

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

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SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Introduction

Thank you for choosing the Switch Telecom Hosted Switchboard service. The Hosted Switchboard is hosted in the Switch Telecom network, so there is no physical device at your site. You have access to the switchboard through graphical user interface (GUI) in order for you to make changes to your system. This document provides a step-by-step guide on how to use the Hosted Switchboard GUI.

Accessing the Hosted Switchboard GUI:

Please log into the [Switch Telecom Client Zone](#) using your unique username and password.

Once logged in, click on the Services tab and select Service Management from the drop down.

A pop up will appear with all your Switch Telecom services. Click on the grey section of the table in order to open your Hosted Switchboard configuration menu (as per the image below).

Hosted Switchboard Services					
Status	Service Type	Name	Extensions	Service Fee	Recording Fee
Active	Hosted Switchboard	testnewpbx	10	R 250.00	R 0.00

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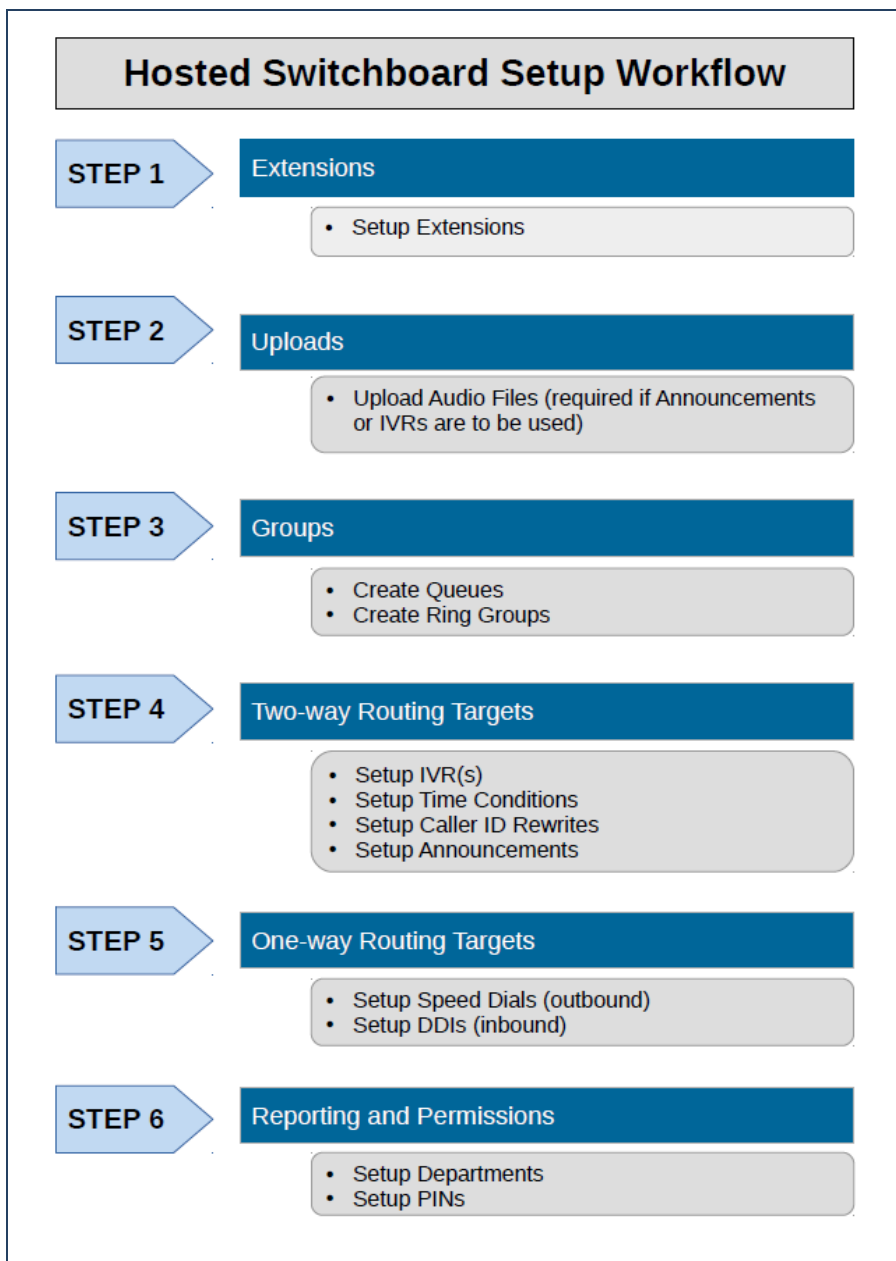
Glossary of Terms

- **Extension:** An extension can be seen as an internal line dedicated to an individual user on the Hosted Switchboard.
- **Pins:** A numerical code used to monitor and report on outbound dialling. This is used at the start of every call to access an outside line.
- **Audio File:** A file played back to your callers while waiting on hold or used for interactive voice response.
- **Provisioning:** The system of programming a handset to your Hosted Switchboard.
- **Auto Provisioning:** The system of automatically programming a handset to your Hosted Switchboard
- **Queue:** A group of extensions with a set of parameters to control inbound calls.
- **Time Condition:** A set of conditions that are used to control the flow of calls during different days of the week, times of the day and public holidays.
- **CallerID Rewrite:** A function used to change what is displayed on the screen of an incoming call.
- **Announcement:** An audio file played to callers to give them additional information.
- **Speed Dial:** A numerical code used as a short code to dial a full 10 digit number.
- **DDI - Direct Inward dialling:** A DDI (Also known as a DID), is the number or numbers allocated to your VoIP trunk. If you have multiple DDI's these can allow calls to bypass the operator and be directed straight to the required extension or queue.
- **IVR - Interactive Voice Response:** An IVR is used to allow callers to select their desired destination from a list of options presented to them via a voice message.
- **MOH - Music on Hold:** Music that is played back to callers when waiting on hold, or while waiting in a queue.
- **VoIP Trunk:** A VoIP Trunk is a multi-line service used in conjunction with your Hosted Switchboard.
- **Ring Strategies:** This is the manner in which the included extensions will ring when using a Queue. Please see page 17 for more information on Ring Strategies.
- **Show Path:** Once a DDI has been configured, Using the "Show Path" feature to confirm your setup.

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Workflow Diagram

It's incredibly important that you follow the steps in the Workflow Diagram below when setting up your Hosted Switchboard. We would recommend referring to this document throughout the set up.



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Extension Set-Up

The configuration menu will look like the inserted image below.

Hosted Switchboard - testnewpbx

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Trunks

Service Management

Hosted Service Status

Status	Active
Created	2016-11-15
Activated	2017-10-19
Extensions	10 total; 0 online; 10 offline; 0 unallocated
Service Fee	R250.00 (R 217.39+VAT)
Call Recording	Disabled
Server	vpbx2.switchtel.co.za
Manual Config Override	No

Save

Status	Ext	Name	Reg Status	Details	
X	400	Reception Main	UNKNOWN	IP: not registered User Agent: n/a	Edit
X	401	Susan Jane	UNKNOWN	IP: not registered User Agent: n/a	Edit
X	402	John Doe	UNKNOWN	IP: not registered User Agent: n/a	Edit
X	403	John Mobile	UNKNOWN	IP: not registered User Agent: n/a	Edit
X	404	James Dean	UNKNOWN	IP: not registered User Agent: n/a	Edit
X	405	Samantha Jacobs	UNKNOWN	IP: not registered User Agent: n/a	Edit
X	406	Jackie Heether	UNKNOWN	IP: not registered User Agent: n/a	Edit
X	407	Brendan Urie	UNKNOWN	IP: not registered User Agent: n/a	Edit

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Extension Set-Up Continued

Please proceed to the *Extensions (Bulk Edit)* tab to start adding your extension details.

Hosted Switchboard - testnewpbx

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Instructions:

Click on any field to edit it.

- to increment all fields below the one clicked.

- to duplicate all fields below the one clicked.

- Regenerate password only for the extension clicked.

- Regenerate password for the extension clicked and all extensions below it.

- Hover over this icon for more information.

Ext	Enabled	Name	SIP username	SIP password	Call Forward to Voicemail	Caller id	DDI
400	<input checked="" type="checkbox"/>	Reception Main	testnewpbx400	g7zmd6v5n8	<input checked="" type="checkbox"/> Enabled	0105000391	-- No DDI --
401	<input checked="" type="checkbox"/>	Susan Jane	testnewpbx401	89s6mej5czv	<input checked="" type="checkbox"/> Enabled	0105000391	-- No DDI --
402	<input checked="" type="checkbox"/>	John Doe	testnewpbx402	brdhmevscp3	<input checked="" type="checkbox"/> Enabled	0105000391	-- No DDI --
403	<input checked="" type="checkbox"/>	John Mobile	testnewpbx403	vd6yn85aejw3	<input checked="" type="checkbox"/> Enabled	0105000391	-- No DDI --
404	<input checked="" type="checkbox"/>	James Dean	testnewpbx404	dzph3cnkbv	<input checked="" type="checkbox"/> Enabled	0105000391	-- No DDI --
405	<input checked="" type="checkbox"/>	Samantha Jacobs	testnewpbx405	n6rw83zt9p	<input checked="" type="checkbox"/> Enabled	0105000391	-- No DDI --

Add the desired extension number of your first extension in the first “EXT” block, and edit the “SIP NAME” accordingly.

To sequentially continue with the extension range, select the “down arrow with the 1-9” button next to the extension number: Please see further guidelines listed under the Instructions section at the top of the page. Add the names associated to the extensions as needed and Click “Save” at the bottom of the page once you are happy with your changes.

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Extension Set-Up Continued

Please proceed to the Extensions Summary page. . The “SIP Username” and “SIP Password” listed on this page are the credentials you will need to set up each of the phones you would like to allocate to the relevant extension.

Hosted Switchboard - testnewpbx							
Service Status	Extensions Summary						
Departments	Ext	Enabled	Name	SIP username	SIP password	VM/FWD	Caller Id
Extensions Summary	400	✓	Reception Main	testnewpbx400	g7zmd6v5n8	✓	0105000391
EXT Extensions	401	✓	Susan Jane	testnewpbx401	89s6mej5czv	✗	0105000391
	402	✓	John Doe	testnewpbx402	brdhmevscp3	✓	0105000391

To confirm the server / registrar, select the “Service Status” tab, and see “Server” information.

<div>Service Status</div> <div>Departments</div> <div>Extensions Summary</div> <div>EXT Extensions</div> <div>Extensions (Bulk Edit)</div> <div>DDI Numbers</div> <div>Ring Groups</div> <div>IVRs</div> <div>Time Conditions</div> <div>Queues</div>	<div>Hosted Service Status</div> <table> <tr> <td>Status</td> <td>Active</td> </tr> <tr> <td>Created</td> <td>2016-11-15</td> </tr> <tr> <td>Activated</td> <td>2017-10-19</td> </tr> <tr> <td>Extensions</td> <td>10 total; 0 online; 10 offline; 0 unallocated</td> </tr> <tr> <td>Service Fee</td> <td>R250.00 (R 217.39+VAT)</td> </tr> <tr> <td>Call Recording</td> <td>Disabled</td> </tr> <tr> <td>Server</td> <td>vpbx2.switchtel.co.za</td> </tr> <tr> <td>Manual Config Override</td> <td>No</td> </tr> </table> <div>Save</div>	Status	Active	Created	2016-11-15	Activated	2017-10-19	Extensions	10 total; 0 online; 10 offline; 0 unallocated	Service Fee	R250.00 (R 217.39+VAT)	Call Recording	Disabled	Server	vpbx2.switchtel.co.za	Manual Config Override	No
Status	Active																
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Call Recording	Disabled																
Server	vpbx2.switchtel.co.za																
Manual Config Override	No																

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Extension Set-Up Continued

Proceed to the Extensions page in order to set up specific settings such as permissions (pins), voice mail options, call forward and outbound CallerID

Click on the relevant Extension and proceed to General Settings

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Ext	Enabled	Name	SIP username	SIP password	VM/FWD	Caller Id
- 400	✓	Reception Main	testnewpbx400	g7zmd6v5n8	✓	0105000391

General Settings

Ext Number

400

Name

Reception Main

SIP Username

testnewpbx400

SIP Password

g7zmd6v5n8

Pick-up Group

1

Concurrent Call Limit

2

Extension Enabled?

☒

Outbound Settings

Trunk

VoIP Trunk - testnewpbx (0105000391)

Caller ID

0105000391

Caller ID Restrict

Presented

Under *General Settings* you will also be able to change the name and pickup groups of a particular extension.

Important to note:

You are also able to reset the password for extension under general settings but we would strongly advise against changing the SIP username after the initial set-up of your Hosted Switchboard.

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Extension Set-Up – Voicemail and Call Forwarding

Voicemail Settings:

Here you can add your email address for voicemail notifications to be sent to a specific email address. You can also select to have the voice mail attached to the email when sent to the specified email address.

Voicemail Settings	
Email Notifications	Enabled ▼
E-mail Address ⓘ	support@Support.co.za
Attachments	Yes ▼
Operator	Yes ▼

Call Forward:

A call forward can be added to an individual extension based on the situation. By default, “Busy” “No answer” and “Unavailable” should all be set to go to the current extension’s voicemail box however, this can be changed as you see fit.

Busy - When the extension is currently in active use.

No Answer - When the extension is not answered after specified amount of time.

Unavailable - When the extension is not online, powered off, faulty or unregistered.

Unconditional - The will apply a call forward to this extension 24/7.

Note: To apply this change to all extensions, it may be easier to change this on the *Bulk Edit Page*.

Call Forwarding		
Condition	Target Type	Target
Busy	Disabled ▼	
No Answer	Disabled ▼	
	After	20 seconds (default: 20 seconds)
Unavailable	Disabled ▼	
Unconditional	Disabled ▼	

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Extension Set-Up – Permissions

Permissions:

Here you can block external calls, or international calls completely, or based on a pin (Page 29)
If external calls are “allowed with Pin”, International access is set with the Pin.

Permissions	
External Calls	<input type="text" value="Allow"/>
International Calls	<input type="text" value="Allow"/>
Restrict to IP address/range 	<input type="text"/>

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Extension Set-Up – Outbound Settings

Outbound Settings:

Outbound CallerID may be changed, if you have multiple numbers / DDI's linked to your Hosted Switchboard. Only available numbers on your trunk will be displayed.

Restricting the CallerID will show “private” when making outbound calls.

Outbound Settings	
Trunk	VoIP Trunk - testnewpbx (0105000391) ▼
Caller ID	0105000391 ▼
Caller ID Restrict	Presented ▼

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Audio Files

Uploading Audio Files

Audio files can be uploaded to the Hosted Switchboard and played back to your callers for different reasons. For example; A welcome message, on hold message, a message dedicated to a department, or an after-hours message to let your callers know you are closed.

On the left, select the “Audio Files” tab. Select “Choose File” and upload the file of your choice. Not all file formats are accepted, however, the system will automatically decline formats that cannot be used.

If the file being uploaded is dedicated to Hold Music, check the “Music on Hold” box. This will be available to be played to callers placed on hold, or callers waiting in a queue.

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Audio Files

#	Filename	Date Uploaded	MOH?	Enabled
No Audio Files found.				

Upload Audio File

Audio files for upload must be in the following format:

File Formats: .wav, .mp3

Max Upload Size: 8 MB

Choose File

No file chosen

Music on hold?

☐

Upload

Once your Audio file has been successfully uploaded, it can be used to create an announcement, please proceed to the next page.

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Setting up a Queue

On the left hand side of the page, click on the “Queues” tab. On this page, you can add new queues.

Click “Add a new Queue”, give it a name and tick the extensions you would like added to this group. Click “Save”.

Queues differ from Ring groups where you are able to add more configuration options to Queues. Different options such as announcements, dedicated music on hold and ring strategies to name a few.

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Queues

	Name	Queues
+	Accounts	408: Ext 408
+	Operator	400: Reception Main
+	Support	401: Susan Jane, 402: John Doe, 403: John Mobile, 404: James Dean

Add Queue

- Click here to configure and add a new Queue

General Settings

Queue Name

Strategy

Queue Name

Strategy

Disabled

Timeout

Setting	Target Type	Target
Queue Timeout Target	Disabled	
Queue Timeout		15

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Setting up a Queue Continued

Ring Strategies can be selected under the *Strategy* drop down as follows:

Disabled: This is a default setting which allows inbound calls to ring on all extensions simultaneously.

Ringall: allows all inbound calls to ring on all extensions simultaneously.

Leastrecent: allows inbound calls to ring the extension that has been idle the longest.

Fewestcalls: allows inbound calls to ring the extension that has had the fewest amount of calls for the day.

Random: the system will pick a random extension to ring.

RRmemory: (Round Robin with memory) inbound calls will ring extensions in a numerical sequence, keeping track of which extension was last on a call.

Timeout and “fail over” options can be added if you would like calls to be redirected after a period of time. For example; Calls ring in the group for 30 seconds, then go to a dedicated extension or Voicemail. In the “Target Type” menu, simply select the option you would like and then assign the target appropriately. Leaving this disabled will ring calls in the group until answered.

NOTE: You can set up multiple queues, and particular extensions may be added to multiple queues.

NOTE: To change the Music on Hold for a queue, please see Page 13.

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Inbound Call Set-Up – Queue

In order to set up the inbound calling to a queue, you will have to have set up the relevant queue first.
(Page 14)

On the left hand side of the page, click on the “DDI Numbers” tab. This will list all numbers you have associated to your Hosted Switchboard.

Click on the DDI you would like to set up (if you have more than 1). This will drop down the different options available.

- Under the “Target Type” menu, select, “Queue”.
- Then under “Target” Select the Queue you have created.
- Click Save.

DDIs			
	DDI	Target Type	Target Number/Name
-	0105000391	Caller ID Rewrite	James

DDI Settings

Target Type

Queue ▼

Target

Accounts ▼

Save

[Show History](#)

[Show Path](#)

NOTE: Use the *Show Path* feature to confirm the set-up.

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Ring Groups

Setting up a Ring Group

On the left hand side of the page, click on the Ring Group tab. In this page, you may add a new group.

Click “Add a new Group” give it a name and tick the extensions you would like added to this group. Click “Save”.

Timeout and “Fail over” options can be added if you would like calls to be redirected after a period of time, for example; Calls ring in the group for 30 seconds, then go to a dedicated extension or Voicemail. In the “Target Type” menu, simply select the option you would like, thereafter assign the target appropriately. Leaving this disabled will ring calls in the group until answered. (More information on fail over options can be found on Page 33).

NOTE: Ring Group will ring ALL associated extensions simultaneously with no options. If you would like options or a ring strategy, please set up a “Queue” (See Page 14).

NOTE: You can set-up multiple ring groups, and particular extensions may be added to multiple ring groups.

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Ring Groups

Name	Extensions
- James	400: Reception Main

General Settings

Ring Group Name Incoming Calls

Routing

Condition	Target Type	Target
Timeout	Disabled	
After	0 seconds	
Unavailable	Disabled	
Busy	Disabled	

Extensions

☒ 400: Reception Main
☐ 401: Susan Jane
☒ 402: John Doe

☐ 403: John Mobile
☐ 404: James Dean
☐ 405: Samantha Jacob...

☐ 406: Jackie Heether
☐ 407: Brendan Urie
☐ 408: Ext 408

☐ 409: Ext 409

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Inbound Calls to Ring Group

Inbound Calls set-up to ring on multiple extensions

Once you have set up a Ring Group you can set up a Ring Group for multiple extensions
On the left hand side of the page, click on the “DDI Numbers” tab. This will list all numbers you have associated to your Hosted Switchboard.

Click on the DDI you would like to set up (if you have more than 1). This will drop down the different options available.

- Under the “Target Type” menu, select, “Ring Group”.
- Then under “Target” Select the Ring Group you would like calls to ring to.
- Click Save.

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DDIs

	DDI	Target Type	Target Number/Name
+	0105000391	Ring Group	Incoming Calls

DDI Settings

Target Type

Ring Group ▼

Target

Incoming Calls ▼

Save

Show History

Show Path

NOTE: Use the *Show Path* feature to confirm the set-up.

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IVR

Setting up IVR's

On the left hand side of the page, click on the "IVR" tab. In this page, you may add a new IVR. IVR's are used to allow callers to select the option that best suits the reason for their call.

Example: "Press 1 for Sales, 2 for Accounts 3, for Admin"

NOTE: To create an IVR, you need to have loaded an audio file first. A single audio file will be required for IVR. (Please see page 12)

NOTE: When "Include Extension" is set to yes, you may key in a direct extension number, rather than an IVR option.

Select "add a new" IVR. Give your IVR a name, and assign an audio file that will be played to callers. In the below *Number Options*, assign a *Target Type* for each option you have, followed by where you would like the calls to go if that option is selected. Any Target Type of your choice can be used here, such as, voicemail, queues, direct extensions, ring groups etc. In the below example, 0 is for the Reception extension, 1 is for Ring Group "Incoming calls" and 2 is for Queue "Sales".

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IVRs		
	Name	Include Extensions
-	Self Help Accounts	X

General Settings
Name: Main
Announcement Prompt: JamesTel IVR Welcome Audio.mp3 0:00
Invalid Option Prompt: None 0:00
Include Extensions: No

Options

Option Number	Target Type	Target
0	Internal Extension	400: Reception Main
1	Ring Group	Incoming Calls
2	Queue	Accounts
3	Disabled	
4	Disabled	

An IVR Timeout option can be used when there is no input received from your caller. Any target destination can be used. As an example, if no option is pressed by the caller, calls maybe routed to an operator queue after the IVR has been heard twice.

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Inbound Call Set-Up – IVR Options

*Please set up an IVR before you continue with this section (Page 18)

*IVR can be set to ring any option: Queue, ring group, direct extension etc. Please set these up before proceeding with this section.

On the left hand side of the page, click on the “DDI Numbers” tab. This will list all numbers you have associated to your Hosted Switchboard.

Click on the DDI you would like to set up (if you have more than 1). This will drop down the different options available.

- Under the “Target Type” menu, select, “IVR”.
- Then under “Target” Select the IVR you have created.
- Click Save.

DDIs			
	DDI	Target Type	Target Number/Name
-	0105000391	Ring Group	Incoming Calls

DDI Settings

Target Type

IVR ▼

Target

Self Help Welcome ▼

Save

Show History

Show Path

NOTE: Use the *Show Path* feature to confirm the set-up.

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Time Conditions

This function should be used if you would like to apply a set of conditions to change how your system responds at different times of the day. For example, Monday to Friday 8am to 5pm, calls will ring at reception, thereafter calls get sent directly to a voice mail box.

On the left hand side of the page, click the *Time Conditions* tab.

Hosted Switchboard - testnewpbx

<ul style="list-style-type: none"> Service Status Departments Extensions Summary EXT Extensions Extensions (Bulk Edit) DDI Numbers Ring Groups IVRs Time Conditions 	<h4>Time Conditions</h4> <table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Match Target Type</th> <th>Match Target</th> <th>Enabled</th> </tr> </thead> <tbody> <tr> <td>+ Office Hours</td> <td></td> <td>Disabled</td> <td></td> <td>✓</td> </tr> <tr> <td>+ Test Date Range</td> <td></td> <td>Hangup Call</td> <td></td> <td>✓</td> </tr> </tbody> </table> <h4>Add Time Condition</h4> <p>- Click here to configure and add a new Time Condition</p> <h5>General Settings</h5> <p>Name <input type="text"/></p> <p>Enabled <input type="text" value="No"/></p>	Name	Description	Match Target Type	Match Target	Enabled	+ Office Hours		Disabled		✓	+ Test Date Range		Hangup Call		✓
Name	Description	Match Target Type	Match Target	Enabled												
+ Office Hours		Disabled		✓												
+ Test Date Range		Hangup Call		✓												

To add a new Time Condition, click “Add”. Name the new Time Condition, and set enabled to “Yes”. If the condition is reoccurring, select type “weekly”. Here you can select the days of the week, and the times at which you would like this rule applied. Add your business hours, and routing options. “Time condition Matched” is the target that is selected during office hours, and “Time Condition Match Failed” is the target that is selected outside of business hours.

Click “Save”.

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Time Conditions Continued

In the below example, Monday to Friday, 8am to 5pm, calls go to “Reception” (Time Condition Matched)
After 5pm, calls go to “James Voicemail” (Time Condition Failed)

NOTE: “Include Public Holidays = No” will automatically send calls to the “Time Condition Failed” option on South African Public Holidays.

NOTE: Time Conditions can be applied to any incoming call options e.g.: Direct to extension, Ring Group, Queues and IVRS.

Time Conditions					
	Name	Description	Match Target Type	Match Target	Enabled
-	Office Hours		Disabled		✓

General Settings

Name:

Enabled:

Date Conditions

Type:

Include Public Holidays:

Days: ☒ Mon | ☒ Tue | ☒ Wed | ☒ Thu | ☒ Fri | ☐ Sat | ☐ Sun

Time: From: : to :

Routing

	Target Type	Target
Time Condition Matched	<input type="text" value="Internal Extension"/>	<input type="text" value="400: Reception Main"/>
Time Condition Match Failed	<input type="text" value="Voicemail"/>	<input type="text" value="404: James Dean"/>

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Inbound Call Set-Up – Time Conditions

Please setup your specific time conditions before continuing. (Page 21)

Once your time conditions have been applied, on the left hand side of the page, click on the “DDI Numbers” tab. This will list all numbers you have associated to your Hosted Switchboard.

Click on the DDI you would like to set up (if you have more than 1). This will drop down the different options available.

- Under the “Target Type” menu, select, “Time Conditions”.
- Then under “Target” Select the time condition you have already created.
- Click Save.

Remember in the “Time Conditions” menu, you can set the calls to follow any option you want such as ring groups, queues, voice mail boxes and dedicated extensions, based on the time of the day.

DDIs			
	DDI	Target Type	Target Number/Name
-	0105000391	Time Condition	Office Hours

DDI Settings

Target Type

Time Condition ▼

Target

Office Hours ▼

Save

Show History

Show Path

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

CallerID Rewrite

Some set-ups require a word or name displayed on the phone for incoming calls. That is, once a selection is made in the IVR, the selected option is displayed to the agent. This is very useful when a single agent answers calls for multiple departments.

For example, inbound callers select “Option 1 for Sales”, and the word “Sales” is required to be displayed on the phone.

This can be done by selecting the “CallerID Rewrite” tab.

Name your CallerID and click “add”

Caller ID Rewrites

	Description	Name	Number	Enabled
-	Support (Click to expand)	Support Department	0105000412	✓

General Settings

Description

Support

Name

Support Department

Number

0105000412

Enabled

☒

Routing

Target Type

Queue

Target

Support

Save

Delete

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

CallerID Rewrite Continued

The description can be anything you like.

“Name” is the word that will be displayed on the handset of the extension that answers the call.

“Number” is the number that will be displayed when making outbound calls. (You may only use numbers that are applied your system)

To use the CallerID you have just created, you will need to add it between your set-up option, and the destination.

For example, when using the IVR set-up, option 2 must point to “CallerID Rewrite”, and the target of the CallerID Rewrite, must be the desired destination.

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Announcements

An announcement can be used to give clients more information such as office hours, IVR options, advertisements and department details. When setting up, an announcement can be used preceding any incoming call option. The only Difference is that the DDI needs to be directed to an “Announcement” first before your desired Target.

NOTE: When using time conditions, the “Time Condition” must be in use by the DDI. Then the “Announcement” will be used as the target by the “Time Condition”

NOTE: When using an IVR, the Audio file can be selected directly to be used for the IVR options. Rather than an “Announcement”

On the left, select the “Announcements” tab. Name, your announcement, and assign an audio file, then add the Target for the call. The Target can then be set up in the manner you require, as an example; Ring Group, direct extension. In the example below, the announcement plays the “Welcome Audio” file, and then sends calls to the Reception extension, 100.

Caller ID Rewrites

	Description	Name	Number	Enabled
-	Support (Click to expand)	Support Department	0105000412	✓

General Settings

Description

Support

Name

Support Department

Number

0105000412

Enabled

☒

Routing

Target Type

Queue

Target

Support

Save

Delete

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Speed Dials

Setting up Speed Dials

On the left hand side of the page, click the “Speed Dials” tab.

Speed dials are used to create short numbers, linked to full destination numbers. For example, “444” can be set to dial Switch Telecom Support 087 550 0000.

In this example, when dialling “444”, a call will be placed to “087 550 0000”

On this page, you will also see “System Codes”. These are used as standard functions across all systems, however, they may be changed if need be. Example: 88 for pickup, 97 for call forward, and 99 for voicemail.

Hosted Switchboard - testnewpbx

Service Status

Departments

Extensions Summary

EXT Extensions

Extensions (Bulk Edit)

DDI Numbers

Ring Groups

IVRs

Time Conditions

Queues

PINs

Speed Dials

Speed Dials

	Speed Dial	Name	Target Type	Target	Enabled
+	88	Pickup	System Code	pickup	✓
+	97	Call Forwarding	System Code	callforwarding	✓
+	99	Voicemail	System Code	voicemail	✓
+	123	Self Help	Announcement	Tech 1	✓
+	444	Switch Telecom Support	Destination Number	0875500000	✓

Add Speed Dial

+

Click here to configure and add a new Speed Dial

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Inbound Call Set-Up – Direct to Dedicated Extension

On the left hand side of the page, click on the “DDI Numbers” tab. This will list all numbers you have associated to your Hosted Switchboard.

Click on the DDI you would like to set up (if you have more than 1). This will drop down the different options available.

- Under the “Target Type” menu, select, “Internal Extension”.
- Then under “Target” Select the extension you would like calls to ring to (Reception etc.).
- Click “Save”.

DDIs			
	DDI	Target Type	Target Number/Name
+	0105000391	Internal Extension	400: Reception Main

DDI Settings

Target Type

Internal Extension ▼

Target

400: Reception Main ▼

Save

NOTE: Use the *Show Path* feature to confirm the set-up.

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Setting up Departments

Select the “Departments” tab and add the name of your required department. In the below example, the “Support” department has been created and Ext 102 and 103 are part of this department. Extension 101 is part of the “Director” department.

Extensions can only be part of 1 department at a time, and as they are added to a department, the extension is removed from the list for other departments.

Hosted Switchboard - testnewpbx

Service Status

Departments

Extensions Summary

EXT Extensions

Extensions (Bulk Edit)

DDI Numbers

Ring Groups

IVRs

Time Conditions

Queues

PINS

Speed Dials

Audio Files

Create Department

Department Name

+ Add

Hosted Service Departments

Name	Extensions
- Manager (Click to expand)	

General Settings

Department Name

Manager

Extensions

☐ 400: Reception Main
☒ 401: Susan Jane
☐ 402: John Doe
☐ 403: John Mobile

☐ 404: James Dean
☐ 405: Samantha Jacob...
☐ 406: Jackie Heather
☐ 407: Brendan Urie

☐ 408: Ext 408
☐ 409: Ext 409

Save

Delete

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Pin Codes

Setting up Pin Codes

On the left hand side of the page, click the “Pins” tab.

To add a new pin, click add, apply a name and pin, and set to enabled. Click “Save”. The “Name” is what will be displayed in the CDR’s (Call Detail Records)

Pin codes are used to track, monitor and manage user’s outbound calls.

On this page, you can simply allow or block International dialling, however, to apply a pin to a specific extension, please see the permissions menu in the *Extensions* tab.

Hosted Switchboard - testnewpbx

Service Status

Departments

Extensions Summary

EXT Extensions

Extensions (Bulk Edit)

DDI Numbers

Ring Groups

IVRs

Time Conditions

Queues

PINs

Speed Dials

Audio Files

PINs

	Caller Id	PIN Number	Allow International	Enabled
+	Samantha	12322	✓	✓
+	James	88882	✗	✓

Add PIN

Click here to configure and add a new PIN

PIN Settings

Caller Id

PIN ⓘ

Allow International Calls

Status

No ▾

Disabled ▾

Save

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Advanced Settings - Multiple Time Conditions

Some set-ups have different office hours on different days / weekends.

For example, it is common to have Monday to Thursday, 8am to 5pm, and Friday 8am to 3pm, or additional hours on Saturdays. This set-up may seem advanced to set up, however is possible with the Switch Telecom Hosted Switchboard.

First, create 2 separate time conditions (as per Page 20). One for Monday to Thursday, and the second; just for Fridays.

Time Condition Monday to Thursday - Matched Target = Here you may select your desired target type destination for incoming calls.

Time Condition Monday to Thursday - Failed Target = Here you must select the second time condition you have created specifically for Fridays.

Time Condition Friday - Matched Target = Here you may select your desired target type destination for incoming calls as you did on the first time condition.

Time Condition Friday - Failed Target = Here you select your desired After Hours target type destination.

General Settings

Name

Office Hours

Enabled

Yes

Date Conditions

Type

Weekly

Include Public Holidays

No

Days

☒ Mon
☒ Tue
☒ Wed
☒ Thu
☒ Fri
☐ Sat
☐ Sun

Time

From:

8

:

00

to

17

:

00

Routing

	Target Type	Target
Time Condition Matched	Internal Extension	400: Reception Main
Time Condition Match Failed	Time Condition	Friday

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Show Path

Please remember that you are able to use the *Show Path* feature to confirm that your set-up is correct. Once a DDI has been configured, a link will appear called *Show Path*. Selecting this will show a pop up of the graphical call flow of that particular DDI.

DDIs			
	DDI	Target Type	Target Number/Name
+	0105000391	Time Condition	Office Hours

DDI Settings

Target Type
Time Condition ▼

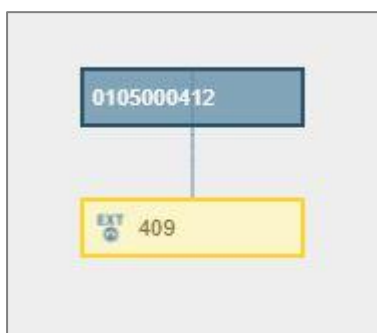
Target
Office Hours ▼

Save

Show History

Show Path

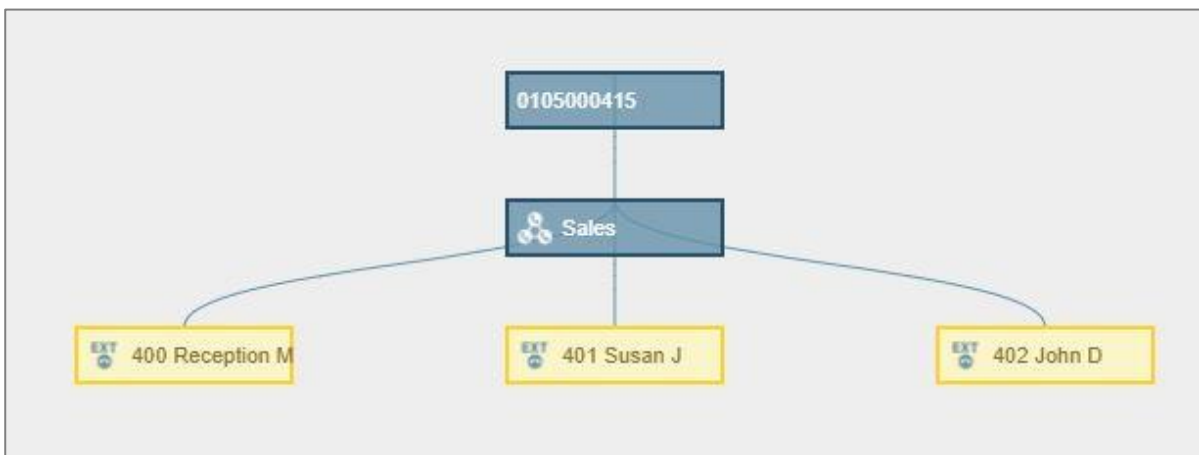
For example, if a DDI is linked directly to an Internal Extension, your call path will show the following;



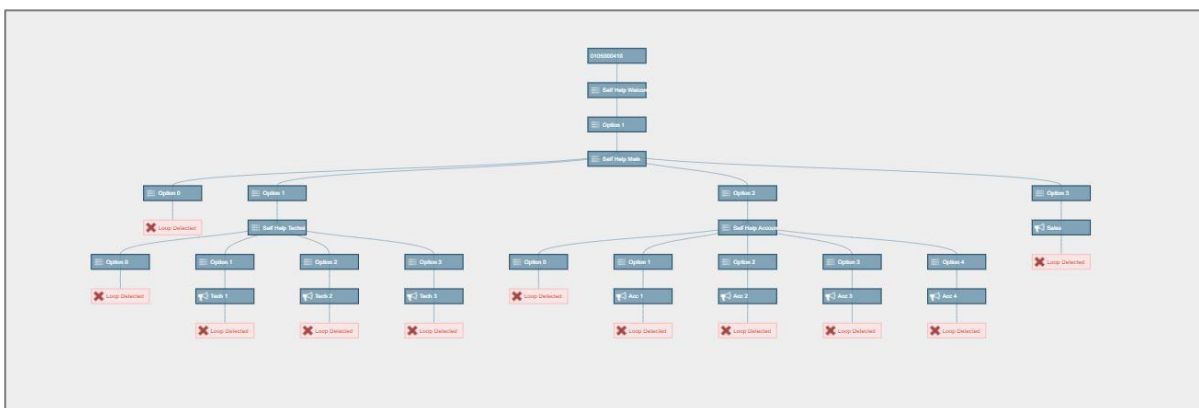
SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Show Path Continued

A DDI linked to a Ring Group, will show the extensions in the group like so;



When a DDI is linked to a full system setup, it may look like so;



“Show path” has the additional benefit of showing which extensions are online or not. Yellow means the extension is not currently registered, and green means the extension is online as normal.

Also, Holding ctrl on your keyboard, and left clicking an extension on the *Show Path* page, will take you to the setting of that individual extension.

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Advanced Settings - Fail-over and Timeout Settings

Some set-ups require different scenarios whereby calls may be directed to a different option after a certain amount of time.

For example, incoming calls ring at Reception for 20 seconds, then at a Ring group.

*For this example, we need to confirm that the Ring Group is created before we continue – See Page 16

First set the incoming DDI to ring at an “Internal Extension” (See page 27)

Then edit the “Call Forward” settings for that specific extension (Page 9) to ring at the Ring Group you have created. This is done by setting the “No Answer Condition” to “Target Type Ring Group” and the target Ring Group you have created.

Call Forwarding

Condition	Target Type	Target
Busy	Ring Group ▼	Incoming Calls ▼
No Answer	Ring Group ▼	Incoming Calls ▼
	<div>After</div> <div>20 seconds (default: 20 seconds)</div>	
Unavailable	Ring Group ▼	Incoming Calls ▼
Unconditional	Disabled ▼	

When all inbound calls are directed to a dedicated extension, E.g. Reception, it is good practice to apply a failover on this extension. Setting a voicemail on "Busy", "No Answer" and "Unavailable" conditions, will ensure that no calls are lost, if the reception extension is offline for any reason.

Timeout and fail overs can be applied to most set-up “Targets”. For example, Ring groups, Queues, Announcements and Extensions etc.

SWITCH TELECOM HOSTED SWITCHBOARD SELF-HELP USER MANUAL

Overview

This document covers the basics about the Hosted Switchboard GUI. If you require any assistance or further customisation, please, do not hesitate to contact a Switch Telecom Specialist:

SERVICE DESK CONTACTS

Telephone:	087 550 0000
E-mail – faults and technical:	support@switchtel.co.za