

Adminstrators' User Guide for Universe

A Unified Communication Service from Firstcom Europe

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1. Welcome

Thank you for choosing Universe from Firstcom Europe.

As an Administrator the proper functioning of your organization's Universe communications system is in your hands, but we are here to help. There is a separate User Guide for Universe that is also available.

This guide will provide you with a reference for the wide range of features available on our Unified Communications platform and how you can allocate numbers and features to different Users in your organization to you so that your company's telecommunications experience is both convenient and productive.

Unified communications services are developing rapidly and we are always upgrading our product so there may be some slight differences between the details here and your user experience.

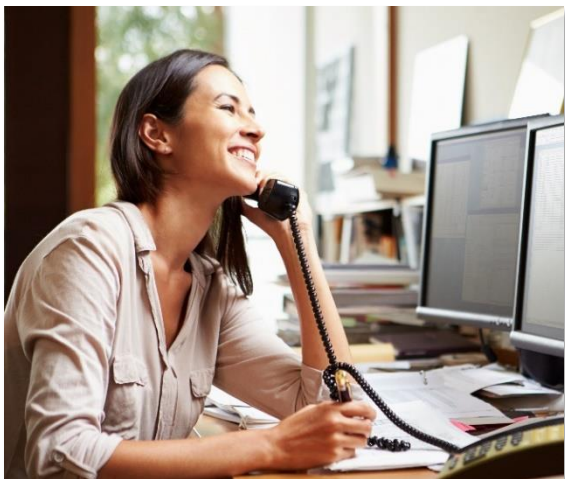
We would be delighted if you could give us feedback and make recommendations as to how we could work better with you.

If you need any further help, please give us a call on the numbers below.

Kind Regards,
The Firstcom Team

Email: info@firstcom.co.uk

Phone: +44 333 023 7000



Contact Details:

Sales:	0333 023 7000	option 1	sales@firstcom.co.uk
Support:	0333 023 7000	option 2	support@firstcom.co.uk
Accounts:	0333 023 7000	option3	accounts@firstcom.co.uk
NumberPorting:	0333 023 7000	option4	numberporting@firstcom.co.uk

2. What is Universe?

Universe is a cloud-based telecommunications system that can be used by a range of devices- mobile, computer or desk phone. It provides access to advanced voice calls, PBX functions such as queuing and IVRs and well as online chatting, video conferencing and content sharing, all in the cloud.

3. Getting Started as an Administrator

- i. All Users are allocated phone numbers and services by Firstcom. Each User will have been sent their own Username and Password. If any numbers are to be ported from other operators, this will be done for you by Firstcom. Your phones will have been configured by Firstcom and are ready to be allocated to your end Users by you.
- ii. As an Administrator you will have access to screens that your Users do not.
- iii. **Log into the self-service** portal at www.selfcare.voip.co.uk
- iv. **Bookmark** the selfcare portal address above in your browser such as Google or Yahoo on your Bookmarks or Favorites bar for convenience.
- v. Enter the **username** (your email) and **password** provided in the 'Welcome to Universe' email. When you log in for the first time, you will see either five or six main menu headings at the top of the portal, depending on your choice of features.
- vi. If you select the down arrow on the top right-hand side of the screen near your name, the drop-down menu will allow you to swap to administrator view".

The screenshot shows the Universe self-service portal interface. At the top left is the 'Universe' logo. A navigation bar contains icons for 'Me', 'Devices', 'Services', 'Phone book', 'Software', and 'Meeting Space'. On the top right, a user profile for 'Tony Robinson' is shown with a dropdown menu containing 'Swap to administrator view', 'My Profile', and 'Logout'. The main content area is divided into two sections. The left section, titled 'Events', shows a call log with two entries: an outgoing call to Adam C at 12:09 on 17/08/2020 with a duration of 00:14:11, and an incoming call from Adam C at 11:53 on 17/08/2020 which was not answered. The right section, titled 'Tony Robinson', shows the user's name and phone number 'UKU - Fixed Mobile Freephone' with a circular progress indicator showing '5hrs 9min'. Below this is a 'Meetings this week' section with a table of upcoming meetings.

Name	Starting	Join
Firstcom Mission Statement Discussion	Tue, Aug 18, 10:00	→
Linked In Training and Discussion	Tue, Aug 18, 11:00	→

4. My Company

i. Products

Having selected Administrator view you will see the following screen;

The screenshot displays the 'My Company' dashboard with the following data:

Category	Assigned	Not assigned	Total
NUMBERS	5	0	5
DEVICES	1	0	1
SUBSCRIPTIONS	1	1	2

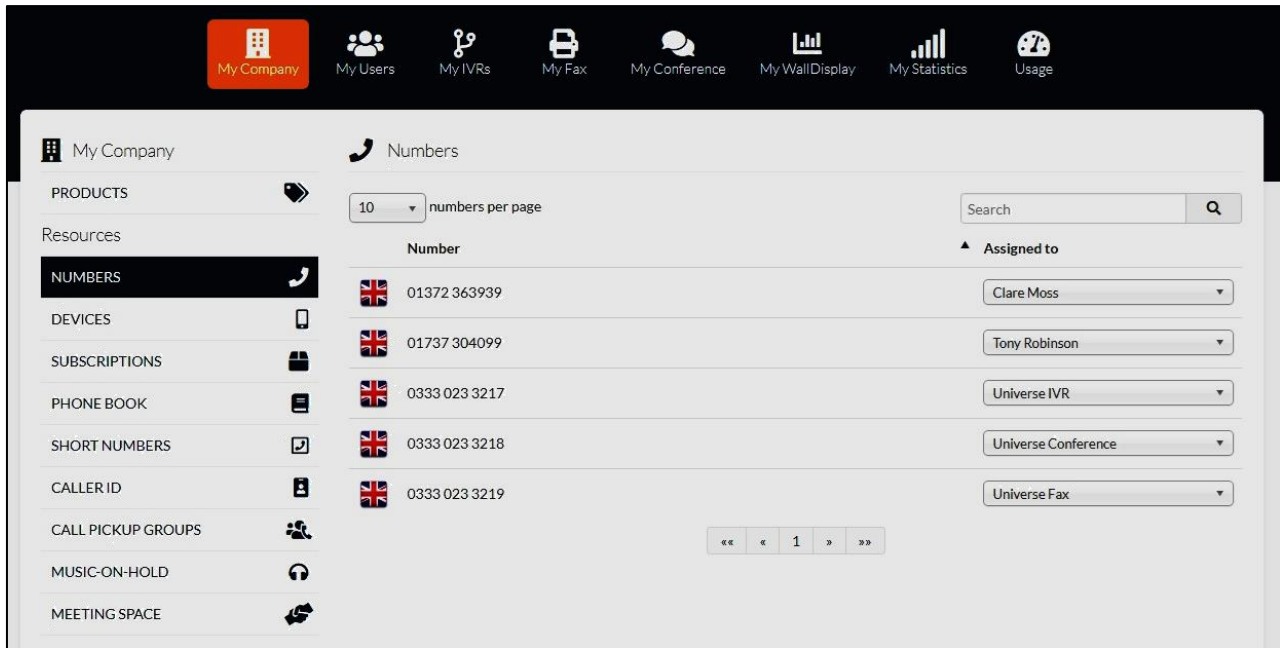
Additional metrics shown:

- USERS: Active (3), Max (6), Inactive (3)
- NUMBER OF IVRS: 3
- RECORDING CAPACITY: 100GB

This screen tells you the products that your company has purchased and which of the products have been assigned and which Users are active.

ii. Numbers

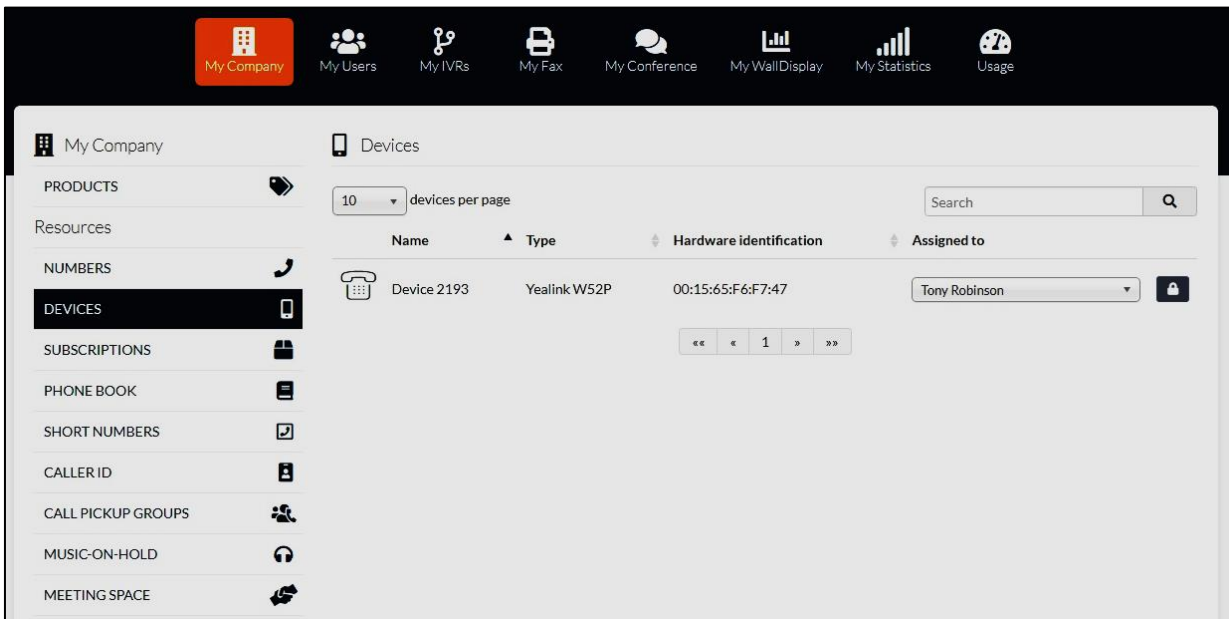
- a. By selecting “Numbers” you will see the following screen. By using the drop down arrows on the right, you will be able to change the phone numbers belonging to each member of staff.
- b. To Add a new member of staff go to the My Users icon at the top of the screen.



- c. Note that if a member of staff Call Forwards his number in the User interface it may explain why the routing is not as intended by the Administrator.

iii. Devices

- a. The Devices screen allows the Administrator to allocate different handsets to different Users by use of the drop down arrow on the right-hand side.



- b. The MAC addresses in “Hardware identification” are assigned by Firstcom and each headset (or services such as Microsoft Teams) is assigned to the Users you choose.
- c. You can add Users to the drop down list by My Users => Add New
- d. Cisco and Yealink devices supplied by Firstcom come ready for service and assigning a User is all you need to do. If you have chosen a different phone model or wish to register a third-party softphone then you will require an IP device to be added to your account.
- e. Once an IP device is assigned to a User – you must click the padlock to the right-hand side to create an email to be sent to the User. This email will have the User name and password required to register a SIP device or third party soft phone. The email will also contain the domain “universe.voip.co.uk” which is also required to register to Universe. If you have any issues or would like to add a device into Universe please get in touch with your account manager or accounts@firstcom.co.uk.

iv. Subscriptions

The subscriptions (minute bundles) are listed here for each of the different Users. In this example one of the subscriptions has been allocated and one has not. Once allocated for a particular billing period it cannot be changed for that billing period (in this case until 01/09/2020)

The screenshot displays the 'Subscriptions' management page. On the left is a sidebar with a 'My Company' header and a list of menu items: PRODUCTS, Resources, NUMBERS, DEVICES, SUBSCRIPTIONS (highlighted), PHONE BOOK, SHORT NUMBERS, CALLER ID, CALL PICKUP GROUPS, MUSIC-ON-HOLD, and MEETING SPACE. The main content area is titled 'Subscriptions' and features a search bar, a 'subscriptions per page' dropdown set to 10, and a table. The table has columns for 'Subscription', 'Locked', and 'Assigned to'. It lists two entries for 'Universe Office 1000': one with a red 'Locked until 01/09/2020' status and assigned to 'Tony Robinson', and another with a 'Not assigned' status. A pagination control at the bottom of the table shows '1' as the current page.

v. Phone Book

- a. The Company phone book is controlled by the Administrator. The individual Users can build their own phone books, but they automatically receive all the contacts from the Administrator's phone book as well. No User can modify or delete the Company contacts.
- b. Administrators can upload bulk contacts using the Upload contacts button. This requires your contacts to be on an Excel spreadsheet in the format indicated when you select this option.

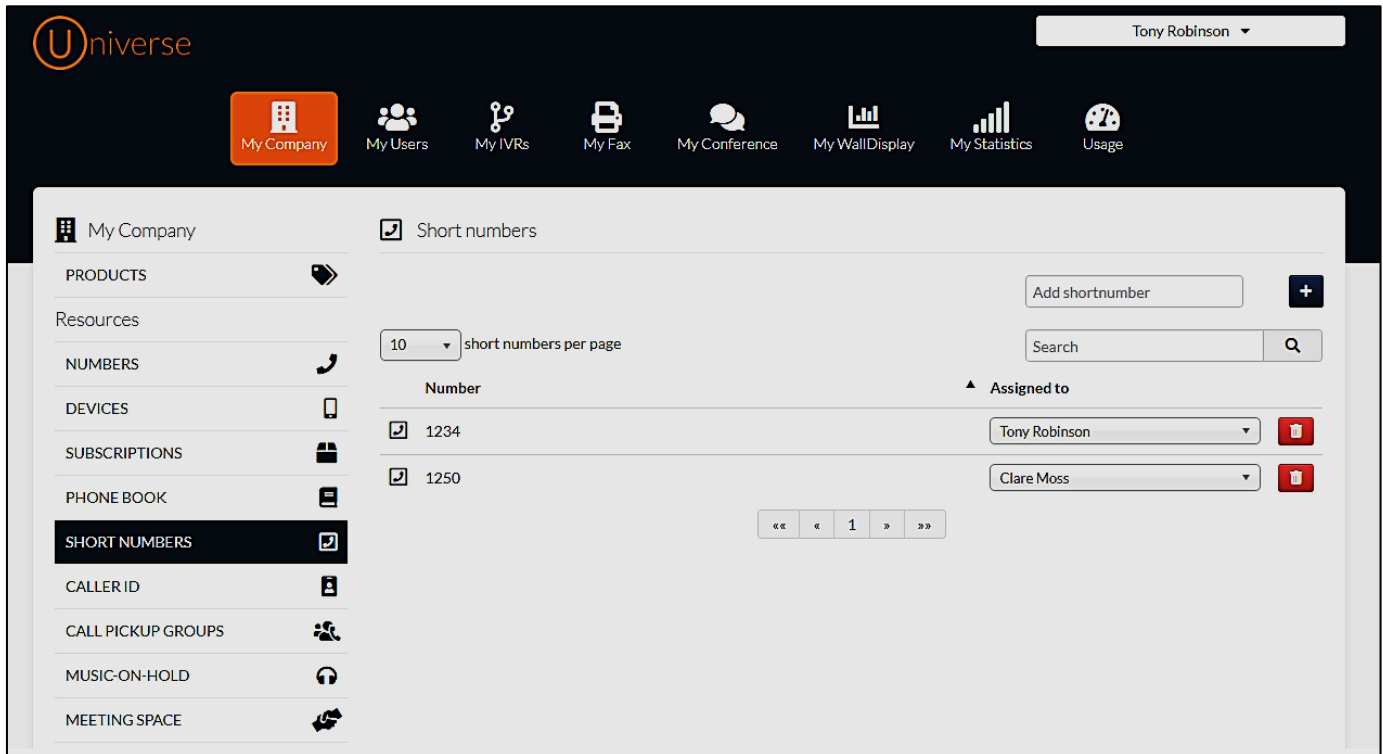
The screenshot shows the 'Phone book' management interface. On the left is a navigation menu with 'PHONE BOOK' highlighted. The main content area includes a 'Phone book' header, a 'Create contact +' button, an 'Upload contacts' button, and a 'Delete all' button. Below these are a 'contacts per page' dropdown set to 10 and a search bar. The contact list is as follows:

First name	Last name	Number	E-mail	Company	Company contact
John	Cahill	03330237014		Firstcom UK	Delete contact
Eileen Mary	Feeney	+447769973147	eileen.feeney@viaclinic.co.uk	Via Clinic	Delete contact
Antony	Robinson	+441372304099	tony.robinson@viaclinic.co.uk	Robinson	Delete contact
Tony Walter	Robinson	+447970099827	tony.robinson@viaclinic.co.uk	Via Clinic	Delete contact

At the bottom of the table is a pagination control showing '1' of 1 page.

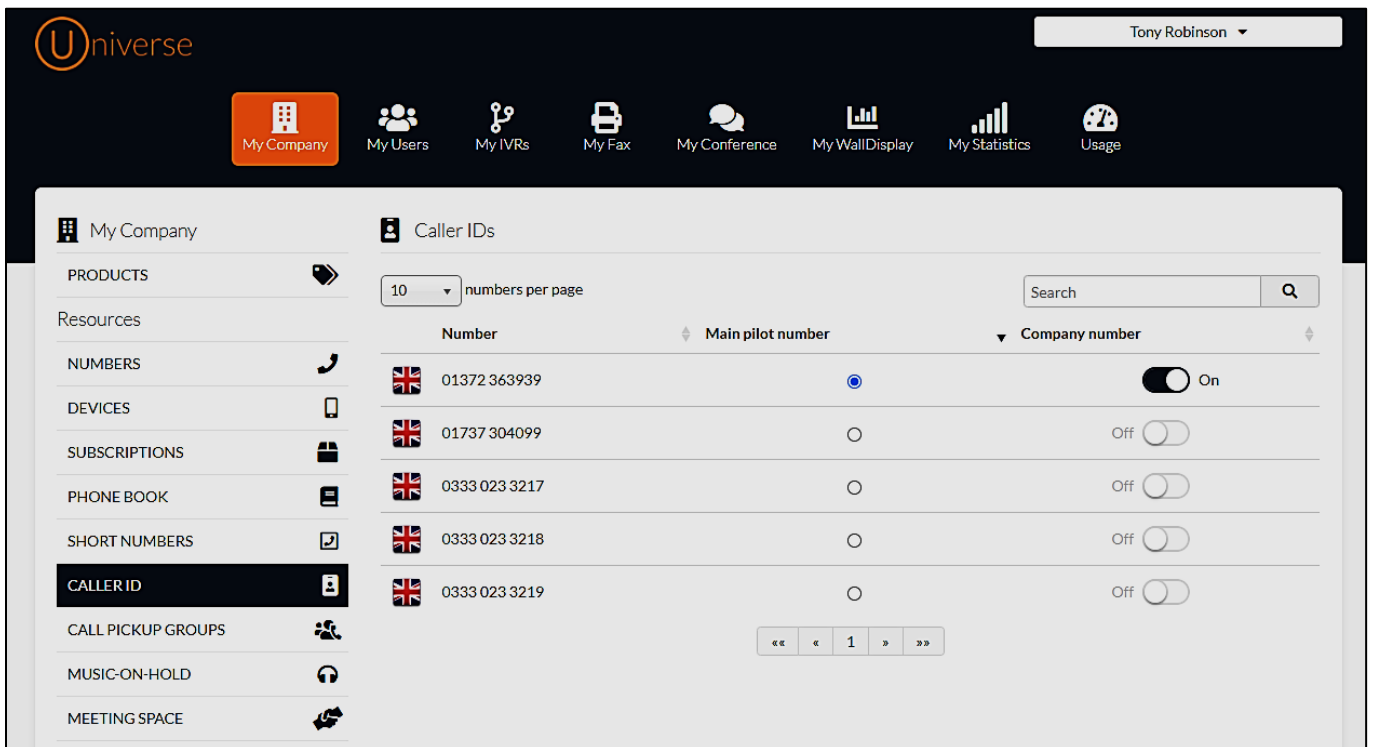
vi. Short Numbers

- a. Short numbers allow Users to be called by colleagues on Universe with only 3 or 4 digit dialing.
- b. Short Numbers can be added to the list by selecting “+” and then typing the number in the “Add short number” field.
- c. You are however unable to add in any emergency services numbers including 999, 111, 911, 101 and 102
- d. Once you have added in a new number you can assign it to a User by selecting the drop down and then choosing the User that you would like to assign it to.



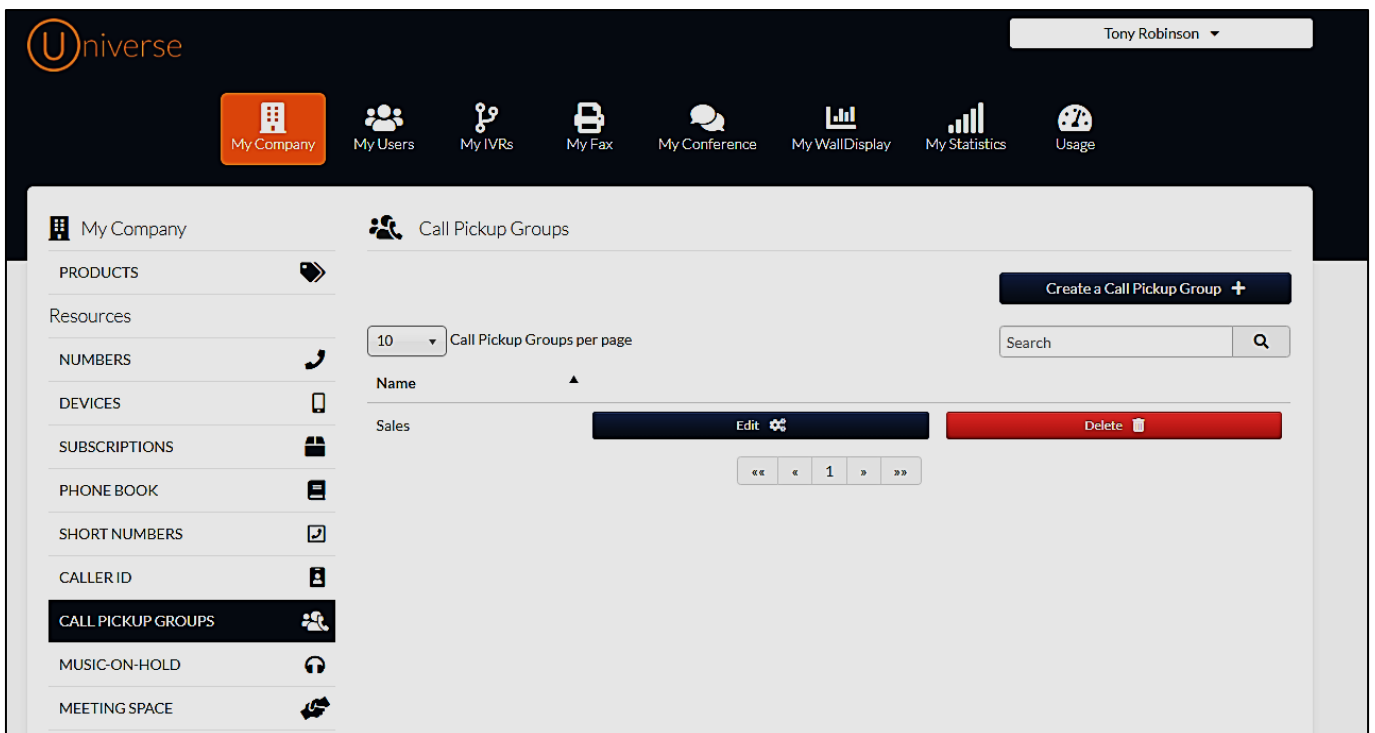
vii. Caller ID

- a. Once in the caller ID window you will see a display of all the numbers in your account. You can then choose which number you would like to become your main pilot number (each Universe account must have a main pilot number selected).
- b. The company number section allows you to select which numbers you would like to be available to every User to display as a caller ID on their outbound calls. Simply select the radio button for “company number” for the numbers that you would like all Users to access as caller IDs.
- c. The “Main Pilot” will be available for all Users, irrespective of the other choices made.



viii. Call Pickup Groups

- a. The Call Pickup Group feature allows Universe Users to pick up incoming calls from other members of their group, or as a second option, any call to the company to any group. This is only available for fixed handsets.
 - For members of a *particular group* the User can associate the Programmable Key (Quick Dial) button on an IP Phone such as Cisco, to a certain group. This allows Universe to notify a phone User when a call is waiting to be picked up from that group
 - For any call in the company to a number that is in *any group* simply dial *8
- b. For the Administrator to create a pickup group, select “Create Call Pickup Group” on the right-hand side of the screen. You will then be directed to a page that allows you to select the members of that group from the list of Universe Users.



- c. To prepare your phone for the Call Pickup group. Go to User View =>Devices => Select phone => Edit => select Button => Select group => Save



Configure button ✕

Type a number for this button

or

Assign a colleague to this button

or

Assign a contact from your phonebook to this button

or

Enter or exit an agent group you are a member of when pressing this button

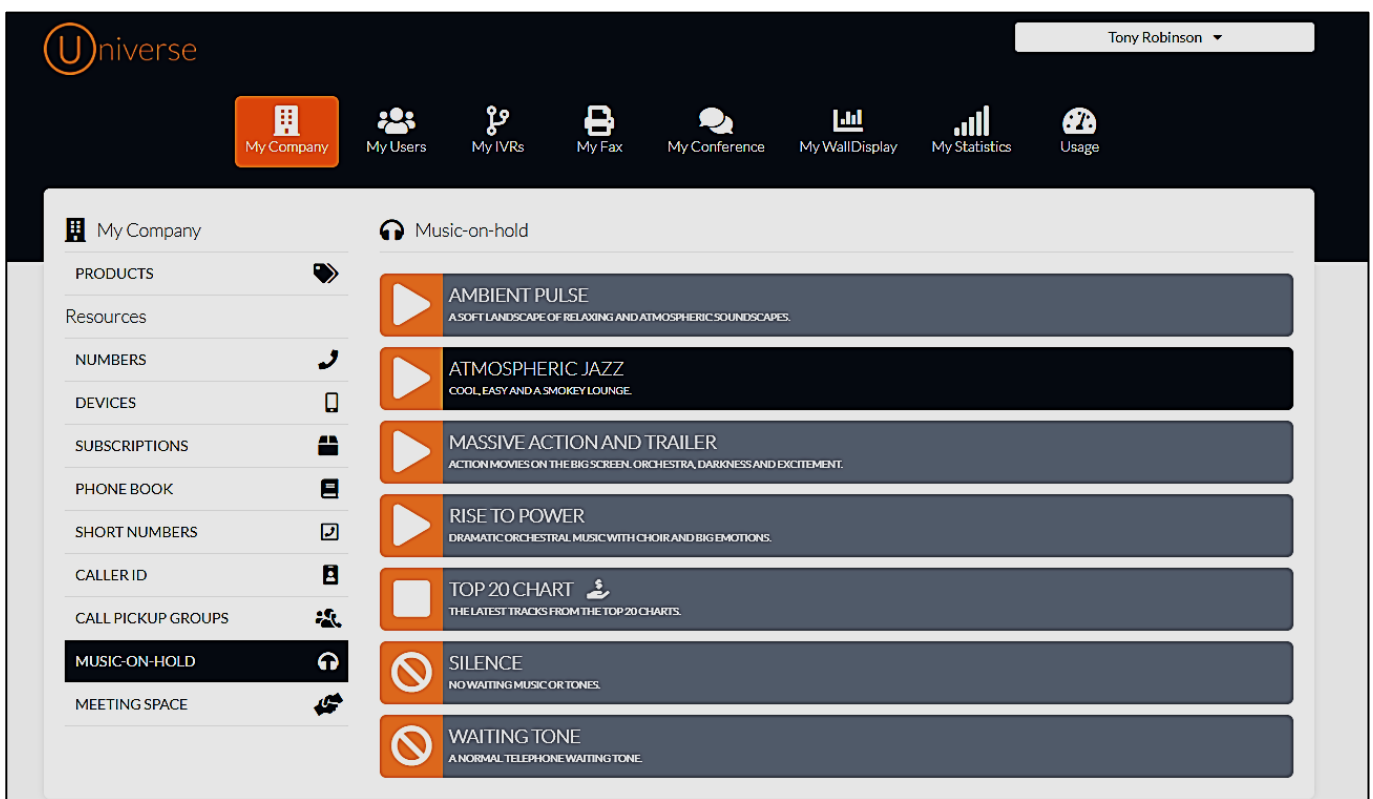
Pickup calls for a group when pressing this button

- d. To create an Agent Group in the Queue function of an IVR, drag the relevant module of the IVR top line into the working space and click on the module. From here you will see "Agent Group". Note that external numbers can be part of an Agent Group but cannot pick up calls if they are not Universe Users.

- e. When creating a group, you must give your group a name, the more descriptive and shorter the better. The group name will be shown, when you configure the Programmable Key button on your phone as explained above. So, make it recognizable and brief. "Name" of the group is mandatory as well as adding at least one User to the group.
- f. You can change the members of a call pick up group, once created, by selecting the Edit button
- g. Note:
 - All Agent Groups are automatically Call Pickup Groups.
 - A User can be a member of several groups
- h. Make sure you Save your new group or edited group before leaving the page

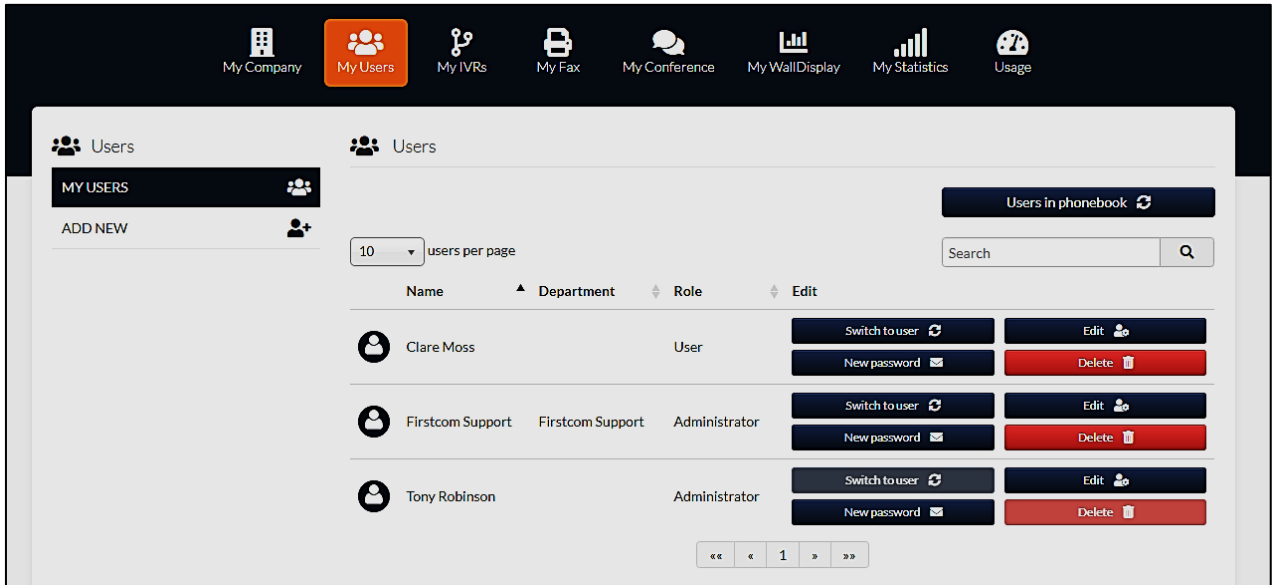
ix. Music On Hold

- a. Here you can select the music that you would like to play to a caller when they are put on hold. You can select from the options available. We currently do not support custom on hold music. If you select Silence, then callers on hold will hear nothing. Selected music shows in dark blue, other options are greyed out.
- b. This selection applies to all Users of your Universe



5. My Users

- a. By selecting My Users, all the Users associated with your company's subscription are listed. By selecting the "Users in Phonebook" button (right-hand side) you can see who is in the phonebook and add or subtract Users.
- b. If you select "Switch to User" you, as Administrator can go into a User's settings and change these.



- c. By selecting Edit it is possible to allocate "Rights" to Users as indicated in the screen shot below. In this particular case the User has access to Usage and Statistics for the company. If you make changes to a User, you must select "Update User".
- d. As can be seen in the diagram, it is possible to make another User an Administrator for different functions including Administrator of the Company Users

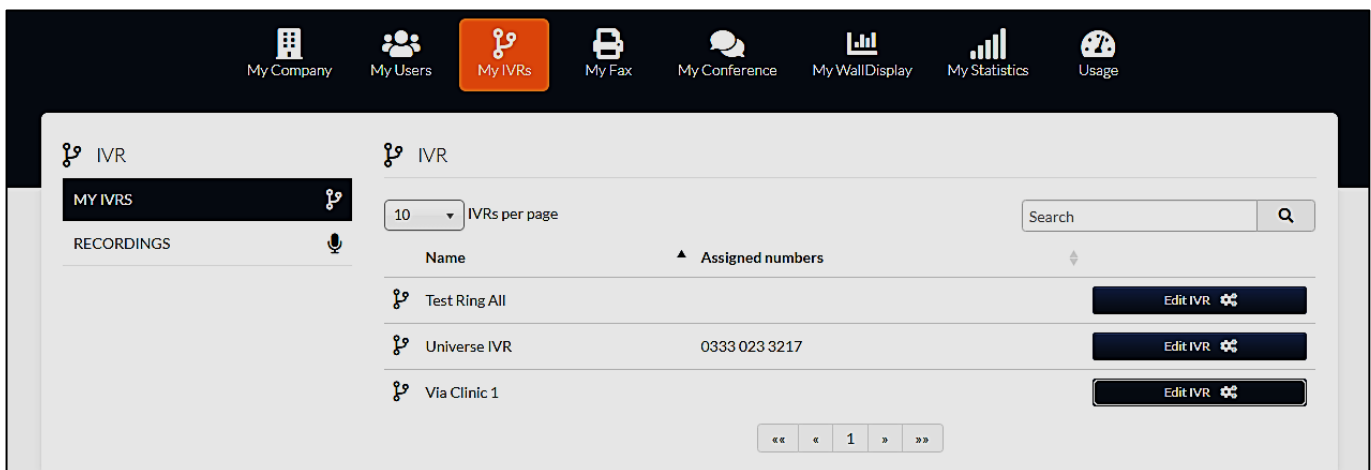


- e. Please note: it is not possible to remove the 'My Users' right from your own User account and it is not possible to remove the 'Web User' right from any User.

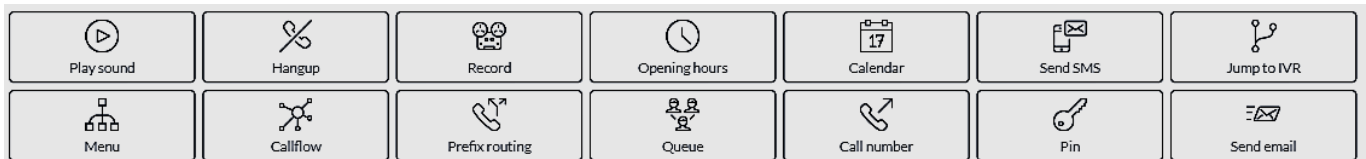
6. My IVRs

i. Overview

- By Selecting My IVRs you can see all the IVRs that are stored in your service
- You can Assign Numbers for your IVR in the My Company => Numbers, section of the Administration menu.
- The number of IVRs you have listed depends on how many you have purchased







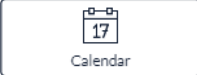






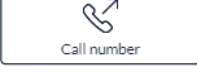


- d. To create an IVR use the modules listed on the screen once you have selected "Edit IVR"



- e. Follow these rules when making your graphical User interface;
- To use one of the modules, pull the function icon into the blank "working space" from the top two rows (above). A menu will appear on the right-hand side of your screen
 - To move a module once in the working space, place your cursor on the picture in the function, (not just inside the function outline)
 - The Start function must always begin an IVR
 - To move the whole IVR with all functions together to a different part of your working space, select a clear space and move the cursor
 - To join functions, select the edge of a function and join it to another with arrows
 - To delete a function, highlight it a press the delete button on your keyboard
 - Save your IVR after any changes. Each module must be saved using the Save Module button and then the whole IVR must be saved by pressing the Save IVR button. We recommend pressing the Save IVR button every time you press a Save Module button.

ii. Editing the IVR.

To edit the IVR, click Services in the top menu then in the list of services select the Edit IVR button which is next to your Universe IVR. Once pressed a new window will pop up. This window is the IVR editor. At the top of this window you will see a variety of modules with icons. Each module is used for a specific task, below is an explanation of each option and how to create and edit IVRs.

Name	Symbol	Description
Play sound		Puts a sound in the IVR or a message. It is possible to upload a sound file, which may be a voice or to use the text to voice function. When using text to voice, do not allow any symbols other than commas and full stops, or the read out will not be clear except for code. For example, to create a pause for 3 seconds use <break time="3s"/>
Hang Up		Ends the call
Record		Allows the "A" party to leave a recording. Note these voicemails are not sent via email as the personal recordings are. Instead they are stored in the My IVRs => Recordings section. Access for other employees must be granted for this by the Administrator if considered necessary.
Opening Hours		In this function the administrator can define the opening hours for each day of the week
Calendar		The calendar allows days that are selected, to go through a separate routing (such as voicemail), e.g. when a call is received on a holiday such as Christmas day The "Open" option is for calls made outside these days
Send SMS		The SMS function sends a message to a number that you specify with a message that you specify.
Jump to IVR		This allows the caller to be directed to another specified IVR
Menu		The menu allows you to add a prompt (text to voice) at the beginning of the call or a sound file. Then choose the voice you would like to use and write the Speech Text. The "timeout" is the maximum time that can lapse before either repeating the prompt or going to No Choice.
Call flow		Call flow allows you to change the flow from one branch of the IVR or another. Different Call Flows can be selected from the User View => Me=> IVR Flows
Prefix Routing		Prefix routing allows incoming calls to be directed according to the incoming CLI. Note that when specifying the Prefix range, the country code must be used without the "+" sign or the "00". So, for example UK calls require 44 before the other numbers in the prefix
Queue		Allows groups of customer service representatives (CSRs) to answer calls from a queue. The distribution of calls to the CSRs can be Round Robin in a defined order, Random or Ring All
Call number		Calls a number that you specify. Does not have to be a Universe number
Pin		By defining certain PIN codes, it is possible to allow only certain callers to access parts of the IVR
Send Email		Sends an email to an email address you specify

iii. Play a Sound.

This module is used to play a sound to the caller on the line. To select this option and edit it you must click, hold, and drag it into the blank workspace. Once dragged into the space the side editor will pop up on the right-hand side, this editor is used to change the setting of the play a sound option.

Playback Type: This is presented as a dropdown and allows you to choose between a (.wav) file and a text to speech prompt.

Prompt Voice: Also presented as a dropdown, this allows you to choose the voice of your sound prompt, this option is only visible when prompt is selected.

Speech Text: This is a field that allows you to type in the text for the prompt to read out. The system understands punctuation and emojis. Simply type in the message that you would like to be read out but beware it does not understand all punctuation or symbols which will stop the text to speech function. When using text to voice, do not allow any symbols other than commas and full stops, or the read out may not work, except for particular codes. (For example, to create a pause for 3 seconds use `<break time="3s"/>`)

Underneath this option is a play example button, this gives you the option to listen back to your prompt text and to your selected prompt voice.

Soundfile: This will only appear if you have selected Soundfile as the playback type. Here a dropdown will be displayed, you are able to select the file that you would like to play using this dropdown. Underneath the drop down you will see the following buttons: Play example, Download, Upload (.wav) and Delete. If you would like to hear the sound file you have selected then please press "Play Example", if you would like to download the selected sound file please press "Download". To delete the sound file from the system please press the Delete button.

To upload a new sound file please click the upload (.wav) button. The file must be in a .wav format and must be smaller than 128kbps. Once uploaded the file will automatically be selected in the dropdown. Just double check that this is the case before pressing save. At the bottom of the window is the Save Module button. This must be pressed every time you make a change to this module.

iv. Hangup

Simply drag this into the working space when you would like a call to end. There are no options for this module.

v. Record

This module is the module that either;

- creates call recordings of conversations or
- stores voicemails in the IVR.

To activate Record, drag in this module to the working space. Once dragged in the editor window on the right-hand side will pop up. You will see two options in here; Name of recordings and Voicemail mode.

Name of recordings will simply change the name of the recording in the services mailbox.

Voicemail mode will determine if the recording module is being used for recording a call or for voicemail.

To activate call recording, move the voicemail slider. Once renamed and unticked remember to save the module by pressing Save module. Now all calls to this number will be recorded. The recorded conversations will appear in the My IVRs => Recordings menu along with the Voicemails

To activate voicemail simply do exactly the same as above but leave Voicemail mode ticked. Remember to save the module too.

vi. Opening Hours.

This module allows the system to route calls depending on if your business is open or closed. To add this module into your IVR drag it down from the top menu into the working space. Once dragged, the side editor will pop up on the right. Here you can select which days you are open by clicking the checkbox next to the specific day and then fill out the hours you are open from and when you close. Once completed hit "Save Module"

vii. Calendar.

This module allows the system to route calls depending on a series of dates specified. To add this into your IVR simply drag it from the top menu down to the working space. Once dragged the side editor will pop out on the right, here you will see the following options and buttons:

Period: This is the start date and end date of this specific period.

Period Name: the name for your specific period.

Port: The label for the direction in which the calendar will move the call flow.

Delete: An option to delete the period.

Add: The option to add in a period. Once you have entered in the details that you need and the periods you require, simply hit Save Module to save your settings.

viii. SMS

This module is used to send somebody an SMS notification. This service will cost per SMS, please refer to your tariff sheet for pricing per SMS. To use this simply drag it into the space. Once dragged the side editor on the right will pop open, here you will see a field for Recipient and for Message. Simply type in the mobile number that you would like to send an SMS to and then add in the message that you would like to send to that number. If you use #cli in your text, the current number that phoned into the IVR will be displayed to your chosen recipient. When you are happy with your message and the text, press Save Module.

ix. Jump to IVR

This module is used to send callers on this IVR to another IVR. To use this in your IVR drag it into the working space. Once dragged in, the editor on the right will pop up. In here you can select the other IVR that you would like to jump to. Once selected press Save Module. You will require more than one purchased IVR service to use this. To acquire additional IVRs for your account please contact your account manager or accounts@firstcom.co.uk

x. Menu

This module is designed to present callers with options they can select on the keypad of their devices. To use a menu in your IVR, simply drag it into the working space. Once dragged the editor will pop up on the right. Here you will see the following options:

Playback Type: This is presented as a dropdown and allows you to choose between a (.wav) file and a text to

speech prompt.

Prompt Voice: Also presented as a dropdown, this allows you to choose the voice of your sound prompt, this option is only visible when prompt is selected.

Speech Text: This is a field that allows you to type in the text for the prompt to read out. The system understands punctuation and emojis. Simply type in the message that you would like to be read out. Do not allow any symbols other than commas and full stops. Underneath this option is a play example button, this gives you the option to listen back to your prompt text and to your selected prompt voice.

Soundfile: This will only appear if you have selected Soundfile as the playback type. Here a dropdown will be displayed, you are able to select the file that you would like to play using this drop down. Underneath the drop down you will see the following buttons:

Play example, Download, Upload (.wav) and Delete. If you would like to hear the sound file you have selected then please press play example, if you would like to download the selected sound file please press download and to delete the sound file from the system please press the delete button. To upload a new sound file please click the upload (.wav) button. The file must be in a .wav format and must be smaller than 128kbps. Once uploaded the file will automatically be selected in the dropdown. Just double check that this is the case before pressing save.

Timeout: The number in seconds that the menu will wait for a User's input before it is timed out.

At timeout: The choice in the form of dropdown to repeat the prompt or send the User to No choice in the menu. Once you have configured your menu press Save Module.

xi. Call flow

This module is designed to allow you to change call flow options within the IVR into a different direction by using multiple ports. To use this module, simply drag it into the working space. Once dragged the side editor on the right will pop in allowing you to set up your Call flow. In the side editor you will see the following fields;

Flow name: The name for this particular Callflow.

Active Port: The port that you would like active for now.

Port Names: The identifier you would like to use for every port. Simply fill in these details and press Save Module to set up Call flow.

xii. Prefix Routing.

This module allows you to route numbers through to a different area of your IVR based on the calling number prefix. To use this module simply drag it into the space. Once dragged the side editor on the right will pop up, here you are able to set up your prefixes. There are 16 different options you can have at any time and to add an option in all you need to do is type in the new prefix. Once configured, press Save Module to get it working. Note that when specifying the Prefix range, the country code must be used without the "+" sign or the "00". So, for example UK calls require 44 before the other numbers in the prefix

xiii. Queue.

This module allows you to add Users into a queue for them to receive specific calls. To use this module simply drag it into the working space. Once dragged, the side editor will open on the right-hand side. Here you will see the following fields:

Agent group: This is where you can select the group of customer service representatives that you would like this module to call.

Edit: Pressing the button will allow you to edit the Users that are currently assigned to that specific group. When pressed a new window will open, this is the group's window. You can then change the elements that you need here.

Create Group: By pressing this button a new window will open. On the left-hand side of this window you will see the Users that are in your Universe system. On the right-hand side you will see the Users that are currently active in the specified Queue. To add in a User to the queue simply drag them from the left-hand side panel over to the right-hand side panel. On the right-hand side you will also notice two arrows, one pointing up and one pointing down. These arrows control the priority group that the User is in, pressing down / up will move the Users between priority groups. Priority one is called first, if no one answers priority two is then called and so on.

Underneath the Users and members section there is an add external field and a configuration section. To add in an external number, that is not part of Universe to the queue you can add it in here, you will however be charged as per your tariff sheet for the calls that are made to that external number from the IVR service. In the configuration section you can change the name of the queue, the strategy of the queue and the wrap up time of the queue.

Agent Strategy allows you to choose between three call routing methods; Ring All, Round Robin and Random. If you select Ring All, all the members of the group will be called when the queue is rung. If you select Round Robin then one User will be rung first if no answer the next one will be called, etc.

Wrap-up time is the time in seconds in which the system will wait before it presents a new call to the agent again after a call has finished. Once a User has been placed in a group it will appear in their main Universe page. Once you have set up the queue in the way in which you would like, press the save or save and close button.

Delete: This will delete the group selected.

Prompt Voice: Also presented as a dropdown, this allows you to choose the voice of your sound prompt, this option is only visible when prompt is selected.

Waiting indication: This is presented as a drop down and allows you to choose between Music on Hold and Ringing. Music on hold will play the hold music you have selected in the Music on Hold section of My Company.

Agent Call Time: In seconds this is the amount of time an agent's phone will ring, before moving to either another agent or the next part of the IVR.

Max Queue Length: This is the total number of people allowed to be queuing at any given time.

Max Wait Time: This is the time in seconds that you would like the User to wait on hold for before sending them to the next part of the IVR.

External Caller ID: Displayed as a drop down, this allows you to display the incoming caller's caller id or the IVR number on the agents' devices. Once you have configured your queue, press Save Module.

xiv. Call Number

This module allows you to call a specific number. To use this module simply drag it into the space. Once dragged, the side editor will open on the right-hand side. Here you will see the destination which is the number that you would like to call, and the caller id drop down. In this drop down you can select whether or not you would like the receiver of this call to see the IVR number or the CLI of the caller. When selected simply press Save Module to save. By calling a number not on Universe you will be charged as per your tariff

sheet for the calls that are made to that external number.

xv. PIN

This module allows you set up a pin protected area within your IVR. To use this module simply drag it into the working space. Once dragged, the side editor will open on the right-hand side. Here you will see the following fields: Approval Type: This allows you to choose between a list type within this module or an external HTTP list.

PIN codes: This will display all the PINS currently in use, with the option to delete them on the right-hand side.

New PIN and Code Length: This is where you can add in a new pin to the list. Type the pin on the left and select its length on the right. Pins can only contain numerical digits. Press the add button to add the Pin into the list.

PIN Service URL: This is for the external HTTP service, its where you can add in a link to the external service. Once confirmed press the Save Module button.

xvi. Send Email

This module is used to send somebody an email notification. To use this simply drag it into the working space. Once dragged the side editor on the right will pop open, here you will see a field for Recipient and for Message. Simply type in the subject and email address that you would like to send an email to and then add in the message that you would like to send to that number. If you use #cli in your text, the current number that phoned into the IVR will be displayed to your chosen recipient. When you are happy with your message and the text, press Save Module.

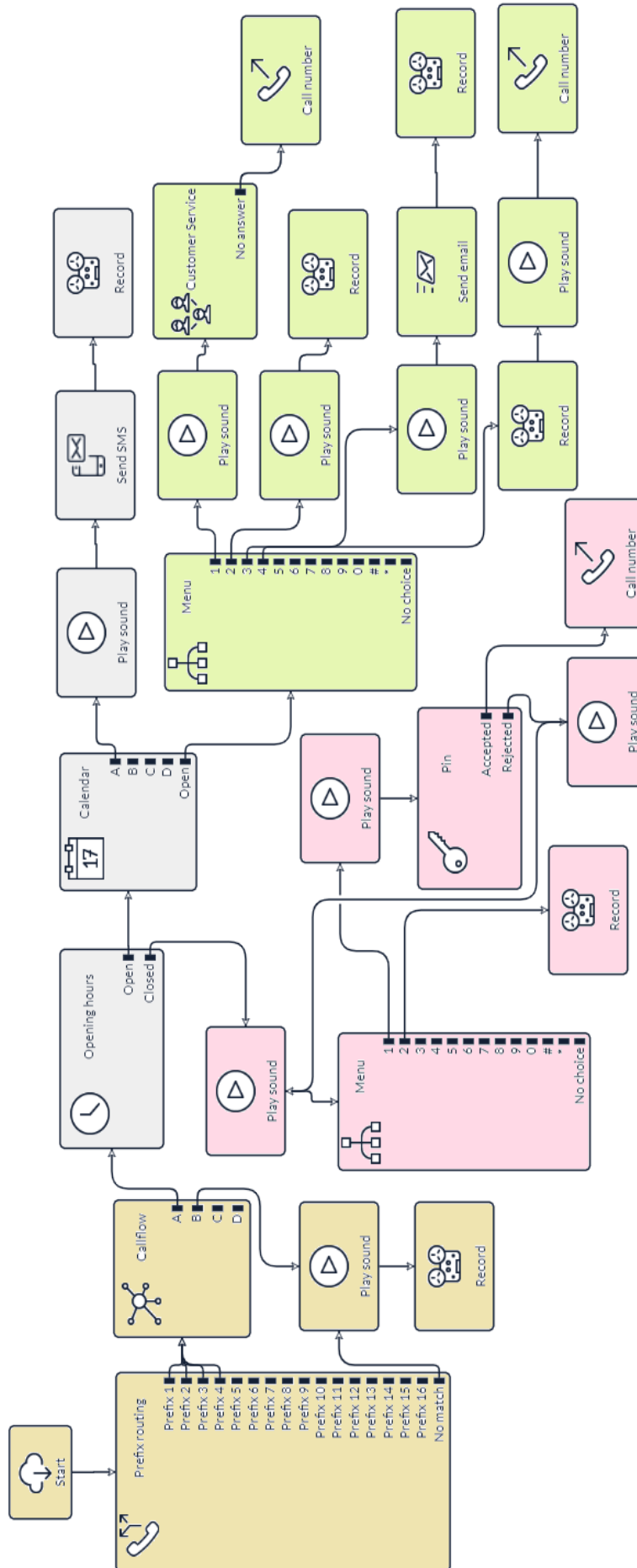
xvii. Naming your IVR

Now that you have created your IVR you need to name it. In the top right of the IVR window you will see a field with an IVR name, and a button called Save IVR. Simply rename the IVR to something that makes sense to you and then press the Save IVR button to make it live.

7. IVR Example – Joe’s Plumbers

i. IVR Overview

Joe’s Plumbers - IVR

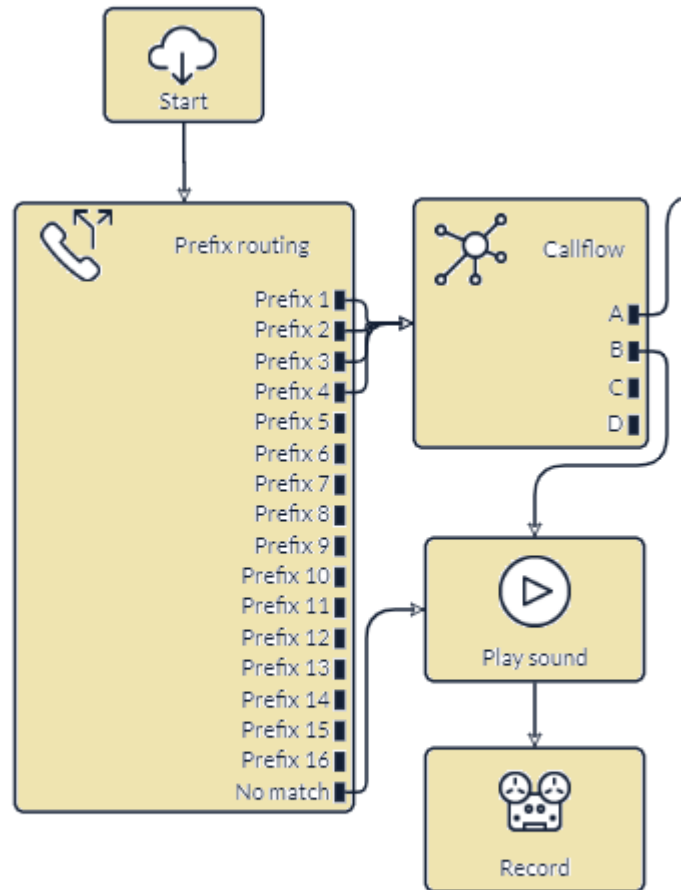


ii. Filtering the incoming calls – Joe’s Plumbers

The calls go to the prefix routing module where the prefix of the caller determines where the call goes. Joe has used prefix 1, 2, 3 and 4 for UK originating mobile and fixed calls.

These calls then move to the Call Flow module and progress through the IVR through either Port A or Port B, specified by the Administrator of the IVR.

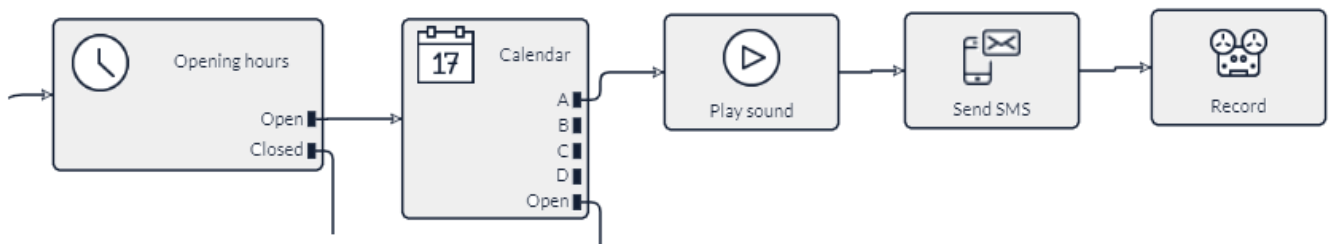
Calls made from overseas or suspicious numbers go to the No Match option and end up with a Voicemail asking the caller to leave their contact details. Calls where the CLI is blocked “Private” will also go to No Match



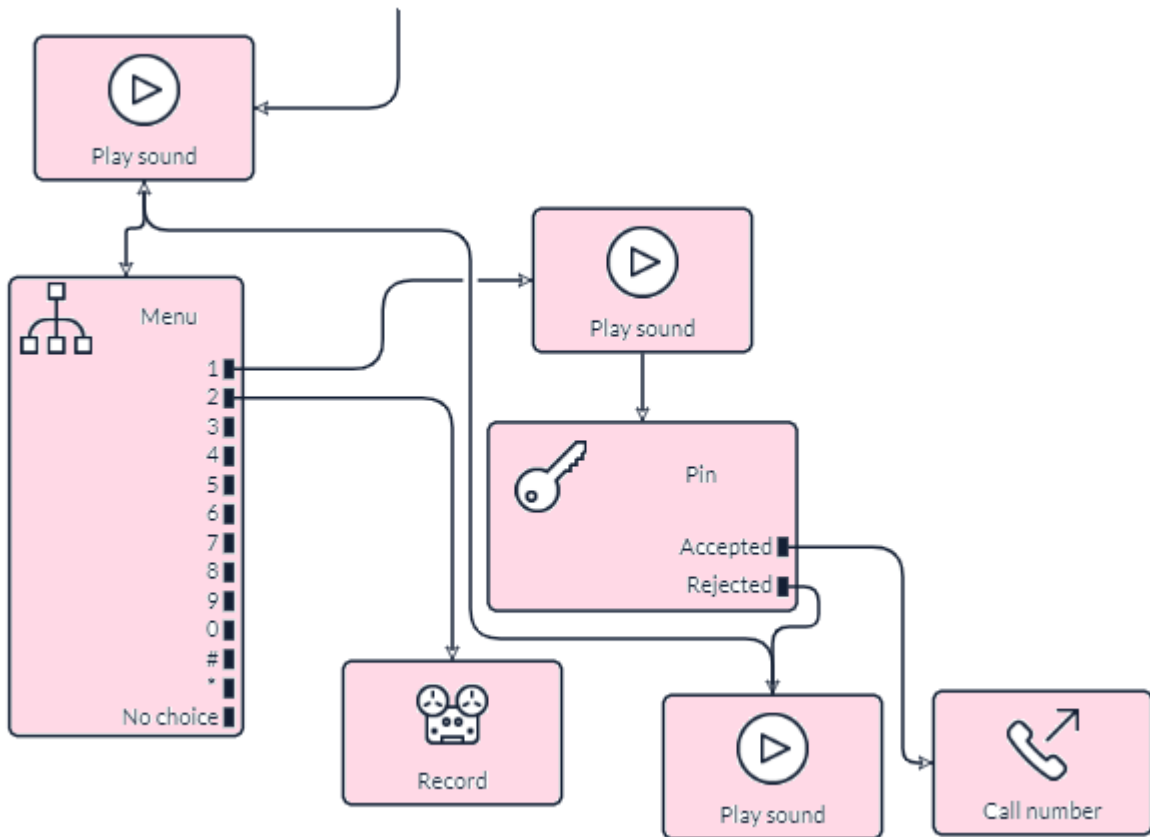
iii. Opening Hours and Holidays - Joe’s Plumbers

Joe is open for business from 8:30am to 4:30pm. He is closed for Easter and for Christmas. On the holidays he decides to receive an SMS that will notify him of the CLI of the calling party and encourage them to leave a message.

If the call arrives after hours, it is sent to the Priority Callers part of the IVR, below.



iv. Priority Callers - Joe's Plumbers

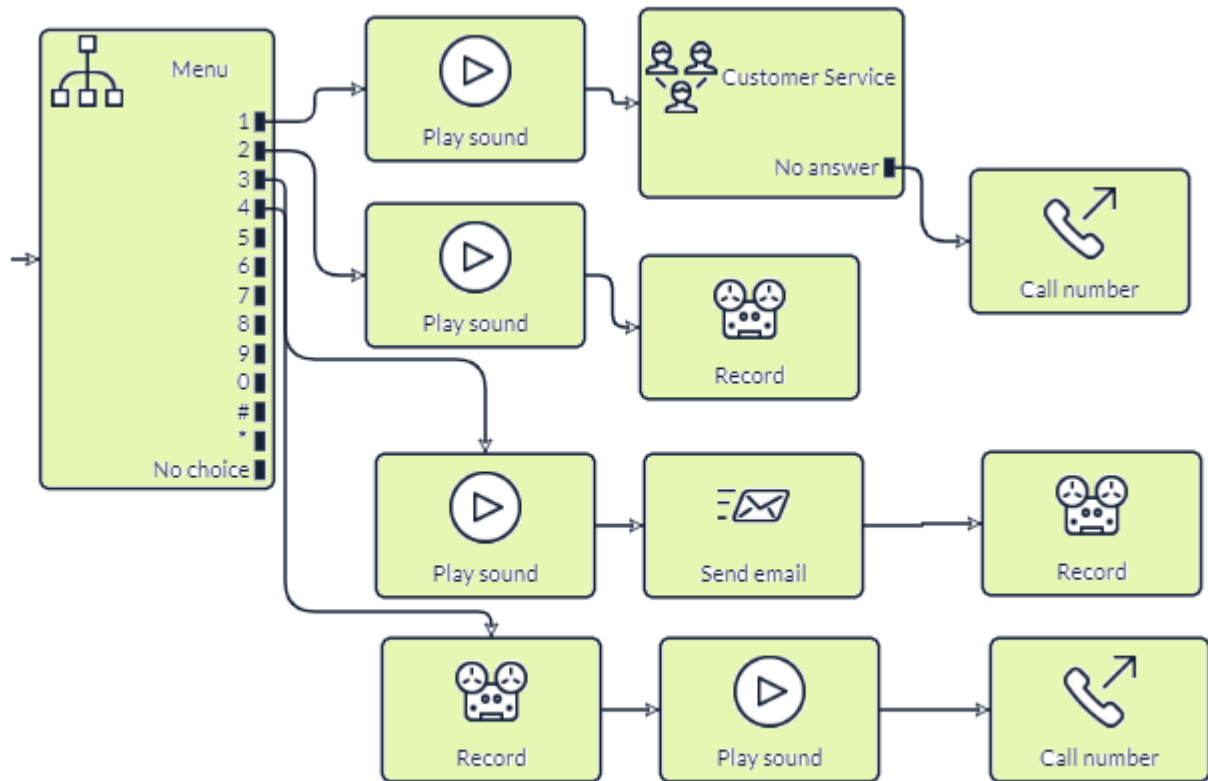


Those calling after hours are greeted with a message and asked to make some choices. If they have taken out the “After Hours Service” product, then they select option 1 in the menu and then they enter a PIN and are directed straight to Joe’s mobile.

If they select option 1 but do not have a current PIN, then they are directed back to the message and menu again.

Those customers that do not have an “After Hours Service” are invited to leave a voicemail.

v. Callers during working hours on working days - Joe's Plumbers



Those callers on working days and working hours are greeted with four options.

Option 1 is for Emergencies and sends the calls to a queue which contains his wife and the company's secretary to ensure it is answered. If it is not, the call is sent to Joe's mobile phone

Option 2 is for Installations. These calls are recorded so that Joe can get to them when he gets a chance

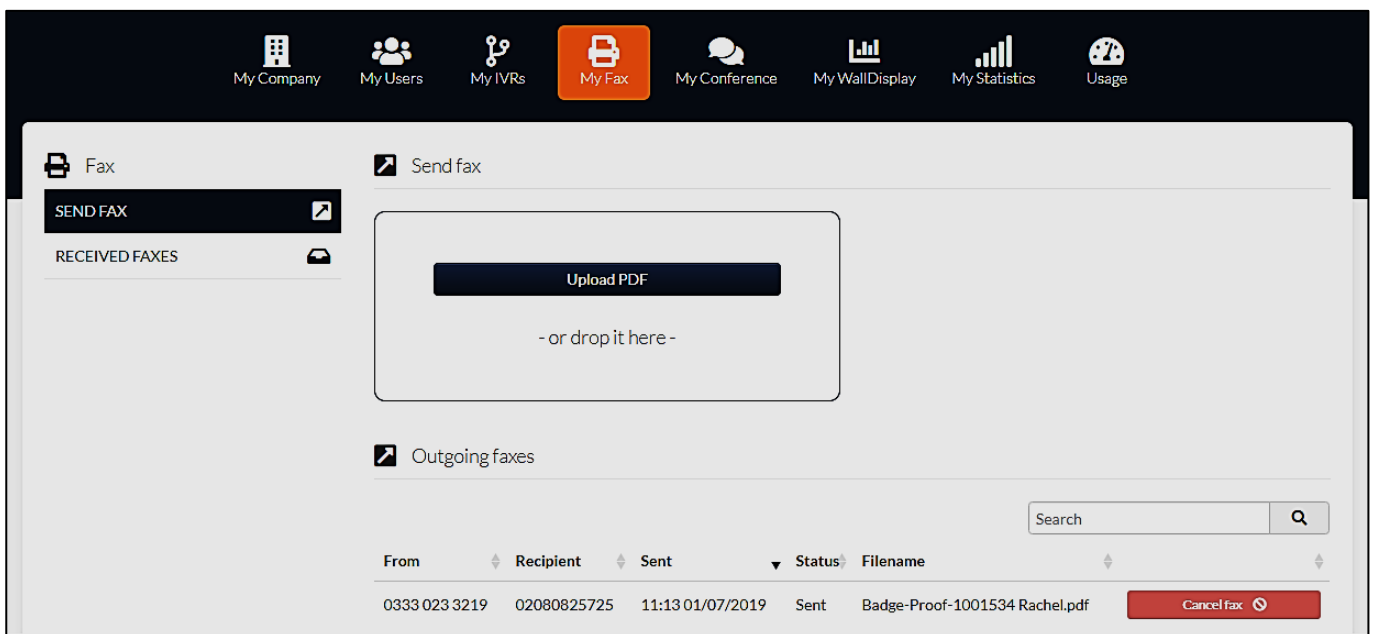
Option 3 is for Drainage problems. In this case Joe has decided that he needs to be notified of the call and so when a caller leaves a voicemail message, an email is sent to his phone and computer

Option 4 is for Accounts. Joe's wife does his financial accounts, and each call is recorded automatically. The call is sent directly to her phone

8. My Fax

It is possible to send a fax with Universe.

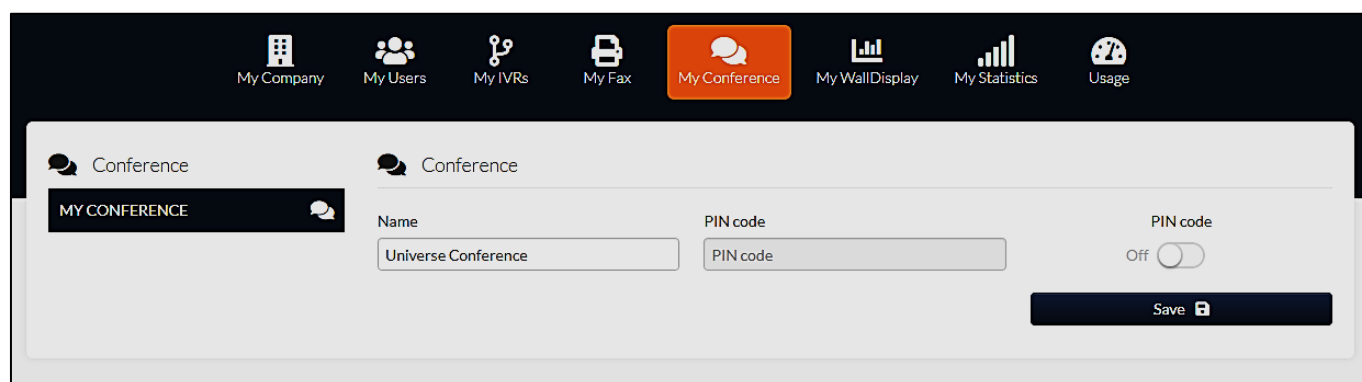
- Either select “Upload PDF” and choose the file you wish to fax drop the document in to the box indicated
- To use the “drop it here”, feature resize the window your file is displayed in and press WIN + ARROW down. Then drop the file you wish to fax into the box
- Enter the fax number you want to send to and then “Send Fax”
- Once you have done this you can monitor progress. Under the Status Heading you will see the words “Put In Queue”, “Connected”, “Sent”
- It is possible to cancel the sending of a fax at 2 stages. Firstly, if you find you have selected the wrong document in the Send fax progress area, simply click on the Clear icon. If you have already clicked on ‘Send fax’ then it will show at the top of the ‘Outgoing faxes’ list, so click on the ‘Cancel fax’ icon to stop it trying to send.
- It is a good idea to press the refresh button on your computer to check on progress
- To see Faxes that have been sent to you, select the “Received Faxes” tab



9. My Conference

Universe has an inbound conferencing facility. Attendees for the call, dial a number and may be given a PIN code to allow access, depending on the Administrator’s decision as PINs can be switched on or off. Callers hear music when they access the conference number and when on the call, each new attendee is joining creates a small sound.

- To find out the number of the conference, look at My Company and then Numbers. You will see your conference number specified
- In My Conference, Administrators have the ability to set the PIN for attendees to use so that no unwanted guests attend. You must slide the slider to the On position first if you wish to create a PIN where one did not exist previously.
- Do not forget to save your PIN if it is changed
- Callers to the Conference are asked to enter the PIN having dialed your Conference number, followed by the # key. They then hear music
- Every new caller joining creates two beeps on the call to announce their entry



10. My Wall Display

Wall Display shows in real time the number of callers that are calling your IVR and some statistics about the service that your call handling is providing. It is an optional extra on Universe and it is possible to undertake a 14-day free trial. To purchase the product please speak to your service provider or call 0333 023 7000.

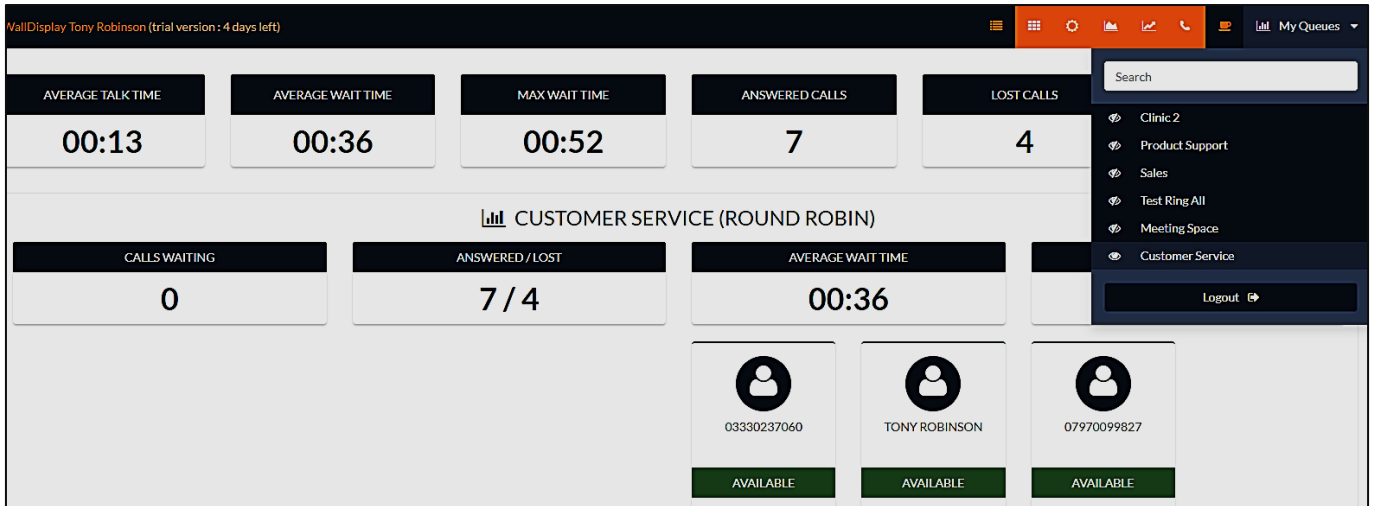
i. Top Row Icons

Move your cursor to the top of the screen and an additional menu will appear. The icons at the top of the screen give options for presentation of the information about incoming calls. The orange icons are the ones that have been selected.

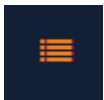


a. My Queues

On the right hand of the icon bar is a menu called “My Queues”. Here you select the IVR that you wish to select for the Wall Display module. Start with the My Queues icon and choose the IVR you wish to see incoming call information about. In the picture below Customer Service has been selected.



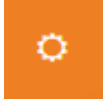
b. Other Icons



List View - Selecting this icon changes the agents (in this case “03330237000”, “Tony Robinson” and “07970099827”) into a vertical list. Above they are presented in “Tiled View”



Tiled View - Presents the operators in a tiled view as above



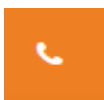
Brightness - The background of the screen can be grey or white, depending on whether this option is selected



Overall Statistics - This gives information on; Average Talk Time, Average Wait Time, Answered Calls, Lost Calls, Total Calls



Queue Statistics - This provides information about Calls Waiting in the queue, the calls that are Answered or Lost, Average Wait time in the Queue and the Maximum Waiting Time

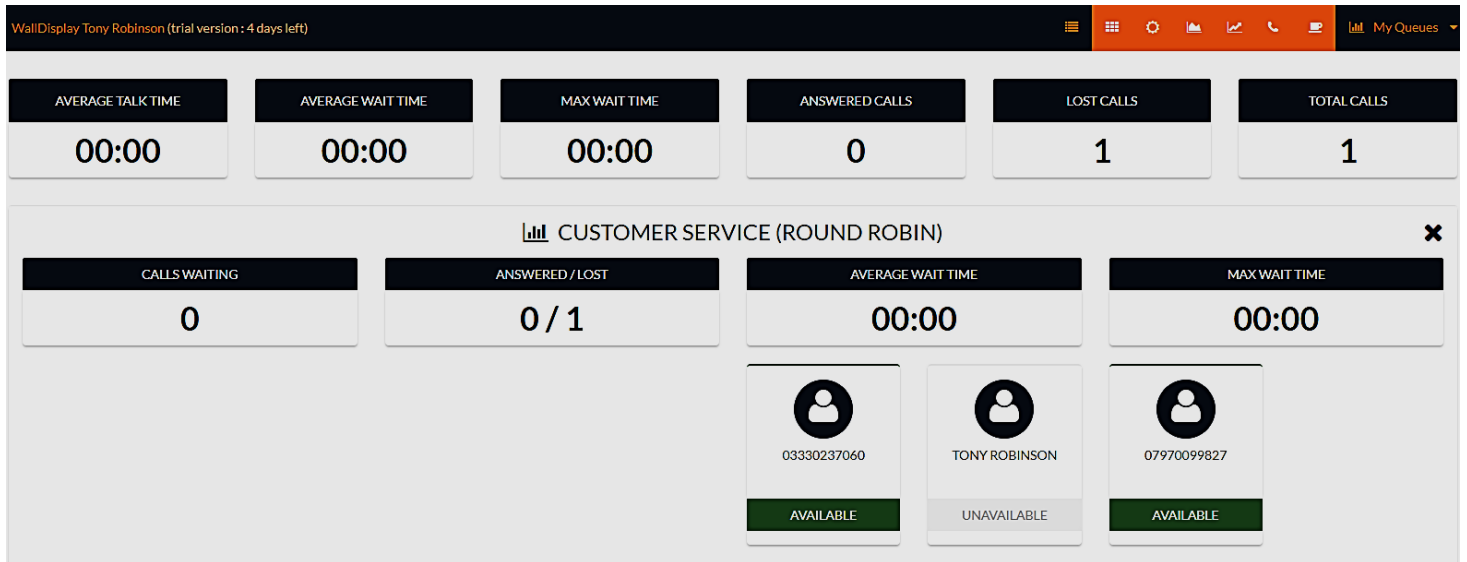


Waiting Calls - This tells you the phone numbers of callers waiting and the amount of time they have been waiting.



Unavailable Agents - This gives a list of agents that are not currently available to answer calls because they have taken themselves off the IVR in their User View => Me => Group Membership. If this icon is not selected the Administrator does not see these “unavailable” Agents. See screen shot below. The first call into the IVR indicates who is available and who is not.

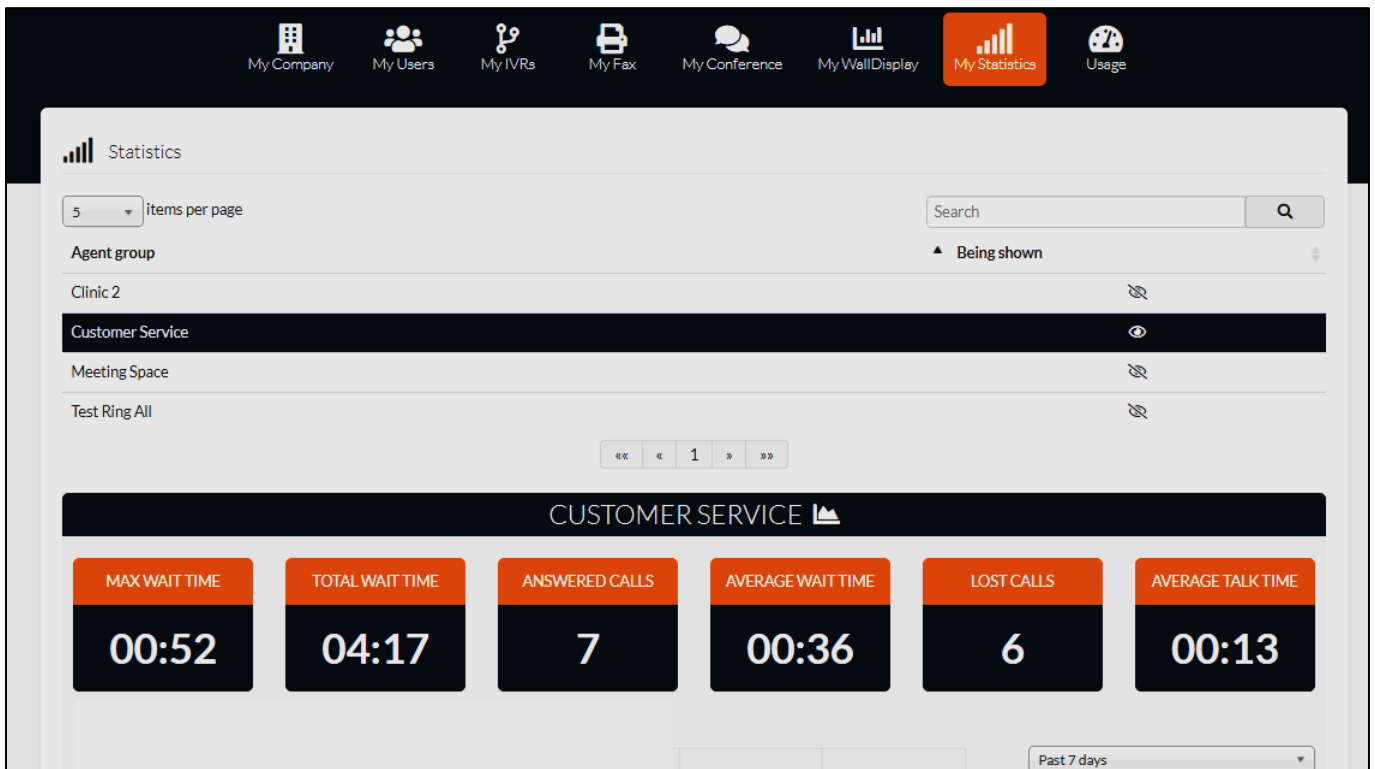
In the picture below there are two agents available and one that is not.



11. My Statistics

a. Dashboard

In My Statistics you can see the incoming call stats for a period that you specify. Go to My Statistics => Select an agent group => Select a Time frame (at the bottom of the screen) and the dashboard below will appear.

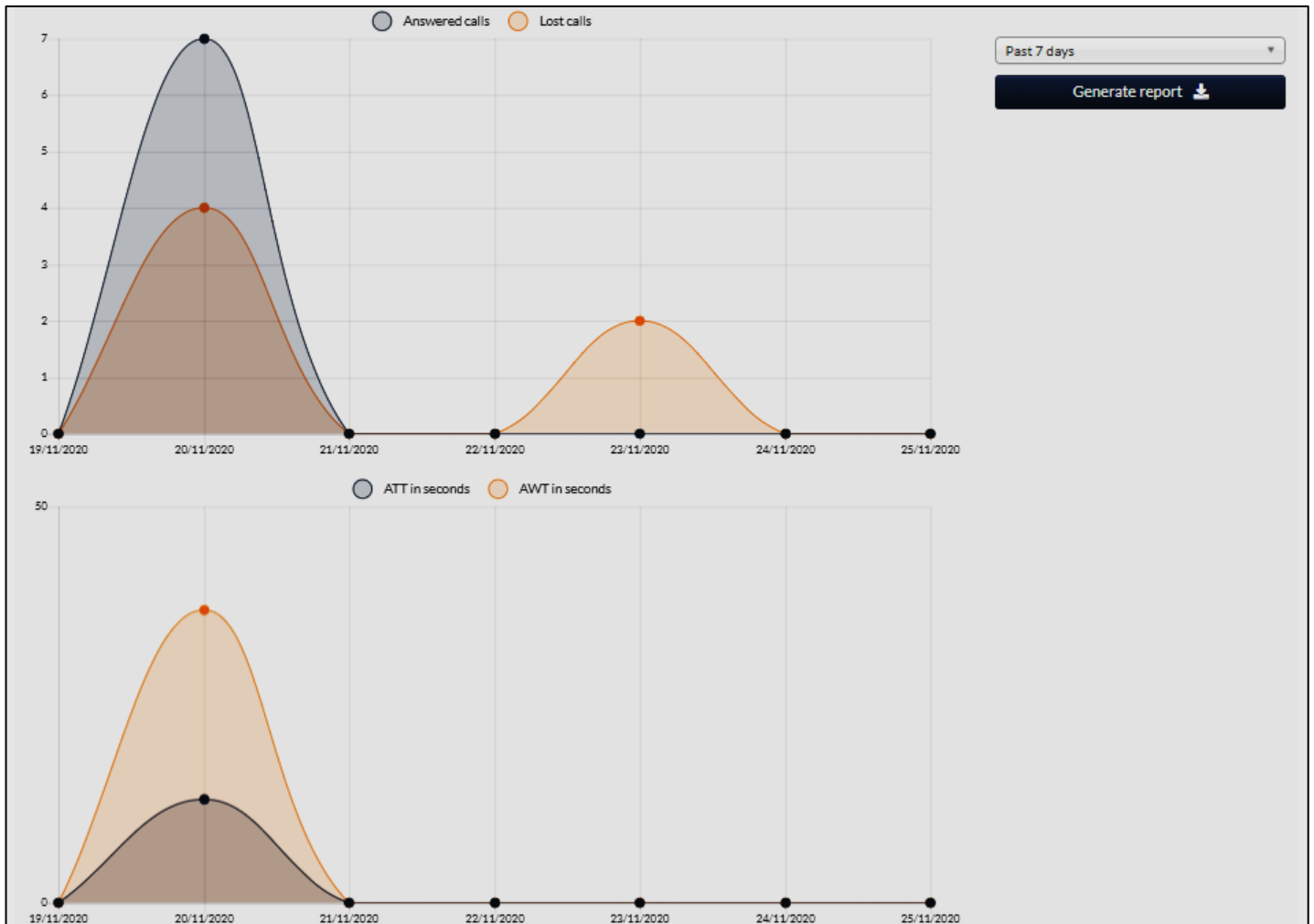


This gives an overview of the Waiting time in the queue for calls (Maximum and Total and Average), the Answered Calls, Lost Calls and Average Talk Time.

b. Charts

Below the Dashboard are two charts

- The top chart gives the number of answered and lost calls by day.
- The bottom chart gives the ATT (Average Talk Time) and AWT (Average Wait Time) by day.



c. Generate Reports

At the top of the screen shot above is a button to Generate Reports. This produces an excel spread sheet with each call listed by date

- Time of Entry in Queue (day, month, and time)
- Time in Queue (Seconds)
- Talk Time (Seconds)
- Result (Answered or Abandoned)
- Agent Group (e.g. Customer Service)
- Number in Queue Upon Entry (Caller)
- Agent

12. Usage

- a. The Usage function gives the statistics for both incoming and outgoing calls according to the following criteria;
 - **Select User and / or Service** – either one agent from your company or an IVR
 - **Select Device Type** – All, Fixed or Mobile
 - **Select Datatype** – All, Voice, Data, SMS, or MMS
 - **Destination Type** – All, International (outgoing) National (Outgoing) or Incoming
 - **From Date** – YYYY-MM-DD
 - **To Date** - YYYY-MM-DD
- b. Then select Get Usage and the results according to your criteria will appear below
- c. To Reset your criteria, press the Reset button
- d. There is an option to Download the information in spreadsheet form
- e. Note that charges are provided call by call an in total

Usage

Select user and/or service:

Select devicetype:

Select datatype:

Select destinationtype:

From date:

To date:

Total amount: £0.00

[Download spreadsheet](#) [Reset](#) [Get usage](#)

Name	Device	Destination	A-number	Dest. No.	Call Type	Category	Started	Qty.	Billed Price	Call Direction
Clare		Incoming call to user	07508 115***	01372 3639	Incoming	Speech	19-Nov-2020 09:12:56	00:05:22	£0.00	Incoming
Clare		Incoming call to user	07771 623***	01372 3639	Incoming	Speech	19-Nov-2020 10:40:16	00:02:38	£0.00	Incoming
Clare		Incoming call to user	07801 239***	01372 3639	Incoming	Speech	19-Nov-2020 11:25:34	00:03:05	£0.00	Incoming
Clare		Incoming call to user	07801 239***	01372 3639	Incoming	Speech	19-Nov-2020 11:31:00	00:03:53	£0.00	Incoming
Clare		Incoming call to user	07785 242***	01372 3639	Incoming	Speech	19-Nov-2020 13:14:42	00:00:57	£0.00	Incoming
Clare		Incoming call to user	07944 142***	01372 3639	Incoming	Speech	19-Nov-2020 14:24:15	00:00:45	£0.00	Incoming