

myTelephony Guide

Version: 9.0

DIGITCOM
EXPERIENCE *clever* TELECOM

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1. Introduction

1.1. Overview

This document is intended as a reference to Service Providers and Enterprise Administrators, to assist them in doing provisioning activities in regards to the platform.

The document includes a general overview of this interface, describing the main components, the services provided and the most relevant use-cases delivered to Administrators.

1.1. Audience

This is a technical document that is intended for Service Providers and Enterprise Administrators who have technical responsibility of the platform. While the definition of these roles in different service providers may vary from case to case, it should be noted that users of this manual should have attended CentileHosted technical training and should have a basic technical experience in management of telecommunications systems.

2. Roles related to MyTelephony Administrators

2.1. Role: Top Level Administrators

Reserved for the platform owner only, this level of access allows the platform owner to access all endpoints, enterprises and service providers on the platform. There is a drop down menu at the top that allows access into these different environments. This is the highest level of access.

2.2. Role: Service Provider / Reseller Administrators

At this level of access, you can see every enterprise in the service provider's partition. This also gives drill down access to the endpoint within each enterprise, if needed.

2.3. Role: Enterprise Administrator

This is the lowest level of administration access. At this level, you can only see the endpoints in your enterprise.

3. Provisioning summary per Enterprise

3.1. Content Summary

The CentileHosted platform administrator sets the original provisioning settings for every enterprise. MyTelephony is a portal, which enables company administrators to modify feature changes and group settings. You cannot add additional users through MyTelephony. For advanced platform changes please contact your platform administrator.

MyTelephony can modify the following:

- Users
- Groups
- Phones assignment
- DDIs assignment
- Sites and departments
- Call Rules
- Audio Customization
- Conference Bridge
- Auto Attendant

3.2. Enterprise receptionist

On the home page, you can set one of the existing DDIs as the enterprise pilot number. This DDI, assigned to a user declared as receptionist, is the number getting the incoming public calls to the enterprise.

My company	
Name	Centile
Receptionist / Pilot number	✖ 0497231260
	This number gets public calls to the company.

3.3. List of Enterprise Administrators

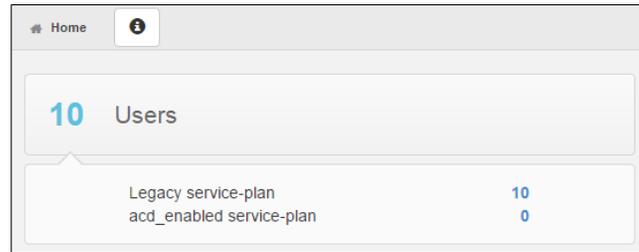
On the home page, the list of enterprise administrators is displayed with the contact information of each of them.

Administrators	
Login	rog
First name	Ronan
Last name	Guillou
PSTN	
Email	
Administrators	
Login	cpsadmin
First name	Centile
Last name	Administrator
PSTN	
Email	
Administrators	
Login	alaintest1

4. Users provisioning capabilities

4.1. Count of existing users

On the home page, there is a list of the number of users in the top left hand corner. In this example, there are 10 users in the enterprise.



4.2. User Detail

If you click on the Users, as depicted in the picture above, from the home page, you'll go to a screen that displays the entire list of endpoints / enterprise users. From there, you can click on each user individually to see more detail— you can sort the list by last name, extension, and filter users as well, using the dialogue box.

4.2.1. Identity

When you click on each individual user, you see a detailed description of their contact information, department assigned, hunt groups associated, UniCom settings, DID and extensions assigned, device information and service state.

For each user in the enterprise, you can access contact information including first name, last name, email, department (sales, marketing, finance, etc.), title and mobile number.

The screenshot shows a 'Contact information' form for a user. The fields are as follows:

First name	Matthew
Last name	Smith
Email	matthew.smith@abccompany.com
Department	[Dropdown menu]
	Departments edition
title	Sales Director
Mobile number	4507896523

4.2.2. Group Membership

At the user level, group membership refers to the hunt groups and call center groups associated with the user. In the example below, Matthew Smith, Sales Director, is in the Sales and Solution hunt group and has access to the general group mailbox for the company.

2 Groups		
Label	Extension	PSTN
Sales and Solutions	501	
General Mailbox	509	

4.2.3. User credentials

If you click on the telephony settings, you can log into UniCom on their behalf and change the user's preferences and settings for their devices and voicemail – including modifying passwords.

Telephony settings	
Login	accounting@centilehosted.com
Password	<input type="button" value="Modify password"/>
Voice mail	<input type="text" value="Email notification + attachment"/>

4.2.4. User DID

The extension and DID assigned to each user is visible in the upper right-hand corner. Above that you'll also see if the extension is active on the platform. My Telephony will allow you to mark the extension for deletion and modify and delete the external DID, but not the internal extension.

4.2.5. User Terminal

Under Maintenance & Phones, you can see all the devices currently assigned to that user and if they are active. You can also see the different locations – within the enterprise – the MAC address assigned to the user and IP address.

You also have the ability to add an IP Phone to the user profile – by clicking this button, a drop down menu of every device on the platform will come up, you can then re-assign a device from one user to another. Keep in mind, you cannot add a new license or device to this list or to a specific user. You can only re-assign a device already in use.

5. Groups

5.1. Count of existing Groups

On the home page, you'll see a summary of the number of groups within the enterprise.

4 Groups

5.2. Group Detail

On the group home page, you can sort by group name, extension and distribution. You can expand each group to see a list of members, by clicking on the down arrow next to the number. When you click into an individual group you'll see the extension assigned, name, DID, distribution and the extension and device of every user in the group. You can modify group name, DID, Distribution method and add and delete group members. You can also delete entire groups.

The screenshot shows the 'Extensions group modification' page. It features several sections:

- Extension / Label:** A text input field containing '501' and a label 'Sales and Solutions' with a note 'This name is displayed in the phone directory'.
- Public numbers:** A search input field labeled 'Search public number' with a note 'The public numbers to join directly this group from outside'.
- Distribution:** A dropdown menu set to 'Simultaneous' with a note 'How calls are distributed to the group members'.
- Members:** Two member cards are shown: 'X - 5623 Matthew Smith' and 'X - 5625 Rachel Winslow', followed by an 'Add a member' button and a note 'To add a member, start typing his name or number above'.
- Queuing:** Radio buttons for 'no' and 'yes' (selected), and a text input field containing '2'.
- Delete group:** A red button at the bottom.

5.2.1. Extension Number and Identity

Each group is assigned an extension. This cannot be modified in MyTelephony, but you can see all the assigned group extensions. You can also search by extension from the Groups Home page.

5.2.2. DID

Within each individual extension group, you can see public numbers, DIDs, assigned to the group, and add any DID already in the enterprise.

5.2.3. Distribution mode

Within the groups page, there are two different forms of distribution. You can set all the phones in the group to ring at the same time, simultaneous, or you can set sequential, meaning they ring in order, each new call rolling to the next person in the queue, until someone answers. The order is the same as the member order listed below. Keep in mind, whatever settings in web admin for the enterprise or that particular group have been configured for busy / no answer will override whatever is selected in MyTelephony.

5.2.4. Membership

Within each individual extension group, you can see the members, listed by both name and extension. You can add and delete members to groups.

5.2.5. Queuing settings

If you create the groups in MyTelephony, this option will not show until after the group is created. It cannot be modified or changed from this portal. It simply refers to the number of times the call will be cycled through the group – depending on the distribution settings in web admin.

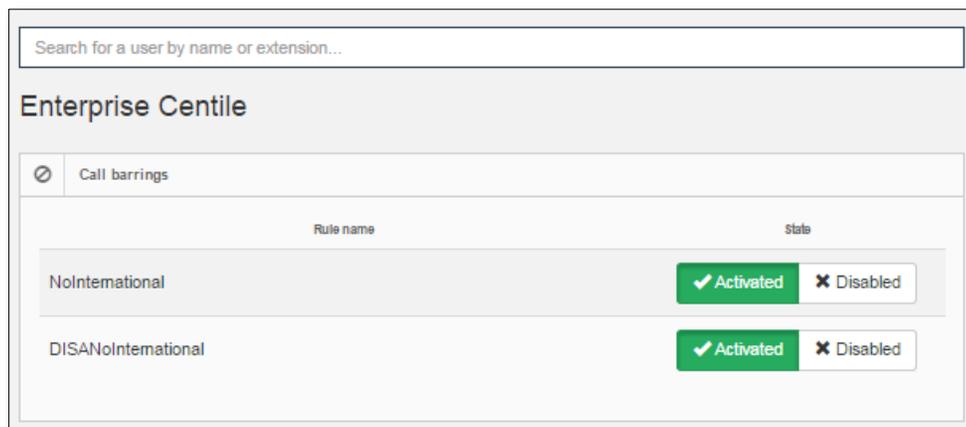
6. Call Rules

6.1. Rules search by user or extension

On the call rules page, you can display both the forwarding rules and the restrictions rules of a user extension or a group extension. You are only allowed to modify forwarding rules, as editing the restriction rules may have an impact on your bill.

You can also display the restriction rules of the whole enterprise. In the current version of myTelephony there is a limitation that deprives you display the forwarding rules of the whole enterprise.

The restrictions rules of the enterprise are displayed by default on the call rules page.



The search banner displayed on the top of the page allows you to easily find the entity of which you want to modify or display the call rules.

The search is interactive: start to type the name or the extension, myTelephony will then complete and display the results automatically. If the displayed results don't fit what you are looking for you only have to refine your search criteria.

25	
Centile Enterprise	
225	Paging : Sophia Lunch Request
250	Maroo Nogueira
251	Eduard Natziger
252	Marcel Fischer
255	acrobits CloudSoftPhone
259	ACD Test
DISANolnternational <input checked="" type="checkbox"/> Activated <input type="checkbox"/> Disabled 	

6.2. Forwarding Rules setting

When you choose the extension in the search banner, its forwarding rules are displayed as follows:

Outman HAYTOUMI - 290

Call forwardings

What calls?	Destination	State
Always		
Create the rule		
On no answer		
Any call	Voice mail after 15 sec	<input checked="" type="checkbox"/> Activated <input type="checkbox"/> Disabled
On busy		
Any call	Voice mail	<input checked="" type="checkbox"/> Activated <input type="checkbox"/> Disabled
On unreachable		
Any call	Voice mail	<input checked="" type="checkbox"/> Activated <input type="checkbox"/> Disabled

[See services](#)

There is four predefined type of forwarding rules:

- Always
- On no answer
- On busy
- On unreachable

For a user with no rules, you can create them by clicking on “Create the rule” under each type of rule.

For an already created rule you can modify the type of call it applies to (either any call, or external calls, or internal calls). You can also modify the destination to which calls will be forwarded.

A created rule can be activated or deactivated by clicking on the corresponding state button.

Finally, the hyperlink “See services” allows you open the UniCom of the displayed extension in order to display more forwarding rules, if any, especially those linked to services such as call queuing or call screening.

6.3. Restricted Call Rules settings

In the current version of myTelephony, the restrictions rules are only displayed, no edition or modification possible.

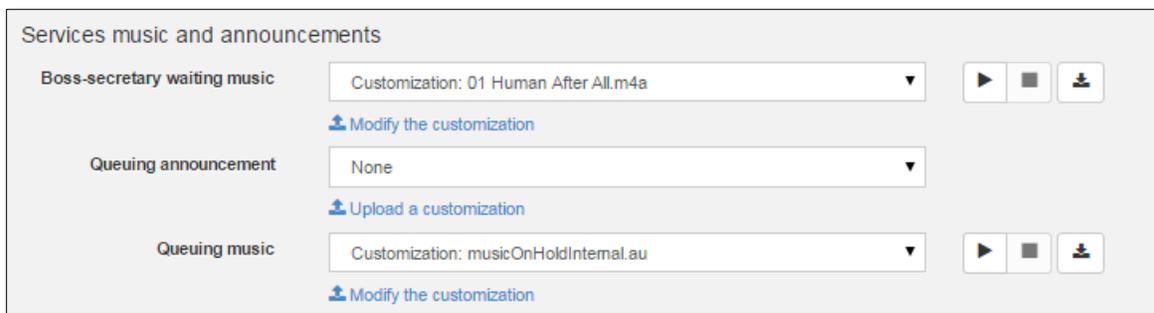
7. Audio Customization

7.1. User services announcements

On the Audio customization page, the section “Services music and announcement” shows the announcements required for the two services boss-secretary and call queuing.

For Boss-secretary service, you can set the waiting music by previewing, deleting or uploading it.

For the queuing service, there is two announcements to set: the welcoming announce and the queuing music. For both announcements, you can preview or delete the existing files or upload new files



The screenshot displays the 'Services music and announcements' configuration interface. It features three main sections:

- Boss-secretary waiting music:** A dropdown menu is set to 'Customization: 01 Human After All.m4a'. Below it is a blue link 'Modify the customization' and a set of playback controls (play, stop, delete).
- Queuing announcement:** A dropdown menu is set to 'None'. Below it is a blue link 'Upload a customization'.
- Queuing music:** A dropdown menu is set to 'Customization: musicOnHoldInternal.au'. Below it is a blue link 'Modify the customization' and a set of playback controls (play, stop, delete).

7.2. Music on Hold

Audio Customization shows all the music on hold throughout the enterprise. From this page you can see the different audio selections, you can preview the music and delete it – but you cannot upload new audio tracks, unless you have Top Level Administrator access.

Options under audio customization. Customizable per site, there is default music pre-programmed into the system. At the Top Level Administrator access, you can upload your own music, just be mindful of copyright law. You can preview the sound by pressing the play button to the right of each selection.

8. Conference Bridge

8.1. Label and DDI settings

Each conference bridge can have its own label. You cannot change the extension number associated with it, but you can add public numbers to it – so in case you want to give out a dedicated local or

toll-free number to the conference bridge - as opposed to just using the main number and conference bridge extension – via the auto attendant. To add public numbers just click on the box and search through the public numbers associated with the enterprise.

9. Auto Attendant

9.1. Capabilities and limitations (compare to advanced web admin portal)

This is a very limited auto attendant provisioning platform. You can have an open or closed announcement, set business hours, and add a very basic 5-option auto attendant. These options are 5 one-step transfers to different locations.

The only options on the auto attendant are open or closed – there are not advanced filtering options. For example, in an open state, the business is open from 9 AM – 5 PM Monday – Friday and you will have access to the five basic options. If closed, it will only play a message – you cannot access the five options.

You will only be able to view auto attendants created in MyTelephony, if the auto attendant was set up in the Web Admin Portal by the service provider - you cannot see it in MyTelephony.

9.2. Provisioning settings

9.2.1. Details

In this section of the IVR page you can assign a DDI to the IVR in order to make it reachable publically. myTelephony allows you to quickly find the DDI to assign by displaying the result corresponding to what you type in the search banner.

The screenshot shows a web interface titled "Details" for configuring an IVR. It contains three main sections:

- Name:** A text input field containing the value "MyWelcome".
- Extension:** A text input field containing the value "114".
- Public numbers:** A search input field with the placeholder text "Search public number". Below this field is a small note: "The public numbers to join directly this Auto Attendant from outside".

9.2.1. Opening closing hours

In this section of the IVR page you can set manually the state of the IVR, either open or closed. When you put the IVR in the open state, you can set a “Special announcement” (a promoting message for example). You can also set the opening and closing days and hours.

When you put the IVR to the closed state, you can set the “Close announcement” in order to notify the callers of the closed state.

9.2.2. Menu and choices

In this section of the IVR page you can set 5 one-step transfer options to different locations. Before setting the options, you should set the “Menu announcement” that will be played to the caller inviting it to make a choice.

After setting the options, you can set an “Exit announcement” to be played when the caller is exiting the IVR.

Touch	Action	Destination
1	Transfer	203 - Matthieu Doyennette
2	Transfer	122 - Robert group
3	Transfer	283 - Jean-Charles COLLIN
	Transfer	
	Transfer	

Please note that there is no default audio announcement for the IVR, you must upload your own recordings, again just be mindful of copyright law.

10. Miscellaneous

10.1. Preferences

If you click on the three bars in the right-hand corner, you'll get a drop down menu where you can select preferences and change the following:

Date format	American ▾
Hour format	12 ▾
First day of the week	monday ▾
Language	English ▾
Password	Change password

10.2. About

If you click on the three bars in the right-hand corner, you'll get a drop down menu where you can select About, which will give you the version of MyTelephony you're using.

10.3. Log out

If you click on the three bars in the right-hand corner, you'll get a drop down menu where you can select Log-out, which logs you out of the MyTelephony portal.

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