

# NGN Control

## Inbound Call Routing Online User Guide

**Tele**  **m IT**  
LIMITED

*isdn*  
WORLDWIDE ISDN LTD



## Putting your needs **AT THE HEART** of our business **Welcome**

Welcome to your online user guide. Your first point of reference on all the information you need when using our Inbound Call Routing Services.

### **Customer Support contact details for further information and advice:**

Tel: 0800 404 6677

Fax: 0800 404 6678

Email: [enquiries@telecomit.co.uk](mailto:enquiries@telecomit.co.uk)

Web: [www.telecomit.co.uk](http://www.telecomit.co.uk)

### **Our Offices:**

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Customer Support – 0800 404 6677 – [www.telecomit.co.uk](http://www.telecomit.co.uk) - Fax – 0800 404 6678

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# 1 Log-in and Online Access

To access our service on-line please log on to the following address:

<http://www.ngncontrol.co.uk>

Client ID = *Supplied by Telecom IT*

Username = *Supplied by Telecom IT*

Password = *Supplied by Telecom IT*

➤ Input details and click to log-in

Contact Customer Support on 0800 404 6677 if you require a new username and password or have forgotten your existing log-in details.

## 2 Main Menu – Key Icons

It is recommended that you familiarise yourself with the following icons as these will help you to navigate around our online management tool.



### Home

This option will always take you back to the System Home page



### Number Search

Allows you to search for a number on your account and add a service to it. You will also be able to amend your current services



### Call Reports

Generate either summary or CDR reports for the calls received by your numbers.



### Manage Numbers

Allows you to search for numbers and remove an existing service



### Help and Support

Allows you to access online assistance for any section of the website you need.

### 3 Creating a Service on your existing Number

Take advantage of Telecom IT's different network call handling facilities and create and amend your own setup as you desire.

Telecom IT will need to add each required 'Feature' from the Feature Packs below, so check with your Telecom IT contact for availability and setup

Improved Call Routing features include 'instant destination changes'; 'route your calls to multiple phones'; 'Time of Day routing' plus more

Improved Call Handling features include 'Welcome Greeting'; 'Call Queuing'; 'Virtual Switchboard Operator' plus more

#### Bring Your Number Into Active Service

- Select  Number Search

| Tariff | Number | Service | Notes |
|--------|--------|---------|-------|
| All    |        | All     |       |

- In the 'Number field' type in your SERVICE NO (i.e. 08719871316) and click Search
- Service information is presented

| Tariff | Number      | Service        | Notes |
|--------|-------------|----------------|-------|
| All    | 08719871316 | Closed Service |       |

| Tariff | Number                      | Service        | Notes                      | Copy |
|--------|-----------------------------|----------------|----------------------------|------|
| E 10p  | <a href="#">08719871316</a> | Closed Service | <a href="#">New Number</a> |      |



- If the Service Type against this number is 'Closed Service' then you will be able to setup a brand new service
- If the current Service Type against this number is any other service type (ie. One to One/One to Many/Call Centre, etc.) then you will need to **CLOSE** the current service before creating a brand new service. *See Section "Manage Numbers" for instructions on how to close your existing service*
- If the Search facility does not return a Match – please contact Telecom IT, as we will need to ensure the number is registered to your Account
- To create a brand new service type, Click on the Number '[Hyperlink](#)'
- Choose the product type from the drop-down menu
- Check that the product type is as desired from the service description and click Update, this will take you into the Service Setup screen, allowing you to setup your call diversion as per your personal requirements
- END

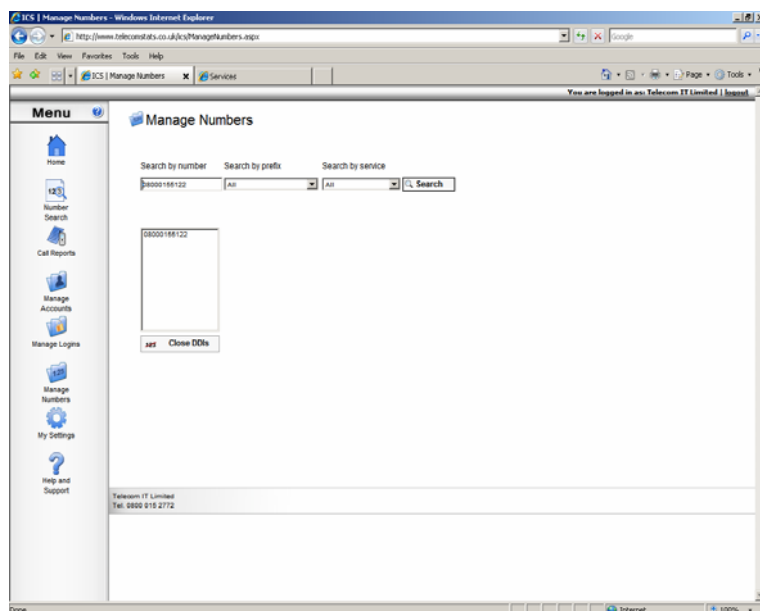
## Manage Numbers – Product Change v Call Diversion

To change an existing live Service Product – ie. change from 'One-to-One' to the 'One-to-Many' product, you will need to 'close' the active service in order to 'restart' the new service.

*NB. If you just need to change the current routing, then please follow the section "Check and Setup Call Diversion"*

## Manage Numbers – Closing an Active Service

- Select the 'Manage Numbers' icon  from the Menu Options
- Type the active Service Number that you wish to close
- 'Click' on Search
  - you must click the search button, hitting enter on the keyboard will not trigger the search
- Highlight the returned search result to confirm
- 'Click' on Close DDIs
- This will cancel the active service product on this number
- To reinstate a service on this number, click on 'Number Search' icon  from the Menu Option and follow the instructions as per section "Bring Your Number Into Active Service" previous



**Figure 1 – View of the Manage Numbers Option**

**Inbound Call Routing – Enhanced Features**

# TelecomIT Inbound Call Routing

## ENHANCED FEATURES PACKAGE

Manage your inbound calls efficiently with our enhanced features package and ensure every call counts for you. The following options are available individually or choose any combination with a '\*' for our special package price of only **£9.95** per month.

| FEATURE   | DESCRIPTION  | RENTAL PER MONTH     |
|---|--|----------------------|
|  <p><b>Divert on Busy or No Answer</b></p> | <p>Never miss a call by having your phone divert to an alternative number if you are either engaged or unable to answer.</p>   | <p><b>£4.95*</b></p> |
|  <p><b>Whisper</b></p>                     | <p>Identifies the call to ensure you answer appropriately.</p>   | <p><b>£4.95*</b></p> |
|  <p><b>Caller Announcement</b></p>        | <p>Welcome your customers with your own personalised greeting.</p>   | <p><b>£4.95*</b></p> |
|  <p><b>Voice Mail</b></p>                | <p>Our voicemail service has the ability to notify you via text or email.</p>  | <p><b>£4.95*</b></p> |
|  <p><b>Fax to Email</b></p>              | <p>A dedicated number converts you inbound fax automatically to email.</p>   | <p><b>£4.95</b></p>  |
|  <p><b>On-line Management</b></p>        | <p>Manage your numbers on-line including:</p> <ul style="list-style-type: none"> <li>• <i>Change destinations</i></li> <li>• <i>Real-time call stats</i></li> <li>• <i>Divert options</i></li> <li>• <i>Many more options</i></li> </ul> | <p><b>£9.95*</b></p> |

**Want to know more?**

Call our customer **0800 404 6677** or visit [www.telecomit.co.uk](http://www.telecomit.co.uk)



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Terms and conditions apply. Minimum contract of 12 months applicable. Package price excludes fax to email. TelecomIT Ltd. 8 Arrow Court, Adams Way, Springfield Business Park, Alcester, Warwickshire. Registered in England and Wales No:04588474.

**Inbound Call Routing – Premium Features**

# TelecomIT Inbound Call Routing

## PREMIUM FEATURE PACK

Making every call count by providing creative solutions for your more complex inbound requirements.

| FEATURE  | DESCRIPTION  | RENTAL PER MONTH     |
|--|--|----------------------|
|  <p><b>Virtual Operator (IVR)</b></p> | <p>Menu that allows your customer to select the department they want.</p>                                      | <p><b>£15.00</b></p> |
|  <p><b>Call Queuing</b></p>          | <p>Stacks up to 50 calls avoiding engaged tone. Option for music on hold and notify position in the queue.</p> | <p><b>£15.00</b></p> |
|  <p><b>Call Recording</b></p>       | <p>Ability to record incoming calls and have the recording sent to your email.</p>                             | <p><b>£10.00</b></p> |
|  <p><b>Time / Day Routing</b></p>   | <p>Select which hours of the day and days of the week that the calls are routed.</p>                           | <p><b>£10.00</b></p> |
| <p><b>60:40</b></p> <p><b>Ratio Plan</b></p>   | <p>Have calls answered at two or more locations with inbound volume distributed as per your chosen ratio.</p>  | <p><b>£10.00</b></p> |

**Want to know more?**

Call our customer **0800 404 6677** or visit [www.telecomit.co.uk](http://www.telecomit.co.uk)

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## 4 Check and Setup Call Diversion

The Online Management system will allow you to view and amend your current call routing.

Change of destination routing numbers can occur in an instant.

- Select  Number Search

| Tariff | Number | Service | Notes |
|--------|--------|---------|-------|
| All    |        | All     |       |

- In the 'Number field' type in your SERVICE NO (i.e. 01789768896) and click Search
- Service information is presented

| Tariff | Number      | Service | Notes |
|--------|-------------|---------|-------|
| All    | 01789768896 | All     |       |

| Tariff   | Number                      | Service                 | Notes                                 | Copy |
|----------|-----------------------------|-------------------------|---------------------------------------|------|
| AreaCall | <a href="#">01789768896</a> | One to One with Whisper | One to One with Whisper<br>27/11/2007 | Copy |

- Click on the Number '[Hyperlink](#)'
- You will be presented with the current routing setup

### Example One to One with Whisper setup on 01789768896

|                             |   |
|-----------------------------|---|
| Destination to receive call | <input type="text" value="01789768888"/>                                |
| Service ID                  | 12345   |
| Service PIN                 | 9999  |
| Ringing timeout             | <input type="text" value="120"/> <input type="button" value="seconds"/> |

### To amend the routing setup

Amend the 'Destination to receive call' by typing in the Telephone Number to Divert To and click 'update'

## 5 Call Records

Create and review your own call reports, using up to the minute Call Records. Call records are updated on completion of each and every call that you receive – giving you accurate and up to date call records.

The CDR function (Download list of all Calls) will even detail the full telephone number of the person calling in to your number(s).

Types of On-line management reports available:

### Number Summary

Online view of total calls and minutes summary per service number

### Daily Summary

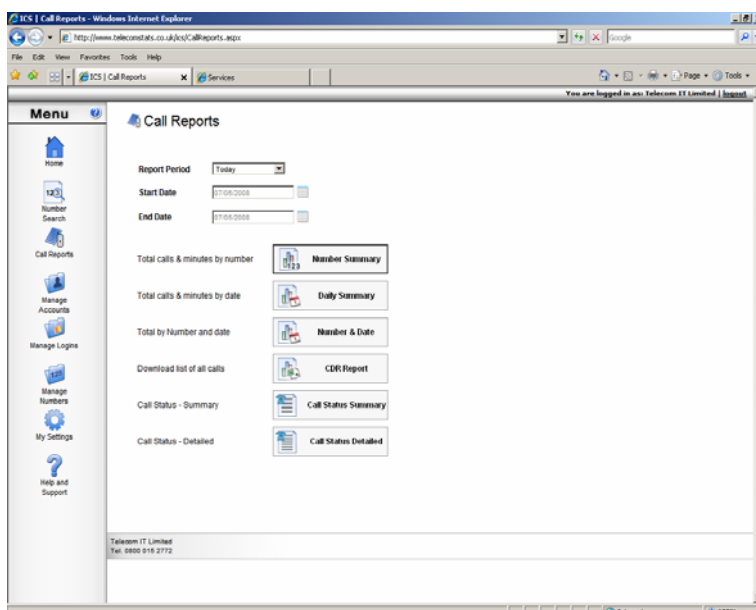
Online view of total calls and minutes summary per service number, per date

### Number & Date

Online view of total calls per service number, per date

### Download list of all Calls

CDR (Call Data Records) itemised record of all calls placed to your service number. Report created in .csv format – viewable in Microsoft Excel, eg.



### Call Status – Summary

A summary of network calls, using report date parameters – allowing you to view call statistics per Number:

- Total Number of Calls
- Total Number of Answered Calls
- Total Number of Abandoned Calls (caller hangs up)
- Total Number of Timeout Calls (caller stays on line, until Ring Tone times out)
- Total Number of Engaged Calls
- Total Number of Unobtainable Calls (destination routing was unobtainable)
- Total Duration of Calls (in seconds)
- Average Duration of Calls (in seconds)
- Average Answered Time – (in seconds) – average time taken to answer the call

### Call Status – Detailed

Further detailed itemisation of network calls, using report date parameters – allowing you to view call itemisation per Number. Full record of successful and unsuccessful calls.

## Creating a Call Report

In the On-line management menu:

- Select the Report Time Period
- Select the Report Start Date and End Date
  - if selecting Custom Dates report period, the start and end date must be within the same calendar month
- Select the Report you wish to create from the 4 options available:
  - Number Summary
  - Daily Summary
  - Number & Date
  - CDR Report
  - Call Status – Summary
  - Call Status – Detailed

Figure 2 – Example of Call Status – Summary Report

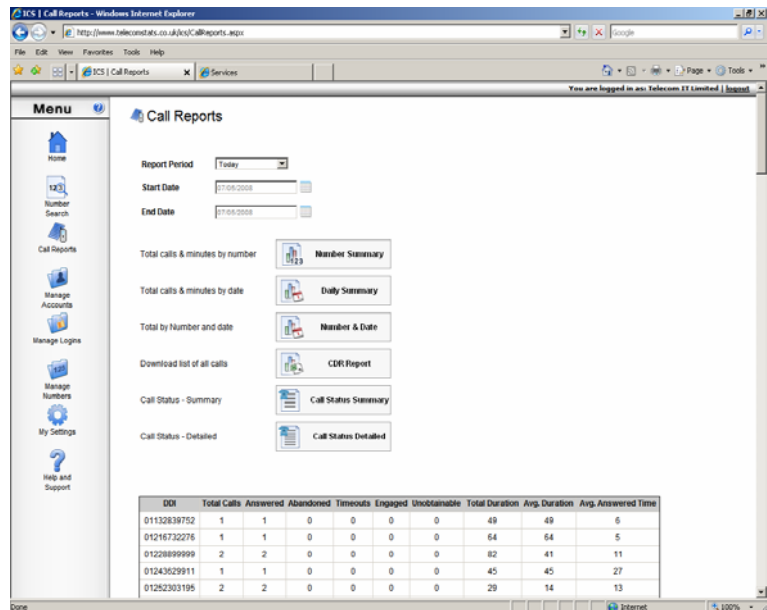
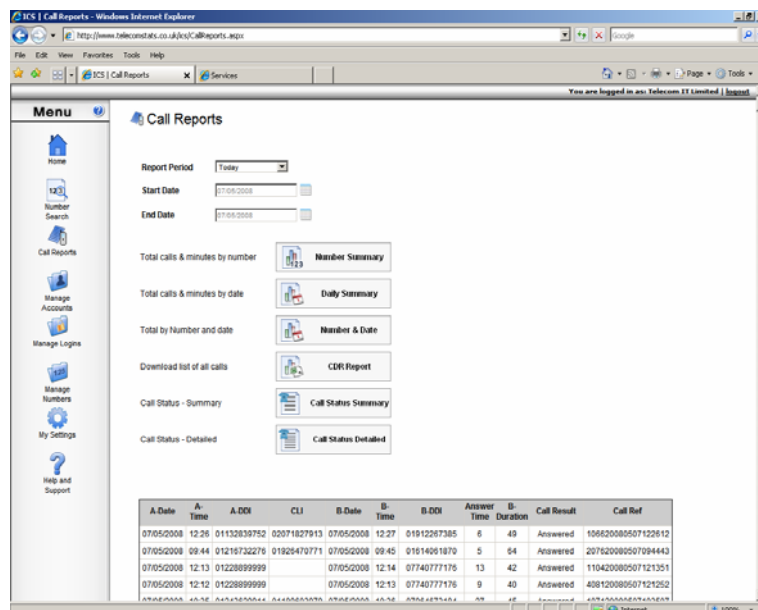


Figure 3 – Example of Call Status – Detailed Report



## 6 Voicemail

All Telecom IT IN Call services can be setup for you with a Network Voicemail, allowing unanswered calls to be directed to a Network Voicemail box from where you can retrieve messages, either by dialling the Access Mailbox number or having the numbers delivered to your email Inbox as a .wav file.

Network Voicemail will only be activated providing that local voicemail is not operational on any of your destination routing numbers.

You reach the Voicemail Access system by dial-up method below. The dial-up system allows you to retrieve new and saved voicemails, and also change your introductory message played to your customers asking them to leave a voicemail.

### Log-in and System Access

To access your voicemail please dial:

**Within the UK            0844 811 2040**

### Main Voicemail Menu

- Dial the Voicemail System Access number listed above
- Enter your **Service ID** number (unique to each department as listed under Log-In and System Access above)
- Enter your **Security PIN** number
- You will be advised if you have any New or Saved Voicemail messages in this Mailbox
- Follow recorded instructions
  - Press **1** to Listen to saved/new Voicemail messages
  - Press **2** to Record a New Personalised Greeting
  - Press **3** to Remove Personalised Greeting and Replace with Default
  - Press \* to Return to Main Voicemail Menu

### Option 1 – Listen to saved/new Voicemail messages

- On Pressing **1** in the Main Voicemail Menu, you will be played any new or saved Voicemail messages in your Mailbox
- Follow recorded instructions
- After all messages have been played you will be returned to the Main Voicemail Menu
- END

### Option 2 – Record a New Personalised Greeting for this Voicemail Box

- On Pressing **2** in the Main Voicemail Menu, you will be able to create a New Personalised Greeting for your Voicemail Box
- Follow the recorded instructions
  - Press **1** to Record a New Unanswered to Voicemail Greeting
    - Then Press **1** to hear Current Greeting
    - Or Press **2** to Record a New Greeting
      - Then Record New Greeting and Press \* when finished recording
        - Press **1** to Activate this New Greeting
        - Or Press **2** to Playback New Greeting prior to activation
        - Or Press **3** to Re-record a New Greeting
        - Or Press \* to Abandon and leave with current setting
    - Or Press \* to Return to the Main Voicemail Menu
  - Or Press **2** to Record a New Out of Hours Voicemail Greeting
    - Then Press **1** to hear Current Out Of Hours [OOH] Greeting
    - Or Press **2** to Record a New OOH Greeting
      - Then Record New OOH Greeting and Press \* when finished recording
        - Then Press **1** to Activate this New OOH Greeting
        - Or Press **2** to Playback New OOH Greeting prior to activation
        - Or Press **3** to Re-record a New OOH Greeting
        - Or Press \* to Abandon and leave with current setting
    - Or Press \* to Return to the Main Voicemail Menu
- END

### Option 3 – Remove Personalised Greeting and Replace with Default

- On Pressing **3** in the Main Voicemail Menu, you will Remove your Personalised Voicemail Greeting Prompt and have it replaced with a System Generated Default message
- Only select this option if you do not wish to use Personalised Voice Prompts
  - Press **1** to Delete the Unanswered Call to Voicemail Greeting
    - Then Press **1** to Confirm that you wish to Delete this Greeting
    - Or Press **Any Other Key** on your telephone pad to return to main menu without deleting
  - Or Press **2** to Delete the Out Of Hours [OOH] Greeting
    - Then Press **1** to Confirm that you wish to Delete this Greeting
    - Or Press **Any Other Key** on your telephone pad to return to main menu without deleting
- END

## 7 In-Call Recording Studio

The IN Call Recording studio is a facility specifically designed so you can record your own 'Welcome Greetings', 'Switchboard IVR Menu Options' and 'Call Whisper' messages.

This allows you to bespoke your own introduction and call handling messages, making them unique to your own service.

The IN Call Recording Studio is accessed using a dial-up system.

### Log-in and System Access

To access your voicemail please dial:

**Within the UK            0844 811 2050**

### Main Voice Prompt Menu

- Enter your **Service ID** number
- Enter your **Security PIN** number
- Enter the **Voice Prompt ID Number** that you wish to review (see current settings above)
- Follow recorded instructions
  - Press **1** to Record a New Voice Prompt
  - Press **2** to Listen to Current Voice Prompt
  - Press **3** to Remove Current Voice Prompt and Replace with Default
  - Press **\*** to Return to Voice Prompt Menu

### Option 1 – Record a New Voice Prompt

- On Pressing **1** in the Voice Prompt Menu, you will be asked to record your New Prompt after the Tone
- And Press the **\*** key when you have finished recording your New Prompt
- You will then go to the Recorded Voice Prompt Menu
  - Press **1** to confirm your New Voice Prompt and Activate this
  - Press **2** to Review your New Voice Prompt Recording
  - Press **3** to Re-Record a Replacement Voice Prompt
  - Press **\*** key to Abandon your Recordings and Return to Main Voice Prompt Menu
- END

**Option 2 – Listen to Current Voice Prompt**

- On Pressing **2** in the Voice Prompt Menu, you will be able to Review the Current Voice Prompt recorded for the chosen Voice Prompt Setting
- The Current Voice prompt will play and you will then be returned to the Main Voice Prompt Menu
- END

**Option 3 – Remove Current Voice Prompt and Replace with Default**

- On Pressing **3** in the Voice Prompt Menu, you will Remove your Personalised Voiced Prompt and have it replaced with a System Generated Default message
- Only select this option if you do not wish to use Personalised Voice Prompts
- END

## 8 About TelecomIT and Worldwide ISDN

### Company Profile

Worldwide ISDN is a communications company based in the midlands, supporting over 2, 500 customers and a growing network of dealers and resellers throughout the UK.

Its founders Dave Hodgkinson and Pete Smith established Worldwide ISDN Ltd in 1999. Their strategy initially focussed on becoming a niche provider of audio, video and web conferencing solutions within the corporate market place. The company has subsequently grown through organic growth and several acquisitions, the largest being TelecomIT, resulting in the company becoming a communications provider of a wider range of services and focused on 'putting the customer and partner at the heart of our business'.

The company currently employs 23 full-time staff based out of two offices in Alcester and Birmingham.

### Product portfolio

- Outbound calls
- Line rentals and features
- Inbound business numbers
- Inbound call features
- Business Broadband
- Audio conferencing
- Video conferencing
- Web conferencing
- 118 directory enquiries
- Hosted IP (limited to test customers only at present)
- Project management

Please visit [www.worldwideisdn.com](http://www.worldwideisdn.com) or [www.telecomit.co.uk](http://www.telecomit.co.uk) for further information on our company and our customers.