

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

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

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User Hours:

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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.

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.

Sys of the

User h

After

C

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.

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.

Answering Rules Editor

Answering Rules

User Hours

Custom Rules (2)

24 Hours

Specify Hours

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

Peter

Check next page to continue.

Peter

NB! Yellow callouts inside screens are parts of UI.

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.

Peter

"Messages to user"

Peter

"Hints"

Answering Rules Editor

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 (iOS 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.

To be continued...