

# SaskTel Integrated Business Communications

## Administrator User Guide

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# ABOUT IBC ADMINISTRATOR WEB PORTAL

This document provides an overview of the SaskTel IBC Administrator portal. The portal enables site Administrators to manage and configure features and settings within the SaskTel IBC service from a web browser from any location. More detailed information about features can be found in the IBC Feature Guide at [sasktel.com/ibsupport](https://sasktel.com/ibsupport).

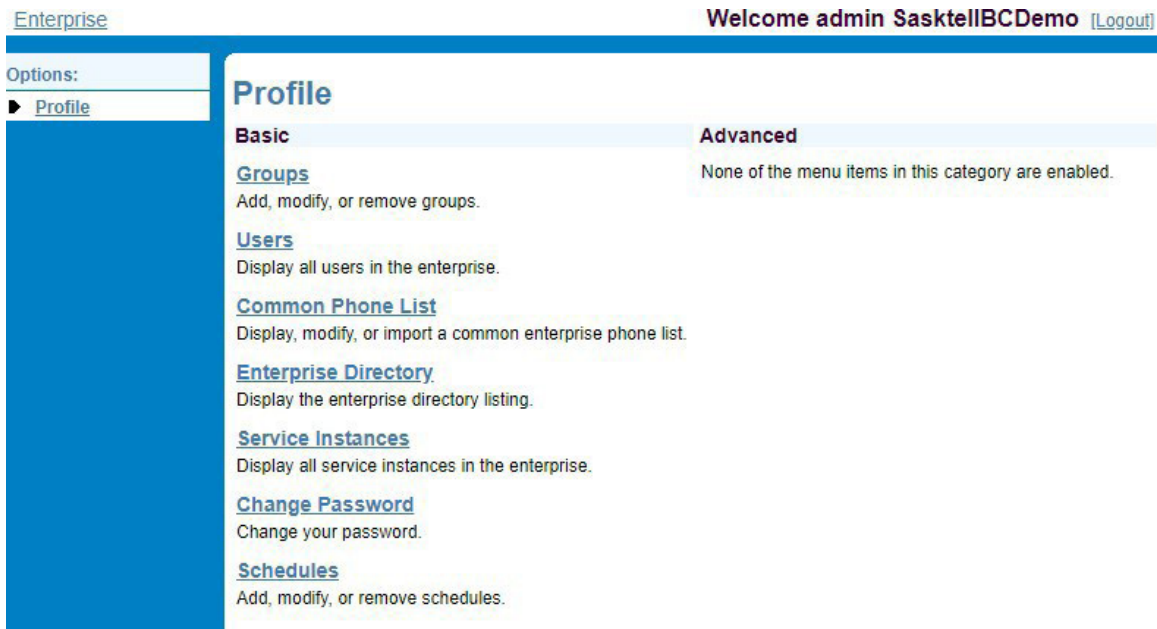
IBC Administrator Web Portal: Sign In and Navigation

1. Go to: <https://ibcportal.sasktel.com>.
2. Enter your **Administrator User ID** and **Password**, provided to you in the email from SaskTel.  
NOTE: It is recommended to reset your temporary password, immediately upon login for the first time.
3. Click **Login**.



The image shows the login form for the SaskTel IBC Administrator portal. At the top is the SaskTel logo. Below it is a blue-bordered box containing the login fields. The 'User ID' field contains the text 'admin.SasktelIBCDemo'. The 'Password' field is masked with dots. To the right of the password field is a 'Login' button. Below the password field is a checkbox labeled 'Remember Password'.

4. Upon login, you will be routed to the Enterprise profile page.



The image shows the Enterprise profile page after login. The top navigation bar includes 'Enterprise' and 'Welcome admin SasktelIBCDemo [Logout]'. On the left is a sidebar with 'Options:' and 'Profile' selected. The main content area is titled 'Profile' and is divided into two columns: 'Basic' and 'Advanced'. The 'Basic' column lists several menu items: 'Groups' (Add, modify, or remove groups), 'Users' (Display all users in the enterprise), 'Common Phone List' (Display, modify, or import a common enterprise phone list), 'Enterprise Directory' (Display the enterprise directory listing), 'Service Instances' (Display all service instances in the enterprise), 'Change Password' (Change your password), and 'Schedules' (Add, modify, or remove schedules). The 'Advanced' column contains the text 'None of the menu items in this category are enabled.'

# IBC HIERARCHY

There are four main levels of access to the SaskTel Administrator Web Portal:

## Enterprise > Group > Department > End User

- **Enterprise level** – An Enterprise Administrator can modify settings at the Enterprise, group, and end user levels. They also have full privileges at the group level to support Group/Department Administrators as well as end users.  
**NOTE:** By default, you will receive Enterprise level access.
- **Group level** – Groups are set up to represent individual cities or towns. As an Enterprise Administrator, you can create and assign people as Group Administrators. Group Administrators can modify settings at the group level, such as Auto Attendants, Hunt Groups, and Call Queues, and modify features and services that are assigned to any users within their group, city, or town. Group Administrators cannot change the user's group but can change most of the user's profile information, such as name, Calling Line Identification (CLID), title, email, and address.
- **Department level** – Departments are optional and can be set up to represent sub-groups of users within a group. Department Administrators can modify settings at the department level, such as Auto Attendants, Hunt Groups, and Call Queues if the feature is assigned to the department. Features and services that are assigned to any users within the department can also be modified. Department Administrators cannot change the user's department but can change most of the user's profile information, such as name, CLID phone number when enabled by a Group Administrator, title, email, and address.
- **End User level** – An end user is any employee with a TN and an IBC package. End users can log in to the IBC Web Portal and can only modify their own settings at an individual level.

## Searching for Groups and Users

1. Click **Groups**.
2. Click **Search** to view the list of all groups.
3. To see users, either:
  - a. Select the group to which the user is assigned, then click **Users**.
  - b. Or, click **Users** from the Enterprise level to view all users across all groups.

**NOTE:** Features such as Auto Attendants, Hunt Groups, and Call Queues are group level features, which means you will need to first select the group they are assigned to before modifying the service.

## Resetting User Passwords

As an Administrator, you can reset users' IBC User Web Access passwords. To reset the Enterprise Administrator password, please contact SaskTel Support at 1.844.SASKTEL.

1. From the group profile page, click **Users**.
2. Use the filters or click **Search** to view all users.
3. Select the user by clicking anywhere in that row.
4. Click **Passwords**.
5. Select **Set Web Access Password**.
6. Enter the new password and re-enter to confirm.
7. Click **OK**.
8. Notify the user of the new password.

### Passwords

Passwords allows you to configure your passwords for the web portal and/or portal access password" only. This will set your password for accessing the IBC User Web Desktop and Mobile Softclients (if applicable). "Set portal password" is not configure

OK Apply Cancel

This user's password expired

☒ Set web access password ☐ Set portal password

Reset Password

\* Type new password:

\* Re-type new password:

OK Apply Cancel

**NOTE:** The User ID and Password used to access the IBC User Web Portal is the same as that used to log into the Webex App (if you subscribe to).

## Adding an Administrator

As an Enterprise Administrator, you can add, edit, and delete all Group and Department Administrators. To add a new Administrator to a group:

1. From the Enterprise level, click **Groups**.
2. Select the group to assign the Administrator to.
3. Click **Search** to display a list of all the group IDs within the Enterprise.
4. Click on the group ID from the list that you wish to add an Administrator to.
5. Click **Administrators**.
6. Click **Add**.
7. Enter the Administrator ID.
8. Enter the Last Name followed by the First Name of the Admin.
9. Enter an Initial Password and re-enter to confirm.
10. Based on the type of the Administrator, select **Group** or **Department**.
11. Click **OK** to save.

### Administrators Add

Add a new group or department administrator.

OK Cancel

\* Administrator ID:  @

Last Name:

First Name:

\* Initial Password:

\* Re-type Initial Password:

Language:

Administrator Type: ☒ Group ☐ Department:

OK Cancel

## Editing and Deleting Administrators

To edit or delete an existing Group and Department Administrator:

1. Select the **Administrator** to modify.

The screenshot shows a web interface titled "Administrators" with a subtitle "Add a new group or department administrator or manage existing administrators." Below the title are three buttons: "OK", "Add", and "Cancel". The main area contains a table with the following columns: "Administrator ID", "Last Name", "First Name", "Department", and "Edit". The first row of data shows "3067779988@ibc.sasktel..." for the ID, "Smith" for the last name, "Bill" for the first name, and an "Edit" link. Below the table is a pagination bar indicating "[ Page 1 of 1 ]". At the bottom, there are search filters for "Administrator ID" and "Starts With", followed by "Find" and "Find All" buttons. The interface is framed by a blue header and footer, each containing "OK", "Add", and "Cancel" buttons.

2. To delete, click **Delete**, then click **OK**.
3. To edit, for example, to change the group or department Administrator's password: Select the Administrator to modify.  
**NOTE:** To change the Enterprise Administrator's password, please contact SaskTel Support at 1.844.SASKTEL (1.844.727.5835).
4. Enter the new password.
5. Re-enter to confirm.
6. Click **OK** to save.

## Creating, Assigning Users, and Group Services to a Department

Managing the users in very large enterprises is enhanced by placing the users into departments.

- Departments may be created either at the enterprise level or within a group.
- Departments belong to the enterprise or group in which they were created.
- A hierarchy of departments is supported in such a way that a parent department can have multiple sub-departments.
- A department created within a group can extend an enterprise department or another department within the same group.
- A department created within an enterprise cannot extend departments created at the group level.
- A Group Administrator can extend the enterprise department hierarchy, but cannot create departments at the enterprise level.
- All the departments that belong to a group must have a unique name within that group. Similarly, all the departments created at the enterprise level must have a unique name within the enterprise. However, it is possible to have duplicate department names in different groups or a department at the enterprise level, with the same name as a department at the group level.
- Users created within a group may be assigned to any department created at the enterprise level or departments created within the same group. In this way, departments can span across multiple geographic locations. However, users cannot belong to a department that belongs exclusively to another group.
- It is not possible to create Department Administrators for departments defined at the enterprise level.

## Create a department within an Enterprise

1. From the group profile page, click **Departments**.
2. Click **Add**.
3. Enter a name for the Department.
4. Optionally, select which **Parent Department** it will belong under.
5. Click **OK** to save and return to the previous page.

## Create a department within a group

1. From the group profile page, click **Departments**.
2. Click **Add**.
3. Enter a name for the Department.
4. Optionally, select which **Parent Department** it will belong under.
5. Enter the **Department Calling Line ID Name**.  
**NOTE:** Note that this Calling Line Name and Number ID is dependent on the [Call Processing Policy](#) set for the Group or the User, "Use Group/Department phone number for Calling Line Identity" must be selected.
6. Enter the **Department Calling Line ID Number** from the drop-down options.
7. Click **OK** to save and return to the previous page

## Assign Users and/or Group Services

Once a Department has been added, Users and/or Group Services can be assigned.

1. From the profile page for the User, select which Department the User is to be assigned to from the drop down menu.

### Profile

Profile allows you to view and maintain your profile information. The information filled in specifies handling calls. Filling in the additional information section allows your mobile phone, pager, or phone list. Some of this information can only be modified by your administrator.

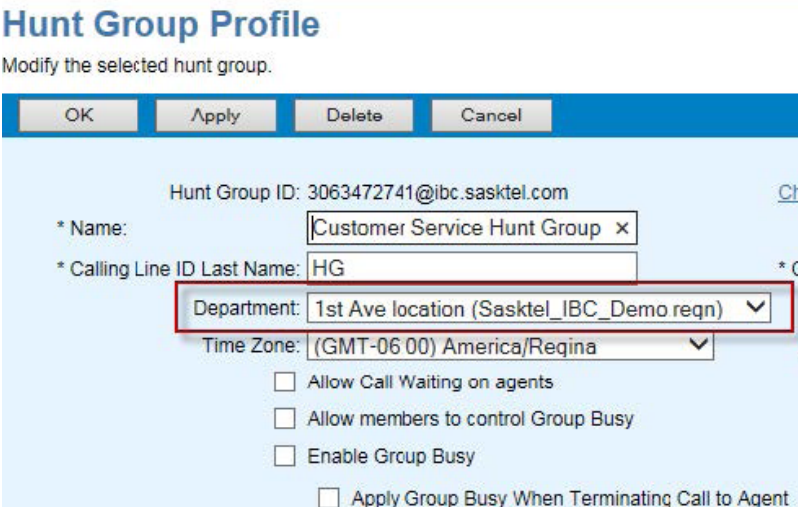
The screenshot shows a user profile form with a blue header bar containing 'OK', 'Apply', and 'Cancel' buttons. Below the header, the form displays the following information:

- Enterprise ID: Sasktel\_IBC\_Demo
- User ID: 3063472750@ibc.sasktel.com
- \* Last Name: Demo (with a clear 'x' button)
- \* Calling Line ID Last Name: Demo
- Calling Line ID Phone Number: +13065550400
- Phone number is stored in E.164 normalized format
- Name Dialing Last Name: (empty field)
- Department: 1st Ave location (Sasktel\_IBC\_Demo.regn) (dropdown menu, highlighted with a red box)
- Time Zone: (GMT-06:00) America/Regina (dropdown menu)

2. Click **Apply** to save your changes and **OK** to return to the previous page.

## Assign a Group Service to a Department:

1. From the group profile page, click **Services**.
2. Select the Group Service you wish to assign.
3. From the profile page of the Group Service, select which Department the Group Service is to be assigned to from the drop down menu.




The screenshot shows the 'Hunt Group Profile' form. At the top, it says 'Modify the selected hunt group.' Below this are buttons for 'OK', 'Apply', 'Delete', and 'Cancel'. The form contains the following fields:

- Hunt Group ID: 3063472741@ibc.sasktel.com
- \* Name: Customer Service Hunt Group x
- \* Calling Line ID Last Name: HG
- Department: 1st Ave location (Sasktel\_IBC\_Demo regn) (highlighted with a red box)
- Time Zone: (GMT-06 00) America/Regina
- Allow Call Waiting on agents (checkbox)
- Allow members to control Group Busy (checkbox)
- Enable Group Busy (checkbox)
- Apply Group Busy When Terminating Call to Agent (checkbox)

4. Click **Apply** to save your changes and **OK** to return to the previous page.

## Transfer a telephone Number (employee taking over existing Telephone Number)

1. Login to IBC User Web Portal <https://ibcportal4.sasktel.com/login/>
2. Find the user profile of the existing telephone number to be transferred
3. Toggle the Webex option under "messaging".

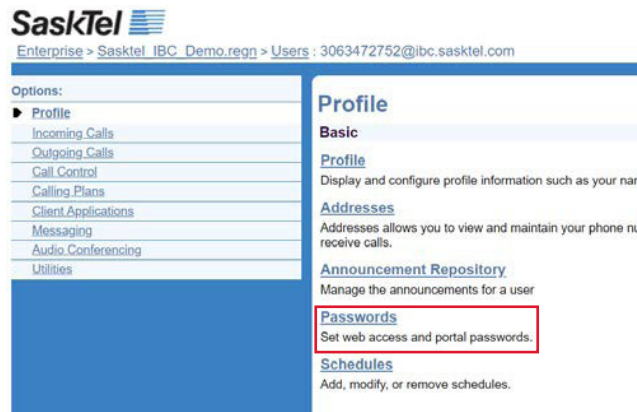


The screenshot shows the 'Webex' settings page. At the top, it says 'SaskTel' and 'Enterprise > Sasktel\_IBC\_Demo regn > Users > 3063472752@ibc.sasktel.com'. Below this are buttons for 'OK', 'Apply', and 'Cancel'. The 'Webex' section has a radio button for 'On' (selected) and a radio button for 'Off'. Below the radio buttons, it says 'To reset the Webex account for this phone number, select the Off radio button and then select the Apply button. Wait 10 seconds and then select the On radio button and select the Apply button.'

To reset the account for this phone number, select the Off radio button and then select the Apply button. Wait 10 seconds and then select the On radio button and select the Apply button.



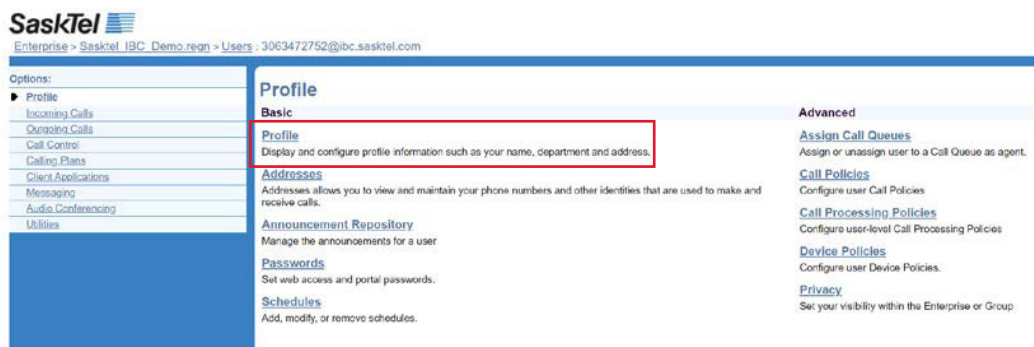
#### 4. Change the user(s) password



Change "Set web access password" - update this one

"Set portal password" - no need to change this one

#### 5. Change the first name and last name on the user profile



#### 6. Call into Sasktel support (1.844.727.5835) to reset the Voice Mail password for the new user

#### 7. Send the new user the IBC user name (xxx-xxx-xxxx@ibc.sasktel.com), the new password, the Webex activation link, and this link for Webex set-up instructions.

## Changing A User's Profile

Often users can change in a workplace, from replacing an employee entirely to updating their last name or temporary time zone. These changes can be done from the user's profile page. A user's profile can be updated by the Enterprise, Group, or Department Administrator if the user is assigned to the same level as the Administrator.

As an Administrator, you can modify:

- Last or First Name; if an employee is replaced or has a name change.
- Calling Line ID Last and First Name; if a calling line ID needs to be unique to that user as opposed to having the Group Calling Line ID displayed.
- Calling Line ID Phone Number; if a calling line ID needs to be unique to that user as opposed to having the Group Calling Line ID displayed. For example, configure this to display a toll-free number.
- Name Dialing Last and First Name; used for the Auto Attendant name dialing feature.
- Department; assign a user to specific department.

**NOTE:** This can only be done by an Enterprise or Group Administrator.

# SCHEDULING

Schedules are used to route incoming calls based on day of the week, time of the day, and holidays. Once created at enterprise or group level they can be assigned to Group Services; Auto Attendants, Call Queues, and Hunt Groups. Users can also use them for routing calls on user level features, such as Selective Call Acceptance, Selective Call Rejection, Call Me Anywhere, and Call Notify. Schedules are classified as either Time Schedules or Holiday Schedules. Schedules made at the enterprise level can be used by any group or any user within the enterprise. If schedules are made at the group level, they can only be used by that group or users within that group.

To create a Time or Holiday Schedule:

1. From the enterprise or group profile page, click **Schedules**.
2. Click **Add**.

## Schedules

Add a new schedule or manage existing schedules.

OK	Apply	Add	Cancel	
Delete	Schedule Name ▲	Type	Level	Edit
<input type="checkbox"/>	Business Hours	Time	Group	<a href="#">Edit</a>
<input type="checkbox"/>	Company Holidays	Holiday	Group	<a href="#">Edit</a>
Schedule Name ▼	Starts With ▼		<a href="#">Find</a>	<a href="#">Find All</a>
OK	Apply	Add	Cancel	

3. Enter a name for the schedule, for example, Business Hours/ Holiday Hours
4. Select the **Time** or **Holiday** option.
5. Click **OK**.

### Schedule Add

Add a new schedule.

OK	Cancel
* Schedule Name: <input type="text" value="Business Hours"/>	
Schedule Type: <input type="radio"/> Holiday <input checked="" type="radio"/> Time	
OK	Cancel

6. Click on any text on the row to edit the schedule.
7. Click **Add** to create a new event (each schedule is comprised of defined events).

### Schedules

Add a new schedule or manage existing schedules.

OK	Apply	Add	Cancel
Delete	Schedule Name ▲		
<input type="checkbox"/>	Business Hours		
Schedule Name ▼	Starts With ▼		
OK	Apply	Add	Cancel

8. Enter a name for the event.
9. Enter the events Start and end time.
10. Assign a recurrence pattern and range.
11. Click **OK** to save the event.

**NOTE:** To create an after hours schedule that will route calls differently than how they are routed during the day, two separate events will need to be created. For example, 5:01 PM – 11:59 PM & 12:00 AM – 7:59 AM.

## Event Add

Add a new event to schedule.

OK
Cancel

Schedule Name: Business Hour

\* Event Name:

---

**Event Details:**

**Event Time:**

\* Start:  Date: (mm/dd/yyyy)

\* End:  Date: (mm/dd/yyyy)

Duration: 8 hours

\* Start Time:  AM ▼

\* End Time:  PM ▼

☐ All Day Event

**Recurrence Pattern:**

Recurs: Weekly ▼

Every:  week(s) on: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday

**Recurrence Range:**

Start Date:  Note: Start Date is always equal to Event Time Start Date value

End: ☒ Never

☐ After  occurrences

☐ Date  (mm/dd/yyyy)

OK
Cancel

**NOTE:** For holidays that are not based on a calendar date, you will need to enter a new holiday schedule each year. Selecting the yearly option will not guarantee the correct date for the holiday year after year.

# ANNOUNCEMENT REPOSITORY

Many of the services and features in the IBC system require greetings and announcements. The group level Announcement Repository is used to make those announcements easy. Each group has 1 GB of space available for announcements.

The Announcement Repository provides:

- A single place to save and upload all announcement files per group.
- The ability to share the same announcement among multiple services. For example, if you have three Call Queues and prefer the same comfort greeting on all queues, you could save the comfort greeting here and easily assign it to all three queues.
- The ability to modify an announcement with another file while the announcement is being used by services.
- The ability to keep an announcement on the system without it being used by a service.
- The ability to retrieve custom media files from the announcement repository.

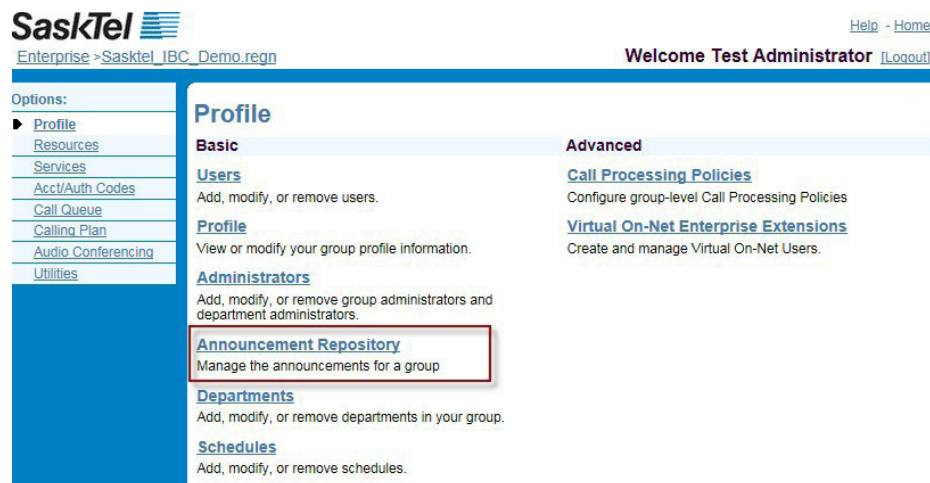
Once the announcements have been stored in the repository at the group level, they can be assigned to the following services:

- Auto Attendant Greetings for Business Hours, After Hours, or Holidays
- Call Queue Messages
- Group level Music on Hold

**NOTE:** Announcements can be stored at the group level or group service (for example, Call Queue) level. If an announcement is uploaded at the group service level it will not be available at the group level Announcement Repository. However, if an announcement is uploaded to the group level, it will be available at each group service level.

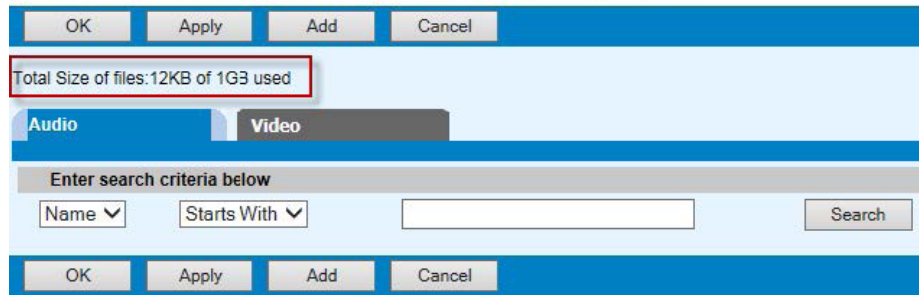
## Setting up the Announcement Repository

1. To add files to the Announcement Repository from the group level, click **Announcement Repository**.



## Announcement Repository

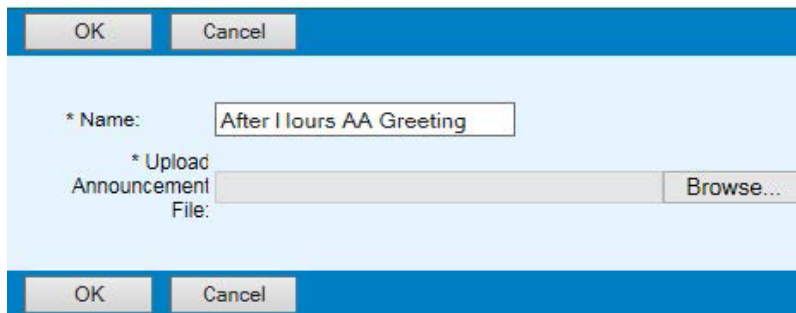
Announcement repository allows you to manage all the audio and video announcements



2. To add a file, click **Add**.
3. Enter the name of the file.
4. Click **Browse** and search for your file on your computer.

## Announcement Repository Add

Add a new audio or video announcement.



5. Click **Open**.
6. Click **OK** to save.

For information on how to record audio files and format requirements, refer to [Recording IBC Audio Files Guide](#) on [sasktel.com/ibcsupport](http://sasktel.com/ibcsupport).

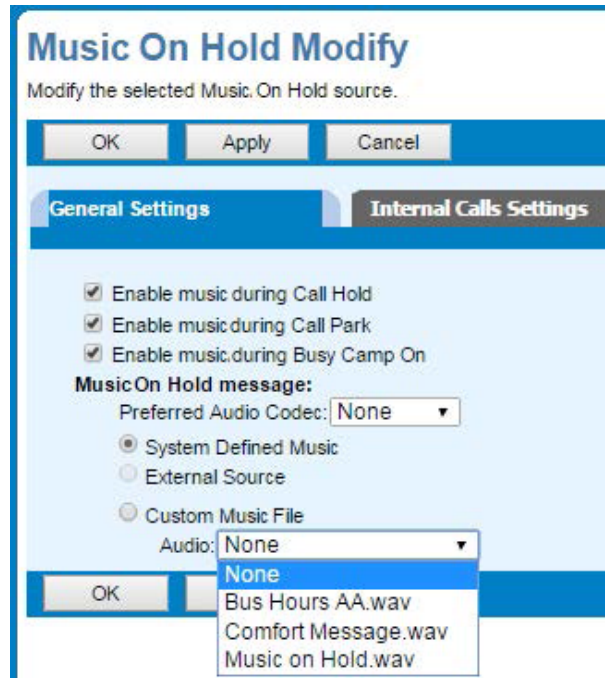
## MUSIC ON HOLD

Each group can be assigned a unique Music on Hold file and is configured with the default music file. This is the music that callers will hear when a user places them on hold. An external source for Music on Hold is not an available feature.

To update Music on Hold for a group:

1. From the group profile page, click **Services** on the left panel.
2. Click **Music on Hold**.
3. Click **Edit** to modify the settings.
4. From the **General Settings** tab, you can enable or disable Music on Hold for callers that are held, callers that are parked, or callers that are camped on another user's line.
5. Check the boxes next to the feature options you wish to enable.
6. The default music file is the system defined music. To upload a custom file, click **Custom Music File**.

7. Click the drop-down menu to see the list of available files.
8. Make your selection and click **Apply** to save your changes.



Additionally, you can apply different settings for internal calls that are held.

1. Click the **Internal Calls Settings** tab.
2. To use a different music file for internal calls that are placed on hold, select **Use Alternative Source for Internal Calls**.
3. Select the custom option and click the drop-down menu to see the list of available files.
4. Make your selection and click **Apply** to save your changes.

## AUTO ATTENDANT

Auto Attendants are used to route calls to various destinations, such as employees within your company, specific groups of employees, voicemail, or other outside numbers, without the assistance of an operator or receptionist. It also provides callers with your company greetings and dial menu options. An Auto Attendant can handle 294 calls at once.

The Auto Attendant has three modes: **Business Hours**, **After Hours**, and **Holidays**.

### Configuring Auto Attendant Settings

1. From the group profile page, click **Services** on the left panel.
2. Click **Auto Attendant**.
3. All attendants assigned to your account are displayed here.



## Options:

[Profile](#)[Resources](#)► [Services](#)[Acct/Auth Codes](#)[Call Queue](#)[Calling Plan](#)[Audio Conferencing](#)[Utilities](#)

## Auto Attendant

Create or modify an automated receptionist to answer the phone and provide personalized messages to callers. A group can have multiple auto attendants configured, either individually or integrated into a multi-level auto attendant. For example, an enterprise's main Auto Attendant can be configured to seamlessly route to an Auto Attendant for a particular department or location.

OK Apply Cancel							
Active	Name	Type	Video	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	AA-3069497337	Standard		3069497337	7337		<a href="#">Edit</a>
<input checked="" type="checkbox"/>	MainLineAA	Standard					<a href="#">Edit</a>
OK Apply Cancel							

- Click on any Auto Attendant to make modifications.

## Configure Auto Attendant – Profile

- From the Audio Attendant's profile page, click **Profile**.

## Auto Attendant Modify

Modify an existing auto attendant.

OK	Apply	Delete	Cancel
----	-------	--------	--------

Auto Attendant Type: Standard  
 Auto Attendant ID: MainLineAA@ibc.sasktel.com [Change User ID \(Also saves current screen data\)](#)

\* Name:

\* Calling Line ID Last Name:  \* Calling Line ID First Name:

Calling Line ID Phone Number:

Phone number is stored in E.164 normalized format

Department:  Language:

Time Zone:  Network Class of Service:

☐ Enable video support

Scope of extension dialing: ☐ Enterprise ☐ Group ☒ Department

Scope of name dialing: ☐ Enterprise ☒ Group ☐ Department

Name Dialing Entries: ☒ LastName + FirstName ☐ LastName + FirstName and FirstName + LastName

\* Transfer to the operator after:  seconds of inactivity.

OK	Apply	Delete	Cancel
----	-------	--------	--------

- Confirm the **Time zone**.
- Select the dialing options: **Enterprise**, **Group**, or **Department**.
  - If Enterprise is selected, callers that reach the Auto Attendant can dial the extension for any user within your company, regardless of office location.  
**NOTE:** This setting is not recommended if your users have overlapping extension numbers across locations.
  - If Group is selected, callers will only be able to dial extensions for users within that specific office location.
  - If Department is selected, callers will only be able to dial extensions of users within that specific department.
- Set up your dial by name preferences. The options for Enterprise, Department, and Users apply as previously discussed.

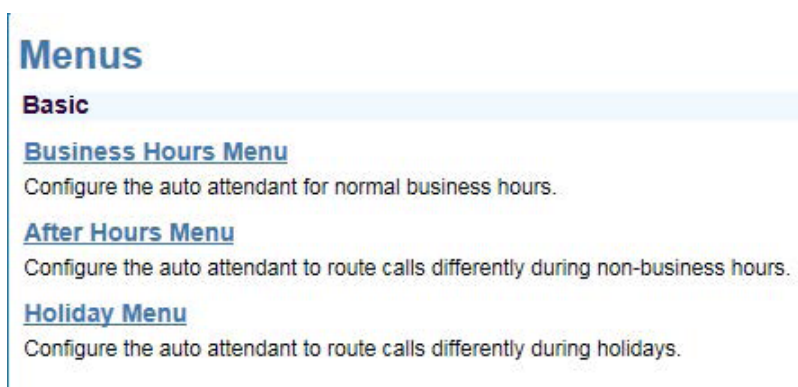
5. Select if the caller should enter the First Name followed by the Last Name or either combination.  
**NOTE:** Only applies when using the optional Name dialing in your Auto Attendant menu.
6. Set the number of seconds that a caller can be inactive before their call is routed to the operator.
7. Enter the number of seconds and note that the operator destination is configured in the dialing menu setup.
8. Click **Apply** to save and **OK** to return to the previous menu.

## Configure Auto Attendant - Menus and Greetings

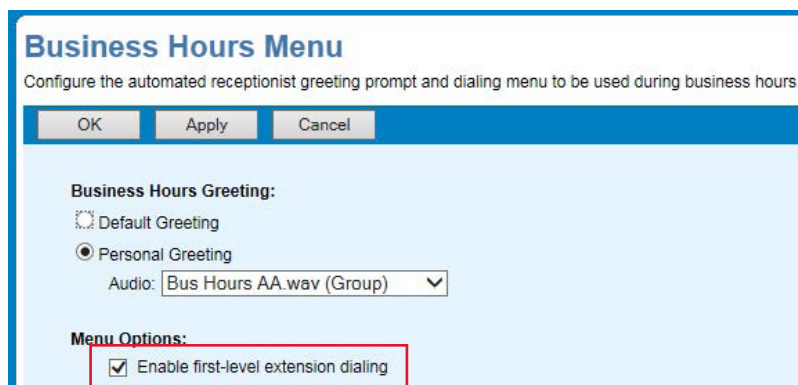
Greetings that have been saved to the group level Announcement Repository can be assigned to Auto Attendants. If you have not uploaded a greeting, callers will hear the default greeting.

To assign a greeting for After Hours, Business Hours, and Holidays:

1. From the Audio Attendant's profile page, click **Menus** on the left panel.
2. Choose the menu that you would like to change.



3. Select the **Personal Greeting** option.
4. Select your announcement file from the drop-down.  
Check the box to **Enable first-level extension dialing** during the Auto Attendant Greeting for Business Hours. If this feature is enabled, callers can dial the extension of the party they wish to reach without selecting a menu item first.



5. Click **Apply** to save your changes.

**NOTE:** If you are configuring your Afterhours or Holiday menu, you will see the Business hours or Holidays dropdown. Choose a schedule to enable these menus.

## Configure Auto Attendant – Dialing Menu

Dialing menu determines what action the Auto Attendant will take when an incoming caller chooses a number or symbol on the keypad.

The keypad characters that can be configured include numbers 0-9, \*, and #.

Key	Description	Action	Action Data
0	group operator	Transfer to operator	Phone Number:
1	dial by extension	Extension dialing	
2	dial by name	Name dialing	
3		---	
4		Transfer with prompt	
5		Transfer without prompt	
6		Transfer to operator	
7		Transfer to submenu	
8		Name dialing	
9		Extension dialing	
*		Transfer to mailbox	
#		Play announcement	
		Repeat menu	
		Exit	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

OK Apply Cancel

To configure a keypad number for the Auto Attendant Business Hours Menu:

1. Enter a description for the chosen keypad.
2. Select an action from the dropdown menu.
  - a. **Transfer with Prompt** – This selection transfers callers to the extension entered in the Phone Number field, however an audio prompt announcing the transfer to destination is played first.
  - b. **Transfer without Prompt** – This selection transfers callers directly to the extension entered in the Phone Number field without playing an announcement before transfer.  
**NOTE:** If you want to transfer directly to a voice mailbox, enter \*98 followed by the extension of the mailbox you wish to reach. If you have the optional voice mailbox on your Auto Attendant, you can enter \*98 followed by the Auto Attendant extension. (Applies to a and b).
  - c. **Transfer to Operator** – This selection will redirect callers to a configured operator, who will receive all calls that time out if the caller does not choose an option from the Auto Attendant.
  - d. **Transfer to Submenu** – This will route callers to a predefined Submenu. A Submenu must be set up prior to setting up the Auto Attendant menu. See [Creating Submenus](#).
  - e. **Name Dialing** – This action permits callers to dial by recipient name, using the letters on the keypad. The first and last name that the system is searching for is determined by the name that has been entered in the User's Profile page under name dialing settings.
  - f. **Extension Dialing** – This action permits callers to dial by recipient extension, using the numbers on the keypad.
  - g. **Transfer to Mailbox** – This selection prompts the caller for an extension, then transfers the call directly to the voice mail of that extension.  
**NOTE:** Use \*98 option to transfer the call to the voice mail of that extension.

- h. **Play Announcement** – Plays a recorded message then returns to the current Auto Attendant menu.
  - i. **Repeat Menu** – If selected, this action will repeat the greeting and menu options.
  - j. **Exit Menu** – This action allows callers to exit the menu system. This will terminate the call.
3. Enter the destination to which the call should be transferred.  
**NOTE:** This does not apply if the Dial by Name, Dial by Extension, Repeat Menu, or Exit Menu options are selected.
4. Click **Apply**.

## Configure Auto Attendant – Creating Submenus

Submenus are used to route callers to another set of options. You can add up to 150 submenus. To create a Submenu:

1. From the profile page of Auto Attendant, click **Submenus**.
2. Click **Add**.

The screenshot shows the SaskTel Enterprise web interface. The top navigation bar includes the SaskTel logo, user information (Enterprise > SaskTel IBC Demo regn > Auto Attendant : MainLineAA@ibc.sasktel.com), and a welcome message for Test Administrator. A left sidebar lists options: Profile, Calling Plans, Messaging, Menus, and Utilities. The main content area is titled 'Auto Attendant Submenus' and includes a sub-header 'Add a new submenu or manage existing submenus.' Below this is a table with columns: Delete, Submenu Id, In Use, and Edit. The table contains one row for 'Sales' with a checkmark in the 'In Use' column and an 'Edit' link. At the bottom, there is a search bar with 'Submenu Id' and 'Starts With' dropdowns, and buttons for 'Find' and 'Find All'. The 'Add' button in the top action bar is highlighted with a red box.

3. Enter a Submenu ID.
4. Choose the default or personal greeting to be played to callers when they are routed to this Submenu.
5. Optionally, select **Enable extension dialing at any time**.
6. Determine what action the Auto Attendant will take when an incoming caller chooses a number or symbol on the keypad.
7. To configure a keypad number for the Auto Attendant Submenu, enter a description.
8. Select an option from the dropdown menu.

**Auto Attendant Submenu Add**  
Configure the auto attendant submenu.

OK Cancel

\* Submenu ID: Sales

Submenu Greeting:  
☒ Default Greeting  
☐ Personal Greeting  
 Audio: None

Menu Options:  
☒ Enable extension dialing at anytime

Key	Description	Action
0		---
1	Widget Sales	Extension dialing
2	Gadget Sales	Extension dialing
3		---
4		---
5		---
6		---
7		---
8		---
9	previous menu	Return to previous menu
*		---
#		---

Note: Callers who do not press any key after the greeting has been played three times will be forwarded to the operator. If no operator is oc

OK Cancel

9. When finished configuring your Submenu, click **OK** to save.

**NOTE:** When you're setting up your main Business/After Hours/Holiday menu, you can use the Transfer to Submenu option and click on the Configure Submenu link to reach this Submenu.

## HUNT GROUP

Hunt Groups help to ensure all inbound calls are answered by the proper personnel or routed to a voice mailbox for later response. This is done by assigning a phone number to a group of employees, so that incoming calls are:

- Routed directly to that group in a pre-determined (or random) pattern; or
- Routed by the Auto Attendant to be answered by one of the selected group members; and
- Depending on the set-up and call distribution policies, incoming calls will hunt for an available group member.

As an Administrator, you can modify:

- Profile information
- Time Zone
- No Answer settings
- Call Distribution Policy settings
- Not Reachable Settings
- Calling Line ID settings
- Users assigned to receive calls from the Hunt Group



# Hunt Group Settings – Profile

**SaskTel** Enterprise > Sasktel\_IBC\_Demo.regn [Help](#) - [Home](#) **Welcome Test Administrator** [Logout](#)

**Options:**

- [Profile](#)
- [Resources](#)
- Services**
- [Acct/Auth Codes](#)
- [Call Queue](#)
- [Calling Plan](#)
- [Audio Conferencing](#)
- [Utilities](#)

### Hunt Group

Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

Active	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Customer Service H...	3063472741	5000	1st Ave location (...)	<a href="#">Edit</a>

1. From group profile page, click **Services** on the left panel.
2. Click **Hunt Group**.
3. Select the Hunt Group to modify by clicking on any text in the row.
4. Click **Profile** to update the Profile information:
  - a. Name
  - b. Time Zone
  - c. Call Distribution Policy
  - d. Call Forwarding Settings
  - e. User Assignments

## Hunt Group Profile

Modify the selected hunt group.

Hunt Group ID: 3063472741@sasktel.com

\* Name:

\* Calling Line ID Last Name:  \* Calling Line ID First Name:

Calling Line ID Phone Number:

Phone number is stored in E.164 normalized format

Department:  Language:

Time Zone:  Network Class of Service:

☐ Allow Call Waiting on agents

☐ Allow members to control Group Busy

☐ Enable Group Busy

☐ Apply Group Busy When Terminating Call to Agent

Group Policy: ☐ Circular ☒ Regular ☐ Simultaneous ☐ Uniform ☐ Weighted Call Distribution

No Answer Settings

☐ Skip to next agent after  rings

☐ Forward call after waiting  seconds

Calls Forward to:

Not Reachable Settings

☐ Enable Call Forwarding Not Reachable

Calls Forward to:

☐ Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

☒ Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

☐ Customize the CLID for this Hunt Group:

☒ Include the Hunt Group Name in the CLID

Enter search criteria below

User ID  Starts With

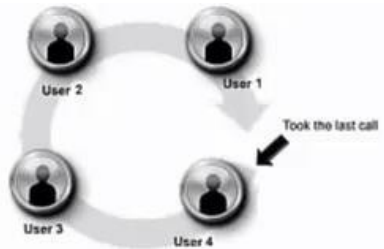
Available Users

Assigned Users



## Hunt Group Settings – Call Distribution Policies

- The **Circular** option will route calls to users based on the order of the users and will always start with the user following the last user that received a Hunt Group call.



- The **Regular** option will route calls based on the order of the users, always starting with the user on the top of the list.



- Simultaneous** will ring all users' phones at the same time.



**NOTE:** If the Simultaneous Ring option is selected and more than one call is placed to the Hunt Group at the same time, all users in the Hunt Group would be considered busy. Therefore, callers will hear a busy tone or will be routed to the no-answer treatment configured in the Hunt Group Profile until one of the calls is answered. When Simultaneous Ring is configured, each line (or user) in the Hunt Group will count toward your IBC concurrent call limit of your IBC Access.

- Uniform** will ring the Hunt Group user's phone that has been idle in the Hunt Group the longest.



- The **Weighted Call Distribution** option will ring users based on pre-set weight assignments. If this option is selected, you must assign the weights to the users.



## Hunt Group Settings – Call Forwarding

1. To designate a forward to destination for callers in the event none of the Hunt Group members answer their phones, under No Answer Settings check this box.

**NOTE:** Each ring is approximately 6 seconds. For example, 30 seconds will give 5 rings to the caller.

No Answer Settings

☐ Skip to next agent after 5 rings

☐ Forward call after waiting 0 seconds

Calls Forward to:

2. Enter the forward to destination.
  - This can be any 10-digit number or an internal extension.
  - To forward to a user's voice mailbox enter \*98 followed by the extension of the user.

**NOTE:** Users can forward unanswered calls to the extension of another Hunt Group, an Auto Attendant, a voice mailbox, a user, or even an external number.

## Hunt Group Settings – Call forwarding Not Reachable

Not reachable settings apply to the Hunt Group when none of the phones in the Hunt Group are registered to the network. This could be a result of a network outage or power outage at the locations. A common Not Reachable Forwarding location would be an external number or cell phone number.

To enable this feature:

1. Click **Enable Call Forwarding Not Reachable**.
2. Enter the forward to destination.

Not Reachable Settings

☐ Enable Call Forwarding Not Reachable

Calls Forward to:

☐ Make Hunt Group busy when all available agents are not reachable

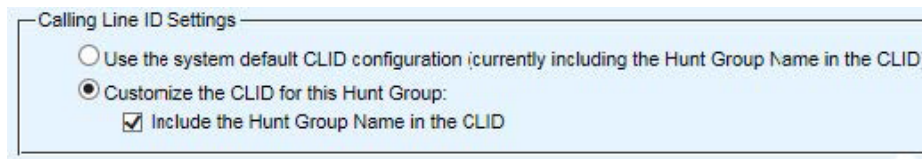
## Hunt Group Settings – Calling Line ID

Calling Line ID can be used to identify incoming Hunt Group calls by displaying the Hunt Group Calling Line ID first then the Caller's Name/Number Display. This feature is useful if users are a part of many Hunt Groups; it will help them to identify which Hunt Group the Caller is calling. This feature does not affect your outgoing calls.

To use a custom Calling Line ID:

1. Under Calling line ID Settings, select **Customize the CLID for this Hunt Group**.
2. Optionally, select to Include the **Hunt Group Name in the CLID**.

**NOTE:** There is limited space on the user's desktop phone for displaying this information. Unless the Hunt Group name is short, it is not recommended to also include the name.

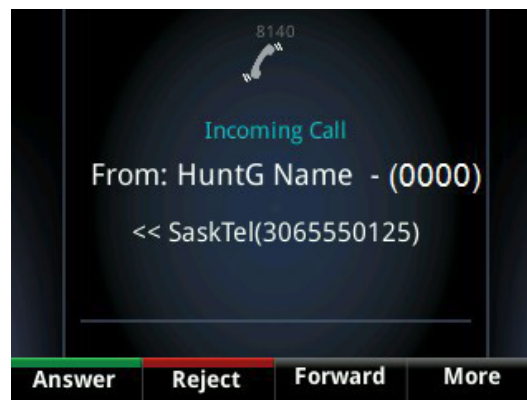


Calling Line ID Settings

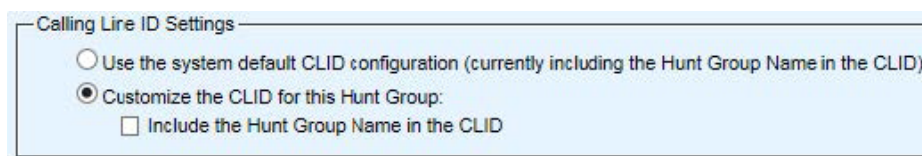
☐ Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

☒ Customize the CLID for this Hunt Group:

☒ Include the Hunt Group Name in the CLID



If **Include the Hunt Group Name in the CLID** option is not selected, the Caller's name will be displayed instead of the Hunt Group name.

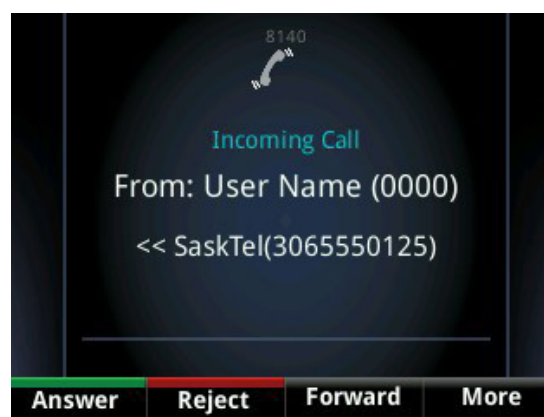


Calling Line ID Settings

☐ Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

☒ Customize the CLID for this Hunt Group:

☐ Include the Hunt Group Name in the CLID



## Hunt Group Settings – Adding/Removing Users

1. Use the filters to search, or to view all available users click the **Search** button.
2. To add a user, select the user and click **Add**.
3. To select multiple users at a time, press and hold Ctrl on your keyboard and make multiple selections then click **Add**.

The screenshot shows a web interface for managing Hunt Group users. At the top, there's a search bar with the text "Enter search criteria below". Below it are two dropdown menus: "User ID" and "Starts With", followed by a text input field and a "+" button, and a "Search" button. The main area is divided into two columns: "Available Users" on the left and "Assigned Users" on the right. The "Available Users" list contains three entries: "Demo,Pat (3063472754@ibc.sasktel.com)", "Demo,Sam (3063472752@ibc.sasktel.com)", and "Demo,Sam (3063472753@ibc.sasktel.com)". The "Assigned Users" list contains three entries: "Demo,Bill (3063472750@ibc.sasktel.com)", "Demo,John (3063472751@ibc.sasktel.com)", and "Demo,Erin (3063472755@ibc.sasktel.com)". Between the two lists are buttons: "Add >", "Remove <", "Add All >>", and "Remove All". Below the "Assigned Users" list are "Move Up" and "Move Down" buttons. At the bottom of the interface are four buttons: "OK", "Apply", "Delete", and "Cancel".

4. To reorder the users, select the user and use the **Move Up** or **Move Down** buttons. The order of the users is important for the Regular and Circular Distribution Policy options. Both policies will route calls based on the order of user listed here.
5. Click **Apply** to save and **OK** to save and return to the previous page.

## Hunt Group Settings – Call Forwarding Busy

The Call Forwarding Busy service can also be used with the Hunt Group to forward Hunt Group calls if all users in the Hunt Group are on the phone and calls need to be forwarded to a destination other than the Hunt Group's voice mail (if you subscribe to Voice Mail on the Hunt Group).

To configure Call Forwarding Busy for the Hunt Group:

1. From the **Incoming Calls** page, click **Call Forwarding Busy**.
2. Enter the number to forward calls to, or to forward directly to a user's voice mail, enter **\*98** followed by the extension of their voice mailbox.
3. Click **Apply** to save.
4. Click **OK** to save and return to previous page.

The screenshot shows the SaskTel web interface. At the top left is the SaskTel logo. To its right is the text "Enterprise > Sasktel\_IBC\_Demo.regn > Hunt Groups : 3063472741@ibc.sasktel.com". On the far right is a "Welcome Test Administrator" message with a "Logout" link. Below the logo is a navigation menu with "Options:", "Profile", "Incoming Calls" (selected), "Calling Plans", "Messaging", and "Utilities". The main content area is titled "Call Forwarding Busy" and contains the text: "Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code." Below this text are two sets of buttons: "OK", "Apply", and "Cancel". The first set is above a section titled "Call Forwarding Busy:" which has a radio button set to "On" and a text input field containing "\*981234". The second set of buttons is below this section.

# Hunt Group Settings – Selective Call Forwarding

This service allows a Hunt Group to forward calls from phone numbers that match a set of defined selective criteria to a different phone number during a defined time or holiday schedule.

**NOTE:** The Selective Call Forwarding service is also called Call Forwarding Selective. To configure Selective Call Forwarding

1. From the **Incoming Calls** main page, click **Call Forwarding Selective**.
2. Enter the **Default Forward phone number / SIP-URI**.
3. Click **Apply**.

**SaskTel** [Help - Home](#)

Enterprise > Sasktel IBC Demo REGN > Hunt Groups : 3063472741@ibc.sasktel.com

Welcome admin  
SasktelIBCDemo [Logout](#)

**Options:**

- [Profile](#)
- [Incoming Calls](#)**
- [Calling Plans](#)
- [Messaging](#)
- [Utilities](#)

### Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: ☐ On ☒ Off

\* Default Call Forward to phone number / SIP-URI:

☐ Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Calls to	Forward to	Edit
<input checked="" type="checkbox"/>	After Hours	Yes	All calls	Primary	3067772069	<a href="#">Edit</a>

OK Apply Add Cancel

4. Click **Add**.

## Call Forwarding Selective Add

Allows you to add a call forwarding selective entry. Specify the time schedule you would like calls forwarded. Also, you can have the call forwarded when only the specified numbers call or all numbers call or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries.

OK Cancel

\* Description:

Forward to: ☒ Use Default Forward phone number / SIP-URI  
☐ Forward to another phone number / SIP-URI:   
☐ Do not forward

Selected Time Schedule:

Selected Holiday Schedule:

Calls from:

☒ Any phone number  
☐ Following phone numbers:  
☐ Any private number  
☐ Any unavailable number  
Specific phone numbers:  

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Calls to:

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers: Primary (3063472741/2741)

Selected Call to Numbers:

Add > Remove < Add All >> Remove All <

OK Cancel



5. In the Call Forwarding, Selective Add window, enter a description.
6. Optionally, you can select to **Use Default Forward phone number / SIP-URI, Forward to another phone number / SIP-URI**, or **Do not forward**.
7. Select a **Time** or a **Holiday** schedule. It is not recommended to configure both schedules in one instance.
8. Under the **Calls from** section, select either from Any phone number or from a specified list of phone numbers.
9. Under **Calls to** section, select the numbers you want to call to and click **Add**.
10. Click **OK** to save and return to the previous page.

## Hunt Group Settings – Priority Alert

To configure Priority Alert, which is a service that will play a unique ring tone to the user when they receive a call from the Hunt Group:

1. From the Incoming Calls main page, click **Priority Alert**.
2. Click **Add** and enter the description.
3. Select the **Use priority alert** option.
4. To create this alert for all Hunt Group calls regardless of day or time, select the **Everyday All Day** option.
5. Next, select **Following phone numbers**.
6. In the Specific phone numbers area, enter a \* to enable Priority Alert for all calls.
7. Click **OK** to save and return to the previous page.
8. Click **Apply** to save.

### Priority Alert Add

Allows you to add a priority alert entry. Specify the time schedule and/or holiday schedule you would like a priority alert to occur when only specified numbers call or all external numbers call or when only one or more specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple priority alert entries.

**NOTE:** Priority Alert can be applied to multiple Hunt Groups but the ringtone will be the same for any that has Priority Alert enabled.



## Hunt Group Settings – Selective Call Accept/Reject

This service enables a Hunt Group to accept or reject calls selectively, based on configurable conditions. Calls that do not meet the specified conditions are provided a treatment. It is not recommended to use both features at once. Incoming calls to the Hunt Group will ignore Selective Call Accept/Reject configured at the user level. The feature must be active and configured at the Hunt group level and the user level to provide the same treatment for incoming calls to a Hunt Group User.

### Selective Call Acceptance

This service allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule.

To configure Selective Call Acceptance:

1. From the **Incoming Calls** main page, click **Selective Acceptance**.
2. Click **Add**.
3. In the Selective Call Acceptance Add window, enter a description.
4. Optionally, you can select to reject or to not reject calls.
5. Select a **Time** or a **Holiday** schedule.
6. Under the **Calls from** section, select either from Any phone number or from a specified list of phone numbers.
7. Under **Calls to** section, select the numbers you want to call to and click **Add**.
8. Click **OK** to save and return to the previous page.

## Selective Call Acceptance Add

Allows you to add a selective call acceptance entry. Specify the time schedule and/or holiday schedule you would like calls to be accepted. Also, you can have the call accepted when only the specified numbers call or all numbers call or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple entries to accomplish this.

The dialog box has a blue header bar with 'OK' and 'Cancel' buttons. The main area is light blue. At the top, there's a text field for '\* Description:'. Below it are two radio buttons: 'Accept call' (selected) and 'Do not accept call'. Then, there are two dropdown menus: 'Selected Time Schedule:' with 'Every Day All Day' selected, and 'Selected Holiday Schedule:' with 'None' selected. Below these is a section titled 'Calls from:' with two radio buttons: 'Any phone number' (selected) and 'Following phone numbers:'. Under 'Following phone numbers:', there are two checkboxes: 'Any private number' and 'Any unavailable number'. Below these is a label 'Specific phone numbers:' followed by a 4x3 grid of text input fields. At the bottom is a section titled 'Calls to:' with a note: 'When no numbers are selected, the called number is not used as part of the criteria.' Below this note are two list boxes: 'Available Call to Numbers' and 'Selected Call to Numbers'. The 'Available' list contains 'Primary (3063472741/2741)'. Between the list boxes are four buttons: 'Add >', 'Remove <', 'Add All >>>', and 'Remove All <<<'. The dialog box has a blue footer bar with 'OK' and 'Cancel' buttons.

## Selective Call Rejection

This service allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that the Hunt Group has chosen not to accept calls from the caller. Use this feature to prevent nuisance calls.

To configure Selective Call Rejection:

1. From the **Incoming Calls** main page, click **Selective Rejection**.
2. Click **Add**.
3. In the Selective Call Rejection Add window, enter a description.
4. Optionally, you can select to reject or to not reject calls.
5. Select a **Time** or a **Holiday** schedule.

6. Under the **Calls** section, select either from Any phone number, a forwarded number, or from a specified list of phone numbers.
7. Under **Calls to** section, select the numbers you want to call to and click **Add**.
8. Click **OK** to save and return to the previous page.

## Selective Call Rejection Add

Selective Call Rejection Add allows you to add a selective call rejection entry. Decide the time schedule you would like the call rejected. Also, you can have the call rejected when only the specified numbers call or all numbers call or forwarded calls or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple selective call rejection entries.

OK
Cancel

\* Description:

☒ Reject call  
☐ Do not reject call

Selected Time Schedule: Every Day All Day ▼

Selected Holiday Schedule: None ▼

**Calls**

☒ From any phone number  
☐ Forwarded  
☐ From following phone numbers:
 

☐ Any private number  
☐ Any unavailable number

Specific phone numbers:


**Calls to**

When no numbers are selected, the called number is not used as part of the criteria.

**Available Call to Numbers**

Primary (3063472741/2741) ▲

Add >

Remove <

Add All >>

Remove All <<

**Selected Call to Numbers**

▲

OK
Cancel

## Hunt Group Settings – Voice Mail

Optionally, you can subscribe to a unique Voice Mailbox for your Hunt Group. If you have subscribed to this service, then by default callers will reach this Voice Mailbox if all users are on the phone and no one is answering.

To change the default settings:

1. From the Hunt Group profile page, click **Messaging** on the left panel.
2. Click **Voice Mail**.
3. Select **Send All Calls to Voice Mail**.

**SaskTel** [Help - Home](#)

[Enterprise > SaskTel IBC Demo regn > Hunt Groups :](#) **Welcome Test Administrator** [\(Logout\)](#)

3063472741@ibc.sasktel.com

**Options:**

- [Profile](#)
- [Incoming Calls](#)
- [Calling Plans](#)
- Messaging**
- [Utilities](#)

### Voice Mail

Voice Mail allows you to specify how to handle your voice messages. You can choose to send busy and/or unanswered calls to your voice mail, as well as the number of rings before an incoming call is considered unanswered.

Voice Mail: ☐ On ☒ Off

☐ Send All Calls to Voice Mail

☒ Send Busy Calls to Voice Mail

☒ Send Unanswered Calls to Voice Mail

**Voice Mail Server:**

☒ Group Mail Server

☐ User Specific Mail Server:

**Mailbox ID on Voice Mail Platform:**

☒ User's (or Group's) Phone Number

☐ SIP-URI:

**NOTE:** This means that the callers will NOT be routed to your Hunt Group users, they will be routed directly to voice mail.

4. Or, select **Send Busy Calls to Voice Mail**, if you want to send calls to voice mail when all users in the Hunt Group are busy or have "Do Not Disturb" enabled.
5. Select **Send Unanswered Calls to Voice Mail** if you want to send calls that Hunt Group users are unable to answer, because they are away from their phones to voicemail

### NOTES:

- The Call Forward Busy and the No Answer Forwarding settings will override the Messaging settings, if enabled.
- The Voice Mailbox on a Group Service, such as a Call Queue or a Hunt Group, will not deliver a Message Waiting Indicator to a user's desktop phone when there is a new message waiting. To be alerted of messages left on this mailbox, you will need to configure Voice Mail to Email/Text settings for this mailbox in the [SaskTel Voice Mail Portal](#).

# CALL QUEUE

Call Queues temporarily hold calls in the cloud when all users assigned to receive calls from the Queue are unavailable. Queued calls are routed to an available agent when he/she is no longer on an active call.

IBC provides a two-tiered call queue offering allowing businesses to choose the solution that best suits their needs. This section will walk through the functionality of a Call Queue - Standard, and not all the features will be applicable to a Call Queue - Basic.

As an Administrator, you can:

- Modify the Call Queue Profile including Time Zones (see list under [Hunt Groups](#))
- Set up the Call Queue Announcement Repository
- Assign Greetings and Announcements
- Configure Call Routing Options and Overflow settings
- Assign Supervisors
- Configure Agent Profile Thresholds
- View and schedule basic statistics and reporting

## Call Queue – Profile

To modify the profile information, queue limits, and count distribution policy assigned to the Call Queue, from the group profile page:

**SaskTel** Enterprise > Sasktel\_IBC\_Demo.regn

**Options:**

- Profile
- Resources
- Services
- Acct/Auth Codes
- **Call Queue**
- Calling Plan
- Audio Conferencing
- Utilities

### Call Queues

Create a new call queue or manage existing call queues. You can configure a call queue to allow agents to log in and out, group cannot accept calls, and to provide music for callers on hold.

OK Apply Cancel

[Agent Default Settings](#) [Agent Unavailable Codes](#)  
[Routing Priority Settings](#)

Active	Name	Type	Video	Phone Number
<input checked="" type="checkbox"/>	CC-3069497335	Basic		3069497335
<input checked="" type="checkbox"/>	CC-3069497336	Enhanced		3069497336

OK Apply Cancel

1. Click **Call Queue** on the left panel.
2. Then **Call Queues**.
3. Select the call queue to modify.
4. Click **Profile**.

## Call Queue Profile

Modify the selected call queue.

Call Queue Type: Standard  
 Call Queue ID: 306999999@ibc.sasktel.com

\* Name:

\* Calling Line ID Last Name:  \* Calling Line ID First Name:

Calling Line ID Phone Number:

Phone number is stored in E.164 normalized format

Department:  Language:

Time Zone:  Network Class of Service:

Group Policy: ☐ Circular ☐ Regular ☒ Simultaneous ☐ Uniform ☐ Weighted Call Distribution

Bandwidth and QoS Settings

Preferred announcement / music codec for external calls:

Preferred announcement / music codec for internal calls:

Call Queue Settings

Queue Length:  calls ☐ Enable video support

☒ Play ringing when offering call ☒ Allow callers to dial  to escape out of queue

☐ Reset caller statistics upon entry to queue

Agent Settings

☒ Allow agents to join Call Queue

☒ Allow Call Waiting on agents

☒ Enable calls to agents in wrap-up state

☒ Enable maximum ACD wrap-up timer:  :  (minutes:seconds)

☒ Automatically set agent state to  after call

**NOTE:** Options highlighted in yellow are only available with a Call Queue - Standard.

5. Modify the name of the Queue.
6. Confirm Time Zone.
7. Select the Call Distribution Policy (Group Policy) you wish to assign. (These are the same policies that are available for configuration on a [Hunt Group](#))
8. Enter the number of queued calls that you want to have in a queue at any given time. When this number is reached, the Call Queue will follow the overflow policies defined in the overflow settings (the maximum is 50). With a Basic Call Queue, the maximum is 25.
9. The **Play ringing when offering call** box enables the calling party to hear ringing when the call has left the queue and is ringing in the agent's device. When disabled, the caller will continue to hear music on hold until the agent answers the call.
10. Enter the preferred escape digit option. This is the digit the caller presses to manually escape from the queue. The default is zero, but it can be configured to any number.

### NOTES:

- If you use the system default message for entrance and comfort greeting, then you will need to leave this digit as zero because the default greeting assumes you've use the zero digit.
  - Callers that escape will be routed to the Call Queue's busy treatment destination, which may be the call forward busy destination or voice messaging if you have subscribed to a mailbox for your Call Queues.
  - You need to configure one of these services for the Call Queue if you want to use this option. Otherwise, the caller will hear a busy signal.
11. The setting **Allow agents to join Call Queuing** is designed to either allow or restrict the agents from joining the Call Queue from their IBC User Web Portal. When disabled, only the Administrator can change their joint setting. When enabled, the agent can join or unjoin from their IBC User Web Portal.



12. Check **Allow Call Waiting on agents** to enable call waiting for the Call Queue users.  
**NOTE:** This will allow a user that is already on a call to be sent a queued call on a next available key on their set if that user has the Multi-Key Call Waiting service assigned. If no users in the Call Queue have the Multi-Key Call Waiting service assigned, then this option.
13. Select **Enable calls to agents in wrap-up** to allow agents to receive calls in wrap-up state.
14. Enter the duration of time and select **Enable maximum ACD wrap-up timer** to limit agent wrap- up time.
15. Use **Automatically set agent state to "X" after call** to enable and set the agent state after a call. Choose from Available, Unavailable, and Wrap-up. If Unavailable state is chosen, the unavailable code can also be chosen from the drop-down list.

☒ Automatically set agent state to **Unavailable** after call with Unavailable code: **None**

16. Click **Apply** and **OK** to save and return to the previous page.

## Call Queue – Agent Unavailability Codes

Agent unavailable codes are configurable attributes that are applied when an agent becomes unavailable. Agents may select a reason for changing their agent (ACD) states to Unavailable (for example, on lunch, in the bathroom, taking a coffee break or a personal break). IBC Administrators can use this data to better understand the performance of their agents.

1. Click **Call Queue** on the left panel.
2. Then, **Agent Unavailable Codes** above the available Call Queues.

**Call Queues**

Create a new call queue or manage existing call queues. You can configure a call queue to allow agents to log in ar when the group cannot accept calls, and to provide music or video for callers on hold.

[Agent Default Settings](#)
[Agent Unavailable Codes](#)
[Routing Priority Settings](#)

Active	Name	Type	Video	Phone Number
<input checked="" type="checkbox"/>	Call Queue 1	Basic		3063472745
<input checked="" type="checkbox"/>	Demo Queue	Standard		3069999999

3. Click **Add**.

## Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Queues and Route Points.

Active	Code	Description	Edit
<input checked="" type="checkbox"/>	1	Test Code	<a href="#">Edit</a>

4. Enter a Code and Description.
5. Click OK to save and return to the previous page.
6. Select Enable Agent Unavailable Codes to enable(disable) the active codes.
7. Optionally, select default code to on Do Not Disturb activation, on consecutive bounces or on not reachable.
8. Optionally, select Force use of agent unavailable codes with default code and select default code. This code will be used as default value if unavailable.
9. Click Apply and OK to return to previous page

## Call Queue – Assigning Agents

To add, remove or change the order of agents in a queue

1. Click **Agents**.
2. Click **Search**. This will list all the users that have a Call Queue user license assigned to them. Since Call Queues can include users from anywhere in the Enterprise, this allows you to build a Call Queue that includes users that span multiple physical sites or offices.
3. Select the agents you want to add, then click **Add**.  
**NOTE:** Agents with a Standard Call Queue license can be assigned to both a Basic and a Standard Call Queue. Agents with a Basic Call Queue license can only be assigned to a Basic Call Queue.
4. To remove agents, select the agent to remove and click **Remove**.
5. To reorder the users, select the user and use the **Move Up** or **Move Down** buttons.  
**NOTE:** The order of the users is important for the Regular and Circular Distribution Policy options. Both policies will route calls based on the order of user listed here.
6. Click **OK** to save and return to the previous page.

## Options:

- [Profile](#)
- [Routing Policies](#)
- [Incoming Calls](#)
- [Calling Plans](#)
- [Utilities](#)

**Agents**

Configure the list of agents that belong to this call queue. Users are available if they have been assigned an appropriate Call Queue feature. Users with Call Queue - Basic may be assigned to Basic call queues. Users with Call Queue - Enhanced may be assigned to Basic or Enhanced call queue.

OK

Apply

Cancel

## Enter search criteria below

User ID ▼

Starts With ▼

+

Search

## Available Agents

## Assigned Agents

Demo,Bill (3063472750@ibc.sasktel.com)  
 Demo,John (3063472751@ibc.sasktel.com)  
 Demo,Susan (3063472752@ibc.sasktel.com)

Add &gt;

Remove &lt;

Add All &gt;&gt;

Remove All

Move Up

Move Down

OK

Apply

Cancel

## Call Queue – Status and Statistics

For the Call Queue – Standard, basic status and statistics that provide the most critical performance indicators are available via the IBC Web Portal for less demanding environments. The statistics can be viewed by the Administrators, on a per-call-queue basis, by specifying the start and end time of the period for which statistics are requested. Alternatively, a reporting function can be enabled such that e-mail reports are sent on a daily basis. These reports provide statistics with a granularity as small as 30 minutes. The statistics are collected on the server and kept for a minimum of 48 hours.

## Call Queue Status and Statistics – Statistics Reporting Settings

Schedule a daily report (.csv file format) delivered to up to two email addresses. The sampling interval can have one of the following values: 30, or 60 minutes. A statistics report is generated at the end of each day using the time zone of the Call Queue instance as the time reference.

FROM: [CallQueueStats\\_NoReply@sasktel.com](mailto:CallQueueStats_NoReply@sasktel.com) TO: <call queue destination email address>  
 SUBJECT:

<call queue name> BODY: Report generated on: <date and time, ex: Tue, July 20, 2013 at 00:17 (EST)> For: Group name: <group name> Department name: <department name> On Application Server: <host name>

The following table shows the queue statistics. These statistics are listed in the order in which they are displayed in a statistics report as well as on the IBC Web Portal.

STATISTIC	DESCRIPTION
Number of busy overflows	This is the number of calls that came in after the queue limit was exceeded. Such calls are likely forwarded to voice mail.
Number of calls handled	This is the total number of calls that the agent has handled. This statistic accounts for all Call Queue calls that are released by the agent during the specified period.
Number of calls abandoned	This is the total number of calls for which the caller has hung up or selected to leave a message before an agent became available.
Number of calls transferred	This is the total number of calls that are transferred out of the Call Queue.
Number of calls timed out	This is the total number of calls that remain unanswered and that are forwarded out of the Call Queue upon timeout.
Average number of agents talking	This is the average number of agents who were in the talking state during the period for this Call Queue instance.
Average number of agents staffed	This is the average number of agents staffed during the period for this Call Queue instance. An agent who has joined the Call Queue campaign and who is not in the sign-out state is considered as staffed.
Average wait time	This is the average amount of time that callers spend waiting for the next available agent to answer the call.
Average abandonment time	This is the average time that callers spend waiting for an agent before hanging up or selecting the option to leave a message.

## Example of Queue Statistics in cvs file format delivered to an email address

	A	B	C	D	E	F	G	H	I	J
1	Queue Statistics Report Email Example									
2	timestamp	num. busy overflows	num. calls answered	num. calls abandoned	num. calls transferred	num. calls timed out	avg. num. agents talking	avg. num. agents staffed	avg. wait time	avg. abandonment time
3	Feb 5 2021 12:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
4	Feb 5 2021 12:30:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
5	Feb 5 2021 1:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
6	Feb 5 2021 1:30:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
7	Feb 5 2021 2:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
8	Feb 5 2021 2:30:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
9	Feb 5 2021 3:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
10	Feb 5 2021 3:30:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
11	Feb 5 2021 4:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
12	Feb 5 2021 4:30:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
13	Feb 5 2021 5:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
14	Feb 5 2021 5:30:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
15	Feb 5 2021 6:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
16	Feb 5 2021 6:30:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
17	Feb 5 2021 7:00:00 AM	0	0	0	0	0	0	16	0:00:00	0:00:00
18	Feb 5 2021 7:30:00 AM	0	0	0	0	0	0	16.6	0:00:00	0:00:00
19	Feb 5 2021 8:00:00 AM	0	2	0	0	0	0.6	17	0:00:19	0:00:00
20	Feb 5 2021 8:30:00 AM	0	0	0	0	0	0.1	17	0:00:00	0:00:00
21	Feb 5 2021 9:00:00 AM	0	0	0	0	0	0	17	0:00:00	0:00:00
22	Feb 5 2021 9:30:00 AM	0	4	0	0	0	0.4	17	0:00:11	0:00:00
23	Feb 5 2021 10:00:00 AM	0	3	0	0	0	0.3	17	0:00:07	0:00:00
24	Feb 5 2021 10:30:00 AM	0	3	0	0	0	0.2	17	0:00:07	0:00:00
25	Feb 5 2021 11:00:00 AM	0	3	0	0	0	0.6	17	0:00:10	0:00:00
26	Feb 5 2021 11:30:00 AM	0	1	0	0	0	0	17	0:00:14	0:00:00
27	Feb 5 2021 12:00:00 PM	0	0	0	0	0	0	17	0:00:00	0:00:00
28	Feb 5 2021 12:30:00 PM	0	0	0	0	0	0	17	0:00:00	0:00:00
29	Feb 5 2021 1:00:00 PM	0	1	0	0	0	0.3	17	0:00:49	0:00:00
30	Feb 5 2021 1:30:00 PM	0	0	0	0	0	0	17	0:00:00	0:00:00
31	Feb 5 2021 2:00:00 PM	0	1	0	0	0	0.2	17	0:00:02	0:00:00
32	Feb 5 2021 2:30:00 PM	0	1	0	0	0	1	17	0:00:04	0:00:00
33	Feb 5 2021 3:00:00 PM	0	1	0	0	0	0.2	17	0:00:03	0:00:00

The following table shows the agent statistics. Agent statistics are available on a per-queue basis. If an agent is assigned to multiple queues, then agent statistics are independently maintained and provided for each queue. These statistics are listed in the order in which they are displayed in the files in a statistics report as well as on the IBC Web Portal.

STATISTIC	DESCRIPTION
Number of calls handled	This is the total number of calls that the agent has handled. This statistic accounts for all Call Queue calls that are released by the agent during the specified period.
Number of calls unanswered	This is the total number of calls extended to the agent that are not answered (for any reason other than because the agent is busy). Note that for a single call to a Call Queue instance, an agent may be rung multiple times as the call can be placed in the queue and presented to the agent again. Therefore, this statistic may be incremented more than once for a given call to the Call Queue instance.
Average call time	This is the average time that an agent spends on calls from the Call Queue instance. This statistic accounts for all Call Queue calls that are released or transferred by the agent during the specified period. If the agent transfers a call (for example, to another queue), then the call time only accounts for the time spent on the call by the agent prior to the call transfer.
Total talk time	The amount of time that the agent was busy handling calls for this Call Queue instance.
Total staffed time	The amount of time that the agent has joined the Call Queue instance and was not in the <i>sign-out</i> state.



Example of Agent Statistics in cvs format delivered to an email address:

	A	B	C	D	E	F
1	Agent Statistics Report Email Example					
2		num. calls agent name handled	num. calls unanswered	avg. call time	total talk time	total staffed time
3	Bryan	0	22	0:00:00	0:00:00	24:00:00
4	Tod	0	22	0:00:00	0:00:00	24:00:00
5	Lisa	0	22	0:00:00	0:00:00	24:00:00
6	Karlee	8	14	0:01:47	0:13:25	24:00:00
7	Michael	0	22	0:00:00	0:00:00	24:00:00
8	Karen	4	18	0:02:06	0:07:36	24:00:00
9	WW	0	22	0:00:00	0:00:00	24:00:00
10	Greg	8	14	0:12:19	1:37:09	11:53:10
11	WW	0	22	0:00:00	0:00:00	24:00:00
12	Shawn	0	0	0:00:00	0:00:00	0:00:00
13	WW	0	0	0:00:00	0:00:00	0:00:00
14	Jeff	0	22	0:00:00	0:00:00	24:00:00
15	Jason	0	22	0:00:00	0:00:00	24:00:00
16	Chad	0	22	0:00:00	0:00:00	24:00:00
17	WW	0	22	0:00:00	0:00:00	24:00:00
18	WW	0	22	0:00:00	0:00:00	24:00:00
19	Shazib	1	21	0:12:41	0:12:25	24:00:00
20	WW	0	0	0:00:00	0:00:00	0:00:00
21	Evyn	0	22	0:00:00	0:00:00	24:00:00
22	WW	0	0	0:00:00	0:00:00	0:00:00
23	WW	0	0	0:00:00	0:00:00	0:00:00
24	Don	1	21	0:12:31	0:11:41	24:00:00

## Call Queue Status and Statistics – Queue Status

Shows the number of calls in a queue at given time, along with the number of agents currently staffed in the queue.

Enterprise > SaskTel

SKTN > Call Queues : 3069

@ibc.sasktel.com

Help - Home

Welcome (Logout)

Options:

- Profile
- Routing Policies
- Incoming Calls
- Calling Plans
- Utilities

### Call Queue Status & Statistics

Call Queue Status and Statistics allows you to view the status and statistics of this Call Queue's activity and, as required, configure e-mail statistics reporting.

OK

Statistics Report Settings

Queue Status

Queue & Agent Statistics

Number of calls in queue now: 0

**Agents currently staffed**

Bryan (306)	bc.sasktel.com)
2,WW (306)	ibc.sasktel.com)
4,WW (306)	ibc.sasktel.com)
e,Chad (306)	1@ibc.sasktel.com)
Karen (306)	@ibc.sasktel.com)
Michael (306)	@ibc.sasktel.com)
3,WW (306)	ibc.sasktel.com)
Jeff (306)	c.sasktel.com)
Don (306931)	asktel.com)
2,Tod (306)	@ibc.sasktel.com)
en,Greg (306)	c.sasktel.com)
Lisa (306931)	sktel.com)
Jason (306)	bc.sasktel.com)
Shazib (306)	c.sasktel.com)
Evyn (306)	ibc.sasktel.com)
Karlee (306)	ibc.sasktel.com)
WW (306)	bc.sasktel.com)

OK



# Call Queue Status and Statistics – Queue & Agent Statistics

Select a time within a 48-hour period; start and end date, as well as a start and end time to view Queue and Agent Statistics. The two tables above describe the queue and agent statistics that will show in this tab.

SaskTel

Enterprise > SaskTel

.SKTN > Call Queues

@ibc.sasktel.com

Help - Home

Welcome

Logout

Options:

Profile

Routing Policies

Incoming Calls

Calling Plans

Utilities

Call Queue Status & Statistics

Call Queue Status and Statistics allows you to view the status and statistics of this Call Queue's activity and, as required, configure e-mail statistics reporting.

OK

Apply

Cancel

Statistics Report Settings

Queue Status

Queue & Agent Statistics

☐ Display current-time statistics

Start Date: 2/04/2021 (mm/dd/yyyy)

End Date: 2/05/2021 (mm/dd/yyyy)

Start Time: 12 am : 00

End Time: 12 am : 00

2/4/21 12:00 AM - 2/5/21 12:00 AM

Number of busy overflows: 0

Number of calls answered: 48

Number of calls abandoned: 1

Number of calls transferred: 0

Number of calls timed out: 0

Average number of agents talking: 0.1

Average number of agents staffed: 16.7

Average wait time: 00:00:12

Average abandonment time: 00:00:09

Agent Statistics

	Number of calls handled	Number of calls unanswered	Average call time	Total talk time	Total staffed time
0@ibc.sasktel.com	0	49	00:00:00	00:00:00	24:00:00
5@ibc.sasktel.com	2	47	00:15:23	00:30:02	24:00:00
sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
@ibc.sasktel.com)	10	39	00:02:00	00:19:03	24:00:00
5@ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
46@ibc.sasktel.com)	15	34	00:04:08	00:59:18	24:00:00
@ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
ibc.sasktel.com)	5	43	00:19:28	01:33:01	09:05:49
@ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
16@ibc.sasktel.com)	0	49	00:00:00	00:00:00	08:30:33
@ibc.sasktel.com)	0	0	00:00:00	00:00:00	00:00:00
ibc.sasktel.com)	7	41	00:03:50	00:24:45	24:00:00
@ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
391@ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
1@ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
ibc.sasktel.com)	9	34	00:06:40	00:54:46	24:00:00
47@ibc.sasktel.com)	0	0	00:00:00	00:00:00	00:00:00
@ibc.sasktel.com)	0	49	00:00:00	00:00:00	24:00:00
@ibc.sasktel.com)	0	0	00:00:00	00:00:00	00:00:00
36@ibc.sasktel.com)	0	0	00:00:00	00:00:00	00:00:00
sasktel.com)	0	49	00:00:00	00:00:00	24:00:00

OK

Apply

Cancel

## Call Queue – Supervisors

An IBC user can be assigned to be a supervisor for a Call Queue - Standard and is assigned to supervise a specific list of agents. Any user in the group or enterprise can be assigned to be a supervisor of a Call Queue. No Call Queue user license is required for a supervisor.

A supervisor does not have any access to any status or statistics of agents or queues unless they have Administration, Group or Department Administration rights to the Call Queue. The Administrator must first assign the call queue to a group/department and create a Department/Group Administrator.

The designated call queue Administrator can sign into the web portal using the Department/Group Administrator credentials, as opposed to their personal credentials. As a Department/Group administrator, the user can access and manage only the services that are within that department/group.

In this Supervisor role, the user can easily be accessed by agents for an escalation. Agents can escalate a call to a predetermined supervisor assigned by the Administrator by dialing \*18. The current call is placed on hold and a call is placed to the supervisor.

To assign Supervisors to a Call Queue:

1. From the group profile page, click **Supervisors**.
2. Click **Search** to view a list of available Supervisors.

## Supervisors

Configure the list of users who may supervise this Call Queue.

OK Apply Cancel

Supervisors Assign Agents

Enter search criteria below

User ID Starts With + Search

Available Supervisors Assigned Supervisors

Demo,Bill (3063472750@ibc.sasktel.com)  
Demo,Erin (3063472755@ibc.sasktel.com)  
Demo,John (3063472751@ibc.sasktel.com)  
Demo,Pat (3063472754@ibc.sasktel.com)  
Demo,Sam (3063472753@ibc.sasktel.com)  
Demo,Susan (3063472752@ibc.sasktel.com)  
Training1,Grant (3067770854@ibc.sasktel.com)  
Training1,Gretta (3067770851@ibc.sasktel.com)  
Training1,Jane (3067770855@ibc.sasktel.com)  
Training1,Joy (3067770850@ibc.sasktel.com)  
Training1,Paul (3067770852@ibc.sasktel.com)

Add >  
Remove <  
Add All >>  
Remove All

OK Apply Cancel

3. Select the users to add then, click **Apply** to save.
4. Click on the **Assign Agents** tab.
5. Select the Supervisor you wish to assign agents to from the drop down.
6. Click **Search** to view a list of available agents.
7. Select the users to add then, click **Apply** to save and **OK** to return to the previous page.

## Call Queue – Thresholds

Call Queue - Standard have the option of setting "Yellow" and "Red" threshold values for a set of queue- related statistics. When these thresholds are crossed (increasing or decreasing severity), the severity is rendered and an e-mail may be generated and sent to e-mail addresses configured.

To configure call queue threshold email notification:

1. From the group profile page, click on **Thresholds**.
2. Select the **Call Queue Thresholds** to **On**.

## Thresholds

Configure key statistical call queue thresholds. When Call Queue Thresholds is On and a threshold is crossed, notification emails can be sent or other applications can be notified about it. Select the call queue threshold you want to enable by setting a value for it.

OK
Apply
Cancel

Call Queue Thresholds: ☐ On ☒ Off

Thresholds

Statistic Name	Yellow threshold	Red threshold
Current Calls In Queue:	<input type="text"/>	<input type="text"/>
Current Longest Waiting Call:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Estimated Wait Time:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Average Handling Time:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Average Speed Of Answer:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)

Notification email

☐ Enable Email Notification

Email Addresses:

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

OK
Apply
Cancel

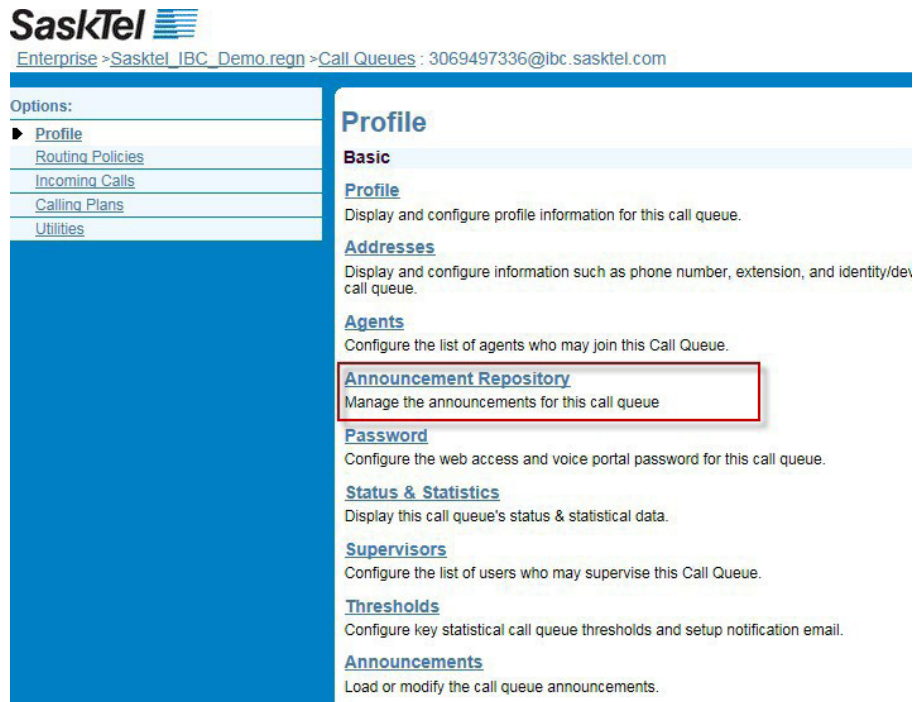
### 3. Input threshold attributes

ATTRIBUTE	CONFIGURATION
Call Queue Thresholds	Set to "On" to use the provisioned values of Thresholds. Call Queue Thresholds and E-mail notification must both be on to receive a notification of threshold crossings.
Calls in Queue - Yellow/Red Threshold	Specifies the number of queued calls, which will trigger yellow/red notifications.
Current Longest Waiting Call - Yellow / Red Threshold	Specifies the wait time for the longest waiting call in the queue, which will trigger a yellow/red notification.
Estimated Wait Time - Yellow / Red Threshold	Specifies the average handling time for the queue, which will trigger a yellow/red notification.
Average Handling Time - Yellow / Red Threshold	The amount of time that the agent has joined the Call Queue instance and was not in the <i>sign-out</i> state.
Average Speed of Answer - Yellow / Red Threshold	Specifies the average speed of answer for the queue, which will trigger a yellow/red notification.

### 4. Select **Enable Email Notification** to generate an email when thresholds are crossed.

## Call Queue – Announcements

The Announcement options allow you to enable greetings and hold media for callers when they reach the Call Queue and while they are in the Queue. Like the main group level Announcement Repository, Call Queues have their own optional repository. If you choose to upload files to the Call Queue Announcement Repository these files can only be assigned to the announcements within the Call Queue, not to other services within the group.



There are four types of messages or greetings to configure:

1. Entrance Message
2. Estimated Wait Message
3. Comfort Message
4. Music or Video on Hold

**NOTE:** Each announcement is optional and can be enabled independently.

## Call Queue Announcements – Entrance Message

To configure your announcement settings:

1. Click **Announcements**.
2. Under the Entrance Message tab, select **Play entrance message**.
3. Or, **Entrance message in Mandatory when played**, which forces the message to always be played to completion when a caller reaches a Call Queue.
4. **Default** is the system's default announcements, which will state **"Your call is very important to us. Please wait for the next available agent or press zero to leave a message"** if you have the escape from the queue option selected. If escape from the queue option is not selected, callers will hear **"Your call is very important to us. Please wait for the next available agent."**

5. The **Custom** option allows you to select your custom audio file. Click the drop-down menu to see the list of available files. These represent either the group level Announcement Repository files and, if applicable, the Call Queue Announcement Repository files.
6. Make your selection and click **Apply** to save your changes.

## Announcements

Announcements allows you to customize the Call Queue voice prompts that are played to callers while waiting in queue.

Note: The urls/files for audio/video will be played in the order they are listed

**Entrance Message** | Estimated Wait Message | Comfort Message | Music On Hold Message

☒ Play entrance message

☒ Entrance message is mandatory when played

**Audio:**

☒ Default

☐ URL

1:

2:

3:

4:

☒ Custom

File1: Bus Hours AA.wav (Group) ▼

File2: None ▼

File3: None ▼

File4: None ▼

## Call Queue Announcements – Estimated Wait Message

To configure the settings:

1. Click the **Estimated Wait Message** tab.
2. Select **Enable estimated wait message for queued calls**.
3. Select **Play updated wait message every --- seconds** and enter the time in seconds.
4. To announce the caller's positioning in the queue, select the **Announce queue position** option.
5. To announce a wait time instead of queue position, select **Announce wait time**.
6. Click **Apply** to save your changes.



## Announcements

Announcements allows you to customize the Call Queue voice prompts that are played to callers while waiting in queue.

The screenshot shows a configuration window titled "Announcements" with a blue header bar containing "OK", "Apply", and "Cancel" buttons. Below the header is a tabbed interface with four tabs: "Entrance Message", "Estimated Wait Message" (which is selected), "Comfort Message", and "Music On Hold Message". The "Estimated Wait Message" tab contains the following settings:

- ☐ Enable estimated wait message for queued calls
- ☐ Play updated wait message every  seconds
- ☐ Announce queue position
  - \* Play message for callers in queue position:  (or lower)
  - ☒ Play high volume message
- ☒ Announce wait time
  - \* Play message for callers with a wait time of:  minutes or lower.
  - ☒ Play high volume message
  - \* Default handling time:  minutes per call

At the bottom of the window is another blue bar with "OK", "Apply", and "Cancel" buttons.

## Call Queue Announcements – Comfort Message

The comfort message will play periodically while the caller is in the queue.

To configure the settings:

1. Click the Comfort Message tab.
2. Select **Play comfort message**. If it is the only announcement that is enabled, it will be played as soon as the caller reaches the queue. Otherwise, it is played after the music on hold and after the entrance greeting.
3. The default and custom greeting set up is the same as the entrance message set ups.
4. Click **Apply** to save your changes.

## Call Queue Announcements – Music on Hold for Queued Calls

To configure the settings:

1. Select the Music on Hold Message tab.
2. Select **Enable music or video on hold for queued calls**. When an agent puts a call on hold the user based music on hold file is played back to the caller. It is recommended that this is selected so the callers know that they are waiting in queue.
3. You can customize the Music on Hold for external and internal callers. External audio is played to callers from outside the Enterprise and an internal audio is played to callers within the Enterprise
4. Make your custom Music on Hold selection and click **Apply** to save your changes.

## Call Queue – Distinctive Ringing

To configure the call queue distinctive ringing policy for calls routed to the agent:

1. From the main Call Queue page, click **Distinctive Ringing**.
2. Select **Enable distinctive ringing for call queue calls**
3. Choose a **Ring Pattern**: Normal, Long-Long, Short-Short-Long, or Short-Long-Short



## Call Queue – Bounced Calls

A bounced call is a call that is being routed to the agent but for some reason (agent does not answer the call, they change to unavailable, their device is not registered, and so on) the call is not answered. A bounced call is treated with the highest importance and is placed ahead of the rest of the non-bounced queued calls in the queue. These settings determine when, by the number of rings, the call will bounce back to the queue and search for the next available agent.

To configure the Bounced Calls settings:

1. From the Routing Policies page, click **Bounced Calls**.
2. Select **Bounce calls**, then enter the preferred number of rings.

**NOTE:** The highlighted options are only available with a Call Queue – Standard.

3. Enable **Bounced calls if agent becomes unavailable while routing the call** to indicate whether a call should be flagged as a bounced call if the agent receiving the call changes to the **Unavailable** state while the call is being presented to them.
4. Select **Alert agent if call is on hold for longer than X seconds** and enter a duration.
5. In addition, an option is also provided to bounce the call back to the queue if the call is kept on hold for longer than a specified duration. When the held call queue call is the only call present on the agent's device, then a hold reminder is sent with the ring splash cadence to the user's device or app.
6. Click **Apply** to save your changes and **OK** to return to the previous page.

## Call Queue – Overflow

Overflow rules come into play when a pre-configured overflow threshold is met, meaning either the overflow timer or when the queue length configured from the profile page of the Call Queue is exceeded. Once either of those overflow thresholds are met there are three different actions that can be configured to handle the overflowed calls.

To modify overflow settings:

1. From the main Call Queue page, click **Routing Policies**.
2. Click **Overflow**.

3. From the Action options, you may choose **Perform busy treatment**. This will follow the Call Forward Busy settings that have been configured for the Call Queue.  
**NOTE:** If the Call Forwarding Busy service is activated, the call will be forwarded to the specified destination.
4. The next option is to immediately transfer the call to another destination, which can be another Call Queue, a specific directory number or extension, or any external number. You can also include feature access codes in a destination numbers, which can be used to immediately route the call into a user's voice mailbox.
5. The final option is to **Play ringing until caller hangs up**. This is not a common option, but it may be used in some environments.
6. Next, you can set the overflow timer, which is the number of seconds a call will remain in the queue before the overflow treatment is activated.
7. You can optionally select to **Play announcement before overflow processing**. This would apply to any treatment that you configured above.
8. If you choose to announce, you can either use the default setting or assign a custom message.
9. Click **OK** to save your changes and return to the previous page.

## Overflow

Configure the call queue routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.

OK Apply Cancel

*Note: The urls/files for audio/video will be played in the order they are listed*

**Action:**

☒ Perform busy treatment

☐ Transfer to phone number / SIP-URI:

☐ Play ringing until caller hangs up

☐ Enable overflow after calls wait  seconds

☐ Play announcement before overflow processing

**Audio:**

☒ Default

☐ URL

1:

2:

3:

4:

☐ Custom

File1:

File2:

File3:

File4:

OK Apply Cancel

## Call Queue – Stranded Calls

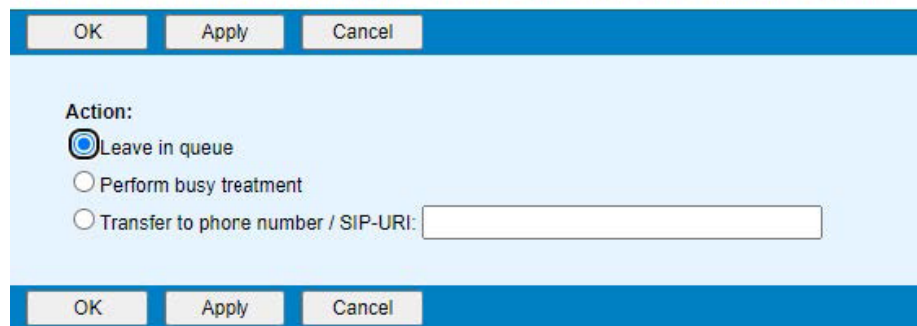
Stranded Calls Policy allows for calls, stranded in the call queue, to be routed when all agents are signed- out.

To configure the Stranded Calls setting:

1. From the Routing Policies page, click **Stranded Calls**.
2. Choose from 3 actions:
  - a. **Leave in queue**
  - b. **Perform busy treatment**. Calls are removed from the queue and are provided with Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.
  - c. **Transfer to phone number / SIP-URL** and enter the phone number in the text box. Calls are removed from the queue and are transferred to the configured destination.

### Stranded Calls

Configure the call queue routing policy for calls stranded in queue when all the agents are signed-out.



The screenshot shows a configuration dialog box titled "Stranded Calls". At the top, there is a subtitle: "Configure the call queue routing policy for calls stranded in queue when all the agents are signed-out." Below this, there are three buttons: "OK", "Apply", and "Cancel". The main area of the dialog is light blue and contains the following elements:

- Action:** This label is followed by three radio button options:
  - ☒ **Leave in queue**
  - ☐ **Perform busy treatment**
  - ☐ **Transfer to phone number / SIP-URL:** This option is followed by a text input field.

At the bottom of the dialog, there are three buttons: "OK", "Apply", and "Cancel".

## Call Queue – Stranded Calls - Unavailable

Stranded Calls - Unavailable Policy allows for calls, stranded in a staffed call queue, to be routed when all agents are unavailable. A "staffed" queue has one or more agents who are both joined to and signed in to the queue.

To configure the Stranded Calls setting:

1. From the Routing Policies page, click **Stranded Calls**.
2. **This policy is performed when all agents are unavailable, and at least [1..1000] agents have unavailable code** [select from existing unavailable codes]. Select **at least**, enter number of agents and unavailable code to trigger policy.
3. Choose from 3 actions:
  - a. **Leave in queue**
  - b. **Perform busy treatment**. Calls are removed from the queue and are provided with Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.
  - c. **Transfer to phone number / SIP-URL** and enter the phone number in the text box. Calls are removed from the queue and are transferred to the configured destination.

## Stranded Calls - Unavailable

Configure the call queue routing policy for calls stranded in queue when all the agents are unavailable.

OK Apply Cancel

This policy is performed when all agents are unavailable, and:

☐ at least  agents have unavailable code: None ▼

Action:

☒ Leave in queue

☐ Perform busy treatment

☐ Transfer to phone number / SIP-URI:

OK Apply Cancel

## Call Queue – Call Forwarding Busy

The Call Forwarding Busy service can also be used with the Call Queue if you want to send calls to another destination instead of receiving busy treatment. For example, Queue Overflow.

SaskTel

Enterprise > SaskTel\_IBC\_Demo\_regn > Call Queues : 3069497336@ibc.sasktel.com

Options:

- Profile
- Routing Policies
- Incoming Calls
- Calling Plans
- Utilities

### Call Forwarding Busy

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number receive the call instead of the caller being sent to your voice messaging box. Note that the also set the phone number or SIP-URI to forward to using the feature access code.

OK Apply Cancel

Call Forwarding Busy: ☐ On ☒ Off

\* Calls Forward to phone number / SIP-URI:

OK Apply Cancel

To configure the Call Forwarding destination for the Call Queue:

1. From the main profile page of the Call Queue, click **Incoming Calls** on the left panel.
2. Click on **Call Forwarding Busy**.
3. Select **Call Forwarding Busy** on.
4. Enter the number to forward calls to, or to forward directly to a user's voice mail, enter **\*98** followed by the extension of their voice mailbox.
5. Click **Apply** to save.
6. Click **OK** to save and return to previous page.

## Call Queue – Selective Call Forwarding

This service allows a Call Queue to forward calls from phone numbers that match a set of defined selective criteria to a different phone number during a defined time or holiday schedule.

**NOTE:** The Selective Call Forwarding service is also called Call Forwarding Selective.

For the configuration steps, please refer to [Hunt Group Settings – Selective Call Forwarding](#).

## Call Queue – Priority Alert

To configure Priority Alert, which is a service that play a unique ring tone to the user when they receive a call from the Call Queue, please refer to [Hunt Group Settings – Priority Alert](#).

## Call Queue – Selective Call Accept/Reject

This service enables a Call Queue to accept or reject calls selectively, based on configurable conditions. Calls that do not meet the specified conditions are provided a treatment. It is not recommended to use both features at once.

### Selective Call Acceptance

For the detail of the service and configuration steps, please refer to [Selective Call Acceptance](#).

### Selective Call Rejection

For the detail of the service and configuration steps, please refer to [Selective Call Rejection](#).

## Call Queue – Voice Mail

Optionally, you can subscribe to a unique Voice Mailbox for your Call Queue. For configuration steps please, refer to [Hunt Group Settings – Voice Mail](#).

# VIRTUAL ON-NET ENTERPRISE EXTENSIONS (GROUP SPEEDDIAL)

This service allows configuring the Enterprise wide speed dial contacts to external members. Once configured, you can simply dial an extension to reach these frequently dialed external contacts.

Configuring the settings:

1. From the group level, click **Virtual On-Net Enterprise Extensions**.

The screenshot displays the SaskTel IBC Demo REGN administrative interface. At the top, the SaskTel logo is on the left, and navigation links for 'Help - Home' and 'Welcome admin SaskTelIBCDemo [Logout]' are on the right. Below the header, a left sidebar lists 'Options' including Profile, Resources, Services, Acct/Auth Codes, Call Queue, Calling Plan, Audio Conferencing, and Utilities. The main content area is titled 'Profile' and is divided into 'Basic' and 'Advanced' sections. The 'Basic' section includes links for Users, Profile, Administrators, Announcement Repository, Departments, and Schedules. The 'Advanced' section includes 'Call Processing Policies' and 'Virtual On-Net Enterprise Extensions', which is highlighted with a red rectangular box. The description for 'Virtual On-Net Enterprise Extensions' is 'Create and manage Virtual On-Net Users.'

2. Click **Add**.
3. Enter the **Last Name** and **First Name** of the contact.
4. Enter the 10-digit external phone number of that contact.
5. Assign an extension to the contact.  
**NOTE:** This must be a unique extension and cannot be already assigned to an internal user. The extension will be the same amount of digits extension dialing is set to.
6. Select **"VON"** from the drop-down menu.
7. Click **OK** to save and return to the previous page.

**Virtual On-Net Users Add**  
Add new Virtual On-Net users.

Enterprise: Sasktel\_IBC\_Demo  
Group: Sasktel\_IBC\_Demo.REGN

\* Last Name: Supplies \* First Name:  
 \* Calling Line ID Last Name: Supplies \* Calling Line ID First Name:  
 \* Phone Number: 3065550900  
 \* Extension: 1234  
 Virtual On-Net Call Type: von

Once configured, any user in the group can dial that extension to place a call to that external contact.

**SaskTel** Enterprise > Sasktel\_IBC\_Demo.regn [Help](#) - [Home](#)  
**Welcome Test Administrator** [Logout](#)

**Virtual On-Net Users**  
Add a new Virtual On-Net user or manage existing Virtual On-Net users in your group.

Options:  
 Profile  
 Resources  
 Services  
 Acct/Auth Codes  
 Call Queue  
 Calling Plan  
 Audio Conferencing  
 Utilities

Enter search criteria below  
 Last Name Starts With + Search

Last Name	First Name	Phone Number	Extension	Virtual On-Net Call Type	Edit
Graphics	Speedy	+1-13135550900	0800	von	<a href="#">Edit</a>
Smith	Bob	+1-13135550600	3000	von	<a href="#">Edit</a>
Supplies	Speedy	+1-3065550900	1234	von	<a href="#">Edit</a>

[ Page 1 of 1 ]

**NOTE:** Once the Virtual On-Net users are added, the Administrator can share their extensions with the end users.



# ADDING COMMON DIRECTORIES TO THE DESKTOP PHONES

As an Administrator you can add common directories at the enterprise or group level for commonly called external members. These directories will then appear on the desktop phones and allow for quick dialing.

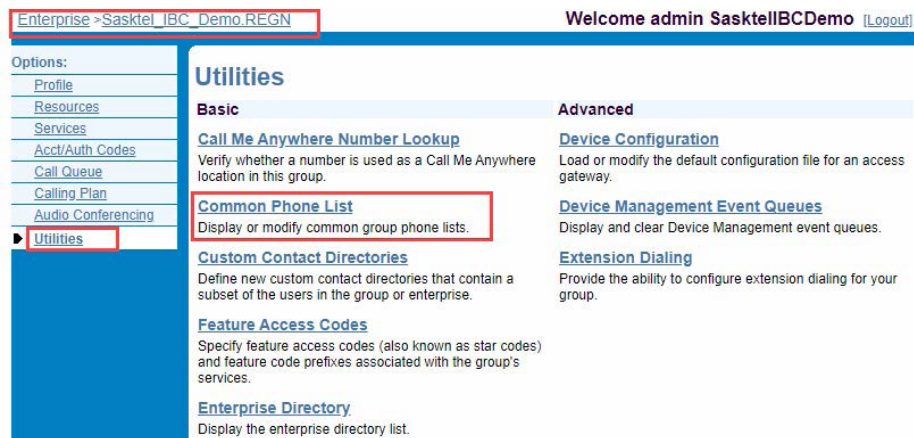
To add an Enterprise Common Directory:

1. From the enterprise level profile page, click **Common Phone List**.
2. Click **Add**.
3. Enter the **Name** and 10-digit **Phone Number** of the contact, as you would want it to appear on the Poly Enterprise Common Directory.
4. Click **OK**.
5. Repeat steps 2 through 4 for all external members.

**NOTE:** Changes to the directory are immediate.

To add a Group Common Directory:

1. From the group level profile page, click **Utilities** on the left panel.



2. Click on **Common Phone List**.
3. Click **Add**.
4. Enter the **Name** and 10-digit **Phone Number** of the contact, as you would want it to appear on the Poly Enterprise Common Directory.
5. Click OK.
6. Repeat steps 2 through 4 for all external members.

**NOTE:** Changes to the directory are immediate.

# CALLING PLANS

As an Administrator, you can modify the Calling Plans for users within any Group. These Calling Plans determine setting for both inbound and outbound calls and transfers.

To modify Incoming Calling Plan settings:

1. From the group level profile page, click **Calling Plan** on the left panel.



2. Click **Incoming Calling Plan** to configure the types of calls users within the group can receive.
  - a. To enable users to receive calls from anyone in the Enterprise, check the box for **Calls From Within Enterprise**.
  - b. To allow users to receive calls from numbers outside of the Enterprise, select **Y** for **Yes** or **N** for **No**.
  - c. To allow users to receive collect calls, check the box for **Collect Calls**.
  - d. To disable you can uncheck the box.
3. Click **Apply** to save and **OK** to return to the previous page.

## Incoming Calling Plan

Customize the Incoming Calling Plan for the group and/or departments.

Department	Calls From Within Enterprise	Calls From Outside Enterprise	Collect Calls
Group Default	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>

Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan

Legend

Allow	Y
Partial - Allow only if transferred by a group user	P
Block	N

To modify the types of outbound calls and transfers the users can make:

1. From the Calling Plans page, click **Outgoing Calling plan**.

## Outgoing Calling Plan

Customize the Outgoing Calling Plan for the group and/or departments.

Outgoing Calling Plan														
Customize the Outgoing Calling Plan for the group and/or departments.														
<input type="button" value="OK"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>														
<div> <div>Originating</div> <div>Initiating Call Forwards/Transfers</div> <div>Being Forwarded/Transferred</div> </div>														
Department	Group	Local	Toll Free	Toll	International	Operator Assisted	Chargeable Directory Assistance	Special Services I	Special Services II	Premium Services I	Premium Services II	Casual	URL Dialing	Unknown
Group Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dept 1 (Sasktel_IBC_Demo.REGN)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<small>Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan</small>														
<input type="button" value="OK"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>														

- Group**, calls within a user's group.
  - Local**, calls within the same geographic region.
  - Toll Free**, free call to numbers beginning with 1 usually followed by 800, 877, or 888.
  - Toll**, chargeable calls within the same geographic region.
  - International**, chargeable calls to other countries.
  - Operator Assisted**, chargeable calls made with the assistance of an operator.
  - Chargeable Directory Assistance**, chargeable calls made to directory assistance such as, 411 or 555-1212.
  - Special Services I**, calls to 700 numbers, these calls may or may not be chargeable.
  - Special Services II**, reserved for the system Administrator's discretion.
  - Premium Services I**, chargeable calls to 900 numbers.
  - Premium Services II**, chargeable calls to 976 numbers.
  - Casual**, 1010-xxx chargeable calls such as, 1010-321.
  - URL Dialing**, calls made to URLs outside the group. For example, to an email address outside of the group.
  - Unknown**, calls to unknown call types.
- When finished making your selections, click **Apply** to save your changes.
  - Click the **Initiating Call Forwards/Transfer** tab to define the types of calls that users in your group can forward and transfer to.
  - Options are the same as those for placing outbound calls. When finished making your selections, click **Apply** to save your changes.
  - Click the **Being Forwarded/Transferred** tab to define the types of calls that users in your group can make if they receive a forwarded or transferred call from another user in the group.
  - Options are the same as those for placing outbound calls. When finished making your selections, click **Apply** to save your changes and **OK** to return to the previous page.

**NOTE:** You can manage this feature at the user level.

# EXTENSION DIALING

This service allows users to dial an abbreviated digit string, instead of complete phone numbers, to call other users of their group. By default, the extension is set to the last N digits of the user's phone number and is set up based on what was identified by the customer at implementation.

Configuration limitations:

- The length of the extension is configurable by the Enterprise, Group or Department Administrator for users in the same level of hierarchy.
- The length should accommodate the number of users in the group or department.
- An extension cannot start with zero or include N11
- An extension length must be between 2 and 6 digits
- Users in one group can have extensions of different lengths

Extension Dialing can be configured from the Group level>Utilities> Extension Dialing page. Extension Dialing can also be configured at the user level by the Enterprise Administrator, if a specific user required deviation from the default extension length.

The screenshot shows a web application interface for configuring Extension Dialing. At the top, there is a breadcrumb trail: **Enterprise > Sasktel\_IBC\_Demo.REGN**, followed by a welcome message: **Welcome admin SasktelIBCDemo** and a **[Logout]** link. On the left side, there is a vertical menu titled **Options:** with links for **Profile**, **Resources**, **Services**, **Acct/Auth Codes**, **Call Queue**, **Calling Plan**, **Audio Conferencing**, and **Utilities** (which is highlighted with a red box). The main content area is titled **Extension Dialing** and contains the instruction **Configure extension dialing for the group.** Below this, there are three buttons: **OK**, **Apply**, and **Cancel**. Further down, there are three configuration fields, each with a dropdown menu: **Minimum Extension Length:** (set to 4), **Maximum Extension Length:** (set to 4), and **Default Extension Length:** (set to 4). At the bottom of the configuration area, there are again three buttons: **OK**, **Apply**, and **Cancel**.

# CALLER ID AND LOCATION CODES

As an Administrator, you can modify the Outbound Caller ID of users within your Group. This represents the phone number and calling line name that is displayed when a user places an outbound call.

You can create a policy at the group level that will apply to all users; however, if certain users have different outbound Caller ID requirements, you can manage individual user Caller ID settings at the user level.

When creating the sites (groups), you can assign location codes to each group, which can be used by enterprise users to make calls between sites, using a private dialing plan. For example, an Enterprise with two locations, one in Regina and one in Saskatoon, can use extension dialing by configuring 5 as a location code for Regina and 6 as a location code for Saskatoon. A Regina user can dial a Saskatoon user by dialing 6 before their extension. While a Saskatoon user can dial a Regina user by dialing 5 before their extension.

**NOTE:** As per the IBC Service Agreement - Article 12.2 "Use of this Service includes the understanding that Customer shall only use the ability to alter the name display on outgoing calls to accurately reflect either the name of the party making the outbound call, or the name of the business itself. Furthermore, Customer shall only use the ability to alter the number display on outgoing calls to accurately reflect either the number of the party making the outbound call, or a number associated with the Customer's business itself."

To set the policy at the group level:

1. From the group level profile page, click **Profile**.
2. Modify the Calling Line ID Group Name and select a Calling Line ID Group Number.

**NOTE:** 15-character limit.

**SaskTel** Enterprise - Sasktel\_IBC\_Demo.regn Help - Home  
**Welcome Test Administrator** [Logout](#)

**Options:**  
 ▶ Profile  
 Resources  
 Services  
 Acct/Auth Codes  
 Call Queue  
 Calling Plan  
 Audio Conferencing  
 Utilities

**Profile**  
 View or modify your group profile information. Some information can be modified only by your administrator.

Enterprise: Sasktel\_IBC\_Demo  
 Group: Sasktel\_IBC\_Demo.regn  
 Default Domain:

Group Name:   
 Calling Line ID Group Name:   
 Calling Line ID Group Number:   
 Location Dialing Code:   
 Contact E-mail:   
 Contact E-mail:   
 Contact E-mail:   
 Time Zone:

**User Limits**  
 Limited To:   
 Current number of users: 6

**Additional Information**  
 Address:   
 City:  Province:   
 Postal Code:  Country:

OK Apply Cancel

3. Optionally, enter in a **Location Dialing Code**. For example, use location code 4 for the Regina group and 5 for the Saskatoon group.
4. Click **Apply** and **OK** to return to the previous page.
5. From the group level profile page, click **Call Processing Policies**.



Enterprise > Sasktel\_IBC\_Demo.REGN Welcome admin SasktelIBCDemo (Logout)

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Queue
- Calling Plan
- Audio Conferencing
- Utilities

## Call Processing Policies

View or modify Call Processing Policies for the group.

OK
Apply
Cancel

**Calling Line ID**

☒ Use group name for Calling Line Identity  
☐ Allow Department Name Override

☒ Use Group Calling Line Id Policy ☐ Use Enterprise Calling Line Id Policy

External Calls: ☐ Use user phone number for Calling Line Identity  
☒ Use configurable CLID for Calling Line Identity  
☐ Use group/department phone number for Calling Line Identity

Enterprise Calls: ☒ Use extension  
☐ Use location code plus extension  
☐ Use External Calls Policy

Group Calls: ☒ Use extension  
☐ Use location code plus extension  
☐ Use External Calls Policy

Emergency Calls: ☒ Use user phone number for Calling Line Identity  
☐ Use configurable CLID for Calling Line Identity  
☐ Use group/department phone number for Calling Line Identity

☐ Allow Alternate Numbers for Redirecting Identity  
☐ Allow Configurable CLID for Redirecting Identity  
☐ Block Calling Name for External Calls  
☐ Use User Phone Number for Enterprise Calls when Internal CLID Unavailable  
☐ Use User Phone Number for Group Calls when Internal CLID Unavailable

Calling Line ID Group Number: 3063374407  
 Calling Line ID Group Name: Services Inc.

**Translation and Routing**

☐ Use Group Translation and Routing Policy ☒ Use Enterprise Translation and Routing Policy  
☒ Enable Enterprise Extension Dialing

**Dialable Caller ID**

☐ Use Group Dialable Caller ID Policy ☒ Use Enterprise Dialable Caller ID Policy  
 Dialable Caller ID: ☐ On ☒ Off

**Phone List Lookup**

☐ Use Group Phone List Lookup Policy ☒ Use Enterprise Phone List Lookup Policy  
 Phone List Lookup: ☐ On ☒ Off

OK
Apply
Cancel

6. Select **Use group name for Calling Line Identity** to display the Group Name configured in step 2.

For example, some Enterprises prefer to use the company's name as the calling name for external calls originated from certain groups like a sales group. In this case, the Administrator can provision the Calling Line ID Group Name (for example, ABC) for the group in Step 2 and enable this policy. With this configuration, the outgoing calls from sales group carry the group's name (for example, ABC Inc.) instead of individual user's own name (for example, Peter Smith).

7. **Allow Department Name Override** will override the Calling Line ID Group Name. The Department Calling Line ID Name can be configured on the department profile page. If this policy is enabled and the Department Calling Line ID Name is to be used but is not set, then the group's name is used just as if this policy was disabled.

A group may have different departments. In the example described in the previous section, a group may have a Sales department, a Service department, and so on. In this case, this policy provides an option to use department name as the calling name instead of group name. The Administrator can provision the Department Calling Line ID Name (for example, ABC Sales) for the department and enable this policy. With this configuration, outgoing calls from the Sales department of the group carry the department's name (for example, ABC Sales) instead of the group's name (for example, ABC Inc.).



8. Select **Group Enterprise Level Calling Line Id Policy** to enable the settings below. By default, Enterprise Level will be selected and the settings to follow represent the default. However, **Enterprise Level Calling Line ID Policy** can only be configured by SaskTel.
9. Under External Calls, select the phone number that will be displayed when users place non-emergency outbound calls.
  - a. Use **user phone number for Calling Line Identity** to display the user's phone number which is assigned to their user profile. In our example, with this configuration, outgoing calls from anyone in the group carry the individual user's phone number (for example, 6135551234).
  - b. Select **Use configurable CLID for Calling Line Identity** to individually configure each user's Calling Line ID displayed for outgoing calls. You will need to go to each user's Call Processing Policy and profile page to configure their Number Display. For example, selecting this option at the group level will give the **Calling Line ID Phone Number** field to all users in the group, while setting it at the user level will only affect that one user. Once that is done, you can add a toll free or any other group number to the **Calling Line ID Phone Number** field on the user's profile page.
  - c. To use the phone number that has been assigned to the group select **Use group/department phone number for Calling Line Identity**, as configured in step 2. In our example, with this configuration, outgoing calls from the Sales department carry the department number (for example, 6135557777) instead of the individual user's phone number (for example, 6135551234).
10. Under **Enterprise Calls**, select the phone number that will be displayed when users place calls within their Enterprise.
  - a. If you select **Use Extension**, the user's extension will be displayed.
  - b. Use **location code plus extension** if your Enterprise is making use of location codes for extension dialing between groups. This would have been entered in step 3.
  - c. Use **External Calls Policy** to display the same phone number that is displayed when users dial outside the Enterprise.
11. Under Group Calls, select the phone number that will be displayed when users place calls within their group.
  - a. If you select **Use Extension**, the user's extension will be displayed.
  - b. Use **location code plus extension** if your extension is making use of location codes for extension dialing between groups.
  - c. Use **External Calls Policy** to display the same phone number that is displayed when users dial outside the Enterprise.
12. There is the option to make your selection for emergency calls. The emergency calls option here will have no effect and should not be used.

**NOTE:** VoIP 9-1-1 service is the emergency service that is available with SaskTel IBC. Because the service can be moved temporarily, the customer is required to update their address when using the service somewhere other than the original registered location.

Temporary address updates can be made at [sasktel.com/voip911](https://sasktel.com/voip911) using the 10-digit phone number and the same password used for Voice Mail service. Once submitted, location updates will be made in real time.
13. Click **Apply** to save changes.

# MANAGE GROUP PAGING SETTINGS

The Group Paging feature allows for paging to a group of users through their desktop phones by dialing a group phone number or extension. As an Administrator, you can configure which users can place page calls and which users will receive page calls. It is recommended to have each user add the Group Paging phone number to their speed dial line keys on their desktop phone as a quick way to access the paging function.

To modify the Group Paging Settings:

1. From the **Services** main page, click **Group Paging**.

The screenshot shows the SaskTel web interface. At the top, there's a header with the SaskTel logo, navigation links like 'Enterprise > Sasktel\_IBC\_Demo.regn', and a welcome message for 'Test Administrator'. On the left, a sidebar lists 'Options' including Profile, Resources, Services (selected), Acct/Auth Codes, Call Queue, Calling Plan, Audio Conferencing, and Utilities. The main content area is titled 'Group Paging' with the subtitle 'Create and manage paging groups.' It features a table with columns: Active, Name, Phone Number, Extension, Department, and Edit. The 'Group Paging' entry is active and shows a phone number of 3063374407 and an extension of 4407. Below the table are search filters for Name and Starts With, and buttons for OK, Apply, Add, and Cancel.

2. Click **Edit** to modify.
3. Click **Originators**. This page allows you to authorize specific users to place page calls.
4. Click **Search** to search for a list of available users.
5. Select the users to add then, click **Apply** to save and **OK** to save and return to the previous page.

The screenshot shows the 'Paging Group Originators' page. It has a subtitle 'Create and manage the list of subscribers who may originate calls to the paging group.' The interface includes search criteria (User ID, Starts With) and a table with two columns: 'Available Originators' and 'Assigned Originators'. Between these columns are buttons for 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<'. At the bottom, there are OK, Apply, and Cancel buttons.

**NOTE:** Each page group is assigned an extension. For a user to place a page call they will simply dial the extension of the Page Group and begin their announcement after they hear the beep.

6. To view the extension of the Paging Group, from the Group Paging profile page, click **Addresses** and the extension is displayed under the phone number.

7. For users to receive the page call, they must be assigned as a target to that Page Group.
  - a. From the Group Paging Profile page click **Targets**.
  - b. Click **Search** to search for a list of available users.
  - c. Select the users to add, then click **Apply** to save and **OK** to save and return to the previous page.

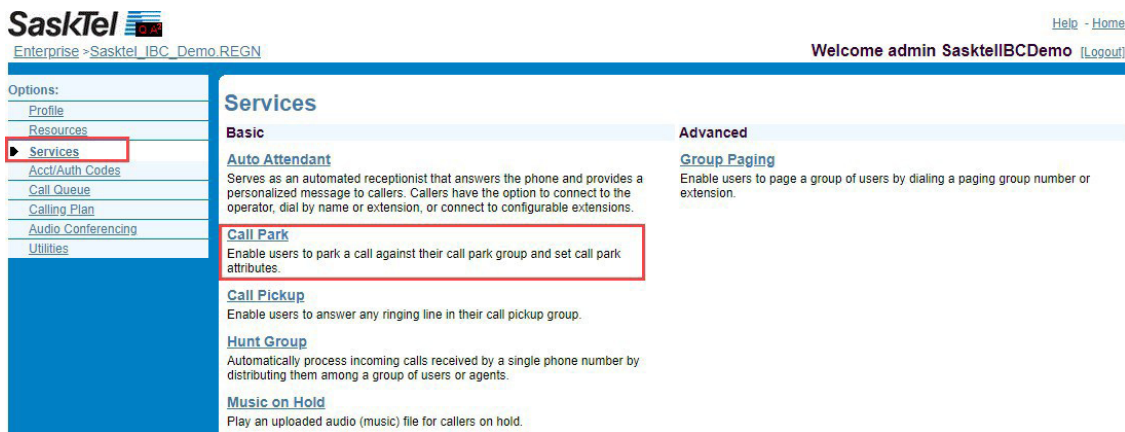
**NOTE:** If a Page Call is placed and a target is on an active call, they will not hear the page call.

## CALL PARK GROUPS

Call Park Groups are used to park calls on a pre-set list of extensions. This feature also allows for advanced redirect settings if the call is left on park for a pre-set duration of time.

### Adding Call Park Group and Settings

1. From the **Services** main page, click **Call Park**.



2. Click **Add** to create a Call Park Group.
3. Define a name for the Call Park Group.
4. By default, if the call is not retrieved from park, it will be recalled back to the user that parked the call. To allow an alternate pre-configured Hunt Group to recall parked call:
  - a. Click the **Alternate Recall User** tab.
  - b. Click **Search**. A list of available Hunt Groups is displayed.
  - c. Select the Hunt Group to recall the parked calls to.
  - d. Click **Apply** to save.

## Call Park

Create a new call park group and manage existing call park groups. Defining call park groups allows users in these groups to park calls on that group. Can also configure Call Park settings for your group's users.

**NOTE:** If an alternate user (Hunt Group) is configured, you can select to alert the parking user only, alert the parking user first then alternate user, or alert the alternate user only.

- To add users to your Call Parked Group, click **Add**, then **Search** and a list of all users will display.

- Select the users to add.

**NOTE:** When a call is parked, the system will search for an available user's extension to park the call on. It will hunt in the order the users are listed. Once an available extension is found, the system will tell you where the call is parked.

- Click **Apply** to save and **OK** to save and return to the previous page.

# CALL PICKUP GROUPS

Call Pickup Groups are used to allow users to answer a call that is ringing at another extension within their Call Pickup Group.

To create a Call Pickup:

1. From the **Services** main page, click **Call Pickup**.
2. Click **Add** and enter a name for the group.

## Call Pickup

Create a new call pickup group and manage existing call pickup groups. Defining call pickup groups allows users in these groups to answer any ringing line in their group on their own phone.

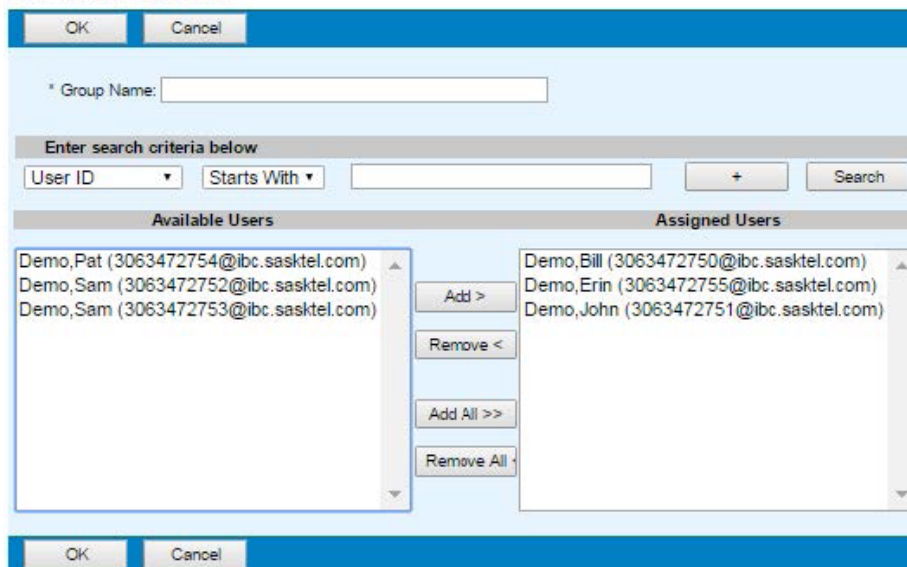


The interface shows a table with one row: "Reception" with an "Edit" link. Above and below the table are buttons for "OK", "Add", and "Cancel".

3. Click **Search** to search for available users.

## Call Pickup Add

Create a new call pickup group.



The interface includes a "Group Name" input field, search criteria (User ID, Starts With), and two lists: "Available Users" (containing Demo,Pat, Demo,Sam, Demo,Sam) and "Assigned Users" (containing Demo,Bill, Demo,Erin, Demo,John). Buttons for "Add >", "Remove <", "Add All >>", and "Remove All <<" are between the lists. "OK" and "Cancel" buttons are at the bottom.

4. Select the users to add.
5. Click **OK** to save and return to the previous page.

**NOTE:** To pick up a ringing line from any of the extensions that were added to the group, pick up the handset and dial \*76. If more than one desktop phone within the group is ringing, the desktop phone that has been ringing the longest will get picked up.

# AUDIO CONFERENCING

Each Enterprise is provisioned with an Audio Conference Bridge, and the Administrator designates IBC users who can host conferences on that bridge. Administrators can also set warning prompts for when the conference ends and select a maximum time for the conference duration. The Audio Conferencing feature allows Administrators to delegate users as hosts of the Audio Conferencing bridge. There are three types of conferences: One time, Recurring, and Reservation less.

## Adding Hosts to the Enterprise Audio Conference Bridge at a Group Level

1. From the group profile page of the audio conference bridge you wish to assign to a user, select **Audio Conferencing** on the left panel.
2. Click **Audio Conference Bridges**.

The screenshot shows the SaskTel IBC Demo regn interface. The top navigation bar includes the SaskTel logo, a 'Help - Home' link, and a 'Welcome Test Administrator' message with a 'Logout' link. The left sidebar contains a list of options: Profile, Resources, Services, Acct/Auth Codes, Call Queue, Calling Plan, Audio Conferencing (highlighted with a blue arrow), and Utilities. The main content area is titled 'Audio Conferencing' and includes a 'Basic' section with two links: 'Audio Conference Ports' (with a description 'Configure the number of Audio Conference Ports.') and 'Audio Conference Bridges' (with a description 'Create and manage Audio Conference Bridges.'). The 'Audio Conference Bridges' link is highlighted with a red box.

3. Click **Edit** or anywhere on the row.

### Audio Conference Bridges

Create a new Audio conference bridge and manage existing conference bridges.

OK	Apply	Cancel				
Active	Name	Phone Number	Extension	Ports	Department	Edit
<input checked="" type="checkbox"/>	REGN.MeetMe	3063472756	2756	10		<a href="#">Edit</a>
OK	Apply	Cancel				



4. Click **Profile**.

### Audio Conference Bridge Profile

Modify the selected Audio conference bridge.

The screenshot shows the 'Audio Conference Bridge Profile' configuration window. At the top, there are buttons for 'OK', 'Apply', 'Delete', and 'Cancel'. Below these, the 'Conference Bridge ID' is set to '3063472756@ibc.sasktel.com', with a link to 'Change User ID (Also saves current screen data)'. The form includes several fields: '\* Name' (REGN.MeetMe), '\* Calling Line ID Last Name' (Sasktel\_IBC\_Demo.regn), 'Department' (None), 'Time Zone' ((GMT-06:00) America/Regina), 'Security Pin Length' (6 digits), 'Operator Phone Number / SIP-URI' (empty), 'Maximum Ports Available For This Bridge' (10), '\* Allocated Ports To This Bridge' (10), '\* Calling Line ID First Name' (MeetMe), 'Language' (English), and 'Network Class of Service' (None). There are also checkboxes for 'Allow Individual Outdial' (checked), 'Play Warning Prompt' (10 minutes before the conference end), and 'Maximum Conference Duration' (3 hours 00 minutes). The 'Maximum Scheduled Conference Duration' is set to 23 hours 45 minutes.

5. Click **Search**.

The screenshot shows a window for selecting users and hosts. At the top, there is a search bar with the text 'Enter search criteria below'. Below the search bar, there are two tabs: 'Available Users' and 'Conference Hosts'. The 'Available Users' tab is active, showing a list of users: Demo,Erin (3063472755@ibc.sasktel.com), Demo,John (3063472751@ibc.sasktel.com), Demo,Pat (3063472754@ibc.sasktel.com), Demo,Sam (3063472752@ibc.sasktel.com), and Demo,Sam (3063472753@ibc.sasktel.com). The 'Demo,John' entry is selected. To the right of the list, there are buttons for 'Add >', 'Remove <', 'Add All >>', and 'Remove All <'. The 'Search' button in the top right corner is highlighted with a red box. At the bottom, there are buttons for 'OK', 'Apply', 'Delete', and 'Cancel'.

6. A list of available users is displayed. Select the user you want to add to the Conference Host and click **Add**. You also can remove hosts, add all, or remove all.

For users who want another unique instance of the conference use the steps below to create a conference.

## Setting up Audio Conferencing at the User level

1. From the group profile page, click **Users**.
2. Click Search and select the user you added from Adding hosts to the Enterprise Audio Conference Bridge step 6.
3. Click **Audio Conferencing** on the left panel.
4. Click **Conferences**.

The screenshot shows the SaskTel user interface. At the top, there's a header with the SaskTel logo, navigation links like 'Enterprise > Sasktel IBC Demo.regn > Users : 3063472750@ibc.sasktel.com', and a welcome message for 'Test Administrator'. On the left, there's a sidebar with 'Options:' and a list of links: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Audio Conferencing (highlighted with a blue arrow), and Utilities. The main content area is titled 'Audio Conferencing' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, there are two sections: 'Conferences' (highlighted with a red box) and 'Recordings'. The 'Conferences' section says 'Create and manage conferences.' The 'Recordings' section says 'Access and manage conference recordings.'

5. Click **Add**.

The screenshot shows the 'Audio Conferences' page. At the top, it says 'Create and manage conferences.' Below this is a table with columns: Delete, Title, Bridge Name, Host, Status, Type, Start Time, and Edit. The table contains several rows of conference data. At the bottom of the table, there's a pagination bar that says '[ Page 1 of 1 ]'. Below the pagination bar, there are search filters for 'Title' and 'Starts With', and buttons for 'Find' and 'Find All'. At the very bottom, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

Delete	Title	Bridge Name	Host	Status	Type	Start Time	Edit
<input type="checkbox"/>	Wed. Meeting Bridge	REGN.MeetMe	Demo,Bill (3063472750@ibc.sa...	Active	Reservationless		<a href="#">Edit</a>
<input type="checkbox"/>	myroom	REGN.MeetMe	Demo,Bill (3063472750@ibc.sa...	Active	Reservationless		<a href="#">Edit</a>
<input type="checkbox"/>	Production Meeting	REGN.MeetMe	Demo,Bill (3063472750@ibc.sa...	Active	Reservationless		<a href="#">Edit</a>
<input type="checkbox"/>	TEst 123	REGN.MeetMe	Demo,Bill (3063472750@ibc.sa...	Active	Recurring Daily	06/28/2018 03:15 PM	<a href="#">Edit</a>
<input type="checkbox"/>	Production Meeting	REGN.MeetMe	Demo,Bill (3063472750@ibc.sa...	Active	Recurring Weekly	06/29/2018 03:15 PM	<a href="#">Edit</a>
<input type="checkbox"/>	Weekly Production ...	REGN.MeetMe	Demo,Bill (3063472750@ibc.sa...	Active	Recurring Weekly	07/02/2018 02:15 PM	<a href="#">Edit</a>

6. Enter a title for the conference.
7. Optionally, enter the estimated number of participants.
8. Optionally, select to restrict the number of participants and enter the maximum number in the box.  
**NOTE:** There is a conference bridge maximum depending on the number of users in the Enterprise and any additional ports you may have purchased.
9. Optionally, you can select to **Mute all attendees on entry**, **End conference when moderator departs**, **Moderator required to start conference**, and **Enable security pin**. **Allow Unique Identifier** is not supported.

## Audio Conference Add

Create a new conference.

OK

Cancel

Bridge: REGN.MeetMe

\* Title:

Account Code:

Estimated number of participants:

☐ Restrict number of participants to

☐ Mute all attendees on entry

☐ End conference when moderator departs

☐ Moderator required to start conference

☐ Enable security pin

☐ Allow Unique Identifier

When attendees join/leave: ☒ Play tone ☐ Play recorded name ☐ No notification

Type: ☐ One Time ☐ Recurring ☒ Reservationless

Scheduling Details

Conference Time:

Start Date: 6/28/2018 (mm/dd/yyyy)

\* End Date: ☒ Never ☐ Date 7/28/2018 (mm/dd/yyyy)

OK

Cancel

10. Select if you would like a tone played, the participant's name, or no notification when a new participant joins the conference.
11. Select the type of meeting and complete the scheduling details.
12. Click **OK** to save.

**NOTE:** For more information on Audio Conferencing, refer to the Audio Conferencing Guide on [sasktel.com/ibcsupport](http://sasktel.com/ibcsupport).

## Configuring Audio Conference Ports at the Group Level

To minimize the amount of ports available to a particular group:

1. From the group profile page of the audio conference bridge you wish to configure, select **Audio Conferencing** on the left panel.
2. Click on **Audio Conference Ports**.
3. Change the **Allocated Ports To This Group** to a number lower than the **Maximum Ports Available For This Group**.
4. Click **Apply**.

### Audio Conference Ports

Configure the number of Audio conference ports available for the group.

OK	Apply	Cancel
Maximum Ports Available For This Group: 53		
Allocated Ports To This Group: <input type="text" value="53"/>		
OK	Apply	Cancel