

Web Portal Cloud Telephony

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1. Set password admin page

Go to the website <http://cloudtelephony.orange.be>

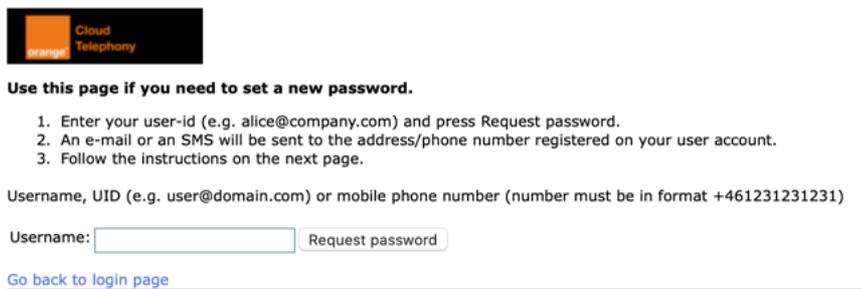
If you don't remember your password, ask a new one.



Enter username or mobile phone (you received it in an email coming from noreply.cloudtelephony@services.orange.be)

Eg username user.1@domaincustomer.be

Eg mobile phone +324.....

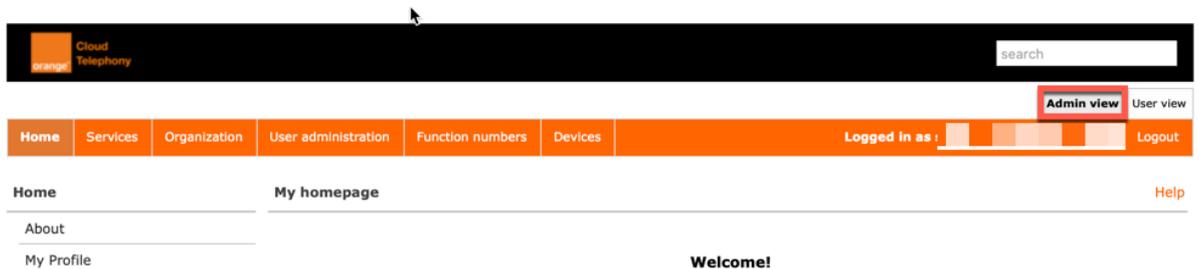


An e-mail or an SMS will be sent to the address/phone number registered on your user account

2. Admin Login

Go to the website <http://cloudtelephony.orange.be>

Select **admin view**



3.Menu Services -> Contact lists

Contacts can exist in an organization, group and user scope. A user inherits contacts that are defined for the organization and all groups where he/she is a member.

Services **Contact lists** Help

Contact lists

Contacts can exist in an organization, group and user scope. A user inherits contacts that are defined for the organization and all groups where he/she is a member.

Organization

Configure for all users in the organization

User

Enter part of user ID, first or last name:

User group

Prio.	Group	
1	Everybody	▲▼
2	Incoming rules	▲▼
3	Outgoing rules	▲▼
4	Reports	▲▼
5	CC	▲▼
6	Steven	▲▼
7	ACD Supervisor	▲▼

On the **Contact Lists** page, choose the desired level to configure the settings on, i.e. organizational, user group, or user level:

- To configure on the organization level: Click the **Configure for all users in the organization** option under **Organization**.
- To configure on the user group level: Click one of the groups under the **User group** section.
- To configure on the individual user level: Use the search function under the **User** section. Enter a part of the user Id and click **Search** to select the desired user.

3.1 Add contact

Click on Create new contact

Services **Mandatory contacts** Help

Contact lists

Mandatory contacts

Mandatory contacts can't be removed by the user from their contact list.

No favourites

[Add contact](#)

External contacts

External contacts

Add external contacts manually or by importing a CSV-file.

No contacts

[Create new contact](#)

[Import contacts](#)

Contact list templates

Contact list templates

Select which group(s) or users that should be presented in the favourites contact list for the users in your groups. The template will be applied to the contact lists of newly created users or when the template is re-applied.

Name	Username	Company	Type
		BKM	All users

Add groups or users to your favourite template...
Add external contact to your favourite template...

Re-apply templates

Caution!

Re-applying the contact list templates for a user, group or organization will remove all previous favourites added from templates before adding new favourites according to current templates. Favourites added by the user won't be affected.

Fill in all the necessary info and select Add phone number

The screenshot shows a 'Create new contact' form. On the left, there is a 'Contact lists' sidebar. The main form contains several input fields: Company, Department, First name, Last name, Short name, Street, Postal code, City, Country, Email, Speed dial, and Contact Type (with a 'Favourite' dropdown). Below these is a 'Phone numbers' section with a table header: Type, Phone number, Abbreviated number, Preferred number. An 'Add phone number' button is highlighted with a red arrow. At the bottom are 'Save' and 'Cancel' buttons.

Always use number format +32

The screenshot shows a dialog box for adding a phone number. It has an 'Add phone number' button at the top. Below it is a 'Type' dropdown menu set to 'Work'. The 'Phone number' field contains '+3227118892'. There is an empty 'Abbreviated number' field. At the bottom are 'Apply', 'Cancel', 'Save', and 'Cancel' buttons.

Select save

3.2 Delete contact

To delete a contact, select the red cross next to the contact

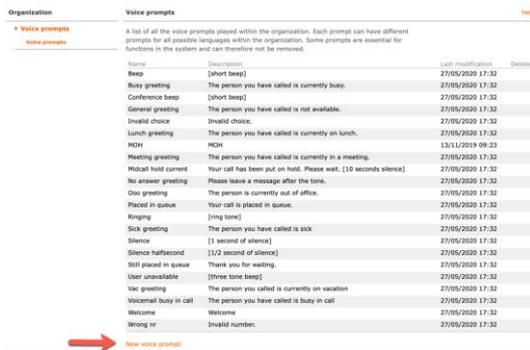
The screenshot shows a table titled 'External contacts'. The table has two columns: 'Name' and 'Company'. A single row is visible with 'demo contact' in the 'Name' column. To the right of this row is a red square button containing a white 'X', which is used for deleting the contact. Below the table are links for 'Create new contact' and 'Import contacts'.

4.Menu Organization -> Voice Prompts

4.1 add new voice prompt

To add a new voice prompt:

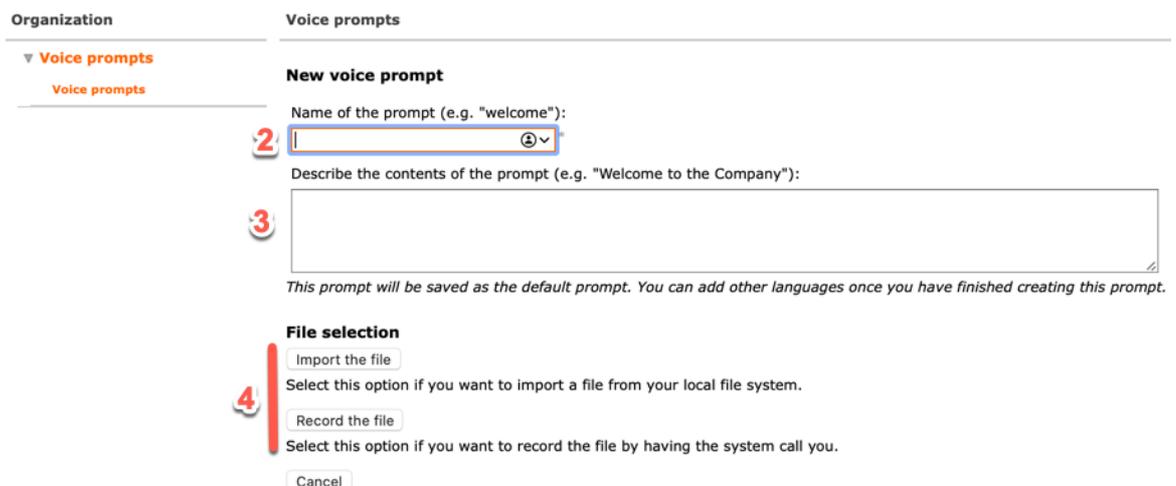
1. On the **Service voice prompts** page, click **Add new prompt**.



The screenshot shows the 'Voice prompts' page with a table of existing prompts. A red arrow points to the 'New voice prompt' button at the bottom left of the table.

Name	Description	Last modification	Delete
Beep	[short beep]	2/10/2020 17:32	
Busy greeting	The person you have called is currently busy.	2/10/2020 17:32	
Conference beep	[short beep]	2/10/2020 17:32	
General greeting	The person you have called is not available.	2/10/2020 17:32	
Invalid choice	Invalid choice.	2/10/2020 17:32	
Lunch greeting	The person you have called is currently on lunch.	2/10/2020 17:32	
MCH	MCH	13/11/2019 09:23	
Meeting greeting	The person you have called is currently in a meeting.	2/10/2020 17:32	
Midcall hold current	Your call has been put on hold. Please wait. [10 seconds silence]	2/10/2020 17:32	
No answer greeting	Please leave a message after the tone.	2/10/2020 17:32	
Ooo greeting	The person is currently out of office.	2/10/2020 17:32	
Placed in queue	Your call is placed in queue.	2/10/2020 17:32	
Ringin	[ring tone]	2/10/2020 17:32	
Sick greeting	The person you have called is sick.	2/10/2020 17:32	
Silence	[1 second of silence]	2/10/2020 17:32	
Silence halfsecond	[1/2 second of silence]	2/10/2020 17:32	
Still placed in queue	Thank you for waiting.	2/10/2020 17:32	
User unavailable	[three tone beep]	2/10/2020 17:32	
Vac greeting	The person you called is currently on vacation.	2/10/2020 17:32	
Vocalmail busy in call	The person you have called is busy in call.	2/10/2020 17:32	
Welcome	Welcome.	2/10/2020 17:32	
Wrong nr	Invalid number.	2/10/2020 17:32	

2. Add the **Prompt Name**. The name of the prompt is used to identify this prompt to the different services in the system
3. Describe the content of the prompt in the **Prompt description** field. The description contains information which allows the administrator to remember the content of this prompt. A good rule is to enter the complete prompt phrase.
4. To upload the actual prompt file to the system, the following two options exist in **Prompt(s)**:
 - o **Import the file**: Choose your `.wav` or `.aiff` file from your file system, then click **Import** to upload.
 - o **Record the file**: Get a callback call and record the prompt on the fly. Enter a phone number of a user in the system and click **Initialize call**. Instructions will be provided in the call.



The screenshot shows the 'New voice prompt' form. It includes a text input field for the prompt name (annotated with '2'), a large text area for the prompt description (annotated with '3'), and a 'File selection' section with 'Import the file' and 'Record the file' buttons (annotated with '4').

Organization | **Voice prompts**

▼ **Voice prompts**

New voice prompt

Name of the prompt (e.g. "welcome"):

Describe the contents of the prompt (e.g. "Welcome to the Company"):

This prompt will be saved as the default prompt. You can add other languages once you have finished creating this prompt.

File selection

Import the file

Select this option if you want to import a file from your local file system.

Record the file

Select this option if you want to record the file by having the system call you.

Cancel

4.2 Delete prompt

To delete a prompt, select the red cross next to the prompt



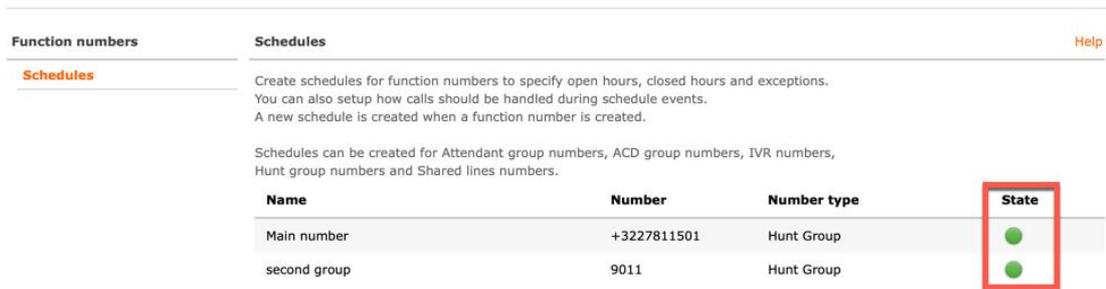
4.3 Format prompts

If you import an existing prompt, the prompts need to be a PCM encoded .wav or .aiff audio file. When uploading a file, it will automatically be converted to A-Law, 8kHz mono format.

5. Menu Function Numbers -> Schedules

Schedules are used to set opening hours on function numbers and add/change the **prompts** you want to use for each event.

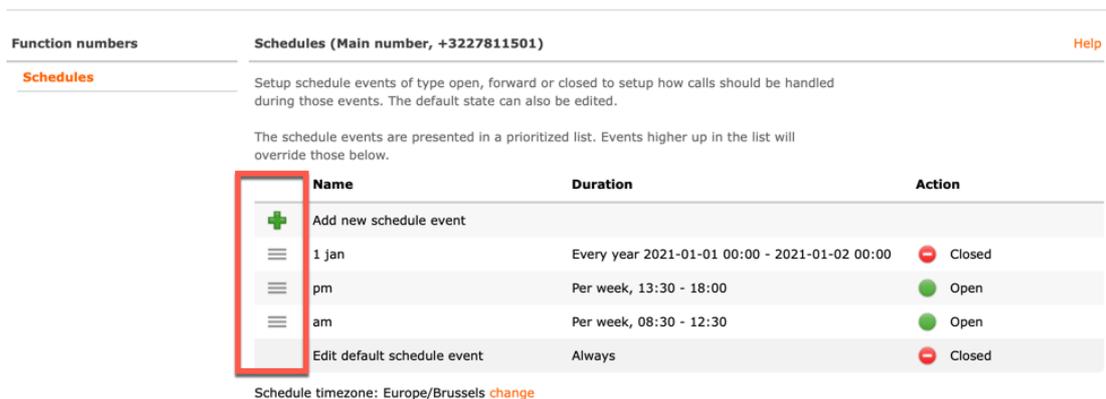
In the **Schedules** page, all your function numbers are listed with the current state, green for open and red for closed.



The screenshot shows the 'Schedules' page with a table of function numbers. The table has columns for Name, Number, Number type, and State. The State column shows green dots for open and red dots for closed. A red box highlights the State column.

Function numbers	Schedules	Help												
Schedules	Create schedules for function numbers to specify open hours, closed hours and exceptions. You can also setup how calls should be handled during schedule events. A new schedule is created when a function number is created. Schedules can be created for Attendant group numbers, ACD group numbers, IVR numbers, Hunt group numbers and Shared lines numbers.													
	<table border="1"><thead><tr><th>Name</th><th>Number</th><th>Number type</th><th>State</th></tr></thead><tbody><tr><td>Main number</td><td>+3227811501</td><td>Hunt Group</td><td>●</td></tr><tr><td>second group</td><td>9011</td><td>Hunt Group</td><td>●</td></tr></tbody></table>	Name	Number	Number type	State	Main number	+3227811501	Hunt Group	●	second group	9011	Hunt Group	●	
Name	Number	Number type	State											
Main number	+3227811501	Hunt Group	●											
second group	9011	Hunt Group	●											

Add schedule events to configure your preferred opening hours for the function numbers. The schedule events are matched from top to bottom and the state is set by the first match. You can reorder your scheduled events by dragging and dropping them.



The screenshot shows the 'Schedules (Main number, +3227811501)' page with a table of schedule events. The table has columns for Name, Duration, and Action. The Action column shows red minus signs for closed and green plus signs for open. A red box highlights the first row.

Function numbers	Schedules (Main number, +3227811501)	Help																		
Schedules	Setup schedule events of type open, forward or closed to setup how calls should be handled during those events. The default state can also be edited. The schedule events are presented in a prioritized list. Events higher up in the list will override those below.																			
	<table border="1"><thead><tr><th>Name</th><th>Duration</th><th>Action</th></tr></thead><tbody><tr><td> Add new schedule event</td><td></td><td></td></tr><tr><td> 1 jan</td><td>Every year 2021-01-01 00:00 - 2021-01-02 00:00</td><td> Closed</td></tr><tr><td> pm</td><td>Per week, 13:30 - 18:00</td><td> Open</td></tr><tr><td> am</td><td>Per week, 08:30 - 12:30</td><td> Open</td></tr><tr><td> Edit default schedule event</td><td>Always</td><td> Closed</td></tr></tbody></table> <p>Schedule timezone: Europe/Brussels change</p>	Name	Duration	Action	 Add new schedule event			 1 jan	Every year 2021-01-01 00:00 - 2021-01-02 00:00	 Closed	 pm	Per week, 13:30 - 18:00	 Open	 am	Per week, 08:30 - 12:30	 Open	 Edit default schedule event	Always	 Closed	
Name	Duration	Action																		
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 pm	Per week, 13:30 - 18:00	 Open																		
 am	Per week, 08:30 - 12:30	 Open																		
 Edit default schedule event	Always	 Closed																		

The default state is that the function number is closed, but this can be edited.

Function numbers **Schedules (Main number, +3227811501)** Help

Schedules

Setup schedule events of type open, forward or closed to setup how calls should be handled during those events. The default state can also be edited.

The schedule events are presented in a prioritized list. Events higher up in the list will override those below.

Name	Duration	Action
Add new schedule event		
1 jan	Every year 2021-01-01 00:00 - 2021-01-02 00:00	Closed
pm	Per week, 13:30 - 18:00	Open
am	Per week, 08:30 - 12:30	Open
Edit default schedule event	Always	Closed

Schedule timezone: Europe/Brussels [change](#)

You can add repeating schedule events or events for specific dates.

Function numbers **Schedules (Main number, +3227811501)** Help

Schedules

Setup schedule events of type open, forward or closed to setup how calls should be handled during those events. The default state can also be edited.

The schedule events are presented in a prioritized list. Events higher up in the list will override those below.

Name	Duration	Action
Add new schedule event		
1 jan	Every year 2021-01-01 00:00 - 2021-01-02 00:00	Closed
pm	Per week, 13:30 - 18:00	Open
am	Per week, 08:30 - 12:30	Open
Edit default schedule event	Always	Closed

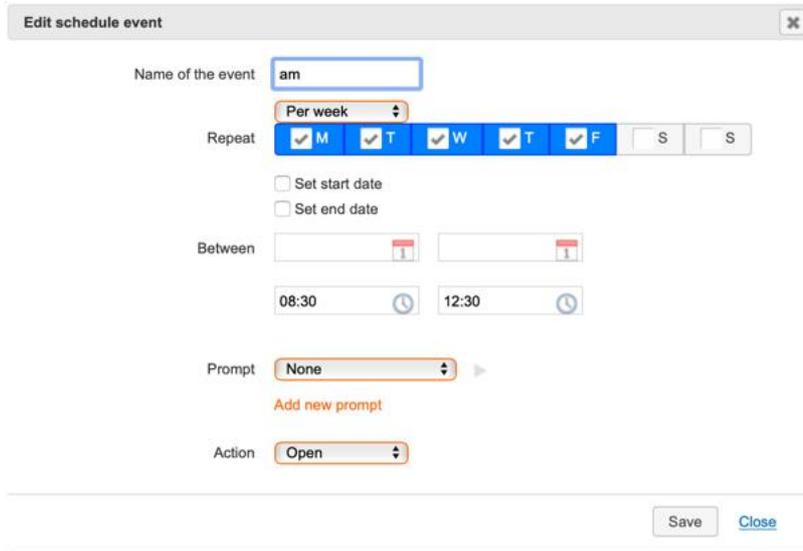
Schedule timezone: Europe/Brussels [change](#)

A scheduled event can either be a single event or a repeating event.

To edit a function number schedule, click on the event.

Example : opening hours for the week.

In this example the company is open every weekday from 8:30 till 12:30.



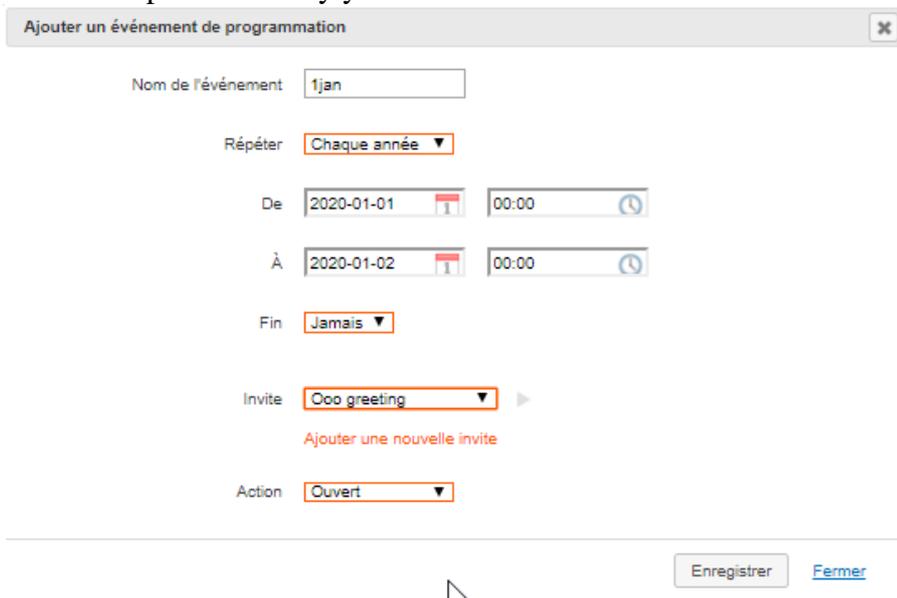
The screenshot shows a web form titled "Edit schedule event". The form contains the following fields and options:

- Name of the event:** A text input field containing "am".
- Repeat:** A dropdown menu set to "Per week". Below it are seven checkboxes for days of the week: M, T, W, T, F, S, S. The first five (M-F) are checked, and the last two (S-S) are unchecked.
- Set start date / Set end date:** Two unchecked checkboxes.
- Between:** Two date input fields, each with a calendar icon. The first field is empty, and the second is empty.
- Time:** Two time input fields. The first is "08:30" and the second is "12:30", each with a clock icon.
- Prompt:** A dropdown menu set to "None" with a right-pointing arrow. Below it is a link "Add new prompt".
- Action:** A dropdown menu set to "Open".
- Buttons:** "Save" and "Close" buttons at the bottom right.

Example : holiday

In this example the company is closed every year with new year and a specific prompt will be played. (the list of available prompts can be edited via the menu Organization -> Voice Prompts – see chapter here above)

The system will repeat this every year.



The screenshot shows a web form titled "Ajouter un événement de programmation". The form contains the following fields and options:

- Nom de l'événement:** A text input field containing "1jan".
- Répéter:** A dropdown menu set to "Chaque année".
- De:** A date input field containing "2020-01-01" with a calendar icon, and a time input field containing "00:00" with a clock icon.
- À:** A date input field containing "2020-01-02" with a calendar icon, and a time input field containing "00:00" with a clock icon.
- Fin:** A dropdown menu set to "Jamais".
- Invite:** A dropdown menu set to "Ooo greeting" with a right-pointing arrow. Below it is a link "Ajouter une nouvelle invite".
- Action:** A dropdown menu set to "Ouvert".
- Buttons:** "Enregistrer" and "Fermer" buttons at the bottom right.

6.Menu User Administration -> User groups

A user group is an organization of users of a system.

The **User groups** page is used to administrate and configure the user groups that will be used in the system. The user groups are often based on common properties like office location, place or team. User groups with multiple users in the system can be organized so they share common settings that are configured within the system. All services can be configured on a group level in the system. A set of standard user groups can be created in the system and have specific settings associated to them, for example, one set of services settings for managers and another set for employees. An advantage of group-based service configuration is that it simplifies the task of adding users to the system. Once the settings are defined for a user group, they can be applied by allocating a new user to the group.

User administration | **User groups** | [Help](#)

User groups

A user group is used to group a set of users based on a common property. A user can be a member of many user groups.

Name	Schedules admin	ACD Supervisor	Federated
ACD Supervisor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everybody	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incomming rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outgoing rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Steven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Apply](#) | [New](#)

Check which members are a part of the group

User administration | **User groups** | [Help](#)

User groups

A user group is used to group a set of users based on a common property. A user can be a member of many user groups.

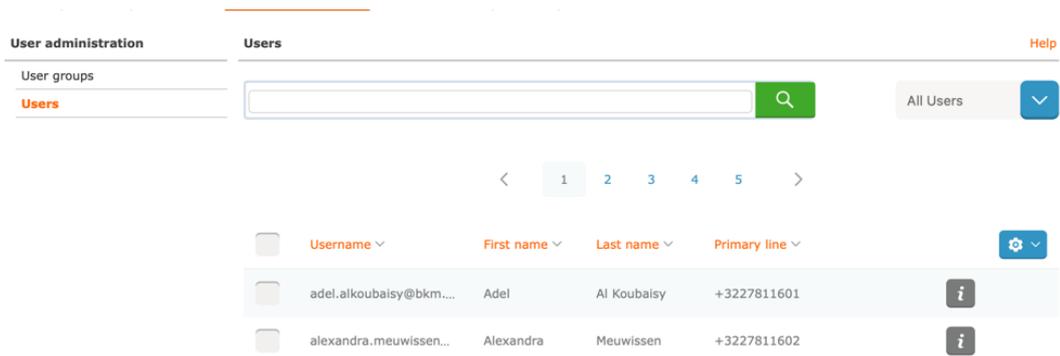
Name	Schedules admin	ACD Supervisor	Federated
ACD Supervisor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everybody	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incomming rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outgoing rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Steven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Apply](#) | [New](#)

7.Menu User Administration -> Users

Users are administrated on the **Users** page. This page allows the administrator to search for and view users, edit user settings.

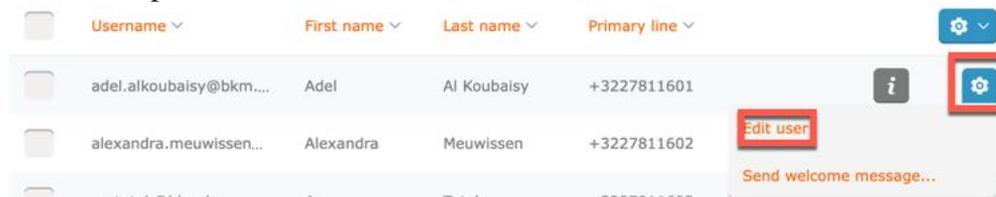
The default view in the **Users** page is a list view, showing the most important attributes of the users in the organization. This list can be sorted and filtered in different ways and may span several pages.



7.1 edit user

To edit a user:

1. On the **Users** page, in the corresponding line in the user list, click the Tools icon and select the option **edit user...**



2. Reset password. You can create a new password for a user.
Password is used for the web interface and softphone application.



3. Reset PIN code
Pin code is used for free seating and dect.

User administration	User details
User groups Users	Username: <input type="text" value="adel.alkoubaisy"/> * Password: ***** Retype password: ***** Reset password PIN code: ***** ***** <input type="button" value="Reset PIN code"/> Cost center: <input type="text"/> Language: <input type="text" value="Dutch (Belgian)"/> * Timezone: <input type="text" value="Europe Amsterdam (+01:00)"/> * Visibility: <input type="text" value="Always show"/> *

Photo
 No photo exists
[Upload photo...](#)

- Upload new photo
 Photo must be in JPEG format (*.jpg, *.jpeg or *.jpe)
 The dimensions of the photo should preferably be 400 x 400 pixels. Then the image will not be scaled

User administration	Edit photo
User groups Users	Checklist for photo upload: <ul style="list-style-type: none"> • Photo must be in JPEG format (*.jpg, *.jpeg or *.jpe) • The dimensions of the photo should preferably be 400 x 400 pixels. Then the image will not be scaled. <input type="button" value="Kies bestand"/> <input type="button" value="geen bestand geselecteerd"/> * <input type="button" value="Preview"/> <input type="button" value="Save photo"/> <input type="button" value="Cancel"/>

- Change name, last name and mail

Searchable directory information	
First name	<input type="text" value="demo"/> *
Last name	<input type="text" value="user"/> *
Department	<input type="text"/>
E-mail address	<input type="text" value="demo.user@orange.be"/> *
Field 1	<input type="text"/>
Field 2	<input type="text"/>
Field 3	<input type="text"/>

- Add the user to a user group

User group membership
<input type="checkbox"/> ACD Supervisor
<input type="checkbox"/> CC
<input checked="" type="checkbox"/> Everybody
<input checked="" type="checkbox"/> Incoming rules
<input checked="" type="checkbox"/> Outgoing rules
<input type="checkbox"/> Reports
<input type="checkbox"/> Sales
<input type="checkbox"/> Steven
<input type="checkbox"/> Support

- Personal lines

You could change the direct number of the user. Select List available numbers and select one.

Personal lines

These are the published phone numbers to call in order to reach this user. The phone numbers should be within the number range of the organization. Aliases can be used to trigger the call routing rules of a personal line even if calling another number.

Primary line

The primary published phone number, also known as "single number reach".

Number: Line type: Mobile VPN

[List available numbers](#)

Secondary line

Optionally, a user may have a secondary published number.

Number: Line type: Mobile VPN

[List available numbers](#)

8. Change mobile number user

To change the mobile number of a user select edit next to the mobile number.

Always fill in the number with +32.....

After changing the mobile number, you can send a welcome message.

Personal phones

These are the device types where the user can be reached. Call routing rules are used to configure which device will ring when a call is made to one of the above configured personal lines.

Softphone

Enable softphone

Mobile phones

Number	Mobile profile	Mobile client licence	Full caller ID for incoming calls	PBX integration	
+3248008008	Standard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Edit

9. Fixed phones user

This is a list of the user his fixed phone.

You can look at your device when you select view.

SIP desktop phones

A SIP desktop phone can only be assigned to a user from the device configuration page for the phone.

Mac address	Description	
00085D51586D	77.109.86.131	view
08000FBBAD78	77.109.86.130	view

7.2 Send welcome message

This is used to send information to the user to login on the web portal or to download and install the application on PC and smartphone

To send a welcome message:

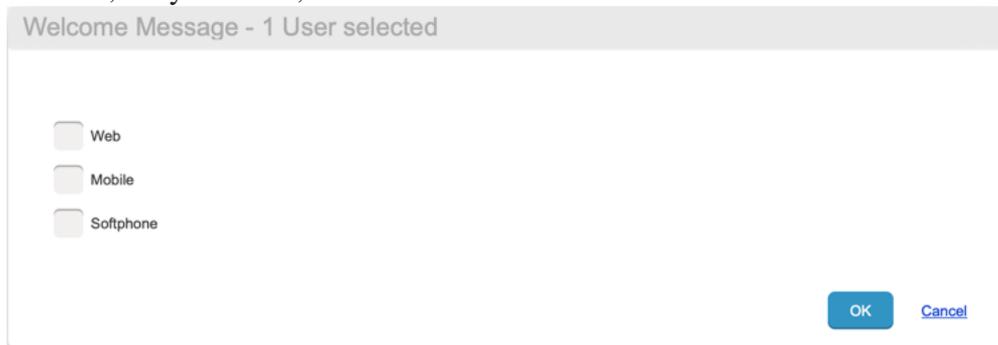
1. On the **Users** page, in the corresponding line in the user list, click the Tools icon and select the option **Send welcome message....**

Username	First name	Last name	Primary line	
adel.alkoubaisy@bkm...	Adel	Al Koubaisy	+3227811601	Tools
alexandra.meuwissen...	Alexandra	Meuwissen	+3227811602	Tools

[Edit user](#)

[Send welcome message...](#)

- In the **Welcome Message** window, select one or multiple devices: **Web**, **Mobile**, and **Softphone**, and click **Ok**.
A welcome message is sent. An information window is displayed with information on handled, fully affected, and failed users.



8. Menu Devices -> Sip phones

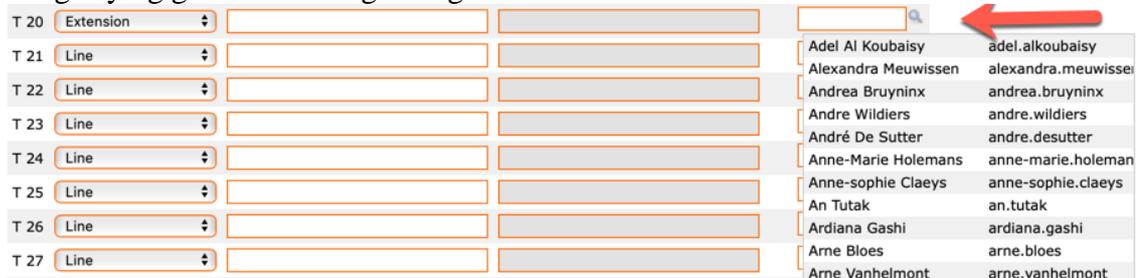
Select device you want to program



For programming keys of colleague use **extension**



Use the magnifying glass for adding colleague



For adding an external contact select Phone number



First field is the display name on your phone



Always program the number with +32....



If all programming is done select save and Reload

Save Cancel **Save and Reload** Reboot phone