

End User Call Management Features

The following features are provided as a part of the SIP Trunk Call Manager service, all of which can be managed on-line by the End User through their control panel.

SIP Trunk

The End User can use this in place of a numbered destination if the call is to be routed directly back the Gamma SIP Trunks Endpoint. This the default provisioning of any new number associated to the SIP endpoint enabled with the SIP Trunk Call Manager service.

Destination Control

The End User can change the termination number to which their inbound calls are routed. Termination numbers must be UK mobile or fixed line destination numbers. International destinations are available on request and at the discretion of Channel Partners.

Day of Week Routing

The End User can set up specific call routing to be applied according to day of week from Monday to Sunday.

Time Control

The End User can set up specific call routing according to time of day. Time zones are entered with reference to the twenty four hour clock and calls will be routed up until the final minute of the time zone: i.e. for new routing to take effect at 17:00 hours, the End User would enter 16:59 to ensure that the new call routing takes effect immediately at 17:00 hours.

Divert Control

The End User can divert calls according to no answer, busy or on failover on primary destination number. The Gamma network will detect where the preferred line is busy and re-route the call to the divert destination accordingly. Divert on no answer will take effect according to the pre-defined settings selected on the divert node in Point my Number from a choice of 5, 10, 20, 30, 40, 50 or 60 seconds. This selection determines the time in seconds that the call is left ringing, before returning the call routing logic to the network. A divert on failover may be used to pre define required call routing should the preferred destination be unavailable due to a fault such as a line fault or a PBX fault. Please note that all diverts are dependent on the Gamma network receiving the appropriate release code from the standard Q.931 signalling protocol.

Date Control

Date Control Nodes are used to define routing for calls made within a particular date range. Dates ranges are entered into the system by the End User using the calendar tool provided.

Call Queuing

The Call Queue control feature is used to establish a network based call queue within a call routing plan. Various properties can be programmed to determine the queuing experience for the caller with optional breakout nodes and overflow routing in the event that the call queue exceeds the End User pre-defined limit. Up to three personalised in-queue announcements can be played to the caller, intermixed with music, which may be a choice of system default options or an uploaded music file of choice. Please note that the establishment of a call queue is dependent on the Gamma network receiving the appropriate 'user busy' release code from the standard Q.931 signalling protocol.

Call Queueing and Divert on Failover

If calls presented to the failover destination number this will trigger the 'Divert on Failover' option, if this has been activated. Please ensure that the diverted destination number is valid and monitored as calls in the queue won't progress until the diverted call is answered, cleared down or timed out.

Distribution Control

This is defined by the distribution control nodes and offers an effective way of load balancing incoming calls. The routing may be serial or random and the service feature defines the appropriate properties for each type. Alternatively, hunt group nodes may be selected to facilitate call routing across multiple destination numbers with options to automatically divert to the next destination number in the event of no answer/engaged tone.

Advanced Statistics

Online advanced statistics available to the End User after login at www.myinbound.com displays Inbound call data for all Inbound numbers active on the End User Inbound account. Data is available in a target lead time of real time plus five minutes and historical data can be displayed from a six month archive. Additionally an authorised user can create custom search criteria by adding custom fields via the Point My Number screen. The End User can search for results based on call outcomes, time/date stamp, by caller's telephone number (unless withheld in which case the first eight digits including leading zero will be displayed) and on an individual or all number basis. Results can be downloaded by the User in .csv format.

Users can also create custom fields via the Point My Number page, allowing them store bespoke data against each DDI ie First and Last name, department, cost code etc. Data can be bulk downloaded and uploaded using .csv format.

Call Whisper

The End User can record an announcement to be played as a prompt to the call answering agent. Seamless to the caller, the call whisper announcement may be used to provide the agent with information from which they may tailor their call answering according to the particular SIP Trunk number that the caller has dialled.

Voicemail

The End User can create a call plan which may terminate on a voicemail node. A personalised voicemail prompt may be recorded by the user in the announcements page or a system default

message may be utilised. The End User may define the maximum duration of the voicemail which can be retrieved by email with .wav file attachment or retrieved online at www.siptrunkcallmanager.co.uk All voicemails are stored online regardless of retrieval method, therefore it is the responsibility of the End User to manage housekeeping with regard to deleting stored voicemails. Each voicemail will be deleted automatically after six months and once deleted, files cannot be retrieved.

Hunt Groups

Hunt Group nodes are used to determine routing of calls to a specific group of people or destinations. Hunt groups can be set to serial (1st destination tried, if busy, goes to 2nd destination etc.), random (search behaviour is randomised across the destinations within the group based on the chosen percentage profile with the destination node), prioritised (All callers get routed to Destination 1 first, if that is busy then Destination 2 is tried and if that is busy the calls route to Destination 3 and so on) or simultaneous (all destinations called and first person to answer takes the call).

Shared Values

The End User can create global schedules to be shared across many call plans. This saves users from having to make the same date/time or day/time change in many places. Schedules can be used within date/time or day/time nodes. The shared values management page can be used to configure these schedules and activate them across call plans. This features is to be used in conjunction with the Day/Time and Date/Time function

Aliasing

The End User can share the behaviour of one Inbound Number with another Inbound Number. Using the Aliasing feature the Call Plan needs to be updated once and it will be reflected across all the aliases. Aliasing eliminates the need to create two or more identical call plans when all that is required is a new callable Inbound number

DDI App

User login is granted access to call plan routing changes via a handheld smartphone/device application*. Upon successful download from the relevant app store, the user is able to log in to access a subset of Sip Trunk Call Manager functionality as available at: www.siptrunkcallmanager.co.uk User has access to edit key components of Inbound call routing for numbers provisioned on this service and in accordance with their user permissions. Functionality includes ability to route calls to an alternative destination number/voicemail/divert calls/invoke pre-configured call plan. Key reporting statistics are also available including Performance graphs and call history.

The following Smartphone/tablet operating systems are supported on the SIP Trunk Call Manager Smartphone App:

iOS

- iOS 11.x
- iOS 12.x

- iOS 13.x

Android

- Nougat 7.0 - 7.1.1
- Oreo 8.0
- Pie 9.0
- Android 10

Windows 10 (Phone/Desktop/Tablet)

* Please note that the App is not guaranteed to work on all smartphone devices and operating systems. On completion of Channel Partner provisioning of the service, the user should perform a pre-test to determine device/operating system compatibility.

An administrator is able to bulk provision DDI and App users via the Admin tab by downloading the CSV template after clicking the "App user template" button. They will then need to update the "STCM Number" allocation with the users name and email address. This template can then be saved and uploaded back to the portal by using the Bulk App User Creation button. Once uploaded the App User will be sent an email detailing their User ID and a temporary password with details on where to download the App from. Before first use of the App the user will need to go to the GUI to change the password to a personal version.

Please note the template will only download unallocated DDI's, users that already have an allocated DDI can be modified by selecting them from the "Select user for modification" dropdown box.

SIP Trunk Call Manager Reports

The end user will see a Reports tab on their www.siptrunkcallmanager.co.uk account. The user can sign up for daily, weekly or monthly emails containing either a csv file of all the advanced statistics for the specified period, or a summary csv file with the high level statistics for each number within the account. Up to 3 email addresses can be designated to receive the emailed reports.

If the user chooses to unsubscribe to reports temporarily they can do this via www.siptrunkcallmanager.co.uk