TANGO FIX4BIZZ ADMINISTRATION GUIDE



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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 <u>https://www.tango.lu/fr/contact</u>.



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

tan	90))
Bienven	ue chez
E-mail ou ID	
Mot de passe	
	Ø
Ordinateur public	Mot de passe oublie
011-1	

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

tan	90))
Bienven	ue chez
E-mail ou ID	
Mot de passe	
C Ordinateur public	Mot de passe oublié?

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.

tango)) Fox48izz	Home / 🖿 PXS-LU R25			18/22	Home / 🖿 PXS-LU R25				
•	Dashboard		•	Shared.Group	Dashboard				
88	IVR IVR	HG Hunt Groups	88	Home	IVE	R .	Hunt	HG Groups	
<u>ون</u>	0	5	ونن	Call flows	0			5	
ă			2	Accounts					
2	Users 8		20	Contacts	Users 8				
ور	Q Search		ور	Phone numbers	Q Search				
	Name Phon	ne number Ext		Schedules	Name	Phone	number	Extension	
쓞	Pierre	522	夈	Departments	Dist			500	
ŝ	Carl-F	523	00		Pier			522	
Eñ	Leonh	524	鐐	Calling settings	Carl			523	
	W70B	525	G	Devices	Leo			524	
e	Fax to Mail	007	ı	Media	W7(525	
~2					Fax to Mail			007	
E			\$£	Admins				Co to all user	
			E	Details				GO to all user	5

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.

	Change language					
é— Main Isvel	[EN () ()				
Dashboard						
Licenses 14						
User licenses	15 458	Limited				
1 basic seat	0	10				
2 call center agent	0	10				
3 on-net mobility	0	10				
Other licenses	IN use	Limited				
1 Auto Attendant - Standard 🕕	2	2				
Number entitlements	in ose	Limited				
1 Belgium - geographical numbers	13	20				
2 Real Belgian PSTN Numbers	t:	10				
Trunking licenses		Limited				
1 Max bursting		10				
	Cel /ove	Accents				

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.

Show advanced features	FAQ	? Help	🌐 en	í	5	θ	

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.

\checkmark	Shared.Group	< Hunt Groups	
88	Home	Hunt group is the method of distributing phone calls from a single telephone number to a group of several phone lines.	Hunt groups Hunt group is a service that allows a call to be distributed to several users from your group.
ونع	Call flows	Name Policy Phone number	Overview A list of all your hunt groups.
Do	Accounts Contacts	1 test-test- Regular	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
ور	Phone numbers	2 myhg Circular +35220296527	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 lons.
0	Mobility		voicemail and power pack. Some of theses features are in limited amount, more information on the "Licenses" section.
	Schedules Departments		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.
鐐	Calling settings		Deleting a hunt group To delete a hunt group, you can either click on the trash on the click to scheck hunt region with the left how and then
Gi	Devices		click on "Delete" button.

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

0							
	Shared.Group	X IVR					IVR
88	Home	An IVR is an int through a men	eractive voi: u in order to	ice menu. IVRs answer automatically to incon o finally arrive to the right user or users.	ning calls and guide callers		IVR is an interactive voice menu. It guides callers to arrive to the right user for them. You have a maximum amount of IVRs/ Auto attendants, which you can check on the "Licenses"
فتن	Call flows	Q Searc	h				section.
•				News	T	Dharasan	Overview
ě	Accounts			INditte	туре	Phone hur	A list of all your IVRs.
ाइर	Contacts		1	Main Number - IVR	Basic	+35220296	Adding an IVR
							To add an IVR, click on the "Add" button.
ور	Phone numbers						You can select a name, language and timezone for the IVR, and the type.
	Schadulae						You can then select a phone number from the group, and an extension.
<u> </u>							Finally, you can add additional Licenses such as call logs, voicemail and power pack.
윪	Departments						Some of theses features are in limited amount, more
~	0-11:						information on the Licenses section.
- 1 03	Calling settings						Editing an IVR
Gì	Devices						more informations on the "Help" page.
							Deleting an IVR
Ø	Media						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.
~ 0	Adaptes						



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

CONGON File	48izz	Home / 🖿 PXS-LU R25				Home / 🖿 PXS-LU R25 / Users	2 Pierre-S
•	Shared Group	Dashboard		(User	Dashboard	
88	Home	Admin/Enterprise	HG Hunt Groups	88	Home	Forward all my calls Destination: Phone number	
وننق	Call flows	0	5	53	Contacts	Destination: Voicemail	
ද	Accounts			ę	Recent calls		Go to call forwarding \rightarrow
E	Contacts	Users 8		હ	Incoming calls	Call centers 0	
فر	Phone numbers	Q Search		હ	Outgoing calls	Name Extension	Phone number
Ē	Schedules	Name Pi	hone number Ext	G	Devices	You were not yet added to any call center	
緣	Departments	Pierre-	522	ഹ	Voicemail		Go to call centers \rightarrow
\$	Calling settings	Carl-Fn	523		Schedules		
G	Devices	Leonha	524	ľ	Media		
ø	Media	W70B1	525	ភ្	Call Center		
~2	Admins			E	Details		
E	Details						

- 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

tango»	Fix4Bizz	• 1	Home / PXS-L	LU R25	advanced features	FAQ	? Help 💮 EN	0	undefined Group admin
<	Shared.Group	PXS-LU	R25					_	
		De	tails	Extensio	n format settings	3	Voice portal		Call R
86	Home	The voice	oortal is an IVF	R that can be called	by users of this group	to manage			
ون	Call flows	their servi use the int	ces from their egrated voice	phone. The service messaging service	must be enabled when	you want to			
2	Accounts	Voice	e portal details	s		i			
20	Contacts	ID:		197272998_19	172157_VMR				
		Name	9:	Voice Portal					
و	Phone numbers	CLI fi	rst name:	Voice Portal					
-		CLI la	ist name:	Voice Portal					
	Schedules	Lang	uage:	English					
쯂	Departments	Time	zone:	Europe/Brussel	S				
		CLI n	umber:			o			
1¢3	Calling settings								
		Phon	e number:			ı			
Li	Devices	4 Evtor	scion:	000					
C) Media		131011.	000		/			
~ 2	Admins								
2 🗉	Details								

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, 3French.

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**:

•	Shared.Group	< IVR					
88	Home	An IVR is an interactive v through a menu in order	oice menu. IVRs answer automatically to finally arrive to the right user or use	to incoming calls and guide callers rs.			
وننا	Call flows	Q Search				C Delete	+ Add
Do	Accounts		Name	Туре	Phone number	Extension	
2	Contacts	□ 1	Main Number - IVR	Basic	+35220296521	521	1
ى	Phone numbers						
≣	Schedules						

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.

tango» ⊧∝	4Bizz	•	Home / Image: PXS-LU R25	advanced features	FAQ	? Help	🌐 en	B unde Group	e a
¢	Shared.Group	Call flow	vs						
88	Home	Call flows a persons in	Ilow you to setup policies your organisation	to efficiently route calls to t	he right				
فتع	Call flows	÷	IVR (0)		>				
2	Accounts	G	Call Queues (0)		>				
2(Contacts	-+	0.11.0						
ہے	Phone numbers	ſ,	Call Centers (U)		>				
Q	Mobility	ŋ**	Premium Call Centers (C))	>				



ta∩go)) Fixe	48izz	:	lome / PXS-LU R25	advanced features	D FAQ ? Help	EN O undefined. Group admin
K	Shared.Group	< IVR				
88	Home	An IVR is an in through a mer	teractive voice menu. IN nu in order to finally arriv	/Rs answer automatically to ve to the right user or users.	incoming calls and guide	callers
لانت	Call flows	Q Searc	ch		0	Delete + Add
ß	Accounts		Name	Туре	Phone number	Extension
2	Contacts			No records to di	splay	
e	Phone numbers					
			IV/D list			

IVR list



First specify a name and the required type.

New IVR wizard: specify IVR name and type



Create IVR	Phone number	Extension	Feature options
	optional	optional	optional
elect number from group	level	Selected number:	
Q Search			
🔘 No number		1	
+3212683277			
+3212683284			
• +3212683285			
+3212683286			
+3212683287		U	

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

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:

>	O	3	4
reate IVR	Phone number optional	Extension optional	Feature options optional
xtension 3285			

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):

Create IVR	Phone number optional	Extension optional	Feature options optional
Additional licenses:			
Power pack for IVR Value added servic	is, huntgroups and call centers (0 left) es for service users		
Call logs for IVRs, h	nuntgroups and call centers (5 left)		
Voicemail for IVRs, Voicemail for virtua	huntgroups and call centers (0 left) al users		

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.

<	IVR	Menus			
88	Home	Business	hours Aft	er hours	
હ	Recent calls	 Greeti 	ing: Default		1
88	Menus	Key confi	iguration: 🧪		
وير	Incoming calls	Keys*	Description	Action*	Action data
Ľ	Outgoing calls	0	group operator	Transfer To Operator	•
		1	dial by extension	Extension Dialing	*
	Schedules	2	dial by name	Name Dialing	*
ľ	Media				
E	Details				

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

 	IVR	Menus	3					
問	Home	Busines	s hours	After ho	ours			
હ	Recent calls	 Greet 	ting:	Default			ľ	
88	Menus	Key con	figuration:				✓ Save × 0	Cancel
હ	Incoming calls	Keys*	Desc	ription	Action*	•	Action data	m
5	Outgoing calls	1	dial by ex	tension	Extension Dialing	•		Ū
Ē	Schedules	2	dial by na	ime	Name Dialing	•		Ū
۵	Media					•		Ū
E	Details	+	Menu keys O	- 9, *, # are available	Transfer To Operator			
					Transfer To Number With Prompt			
					Transfer To Number			
					Play Announcement			
					Repeat Menu			
					Exit			

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.

CONGOI) Fix4Bizz			:	Home / / 👖 Te	••• / Ivrs est IVR	advano feature	ed 💽	FAQ	? Help	H EN	θ	undefine Group admin
K	IVR		Menus									
88	Home		Business	hours	After	hours				_		
હ	Recent calls		4) Greeti	ng:	Default					i		
88	Menus		Key confi	guration:	i							
وبخ	Incoming calls		Keys*	Desc	ription		Action*			Action da	ta	
હ	Outgoing calls		0	group op	erator		Transfer To Oper	ator	•			
⊟	Schedules		1	dial by ex	tension		Extension Dialing)	*			
	Media		2	dial by na	me		Name Dialing		-			
	меціа											
E	Details											
ľ	Edit gree	ting										
	Default											
۲	Personalized				•							
		123.WAV										
		Ceci est un test.WAV IVR_Perso.WAV										
		welcome m	nessage.WA	/								

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.

- Add
< >

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.

tongo)) Fix4Bizz		Home / … / Ivrs / 🚠 Test IVR						
<	IVR	Schedule						
品	Home	Business hours	Holîday					
હ	Recent calls	Use business hours						
88	Menus	🛈 🗎 Business hours	Select -					
لا	Incoming calls		GROUP SCHEDULES					
ę	Outgoing calls		Test Schedule					
	Schedules		Ferie					
.CP	Matta		Welcome_Monday					
٣	Media		welcom_25					
₿	Details		+ Add new 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.

tangoirin	16 12	Business I	nours Holiday						
<	IVR								
88	Home	Use b	usiness hours						+ 444
હ	Recent calls	🛱 Bu	isiness hours Test Schedule		• •				
88	Menus			✓ 5i	we X cancer				
ષ્ટ	Incoming calls	۲				Today			>
હ	Outgoing calls		Mon Nov 04	Tue Nov 05	Wed Nov 06	Thu Nov 07	Fri Nov O8	Sat Nov 09	Sun Nov 10
Ē	Schedules	01:00							
Ø	Media	02:00							
E	Details	03:00							
		04:00							
		05:00							
		06:00							
		07:00							
		08:00	08:00 : 18:00 Business hours	08.00:18.00 Business hours					



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.

VR IVR	Schedule			
문음 Home	Business hours Holiday			
C Recent calls	Use holidays			
B Menus	🖽 Holiday hours 🛛 Fete du grand duc			
🕊 Incoming calls		✓ Save X Cancel		+ Add 🗊 Import holidays
😋 Outgoing calls				
Schedules	Q Search Show: Select	- Today		Page view: 🖃 List 🗂 Calendar
🖌 Media	Start	End	Event	Actions
Details	1 Fri Nov 1.2024	Fri Nov 1. 2024	1st of November	/
	2 Sun Jun 23, 2024 08:00	Mon Jun 24, 2024 08 00	fete	/ U
				10 × perpage < 1 >

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.

tango)) Fox	iBizz	:	Home / 🗈 PXS-LU	R25		Show adva features	nced		FAQ	? Help	€ EN	Group adm	ed. in
¢	Shared Group	Schedul	es										
88	Home	Time Sche	dules Advanced (4)		Ho	liday Sche	edules (2)						
فتق	Call flows	Q Se	arch									+ Add	
8	Accounts		Test Schedule	0*	Ū		Ferie			<i>o</i> * [Ĩ		
21	Contacts												
ور	Phone numbers		Welcome_Monday	0°	Ū		welco	om_25		0 [Ĩ		
	Schedules												
쓞	Departments												
鐐	Calling settings												

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.



Period name:*	Test period 1	
All days		
Start.*	dd mm yaay 🛱	
otare.	uu . mm . yyyy	
Stop:*	dd . mm . yyyy 📋	
Repeat:	Never	•
	Never	
	Daily	
	Weekly	
	Monthly	
	Yearly	

- 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.

Period name:*	Test period 1
All day:	
Start:*	dd . mm . yyyy 🛛 📛
Stop:*	dd . mm . yyyy 📋
Repeat	Daily
Every	1 C day(s)



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

+ New period	
Period name:*	Test period 1
All day:	
Start:*	dd . mm . yyyy
Stop:*	dd . mm . yyyy 👘
Repeat:	Weekly
Every	1 weeks(s)
	Mon Tue Wed Thu Fri Sat Sun
stop	

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 configurate 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:

ango)) Fixe	Bizz	Home	/ 💼 PXS-LU R25	Show advanced features	FAQ FAQ	? Help	B undefined. Group admin
K	Shared.Group	< Hunt Gr	oups				
09	Home	Hunt group is the m	ethod of distributing pho	ne calls from a single telepho	ne number to a group of	several phone lines.	
80	nome	Q Search				🛈 🔟 Delete	+ Add
لانتا	Call flows				Phone		
å	Accounts		Name	Policy	number	Extension	
67		□ 1 □	test-test-	Regular			Ū
ئف	Contacts						
لا	Phone numbers					10 🔹 per page	< <u>1</u> >
ā	Schedules						

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.

+ Nev	v hunt	group								
0 —			2		3 —			4	5	
Create Group)		Phone numbers optional		Extension optional	n	Fi	eature options ptional	Assigr option	n members nal
Name:*	My H	IG				V	Use san	ne Name at CLI nam	e	
Language:	Englis	h			•					
Timezone		(GMT	"+01:00) Europe/Lu	xembourg	*					
Policy:*	🔵 reg	ular	Circular	🔵 unifo	orm	imultar	neous	 weighted 		
									Cancel	Next

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 hunto	group			
Ø	O	— ⊘ —	⊘	5
Create Group	Phone numbers optional	Extension optional	Feature options optional	Assign members optional
Select users from the I	ist to assign::		Selected users to assign::	
Q Search				
Pierre-Sin	non Laplace +35220296522			
Carl-Fried	rich Gauss +35220296523			
Leonhard	Euler +35220296524			
W70B DE	CT +35220296525			
Fax to Ma	il			
W56P DE	CT +35220296526			

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:

٩	Hunt Group	Settings		
鐐	Settings	Hunting mode]	>
હ	Recent calls	Forwarding settings	Hunt Group	< Hunting mode
ů	Members	Allow call waiting for agen	3 Settings	Policy*
لا	Incoming calls	و	° Recent calls	circular
			nembers	o uniform simultaneous
		و	Incoming calls	weighted
		و	Cutgoing calls	Hunt after no answer: 5 😒 rings
		l	D Media	
		E	E) Details	✓ Save X Cancel

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

	Hunt Group	Membe	rs + Add					
3	Settings	You can re Order	order the agents using Name	drag and drop Phone number	Extension	Department	Email	✓ Save X Cancel
0	Recent calls	1	Pierre-Simon Lapl	+35220296522	522	N/A	stephan.wolf	Ū
å	Members	2	Carl-Friedrich Gau	+35220296523	523	N/A	N/A	Ū
2 a	Incoming calls	3	W56P DECT	+35220296526	526	N/A	N/A	Ū
2	Outaoina calls							

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.

3	Shared.Group	Call flow	vs	
88	Home	Call flows a persons in	Illow you to setup policies to efficiently route calls to the r your organisation	ight
فتق	Call flows	'n	IVR (1)	>
8	Accounts	G	Call Queues (0)	>
2	Contacts			
ور	Phone numbers	Û	Call Centers (0)	>
ā	Schedules	្រុំ+	Premium Call Centers (0)	>
윪	Departments	eu	Hunt Groups (2)	>
ŝ	Calling settings			
		eur	Exclusive Hunt Groups (1)	>
			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.

<	Shared.Group	< Call Ce	nters				
8	Home	Overview	Unavaila	ble Codes			
ونن	Call flows	Q Search				Delete	+ Add
8	Accounts		Name	Policy	Phone number	Extension	
20	Contacts			No records t	o display		
فر	Phone numbers					10 👻 per page	< >
				List of Call C	enters		



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.

+ Nev	v Call Queue			
1	2	- 3		5
Details	Phone numbers optional	Extension optional	Feature options optional	Assign agents optional
Name:*	Call Center Basic		Use same Name at CLI name	
Language:	English	•		
Timezone	(GMT+01:00) Europe/Brussels	*		
Policy:*	regular Circular Uniform	simultaneous	weighted	
Allows agent	to join:			
Length of the	queue: 2 🗘			
				Cancel Next

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

3	Cali Queve	Call Queue	Delete					
鐐	Settings	<i>د</i> +352202	+35220296529 0 529					
હ	Recent calls	Details	Feature options	Phone numbers				
<u>ર્</u> ચ	Agents			1				
		ID:	27417555_cc3602					
لا	Incoming calls	Name:	Call Queue					
		CLI first na	me: CQ					
2	Outgoing calls	CLI last nar	me: Call Queue					
		Language:	English					
Ø	Media	Timezone:	Europe/Brussels					
E	Details							

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:

ettings	Dedicated announcements Group annou	uncements
lessages allo ueue. Every r ettings of ea	w you to customize the Call center voice prompts that are played to callers w message has its own order in sequence, depending on the configurations that ch message.	hile waiting in you make in
	Entrance message Announcement Default	i
	Estimated wait message Announce the wait time for callers once the wait time 100 minutes or I Play time high volume message 	ower
	Waiting music Announcement • Default	1
		1
	Comfort Message	0
) :	Time between comfort messages 10 Announcement • Default	



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:

< <u>,</u>	User	Pierr	
88	Home	Reset password Reset voice portal pincode +35220296522 I 522	
2	Contacts	Details Phone numbers User IDs	Feature access codes
હ	Recent calls	Extension Phone number	Cutgoing CLI /
હ	Incoming calls	522 +35220296522	+35220296522
હ	Outgoing calls	^ ℃ Additional numbers (0) +	
Cì	Devices	Distinctive ring	
മ	Voicemail	Phone numbers Extension Ring pattern	
i	Schedules	No records to display	
Ø	Media		
G	Call Center		
E	Details		



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.

	User	Pieri
88	Home	Reset password Reset voice portal pincode +3522C II 522
2	Contacts	Details Phone numbers User IDs Feature access codes
હ	Recent calls	Extension
હ	Incoming calls	522 +3522 +3522
es	Outgoing calls	∧ ℃ Additional numbers (0) +
G	Devices	Distinctive ring
90	Voicemail	Phone numbers Extension Ring pattern
	Schedules	No records to display
Ø	Media	
G	Call Center	
E	Details	



2.1.5.3 Additional usernames

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

٢,	User	Pierre-Simon Laplace	
	Home	Reset password Reset voice portal pincode +35220296522 II 522	
2	Contacts	Details Phone numbers User IDs Feature access codes	
હ	Recent calls	User names you can use to log in to your account	+
હ્યુ	Incoming calls	ID Description	
હ	Outgoing calls	user001-27417555@hostedpabxtango.lu system generated	
G	Devices	1 stephan.wolf@proximus.lu emailAddress	Ū
യ	Voicemail		
i	Schedules		
Ø	Media		
G	Call Center		
E	Details		

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	
88	Home	Settings Calling plan	
æ	Contacts	Hide my number	
وج	Recent calls	Hide my number in case a call is forwarded to me	
ويخ	Incoming calls	Automatic Callback (ACB) This service allows to be notified when the previously called	
હ	Outgoing calls	busy party becomes idle and is connected without having to redial the phone number.	
اللا مرد مرد	Contacts Recent calls Incoming calls Outgoing calls	Hide my number Hide my number in case a call is forwarded to me Automatic Callback (ACB) This service allows to be notified when the previously called busy party becomes idle and is connected without having to redial the phone number.	

<	User	Outgoing c	alls			
		Settings	Callin	ig plan		
80	Home	Outgoing calling plan allows to view the calling plan rules for outgoing calls. Only an				
2	Contacts					
હ	Recent calls	🧨 Manage	auth codes			
ويز	Incoming calls	Custom setting:			✓ Save × Cancel	
હ	Outgoing calls	Na	me	Originating	Redirecting	
G	Devices	1 Inte	ern	Allow ~	Allow ~	
90	Voicemail	2 Tol	Free	Allow ~	Allow ~	
ā	Schedules	3 Na	ional	Allow ~	Allow ~	
Ø	Media	4 Inte	ernational	AuthCode ~	Disallow v	

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:

< <u>,</u>	User	Incoming calls		
88	Home	Do Not Disturb		
2	Contacts	Allow second incoming call (Call waiting)		
ુ	Recent calls	Incoming calling plan	>	
<u>ور</u>	Incoming calls	Call Forwarding Services (5)	>	
Ci	Outgoing calls	Call Blocking	>	
ഹ	Voicemail	Calling ID presentation (2)	>	

User Incoming calls settings

