

Mobile screen

Color scheme

Sales

Input field

Remove

Button

Sales

1

Active list item

Call flow

Relations

Note
when selected list item is not a call endpoint we cannot draw blue line all the way to the bottom

New icon meanings

Menu (was department)

Department (new icon, temp draft)

“Menu” selected

Call flow

102 (Me)

Caller Dialing Main Company Number
+1 (650) 333-3333

Company Greeting

Caller

You have reached ABC Corp

Sales

USA & Canada

Europe

Mark Jackson

1

31

32

101

USA & Canada

Europe

Asia

31

32

33

Ext: 1

Name: Sales

Items: 31: USA & Canada

▼ ▲ Remove

32: Europe

▼ ▲ Remove

33: Asia

▼ ▲ Remove

Add

Save

Department selected

Call flow

102 (Me)

Caller Dialing Main Company Number
+1 (650) 333-3333

Company Greeting

Caller

You have reached ABC Corp

Sales

USA & Canada

Europe

Mark Jackson

1

31

32

101

USA & Canada

Europe

Asia

31

32

33

Apply Answering Rules for

Business Hours: 8am-7pm

After Hours: 7pm-8am

Agents

Accepted call

Rejected call

Department Voicemail

Please leave your message after the beep

Department Voicemail Notification

102

Comment
I guess it's better to make option “Agents: accepted call” the default one, to make agent list visible right after department is selected.

User selected

Call flow

102 (Me)

Caller Dialing Main Company Number
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Company Greeting

Caller

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USA & Canada

Europe

Asia

31

32

33

Apply Answering Rules for

Business Hours: 8am-7pm

After Hours: 7pm-8am

Agents

Accepted call

Rejected call

John Smith

Max Lewis

Ronald Watson

102

109

105

Edit list

Apply Answering Rules for

Business Hours: 8am-7pm

After Hours: 7pm-8am

Forward Call to
Mobile +1 (698) 145-6541

Call screening

Please say who is calling

Connect Prompt

Play

Incoming Call on John's Device

Accepted

Rejected

Voicemail

Please leave your message after the beep

Voicemail Notification

102

Admin's personal extension

Call flow

Company

Incoming call

John Smith

102

Apply Answering Rules for

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Call screening

Please say who is calling

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Incoming Call on John's Device

Accepted

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Please leave your message after the beep

Voicemail Notification

102

Comment
This view is very close to how non-admin users will manage their call flow settings.