



ADMITAL WEB MANUAL

Summary

Admital Web manual for the administration och IVR platform Datatal Flexi.
For more information about the product visit www.datatal.se

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1 About AdmiTal Web and Flexi

Flexi is a user friendly advanced configurable IVR and fax system for CTI applications a.k.a. computer aided telephony.

Flexi offers functionality for simple ACD queue, advanced Call Centre, time booking system, diversion, conference, fax functions, IVR functions, connection to Microsoft Exchange, mobile applications and more. Flexi can be connected to the public switched telephone network (PSTN) and a number of different PBX's.

In Flexi you get an IVR system with a lot of functionality that is easy to handle.

AdmiTal Web is a web based graphical interface for you who have been tasked with administrating and maintaining the Flexi system. Thanks to the web based graphical interface you can access the system from any computer without the need to install an administrative tool. You just need access to your computer network.

Several users can work with AdmiTal Web at the same time without disturbing each other, should more than one user open the same form and make changes the one who saves last "wins".

Different types of users can work with AdmiTal Web, each user has its own authorisation for the different parts of the system. One user can be authorised for statistics and will then be able to access that but nothing else. All of this to ensure that none of the settings are altered by mistake.

AdmiTal Web is a powerful tool for administration and maintenance of your IVR system.

We wish you good luck with your work!

2 Network

Incomming to Flexi server

Service	Port
Presentity Mobil applikation	80 (http)
Presentity Mobil applikation (secure connection)	443(https)
Presentity Mobil applikation favorite status port	9692 TCP
Presentity web	80 (http)
Datatal Exchange connector (notification from Exchange server)	13317 TCP
Datatal CTStack (SIP)	5060 (ifrån PBX)TCP/UDP
Datatal CTStack (RTP)	40000-50000 UDP
Datatal Active State (if operator is used)	13404 TCP

Outgoing from Flexi server

Service	Port
License manager, Voicemanager	80/443 (http/https) till IP 82.115.148.0/24
Datatal Exchange connector	80 (EWS mot Exchange)
Datatal CTStack (SIP)	5060 (mot PBX) TCP/UDP
Datatal CTStack (RTP)	Sätts i PBX, UDP

3 To log in

To get to the log in page you find a shortcut among the “Favourites” in the web browser of the server where “Flexi” is installed.

To be able to log in to the system you require an account with username and password. Contact your system administrator to get these. Your account is assigned a certain level of authorisation that determines which things you can do in the system.

To work with the system you need a web browser. You can use Microsoft Internet Explorer, Mozilla Firefox or Google Chrome. You also need to be connected to the same computer network as the system.

Start your web browser and type the name or IP address to the server where the system is installed (you get this information from your system administrator).

You will now see the following log in page:

flexi AdmiTal

Hjälp

Logga på

Användar-ID:

Lösen:

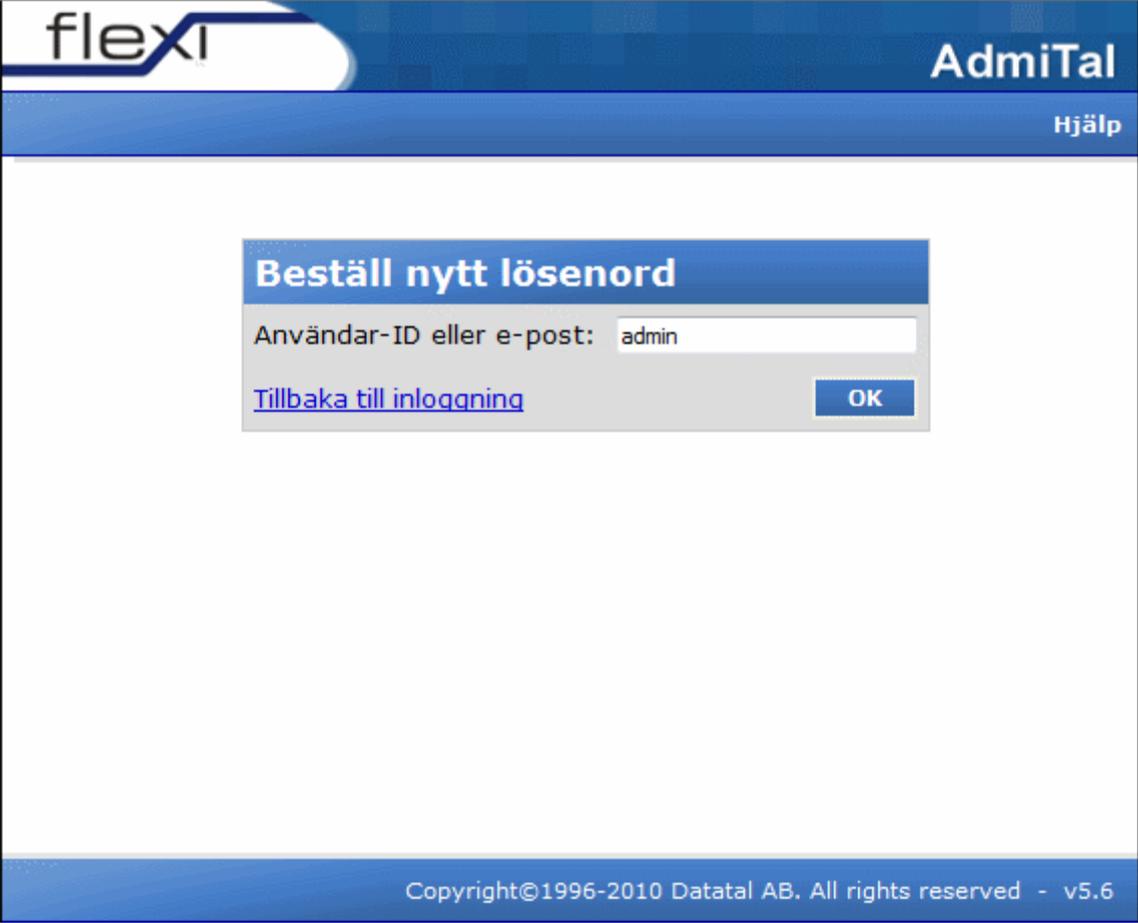
[Glömt lösenord?](#)

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Enter username and password, click “OK”.

3.1 Forgotten password

If you have forgotten your password for logging in to AdmiTal Web you can easily get a new by clicking the link Forgotten password "[Glömt lösenord?](#)". Enter your e-mail address or user id and click "OK". A link will be sent to you via e-mail. To use this feature a SMTP server is required.



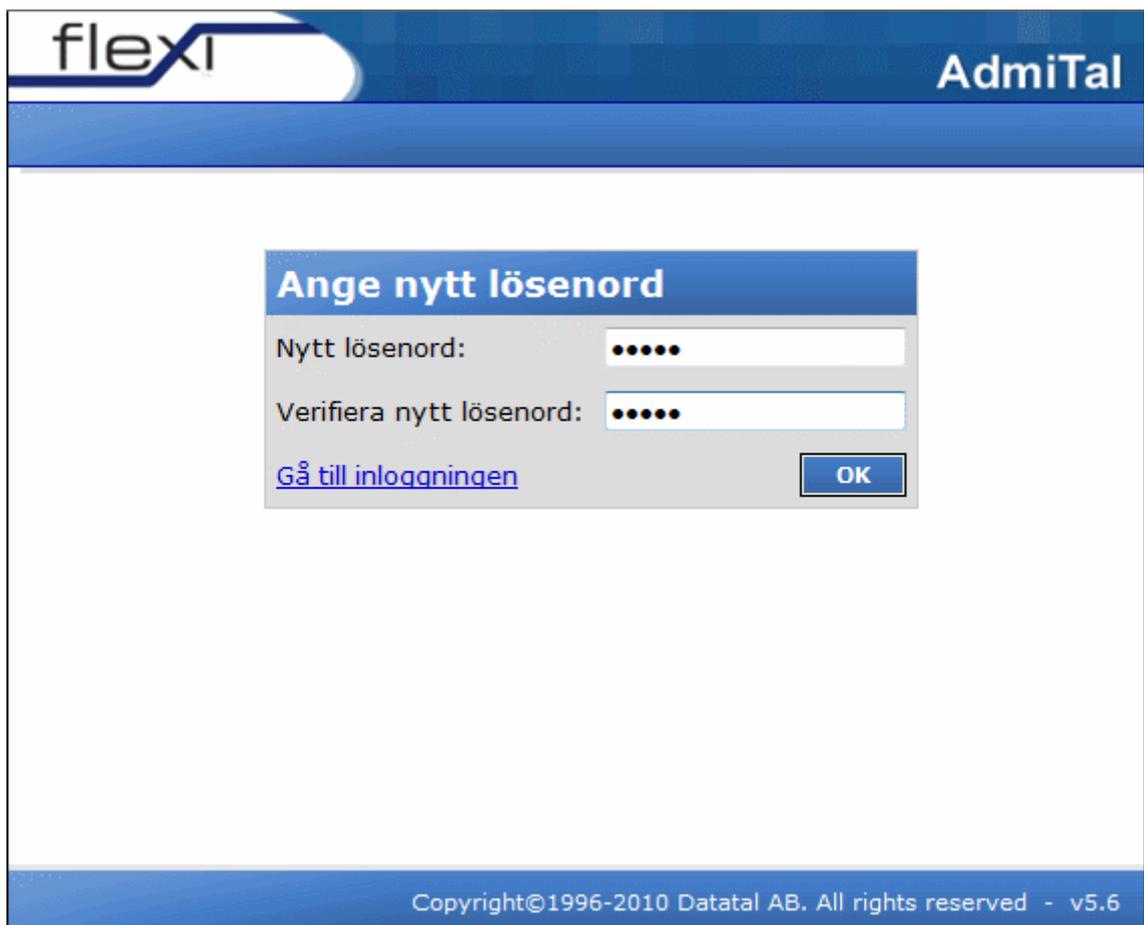
The screenshot shows the AdmiTal web interface. At the top left is the 'flexi' logo, and at the top right is the 'AdmiTal' logo with a 'Hjälp' link. The main content area features a form titled 'Beställ nytt lösenord'. The form has a text input field labeled 'Användar-ID eller e-post:' with the value 'admin' entered. Below the input field is a blue button labeled 'OK' and a blue link labeled 'Tillbaka till inloggning'. At the bottom of the page, there is a copyright notice: 'Copyright©1996-2010 Datatal AB. All rights reserved - v5.6'.

You will receive an e-mail with a link similar to the illustration below. Click the link to get to the web page where you will be asked to choose a new password.

Klicka på bifogad länk för komma till sidan där du kan skriva in ditt nya lösenord. Har du inte begärt ett nytt lösenord så kan du bortse från detta mail.

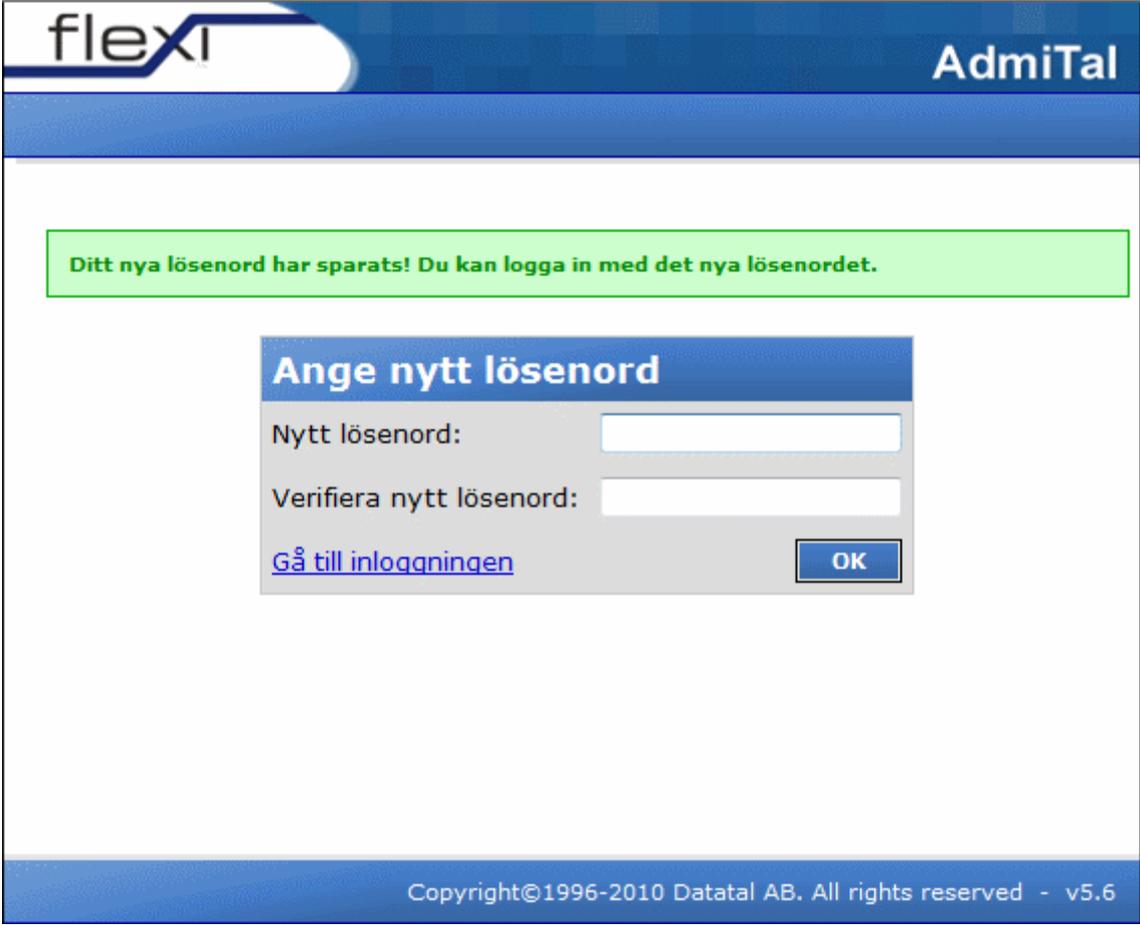
http://clancy/admin/p_main/new_pass.php?uid=1&hash=bcf993222d8f5724ace1b9ddd6f4c4

Enter a new password plus verify the new password and press "OK".



The screenshot shows a web interface for changing a password. At the top left is the 'flexi' logo, and at the top right is 'AdmiTal'. The main content area has a blue header with the text 'Ange nytt lösenord'. Below this header are two input fields: 'Nytt lösenord:' and 'Verifiera nytt lösenord:', both containing five black dots. Below the input fields is a blue link 'Gå till inloggningen' and a blue 'OK' button. At the bottom of the page, there is a blue footer with the text 'Copyright©1996-2010 Datatal AB. All rights reserved - v5.6'.

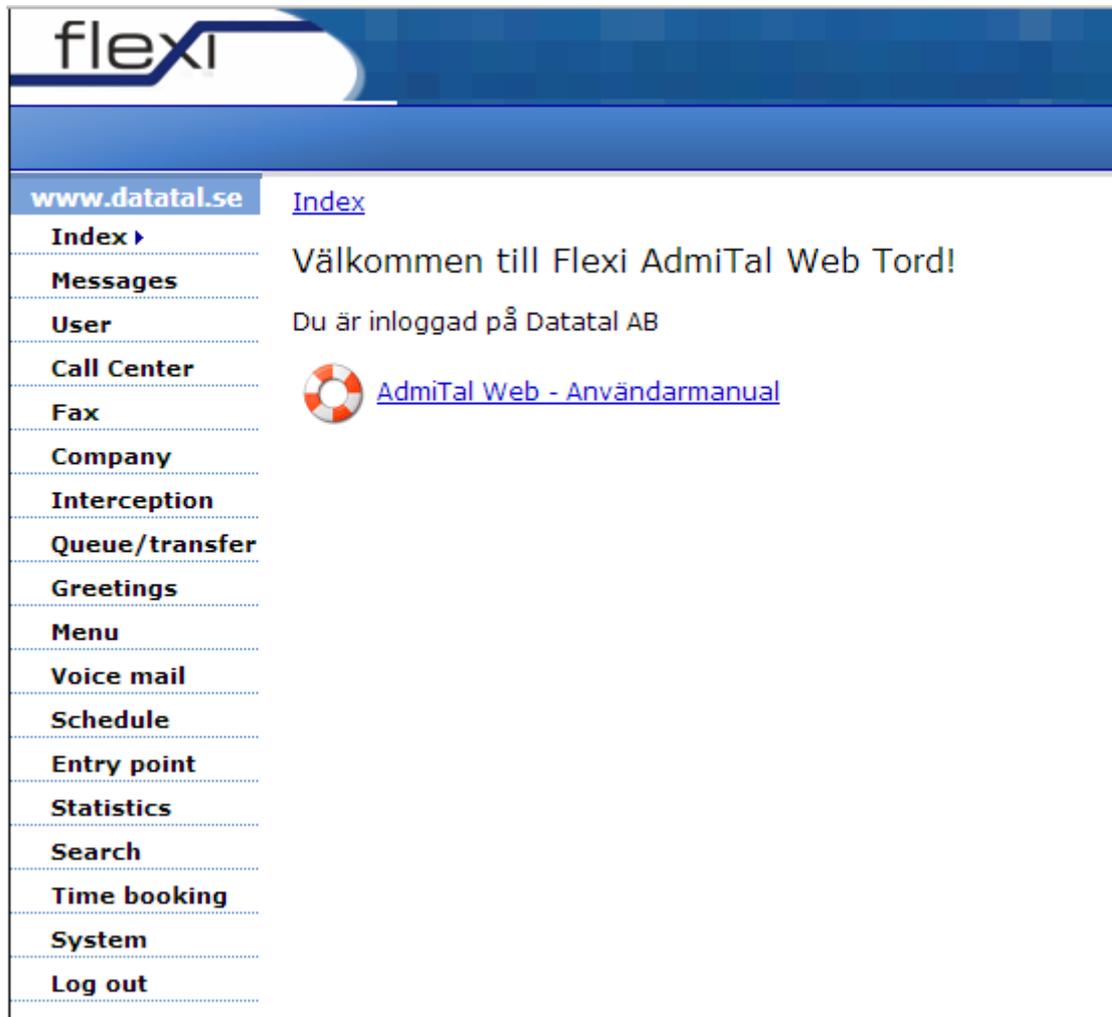
Your new password has been saved. Click the link Go to log in page "[Gå till inloggningen](#)" to log in with your new password.



The screenshot shows a web interface for 'flexi AdmiTal'. At the top left is the 'flexi' logo, and at the top right is the text 'AdmiTal'. A green message box contains the text: 'Ditt nya lösenord har sparats! Du kan logga in med det nya lösenordet.' Below this is a form titled 'Ange nytt lösenord' with two input fields: 'Nytt lösenord:' and 'Verifiera nytt lösenord:'. A blue link '[Gå till inloggningen](#)' is located below the first input field, and a blue 'OK' button is to the right of the second input field. The footer contains the text: 'Copyright©1996-2010 Datatal AB. All rights reserved - v5.6'.

4 Index

When you log in you will see a page similar to the one below. In the left hand menu you choose which feature you wish to edit.



The screenshot shows the Flexi AdmiTal Web interface. At the top left, the URL www.datatal.se is displayed. The main navigation menu on the left lists the following options: Index (with a right-pointing arrow), Messages, User, Call Center, Fax, Company, Interception, Queue/transfer, Greetings, Menu, Voice mail, Schedule, Entry point, Statistics, Search, Time booking, System, and Log out. The main content area on the right displays the following text: "Index" (with a blue underline), "Välkommen till Flexi AdmiTal Web Tord!", "Du är inloggad på Datatal AB", and a link "AdmiTal Web - Användarmanual" accompanied by a lifebuoy icon.

Which program modules/features you see in the left hand column, "Index", depends on which user category you are logged in as and which program licenses that are registered in the system.

In the top row you have an option to choose/change which company to administrate, this is only possible if the system have the program module "Companies" and/or the system is divided in different companies and that you as user have the permission to change company.

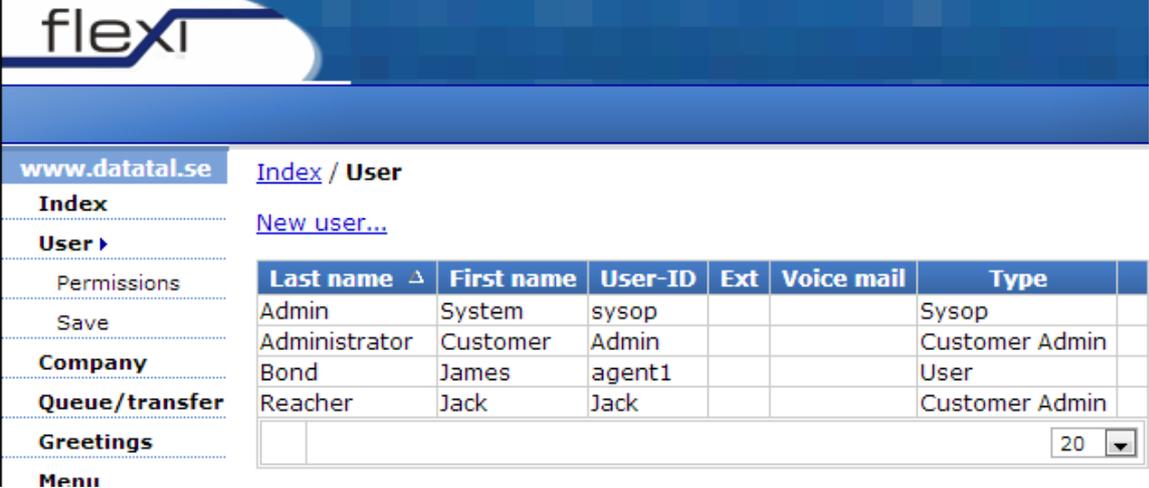
In the top right hand corner you will find a search field which can be used to quickly get to a specific feature in the system or for instance finding a user.

No matter where you are in AdmiTal Web you will always find "Help" in the top right hand corner which is a link to the AdmiTal Web user manual.

When you choose a feature in the left hand menu a list or a form will appear depending on the chosen feature.

5 User

When you click “User” you will see a list similar to this that lists every user in the system.



The screenshot shows the flexi user management interface. The top navigation bar includes the flexi logo and the URL www.datatal.se. The main content area displays the 'Index / User' page with a 'New user...' link. A table lists users with columns for Last name, First name, User-ID, Ext, Voice mail, and Type. A dropdown menu at the bottom right shows '20' items per page.

Last name Δ	First name	User-ID	Ext	Voice mail	Type
Admin	System	sysop			Sysop
Administrator	Customer	Admin			Customer Admin
Bond	James	agent1			User
Reacher	Jack	Jack			Customer Admin

Here you can sort users by last name, first name, user id, extension, voice mail type or user type.

If the system contains many users they are displayed on several pages. You change page by clicking “Next” or the number of the page you want. You can also choose how many users you want to view per page by selecting this in the drop down menu at the bottom right hand corner of the page.

To sort users you click the desired column headline which lets you sort in rising or falling order. An arrow shows which column controls the sorting and if the sorting is done in rising or falling order. If you wish to add a new user you click “New user...”. If you wish to edit an existing user you click on the user in the list.

In the list you can see if a user is deleted. You will then see a “D” in the column at the right hand side and the user will be deleted shortly. The user’s audio files and settings will also be deleted at the same time.

5.1 New user/Edit user

By clicking “New user...” or on an existing user in the main menu “User” a form will open as shown below. To the left in the form a series of “tabs” are shown. Click the tab you wish to edit and the settings for that tab will be shown on the right of the form. Chosen tab is also visible in the blue field above the form.

5.1.1 User

The tab states general information about the user. The information fields in the tab “Phone” are dynamic and can be adjusted if necessary. Contact your Flexi support if needed.

- Last name:** Enter the user’s last name.
- First name:** Enter the user’s first name.
- E-mail:** Enter the user’s e-mail address. The e-mail address is used for recitation in the IVR system and for notification via e-mail.
- Company:** Choose which company the user belong to. You can read about company in the chapter [‘Company’](#).
- Calendar integration:** Choose this option if the user should have access to the feature calendar integration which means that the user can control diversions from Outlook calendar.
- Extension:** Enter the user’s extension.

- Message lamp:** Choose this if the user should have access to the feature message lamp which means that the user is notified of a waiting message by message lamp or a specific ring tone.
- Schedule:** Choose if, and in that case, which schedule the user should use. A schedule closes the user's extension automatically with a predefined diversion code. Read more in the chapter ['Schedule'](#).
- Web language:** Choose the user's language in the AdmiTal Web.
- Voice mail language:** Choose the user's default language in the voice mail/IVR.

5.1.2 Log on

The tab specifies user type and log in. Note that you can't create/change a user with higher access level than you.

- User type:** Choose the user's user type. The user type specifies which access level the user gets in the system.
- User-ID:** Enter a user-ID for the user. User-ID is used at log in to the Flexi AdmiTal Web.
- Domain name:** Coming feature.
- Password:** Enter a password for the user's log in to AdmiTal Web and the Operator Web (Time booking).
- Log on:** Here you see the number of failed log on attempts made. With the drop down you reopen a disabled account. You can also deliberately disable the account if for instance the user's employment has ended.

5.1.3 Data

The “Data” tab allows you as System administrator to add dynamic fields that becomes searchable in AdmiTal Web and Presentity Web.

The screenshot shows a web interface for configuring user data. On the left is a vertical menu with options: User, Logon, Data (highlighted), Phone, Links, Voice mail, Fax, Image, and Routes. The main area has a blue header labeled 'Data'. Below the header are four input fields: 'Department:', 'Location:', 'Title:', and 'Distinguish' (with a dropdown menu showing '[not used]'). At the bottom right are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

5.1.4 Phone

This tab specifies the user’s phone numbers. These fields are dynamic and can be adjusted. Contact your Flexi support if needed. The data in these fields can be used to connect calls via your voice mail menu.

The screenshot shows a web interface for configuring user phone numbers. On the left is a vertical menu with options: User, Logon, Data, Phone (highlighted), Links, Voice mail, Fax, Image, and Routes. The main area has a blue header labeled 'Phone'. Below the header are ten input fields: 'Medlem:', 'PSTN:', 'Fax nr:', 'Pager:', 'Alt. tele:' (with the value '3024'), 'Destination:', 'Stand-in:', 'Colleague:', 'Home:', and 'Mobile:'. At the bottom right are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

- Fax nr:** Enter the user's fax number. The number can be recited in the IVR.
- Minicall:** Enter the user's MiniCall number. The number can be recited in the IVR.
- Alt. tele:** Enter an alternative phone number to the primary extension, for instance an office in a different location.
- Destination:** Enter the number for a destination to which you wish to divert calls. The number can be recited in the IVR.
- Stand-in:** Enter the number to the user's potential stand in. The number can be recited in the IVR.
- Colleague:** Enter the number for the user's colleague. The number can be recited in the IVR.
- Home:** Enter the number for the user's home phone. The number can be recited in the IVR.
- Mobile:** Enter the user's mobile phone number. The number is used for recitation in the voice mail and for message notification via SMS.
- TIP!:** You can control recitation of phone numbers by entering the number with or without spaces and hyphens. For instance 08-12 34 56 is recited as 'zero eight – twelve – thirty four – fifty six' while 08-123 456 is recited as 'zero eight – one hundred twenty three – four hundred fifty six'. If the number is entered without spaces or hyphens (08123456) it is recited according to a built in rule; Area code – 2 – 2 – 2, area code – 3 – 2, area code – 3 – 2 – 2 or area code – 3 – 3 – 3.

5.1.5 Voice mail

This tab specifies if the user shall have a personal voice mail and if so what type of voice mail.

- Voice mail:** Check this option if the user shall have a personal voice mail.
- Voice mail type:** Choose which predefined voice mail type the user shall have. Read about creating or editing voice mail types in the chapter ['Voice mail types'](#).
- Log on:** Here you see the number of failed log on attempts made. With the drop down you reopen a disabled account. You can also deliberately disable the account if for instance the user's employment has ended.
- Personal greeting activated:** Flexi offers 3 different levels of controlling personal greetings; Personal greeting not allowed, one (1) greeting where the user is required to record a new personal greeting each time or 1-9 different greetings in a library where the user can switch without having to record each time. Which level a user has is controlled by the voice mail type and automatically changes which settings that are available in the form. In the example above you see the text "Personal greeting not allowed". If the voice mail type allows the user to have a personal greeting a check box for activating that is shown.
- Speed listening of messages:** Check this option if the user should get messages played back immediately when calling the voice mail without selecting any menu options.
- Checked is recommended!**

- Send message as mail:** Check this option to get voice mail messages as an audio file attached to an e-mail.
- PIN:** Enter the user's password for logging in to the voice mail. Default setting is four zero's that the user is prompted to change at the first log in.
- Do not play name:** Even if the user's name is recorded you can check the option "Do not play name" and extension will be read. This feature is often used temporarily when a user changes extension before the name audio files are changed or updated in the system.
- Generate name:** Check this option if the user's name audio file which is being read in the voice mail should be automatically generated.

5.1.6 Fax

The tab "Fax" is only used if the feature Mail2Fax is installed. Mail2Fax is a feature allowing a user to send fax from their e-mail client.

- Mail2Fax:** Check this option to activate Mail2Fax for this user.
- Number of retries:** Specifies the number of retries that should be made for an outgoing fax in the event of a failed attempt, for instance at busy.

Pause between retries:	Specifies the number of minutes between attempts.
Priority:	Specifies the priority of the outgoing fax when there is a queue. Priority 0 = lowest, 10 = highest.
From text:	Specifies the text shown at the top of every outgoing fax page.
Own area code:	Enter the area code of the user. This allows the system to know which area code a fax is sent from.
Delay before start:	This specifies the delay between an e-mail is sent to the system and the fax is sent to the recipient. This is used to get a possibility to stop an outgoing fax.
Send first fax to:	Enter a fax number if a "first fax" always should be sent to for instance the sender for verification. Normally only used when sending a fax to a big number of recipients.
Validate IP address:	Check this option if the IP address of the senders e-mail server should be used to validate the sender.
Allow user to administrate:	Check this option if the user should be allowed to administrate settings.
Send faxmail in Fine-Mode:	Check this option if outgoing fax should be sent in Fine Mode, i.e. with higher resolution.
Reports: at successful faxmail:	Check this option if the user would like a delivery report after a successful sending.
Reports: at unsuccessful faxmail:	Check this option if the user would like a delivery report after an unsuccessful sending.
Reports: Import attention:	Check this option if the user would like each recipient to be included in the delivery report.

5.1.7 Image

In the tab "Image, you as an administrator, can upload a picture of the user which then becomes visible in for instance the search results in Presentity Web.



- Upload picture...:** Click the link and choose a picture to upload. The picture should be in the format 128x128 pixels for best quality.
- Delete picture:** Click the link to delete an uploaded picture.

5.1.8 Save

Click User and then Save;

Save user

Remaining fields:

- Mobile
- Stand-in
- Home
- Colleague
- Destination
- Fax nr
- Pager
- Alt. tele

With this you can export the user data of all users to a text file. Check the boxes for the information you wish to export and click the "Save" button. In addition to the optional data the following data are also exported; Last name, First name, User name, e-mail address, extension and voice mail type.

This data is valuable when you need an over view of all users to for instance see which voice mail types they have or if there are data missing.

TIP! You can easily import the data to Microsoft Excel from the text file you created. In Microsoft Excel you can sort the data add columns etc.

6 Call Centre

Flexi Call Centre offers advanced queue management for incoming telephone calls. All cases are presented via a graphical interface in a joint queue for the "Agent". Via a scoring function all cases are prioritized by queue and skill of the logged in "Agents". An unlimited number of CC queues can be set up in the system.

6.1 Queue scoring

The advanced function for queue scoring gives great possibilities and variations. The principle for scoring is very simple and based on 5 parameters; queuing time, queue points, agent points, agent skill and customer points. The one who have been queuing the longest in a queue with the highest points gets an answer from the Agent with the highest skill. The agents queue list is calculated based on client level, i.e. not in the server. This means that the different agents queue lists can be totally different if the agents have different skill.

Note that the queue point can be automatically changed depending on queuing time and/or queue size. This means that a case can advance in the queue if the queuing time and/or queue size exceeds given values which can be altered in steps. These values are named Service level 1-3 which gives opportunity to prioritize a certain case higher than another. You can then in the statistics see how many of a certain case that reaches the different service levels.

Queue scoring is calculated as the product of the five parameters bellow where the case with the highest product gets first in line (calculated per agent):

$$\text{Queue Place} = \text{Queue Time} \times \text{Queue Point} \times \text{Agent Skill} \times \text{Customer Points}$$

Where:

Queue Place	=	The total number of points for one case for one agent
Queue Time	=	Number of seconds in the queue
Queue Points	=	Number of points for that queue for that media
AGENT Skill	=	The agents skill for that queue for that media
Customer Points	=	Customer points are gathered by a system specific plug in that gets information from an external system.

(Media is telephone calls)

6.2 New Call Centre queue

[Index / Call Center](#)

[New Call Center queue \(company\)...](#) [New Call Center queue \(system\)...](#)

Name ▲
DEMO

Click the menu option “Call Centre” to see which CC queues are set up. To change settings for an existing CC queue click the name or choose one of the links [New Call Centre queue \(company\)...](#) or [New Call Centre queue \(system\)...](#) to set up a new CC queue. As always in Flexi “Company” relates to a feature in the company you are logged in to and “System” relates to all Companies in the system.

6.2.1 Properties

Here you set general properties for the CC queue.

- Name:** Enter a name for the CC queue. Remember that the name is displayed in the CC Agents queue list and therefore should be short and informative.
- Company:** States which company you are logged in to.
- Welcome greeting:** Select if a welcome greeting should be played when a call enters the queue. A welcome greeting is often played earlier in a button menu or similar.

Notice when occupied:

Select if you want the caller to hear a first greeting if all agents are busy. From version 5.1.0 this greeting is played during the pre-processing time even if there are free agents.

Leave queue:

Choose which button menu to go to if the caller wishes to leave the CC queue. Instructions for this must be entered in a queue message, see below in [5.2.4](#). The menu choice is optional DTMF 0-9.

Play queue position:

Check this box if the caller should have their place in the queue read. Queue place is read each time a queue message has been read. Remember not to have too short queue messages if this feature is activated to avoid queue place being read too often.

Play time in queue:

Check this box if you wish the caller to be read calculated queue time in the queue.

6.2.2 Border value

This sets the border values for the queue and what action is taken when a border is reached.

Specify max queue size:

Enter the maximum number of queuing allowed for this queue. Calls coming in after maximum number of queuing is reached will be read an optional audio file or sent to a menu.

At max queue size, Play audio file:

Select which audio file that should be played for the caller when the border value for maximum queue size is reached.

At max queue size, Switch to menu:	Select which menu the calls should be transferred to when the border value for maximum queue size is reached.
Specify max time in queue:	Enter the maximum allowed time in this queue. Calls coming in after maximum time is reached will be read an optional audio file or sent to a menu.
When max time in queue, Play audio file:	Select which audio file that should be played for the caller when the border value for maximum allowed time in queue is reached.
When max time in queue, Switch to menu:	Select which menu the calls should be transferred to when the border value for maximum allowed time in queue is reached.
Menu when no client logged in:	Specify a menu for the caller to be transferred to when all agents are logged out.
Remember last agent:	Set the time frame for how long the Call Centre server should remember which agent answered a specific ANI. The feature is used so that the caller can be transferred to the same agent at their next call to the Call Centre. If this is not required set "0" minutes.

6.2.3 Validation

This tab should only be used if the incoming calls shall be identified/validated by an external system, such as a CRM system. Validation can be done either by ANI and/or an ID entered by the caller, for instance customer number, invoice number or similar. Often customers that do not have or does not enter an ID are transferred to another queue with lower priority. For the validation to work a customer specific plug in is required on the server connecting to the external system.

The screenshot shows a configuration window titled "Validation". On the left is a sidebar menu with the following items: Properties, Border value, Validation (highlighted), Loop when busy, Service level, Service level 1, Service level 2, and Service level 3. The main area of the window contains four configuration fields, each with a dropdown arrow:

- Type of validation: not used
- Validation sound: [System]
- Audio at invalid id: [System]
- Menu when no id: [not used]

At the bottom right of the window are three buttons: Save, Cancel, and Apply.

Type of validation:	Choose which kind of validation to use. Choose between; <i>Not used</i> = no validation is made. <i>ANI</i> = validation is only made by ANI (the callers own telephone number). <i>Query for id</i> = validation is made both by ANI and entered id. The caller can choose not to enter id (not enter anything or press #), then the call is transferred to "Menu when no id:", see below. <i>Require ID</i> = validation is made both by ANI and entered id. The caller cannot refrain from entering id.
Validation sound:	Choose which audio file that should be played to instruct the caller of entering their id. For " <i>Query for id</i> " [System] reads "Enter customer number and press #, if you do not want to enter customer number just press#" and for " <i>Require ID</i> " "Enter customer number and press #".
Audio at invalid id:	Choose audio file to be played if the caller enters an invalid id. [System] reads: "You have entered an invalid customer number, please try again".
Menu when no id:	Set which button menu the call should be transferred to if the caller does not enter an id.

6.2.4 Loop when busy

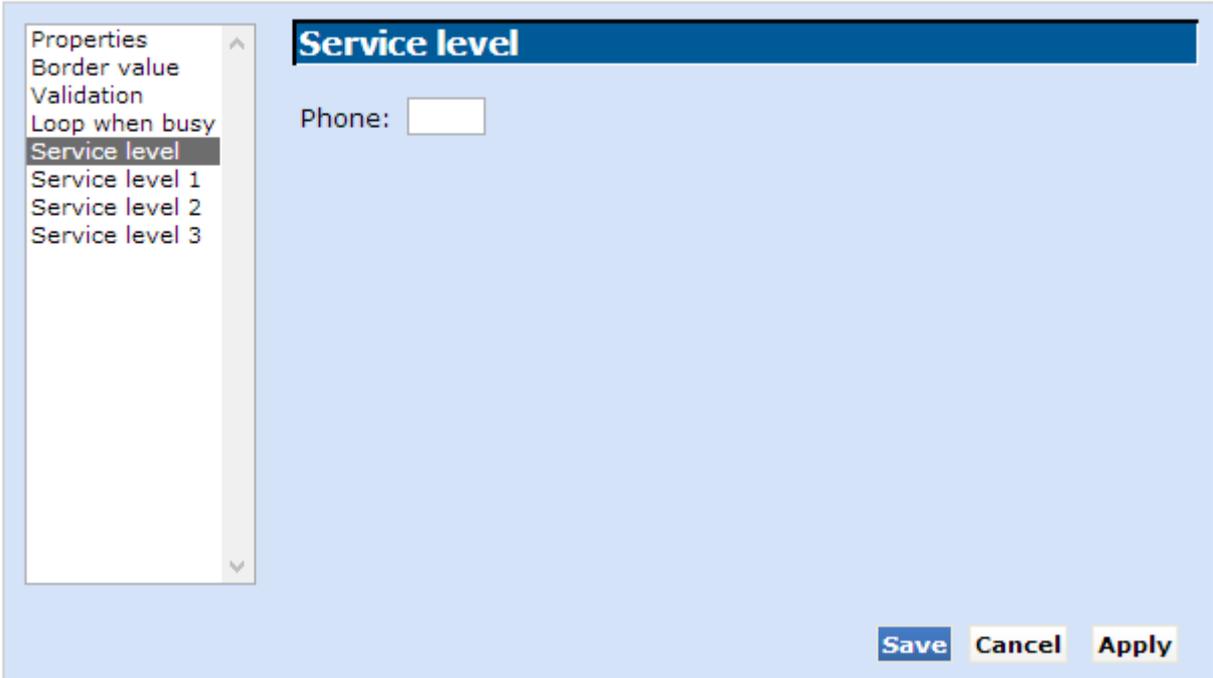
Flexi offers the possibility of playing repeated pre-recorded queue messages. In this tab you specify which audio files that should be played and in which order. You can change audio files during operation and they are activated as soon as you click "Apply".

The screenshot shows the 'Loop when busy' configuration window. On the left, a sidebar lists various settings, with 'Loop when busy' selected. The main area features eight numbered dropdown menus, all currently set to '[not used]'. Below these is an unchecked checkbox for 'Play randomly'. At the bottom right, there are three buttons: 'Save', 'Cancel', and 'Apply'.

- 1 ... 8:** Choose up to 8 pre-recorded audio files.
- Play randomly:** Check this box if you want the chosen audio files to be played randomly. If you do not check this box they will be played in strict order form 1 to 8.

6.2.5 Starting points

The advanced queue point calculation in Flexi CC requires several parameters to be set. The starting points, set under Service level, are the number of points a certain media will get when it enters the queue. The starting points must be smaller or equal to the later specified "Service levels 1-3".



The screenshot shows a configuration window titled "Service level". On the left, there is a vertical list of options: "Properties", "Border value", "Validation", "Loop when busy", "Service level" (which is highlighted), "Service level 1", "Service level 2", and "Service level 3". The main content area of the window contains the label "Phone:" followed by a small, empty rectangular text input field. At the bottom right corner of the window, there are three buttons: "Save", "Cancel", and "Apply".

- Phone:** Starting points for incoming telephone calls in the queue.

6.2.6 Service level

Service levels are specified in three steps where each level must be greater or equal to the previous level. If you leave a box empty it means that this level is not used.

The screenshot shows a configuration window for 'Service level 1'. On the left, a tree view lists various settings, with 'Service level 1' selected. The main panel has a title bar 'Service level 1' and three input fields: 'Seconds:', 'Queue size:', and 'Points:'. The 'Points:' field is preceded by a horizontal line. At the bottom right, there are three buttons: 'Save', 'Cancel', and 'Apply'.

- Seconds:** The number of seconds that a case shall queue before points for this “Service level” is used.
- Queue size:** The number of errands in queue before points for this “Service level” is used. If you do not want to use this boundary then enter 999.
- Phone:** Set the number of points that should apply to phone calls when this “Service level” is reached. The value must be greater or equal to the previous level.

6.3 Copy Call Centre

This feature can be used when you want to set up many CC queues. Instead of doing this via a form you can set up one CC queue and then make copies of this.

[Copy](#)

Open the CC queue you wish to copy and click [Copy](#).

[Index](#) / [Call Center](#) / [Copy](#)

Name:

Company:

Enter the name of the new CC queue and set which company it shall be connected to. Note that even linked agents are copied to the new CC queue.

6.4 Agents

Agents are Users that have been linked to the feature Call Centre Agent. This means that you first have to add a new Agent as a User, then as an Agent and finally link the Agent to one or more CC queues. An Agent can be a member of an unlimited number of CC queues. You add an Agent to a CC queue by clicking “Add agent to Call Centre”.

[Index](#) / [Call Center](#) / **Agents**

[New ACD-Agent...](#)

Last name [△]	First name	User-ID	Before	After
Admin	System	sysop	0	0
Administratör	En	Admin	4	15
Alyhr	Anders	Alyhr	0	10
Andersson	Andreas	andreas	2	3
Bjuresten	Tord	Tord	2	15
Bäckström	Magnus	Magnus	4	10

Available Agents are listed as above, Last name, First name and User ID are collected from the “User data”.

6.4.1 New Agent/Edit Agent

Click the link [New ACD-Agent](#) if you wish to add a new Agent in the system (the Agent first needs to be a User in the system). Choose the User from the drop down menu and click “Apply”. The form is saved and you will see the following:

Edit

Name: **Tord Bjuresten**

Preprocessing (sec):

Post processing (sec):

Team leader

Log in to/Log out of separate queues

Save **Cancel** **Delete** **Apply**

Contactcenter

[Lägg till agent i Contact Center...](#)

Enter "Pre-processing" and "Post-processing" in seconds. If you enter the value "0" the feature is deactivated. You are free to use only one or both features. The values are individual per Agent but mutual for all the Agents CC queues.

"Pre-processing" = the time in seconds that the Agent is marked as busy **before** a case is transferred to the Agent. During this time the Agent is marked as busy in the system. This is used for the Agent to prepare for an incoming case. Normally only used if the feature Validation is used in combination with a so called pop up.

"Post-processing" = the time in seconds that the Agent is marked as busy **after** a case is closed. During this time the Agent is marked as busy in the system. This is used for the Agent to be able to finish a case before the next one is transferred to him. Normally only used if the feature Validation is used in combination with a so called pop up

"Team leader" = check this box if you want the Agent to get the status of a team leader (Supervisor). This enables a number of extra features compared to an "ordinary" Agent, for instance the possibility to send messages to one or all Agents or view online statistics for calls, agents and CC queues.

"Log in to/Log out of separate queues" = check this box if you want the Agent to be able to log in to or out of certain queues. As default setting the Agent is only able to log in to or out of all queues.

Now you need to link the Agent to one or more CC queues and set the skill for each CC queue. Click the link [Add agent to Call Centre...](#) and the form below will open.



Add agent to ACD-Group

Call Center: EA - Ny

Agent name: **Tord Bjuresten**

Skill Phone Skill

Save **Cancel** **Apply**

Here you can add the Agent to several CC queues, choose CC queue and set skill or service level and click "Apply". When you have added an Agent to a CC queue that queue is no longer visible in the drop down menu.

Set the skill for each CC queue, the higher the value the higher the skill. The value "0" means "no skill" and is used to be able to be logged in to a queue but not automatically get assigned cases. In this state you manually pick cases from the queue list by double clicking them.

Service level is set for each queue and when a certain service level is reached the Agent will be assigned cases.

7 Fax

Fax2Mail is a feature in Flexi for electronic management of incoming fax. The incoming fax are converted to an image format and attached to an e-mail message that is automatically delivered to your e-mail address. Flexi Fax2Mail can handle incoming fax to a group or an individual user. To be able to use the feature Fax2Mail you require a digital voice card with fax capability and that there is an SMTP server in the local network where the Flexi server is installed.

7.1 Fax2Mail

[Index](#) / [Fax](#) / **Fax2Mail**

[New Fax2Mail...](#)

Name ▲	DNIS	Comp nr
Faxen	3099	3099
Faxen (BRI)		3078

The tab shows which incoming fax lines that are set up in the system. To add a new incoming fax you click [New Fax2Mail](#). If you want to edit an existing one you click that one in the list as seen above.

7.1.1 Properties

Properties

Name:

Faxnumber:

Company: **Datatal AB**

DNIS:

Comp nr:

Save **Cancel** **Delete** **Apply**

- Name:** Enter desired name for the replaced fax machine, for instance "Order fax". This is used to identify the different fax machines that are replaced with the feature.
- DNIS:** Enter the DNIS in the PBX that you wish to attach to an incoming fax number. This do not need to be the same as the one used by an conventional fax machine for outgoing fax, the important thing is that the PBX is configured to route incoming fax to this DNIS on the card mentioned above.
- Comp nr:** This is almost the same as the DNIS with the difference that this is the number in the PBX where you have forwarded your conventional fax machine that in turn is transferred to the card mentioned above.

7.1.2 Send to

Enter the e-mail address that an incoming fax should be immediately forwarded to.

- E-mail addresses:** Shows which e-mail address an incoming fax for this particular DNIS or Complementary number should be forwarded to. If you want to delete an e-mail address in the list just mark it and click the "Delete" button. If you wish to have a fax number per user you have to set up a "Fax2Mail" for each e-mail address.
- E-mail address:** Enter an e-mail address to be added to the list "e-mail address" and then press the "Add" button.

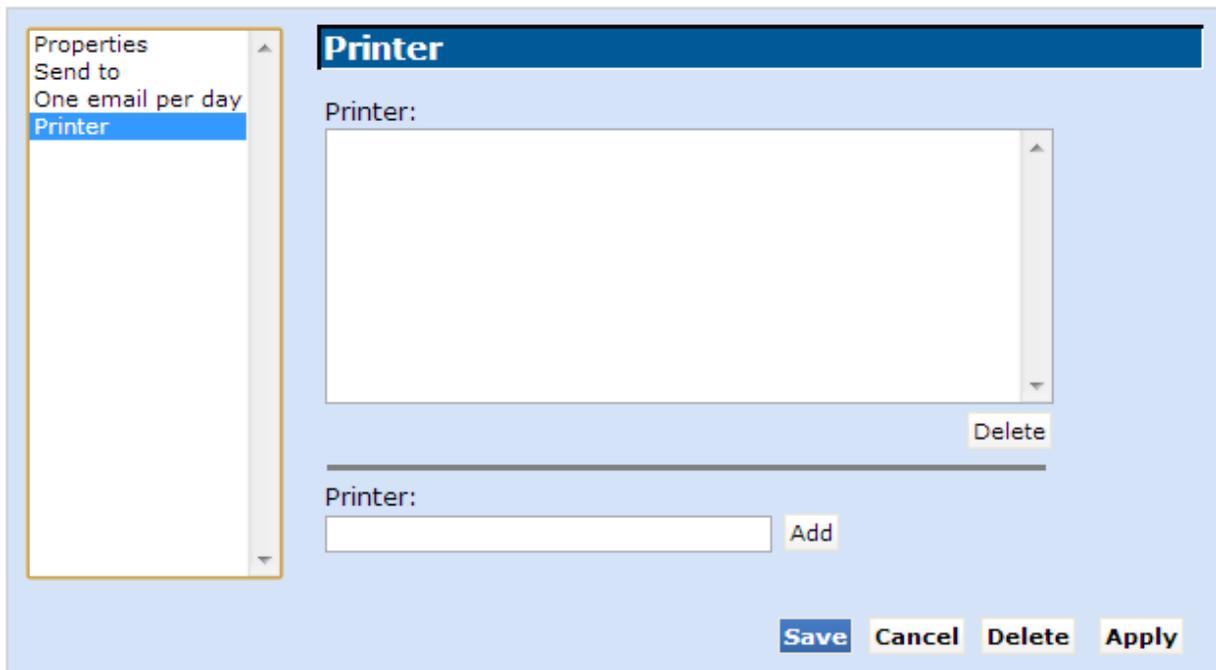
7.1.3 One email per day

This lets you set which e-mail addresses all of a day's incoming faxes should be sent to, i.e. all incoming faxes are cached during the day and then all are delivered in one e-mail message.

E-mail addresses: Shows which e-mail address an incoming fax for this particular DNIS or Complementary number should be forwarded to. If you want to delete an e-mail address in the list just mark it and click the "Delete" button. If you wish to have a fax number per user you have to set up a "Fax2Mail" for each e-mail address.

E-mail address: Enter an e-mail address to be added to the list "e-mail address" and then press the "Add" button.

7.1.4 Printer



Printer: Shows which printer is set up print incoming fax.

Printer (add): Choose which printer you wish to use for printing incoming fax.

7.2 Mail servers

[Index](#) / [Fax](#) / **Mail server**

[New mail server...](#)

IP address ▲	Valid
192.168.50.99	No

This shows which mail servers that are set up in the system. To set up a new mail server for handling incoming/outgoing fax you click [New mail server](#). If you wish to edit an existing one you click that one in the list.

7.2.1 New mail server

[Index](#) / [Fax](#) / [Mail server](#) / [New](#)

New

IP address:

Valid

Save **Cancel** **Apply**

IP address: The IP address to the mail server designated to handle incoming/outgoing fax, so-called Fax2Mail or Mail2Fax.

7.3 Settings

Settings

Number of retries:

Pause between retries:

Priority:

From text:

Own areacode:

Delay before start:

Validate IP address

Allow user to administrate

Send faxmail in Fine-mode

Save **Cancel** **Apply**

Number of retries: Sets the number of retries that should be made in the event of a failed attempt to send a fax, for instance if the line is busy.

Pause between retries: Sets the number of minutes between retries.

Priority: Sets the priority of which a fax should be sent if there is a queue. Priority 0 = the lowest, 10 = the highest.

From text: Sets the text shown at the top of every outgoing fax page.

Own area code: Specifies which area code the user has. This tells the system which area code the user is sending from.

- Delay before start:** Set the number of minutes between an e-mail is received by the system and the fax is sent. This is used to be able to stop an outgoing fax.
- Validate IP address:** Check this box if the IP address of the e-mail server should be used to validate the sender.
- Allow user to administrate:** Check this if the user should be able to change settings.
- Send faxmail in Fine-mode:** Check this if outgoing fax should be sent in Fine Mode, i.e. with higher resolution.

7.3.1 Spam list

[Index](#) / [Fax](#) / **Spam list**

[New spam number...](#)

Name ▲	Spam number
SPAM AB	08 - 123 45 67

You can use this list to block senders from whom you do not wish to receive fax.

7.3.1.1 New Spam number

[Index](#) / [Fax](#) / [Spam list](#) / **New**

New

Name:

Spam number:

- Name:** Enter an optional name of the unwanted sender.
- Spam number:** Enter the number of the sender of unwanted fax.

8 Company

[Index / Company](#)

[New company...](#)

ID	Name <small>Δ</small>	Number of users	Number of VMB	Voice mail user
1	Avaya CERT	4		
2	Company AB	0		
Total		4	0	0

[New company template...](#)

This list shows all companies in the Flexi system. It also shows how many users there are in each company.

You can change the name of an existing company by clicking it. If you want to add a new company you click [New company...](#) If you have more than one company you can add users to each company. You can also move users between companies, the system specific settings the user have are saved but the company specific needs to be configured again. If this is not configured the first item on the list of company specific settings is used.

“Company” is used to group users and when you wish to have specific settings for different groups, for instance diversion codes. You can also configure the system so that the user can only see its own company even thou there are several companies in the system.

Tip! Avoid using the “Company” feature if you do not have a specific need, to administer several companies can be an unnecessary burden.

8.1 New company/Edit company

Company

Name:

Permit diversion to different destination

Company template:

Save **Cancel** **Apply**

Enter the name of the new company, then click “Save”.

Licenses

	Max		Available
Voice mail user:	<input type="text"/>	<input checked="" type="checkbox"/>	100
Destination:	<input type="text"/>	<input checked="" type="checkbox"/>	4
Operator:	<input type="text"/>	<input checked="" type="checkbox"/>	11
CC Queues:	<input type="text"/>	<input checked="" type="checkbox"/>	1
CC Supervisors:	<input type="text"/>	<input checked="" type="checkbox"/>	1
CC Ag. w. GUI:	<input type="text"/>	<input checked="" type="checkbox"/>	1
CC Ag. w/o GUI:	<input type="text"/>	<input checked="" type="checkbox"/>	1

Save **Cancel** **Apply**

Enter how many voice mail licenses you wish to allocate to the company. This feature is specifically designed for “Hosting solutions”.

8.1.1 Hosting configuration

When hosting mode is activated the system owner will be required to allocate licenses per company. This gives an opportunity to control the use of different features, for instance how many users or destinations can be created. You will find a detailed explanation below.

Licenses for creating more companies are available. When the licensed limit is reached the link disappears.

The number of users in the system.

The licensed number of voice mail users in the system.

The number of destinations in the system.

The maximum number of Call Center queues that can be created.

The number of voice mail users in the system.

The number of voice mail users with calendar integration activated in the system.

The number of operators in the system.

The maximum number of Call Center agents without graphical interface that can be logged in.

The maximum number of wallboards in the system.

The maximum number of statistics in the system.

Click this to create a template to simplify creating of new companies. Voice mail types, voice mail menus and interception codes are copied from the company template.

[New company...](#)

ID	Name	Number of users	Number of VMB	Voice mail user	Calendar integrations	Destination	Statistics
1	Datatal AB	30	24	200	19	1	15
2	Datatal Demo	92	8	100	30	7	81
3	Datatal Demo - Vakant	0					
Total		293	185	315	68	14	107

[New company template...](#)

Destinations	Destination	Operator	CC Queues	CC Ag. w. GUI	CC Ag. w/o GUI	CC Supervisors	Wallboard	Language	Statistics
1	15					5	1	se, fi, no	1
7	81			5				se	1
14		107	1	7	0	6	1	0	7

The number of operators in the system.

The maximum number of Call Center agents with graphical interface that can be logged in.

The maximum number of supervisors in the system.

The languages that are available to the company.

The existing number of licenses in use in the system.

The maximum number of licenses available to the company.

The total number of licenses that are available in the entire system.

Sets the number of voice mail users that the company should be allowed to create.

Sets the number of destinations and operators that the company should be allowed to create.

Sets the number of CC agents, supervisors and CC queues that the company should be allowed to create.

	Existing	Max	Available
Voice mail user:	8 (8%)	100	185
Destination:	5 (71%)	7	-1
Operator:	81 (100%)	81	-3
CC Queues:	0 (0%)	0	7
CC Supervisors:		0	3
CC Ag. w. GUI:		5	17
CC Ag. w/o GUI:		0	14

Buttons: Save, Cancel, Delete, Apply

Enter log in credentials for the Wallboard to be able to show statistics for this company. This must be a unique log in for each company.

Wallboard

Username:

Password:

Buttons: Save, Cancel, Apply

Language

- Swedish
- English
- Finnish
- Danish
- Norwegian

Check the box for the languages that should be available to the company.

Save **Cancel** **Apply**

Statistics

- Statistics

Check this box if the company should be allowed to generate statistics from Flexi.

Save **Cancel** **Apply**

9 Interception

In this option you can add new or edit existing interception codes. An interception code is used either to open or close an extension with a specific message being read by the IVR. The interception codes need to match in all parts of the system, i.e. the same interception codes must be present in both the PBX and Flexi.

9.1 Interception codes

[Index](#) / [Interception](#) / **Interception codes**

[New interception code \(company\)...](#) [New interception code \(system\)...](#)

Code <small>△</small>	Name
*0	Lunch
*1	Out of the office
*2	Gone for the day
*3	Meeting
*4	(unknown reason)
*5	Business trip
*6	Customer visit
*7	Not available
*8	Sickleave
*9	Not available
*10	On parental leave
*11	Holiday
*12	On leave
13	Do not disturb (DND)
14	Quit
15	Open Phone

Observe! The list above is only an example of how interception codes can be posted. In this list you can add new or edit existing interception codes either for a specific company or for the whole Flexi system. Because Flexi gives an interactive voice response valid interception codes must be internally stored in a table. Each code must also have a recorded audio file, the table acts as a link to each audio file.

9.1.1 New/Edit interception code

9.1.1.1 Properties

Properties

Allow specify
Automatically intercept
Trigger word

Name (Svenska):

Name (Engelska):

Name (Danska):

Name (Norska):

Name (Finska):

Company: **Datatal AB**

Interception code:

Voice file:

Play personal greeting:

Interception function:

Divert with open phone

Hide from user

Interception format from phone:

Save **Cancel** **Apply**

- Name:** Enter the name of the interception code for the different languages present in the system. The name should be short and informative.
- Company:** This shows to which company the interception code applies. If the interception code is system wide this reads "system".
- Interception code:** Enter the number you wish to use as interception code. Note that most PBS's only support entering of the numbers 0-9 from the user's telephone. Flexi on the other hand supports 2-digit interception codes up to 90.

Voice file:	Choose which pre-recorded audio file you want to use for this interception code. You can listen to the file by choosing the file and then press the speaker icon. If you only want return time and no interception reason to be read you use the file called "Tyst".
Play personal greeting:	This lets you connect an interception code to a personal greeting. This means that the user's personal greeting (1-9) is played instead of the automatic IVR.
Interception function:	This lets you connect a certain interception code to a function instead of the automatic IVR. For instance if you want interception code nr 9 "Not available" to always send all incoming calls to the operator without an IVR. This sets if the chosen interception code shall be used with so-called "open" diversion, i.e. the call is not directly diverted but the operator and user web users can see the presence status. At no answer or busy the IVR message will be read to the caller.
Divert with open phone:	Choose how the time of the interception should be formatted when done by phone. This format must be the same as in the PBX configuration.
Interception format from phone:	

9.1.1.2 Allow specify

The screenshot shows a configuration window titled "Allow specify". On the left, there is a "Properties" list with items: "Allow specify", "Automatically intercept", and "Trigger word". The main area contains the following options, all with unchecked checkboxes:

- From date
- From time
- To date
- To time
- Applies to next workday
- Until next business day preselected
- Until can be displayed
- For the time being preselected
- Divert with open/closed phone
- Display in phone

At the bottom right, there are three buttons: "Save", "Cancel", and "Apply".

From date: Check this if the interception code should allow use with or without start date when diversion is set from voice mail or Presentity web.

From time:	Check this if the interception code should allow use with or without start time when diversion is set from voice mail or Presentity web.
To date:	Check this if the interception code should allow use with or without end date when diversion is set from voice mail or Presentity web.
To time:	Check this if the interception code should allow use with or without end time when diversion is set from voice mail or Presentity web.
Divert with open/closed phone:	Check this if the user should be able to divert their extension with "open diversion" i.e. the call is not directly diverted but the operator and user web users can see the presence status. At no answer or busy the IVR message will be read to the caller.
Applies to next workday:	Check this if the user should be able to set that the interception code is active till next workday which means that the return time is controlled by the user's schedule.
Until can be displayed:	Check this if the interception code should be used with "Until further notice" which means that you do not set a return time and have to manually open the extension, for instance after an illness.
Display in phone:	Check this if the interception code should be visible in the telephone menu (this only applies to Aastra IntelliGate systems).

9.1.1.3 Automatically intercept

Enter which default return time that should be set when the user does not specify this. For instance 1 hour for lunch.

The screenshot shows a configuration window titled "Automatically intercept". On the left, there is a list of properties: "Properties", "Allow specify", "Automatically intercept" (which is highlighted), and "Trigger word". The main area of the window contains three input fields for time settings: "Days: 0", "Hours: 0", and "Minutes: 0". At the bottom right of the window, there are three buttons: "Save", "Cancel", and "Apply".

9.1.1.4 Trigger word

The screenshot shows a software interface for configuring trigger words. On the left, a vertical list of options includes 'Properties', 'Allow specify', 'Automatically intercept', and 'Trigger word', with 'Trigger word' selected. The main panel, titled 'Trigger word', features a text input field containing the word 'Lunch'. To the right of this field is a 'Delete' button. Below the field is an empty input box with an 'Add' button. At the bottom of the interface are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

Trigger word: This lists the different words that the system recognises for this particular interception code when diversion is set from the calendar. You can add more trigger words by entering this in the text box and press “Add”. To remove a trigger word, mark it in the list and press the “Delete” button.

10 Queue/transfer

With this you can make so-called blind transfers which transfer a call directly from the Flexi system to the PBX.

10.1 Blind transfer

[Index](#) / [Queue/transfer](#) / **Blind**

[New blind transfer \(company\)...](#) [New blind transfer \(system\)...](#)

Name ▲	Extension
Telefonist	9

A blind transfer transfers the call either to an internal extension or an external number. With a blind transfer the call is transferred regardless of result, i.e. the transfer is attempted even if the extension is busy or not answering. Blind transfer is normally used when you are certain that someone will answer, for instance an operator.

10.1.1 New blind transfer

New

Name:

Company: **Company AB**

Extension:

Transfer message: ▼

Announce with: ▼

- Name:** Enter the name of the new blind transfer. The name should be short and informative because it is also used in the drop down menus.
- Company:** This shows which company the regard. If this reads "system" then the blind transfer is system wide for the entire Flexi.
- Extension:** Enter the extension or telephone number to which you wish to make a blind transfer.
- Transfer message:** Choose which message that should be read to the caller when the call is being transferred.
- Announce with:** Choose which message that should be read to the receiver of the call.

10.2 Queued extension

You can create a so-called queued extension which means that the caller can get the option “Press 0 to queue” when the call is transferred to the voice mail. To use this feature it is required that a button directing the caller to this queue is created in the voice mail menu. You then activate this feature per user by assigning a voice mail type with the feature “Queued extension” activated.

10.2.1 Properties

The screenshot shows a configuration window titled "Properties". On the left is a sidebar with "Properties" selected and "Loop when busy" below it. The main content area has a blue header "Properties". Below the header are the following fields:

- Name:** An empty text input field.
- Company:** A text field containing "Datatal AB".
- Welcome greeting:** A dropdown menu showing "[not used]".
- Notice when occupied:** A dropdown menu showing "[not used]".
- Play queue position:** An unchecked checkbox.

At the bottom right of the window are three buttons: "Save", "Cancel", and "Apply".

- Name:** Enter the name of the new queue. The name should be short and informative for this is shown in the drop down menu.
- Company:** This shows for which company the queue is created.
- Welcome greeting:** Choose if and in that case which welcome greeting that should be read to the caller.
- Busy greeting:** Choose if and in that case which busy greeting that should be read to the caller.
- Play queue position:** Check this if you which that the callers queue position should be read in the queue.

10.2.2 Loop when busy

The screenshot shows a configuration window titled "Loop when busy". On the left, there is a "Properties" pane with "Loop when busy" selected. The main area contains eight numbered dropdown menus, each currently set to "[not used]". Below these is a checkbox labeled "Play randomly" which is unchecked. At the bottom right are three buttons: "Save", "Cancel", and "Apply".

1-9: Choose which audio files should be played in the queue. It is recommended that at least 4 ring tones are played when using queued extension. If you have activated queue position this is also read in the loop.

Play randomly: Check this if you wish that the chosen audio files should be played randomly.

11 Greetings

To make the audio files "visible" in the system the audio files are stored in an number of "libraries", the libraries are divided to simplify management och existing and new audio files. The audio files are listed in each library for quick overview. If you click a certain file you get a form where you can read the manuscript and directly listen to the file in your computer. An audio file has no connection to a certain feature and is free to be used with all different features where you can choose an audio file with a drop down menu.

There is also a function for ordering new audio files directly from your computer, this creates an order and e-mails this to Datatal for recording. This function requires that your computer is connected to the internet.

In Flexi there are two types of audio libraries; Company greetings which only can be used in the company you are logged in to, and System greetings that can be used for all companies in the system.

11.1 Company greetings

[Index](#) / [Greetings](#) / **Company greetings**

[New company greeting...](#)

#	Name	Manuscript
0001	Welcome to Company	Welcome to Company
0002	Welcome to support	Welcome to the support department

[Export...](#)

[Import...](#)

Here you find all manuscripts created for this company. By clicking each name you can edit the manuscript. If an audio file is present you can listen to it by clicking the speaker icon. If you want to create a new manuscript you click [New company greeting...](#)

11.1.1 New company greeting/Edit company greetings

Company greetings can only be used in the own company, i.e. the company that you are logged in to right now. Note that some users can change company while others cannot depending on permission.

[Index](#) / [Greetings](#) / [Company greetings](#) / **New company greeting**



New company greeting

Name:

Manuscript:

- Name:** Enter the name the company greeting should have. This should be short and informative because it will be shown in the dropdown menus.
- Manuscript:** Enter the exact manuscript for recording. Remember to do this in a way that the person recording perceives any dramatic pauses etc.

- Name:** Here you edit the name of the chosen company greeting. The name should be short and informative because it will be shown in the dropdown menus.
- Manuscript:** Here you edit the manuscript for recording. Remember to do this in a way that the person recording perceives any dramatic pauses etc.
- Audio file number:** This show you which audio file number the company greeting has. To simplify the use of the audio files actual names and where in the system these are stored Flexi translate the name and path to a numbered series, one for the entire system and one for each company. Each library is numbered from 1-9999, but it is the actual name you entered that is shown in the drop down menus. When you create a new audio file the system automatically uses the next free number.
- Length:** This shows you the length of the company greeting you have chosen. You can also listen to the greeting by clicking the speaker icon. If <not recorded> is shown there is no available audio file, i.e. you have entered a manuscript but no recording have been made.

11.1.1.1 Export company greetings

This feature lets you export the manuscript of the company greetings from one system to make a print out or to import it in another system. Export/import is made to/from a file in xml-format.

[Index](#) / [Greetings](#) / **Company greetings**

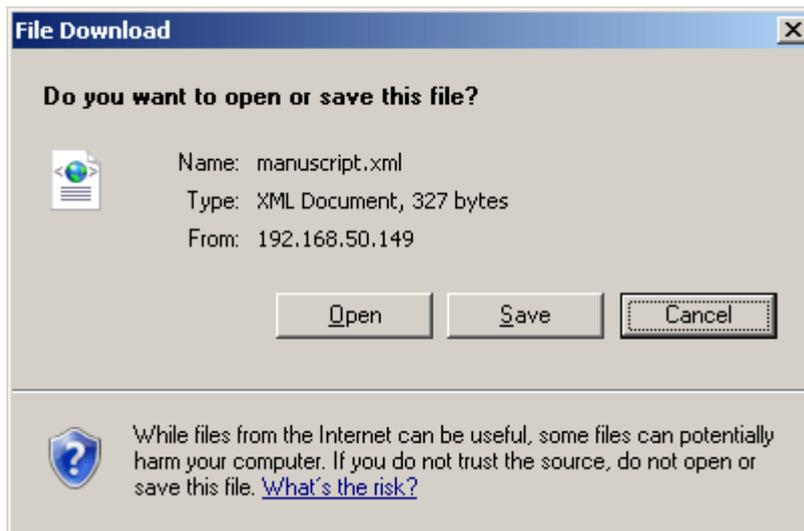
[New company greeting...](#)

#	Name	Manuscript
0001	Welcome to Company	Welcome to Company
0002	Welcome to support	Welcome to the support department

[Export...](#)

[Import...](#)

When you click the link [Export...](#) you will get the following window, click "Save" to export the manuscript of the company that you are logged in to. You can then read the contents with a text editor in Windows or in MS Word.



11.1.1.2 Import company greetings

This feature lets you import a manuscript to the system from an xml-file.

[Index](#) / [Greetings](#) / **Company greetings**

[New company greeting...](#)

#	△	Name	Manuscript
0001		Welcome to Company	Welcome to Company
0002		Welcome to support	Welcome to the support department

[Export...](#)

[Import...](#)

Click the link [Import...](#) and then enter name and path to the xml-file you wish to use.

[Index](#) / [Greetings](#) / [Company greetings](#) / **Import voice manuscript**

Voice manuscript (xml-file): No file chosen

11.2 System greetings

System greetings can be used by all companies in the system. This is good if more than one company have the need for the same greeting but it also contains the danger of for instance a user in Company 1 deleting a greeting used by another user in Company 2.

[Index](#) / [Greetings](#) / **System greetings**

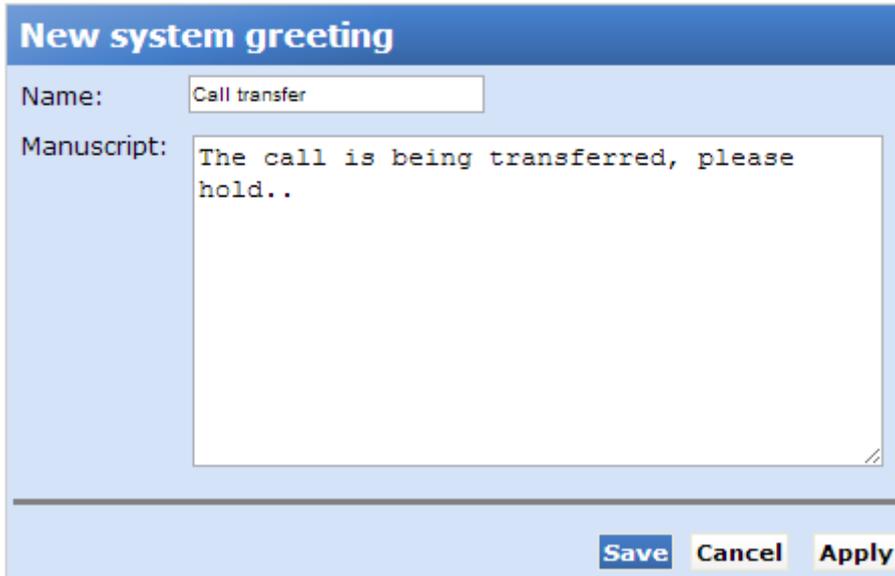
[New system greeting...](#)

#	Name	Manuscript
9000	Lämna meddelande	vill du lämna ett meddelande..
9001	Tala med	För att tala med..
9003	Repetera	För att repetera..
9004	Eller	eller...
9005	Koppla till växel	För att komma till växeln..
9006	Koppla till telefonist	För att tala med en telefonist..
9007	Koppla till minicall	För att koppla till minicall..
9008	Koppla till Mobil	För att koppla till mobiltelefon..
9009	Koppla till alternativ telefon	För att koppla till alternativt telefonnummer..
9010	Koppla till kundtjänst	För att koppla till kundtjänst..
9011	Avsluta samtalet	För att samtalet..
9012	Lyssna mobil	För uppgift om mobiltelefonnummer..
9013	Lyssna e-post adress	För e-post adress..
9014	Lyssna faxnummer	För faxnummer..
9015	Lyssna minicall	För minicall nummer..
9016	Lyssna alternativt tele	För alternativt telefonnummer..
9017	Tryck 1	tryck 1
9018	Tryck 2	tryck 2
9019	Tryck 3	tryck 3

Here you find all manuscripts created for the system. By clicking each name you can edit the manuscript. If an audio file is present you can listen to it by clicking the speaker icon. If you want to create a new manuscript you click [New system greeting...](#)

11.2.1 New system greeting/Edit system greeting

[Index](#) / [Greetings](#) / [System greetings](#) / **New system greeting**



New system greeting

Name:

Manuscript:

```
The call is being transferred, please hold..
```

- Name:** Enter the name the system greeting should have. This should be short and informative because it will be shown in the dropdown menus.
- Manuscript:** Enter the exact manuscript for recording. Remember to do this in a way that the person recording perceives any dramatic pauses etc.

Edit system greetings

Name:

Manuscript:
För att repetera..

Audio file number: **9003**

Length: 1 sekund

Save **Cancel** **Delete** **Apply**

- Name:** Here you edit the name of the chosen system greeting. The name should be short and informative because it will be shown in the dropdown menus.
- Manuscript:** Here you edit the manuscript for recording. Remember to do this in a way that the person recording perceives any dramatic pauses etc.
- Audio file number:** This show you which audio file number the system greeting has. To simplify the use of the audio files actual names and where in the system these are stored Flexi translate the name and path to a numbered series, one for the entire system and one for each company. Each library is numbered from 1-9999, but it is the actual name you entered that is shown in the drop down menus. When you create a new audio file the system automatically uses the next free number.
- Length:** This shows you the length of the system greeting you have chosen. You can also listen to the greeting by clicking the speaker icon. If <not recorded> is shown there is no available audio file, i.e. you have entered a manuscript but no recording have been made.

11.3 Ordering greetings

Here you order recording of previously entered manuscripts. You can choose between ordering company greetings or system greetings (if you have access). The form automatically creates an order that is sent by e-mail to inspelning@datatal.se.

NOTE! To use this ordering feature your account in the system (AdmiTal Web) need to have a valid e-mail address (your own) entered and your computer must have internet access.

11.3.1 Valid e-mail address

If you do not have a valid e-mail address you will automatically be routed to the user form for the logged in user in Admital Web. There you can enter an e-mail address and then be routed back to the order form. Remember that the e-mail address must be valid and that it cannot be the standard addresses admin@kund.se or sysop@kund.se that is automatically created for these users when installing the system.

You must specify a valid e-mail address to be able to order sound

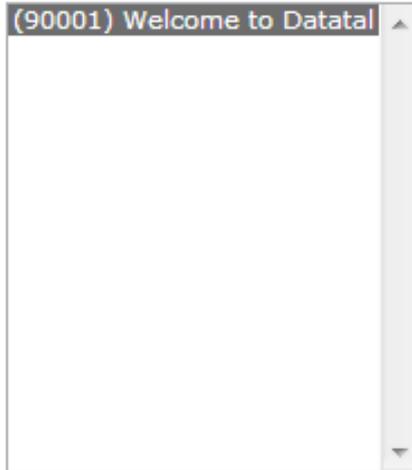
Phone	Last name:	<input type="text" value="Admin"/>
Voice mail	First name:	<input type="text" value="System"/>
	E-mail:	<input type="text" value="sysop@kund.se"/>
	Company:	<input type="text" value="Avaya CERT"/>
	Extension:	<input type="text"/>
	Web language:	<input type="text" value="English"/>
	Voice mail language:	<input type="text" value="[Previous]"/>

11.4 Order company greetings

[Index](#) / [Greetings](#) / [Order](#) / **Company greetings**

Select the prompts you wish to order

Voiceprompts automatically selected are not recorded

A list box with a scroll bar on the right. The text '(90001) Welcome to Datatal' is visible at the top of the list.

Enter your phone number and optional comment

A form consisting of a text input field with the label 'Phone:' to its left. To the right of the input field is a button labeled 'Order'.

In this form you mark the company greetings that you wish to order. Greetings pre-marked have not yet been recorded (no audio file is present). Enter your phone number and, if any, remark and click "Order". Use the possibility to write a remark to, for instance, special requests about pronunciation or delivery time. You can mark several greetings by holding the CTRL button and clicking the desired greetings (compare with Windows Explorer).

Beställning mottagen

Tack, din beställning är nu mottagen och ett e-postmeddelande har skickats till inspelning@datatal.se.

You will get a notification that the order has been received. You will also, automatically, get an e-mail with a copy of the order for your records.

NOTE! To use this ordering feature your account in the system (AdmiTal Web) need to have a valid e-mail address (your own) entered and your computer must have internet access.

11.5 Order system greetings

[Index](#) / [Greetings](#) / [Order](#) / **System greetings**

Select the prompts you wish to order

Voiceprompts automatically selected are not recorded

(89041) <6 klick>	<input type="checkbox"/>
(89042) <7 klick>	<input type="checkbox"/>
(89043) <8 klick>	<input checked="" type="checkbox"/>
(89044) <9 klick>	<input type="checkbox"/>
(89045) <10 klick>	<input type="checkbox"/>
(89046) <1 ring>	<input type="checkbox"/>
(89047) <2 ring>	<input type="checkbox"/>
(89048) <3 ring>	<input type="checkbox"/>
(89049) <4 ring>	<input type="checkbox"/>
(89050) <5 ring>	<input type="checkbox"/>
(89051) <6 ring>	<input type="checkbox"/>
(89052) <7 ring>	<input type="checkbox"/>
(89053) <8 ring>	<input type="checkbox"/>
(89054) <9 ring>	<input type="checkbox"/>
(89055) <10 ring>	<input type="checkbox"/>

Enter your phone number and optional comment

Phone :	<input type="text"/>	<input type="button" value="Order"/>
---------	----------------------	--------------------------------------

In this form you mark the system greetings that you wish to order. Greetings pre-marked have not yet been recorded (no audio file is present). Enter your phone number and, if any, remark and click "Order". Use the possibility to write a remark to, for instance, special requests about pronunciation or delivery time. You can mark several greetings by holding the CTRL button and clicking the desired greetings (compare with Windows Explorer).

Beställning mottagen

Tack, din beställning är nu mottagen och ett e-postmeddelande har skickats till inspelning@datatal.se.

You will get a notification that the order has been received. You will also, automatically, get an e-mail with a copy of the order for your records.

NOTE! To use this ordering feature your account in the system (AdmiTal Web) need to have a valid e-mail address (your own) entered and your computer must have internet access.

12 Menu

As the name says this is where you create menus that gives the caller different options to control the call via there touchtone phone or automatically transfer the call due to weekends or closing time with a schedule. The menu has several features that can be connected to a menu choice. A menu can also be used to activate certain special features without the caller having to make a choice, for instance external log on or immediately be sent to another block of functions after a greeting have been played.

Menus are used to create dialogs where the caller is given different choices and then control the call by touchtone signalling (DTMF). The menus are linked after your own choosing to create a dialog. The number of levels are unlimited with a maximum of 12 menu choices (0-9), *, #) for each level. In addition to the callers choices the menus can automatically transfer the call depending on time of day, day of the week or if there is a weekend or not. The button controlled menus also has additional functions such as repeat, transfer to voice mail, transfer to queue, send a so-called quick message, end call etc.

Tip! If you are creating complex dialogs with many menu options and levels then start by making a simple sketch, this simplifies configuration considerably. Remember to start from the end and work towards the starting point when configuring the menus. This is because you link the menus to each other and therefor need “a menu to go to” and if it is already created it makes it so much easier.

12.1 Weekend menu

[Index](#) / [Menu](#) / **Weekend menu**

[New menu \(company\)...](#) [New menu \(system\)...](#)

Name ▲
Christmas

With this menu you can transfer incoming calls to different destinations/features, for instance a button controlled menu or a schedule controlled menu depending on whether there currently is a weekend or not according to the weekend schedule. Read more about schedules in the chapter ['Weekends'](#). **Note that a “Weekend” need to be created in “Schedule” before you start creating a “Weekend menu”.** If no weekend is created a message like the one bellow will be shown.

There isnt any weekend function too add! To create a function go to Schedule->Weekends

12.1.1 New weekend menu/Edit weekend menu

12.1.1.1 Properties

[Index](#) / [Menu](#) / [Weekend menu](#) / **Edit**

The screenshot shows a 'Properties' dialog box with the following fields and controls:

- Name:** A text input field containing 'test'.
- Company:** A dropdown menu showing 'Datatal AB'.
- If no weekend occur:** A dropdown menu showing 'Switch to button menu' with a sub-menu icon. The sub-menu is open, showing '3030 - Stäng medd + lämna medd'.
- New weekend function:** A dropdown menu showing '2011 - Trettonhelgen' and a 'Skapa' button.
- Buttons:** 'Save', 'Cancel', 'Delete', and 'Apply' buttons at the bottom right.

- Name:** Enter the name of the weekend menu. The name should be short and informative because it will be shown in the dropdown menus.
- Company:** This shows for which company the weekend menu is created. If the menu is system wide this will read "system" instead.
- If no weekend occur:** This specifies what should happen with the call if there is not a weekend when the call is received.
- New weekend function:** In this drop down you choose which pre-defined weekend you wish to use. You can read about creating weekends in the chapter '[New weekend/Edit weekend](#)'. Click the "Create" button to add the weekend to the weekend menu. You can now see the weekend in the list on the left. A weekend can only be used once, when you have used a weekend it automatically disappears from the drop down.

12.1.1.2 Chosen weekend (Company weekend in this example)

You can define an unlimited number of weekends in the list to the left. Remember that the weekends are “tested” from the top down. If you have several overlapping weekends the one at the top will control the incoming call.

[Index](#) / [Menu](#) / [Weekend menu](#) / [Edit](#)

- If weekend occurs:** Here you choose which action to take for an incoming call if a weekend occurs according to the chosen weekend in the list on the left. You can choose between routing the call to another menu or have a greeting read (and then end the call).
- Delete weekend:** With this button you delete a weekend from the list by marking the weekend and clicking “Delete weekend”. Observe! This does not mean that the weekend will be deleted, only that you do not want to use it in this particular menu.

12.2 Button controlled menu

[Index](#) / [Menu](#) / [Button controlled menu](#)

[New menu \(company\)...](#) [New menu \(system\)...](#)

Name ↕
Extern logon
Felhantering
Leave Message
Main menu

Here you create button controlled menus where the caller can choose different destinations/features by the use of a touchtone phone.

12.2.1 New button controlled menu/Edit button controlled menu

12.2.1.1 Properties

[Index](#) / [Menu](#) / [Button controlled menu](#) / **Edit**

- Name:** Enter the name of the button controlled menu. The name should be short and informative because it will be shown in the dropdown menus.
- Company:** This shows for which company the weekend menu is created. If the menu is system wide this will read "system" instead.
- Welcome greeting:** Choose which pre-recorded greeting that should be read to the caller. Note that this greeting is only read once, i.e. if no choice is made by the caller the only greetings read is the menu specific greetings (see below).
- If no button is pushed:** With this drop down you can choose to let the system automatically press a button (for instance key 9 for operator) if no choice is made by the caller.
- Press always:** With this drop down you can choose to let the system always automatically press a button (for instance key 9 for operator) regardless of what the caller press.
- Allow language toggle:** Check this box if you wish to allow language toggle in the menu. This normally uses the *-key.

- Language:** With this drop down you choose which language should be the starting language in the menu. If you set “Previous” the language that has previously been chosen by the caller is used. For instance, if the call started in Menu 1 and the caller chose English and then pressed key 1 that transferred the call to Menu 2 the system “will remember” the caller’s earlier choice.
- New function for button:** With this drop down you create the buttons that should be available in the button controlled menu. For instance press 1 for “Support”, press 2 for “Finance” and so on. When you have chosen a button it is no longer available in the drop down.

12.2.1.2 Key 0-9

[Index](#) / [Menu](#) / [Button controlled menu](#) / **Edit**

The screenshot displays the configuration window for 'Key 3'. On the left, a vertical list under 'Properties' includes 'Key 1', 'Key 2', and 'Key 3', with 'Key 3' highlighted. The main configuration area for 'Key 3' includes:

- Feature:** A dropdown menu currently showing 'Leave message to destination'.
- Avaya CERT:** A small icon representing a certificate.
- Greetings 1, 2, and 3:** Three separate dropdown menus, each currently set to '[not used]'.
- Delete button:** A button located below the greeting options.
- Bottom Buttons:** A row of four buttons: 'Save' (blue), 'Cancel', 'Delete', and 'Apply'.

- Feature:** Choose the feature that the button should activate.
- Greetings:** Choose which greeting that should be read for this menu option. You can choose up to three different greetings read in the order of your choice.
- Delete button:** To delete the button you have marked in the list on the left press “Delete button”.

Remember to create the buttons in the order in which you want them to be read, i.e. key 1 before key 2 etc.

12.3 Schedule controlled menu

[Index](#) / [Menu](#) / **Schedule controlled menu**

[New menu \(company\)...](#) [New menu \(system\)...](#)

Name ↕
Company AB

With this menu you create schedules that transfer calls to different destinations depending on opening hours.

12.3.1 New schedule controlled menu/Edit schedule controlled menu

[Index](#) / [Menu](#) / [Schedule controlled menu](#) / **New**

New

Name:

Company: **Avaya CERT**

Schedule for opening hours:

If open:

If close:

- Name:** Enter the name of the weekend menu. The name should be short and informative because it will be shown in the dropdown menus.
- Schedule for opening hours:** Choose the schedule that should control opening hours in this schedule controlled menu.
- If open:** Choose how the incoming call should be handled if it is open according to the schedule. You can transfer the call to another menu, a contact centre or play a greeting.
- If closed:** Choose how the incoming call should be handled if it is closed according to the schedule. You can transfer the call to another menu, a contact centre or play a greeting.

13 Voice mail

A voice mail can be compared to an advanced answering machine with or without so-called Interactive Voice Response (IVR). In short IVR is pre-recorded audio files that create a greeting which states the current presence information of the called extension. The user can record a personal greeting that replace or is read in combination with the pre-recorded version. The voice mail can be configured in a number of ways to accommodate the need of many different users. To avoid having to configure all users individually Flexi offers two shortcuts:

- Voice mail menus; this sets how the post-menu will work, for instance press 1 to leave a message, press 2 to hear the users mobile phone number and so on.
- Voice mail types; this sets the properties of the voice mail, how greetings should be read for external calls, if personal greeting should be used etc.

Observe! Each user is linked to a voice mail type which in turn is linked to one or more voice mail menus.

13.1 Voice mail menus

[Index](#) / [Voice mail](#) / **Menu profiles**

[New voice mail menu \(company\)...](#)

[New voice mail menu \(system\)...](#)

Name △
Meny 1: medd+epost+mobil+vx1
Meny 2: medd+epost+vx1
Meny 3: medd+mobil+vx1
Meny 4: medd+vx1
Meny 5: medd+epost+mobil
Meny 6: medd+epost
Meny 7: medd+mobil
Meny 8: medd

Voice mail menus; this sets how the post-menu will work, for instance press 1 to leave a message, press 2 to hear the users mobile phone number and so on.

13.1.1 New voice mail menu/Edit voice mail menu

13.1.1.1 Properties

[Index](#) / [Voice mail](#) / [Menu profiles](#) / [Edit](#)

The screenshot shows a web-based configuration interface for a voice mail menu. On the left, a sidebar titled 'Properties' contains a list of items: 'Key 1', 'Key 8', and 'pound'. The main content area is titled 'Properties' and contains several form fields:

- Name:** A text input field containing 'Meny 8: medd'.
- Company:** A text input field containing 'Avaya CERT'.
- If no button is pushed:** A dropdown menu with 'Tryck 8' selected.
- Press always:** A dropdown menu with '[press none]' selected.
- New function for button:** A dropdown menu with '2' selected, followed by a 'Create' button.

 At the bottom right of the main area are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

- Name:** Enter the name of the voice mail menu. The name should be short and informative because it will be shown in the dropdown menus.
- Company:** This shows for which company the voice mail menu is created. If the menu is system wide this will read "system" instead.
- If no button is pushed:** With this drop down you can choose to let the system automatically press a button if no choice is made by the caller.
- Press always:** With this drop down you can choose to let the system always automatically press a button (for instance key 9 for operator). Remember that menu choices are not read if a button is automatically pressed.
- New function for button:** With this drop down you choose which button (0-9) that should be used for your new function in the voice mail menu. The buttons in the list on the left has already been created.

13.1.1.2 Key 0-9

[Index](#) / [Voice mail](#) / [Menu profiles](#) / **Edit**

The screenshot displays the configuration page for 'Key 8'. On the left, a sidebar lists 'Properties', 'Key 1', 'Key 2', 'Key 3', 'Key 8' (highlighted), and 'pound'. The main content area has a blue header 'Key 8'. Below the header, the 'Function:' dropdown is set to 'Exit silent'. Three 'Greetings' fields are present, each with a '[not used]' dropdown. At the bottom right, there are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

- Function:** Choose the feature that the button should be associated with. The features starting with "Transfer" is used to transfer calls to different destinations entered in the Phone tab on the user. To use a "Transfer" feature you are required to set a queue. If for instance a standard queue in Flexi like "Blind Operator" is used the call will be transferred to the operator if data is missing in the Phone tab on the user.
- Queue/ACD:** Here you set additional data or destination if you use a feature that requires this. If you have chosen a feature, for instance "End call", that does not require additional data this drop down is not displayed.
- Greeting:** Choose which greeting that should be read for this menu option. You can choose up to three different greetings read in the order of your choice.

13.2 Voice mail types

[Index](#) / [Voice mail](#) / **Voice mail types**

[New voice mail type \(company\)...](#) [New voice mail type \(system\)...](#)

Name △	VMail-menu(E)	VMail-menu closed(E)	VMail-menu(I)	VMail-menu closed(I)
Typ 1, ej pers hälsn	Meny 1: medd+epost+mobil+vxl	Meny 5: medd+epost+mobil	Meny 1: medd+epost+mobil+vxl	Meny 5: medd+epost+mobil
Typ 2, med pers hälsn	Meny 1: medd+epost+mobil+vxl	Meny 5: medd+epost+mobil	Meny 1: medd+epost+mobil+vxl	Meny 5: medd+epost+mobil

A voice mail type sets the properties of the voice mail, how greetings should be read for external calls, if personal greeting should be used etc.

13.2.1 New voice mail type/Edit voice mail type

13.2.1.1 Properties

In the first tab you set a number of properties for the voice mail type, click “Apply” to save but not close the form.

[Index](#) / [Voice mail](#) / [Voice mail types](#) / **Edit**

Properties

External calls VMail-menu
External calls open
External calls closed
Internal calls VMail-menu
Internal calls open
Internal calls closed
Recording
Messages

Name:

Company: **Avaya CERT**

Welcome greeting: ▼

Personal greeting: ▼

Language: ▼

Allow change alternative phone number

Allow interception from voice mail

Allow automatic log on

Allow language toggling

Save **Cancel** **Delete** **Apply**

[Copy](#)

Name:	Enter the name of the voice mail type. The name should be short and informative because it will be shown in the dropdown menus.
Company:	This shows for which company the voice mail type is created.
Welcome greeting:	Choose which pre-recorded greeting that should be read to the caller.
Personal greeting:	Choose if the voice mail user should be allowed to record personal greetings. There are 3 different settings; Do not allow, Allow 1 greeting or Allow 1-9 greetings saved in a library.
Language:	Set the language with which the call should start.
Allow interception from voice mail:	Check this if you want the user to be able to set an interception from their voice mail.
Allow automatic log on:	Check this if you want the user to be able to automatically log in to their voice mail without having to use a PIN. This only work with the users own mobile phone number. Tip! This can be used for an extension if you enter the extension in the field "Alt. tele" on the users Phone tab.
Allow language toggle:	Check this if you want to allow toggling of language in the voice mail with for instance the *-key.

13.2.1.2 External calls voice mail menu

This specifies how external calls should be linked to a voice mail menu (post-menu in the voice mail). To be able to offer different types of voice mail menus at different times of the day a schedule can be linked to the voice mail type so that for instance the option “press 9 for operator” is not available during night time.

Voice mail menu open:

Choose which voice mail menu that should be used if the incoming call is external. Read more about creating voice mail menus in the chapter ['Voice mail menus'](#).

Use VMail-menu closed:

Check this box if you want a schedule to control the use of two different voice mail menus for external calls.

Schedule for opening hours:

Choose the schedule that should control opening hours for external calls.

VMail-menu if closed:

Choose which voice mail menu that should be used if it is closed for external calls according the schedule.

13.2.1.3 External calls open

This specifies how external calls should be handled when the voice mail menu is linked to a schedule stating that it is open.

Without personal greeting play:

- Welcome greeting:** Check this if you want the welcome greeting to be read when external calls are transferred to the voice mail when it is open.
- Extension:** Check this if you want the extension to be read when external calls are transferred to the voice mail when it is open.
- Name:** Check this if you want the name of the extensions user to be read when external calls are transferred to the voice mail when it is open.
- Interception:** Check this if you want presence status and return time to be read when external calls are transferred to the voice mail when it is open.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when external calls are transferred to the voice mail when it is open.

With personal greeting play:

- Welcome greeting:** Check this if you want the welcome greeting to be read when external calls are transferred to the voice mail when it is open.

- Extension:** Check this if you want the extension to be read when external calls are transferred to the voice mail when it is open.
- Name:** Check this if you want the name of the extensions user to be read when external calls are transferred to the voice mail when it is open.
- Interception:** Check this if you want presence status and return time to be read when external calls are transferred to the voice mail when it is open.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when external calls are transferred to the voice mail when it is open.

13.2.1.4 External calls closed

This specifies how external calls should be handled when the voice mail menu is linked to a schedule stating that it is closed.

Without personal greeting play:

- Welcome greeting:** Check this if you want the welcome greeting to be read when external calls are transferred to the voice mail when it is closed.
- Extension:** Check this if you want the extension to be read when external calls are transferred to the voice mail when it is closed.
- Name:** Check this if you want the name of the extensions user to be read when external calls are transferred to the voice mail when it is closed.

- Interception:** Check this if you want presence status and return time to be read when external calls are transferred to the voice mail when it is closed.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when external calls are transferred to the voice mail when it is closed.
- With personal greeting play:**
- Welcome greeting:** Check this if you want the welcome greeting to be read when external calls are transferred to the voice mail when it is closed.
- Extension:** Check this if you want the extension to be read when external calls are transferred to the voice mail when it is closed.
- Name:** Check this if you want the name of the extensions user to be read when external calls are transferred to the voice mail when it is closed.
- Interception:** Check this if you want presence status and return time to be read when external calls are transferred to the voice mail when it is closed.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when external calls are transferred to the voice mail when it is closed.

13.2.1.5 Internal calls voice mail menu

This specifies how internal calls should be linked to a voice mail menu (post-menu in the voice mail). To be able to offer different types of voice mail menus at different times of the day a schedule can be linked to the voice mail type so that for instance the option “press 9 for operator” is not available during night time.

Voice mail menu open:

Choose which voice mail menu that should be used if the incoming call is internal. Read more about creating voice mail menus in the chapter ['Voice mail menus'](#).

Use VMail-menu closed:

Check this box if you want a schedule to control the use of two different voice mail menus for internal calls.

Schedule for opening hours:

Choose the schedule that should control opening hours for internal calls.

VMail-menu if closed:

Choose which voice mail menu that should be used if it is closed for internal calls according the schedule.

13.2.1.6 Internal calls open

This specifies how internal calls should be handled when the voice mail menu is linked to a schedule stating that it is open.

Without personal greeting play:

- Welcome greeting:** Check this if you want the welcome greeting to be read when internal calls are transferred to the voice mail when it is open.
- Extension:** Check this if you want the extension to be read when internal calls are transferred to the voice mail when it is open.
- Name:** Check this if you want the name of the extensions user to be read when internal calls are transferred to the voice mail when it is open.
- Interception:** Check this if you want presence status and return time to be read when internal calls are transferred to the voice mail when it is open.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when internal calls are transferred to the voice mail when it is open.

With personal greeting play:

- Welcome greeting:** Check this if you want the welcome greeting to be read when internal calls are transferred to the voice mail when it is open.
- Extension:** Check this if you want the extension to be read when internal calls are transferred to the voice mail when it is open.

- Name:** Check this if you want the name of the extensions user to be read when internal calls are transferred to the voice mail when it is open.
- Interception:** Check this if you want presence status and return time to be read when internal calls are transferred to the voice mail when it is open.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when internal calls are transferred to the voice mail when it is open.

13.2.1.7 Internal calls closed

This specifies how internal calls should be handled when the voice mail menu is linked to a schedule stating that it is closed.

Internal calls closed

Without personal greeting play

- Welcome greeting
- Extension
- Name
- Interception
- VMail-menu

With personal greeting play

- Welcome greeting
- Extension
- Name
- Interception
- Personal greeting
- VMail-menu

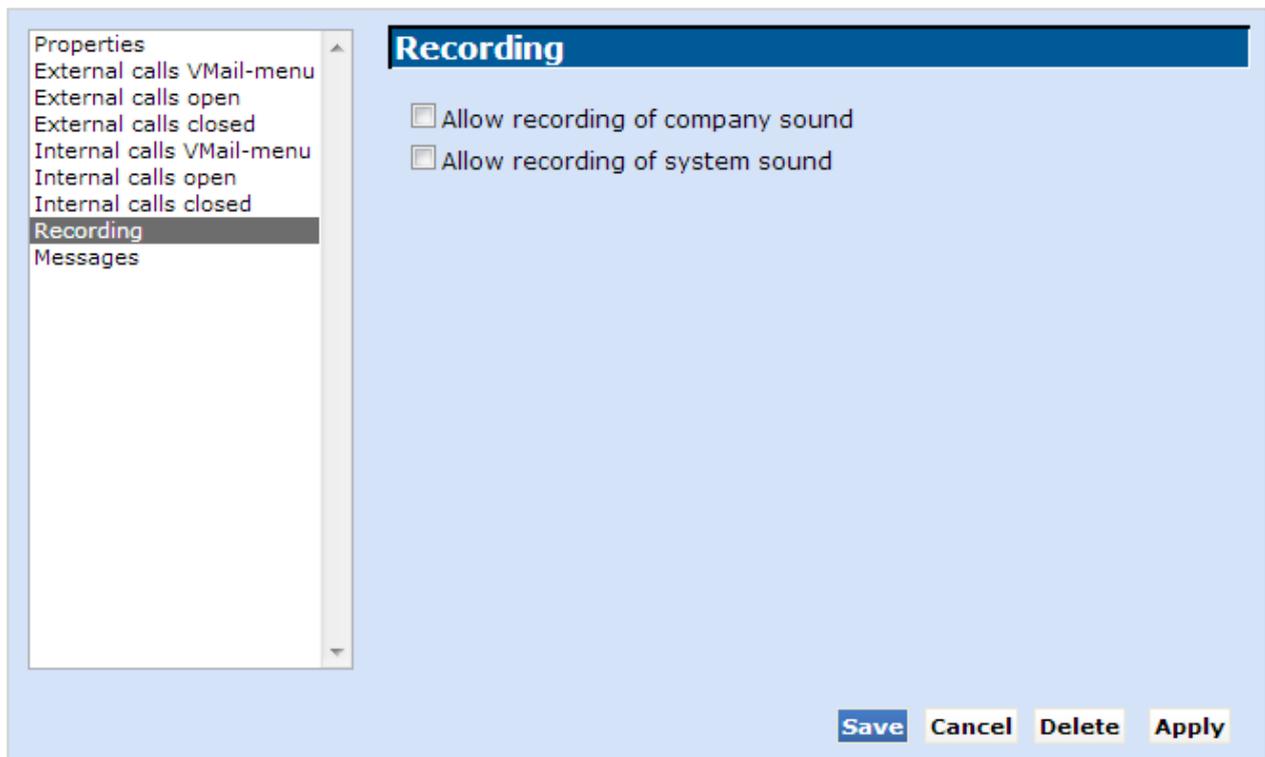
Save Cancel Delete Apply

Without personal greeting play:

- Welcome greeting:** Check this if you want the welcome greeting to be read when internal calls are transferred to the voice mail when it is closed.
- Extension:** Check this if you want the extension to be read when internal calls are transferred to the voice mail when it is closed.
- Name:** Check this if you want the name of the extensions user to be read when internal calls are transferred to the voice mail when it is closed.

- Interception:** Check this if you want presence status and return time to be read when internal calls are transferred to the voice mail when it is closed.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when internal calls are transferred to the voice mail when it is closed.
- With personal greeting play:**
- Welcome greeting:** Check this if you want the welcome greeting to be read when internal calls are transferred to the voice mail when it is closed.
- Extension:** Check this if you want the extension to be read when internal calls are transferred to the voice mail when it is closed.
- Name:** Check this if you want the name of the extensions user to be read when internal calls are transferred to the voice mail when it is closed.
- Interception:** Check this if you want presence status and return time to be read when internal calls are transferred to the voice mail when it is closed.
- VMail-menu:** Check this if you want the menu options in the voice mail menu to be read when internal calls are transferred to the voice mail when it is closed.

13.2.1.8 Recording



- Allow recording of companysound:** Check this if you want to allow users with this voice mail type to be able to record company sound via their telephone by logging in to their voice mail. This feature automatically activates a new menu option in the user's voice mail.
- Allow recording of system sound:** Check this if you want to allow users with this voice mail type to be able to record system sound via their telephone by logging in to their voice mail. This feature automatically activates a new menu option in the user's voice mail.

13.2.1.9 Messages

In this tab you set if and how notification of new voice mail messages should be handled. All users with this voice mail type will automatically get the same functionality. For the feature to function mobile number, Minicall number and e-mail address must be set for each user.

The screenshot shows a web-based configuration interface. On the left, a vertical menu lists various settings: Properties, External calls VMail-menu, External calls open, External calls closed, Internal calls VMail-menu, Internal calls open, Internal calls closed, Recording, and Messages (which is highlighted). The main content area is titled 'Messages' and features a sub-section 'Message notification'. Under this section, there are three checkboxes: 'SMS-message (to cell-phone)' (unchecked), 'Minicall' (unchecked), and 'E-mail' (checked). At the bottom right of the interface, there are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

- SMS-message:** Check this if you want the user to get a SMS notifying him of new messages in the voice mail.
- Minicall:** Check this if you want the user to get a notification via Minicall when there are new messages in the voice mail.
- E-mail:** Check this if you want the user to get an e-mail notifying him of new messages in the voice mail.

14 Schedule

A Schedule is used to automatically transfer calls depending of the time of day, day of the week or weekend. A Schedule or a Weekend cannot on its own transfer calls but is used in combination with different Schedule and/or Weekend controlled menus (see more in chapter [Menu](#)) to handle the call depending on if it is open, closed or weekend. A Schedule can also be used to change voice mail menu in the voice mail.

14.1 Weekends

[Index](#) / [Schedule](#) / **Weekends**

[New company weekend \(company\)...](#) [New company weekend \(system\)...](#)

Name ▲	From	To
2011 - Trettonhelgen	2012-01-05 15:00	2012-01-06 17:00
2012 - Julen	2012-12-21 17:00	2012-12-26 17:00

Weekends is a list of weekends when calls should be transferred in different ways than the usual one set by the schedule, i.e. when it is normally open according to the week schedule, for instance at Christmas or New Year etc. Click “New company weekend (company)” or “New company weekend (system)” depending on if you want to create a Weekend for an individual company or for the entire Flexi system. The “Weekend” alone cannot control calls, but are used together with “Weekend controlled menus”. See more in the chapter '[Weekend menu](#)'.

14.1.1 New weekend/Edit weekend

[Index](#) / [Schedule](#) / [Weekends](#) / **New**

New

Name:

Company: **Datatal AB**

From:

To:

November							
Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun
44	28	29	30	31	1	2	3
45	4	5	6	7	8	9	10
46	11	12	13	14	15	16	17
47	18	19	20	21	22	23	24
48	25	26	27	28	29	30	1

- Name:** Enter the name of the weekend. The name should be short and informative because it will be shown in the dropdown menus.
- From:** Enter the starting date and time of the scheduled weekend. If you use 'Tab' the cursor jumps from "Name:" to "From:" and you can enter date and time. If you wish to use the calendar then you click on the calendar icon.
- To:** Enter the ending date and time of the scheduled weekend. If you use 'Tab' the cursor jumps from "Name:" to "From:" and you can enter date and time. If you wish to use the calendar then you click on the calendar icon.

14.2 Week schedule

[Index](#) / [Schedule](#) / **Week schedule**

[New company schedule \(company\)...](#) [New company schedule \(system\)...](#)

Name ▲	Company
Anders	Datatal AB

A Week schedule is used to automatically control calls depending on the time of day, day of the week or weekend. A Schedule alone cannot control calls, but are used together with “Schedule controlled menus” to control calls depending on if it is open or closed. See more in the chapter '[Schedule controlled menu](#)'. A Schedule can also be used to change voice mail menus in the voice mail. See more in the chapter '[Voice mail type](#)'.

To create a week schedule click either “New company schedule (company)” to create a schedule for one specific company or “New company schedule (system)” to create a schedule for the entire Flexi system. If you wish to edit an existing schedule you click the desired schedule in the list.

14.2.1 New schedule

When you have clicked “New schedule” a so-called Wizard will open, helping you to create the schedule.

14.2.1.1 Name of schedule

Name of schedule

Specify what name the schedule will have,
E.g. 'Opening hours salesdep.'

Name:

Company: **Datatal AB**

Enter the name of the schedule. The name should be short and informative because it will be shown in the several other menus. Click “Next”.

14.2.1.2 Days

Days

What days will it be open, hold down the control-button if you want to select more days then one

Days:

- Mondays
- Tuesdays
- Wednesdays
- Thursdays
- Fridays
- Saturdays
- Sundays

<Back Next> Cancel Finish

Choose the days that you wish to have open. To choose more than one day for the week schedule, hold down the CTRL-button and click the desired days. Then click "Next".

Remember that if you wish to have different opening hours for each day then each day must be configured separately.

14.2.1.3 Opening hours

Opening hours

What opening hours do the schedule have? All marked days will have the same opening hours, you can change the opening hours in the finished schedule later

Opens: 08 : 00

Closes: 17 : 00

<Back Next> Cancel Finish

Set the time for "Opens" and "Closes", then click "Next".

14.2.1.4 Code at closing

Code at closing

With what referalcode should the schedule close for the day?
Codes NOT marked with star are company-specific

[not used] ▼

<Back Next> Cancel Finish

Choose which referral code that should be used when it is closed according to the schedule.

14.2.1.5 Schedule configured

[Index](#) / [Schedule](#) / **Week schedule**

[New company schedule \(company\)...](#) [New company schedule \(system\)...](#)

Name ▲	Company
Anders	Datatal AB

You will now see the week schedule that you created with the wizard in the list like the one above. To get a graphical presentation or to edit an existing schedule you click the desired schedule.

14.2.2 Graphical presentation of week schedule

[Index](#) / [Schedule](#) / [Week schedule](#) / [Edit schedule](#)

Jour 08-17  

Open, Closed, Closed period (e.g. Lunch)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
07 ⁰⁰	Closed						
08 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
09 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
10 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
11 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
12 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
13 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
14 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
15 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
16 ⁰⁰	Open	Open	Open	Open	Open	Closed	Closed
17 ⁰⁰	Closed						

Closed period for

Show times between: and

You see the week schedule as a calendar. To make the schedule more easily understandable you can choose to only show specific times by choosing the times and clicking "Show".

14.2.2.1 Edit schedule

[Index](#) / [Schedule](#) / [Week schedule](#) / **Edit schedule**

Arbetstider Demo

Open, Closed, Closed period (e.g. Lunch)

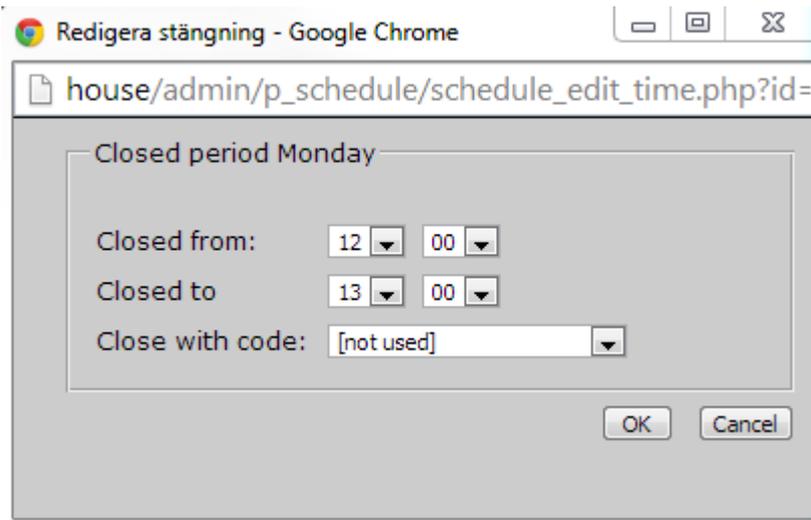
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
07 ⁰⁰							
08 ⁰⁰							
09 ⁰⁰							
10 ⁰⁰							
11 ⁰⁰							
12 ⁰⁰							
13 ⁰⁰							
14 ⁰⁰							
15 ⁰⁰							
16 ⁰⁰							
17 ⁰⁰							

Closed period for

Show times between: and

You can add a closed period by choosing day in the drop down and clicking "Add". You can also click on the blue times to edit or delete them. By double clicking the closed time (the darker color, in this case before 08:00 and after 17:00) you can edit the opening hours. You can also change the name of the schedule by clicking the icon to the right of the schedule name. If you want to delete the schedule you click the X to the right of the schedules name.

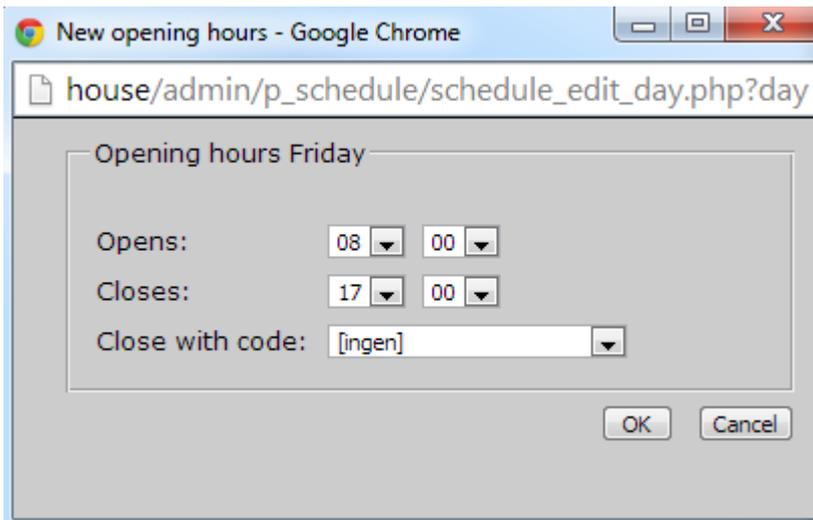
14.2.2.2 Edit closing



The screenshot shows a Google Chrome browser window titled "Redigera stängning - Google Chrome". The address bar contains the URL "house/admin/p_schedule/schedule_edit_time.php?id=". The main content area displays a form titled "Closed period Monday". The form includes three input fields: "Closed from:" with a dropdown set to "12" and a time dropdown set to "00"; "Closed to:" with a dropdown set to "13" and a time dropdown set to "00"; and "Close with code:" with a dropdown set to "[not used]". At the bottom right of the form are "OK" and "Cancel" buttons.

When you have chosen day in the drop down menu and clicked "Add" a window like the one above will open where you set between which times you wish to have the schedule closed.

14.2.2.3 Edit opening hours



The screenshot shows a Google Chrome browser window titled "New opening hours - Google Chrome". The address bar contains the URL "house/admin/p_schedule/schedule_edit_day.php?day". The main content area displays a form titled "Opening hours Friday". The form includes three input fields: "Opens:" with a dropdown set to "08" and a time dropdown set to "00"; "Closes:" with a dropdown set to "17" and a time dropdown set to "00"; and "Close with code:" with a dropdown set to "[ingen]". At the bottom right of the form are "OK" and "Cancel" buttons.

When you double click a time outside the opening hours a window like the one above will open where you set between which times you wish to have the schedule open.

15 Entry point

[Index](#) / [Entry point](#)

[New entry point \(company\)...](#) [New entry point \(system\)...](#)

Extension △	Button controlled menu	Schedule controlled menu	Weekend menu	Destination
1000	Main menu			
1001	Leave Message			

An Entry point connects the telephone number the incoming call has dialed with a specific feature in the system.

15.1 New entry point/Edit entry point

[Index](#) / [Entry point](#) / [New entry point](#)

- Extension:** Enter the extension/DNIS you wish to connect to a feature. This is called creating an entry point for a call dialog.
- Company:** Here you see which company the entry point is created for. If the entry point is system wide this will read "system".
- Go to...:** Here you choose which menu the extension/DNIS should be connected to. You can read about how to create menus in the chapter '[Menu](#)'. You can also choose to transfer the call directly to time booking.

16 Statistics

If you have the right permissions you can generate statistics reports via predefined templates, either for the company you are logged in to or for the entire Flexi system (all companies).

16.1 Statistics Call Centre

[Index](#) / [Statistics](#) / [Call Center](#)

Statistics selection: Calls
 Agent reports

Statistics report: Amount answered, total

Report type: Month

Month November 2013

Show

Statistics selection:

Choose the media for which you wish to generate statistics.

Statistics report:

Choose the type of calls and which report for which you wish to generate statistics. For instance total amount of answered calls, amount of calls answered per agent etc.

Report type:

Choose for which period you wish to generate a report, you can choose between; *Date*, *Month* or *Predefined*.

16.1.1 Example of statistics reports for Call centre

[Index](#) / [Statistics](#) / Call Center

Statistics selection: Calls
 Agent reports

Statistics report:	<input type="text" value="Number of incoming calls"/>
Report type:	<ul style="list-style-type: none"> Number of incoming, total Number of incoming, per queue Number of answered/dropped calls, total Number of answered/dropped calls, per queue Number of answered/dropped calls, per queue/agent Number of answered/dropped calls callback, per queue/agent
Month	<ul style="list-style-type: none"> Answered calls Amount answered, total Amount answered, per queue Amount answered, per agent Amount answered, per queue/agent Amount answered callback, per queue/agent Average waiting time answered, total Average waiting time answered callback, total Average waiting time answered, per queue Average waiting time answered callback, per queue Dropped calls Amount dropped, total Amount dropped, per queue

Number of incoming, total:

The number of incoming calls for the entire Flexi Call Centre system.

Number of incoming, per queue:

The number of incoming calls to a specific queue in the Flexi Call Centre system.

Amount answered/dropped calls, total:

The number and apportion of incoming calls to the entire Flexi Call Centre system which have resulted in a successful or failed contact with the customer.

Amount answered/dropped calls, per queue:

The number and apportion of incoming calls to a specific queue in the Flexi Call Centre system which have resulted in a successful or failed contact with the customer.

Amount answered, total:

The number of calls for the entire Flexi Call Centre system which have resulted in a successful contact with the customer.

Amount answered, per queue:

The number of calls to a specific queue in the Flexi Call Centre system which have resulted in a successful contact with the customer.

Amount answered, per agent:

The number of calls to a specific agent in the Flexi Call Centre system which have resulted in a successful contact with the customer.

Average waiting time answered, total:

The average waiting time calculated for all incoming calls to the entire Flexi Call Centre system which have resulted in a successful contact with the customer.

Average waiting time answered callback, total:

The average waiting time calculated for all incoming callback calls to the entire Flexi Call Centre system which have resulted in a successful contact with the customer.

Average waiting time answered, per queue:

The average waiting time calculated for all incoming calls to a specific queue in the Flexi Call Centre system which have resulted in a successful contact with the customer.

Average waiting time answered callback, per queue:

The average waiting time calculated for all incoming callback calls to a specific queue in the Flexi Call Centre system which have resulted in a successful contact with the customer.

Amount dropped, total:

The number of calls for the entire Flexi Call Centre system which have not resulted in a successful contact with the customer.

Amount dropped, per queue:

The number of calls to a specific queue in the Flexi Call Centre system which have not resulted in a successful contact with the customer.

Amount dropped, per agent:

The number of calls to a specific agent in the Flexi Call Centre system which have not resulted in a successful contact with the customer.

Average waiting time dropped, total:

The average waiting time calculated for all incoming calls to the entire Flexi Call Centre system which have not resulted in a successful contact with the customer.

Average waiting time dropped callback, total:

The average waiting time calculated for all incoming callback calls to the entire Flexi Call Centre system which have not resulted in a successful contact with the customer. Call is attempted three times before the call is counted as dropped.

Average waiting time dropped, per queue:

The average waiting time calculated for all incoming calls to a specific queue in the Flexi Call Centre system which have not resulted in a successful contact with the customer.

Average waiting time dropped callback, per queue:

The average waiting time calculated for all incoming callback calls to a specific queue in the Flexi Call Centre system which have not resulted in a successful contact with the customer. Call is attempted three times before the call is counted as dropped.

Calltime, total:

Average call length for all incoming calls to the entire Flexi Call Centre system.

Calltime, per agent:

Average call length for all incoming calls divided per agent.

Number of overflow calls, total:

The total number of calls that have been sent to overflow because of, for instance, "max queue length", "max queue size" or "no available agents".

Number of overflow calls, max queue length:

The total number of calls that have been sent to overflow because of "max queue length".

Number of overflow calls, max queue size:

The total number of calls that have been sent to overflow because of "max queue size".

Number of overflow calls, no available agents:

The total number of calls that have been sent to overflow because of "no available agents".

Time logged in, total:

The total logged in time of all agents in the Flexi Call Centre system.

Time logged in, per agent:

The total logged in time per agent.

Time logged in per queue/agent:

The total logged in time per agent and particular queue.

Average time logged in, total:

Average logged in time for all agents in the entire Flexi Call Centre system.

Average time logged in, per agent:

Average logged in time per agent in the Flexi Call Centre system.

Amount of breaks, total:

The total number of breaks for all agents in the entire Flexi Call Centre system.

Amount of breaks, per agent:

The total number of breaks, per agent.

Breaktime, total:

The total break time for all agents in the Flexi Call Centre system.

Breaktime, per agent:

The total break time per agent.

Average time break, total:

The average break time for all agents in the Flexi Call Centre system.

Average time break, per agent:

The average break time per agent.

Free time, total:

The total amount of free time for all agents in the Flexi Call Centre system.

Free time, per agent:

The total amount of free time per agent.

Average time free, total:

The average free time for all agents in the Flexi Call Centre system.

Average time free, per agent:

The average free time per agent.

Servicelevel 1, per queue:

The number of calls answered within service level 1.

Servicelevel 2, per queue:

The number of calls answered within service level 2 or longer.

Servicelevel 3, per queue:

The number of calls answered within service level 3 or longer.

16.1.2 Example of report types for Call Centre

[Index](#) / [Statistics](#) / [Call Center](#)

Statistics selection: Calls
 Agent reports

Statistics report:

Report type:

Month

Show

16.2 Statistics IVR/IVR (system)

[Index](#) / [Statistics](#) / [IVR](#)

Statistics report:

Report type:

Month

Statistics report:

Choose the type of calls and which report for which you wish to generate statistics. For instance total amount of calls, amount of calls transferred to voice mail etc.

Report type:

Choose for which period you wish to generate a report, you can choose between; *Date*, *Month* or *Predefined*.

16.2.1 Example of statistics report for IVR

[Index](#) / [Statistics](#) / [IVR](#)

Statistics report:

Report type:

Month

16.3 Statistics Time booking

[Index](#) / [Statistics](#) / **Time booking**

Statistics report: Amount of booked times, through IVR (Interactive Voice Response) ▼

Destination: Avaya CERT ▲

Report type: Month ▼

Month: November ▼ 2013 ▼

Show

Statistics report:

Choose the type of calls and which report for which you wish to generate statistics. For instance amount of booked times via IVR, booking in % etc.

Report type:

Choose for which period you wish to generate a report, you can choose between; *Date*, *Month* or *Predefined*.

16.3.1 Example of statistics reports for Time booking

[Index](#) / [Statistics](#) / [Time booking](#)

Statistics report:	Amount of booked times, through IVR (Interactive Voice Response)
Destination:	Bookings Amount of booked times, through IVR (Interactive Voice Response) Amount of booked times by operator, on web Number of rescheduled times to destination Occupancy in % Number of cancellations Errand types Queuing calls Number of incoming queuing Number of answered queuing Number of dropped queuing Number of answered/dropped queuing Number of queuing who choose time booking
Report type:	Calls Amount of succeeded calls Amount of failed outgoing calls Amount succeeded/failed calls Average call time Average service time Average calltime by operator
Month:	

Number of booked time, via IVR:

The number of bookings made by customers by phone. Per day, week or month.
(Incoming customer calls that resulted in a booking)

Number of booked times by operator, via web:

The number of bookings via the web made by operator. Per day, week and month.
(The number of bookings that an operator makes for a customer)

Bookings in %:

The portion of available timeslots that is actually booked. Per week.
(How big a portion of the available timeslots that is booked under a certain period. This should be at least 100% indicating that all available timeslots are used. Some timeslots can be used more than once when a number of short calls free up a previously booked time.)

Number of cancellations:

The number of cancellations made by customer and operator. Per day, week or month.
(Incoming customer call that resulted in a cancellation and cancellations via web by operator)

Cases:

Show which case selection the customers have made during the chosen period.
(The number and apportion of cases selected by the caller if this feature is activated)

Number of incoming queuing:

Show how many incoming calls that have been queuing.

Number of answered queuing:

Show how many incoming calls that have been queuing and then answered.

Number of dropped queuing:

Show how many incoming calls that have been queuing and then dropped.
(The caller have hung up)

Number of answered/dropped queuing:

Show the number and apportion of incoming calls that have been queued and answered or dropped.

Number of queuing who choose time booking:

Show the number of incoming calls that have been queued where the caller have chosen to book a time instead.

Number of successful calls:

Show the number of bookings that have resulted in a successful contact with the customer. Per day, week or month.

(The number of bookings where the operator have gotten in touch with the right customer and therefor ended the call by clicking "Finished w. Success")

Number of failed outgoing calls:

Show the number of bookings that have resulted in a failed contact with the customer. Per day, week or month.

(The number of bookings where the operator have not gotten in touch with the right customer and therefor ended the call by clicking "Finished w. Failed")

Number of successful/failed calls:

Show the number and apportion of bookings which resulted in a successful or failed contact with the customer. Per day, week or month.

The number of times where an operator have or have not reached the right customer and therefor ended the call by either clicking "Finished w. Success" or "Finished w. Failed")

Average call length:

The average call length for the chosen period. Per day or week.

(The average number of seconds for outgoing calls to customer calculated from call start to call end regardless of if the operator clicked "Finished w. Success" or not. This will only work if automatic call via CTI is used. This count all calls including "Finished w. Failed".)

Average turnaround time:

The average turnaround time for the chosen period. Per day or week.

The average number of seconds for outgoing calls to customer calculated from call start to call end for the calls where the operator clicked "Finished w. Success" or "Finished w. Failed". This will only work if automatic call via CTI is not used. This count all calls including "Finished w. Failed".

Number of handled calls per operator:

The number of calls handled by an operator during the chosen period.

Number of calls with no available timeslots:

The number of incoming calls from customers where there are no available timeslots. Per day, week or month.

(Incoming customer calls during the destinations opening hours where all timeslots are booked. A message stating this will be read to the caller.)

Service level – Queued calls:

The number of successful calls out of the total number of calls in %. Per day or week.

(The number and apportion of successful calls compared to the total number of calls in % (*Successful/Total*). Successful = "Finished w. Success" + Answered from queue, Total = Successful + "Finished w. Failed" + Dropped in queue + No available times.)

Service level – Offered time:

Specifies the deviation between the time the booking took place and the time offered to the customer. Those who have specified an own time is not included. Three different levels (times) can be specified, for instance 92% of answered calls are answered within 10 minutes.

Service level – Deviation between booked timeslot and actual time:

Specifies the deviation between the booked time and the time the customer is actually called. Three different levels (times) can be specified, for instance 92% of answered calls are answered within 10 minutes.

Service level – Actual time:

Specifies the deviation between the time the booking took place and the time the customer is actually called. Those who have specified an own time is not included. Three different levels (times) can be specified, for instance 86% of booked calls where called back in less than 6 minutes.

16.4 Report types

Report type: ▼

From date: 

To date: 

<< November >>							
Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun
44	28	29	30	31	1	2	3
45	4	5	6	7	8	9	10
46	11	12	13	14	15	16	17
47	18	19	20	21	22	23	24
48	25	26	27	28	29	30	1

Report type (date):

If you wish to generate statistics with the report type “Date” a form like the one above will be shown. Here you choose the time frame for the report. If you click the icon to the right of the date a calendar opens to simplify the selection.

Report type: ▼

Month: ▼ ▼

Report type (month):

If you wish to generate statistics with the report type “Month” a form like the one above will be shown. Here you choose the month and year for which to generate a report.

Report type:

Report:

- Today
- Yesterday
- Last 3 days
- Last 7 days
- Last 14 days
- Last month
- Current month
- Previous month
- All statistics

Report type (predefined):

If you wish to generate statistics with the report type "Predefined" a form like the one above will be shown. You can choose from a number of different time frames for which to easily generate reports.

16.4.1 Choose diagram

Amount of calls to voice mail

Period: 2013-11-01 - 2013-11-30

 STACKDIAGRAM WITH DISTRIBUTION OVER DAY

 STACKDIAGRAM WITH DISTRIBUTION OVER WEEK

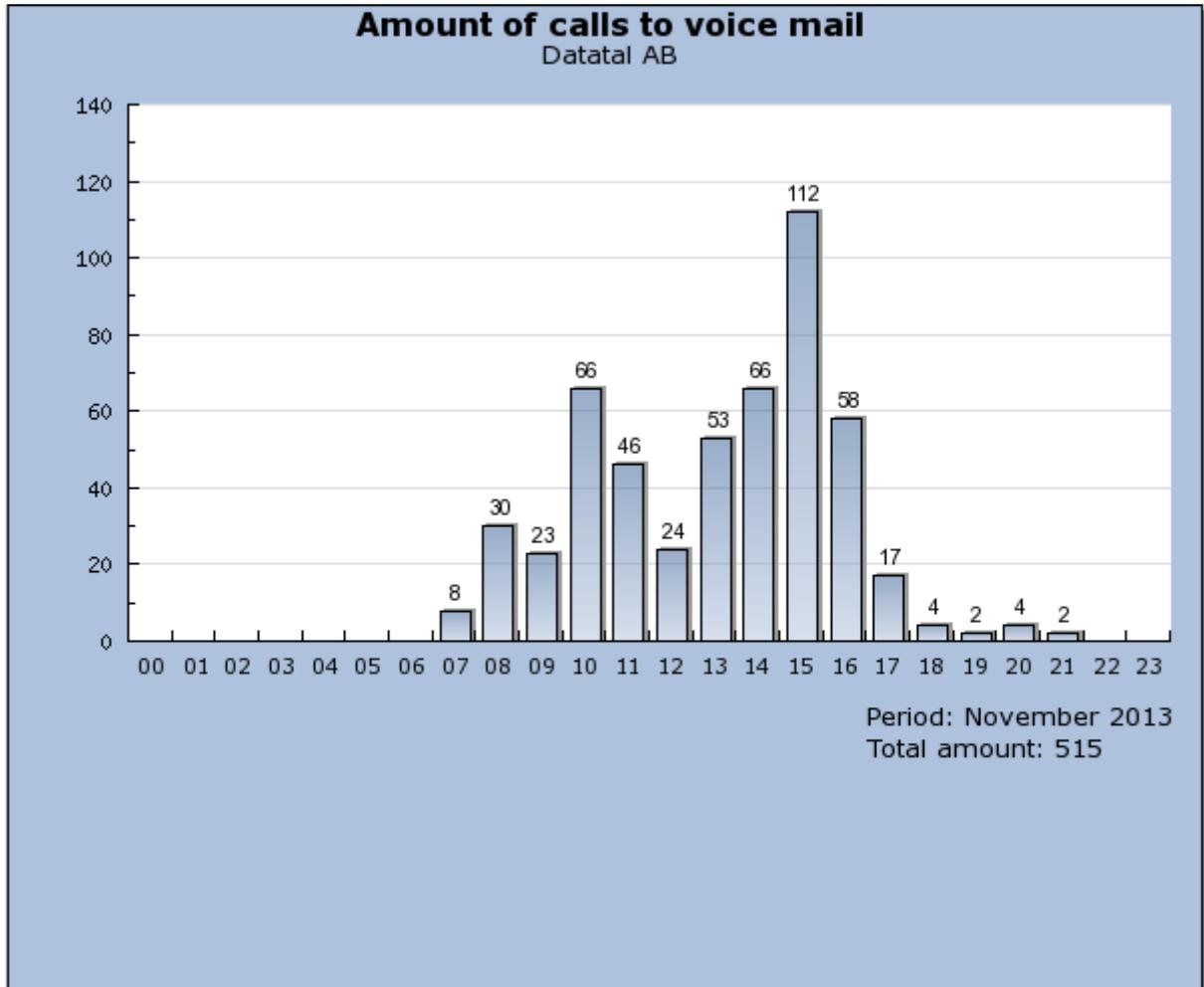
 STACKDIAGRAM WITH DISTRIBUTION OVER NOVEMBER

 CIRKELDIAGRAM WITH DISTRIBUTION OVER WEEK

[<< New selection](#)

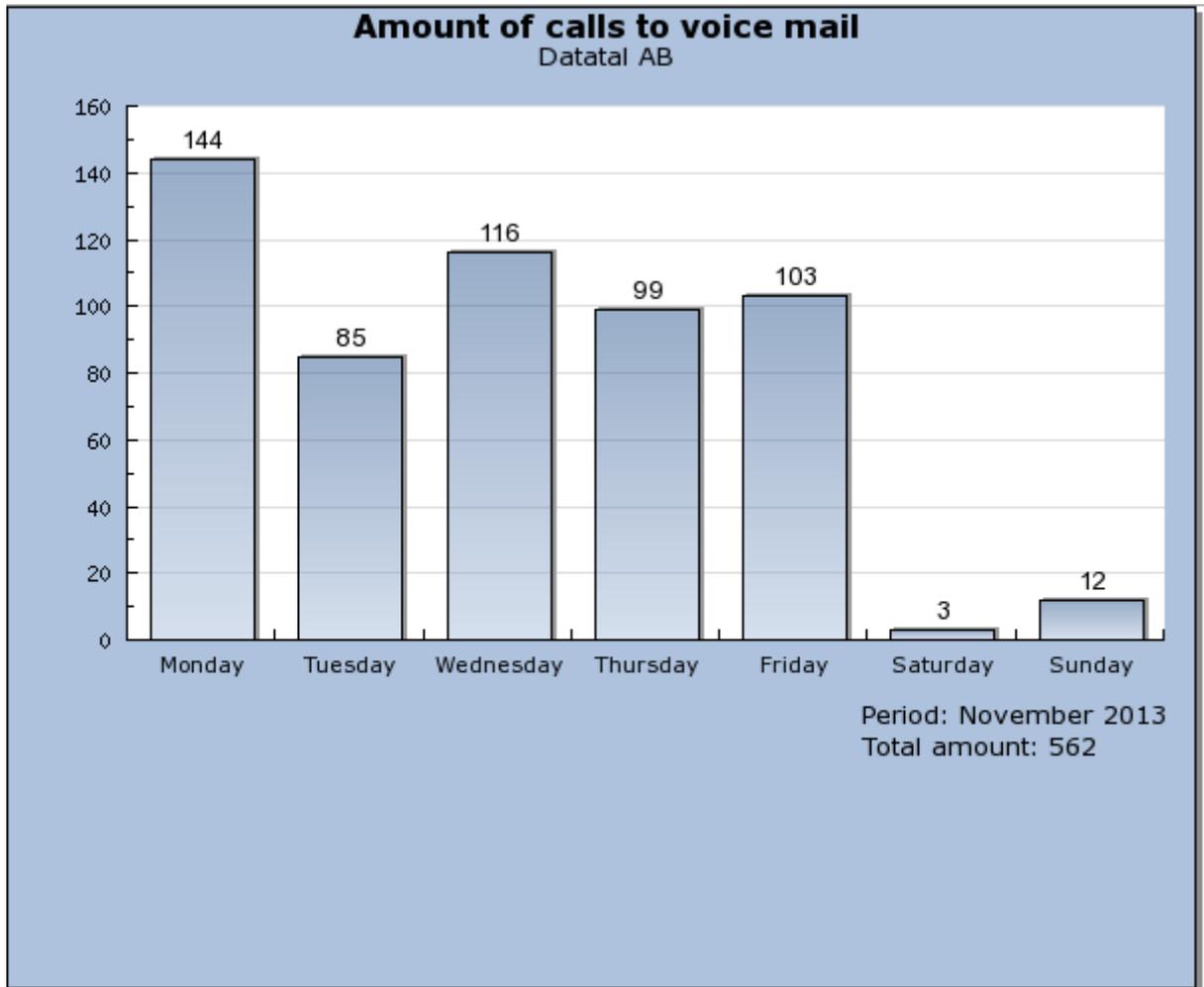
Choose which type of diagram to generate by clicking one of the buttons as shown above. Note that some combinations of reports and diagrams cannot be used together.

16.4.1.1 Bar chart showing apportion over day



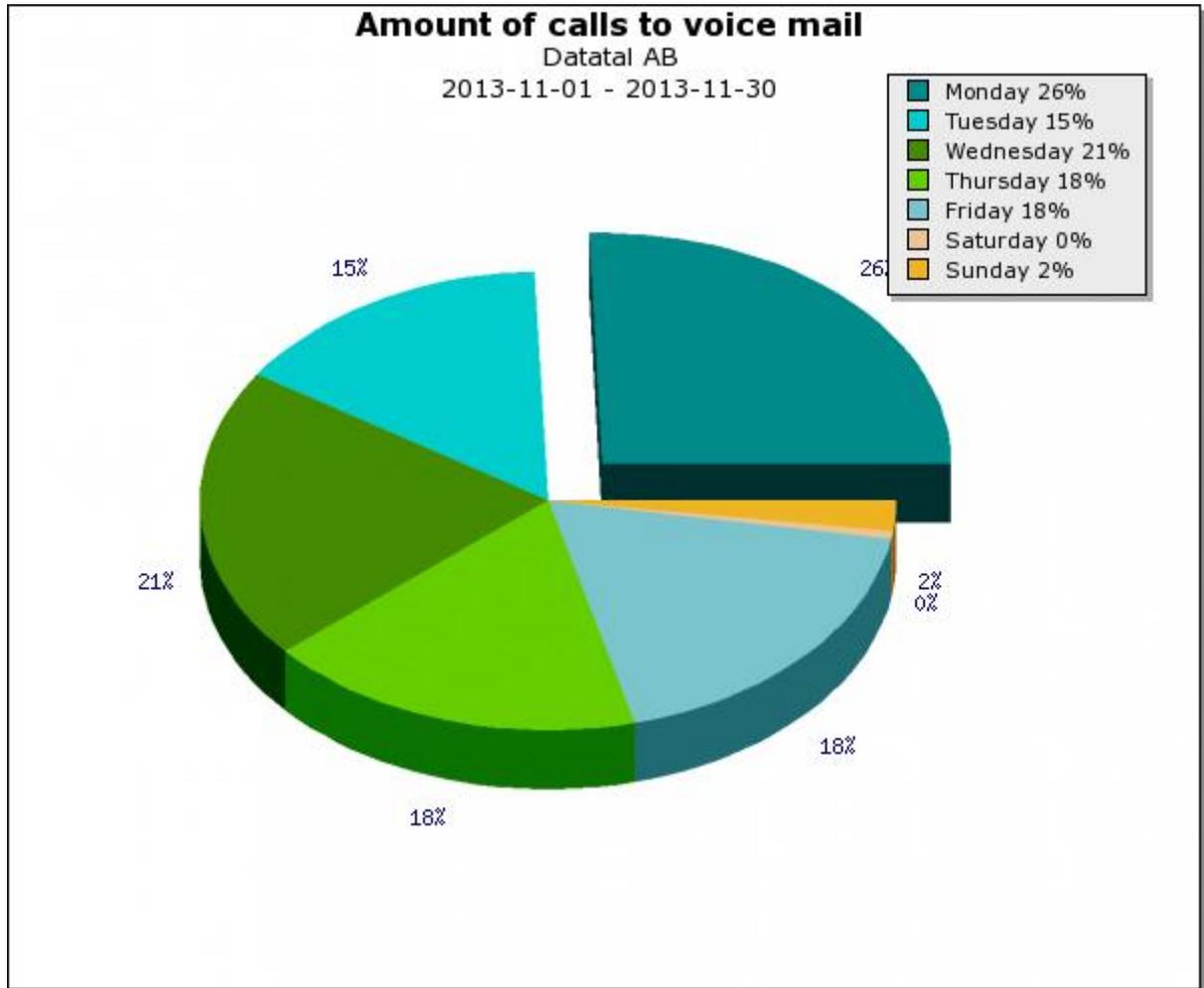
The bar chart above is showing statistics over a day where the vertical axel is showing the number of calls, and the horizontal axel is showing the time of day. The period for the statistics report is 2013-11-01 – 2013-11-31.

16.4.1.2 Bar chart showing apportion over week



The bar chart above is showing statistics over a week where the vertical axel is showing the number of calls, and the horizontal axel is showing the day of the week. The period for the statistics report is 2013-11-01 – 2013-11-30.

16.4.1.3 3-D circular chart showing apportion over week



The 3-D circular chart above is showing statistics over a week where each color corresponds to a weekday and the size of each field indicates the percentage of calls per day in the given week. The period for the statistics report is 2013-11-01 – 2013-11-30.

17 Search

[Index](#) / **Search**

 In all companies

Here you can search for information about users. Enter any keyword, for instance name, e-mail address, extension, mobile number etc. With this tool it is, for instance, easy to quickly find a certain extension in a company with many extensions. If you check the box "In all companies" you can also search for users in a company which you are not administrating at the moment.

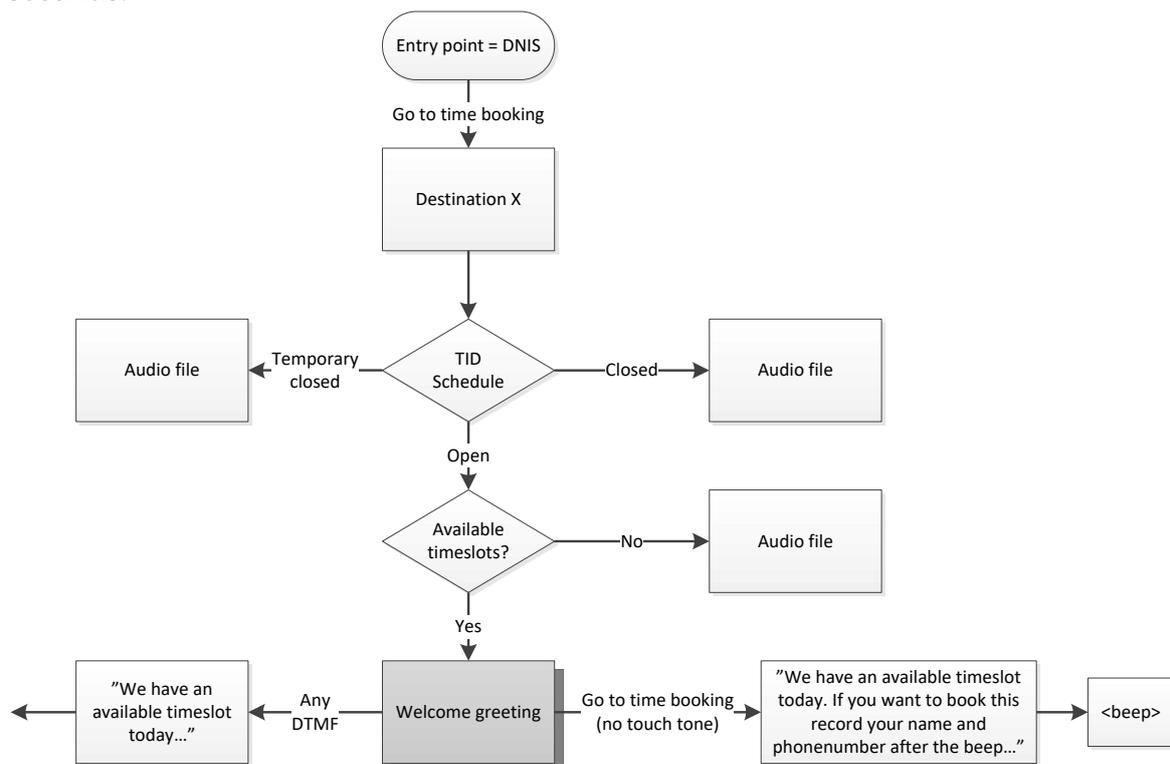
18 Time booking

The Time booking feature is integrated in Flexi and all administration is made in the AdmiTal Web like all other Flexi features/modules. The operator web does not have any administrative functions other than for its own properties. This makes it easy and quick to add new and edit existing destinations.

18.1 Configuration alternatives

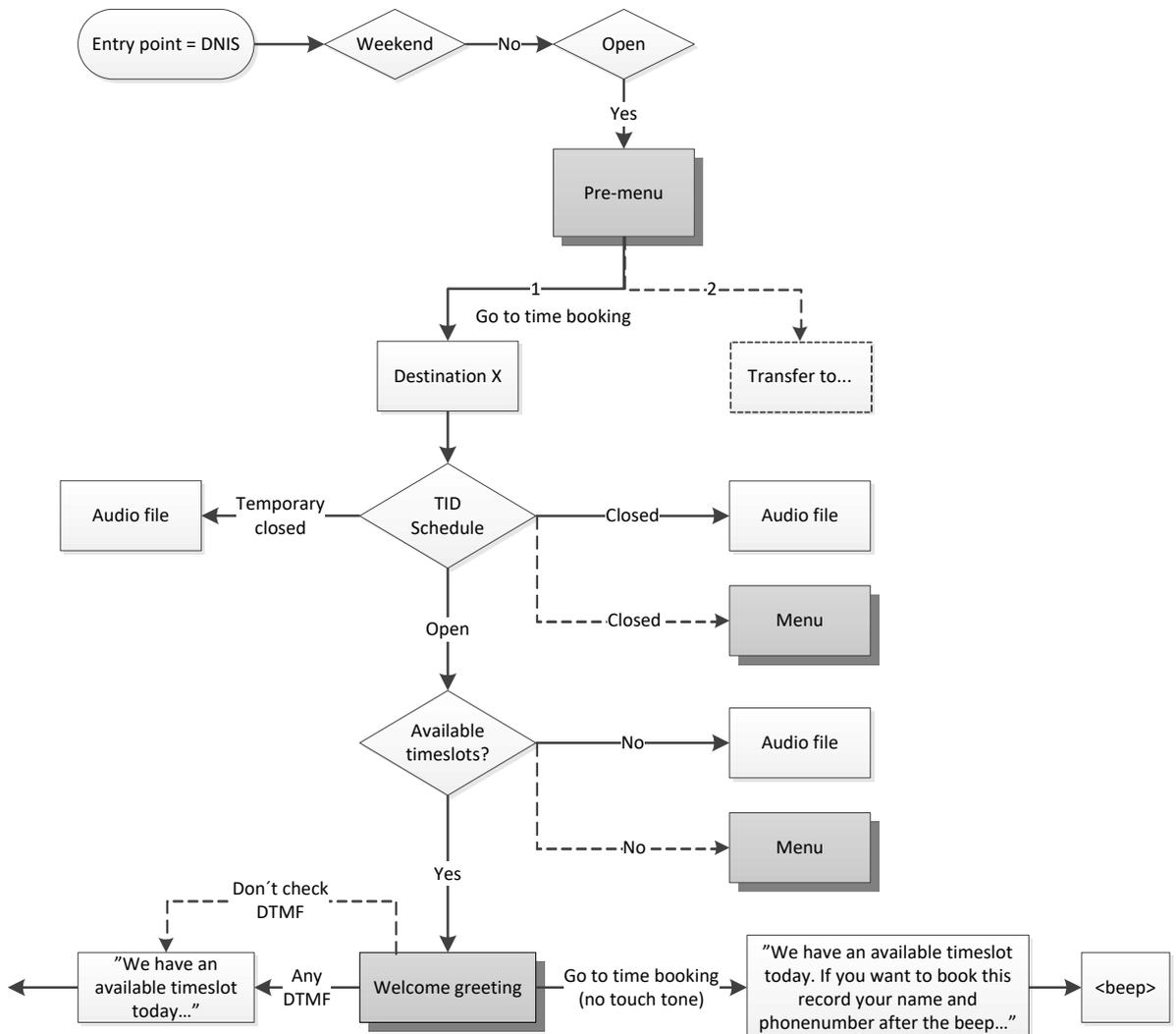
18.1.1 The simplest configuration

In the simplest configuration you do not have a default menu where the DNIS is directly linked to the destination via the function "Go to Time booking". When the destination is closed or there are no available timeslots the only possible action is playing audio files with no possibility to add a menu or link to other functions like for instance transferring to another destination when there are "no available timeslots". The button controlled menu where the customer chooses to book a time or leave a message is embedded in the destination, you only have to choose a welcome greeting. No other menu options can be added to this embedded menu, optional DTMF goes directly to time booking and "no selection made" goes to "leave a message" after 4 seconds.



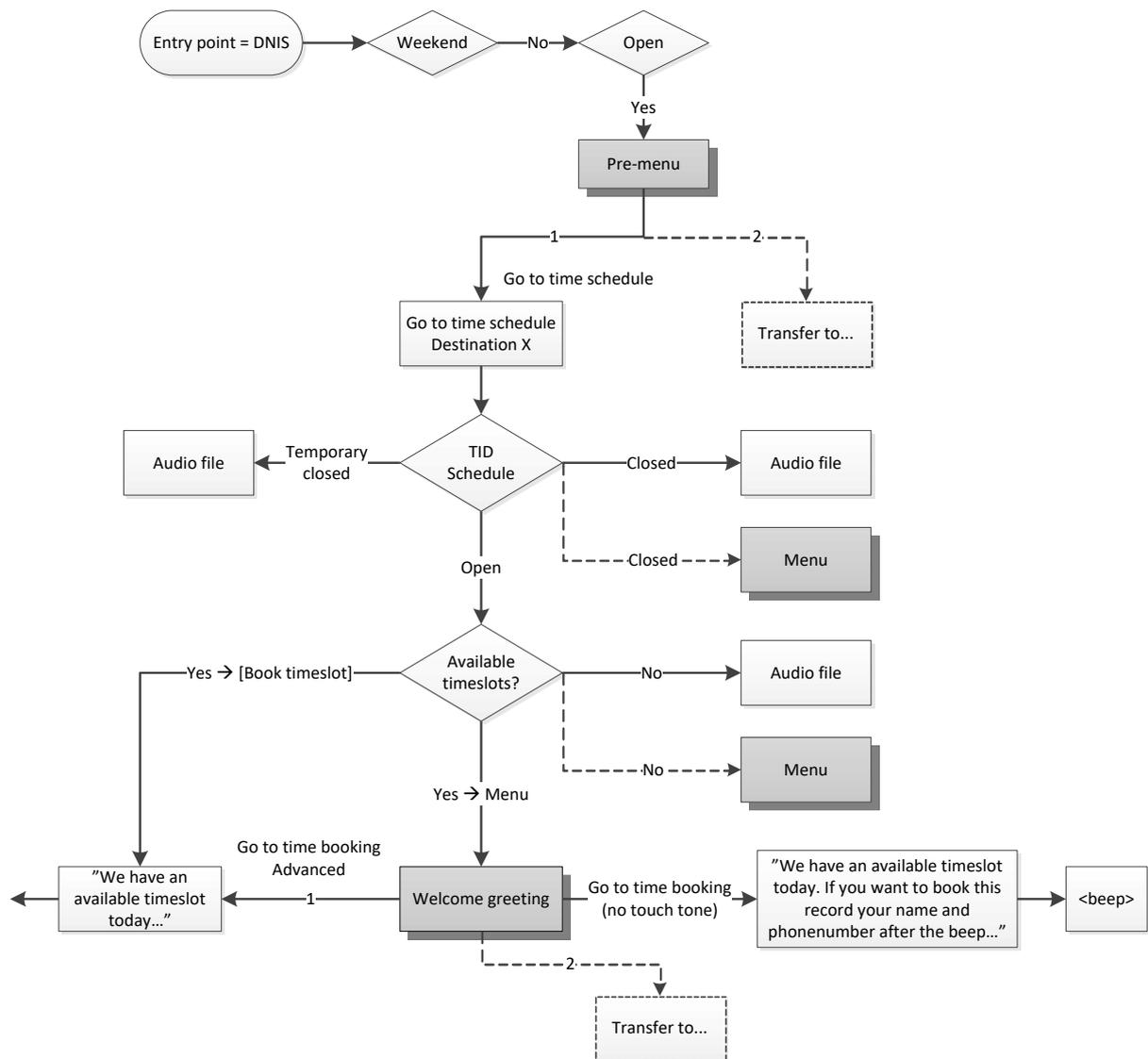
18.1.2 Simple configuration

In the simple configuration you can add a default menu where the DNIS is linked to a button controlled menu, a weekend controlled menu or a schedule controlled menu according to the flowchart below. Regardless of choice the function “Go to Time booking” is used in the button controlled menu. When the destination is closed or there are no available timeslots audio files can be played without menu options or the call can be routed to a button controlled menu to offer further options, for instance transfer to another destination if there are no available timeslots. The button controlled menu where the customer chooses to book a time or leave a message is embedded in the destination, you only have to choose a welcome greeting. No other menu options can be added to this embedded menu, optional DTMF goes directly to time booking and “no selection made” goes to “leave a message” after 4 seconds. The welcome greeting is modified if the default menu is configured to avoid reading double “Welcome to...”.



18.1.3 Advanced configuration

The advanced configuration requires a default menu where the DNIS is linked to a button controlled menu, a weekend controlled menu or a schedule controlled menu like in the flowchart below. Regardless of the choice of menu the function "Go to Time schedule" is used in the button controlled menu. When the destination is closed or there are no available timeslots audio files can be played without menu options or the call can be routed to a button controlled menu to offer further options, for instance transfer to another destination if there are no available timeslots. The menu where the customer chooses to either book a timeslot or leave a message is a standard button controlled menu (functions and audio files) and therefore other menu options may be present. Configuration is made with a specific DTMF leading to booking (Go to Time booking Advanced) and "no selection made" goes to "leave a message" after 4 seconds (Go to Time booking (no touch tone)).



18.2 Destination

To add a new destination some preparations must be made like; decide on configuration, enter manuscript for greetings, add users, decide which users that should be operators, have the correct customer data, DNIS etc. When you have all this you start by entering manuscripts (see chapter [10.1.1](#)) and add users (see chapter [4.1](#)). Then click the menu option “Time booking” and the link “[New destination...](#)”.

[Index](#) / [Time booking](#)

[New destination...](#)

Name ▲	Operator
Avaya CERT	1

18.2.1 Properties

- Name:** Enter the name of your new destination. Remember that the name will be displayed in all operator’s web browsers and therefore should be short and informative.
- Area code to destination:** Enter the destinations area code. The field is used to filter out the “own” area code so it is not shown to the operator in the call list. If the customer for instance is calling from ‘0498123456’ it is displayed as ‘12 34 56’.
- Prefix to operator:** Enter the prefix that is used by the system when calling an operator. Should normally be left empty because operators usually sit “behind” the PBX on an internal extension.

- Prefix to client externally:** Enter the prefix that should be used by the system when calling an external customer. Normally this is "0".
- Welcome greeting:** Choose the desired Welcome greeting. Note that this is only for "Simple configuration".
- Check DTMF after welcome greeting:** Check this box if a control whether or not the caller pressed a key after hearing the welcome greeting should be made. This should normally be checked. Note that this is only for "Simple configuration".

18.2.1.1 Booking

In the tab "Booking" a number of settings regarding how to book is made.

Booking

How close to bookable time can a booking take place:

Bookings per phone number (1-99):

Bookings per SSN (social security number) (1-99):

Allow future bookings (0-28):

Max amount future bookings (0-100%):

Overlapping hours:

Use social security number when booking within Talsvar

Do NOT validate social security number

Do NOT validate area code

Don't suggest free time for client

Suggest A-number at booking

Allow booking to mobile number

Save **Cancel** **Delete** **Apply**

- How close to a bookable time can a booking be made:** Enter how close (in minutes) to a timeslot the caller should be offered to book this slot. This is normally set to "0", i.e. just before the bookable time.
- Bookings per phone number (1-99):** With this you can limit the number of bookings that can be made for one phone number. Is normally used to prevent a customer booking multiple timeslots. Is usually set to "2" (there can be more than one person in the same household).
- Bookings per SSN (social security number) (1-99):** With this you can limit the number of bookings that can be made for one social security number. Is normally used to prevent a customer booking multiple timeslots. Is usually set to "1".

Allow future bookings (0-28):

Enter the number of days ahead you wish to let customers book a timeslot. Set the value "0" if you do not want to allow future booking.

Max amount of future bookings (0-100%):

In this box you can limit the possible number of future bookings by setting a maximum portion of bookable timeslots to be available for future booking. Set the value "100" if you do not want any limit. This is only used if you have set a value higher than 1 in "Allow future bookings (0-28)" above.

Use social security number when booking within IVR:

Check this box if you want the caller to be prompted to enter social security number.

Don't suggest free time for client:

Check this box if you want the caller to propose a time and not to be offered the first available timeslot. This should normally not be checked.

Suggest ANI at booking:

Check this box if you want to offer the caller callback to the same number from which they call. This is strongly recommended but requires ANI presentation in the PBX.

Allow booking to mobile number:

Check this box if you want to allow the caller to choose to be called back to a mobile phone. This is strongly recommended.

18.2.1.2 Cancellation

The use of the feature cancellation in the configuration is relatively rare. This allows a customer whom has previously booked a timeslot to make another call to cancel the booked time. The feature is usually connected to a separate DNIS but can also be a menu choice on the same DNIS as the time booking.

Suggest ANI at cancellation:

Check this box if you wish to let the system search for the callers ANI at a cancellation. This is strongly recommended.

Keep cancelled time in call-list:

Check this box if you want the cancelled timeslots to be left in the call-list (shown with a read background color). This is recommended to leave unchecked. Note that cancelled timeslots cannot be booked by a new customer as long as they are marked as cancelled.

After cancellation is done:

Here you set the behaviour after the cancellation is done. You can choose between 2 functions; "Play audio file" or "Switch to menu". "Play audio file" is usually used if the caller shouldn't be transferred to, for instance, another destination after the cancellation. If you choose "Play audio file" together with [system] the system audio file "Your booking is cancelled" is played. If you choose "Switch to menu" you then have to set up an ordinary button controlled menu with functions and greetings. Simple configuration is "Play audio file" with a customer specific greeting.

18.2.1.3 From schedule

The tab “From schedule” controls how the call is handled in the case that booking is closed or there are now available timeslots. Here you also specify which button controlled menu that should be used if booking is open but there are no available timeslots.

When booking is closed:

Choose how the call should be handled when time booking is closed according to the built in schedule in each destination. You can choose between 2 functions; “Play audio file” or “Switch to menu”. “Play audio file” is usually used if the caller shouldn’t be transferred to, for instance, another destination when it is closed. If you choose “Play audio file” together with [system] the system audio file “Welcome, time booking is closed, please call back later. Thank you for your call” is played. If you choose “Switch to menu” you then have to set up an ordinary button controlled menu with functions and greetings. Simple configuration is “Play audio file” with a customer specific greeting.

If there are no available times:

Choose how the call should be handled when there are no available timeslots. You can choose between 2 functions; "Play audio file" or "Switch to menu". "Play audio file" is usually used if the caller shouldn't be transferred to, for instance, another destination when it is closed. If you choose "Play audio file" together with [system] the system audio file "There are no available timeslots, please try again later. Thank you for your call" is played. If you choose "Switch to menu" you then have to set up an ordinary button controlled menu with functions and greetings. Simple configuration is "Play audio file" with a customer specific greeting.

Menu when open (advanced):

If you have chosen Advanced configuration you set which button controlled menu the call should be routed to when the destination is open and there are available timeslots in this drop down menu. You set up this button controlled menu in the usual way with functions and greetings. If you want the call to directly go to time booking you choose [book time] which means that the caller have previously chosen the function and therefore is assumed to have a touch tone phone and can choose an own time. This is normally used when, for instance, the call has been routed from a queue where the caller has elected to press a key to leave queue and book a time.

18.2.1.4 Destinations

The tab “Destinations” controls how the call is handled after the booking is done, if offered time is declined or if there already is a booking present for that ANI or social security number.

When booking is done:

Choose how the call should be handled when time booking is done. You can choose between 2 functions; “Play audio file” or “Switch to menu”. “Play audio file” is usually used if the caller shouldn’t be transferred to, for instance, another destination after booking. If you choose “Play audio file” together with [system] the system audio file “Thank you for calling, welcome back” is played. If you choose “Switch to menu” you then have to set up an ordinary button controlled menu with functions and greetings. Simple configuration is “Play audio file” with the built in greeting [system].

If booking already exists:

Choose how the call should be handled when time booking is done. You can choose between 2 functions; “Play audio file” or “Switch to menu”. “Play audio file” is usually used if the caller shouldn’t be transferred to, for instance, another destination when this occurs. If you choose “Play audio file” together with [system] the system audio file “Thank you for calling, welcome back” is played. If you choose “Switch to menu” you then have to set up an ordinary button controlled menu with functions and greetings. Simple configuration is “Play audio file” with the built in greeting [system].

18.2.1.5 Color markings

In this tab you set how the colored icon to the left in the call list in the operator web should change color to let the operator get quick information about the state of the bookings. If there are many yellow or red icons action needs to be taken like shortening the ongoing call or add more operators.

The screenshot shows a web interface for configuring 'Color markings'. On the left is a vertical menu with the following items: Properties, Booking, Cancellation, From schedule, Destinations, Color markings (highlighted in blue), Length of call, Operator, Errand type, Queue function, Queue information, and Statistics. The main content area has a blue header 'Color markings'. Below the header are two rows of text with input boxes: 'Amount of minutes before green turns into yellow:' followed by an input box containing '5', and 'Amount of minutes before yellow turns into red:' followed by an input box containing '15'. At the bottom right of the main area are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

Amount of minutes before green turns into yellow:

Choose the number of minutes **before** a booked time the colored icon to the left in the call list turns from green to yellow.

It is recommended that this value is set to 5 minutes.

Amount of minutes before yellow turns into red:

Choose the number of minutes **after** a booked time the colored icon to the left in the call list turns from yellow to red.

It is recommended that this value is set to 15 minutes.

18.2.1.6 Length of call

The parameter besides the manning that controls the number of available timeslots is the expected call length. You set this per day of the week, before and after noon. With these two parameters the total number of available timeslots are automatically calculated and offered to the callers.

Day/Time	Length of call (minutes)
Monday Morning	5
Monday Afternoon	5
Tuesday Morning	5
Tuesday Afternoon	5
Wednesday Morning	5
Wednesday Afternoon	5
Thursday Morning	5
Thursday Afternoon	5
Friday Morning	5
Friday Afternoon	5
Saturday Morning	5
Saturday Afternoon	5
Sunday Morning	5
Sunday Afternoon	5

Monday morning – Sunday afternoon: Set the expected number of minutes for each call per day of the week for the periods between midnight and noon and between noon and midnight. A normal value is between 5 and 10 minutes.

18.2.1.7 Operator

An Operator is a User that has been assigned the feature Operator for time booking. This means that you first have to add a User, then assign it the feature Operator and finally link it to one or more Destinations. An Operator can be member of an unlimited number of Destinations. There are two ways to link an Operator to a Destination; add an Operator to a Destination or add a Destination to an Operator.

In the picture below we add one or more Operators to the Destination that we have opened.

Operator:

Lists all the Operators in the System/Company which are linked to this particular Destination.

Add:

This drop down lists all available Operators that can be linked to this particular Destination.

18.2.1.8 Errand type

“Errand type” is used to prioritize different predefined errands in the time booking. When you activate the feature the caller is prompted to specify their errand when booking. If the caller doesn’t specify their errand the system will choose a predefined “Standard button”.

Errand type

Use errand type

Audio file for errand selection: [not used]

Errand selection

Key	Errand name	Priority
1	<input type="text"/>	0
2	<input type="text"/>	0
3	<input type="text"/>	0
4	<input type="text"/>	0
5	<input type="text"/>	0
6	<input type="text"/>	0
7	<input type="text"/>	0
8	<input type="text"/>	0
9	<input type="text"/>	0

Standard button:

Save **Cancel** **Delete** **Apply**

Use errand type:

Check this box to activate the feature “Errand type” to prioritize errands or just to sort the different errands. If you just want to sort different errands you set the priority to 0 for all errands. The priority uses a schedule per day which means that future bookings don’t affect the priority of errands on the current day. 0 means the highest priority and 100 is the lowest priority. If a call with priority 0 comes in it will be assigned the first available time, a call with priority 100 will be assigned the last available time in the time schedule and a call with priority 50 will be assigned an available time in the middle of all the days available timeslots.

- Audio file for errand selection:** Here you select a pre-recorded audio file adapted for the chosen "Errand names" under "Errand selection". If the audio file is not present it can be ordered in the menu "Greetings" in AdmiTal Web.
- Errand selection:** In these boxes you enter "Errand names" adapted to the audio file chosen above. Also choose the priority you wish to assign to each errand. It is recommended that you set up an "Other" button for the system to use if the caller doesn't specify an "Errand type".
- Standard button:** The button that the system automatically chooses if the call doesn't specify errand.

18.2.1.9 Queue function

The queue function in Flexi TID is used to give the callers the option to wait in line instead of booking a time. This is controlled by the border values you have set up and the priority of the errand. The caller can at any time exit the queue and book a time.

- Use queue function:** This means that the callers are offered the possibility to queue instead of booking a time and get called back by an operator. The use of this function is depending on if any border values are reached. The Operator will see an “Answer” button instead of a “Call” button in the web.
- Play wait time:** Check this box if you want the caller to hear an estimated wait time in the event of queuing.
- Minimum boundary for playing waiting time:** Set the minimum boundary in minutes that control if the caller should hear waiting time or not.
- Max callers in queue:** Set the maximum number of queuing in the Flexi TID system. If this is exceeded the caller gets the option to book a timeslot and get called back later.
- Max waiting time:** Set the maximum allowed waiting time in the Flexi TID system controlling if the caller should get the option to queue. If this is exceeded the caller gets the option to book a timeslot and get called back later.
- Minimum amount operators logged in:** Set the required minimum logged in operators in the Flexi TID system for the caller to get the option to queue instead of booking a timeslot and get called back later.

18.2.1.10 Queue information

Flexi offers repeated reading of pre-recorded queue messages. In these drop downs you choose which audio files that should be played and in which order. You can change audio files during operation and they are activated when you click “Apply”.

The screenshot shows a web-based configuration interface for 'Queue information'. On the left is a vertical menu with the following items: Properties, Booking, Cancellation, From schedule, Destinations, Color markings, Length of call, Operator, Errand type, Queue function, Queue information (highlighted), and Statistics. The main content area has a blue header 'Queue information' and contains eight numbered dropdown menus. The first dropdown is set to '*<10 ring>', and the remaining seven are set to '[not used]'. Below these is a checkbox labeled 'Play randomly' which is currently unchecked. At the bottom right are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

1 ... 8:

Choose up to 8 pre-recorded audio files.

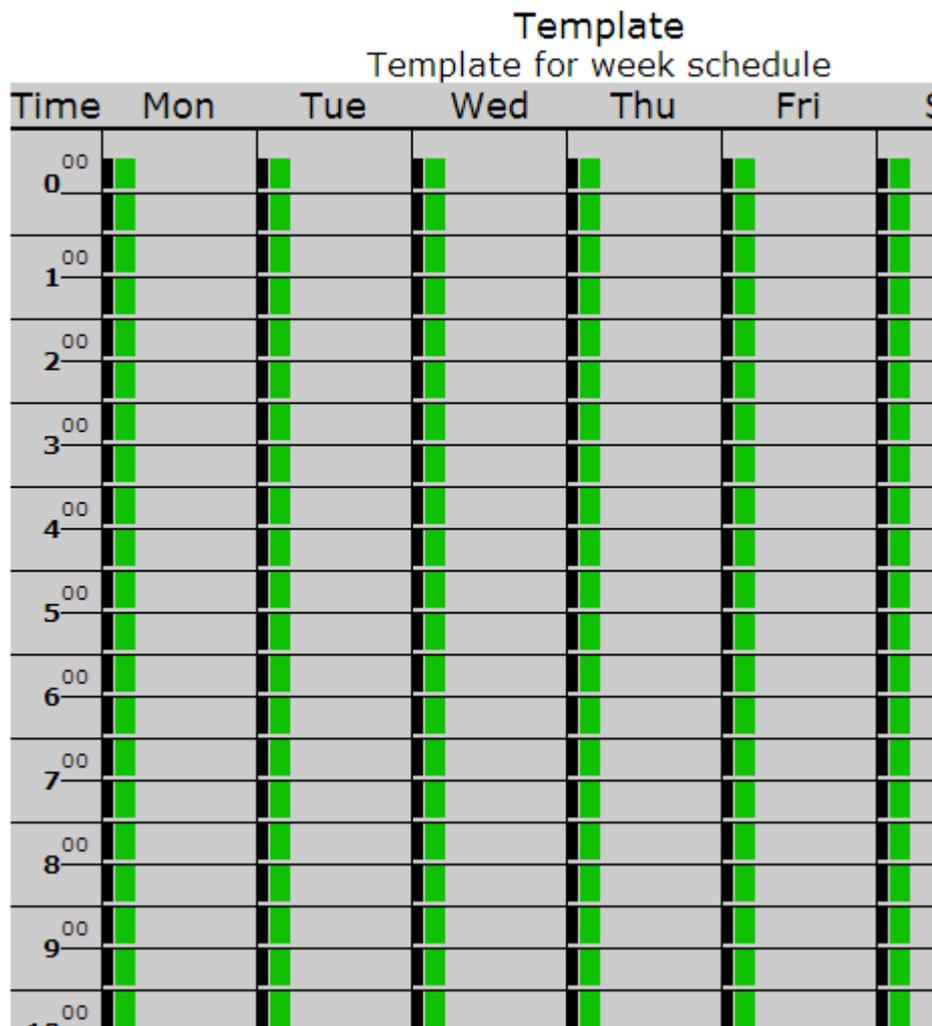
Play randomly:

Check this box if you want the chosen audio files to be played in random order. If you have not checked this they will be played in strict order 1-8.

18.2.2 Template

“Template” is a manning schedule that is a rolling week schedule, i.e. each new week starts by getting the manning from the template. You should not use Template if you for instance change the manning each morning, then you should set this directly in the “Schedule” instead, day by day.

You will see an overview of the whole week, click anywhere on the day you wish to edit, for instance Monday:



Now you will see a more detailed view of the Template for just Mondays.

Template
Mondays

[Next >>](#)

Manning

From:

To:

Type: ▼

Manning:

Time booking opening hours

From:

To:

Open: ▼

Green bar:
Manning for general booking. The width indicates the size of the manning capacity.

Blue bar:
Manning for reserved booking. The width indicates the size of the manning capacity.

Black marking:
Time booking and queueing is allowed by IVR.

Yellow marking:
Time booking is allowed by IVR.

Time Manning Amount	
0 ⁰⁰	(0-1)
1 ⁰⁰	1
2 ⁰⁰	1
3 ⁰⁰	1
4 ⁰⁰	1
5 ⁰⁰	1
6 ⁰⁰	1
7 ⁰⁰	1
8 ⁰⁰	1
9 ⁰⁰	1
10 ⁰⁰	1
11 ⁰⁰	1
12 ⁰⁰	1
13 ⁰⁰	1

The width gives an indication of the manning.

The number to the right show the actual number of manning. If the number varies during a period (½ hour) the min and max number is shown in parenthesis.

The black marking show during which times patients/ customers can call and book timeslots.

Set the manning by stating the hours from and to and the number of operators. Then click "Apply". If you wish to remove all operators for a period then set the Manning to 0.

Then you set the opening hours by stating the hours from and to and choose "Yes" for "Open:". Then click "Apply". If you want to close an open period then choose "No" for "Open:".

Click the link in the top right hand corner to go to the next day and repeat these instructions until the whole week is done.

You will now see a more detailed picture of the Schedule for the chosen day.

- [Company](#)
- [Queue/transfer](#)
- [Greetings](#)
- [Menu](#)
- [Voice mail](#)
- [Search](#)
- [Entry point](#)
- [Statistics](#)
- [Time booking](#)
- [Operator](#)
- [Messages](#)
- [Destination](#)
- [Properties](#)
- [Template](#)
- [Schedule](#)
- [Day ▶](#)
- [Temporary closed](#)
- [Length of call](#)
- [Operator](#)
- [Log out](#)

Staffing schedule (according to template)

Monday - 2013-11-11

[<< Previous](#) [Next >>](#)

(according to template) indicates that the schedule have been opened from the template and that no changes have been made.

Manning

From:

To:

Type: ▼

Manning:

Time Manning Amount	
0 ⁰⁰	(0-1)
1 ⁰⁰	1
2 ⁰⁰	1
3 ⁰⁰	1
4 ⁰⁰	1
5 ⁰⁰	1
6 ⁰⁰	1
7 ⁰⁰	1
8 ⁰⁰	1
9 ⁰⁰	1
10 ⁰⁰	1
11 ⁰⁰	1
12 ⁰⁰	1
13 ⁰⁰	1
14 ⁰⁰	1

General booking means regular booking by phone. Reserved booking can only be made by an operator in the destination.

The width gives an indication of the manning.

The number to the right show the actual number of manning. If the number varies during a period (½ hour) the min and max number is shown in parenthesis.

The black marking show during which times patients/ customers can call and book timeslots.

Time booking opening hours

From:

To:

Open: ▼

Green bar:
Manning for general booking. The width indicates the size of the manning capacity.

Blue bar:
Manning for reserved booking. The width indicates the size of the manning capacity.

Black marking:
Time booking and queueing is allowed by IVR.

Yellow marking:
Time booking is allowed by IVR.

Red marking:
The destination is temporarily closed.

When you change something in the Schedule the text “(according to template)” at the top will disappear and instead you see the “Restore” button under the text. If you wish to start over from the Template then click the “Restore” button.

18.2.4 Temporary closed

To temporary close the time booking means that the caller will hear a unique greeting for just this period. When you create a “temporary closed period” all manning is automatically removed for this period and instead of black the period is marked with red in the schedule.

To create a temporary closing you need to do two things;

- State the closing period
- Record a greeting for the period

As administrator you can choose to create a temporary closed period both from the operator web and the AdmiTal Web. For administration in the operator web see help in the operator web. In AdmiTal Web you click “Time booking” in the menu to the left and then “Destination”. Then you choose “Temporary closed” and click the link “[New...](#)”, you will then get an empty form in which you enter a name, from- and to-date and hours. You can enter a date or use the built in calendar.

The screenshot shows a web form titled "New" with a blue header. It contains the following fields:

- Name:** A text input field containing "Temporary closed".
- From:** A date and time selection field showing "2013-11-07" and "11:58".
- To:** A date and time selection field showing "2013-11-07" and "12:58".

At the bottom of the form are three buttons: "Save", "Cancel", and "Apply".

Click “Apply” to save and continue with recording a greeting.

The screenshot shows a web form titled "Edit" with a blue header. It contains the following fields:

- Name:** A text input field containing "test".
- From:** A date and time selection field showing "2013-09-06" and "11:00".
- To:** A date and time selection field showing "2013-09-06" and "13:00".
- Greeting:** A field showing "Not recorded" with a "Record" button next to it. Below this is a link "Alter extension...".

At the bottom of the form are four buttons: "Save", "Cancel", "Delete", and "Apply".

Then click the button “Record” and your phone should ring. When you answer you can choose to listen or record. Press # on your phone to finish and then you can listen to the recording before hanging up.

Edit

Name:

From:

To:

Greeting: **Recorded** - Length: 3 Seconds

[Alter extension...](#)

After recording you will see how many seconds the recording is and the button “Record” will be changed to “Replay/listen”.

To check the temporary closing you can go to the Schedule where you will see the period marked with red and a link to the temporary closing. If you click the link you can check/edit the closing without having to go through the menu. You will also see all temporary closings in the weekly overview below the schedule.

Time booking opening hours

From:

To:

Open:

[Temporary closed](#)

(2013-11-07 11:56 - 2013-11-07 15:00)

Green bar:

Manning for general booking. The width indicates the size of the manning capacity.

Blue bar:

Manning for reserved booking. The width indicates the size of the manning capacity.

Black marking:

Time booking and queueing is allowed by IVR.

Yellow marking:

Time booking is allowed by IVR.

Red marking:

The destination is temporarily closed.

4 ⁰⁰		1
5 ⁰⁰		1
6 ⁰⁰		1
7 ⁰⁰		1
8 ⁰⁰		1
9 ⁰⁰		1
10 ⁰⁰		1
11 ⁰⁰		(0-1)
12 ⁰⁰		
13 ⁰⁰		
14 ⁰⁰		
15 ⁰⁰		1
16 ⁰⁰		1
17 ⁰⁰		1

18.2.5 Length of call

Together with the manning the “number of calls per hour” is calculated with the parameter “Length of call”. For instance, 3 operators with a call length of 5 minutes per call equals 12 calls per hour per operator, i.e. a total of 36 calls per hour.

Click “Time booking” and then “Destination”. Open a destination and click “Length of call” like in the picture bellow.

User	
Company	
Queue/transfer	
Greetings	
Menu	
Voice mail	
Search	
Entry point	
Statistics	
Time booking	
Operator	
Messages	
Destination	
Properties	
Template	
Schedule	
Temporary closed	
Length of call ▶	
Operator	
System	
Log out	

Length of call	
Monday Morning:	<input type="text" value="5"/>
Monday Afternoon:	<input type="text" value="5"/>
Tuesday Morning:	<input type="text" value="5"/>
Tuesday Afternoon:	<input type="text" value="5"/>
Wednesday Morning:	<input type="text" value="5"/>
Wednesday Afternoon:	<input type="text" value="5"/>
Thursday Morning:	<input type="text" value="5"/>
Thursday Afternoon:	<input type="text" value="5"/>
Friday Morning:	<input type="text" value="5"/>
Friday Afternoon:	<input type="text" value="5"/>
Saturday Morning:	<input type="text" value="5"/>
Saturday Afternoon:	<input type="text" value="5"/>
Sunday Morning:	<input type="text" value="5"/>
Sunday Afternoon:	<input type="text" value="5"/>

You can set up two different periods of the day, morning from midnight to midday and afternoon from midday to midnight. You need to set the value for all days of the week even if, for instance, Saturday and Sunday are closed. Click “Save” when finished.

18.2.6 Operator

An Operator is a User that has been assigned the feature Operator for time booking. This means that you first have to add a User, then assign it the feature Operator and finally link it to one or more Destinations. An Operator can be member of an unlimited number of Destinations. There are two ways to link an Operator to a Destination; add an Operator to a Destination or add a Destination to an Operator.

In this part we link one or more Destinations to the Operator that we have opened. To set/edit an Operator's properties you must follow the steps described below.

Choose Operator in the menu Time booking, here you can choose the link [New operator...](#) or click an existing Operator to open a form.

[Index](#) / [Time booking](#) / **Operator**

[New operator...](#)

Last name <small>Δ</small>	First name	Ext	Sign	Global
Bond	James	203	JB	No

18.2.6.1 Properties

If you choose [New operator...](#) you then choose User in the drop down menu. When a User has become an Operator the User is no longer available in the drop down (i.e. when you add the next Operator the previously chosen User is no longer displayed).

The screenshot shows a 'Properties' dialog box with the following fields and options:

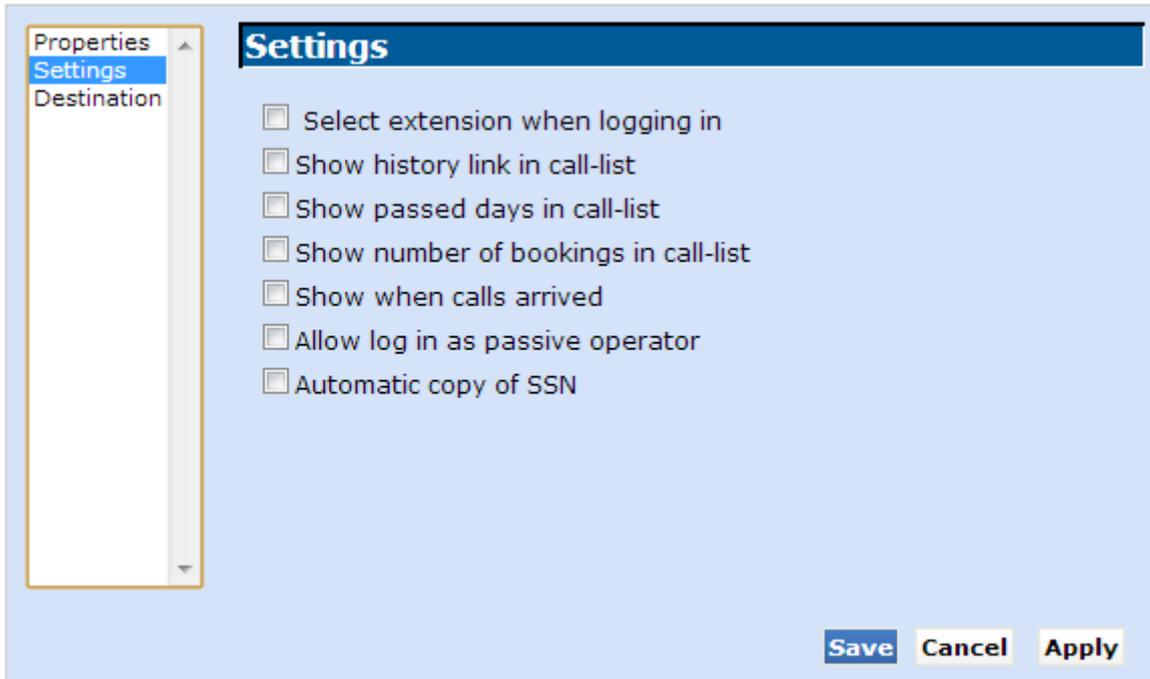
- Name:** A dropdown menu showing 'Jack Reacher'.
- Extension:** A text input field containing '0'.
- Signature:** A text input field.
- Number of calls listed (0=all):** A text input field containing '0'.
- Global operator**

At the bottom right of the dialog are three buttons: 'Save', 'Cancel', and 'Apply'.

- Name:** Choose a User from the drop down menu (only unassigned Users are displayed).
- Extension:** Enter the Operators extension, normally the same as te Users. The Operator can always change extension when logging in or in their own Admin.
- Signature:** Enter the Operators signature for log in. Observe! This is not the same as "User-ID" but you usually use the same. The Operator can always change Signature in their own Admin. Signature is used to automatically "stamp" events in the History and for Operators to easily identify each other.
- Number of calls listed (0=all):** Here you can set a limitation for the number of bookings shown in the call list. The value 0 equals no limit and is set as standard.
- Global operator:** An Operator is normally only available in their own Company (i.e. where they are added as a User), which limits them from being Operators in other Companies. By checking this box you can make the Operator "global" which means that the Operator becomes available for all companies in the system. The User still belongs to their original Company. A Global operator is marked with a star by the name.

18.2.6.2 Settings

In the tab “Settings” you specify a number of settings, some of which the Operator can change under Admin in the Operator web.



Select extension when logging in:	Check this box if the Operator should enter their own extension at each log in.
Show history link by call list:	Check this box if the Operator should see a direct link to the history by the side of the call list.
Show passed days by call list:	Check this box if the Operator should see a direct link to show passed days by the side of the call list.
Show number of bookings by call list:	Check this box if the Operator should see the current total number of bookings by the side of the call list.
Show when calls arrived:	Check this box if the Operator should see a column showing the actual time when the customer called to book.
Allow log in as passive operator:	This is used to enable an Operator to log in to the system without affecting the border values of the queue feature (i.e. you are not being counted as an Operator in the system). Cannot be controlled by the Operator.
Automatic copy of SSN:	Controls if social security number should automatically be copied to the computers Clipboard (Ctrl-C) when you click “Call” to simplify the use with for instance journal systems. Cannot be controlled by the Operator.

18.2.6.3 Destination

In the tab “Destination” you choose which Destinations the Operator should be linked to.

The screenshot shows a software interface with a sidebar on the left containing three tabs: 'Properties', 'Settings', and 'Destination'. The 'Destination' tab is selected. The main content area has a blue header with the word 'Destination' in white. Below the header, the text 'Destination:' is followed by a text box containing 'Avaya CERT'. To the right of the text box is a vertical scrollbar. Below the text box is a 'Delete' button. At the bottom of the main area, there is a horizontal line, followed by a dropdown menu and an 'Add' button. At the bottom of the entire interface, there are four buttons: 'Save', 'Cancel', 'Delete', and 'Apply'.

Destination:

Lists all Destinations in the System/Company that the Operator is linked to.

Add:

Lists all available Destinations that the Operator is not yet linked to.

19 Log out

[Index](#) / **Log out**

Log out

You log out from the Flexi system by clicking “Log out” in the menu and then the “Log out” button. When you log out you are automatically taken to the log in page and can the log in again to the system.

flexi AdmiTal

Hjälp

Logga på

Användar-ID:

Lösen:

[Glömt lösenord?](#)

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20 Call dialogs (built in)

20.1 IVR with voice mail

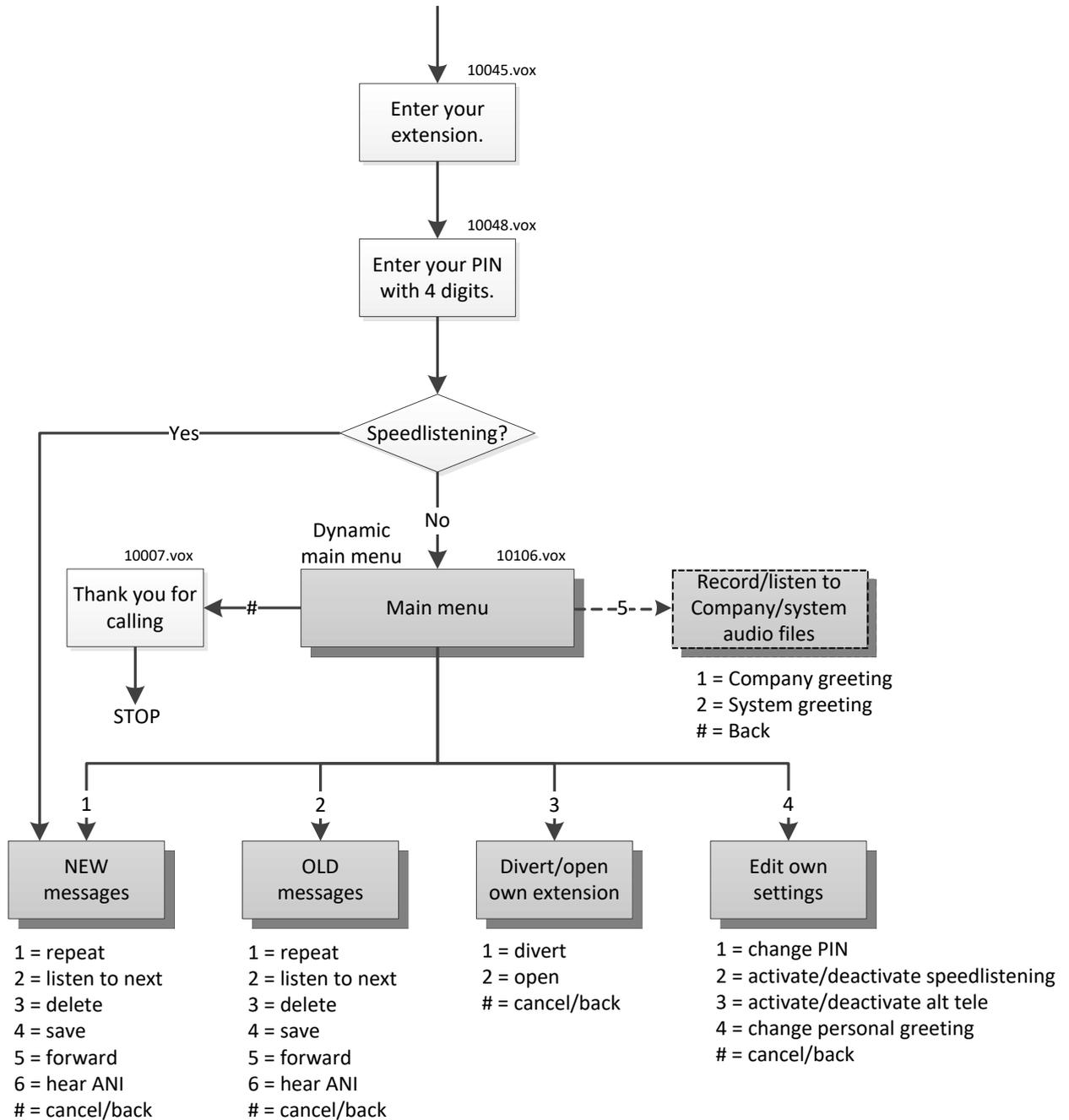
Below you see an example of a configuration. The IVR and voice mail for each user can be configured in a number of different ways. Each user is linked to a voice mail type that controls the behaviour of the IVR for different types of calls which in turn is linked to a voice mail menu controlling the behaviour of the post menu that is presented to the caller.

User → Voice mail type → Voice mail menu

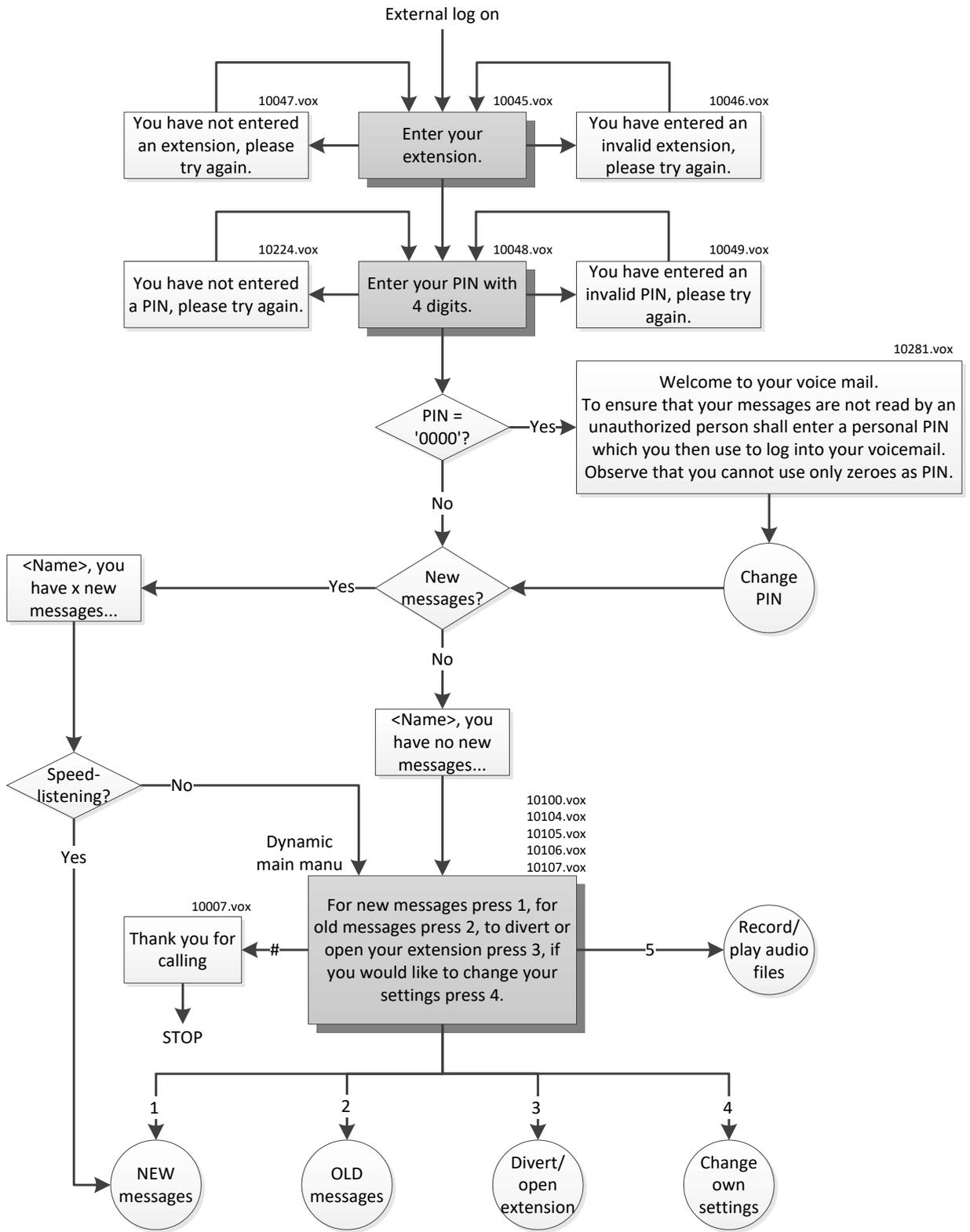


20.2 Log in to own voice mail

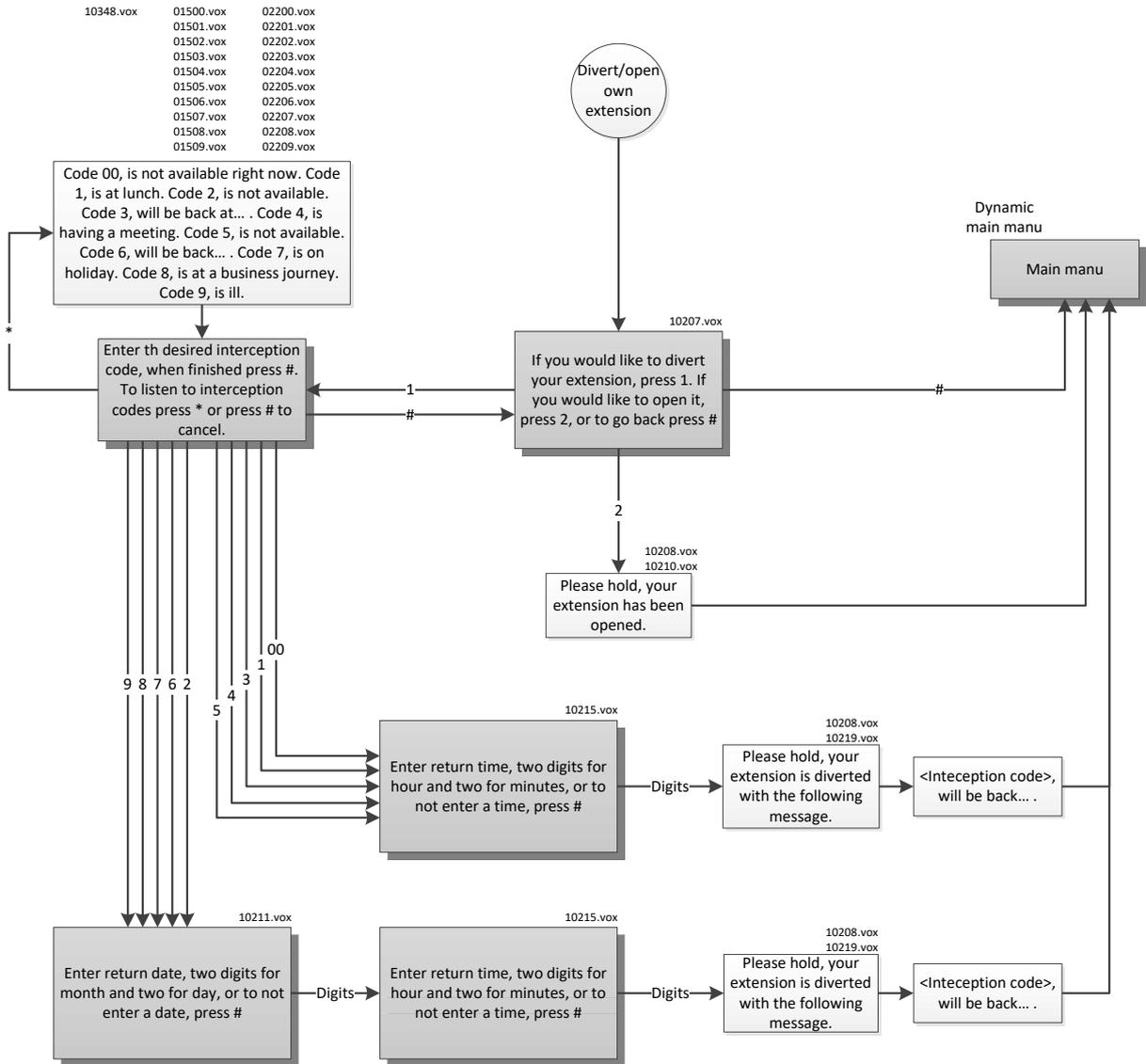
20.2.1 Overview functions



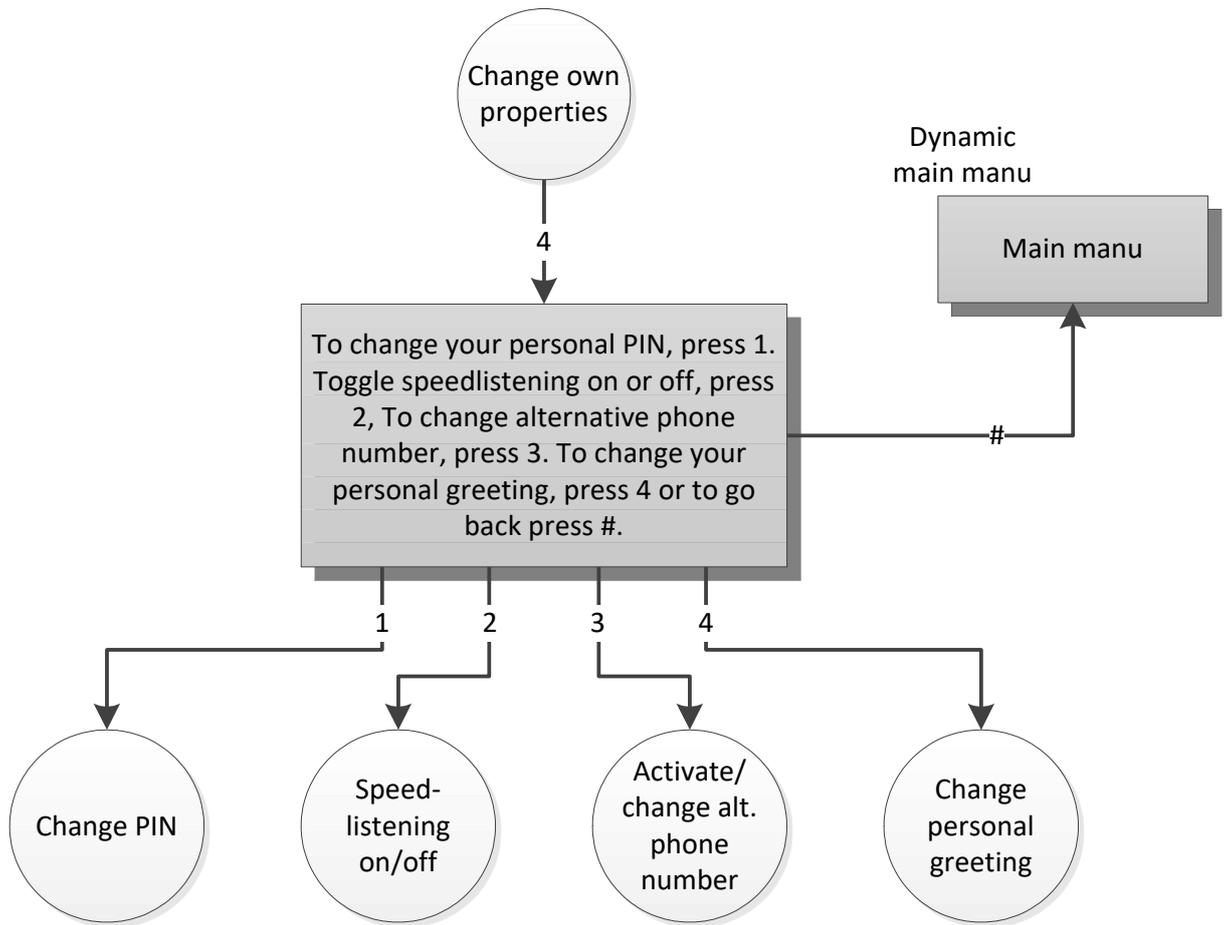
20.2.2 Logging in to voice mail



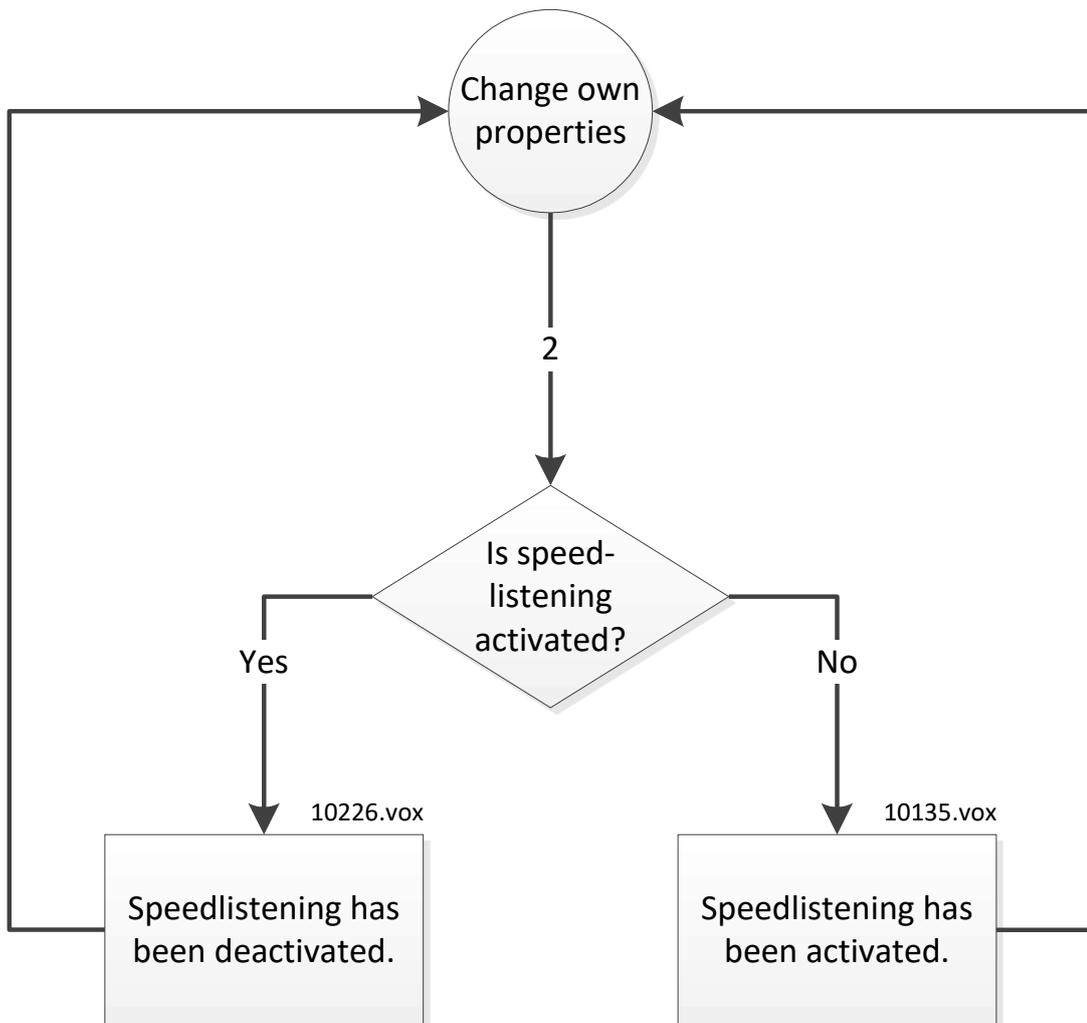
20.2.5 Divert/open own extension



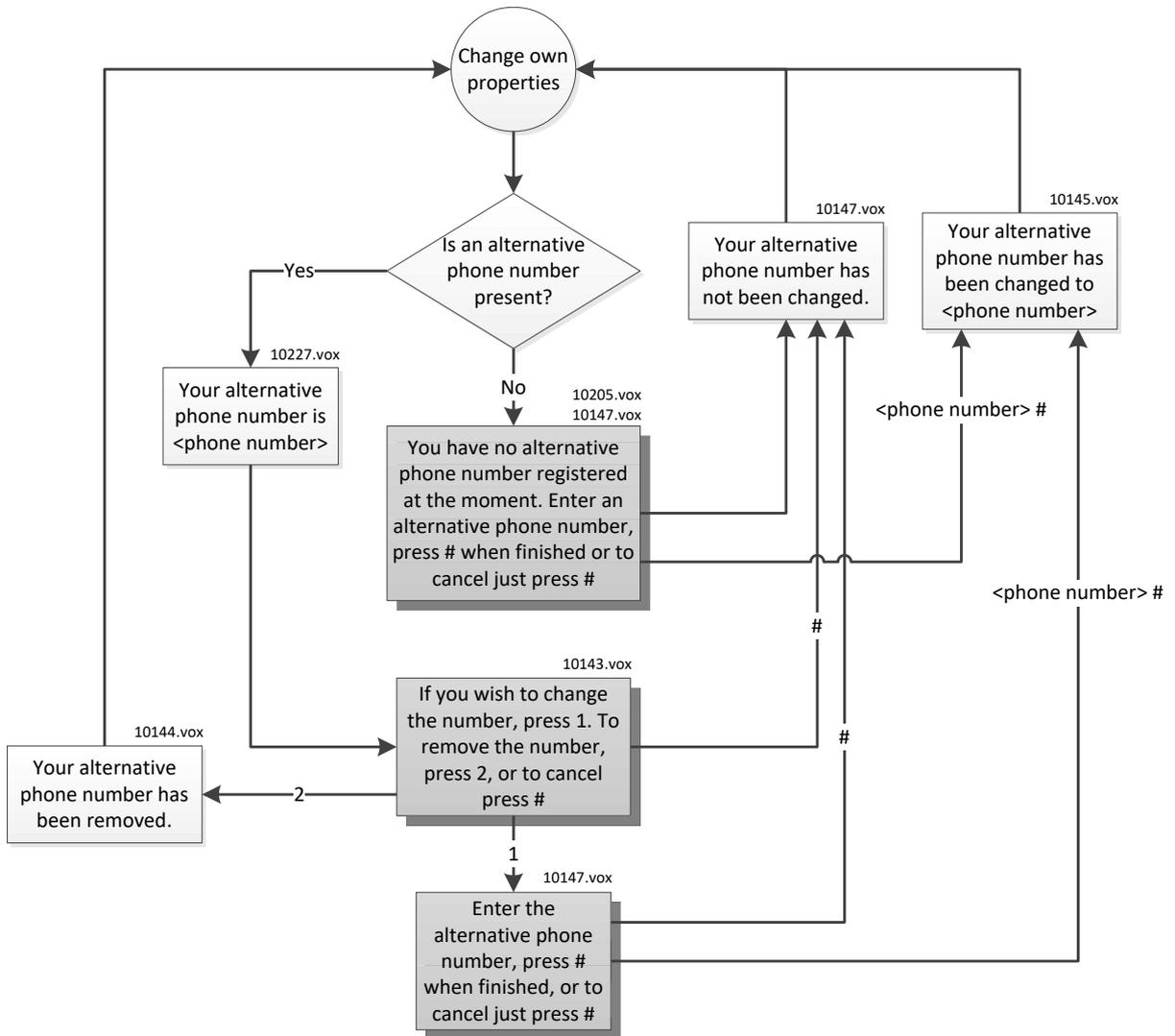
20.2.6 Change own properties



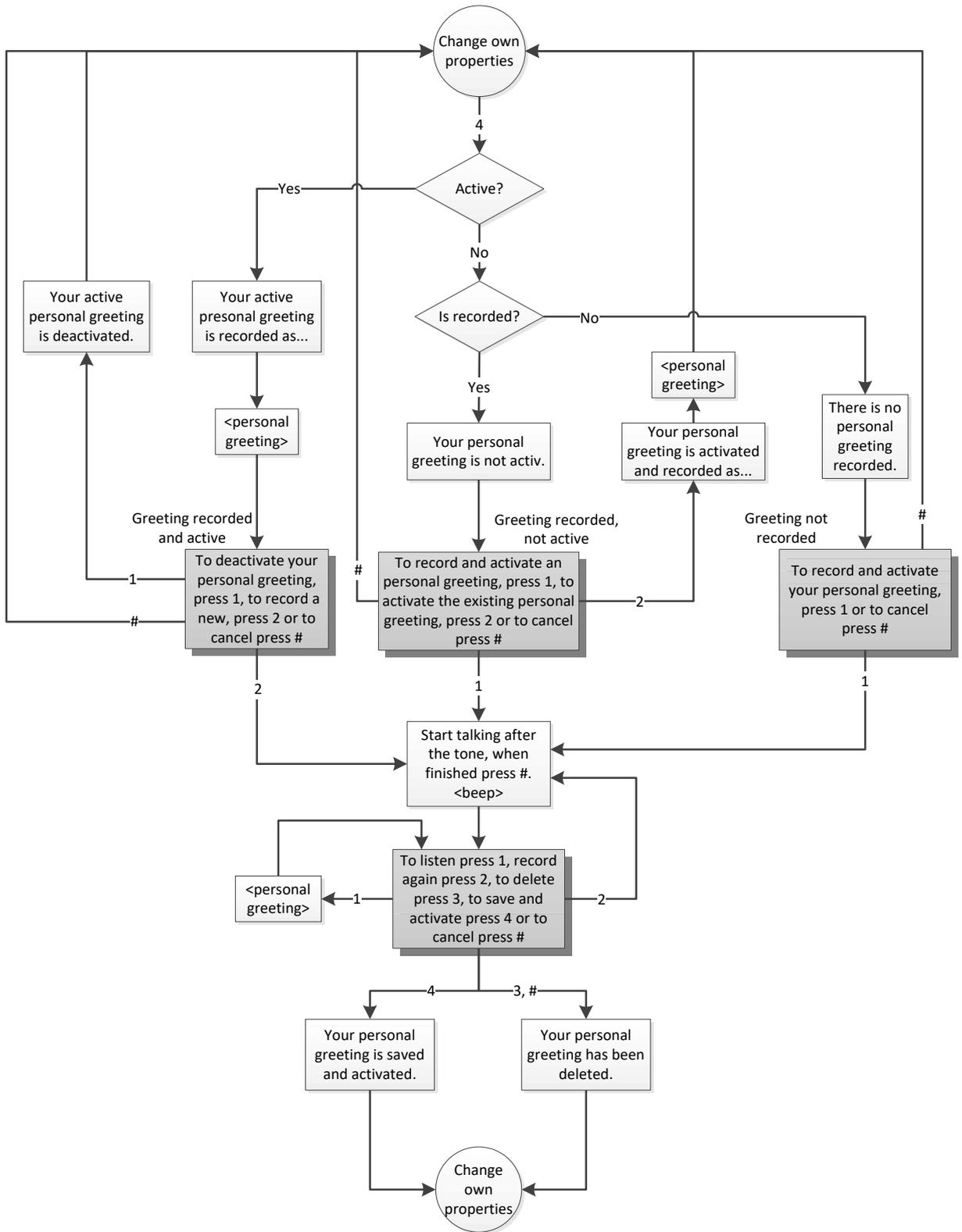
20.2.8 Activate/deactivate speed listening



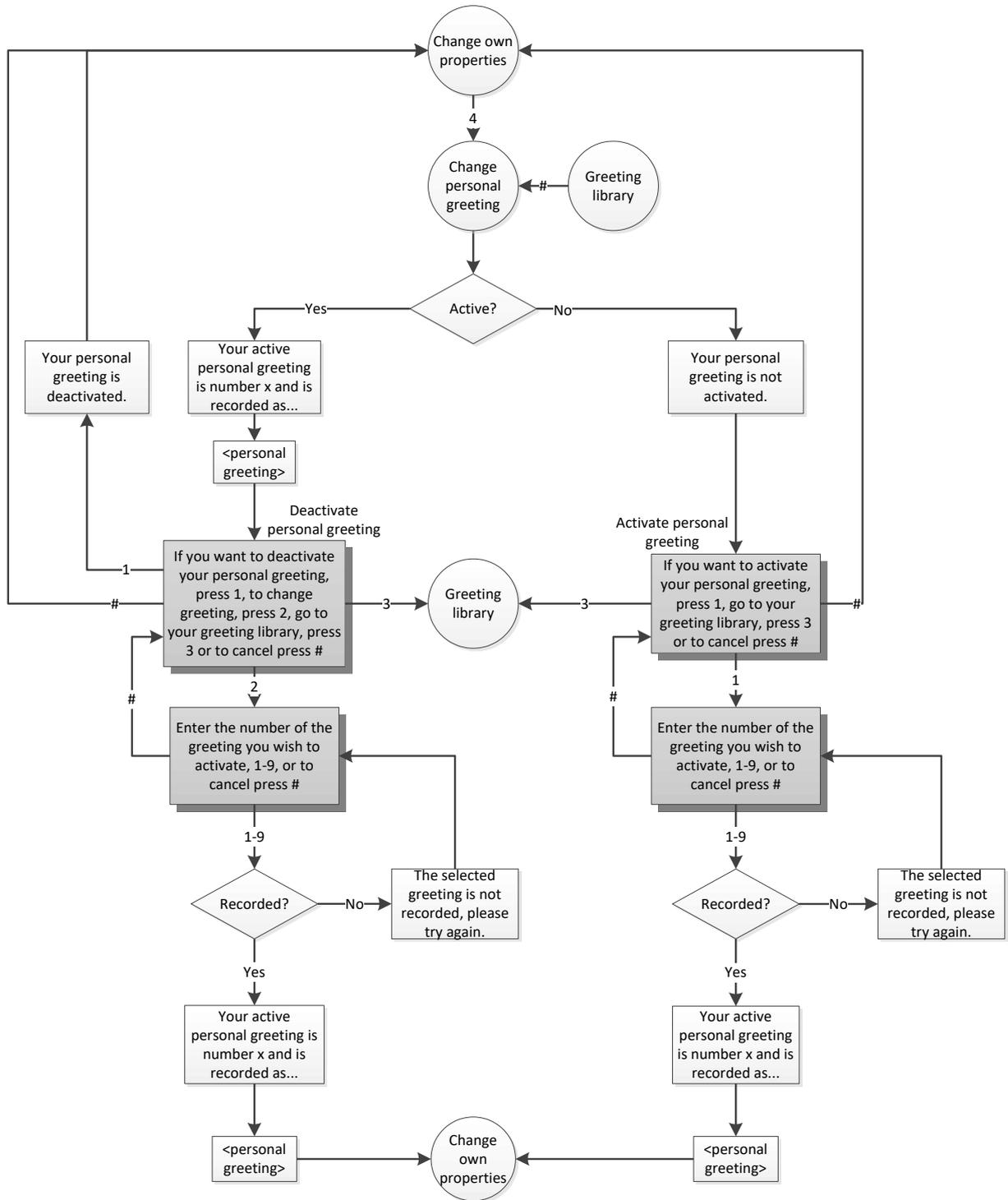
20.2.9 Change/activate alt. phone number



20.2.10 Change personal greeting (1)



20.2.11 Change personal greetings (1-9)



20.2.12 Greeting library



20.2.13 Record audio files via telephone

