Defaults

Use the *Call Center – Call Disposition Codes* page to configure default disposition codes settings for the selected call center.

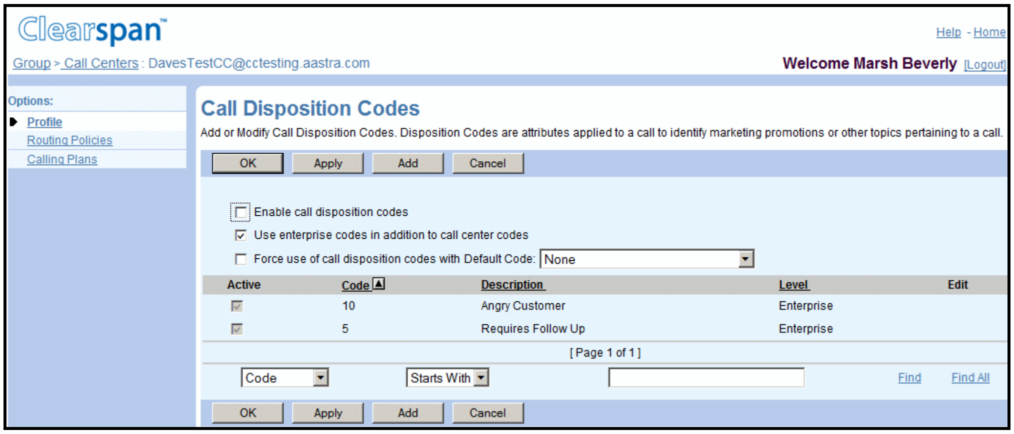

Figure 242 Call Center – Call Disposition Codes

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Disposition Codes**. The *Call Center – Call Disposition Codes* page appears.
3) To enable the use of the disposition codes for the call center, check *Enable Call Disposition Codes*.
4) To use the group and call center disposition codes, check *Use group codes in addition to call center code*. To use only the call center disposition codes, uncheck the box.
5) To force the use of disposition codes for the call center, check *Force use of call disposition codes with Default Code* and select the default disposition code from the drop-down list.
6) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

   To exit without saving, click **Cancel** or select another page.

6.2.7 Assign or Unassign Supervisors (Standard and Premium Call Centers)

This procedure applies only to Standard and Premium Call Centers.

Use the *Call Center – Supervisors* page to assign or unassign the users who supervise agents in this call center. A supervisor can be any member of the group or enterprise and can be assigned to more than one call center. A supervisor then selects agents to supervise.

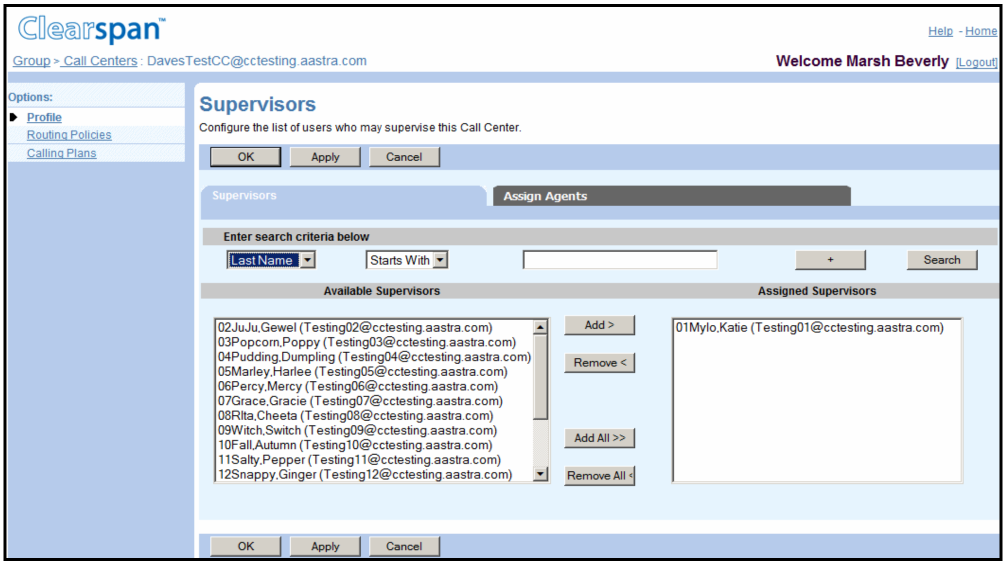

Figure 243 Call Center – Supervisors

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) Click **Edit** on any item on the row for the call center. The *Call Center – Profile* menu page appears.

3) Click **Supervisors**. The *Call Center – Supervisors* page appears.

4) Assign supervisors for the call center.

   – In the *Available Supervisors* column, select the supervisors to be assigned to the call center. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected supervisors, click **Add >**. To assign all supervisors (unselected) at once, click **Add All >>**.

5) To unassign supervisors, in the *Assigned Supervisors* column, select the supervisors and click **Remove <**. To unassign all supervisors (unselected) at once, click **Remove All <<**.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel**.

6.2.7.1 Assign Agents to Supervise (Standard and Premium Call Centers)

Use the Supervisors – *Supervised Agents* page to assign or unassign the agents to be supervised by a supervisor.

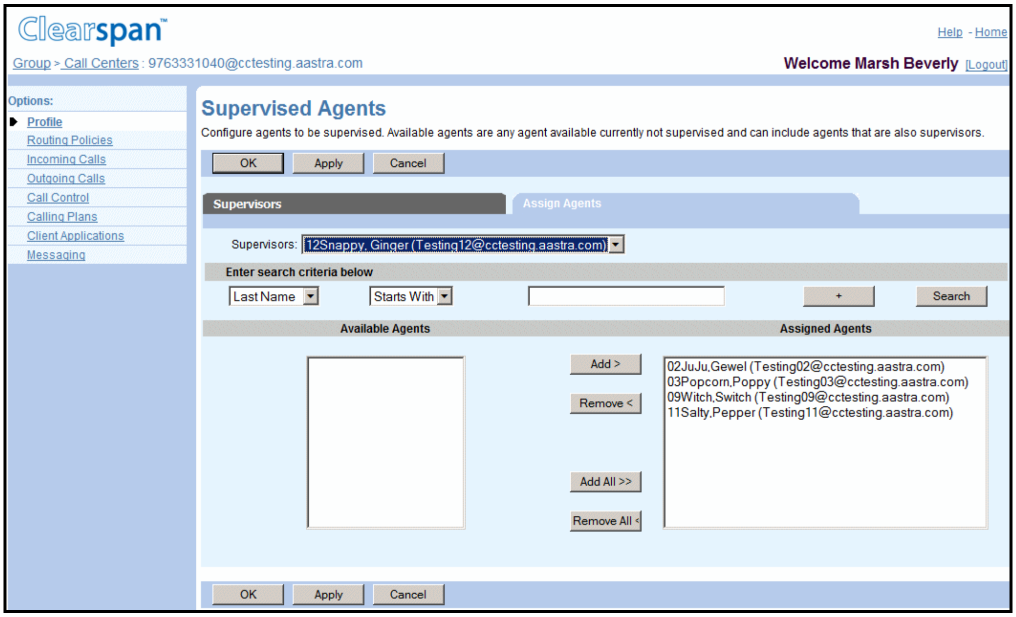

Figure 244 Call Center – Supervised Agents

1) On the *Group - Services* menu page, click **Call Center**. The *Group – Call Center* page appears.

2) To find a desired call center, enter search criteria and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide.*

3) Click **Edit** or any item on the row for the call center. The *Call Center – Profile* menu page appears.

4) Click **Supervisors**. The *Call Center – Supervisors* page appears.

5) Click the Assign Agents tab. The Call Center – Supervised Agents page appears.

6) From the *Supervisors* drop-down list, select the supervisor to whom you want to assign agents to supervise.

7) Assign agents to be supervised.

   - To assign all agents, click **Add All >>**.
   - To assign the specific agents, in the *Available Agents* column, select the agents and click **Add >**.

     To select several agents in sequential order, click the first name, hold down the SHIFT key, and click the last name. To select several agents, but not in a particular order, click the names while holding down the CTRL key.

8) Repeat steps 6) and 7) for other supervisors.

9) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.8 View Call Center Status and Statistics (Standard and Premium Call Centers)

Use the *Call Center – Call Center Status & Statistics* page to view the status and statistics of activity for this call center for today and yesterday and, as required, configure e-mail statistics reporting.

The *Call Center Status and Statistics* page has three tabs:

- *Statistics Report Settings* – Use this tab to configure e-mail statistics report settings.
- *Queue Status* – Use this page to view the call center queue status
- *Queue & Agent Statistics* – Use this page to generate and view queue and agent statistics.

Clicking on a tab other than the current tab saves your changes.

6.2.8.1 Configure Statistics Report Settings

Use the *Call Center Status & Statistics – Statistics Report* tab to view and configure the Call Center statistics report settings. The lowest reporting granularity is determined by the value of the statistics sampling period configured at the system level.

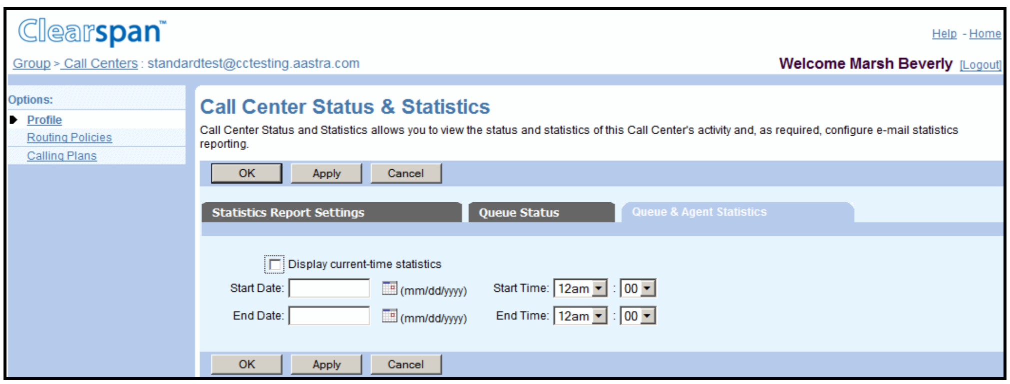

Figure 245 Call Center – Call Center Status & Statistics

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu appears.
3) Click **Status & Statistics**. The *Call Center – Call Center Status & Statistics* page appears. The *Statistics Report Settings* tab is displayed by default.
4) Configure statistics reporting:
   - To enable or disable daily statistics reporting, select, or unselect *Daily Report*.
   - Select the *Reporting Period* for the collection of statistics.
   - Type one or two e-mail addresses to receive the daily statistics report via e-mail.

5) Save your changes. Click **Apply**, **OK,** or another tab. Apply saves your changes. OK saves your changes and displays the previous page. Selecting another tab saves your changes and displays the tab you selected.

To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: Clicking another tab saves your changes, but clicking another page ignores your changes.

6.2.8.2 View Call Center Queue Status

Use the *Call Center Status & Statistics – Queue Status* tab to view the call center queue status.

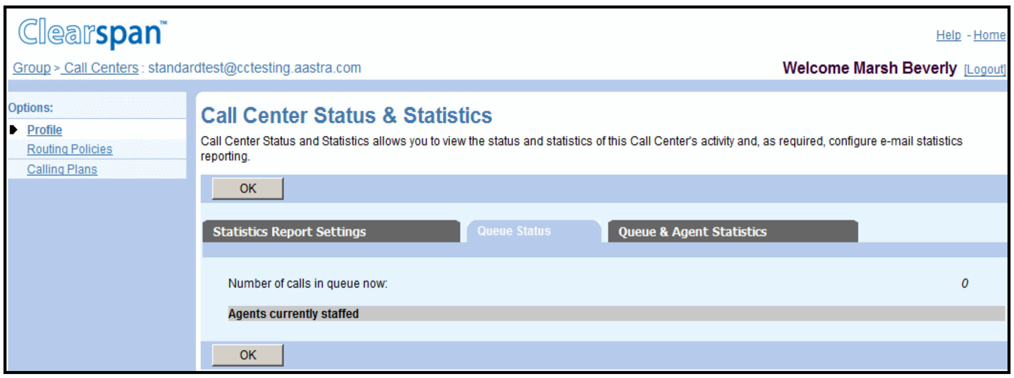

Figure 246 Call Center Status & Statistics – Queue Status Tab

1) On the Call Center Status & Statistics page, click the **Queue Status** tab. The Call Center Status & Statistics – Queue Status page appears.

2) Click **OK** to return to the previous page.

6.2.8.3 Generate and View Queue and Agent Statistics

Use the *Call Center Status & Statistics – Queue and Agent Statistics* tab to request the queue and agent statistics for any given time period within the 48 hour-retention period.

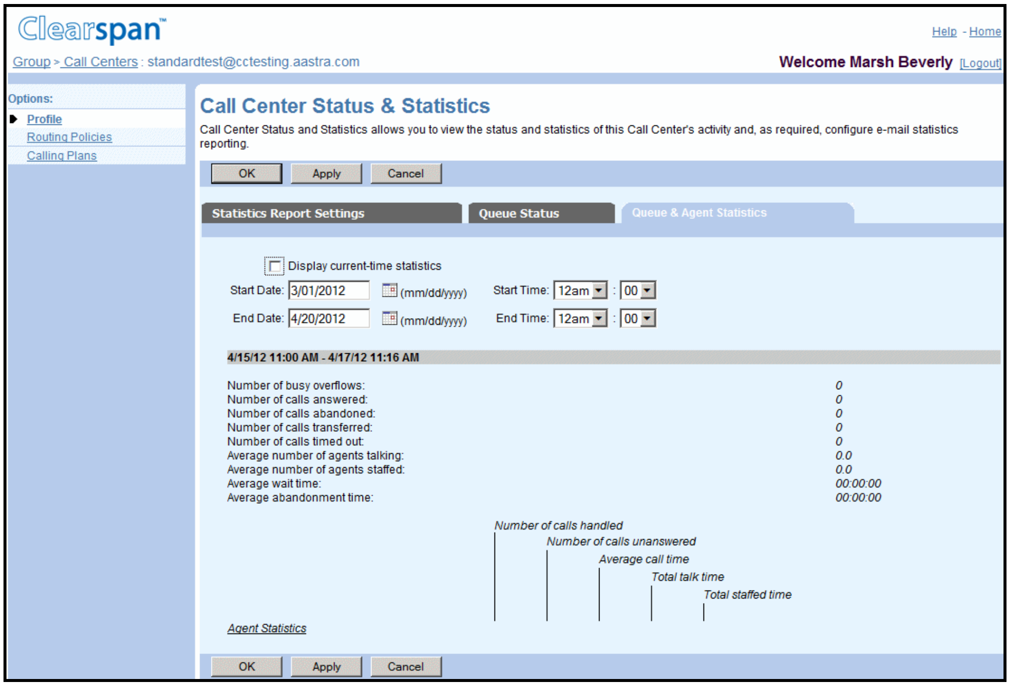

Figure 247 Call Center Status & Statistics – Queue & Agent Statistics Tab

1) On the *Call Center Status & Statistics* page, click the **Queue & Agent Statistics** tab.

2) Select *Display current –time statistics* to display statistics for the period ending at the present time.

3) Enter the start date and time.

4) If you did not select *Display current –time statistics*, enter the end date and time.

5) Click **Apply** to view the statistics for the selected period.

6) View queue statistics, which provide the following information:

Statistic	Description
Number of busy overflows	This is the number of calls that came in after the queue limit was exceeded. Such calls are likely forwarded to voice mail.
Number of calls answered	This is the total number of calls answered handled by an agent.
Number of calls abandoned	This is the total number of calls for which the caller has hung up or selected to leave a message before an agent became available.

Statistic	Description
Number of calls transferred	This is the total number of calls that are transferred out of the Call Center queue. Typically, a call is transferred from a given Call Center queue to another Call Center queue using a client application (for example, using the Clearspan Supervisor client).
Number of calls timed out	This is the total number of calls that remain unanswered and that are forwarded out of the Call Center queue upon timeout.
Average wait time	This is the average amount of time that callers spend waiting for the next available agent to answer the call.
Average abandonment time	This is the average time that callers spend waiting for an agent before hanging up or selecting the option to leave a message.
Average number of agents staffed	This is the average number of agents staffed during the period for this Call Center instance. An agent who has joined the Call Center campaign and who is not in the sign-out state is considered as staffed.
Average number of agents talking	This is the average number of agents who were in the talking state during the period for this Call Center instance.

7) View statistics for individual agents, which are as follows:

Statistic	Description
Number of calls handled	This is the total number of calls that the agent has handled. This statistic accounts for all Call Center calls that are released by the agent during the specified period.
Average call time	This is the average time that an agent spends on calls from the Call Center instance. This statistic accounts for all Call Center calls that are released or transferred by the agent during the specified period. If the agent transfers a call (for example, to another queue), then the call time only accounts for the time spent on the call by the agent prior to the call transfer. In previous releases, the call time after the call transfer would be allocated to both the redirecting agent and the agent answering the call from the other queue. This behavior is changed upon upgrade and is not available for activation.

Statistic	Description
Number of calls unanswered	This is the total number of calls extended to the agent that are not answered (for any reason other than because the agent is busy). Notice that for a single call to a Call Center instance, an agent may be rung multiple times as the call can be placed in the queue and presented to the agent again. Therefore, this statistic may be incremented more than once for a given call to the Call Center instance.
Total Talk Time	The amount of time that the agent was busy handling calls for this Call Center instance.
Total staffed time	The amount of time that the agent has joined the Call Center instance and was not in the sign-out state.

8) Click **OK** or **Cancel** to return to the previous page.

6.2.9 Customize Call Center Announcements

Use the *Call Center – Announcements* page to customize the call center voice and video prompts that are played to callers while they are waiting in queues.

The following prompts can be customized:

- Entrance Message
- Estimated Wait Message
- Comfort Message
- Music-On-Hold Message
- Whisper Message (**Premium Call Center**)

NOTE 1: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* or Call Center *Profile* page.

NOTE 2: You can configure up to four files/URLs for each message. All four announcements are chained and played back to the caller one after another.

If you select one or more defaults, these announcements or music sources are played:

Message	System Announcement or Audio Source
Entrance message	Your call is very important to us; please wait for the next available agent, or press zero to leave a message.
Estimated wait message	There are two possible default announcements for the estimated wait message: ▪ Your call should be answered in approximately <X> minutes; please hold. ▪ You are caller number <X> in the queue; please hold.
Periodic comfort message	Your call is very important to us; please wait for the next available agent.
Music/Video On Hold	Audio source selected for the Music/Video On Hold service. To enable Music/Video On Hold, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 1*.
Call whisper message	New call from queue.

6.2.9.1 Access Announcements Page

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.
2) Click **Edit** or any item on the row for the call center. The *Call Center – Profile* menu page appears.
3) Click **Announcements**. The *Call Center – Announcements* page appears.
4) To return to the previous page, click **Cancel**.

6.2.9.2 Customize the Entrance Message

Use the *Announcements – Entrance Message* page to customize the entrance message.

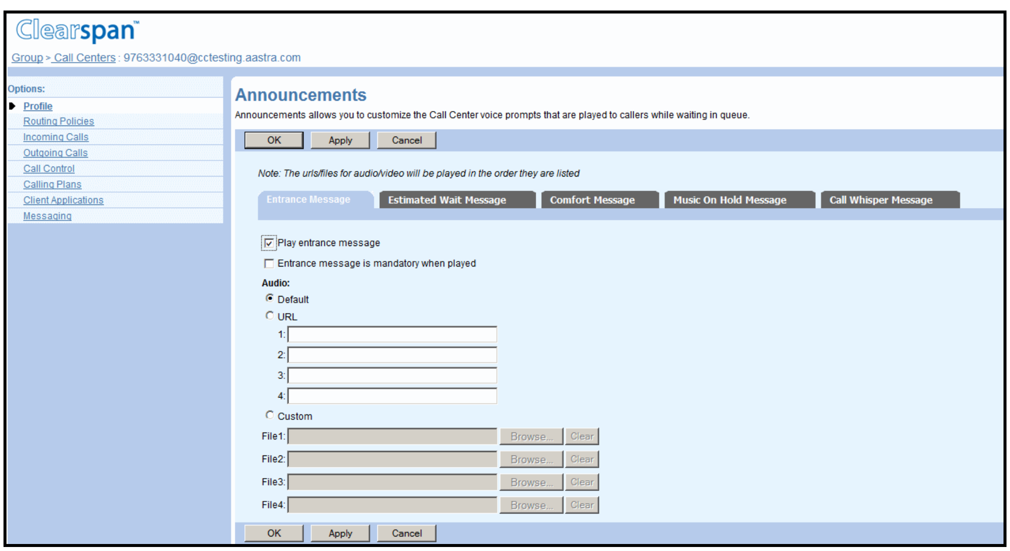

Figure 248 Call Center – Announcements (Entrance Message)

1) On the Announcements page, click **Entrance Message**. The *Call Center – Announcements (Entrance Message)* page appears.

2) To play the entrance message to callers, check *Play entrance message*.

3) To play the message to completion before transferring or re-ordering the call, check *Entrance message is mandatory when played*.

4) Select the *Audio* or *Video* files to use in the message from the following:

- *Default*
- *URL,* and then enter up to four URL address in the provided text boxes.
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

6.2.9.3 Customize Estimated Wait Message

Use the *Announcements – Estimated Wait Message* page to customize the estimated wait message.

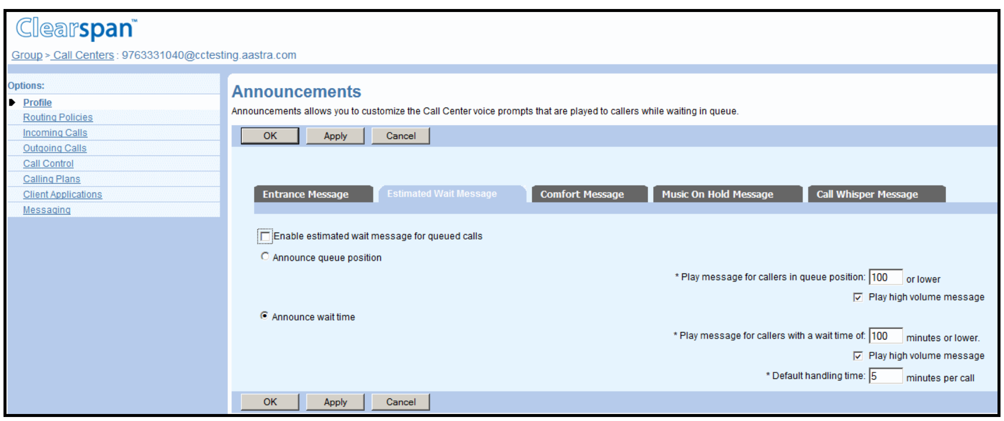

Figure 249 Call Center – Announcements (Estimated Wait Message)

1) On the *Announcements* page, click **Estimated Wait Message**. The *Call Center – Announcements (Estimated Wait Message*) page appears.

2) To play the estimated wait message to callers, check *Enable estimated wait message for queued calls*.

3) Select and configure the message option you want to use for this call center:

- To announce their position in the queue to callers, check *Announce Queue position* and in the *Play message for callers in queue position <X> or lower* text box, enter the maximum queue position to play this announcement to. The number must be from one through 100.

- To play the high volume message to callers whose position in the queue is higher than the configured maximum, check *Play high volume message*.

- To announce their approximate waiting time to callers, check the *Announce wait time* and in the *Play message for callers with wait time of <X> minutes or lower* text box, enter the maximum waiting time (in minutes) during which the message can play. The number must be from one through 100.
  - To play the high volume message to callers whose estimated waiting time is longer than the configured maximum, check *Play high volume message.*
  - In the *Default handling time* text box, enter the estimated handling time per-call (in minutes) to use when calculating the waiting time.

> **NOTE**: The estimated waiting time = ([position in queue * average call handling time] / [number of agents available or wrap-up]). The default handling time is used when the average call handling time is not available.

4) To save your changes, click **Apply** or **OK**. Apply saves your changes and OK saves your changes and displays the previous page.

5) To exit without saving, click **Cancel** or select another page.

6.2.9.4 Customize the Comfort Message

Use the *Announcements – Comfort Message* page to customize the comfort message.

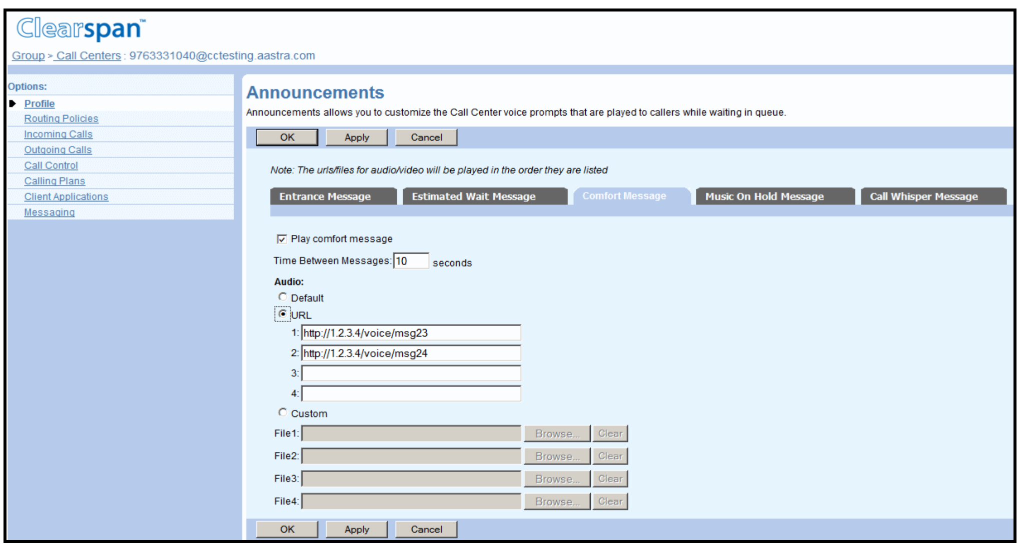

Figure 250 Call Center – Announcements (Comfort Message)

1) On the *Announcements* page, click **Comfort Message**. The *Call Center – Announcements (Comfort Message)* page appears.

2) To play the comfort message to callers, check *Play comfort message*.

3) Specify the time between comfort messages; in the *Time Between Messages* text box, enter the time in seconds.

NOTE: The *Time Between Messages* option determines how frequently these messages are played.

4) Specify the *Audio* or *Video* files to use in comfort messages, selecting from the following:
   - *Default*
   - *URL,* and then enter up to four addresses in the provided text boxes
   - *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

     Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

6.2.9.5 Customize the Music On Hold Message

Use the *Announcements – Music On Hold Message* page to customize the Music On Hold message.

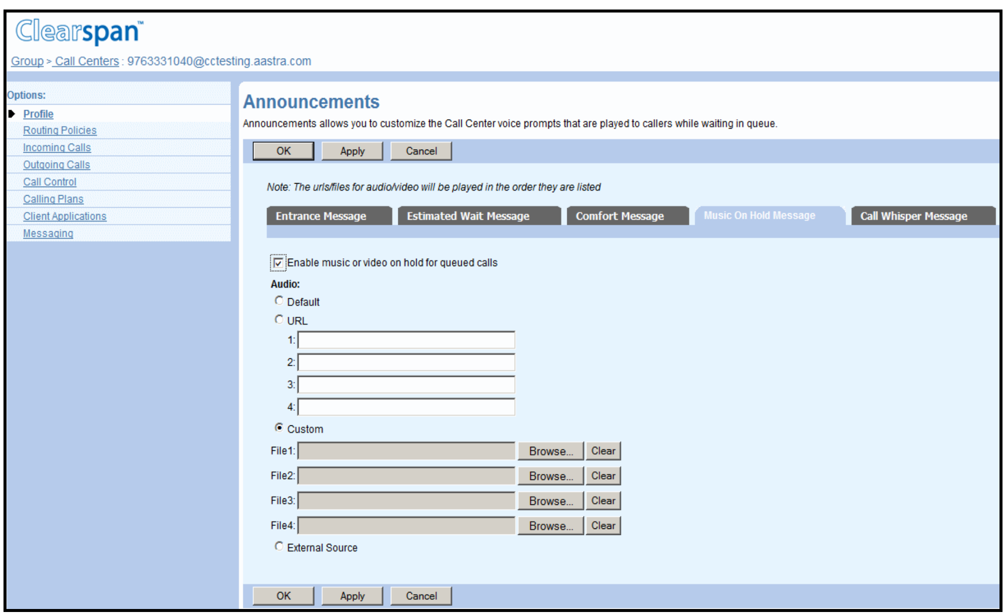

Figure 251 Call Center – Announcements (Music On Hold Message)

1) On the Announcements page, click **Music On Hold Message**. The Call Center – Announcements (Music On Hold Message) page appears.

2) To play the Music On Hold message, check Enable music or video on hold for queued calls.

3) Select the *Audio* or *Video* files to use in the Music On Hold messages from the following:

- *Default*
- *URL,* and then enter up to four addresses in the provided text boxes
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.
- *External Source*

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

For Basic and Standard call centers:

NOTE: You can play different messages to internal and external callers.

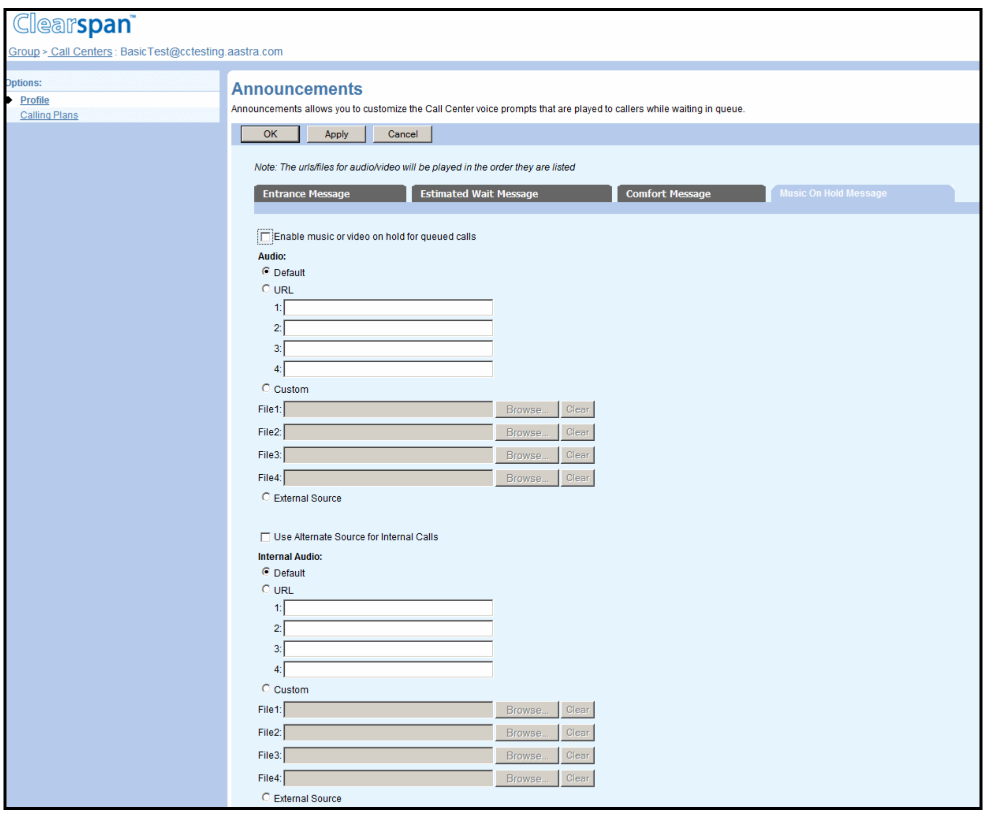

Figure 252 Call Center – Announcements (Music On Hold) for Basic and Standard Call Centers

4) To use a different message for internal calls, check *Use Alternate Source for Internal Calls*.

5) Select the *Internal Audio* or *Internal Video* files to use in the Music On Hold messages from the following:

- *Default*
- *URL,* and then enter up to four addresses in the provided text boxes
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.
- *External Source*

> **NOTE**: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

For all call centers:

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.9.6 Customize the Call Whisper Message (Premium Call Center)

Use the *Announcements – Call Whisper Message* page to customize the message played to agents when offering them a call.

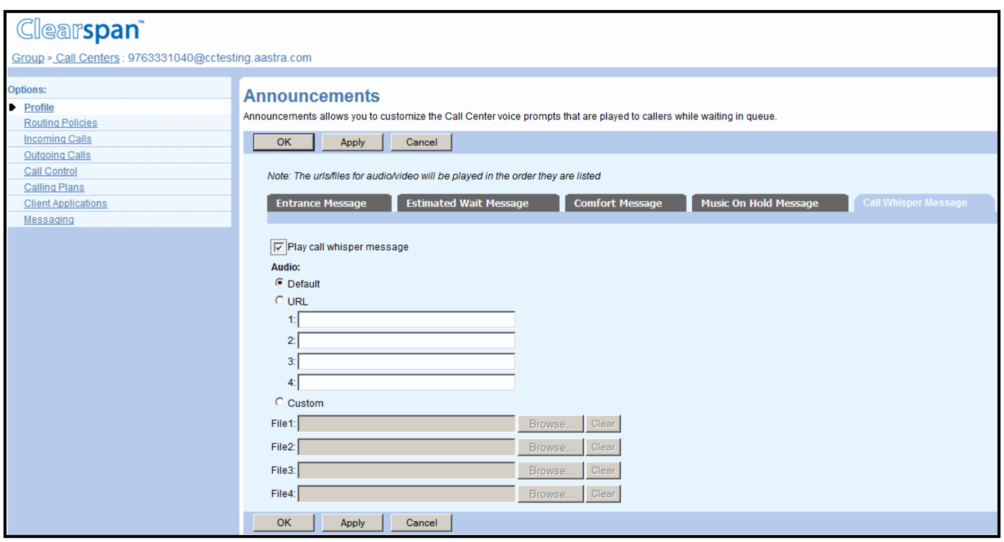

Figure 253 Call Center – Announcements (Call Whisper Message)

1) On the *Announcements* page, click **Call Whisper Message**. The *Call Center – Announcements (Call Whisper Message)* page appears.

2) To play the whisper message, check *Play call whisper message*.

3) Select the *Audio* or *Video* files to use in the Music On Hold messages:

- *Default*
- *URL,* and then enter up to four addresses in the provided text boxes
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

> **NOTE:** The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.10 Configure Weighted Call Distribution

If you selected Weighted Call Distribution as *Group Policy* for your call center, the *Weighted Call Distribution* menu item appears on the call center's profile page.

You can assign a percentage value to each user in the hunt group. When a new call comes in, the system is more or less likely to assign that call to a given user according to the values you set on this page. Users already occupied with a call are not included in the random determination.

> **NOTE**: The percentage values represent the statistical likelihood of each user receiving the next incoming call. They are not exact guarantees or quotas. Agents assigned a value of "0" may be presented with calls as a last resort if all other non-zero agents are unavailable.
>
> To make sure that an agent assigned to a call center does not receive calls, the agent should either sign out or set their status to "unavailable".

Use the *Call Center – Weighted Call Distribution* page to configure the Weighted Call Distribution policy within your call center.

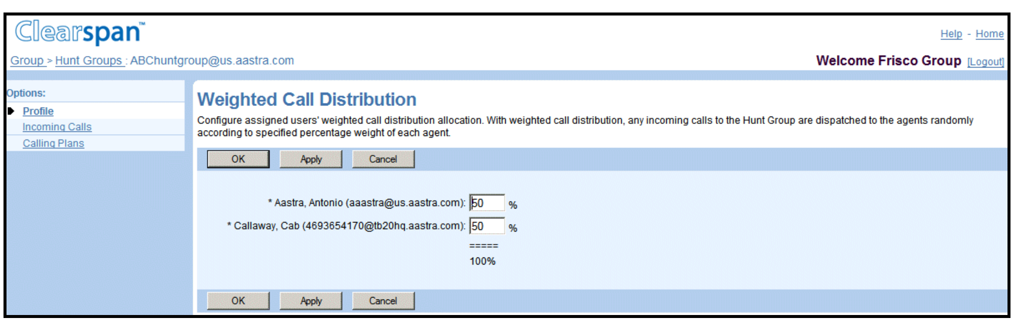

Figure 254 Call Center – Weighted Call Distribution

To configure weighted call distribution for the call center:

1) On the *Group - Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Edit** or any item on the row for the call center. The *Call Center – Profile* menu page appears.
3) Click **Weighted Call Distribution**. The *Call Center – Weighted Call Distribution* page appears. This link only appears if you have enabled the Weighted Call Distribution policy on the profile page for this call center.
4) Assign a percentage value for each user in your call center using the input boxes provided. The values must add up to exactly 100.
5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.11 Configure Distinctive Ringing

Use the *Call Center – Distinctive Ringing* page to configure the Call Center Ringing policies.

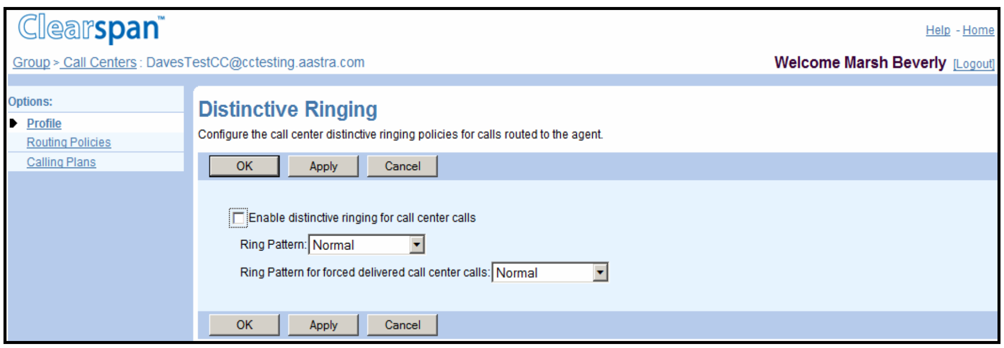

Figure 255 Call Center – Distinctive Ringing

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing the call centers for the group.
2) Click **Edit** or any item on the row for the target call center. The *Call Center – Profile* menu page appears.
3) Click **Distinctive Ringing**. The *Call Center – Distinctive Ringing* page appears.
4) To enable distinctive ringing, check Enable distinctive ringing for call center calls.
5) From the *Ring Pattern* drop-down list, select the ringing pattern for the call center.

In addition, for call center of type Premium:

6) From the *Ringing Pattern for forced delivered call center calls* drop-down list, select the ringing pattern for the force-delivered calls.

For any call center:

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.12 Configure DNIS (Premium Call Centers)

A call center can be assigned up to 63 different dialed number identification service (DNIS) telephone numbers in addition to the call center primary number. The primary number is also considered a call center DNIS number and referred to as primary DNIS.

Using DNIS numbers allows prioritizing call center calls so that more important calls are distributed to agents first. To prioritize calls, you assign priorities to the different DNIS numbers associated with the call center. When a call comes in on a given DNIS number, it is assigned the priority associated with the number. To prevent lower-priority calls from being stranded, you can configure calls to be promoted to a higher priority after waiting in queue a specified amount of time.

Various DNIS settings are configurable at the queue level or per DNIS.

The following figure shows the *Call Center DNIS* page where you can view and manage the call center DNIS numbers.

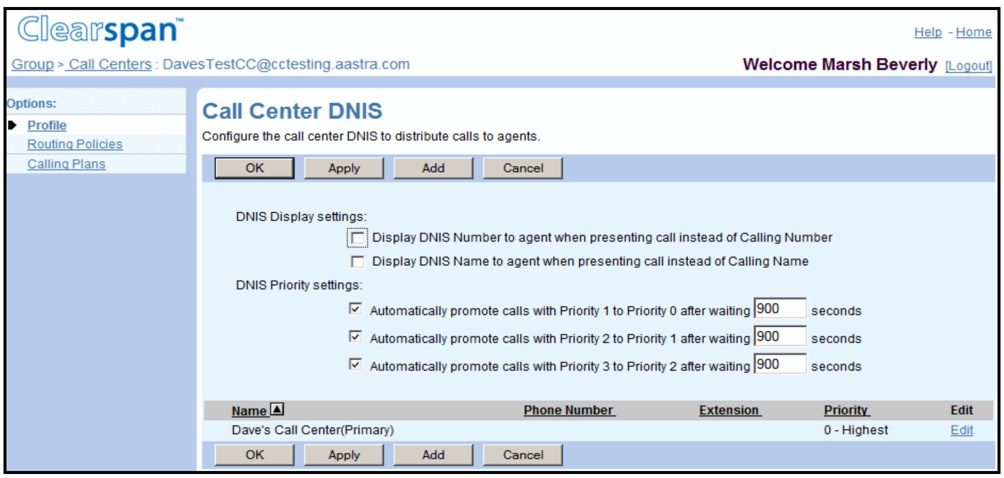

Figure 256 Call Center – Call Center DNIS

The call center DNIS numbers, including the call center primary number, are listed at the bottom of the page along with the following information:

Column Label	Description
Name	The name given to the DNIS number and displayed to agents when presenting calls. The primary number is denoted by "(Primary)" next to its name.
Phone Number	The DNIS telephone number
Extension	The DNIS extension
Priority	The priority assigned to the DNIS number and associated with calls received on that number. It is used to prioritize call center calls. The priority is a number between 0 and 3, with 0 representing the highest and 3 the lowest priority.

You can also customize announcements for each DNIS.

Use the following administrative procedures to manage the call center DNIS numbers:

- Access Call Center DNIS Page
- Configure Call Center-level DNIS Settings
- Add DNIS
- Configure DNIS Announcements
- Modify or Delete DNIS

6.2.12.1 Access Call Center DNIS Page

Use the DNIS link on the *Call Center – Profile* menu page to access the call center DNIS page.

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.

2) Click **Edit** or any item on the row for the call center. The *Call Center – Profile* menu page appears.

3) From the Advanced menu, select **DNIS**. The Call *Center – Call Center DNIS* page appears.

4) To return to the previous page, click **Cancel.**

6.2.12.2 Configure Call Center-level DNIS Settings

Use the *Call Center – Call Center DNIS* page to configure the call center-level DNIS settings.

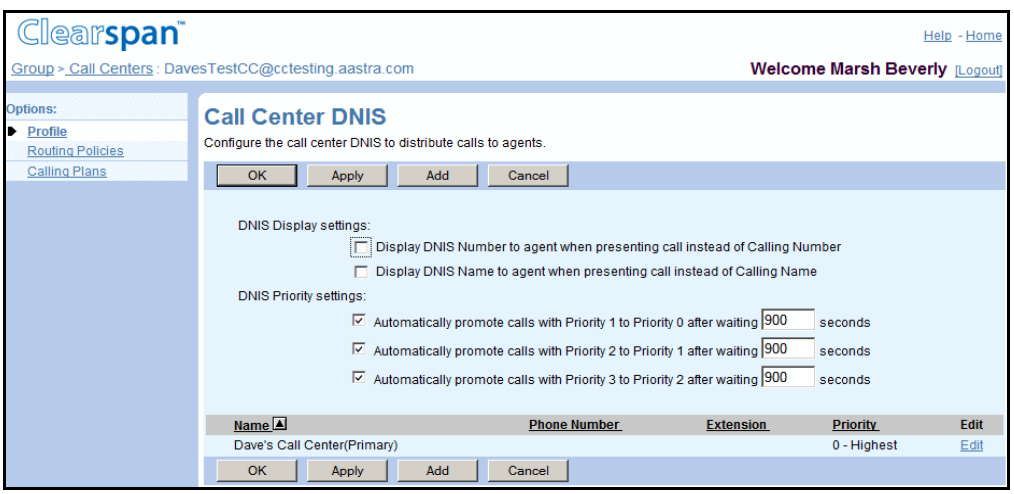

Figure 257 Call Center – Call Center DNIS Settings

On the *Call Center DNIS* page of the selected call center:

1) Configure DNIS display settings:

   - Check *Display DNIS Number to agent when presenting call instead of Calling Number* to display the DNIS number of the DNIS, which received the call to agent instead of the calling number.

- Check *Display DNIS Name to agent when presenting call instead of Calling Name* to display to the agent the name of the DNIS on which the call was received instead of the calling name.

2) To prevent calls from being stranded in the queue, configure *DNIS Priority settings*:

   - Check *Automatically promote calls with priority 1 to priority 0 after waiting <X1> seconds*, and enter the number of seconds after which to promote calls.
   - Check *Automatically promote calls with priority 2 to priority 1 after waiting <X2> seconds,* and enter the number of seconds after which to promote calls
   - Check *Automatically promote calls with priority 3 to priority 2 after waiting <X3> seconds,* and enter the number of seconds after which to promote calls

NOTE: To promote high-priority calls faster than low-priority calls, set X1 < X2 < X3.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.12.3 Add DNIS

Use the *Call Center – Add DNIS* page to assign a DNIS number to the call center and to configure its settings.

NOTE: The call center phone number, which is also a primary DNIS, is not configured on this page. To configure the phone number for the call center, use the *Call Center – Addresses* page.

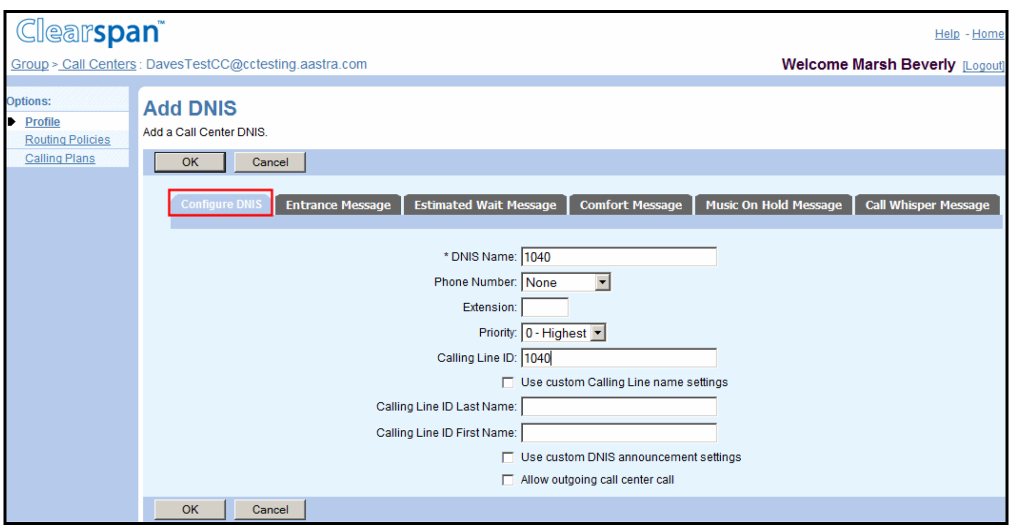

Figure 258 Call Center – Add DNIS (Configure DNIS Tab)

1) On the *Call Center – Call Center DNIS* page of the selected call center, click **Add**. The *Call Center – Add DNIS* page appears.

2) Enter the name by which you want to identify the DNIS, such as "Reception" or "Help Desk".

3) From the list of available numbers, select the DNIS phone number.

> **NOTE**: If number activation is enabled, the activation status of the selected phone number is displayed to the right of the number.

4) Enter the DNIS extension. Extensions can vary in length within the limits configured for your group.

5) From the drop-down list, select the DNIS priority.

6) Enter the DNIS calling line ID.

7) To use custom calling line name:

   - Check *Use custom Calling Line name settings*
   - Enter the *Calling Line ID Last Name* and *Calling Line ID First Name*

8) To use custom messages for the DNIS number, check *Use custom DNIS announcement settings*.

> **NOTE**: For information on configuring DNIS custom messages, see section *6.2.12.4 Configure DNIS Announcements*.

9) To allow agents to use the DNIS number to make calls, check *Allow outgoing call center call*.

10) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

    To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.12.4 Configure DNIS Announcements

Use the *Call Center – DNIS Announcements* page to customize the call center voice and video prompts that are played to callers while they are waiting in queue.

The following prompts can be customized:

- Entrance Message
- Estimated Wait Message
- Comfort Message
- Music On Hold Message
- Whisper Message (**Premium Call Center**)

> **NOTE 1**: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* or *Call Center Profile* pages.
>
> **NOTE 2**: You can configure up to four files/URLs for each message. All four announcements are chained and played back to the caller one after another.

6.2.12.4.1 Configure DNIS Entrance Message

Use the *DNIS Announcements – Entrance Message* page to configure the entrance message for the selected DNIS.

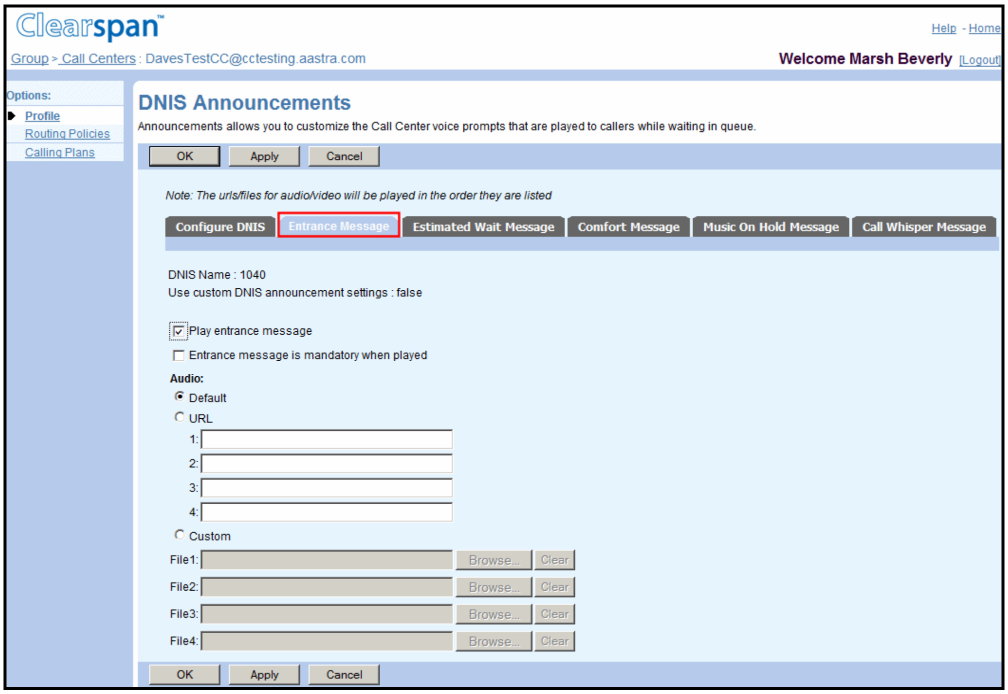

Figure 259 Call Center – DNIS Announcements (Entrance Message)

1) On the Call Center – Add DNIS, Call Center – Modify DNIS, or Call Center – DNIS Announcements page, click **Entrance Message**.

2) To play the entrance message, check *Play entrance message*.

3) To play the entrance message to completion, when started, check Entrance message is mandatory when played.

4) Select the Audio or Video files to be played to callers from the following:

   - *Default*
   - *URL,* and then enter up to four addresses in the provided text boxes
   - *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

     Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

> **NOTE:** The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.12.4.2 Configure DNIS Estimated Wait Message

Use the *DNIS Announcements – Estimated Wait Message* page to configure the estimated wait message for the selected DNIS.

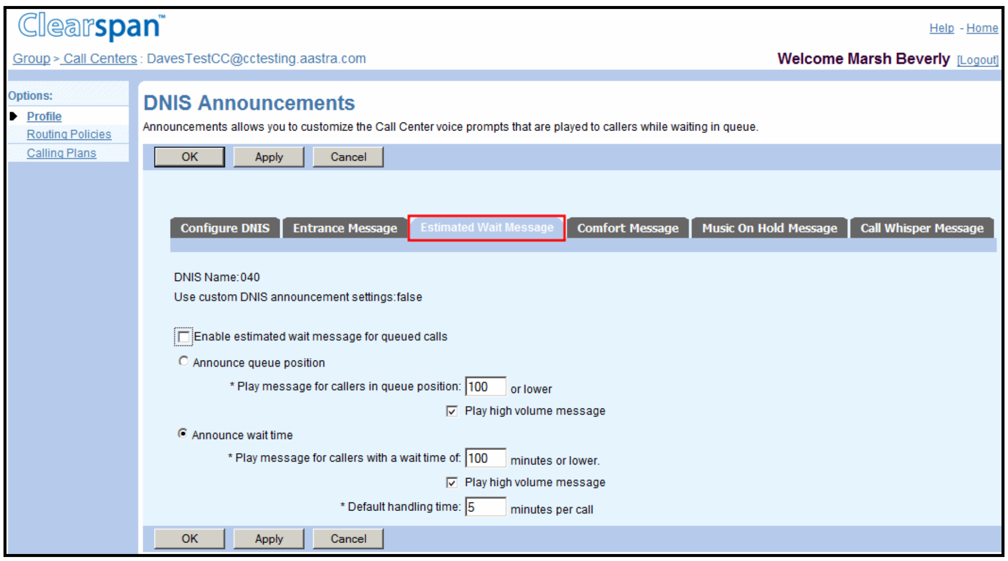

Figure 260 Call Center – DNIS Announcements (Estimated Wait Message)

1) On the Call Center – Add DNIS, Call Center – Modify DNIS, or Call Center – DNIS Announcements page, click **Estimated Wait Message**.

2) To play the estimated wait message to callers, check *Enable estimated wait message for queued calls*.

3) Select and configure the message option you want to use for this DNIS:

   - To announce their position in the queue to callers, check *Announce Queue position* and in the *Play message for callers in queue position <X> or lower* text box, enter the maximum queue position to play this announcement to. The number must be from one through 100.

     To play the high volume message to callers whose position in the queue is higher than the configured maximum, check *Play high volume message*.

   - To announce their approximate waiting time to callers, check the *Announce wait time* and in the *Play message for callers with wait time of <X> minutes or lower* text box, enter the maximum waiting time (in minutes) during which the message can play. The number must be from one through 100.

- To play the high volume message to callers whose estimated waiting time is longer than the configured maximum, check *Play high volume message.*
- In the *Default handling time* text box, enter the estimated handling time per-call (in minutes) to use when calculating the waiting time.

> **NOTE**: The estimated waiting time = ([position in queue * average call handling time] / [number of agents available or wrap-up]). The default handling time is used when the average call handling time is not available.

4) To save your changes, click **Apply** or **OK**. Apply saves your changes and OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

6.2.12.4.3 Configure DNIS Comfort Message

Use the *DNIS Announcements – Comfort Message* page to configure the comfort message for the selected DNIS.

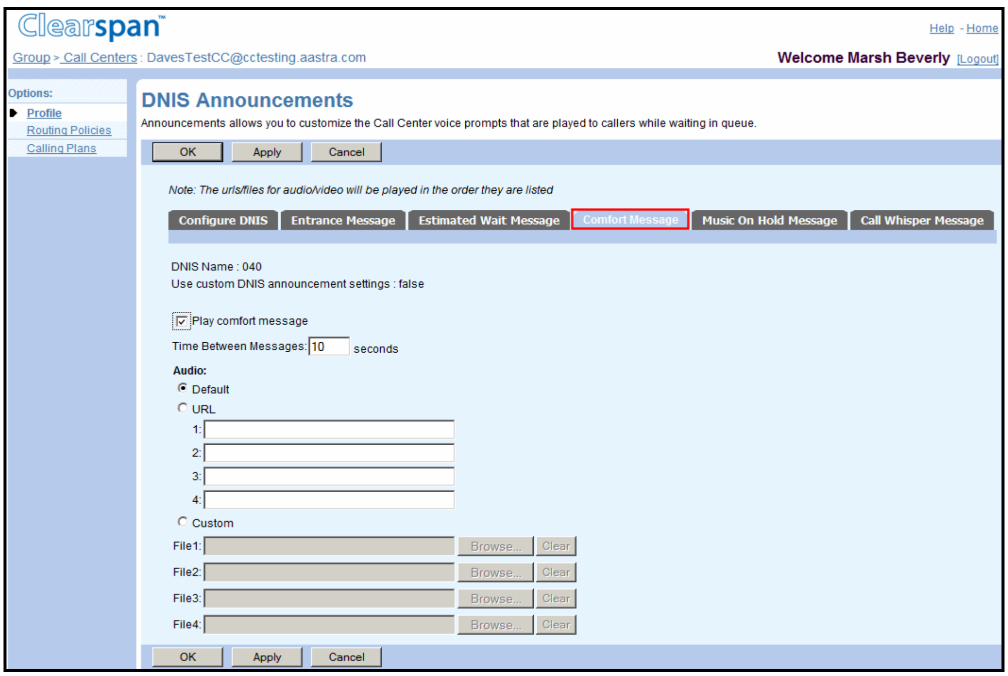

Figure 261 Call Center – DNIS Announcements (Comfort Message)

1) On the Call Center – Add DNIS, Call Center – Modify DNIS, or Call Center – DNIS Announcements page, click **Comfort Message**.
2) To play the comfort message, check *Play comfort message*.
3) In the *Time Between Messages <X> seconds* box, enter the amount of time in seconds required to elapse before replaying the message.

4) Select the *Audio* or *Video* files to be played to callers from the following:

- *Default*
- *URL,* and then enter up to four addresses in the provided text boxes
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

> **NOTE**: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click Cancel to display the previous page.

6.2.12.4.4 Configure DNIS Music On Hold Message

Use the *DNIS Announcements – Music On Hold Message* page to configure the Music On Hold message for the selected DNIS.

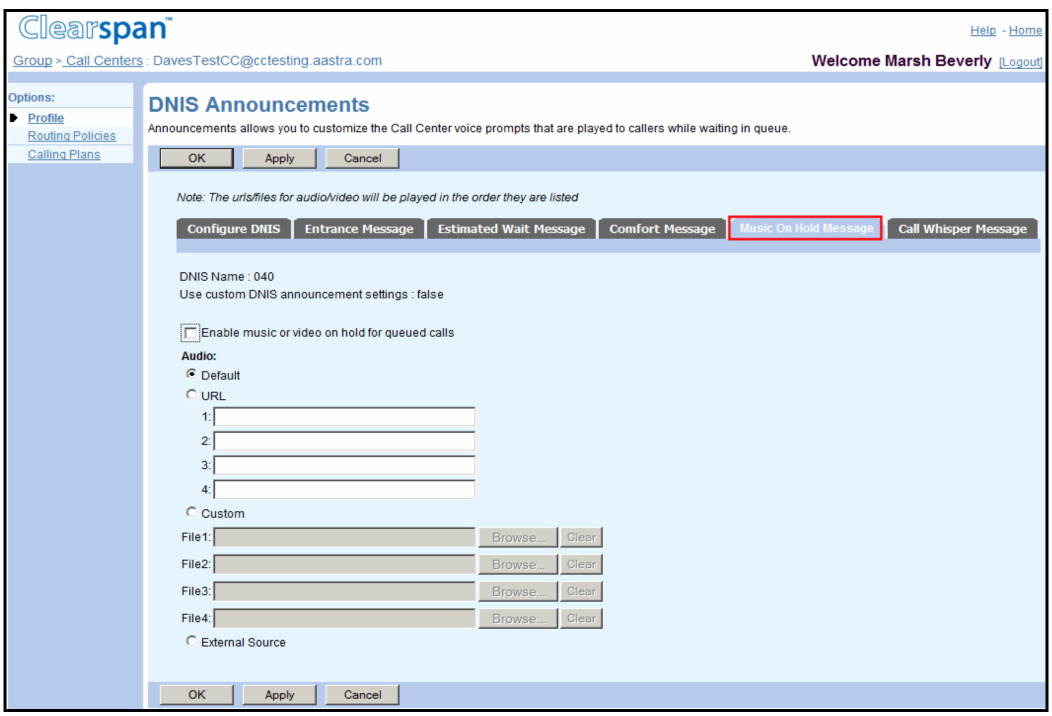

Figure 262 Call Center – DNIS Announcements (Music On Hold Message)

1) On the Call Center – Add DNIS, Call Center – Modify DNIS, or Call Center – DNIS Announcements page, click the Music On Hold Message tab.

2) To play Music/Video On Hold for queued calls, check *Enable music or video on hold for queued calls*.

3) Select the *Audio* or *Video* files to be played to callers from the following:

- *Default*
- *URL,* and then enter up to four addresses in the provided text boxes
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.
- *External Source*

NOTE: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click Cancel to display the previous page.

6.2.12.4.5 Configure DNIS Call Whisper Message

Use the *DNIS Announcements – Call Whisper Message* page to configure the DNIS call whisper message played to the agent when offering a call.

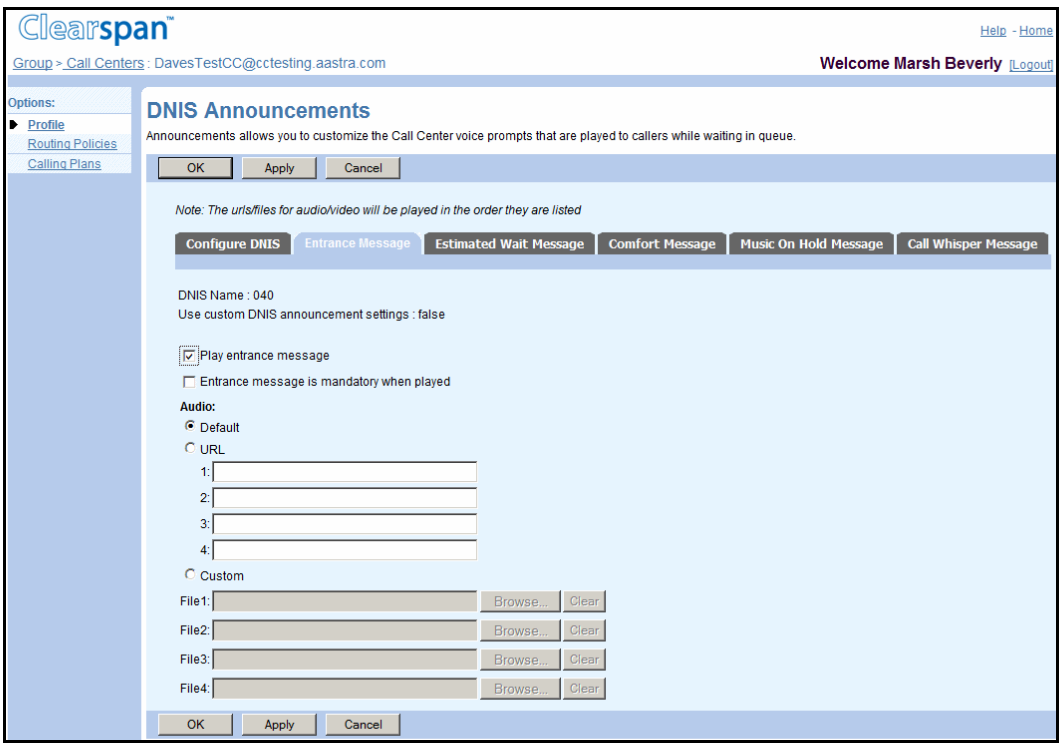

Figure 263 Call Center – DNIS Announcements (Call Whisper Message)

1) On the Call Center – Add DNIS, Call Center – Modify DNIS, or Call Center – DNIS Announcements page, click the Call Whisper Message tab.

2) To play the call whisper message when offering calls to agents, check *Play call whisper message*.

3) Select the *Audio* or *Video* files to be played to callers from the following:

- *Default*
- *URL,* and then enter up to four addresses in the provided text boxes
- *Custom,* and then select up to four custom files by clicking **Browse** next to each entry and then finding and selecting the files

  Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.

NOTE 1: The whisper message typically includes information about the DNIS number on which the call was received.

NOTE 2: The video configuration controls are not shown when the video capability has been disabled on the *Call Center Add* and *Profile* pages.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click Cancel to display the previous page.

6.2.12.5 Modify or Delete DNIS

Use the *Call Center – Modify DNIS* page to modify DNIS number settings.

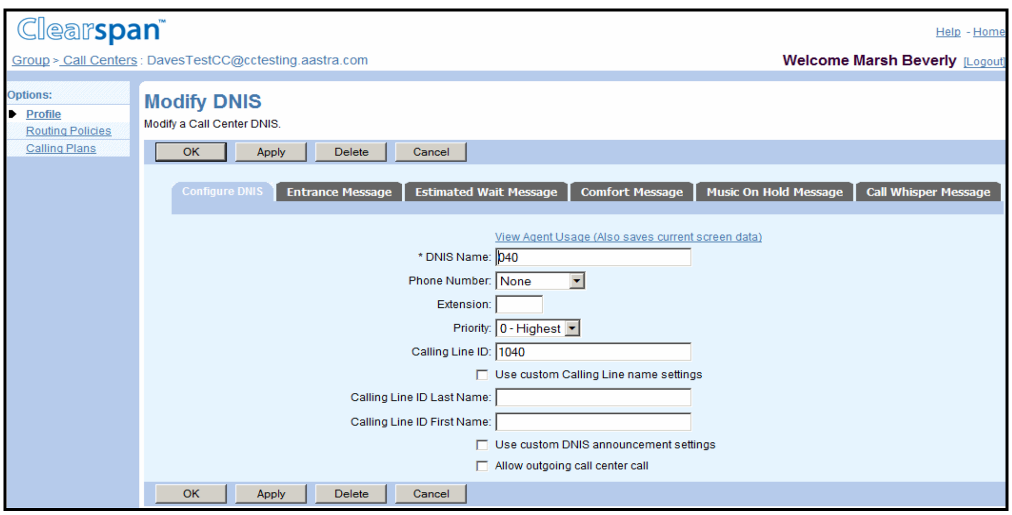

Figure 264 Call Center – Modify DNIS (Configure DNIS Tab)

NOTE: You cannot change the name, phone number, or extension of a primary DNIS, as illustrated in the following figure. The name of the primary DNIS is the call center name.

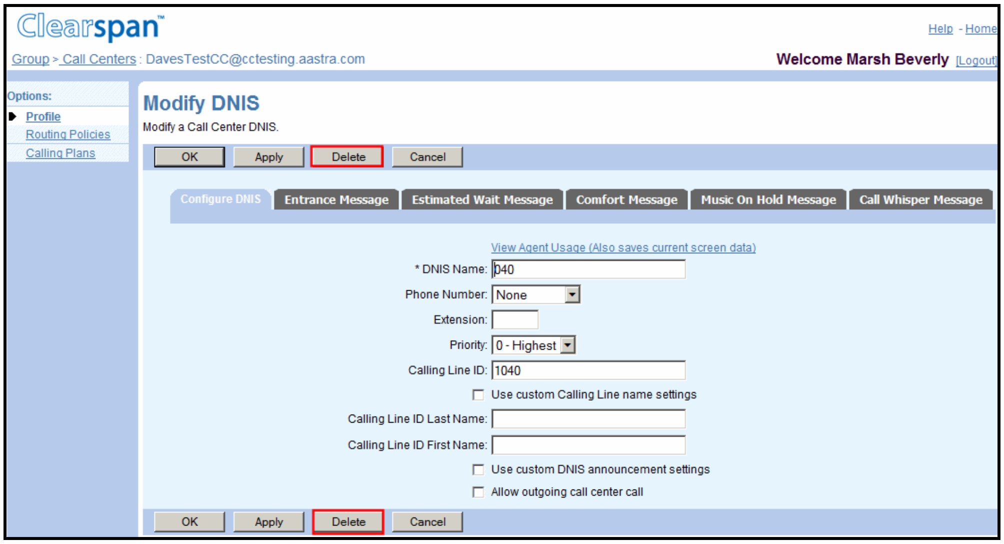

Figure 265 Call Center –Delete DNIS (Configure DNIS Tab) for Primary DNIS

To modify a DNIS:

1) On the *Call Center DNIS* page for the selected call center, click any item in the row for the DNIS you want to modify. The *Call Center – Modify DNIS* page appears.

2) To delete the DNIS, click **Delete**. The DNIS is deleted and the Call Center DNIS page appears.

> **NOTE 1**: You cannot delete the primary DNIS.
>
> **NOTE 2**: A DNIS cannot be deleted if an agent has configured the DNIS as the agent's number for outgoing calls. If you try to delete such a DNIS, you get an error message.
>
> **WARNING**: The delete action cannot be undone. Once Delete has been clicked, the DNIS is permanently disassociated from the call center and all the associated settings are lost.

3) To modify the DNIS settings, enter or modify information as required. For information about the different fields, see section 6.2.12.3 Add DNIS.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.2.13 Configure Queue Status Notification (Premium Call Center)

A call center monitoring and synchronization mechanism on Clearspan allows agents to get notified of the status of the call center queues they are staffing, that is, of the queues they are assigned to and joined, and to modify call handling appropriately.

Use the *Call Center – Queue Status Notification* page, to configure queue status notification settings for the selected call center.

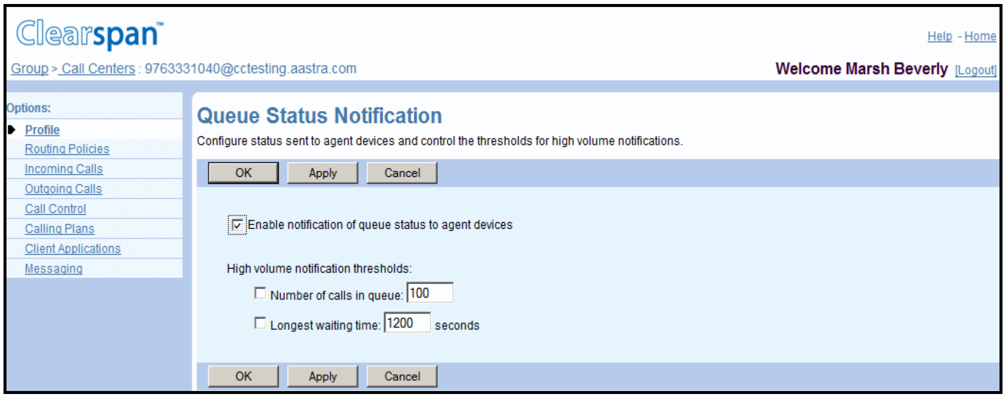

Figure 266 Call Center – Queue Status Notification

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears, listing call centers for the group.

2) Click **Edit** or any item in the row for the target call center. The *Call Center – Profile* page appears.

3) Click **Queue Status Notification**. The Call Center – Queue Status Notification page appears.

4) Check Enable notification of queue status to agent devices to enable notification of agents of the call center status.

5) For High volume notification thresholds, set call thresholds that trigger the sending of notification to agents.

   - To set a threshold on the number of calls in queue, check *Number of calls in queue* and enter the number.
   - To set a threshold on the longest waiting time, check *Longest waiting time* and enter the time in seconds.

6) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

6.3 Reporting (Standard and Premium Call Centers)

This section describes the tasks performed to configure and manage Call Center Reporting. It applies only to service provider groups.

> **NOTE**: If your group is part of an enterprise, your enterprise administrator configures these settings.

Links to the following pages from the *Call Center* menu page are included in this section:

- External Reporting Settings
- Report Branding
- Report Templates
- Scheduled Reports

6.3.1 External Reporting Settings

Use this menu item on the *Group – Call Center* menu page to configure external reporting settings for your group.

External reporting settings allow you to specify whether to store Call Center statistics in a centralized database and whether reporting is enabled for the call centers in your group.

6.3.1.1 Configure External Reporting Settings

Use the *Group – Call Center External Reporting Settings* page to enable or disable external reporting for your group.

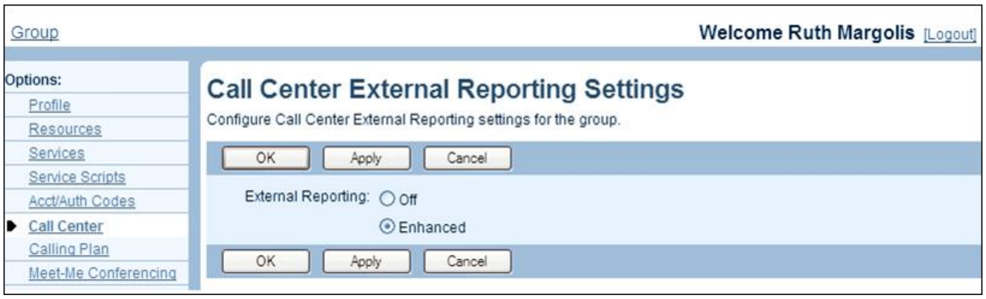

Figure 267 Group – Call Center External Reporting Settings

1) On the *Group – Call Center* menu page, click **External Reporting Settings**. The *Group – Call Center External Reporting Settings* page appears.

2) For *External Reporting* select one of the following options:

   – Select *Enhanced* to store reporting data in a centralized database and enable Call Center reporting.

   – Select *Off* to disable Call Center reporting and collect statistics on the local server.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** to display the previous page.

6.3.2 Report Branding

Use this menu item on the *Group – Call Center* menu page to personalize report branding for your group. You can customize the header and footer of the reports.

To use custom branding, define a custom branding file and store it in a location you can access while performing the procedure in this section.

The branding template is an XSL-FO document that defines the contents of headers and footers through the use of specific XML tags. The XSL-FO file can be created using the Oracle Business Intelligence Publisher Add-in for Microsoft Word in the same way that the style templates are created. The same header and footer must be defined for all pages of the report. For more information, see the *Clearspan Call Center Reports Customization Guide* and *Clearspan Call Center Solution Guide*.

6.3.2.1 Customize Report Branding

Use the *Group – Report Branding* page to customize Call Center report branding for your group.

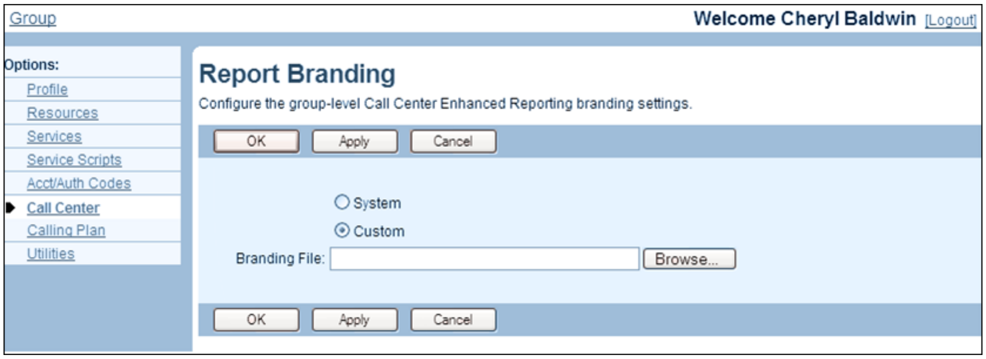

Figure 268 Group – Report Branding

1) On the *Group* – Call *Center* menu page, click **Report Branding**. The *Group – Report Branding* page appears.

2) To use system-level branding, check *System*. Or to define custom branding for your group, check *Custom* and click **Browse** to find and upload a custom branding file.

3) Click Apply or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** to display the previous page.

6.3.3 Report Templates

Use this menu item on the *Group – Call Center* menu page to manage custom report templates for your group. Clearspan provides canned report templates, but also allows administrators to define additional templates. When generating reports, you can use templates made available by the system administrator. In addition, you can define custom templates that satisfy particular needs of your organization.

This section provides the following procedures for managing custom report templates for your group:

- List Report Templates
- Add Report Template
- Modify, Delete, Enable, or Disable Report Template
- View Report Template Usage

6.3.3.1 List Report Templates

Use the *Group – Report Templates* page to list report templates created for your group.

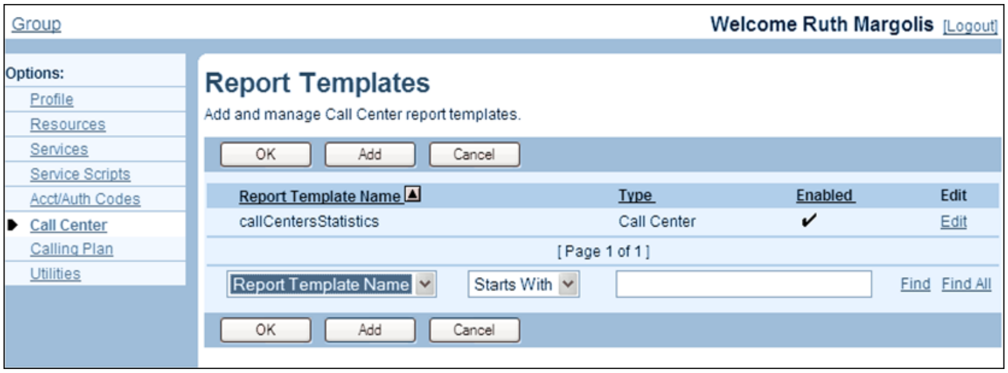

Figure 269 Group – Report Templates

1) On the *Group – Call Center* menu page, click **Report Templates**. The *Group – Report Templates* page appears listing group-level templates. The template type specifies whether the template is used to generate agent or call center reports.
2) Click **OK** to return to the previous page.

6.3.3.2 Add Report Template

You use the *Group – Report Template Add* page to create a custom report template for your group.

Before you add a report template, you need to:

- Identify data requirements for the reports and select the appropriate data template. The data template determines whether the report template is an agent or call center report template, a real-time or historical report template, and whether it is an interval-based report template or not.
- Design a style template you want to use for the reports generated using this template. The style template is an XSL-FO document designed using the Oracle Business Intelligence Publisher Add-in for Microsoft Word. For more information, see the *Clearspan Call Center Reports Customization Guide.*

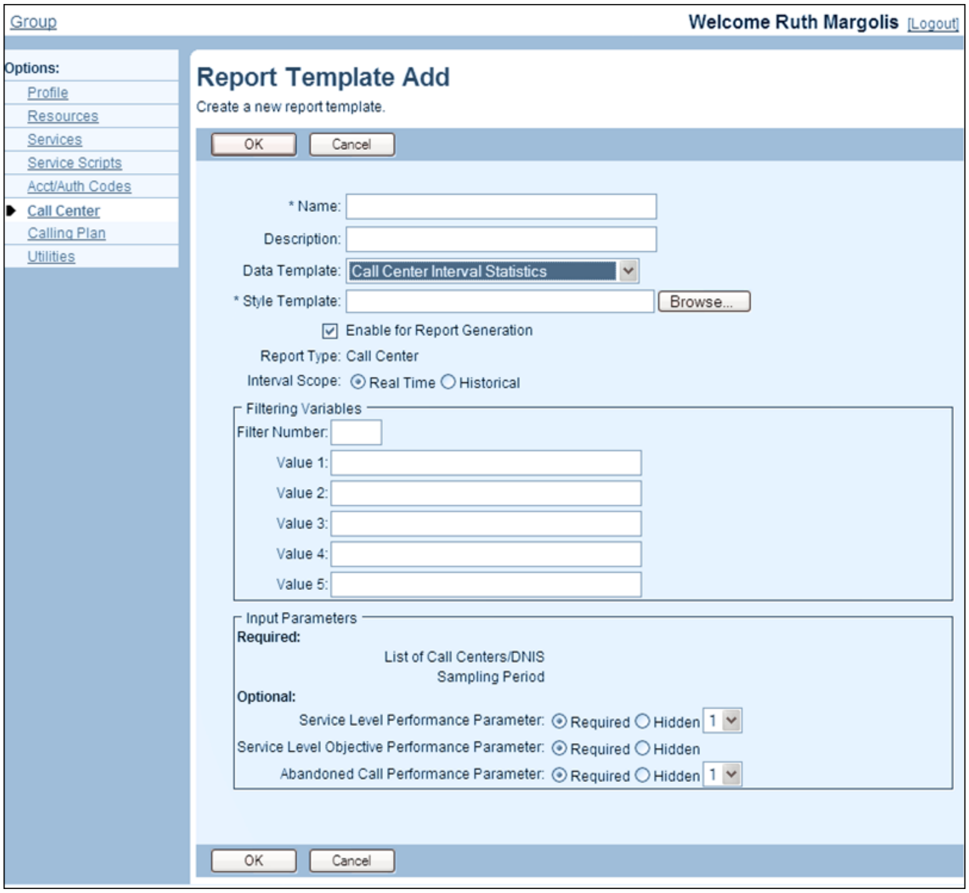

Figure 270 Group – Report Template Add

1) On the *Group – Call Center* menu page, click **Report Templates**. The *Group – Report Templates* page appears.
2) Click **Add**. The *Group – Report Template Add* page appears.
3) Provide a name and description for the template.
4) From the *Data Template* drop-down list, select the data template to use for this report template.

NOTE: Once the template is created, the data template selection cannot be modified.

5) Upload the style template. Click the **Browse** button to the right of *Style Template* and then select the style template to upload.
6) To make the template available for report generation, check *Enable for Report Generation.*
7) If you selected a data template of type *Agent*, specify who can use the template in addition to administrators. For *Scope*, select:
   - *Supervisors only* to allow only supervisors to use the template.
   - *Supervisors and Agents* to allow call center supervisors and agents to use the template.

8) For *Interval scope*, specify whether the template will be used for real-time or historical reports. This option can only be set if the selected data template is a real-time data template. Otherwise, the report template is defined as historical and the scope cannot be changed.

9) Provide the filtering variables, if applicable. For *Filtering Variables*, enter the filter number and the required values. The filtering variables further refine the set of data used for report generation. The number and type of filtering variables depends on the data template selected.

   – *Filter Number* is an index that references a specific filter for the selected data template.

   – *Value 1* up to *Value 5* are the filtering values used in the selected filter during report generation.

NOTE: Currently, all filters require only zero or one value to be provided. Values "2" through "4" are designed to allow future changes.

10) Specify which optional parameters to include in the report. In the *Input Parameters* section, do the following for each optional parameter:

    – Check *Required* to include the parameter in the report. When a parameter is set to *Required*, a value must be supplied when generating a report.

    – Check *Hidden* to ignore the parameter.

11) Click **OK**. OK saves your changes and displays the previous page.

    To exit without saving, click **Cancel** or select another page.

6.3.3.3 Modify, Delete, Enable, or Disable Report Template

You use the *Group – Report Template Modify* page to modify, delete, enable, or disable a custom report template.

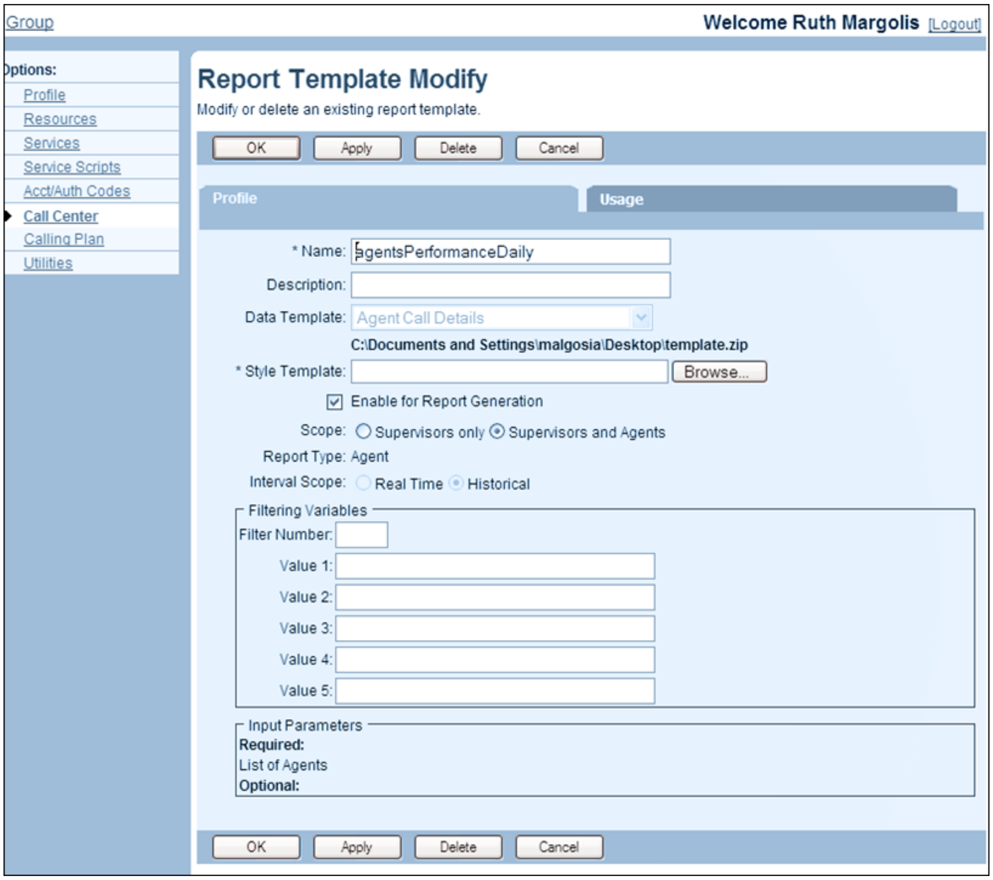

Figure 271 Group – Report Template Modify

1) On the *Group – Call* Center menu page, click **Report Templates**. The *Group – Report Templates* page appears.

2) Click **Edit** in the row for the template you want to modify or delete. The *Group – Report Template Modify* page appears.

3) Modify information as required. See section *6.3.3.2 Add Report Template* for information about the options available on this page.

4) Click **OK** or **Apply**. Apply saves your changes. OK saves your changes and displays the previous page.

5) To exit without saving, click Cancel to display the previous page.

6.3.3.4 View Report Template Usage

Use the *Usage* tab on the *Group – Report Template Modify* page to view the reports scheduled using a selected report template. The page lists all the scheduled reports that are using the template. The *Edit* link navigates you to the *Call Center – Scheduled Report Modify* page of the selected report.

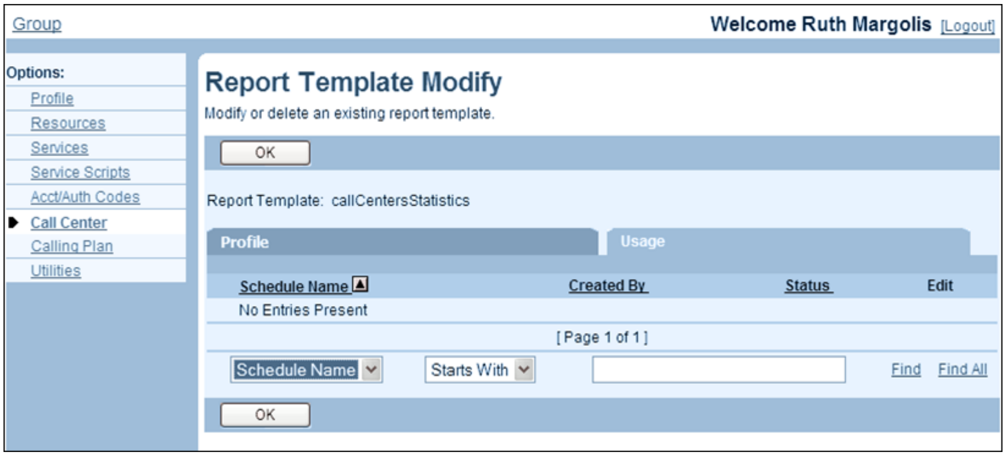

Figure 272 Group – Report Template Modify (Usage Tab)

1) On the *Group – Call* Center menu page, click **Report Templates**. The *Group – Report Templates* page appears.
2) Click **Edit** in the row for the template for which you want to view usage. The *Group – Report Template Modify* page appears.
3) Click the **Usage** tab. A list of reports scheduled using this template appears.
4) To access a specific report, click **Edit** in the row for the report.
5) Click **OK** to return to the previous page.

6.3.4 Scheduled Reports

You use this item on the *Group – Call Center* menu page to schedule reports and to view, delete, or modify scheduled reports for your group.

The Call Center Reporting feature allows you to schedule reports about the call centers and agents in your group. Reports can be scheduled to run only once or to run periodically according to the specified schedule.

A scheduled report is called active when is has occurrences scheduled to run in the future. When all occurrences of the report have run, the report is called completed. Completed reports are deleted after a time period configured by the system administrator. You can view both active and completed reports, as long as they are not deleted. You can also reschedule a completed report to make it active again.

Reports are generated at the specified time and sent to the e-mail address indicated in the scheduled report request.

6.3.4.1 View Scheduled Reports

You use the *Group – Scheduled Reports* page to view a list of scheduled reports created within your group. This includes scheduled reports created at the group and individual user (supervisor or agent) level.

The *Active* tab (default) displays the reports that still have occurrences scheduled to run in the future. The *Completed* tab displays the reports for which all occurrences have run.

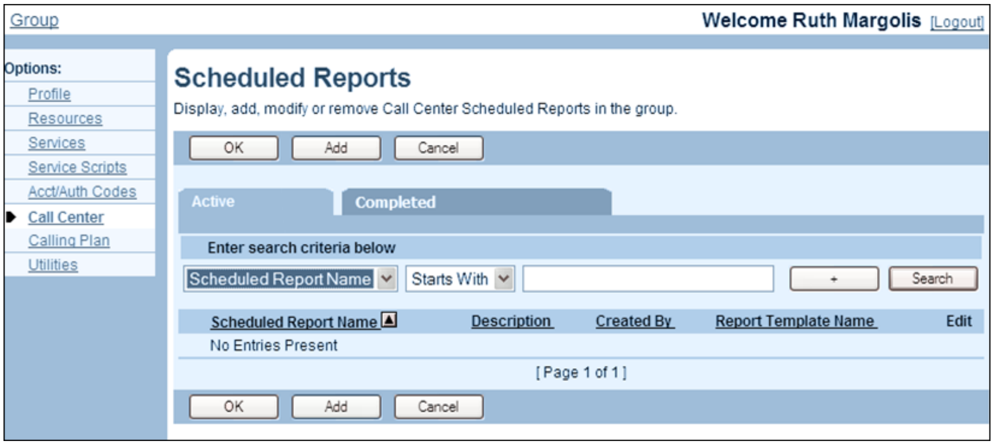

Figure 273 Group – Scheduled Reports

1) On the *Group – Call Center* menu page, click **Scheduled Reports**. The *Group – Scheduled Reports* page appears, listing active reports.

2) To view the completed reports, click the **Completed** tab.

3) Click **OK** to return to the previous page.

6.3.4.2 Schedule Reports

You use the *Group – Scheduled Report Add* page to schedule a report.

The options available on this page depend on the report template you choose, the type of report: *Agent* or *Call Center*, and the recurrence pattern you choose for the report.

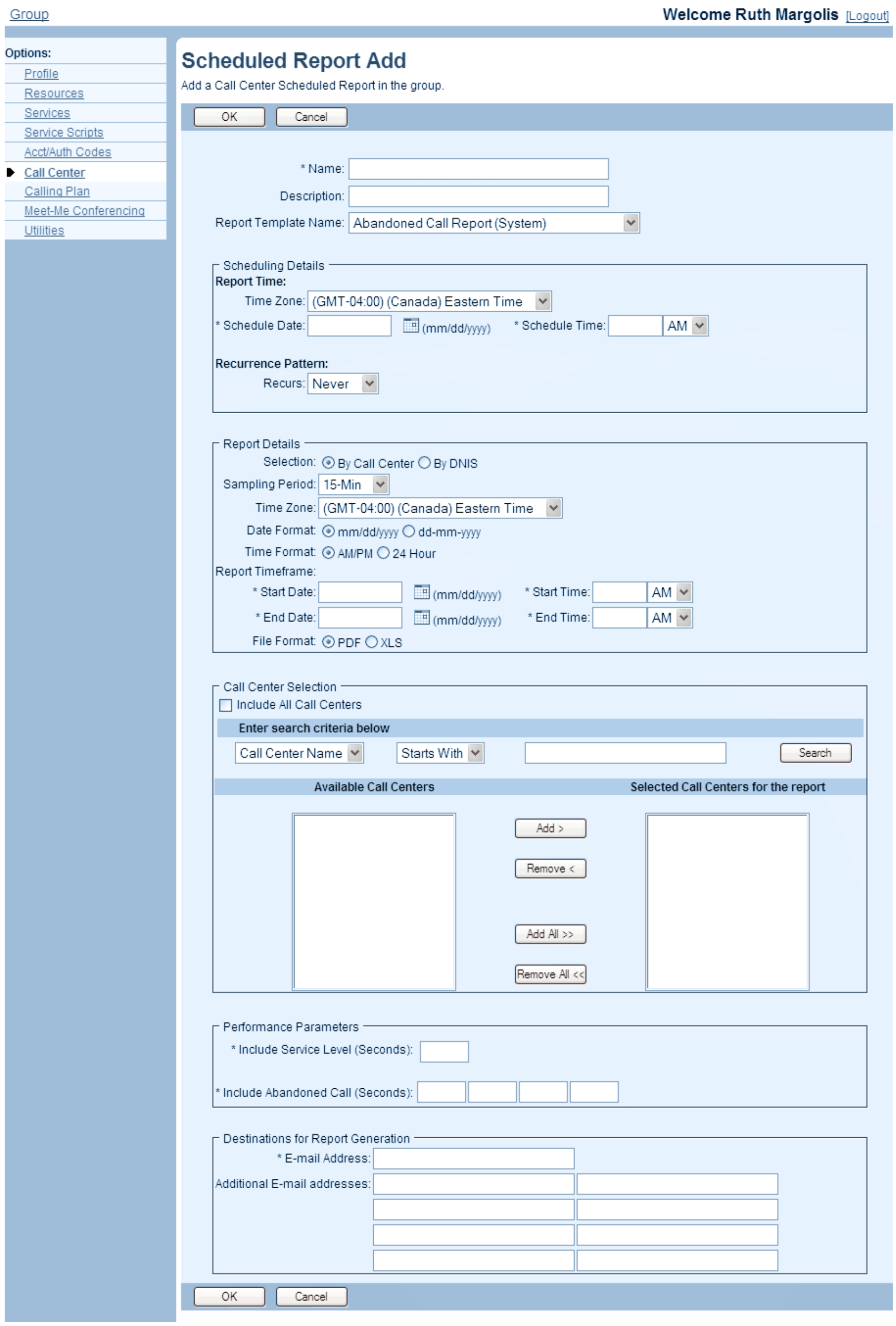

Figure 274 Group – Scheduled Report Add

1) On the *Group – Call Center* menu page, click **Scheduled Reports**. The *Group – Scheduled Reports* page appears.

2) Click **Add**. The *Group – Scheduled Report Add* page appears.

3) Provide a name and description for the report.

4) Select a report template. From the *Report Template Name* drop-down list, select the report template to use for this report.

Scheduling Details:

5) Specify the recurrence pattern of the report. From the *Recurs* drop-down list, select one of the following options:

   – *Never* to make it a one-time report.

   – *Daily* and specify the start date and the time to run the report and the frequency of occurrence in days.

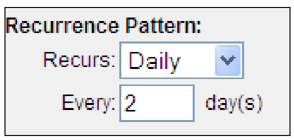

Figure 275 Scheduled Report Add – Daily Recurrence Pattern

   – *Weekly* and specify the start date, the time to generate the report, the frequency of occurrence in weeks, and the day or days of the week on which the report should run.

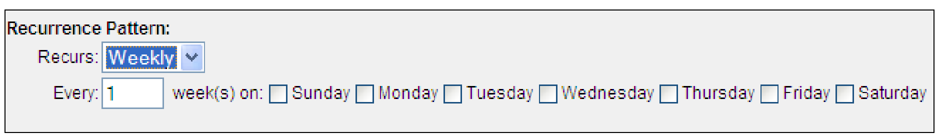

Figure 276 Scheduled Report Add – Weekly Recurrence Pattern

   – *Monthly* and specify the start date, the time to run the report, the frequency of occurrence in months, and the day and the day for the recurrence of the report from the following options*:*

      – To schedule the report on a specific day of the month, for example the 27th, check *Day <X> of the month* and enter the day.

      – To schedule the report on a specific day of the week within the month, for example the second Monday of the month, check *The <Xth> <Day-of-Week> of the month*, and select *Xth* and *Day-of-Week* from the drop-down lists.

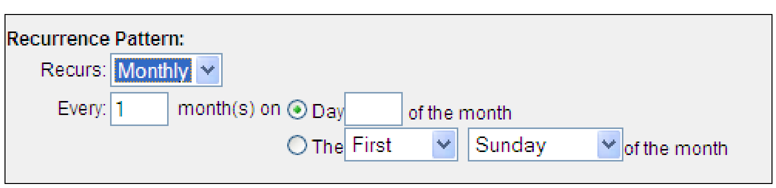

Figure 277 Scheduled Report Add – Monthly Recurrence Pattern

– *Yearly* and specify the start date, the time to run the report, the frequency of occurrence in years, for example every 2 years, and the day for the recurrence of the report from the following options:

  – To schedule the report on a specific day of the year, check *Day <X> of <Month>* and select the day and the month.

  – To schedule the report on a specific day of the week and month, for example the first Sunday of January, check *The <Xth> <Day-of-Week> of <Month>* and select *Xth*, *Day-of-Week*, and *Month* from the drop-down lists.

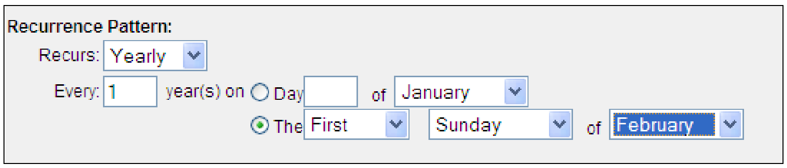

Figure 278 Scheduled Report Add – Yearly Recurrence Pattern

6) Specify when the report should run. In the *Report Time* section, provide the following information:

   – From the *Time Zone* drop-down list, select a time zone.

   – For a non-recurrent report, specify the actual date and time to generate the report.

   – For a recurrent report, specify when the report should be generated for the first time. The subsequent times are determined by the recurrence pattern and range.

7) For recurring reports, specify when the report generation should end. In the Recurrence Range section, select one of the following options:

   – *Never* to run the report continuously

   – *After <X> occurrences* to end the report generation after X occurrences

   – *Date* to end the report generation on a specific date

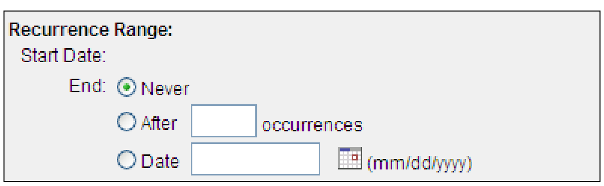

Figure 279 Scheduled Report Add – Recurrence Range

Report Details:

8) For a call center report, specify whether the report data should be grouped by call center or by DNIS.

9) Select the sampling period. The sampling period is only applicable to interval-based report templates. It can be one of the following: every quarter hour, every half hour, hourly, daily, weekly, or monthly.

10) Select the report time zone from the drop-down list.

11) Select the date and time format. The selected format is used for all dates that appear in the generated report.

12) Specify the report time frame, that is, the period for which you are requesting the report. The report time frame always has a beginning date and time and an end date and time.

- For a non-recurrent report, specify the actual dates and times.
- For a recurring report, select the time frame relative to the report generation time, for example, the previous month, previous five days, and so on; at the time of report generation, the time frame is converted to absolute dates and times.

13) For a weekly sampling period, select the day of the week when the sampling should start. This is only applicable for interval-based report templates.

14) Select the file format of the report, which can be either XLS or PDF.

Agent/Call Center Selection:

15) Depending on the report type, select either agents or call centers to include in the report.

- To run the report for all agents/call centers in your group, check the *Include All Agents* or *Include All Call Centers* box.

NOTE: If you check this box you cannot select agents/call centers individually.

- To include specific agents/call centers, use the search function to display available agents/call centers, select agents/call centers in the *Available Agents/Call Centers* column, and click **Add >**. Or to select all agents/call centers, click **Add All >>**.

NOTE: An explicit list of agents/call centers cannot have more than 100 elements.

- To exclude some agents/call centers from the report, select the agents to remove in the *Selected Agents/Call Centers for the report* column and click **Remove**. Or to remove all selected agents, click **Remove All**.

NOTE: Agents deleted from a call center can be included in the report. They are identified by a "*" next to their name.

Performance Parameters:

16) Enter or select a value/option for each required performance parameter.

The number and type of parameters depends on the selected report template. Some reports do not have any performance parameters.

Destinations for Report Generation:

17) In the *E-Mail Address* text box, enter the e-mail address to send the report to.

18) In the Additional *E-Mail addresses* text box, enter up to eight additional e-mail addresses where to send the report.

19) Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

6.3.4.3 Modify or Delete Scheduled Report

You use the *Group – Scheduled Report Modify* page to modify or delete a scheduled report.

You can modify both active and completed reports.

Completed reports are removed from the system after a time period configured by the system administrator. However, as long as a report exists in the system, it can be modified and rescheduled to run in the future. In such a case, the status of the report changes to active.

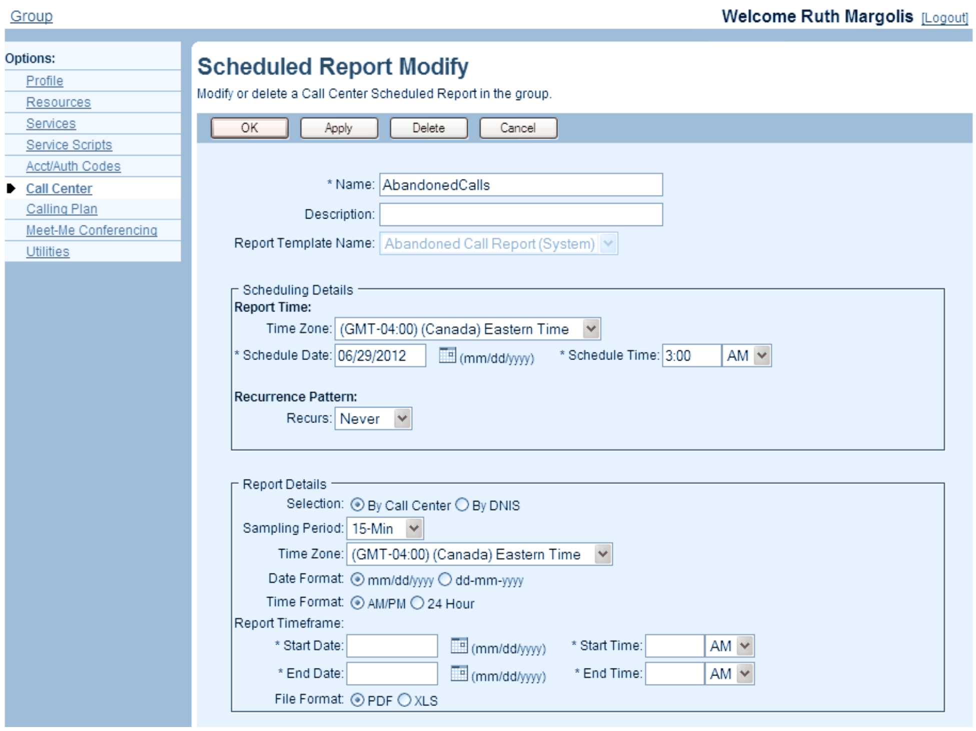

Figure 280 Group – Scheduled Report Modify (Top of Page)

1) On the *Group – Call Centers* page, click **Scheduled Reports**. The *Group – Scheduled Reports* page appears.

2) Click **Edit** in the row for the report to modify. The *Group – Scheduled Report Modify* page appears.

3) To delete a scheduled report, click **Delete**. The report is deleted and the previous page appears.

WARNING: This operation is final and cannot be undone.

4) To modify a report, change information as required. See section *6.3.4.2 Schedule Reports* for information about the settings available on this page.

5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

7 Configure Meet-Me Conferencing

The Meet-Me Conferencing service allows you to create conference bridges and designate conference hosts who can then create and manage conferences.

This chapter contains sections that correspond to items on the *Group – Meet-Me Conferencing* menu page.

Figure 281 Group – Meet-Me Conferencing Menu

The *Group – Meet-Me Conferencing* menu contains these items:

- Meet-Me Conference Ports
- Meet-Me Conference Bridges

7.1 Access Meet-Me Conferencing Menu

Use the *Group – Meet-Me Conferencing* menu page to view Meet-Me Conferencing ports assigned to your group and to configure and manage Meet-Me Conferencing bridges for your group.

On your Home page, in the *Options* list, click **Meet-Me Conferencing**. The *Group – Meet-Me Conferencing* menu page appears.

7.2 Meet-Me Conference Ports

Use this item on the *Group – Meet-Me Conferencing* menu page to list the conference ports for your group.

7.2.1 List Conference Ports

The *Group – Meet-Me Conference Ports* page displays the number of conference ports allocated to your group.

Figure 282 Group – Conference Ports

1) On the *Group – Meet-Me Conferencing* menu page, click **Meet-Me Conference Ports**. The *Group – Meet-Me Conference Ports* page appears.

2) Note the number allocated to your group. This is the total number of ports that you can allocate to Meet-Me conference bridges in your group.

3) To display the previous page, click **OK**.

7.3 Meet-Me Conference Bridges

You use the *Group – Meet-Me Conference Bridges* page to access pages used to manage Meet-Me conference bridges for your group.

A Meet-Me conference bridge is a virtual user and shares some configuration tasks that are performed for all users, such as assigning services and configuring the Outgoing Calling Plan. These tasks are described in the appropriate subsection in section 4 *Configure Users*.

Meet-Me conference bridges share personal service configuration tasks with users, that is, tasks that regular users perform themselves, such as enabling or disabling forwarding of calls. For information on how to perform those tasks, see the *Clearspan Application Server User Web Interface Administration Guide*.

Meet-Me conference bridges also share some administrative tasks with other virtual users. These tasks are described in section *5.2 Configure Shared Tasks*.

This section describes how to perform the following specific administrative procedures to manage Meet-Me conference bridges:

- Add Meet-Me Conference Bridge
- Modify or Delete Meet-Me Conference Bridge

7.3.1 Add Meet-Me Conference Bridge

Use the *Group – Meet-Me Conference Bridge Add* page, to create a Meet-Me conference bridge for your group.

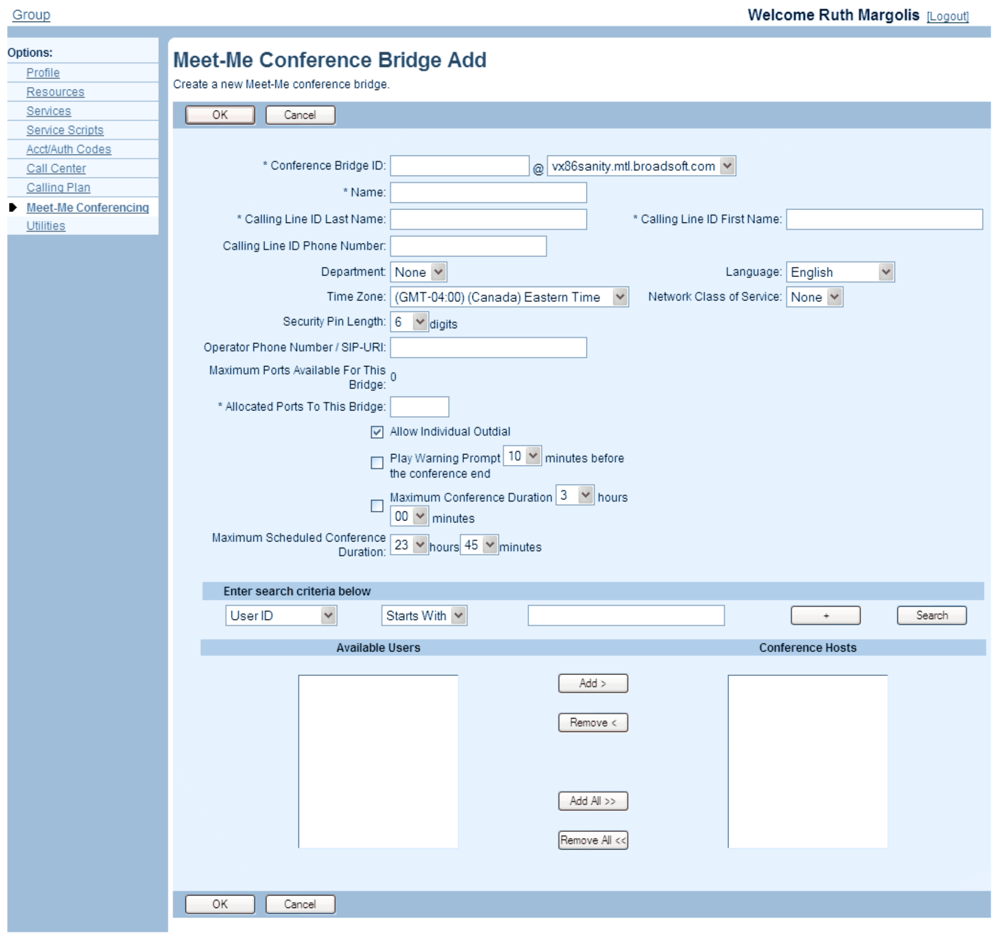

Figure 283 Group – Meet-Me Conference Bridge Add

1) On the Group – Meet-Me Conferencing menu page, click **Meet-Me Conference Bridges**. The Group – Meet-Me Conference Bridges page appears.

2) Click **Add**. The Group – Meet-Me Conference Bridge Add page appears.

3) Type or select information for the bridge. Following is a table of the input boxes and the data required for each. Required data is indicated with an asterisk (*).

Input Box Name	Description
Conference Bridge ID *	A unique identifier of the conference bridge.
Name	The display name of the conference bridge.
Calling Line ID Last Name	The last name to use for the calling line identity.
Calling Line ID First Name	The first name to use for the calling line identity.

Input Box Name	Description
Calling Line ID Phone Number	The phone number to use for the calling line identity. **NOTE**: This input box only appears when the CLID policy in effect for the virtual subscriber is to use a configurable CLID.
Department	The department that owns the bridge. Assigning a conference bridge to a department allows department administrators to modify the bridge.
Language	Language in which service announcements and treatments are played.
Time Zone	The time zone of the bridge.
Network Class of Service	The network class of service to assign to this conference bridge, which determines how outgoing and transferred calls are processed. Network classes of service are defined by the system administrator. You can use the classes assigned to your group.
Security PIN Length	The length of the security PIN that the participants must provide to join the conference.
Operator Phone Number / SIP-URI	The phone number or SIP URI where calls to the operator during a conference are transferred.
Maximum Ports Available For This Bridge	A read-only field that specifies the maximum number of ports that can be allocated to this bridge.
Allocated Ports To This Bridge	The number or ports available on this bridge. It cannot exceed the Maximum Ports Available For This Bridge.
Allow Individual Outdial	Checking this option allows out-dialing to individual participants for conferences defined on this bridge.
Maximum Conference Duration	The maximum allowed duration for conferences created on this bridge. NOTE: When this parameter is later modified, it cannot be changed to a value that is lower than the length of any existing conference on this bridge.
Maximum Scheduled Conference Duration	The maximum allowed duration of scheduled conferences defined on this bridge. It cannot be set to a value that is greater than the Maximum Conference Duration. NOTE: When this parameter is later modified, it cannot be changed to a value that is lower than the length of any existing scheduled conference on this bridge.
Play Warning Prompt <X> minutes before the conference end.	When this option is defined, a warning announcement is played <X> minutes before the scheduled end of the conference to make participants aware that the conference will be forcefully terminated by the system. However the conference can be forcefully terminated only if the maximum conference duration is set. If Maximum Conference Duration is set and a warning announcement is not enabled then it's automatically enabled and set to 10 minutes.

4) Use the search function to display users who can be assigned as conference hosts.

5) Assign users as hosts on this bridge. In the *Available Users* column, select the names you want and click **Add**. Or to assign all available users, click **Add All**.

6) To remove some of the assigned hosts, select users in the *Conference Hosts* column and click **Remove**. Or to remove all assigned hosts, click **Remove All**.

7) Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

7.3.2 Modify or Delete Meet-Me Conference Bridge

Use the *Meet-Me Conference Bridge – Meet-Me Conference Bridge Profile* page to modify a Meet-Me conference bridge profile information or to delete a bridge.

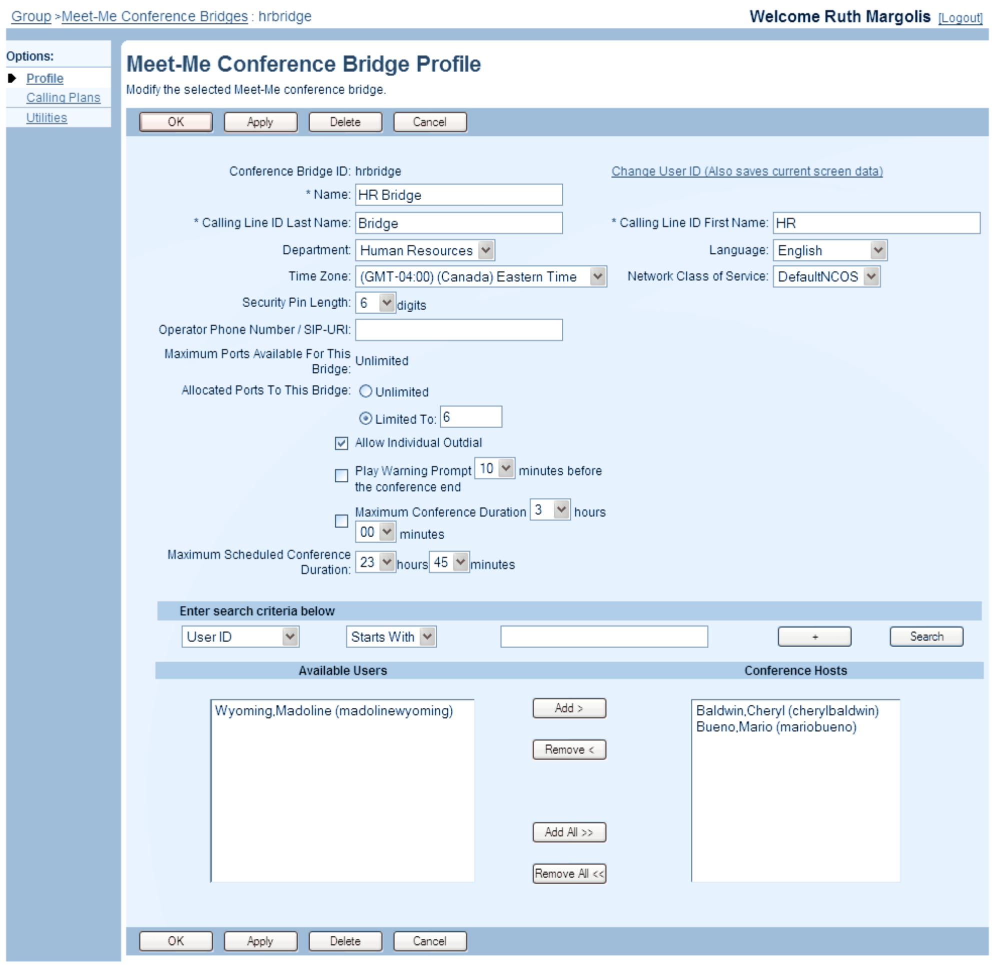

Figure 284 Meet-Me Conference Bridge – Meet-Me Conference Bridge Profile

1) On the Meet-Me Conference Bridge – Profile menu page, click **Profile**. The Meet Me Conference Bridge – Meet Me Conference Bridge Profile page appears.

2) To delete the bridge, click **Delete**. The previous page appears.

3) To change the bridge ID, click **Change User ID**. On the *Meet-Me Conference Bridge – Change User ID* page that appears; enter the new conference bridge ID, select the domain from the drop-down list, and then click **OK**.

4) To modify the profile information for the bridge, type or select new information. See section *7.3.1 Add Meet-Me Conference Bridge* for information about the editable fields on this page.

5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, click **Cancel** or select another page.

8 Loudspeaker Paging

The Loudspeaker Paging service enables group members to access an intercom paging system by dialing a group extension. The paging system is configured in Clearspan as a user and connected to the access gateway using a standard analog interface. A user who wants to access the paging loudspeaker dials the paging system extension number and is connected to the paging loudspeaker system. By assigning the Selective Call Acceptance service to the paging system user, Clearspan allows only assigned users access to the paging system. Users allowed to access the paging system are added to the Selective Call Acceptance list of the paging system.

The access gateway is set up with one port reserved for the paging system and the others assigned to the users. The paging system consists of a telephone access module, a paging amplifier, and the loudspeaker system. The telephone access module is the interface component from the telephone system to the paging system. The telephone-paging amplifier amplifies the signal delivered to the loudspeaker system. Paging system equipment is available from Bogen Communications, Inc. Following is a list of the equipment:

- Telephone Access Module Model (TAM-B)
- Telephone Paging Amplifier (TPU-35B, TPU-60B, or TPU-100B)

8.1 Add Loudspeaker Paging as User

For information on the procedures referred to in the following steps, see section.

1) Add a new user account representing the loudspeaker.
2) On the *Users – Addresses* page for the new user, specify a phone number and extension for the loudspeaker account.
3) Select an identity/device profile for the new user that represents an IAD/Gateway device, and specify a port number.
4) Assign these services to the new user:
   - Selective Call Acceptance
   - Call Management

NOTE: For Selective Call Acceptance, type the description and select the days and times that the calling criteria are valid. In the S*pecific phone numbers* boxes, add the national phone number of the users allowed to access the paging system.

5) Configure Incoming Calling Plan for paging user to accept calls only from within the group. For more information, see section 4.6.2 Configure Incoming Calling Plan.
6) Configure the Outgoing Calling Plan so that calls cannot originate from the paging phone number (no checked call type check boxes). For more information, see section 4.6.3 Configure Outgoing Calling Plan.

Acronyms and Abbreviations

This section lists the acronyms and abbreviations found in Clearspan documents, web interfaces, and online help. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

3DES	Triple Digital Encryption Standard
3PCC	Third Party Call Control
AA	Auto Attendant
AAA	Authentication, Authorization, and Accounting
AAC	Account/Authorization Code
AAL	ATM Adaptation Layer
AAST	Average Answer Setup Time
ABNF	Augmented Backus-Naur Format
AC	Active Calls
AC	Alarm Count
AC	Attendant Console
ACA	Accounting Answer
ACB	Automatic Callback
ACC	Agent Call Control
ACC	Advanced Call Control
ACD	Automatic Call Distribution
ACI	Alternate Call Indicator
ACL	Access Control List
ACM	Audio Compression Manager
ACR	Accounting Request
ACR	Anonymous Call Rejection
ACS	Advanced Communications Server
ACST	Average Call Setup Time
Admin	Administrator
AES	Advanced Encryption Standard
AGA	Admin Group Add
AGD	Admin Group Delete
AH	Authentication Header
AHR	Automatic Hold Retrieve
AHTBCL	Average Hold Time Before Call Loss
ALaw	ITU Standard for Analog to Digital Audio Data Conversion
ALG	Application Layer Gateway
ALI DB	Automatic Location Identification Database
AMR	Adaptive Multi-Rate
AMS	Access Mediation Server
ANAB	Average Number of Agents Busy

ANALO	Average Number of Agents Logged Off
ANI	Automatic Number Identification
ANSI	American National Standards Institute
AOR	Address Of Record
AORT	Average OCI Response Time
AP	Application Patch
API	Application Programming Interface
APN	Application Processing Node
APPN	Advanced Peer-to-Peer Networking
ARP	Address Resolution Protocol
ARPA	Advanced Research Projects Agency
ARPU	Average Revenue Per Unit
ART	Answer Response Time
AS	Application Server
ASA	Admin Service Provider Add
ASCII	American Standard Code for Information Interchange
ASD	Admin Service Provider Delete
ASN	Abstract Syntax Notation
ASN.1	Abstract Syntax Notation 1
ASR	Application Server Redundancy
ASR	Application Server Registration
ASR	Automated Speech Recognition
ASRQD	Average SIP Redirection Queue Delay
ATA	analog telephone adapters
ATABC	Amount of Time Agent Busy With Call
ATALO	Amount of Time Each Agent Logged Off
ATALOI	Amount of Time Each Agent Logged On and Idle
ATASC	Average Time Agents Spends on Call
ATM	Asynchronous Transfer Mode
ATQ	Average Time in Queue
AUA	Admin User Add
AUCX	Audit Connection
AUD	Admin User Delete
AUEP	Audit Endpoint
AVP	Attribute Value Pair
B2BUA	Back-to-Back User Agent
CA	Clearspan Anywhere
BCCT	Clearspan Common Communication Transport
BCL	Basic Call Log
BCO	Busy Camp-On
BE	Back End Server
BER	Basic Encoding Rules
BHCA	Busy Hour Call Attempts

BLF	Busy Lamp Field
BNF	Backus-Naur Format
BPS	Bits Per Second
BRI	Basic Rate Interface
BS	Billing System
BSAM	Basic Sequential Access Method
BW	Clearspan
BWAMS	Clearspan Assistant–Mobile Service
BWCCA	Clearspan Call Center Agent
BWCCS	Clearspan Call Center Supervisor
CA	Certification Authority
CAC	Carrier Access Code
CALA	Central America/Latin America (Spanish)
CALEA	Communication Assistance for the Law Enforcement Act
CALLP	Call a Prototyped Procedure or Program
CAMA	Centralized Automatic Message Accounting
CAP	Client Application Protocol
CAP-C	Client Application Protocol-Client
CAP-S-CallCenter	Client Application Protocol-Server-Call Center
CAS	Conferencing Application Server *or* Channel Associated Signaling
CBC	Cipher Block Chaining
CBF	Communication Barring-Fixed
CB-UC	Communication Barring User-Control
CC	Country Code
CCA	Call Center Agent
CCA	Call Center Agent License
CCA	Credit Control Answer
CC-APDU	Call Content Delivery - Application Protocol Data Unit
CCBS	Completion of Communications to Busy Subscriber
CCC	Call Content Channels
CCC	Client Call Control
CCCF	Call Continuity Control Function
CCF	Charging Collection Function (used for off-line charging)
CCFH	Credit-Control-Failure-Handling
CCLID	CC Link Identifier
CCLink	Call Content Link
CCM	Call Capacity Management
CCNR	Completion of Communications by No Reply
CCR	Call Center Reporting
CCR	Credit Control Request
CCRS	Call Center Reporting Server
CCS	Call Center Supervisor

CCS	Call Center Supervisor License
CCSR	Call Center Supervisor Reporting License
CCXML	Call Control eXtensible Markup Language
CD	Compact Disc
CDC	Call Data Channel
CDF	Charging Data Function
CDMA	Code Division Multiple Access
CDP	Charge Determination Point
CDR	Call Detail Record
CDR	Charging Data Record
CD-ROM	Compact Disc Read-Only Memory
CDS	Call Detail Server
CERN	Conseil Européen pour la Recherche Nucléaire
CF	Collection Function
CFA	Call Forwarding Always
CFA	Charging Function Addresses
CFB	Call Forwarding Busy
CFGNA	Call Forwarding Group No Answer
CFNA	Call Forwarding No Answer
CFNR	Call Forwarding Not Reachable
CFNRc	Call Forwarding Not Reachable
CFNRY	Call Forward No Reply (No Answer)
CFS	Call Forwarding Selective
CFW	Control Channel Framework
CGF	Charging Gateway Function
CGI	Common Gateway Interface
CGP	Charge Generation Point
CIC	Carrier Identification Code
CID	Communication Identifier (related to Lawful Intercept Interface)
CID	Calling Number Identification
CIDB	Calling Line ID Blocking
CIF	Common Intermediate Format
CJK	Chinese, Japanese, and Korean
Class	Custom Local Area Signaling Service
CLEC	Competitive Local Exchange Carrier
CLI	Command Line Interface
CLID	Calling Line ID
CLIR	Calling Line ID Delivery Blocking
CLNP	Connectionless Network Protocol
CM	Call Manager
CM/AC	Call Manager/Attendant Console
CMA	Congestion Management Applied

CMAS or CM-AS	Client Management Access Server (NOT Application Server)
CMI	Client Management Interface
CMPS or CM-PS	Client Management Profile Server
CMR	Congestion Management Requested
CMR	Codec Mode Request
CMS	Conferencing Media Server
CMS	Concurrent Mark Sweep *(which is a phase of the Java Garbage collector)*
CNAM	Caller ID with NAMe
COLP	Connected Line Identification Presentation
COLR	Connected Line Identification Restriction
COM	Component Object Model
CORBA	Common Object Request Broker Architecture
COS	Class of Service
COT	Customer Originated Trace
CP	Call Pickup
CPCF	Content Provider Charging Function
CPCS	Common Part Convergence Sub-Layer
CPE	Customer Premises Equipment
CPE	CommPilot Express
CPL	Call Processing Language
CPR	Call Park Retrieve
CPS	Calls Per Second
CPU	Central Processing Unit
CR	Call Rate
CRC	Cyclic Redundancy Check
CRCX	Create Connection
CRM	Customer Relationship Management
CRN	Contingency Routing Number
CS	Conferencing Server
CS	Circuit Switched
CS–AS	Conferencing Server–Application Server
CSCF	Call Session Control Function
CSEL	Carrier Selection
CSI	Client Service Interface
CSMA/CD	Carrier Sense Multiple Access with Collision Detection
CS-MGW	Circuit-Switched Media GateWay
CS–MS	Conferencing Server–Media Server
CSR	Certificate Signing Request
CSS	Cascading Style Sheets
CSTA	Computer Supported Telecommunications Applications
CSV	Comma Separated Value

CT	Call Transfer
CT	Call Type
CTI	Computer Telephony Integration
CW	Call Waiting
CWC	City-Wide Center
CWC	City-Wide Centrex
CWT	Call Waiting Tone
DB	Database
DBA	Doing Business As
dBm	The power ratio in decibel (dB) of the measured power referenced to one milliwatt (mW).
Dbmo	The level of a signal as specified in dBmO, is the level of that signal (in dBm) as measured at the reference point of the network.
DBMS	Database Management System
DCE	Data Circuit Terminating Equipment
DCE	Distributed Computing Environment
DCE	Data Communications Equipment
DDE	Dialed Digit Extraction
DDFH	Direct-Debiting-Failure-Handling
DDNS	Dynamic Domain Name System
DEN	Directory-Enabled Networking
DES	Data Encryption Standard
DFN	Diameter Front Node
DFS	Distributed File Service
DGC	Distributed Group Calls
DHCP	Dynamic Host Configuration Protocol
DID	Direct Inward Dialing
DiffServ	Differentiated Services
DLC	Data Link Control
DLCI	Data Link Connection Identifier
DLCX	Delete Connection
DLL	Dynamic Link Library
DLSw	Data Link Switching
DME	Distributed Management Environment
DMH	Dual Mode Handset
DMI	Digit Manipulation Index
DMI	Desktop Management Interface
DMOB	Device Management On Clearspan **NOTE**: Do not use this term; use Device Management instead.
DMS	Device Management System
DMTF	Desktop Management Task Force
DMZ	Demilitarized Zone
DN	Directory Number

DN	Distinguished Name
DNC	Distributed Network Calls
DND	Do Not Disturb
DNH	Directory Number Hunting
DNS	Domain Name Server
DNS	Domain Name System
DOD	Direct Outward Dialing
DOI	Domain of Interpretation
DOM	Document Object Model
DOS	Disk Operating System
DoS	Denial of service
DPUBI	Directed Call Pickup with Barge-in
DSA	Digital Signature Algorithm
DSAP	Destination Service Access Point
DSI	Deployment Studio Image
DSL	Digital Subscriber Line
DSN	Database Store Name
DSO	Data Source Object
DSP	Digital Signal Processor
DSP	Deployment Studio Project
DSR	Direct Signal Reporting
DSS	Digital Signature Standard
DST	Daylight Savings Time
DST	Deployment Studio Template
DTD	Document Type Definition
DTE	Data Terminal Equipment
DTG	Destination Trunk Group
DTMF	Dual-Tone Multi-Frequency
DTP	Data Transfer Process
DTX	Discontinuous Transmission
E 164	An ITU-T recommendation for international telecommunication numbering
E1	European Equivalent to North America T1
E911	Emergency 911
EA	Equal Access
EA	External Authentication
ECF	Event Charging Function (used for on-line charging)
ECL	Enhanced Call Log
E-CLIP	External Calling Line ID Delivery
ECMA	European Computer Manufacturers Association
ECN	Expensive Call Notification
ECUR	Event Charging with Unit Reservation
EDCDIC	Extended Binary Communication Data Interchange Code
EDT	Eastern Daylight Time

EGP	Exterior Gateway Protocol
EM	Emergency
EMS	Element Management System
EOCP	Enhanced Outgoing Calling Plan
EOL	End of Line
EP	Emergency Patch
ERDB	ESZ Routing Database
ESCA	Enhanced Shared Call Appearance
ESGW	Emergency Service Gateway
ESN	Emergency Service Number
ESP	Encapsulating Security Payload
ESPOSREQ	Emergency Positioning Request
ESQK	Emergency Services Query Key
ESRN	Emergency Services Routing Number
ESZ	Emergency Service Zone
ETSI	European Telecommunications Standards Institute
EWS	External Web Server
FAC	Feature Access Codes
FAQ	Frequently Asked Questions
FCAPS	Fault, Configuration, Accounting, Performance, and Security
FCC	Federal Communications Commission
FCOF	Forwarding Counter Override feature
FDDI	Fiber Distributed Data Interface
FE	Front End (server)
FEC	Front-End Clipping
FIFO	First In, First Out
FM	Simultaneous Ringing/Sequential Ringing
FMC	Fixed-mobile Covergence
FPU	Floating Point Unit
FQDN	Fully Qualified Domain Name
FR	Failure Rate
FR	Frame Relay
FR	Feature Request
FS	Functional Specification
FTP	File Transfer Protocol
FX	Firefox
FXS	Foreign Exchange Subscriber
GA	Group Administrator
GB	Gigabyte
GC	Garbage Collection
GCP	Group Call Park
GGP	Gateway-to-Gateway Protocol

GGSN	GPRS Gateway Support Node
GIF	Graphics Interchange Format
GMT	Greenwich Mean Time
GPRS	General Packet Radio Service
GSM	Group Spéciale Mobile
GSM	Global System for Mobile Communications
GT	Global Title
GTD	Generic Transparency Descriptor
GUI	Graphical User Interface
GW	Gateway
HDLC	High-level Data Link Control
HLR	Home Location Register
HMAC	Hashed Message Authentication Code
HMC	Hosted Messaging and Collaboration
HPR	High Performance Routing
HSS	Home Subscriber Server
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
HTTPD	Hypertext Transfer Protocol Daemon
HTTPS	Hypertext Transfer Protocol Secure Sockets
Hz	Hertz
I/O	Input/Output
IAB	Internet Activities Board
IAC	Interpret As Command
IAD	Integrated Access Device
IAM	Initial Address Message
IANA	Internet Assigned Numbers Authority
IC	Instant Conferencing
ICA	Independent Computing Architecture
I-CLIP	Internal Calling Line ID Delivery
ICMP	Internet Control Message Protocol
ICP	Incoming Calling Plan
ICSA	In-Call Service Activation
I-CSCF	Interrogating Call Session Control Function
ICSS	Internet Connection Secure Server
ICV	Integrity Check Value
IDD	International Direct Dial
IDE	Integrated Development Environment
IDEA	International Data Encryption Algorithm
IDLC	Integrated Data Link Control
IDRP	Inter-Domain Routing Protocol
IE	Internet Explorer
IEC	InterExchange Carrier

IEC	International Electrotechnical Commission
IEC	Immediate Event Charging
IEEE	Institute of Electrical and Electronics Engineers
IESG	Internet Engineering Steering Group
IETF	Internet Engineering Task Force
IFC	Initial Filter Criteria
IGC	Instant Group Call
IGMP	Internet Group Management Protocol
IGP	Interior Gateway Protocol
IIOP	Internet Inter-ORB Protocol
IKE	Internet Key Exchange
ILEC	Incumbent Local Exchange Carrier
IM	Instant Messaging
IM&P	Instant Messaging and Presence
IMAP	Internet Message Access Protocol
IMRN	Intermediate Routing Number
IN	International
IN	Intelligent Network
INDG	Invalid Digit Range
INSC	Intelligent Network Service Control
InterLATA	Crossing over and terminating in another Local Access Transport Area
IntraLATA	Originating and terminating in the same Local Access Transport Area
IO	Input Output
IOI	Inter-operator Identifier
IP	Internet Protocol
IPDC	Internet Protocol Device Control
IPNet	Internet Protocol Network
IPSec	IP Security Architecture
IPTEL	IP Telephony
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
IPX	Internet Packet Exchange
IRFT	Internet Research Task Force
IRI	Intercept Related Information
IS	Interim Standard
ISA	Industry Standard Architecture
ISAKMP	Internet Security Association and Key Management Protocol
ISDN	Integrated Services Digital Network
ISO	International Organization for Standardization
ISP	Internet Service Provider
ISR	Integrated Services Router
ISUP	Integrated Services User Part
ISUP IAM	ISUP Initial Address Message

ITSO	International Technical Support Organization
ITU	International Telecommunications Union
ITU-T	International Telecommunication Union – Telecommunication Standardization Sector
IVR	Interactive Voice Response
IXC	Inter Exchange Carrier
JAR	Java Application Resource
JASS	JumpStart Architecture and Security Scripts
JDBC	Java Database Connection
JDBC	Java Database Connectivity
JDK	Java Development Toolkit
JIT	Java Just-in-Time Compiler
JMAPI	Java Management API
JNLP	Java Network Launch Protocol
JPEG	Joint Photographic Experts Group
JRE	Java Runtime Environment
JSP	Java Server Pages
JVM	Java Virtual Machine
JWS	Java Web Start
KB	Kilobyte
Kbps	Kilobits per Second
KTS	Key Telephone System
L2F	Layer 2 Forwarding
L2TP	Layer 2 Tunneling Protocol
LAES	Lawfully Authorized Electronic Surveillance
LAN	Local Area Network
LAPB	Link Access Protocol Balanced
LATA	Local Access Transport Area
LCA	Local Calling Area
LCD	Liquid Crystal Display
LCP	Link Control Protocol
LCS	Microsoft Live Communications Service - Microsoft Office Live Communications Server
LD	Long Distance
LDAP	Lightweight Directory Access Protocol
LDCAE	long duration call accounting events
LEA	Law Enforcement Agency
LEA/MD	Law Enforcement Agency/Mediation Device
LEC	Local Exchange Carrier
LERG	Local Exchange Routing Guide
LGPL	Lesser General Public License
LI	Lawful Intercept
LIE	Location Information Element

LIID	Lawful Interception Identifier
LIS	Location Information Server
LIS ID	Location Information Server Identifier
LK	Location Key
LLC	Logical Link Layer
LNP	Local Number Portability
LNRD	Last Number Redial
LO	Location Object
Lr	Loose Route
LRO	Last Routing Option
LSAP	Link Service Access Point
LSSGR	LATA Switching Systems Generic Requirements
MAC	Media Access Control
MAC	Message Authentication Code
MAC address	Media Access Control address
MACs	Moves, Adds, and Changes
MAST	Maximum Answer Setup Time
MB	Megabyte
MCA	Multiple Call Arrangement
MCST	Maximum Call Setup Time
MCT	Malicious Call Trace
MD	Mediation Device
MD5	Message Digest 5 Algorithm
MDCX	Modify Connection
MEDGACO	Media Gateway Control
MEED	Mobile Extension to Extension Dialing
MGC	Media Gateway Controller
MGCF	Media Gateway Control Function
MGCP	Media Gateway Control Protocol
MHz	Megahertz
MIB	Management Information Base
MIME	Multipurpose Internet Mail Extensions
MIN	Mobile Identification Number
MLD	Multicast Listener Discovery
MMS	Multimedia Messaging Service
MO	Managed Object
MOSPF	Multicast Open Shortest Path First
MP	Maintenance Patch
MPC	Multi-Path Channel
MPEG	Moving Pictures Experts Group
MPLS	Multiprotocol Label Switching
MPM	Multi-Processing Modules
MPOA	Multiprotocol Over ATM

MPS	Messages Per Second
MPTN	Multiprotocol Transport Network
MRCP	Media Resource Control Protocol
MRF	Media Resource Function
MRFC	Multimedia Resource Function Controller
MRFP	Multimedia Resource Function Processor
MS	Media Server
MS	Milliseconds
MSAG	Master Street Address Guide
MSC	Mobile Switching Center
MSCML	Media Server Control Markup Language
MSEC	Milliseconds
MSI	Microsoft Installer
MSISDN	Mobile Station ISDN Number
MSN	Microsoft Network
MSN	Multiple Subscriber Number
MSP	Programmable Switch
MSR	Multiservice Switch Router
MSRQD	Maximum SIP Redirection Queue Delay
MSS	Media Server Selection
MTA	Message Transfer Agent
MTP	Message Transfer Part
MTU	Maximum Transmission Unit
MVNO	Mobile Virtual Network Operators
MVS	Multiple Virtual Storage Operating System
MWI	Message Waiting Indicator or Indication
MX	Mail Exchanger
NADP	North American Dial Plan
NAI	Network Access Identifier
NANP	North American Numbering Plan
NAPTR	Naming Authority Pointer
NAT	Network Address Translation
NCF	Network Computing Framework
NCNAA	Number of Calls Not Answered By Agent
NCOS	Network Class of Service
NCP	Network Control Protocol
NCR	Numeric Character Reference
NCS	Network-based Call Signaling
NCS	Network Call Signaling
NCSA	National Computer Security Association
NDC	National Destination Code
NDIS	Network Driver Interface Specification
NE	Network Element

NEBS	Network Equipment Building Standards
NETANN	NETwork ANNouncments
NetBIOS	Network Basic Input/Output System
NFS	Network File System
NGN	Next Generation Network
NIC	Network Information Center
NIC	Network Interface Card
NIS	Network Information Systems
NIST	National Institute of Standards and Technology
NMS	Network Management System
NNACL	NPA-NXX Active Code List
NNTP	Network News Transfer Protocol
NOC	Network Operations Center
NPA	Numbering Plan Area
NRS	Network Resource Selection
NS	Network Server
NSAP	Network Service Access Point
NSF	National Science Foundation
NSOSS	Network Server Operations Support System
NSPS	Network Server Provisioning Server
NSSync	Network Server Synchronization
NSXS	Network Server Execution Server
NTFS	NT File System (used with Windows NT)
NTP	Network Time Protocol
NUC	Non-upward Compatible
NVT	Network Virtual Terminal
NWC	N-Way Calling
OA	Operator Assisted
OAC	Outside Access Code
OAMP	Operations, Administration, Maintenance, and Provisioning
OCI	Open Client Interface
OCI-C	Open Client Interface-Call Control
OCI-P	Open Client Interface-Provisioning
OCI-R	Open Client Interface-Reporting
OCP	Outgoing Calling Plan
OCS	Open Client Server
OCS	Online Charging System
ODB	Operator Determined Barring
ODBC	Open Database Connectivity
ODI	Open Datalink Interface
ODM	Original Device Manufacturer
ODP	Outgoing Digit Plan
OEM	Original Equipment Manufacturer

OID	Object Identifier
ONC	Open Network Computing
OOTB	Out-of-the-Blue
ORB	Object Request Broker
OS	Operating System
OSA	Open Systems Adapter
OSF	Open Software Foundation
OSI	Open Systems Interconnect
OSPF	Open Shortest Path First
OSPM	Operating System-level Performance Measurement
OSS	Operations Support System
OSSP	OSS Protocol
OT	Originating Treatment
OTA	Over-The-Air
OTG	Originating Trunk Group
PAD	Packet Assembler/Disassembler
PAI	P-Asserted-Identity
PAM	Presence and Availability Management
PAP	Password Authentication Protocol
PB	Patch Bundle
PBX	Private Branch Exchange
PC	Personal Computer
P-CFA	P-Charging-Function-Addresses
PCMM	PacketCable Multimedia
PCPI	P-Called-Party-ID
P-CSCF	Proxy Call Session Control Function
PCV	P-Charging-Vector
PDA	Personal Digital Assistant
PDF	Portable Document Format
PDP	Private Dial Plan
PDSN	Packet Data Serving Node
PDU	Protocol Data Unit
PI	Protocol Interpreter
PIC	Primary Interexchange Carrier
PIDF LO	Presence Information Data Form - Location Object
PIM	Personal Information Manager
PIM	Protocol Independent Multicast
PINX	Private Integrated Services Network eXchanges
PISN	Private Integrated Services Networks
PIU	Ports in Use
PKCS	Public Key Cryptosystem
PKI	Public Key Infrastructure
PLMN	Public Land Mobile Network

PM	Performance Measurement
PMT	Protocol Monitor Tool
PNA	Push-Notification-Answer
PNNI	Private Network-to-Network Interface
PNR	Push-Notification-Request
PoC	Push-to-Talk over Cellular *(Part of the Instant Group Call Capabilities)*
POP	Point Of Presence
POP	Post Office Protocol
POTS	Plain Old Telephone Service
PPI	P-Preferred-Identity
PPP	Point-to-Point Protocol
PPTP	Point-to-Point Tunneling Protocol
PRACK	Provisional Response Acknowledgement
PRC	People’s Republic of China
PRFX	Prefixing Digits
PRI	Primary Rate Interface
PS	Profile Server
PS	Provisioning Server
PSAP	Public Safety Answering Point
PSDN	Public Switched Data Network
PSI	Public Service Identities
PSM	Phone Status Monitoring
PSTN	Public Switched Telephone Network
PSUI	P-Served-User-Identity
PTPS	Provisioning Transactions Per Second
PTT	Push To Talk
PUIs	Public User Identities
PVC	Permanent Virtual Circuit
PVI	PriVate user Identity
PVP	Provisioning Validation Protocol
PWD	Print Working Directory
QA	Quality Assurance
QCIF	Quarter Common Intermediate Format
QLLC	Qualified Logical Link Control
QoS	Quality of Service
QSIG	Q (point of the ISDN model) Signaling
RAC	Real Application Cluster
RACF	Resource Access Control Facility
RADIUS	Remote Authentication Dial-In User Service
RAID	Redundant Array of Independent Disks
RAM	Random Access Memory
RARP	Reverse Address Resolution Protocol
RAS	Registration, Admission, and Status Protocol

RAS	Remote Access Service
RBOC	Regional Bell Operating Company
RC	Release Candidate
RC	Rate Center
RCC	Remote Call Control
RCF	Registration Confirmation
RDB	Reporting Database
RDP	Remote Desktop Protocol
REXEC	Remote Execution Command Protocol
RFC	Request for Comments
RFN	Rating Function Application
RIP	Routing Information Protocol
RIPE	Réseaux IP Européens
RISC	Reduced Instruction-Set Computer
RMI	Remote Method Invocation
RMPS	REGISTER Messages Per Second
RO	Remote Office
RoHS	Restriction of Hazardous Substance
ROM	Read-Only Memory
RPC	Remote Procedure Call
RPID	Remote-Party-ID
RPS	Registrations Per Second
RQNT	Notification Request
RR	Retransmission Rate
RR	Resource Record
RRQ	Registration Request
RS	Redirect Server
RS	Reporting Service
RSH	Remote Shell
RSIP	Realm-specific Internet Protocol
RSVP	Resource Reservation Protocol
RTCP	Real-Time Control Protocol
RTP	Real-Time Transport Protocol
RTSP	Real-Time Streaming Protocol
RTTI	Real-time Tariff Information
RTTTL	Ring Tone Text Transfer Language
RW	Read Write
SA	System Administrator
SA	Security Association
SaaS	Software as a Service
SAC	Sustained Authorization Codes
SAP	Service Access Point
SBC	Session Border Control

SCA	Shared Call Appearance
SCA	Selective Call Appearance
SCCF	Subscriber Content Charging Function
SCCP	Signaling Connection Control Part
SCCP	Simple Conference Control Protocol
SCE	Service Creation Environment
SCF	Selective Call Forwarding
SCIM	Service Capability Interaction Manager
SCP	Service Control Point
SCP	Simple Control Protocol
SCP	Secure Copy
SCR	Selective Call Rejection
SCRL	Service Center Routing List
S-CSCF	Serving - Call Session Control Function
SCTP	Stream Control Transmission Protocol
SCUR	Session Charging with Unit Reservation
SDH	Synchronous Digital Hierarchy
SDK	Software Development Kit
SDLC	Synchronous Data Link Control
SDP	Session Definition Protocol
SDP	Session Description Protocol
SET	Secure Electronic Transaction
SFTP	Secure File Transfer Protocol
SGML	Standard Generalized Markup Language
SGW	Signaling Gateway Function
SHA	Secure Hash Algorithm
SHLR	Smart Home Location Register
S-HTTP	Secure Hypertext Transfer Protocol
SID	Silence Indicator
SIMPLE	Session Initiation Messaging and Presence Leveraging Enhancements
SIP	Session Initiation Protocol
SIU	Signaling Interface Unit
SLA	Service Level Agreement
SLF	Subscription Locator Functional Entity
SLIP	Serial Line Internet Protocol
SMAP	Software Management Application Protocol
SMB	Small Medium Business
SMC	Standard Management Committee
SMDI	Simplified Message Desk Interface
SMDR	Station Management Server
SME	Small to Medium-sized Enterprises
SMI	Structure of Management Information
S-MIME	Secure Multipurpose Internet Mail Extension

SMPP	Short Message Peer-to-Peer Protocol
SMS	Short Message Service
SMS-C	Short Message Service Center
SMTP	Simple Mail Transfer Protocol
SN	Significant Numbers
SNA	System Network Architecture
SNA	Subscribe-Notifications-Answer
SNAP	Sub-network Access Protocol
SNMP	Simple Network Management Protocol
SNR	Subscribe-Notifications-Request
SNTP	Simple Network Time Protocol
SOA	Start of Authority
SOAP	Simple Object Access Protocol
SOHO	Small-Office/Home-Office
SONET	Synchronous Optical Network
SORM	Russian acronym for LI
SP	Service Provider
SP	Server Process
SPAN	Services and Protocols for Advanced Networks
SPE	Service Price Enquiry
SPE	Service Provider Equipment
SPI	Security Parameter Index
SQCIF	Sub-Quarter Common Interchange Format
SQL	Structured Query Language
SR	Selective Router
SRGS	Speech Recognition Grammar Specification
SRT	Setup Response Time
SRTP	Secure Real-time Transport Protocol
SRV	Service Locator
SS7	Signaling System 7
SSAP	Source Service Access Point
SSH	Secure Shell
SSL	Secure Sockets Layer
SSN	Sub-System Number
SSO	Single Sign-On
SSP	Switch-to-Switch Protocol
SSRC	Synchronization Source
STNC	Station Code
STP	Signal Transfer Point
STUN	Simple Traversal of UDP through NAT
SUT	System Under Test
SVC	Switched Virtual Circuit
SW	Software

T1	Trunk level 1
TAPI	Telephony API
TC	Total Calls
TCAP	Transactional Capabilities Application Part
TCC	Trunking Call Capacity
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TDM	Time Division Multiplexing
TDMA	Time Division Multiple Access
TFTP	Trivial File Transfer Protocol
TIPHON	Telecommunications and Internet Protocol Harmonization Over Networks
TLPB	Transport-Layer Protocol Boundary
TLS	Transport Layer Security
TMN	Telecommunications Management Network
TON	Type of Network Information
TOS	Type of Service
TPS	Transactions Per Second
TPVM	Third-Party Voice Mail
TR	Terminating Redirection
TRD	Transit Routing Domain
TRMT	Treatment
TSD	Two-Stage Dialing
TT	Termination Treatment
TT	TimesTen
TTL	Time to Live
TTRep	TimesTen Replication
TTS	Text-to-Speech
TUI	Telephony User Interface
TZ	Timezone
UA	User Agent
UAC	User Agent Client
uaCSTA	User Agent Computer Supported Telecommunications Applications
UAS	User Agent Server
UDA	User-Data-Answer
UDP	User Datagram Protocol
UDPTL	User Datagram Protocol Transport Layer
UDR	User-Data-Request
UE	Unit Equipment
UE	User Equipment
UG	User Get
UI	User Interface
UID	Unique Identifier
Uid	Unique Identifier

UIQ	User Interface Quartz
uLaw	North American Standard for Analog to Digital Audio Data Conversion
UM	Unified Messaging
UMP	User Managed Privacy
UNDT	Undetermined Destination
UO	User Originating
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
US	User Set
USM	User-based Security Model
UT	Universal Time
UTC	Coordinated Universal Time
UUID	Universally Unique Identifier
UUS	User-to-User
V&H	Vertical and Horizontal
VACM	View-Based Access Control Model
VAD	Voice Activity Detection
VAIL	VoIP Application Interface Layer
VAO	Video Add-On
VAR	Value-Added Reseller
VC	Virtual Circuit
vCard	Virtual (business) Card
VCC	Voice Call Continuity
VCPU	Virtual Central Processing Unit
VDB	Validation Database
VDN	VCC Domain transfer Number
VLAN	Virtual Local Area Network
VLS	Virtual Licensing Server
VM	Virtual Machine
VM	Voice Mail
VMD	Voice Mail Deposit
VMR	Voice Mail Retrieval
VMR	Violation Monitoring and Removal
VMS	Voice Mail System
VoIP	Voice Over Internet Protocol
VON	Virtual On-Net
VP	Voice Portal
VPB	Virtual Patch Bundle
VPC	Voice Portal Calling
VPC	VoIP Positioning Center
VPN	Virtual Private Network
VRML	Virtual Reality Modeling Language
VRRP	Virtual Router Redundancy Protocol

VSP	Voice over IP Service Provider
Vsubs	Virtual Subscribers
VTAM	Virtual Telecommunications Access Method
VTR	Verify Translation
VTRI	Verification TRanslation Input
VXML	Voice Extensible Markup Language
W3C	World Wide Web Consortium
WAN	Wide Area Network
WAP	Wireless Application Protocol
WAS	Web-based Authentication Server
WAV	Wave (file extension)
Webapp	Web Application
WIFI	Wireless Fidelity
WIX	Windows Installer XML
WLAN	Wireless Local Area Network
WLSS	WebLogic SIP Server
WS	Web Server
WSDL	Web Service Description Language
WSP	Wireless Session Protocol
WSP	Wholesale Protocol
WTS	Windows Terminal Services
WWW	World Wide Web
X.25	CCITT Packet Switching Standard
X.400	CCITT and ISO Message-handling Service Standard
X.500	ITU and ISO Directory Service Standard
X.509	ITU and ISO Digital Certificate Standard
X11	X Window System Version 11
XAS	eXternal *Database* Application Server
XCAP	XML Configuration Access Protocol
xDSL	External Digital Subscriber Line
XLA	Transaction Log API (TimesTen term)
XML	eXtensible Markup Language
XOIP	X-Origin-IP
XS	Execution Server
XSD	XML Schema Definition
Xsi	Xtended Services Interface
XSL	eXtensible Stylesheet Language
Xsp	Xtended Services Platform
ZCR	Zone Calling Restrictions

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Conferencing Menu