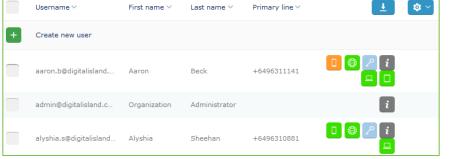
# Digital Island

#### User Administration

The general day to day management of the Telepo system mainly takes place under user administration page. These include functions such as, resetting user passwords, changing group memberships and changing key programming.

Click on the email under the Username column to open their details for editing. If needing to send a Welcome invite. click on the cog next to the user to send it.



These are the user details. Username is the identifier for the user and cant be modified. Custom User Identifier can be used if user is being replaced. Password can be simply reset if forgotten without the hassle of emails and token numbers.

User details		
Username	blake.w	*
Custom user identifier		
Password	****	
Retype password Reset password	*****	
PIN code	****	
Retype PIN code Reset PIN code	****	

You can set **User Presence** by Clicking the drop down menu as well as the expiration time.

Future Presence can also be scheduled.

Click on **Diversion Number** to setup or view the number currently diverted to.

Activity Diversion will show the user's diversion configuration depending on the activity.

There is the option to change The user's photo.

The user's contact details. which can be changed at any time. I.e., if the user leaves and is being replaced. First, Last Name and Email are all mandatory fields to be filled.

	-User pres	ence	
	Role		
	Business		$\sim$
	Activity		
	Available		$\sim$
	Set activi	ty expiration	
	Set future	presence	
	Personal	note	
	Digital Islar	nd	
	Group log	in status	
	Caller ID		
	Caller ID		
	Diversion		
	Diversion n	umber	
	Activity div	ersion	
	Photo		
	Digital	Island <sup>*</sup>	
	Change pł	noto	
C			
	hable directory		
First n	ame	John	

First name	John	9
Last name	Smith	9
Department		
E-mail address	John.s@digitalisland.co.nz	1
Field 1		
Mobile	0220446187	
Field 3		



Contact lists

Organization

User

he/she is a member in etc

Configure for all users in the organization

Enter part of user-id, first or last name:

Search

**AV** 

Contacts can exist in an organization, group and user scope. Contacts are inherited, i.e. a user inherits the contacts of all groups

User group

Prio, Group

1

2

3

5

9

10

11

12

14 GMB

15 HG 1

16 HG 2 17

18

19

20

All

Digitalisland

03 Region

04 Region

06 Region

07 Region

09 Region ACD Supervisors

Groupoverflow DemoRoom

Anonymous CLT

BlockCLIGrp

Intercom

ONCALL

21 Support

Karan Test HG

Sales

Manager

# **Adding Contacts**

#### **Contact Lists** are where vou add contacts that can be referenced by all Telepo Applications.

To manage, click on Services then Contact Lists

## Contacts can be across the board Configure for all users in the Organisation or

added for specific users/user groups. In your chosen target you have the option to create

Mandatory Contacts External Contacts **VIP** Contacts Blocked Contacts

Fill out the details and click Add Phone Number.

You can also do a mass import of contacts by filling out a 'Telepo Contact Import' spreadsheet, and uploading it by clicking on 'Import Contacts' under External Contacts.

# **Voice Prompts**

Help

to create a prompt.

Importing a sound file or recording the file

-

Heading to Organisation > Voice Prompts will show care a list of voice prompts played within the organisation.

This is where you can record a voice prompt for your company voicemail, IVR, or a Christmas greeting for when the company is closed over the holiday season.

You will notice a list	Voice prompts
of generic/default, prompts, some of which are required and cannot be	New voice prompt Name of the prompt (e.g. "welcome"): *
removed. To add new prompt,	Describe the contents of the prompt (e.g. "Welcome to the Compan
simply click New Voice Prompt at the bottom.	This prompt will be saved as the default prompt. You can add other
Naming the prompt and adding description are mandatory fields. There are two options	File selection Import the file Select this option if you want to import a file from your local file syst Cancel

live. To record, simply press Record the File and choose the phone number you wish to record from by clicking **Pick**. When ready, press Initialize Call. It will call the recipient to commence recording. Then, you will have the option to play and/or edit by repeating the process.



# **Assigning Voice Prompts**

To assign the prompt you created for Company Voicemail, click on **Function Numbers** and Then **Group Inboxes**. Choose the inbox you wish to assign to: Day Mailbox for example.

#### Under **Greeting Prompt** click on the drop down menu. Search for the prompt that was recorded and click on it.

Scroll down to the bottom and click **Save**.

Repeat these steps should you have a second inbox, i.e. After Hours/Night Mailbox.

For the Christmas Greeting, this will be assigned under **Schedules** on the following pages.

Group inboxes			
A group inbox is used to share a single voicemail inbox among r			
Number	Name		Delete
1501	Company Day Mailbox	History	$\times$
1502	Comany Night Mailbox	History	×
	,,		

Edit group inbox
Number
1501
General
What is the name of this group:
Company Day Mailbox *
Exclude this number from contact searches
Code that identifies this group inbox when calling group inbox retrieval number:
Allow anonymous callers to listen for messages after PIN authentication:
Greeting prompt: Hold to Leave Msg 🗸 *

## **Assigning IVR Prompts**

IVRs (Interactive Voice Responses) are recorded in the exact same way under the **Voice Prompts** section.

Once recorded, under Function Numbers click on IVR Numbers

Click on the IVR listed i,e **Mainline** 

Under **Play this Prompt when a call is received:** click the drop down menu.

Search for the IVR prompt that was recorded from the list.

Scroll down and click Save.

Repeat for any other IVRs such as **After Hours IVR** 

# ACD Light groups Attendant groups Auto Attendant group numbers Conference numbers Fax numbers Group inboxes Hunt group numbers IVR numbers Number visualization Rule based numbers Schedules Shared line numbers Voicemail numbers

ACD groups

Į	JIMS IVR
	Number:
	1000 *
	List available numbers
	Add billing id:
I	+6493941347 List available billing id
	+0493941347 LISt available billing
	Manageable by group administrator with profile:
[	
	Digitalisland



### **Schedules**

To setup your schedule, go to **Function Numbers**, then click on **Schedules**.

In Schedules you will possibly see a few names listed. Click the relevant one. For example: Mainline

To create a new event, click on Add New Schedule Event. Fill out the relevant information, set the dates you are closed and select a prompt if you would like a message to play before it follows the action.

For **action** you have 3 options:

- 1. Open Calls will be delivered during the pre-selected times
- 2. Closed Call will end (prompt should be used in this case)

**3.** Forward – Used when you have a night voicemail or after hours IVR

Schedules			
Create schedules for function numbers You can also setup how calls should be A new schedule is created when a func	handled during schedule events.		
Schedules can be created for Attendan numbers, Hunt group numbers and Sha		mbers, IVR	
Name	Number	Number type	State
Mainline	1001	Hunt Group	۲
Mainline Overflow			
	1002	Hunt Group	•

Add new schedule eve	nt 🗙
Name of the event	M-F
Repeat	Per week \vee 🦳 M T W T F S S
Between	Set start date         Set end date         1         08:00       17:00
Prompt	None
Action	Forward v 1501
٢	>
	Save <u>Close</u>

## **Call Flows**

Adding and/or eliminating users from the call flow is simple. Under the specific User profile (**User Administration** > **Users**), you can determine whether said user belongs to a ring/hunt group in the call flow. To do this, scroll on the user profile until you see **User group membership** and tick the relevant box for example **HG1** (Hunt Group 1)

User group membership	
Dempsey Wood Demo Digitalisland Federated GMB Groupoverflow	^
HG 1 HG 2 Intercom Karan Test HG Manager ONCALL Pranit Test	>

To check who are in the different groups hover over **User** Administration, then click on **User groups**. Click on **List Users** to view the users part of that group.

GMB	List users
Groupoverflow	List users
HG 1	List users
HG 2	List users