Intelligent Network System

"How to…" Guides

How to….Set up a number using Virtual Office V2

Personalising Your Number

One of the great features of this application is the ability to have a personalised greeting message and a personalised voicemail message. We recommend that one of the first things you consider when setting up a new number is the personal voice files that you may need

An example greeting would be *"Thank you for calling ABC Company, please wait while we connect your call."*

An example voicemail would be *"I'm sorry; all of our lines are currently busy. If you would like to leave a message please do so after the tone and we will call you back as soon as possible."*

Whenever you are configuring a service and you see a small folder icon like this 📁 you can click on that folder and update the audio. A pop-up window will appear and allow you to choose from your Prompt folder. Use the drop down menus to find your files.

A separate *How To… Guide* **"Personalise Your Number Using Audio Files"** is available in the "Downloads" section of "My Account"

How To Set Up Your Number

Step 1 – Select your number: From the home page click on **"My Numbers"** – this will bring up a list of your numbers.

My Numbers
Click here to view all the numbers that are currently set up on your account, and their associated service, tariffs and dates they were placed live.

Upgrades and Services
Click here to view the extensive list of services offered by us and upgrade your existing services where possible.

My Statistics
Click here to view details of telephony statistics on all or any particular number on your account. You can download statistics in various forms including PDF files and Excel files.

My Audios
Click here to view, organise, upload or delete any audio files in wav format, for your use in "My Services" on any IVR telephony application you create.

My Invoices
Click here to view and download all the invoices payable that have been created and placed upon your account..

My Details
Click here to view your current account details that are held on file about you or your company.

Downloads
Click here to browse our downloads section. Including the latest INS manual and "How To" Guides.

Step 2 – Configure your number. Choose the number you need from the list and click on the "Configure" option on the right hand side. (This is a picture of two cogs). The next screen shows how your number is currently set up.

In this screen you need to fill in all of the information about your new schedule.

- **Application Description –** This will already be filled in with a default name and is used to describe the number service as whole such as "Office Number" "Birmingham Branch" etc…

- **Targets –** The phone number(s) that you would like to ring. When a number is first set up you can only route through to UK landlines. **Mobile routing** and **international destinations** are more expensive routes and need to be authorised by Customer Support.

- **Greeting Audio –** A message played prior to connecting a call. An example would be *"Thank you for calling ABC Company, please wait while we connect you to one of our operators".* You can use the **"Recording Line"** facility in **"Your Store"** to create your greeting message. By clicking on the folder icon here you can upload any recording stored in the **"Menu Prompts"** folder in **"Your Store"**

- **Routing Audio** – A message played instead of a telephone ringing sound. You can use a Routing Audio to play a marketing message. The message will be interrupted when the call is answered

- **Ring Length** – The amount of time that each target will ring for, before the next target (or voicemail) is tried.

- **Caller display** – If your telephone handset has a caller display function, you can choose to display either the caller's number or the number that they called. This helps with people working in a home office identify business calls.

- **Fax to email** – by switching this function to "Yes", your number will be able to detect an incoming fax and save it online in **"Your Store"**. The fax is also sent to the email address in the box below

- **Fax Destination.** This box is used for entering the phone number of your fax machine. Any call where a fax tone is detected will be routed to this destination rather than the numbers above. This option is an alternative to using the fax to email facility. Faxes will not be stored online or sent to your email account. If you would like to use Fax to Email, please leave this box empty.

- **Voicemail** – With this option set to "Yes", the application will take a voicemail message, store online in **"Your Store"** and send it to the email address in the box below. You can upload a personalised voicemail greeting from the **"Menu Prompt"** folder of **"Your Store"**

- **Email Faxes/ Voicemails To** – Enter a valid email address in this box to receive your voicemails and faxes in your Inbox.

- **Call Whispers** – An upgrade to your service that will play an audio file to you when you answer the telephone. The caller will continue to hear either ringing or your Routing Audio. The purpose of the whisper is to announce the call and thereby identify the source and is ideal for home workers or call centres with multiple incoming call routes

Once you have set up your number don't forget to click on "Save" and then make a couple of test calls to make sure that it works as you need it to.

Out Of Hours Set Up

Simple to use and intuitive page. You can set the start and finish time for your days and what you would like to happen outside of those hours.

The example below shows a plan where the umber is routed Monday to Friday from 9.00 am to 5pm and then on Saturdays from 9.00am to 1.00pm. Sunday is closed all day.

Out of Hours Set Up…

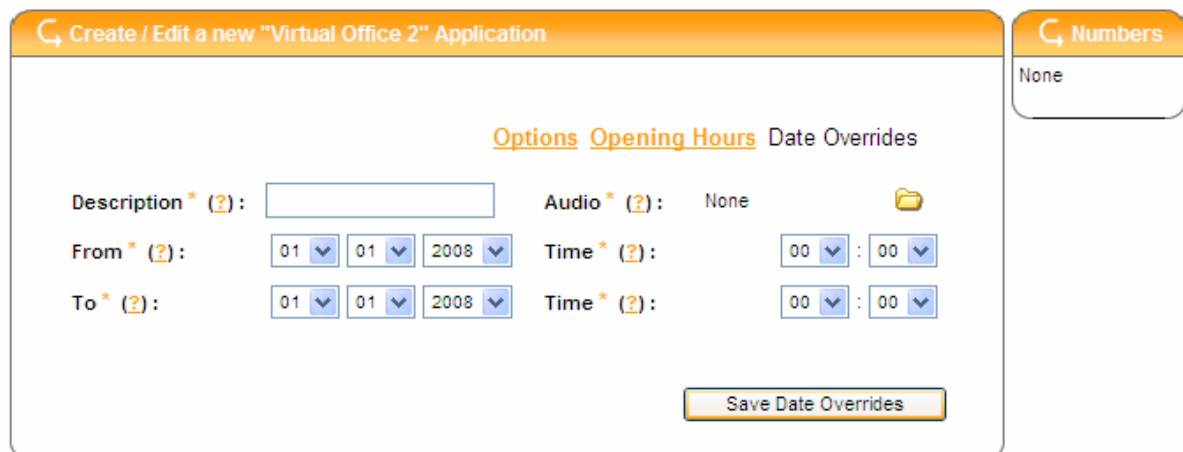The "Out Of Hours" box on the right hand side gives you four options for what happens outside of your working day

Out Of Hours (?):

Route To Number
Play Audio
Play Audio and Route To Number
Play Audio and Voicemail
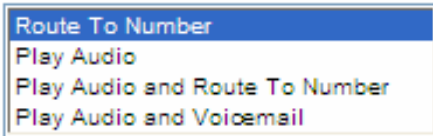
- **Route To A Number:** If you have a contact number or "on call" number that is used for out of hours, simply type it in the box.
- **Play Audio:** Play callers an informative and promotional message to let them know that you are closed and perhaps direct them to your website etc…
- **Play Audio and Route To Number:** With this option you can let callers know that you are closed and that they are being transferred to your support team or similar.
- **Play Audio and Voicemail:** Play your out of hours message and then take the callers details to call them at a more convenient time.

Date Overrides

The date override service diverts your number to a messaging service. It is ideal for Bank Holidays and company holidays. Simply record your new message and choose the dates that you would like to play that message.

Upgrades - More Information…

You can upgrade your number with the following options.

- **Call Manager Service With 3 Menu Options:**   This option allows you to have up to 3 choices in your opening menu. If you would like more menu options please choose a menu upgrade to 5 or 12 menu options.
- **Upgrade from 3 - 5 Menu Options:** This option allows you to have five choices in your opening menu
- **Upgrade from 3 - 12 Menu Options:** This option allows you to have up to twelve choices in your opening menu

- **5 Routing Targets**: You can increase your call targets to five individual numbers. This is particularly useful for contacting remote teleworkers or support staff out of normal office hours
- **Call Queuing:** Incoming callers can be held in a queue whilst waiting to connect. The application allows you to configure how many people will be on the line at one time and how many will be in the queue at any given time. The caller can be played a looped holding message which can be personalised.
- **Call Recording:** With our Call Recording facility all calls are recorded at a network level and then sent via email or FTP to your computer.
- **Call Whispers:** Call Whispers are a useful tool for all businesses that have multiple departments or where a line is used for more than one purpose. Each call through your Switch Number can be announced and therefore answered in the correct manner. For example "This is a sales call" or " This is a business call" or "This call relates to our advertising campaign"
- **CLI / DDI Forwarding**   If you have caller identification on your telephone, our software allows you to choose which number is shown i.e. the number they are calling from or the number that they are calling. By showing the number they are calling this can help establish which number the caller has dialled and the call can be answered appropriately
- **Mobile Routing**: Route your calls to a mobile telephone number. Ideal for support or emergencies. Please note that calls that are routed to your mobile are charged at a higher rate.
- **Routing Audio:** A routing audio confirms to the caller how their call is being directed. This option can also be used to play a promotional message to your callers

To upgrade your number, either click on the option in the configure screen or select "Upgrades and Services" from the Welcome/Home Page

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Our Sales and Customer Services Team will be able to assist with configuring your new option and would be pleased to offer you assistance with all of your requirements

We hope that you have found this guide useful. We aim to make our guides simple to follow yet brimming with information. Please feel free to comment on this guide by contacting your Customer Support department or Account Manager.

This guide was produced 1st July 2008