

Quick guide to myTelephony

myTelephony is a simplified telephony service management portal enabling, on one hand, enterprises to be independent and on the other, operators to be more efficient in managing their customer base. This management portal has been designed to meet the needs of resellers and company administrators.

KEY FEATURES

- User PSTN numbers assignment
- Extensions groups and members management
- Enterprise sites creation
- Music and service announcements customization
- Call rules management
- Conference bridge management
- Auto attendant creation and management
- Display and status of connected terminals
- Display of declared services
- View and association of IP terminals

The dashboard displays the following metrics:

- 69 Users
- 192 Phones
- 89 Public numbers
- 11 Groups
- 15 Sites
- 31 Departments
- 2 Call barrings

Category	Item	Count
Users	Weemo	18
	Support_team	1
	SuperPremium Service Plan	3
	Collaboration	26
	ServicePlanA	27
	Premium	6
	MOBIS	106
	Legacy service-plan	100
	Basic Service Plan	9
	UCC Connect	10
Phones	Centile softphone	41
	Polycum UC WAX 600	6
	SIP generic device	6
	Yealink SIP-T58V	6
	Yealink SIP-T48S	5
	Snom 780	4
	Others	67
	In service 74	Out of service 57
	Remote terminals	61
	In service 61	Out of service 0
Public numbers	Assigned	80
	Free	9

The interface shows configuration details for a conference point and a service announcement.

Point de conférence configuration:

- Label: ComEdge
- Extension: 868
- Numeros publics: +33497231268, +33070772737

Service announcement configuration:

- Label: MyWelcome
- Extension: 114
- test-no-accept: 118
- Welcome-voicemail: 123
| CentileEasy | 124 |
| AccueilUC | 126 |
| Welcome attendant | 150 |
| rtgate | 213 |
| test Robert | 305 |
| ext_test | 307 |

User management

View and manage main user information, such as:

- Name
- Extension
- Public numbers
- IP Phones
- Services plans
- Extension groups

Name	ext.	Public numbers	Sites	Phones	Service plans
Jean-Francois Catz	313	+33463681811	default default	Centile softphone Yealink SIP-T58V	Legacy service-plan UCC Connect BossSecretaryPromotion
Jean-Yves Leseigneur	269	+33469879141	Les Aqueducs Sophia Nat Vian 302 Les Aqueducs Sophia Nat Vian 55 RoamingDeviceSite Les Aqueducs Sophia Nat Vian 302	Cisco SPA 525G SIP generic device Polycom UC SoundPoint IP 550 Centile softphone	BossSecretaryPromotion Legacy service-plan
José Ruiz	278	+33497231278	Les Aqueducs Sophia Nat Vian 302 Les Aqueducs Sophia Nat Vian 302 RoamingDeviceSite	Yealink SIP-T48S Polycom UC SoundStation IP 7000 Centile softphone	UCC Connect Salesforce Weemo Legacy service-plan

Call rules management

Call rules

Forwarding's rule edition

Centile

Label: MyForwardingToVM

Apply to groups: yes no

Type: On no answer

Delay: [00:25]

Filter: External calls

Destination: Voicemail

Specific Caller: Search for a number...
Exception numbers are prefixed with '^'

Targeted numbers: + Add

Presence states: + Add

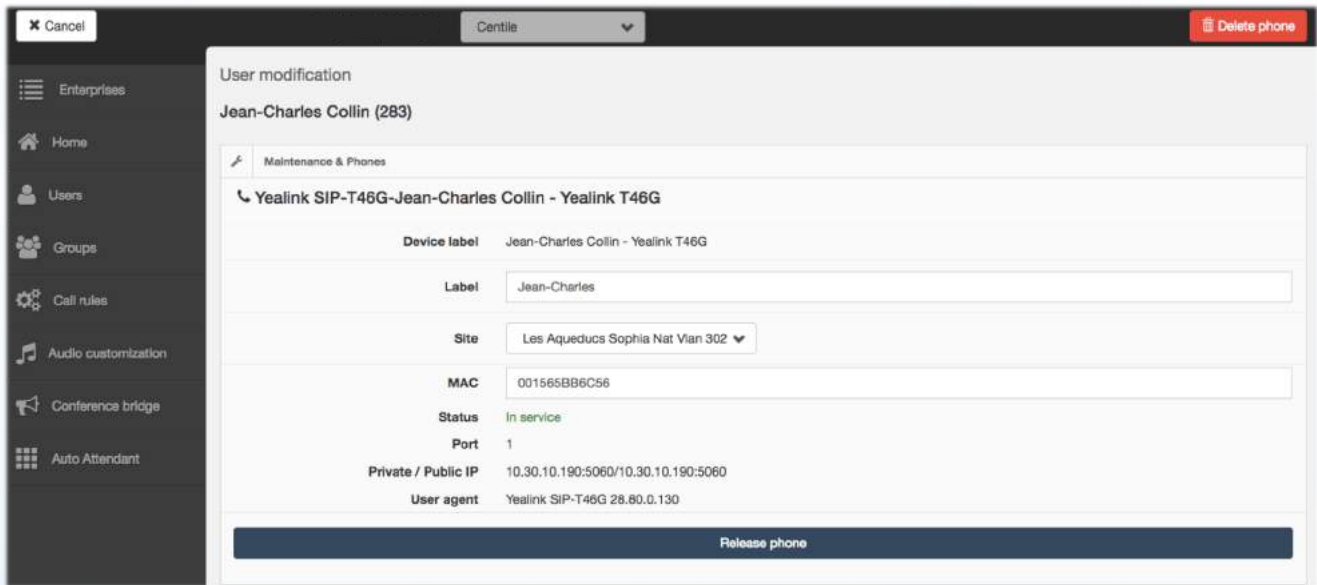
Define call rules based on several criteria:

- Rule type (on no answer, busy, network failure)
- Call type (internal, external, anonymous)
 - Specific callers
 - Presence state

Create call restrictions based on the called number, country code, call types (national, international) ...

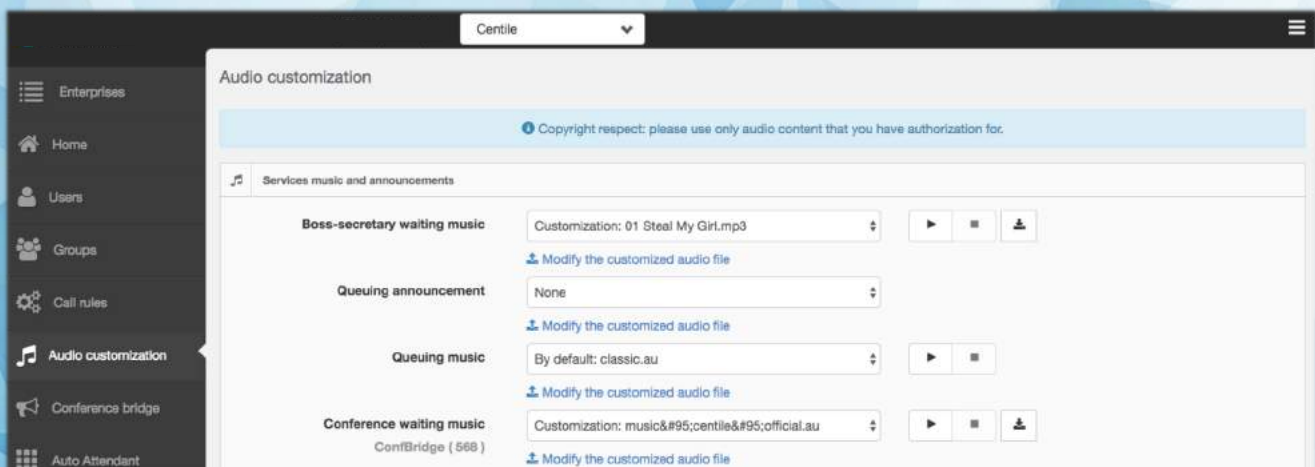
Terminals

Directly from myTelephony, declare a terminal and associate it with an extension. You can also release an associated device to use it with another extension.



Audio personalisation

Customize the waiting songs on each site for incoming and outgoing calls. No need to record a message through a voice service, just use an audio file on your computer.



Auto attendant management

Create your auto attendant service. Assign time ranges, set a menu, and save your personalized audio messages.

The screenshot displays the 'Auto Attendant' configuration page for 'Centile'. The interface includes a sidebar with navigation options like 'Enterprises', 'Home', 'Users', 'Groups', 'Call rules', 'Audio customization', 'Conference bridge', and 'Auto Attendant'. The main content area is divided into several sections:

- State:** Radio buttons for 'open' (selected) and 'closed'.
- Special announcement:** A text input field with a dropdown arrow and a download icon.
- Hours:** A grid of days (M, T, W, T, F, S, S) with checkboxes. Below it, five time ranges are listed with 'Remove' buttons:
 - from 9 : 0 to 12 : 0
 - from 9 : 0 to 18 : 0
 - from 9 : 0 to 18 : 0
 - from 14 : 0 to 15 : 0
 - from 14 : 0 to 18 : 0
- Closed state announcement:** A text input field containing 'NousSommesFermesCetteSemaine' and playback controls.
- Menu & Choice:** A section for 'Menu announcement' with a dropdown set to 'BienvenueChezCentile' and playback controls.
- Touch:** A dropdown menu set to '#'. Below it, another dropdown is set to '1'.
- Action:** A dropdown menu set to 'Repeat menu'.
- Destination:** A dropdown menu set to '283 Jean-Charles COLLIN'.

PLMN Numbers

Assign PLMN numbers to a company and link them to extensions.

The screenshot shows the 'Manage pool of numbers' interface for 'Centile'. It features a sidebar with navigation options similar to the previous screenshot. The main content area is titled 'Manage pool of numbers' and includes a search bar and three columns:

- 5 Available numbers:** A list of public numbers with a search bar and a '+ Assign' button for each.
- 8 Assigned numbers:** A list of public numbers with a search bar and a '- Unassign' button for each.
- Changes to apply:** A section with a search bar and a message: 'There were no results found for your search criteria'.

Pure Cloud Solutions Ltd.

6 The Pavillions, Amber Close
Tamworth, B77 4RP
www.purecloudsolutions.co.uk
T: 0333 150 6780