VoxSun

Discover VoxSun and make your communication effortless!

User's Guide

Client's User Guide

Manual Version 76319.33

For suggestions regarding this manual contact:
support@voxsun.com

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Chapter 1

Navigation

VoxSun Professional is the leading Unified Communications platform designed for the cloud. The product's clear and intuitive web based interface is meant to ease the users' experience, reducing the time required to navigate between the wide range of available options.

The Navigation Panel

VoxSun Professional groups all the important features into several categories that can be accessed at any time from the navigation panel, available in the left side of the screen. The number of sections depends on your license and on your custom settings:

- **Users** - This section allows you to access the management options for the reseller, client and extension users.
  - Resellers - Clicking this link will open the **Resellers Management** page that displays a list with all the resellers currently set up in the system, while also providing the tools required to add new ones.

- Clients - Clicking this link will open the **Clients Management** page that displays a list with all the clients currently set up in the system, while also providing the tools required to add new ones.
- Extensions - Clicking this link will open the **Extensions Management** page that displays a list with all the extensions currently set up in the system, while also providing the tools required to add new ones.

- **Server** - This section groups all the server related tools like channels or system options.
  - Unified Communications - The system templates, the server preferences, the license, the interface preferences or the UC settings are some of the options that can be configured from the **Unified Communications** page.
  - Charging plans - The charging plans currently defined in the system and all the tools required to manage them can be accessed by clicking this link.
  - Channels - Clicking this link will open the **Channel Management** page that displays a list with all the channels currently available in the system, while also providing the tools required to add new ones or to manage channel related preferences like public phone numbers or outgoing routing rules groups.
  - Reports - The comprehensive call reports can be viewed by clicking this link.
- **Automation** - This section is displayed only if you have purchased the appropriate license.

  Note

  More details about this product can be found here.

- **Controller** - This admin specific section helps you manage the infrastructure's remote servers.
  - Servers - The remote servers can be controller by clicking this link.
- **Custom** - This section contains all your custom buttons and plug-ins.

Note

The default icon specific to a custom button is .

The Top Frame Controls

When navigating through the web interface, the top frame controls are always available and can be used to log out and to change your interface preferences.

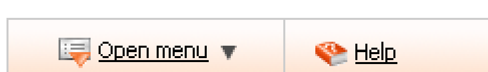
The top frame controls

The three controls are:

- Logged in as: {your_contact_name} - Click this link to edit your contact details or if you want to change your password.
- My interface - If you want to change your interface preferences, click this link and use the controls available in the My Interface Settings page.
- Logout - Click this link to log out from your VoxSun Professional account. The current session will be closed and you will be required to provide your username and password to log in again.

The Main Frame Controls

On the top right corner of each page displayed in the main frame you can find another set of controls, used primarily for navigation and for opening the help window.



Navigation controls

The default options are:

- Open menu - Clicking this link will oped a box listing all the options available in the left navigation panel that can be used for quick switching between pages.

- Help - Anytime, anywhere, when there is something you need more information about, click this link and read the help file.

Note

Your browser must allow pop-up windows in order for the help file to be displayed on screen.

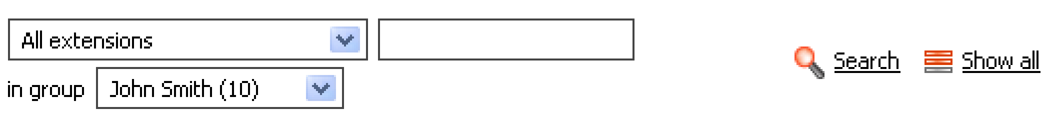
Going down in the application structure, you will be able to move up one level and return to the previous page by using the Up level icon.

In some pages that provide real time statistics, you can update the displayed information by clicking the Refresh link.

If you are impersonated as one of your child accounts and you want to return to your default account, then click the appropriate Return to my account link.

Using the Search Functions

All the tables and lists available in VoxSun Professional allow you to search for the desired items. The search functions can be simple or advanced. This section is intended to describe the basic search controls and to provide you an overview of how you can customize the tables layout.



Note

In some cases, if you want to hide/reveal the search options, click the Toggle search link.

These simple controls can be used for searching a specific word:

- **Search** – Use the text box to specify the words you are looking for. Click the Search link to display only the records that match your search criteria. The table will be updated accordingly.
- **Show all** – Click the Show all link to display the entire list.

The search criteria is retained until a new search is performed and it is not lost when navigating to other pages.

The Table Controls

Each table in VoxSun Professional provides several configuration tools designed to offer you a better overview of the available records. Depending on your preferences, you can:

1. Customize the total number of records displayed in each page by clicking the 10, 25 and 100 links available on the right side of the table. The total number of records as well as other details (e.g.: call cost) are shown on the left side.

   In the tables with more than one page of records, you can navigate between pages using the following controls:

   Pages: First << 1 2 3 4 5 >> Last

   Note

   Have in mind though that a larger number of records per page may cause your system to work slower.

2. Customize the table layout by choosing the columns to be displayed. To do so, click the Show columns icon and select (or deselect) the desired columns. This is especially useful for the tables with many columns where you have to scroll in order to see all the information.

3. Sort the table by a certain criterion. To do so, simply click a table header and the entire list will be sorted accordingly. The table header will be highlighted and an arrow will indicate how the resellers list was sorted: ascendingly or descendingly. The sort direction can be changed by another

click on the corresponding header.

How to Remove Table Records

VoxSun Professional offers you a straightforward method for removing the unnecessary records from a table. This method implies the following steps:

1. Choose the records you want to delete by selecting their corresponding check boxes available at the end of the table.
2. Click the Remove selected link. A confirmation pop-up window will be displayed.

   Note

   In some situations, another page will be opened and you will be required to review and confirm the removal.

3. Click **Ok** if you want to remove the record(s). If you do not want to proceed, click **Cancel**.

Chapter 2

Edit Your Contact Information

Caution

After the first install, you will be required to fill in your contact information from the **Client's Account Details** page. You will not be able to access and manage the application until all the required details are set up in the system.

Later, if you want to update your contact information or your username and password, follow the next steps:

1. Click the Extensions link located in the left navigation panel.
2.

Next, click the **Edit client** icon available in the `Tools` area.

The following contact details can be modified:

- **Company name**
- **Contact name**
- **Login** - The username required for authentication.

Note

The username must contain only the following character types:

- Any of the **26 letters of the Latin alphabet [a-z]**, also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the **10 decimals [0-9]**, also included in the ASCII.
- Special characters like: **_.-@**.

- **Password** – Use this text box to change the password for your reseller account.

Caution

Based on the chosen password strength set up by the system administrator, you are not allowed to fill in dictionary words or passwords containing only digits or sequences of more than three identical characters.

All security levels ask for a minimum five characters long password.

Note

The password must contain only the following character types:

- Any of the **26 letters of the Latin alphabet [a-z]**, also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the **10 decimals [0-9]**, also included in the ASCII.
- Special characters like: **!?@#$%\/*()_+={}`~[];:,.|^&**.

- **Confirm password**
- **Phone**
- **Fax**
- **Email** – The email address where VoxSun Professional can send you notifications about events that occur in the system.

Caution

The system can send automatic notifications when predefined events occur. In order to change your notification preferences, as well as the email templates

used for sending these notifications, go to the Unified Communications >> **Email templates** page.

- **Address**
- **City**
- **State/Province**
- **Postal/ZIP code**
- **Country**
- **Region** - Use the drop-down list to select the region of the country you are located in.
- **Timezone** - Use the drop-down list to select the timezone specific for your location. By default, the timezone of the chosen location is selected.

Click the **OK** button to submit the data. When all the required information has been filled in and you choose not to change it, the **Cancel** button will return you to the previous page without any modification.

Chapter 3

Manage the Application

This chapter describes how can the VoxSun Professional interface be customized to meet your user's layout, login or quick access requirements. All these features can be accessed from the Unified Communication page as follows:

- From the **Unified Communications Settings** section:
  - **My interface**
  - **Access**
  - **Custom buttons**

My Interface Settings

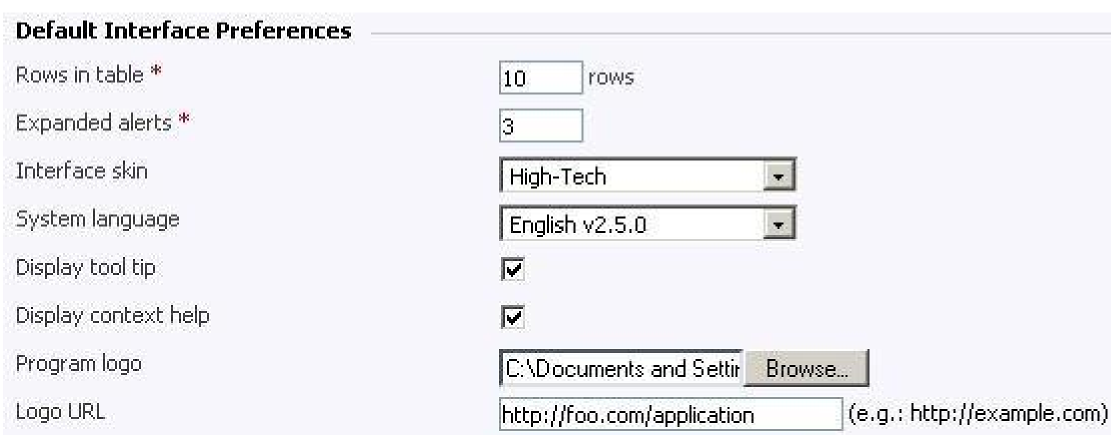
VoxSun Professional allows you to customize the application's default look for your account from the **My Interface Settings** page. There you can define the interface language and skin, the number of rows displayed in the tables for the logged in user (client in your case) and several other options, including the customizable parameters for the **MyVoxSun** interface.

There are two possibilities to access this page:

1. By clicking at any time the My interface link available in the top frame.
2. By navigating through the application's menus:
   a. Click the Unified Communications link available in the left navigation panel.
   b. Next, click the **My interface** icon available in the `Unified Communications Settings` section.

The following preferences can be customized according to your needs:

- **Default Interface Preferences** - This section displays the general customizable interface preferences:



  - **Rows in table** – Use this text box to set the number of rows that will be displayed in the interface for all the tables and lists. The accepted values range from 1 to 9,999. The default value is 50.

- **Expanded alerts** - Use this text box to set the number of alerts displayed in the user context. The accepted values range from 1 to 10. The default value is 3.

- ◦ **Interface skin** – Use this drop-down list to choose the skin for your application interface.
- ◦ **System language** – Use this drop-down list to select the language used by your application interface. All the messages, alerts, tool tips or context help will be displayed in this language.

> **Caution**
>
> VoxSun Professional does not allow you to use language packs that were created for earlier versions of the interface. The following warning message is displayed:
>
> `Impossible to switch to preferred interface language` *`{outdated language}`*`, because an outdated language pack is installed on the system. Please contact your provider to correct this situation.`
>
> Only the system administrator can fix this problem.

- ◦ **Display tool tip** – Select this check box to enable/disable application tool tips displayed on mouse over images/icons.
- ◦ **Display context help** – Select this check box to enable/disable context help, displayed in the top area of the page, under the title.
- ◦ **Program logo** – Choose the logo that will be displayed on the top left side of the user's interface. You can use the available text box or the Browse... button to locate the file on your computer.

> **Caution**
>
> The image you want to use should be in a `.gif`, `.jpeg` or `.png` format and its height must not exceed 50 pixels.

- ◦ **Logo URL** – The logo file has a hyper link attached to it. Use this text box to fill in the destination of this hyper link. It can be your business website for example.

- **MyVoxSun Interface Preferences** - This section allows you to configure some interface related options for the **MyVoxSun** application.

Caution

As MyVoxSun is still in development, these settings have no effect.

- **MyVoxSun application name** - The value filled in here will replace all the MyVoxSun references all over its interface, including the browser title.

- **MyVoxSun logo** - Choose the logo that will be displayed in the MyVoxSun interface. You can use the available text box or the 

button to locate the file on your computer.

Caution

The image you want to use should be in a `.gif`, `.jpeg` or `.png` format and its height must not exceed 50 pixels.

- **MyVoxSun URL** - Use this text box to fill in the destination hyper link attached to the **MyVoxSun** logo file. When the user clicks the logo, he will be redirected to the address specified here.

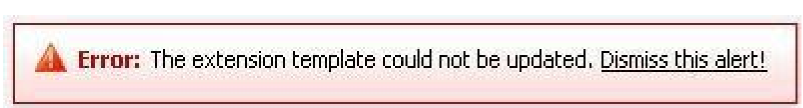
Note

All the changes made in this two sections will be reflected in the your interface as well as in the interface of all your child accounts!

Click **OK** to save your changes. Click **Cancel** to go back to the previous page without updating the preferences. The **Default** button overwrites your own account settings with the default ones.

Restore Dismissed Alerts

The alert messages displayed on any page in the application can be hidden by pressing the Dismiss this alert! link.



An alert message that can be dismissed

Note

The alerts will be dismissed for the current user only!

If you want all the previously hidden alert messages to be displayed again, then click the **Restore dismissed alerts** icon available in the `Tools` area.

Set up an Access Policy

VoxSun Professional allows you to set up an access policy for the reseller account. Two policy types are available:

- **Deny** - When this policy is configured, the reseller is not allowed to log in to the VoxSun Professional interface if his computer's IP is listed on the deny list. All the other IPs that are not included in the deny list *can* access the interface with the reseller account.
- **Allow** - When this policy is configured, the reseller can login to the VoxSun Professional interface only if his computer's IP address is listed in the allow list. All the other IPs that are not included in the allow list *cannot* access the interface with the reseller account.

Note

You cannot set up both types of policies at the same time.

View the Networks List

In the **Network Access Policy** page you can see a list with all the allowed and denied networks available in the system. The following information is available:

- **N** - The network's order number.
- **A** - The network's permission:
  - - Allowed
  - - Denied
- **P** - Use these icons to change the position of a certain network inside the

list:

- Up
- Down

Note

When you change the order, VoxSun Professional displays the number of changes you have performed to remind you to save them before navigating away from the page. In the top left corner of the network list, VoxSun Professional displays `{x} changes pending in the rules order`.

Click the Apply changes link to save the changes you have performed in the network list.

- **IP** - The network's IP address.
- **Mask** - The network's subnet mask.

Add Allowed or Denied Network

In order to add allowed or denied networks, follow these steps:

- Click the **Access** icon. A new page where you can enter the subnet or IP addresses to which you want to allow/deny access opens.
- **Subnet or IP address** - Use the drop-down list to specify if you want to allow or to deny access for the subnet or IP address filled in the first text box. Use the second text box to specify the position of the address inside the networks list.
- Use the buttons to add several subnet or IP addresses at the same time.
- Click **Ok** to add the IP(s) to the allow/deny list. Click **Cancel** to go back to the previous page.

Removal Confirmation

To finalize the removal, you have to review the list, select the **Confirm removal** check box and click **OK**. If you do not want to delete these records, click **Cancel** to return to the previous page.

Chapter 4

Manage Your Account

This chapter offers you detailed information about your account's features that can be customized to meet specific requirements like the outgoing routing rules for your extensions' external calls, the screening numbers, your SIP devices or the OpenID identities. All these options can be accessed by clicking the corresponding icon available in your account's home page:

- Call screening database
- Outgoing routing groups
- OpenID identities
- Manage SIP devices

- SystemAPI

Manage the Call Screening Database

The database contains the categories and the corresponding phone numbers used for screening the extensions' outgoing calls. For more information, see the Manage Call Screening Preferences section.

The **Call Screening Database** management page allows you to:

- Visualize the list of the existing screening numbers.
- Define other screening numbers by clicking the **Add phone number** icon.

  Caution

  When there is no category defined, the icon is grayed out: and you are not able to add anything.
  You cannot add a new number to a category defined for other users!
  For more information, see the Add a Database Category section.
- Define new **Database categories**.
- Search for certain phone numbers.
- Edit one of the existing numbers.
- Remove unused screening numbers.

VoxSun Professional displays the following information about the available phone numbers:

- **Number** - The screening number. Only the numbers owned by the current user can be edited by clicking the number link. The screening numbers owned by other users cannot be modified.

- **Database Category** - The database category the screening number belongs to.

- **Tag** - The identification tag.
- **Owner** - The category's owner, that can be both the current user and the provider (system administrator).

When the category numbers list is too long and you are searching for a specific one, you can use the default controls plus:

- **View numbers in category** - Use the drop-down list to see all the numbers belonging to a certain database category.

Add a New Category Number

The **Add Phone Numbers** page allows you to fill in the information required to define or to import the new number and to assign it to a certain database category. The customizable parameters are grouped into several sections:

- **Import Database Numbers** - Use this section if you want to import the numbers from a file:
  - **Import numbers from file** - Select this check box to add the database numbers from an existing file. If this option is disabled, so are the next two fields.
  - **Import file** - Use this text box or the button to specify the location of the file containing the database numbers.
  - **Field separator** - Use this text box to specify the field separator character. The default value is ','.

    Note

    The uploaded file entries must be in the following format:

    `{phone_number},{category_name}`

- **Add Database Numbers** - Use this section if you want to manually add the phone numbers to the database. If you have previously selected the

Import numbers from file check box, then this section will be disabled.

- **Number** - Use this text box to fill in the phone number that will be used for screening the extensions' outgoing calls.
- **Database category** - Use the drop-down list to select one of the available categories.

Note

Only the database categories created for the current user are available!

You can add/remove several numbers by using the icons.

Click **Ok** to add the new number(s). Click **Cancel** to go back to the previous page without adding anything.

Edit a Category Number

You can edit only the category numbers defined for the current level. To do so, follow the next steps:

1. Choose the desired number from the **Call Screening Database** management page and click it.
2. The information in the **Modify Phone Number** page is grouped into the following sections:
   - **Import Database Numbers**
   - **Modify Database Number**

   Note

   For more details, see the Add a New Category Number section.
3. Click **Ok** to save the changes. Click **Cancel** to go back to the previous page without modifying anything.

Manage Database Categories

The database categories are phone number collections used for screening purposes.

The **Database Categories** management page allows you to:

- Visualize the list of the existing categories.
- Define other database categories.

- Search for certain categories.
- Edit one of the existing categories.
- Remove unused screening categories.

VoxSun Professional displays the following information about the available database categories:

- **Database Category** - The category's descriptive name. Click the link to edit the its properties.
- **Tag** - The identification tag.
- **Available to** - The database category's visibility.

Add a Database Category

To add a new database category, fill in the required details:

- **Add New Database Category**
  - **Name** - The database category's name.
  - **Tag** - The identification tag.
  - **Available to** - Use the available radio buttons to specify the category's visibility:
    - `Reseller level` – The database category is visible to the reseller account.
    - `Client level` – The database category is visible to the reseller and to his client accounts.
    - `Extension level` - The database category is visible to the reseller, to his client and extension accounts.
  - **Description** - Use this text area to associate a note about the purpose and content of the database category.

You can add/remove several categories by using the icons.

Click **Ok** to add the new category(s). Click **Cancel** to go back to the previous page without adding anything.

Edit a Database Category

You can edit only the categories defined for the current level. To do so, follow the next steps:

1. Choose the desired category from the **Database Categories** management page and click its name link.
2. In the new opened page, use the **Modify Category** section to edit the desired parameters.

Note

For more details, see the Add a Database Category section.

3. Click **Ok** to save the changes. Click **Cancel** to go back to the previous page without modifying anything.

Export Phone Numbers

In VoxSun Professional, you can export all the phone numbers from the call screening database in `.csv` format for sharing them among VoxSun Professional servers or for backup purposes.

Click the Export numbers link placed above the **Phone Numbers** table, then save the `.csv` file to the desired location.

Manage Your Outgoing Routing Rules

VoxSun Professional allows clients to block certain outgoing calls, based on the time interval when the call was dialed and the CallerID of the system user that dialed the number.

The **Outgoing Routing Groups Management** page allows you to:

- Visualize the list of the existing routing groups.
- Define new groups by clicking the **Add new routing groups** icon available in the **Tools** section.
- Search for certain groups.
- Edit one of the existing routing groups.
- Remove unused groups.
- Save all the groups currently available in your database by clicking the Save rules link.

VoxSun Professional displays the following information about each group:

- **Name** – The descriptive name of the outgoing routing rule group. Click this link to edit the group's details .

- **Rules** – The number of rules inside the rule group.
- **Updated** – The date the group was last modified.

Note

You cannot remove routing rule groups that are used in the reseller's charging plans.

Add an Outgoing Routing Rules Group

To add a new outgoing routing rule to the system, fill in the information required in the available fieldsets:

- **Routing Group Management**
  - **Name** – Use this text box to give a descriptive name to your group.
- **Add Outgoing Routing Rules** – Use the available controls to define one or more routing rules for outgoing calls:

  The first drop-down list displays the available actions. On this level, VoxSun Professional blocks the call to that number if the number is matched. If you select this action, the following routing rule will be displayed:

  Block number {number_1} if in time interval {time_int} coming from {number_2}

  where:

  - **{number_1}** - Use this text box to specify the number dialed by the extension user.
  - **{time_int}** - Use this drop-down list to select the time interval when this rule will be applied.
  - **{number_2}** - Use this text box to specify the number of the extension where the call originates.

    Note
    You can specify any combination of the digits 0-9 and the characters '.' , '*'.

The number entry supports the VoxSun technical platform number matching. You can enter a
basic regular expression containing:

- X - matches any digit from 0-9.
- Z - matches any digit form 1-9.
- N - matches any digit from 2-9.

- [] - matches any digit or letter in the brackets.
- * - matches 0, 1 or any number of the previous expression.
- . - matches one or more characters.

For example:

- Number 0. will match any number starting with 0.
- Number 1X[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9.

Caution

The **Block** rule is final. This means that when the rule is matched, other rules are no longer checked.

Click **Ok** to add the new routing group to the system. Click **Cancel** to go back to the previous page without adding anything.

Edit an Outgoing Routing Rule Group

The **Edit Information on Outgoing Routing Rules Group {group_name}** allows you to manage the following features:

- **Routing Group Management** – Use this section to rename the group or to replace the existing routing rules:
  - **Name** – If required, you can modify the group's descriptive name.
  - **Agree to replace existing routing rules** – Select this check box if you want to upload an XML file that was previously saved with the Save rules option.

Caution

VoxSun Professional will delete from the database the selected group of rules and replace it with the uploaded rules.

The group of rules in the XML file must have the **same name** as the group in the interface. Otherwise, VoxSun Professional will not delete the current rules and ignore the uploaded file.

- ◦ **Upload rules** – When the **Agree to replace existing routing rules** check box is selected, you can use the Browse... button to locate the file containing the group of routing rules that you want to upload.

- **Add Outgoing Routing Rules** – If you want, you can use this section to add new rules to the group.

Note

For more details, see this section.

- **Existing Outgoing Call Rules** – Use this section to review the existing rules, change their order in the group or remove rules from the group.


Existing Outgoing Call Rules

Save rules   Remove selected

S	Action	Number	In Time Interval	Coming From	☐
✓	Block	1234123	Anytime	235	☐

The 'Existing Outgoing Call Rules' table

VoxSun Professional displays the following information about each routing rule:

- ◦ **S** – The rule's status:
  - ▪ Enabled
  - ▪ Disabled

  Click the icon to change the rule's status.

- ◦ **Action** – The action performed when VoxSun Professional matches the number dialed by the user.

- ◦ **Number** – The number dialed by the extension user that has to be matched to trigger the specific action.

- ◦ **In Time Interval** – The time interval when the rule is executed.

- ◦ **Coming from** – The number of the extension that placed the call.

Note

VoxSun Professional gives you the possibility to back-up and restore your routing rules. You can export routing rules to XML files and download them to your computer. You can later upload these files to the VoxSun Professional rules database. To save this specific outgoing routing rule group, click the Save rules link.

Removal Confirmation

To finalize the removal, you have to review the list, select the **Confirm removal** check box and click **OK**. If you do not want to delete these records, click **Cancel** to return to the previous page.

Chapter 5
Manage Unified Communications Features

All the settings that define the system behavior, including the interface, the access preferences, the system templates or the public phone numbers can be managed starting from this page by clicking the corresponding icons grouped into two functional sections.

As a reseller account owner, you are able to control the following features:

- **Unified Communications Settings** - Choose the desired core functionality you want to manage by clicking the corresponding icon.
    - Access
    - My interface
    - Time intervals

- Sounds
- Custom buttons
- Public phone numbers
- Sessions
- Manage SIP devices

- System Templates - The customization templates can be managed from this section.

Manage the Time Intervals

The time intervals are used to match calls to a certain period of time. This can be done for charging reasons or in order to filter incoming/external calls.

The **Time Intervals Management** management page allows you to:

- Visualize the existing **Time Intervals**.
- Define a new interval by clicking the **Add time intervals** icon available in the **Tools** section.
- Search the time intervals list.
- Edit an existing time interval.
- Remove unused time intervals.

VoxSun Professional displays the following information about each time interval:

- **T** – The method used to define the time interval:
  -  Individual days method
  -  Interval method

-  Interval belonging to the owner user

- **Name** – The time interval's descriptive name. Click this link if you want to edit it.

- **Intervals** - The number of different time intervals that the calls will be matched to. Clicking the Details link will open a pop-up panel that displays the time interval's specific parameters:

  - **Hours** - The hours that mark the time interval limits.

  - **Week days** - The days that mark the time interval limits.

    For example, **2 - 6** shows that the time interval limits are Monday and Friday.

  - **Days of the month** - The month period the time interval is applied to.

  - **Month** - The month the time interval is applied to.

Note
If the time interval is applied to all the months, then this field displays '-'.

- **Created** – The date when the time interval was created.

Add a New Time Interval

Time intervals are used on call filtering, call routing, charging plans, etc. Whenever a new account is created, the extension must have a charging plan associated to this account. The extension can be charged differently based on the call time interval.

To add a new time interval, follow the next steps:

1. The **Add New Time Interval(s)** page allows you to fill in the information required to define the time interval(s). The customizable parameters are grouped into several sections::

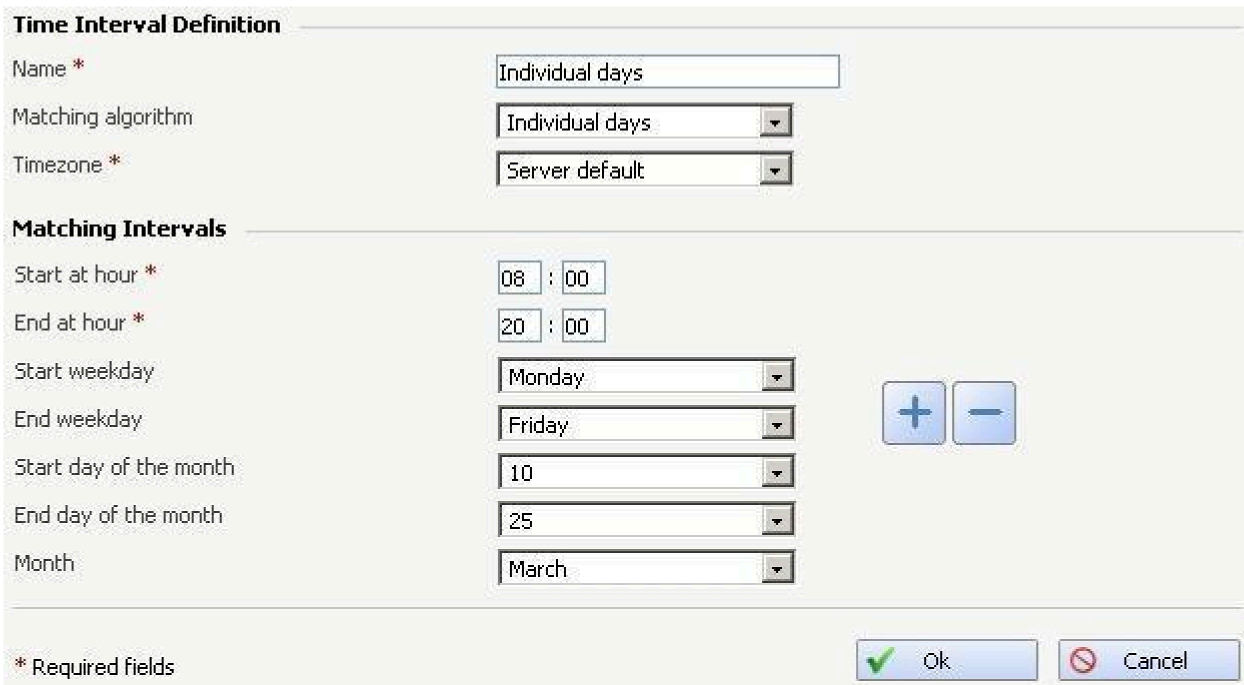
   - The **Time Interval Definition** area has two fields which represent the generic description of the time interval:

     - **Name** – Use the text box to fill in a descriptive name which will help identifying the time interval.

- **Matching algorithm** – The calls can be matched to an existing time interval depending on the algorithm:

- **Individual days** – The calls are matched to this time interval if they are made or received in different days, within the time frame set in the **Matching Intervals** section.

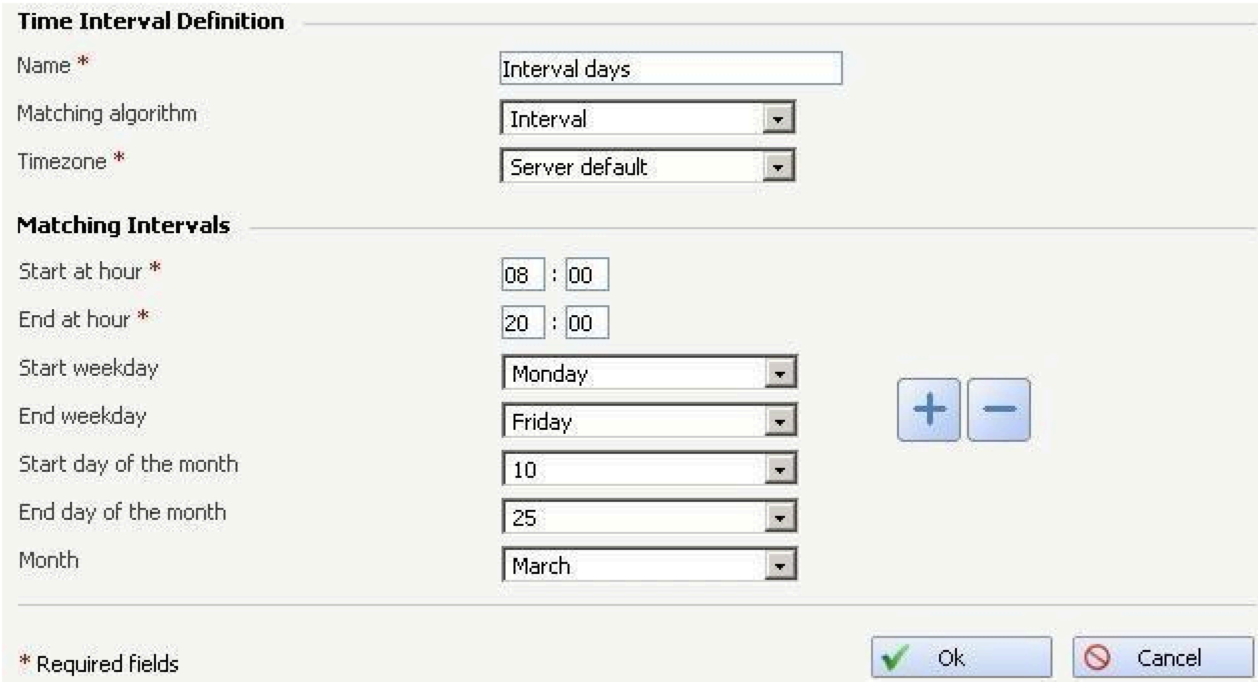
  In the below time interval, VoxSun Professional matches the calls made or received between 8:00 AM and 8:00 PM, on Monday, Tuesday, Wednesday, Thursday and Friday, between the 10th and the
  25th of March.



A time interval defined for individual days

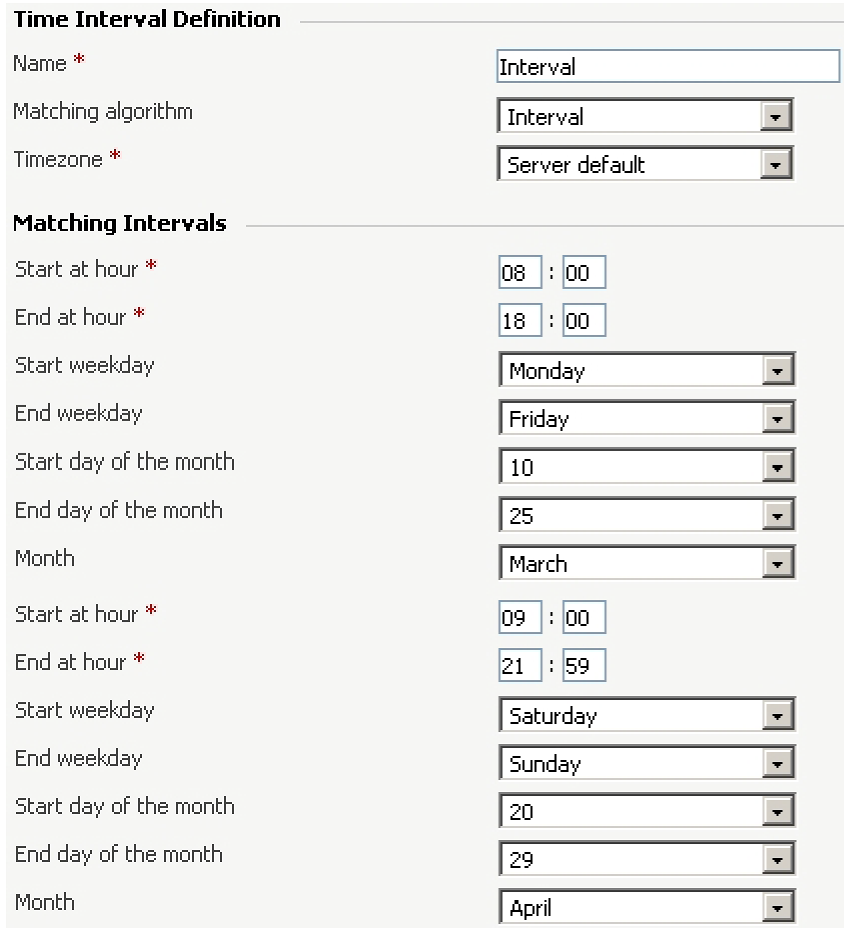
- **Interval** – The calls are matched to this time interval if they are made or received within a continuous time frame that extends over several days.

  In the below time interval, VoxSun Professional matches the calls made or received between Monday, 8:00 AM and Friday, 8:00 PM, between the 10th and the 25th of March.



A continuous time interval

In this example, VoxSun Professional matches the calls made or received between 8:00 AM and 6:00 PM on Monday, Tuesday, Wednesday, Thursday and Friday, between the 10th and the 25th of March and the calls made or received between 9:00 AM and 9:59 PM on Saturday and Sunday, between the 20th and the 29th of April.



A time interval block with two different time intervals

- **Timezone** – Use the drop-down list to select the time zone in which your time interval is defined. The default value is `Server default`.

Note

This information is also displayed in the time intervals list, next to the interval's name.

In a charging plan's description, this information is listed in the **Charges for Outgoing Calls** area.

- The **Matching Intervals** area allows you to define the time interval's limits. The following parameters can be customized here:
  - **Start at hour** and **End at hour** – Use the available text boxes to specify the hours that mark the time interval limits.
  - **Start weekday** and **End weekday** – Use these drop-down lists to

select the days of the week that mark the time interval limits.

- **Start day of month** and **End day of month** – Use these drop-down lists to select the days of the month that mark the time interval limits.

- **Month** - Use this drop-down list to select the month that defines the time interval.

Note
If you want this time interval to be applied for all the months, select '-'.

2. Use the buttons if you want to add/remove several time interval limits:

   - removes the corresponding time interval limits.
   - adds other time interval limits.

3. Click **Ok** to add the new time interval. Click **Cancel** to go back to the previous page without adding anything.

Note

You can enter up to **ten** different time interval limits to a single time interval.

Edit a Time Interval

To edit the properties of a time interval, follow the next steps:

1. In the time interval list, click the name of the time interval you want to change.

2. A new page where you can rename the time interval and modify its start/end hours, days, dates will open. You can also change the matching algorithm.

Note

For more information on the fields in these sections, read the Add Time Intervals section.

3. Click **Ok** to save the changes you have made to the time interval. Click **Cancel** to return to the previous page without saving anything.

Manage Sounds

There are two types of sounds: `music on hold` and `announcements` sounds.

Music on hold sound files are played when a caller is on hold waiting for someone to answer his call. These sounds files are not language specific because they are usually melodies. Music on hold files can only be uploaded and not recorded over the phone.

An announcement sound is played when the user is notified on an event or when information is requested from the user. These sounds have different files for different languages, allowing the user to listen to the sound version specific to his language preferences. If the files in the requested language do not exist, than the default sounds will be played. This type of sound can be either uploaded or recorded over the phone.

A system sound is a sound that can be seen by all users registered in the system, regardless of their level. Lower level users, like resellers and clients can also define shared sounds, but these can be seen only by the users belonging to their account. Non-system or non-shared sounds can only be used by the user that created them.

Once a system sound is added, it cannot be removed from the system. System sound files can be overwritten by replacing their content with a different sound. Sound files can be deleted or changed only by the user who added them.

The **Sound Management** page allows you to:

- Visualize the existing **Sounds**.
- Add a new sound file to the system by clicking the **Add sound** icon available in the **Tools** section.
- Define new **Folders**.
- Manage the **Sound languages**.
- Search for specific sounds.
- Organize sound files by using sound languages and folders.

- Remove unused sound files.

VoxSun Professional displays the following information about the available sound files:

- **S** – The sound's status:
  - Enabled
  - Disabled

  Click the icon to change the sound's status.
- **T** – The sound's type:
  - specifies a `Shared sound` (available to all accounts belonging to the same user).
  - specifies a `User sound` (available to the user who created it only).
- **M** – The file's purpose:
  - specifies an `Announcement` sound.
  - specifies a `Music on hold` sound.
- **Name** – The sound file's name. Click this link to edit the sound details.
- **Folder** – The folder where the sound is located in the system.
- **Languages** – The number of languages for which this sound is defined.

  Note

  If the sound is used as `Music on hold`, then this field displays '-'.
- **Updated** – The date when the sound was last modified.

Caution

You cannot remove sounds that are currently used!

You cannot remove a `music on hold` sound if:

- The folder where the sound is located is used.
- The sound is the only one left in the folder.

Add a New Sound

Caution

A new sound can be added only if there is at least one sound language available!

The **Add New Sound** page allows you to fill in the information required to define the sound. The customizable details are grouped into several sections:

- **Sound Form**
  - **Name** – The descriptive name of the sound.
  - **This is music on hold** – Select this check box to specify the purpose of the sound. When this option is enabled, the sound can be played to a caller that is on hold. Otherwise, the sound is used for announcement purposes only.
  - **This is a system sound** – When this option is enabled, all the users in the system can see and use this sound file.

    Note

    This field is available only when you are adding sound files from the Unified Communications >> **Sound management** page.

    Note

    This filed is available for the **system sound** files only.

  - **This is the system's music on hold** - When this check box is selected, the sound is played system-wide for all the callers that are on hold.

    Note

    When this option is enabled, the music on hold file will be stored in the `/Default` folder. Therefore, the **Folder** field will be disabled.

    Note

    This filed is available for **music on hold** files only.

  - **Folder** – Use this drop-down list to select the folder where the sound will be stored.

- **Record Over the Phone**
  - **I want to record sound over the phone** – When this option is enabled, VoxSun Professional gives you the possibility to record the sound file over the phone rather than uploading it.
- **Upload Sound Files**

◦

Filename – Click the button to locate the sound file on your computer and upload it.

> **Note**
>
> VoxSun Professional accepts the following extensions for sound files: `.mp3`, `.wav`, `.gsm` and `.raw`.

If you are creating an announcement sound (the **This is music on hold** check box is not selected), then the following options are available:

- **Language** – Use this drop-down list to specify the language of the sound file uploaded in the system.
- **Default sound file** – When this option is enabled, this file is set as default for the sound. The default file is played for the callers with a phone language that is unavailable for the sound.

  For example, let's assume you have created a sound that announces callers that the extension user is on holiday. You have added versions of the announcement in English, French, and Dutch and set the English file as default. The English sound version will be played to any caller that has other phone language set.

> **Note**
>
> Each sound object must have one default sound file associated. When uploading several sound files at the same time, make sure you select only one default file. Otherwise, VoxSun Professional will display an error message.

Click **Ok** to add the new sound. Click **Cancel** to go back to the previous page without adding anything.

Edit Sound Information

If you want to modify the sound's properties, follow the next steps:

1. Click the name link of the sound you want to modify from the **Sounds** list.
2. The **Edit Sound Information** page allows you to modify the sound's parameters and to add new versions of the sound in different languages:

- **Sound Properties** - This section cannot be modified. It displays the sound's name, its type and the folder where it is stored.
- **Record Over the Phone**

- **I want to record sound over the phone** - Select this check box if you want to use your phone terminal to record the new sound.

- **Upload Sound Files** – Use this section to upload files containing sound versions in different languages.

Note

When you upload a sound file associated with a language that already exists, VoxSun Professional replaces the old file with the new version. Before this operation is performed, VoxSun Professional asks you to confirm the replacement.

Use the buttons to remove/add sound versions in different languages.

Note

If the sound is a `music on hold` sound, you can use the **Upload sound files** section to replace the current music on hold file.

- **Existing Sounds** - In this section, VoxSun Professional displays the following information about each uploaded file:
  - **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

    If you want download the file on your hard drive, click the icon and confirm your choice.
  - **Filename** – The name of the sound file.
  - **Sound file size** – The file's size in Kb.
  - **Folder** – The folder where the file is located.
  - **Language** – The language associated with the sound file.

Note

A default sound file is displayed in **bold** format.

3. Click **Ok** to save the changes. Click **Cancel** to return to the previous page without modifying anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the **Confirm removal** check box and click **OK**. If you do not want to delete these records, click **Cancel** to return to the previous page.

Manage Sound Folders

The **Sound Folder Management** page displays a list of the sound folders available in the system and allows you to:

- Visualize the existing **Sound Folders**.
- Add a new sound folder by clicking the **Add folder** icon available in the **Tools** section.
- Search for specific folders.
- Remove unused sound folders and their content.

VoxSun Professional displays the following information about the available folders:

- **Folder name** – The sound folder's name.
- **Sounds** – The number of the sounds stored in the folder. Click this link to open a new page listing all these sounds.
- **Created** – The date when the folder was added to the system.

Caution

The sounds currently used by extensions CANNOT be deleted! The folder containing them cannot be deleted either.

Add a New Sound Folder

Each time you add new sound files in the system, you must choose the folder name where you want them to be stored. If you want to store a sound in a specific folder, other than the ones already existent, then you should define a new sound folder. To do so, use the controls available in the **Add New Folder** page:

- The buttons allow you to add several folders in the same time:

- adds a new folder input text box.
- removes the corresponding text box.

- **Name** - Use the available text box to specify the folder's name

Click **Ok** to add the new sound folder(s). Click **Cancel** to go back to the previous page without adding anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the **Confirm removal** check box and click **OK**. If you do not want to delete these records, click **Cancel** to return to the previous page.

Manage Sound Languages

A sound file can be recorded in several languages so that the extension can listen to the specified announcement in his chosen language if available in the system. If the extension's language does not exist, then the announcement will be played in the default sound language.

The **Sound Language Management** management page allows you to:

- Visualize the existing **Sound Languages**.
- Add a new sound language by clicking the **Add sound language** icon available in the **Tools** section.
- Search for specific languages.
- View the sounds that have files in different languages.
- Remove unused sound languages from the system.

VoxSun Professional displays the following information about the available sound languages:

- **Language name** – The name of the language.

Note

When there is no sound file associated with the language, you can click the language name to rename the language properties.

- **Sound files** – The number of sound files in this language. Click this link to view the list of sound files.
- **Created** – The date when the language was added to the system.

Add a New Language

The **Add a New Sound Language** page allows you to provide the name of the new sound language. To do so, use the available controls:

- The buttons allow you to add several languages in the same time:
  - adds a new language.
  - removes a language.
- **Name** - Use the available drop-down list to choose the language you want to add.

Click **Ok** to add the new sound folder(s). Click **Cancel** to go back to the previous page without adding anything.

Change the Language

To change a language, follow the next steps:

1. Click the name of the language that you want to modify.
2. The **Change the Language** page opens, allowing you to choose a different language using the available drop-down list.
3. Click **Ok** to save your changes. Click **Cancel** to return to the previous page without changing anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the **Confirm removal** check box and click **OK**. If you do not want to delete these records, click **Cancel** to return to the previous page.

Public Phone Numbers

In the **Public Phone Numbers Report** page you can view a list of all the public phone numbers and the extensions they were assigned to. Also, using the available controls, you can export the numbers either to an Excel or to a `.csv` file and to assign the existing numbers to other accounts.

VoxSun Professional displays the following information about each public phone number:

- **T** - The public phone number type:
  - **Exclusive**
  - **Stacked**
- **Public phone number** - The public phone number.
- **DID** - The DID (Direct Inward Dialing) number associated with the public phone number. This is the code used by the remote party to contact the server when the corresponding phone number is called. By default, the two numbers are identical.
- **Extension** - The extension the public phone number has been assigned to. Click the link to navigate to the extension's management page.
  If you want to remove the number from the extension's **Assigned public phone numbers** pool, click the icon.

  Note

  When the number is not assigned to any extension, VoxSun Professional displays '-'.
- **Date added** - The date when the public phone number was added to the system.

Searching the Public Phone Numbers List

When the public phone numbers list is too long and you are searching for a specific one, you can fill in the public phone number you are looking for in the **Search number {number}** text box and click the Search link to display only
the numbers that match your search criteria.

Export to an Easy-to-Edit Format

Export to Excel- Click this link to export the public phone numbers report to a Microsoft Excel file.

Export to CSV - Click this link to export the public phone numbers report to a `.csv` format file.

Assign Public Phone Numbers

The public phone numbers can be assigned to an extension account directly from this page. To do so, follow the next steps:

1. Choose the public phone numbers you want to assign to an account by selecting their corresponding check boxes.
2. Click the Assign to account link located above the table.
3. The **Assign Public Phone Numbers** page will open, allowing you to choose the account the number(s) will be assigned to:
   - Use the **Assign public phone numbers to account** drop-down list to choose the account type you want to assign the number(s) to:
     - `Extension`
   - To select one of the extension accounts available in the system, click the corresponding icon displayed in the **Name of the new assignee** field:
     - Extensions

       The **Extensions list** pop-up window will be displayed, listing all the extensions available in the system. The following details are available:

       - **T** - The extension type is displayed using the appropriate icon.
       - **S** - The extension's status: `Enabled` or `Disabled`.

         Note

         The status cannot be changed.

       - **Extension** - The extension's name. Click the link to select the desired account to which you want to assign the public phone number(s).
       - **Extension number** - The extension's full number.

       You can search for a specific account and navigate through the list by using the available controls.

- Click **Ok** to assign the public phone number(s) to the chosen account.

Chapter 6

Manage Charging Plans

Caution

This feature is available only if the system administrator enabled charging on the VoxSun Professional server.

Charging has an utmost importance for any enterprise. Depending on the costs set by the reseller and on your business requirements, you have to set up specific charging plans that define the incoming and outgoing calls related permissions and, most important, the fees that your extension accounts will be charged for using your services. Therefore, VoxSun Professional puts great accent on providing the customers a state-of-the-art charging system that allows you to customize the fees, charging intervals, call limits and many more.

The **Charging Plan Management** page allows you to:

- Visualize the existing **Charging Plans**.

Note

Only the plans defined by you are displayed here.

- Create a new charging plan by clicking the **Add charging plan** icon available in the **Tools** section.
- Consult the limitations and fees the reseller set for your account by clicking the **My charging plan** icon.
- Search for certain charging plans.
- Edit one of the existing charging plan's details.
- Remove unused charging plans.

VoxSun Professional displays the following information about the available charging plans:

- **S** – The charging plan's status:
  - Enabled
  - Disabled

  Click this icon to change the charging plan's status.

  Note

  You can change a charging plan's status only if it is not currently in use!
- **I** – The permission to receive incoming calls:
  - Allowed and free
  - Allowed and charged
  - Not allowed
- **O** – The permission to make outgoing public calls:
  - Allowed
  - Not allowed
- **L** – The permission to make local calls:
  - Allowed
  - Not allowed
- **E** – The permission to make extended local calls:

- Allowed
- Not allowed

- **Name** – The charging plan's descriptive name. Click the link to edit its details.
- **Type** – The charging plan's type: `Prepaid` or `postpaid`.
- **Outgoing** – The credit or the maximum limit set for the external outgoing calls. It depends on the charging plan type:
  - **Postpaid** - In this case, the following information is displayed: `Monthly limit: {amount} {currency}`.
  - **Prepaid** - In this case, the following information is displayed: `Initial credit: {amount} {currency}`.

    Note

    In both cases, if no limit has been set up in the charging plan, **Unlimited** is displayed.

- **Incoming** – The credit or the maximum limit set for the external incoming calls. It depends on the charging plan type:
  - **Postpaid** - In this case, the following information is displayed: `Monthly limit: {amount} {currency}`.
  - **Prepaid** - In this case, the following information is displayed: `Initial credit: {amount} {currency}`.

    Note

    In both cases, if no limit has been set up in the charging plan, **Unlimited** is displayed.

- **Extensions** – The number of extensions belonging to your client account currently using the charging plan.
- **Created** – The date the charging plan was added to the system.
- **D** - The icon offers access to the **Charging Destination Exceptions** page, where you can configure special cost rules for certain destinations. For more details, see the Manage destination charging exceptions section.

Note

The default charging plan is displayed using **bold** characters.

Note

You cannot remove charging plans that are currently used by extensions. VoxSun Professional automatically disables their corresponding check boxes.

Add a New Charging Plan

Caution

This feature is available only if the system administrator enabled charging on the VoxSun Professional server.

VoxSun Professional offers all the tools required to easily define a new charging plan for your extension accounts. To do so, you have to follow the next steps:

1. The **Charging Plan Description** section allows you to name the charging plan, to choose the call types the extension will have access to and, depending on your option, to select the rules that will be used for routing the outgoing calls:

   Note

   Some of the options described may not be present if the charging plan associated with your account does not permit them.

   - **Name** – Use the available text box to fill in a descriptive name to identify the charging plan.

     Select the **Set as default charging plan** check box if you want this plan to be considered the default one for all the new extension accounts that will be added to the system.

     Note

     An extension account can have only one default charging plan!

     Therefore, have in mind that the existing default charging plan will no longer be considered the default one.

   - If you chose to **Allow calls to public network**, then you can use the **Outgoing routing rules group** drop-down list to select one of the available groups. These rule groups contain guidelines that VoxSun Professional follows when choosing the route of an outgoing call.

Note

This line is not displayed if there are no outgoing routing rule group defined for your account.

Note

Automatically, VoxSun Professional selects the default **Outgoing routing rules group**, if available.

- **Allow incoming calls [] from any network** – Select this check box if you want to allow the extension to receive calls from extensions registered in the system, as well as from extensions outside the system, regardless their network.

- **Allow calls to public network** – Select this check box if you want to allow the extension to place outgoing calls to numbers outside the system, in the public network.

- **Allow local calls to extensions [] owned by the same client like caller** – When this check box is selected, the extension is allowed to call only other extensions belonging to the same client account.

- **Allow extended local calls to extensions [] owned by other clients in the infrastructure** – When this check box is selected, the extension is able to call all the other extensions in the system, regardless the client they belong to.

2. Next, you have to choose one of the available two charging plan types. The controls available in the **Charging Policy** section depend on your selection:

   - **Charging plan type** – VoxSun Professional offers two charging plan types:

     a. `Prepaid` - The extension will be granted a limited credit. Once the credit is consumed, the extension will no longer be allowed to place or receive calls.

     b. `Postpaid` - The extension will pay a *monthly* fee which will include a predefined number of minutes. What exceeds that limit will be charged based on the specific rates defined in the **Fees** section.

For this charging plan type, the following options are available:

- **Limit calls to public network to amount {value} {currency} [] Unlimited (monthly, resets on first day of the month)** – In order to prevent abuse, you can assign a money limit for the total costs of the calls placed to extensions outside the system. When this limit is reached, the extension is no longer able to make calls to external destinations. If you do not want to limit the extension, select the **Unlimited** check box.

Note

The amount you decide to limit the calls to is applied to a full month and it is reset on the first day of the next month.

Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- **Limit calls from public network to amount {value} {currency} [] Unlimited (monthly, resets on first day of the month)** – In order to prevent abuse, you can assign a money limit for the total costs of the calls received from extensions outside the system. When this limit is reached, the extension is no longer able to receive calls from external numbers. If you do not want to limit the client, select the **Unlimited** check box.

  Note

  The amount you decide to limit the calls to is applied to a full month and it is reset on the first day of the next month.

  Caution

  This field can be used only if the **Allow incoming calls from any network** option was previously enabled from the **Charging Plan Description** section.

- **Limit calls to public network to minutes {m} in time interval {T} (monthly, resets on first day of the month)** - If you want to limit the number of minutes that can be used in a certain time interval for external outgoing calls, then you can use the available text box to do so. To select the time interval, use the drop-down list. Always, even when there are no time intervals defined, you can select the `Anytime` option to make these minutes available at any moment, without any time constraint.

You can use the buttons to remove/add available minutes for different time intervals. When there are no time intervals defined, these buttons are grayed out.

Note

You can add as many outgoing minutes blocks as the number of the available time intervals. For example, if there are three time intervals, then three blocks may be added, one for each time interval.

Note

The amount you decide to limit the calls to is applied to a full month and it is reset on the first day of the next month.

Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

Note

The **{currency}** is the system default one, set up by the system administrator.

Note

When the charging plan is used by an extension account, the modifications you will make to the amounts set here (including **Unlimited**) will NOT be reflected in the extension's plan.

For example, if you initially set the calls to public network limit to **Unlimited** and you later decide to decrease it to `100 USD`, the change will not be applied to the extension accounts using this charging plan. They will still be able to place unlimited calls to destinations outside the system.

Note

If you want to modify an extension account's constraints, then you can either increase/decrease its charging limits or change its charging plan with one that meets your new requirements.

3. After deciding the charging plan type, you can set the **Charging Segments** used to determine how the taxation is made:

- **Charge outgoing calls indivisible for the first {x} seconds (applies to internal and public network calls)** – In VoxSun Professional , the incoming call fees are set as a certain amount per second. Therefore, you can define a time interval for which the extension will be charged an indivisible amount, computed as the **{x}** seconds set here multiplied with the fee set for the **Charge outgoing calls** option.

  In other words, if an outgoing call lasts less than **{x}** seconds, the client will be charged the price corresponding to a **{x}** seconds call.

  For example, for a `40` seconds outgoing call, if the indivisible time interval is set to `60` seconds and the **Charge outgoing calls** fee is `0.02/second`, the client is charged `60 * 0.02 = 1.2` and NOT `40 * 0.02 = 0.8`.

  Caution

  This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- **After the first segment charge every {y} seconds** – VoxSun Professional computes the cost of an outgoing call every **{y}** seconds, if a call lasts more than the indivisible interval **{x}** set above.

  Expanding the previous example, for a `67` seconds outgoing call, if the cost is computed every `5` seconds after the first indivisible interval, the extension is charged as follows:

  - `60 * 0.02 = 1.2` for the indivisible interval.
  - The cost for every `5` seconds over the indivisible interval is `5 * 0.02 = 0.1`. In other words, the extension is charged with `0.1` at every `5` seconds. This interval is indivisible as well.

    For the remaining `7` seconds, the extension is charged with `0.1 + 0.1 = 0.2`.
  - The total cost is: `1.2 + 0.2 = 1.4`

Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- **Charge incoming calls indivisible for the first {x} seconds (applies to internal and public network calls)** – In VoxSun Professional , the incoming call fees are set as a certain amount per second. Therefore, you can define a time interval for which the extension will be charged an indivisible amount, computed as the **{w}** seconds set here multiplied with the fee set for the **Charge incoming calls** option.

In other words, if an external incoming call lasts less than **{w}** seconds, the extension will be charged the price corresponding to a **{w}** seconds call.

Caution

This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

- **After the first segment charge every {z} seconds** – VoxSun Professional computes the cost of an external incoming call every **{z}** seconds, if a call lasts more than the indivisible interval **{w}** set above.

Caution

This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

4. The charging **Fees** allow you to set the amounts the extension will have to pay for each of his incoming and outgoing calls. Also, for `Prepaid` charging plans, you can set the initial credit available to the extension:

- **Initial credit available for outgoing calls {value} {currency} [] Unlimited (to any destination local or in public network)** – The credit offered to the extension on account creation to be used only for outgoing calls, both local and external. If you do not want to limit the extension, select the **Unlimited** check box.

Caution

This option is available for the `Prepaid` charging plans only!

Note

When the charging plan is used by an extension account, the modifications you will make to the amount set here (including **Unlimited**) will NOT be reflected in the extension's plan.

For example, if you set the initial credit to **Unlimited** and you later decide to decrease it to `100 USD`, the change will not be applied to the extension accounts using this charging plan. They will still be able to place unlimited calls to destinations outside the system.

Note

If you want to modify an extension account's constraints, then you can either add/remove charging credits or change its charging plan with one that meets your new requirements.

- **Initial credit available for incoming calls {value} {currency} [] Unlimited (for calls coming from local or public network)** – The credit offered to the extension on account creation to be used only for incoming calls, received both from destinations inside and outside the system. If you do not want to limit the extension, select the **Unlimited** check box.

Caution

This option is available for the `Prepaid` charging plans only!

Note

When the charging plan is used by an extension account, the modifications you will make to the amount set here (including **Unlimited**) will NOT be reflected in the extension's plan.

For example, if you set the initial credit to **Unlimited** and you later decide to decrease it to `100 USD`, the change will not be applied to the extension accounts using this charging plan. They will still be able to receive unlimited calls from external numbers.

Note

If you want to modify an extension account's constraints, then you can either add/remove charging credits or change its charging plan with one that meets your new requirements.

- **Charging method** – When choosing the appropriate charging method you must know that they are mutually exclusive and they must be used based on the system application. VoxSun Professional provides two methods for charging the calls:

a. `Fixed prices` - This method charges the same price for all the calls made in the same time interval. It does not take into consideration the real cost of the calls (i.e. the price charged by the channel provider or the call destination). For this selection, the following fields are displayed:

- **Charge incoming calls {amount} {currency}/second (coming from public network)** - Use the available text box to fill in the fee applied per second to all the incoming calls received from outside the system.

  Caution

  This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

- **Charge outgoing calls {amount) {currency}/second in time interval - {time_interval} (destination is in public network)** - Use the available text box to specify the fee applied per second to all the calls made to destinations outside the system within a certain time interval. Use the **{time_interval}** drop-down list to select the time interval(s) to which this charge will apply. Always, even when there are no time intervals defined, you can select the `Anytime` option to set this cost for all the external outgoing calls, without any time constraint.

  You can use the buttons to remove/add available minutes for different time intervals. When there are no time intervals defined, these buttons are grayed out.

  Caution

  This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- **Charge local calls to extensions {amount} {currency}/ second (destination is owned by the same client like caller)** – Use the available text box to specify the fee charged per second for the calls made to extensions belonging to the same client account. The default cost is free of charge.

Caution

This field can be used only if the **Allow local calls to extensions [] owned by the same client like caller** option was previously enabled from the **Charging Plan Description** section.

- **Charge extended local calls to extensions {amount} {currency}/ second (destination is owned by other clients in the infrastructure)** - Use the available text box to fill in the fee charged per second for the calls made to extensions that do not belong to the same client account.

Caution

This field can be used only if the **Allow extended local calls to extensions [] owned by other clients in the infrastructure** option was previously enabled from the **Charging Plan Description** section.

Caution

The `Fixed prices` method does not take advantage of VoxSun Professional's capabilities to route calls through channels that offer the best cost. The fixed prices policy is risky especially for telephony resellers. If the fixed price is not carefully chosen, the reseller could end up paying to his provider a higher price than his clients pay him.

b. `Relative to call cost` – This method calculates the call costs by using the real amount charged by the channel provider, based on call destination. It uses the following cost function:

```
n*call cost + adjustment
```

where:

- `n` and `adjustment` are parameters that can be set.
- The `call cost` variable depends on the user's level in the system hierarchy (e.g.: system administrator, reseller account owner, client account owner, extension account owner):
  - If the charging plan is applied to a reseller, the call cost is the amount charged by the telephony channel.
  - If the charging plan is applied to a client, the call cost is the price paid by the reseller that owns the client account.

- If the charging plan is applied to an extension, the call cost is the price paid by the client that owns the extension account.

For the `Relative to call costs` charging method, the following fields are displayed:

- **Charge incoming calls {amount_1} x call cost + {amount_2} {currency}/second (coming from public network)**

  Note

  This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

- **Charge outgoing calls {amount_1} x call cost + {amount_2} {currency}/second (destination is in public network)**

  Note

  This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- **Charge local calls to extensions {amount_1} x call cost + {amount_2} {currency}/second (destination is owned by the same client like caller)**

  Note

  This field can be used only if the **Allow local calls to extensions [] owned by the same client like caller** option was previously enabled from the **Charging Plan Description** section.

- **Charge extended local calls to extensions {amount_1} x call cost + {amount_2} {currency}/second (destination is owned by other clients in the infrastructure)**

  Note

  This field can be used only if the **Allow extended local calls to extensions [] owned by other clients in the infrastructure** option was previously enabled from the **Charging Plan Description** section.

Note

The **{currency}** is the system default one, set up by the system administrator.

Note

VoxSun Professional allows you to customize prices only for calls made to certain area codes. For more information, see the Edit a Charging Plan section.

5. If you want, you can choose the **Sound Files** to be played to the extension when his outgoing calls cannot be initiated due to lack of funds:

- **Play custom sound file when outgoing access is blocked** – Select the folder and the sound file to be played to the extension when his external calls are blocked due to charging constraints. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the message. The sound's total length is displayed as well, using the `minutes : seconds` format.

  If you want download the sound on your hard drive, click the icon and confirm your choice.
- **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

//// placed before the name of a folder signals the admin's default folder.

/// placed before the name of a folder signals the reseller's default folder.

// placed before the name of a folder signals the client's default folder.

/ placed before the name of a folder signals the extension's default folder.

6. Click **Ok** to add the new charging plan. Click **Cancel** to return to the previous page without adding anything.

Edit a Charging Plan

Caution

This section is displayed only if charging is enabled on the VoxSun Professional server.

The **Edit Charging Plan Information** page allows you to modify all the specific preferences grouped into the following sections:

- **Charging Plan Description** – This section allows you to modify general information about the charging plan, including the name, the outgoing routing rules group in use and the specific permissions.
- **Charging Policy** – Change the number of outgoing minutes available in the time intervals as well as the over-usage minutes.
- **Charging Segments** – Use this section to define when the call are charged.
- **Fees** – Use this section to choose a different charging method and set the costs for local, extended local, external incoming and outgoing calls.
- **Sound Files** – If you want to change the sound file played when the call is blocked by the system.

My Charging Plan

VoxSun Professional allows you to view detailed information about your account's current charging plan.

Depending on the charging plan type (`Prepaid` or `Postpaid`) and its settings, you can view one or more of the following sections:

- **Charging Plan Description** - This section displays basic information about the charging plan, including the call permissions and the available credit limits.
  - **Charging plan name** – The charging plan's descriptive name.
  - **Charging plan type** – The charging plan type: `Prepaid` or `Postpaid`.
  - **Allow incoming calls - Yes (from any network)** – VoxSun Professional displays this information only if your extensions can receive calls both from the extensions inside and outside the system.
  - **Allow calls to public network - Yes** – VoxSun Professional displays this information only if your extensions can make calls to destinations outside the system.
  - **Allow local calls to extensions - Yes (owned by the same client like caller)** – VoxSun Professional displays this information only if your extensions can call the other extensions belonging to the same client account.
  - **Allow extended local calls to extensions - Yes (owned by other clients in the infrastructure)** – VoxSun Professional displays this information only if your extensions can call other extensions in the system (that do not belong to the same client account).
  - **Limit for calls from public network {amount} {currency} (Remaining: {available_amount} {currency})** – The amount currently available for incoming calls and the total amount initially available to the client.

    Note

    This information is available for `Postpaid` charging plans only.

  - **Limit for calls to public network {amount} {currency} (Remaining: {available_amount} {currency})** – The amount currently available for outgoing calls and the total amount initially available to the client.

Note

This information is available for `Postpaid` charging plans only.

◦ **Remaining incoming calls credit {amount} {currency} (Remaining: {available_amount} {currency})** – The total amount initially available for external incoming calls and the amount currently available to the client.

> **Note**
> This information is available for `Prepaid` charging plans only.

- **Remaining outgoing calls credit {amount} {currency} (Remaining: {available_amount} {currency})** – The total amount initially available for external outgoing calls and the amount currently available to the client.

> **Note**
> This information is available for `Prepaid` charging plans only.

- **Number of recharges** - This line is available only if the the your credit was supplemented and it shows for how many time extra credit was added to your account.

- **Free Minutes** - This section provides an overview of the free minutes included in this user's charging plan.
    - **{total_amount} free minutes for area codes {codes} ({amount} free minutes remaining)** - The number of free minutes initially available for certain area codes and the remaining minutes currently available to you.
- **Limits for Calls to Public Network** – The number of outgoing minutes included in the charging plan, per time interval.

> **Note**
> This information is available for `Postpaid` charging plans only.

> **Note**
> VoxSun Professional displays this section only if your extensions can make calls to destinations outside the system.

- **{m} minutes limit Anytime** - The number of minutes included in the your charging plan that can be used for outgoing calls **Anytime** (the system default time interval).
- **{m} minutes limit in time interval {T}** - The number of minutes

included in the your charging plan that can be used for the outgoing calls initiated within the time interval **{T}**.

- **{m} minutes and {s} seconds remaining in {current_month}/{year}** - The number of remaining minutes that can still be used for the outgoing calls initiated within the time interval **{T}**, in the current month.

- **Charges for Outgoing Calls** – These are the charges applied to conversations after the user has exceeded the number of available minutes.
  - **Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies to internal and public network calls.** - For the first **{T}** seconds, the call is taxed as one minute; afterwards, taxing is done every **{T}** seconds.
  - **Local calls are charged {amount}{currency}/second** – The fee charged for calls between extensions belonging to the same client account.

    Note

    VoxSun Professional displays this information only if your extensions can call locally.

  - **Extended local calls are charged {amount}{currency}/second** – The fee charged for calls between extensions belonging to different client accounts from the system.

    Note

    VoxSun Professional displays this information only if your extensions can call locally extensions on different client accounts.

  - **Public calls made in time interval {T} are charged {amount}{currency}/ second** – The price charged for the external calls made within the predefined time interval **{T}**.

    Note

    VoxSun Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- **Public calls made outside any predefined time intervals are charged {amount} {currency}/second** - The price charged for the external calls made outside any predefined time interval **{T}**. Basically, this is the price charged for the external calls made in the default **Anytime** time interval.

Note

VoxSun Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- **Charges for Incoming Public Calls** – These charges apply to calls received from outside the system.
  - **Calls are charged indivisible for the first {T} seconds and then every {T}seconds. Applies only to calls from public network.** - For the first **{T}** seconds, the call is taxed as one minute; afterwards, taxing is done every **{T}** seconds.
  - **Incoming public calls are charged {amount} {currency}/second** - The price charged for the received external calls.

Note

VoxSun Professional displays this information only if your extensions are allowed to receive external calls.

Note

The **{currency}** is the server default currency, defined by the system administrator.

View Your Charging Limits History

Caution

This feature is available only if the system administrator enabled charging on the VoxSun Professional server.

If your account has been added without an associated charging plan, you will not be able to view the **Charging Limits** section

Note

This page is available only if your charging plan is `Postpaid`.

VoxSun Professional offers you detailed information about your charging limits, including the extra money or minutes offered by your parent account.

The **Charging Limits Left** section displays the remaining amounts that you can still use for external calls:

- **Limit for calls to public network**
- **Limit for calls from public network**

The **Limits History** table displays the following information:

- **Incoming money limit** – Displays the supplementary credit for external incoming calls.
- **Outgoing money limit** – Displays the supplementary credit for external outgoing calls.
- **Included minutes** – Displays the supplementary minutes allocated to the account.
- **Increase monthly** – Displays when the extra charging limits will be used:
  - **Yes** - The charging limit will be automatically applied monthly.
  - **No** - The charging limit will be applied only once, in the current month.
- **Order number** – Displays the number of the request made to allocate the new charging limits.
- **Date added** – Displays the date when the charging limits were enforced.

Charging Limits Left

Limit for calls to public network	28,786 USD
Limit for calls from public network	24,303.800 USD

Limits History

Incoming money limit	Outgoing money limit	Included minutes	Increase monthly	Order number	Date added
2 USD	1 USD	3 minutes	No	-	Jul 29, 2010 09:42:32
75 USD	30 USD	28 minutes	Yes	3	Jul 29, 2010 09:08:40
-5,800 USD	-1,000 USD	180 minutes	No	2	Jul 29, 2010 09:07:57
120 USD	100 USD	45 minutes	No	1	Jul 29, 2010 09:07:36

4 recharge(s) Number of entries per page: 10 25 100

The client's charging limits

View Your Charging Credits History

Caution

This feature is available only if the system administrator enabled charging on the VoxSun Professional server.

If your account has been added without an associated charging plan, you will not be able to view the **Charging Credits** section.

Note

This page is available only if your charging plan is `Prepaid`.

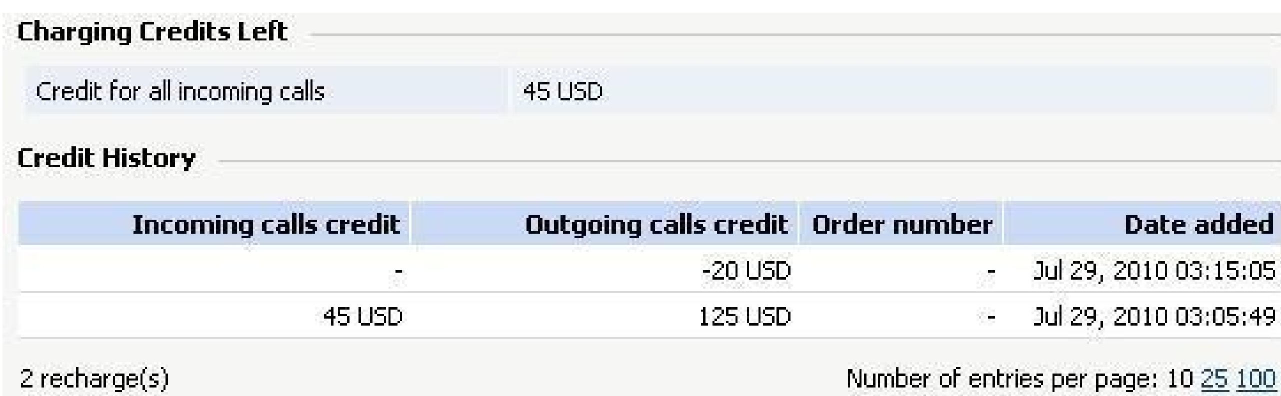
VoxSun Professional allows you to view detailed information about the recharges made by your parent account to supplement the charging credits enforced by your charging plan.

The **Charging Credits Left** section displays the remaining credit that you can still use for external calls:

- **Credit for all incoming calls**
- **Credit for all outgoing calls**

The **Credit History** table displays the following information:

- **Incoming calls credit** – Displays the supplementary credit for incoming calls.
- **Outgoing calls credit** – Displays the supplementary credit for outgoing calls.
- **Order number** – Displays the number of the request made to allocate the new charging credits.
- **Date added** – Displays the date when the charging credits were enforced.



Charging Credits Left

Credit for all incoming calls	45 USD

Credit History

Incoming calls credit	Outgoing calls credit	Order number	Date added
-	-20 USD	-	Jul 29, 2010 03:15:05
45 USD	125 USD	-	Jul 29, 2010 03:05:49

2 recharge(s)

Number of entries per page: 10 25 100

The client's charging credits

Manage Destination Charging Exceptions

VoxSun Professional allows the definition of charging exceptions for certain area codes that override the costs set up in the charging plan. This option is available only if the **Charging plan management** permission is enabled for your account and only for charging plans that have permission for local, external or extended local calls.

Note

The custom charging exceptions are applied only to the current charging plan!

The **Charging Destination Exceptions for {charging_plan}** page allows you to:

- Visualize the existing cost exceptions.
- Define new free minutes packages by clicking the **Manage packages** icon available in the **Tools** section.
- Add new charging exceptions.
- Edit the existing cost exceptions.
- Export all the exceptions to a `.csv` file.
- Remove the unused destination charging exceptions.

VoxSun Professional displays the following information in the **Current Cost Exceptions** table:

- **Area code** - The area code for which the destination charging exception applies. Click the link to edit the exception.
- **Cost** - This charging rule used for the specified area code.
- **Free Minutes** - The free minutes provided to the reseller for calls to the specified area code.
- **Description** - The additional information provided about the destination charging exception.
- **Created** - The date when the destination charging exception was added to the database.

You can export call cost exceptions into a `.csv` file for sharing them

among the VoxSun Professional servers or for backup purposes. To do so, click the Export all exceptions link placed above the cost exceptions table. Then, save the
`.csv` file to the desired location.

Add a New Destination Charging Cost Exception

VoxSun Professional offers you two distinct methods for setting up the cost exceptions:

- Upload a cost file in `.csv` format.
- Manually add the costs using the interface.

Depending on your choice, you have to use the controls available in one of the next sections:

- **Upload Cost File**

  To upload the desired file, follow the next steps:

  1. Select the **Agree to replace ALL destination costs** check box. The costs from the uploaded file will replace all the exception costs currently associated with the charging plan.
  2. Use the **Upload cost file** and the button to locate the `.csv` file.
  3. Set the **Field separator**. This is the character used to separate the values from the `.csv` file.

     Note

     This field is not required. If you leave the text box empty, VoxSun Professional assumes that the field separator is ',' (comma).

  4. Click **Ok** to upload the file and replace the current exception costs.

  The **Charging method** chose for the current charging plan is displayed as well:

  - `Fixed prices`
  - `Relative to call costs`

  The cost file entries must be in the following format, depending on the **Charging method**:

- For `Fixed prices`:
  - `{Area code},{Indivisible cost},{Indivisible interval},{Cost},{Charging interval}`
  - `{Area code},{Indivisible cost},{Indivisible interval},{Cost},{Charging interval},{Description}`

Example of a valid entry: `021,1,60,0.20,10,Metropolitan`

- For `Relative to call cost`:
  - `{Area code},{n},{adjustment},{Charging interval}`
  - `{Area code},{n},{adjustment},{Charging interval},{Description}`

  Example of a valid entry: `021,1,0.20,60,Metropolitan`

- **Add Costs**

  When you want to manually define exception costs for various destinations, you can use the controls available in this section. Creating a destination exception cost depends on the **Charging method** chose for the current charging plan:

  - For the `Fixed prices` charging method, VoxSun Professional displays the following controls:
    - **For calls to {area_code}, description {description}**, where:
      - **{area_code}** - Use this text box to specify the prefix of the destination phone number. This prefix indicates the geographical location for which you want to impose the charging exception.
      - **{description}** - Use this text box to associate a maximum 128 characters description to the destination charging cost exception.
    - **Cost {indivisible_cost} {currency} for the first {indivisible_interval} seconds, then charge {cost} {currency} every {charging_interval} seconds** - Select the check box if you wish to define an exception cost for the calls initiated to the chosen area code:
      - **{indivisible_cost}** – Use this text box to set up a fixed cost that will be charged even if the call duration is less than **{indivisible_interval}**.
      - **{currency}** – This is the system currency, as set up by the system administrator.
      - **{indivisible_interval}** - Use the available text box to specify the number of seconds for which the **{indivisible_cost}** is charged. The reseller will have to pay the same amount even if an outgoing call lasts less than the **{indivisible_interval}** specified here.

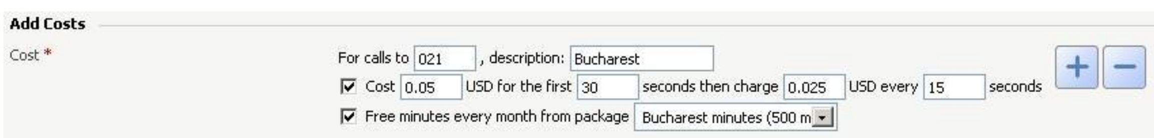
- **{cost}** – Use this text box to set up the fee that will be charged for every **{charging_interval}** of an outgoing call.
- **{charging_interval}** - If an outgoing call lasts more than the **{indivisible_interval}** previously defined, then VoxSun

Professional charges the reseller the **{cost}** set above for every **{charging_interval}**. Use the text box to specify this time interval.

- **Free minutes every month from package {free minutes package}** - Select the text box if you wish to grant a free minutes package for the chosen area code:

  - **{free minutes package}** - Use the available drop-down list to select a free minutes package (if defined).

In the below example, all the calls to area code `021` will be charged with `0.05 USD` for the first `30` seconds, regardless if the call is shorter then this
time interval, and with `0.025 USD` for every `15` seconds over this period.
Also, the `Bucharest minutes` package is offered with this rule, providing
the reseller `500` free minutes.



Destination charging cost exception example

- For the `Relative to call costs` charging method, VoxSun Professional displays the following controls:

  - **For calls to {area_code}, description {description}**, where:

    - **{area_code}** - Use this text box to specify the prefix of the destination phone number. This prefix indicates the geographical location for which you want to impose the charging exception.

    - **{description}** - Use this text box to associate a maximum 128 characters description to the destination charging cost exception.

  - **Cost {n} x call cost + {adjustment} {currency}/ {charging_interval} seconds for call to {area_code}** - Select this check box if you wish to define an exception cost for the calls initiated to the chosen area code:

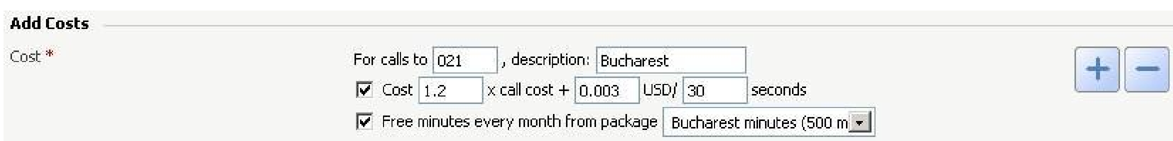
    - **{n}** - Use this text box to specify the call cost's multiplier based on the real cost charged by the channel provider. Usually, this parameter should be greater than 1.

- **{adjustment}** - Use this text box to specify the amount that will be added to the call cost every **{charging_interval}** seconds.
- **{currency}** – This is the system currency, as set up by the system administrator.
- **{charging_interval}** - Use this text box to specify the number of seconds after which the **{adjustment}** will be added to the call cost.

- **Free minutes every month from package {free minutes package}** - Select the text box if you wish to grant a free minutes package for the chosen area code:
  - **{free minutes package}** - Use the available drop-down list to select a free minutes package (if defined).

In the below example, all the calls to area code `021` will be charged with the channel cost multiplied with `1.2` (if the price charged by the channel provider for calls to this destination is, for example, `0.01 USD/30 seconds`, then the reseller will have to pay `1.2 * 0.01 = 0.012 USD/30 seconds`). To this amount, the reseller is charged an extra `0.003 USD` for every `30` seconds. If we consider a `1 minute` call, then the total fee charged is `2 * 0.012 + 2 * 0.003 = 0.03 USD`.

Also, the `Bucharest minutes` package is offered with this rule, providing the reseller `500` free minutes.



Destination charging cost exception example

You can use the buttons to add/remove several destination cost exceptions at the same time.

> **Note**
>
> You cannot add different costs for the same area code. VoxSun Professional displays an error message if you try to override an area code that is already in the exceptions list.

Edit a Destination Charging Cost Exception

When manually editing an existing cost, the **Upload Cost File** and **Add Costs** sections are replaced by the **Edit Cost** area that displays the destination exception rule. Use the available controls to update it according to your requirements.

Note

For more details, see the [Add a New Destination Charging Cost Exceptions] section.

Manage Free Minutes Packages

As a client, you can provide the extensions using the charging plan a predefined number of free minutes to be used for calls to certain destinations (area codes). These minutes are allocated every month and can be canceled at any time by modifying the corresponding cost exception .

VoxSun Professional displays the following information about the existing **Free Minutes Packages**:

- **Package Name** - The identification name given to the package.
- **Free Minutes** - The number of free minutes included in the package.
- **Created** - The date the package was set up.

Add a New Free Minutes Package

To define a free minutes package, simply define the two required parameters from the **Add Package** sections:

- **Package name** - Use the available text box to fill in a descriptive name to identify the package.
- **Included minutes** - Specify the number of free minutes you want to include in the package.

Removal Confirmation

To finalize the removal, you have to review the list, select the **Confirm removal** check box and click **Ok**. If you do not want to delete these records, then click **Cancel** to return to the previous page.

Chapter 7

Manage System Templates

The system templates are collections of predefined settings that can be used to easily configure customer accounts, email messages or various equipments.

VoxSun Professional offers three template types that can be accessed from the designated section of the **Unified Communications** page:

- Extension templates
- Email templates
- Provisioning templates

Manage Extension Templates

Extension templates are useful when adding new extension accounts that use similar settings. Instead of configuring each time the extension's permissions and phone numbers, you can choose one of the templates available in the system. However, if some of the parameters do not meet the requirements, then you can edit the template or create a new one from the ground.

The **Extension Templates** management page allows you to:

- Visualize the existing **Extension Templates**.
-

  Create a new template by clicking the **Add extension template** icon available in the **Tools** section.
- Search for certain templates.
- Edit one of the existing extension template.
- Remove unused templates.

VoxSun Professional displays the following information about the available templates:

- **S** – The extension template's status:
  - Enabled
  - Disabled

  Click this icon to change the extension template's status.
- **Template Name** – The name that identifies the template.
- **Extension Type** – The type of extension that it is created using this template. The possible values are:
  - `Phone terminal`
  - `Queue`
  - `Voicemail center`
  - `Queue login center`

    - `Conference`
    - `IVR`
- **Extensions** – The number of extensions created using this template. Click the available link to view a list of all these extensions.

- **Updated** – The date the extension template was last modified.

Caution

When you delete a template, the accounts created with it will not be affected!

Add a New Extension Template

The **Add New Extension Template** page allows you to fill in the information required to define the template. The customizable parameters are grouped into several fieldsets:

- **Extension Template Form**
  - **Name** – Use this text box to provide a descriptive name for the extension template.
- **Permissions** – Use this fieldset to control the behavior of the extension account created using this template.
  - **Extension is multiuser aware**
  - **Sound management**
  - **Phone extension SIP management**
  - **IM management**
  - **CallAPI management**
  - **CallerID management**
  - **Allow to provision devices**
    - `None`
    - `View`
    - `Modify`

Note

You may choose your extension's access level only if the system administrator or the reseller you belong to has not set your **Allow to provision devices** permission to `None`.

Note

This permission is available for `Phone terminal` extensions only!

Note

For comprehensive details about these permissions, read this section.

- **Limits** – Use this fieldset to define limitations for the extension created using this template.
  - **Maximum disk space for sound files**
  - **Maximum disk space for music on hold files**
  - **Maximum public concurrent calls**
  - **Maximum internal concurrent calls**
  - **Maximum concurrent text to speech**

    Note

    This line is available only if the **Allow text to speech** option was enabled from the Unified Communications >> **System Preferences** page.

    In order to use the text to speech functions, you must make sure that:

    - There is at least one Cepstral voice engine installed on your server.
    - There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the VoxSun. store) .

    More details about the Cepstral engine installation can be found in the VoxSun Professional release notes.

  - **Maximum number of queue members**
  - **Account expires in {x} Days** - Use the available text box to specify the number of days the extension account will be valid, starting with the creation date.

Note

For comprehensive details about these limits, read this section.

- **MyVoxSun Preferences** - This fieldset allows you to configure the **MyVoxSun** features that will be available to the extension accounts.

- **Level**
  - `None`
  - `Standard`

        - Premium
    - **Show browser chat**
    - **Show active calls**
        - Own
        - Group
        - All
    - **Perform operations on calls**
        - Own
        - Group
        - All
    - **Record calls**
        - Own
        - Group
        - All
    - **Whisper/Barge-In calls**
        - Own
        - Group
        - All

Note

Call whisper is a calling feature that involves the playing of a message to the called party when they have answered a call, during which time the calling party continues to hear ringing. The called party can then decide whether to accept the call (usually by pressing a particular key) or to reject it (either by pressing a key or simply by hanging up).

Note

Barge-in is a calling feature that adds an user to a call that is in progress. Pressing a soft key automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built-in conference and shared conference bridges.

- **Unpark calls**
  - `Parked by me`

        - `Parked by anyone`
    - **Pickup calls**
        - `Own`
        - `Group`
        - `All`

Note

Call pick-up is a feature that allows one to answer someone else's telephone call. This option can be accessed by pressing a preprogrammed button (usually labeled `Pick-Up`) or by pressing a special sequence of buttons on the telephone key pad.

Note

Selecting the `Group` option will allow the extension user to perform the selected operation on all the extensions in the same group(s). It is not required to specify a particular group association because anytime an extension wants to perform an operation on another extension, the application checks if there is a group that both extensions share.

Note

For comprehensive details about this feature, read this section.

- **Extension Type Selection** – Use the available radio buttons to choose the type of the new extensions that will be created with this template.

Note

Based on the extension type you have selected, one or more additional fieldsets become visible, allowing you to configure the extension's settings.

For comprehensive details about the settings specific to each supported extension type, check the corresponding section:

- **Phone Terminal Setup**
- **Queue Setup**

- Voicemail Center Setup
- Queue Login Center Setup
- Conference Center Setup

- Interactive Voice Response (IVR) Setup

Click **Ok** to add the new extension template. Click **Cancel** to go back to the previous page without saving the changes.

Edit an Extension Template

VoxSun Professional allows you to edit the existing extension templates. The extension accounts created after the template was edited will have the new features, while the ones already in the system, created using the original extension template, will keep the old permissions and phone numbers.

To edit an extension template, follow the next steps:

1. Choose the template you want to modify and click its name link.
2. The data that can be edited is grouped into several fieldsets:
   - **Extension Template Form**
   - **Permissions**
   - **Limits**
   - **Extension Type Selection**

     Note

     Based on the extension type you have selected, one or more additional fieldsets become visible, allowing you to configure the extension's settings.
   - **Sharing Policies**
3. Click **Ok** to save the changes to the extension template. Click **Cancel** to return to the previous page without modifying anything.

Note

For more details on the available fieldsets, see the previous section.

Manage Email Templates

VoxSun Professional can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be set up to send only some notifications and only to certain users.

Based on the requirements, you can set the notification preferences for the events listed in the **Email Templates Management** page. The users interested in receiving these emails are:

- **The client account owner** – You could be interested in the events targeting your extension accounts.
- **The extension account owners** – These users could be interested in the events targeting their voice mailboxes.

Note

If you want all the email notifications from a specific category to be sent to a certain user, select the check box from the user's column header.

If you want to manage the users that will receive certain notifications, follow the next steps:

1. From the available check boxes, select the ones corresponding to the users you want to notify.
2. Click **OK** to save your options. Click **Cancel** to return to the previous page without saving the changes.

Therefore, you can enable email notifications for the extension account owners as well as for your own account. However, these settings are available until the user targeted by the notification (extension) changes them. When a new account is created, it inherits the upper level account email notification options. Afterwards, the account owner can change these options in the same way from the **Email Template Management** page.

When an account is created, the new owner can receive an email message notifying him that the account was registered. This notification is made only if the upper level account owner has the notification enabled.

Note

The email notification will be sent to the email address specified in the account information.

The notification emails can also be sent to an email address specified in the **Email Address** column. This email address can be different for each selected event.

If you want to customize the requirements for sending the account and charging related warning emails, then you can use the controls available in the **Preferences** section:

- **Send expiration notices {x} days in advance** – Use this text box to specify how many days before the account expiration a notifications is dispatched to the users.

- **Send charging limit warnings when the account is below {y} minutes or {credit_limit} {currency}** – A charging limit warning is generated in one of the following cases:

  - The minutes remaining from the total amount specified for the **Available external outgoing minutes** option go below a certain limit.

    Use the first text box to specify this time limit.

  - The credit remaining in **Limit for external outgoing calls** goes below a certain limit.

    Use the second text box to specify this money limit.

  - The credit remaining in **Limit for external incoming calls** goes below a certain limit.

    The money limit you specified for external outgoing calls in the above text box, includes the external incoming calls money limit.

To customize the subject or the content of an email notification, follow the next steps:

1. Click the  icon corresponding to the chosen event.
2. A new page, allowing you to edit the email subject and email body, opens. Modify the text, keeping in mind the following rules:

   - You may use only plain text when writing the email subject and content. The email is also sent in plain text format.

   - You can include tags that will be automatically replaced by the system with the appropriate content.

     Examples:

     `[recipient_name]` is replaced with the name of the person receiving the notification.

3. Click **OK** to save the changes to the email. Click **Cancel** to return to the previous page without saving the changes.

The events that can trigger an email notification will be described in the next sections, along with the tags used by every notification.

The Client Email Templates

VoxSun Professional can email these notifications to you and/or to a custom email address.

The 'Client Account Expiration Warning' Email Template

The email notification triggered by this event is sent **{x}** days in advance, as specified in the **Send expiration notices** field available in the **Email Template Management** page.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the client whose account is set to expire. This is the name specified in the provided client information.
- `[recipient_name]` - The name of the person who receives the email.
- `[company_name]` - The name of the company, as it was specified in the provided client information.
- `[login]` - The username used to connect to the client account, as it was specified in the provided client information.
- `[expire_date]` - The date when the user's account expires.

The 'Client Account Expired' Email Template

The email notification triggered by this event is sent after the client account has expired.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the client whose account has just expired. This is the name specified in the provided client information.
- `[recipient_name]` - The name of the person who receives the email.
- `[company_name]` - The name of the company, as it was specified in the provided client information.
- `[login]` - The username used to connect to the client account, as it was specified in the provided client information.
- `[expire_date]` - The date when the user's account expired.

The 'Client Charging Limit Warning' Email Template

The email notification triggered by this event is sent when the available number of minutes is below **{y}** minutes or when the credit is below the

{credit_limit}, as specified in the **Send charging limit warnings when the account is below** field available in the **Email Template Management** page.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the client whose credit/number of minutes is below the customized limit. This is the name specified in the provided client information.
- `[recipient_name]` - The name of the person who receives the email.
- `[company_name]` - The name of the company, as it was specified in the provided client information.
- `[login]` - The username used to connect to the client account, as it was specified in the provided client information.
- `[minutes_out]` - The number of outgoing minutes left for this user.
- `[money_left]` - The credit for outgoing calls currently available to this user.
- `[money]` - The currency used in the system.
- `[money_left_incoming]` - The credit for incoming calls currently available to this user.
- `[month]` - The month when the notification is sent.
- `[minutes_limit]` - The minutes limit specified in the **Send charging limit warnings when the account is below** field.
- `[money_limit]` - The credit limit specified in the **Send charging limit warnings when the account is below** field.

The 'Client Charging Limit Exceeded' Email Template

The email notification triggered by this event is sent after the charging limit specified in the **Send charging limit warnings when the account is below** field available in the **Email Template Management** page is exceeded.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the client whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided client information.
- `[recipient_name]` - The name of the person who receives the email.
- `[company_name]` - The name of the company, as it was specified in the provided client information.

- `[login]` - The username used to connect to the client account, as it was specified in the provided client information.
- `[minutes_out]` - The number of outgoing minutes left for this user.

- `[money_left]` - The credit for outgoing calls currently available to this user.
- `[money]` - The currency used in the system.
- `[month]` - The month when the notification is sent.
- `[minutes_limit]` - The minutes limit specified in the **Send charging limit warnings when the account is below** field.
- `[money_limit]` - The credit limit specified in the **Send charging limit warnings when the account is below** field.

The Extension Email Templates

VoxSun Professional can email these notifications to you, to the extension owner and/or to a custom email address.

The 'Extension Account Creation' Email Template

This email notification is triggered by the creation of a new extension account.

The default tags used by this notification are listed below:

- `[ext_type]` - The type of the extension account that has just been created.
- `[ext_number]` - The telephone number assigned to the newly created extension account.
- `[recipient_name]` - The name of the person who receives the email.
- `[login]` - The username that will be used to connect to the extension account, as it was specified in the provided extension information.
- `[password]` - The password that will be used to connect to the extension account, as it was specified in the provided extension information.
- `[billing_plan]` - The name of the billing plan employed for this particular account.
- `[template]` - The name of the extension template used to create this account.
- `[interface_language]` - The language used by the VoxSun Professional interface when this user is logged in.

- `[phone_login]` - The password used when the user registers and/or makes calls using a SIP phone.
- `[public_number]` - The number used on the public phone network for this extension.
- `[phone_lang]` - The language the phone interface is displayed in.

- `[company_name]` - The name of the company, as it was specified in the provided extension information.
- `[contact_name]` - The name of the contact person specified in the provided extension information.
- `[phone]` - The user's telephone number, as it was specified in the provided extension information.
- `[fax]` - The user's fax number, as it was specified in the provided extension information.
- `[address]` - The user's address, as it was specified in the provided extension information.
- `[email]` - The user's email address, as it was specified in the provided extension information.
- `[city]` - The user's city of residence, as it was specified in the provided extension information.
- `[state]` - The user's state of residence, as it was specified in the provided extension information.
- `[country]` - The user's country of residence, as it was specified in the provided extension information.
- `[zip]` - The user's postal/zip code, as it was specified in the provided extension information.
- `[notes]` - The notes/comments that were filled in the provided extension information.

The 'Extension Account Expiration Warning' Email Template

The email notification triggered by this event is sent **{x}** days in advance, as specified in the **Send expiration notices** field available in the **Email Template Management** page.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the user whose extension account is set to expire. This is the name specified in the provided extension information.
- `[recipient_name]` - The name of the person who receives the email.
- `[company_name]` - The name of the company, as it was specified in the provided extension information.

- `[login]` - The username used to connect to the extension account, as it was specified in the provided extension information.
- `[ext_number]` - The telephone number assigned to the extension account.

- `[public_number]` - The number used on the public phone network for this extension.
- `[expire_date]` - The date when the user's account expires.

The 'Extension Account Expired' Email Template

The email notification triggered by this event is sent after the extension account has expired.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the user whose extension account has just expired. This is the name specified in the provided extension information.
- `[recipient_name]` - The name of the person who receives the email.
- `[company_name]` - The name of the company, as it was specified in the provided extension information.
- `[login]` - The username used to connect to the extension account, as it was specified in the provided extension information.
- `[ext_number]` - The telephone number assigned to the extension account.
- `[public_number]` - The number used on the public phone network for this extension.
- `[expire_date]` - The date when the user's account expired.

The 'Extension Charging Limit Warning' Email Template

The email notification triggered by this event is sent when the available number of minutes is below **{y}** minutes or when the credit is below the **{credit_limit}**, as specified in the **Send charging limit warnings when the account is below** field available in the **Email Template Management** page.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the contact person specified for the extension account whose credit/number of minutes is below the customized limit. This is the name specified in the provided extension information.
- `[recipient_name]` - The name of the person who receives the email.

- `[company_name]` - The name of the company, as it was specified in the provided extension information.
- `[login]` - The username used to connect to the extension account, as it was specified in the provided extension information.
- `[ext_number]` - The telephone number assigned to the extension account.

- `[public_number]` - The number used on the public phone network for this extension.
- `[minutes_out]` - The number of outgoing minutes left for this user.
- `[money_left]` - The credit for outgoing calls currently available to this user.
- `[money]` - The currency used in the system.
- `[month]` - The month when the notification is sent.
- `[minutes_limit]` - The minutes limit specified in the **Send charging limit warnings when the account is below** field.
- `[money_limit]` - The credit limit specified in the **Send charging limit warnings when the account is below** field.

The 'Extension Charging Limit Exceeded' Email Template

The email notification triggered by this event is sent after the charging limit specified in the **Send charging limit warnings when the account is below** field available in the **Email Template Management** page is exceeded.

The default tags used by this notification are listed below:

- `[contact_name]` - The name of the contact person specified for the extension account whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided extension information.
- `[recipient_name]` - The name of the person who receives the email.
- `[company_name]` - The name of the company, as it was specified in the provided extension information.
- `[login]` - The username used to connect to the extension account, as it was specified in the provided extension information.
- `[ext_number]` - The telephone number assigned to the extension account.
- `[public_number]` - The number used on the public phone network for this extension.
- `[minutes_out]` - The number of outgoing minutes left for this user.
- `[money_left]` - The credit for outgoing calls currently available to this user.
- `[money]` - The currency used in the system.
- `[money_left_incoming]` - The credit for incoming calls currently available to this user.

- `[month]` - The month when the notification is sent.
- `[minutes_limit]` - The minutes limit specified in the **Send charging limit warnings when the account is below** field.

- [money_limit] - The credit limit specified in the **Send charging limit warnings when the account is below** field.

The Unified Communication Email Templates

VoxSun Professional can email these notifications to the extension owner and/or to a custom email address only.

The 'Voicemail Message Notification' Email Template

The email notification triggered by this event is sent after a voicemail message is received by an extension account.

The default tags used by this notification are listed below:

- [VM_CALLERID] - The callerID of the person who left the voicemail message.
- [VM_NAME] - The name of the contact person specified for the extension account that receives this notification. This is the name specified in the provided extension information.
- [VM_MSGNUM] - The received voicemail message identification number.
- [VM_MAILBOX] - The short extension number of the extension who receives the email.
- [VM_DATE] - The date when the message was recorded.
- [VM_DUR] - The recorded message length.

The 'Fax Message Received' Email Template

Note

If several email addresses use the same extension for handling fax messages, than the notification is received by the particular email address targeted by the event and not by the extension owner.

Example:

Extension **001*003** is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, `paulh@example.com` and `georgef@example.com`, use the extension's fax function as well.

If `joed@example.com` receives a new fax message, than the email notification is sent to his address and not to the extension owner's, `johns@example.com`.

The email notification triggered by this event is sent after a fax message is received by an extension account.

The default tags used by this notification are listed below:

- [FAX_CSID] - The callerID of the person who sent the fax.
- [FAX_FILENAME] - The name of the sent fax message.
- [FAX_FILESIZE] - The size of the sent fax message.
- [FAX_DATE] - The date when the fax was sent.
- [FAX_PAGES] - The number of pages sent by fax.

The 'Sent Fax Accepted' Email Template

Note

If several email addresses use the same extension for handling fax messages, than the notification is received by the particular email address targeted by the event and not by the extension owner.

Example:

Extension **001*003** is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well.

If the fax message sent by joed@example.com is accepted, than the email notification is sent to his address and not to the extension owner's, johns@example.com.

The email notification triggered by this event is sent after a fax message has been accepted by the receiver.

The default tags used by this notification are listed below:

- [recipient_name] - The name of the person who sent the fax message.
- [fax_numbers] - The receiver's phone number(s) the fax message was sent to.

- `[VoxSunurl]` - The VoxSun Professional server URL that has to be clicked in order to schedule the sending of the accepted fax message.
- `[fax_id]/[fax_uniqueid]` - The identification numbers used for the fax message.

The 'Sent Fax Not Accepted' Email Template

Note

If several email addresses use the same extension for handling fax messages, than the notification is received by the particular email address targeted by the event and not by the extension owner.

Example:

Extension **001*003** is registered to `johns@example.com` and can handle fax messages. Other three email addresses, `joed@example.com`, `paulh@example.com` and `georgef@example.com`, use the extension's fax function as well.

If the fax message sent by `joed@example.com` is not accepted, than the email notification is sent to his address and not to the extension owner's, `johns@example.com`.

The email notification triggered by this event is sent if the receiver did not accept the fax message.

The default tags used by this notification are listed below:

- `[recipient_name]` - The name of the person who sent the fax message.
- `[fax_numbers]` - The receiver's phone number(s) the fax message was sent to.
- `[cause]` - The reason for which the fax was rejected.

The 'Fax Delivery Report' Email Template

VoxSun Professional can provide a delivery report for all the fax messages that were successfully sent.

The default tags used by this notification are listed below:

- `[fax_numbers]` - The phone number(s) from where the fax message was sent.
- `[recipient_name]` - The name of the person who receives the email.
- Sent faxes
  - `[fax_sent_numbers]` - The receiver's phone number(s) the fax

message was sent to.

    - `[datetime]` - The date and time when the fax was sent.
- Faxes which were not sent

    - [fax_failed_numbers] - The receiver's phone number(s) the fax message could not be sent to.
- [VoxSunurl] - The VoxSun Professional server URL that has to be clicked in order to resend the fax message.
- [fax_id]/[fax_uniqueid] - The identification numbers used for the fax message.

The 'Pre-Approved Fax Accepted' Email Template

The **Pre-Approved Fax** mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoxSun Professional. Also, it will no longer be required to click a link in order to accept sending the fax message.

The default tags used by this notification are listed below:

- [recipient_name] - The name of the person who receives the email.
- [fax_numbers] - The phone number(s) the fax message must be sent to.

The Security Email Templates

VoxSun Professional can email these notifications in case of security issues and only to a custom email address.

The 'Forgot Password' Email Template

For this event, VoxSun Professional will send an email message containing a temporary password to the user who has forgotten his own and requested a new one. This password is valid only for the time period specified in the **Login Preferences** page, in the **Expiration time for new password** field.

The default tags used by this notification are listed below:

- [recipient_name] - The name of the person who receives the email.
- [login] - The username used to connect to the VoxSun Professional interface, as it was specified in the provided client/extension information.
- [new_password] - The new password, generated in order to replace the forgotten one.

- `[valid_minutes]` - The new password can be activated only for the time specified here.
- `[url]` - The new password activation URL.
- `[ip]` - The IP address of the user who has requested the new password.

Restore the Default Settings

To restore the default notification settings and email contents, click the **Default** icon.

Note

When you click the **Default** button, VoxSun Professional will not overwrite the other email address destination.

Chapter 8
Manage Customer Accounts

VoxSun Professional allows you to manage your **Extensions** .

Manage Your Extensions

The home page displays all your extension accounts. To access the list, click the Extensions link available in the left navigation panel.

Client's Home Page

The client's home page allows you to manage all your account related features and to control the extension accounts. Two distinct areas are available:

- **Tools** - This section provides access to your account's features, including your contact details, OpenID identities, routing rules, SIP devices, charging plans or call screening:
  - Edit client
  - OpenID identities
  - Outgoing routing groups
  - Manage SIP devices
  - Add extension
  - Charging plans
  - Charging limits

    Note

    This option is available only if your charging plan is `Postpaid`.
  - Charging credits

Note

This option is available only if your charging plan is `Prepaid`.

- ## Call screening database

- [Sounds]
- [SystemAPI & CallAPI]
- [Extension groups]

- **Extensions** - VoxSun Professional displays a list with all your extensions. To view a certain extension account, click its name link.

VoxSun Professional displays the following information about each extension:

- **S** – The extension account's status:
  - Enabled
  - All local calls are permitted
  - Only incoming call are permitted
  - No calls are permitted
  - Disabled

  Click this icon to change the extension account's status using the **Global and phone account status** pop-up panel:

  - **Global Account Status Settings** - From this area you can choose to enable or disable an extension. There are two options:
    - **User is fully enabled** - The user can access all the extension's defined system functions, having in mind that the phone access permissions may apply.
    - **User is disabled** - The user cannot access any of the extension's system function and cannot use the phone service.
  - **Phone Account Status Settings** - From this area you can manage the phone permissions for an enabled extension. The following options are

available:

- **User can dial out and receive calls** - The user has no phone restrictions.

    - **User can be called and can call internally** - Only local outgoing calls are permitted. Incoming calls are not restricted.
    - **User can be called only** - No outgoing calls are allowed, but all incoming calls are permitted.
    - **User cannot use phone service** - The user can neither make, nor receive calls.

> **Note**
>
> If you select any of these options, the restrictions will apply to all the child accounts of the current account.
>
> If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the **Customer can be called and can call internally** restriction, than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the **Customer can be called only** restriction.

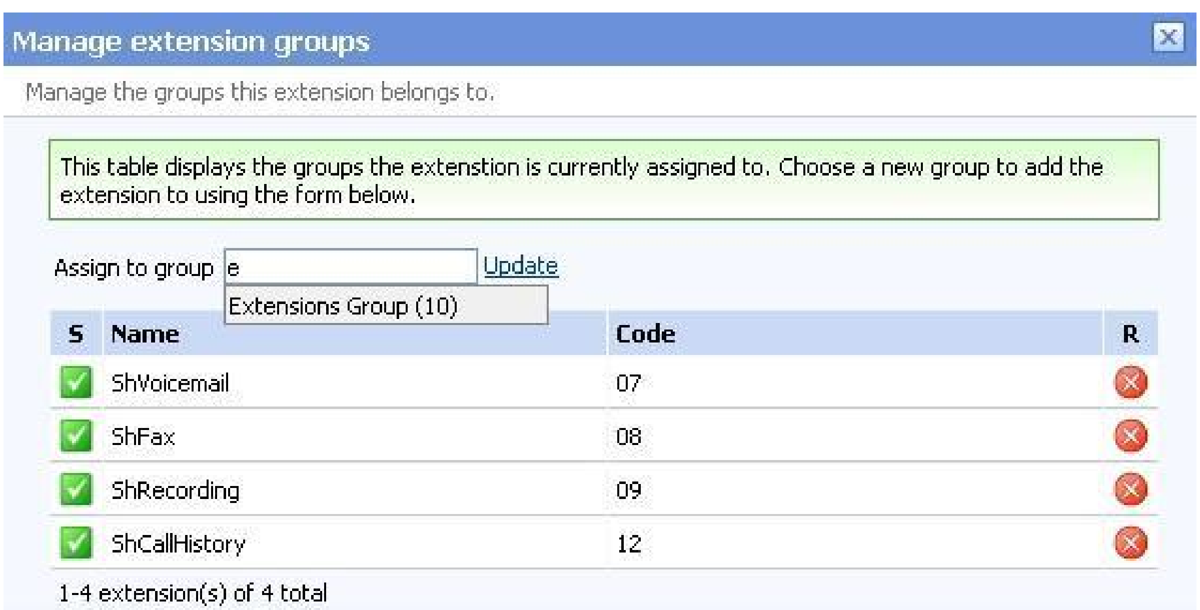
- **A** – This icon specifies whether the extension has permission to log in and use the VoxSun Professional interface or not:
    - Enabled
    - Disabled

  Click this icon to enable/disable the control panel access.
- **T** – The extension type:
    - Phone terminal
    - Queue
    - Interactive Voice Response (IVR)
    - Voicemail center
    - Conference
    - Callback
    - Calling card

- Intercom/Paging

◦ Queue login center

- **Extension** – The extension contact name and number displayed in the format `Contact_Name(Client_ID*Local_Extension_Number)`. Click this link to go to the extension context.
- **Client** - The name of the client to whom the extension belongs.
- **State** – This field specifies if the extension has a phone terminal connected:
    - `Registered/Online` - A phone terminal is connected to the extension and it is online.
    - `Registration expired at {date_time}` - A phone terminal was connected to the extension, but its registration to the system expired at `{date_time}`.
    - `No registration necessary` - This text is displayed if the extension type is phone terminal and if the user has provided a valid IP/port in the **Phone does not register and is located on IP** field from the **Phone Terminal Provisioning** page.
    - If there is no phone terminal connected to the extension, VoxSun Professional displays '-'.
- **Groups** - This column displays the number of groups the extension belongs to. Click the Change link to manage the extension's group membership, using the controls from the displayed pop-up panel.



The **Extension Groups** table can display, depending on your selection:

1. All the groups defined for the client account, no matter if the extension is assigned to them or not.
2. All the groups the extension is assigned to.
3. All the groups the extension is not assigned to.

The following details are displayed for each group:

- **S** - The group's status:
  - Enabled
  - Disabled

  The status can be changed only from the client's **Extension Groups** management page by clicking the corresponding icon. A disabled group will not be displayed in the **Extension Groups** table and the extension will no longer be assigned to it.

  In case the group will be enabled again, the extension will be automatically reassigned to it.
- **Name** - The extensions group's name.
- **Code** - The identification code assigned to the group.
- **Assigned** - This column displays whether the extension is assigned to a group or not.

To assign the extension to one of the existing groups, select the group's corresponding check box and click the Assign groups link.

When you are searching for a particular group, you can use one or more of the available filters:

Find groups {name} where {extension_status}, where:

- **{name}** - Use the available text box to specify the name of the extension group you are looking for.
- **{extension_status}** - Use this drop-down list to select which extension groups to be displayed:
  - `Does not matter` - All the groups defined for the client account will be displayed, no matter if it is assigned to them or not.

- `I am not member` - Only the groups the extension is not assigned to will be displayed.
- `I am member` - Only the groups the extension is assigned to will be displayed.

After you have decided on the filters you want to use, click the Search link to display only the extension groups that match your search criteria.

- **CallerID** – The public phone number assigned to the extension. If the extension has several phone numbers associated, then VoxSun Professional displays the default number set for the **Currently using CallerID numbers** option. For more information, see the Phone Terminal Setup section. If there are no public phone numbers assigned, then VoxSun Professional displays '-'.

Note

The **CallerID** feature is available for `Phone terminal` extensions only.

- **Created** – The date when the extension was added to the system

Searching the Extensions List

When you are searching for specific extension accounts, you can use one or more of the available filters:

{extension_type_filter} {name} in group {groups_list}, where:

- **{extension_type_filter}** – Use this drop-down list if you want only the extensions belonging to a certain type to be displayed. By default, this filter displays `All extensions`.
- **{name}** - Use the available text box to specify the name of the extension account you are looking for.
- **{groups_list}** - Use this drop-down list if you want to sort the extensions by the groups they belong to. By default, this filter displays the extensions belonging to `All` groups.

View the Extension's Report

VoxSun Professional provides detailed statistics about the selected extension's incoming and outgoing calls.

To access the **Call Reports of Extension {extension_name}** page, follow the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name.

2.

Next, click the **Call reports** icon available in the `Tools` area.

A detailed list of all the calls for the current and the previous months is displayed. Multiple operations can be performed:

- Search for specific calls.
- Export the call list to a Microsoft Excel file.
- Export the call list to a `.csv` file.

VoxSun Professional displays, in the **Call List** table, all the extension's calls registered in the current month. If you want to check the calls from a previous month, use the available drop-down list and select the desired value.

The table includes the following details about each call:

- **T** – The call type:
  - Local call
  - Extended local call
  - External call
- **A** – The call application type:
  - Dial
  - Queue
  - IVR
  - Voicemail
  - Conference
  - Park
  - Unpark
  - Callback

- Calling card
- Intercom/paging

- Queue center

- **From** – The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.

Note

Holding the mouse cursor over an extension number will display an info message that provides details about the extension that made the call:

- **Name**
- **Company**
- **Email**
- **Status**

Note

For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using **bold** characters. As the calls are both received and placed by this extension, its number will be the one displayed in **bold**.

- **To** – The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call.

Note

Holding the mouse cursor over an extension number will display an info message that provides details about the extension that received the call.

Note

For incoming calls, the number of the extension that received the call (reference extension) is displayed using **bold** characters. As the calls are both received and placed by this extension, its number will be the one displayed in **bold**.

- **Transfer source** - This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.
- **Transfer destination** - This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-' will be displayed.
- **Call schematic** - This column displays the call flow and the reference extension:
  - The extension's name followed by the icon for an **outgoing** call.
  - The icon followed by the extension's name for an **incoming** call.
- **Initiated** - The date and time the caller dialed the callee's number, initiating the call.

Note

This column is not visible by default. It can be enabled from the Show columns panel.

- **Ringing started** – The date and time the called extension started ringing.

Note

The **Initiated** and **Ringing started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.

- **Answered** – The date and time the call was answered.
- **Call duration** – The total length of the call, displayed in the `hh:mm:ss` format.

- **CallID** – The unique number generated by VoxSun technical platform to identify the call.

Note

This column is not visible by default. It can be enabled from the Show columns panel.

- **Call cost** – The total amount that has to be paid for the call by the extension owner.

Searching the Extensions List Call Reports

VoxSun Professional automatically displays all the current month's calls. If you are searching for specific calls, you have to define particular search criteria by filling in the fields available in the **Search Calls** section:

- **Show call history for** - Use the drop-down list to choose whose call history to be displayed:
  - `Personal` - Only the current extension's call history is displayed.

    Note

    This is the default value.

  - `{extension_no}` - Depending on how many extensions in the group(s) have the call history **Sharing Policy** enabled, you can choose from the list the `{extension_no}` whose traffic you want to see.

    Note

    For example, `Extension 1` is part of the `Phone Terminals` group. `Extension 2` and `Extension 3` are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their call history with the `Phone Terminals` group. Therefore, `Extension 1` will be able to see the call history both of `Extension 2` and `Extension 3`.

  - `All` - The call histories of both the current extension and of the all extensions in the group(s) that have the call history **Sharing Policy** enabled are displayed.

- **From number** - If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list:
    - `Starting with` - Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed.

- `Ending with` - Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed.
- `Exact match` - Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.

- **To number** - If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list:
  - `Starting with` - Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed.
  - `Ending with` - Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed.
  - `Exact match` - Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- **CallID** – If you want only the calls matching a certain CallID to be displayed, use this text box to fill in the unique number that VoxSun technical platform generated to identify the call.
- **Through channel** - Use this drop-down list to search only for the calls that were directed through a specific channel.
- **With network code** - Fill in the text box with the code of the network whose calls you want to search for.
- **Selected channel prefix** - Use this text box to fill in the prefix of the previously selected channel.
- **PRI channel** - Use this text box to fill in the identification number of the PRI card that contains the channel through which the calls you are looking for were made.
- **Call duration** – Use this section to specify the call duration limitations by filling in the fields from the next rule:

  `Bigger than {x} seconds and/or smaller than {y} seconds`
- **Call cost** – Use this section to specify call cost limitations by filling in the fields from the next rule:

  `Bigger than {x} and/or smaller than {y}`
- **Call ended with** – Use the drop-down list to filter the calls based on their resolution:
  - `Answered` - Displays only the calls that were answered.
  - `No answer` - Displays only the calls that were not answered.

- `Busy` - Displays only the calls that could not be answered because the callee was involved in another call.

- `Failed` - Displays only the calls that could not reach their destination.
- `Unknown` - Displays only the calls whose resolution is unknown.
- `Not allowed` - Displays only the calls that were not authorized to reach their destination.

- **Start search on {x} and end search on {y}** - Use the text boxes or click the corresponding  calendar icon to specify the period you are searching for.
- **Hangup cause** - Use the available drop-down list to choose a certain hangup cause to be used as search criteria. For more information, see this section.

Note

By default, `Any` is selected.

- **Display** - Use these radio buttons to filter the search results:
  - **All** – Select this option to display both the incoming and the outgoing calls matching your other filters.
  - **Incoming calls** – Select this option to display only the received calls matching your other filters.
  - **Outgoing calls** – Select this option to display only the placed calls matching your other filters.
- **Limit search by call context** – Use these radio buttons to filter the search results:
  - **All** – Select this option to display all the calls.
  - **Local calls** – Select this option to display only the calls made to local numbers (between extensions belonging to the same client).
  - **Extended local calls** – Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).
  - **External calls** – Select this option to display only the calls received from outside the system or sent to external destinations.
- **Limit search by application** – Use these check boxes to filter the search

results by the application used by VoxSun technical platform to handle the call:

◦ **Dial** – Select this option to display the calls between two phone terminals.

◦ **Queue** – Select this option to display the calls targeted at a queue extensions.

- ◦ **Conference** – Select this option to display the conference calls.
- ◦ **Voicemail** – Select this option to display the calls that ended in the voice mailbox.
- ◦ **Voicemail center** – Select this option to display the calls to a voicemail center extension type.
- ◦ **IVR** – Select this option to display the calls targeted at an IVR extensions.
- ◦ **Park** – Select this option to display the calls that were parked.
- ◦ **Unpark** – Select this option to display the calls that were picked up form the parking lot.
- ◦ **Calling card** - Select this option to display the calls that were made using a calling card extension type.
- ◦ **Intercom/Paging** - Select this option to display the calls made through an intercom/paging extension type.
- ◦ **Callback** - Select this option to display the calls that were made using a callback extension type.
- ◦ **Fax** - Select this option to display the fax messages.
- ◦ **Supervising** - Select this option to display the supervised calls.

Click **OK** to display only the records that fit your search criteria. Click **Show all** to display all the records from the data base.

Export to an Easy-to-Edit Format

- Export to Excel – Click this link to export the call costs report to a Microsoft Excel file.
- Export to CSV - Click this link to export the call costs report to a `.csv` format file.

You have the possibility to customize the exported call cost report by choosing the columns you want to include in your report. The relevant columns can be selected from the **Export Columns** section.

This is the list of all possible columns you can export in your customized report:

- **Call flow** - The call direction: `incoming` or `outgoing` .
- **Call type** - The received call type.

- **Application** - The application that answered the call. Any of the applications listed under **Limit search by application** (see above) can answer the call.
- **To number** – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call.
- **From number** – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
- **Call initiated** - The date and time the caller dialed the callee's number, initiating the call.
- **Ringing started** – The date and time the called extension started ringing.
- **Call answered** - The date and time the call was answered. If the call was not answered, VoxSun Professional records the 0000-00-00 00:00:00 value.
- **Call duration** - The total length of the received call, in seconds.
- **Call disposition** - The way the call was terminated: it was either answered, not answered, failed, etc.
- **Charging plan** - The charging plan that generated the call cost.
- **Call cost** - The cost of the call as charged by the channel.
- **Money unit** - The currency currently used for charging.
- **CallID** - The unique number generated by VoxSun technical platform to identify the call.
- **Transfer source** - If the call was transferred from another extension, then this column will list the source extension.
- **Transfer destination** - If the call was transferred to another extension, then this column displays the destination extension.
- **Initially called extension** - If the call was picked up from another extension, then this column displays the extension that was originally called.
- **Callback CallerID** - If the caller used a callback extension to route its call to a remote destination, then this column displays the authorized CallerID (the number from which the user dialed the system).

- **Calling card code** - If the caller used a calling card to call a destination number, then this column displays the code introduced to authenticate and charge the call.
- **Flow reference extension** - The extension that initiated an outgoing call or the extension that received an incoming call.

Extension Management Page

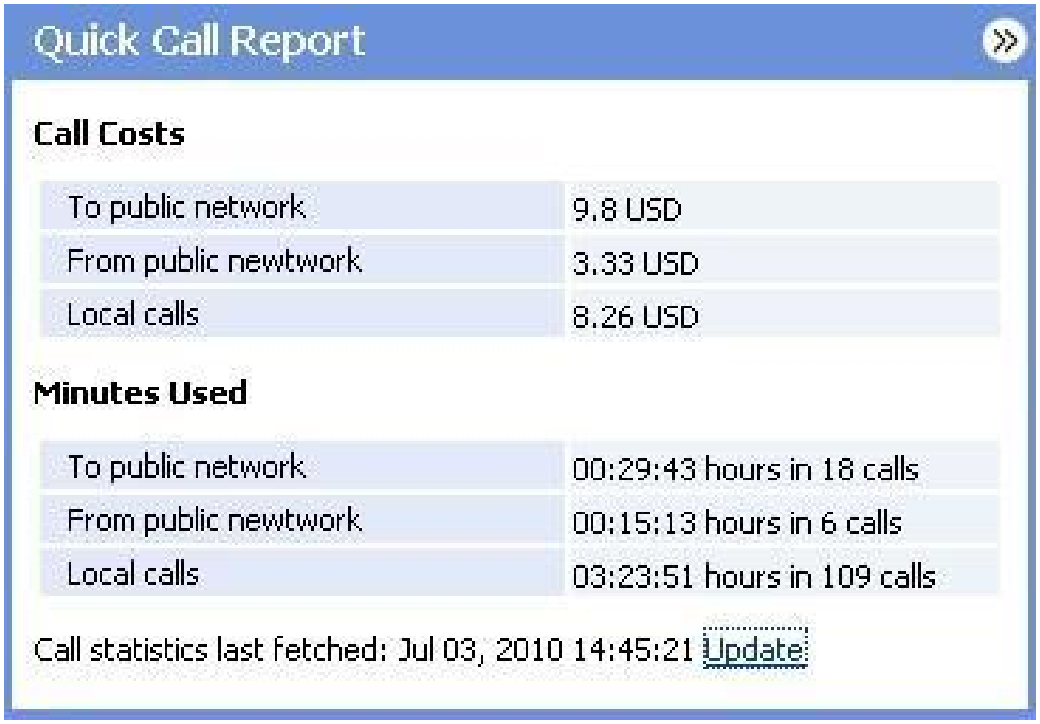
The **Extension {extension_name}** page has two distinct sections, one with all the controls needed to manage the account and the other one with general statistics about the extension:

- **Tools** - This section contains all the features that can be customized for the current extension by clicking the corresponding icons.
- **Extension Overview** - In this section, VoxSun Professional generic provides statistics about the extension like its type, the used and available disk space for messages, recordings, faxes and sound files, the call costs and other particular details, depending on the extension's type.

  You can find details about each extension type accessing this sections:

  - **Phone Terminal Overview**
  - **Queue Overview**
  - **Queue Login Center**
  - **Interactive Voice Response (IVR) Overview**
  - **Voicemail Center Overview**
  - **Conference Overview**
  - **Callback Overview**
  - **Calling Card Overview**
  - **Intercom/Paging Overview**

VoxSun Professional helps you visualize a quick report about the extension's call costs and the time spent on local and external calls:



The extension's quick call report

Note

If you want to fold the panel, click the icon.

The following information is available:

- **Call Costs**
  - **To public network** - The extension's outgoing external calls cost, in the default currency (e.g.: `17.25 USD`).
  - **From public network** - The extension's incoming external calls cost, in the default currency (e.g.: `17.25 USD`).
  - **Local calls** - The extension's internal calls cost, in the default currency (e.g.: `17.25 USD`).

  Note

  The displayed values are for the current month.

Note

The **Call Costs** are computed based on the fees defined in the extension's charging plan.

- **Minutes Used**
  - **To public network** - The total duration and the number of outgoing external calls placed in the current month (e.g.: `14:29:46 in 138 phone calls`).
  - **From public network** - The total duration and the number of incoming external calls received in the current month (e.g.: `14:29:46 in 138 phone calls`).
  - **Local calls** - The total duration and the number of internal calls placed and received in the current month (e.g.: `14:29:46 in 138 phone calls`).

Note

The displayed values are for the current month.

Note

The displayed values are the ones that were available when the statistics were last fetched and they are not updated in real-time. To refresh the data, click the Update link.

Note

If the report has never been updated, then the `No data available` message is displayed in both the **Call Costs** and **Minutes Used** sections.

Phone Terminal Overview

- **Extension type** – The extension type, in this case `Phone terminal`.
- **Your phone terminal login** – The login that you must use on your phone terminal in order to login to the server. The password is either identical with the extension account password, either it is set up in the **Phone authentication** section of the extension features page.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their

corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.

- **Extension internal number** – The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, then VoxSun Professional displays '-'.
- **Extension terminal** – If the extension is registered to the system, then this line displays the terminal brand and model.
- **Extension state** – The state of the extension, from the network connection perspective.
- **Extension IP address** – The extension's IP address registered in the system.
- **Extension's registration expires on** – The date and time the extension's registration expires.
- **Last registration** - The date and time the extension was last registered on the phone terminal.
- **Provisioned on device** - The SIP device provisioned and assigned to the extension's line(s), for example `Joe's Snom 360 on line 1`. If the extension has no provisioned devices, then VoxSun Professional displays '-'.
- **Password protected phone access status** - The message displayed here informs you if the phone terminal access is restricted or not using the **Password Protection** feature:
  - `Currently access to phone is blocked` - The phone terminal cannot be used for dialing or receiving calls.
  - `Currently access to phone is unrestricted` - The user can place and receive calls.

Note

To block/unblock the phone terminal, click the **Phone terminal setup** icon and configure the **Password Protection** section, as described here .

- **IM login** - The username required to log in to IM, in the following format: `extension_number@server_ip` (e.g.: `0003*003@192.168.14.39`).
- **Number of voicemail messages** – The total number of voicemail messages, the disk space used and the percent of available disk space.

- **Number of fax messages** – The total number of fax messages, the disk space used and the percent of available disk space.
- **Number of recorded conversations** – The total number of recorded conversations, the disk space used and the percent of available disk space.

- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Queue Overview

- **Extension type** – The extension type, in this case `Queue`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.
- **Extension internal number** – The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of recorded conversations** – The total number of recorded conversations, the disk space used and the percent of available disk space.
- **Total agents** – The total number of `Phone terminal` extensions and remote users assigned to the queue. Between parenthesis, VoxSun Professional displays the number of online, paused and logged off agents (e.g.: `(1 online, 3 paused, 1 logged off)`).
- **Queue supervisors** – The total number of `Phone terminal` extensions registered as queue supervisors.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Queue Login Center Overview

This extension type allows the remote agents to connect to the queue(s) where they have been assigned to.

- **Extension type** – The extension type, in this case `Queue login center`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.

- **Extension internal number** – The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Interactive Voice Response (IVR) Overview

This extension type allows the creation of an interactive menu that can be used by callers to get information without having to connect to a human operator.

- **Extension type** – The type of the extension, in this case `IVR`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.
- **Extension internal number** - The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Voicemail Center Overview

This type of extension is similar to the voicemail function of the phone terminal extension. However, the voicemail center allows callers to verify their messages by using a terminal located outside the system.

- **Extension type** – The extension type, in this case `Voicemail center`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.

- **Extension internal number** – The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Conference Overview

This type of extension allows the creation of conferences that can be accessed by system users, as well as by external callers.

- **Extension type** – The extension type, in this case `Conference`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.
- **Extension internal number** - The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Callback Overview

This type of extension allows system users to call this extension from a phone connected to the public network and then place an outgoing call through the VoxSun Professional server.

- **Extension type** – The extension type, in this case `Callback`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.

- **Extension internal number** - The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Calling Card Overview

This type of extension allows the implementation of a calling card system on the VoxSun Professional server.

- **Extension type** - The extension type, in this case `Calling card`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.
- **Extension internal number** - The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Intercom/Paging Overview

This type of extension allows the user to call several or all the available extensions in the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

- **Extension type** - The extension type, in this case `Intercom/paging`.
- **Public phone number(s)** – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoxSun Professional displays '-'.

- **Extension internal number** - The phone number assigned when the extension was added to the system.
- **Member in group(s)** - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoxSun Professional displays '-'.
- **Number of sound files** – The total number of sound files, the disk space used and the percent of available disk space.
- **Number of music on hold files** - The total number of music on hold files, the disk space used and the percent of available disk space.

Enable/Disable an Extension

If you want to enable/disable an extension account, you have to click the chosen extension's name in the **Extensions Management** page and than the Disable/Enable extension link, located under the page title. A pop-up window will ask you to confirm this action.

Impersonate an Extension

VoxSun offers the possibility to impersonate an extension account owner. This option allows management access for the parent account owners in order to modify the child account's permissions and limits.

If you impersonate, you will be able to view the interface from an extension's perspective. To do so, click the respective extension's name in the **Extension Management** page and than the Impersonate link, located under the page title.

Note

The **Impersonate** feature can only be used for enabled users with control panel access. Any attempt to use this feature for a disabled account or an account without control panel access will trigger the following error message:

```
You cannot use impersonate on an user that is disabled or doesn't have control panel access.
```

Note

When you impersonate an extension, the application will change the skin to the one used by the chosen extension, if different from the one you are currently using.

To return to normal view mode, just click the Return to my account link located in the right panel, next to the Help icon.

Add a New Extension

Note

You can add extensions only if the `Extensions management` permission has been activated for your account.

Starting VoxSun Professional 2.0, the extension accounts can be created without an associated charging plan.

When you want to create an extension account with an associated charging plan, you have to check if the system administrator enabled **Charging** system wide. If not, then you will not be able to define new charging plans.

If **Charging** is enabled and there is no charging plan in the system, then you must create one:

1. First, make sure that the time intervals you want to use for the charging plan are defined.
2. If you want to use another time interval, then:
    a. Click the Unified Communications link available in the left navigation area.
    b. Next, click the **Time intervals** icon.
    c. To complete the process, follow the steps described in the Add a New Time Interval section.
3. After all the time intervals have been created, click the Charging plans link available in the left navigation panel and create a new plan .

To add a new extension, follow the next steps:

1.

Click the Add extension icon available in the **{client_name}** management page

2. Fill in the information available in the **Add New Extension** page:

- **Extension Setup** - This section allows you to set the extension's three digits number.
  - **Number** – The value in this field is automatically generated and it represents the lowest extension number in the client account that is not currently used. To specify a different extension number, use the text box to enter the desired one.

    Note

    The length of the extension number is based on the administrator's preference. This number is the so-called `local extension number`. It can be used to access extensions on the same client account.

    Caution

    VoxSun Professional displays an error message if you try to assign a number defined as a **forbidden extension**.

- **Extension Owner** – Fill in details about the person that will be using the extension and define the credentials.
  - **Create using template** – Use the drop-down list to choose one of the available templates as a starting point for the new extension account. The list contains all the templates designed by this client. If you do not want to create the account not based on a template, make sure the
    '––' option is selected.

    Note

    A template contains default settings that will be used to create the extension. For more information on extension templates, see the Manage Extension Templates section.

  - **Company name**
  - **Contact name**
  - **Login** - The username required for authentication.

Note

The username must contain only the following character types:

- Any of the **26 letters of the Latin alphabet [a-z]**, also included in the American Standard Code for Information Interchange (ASCII).

The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.

- Any combination of the **10 decimals [0-9]**, also included in the ASCII.
- Special characters like: **_.-@**.

◦ **Password auto generation** – When this option is enabled, a password matching the chosen strength is automatically computed. Also, you will not be required to fill in the next two fields.

◦ **Password** – In order to be valid, the password must be at least five characters long and must comply with the setup strength level.

While you type in your password, a colored bar will inform you about the strength of the chosen combination.

Note

The password must contain only the following character types:

- Any of the **26 letters of the Latin alphabet [a-z]**, also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the **10 decimals [0-9]**, also included in the ASCII.
- Special characters like: **!?@#$%\/*()_+={}`~[];:,.|^&**.

◦ **Confirm password**

◦ **Phone**

◦ **Fax**

◦ **Email**

◦ **Address**

◦ **City**

◦ **State/Province**

◦ **Postal/ZIP code**

◦ **Country**

- **Region** - The regions of a country are listed in alphabetical order. The one selected by default is the first one on the list.
- **Timezone** - Use the drop-down list to select the timezone specific for the extension's location. By default, the timezone of the chosen location is selected.

- **Interface language** – Use this drop-down list to choose the interface language for the extension account. The list contains all the available languages for the interface.

  Note

  If you choose the `Default` option, the language that will be used for the client account interface is the one specified by the administrator.

- **Phone language** – Use this drop-down list to select the language of the sound files that will be played over the phone. The default is the one specified by the administrator.

- **Extension notes** – Use this text box to insert comments about the extension.

* **Extension Type** – This section groups all the extension types supported by VoxSun Professional.
  - **Extension type** - Use the available radio buttons to choose the type of the new extension:
    - `Phone terminal`
    - `Queue`
    - `IVR`
    - `Voicemail center`
    - `Conference`
    - `Callback`
    - `Calling card`
    - `Intercom/paging`
    - `Queue login center`

* **Charging and Outgoing Call Filtering** - This sections allows you to choose the charging plan the extension will use or the filters that will be applied to its outgoing calls.
  - **Charging plan** – Use this drop-down list to choose one of the available charging plans the new extension account will use for its

calls.

- **Outgoing routing group** – Use this drop-down list to choose one of the available outgoing routing rule groups that will filter the new extension account's calls.

3. Select the **Choose extension permissions and limits** check box if you want to define the extension's behaviour:

- By clicking **OK** you will be redirected to the **Extension Permissions** page that allows you to set the extension's parameters.

  Note

  The information on the new created account will be sent by email to the account owner (Contact person) after clicking the **OK** button if the client had

  enabled the **Extension creation** option from his **Email Templates** page.

- If you want to add the new extension account without configuring its permissions, deselect the check box and click **OK**. If you choose to set the limitations later, skip steps 4, 5.

  Note

  An extension that does not have his limitations and permissions set will have all the **Permissions** disabled and all the limits set to 0. The account expiration date is set to `unlimited`.

- Click **Cancel** to go back to the previous page without adding the extension or click **OK** to go further.

4. The the account's configurable roles and phone numbers are:

   - **Permissions** – This section allows you to enable or disable permissions such as sound management, SIP management, etc.

     - **Extension is multi user aware** – This option allows the extension to communicate with the other extensions available on the same client account and to use them when setting up features involving call redirection such as: `Ring all`, `Call forward`, `Call cascade`, etc.

       Selecting this check box will enable the **Sharing Policies** section, where you will be able to allow the extension to share its call records, voicemails, fax messages and call history with other extensions in the same group or company.

       Note

When you add a new extension, you will be able to manage only the call history sharing as the others options will be available only if they will be enabled during the extension's configuration process.

Note

The **Extension is multi user aware** option may be deselected only for the `Phone terminal` extensions type. The other extension types MUST be multi-user aware by design because otherwise they cannot serve their purpose.

Note

A `Phone terminal` extension that it is not multi-user aware cannot see the CallerIDs associated with DIDs from its client pool, but it can choose CallerIDs from the DIDs associated with its own extension pool.

- **Phone extension SIP management** – When this option is enabled, the extension account owner is allowed to use the provisioning features on his phone terminal extensions. Additionally, he can choose the **Allowed codecs** option for the phone terminal extension. For more information on this topic, see the Provisioning section.

Note

The **Phone extension SIP management** option is available for the `Phone terminal` extensions type only.

- **IM management** - When this option is enabled, the extension account owner is able to manage the chat application.
- **CallAPI management** - Select this check box to allow the extension to use CallAPI and to manage third party applications that will be allowed to access the system resources on its behalf, as resource owner. The remote applications will be able to handle local and external calls using this extension and they will be authenticated with the **OAuth** protocol.

Caution

This line is displayed only if the client the extension will belong to has **CallAPI management** enabled.

Note

If you do not enable this option, the extension will still be able to manage the **SystemAPI Control**.

Note

When this option is disabled, the **CallAPI Events** feature is disabled as well.

- **CallerID management** - Select this check box to allow the extension account owner to edit the CallerID of his extension.
- **Sound management** – When this option is enabled, the extension account owner is able to manage, add, remove or edit sound and music on hold files, folders and languages.
- **Allow to provision devices** - Use the available drop-down list to choose the provisioning permission level that will be granted to the extension account. Depending on your selection, the extension will be able to add new SIP devices or not:
  - `Modify` - If you select this permission, then the extension account owner will have access to the **Provisioning** fieldset from the **Provisioning and SIP Preferences** page that will allow him to enable the controls required to add and provision new SIP devices.

    Caution

    This permission is available only if your parent accounts have granted you `Modify` rights, regardless the level set for the reseller you belong to.

  - `View` - If you select this permission, then the extension owner will be able to see the **Provisioning** fieldset, but he will not be allowed to change anything or to add new SIP devices.

    Caution

    This permission is available only if your parent accounts have granted you `Modify` or `View` rights, regardless the level set for the reseller you belong to.

  - `None` - With this permission selected, the **Provisioning** fieldset is not even displayed. The extension owner will only be allowed to mange the other SIP and, if the **Enable chat server access** feature is enabled, IM related preferences.

Caution

This permission is the only one available if your parent accounts have granted you no **Allow to provision devices** access (`None`), regardless the level set for the reseller you belong to.

Note

This option is available for `Phone terminal` extensions only!

Note

Have in mind that if you have assigned a provisioned device to the extension account, then the owner will not be able to modify it or to add a new one regardless the permission level selected here.

- **Limits** - This section allows you to impose certain limitations to the various functionalities available for the extension.

Caution

The maximum available disk space and the other limitations depend on the values set for the **Client** the extension will belong to.

If you try to enter for the **Extension** a maximum disk space bigger than the one previously set for the **Client**, an error message will pop up, informing you that the chosen value must be at most the value set for the **Client**.

Therefore, the `Unlimited` check box might be disabled for certain items for which a limit was imposed to the client by the system administrator.

Note

Where available, you can select the `Unlimited` check box if you do not want to restrict the extension.

  - **Maximum disk space for sound files** – Use the available text box to limit the maximum storage space reserved for sound files.

- **Maximum disk space for music on hold files** – Use the available text box to limit the maximum storage space reserved for the music on hold files.

◦ **Maximum public concurrent calls** – Use the available text box to limit the number of active simultaneous calls between the extension and any other public network destination. The maximum value depends on the ones set for the extension's parent accounts and cannot exceed the license limitation.

Note

Both incoming and outgoing calls are counted!

Note

By default, when adding a new account, the **Maximum public concurrent calls** value is set to **1** as it is mandatory to allow at least one active call.

Note

Starting VoxSun Professional 2.5.1, the **Maximum public concurrent calls** depends on the license type, as the sum of values given to this parameter for all the `Phone terminal` extensions in the system determine the total number of SIP trunking channels, which is limited according to the license.

Have in mind that if you set this parameter to `Unlimited`, then SIP trunking cannot be enabled from the extension's Provisioning and SIP Preferences page. Therefore, if you want this feature to be used, then it is advisable to set the **Maximum public concurrent calls** to a value smaller or equal to the limit imposed by the license and by the parent accounts.

Note

The maximum value that can be set for each extension to the **Maximum public concurrent calls** parameter is the one set for the client it belongs to.

For example, if the value set for the client is `100` and `5` extensions are added to his account, then, for each of them, the **Maximum public concurrent calls** value can be set to `100`.

In case the total active concurrent calls of all the client's extensions reaches the limit imposed to client account, VoxSun Professional will play a busy tone to all the other calls over this limit. In other words, for the above example, only `100` concurrent calls are allowed on the channel for that client, and the rest, up to `500`, the maximum value for all the `5` extensions, is rejected.

Note

On upgrade to VoxSun Professional 2.5.1, if **Maximum public concurrent calls** was set to `Unlimited` and if the **A PBX is connected to this extension** option was enabled from the `Phone terminal` extension's Provisioning and SIP Preferences page, then the new **Maximum public concurrent calls** value is limited to `100`. This value might be bigger than the license limit, but only the customers with **Leased** and **Evaluation** licenses that have a maximum number of extensions smaller than or equal to 100 will be affected.

- **Maximum internal concurrent calls** – Use the available text box to limit the number of active simultaneous calls between the extension and any other internal network destination.

  Note

  Both incoming and outgoing calls are counted!

  Note

  By default, when adding a new account, the **Maximum internal concurrent calls** value is set to **1** as it is mandatory to allow at least one active call.

- **Maximum concurrent text to speech** – Use the available text box to limit the number of calls that are allowed to use the text to speech application at the same time. If you do not want to limit the extension, select the `Unlimited` check box.

  Note

  This line is available only if the **Allow text to speech** option had been enabled by the administrator.

  In order to use the text to speech functions, you must make sure that:

  - There is at least one Cepstral voice engine installed on your server.

- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the VoxSun. store) .

More details about the Cepstral engine installation can be found in the VoxSun Professional release notes.

- **Maximum number of queue members** – Use the available text box to limit the number of agents that can be added to the queue.

  Note

  The **Maximum number of queue members** option is displayed for `Queue` extensions only.

- **Account expiration date** – If you want to set an expiration date for the extension account, deselect the `Unlimited` check box and use the available text box or the calendar button to specify the desired date.

• **MyVoxSun** - This section allows you to configure the **MyVoxSun** features available for the extension account.

Note

You can configure the extension's **MyVoxSun** features only if the reseller the client belongs to has the **MyVoxSun management** permission set to either `Standard` or `Premium` If not, this section will not be displayed.

- **Level** - Use the available drop-down list to choose the access type the extension will be granted to **MyVoxSun**:
  - `None` - This is the default value that does not allow the extension to access **MyVoxSun** . When selected, all the other fields are grayed out.
  - `Standard` - Selecting this option will offer the extension free access to the **MyVoxSun** service, usually offered with included advertising.
  - `Premium` - Selecting this option will offer the extension paid access to the **MyVoxSun** service, offered with extra functions and without advertising.
- **MyVoxSun advertising**
- **Show browser chat** - Select this check box to enable the browser

chat feature. The chat allows fast and straightforward communications between extensions directly from the **MyVoxSun** interface.

- **Show active calls**
  - `Own`

    - `Group`
    - `All`
  - **Perform operations on calls**
    - `Own`
    - `Group`
    - `All`
  - **Record calls**
    - `Own`
    - `Group`
    - `All`
  - **Whisper/Barge-In on call**
    - `Own`
    - `Group`
    - `All`
  - **Unpark calls**
    - `Parked by me`
    - `Parked by anyone`
  - **Pickup calls**
    - `Own`
    - `Group`
    - `All`

> **Note**
>
> Selecting the `Group` option will allow the extension to perform the described operations with other extensions in the same group. It is not required to specify a particular group association because anytime an extension wants to perform an operation on another extension, the application checks if there is a group that both extension share. On the other hand, choosing `All` will allow the extension to perform the operations with all the other extensions belonging to the same client

account.

If you chose `Own`, than the extension will still be able to perform the selected operation with their own calls.

Note

This section is available only if the client owning the extension has the **MyVoxSun management** option enabled.

- **Incoming Phone Number Selection** – This section allows you to assign/unassign public phone numbers to the extension account from the client's pool.

  Note

  This section is displayed only if one of the following conditions is fulfilled:

  - The system administrator has defined at least one public phone number for one of the available channels.
  - The client account this extension belongs to has at least one public phone number that has not been assigned to another extension account.
  - The reseller and the client the extension belongs to have the **See stacked phone numbers** permission enabled.

  Note

  When you assign a public phone number to an extension, the phone number becomes exclusive to that extension. No other extension will be able use it. From that moment on, the callers from outside the VoxSun Professional system will be able to reach that extension by dialing the assigned public phone number.

  - **Available public phone numbers** – The list contains all the client's unassigned public phone numbers. To assign a public phone number to the extension, click the desired number and it will be automatically moved into the `Assigned public phone numbers` pool.
  - **Assigned public phone numbers** – This list contains all the public phone numbers assigned to the extension. To remove a phone number from the pool, click the desired number and it will be automatically moved back into the `Available public phone numbers` list.

    Note

When you assign a public phone number to an extension, the phone number becomes exclusive to that extension. No other extension will be able use it. From that moment on, the callers from outside the VoxSun

Professional system will be able to reach that extension by dialing the assigned public phone number.

- **Sharing Policies** - Using the controls in this section you can allow the extension to share its call history with other extensions in the same group(s) or in the same company. The extension user will be able to read the shared information from his own interface, but he will not be able to delete anything.

Note

You may control the extension's sharing policies only if its **Extension is multi user aware** permission is enabled.

- **Share my call history with**

Note

This sharing option is the only one available for all the extension types. Also, it is the only one that can be customized when adding a new extension. The voicemail, fax message and call recording sharing options can be customized after the required permissions, specific to each extension type, have been granted from the next configuration page, as described in the following sections, starting with Phone Terminal Setup .

Note

From the **Available groups** lists you may choose with whom the extension will share its call history:

- `EVERYBODY` - If you select this option, then the extension will share its data with all the extensions from all the groups it is part of.
- `NOBODY` - The extension will not share anything with anyone.
- `{group_name}` - The list displays all the groups created by client where the extension is member. You can choose the group(s) the extension will share data with by clicking the corresponding name. You may select as many groups as you want.

To unassign a group, simply click on its name in the **Assigned groups** list.

Also, if you want to unassign all the groups, click `NOBODY`.

Note

Inside a group, it is not necessary for an extension to have any sharing option enabled in order to be able to see another extension's call history.

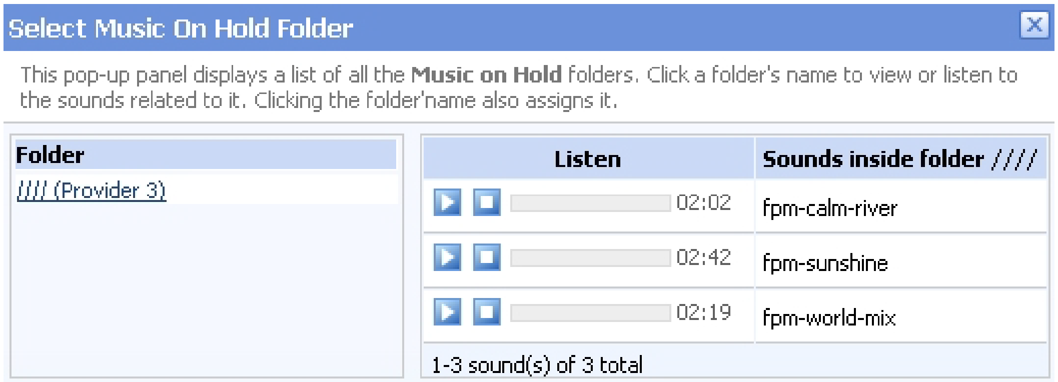
For example, *Extension 1* shares its call history with `NOBODY` and it is member of *Group A*. *Extension 2* is part of the same *Group A* and shares its call history with all the group members (it has the **{group_name}** option selected. Than, *Extension 1* will be able to see the call history for *Extension 2*.

5. Choose if you want to configure the extension's core features or not:
   - Select the **Select extension type parameters** check box and click **Ok** to save the extension's permissions and to go to the next step.
   - Deselect the **Select extension type parameters** check box and click **Ok** to save the extension's permissions and add the extension with the default features.
   - Click **Cancel** to exit without saving the extension permissions and phone numbers.
6. The features available in the new opened page depend on the extension type previously selected. For detailed information, see the next sections.

Phone Terminal Setup

If the extension type is `Phone terminal`, then VoxSun Professional displays the following options:

- **Basic Settings**
  - **Default music on hold folder** – This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Click the  icon to view the available folders. A pop-up panel that allows you to select the desired default music on hold folder is displayed. Click the folder name link to view the contained music on hold files.



Select a music on hold file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Sounds inside folder {path}** - The sound files available in the chosen folder.

> **Note**
>
> The path will display the folder name and also its origin:
>
> `////` placed before the name of a folder signals the admin's default folder.
>
> `///` placed before the name of a folder signals the reseller's default folder.
>
> `//` placed before the name of a folder signals the client's default folder.
>
> `/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, then you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **CallerID name in public calls** – This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the three available options:

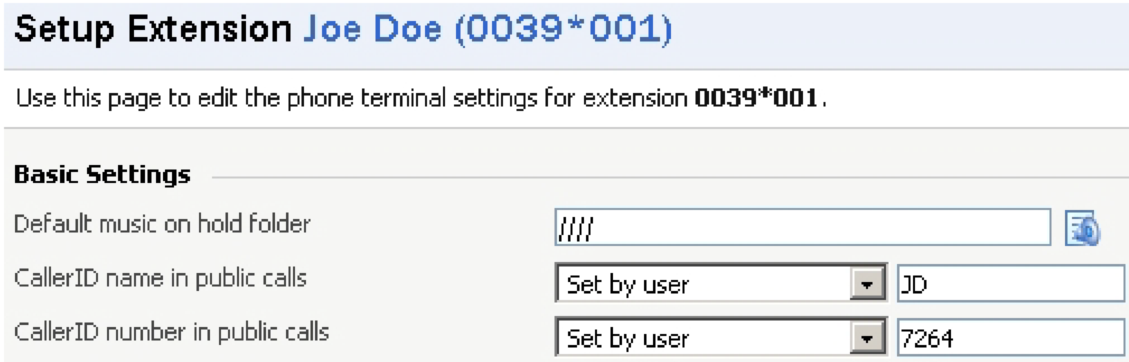
    - `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension owner's **Contact name**.
    - `Set by equipment` - The callee's phone terminal will display, if it supports the CallerID function, the caller's name as it is set up from the phone terminal apparatus.
    - `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

      By default, the text box contains the extension's **Contact name** .

- **CallerID number in public calls** – This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the three available options:

    - `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
    - `Set by equipment` - The callee's phone terminal will display, if it supports the CallerID function, the phone number of that particular phone terminal apparatus.
    - `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

      By default, the text box contains the extension's phone number.



Customizing the CallerID name and the CallerID number

Note

The system can send the **CallerID name** *set by server* and the **CallerID number** *set by user* or vice-versa.

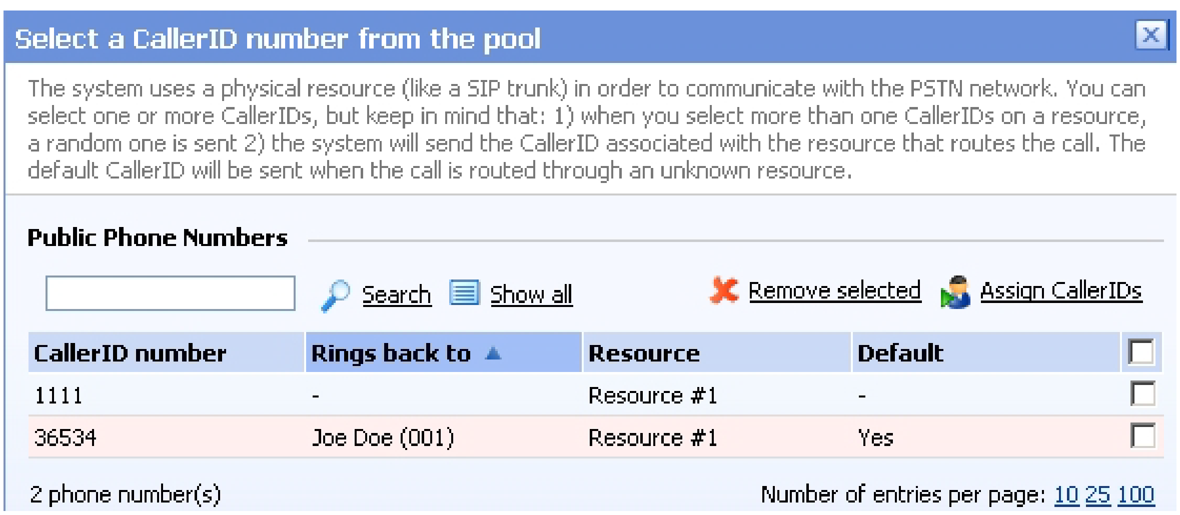
Note

If you choose either the *Set by equipment* or the *Set by user* options, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

- **Currently using CallerID numbers** - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

  The custom text box displays the CallerID number(s) currently in use. The default number is displayed using **bold** characters.

  To add a CallerID number, click the Change link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:



The CallerIDs pool

Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the **Public Phone Numbers** table:

- **CallerID number** - The CallerID of the DID assigned to the client owning this extension.

  This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

  Note

  The public phone numbers can be defined for a certain channel by the system administrator.

- **Rings back to** - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

  Note

  The public phone numbers can be assigned to the extension from the **Roles and Phone Numbers for Extension {extension_name}** page. For more details, see this section.

- **Resource** - The ID of the channel the public phone number was defined for.
- **Default** - The CallerID's status:
  - `Set as default` - A CallerID can be set as default if:
    - it is associated with the extension

      Note

      A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

    - it is not the default CallerID

- `Yes` - The CallerID is associated with the extension and it is the default one.

- – - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

  To associate a CallerID with the extension, follow the next steps:

  1. Select the corresponding check box(es).
  2. Click the Assign CallerIDs link

  To disassociate a CallerID, follow he next steps:

  1. Select the corresponding check box(es).
  2. Click the Remove selected link. You will be asked to confirm the action.

Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

   For example, let us assume that the outgoing calls are routed through `Resource #1` , for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- **Do not send CallerID on public calls [] (Anonymous)** - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.
- **Send public CallerID on internal calls [] (if public CallerID is available)** – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

Note

When this option is enabled, the association between the `Phone terminal` user's CallerID and an existing card code defined for the same CallerID is made. For more details, see the Add a Card Code section.

- **Preserve original CallerID on transferred calls** - Select this check box if you want VoxSun Professional to keep the original CallerID when the call is forwarded between destinations.
- **Send SIP P-Asserted-Identity header** – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: `sip:0003*003@localhost.localdomain`.
- **Hangup when extension does not answer in {x} seconds** – Use this text box to define the time interval a call is allowed to ring before being terminated by the VoxSun Professional server. The default value is 30 seconds.
- **Do not keep calls in parking lots for more than {x} seconds** – Use this text box to define the time interval a call is allowed to remain in the parking lot before being transferred back to the extension that parked the call. The default value is 180 seconds.

- **Instant Messaging**
  - **Enable chat server access** - Select this check box if you want to grant the extension access to the Instant Messaging server.

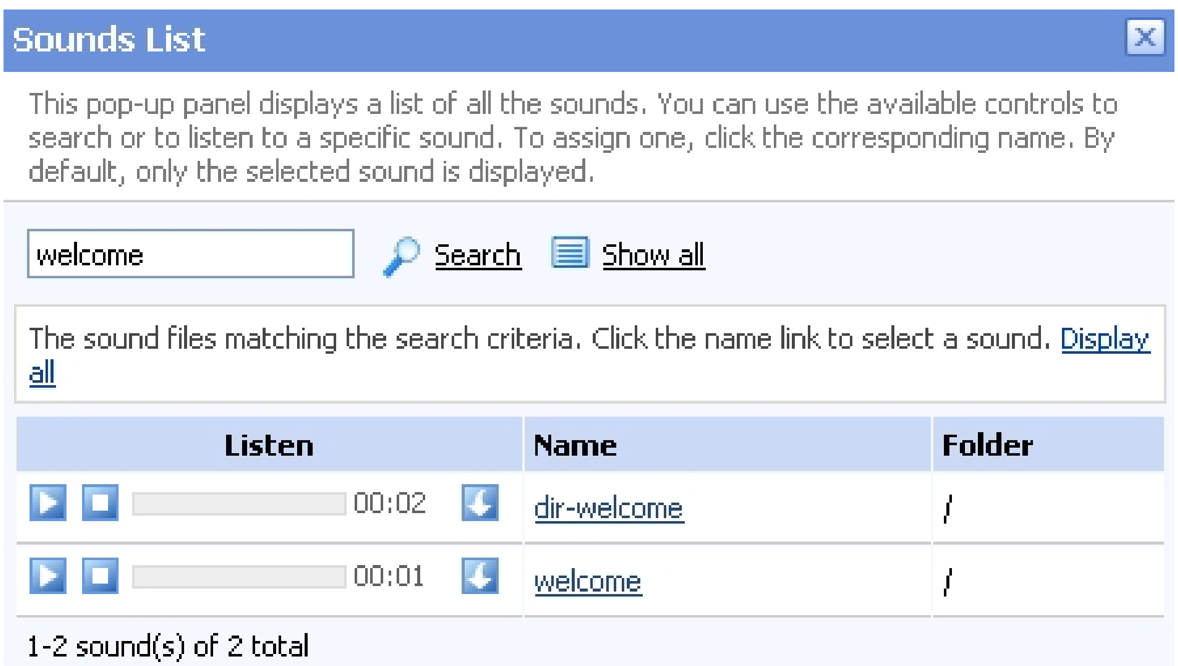
    This section is displayed only if the IM server was enabled and configured from the Unified Communications >> **System preferences** >> **IM** tab.

- **Calling Features**

◦ **Call waiting active** – Calls are not rejected when the extension is busy. When this option is enabled, the user will be able to answer to multiple calls using the phone's call waiting features.

◦ **Do not disturb function active** – When this option is enabled, calls are rejected and a custom sound file is played to the callers trying to contact the extension.

◦ **[] Play sound {folder} when DND is activated** – Select this check box if you want a sound to be played to the callers trying to contact the extension while the `Do not disturb` function is enabled. Use the icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Voicemail** – This feature allows callers to leave voice messages when the extension is unavailable or busy.
  - **Enable voicemail** – When this check box is selected, the extension is able to use the voicemail function.

    Enabling the voicemail recording will allow you to manage the extension's voicemails sharing by editing its **Roles and phone numbers**. For more details, see the Edit an Extension section.
  - **Mailbox storage space** – The space limit allowed for the mailbox. Use this text box to specify the number of Mb that the mailbox should not exceed. If you do not want to set a size limit, select the `Unlimited` check box.
  - **Auto delete messages older than {x} days** - Use the this text box to specify the number of days after which all the messages will be auto deleted. Values for this parameter range from 1 to 999.
  - **New message notification** – Choose the action that will be performed by VoxSun Professional when the extension receives a new voicemail message:
    - **Send alert email** – When this option is selected, the extension owner

receives an email notifying him about a new voicemail message.

- **Send message by email** – When this option is selected, the extension owner receives the new voicemail message file by email.

- **Voicemail password** – The password requested when the mailbox is accessed over the phone.

Note

If you do not set a password for the voice mailbox, the extension owner will not be able to access his mailbox over the phone. However, he will still be able to manage the voice mailbox through the VoxSun Professional interface.

- **[] Voicemail automatically answers after {x} seconds** – When the check box is selected and the extension user does not answer in **{x}** seconds, than the call is transferred to `Voicemail`.

- **Add extension to company directory** – Select this check box if you want to add the extension to the list containing the company's extension numbers. The company directory has a functionality similar to a phone agenda and can be accessed either directly from the keypad by dialing ***22** or by using a specially designed IVR action called Play company directory and can be used when you want to call a certain extension, but you do not know its number. You will be asked for the name you are looking for and all the numbers matching that key combination will be played.

Note

It is not mandatory to add the extension to the company directory. Therefore, have in mind that the extension's number will not be returned as a search result when someone is looking for it if you had not previously added it to the list.

- **Conference Settings** – This feature allows more than two extension owners to take part to the same phone conversation.

Note

The **Conference** function is available only for the extensions that have **Extension is multi-user aware** permission enabled.

- **Conference function enabled** – When this check box is selected, the extension is able to create and join conference calls.

- **Conference room size** – Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between
  2 and 99.

- **Timeout on empty conference room {seconds} seconds** – Use this text box to set the timeout until the conference ends when there are no participants left. You can fill in any number between 1 and 9,999. If the conference is scheduled to close when all moderators exit, this option is not going to be taken into consideration.

- **Enable music on hold** – When this option is selected, VoxSun Professional plays the files located in the `Default music on hold` folder if there is only one user present in the conference.

- **Prompt for PIN on conference creation** – When this option is enabled, VoxSun Professional asks the conference creator to set a password; all the users that join the conference have to dial this password in order to access the conference.

- **Close the conference when all conference moderators exit** – When this option is enabled, VoxSun Professional terminates all the calls when all the conference moderators exit the conference.

- **Announce user count on joining conference** – When this option is selected, VoxSun Professional announces any new participant about the number of users in the conference call.

- **Announce users joining/leaving** – When this option is selected, VoxSun Professional announces the users about any participant joining or leaving the conference call.

- **Fax Center** – This feature allows the extension to receive faxes and manage them by using the extension account.

  - **Enable fax center** – If this check box is selected, than the extension will be able to receive faxes. When a fax message is received, VoxSun Professional will save it into a file on the server. The extension user will be able to later retrieve them.

    Enabling the fax center will allow you to manage the extension's fax messages sharing by editing its **Roles and phone numbers**. For more details, see the Edit an Extension section.

  - **Accept faxes sent by email to** - If this option is enabled, the extension will accept faxes sent to the administrator's email address, defaulted at installation.

  - **Accept fax from email** - Use the text box to specify the email addresses from which the extension should accept fax messages.

Use the   buttons to remove/add email addresses from the list:

 removes the email address.

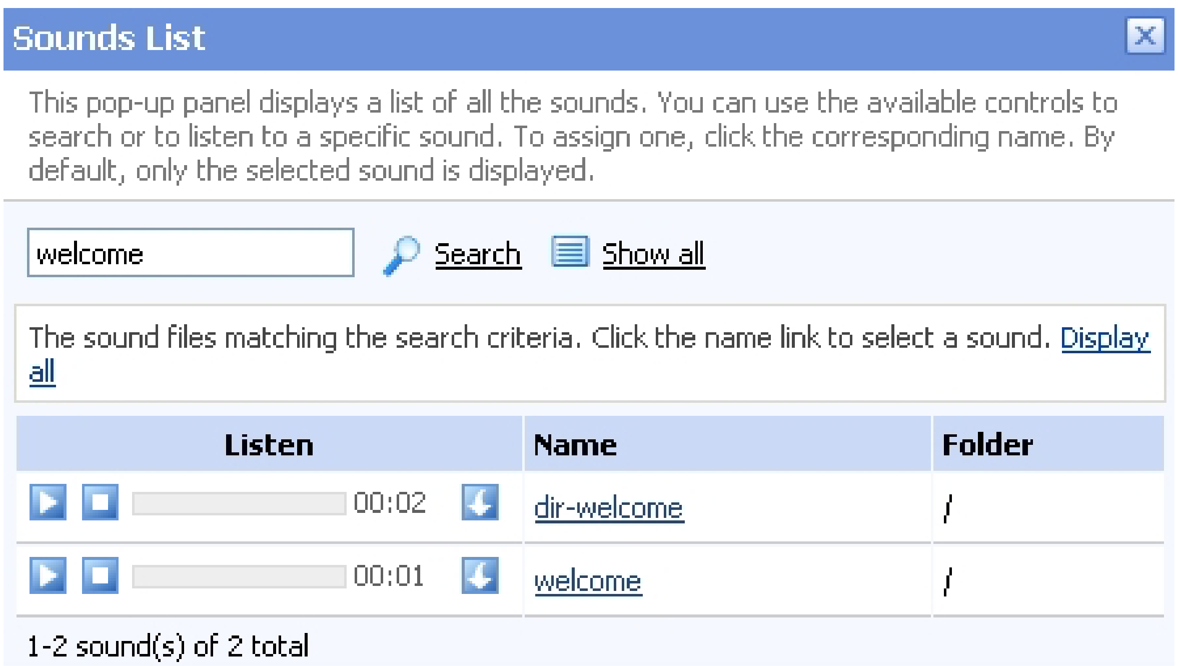
adds another email address.

Note

This option is enabled only if the **Accept faxes sent by email to** check box has been previously selected.

- **Play sound {sound} before sending fax** - Select this check box if you want to choose a sound that will be played before a fax message is sent.

  Use the icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.

  Selecting a sound file

  The following information is provided:

  - **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

    If you want download the file on your hard drive, click the icon and confirm your choice.

  - **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Maximum disk space for received faxes** – The space limit allowed for the storage of the received fax files. Use this text box to specify the number of Mb that the fax files should not exceed. If you do not want to set a size limit, select the `Unlimited` option.
- **Auto delete received faxes older than {x} days** - Use the this text box to specify the number of days after which all received faxes will be auto deleted. Values for this parameter range from 1 to 999.
- **New received fax notification** – Choose the action that will be performed by VoxSun Professional when the extension receives a new fax message:
  - **send alert email** – When this option is selected, the extension owner receives an email notifying him about a new fax message.
  - **send fax by email** – When this option is selected, the extension owner receives the new fax message file by email.
- **Fax automatically answers after {x} seconds** – If the extension user does not answer after **{x}** seconds, the server will try to answer in order to detect a fax.
- **If not a fax, send to voicemail** – When this option is enabled, the

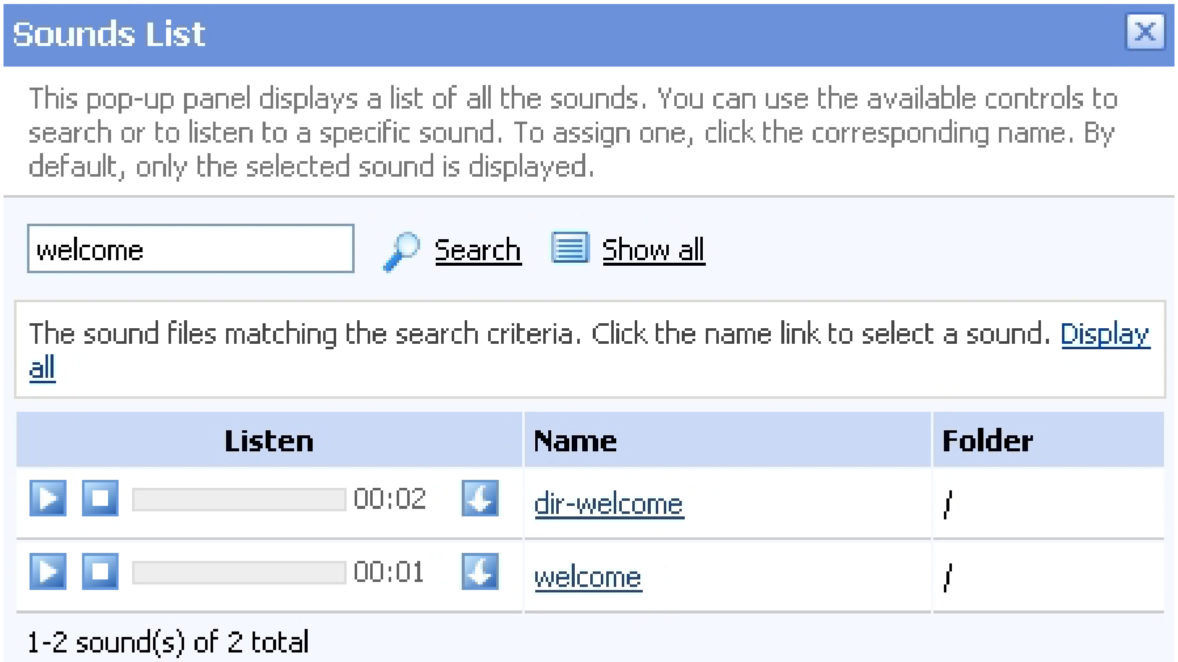
server will transfer the call to the extension's voicemail in case the call is not a fax. Otherwise the system will answer with fax tone.

Note

This option is available only if the **Enable Voicemail** check box is selected.

- **Call Recording** – This feature allows the user to record phone conversations.
  - **Call recording function enabled** – When this option is enabled, the user is able to use the call recording functions.

    Enabling the call recording will allow you to manage the extension's recordings sharing by editing its **Roles and phone numbers**. For more details, see the Edit an Extension section.
  - **Call recording storage space** – Use this text box to specify the number of Mb that the recorded calls should not exceed. If you do not want to set a size limit, select the `Unlimited` option.
  - **Record triggered** – Use the available options to specify when/how call recording will be triggered:
    - **Never** – Although the call recording feature is enabled, it is not used.
    - **Only conferences** – When this option is enabled, VoxSun Professional will record only conference conversations. This option is available only if `Conference` feature is enabled.
    - **When *1 is pressed** – When this option is enabled, the user will be able to start the recording of a conversation by dialing ***1** on his phone pad.
    - **All calls are recorded** – When this option is enabled, VoxSun Professional will record all the conversations of the extension.
  - **Play sound {sound} when call recording starts** – When this option is enable, VoxSun Professional plays the sound each time a recording operation starts. Use the icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

> **Note**
>
> The path will display the folder name and also its origin:
>
> `////` placed before the name of a folder signals the admin's default folder.
>
> `///` placed before the name of a folder signals the reseller's default folder.
>
> `//` placed before the name of a folder signals the client's default folder.
>
> `/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available

controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Password Protection** - This feature allows the extension user to block the access to the phone terminal for a certain period of time. The terminal can be blocked/activated from its key pad by dialing the password set in this section. A blocked phone terminal cannot be used for placing or receiving calls. If the **Voicemail** feature is enabled, than the incoming calls will be redirected to voicemail while the phone terminal is blocked.
  - **Protected phone access active** - Select this check box if you want to enable the **Password Protection** feature for this extension.

    Note

    After enabling this feature and defining the required password, the following message will be displayed next to the check box: **Currently access to phone is unrestricted** . Clicking the Block link will restrict the phone terminal usage.

    If the access is restricted, the **Currently access to phone is blocked** message is displayed. Click the Unblock link to allow the extension user to dial/receive calls normally.

  - **Old access password**

    Note

    This line is displayed only when editing the extension's settings, if a password was previously defined for the **Password Protection** feature.

  - **Password to access telephony** - Use the available text box to specify the password the user will have to dial to block/activate the access to his phone terminal.

    Note

    The password must be a number between 3 and 12 digits in length.

Note

When this feature is enabled, to block/activate the phone terminal, the user has to first dial ***11** using the terminal's key pad and than, the password defined in this section.

Caution

To define the behavior of the extension for the case when the user cannot answer a call, you must take into account the following parameters:

- **Consider 'No answer' after {no answer} seconds**
- **Voicemail automatically answers after {voicemail answer} seconds**
- **Fax automatically answers after {fax answer} seconds**
- **If not a fax, send to voicemail**

The following configuration is recommended for a correct behavior:

- **{no answer}** > **{voicemail answer}** > **{fax answer}**.
- **If not a fax, send to voicemail** check box selected.

Provisioning and SIP

VoxSun Professional can automatically configure the SIP devices associated with a `Phone terminal` extension using either customized provisioning templates added by the extension's parent accounts (including the system administrator) or the default configuration files, specific to each device model. This feature is called *provisioning* and it helps you set and maintain identical configurations for a large number of equipments.

Note

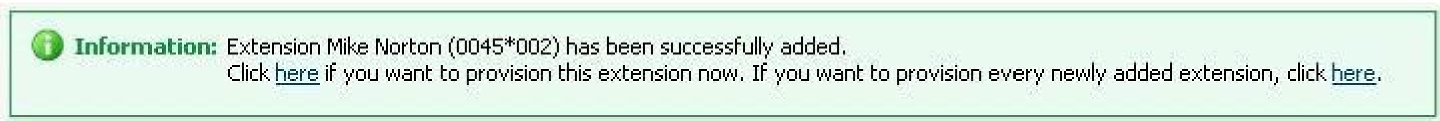
At extension level, the `Phone terminal` account owner is allowed to use ONLY the default provisioning template to configure the required device.

Starting VoxSun Professional 2.5.1, major changes were made to the provisioning process in order to improve the customization options and to reduce the workload when dealing with a large number of devices and extensions. The **Provisioning and SIP Preferences for Extension**

{extension_name} page was updated as well and it is now offering extra features.

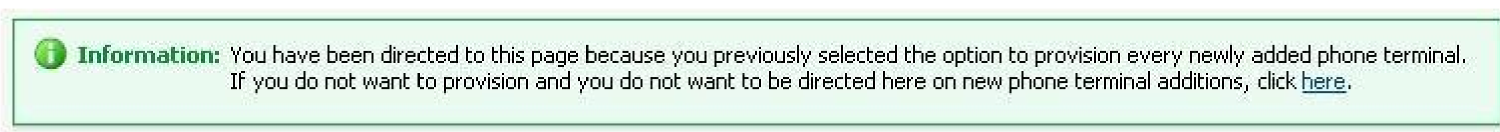
> When adding a new `Phone terminal` extension, two scenarios are available:

1. After setting up the contact information, permissions, limits and all the other specific features, VoxSun Professional displays the following message:



Clicking the first link will redirect you to this page while clicking the second link will ensure that the **Provisioning and SIP Preferences for Extension {extension_name}** page will be added as the last step when configuring a new extension account.

2. However, if you previously chose to perform provisioning each time you add a new `Phone terminal` extension, VoxSun Professional displays a different message while in the **Provisioning and SIP Preferences for Extension {extension_name}** page:



In both cases, you can manage the extension's SIP preferences or provision a new device using the controls grouped into the following fieldsets:

- **Provisioning**

Caution

This section is displayed only if there is no SIP device already provisioned for the extension!

  - **Use provisioning** - Select this check box if you want to provision a new SIP device for the current `Phone terminal` extension. This will unlock the **Device Information** and the **Device Settings** fieldsets, allowing you to configure the equipment.

    By doing so, the extension will get all its setup parameters from the provisioning server. Otherwise, the extension user will have to manually set the device parameters.

Note

You have access to this option, regardless the **Allow to provision devices** permission level set for the extension or for the reseller your account belongs to, if one of your parent accounts granted you the `Modify` permission and if there is no device provisioned for the current extension.

Note

For more details on how to add a new SIP device, see this section.

- **Device Information**

  You can use the available controls if you have previously selected the **Use provisioning** check box or if there is a device already provisioned for the extension. This fieldset provides the following customizable preferences if you want to define a new SIP device or to edit the details of the existing provisioned device:

  - **Friendly name** - Fill in a custom name that will differentiate the provisioned device. The value must be alphanumerical and must have between 3 and 32 characters in length. It is not unique.

    Note

    You can also edit this parameter when a device is already provisioned for this account.

  - **Manufacturer** - Use the drop-down list to choose the manufacturer that produces the device you want to provision. All the brands supported by the VoxSun Professional provisioning system are displayed.

    Note

    You can find all the manufacturers supported by the current VoxSun Professional version here.

  - **Model** - Select one of the device models available for the chosen manufacturer.

  - **Firmware/Version** - Use this drop-down list to select one of the firmware/ product versions corresponding to the selected brand and model. Have in mind that the configuration file may be different for the same device, depending on its firmware/version.

Note

For the moment, only `Cisco (7940)` and Cisco `(7960)` have two different configuration files, for firmware 7.x and 8.x.

- Use the **Application version** text box if you want to provide the device's specific firmware version (e.g.: `P0S3-08-11-00`). This value will be retained in the data base and used in the configuration file generated for the selected device.

  Note

  For the majority of devices, you do not have to fill in this text box. Anyhow, there are certain cases (e.g.: `Cisco`) when the device requires the presence of the exact application version in the configuration file in order to be provisioned.

  Check the supplied user guide for clarifications.

- **MAC address** – Fill in the device's MAC address. The text box is auto-populated with the first three segments specific to each manufacturer (e.g.: `00:04:13` for `Snom`). The value must have the standard format: `XX:XX:XX:XX:XX:XX`, where `X` is a hexadecimal digit (e.g.: 0-9, A-F or a-f).

  Note

  Check the equipment's manual to find its MAC address.

  Note

  You can also edit this parameter when a device is already provisioned for this account.

- **Use MAC based provisioning** - If the system administrator enabled the **Allow MAC based provisioning on HTTP(S) - [ ] (less secure)** option and if the **Update protocol** is either `HTTP` or `HTTPS`, then, if you select this check box, the provisioning link will be generated based on the device's MAC address.

  The provisioning link could be, for `Aastra` devices:

  - If this check box is selected and the **Update protocol** is set to `HTTP`: *http://192.168.4.170/pro/p/00085D000000*.
  - If this check box is not selected and the **Update protocol** is set to

HTTP: *http://192.168.4.170/pro/p/0019/0020/001*.

Note

For some manufacturers, like `Polycom`, the provisioning links may look different:

http://192.168.14.39/pro/p/0038/0039/001/0004f2111111.cfg

Note

If a duplicate MAC address is found in the database, than the provisioning link will not be generated and an error message will be displayed.

Note

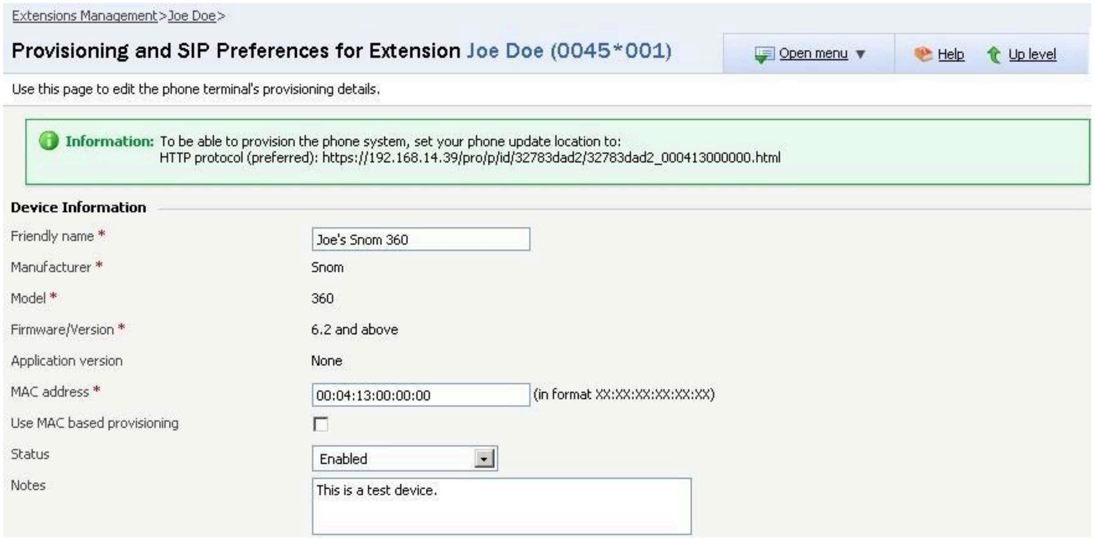
You can also manage this option when a device is already provisioned for this account.

- **Status** - If you just want to define and assign the device without provisioning it, then you should select `Disable`. The provisioning file will not be generated. On the other hand, if you want to finalize the provisioning process, select `Enable`.
- **Notes** - Use this text box if you want to add supplementary information about the device.

Note

You can also edit this parameter when a device is already provisioned for this account.

If one of the extension's parent accounts, including the system administrator, has previously assigned a line from a device to the current account, then, regardless the extension's **Allow to provision devices** permission level, the layout of this fieldset is changed as in the example below. Also, VoxSun Professional displays an information message on top of the page, reminding you to set your phone update location to the configuration file generated for it. The example is for a `Snom 360` SIP device:



A Snom 360 SIP device is assigned to extension Joe Doe

- **Device Settings**
  - **Administrator username** - Use the available text box if you want to define the username for logging in to the device's browser based configuration interface.

    Note

    Not all the devices support configuration via a web browser. Check the documentation of the equipment you want to provision for additional information.

  - **Password generation** - Choose the desired method for providing the password:
    - `None` - No password will be required to connect to the device's browser based configuration interface.
    - `Auto generated` - VoxSun Professional will randomly generate a password for you.
    - `Manual` - If you like, you can manually set and confirm the **Administrator password**.
  - **Phone update interval** - Optionally, you can set the number of minutes the device waits before checking for updates on the provisioning server. To do so, fill in this text box. The accepted values range from 1 to 99,999 minutes/seconds, depending on the device's

settings. The default value is 10 minutes.

- **Update protocol** - The list is automatically populated with the protocols used by the selected device to access the configuration file on the provisioning server (e.g.: `TFTP`, `HTTP`).
- The most important step when adding a device is to select the appropriate **Provisioning template**. The drop-down list displays only those templates that have configuration files defined for the selected equipment plus the **Server default** template that includes the standard configuration files of all the devices supported by VoxSun Professional.

  These configuration files contain the settings (default or custom) required by the device to become fully functional in the VoxSun Professional system and therefore it is advisable to double check the template you are going to use and search for any possible error that could cause the device to malfunction.

  For more details on how to add a certain equipment to a template and on how to customize its configuration file, see the Equipment Management section.

  Note

  You can choose only from your own templates and from those defined by your parent accounts, if the appropriate **Visibility** was selected. The provisioning templates created by the other users are not available.

- **Regenerate provisioning files** - Select this check box if you want the provisioning files available for the current extension to be regenerated with the new settings.

- **SIP Preferences**

  Note

  This section is called **SIP and IM Preferences** if the extension's **Enable chat server access** permission is enabled. More details can be found here .

  Caution

  You have complete access to the extension's **Provisioning** and **SIP Preferences** fieldsets only if the system administrator or the reseller your account belongs to enabled your **Phone extension SIP management** permission. If not, then you have access only to the following features:

- **Use the same password with interface**
- **Phone password**

- ◦ **Confirm phone password**
- ◦ **Equipment description**

- ◦ **Use the same password with interface** – When this option is enabled, the extension user's phone will use the account login password to authenticate to the VoxSun Professional server. If the check box is disabled, you can use the two following text boxes to set and confirm the phone password.
- ◦ **Phone (and IM) password** - The password used for logging in to the phone (and to the instant messaging client).
- ◦ **Confirm phone (and IM) password** - Use this text box to re-enter the password used for logging in to the phone (and to the instant messaging client).
- ◦ **DTMF** – Use this drop-down list to choose the DTMF mode. The default option is `rfc2833`. If you choose the auto option, VoxSun technical platform automatically detects whether the channel supports `rfc2833` or not. If not, VoxSun technical platform uses the `inband` mode.
- ◦ **A PBX is connected to this extension [] Enable for SIP trunking service** - This option allows the system to direct an incoming call made to a public phone number to a particular extension on the PBX server connected to the extension for which the current setting is enabled. When the call is sent to the PBX server, the public phone number that was called is saved and thus the call can be directed to the chosen extension on the PBX server.

Note

For this setting to be available, the license must support SIP trunking.

Note

This option can be enabled, if the license supports it, only if the extension's **Maximum public concurrent calls** value was not set to `Unlimited`. When the value is `Unlimited`, the line is still available, but you are not allowed to select the check box. A warning message is displayed next to it:

Anyhow, if after upgrading to VoxSun Professional 2.5.1 or when purchasing a different license then the current one, the total number of concurrent calls set for all the existing extensions is greater then the number supported by the license, then you will be able to deselect this check box to reduce the number of SIP trunking channels.

- **Ping the extension to check its status** – When enabled, the server sends ping SIP messages to the extension regularly. Usually, this option is used for extensions behind NAT.
- **The extension is behind the same private network as the server** - This option is available only if the system administrator set the **Deployment Infrastructure** to `NAT (Network Address Translation)` or to `Public/Private Networks Routing`.

  Select this check box if your extension is located inside the private network of your SIP server, in order to prevent non necessary NAT processing.
- **Allow re-invites from this extension** - Select this check box to allow this extension to send re-INVITES.
- **Extension publishes its own state** - Select this check box if you do not want the server to send presence notifications to the phones that are watching this extension for presence. If this option is enabled, then the server will no longer send any notification events unless this extension explicitly publishes its presence by sending PUBLISH messages to the SIP server.
- **Force enable of MWI** - Select this check box if you want to receive Message Waiting Indicator notifications, but your phone does not send explicit subscriptions for MWI. Most phones do not need this option.
- **Allowed codecs** – Use these check boxes to select the codecs supported by the phone device.

  Note

  The displayed codecs depend on the selection made by the system administrator.
- **Phone does not register, is located on IP {} Port {} and {has to/ does not have to} authenticate** - All the incoming calls from this IP/ Port require/do not require authentication.

  The drop-down list is disabled until an IP address is filled in.

Note

If the same IP is in use by another extension that `does not have to authenticate`, an error message is displayed, telling you that this configuration cannot be saved.

Caution

For the moment, the `has to authenticate` option is not functional. Please avoid using it!

- **Allow extension SIP connection only from IP {IP_address} (maximum class C (/24)** - You can use this text box to limit the extension usage to an IP or a network. Only the IP(s) specified here will be allowed to receive and make calls from this extension. Registration on the phone is still needed in order to receive calls. You can add several IPs

  by using the buttons.

- **Equipment description** – Use this text box to briefly describe your device.

If one of the extension's parent accounts, including the system administrator, have previously assigned a line from a device to the current account, then, regardless the extension's **Allow to provision devices** permission level, details about that equipment are displayed in a special section:

- **Provisioning Information**
  - **Device manufacturer** - The brand that manufactures the provisioned equipment (e.g.: `Snom`, `Cisco`).
  - **Model** - The equipment type (e.g. `360` for `Snom`, `7960` for `Cisco`).
  - **Firmware/Version** - The device's firmware or version chose for provisioning. It is important because each model version/firmware may have a distinct configuration file.
  - **MAC address** - The device's Media Access Control address. The first three segments are unique for each device manufacturer (e.g.:

`00:04:13` for `Snom`).

- **Device line** - The line to which the current extension is assigned to.

A Snom 360 SIP device is assigned to extension Joe Doe

Queue Setup

This extension type is used to implement call center functionality.

VoxSun Professional displays the following options:

- **Queue General Preferences**
  - **Queue name** – Use this text box to provide a descriptive name for the queue.
  - **Queue size** – The maximum number of callers waiting to talk to an operator. If you do not want to limit the queue size, select the `Unlimited` option. Otherwise, disable the `Unlimited` option and fill in a value in the available text box.
  - **Call distribution algorithm** – VoxSun Professional offers you several methods of assigning calls to queue operators:
    - **Ring all** – All free operator extensions ring at the same time and the

call is transferred to the first operator that answers.

- **Least recently called** – The call is transferred to the operator with the longest waiting time interval from the previous call.
- **Fewest calls** – The call is transferred to the operator who has answered the fewest calls. This method does not take into account the actual agent workloads; it ignores the time the agents spent on each call.

  For example, if Agent1 has had 3 calls each lasting for 10 minutes and Agent2 has had 5 calls each lasting 2 minutes, then VoxSun Professional will assign a new call to Agent1.
- **Random with member penalty** – The call is transferred to a randomly selected operator chosen from those with the smallest penalty level. If none is available, then the algorithm tries to select an agent from those with the next penalty level and so on.

  For example, let's assume you have a queue managed by 4 agents. Agent1 and Agent3 have the smallest penalty level, while Agent2 and Agent4 have a bigger penalty level. The first time a call is received, VoxSun Professional searches for the group with the smallest penalty level and tries to randomly assign the call either to Agent1 or to Agent3. If none is available, then the algorithm will search for the next penalty level and it will try to transfer the call to Agent2 or to Agent4.
- **Random** - The call is transferred to a random agent, taking into consideration the agent's penalty level when computing the **Random** algorithm. In this way, an agent with penalty 0 will have a metric somewhere between 0 and 1,000, an agent with penalty 1 will have a metric between 0 and 2,000, an agent with penalty 2 will have a metric between 0 and 3,000 and so on. The difference between this strategy and the **Random with member penalty** algorithm is that the calls are not distributed based on penalty levels.
- **Round robin with memory** – This method sequentially searches for available agents and uses the order of the agents list. Each time it tries to assign a call, it remembers the position of the agent that answered the call, `answered`; the next time a waiting call arrives, the search begins with the agent in position `answered+1`.

  For example, let's assume you have a queue served by 3 agents. The first time a call is received, VoxSun Professional searches for the first available operator using the order Agent1, Agent2, Agent3. Let's suppose Agent2 is available and answers the call. When the second call arrives, VoxSun Professional starts the search with Agent3 and uses the order Agent3, Agent1, Agent2.

- **Ring members in the adding order** - The call is transferred to the agents in the order they have logged in to the queue.

For example, let's assume you have a queue managed by 3 agents. Agent2 logged in first, Agent3 second and Agent1 third. When a call is received, VoxSun Professional searches for the first available operator using the log in order: Agent2, Agent3, Agent1. If Agent2 is available, the call is transferred to him. If not, it will be transferred to Agent3. If he is not available as well, the call will be redirected to Agent1.

- **Wait for {x} seconds before retrying all agents again** – After ringing all operators according to the queue's call distribution algorithm, the application waits for **{x}** seconds before restarting the process. Values for this parameter range from 3 to 900 seconds. The default value is 20 seconds.

- **Service level agreement** – This parameter, useful for queue statistics, defines the percentage of answered calls from the total received calls within the SLA specified in this text box. Values for this parameter range from 3 to 9999. This text box is empty by default.

  Note

  For example, if you set up SLA to **10 seconds** and 20 calls are answered in less than 10 seconds, than **SLA = 100%**. If only 10 calls were answered in less than 10 seconds and the other 10 in more, than **SLA = 50%** .

- **Record all queue conversations** – This option allows the recording of all the calls taken by the queue operators.

  Enabling the call recording will allow you to manage the extension's recordings sharing by editing its **Roles and phone numbers**. For more details, see the Edit an Extension section.

- **Call recording storage space** – When the call recording option is enabled, you have the possibility to limit the storage space for the recordings. If you don't want to limit the space, select the `Unlimited` check box.

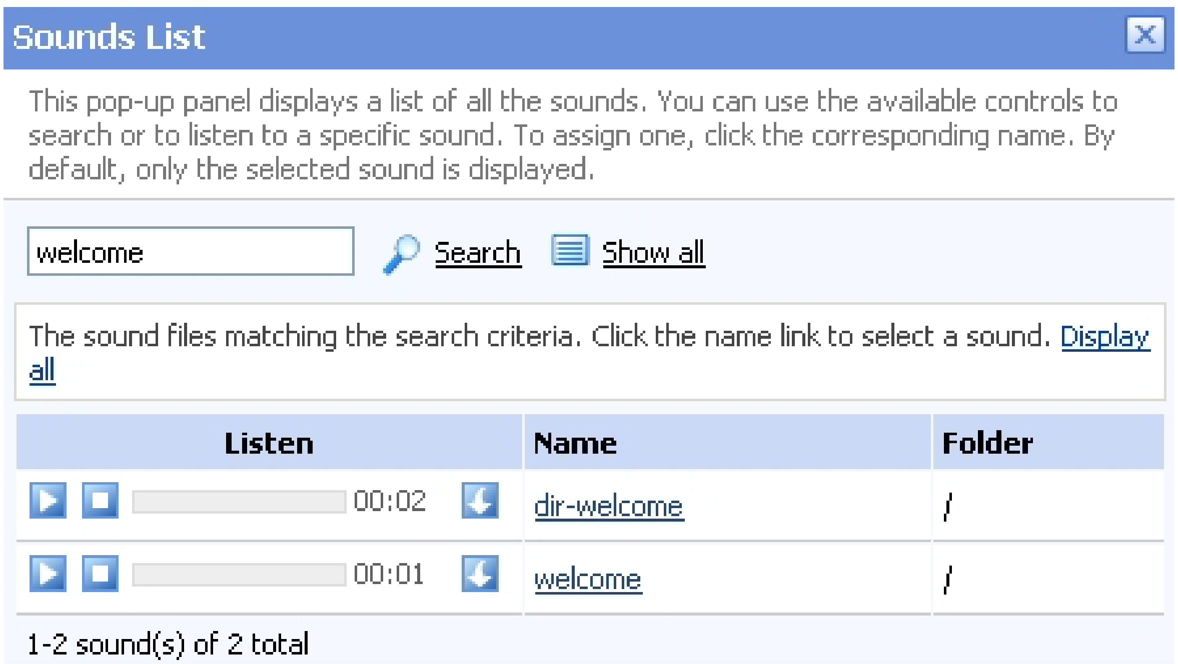
- **Local Agents Behavior**
  - **Ring an agent for a maximum of {x} seconds** – The **{x}** value is the maximum time interval that an operator extension will ring. The default value is 20 seconds.
  - **Maintain a minimum of {x} seconds between calls** – The **{x}**

value specifies the minimum operator break between calls. The default value is 120 seconds.

◦ **Delay for {x} seconds before connecting agent to caller** – After an operator answers a call, the application will wait for **{x}** seconds before connecting the caller to the operator. Values for this delay range from 0 to 60 seconds. The default value is 0 seconds.

◦ **Pickup announcement for agent** – The sound that VoxSun Professional plays for queue agents before connecting them to a waiting call.

A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

//// placed before the name of a folder signals the admin's default folder.

/// placed before the name of a folder signals the reseller's default folder.

// placed before the name of a folder signals the client's default folder.

/ placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

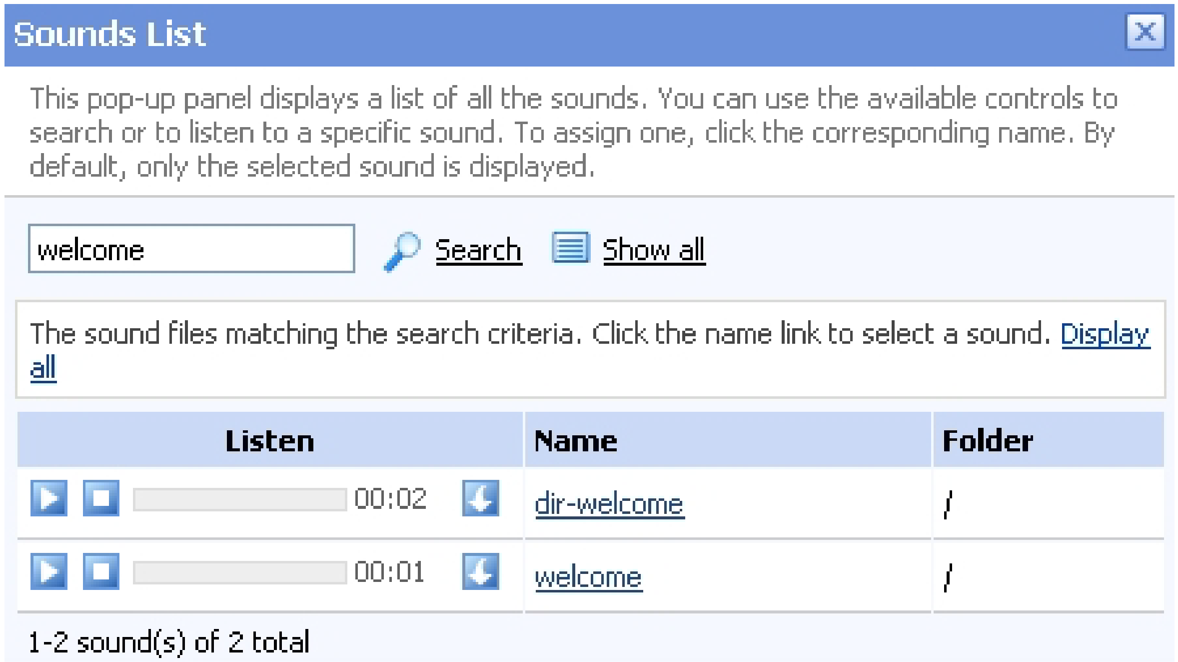
You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

Note

This feature is useful for agents that are simultaneously logged to several queues at the same time. Distinctive sounds can be assigned for every queue.

- **Report how long the user waited in the queue** – When this option is enabled, VoxSun Professional reports the time the user spent in queue before being connected to an agent.
- **Restart timer if agent does not answer** – When this option is enabled, the timer **Maintain a minimum of {x} seconds between calls** is reset every time the agent does not answer.

- **Caller Behavior**
  - **[] Play welcome sound** – Use the icon to select the sound played to the caller before connecting him to the queue. A pop-up window listing all the available sounds matching the name filled in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available

controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Announce [] position and/or [] hold time every {y} seconds** – Choose the announcements you want to be made to the caller every **{y}** seconds:
  - Select the first check box if you want the callers to be informed about their position in the queue.

    Note

    The caller will be announced of his position in the queue using the `There are` sound and `The elapsed queue hold time` sound set in the **Sound files setup** section.

  - Select the second check box if you want the callers to be informed about the time they have been waiting in the current queue for their call to be answered by an agent. The sound played to the user when this option is enabled is the one entered in the **'The elapsed queue hold time' sound** field.

    Note

    Both check boxes can be selected at the same time.

- **Periodic announcements every {x} seconds** – A periodic announcement is a message like `Thank you for holding, your call is important to us`. The value **{x}** specifies the frequency of these announcements. The default value is 30 seconds.
- **Exit to extension on key pressed** - When this option is enabled, the caller can exit the queue by pressing the **0** key on his phone pad. The call will be transferred to another extension belonging to the same client account. Use the text box to specify the extension's number. Also, you can click the icon to see a list with all the extensions available for that client. A pop-up window will be displayed, allowing you to choose

the extension number.

The **Extensions List** pop-up window displays the following details:

- **T** - The extension's type:

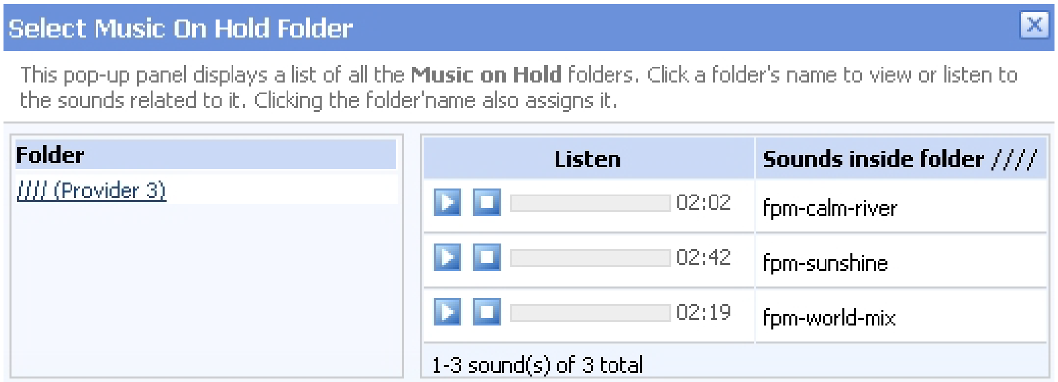
        - Phone terminal
        - Queue
        - Interactive Voice Response (IVR)
        - Voicemail center
        - Conference
        - Callback
        - Calling card
        - Intercom/Paging
    - **S** - The extension's status:
        - Enabled
        - Disabled
    - **Extension** - The extension's name.

      Click the link to select the extension.
    - **Extension number** - The extension's short number.

    If the extensions list is too long, you can use the available controls to search for a specific one.

- **Sound Files Setup**
    - **Music on hold folder** - This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for

      an operation to be performed. Use the icon to view available folders and all the music on hold files inside the chosen folder. A pop-up window listing all the available folders is displayed. Click on a folder name to view its content.



Select a music on hold file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Sounds inside folder {path}** - The sound files available in the selected folder.

  Note

  The path will display the folder name and also its origin:

  `////` placed before the name of a folder signals the admin's default folder.

  `///` placed before the name of a folder signals the reseller's default folder.

  `//` placed before the name of a folder signals the client's default folder.

  `/` placed before the name of a folder signals the extension's default folder.

- **'There are' sound** – The sound played to announce the position in the queue.

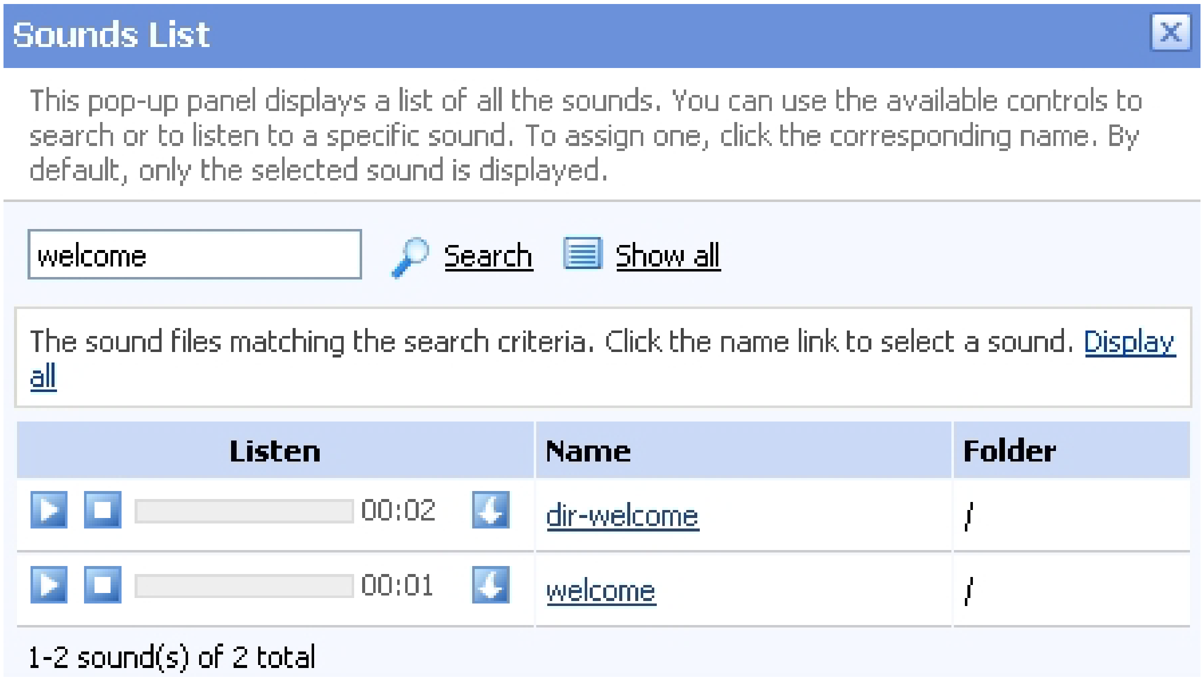
  Note

  This is disabled if the **Announce Position every {y} seconds** is also disabled.

- **'The elapsed queue hold time' sound** – This is the sound played to the caller waiting in the queue for his/her call to be answered by an agent. It represents the amount of time for which the caller has been waiting in the current queue (the amount of time is not cumulative for callers that have been transferred from one queue to another).

- **'You are now first in line' sound** – The sound played to the caller that is in the second position in the queue.
- **'Thank you for your patience' sound** – The sound played to the caller that is first in the queue.
- **'Calls waiting' sound** – The sound played to describe how many calls are waiting in the queue.
- **'Hold time' sound** – This sound is played to the agent answering a call from a user waiting in the queue. This sound represents the amount of time for which the user has been waiting in the current queue.
- **'All reps busy/wait for next' sound** – The sound played to announce the caller that, for the moment, all the agents are busy and that he has to wait a certain period until his call will be answered.
- **'Seconds' sound** – The sound file that corresponds to the word 'seconds'.
- **'Minutes' sound** – The sound file that corresponds to the word 'minutes'.

Use the  icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

> **Note**
>
> The path will display the folder name and also its origin:
>
> `////` placed before the name of a folder signals the admin's default folder.
>
> `///` placed before the name of a folder signals the reseller's default folder.
>
> `//` placed before the name of a folder signals the client's default folder.
>
> `/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Queue Behavior**

> **Note**
>
> The options available in this section can be customized only if there is at least one other `Phone terminal` extension defined for the same client account.

- **[] If a caller has been waiting in queue for {x} seconds, transfer call to extension {extension}** – This feature allows the caller to

be transferred to another extension after waiting in the queue for a certain
number of seconds. Select the check box to fill in the two text boxes:

- **{x}** - The maximum waiting interval. If exceeded, the call will be automatically transferred to the specified extension. The default value is 600 seconds.

        - **{extension}** - The extension belonging to the same client account the call will be transferred to.

    - **Allow calls to enter queue when {agents_status}** - When an incoming call is received, VoxSun Professional will allow it to enter the queue depending on the agents' availability set here:

        - `There are agents on queue, even logged out` - The calls will be allowed to enter the queue if there is at least on agent defined for it, no matter if it is logged in or not. Basically, the calls will be accepted regardless the agent(s) status. This is the most unrestrictive option available.

        - `At least one agent is logged in and unpaused` - VoxSun Professional will allow the calls to enter the queue only if at least one of the agents assigned to this queue is logged in and active (not on pause). This is the default option.

        - `At least one agent is logged in, maybe paused` - Unlike the previous option, this one allows VoxSun Professional to accept the calls when at least one of the agents assigned to this queue is logged in, regardless if it is on pause or not.

    - **[] When calls are not allowed to enter queue, transfer them to extension {extension} (otherwise call is hanged up)** - If the condition for allowing the calls to enter the queue cannot be matched, instead of hanging up, you can choose to transfer them to another extension. Select this check box to define the extension number.

      For example, if you decided to **Allow calls to enter queue when 'There are agents on queue, even logged out'**, but there are no agents assigned to this queue, you can enable this option and allow the calls to be transferred to another extension on the same client account. In this way, the incoming calls will not be dropped.

    - **Drop existing calls from queue when {situation}** - VoxSun Professional allows you to choose the when the calls already in the queue to be dropped:

        - `Never` - The existing calls will not be dropped, no matter the agents' status. This will allow the caller to remain in the queue after all the agents log out or enter into pause. This is the default value.

- `All agents enter into pause or log out` - The existing calls will be dropped from the queue when all the assigned agents will log out or will enter into pause.

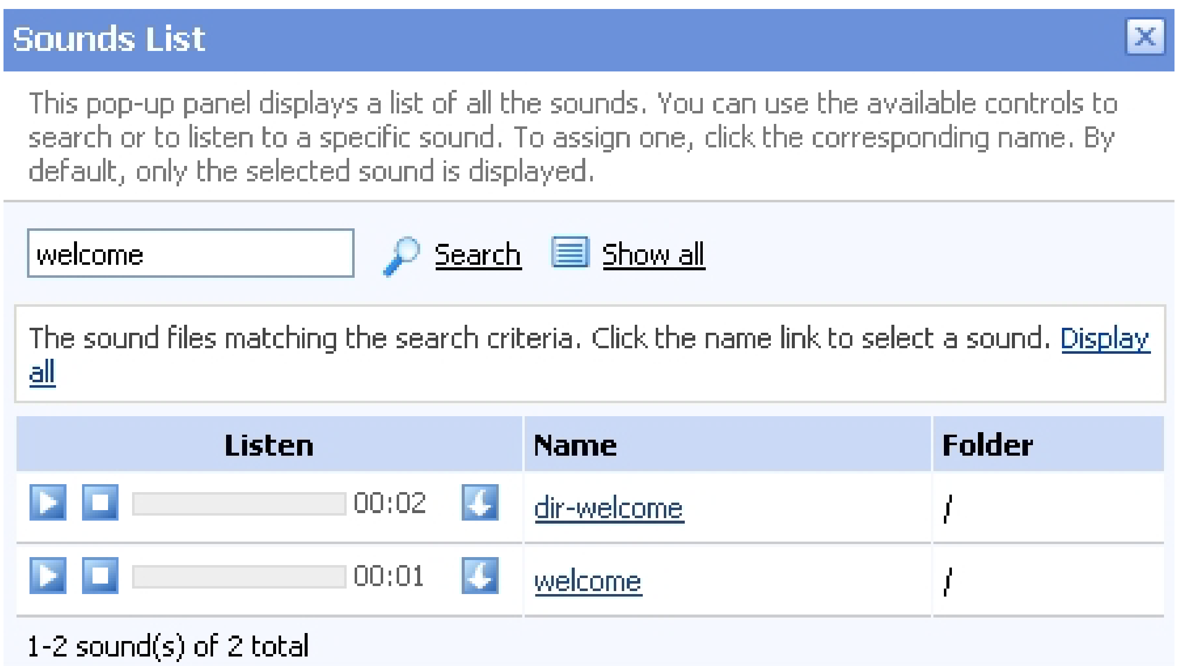
- `All agents log out` - The existing calls will be dropped from the queue only when all the assigned agents will log out and there will be nobody left to pick them up.

◦ **[] When calls are dropped from queue, transfer them to extension**

{extension} (otherwise call is hanged up) - You can choose to transfer the calls dropped from the queue to another extension instead of terminating them. Select this check box to define the extension number where the dropped calls will be transferred to.

◦ **Play sound {sound} on disconnect due to queue full** - Select this check box if you want to specify the sound that will be played to the caller

on disconnection due to queue full. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

> **Note**
>
> The path will display the folder name and also its origin:
>
> //// placed before the name of a folder signals the admin's default folder.
>
> /// placed before the name of a folder signals the reseller's default folder.
>
> // placed before the name of a folder signals the client's default folder.
>
> / placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

> **Note**
> You can use the text boxes to specify the numbers of the extensions the calls will be transferred to or you can click the icon to see a list with all the extensions available for the current client. A pop-up window will be displayed, allowing you to choose the extension number.
>
> The **Extensions List** pop-up window displays the following details:
>
> - **T** - The extension's type:
>   - Phone terminal
>   - Queue
>   - Interactive Voice Response (IVR)
> - **S** - The extension's status:
>   - Enabled
>   - Disabled

- **Extension** - The extension's name.

  Click the link to select the extension.

- **Extension number** - The extension's short number.

If the extensions list is too long, you can use the available controls to search for a specific one.

Interactive Voice Response (IVR) Setup

Interactive Voice Response allows a computer to detect voice and dual-tone multi-frequency signaling (DTMF) keypad inputs. Using an `IVR` extension, the customers can access and control the VoxSun Professional features via a telephone keypad or by speech recognition. The IVR guides the customers using pre-recorded or dynamically generated audio, directing them on how to proceed with their requests.

VoxSun Professional displays the following options:

- **Name** – Use this text box to provide a descriptive name for your `IVR` extension.
- **Clone IVR settings from** – In case you want to replicate all the settings of an existing IVR, use this drop-down list to select the IVR you want to copy.

Note

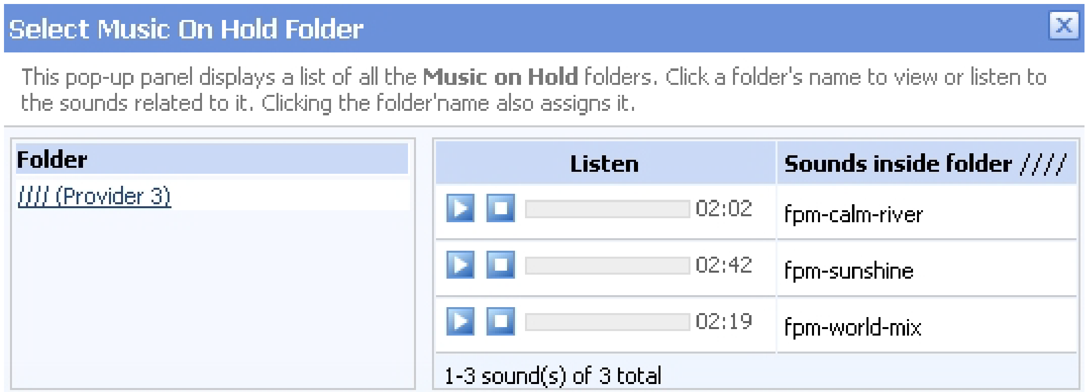
Please check the **IVR Report** for structural errors after cloning another IVR.

If you clone an `IVR` extension that belongs to another reseller, some problems may arise: in case of an option transferring the call to an extension number, the system will not copy that extension number. Similar, in the case of options implying transfers to extensions in certain time intervals, the time intervals will not be copied.

For more information on the report please read View the IVR Structural Report section.

- **Default music on hold folder** – This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits

for an operation to be performed. Click the icon to view the available folders. A pop-up window that allows you to select the desired default music on hold folder is displayed. Click the folder name link to view the contained music on hold files.



Select a music on hold file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Sounds inside folder {path}** - The sound files available in the chosen folder.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Timeout** – Use this text box to limit the time interval that an IVR caller can remain inactive when the IVR waits for his input. The accepted values range from 2 to 60 seconds. The default value is 8 seconds.
- **IVR session lifetime** – Use this text box to limit the total time interval that an IVR caller can spend in the IVR menu. The accepted values range from 10 to 86,400 seconds. The default value is 1,800 seconds.
- **If lifetime expires** - Choose the action that will occur when the IVR's lifetime will expire. The available options are:
  - **Hangup** - The call will be terminated.
  - **Transfer to extension** - The call will be transferred to another extension when the IVR's lifetime will expire. Clicking the icon will open a pop- up window that displays a list of all the available extensions belonging to
    the same client. Use the controls to select the one you want the call to be transferred to. The following information is available:
    - **T** - This extension type:
      - Phone terminal
      - Queue

      Note

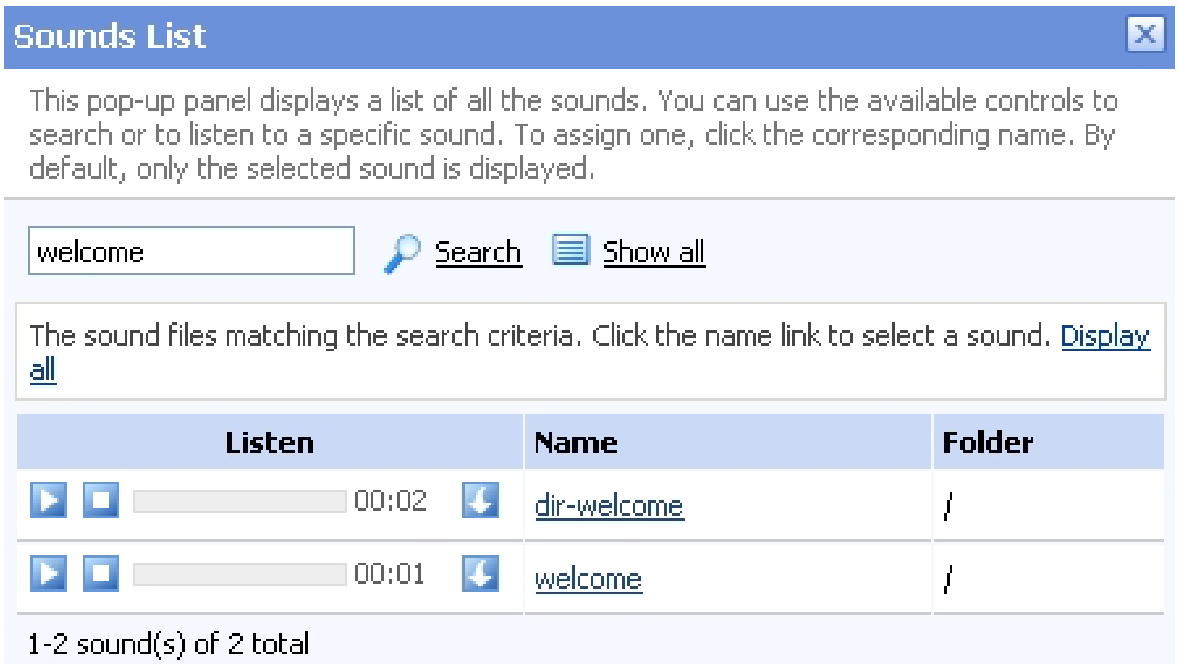
      Note that you can transfer the calls to extensions belonging to one of these two types only!
    - **S** - This icon displays the extension's status:
      - Enabled
      - Disabled
    - **Extension** - The name of the extension.
      Click the link to select an extension.
    - **Extension number** - The extension number.

    If the extensions list is too long, you can use the available controls to search for a specific one.

    In order to display all the extensions available in the system, click the Show all link.

    You can change the number of entries per page by clicking the 10 , 25 and 100 links available in the right side of the table. The total number of records is shown in the left side.

- **Play sound** - Choose the sound that will be played to the caller when the IVR's lifetime will expire. Use the icon to view available sound files or write the address of the file in the text box. A pop-up window listing all
the available sounds matching the specified name is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

// placed before the name of a folder signals the client's default folder.

/ placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Description** – Use this text area to associate some notes about the purpose and content of the IVR.

Caution

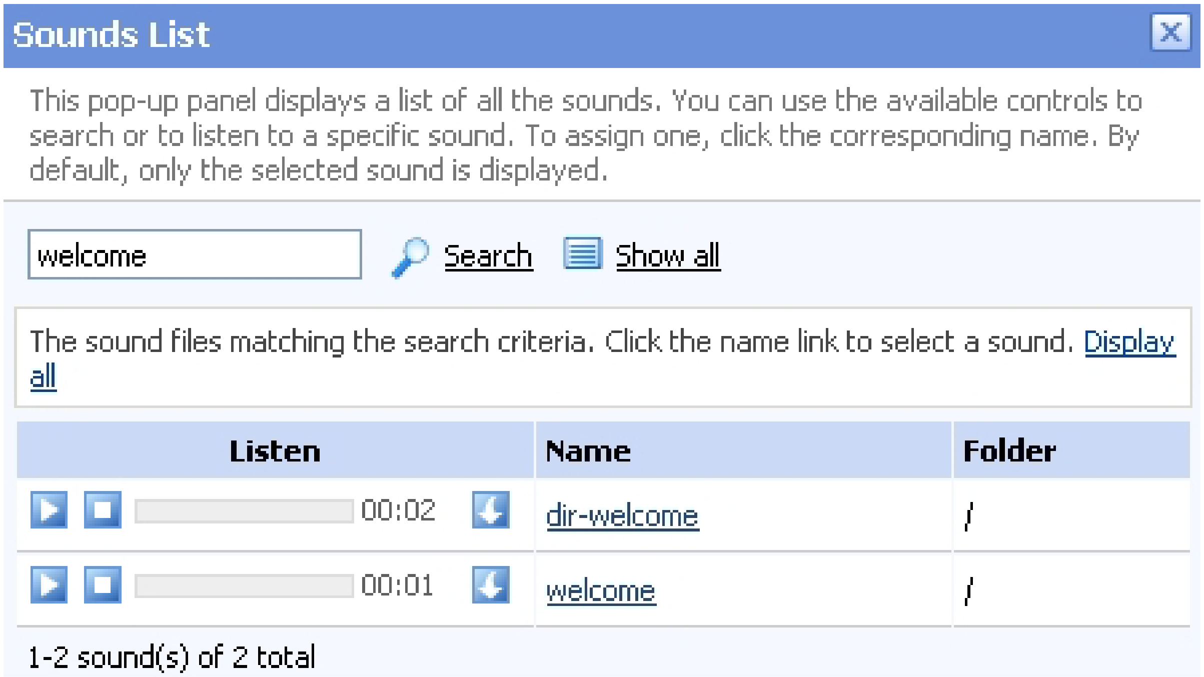
This page helps you create an `IVR` extension, but does not define its functionality. For more information about how to design the behaviour of an IVR, see the IVR Features section.

Voicemail Center Setup

This extension type is similar to the `Phone terminal` extension's voicemail function. However, the `Voicemail center` allows users to verify their messages from a telephone located outside the system (e.g.: a public phone).

One option can be customized:

- **Play sound {folder} {sound} before connecting to voicemail center** – When the check box is selected, use the icon to choose the sound that will be played to the caller before he is connected to the extension. A pop- up panel listing all the available sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.
- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

> **Note**
>
> The path will display the folder name and also its origin:
>
> `////` placed before the name of a folder signals the admin's default folder.
>
> `///` placed before the name of a folder signals the reseller's default folder.
>
> `//` placed before the name of a folder signals the client's default folder.
>
> `/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available

controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

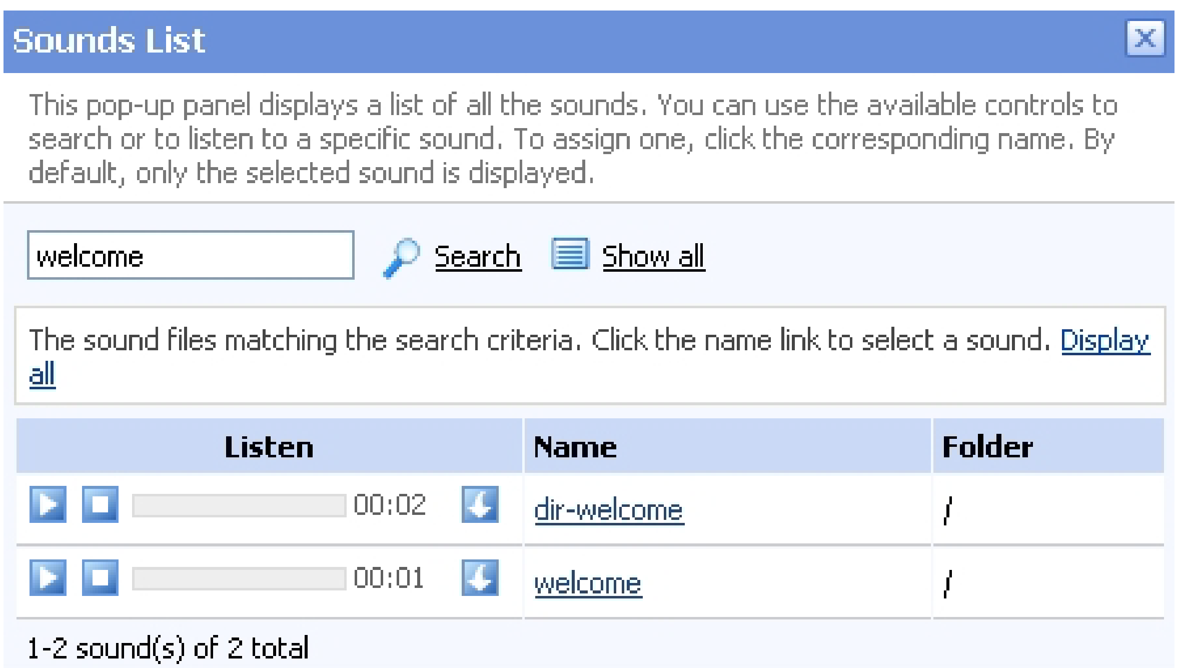
You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

Conference Center Setup

This extension type allows setting up conferences that can be accessed by users calling from phones connected to the system, as well as by outside callers (e.g.: Calling from a phone connected to the PSTN).

VoxSun Professional displays the following options:

- **Conference Settings**
  - **Play sound {folder} {sound} before connecting to conference center** – When the check box is selected, use the icon to select the sound that will be played for the caller before he is connected to the extension. A pop-up panel listing all the available sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

> **Note**
>
> The path will display the folder name and also its origin:
>
> `////` placed before the name of a folder signals the admin's default folder.
>
> `///` placed before the name of a folder signals the reseller's default folder.
>
> `//` placed before the name of a folder signals the client's default folder.
>
> `/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Conference room size** - Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between
2 and 99.
- **Record conference conversations** - Three options are available:
  - **Always** - When this option is enabled, VoxSun Professional will always record all the conversations in this conference.
  - **User's choice** - When this option is enabled, the user has to decide which conversations will be recorded by VoxSun Professional .

Note

The user will be able to dial ***0** from his terminal's key pad during a conference to enable the call recording ONLY if this option is selected.

        - **Never** - When this option is enabled, VoxSun Professional will never record any conversation in this conference.

    Enabling the call recording will allow you to manage the extension's recordings sharing by editing its **Roles and phone numbers**. For more details, see the Edit an Extension section.

    - **Call recording storage space** – Use the available text box to limit the storage space allowed for recorded calls. If you do not want to limit the disk space, make sure the `Unlimited` check box is selected.
    - **Enable music on hold** - When this option is selected, VoxSun Professional plays the files located in the `Default music on hold` folder if there is only one user present in the conference.
    - **Music on hold folder** - Use the box to specify the folder containing the files to be played if the **Enable music on hold** option is selected.

- **Default settings for scheduled conferences**
    - **Close the conference when all conference moderators exit** - When this option is enabled, VoxSun Professional terminates all calls when all the conference moderators log out.
    - **Announce user count on joining conference** - When this option is selected, VoxSun Professional announces any new participant about the number of users in the conference call.
    - **Announce users joining/leaving** - When this option is selected, VoxSun Professional announces the users about any participant joining or leaving the conference call.

Callback Setup

This extension type allows system users to call this extension from a phone connected to the public network and then place an outgoing call through the VoxSun Professional server.

VoxSun Professional displays the following options:

- **Basic Settings**
    - **CallerID name in public calls** – This feature allows you to customize

the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:

- `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension owner's **Contact name**.

  - `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

    By default, the text box contains the extension's **Contact name** .

- **CallerID number in public calls** – This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:

  - `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.

  - `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

    By default, the text box contains the extension's phone number.

    Note

    The system can send the **CallerID name** *set by server* and the **CallerID number** *set by user* or vice-versa.

    Note

    If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

- **Currently using CallerID numbers** - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

  The custom text box displays the CallerID number(s) currently in use. The default number is displayed using **bold** characters.

  To add a CallerID number, click the Change link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:

The CallerIDs pool

Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the **Public Phone Numbers** table:

- **CallerID number** - The CallerID of the DID assigned to the client owning this extension.

  This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

  Note

  The public phone numbers can be defined for a certain channel by the system administrator.

- **Rings back to** - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

Note

The public phone numbers can be assigned to the extension from the **Roles and Phone Numbers for Extension {extension_name}** page. For more details, see this section.

- **Resource** - The ID of the channel the public phone number was defined for.
- **Default** - The CallerID's status:
  - `Set as default` - A CallerID can be set as default if:
    - it is associated with the extension

      Note

      A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

    - it is not the default CallerID
  - `Yes` - The CallerID is associated with the extension and it is the default one.
  - `–` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

    To associate a CallerID with the extension, follow the next steps:

    1. Select the corresponding check box(es).
    2. Click the Assign CallerIDs link

    To disassociate a CallerID, follow he next steps:

    1. Select the corresponding check box(es).
    2. Click the Remove selected link. You will be asked to confirm the action.

Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

   For example, let us assume that the outgoing calls are routed through `Resource #1` , for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- **Do not send CallerID on public calls [] (Anonymous)** - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.
- **Trigger call return after {x} seconds of ringing** - Use this text box to insert the number of seconds a caller should wait until the server transfers his connection.

- **Callback Number Behavior**
  - **Return calls** - Use this drop-down list to select the action. You have the following options:
    - `coming from the authorized callerIDs` - VoxSun Professional returns the call only if it is made from an authorized number.

- `to the caller callerID` - VoxSun Professional returns the calls made from any number.

- to a fixed number - VoxSun Professional returns the call to a predefined phone number.

Note

In case the `coming from the authorized callerIDs` option is selected and a user whose callerID is not included in the authorized ID's list tries to route his call through the server, the server will not call back.

In case the `to the caller callerID` option is selected, and a user whose callerID is hidden tries to route his call through the server, the server will not call back.

- **Number where calls should be returned** - You can use this field only if you previously selected the option `to a fixed number` in the return calls field. Use this text box to enter a predefined phone number where the server will return all calls.
- **Play before disconnecting the call during conversation** - Use this control to select the sound that will be played to the user that made the call, upon automatically interrupting the conversation (e.g.: a sound announcing that credit value is 0).
- **Service client must dial remote party number in {x} seconds** - Use this text box to specify the time interval (in seconds) the user has at its disposal to dial the remote party's number. After this time interval, VoxSun Professional will consider the request as being completed.

- **Service Security**
  - **Request the following password on callback** - Use this text box to enter the password the system should require to the user wishing to route their calls through the server.
  - **Request password associated with authorized callerID** - Select this check box if you want the system to require users their individual passwords, to verify whether they are included in the authorized callerIDs' list.
  - **User can interrogate the account credit** - Select this check box if you want to give the users the possibility to find out their credit value, before starting the conversation. After the user is authenticated with one of the authorized callerIDs he can choose to either interrogate his

credit or make a phone call.

Calling Card Setup

This extension type allows setting up a calling card service on the VoxSun Professional server.

VoxSun Professional displays the following options:

- **Basic Settings**
  - **CallerID name in public calls** – This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
    - `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension owner's **Contact name**.
    - `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

      By default, the text box contains the extension's **Contact name** .
  - **CallerID number in public calls** – This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
    - `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
    - `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

      By default, the text box contains the extension's phone number.

Note

The system can send the **CallerID name** *set by server* and the **CallerID number** *set by user* or vice-versa.

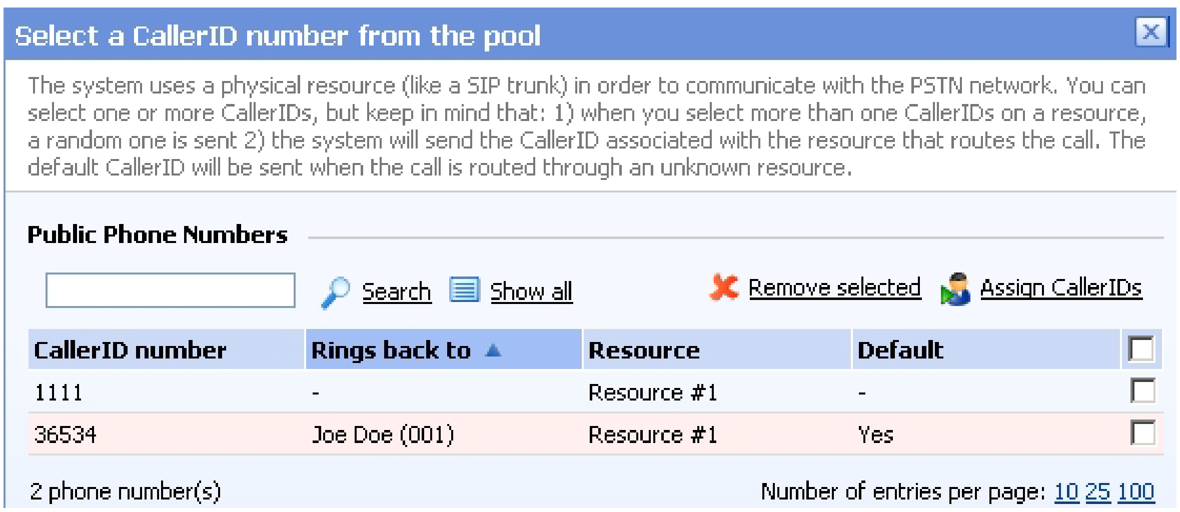
Note

If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

◦ **Currently using CallerID numbers** - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using **bold** characters.

To add a CallerID number, click the Change link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:



The CallerIDs pool

Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the **Public Phone Numbers** table:

- **CallerID number** - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

Note

The public phone numbers can be defined for a certain channel by the system administrator.

- **Rings back to** - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

Note

The public phone numbers can be assigned to the extension from the **Roles and Phone Numbers for Extension {extension_name}** page. For more details, see this section.

- **Resource** - The ID of the channel the public phone number was defined for.
- **Default** - The CallerID's status:
  - `Set as default` - A CallerID can be set as default if:
    - it is associated with the extension

      Note

      A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

    - it is not the default CallerID
  - `Yes` - The CallerID is associated with the extension and it is the default one.
  - `-` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

    To associate a CallerID with the extension, follow the next steps:

    1. Select the corresponding check box(es).
    2. Click the Assign CallerIDs link

    To disassociate a CallerID, follow he next steps:

1. Select the corresponding check box(es).
2. Click the Remove selected link. You will be asked to confirm the action.

Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

   For example, let us assume that the outgoing calls are routed through `Resource #1` , for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

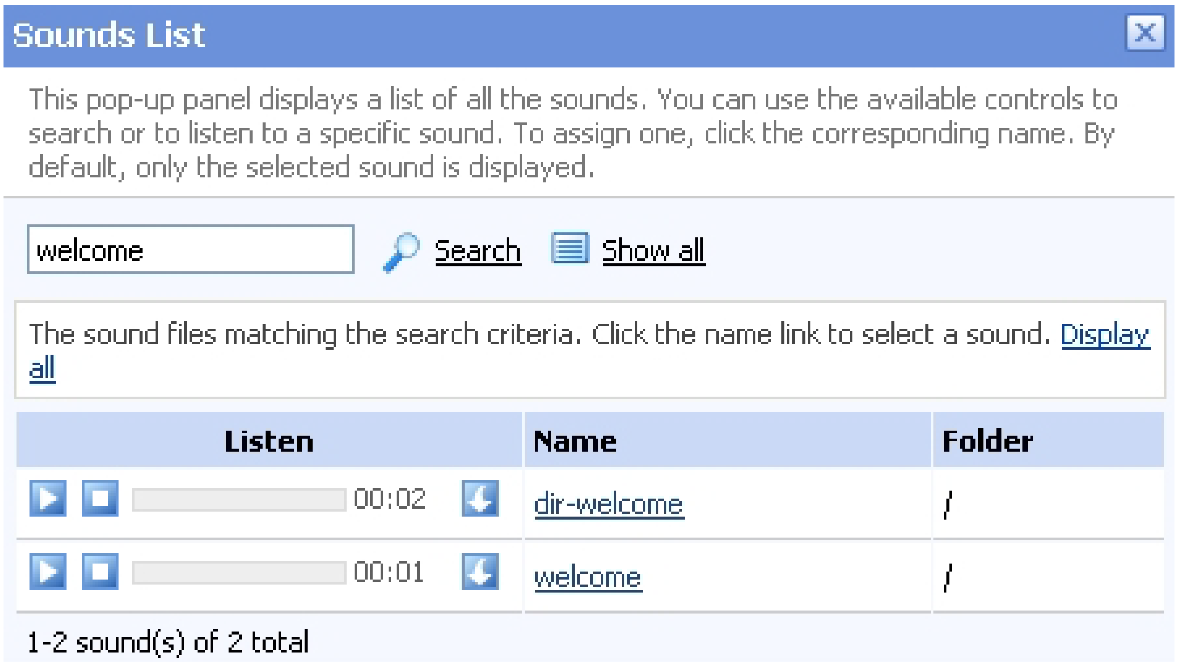
   - **Do not send CallerID on public calls [] (Anonymous)** - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.

- **Service Behaviour**
  - **Do not allow the user to call if credit below {x} {currency}** - Use this text box to define the minimum credit a user should have when

placing a call through the calling card extension. The currency is the system's default one.

- **Play when the call cannot be initialized due to lack of credit** - Use this control to select the sound that should be played to the user running out of credit, upon automatically interrupting the conversation. Clicking

  the icon will open a pop-up panel that displays a list of all the available sounds matching the name specified in the text box.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

/// placed before the name of a folder signals the reseller's default folder.

// placed before the name of a folder signals the client's default folder.

/ placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Play before disconnecting the call during conversation** - Use this control to select the sound that should be played to the user that made the call, upon automatically interrupting the conversation.
- **User can interrogate the account credit** - Select this check box if you want to give the users the possibility to find out their credit value, before starting the conversation. After the user is authenticated with one of the card codes he can choose to either interrogate his credit or make a phone call.
- **Service client must dial remote party number in {x} seconds** - Use this text box to specify the time interval (in seconds) the user has at its disposal to dial the remote party number. After this time interval, VoxSun Professional will consider the request as being completed.

Intercom/Paging Setup

This extension type allows the user to call several or all available extensions in the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

VoxSun Professional displays the following options:

Note

In order to add/remove numbers or groups to/from the lists, you have to click the button. The **Choose extensions/groups** window will pop up, allowing you to select the extensions/groups that you want to add/remove.

- **Basic Settings**

- **Type** - You are able to choose between:
  - **2 way intercom** - The called extensions are able to talk back to the caller.
  - **1 way paging** - The called extensions cannot talk back to the caller.
- **Alert-Info header**
- **Call-Info header**

Note

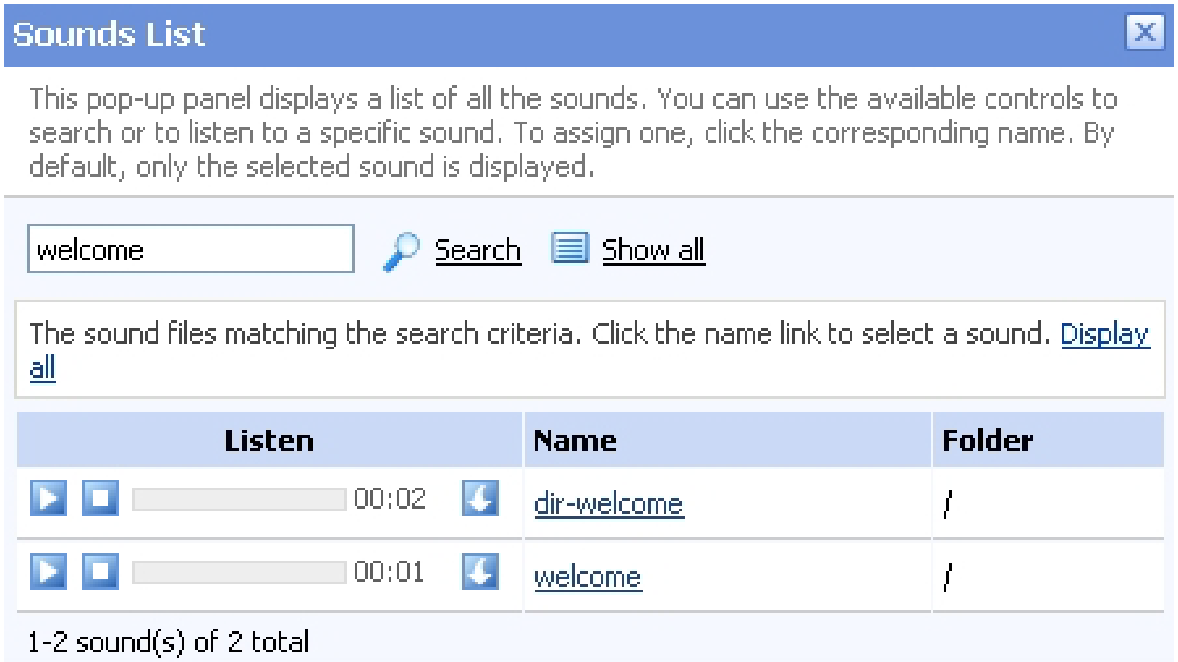
In order for intercom/paging to work, the **Alert-Info** and the **Call-Info** headers must be sent from the VoxSun Professional to the client's phone terminal. If the phone terminal supports intercom/paging and if it is able to read those headers, then it will automatically answer and you will not be required to fill in anything in these two fields.

On the other hand, newer firmware versions for certain devices like Linksys, Polycom, Aastra, Grandstream or Snom (not necessarily for all of them) might require an other value for the **Alert-Info** and the **Call-Info** headers, different from the default ones. In this conditions, you are required to check with the phone manufacturer the values that must be filled in to enable automatic answering.

Caution

WARNING: This does not work when multiple phones of different types are dialed in Intercom.

- **Timeout** - The maximum duration of the intercom/paging session. After this period of time, the call is disconnected.
- **On connection, play sound** - VoxSun Professional plays this sound each time the user is connected to the called extensions. Use the icon to view the available sound files or manually fill in the file's location. A
pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available

controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Caller permission for all extensions** - If this option is enabled, all the available extensions are allowed to call the intercom/paging extension. If this option is disabled, you will be able to manually assign individual permissions from the **Caller permission** area.

- **Allow intercom calls to all extensions at once** - When this option is enabled, the intercom calls are allowed to call all the available extensions in the same time.

- **Caller Permission** - Use this section to specify the extensions that are allowed to call the intercom/paging extension.
  - **Individual extensions** - Specify the extensions that are allowed to call the intercom/paging extension.
  - **Groups** - Specify the extension groups that are allowed to call the intercom/paging extension.
- **Allow Intercom Calls to** - Use this section to specify the extensions that can be called by the intercom/paging extension.
  - **Individual extensions** - Specify the extensions that can be called by the intercom/paging extension
  - **Groups** - Specify the extension groups that can be called by the intercom/ paging extension.

Queue Login Center Setup

Starting VoxSun Professional 2.5.0, the remote agents can log in to a queue by using the newly created `Queue login center` extension. To do so, a remote agent has to call the `Queue login center` extension, dial his **AgentID** followed by the **#** key and the login PIN of the queue he wishes to connect to. If the authentication is successful, the remote agent will be logged in to the queue and will behave like a local agent.

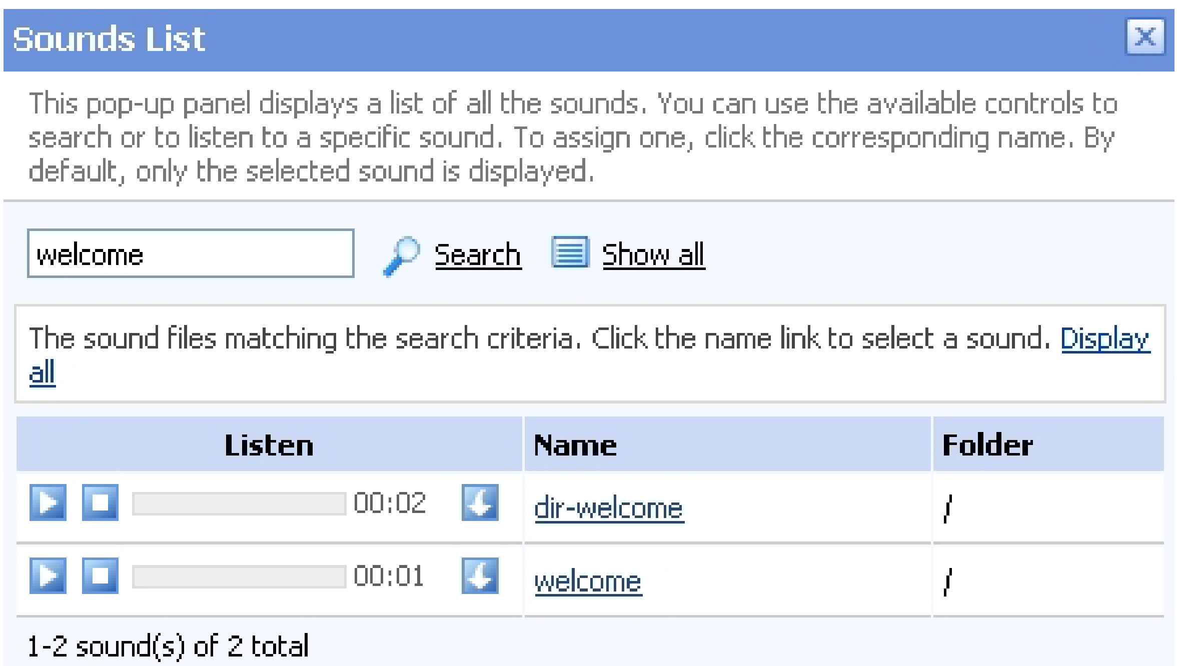
A local extension can call the `Queue login center` to authenticate a remote agent by dialing his **AgentID** and the PIN of the queue the remote agent will be connected to.

Note

A remote user must be defined from the interface as a remote agent in order to be able to login to a queue!

There is only one configurable option:

- **Queue Login Center**
  - **[] Play sound {file_name} before connecting to the queue login center** - Select this check box if you want a sound to be played to the callers trying to connect to the queue login center. Click the icon to view the available sound files or manually fill in the file's location. A pop- up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

//// placed before the name of a folder signals the admin's default folder.

/// placed before the name of a folder signals the reseller's default folder.

// placed before the name of a folder signals the client's default folder.

/ placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

Edit an Extension

When required, you can modify an extension's parameters and update them accordingly. VoxSun Professional allows you to edit the following components:

- The extension's **General Information** .
- The **Permissions and Limits**
- Each extension type has its own specific **Settings** that can be modified as well.

Edit General Information

Note

The general details are common to all the available extension types.

To edit the details of an extension account, follow these steps:

1. In the **Extensions Management** page, choose the desired extension and click its name link.

2.

Click the **Edit extension** icon available in the `Tools` area.

3. A new page where you can view and edit details about the selected extension and its owner opens. The data is grouped into several sections:
   - **Extension Owner** – Use this section to modify extension owner's personal information or his username and password.
   - **Charging And Outgoing Call Filtering** – Use this section to change the charging plan and the outgoing routing group associated to the extension.

Note

For more details on how to modify these settings, see the Add a New Extension section.

If you want to resend the contact details to the email address specified for the extension account, then select the **Resend extension contact details** check box. The contact details will also be resent to the client and reseller who own the extension, as well as to the system administrator, if the

appropriate parameters have been set in the Unified Communications » **Email templates** page.

Note

The password is sent only if it was modified.

4. Click **Ok** to save the changes or **Cancel** to return to the previous page without modifying anything.

Edit Extension Features

In the VoxSun Professional system, each type of extension has its own set of features and functionalities. To view and edit these options, you have to click the appropriate icon, available in the extension's management page:

-

  Phone terminal setup
-

- Queue setup
- IVR setup

- Voicemail center setup
- Conference center
- Callback setup
- Calling card setup
- Intercom/paging setup
- Queue login center setup

Edit Extension's Roles and Phone Numbers

To modify the roles, phone numbers, **MyVoxSun** preferences or sharing policies of a particular extension, in the **Extensions Management** page, choose the extension that you want to edit and click its name. Next, follow these steps:

1. Click the **Roles and phone numbers** icon available in the `Tools` area.
2. A new page opens, allowing you to modify the following sections:
   - **Permissions**
     - **Extension is multi user aware** – This option allows the extension to communicate with the other extensions available on the same client account and to use them when setting up features involving call redirection such as: `Ring all`, `Call forward`, `Call cascade`, etc.

       Selecting this check box will enable the **Sharing Policies** section, where you will be able to allow the extension to share its call records, voicemails, fax messages and call history with other extensions in the same group or company.

Note

When you add a new extension, you will be able to manage only the call history sharing as the others options will be available only if they will be enabled during the extension's configuration process.

Note

The **Extension is multi user aware** option cannot be deselected for the `Queue` and `Intercom/paging` extension type because they MUST be multi-user aware by design to serve their purpose.

- **Phone extension SIP management** – When this option is enabled, the extension account owner is allowed to use the provisioning features on his phone terminal extensions. Additionally, he can choose the **Allowed codecs** option for the phone terminal extension. For more information on this topic, see the Provisioning section.

Note

The **Phone extension SIP management** option is available only for the `Phone terminal` extensions type.

- **IM management** - When this option is enabled, the extension account owner is able to manage the chat application.

Note

This option is available only if the client owning the extension has the **IM management** permission enabled.

- **CallAPI management** - Select this check box to allow the extension to use CallAPI and to manage third party applications that will be allowed to access the system resources on its behalf, as resource owner. The remote applications will be able to handle local and external calls using this extension and they will be authenticated with the **OAuth** protocol.

Caution

This line is displayed only if the client the extension will belong to has **CallAPI management** enabled.

Note

If you do not enable this option, the extension will still be able to manage the **SystemAPI Control**.

Note

When this option is disabled, the **CallAPI Events** feature is disabled as well.

- **CallerID management** - Select this check box to allow the extension account owner to edit the CallerID of his extension.
- **Sound management** – When this option is enabled, the extension account owner is able to manage, add, remove or edit sound and music on hold files, folders and languages.
- **Allow to provision devices** - Use the available drop-down list to modify the provisioning permission level granted to the extension account. Depending on your selection, the extension will be able to add new SIP devices or not:
  - `Modify` - If you select this permission, then the extension account owner will have access to the **Provisioning** fieldset from the **Provisioning and SIP Preferences** page that will allow him to enable the controls required to add and provision new SIP devices.
  - `View` - If you select this permission, then the extension owner will be able to see the device(s) provisioned for his account, displayed in the **Provisioning Information** fieldset, but he will not be allowed to modify any parameters or add new SIP devices.
  - `None` - With this permission selected, the extension owner will neither be able to view the devices provisioned for his account nor to manage or add new SIP devices. The **Provisioning** and the **Provisioning Information** fieldsets will not displayed in the **Provisioning and SIP Preferences** page.

Note

This option is available for `Phone terminal` extensions only!

- **Limits**
  - **Maximum disk space for sound files** – Use the available text box to specify the maximum storage space reserved for the sounds created

by the extension user. If you do not want to limit the disk space, select the `Unlimited` check box.

- **Maximum disk space for music on hold files** – Use the available text box to specify the maximum storage space reserved for the music on hold files. If you do not want to limit the disk space, select the `Unlimited` check box.

- **Maximum public concurrent calls** – Use the available text box to limit the number of active simultaneous calls between the extension and any other public network destination. If you do not want to limit the extension, select the `Unlimited` check box.

  Note

  The **Maximum public concurrent calls** option is displayed only for the `Phone terminal` extensions. Both incoming and outgoing calls are counted!

  Note

  By default, when adding a new account, the **Maximum public concurrent calls** value is set to **1** as it is mandatory to allow at least one active call.

- **Maximum internal concurrent calls** – Use the available text box to limit the number of active simultaneous calls between the extension and any other internal network destination. If you do not want to limit the extension, select the `Unlimited` check box.

  Note

  The **Maximum internal concurrent calls** option is displayed only for the `Phone terminal` extensions. Both incoming and outgoing calls are counted!

  Note

  By default, when adding a new account, the **Maximum internal concurrent calls** value is set to **1** as it is mandatory to allow at least one active call.

◦ **Maximum concurrent text to speech** – Use the available text box to limit the number of calls that are allowed to use the text to speech application at the same time. If you do not want to limit the extension, select the `Unlimited` check box.

Note

This line is available only if the **Allow text to speech** option was enabled from the Unified Communications >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the VoxSun. store) .

More details about the Cepstral engine installation can be found in the VoxSun Professional release notes.

- **Maximum number of queue members** – Use the available text box to limit the number of agents that can be added to the queue.

Note

The **Maximum number of queue members** option is displayed for `Queue` extensions only.

- **Account expiration date** – If you want to modify the extension account's expiration date, use the available text box or the calendar button to specify the desired date.

- **MyVoxSun** - This section allows you to configure the **MyVoxSun** features that will be available to the extension account.
  - **Level** - Use the available drop-down list to choose the access type the extension will be granted to **MyVoxSun**:
    - `None` - This is the default value that does not allow the extension to access **MyVoxSun** . When selected, all the other fields are grayed out.
    - `Standard` - Selecting this option will offer the extension free access

to the **MyVoxSun** service, usually offered with included advertising.

- `Premium` - Selecting this option will offer the extension paid access to the **MyVoxSun** service, offered with extra functions and without advertising.

- **Advertising** - Select this check box if you want to grant the extension the possibility to manage the advertising related options.
- **Show browser chat** - Select this check box to enable the browser chat feature. The chat allows fast and straightforward communications between extensions directly from the **MyVoxSun** interface.
- **Show active calls** - Choose whose active calls will be visible to the extension account user in the **MyVoxSun** interface:
  - `Own` - Only the extension's calls will be displayed.
  - `Group` - If the extension is part of a group, then the active calls of all the group's extensions will be available.
  - `All` - The active calls of all the extensions belonging to the same client account will be displayed.
- **Perform operations on calls** - Depending on your choice, the extension account user will be able to perform various operations on the active calls:
  - `Own` - Only on his own calls.
  - `Group` - On all the extensions in the group(s) the account is part of.
  - `All` - On all the extensions belonging to the same client account.
- **Record calls** - Choose whose calls the extension account user will be able to record:
  - `Own` - His own.
  - `Group` - Of all the extensions in the group(s) the account is part of.
  - `All` - Of all the extensions belonging to the same client account.
- **Whisper/Barge-In on call** - Choose for whose calls these two features will be available:
  - `Own` - Only for his own calls.
  - `Group` - For the calls of all the extensions in the group(s) the account is part of.
  - `All` - For all the calls of the extensions belonging to the same client account.

Note

Call whisper is a calling feature that involves the playing of a message to the called party when they have answered a call, during which time the calling party continues to hear ringing. The called party can then decide whether to accept the call (usually by pressing a particular key) or to reject it (either by pressing a key or simply by hanging up).

Note

Barge-in is a calling feature that adds an user to a call that is in progress. Pressing a soft key automatically adds the user (initiator) to the shared- line call (target), and the users currently on the call receive a tone (if configured). Barge supports built-in conference and shared conference bridges.

- **Unpark calls** - Choose which parked calls the extension account user will be able to unpark:
  - `Parked by me` - Only the calls parked by him.
  - `Parked by anyone` - The extension user will be able to unpark all the calls.
- **Pickup calls** - Depending on your selection, the extension user will be able to answer:
  - `Own` - Only the calls targeted to his extension.
  - `Group` - The calls targeted to all the extensions in the group(s) the account is part of.
  - `All` - The calls targeted to all the extensions belonging to the same client account.

Note

Call pick-up is a feature that allows one to answer someone else's telephone call. This option can be accessed by pressing a preprogrammed button (usually labeled `Pick-Up`) or by pressing a special sequence of buttons on the telephone key pad.

Note

Selecting the `Group` option will allow the extension user to perform the selected operation on all the extensions in the same group(s). It is not required to specify a particular group association because anytime an extension wants to perform an operation on another extension, the application checks if there is a group that both extensions share.

- **Incoming Phone Number Selection** – This section allows you to assign/unassign public phone numbers to the extension account from the client's pool.

  Note

  This section is displayed only if one of the following conditions is fulfilled:

  - The system administrator has defined at least one public phone number for one of the available channels from the Channels >> **Channel {channel_name} Management** >> **Add Public Phone Numbers to Channel {channel_name}** page.
  - The client account this extension belongs to has at least one public phone number that has not been assigned to another extension account.
  - The reseller and the client the extension belongs to have the **See stacked phone numbers** permission enabled.

  Note

  When you assign a public phone number to an extension, the phone number becomes exclusive to that extension. No other extension will be able use it. From that moment on, the callers from outside the VoxSun Professional system will be able to reach that extension by dialing the assigned public phone number.

- **Sharing Policies** - Using the controls in this section you can allow the extension to share its call history, voicemails, call records and fax messages, if the proper features have been enabled, with other extensions in the same group(s) or in the same company. The extension user will be able to read the shared information from his own interface, but he will not be able to delete anything.

  - **Share my voicemail with**

    Note

    This sharing option is available only for the `Phone terminal` extension type if the **Enable voicemail** check box was previously selected in the extension's configuration page.

For more details about configuring the extension, see the Phone Terminal

Setup section.

- **Share my incoming faxes with**

Note

This sharing option is available only for the `Phone terminal` extension type if the **Enable fax center** check box was previously selected in the extension's configuration page.

For more details about configuring the extension, see the Phone Terminal Setup section.

- **Share my recordings with**

  Note

  This sharing option is available only for the `Phone terminal` and `Queue` extension types if the **Call recording function enabled** (for `Phone terminal` extensions) and the **Record all queue conversations** (for `Queue` extensions) check boxes were previously selected in the extensions' configuration pages.

  For more details about configuring the extensions, see the Phone Terminal Setup and the Queue Setup sections.

- **Share my call history with**

  Note

  This sharing option is the only one available for all the extension types.

Note

From the **Available groups** lists you may choose with whom the extension will share its call history, voicemails, fax messages or recorded calls:

- `EVERYBODY` - If you select this option, then the extension will share its data with all the extensions that belong to the same client account and that have the corresponding permission enabled.
- `NOBODY` - The extension will not share anything with anyone.
- `{group_name}` - The list displays all the groups created by client where the extension is member. You can choose the group(s) the extension will share data with by clicking the corresponding name. You

may select as many groups as you want.

To unassign a group, simply click on its name in the **Assigned groups** list. Also, if you want to unassign all the groups, click `NOBODY`.

Note

Inside a group, it is not necessary for an extension to have any sharing option enabled in order to be able to see another extension's call history.

For example, *Extension 1* shares its call history with `NOBODY` and it is member of *Group A*. *Extension 2* is part of the same *Group A* and shares its call history with all the group members (it has the **{group_name}** option selected. Than, *Extension 1* will be able to see the call history for *Extension 2*.

3. Click **OK** to save the changes to the account. Click **Cancel** to return to the previous page without saving the changes.

Remove an Extension

To finalize the removal, you have to review the list, select the **Confirm removal** check box and click **OK**. If you do not want to delete these records, click **Cancel** to return to the previous page.

Group Operations on Extension Accounts

View the Extension Groups List

VoxSun Professional allows you to define **Extension Groups**. In order to access the **Extension Groups Management** page, click the **Extension groups** icon located in the `Tools` section of the **Clients Management** page.

VoxSun Professional displays the following information about each extensions group:

- **S** – This icon specifies the extensions group account's status:
  - Enabled
  - Disabled

  Click this icon to change the status.

- **Name** - The name of the extensions group.
- **Code** - The code of the extensions group.

- **Tags** - The identification tags of the extensions group. The user can search in an extension groups list by using these tags as search criteria.
- **Extensions** - The number of extensions belonging to that particular group.
- **Created** - The date when the extensions group was created.

Add a New Extension Group

In order to add an extension group, click the **Add extension group** icon. In the new opened page, you can fill in the following details in order to set up a new extensions group:

- **Code** - The code of the extension group.
- **Name** - The name of the extension group.
- **Tags** - The identification tags for the extension group.
- **Extensions** - Click the button to add/remove extensions to the group. A new window will pop up, allowing you to select the desired items.
- **Description** - A short comment regarding the extension group.

Manage Extension's Time Intervals

The **Time Intervals for Extension {extension_name}** page can be accessed by following the next steps:

1. In the **Extensions Management** page, choose the desired extension and click the name link.
2. Next, click the **Time intervals** icon available in the `Tools` section.

For a detailed overview, see the Manage Time Intervals section from the **Manage Unified Communications Features** chapter.

Add a New Extension's Time Interval

If you want to add a new time interval to the extension account, click the **Add time interval** icon available in the extension's `Tools` area. For more detailed information, see the Add a New Time Interval section.

Edit Extension's Time Intervals

For more details on how to edit the extension's time intervals, see the Edit a Time Interval section.

Manage Extension's Sounds

The **Sounds for Extension {extension_name}** page can be accessed by following the next steps:

1. In the **Extensions Management** page, choose the desired extension and click the name link.
2. Next, click the **Sounds** icon available in the `Tools` section.

For a detailed overview, see the Manage Sounds section from the **Manage Unified Communications Features** chapter.

Add a New Extension's Sound

If you want to add a new sound to the extension account, click the **Add sound** icon available in the extension's `Tools` area. For more detailed information, see the Add a New Sound section.

Edit Extension's Sound Information

For more details on how to edit the extension's sounds, see the Edit Sound Information section.

Manage Extension's Sound Folders

For a detailed overview, see the Manage Sound Folders section from the **Manage Unified Communications Features** chapter.

Add a New Extension's Sound Folder

If you want to add a new sound folder to the extension account, click the  **Add folder** icon available in the `Tools` area. For more detailed information, see the Add a New Sound Folder section.

Manage Extension's Sound Languages

For a detailed overview, see the Manage Sound Languages section from the **Manage Unified Communications Features** chapter.

Add a New Extension's Sound Language

If you want to add a new sound language to the extension account, click the  **Add language** icon available in the `Tools` area. For more detailed information, see the Add a New Language section.

Edit the Extension's Languages Details

For more details on how to edit the extension's languages, see the Change Language section.

Manage Extension's Call Rules

You can define various filters for your extensions' incoming and outgoing calls using the features integrated in VoxSun Professional. This will help you better manage the call flows, according to your needs.

Manage Extension's Incoming Call Rules

VoxSun Professional allows you to filter an extension's incoming calls. As a result, when a caller is trying to reach the extension, VoxSun Professional can perform a set of predefined actions. For example, let's assume that from 9:00 to 17:00 the extension owner is working in another office and is waiting for an important call. All he has to do is define a rule that will transfer all the calls from his personal extension to the one in his new office.

The **Edit Incoming Call Rules for Extension {extension_name}** page can be accessed by following the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2. Next, click the **Incoming call rules** icon available in the `Tools` area.

The following actions can be performed:

- Add new incoming call rules.
- Change the existing rules' priorities.
- Edit the rule's parameters.
- Remove existing incoming call rules.

Incoming Call Rules Overview

The **Existing Incoming Call Rules** are displayed in a table:

Existing Incoming Call Rules

0 changes pending in the rules order

Apply the changes | Show columns | Remove selected

No	S	P	Action	Number Check	In Time Interval	Destination	Ring For	Extension Status	Call Status	Final	Key	
1			Authenticate	Matches number 654421	Business hours (own)		0 seconds	Does not matter	Does not matter	No	1	
2			Transfer to	Matches number 288468	Business hours (own)	001,002,003	30 seconds	Registered	Not answered	No	2	
3			Play busy	Does not match number 03XXXXXXXX	Anytime		0 seconds	Does not matter	Does not matter	Yes	3	

The incoming call rules table

The details available for each existing rule are:

- **No** – The rule's position inside the group that defines when a certain rule will be checked. For example, **2** means that, when an incoming call is received, the rule will be verified second, after the one from the first position.
- **S** – This rule's status is displayed using an icon:
  - Enabled
  - Disabled

Note

The status of all the newly added rules is automatically set by VoxSun

Professional to `enabled`. To disable the rule, click the corresponding icon.

- **P** – Use the available up and down arrows icons to change the rule's position inside the group.

Note

All the changes made are counted: `{x} changes pending in the rules order`. The counter, located above the table, is increased for each rule whose position has been modified.

Two pending changes in the rules' order

In order for the changes to be effective, you have to click the Apply the changes link.

- **Action** – The action performed when the caller's number matches the rule.

The possible actions are:

- **Play busy** – VoxSun Professional plays a **busy signal** to let the caller know that the number he is trying to reach is engaged in another call.

- **Play congestion** – VoxSun Professional plays a **fast busy signal** (known in telephony as a **congestion tone**) to let the caller know that the call was unsuccessful.
- **Hang up** – VoxSun Professional hangs up the incoming call.
- **Transfer to** - VoxSun Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.
- **Cascade** - VoxSun Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.

  Note

  This rule is available for `Phone terminal` extensions only.

- **Authenticate** - VoxSun Professional requires the caller to provide a password before his call can be transferred to the desired destination.

  Note

  This rule is available for **Phone terminal** extensions only.

- **Set call priority** - If you want certain calls to be treated with a predefined priority by your queue extension, VoxSun Professional allows you to set the order in which the incoming calls are routed through the queue.

  Note

  This rule is available for **Queue** extensions only.

Note

You can edit the rule's parameters by clicking the action link. The rule will be displayed in the top area of the page, in the **Add Incoming Call Rules** section.

- **Number Check** – VoxSun Professional can apply the rule to the calls that match or do not match the phone number specified by the rule. The possible values for this field are:
  - **Matches number {callerID}** – For the rule to be applied, the caller's phone number must match the specified CallerID.
  - **Does not match number {callerID}** – For the rule to be applied, the caller's phone number must be different than the specified CallerID.

    - **Is anonymous** – The rule will be applied if the incoming call does not have any CallerID information.
    - **Is any** - The rule is applied to all the incoming calls, no matter their CallerID.
- **In Time Interval** – The time interval when the incoming call must be received for the rule to be applied.
- **Destination** – In case the action is **Transfer to** or **Cascade**, this column displays where the call will be redirected: either to another phone number or to the extension's `Voicemail`.

  Note

  If more then one destination was defined for a rule, then all the numbers will be displayed separated by "," (comma). For example: `0100*001,08005,09010`.

- **Ring For** - This column displays for how many seconds the extension(s) to which the calls are transferred to will be rung before hanging up. The option is specific to the **Transfer to** and **Cascade** actions.
- **Extension Status** - This column displays if the rule requires the status of the extension receiving the incoming call to be checked or not. The option is specific to the **Transfer to** action.

  Note

  This column is displayed for the `Phone terminal` extensions only.

- **Call Status** - In case the action is **Transfer to**, this column displays the reason for which the incoming calls had to be transferred to the new destination(s). For example, one can choose to transfer only the calls `Rejected` by the targeted extension.

  Note

  This column is displayed for the `Phone terminal` extensions only.

- **Final** - This column displays if the rule is final or not.

- **Key** - The text box displays the key that can be used to enable/disable the routing rule from the phone terminal pad by dialing ***74 {key}**. To modify the current key, fill in a new value and click the Apply the changes link available on the right side of the list table.

Caution

There is an implicit rule that accepts **ALL** the calls from **ALL** the destinations in **ANY** time interval that is not shown!

Add an Incoming Call Rule

The **Add Incoming Call Rules** section provides all the buttons, text boxes and drop-down lists required to define one or more incoming call rules.

Note

You can add up to 10 rules at the same time by using the icons.
When editing an existing incoming call rule, this icons will be grayed out:

VoxSun Professional allows you to choose from the following rules:

- **Play busy** – VoxSun Professional plays a **busy signal** to let the caller know that the number he is trying to reach is engaged in another call.
- **Play congestion** – VoxSun Professional plays a **fast busy signal** (known in telephony as a **congestion tone**) to let the caller know that the call was unsuccessful.
- **Hang up** – VoxSun Professional hangs up the incoming call.
- **Transfer to** - VoxSun Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.

Note

Starting VoxSun Professional 2.5.1, the called party, if a public destination, can be allowed to transfer the calls as well.

- **Cascade** - VoxSun Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.

Note

This rule is available for `Phone terminal` extensions only.

- **Authenticate** - VoxSun Professional requires the caller to provide a password before his call can be transferred to the desired destination.

Note

This rule is available for `Phone terminal` extensions only.

- **Set call priority** - If you want certain calls to be treated with a predefined priority by your queue extension, VoxSun Professional allows you to set the order in which the incoming calls are routed through the queue.

Note

This rule is available for `Queue` extensions only.

After configuring the desired incoming call rules, click **OK** to add them to the list or **Cancel** to return to the previous page without saving them.

Adding the 'Play busy' Rule

The **Play busy** rule structure is:

{Play busy} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

Where:

- **{callerID_action}** - Use this drop-down list to choose whether the **Play busy** rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
  - **matches** – The incoming call matches the number specified in the next text box.
  - **does not match** – The incoming call does not match the number specified in the next text box.
  - **is anonymous** – The incoming call does not have any CallerID information.

Note

If this option is selected, than the next text box is grayed out.

- **is any** - The **Play busy** rule will be used for all the incoming calls, no matter their CallerID.

Note

If this option is selected, than the next text box is grayed out.

Note

The default value is, in this case, **is any**.

- **{number}** - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the VoxSun technical platform number matching. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

- Number `0.` will match any number starting with 0.
- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between
  2 and 9, for example `1528`.

- **{time_interval}** - Use this drop-down list to choose the time interval when the incoming calls must be checked.

Note

By default, the first value available in the list is selected, **Anytime** in this case.

- **{rule_position}** - Use this text box to specify the rule's order in the list.

Caution

The rule's position in the group is very important because it defines the order in which VoxSun Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- **{key_value}** - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing ***74** **{key_value}**.
- **{Do not follow}** - This rule is considered final and no other rules will be applied after it if the call is not completed.

Adding the 'Play congestion' Rule

The **Play congestion** rule structure is:

{Play congestion} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the Adding the 'Play busy' Rule section.

Adding the 'Hang up' Rule

The **Hang up** rule structure is:

{Hang up} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the Adding the 'Play busy' Rule section.

Adding the 'Transfer to' Rule

The **Transfer to** rule structure is, for the `Phone terminal` extensions:

{Transfer to} {transfer_destination} {destination_number} and ring these for {ring_time} seconds

when CallerID {callerID_action} {number} and call is in time interval {time_interval}

and extension status is {extension_status} and call status was {call_status}.

Before connecting the caller to destination, {action} for his name.

Also, {permission} public called destinations to transfer calls.

{call_action} extension {current_ext_no}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {future_action} other rules when call is not completed.

For all the other extension types, the **Transfer to** rule structure is simplified to:

{Transfer to} number(s) {destination_number} and ring these for {ring_time} seconds

when CallerID {callerID_action} {number} and call is in time interval {time_interval}

Before connecting the caller to destination {action} for his name.

Also, {permission} public called destinations to transfer calls.

{call_action} extension {current_ext_no}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {future_action} other rules when call is not completed.

Where:

- **{transfer_destination}** - Use this drop-down list to select if you want the calls to be transferred either directly to the extension's **voicemail** or to another **number**.

Caution

The feature is available for the `Phone terminal` extensions only.

Note

In order to be able to transfer the calls to the extension's voicemail, the **Enable voicemail** check box must be selected from the **Phone terminal**

setup page.

Note

If you have chosen to transfer the calls to the extension's voicemail, then the **{destination_number} and ring these for {ring_time} seconds** text will be replaced with **voicemail of extension {current_extension_number}** to underline that the call is directly diverted to the voicemail.

Also, the

Before connecting the caller to destination, {action} for his name.

Also, {permission} public called destinations to transfer calls. {call_action} extension {current_ext_no}.

lines will not be displayed.

Note

By default, the first value available in the list is selected, **number(s)** in this case.

- **{destination_number}** - Use this text box to specify the number(s) of the extension(s) you want to transfer the incoming calls to.

Note

The destination numbers may belong to other local extensions, remote extensions or ring groups.

- **{ring_time}** - Fill in the number of seconds the extension to which the calls are transferred to will be ringed before hanging up. The default value is equal to the one previously set by the system administrator.
- **{callerID_action}** - Use this drop-down list to choose whether the **Transfer to** rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
  - **matches** – Only the incoming calls whose CallerID matches the number specified in the next text box will be transferred.
  - **does not match** – Only the incoming calls whose CallerID does not match the number specified in the next text box will be transferred.
  - **is anonymous** – Only the incoming calls that do not have any CallerID information will be transferred.

Note

If this option is selected, then the **{number}** text box is grayed out.

- **is any** - The **Transfer to** rule will be used for all the incoming calls, no matter their CallerID.

Note

If this option is selected, then the **{number}** text box is grayed out.

Note

The default value is, in this case, **is any**.

- **{number}** - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the VoxSun technical platform number matching. You can enter an expression that matches multiple numbers. Remember that:

X - Matches any digit from 0-9.

Z - Matches any digit form 1-9.

N - Matches any digit from 2-9.

[] - Matches any digit or letter in the brackets.

. - Matches one or more characters.

* - Matches 0, 1 or any number of the previous expression.

For example:

- Number `0.` will match any number starting with 0.
- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between
  2 and 9, for example `1528`.

- **{time_interval}** - Use this drop-down list to choose the time interval when the incoming calls must be checked.

Note

By default, the first value available in the list is selected, **anytime** in this case.

- **{extension_status}** - Use this drop-down list to select the status of the extension receiving the incoming call:
  - **does not matter** - All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of its status.
  - **registered** - The incoming calls will be transferred to the new destination(s) only if the current extension is registered.
  - **not registered** - The incoming calls will be transferred to the new destination(s) only if the current extension is not registered.

  Caution

  The feature is available for the `Phone terminal` extensions only.

  Note

  By default, the first value available in the list is selected, **does not matter** in this case.

- **{call_status}** - Use this drop-down list to select the reason for which the incoming calls have to be transferred to the new destination(s):
  - **does not matter** - All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of their status.
  - **not answered** - Only the calls that have not been answered will be transferred to the new destination(s).
  - **busy** - If a call is received when the callee is involved in another conversation, than this call will be transferred to the new destination.

  Caution

  The feature is available for the `Phone terminal` extensions only.

  Note

By default, the first value available in the list is selected, **does not matter** in this case.

- **{action}** - Use the drop-down list to select if you want the caller's name to be requested before connecting the call or not.

Note

The default value is **don not ask**.

- **{permission}** - Use the available drop-down list to decide whether to allow the called public phone number(s) to further transfer the call(s) to other destinations or not.

  For example, let us assume that you have decided to transfer the incoming calls to `1234`. If you choose **Allow**, then `1234` will be able to redirect the calls transfered to it to another destination.

Note

The extension that has this option set to **Allow** within an Incoming Call Rule (ICR) rule is charged for any transfer the public destination performs.

- **{call_action}** - Use this drop-down list to choose whether you want the current extension to be called as well when an incoming call is received or not. If you select **do not call**, then only the extension the calls are transferred to will be ringed.

Caution

The feature is available for the `Phone terminal` extensions only.

Note

By default, the first value available in the list is selected, **do not call** in this case.

- **{current_extension_number}** - This is the current extension's number.

Caution

The feature is available for the `Phone terminal` extensions only.

- **{rule_position}** - Use this text box to specify the rule's order in the list.

Caution

The rule's position in the group is very important because it defines the order in which VoxSun Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- **{key_value}** - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing ***74**
  {key_value}.
- **{future_action}** - Choose if you want the rule to be considered final or not:
  - **Do not follow** - The rule is final and no other rules will be applied after it if the call is not completed.
  - **Follow** - This rule is not final and other rules can be applied after it if the call is not completed.

Adding the 'Cascade' Rule

Caution

This rule can be added for `Phone terminal` extensions only.

The **Cascade** rule structure is:

{Cascade} when CallerID {callerID_action} {number} and call is in time interval {time_interval} and ring below numbers for {ring_time} seconds:

call number {destination_number} after {waiting_time}

seconds

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Follow/Do not follow} other rules when call is not completed.

Where:

- **{callerID_action}** - Use this drop-down list to choose whether the **Cascade** rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:

- **matches** – The incoming call matches the number specified in the next text box.
- **does not match** – The incoming call does not match the number specified in the next text box.

- **is anonymous** – The incoming call does not have any CallerID information.

  Note

  If this option is selected, than the next text box is grayed out.

- **is any** - The **Cascade** rule will be used for all the incoming calls, no matter their CallerID.

  Note

  If this option is selected, than the next text box is grayed out.

Note

The default value is, in this case, **is any**.

- **{number}** - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the VoxSun technical platform number matching. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

- Number `0.` will match any number starting with 0.

- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between
  2 and 9, for example `1528`.

- **{time_interval}** - Use this drop-down list to choose the time interval when the incoming calls must be checked.

Note

By default, the first value available in the list is selected, **Anytime** in this case.

- **{ring_time}** - Use this text box to specify for how many seconds the destination cascade extension(s) will be ringed when an incoming call is received.
- **{destination_number}** - Use the available text box to fill in the numbers to be called in cascade.

Note

It is possible to add up to 10 cascade rules/numbers to a single rule using the icons.

Note

The destination numbers may belong to other local extensions, remote extensions or ring groups.

- **{waiting_time}** - Use this text box to specify after how many seconds since the previous destination was called VoxSun Professional will attempt to call the next one.
- **{rule_position}** - Use this text box to specify the rule's order in the list.

Caution

The rule's position in the group is very important because it defines the order in which VoxSun Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- **{key_value}** - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing ***74**
{key_value} .

- **{Follow/Do not follow}** - Choose if you want the rule to be considered final or not:
  - **Follow** - This rule is not final and other rules can be applied after it if the call is not completed.
  - **Do not follow** - The rule is final and no other rules will be applied after it if the call is not completed.

Adding the 'Authenticate' Rule

Caution

This rule can be added for `Phone terminal` extensions only.

The **Authenticate** rule structure is:

{Authenticate} when CallerID {callerID_action} {number} and call is in time interval {time_interval} require password {password} and play sound {sound} 

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Follow/Do not follow} other rules when call is not completed.

Where:

- **{callerID_action}** - Use this drop-down list to choose whether the **Authenticate** rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
  - **matches** – The incoming call matches the number specified in the next text box.
  - **does not match** – The incoming call does not match the number specified in the next text box.
  - **is anonymous** – The incoming call does not have any CallerID information.

Note

If this option is selected, than the next text box is grayed out.

- **is any** - The **Authenticate** rule will be used for all the incoming calls, no matter their CallerID.

Note

If this option is selected, than the next text box is grayed out.

Note

The default value is, in this case, **is any**.

- **{number}** - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the VoxSun technical platform number matching. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

  - Number `0.` will match any number starting with 0.
  - Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between
    2 and 9, for example `1528`.

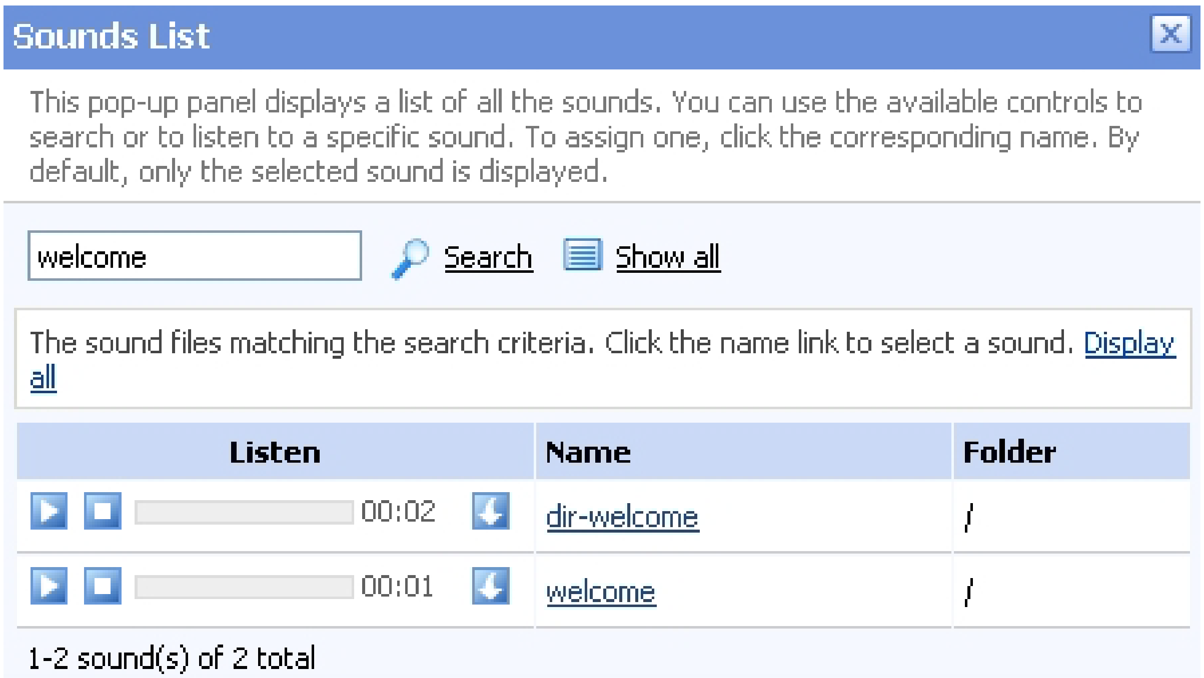
- **{time_interval}** - Use this drop-down list to choose the time interval when the incoming calls must be checked.

Note

By default, the first value available in the list is selected, **Anytime** in this case.

- **{password}** - Use this text box to specify the password that the caller will have to provide in order for his call to be routed to the desired destination.

- **{sound}** - Use the to select the sound to be played to the caller when the password is requested. A pop-up panel listing all the available sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

//// placed before the name of a folder signals the admin's default folder.

/// placed before the name of a folder signals the reseller's default folder.

// placed before the name of a folder signals the client's default folder.

/ placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **{rule_position}** - Use this text box to specify the rule's order in the list.

Caution

The rule's position in the group is very important because it defines the order in which VoxSun Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- **{key_value}** - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing ***74**
  {key_value} .
- **{Follow/Do not follow}** - Choose if you want the rule to be considered final or not:
  - **Follow** - This rule is not final and other rules can be applied after it if the call is not completed.
  - **Do not follow** - The rule is final and no other rules will be applied after it if the call is not completed.

Adding the 'Set call priority' Rule

Caution

This rule can be added for `Queue` extensions only.

The **Set call priority** rule structure is:

{Set call priority} when CallerID {callerID_action} {number} and call is in time interval {time_interval} to {call_priority}

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

Where:

- **{callerID_action}** - Use this drop-down list to choose whether the **Set call priority** rule will be performed for incoming calls that match or do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
  - **Matches** – The incoming call matches the number specified in the next text box.
  - **Does not match** – The incoming call does not match the number specified in the next text box.
  - **Is anonymous** – The incoming call does not have any CallerID information.

    Note

    If this option is selected, than the next text box is grayed out.
  - **Is any** - The **Set caller priority** rule will be used for all the incoming calls, no matter their CallerID.

    Note

    If this option is selected, than the next text box is grayed out.

  Note

  By default, the first value available in the list is selected, **Matches** in this case.
- **{number}** - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

  Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the VoxSun technical platform number matching. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

- Number `0.` will match any number starting with 0.
- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between
  2 and 9, for example `1528`.

- **{time_interval}** - Use this drop-down list to choose the time interval when the incoming calls must be checked.

  Note

  By default, the first value available in the list is selected, **Anytime** in this case.

- **{call_priority}** - Fill in the importance you want to associate to the specified number(s). The **Set call priority** rule gives the ability to queue a call not at the end of the queue, but anywhere in the queue, according to the call's priority set here.

  Note

  Higher values mean higher priority.

- **{rule_position}** - Use this text box to specify the rule's order in the list.

  Caution

The rule's position in the group is very important because it defines the order in which VoxSun Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- **{key_value}** - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing ***74** **{key_value}**.
- **{Do not follow}** - This rule is considered final and no other rules will be applied after it if the call is not completed.

Change the Incoming Call Rules Order

The rule's position in the group is very important because it defines the order in which VoxSun Professional verifies the existing rules in case of an incoming call. The program verifies the conditions of the rules and stops checking when it finds the first rule whose conditions are true.

To change a rule's order, follow the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2. Next, click the **Incoming call rules** icon available in the `Tools` area.
3. In the **Existing Incoming Call Rules** list, to move a certain rule to a higher position, click the up arrow. To move a rule to a lower position, click the down arrow.

Note

When you change the order of the call rules in the list, VoxSun Professional displays the number of changes you have performed to remind you to save them before navigating away from the page. In the top left corner of the call list VoxSun Professional displays `{x} changes pending in the rules order`.

4. Click the Apply changes link to save the changes you have made on the call rules list.

Manage Extension's Outgoing Call Rules

VoxSun Professional allows extensions to block certain outgoing calls, based on the time interval when the call was dialed and the callerID of the system user that dialed the number.

Outgoing Call Rules Overview

The **Edit Outgoing Call Rules for Extension {extension_name}** page can be accessed by following the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2. Next, click the **Outgoing call rules** icon available in the `Tools` area.

The following actions can be performed:

- Add new outgoing call rules.
- Change the priorities of the rules.
- Delete existing outgoing call rules.

The **Existing Outgoing Call Rules** are displayed in a table:

Existing Outgoing Call Rules

Remove selected

S	Action	Number	In time interval	
	Block	342	Anytime	

The outgoing call rules table

The details available for each existing rule are:

- **S** – This rule's status is displayed using an icon:
  - Enabled
  - Disabled

Note

The status of all the newly added rules is automatically set by VoxSun Professional to `enabled`. To disable the rule, click the corresponding icon.

- **Action** – The measures taken by the application against a certain phone number.

- **Number** - The phone number affected by the chosen action.
- **In time interval** – The time frame when the rule is applied.

Add an Outgoing Call Rule

The **Edit Outgoing Call Rules** page provides the buttons, text boxes and drop-down lists that allow you to define one or more routing rules for outgoing calls.

Note

You can add up to 5 rules at the same time by using the icons.

The default rule structure is:

{action} number {number} if in time interval {time_interval}

Where:

- The first drop-down list displays the available **actions**. If you choose `Block`, VoxSun Professional prevents the outgoing calls to reach the specified **{number}**.
- Use the **{number}** text box to specify the telephone number you want to prevent the extension from calling.

Caution

Pay attention to the **number** entry. The number supports the VoxSun technical platform number matching system. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

- Number `0.` will match any number starting with 0.
- Number `1X[123]N` will match any number starting with 1, followed by any

digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between
2 and 9, for example `1528`.

- **{time_interval}** - Use this drop-down list to choose the time interval when the outgoing calls must be checked.

Note

By default, the first value available in the list is selected, **Anytime** in this case.

Caution

The `Block` rule is final. This means that when the rule is matched, other rules are no longer checked.

Manage Extension's Recorded Calls

VoxSun Professional allows the incoming and outgoing calls recording for the `Phone terminal`, `Conference` and `Queue` extension types.

Extension's Recorded Calls Overview

The **Recorded Messages of Extension {extension_name}** page can be accessed by following the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2. Next, click the **Recorded calls** icon available in the `Tools` area.

Here, you can find a list with all the incoming and outgoing calls recorded for the selected extension and, if the extension is part of a group, for all the other extensions that have the appropriate **Sharing Policy** enabled (either with `EVERYBODY`, or only with the group(s) the current extension is member of).

For example, let us assume that extension `001` is part of `Group 1`. Extension `002` is also part of that group. If extension `002` has the **Share my recordings with** `Group 1` policy enabled, then its recorded calls files will be visible to extension `001` as well.

Note

For more information about *Sharing Policies*, see this section.

Multiple operations can be performed using the controls available in this page:

- Search for specific recordings.
- Download recorded conversations on your computer.
- Remove recorded conversations.
- Activate/deactivate the call recording feature (this operation is available only for phone terminal extensions).

VoxSun Professional displays the following details about each existing recorded call:

- **T** – This icon displays the type of the call that was recorded:
  - For `Phone terminal` extensions:
    - Incoming
    - Outgoing
    - Unknown
  - For `Conference` extensions:
    - Conference call
  - For `Queue` extensions:
    - Queue call
- **Listen** - Use the available controls to listen to the call. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.
- **From** – The number of the extension recording the call. It is always the number of the current extension.

  Additionally, if the extension recording the call is different from the initial caller, then VoxSun Professional displays, between parenthesis, the caller's CallerID.

Note

For `Queue` extensions, VoxSun Professional displays, between parenthesis, the caller's CallerID name and CallerID number, exactly how they are displayed on the agent's screen. For example, the **From** column can display:

```
0087*014 (0100*001 via Call Center <0100*001>)
```

where:

- 0087*014 is the number of the current Queue extension recording the call.
- 0100*001 is the number of the extension calling the Queue extension.
- Call Center is the name of the current Queue extension, the one called by the user.
- <0100*001> is the caller's CallerID number.
- Taken as a whole, 0100*001 via Call Center represents the CallerID name displayed on the agent's screen when receiving the call.

Have in mind that the via syntax is displayed for all the calls that were internally transferred or that were routed by a certain extension (e.g.: IVR, Conference).

Caution

This column is displayed for Phone terminal and Queue extensions only!

- **To** - The number or the CallerID of the other party involved in the call. It can be both the caller or the callee.

  This column can also display:

  - Anonymous - If the other party decided to hide its identity.
  - Unknown - If the identity of the other party involved in the call could not be established.

Note

For Queue extensions, this column displays the number of the agent that answered the recorded the call.

Note

A Queue extension records a conversation starting with the moment the call is answered by an agent and not from the beginning, when the user places the call.

Note

This column is displayed for `Phone terminal` and `Queue` extensions only.

- **Conference** - The number of the `Conference` extension recording the call. It is always the number of the current extension.

Note

This column is displayed for `Conference` extensions only.

- **Conference ID** - This column displays the identification number of the conference that was recorded. This is useful when there are more than one scheduled conferences, helping you visualize which one of them was recorded. For example, if there are three scheduled conferences and the first one is recorded, then this column will display **1**.

Note

This column is displayed for `Conference` extensions only.

- **Folder** - The folder where the recorded calls are stored. Both the calls initiated and received by that extension are saved in the same folder.
- **Size** – The recorded file's size, in KB.
- **Created** – The date and time when the recorded conversation started.

Searching the Recorded Calls List

When you are searching for specific recorded call files, you can use one or more of the available filters:

Show folder {folder} Search {text}, where:

- **{folder}** - Use the drop down list to select the folder in which you want to search for certain recorded calls. Basically, the folder name is the number of the extension that recorded the calls. If you do not to limit the search, select `Alls`.

  The list will be automatically updated according to your choice.
- **{text}** - Use the available text box to specify the number or the CallerID of the extension you are looking for. The search results include both the incoming and the outgoing recorded calls.

Enable or Disable Call Recording

- **Activate recording** – Use this icon to activate call recording.

- **Deactivate recording** – Use this button to deactivate call recording.

Note

This option is available for the `Phone terminal` extensions only.

Manage the Call Screening Preferences

Screening

The **Screening** feature allows you to define phone numbers that cannot be called by the respective phone terminal extension.

Note

In order to filter calls, you must define database categories first.

The **Call Screening for Extension {extension_name}** page can be accessed by following the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2. Next, click the **Call screening** icon available in the `Tools` area.

The customizable options that allow you to filter the extension's outgoing calls are grouped into two tabs:

1. **Screening**
   - **Call Screening**
     - **Screening behaviour** - Use the available radio buttons to define the screening feature's behaviour. The following options are available:
       - **Do not use filtering** - All the outgoing calls are allowed, no filtering is applied.
       - **Filter calls to selected numbers** - This option allows you to specify the phone numbers that extension will not be able to call. When this option is selected, the following sections are available:

- **Screen all calls to numbers in** - The extension will not be able to call the phone numbers from the database categories that are assigned to be screened. To assign a category, choose it from the **Available categories** list and click its name. The application will automatically transfer it to the **Assigned categories** list.

    The **Assigned categories** list contains all the database categories that are screened. To delete a category from this list, click its name. The application will automatically transfer it back to the **Available categories** list.

  - **But allow calls to** - This section contains the database categories that can be called, OVERRIDING the screening rules set in the **Screen all calls to numbers in** section.

    To assign a category, choose it from the **Available categories** list by clicking its name. The application will automatically transfer it to the **Assigned categories** list.

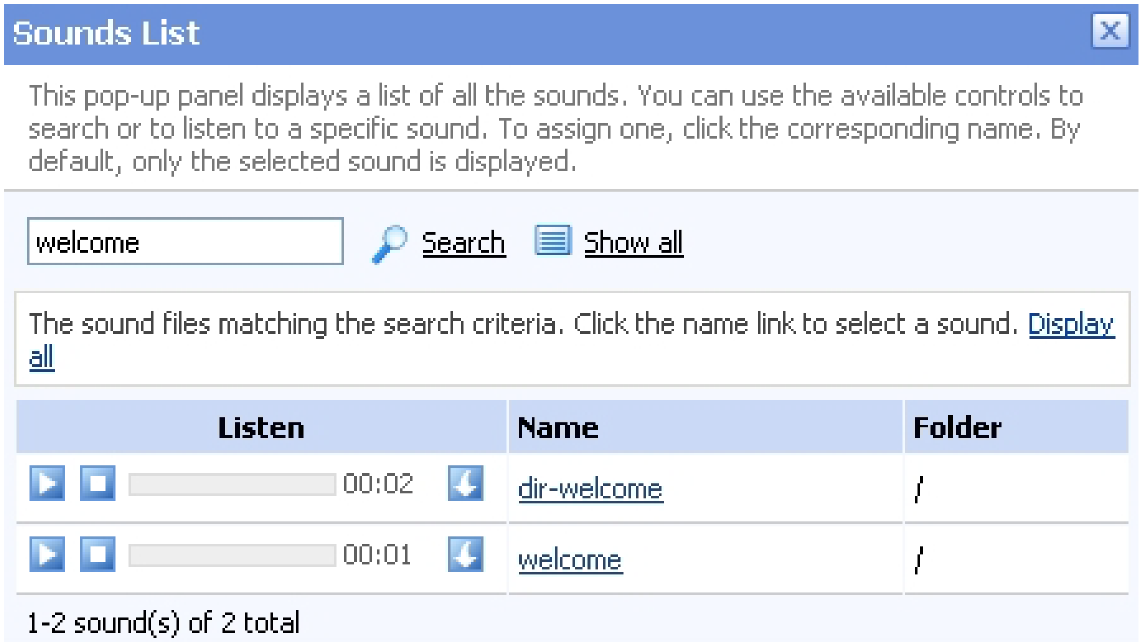
    The **Assigned categories** list contains all the database categories that are screened. To delete a category from this list, click its name. The application will automatically transfer it back to the **Available categories** list.

- **Permit only calls to selected numbers** - When this option is selected, the extension will only be able to call the numbers from the assigned database categories.

  To assign a database category, choose it from the **Available categories** list and click its name. The application will automatically transfer it to the **Assigned categories** list.

  The **Assigned categories** list contains all the database categories that are screened. To delete a category from this list, click its name. The application will automatically transfer it back to the **Available categories** list.

- **Behavior Settings**
  - **Play sound when access is restricted** - Use the available text box or the  icon to specify the sound that will be played to the caller when the access is restricted. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

2. **Call Screening Database** - Use this tab to define the database categories and the corresponding phone numbers, required to for the **Call screening** feature.

Database Categories

The database categories are phone number collections used for screening the outgoing calls of a phone terminal extension. The **Call Screening Database for Extension {extension_number}** page has two sections:

- **Tools** - You can use the available icons to add new database categories and phone numbers:
  - **Add phone number** - Click this icon to go to the **Add Phone Numbers Database for Extension {extension_number}** page that allows you to define the new database number.
  - **Database categories** - Click this icon if you want to add a new database category for screening using the controls available in the

Database Categories section.

For more details, check the Add a Database Category section. Note that the category defined here can be **Available to** the current extension only.

If there is at least one available category for the selected extension, then details about it are displayed in the **Database Categories** table. More information can be found here .

- **Phone Numbers** - This list displays all the phone numbers currently defined for screening .

Add New Database Numbers

The **Add Phone Numbers Database for Extension {extension_number}** page allows you define new database numbers either by importing them from an existing file, or by manually adding each one of them.

For more details on how to use these controls, see the Add a New Category Number section.

Manage the CallNow Preferences

Note

The **CallNow** function can be used by `Phone terminal` extensions only.

The **CallNow** interface allows anyone in the world with Internet access to contact an extension from a VoxSun Professional server. After filling in the requested details, the extension will call the user back based on the number of the external request. The extension's specific routing, screening and charging rules will apply exactly as if the call was initiated by the extension.

Note

When the feature is not activated, VoxSun Professional displays the following message:

The **CallNow** function can be activated by following the next steps:

1. Select the **Allow people to call me** check box.
2. Configure the parameters available in the **Allow CallNow** section:
   - **CallNow ID** - Use the available text box to fill in the CallerID associated to this extension or use the default one (e.g.: `ba538fb568343064`).

- **I am available only in time interval** - Use the drop-down list to choose one of the already defined time intervals in which the extension owner will be available to be contacted via **CallNow**. By default, the `Anytime` interval is selected.

- **Do not allow people to contact me while I am on the phone** - Select this check box if you would like all the **CallNow** requests to be rejected while the extension owner is involved in a call.

- **Confirmation required before connecting me to caller** - Select this check box if you want the extension owner to confirm before accepting a **CallNow** request.

- **Show my name on the public CallNow interface** - Select this check box if you want the extension owner's name to be made public in the **CallNow** interface.

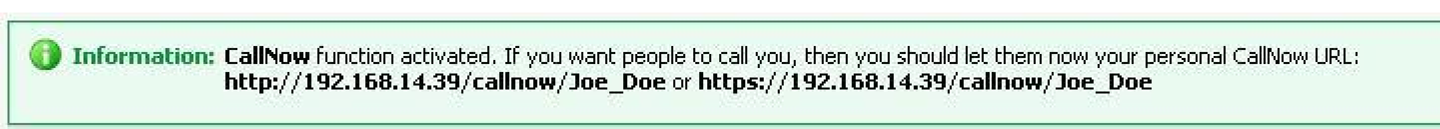
- **Ask for the name of the caller** - Select this check box if you do not want the anonymous callers to be accepted.

- **Use image validation on the public interface** - When this check box is selected, a random validation security image is used.

- **Language** - Use the drop-down list to select the language in which the **CallNow** interface will be displayed. You may choose either the default language or `User's choice` to let the caller decide.

- **Message on the public interface** - Use this text box to specify a welcome message for the extension's public interface.

3. Click **Ok** to activate **CallNow**. A confirmation message that includes the extension's personal CallNow URL is displayed:



where `Joe_Doe` is the **CallNow ID**

specified earlier. For more information

about **CallNow**, click here.

Manage Extension's Charging Limits

Caution

This section will be displayed only if:

- Charging is enabled on the VoxSun Professional server.
- The extension was created with a charging plan attached to it.

VoxSun Professional allows you to set charging credits when the extension operates under a `Prepaid` charging plan. You can choose to adjust the charging credit of a particular extension by adding extra credit to that account. Also, if required, you can decrease the amounts as well.

Note

If the extension operates under a `Prepaid` charging plan, you can only offer *charging credits*.

View Extension's Charging Limits History

Note

The information displayed in the **Limits History** table is the same as for the client account.

VoxSun Professional allows you to view detailed information about the charging limits added to modify the ones enforced by the account's charging plan. To do so, click the **Charging limits** icon available in the `Tools` area.

Limits History

Remove selected

Incoming money limit	Outgoing money limit	Included minutes	Increase monthly	Order number	Date added
75 USD	30 USD	28 minutes	Yes	3	Jul 29, 2010 16:08:40
-5,800 USD	-1,000 USD	180 minutes	No	2	Jul 29, 2010 16:07:57
120 USD	100 USD	45 minutes	No	1	Jul 29, 2010 16:07:36

3 recharge(s) Number of entries per page: 10 25 100

The extra limits

The **Limits History** table displays the following information:

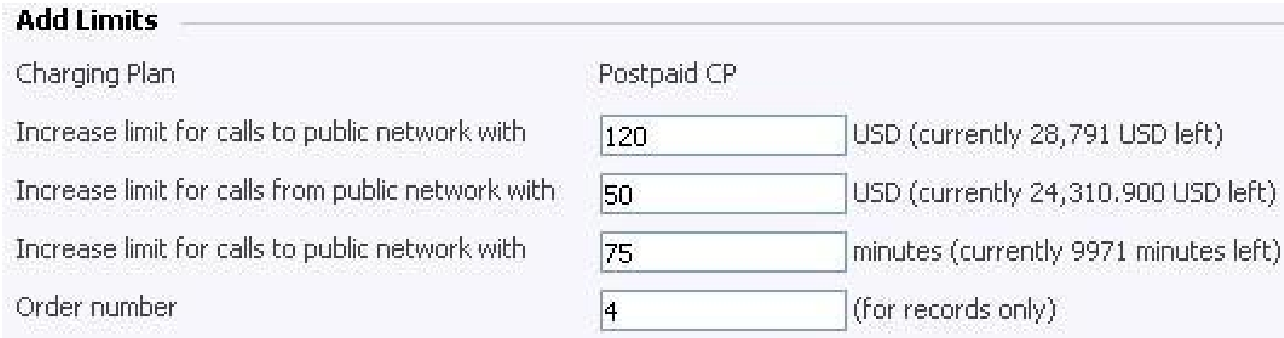
- **Incoming money limit** – Displays the supplementary credit for external incoming calls.
- **Outgoing money limit** – Displays the supplementary credit for external outgoing calls.
- **Included minutes** – Displays the supplementary minutes allocated to the account.
- **Increase monthly** – Displays when the extra charging limits will be used:
    - **Yes** - The charging limit will be automatically applied monthly.
    - **No** - The charging limit will be applied only once, in the current month.
- **Order number** – Displays the number of the request made to allocate the new charging limits.
- **Date added** – Displays the date when the charging limits were enforced.

Add Limits to an Extension Account

Caution

You can increase the existing limits only if they were not previously set to **Unlimited** in the account's charging plan.

The **Add Limits** section allows you to add extra money or supplementary minutes to be used by the extension.



Adding extra limits

Follow the next steps to finalize the process:

1. Fill in the desired fields:

   - **Charging plan** - The name of the charging plan used by the account. It cannot be modified.

   - **Increase limit for calls to public network with {amount} {currency} (currently {available_amount} {currency} left)** – Use the available text box to fill in the money amount you want to add to the outgoing external calls limit initially set up in the account's charging plan.

     Note

     Between parentheses you can see the total amount currently available for outgoing calls to destinations outside the system.

   - **Increase limit for calls from public network with {amount} {currency} (currently {available_amount} {currency} left)** – Use the available text box to fill in the money amount you want to add to the incoming external calls limit initially set in the account's charging plan.

     Note

     Between parentheses you can see the total amount currently available for incoming calls from destinations outside the system.

   - **Increase limit for calls to public network with {amount} minutes (currently {available_amount} minutes left)** – Use the available text box to fill in with how many minutes you want to supplement the ones already defined in the account's charging plan.

Note

Between parentheses you can see the number of minutes currently available.

- **Order number** – Fill in the identification number of the request for allocating these charging limits.
- **Limits must be increased every month [] with the above values** - Select this check box if you want the limits to be automatically increased with the specified amount(s)on a monthly basis.

Note

The **{currency}** is the system default one set by the system administrator.

2. Click **Ok** to add the limits or **Cancel** to return to the previous page without modifying anything.

Remove Extension's Charging Limits

To monthly charging limits can be removed by following the next steps:

1. Choose the charging limits you want to delete by selecting their corresponding check boxes.

Note

You cannot delete a charging limit that is set for one month only. However, if you have made a mistake and you want to modify the limit you have previously added, you have to insert a new charging limit with a similar negative value (with a minus in front). Next, click **Ok** to confirm or **Cancel** to go back without making any changes.

2. Click the Remove selected link. A confirmation pop-up window will be displayed.
3. Click **Ok** if you want to remove the extra charging limit(s). If you do not want to proceed, click **Cancel**.

Manage Extension's Charging Credits

Caution

This section will be displayed only if:

- Charging is enabled on the VoxSun Professional server.
- The extension was created with a charging plan attached to it.

VoxSun Professional allows you to set charging credits when the extension operates under a `Prepaid` charging plan. You can choose to adjust the charging credit of a particular extension by adding extra credit to that account. Also, if required, you can decrease the amounts as well.

Note

If the extension operates under a `Postpaid` charging plan, you can only extend his *charging limits*.

View Extension's Charging Credits History

Note

The information displayed in the **Credit History** table is the same as for the client account.

VoxSun Professional allows you to view detailed information about the recharges made by the system administrator to supplement the charging credits enforced by the extension's charging plan. To do so, click the  **Charging credits** icon available in the `Tools` area.

Credit History

Incoming calls credit	Outgoing calls credit	Order number	Date added
20.000 USD	10.000 USD	1	May 28, 2010 12:39:44
100.000 USD	25.000 USD	-	May 28, 2010 12:38:48

2 recharge(s) Number of entries per page: 10 25 100

The extra credits

The **Credit History** table displays the following information:

- **Incoming calls credit** – Displays the supplementary credit for incoming calls.

- **Outgoing calls credit** – Displays the supplementary credit for outgoing calls.

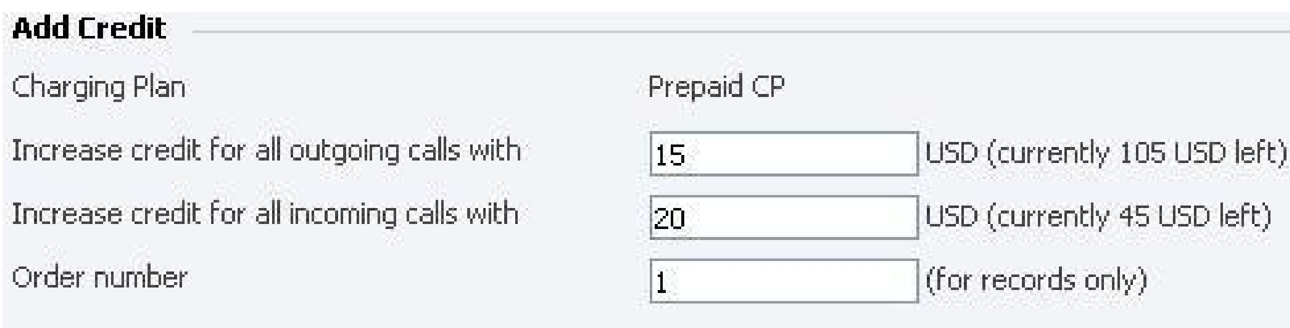
- **Order number** – Displays the number of the request made to allocate the new charging credits.
- **Date added** – Displays the date when the new charging credits were enforced.

Add Credits to an Extension Account

Caution

You can increase the existing credits only if they were not previously set to **Unlimited** in the account's charging plan.

The **Add Credit** section allows you to add extra credits to be used by the account.



Adding extra credit to an extension account

Follow the next steps to finalize the process:

1. • **Charging plan** - The name of the charging plan used by the account. It cannot be modified.

   • **Increase credit for all outgoing calls with {amount} {currency} (currently {available_amount} {currency} left)** – Use the available text box to fill in the supplementary amount to be added to the available credit for outgoing external calls.

Note

Between parentheses you can see the total amount currently available for outgoing calls to destinations outside the system.

- **Increase credit for all incoming calls with {amount} {currency} (currently {available_amount} {currency} left)** – Use the available text box to fill in the supplementary amount to be added to the available credit for incoming external calls.

Note

Between parentheses you can see the total amount currently available for incoming calls from destinations outside the system.

- **Order number** – Insert the identification number of the request for allocating the charging credits.

Note

The **{currency}** is the system default one set by the system administrator.

2. Click **Ok** to add the limits or **Cancel** to return to the previous page without modifying anything.

Decrease Extension's Charging Credits

You cannot remove a charging credit. However, if you have made a mistake and you want to modify the amount you have already added, insert a new charging credit with a negative value (with a minus in front). Next, click **Ok** to confirm or **Cancel** to go back without making any changes.

View Extension's Charging Plan

Caution

This section will be displayed only if:

- Charging is enabled on the VoxSun Professional server.
- The extension was created with a charging plan attached to it.

VoxSun Professional allows you to view detailed information about an extension account's charging plan. To access this information, click the  **Extension charging plan** icon available in the `Tools` area.

Depending on the charging plan type (`Prepaid` or `Postpaid`) and its settings, you can view one or more of the following sections:

- **Charging Plan Description** - This section displays basic information about the charging plan, including the call permissions and the available credit limits.
  - **Charging plan name** – The charging plan's descriptive name.
  - **Charging plan type** – The charging plan type: `Prepaid` or `Postpaid`.
  - **Allow incoming calls - Yes (from any network)** – VoxSun Professional displays this information only if the client's extensions can receive calls both from the extensions inside and outside the system.
  - **Allow calls to public network - Yes** – VoxSun Professional displays this information only if the extension can make calls to destinations outside the system.
  - **Allow local calls to extensions - Yes (owned by the same client like caller)** – VoxSun Professional displays this information only if the extension can make calls to destinations outside the system.
  - **Allow extended local calls to extensions - Yes (owned by other clients in the infrastructure)** – VoxSun Professional displays this information only if the extension can call other extensions in the system (that do not belong to the same client account).
  - **Limit for calls from public network {amount} {currency} (Remaining: {available_amount} {currency})** – The amount currently available for incoming calls and the total amount initially available to the extension.

    Note

    The **{currency}** is the server default currency defined by the system administrator.

    Note

    This information is available for `Postpaid` charging plans only.

  - **Limit for calls to public network {amount} {currency} (Remaining: {available_amount} {currency})** – The amount currently available for outgoing calls and the total amount initially available to the extension.

Note

The **{currency}** is the server default currency defined by the system administrator.

Note

This information is available for `Postpaid` charging plans only.

- **Remaining incoming calls credit {amount} {currency} (Remaining: {available_amount} {currency}** – The total amount initially available for external incoming calls and the amount currently available to the extension.

  Note

  The **{currency}** is the server default currency defined by the system administrator.

  Note

  This information is available for `Prepaid` charging plans only.

- **Remaining outgoing calls credit {amount} {currency} (Remaining: {available_amount} {currency}** – The total amount initially available for external outgoing calls and the amount currently available to the extension.

  Note

  The **{currency}** is the server default currency defined by the system administrator.

  Note

  This information is available for `Prepaid` charging plans only.

- **Number of recharges** - This line is available only if the the extension's credit was supplemented and it shows for how many time extra credit was added to the account.

  Note

  This information is available for `Prepaid` charging plans only.

- **Free Minutes** - This section provides an overview of the free minutes included in this user's charging plan.

  - **{total_amount} free minutes for area codes {codes} ({amount} free minutes remaining)** - The number of free minutes initially available for certain area codes and the remaining minutes currently available to the extension.

- **Limits for Calls to Public Network** – The number of outgoing minutes included in the charging plan, per time interval.

> **Note**
>
> This information is available for `Postpaid` charging plans only.

> **Note**
>
> VoxSun Professional displays this section only if the extension can make calls to destinations outside the system.

  - **{m} included minutes limit Anytime** - The number of minutes included in the extension's charging plan that can be used for outgoing calls **Anytime** (the system default time interval).
  - **{m} included minutes limit in time interval {T}** - The number of minutes included in the extension's charging plan that can be used for the outgoing calls initiated in the time interval **{T}**.
  - **{m} minutes and {s} seconds remaining in {current_month}/{year}** - The number of remaining minutes that can still be used for the outgoing calls initiated in the time interval **{T}**, in the current month.

- **Charges for Outgoing Calls** – These are the charges applied to conversations after the user has exceeded the number of available minutes.

  - **Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies to internal and public network calls.** - For the first **{T}** seconds, the call is taxed as one minute; afterwards, taxing is done every **{T}** seconds.
  - **Local calls are charged {amount} {currency}/second** – The fee charged for calls between extensions belonging to the same client account.

Note

The **{currency}** is the server default currency defined by the system administrator.

Note

VoxSun Professional displays this information only if the extension can call locally.

- **Extended local calls are charged {amount}{currency}/second** – The fee charged for calls between extensions belonging to different client accounts from the system.

  Note

  The **{currency}** is the server default currency defined by the system administrator.

  Note

  VoxSun Professional displays this information only if the extension can call locally extensions on different client accounts.

- **Public calls made in time interval {T} are charged {amount} {currency}/ second** – The price charged for the external calls made within the predefined time interval **{T}**.

  Note

  The **{currency}** is the server default currency defined by the system administrator.

  Note

  VoxSun Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- **Public calls made outside any predefined time intervals are charged {amount} {currency}/second** - The price charged for the external calls made outside any predefined time interval **{T}**. Basically, this is the price charged for the external calls made in the default **Anytime** time interval.

Note

The **{currency}** is the server default currency defined by the system administrator.

Note

VoxSun Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- **Charges for Incoming Public Calls** – These charges apply to calls received from outside the system.
  - **Calls are charged indivisible for the first {T} seconds and then every {T}seconds. Applies only to calls from public network.** - For the first **{T}** seconds, the call is taxed as one minute; afterwards, taxing is done every **{T}** seconds.
  - **Incoming public calls are charged {amount} {currency}/second** - The price charged for the received external calls.

Note

The **{currency}** is the server default currency defined by the system administrator.

Note

VoxSun Professional displays this information only if the extension is allowed to receive external calls.

Note
Some of these sections may not be displayed, depending on the user's charging plan. All these fields are related to the permissions and fees set for the current user in his
charging plan.

Manage Extension's Email Templates

The **Email Templates for Extension {extension_name}** page can be accessed by following the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2.

In the new opened page, click the **Email templates** icon available in the `Tools` area.

For a detailed overview, see the Manage Email Templates section from the **Manage System Templates** chapter.

Note that some of the functions described in the **Manage Email Templates** section may not be available or may be modified, depending on the access level.

You can customize the subject and the content of an email notification by following the next steps:

1. Click the icon corresponding to the chosen event.
2. A new page allowing you to edit the email subject and email body opens. Modify the text, keeping in mind the following rules:
   - You may use only plain text when writing the email subject and content. The email is also sent in plain text format.
   - You can include tags that will be automatically replaced by the system with the appropriate content. Examples:

     `[recipient_name]` is replaced with the name of the person receiving the notification.
3. Click **OK** to save the changes to the email. Click **Cancel** to return to the previous page without saving the changes.

The email templates that can be customized for an extension account are presented in the next sections.

The Extension's 'Extension Account Expiration Warning' Email Template

For more details about how to customize this template, see The 'Extension Account Expiration Warning' Email Template section.

The Extension's 'Extension Account Expired' Email Template

For more details about how to customize this template, see The 'Extension

Account Expired' Email Template section.

The Extension's 'Extension Charging Limit Warning' Email Template

For more details about how to customize this template, see The 'Extension Charging Limit Warning' Email Template section.

The Extension's 'Extension Charging Limit Exceeded' Email Template

For more details about how to customize this template, see The 'Extension Charging Limit Exceeded' Email Template section.

The Extension's 'Voicemail Message Notification' Email Template

For more details about how to customize this template, see The 'Voicemail Message Notification' Email Template section.

The Extension's 'Fax Message Received' Email Template

For more details about how to customize this template, see The 'Fax Message Received' Email Template section.

The Extension's 'Sent Fax Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax Accepted' Email Template section.

The Extension's 'Sent Fax Not Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax Not Accepted' Email Template section.

The Extension's 'Fax Delivery Report' Email Template

For more details about how to customize this template, see The 'Fax Delivery Report' Email Template section.

The Extension's 'Pre-Approved Fax Accepted' Email Template

For more details about how to customize this template, see The 'Pre-Approved Fax Accepted' Email Template section.

The Extension's 'Forgot Password' Email Template

For more details about how to customize this template, see The 'Forgot Password' Email Template section.

Restore the Default Settings

To restore the default notification settings and email contents, click the **Default** button.

Note

When you click the **Default** button, VoxSun Professional will not overwrite the other email address destination.

Phone Terminal Features

Manage a Phone Terminal's Voice Mailbox

This feature gives the user the possibility to leave a voice message if the called extension is unavailable and if it has the **Voice Mailbox** option enabled.

Voicemail Overview

The **Mail Messages of Extension {extension_name}** page can be accessed by following the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2. Next, click the **Mailbox** icon available in the `Tools` area.

Note

The **Mailbox** icon is available only if the extension's type is `Phone terminal` and the voicemail feature is enabled.

Here, you can find a list with all the voicemail messages recorded for the selected extension and, if the extension is part of a group, for all the other extensions that have the appropriate **Sharing Policy** enabled (either with

EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that extension 001 is part of Group 1. Extension 002 is also part of that group. If extension 002 has the **Share my voicemails with** Group 1 policy enabled, then its voicemail files will be visible to extension 001 as well.

Note

For more information about *Sharing Policies*, see this section.

Multiple operations can be performed using the controls available in this page:

- Search for specific messages.
- Download message files on your computer.
- Remove voicemail messages.
- Activate/deactivate the voicemail feature.

VoxSun Professional displays the following details about each existing voicemail message:

- **Listen** - Use the available controls to listen to the message. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **From** – The CallerID and the extension of the person who left the voicemail message.
- **Mailbox** - The number of the extension the voicemail message belongs to.
- **Folder** – The folder where the voicemail is stored.
- **Size** – The voicemail size, in KB.
- **Received at** – The date and time the voicemail message was recorded.

Searching the Voicemails List

When you are searching for specific voicemail messages, you can use one or more of the available filters:

Show mailbox {owner} Search {CallerID}, where:

- **{owner}** - Use the drop-down list to choose whose voicemail messages to be displayed:
  - `Personal` - Only the voicemails received by the current extension are displayed.

Note

This is the default value.

- `{extension_no}` - Depending on how many extensions in the group(s) have the voicemail **Sharing Policy** enabled, you can choose from the list the `{extension_no}` whose messages you want to see.

  Note

  For example, `Extension 1` is part of the `Phone Terminals` group. `Extension 2` and `Extension 3` are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their voicemails with the `Phone Terminals` group. Therefore, `Extension 1` will be able to see the voicemails both of `Extension 2` and `Extension 3`.

- `All` - Both the personal messages and the ones belonging to all the extensions in the group(s) that have the voicemail **Sharing Policy** enabled are displayed.

The list will be automatically updated according to your choice.

- **{CallerID}** - Use the available text box to specify the CallerID of the user that left the voicemail message you are looking for.

Check Your Messages

If you want to listen to your voicemail messages, you have the following options:

- **Use your computer** – This method will be described in this section.
- **Use your phone** – This can be done by calling ***95** from your local phone. If you want to listen to your messages from a remote location, call your extension's public phone number and then dial ***** during the voicemail invitation message.

To download the messages on your computer, follow the next steps:

1. Choose the voicemail message you want to save on your computer from the **Message List**.

2. Click its corresponding link available in the **From** column. Use the download pop-up window to confirm if you want to save the file on your computer or just to open it.

Note

VoxSun Professional names the message file using the standard format `msg{xxxx}.ext`, where `{xxxx}` is a number automatically assigned by VoxSun Professional and `ext` is the sound file extension.

3. Save the file on your local computer.

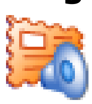
Now you can listen to the voicemail message using your favorite media player.

Note

Once you have downloaded a voice message, the message is marked as read and automatically moved from the **INBOX** folder to the **OLD** folder.

Manage Greetings

This feature allows you to upload new greeting files or to visualize the ones available in the system. The greeting is the message callers will hear prompting them to leave a voicemail message.

The **Greetings of Extension {extension_name}** page can be accessed by clicking the  **Manage greetings** icon available in the `Tools` area.

The information is grouped into several sections:

- **Upload Greeting** - Use this section to add new greeting messages.
  - **Greeting type** – Use the drop-down list to select the greeting message type:
    - **Temporary greeting**
    - **Unavailable message**
    - **My name**
    - **Busy message**
  - **Greeting file** – Use the button to locate the greeting file on your computer.

Note

The accepted file extensions are: `.mp3`, `.wav`, `.gsm` and `.raw`.

- Click **OK** to upload the selected file or **Cancel** to go back to the previous page without adding the greeting.

- **Greetings** - VoxSun Professional displays the following information about each existing greeting file:
  - **Listen to greeting** – The greeting file's name. Click the link to listen to it.
  - **Greeting type** – The greeting type.
  - **Size** – The greeting file size, in Kb.
  - **File created** – The date when the greeting file was added to the system.

Enable or Disable the Mailbox

- **Activate voicemail** – Click this icon to activate the voice mailbox.
- **Deactivate voicemail** – Click this icon to deactivate the voice mailbox.

Manage a Phone Terminal's Fax Messages

VoxSun Professional allows the `Phone terminal` type extensions to send and receive fax messages that can be managed through the VoxSun Professional control panel.

Fax Center Overview

The **Fax Messages of Extension {extension_name}** page can be accessed by following the next steps:

1. Choose the desired extension from the **Extensions Management** page and click its name link.
2. Next, click the **Fax center** icon available in the `Tools` area.

Here, you can find a list with all the fax messages received by the selected extension and, if the extension is part of a group, by all the other extensions that have the appropriate **Sharing Policy** enabled (either with EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that extension 001 is part of Group 1. Extension 002 is also part of that group. If extension 002 has the **Share my incoming**

faxes with `Group 1` policy enabled, then its faxes will be visible to extension `001` as well.

Note

For more information about *Sharing Policies*, see this section.

Multiple operations can be performed using the controls available in this page:

- Search for specific fax messages.
- Download fax files on your computer.
- Remove fax messages.
- Enable/disable the fax center.
- Manage the faxes sent by the current extension.

VoxSun Professional displays the following details about each fax message:

- **T** – This icon displays the fax message type:
  - Incoming
  - Outgoing
- **From** – The CallerID of the fax machine that sent the fax message. Click this ID to download the file on your computer.
- **Faxbox** - The number of the extension that received the fax message, for example **0006*001**.
- **Pages** – The number of pages the message was received in.
- **Size** – The fax file's size, in KB.
- **Received** – The date when the fax file was received.

Note

The new messages are displayed using bold characters.

Searching the Fax Messages List

When you are searching for specific fax files, you can use one or more of the available filters:

Search {text} belonging to {owner}, where:

- **{text}** - Use the available text box to specify the sender's CallerID.
- **{owner}** - Use the drop-down list to choose whose fax messages to be displayed:
  - `Personal` - Only the faxes of the current extension are displayed.

    Note

    This is the default value.

  - `{extension_no}` - Depending on how many extensions in the group(s) have the incoming faxes **Sharing Policy** enabled, you can choose from the list the `{extension_no}` whose files you want to see.

    Note

    For example, `Extension 1` is part of the `Phone Terminals` group. `Extension 2` and `Extension 3` are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their received fax messages with the `Phone Terminals` group. Therefore, `Extension 1` will be able to see the incoming faxes both of `Extension 2` and `Extension 3`.

    Caution

    This option is available if the extension is part of a group that has at least another extension with the incoming faxes **Sharing Policy** enabled.

  - `All` - Both the personal fax messages and the ones belonging to all the extensions in the group(s) that have the incoming faxes **Sharing Policy** enabled are displayed.

After you have decided on the filters you want to use, click the Search link to display only the fax messages that match your search criteria.

Enable or Disable Fax Center

- **Enable fax center** – Use this icon to enable the fax center.
- **Disable fax center** – Use this button to disable the fax center.

View the Sent Faxes List

VoxSun Professional allows the extensions to send fax messages using:

- **email messages**, by attaching the fax content as a `.pdf`, `.jpg` or `.tiff` file to an email message, which is sent to a special faxing email address on the server. For more information, go to the VoxSun Professional Knowledge Base area.
- **the VoxSun Professional interface**, by uploading a fax message as a `.pdf`, `.jpg` or `.tiff` file using the controls available in the **Sent Fax Messages of Extension {extension_name}** page, available for all the `Phone terminal` extensions that were configured to manage fax files.

To access the **Sent Fax Messages of Extension {extension_name}** management page, click the  **Sent faxes** icon available in the `Tools` area.

Here, you to send fax messages to various recipients and check the list of all the messages successfully sent or that are in process of being sent.

- **Upload Fax Files** - Use the controls available in this section when you want to send a new fax message.
  - **Send fax to recipients {number} Phone numbers (separated by commas)** - Use the expandable text box to specify the phone numbers you want to send the fax to. You cannot list more phone numbers then the **Maximum number of fax recipients** set by the system administrator.
  - **Fax file** - Use the button to locate the file(s) you want send. You cannot add more files than the **Maximum number of files per composed fax** set by the system administrator. Only the `.pdf`, `.jpg` and `.tiff` file types are supported.

    Use the buttons to add several files to the fax message.
  - **Send later** - When this check box is selected, the fax message will be saved under the status **Not approved**. Later, you will be able to click the Approved link in order to send the fax to its recipient(s).
  - Click **Ok** to upload the new fax. Click **Cancel** to go cancel return to the previous page without sending the fax message.

- **Sent Faxes** - This section displays the following information about each sent fax message:
  - **Source** - This icon shows how the fax message was sent:
    -  - From the VoxSun Professional interface.

-  - Using an email message.

- **ID** - The fax message ID that shows the chronological order in which the fax messages were sent.
- **Approved** - This column displays the fax message's approval status:
  - **Yes** - The fax message is approved.

    Note

    All the fax messages added from the interface are already approved.

  - No - The fax message has not been approved yet. It can be either pre- approved, if the **Status** column displays `Pre-Approved`, or a regular unapproved `email2fax` message. You can click the No link to manually approve the fax.

    Note

    The `Pre-Approved` status is available only for the fax messages sent by email that contain special headers.

  - **--** - This sign is displayed when an unapproved fax message was removed from the system.
- **Fax to** - The extension number of the fax message's recipient(s).
- **Status** - A fax message can have one of the following states:
  - **Not approved** - The fax message has not been approved.
  - **Pre-Approved** - The **Pre-Approved Fax** mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoxSun Professional . Also, it will no longer be required to click a link in order to accept sending the fax message.

    Note

    There is no confirmation needed for a fax message in the **Pre-Approved** status, it will be automatically sent in a few minutes after its creation.

- **Approved** - The fax message is approved and can be sent by clicking the link.
- **Scheduled for sending** - The fax message is scheduled for sending and VoxSun Professional tries to deliver it to the destination.

- **Sent** - The fax message was successfully sent to all recipients.
- **Partially sent** - The fax message was sent only to some of the recipients. Click the link to finalize the operation.
- **Send failed** - The fax message was not sent due to an error. Click the link to send it again.

  Note

  If a fax message's status is **Partially sent** or **Send failed**, you can re-schedule it for sending by clicking either its status, either the Resend link available in the **Sent on** column.

- **Canceled** - This fax message will no longer be sent to anyone.

  Note

  This status is displayed after clicking the Cancel link available in the **Sent on** column.

- **Purged** - A fax message reaches this status after it is erased from the system. This happens when the fax message has been stored in the system longer then the number of days allowed.

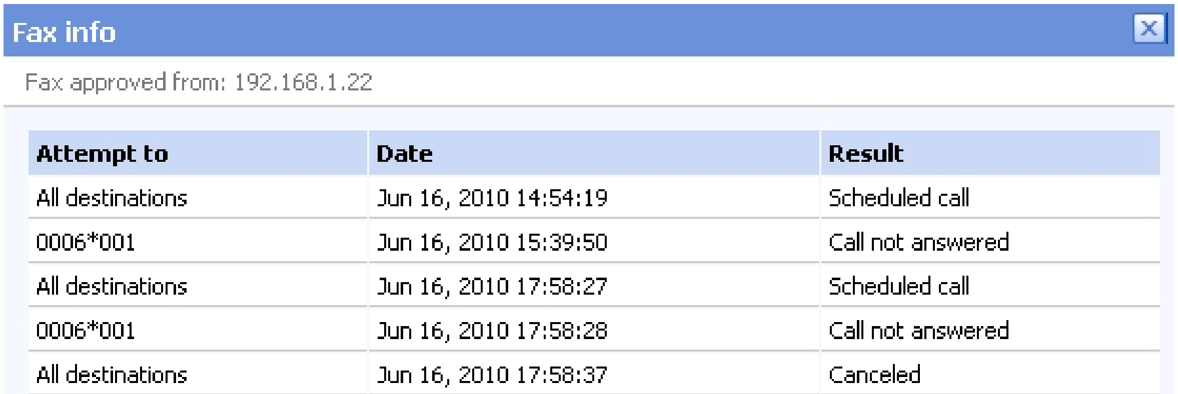
◦ **Size** - The size of the fax message, displayed in KB or MB.

◦ **Added** - The date the fax message was added to the system.

◦ **Sent on** - This field has different values, depending on the fax message **status**:

- If the fax message status is **Sent** or **Partially sent**, then here it is displayed the date when it was sent.
- If the status is Send failed, then here two links are displayed:
  - Resend - Click the link to retry to send the fax.
  - Cancel - Click the link if you do not want to send the fax message anymore. The status will change to **Canceled** .
- If the fax message's status is different from the above values, then only the Cancel link is displayed.

- **Info** - Clicking the available icon will open a pop-up panel that displays all the attempts to send the message and their outcome.


Fax info

Fax approved from: 192.168.1.22

Attempt to	Date	Result
All destinations	Jun 16, 2010 14:54:19	Scheduled call
0006*001	Jun 16, 2010 15:39:50	Call not answered
All destinations	Jun 16, 2010 17:58:27	Scheduled call
0006*001	Jun 16, 2010 17:58:28	Call not answered
All destinations	Jun 16, 2010 17:58:37	Canceled

Note

The message displayed above the table shows the IP address from where the fax message sending was approved, for example `192.168.1.22`.

The following information is available for each attempt:

- **Attempt to** - The recipient's phone number. When there are two or more recipients, the phone number is replaced by **All destinations** .
- **Date** - This is the date when the system tried to send the fax.
- **Result** - The sending process outcome.

Note

The first line displayed in the pop-up panel for all the fax messages shows that the application initiated the call in order to send the fax to all the specified destinations.

Searching the Sent Faxes List

When you are searching for specific sent faxes, you can use one or more of the available filters:

Search in faxes {extension_number} between {starting_date} and {ending_date} , where:

- **{extension_number}** – Use the text box to specify the number of the extension the fax message was sent to.

- **{starting_date}** – Use the available text box or the calendar button to specify the starting date of the time interval in which you want to search for particular messages. This date must be before or equal to the date the fax was added. The date format must be `yyyy-mm-dd`.

- **{ending_date}** – Use the available text box or the calendar button to specify the ending date of the time interval in which you want to search for particular messages. This date must be after or equal to the date the fax was added. The date format must be `yyyy-mm-dd`.

After you have decided on the filters you want to use, click the Search link to display only the messages that match your search criteria.

The Phone Terminal's Queue Membership

Caution

This option is available only for the `Phone terminal` extensions that have the **multi-user aware** permission enabled.

The **Queue Membership** page can be accessed by clicking the

Queue member icon available in the `Tools` area.

Here you can find a list of all the queues the extension is member of (either as an agent or as a supervisor). You can change the extension's membership options or configure its authentication PIN code by using the available controls.

The information is grouped into the following sections:

- **Member Preferences** - This section allows you to secure the extension's access to the queues by defining a PIN code that will be required each time the extension will try to log in to those queues.
  - **Require authorization to connect to queue** - Select this check box if you want to enable the password authentication when connecting to the queue.

    Note

    If this option is not enabled, the following two fields will be grayed out.

Caution

The authorization PIN code is mandatory for the extensions set as queue **supervisors**!

- **Old queue login PIN** - VoxSun Professional will display this field if the extension has a PIN code already set up.
- **Queue login PIN** - Use the available text box to specify the PIN required when dialing *96 or *97 to log in as queue agent or supervisor. The numeric value must have between 2 and 10 digits.
- **Confirm queue login PIN** - Fill in the same PIN as above.

- **Queue Settings** - VoxSun Professional displays the detailed information about each queue the current extension belongs to. Also, you can promote or demote the extension, modify its penalty level for each queue or modify the agent's status.

Queue Settings

Search | Show all | Remove selected

S	Type	Name ▲	Last logged in	Last logged off	Last call	Penalty	Calls	State	Connected to
		Martha Reed (0003*004)	Jun 28, 2010 13:37:58	Jun 28, 2010 13:37:53	Never	0	0	Paused	0003*001
		Queue #2 (0003*017)	Jun 28, 2010 13:37:58	Jun 23, 2010 10:16:34	Jun 14, 2010 17:21:51	0	5	Logged in	0003*001

2 queue(s) Number of entries per page: 10 25 100

The queues the extension is member in

- **S** – This queue's status:
  -  Enabled
  -  Disabled
- **Type** – The extension's role inside the queue:
  -  Queue supervisor

  Click this icon if you want to revert the supervisor to a normal queue agent.

Note

The queue supervisor is able to listen to any of the active queue conversations by dialing ***999** from his phone terminal, followed by the number of the queue extension. VoxSun Professional will announce the active agent that answered a call last and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent `0077*001` is marked as a supervisor for queue `0077*004`. If he logs in from another extension, 0077*003, and dials ***999004**, he will not be able to listen to the active conversations.

Note

The queue supervisor is able, starting VoxSun Professional 2.5.1, to whisper something to any of the registered queue agents by dialing ***998** from his phone terminal, followed by the number of the queue extension. He will be connected to the active agent that answered a call last. To whisper to the next available agent, the queue supervisor must dial *****.

Note

A queue supervisor extension can log in to the queue only after dialing the PIN code set up in the **Member Preferences** section.

- Local queue agent

Click this icon if you want to set the local agent as a queue supervisor.

- **Name** – The name and the extension number (e.g.: Joe Doe (0003*001)) of the queue the current phone terminal is member of.
- **Last logged in** - The date and time the extension last logged in to the queue.
- **Last logged off** - The date and time the extension last logged out from the queue.
- **Last call** - The date and time of the last call made to the queue.
- **Penalty** – This value determines the order in which VoxSun Professional tries to assign calls to the agents. When a call is received, VoxSun Professional first applies the distribution algorithm to the set of agents with Penalty = 1. If no available agent is found, VoxSun Professional applies the algorithm to the agents with Penalty = 2 and so on. Fewer calls will be assigned to agents with high Penalty values.

  To modify it, fill in another value in the text box. The accepted values range from 0 - the most calls will be assigned to this agent - to 100 - the highest penalty level, causing the fewest calls to be distributed to this agent.

- **Calls** - The total number of calls received by the extension as a member of a certain queue.

- ◦ **State** - The agent's status from the queue perspective. You can click the link to pause/unpause or to log in/log out the agent. For more details, see the next section.
- ◦ **Connected to** - This is where the agent connected from. For the local agents, the extension number (e.g.: `0003*001`) is displayed.

> **Note**
>
> The number is displayed only if the agent is logged in to the queue!

Queue Features

The agents management is the core feature specific to the `Queue` extension type.

Manage Queue Agents

The **Queue Agents for Queue {extension_number}** page allows you to manage both the queue's local and the remote agents. All the `Phone terminal` extensions and the remote agents you want to be able to login to the queue must be configured from here.

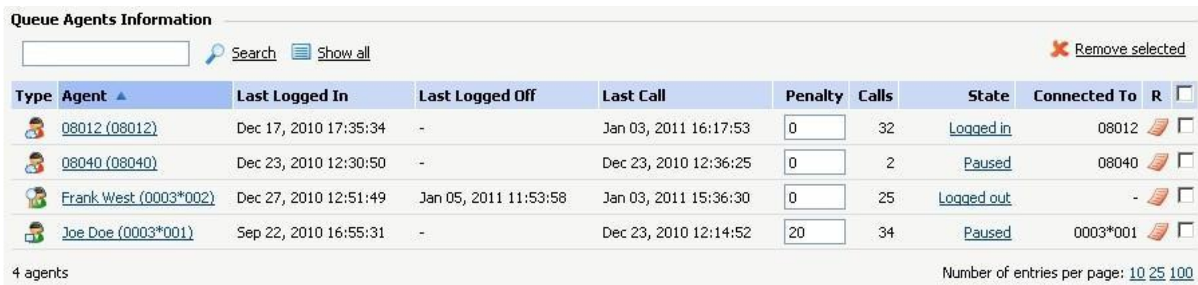
> **Note**
>
> Starting VoxSun Professional 2.5.0, remote agents can also connect to a queue, after being configured from the interface, by using a `Queue login center` extension.

By clicking the  **Queue agents** icon available in the **Tools** area of each `Queue` extension, you can access the controls required to add new agents and to manage the existing ones:

- The **Tools** section allows you to define the extensions and the remote agents that will be granted access to this queue:

- **Add local agent**
- **Add remote agent**

- The **Queue Agents Information** table displays an overview of the agents already defined for the current queue, both local and remote. Also, you can use the specific controls to promote or to demote an agent to and from the **supervisor** position, to edit an agent, set its behavior or visualize a personalized report.



Type	Agent	Last Logged In	Last Logged Off	Last Call	Penalty	Calls	State	Connected To	R	
	08012 (08012)	Dec 17, 2010 17:35:34	-	Jan 03, 2011 16:17:53	0	32	Logged in	08012		
	08040 (08040)	Dec 23, 2010 12:30:50	-	Dec 23, 2010 12:36:25	0	2	Paused	08040		
	Frank West (0003*002)	Dec 27, 2010 12:51:49	Jan 05, 2011 11:53:58	Jan 03, 2011 15:36:30	0	25	Logged out	-		
	Joe Doe (0003*001)	Sep 22, 2010 16:55:31	-	Dec 23, 2010 12:14:52	20	34	Paused	0003*001		

The available agents

VoxSun Professional displays the following information about the available agents, both local and remote:

- **Type** - The agent's role:
  -  Local queue agent

    Click this icon if you want to set the local agent as a queue supervisor.
  -  Remote queue agent

    Note

    The remote queue agents cannot be set as supervisors!
  -  Queue supervisor

    Click this icon if you want to revert the supervisor to a normal queue agent.

    Note

    The queue supervisor is able to listen to any of the active queue conversations by dialing ***999** from his phone terminal, followed by the number of the queue extension. VoxSun Professional will announce the active agent that answered a call last and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *****.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent `0077*001` is marked as a supervisor for queue `0077*004`. If he logs in from another extension, `0077*003`, and dials ***999004**, he will not be able to listen to the active conversations.

Note

The queue supervisor is able, starting VoxSun Professional 2.5.1, to whisper something to any of the registered queue agents by dialing ***998** from his phone terminal, followed by the number of the queue extension. He will be connected to the active agent that answered a call last. To whisper to the next available agent, the queue supervisor must dial *****.

Note

A queue supervisor extension can log in to the queue only after dialing the PIN code set up from its **Queue Membership** page.

For more information about how to configure the access code, see The Phone Terminal's Queue Membership section.

- **Agent** - The name and the extension number (e.g.: `Joe Doe (0003*001)`) for the local agents/supervisors or the name and the **Agent ID** (e.g.: `Remote agent #1 (2588)` for the remote agents.

  To edit one of the available agent's parameters, click the its corresponding link and use the controls available in the displayed pop-up panel. For more details on how to configure the specific parameters, see the Add Local Agents or the Add Remote Agents sections, depending on the agent type.

  Note

  When editing the parameters, one extra line is displayed: **Old queue login PIN**.

  Caution

  The **Agent ID** cannot be changed for the remote agents!

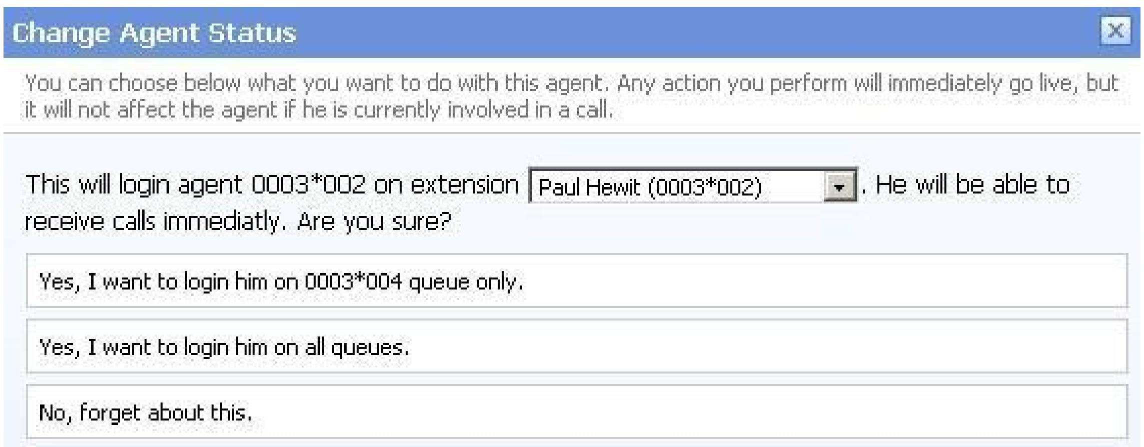
- **Last Logged In** - The date and time the queue agent last logged in to the queue.
- **Last Logged Off** - The date and time the queue agent last logged out from the queue.

- **Last Call** - The date and time of the last call made to the queue.
- **Penalty** - The penalty set for the agent. To modify it, fill in another value in the text box. The accepted values range from 0 - the most calls will be

assigned to this agent to 100 - the highest penalty level, causing the fewest calls to be distributed to this agent.

For more details, see this section.

- **Calls** - The queue agent's total number of calls.
- **State** - The queue agent's status that can be managed by clicking the available link. For each status, various actions are possible:
    - If the agent is Logged out, then click the link and choose the action you want to perform, depending on the agent's type:
        - **Local agent**



The actions available for a logged out local agent

This pop-up window allows you to log in a local agent and to choose the extension he will receive the calls at. The following message is displayed:

This will login agent {extension_number} on extension {extension}. He will be able to receive calls immediately. Are you sure?, where:

- **{extension_number}** - The agent's extension number.
- **{extension}** - By default, the calls are routed to the agent's extension, but you can use the drop-down list to choose another one. All the extensions belonging to the same client account are displayed.

  This feature is useful when the agent is away from his office and he can log in to the queue only from one of his colleagues' extensions.

Note

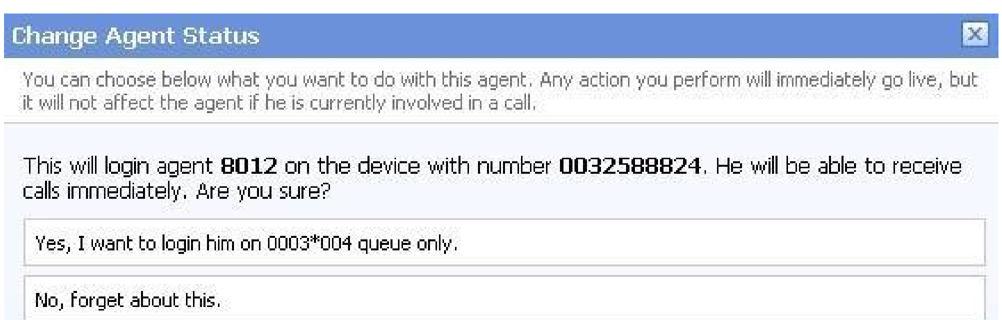
The extensions that do not have the **multi user aware** option enabled from their **Roles and Phone Numbers** page can log in to the queue ONLY from their account.

If the **multi user aware** option is enabled, then the extension can log in from any other **multi user aware** extension belonging to the same client account.

The available actions are:

- `Yes, I want to log in the agent to the {queue_number} queue only` - Click this action if you want to log in the local agent to the current queue only.
- `Yes, I want to log in the agent to all queues` - Choose this action to log in the local agent simultaneously to all the queues he is member of.
- `No, forget about this` - Click here to close the panel without logging in the local agent.

- **Remote agent** - You may log in a remote agent to the queue depending on his **Registration** preferences:
  - **Static** - A phone number was defined for the remote agent and the registration is done always based on that number. The remote agent can use only his terminal to log in to the queue.



The actions available for a logged out remote agent with static registration

This pop-up window allows you to log in a remote agent whose registration is made based on a fixed phone number. The following message is displayed:

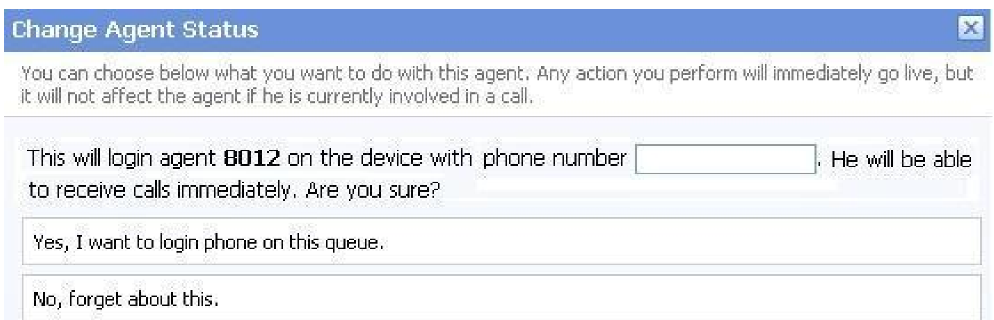
This will log in agent {agent_id} on the device with number {phone_number}. He will be able to receive calls immediately. Are you sure?, where:

- **{agent_id}** - The remote agent's identification number.
- **{phone_number}** - The specified **Agent phone number**. All the remote agent's calls will be routed to this number.

The available actions are:

- `Yes, I want to log in the agent to the {queue_number} queue only` - Click this action if you want to log in the remote agent to the current queue only.
- `No, forget about this` - Click here to close the panel without logging in the remote agent.

- **Dynamic** - The remote agent can be registered on any phone terminal, regardless its number, therefore he will be able to log in to the queue from any public number.



The actions available for a logged out remote agent with dynamic registration

This pop-up window allows you to log in a remote agent whose registration is made dynamically, from any phone number. Anytime you want to log in such an agent you will be required to specify the number you want to register. The following message is displayed:

This will log in agent {agent_id} on the device with number {phone_number}. He will be able to receive calls immediately. Are you sure?, where:

- **{agent_id}** - The remote agent's identification number.
- **{phone_number}** - Use the available text box to specify the remote agent's phone number you want to register to the queue.

Note

It is mandatory to fill in a phone number in order to register the agent to the queue!

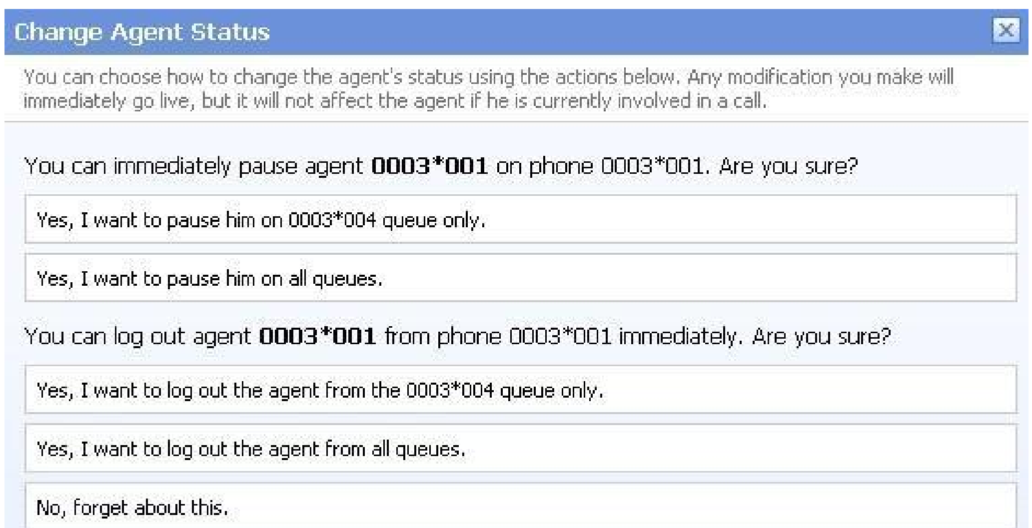
The available actions are:

- `Yes, I want to log in the {phone_number} to this queue` - Click this action if you want to register the specified phone number to the queue. The remote agent will be able to answer the calls from this number.

- `No, forget about this` - Click here to close the panel without logging in the remote agent.

- If the agent is Logged in, then click the link and choose the action you want to perform, depending on the agent's type.

  - **Local agent**



The actions available for a logged in local agent

This pop-up window allows you to log out or to pause a local agent. The following messages are displayed:

1. **You can immediately pause agent {extension_number} on phone {connected_to}. Are you sure?**, where:

   - **{extension_number}** - The agent's extension number.
   - **{connected_to}** - The number of the extension the local agent is logged in from.

   The available actions are:

   - `Yes, I want to pause the agent on {queue_number} queue only` - Click this action if you want to pause the local agent on the current queue.

Note

When paused, an agent cannot receive calls.

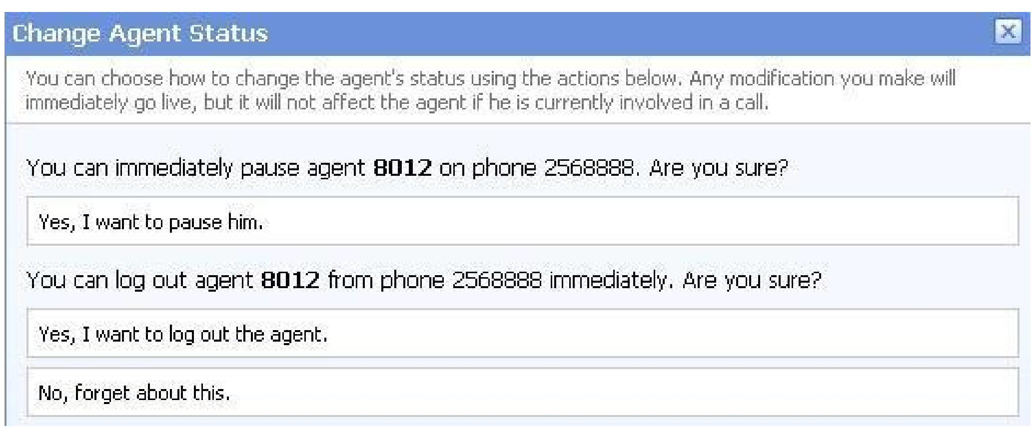
- `Yes, I want to pause the agent on all queues` - Choose this action if you want to pause the local agent on all the queues he is member of.

2. **You can log out agent {extension_number} from phone {connected_to} immediately. Are you sure?**

   The available actions are:

   - `Yes, I want to log out the agent from the {queue_number} queue only` - Click this action if you want to log out the local agent from the current queue.
   - `Yes, I want to log out the agent from all queues` - Choose this action if you want to log out the local agent from all the queues he is member of.
   - `No, forget about this` - Click here to close the panel without logging out or pausing the local agent.

- **Remote agent**



The actions available for a logged in remote agent

This pop-up window allows you to log out or to pause a remote agent. The following messages are displayed:

1. **You can immediately pause agent {agent_id} on phone {connected_to}. Are you sure?**, where:

- **{agent_id}** - The remote agent's identification number.
- **{connected_to}** - The public phone number the remote agent is logged in from.

The available actions are:

- `Yes, I want to pause the agent` - Click this action if you want to pause the remote agent on the current queue.

Note

When paused, an agent cannot receive calls.

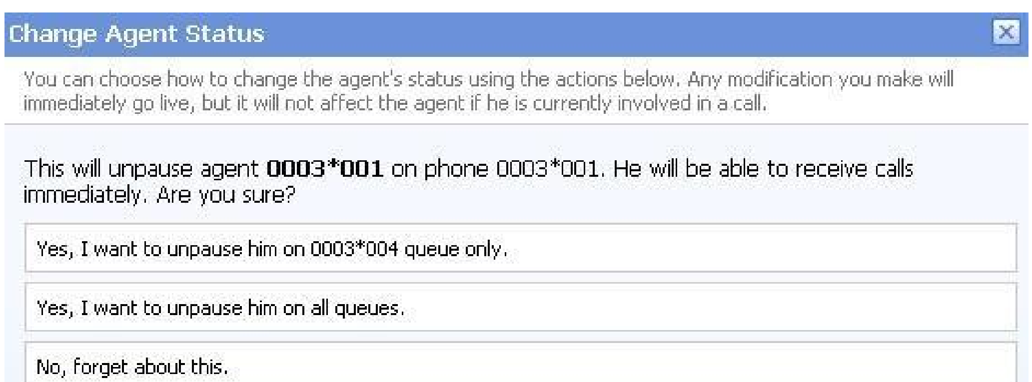
2. **You can log out agent {agent_id} from phone {connected_to} immediately. Are you sure?**

   The available actions are:

   - `Yes, I want to log out the agent` - Click this action if you want to log out the remote agent from the current queue.
   - `No, forget about this` - Click here to close the panel without logging out or pausing the remote agent.

- If the agent is Paused, then click the link and choose the action you want to perform, depending on the agent's type.

  - **Local agent**



The actions available for a paused local agent

This pop-up window allows you to unpause a local agent. The following message is displayed:

This will unpause agent {extension_number} on phone {connected_to}. He will be able to receive calls immediately. Are you sure?

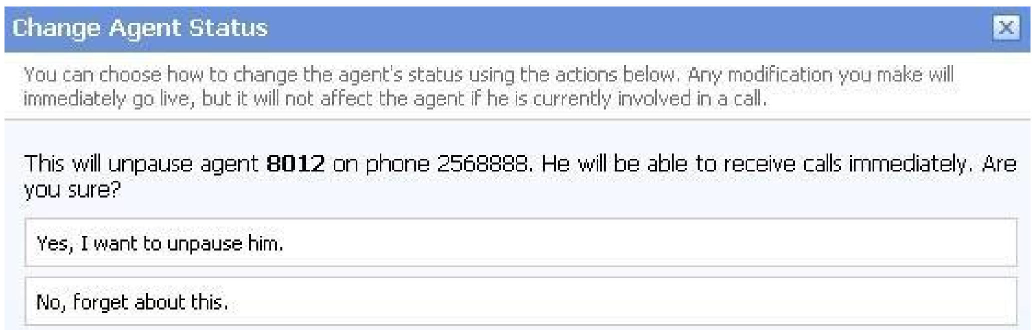
The available actions are:

- `Yes, I want to unpause the agent on {queue_number} queue only` - Click this action if you want to enable the local agent to receive calls on the current queue.

- `Yes, I want to unpause the agent on all queues` - Choose this option to unpause the local agent and to allow him to receive calls on all the queues he is member of.

- `No, forget about this` - Click here to close the panel without unpausing the local agent.

▪ **Remote agent**



The actions available for a logged in remote agent

This pop-up window allows you to unpause a remote agent. The following message is displayed:

This will unpause agent {agent_id} on phone {connected_to}. He will be able to receive calls immediately. Are you sure?

The available actions are:

- `Yes, I want to unpause the agent` - Click this action if you want to allow the remote agent to receive calls again on the current queue.

- `No, forget about this` - Click here to close the panel without unpausing the remote agent.

- **Connected to** - This is where the agent connected from. The extension number (e.g.: `0003*001`) will be displayed for the local agents, while the **Agent phone number** (e.g.: `0032588824`) will be shown for the remote ones.

Note

The number is displayed only if the agent is logged in to the queue!

- **R** - Click the icon to view the agent report.

  For more details, see the Agent Status section.

Add Local Agents

To enroll one of the available `Phone terminal` extensions as queue agents, you have to fill in the following information:

- **Enroll agent** - Use the drop-down list to select the `Phone terminal` extension you want to enroll as queue agent. For each extension, both the name and the number are provided.

  Note

  Only the extensions belonging to the queue's client account are displayed.

- **Penalty** - This parameter is used to differentiate agents when an incoming call is received. The call distribution algorithm will be applied to the agents with the lowest penalty number. If the are no agents with the lowest penalty number available, the algorithm will be applied to the agents with the next higher penalty number.

  The values that can be selected from the drop-down list range from 0 - the most calls will be assigned to this agent to 100 - the biggest penalty level, causing the fewest received calls to be assigned by the distribution algorithm to this agent. The default value is 0.

  Note

  You can later modify this value directly from the **Queue Agents Information** table.

- **Require authorization to connect to queue** - Select this check box to enable the password authentication login. The agent will be required to dial the PIN code before connecting to the queue.

  Note

  If this option is disabled, the following two fields are grayed out.

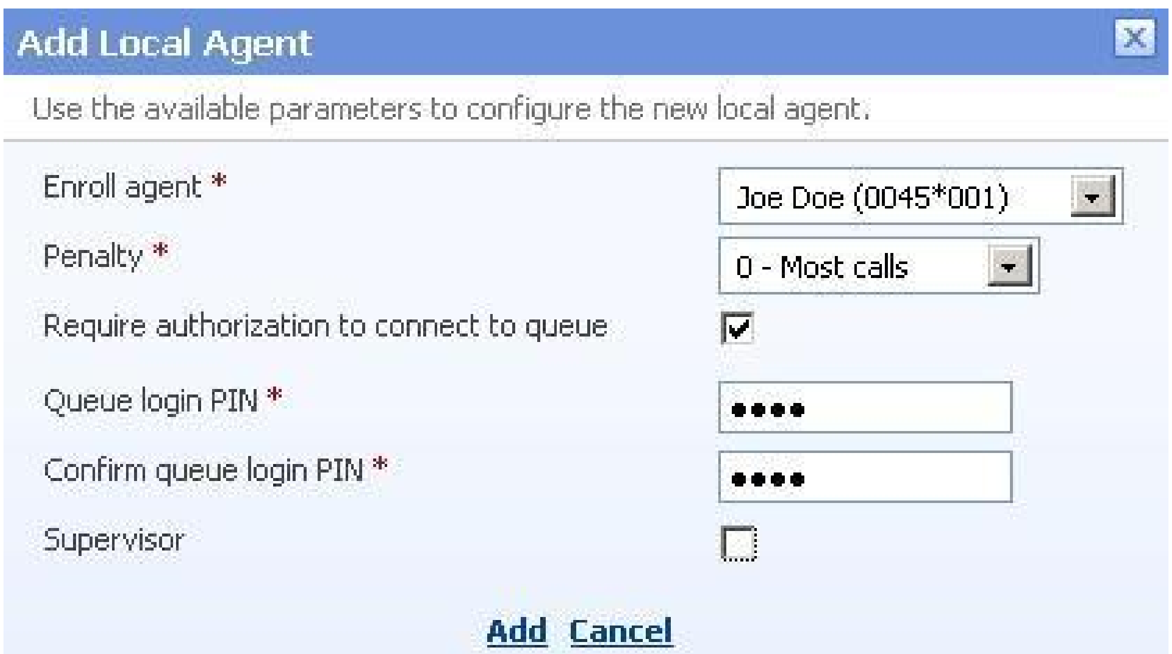
- **Queue login PIN** - Use the available text box to specify the PIN code the user will be required to provide when dialing *96 or *97 to log in as an agent or as a queue supervisor. The numeric values must have between 2 and 10 digits.

- **Confirm queue login PIN** - Fill in again the same PIN code as above.
- **Supervisor** - Select this check box if you want to enroll the extension as a queue supervisor.

Note

The queue supervisor is able to listen to any of the active queue conversations by dialing ***999** from his phone terminal, followed by the number of the queue extension. VoxSun Professional will announce the extension number of the first active agent found and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent `0077*001` is marked as a supervisor for queue `0077*004`. If he logs in from another extension, `0077*003`, and dials ***999004**, he will not be able to listen to the active conversations.



Adding a simple local agent

To finalize the process, click Add. To close the panel without adding the agent, click Cancel.

Add Remote Agents

Now it is possible for remote users to connect to a queue as agents. First, these agents must be defined from the interface. Afterwards, they will have to call a `Queue login center` extension, dial the **AgentID** followed by the **#** key and the login PIN of the queue he wishes to connect to. If the authentication is successful, the remote agent will be logged in to the queue and will behave like a local agent.

Caution

The remote agents cannot be queue supervisors!

To define a new remote agent, you have to fill in the following information:

- **Name** - Use the available text box to specify a descriptive name for the remote agent.

  Note

  The **Name** value can be numeric as well.

- **Agent ID** - The numeric value defined here represents the unique identification number associated to the remote agent. Anytime the user will try to connect to the system, he will be required to provide this ID in order for the application to identify him as a queue agent.

  The **Agent ID** value must have between 1 and 10 digits.

- **Require authorization to connect to queue** - Select this check box to enable the password authentication login. The agent will be required to dial the PIN code before connecting to the queue.

  Note

  If this option is disabled, the following two fields are grayed out.

- **Queue login PIN** - Use the available text box to specify the PIN code the user will be required to provide when trying to log in as a queue agent. The numeric values must have between 2 and 10 digits.
- **Confirm queue login PIN** - Fill in again the same PIN code as above.
- **Penalty** - This parameter is used to differentiate agents when an incoming call is received. The call distribution algorithm will be applied to the agents with the lowest penalty number. If the are no agents with the lowest penalty number available, the algorithm will be applied to the agents with

the next higher penalty number.

The values that can be selected from the drop-down list range from 0 - the most calls will be assigned to this agent to 100 - the biggest penalty level, causing the fewest received calls to be assigned by the distribution algorithm to this agent. The default value is 0.

Note

You can later modify this value directly from the **Queue Agents Information** table.

- **Registration** - Use the radio buttons to choose how the the remote user's registration will be made:
  - `Static (enter below)` - The user will be able to log in only from his phone terminal associated to the **Agent phone number** specified below.
  - `Dynamic (login phone number)` - The registration will be made dynamically and the user will be able to log in to the queue from any phone terminal, regardless its number.
- **Agent phone number** - If you have chosen the `Static` registration method, you will have to fill in here the public phone number associated to this remote user.
- **Require confirmation on taking calls** - Selecting this check box will prevent loosing the call when the remote agent uses a mobile phone and his voicemail answers. If the confirmation is required, then the caller will be able to leave a message to the remote agent's voicemail.

Adding a remote agent with static registration

To finalize the process, click Add. To close the panel without adding the agent, click Cancel.

View the Queue Activity Reports

The **Queue Report** page includes relevant metrics about the queue traffic and the activity of all the queue members, displayed using tables and graphics. To access this information, click the **Queue report** icon available in the `Tools` area.

VoxSun Professional groups the available data into five sections that can be accessed by clicking their corresponding name on the tab bar:

1. **Overview** - This section displays generic statistics about the answered and unanswered calls, their duration and completion in a defined time interval.

2. **Answered Calls** - Here you can find detailed information about all the calls answered by the queue's agents in a certain period of time.

3. **Unanswered Calls** - This section displays details about the calls that were not answered by the queue's agents, the SLA and the disconnection causes for the specified time interval.

4. **Call Distribution** - This section offers detailed statistics about the hourly/ daily queue waiting time and about the answered and unanswered calls per hour/day/workday.

5. **Agents Report** - Here you can view comprehensive statistics abut all the queue agents, as well as individual reports for each one of them.

Queue Reports Overview

This is the default tab displayed when accessing the **Queue Report** page. VoxSun Professional offers information about the queue traffic. The following sections are available:

- **Queue Overview** – This section displays the number of answered and unanswered calls out of the total number of calls received by the queue's agents.
  - **Total answered calls** – The number of calls answered by the queue's agents.
  - **Total unanswered calls** - The number of calls unanswered by the queue's agents.
  - **Total number of calls** - The total number of both answered and unanswered calls.
- **Answered calls** – This section displays statistics about how the answered calls were terminated.
  - **Total calls ended by agent** – The total number of answered calls that were normally ended by the queue's agents.
  - **Total calls ended by caller** – The total number of answered calls that were normally ended by the person who called the queue.
  - **Total number of transferred calls** – The total number of calls that were transferred from the queue to an extension.
- **Unanswered Calls** - This section displays statistical data about the unanswered calls.

- **Calls dropped due to channel incompatibility** – The total number of calls answered by an agent, but dropped because the communication channels were not compatible. Click the link to enter the **Call Listing for Event 'Channel incompatibility'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

Note

The link is available only if there is at least one call ended due to this cause.

- **Calls ended due to caller abandon** – The total number of calls that entered the queue and that were ended by the callers before speaking to an agent. Click the link to enter the **Call Listing for Event 'Caller abandon'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

  Note

  The link is available only if there is at least one call ended due to this cause.

- **Calls that exit the queue due to timeout** – The total number of calls that exited the queue because the caller was on hold for too long and the timeout limit was reached. Click the link to enter the **Call Listing for Event 'Queue timeout'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

  Note

  The link is available only if there is at least one call ended due to this cause.

- **Calls ended before customers joined queue because all agents were logged out or paused** - The total number of calls terminated before joining the queue because there were no active agents in the queue at that moment. Click the link to enter the **Call Listing for Event 'No agents logged in'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

  Note

  The link is available only if there is at least one call ended due to this cause.

- **Calls ended while customers were in queue because all agents logged out or paused** - The total number of calls terminated while the customers were already in the queue because all the queue agents either logged out or paused, leaving no one to pick up the calls. Click the link to enter the **Call Listing for Event 'Agents logged out'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

Note

The link is available only if there is at least one call ended due to this cause.

- **Calls ended due to queue full** - The total number of calls ended because the queue's maximum capacity was reached. Click the link to enter the **Call Listing for Event 'Queue full'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

  Note

  The link is available only if there is at least one call ended due to this cause.

- **Calls transferred with key** - The caller pressed the **0** key before speaking to an agent and the call was transferred to another extension. Click the link to enter the **Call Listing for Event 'Transferred'** page that displays an overview of all the calls transferred to another extensions. For more information, see this section.

  Note

  The link is available only if there is at least one call ended due to this cause.

- **Call Duration** - This section displays general details about the calls' duration.
  - **Average call length (completed calls)** - The average call length of all the completed calls.
  - **Average hold time (completed calls)** - The average time the caller had to wait in line before his call was answered by a queue agent.
  - **Average hold time (abandoned calls)** - The average time spent by the callers in the queue before abandoning the call.
- **Call Completion** - This section displays statistics about the completed calls.
  - **Average position when callers abandon** - The average position of the callers in the queue when they decided to abandon the call.

- **Average positions advanced (abandoned calls)** - The average number of positions the callers advanced in the queue before they abandoned the call.

- **Average initialized position for completed calls** - The average initial position in queue of the callers who completed the calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Show statistics between {start_date} and {end_date} Stats display {representation}, where:

- **{start_date}** - Use the available text box or the calendar icon to specify the starting date of the time interval you want the graphics and the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  Note

  The default value is the first day of the current month.

- **{end_date}** - Use the available text box or the calendar icon to specify the ending date of the time interval you want the graphics and the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  Note

  The default value is the current date.

- **{representation}** - Use the available drop down list to choose if you want the statistics to be displayed:
  - `Default` - The statistics will be displayed as presented above.
  - `Hourly` - The statistics will be displayed for all 24 hours, showing, for example, the total number of calls answered by the queue agents between
    1 and 2 o'clock or the average length of the calls completed between 10 and 11 o'clock.
  - `Daily` - The statistics will be displayed for all the 31 days of a month, showing, for example, the total number of calls answered by the queue agents on the 12th or the average length of the calls completed on the 3rd.
  - `Weekly` - The statistics will be displayed for all the 7 days of the week, showing, for example, the total number of calls answered by the queue agents on all the Mondays in the defined time interval or the average

length of the calls completed on all the Fridays in the specified time frame.

- `Monthly` - Depending on the length of the defined time interval, if you select this option, the statistics will be displayed on a monthly basis.

Note

If you select one of the last 4 options, you will be able customize your graphics using the extra controls displayed on their left:

- **Plot graph with** - Use the available drop-down list to select how you wish the graphic to be drawn:
  - `Lines` - This representation helps you visualize the selected criterion's trend, for example how the number of answered calls variated over the last week.
  - `Stacked bars` - This graphic is used to compare the parts to the whole. The bars in a stacked bar graph are divided into categories. Each bar represents a total. For example, a bar could represent the total calls answered in a day, while its colored parts are the total calls ended by agent, by caller or transferred to other extensions.
  - `Multiple bars` - This graphic contains comparisons of two or more categories or bars. This representation is useful because reading a multiple bar graph includes looking at extremes (tallest/longest vs. shortest) in each group, so you will be able to keep an eye on the hourly/daily/weekly/monthly variation of the parameters you are most interested in.
- **Show plotted data**
  - `Yes` - The tables under the graphics will be displayed.
  - `No` - The tables under the graphics will not be displayed.
- **Show values** - This option is enabled only if the graphic is either `Lines` or `Multiple bars`.
  - `Yes` - The values will be displayed in the graphic as well.
  - `No` - The values are not displayed in the graphic.

After you have decided on the time interval and on how you want the statistics to be displayed, click the Search link. The graphics will be updated.

Note

If there were no calls between the selected dates, then the graphics will not be generated!

The image displayed when there is no data available

Note

The time interval's limits specified here will be used through all the other tabs.

Answered Calls Report

The **Answered Calls** page displays detailed information about the calls answered by all the queue's members as well as about the number of calls answered by each agent, the SLA and the disconnection causes.

To access this page, click the **Answered Calls** tab.

The statistical data is structured in several sections:

- **Queue Overview** – This section displays details about the queue's answered calls.
  - **Total answered calls** - The total number of calls answered by the queue's agents.
  - **Average call length** - The average length of the answered calls.
  - **Minimum call length** – The minimum duration of an answered call. VoxSun Professional also displays the date and time of the conversation, as well as the agent the answered the call.
  - **Maximum call length** – The maximum duration of an answered call.

VoxSun Professional also displays the date and time of the conversation, as well as the agent the answered the call.

- **Total call length** - The total length of all the answered calls.
- **Average call waiting time** - The average time spent in queue by the callers before their calls were picked up by an agent.

- **Minimum call waiting time** - The minimum time spent in queue by a caller before his call was picked up by an agent.

- **Maximum call waiting time** - The maximum time spent in queue by a caller before his call was picked up by an agent.

- **Total waiting time** - The total time spent in queue by all the callers whose calls were answered by the agents.

Queue Overview

Total answered calls	38
Average call length	00:02:27
Minimum call length	3 seconds on May 11, 2010 by Agent 0003*002
Maximum call length	1560 seconds on May 11, 2010 by Agent 0003*002
Total call length	01:32:53
Average call waiting time	00:00:29
Minimum call waiting time	00:00:06
Maximum call waiting time	00:02:49
Total waiting time	00:18:14

The queue's answered calls statistics

- **Queue Agents** – This section displays a pie chart and a table that help you visualize the number of answered calls per queue agent.
  - **Type** - The agent's type:
    -  Local queue agent
    -  Remote queue agent
  - **Agent** – The queue agent's extension number (e.g.: (0003*001) - for local agents) or his name (for remote agents) and his status in the queue (Logged in, Logged out or Paused). Click either of these links to go to the **Agent {agent_name} Status** page to visualize the particular statistics about his activity. For more information about this page, see the Agent Status section.
  - **Calls** – The number of calls answered by the queue agent.
  - **Percent** – The calls answered by the queue agent percentage out of the

total number of answered calls.

- **Service Level Agreement** – This section allows you to keep track of the number of calls answered within a certain SLA. The line chart helps you visualize the distribution of answered calls per SLA intervals.
    - **Answered** – The SLA time interval within which the calls were answered by the queue members. For example, `Between 11 and 20 seconds` means that the call was answered in between 11 and 20 seconds since it was added to the queue.

        Note

        The available SLA intervals range from `Between 0 and 10 seconds` to `After 480 seconds`. The faster the calls are answered, the better.

    - **Calls** – The number of calls answered within a certain SLA.
    - **Percent** – The percentage of calls answered within the SLA out of all the calls answered.
- **Disconnection Causes** - The pie chart and the table display the number of answered calls terminated due to one of the three available reasons.
    - **Cause** - The reason for which the call was disconnected:
        - `Agent disconnected` - The call was terminated because the agent was disconnected.
        - `Caller disconnected` - The call was terminated because the caller was disconnected.
        - `Transfer` - The call was transferred to another extension.
    - **Calls** - The number of calls disconnected due to a certain cause.
    - **Percent** - The percentage of calls terminated due to a certain reason out of the total disconnected calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} **and {end_date}** , where:

- **{start_date}** - Use the available text box or the calendar icon to specify the starting date of the time interval you want the graphics and the statistics to be displayed for. The format must be `yyyy-mm-dd`.

Note

The default value is the first day of the current month.

- **{end_date}** - Use the available text box or the calendar icon to specify the ending date of the time interval you want the graphics and the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  Note

  The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The graphics will be updated.

Note

If there were no calls between the selected dates, then the graphics will not be generated!

The image displayed when there is no data available

Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Unanswered Calls Report

The **Unanswered Calls** page displays detailed information about the calls that were not answered, the SLA and the disconnection causes.

To access this page, click the **Unanswered Calls** tab.

The statistical data is structured in several sections:

- **Queue Overview** – This section displays details about the queue's unanswered calls.

- **Total number of unanswered calls** - The total number of calls assigned to the queue that were not answered by the queue members.
- **Average wait time before disconnection** - The average time spent in queue by the users before their calls were interrupted.
- **Minimum wait time before disconnection** - The minimum time spent in queue by an user before his call was interrupted.
- **Maximum wait time before disconnection** - The maximum time spent in queue by an user before his call was interrupted.
- **Total wait time before disconnection** - The total time spent in queue by all the users before their calls were interrupted.
- **Average queue position at disconnection** - The average queue position of an user before his call was interrupted.
- **Minimum queue position at disconnection** - The minimum queue position of an user before his call was interrupted.
- **Maximum queue position at disconnection** - The maximum queue position of an user before his call was interrupted.

Queue Overview

Total number of unanswered calls	93
Average wait time before disconnection	00:00:51
Minimum wait time before disconnection	00:00:03
Maximum wait time before disconnection	00:04:36
Total wait time before disconnection	01:01:31
Average queue position at disconnection	1.07
Minimum queue position at disconnection	1
Maximum queue position at disconnection	2

The queue's unanswered calls statistics

- **Service Level Agreement** – This section allows you to keep track of the number of calls that were not answered within a certain SLA. The line chart helps you visualize the distribution of unanswered calls per SLA intervals.

◦ **Answered** – The SLA time interval.

Note

The available SLA intervals range from `Between 0 and 10 seconds` to `After 480 seconds`.

- **Calls** – The number of calls not answered within a certain SLA.
- **Percent** – The percentage of unanswered calls out of the total calls received within a certain SLA.

- **Disconnection Causes** - The pie chart and the table display the reasons for which the calls could not be answered.
  - **Call type** - The reasons that caused the calls to be disconnected.
    - **Calls ended due to caller abandon** – The total number of calls that entered the queue and that were ended by the callers before speaking to an agent. Click the link to enter the **Call Listing for Event 'Caller abandon'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

      Note

      The link is available only if there is at least one call ended due to this cause.

    - **Calls disconnected due to channel incompatibility** – The total number of calls answered by an agent, but dropped because the communication channels were not compatible. Click the link to enter the **Call Listing for Event 'Channel incompatibility'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

      Note

      The link is available only if there is at least one call ended due to this cause.

    - **Calls transferred with key** - The caller pressed the **0** key before speaking to an agent and the call was transferred to another extension. Click the link to enter the **Call Listing for Event 'Transferred'** page that displays an overview of all the calls transferred to another extensions. For more information, see this section.

Note

The link is available only if there is at least one call ended due to this cause.

- **Calls timeout** – The total number of calls that exited the queue because the caller was on hold for too long and the timeout limit was reached. Click the link to enter the **Call Listing for Event 'Queue timeout'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

Note

The link is available only if there is at least one call ended due to this cause.

- **Calls disconnected before customers joined queue because all agents were logged out or paused** - The total number of calls terminated before joining the queue because there were no agents active agents in the queue at that moment. Click the link to enter the **Call Listing for Event 'No agents logged in'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

Note

The link is available only if there is at least one call ended due to this cause.

- **Calls disconnected while customers were in queue because all agents logged out or paused** - The total number of calls terminated while the customers where already in the queue because all the queue agents either logged out or paused, leaving no one to pick up the calls. Click the link to enter the **Call Listing for Event 'Agents logged out'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

Note

The link is available only if there is at least one call ended due to this cause.

- **Call disconnected due to event queue full** - The total number of calls ended because the queue's maximum capacity was reached. Click the link to enter the **Call Listing for Event 'Queue full'** page that displays an overview of all the calls ended due to this cause. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- **Calls** - The number of calls unanswered due to a specific cause.

  If there is at leas one call, you may click the link to be redirected to the page that displays detailed information about all the calls unanswered due to a particular cause.

- **Percent** - The percentage of calls unanswered due to a specific cause out of the total unanswered calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} **and {end_date}**, where:

- **{start_date}** - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  > **Note**
  >
  > The default value is the first day of the current month.

- **{end_date}** - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  > **Note**
  >
  > The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The graphics will be updated.

Note

If there were no calls between the selected dates, then the graphics will not be generated!

The image displayed when there is no data available

Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Calls Overview

The content of this page is identical for all the disconnection causes, providing the same information about the unanswered calls for each one of the causes. Generically, the page is called **Call Listing for Event {disconnection_cause}** and it displays up-to-date details about calls ended without being answered by any of the queue agents.

The **Calls Overview** provides the following details about the unanswered calls:

- **CallerID** - The caller's identification number, for example `<8754>`, or, if the call was initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.
- **Agent** - The extension number (e.g.: `(0003*001)` - for local agents) or his name (for remote agents) of the queue agent that picked up the call.

In this situation, VoxSun Professional displays `None`.

- **CallID** - The unique number that VoxSun technical platform generated to identify the call.
- **Start time** - The date and time the call started ringing in the queue.
- **End time** - The date and time the call was terminated due to a specific reason.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} **and {end_date}** , where:

- **{start_date}** - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  Note

  The default value is the first day of the current month.

- **{end_date}** - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  Note

  The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The graphics will be updated.

Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Calls Distribution Report

The **Calls Distribution for Extension {extension_name}** page displays detailed information about the answered calls, waiting time and unanswered calls, grouped by day/weekday/hour, for the defined time interval. This report allows you to better comprehend the queue traffic and to define better strategies to reduce the waiting time or to increase the agent's efficiency.

To access this page, click the **Calls Distribution** tab.

The statistical data is structured in several sections, based on the three criteria computed for different time intervals (day, weekday, hour):

- **Answered Calls Per Day** - This section displays details about the calls answered by the queue agents in each one of the defined time interval's days.

- **Day** - The date the calls were answered.

  Note

  Only the days in which at least one call was answered are listed.

- **Calls** - The total number of calls answered by all the queue agents in that day.
- **Percent** - The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.
- **Average call duration** - The average time spent by the caller talking to a queue agent, in seconds.
- **Minimum call duration** - The minimum time spent by a caller talking to a queue agent, in seconds.
- **Maximum call duration** - The maximum time spent by a caller talking to a queue agent, in seconds.
- The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.

* **Call Wait Time Per Day** - This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's days. This helps you find the days when the callers had to wait in the queue the longest.

  - **Day** - The date the calls were answered.

    Note

    Only the days in which at least one call was answered are listed.

  - **Calls** - The total number of calls answered by all the queue agents in that day.
  - **Percent** - The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.
  - **Average call wait** - The average time spent in queue by a caller before his call was answered by a queue agent.

- **Minimum call wait** - The minimum time spent in queue by a caller before his call was answered by a queue agent.
- **Maximum call wait** - The maximum time spent in queue by a caller before his call was answered by a queue agent.

  - The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.

- **Unanswered Calls Per Day** - This section offers you detailed information about the unanswered calls in each one of the defined time interval's days.
  - **Day** - The date when there were unanswered calls.

    Note

    Only the days in which there was at leas one unanswered call are listed.

  - **Calls** - The total number of unanswered calls in that day.
  - **Percent** - The percentage of calls unanswered in that day out of the total unanswered calls in all the defined time interval's days.
  - **Average time to hangup** - The average time spent in queue by a caller before hanging up.
  - **Minimum time to hangup** - The minimum time spent in queue by a caller before hanging up.
  - **Maximum time to hangup** - The maximum time spent in queue by a caller before hanging up.
  - The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.
- **Answered Calls Per Weekday** - This section displays details about the calls answered by the queue agents in each one of the defined time interval's days, grouped by weekdays.
  - **Day** - The weekday, from Monday to Friday.
  - **Calls** - The total number of calls answered by all the queue agents in that weekday.
  - **Percent** - The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.
  - **Average call duration** - The average time spent by the caller talking to a queue agent, in seconds.

- **Minimum call duration** - The minimum time spent by a caller talking to a queue agent, in seconds.
- **Maximum call duration** - The maximum time spent by a caller talking to a queue agent, in seconds.
- The graphical representation helps you comparing the calls answered in each one of the 5 weekdays with the total number of answered calls.

- **Call Wait Time Per Weekday** - This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's weekdays. This helps you find the weekdays when the callers had to wait in the queue the longest.
    - **Day** - The weekday, from Monday to Friday.
    - **Calls** - The total number of calls answered by all the queue agents in that weekday.
    - **Percent** - The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.
    - **Average call wait** - The average time spent in queue by a caller before his call was answered by a queue agent.
    - **Minimum call wait** - The minimum time spent in queue by a caller before his call was answered by a queue agent.
    - **Maximum call wait** - The maximum time spent in queue by a caller before his call was answered by a queue agent.
    - The graphical representation helps you comparing the calls answered in each one of the 5 weekdays with the total number of answered calls.
- **Unanswered Calls Per Weekday** - This section offers you detailed information about the unanswered calls in each one of the defined time interval's weekdays.
    - **Day** - The weekday, from Monday to Friday.
    - **Calls** - The total number of unanswered calls.
    - **Percent** - The percentage of calls unanswered in that weekday out of the total calls unanswered in all the 5 weekdays, in the defined time interval.
    - **Average time to hangup** - The average time spent in queue by a caller before hanging up.
    - **Minimum time to hangup** - The minimum time spent in queue by a caller before hanging up.
    - **Maximum time to hangup** - The maximum time spent in queue by a caller before hanging up.

    - The graphical representation helps you comparing the calls unanswered in each one of the 5 weekdays with the total number of unanswered calls.

- **Answered Calls Per Hour** - This information helps you find the busiest hours for the queue agents, when the largest number of incoming calls is received.

- **Hour** - The one hour time interval the calls were answered by the queue agents.

  Note

  Only the hours in which at least one call was answered are listed.

  - **Calls** - The number of calls answered by all the queue agents in that hour.
- **Percent** - The percentage of calls answered in that hour out of the total answered calls.
- **Average call duration** - The average time spent by the caller talking to a queue agent, in seconds.
- **Minimum call duration** - The minimum time spent by a caller talking to a queue agent, in seconds.
- **Maximum call duration** - The maximum time spent by a caller talking to a queue agent, in seconds.
- The graphical representation helps you comparing the calls answered in a certain hour with the total number of calls answered in all the hours.

- **Call Wait Time Per Hour** - This section allows you to visualize the hours when the callers had to wait in the queue the longest before speaking to a queue agent.
  - **Hour** - The one hour time interval the calls were answered by the queue agents.

    Note

    Only the hours in which at least one call was answered are listed.

    - **Calls** - The number of calls answered by all the queue agents in that hour.
  - **Percent** - The percentage of calls answered in that hour out of the total answered calls.
  - **Average call wait** - The average time spent in queue by a caller before

his call was answered by a queue agent.

- **Minimum call wait** - The minimum time spent in queue by a caller before his call was answered by a queue agent.
- **Maximum call wait** - The maximum time spent in queue by a caller before his call was answered by a queue agent.
- The graphical representation helps you comparing the calls answered in a certain hour with the total number of calls answered in all the hours.

- **Unanswered Calls Per Hour** - This section offers you detailed information about the hours with the most unanswered calls, in the defined time interval.
  - **Hour** - The one hour time interval when there were unanswered calls.

    Note

    Only the hours in which there was at least one unanswered are listed.

  - **Calls** - The total number of unanswered calls.
  - **Percent** - The percentage of calls unanswered in that hour out of the total unanswered calls.
  - **Average time to hangup** - The average time spent in queue by a caller before hanging up.
  - **Minimum time to hangup** - The minimum time spent in queue by a caller before hanging up.
  - **Maximum time to hangup** - The maximum time spent in queue by a caller before hanging up.
  - The graphical representation helps you comparing the calls unanswered in a certain hour with the total number of unanswered calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} **and {end_date}** , where:

- **{start_date}** - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  Note

  The default value is the first day of the current month.

- **{end_date}** - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

Note

The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The graphics will be updated.

Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agents Report

The **Agents Report for Extension {extension_name}** page displays detailed information about the queue agents' activity like the number of answered calls, their duration, the agent' availability or the number of sessions per agent. Also, you can navigate to each agent's report page for personalized details about their activity.

To access this page, click the **Agents Report** tab.

The statistical data is structured in several sections:

- **Overview** – This section displays details about the queue agents (remote or local agents and queue supervisors).
  - **Number of agents** - The total number of queue agents currently assigned to the queue (supervisors included).
  - **Average logged in time** - The average time the queue agents were logged in to the queue, in the defined time interval.
  - **Minimum logged in time** - The minimum time a queue agent was logged in to the queue, in the defined time interval.
  - **Maximum logged in time** - The maximum time a queue agent was logged in to the queue, in the defined time interval.
  - **Total agents time** - The total time all the queue agents were logged in to the queue, in the defined time interval.
  - **Average on pause time** – The average length of the queue agents' pauses, in the defined time interval.
  - **Minimum on pause time** – The minimum time a queue agent was paused, in the defined time interval.

- **Maximum on pause time** – The maximum time a queue agent was paused, in the defined time interval.
- **Total agents pause time** – The total length of all the queue agents' pauses, in the defined time interval.

- **Availability** - The actual time an agent spent active in the queue is computed in this section.
    - **Type** - The agent's type:
        - Local queue agent
        - Remote queue agent
    - **Agent** – The queue agent's name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and the **Agent ID** (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent {agent_name} Status page for personalized statistics about the queue agent's activity.
    - **Logged in time** - The total time the queue agent was logged in to the queue, in the defined time interval. Click this link to open the **Agent Logs** page that displays the date and time the agent logged in and out.
    - **On pause time** - The total time the queue agent was paused, in the defined time interval.
    - **Effective time** - The effective time the queue agent was active (**Logged in time** - **On pause time**). This is a proper indicator of the agents' efficiency.
- **Sessions** - This section displays details about each queue agent's sessions.
    - **Type** - The agent's type:
        - Local queue agent
        - Remote queue agent
    - **Agent** – The queue agent's name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and the **Agent ID** (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent {agent_name} Status page for personalized statistics about the queue agent's activity.
    - **Sessions** – The number of sessions. A session is the interval spent by the agent logged in to the queue. Click this link to open the **Agent {agent_name} Session Details** page for details about the queue agent's sessions.

- **Average time per session** - The average time spent logged in by an queue agent, per session.
- **Paused** – The number of times the queue agent used the pause feature (e.g.: dialed ***96EXTENSION_NUMBER** from his key pad).

    - **Average time per pause** - The average length of the queue agent's pauses.
    - **Pause %** - The percentage of pause time out of the total sessions' time.
    - **Pauses per session** - The number of pauses taken by the queue agent per session.
- **Answered Calls** - This section displays information about the queue agents' answered calls.
    - **Type** - The agent's type:
        - Local queue agent
        - Remote queue agent
    - **Agent** – The queue agent's name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and the **Agent ID** (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent {agent_name} Status page for personalized statistics about the queue agent's activity.
    - **Calls** – The total number of calls answered by a queue agent in the defined time interval. Click this link to open the **Agent {agent_name} Calls** page for details about the his answered calls.
    - **Total call time** - The total length of all the calls answered by the queue agent, in the defined time interval.
    - **Average call time** - The average length of an answered call, in the defined time interval.
    - **Average wait time** - The average time the caller had to wait in queue before his call was answered by an agent, in the defined time interval.
    - **% of queue calls** - The percentage of the agent's answered calls out of the total queue's answered calls, in the defined time interval.
    - The graphical representation helps you visualize the percentage.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} **and {end_date}** , where:

- **{start_date}** - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

Note

The default value is the first day of the current month.

- **{end_date}** - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

Note

The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The graphics will be updated.

Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agent Logs

The **Agent Logs** page displays a list with the date and time the agent logged in and out of the queue:

- **Action** - This column displays if the queue agent `Logged in` or `Logged out` of the queue.
- **Log time** - The date and time the action was performed.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} and {end_date}

Agent Status

VoxSun Professional offers you detailed statistics about the queue agent, including information about his sessions and answered calls.

You can use the **Agent {agent_name} Status** management page to browse through the available details. The following controls are provided:

1. The link menu displayed on top of the page allows you to navigate

through the sessions and answered calls reports. This menu is always present, no matter the selected page.

2. **Agent Status Overview** - This section displays the queue agent's most important parameters:

- **Status** - The queue agent's status (e.g.: `Logged in Jul 01, 2010 12:14:19`).
- **Logged in total time** - The total time the agent was logged in to the queue.
- **Logged in** – This number displays for how many times the queue agent has logged in to the queue in the defined time interval.
- **Average logged in** – The average time spent by the queue agent logged in to the queue (the average length of his sessions), in the defined time interval.
- **Minimum logged in** – The minimum time spent by the queue agent logged in (his shortest session), in the defined time interval.
- **Maximum logged in** – The maximum time spent by the queue agent logged in (his longest session), in the defined time interval.
- **Pauses** – The number of times the queue agent used the pause feature (e.g.: dialed ***96EXTENSION_NUMBER** from his key pad), in the defined time interval.
- **Average on pause time** – The average length of the queue agent's pauses, in the defined time interval.
- **Minimum on pause time** – The minimum time a queue agent was paused, in the defined time interval.
- **Maximum on pause time** – The maximum time a queue agent was paused, in the defined time interval.
- **Calls** – The total number of calls assigned to the queue agent in the defined time interval.

The agent status overview

3. When you want to visualize the statistics for a certain time interval, you can define its limits using the available search controls:

Analyzing records between {start_date_time} **and {end_date_time}**, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the information to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the information to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

The default value is the current date and time.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The statistics will be updated.

Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agent Session Details

The **Agent {agent_name} Session Details** page displays detailed information about all the queue agent's sessions:

- **Login hour** – The session's start time - the date and time the agent logged in to the queue.
- **Logout hour** – The session's end time - the date and time the agent logged out from the queue.
- **Duration** – The session's length - the time the agent was logged in to the queue.
- **Logged in from** – The agents can log in to a queue from any phone connected to the VoxSun Professional system (the phone associated with the agent's extension or another phone associated with another extension) or from a remote location (for remote agents), using a `Queue login center` extension. This column specifies the extended number of the extension associated with the phone used by the agent during the session or the phone number the remote agent is calling from.
- **Pauses** – The number of times the queue agent used the pause feature (e.g.: dialed ***96EXTENSION_NUMBER** from his key pad), in the defined time interval.
- **Pause time** – The total duration of the queue user's pauses, per session, in the defined time interval.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} and {end_date}

Agent Calls

The **Agent {agent_name} Calls** page displays the most important details about the calls answered by the queue agent like the CallerID, the call duration or the time the caller had to wait in queue.

The **Calls Overview** table provides the following information:

- **CallerID** - The caller's identification number, for example <8754>, or, if the call was initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
- **CallID** – A unique identification number generated by VoxSun technical platform for each call.
- **Start time** - The date and time the conversation started.
- **End time** - The date and time the conversation ended.
- **Duration** – The conversation's length.
- **Call wait** – The time the caller had to wait in queue before being connected to the agent.
- **Call ended with** – Here you can see how the call was terminated:
  - Caller disconnected - The caller hanged up first.
  - Agent disconnected - The agent hanged up first.
  - Transferred - The call was transferred to another extension.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} **and {end_date}**

IVR Features

Interactive Voice Response allows a computer to detect voice and dual-tone multi-frequency signaling (DTMF) keypad inputs. Using an IVR extension, the customers can access and control the VoxSun Professional features via a telephone keypad or by speech recognition. The IVR guides the customers using pre-recorded or dynamically generated audio, directing them on how to proceed with their requests.

Once you have created the IVR extension, you can define its behaviour by designing the IVR menu and the caller's possibilities to interact with the system.

The **IVR {extension_name}** page can be accessed by following the next steps:

1. Choose the desired `IVR` extension from the **Extensions Management** page and click its name link.

2.

Next, click the **IVR setup** icon available in the `Tools` area.

The available controls are grouped into the following sections:

- **Tools** - You can edit the extension's parameters, define new contexts or visualize a brief report about the IVR structural errors by clicking the corresponding icons.

  Note

  The IVR report is available only if at least one context is defined for the extension. A warning message is displayed, informing you that you must add an entry context in order for the IVR to be accessible by phone.

  Note

  After adding the extension, the IVR schema cannot be generated because

  there are no contexts defined. The icon is displayed.

- **Contexts** - This table displays the already defined contexts. The following information is available:
  - **R** - The context exposure:
    - The context cannot be accessed from another context inside the IVR.
    - The context is reachable an can be accessed from another context inside the IVR.
  - **Context** - The context's descriptive name. Click the link to edit its settings.
  - **Active options** - The number of active options defined for the context. The actions can be defined for:
    - `start` – The sequence of actions executed when the caller reaches the context.
    - `timeout` – The sequence of actions executed when the caller remains inactive during the timeout time interval defined for the IVR.
    - `invalid` – The sequence of actions executed when the caller presses

a key (0–9, *, #) which has no action associated with it.

    - `0-9, *, #` – The sequence of actions executed when the caller presses the corresponding key on his phone pad.

- **Created** - The date the IVR context was added.

Note

The entry context is displayed using bold characters.

Add an IVR Context

In VoxSun Professional, an IVR is made up of a group of contexts. There are two types of contexts:

- `regular` - This context is a container for one or more options, each one of them consisting of a sequence of actions.
- `entry` - This is the context where the caller is directed when the IVR answers a call.

Note

An IVR can have only one entry context that must have one or more actions defined for its `start` option (the option that is executed automatically without caller intervention).

To add a new context, follow the next steps:

1. Click the **Add context** icon available in the `Tools` area.
2. The **Add IVR Context** section allows you to define the context's settings:
   - **Name** – Use the text box to fill in a descriptive name for the new context.
   - **This is the entry context** – Select this check box if you want to set the new context as the IVR's entry context.

Note

If you have previously defined another entry context, VoxSun Professional will make the new context the entry one and will set the initial context as regular.

- **Allow to dial phone terminal extensions directly [] from this context** - If this feature is enabled, the caller will be able to dial the short number of the extension he wants to reach directly from this context. In this way, he will not be required to wait for a certain context/action to dial that number.

Note

This option can be enabled for multiple contexts in the same time.

Caution

It advisable to inform the callers via a recorded warning sound placed inside the context that they are allowed to dial the extension phone number at any time!

For example, if you have enabled this feature for all the IVR's contexts, you can put in the entry context a message saying `If you know the extension number, you can dial it an anytime.` In this way, the callers will be aware of this possibility.

3. Click **OK** to create the context. Click **Cancel** to abandon the operation and return to the previous page.

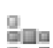
4. Next, the context options management page is displayed. Here you can define actions for each one of the available options or you can edit the context's parameters. The available controls are grouped into the following two sections:

   - **Edit IVR Context** - This section allows you to modify the settings previously configured.

   - **Context Options** - This table displays all the possible options that can be chosen by the caller and that can be enabled by adding actions. The following information is available:

     - **A** – This column displays:

       -  if the option contains actions.

       -  if the option is empty.

     - **Option** – These are the options available to the caller:

       - `start` – The sequence of actions executed when the caller reaches the context.

       - `timeout` – The sequence of actions executed when the caller remains inactive during the timeout time interval defined for the

IVR.

- `invalid` – The sequence of actions executed when the caller presses a key (0–9, *, #) which has no action associated with it.
- `0-9`, `*`, `#` – The sequence of actions executed when the caller presses the corresponding key on his phone pad.

To define the sequence of actions associated with an option, click its name. For more details, see this section.

- **Actions** – The number of actions defined for the option.
- **Created** – The date when the first action was activated for the option.

Note

The context you have just created is similar to an empty container. To make it functional, you have to define some actions.

Add Actions

After configuring the context's basic settings, it is advisable to define the actions specific to each option that will be available to the caller. To do so, use the controls available in the **Edit Actions for {context_name} Option {selected_option}** page:

- **Add Action** – Use this section to choose the action you want to be performed for the selected option.
  - **Action** – Use this drop-down list to select one of the available actions.
  - **Description** – A short description of the selected action's outcome from the caller's perspective.
  - **Add in position** – Use this text box to specify the action's position inside the option's sequence of actions.
- **Action Details** – The content of this section depends on the action previously selected:
  - **Alter CallerID Name with content of variable** – You can choose one of the available actions (`Prepend`, `Append`, `Replace`) to modify the CallerID name using a recorded variable.

    `{action} CallerID Name with content of variable {variable}` - Use the drop-down list to select the action and the text box to specify the name of the variable you want to use.
  - **Alter CallerID Name with static value** – You can choose one of the

available actions (`Prepend`, `Append`, `Replace`) to modify the CallerID name using a static value.

`{action} CallerID Name with static value {number}` – Use the drop-down list to select the action and the text box to specify value you want to use.

- **Alter CallerID Number with content of variable** – You can choose one of the available actions (`Prepend`, `Append`, `Replace`) to modify the CallerID number using a recorded variable.

  `{action} CallerID Number with content of variable {variable}` – Use the drop-down list to select the action and the text box to specify the name of the variable you want to use.

  Note

  In VoxSun Professional, when a call is made to a public phone number and you want to know on which DID number that call reached the IVR, you can use the `IVR_NUMBER.CALLEDDID` variable to store the DID number that was called. This variable can be used in any other action that makes use of variables, for example: **Alter CallerID** and **Jump to context** .

- **Alter CallerID Number with static value** – Choose one of the available actions (`Prepend`, `Append`, `Replace`) to modify the CallerID number using a static value.

  `{action} CallerID Number with static value {number}` – Use the drop-down list to select the action and the text box to specify the value you want to use.

- **CallAPI Interactive** - You can use the CallAPI mechanism to program the IVR to behave in a certain way using HTTP REST interaction with a remote application.
  - `Request method` - Use the drop-down list to select one of the two available HTTP request methods:
    - *GET* - This method requests a representation of the specified resource. This is the default value.
    - *POST* - This method submits data to be processed (e.g.: from a HTML form) to the specified resource. The data is included in the body of the request and it may lead to the creation of a new resource, to the revision of the existing resources or both.
  - `Request ID` - Use the available text box to fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.

- `Make request to` - Use the text box to fill in the URL address you want the IVR to send the request. For more details, check the CallAPI documentation.
- `Note` - Here you can write a brief description for the request.

- **CallerID Name based jump** - This action is used at jumping to another context based on the received call's CallerID name.

  `If CallerID Name is {relation} {name}`

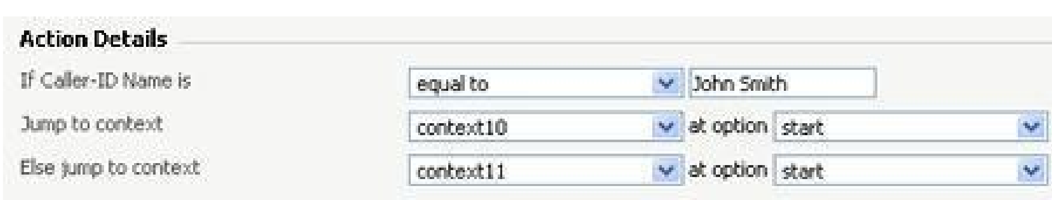
  `Jump to context {context} at option {option}`

  `Else jump to context {context} at option {option}`, where:

  - `{relation}` - Use the drop-down list to choose when the jump to be performed:
    - *equal to* - The jump will be performed when the CallerID name matches the one specified in the `{name}` text box.
    - *different than* - The jump will be performed for all the CallerID names that do not match the one specified in the `{name}` text box.
  - `{name}` - Use this text box to specify the CallerID name to be matched or avoided.
  - `{context}` - Use the drop-down list to select one of the available contexts you want the jump to be performed to.
  - `{option}` - After selecting a destination context, you can choose the context option where the jump to be performed to:
    - *start*
    - *timeout*
    - *invalid*
    - *0–9, *, #*

Note

Each of these options can be configured with one of the available actions, depending on the context's purpose.



Example of a valid 'CallerID Name based jump' action

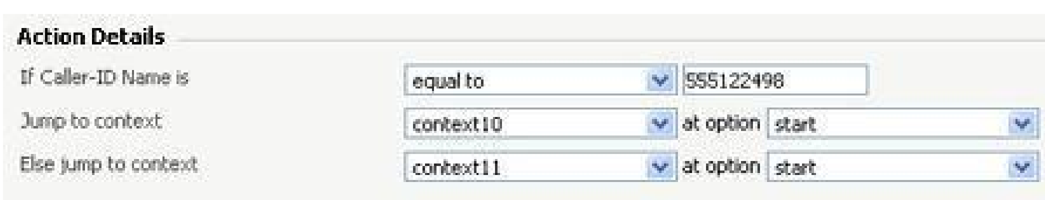
- **CallerID Number based jump** - This action is used at jumping to another context based on the received call's CallerID number.

  ```
  If CallerID Number is {relation} {number}
  ```

Jump to context {context} at option {option}

Else jump to context {context} at option {option}, where:

- {relation} - Use the drop-down list to choose when the jump to be performed:
  - *equal to* - The jump will be performed when the CallerID matches the one specified in the {number} text box.
  - *different than* - The jump will be performed for all the CallerIDs that do not match the one specified in the {number} text box.
- {number} - Use this text box to specify the CallerID to be matched or avoided.
- {context} - Use the drop-down list to select one of the available contexts you want the jump to be performed to.
- {option} - After selecting a destination context, you can choose the context option where the jump to be performed to:
  - *start*
  - *timeout*
  - *invalid*
  - *0–9, *, #*



Example of a valid 'CallerID Number based jump' action

- **Hangup after [X] seconds** – This action allows you to terminate a call after a given time period.

  Hangup after {x} seconds – Use the text box to specify the number of seconds after which the call will be terminated.

- **Jump to context** – This action is used at jumping to another context based on the evaluation of a given condition.

`Jump to context {context} at option {option}`

`If {variable} {relation} {number}`, where:

- `{context}` - Use the drop-down list to select one of the available contexts you want the jump to be performed to.

- `{option}` - After selecting a destination context, you can choose the option when the jump to be performed:
  - *start* – The jump is executed when the caller reaches the context.
  - *timeout* – The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR.
  - *invalid* – The jump is executed when the caller presses a key (0–9, *, #) which has no action associated with it.
  - *0–9, *, #* – The jump is executed when the caller presses the corresponding key on his phone pad.
- `{variable}` - Use this text box to specify the variable to be evaluated.
- `{relation}` - Use the drop-down list to choose one of the available evaluation criteria.
- `{number}` - Fill in the number you want the variable to be evaluated against.

Example of a valid 'Jump to context' action

- **Play company directory** – This action transfers the call to one of the extensions in the company directory. All the extensions in the directory are played to the caller and he may select the destination extension using the phone keypad.

- **Play digits** – Use action when you want a given value to be communicated to the caller using one or more sound files.

  `Play value {variable} as {style}` – Use the text box to fill in the digits to be played to the caller and the `{style}` drop-down list to choose if the value will be pronounced as individual digits, as a number or as phonetics.

- **Play digits contained in variable** – Use this action when you want a given value contained in a variable to be played to the caller using one or more sound files.

`Play digits contained in variable {variable} as {style}` – Use the text box to fill in the name of the variable and the `{style}` drop-down list to choose if the value will be pronounced as individual digits, as a number or as phonetics.

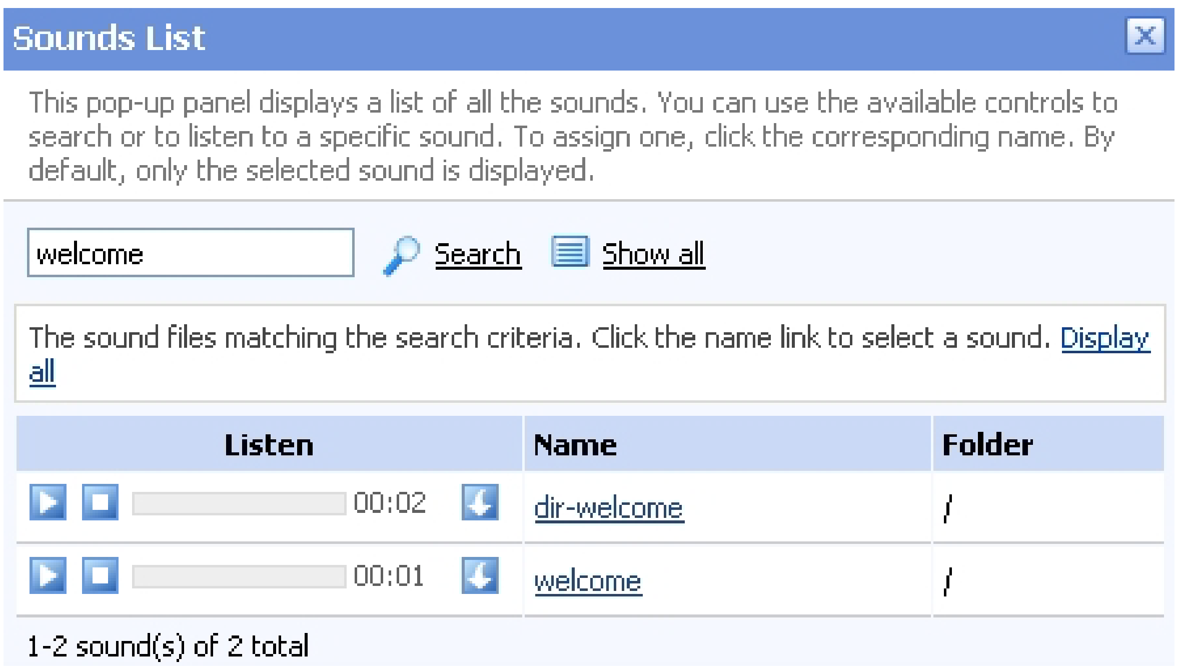
Note

You can associate a numeric value to a variable using the *Record digits to variable* or the **Set variable**.

- **Play sound file** – This action plays a given sound file to the caller.

  `Play in {style} the sound {sound}` - Use the `{style}` drop-down list to select if the sound file will be played in *background* or in *foreground*.

  Use the icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.
- **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Record digits to variable** – This action can be used to save the digits typed by the caller on his phone keypad into a given variable.

  `Record {number_of_digits} digits to variable {variable}`

  `Stop recording after {x} seconds of inactivity`

  `[] Play before starting recording {sounds}`, where:

  - `{number_of_digits}` - Use this text box to specify the number of digits the caller is expected to type.
  - `{variable}` - Use this text box to fill in the name of the variable where the input will be stored.
  - `{x}` - Here you can set the number of seconds of inactivity after which the recording will be terminated. The accepted values range from 1 to 9. The default value is 5 seconds.
  - Selecting this check box will allow the IVR to play a certain sound file before recording the caller's input.

- **Set language to content of variable** – This action sets the language of the call by using the contents of a given variable. All the sounds will be played to the caller in the selected language.

`Set language to content of variable {variable}` – Use the text box to fill in the name of the variable that contains the language code.

- **Set language to static value** – This action sets the language of the call to one of the available languages. All the sounds will be played to the caller in the selected language.

  `Set language to static value {language}` – Use the drop-down list to select the language.

- **Text to speech** – This action plays a custom text to the caller.

  `Text to speech {text} with voice {voice}` – Use the text box to fill in the text you want to play for the caller; you can also use SSML tags to control how the text is read (for more information, see Using the Text To Speech Feature). Use the drop-down list to choose the voice that will pronounce the text.

  Note

  This action is available only if these conditions are fulfilled:

  - The IVR has the **Maximum concurrent text to speech** option set to a value greater than 0.
  - The **Allow text to speech** option was enabled from the Unified Communications >> **System Preferences** page.
  - There is at least one Cepstral voice engine installed on your server.
  - There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the VoxSun. store) .

  More details about the Cepstral engine installation can be found in the VoxSun Professional release notes.

- **Set variable** – Use this action if you want to replace the content of a variable with a string.

  `Associate variable {variable}` - Use this text box to specify the name of the variable to be replaced.

  `With string {string}` - Use this text box to fill in the string to be used instead.

- **Time interval based call transfer** – This action allows the IVR to transfer the call to another extension on the same client account based on the time interval when the call is received.

```
If in {time_interval}

Transfer to {extension1}
```

`Else transfer to {extension2}` , where:

- `{time_interval}` - Use the drop-down list to select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the extension specified below.

- `{extension1}` - Use the available box or click the icon to specify the extension the calls received in the selected time interval will be transferred to. On click, a pop-up window listing all the available extensions belonging to the same client is displayed. The following information is available:
  - **T** - The extension's type:
    - Phone terminal
    - Queue
    - Interactive Voice Response (IVR)
    - Voicemail center
    - Conference
    - Callback
    - Calling card
    - Intercom/Paging
    - Queue login center
  - **S** - The extension's status:
    - Enabled
    - Disabled
  - **Extension** - The extension's name.

    Click the link to select an extension.
  - **Extension number** - The extension's short number.

  If the extensions list is too long, you can use the available controls to search for a specific one.

In order to display all the extensions available in the system, click the Show all link.

You can change the number of entries per page by clicking the 10, 25 and 100 links available in the right side of the table. The total number of records is shown in the left side.

- `{extension2}` - Use the available box or click the icon to specify the extension the calls received outside the selected time interval will be transferred to.

◦ **Time interval based context jump** – This action allows the IVR to transfer the call to another context based on the time interval when the call is received.

`If in {time_interval}`

`Jump to context {context} at option {option}`

`Else jump to context {context} at option {option}`, where:

- `{time_interval}` - Use the drop-down list to select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the context specified below.
- `{context}` - Use the drop-down list to select one of the available contexts you want the calls to be transferred to.
- `{option}` - After selecting a destination context, you can choose the option when the jump to be performed:
  - *start* – The jump is executed when the caller reaches the context, if within/outside the selected time interval.
  - *timeout* – The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR, if within/outside the selected time interval.
  - *invalid* – The jump is executed when the caller presses a key (0–9, *, #) which has no action associated with it, if within/outside the selected time interval.
  - *0–9, *, #* – The jump is executed when the caller presses the corresponding key on his phone pad, if within/outside the selected

time interval.

- **Transfer call to extension number** – This action can transfer the call to another extension on the same client account.

```
Transfer call to extension number {extension_number}
```

`[] Play sound before transferring {sound}` , where:

  - `{extension_number}` - Use the available box or click the icon to specify the extension the calls will be transferred to.
  - Selecting this check box will allow the IVR to play a certain sound file before transferring the call.

- **Transfer call to number contained in variable** – This action can transfer the call to another extension on the same client or to an external phone number using the contents of a given variable.

  `Transfer call to number contained in variable` - Use the text box to specify the name of the variable that contains the number the calls will be transferred to.

  `Allow transfers to external numbers` - Select this check box to enable transfers to external numbers.

- **Wait for [X] seconds** – This action can be used to introduce a delay between two consecutive actions.

  `Wait for {x} seconds` – Use the text box to specify the delay. The accepted values range from 0 to 600 seconds.

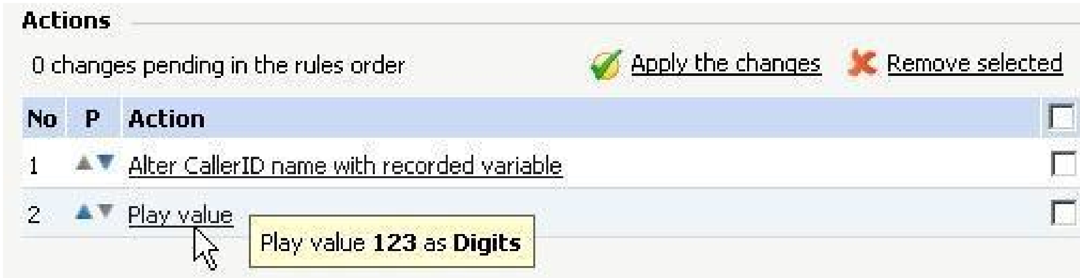
- **Actions** – This table displays the actions that have already been added for the current option. You can change the order in which they are executed or remove the unuseful ones. The following information is available for each action:
  - **No** - The action's execution position.
  - **P** - Use the available controls to change the action's position. To move it to a higher position, click the up arrow. To move it to a lower position, click the down arrow.

    In order to save the chosen order, click the Apply the changes link.

Note

If there is only one action, its position cannot be changed. The controls are grayed out: .

- **Action** - This column displays the action. On mouse over, details about its configuration are displayed. Click the available link to edit the action.



The actions table

After configuring the action, click **OK** to add it to the context. Click **Cancel** to reset the controls.

Note

You can add actions until the desired sequence is complete.

To delete a certain action, select its corresponding check box and click the Remove selected link.

Edit an IVR Context

To edit one of the IVR's contexts, follow the next steps:

1. In the **Contexts** table, click the name of the context you wish to modify.
2. The new opened page allows you to modify the context's preferences by using the controls available in the **Edit IVR Context section**. For more details, see the Add an IVR Context section.

   Also, you can edit the options associated to the context by modifying existing actions or by adding new ones. For more information, see the Add Actions section.

Test the IVR

VoxSun Professional gives you the possibility to verify both a new IVR or a modified older one before making it public.

When you use the test function after modifying an IVR, VoxSun Professional will create a duplicate IVR that you can verify over the phone. If you accept the modifications and generate the IVR, VoxSun Professional will overwrite the old IVR. This way, your changes will be saved. In case you find any inconsistencies and you want to make further changes or corrections, you must not generate the modified IVR.

Follow these steps to test the IVR:

1. After setting up/modifying the IVR contexts, options and actions, click the Test IVR link placed in the top right corner of the screen.

The IVR tool bar

A message with instructions will be displayed on the top of the page:

`If you want to test the IVR, pick up the phone and dial *48{extno}.`

Note

Here, `{extno}` stands for the IVR extension's short phone number.

2. If errors are detected, an information message will be displayed on the top of the page:

`The IVR was generated successfully, but there are some inconsistencies. We advise you to correct them, otherwise the IVR will not function as expected. You can get a full report on the detected errors {link}.`

Clicking the available link will take you to the report page that will display the cause that generated those inconsistencies, advising you how to solve them.

3. If no errors are detected, you will be informed that `Congratulations, the IVR was generated successfully!` Now you can generate the IVR and you can go live with it.

Generate the IVR

After you have created your contexts, options and actions and after you have tested their consistency, it is time to put it all together and physically generate the IVR. To do this, click the Generate IVR link located in the upper right corner of the screen.

The IVR tool bar

Note

The Generate IVR link becomes visible each time you modify the IVR version that you have previously generated.

Edit an IVR

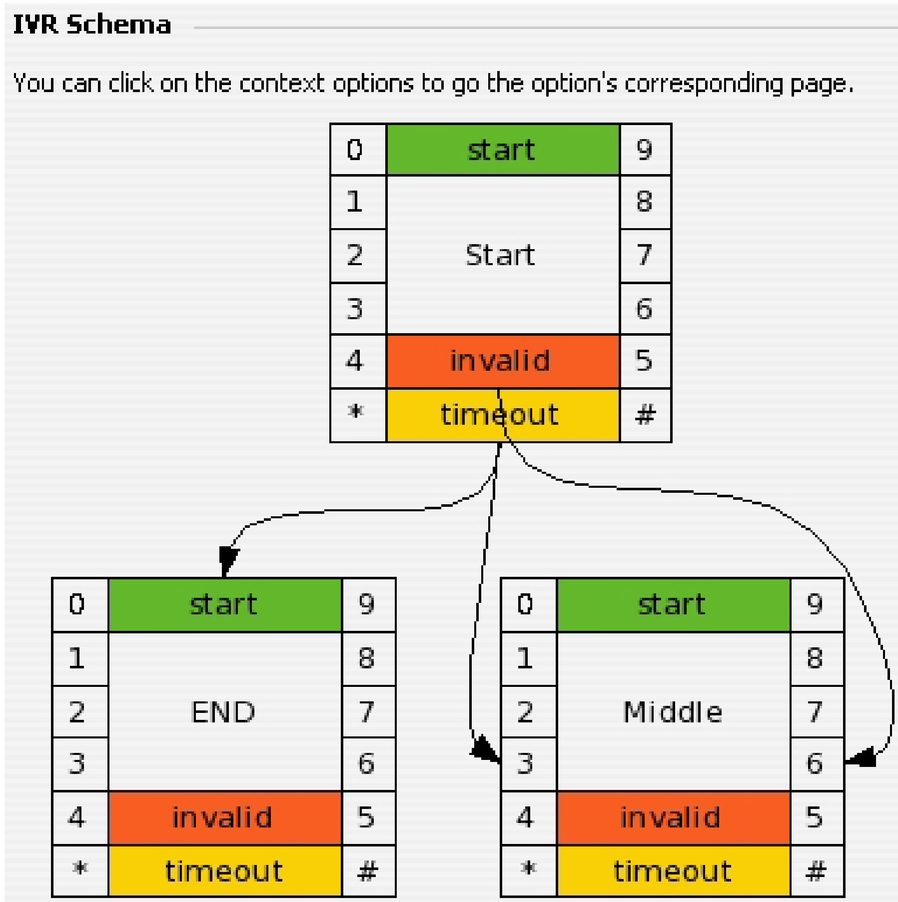
If you want to modify the IVR's settings, follow the next steps:

1. Click the **Edit IVR** icon available in the `Tools` area.
2. All the editable parameters are grouped into the **Edit IVR** section:
   - **Name**
   - **Default music on hold folder**
   - **Timeout**
   - **IVR session lifetime**
   - **Entry context** - If at least one context is defined for the current IVR, you may use the drop-down list to select the one to be used as entry context.
   - **If lifetime expires**
   - **Description**

   For more details on how to customize the IVR, see the IVR Setup section.
3. Click **Ok** to save the changes or **Cancel** to return to the previous page without modifying anything.

View the IVR Schema

VoxSun Professional can generate a graphical representation of the IVR contexts, including the links between them (e.g.: **Jump to context** and **Time interval based jump** action types). To do so, click the  **IVR schema** icon available in the `Tools` area.



IVR schema example

Note

The icon is displayed until at least one context is defined for the current IVR.

View the IVR Structural Report

When trying to generate an IVR, VoxSun Professional checks for structural inconsistencies and errors. In case it finds any, it displays warning or error messages in the **IVR Management** page.

If structural inconsistencies are found, VoxSun Professional allows you to view and correct their causes. You have two options to check these disfunctionalities:

1. Click the link available in the displayed warning message.

2. Click the **IVR report** icon available in the `Tools` area.

The **IVR {extension_name} Report** page display the contexts, options and actions where the inconsistencies are located. It also provides links to easily access the pages from where you can correct these disfunctionalities.

Error Types

VoxSun Professional checks for the following *structural errors*:

- The IVR does not have an entry context.
- The IVR's entry context does not have actions defined for the start option.

Note

The IVR cannot be generated when structural errors are found.

VoxSun Professional checks for the following *structural inconsistencies*:

- The IVR uses **Time interval based call transfer** and **Transfer to extension** action types that use destination extensions no longer existent.
- The IVR uses **Time interval based jump** and **Jump to context** action types that use destination contexts no longer existent.
- The IVR uses actions that play sounds no longer existent.

If the IVR structure is correct, the page displays the following message: `This IVR has no structural errors.`

Conference Features

Scheduled Conferences

VoxSun Professional allows conference scheduling for `Conference` type extensions.

The **Scheduled Conferences** page can be accessed by following the next steps:

1. Choose the desired conference type extension from the **Extensions Management** page and click its name link.

2.

Next, click the **Scheduled conferences** icon available in the `Tools` area.

VoxSun Professional displays the following details for each scheduled conference:

- **S** – This icon displays the scheduled conference's status:
  - Enabled
  - Disabled

  Click this icon to change the conference's status.
- **Name** - The conference name.
- **Number** - The conference number.
- **State** - The conference state:
  - `Never started`
  - `In progress`
  - `Ended`
- **Created** - The date when the scheduled conference was created.
- **Scheduled date** - The date when the conference is scheduled.
- **Started** - The time when the conference started.
- **Ended** - The time when the conference ended.
- **In conference** - The number of participants to the conference.
- **Sessions** - The number of sessions for the conference. If there has been at least one session, you can click the link to open the **Scheduled Conference Sessions** page that displays an overview of all the sessions of that particular conference. For more details, see the next section.

View Scheduled Conference Sessions

This page allows you to see all the sessions belonging to a particular conference. To access this page, choose the desired conference from the **Scheduled conferences** table and click the link available in the **Sessions** column.

VoxSun Professional displays the following details for each session:

- **S** - This icon displays the session's status:
  - Conference ended

- Conference started
- Conference recorded

- **Started** - The date and time when the session had begun.
- **Ended** - The date and time when the session had ended.
- **Participants** - The number of people that have attended this conference.
- **In conference** - The number of participants that still are in the conference.
- **Duration** - The length of each session.

Searching the Sessions List

If you want to search for a particular session, you can use one or more of the available filters:

Show sessions between {date_1} and {date2}, where:

- **{date_1)** - Use the available text box or the calendar button to specify the lower limit of the time interval in which you want to search for particular sessions. The date format must be `yyyy-mm-dd`.
- **{date_2}** - Use the available text box or the calendar button to specify the upper limit of the time interval in which you want to search for particular sessions. The date format must be `yyyy-mm-dd`.

When you have decided on the filters you want to use, click the Search link to display only the sessions that match your search criteria.

Schedule a New Conference

This extension type allows setting up conferences that can be accessed by users calling from phones connected to the system, as well as by outside callers (e.g. calling from a phone connected to the PSTN).

To schedule a new conference, click the **Schedule new conference** button available in the `Tools` area and fill in the following details:

- **Conference Schedule**
  - **Name** - Use this text box to set the conference descriptive name.

- **Administrator PIN** - Use this text box to set the PIN code for the conference administrator.

Note

Although it is highly recommended that you set up an administrator PIN, you can leave this field empty. If you choose to leave the `Administrator PIN` field empty the system behaviour changes as follows:

- You cannot set up a participant PIN.
- NO PIN is requested when users enter the scheduled conference.
- ALL users join the conference as members.
- NO administrator is able to join the conference.

- **Participant PIN** - Use this text box to set the PIN code used by participants to this conference.
- **Conference room size** - Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between
2 and 99.
- **Conference type** - Three options are available:
    - **One type** - When this option is enabled, the conference is scheduled one time between `Start hour` and `Scheduled end hour`.
    - **Anytime** - When this option is enabled, the conference is permanent.
    - **Recurring** - When this option is enabled, the conference is scheduled to take place as specified by `Weekday`, `Day of the month`, `Month` between `Start hour` and `Scheduled end hour`.
- **Start hour** - Use this text box to specify the scheduled start time for one time or recurring conferences.
- **Scheduled end hour** - Use this text box to specify the scheduled end time for one time or recurring conferences.
- **Start date** - Use this text box to specify the date the one time conference will start. Also, you can click the icon to chose the date from the
calendar.

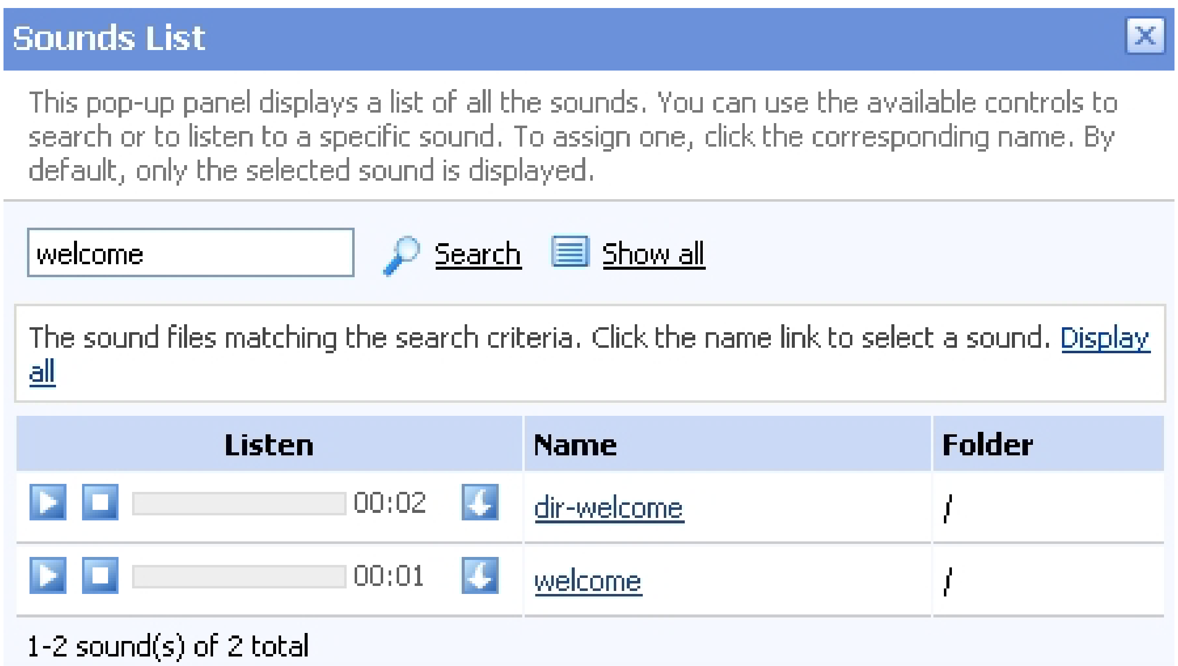
Note

This option is useful when having a conference scheduled to start at 22:00 and to end at 01:00 the next day.

◦ **Weekday** - Use this text box to specify the day of the week when a recurring conference is scheduled to take place.

- ◦ **Day of month** - Use this text box to specify the day of the month when a recurring conference is scheduled to take place.
- ◦ **Month** - Use this text box to specify the month when a recurring conference is scheduled to take place.

- **Conference Details**
  - ◦ **Play sound {folder} {sound} before connecting to conference center** – When the check box is selected, use the icon to select the sound that will be played for the caller before he is connected to the extension. A pop-up panel listing all the available sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- ▪ **Listen** - Use the available controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the icon and confirm your choice.
- ▪ **Name** - The name of the sound file. Click the link to select it.
- ▪ **Folder** - This column displays the file's folder location.

Note

The path will display the folder name and also its origin:

`////` placed before the name of a folder signals the admin's default folder.

`///` placed before the name of a folder signals the reseller's default folder.

`//` placed before the name of a folder signals the client's default folder.

`/` placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Enable music on hold** - When this option is selected, VoxSun Professional plays the files located in the `Default music on hold` folder if there is only one user present in the conference.
- **Close the conference when all conference moderators exit** - When this option is enabled, VoxSun Professional terminates all calls when all the conference moderators log out.
- **Announce user count on joining conference** - When this option is selected, VoxSun Professional announces any new participant about the number of users in the conference call.
- **Announce users joining/leaving** - When this option is selected, VoxSun Professional announces the users about any participant joining or leaving the conference call.
- **Record conference conversations** - Select this option if you want VoxSun Professional to record all your conferences.

Click **OK** to schedule a new conference. Click **Cancel** to go back to the previous page without any change.

Searching the Scheduled Conferences List

When the scheduled conferences list is too long and you are searching for specific conferences, you can use the default controls plus one extra:

- Use the drop-down list to select the time interval when the conferences were scheduled. Only the conferences defined in that interval will be displayed. The available time frames are:
    - `Any time`
    - `Today`
    - `Tomorrow`
    - `Next 7 days`
    - `Next month`
    - `In the past`

Callback Features

Manage Callback Authorized CallerIDs

Note

In case the maximum number of authorized CallerIDs supported by your license was

reached, then you are not able to add others and the icon is disabled: .

Only the active authorized CallerIDs are counted!

VoxSun Professional allows you to authorize the users that should benefit from the callback function.

The `Callback` extension type allows system users to place calls using the VoxSun Professional server even if their phone is only connected to the public network. To do this, the user calls the `Callback` extension and waits to be called back. After being called back, he will be able to dial any number using the VoxSun Professional server.

Note

It is recommended to restrict this functionality in order to avoid abuse by creating a list of authorized callerIDs. Users will be allowed to route phone calls through the server only if they call from one of those authorized phone numbers.

View the Callback Authorized CallerIDs List

VoxSun Professional allows you to view the authorized users. To access this information, follow the next steps:

1. Choose the desired callback type extension from the **Extensions Management** page and click its name link.
2. Next, click the **Authorized callerIDs** icon available in the `Tools` area.

The following information about each CallerID is available in the **Authorized CallerIDs List**:

- **S** – This icon displays the CallerID's status:
  - Enabled
  - Disabled

  Click this icon to change the CallerID's status.
- **C** – Click this icon if you want to view a report about the costs of the calls that have originated from this callerIDs.
- **Callback number** - The CallerID that is authorized to use the callback function. Click the link to modify the number or to change the PIN code.
- **PIN** – Displays `Yes/No` whether the user will be asked to introduce his PIN code before being able to use the callback function.
- **Total credit** – Displays the user's total initial credit.
- **Available credit** – Displays the credit left for using the callback function.
- **Created** – Displays the date when the phone number was introduced to the authorized CallerID's list.
- **B** – Click this icon if you want to access the **CallerID Credit Management** page.

Add an Authorized CallerID

To add an authorized CallerID to the list, follow the next steps:

1. Click the **Add authorized callerIDs** icon available in the `Tools` area.

2. Fill in the required fields, based on how you want to add the new CallerIDs:

- **Upload Authorized CallerIDs From File**:

- **Upload callerIDs from file** – Select this check box in case you want to upload a file containing data about multiple CallerIDs.

  Note

  If you select this option, you will not be able to use the **Add Authorized CallerIDs** section.

- **CallerIDs file** – When the **Upload callerIDs from file** option is enabled, you can use the Browse... button to locate the file containing
  the callerIDs that you want to upload.

  Note

  The uploaded callerID will be displayed in the following pattern: `callerID, pin, orderno, credit`. The `credit` parameter can take numeric values or the `u, unlimited` value.

- **Field separator** – Use this text box to specify the character that separates the values in the file. The default character is ',' (comma).

• **Add Authorized CallerIDs**

- **Accept calls from callerID** – Use this field to specify the number of the extension. VoxSun Professional will allow callback to this number.
- **PIN number** – Use the text box to specify the PIN code associated to the extension. VoxSun Professional will request the user to provide the PIN before allowing him to use the callback extension.
- **Order number** – Use the text box to specify the identification number of the request made to allocate this credit.
- **Add an initial credit of** – Use the text box to specify the amount of money offered to the user when setting up his CallerID. Select the **Unlimited** check box if you do not want to limit the amount.
- Use the + − buttons to add/remove several new authorized CallerID's at the same time.

3. Click **OK** to add the new authorized callerID to the system. Click **Cancel** to go back to the previous page without adding the callerID.

Edit an Authorized CallerID

If you want to edit the details of an authorized CallerID, choose it from the list and click its number link. In the new opened page, you can modify the following fields:

- **Accept calls from callerID**
- **PIN number**

For more information on how to edit these fields, see the Add Authorized CallerID section.

Manage the Credit Associated to the Authorized CallerID

VoxSun Professional allows you to add money to the extension whose CallerID is included in the authorized ID's list.

View the Credit Associated to the Authorized CallerID

To view an authorized CallerID's credit, click the **Credit Management** icon corresponding to the desired CallerID.

The **Recharge History** table, available in the **Credit Management for CallerID {callerID}** displays the credit information:

- **Order number** – Displays the identification number for the credit allocation.
- **Credit added** – Displays the amount of money added to this callerID.
- **Credit left** – Displays the amount of money available for conversations.
- **Date added** – Displays the date when the credit was added to the callerID.

Add Credit to the Authorized CallerID

To add credit to an authorized CallerID, click the **Credit Management** icon corresponding to the desired CallerID.

Use the **Add Credit** section to fill in the required fields:

- **Add credit** – Use this field to introduce the amount of money you want to offer the CallerID user.
- **Order number** – Use this field to insert the identification number of the request made to allocate this credit.
- Click **OK** to add the new credit to the system. Click **Cancel** to go back to the previous page without adding the credit.

Export to an Easy-to-Edit Format

In the **Authorized CallerIDs Management** page, you have the option to export the authorized callerIDs list to an easy-to-edit format:

- Export to Excel – Click this link to export the call costs report to a Microsoft Excel file.
- Export to CSV - Click this link to export the call costs report to a `.csv` format file.

Chapter 9

Reports and Statistics

View System Reports

The **Reports** section provides the best overview of the system status.

The **Report Management** page can be accessed by clicking the Reports link available in the left navigation panel.

Multiple statistics are available:

- A general overview of the VoxSun Professional system from the client's perspective, including the number of child accounts, the call costs and the available sound files.
- A real-time overview of the client's extensions active calls.
- Detailed information about all the client's extensions calls.
- Graphic representations for the most important statistics.

Report Overview

This section displays statistics about the number of objects (accounts, sounds, charging plans, active calls, etc.) currently available in the system for the client account and can be accessed by clicking the **Overview** tab.

VoxSun Professional displays the following information about the system:

- **System Usage Overview for {month}, {year}**
  - **Call cost for {month}, {year}** - The total cost of all the client's extensions calls.
  - **Public phone numbers cost** - The monthly amount that must be paid to the channel provider.
  - **Total length of outgoing calls** – The total time spent on outgoing calls in the current month.
  - **Total length of incoming calls** - The total time spent on incoming calls in the current month.
  - **Maximum length of an outgoing call** – The maximum time spent on outgoing calls by the extensions belonging to the logged in user.
  - **Maximum length of an incoming call** – The maximum time spent on incoming calls by extensions belonging to the logged in user.
- **Account Overview** – This section displays the number of accounts in the system and their status.
  - **Account created** - An account can be created either from the system interface, either from SOAP. For both situations, *From interface* is displayed here.
  - **Total extensions**– Total number of extension accounts belonging to this client.
  - **Enabled extensions**– The number of enabled extensions accounts belonging to this client.
  - **Suspended extensions**– The number of disabled extensions accounts belonging to this client.

- **Registered extensions** - The number of phone terminal extensions registered from a phone.
- **Phone terminals** – The total number of `Phone terminal` extensions belonging to this client.
- **Queues** – The total number of `Queue` extensions belonging to this client.

- **Queue login center** – The total number of Queue login center extensions belonging to this client.
- **IVRs** – The total number of IVR extensions belonging to this client.
- **Voicemail centers** – The total number of Voicemail center extensions belonging to this client.
- **Conferences** – The total number of Conference extensions belonging to this client.
- **Callbacks** – The total number of Callback extensions belonging to this client.
- **Calling cards** – The total number of Calling card extensions belonging to this client.
- **Intercom/paging** – The total number of Intercom/paging extensions belonging to this client.
- **SIP trunking channels used** - The total number of SIP trunking channels currently in use by all the Phone terminal extensions in the system, computed based on the total number of **Maximum public concurrent calls** set for all the Phone terminal extensions that have the **A PBX is connected to this extension** option enabled from their Provisioning and SIP Preferences page.

- **Sound Files Overview**
  - **Total sounds** – The total number of shared and personal sounds in the system. The sounds owned by the logged in user and the sounds owned by users belonging to the logged in user are counted.
  - **Shared sounds** – The total number of shared sounds. Shared sounds can be defined in reseller and client contexts. Shared sounds can be used by all VoxSun Professional users belonging to the user that added the sound.
  - **Personal sounds** – These sounds can be used only be the user that created them.
- **Music On Hold Overview**
  - **Total music on hold files** – The number of music on hold files for the logged in user.
  - **Personal music on hold files** – The number of system music on hold

files, owned by the logged in user.

    - **Personal music on hold folders** – The number of music on hold folders, owned by the logged in user.

- **Charging Plans Overview**

    - **Client level charging plans** – The number of charging plans created by clients.
- **Disk Space Overview**
    - **Disk space for sounds** - The disk space used by the client's and his extensions' sounds out of the total disk space allocated to the client.
    - **Disk space for music on hold** - The disk space used by the client's and his extensions' music on hold files out of the total disk space allocated to the client.
    - **Disk space for voicemail** - The disk space used by the client's and his extensions' voicemail messages out of the total disk space allocated to the client.
    - **Disk space for recorded calls** - The disk space used by the client's and his extensions' recorded calls out of the total disk space allocated to the client.
    - **Disk space for fax messages** - The disk space used by the client's and his extensions' fax messages out of the total disk space allocated to the client.
    - **Total disk space** - The total disk space used by all the above files.

Call Reports

VoxSun Professional offers an easy way to keep track of the calls made by all your extension accounts.

In the **Call Report** page, you can view a monthly report of all registered calls. You can also:

- Search for specific calls.
- Export the call list to a file in one of the available formats: Microsoft Excel or `.csv`.

To access this section, click the **Call Reports** tab.

VoxSun Professional displays, in the **Call List** table, all the calls registered in the current month. To view the calls from a previous month, use the available drop-down list.

The table includes the following details about each call:

- **T** – The call type:
  -  External call

  - Local call
  - Extended local call
- **A** – The application used by the call:
  - Dial
  - Voicemail center
  - Voicemail
  - IVR
  - Conference
  - Queue
  - Park
  - Unpark
  - Callback
  - Calling card
  - Fax
  - Intercom/paging
  - Supervising
  - Queue center
- **From** – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.

> **Note**
>
> Holding the mouse cursor over an extension number will display an info message that provides details about the extension that made the call:
>
> - **Name**
> - **Company**
> - **Email**

- **Status**

Note

For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using **bold** characters.

- **To** – The CallerID, for example `<8754 >`, or, if the called party is from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call.

Note

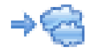
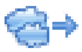
Holding the mouse cursor over an extension number will display an info message that provides details about the extension that received the call.

Note

For incoming calls, the number of the extension that received the call (reference extension) is displayed using **bold** characters.

- **Transfer source** - This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.
- **Transfer destination** - This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-'

will be displayed.

- **Call schematic** - This column displays the call flow:
  - The name of the extension that **placed** the call followed by the  icon.
  - The  icon followed by the name of the extension that **received** the call.

Note

This table displays, for all you extensions' local calls, one record for the incoming flow and another one for the outgoing flow. If one of the extensions involved in the call belongs to another client, then only one flow is displayed.

For example, if **Michael Kane** calls **Joe Doe**, then the table will display the flow both from the caller's and the callee's perspective.

The first record shows that **Michael Kane** initiated the call to **Joe Doe**, while the second one displays that **Joe Doe** received a call from **Michael Kane**. All the details are identical, except for the **Call cost** and the **Profit** values that depend on the charging plan used by each extension.

- **Initiated** - The date and time the caller dialed the callee's number, initiating the call.

Note

This column is not visible by default. It can be enabled from the Show columns panel.

- **Ringing started** – The date and time the called extension started ringing.

Note

The **Initiated** and **Ringing started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.

- **Answered** - The date and time the call was answered.
- **Call duration** – The total length of the call, displayed in the `hh:mm:ss` format.
- **CallID** – The unique number that VoxSun technical platform generated to identify the call.

Note

This column is not visible by default. It can be enabled from the Show columns panel.

- **Call cost** – The cost of the call for the logged in user.

- **Profit** – The profit made by the logged in user from this call.

> **Caution**
>
> It is highly advisable to hunt for the call costs that have a negative profit!

Searching the Calls List

VoxSun Professional automatically displays only the current month's calls. If you are searching for specific calls, you have to define your search criteria by filling in the fields available in the **Search Calls** section.

1. Use the following options to carry out an advanced search:
   - **From number** - If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list:
     - `Starting with` - Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed.
     - `Ending with` - Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed.
     - `Exact match` - Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
   - **To number** - If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list:
     - `Starting with` - Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed.
     - `Ending with` - Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed.
     - `Exact  match` - Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
   - **Account name** – Use this text box to fill in the account name (on reseller, client or extension levels) you are searching for.
   - **Charging plan** - Use this text box to fill in the charging plan name that generated the call cost you are searching for.

- **CallID** – Use this text box to fill in the unique number that VoxSun technical platform generated to identify the call.
- **Call duration** – Use this section to specify the call duration limits by filling in the fields from the rule:

Bigger than {x} seconds and/or smaller than {y} seconds

- **Call cost** – Use this section to specify the call cost limits by filling in the fields from the rule:

  Bigger than {x} and/or smaller than {y}

- **Profit** – Use this section to specify the profit limits by filling in the fields from the rule:

  Bigger than {x} and/or smaller than {y}

- **Call ended with** – Use the drop-down list to filter the calls based on their resolution:
  - `Answered` - Displays only the calls that were answered.
  - `No answer` - Displays only the calls that were not answered.
  - `Busy` - Displays only the calls that could not be answered because the callee was involved in another call.
  - `Failed` - Displays only the calls that could not reach their destination.
  - `Unknown` - Displays only the calls whose resolution is unknown.
  - `Not allowed` - Displays only the calls that were not authorized to reach their destination.
- **Start search on {x} and end on {y} -** Use these text boxes or click the calendar icon to specify the period you want to search.
- **Display** Use these radio buttons to filter the search results:
  - **All** – Select this option to display all the call types in the list.
  - **Incoming calls** – Select this option to display only the calls that were received.
  - **Outgoing calls** – Select this option to display only the calls that were placed.
- **Limit search by call context** – Use these radio buttons to filter the search results:
  - **All** – Select this option to display all the calls.
  - **Local calls** – Select this option to display only the calls made to local

numbers (between extensions belonging to the same client).

- **Extended local calls** – Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).

    - **External calls** – Select this option to display only the calls received from outside the system or sent to external destinations.
- **Limit search by application** – Use these check boxes to filter the search results by the application used by VoxSun technical platform to handle the call:
    - **Dial** – Select this option to display the calls between two phone terminals.
    - **Queue** – Select this option to display the calls targeted at queue extensions.
    - **Conference** – Select this option to display the conference calls.
    - **Voicemail** – Select this option to display the calls that ended in the voice mailbox.
    - **Voicemail center** – Select this option to display the calls to a voicemail center extension type.
    - **IVR** – Select this option to display calls targeted at IVR extensions.
    - **Park** – Select this option to display calls that were parked.
    - **Unpark** – Select this option to display calls that were picked up form the parking lot.
    - **Calling card** - Select this option to display calls that were made using an extension of type calling card.
    - **Intercom/paging** - Select this option to display the calls made through an intercom/paging extension type.
    - **Callback** - Select this option to display calls that were made using an callback extension type.
    - **Fax** - Select this option to display incoming fax calls stored on the server.
    - **Supervising** - Select this option to display the supervised calls.

2. Click **OK** to display only the records that fit your search criteria.

Export Reports to an Easy-to-Edit Format

- Export to Excel – Click this link to export the call costs report to a Microsoft Excel file.
- Export to CSV - Click this link to export the call costs report to a `.csv` format file.

You have the possibility to customize the exported call cost report by choosing the columns you want to include in your report. The relevant columns can be selected from the **Export Columns** section.

This is the list of all possible columns you can export in your customized report:

- **Call flow** - The call direction: `incoming` or `outgoing`.
- **Call type** - The received call type.
- **Application** - The application that answered the call. Any of the applications listed under **Limit search by application** (see above) can answer the call.
- **To number** – The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call.
- **From number** – The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.
- **Call initiated** - The date and time the caller dialed the callee's number, initiating the call.
- **Ringing started** – The date and time the called extension started ringing.
- **Call answered** - The date and time the call was answered. If the call was not answered, VoxSun Professional records the `0000-00-00 00:00:00` value.
- **Call duration** - The total length of the received call, in seconds.
- **Call disposition** - The way the call was terminated: it was either `answered`, `not answered`, `failed`, etc.
- **Charging plan** - The charging plan that generated the call cost.
- **Call cost** - The call cost as charged by the channel.
- **Call profit** - The difference between the cost paid by the owner of the reseller account where the cost originated and the cost charged by the channel.
- **Money unit** - The currency currently used for charging.
- **Call ID** - The unique ID of the call generated by VoxSun Professional.
- **Transfer source** - If the call was transferred to another extension, this column will list the source extension.
- **Transfer destination** - If the call was transferred to another extension,

this column will list the destination extension.

- **Initially called extension** - If the call was picked up from another extension, this column will display the extension that was originally called.

- **Callback CallerID** - If the caller used a callback extension to route its call to a remote destination, this column displays the authorized callerID (the number from which the user dialed the system).
- **Calling card code** - If the caller used a calling card to call a destination number, this column displays the code introduced to authenticate and charge the call.
- **Flow reference extension** - The extension that initiated an outgoing call or the extension that received an incoming call.

Call Flow Report

VoxSun Professional offers the possibility to view all the active calls for the client's extensions.

To access this section, click the **Call Flows** tab.

Active Calls

T	From	To	Flow	Started ringing	Connected	Channel
	08012	Fred Lee <0003*003>	From public network	Jul 02, 2010 17:11:18	Jul 02, 2010 17:11:20	SIP/0003*001-00000006
	Joe Doe <0003*001>	Fred Lee <0003*003>	Inside system	Jul 02, 2010 17:11:02	Jul 02, 2010 17:11:10	System internal

2 Calls — Number of entries per page: 10 25 100

Active calls

The following information is displayed for each active call:

- **T** – The call type:
  -  External call
  -  Local call
  -  Extended local call
- **From** – The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call. If the caller is from inside the system and the extension is owned by the logged in client, you can click the link to enter the extension's management page.

- **To** – The CallerID, for example `<8754 >`, or, if the called party is inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call. For internal callees, if the extension is owned by the logged in client, you can click the link to enter the extension's management page.

- **Flow** - The call's flow:
  - `Inside system` - The call is between two local extensions.
  - `From public network` - The call is initiated from the external public network.
  - `To public network` - The call is initiated from an extension inside the system and it is targeted to an user in the public network.
- **Started ringing** – The date and time the call started ringing.
- **Connected** – The date and time the call was answered.
- **Channel** – The channel used for calls from and to destinations in the public network. For the internal calls, the `System internal` message is displayed.

Note

The page is reloaded every 60 seconds.

Call Statistics

VoxSun Professional offers you a detailed overview of all your extensions calls. This section provides graphical and statistical representations for some of the most important events like the call's average successful rate, distribution by destination and extension type, the top hangup causes and the top callers.

To access this section, click the **Call Statistics** tab.

You can use the **Call Statistics** management page to browse through all the available information. The following controls are provided:

1. The link menu displayed on top of the page allows you to navigate through all the pages that provide detailed information about the available statistics. This menu is always present, no matter the selected page.

   Note

   The current page is displayed using bold characters, for example **Overview** .

2. **Call Statistics Overview** - This section displays a graphical representation of all the available events, using the statistical information

gathered on a certain period of time for each one of them:

- **Average Success Rate** - This pie chart illustrates the proportion of the successful calls, including the answered, busy, not answered and failed ones from the total calls made through all the channels used by your extensions.

You can click the chart or the Click to view ASR link to navigate to the **Average Success Rate** page for detailed information.

- **Average Call Duration** - This bar chart displays the average length in seconds of all the calls within the specified time interval.

  You can click the chart or the Click to view ACD link to navigate to the **Average Call Duration** page for detailed information.

  Note

  Depending on the chosen time interval, this graphic displays:

  - The **Daily Average Call Duration**, if the specified interval is smaller or equal to one month.
  - The **Monthly Average Call Duration**, if the specified interval is greater than one month.

- **Call Failures** - This line chart displays the number of failed calls based on the failure reason.

  You can click the chart or the Click to view call failures link to navigate to the **Call Failures** page for detailed information.

  Note

  Depending on the chosen time interval, this graphic displays:

  - The **Daily Call Failures**, if the specified interval is smaller or equal to one month.
  - The **Monthly Call Failures**, if the specified interval is greater than one month.

- **Call Distribution Based on Destination** - This line chart displays the number of calls targeted to a certain destination: internal calls, external calls, etc.

You can click the chart or the Click to view call distribution by destination link to navigate to the **Call Distribution Based on Destination** page for detailed information.

Note

Depending on the chosen time interval, this graphic displays:

- The **Daily Call Distribution Based on Destination**, if the specified interval is smaller or equal to one month.
- The **Monthly Call Distribution Based on Destination**, if the specified interval is greater than one month.

- **Call Distribution Based on Extension Type** - This line chart displays the number of calls based on the extension type: phone terminal, queue, etc.

  You can click the chart or the Click to view call distribution by extension type link to navigate to the **Call Distribution Based on Extension Type** page for detailed information.

  Note

  Depending on the chosen time interval, this graphic displays:

  - The **Daily Call Distribution Based on Extension Type**, if the specified interval is smaller or equal to one month.
  - The **Monthly Call Distribution Based on Extension Type**, if the specified interval is greater than one month.

- **Top Extensions Using Telephony** - This bar chart displays the top ten client's extensions based on the total duration of their calls, in seconds.

  You can click the chart or the Click to view top telephony users link to navigate to the **Top Telephony Users** page for detailed information.

- **Top Hangup Causes** - This bar chart displays the top ten hangup causes based on their incidence.

  You can click the chart or the Click to view top hangup causes link to navigate to the **Top Hangup Causes** page for detailed information.

- **Longest Time to Complete** - This bar chart displays the top ten calls with the longest ringing duration.

You can click the chart or the Click to view call initiation time link to navigate to the **Call Initiation Time Statistics** page for detailed information.

3. When you want to visualize the statistics for a certain time interval, you can define its limits using the available search controls:

Show statistics between {start_date_time} **and** **{end_date_time}**, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the graphics to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the graphics to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the current date and time.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The graphics will be updated.

Note

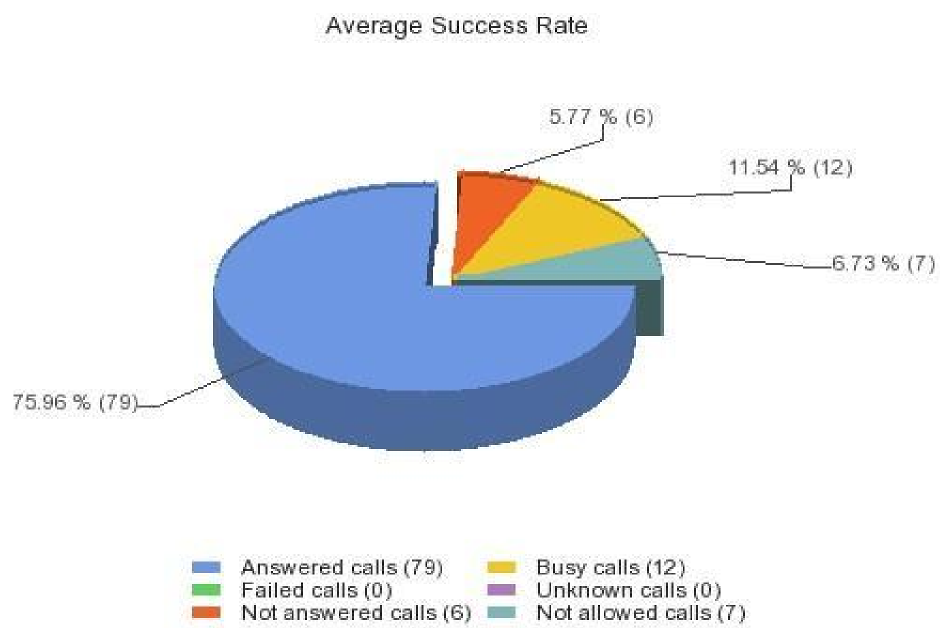
The time interval's limits specified here will be used by all the pages with detailed statistics.

4. You can export all the available statistics to a `.csv` or a Microsoft Excel file by clicking the Export link available in the top right side of the screen.

Average Success Rate

The **Average Success Rate** page displays both a graphical representation and a table with numeric information about the successful calls' distribution for all the channels used by your extensions.

- The pie chart allows you to compare the number of answered, failed, not answered, busy, unknown and not allowed calls with the total number of calls.



The ASR graphic for all the channels in the system

- The table contains the successful calls' distribution. The following information is provided:
  - **Disposition** - The call's outcome:
    - `Answered calls`
    - `Failed calls`
    - `Not answered calls`
    - `Busy calls`
    - `Unknown calls`
    - `Not allowed calls`
    - `Total calls`
  - **Calls** - The number of calls for each specific outcome.
  - **Percent** - The percentage each outcome represents out of the total number of calls.

Disposition	Calls	Percent
Answered calls	978	63%
Failed calls	71	5%
Not answered calls	208	13%
Busy calls	236	15%
Unknown calls	0	0%
Not allowed calls	69	4%
Total calls	1562	100%

The ASR table for all the channels used by your extensions

Searching the Average Success Rate Statistics

When you want to see the **ASR** statistics for a certain period of time, you can use the available search controls to define your preferences:

Show Average Success Rate between {start_date_time} **and** **{end_date_time}**, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the current date and time.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

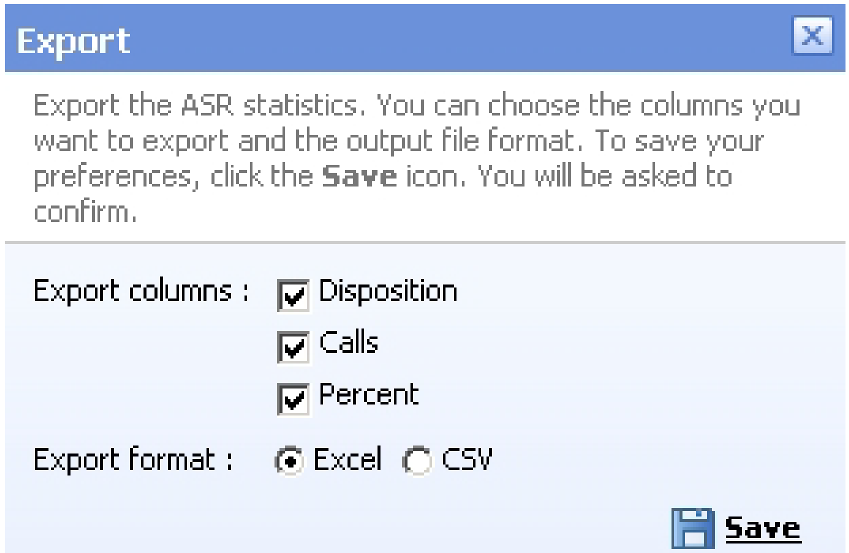
If there were no calls between the selected dates, then the graphic and the table will not be generated!

The image displayed when there is no data available

Export the Average Success Rate Statistics

You can export the **ASR** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.
2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

```
{disposition} {number_of_calls} {percentage}
```

The CSV file format

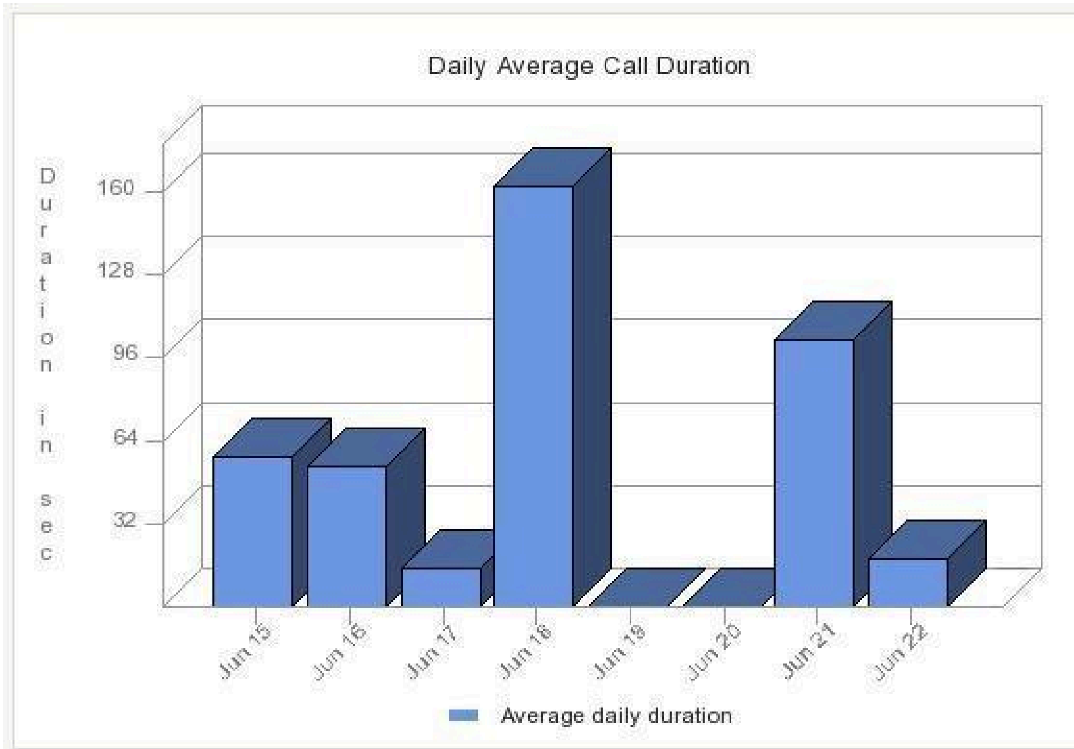
After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Average Call Duration

The **Average Call Duration** page displays both a graphical representation and a table with numeric information about the average length, in seconds, of all the daily/monthly calls placed by the your extensions.

- The bar chart offers an overview of the average calls duration for every day/month of the chosen time interval, helping you to keep an eye on the customer's traffic.



The daily average call duration for a 8 days interval

- The table has two columns, providing the daily/monthly average duration of calls:
  - **Day/Month** - The day(s) or the month(s) the average duration is computed for.

    Note

    If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

  - **Duration** - The average length, in seconds, of all the calls made in a day/month.

Day	Duration
Jun 15, 2010	00:00:58
Jun 16, 2010	00:00:54
Jun 17, 2010	00:00:15
Jun 18, 2010	00:02:42
Jun 19, 2010	00:00:00
Jun 20, 2010	00:00:00
Jun 21, 2010	00:01:43
Jun 22, 2010	00:00:19

The table for the 8 days interval

Searching the Average Call Duration Statistics

When you want to see the **ACD** statistics for a certain period of time, you can use the available search controls to define your preferences:

Show Average Call Duration between {start_date_time} **and** **{end_date_time}** , where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the current date and time.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

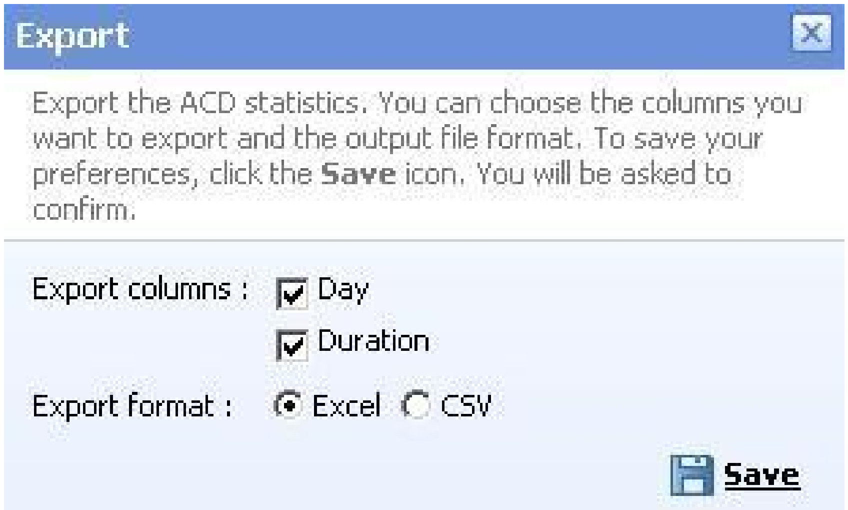
If there were no calls between the selected dates, then the graphic and the table will not be generated!

The image displayed when there is no data available

Export the Average Call Distribution Statistics

You can export the **ACD** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.
2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

```
{day} {duration_in_seconds}
```

The CSV file format

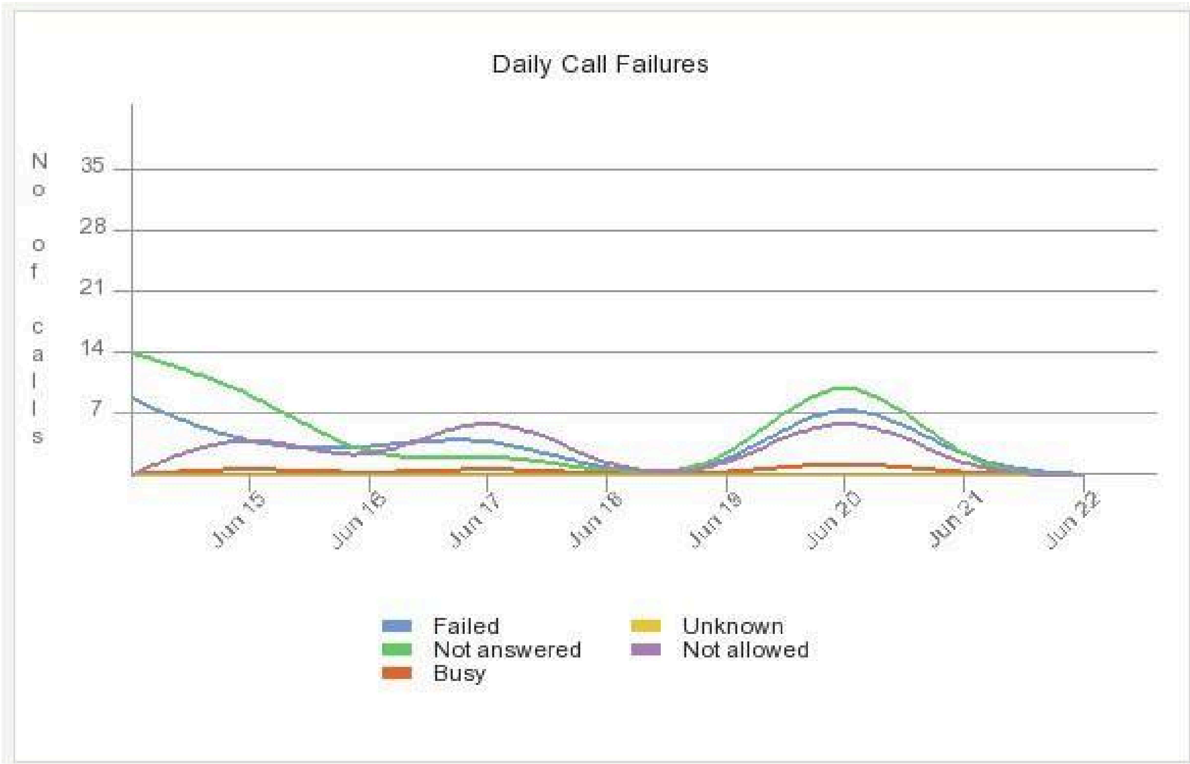
After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Call Failures

The **Call Failures** page displays the distribution of the failed calls based on the available failure reasons in all the chosen time interval's days/months.

- The chart uses colored lines to help you visualize the trend of the failure reasons over the specified time interval. The number of failed calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it keeps you informed about the causes that did not allow the calls to be completed.



The daily call failures for a 8 days interval

Note

If you have selected only one failure reason to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
  - If **All** the failure reasons are displayed:
    - **Day/Month** - The day(s) or the month(s) the call failures are displayed for.

      Note

      If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

    - **Failed** - The number of failed calls.
    - **Not answered** - The number of calls that were not answered by the callee.

- **Busy** - The calls that were not answered because the called party was unavailable or involved in another call.
- **Unknown** - The number of calls that failed due to an unknown reason.
- **Not allowed** - The number of calls that failed because they were not allowed to reach their destinations.
- **Total** - The total number of call failures in a day/month.

Day	Failed	Not Answered	Busy	Unknown	Not Allowed	Total
Jun 15, 2010	9	14	0	0	0	23
Jun 16, 2010	3	10	1	0	6	20
Jun 17, 2010	3	1	0	0	0	4
Jun 18, 2010	5	3	1	0	9	18
Jun 19, 2010	0	0	0	0	0	0
Jun 20, 2010	0	0	0	0	0	0
Jun 21, 2010	11	15	2	0	9	37
Jun 22, 2010	1	0	0	0	0	1

The table for the 8 days interval

- For any of the available failure reasons, the table has only two columns:
  - **Day/Month** - The day(s) or the month(s) the call failures are counted for.
  - **Calls** - The number of failed calls in a day/month.

Searching the Call Failures Statistics

When you want to see the **Call Failures** statistics for a certain period of time or for a certain failure reason, you can use the available search controls to define your preferences:

Show failed calls between {start_date_time} **and {end_date_time}** **due to {failure_reason}**, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

Note

The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the current date and time.

- **{failure_reason}** - Use the drop-down list to choose the failure cause you are interested in:
  - `All` - Select this option to display all the daily/monthly call failures.
  - `{failure_reason}` - If you want to see the number of calls that failed due to a certain reason, select it from the list.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

If there were no calls between the selected dates, then the graphic and the table will not be generated!

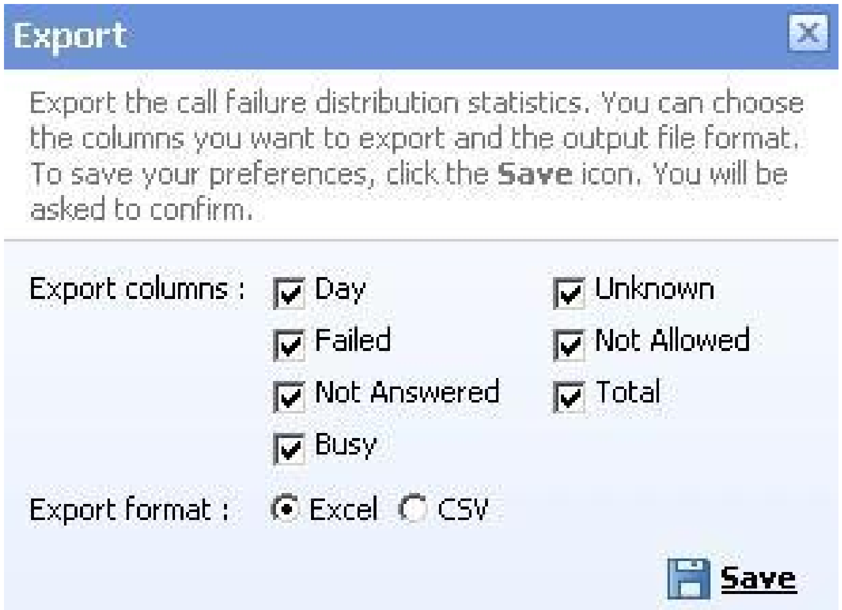
The image displayed when there is no data available

Export the Call Failures Statistics

You can export the **Call Failures** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

```
{day} {failed} {not_answered} {busy} {unknown}
{not_allowed} {total}
```

The CSV file format

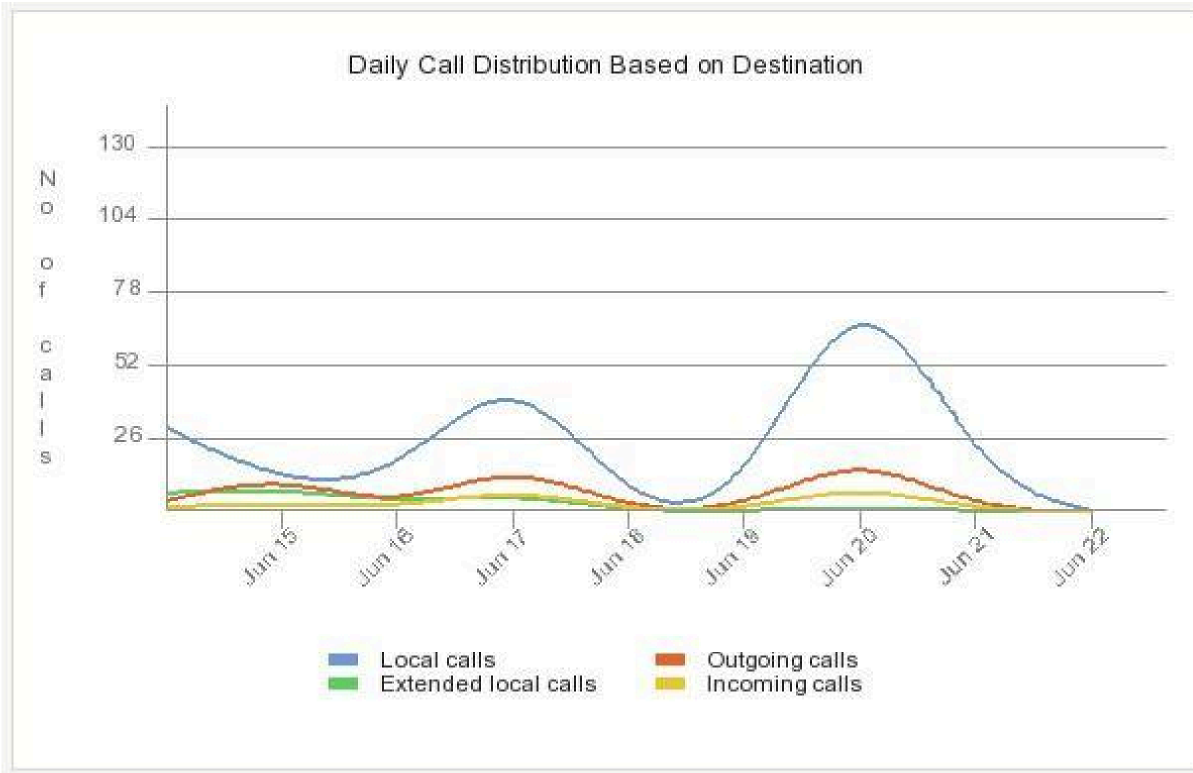
After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Calls Distribution Based on Destination

The **Calls Distribution Based on Destination** page offers an overview of all the client's extensions calls based on their type. The available data can serve at keeping track of the preferred call types used by your extensions.

- The chart uses colored lines to help you visualize the trend of all the available call types over the specified time interval. The number of calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it informs you about the number of calls and their total duration, distributed for all of the available call types. The calls belonging to all the channels used by your extensions are counted.



The daily call distribution based on destination for a 8 days interval

Note

If you have selected only one call type to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
  - If **All** the call types are displayed:
    - **Day/Month** - The day(s) or the month(s) the call distribution is displayed for.

      Note

      If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

    - **Local calls** - The number of local calls between extensions on the same server.

- **Extended local calls** - The number of extended local calls between extensions on the same server.

- **Outgoing calls** - The number of calls made to destinations outside the system through all the available channels.
- **Incoming calls** - The total number of calls received from outside the system by all your extensions.
- **Total calls** - The total number of calls made and received by all your extensions in a day/month.
- **Duration** - The total length of all the calls made and received by your extensions in a day/month.

Day	Local calls	Extended local calls	Outgoing calls	Incoming calls	Total calls	Duration
Jun 15, 2010	30	7	4	2	43	00:29:41
Jun 16, 2010	10	9	14	3	36	00:16:17
Jun 17, 2010	11	3	0	1	15	00:02:39
Jun 18, 2010	57	7	19	9	92	03:18:15
Jun 19, 2010	0	0	0	0	0	00:00:00
Jun 20, 2010	0	0	0	0	0	00:00:00
Jun 21, 2010	97	2	22	10	131	02:52:13
Jun 22, 2010	12	0	0	0	12	00:12:20

The table for the 8 days interval

  - For any of the available `{call_types}`, the table has only three columns:

- **Day/Month** - The day(s) or the month(s) the call distribution is displayed for.
- **Calls** - The number of `{call_type}` calls in a day/month.
- **Duration** - The total length of the `{call_type}` calls in a day/month.

Note

The `{call_type}` can be, based on your selection, one of the following:

- `Local`
- `Extended Local`
- `Outgoing`
- `Incoming`

Searching the Calls Distribution Based on Destination Statistics

When you want to see the **Calls Distribution Based on Destination** statistics for a certain period of time or for a certain call type, you can use the available search controls to define your preferences:

Show calls distribution between {start_date_time} and {end_date_time} based on destination {call_type}, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the current date and time.

- **{call_type}** - Use the drop-down list to choose the call type you are interested in:
  - `All` - Select this option to view all the daily/monthly calls, no matter their type.
  - `Local` - Select this option to view only the local calls daily/monthly distribution.
  - `Extended Local` - Select this option to view only the extended local calls daily/monthly distribution.
  - `Outgoing` - Select this option to view only the outgoing calls daily/monthly distribution.
  - `Incoming` - Select this option to view only the incoming calls daily/monthly distribution.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

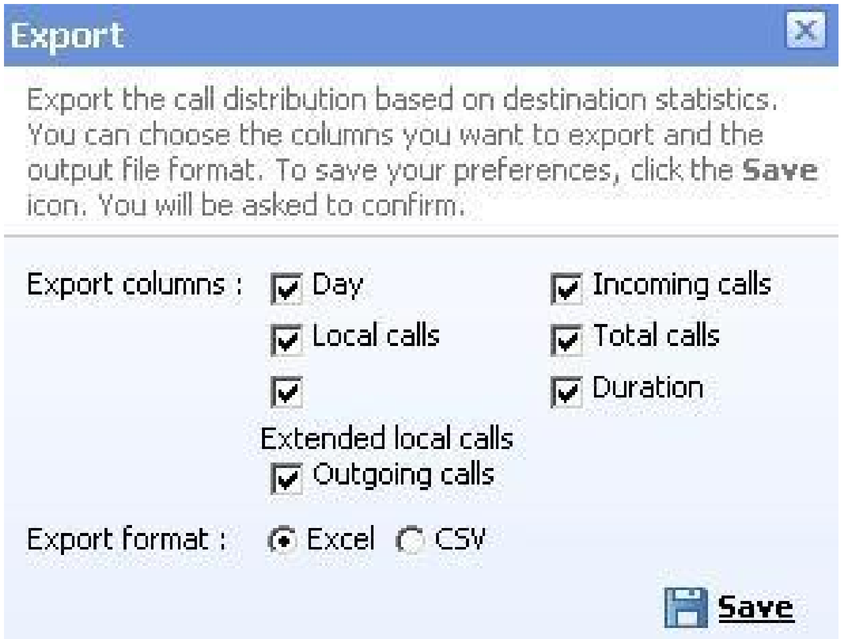
If there were no calls between the selected dates, then the graphic and the table will not be generated!

The image displayed when there is no data available

Export the Calls Distribution Based on Destination Statistics

You can export the **Calls Distribution Based on Destination** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.
2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

```
{day} {local_calls} {ext_local_calls} {outgoing_calls}
{incoming_calls} {total_calls} {duration}
```

The CSV file format

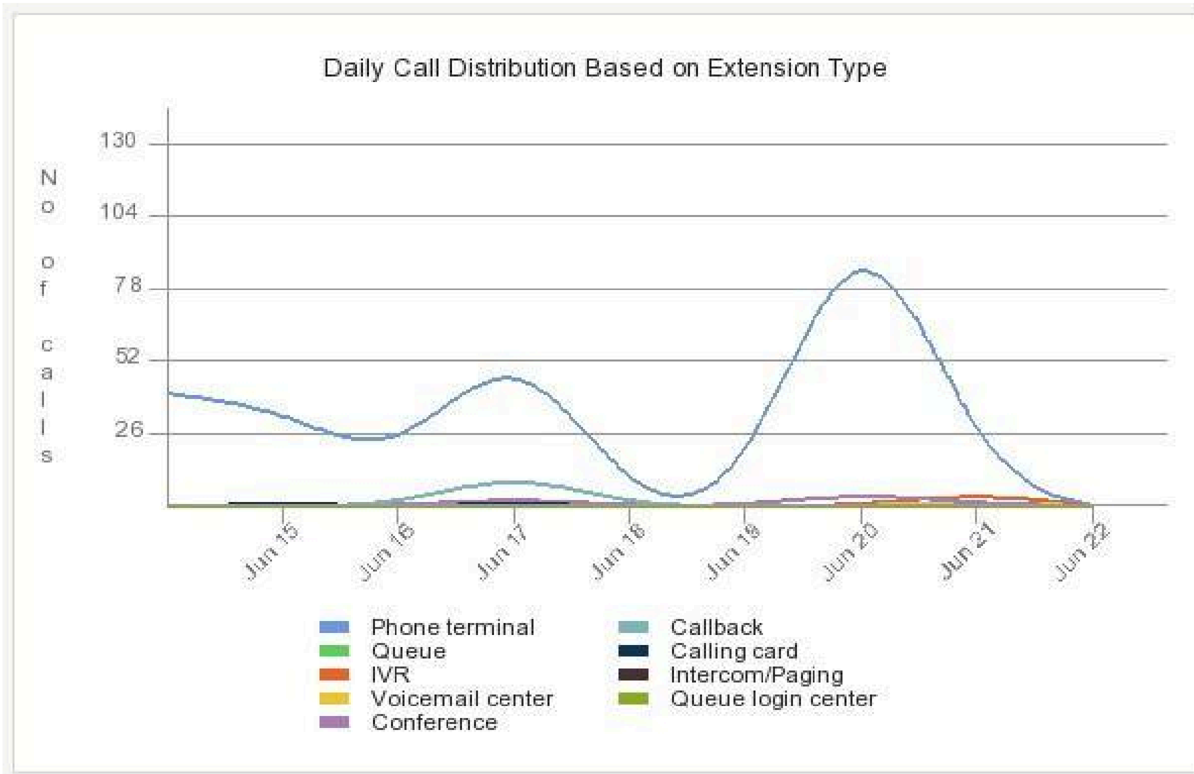
After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Calls Distribution Based on Extension Type

The **Calls Distribution Based on Extension Type** page offers an overview of the calls made and received by all your extensions, sorted by type. The available data can serve at observing which are the most used extension types.

- The chart uses colored lines to help you visualize the trend of the calls made and received by each one of the available extension types over the specified time interval. The number of calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it informs you about the daily/monthly calls made and received by all your extensions, grouped by type.



The daily call distribution based on extension type for a 8 days interval

Note

If you have selected only one extension type to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
  - If **All** the extension types are displayed:
    - **Day/Month** - The day(s) or the month(s) the call distribution is displayed for.

      Note

      If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

    - **Phone terminal** - The number of calls made and received by all your `Phone terminal` extensions.

- **Queue** - The number of calls made and received by all your `Queue` extensions.

- **IVR** - The number of calls made and received by all your `IVR` extensions.

- **Voicemail center** - The number of calls made and received by all your `Voicemail center` extensions.

- **Conference** - The number of calls made and received by all your `Conference` extensions.

- **Callback** - The number of calls made and received by all your `Callback` extensions.

- **Calling card** - The number of calls made and received by all your `Calling card` extensions.

- **Intercom/Paging** - The number of calls made and received by all your `Intercom/Paging` extensions.

- **Queue login center** - The number of calls made and received by all your `Queue login center` extensions.

- **Total calls** - The total number of calls made and received by all your extensions in a day/month.

- **Duration** - The total length of all the calls made and received by all your extensions in a day/month.

Day	Phone terminal	Queue	IVR	Voicemail center	Conference	Callback	Calling card	Intercom/Paging	Queue login center	Total calls	Duration
Jun 15, 2010	41	0	0	0	0	0	0	0	0	41	00:29:05
Jun 16, 2010	35	0	0	0	0	0	1	0	0	36	00:15:31
Jun 17, 2010	14	0	0	0	0	0	0	0	0	14	00:02:37
Jun 18, 2010	66	0	0	0	3	13	1	0	0	83	02:56:33
Jun 19, 2010	0	0	0	0	0	0	0	0	0	0	00:00:00
Jun 20, 2010	0	0	0	0	0	0	0	0	0	0	00:00:00
Jun 21, 2010	124	0	0	0	5	0	0	0	0	129	02:49:19
Jun 22, 2010	12	1	5	2	1	0	0	0	0	21	00:12:20

The table for the 8 days interval

- For any of the available extension types, the table has three columns:
  - **Day/Month** - The day(s) or the month(s) the call distribution is displayed for.
  - **Calls** - The number of calls made and received in a day/month by all your extensions belonging to the chosen type.
  - **Duration** - The total length, in seconds, of all the calls made and

received in a day/month by all your extensions belonging to the chosen type.

Searching the Calls Distribution Based on Extension Type Statistics

When you want to see the **Calls Distribution Based on Extension Type** statistics for a certain period of time or for a certain extension type, you can use the available search controls to define your preferences:

Show calls distribution between {start_date_time} and {end_date_time} based on extension {extension_type}, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the current date and time.

- **{extension_type}** - Use the drop-down list to choose the extension type you are interested in:
  - `All` - Select this option to view the calls made and received in the chosen time interval by all your extensions, no matter their type.
  - `{extension_type}` - Select this option to view the calls made and received in the chosen time interval by all your `{extension_type}` extensions.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

If there were no calls between the selected dates, then the graphic and the table will not be generated!

The image displayed when there is no data available

Export the Calls Distribution Based on Extension Type Statistics

You can export the **Call Distribution Based on Extension Type** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.
2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.

The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

```
{day} {phone_terminal} {queue} {ivr} {voicemail_center}
{conference} {callback} {calling_card} {intercom_paging}
{queue_login_center} {total_calls} {duration}
```

The CSV file format

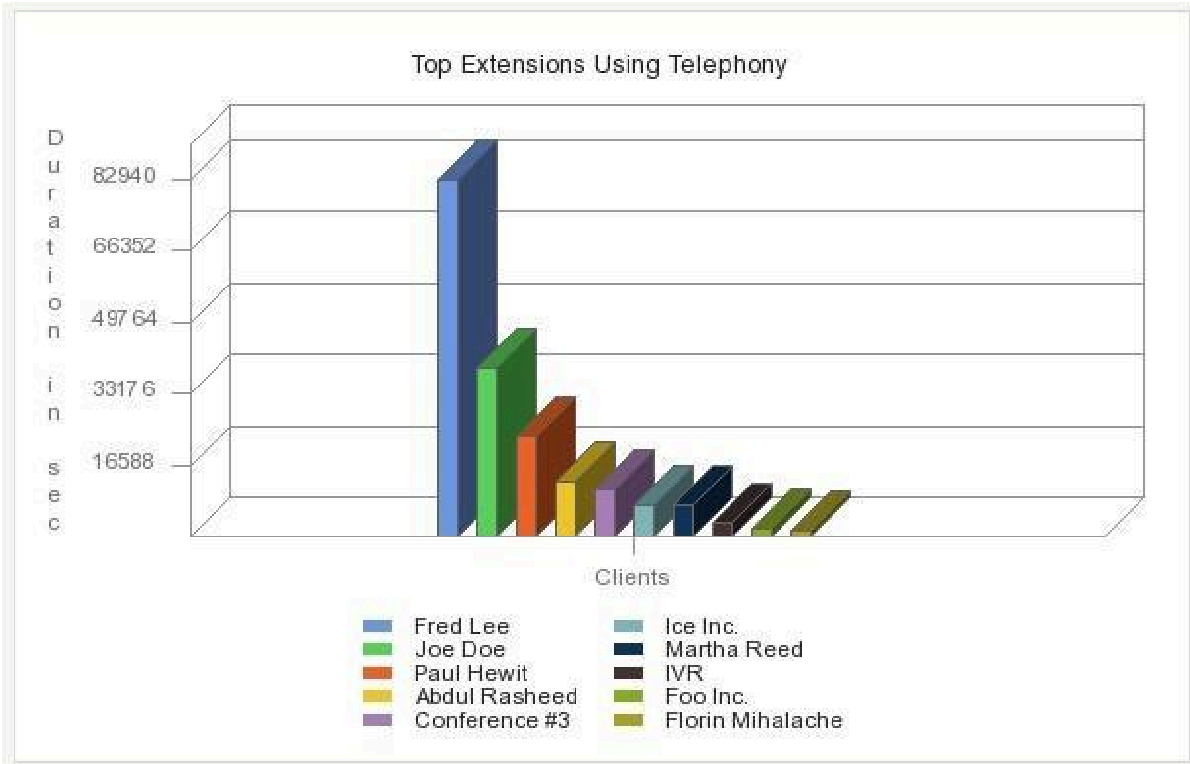
After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Top Extensions Using Telephony

The **Top Telephony Users** page displays your top 10 `Phone terminal` extension users, based on the total duration of all their calls.

- The chart uses colored bars to represent the top extension users. The total duration of the calls, in seconds, is displayed on the vertical axis. This representation keeps you informed at any time about the most active users.



The top ten extensions based on call duration

Note

It is mandatory that at least one `Phone terminal` extension to be available for the statistics to be generated.

- The table displays the following information about the top 10 clients:
  - **Rank** - The extension's position in the top.
  - **Extension name** - The extension's descriptive name.
  - **Calls** - The total number of calls made and received by the extension.
  - **Duration** - The total duration of all the calls made and received by the extension. The time format is `hh:mm:ss`.

Rank	Extension name	Calls	Duration
1	Fred Lee	1592	23:02:20
2	Joe Doe	705	10:51:54
3	Paul Hewit	250	06:32:41
4	Abdul Rasheed	128	03:38:58
5	Conference #3	83	03:07:48
6	Ice Inc.	55	02:04:21
7	Martha Reed	383	02:03:40
8	IVR	89	00:58:22
9	Foo Inc.	19	00:32:26
10	Florin Mihalache	31	00:25:32

The top 10 clients table

Searching the Top Extensions Using Telephony Statistics

When you want to see the **Top Extensions Using Telephony** statistics for a certain period of time, you can use the available search controls to define your preferences:

Show top 10 telephony users between {start_date_time} and {end_date_time}, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

The default value is the current date and time.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

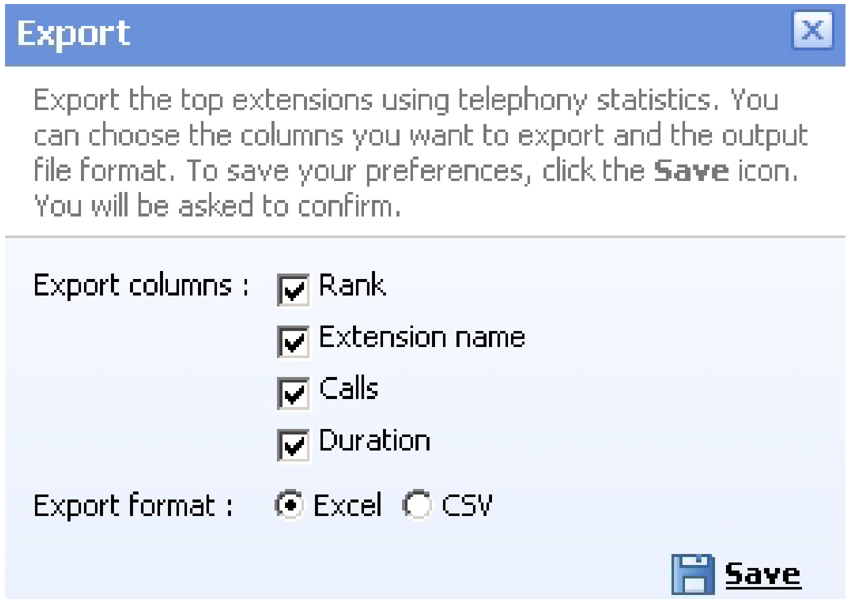
If there were no calls between the selected dates, then the graphic and the table will not be generated!

The image displayed when there is no data available

Export the Top Extensions Using Telephony Statistics

You can export the **Top Extensions Using Telephony** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.
2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

```
{rank} {extension_name} {calls} {duration}
```

The CSV file format

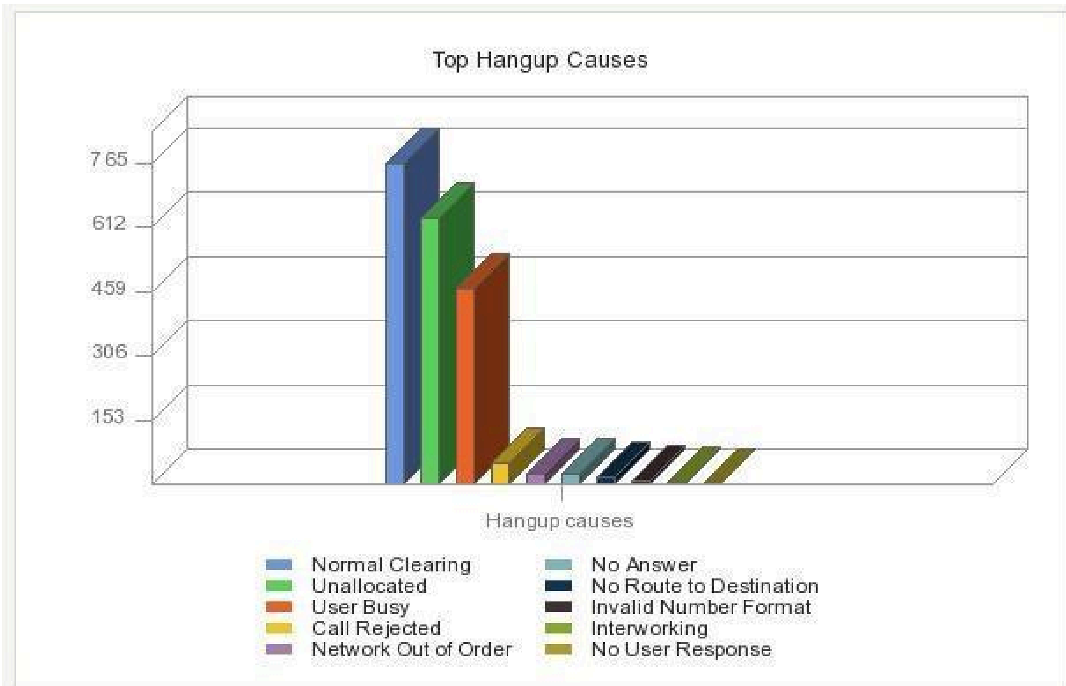
After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Top Hangup Causes

The **Top Hangup Causes** page displays statistics about the top 10 disconnection reasons.

• The chart uses colored bars to represent the top 10 possible hangup causes. The incidence of each cause is displayed on the vertical axis. This representation keeps you informed at any time about the most frequent disconnection reasons.



The top ten hangup causes

Note

The graphic displays only those causes that forced at least one call to disconnect.

- The table displays the following information about the top 10 disconnection reasons:
  - **Rank** - The cause's position in the top.
  - **Hangup cause** - The reason that caused the call to disconnect:
    - `Normal Clearing` - This cause indicates that the call was cleared because one of the users involved in the call requested the call to be cleared. Under normal situations, the source of this hangup cause is not the network.
    - `Unallocated` - This cause indicates that the called party cannot be reached because, although the called party number is in a valid

format, it is not currently assigned.

- `User Busy` - This cause is used to indicate that the called party is unable to accept another call because the user busy condition has been encountered. This situation may be generated by the called user or by the network.
- `Call Rejected` - This cause indicates that the equipment sending this code does not wish to accept the call, although it could have accepted it as the equipment is neither busy nor incompatible. The network may also generate this cause, indicating that the call was cleared due to a supplementary service constraint.
- `Network Out of Order` - This cause indicates that the network is not functioning correctly and that the condition is likely to last for a relatively long period of time (most probably, immediately re-attempting the call will not be successful).
- `No Answer` - This cause is used when the called party has been alerted but did not respond with a connect indication within a prescribed period of time. It can be generated by internal network timers
- `No Route to Destination` - This cause indicates that the called party cannot be reached because the network through which the call has been routed does not serve the destination desired.
- `Invalid Number Format` - This cause indicates that the called party cannot be reached because its number is not in a valid format or it is not complete.
- `Interworking` - This cause indicates that an interworking call (usually a call to SW56 service) has ended.
- `No User Response` - This cause is used when a called party does not respond to a call establishment message with either an alerting or connecting indication within the prescribed allocated period of time

Note

The table displays only those causes that forced at least one call to disconnect.

- **Calls** - The total number of calls ended with the hangup cause.

- **Percent** - The percentage out of the total hangup calls.

Rank	Hangup cause	Calls	Percent
1	Normal Clearing	765	38%
2	Unallocated	635	32%
3	User Busy	467	23%
4	Call Rejected	54	3%
5	Network Out of Order	27	1%
6	No Answer	27	1%
7	No Route to Destination	17	1%
8	Invalid Number Format	10	0%
9	Interworking	5	0%
10	No User Response	2	0%

The top 10 hangup causes table

Searching the Top Hangup Causes Statistics

When you want to see the **Top Hangup Causes** statistics for a certain period of time, you can use the available search controls to define your preferences:

Show top 10 hangup causes between {start_date_time} **and** **{end_date_time}**, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  Note

  The default value is the current date and time.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

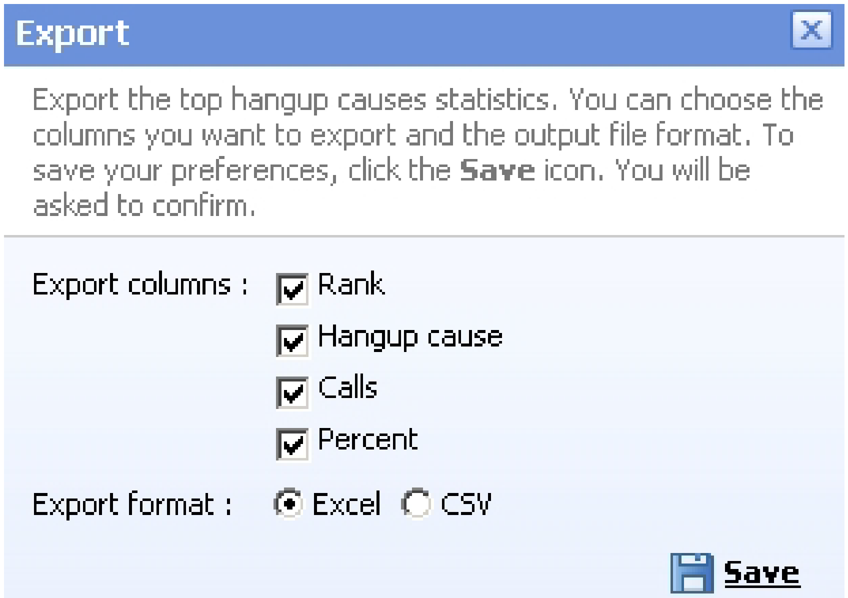
If there were no disconnected calls between the selected dates, then the graphic and the table will not be generated!

The image displayed when there is no data available

Export the Top Hangup Causes Statistics

You can export the **Top Hangup Causes** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.
2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

```
{rank} {hangup_cause} {calls} {percent}
```

The CSV file format

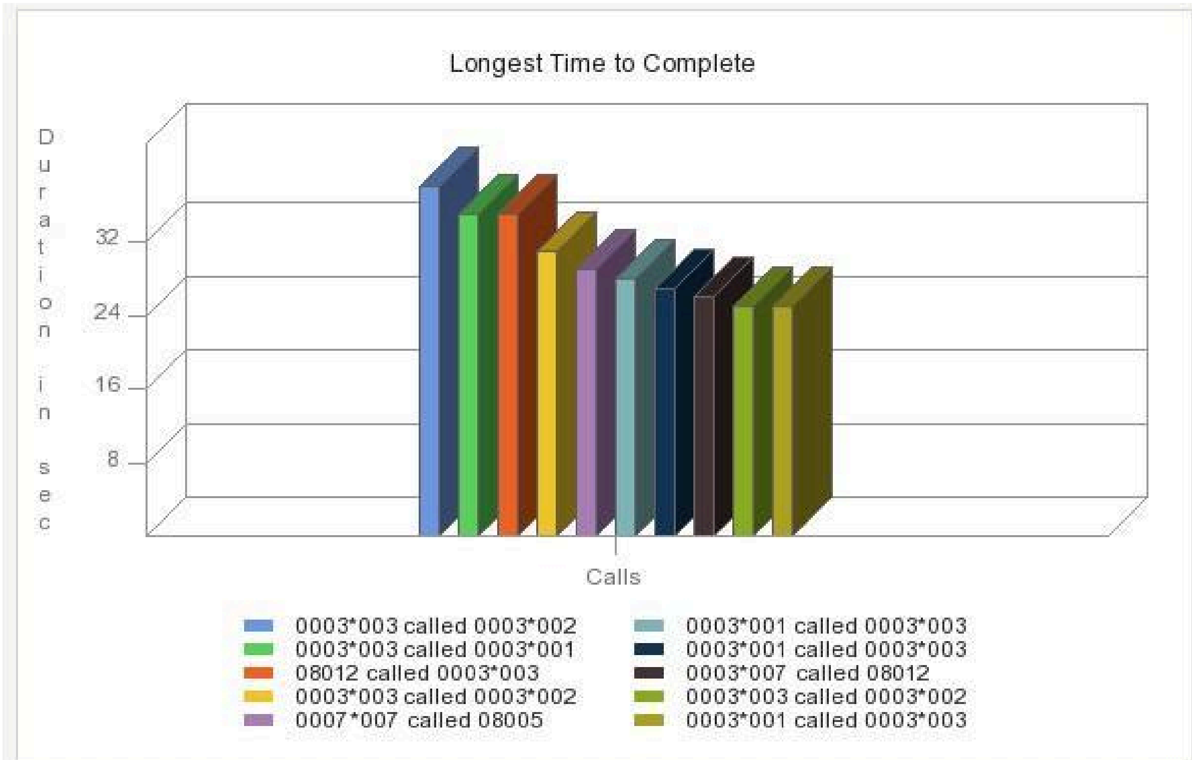
After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Longest Time to Complete

The **Call Initiation Time Statistics** page displays information about the top ten calls with the longest ringing time, for all the channels used by your extensions. The purpose of this statistics is to identify the longest periods between the moment the call started ringing and the moment it was actually answered by the called party. Both the incoming and the outgoing calls are counted.

- The chart uses colored bars to represent the top 10 calls with the longest ringing times. The ringing duration, in seconds, is displayed on the vertical axis.



The top 10 calls with the longest completion time

Note

The graphic is drawn even if the total number of calls is smaller than 10.

- The table displays the following information about the top calls:
  - **Rank** - The call's position in the top.
  - **Flow** - The call's type based on destination:
    - `in[coming]`
    - `out[going]`
  - **CallID** - The call's unique identification number.
  - **Caller** - The CallerID, for example `<8754>`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.
  - **Destination** - The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call.

- **Ringing started** - The date and time the called party started ringing.

◦ **Duration** - The time interval between the extension started ringing and the call was answered. The time format is `hh:mm:ss`.

Rank	Flow	CallID	Caller	Destination	Ringing started	Duration
1	out	1275902993.49	0003*003	0003*002	Jun 07, 2010 12:29:53	00:00:38
2	out	1275903134.55	0003*003	0003*001	Jun 07, 2010 12:32:14	00:00:35
3	in	1276873584.21	08012	0003*003	Jun 18, 2010 18:06:25	00:00:35
4	out	1276154058.140	0003*003	0003*002	Jun 10, 2010 10:14:18	00:00:31
5	out	1276872972.14	0007*007	08005	Jun 18, 2010 17:56:12	00:00:29
6	out	1277121510.59	0003*001	0003*003	Jun 21, 2010 14:58:30	00:00:28
7	out	1277124058.86	0003*001	0003*003	Jun 21, 2010 15:40:58	00:00:27
8	out	1276869829.108	0003*007	08012	Jun 18, 2010 17:03:49	00:00:26
9	out	1276081638.37	0003*003	0003*002	Jun 09, 2010 14:07:18	00:00:25
10	out	1277121279.54	0003*001	0003*003	Jun 21, 2010 14:54:39	00:00:25

The top 10 calls with the longest completion time

Searching the Call Initiation Time Statistics

When you want to see the **Longest Time to Complete** statistics for a certain period of time, you can use the available search controls to define your preferences:

Show call initiation time statistics between {start_date_time} **and {end_date_time}**, where:

- **{start_date_time}** - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

Note

The default value is the first day of the current month.

- **{end_date_time}** - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

Note

The default value is the current date and time.

After you have decided on the filters, click the Search link. The graphic and the table will be updated.

Note

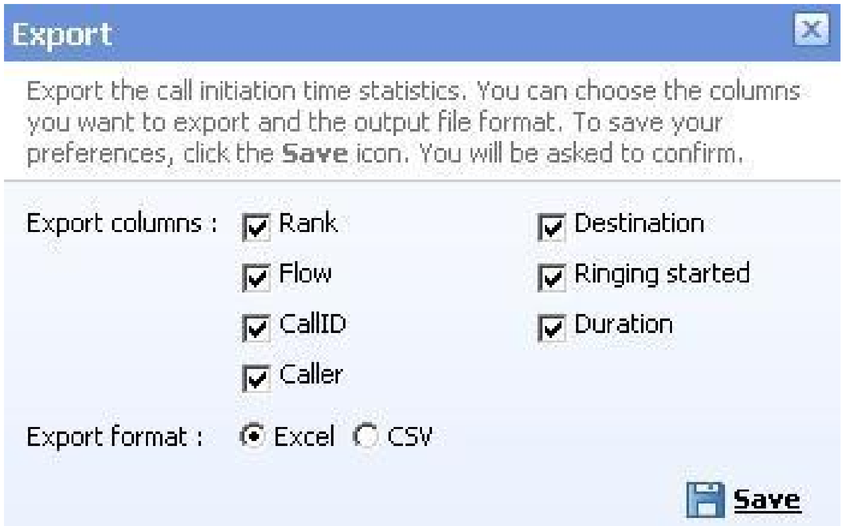
If there were no calls between the selected dates, then the graphics and the tables will not be generated!

The image displayed when there is no data available

Export the Call Initiation Time Statistics

You can export the **Longest Time to Complete** data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.
2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information.

You can select two export either the list of calls with the longest time to complete, either the list of channels with the longest time to complete. Depending on your option, the exportable columns vary.

The CSV file format for the calls with the longest time to complete

After deciding on the desired options, click the Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Manage Sessions

The currently opened sessions, the login history and the failed login attempts can be accessed from the **Manage Sessions** page:

1. Click the Unified Communications link located in the left navigation panel.
2. Next, click the **Sessions** icon available in the `Unified Communications Settings` area.

View the Sessions List

All the users currently logged in are displayed in the **Sessions** list that provides the following information details:

- **T** – The type of the logged in user:
  - Admin
  - Reseller
  - Client
  - Extension
- **Login** – The username of the person who logged in to the system.
- **IP** - The IP address of the machine used to log in to the system.

Note

If the user logged in from the VoxSun4Plesk module, the IP of the respective Plesk server will be displayed here.

- **Login time** - The date and time the user logged in to the system.

Note

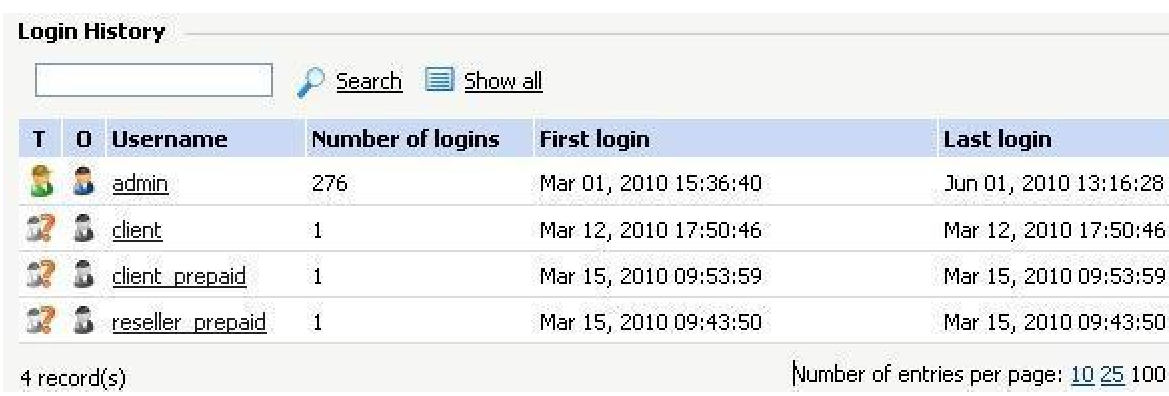
You cannot delete your own sessions, but only those of the other users connected to the server.

Login History

If you want to see a detailed history of the login sessions, than click the **Login history** button available in the `Tools` area.

The **Login History** page has two sections:

- **Clear Logs** - You may remove the login logs from the database using one of the two criteria:
  - **Clear logs starting from {date} To {date}** - You can choose to clear the logs from a distinct period of time. Click the calendar icon to specify the start and end dates of the time interval.
  - **Clear logs older than** - You can choose to clear the logs older than a specified number of days/weeks/years. Select the time unit from the drop-down list and specify the number of time units in the text box.
- **Login History** - This table displays a list of all the accounts that logged in to the system:



The following details about each entry are available:

- **T** - The account's type:
  - Admin

- Reseller

        - Client
        - Extension
        - Unknown level
    - **O** - This icon shows if the user is logged in or not:
        - User is online
        - User is offline
    - **Username** - The username specific to the account that logged in to the system.
    - **Number of logins** - This number displays for how many times the particular user logged in to the system.
    - **First login** - The date and time the user logged in for the first time.
    - **Last login** - The date and time the user logged in for the last time.

Login History of a Specific Account

The full login history of a specific account can be accessed by clicking the corresponding username link available in the **Login History** list.

The **Login History for {username}** page has two sections:

- **Clear Logs** - You may remove the login logs from the database using one of the two criteria:
    - **Clear logs starting from {date} To {date}** - You can choose to clear the logs from a distinct period of time. Click the calendar icon to specify the start and end dates of the time interval.
    - **Clear logs older than** - You can choose to clear the logs older than a specified number of days/weeks/years. Select the time unit from the drop-down list and specify the number of time units in the text box.
- **Login History** - This table displays the login history of the selected account:
    - **Login time** - The date and time the user logged in.

- **IP address** - The IP address the user logged in from.

Note

If the user logged in from the VoxSun4Plesk module, the IP of the respective Plesk server will be displayed here.

- **Hostname** - The hostname the user logged in from.
- **L** - This icon displays if the user logged in from the interface or by using API:
  - Control panel log in
  - CallAPI log in

Failed Logins

The list of the unsuccessful login attempts can be accessed by clicking the **Failed logins** icon available in the `Tools` area.

The **Failed Logins** page has two sections:

- **Clear Logs** - You may remove the login logs from the database using one of the two criteria:
  - **Clear logs starting from {date} To {date}** - You can choose to clear the logs from a distinct period of time. Click the calendar icon to specify the start and end dates of the time interval.
  - **Clear logs older than** - You can choose to clear the logs older than a specified number of days/weeks/years. Select the time unit from the drop-down list and specify the number of time units in the text box.
- **Failed Login Attempts** - This table displays details about all the accounts that failed to login to the system:

  Username - The username specific to the account that tried to log in to the system.

  - **L** - This icon displays if the user tried to log in from the interface or by using API:

- Control panel failed log in
- CallAPI failed log in

- **Login time** - The date and time of the login attempt.
- **Message** - The reason for which the login attempt failed.
- **IP Address** - The IP address the user tried to log in from.

> **Note**
>
> If the user logged in from the VoxSun4Plesk module, the IP of the respective Plesk server will be displayed here.

- **Hostname** - The hostname of the user who attempted to login.

Appendix A. Using the Text To Speech Feature

The text to speech feature allows you to convert written text into speech. VoxSun Professional uses the text to speech engine developed by Cepstral.

Controlling How the Text is Read

The Cepstral engine allows you to control the voice reading the text by specifying attributes such as rate, pitch and volume or by inserting pauses. This can be achieved by using a set of HTML-like tags; the tags make up the Speech Synthesis Markup Language (SSML).

This section offers a set of SSML examples that can be used with the Cepstral engine. For more detailed descriptions of the elements and attributes of the markup language, see the official W3C SSML Specifications: http://www.w3.org/TR/speech-synthesis/

Inserting silence/pauses

You can insert pauses between words, sentences or paragraphs by using the `<break>` empty tag. To control the length of the break, you can use two attributes: `strength` and `time`.

"There is no `<break strength='none' />` pause here."

"This is a `<break strength='x-weak' />` pause between words."
"This is a `<break strength='weak' />` longer pause between words."
"This is a `<break strength='medium' />` pause between sentences."
"This is a `<break strength='strong' />` pause between paragraphs."
"This is a `<break strength='x-strong' />` longer pause between paragraphs."

"This is a `<break time='2s' />` two second pause."

"This is a `<break time='4500ms' />` 4.5 second

pause." "This is a `<break />` pause between sentences."

Controlling the Speech Rate

You can control the rate of the speech by using the `prosody` element and specifying a value for its `rate` attribute.

"I am now <prosody rate='x-slow'>speaking at half speed.</prosody>"

"I am now <prosody rate='slow'>speaking at 2/3 speed.</prosody>"

"I am now <prosody rate='medium'>speaking at normal speed.</prosody>"

"I am now <prosody rate='fast'>speaking 33% faster.</prosody>"

"I am now <prosody rate='x-fast'>speaking twice as fast</prosody>"

"I am now <prosody rate='default'>speaking at normal speed.</prosody>"

"I am now <prosody rate='.42'>speaking at 42% of normal speed.</prosody>"

"I am now <prosody rate='2.8'>speaking 2.8 times faster than normal</prosody>"

"I am now <prosody rate='-0.3'>speaking 30% more slowly than normal.</prosody>"

"I am now <prosody rate='+0.3'>speaking 30% faster than normal.</prosody>"

Controlling the Voice Pitch

You can control the pitch of the speech by using the `prosody` element and specifying a value for its `pitch` attribute.

"<prosody pitch='x-low'>This is half-pitch</prosody>"

"<prosody pitch='low'>This is 3/4 pitch.</prosody>"

"<prosody pitch='medium'>This is normal pitch.</prosody>"

"<prosody pitch='high'>This is twice as high.</prosody>"

"<prosody pitch='x-high'>This is three times as high.</prosody>"

"<prosody pitch='default'>This is normal pitch.</prosody>"

"<prosody pitch='-50%'>This is 50% lower.</prosody>"

"<prosody pitch='+50%'>This is 50% higher.</prosody>"

"<prosody pitch='-6st'>This is six semitones lower.</prosody>"

"<prosody pitch='+6st'>This is six semitones higher.</prosody>"

"<prosody pitch='-25Hz'>This has a pitch mean 25 Hertz lower.</prosody>"

"<prosody pitch='+25Hz'>This has a pitch mean 25 Hertz higher.</prosody>"

"<prosody pitch='75Hz'>This has a pitch mean of 75 Hertz.</prosody>"

Controlling the Output Volume

You can control the volume of the speech by using the `prosody` element and specifying a value for its `volume` attribute.

"<prosody volume='silent'>This is silent.</prosody>" "<prosody volume='x-soft'>This is 25% as loud.</prosody>" "<prosody volume='soft'>This is 50% as loud.</prosody>" "<prosody volume='medium'>This is the default volume.</prosody>"

"<prosody volume='loud'>This is 50% louder than normal.</prosody>"

"<prosody volume='x-loud'>This is 100% louder than normal.</prosody>"

"<prosody volume='default'>This is the default volume.</prosody>"

"<prosody volume='-33%'>This is 33% softer than normal.</prosody>"

"<prosody volume='+33%'>This is 33% louder than normal.</prosody>"

"<prosody volume='33%'>This is 33% louder than normal.</prosody>"

"<prosody volume='33'>This is 33% of normal volume than normal.</prosody>"

Adding Emphasis to the Speech

You can control the stress placed on certain pieces of text by using the `emphasis` element and specifying a value for its `level` attribute.

Note

The nature of emphasis differs between languages, dialects or even voices. Languages indicate emphasis using a possible combination of pitch change, timing changes, loudness and other acoustic differences rest."

"This is <emphasis level='moderate'>stronger</emphasis> than the

"This is <emphasis level='strong'> even stronger</emphasis> than the

previous."

"This is <emphasis level='none'>the same as</emphasis> than the rest." "This is <emphasis level='none'>the opposite of</emphasis> emphasis."

Note

The **none** level is used to prevent the synthesis processor from emphasizing words that it might typically emphasize.

Spelling Words Phonetically

The `phoneme` element provides a phonemic/phonetic pronunciation for the contained text. The `ph` attribute is a required attribute that specifies the phoneme/ phone string.

"You say <phoneme ph='t ah0 m ey1 t ow0'>tomato</phoneme>, I say <phoneme ph='t ah0 m aa1 t ow0'>tomato</phoneme>"

For a complete list of available phonemes for your language, please see the Cepstral page Editing the Lexicon.