



TANGO FIX4BIZZ
ADMINISTRATION GUIDE



tango))

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WELCOME!

This guide provides an overview of the functionality and features offered by our Tango Fix4Bizz Control Hub.

You can use this web portal to:

- Create (and delete) hosted users, manage their licenses, feature settings and UC capabilities
- Setup and configure PBX services like IVRs, call queues, hunt groups and more
- Setup and configure complex call flows, call barring policies, opening hours, closing days and much more

Your employees can log on to the portal to:

- Consult and manage their personal details
- Consult and tweak call settings like call forwarding, number hiding, call blocking, single number reach...
- Listen to voicemails and configure voicemail preferences
- Access the phone directory and initiate calls (click to dial).

In case of questions, you can reach out to <https://www.tango.lu/fr/contact>.

1 GETTING STARTED

1.1 Welcome mail

When we create your enterprise on our platform, an administrator account will be created automatically based on the contact details known in our database. You will receive an e-mail that contains:

- Your username (note: this is not your e-mail)
- a link to the UC Control that will allow you to initialize your password

The image shows a login page for 'tango'. At the top is the 'tango' logo in blue and green. Below it is the text 'Bienvenue chez'. There are two input fields: 'E-mail ou ID' and 'Mot de passe'. The 'Mot de passe' field has a small eye icon to its right. Below the input fields, there is a checkbox labeled 'Ordinateur public' and a link labeled 'Mot de passe oublié?'. At the bottom is a blue button labeled 'S'identifier'.

Figure 1 - password initialization

After resetting your password, you will be redirected to the login page. You can then login using the username provided in the welcome mail in combination with the password you initialized via the password reset form.

Additional administrators can be created through the Control Hub by any administrator. When creating such an account, you will have the choice to either send a welcome mail or force set the password. In the latter case, you will have to securely share the password with the person in question.

1.2 Login to the control hub

The portal is available on <https://fix4bizz.tango.lu/login/>. Use the username provided in the welcome mail and the password you've chosen or your administrator has created for you.



tango))

Bienvenue chez

E-mail ou ID

Mot de passe

Ordinateur public [Mot de passe oublié?](#)

S'identifier

Self-care portal login page

1.3 If you forgot your password

The login page has a link that allows you to reset your password. You will have to provide your username as it was communicated. A password reset link will be sent to the e-mail address that is configured for your account. If no e-mail is found, the reset will fail. Your old password will remain valid.

1.4 Opening the left-hand menu

The portal uses a left-hand navigation menu. By default, it collapses and only shows icons. If you want to see the description of the different menu items, you can use the toggle to open the menu. By using the same toggle, it is possible to collapse the menu once again.

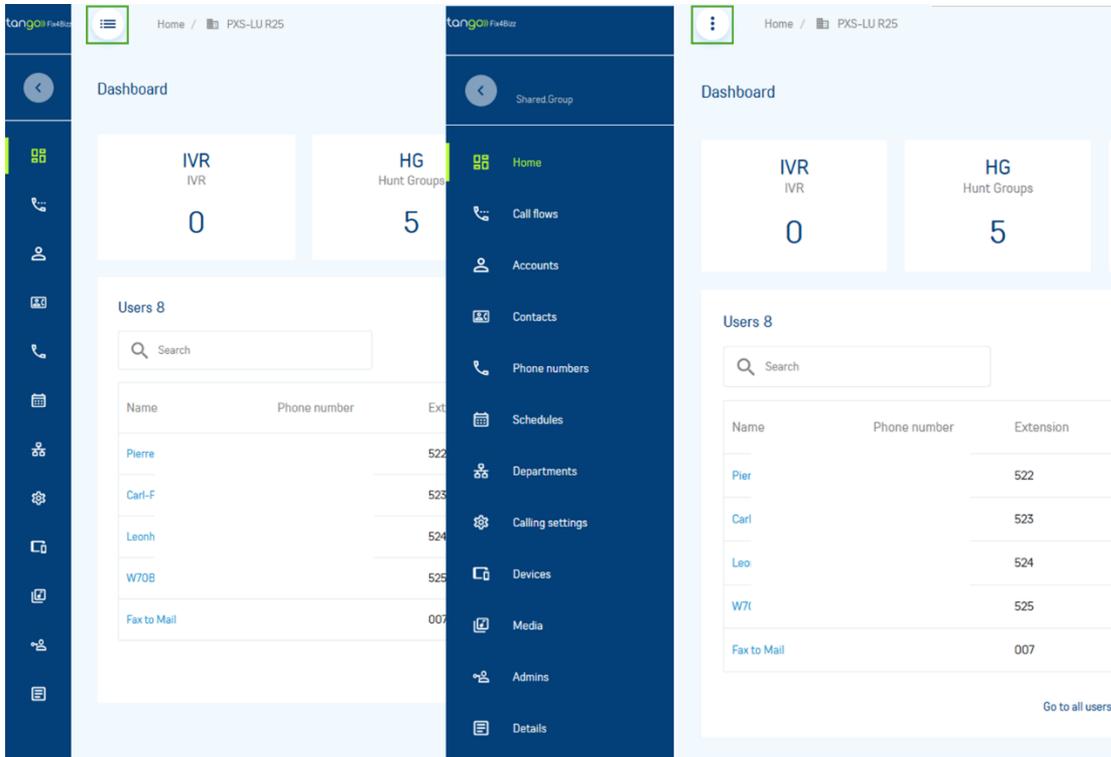
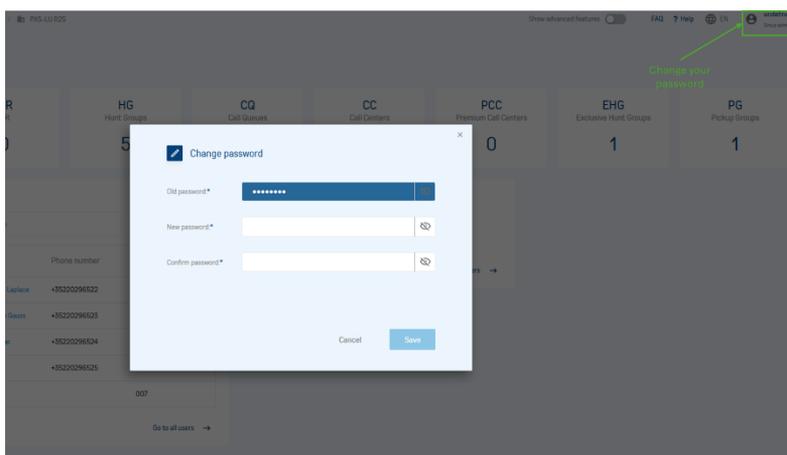


Figure 2 - toggling the left-hand menu

1.5 Change your password

When you want to change the password of your user account, it is possible to do this through the user icon in the top right side of the portal:



You will be prompted for your old as well as your new password. Also on a mobile device, the functionality is available in the top right corner.

1.6 Change the language of the portal

When your account was created, the person who created your account selected a language. When you log in, the portal normally automatically switches to this language. However, if this is not the case, or you prefer to use another language, you can switch at any time using the toggle in the top right corner.

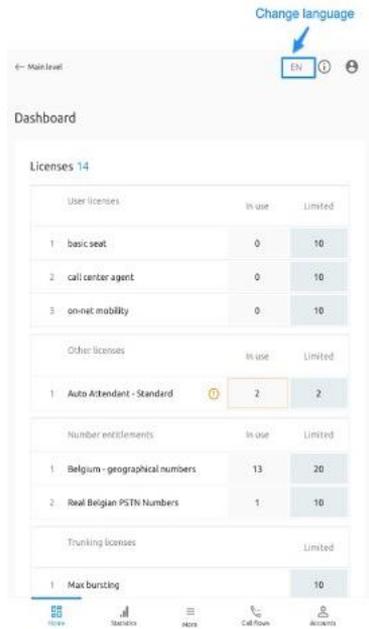


Figure 3 - change language

1.7 Link to FAQ / support page

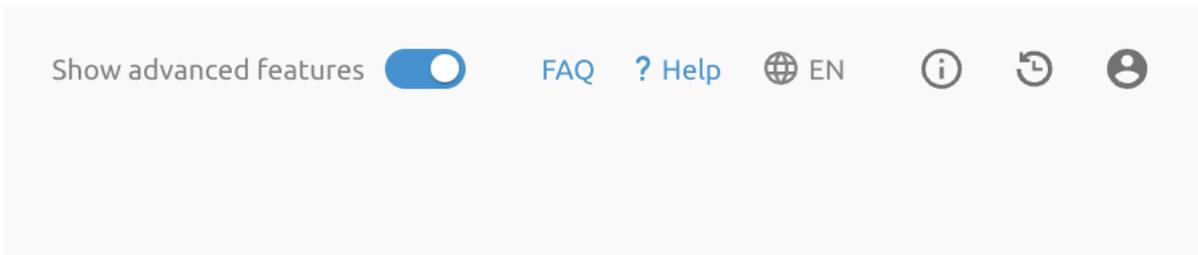
As from the release 2.5.0 the customers have the ability to link a FAQ or support page to the self-care portal. If you then select the FAQ button, you'll be redirected to the FAQ or support page of the customer or Service Provider.



1.8 Help information in self-care portal

As from this release, the self-care portal shows *Help* pages, which give more explanation about the page and/or feature you're on.

The *Help* pages appear when clicking on the [?Help](#) function in the right upper corner of the portal page.



When clicking on it, a right-side window will open with the explanation or additional information about the page or feature you're on at that moment.

Hunt group is the method of distributing phone calls from a single telephone number to a group of several phone lines.

| <input type="checkbox"/> | Name | Policy | Phone number |
|--------------------------|--------------|----------|--------------|
| <input type="checkbox"/> | 1 test-test- | Regular | |
| <input type="checkbox"/> | 2 myhg | Circular | +35220296527 |

Hunt groups

Hunt group is a service that allows a call to be distributed to several users from your group.

Overview

A list of all your hunt groups.

Adding a hunt group

To add a hunt group, click on the "Add" button. You can select a name, language and timezone for the hunt group, and the type. You can then select a phone number from the group, and an extension. Finally, you can add additional Licenses such as call logs, voicemail and power pack. Some of these features are in limited amount, more information on the "Licenses" section.

Editing a hunt group

To edit a hunt group, just click on the hunt group's name. You will then have more informations on the "Help" page.

Deleting a hunt group

To delete a hunt group, you can either click on the trash on the right, or select hunt groups with the left box and then click on "Delete" button.

In another example the help page gives more information about IVR.

An IVR is an interactive voice menu. IVRs answer automatically to incoming calls and guide callers through a menu in order to finally arrive to the right user or users.

| <input type="checkbox"/> | Name | Type | Phone number |
|--------------------------|---------------------|-------|--------------|
| <input type="checkbox"/> | 1 Main Number - IVR | Basic | +35220296527 |

IVR

IVR is an interactive voice menu. It guides callers to arrive to the right user for them. You have a maximum amount of IVR/Auto attendants, which you can check on the "Licenses" section.

Overview

A list of all your IVRs.

Adding an IVR

To add an IVR, click on the "Add" button. You can select a name, language and timezone for the IVR, and the type. You can then select a phone number from the group, and an extension. Finally, you can add additional Licenses such as call logs, voicemail and power pack. Some of these features are in limited amount, more information on the "Licenses" section.

Editing an IVR

To edit an IVR, just click on the IVR's name. You will then have more informations on the "Help" page.

Deleting an IVR

To delete an IVR, you can either click on the trash on the right, or select IVRs with the left box and then click on "Delete" button.

1.9 Log out

To log out, there is a logout button as well in the top right corner. If you don't log out and you didn't check the "Don't remember me" option on the login page, your session will be kept alive for 48 hours. After 48 hours, you will need to re-authenticate before being able to use the portal.

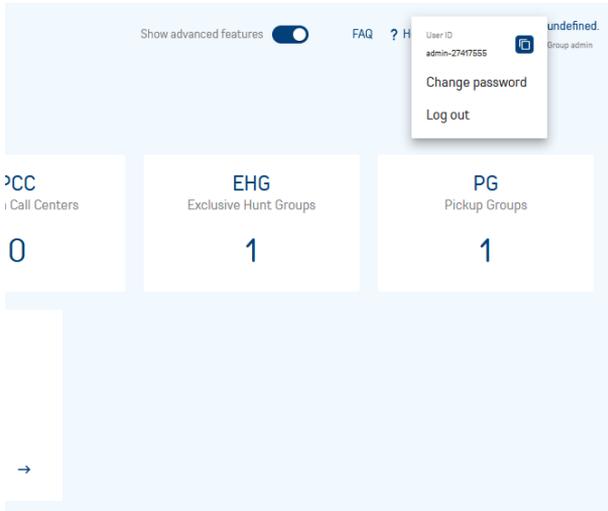
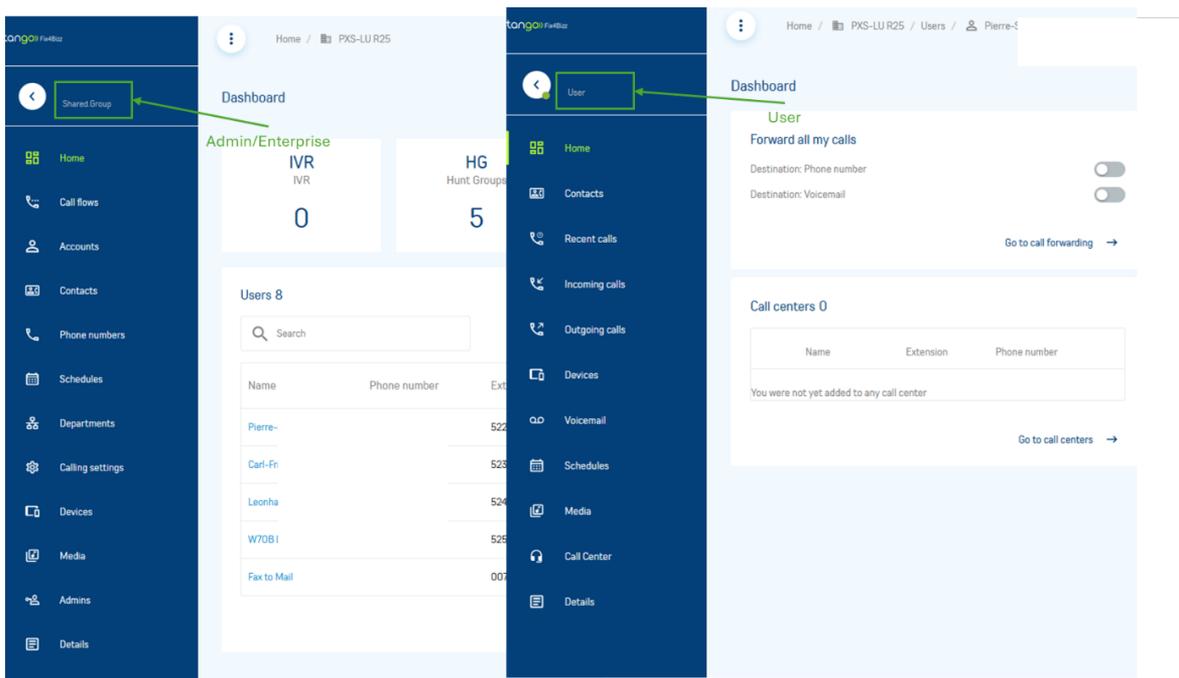


Figure 4 - logout

How to see where you are in the hierarchy?

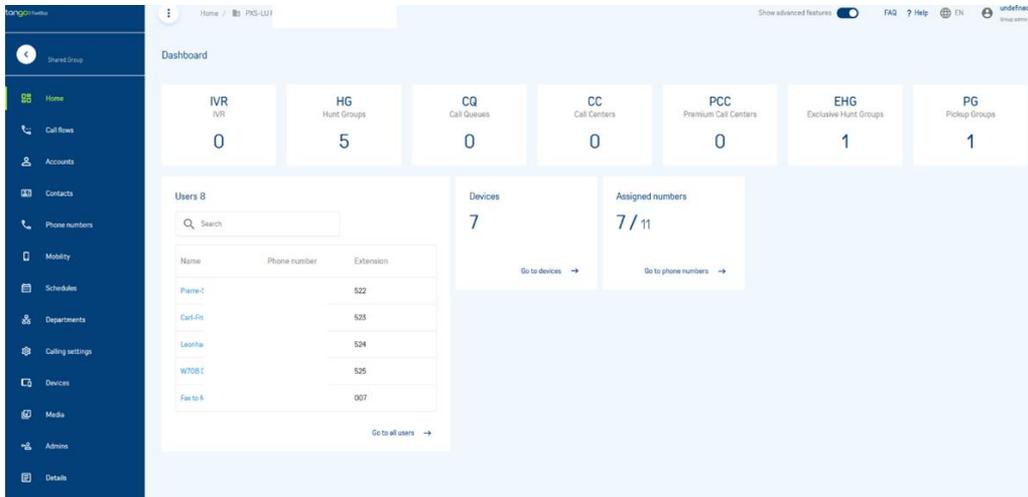
When browsing through the portal, the hierarchy might confuse you. Always remember your tenant will have 1 or more groups and user are provisioned under those groups. It is possible to navigate from the top of the hierarchy to the bottom. As you navigate through the different levels, you'll notice that:

- The breadcrumb will change: it indicates where you are in the hierarchy and allows you to easily return to a parent level
- The left-hand menu bar including avatar/icon changes



2 GROUP ADMINISTRATION TASKS

When logged in as a group administrator, the dashboard will include some key information on licenses, group services and users. Use the left-hand menu to navigate through the different configuration items.



Group-level menu

The following menu items are available:

Note

Depending on the deployment, not all menus may be available.

- **Home** takes you back to the dashboard
- **Call flows** is used to manage virtual services (Call Centers, Hunt Groups, IVRs, Call Pickup groups)
- **Accounts** is used to manage end users and virtual extensions
- **Contacts** is used to manage the group directory
- **Phone numbers** is used to display phone numbers that have been assigned to the group
- **Mobility** is used to display mobile numbers that can be assigned for on-net mobility
- **Schedules** is used to manage holiday and time schedules for the group
- **Departments** is used to list, add and delete departments
- **Calling settings** is used to manage group-level calling configuration including Outgoing calling plan, Authorization codes and Group forwarding
- **Devices** is used to access the device inventory and to manage the lines attached to a device
- **Media** is used to record, upload and delete group announcements
- **Admins** is used to manage group administrators
- **Details** is used to get more information on the chosen group or user

2.1 Setting up Group Services

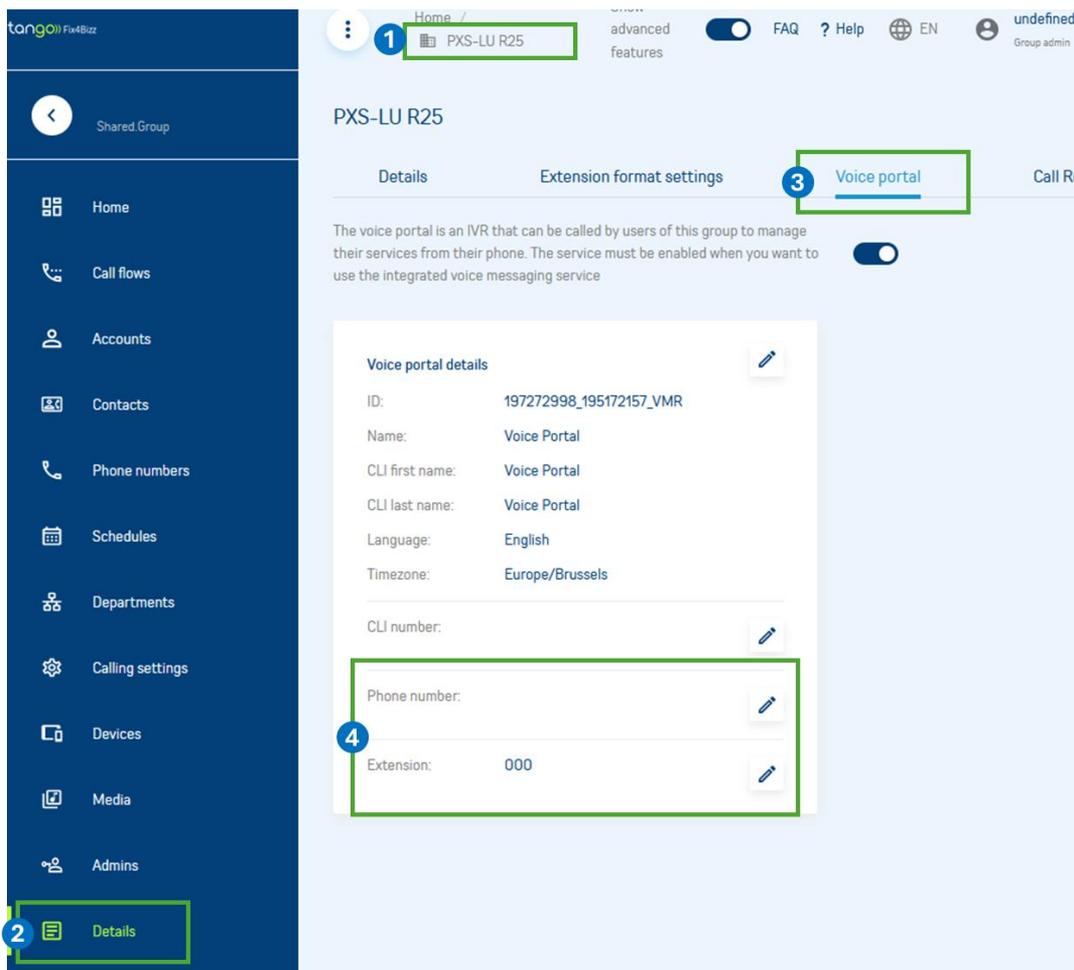
2.1.1 Voice Portal (Accessible via Details)

The Voice Portal provides an IVR interface that can be called by members of the group from any phone to manage their services and voice mailbox or to change their passcode. In order to get the built-in BroadWorks voicemail to work correctly, it is needed to assign an extension or phone number to the Voice Portal. Without extension or number assigned to the Voice Portal, a user's call forwarding to voicemail will fail.

The group Voice Portal configuration can be accessed on the group profile page under Details (if the Voice Messaging Group service has been assigned to the group). In order to get the service working, you need to assign either a phone number or extension to this Voice Portal.

On Screenshot below:

- 1) Select the main group
- 2) Go on Details
- 3) Go on Voice Portal for configuration
- 4) Use the fields to assign a phonenumber or an extension



Voice Portal for new groups

2.1.2 IVRs / Auto Attendants

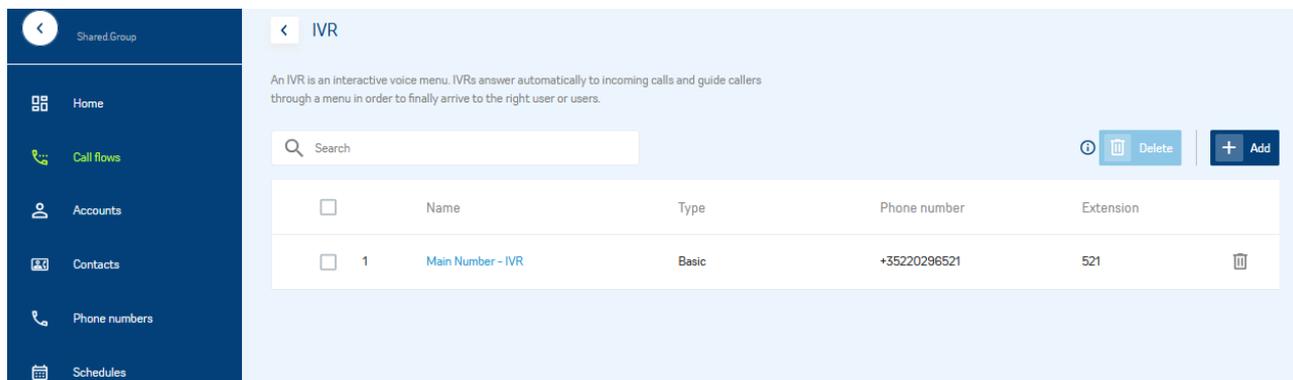
The Auto Attendant, also known as Interactive Voice Response or IVR, serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to an operator, dialling by name or extension, leaving a message, listening to an announcement, or connecting to configurable destinations (for example, 1 = Marketing, 2 = Sales, and so on).

Auto Attendant is offered in two types allowing businesses to choose the solution that best suits their needs: Auto Attendant – Basic and Auto Attendant – Standard.

- **Basic:** single-level IVRs, with support for direct transfer to voicemail and listening to custom announcements, in addition to the automated receptionist capabilities described earlier.

Basic, single-level Auto Attendant has only one menu level, for example 1-English, 2-Dutch, 3-French.

To setup an IVR, go to the group that requires the IVR. Click on *Call flows* in the left-hand menu. Then click on **IVR**:

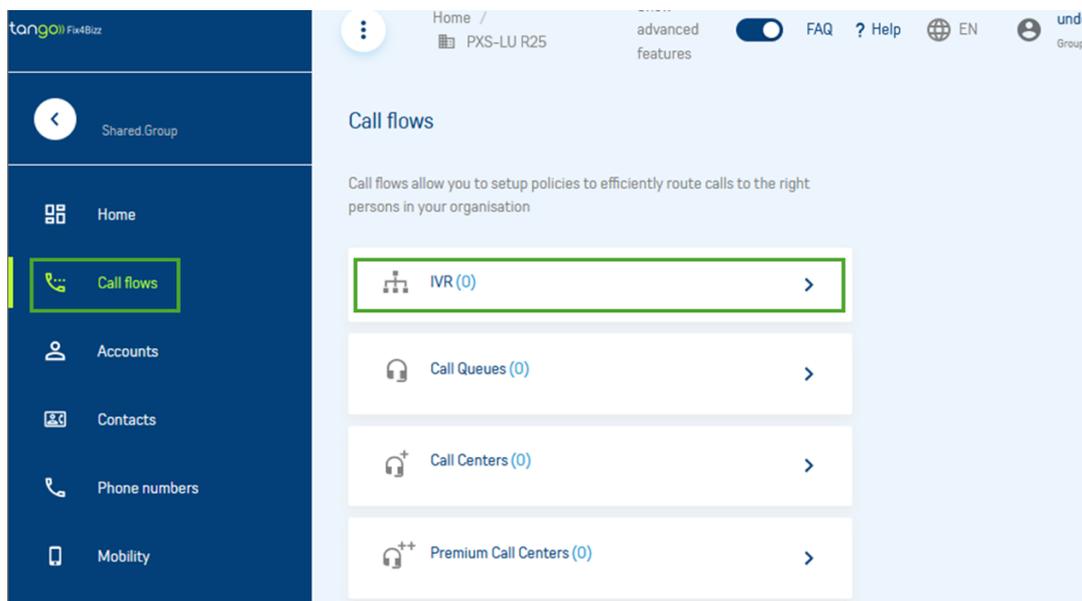


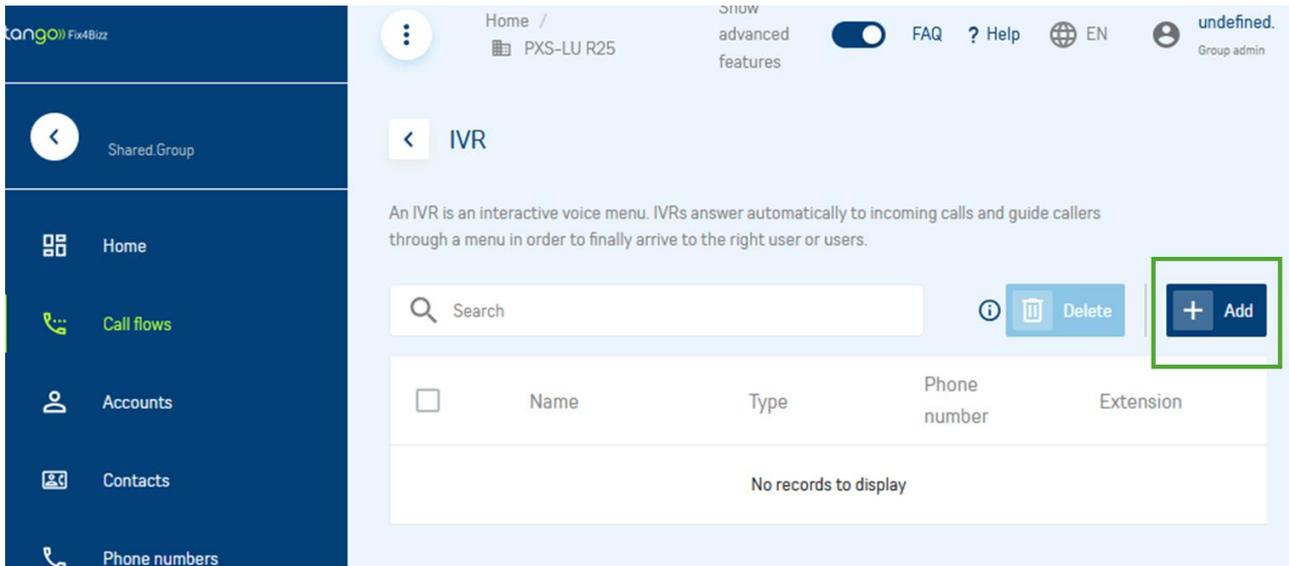
| | Name | Type | Phone number | Extension | |
|--------------------------|---------------------|-------|--------------|-----------|--|
| <input type="checkbox"/> | 1 Main Number - IVR | Basic | +35220296521 | 521 | |

IVR management

When licenses are available, the **Add** button will be enabled. This **Add** button will launch a wizard.

The IVR Setup wizard looks the same no matter the IVR type (Basic vs Standard) selected.





IVR list

First specify a name and the required type.

New IVR wizard: specify IVR name and type

Now select a phone number on which the attendant will be listening:

New IVR

1 Create IVR 2 Phone number optional 3 Extension optional 4 Feature options optional

Select number from group level

Search

- No number
- +3212683277
- +3212683284
- +3212683285
- +3212683286
- +3212683287

Selected number: +3212683285

Prev Next

New IVR wizard: select a phone number

In the next step the extension will be calculated based on the extension settings configured for the group. However, it is possible to overwrite the default extension:

New IVR

1 Create IVR 2 Phone number optional 3 Extension optional 4 Feature options optional

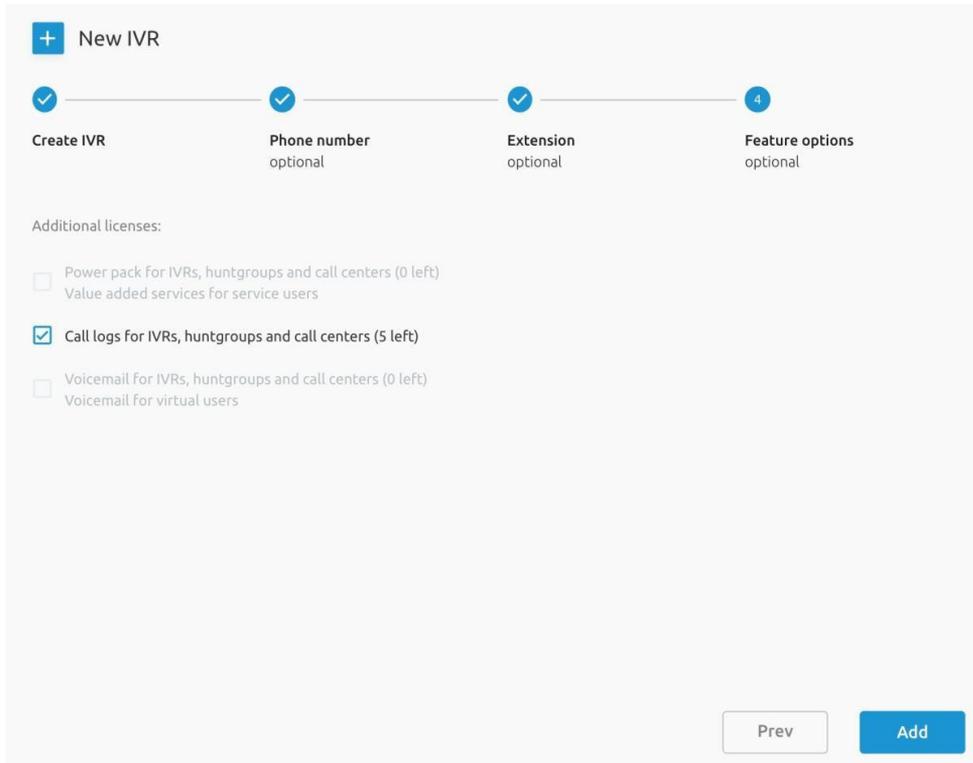
Extension 3285

Prev Create

New IVR wizard: select extension

Now the IVR will be created.

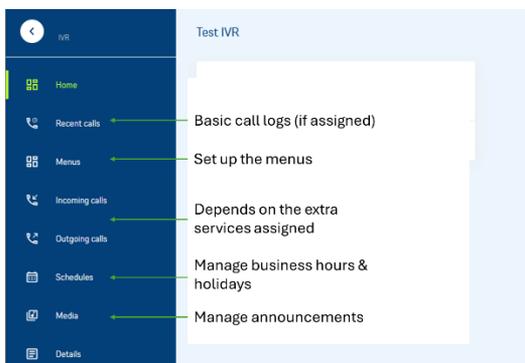
In the last step, it may be possible to assign additional services (such as call logs or power pack):



New IVR wizard: feature options for IVRs

When the IVR is created successfully, it is possible to drill down to the IVR and manage the following configuration:

- The business hours and holiday schedules (holiday schedules are only available with the Standard type)
- The holiday, business hour and after-hour menus
- Voice mail and other services (if assigned to this service user).

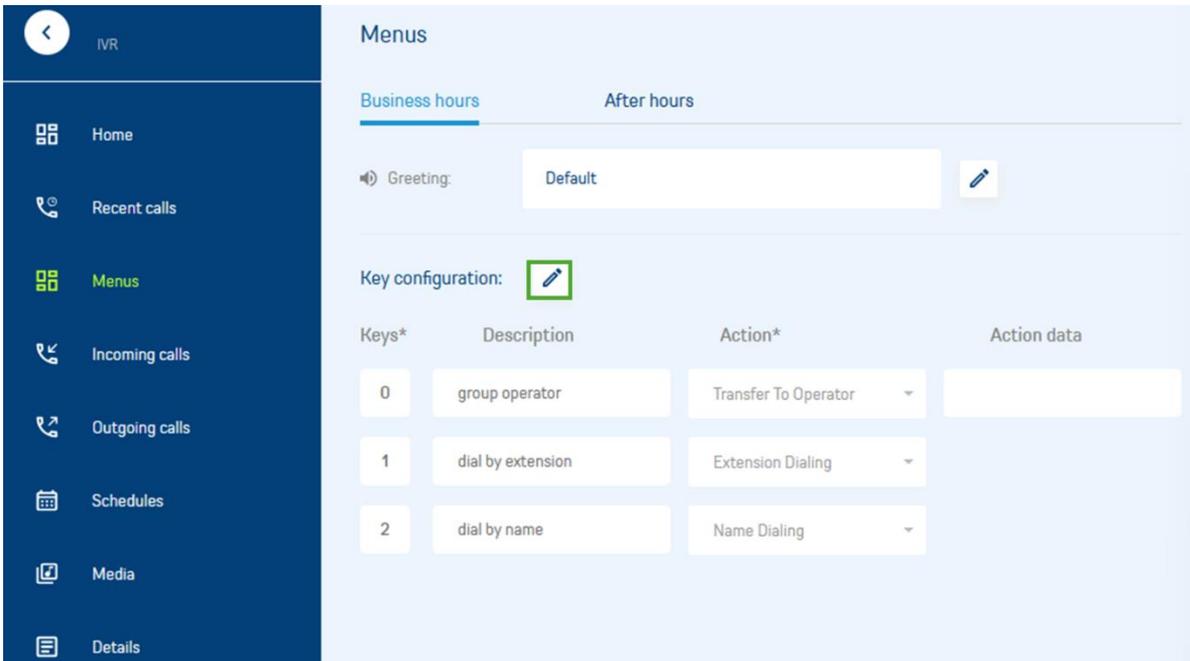


IVR menu

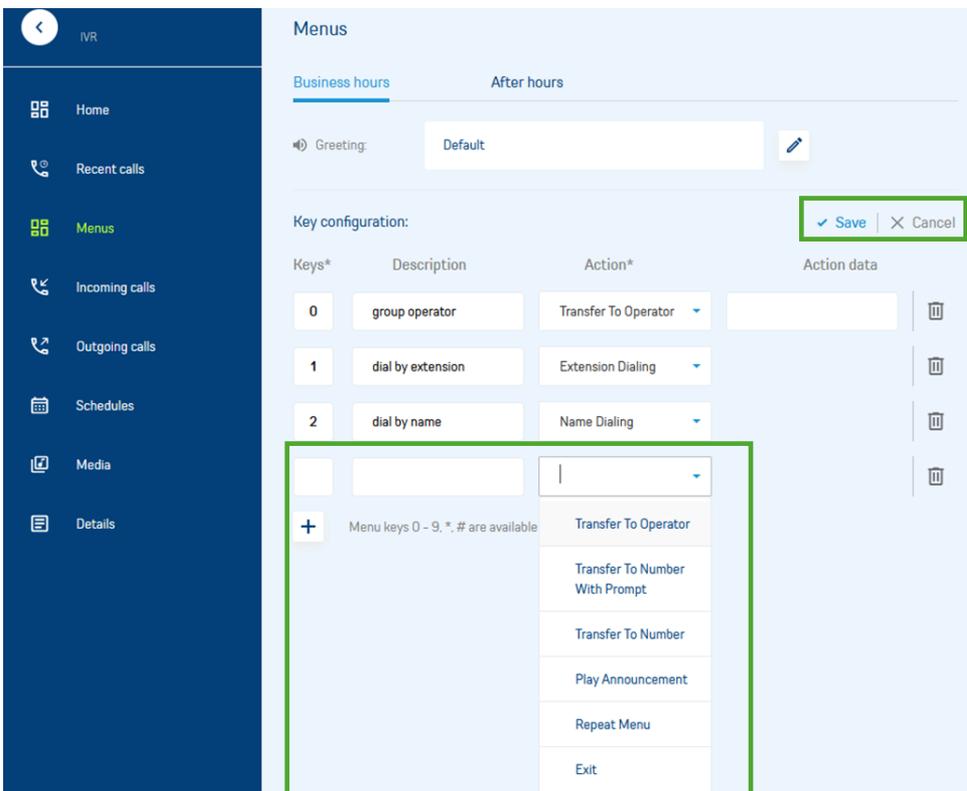
To setup the menus, select **Menus** in the left-hand panel.

To update the menu structure, click the **Edit** button.

Case 1: Auto Attendant - Basic, with only one menu level.



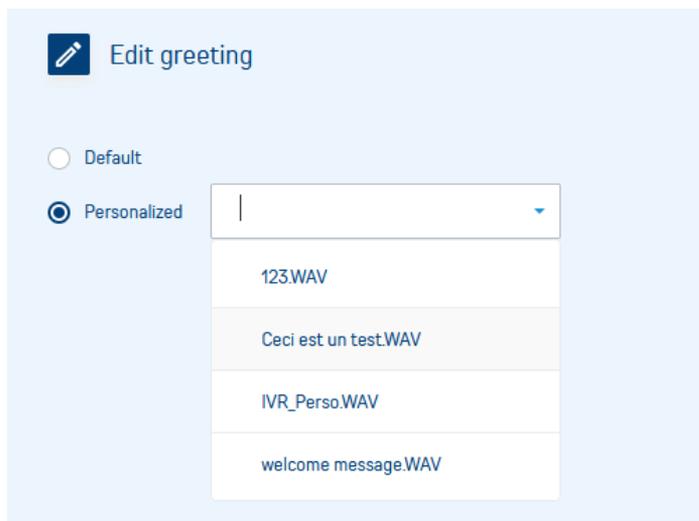
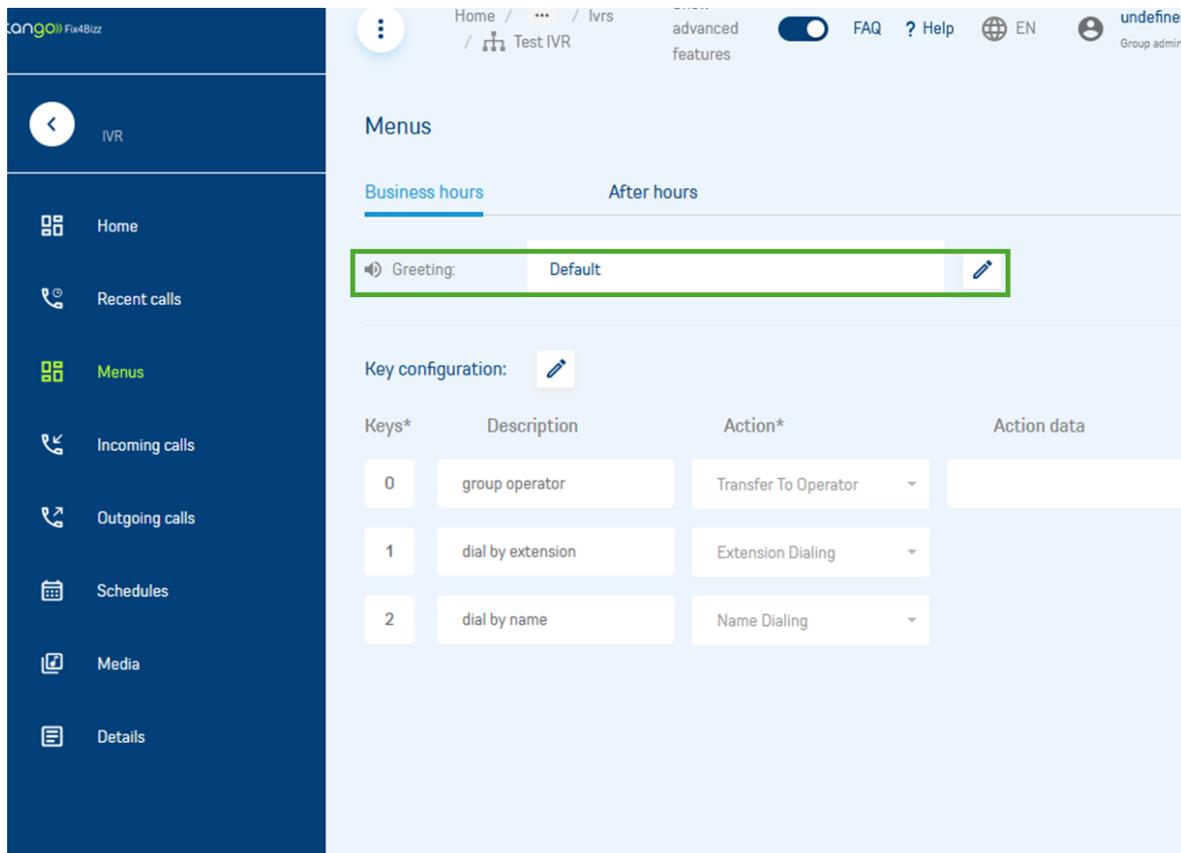
Manage an IVR **Basic** — Click Edit button



Manage IVR Basic menu — Create or select submenus then Save

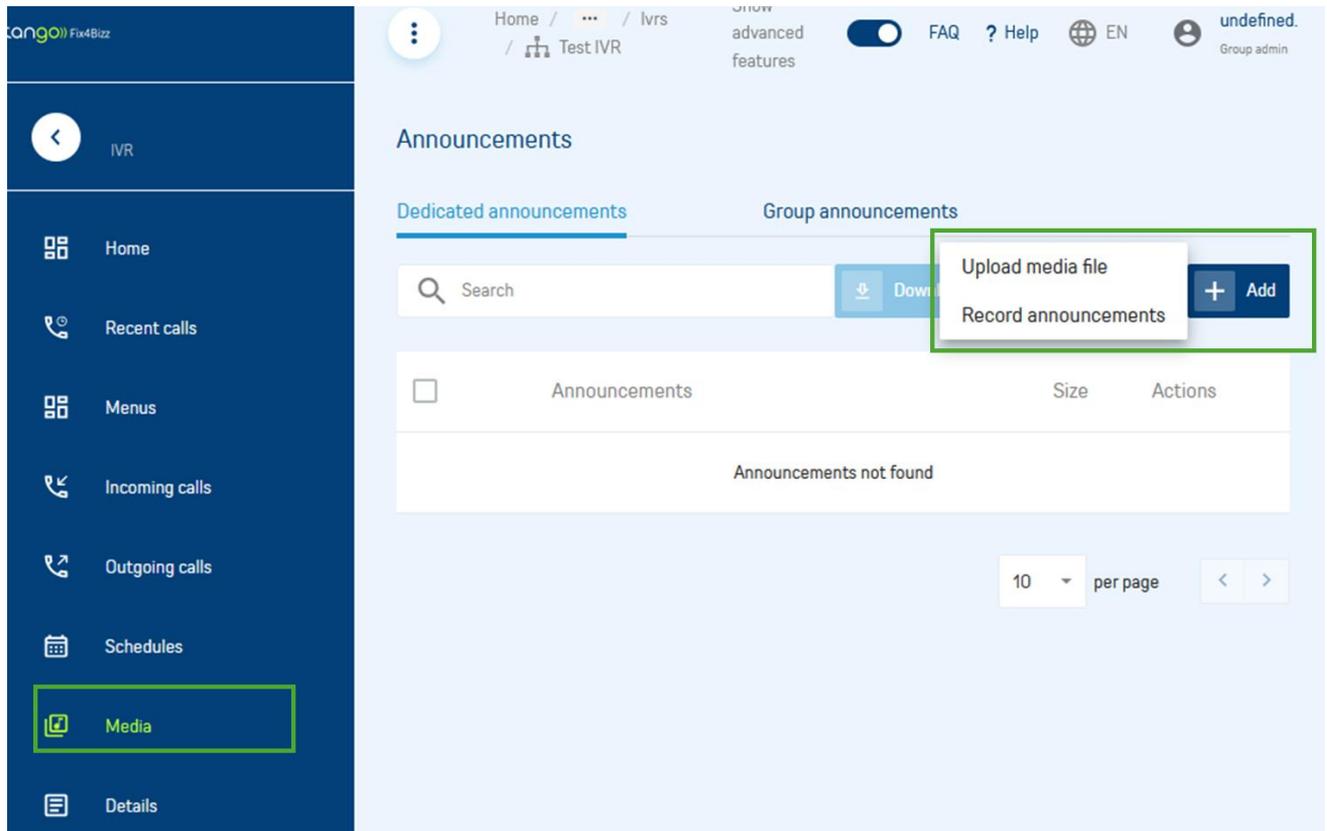
As soon as the main menu is saved, it is possible again to expand the sub-menus and start editing them. The *Submenus* tab allows editing the sub-menus individually.

Greetings and other announcements can be selected from either the attendant's repository or from the group's announcement repository. It is possible to upload or record announcements via the browser. Only announcements recorded beforehand appear in the list.



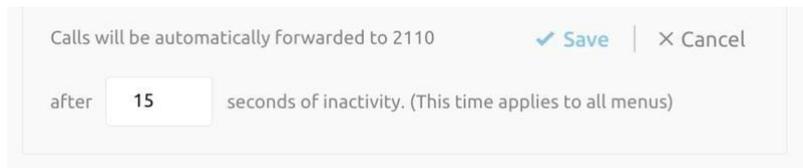
Select Default or specific announcement

Announcements are managed through the *Media* menu item in the left-hand panel. Listed announcements can be played for control using the *Play* button in front of the file name. Media files are supposed to be .WAV files.



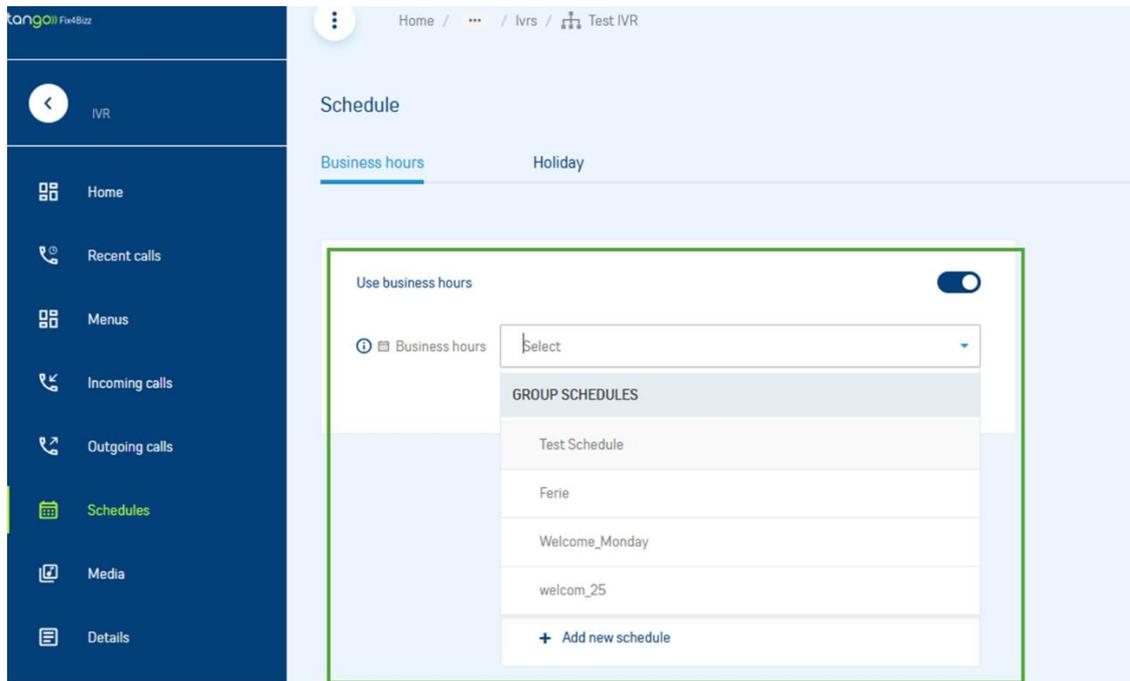
Announcements lists

Automatic forward after an inactivity timeout is defined once for all menus.



Define timeout duration for all menus

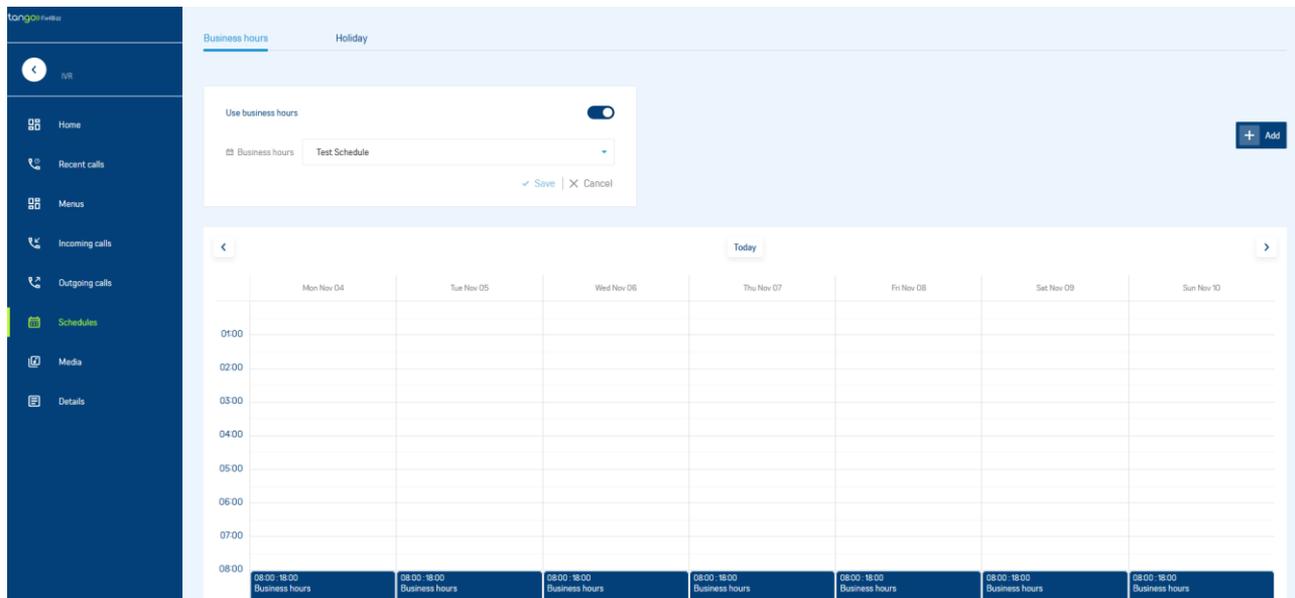
To manage the business hours and holidays schedules for this Auto Attendant, go to the corresponding menu item in the left-hand menu. There is it possible to select a **group schedule** that will serve as business or holiday hour schedule.



Select business hour schedule

Note: if no schedules are defined yet on group level, first create a schedule on group level.

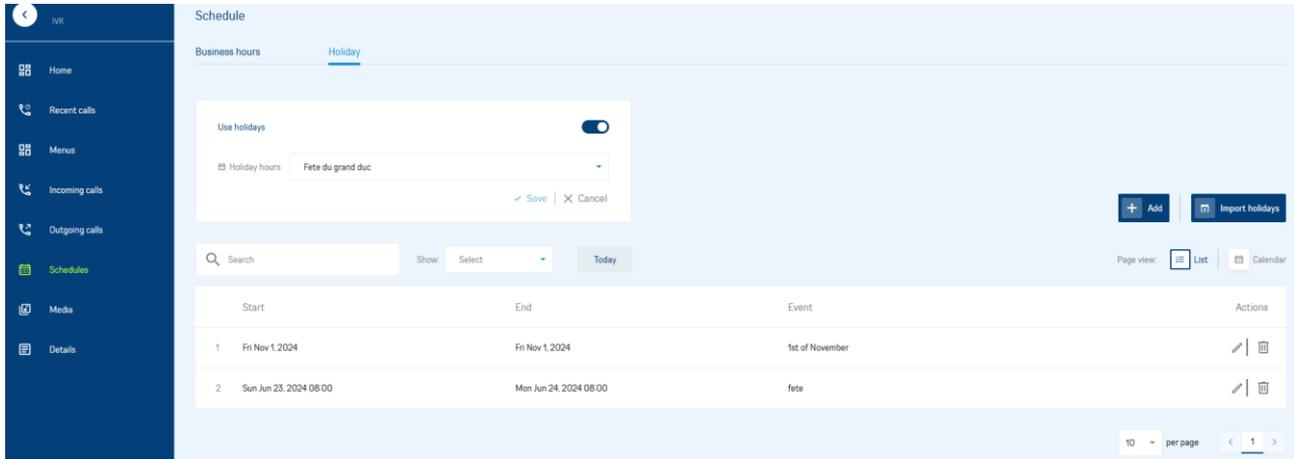
Once the schedule is selected, it is possible to edit the time schedule immediately from this screen similar to for example a Google agenda. Use the **Add** button to add a new period and select an existing period to edit or delete it.



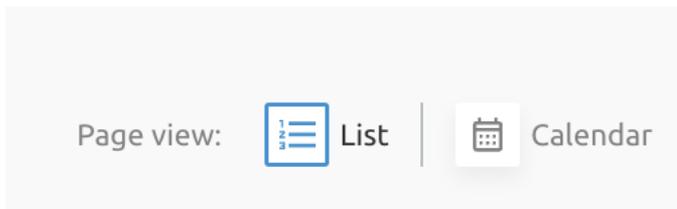
2.1.2.1 Holiday schedule - list view of holidays

This is an improvement on the *Schedule* service, and more specifically on the *Holiday calendar* of this service.

With the improvement, we're listing up the holidays that you created or that you imported which avoids always needing to go to a specific month. In this list view you will have all the events in one overview.



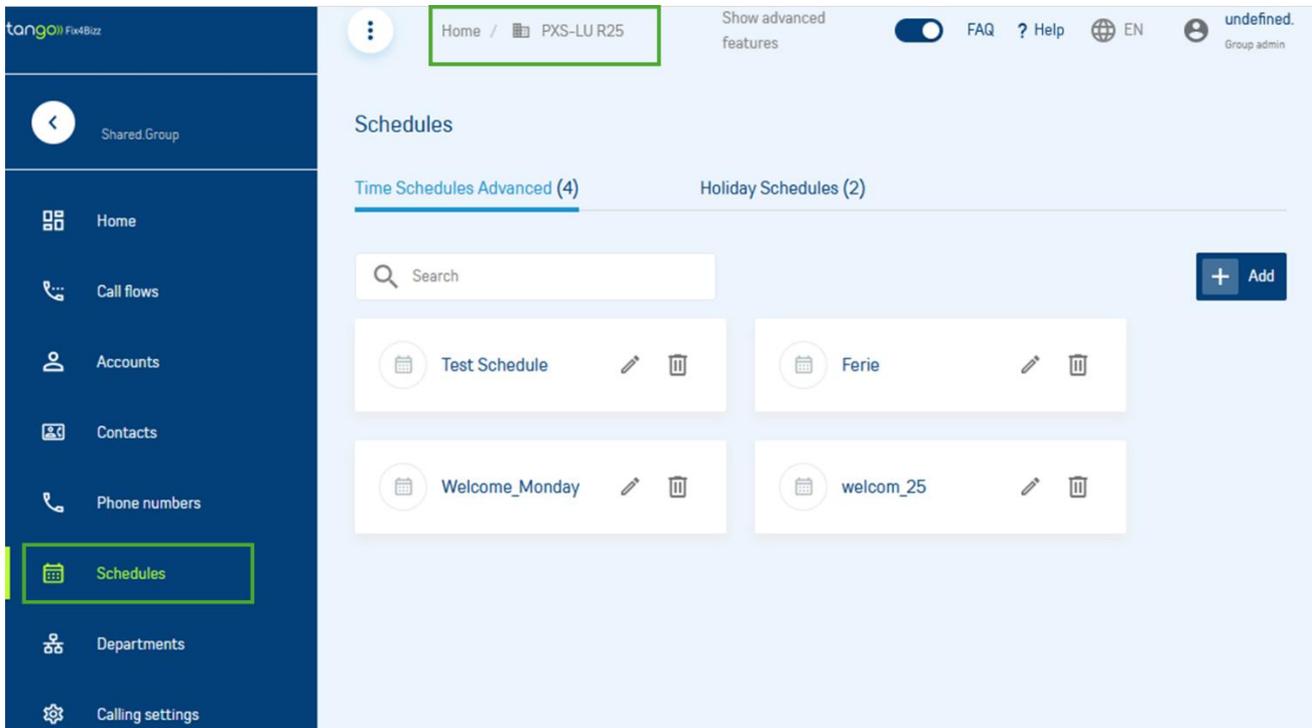
There is still the possibility to toggle between the *List* view and the *Calendar* view.



2.1.2.2 Advanced time schedule

This improvement on the *Schedules* service allows configuring additional functionalities in your schedule. Functionalities which aren't included in the (basic) schedule setup.

When selecting the *Schedules* service on Group level, the following screen is shown:



When adding a schedule, you only need to give the new schedule a name. The rest of the configuration of the schedule is done by pushing the “edit (or pencil)” button.

In the (basic) Time schedule, you can create tasks or event limited to one day (an event cannot be set from for example 2 PM on Monday, until 10 AM on Tuesday). It is possible to set a recurrency, but again only for tasks/events which take less than a day.

The screenshot shows a 'New period' form with the following fields and options:

- Period name.***: Text input containing 'Test period 1'.
- All day:** Toggle switch is turned on.
- Start.***: Date input field showing 'dd . mm . yyyy' with a calendar icon.
- Stop.***: Date input field showing 'dd . mm . yyyy' with a calendar icon.
- Repeat:** A dropdown menu is open, showing the following options:
 - Never
 - Daily
 - Weekly
 - Monthly
 - Yearly

At the bottom of the form, there are 'Cancel' and 'Add' buttons.

- You can add a start (date and time) and a stop (date and time) and these don't need to be limited to one day
- You can select if your task/event takes a whole day.
- You can have more choices for the repetition of your task/event.

One of the advanced options is that it supports *Daily* and *Weekly* repetitions of the task. When selecting the *Daily* repeat, further configuration is needed as shown in the below screenshot.

This screenshot shows the 'New period' form with the 'Repeat' dropdown set to 'Daily'. The configuration is as follows:

- Period name.***: 'Test period 1'.
- All day:** Toggle switch is turned on.
- Start.***: 'dd . mm . yyyy' with a calendar icon.
- Stop.***: 'dd . mm . yyyy' with a calendar icon.
- Repeat:** 'Daily'.
- Every**: A numeric input field containing '1' followed by 'day(s)'.
- stop

When selecting the *Weekly* repeat, also further configuration is needed as shown in the screenshot below.

The screenshot shows a 'New period' configuration form. At the top left, there is a blue plus icon and the text 'New period'. The form contains the following elements:

- Period name*:** A text input field containing 'Test period 1'.
- All day:** A toggle switch that is currently turned on.
- Start*:** A date input field with the placeholder 'dd . mm . yyyy' and a calendar icon.
- Stop*:** A date input field with the placeholder 'dd . mm . yyyy' and a calendar icon.
- Repeat:** A dropdown menu set to 'Weekly'.
- Every:** A numeric input field with '1' and a 'weeks(s)' label.
- Days:** A row of seven circular buttons labeled 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun'. The 'Wed' button is highlighted.
- stop:** A checkbox labeled 'stop' which is currently unchecked.

Note that when changing or editing schedules which are created in the basic Time schedule, need to be changed or edited from the (basic) Time schedule view. Schedules which are created in the Advanced time schedule, only can be changed or edited in the Advanced Time schedule view.

Advance time schedule - supported in IVR configuration

When setting up an *IVR*, you can make use of a schedule which allows choosing between *Business hours* schedule or *Holiday* schedule.

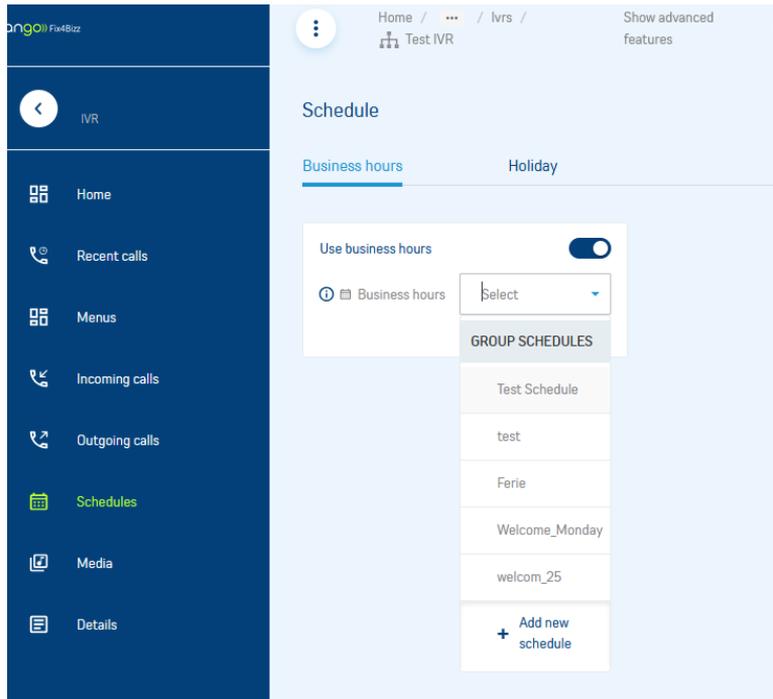
When selecting the *Schedules* service on the *IVR*, you can select what you're going to configure: *Business hour* schedule or *Holiday* schedule.

Business Hour schedule

First you need to choose if you're going to use business hours or not. When choosing not to, the IVR will not consider any hours and/or day that were set up in the schedule. The IVR will work always.

If you turn on the switch box, then you'll be able to set your business hours by choosing one of the schedules already defined on Group or Tenant level, or you can add a new schedule.

Note that when adding a new schedule via this menu, it will create a (basic) Time schedule. There is no possibility to choose for the Advanced Time schedule. You'll need to go to the *Schedule* service on Group level, or Tenant level, to further configure the new schedule.



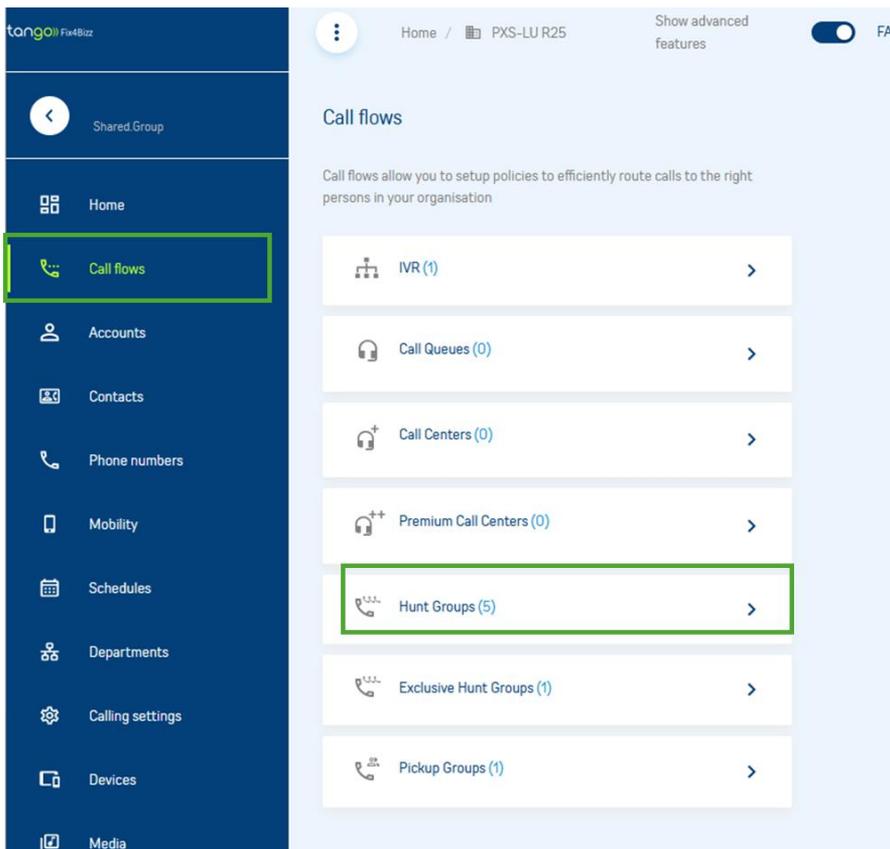
Tip: If you want to use a specific schedule for the IVR, it's better to first create a schedule (basic or advanced) via the *Schedules* service of the group or tenant and then select that one when setting up the IVR.

2.1.3 Hunt Groups

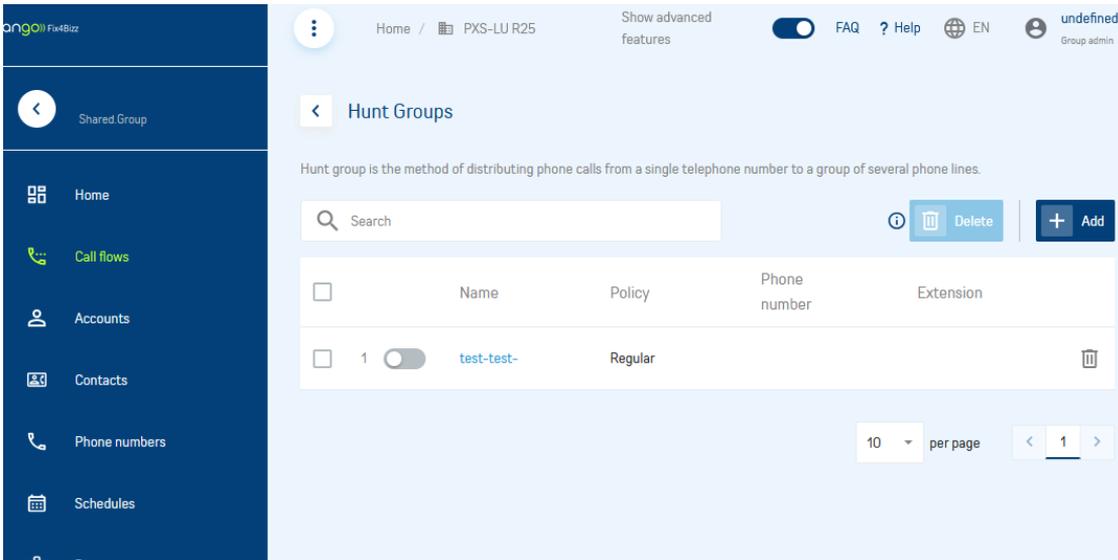
Hunt Groups allow to link a phone number to a group of users. Incoming calls to the Hunt Group's number are distributed amongst the members that are part of the Hunt Group. The distribution algorithm is configurable.

To setup a Hunt Group:

1. Go into your group/enterprise
2. Go to the *Call flows* page
3. Select Hunt Groups.

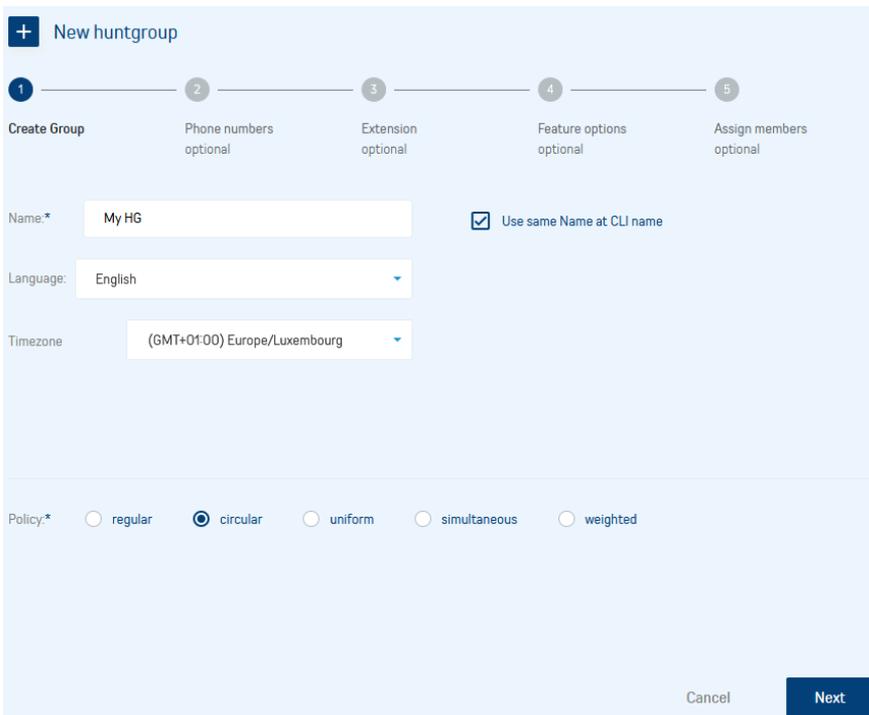


You will now see a list of Hunt Groups. Hunt Groups may be subject to licensing depending on your service provider policies. If you are allowed to create additional Hunt Groups, the **Add** button will be enabled:



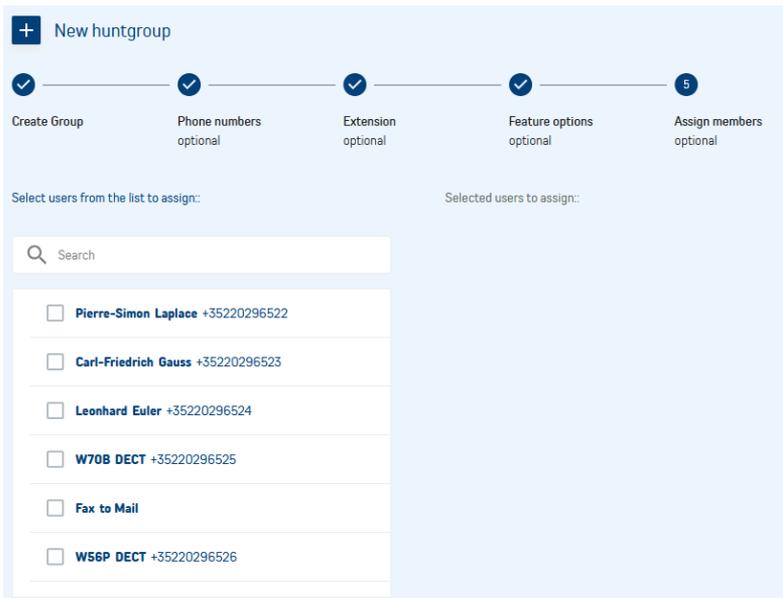
Hunt Groups list page

When clicking the **Add** button, a wizard will appear similar to the *New IVR* wizard. You will be required to select the Hunt Group call distribution policy. Hover over each policy to see a description.



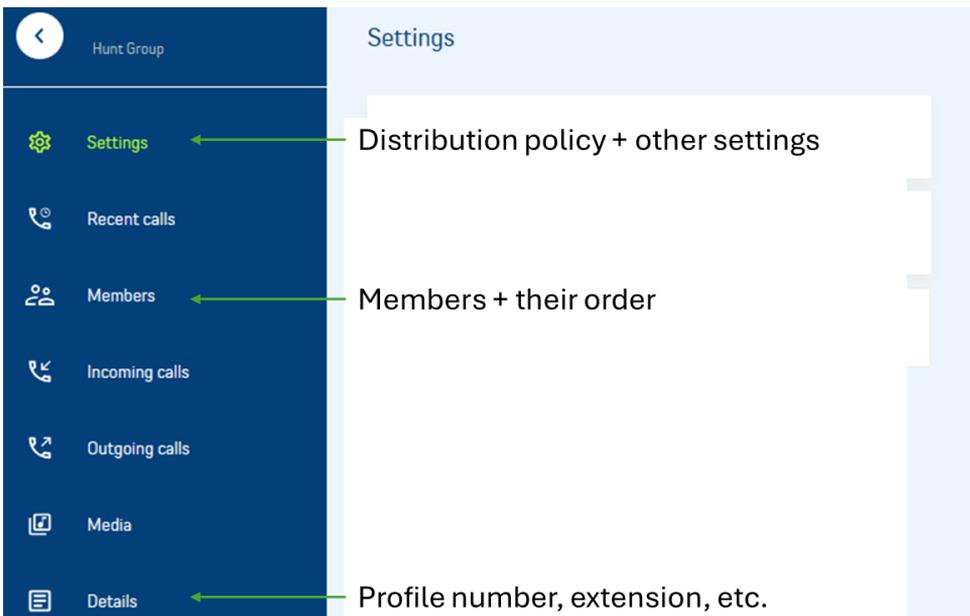
New Hunt Group wizard

At the end of the wizard, it is possible to select users from the group/tenant to assign as members.



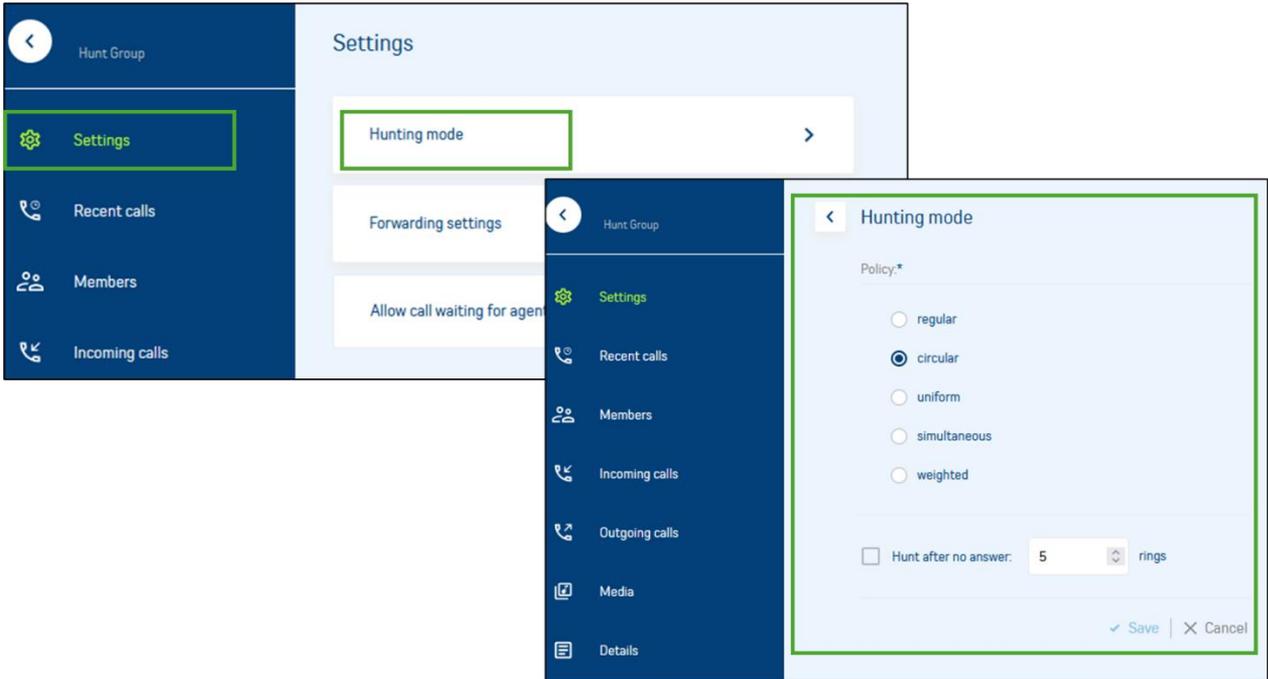
New Hunt Group wizard: add members

As soon as the Hunt Group is created, it is possible to drill down in the Hunt Group and manage its configuration:

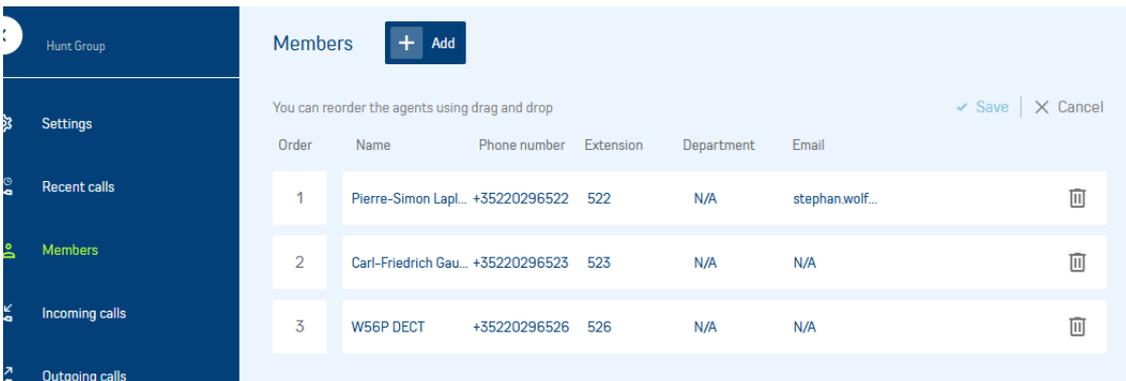


Manage the Hunt Group

To update the Hunt Group's distribution policy:



Updating the Hunt Group's hunting policy to define the members and their order:

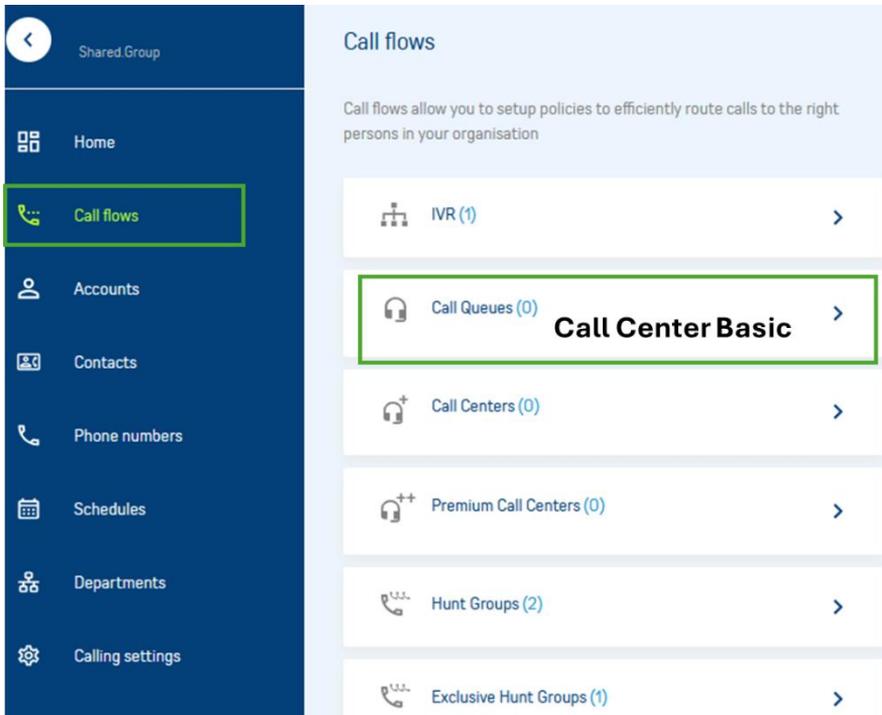


Manage Hunt Group members

2.1.4 Call Centers

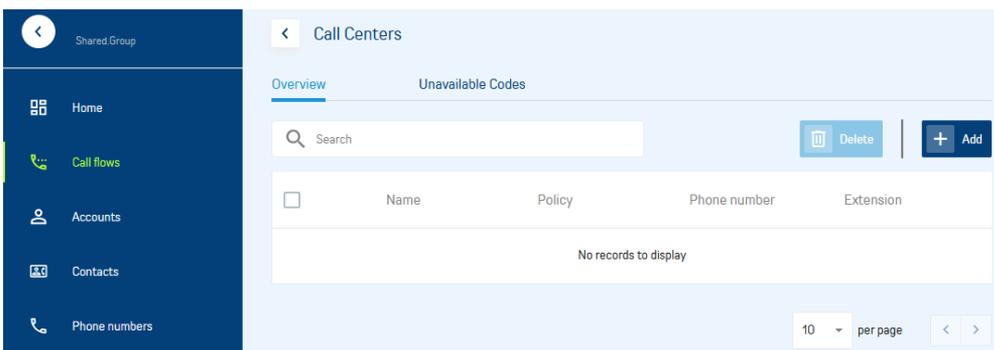
Call Centers automatically process incoming calls received by a single phone number by distributing them to a group of users or agents. Enhanced features such as agent log in and log out, call queuing, and overflow control are included.

- A Basic call center / Call Queues is designed to support a simple call distribution and queuing scenario, such as a front-office receptionist or a small work group.



Go to Call Centers

Now add a Call Center. Note that Call Centers be created without any limits. The reason for this is that Call Centers are licensed per agent, not per Call Center. The **Add** button is thus always activated.



List of Call Centers

When hitting the **Add** button, a wizard will appear similar to the *New Hunt Group* wizard . You will be required to select the Call Center call distribution policy. Hover over each policy to see a description. Toggle *Allow agents to join* to enable users to join this Call Center and start taking calls.

New Call Center wizard

Once the Call Center is setup, it is possible to manage its settings:

- **[Call Center Name]:** profile with phone numbers, extension, etc.
- **Settings:** routing policy, stranded calls...
- **Agents/ Members:** agents and their order

Call Queue Details

In order to manage the media of the Call Center, go to the Media panel. Here it is possible to define the announcements and music to play:

Media

[Settings](#) [Dedicated announcements](#) [Group announcements](#)

Messages allow you to customize the Call center voice prompts that are played to callers while waiting in queue. Every message has its own order in sequence, depending on the configurations that you make in settings of each message.

1

Entrance message 

Announcement

- Default

Estimated wait message 

- Announce the wait time for callers once the wait time 100 minutes or lower
- ✓ Play time high volume message

Waiting music 

Announcement

- Default

2

Comfort Message 

Time between comfort messages 10

Announcement

- Default

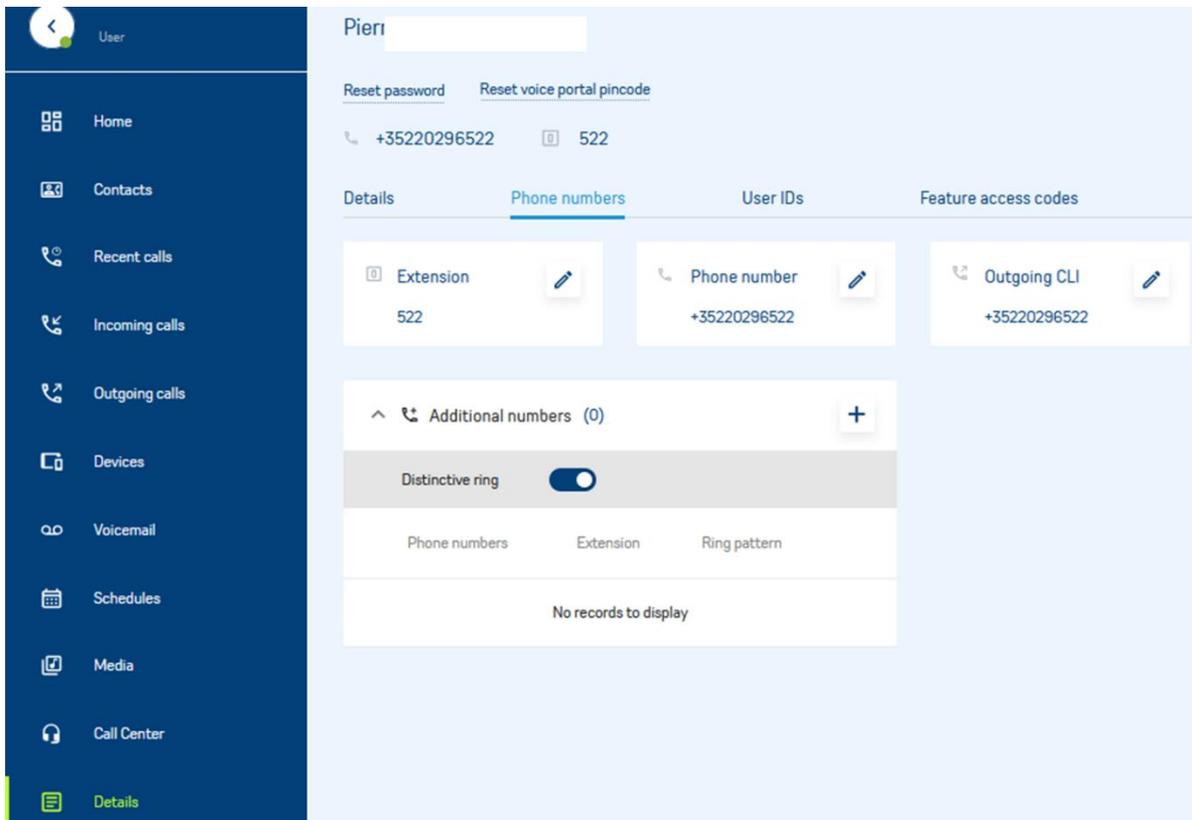
Call Center media management

2.1.5 Managing User Settings

To manage the settings of a user, either login with the account of the user; or as a system, tenant or group admin, find and drill down to the correct user.

2.1.5.1 Accessing the user's profile

To access the user's profile including phone number(s), alternate user-ids etc., click on the avatar with the initials at the top of the left-hand menu:

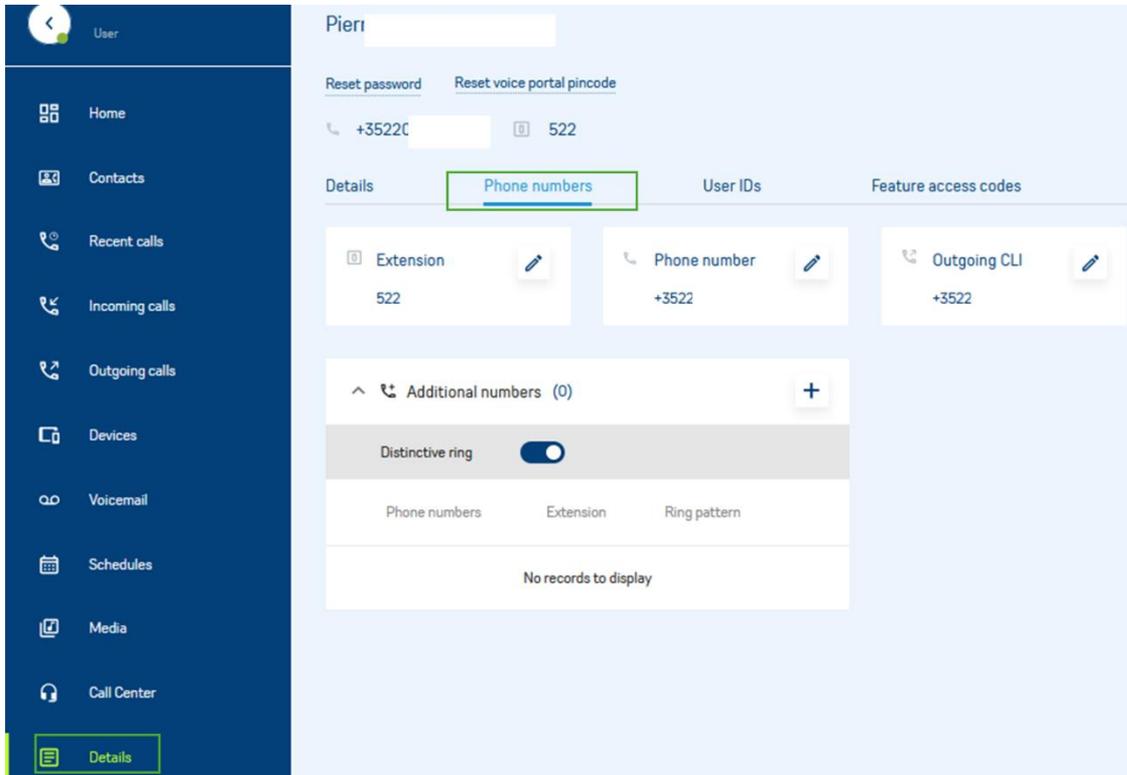


The screenshot displays the user profile page for a user named 'Pieri'. The interface is divided into a dark blue left-hand navigation menu and a light blue main content area. The navigation menu includes options like Home, Contacts, Recent calls, Incoming calls, Outgoing calls, Devices, Voicemail, Schedules, Media, Call Center, and Details. The main content area shows the user's name 'Pieri' at the top, followed by links for 'Reset password' and 'Reset voice portal pincode'. Below this, the user's phone number '+35220296522' and extension '522' are displayed. The 'Phone numbers' tab is selected, showing a table with columns for 'Phone numbers', 'Extension', and 'Ring pattern'. The table currently has no records. There is also a section for 'Additional numbers (0)' with a toggle for 'Distinctive ring' and a '+' button to add more numbers.

2.1.5.2 Main number, alternate numbers and extension

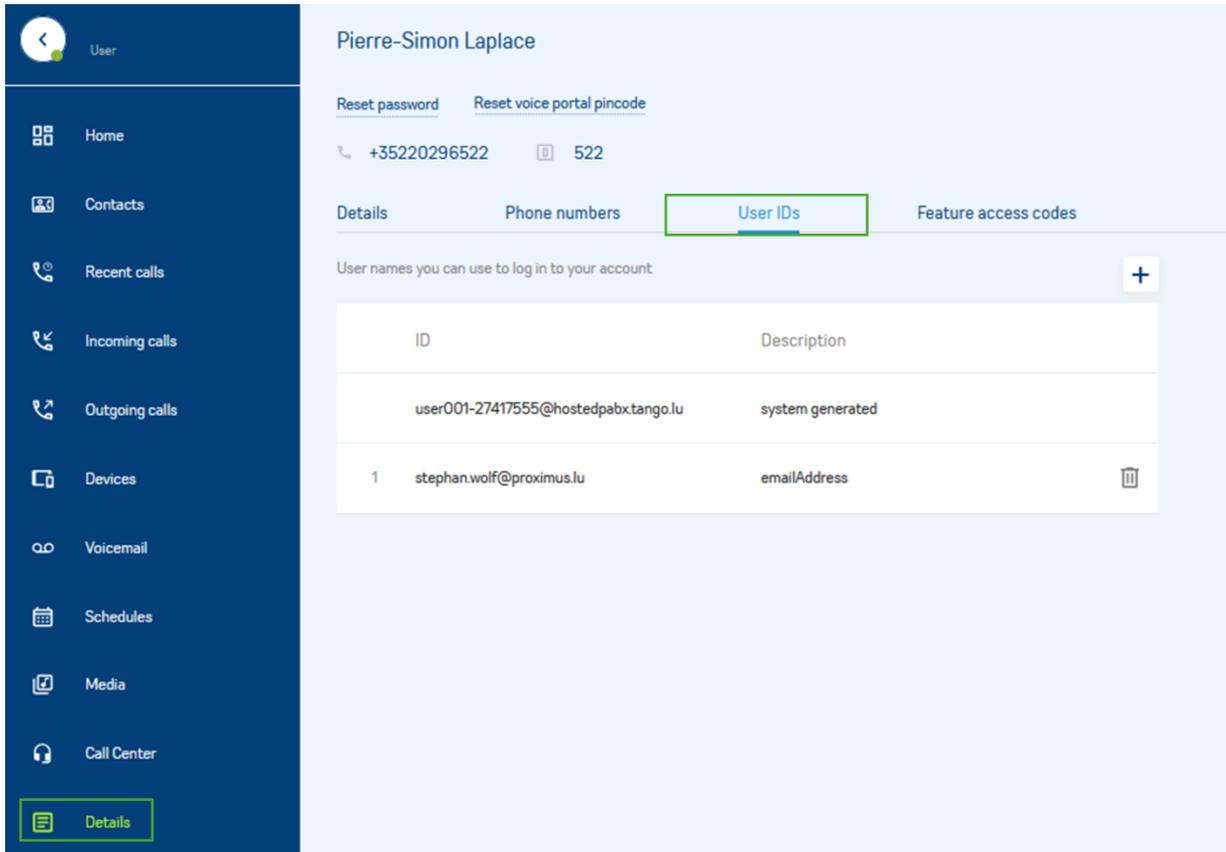
In the *Phone number* tab, it is possible to:

- set the main number
- update the extension
- set the number to be used for outbound calls
- configure alternate numbers (max 10) - ONLY if the license is assigned to the user.



2.1.5.3 Additional usernames

In the alternate IDs tab, it is possible to configure the user IDs that can be used to log on to the portal and UC clients:

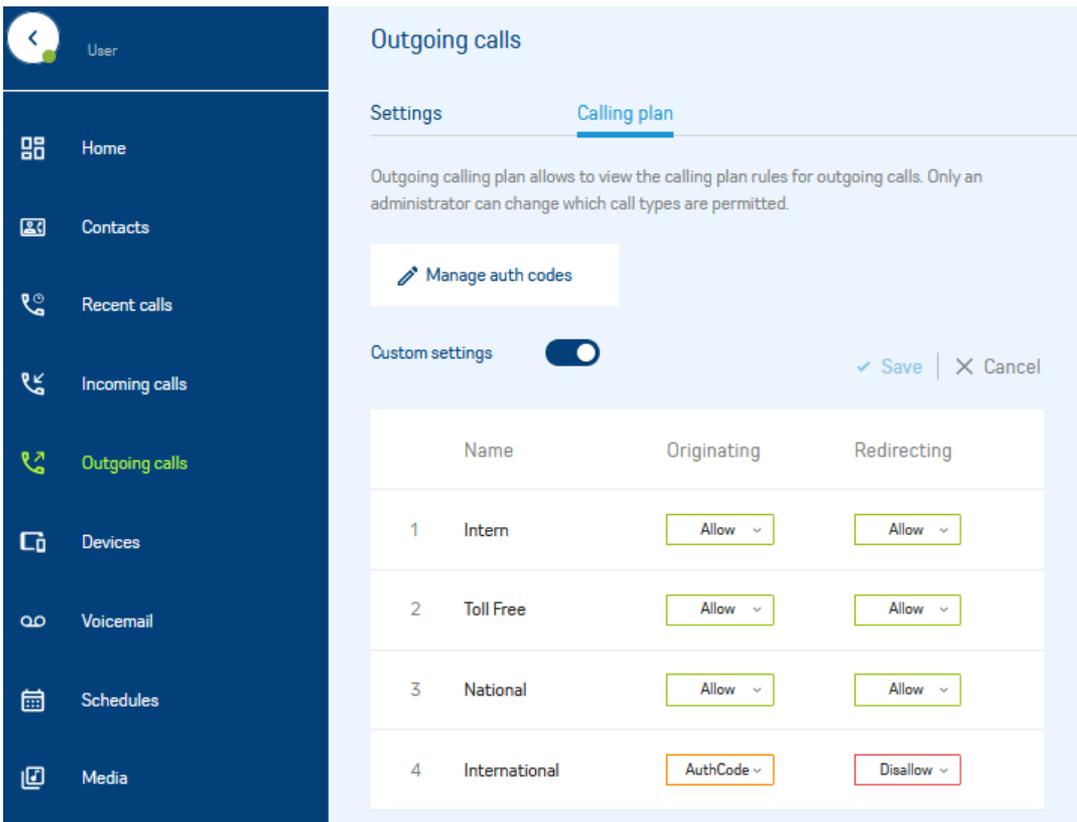
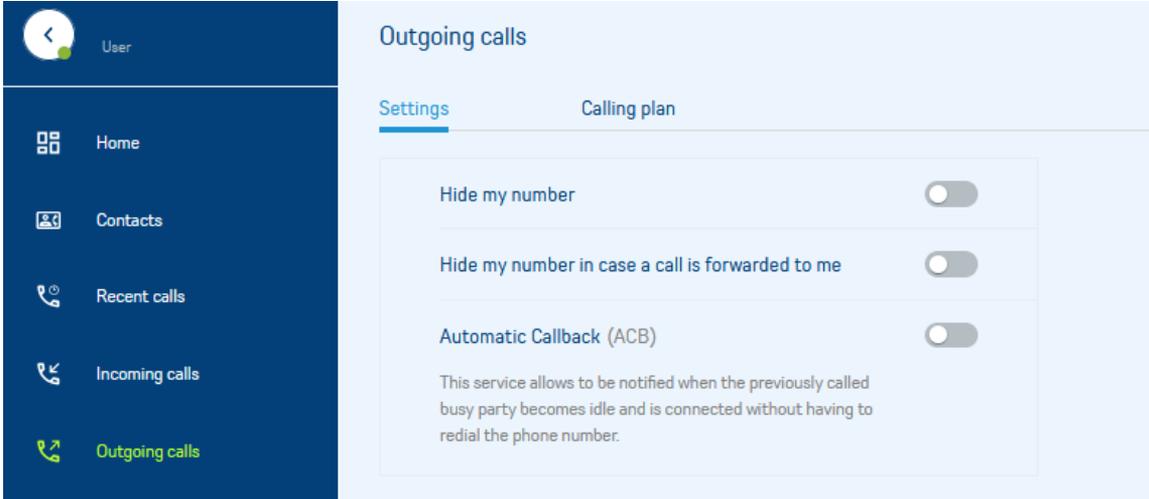


For new users created through the portal, the user's e-mail address will be automatically added. Note that if the user has Webex for BroadWorks, you will not be allowed to delete this additional ID.

3 USER ADMINISTRATION TASKS

3.1 Outgoing call settings

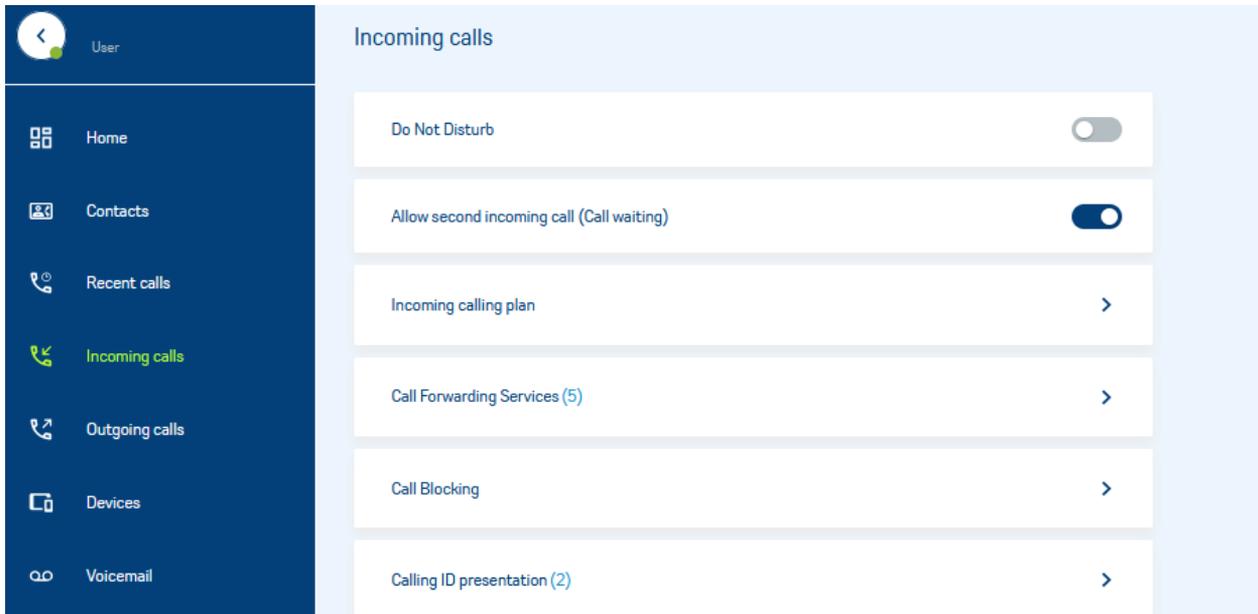
In this menu item services like CLIR and Outgoing Calling Plan can be configured:



User Outgoing calls settings

3.2 Incoming call settings

Depending on the license assigned to the user, more or fewer incoming call services will be available:



User Incoming calls settings