

Process Owner: Change Management	TEMPLATE	T-CMG-3.1
	<i>Configuration Change for Ring Central</i>	

Requestor	Cyrus Jm M Gallano
Implementing Team	Network
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Ticket #:	20191462665
Date Submitted	April 24, 2019
Configuration Baseline File	3.1.1 Elastix
Configuration Baseline Version	1

CONFIGURATION BASELINE CHANGES

Existing Configuration	Proposed Change	Impact	Section
Default Configuration for Ring Central	Configuration Change for Ring Central	Call Flow	Ring Central IVR Menu

Implementation Procedures:

N/A

Backup Procedures:

N/A

Configuration Procedures:

A. Ring Central Site Configuration

- Log on to Ring Central's web console at [Ring Central Login](#).
 >Phone Number: +17023890313#102
 >Password: !D*****5

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- From the main page, go to **Company Info > New Site**.

- Input **Site Name** (Campaign Name, Language and Name of Site).
Input **Site Extension** (10100, 100 For French Language).
Input **Site Address** (G2 Corp Center... Default).
>**Next**

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- Change Time Zone Based on what language need to configure.
Input **Time Zone (France GMT + 2)**.
(Note: Time Zone is based on what country of the Language).
Input **Business Hours to Custom Hours** (Based what client Request).
➤ **Next**

- Check **France TFN >Next**.
(Reference for All TFN
https://docs.google.com/spreadsheets/d/1M0m7HeEtW2ordml4vPQaKuKNIXbpCtzsUg9W7r_xC5U/edit?usp).

Number	Location	Assigned to	Ext.	Type
+61 (1800) 934234	Australia, Toll-Free	UI-Eng-Greeting-Language...	10001	Direct
+32 (800) 26146	Belgium, Toll-Free	UI-Eng-Greeting-Language...	10001	Direct
+33 (800) 945645	France, Toll-Free	UI-Fr-Greeting+Lang	10101	Direct
+49 (800) 7234780	Germany, Toll-Free	UI-Ger-Greet+Lang	10600	Direct
+36 (80) 080245	Hungary, Toll-Free	UI-Eng-Greeting-Language...	10001	Direct
+91 (1800) 9190254	India, Toll-Free	UI-Eng-Greeting-Language...	10001	Direct
+81 (800) 9190291	Japan, Toll-Free	UI-Eng-Greeting-Language...	10001	Direct
+82 3083210234	None	Auto-Receptionist		Direct
+86 (10) 53875768	None	Auto-Receptionist		Direct
+7 8001009601	Russia, Toll-Free	UI-Rus-Greet+Lang	10301	Direct

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6. Input **Outbound Caller ID Name** (Campaign) .

New Site

✓ Site Info

✓ Site Settings

✓ Number(s)

4 Caller ID Name

5 IVR Menu

6 Summary

This name along with the phone number will be displayed to the called party whenever an outbound call is made using the local number as the caller ID. Max 15 characters. Note: Does not apply to toll-free numbers.

Enter the name you want the caller ID to be displayed for this site. If skipped, site's caller ID name will be set to be the same as company's caller ID name.

Outbound Caller ID Name

Back

Next

7. Check the **Greetings IVR**.

New Site

✓ Site Info

✓ Site Settings

✓ Number(s)

✓ Caller ID Name

5 IVR Menu

6 Summary

Please assign Existing or New IVR

Existing IVR New IVR

Sele...	Name	Numbers	Ext.	Language
<input checked="" type="radio"/>	UI-Fr-Greeting+Lang	+33 (800) 945645	10101	English (U.S.)
<input type="radio"/>	UI-Fr-GreetInvalid1		10102	English (U.S.)
<input type="radio"/>	UI-Fr-GreetInvalid2		10103	English (U.S.)
<input type="radio"/>	UI-Fr-NonBusinessHours		10150	English (U.S.)
<input type="radio"/>	UI-Fr-OtherSupport		10123	English (U.S.)
<input type="radio"/>	UI-Fr-TechnicalInvalid1		10106	English (U.S.)
<input type="radio"/>	UI-Fr-TechnicalInvalid2		10107	English (U.S.)
<input type="radio"/>	UI-Fr-TechnicalSupport		10121	English (U.S.)
<input type="radio"/>	UI-Fr-TopicInvalid		10104	English (U.S.)
<input type="radio"/>	UI-Fr-TopicInvalid2		10105	English (U.S.)

Total: 11

< 1 2 >

Back

Next

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8. Click **Done**.

New Site

✓ Site Info

✓ Site Settings

✓ Number(s)

✓ Caller ID Name

✓ IVR Menu

6 Summary

The new site is created successfully. You can now create or assign users, phone numbers and devices to the site. Site information can be viewed and edited later within Phone System > Company

Done

9. Here is the reference for the other **Extension Number**.

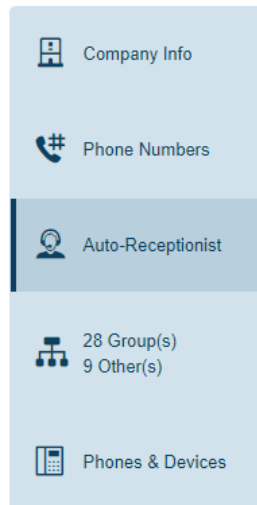
Extension Number	Business Hours	Greet-ings	Topic Se-lection	Technical Support	Other Support	Sales Support	Studio Queue	Robots Queue	Orchestra-tor Queue	Other Ex-tension
English	10000	10001	10011	10021	10023	10022	10031	10032	10033	10002-10010
French	10100	10101	10111	10121	10123	10122	10131	10132	10133	10102-10110
Spanish	10200	10201	10211	10221	10223	10222	10231	10232	10233	10202-10210
Russian	10300	10301	10311	10321	10323	10322	10331	10332	10333	10302-10310
Korean	10400	10401	10411	10421	10423	10422	10431	10432	10433	10402-10410
China	10500	10501	10511	10521	10523	10522	10531	10532	10533	10502-10510
German	10600	10601	10611	10621	10623	10622	10631	10632	10633	10602-10610
Thailand	10700	10701	10711	10721	10723	10722	10731	10732	10733	10702-10710
Japan	10800	10801	10811	10821	10823	10822	10831	10832	10833	10802-10810

10. Follow the Steps for the remaining 8 Language.

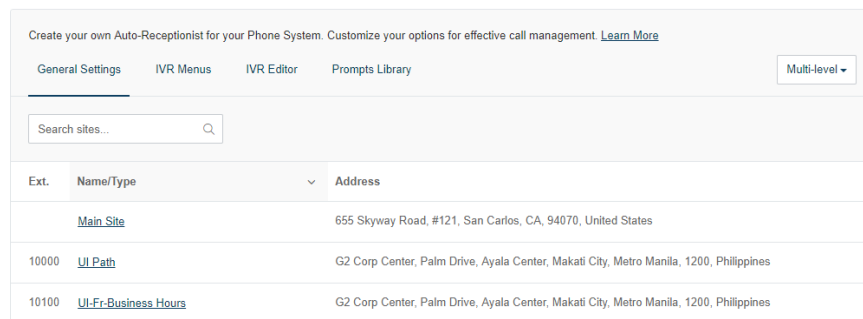
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B. Ring Central IVR Configuration

- Log on to Ring Central's web console at [Ring Central Login](#).
>Phone Number: +17023890313#102
>Password: !D*****5
- From the main page, go to **Auto-Receptionist**.



- From the **Auto-Receptionist**, go to **IVR Menus**.



- From **IVR Menus**, click **+ New IVR Menu** to add New IVR.

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Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management. [Learn More](#)

General Settings **IVR Menus** IVR Editor Prompts Library

Search Language

☒ Validate Menus

Sites

Before you can switch your company call handling to Multi-Level IVR, you must first add and set up your IVR Menu. [Learn More](#)

- Choose the **Site** for the **Language** that need to add.
Input **Extension Number** (100 France Extension Number).
Input **Extension Name** (Campaign Name, Language and IVR Name)
Click **Save**

Add IVR Menu

Site

UI-Fr-Business Hours

Extension Number

10101

Extension Name

UI-Fr-Greetings

Cancel

Save

C. Ring Central Key Presses Configuration.

- From **IVR Menus**, Search the IVR that need to Configure.

Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management. [Learn More](#)

General Settings **IVR Menus** IVR Editor Prompts Library

UI-Fr-Greetings Language

☒ Validate Menus

Sites

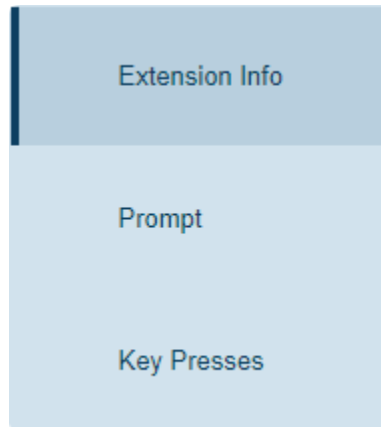
Before you can switch your company call handling to Multi-Level IVR, you must first add and set up your IVR Menu. [Learn More](#)

Change Site

<input type="checkbox"/>	Name	Numbers	Ext.	Language	Site	Operation
<input type="checkbox"/>	UI-Fr-Greetings		10101	English (U.S.)	UI Path	Add Number Delete

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- Click **Key Presses**.



- Click **Add Key**.

Key Presses

No key is configured.

[Add Key](#)

Generic Key Presses

☐ Use default settings ☒ Specify

Press # Return to previous menu

Press * Return to previous menu

If caller enters no action after the prompt played 3 times

☒ Disconnect the call ☐ Connect to extension

[Save](#)

- Select **Key Presses Number** and the **IVR Menu Based** on the **Call Flow**.

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Key Press Assignment

UI-Fr-Greetings

Key Press: 1 Action: Connect to

Search: ui-fr-topicsselection Extensions: All ... Sites

Select	Name	Site	Ext.	Type	Department
<input type="radio"/>	UI-Fr-TopicSelection	UI Path	10111	IVR Menu	

Total: 1 Show: 10 < 1 > Cancel Save

5. Follow the Steps for the remaining 8 Key Presses.

D. Recording and Uploading Prompt.

- Please use this KB Articles as Reference on How to Record and Upload Voice Prompt.
https://docs.google.com/document/d/1DCAXkEKi_F7fLWtzb4u0lxb_XoMnMs_gk6zPzR-xLmXY/edit.
- Follow the Steps for the remaining 8 Language.
- Please see the Link for the References of UI Path Prompt Name.
https://docs.google.com/spreadsheets/d/13-S6ZLN57Y71vNLt7h_rXiNPPSHqeZzqexDS1pmz0no/edit#gid=0

Verification Procedures:

A. Ring Central Configuration

- Log on to Ring Central's web console at [Ring Central Login](#).
>Phone Number: +17023890313#102
>Password: !D*****5

2. Company Info Site Created.

10100	UI-Fr-Business Hours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila,...	Delete
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3. Extension Number Created.

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< Back UI-Fr-Greetings (Ext. 10101)

Extension Info
Prompt
Key Presses

Extension Number

Menu Name

Language

Site

Direct Number

4. Key Presses Created.

Key Presses			
Key	Action	Ext./Number	Operation
1	Connect to	UI-Fr-TopicSelection, Ext. 10111	Delete
2	Connect to	UI-Eng-TopicSel, Ext. 10011	Delete
3	Connect to	UI-Rus-TopicSelection, Ext. 10311	Delete
4	Connect to	UI-Fr-GreetInvalid1, Ext. 10102	Delete
5	Connect to	UI-Fr-GreetInvalid1, Ext. 10102	Delete
6	Connect to	UI-Fr-GreetInvalid1, Ext. 10102	Delete
7	Connect to	UI-Fr-GreetInvalid1, Ext. 10102	Delete
8	Connect to	UI-Fr-GreetInvalid1, Ext. 10102	Delete
9	Connect to	UI-Fr-GreetInvalid1, Ext. 10102	Delete
0	Connect to	UI-Fr-GreetInvalid1, Ext. 10102	Delete

Back-out Procedures:

1. Just Delete the **Site**.
2. Just Delete the **IVR Menu**

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