Phone presence

Notifying what your status is when you are online (Online, busy, away, offline, ect)

Phone setups have the same functionality.

Should the phone ring? Should it get routed to another user?

Can you defer the phone call to a different device if you're not at your desk

Presence allows the system to define what happens to a missed call if you are not available at the moment.

Not a phone system but a communication system

3CX offers everything that we would need. Basically discord but can connect to phones.

More generic than a phone system, but it runs over IP.

Mostly works different once you get to the higher up layers.

3CX can run on windows, but it is much more lightweight running on a linux OS.

Interface looks old.

Has a web interface. Definitely better to use.

Right hand side is the menu with all the configuration options.

User List.

Everybody who has a phone needs to be registered as a user in the system.

Possible to tie in with 365, so you can leverage your AD to add users. Hard to do but worth looking into.

User Page:

Contains options for specific users.

Voicemail is in here as well as forwarding rules.

What should your calls do? This is where you can configure this.

Phone provisioning. Allows you to register specific phones to users.

The app will be available to run on all kinds of devices.

Phones list:

We will not be using it because we are not deploying physical phones.

2 ways to transfer phones to IP.

1. Purchase a phone trunk line from a provider which will transfer IP to into one long line. Known as SIP trunks. Becomes its own form of data traffic. Only works between IP phones. To communicate with non IP phones you need to be able to transfer from IP to regular phone communication protocols

No sip trunk for this project.

We know who called us, and what number they used to get to me.

Digital Receptionist

Basically an automatic voice that will answer the phone for you if somebody can't pick up on time.

Gives basic information, can be configured.

The first person that picks up when the call happens.

Ring groups / Paging

A Ring group is if somebody phones into the office and not a specific person, how do they reach specific people inside of the office? How do you direct the call? What happens if the person you would like to talk to is busy?

Can cycle through a group.

Part of controlling how the phone operates.

Paging is an announcement that will go to everybody.

The phone app / PC App supports the user application.

Basic needs:

Users

Extension Numbers

Apps to reach other users.

Everything past that is advanced configurations that we can just use to add more to the final product.

Theres a difference between knowing the specific local number, and calling the office to get general connection information.

Warnings:

First, The back end host on windows or linux. Linux is a lighter VM, but the web front end you just access through a browser. Probably best to run it on linux.

Basically an ISO you drop into a VM and run. Super easy to configure.

**Important**

things that you need to know. This setup wants a FQDN. Needs a real domain name to work properly.

Impacts most of everything we do, but we need an FQDN around what our FQDN will be.

We have mapped public IP addresses that bypass all of the OC firewalls.

We will have a real public IP, as well as a domain to work in. This will be the starting point of our FQDN.

On the linux screen you are given an IP and a port to launch your web browser app.

You will go through a first time user setup

You will have to pick a port, but be sure you pick the correct port.

Screenshot the port screen. All you need to do is change the ports back.

Doesn't explicitly tell you this, so keep this in mind.

If you want to practice at home you will need to do port forwarding to be able to get through your firewall.

Name and password for:

3cX account

Linux box

Web portal.

3CX has a phone app, a computer app

Needs to be deployed locally for this specific demonstration.

p