WESTCOAST CLOUD VOICE
powered by **Blueface**

CALLFLOWS GUIDE

Version 1 – Updated: Monday, March 9th, 2020

CALLFLOWS

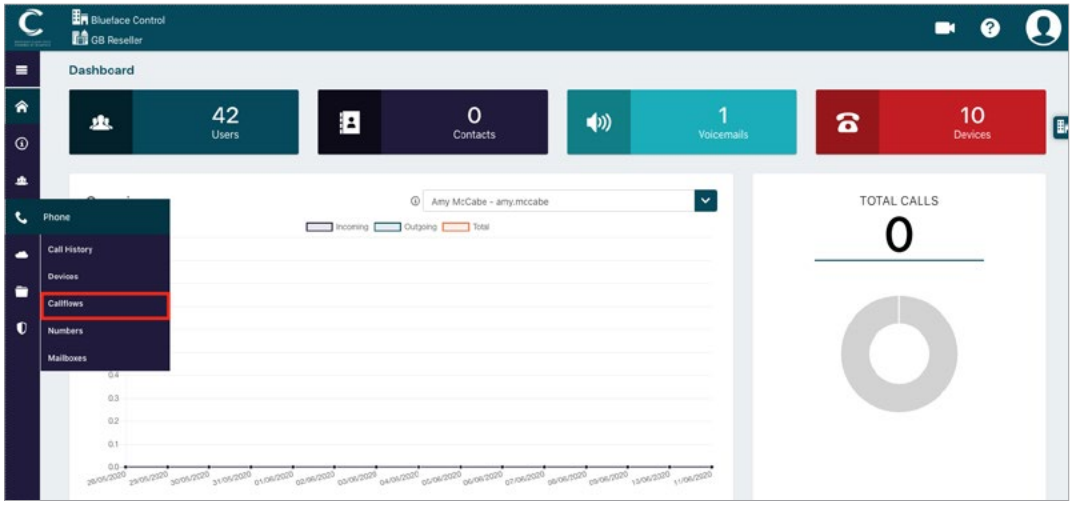
Callflows allow you to customise how numbers route to users, groups and devices. From here, you can also configure an IVR, Time of Day rules or off-net call routing.

Note: make sure all users, numbers and devices you want to link have been added to your account.

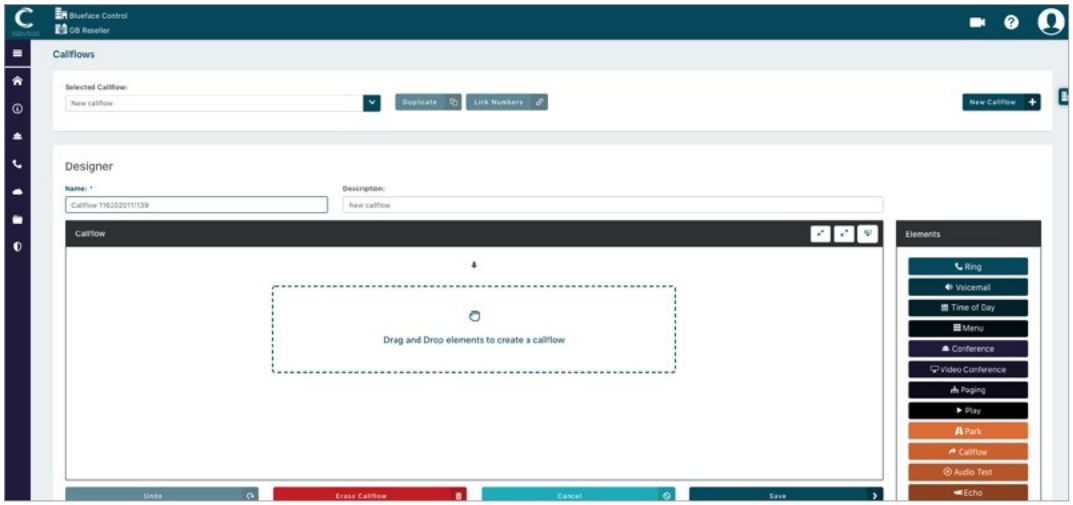
HOW CALLFLOWS WORK

Callflows allow you to route calls in several ways; set up **hunt groups** or edit your **interactive voice response (IVR)** system in real time. You can also forward your calls to your mobile, alternate number or a voicemail inbox during non-standard office hours with **time-of-day** routing.

1. Click the **'Phone'** icon on the left navigation bar, followed by callflows to access the callflow section.



2. Click on the **'Create New Callflow +'** button to access the callflow designer.



Design callflows with the callflow designer – using the elements below – to facilitate your individual company needs for direct dials, extension numbers and external numbers.

WESTCOAST CLOUD VOICE CALLFLOW DESIGNER ELEMENT OVERVIEW

The **callflow designer** features a menu of **elements** that determine how your calls will behave when linked to a dialled number. To create a **callflow**, drag and drop elements into the callflow designer. Below is a brief description of each element and what it controls.

Ring	**Ring** allows you to decide where your inbound calls will reach by setting specific endpoints: user, device, groups or off-net divert. The **ring strategies** below determine how calls will reach endpoints. • **Simultaneous** rings all selected users, devices, groups or off-net divert numbers together at the same time • **Loop** rings from the first endpoint to the last in a set order • **Sequential** rings from the first endpoint to the last in set order • **Random** rings through the list of selected endpoints in a random order each time • **Delay** sets the time that each endpoint will ring for in seconds • **Timeout** sets the time a callflow will ring for in seconds
Voicemail	• Send call to a specific **voice mailbox**
Time of Day	**Time of Day** defines the hours during which your phones will ring. • **In working hours:** place the element(s) needed within the Time of Day element box to set up call routing during the working hours. Set up multiple Time of Day rules within one callflow to suit your business requirements • **Outside working hours:** place the element(s) outside of the Time of Day element box you wish the call to adhere to outside of your business hours
Menu	The **Westcoast Cloud Voice auto attendant or IVR menu** directs calls to specific endpoints depending on which option the caller chooses using keys 0–9 on their handset. An audio file – for example "Dial 1 for accounts" – can be uploaded to the Westcoast Cloud Voice platform via the media section.
Conference	**Conferences** can be configured for internal or external numbers. • When linked to an **internal number** for convenience, skip the calling of a **conference bridge number** when entering the conference service • When linked to an **external number,** this number will now act as a conference bridge number
Video Conference	Mobile devices with a live internet connection can join Westcoast Cloud Voice video conferences when linked to an **internal number**. • Users with a video-camera-enabled phone can join as a video attendee once provided with the **room and PIN** • Non-camera-enabled phones can join for audio-only dial-in.
Paging	All endpoints linked to a **paging element** will answer automatically on loudspeaker – allowing the caller to broadcast a message to all users/groups – once the number linked to the paging callflow is called.
Play	**Play** allows you to play a short audio file within a callflow. Add useful audio messages for callers such as a message that explains that their calls are being recorded, voicemail greetings, out-of-hours messages.
Park	**Park** allows a user to transfer calls to an extension linked to a callflow, placing them on hold until they are retrieved from the parking position.

	Sends a call to an existing callflow. Useful when creating large callflows rather than recreating small callflows such as **direct dials**.
	This test-only element sends calls to **music on hold** (max 3hr). Calls cannot be retrieved, it does not define the music on hold per callflow.
	Test-only **echo** helps determine internet quality and identify call quality issue source. Echo should be used for testing only.
	Whitelist determines call routing based on incoming caller ID/number. This means destination endpoints can be changed without the caller's knowledge and can allow whitelisted users to directly reach a number.

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USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email: **admin@westcoastcloud.co.uk**

For sales info: **voice@westcoastcloud.co.uk**, or support: **support@westcoastcloud.co.uk**