

User Settings

Show Active

Show All

Caller

+1(650)435-7866

Vlad Vendrow, x101

RingCentral, Inc.

CTO

(650) 472-4080

(800) 513-1320

vladv@ringcentral.com

Block list

Normal

Blocked Number

Answering Rules

User Hours: 8am-7pm

After Hours: 7pm-12am

Custom Hours: 12am-8am

Greet the Caller

Thank you for calling Vlad Vendrow

Connecting

Please hold while I try to connect you

Playing

Easy listening

Ring My Softphones: On

Delay: 5 rings

Ring My Phones

Blue Phone Ext. 101

Red Phone Ext. 102

5 rings

Mobile

Home

7 rings

Voicemail

Your call has been forwarded to the voicemail for Vlad Vendrow

Notifications

User Settings

Show Active

Show All

Caller

+1(650)435-7866

Vlad Vendrow, x101

RingCentral, Inc.

CTO

(650) 472-4080

(800) 513-1320

vladv@ringcentral.com

Block list

Normal

Blocked Number

Answering Rules

User Hours: 8am-7pm

After Hours: 7pm-12am

Custom Hours: 12am-8am

Greet the Caller

Thank you for calling Vlad Vendrow

Screen the Caller

Please say who is calling

Sarah O'Connor

Connecting

Please hold while I try to connect you

Playing

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.

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

When you receive voicemail you will be notified by selected method.

Peter

Not sure that user info is at the right place. According to call flow idea it should be at the bottom or somewhere else, but not here.

UPD: Moved apart from flow line. Now it seems to be more correct in terms of Call Flow.

New! (rev 2.15)

Peter

Just thoughts... Since "Case selector" is a new control type for the user, I would consider coming back to breaking the line in order put additional visual accent, that control affects how the rest of the flow is displayed.

Block List Editor

New! (rev 2.15)

Calls with no caller ID

Blocked Numbers

Calls with no caller ID

Block specific numbers

Block Calls without Caller ID: ☐ Off

Blocked Numbers

Calls with no caller ID

Block specific numbers

Block Calls without Caller ID: ☒ On

Callers will hear:

Calls without caller ID not accepted

Mailbox full

Busy signal

▶

Blocked Numbers

Calls with no caller ID

Block specific numbers

Block Calls without Caller ID: ☒ On

Callers will hear:

Calls without caller ID not accepted

Mailbox full

Busy signal

▶

Callers will hear:

Calls without caller ID not accepted

Mailbox full

Busy signal

▶

Callers will hear:

Calls without caller ID not accepted

Mailbox full

Busy signal

▶

▶

Playback progress

Peter

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. Might be handy on screens below

Block specific numbers

Blocked Numbers

Calls with no caller ID

Block specific numbers

Callers will hear:

This number is not available from your calling area

Mailbox full

Busy signal

Add Number

Blocked Numbers

Calls with no caller ID

Block specific numbers

Callers will hear:

This number is not available from your calling area

Mailbox full

Busy signal

Add Number

+1(650)484-9834 John Kay

▶

Blocked Numbers

Calls with no caller ID

Block specific numbers

Callers will hear:

This number is not available from your calling area

Mailbox full

Busy 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

Blocked Numbers

Phone Number to Block:

+1(650)484-9834

Name (optional):

John Kay

Add

Add and Stay Here

Blocked Numbers

Phone Number to Block:

Type Number

Name (optional):

Type Name

Add

Add and Stay Here

+1(650)484-9834 John Kay

added to Blocked Numbers List

Blocked Numbers

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.

Answering Rules Editor

(No changes here since rev 2.14)

User Hours

Answering Rules

User HoursCustom Rules (2)

24 HoursSpecify Hours

Incoming calls will be handled the same way all the time.

Answering Rules

User HoursCustom Rules (2)

24 HoursSpecify Hours

Here you can specify your user hours.

User Hours:

Monday9am - 6pm

Tuesday9am - 6pm

Wednesday9am - 6pm

Thursday9am - 6pm

Friday9am - 6pm

SaturdayClosed

SundayClosed

Time Zone:

(GMT+03:00) Moscow...

Answering Rules

Monday

Last Setting:
9:00am - 8:30pm

OpenClosed

From: 9:00 am pm

To: 6:00 am pm

Copy Settings to Weekdays

Copy Settings to All Days

Peter

Question:

Cancel + Save (Win, Android experience) vs Back (Apple experience)

What is more suitable for us?

Custom Rules

Answering Rules

User HoursCustom Rules (2)

Custom Answering Rules will override User Hours / After Hours settings.

My Rule 1Weekend shift

Add Rule

Answering Rules

Rule Name:

Weekend shift

Status:

Enabled

Conditions:

When

Saturday: 8am - 6pm

Sunday: 8am - 4pm

Add Condition

Actions:

Forward Calls

Delete Rule

Answering Rules

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 ScheduleSpecific Date Range

Select when this rule should be active:

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday8am - 6pm

Sunday8am - 4pm

Note: custom Answering Rules will be applied before the regular business hours and after hours rules on an incoming call.

Answering Rules

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 ScheduleSpecific Date Range

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

Note: custom Answering Rules will be applied before the regular business hours and after hours rules on an incoming call.

New Styles

Incoming calls will be handled the same way all the time.

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

+1(650)484-9834
John Kay
added to Blocked Numbers List

Peter

"Messages to user"

Peter

"Hints"

Peter

"Completed successfully" message

To be continued...