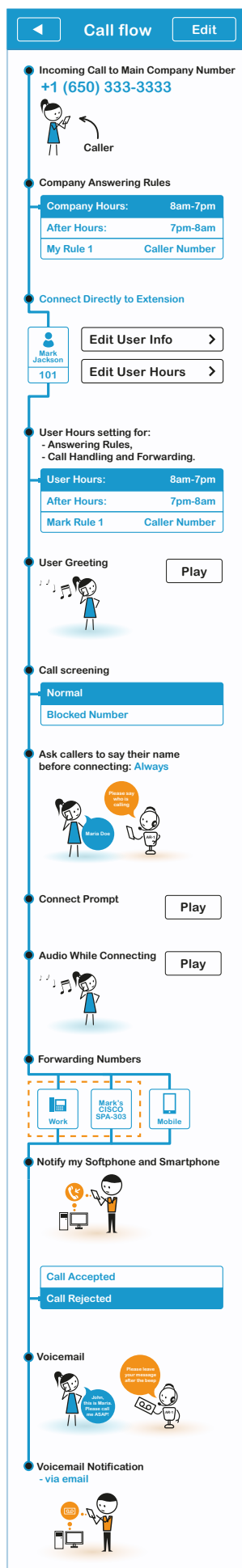


View mode

Case A

Company flow

User flow



Peter's test Y, Ext.109

User Info

Phones & Numbers

Screening, Greeting & Hold Music

User Hours After Hours

User greeting:
☒ On ☐ Off

Set Greeting Default >

Example: "Thank you for calling John. Please wait while we connect you."

Call screening:
☒ On ☐ Off

Ask callers to say their name before connecting:
☐ If Caller ID not present
☐ If caller not in contact list
☒ Always

Set connect prompt:
☒ On ☐ Off

Audio Default >

Example: "Please hold while we connect you."

Audio while connecting:
☒ On ☐ Off

Set Audio Acoustic >

Music or Ringtone callers will hear while connecting

Hold music:
☒ On ☐ Off

Set Hold Music Acoustic >

Audio callers hear when put on hold

Blocked Numbers >

Cancel Save >

Call Handling & Forwarding

Messages & Notifications

Outbound Caller ID

Outbound Fax Settings

Peter's test Y, Ext.109

User Info

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

Messages & Notifications

User Hours After Hours

Take messages:
☒ Yes ☐ No

Voicemail Greeting Default >

Message Recipient Ext. 109, Peter's test Y >

Notifications >

Cancel Save >

Outbound Caller ID

Outbound Fax Settings

Peter's test Y, Ext.109

User Info

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

User Hours After Hours Advanced

Ring sequence

Label	Active	Ring For
Peter's test Y Cisco SPA-303	<input checked="" type="radio"/> On	4 rings
Work (781) 25552255	<input checked="" type="radio"/> On	4 rings
Mobile (792) 13001839	<input checked="" type="radio"/> On	4 rings

> Ring my existing phone numbers

> Forward to other user's phones

Ring as group Split group

Phones will ring:
☐ Sequentially ☒ Simultaneously

SoftPhones & Smartphones >

Incoming Call Information >

Call Flip >

Cancel Save >

Messages & Notifications

Outbound Caller ID

Outbound Fax Settings

Notifications

Notify me of:

Voicemail Messages: ☒ On ☐ Off

Received Faxes: ☒ On ☐ Off

Missed Calls: ☐ On ☒ Off

Fax Transmission Results: ☒ On ☐ Off

Text messages: ☐ On ☒ Off

Send notifications via:

Email: ☒ On ☐ Off

peter@dins.ru

Text Message: ☐ On ☒ Off

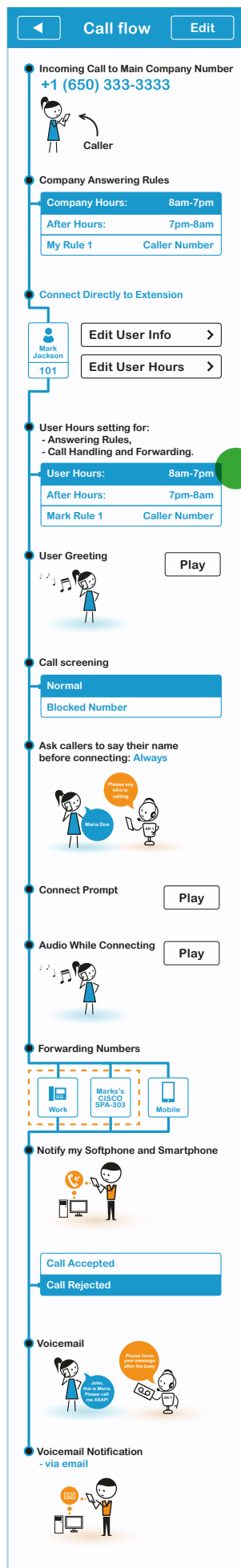
Phone Number 415-555-1212 Carrier Select Carrier Add

My carrier is not listed

Cancel Save >

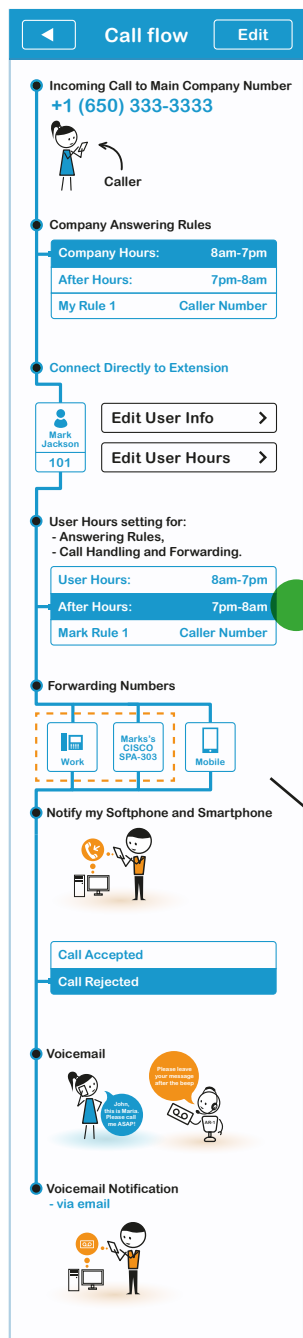
View mode

Case A



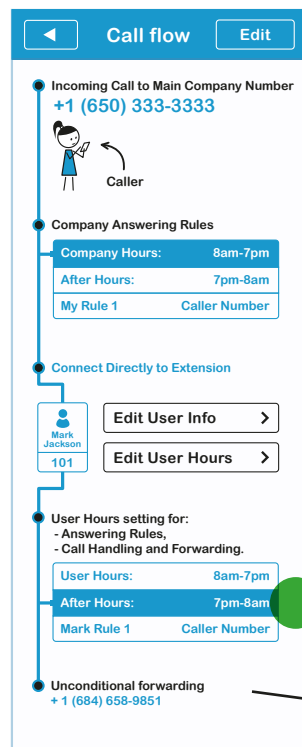
Case B:

Forward calls



Case C:

Unconditional forwarding



Something New, Ext.101

User Info

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

User Hours After Hours Advanced

To change your business hours, go to your extension info

After hours Call Handling:

☐ Send callers to voicemail ⓘ

☐ Play announcement and disconnect ⓘ

☐ Forward Calls ⓘ

☒ Unconditional Forwarding ⓘ

Enter phone number to forward calls to:

Incoming Call Information >

Call Flip >

Cancel Save >

Messages & Notifications

Outbound Caller ID

Outbound Fax Settings

Peter's test Y, Ext.109

User Info

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

User Hours After Hours Advanced

To change your business hours, go to your extension info

After hours Call Handling:

☐ Send callers to voicemail ⓘ

☐ Play announcement and disconnect ⓘ

☒ Forward Calls ⓘ

☐ Unconditional Forwarding ⓘ

Label Active Ring For

Mobile

☐ (792) 13001839 On 4 rings v

Peter's test Y Cisco SPA-303 Off

> Ring my existing phone numbers

> Forward to other user's phones

Ring as group Split group

Phones will ring:

☐ Sequentially ⓘ

☒ Simultaneously ⓘ

SoftPhones & Smartphones >

Incoming Call Information >

Call Flip >

Cancel Save >

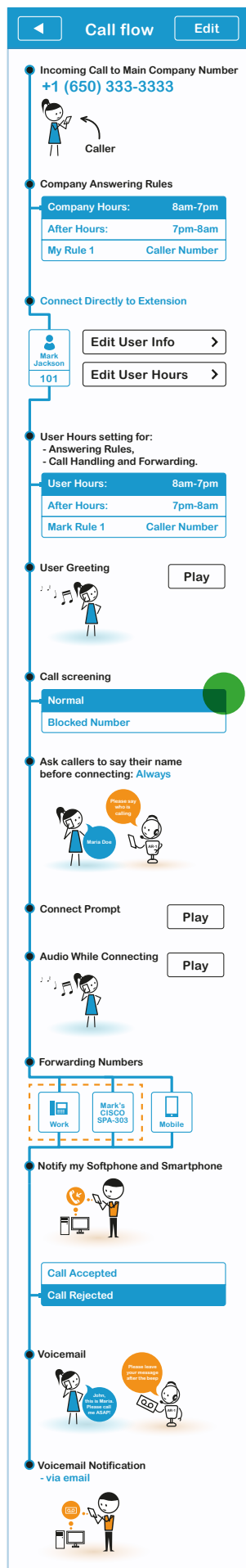
Messages & Notifications

Outbound Caller ID

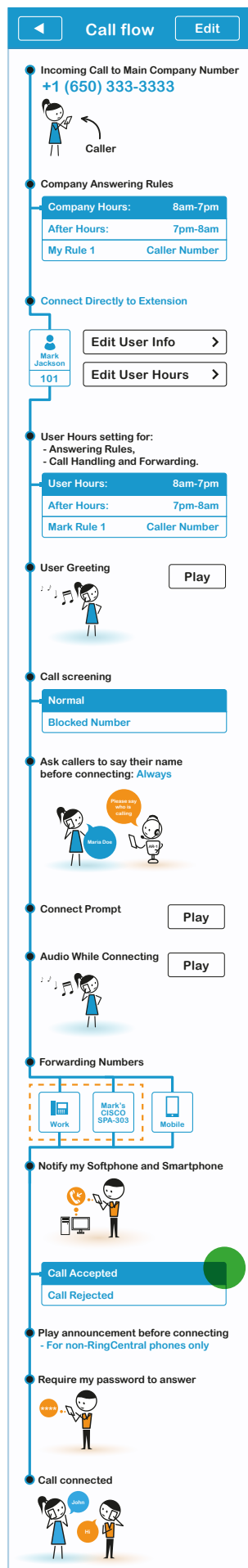
Outbound Fax Settings

View mode

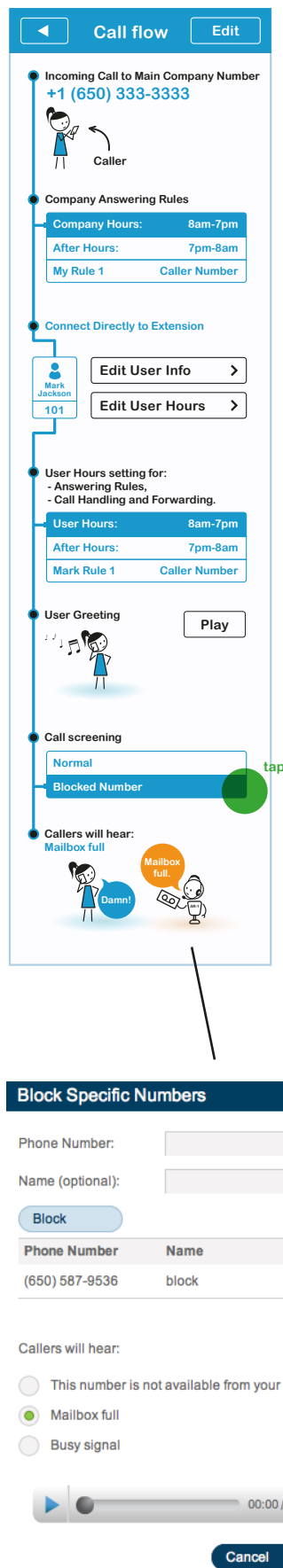
Case A



Case D: Call Accepted



Case E: Blocked Number

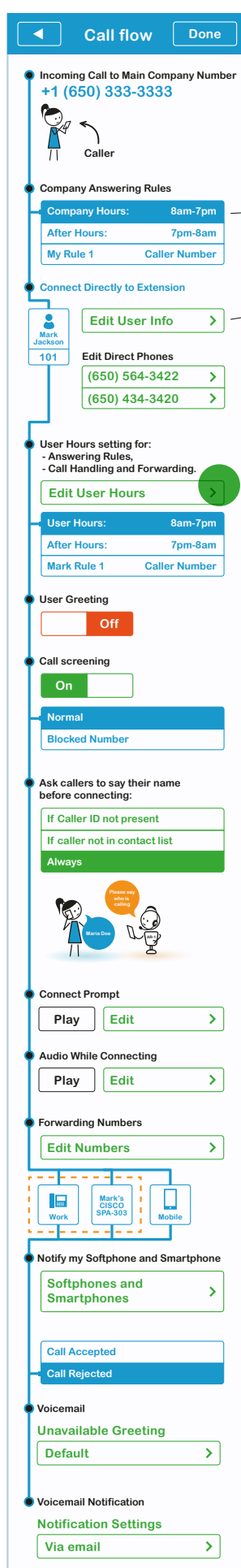
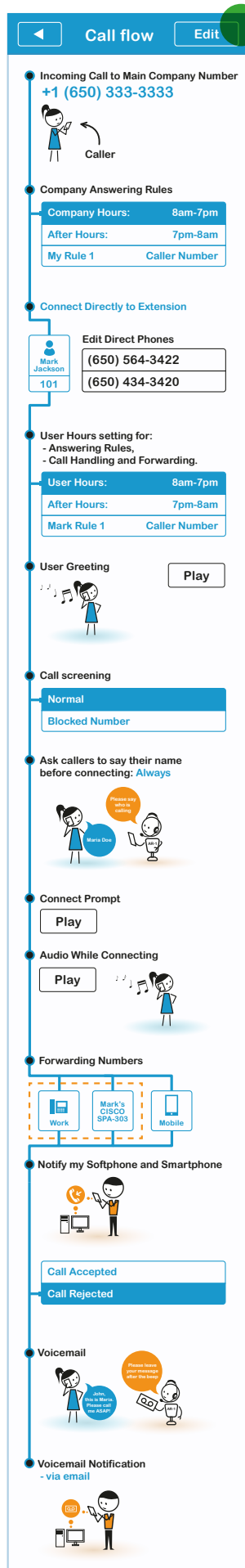


View mode

Edit mode

Case A

Case A



Edit mode concept.

General idea is in displaying edit controls “inline” and in different color (let’s say **green** for now).

This should help definitely distinguish what was added when diagram switched to edit mode.

While in edit mode, you can still operate the diagram: try how call flows under different conditions, etc...

Button with chevrons lead to additional screens with detailed settings for respective feature.



Cancel Edit user info Save

Extension Number
101

First Name
Mark

First Name
Jackson

Record User Name >

Email
m.jackson@company.com

User Password >

Status
Enabled

Only user part of the diagram is editable in current case, since it is user settings.

1.View mode controls

Call route

Item Relations

Setting

User Greeting: On

Button

Play

Active list item

Sales

1

Mark Jackson

101

User Hours

After Hours

Condition (case) selector

Call Accepted

Call Rejected

2.Edit mode controls

Toggle

Off

On

Detailed settings link button

Edit User Info

Input field

Sales

Setting: List selector

Ask callers to say their name before connecting:

If Caller ID not present

If caller not in contact list

Always

Extension Icons

- Department
- User
- Menu (IVR level)

Ring sequence

