

BUSINESS REACH - MOBILE QUICK START GUIDE

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Table of Contents

| | |
|--|---|
| Introduction | 1 |
| 1. Structure of the guide | 1 |
| 2. Description of the scenario | 1 |
| How to Login | 2 |
| Creating The Enterprise Switchboard | 3 |
| 1. Creating The Hunt Groups | 3 |
| 2. Uploading Voice Prompts | 6 |
| 3. Configuring the Enterprise Switchboard | 8 |

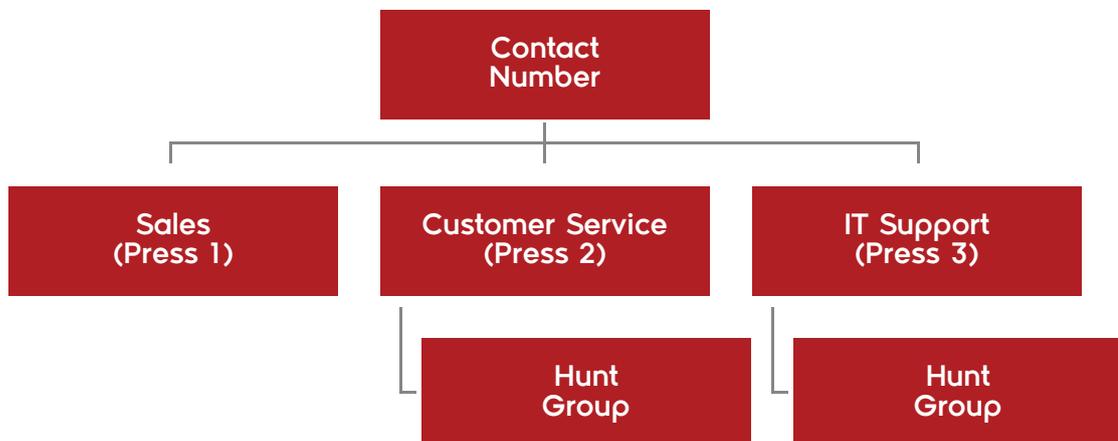
Introduction

Structure of the guide

This user guide assumes a scenario of a typical company. Then it shows step-by-step how to configure the Business Reach switchboard for this company using the Business Reach portal.

Description of the scenario

For the purpose of this quick user guide, a scenario of a company with three departments; Sales, Customer Service and IT Support is assumed. An IVR tree is to be configured using Business Reach based on the below diagram. The sales department consists of one person to collect sales orders and therefore one phone line. The customer service and IT support departments have multiple users in each of them and therefore they are defined in a hunt group. A hunt group is a collection of numbers that are defined as one entity and can be reached as a group.

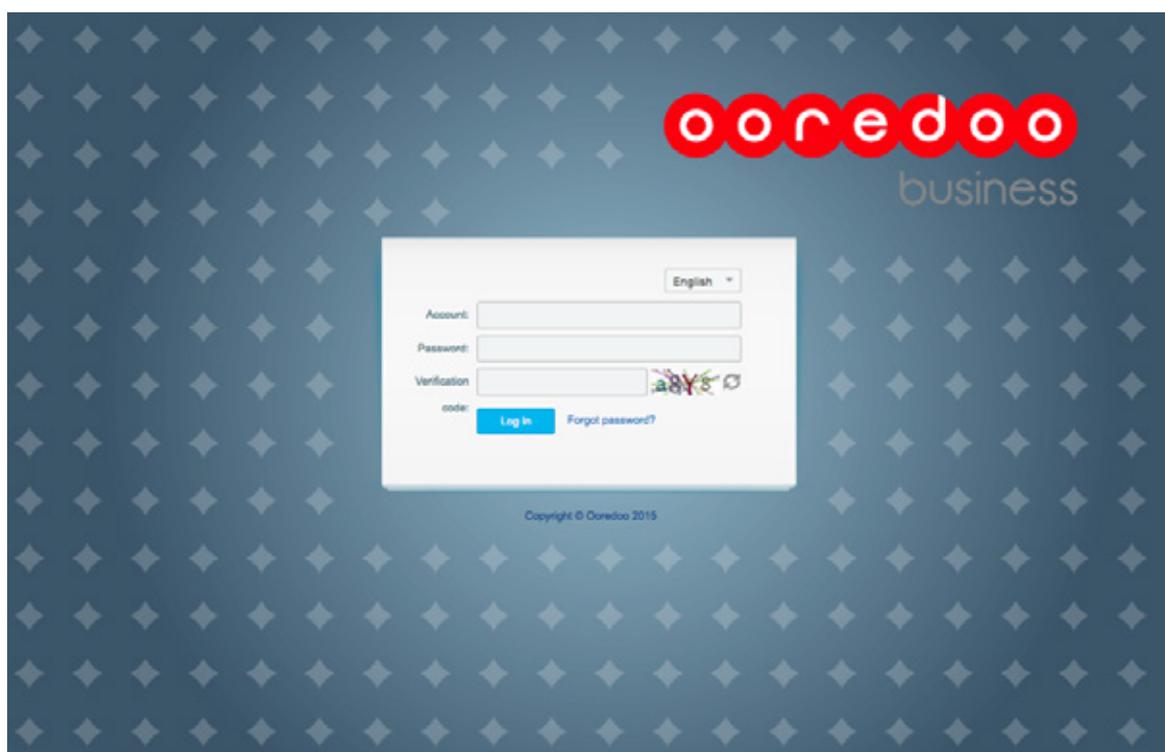


How to Login

How to Login

Business Reach has an administration portal which is reachable by clicking this link <https://reach.ooredoo.om>

The login interface has three fields: account, password and verification code. The account and password are provided by Ooredoo via email and SMS when the Business Reach service is activated. The username and password are sent to the person responsible for the telecommunication services in your organisation. The third field is the verification code which is a random combination of 4 characters and/or numbers (for example ) which need to be keyed into the input text box.



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English

Account:

Password:

Verification code: 

[Forgot password?](#)

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Creating The Enterprise Switchboard

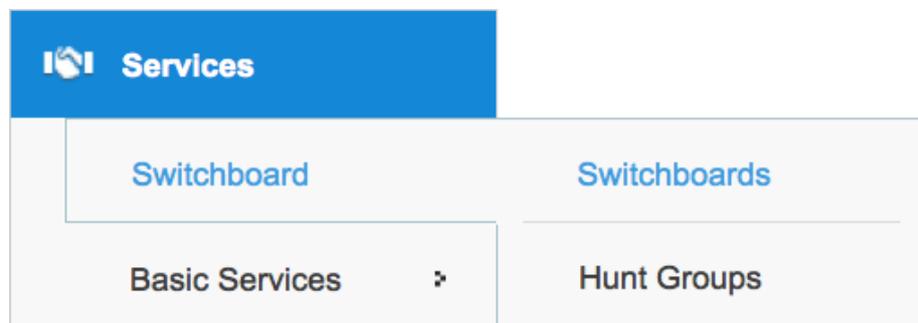
Creating The Enterprise Switchboard

To be able to create the required switchboard configurations, hunt groups and voice prompts configurations need to be finalised first.

Creating The Hunt Groups

To create a hunt group, follow the following steps:

1. Go to "Services" → "Switchboard" → "Hunt Groups"



2. Click on "Add"



3. Enter a name for the hunt group ("Customer Service" or "IT Support") and select the required call distribution policy

Hunt Group Info

* Name:

* Queuing policy:

* Call distribution policy:

* Last agent preferred: Yes No

Creating The Enterprise Switchboard

4. Click on the "Search" button next to agents

Agents: Added: 0 numbers

Search

Add a maximum of 64 numbers. Separate multiple numbers with commas. Example:
+968XXXXXXXX, +968XXXXXXXX

5. Choose the numbers that are to be selected for the hunt group and then click on the "Add" button. Once done click on the "OK" button

The screenshot shows a web interface for selecting phone numbers. At the top, there is a search bar and a green "Search" button. Below this is a table with two columns: "Phone Number" and "Short number". The table contains three rows, each with a checkbox in the first column. The first and third rows have their checkboxes checked, and their rows are highlighted in light blue. The second row has an unchecked checkbox. Below the table, there is a "Total: 3" label with navigation arrows and a blue box containing the number "1". At the bottom of the interface, there is a "Selected (0/64)" label, an "Add" button, a "Clear" button, and an "OK" button (highlighted with a red box) and a "Cancel" button.

| | Phone Number | Short number |
|-------------------------------------|--------------|--------------|
| <input type="checkbox"/> | | |
| <input checked="" type="checkbox"/> | +968XXXXXXXX | XXXX |
| <input type="checkbox"/> | +968XXXXXXXX | XXXX |
| <input checked="" type="checkbox"/> | +968XXXXXXXX | XXXX |

Total: 3 < 1 >

Selected (0/64) Add Clear

OK Cancel



Creating The Enterprise Switchboard

6. Save the settings by clicking on the "Save" button at the bottom of the page
7. Repeat the process for the other hunt group(s)
8. The hunt group screen should look like the example below once all configurations are complete

[Add](#) [Delete](#)

| <input type="checkbox"/> | Name | Queuing Policy | Call Distribution P... | Max. calls | Max. ringing d... | Agents | Operators | Remarks |
|--------------------------|----------------|---------------------|------------------------|------------|-------------------|--------|-----------|---------|
| <input type="checkbox"/> | IT & Help Desk | First in, first out | Simultaneous ringing | 50 | 20 | 2 | 0 | |



Uploading Voice Prompts

Uploading Voice Prompts

Preparing the Voice Prompt Files

The voice prompt files need to be saved in the below format. Software called Audacity can be used to produce this format of files.

- File Format: WAV
- Encoding: A-law
- Maximum Size: 960KB
- Maximum length: 120 seconds.
- Audio channel: Mono
- Sampling Rate: 8kHz
- Quantisation level: 8 bit
- Bit Rate: 64kbps

The following voice prompts will be required for this demo

- Menu prompt – The prompt should be something like (Welcome to Ooredoo. To reach Sales, press 1. To reach Customer Service, press 2. To reach IT Support, press 3).
- Invalid input prompt – The prompt should be something like (That was an invalid input).

Uploading the Voice Prompt Files

To upload the voice prompt files, follow the below steps:

1. Go to "System Settings" → "Configuration" → "Tone File Mgmt"

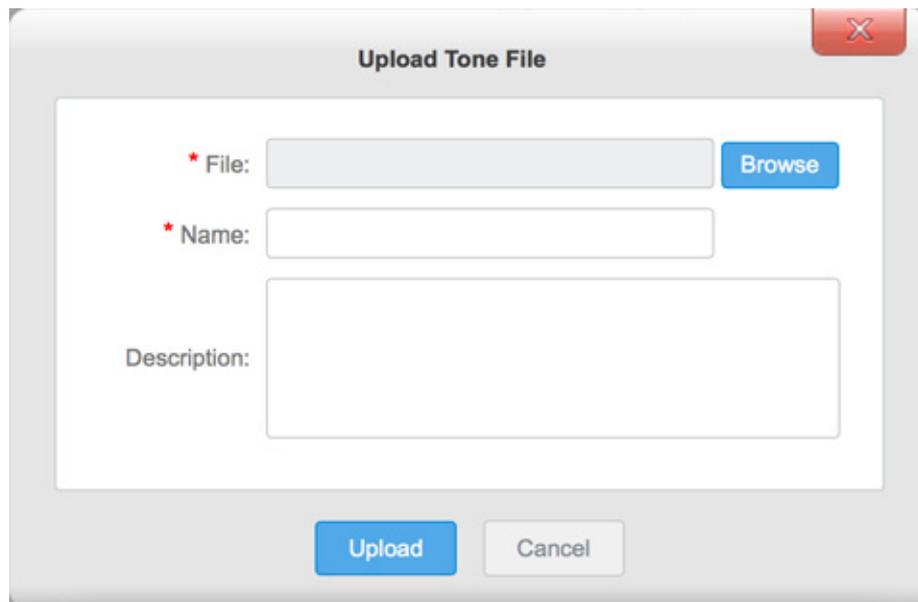


Uploading Voice Prompts

2. Click on "Upload Tone File" button



3. Click on "Browse" and navigate to the voice prompt files



The dialog box titled "Upload Tone File" contains the following fields and buttons:

- * File: [Text input field] [Browse button]
- * Name: [Text input field]
- Description: [Text area]
- [Upload button] [Cancel button]

4. Enter a nickname for the file and description then click on "Upload"

5. Repeat the process for the other voice prompt files

6. Once done, the Tone File Mgmt screen should look like this:



The screenshot shows the "Upload Tone File" button and a table with two rows of data:

| | Name | Description | Type | State | Last Modified |
|--------------------------|---------------|-------------|--------------------|-------|---------------------|
| <input type="checkbox"/> | Menu | | Enterprise defined | | 2015-12-09 21:17:27 |
| <input type="checkbox"/> | Invalid input | | Enterprise defined | | 2015-12-09 21:17:16 |



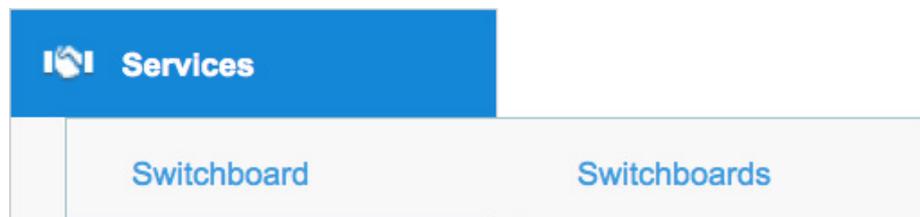
Configuring the Enterprise Switchboard

Configuring the Enterprise Switchboard

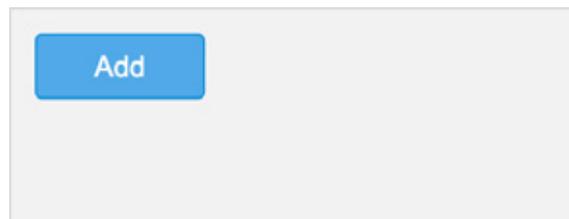
Once the hunt groups and voice prompts are configured, the enterprise switchboard can be built.

Follow the below steps to configure the switchboard described in this user guide.

1. Go to "Services" → "Switchboard" → "Switchboards"



2. Click on the "Add" button



3. Enter a name for the switchboard

Switchboard Info

* Switchboard name:

* Switchboard number: 

Configuring the Enterprise Switchboard

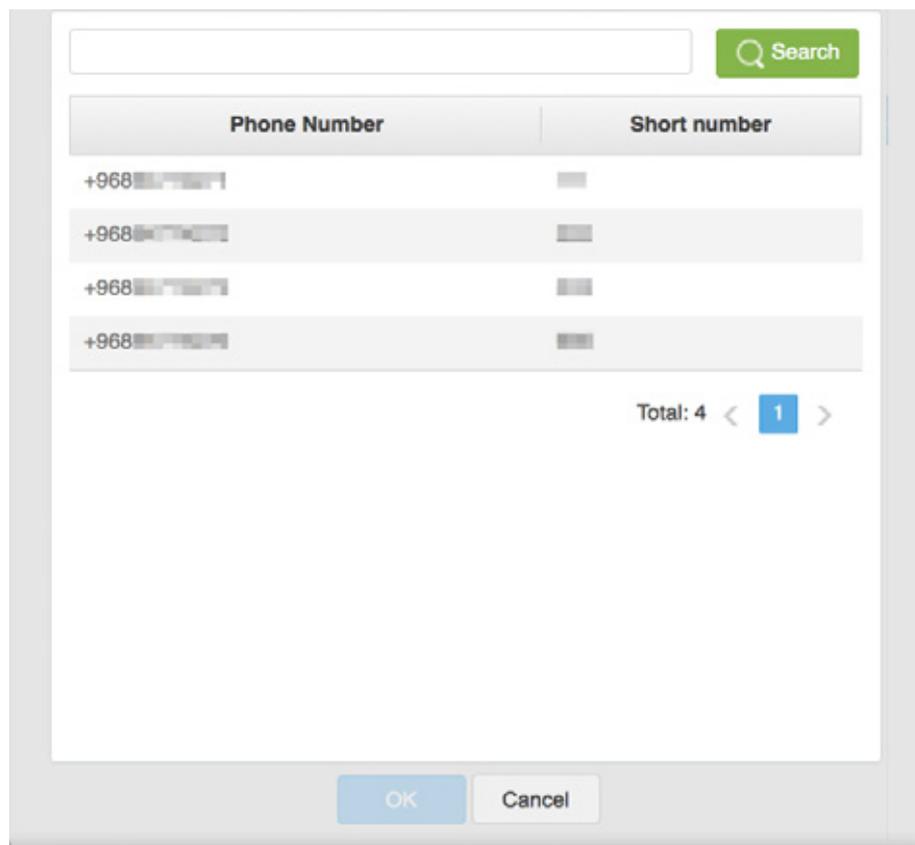
4. Click on the magnifier button

Switchboard Info

* Switchboard name:

* Switchboard number: 

5. Choose a contact number (hotline) by clicking on the number then click on "OK" button



| Phone Number | Short number |
|-----------------|--------------|
| +968 [redacted] | [redacted] |

Total: 4 < 1 >



Configuring the Enterprise Switchboard

6. Save the configurations by clicking on the save button

* Switchboard name:

* Switchboard number:

7. Click on the plus sign to add a sub-node to the contact number

Ooredoo (+968[REDACTED])

Configuring the Enterprise Switchboard

8. Choose the days in which the rule is to be active. For the purpose of this scenario, all days are selected. From the drop down menu of Rule Type choose "Play prompt tone"

Rule Info

* Effective time:

All Mon Tue Wed Thu Fri Sat Sun

Start time: : End time: :

* Rule type:

* User operation prompt tone:

* Prompt tone for incorrect input:

Prompt tone when call ends:

+ Add Menu Options

* Key:

* Default rule:

Yes No

Save

Cancel



Configuring the Enterprise Switchboard

9. Click on the magnifier of "User operation prompt tone"

Rule Info

* Effective time:

All Mon Tue Wed Thu Fri Sat Sun

Start time: : End time: :

* Rule type:

* User operation prompt tone: 

* Prompt tone for incorrect input: 

Prompt tone when call ends: 

+ Add Menu Options

* Key: 

* Default rule: Yes No

Save

Cancel



Configuring the Enterprise Switchboard

10. Choose the menu voice prompt that will be played when someone calls the contact number then click OK

Search

| Name | Description | Type |
|--------------------|-------------|--------------------|
| Comex voice prompt | | Enterprise defined |
| Invalid input | | Enterprise defined |
| Menu | | Enterprise defined |

Total: 3 < 1 >

OK Cancel

11. Do the same thing for "Prompt tone for incorrect input" and choose the invalid input voice prompt

Configuring the Enterprise Switchboard

12. Click on the green plus sign twice to add two more key inputs

Rule Info

* Effective time:

All Mon Tue Wed Thu Fri Sat Sun

Start time: : End time: :

* Rule type:

* User operation prompt tone:

* Prompt tone for incorrect input:

Prompt tone when call ends:

+ Add Menu Options

* Key:

* Default rule: Yes No



Configuring the Enterprise Switchboard

13. In the first key box type 1 and select custom from the dropdown menu. Type "Sales" in the empty text box that will appear

14. In the second key box type 2 and select custom from the dropdown menu. Type "Customer Service" in the empty text box that will appear

15. In the third key box type 3 and select custom from the dropdown menu. Type "IT Support" in the empty text box that will appear

16. The configurations should look like the below screenshot. Once done, click on the "Save" button to save the settings.

Add Menu Options

| | | | | |
|-----------------|--------------------------------|-------------------------------------|--|---|
| * Key: | <input type="text" value="1"/> | <input type="text" value="Custom"/> | <input type="text" value="Sales"/> |  |
| * Key: | <input type="text" value="2"/> | <input type="text" value="Custom"/> | <input type="text" value="Customer Serv"/> |  |
| * Key: | <input type="text" value="3"/> | <input type="text" value="Custom"/> | <input type="text" value="IT Support"/> |  |
| * Default rule: | <input type="radio"/> Yes | <input checked="" type="radio"/> No | | |

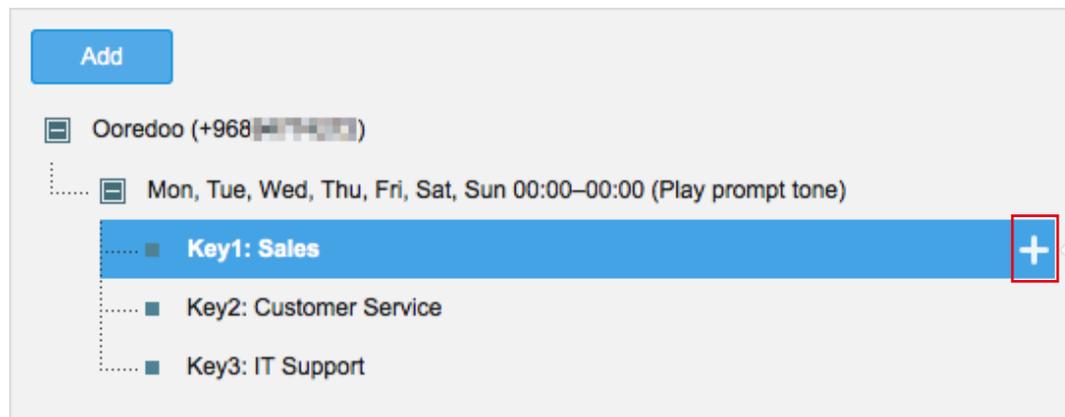
Save

Cancel



Configuring the Enterprise Switchboard

17. Click on the plus sign next to the Sales node to add further configurations



18. Select all days as done previously. From the "Rule type" dropdown menu, choose "Forward to designated number" and type in the number of the sales team/person. Once done save the settings by clicking on the "Save" button.

Rule Info

* Effective time:

All Mon Tue Wed Thu Fri Sat Sun

Start time: : End time: :

* Rule type:

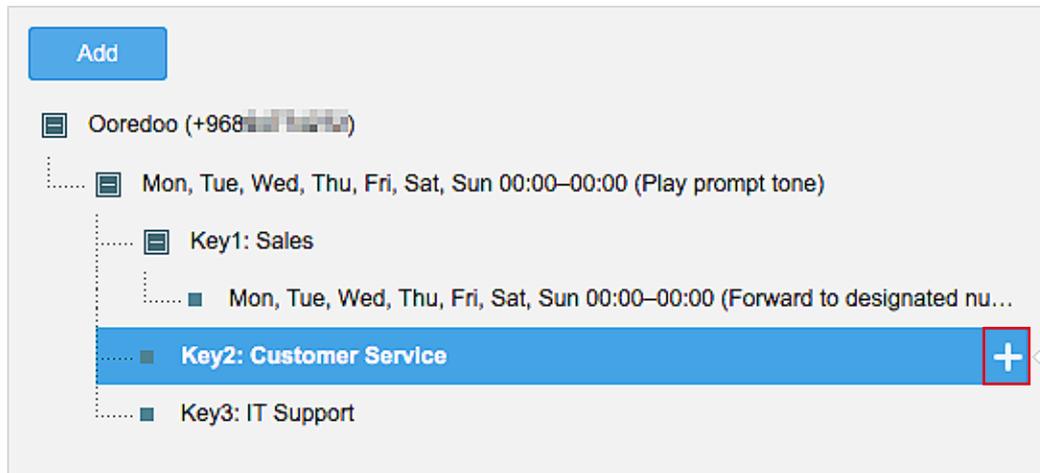
* Phone number:

User operation prompt tone:



Configuring the Enterprise Switchboard

19. Click on the plus sign next to the "Customer Service" node.



20. Select all the days and choose "Select line" from the "Rule Type" dropdown menu. Choose "Customer Service" from the dropdown menu of "Hunt Group". Then save the settings at the bottom of the page.

Rule Info

* Effective time:

All Mon Tue Wed Thu Fri Sat Sun

Start time: : End time: :

* Rule type:

* Hunt Group:

* Waiting tone play mode:

User operation prompt tone:

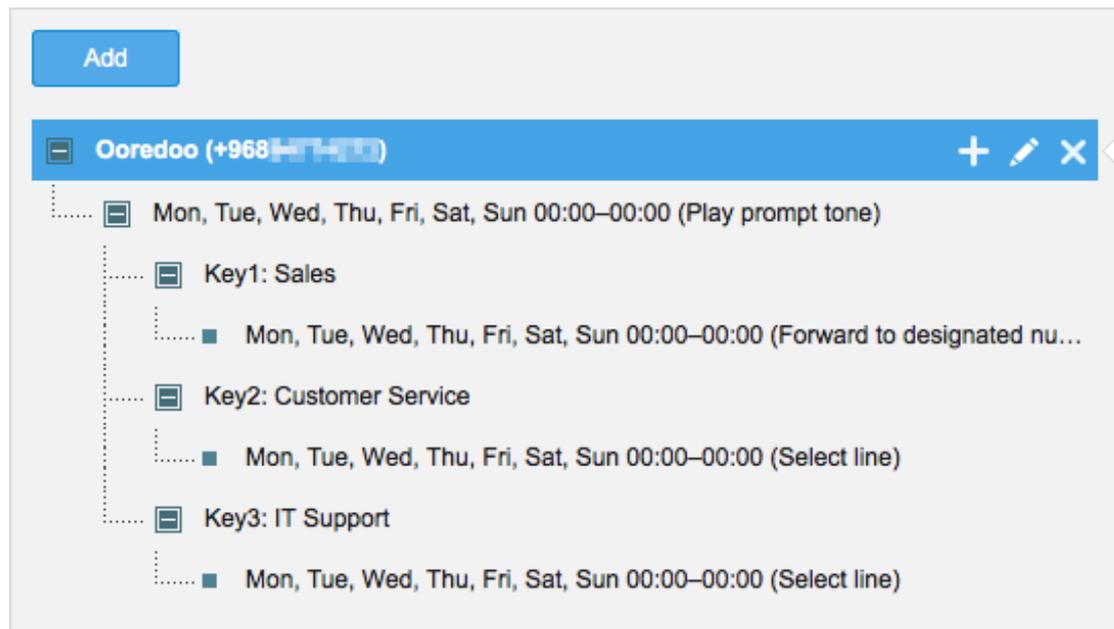
Waiting tone:



Configuring the Enterprise Switchboard

21. Repeat the last two steps for "IT Support"

22. The final configurations should look like this:



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