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## MANUAL – CELLIP 365 CENTREX

This manual describes the Cellip 365 Centrex functionality and its ability to configure the switch in the network. The manual describes the most common settings.

## 1. DASHBOARD

The dashboard contains general information about the switch as well as quick links to the most important settings.

## 2. AUDIO LIBRARY

The audio library is a key feature enabling you to configure your switchboard. Here is where you upload all the audio files you need in different switch configurations, as described later in this document.

In the audio library, the audio files are listed. Initially there are only two audio files that cannot be deleted:

- Empty audio file -- an empty audio file that can be used when needed, when you do not want anything to be played
- "Den ni söker kan inte" -- used for Swedish voicemail boxes.

You can upload new audio files in au or wav format. The format required is mono, with a maximum bit depth of 16 bits. The sound quality should not exceed 44100 Hz.

Figure 1: audio files

## 2.1 RECORDING A SOUND FILE

We have created a text-to-speech function where you can enter text and then get it as an audio file. To get there, go to the Audio Library and then to section How can I create an audio file.

You can also record an audio file on your computer using a microphone and audio editing software.

Keep in mind that 22.05 kHz is sufficient for sound reproduction of voice recording. If you have large audio files, they can be mixed down if needed.

Should you use the audio file as a voicemail message, a tone is automatically added immediately after the end of the recording. Make sure to add one or a few seconds of silence at the end of your recording to allow the caller to end the call before voice mail recording begins.

### 3. AUTO ATTENDANT (IVR)

Auto attendant is used to present the name of the company to the callers, and then let them use their dial pad to get to the appropriate department.

An auto attendant can have multiple steps with submenus. You can forward the options to response groups, phone numbers or sound files. A menu can also have time rules so that it applies between certain times on certain days. To create an auto attendant, click on “Interactive Voice Response (IVR)”. You can then choose to activate an Auto attendant on any phone number that is not associated with a user.

When you activated an auto attendant, you will be able to create additional menus. You will always have a main menu that cannot be deleted. This is the entry point of the auto attendant.

When you click on the icon for change settings, you can start configuring the auto attendant.

IVR settings

Name	Audio file	Explanation	
Intro	Introduction of Cellip	Intro is the message that is played first.	▶
Menu	Cellips menu	The menu message is played after the intro and can be repeated several times by transferring the call back to the menu in the Action column below.	▶
Default	Tom ljudfil	A default message is played if you do not specify any other in the Action column below	

Option	Action	Transfer number	Plays before action	Play
0	Transfer to Sale		You are now con	▶
1	Transfer to Support_1		You are now con	▶
2	Transfer	0738833919		
3	Transfer to Support			
4	Default			
5	Transfer	0977400525	You are now con	▶
6	Transfer	0738833919		
7	Default			
8	Default			
9	Forward to menu Support_1			
Timeout	Forward to menu Main menu			
Not Active	Default			

Save

Figure 2: IVR settings

Figure 5 shows what the menu looks like. At the top you can specify which announcement from your own audio library that should be played. The audio library and its features are described in the Audio Library section. The audio file selected on 'Intro message' is played once when you first enter the IVR. Note that you can choose to have no audio file there and instead only have an audio file in the menu slot.

The audio file in the menu slot is played after the intro slot but will also be played if you forward the user back to the menu (for example if the user doesn't press any buttons, you can send the user back to the main menu to get the menu to be played again).

The default audio file is used leave any of the selections (1-9) without any action assigned. Then you can choose to insert an audio file in the default slot, such as "Invalid choice. Please try again. " Another option is to send back the caller to the menu. This gives the user a possibility to get it right even after making an invalid choice.

For each choice you can:

- Transfer to another menu. E.g. you can have a main menu and then at choice 1 send the call to a support menu and in case of choice 2 send it to a sales menu.
- Transfer to a phone number. If you choose to transfer to a number, the transfer number column is used. The phone number must be specified with the correct area code (and any international number with 00 before country code) and without spaces, hyphens, plus or parentheses.
- Transfer to voicemail. The call is transferred to a voicemail that is connected to the auto attendant number (you can receive the voicemail as a sound file in an email message).
- Transfer to a response group.
- Timeout: If the customer doesn't make a choice in ten seconds, you can choose how to handle the call.
- Not Active: If the menu is not active, you can send the call to another phone number, another menu or to voicemail. For example, the menu is active between 08: 00 and 17: 00 and you want to forward to voicemail all other times: Leave the menu period between 08: 00 and 17: 00 and then specify that the "Not Active" action should go to the voicemail.

Choosing the time when the IVR menu is active can be done in two ways. The simplest way is through the graphical interface (see Figure 6). Here we have entered that the IVR should be active from 07: 00 to 12:00 and 13:00 to 17:00 monday to friday.

Choose the days and hours that the IVR shall be active by clicking the boxes below. You can also change the time with rules (you have the opportunity to set the minutes, too).

**Yes, I want to set the minutes also**

**Back** **Save**

Set time per hour and day of week

**Activate all** **Deactivate all**

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
0							
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							

Figure 3: Time setting

You can also choose to use rules to set up when the IVR must be active, enabling you to specify hours and minutes.

You can apply any number of rules.

The following rules are active

- Monday - Friday 08:00 to Monday - Friday 12:00 **Delete the rule**
- Monday - Friday 13:00 to Monday - Friday 17:00 **Delete the rule**

Manage your IVRs opening hours.

	Day	Hour	Minute
Start time	Monday - Friday	00	00
End time	Monday - Friday	00	00

**Add new rule**

If you want a rule to be active all day, please set the start time to 00 hours and end time to 24 hours. Rules may collide. The system will apply the rules from the beginning to the end and will keep the IVR active and let calls reach it if it finds a rule that allows it. Save the rules for when your IVR should be active. Save the rules for when your IVR menu shall be active.

**Save**

We have now gone through how to create a menu. You can create multiple menus in the same way on a single number and link them together with the 'transfer to menu' feature.

#### 4. RESPONSE GROUP

Response groups are used to have a group of extensions or agents that can answer calls made to a single incoming phone number. The response group can have as many agents as needed as well as call queues and live monitoring of the response group. Advanced statistics is also available.

As an administrator you can configure exactly how the response group should behave using the web portal.

### Administering the response group Sale

The response group is enabled

Disable the response group  
[Monitor several response groups.](#)  
[Monitor this response group \(external browser window\)](#)  
[Real-time history for all incoming response group calls](#)  
[Statistics for the response group](#)  
[Statistics for the agents in the response group](#)

Enabled	Status	Extension	Name	Description	Val	Admin	Confirm call	Move
Disabled	Internal	0855801019	Per Hubinette	<input type="text"/>	Delete Enable	<input type="checkbox"/>	<input type="checkbox"/>	▼
Disabled	Internal	0313135182	Per Hubinette	<input type="text"/>	Delete Enable	<input type="checkbox"/>	<input type="checkbox"/>	▲▼
Enabled	Internal	0812441433	test test1	<input type="text"/>	Delete Disable	<input type="checkbox"/>	<input type="checkbox"/>	▲

Add an extension that should answer calls from the response group Sale

Add the extension to the response group

External number (e.g. 085580100) Add an external number as an extension to the response group

Note that an active voicemail on external phonenumber can effect the response group.

You start by adding an agent/extension to a response group. Either you can choose to add an agent from your Cellip 365 account, or choose an external number (mobile phone).

Agents/Extensions have the following options

- Active indicates whether the extension is active or disabled from the response group. Only active extensions get calls from the response group.
- You can Enable (log in), Disable or Delete an agent from a response group.
- 'Admin' indicates whether the extension is an administrator or regular user. An administrator has the right to turn off a response group.
- Confirm call – this is a very useful feature for agents/extensions that choose to forward their calls, or have an external voicemail (Office 365 voicemail). When activated, the call is sent to the agent but before the call is connected the agent is prompted to press 1 to accept the call. Otherwise the call will not be considered to be answered. This makes it impossible for external voicemails to 'steal' a response group call.

#### 4.1 CHANGE THE NAME OF THE RESPONSE GROUP

As the title says, you can change the name of the response group, which facilitates administration (for example, if you want to transfer calls to the response group).

##### Change the name of the response group

#### 4.2 HOW CALLS TO AGENTS SHOULD BE DISTRIBUTED

The following options are available to choose from when calls should be distributed to agents

- Simultaneous ringing: All agents receive calls
- Priority call queue: The agents will receive calls according to their assigned priority
- Least recent: The agent that has been idle longest will get the call
- Round robin: The agents will be called in a round robin model

#### 4.3 OPENING HOURS FOR THE RESPONSE GROUP

You choose when a response group should be active by setting the opening hours. You can use rules to decide when the response group should be active.

#### 4.4 HOW TO HANDLE CALLS WHEN THE RESPONSE GROUP IS INACTIVE

You can decide where calls should be transferred when the response group is inactive

- Transfer to a number
- Transfer to a response group
- Transfer the call to voicemail, select the audio file for the prompt
- Play a prompt and end the call

#### 4.5 HOW TO HANDLE CALLS WHEN NO ONE ANSWERS

When no one answers the call, you have same options as above.

#### 4.6 CHOOSE TO PLAY A SOUND FILE BEFORE THE CALLS IS SENT TO THE RESPONSE GROUP

You can choose to play a sound file before the call is transferred to the response group.

#### 4.8 CALL QUEUE

Call queue on a response group means that several people can dial in at the same time and the call will be queued and put on hold until an agent/extension is available.

Call queue options:

- Select whether music, ringtones or your own music will be played when the customer waits for his turn. You can add your own music file including messages such as "Please visit [www.cellip.com](http://www.cellip.com) to read more about our products".
- Call queue position: The caller will be notified which position in the queue they are at.
- Specify the language that all automatic prompts should have. Choose from Swedish, English, Danish, Norwegian, Finnish, Dutch, French, German and Spanish.
- How often the queue position should be played.
- If no agent answers, how long should the queue wait before trying again?
- Maximum time in queue for a call: Maximum time in queue is handy when you are not able to take all calls in the queue in a suitable time frame. 5 minutes is a good target value. 60 minutes is the highest value that can be selected and is used as default.
- Disconnection number: By typing a number in this field, you activate the ability for the customer to press 9 to leave the queue and to be connected to this number. If the field is left blank the service is disabled. If you activate voicemail on the phone number, you give the customer the opportunity to exit the queue to leave a voicemail message. You need to instruct the caller on how to use this service during your on-hold music, or the welcome message in the response group. "Press 9 to exit the queue and leave a voicemail. We will take care of your case as soon as we can."
- Callback functionality by pressing 1, by enabling this feature you make it possible for customers in the queue to press 1 and then enter his or her number. You will then receive an e-mail with the number the customer has left. You need to instruct the caller on how to use this service during your on-hold music. "Press 1 to leave your number and be called back."

The message comes from the address [noreply@cellip.com](mailto:noreply@cellip.com) with the subject of Queue Opt-out and message as below:

A customer wants to be called:

Response group: NAME ON RESPONSE GROUP

Number entered by customer: NUMBER CUSTOMER LEFT

You can also add 2 digits at the end of the caller number. This will show up as an extensions in the Microsoft Teams client and will help your agents that are using Microsoft Teams to know which response group that call originally came from.

Add 2 digits last to the number displayed when the call goes to a mobile phone a Microsoft Teams client.

Back

Save

### 4.9 LIVE MONITORING

It's important to be able to monitor call queues in real time to keep up with the load of calls. You can have a window open all the time, which shows real-time queue (go to the response group you want to monitor and click Monitor the Response Group in a popup). You can, among other things, see:

- Who are waiting in queue and how many they are
- Which agents are logged in, logged out or not responding
- Statistics on how the call queue is handling calls (for complete statistics, there are special statistics pages that will show historical information)
- Statistics of how the agents have handled their calls during the day

Number	Time	Response group: Support (3 of 4 logged in)				
		<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	
		Calls in queue	Not answered	Current average time in queue	Current max time in queue.	
Agent	Updated	Not active today	Time in calls today	Not answered	Answered calls	
<span style="color: green;">●</span> +46738833919	2018-10-03 12:39:55	00:00:00	00:00:00	0	0	
<span style="color: green;">●</span> +46812441433	2018-10-15 10:00:35	00:00:00	00:00:00	0	0	
<span style="color: lightblue;">●</span> +46855801019	Logging in					
<span style="color: lightblue;">●</span> +442033185190						

● Ledig   
 ● Upptagen i samtal   
 ● Ej Svar   
 ● Ej inloggad

[call history](#)

### 4.10 LIVE MONITORING OF CALL HISTORY

There is a very useful function where you can monitor all calls to all response groups and see exactly how calls are handled. For example, if the call was connected to a certain agent, if the caller hanged up before connected to a caller, or if the rule of no answer was executed.

#### History of all calls to the response group (Max 1000)

Response group	Time	From	Information input	Time in queue	Queue position	Agent handled the call	Call duration
Support	2018-10-01 09:27:52	<u>0738833919</u>		00:00:28	1	Missed call	00:00:00
Support	2018-10-01 09:22:04	<u>086150420</u>		00:00:14	1	+46855801019	00:00:00
Support	2018-10-01 09:21:34	<u>086150420</u>		00:00:14	1	Missed call	00:00:00
Support	2018-10-01 08:43:57	<u>086150420</u>		00:00:09	1	Missed call	00:00:00

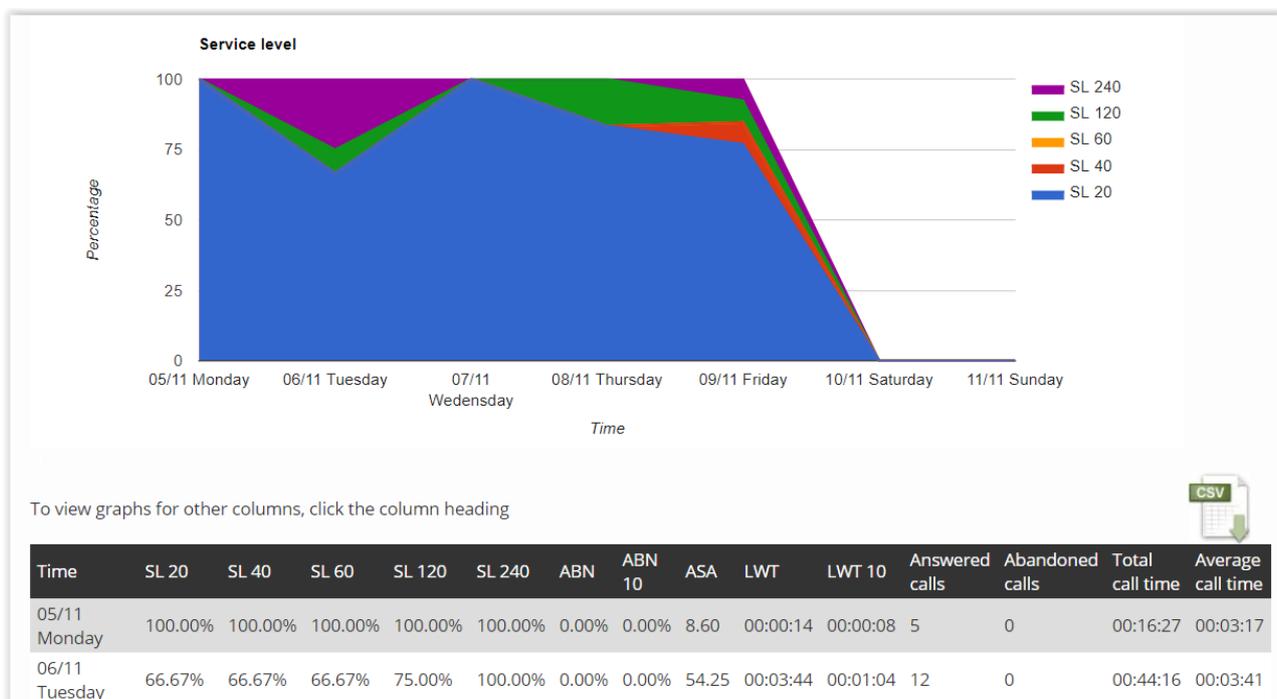
### 4.11 STATISTICS FOR THE RESPONSE GROUP AND ITS EXTENSIONS/AGENTS

The statistics in a response group are used to show how the calls and service levels are distributed throughout the day, so that you can optimally staff different response groups.

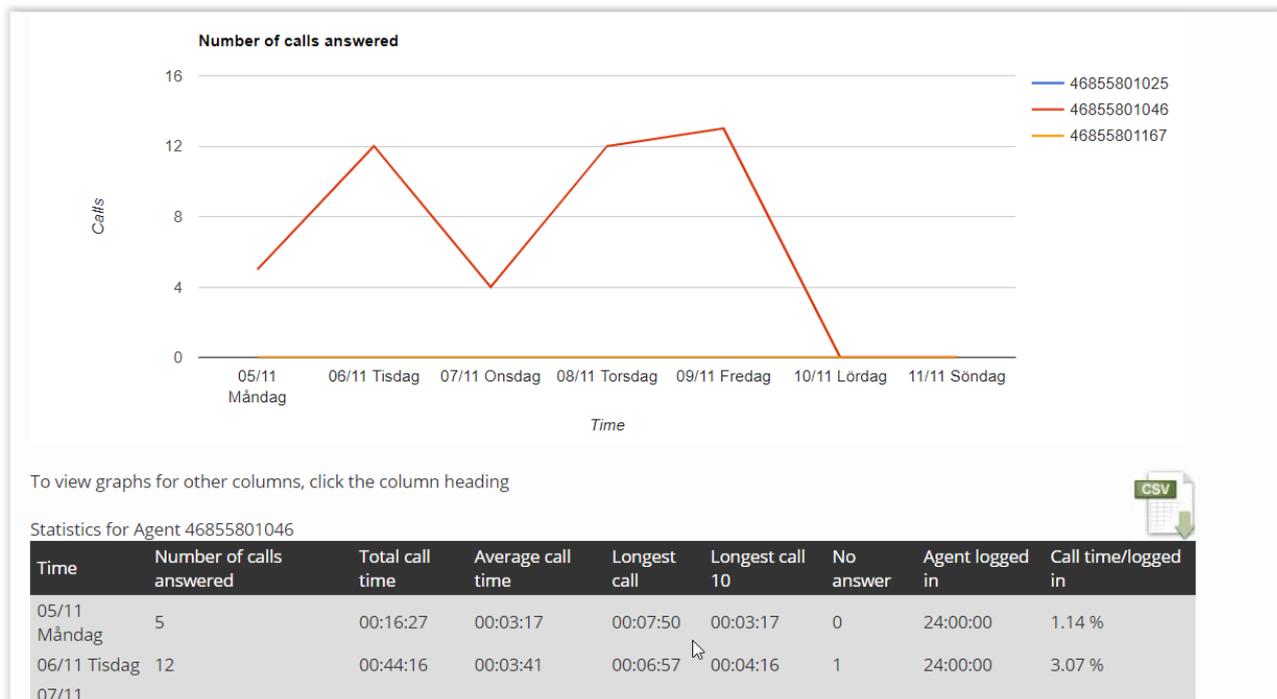
At the response level, the following statistics are available:

- SL20 (Service Level 20 seconds). The percentage of calls answered within 20 seconds
- SL40 (Service Level 40 seconds). The percentage of calls answered within 40 seconds
- SL60 (Service Level 60 seconds). The percentage of calls answered within 60 seconds
- SL120 (Service Level 120 seconds). The percentage of calls answered within 120 seconds
- SL240 (Service Level 240 seconds). The percentage of calls answered within 240 seconds
- ABN (Abandon rate). The percentage of callers who hung up before the call was answered by an agent
- ABN 10 (Abandon rate 10 seconds). The percentage of callers who hung up before the call was answered by an agent (Calls that are hung up before 10 seconds are not counted)
- ASA (Average Speed Answer). Number of seconds in average before a call is answered.
- LWT (Longest Wait Time). The longest time a call had to wait before being answered.
- LWT 10 (Longest Wait Time 10). The longest time in average the 10 longest waiting times.
- Number of calls. Number of calls received by the response group
- Total duration. The total duration all agents were in a call from the response group (hh:mm:ss).
- Average duration. The average duration of a call (hh:mm:ss)

You can choose from which time ranges you want to see statistics presented graphically in a visual manner. You choose which statistics you want to see in the graphs.



Statistics are also available at agent level



#### 4.12 MICROSOFT TEAMS CONSIDERATIONS

Call forward rules in Microsoft Teams will apply even when calls are received from response groups. If the user has enabled voicemail in Office 365 or has set up a call forward rule to an external phone that has voicemail enabled, the incoming call from a response group can end up in the voicemail. This is not a desired behavior since calls from a response group are supposed to go to the next available agent in such a case. To prevent this from happening, the administrator of the call queue should make sure to activate the “confirm call” option on the agent. The agent will get a voice message prompt request to press 1 if the agent wants to receive the call. If not, the call will pass on to the other agents according to your chosen call routing method.

**See where the call is coming from** – As of today, Microsoft Teams cannot display both who’s calling and from which call queue the call is coming from at the same time. This is being developed even though Microsoft has yet to set a date. We have solved this temporarily by adding the option to mark incoming calls with two digits of your choice. These digits will follow the caller’s phone number in the format “**ext. XX**”. Pictured here is an example of a call coming from a response group with the extension digits 88. This works in the Teams app for both desktop and mobile users. This is very useful for Agents working in multiple call queues / response groups.



## 5. USERS

In the dashboard the box in the left corner contains all users. Clicking on the Settings link will give you a more detailed view.

**Users**

16 Users

36 Numbers

8 Mobilenumber

[Settings](#)

**Users/Numbers** sök

Change	Name	Branch	Number	Show number	Telepresence	Calender (Telepresence)	VMFixed	VM Mobile	Response group	Service/Licenses
<input type="checkbox"/>	Ken Howland		+442033185190	+442033185190	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		● Sale	Service Standard Teams Telephony Microsoft Teams license

All users / numbers will show up in list. You can by clicking the Change button see more details about the user and change name, email and which number they should present when calling.

You can also choose to send an email notification with the password that the user needs to login to the Cellibot.

**Departments**  Create depart

**Users/Numbers**

Change	Name	Branch	Number	Show number
<input checked="" type="checkbox"/>	Ken Howland		+442033185190	+442033185190

**Ken Howland**

ken.howland@cellip.co.uk +442033185190

✕

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**User:**

First name:  Save

Last name:

Email:

Branch:

Show number fixed +

---

**Service:** Standard Teams Telephony

---

**Licenses:** Microsoft Teams license Change

---

**Password** Reset the password for Microsoft Teams Cellibot

Send email to  Send

---

**Response group:** ● Sale