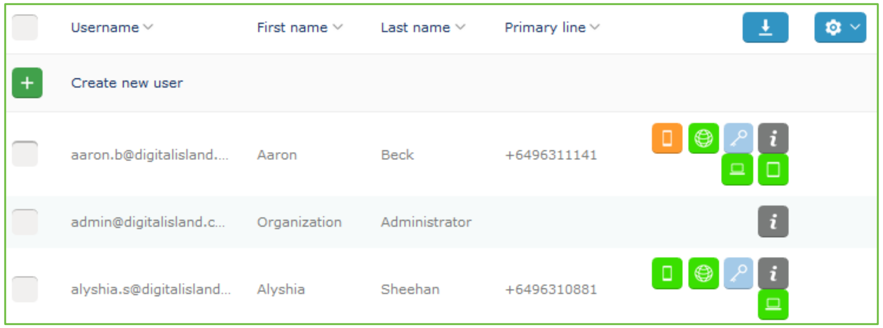
Digital Island

Admin Portal - Quick Reference

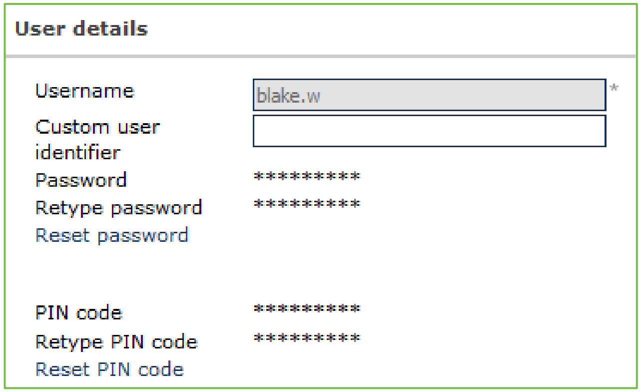
User Administration

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.



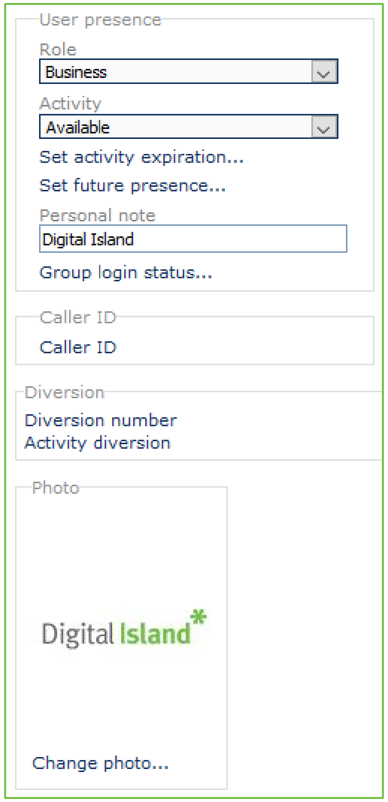
You can set User Presence by Clicking the drop down menu as well as the expiration time.

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.

Adding Contacts

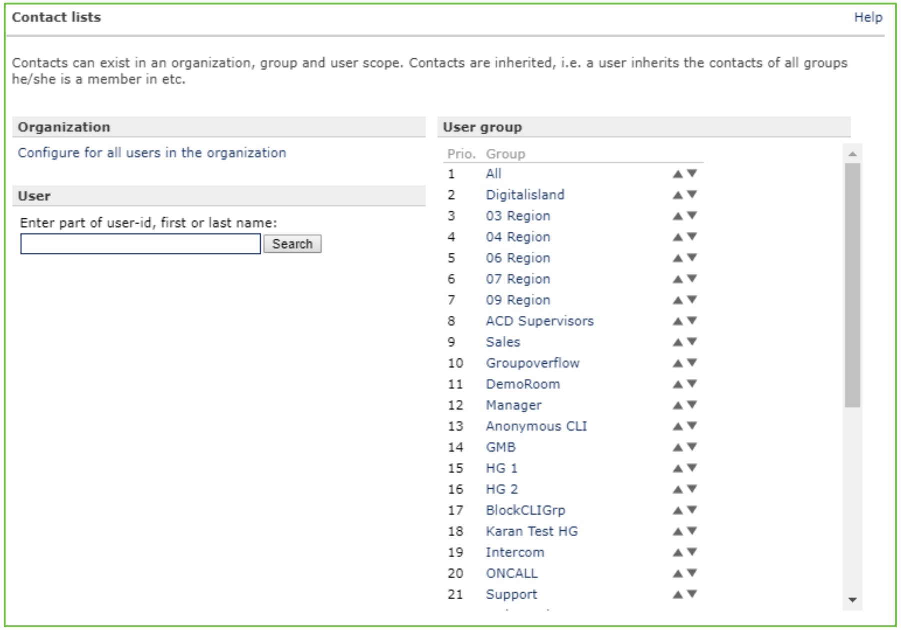
Contact Lists are where you add contacts that can be referenced by all Telepo Applications.

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.



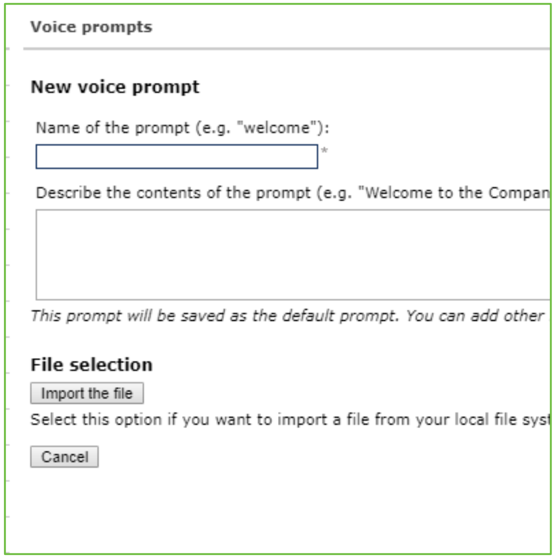
You can also do a mass import of contacts by filling out a ‘Telepo Contact Import’ spreadsheet, and uploading it by clicking on ‘Import Contacts’ under External Contacts.

Voice Prompts

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 of generic/default, prompts, some of which are required and cannot be removed.
To add new prompt, simply click New Voice Prompt at the bottom.



Naming the prompt and adding description are mandatory fields. There are two options to create a prompt. Importing a sound file or recording the file 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	
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:

1501 *

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

ACD groups
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

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

Edit IVR number

What is the name of this group:

JIMS IVR *

Number:

1000 *

List available numbers

Add billing id:

+6493941347 **List available billing ids**

Manageable by group administrator with profile:

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Extension dialing

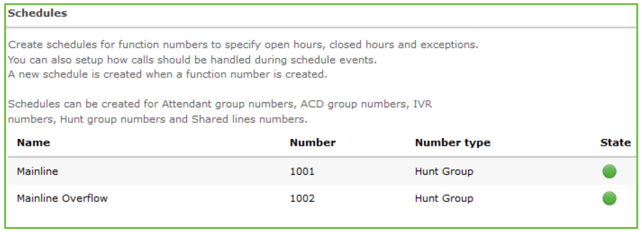
Play this voice prompt when a call is received:

JIM Main IVR *

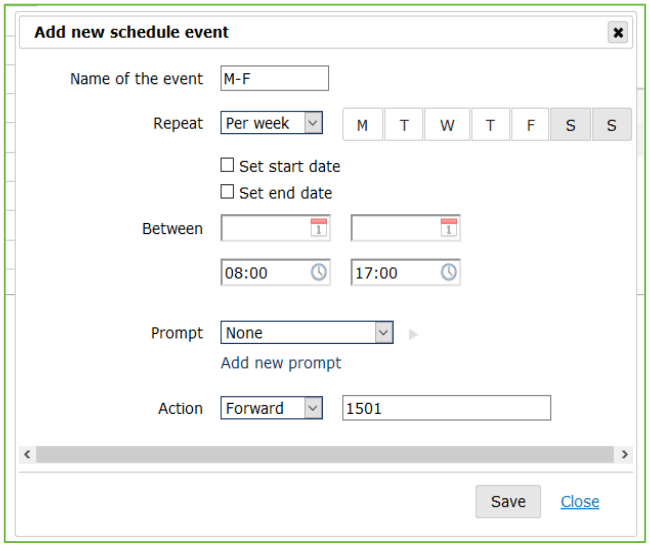
Schedules

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.

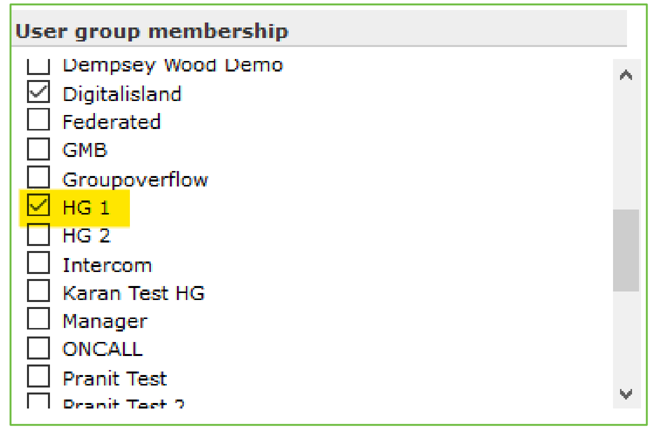


For action you have 3 options:

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

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)



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