User Portal

VERSION HISTORY

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| **Version #** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Reason** |
| 1.0 |  |  |  |  | Initial Design Draft |

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# Introduction

## Project Objective

The purpose of the User Portal is to allow the users to access basic functions of their office phones easily from everywhere. The system is accessed via a front-end GUI app which utilizes back-end APIs as well. APIs can also be called directly for maintenance or extension.

# General Overview and Design Guidelines

## Prototype and Scope Assessment

In architecting this solution, 2600hz will provide a prototype or wireframe of XXX which will be shared with customer YYY before a final work product is executed.

## Assumptions / Constraints / Standards

It is assumed that this functionality will work on both a Kazoo hosted and dedicated cluster.

It is assumed that these enhancements will be released as open-source and will be included in the default RPMs.

# Components

## End-User Experience

The end user should be able to:

* View profile and devices
  + Direct number’s and/or EXT
  + All assigned devices
* Voicemail
  + Play
  + Pause
  + Mark as new
  + Archive
  + Delete
  + Download
  + ? Preview Transcription? Really? We do Transcriptions?
* View, sort and search call history
  + All calls
  + Missed Calls
* Adjust user settings
  + Caller-id info
  + Music on hold
  + Call forward
  + Find me Follow me
  + Call recording
* Company Directory
* Integrated Webphone
  + Enables callback within from:
    - Voicemails
    - Call history
* Click to dial from any assigned devices

## Management and Configuration

?

## Core / Backend Work

There are no additional core or backend work needed at this time.

## Additional Items

There are no additional items needed at this time.

# Operational Considerations

## Installation Considerations

This feature will be part of the normal installation. No additional considerations are required.

## Monitoring Functionality

This feature can be monitored automatically to ensure it’s operating properly by XXX

## Diagnostic Tools

If a customer reports an issue, you can trace the issue by looking for YYY

## QA Automation Concepts

QA can be done / automated by XXXX

# Supporting Diagrams

## Diagram of User Behavior

XXX

## Diagram of Core Behavior

XXX

# Task List

Below are the assumed list of tickets that need to be filed, as provided by an engineer who has reviewed the above requirements.

# Approval

The undersigned acknowledge they have reviewed the ***CUSTOMER*** project design specification document and agree with the approach it presents. Any changes to this Requirements Definition will be coordinated with and approved by the undersigned or their designated representatives.

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