

1. Purchasing Phone Numbers

The screenshot displays the iGroups web application interface. At the top, the iGroups logo is on the left, and navigation links for 'Browser Phone', 'Accepting Incoming Calls to Your Browser', 'Your Account', and 'Logout' are on the right. A sidebar on the left contains sections for 'GENERAL' (Dashboard, Call Details), 'MESSAGES' (Inbox), and 'MANAGE' (Numbers, Devices, Builder, Scheduled Events, Polls, Members). The 'Numbers' link is highlighted. The main content area is titled 'Phone Numbers lets you manage your numbers, capabilities and call flows' and includes a 'Get a Number' button. Below this, a table with columns 'PHONE NUMBER', 'CALL FLOW', and 'CAPABILITIES' shows 'You have no numbers!'. A modal window titled 'Add a number' is open, featuring a 'Country' dropdown set to 'United States', 'Number Type' radio buttons for 'Local' (selected) and 'Toll-Free', and an 'Area Code' field with '+1' and a placeholder. A warning message states: 'Buying a phone number will charge your iGroups account \$2/local number and \$4/toll-free number'. At the bottom of the modal are 'Cancel' and 'Add number' buttons.

1. Purchasing Phone Numbers

The screenshot shows the iGroups web application interface for managing phone numbers. The top navigation bar includes the iGroups logo, a status bar with 'Browser Phone', 'Accepting', and 'Incoming Calls to Your Browser', and links for 'Your Account' and 'Logout'. The left sidebar contains a menu with categories: GENERAL (Dashboard, Call Details), MESSAGES (Inbox), and MANAGE (Numbers, Devices, Builder, Scheduled Events, Polls, Members). The main content area is titled 'Phone Numbers lets you manage your numbers, capabilities and call flows' with a 'Get a Number' button. Below this is a table with columns 'PHONE NUMBER', 'CALL FLOW', and 'CAPABILITIES'. The table is currently empty, displaying the message 'You have no numbers!'. A modal window titled 'Add a number' is open, showing the text 'Here's your new number' followed by the phone number '(617) 294-9967' in large font. Below the number are two buttons: 'Setup Flow' (green) and 'Setup later'.

Phone Numbers lets you manage your numbers, capabilities and call flows [Get a Number](#)

PHONE NUMBER	CALL FLOW	CAPABILITIES
You have no numbers!		

Add a number


Here's your new number

(617) 294-9967


[Setup Flow](#)


[Setup later](#)

2. Creating Call and SMS Flows (IVR Builder)


 Browser Phone Accepting Incoming Calls to Your Browser Your Account Logout

GENERAL


 Dashboard


 Call Details


MESSAGES


 Inbox


MANAGE


 Numbers

 Devices

 **Builder**

 Scheduled Events

 Polls

 Members

Flows Manage the way your phone numbers respond via voice and SMS New Flow

NAME	PHONE NUMBERS	CALL FLOW	SMS FLOW	
Sample Political Poll Flow	None	Edit Call Flow	Edit SMS Flow	Delete
Sample Restaurant Flow	None	Edit Call Flow	Create SMS Flow	Delete
Sample Florist Flow	(617) 294-9967	Create Call Flow	Create SMS Flow	Delete

Flow Test can help you Test Flow sms flow 1 through the Virtual Phone right in your browser

Import Flow Flow Name Choose File no file selected Import iGroups Flow File (.igf)

Soon, you will be able to import sample flows from our gallery, please stay tuned :)

Export Flow sms flow 1 Export to iGroups Flow File (.igf)

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2. Creating Call and SMS Flows (IVR Builder)

Sample Restaurant Flow

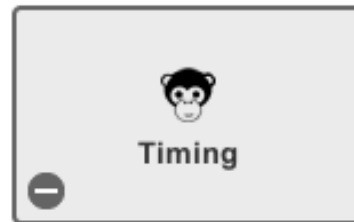
Save

Close

Call Start

When a call begins, what should we do?

Drag an applet from the right to get started.



Voice Applets



Menu



Dial



Voicemail



Conference



Hangup



Greeting



Transfer



Timing



Track



Set Cookie



Reset Cookies



Read Cookie



New Call



Check Cookie



Sms

2. Creating Call and SMS Flows (IVR Builder)

Menu Prompt

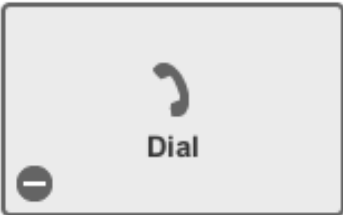

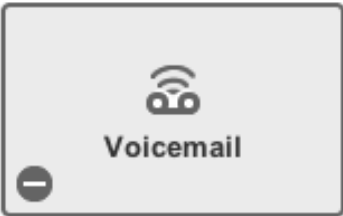

When the caller reaches this menu they will hear:

Read Text

Thank you for calling Our Restaurant. To speak with a representative, press 1. To leave us a take-out order via voicemail, press 2.

edit

Menu Options

Keypress		Applet	Add & Remove
1	then		
2	then		

Do you want to repeat the menu back?

Repeat the menu back to the caller. Enter zero if you do not want the menu to repeat.








3 time(s)

Timing

Set your open hours.

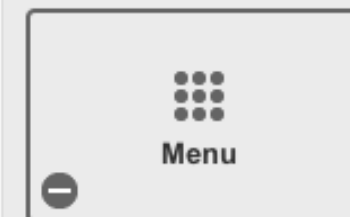
Use the table below to set the hours which you are open. Time is based on the server's current time. We use the timezone specified in your Settings.

(current time: Mon, 05 Mar 2012 12:05:51 -0500)

Monday	Closed	
Tuesday	Closed	
Wednesday	Closed	
Thursday	Closed	
Friday	Closed	
Saturday	Closed	
Sunday	Closed	

Open applet.

When someone calls or SMS while open, use the applet below.



Closed applet.

When someone calls or SMS while closed, use the applet below.

2. Creating Call and SMS Flows (IVR Builder)

Conference

Moderator

If you set a moderator, callers are placed on hold until a moderator calls in from one of their configured devices.

Select a User or Group

Hold Music

Music is played until two or more people have dialed in, or until a moderator has joined.

Classical

Track

Google Analytics account

URL to track

Use %caller% to substitute the caller's number or %number% for the number called.

Page title to track

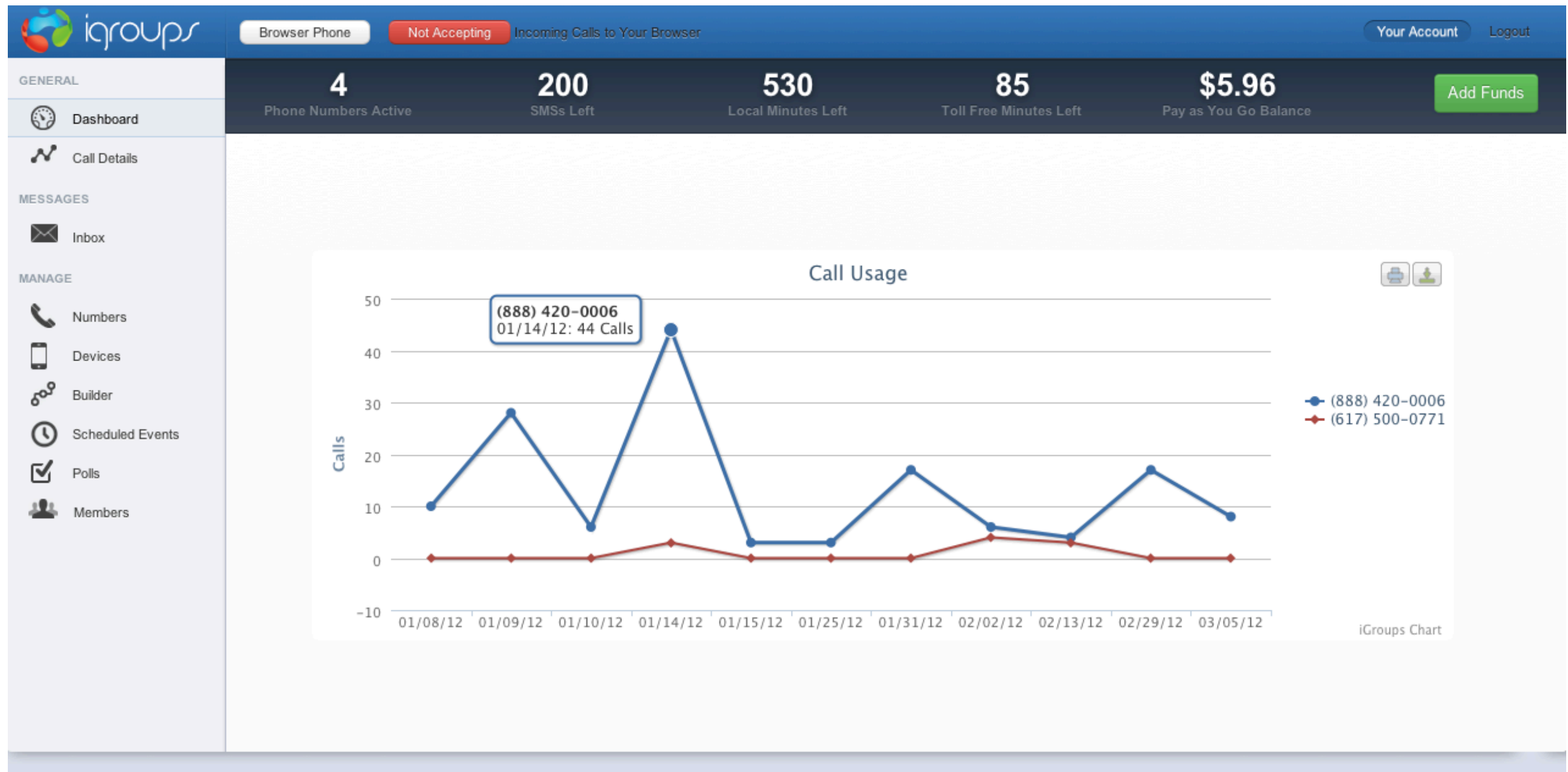
Use %caller% to substitute the caller's number or %number% for the number called.

Next


After this applet is tracked, continue to the next applet

Drop applet here

3. Tracking Minute Usage per Line & Limits



3. Tracking Minute Usage per Line & Limits



Browser Phone

Accepting

Incoming Calls to Your Browser

Your Account

Logout

GENERAL

Dashboard

Call Details

MESSAGES

Inbox

MANAGE

Numbers

Devices

Builder

Scheduled Events


Polls

Members

Call Details shows you a history of all calls, duration, geo-location of customers, and more

Date	To	From	From Geo Data	Call Status	Direction	Duration	Cost
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	in-progress	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	in-progress	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	in-progress	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/08/12 11:01 PM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/09/12 12:01 AM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/09/12 12:01 AM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/09/12 12:01 AM	(888) 420-0006	1		completed	inbound	1 min (4 sec)	\$0.02
01/09/12 12:01 AM	(888) 420-0006	(212) 300-5446	NEW YORK NY 10279 US	ringing	inbound		\$0.00
01/09/12 12:01 AM	(888) 420-0006	1		completed	inbound	1 min (4 sec)	\$0.02

4. Recording and Transcribing Voicemails





Browser Phone

Accepting Incoming Calls to Your Browser


Your AccountLogout

GENERAL


 Dashboard


 Call Details


MESSAGES


 Inbox


MANAGE


 Numbers

 Devices

 Builder



 Scheduled Events

 Polls


 Members

Inbox lets you manage your voicemails and SMSs, as well as assign calls groups

Archive

	Date	From	Audio	Message
<input type="checkbox"/>	Jan 17	(617) 418-1670	 00:19	Hey Andre it's me I just ... I wanted to your voicemail about that the ... let me know what you think ... call me back at 212...
<input type="checkbox"/>	Jan 17	(530) 574-8844	 00:11	Hey honey it's me ... I just got the Park and contract so that the ... the week thanks bye

4. Recording and Transcribing Voicemails



[Browser Phone](#)[Accepting](#)[Incoming Calls to Your Browser](#)

[Your Account](#)[Logout](#)

GENERAL

[Dashboard](#)[Call Details](#)

MESSAGES

[Inbox](#)

MANAGE

[Numbers](#)[Devices](#)[Builder](#)[Scheduled Events](#)[Polls](#)[Members](#)


Details see all message details, save notes and update call status

[Update](#)[Archive](#)[Back to Inbox](#)

Received At

Jan 17

From

(617) 418-1670 

To

(646) 480-6976

Status

open

Listen

00:19

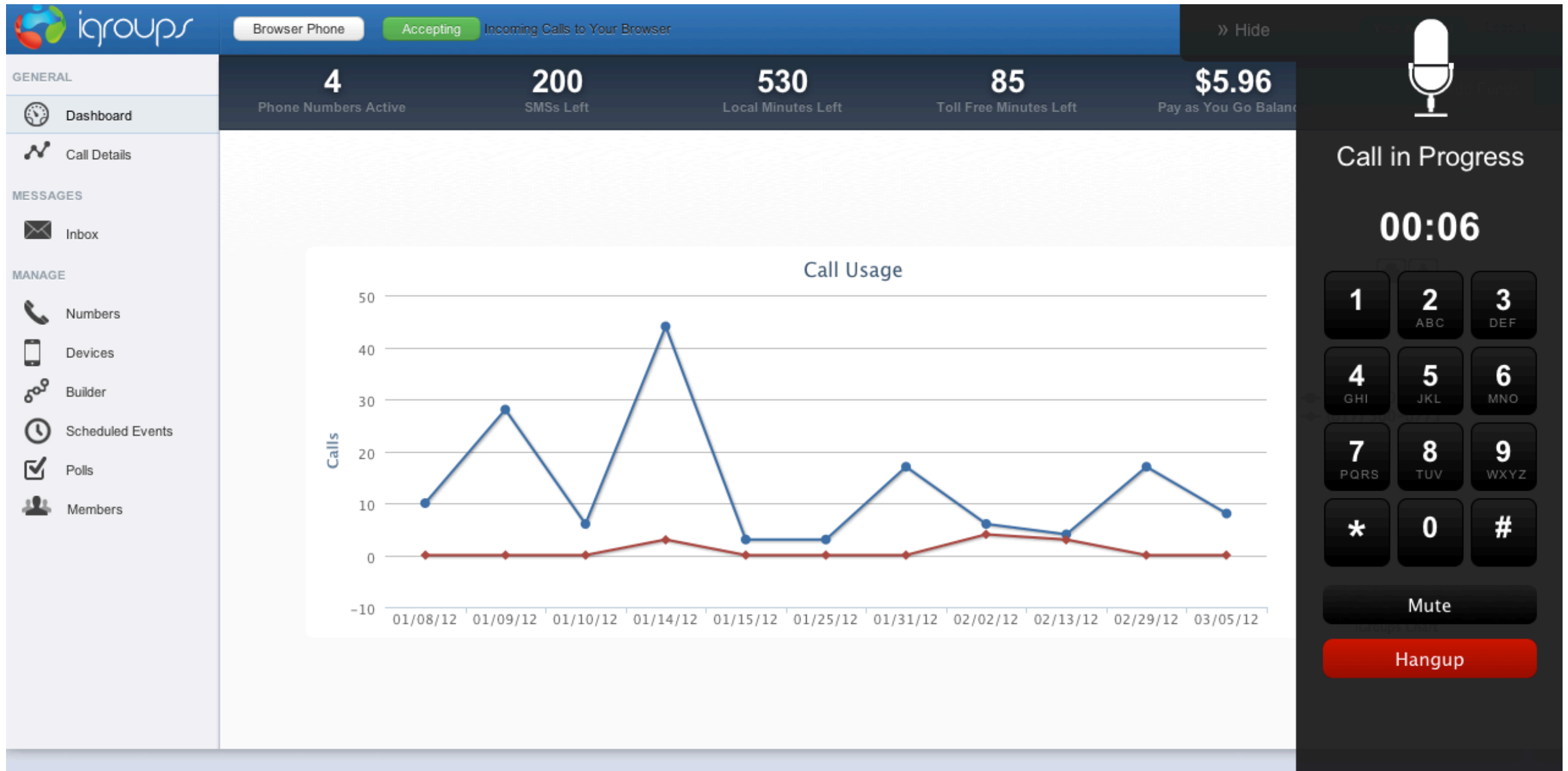
Transcription

Hey Andre it's me I just ... I wanted to your voicemail about that the ... let me know what you think ... call me back at 212300 bye now or 60212 300 54 46 ... okay thanks bye


Notes let you save information about your voicemail or SMS

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5. Making and Receiving Calls via Browser/mobile app



6. Call/SMS Automation (Scheduling)




Browser Phone


Accepting Incoming Calls to Your Browser

Your Account


Logout

GENERAL


 Dashboard


 Call Details


MESSAGES


 Inbox


MANAGE


 Numbers

 Devices

 Builder

 Scheduled Events

 Polls

 Members

Schedule an automated voice call or SMS

Voice CallSMS

Schedule Voice Call

Number

Date

03/05/2012

Time

12:00 AM

Flow

Sample Political Poll Flow

Caller ID

(617) 294-9967

Create Scheduled Voice Call Action

Scheduled Events are listed below

You have no scheduled voice calls or SMSs at this time. Add one above!

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7. User & Group Management

The screenshot displays the 'igroups' web application interface. At the top, a blue header bar contains the 'igroups' logo, a 'Browser Phone' button, a green 'Accepting' status indicator, and a notification 'Incoming Calls to Your Browser'. On the right side of the header are links for 'Your Account' and 'Logout'.

A left sidebar menu is organized into three sections: 'GENERAL' with 'Dashboard' and 'Call Details'; 'MESSAGES' with 'Inbox'; and 'MANAGE' with 'Numbers', 'Devices', 'Builder', 'Scheduled Events', 'Polls', and 'Members' (which is currently selected).

The main content area is titled 'Members helps you manage your call users and groups'. Below this, a sub-header states 'Users can be added to a group by dragging them to the right'. A user card for 'Andrei Oprisan' (beta@igrou.ps, Administrator) is shown on the left. In the center, an 'Add New Group' dialog box is open, featuring a text input for 'Group Name' and 'Cancel'/'OK' buttons. The dialog text explains that groups can be dialed as one entity and share voicemail messages. On the right, a 'Groups' section shows two groups: 'Sales' and 'Support', each containing the user 'Andrei Oprisan' and marked with a red dashed border and a '1' in a circle.

igrouPs

Browser Phone Accepting Incoming Calls to Your Browser Your Account Logout

GENERAL

- Dashboard
- Call Details

MESSAGES

- Inbox

MANAGE

- Numbers
- Devices
- Builder
- Scheduled Events
- Polls
- Members**

Members helps you manage your call users and groups

Users can be added to a group by dragging them to the right

Add New Group

Groups of users can be dialed as one entity and can share voicemail messages (i.e. "Sales Team" Group or "Technical Support" Group).

Group Name

Cancel OK

Groups

- Sales**
Andrei Oprisan
- Support**
Andrei Oprisan