

Call Flow: User Settings

UX/UI research wireframes

Feb 18, 2013 | rev. 2.19


- 2 Main view
- 3 Answering Rule Selector (Add After Hours wizard)
- 4-6 Add New Custom Rule wizard
- 7 Answering Rules Editor
- 8 Ring My Phones Editor
- 9 User Info Editor
- 10 Block Unwanted Callers Editor

My Settings

User Info

User Settings

User Info | Call Flow | Fax



Vlad Vendrow, ext. 101
RingCentral, Inc.
CTO
vladv@ringcentral.com

Numbers (650) 472-4080
(800) 513-1320

Phones / presence

Caller ID Vlad Vendrow

Conference: (760) 569-7171
Host: 775181
Participants: 957591

Music on hold

Join

Invite


For more details see p.9


Call Flow


User Settings

User Info | Call Flow | Fax


Show Active | Show All

**Caller**


**Block Unwanted Callers**

**Answering Rules**
System behavior based on time of the day and day of the week.
Work Hours: 24 hours

Add After Hours | Add Custom Rule


**Greet the Caller**
First thing that callers will hear after system picks up incoming call.

Thank you for calling Vlad Vendrow


**Screen the Caller**
Ask callers to say their name before connecting.

Please say who is calling


Sarah O'Connor

**Connecting**
Callers will hear a message that they are being connected to your extension.

Please hold while I try to connect you

**Playing**
What users will hear while call comes through.

Easy listening

**Ring My Softphones: On**
As call comes through you will receive real time notification on your desktop client and mobile device.

**Delay: 5 rings**
Phone system will wait 5 rings before continue routing incoming call.

**Ring My Phones**
Define in what order and which of your phones will ring when call comes in.

**5 rings**

**7 rings**

**Voicemail**
You can listen to your voicemail on service site or your mobile device at any time.

Your call has been forwarded to the voicemail for Vlad Vendrow

Notifications
You will be notified about new events by selected method.



Send via email: vladv@ringcentral.com
Send via Text: +1 (345) 545-3567

Fax

User Settings

User Info | Call Flow | Fax

Cover page info

This information will be printed on your fax cover page.

Company
RingCentral, Inc.

Phone
(650) 472-4080

Address
1400 Fashion Island Blvd,
7th Floor

City
San Mateo

State/Province
California

Zip/Postal Code
94404

Country
USA

Faxes Sent via Email

To enable sending faxes via email from additional email addresses, enter them here. To send a fax via email, send the fax via faxnumber@rcfax.com.

Omit cover page when email subject is blank Yes

If this option is selected, when you send a fax via email with a subject line the cover page will be used. If you send it without a subject line a cover page will not be used.

Email addresses permitted to send faxes
user@mycompany.com Add
alaxeyp@ringcentral.com
vic@ringcentral.com
john.smith@ringcentral.com

Cancel | Edit Email | Save

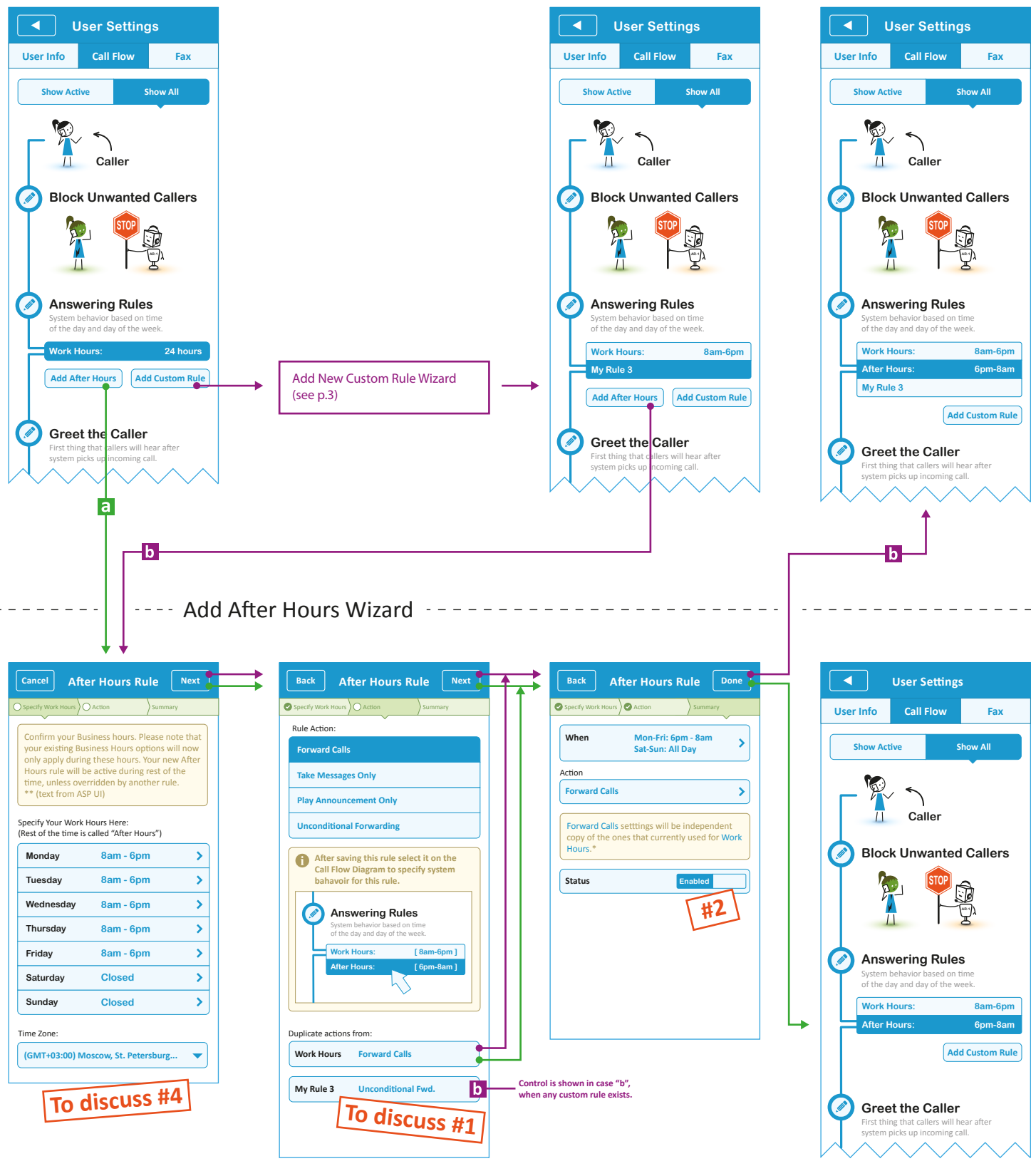
Rule Name:
john.smith@ringcentral.com

Delete Email

Answering Rule Selector

Default:

Work hours set to "24-hours"
No custom rules.



Add New Custom Rule Wizard (part 1 of 3)

Case 1. Work Hours are set to specific time range

Step 1: Add Custom Rule

Cancel Add Custom Rule

Custom Answering Rules will be applied before the regular work and after hours rules.*

Rule Name: My Rule 1

Duplicate Existing Rule

Create New Rule

Step 2: Add Custom Rule

Back Add Custom Rule Next

Date/Time Caller ID Called Number Action Summary

Date and/or Time Condition: Skip This Condition

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule Specific Date Range Use Work or After Hours Schedule

Select when this rule should be active:

Monday Tuesday Wednesday Thursday Friday Saturday 8am - 6pm Sunday 8am - 4pm

Step 3: Add Custom Rule

Back Add Custom Rule Next

Date/Time Caller ID Called Number Action Summary

Date and/or Time Condition: Skip This Condition

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule Specific Date Range Use Work or After Hours Schedule

Select when this rule should be active:

From: 1/13/2013 9:00 am pm To: 2/12/2013 6:00 am pm

Add Time Range

Step 4: Add Custom Rule

Back Add Custom Rule Next

Date/Time Caller ID Called Number Action Summary

Date and/or Time Condition: Skip This Condition

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule Specific Date Range Use Work or After Hours Schedule

This rule will be active:

During Work Hours

During After Hours

Case 2. Work Hours set to "24-hours"

Step 1: Duplicate Existing Rule

Back Duplicate Existing Rule

Select rule to duplicate:

Work Hours Mo-Fri: 8am - 6pm - Forward Calls

After Hours Mo-Fri: 6pm - 8am Sat-Sun: All day - Take Messages Only

My Rule 1 During Work Hours - Play Announcement

My Rule 2 Sat: 8am-6pm Sun: 8am-4pm To: (888) 354-9854, (888) 354-9863 - Forward Calls

My Rule 3 From: Peter Y. AlexeyP, Vi Chau, (453) 546-4532 To: (888) 354-9854 - Unconditional Fwd.

Step 2: Add Custom Rule

Back Add Custom Rule Next

Date/Time Caller ID Called Number Action Summary

Date and/or Time Condition: Skip This Condition

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule Specific Date Range Use Work or After Hours Schedule

Select when this rule should be active:

Monday Tuesday Wednesday Thursday Friday Saturday 8am - 6pm Sunday 8am - 4pm

Step 3: Add Custom Rule

Back Add Custom Rule Next

Date/Time Caller ID Called Number Action Summary

Date and/or Time Condition: Skip This Condition

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule Specific Date Range Use Work or After Hours Schedule

Select when this rule should be active:

From: 1/13/2013 9:00 am pm To: 2/12/2013 6:00 am pm

Add Time Range

Step 4: Add Custom Rule

Back Add Custom Rule Next

Date/Time Caller ID Called Number Action Summary

Date and/or Time Condition: Skip This Condition

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule Specific Date Range Use Work or After Hours Schedule

In order to use Work or After Hours Schedule you have to activate your After Hours Rule first.

Activate After Hours Rule

This wizard will be cancelled.

Step 1: Duplicate Rule

Back Duplicate Rule Next

Date/Time Caller ID Called Number Action Summary

Date and/or Time Condition: Clear This Condition

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule Specific Date Range Use Business or After Hours Schedule

Select when this rule should be active:

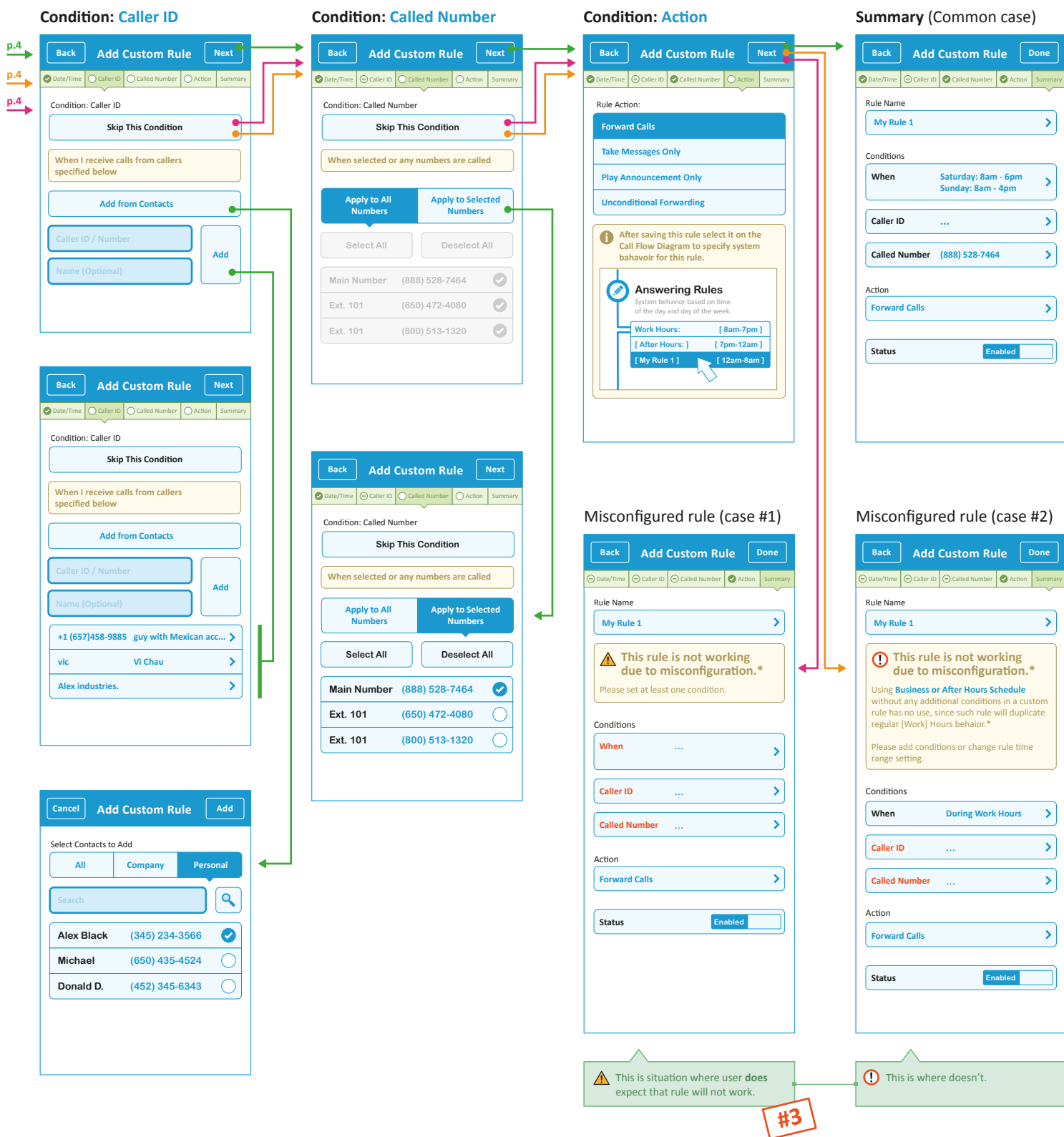
Monday Tuesday Wednesday Thursday Friday Saturday 8am - 6pm Sunday 8am - 4pm

Peter

The rest of the wizard is similar to "Add New Rule Wizard".

The only difference is that for defined conditions "Skip This Condition" button will change to "Clear This Condition".

Add New Custom Rule Wizard (part 2 of 3)



Add New Custom Rule Wizard (part 3 of 3)

Rule action: "Forward Call"

User Settings

User Info | Call Flow | Fax

Show Active | Show All

Caller
+1(650)435-7866

Block Unwanted Callers

Answering Rules
System behavior based on time of the day and day of the week.

Work Hours: 8am-6pm

After Hours: 6pm-8am

My Rule 1

Add Custom Rule

Greet the Caller
First thing that callers will hear after system picks up incoming call.

Thank you for calling Vlad Vendrow

Screen the Caller
Ask callers to say their name before connecting.

Please say who is calling

Sarah O'Connor

Connecting
Callers will hear a message that they are being connected to your extension.

Please hold while I try to connect you

Playing
What users will hear while call comes through.

Easy listening

Ring My Softphones: On
As call comes through you will receive real time notification on your desktop client and mobile device.

Delay: 5 rings
Phone system will wait 5 rings before continue routing incoming call.

Rule action: "Take Messages Only"

User Settings

User Info | Call Flow | Fax

Show Active | Show All

Caller
+1(650)435-7866

Block Unwanted Callers

Answering Rules
System behavior based on time of the day and day of the week.

Work Hours: 8am-6pm

After Hours: 6pm-8am

My Rule 1

Add Custom Rule

Voicemail
You can listen to your voicemail on service site or your mobile device at any time.

Your call has been forwarded to the voicemail for Vlad Vendrow

Notifications
You will be notified about new events by selected method.

Send via email: vladv@ringcentral.com

Send via Text: +1 (345) 545-3567

Rule action: "Play Announcement Only"

User Settings

User Info | Call Flow | Fax

Show Active | Show All

Caller
+1(650)435-7866

Block Unwanted Callers

Answering Rules
System behavior based on time of the day and day of the week.

Work Hours: 8am-6pm

After Hours: 6pm-8am

My Rule 1

Add Custom Rule

Greet the Caller
First and the last thing that callers will hear after system picks up incoming call.*

Thank you for calling Vlad Vendrow

Notifications
You will be notified about new events by selected method.

Send via email: vladv@ringcentral.com

Send via Text: +1 (345) 545-3567

Rule action: "Unconditional Forwarding"

User Settings

User Info | Call Flow | Fax

Show Active | Show All

Caller
+1(650)435-7866

Block Unwanted Callers

Answering Rules
System behavior based on time of the day and day of the week.

Work Hours: 8am-6pm

After Hours: 6pm-8am

My Rule 1

Add Custom Rule

Unconditional Forwarding
All calls will be forwarded to specified number.*

+1 (650) 658-8516

Notifications
You will be notified about new events by selected method.

Send via email: vladv@ringcentral.com

Send via Text: +1 (345) 545-3567

Ring My Phones
Define in what order and which of your phones will ring when call comes in.

Blue Phone Ext. 101

Red Phone Ext. 102

5 rings

Mobile

Home

7 rings

Voicemail
You can listen to your voicemail on service site or your mobile device at any time.

Your call has been forwarded to the voicemail for Vlad Vendrow

Notifications
You will be notified about new events by selected method.

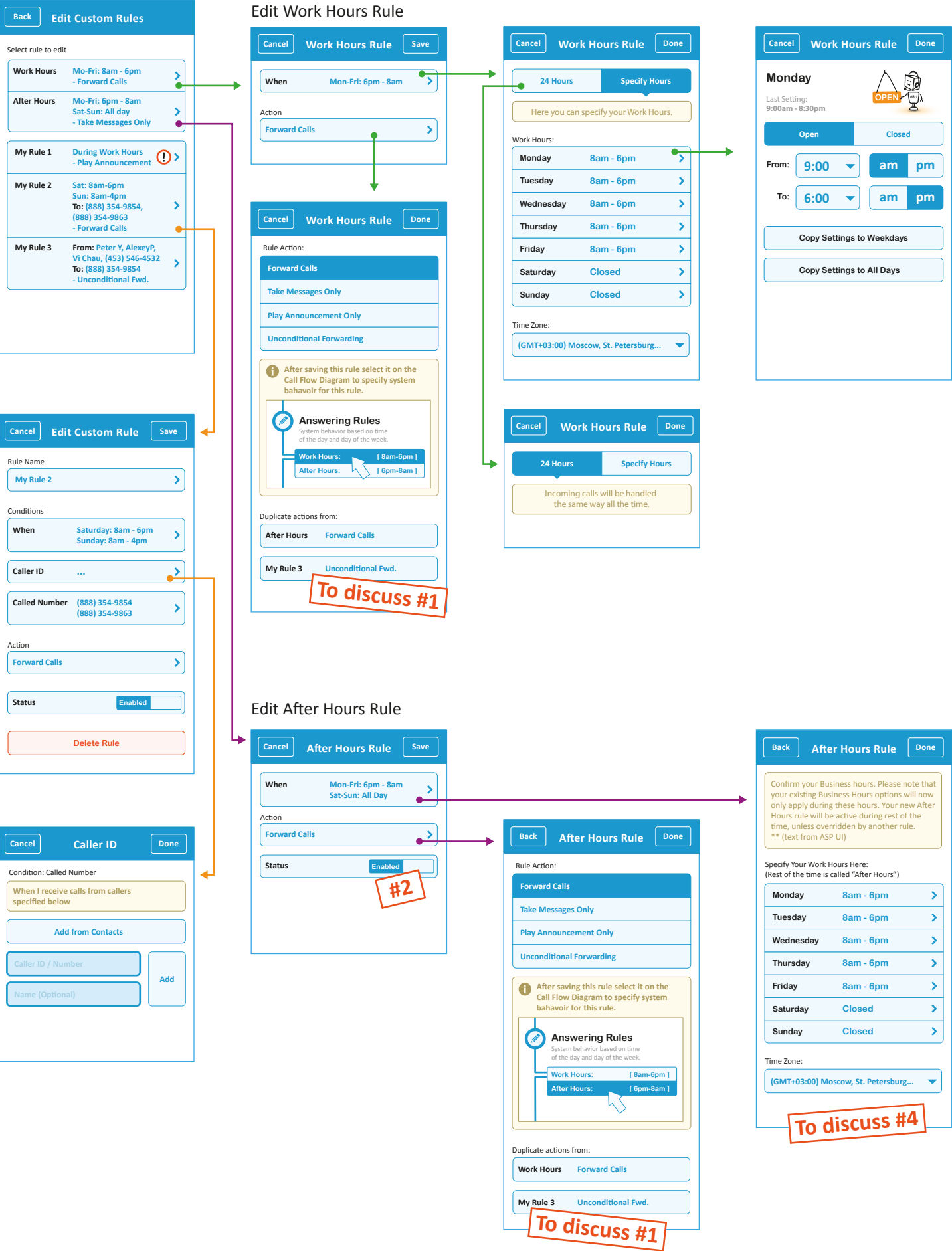
Send via email: vladv@ringcentral.com

Send via Text: +1 (345) 545-3567

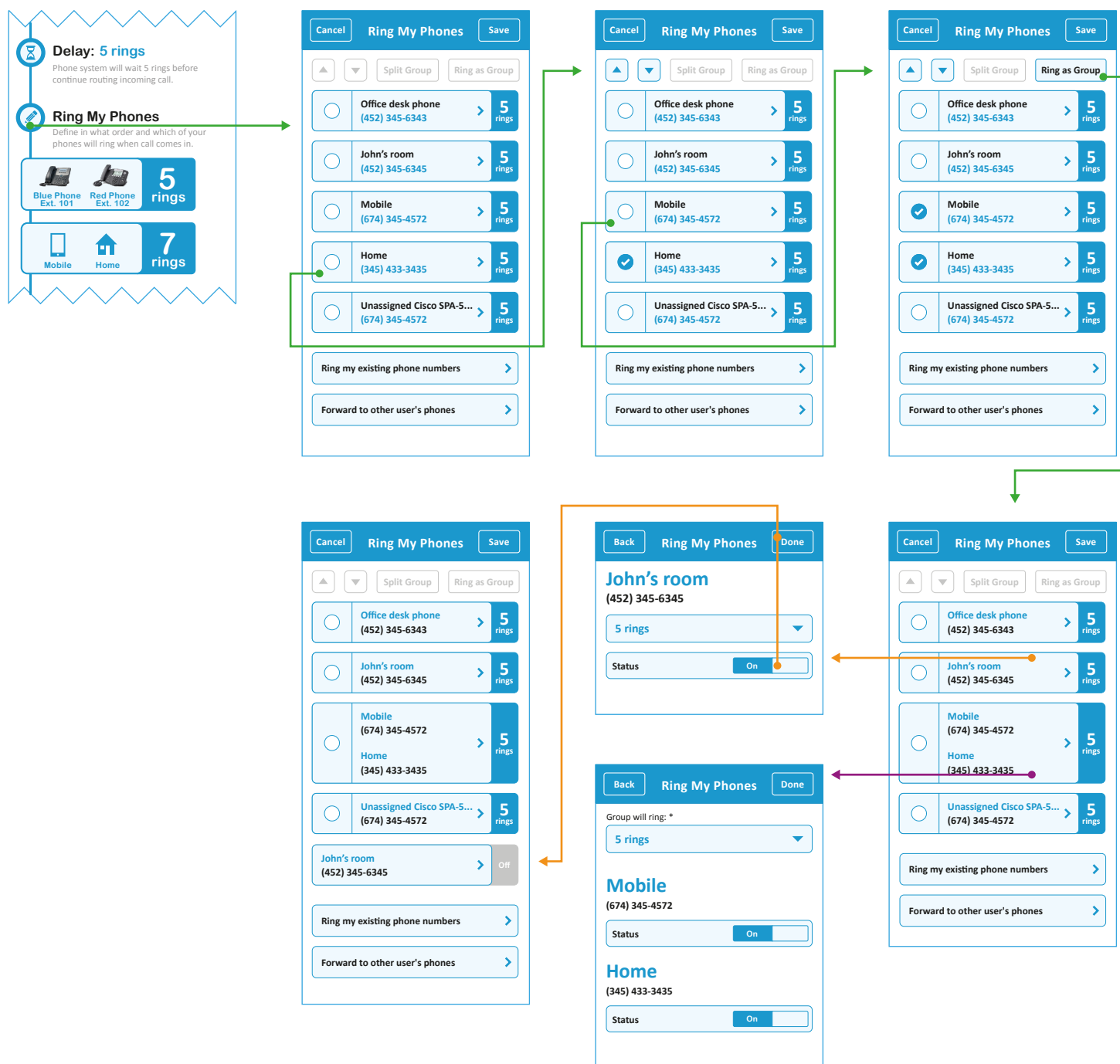
Peter
Call Flow Screen with some default or copied settings.

Peter
BTW, which are "default"?

Answering Rules Editor

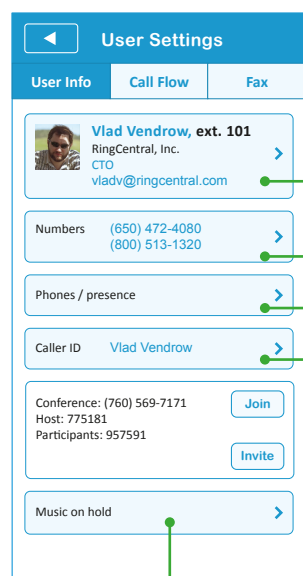


Ring My Phones Editor



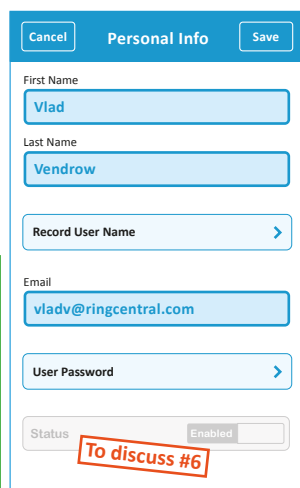
User Info

Main screen



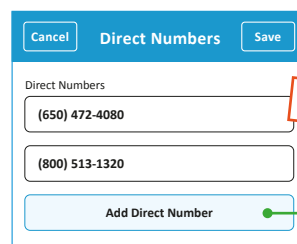
The Main screen of User Settings shows a profile for Vlad Vendrow, ext. 101, CTO of RingCentral, Inc. It includes links to Numbers, Phones / presence, Caller ID, and Music on hold. The Numbers link is highlighted with a green dot and an arrow pointing to the Numbers screen. The Phones / presence link is highlighted with a green dot and an arrow pointing to the Phones / Presence screen. The Caller ID link is highlighted with a green dot and an arrow pointing to the Caller ID screen. The Music on hold link is highlighted with a green dot and an arrow pointing to the Music on Hold screen.

Personal Info



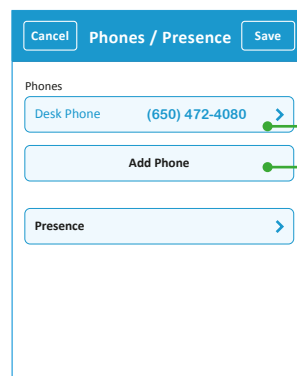
The Personal Info screen shows fields for First Name (Vlad), Last Name (Vendrow), Record User Name, Email (vladv@ringcentral.com), and User Password. A red box labeled "To discuss #6" is placed over the Status field, which is currently set to "Enabled".

Numbers

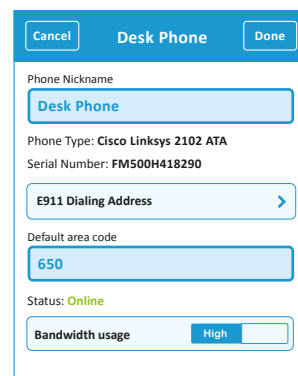


The Numbers screen shows Direct Numbers: (650) 472-4080 and (800) 513-1320. A red box labeled "To discuss #5" is placed over the Add Direct Number button. A green arrow points from the Add Direct Number button to a green box containing the text: "Please contact your system administrator to request a direct number".

Phones / Presence

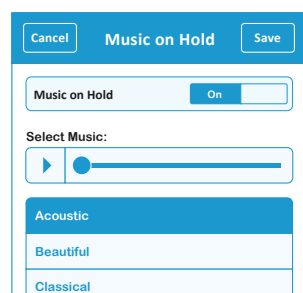


The Phones / Presence screen shows a list of Phones with a Desk Phone (650) 472-4080. A green arrow points from the Add Phone button to a green box containing the text: "Please contact a phone system administrator to add phones to your extension".



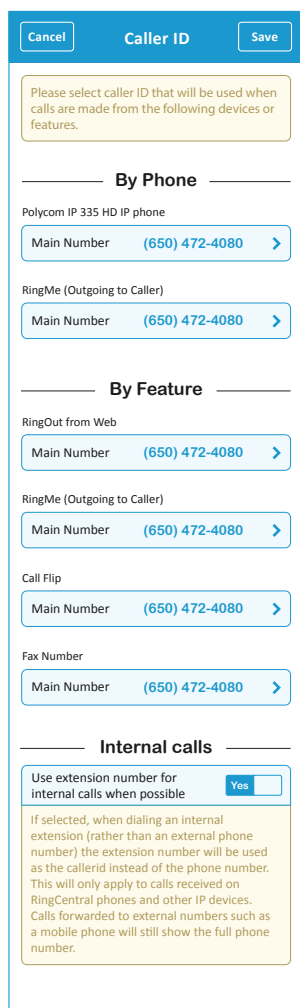
The Desk Phone screen shows details for a Desk Phone, including Phone Nickname, Phone Type (Cisco Linksys 2102 ATA), Serial Number (FM500H418290), E911 Dialing Address, Default area code (650), Status (Online), and Bandwidth usage (High).

Music on Hold



The Music on Hold screen shows a toggle for Music on Hold (On) and a Select Music section with a slider and a list of music options: Acoustic, Beautiful, and Classical.

Caller ID



The Caller ID screen shows a message: "Please select caller ID that will be used when calls are made from the following devices or features." It lists devices and features with their Main Numbers: Polycom IP 335 HD IP phone, RingMe (Outgoing to Caller), RingOut from Web, RingMe (Outgoing to Caller), Call Flip, and Fax Number. All Main Numbers are (650) 472-4080. There is also a section for Internal calls with a toggle for "Use extension number for internal calls when possible" (Yes).

Block Unwanted Callers Editor


(No changes here since rev 2.15)
Not approved.

Calls with no caller ID

CancelBlock Unwanted CallersSave

Calls with no caller IDBlock specific numbers

Block Calls without Caller ID: ☐ Off





CancelBlock Unwanted CallersSave

Calls with no caller IDBlock specific numbers

Block Calls without Caller ID: ☒ On

Callers will hear:

Calls without caller ID not acceptedMailbox fullBusy signal



CancelBlock Unwanted CallersSave

Calls with no caller IDBlock specific numbers

Block Calls without Caller ID: ☒ On

Callers will hear:

Calls without caller ID not acceptedMailbox fullBusy signal

Playback progress

Callers will hear:

Calls without caller ID not acceptedMailbox fullBusy signal

Callers will hear:

Calls without caller ID not acceptedMailbox fullBusy signal

Which playing control is better?

This one is good because we can definitely see which one is being playing now because it is highlighted.

This one is good because it allows to play without changing a setting and it saves space. It might be handy on screens below

Block specific numbers


CancelBlock Unwanted CallersSave

Calls with no caller IDBlock specific numbers

Callers will hear:

This number is not available from your calling areaMailbox fullBusy signal

Add Number



CancelBlock Unwanted CallersSave


Calls with no caller IDBlock specific numbers

Callers will hear:

This number is not available from your calling areaMailbox fullBusy signal

Add Number

+1(650)484-9834 John Kay



CancelBlock Unwanted CallersSave

Calls with no caller IDBlock specific numbers

Callers will hear:

This number is not available from your calling areaMailbox fullBusy signal

Add Number

Search:

Type Number or Name

+1(650)484-9834 John Kay+1(584)483-8519 strange guy+1(584)483-8519 strange guy

CancelBlock Unwanted CallersSave


Phone Number to Block:

+1(650)484-9834

Name (optional):

John Kay

AddAdd and Stay Here



CancelBlock Unwanted CallersSave

Phone Number to Block:

Type Number

Name (optional):

Type Name

AddAdd and Stay Here

+1(650)484-9834 John Kay

added to Blocked Numbers List

CancelBlock Unwanted CallersSave

Phone Number to Block:

+1(650)484-9834

Name (optional):

John Kay

Added to Blocked Numbers List on 8/12/2012 6:17pm by Vlad Vendrow, ext 101

Unblock Number

Peter
Add Search control when there's more than 10 numbers in the list.