



Vodafone One Net Service Portal

Administrator and User Guide

The future is exciting.

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One Net Service Portal

What is One Net Service Portal?

One Net Service Portal is a self-care portal that lets you set up and manage your One Net service, whether you're a user or an administrator.

Accessing One Net Service Portal

One Net Service Portal is an application that you access on the internet, so you don't need to download or install anything.

You access One Net Service Portal using one of the following links and logging in with your One Net username and password.

English version: <https://selfcare.onenet.vodafone.nl/en/>

Dutch version: <https://selfcare-nl.onenet.vodafone.nl/>

Supported browsers

Internet Explorer® 9.0 or later

Firefox® 40 or later

Chrome™ 44 or later

Safari® 5 or later



Roles in One Net

When your organisation adopts One Net, it must appoint one or more people to be administrators. These people are responsible for ensuring that the services are set up and maintained to suit the evolving needs of the organisation overall and the groups and individuals within it.

One Net users with a Fixed, Combi or Flex profile can be given access to One Net Service Portal if required. However, Vodafone recommends that users manage their settings using the ONE Toolbar, ONE Sync or other dedicated clients.

Three levels of administration

One Net provides three levels of administration: enterprise, site and department. A single enterprise administrator oversees the organisation-wide use of One Net. If your organisation is spread across several offices or other locations, Vodafone will typically set up your One Net system as a number of 'sites'. A site administrator is assigned to manage the needs of each site. Departments can be set up for each site and are useful when managing large sites. Each department can be administered by a department administrator or by the site administrator.

The differences between these three roles is defined by One Net Service Portal, a web application that provides different views and sets of functions for each type of administrator.

Any article containing information that is only relevant to enterprise administrators is marked in this guide with:

Information for enterprise administrators

Enterprise administration

When an enterprise administrator logs in to One Net Service Portal, their default view shows functions available only to enterprise administrators. But they can choose to navigate to a site administrator view or to a user-level view.

An enterprise administrator has options for setting up and monitoring call centres. For example, an enterprise administrator can create settings that serve as default settings for any call centres in One Net. An enterprise administrator can also define and run reports that measure the performance of call centres.

Site administration

A site administrator is typically concerned with two main areas of work:

- Setting up and maintaining services for their site or groups at the site
- Helping One Net users manage their personal settings

When a site administrator opens One Net Service Portal, they initially see options for managing services at a site level. However, they can also navigate to a user-level view where they monitor and manage the settings for an individual user at the site.



Department administration

A department administrator is typically responsible for:

- Maintaining services for their department
- Assigning One Net users to their department and helping these users to manage their personal settings

When a department administrator opens One Net Service Portal, their default view is the same as a site administrator's default view and shows options for managing services at a site level. However, a department administrator can only modify services which have been assigned to their department. They can also navigate to a user-level view where they monitor and manage the settings for an individual user in their department.



Using this guide

This user guide is divided into two sections: One Net Service Portal for users and One Net Service Portal for administrators. Refer to the appropriate section for information on the One Net features and how to use the portal. Users should contact an administrator for additional guidance on using the portal.

For more information about other One Net applications such as ONE Sync, One Net Receptionist and One Net Call Centre, please visit the One Net support website.

<https://www.vodafone.nl/zakelijk/support/telecombeheer/>

If you are a One Net Enterprise user, select One Net Enterprise. If you are a One Net Express user, select One Net Express.



One Net Service Portal for users

What is One Net Service Portal for users?

One Net Service Portal is a self-care web portal that lets you set up and manage your One Net service if your administrator has provided you with access to the portal.

With One Net Service Portal you're in control of your One Net service. You can:

- Activate and configure your call services, for example setting up rules for forwarding calls and uploading voicemail greetings
- Set up speed dial numbers

One Net Service Portal integrates with the other One Net applications, such as One Net Call Centre, and with your One Net devices.

User profiles

Every user has a One Net profile depending on whether you have a fixed and/or mobile number and whether you use a desk and/or mobile phone. The profiles are:

- **Fixed:** fixed number used with desk phone
- **Mobile:** mobile number used with mobile phone
- **Flex:** fixed and mobile number used with mobile phone
- **Combi:** fixed and mobile number used with desk phone and mobile phone

The services provided with One Net are different for each profile and for desk and mobile phones. If a service isn't listed or is disabled on your **Call services** page in One Net Service Portal, it means that service isn't available for your profile or for the type of phone you're using.



Using One Net Service Portal

If you have a fixed number, you can manage basic and advanced telephony settings for this number in One Net Service Portal. You need to use feature access codes to change the settings for mobile numbers. You can find more information about the feature access codes in the end-user quick reference guide.

More questions?

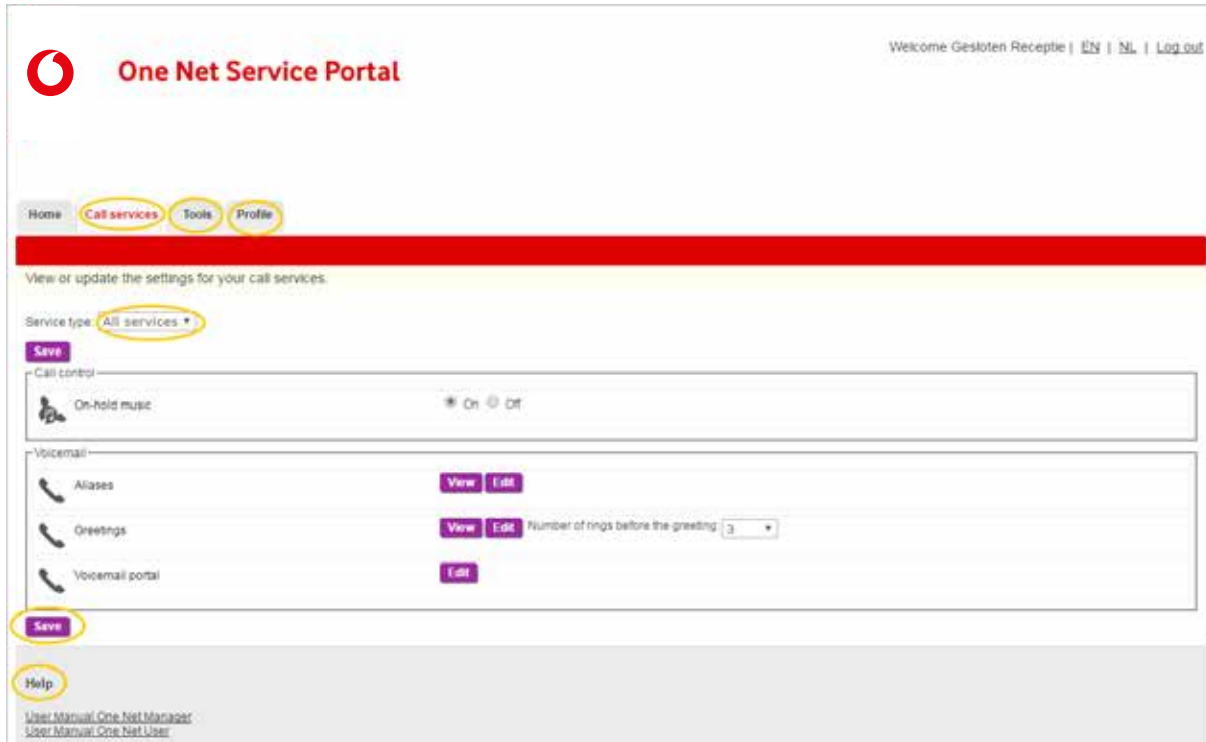
If you have any questions after reading this guide or need help setting up your One Net services, contact your administrator.



Introducing One Net Service Portal for users

One Net Service Portal is a self-care web portal that lets you set up and manage your One Net service if your administrator has provided you with access to the portal.

The table below describes the highlighted areas on the user screen.



Screen area	Description
Help	Provides a link to this guide.
Call services	View and change your call service settings.
Tools	View your organisation's phone book and other information.
Profile	Update your profile settings and view the One Net services assigned to you.
Service type	Filter the call services displayed on the page.
Save	If you make any changes, select Save at the top or bottom of the page.



Activating call services

Activating call services

When you start using One Net, you are assigned a set of call services. If a service isn't listed or is disabled on the **Call services** page in One Net Service Portal, it means you don't have that service assigned to you. You should speak to your administrator if you need any services that you don't have assigned.

To view your services

- Select **Call services**.

Changing the settings for your call services

You can activate and configure your services from the **Call services** page. For services with configurable options, you must select **Edit** and enter the settings in a separate window before you can activate the service. Your settings can include rules that govern when and how the service behaves in specific situations.



Save your changes

You must select **Save** on the **Call services** page to make sure all your changes are saved.

Using feature access codes

You can use feature access codes to activate or deactivate services. For some services, you can also use feature access codes to check whether the service is currently active.

Read about feature access codes >

Rules for call services

When you edit the settings for your call services, some services give you the option to create and activate rules. These rules automatically activate or deactivate a service when certain conditions are met.

The possible conditions vary between services, but a rule typically enables you to decide:

- The days and times when the rule applies
- Whether the rule activates or deactivates the service
- The types of phone number or the individual phone numbers that trigger the rule

When a rule applies

By default an active rule is in force 24 hours of each day. However, you can restrict when a rule applies by linking it to a time schedule or holiday plan. For example, you might create a rule that forwards incoming calls to a different phone extension every Thursday between 11am and 12 noon. You cannot directly add dates or times to a rule. Instead you must link the rule to a named 'schedule' that records the dates and times.



There are two types of schedule:

- A time schedule records blocks of hours and minutes during a week. If you apply a time schedule to a rule, the blocks of time apply every week.
- A holiday plan records one or more whole days of holiday that might apply to one year only or might recur for several years.

You can create or edit personal schedules for linking to rules. You can also link rules to shared site schedules that only administrators can create or edit. You can find the personal and site schedules available to use listed on your **Profile** page.

Learn about personal time and holiday schedules >

If a rule applies to a phone number, you can enter a complete number, extension, speed dial number or feature access code. You can also enter a partial phone number that includes question marks or asterisks:

- Use a question mark to replace a single digit anywhere in a phone number. For example, +31 5555 6666?6 or +31 55?5 666??6.
- Use an asterisk (*) to replace one or several digits but only at the end of a phone number. For example, +31 555* or +31 55?5 6*.

Personal time and holiday schedules

In One Net Service Portal you can set rules that automatically change your call settings. If you wish these rules to operate during specific periods, these periods must be recorded as time or holiday schedules. You can record your own personal schedules, or you can use site schedules created by your administrator.

To view the available personal and site time schedules

- Select **Profile > Schedules**.

To view the available personal and site holiday schedules

- Select **Profile > Holidays**.

To add a personal time schedule

1. Select **Profile > Add schedule**.
2. Enter a descriptive name for the schedule.
3. Drag across the new schedule to create one or more time blocks.
4. Set the start and end times for each time block in one of the following ways:
 - Drag the right or left margin of a time block to change the start or end time by multiples of 15 minutes.
 - Select a time block to set its exact start or end time.

To add a personal holiday plan

1. Select **Profile > Add holiday plan**.
2. Enter a descriptive name for the holiday plan.



3. In one or more rows, enter a name for a holiday and select its dates.

You have the option to mark a holiday as recurrent. If you select this option, you can set a holiday to recur on the same dates indefinitely or up to a certain year. The recurrence feature only works with fixed dates. It cannot automatically track annual public holidays that change date over the years.



Managing calls

Forwarding calls

There are a number of situations when you may want to forward incoming calls to another number or to voicemail.

You can set up call forwarding for the following situations:

Feature	Action
Forward all calls	Forwards any call to another number
Forward when busy	Forwards calls to another number when you're busy on a call or if you have activated another service that blocks incoming calls, for example, do not disturb
Forward when unanswered	Forwards calls to another number if you don't answer before the number of rings that you set as the limit
Forward when unreachable	Forwards calls to another number if technical problems prevent One Net from connecting a call to your phone
Forward selected calls	Forwards calls to another number if a call meets the criteria you have specified in one or more rules

You can also forward calls to voicemail all the time, when you're busy or when you're unable to answer the phone. If you set up call forwarding to both another number and to voicemail for the same situation, for example when your phone is busy, it will be forwarded to the phone number rather than voicemail.

Read about sending calls to voicemail >



Reminder that forwarding is on

If you're forwarding all or selected calls, you can hear a brief ring tone and see details of the caller on your desk phone each time your phone forwards a call to remind you that the service is on.

To forward all calls to another number

1. Select **Call services > Forward all calls > On**.
2. Enter the number you want to forward your calls to.
3. Select **Play a ring reminder when a call is forwarded** if you want to hear a brief ring tone and see details of the caller on your desk phone each time your phone forwards a call.



Desk phones only

The ring reminder only works on desk phones.



To forward calls to another number when you're busy

1. Select **Call services > Forward when busy > On**.
2. Enter the number you want to forward your calls to.

To forward all calls to another number when there's no answer

1. Select **Call services > Forward when unanswered > On**.
2. Enter the number you want to forward your calls to.
3. Choose how many times the phone should ring before it forwards the call.

The number of rings you enter here is also used by voicemail and sequential ringing.

To forward calls to another number when you're unreachable

1. Select **Call services > Forward when unreachable > On**.
2. Enter the number you want to forward your calls to.

To forward selected calls to another number

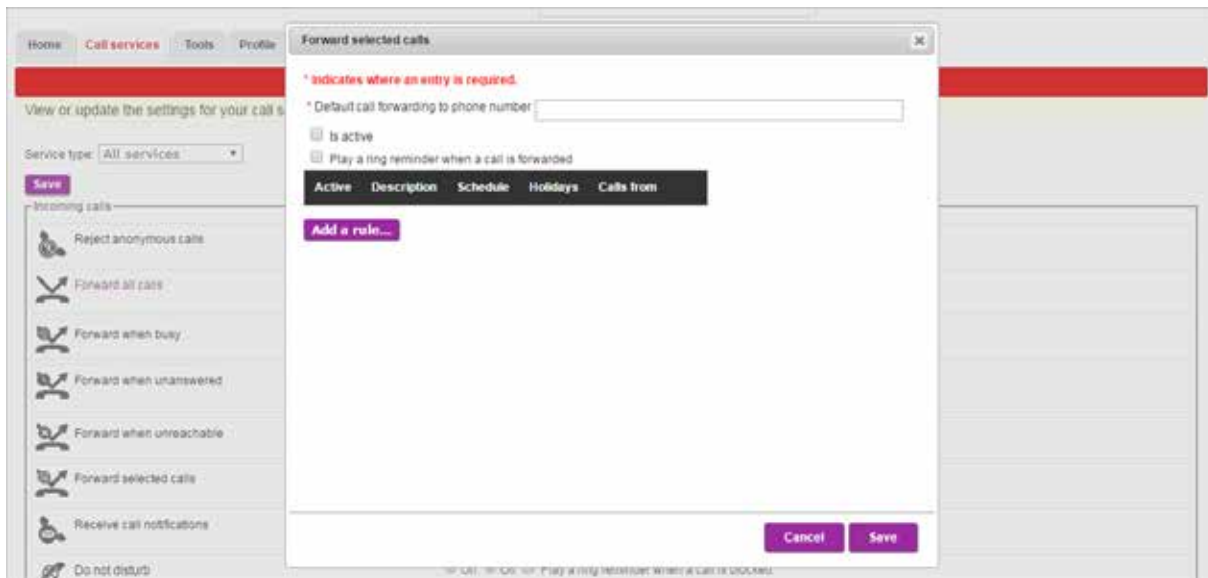
1. Select **Call services > Forward selected calls > On**.
2. To choose which calls to forward, select **Edit**.
3. Enter the default number you want to forward your calls to. This number will be used unless you specify another number in the rules you set up.
4. Select **is active** to turn the service on.
5. Select **Play a ring reminder when a call is forwarded** if you want to hear a brief ring tone and see details of the caller on your desk phone each time your phone forwards a call.

**Desk phones only**

The ring reminder only works on desk phones.

6. Select **Add a rule...** to enter the criteria for when forwarding selected calls is active.





Blocking all incoming calls

If you don't want to be disturbed, you can request that incoming calls are treated as if you're already on a call. All your calls are then forwarded to another number or to your voicemail, depending on the options you've set up for handling busy calls. If you want to be reminded when blocking is active, you have the option to hear a brief ring each time the system blocks a call.

To block all calls

1. Select **Call services > Do not disturb > On**.
2. Select **Play a ring reminder when a call is blocked** if you want to hear a brief ring tone and see details of the caller on your desk phone each time your phone blocks a call.



Desk phones only

The ring reminder only works on desk phones.

Rejecting anonymous calls

You can choose to reject calls from callers who deliberately hide their phone numbers. A call is not rejected if the phone number is simply unavailable rather than deliberately hidden. Also, the service does not reject any anonymous caller who is a member of your group or enterprise.

If a call is rejected, your phone does not ring and you receive no indication of the attempted call. The caller hears a message explaining that their call is being rejected.

To reject anonymous calls

- Select **Call services > Reject anonymous calls > On**.



Receiving call notifications by email

You can choose to receive email notifications of your incoming calls, so you have a record of your calls and can see if you have missed any important calls. The email will contain the caller's identification information, such as name and number, depending on what data is available and the options you've set up for receiving caller information.

You can set up rules to define when call notification is activated and what types of call should trigger a call notification. At least one rule must be active for call notification to operate.

Learn more about using rules for activating services >

To set up call notifications

1. Select **Call services > Receive call notifications > Edit**.
2. Enter the email address you want notifications sent to.
3. Select **Add a rule...** to enter the criteria for when call notification is active.

To stop call notifications

- Select **Call services > Receive call notifications > Deactivate**.

Interaction with other services

Some of the other services you may be using can affect whether call notifications are sent when you receive a call.

Service	Call notification sent?
Assign alternative numbers	Yes, for incoming calls to any alternative numbers assigned to you
Reject anonymous calls	No
Automatic callback	Yes, for the initial call and the call initiated by automatic callback
Transfer call	Yes
Call transfer recall	No
One Net Call Centre	No. When a user answers a queued call, a call notification is not sent
Forwarding calls	Yes, even if a call is forwarded because the destination is not reachable
Call waiting	Yes
Pick up specific extension	No
Pick up or join call	No



Service	Call notification sent?
Do not disturb	Yes
Forward group calls	No
Hunt group	No. When a user takes a call as part of a hunt group, a call notification is not sent
Voicemail	Yes

Setting options for call transfers

You can transfer a call in several different ways:

Transfer type	What happens
Unannounced transfer	You transfer the call to someone directly, without speaking to them.
Announced transfer	You put the call on hold while you call the person you want to transfer the call to. If they agree to take the call, you complete the transfer.
Conference transfer	You add someone to the call and have a three-way conversation before you transfer the call.

With unannounced transfers, there's a risk that the call goes to a phone that isn't answered, sends the call to voicemail or automatically forwards the call elsewhere. Similarly, you can't be sure a call you've placed against a busy phone will be retrieved promptly. You can set up options to ensure that these calls don't get lost and that callers don't have to wait too long without speaking to someone.



To activate Call Transfer options

1. Select **Call services > Transfer call > Edit**.
2. Select from the following options:

Service option	What the option does when activated
Transfer call recall	If you transfer a call to a number that is not answered within a certain number of rings, the call returns to you. You can set the number of rings to between 2 and 20.
Enable busy camp on	Lets you transfer a call to a busy phone. When the phone becomes free, an alert warns the person at that extension that the call is waiting. If the call remains unanswered beyond a time limit, the call returns to you. You can set the time limit to between 30 and 600 seconds.
Use prevention of diversions for unannounced transfers	After an unannounced transfer, the destination phone is not allowed to send the call to voicemail or forward it to another location.
Use prevention of diversions for consultative calls	After an announced transfer, the destination phone is not allowed to send the call to voicemail or forward it to another location.

On-hold music

About on-hold music

You can improve your callers' experience by playing music or messages if you have to place them on hold. You can play background music so callers are not left in silence, or use the opportunity to deliver informative or promotional messages.

Setting up on-hold music

Your administrator configures the on-hold music service for your site. You can use this service or turn it off.

To switch on or off the on-hold music

- In **Call services > On-hold music**, select **On** or **Off**.

Turning off on-hold music during a call

You can turn off on-hold music for your current call by using feature access code *60.

Read about using feature access codes >

Checking forwarding site calls

An administrator can use the forwarding site calls service to forward calls for some or all users at a site to a different phone number at certain times, for example out of business hours.



As a user, you can check whether the service is active, but you can't change the service settings. If the service is active, you can see the forwarding number.

Contact your administrator if you want to change whether the forwarding site calls service is active for your calls.

To check whether forwarding site calls is active

- Select **Call services > Forward site calls**.



Voicemail



Only for fixed profile users

This service is only available if you have a fixed profile. You can find information on editing voicemail settings in the end-user quick reference guide.

Your One Net voicemail records messages from callers if you're unavailable or already on a call. With voicemail, you can:

- Play personalised greetings to callers when you're busy or unavailable
- Access your voicemail from all your One Net devices and from other phones, such as your home phone

Your voicemail passcode and aliases

Every One Net user is assigned a passcode to access their voicemail. You can change your passcode to a number of your choice. You don't have to enter your passcode when you access voicemail from one of your One Net devices or from other phones that you specify as aliases, for example your home phone.

Changing your passcode

You can choose a new passcode or the system can generate one for you automatically. Passcodes must be at least six digits long and cannot have an ascending or descending sequence of more than three digits. For example, 123456 is not valid, 123567 is valid.

To change your voicemail passcode

1. Select **Profile**.
2. Enter a number or select **Generate** if you want the system to generate a passcode for you.
3. If you entered a number, re-type it to confirm it is correct.

Or

If you selected a system-generated passcode, select **Show/hide password** to see the new passcode before saving.

4. Select **Save** at the top or bottom of the page.

Setting up other phones to access your voicemail

1. Select **Call services > Aliases > Edit**.
2. Select **Add** and enter the required phone number for each additional phone you want to use to access voicemail.

Setting up personal greetings

You can record personal greetings for when you're busy and unavailable that play when a caller is diverted to your voicemail.



What is a personal greeting?

If someone calls you when you are already on a call, the caller hears a recorded 'busy' greeting message. Similarly, if you do not answer a call within a certain number of rings, the caller hears an 'unavailable' greeting. One Net provides default greetings, but you have the option to add and use personal greetings instead.

You can upload one busy greeting and up to three unavailable greetings to cover different situations.

Uploading greetings

You can upload WAV or WMA audio files. The recordings must not be longer than 10 minutes.

Contact your administrator if you need any help uploading a file.

Adding and activating a personal greeting

1. Select **Call services > Greetings > Edit**.
2. Choose the type of greeting you want to add:
 - For a busy greeting, select **Personal greeting**.
 - For an unavailable greeting, select **Unavailable greeting** or one of the options in the **Alternate no answer greeting** section.
3. Select **Browse** to find and select an audio file.
4. Select **Upload**.
5. Select a number from the **Number of rings before the greeting** list.

The number of rings you enter here is also used by other services, such as forwarding calls and sequential ringing.

Adding your name for use in system messages

You can add a recording of your name for the system to use in any default messages it plays to a caller.



Managing your devices

Ringing multiple devices

About ringing multiple devices

To avoid missing calls when you're already on a call or are away from your desk, you can have an incoming call ring a number of other phones as well as your desk phone. The phones can ring simultaneously or in turn and the call can be answered on any ringing device.

If the call is not answered, it is transferred to another number or to voicemail, depending on which option you've set up for unanswered calls.



Not for your One Net phones

This service isn't for your One Net phones. These devices all ring when you receive a call. This service is typically used if you move between different locations, for example, between office, warehouse and store.

Answer confirmation

For each of the devices in your list, there is a confirmation option. Selecting this option means that when someone answers a call, a message asks them to press a button on the dial pad to confirm they agree to take the call. This ensures that a device doesn't automatically forward the call, for example to a personal voicemail service or answering machine, before all your devices have rung.

Implications for voicemail

If answer confirmation isn't selected or if nobody answers the call, it's possible for voicemail on one of the other phones to be triggered before your One Net voicemail. The caller's message is then recorded by the first voicemail system to respond. It's recommended that you turn off the voicemail service on your other phones.

Simultaneous ringing

With simultaneous ringing, an incoming call rings all your devices at the same time.

You have a number of options available:

- You can turn simultaneous ringing on manually, or you can set up rules that will activate it at pre-defined times.
- You can add up to 10 phone numbers or extensions to ring simultaneously when you have an incoming call.
- You can choose whether the other devices always ring or only if you're not already on a call on your desk phone.
- You can choose whether the other devices ring for all incoming calls, for certain types of call or for calls from specified numbers.

To turn simultaneous ringing on or off

- Select **Call services > Ring simultaneous numbers > On or Off**.



To set up phone numbers or rules for activating simultaneous ringing

1. Select **Call services > Ring simultaneous numbers > Edit**.
2. Select whether you want the listed devices to ring if you're already on a call on your desk phone.
3. Select **Add** to add a phone number to the list.
4. Select **Add a rule...** to enter the criteria for when simultaneous ringing is active.



Phone numbers can't be edited

You can't edit a phone number in your list. Instead you must delete the current entry and add a new entry.

Sequential ringing

With sequential ringing, an incoming call to your One Net number rings all your devices in sequence.



You can set up rules that define when sequential ringing is on and what types of call should trigger it. At least one rule must be active for sequential ringing to operate.

You can add up to five phone numbers or extensions to ring in turn and you can choose whether or not these devices should ring if you're already on a call.

While the call is ringing on each of your devices, messages are played periodically to the caller so they know the system is attempting to find you.

To set up sequential ringing

1. Select **Call services > Ring sequential numbers > Edit**.
2. Enter up to five phone numbers to ring in sequence when you have a call.
3. Set up the following options:

Service option	What the option does when turned on
Ring the main number first	<p>Rings your main phone first when you have an incoming call. Choose how long the phone should ring before trying another number. You can set the number of rings to between 2 and 20.</p> <p>The number of rings you enter here is also used by voicemail and forwarding unanswered calls.</p>



Service option	What the option does when turned on
Continue the search process if the main number is busy	Rings the additional phone numbers even if you are already on a call.
Enable caller to skip the search process	The message played to the caller tells them they can stop the search process by pressing a key on the dial pad. If they choose to skip the search, the call is transferred immediately to another number or to voicemail, depending on the options you've set up for handling unanswered calls.

Select **Add a rule...** to enter the criteria for when sequential ringing is active.

To stop sequential ringing

- Select **Call services > Ring sequential numbers > Deactivate.**

Alternative numbers

About alternative numbers

If you need to answer calls coming in to more than one phone number, you can have these numbers assigned to your phone in addition to your One Net phone number. You can then answer calls to all these numbers on your own phone. This is useful if, for example, you answer calls on behalf of several departments or teams.

You can have up to 10 alternative numbers assigned to your phone.

To view your alternative numbers

- Select **Call services > Assign alternative numbers > View.**

Ring patterns for alternative numbers

Some desk phones support different ring patterns, such as long-long or short-short-long. If you have one of these phones, you can assign one of four ring patterns to each of your alternative numbers. Each ring pattern also has a distinctive call waiting tone. With different ring patterns and call waiting tones, you're able to distinguish which number an incoming call is ringing.

Calls to your primary phone number use the normal ring pattern.



Desk phones only

This feature only works on desk phones that provide different ring patterns. It won't work on mobile phones or devices running the ONE Sync app.

To set ring patterns for alternative numbers

1. Select **Call services > Assign alternative numbers > Edit.**
2. Set **Distinctive ringing** on.
3. Select the ring pattern you want to use for each alternative phone number.



Remote Office

What is Remote Office?

With Remote Office you can temporarily use your home phone, personal mobile phone or even your hotel phone as your One Net phone. You can receive your One Net calls on the remote phone and your One Net number is shown to your callers, presenting a professional business image to your customers and colleagues.

When would I use Remote Office?

If you have a One Net desk phone and mobile phone, and the ONE Sync app installed on your other devices, you may not need to set up another phone using Remote Office. If, however, you are in a situation in which, for example, you don't have access to the internet or a mobile phone network, you may want to set up another phone for your One Net calls on a temporary basis.

Calls to your One Net phone number will ring your Remote Office phone. To make a call, you can set up a call-back using another One Net application, such as the One Net Toolbar or ONE Sync. One Net rings your Remote Office phone and you can then make a call from the phone using your One Net phone number.

To set up a Remote Office phone

1. Select **Call services > Remote office > On**.
2. Enter the phone number you want to use with One Net.



Working with others

Monitoring other phone lines



Only for desk phones

This service is only available if you use a desk phone with One Net.

About monitoring lines

Some desk phones can monitor the call status of other phone lines, using lights to show whether the user is busy on a call. A monitored line is also known as a Busy Lamp Field.

Your administrator may set up the users to monitor when personalising your phone or you can create or change the list in **Call services**.



Phone status privacy

If a user has enabled their phone status privacy, you can't monitor their line unless they have authorised you to monitor their line.

Setting up lines to monitor

1. Select **Call services > Line monitoring > Edit**.
2. If you want the monitored users to be notified when you park a call on their phone, select **Enable notification on parked calls**.
3. Search for users.

Any users who have enabled their phone status privacy won't appear in the list of available users unless they have authorised you to monitor their line.
4. Use the add and remove buttons to select the users you want to monitor.
5. You can arrange the order of the users to match the lights on your phone using the **Move up** and **Move down** buttons.



Managing your privacy

Changing your password

You can change the password you use to log in to One Net Service Portal and the other One Net applications.

To change your password

1. Select **Profile > Password reset**.
2. Enter a password or select **Generate** if you want the system to generate a password for you.
3. If you entered a password, re-type it to confirm it is correct.

Or

If you selected a system-generated password, select **Show/hide password** to see the new password before saving.

4. Select **Save** at the top or bottom of the page.

Withholding caller ID

About withholding caller ID

When you make a call, your name and number can be displayed to people who have caller identification features on their phones. You can choose to withhold this information when you call people outside your organisation.



Some people reject anonymous calls

If you withhold your caller ID, some people may not answer your calls.

Your caller ID can also be displayed to people who call you. Contact your administrator if you don't want to display your caller ID when people outside your organisation call you.

To withhold your caller ID for outgoing calls

- Select **Call services > Withhold number > On**.

You can also use feature access codes (FACs) to enable or disable this feature, either for all calls or only for the next call.

Managing call policies

You can use a set of call policy settings to control what happens when you forward a call. For example, when you receive and then forward a call, the caller usually sees your caller ID followed by the caller ID of the person to whom you forwarded the call. You can prevent the caller seeing the new caller ID using a call policy.

Contact your administrator if you need guidance on changing a call policy.



You can manage these settings:

Service setting	What the setting means
Connected ID privacy on redirected calls	<p>When forwarding a call, controls whether the caller continues to see the caller ID of the called party or the caller ID of the new party. Select:</p> <ul style="list-style-type: none"> • No privacy if you want to show the caller the new caller ID on all calls • Privacy for external calls if you don't want to show the caller the new caller ID if it is an external call • Privacy for all calls if you don't want to show the caller the new caller ID, regardless of whether it is an internal or external call
Send a 'call being forwarded' response on redirected calls	<p>Controls whether One Net sends a signal to the other party when forwarding a call. The signal allows the other party's system to take action if it has been set up to recognise the signal. Select:</p> <ul style="list-style-type: none"> • Never if you don't want the signal sent • Internal calls if you want the signal sent on internal calls • All calls if you want the signal sent on internal and external calls

To change your call policies

1. Select **Profile > Call Policies**.
2. Make any necessary changes to the settings listed above.



Call centre and receptionist services

Call centre agent settings

About call centres

In One Net, a call centre is a queue that administrators manage in One Net Service Portal. Your organisation might, for example, have a queue for sales calls and a queue for technical support calls. A call centre has one or more phone numbers that customers can call. When customers call one of these numbers, their call is placed in the queue. Calls are presented to agents in the order in which they arrived.

If you are an agent, you can view the call centres you belong to and change some of your call centre settings.

Viewing and joining call centres

You can view the call centres to which you've been assigned. You may be able to join and leave call centres if your administrator has enabled this setting. If not, contact your administrator to do this for you.

To view and join call centres

1. Select **Call services > Call Centre Agent > View call centres**.

Any call centres for which you're an agent are listed.

2. To join or leave a call centre, select **Join** for the call centre you want to join or leave.

If you can't select this field, contact your administrator to do this for you.

Viewing your agent settings

You can view your agent settings. Only your administrator can change these settings.

To view your agent settings

- Select **Call services > Call Centre Agent > Edit**.

Setting	What the setting does
Use guard timer setting	Shows the length of time after you finish a call before the next call is offered to you.
Make outgoing calls as	Shows which call centres you can make outgoing calls from.
Use agent availability settings	Shows whether your availability for calls is set to unavailable in the situations listed here.

Changing your availability for calls

You can change your availability to take calls. This applies to all call centres that you belong to.



To change your availability for calls

- Select **Call services > Call Centre Agent > Automatically distributed calls state**.

If you select **Unavailable**, you may also have to select an unavailable code if this is required for your organisation.

One Net Receptionist monitored contacts

About monitored contacts

With One Net Receptionist, you can monitor the call status of selected contacts so you can see whether they are available for calls. These contacts are shown in your **Favourites** directory in One Net Receptionist.

You or your administrator can set up and change this list. You'll see any changes when you next log in to One Net Receptionist.

To set up or change your monitored contacts

- In **Call services > Receptionist**, select **Edit**.



Phone books

The main phone book lists your company's phone numbers and the people or services assigned to each number. You cannot edit the phone book, but you can export its information to a PDF file.

You can access the phone book on your desk phone and on devices using the ONE Sync app.

To view your organisation's phone book

- Select **Tools > Phone book**.



Using feature access codes

About feature access codes

Feature access codes (FACs) are codes that you can use to:

- Perform call services from your phone, such as picking up a call and pulling a call from one phone to another
- Activate or deactivate call services, such as do not disturb and call forwarding
- For some services, check whether the service is currently active

To view feature access codes

- Select **Tools > Feature access codes**.



Speed dial numbers

About speed dial numbers

You can set up two-digit numbers that you can dial instead of full phone numbers or extensions. You can use your speed dial numbers on any of your devices, including your One Net desk phone or mobile phone, or a device that's running the ONE Sync app.

To make a call, enter a # and the speed dial number.

You can also set up your speed dial numbers to dial feature access codes. For example, if you set up speed dial number 01 to be the feature access code for forwarding calls when busy, then you can dial #01 instead of having to remember the right feature access code to use.

Read about feature access codes >

Although # is the default prefix, your system might use a different character or combination of characters. You can confirm which prefix to use by looking in the **Speed dial** row on your **Call services** page.

Avoiding conflicting numbers

If you set up speed dial numbers, take care to avoid conflicts with other numbers. For example, #77 might be used as a feature access code in your organisation. One Net Service Portal lets you set up speed dial number 77 without warning you that there is a conflict. If you then dial #77, the speed dial number takes precedence and you won't be able to use #77 as the feature access code.

Viewing and updating your speed dial numbers

- Select **Call services > Speed dial > Edit**.



One Net Service Portal for administrators

What is One Net Service Portal for administrators?

One Net Service Portal is a self-care web portal that lets you set up and manage your One Net service.

With One Net Service Portal, you're in control of making changes to your organisation's One Net service. You can make changes as and when they're required, from setting up an auto-attendant to assigning alternative phone numbers to a user.

As an administrator, you are responsible for managing users and services.

Managing users includes:

- Setting up services for users, such as assigning alternative numbers
- Helping users with their call services and settings



Changing settings for users with fixed and mobile numbers

Flex and Combi users have separate profiles for their fixed and mobile numbers. You can change the settings for both profiles in One Net Service Portal but you must keep a user's settings consistent. For example, both profiles should use the same name in phone books and the same number for forwarding calls. You should only edit settings as described in this guide.

Managing services includes:

- Creating groups for users, such as pickup and park call groups
- Setting up site services such as call centres, on-hold music and auto-attendants
- Creating time and holiday schedules, such as business hours and shift patterns, for user and site services that depend on days and times

More questions?

If you are a site administrator, contact your enterprise administrator if you have any questions.

If you are an enterprise administrator, contact the One Net support desk if you have any questions.



Introducing One Net Service Portal for administrators

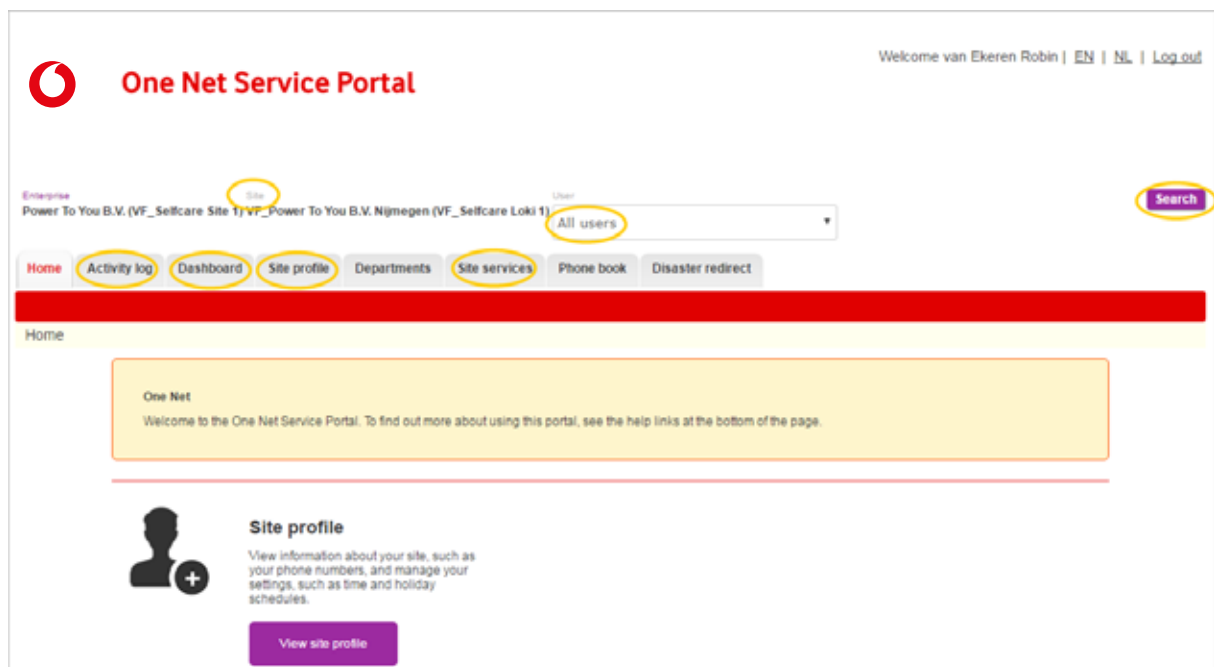
One Net Service Portal is a self-care web portal that lets you manage your organisation's One Net service.

The screen you see when you log in to One Net Service Portal depends on whether you're an enterprise, site or department administrator.

- An enterprise administrator has a view of the activity and licence usage for the organisation and can manage the One Net users and services at any of the organisation's sites.
- A site administrator is responsible for managing the One Net users and services at a site.
- A department administrator is responsible for managing the One Net users and services within a department.

The tables below describe the highlighted areas on the administrator screens.

Site and department administrators



Screen area	Description
Search	Search for a user by name or phone number.
Site	Go back to the site level if you've been working at the user level.
All users	Select a user to view and change their settings.
Dashboard	Display an overview of the status and key settings for the users at your site.
Site profile	View and change site settings and data such as time and holiday schedules.
Site services	Configure the site services, such as auto-attendants and hunt groups.
Activity log	View a detailed technical log of user activity on the system.



A link to this guide is available at the bottom of the page.

Enterprise administrators

The screenshot shows the One Net Service Portal interface. At the top, there's a header with the One Net logo and the text 'One Net Service Portal'. On the right, it says 'Welcome van Ekeren Robin | EN | NL | Log out'. Below the header, there's a navigation bar with links: 'Enterprise', 'All sites', 'All users', 'Search', 'Activity log', 'Enterprise profile', 'Phone book', 'Call centre', and 'Tools'. The 'Enterprise profile' link is highlighted. Below the navigation bar, there's a red bar with 'Company information' and 'Admin' (with a dropdown arrow), and links for 'General user report' and 'External extensions'. The main content area is titled 'Contact information' and contains two sections: 'Company information' and 'Enterprise administrator'. The 'Company information' section has fields for 'Enterprise ID', 'Default domain', 'Name', 'Address', 'City', and 'Zip or postal code'. The 'Enterprise administrator' section has fields for 'Name', 'Phone', 'Email', and 'Support Email'. A 'Save' button is at the bottom of the form. At the very bottom, there's a 'Help' link and a footer with 'User Manual One Net Manager' and 'User Manual One Net User'.

Screen area	Description
Help	Provides a link to this guide.
Search	Search for a user by name or phone number.
Enterprise	Takes you back to the enterprise level if you've been working at a site or user level.
All sites	Select a site to manage.
All users	Select a user to view and change their settings.
Enterprise profile	View and change contact details and settings for the organisation.
Call centre	Configure call centre settings for your organisation.



Working as an administrator

Navigating between administrator and user settings

About One Net administration

One Net provides three levels of administration:

- Enterprise
- Site
- Department

An enterprise administrator oversees the whole organisation and can manage the users and services at any of the sites. A site administrator manages the users and services for their site. A department administrator manages the users and services for their department but cannot assign services to their department.

One of the functions of site and department administrators is to view and modify a user's call service and profile settings. You can do this by changing your view to that of the user.

Using One Net Service Portal as a site or department administrator

When you log on to One Net Service Portal as a site or department administrator, the tabs show the top level site administration options. When you select a tab, the menu bar displays the next level options. Each option may have a drop-down list if it has more than one item.

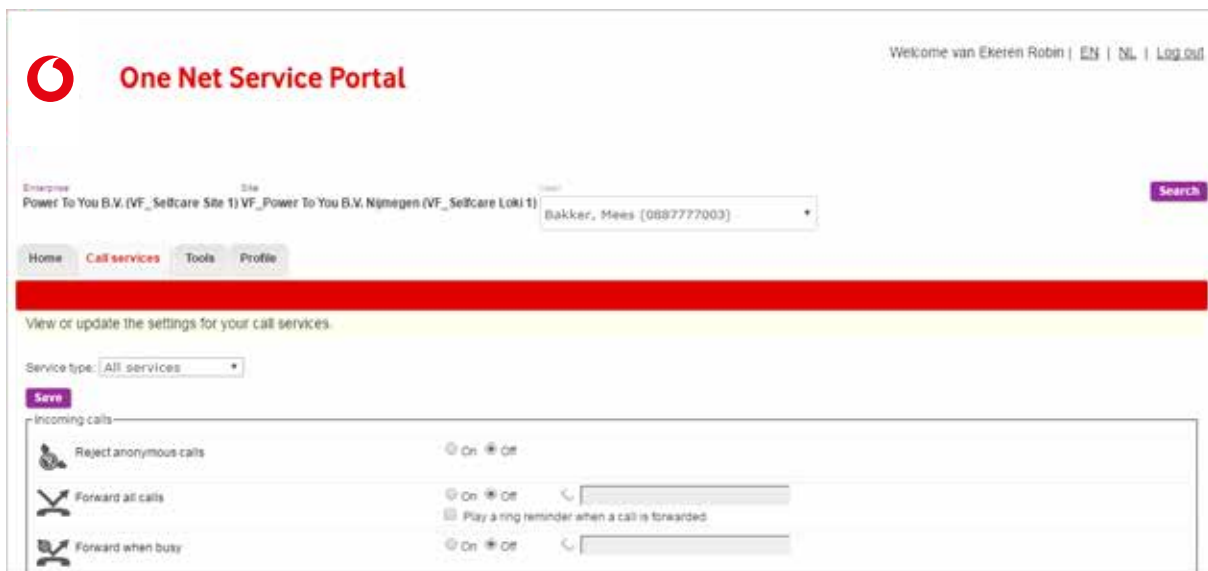


Changing to a user view

- Select the user from the **User** list.

Your view will change to the view that the user has when they select **Call services** in One Net Service Portal. You can modify the user's call service and profile settings as required.





Changing to a site or department administrator view

- Select **Site** to return to the dashboard.

Using One Net Service Portal as an enterprise administrator

When you log on to One Net Service Portal as an enterprise administrator, the tabs show the top level enterprise administration options. When you select a tab, the menu bar shows the next level options. Each option may have a drop-down list if it has more than one item.

As well as performing the enterprise administration functions, you can act as a site administrator. As a site administrator, you can view and modify the call services and profile settings for the users assigned to a site.

Changing to a site administrator view

- Select the required site from the **Site** list.

The screen changes to show the site administration options.

To change the site you want to manage

- Select the required site from the **Site** list.

To change to a user view

- Select the user from the **User** list.

If you have already selected a site, the list shows only the users located at the site. If you haven't selected a site, the list shows all the users in the organisation. When you select a user, the system automatically selects the site to which the user belongs. Your view will change to the view that the user has when they select **Call services** in One Net Service Portal. You can modify the user's call service and profile settings as required.

To change back to the site administrator view

- Select **Site**.



To change back to the enterprise administrator view

- Select **Enterprise**.

Overview of user administration

Vodafone creates user accounts for all the people in your organisation and assigns each user to a site. You can use the dashboard to view the users and perform quick updates to their settings.

Read about the site dashboard >

If you want to add a new user, contact the One Net support desk.

As an administrator, you might need to help users set up their services. Some user services, such as assigning alternative numbers, have to be set up by an administrator.

User services, such as voicemail, can also be assigned to virtual users, such as hunt groups. You can set up these services as you would for a normal user.

Read about managing user services >**Overview of site services administration****About site services**

There are three types of site service in One Net.

- Groups for users, such as pickup call groups
- Virtual users, such as auto-attendants
- General services that can be used by all users on the site, such as on-hold music

User group services

The user group services are:

- **Pickup call groups >**
- **Park call groups >**

Virtual user services

Virtual users are services that perform user actions like making and receiving calls.

The virtual user services are:

- **Auto-attendants >**
- **Call centres >**
- **Hunt groups >**
- **Instant group call groups >**

Virtual users can be assigned user call services, such as voicemail and forwarding call services.



Administrators can:

- Set up virtual users, for example add users to hunt groups and create menus for auto-attendants, in the **Profile** tab
- Use the **Dashboard** to view virtual users and perform quick updates to their settings
- View and modify a virtual user's call service settings using the **Call services** tab
- View a virtual user's call history using the **Call history** tab

General services

The general site services are:

- **On-hold music** >
- **Forwarding site calls** >
- **Caller ID settings** >
- **Park call settings** >

An administrator can also create time and holiday schedules, such as business hours and shift patterns, which can be used in user and site services that depend on days and times.

Read about creating site time and holiday schedules >

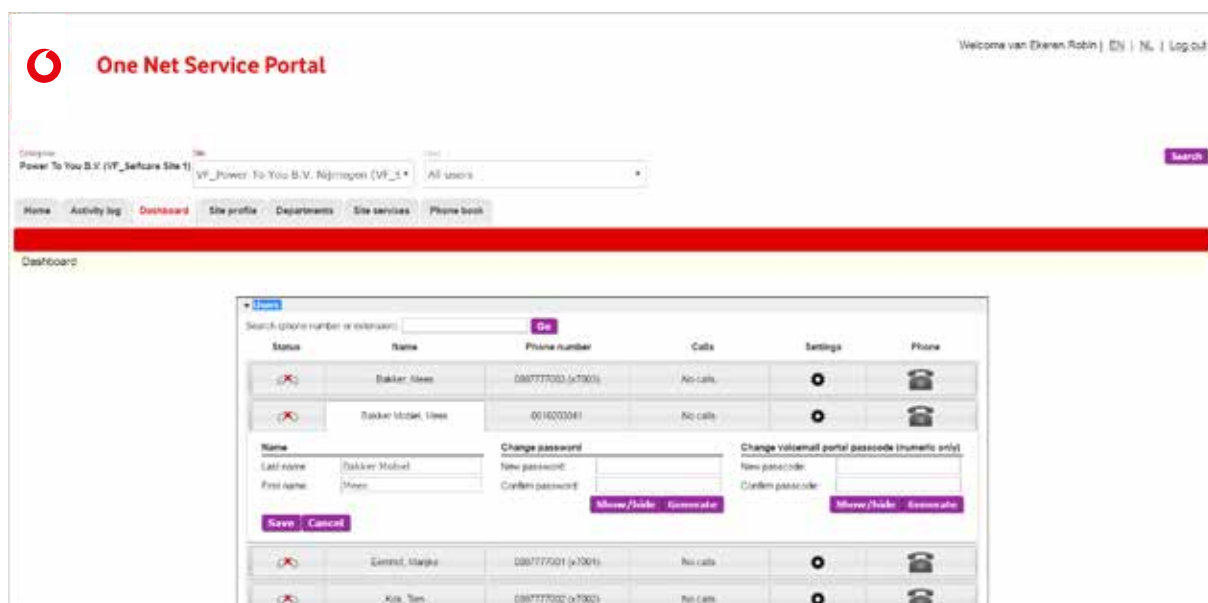
Using the site dashboard

Administrators can view the One Net users and virtual users at a site by using the dashboard screen.

About the dashboard

The dashboard displays an overview of the status and key settings for the users at your site. The users and virtual users are listed and grouped separately.

In the dashboard, you can view and change a user's profile and call services.



Using the dashboard to view and change user settings

Viewing the active services and line information for a user

- Select **Dashboard** and select the **Status** button for the user.

If the phone icon has a cross on it, it means that the user doesn't have any registered devices online.

Viewing or changing a user's details

1. Select **Dashboard** and select the **Name** button for the user.

You can change the name, password and voicemail passcode details for a user. You can change the name details and caller ID for a virtual user.



Changing a user's name

If you change a user's name, you must also submit a change request to the One Net support desk so the correct name is shown on the user's invoices.

2. Make any necessary changes and select **Save**.

Viewing or changing a user's call services

1. Select **Dashboard** and select the **Settings** button for the user.
2. Change the required services and select **Save**.
3. To view all the user's call services, select **View all services**.

A new window opens to show the user's call services. You can modify the user's call and profile settings as required.



Enable pop-up windows

Depending on your browser, you may need to enable pop-up windows to see the user's call services page.



Managing user services

Some user services can only be set up by an administrator. The instructions for these services are described in the administrator part of this guide. All other user services can be set up by users or by administrators. The instructions for these services are described in the user part of this guide.

Virtual users, such as hunt groups and auto-attendants, may have some user services assigned to them, such as voicemail. As an administrator, you can set up these user services in the same way as you would for normal users.

To change a user's settings

1. Select the required user from **User**.

Your view will change to the view that the user has when they select **Call services** in One Net Service Portal. You can change any of the user's call services or select one of the other tabs to change profile or desk phone settings.

2. To switch back from the user view to the site administration view, select **Site**.

To change a virtual user's settings

1. Select the required virtual user from **Site services > Site services**.
2. Select **Call services**.
3. To switch back from the user view to the site administration view, select **Site**.

Assigning alternative numbers

Each user can have up to 10 alternative numbers assigned to them. You can assign numbers from the range of numbers that is allocated to your site.

Assigning alternative numbers

To assign alternative numbers

1. Select the required user from **User**.
2. In **Call services > Assign alternative numbers**, select **Edit**.
3. Select a phone number from the list of available phone numbers or enter an extension number in **Extension**.

If you enter a phone number, the extension number is shown automatically.

Deassigning alternative numbers

To deassign alternative numbers

1. Select the required user from **User**.
2. In **Call services > Assign alternative numbers**, select **Edit**.
3. Select **None** from the phone number list or delete the number in **Extension**.



Overriding forwarding site calls

About overriding site-wide settings

An administrator can use the forwarding site calls service to forward calls for some or all users at a site to a different phone number at certain times, for example out of business hours.

Read about forwarding site calls >

An administrator can override the site-wide settings for individual users. For example, the administrator might forward all site calls overnight. This situation would cause a problem if overnight calls to a particular individual need to be forwarded to a different number. In this case, the administrator could deactivate forwarding site calls for that user. Then they could use a user-level option, such as forward selected calls, to forward the user's calls to the correct number.

To override the site-wide settings for a user

1. At the top of the screen, select a user name from the **User** list.
2. Select **Call services > Forward site calls**.
3. Change the activation setting.

Call centre agent - administrator settings

About call centre agent settings

Some call centre agent settings can only be changed by an administrator.

Joining call centres

To change whether a user is joined in a call centre

1. Select **Call services > Call Centre Agent > View call centres**.

Any call centres for which the user is an agent are listed.

2. Select **Join** for the call centre you want to change.

Changing agent settings

To change a user's agent settings

1. Select **Call services > Call Centre Agent > Edit**.
2. Enter your settings.

Setting

Use guard timer setting

What the setting does

Determines the length of time after an agent has finished a call before the next call is offered to them.

If you don't want to use the default setting, select **User**. If you want to use a timer, select **Enable guard timer** and enter the number of seconds.



Setting	What the setting does
Make outgoing calls as	Shows whether an agent can make outgoing calls from this call centre.
Use agent availability settings	<p>Determines whether an agent's availability for calls should be set to unavailable in the situations listed here.</p> <p>If you don't want to use the default settings, select User and enter your settings for the user.</p>

Withholding a user's caller ID

When a user receives an external call, they may not want their caller ID displayed to the caller. You can withhold their caller ID to prevent it from being displayed.

To withhold a user's caller ID on incoming calls

1. Select the required user from **User**.
2. Select **Call services > Withhold my caller ID > On**.



Auto-attendants

Setting up an auto-attendant

An auto-attendant is an automatic answering service that accepts incoming calls and offers callers options for finding the people or services they need. When an auto-attendant has been created, you can configure its settings and set up greetings and dialling menus. If you are a department administrator you can only modify an auto-attendant that is assigned to your department.

If you want to add an auto-attendant, contact the One Net support desk.

To set up an auto-attendant

1. Select **Site services > Auto-attendant**.
2. Select an auto-attendant from the list.
3. Enter your settings.

Entering profile settings

The auto-attendant profile settings are described below.

Setting	What the setting does
Department	Select a department if you want to use other settings to restrict the auto-attendant to redirect calls only to people in that department. See the settings Scope of extension dialling and Scope of name dialling .
Scope of extension dialling	This setting controls how the auto-attendant redirects calls when a caller enters an extension number. You can let it redirect a caller to any extension in your organisation or to an extension at your site.
Scope of name dialling	Similar to the previous setting, this setting controls how the auto-attendant redirects calls when a caller enters a name.
Name dialling entries	This setting determines how a caller must enter a name if they wish to use name dialling. You can choose whether the caller must enter the last name before the first name or whether either order is allowed.
Business hours	<p>By default, the auto-attendant treats all incoming calls as though they arrive during business hours. Unless you change this default setting, callers always hear the auto-attendant's business-hours greeting and menu options. However, you can restrict business hours by selecting a time schedule from a list.</p> <p>If you select a business hours time schedule, any hours not included in the schedule are treated as after hours.</p> <p>Creating site time schedules ></p>



Setting**What the setting does****Holiday hours**

You can identify holiday dates that apply to your site if you select a holiday schedule. If someone calls during a holiday period, they hear the auto-attendant's after-hours greeting and menu options, unless you personalise these, as described below.

Creating site holiday schedules >

Setting up greetings and dialling menus

Follow the same steps for setting up greetings and dialling menus for business hours, after hours and holiday hours.

1. If you do not wish to keep the default greeting, select **Personal greeting**, find and upload the required audio file. A greeting must not exceed five minutes.
2. Select **Enable first level extension dialling** if you wish to let callers enter extension numbers immediately without listening to the menu. You may want to disable this for after hours and holiday hours.
3. Select an action for each key you wish to include in the menu. For some actions you must enter a suitable phone number.

Action	What the auto-attendant does
Transfer with a prompt	Tells the caller that their call will be transferred and then transfers the call to the number you record in the menu
Transfer without a prompt	Transfers the call to the number you record in the menu
Transfer to the operator	Tells the caller that their call will be transferred and then transfers the call to the operator number you record in the menu
Transfer to the submenu	Offers another menu of options to the caller. You can add a new menu or choose an existing menu from the Details box.
Name dialling	Prompts the caller to dial a person's name and then transfers the call to that person's extension
Extension dialling	Prompts the caller to dial an extension and then transfers the call to that extension
Repeat the menu	Plays the audio file again
Return to previous menu	For submenus, returns the caller to the previous menu
Exit	Ends the call



For transfer to another number or the operator, you can record notes about the transfer in the **Details** box.

If you want to create a set of submenus to use as menu options, select the **Submenus** tab, select **Add** and follow the instructions above for creating a menu.

Selecting call policy options

You can use a set of call policy settings to control what happens when the auto-attendant forwards a call.

Service setting	What the setting means
Connected ID privacy on redirected calls	<p>When forwarding a call, controls whether the caller continues to see the caller ID of the called party or the caller ID of the new party. Select:</p> <ul style="list-style-type: none"> • No privacy if you want to show the caller the new caller ID on all calls • Privacy for external calls if you don't want to show the caller the new caller ID if it is an external call • Privacy for all calls if you don't want to show the caller the new caller ID, regardless of whether it is an internal or external call
Send a 'call being forwarded' response on redirected calls	<p>Controls whether One Net sends a signal to the other party when forwarding a call. The signal allows the other party's system to take action if it has been set up to recognise the signal. Select:</p> <ul style="list-style-type: none"> • Never if you don't want the signal sent • Internal calls if you want the signal sent on internal calls • All calls if you want the signal sent on internal and external calls

Setting up call services

If the auto-attendant has call services assigned, such as voicemail, you can set up these services as you would for a normal user.

To set up the auto-attendant's call services

- Select **Call services**.



Hunt groups

Setting up a hunt group

A hunt group is a way to manage incoming calls to a phone number shared by a group of people. The distribution of the calls depends on the policy you apply to the hunt group.

If you want to add a hunt group, contact the One Net support desk.

When a hunt group has been added, an administrator can configure its settings. If you are a department administrator you can only modify a hunt group that is assigned to your department.

To set up a hunt group

1. Select **Site services > Hunt Group**.
2. Select a hunt group from the list.
3. Enter your settings.

Entering profile settings

The hunt group profile settings are described below.

Setting	What the setting does
Name	The hunt group is identified by this name in the organisation's phone book unless you choose to use privacy settings to hide the hunt group.
Department	Select a department if you want to assign the hunt group to a department.
Allow call waiting on hunt group members	With this option selected, users are notified of a new call even if they are already on a call. If a user has switched off their personal call waiting setting, the hunt group overrides this.
Call distribution policy	Choose the way in which you want calls to be distributed to the group members. Read about call distribution policies >
No answer settings	<p>You can choose how many times a user's phone should ring before the call is transferred to the next member of the group.</p> <p>You can also specify an overall length of time after which the call is forwarded to another number if no member has answered it.</p> <p>If the hunt group has voicemail assigned, you can set this up as you would for a normal user.</p>
Settings for unreachable	You can enter a number for the call to be transferred to if the hunt group number is not reachable. If no member of the group is reachable, you can choose for a call to be handled as if the group is busy.



Setting

What the setting does

Settings for caller ID The caller ID can be prefixed with the caller ID for the hunt group so group members can see that the call is for their hunt group. For example, if the hunt group caller ID is *Support*, a call from Sam Jones would show as *Support - Sam Jones*.

Assigning users to the hunt group

You must create a list of the users who will share the calls. If you choose the regular or circular distribution policy for the hunt group, the order of the names in the list affects how many calls each user receives.

To add users to the hunt group

1. At the top of the **Users** section, search for users.

Any users found by a search appear in the **Available users** list.

2. Move any suitable users to the **Assigned users** list.
3. Move the names up or down the list if you're using regular or circular call distribution.

Selecting call policy options

You can use a set of call policy settings to control what happens when the hunt group forwards a call.

Service setting

What the setting means

Connected ID privacy on redirected calls

When forwarding a call, controls whether the caller continues to see the caller ID of the called party or the caller ID of the new party. Select:

- **No privacy** if you want to show the caller the new caller ID on all calls
- **Privacy for external calls** if you don't want to show the caller the new caller ID if it is an external call
- **Privacy for all calls** if you don't want to show the caller the new caller ID, regardless of whether it is an internal or external call

Send a 'call being forwarded' response on redirected calls

Controls whether One Net sends a signal to the other party when forwarding a call. The signal allows the other party's system to take action if it has been set up to recognise the signal. Select:

- **Never** if you don't want the signal sent
- **Internal calls** if you want the signal sent on internal calls
- **All calls** if you want the signal sent on internal and external calls

Setting up call services

If the hunt group has call services assigned, such as voicemail, you can set up these services as you would for a normal user.



To set up the hunt group's call services

- Select **Call services**.



Choosing a policy for distributing calls to a hunt group

A hunt group is a way to manage incoming calls to a phone number shared by a group of people. The distribution of the calls depends on the policy you apply to the hunt group.

When you set up a hunt group, you create a list of people who are in the group. The order of the people in the list is used by the regular and circular policies.

Types of group policy

You can choose from the following options:

Policy	Rules applied
Regular	For each incoming call, the system always tries to transfer the caller to the first person in the list. If the first person does not answer, the system works sequentially through the list of names in a search for someone who will accept the call.
 <p>Regular: rings each user in the order they appear in the list</p>	
Circular	When an incoming call arrives, the system attempts to transfer it to the person who is listed after the last person to accept a call. If the first transfer attempt is unsuccessful, the system works sequentially through the list.
 <p>Circular: notes the last user to answer a call and rings the next user on the list</p>	



Policy**Rules applied****Simultaneous**

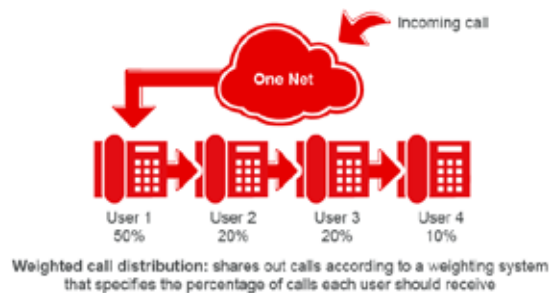
When an incoming call arrives, the system simultaneously rings any unoccupied lines for everyone in the group. The call is connected to the phone answered first.

**Uniform**

The system tries to transfer a new call to the person who has gone longest without receiving a call to the shared number.

**Weighted call distribution**

The system shares out calls according to a weighting system that you define. The weighting system specifies the percentage of incoming calls that each group member should receive.



Instant group call groups

What are instant group calls?

An instant group call rings all members of a pre-defined group simultaneously. As each member of the group answers, they are joined into a multi-way conference.

When someone wants to make an instant group call, they dial the number of the group. All members of the group are rung and, as they answer, they can see from the caller ID that it is an instant group call.



If you want to add an instant group call group, contact the One Net support desk.

Managing instant group call groups

Instant group call groups can have up to 20 members. Members can be people in your organisation, both at your site and at other sites, or people who are external to your organisation. Each member can belong to as many groups as required. If you need more than 20 people in a group, you can chain groups together by adding another instant group call group as a member of the group.

If an instant group call group has been assigned call services, such as rejecting selected calls, you can set up these services in the same way as for normal users. If you are a department administrator, you can only set up services for an instant group call group that is assigned to your department.

Setting up an instant group call group

To set up an instant group call group

1. Select **Site services > Instant group call**.
2. Select the instant group call group you want to change.
3. Change the group's profile settings as required.
 - You can reset the password for the group's voicemail.
 - You can specify the maximum time users' phones should ring if the call isn't answered.
 - You can change the name, calling ID and call policies.
4. If the group has call services assigned, select **Call services** to set them up.

Adding and removing group members

To add a group member, enter their phone number or extension. You can control how users handle instant



group calls by prefixing feature access codes to their phone numbers or extensions. For example, enter the prevent diversions feature access code, *80, to stop instant group calls from being forwarded.

To add or remove group members

1. Select **Site services > Instant group call**.
2. Select the instant group call group you want to change.
3. Add or remove the required phone numbers. Prefix the number with a feature access code if you want to control the behaviour of the call.

If you want to chain groups together, add the number for another instant group call group.

Selecting call policy options

You can use a set of call policy settings to control what happens when the instant group call group forwards a call.

Service setting	What the setting means
Connected ID privacy on redirected calls	<p>When forwarding a call, controls whether the caller continues to see the caller ID of the called party or the caller ID of the new party. Select:</p> <ul style="list-style-type: none"> • No privacy if you want to show the caller the new caller ID on all calls • Privacy for external calls if you don't want to show the caller the new caller ID if it is an external call • Privacy for all calls if you don't want to show the caller the new caller ID, regardless of whether it is an internal or external call
Send a 'call being forwarded' response on redirected calls	<p>Controls whether One Net sends a signal to the other party when forwarding a call. The signal allows the other party's system to take action if it has been set up to recognise the signal. Select:</p> <ul style="list-style-type: none"> • Never if you don't want the signal sent • Internal calls if you want the signal sent on internal calls • All calls if you want the signal sent on internal and external calls

Setting up call services

If the instant group call group has call services assigned, such as voicemail, you can set up these services as you would for a normal user.

To set up the instant group call group's call services

- Select **Call services**.



Call centres



Call centres are not available with One Net Express

Call centre enterprise settings



Information for enterprise administrators

A call centre is a virtual user that queues calls and distributes them to agents according to the policy you assign to it. A call centre is created at site level, although the agents assigned to it can be from any site in the organisation. Some call centre settings are defined at the enterprise level so they can be used for call centres at all sites.

To change the call centre settings

1. Select **Call centre > Call centre settings**.
2. Enter your settings.

Agent unavailable codes

When an agent changes their availability to unavailable, they can also enter the reason why they're unavailable. The agent unavailable codes are defined at the enterprise level.

Setting	What the setting does
Enable agent unavailable codes	Lets agents enter an agent unavailable code when they change their availability to unavailable. The codes shown here are used as defaults in each of the situations listed.
Force the use of agent unavailable codes with the default code	Requires agents to enter an agent unavailable code when they change their availability to unavailable. The code shown here is used if an agent doesn't supply a valid code.

Agent unavailable codes You can add, edit or remove codes using the buttons on the screen.

Disposition codes

A call disposition code provides additional information about a call. For example, it might indicate that a customer has reported a fault or is chasing an order. Agents can add call disposition codes during or after a call. Call disposition codes can be defined at the enterprise level for use with all call centres, or for individual call centres.

Setting	What the setting does
Disposition codes	You can add, edit or remove call disposition codes using the buttons on the screen.



Agent default settings

You can select whether to use default system values for the following settings or define your own for the enterprise.

Setting	What the setting does
Use guard timer setting	Determines the length of time after an agent has finished a call before the next call is offered to them.
Use agent availability settings	Determines whether an agent's availability should be set to unavailable in the situations listed here.

Call centre routing policies

If your organisation has multiple call centres, you can select whether calls are given priority based on the length of time they've been in a queue or based on the priority of the queues. If you choose queue priority, you must give each queue a priority number.

If you want to move a call centre in the list, you can enter a priority halfway between existing priorities. For example, to move a call centre from priority 3 to 2, change its priority to 1.5. When you save the changes, the call centres are listed in the new priority order. The priority numbers are automatically changed to whole numbers.

Call centre scheduled reports

You can schedule reports to gather information about call centre performance and view reports that have already been created.

To view call centre reports

1. Select **Call centre > Call centre scheduled reports**.
2. Enter your search criteria and select **Search**.

To schedule call centre reports

1. Select **Call centre > Call centre scheduled reports**.
2. Select **Add**.
3. Enter your report criteria.



Can't see the Call centre tab?

The **Call centre** tab is only visible if one or more call centres have been created for your organisation.

Call centre settings

A call centre is a virtual user that queues calls and distributes them to agents according to the policy you assign to it. A call centre is created at site level, although the agents assigned to it can be from any site in the organisation. Some call centre settings are defined at the enterprise level so they can be used for call centres at all sites.



Read about the enterprise settings for a call centre >

If you want to add a call centre, contact the One Net support desk.

To change the settings for a call centre



Modifying a call centre

If you are a department administrator you can only modify a call centre that is assigned to your department.

1. Select **Site services > Call centre**.
2. Select a call centre from the list.

The selected call centre is shown in **Call centre** at the top of the screen. You can select other call centres from this list to change their settings.

3. Select the menu option or tab to change the settings described in the sections below.

Call centre profile

Profile settings

The call centre profile settings are described below.

Setting	What the setting does
Name	Identifies the call centre. For example, this is the name used if the call centre is listed in the organisation's phone book.
Department	Select a department if you want to assign the call centre to a department.
Last name First name	Defines the caller ID name presented to agents when they take call centre calls.
Call distribution policy	Defines the way in which calls are distributed to agents. Read about call distribution policies >
Statistics	Sends an email with call centre statistics to up to two recipients, for example supervisors or team leaders. Select Edit , choose the reporting period and provide the email addresses to receive the report. Select Daily report if you want the information aggregated and emailed once a day.

Call centre settings

The call centre settings are described below.



Setting	What the setting does
Queue length	<p>Defines the maximum number of calls that can be held in the queue waiting to be answered. This doesn't include calls that agents are currently taking.</p> <p>If a call cannot be queued because the maximum number of calls are already waiting, the call can be transferred to another number or to voicemail, depending on the overflow option set up for the call centre.</p> <p>Read about call centre routing policies ></p>
Enable external reporting for call centre	Allows full call centre reports to be generated. This option should always be selected.
Allow callers to dial to escape out of queue	Plays an announcement to waiting callers giving the number shown here for them to dial if they want to leave the queue, for example to leave a message or call back later.
Play ringing when offering call	Interrupts any on-hold music or messages to play ringing to a caller when their call is being delivered to an agent.
Reset caller statistics upon entry to queue	Resets the statistics for a call when it joins a new queue.

Agent settings

The agent settings are described below.

Setting	What the setting does
Allow agents to join call centres	Lets agents join and leave call centre queues. If this option is not selected, they are automatically joined and an administrator has to remove them from queues if required.
Allow call waiting on hunt group members	Delivers calls to agents while they are already on a call.
Enable the assignment of calls to agents in a wrap up state	Delivers calls to agents while they are in the wrap up state.
Enable the maximum call centre wrap up timer	Sets the maximum time that agents can spend in the wrap up state.
Automatically set the agent state to	Sets the agent's state to the value shown here when they finish a call.



Setting**What the setting does****Automatically answer calls after waiting**

Sets the agent's phone to automatically answer a call after it has been ringing the phone for the number of seconds shown here. This feature only works on IP phones.

Assigning agents to the call centre

You must create a list of the users who will receive the calls for the call centre. If you choose the regular or circular distribution policy for the call centre, the order of the names in the list affects how many calls each user receives.

Only users who are licensed for to use a call centre can be assigned as agents.

To add agents to the call centre

1. At the top of the **Agents** section, search for users.

Any users found by a search appear in the **Available users** list.

2. Move the users you want to be agents for the call centre to the **Assigned users** list.
3. Move the names up or down the list if you're using regular or circular call distribution.

Assigning supervisors to the call centre

You can create a list of the users who will act as supervisors for the call centre. Supervisors can assign agents to manage in One Net Service Portal.

To add supervisors to the call centre

1. At the top of the **Supervisors** section, search for users.

Any users found by a search appear in the **Available supervisors** list.

2. Move any suitable users to the **Assigned supervisors** list.

Call services

If the call centre has call services assigned, such as voicemail, you can set up these services as you would for a normal user.

Read about activating call services >**Announcements**

You can set up announcements to play to callers, such as a welcome message, estimated wait time and on-hold music.

**Music rights**

Before you upload music, you must check that you have the rights to play it.



Welcome message

Setting	What the setting does
Play an entrance message	Plays a welcome message to callers.
An entrance message is mandatory when played	Plays the welcome message even if a caller doesn't have to wait in a queue.
Audio	<p>You can choose one of the following options:</p> <ul style="list-style-type: none"> • Use the default system message • Provide the links to up to four messages • Upload up to four custom messages <p>If you enter more than one message, the messages are joined together before they're played.</p>

Estimated wait

Setting	What the setting does
Enable an estimated wait message for queued calls	Plays a message to callers to inform them of their place in the queue or how long they are likely to be waiting.
Play an updated wait message every	Plays the estimated wait message at the specified intervals.
Announce the caller's queue position	<p>Informs the caller of their position in the queue if they are at or below the position shown here.</p> <p>If the call is above this position, you can choose to play a message informing the caller that there is a high volume of calls.</p>
Announce the wait time	<p>Informs the caller of their estimated wait time if it is at or below the time shown here.</p> <p>If the wait time is above this time, you can choose to play a message informing the caller that there is a high volume of calls.</p> <p>The estimated waiting time for a call is calculated using call centre data if this is available. If not, the default handling time shown here is used.</p>

On-hold comfort message

Setting	What the setting does
Play an on-hold message	Plays a comfort message to callers at the interval shown here, for example to reassure callers that their call is important and will be answered soon.



Setting**What the setting does****Audio**

You can choose one of the following options:

- Use the default system message
- Provide the links to up to four messages
- Upload up to four custom messages

If you enter more than one message, the messages are joined together before they're played.

On-hold music**Setting****What the setting does****Enable on-hold music for queued calls**

Plays messages to callers when they are waiting in the queue. The messages can be music or other announcements, such as advertisements or instructions on how to find the organisation's website.

Audio

You can choose one of the following options:

- Use the default system message
- Provide the links to up to four messages
- Upload up to four custom messages

If you enter more than one message, the messages are joined together before they're played.

Call whisper**Setting****What the setting does****Play a call whisper message**

Plays a message to the agent just before they take a call.

This option can be used to give the agent the phone number that the call was received on. This is useful if additional phone numbers, called DNIS numbers, are used for the call centre.

Audio

You can choose one of the following options:

- Use the default system message
- Provide the links to up to four messages
- Upload up to four custom messages

If you enter more than one message, the messages are joined together before they're played.



Distinctive ringing

You can set up different ringtones to alert agents to call centre calls.

Distinctive ringing

Setting	What the setting does
Enable a distinctive ring pattern for calls from call centres	Uses a different ringtone for call centre calls so agents know the incoming call is a call centre call. Distinctive ringtones are only available on IP phones.
Ring pattern	Uses the ringtone shown here for call centre calls.
Ring pattern for force-delivered call centre calls	Uses the ringtone shown here for call centre calls delivered to an agent even when their availability for calls is not set to available.

Queue notifications

You can inform agents about the current status of the call centre queue.

Queue notifications

Setting	What the setting does
Enable notification of queue status to agent devices	Sends messages to agent phones when the number of calls in the queue reaches the number shown here and when the longest wait time reaches the time shown here.

Call centre routing policies

A call centre is a virtual user that queues calls and distributes them to agents according to the policy you assign to it. A call centre is created at site level, although the agents assigned to it can be from any site in the organisation. Some call centre settings are defined at the enterprise level so they can be used for call centres at all sites.

You can define routing policies to control what happens to calls, for example, during out of office hours or if a call can't be queued because the queue is full.

To change the routing policies for a call centre

1. Select **Site services > Call centre**.
2. Select a call centre from the list.

The selected call centre is shown in **Call centre** at the top of the screen. You can select other call centres from this list to change their settings.

3. Select **Call centre routing policies** to change the settings described in the sections below.

Forced forwarding



The forced forwarding service transfers all calls to another phone number. This can be used, for example, if a serious incident or disaster means a call centre is inaccessible.

Setting	What the setting does
Forced forwarding	When on, forwards all calls to the phone number shown here.
Allow feature access codes to configure forced forwarding	Allows feature access codes to activate and deactivate forced forwarding.
Play an announcement before forwarding	Plays a message to callers before forwarding their calls. You can choose one of the following options: <ul style="list-style-type: none"> • Use the default system message • Provide the links to up to four messages • Upload up to four custom messages If you enter more than one message, the messages are joined together before they're played.

Holiday service

The holiday service routing policy determines how to handle calls that are received during holiday periods.

Setting	What the setting does
Action	Determines how the holiday service works: <ul style="list-style-type: none"> • None: the holiday service is not active • Treat as though line is busy: calls are handled according to the options set up for handling busy calls • Transfer to phone number: calls are forwarded to the phone number shown here
Holiday service	Uses the schedule shown here to determine when the holiday service is active.
Play an announcement before the holiday service action	Plays a message to callers before forwarding their calls. You can choose one of the following options: <ul style="list-style-type: none"> • Use the default system message • Provide the links to up to four messages • Upload up to four custom messages If you enter more than one message, the messages are joined together before they're played.



Night service

The night service routing policy determines how to handle calls that are received out of business hours.

Setting	What the setting does
Action	<p>Determines how the night service works:</p> <ul style="list-style-type: none"> • None: the night service is not active • Treat as though line is busy: calls are handled according to the options set up for handling busy calls • Transfer to phone number: calls are forwarded to the phone number shown here
Force night service now regardless of business hours schedule	<p>When off, the night service is operating in normal mode. Only calls received outside of business hours are forwarded.</p> <p>When on, the night service is operating in manual mode. Calls received both during and outside business hours are forwarded.</p>
Business hours	Uses the schedule shown here to determine when the night service is active.
Allow feature access codes to manually override the night service	Allows feature access codes to activate the night service in manual mode and to deactivate the service.
Play announcement before night service action	<p>Plays a message to callers before forwarding their calls. You can set up different messages depending on how the service is operating:</p> <ul style="list-style-type: none"> • Normal announcement: plays when the night service is operating in normal mode • Manual mode announcement: plays when the night service is operating in manual mode
Normal mode audio	<p>Plays a message to callers before forwarding their calls when the service is operating in normal mode.</p> <p>You can choose one of the following options:</p> <ul style="list-style-type: none"> • Use the default system message • Provide the links to up to four messages • Upload up to four custom messages <p>If you enter more than one message, the messages are joined together before they're played.</p>



Setting**What the setting does****Manual mode audio**

Plays a message to callers before forwarding their calls when the service is operating in manual mode.

You can choose one of the following options:

- Use the default system message
- Provide the links to up to four messages
- Upload up to four custom messages

If you enter more than one message, the messages are joined together before they're played.

Bounced calls

A call is bounced if it was delivered to an agent but not answered. Bounced calls have priority over other calls in the queue.

Setting**What the setting does****Bounce calls after**

Sets a call to bounced if it is not answered after the number of rings shown here.

Transfer to phone number

Forwards bounced calls to the phone number shown here.

Bounce calls if an agent becomes unavailable during the routing of the call

Sets a call to bounced if the agent becomes unavailable while the call is being delivered to them.

Alert the agent if a call is on hold for longer than

Alerts the agent if they keep a call on-hold for longer than the time shown here.

Bounce calls after being kept on hold by agent for longer than

Sets a call to bounced if the agent keeps the call on-hold for longer than the time shown here.

On-hold message bypass

On-hold messages don't have to be played on calls that will be answered quickly. You can choose to play a different message to the caller if the call is not answered within a certain time.

Setting**What the setting does****On-hold message bypass**

When on, the normal on-hold message is not played to callers if their estimated wait time is less than the time shown here.



Setting**What the setting does****Play an announcement after ringing for**

Plays a message after the call has been ringing for the time shown here.

You can choose one of the following options:

- Use the default system message
- Provide the links to up to four messages
- Upload up to four custom messages

If you enter more than one message, the messages are joined together before they're played.

Overflow

When the call centre queue is full and cannot accept a call or when a call is not handled within a certain time, the overflow routing policy determines how to handle the call.

Setting**What the setting does****Action**

Determines how the overflow works:

- **Treat as though line is busy:** calls are handled according to the options set up for handling busy calls
- **Transfer to phone number:** calls are forwarded to the phone number shown here
- **Ring until the caller hangs up:** the caller hears ringing until they hang up

Enable overflow after calls wait

Triggers the overflow action after the call has waited for the time shown here.

Play an announcement before overflow processing

Plays a message to callers before taking the overflow action.

You can choose one of the following options:

- Use the default system message
- Provide the links to up to four messages
- Upload up to four custom messages

If you enter more than one message, the messages are joined together before they're played.

Stranded calls

If all the agents are unavailable, the stranded calls routing policy determines how to handle calls.



Setting	What the setting does
Action	<p>Determines how stranded calls are handled:</p> <ul style="list-style-type: none"> • Leave in queue: calls remain in the queue • Treat as though line is busy: calls are handled according to the options set up for handling busy calls • Transfer to phone number: calls are forwarded to the phone number shown here • Night service: calls are handled according to the options set up for the night service • Ring until the caller hangs up: the caller hears ringing until they hang up • Play announcement until caller hangs up: the caller hears a message until they hang up
Audio	<p>You can choose one of the following options:</p> <ul style="list-style-type: none"> • Use the default system message • Provide the links to up to four messages • Upload up to four custom messages <p>If you enter more than one message, the messages are joined together before they're played.</p>

Stranded calls - unavailable

As well as the stranded calls policy, you can set up another policy if a certain number of the agents are unavailable for a certain reason.

Setting	What the setting does
Agents have an unavailable code	Takes the stranded action if the number of agents shown here are unavailable for the reason shown here.



Setting	What the setting does
Action	<p>Determines how stranded calls are handled:</p> <ul style="list-style-type: none"> • Leave in queue: calls remain in the queue • Treat as though line is busy: calls are handled according to the options set up for handling busy calls • Transfer to phone number: calls are forwarded to the phone number shown here • Night service: calls are handled according to the options set up for the night service • Ring until the caller hangs up: the caller hears ringing until they hang up • Play announcement until caller hangs up: the caller hears a message until they hang up
Audio	<p>You can choose one of the following options:</p> <ul style="list-style-type: none"> • Use the default system message • Provide the links to up to four messages • Upload up to four custom messages <p>If you enter more than one message, the messages are joined together before they're played.</p>

Call centre call distribution policies

When you set up a call centre, you set up a list of agents to answer calls. You also assign a call distribution policy to the call centre, which determines how incoming calls are distributed among the agents.

The regular and circular distribution policies use the order of the agents in the list when calculating how to distribute calls.

Types of call distribution policy

The call distribution policy defines what happens when the call centre receives a call that doesn't have to be queued or when a call reaches the front of the queue. You can choose from the following options:

Policy	Rules applied
Regular	The system tries to transfer the caller to the first agent in the list. If the first agent cannot take the call, the system works sequentially through the list of agents to find an agent who can take the call.



Policy	Rules applied
Circular	The system attempts to transfer the call to the agent who is listed after the last agent to accept a call. If this agent can't take the call, the system works sequentially through the list of agents.
Simultaneous	The system simultaneously rings all available agents. The call is connected to the phone answered first.
Uniform	The system tries to transfer the call to the agent who has gone longest without receiving a call.
Weighted call distribution	The system shares out calls according to a weighting system that you define. The weighting system specifies the percentage of incoming calls that each agent should receive.



Park call settings and groups

If a user wants to transfer a call to someone who's not likely to be at their desk, they can park the call on the other user's extension. When the other user is notified that they have a call, they can retrieve the call from their phone, or from any other phone by recalling it with their extension number.

Managing park call settings

If the park call service is assigned to a site, the site administrator can configure the settings for the users on the site.

Recalling unanswered calls

If a parked call isn't answered, it is recalled either to the user who parked the call or to a hunt group. This can be instead of the parking user or only if the parking user doesn't answer the recalled call.

You can choose how long to wait before parked calls are recalled and how long to wait before trying the hunt group if the parking user doesn't answer the recalled call. You can also select a different ring pattern for recalled calls so the user knows it is a recall and not a new call.

To set up a hunt group to receive recalled calls

1. Select **Site services > Park call settings and groups**.
2. In **Settings for park call**, select the hunt group to receive recalled calls from **Recall to alternative user**.
3. Select whether you want the hunt group to receive recalled calls after first trying the parking user or instead of the parking user.

To set up recall ring and timers

1. Select **Site services > Park call settings and groups**.
2. In **Settings for all parked calls**, select the pattern you want to use from **Ring Pattern for Recalled Calls**.
3. Set **Recall Timer** to the number of seconds you want to wait before recalling a parked call if it isn't answered.
4. If you've set up a hunt group to receive recalled calls if the parking user doesn't answer the recalled call, set **Alert Alternate Recall User Wait Time** to the number of seconds you want to wait before recalling to the hunt group.

Managing park call groups

If the park call service is assigned to your site, you can set up park call groups so that calls can be parked against a group of users rather than an individual. The general park call settings apply to park call groups except you can choose a different hunt group as the alternative recall user for each park call group.

Read about park call settings >

A user can only park a call with the park call group that they belong to.



Additional settings for park call groups

When a call is parked with a park call group, the system provides information to the user who has parked the call about the extension on which the call is parked. You can choose:

- How long the system displays the extension on the user's phone
- Whether the user should hear an announcement of the parked extension.

These settings apply to all park call groups set up for your site.

Recalling to a hunt group

For each park call group, you can choose a hunt group to receive unanswered calls parked on the group. The call can be recalled to the hunt group instead of the original user or only if the original user doesn't answer the recalled call.

Assigning users to a park call group

You must choose the users on your site to assign to the park call group. The order of the assigned users is the order the system uses when it searches for an available extension to park a call against. So, for example, you can place the busiest or most senior users at the end of the list so they won't have as many calls to deal with.

Managing park call groups

To add a park call group

1. Select **Site services > Park call settings and groups**.
2. In **Park call groups**, select **Add**.
3. Enter a name for the park call group.
4. If you want to set up a hunt group to receive recalled calls for this park call group, select the hunt group from **Recall to alternative user**.
5. Select whether you want the hunt group to receive recalled calls after first trying the parking user or instead of the parking user.
6. Select **Save**.

You can then add users to the park call group.

To add or remove users

1. Select **Site services > Park call settings and groups**.
2. In **Park call groups**, select the park call group you want to change from **Group name**.
3. Search for users.

Only users not already assigned to a park call group appear in **Available users**.

4. Move the users that you want to add to this park call group to **Assigned users**.
5. Move the names up or down the list so that users who should receive most calls are at the top of the list.



6. If you want to remove users from the park call group, select the users in **Assigned users** and move them to **Available users**.

To change park call group settings

1. Select **Site services > Park call settings and groups**.
2. In **Settings for group park call**, set **Display timer** to the number of seconds you want the system to display the extension on which the call is parked to the user who parked it.
3. Select **Enable the parked destination announcement** if you want the user who parked a call to hear the system announce the extension on which the call is parked.

To delete a park call group

1. Select **Site services > Park call settings and groups**.
2. In **Park call groups**, select the park call group you want to delete from **Group name**.
3. Select **Delete**.

The users in the group can be added to other park call groups if required.



Pickup call groups

About pickup call groups

Members of a pickup call group can answer each other's calls from their own phones. These groups are useful for teams or office areas where users are working together. If users can see when their colleagues are away or busy, they can answer their calls for them.



Managing pickup call groups

You can create as many pickup call groups as you need for the site. Each user can only belong to one group.

To add a pickup call group

1. Select **Site services > Pickup call**.
2. Select **Add**.
3. Enter a name for the pickup call group.
4. Select **Save**.

You can then add users to the pickup call group.

To add or remove users

1. Select **Site services > Pickup call**.
2. Select the pickup call group you want to change from **Group name**.
3. Search for users.

Only users not already assigned to a pickup call group appear in **Available users**.

4. Move any users you want to add to this pickup call group to **Assigned users**.
5. If you want to remove users from the pickup call group, select the users in **Assigned users** and move them to **Available users**.

To delete a pickup call group

1. Select **Site services > Pickup call**.



2. Select the pickup call group you want to delete from **Group name**.
3. Select **Delete**.

The users in the group can be added to other pickup call groups if required.



On-hold music

About on-hold music

You can improve your callers' experience by playing music or messages if you have to place them on hold. You can play background music so callers are not left in silence, or use the opportunity to deliver informative or promotional messages.

On-hold music for call centres

On-hold music for call centres is configured as part of setting up a call centre.

[Read about setting up on-hold music and other announcements for a call centre >](#)

Uploading files

You can use One Net Service Portal to upload WAV or WMA audio files. Your recordings must not be longer than 10 minutes.

[Read about file formats for messages >](#)

Setting up on-hold music

If your organisation has the on-hold music service, a site administrator can set it up for their site. These settings apply by default to all users on the site. If the on-hold music service is assigned to a department, a department administrator can set it up for their department. If users have the on-hold music user service, they can switch it on or off.

If you don't set up on-hold music for your site or department, the default system on-hold music is used.

You can choose whether or not to play on-hold music when a call is put on hold, parked or camped against a busy phone.

You can select different media sources to use for external and internal calls. The options are:

- The music defined for the system
- A custom file



Music rights

Before you upload music, you must check that you have the rights to play it.

To enable on-hold music for a department

1. Select **Site services > On-hold music**.
2. Select **Add** for the required department.

To set up on-hold music and video for the site or a department

1. Select **Site services > On-hold music**.
2. If you want to set up on-hold music for a department rather than the site, select the required department.



3. Select whether you want on-hold music played while calls are on-hold, parked or camped onto a busy extension.
4. If you want to play a personalised message for the organisation, select **Custom** and upload the file.
5. If you want to play a different message to internal callers, select **Use an alternative source for internal calls**.
6. If you want to play a personalised message for the organisation for internal calls, select **Custom** and upload the file.



Forwarding site calls

About forwarding site calls

An administrator can use the forwarding site calls service to forward calls for some or all users at a site to a different phone number at certain times, for example out of business hours.

When an administrator activates this service, all calls to all users at the site are forwarded to a specific phone number, for example to an auto-attendant or a voice mailbox. The administrator can activate or deactivate the service manually or can set up a rule to activate the service automatically during specific periods, such as overnight or during holidays.

Overriding site-wide settings

An administrator can override the site-wide settings for individual users. For example, the administrator might forward all site calls overnight. This situation would cause a problem if overnight calls to a particular individual need to be forwarded to a different number. In this case, the administrator could deactivate forwarding site calls for that user. Then they could use a user-level option, such as forward selected calls, to forward the user's calls to the correct number.

Read about overriding forwarding site calls for a user >

Interaction with other services

Forwarding site calls generally takes precedence over any forwarding or blocking settings made by a user. However, the following user services all take precedence over forward site calls:

- Accept selected calls
- Reject selected calls
- Reject anonymous calls

Activating forwarding site calls

If you want to activate the service at specific times, you must first set up a schedule for those periods.

Read about creating schedules >

To activate site call forwarding

1. Select **Site services > Site services > Forward site calls**.
2. Select **On** or **Automatic on** from the **Active** options.

If you select **Automatic on**, you can select the times when you want the service to be active.

3. Enter the phone number you want callers to be forwarded to.



Caller ID settings

Managing the site caller ID settings

To manage the site caller ID settings

1. Select **Site services > Site caller ID**.
2. Select the phone number you want to use as your site caller ID number from **Site number for the caller ID**.
3. Set or update your site caller ID name in **Site name for caller ID**.
4. Select **Use the site name, instead of the user name, in the outgoing caller ID**, if you want the users' caller IDs to show the site caller ID name instead of their own.

Setting caller ID name for virtual users

You set up the caller ID name for virtual users, such as hunt groups and instant group call groups, when you set up these services.

Changing caller ID name for users

The caller ID name for a user is the name used when the user's account was created in One Net. You can change this if required.

To change a user's caller ID name

1. Select the required user from **User**.
2. Select **Profile** and change the calling line ID name.



Site information and settings

Service packs and phone numbers

Viewing your site's service packs

You can view the service packs assigned to your site and see how many licences are assigned to users.

To view service packs

- Select **Site profile > Site information > Service authorisations**.

Viewing your site's phone numbers

You can view the phone numbers assigned to your site and see who the numbers are assigned to.

To view phone numbers

- Select **Site profile > Site information > Phone numbers**.

Site time and holiday schedules

The site time and holiday schedules serve two purposes:

- They can control the activity of site services, such as auto-attendants.
- They provide shared records of times and dates that users can use to control their personal call settings. Although all users can use site schedules, only an administrator can modify them.

To add a site time schedule

1. Select **Site profile > Schedules**.
2. Select **Add schedule**.
3. Enter a descriptive name for the schedule.

When selecting site schedules to use in rules, users only see the name not the schedule times so make the name as informative as possible.

4. Drag across the new schedule to create one or more time blocks.
5. Set the start and end times for each time block:
 - Drag the right or left margin of a time block to change the start or end time by multiples of 15 minutes.
 - Select a time block to set its exact start or end time.

To add a site holiday plan

1. Select **Site profile > Holidays**.
2. Select **Add holiday plan**.
3. Enter a descriptive name for the holiday plan.



4. In one or more rows, enter a name and select dates for a holiday.

You have the option to mark a holiday as recurrent. If you select this option, you can set a holiday to recur on the same dates indefinitely or up to a certain date. The recurrence feature only works with fixed dates. It cannot automatically track repeated holidays, such as the Easter public holiday, that change date over the years.

Viewing feature access codes

About feature access codes

Feature access codes (FACs) are codes that you can use to:

- Perform call services from your phone, such as picking up a call and pulling a call from one phone to another
- Activate or deactivate call services, such as do not disturb and call forwarding
- For some services, check whether the service is currently active

To view feature access codes

- Select **Site services > Feature access codes**.

Inventory report

You can generate a report on the resources that you have for this site. You can select to report on:

- Users
- Services
- Phone numbers
- Devices
- Departments

The report is generated as a CSV (comma-separated values) file so the data can be imported into a spreadsheet for further processing.

To generate an inventory report

1. Select **Site profile > Inventory report**.
2. Select the criteria you want to report on.
3. Enter the email address you want the report sent to and select **Send**.

The report is generated and sent as an attachment to the email address provided.



Enterprise information and settings

Services and service packs

Information for enterprise administrators

Viewing your organisation's services and service packs

You can view site and user services and the service packs assigned to your organisation and see how many licences are assigned.

To view site and user services

- Select **Enterprise profile > Company information > Service authorisations**.

To view service packs

- Select **Enterprise profile > Company information > Service pack use**.

Adding site administrators

Information for enterprise administrators

You can add one or more site administrators for each of your organisation's sites in One Net Service Portal.

To add an administrator

1. Select the site from the **Group** list.
2. Select **Site profile > Site information > Administrators**.
3. Select **Add**.
4. Enter the name or identifier for the administrator. This must be unique in your organisation.
5. Enter the administrator's first and last name, password and email address.
6. Select **Save**.

The system creates the administrator account and sends a registration email to the address you entered.



Department information and settings

Adding a department to a site

Enterprise and site administrators can create departments within a site. Departments are useful in the management of large sites. Each department may be assigned a department administrator to manage the users and services assigned to their department.

To add a department to a site

1. Select the required site from **Site**.
2. Select **Departments**.
3. Select **Add**.
4. Enter the name of the new department.
5. If you are creating a sub-department, select the required parent department from **Parent department**. Otherwise, select **None**.
6. Select **Save**.

Adding a department administrator

Each department within a site may be assigned a department administrator to manage the users and services assigned to their department.

To add a department administrator

1. Select the required site from **Site**.
2. Select **Site profile > Site information > Administrators**.
3. Select **Add**.
4. Enter new administrator details.
5. Select **Department**.
6. Select the required department from the list of available departments.
7. Select **Save**.

Assigning users to a department

As a department administrator, you can assign users to your department. Enterprise and site administrators can assign users to any departments within their organisations.

To assign users to a department

1. Select the required site from **Site**.
2. Select **Site profile > Site information > Phone numbers**.

All the users for the site are displayed. You can filter this list using the search fields.

3. Select the department that you want to assign to any users in the list.



Assigning virtual users to a department

Enterprise and site administrators can assign virtual users, such as auto-attendants and hunt groups, to a department. The department administrator can then modify their settings.

[Read about virtual user services >](#)



File formats for messages and greetings

Any externally recorded audio file must be in one of the following formats:

- 16 kHz 16-bit mono PCM16 (preferred)
- 8 kHz 8-bit mono G.711 A-law

If video is supported, you can upload a video file in one of the following formats:

- H.263-1996 (H.263 1998 no annex or H.263-2000 profile 0) compression; CIF or QCIF resolution at 10-30 frames per second
- H.264 compression; 720p, VIF, VGA or QCIF resolution at 10-30 frames per second (in baseline profile packetisation mode 0)

If the caller's device is unable to receive video, the caller will hear the default audio file.



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