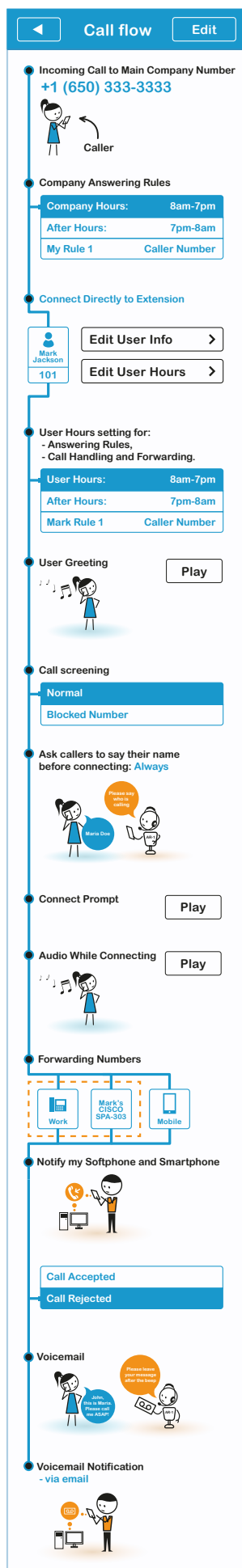


1. View mode

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: ⓘ

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

SoftPhones & Smartphones

Notify my SoftPhone and Smartphone: ⓘ

☒ On ☐ Off

Wait 1 rings before forwarding begins

Notify administrator's SoftPhone: ⓘ

☐ On ☒ Off

Cancel Save >

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

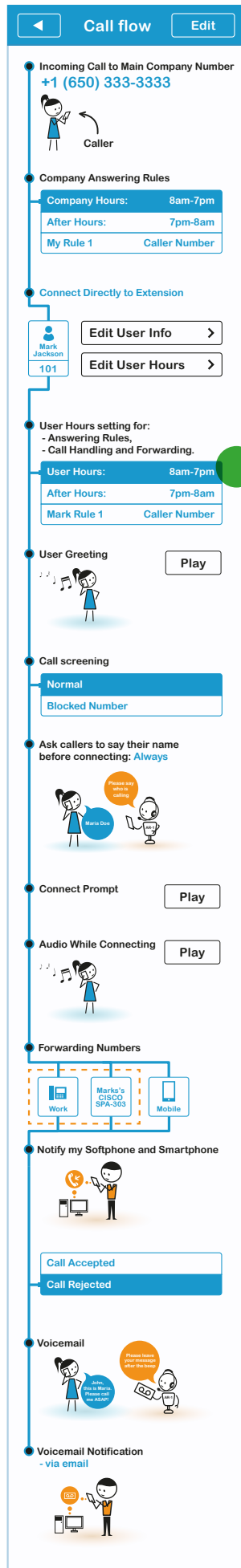
Text Message: ☐ On ☒ Off

Phone Number 415-555-1212 Carrier — Select Carrier — Add

My carrier is not listed ⓘ

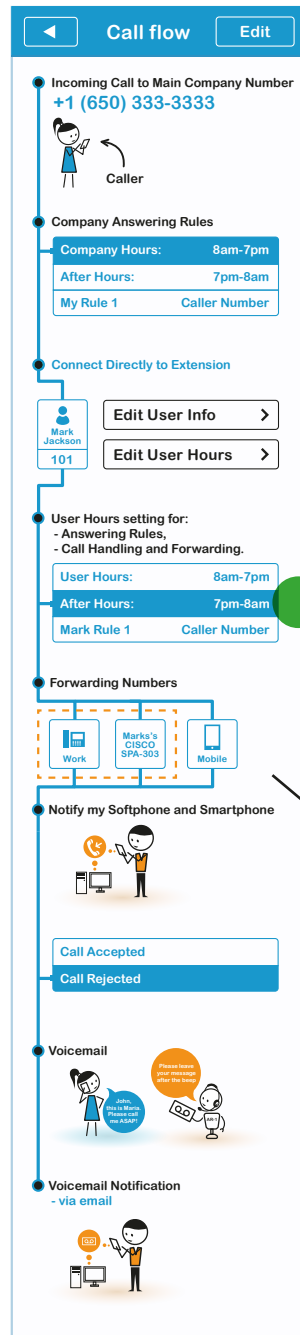
Cancel Save >

Case A

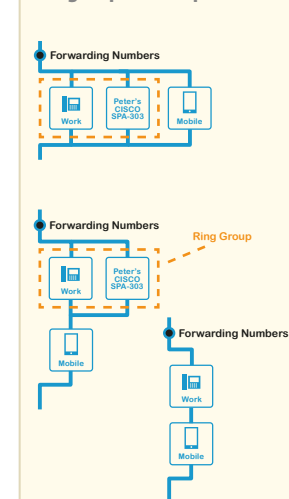


Case B:

Forward calls

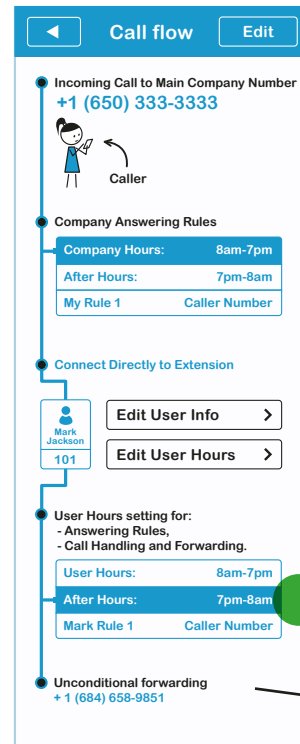


Ring sequence explanation



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 >

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

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 >

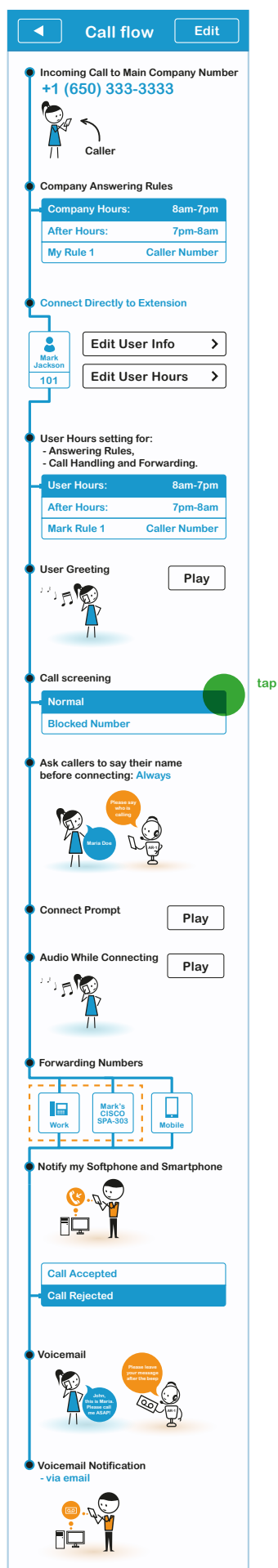
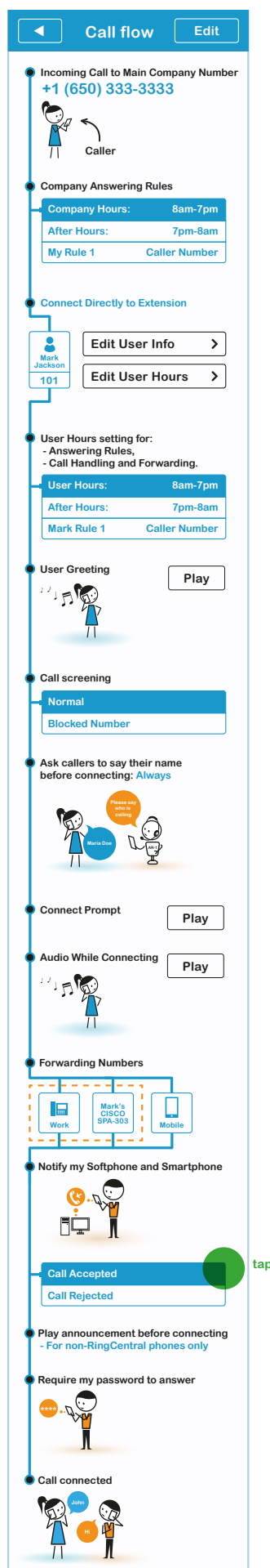
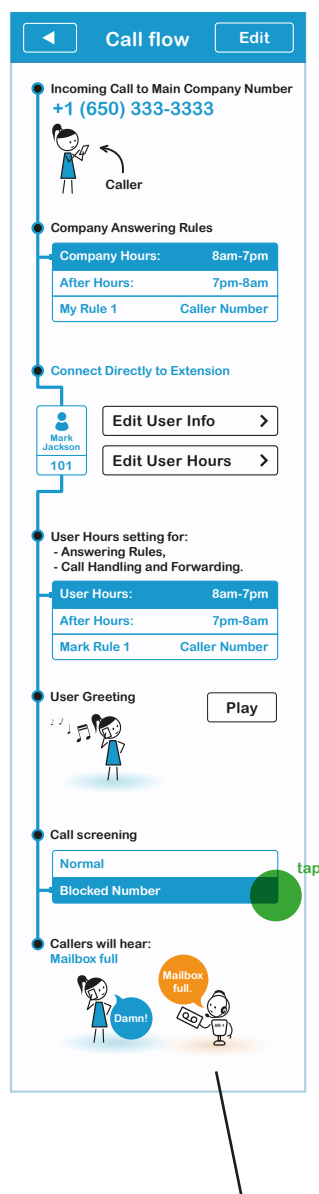
Cancel Save >

Messages & Notifications

Outbound Caller ID

Outbound Fax Settings

Case A

Case D:
Call AcceptedCase E:
Blocked Number

Block Specific Numbers

Phone Number:

Name (optional):

Block

Phone Number	Name
(650) 587-9536	block

Callers will hear:

- ☐ This number is not available from your calling area
- ☒ Mailbox full
- ☐ Busy signal

00:00 / 00:00

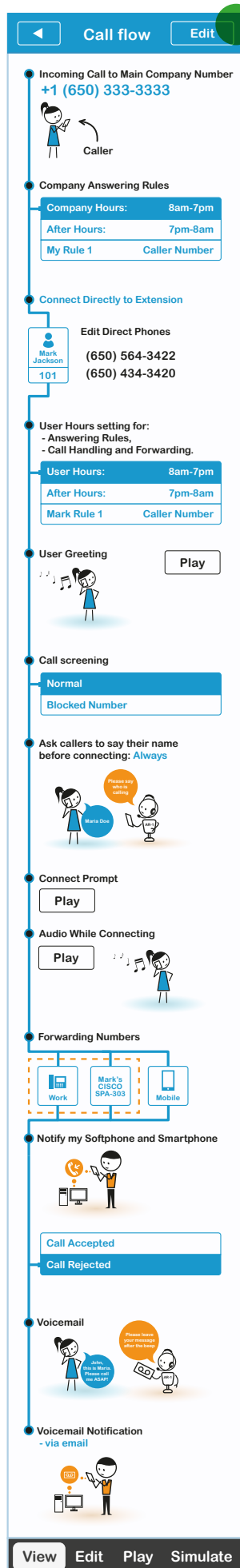
Cancel

Save

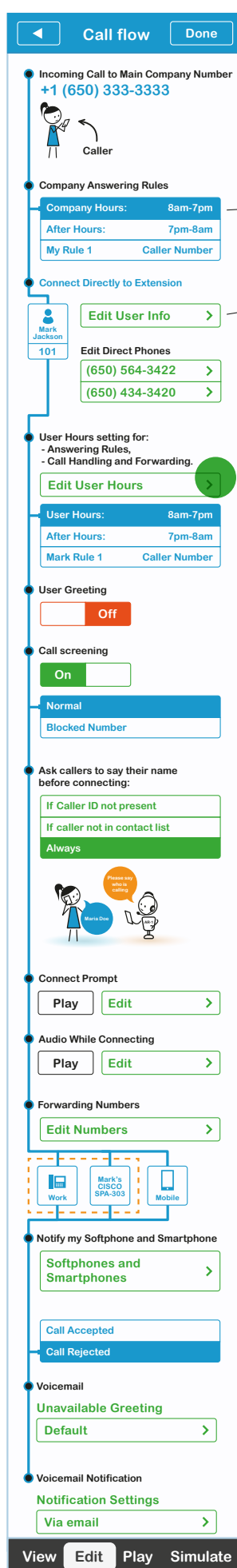
View mode

2.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.

tap

Cancel Edit user info Save

Extension Number
101

First Name
Mark

First Name
Jackson

Record User Name >

Email
m.jackson@company.com

User Password >

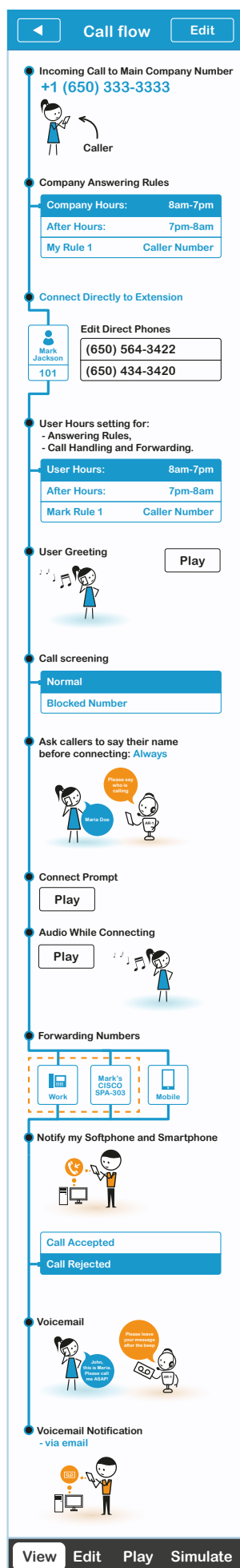
Status
Enabled

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

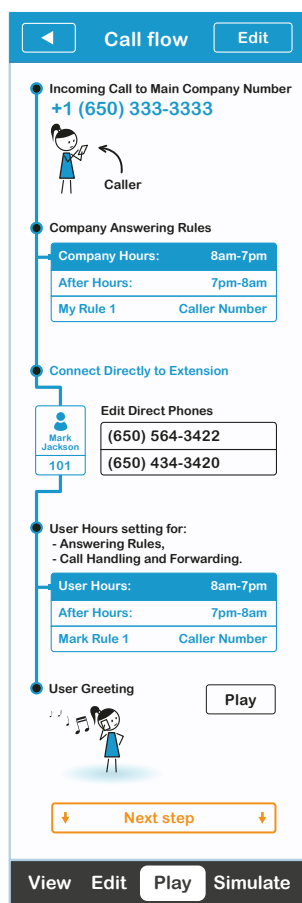
View mode

3.Play mode

Case A

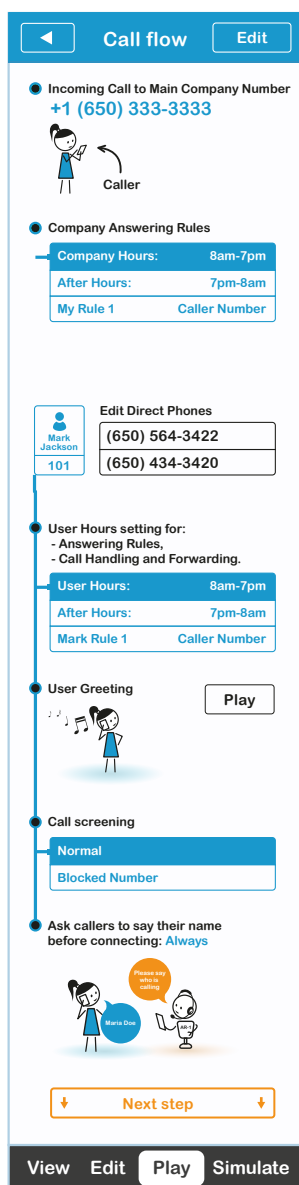


Case A

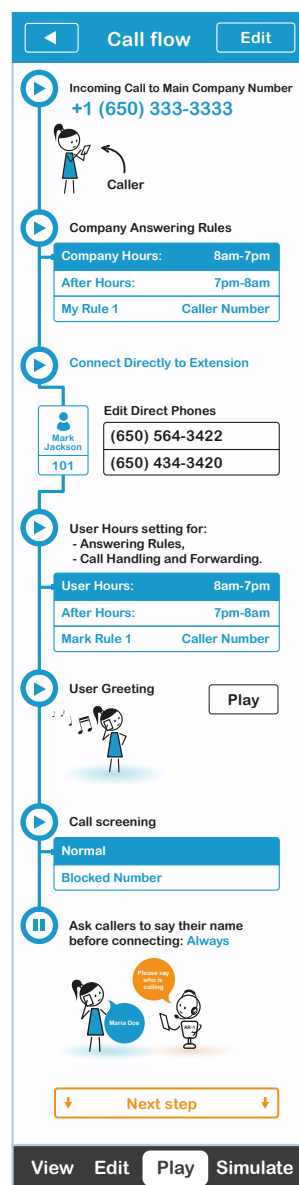


Standard tab bar

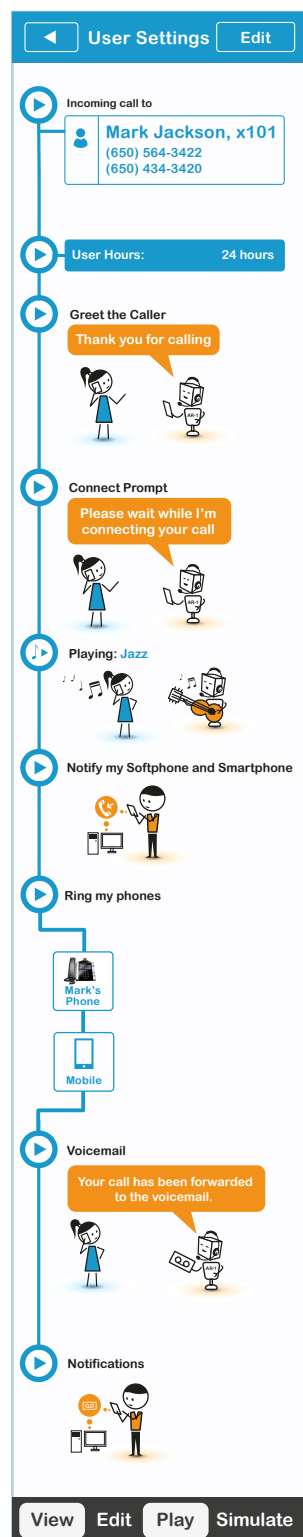
Case A



Case A

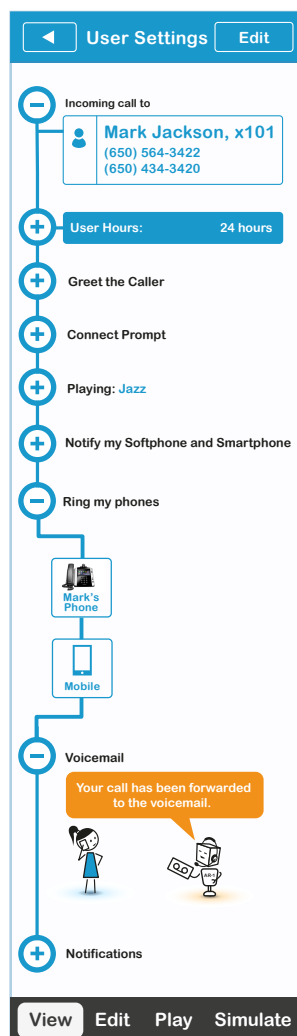
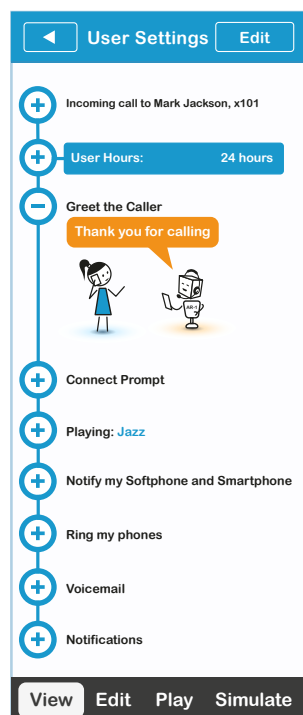


22 Jan 2013 Brainstorming



So which mode represents this screen?

Idea #1: Collapsible comics.



Educating user with inline hints.
Can be turned off by user as UI setting.

