

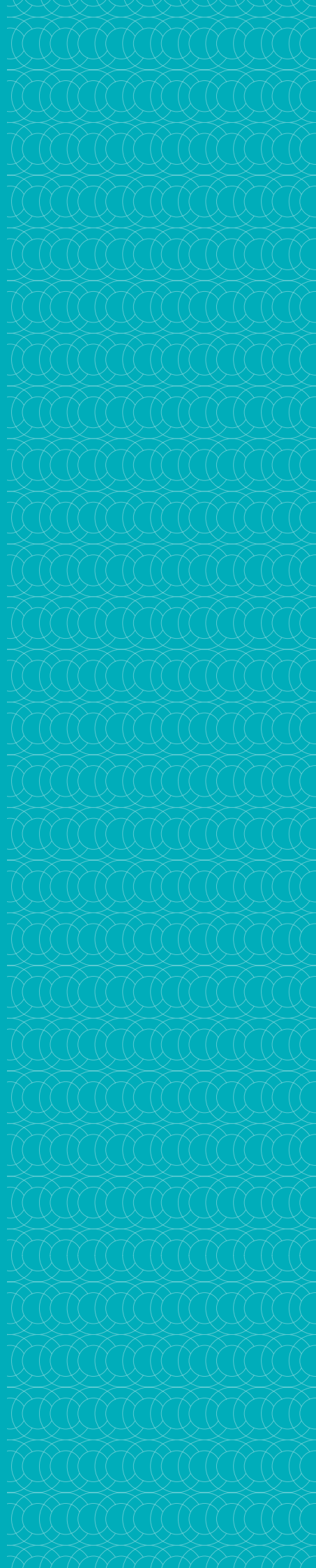


WESTCOAST CLOUD VOICE
powered by Blueface



CALLFLOW DESIGNER ELEMENT OVERVIEW

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







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 of what it controls.

	<p>Ring allows you to decide where your inbound calls will reach by setting specific endpoints: user, device, groups or off-net divert.</p> <p>The ring strategies below determine how calls will reach endpoints.</p> <ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Send call to a specific voice mailbox
	<p>Time of Day defines the hours during which your phones will ring.</p> <ul style="list-style-type: none"> • 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
	<p>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.</p>
	<p>Conferences can be configured for internal or external numbers.</p> <ul style="list-style-type: none"> • 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
	<p>Mobile devices with a live internet connection can join Westcoast Cloud Voice video conferences when linked to an internal number.</p> <ul style="list-style-type: none"> • 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.
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>

 Callflow	Sends a call to an existing callflow. Useful when creating large callflows rather than recreating small callflows such as direct dials .
 Audio Test	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.
 Echo	Test-only echo helps determine internet quality and identify call quality issue source. Echo should be used for testing only.
 Whitelist	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:
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For sales info: **voice@westcoastcloud.co.uk**,
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