Contact

User Documentation

As of: May 2026

Contents

1 Introduction

With Contact, you take full advantage of the latest developments in VoIP, your business and personal reachability.

Contact is the latest, next-gen version of a hosted telephony service including Softphone for your desktop. Contact is offered over an innovative communication platform. This platform, unique in the world, provides an advanced total workplace solution integrating all communication applications.

All administrative tasks within Contact can be carried out online via the Operator portal.

This manual describes the operation of the Contact service.

Further online help

Product	Link
Contact Desktop	https://help.summa.io/desktop/1.00/web/Neutral/en-US/
Contact iOS	https://help.summa.io/umc/1.00/iOS/Neutral/en-US/
Contact Android	https://help.summa.io/umc/1.00/Android/Neutral/en-US/

2 Features

Contact offers four different types of features:

- *Extensions*
- *Call features*
- *Facilities*
- *System extensions*

2.1 Extensions

Within Contact, two types of extensions can be distinguished:

- *User extensions*
- *Feature extensions*

All extensions are defined by an extension number. Each extension has its own unique extension number. Within an organisation, all extension numbers are the same length and can consist of 2 to 5 digits. The exception are the system extensions, which have their own fixed extension numbers that cannot be changed.

> The choice of extension number length must be made at the time of initial setup and cannot be changed at a later date.

User extensions

These extensions are directly linked to individual users.

Feature extensions

These extensions are not linked to users and are used to set up call flows that determine how and by what means calls are routed and handled within your organisation. Each functional extension can be used for specific applications and purposes. By combining the functional extensions as different building blocks, you can set up almost any desired call flow and have full control over where and to whom calls are routed within your organisation.

The following feature extensions are available:

- User extension
- Group extension
- Queue extension
- Voicemail extension
- LBR extension
- TBR extension
- IVR extension
- Forward extension
- AutoAnswer extension
- Authentication extension
- Call limit extension
- Extension picker
- *Smart App*

2.2 Call features

In addition to making and receiving calls, Contact offers a wide range of call features. These features can be activated during calls.

The following call features are available:

- Transferring
- Forwarding
- Call pickup
- Call parking
- Listening in
- Distinctive ringtone
- Shomi Personal Assistant
- Holding calls, see **App. A: System extensions**, page 99
- Switching between devices, see **App. A: System extensions**, page 99

2.3 Facilities

Facilities are platform wide features that need to be configured by an administrator.

The following facilities are available:

- Numbering plans and time configuration
- BLF
- Assistant groups
- Privacy groups
- Music on hold
- Twinning
- Call recording
- Shomi Personal Assistant
- Audio recordings
- Call limit
- Encrypted SIP
- Personal voicemail, see **App. A: System extensions**, page 99

2.4 System extensions

These extensions are defined extension numbers that are used for certain specific system purposes, such as to log on or off a phone, manage your voicemail or make configurations in the Contact environment. For a list of all system extensions, see **App. A: System extensions**, page 99.

3 Order process

You can place various orders in the Contact environment in Operator. The following products can be ordered:

- Starter User
- Advanced
- Professional
- Expert
- Functional Extension

3.1 User extension

The user extension is needed to make calls with a device. Within Contact you can create a 2 to 5-digit user extension.

In order to make calls with the Contact service, you need a Contact user extension. The ordering, changing and terminating of the user extensions is carried out in the Operator portal.

> Please note that once a 2, 3-, 4- or 5-digit number plan is chosen, it is no longer possible to change to another number plan and a new environment will have to be created.

3.1.1 Ordering a user extension

After ordering the first Contact user under a customer account, the Contact menu will become available in the navigation column under the customer name. There you can configure the Contact service further.

To order a user extension

1 Open the **Ordering** and click on **Starter** under Contact.
✓ The **Stocktaking** page appears.

Label	Explanation
Customer	Select the customer for whom you want to order the new user by entering the name and selecting it from the dropdown list. If you have already called up a customer, the respective customer will be selected automatically.
Start date	Select the start date from when your order should be effective.
Portfolio	Select the portfolio you want to order.
Product	Select the type of extension you want to order from the dropdown list.
Reference	You can optionally enter your own order reference.

2 Click on **Next step**.
✓ The **Add-ons** page appears.

3 If applicable, enable or disable the add-ons you want to add to the user.

> Depending on the proposition in the respective country, different add ons are available.

4 Click on **Next step**.
✓ The **Extension** page appears.

Label	Explanation
Select subscriber	Select an already existing user from the dropdown list. If you activate the checkbox **Or, create a new user**, you can create a new user by entering his details.

Label	Explanation
Extension number	Enter the extension you want to attach to the user (internal extension number). The extension can consist of two to five digits. Please note that after creating the first extension, it is no longer possible to modify the length of the extension. Activate the checkbox **Use next available extension** to attach the next extension that can be used to the user.
Active extension numbers	This overview shows which extensions have already been created within the account.
Name	Enter the name of the Contact user.
PIN-Code	Enter a PIN code that will allow the user to log into the system. If you enter the PIN code ‘0000’, the user will be asked to change it at login.
Area code	Enter the area code, where the user will be located by default.

5 Click on **Next step**.
✓ The **Confirm** page with the order overview appears.

6 If applicable, deactivate the checkbox **End user billing** to disable automatic invoicing rules.

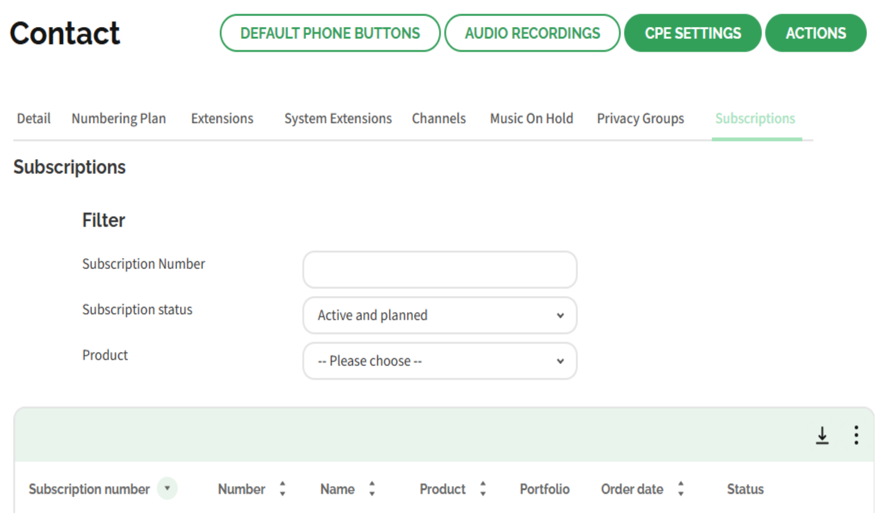
Please note that by activating this option, you will have to add the order to the customer’s invoice manually.

7 Click on **Place order** to complete the order.
✓ Your order is placed.
or

8 Click on **Save and make another extension**.
✓ Your order is placed and you return directly to the **Stocktaking** page to create another extension.

3.1.2 Changing a user extension subscription

You can change existing extensions in the **Subscription** tab in the Contact environment of your customer account in Operator.



The button ACTIVE indicates the order is already delivered. When the order is not active yet, you will see the delivery date.

To change a user extension order

1 If necessary, type in the customer you want to change the extension for in the search bar and click on the customer’s name.
✓ The **Customer details** page appears.

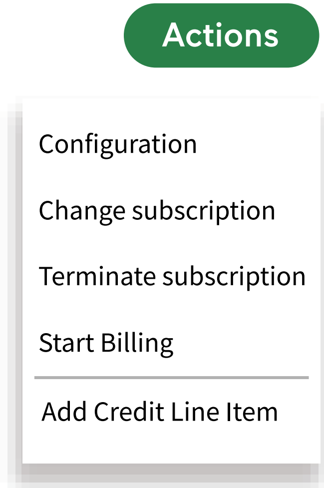
2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on **Subscriptions**.
✓ The overview of all subscriptions for this customer appears.

4 Click on the subscription number of the subscription you want to change.
✓ The subscription details of the subscription appear.

Label	Explanation
General	On this tab you can see the technical settings of the order.
Privacy Settings	On this tab you can see the privacy groups.
Registered Channels	On this tab the linked SIP channels are displayed.
Invoicing	This tab displays the activated products and add-ons and the corresponding costs of sales.
Purchase	This tab shows the activated products and addons and the corresponding purchasing costs.
Orders	On this tab you can view the history of this order.
Usage	This tab shows an insight into the costs incurred by call traffic.

5 Open the dropdown menu **Actions** and click on **Change subscription**.



✓ The **Change** Contact **order** page appears.

Label	Explanation
Select portfolio	Select the type of user you want to activate from the dropdown list.
Plan date	Enter the date on which the order should be adjusted.

6 Click on **Next step**.
✓ The **Add-ons** page appears.

7 Activate or deactivate the desired add-ons.

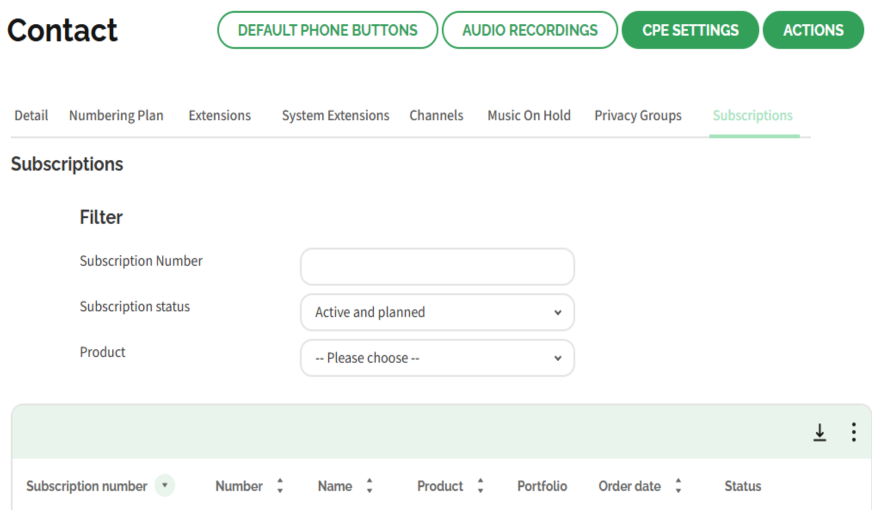
Depending on the proposition in the respective country, different add ons are available.

8 Click on **Next step**.
✓ The **Confirm** page with an order overview appears.

9 Click on **Place order** to confirm your order.
✓ Your order is confirmed and will be effective on the specified day.

3.1.3 Terminating a user extension order

You can terminate existing extensions in the **Subscriptions** tab in the Contact environment of your customer account in Operator.



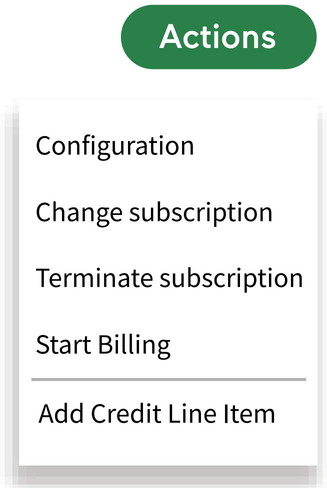
The button ACTIVE indicates the subscription is already delivered. When the order is not active yet, you will see the delivery date.

To terminate a user extension order

1. If necessary, type in the customer you want to terminate the extension subscription for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on **Subscriptions**.
   ✓ The overview of all orders for this customer appears.
4. Click on the order number of the order you want to terminate.
   ✓ The order details of the order with different tabs appear.

Label	Explanation
General	On this tab you can see the technical settings of the order.
Privacy Settings	On this tab you can see the privacy groups.
Registered Channels	On this tab the linked SIP channels are displayed.
Invoicing	This tab displays the activated products and add-ons and the corresponding costs of sales.
Purchase	This tab shows the activated products and add-ons and the corresponding costs of sales.
Orders	On this tab you can view the history of this order.
Usage	This tab shows an insight into the costs incurred by call traffic.

5. Open the dropdown menu **Actions** and click on **Terminate subscription**.



✓ The **Terminate Subscription** dialogue appears.

Label	Explanation
End date	Select the date on which this extension should be terminated. Note that this can only be done starting the next day.
Reference	You can optionally enter your own order reference.

6 Click on **Terminate** to confirm the termination.
✓ The extension subscription is terminated.

3.1.4 Changing a user extension's settings

You can change already existing user extensions in the Contact environment in the Operator portal.

To change a user extension

1 If applicable, type in the customer you want to change a user extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the extension you want to change, click on **Edit**.
✓ The **Edit user extension** page appears.

Label	Explanation
Customer	The customer account of the user
General	
Extension number	The internal extension number for this user
Name	Name of the user
Assistant Group	With this option you can indicate which assistants group this user is a member of. If no option is possible, you must first create a privacy group. See also **6.3 Privacy groups**, page 45.
Configuration	
PIN code	Set the PIN that should be used when logging on to the device. If you enter the PIN code '0000', the user will be asked to change it at login. Unsafe PINs, such as 1111 or 1234, are not accepted.
Area code	Enter the area code where the customer is located. It is used, e.g. for routing to the appropriate emergency call centre.
Offer second call	Select **Yes** if you want the user to be able to be offered more than one call simultaneously.
Language	Select the language of the Contact.
Voicemail	

Label	Explanation
Language	Select the language of the voicemail welcome message and voicemail menu from the dropdown menu.
PIN code	Enter the pincode that needs to be entered when accessing the voicemail.
Pin code authentication	Select when the user should be required to enter the pincode when accessing the voice-mail. The following options are supported: • Only ask for a pincode when the device is not a trusted source (default) • Always ask for a pincode • Never ask for a pincode Trusted devices are: • Contact Mobile (when residing in a trusted network) • Contact Desktop Non-trusted devices are: • Contact Mobile (when residing in an untrusted network) • (Publicly accessible) SIP devices
Permissions	
Time configuration	Select **Yes** if you want the user to be able to change the numbering plan by calling the respective system extension. You can also change it in the REACH app or in Contact Desktop.
Twinning	Select **Yes** if you want the user to be able to log in to two desk phones at the same time.
Call recording	Select **Yes** if you want to allow the recording of this user's calls. This feature must first be activated.
Call parking	Select **Yes** if you want to enable the call parking feature for this user. See also **5.4 Call parking**, page 39.
Reporting App	Select **Yes** to allow the user to access the Reporting App. This option is only available for users whose subscription includes a Reporting App license. The setting is disabled by default.

5 Click on **Save**.
✓ Your changes are saved.

3.2 Ordering Contact users with mobile phone

You can order Contact users with mobile telephony and SIM card in the Operator portal.

To order a user with mobile phone

1 Open the **Ordering** dropdown menu and click on one of the options under Contact (Advanced, Professional User, Expert User).
✓ The **Stocktaking** page appears.

Label	Explanation
Customer	Select the customer for whom you want to order the new user by entering the name and selecting it from the dropdown list. If you have already called up a customer, the respective customer will be selected automatically.
Portfolio	Select the portfolio you want to order.

Label	Explanation
Reference	You can optionally enter your own order reference.
Start date	Select the start date from which you want your order to be effective.
Contract duration	Select the contract duration of this order.

2 Click on **Next step**.
✓ The **Subscription** page appears.

Label	Explanation
Voice - Product	Select one of the following options from the dropdown list: • Advanced User • Professional User • Expert User
Data - Product	Select the appropriate data package from the dropdown list. The data packages vary depending on the previously selected voice product.
SMS - Product	Select the appropriate SMS package from the dropdown list. The data packages vary depending on the previously selected voice product.

3 Click on **Next step**.
✓ The **Add-ons** page appears.

4 Select the add-ons you would like to order.

5 Click on **Next step**.
✓ The **User** page appears.

Label	Explanation
Select user	Select a user to whom you want to assign this order.
Or, create new user	Activate the checkbox to create a new user.
Display name	Enter a user name.
First Name	Enter the first name of the user.
Prefix	Enter a prefix for the user.
Last name	Enter the last name of the user.
E-Mail	Enter the e-mail address of the user.
Language	Select the language in which the system is to be displayed or output for the user from the dropdown list. This includes, among others, announce-ments and the voicemail.

6 Click on **Next step**.
✓ The **SIM** page appears.

Label	Explanation
Order SIM card	Select the appropriate SIM product from the dropdown list. You have the following options: **Connect SIM now** Select this option to assign the SIM card to the user immediately during the ordering process. You can continue with the ordering process. **Connect SIM later** Select this option to subsequently assign the SIM card to the user. To actually activate the order, you must link the SIM card at a later time in the order overview. To do this, open the **Actions** drpopdown menu and click on **Connect SIM** (**3.2.1 Linking the SIM card later**, page 16). As long as the SIM card is not yet linked, the Contact user with mobile phone (Business-, Professional or Expert user) is not yet functionally available for the end user, but can already be configured.
Select SIM	Enter the last four digits of your SIM card to add it to the order.

7 Click on **Next step**.
✓ The **Number** page appears.

Label	Explanation
Number type	**New number** Select this option if you want to create a new phone number. **Port-in number** Select this option if you want to take over a phone number from another provider.
Select number	Select the number from the dropdown list.

8 Click on **Next step**.
✓ The **FMC** page appears.

Label	Explanation
Extension number	Enter a unique extension number.
Existing extension numbers	This overview shows which extensions have already been created in the account.
Name	Enter a name for the user.
Pin code	Enter a PIN code that the user can use to log on to the system. If you enter the PIN code '000', the user will be prompted to change it when logging in.
Area code	Enter the area code the user is in by default.

9 Click on **Next step**.
✓ The **Confirm** page with the order overview appears.

10 If necessary, deactivate the checkbox **End user billing** to deactivate the automatic invoicing rules.

Please note that if you enable this option, you will need to manually add the order to the customer's invoice.

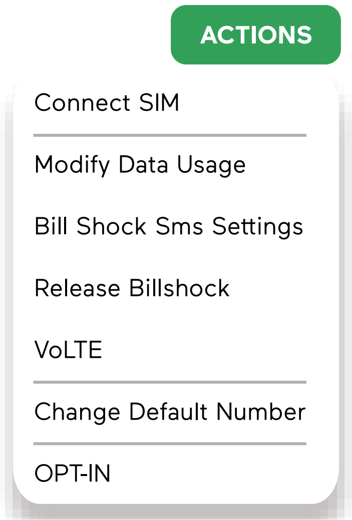
11 Click on **Order** to complete the order.
✓ Your order is placed.

3.2.1 Linking the SIM card later

If you have ordered an Contact user with mobile phone and selected to Connect SIM later, you must continue with this step to activate the order.

To connect a SIM card at a later time

1 Select the order for which you want to make the subsequent SIM card link.
2 Open the **Actions** dropdown menu and click on **Connect SIM**.



✓ The **Connect SIM** page appears.

3 Enter the last four digits of the SIM card.

4 Click on **Match**.
✓ The SIM card is now connected to the user and can be used.

3.3 IVR extension

The IVR (Interactive Voice Response) extension is based on automated phone system technology, which allows callers to access information and menu choices without speaking to a user. By pressing a button on the telephone, callers can decide for themselves which agent or department they would like to be connected to based on their request. See also **4.6 IVR extension**, page 29.

3.3.1 Ordering IVR extensions

You can order IVR extensions in the Contact environment in Operator.

> If you do not have these rights, ask your telecommunications provider to create them for you.

To create an IVR extension

1 Open the **Ordering** dropdown menu and click on **Extension** under Contact.
✓ The **Stocktaking** page appears.

Label	Explanation
Customer	Select the customer for whom you want to order the IVR extension by entering the name and selecting it from the dropdown list. If you have already called up a customer, the respective customer will be selected automatically.
Start date	Select the start date from when your order should be effective.
Portfolio	Select the portfolio you want to order.
Product	Select the type of extension you want to order from the dropdown list.
Reference	You can optionally enter your own reference.

2 Click on **Next step**.
✓ The **Extension** page appears.

Label	Explanation
Extension number	Enter the extension number you want to attach to the IVR extension. The extension can consist of two to five digits. Please note that after creating the first extension, it is no longer possible to modify the length of the extension.
Active extension numbers	This overview shows which extensions have already been created within the account.
Name	Enter the name for the IVR extension.

3 Click on **Next step**.
   ✓ The **Confirm** page appears.

4 If applicable, deactivate the checkbox **End user billing** to disable automatic invoicing rules.

Please note that by activating this option, you will have to add the order to the customer's invoice manually.

5 Click on **Order** to complete the order.
   ✓ Your order is placed.
   or

6 Click on **Save and make another extension**.
   ✓ Your order is placed and you return directly to the **Stocktaking** page to create another extension.

You can set the maximum number of digits (1 to 6) in IVR menus when editing the IVR extension, see **Configuring the number of digits available in IVR menus**, page 30.

3.3.2 Creating IVR options

After creating the IVR extension, you can add options to your IVR extension.

To create IVR options

1 If applicable, type in the customer you want to create IVR options for in the search bar and click on the customer's name.

2 In the menu click on Contact.
   ✓ The Contact environment appears.

3 Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.

4 Next to the respective IVR extension, click on **Edit**.
   ✓ The **Edit IVR extension** page appears.

5 Click on **Options**.

6 Click on **add option**.
   ✓ The **Create IVR option** dialogue appears.

Label	Explanation
Option	Enter a number, which the caller must dial to reach the programmed destination.
Prefix	Enter a prefix, which is shown in the handset display. This way, you can see which choice has been made in the IVR menu.
Destination	Select the destination. The required extensions must be created first.

7 Click on **Save**.
   ✓ The IVR option is saved.

3.3.3 Terminating IVR extension orders

You can terminate IVR extension orders.

To terminate an IVR extension order

1 If necessary, type in the customer you want to terminate the extension order for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.

2 In the menu click on Contact.
   ✓ The Contact environment appears.

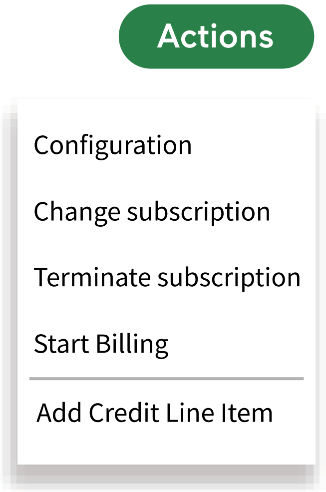
3 Click on **Orders**.
   ✓ The overview of all orders for this customer appears.

4 Click on the order number of the order you want to terminate.
   ✓ The order details of the order with 7 different tabs appear.

Label	Explanation
General	On this tab you can see the technical settings of the order.
Privacy Settings	On this tab you can see the privacy groups.
Registered Channels	On this tab the linked SIP channels are displayed.

Label	Explanation
Invoicing	This tab displays the activated products and add-ons and the corresponding costs of sales.
Purchase	This tab shows the activated products and add-ons and the corresponding purchasing costs.
Orders	On this tab you can view the history of this order.
Usage	This tab shows an insight into the costs incurred by call traffic.

5 Open the **Actions** dropdown menu and click on **Terminate order**.



✓ The **Terminate order** dialogue appears.

Label	Explanation
End date	Select the date on which this extension should be terminated. Note that this can only be done starting the next day.
Reference	You can optionally enter your own order reference.

6 Click on **Terminate** to confirm the termination.
✓ The extension is terminated.

3.4 Queue extension

The queue extension in Contact provides Automatic Call Distribution (ACD), see also **8 Queue extension**, page 64.

3.4.1 Ordering queue extensions

In order to use the queue functionalities in Contact, you have to order queue extensions in the Operator portal.

To order a queue extension

1 Open the **Ordering** dropdown menu and click on **Extension** under Contact.
✓ The **Stocktaking** page appears.

Label	Explanation
Customer	Select the customer for whom you want to order the queue extension by entering the name and selecting it from the dropdown list. If you have already called up a customer, the respective customer will be selected automatically.

Label	Explanation
Start date	Select the start date from when your order should be effective.
Portfolio	Select the portfolio you want to order.
Product	Select the Contact queue product from the dropdown list.
Reference	You can optionally enter your own order reference.
Call limit	Enter a maximum number of callers that can wait in the queue.

2 Click on **Next step**.
✓ The **Extension** page appears.

Label	Explanation
Extension number	Enter an internal extension for the queue. The queue can be accessed by dialling this extension.
Active extension numbers	This overview shows which extensions have already been created within the account.
Name	Enter a name for the queue.

3 Click on **Next step**.
✓ The **Confirm** page with an order overview appears.

4 If applicable, deactivate the checkbox **End user billing** to disable automatic invoicing rules.

> Please note that by activating this option, you will have to add the order to the customer's invoice manually.

5 Click on **Order** to complete the order.
✓ Your order is placed.
or

6 Click on **Save and make another extension**.
✓ Your order is placed and you return directly to the **Stocktaking** page to create another extension.

3.5 Smart App

Smart Apps can be ordered in Operator and must be activated via the Contact ordering process. Smart Apps enable the integration of advanced AI-based features.

3.5.1 Ordering Smart Apps

> When you open the **Actions** dropdown menu in Operator after ordering and click on **Edit in studio**, you will be redirected to the DialoX platform and can configure the extension. There you can select your smart apps from the respective categories and configure your bots. For more information, refer to the DialoX documentation under manuals.dialox.ai/store/marketplace.

To configure a Smart App, you must first order it in Operator. Ordering a Smart AppSmart App assigns the necessary licenses and activates the configuration options required to connect it with additional services.

To create a Smart App

1 Open the **Ordering** dropdown menu and click on **Extension** under Contact.
✓ The **Stocktaking** page appears.

Label	Explanation
Customer	Select the customer for whom you want to order the Smart App by entering the name and selecting it from the dropdown list. If you have already called up a customer, the respective customer will be selected automatically.

Label	Explanation
Start date	Select the start date from when your order should be effective.
Portfolio	Select the portfolio you want to order.
Product	Select the Smart App you want to order from the dropdown list.
Reference	You can optionally enter your own order reference.

2 Click on **Next step**.
✓ The **Add-ons** page appears.

3 If applicable, enable or disable the add-ons you want to add to the Smart App.

> Depending on the proposition in the respective country, different add-ons are available.

4 Click on **Next step**.
✓ The **Extension** page appears.

Label	Explanation
Extension number	Enter the extension you want to attach to the Smart App. The extension will also be usable in numbering plans and will appear in the **Extension** tab under Contact for the relevant customer.
Active extension numbers	This overview shows which extensions have already been created within the account.
Name	Enter a name for the Smart App.

5 Click on **Next step**.
✓ The **Confirm** page with an order overview appears.

6 If applicable, deactivate the checkbox **End user billing** to disable automatic invoicing rules.

> Please note that by activating this option, you will have to add the order to the customer's invoice manually.

7 Click on **Place order** to complete the order.
✓ Your order is placed.
or

8 Click on **Save and make another extension**.
✓ Your order is placed and you return directly to the **Stocktaking** page to create another extension.

Contact Connect for DialoX

If you want to order an Smart App with the Contact Connect feature, additional configuration steps are required after placing the order.

> The Contact Connect for DialoX add-on is only available from a specific Smart App level, which must be selected under **Product** during the ordering process. For further information, please contact your sales representative.

To configure an Smart App with Contact Connect for DialoX

1 Order an Smart App as described in **3.5.1 Ordering Smart Apps**, page 20.

2 Make sure you select the correct Smart App Level under **Product**.

3 Select the add-on **Contact Connect for DialoX**.

4 Place the order as described.
✓ The **Subscription details** page appears.

After placing the order, you must create a web user to enable the connection between the Smart App and Contact Connect. Follow these steps:

5 From the left menu, select **Users**.

6 Click on **CREATE USER**.

7 Enter a **Displayname** for the web user. Use a clear and identifiable name, as this Web User will later be linked to the Smart App.

8 Click on **SAVE**.
   ✓ The **Users** list appears.

9 In the line of the user you just created, click on **Add webuser**.
   ✓ The **Create webuser** page appears.

10 Enter an email address that is not used by any other web user.

11 Click on **SAVE**.
   ✓ The web user is saved.

12 Go back to the **subscription details** page of the order, or click on Contact | **Extensions** and click on the extension you created before.

13 Under **User**, click on **Edit**.

14 Select the web user you created from the drop-down list.

15 Click on **SAVE**.
   ✓ The web user is linked to the Smart App.

Open the **Actions** dropdown menu and click on **Edit in studio**. You will be redirected to the DialoX platform where you can configure the extension. For more information, refer to the DialoX documentation under manuals.dialox.ai/store/marketplace.

You can also create the corresponding web user *before* placing the order. After ordering the Smart App, you can then select it directly from the drop-down list under **User** on the **Subscription details** page and skip the additional setup steps later.

4 Extensions

You can create and configure a variety of different extensions in Contact. An extension has a certain functionality and can have a length of 2 to 5 digits. Combining the functionalities of Contact creates a calling plan with the desired features.

The following extensions are available in Contact:

- *User extension*
- *Group extension*
- *Voicemail extension*
- *AutoAnswer extension*
- *Authentication extension*
- *IVR extension*
- Queue extension
- *LBR extension*
- *TBR extension*
- *Call limit extension*
- *Forward extension*
- *Smart App*
- *Extension picker*

For some extensions it is possible to link an audio recording, see **6.8 Audio recordings**, page 50.

4.1 User extension

After ordering the first Contact user under a customer account, the Contact menu will become available in the navigation column under the customer name. There you can configure the Contact service further.

Please note that once a 2, 3, 4 or 5 digit dial plan has been selected, it is no longer possible to switch to another dial plan and a new environment must be created.

The user extension must first be activated. If you do not have any users yet, you must order them in the Operator Portal. See **3.1.1 Ordering a user extension**, page 9.

4.2 Group extension

Group extensions can be used to group multiple user extensions, so that multiple users can be reached by calling one number. Once one of the users answers the call, it will no longer be signalled to the other users.

Creating group extensions

Deleting groups

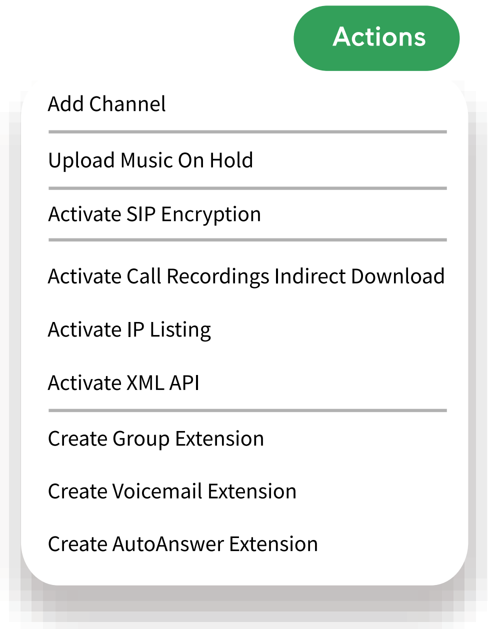
Configuring privacy settings

4.2.1 Creating group extensions

You can create group extensions in the Contact environment in the Operator portal.

To create group extensions

1. If applicable, type in the customer you want to create a group extension for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. Open the dropdown menu **Actions** and click on **Create Group Extension**.



✓ The **Edit group extension** page appears.

Label	Extension
General	
Extension number	Enter the internal group number for this extension.
Name	Enter the name of the group.
Configuration	
Members	Select the users you want to add to this group. Hold down the CTRL key to select multiple users.
Allow individual forwards	Select **Allow** to include the forwarding rules that are configured on the user's extensions to also be effective for group calls.
Forward of internal/external calls	
Unconditional forwarding	If you want to transfer all calls directly, activate the checkbox and enter the number(s) to which the calls should be forwarded to in the field.
Forward on busy	If you want to transfer calls on busy, activate the checkbox and enter the number(s) to which the calls should be forwarded to in the field.
Forward on no answer	If you want to transfer all calls on no answer activate the checkbox and enter the number(s) to which the calls should be forwarded to in the field.
Transfer timeout	If you activated the Forwarding on no answer option, you can specify after what time (in seconds) the call should be forwarded.
External caller ID	There are two options to indicate the caller number. **Calling number** If you activate this option, the number of the caller will be displayed on the device. **Called number** If you activate this option, the number that the caller has dialed is displayed on the device.

5 Click on **Save**.
✓ The group extension is saved.

4.2.2 Deleting groups

You can delete groups and privacy groups.

To delete a group

1 If applicable, type in the customer you want to delete a group from in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.
or

4 Click on the **Privacy Groups** tab.
✓ The list with all privacy groups for this customer appears.

5 In the line of the group you want to delete, click on **Delete**.

6 Click on **Confirm**.
✓ The group is deleted.

4.2.3 Configuring privacy settings

You can specify for each group extension whether people outside of this group are allowed to take calls and whether they can see Contact Desktop notifications of incoming calls. You can also add privacy groups to a group extension, so that the members of this group can see notifications and/or pick up calls.

> Adding privacy groups will not add the members of this privacy group to the group extension and thus will not receive any calls.

To configure privacy settings

1 If applicable, type in the customer you want to configure the privacy settings for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the respective group click on **Edit**.
✓ The **Edit group extension** page appears.

5 Click on **Privacy Settings**.

6 Click on **Grant permissions**.
✓ The **Grant permissions** page appears.

7 Select the privacy group you want to give permissions to from the dropdown list.

> You need to create privacy groups first, see **6.3 Privacy groups**, page 45.

8 Activate the permissions you want to grant the users of the selected privacy group.

9 Click on **Save**.
✓ The privacy group with the activated permissions appears in the list.

10 Click on **Save**.
✓ Your changes are saved.

4.3 Voicemail extension

With a voicemail extension, you can route incoming calls to a voicemail box. The voicemail box can be managed in the following ways:

- You can dial the voicemail management service extension of your country, see **App. A: System extensions**, page 99. You will then be asked for the extension number of the voicemail box and its password
- You can have recorded voicemails sent to an e-mail account
- You can listen to the voicemails in Operator

The voicemail extension is not the same as the user's personal voicemail, which can only be accessed by the user. Voicemail extensions can be accessed by any user who knows the extension number and pincode of the voicemail extension.

These are generic - not personalized - voicemail extensions that can be used in numbering plan for your company. Personalized voicemail boxes can be configured and listened to by individual users by calling personal voicemail service extension of your country, see **App. A: System extensions**, page 99.

After dialling the voicemail management service extension, enter the extension number of the voicemail box and its password. You will then be redirected to a menu with dialling options. Depending on different scenarios, the voicemail management system will have the following options:

If the voicemail box contains new messages

Key	Feature
6	Go to next message
5	Repeat last message
7	Delete last message

If there are no new messages in the voicemail box

Key	Feature
0	Go to voicemail options
1	Go to old messages

Voicemail Options

Key	Feature
1	Modify voicemail message
2	Customise voicemail box password
3	Customise voicemail box language

Creating voicemail extensions

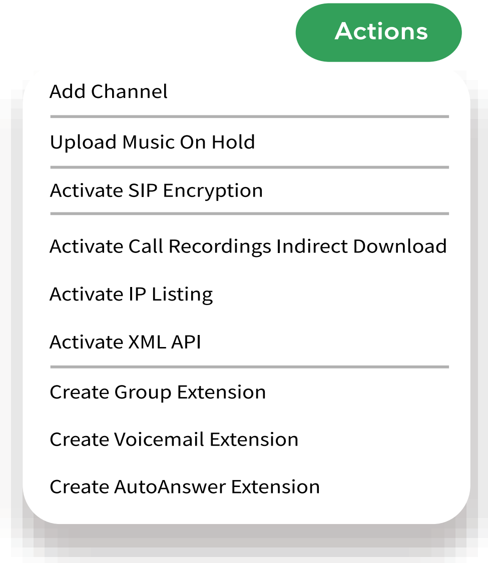
Deleting voicemail extensions

4.3.1 Creating voicemail extensions

You can create voicemail extensions in the Contact environment in the Operator portal.

To create a voicemail extension

1. If applicable, type in the customer you want to create a voicemail extension for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. Open the dropdown menu **Actions** and click on **Create Voicemail Extension**.



✓ The **Create voicemail extension** appears.

Label	Explanation
General	
Extension number	Enter an internal voicemail box number for this extension.
Name	Enter a name for the voicemail box.
Configuration	
Pin code	Enter a PIN code that will be required to listen to your voicemail online. The PIN code has to consist out of 4 digits that are not a consecutive series of numbers.
Language	Select the language of your voicemail management system from the dropdown list.
Connected to user	Select a user you want to link to the voice-mail box from the dropdown list. If you have a web user who allows you to change your device data, this also applies directly to the voicemail box linked to you.
E-mail notification	Activate **On** if you want to receive notifications about new voicemail messages via e-mail. There are multiple ways to receive recorded messages.
Destination for e-mail notification	Enter an e-mail address to which the notification about a new voicemail message should be sent.
Send voicemail file with e-mail notification	Enabling this option ensures that the recorded text is also sent directly with the e-mail notification.
Remove voicemail message after e-mail notification	Enable this option if you want the recorded messages to be deleted immediately after sending them.
Send SMS notification to	Enter a mobile phone number if you want recorded messages to be sent via SMS. The cost of sending this text message will be charged to the customer's account.
Welcome message	
Audio file	If you have already recorded an audio file, you can upload it here. (Another option is to use the service extension 905 to record a text online).

5 Click on **Save**.
✓ The voicemail extension is saved.

4.3.2 Deleting voicemail extensions

You can delete existing voicemail extensions.

To delete voicemail extensions

1. If applicable, type in the customer you want to delete a voicemail extension from in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. In the line of the voicemail you want to delete, click on **Delete**.
5. Click on **Confirm**.
   ✓ The voicemail is deleted.

4.4 AutoAnswer extension

The AutoAnswer extension is a type of voicemail extension, except that the caller does not have the option to leave a message. It only plays an audio message. After the end of the message, the connection is automatically disconnected.

Creating AutoAnswer extensions

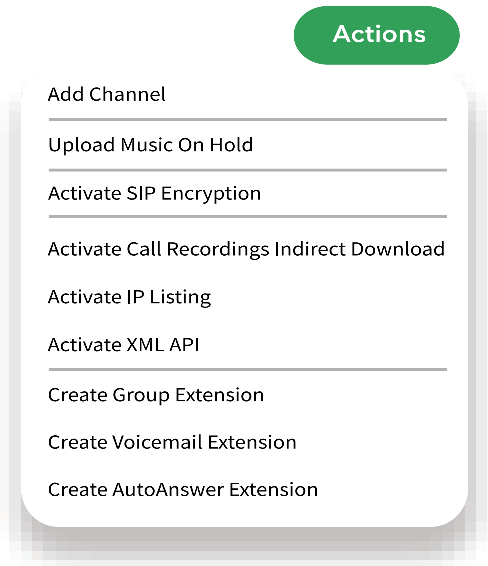
Deleting AutoAnswer extensions

4.4.1 Creating AutoAnswer extensions

You can create AutoAnswer extensions in the Contact environment in the Operator portal.

To create an AutoAnswer extension

1. If applicable, type in the customer you want to create an AutoAnswer extension for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. Open the dropdown menu **Actions** and click on **Create AutoAnswer Extension**.



   ✓ The **Create AutoAnswer extension** page appears.

Label	Explanation
General	
Extension number	Enter an internal AutoAnswer number for this extension.
Name	Enter a name for the AutoAnswer extension.
Configuration	
Audio file	If you have already recorded an audio file, you can upload it here. (Another option is to use the service extension 905 to record a text online).

4.4.2 Deleting AutoAnswer extensions

You can delete existing AutoAnswer extensions.

To delete an AutoAnswer extension

1 If applicable, type in the customer you want to delete an AutoAnswer extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the AutoAnswer extension you want to delete, click on **Delete**.

5 Click on **Confirm**.
✓ The AutoAnswer extension is deleted.

4.5 Authentication extension

The authentication extension allows authorised callers to be routed to a specific destination. Examples of scenarios where the authentication extension can be used are: helpdesk numbers that are only available to paying customers, or a direct line to the director that is only available to authorised staff. Caller authentication can either be done by assessing the sender number or by asking for a PIN.

To create an authentication extension

1 If applicable, type in the customer you want to create an AutoAnswer extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Open the Actions dropdown menu and click on **Create Authentication Extension**.
✓ The **Edit authentication extension** page appears.

Label	Explanation
Extension number	Enter an extension number for the authentication extension.
Name	Enter a name for the extension.
Authentication based on	Select whether the authentication should be based on PIN code or on CLI.
Default forward	Select the default forward destination from the dropdown list.
Default prefix	Enter a default prefix.
Welcome	Upload a welcome announcement.
Fallback	Upload a fallback announcement.

4 Click on **Save**.
✓ The authentication extension is saved.

4.6 IVR extension

The IVR (Interactive Voice Response) extension is based on automated phone system technology, which allows callers to access information and menu choices without speaking to a user. By pressing a button on the telephone, callers can decide for themselves which agent or department they would like to be connected to based on their request.

An IVR extension only has one level, but they can have multiple levels by having several IVR extensions refer to each other in a sequence.

Example

The IVR extension 700 refers to a new IVR extension number 701 by dialling 2, while by dialling 1 the caller will be redirected to a group extension.

700 - Main menu

1. > 300 - Management (group extension)

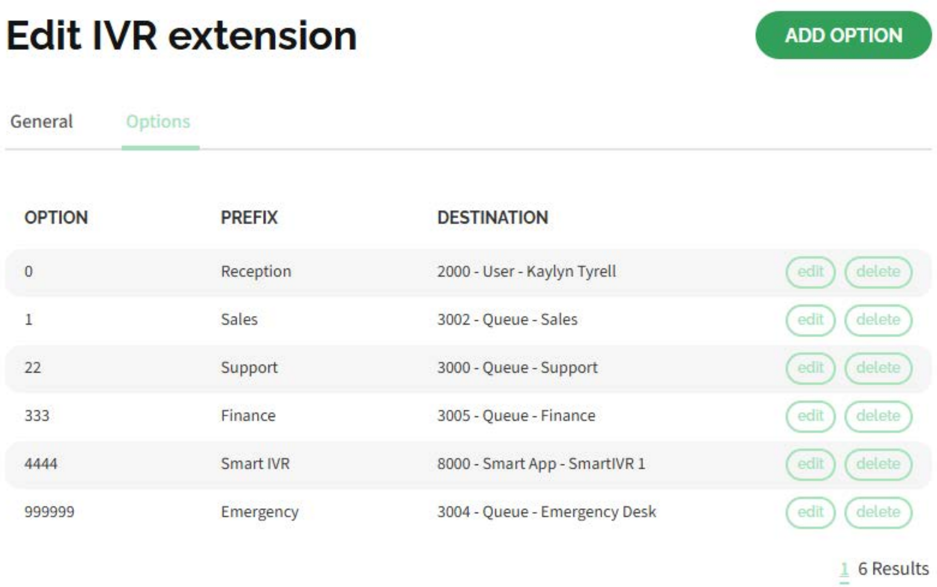
2.> 701 - Submenu 1 (IVR extension)

701 - Submenu 1

Configuring the number of digits available in IVR menus

In the **General** settings of the IVR extension you can configure the maximum number of digits for IVR options. Allowed values are from 1 to 6. When 1 is configured (default value), menu options in the IVR can only use one digit (0 to 9). When 2 is configured, menu options in the IVR can have up to two digits (0 to 99), etc. When the maximum number of six digits is configured, IVR options can have up to 6 digits (0 to 999999).

Within an IVR extension you can configure IVR options with different digit lengths, as shown in the example below.



To set up the maximum number of digits for IVR options

1 If applicable, type in the customer in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the respective IVR extension click on **Edit**.
✓ The **Edit IVR extension** page appears.

5 Under **General** type in the maximum number of digits for IVR options (1 to 6).

6 Click on **Save**.
✓ The maximum number of digits for IVR options is saved.

Creating IVR options

Terminating IVR extension orders

4.7 System extension

With the system extension you can call several internal system extensions via an external number. The following internal system extensions can be called:

- Time configuration IVR
- Voicemail extension
- Audio recording

Creating System extensions

Deleting system extensions

4.7.1 Creating System extensions

You can create system extensions in the Contact environment in Operator.

To create a system extension

1 If applicable, type in the customer you want to create a system extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 Open the dropdown menu **Actions** and click on **Create System Extension**.
✓ The **Create system extension** page appears.

Label	Explanation
General	
Extension number	Enter an internal number for the system extension.
Name	Enter a name for the system extension.
Configuration	
Forward to	Select to which system extension the call should be forwarded.

5 Click on **Save**.
✓ The system extension is created.

4.7.2 Deleting system extensions

You can delete existing system extensions in the Contact environment in Operator.

To delete a system extension

1 If applicable, type in the customer you want to delete a system extension from in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the system extension you want to delete, click on **Delete**.

5 Click on **Confirm**.
✓ The system extension is deleted.

4.8 LBR extension

An LBR extension is an extension that routes your incoming calls based on area code, postcode, called number or caller ID to an extension of your choice. Based on which routing option you choose, you will see a different type of configuration.

> The area code/phone number variants are completely automatic. For the postcode, the caller is prompted to enter a postcode.

Creating LBR extensions

Deleting LBR extensions

4.8.1 Creating LBR extensions

You can create an LBR extension that is based on area code, postcode, called number or sender number. After configuring the general settings, configure the dialling options.

To create an LBR extension

1 If applicable, type in the customer you want to create an LBR extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 Open the dropdown menu **Actions** and click on **Create LBR Extension**.
✓ The **Edit LBR extension** page appears.

5 Configure the general settings.

Label	Explanation
Extension number	Enter an internal number for this LBR extension.

Label	Explanation
Name	Enter a name for the LBR extension.

6 Activate one of the following dialling options and continue with the configuration:

- *Area code*
- *Postal code*
- *Caller ID*
- *Called number (incoming)*

Area code

This option allows you to route the caller to a specific destination based on the are code in the number of the caller.

This option is not available in Latvia.

To configure an LBR extension based on area code

1 After configuring the basic settings, activate **Area code**.
✓ The type specific configuration appears.

Label	Explanation
Default fallback	Enter the fallback destination to which callers are redirected if you have not configured the area code entered by the caller.
Default prefix	You can include a prefix for the caller's caller ID, so that the recipient can see which choice has been made.
Fallback for blocked caller ID	Select the fallback destination when someone calls with a blocked caller ID.
Prefix for blocked caller ID	Enter the prefix that is shown to the recipient of the call when someone calls from a mobile number.
Fallback for mobile caller ID	Select the destination to which callers are redirected when they call from a mobile number.
Prefix for mobile caller ID	Prefix shown to the user if someone calls from a mobile number.

2 Click on **Save**.
✓ The extension is saved.

Postal code

This option allows you to create a routing based on a postcode entered by the caller. You can upload an announcement, which the caller will hear asking him to enter a 4 digit postcode.

To configure an LBR extension based on postal code

1 After configuring the basic settings, activate **Postal code**.
✓ The type specific configuration appears.

Label	Explanation
Default fallback	Enter the fallback that will be used if you have not configured the postal code entered by the caller.
Default prefix	You can include a prefix for the caller's caller ID, so that the recipient can see which choice has been made.
Audio file	Upload an audio file that will ask the caller to enter a postal code (Another option is to use the service extension 905 to record a text online).

2 Click on **Save**.
✓ The extension is saved.

Caller ID

This option allows you to route calls based on the caller's number.

To configure an LBR extension based on caller ID

1 After configuring the basic settings, activate **Caller ID**.
✓ The type specific configuration appears.

Label	Explanation
Default fallback	Enter the fallback that will be used if you have not configured the caller ID.
Default prefix	You can include a prefix for the caller's sender number, so that the recipient can see that the caller ID of the caller was not configured.
Fallback for blocked caller ID	Select the fallback user if someone calls with a blocked caller ID.
Prefix for blocked caller ID	Enter a prefix so that the recipient can see that the caller has blocked his caller ID.

2 Click on **Save**.
✓ The extension is saved.

Called number (incoming)

This option allows you to create a routing based on the called number.

To configure an LBR extension based on the called number

1 After configuring the basic settings, activate **Called number (incoming)**.
✓ The type specific configuration appears.

Label	Explanation
Default fallback	Enter the fallback destination that will be used if the caller has called a number that was not configured.
Default prefix	You can include a prefix for the caller's sender number, so that the recipient can see that the caller called a number that was not configured.

2 Click on **Save**.
✓ The extension is saved.

4.8.2 Deleting LBR extensions

You can delete existing LRBR extensions in the Contact environment in Operator.

To delete an LBR extension

1 If applicable, type in the customer you want to delete an LBR extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the LBR extension you want to delete, click on **Delete**.

5 Click on **Confirm**.
✓ The LBR extension is deleted.

4.9 TBR extension

The TBR (Time Based Routing) extension allows you to create routings for each phone number based on day and time. This extension can be used if you want to create several routings for one or more numbers within one time configuration, e.g. a day or night mode.

Creating TBR extensions

Deleting TBR extensions

4.9.1 Creating TBR extensions

You can create TBR extensions in the Contact environment in Operator.

To create a TBR extension

1. If applicable, type in the customer you want to create an TBR extension for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. Open the dropdown menu **Actions** and click on **Create TBR Extension**.
   ✓ The **Edit TBR extension** page appears.

Label	Explanation
Extension	
Extension number	Enter an internal number for this TBR extension.
Name	Enter a name for the TBR extension.
Failover	
To	Select a fallover destination to which callers are redirected when they call outside any of the configured time periods.

5. Click on **Save**.
   ✓ The extension is saved and you can add time periods to the extensions.
6. In the line of the respective Timeplan extension click on **Edit**.
   ✓ The **Edit TBR extension** page appears.
7. Open the dropdown menu **Actions** and click on **Add period**.
   ✓ The **Create Period** page appears.

Label	Explanation
Start day	Select a day from which the configured destination should be reachable.
End day	Select a day until which the configured destination should be reachable.
Start time	Enter a time from which the configured destination should be reachable in 24 hour format.
End time	Enter a time until which the configured destination should be reachable in 24 hour format.
Destination	Select the destination to which calls should be routed from the dropdown list.
Description	Optionally, enter a description for the TBR extension.

8. Click on **Save**.
   ✓ The time period is saved and the **Edit TBR extension** page appears.
9. Click on **Save**.
   ✓ The TBR extension is saved.

4.9.2 Deleting TBR extensions

You can delete existing TBR extensions in the Contact environment in Operator.

To delete a TBR extension

1. If applicable, type in the customer you want to delete a TBR extension from in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the TBR extension you want to delete, click on **Delete**.

5 Click on **Confirm**.
✓ The TBR extension is deleted.

4.10 Call limit extension

The call limit extension allows you to route calls based on an adjustable call limit. This limit is based on the number of concurrent calls routed through the call limit extension.

Example

The call limit is three. The first three callers will be routed to a specified (within call limit) destination. All other calls will be redirected to another (above call limit) destination. When one of the first three calls is ended, the call count will be decreased by one call, making room for an additional call. The next caller will take this place and will be routed to the within call limit destination.

Creating call limit extensions

Deleting call limit extensions

4.10.1 Creating call limit extensions

You can create call limit extensions in the Contact environment in Operator.

To create a call limit extension

1 If applicable, type in the customer you want to create a call limit extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 Open the dropdown menu **Actions** and click on **Create Call Limit Extension**.
✓ The **Create call limit extension** page appears.

Label	Explanation
General	
Extension number	Enter an internal number for the call limit extension.
Name	Enter a name for the call limit extension.
Configuration	
Call limit	Specify the maximum number of calls that can be made simultaneously.
Caller ID	Select which number is sent as the caller ID when the call is forwarded. You can choose between the following options: • Calling number • The dialled number, digits only • Company numbers within the account
Destination within call limit	Enter the destination to which the calls are routed when the call limit has not yet been reached. This can be an extension or a telephone number.
Destination above call limit	Activate **Busy tone** if a busy tone signal should be played when the call limit is reached or specify the destination to which the call should be forwarded when the call limit is reached. This can be an extension or a telephone number.

5 Click on **Save**.
✓ The call limit extension is saved.

4.10.2 Deleting call limit extensions

You can delete existing call limit extensions in the Contact environment in Operator.

To delete a call limit extension

1. If applicable, type in the customer you want to delete a call limit extension from in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. In the line of the call limit extension you want to delete, click on **Delete**.
5. Click on **Confirm**.
   ✓ The call limit extension is deleted.

4.11 Forward extension

The forward extension allows you to offer additional functionalities without additional capacity on your current infrastructure and is used to connect an external phone number directly to another external phone number. You can also add a forward extension to a queue and thus add an external number as an agent in the queue.

Creating forward extensions

Deleting forward extensions

4.11.1 Creating forward extensions

You can create forward extensions in the Contact environment in Operator.

To create a forward extension

1. If applicable, type in the customer you want to create a forward extension for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. Open the dropdown menu **Actions** and click on **Create Forward Extension**.
   ✓ The **Create forward extension** page appears.

Label	Explanation
Extension number	Enter an internal number for the forward extension.
Name	Enter a name for the forward extension.
Transfer to	Enter the destination phone number.
Caller ID	Select which number is sent as the caller ID when the call is forwarded. You can choose between the following options: • Calling number • Called number • Specific phone number within the account

5. Click on **Save**.
   ✓ The forward extension is saved.

4.11.2 Deleting forward extensions

You can delete existing forward extensions from the Contact environment in Operator.

To delete a forward extension

1. If applicable, type in the customer you want to delete a forward extension from in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions for this customer appears.
4. In the line of the forward extension you want to delete, click on **Delete**.
5. Click on **Confirm**.
   ✓ The forward extension is deleted.

4.12 Smart App

Smart Apps need to be activated through the Contact ordering process, see **3.5.1 Ordering Smart Apps**, page 20.

4.12.1 Functionally configuring Smart Apps

After ordering the Smart App, it will be listed in the **Orders** overview in the Contact environment. Click on the name of the Smart App to view the order details. Opening the **Actions** dropdown menu and clicking on **Edit in studio** will connect you to the DialoX environment where the extension can be further configured.

> In the studio, you only configure the Smart App itself. For more information, refer to the DialoX documentation under manuals.dialox.ai/store/marketplace. The call flow completed within Contact and the numbering plans are configured in the Contact environment.

4.13 Extension picker

With the extension picker you can make user or group extensions directly dialable for outside calls, without giving all users or groups an external direct dial number.

4.13.1 Creating extension pickers

You can create extension pickers in the Contact environment in the Operator platform.

To create an extension picker

1. If applicable, type in the customer you want to create an extension picker for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Open the dropdown menu **Actions** and click on **Create DISA extension**.
   ✓ The page **Create extension picker** appears.

Label	Explanation
Extension number	Enter an internal extension number for the extension picker.
Name	Enter a name for the extension picker.
Audio file	If you have already recorded an audio file, you can upload it here. (Another option is to use the service extension 905 to record a text online).
Ringback tone	Activate **On** if you want the caller to hear a ringback tone twice before reaching the extension picker.

Label	Explanation
Fallback extension	Enter a destination number to which the caller will be redirected when the caller did not enter an extension number or when the entered extension number was invalid.
Fallback timeout	Enter a time in seconds, after which the caller is redirected to the fallback destination when he did not enter an extension number.

4 Click on **Save**.
✓ The extension picker is saved.

5 Call features

In addition to making and receiving calls, Contact offers a wide range of call features. These features can be activated during calls.

The following call features are available:

- *Transferring*
- *Forwarding*
- *Call pickup*
- *Call parking*
- *Listening in*
- *Distinctive ringtone*
- *Shomi Personal Assistant*

5.1 Transferring

Users can transfer calls to other extensions or external numbers. Within the Contact platform, transfers can be carried out in two ways: direct transfer or with consultation.

With direct transfer, the call is delivered directly to the phone number specified. If the call is not accepted, the REACH settings of the forwarding destination are followed. If no forwarding rules are set in REACH for the forwarding destination or if is an external/invalid destination, the call returns to the person who forwarded it. If the call returns to the person who initially forwarded the call and this user does not answer the call, the call is disconnected.

With call forwarding with consultation, the user first gets to speak to the person to be transferred and the actual transfer takes place as soon as the called person hangs up the phone. As a result, the original caller is directly connected to the forwarded destination.

There are different ways to use the call forwarding buttons:

5.1.1 Transferring with the extension buttons

Contact supports the transfer button that can be found on various types and brands of telephones. The location and handling of the call transfer button differs for each type and brand of telephone. Please consult the manual of your telephone for more information. It is also possible to transfer outgoing calls using the call transfer button on your phone.

5.1.2 Transferring via Contact Desktop

You can also transfer calls with or without consultation using the Contact Desktop application. For more information see https://help.summa.io/desktop/1.00/web/Neutral/en-US/.

5.1.3 Transferring via the function keys

If an extension does not have the necessary station keys, e.g. a mobile phone, users can easily place active calls on hold, transfer them or form them into a 3-way call by using different key combinations. This works for incoming and outgoing calls. The transfer is always initiated by using the ## key combination.

Function	Key combination
Active call on hold	1) ## 2) Hold button on the device (music note icon)
Direct transfer	1) ##*[destination number]# 2) Transfer/xfer button on the phone during an active call, [destination number]

Function	Key combination
Transfer with consultation	1) ##[destination number]# 2) Transfer/xfer button on extension during an active call, [destination number], dial button to transfer. Use the **Drop** button to end a consultation call. 3) ## will hold the other party (dial * to retrieve the other party) 4) While ringing, press 1 to end the call for the consulting party, the other party remains on hold. Dial *# to retrieve the held party. 5) On answering by the consultation party, press 1 to end the call to the consulting party. Press 2 to toggle between the held and consultation party. Press 3 to merge all parties into one 3-way call. Dial *# to end the call to the consultation party and retrieve the held party. 5) Hang up the call to connect the held party with the consulting party.

5.2 Forwarding

Forwarding can be done using the forward buttons on the phone or in Contact Desktop, see https://help.summa.io/desktop/1.00/web/Neutral/en-US/.

5.3 Call pickup

Call pickup allows users to pick up calls that are ringing with a colleague. This allows a call to be picked up for a colleague who is temporarily unable to answer the call. Call pickup can be used by dialling the respective system extension, by using a hotkey on a fixed phone or via Contact Desktop. For a list of all system extensions see **App. A: System extensions**, page 99.

Please note that in order to use call pickup, you must have been granted the corresponding rights in a privacy group, see **6.3 Privacy groups**, page 45.

5.4 Call parking

With the call parking feature, calls can be parked on the platform so that they can be taken over by other users, e.g. a receptionist taking an incoming call and parking it, so that colleagues can take these calls.

The call parking feature must be enabled for each user extension separately, see also **3.1.4 Changing a user extension's settings**, page 13.

To allow other users to record parked calls, permission must be given in a privacy group associated to this user. See **6.3 Privacy groups**, page 45.

Calls can also be parked in the Switchboard app. See also https://help.summa.io/desktop/1.00/web/Neutral/en-US/.

5.4.1 Parking calls

If the call parking feature is enabled, users can park calls, so that they can be taken over by other users.

In order to park a call, press ***6** during an active call. You will hear a message indicating the line number on which the call is parked in the system and the other party will be put on hold and hear music on hold.

The line number is needed if another user should pick up the call.

5.4.2 Taking back parked calls

As a user of a privacy group with the permissions to pick up calls, you can take back parked calls.

In order to pick up parked calls, enter the respective system extension followed by the one- or two-digit line number, see **App. A: System extensions**, page 99.

Example

You are located in the Netherlands and you want to pick up a parked call on line 24. Enter 93024 You will be transferred to the parked party.

5.5 Listening in

The Listening in feature of Contact allows supervisors to listen to calls from other users in real time. Listening in provides a tool to train and coach your agents and staff to improve your organisation's performance in customer interaction.

5.5.1 Requirements

In order to use the Listening in feature, make sure that the following requirements are met:

- Supervisors must have permission to listen in on a user extension. Listening in permissions are granted in privacy groups, see also **6.3 Privacy groups**, page 45
- Make sure you comply with European and national laws and regulations on call monitoring

Some general guidelines for listening in for training and coaching purposes are:

- Employees should be informed that they can be listened to, how this work and what the purpose is
- Listening in can only be used for training and coaching purposes and should not be used for other purposes
- Only routine calls with business content intended for the company are listened in, e.g. calls to main company, service or information numbers
- Employees should be notified when a supervisor is listening in. In Contact, this is done by playing a notification to the relevant agent announcing that a supervisor is starting to listen in
- Calls that were listened in to, have to be evaluated immediately with the colleague concerned

5.5.2 Listening modes

Supervisors can select one of the following listening in modes during a call:

- **Listening in mode**
  The supervisor can hear the call, but cannot be heard by the agent or caller
- **Consultation mode**
  The supervisor can hear the call and can be heard by the agent, but not by the caller

i

By default, supervisors are added to the call in Listening mode.

5.5.3 Listening in to calls

As a supervisor you can listen in to calls from agents. Before a supervisor can listen in, the respective rights must be granted to him. These are managed in privacy groups, see **6.3 Privacy groups**, page 45.

To listen in to a call

1 As a supervisor enter the respective system extension, see **App. A: System extensions**, page 99.
  ✓ You hear an announcement, asking you to enter the extension of the agent you want to listen in to.

2 Enter the extension of the agent you want to listen in to.
  ✓ If the agent is in an active call, you are immediately added to the call. If the agent is not in a call, you will hear music on hold and you will be added to the call as soon as the agent starts a new call.
  ✓ The agent hears a notification, informing him that a supervisor is listening. The caller will not hear the announcement.

3 If applicable, press **1** to switch to Listening in mode.
  or

4 If applicable, press **2** to switch to Consultation mode.
  ✓ You are switched to the respective listening mode.

5 If the agent is in multiple active calls, press **3** to switch between calls.

5.6 Distinctive ringtone

Distinctive ringtone allows users to distinguish incoming calls without looking at the caller name or caller ID on the phone display.

With the distinctive ringtone feature, you can assign different call ringtones for the following types of calls:

> The distinctive ringtones only work on fixed VoIP phones and not in Contact Desktop or Contact Mobile devices.

- Internal calls
- Group calls
- Queue calls
- National calls
- International calls

5.6.1 Functionality

The distinctive ringtone feature allows certain incoming calls to trigger IP phones to play specific ringtones. The creation of a distinctive ringtone is based on an "alert info text".

The PBX system adds an "alert info text" in the alert-info header for incoming calls and then sends the incoming call (an invite request with the alert-info header) to the IP phone. The IP phone then inspects the invite request for an alert-info header, strips out the alert-info text and then plays the appropriate ringtone associated with the "alert info text".

> Auto provisioning distinctive ringtones is only supported for Yealink and Aastra-Mitel phones managed in Operator. When you provision your phone manually, make sure that your phones support playing distinctive ringtones by "alert info text".

See the overview of which "alert info text" is used for which type of calls:

Call type	Alert info text
Internal calls	alert-community-1
Group calls	alert-group
Queue calls	alert-acd
National calls	alert-external
International calls	alert-community-2

5.6.2 Enabling distinctive ringtones

To use the distinctive ringtone feature, you have to enable the option in Operator.

> The available ringtones depend on the phone brand and differ for Yealink and Aastra-Mitel.

To enable distinctive ringtones

1 If applicable, type in the customer you want to enable distinctive ringtones for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.

3 Click on **Edit** next to **Yealink** to change the ringtones for Yealink phones.
or

4 Click on **Edit** next to **Aastra-Mitel** to change the ringtones for Aastra-Mitel phones.
✓ A window with the current ringtone configuration appears.

5 Open the dropdown list next to a specific call type and choose a distinctive ringtone.

> When the option **No distinctive ringtone** is selected, no distinctive ringtones will be configured and the default ringtone of the phone will be used.

6 Choose one of the following options to provision the settings:

Option	Explanation
Force setting to existing CPE	If enabled, all existing and new CPEs/phones will be provisioned with these settings. If disabled, the settings are only applied to new CPEs/phones that are added after this change.
Reboot device	If enabled, all CPEs/phones in the account will be rebooted and then provisioned with the new settings. A phone will normally take 5 to 10 minutes to reboot. The phone won't be available to the user during this time. If disabled, the phones won't be rebooted at the same time. For the changes to the ringtones to take effect, you will need to reboot the phone at a later time, either manually (for example, by forcing a reboot on the phone) or using the **Reboot CPE** option in the **Actions** menu on the Channel Details page.

Phones must be rebooted before changes to ringtones take effect.

7 Click on **Save** to apply your changes.
 - ✓ Your settings are saved and the **Distinctive ringtones** option in the Details tab shows for which type of calls distinctive ringtones are enabled.
 - ✓ When **Reboot devices** is enabled, your phones will be rebooted automatically.

5.6.3 Disabling distinctive ringtones

You can disable distinctive ringtones and use the default ringtone of the phone instead.

To disable distinctive ringtones

1. If applicable, type in the customer you want to disable distinctive ringtones for in the search bar and click on the customer's name.
   - ✓ The **Customer details** page appears.
2. In the menu click on Contact.
3. Click on **Edit** next to **Yealink** or **Aastra-Mitel**.
4. Select for each call type the option **No distinctive ringtone**.
5. Click on **Save** and reboot your phones.

5.7 Shomi Personal Assistant

With the Shomi Personal Assistant feature users can dial this system number to start recording a conversation, the Personal Assistant can then analyse the conversation and for instance create a summary and/or transcription of this conversation. These will then can be accessed in the call history of the Contact Desktop client.

The Shomi - Personal Assistant feature is currently under further development. Upcoming improvements may be deployed automatically. Please stay tuned for further enhancements.

On how to enable the Shomi Personal Assistant feature for an account or on user level, see **6.7 Shomi Personal Assistant**, page 50.

5.7.1 Shomi Personal Assistant system number

With Shomi a new system number is introduced. Users can dial this system number to start recording a conversation, Shomi can then analyse the conversation and for instance create a summary and/or transcription of this conversation. These will then can be accessed in the call history of the Contact Desktop client.

To see which system number Shomi has in your country, refer to the table in *App. A: System extensions*, page 99.

The Shomi system number can be dialled from any device and is included in the roster of the Contact Desktop client.

5.7.2 Shomi Personal Assistant in Contact Desktop

You can use Shomi Personal Assistant using the Contact Desktop application. For more information see https://help.summa.io/desktop/1.00/web/Neutral/en-US/.

5.7.3 Using Shomi Personal Assistant via Feature Codes

When users have no access to the Contact Desktop client, users can also start or stop Shomi with recording the conversation by dialling the following feature access codes during the call:

Function	Key combination
Start Shomi call-analysis	*4
Stop Shomi call-analysis	*5

5.7.4 Start Shomi call-analysis automatically via Reach

Users can also automatically start Shomi call-analysis when they answer a call. This can be enabled by enabling the ‘Auto start call-analysis’ option in a Reach profile. When this Reach profile is active all calls will be automatically be answered when the call starts. See *10.2 Setting up the REACH profile*, page 80 for more information on how to configure Reach.

To access the full functionality of Reach, including recording and transcription features, the users must have an active and valid Web user account. Additionally, access to the Contact Desktop app is required.

6 Facilities

Facilities are platform wide features that need to be configured by an administrator. Contact offers several facilities that you can turn on or off before using the service individually. The following facilities are available:

- *BLF*
- *Assistant groups*
- *Privacy groups*
- Music on hold
- *Microsoft Teams Presence*
- *Twinning*
- *Call recording*
- *Shomi Personal Assistant*
- *Audio recordings*
- External call limit
- IP listing
- *Encrypted SIP*
- *Fallback Emergency Caller ID*

6.1 BLF

Busy Lamp Field (BLF) allows you to see on a fixed device whether a user is on a call. Particularly suited to environments where offices are divided into several rooms or where people work in different locations, BLF helps you improve your accessibility and the quality of your service.

On a user's telephone, a BLF hotkey can be programmed for an extension; when the extension is available, the BLF hotkey lamp is off; when a call rings on the extension, the BLF hotkey lamp flashes; and when the extension is busy, the BLF hotkey lamp is on continuously. When a call rings on the extension, the call can be picked up by pressing the BLF key. The number of BLF hotkeys you can use is limited by the number of hotkeys that can be programmed on the extension, by using extension modules you can increase the number of hotkeys available. However, to be able to see the BLF status of other users, you must have been assigned the appropriate rights in a privacy group, see **6.3 Privacy groups**, page 45.

6.2 Assistant groups

The assistant group functionality is used for managers and/or board members and their assistants. Each manager has his own direct dial number. If the manager is called, the call is offered to the assistant group. The manager's phone does not ring, but he receives a notification in Contact Desktop with the option to pick up the call. This notification disappears when the call is answered by one of the assistants. The members of the assistant group also receive a notification in Contact Desktop with the name of the manager and his user and line status. They can answer or reject the call via the Contact Desktop application.

To set up an assistant group

1. Create a new privacy group by following the steps under *Privacy groups*, page 45.
2. Go to the Contact environment of the respective customer and click on the **Extensions** tab.
3. Click on **Edit** next to the manager, for which you want to set the assistant group functionality.
4. Under **Assistant Group** select the respective privacy group from the dropdown list.
5. Click on **Save**.
   ✓ The assistant group is created.

Next step is to enable the Assistant Group call forward in the Reach settings:

6. Select the respective user and click on **REACH** to open the REACH settings.
7. Click on  .
   ✓ The **Change profile** page appears.
8. Click on **Show advanced settings**.
   ✓ The **Assistant Group** section appears.
9. Click on the dropdown menu and select **Enabled**.

10 Click on **Save**.
✓ The assistant group is set up.

6.3 Privacy groups

A privacy group is a group containing users who can be assigned privacy related functional rights. For example, taking calls, BLF information, Contact Desktop notifications etc.

To create a privacy group

1. If applicable, type in the customer you want to create a privacy group for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Open the dropdown menu **Actions** and click on **Create Privacy Group**.
   ✓ The **Create Privacy group** wizard appears.

Label	Explanation
Name	Enter a name for the privacy group.
Description	Enter a short description for the purpose of this privacy group.
Members	Select the members you want to add to this group. Hold down the CTRL key to select multiple users.

4. Click on **Save**.
   ✓ The privacy group is saved and the group is displayed under the **Privacy Groups** tab.

6.3.1 Configuring privacy groups

You can give permissions to users in the privacy group and add other users to it.

To configure a privacy group

1. If applicable, type in the customer you want to configure a privacy group for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Privacy Groups** tab.
   ✓ The list with all privacy groups for this customer appears.
4. Click on the name of the privacy group you want to configure.
   ✓ The **Privacy group** page appears.
5. Click on **Grant permissions** to give rights over specific users.
   ✓ The **Grant permissions** page appears.

Label	Explanation
Extension	Enter the extension of the user the members of the privacy group should have permissions over and select it from the dropdown list.
Permissions	
Call pickup	Activate this feature to give the members of this privacy group the permission to pick up calls from this extension..
Call parking (retrieve)	Activate the checkbox to enable the call parking option for this privacy group, see **5.4 Call parking**, page 39
BLF Presence	If you activate this option, the members of the privacy group are able to see the BLF status of this user..
Notifications	You grant permission to the members of this privacy group to receive notifications of incoming calls to this extension in Contact Desktop.

Label	Explanation
Notification delay in seconds	If you activated the Notifications feature, specify if the notifications should be received immediately (zero seconds) or after a certain time.
Listen in	This feature will allow the members of this privacy group to listen in on this extension. See **5.5 Listening in**, page 40.

6 Click on **Save**.
✓ Your changes are saved.

6.4 Microsoft Teams Presence

By default, the user's presence status in Contact is managed independently from Microsoft Teams.

However, for users who are actively working with Microsoft Teams, it is possible to synchronize presence information between both platforms. This ensures that when a user's status changes in Microsoft Teams — for example, to **In a call**, **In a meeting**, or **Away** — the same status is automatically reflected in Contact and vice versa.

> To enable access to Teams presence data for your organization, you must authorize our application. This action requires administrator consent in the Microsoft Entra ID portal and can only be completed by a tenant administrator. For more information see **App. C: Permissions**, page 111.

To activate Microsoft Teams Presence Integration for an account

1 Open the environment of the respective client.

2 In the menu click on Contact.

3 Open the **Actions** dropdown menu and click on **Activate MS Teams Presence Integration**.

4 Click on **Confirm**.

5 You will be redirected to the Microsoft login portal to authorize the integration.

6 Log in with your tenant administrator credentials in the Microsoft Entra ID portal to grant consent for accessing Teams presence data.
✓ Once the login and consent are successfully completed, presence synchronization will be activated for the selected account.

6.5 Twinning

By default, Contact users can log on to a device and make calls.

> Contact Desktop and Contact Mobile are excluded and do not count as devices.

However, certain types of users need more than one fixed phone, such as receptionists who use a DECT phone in addition to their fixed phone in case they need to leave their desk, or employees who work in multiple locations or are using both a deskphone and calling via teams. For these types of users the "Twinning" feature can be activated. Twinning allows users to be registered with their extension on two landlines at the same time. Incoming calls will ring on both phones.

Logging in to a second fixed device is done in the same ways as to a first device, using the "Log in" hotkey on the fixed device or by selecting the respective system extension. If a user attempts to log on to a third device, the user will receive a message at login that the account is already logged on to the maximum number of devices. The user is then given the option to log in to the third device and automatically log out from the other two devices. Logging off is done using the "Log off" hotkey or by selecting the respective system extension.

> If the user is logged into two fixed devices, the user is given the option to log off from that device only or to log off from both devices

> For a list of all system extensions see **App. A: System extensions**, page 99.

To activate Twinning

1. Open the environment of the respective client.
2. In the menu click on Contact.
3. Click on **Extensions**.
4. Next to the user for whom you want to activate twinning, click on **Edit**.
   ✓ The **Edit user extension** page appears.
5. Scroll to **Permissions** and activate **Yes** next to **Twinning**.
   ✓ Click on **Save**.
6. Twinning is activated for this user.

6.5.1 Automatic login

If you have activated Twinning for a user, you can select to which SIP channels this user should be automatically logged in.

> If Twinning is enabled, two SIP channels can be assigned to the user.

To select SIP channels for automatic login

1. Open the environment of the respective client.
2. In the menu click on Contact.
3. Click on **Extensions**.
4. Next to the user for whom you want to activate twinning, click on **Edit**.
5. The **Edit user extension** page appears.
6. If applicable, activate Twinning for the user.
7. Scroll to **Autologin**.
8. Hold down CTRL and click on the SIP channels you want to select for the user.
9. Click on **Save**.
   ✓ The SIP channels are assigned to the user and he/she is automatically logged on to the connected device.

> Alternatively, you can assign a user to a specific SIP channel. To do this, open the **Channels** overview and click **Edit** next to the SIP channel to which you want to assign a user.

6.6 Call recording

With the call recording feature, you can record incoming and outgoing calls from selected users. In order to use this feature, the call recording facility must be activated. To access call recordings, you must have assigned the correct user role in your web user account.

When call recording is enabled for a user all calls of this user are recorded. To comply to the GDPR regulations, callers need to announce when a call is recorded for trainings or quality control purposes. For incoming calls this can implemented in a welcome/introduction announcement. For outbound calls this needs to be told by the caller. However, callers often forget this when making a call and thus do not comply to the GDPR regulations. The **In- and Outbound Call Recording** option allows administrators to disable call recording for inbound and/or outbound calls.

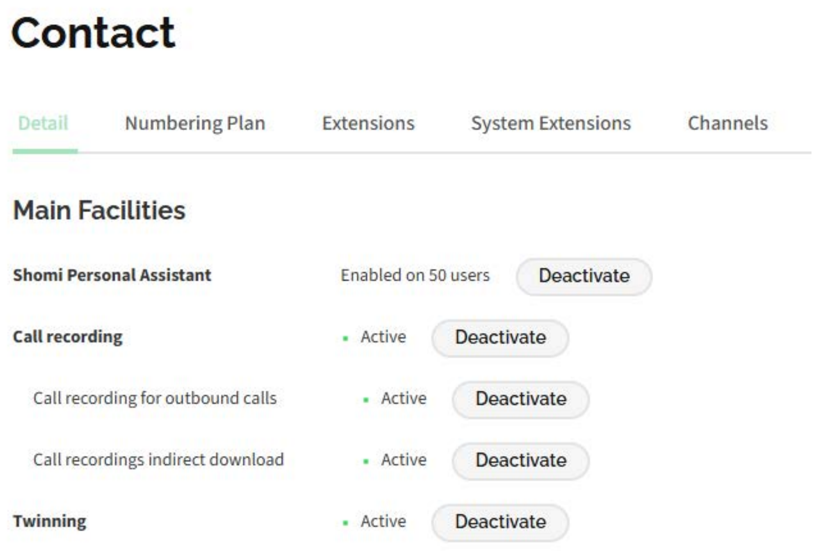
There are two user roles available for accessing call recordings:

- *Call recordings (Account)*
- *Call recordings (End user)*

6.6.1 Call recordings (Account)

The Call recording (Account) role should be assigned to administrators and/or supervisors, who need to have access to and fully manage the call recordings of all users. This role allows you to listen to, download and delete all recorded calls.To enable the In- and Outbound Call Recording Option it is required that call recording is activated for the account, see **To activate call recording for a user**, page 48.

When call recording is activated for the account, an new call recording option **Call recording for outbound calls** is added under Main Facilities in the Detail tab.



By default **Call recording for outbound calls** is disabled. To enable the recording of all outbound calls for all users in the account, hover over **Actions** and click on **Activte call recording for outbound calls**.

To activate call recording for an account

1. If applicable, type in the customer you want to activate call recordings for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Open the **Actions** dropdown menu and click on **Activate call recordings**.
4. Click on **Save**.
   ✓ Call recording for this account is activated.

6.6.2 Call recordings (End user)

The Call recording (End user) role should be assigned to users who should have access to recordings of their own phone calls but not listen to recordings of other users.

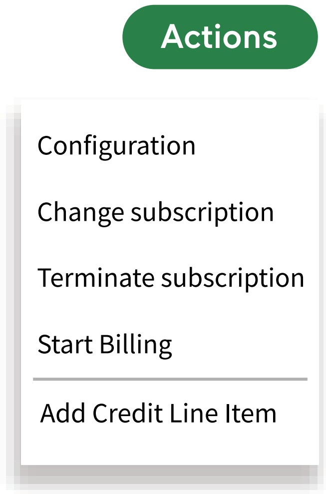
> Users who have the Call recording (End user) role cannot delete recordings. This requires the Display (Account) role.

In order to use the call recording feature, you have to activate it in the Contact environment in the Operator portal.

> When the call recording facility is enabled for a user, all calls of that user are recorded.

To activate call recording for a user

1. If applicable, type in the customer you want to activate call recording for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on **Users**.
   ✓ The list with all users appears.
3. Click on the extension number of the user you want to give call recording permissions.
4. Open the **Actions** dropdown menu and click on **Configuration**.



✓ The **Edit user extension** page appears.

5 Activate **Yes** next to **Record all inbound calls** under **Systematic Call Recording** to activate the recording of all inbound calls from this user

6 Activate **Yes** next to **Record all outbound calls** under **Systematic Call Recording** to activate the recording of all outbound calls from this user.

> Both options can be enabled or disabled independently, so that either all calls, only inbound call, only outbound calls, or no calls of the user extension are being recorded.

7 Click on **Save**.
✓ Your changes are saved and calls of this user will be recorded depending on your selection.

6.6.3 Managing call recordings

You can delete and download call recordings. There are three different ways to download call recordings:

- Direct download
- Indirect download (ZIP file)
- SFTP service in which partners can download call recordings from an SFTP site

To manage call recordings

1 If applicable, type in the customer you want to activate call recording for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on **CALL RECORDINGS**.
✓ The page with all call recordings for this account appears.

4 Activate the checkbox next to the respective recording(s) and select one of the following options:

Option	Explanation
Delete	Click this button to delete the selected recording(s).
Direct Download	Click this button to immediately download the selected recording(s) bundled into a single ZIP file. The download may take some time depending on the number and length of the recordings.
Indirect Download	Select this option if you are downloading many recordings or recordings of long calls. If you click this button, a single ZIP file containing the selected recordings will be prepared in the background. When ready, the file can be downloaded from the Downloaded Generated Files tab. The ZIP file will be available for 24 hours.

5 Click on **Confirm**.
✓ The recordings are downloaded or deleted.

6.7 Shomi Personal Assistant

With the Shomi Personal Assistant a new system number is introduced. Users can dial this system number to start recording a conversation, the Personal Assistant can then analyse the conversation and for instance create a summary and/or transcription of this conversation. These will then can be accessed in the call history of the Contact Desktop client. See *5.7 Shomi Personal Assistant*, page 42 for more information.

The Shomi system number can be dialled from any device and is included in the roster of the Contact Desktop client, see *App. A: System extensions*, page 99 for more information.

The Shomi Personal Assistant can be enabled or disabled per account or per user. By default Shomi is enabled for all users, except for Contact Starter user which do not have access to Shomi. When Shomi is disabled for an account or user all Shomi features will not be available and be hidden for the user(s).

To enable Shomi for an account

1 If applicable, type in the customer you want to enable Shomi for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.
Next to **Shomi Personal Assistant** you see for how many users the personal assistant is enabled.

3 Open the **Actions** dropdown menu and click on **Activate Shomi AI assistant on the account** to enable Shomi for all users in this account.

4 Click on **CONFIRM**.
✓ Shomi is enabled for all users in this account.

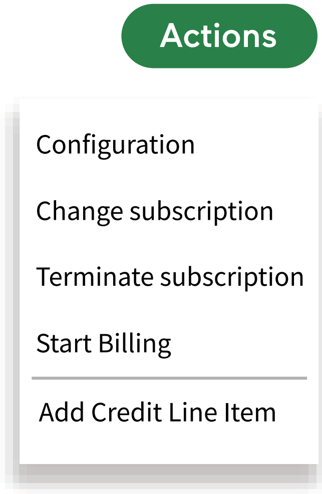
To enable or disable Shomi for a user

1 If applicable, type in the customer in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on **Users**.
✓ The list with all users appears.

3 Click on the extension number of the user you want to change the Shomi usage for.
✓ The **Order details** page of the user appears.

4 Open the **Actions** dropdown menu and click on **Configuration**.



✓ The **Edit user extension** page appears.

5 Activate **Yes** next to **Enabled** under Shomi **Personal Assistant** to activate the Shomi features for this user or activate **No** to disable the Shomi features for this user.

6 Click on **Save**.
✓ Shomi will be enabled or disabled for this user depending on your selection.

6.8 Audio recordings

By calling the respective system extension, you can record audio recordings. After recording the text, you can link it to an extension. This is possible for the following extension types:

- Voicemail extension
- Queue extension
- IVR extension

- AutoAnswer extension
- Extension picker
- Authentication extension

> For a list of all system extensions see **App. A: System extensions**, page 99.

To manage audio recordings

1. If applicable, type in the customer you want to manage audio recordings for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on **AUDIO RECORDINGS**.
   ✓ The **Audio recordings** page appears and you see a list with all recordings in this account.
4. Click on **Play** to listen to the recording.

> To delete a recording, activate the checkbox on the left side next to the recording(s) you want to delete and click on **Delete Selected Recordings**.

> To copy the recording to another extension, activate the checkbox on the right side, select the extension you want to copy the recording to from the dropdown list and click on Copy Recording .

6.9 Encrypted SIP

SIP encryption is a security mechanism that protects SIP session communications from eavesdropping or tampering. The SIP encryption feature allows you to encrypt communications between your fixed VoIP phones and the Contact platform. When SIP encryption is enabled, the following two protocols are used:

- TLS (Transport Layer Security)
  TLS is a widely used security protocol designed to facilitate privacy and data security for communications over the internet. In Contact, TLS encrypts the signalling of the calls, which can be thought of as the set-up and tear-down part of a call.
- Secure Real-time Transport Protocol (SRTP)
  SRTP is an extension to RTP (Real-Time Transport Protocol) that provides enhanced security features. SRTP encrypts the actual audio of the call. Both the incoming and outgoing call audio is encrypted.

To enable SIP encryption, SIP encryption needs to be activated in the customer account. Once activated, SIP encryption can be enabled for all VoIP phones that support TLS/SRTP encryption. When SIP encryption is enabled for a phone, the device is reprovisioned (this requires a reboot of the device) and the device then connects to the encrypted SIP proxy of Contact (securevoip.voipoperator.tel, port 5062). All SIP traffic between the phone and the Contact platform will then be encrypted using SRTP and TLS.

SIP encryption cannot be enabled for VoIP phones that do not support TLS/SRTP encryption. These phones to not need to be reprovisioned and will connect to the Contact unencrypted SIP proxy (mv.voipoperator.eu, port 5080). SIP traffic between these phones and the Contact platform is unencrypted and uses Real-time Transport Protocol (RTP) and Session Description Protocol (SDP).

> For a list of devices for which SIP encryption is supported, see **App. B: Devices**, page 107.

6.9.1 Key features

The key features of SIP encryption are:

- SIP encryption can only be enabled for VoIP phones supporting TLS and SRTP.
- By enabling SIP encryption, all SIP traffic (both signalling and media) between the VoIP phone and the Contact platform is encrypted.
- SIP encryption can be enabled or disabled for each individual VoIP phone as long as the phone supports TLS/SRTP encryption.
- Enabling or disabling SIP encryption will require a reboot of the VoIP phone.

- Your network must allow that your VoIP phone can connect to the encrypted SIP proxy (securevoip.voipoperator.tel, port 5062).
- TLS > TLSv1.0 or newer connections are accepted.
- SRTP > AES-CM and AES-F8 ciphers are supported.

6.9.2 Enabling SIP encryption in an account

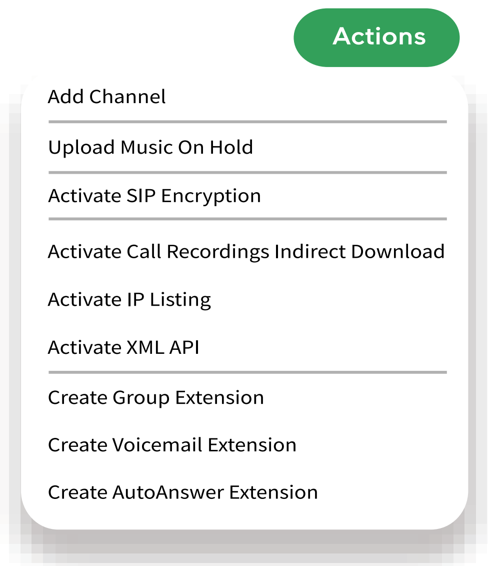
SIP encryption is disabled by default. To enable SIP encryption, you must first enable it in your customer account.

To enable SIP encryption in an account

1 If applicable, type in the customer you want to enable SIP encryption for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Open the dropdown menu **Actions** and click on **Activate SIP Encryption**.



✓ The **Activate SIP Encryption proxy** dialogue appears.

Label	Explanation
SIP Encryption Proxy	Select which encrypted SIP proxy should be used. Currently only one option (securevoip.voipoperator.tel / 5062) is supported.
Force setting to existing CPE	Activate the checkbox to enable encrypted SIP for all channels and devices in the account that support TLS/SRTP encryption.
Set firmware to recommended firmware	Activate the checkbox to update the firmware on the devices to the recommended version as specified in the CPE firmware management page.
Reboot devices	Activate the checkbox to immediately trigger a reboot of all phones that support TLS/SRTP encryption. Devices that don't support TLS/SRTP encryption will not be rebooted. To enable SIP encryption for a device, the device must be reprovisioned and rebooted. If the Reboot device option is activated, this is done immediately and automatically.

During the reboot, the phones will be unavailable for a short time. If you want to reprovision the phones at a different time, you need to deactivate Reboot devices and manually reboot the phones or update the phones' firmware in the CPE settings page.

4 Click on **Activate**.
✓ SIP encryption is enabled in the account.

6.9.3 Disabling SIP encryption in an account

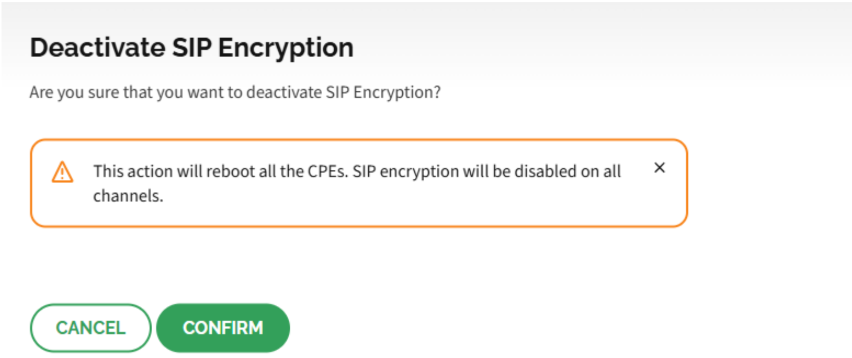
You can disable SIP encryption in your customer account.

To disable SIP encryption in an account

1 If applicable, type in the customer you want to disable SIP encryption for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Next to **SIP Encryption** click on **Deactive**.
✓ The **Deactivate SIP encryption** dialogue appears.



4 Click on **Confirm**.
✓ SIP encryption is disabled for all devices in the account and all devices for which SIP encryption was enabled are reprovisioned and rebooted.

6.9.4 Enabling and disabling SIP encryption for a channel

You can enable or disable SIP encryption for a specific channel.

To enable SIP encryption for a channel

1 If applicable, type in the customer you want to enable SIP encryption for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on **Channels**.
✓ The list with all channels appears.

4 Next to the channel you want to enable SIP encryption for, click on **Edit**.
✓ The **Edit channel** page appears.

5 Under **Encrypted SIP** activate **On** if you want to enable SIP encryption for this channel.
✓ SIP encryption is enabled for this channel. If a device is linked to this channel, the device will be reprovisioned and rebooted.

or

6 Under **Encrypted SIP** activate **Off** if you want to disable SIP encryption for this channel.
✓ SIP encryption is disabled for this channel. If a device is linked to this channel, the device will be reprovisioned and rebooted.

Encrypted SIP can also be enabled when a new device is linked to a channel. If the device supports TLS/SRTP encryption, you can enable/disable SIP encryption (TLS/SRTP) when the device is added to the channel. For a list of supported devices see **App. B: Devices**, page 107.

6.10 Fallback Emergency Caller ID

When a user calls an emergency number (like 112) we are legally required to send a caller ID, so the emergency services can call the caller back when the call is disconnected.

When a caller ID is associated to the user (like when a caller ID is configured by the user or administrator in REACH), then this caller ID will be send when an emergency number is called.

However, not always a caller ID is available, for instance when no caller ID is configured in REACH, when a user makes an anonymous call using the #31# prefix, or when no user extension is logged into a desk phone.

With the **Fallback Emergency Caller ID** option administrators can configure which number must be send as caller ID in emergency calls when no caller IDs are available.

The Fallback Emergency Caller ID can be configured on the following three levels.

Level	Location	Description
Account	Detail tab under **Facilities**	General Fallback Emergency Caller ID, applied when no Fallback Emergency Caller ID is configured on either channel or user extension level.
User	User extension settings	Fallback Emergency Caller ID linked to an user. Applied when the user call an emergency number and no caller IDs are associated to the user.
Channel	Channel settings	Fallback Emergency Caller ID linked to a channel/CPE. Applied when an emergency number is called from a CPE when no user extension is logged in.

We strongly advice to configure as Fallback Emergency Caller ID a phone number that is always reachable, so emergency services will always be able to reach a person when calling back in case of an emergency.

6.10.1 Configuring the Fallback Emergency Caller ID for the Account

In the Detail tab under Facilities the generic Fallback Emergency Caller ID can be configured for the account. When an emergency number is called and no caller ID is available and no Fallback Emergency Caller ID is configured on either the user extension or channel level, this phone number will be sent as caller ID.

To change the Fallback Emergency Caller ID for the Account

1. If applicable, type in the customer in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The **Detail** tab opens.
3. Next to **Fallback Emergency Caller ID** click on **Edit**.
   ✓ The **Edit Fallback Emergency Caller ID** dialogue appears.
4. Select any of the company numbers from the dropdown menu, meaning any number in the account that is not linked to an individual user.
5. Click on **Save**.
   ✓ The Fallback Emergency Caller ID for the account is saved.

To ensure that this number is always reachable for the emergency services, we strongly advice to configure a phone number that is always manned (like a company emergency response number), so emergency services will always be able to reach a real person when calling back in case of an emergency.

STOP

Configuring the Fallback Emergency Caller ID on account level is mandatory and when no Fallback Emergency Caller ID is configured you cannot save any changes in the account settings.

In accounts in which the Fallback Emergency Caller ID is not yet configured, a random company number in the account will be selected and send as caller ID in emergency calls when no caller ID is available.

6.10.2 Configuring the Fallback Emergency Caller ID for a user

Optional the Fallback Emergency Caller ID can also be configured in the user extension settings. This setting is used when an emergency number is called from a device associated which this user extension and no caller ID is available. This can be a desk phone in which the user is logged in, a softphone client (like the Desktop or Mobile app), or a managed mobile phone linked to the user.

The number that you can configure here could be for instance the emergency response number of the department or building were the user is working.

Configuring the Fallback Emergency Caller ID in the user extension settings is optional and when it is not configured the Fallback Emergency Caller ID on the account will be used, see **6.10.1 Configuring the Fallback Emergency Caller ID for the Account**, page 54.

To change the Fallback Emergency Caller ID for a user

1 If applicable, type in the customer you want to delete a group from in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 Next to the user extension you want to change the Fallback Emergency Caller ID for, click on **Edit**.
✓ The **Edit user extension** page appears.

5 Under **Configuration** choose a Fallback Emergency Caller ID from the dropdown menu.

6 Click on **Save**.
✓ The Fallback Emergency Caller ID for the user extension is saved.

6.10.3 Configuring the Fallback Emergency Caller ID on a channel

Emergency services (like 112) can also be called from a fixed phone when no user extension is logged into the device. As no user can be linked to these calls no caller ID is available. To ensure that emergency services can call back to a number that is located near the device that has called, you can configure a Fallback Emergency Caller ID on the channel to which a device is linked. This number can be for instance the number of the reception on the location where the phone is located.

Configuring the Fallback Emergency Caller ID in the channel settings is optional and when it is not configured the Fallback Emergency Caller ID on the account will be used.

To change the Fallback Emergency Caller ID on a channel

1 If applicable, type in the customer you want to enable SIP encryption for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on **Channels**.
✓ The list with all channels appears.

4 Next to the channel you want to change the Fallback Emergency Caller ID for, click on **Edit**.
✓ The **Edit channel** page appears.

5 Under **General** choose a Emergency Caller ID from the dropdown menu.

6 Click on **Save**.
✓ The Fallback Emergency Caller ID for the channel is saved.

6.11 Link user to channel/CPE

With the link user to channel/CPE option in Operator administrators can now link users to a channel. When a CPE (like a desk phone, a DECT device, or an intercom system) is connected to the channel, the user is automatically provisioned in the CPE and the user does not need to perform any actions (like logging into the device with his extension number and pin code) and the device is immediately ready for use.

6.11.1 Key features

- Zero-Touch-Provisioning: From Operator administrators can provision users into CPEs without needing any actions from the end-user.
- Link users to a channel, when a CPE is connected to the channel the user will automatically be provisioned into the device.
- When in Operator a user is linked to a CPE, only administrators can remove the user from the device, and end-users cannot log themselves out of the device.
- When a user is linked to a CPE, hotdesking will be disabled for this device, which means that users cannot login with other extension numbers into this device.
- When a user is unlinked from the channel/CPE by an administrator, then hotdesking is enabled for the device and users can login with their extension number into the device.
- When Twinning is enabled for a user, the user can be linked to 1 or 2 channels. When linked to 2 channels and both are connected to a CPE, the user will be provisioned into both devices.

> When IP listing is enabled in the account then it is required to add the IP address of the CPE to the IP allowlist. Otherwise the user provisioning will fail. When IP listing is disabled this is not required.

Users can be linked to a channel/CPE in two ways, either by linking a channel to an user or by linking an user to a channel.

To link a channel to a user

1. If applicable, type in the customer in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on **Channels**.
   ✓ The list with all channels appears.
4. Next to the channel you want to link to a user extension, click on **Edit**.
   ✓ The **Edit channel** page appears.
5. Under **Link user to channel/CPE** select the user extension that needs to be provisioned.

> You can only select user extensions that currently are not logged in a fixed device.

6. To clear the setting and not select any user extension, select the - **Please choose** - option.
7. Click on **Save** to apply your change.
   ✓ When a CPE is connected to the channel, the user extension will automatically be provisioned into the CPE.

> To see if and which user is linked to a channel go to the channel details by clicking on the channel name in the **Channel** tab and go to the **Link user to channel/CPE** option.

To disconnect a user from a channel

1. If applicable, type in the customer in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on **Channels**.
   ✓ The list with all channels appears.
4. Next to the channel you want to link to a user, click on **Edit**.
   ✓ The **Edit channel** page appears.
5. Under **Link user to channel/CPE** you see the logged in extension.
6. Click on **Disconnect**.

7 Click on **Confirm**.
- ✓ The user extension will automatically be logged out and hotdesking will be enabled on the device, allowing end-users to login with their user extensions on the device.

To link a user to a channel

1 If applicable, type in the customer in the search bar and click on the customer's name.
- ✓ The **Customer details** page appears.

2 In the menu click on Contact.
- ✓ The Contact environment appears.

3 Click on the **Extensions** tab.
- ✓ The list with all extensions for this customer appears.

4 In the line of the respective user extension click on **Edit**.
- ✓ The **Edit user extension** page appears.

5 Under **Link user to channel/CPE** select the channel from the dropdown menu.

> Only channels that are not connected to a user extensions can be selected. When a CPE is connected to the channel this is shown behind the channel name.

6 To clear the setting and not select any channel, select the - **Please choose** - option.

When twinning is enabled for the user extension, two channels can be selected.

7 Select with CTRL+ right click one or two channels
- ✓ When 2 channels are selected, the user will be provisioned in the CPEs connected to both channels.
- ✓ When one channel is selected, the user will only be provisioned to the CPE of this channel and can still log into a second device.

8 Click on **Save**.
- ✓ When a CPE is connected to the channel(s), the user will then automatically be provisioned to the CPE(s).

7 Numbering plans and time configuration

With the time configuration and numbering plan options in Contact, you can manage your organisation's availability and reachability.

In a numbering plan, your organisation's phone numbers can be linked to your extensions, giving you full control over how incoming calls are routed within your organisation. Using time configurations, it automatically switches between different numbering plans, allowing you to manage your organisation's reachability automatically.

By configuring different numbering plan schemes, you can manage the reachability for different parts of your organisation, e.g. you can have different opening and closing times for different locations or departments within the same customer account.

Numbering plan schemes

Numbering plans

7.1 Numbering plan schemes

A numbering plan scheme is a complete numbering plan configuration that can be used to manage reachability for (part of) your organisation. You can have multiple numbering plan schemes within one account. Within one customer account, a separate number plan scheme can be configured for each department, location or main number.

Each numbering plan scheme includes:

- One or more numbering plans (table(s) linking external phone numbers to internal extension numbers)
- A time configuration (a time scheme in which a specific numbering plan can be activated based on time-of-the-day, day-of-the-week, start-time/day and/or end-time/day)
- A holiday table (a grid in which several holiday periods can be specified, in which specific numbering plans are activated)
- An active numbering plan (set by manual override, the holiday table or the roster)

Each new account has one main numbering plan scheme by default. This scheme is the overall fallback scheme for the entire organisation and therefore cannot be deleted.

Creating numbering plan schemes

Renaming numbering plan schemes

Deleting numbering plan schemes

7.1.1 Creating numbering plan schemes

You can add numbering plan schemes in the Contact environment in Operator.

To create a numbering plan scheme

1. If applicable, type in the customer you want to create a numbering plan scheme for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Numbering plan** tab.
   ✓ The numbering plan overview appears.
4. Click on **Add**.
   ✓ The **Add numbering plan scheme** dialogue appears.
5. Enter a name for the new numbering plan scheme and click on **Save**.
   ✓ The numbering plan scheme is saved and can be selected in the numbering plan scheme options.

7.1.2 Renaming numbering plan schemes

You can rename numbering plan schemes.

To rename a numbering plan scheme

1. If applicable, type in the customer under which you want to rename a numbering plan scheme in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Numbering plan** tab.
   ✓ The numbering plan overview appears.
4. Select the numbering plan scheme you want to rename from the dropdown list and click on **Rename numbering plan scheme**.
5. Under **Name** enter a new name for the numbering plan scheme and click on **Save**.
   ✓ The name of the numbering plan scheme is saved.

7.1.3 Deleting numbering plan schemes

You can delete numbering plan schemes.

> The main numbering plan scheme cannot be deleted.

> Deleting numbering plan scheme, will also remove all linked holidays, timetables, numbering plans and numbers.

To delete a numbering plan scheme

1. If applicable, type in the customer you want to delete a numbering plan scheme from in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Numbering plan** tab.
   ✓ The numbering plan overview appears.
4. Select the numbering plan scheme you want to delete from the dropdown list and click on **Delete**.
5. Confirm the deletion by clicking on **Confirm**.
   ✓ The numbering plan scheme is deleted.

7.2 Numbering plans

Numbering plans are needed to link your organisation's external phone numbers to internal extension numbers, so that your extensions can be reached from the global public telephone network (PSTN). In a numbering plan, an external phone number can be linked to only one extension. This can be any type of extension, e.g. a user extension, a group extension, a queue extension, a TBR, an LBR etc.

Within a numbering plan scheme, up to 99 different numbering plans can be created. In each of these numbering plans, you can configure your organisation's reachability for a specific situation. For example, a numbering plan can be created to manage your organisation's reachability during opening hours, other numbering plans can be configured for closing times, lunchtimes, holiday periods, emergencies, etc.

For each numbering plan scheme, only one numbering plan can be enabled at any time. A numbering plan scheme can be activated by a time configuration, a holiday schedule or a manual override.

There are three different ways to activate numbering plans:

- Automatic activation via time configuration, see **7.2.5 Activating numbering plans automatically by specific days**, page 61
- Automatic activation via holiday schedule, see **7.2.4 Activating numbering plans automatically by holidays**, page 61
- Manual activation, see **7.2.6 Activating numbering plans manually**, page 62

> A holiday schedule activation will override any time configuration activation. A manual override will override the time configuration and holiday plan.

Creating numbering plans

Adding numbers to a numbering plan

Copying numbering plans
Activating numbering plans automatically by holidays
Activating numbering plans automatically by specific days
Activating numbering plans manually
Activating numbering plans via IVR

7.2.1 Creating numbering plans

You can create numbering plans in the Contact environment in the Operator portal.

To create a numbering plan

1. If applicable, type in the customer you want to create a numbering plan for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Numbering plan** tab.
   ✓ The numbering plan overview appears.
4. Select the numbering plan scheme in which you want to add the numbering plan from the **Select numbering plan scheme** dropdown list.
5. Select the number to which you want to assign the new numbering plan from the **Select numbering plan** dropdown list.

> If the selected numbering plan is still empty, a warning appears. Click on **Cancel** to continue.

6. Give the new numbering plan a name by clicking on **Rename numbering plan**.
7. Continue with the steps under **7.2.2 Adding numbers to a numbering plan**, page 60.

7.2.2 Adding numbers to a numbering plan

After the numbering plan has been created, the phone and extension numbers have to be created. Before setting up the numbering plans, please note the following:

- A phone number can only be used in one numbering plan scheme
- In the same numbering plan scheme, a phone number can be included in any numbering plan
- Extension numbers are not restricted and can be used in any numbering plan scheme and numbering plan

To add numbers to a numbering plan

1. After the numbering plan has been created, click on **Add** next to **Numbers**.
   ✓ The **Number and extension links** dialogue appears.

Label	Explanation
Number	Select the phone number you want to include in the numbering plan.
Extension	Enter the extension to which the number should be linked. The number can be linked to any user or function extension. When the number is linked to an extension and the numbering plan is activated, all calls will be forwarded to this number.
Prefix for incoming number	Optionally enter a prefix. For incoming calls, this prefix is added to the number display and shown in the phone's display when a user receives a call on this device. This information allows the user to identify which number the caller has dialled.

2. Click on **Save**.
   ✓ The number is added to the numbering plan.

7.2.3 Copying numbering plans

You can create a new numbering plan by copying an existing numbering plan. When a numbering plan is copied, the new numbering plan will be an exact copy and can be changed without affecting the original numbering plan. With this, you avoid entering all numbers multiple times for different numbering plans.

To copy a numbering plan

1 Click on **Copy** next to **Numbering plan**.
✓ The **Copy numbering plan** dialogue appears.

Label	Explanation
Copy numbering plan	Select the numbering plan you want to copy from the dropdown list.
To numbering plan	Select the destination numbering plan you want to copy the numbering plan to. The destination numbering plan will be overwritten and any configuration in that numbering plan will be lost.

2 Click on **Save**.
✓ The numbering plan is copied to the desired numbering plan

7.2.4 Activating numbering plans automatically by holidays

A numbering plan can be activated automatically via a holiday schedule in which a numbering plan can be activated for a specific time period based on calendar days and times.

To add a holiday period

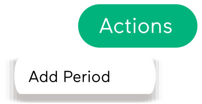
1 If applicable, type in the customer you want to add a holiday period for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Numbering plan** tab.
✓ The numbering plan overview appears.

4 Under **Time Configuration** click on **Holidays**.

5 Open the **Actions** dropdown menu and click on **Add Period**.



✓ The **Create holiday period** dialogue appears.

Label	Explanation
Description	Enter a name for the holiday period.
Start date	Select the start date of the holiday period.
Start time	Enter a time at which the holiday period should start.
End date	Select the end date of the holiday period.
End time	Enter a time at which the holiday period should end.
Numbering plan	Select the numbering plan that should be active during this period from the dropdown list.

6 Click on **Save**.

The holiday period is saved and appears in the **Holidays** list.

7.2.5 Activating numbering plans automatically by specific days

In addition to holiday periods, numbering plans can also be automatically activated for certain days of the week and times of the day. Thus, specific numbering plans can be activated during opening hours, at lunchtime, after hours, at weekends etc.

For each entry, the schedule shows the start day and time, the end day and time, and the number of plans active during that period. This is also shown visually in the table in the schedule. In the schedule, the active period is shown in green.

To ensure that your organisation does not become unreachable, it is recommended to always configure a fallback numbering plan that is valid for the entire week. This ensures that a call numbering plan is always active at all times.

To add a time specific schedule

1. If applicable, type in the customer you want to add a time specific schedule for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Numbering plan** tab.
   ✓ The numbering plan overview appears.
4. Under **Automatically** click on next to **Timetable**.
   ✓ The **Create period** dialogue appears.
5. Activate **Per day** if you want the numbering plans to be active on specific days of the week and activate the checkbox(es) of the respective day(s).
   or
6. Activate **Per period** if you want the numbering plan to be active during the whole week and specify the start and end date.

Label	Explanation
Start time	Enter a start time from which the numbering plan should be active.
End time	Enter an end time on which the numbering plan should be deactivated.
Numbering plan	Select the numbering plan, which should be active during the specific time period, from the dropdown list.

7. Click on **Save**.

7.2.6 Activating numbering plans manually

Besides automatic activation through time configuration or holiday scheduling, number plans can also be activated manually.

Once the numbering plan is manually activated, it will remain active until the manual overwriting is disabled.

To activate a numbering plan manually

1. If applicable, type in the customer for which you want to manually activate a numbering plan in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Numbering plan** tab.
   ✓ The numbering plan overview appears.
4. Under **Manually** activate the checkbox **Overwrite time configuration** and select the numbering plan you want to activate from the dropdown list.
5. Click on **Save**.
   ✓ The numbering plan is activated.

7.2.7 Activating numbering plans via IVR

In addition to the automatic time configuration and the manual override option, users can also activate numbering plans by calling the time configuration IVR. Users can call the time configuration IVR by dialling the respective system extension, see **App. A: System extensions**, page 99. The user is presented with an IVR menu, in which one of the following options can be selected:

- Press 1 followed by #: *Temporarily change the numbering plan*
- Press 2 followed by #: *Permanently overwrite the numbering plan*
- Press 3 followed by #: *Activate time configuration*

In order to access the time configuration IVR, users must have rights to access it, see **To assign time configuration rights to a user**, page 63.

Numbering plans can also be activated in the REACH mobile app and in the Contact Desktop application.

Temporarily change the numbering plan

When the user selects option 1, he is first prompted to enter the numbering plan scheme number. If the account has only one numbering scheme, this step is skipped. After the numbering plan scheme is selected, the user is prompted to enter the number of the numbering plan to be temporarily activated. When the user enters a valid number, a confirmation will be played and the numbering plan will be activated immediately. It will remain active until the next scheduled change to the numbering plan in the schedule, then the numbering plan provided in the schedule is activated. Temporary transfers are included in the schedule and are automatically deleted once the temporary transfer has expired

Permanently overwrite the numbering plan

A permanent numbering plan transfer can be enabled by selecting option 2 in the time configuration IVR. Permanent overwrite is the same as manual overwrite. When a user selects option 2, he is first prompted to enter the numbering plan scheme number. If the account has only one numbering plan scheme, this step is skipped. After the numbering plan scheme is selected, the user is prompted to enter the number of the numbering plan to be permanently activated. If the user enters a valid number, a confirmation is played and the numbering plan is activated immediately. The numbering plan remains activated until overwriting is disabled.

Activate time configuration

To enable time schedule configuration, users can select option 3 in the time configuration IVR. The user will then be prompted to enter the number of the numbering plan schedule for which the time schedule configuration should be enabled. If the account has only one numbering plan scheme, this step is skipped. The user then hears a confirmation message and any overwrite is cancelled and the numbering plans are activated according to the time configuration.

To assign time configuration rights to a user

1. If applicable, type in the customer for which you want to assign time configuration rights in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
4. Click on **Edit** next to the respective user.
5. Under **Permissions** enable the **Time configuration** by activating the **Yes** checkbox.
6. Click on **Save**.
   ✓ The time configuration rights are assigned to this user.

8 Queue extension

The queue extension in Contact provides Automatic Call Distribution (ACD) functionalities. With the queue extension incoming calls are answered and routed to the most qualified agent(s) within the company that can address the caller's needs. Large volumes of incoming calls can be handled and the queue extension allows you to control the flow and amount of calls offered to the agents.

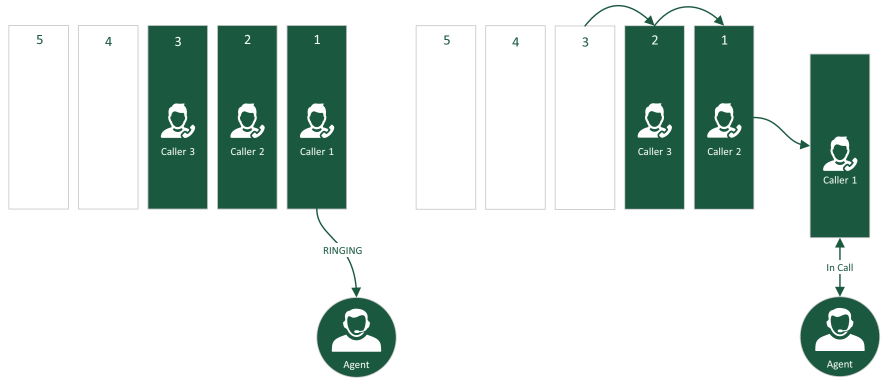
Each queue extension will get their own unique extension number, which can be called from any extension within your organization. It can be linked in the dial plan to an external telephone number, so that it can also be called from outside your company.

> In order to use the queue functionalities in Contact, you have to order queue extensions in the Operator portal first, see **8.4 Configuring queue extensions**, page 66.

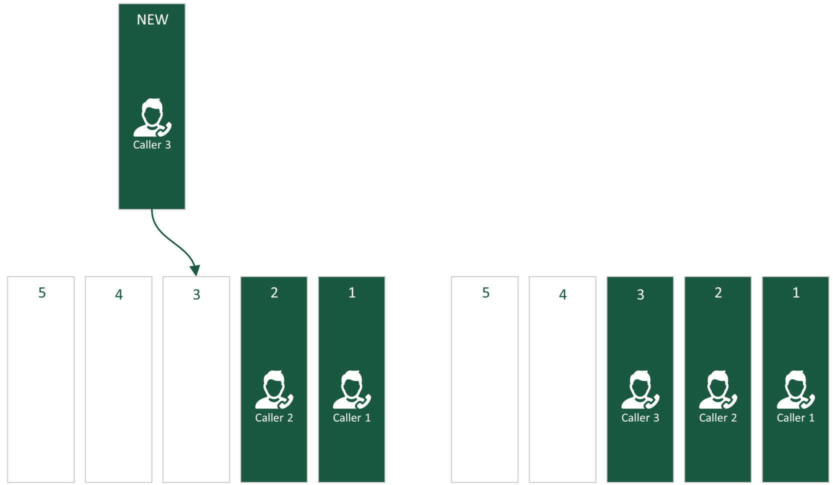
8.1 Queuing principles

The queues follow the FIFO (first in, first out) principle, meaning that the caller that entered the queue first will be the first caller offered to an agent. Each queue has a limited amount of positions, which are configurable in the call limit settings, see also **8.5.13 Call limit**, page 74.

Once a call is answered, ended by the caller or forwarded to another destination, the call will leave the queue and all remaining callers in the queue will move one position up in the queue.



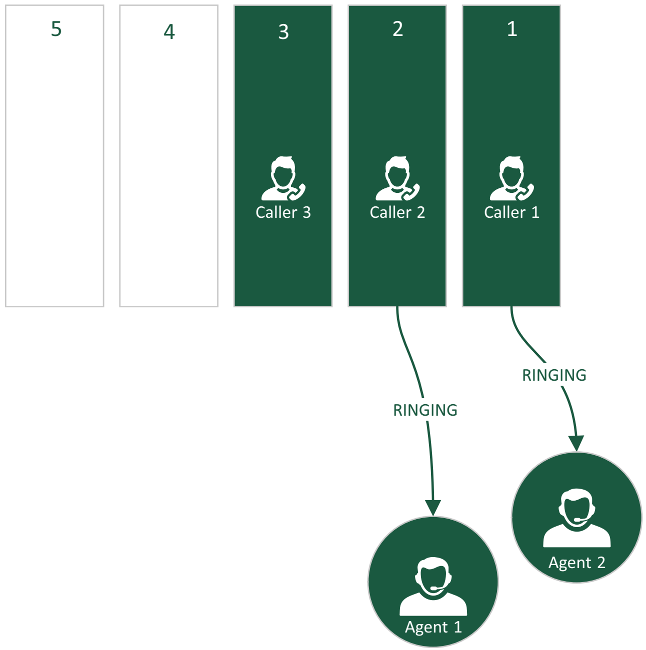
When a new caller enters the queue, the caller will be added to the first free position in the queue.



8.2 Agent availability

When an agent is available to answer a call, the call will be offered to the agent. There are different options available on how the calls from the queue are distributed between the agents, see also **8.5.7 Strategy**, page 70.

If more than one agent is available and multiple calls are pending in the queue, the queue will offer a call to each available agent, taking the FIFO principle into account. When the queue is configured with the 'Rings all agents simultaneously' strategy, the first call in the queue is offered to all available agents.



For an agent to be available, meaning the agent can answer a call fom the queue, the following criteria must be met:

- The agent needs to be a member of the queue, see **8.5.3 Members**, page 69.
- There is no call offered to the agent from this or any other queue
- The agent must not be busy, meaning that the agent is not in a call offered from this or other queues (exception: 'Offer second call' is enabled, see also **8.5.19 Offer second call**, page 74)
- The agent is not in 'Cool down time', see **8.5.11 Cool down time member after conversation**, page 73
- The agent must be reachable on a device (either a fixed desk phone, softphone or mobile device)

8.3 Announcements and music on hold

During the time in which a caller is waiting in the queue, several different announcements can be played. The following table shows the type of announcements or messages that can be played to callers. The announcements are listed in the order a caller will hear them. It will only be played when the specific announcement option is enabled, see also **8.5.8 Announce queue position**, page 73 and **8.5.15 Music on hold**, page 74.

Announcement	Played	Description
Ringback tone	Before caller enters the queue	When enabled, the caller will hear a ringback tone once before entering the queue.
Introduction	When caller enters the queue	When enabled, an introduction message is played to the caller when entering the queue, see **8.5.17 Queue introduction**, page 74.
Queue position	Every X seconds	When enabled, all callers will be informed on their position in the queue every X seconds, see also **8.5.8 Announce queue position**, page 73..
Infotainment	About one minute after the introduction	When enabled, an infotainment announcement will be played 60 seconds after the introduction is finished playing, see **8.5.16 Infotainment**, page 74.

Announce-ment	Played	Description
Ringing tone or Music on hold	Else	When none of the above announcements are played, the caller will hear either a ring tone or music while waiting in the queue, see **8.5.18 Ringback tone**, page 74 and **8.5.15 Music on hold**, page 74..

8.4 Configuring queue extensions

You can configure queue extensions in the Contact environment in the Operator portal.

To configure a queue extension

1 If applicable, type in the customer you want to configure a queue extension for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Extensions** tab.
✓ The list with all extensions for this customer appears.

4 In the line of the respective queue extension click on **Edit**.
✓ The **Change queue extension** page appears.

5 Add members to the queue extension by clicking **+** next to their name in the **Available members** list or remove them by clicking on **-** in the **Selected members** list, see also **8.5.3 Members**, page 69.

> By holding and dragging ⠿ next to the respective member you can change the position of the members in the queue, see also **8.5.7 Strategy**, page 70.

6 Set the queue configuration.

Label	Explanation
Queue Access	Select whether the queue should be open or closed.
Language	Select the language for the queue. This determines in which language the queue position announcements are played. See **8.5.6 Language**, page 70.
Strategy	Select a queuing strategy from the dropdown list. See **8.5.7 Strategy**, page 70.
Announce queue position	Enable this option if you want the caller to be informed of his position in the queue. See **8.5.8 Announce queue position**, page 73.
Announce estimated time to answer	Enable this option if you want callers in a queue to be informed on their expected waiting time in the queue. See *8.5.9 Announce Estimated time to answer*, page 73.
Announcement interval	Enter an interval in seconds after which the callers will hear their position in the queue and/or the estimated time to answer again. See **8.5.8 Announce queue position**, page 73 and **8.5.9 Announce Estimated time to answer**, page 73.
Ring timeout	Enter the maximum time that a call from the queue will be offered to an agent in seconds. See **8.5.10 Ring timeout**, page 73.
Cool down time member after conversation	Enter the time in seconds an agent should have after a call has ended to post-process the call. See **8.5.11 Cool down time member after conversation**, page 73.

Label	Explanation
Queue weight (0-100)	Enter a value between 0 to 100. If an agent is member of multiple queues, calls from the queue with the highest weight will be offered first. See **8.5.12 Queue weight**, page 73.
Option for queue break-out	Activate the checkbox to activate queue breakout by pressing 1. Select a destination to which the caller should be redirected after pressing 1. See **8.5.14 Option for queue breakout**, page 74.
Music on hold	Select **Yes** if you want music on hold to be played to the callers. See **8.5.15 Music on hold**, page 74.
Audio file queue intro-duction	Upload an audio file to use as a queue intro-duction message. See **8.5.17 Queue introduction**, page 74.
Skip queue introduc-tion if possible	Select **Yes** if you want the queue introduc-tion message to be skipped, when there is an available agent. See **8.5.17 Queue introduction**, page 74.
Ringback tone	Select **Yes** if you want the caller to hear a ringback tone before entering the queue. See **8.5.18 Ringback tone**, page 74.
Offer second call	Select **Yes** to enable the option. By default, the queue extension will not offer calls to agents who are busy (agent has either a call from a queue ringing or is in call with a caller from a queue). In some scenar-ios it may be required that agents do receive a second call from a queue when busy. Typical scenarios which could be enabled are emergency hotlines, when emergency calls need to be answered immediately. So that on receiving a second call an agent can put the first caller on hold and answer the second emergency call. This option should only be enabled in specific scenarios. It will affect the call distribution strategies and can result in confusing queue behaviour as agents will receive multiple calls at the same time.

7 If applicable, set the forwarding configuration.

Label	Explanation
Forward	Select **Busy / No Answer Forward** from the dropdown list to enable call forwarding. See **8.5.20 Forward options**, page 75.
Forward to	Enter the destination to which calls from this queue should be forwarded. Multiple numbers can be specified as destinations, separated by semicolons. Forwarded calls will then be signalled to all destinations simultaneously. See **8.5.20 Forward options**, page 75.

Label	Explanation
Forward timer (in seconds)	Enter the maximum time a caller will be waiting in the queue before being forwarded to the destination specified under Forward to. It is recommended to set this parameter at least three times longer than the Ring timeout to ensure that calls are offered three times to available agents before they are redirected from the queue. See **8.5.20 Forward options**, page 75.
Individual forward	By default, this option is set to **Prohibit** to ensure that calls offered to the **Forward to** destination will not be forwarded a second time if the forward to destination does not answer and has configured an own unconditional, on busy or no answer forward. To allow this, select **Allow**. When this option is disabled, forwarded queue calls will keep ringing at the **Forward to** destination until the call is answered or ended.
If no agent is logged in	Enable this option to avoid that callers are waiting in the queue while no agents are logged into the queue. Activate the checkbox and select the destination to which the callers should be forwarded when there are no agents logged into the queue. The destination can be any extension or telephone number. Multiple numbers can be specified as destinations, separated by semicolons. Forwarded calls will then be signalled to all destinations simultaneously.

8 Click on **Save**.
✓ The queue extension is saved.

8.5 Queue extension options

In this chapter all features and options of the queue extensions are explained. You can set these options while configuring a queue, see also **8.4 Configuring queue extensions**, page 66.

8.5.1 Extension number

The **Extension Number** field specifies the internal extension number for the queue. Within your company the queue can be accessed by dialling this extension number.

8.5.2 Name

In the **Name** field a name for the queue needs to be specified. This name will be used within Contact (in the different Contact applications) to identify the queue.

8.5.3 Members

In the **Members** section the members of the queue are shown and can be selected. The **Selected members** column shows the user extensions selected as members of the queue. The **Available members** column shows the extensions that can be added to the queue.

Only user extensions and forward extensions can be a member of a queue. With forward extensions, calls from the queue can be routed to external destinations (public phone numbers). Once the configuration is saved, the queue will start offering calls to the extensions in the **Selected members** column.

Adding members

Members can be added by clicking on **+** or via drag and drop. The **Add all** option will add all extensions in the **Available members** column to the **Selected members** column.

Removing members

Members can be removed from the queue by clicking on **-**. The **Remove all** option will clear the **Selected members** column.

Ordering of members

In the **Selected members** column, use drag and drop to change the position of a member in the queue. The members are ranked from top to bottom and the member on top has the highest rank. This ranking is used in the sequential order strategies to determine the agent order when calls are offered to available agents, see also **8.5.7 Strategy**, page 70.

When an agent logs out of the queue, their ranking position is saved to ensure that the next time they log in, they are in the same position in the queue as before.

Agents who log out of the queue will still be listed in the queue member list in Operator. The Active/Inactive status in front of the queue member indicates whether an agent is logged in or out of the queue.

In the queue, an agent can have one of the following statuses:

Status	Explanation
Active	The agent is logged into the queue and calls are offerd to the agent when the agent is available.
Inactive	The agent is not logged into the queue and calls are not offered to the agent. The agent retains keep their ranking position in the queue.

Manual login by dialling

Users can also manually log into the queue by dialling the system extension from their phone and will then be automatically added as member to the **Selected members** column.

Manual logout by dialling

Users can also manually logout from the queue by dialling the system extension from their phone and will then be automatically removed from he queue.

Log in/out from REACH and Contact Desktop

Agents can also log in and out of queues from the REACH app and Contact Desktop. Fore more information, see https://help.summa.io/desktop/1.00/web/Neutral/en.

Call Pickup for queue extensions

Queue calls that are ringing can be picked up by other users with the following restrictions:

1 For open queues any user can pickup a ringing call from the queue by dialling *8 followed by the extension number of the queue (e.g.

*8 300 to pickup a call from queue extension 300).

2 For closed queues only members of the queue can pickup a ringing call from the queue by dialling *8 followed by the extension number of the queue. These members can be either logged in or logged off from the queue. Users that are not a member of the queue cannot pickup calls from this queue.

When multiple queue calls are ringing at the same time, the call in the first position in the queue (the longest waiting caller) is picked up.

8.5.4 Queue access

The Queue Access option specifies which users are allowed to log into the queue.

You can select one of the following two queue types:

- Open
  This is the default setting. In an open queue any user extension can log into the queue (with the system extension or in Contact Desktop) and become a member of the queue.
- Closed
  In a closed queue only user extensions that have been added as a user by an administrator in Operator are able to login. Users who have not been added in Operator will not be able to login to the queue by dialling the respective extension 1 or in Contact Desktop.
  In Contact Desktop closed queues are indicated by a lock icon in front of the queue name and will be displayed to a user if they are a member of the closed queue.

8.5.5 Agent options

In the **Agent options** the following queue settings can be configured individually for each agent:

- Cool down time
- Ring timeout
- Queue weight

To configure the individual queue settings, select the agent by enabling the checkbox behind the agent. This will show and change the settings. For calls offered to this agent, the Cool down time, Ring timeout and Queue weight settings will not be used, but instead the individual agent settings.

8.5.6 Language

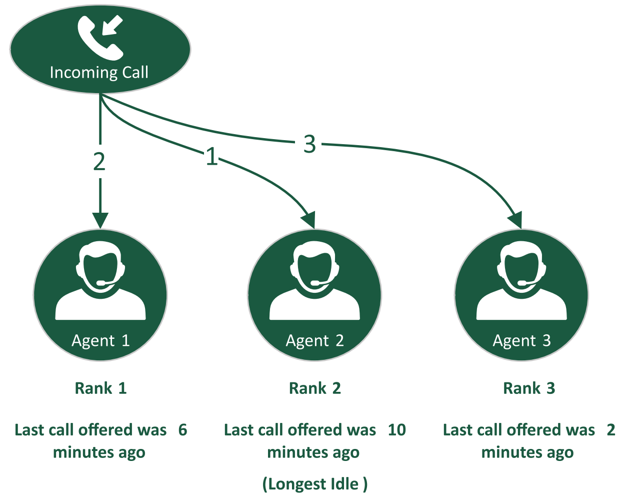
Under **Language** you can select in which language the voice prompts of the queue should be played. You can choose between English, German, Dutch, Spanish and Latvian.

8.5.7 Strategy

With the Strategy settings you can select how calls from the queue are distributed between the agents. There are eight different call distribution strategies available:

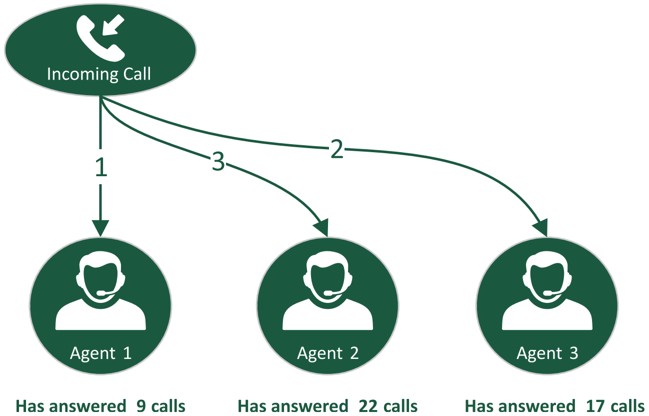
Ring the agent who has been idle the longest

In this strategy, calls will be offered first to the agent which has been idle for the longest time. The idle time of an agent is the elapsed time since the agent was offered a call from this queue. If this agent is unavailable or does not answer, the call will be offered to the agent on the next position. If this agent is unavailable or does not answer the call, it will be offered to the agent on the next position, etc. The cycle will be repeated until the call is answered by an agent or the forward timer is expired and the call is forwarded to another destination, see **8.5.20 Forward options**, page 75.



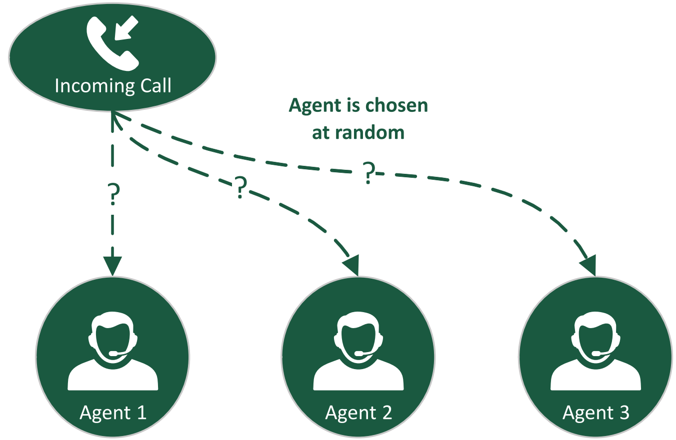
Ring agent with the fewest calls

In this strategy, calls will be offered to the agent which has answered the fewest calls. If this agent is unavailable or does not answer, the call will be offered to the agent with the second fewest answered calls. The amount of answered calls is calculated starting when the agent logged into the queue. When the agent logs out of the queue, this count will be reset to zero. The cycle will be repeated until the call is answered by an agent or the forward timer is expired and the call is forwarded to another destination, see **8.5.20 Forward options**, page 75.



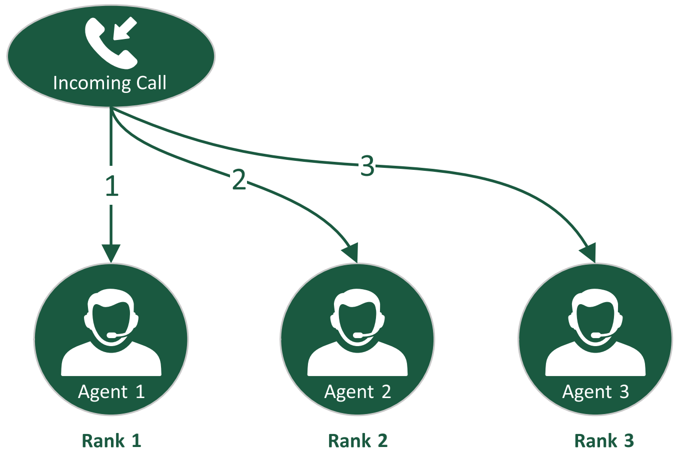
Ring agent in random order

In this strategy, new incoming calls are offered to a random agent. If this agent is unavailable or does not answer the call, one of the other remaining agents is randomly chosen. This is repeated until all agents are offered the call. If all agents are unavailable or do not answer the call, the cycle will start again and is only stopped when an agent becomes available and answers the call or when the forward timer is expired, see **8.5.20 Forward options**, page 75.



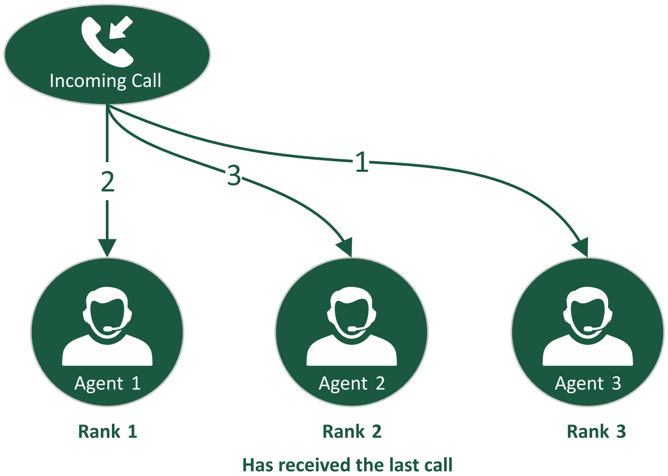
Ring agents in a sequential order

In the Members section of the queue extension you can configure the ranking position of each agent, see **Ordering of members**, page 69. In this strategy, the call is first offered to the agent with the highest rank. If this agent is not available or does not answer within the Ring Timeout, the call is offered to the agents with the second rank. If this agent is not available or does not answer within the Ring Timeout, the call is offered to the agent with the third rank, and so on. If the last agent is tried, the call is offered to the first agent again.This cycle is repeated until the call is answered by an agent or the maximum wait time has expired and the call is redirected to another destination.



Ring agents in a sequential order but remember last tried agent

This strategy is a variant of the Ring agents in a sequential order strategy and takes the rank of each agent into account. In this strategy, the calls are first offered to the agent to which the last call from the queue was offered. If this agent is unavailable or does not answer the call, it will be offered to the agent with the next rank, etc. If all agents were offered the call, the first agent will be tried again and the cycle is repeated. Only when an agent becomes available and answers the call or when the forward timer is expired, the cycle is stopped.

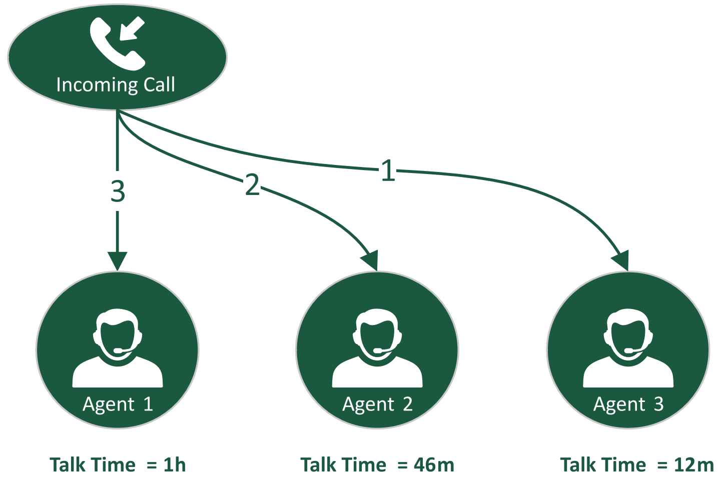


Ring the agent with the least talk time

In this strategy, the calls will be offered based on the total amount of time an agent has been in a call. Only calls from the queue are included in the calculation of the agent talk time. The talk time is measured from the moment the agent log into the queue and is reset when the agent log out and is no longer a member of the queue.

Example

The queue consists of three members. Agent 1 has a total talk time of 1 hour, agent 2 a total talk time of 46 minutes and agent 3 has a talk time of 12 minutes. A new call is first offered to agent 3, then to agent 2 and then to agent 1. If agent 1 is also not available or does not answer the call, the call is again offered to agent 2, repeating the cycle. The cycle is only stopped when an agent becomes available and answers the call or when the forward timer is expired, see **8.5.20 Forward options***, page 75.*



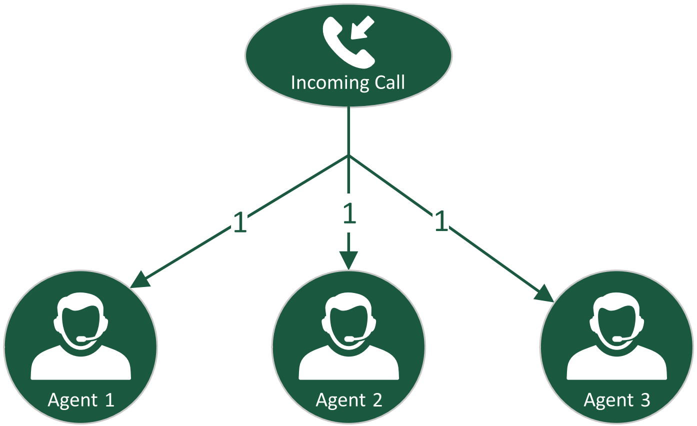
Ring all agents simultaneously

> This strategy is not recommended as it can lead to an increased workload for your agents.

In this strategy, the first call in the queue will be offered to all available agents at once.

Example

When the queue has three members and has a call pending, the call is offered to all three agents simultaneously. If one of the agent answers the call, the call will stop ringing for the other agents and these agents will become available to receive another call from the queue.



8.5.8 Announce queue position

With this option, callers in the queue can be informed on their position in the queue. To enable the queue position announcements, select **On** and specify a time interval in seconds under **Announcement interval**. Every time this interval expires, all callers in the queue will hear an announcement stating his/her position in the queue. In which language these announcements are played is determined by the language setting of the queue, see **8.5.6 Language**, page 70.

8.5.9 Announce Estimated time to answer

With this option, callers in the queue can be informed on their expected waiting time in the queue. The expected waiting time is calculated as follows:

$$\text{Expected wait time} = \left(\frac{\text{Total wait time of all calls answered in the last 30 minutes}}{\text{Total number of calls answered in the last 30 minutes}}\right) - \textit{Time that the caller is in the queue}$$

When the average wait time statistic is not available, due to insufficient calls in the last 30 minutes, the expected wait time is set to 2 minutes. When enabled callers in the queue will hear at regular intervals an announcement stating their expected wait time in the queue.

The interval in which the announcement is repeated is set in the **Announcement interval** option, were the time interval can be specified in seconds. In which language these announcements are played is determined by the language setting of the queue, see **8.5.6 Language**, page 70.

8.5.10 Ring timeout

The ring timeout is the maximum time that a call from the queue will be offered to an agent. When the agent does not answer the call before this timeout expires, the call will return to the queue and is again offered to available agents. If more agents are member of the queue, the calls are first offered to these agents before they are offered to the agent for a second time.

To enable the announcement, activate the checkbox **Estimated time to answer** in the **Change queue extension** menu under **Configuration**.

8.5.11 Cool down time member after conversation

The cool down time is the post-call work an agent spends on a call. Typically, the activities an agent performed in the cool down time include updating the system with call details like resolution, next steps, and customer notes. Agents might also use the time to send e-mails.

After an agent has answered a call, a new call will only be offered after the cool down time is expired.

8.5.12 Queue weight

The queue weight determines the weight of this queue compared to other queues and can have a value between 0 and 100. If an agent is member of multiple queues, calls from the queue with the highest weight will be offered first.

8.5.13 Call limit

The call limit specifies the size of the queue and determines the maximum number of calls that can be placed in the queue at the same time. When the queue holds the maximum number of calls, any new incoming calls will get a busy signal. When 'Busy/No answer forward' is enabled, the call will be routed to the forward destination.

8.5.14 Option for queue breakout

The queue breakout feature provides callers the option to leave the queue. When enabled, callers can leave the queue by pressing '1' while waiting. The caller will then be forwarded to another destination. Typical destinations can be a voicemail box where callers can leave a message or a hotline for emergencies

> While the introduction is played, callers cannot break out of the queue.

8.5.15 Music on hold

Music on hold can be played to the callers waiting in the queue. When Music on hold is disabled, a ringtone will be played to the callers.

To play custom music, open the **Actions** menu in the queue extension, select **Add music on hold** and upload a mp3 or wav file. Multiple audio files can be uploaded. The **Music on hold** tab shows the playlist with the uploaded audio files. If more than one audio file is uploaded, the audio files will be played sequentially. When the end of the playlist is reached, it will start again from the beginning. To listen to an audio file press **Play**. To delete a file from the playlist press **Delete**.

> If you upload your own music on hold, you are responsible for using the rights to the music on hold and paying any royalties. It is recommended that you upload royalty-free music on hold or ensure that you have permission to the music on hold.

8.5.16 Infotainment

An infotainment message can be played to the callers. The infotainment message is played 60 seconds after a caller has entered the queue or after the introduction announcement is finished playing. The infotainment message will interrupt the music-on-hold or ringtone. Playing the infotainment message will never be interrupted. Callers will only be redirected to available agents, once the playback of the infotainment is finished.

To enable infotainment, open the **Actions** menu in the queue extension, select **Add infotainment** and upload a mp3 or wav file. Multiple audio files can be uploaded. The **Infotainment** tab shows the playlist with the uploaded audio files. Each audio file will be played separately, only once, and in intervals of 60 seconds. This means that the first infotainment file in the playlist will be played after 60 seconds, the second infotainment file in the playlist after 120 seconds, the third after 180 seconds, etc. To listen to an audio file press **Play**. To delete a file from the playlist press **Delete**.

8.5.17 Queue introduction

When entering the queue, an introduction message can be played to the caller. To enable playing an introduction message, upload an audio file in mp3 or wav format.

When the **Skip queue introduction if possible** option is enabled and at least one agent is available to answer the call, the introduction message is not played. A new call will then immediately be offered to the agent(s), without playing the introduction message to the caller.

8.5.18 Ringback tone

When the option Ringback tone is enabled, callers to the queue will hear one time a ringback tone before entering the queue. By default the option is disabled.

8.5.19 Offer second call

By default, the queue extension will not offer calls to agents who are busy (agent has a call from a queue ringing or is in a call with a caller from a queue). But in some scenarios it may be required that agents receive a second call from a queue when busy, e.g. emergency hotlines, when emergency calls need to be answered immediately. With this option the agent can put the first call on hold and answer the second call.

8.5.20 Forward options

The following options to forward calls in case calls are not answered in time or no agents are available, are offered:

- When **Forward** is enabled, calls will be forwarded to the **Forward to** destination when the call limit is reached and all positions in the queue are filled by callers or when the forward timer is expired
- When **If no agent is logged in** is enabled, calls will be forwarded to the **If no agent is logged in** destination when there are no agents logged into the queue

Forward to

By default, call forwarding is disabled and the Forward option is set to **Cancel forward**. To enable call forwarding, select **Busy/no answer forward**.

Enter an extension or telephone number in the **Forward to** field to specify the destination to which calls from this queue should be forwarded. You can specify multiple numbers by entering them separated by semicolons. Forwarded calls will then ring simultaneously on all destinations.

Enter the maximum time in seconds in the **Forward timer** field that a caller should be in the queue before being forwarded to the forwarding destination.

It is recommended to set the forward timer at least three times longer than the ring timeout to ensure that calls are at least offered three times to available agents before they are redirected.

Individual Forward Option

The **Individual forward** option determines whether an agent's personal forwarding settings should be applied when a queue call is offered to them.

By default, the option **Individual forward** is **disabled**. When disabled, calls from the queue will not follow any of the agent's personal forward settings. If the agent does not answer the call, the call will return to the queue and be offered to the next available agent.

When **Individual forward** is **enabled**, calls offered to an agent will follow that agent's personal forward configuration. For example, if the agent has set up an unconditional forward in their REACH settings, all queue calls offered to that agent will be forwarded accordingly. Likewise, if the agent is busy or does not answer, the call will be forwarded based on the agent's forward on busy or forward on no answer settings.

Enabling the **Individual forward** option can interfere with the queue's distribution strategy and may lead to unexpected behavior. Use this option with caution.

If no agent is logged in

To avoid that callers are waiting in the queue while no agents are logged into the queue, the option **If no agent is logged in** can be enabled. To enable this option, activate the checkbox and select the destination to which the callers should be forwarded when there are no agents logged into the queue. The destination can be any extension or telephone number. You can specify multiple numbers by entering them separated by semicolons. Forwarded calls will then ring simultaneously on all destinations.

8.6 Queue statistics

Operator provides statistics on calls to the queue extension and the agents of the queue. You can access the following queue statistics:

Call duration statistics

Waiting time statistics

Performance statistics

Agent statistics

8.6.1 Call duration statistics

The **Call duration** tab shows the key statistics on the total, minimum, maximum and average call duration and waiting time for all calls, unanswered and answered calls. The data is shown in a table and in a graph.

8.6.2 Waiting time statistics

The **Waiting time** tab provides statistics on the time callers are waiting in the queue. It shows the graphs of the minimum, maximum, average and total wait times for answered and unanswered calls.

8.6.3 Performance statistics

The graph in the **Performance** tab providing information on the service level performance and shows the percentage of calls being answered in a specified time.

8.6.4 Agent statistics

The **Agents** tab provides the agent statistics. In a table and in graphs for each agent the statistics on the total number of answered calls and total call duration are shown.

8.6.5 Accessing queue statistics

You can access the queue statistics in the Contact environment.

To access the queue statistics

1. If applicable, type in the customer you want to access queue statistics from in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
   ✓ The list with all extensions appears.
4. Next to the queue you want to access the statistics for, click on **Statistics**.
   ✓ The page with the queue statistics appears.

9 Call barring

Call barrings allow you to block specific destinations to avoid high call costs. Call barrings can be configured for an entire account or for specific users.

Call barring enabled at account level overrides any call barring settings on user level.

Call barring at account level

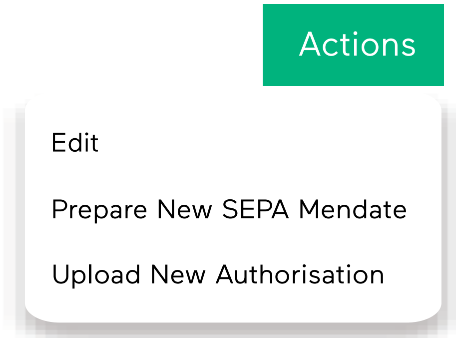
Call barring at user level

9.1 Call barring at account level

You can configure call barring at account level in the Contact environment in the Operator portal.

To create call barring at account level

1. If applicable, type in the customer you want to create call barring for in the search bar and click on the customer’s name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Open the **Actions** dropdown Menu and click on **Edit**.



   ✓ The **Edit customer** page appears.
4. Scroll down to the **Call Blockades** option.
5. Block categories by clicking on them in the **Available categories** list and unblock them by clicking on them in the **Blocked categories** list.
6. Click on **Save**.
   ✓ The selected categories are blocked for all users.

9.2 Call barring at user level

You can configure call barring at user level in the Contact environment in the Operator portal.

To create call barring at user level

1. If applicable, type in the customer you want to create call barring for in the search bar and click on the customer’s name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Extensions** tab.
4. Click on the name of the user for whom you want to create a call barring.
   ✓ The **Order details** page of this user appears.

5. Click on **REACH**.
   ✓ The REACH page of the respective user appears.
6. Click on the **Configuration** tab.
7. Block categories by clicking on them in the **Available categories** list and unblock them by clicking on them in the **Blocked categories** list.
8. Click on **Save**.
   ✓ The selected categories are blocked for this user.

10 REACH

REACH is a personal reachability matrix, which allows you to manage when, how and to whom you want to be personally available. You can configure the user's REACH profile. Within Contact there are two ways to configure REACH:

- Via the REACH app
- Via the matrix mode in the Operator portal

> REACH is always active within the Contact environment.

You can configure the following settings within the REACH tab in Contact:

- Profile
  In a profile you can define how you want to be reachable. You can set the route an incoming call takes, the sender number used and the voicemail box. For outgoing calls, you can set the sender number to be sent depending on the contact you are calling.
- Call class
  A call class is a contact group that includes a certain group of contacts. You can create different call routes for different groups of contacts.
- Status
  A status is a specific time period. You can define when and in what situation you want to be available. You can activate REACH statuses automatically via a time configuration or manually.

Setting up the REACH profile

Setting the call class

Setting the status

Configuring dynamic numbers

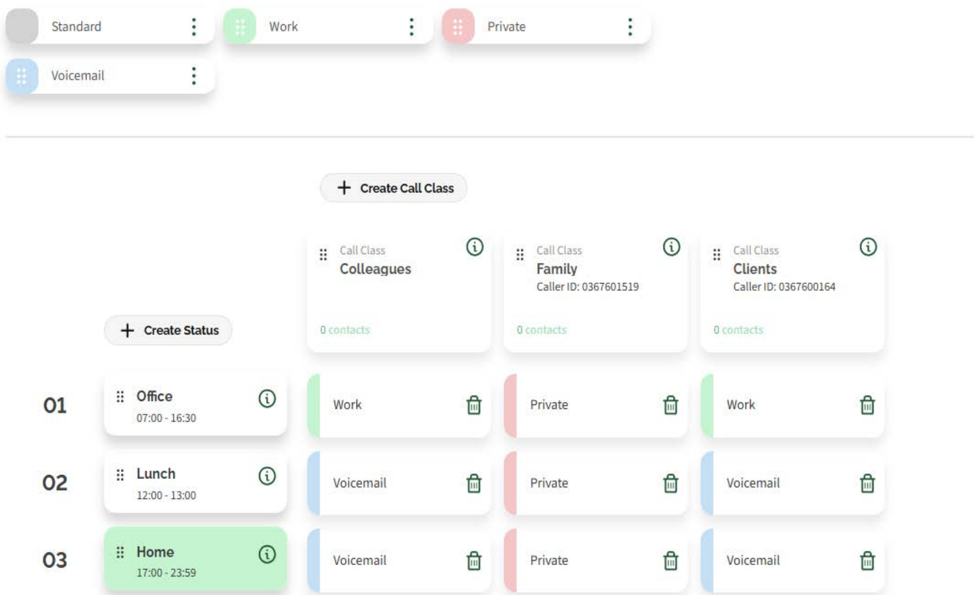
Configuring call barring

Options for numbers

10.1 REACH matrix

With the REACH matrix you can configure your availability for your custom call classes and profiles.

Example



In the example, the user has created three contact groups, one for colleagues, one for family and one for clients. Three statuses have been created, a 'Work' status, which is active on weekdays between 07:00 AM and 04:30 PM, a 'Lunch' status from 12:00 AM to 01:00 PM on weekdays and an 'Out' status for all hours when the user is out of the office. Three different profiles have been created: Work, Private and Voicemail. With the 'Work' profile, calls are offered to the user's fixed and mobile device. The 'Private' profile offers calls to the user's mobile phone. In the 'Voicemail' profile, all incoming calls are forwarded directly to the voicemail.

If the user is called by a colleague within working hours, the incoming call falls into the 'Colleagues' contact group and within the 'Work' status, so the 'Work' profile is applied. In this example, both the user's fixed and mobile phone will ring. Outside working hours, where the incoming call is within the 'Private' status, the 'Voicemail' profile will be applied and calls from colleagues are automatically forwarded to voicemail. All members within the

'Family' group can reach the user on their mobile device, regardless of which status is active.

10.2 Setting up the REACH profile

You can set up the user's REACH profile in the Contact environment in the Operator portal.

In the custom profiles, you can inherit the settings from the default profile. This is indicated by the **Inherit** label next to the enabled or disabled option.

To set up the REACH profile

1 If applicable, type in the customer you want to set up the REACH profile for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on **Users**.
✓ The list with all users appears.

3 Next to the user you want to set up the REACH profile for, click on **Reach**.
✓ The REACH profile of the respective user appears.

4 Click on **+ Create Profile** and enter a name and choose a colour for the REACH profile.

5 Click on **SAVE**.
✓ The profile is saved and appears under **Profiles**.

6 Hover over the profile you created and click on .
✓ The **Change profile** page appears.

Label	Explanation
Name	Enter a name for the profile.
Colour	Select a colour for the profile from the dropdown list.

Label	Explanation
Caller ID	Select the caller ID you want to be sent by default when playing external calls. You can choose from the phone numbers already associated with the Contact account. For internal calls, your extension number and display name will be sent as the caller ID.
Unconditional forward	Activate this option if you want all calls to be forwarded directly to the set destination.
Forward on busy	Activate this option if you want calls to be forwarded to the set destination if the user's status is set to "busy" or when you are in a call.
Forward on no answer	Activate this option if you want all calls to be forwarded immediately to the set destination if the user does not answer after the entered number of seconds.
Timeout in seconds	Enter the time in seconds after which the call should be forwarded.
External caller ID on forward	If a call is forwarded, you can set how the caller ID should be transmitted. You can choose between the following options: ● Caller ID of user ● Calling number ● The called number

7 Click on **Show advanced settings**.
✓ The Shomi **Personal Assistant section** appears.

Label	Explanation
Auto start call-analysis	Activate this option if you want all calls to be automatically recorded and analysed by Shomi when a call starts. For more information see *6.7 Shomi Personal Assistant*, page 50 and *5.7 Shomi Personal Assistant*, page 42. Attention! Enabling this setting can lead to high costs.

✓ The **Device selection** appears.

Label	Explanation
Status	Select **Enabled** from the dropdown list to activate the device selection.
Device 1	Activate the checkbox if you want to enable this phone for the user.
Device 2	Activate the checkbox if you want to enable this phone for the user.
Device 3	Activate the checkbox if you want to enable this phone for the user.

8 Click on **SAVE**.
✓ The REACH profile is saved.

10.3 Setting the call class

You can set up the call class in the Contact environment in the Operator portal.

To set up a call class

1 If applicable, type in the customer you want to set up a call class for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 Click on **Users**.
✓ The list with all users appears.

3 Next to the user you want to set up the call class for, click on **Reach**.

4 Click on **+ Create Call Class** and enter a name and a standard caller ID for the call class and click on **SAVE**.
✓ The call class appears in the overview.

5 Hover over the call class you created and click on .
✓ The **Call class details** page appears.

Label	Explanation
Configuration	Click on **Edit** to change the name and default sender number of the call class.
Contacts	Click on **Link contact** to add contacts with phone numbers to the call class. When you are called by one of these contacts, the call will be routed through this call class.
Extensions	Click on **Add** to add internal Contact extensions to the call class so that calls originating from these extensions can be routed within the call class.
Prefix	Click on **Add** to include certain call number ranges (e.g. 0049) in this call class. In this case, every incoming number that begins with 0049 falls into this call class.

Clicking on **Reach** will take you back to the REACH page of the selected user.

10.4 Setting the status

You can set a status for a specific timer period in the Contact environment in the Operator portal.

To set a status

1. If applicable, type in the customer you want to set a status for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. Click on **Users**.
   ✓ The list with all users appears.
3. Next to the user you want to set up the call class for, click on **Reach**.
4. Click on **+ Create Status**.
   ✓ The **Create status** dialogue appears.

Label	Explanation
Name	Enter a name for the status.
Status message	Enter a status message that should be displayed during the specified duration.
Availability	Select the availability you want to be shown while this status is active. You can choose between the following options: **Automatic** When this option is selected, your presence is controlled by the system. **Away** Select this option when you want to indicate that you're not available and cannot respond right away. **Busy** Select this option to indicate that you're busy and cannot respond. **Offline** Select this option if you want to indicate that you're not signed in and will not respond.

5. Click on **SAVE**.
   ✓ The status appears in the overview.
6. Hover over the status you created and click on .
   ✓ The **Status details** page appears.

Label	Explanation
Configuration	Click on **Edit** to change the name and availability of the status.
Time configuration	Click on **Add** to set on which day or period the status should be active. The status will automatically become active at the set start time and end at the defined end time.

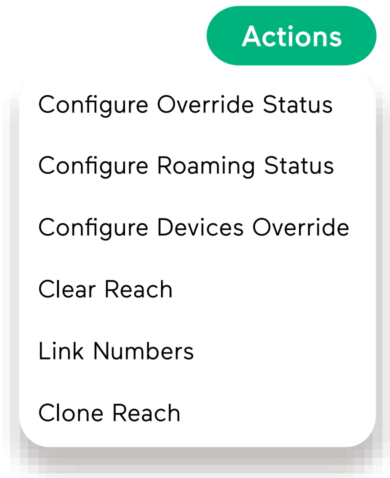
7. Click on **SAVE**.
   ✓ Your changes are saved.

10.5 Cloning the REACH configuration

You can clone the REACH configuration of a specific user to one or more other users. Any user-specific settings are replaced by the personal settings of the destination. There are two types of logics that are applied, see *Device type logic* and *Number logic*.

To clone a REACH configuration

1. Open the REACH configuration page of the user whose configuration you want to clone.
2. Open the **Actions** dropdown menu and click on **Clone Reach**.



3 Select the users to which the REACH configuration should be cloned by activating the respective checboxes.
or

4 Activate **Select all** to clone the REACH configuration to all users.

> ⚠ The target user's existing REACH configuration is overwritten and cannot be restored.

5 Click on **Copy to user(s)**.

6 The **Clone REACH?** page appears.

7 Click on **Confirm**.
✓ The changes are applied to all selected users.

Device type logic

Not all users have the same devices (i.e. some have a fixed phone, while others have a mobile phone and/or use the softphone in Contact Desktop or Contact Mobile). Therefore, the following logic is applied if the user being cloned has more device types configured than the target users.

- If the target user has the same device type as the source user, all REACH settings for that device type are cloned to the target.
- If the target user does not have the same device as the source user, the REACH settings for that device type will not be copied.
- If the source user has only one type enabled in a REACH profile and the target does not have that device type, all devices will be enabled for the target user after cloning. This avoids the target user becoming unreachable.

Number logic

Users can have one or more personal numbers (such as mobile numbers). As these numbers can only be associated with one user, they cannot be cloned to other users. Instead, these personal numbers will be replaced by the personal numbers of the target user (if available).

For phone numbers, the following logic is applied when cloning:

- Fixed personal numbers (fixed numbers directly associated with the user in the **Numbers** tab) are replaced by the first fixed personal number of the target user (the highest listed fixed number in the target user's REACH Number tab).
- Personal mobile numbers (mobile numbers directly associated with the user in the Numbers tab) are replaced with the first mobile number of the target user (the highest listed mobile number in the target user's REACH Number tab).
- If company numbers (numbers used in a numbering plan) are configured in the caller ID settings, they will be cloned to the target user.
- If a fixed personal number is configured as the caller ID and the target user has no fixed numbers but at least one personal mobile number, then the fixed number is replaced with the target user's first personal mobile number (the highest listed mobile number in the target user's REACH Number tab)
- If a personal mobile number is configured as the caller ID and the target user has no mobile numbers but at least one personal fixed number, the mobile number is replaced with the target user's first personal fixed number (the highest listed fixed number in the target user's REACH Number tab)
- If a fixed or mobile personal number is configured as the caller ID and the target user does not have any personal numbers, the caller ID setting is disabled for the target user.

10.6 Configuring dynamic numbers

You can use up to 9 different sender numbers. The user can do this by dialling a prefix (#3x#) before the number to be called.

> Note that the code #31# cannot be set, as it reserved for anonymous dialling out.

> On most mobile devices, the #3X# codes are not supported. To dial out on a mobile device with a dynamic number, replace it with 13X

To configure dynamic numbers

1. If applicable, type in the customer you want to configure dynamic numbers for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. Click on **Users**.
   ✓ The list with all users appears.
3. Next to the user you want to configure the dynamic numbers for, click on **Reach**.
4. Click on the **Configuration** tab.
5. Under **Caller-ID Dial Prefixes** select for each code, which number should be sent as the sender number from the dropdown list.
6. Click on **SAVE**.
   ✓ The dynamic numbers are saved.

10.7 Configuring call barring

You can block certain destinations at user level. The destinations that can be blocked differ per country.

To configure call blocking

1. If applicable, type in the customer you want to create call barrings for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. Click on **Users**.
   ✓ The list with all users appears.
3. Next to the user you want to set up the call barring for, click on **Reach**.
4. Click on the **Configuration** tab.
5. If applicable, configure a call class or a default status as fallback under **Default values**.
6. Under **Call Barring** click on the destinations you want to block in the **Available categories** list and click on the destinations you want to unblock in the **Blocked categories** list.
7. Click on **SAVE**.
   ✓ Your call barring settings are saved.

10.8 Options for numbers

In the **Numbers** tab of the respective REACH profile you see an overview of all numbers linked to this REACH profile. The following options are available to configure for each number:

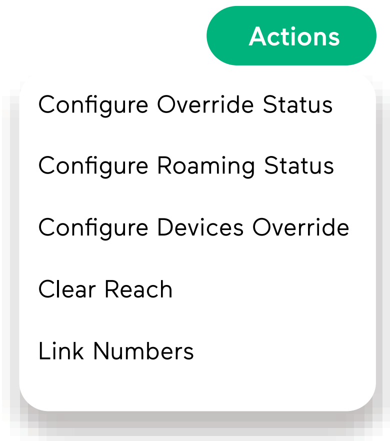
- *Configuring override status*
- *Configure roaming status*
- *Configure devices override*
- *Linking numbers*
- *Clearing REACH settings*

10.8.1 Configuring override status

This option allows you to manually set which status is active and during which time period. This overrides the automatic time configuration.

To configure an override status

1. If applicable, type in the customer you want to configure an override status for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. Click on **Users**.
   ✓ The list with all users appears.
3. Next to the user you want to set up the override status for, click on **Reach**.
4. Click on the **Numbers** tab.
5. Open the **Actions** dropdown list and click on **Configure Override Status**.



   ✓ The **Configure status** dialogue appears.

Label	Explanation
Status	Select the status you want to configure from the dropdown list.
Set expiry time or date	Activate the checkbox if you want to set an expiry time or date for the selected status.
End time	Define the day and time on which the status should end.

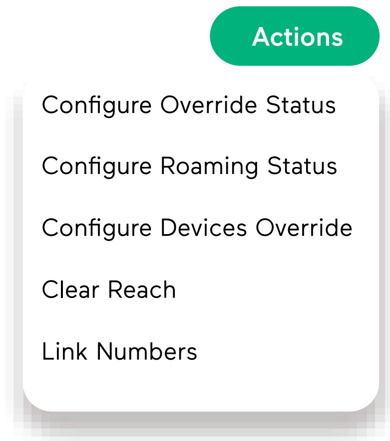
6. Click on **SAVE**.
   ✓ Your settings are saved.

10.8.2 Configure roaming status

With this option you can set which status should be activated if you are roaming on foreign networks with your mobile device.

To configure a roaming status

1. If applicable, type in the customer you want to configure a roaming status for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. Click on **Users**.
   ✓ The list with all users appears.
3. Next to the user you want to set up the roaming status for, click on **Reach**.
4. Click on the **Numbers** tab.
5. Open the **Actions** dropdown list and click on **Configure Override Status**.



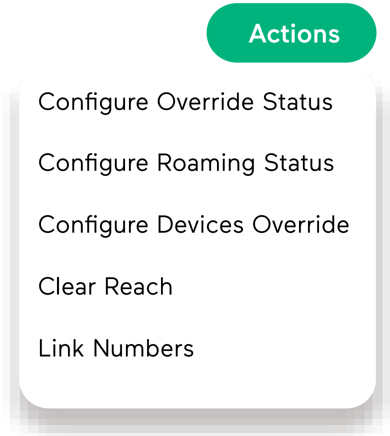
   ✓ The **Status while roaming** page appears.
6. Select the status you want to set for roaming from the dropdown list.
7. Click on **SAVE**.
   ✓ The status for roaming is saved.

10.8.3 Configure devices override

This option allows you to select which devices ring when you are called.

To configure a device override

1. If applicable, type in the customer you want to configure the device override for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. Click on **Users**.
   ✓ The list with all users appears.
3. Next to the user you want to set up the device override for, click on **Reach**.
4. Click on the **Numbers** tab.
5. Open the **Actions** dropdown list and click on **Configure Devices Override**.



✓ The **Device list** page appears.

Label	Explanation
Fixed	Select **Enabled** from the dropdown list if you want calls to be offered on your fixed device. As long as this override is active, calls will only be offered to the devices configured as 'enabled'.
Web	Select **Enabled** from the dropdown list if you want calls to be offered on your web device. As long as this override is active, calls will only be offered to the devices configured as 'enabled'.
Set expiry time or date	Activate the checkbox if you want to set an expiry time or date for the device override.
End time	Define the day and time on which the status should end.

6. Click on **SAVE**.
   ✓ The device override is saved.

10.8.4 Linking numbers

This option allows you to link available numbers directly to your REACH profile.

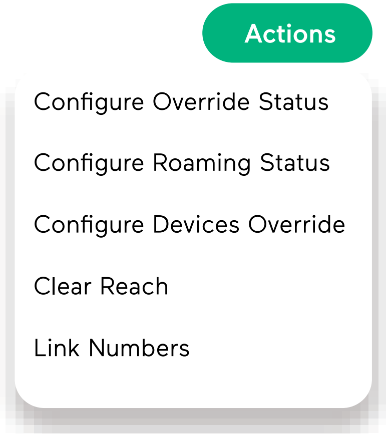
These numbers cannot be used in numbering plans. The user is responsible for configuring the reachability of this number via the REACH settings.

To select multiple numbers at once, hold down CTRL and click on multiple numbers.

To link numbers to your REACH profile

1. If applicable, type in the customer under which you want to link numbers to a REACH profile in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. Click on **Users**.
   ✓ The list with all users appears.
3. Next to the respective user, click on **Reach**.
4. Click on the **Numbers** tab.

5 Open the **Actions** dropdown list and click on **Link Numbers**.



✓ The **Link numbers to Reach** page appears.

6 Select the numbers you want to link to the user's REACH profile.

7 Click on **SAVE**.
✓ The numbers are linked to the user's REACH profile.

10.8.5 Clearing REACH settings

This option deletes all settings and profiles for your REACH profile. This cannot be undone.

To clear the user's REACH settings

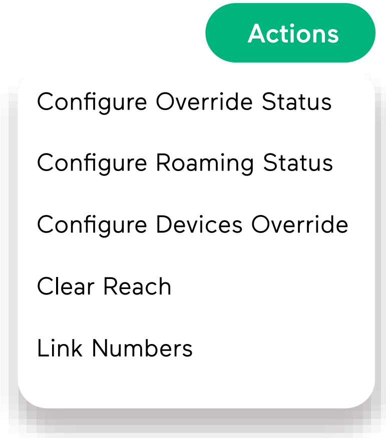
1 If applicable, type in the customer you want to clear the REACH settings from in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 Click on **Users**.
✓ The list with all users appears.

3 Next to the user you want to clear the REACH settings from, click on **Reach**.

4 Click on the **Numbers** tab.

5 Open the **Actions** dropdown list and click on **Clear Reach**.



6 The **Clear Reach** page appears.

7 Click on **Confirm** to delete all settings and profiles of the user's REACH profile.
✓ The user's REACH profile is deleted.

11 Devices

With Contact you can use and configure your devices. There are several settings that can be made in order to use phones.

> Before using the Contact services, you need to register a user extension on the device via the service extension.

Adding CPEs
VoIP channels
Default device buttons
CPE settings
SIP encryption
Desk Phones
Devices

11.1 Adding CPEs

You can add a CPE (Customer Premise Equipment) in the Operator Portal. This is necessary to be able to assign a telephone to a customer.

> Only one type can be provided at a time.

To add a CPE

1 Open the **Ordering** dropdown menu and click on **Add MAC CPE** under **Other**.
✓ The **Add CPE** page appears.

Label	Explanation
Brand	Select the telephone provider from the dropdown list.
Device	Select the device type from the dropdown list.
Owner	Here you see the preselected wholesaler, to which the device is to be assigned.
Platform	Select the appropriate platform from the dropdown list. Select the option Contact.
Customer	The client to whom the device is to be assigned. Make sure that you have entered the correct customer. If you leave the field empty, the CPE will automatically be assigned to the owner.
Create channel	Activate this option if you want to create a SIP channel.
Language	Select the language of the device from the dropdown list.
Installation country	Select the country where the device will be installed from the dropdown list.
Area code	Enter the area code for this device. This is needed to determine to which emergency call centre emergency calls must be forwarded when no user is logged on to the phone.

2 Enter the MAC addresses and, optionally, the serial numbers of the devices you want to add.

3 Click on **Save**.
✓ The phones are added.

11.2 VoIP channels

In order to use your phone, it must be able to communicate with the VoIP platform. This is done using a VoIP channel that is programmed in your phone manually or via autoprovisioning. With the Contact service, you need your own VoIP channel for each device.

> In the channel overview, indicates that the device is registered. If the dot is grey, the device is not registered.

Creating VoIP channels

Editing VoIP channels

Deleting VoIP channels

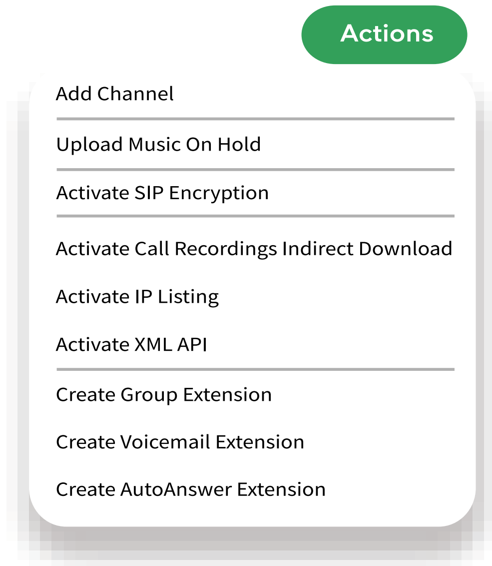
11.2.1 Creating VoIP channels

You need to activate the respective VoIP channel before using your phone.

> After creating the VoIP channel, it can be used to register a VoIP device if you do not use autoprovisioning.

To create a VoIP channel

1. If applicable, type in the customer you want to create a VoIP channel for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Channels** tab.
4. Open the **Actions** dropdown menu and Click on **Add Channel**.



Label	Explanation
Channel name	Enter a unique name for the channel. It is recommended to start with the customer number, then the letter MV (Contact) and then start counting from 01.
Password	A password is created by default. You can change it, but for security reasons it is not recommended.
Encrypted SIP	Activate **On** if you want SIP encryption to be enabled for this channel.
DTMF	Select one of the three methods for sending DTMF tones, that is supported by your phone.
Area code	Enter your area code. It is used, e.g. for routing to the appropriate emergency call centre.

Label	Explanation
Call limit	Specify the maximum number of calls your phone can receive at a time. The maximum is 5.
Language	Select the language that should be used to provision the channel from the dropdown list. This determines the language in which the prompt is played.
Installation country	Select in which country the device will be located. This can be useful to determine where the device is located in case of failure and has no other impact on the service.

5 Click on **Save**.
✓ The VoIP channel is saved.

11.2.2 Editing VoIP channels

You can edit existing VoIP channels in the Operator portal.

To edit a VoIP channel

1. If applicable, type in the customer for which you want to edit a VoIP channel in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Channels** tab.
   ✓ The list with all channels appears.
4. Next to the channel you want to edit, click on **Edit**.
   ✓ The **Edit channel** page appears.
5. Make the changes you need to make and click on **Save**.
   ✓ Your changes are saved.

11.2.3 Deleting VoIP channels

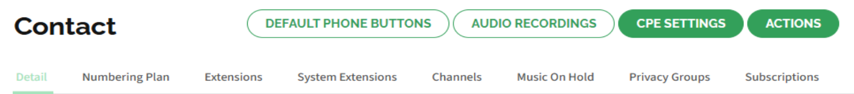
You can delete existing VoIP channels in the Operator portal.

To delete a VoIP channel

1. If applicable, type in the customer from which you want to delete a VoIP channel in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on the **Channels** tab.
   ✓ The list with all channels appears.
4. Next to the channel you want to delete, click on **Delete**.
5. Click on **Confirm**.
   ✓ The channel is deleted.

11.3 Default device buttons

With the default device buttons you can create a default device programming for the selected account, by device type, for the provisioned devices present.



To create a default device button

1. If applicable, type in the customer you want to create a default device button for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on **DEFAULT PHONE BUTTONS**.
4. Select the phone type for which you want to create the button from the dropdown list.

Depending on which type of device you have selected, you may see different input fields.

5 You can assign one of the following functions for each key:

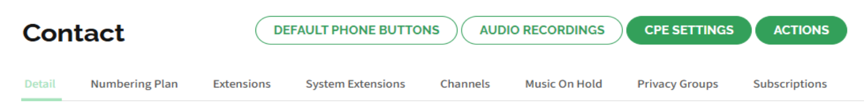
Label	Explanation
BLF (Busy Lamp Field)	Allows you to display the status of a particular user via the key (busy, free, ringing). Incoming and outgoing ringing calls are distinguished.
Speed dial	Allows you to dial a pre-programmed number at the touch of a button.
Queue occupation	Allows the name of the queue followed with the number of callers currently waiting in the queue. On Yealink phones pressing the queue occupation softkey button will trigger a call pickup on this queue (*8) and allows you to answer the longest waiting caller in the queue. For closed queues the user needs to be a member of the queue.
DND (Do not disturb)	By enabling this status on your extension, you can indicate that you do not wish to be disturbed. As the platform is not notified of the extension's DND status, it is recommend that you do not use this feature in combination with a call queue.

6 Click on the tab you want to configure and configure the keys per page.

7 Click on **Save**.
✓ The default device buttons are saved.

11.4 CPE settings

You can make CPE-specific settings for each available CPE (Customer Premises Equipment).



11.4.1 Setting the CPE firmware

You can set the device firmware for this specific account.

To set the CPE firmware

1 If applicable, type in the customer you want to set the CPE firmware for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on **CPE SETTINGS**.
✓ The **CPE overview** page appears.

4 Click on **CPE FIRMWARE**.
✓ The **Firmware Management** page appears.

5 Select the device for which you want to set the firmware.

6 Activate the checkbox of the respective firmware.

7 Click on **Save**.
✓ The firmware is set for the selected device(s).

11.4.2 Updating CPE firmware

On the CPE overview page, you can update the firmware for multiple CPEs at the same time. Before updating the firmware of your CPEs, make sure that the correct firmware version is configured for each CPE type on the firmware management page.

> Updating the firmware of a CPE, requires the respective CPE to be rebooted.

To update the firmware of a CPE

1. If applicable, type in the customer you want to update the CPE firmware for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on **CPE SETTINGS**.
   ✓ The **CPE overview** page appears.
4. Activate the checkbox(es) next to the device(s) for which you want to update the firmware.
5. Click on **Update To Recommended Firmware**.
6. Click on **Confirm**.
   ✓ The firmware is updated.

11.4.3 Setting CPE specific functions

You can set CPE specific functions in the CPE overview. You can also remotely provision a VLAN configuration of the PC and LAN port. Note that the device retrieves provisioning the first time it boots and does not have a VLAN at that time. Therefore, the VLAN settings will not be active until the device retrieves provisioning from the server. Only after connecting to the network to retrieve the configuration will the device restart in the programmed VLAN IDs.

To set CPE specific functions

1. If applicable, type in the customer you want to set CPE specific functions for in the search bar and click on the customer's name.
   ✓ The **Customer details** page appears.
2. In the menu click on Contact.
   ✓ The Contact environment appears.
3. Click on **CPE SETTINGS**.
   ✓ The **CPE overview** page appears.
4. Next to the CPE you want to edit, click on .
   ✓ The **Configure CPE** page appears.

Label	Explanation
SIP Proxy	This option allows you to select a proxy for this specific device, which is set in autoprovisioning. You have to restore the device during a factory reset for the new setting to take effect.
Don't offer second incoming call	This option is specific for a Yealink device. This option allows you to switch the offer of a second call on or off. An 'in busy' tone will then be heard.
Call waiting alert on 2nd incoming call	This option is specific for a Yealink device. Select **On** if you want a beep to be signalled when a second call comes in.
Display missed calls	This option is specific for a Yealink device. Select **On** if you want missed calls to be displayed.
Enable VLAN	This option enables or disables the VLAN functionality
Phone VLAN ID	Enter the VLAN ID to be activated on the telephone network port (LAN) here.
PC Port VLAN ID	Enter the VLAN ID to be activated on the PC port.

5 Click on **Save**.
✓ Your changes are saved.

11.4.4 Setting the default SIP proxy

You can set which proxy the provisioned devices should use by default for each account. By default, the default setting for the Wholesale account is used.

To set the default SIP proxy

1 If applicable, type in the customer you want to set the default SIP proxy for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Under Network & Security click on **Edit** next to SIP Proxy.
✓ The **Set default SIP proxy** dialogue appears.

Label	Explanation
SIP Proxy	Select the proxy to be used for this account when automatically provisioning the CPEs.
Force setting to existing CPE	With this option, you provision all CPEs of this account with the new SIP proxy setting. For the new setting to take effect, all devices must be rebooted to new.
Reboot devices	This option will reboot all CPEs of this account, new settings will be retrieved from the provisioning server. Devices will not reboot themselves again. If you want to implement the changes made, this option must be checked. If the checkbox is not activated, only the new CPEs will be provided with the settings.

4 Click on **Save**.
✓ The default SIP proxy is saved.

11.5 SIP encryption

SIP encryption is a security mechanism that protects SIP session communications from eavesdropping or tampering. The SIP encryption feature allows you to encrypt communications between your fixed VoIP phones and the Contact platform. When SIP Encryption is enabled, the following two protocols are used:

- TLS (Transport Layer Security)
  TLS is a widely used security protocol designed to facilitate privacy and data security when communicating over the Internet. Within Contact, TLS encrypts the signalling of calls, which can be thought of as the set-up and tear-down part of a call.
- Secure Real-Time
  SRTP is an extension to RTP (Real-Time Transport Protocol) that incorporates enhanced security features. SRTP encrypts the actual audio of the call. Both incoming and outgoing call audio is encrypted.

SIP encryption can only be enabled for VoIP phones supporting TLS and SRTP. For the list of supported devices, see **ü** , page 95.

Enabling SIP encryption in an account
Disabling SIP encryption in an account
Enabling or disabling SIP encryption for a channel or device

11.5.1 Enabling SIP encryption in an account

To enable SIP encryption, it must be enabled in the customer account. Once enabled, SIP encryption can only be enabled for VoIP phones that support TLS/SRTP encryption. When SIP encryption is enabled for a phone, it is re-provisioned and the device connects to the Contact SIP proxy (securevoip.voipoperator.tel, port 5062). All SIP traffic between the phone and the Contact platform will then encrypted with SRTP and TLS.

Phones that do not support TLS/SRTP don’t need to be re-provisioned and will be connected to the unencrypted Contact SIP proxy (mv.voip-operator.eu, port 5080). SIP traffic between these phones and the Contact platform is unencrypted and uses Real-time Transport Protocol (RTP) and Session Description Protocol (SDP).

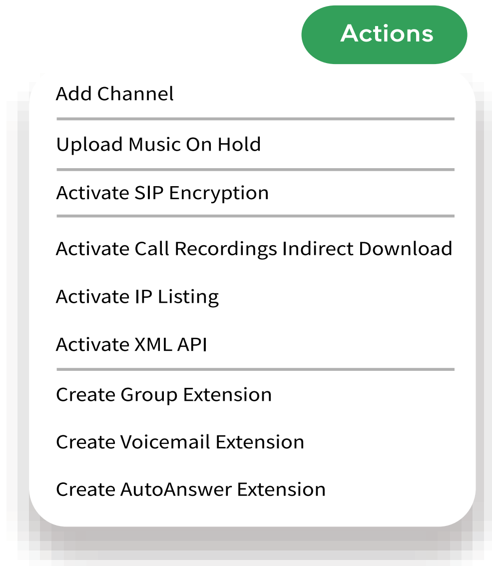
Enabling SIP encryption will require a reboot of the VoIP device.

To enable SIP encryption in an account

1 If applicable, type in the customer you want to enable SIP encryption for in the search bar and click on the customer’s name.
   ✓ The **Customer details** page appears.

2 In the menu click on Contact.
   ✓ The Contact environment appears.

3 Open the **Actions** dropdown menu and click on **Activate SIP Encryption**.



✓ The **Activate SIP Encryption Proxy** dialogue appears.

Label	Explanation
SIP Encryption Proxy	Select which encrypted SIP proxy should be used from the dropdown list.
Force setting to existing CPE	Activate the checkbox if you want the encrypted SIP to be enabled for all channels and devices in the account that support TLS/SRTP encryption.
Set firmware to recommend firmware	Activate the checkbox if you want the firmware on the devices to be updated to the recommended version. This is specified in the CPE firmware management page.

Label	Explanation
Reboot devices	Activate the checkbox if you want the SIP encryption to immediately trigger a reboot of all devices that support TLS/SRTP encryption. If you want to reprovision the devices at a different time, deactivate the checkbox and either manually reboot the devices or update the firmware of the devices in the **CPE Settings** page.

4 Click on **Activate**.
✓ The SIP encryption is activated in the account.

11.5.2 Disabling SIP encryption in an account

You can disable SIP encryption in the customer account.

Disabling SIP encryption will require a reboot of the VoIP device.

To disable SIP encryption

1 If applicable, type in the customer you want to disable SIP encryption for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 In the Detail tab under Network & Security click on **Deactivate** next to Sip Encryption (TLS/SRTP).

4 The **Deactivate SIP encryption** dialogue appears.
✓ Click on **Confirm**.

5 The SIP encryption is disabled in the account.

11.5.3 Enabling or disabling SIP encryption for a channel or device

You can enable or disable SIP encryption for a specific channel or device.

Enabling/Disabling SIP encryption will require a reboot of the VoIP device.

Encrypted SIP can also be enabled when a new device is linked to a channel if the device supports TLS/SRTP encryption.

To enable or disable SIP encryption for a channel or device

1 If applicable, type in the customer you want to enable or disable SIP encryption for in the search bar and click on the customer's name.
✓ The **Customer details** page appears.

2 In the menu click on Contact.
✓ The Contact environment appears.

3 Click on the **Channels** tab.

4 Next to the channel you want to enable the SIP encryption for, click on .
✓ The **Edit channel** page appears.

5 Activate **On** if you want to enable SIP encryption for this channel.
or

6 Activate **Off** if you want to disable SIP encryption for this channel.

7 Click on **Save**.
✓ The SIP encryption is activated for the channel.
✓

11.6 Desk Phones

The **Do not disturb** and **Call forward** functions are supported on desk phones.

11.6.1 Do Not Disturb

Unlike the DND softkey button on the desk phone which only applies to the desk phone on which it is programmed, the Do Not DIsturb (DND) feature is being applied on platform level to all the devices of the user when it is enabled.

> For now the Do-Not-Disturb (DND) feature is only supported on Yealink desk phones. Support for other phone brands will be implemented at a later date.

The DND feature is not using a programmable softkey button but the native DND button on the desk phone. The location and button type depends on the model. See two examples below of the DND button on different Yealink models.

> To avoid confusion it is advised to remove the programmable softkey button, when the DND feature is enabled for a user extension.

> For the DND feature to work on a Yealink desk phone it is required that the configuration of the phone is updated. See *11.6.3 Provisioning the desk phones (CPEs)*, page 98 on how to update the configuration of the desk phone.

DND Configuration

The new DND feature is integrated into Reach. Pressing DND on the phone will be synced to the platform and trigger a Reach status override that activates a configured **Do Not Disturb** status. Next to pressing the DND button on the phone, DND can also be enabled in the desktop and mobile clients by selecting the **Do Not Disturb** status as your active status. Disabling DND on either the desk phone, in the desktop app, or in the mobile app will disable DND for all devices.

To configure the DND feature

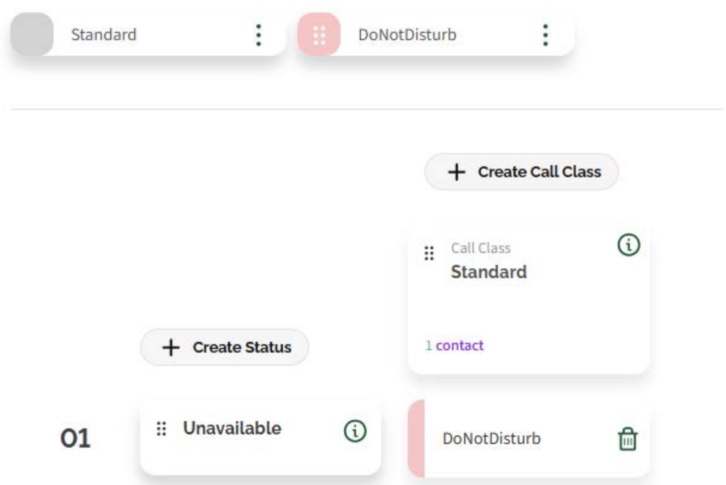
1. Log into the Operator web portal.
2. As an end user click on **Reach** in your user profile dropdown menu.

As an administrator you can access the Reach configuration of users in the **User** overview page.

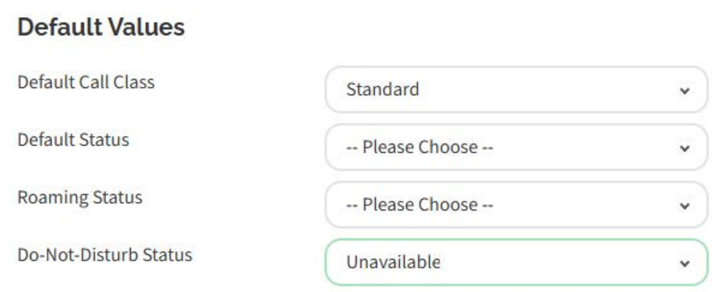
✓ The Reach configuration page opens.

Ensure that at least one status is created with a call class and a profile assigned.

3. If not, create a new Reach status, create a new call class, and create a new profile in which is configured how your incoming calls must be routed when DND is enabled.
4. Assign the new profile to the status or call class.



5. Click on the **Configuration** tab.
6. Under **Default Values** | **Default Call Class** select the call class associated to the DND status and profile. This ensures that default this call class is applied for all incoming calls and when enabled DND will work for all calls.
7. Select in the Do-Not-Disturb Status the status that needs to be enabled when DND is activated.



When you have configured multiple call classes assign for each call class a profile to the Do-Not-Disturb Status, this ensures that DND is applied for every incoming call. You can assign to each call class/Do-Not-Disturb status a different profile, so that depending on who is calling calls can be routed differently when DND is enabled.

Default Reach configuration

When the Reach configuration of a user is cleared, DND will be configured by default. A Standard call class and status, and a DoNotDisturb status and profile will be configured. In the default configuration all incoming calls will be redirected to the voicemail when DND is enabled.

Be aware that by clearing the Reach configuration of a user, the user no longer can configure Reach statuses and contact groups in the Reach app. This cannot be reverted.

The new DND feature is not compatible with the Contact and Status mode in the Reach app. When the Reach configuration of a user is cleared or a new DoNotDisturb status is added, Reach will go into the Matrix mode which results that Reach no longer can be configured in the Reach app and only can be configured in the Operator portal.

11.6.2 Call forward

When a user configures a call forward on a desk phone, this setting will be synced to the platform and applies to all incoming calls and devices of the user.

A call forward override is applied to all devices (including desk phones, mobile phones, and softphones clients in apps) of the user and overrides any other Reach configuration. The call forward override can be disabled on the desk phone, in Operator, in the Desktop client or in the Reach app.

> For now the Call forward feature is only supported on Yealink desk phones. Support for other phone brands will be implemented at a later date.

To configure a call forward on a Yealink desk phone can depend on the Yealink model. For most Yealink models call forward can be enabled in the Menu option under Features and offers three options, Always Forward (= Unconditional forward), Busy Forward, and No Answer Forward. When enabling a call forward on the desk phone, this will be synched to the platform enabling a forward override in Reach.

> Syncing the call forward settings from the Yealink desk phone to the platform requires that the configuration of the phone is updated. See *11.6.3 Provisioning the desk phones (CPEs)*, page 98 on how to update the configuration of the desk phone.

11.6.3 Provisioning the desk phones (CPEs)

For both, the DND and Call Forward features to work on Yealink desk phones, the configuration of the Yealink desk phones need to be updated. This is not automatically triggered and requires a manual action from an administrator.

The easiest way of updating all phones within an account is to update all Yealink phones to the recommend firmware, this will not only update the phone with the latest firmware but will also update the configuration of the phone.

To update all desk phones within an account to the latest firmware

1 Log into the Operator web portal.

2 In the menu click on Contact.

3 Click on **CPE SETTINGS**.
  ✓ The CPE overview page opens.

4 Select the desk phone you which firmware needs to be updated by clicking the checkbox next to it, or select all desk phones by clicking the upper checkbox.

5 Click on **Update To Recommended Firmware**.
  ✓ The selected phones will be rebooted and updated to the latest firmware and the new configuration.

> When the option to update the firmware is not available, for instance when the Yealink phone has the generic DESKTOP phone provisioning profile type, then either change the type to the model of the phone or update the configuration of the phone by disconnecting the CPE from the channel and reconnect it again.

App. A:System extensions

All the system extensions used in Contact are listed here.

12.1 Netherlands

Extension	Explanation
900	Check the status of your login to a CPE
901	Log on to the phone with your user extension, then enter your extension number and PIN
902	Log out from device with your user extension. You will be asked to enter your password, if you are logged in to other devices you will be given the choice to log out from the devices as well.
903	Log in to a queue with your user extension
904	Log out of a queue with your user extension
905	Creating audio recordings to use in other functions of Contact
906	Listen in on a different user extension
907	Possibility to change your password
908	Recording calls offered on other user's phones Dial 908 + number of the ringing device Dial 908 to record calls on any device (this option takes the settings of the privacy group into account)
909	Active call switching If you are logged on to multiple devices and you have an active call, you can transfer the call to one of your other devices by dialling *9 or 909 on the other device. The device starts ringing and when you answer the call, the call is seamlessly transferred to the device.
910	Configuration menu for call forwarding (IVR) to set by user extension
915	Modify numbering plan
920	Voicemail management Access the voicemail of a voicemail extension (e.g. a group voicemail) by entering the voicemail number and password
930	Retrieve a parked call
940	Shomi Personal Assistant
1233	Access your personal voicemail box associated to your Contact and Contact Mobile extensions (depending on your voicemail settings, entering a password may be required)
***6**	Parking the call
***8** ***8 <extension>**	Pick up calls ringing on your colleague's extension • Dial *8 123 to pick up the call ringing on extension 123 • Dial *8 to pick up a call ringing on a random extension
903 + line ID	Retrieve a parked call, The Line ID is the number of the parked call (between 1 and 99)

Extension	Explanation
##	Hold the other party
***#**	Retrieve the other party
##*<extension>#	Transfer without consultation
##<extension>#	Transfer with consultation
#31# <phone number>	Call out anonymously on fixed phones
131 <phone number>	Call out anonymously on mobile phones
#30#, #32# to #39#	Dynamic caller ID (fixed and softphones)
130, 132 to 139	Dynamic caller ID (mobile phones)

12.2 Germany

Extension	Explanation
8800	Check the status of your login to a CPE
8801	Log on to the phone with your user extension, then enter your extension number and PIN
8802	Log out from device with your user extension. You will be asked to enter your password, if you are logged in to other devices you will be given the choice to log out from the devices as well.
8803	Log in to a queue with your user extension
8804	Log out of a queue with your user extension
8805	Creating audio recordings to use in other functions of Contact
8806	Listen in on a different user extension
8807	Possibility to change your password
8808	Recording calls offered on other user's phones Dial 908 + number of the ringing device Dial 908 to record calls on any device (this option takes the settings of the privacy group into account)
8809	Active call switching If you are logged on to multiple devices and you have an active call, you can transfer the call to one of your other devices by dialling *9 or 909 on the other device. The device starts ringing and when you answer the call, the call is seamlessly transferred to the device.
8810	Configuration menu for call forwarding (IVR) to set by user extension
8815	Modify numbering plan
8880	Voicemail management Access the voicemail of a voicemail extension (e.g. a group voicemail) by entering the voicemail number and password
8830	Retrieve a parked call
8840	Shomi Personal Assistant
8888	Access your personal voicemail box associated to your Contact and Contact Mobile extensions (depending on your voicemail settings, entering a password may be required)
***6**	Parking the call

Extension	Explanation
***8** ***8 <extension>**	Pick up calls ringing on your colleague's extension • Dial *8 123 to pick up the call ringing on extension 123 • Dial *8 to pick up a call ringing on a random extension
8803 + line ID	Retrieve a parked call, The Line ID is the number of the parked call (between 1 and 99)
##	Hold the other party
***#**	Retrieve the other party
##*<extension>#	Transfer without consultation
##<extension>#	Transfer with consultation

12.3 Spain

Extension	Explanation
1900	Check the status of your login to a CPE
1901	Log on to the phone with your user extension, then enter your extension number and PIN
1902	Log out from device with your user extension. You will be asked to enter your password, if you are logged in to other devices you will be given the choice to log out from the devices as well.
1903	Log in to a queue with your user extension
1904	Log out of a queue with your user extension
1905	Creating audio recordings to use in other functions of Contact
1906	Listen in on a different user extension
1907	Possibility to change your password
1908	Recording calls offered on other user's phones Dial 908 + number of the ringing device Dial 908 to record calls on any device (this option takes the settings of the privacy group into account)
1909	Active call switching If you are logged on to multiple devices and you have an active call, you can transfer the call to one of your other devices by dialling *9 or 909 on the other device. The device starts ringing and when you answer the call, the call is seamlessly transferred to the device.
1910	Configuration menu for call forwarding (IVR) to set by user extension
1915	Modify numbering plan
1930	Retrieve a parked call
1940	Shomi Personal Assistant
1980	Voicemail management Access the voicemail of a voicemail extension (e.g. a group voicemail) by entering the voicemail number and password

Extension	Explanation
1988	Access your personal voicemail box associated to your Contact and Contact Mobile extensions (depending on your voicemail settings, entering a password may be required)
***6**	Parking the call
***8** ***8 <extension>**	Pick up calls ringing on your colleague's extension • Dial *8 123 to pick up the call ringing on extension 123 • Dial *8 to pick up a call ringing on a random extension
1903 + line ID	Retrieve a parked call, The Line ID is the number of the parked call (between 1 and 99)
##	Hold the other party
***#**	Retrieve the other party
##*<extension>#	Transfer without consultation
##<extension>#	Transfer with consultation

12.4 United Kingdom

Extension	Explanation
8800	Check the status of your login to a CPE
8801	Log on to the phone with your user extension, then enter your extension number and PIN
8802	Log out from device with your user extension. You will be asked to enter your password, if you are logged in to other devices you will be given the choice to log out from the devices as well.
8803	Log in to a queue with your user extension
8804	Log out of a queue with your user extension
8805	Creating audio recordings to use in other functions of Contact
8806	Listen in on a different user extension
8807	Possibility to change your password
8808	Recording calls offered on other user's phones Dial 908 + number of the ringing device Dial 908 to record calls on any device (this option takes the settings of the privacy group into account)
8809	Active call switching If you are logged on to multiple devices and you have an active call, you can transfer the call to one of your other devices by dialling *9 or 909 on the other device. The device starts ringing and when you answer the call, the call is seamlessly transferred to the device.
8810	Configuration menu for call forwarding (IVR) to set by user extension
8815	Modify numbering plan

Extension	Explanation
8880	Voicemail management Access the voicemail of a voicemail extension (e.g. a group voicemail) by entering the voicemail number and password
8830	Retrieve a parked call
8840	Shomi Personal Assistant
8888	Access your personal voicemail box associated to your Contact and Contact Mobile extensions (depending on your voicemail settings, entering a password may be required)
***6**	Parking the call
***8** ***8 <extension>**	Pick up calls ringing on your colleague's extension • Dial *8 123 to pick up the call ringing on extension 123 • Dial *8 to pick up a call ringing on a random extension
8803 + line ID	Retrieve a parked call, The Line ID is the number of the parked call (between 1 and 99)
##	Hold the other party
***#**	Retrieve the other party
##*<extension>#	Transfer without consultation
##<extension>#	Transfer with consultation

12.5 Latvia

Extension	Explanation
900	Check the status of your login to a CPE
901	Log on to the phone with your user extension, then enter your extension number and PIN
902	Log out from device with your user extension. You will be asked to enter your password, if you are logged in to other devices you will be given the choice to log out from the devices as well.
903	Log in to a queue with your user extension
904	Log out of a queue with your user extension
905	Creating audio recordings to use in other functions of Contact
906	Listen in on a different user extension
907	Possibility to change your password
908	Recording calls offered on other user's phones Dial 908 + number of the ringing device Dial 908 to record calls on any device (this option takes the settings of the privacy group into account)
909	Active call switching If you are logged on to multiple devices and you have an active call, you can transfer the call to one of your other devices by dialling *9 or 909 on the other device. The device starts ringing and when you answer the call, the call is seamlessly transferred to the device.

Extension	Explanation
910	Configuration menu for call forwarding (IVR) to set by user extension
915	Modify numbering plan
920	Voicemail management Access the voicemail of a voicemail extension (e.g. a group voicemail) by entering the voicemail number and password
930	Retrieve a parked call
940	Shomi Personal Assistant
999	Access your personal voicemail box associated to your Contact and Contact Mobile extensions (depending on your voicemail settings, entering a password may be required)
***6**	Parking the call
***8** ***8 <extension>**	Pick up calls ringing on your colleague's extension • Dial *8 123 to pick up the call ringing on extension 123 • Dial *8 to pick up a call ringing on a random extension
903 + line ID	Retrieve a parked call, The Line ID is the number of the parked call (between 1 and 99)
##	Hold the other party
***#**	Retrieve the other party
##*<extension>#	Transfer without consultation
##<extension>#	Transfer with consultation
#31# <phone number>	Call out anonymously on fixed phones
131 <phone number>	Call out anonymously on mobile phones
#30#, #32# to #39#	Dynamic caller ID (fixed and softphones)
130, 132 to 139	Dynamic caller ID (mobile phones)

12.6 Denmark

Extension	Explanation
900	Check the status of your login to a CPE
901	Log on to the phone with your user extension, then enter your extension number and PIN
902	Log out from device with your user extension. You will be asked to enter your password, if you are logged in to other devices you will be given the choice to log out from the devices as well.
903	Log in to a queue with your user extension
904	Log out of a queue with your user extension
905	Creating audio recordings to use in other functions of Contact
906	Listen in on a different user extension
907	Possibility to change your password
908	Recording calls offered on other user's phones Dial 908 + number of the ringing device Dial 908 to record calls on any device (this option takes the settings of the privacy group into account)

Extension	Explanation
909	Active call switching If you are logged on to multiple devices and you have an active call, you can transfer the call to one of your other devices by dialling *9 or 909 on the other device. The device starts ringing and when you answer the call, the call is seamlessly transferred to the device.
910	Configuration menu for call forwarding (IVR) to set by user extension
915	Modify numbering plan
920	Voicemail management Access the voicemail of a voicemail extension (e.g. a group voicemail) by entering the voicemail number and password
930	Retrieve a parked call
940	Shomi Personal Assistant
999	Access your personal voicemail box associated to your Contact and Contact Mobile extensions (depending on your voicemail settings, entering a password may be required)
***6**	Parking the call
***8** ***8 <extension>**	Pick up calls ringing on your colleague's extension • Dial *8 123 to pick up the call ringing on extension 123 • Dial *8 to pick up a call ringing on a random extension
903 + line ID	Retrieve a parked call, The Line ID is the number of the parked call (between 1 and 99)
##	Hold the other party
***#**	Retrieve the other party
##*<extension>#	Transfer without consultation
##<extension>#	Transfer with consultation
#31# <phone number>	Call out anonymously on fixed phones
131 <phone number>	Call out anonymously on mobile phones
#30#, #32# to #39#	Dynamic caller ID (fixed and softphones)
130, 132 to 139	Dynamic caller ID (mobile phones)

12.7 Finland

Extension	Explanation
900	Check the status of your login to a CPE
901	Log on to the phone with your user extension, then enter your extension number and PIN
902	Log out from device with your user extension. You will be asked to enter your password, if you are logged in to other devices you will be given the choice to log out from the devices as well.
903	Log in to a queue with your user extension
904	Log out of a queue with your user extension
905	Creating audio recordings to use in other functions of Contact
906	Listen in on a different user extension

Extension	Explanation
907	Possibility to change your password
908	Recording calls offered on other user's phones Dial 908 + number of the ringing device Dial 908 to record calls on any device (this option takes the settings of the privacy group into account)
909	Active call switching If you are logged on to multiple devices and you have an active call, you can transfer the call to one of your other devices by dialling *9 or 909 on the other device. The device starts ringing and when you answer the call, the call is seamlessly transferred to the device.
910	Configuration menu for call forwarding (IVR) to set by user extension
915	Modify numbering plan
920	Voicemail management Access the voicemail of a voicemail extension (e.g. a group voicemail) by entering the voicemail number and password
930	Retrieve a parked call
940	Shomi Personal Assistant
999	Access your personal voicemail box associated to your Contact and Contact Mobile extensions (depending on your voicemail settings, entering a password may be required)
***6**	Parking the call

Extension	Explanation
***8** ***8 <extension>**	Pick up calls ringing on your colleague's extension • Dial *8 123 to pick up the call ringing on extension 123 • Dial *8 to pick up a call ringing on a random extension
903 + line ID	Retrieve a parked call, The Line ID is the number of the parked call (between 1 and 99)
##	Hold the other party
***#**	Retrieve the other party
##*<extension>#	Transfer without consultation
##<extension>#	Transfer with consultation
#31# <phone number>	Call out anonymously on fixed phones
131 <phone number>	Call out anonymously on mobile phones
#30#, #32# to #39#	Dynamic caller ID (fixed and softphones)
130, 132 to 139	Dynamic caller ID (mobile phones)

App. B:Devices

All the supported devices in Contact are listed here. The following table provides an overview of the supported features for various device models, including auto provisioning, SIP encryption (TLS/SRTP), distinctive ring tones, and OPUS codec support.

Device model	Auto Provisioning	SIP Encryption (TLS/SRTP)	Distinctive Ring Tones	OPUS Codec
Aastra 51i	Supported	Not supported	Supported	Not supported
Aastra 53i	Supported	Not supported	Supported	Not supported
Aastra 55i	Supported	Not supported	Supported	Not supported
Aastra 57i	Supported	Not supported	Supported	Not supported
Aastra 6730i	Supported	Not supported	Supported	Not supported
Aastra 6731i	Supported	Not supported	Supported	Not supported
Aastra 6735i	Supported	Not supported	Supported	Not supported
Aastra 6737i	Supported	Not supported	Supported	Not supported
Aastra 6739i	Supported	Not supported	Supported	Not supported
Aastra/Mitel 6863i	Supported	Not supported	Supported	Not supported
Aastra/Mitel 6865i	Supported	Not supported	Supported	Not supported
Aastra/Mitel 6867i	Supported	Not supported	Supported	Not supported
Aastra/Mitel 6869i	Supported	Not supported	Supported	Not supported
Aastra/Mitel 6873i	Supported	Not supported	Supported	Not supported
Auerswald COMFortel D-110	Supported	Supported	Not supported	Supported
Auerswald COMFortel D-210	Supported	Supported	Not supported	Supported
Auerswald COMFortel D-400	Supported	Supported	Not supported	Supported
Auerswald COMFortel D-600	Supported	Supported	Not supported	Supported
Auerswald COMfortel WS-500	Supported	Supported	Not supported	Not supported
Gigaset DEx series	Supported	Not supported	Not supported	Not supported

Device model	Auto Provisioning	SIP Encryption (TLS/SRTP)	Distinctive Ring Tones	OPUS Codec
Gigaset N300A IP DECT Base station	Supported	Not supported	Not supported	Not supported
Gigaset N510 IP Pro DECT Base station	Supported	Not supported	Not supported	Not supported
Gigaset N530 IP Pro	Supported	Supported	Not supported	Not supported
Gigaset N720 IP Pro	Supported	Not supported	Not supported	Not supported
Gigaset NX70 IP Pro	Supported	Supported	Not supported	Not supported
Mitel 6905	Supported	Supported	Supported	Supported
Mitel 6910	Supported	Supported	Supported	Supported
Mitel 6915	Supported	Supported	Supported	Supported
Mitel 6920w	Supported	Supported	Supported	Supported
Mitel 6930w	Supported	Supported	Supported	Supported
Mitel 6940w	Supported	Supported	Supported	Supported
Yealink CP860	No longer supported	Supported	Supported	Not supported
Yealink Desktop phone	Depends on the Yealink model (see the other entries in this table)	Not supported	Supported	Not supported
Yealink T19P	No longer supported	Supported	Supported	Not supported
Yealink T19P-E2	Supported (FW 53.83.188.13 or higher)	Supported	Supported	Not supported
Yealink T40G	Supported (FW 76.83.188.14 or higher)	Supported (FW 76.83.188.6 or higher)	Supported	Not supported
Yealink T40P	Supported (FW 54.83.188.13 or higher)	Supported (FW 54.83.188.6 or higher)	Supported	Not supported
Yealink T41P	No longer supported	Supported (FW 36.83.188.6 or higher)	Supported	Not supported
Yealink T41S (Lydis FW)	Supported	Supported (FW 66.83.188.6 or higher)	Supported	Not supported

Device model	Auto Provisioning	SIP Encryption (TLS/SRTP)	Distinctive Ring Tones	OPUS Codec
Yealink T41S (Enreach FW)	Supported	Supported	Supported	Not supported
Yealink T42G	No longer supported	Supported (FW 29.83.188.6 or higher)	Supported	Not supported
Yealink T42S (Enreach FW)	Supported	Supported	Supported	Not supported
Yealink T42S (Lydis FW)	Supported	Supported (FW 66.83.188.6 or higher)	Supported	Not supported
Yealink T46G	No longer supported	Supported (FW 28.83.188.6 or higher)	Supported	Not supported
Yealink T46S (Lydis FW)	Supported	Supported (FW 66.83.188.6 or higher)	Supported	Not supported
Yealink T46S (Enreach FW)	Supported	Supported	Supported	Not supported
Yealink T48G	No longer supported	Supported (FW 35.83.188.6 or higher)	Supported	Not supported
Yealink T48S (Lydis FW)	Supported	Supported (FW 66.83.188.6 or higher)	Supported	Not supported
Yealink T48S (Enreach FW)	Supported	Supported	Supported	Not supported
Yealink T49G	No longer supported	Supported	Supported	Not supported
Yealink T52S	No longer supported	Not supported	Supported	Not supported
Yealink T53 (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T53 (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T53W (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T53W (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T54S	No longer supported	Not supported	Supported	Supported
Yealink T54W (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T54W (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T57W (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T57W (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T73U (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T73U (Enreach FW)	Supported	Supported	Supported	Supported

Device model	Auto Provisioning	SIP Encryption (TLS/SRTP)	Distinctive Ring Tones	OPUS Codec
Yealink T73W (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T73W (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T74U (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T74U (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T74W (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T74W (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T77U (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T77U (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T85W (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T85W (Enreach FW)	Supported	Supported	Supported	Supported
Yealink T87W (Lydis FW)	Supported	Supported	Supported	Supported
Yealink T87W (Enreach FW)	Supported	Supported	Supported	Supported
Yealink W52P	Supported (FW 25.81.188.12 or higher)	Supported	Unkown	Not supported
Yealink VP530	No longer supported	Supported	Supported	Not supported
Yealink W60B	Supported	Supported	Supported	Supported

Some Yealink models have additional firmware requirements. Using older firmware versions for these models will cause these phones to stop working when SIP encryption is enabled. Before enabling SIP encryption for these phone models, ensure that the phones are updated to the latest firmware.

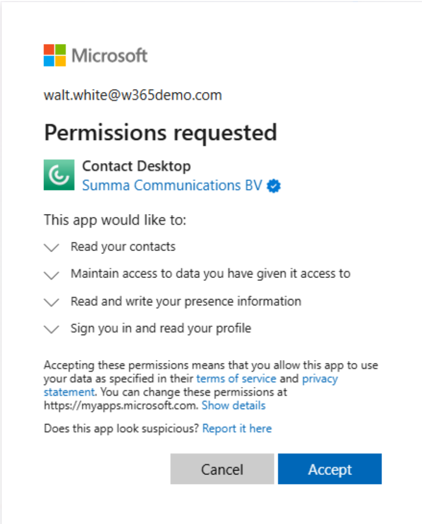
If the Yealink Desktop phone is provisioned with the generic Yealink Desktop profile, SIP encryption is not supported. Switch to another Yealink provision profile if you want to use SIP encryption.

App. C:Permissions

It may be necessary for the administrator to make settings or grant permissions outside the Contact environment so that users can use Contact Apps without restrictions.

C.1 Microsoft 365 Single Sign On

Users can log in with a microsoft work account on the Contact apps like Contact Desktop, Qboard or Contact App for Microsoft Teams. The user needs to accept the permission request of the app.

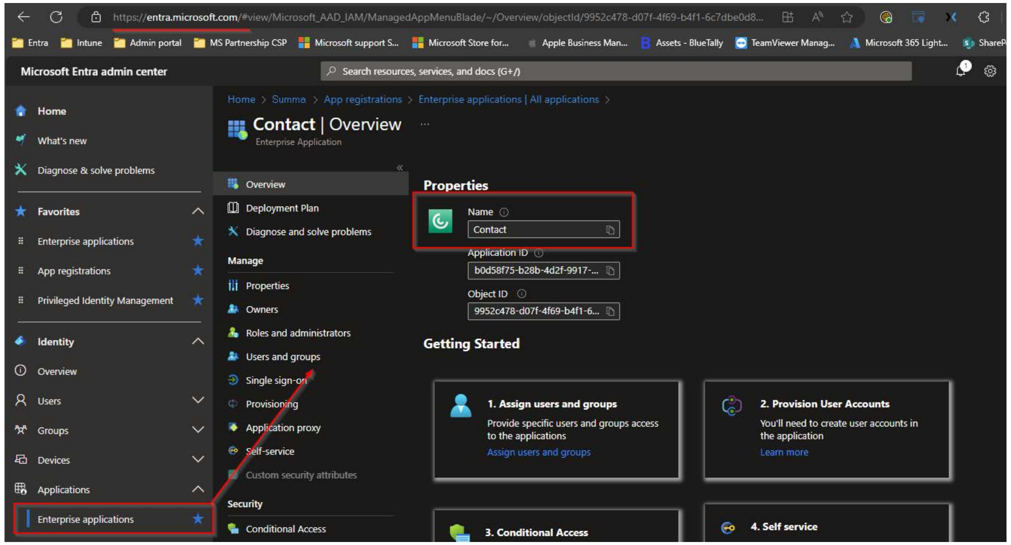


As the administrator you need to grant permissions in the Microsoft Entra Admin Center.

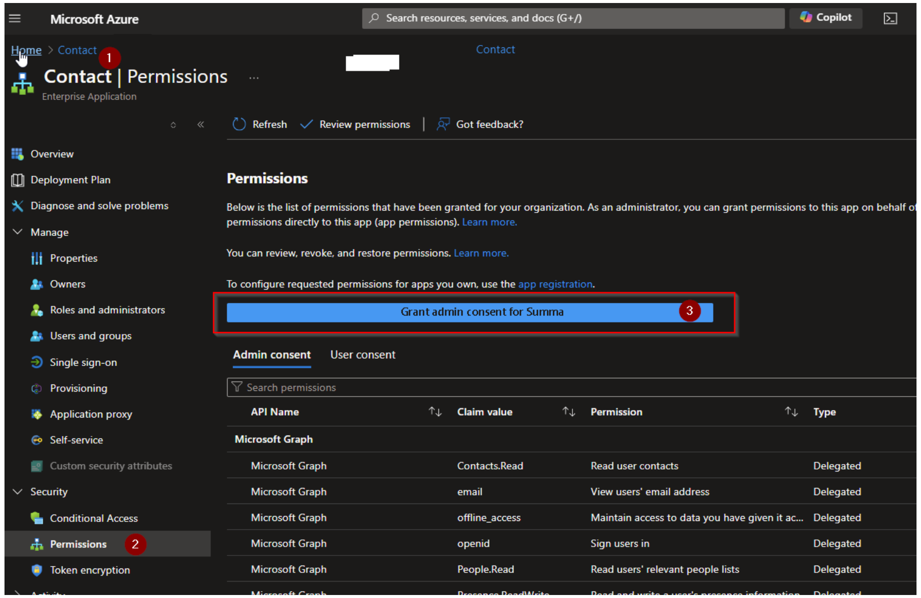
> ⚠ Please note that the steps described below may vary depending on the current status and changes in the Microsoft Entra admin centre.

To assign a user to a Contact application

1. Sign in to the Microsoft Entra admin center as at least a Cloud Application Administrator.
2. Click on **Identity** | **Application** | **Enterprise applications**.
3. Under **Manage** click on **Users and groups**
   ✓ In Entra AD an application is created in your Microsoft Tenant with the user that logged in.



4. Under **Security** click on **Persmissions**
5. Click on **Grant admin consent for** Summa to grant app persmissions and admin consent on the app, for the app to read the user data that is needed to work properly.



Overview of all admin permissions that are required for full feature scope under **Admin consent**:

Claim value	Permission
Contact.Read	Read user contacts
email	View users’ email address
offline_access	Maintain access to data you have given it access to
openid	Sign users in
People.Read	Read users’ relevant people lists
Presence.ReadWrite	Read and write a users presence information
profile	View users’ basic profile
User.Read	Sign in and read user profile
User.ReadBasic.All	Read all users basic profiles
User.Read.All	Read all users full profiles

Overview of all user permissions that are required for full feature scope under **User consent**:

Claim value	Permission
openid	Sign users in
profile	View users’ basic profile
offline_access	Maintain access to data you have given it access to
Contact.Read	Read user contacts
People.Read	Read users’ relevant people lists
Calendars.ReadWrite	Have full access to user calendars
User.ReadBasic.All	Read all users’ basic profiles
Presence.ReadWrite	Read and write a users presence information
email	View users’ email address
User.Read	Sign in and read user profile
Presence.Read	Read users presence information