

UC Cloud Voice Admin Portal User Guide

July 2022



Big enough to **deliver**,
small enough to **care**.

Voice and Collaboration | Connectivity | Managed IT

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Overview

Allstream's UC Cloud Voice is a communication suite that offers companies the benefits of a cloud service such as simplified management, lower costs and access to the latest technology, along with the ability to customize features.

The UC Cloud Voice administration portal is a self-service application that enables customers to make site specific updates, creations, modifications and deletions. This guide provides step by step directions for the most common system management tasks.

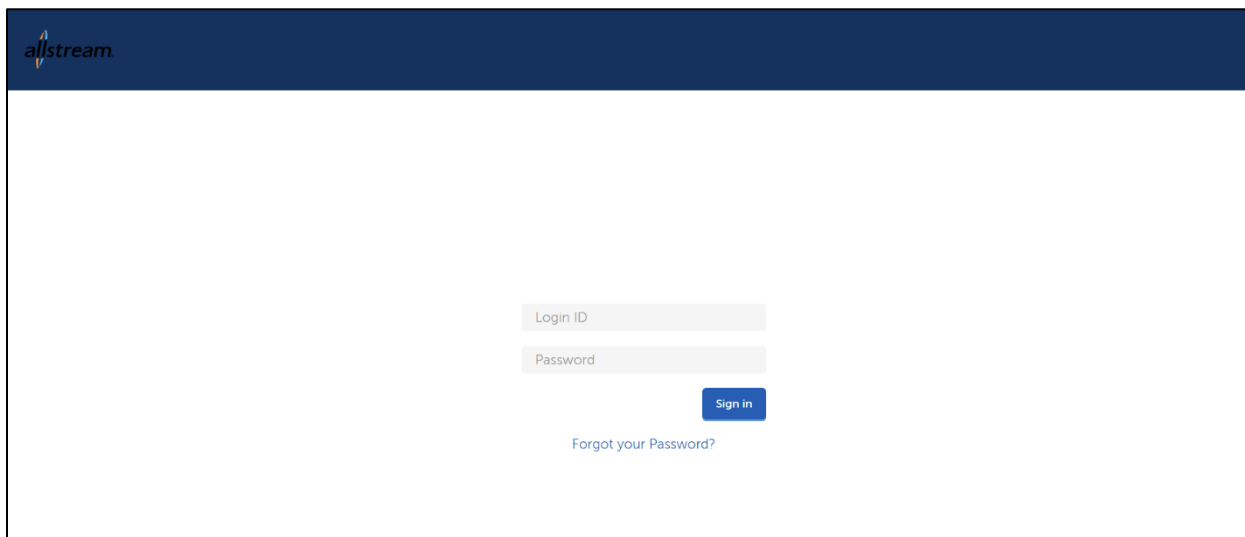
Please contact Allstream support with questions and for additional assistance.

Getting Started

This guide assumes that users have foundational telephony and cloud knowledge and some experience with telephony provisioning processes. Allstream provides the site administrator with the unique URL for the customer portal and the account username/password to access the portal.

Logging In

Please reference your welcome email for your direct URL. Usernames and passwords are managed by Allstream.



UC Cloud Voice Admin Portal Login Page

System Administration

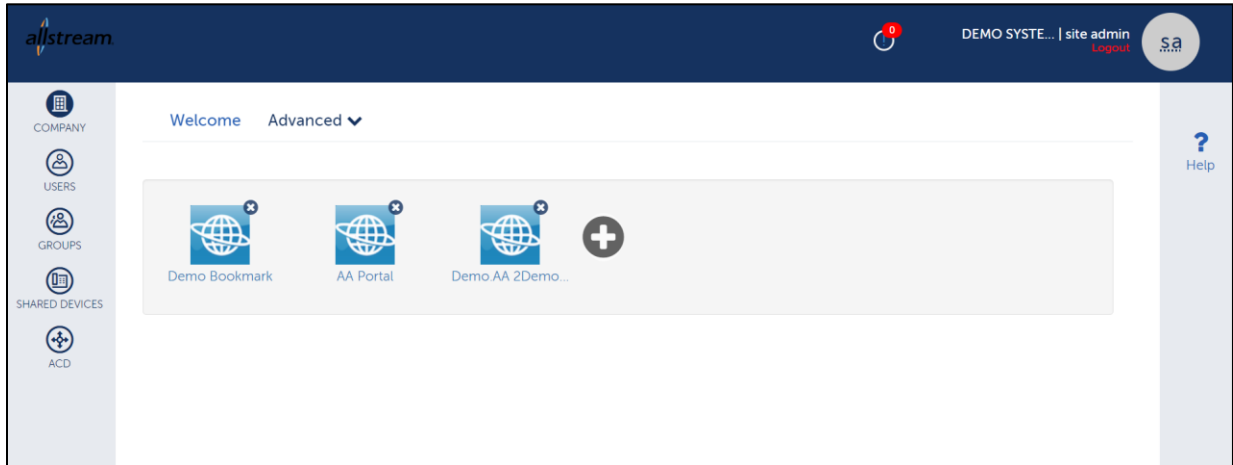
There are two types of portals available for UC Cloud Voice: Customer Admin and Customer End User. This guide provides step-by-step instructions for tasks performed using the Customer Admin portal.

Note: Some businesses may elect to not offer the Customer End User portal for end users to make changes to their telephone program keys.

Customer Admin Portal

This level of access is designed for the customer admin or service support staff.

- URL: *Please reference your welcome email for proper URL*
- CUSTOMER_WEBID: *Unique per customer*
- Username/password: *Unique per user*



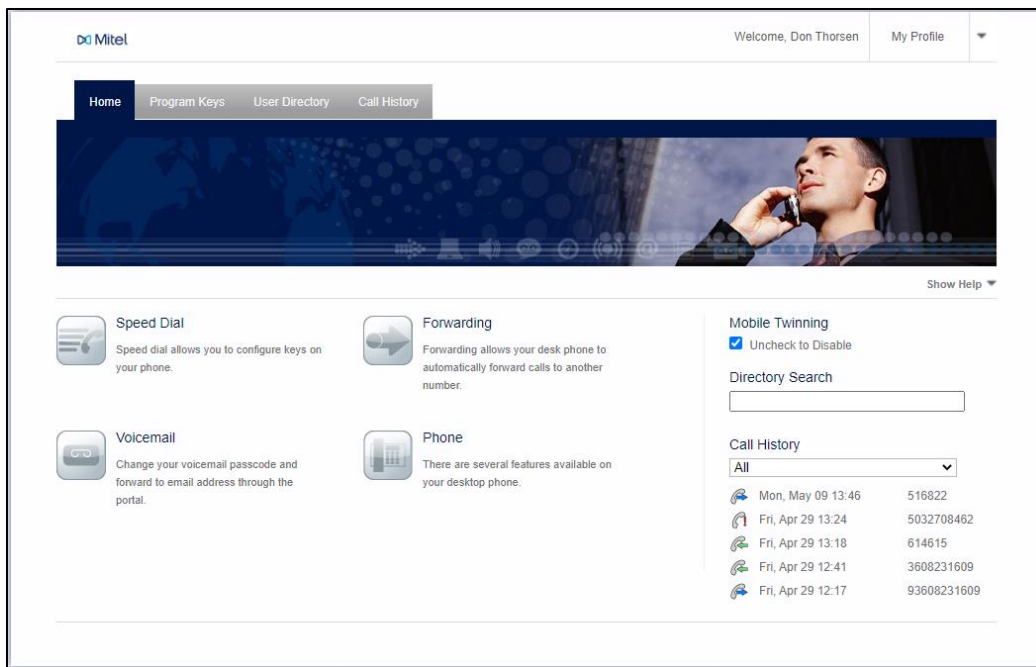
The Admin portal provides administrative access to:

- Users
- Hotdesk Phones
- Call Groups
- Key Templates
- Company Speed Dial
- Music on Hold
- ACD
- Call Rerouting
- My Profile

Customer End User Portal

This level of access is designed for the customer and/or end user.

- URL: *Please reference your welcome email for proper URL*
- CUSTOMER_WEBID: *Unique per customer*
- Username/password: *Unique per user*



The End User portal allows users to access:

- Call History
- User Directory
- Program Keys
- My Profile (Voicemail passwords, hotdesk PINS)

Creating Users

This section provides detailed information on how to create new users in the UC Cloud Voice admin portal. The creation of hot desk users, hot desk phones, voicemail parameters, and ACD Agents, Groups, and Paths are also demonstrated.

Overview – Adding Single Users

Single end users can be created and managed from the admin portal. Prior to creating a user, determine the resources that the user requires. The following information is necessary to ensure that the user is added properly:

- Dial Plan
- Device Type (Fixed Phone User)
- DID/DDI Number
- CPN Substitution Number
- CESID Number (Fixed Phone Desk User)
- Key Template

Creating a Hotdesk User

Hotdesk phone users can login to any device that has the hotdesk login feature enabled in the assigned Feature Profile and is not tied to a particular device type. Hot Desk users are assigned class of service (COS) 1 by default, which is pre-configured with a class of service that has hot desk login capability. In addition to these phones, any other user device with this capability would also allow a hot desk user to login. In order to create a hotdesk user, a bundle must be assigned to the user that has the hotdesk feature enabled.

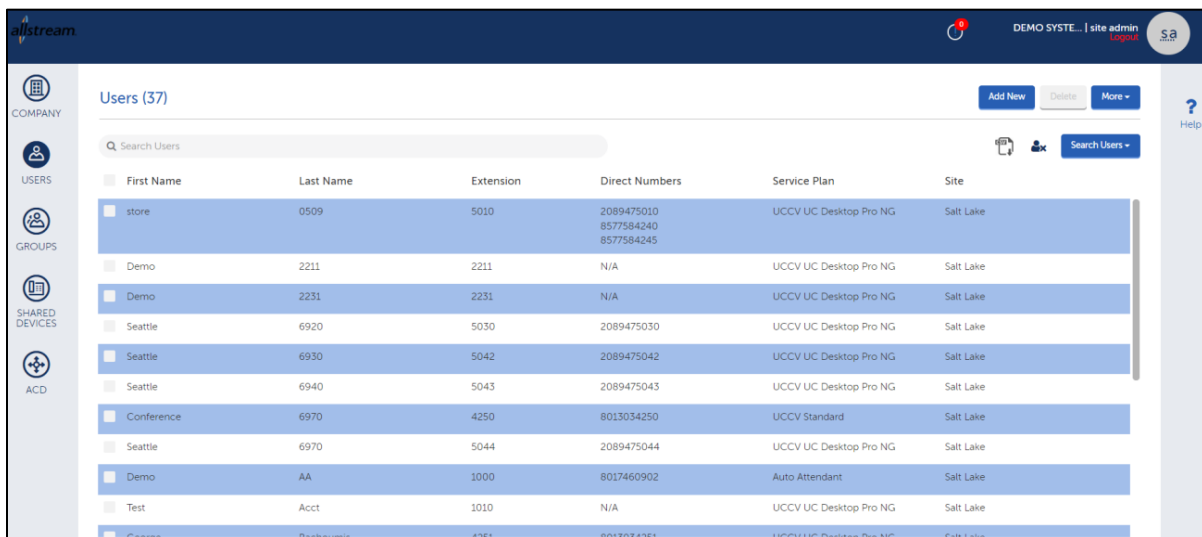
As previously mentioned, Hotdesk phones are created to allow any hotdesk user to login to a device. Unlike a fixed phone user, where the user is assigned a permanent phone set, a hotdesk user has the freedom to login to any hotdesk phone and is not tied to a particular device type.

Once a hotdesk phone has been created and registered to the appropriate MCD, a hotdesk user can login to the phone. At this point, the hotdesk user can begin using phone features to make or receive calls on the hotdesk phone they are logged in to. In addition, the person's phone keys are copied over to the phone.

There are two steps for completing this process. First, the hotdesk user is designated. Second, the phone, location, extension is connected.

To create a customer hot desk phone user:

1. From the toolbar on the left, click **USERS**.
The **Users** page displays.



First Name	Last Name	Extension	Direct Numbers	Service Plan	Site
store	0509	5010	2089475010 8577584240 8577584245	UCCV UC Desktop Pro NG	Salt Lake
Demo	2211	2211	N/A	UCCV UC Desktop Pro NG	Salt Lake
Demo	2231	2231	N/A	UCCV UC Desktop Pro NG	Salt Lake
Seattle	6920	5030	2089475030	UCCV UC Desktop Pro NG	Salt Lake
Seattle	6930	5042	2089475042	UCCV UC Desktop Pro NG	Salt Lake
Seattle	6940	5043	2089475043	UCCV UC Desktop Pro NG	Salt Lake
Conference	6970	4250	8013034250	UCCV Standard	Salt Lake
Seattle	6970	5044	2089475044	UCCV UC Desktop Pro NG	Salt Lake
Demo	AA	1000	8017460902	Auto Attendant	Salt Lake
Test	Acct	1010	N/A	UCCV UC Desktop Pro NG	Salt Lake

Users Page

2. From the **Users** page, click **Add New**.
The **User Profile** tab on the **New User** page displays.

allstream DEMO SYSTE... | site admin Logout

COMPANY

USERS

GROUPS

SHARED DEVICES

ACD

New User :

Cancel Previous Next

1 User Profile 2 Service Plan 3 Service Programming 4 Phones 5 Advanced

First Name *

Last Name *

Email *

Username *

Home Phone Example: 8882223333

Mobile Phone Example: 8882223333

Language preference for end user portal * English

Is this user an administrator?

Help

New User Page, User Profile Tab

3. Enter the new user's information and click **Next**.
The **Service Plan** tab displays.

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COMPANY

USERS

GROUPS

SHARED DEVICES

ACD

New User : John Smith

Cancel Previous Next

1 User Profile 2 Service Plan 3 Service Programming 4 Phones 5 Advanced

Select a service plan from the following

	Select	Select	Selected	Select	Select	Select	
	Generic SIP no VM <i>1 More remaining</i>	UCCV Basic <i>2 More remaining</i>	Auto Attendant <i>0 More remaining</i>	UCCV Standard <i>3 More remaining</i>	UCCV UC Desktop <i>2 More remaining</i>	Emergency Services Seat <i>1 More remaining</i>	UCCV UC Desktop Pro NG <i>8 More remaining</i>
Primary Phone	Generic SIP	Deskphone	Deskphone	Hotdesk	Hotdesk	Deskphone	Hotdesk
Second Phone			None	External Phone	External Phone	External Phone	External Phone
Third Phone			None	None	Next Gen Mobile Client	Next Gen Mobile Client	Next Gen Mobile Client

New User Page, Service Plan Tab

4. Select the appropriate service bundle that includes a Hotdesk option and click **Next**.
The **Service Programming** tab displays.

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COMPANY

USERS

GROUPS

SHARED DEVICES

ACD

New User : John Doe

Cancel Previous Next

1 User Profile 2 Service Plan 3 Service Programming 4 Phones 5 Advanced

Select the site where this user resides * Salt Lake

Select a number where an external caller can reach this user directly Select Direct Number(s)

Extension Number * 1006

Dialing Privilege * Internal

Hide Caller ID

Caller ID for external calls * Select a caller ID

Help

New User Page, Service Programming Tab

5. Select the site where the user is located, provide extension, dialing privilege, and caller ID settings as needed, and click **Next**.
The **Phones** tab displays.

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COMPANY

USERS

GROUPS

SHARED DEVICES

ACD

New User : John Doe

Cancel Previous Next

1 User Profile 2 Service Plan 3 Service Programming 4 Phones 5 Advanced

Click Image to enlarge

Phone Type* Hotdesk

Select a predefined key template to be applied to this phone No Option Selected

Select a feature profile for this phone VM User RAC 13

Call Coverage Service Number * 1

Emergency Response Location/Number

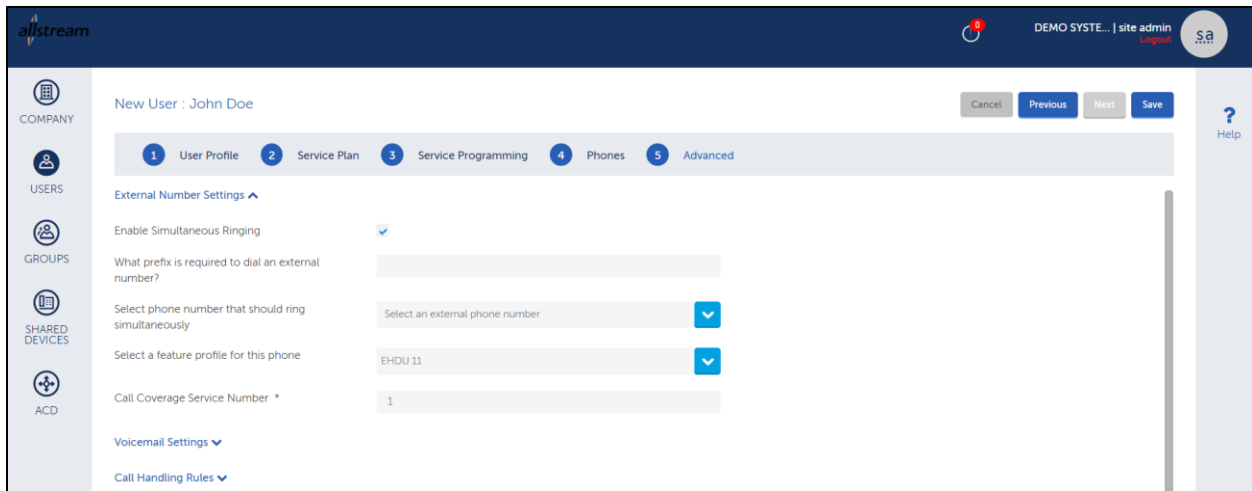
Emergency Response Location/Number * Salt Lake

Comment

Help

New User Page, Phones Tab

6. Ensure the **Phone Type** is set to **Hotdesk**. If you created a predefined key template, you can apply that to your phone here, and select the **Emergency Response Location** from the drop-down list. When finished, click **Next**.
The **Advanced** tab displays.



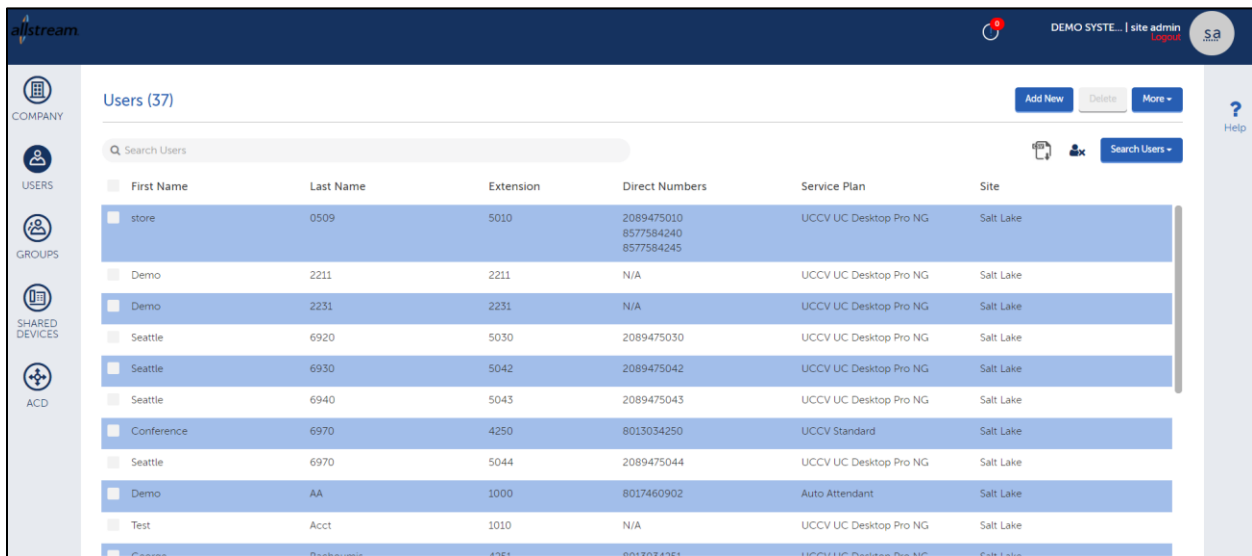
New User Page, Advanced Tab

7. Complete the advanced settings as needed. Advanced settings include external number and voicemail settings and call handling rules.
8. When finished, click **Save**.
The new user is created and is made available in the list on the **USERS** page.

Creating a Fixed Phone User

To create a fixed phone user:

1. From the toolbar on the left, click **USERS**.
The **Users** page displays.



Users Page

2. From the **Users** page, click **Add New**.
The **User Profile** tab on the **New User** page displays.

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COMPANY USERS GROUPS SHARED DEVICES ACD

New User : Cancel Previous Next Help

1 User Profile 2 Service Plan 3 Service Programming 4 Phones 5 Advanced

First Name *

Last Name *

Email *

Username *

Home Phone Example: 8882223333

Mobile Phone Example: 8882223333

Language preference for end user portal * English

Is this user an administrator?

New User Page, User Profile Tab

3. Enter the new user's information and click **Next**.
The **Service Plan** tab displays.

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COMPANY USERS GROUPS SHARED DEVICES ACD

New User : John Doe Cancel Previous Next Help

1 User Profile 2 Service Plan 3 Service Programming 4 Phones 5 Advanced

Select a service plan from the following

	Select	Select	Select	Select	Select	Select	
	Generic SIP no VM <i>1 More remaining</i>	UCCV Basic <i>2 More remaining</i>	Auto Attendant <i>0 More remaining</i>	UCCV Standard <i>3 More remaining</i>	UCCV UC Desktop <i>2 More remaining</i>	Emergency Services Seat <i>1 More remaining</i>	UCCV UC Desktop Pro NG <i>8 More remaining</i>
Primary Phone	Generic SIP	Deskphone	Deskphone	Hotdesk	Hotdesk	Deskphone	Hotdesk
Second Phone			None	External Phone	External Phone	External Phone	External Phone
Third Phone			None	None	None	Next Gen Mobile	Next Gen Mobile

New User Page, Service Plan Tab

4. Select the appropriate service plan for the user and click **Next**.
The **Service Programming** tab displays.

The screenshot shows the 'New User : John Doe' page in the Allstream system. The 'Service Programming' tab is selected, and the following fields are visible:

- Select the site where this user resides *: Salt Lake
- Select a number where an external caller can reach this user directly: Select Direct Number(s)
- Extension Number *: 1006
- Dialing Privilege *: Internal
- Hide Caller ID:
- Caller ID for external calls *: Select a caller ID

New User Page, Service Programming Tab

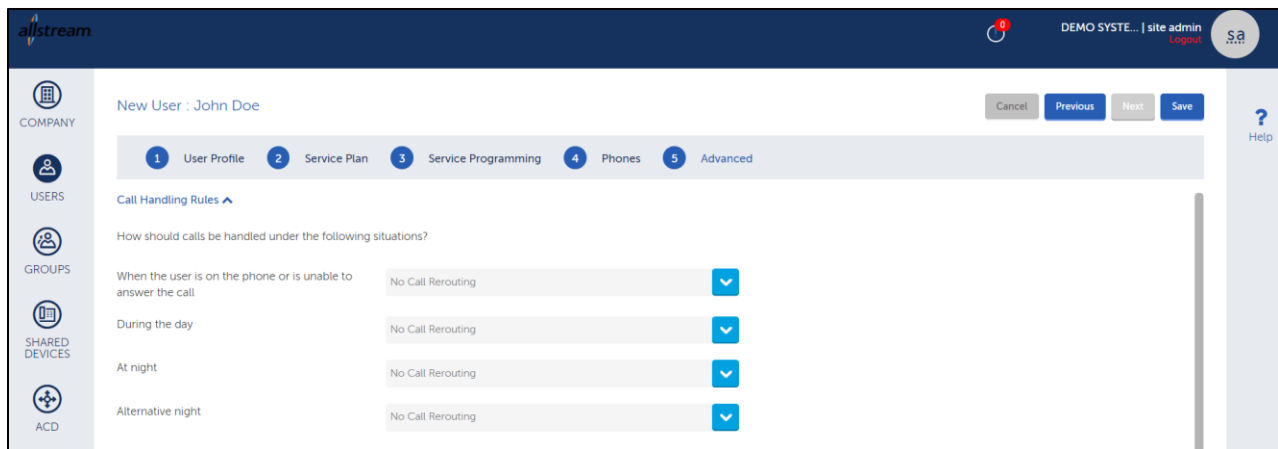
5. Select the site where the user is located, provide extension, dialing privilege, and caller ID settings as needed, and click **Next**.
The **Phones** tab displays.

The screenshot shows the 'New User : John Doe' page in the Allstream system. The 'Phones' tab is selected, and the following fields are visible:

- Phone Type*: 5304 IP
- MAC Address (printed on the phone such as: 08-00-0F-67-09-10):
- Select a predefined key template to be applied to this phone: No Option Selected
- Select a feature profile for this phone: EHDU 11
- Call Coverage Service Number *: 1
- Emergency Response Location/Number:
 - Emergency Response Location/Number *: Salt Lake
 - Comment:

New User Page, Phones Tab

6. Enter the appropriate phone type information. If you created a predefined key template, you can apply that to your phone here, and select the **Emergency Response Location** from the drop-down list. When finished, click **Next**.
The **Advanced** tab displays.



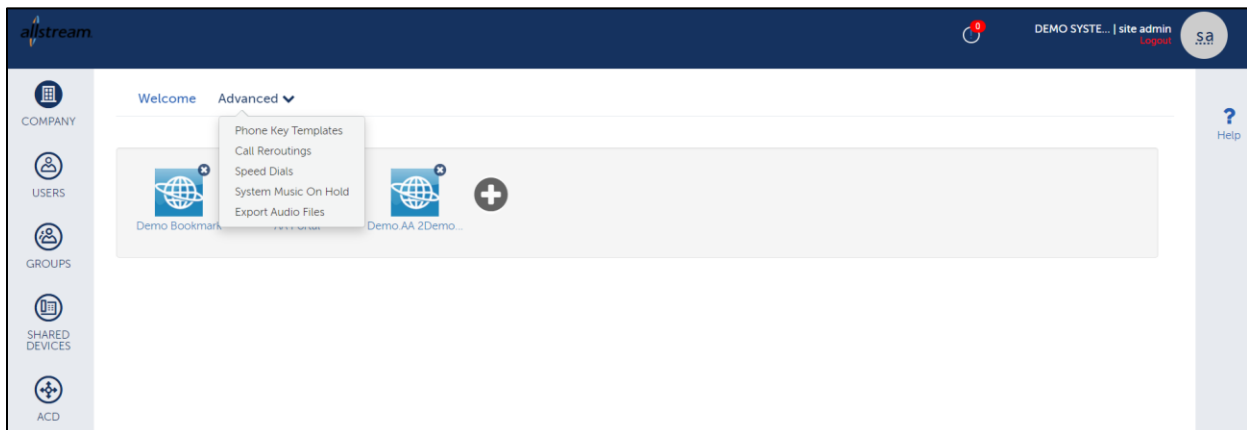
7. Complete the advanced settings as needed. Advanced settings include call handling rules.
8. When finished, click **Save**.
The new user is created and is made available in the list on the **USERS** page.

Creating A Key Template

By creating key templates, they can be easily applied when creating users. If a customer has several users that require the same keys, a key template can be built and made available for assignment to those users.

By creating key templates for different device types, it allows the programmer to quickly apply said key templates with different types of key mapping, i.e., 8 key or 16 key.

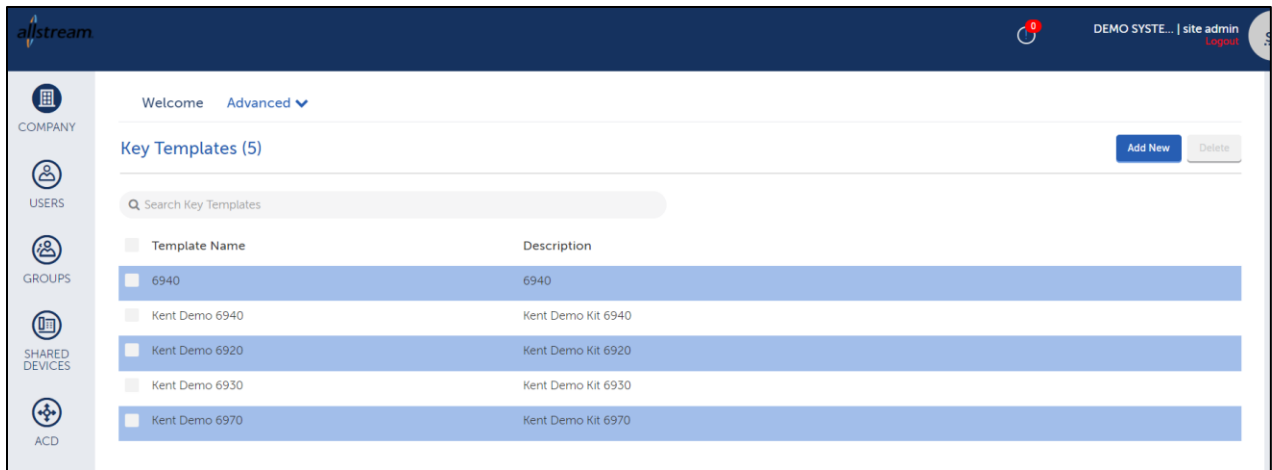
Once the key templates are created and made available in the portal for assignment, they remain available unless an authorized user deletes them. This is most helpful when adding new users over time. Key templates are created by selecting **Phone Key Templates** from the **Advanced** menu on the **Home** page.



Home Page, Advanced Menu

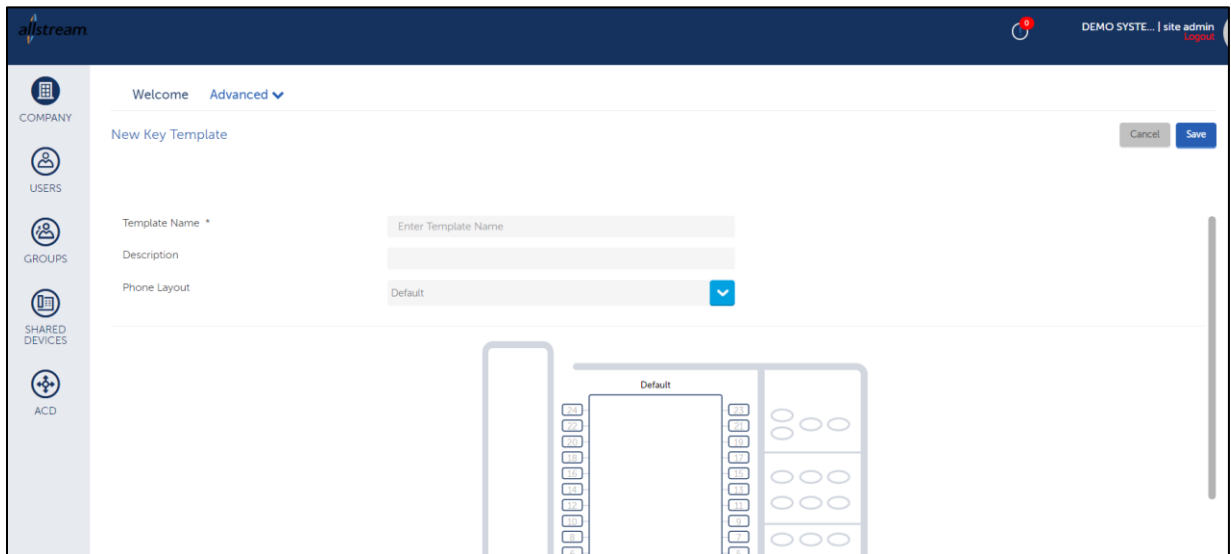
To create a key template:

1. From the **Advanced** menu on the **Home** page, select **Phone Key Templates**.
The **Key Templates** page displays.



Key Templates Page

2. From the **Key Templates** page, click **Add New**.
The **New Key Template** page displays.



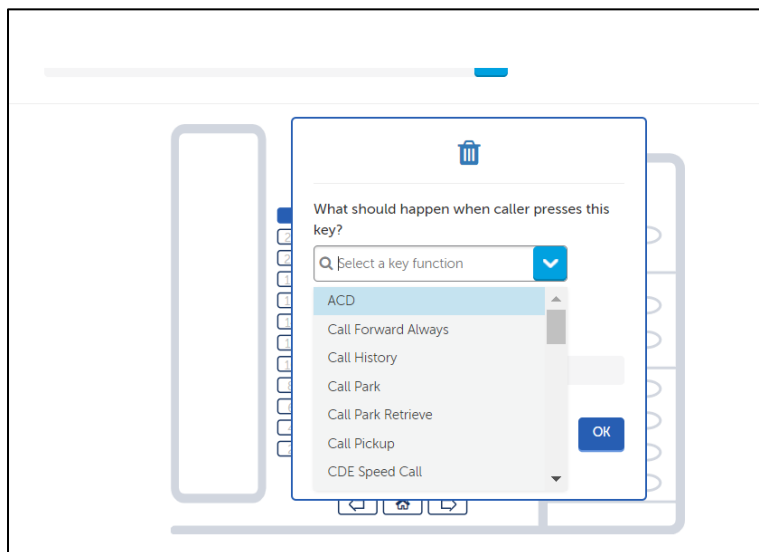
New Key Templates Page

3. Provide a template name and description.
4. Select a layout from the **Phone Layout** drop-down list.
5. With the appropriate layout selected, click a key to program.
A dialog box displays.



Key Programming Dialog Box

6. Select the function you want to apply to the key, enter a key label, and click **OK**.



7. Repeat steps 5 and 6 for each key you want to program.
8. Proofread the key template for accuracy.
9. When finished, click **Save**.
The template is saved and made available for user assignment.

Assigning a Key Template to a User

To assign a key template to a user:

1. From the **Home** page, click **USERS**.
The **Users** page displays.

First Name	Last Name	Extension	Direct Numbers	Service Plan	Site
store	0509	5010	2089475010 8577584240 8577584245	UCCV UC Desktop Pro NG	Salt Lake
Demo	2211	2211	N/A	UCCV UC Desktop Pro NG	Salt Lake
Demo	2231	2231	N/A	UCCV UC Desktop Pro NG	Salt Lake
Seattle	6920	5030	2089475030	UCCV UC Desktop Pro NG	Salt Lake
Seattle	6930	5042	2089475042	UCCV UC Desktop Pro NG	Salt Lake
Seattle	6940	5043	2089475043	UCCV UC Desktop Pro NG	Salt Lake
Conference	6970	4250	8013034250	UCCV Standard	Salt Lake
Seattle	6970	5044	2089475044	UCCV UC Desktop Pro NG	Salt Lake
Demo	AA	1000	8017460902	Auto Attendant	Salt Lake
Test	Acct	1010	N/A	UCCV UC Desktop Pro NG	Salt Lake

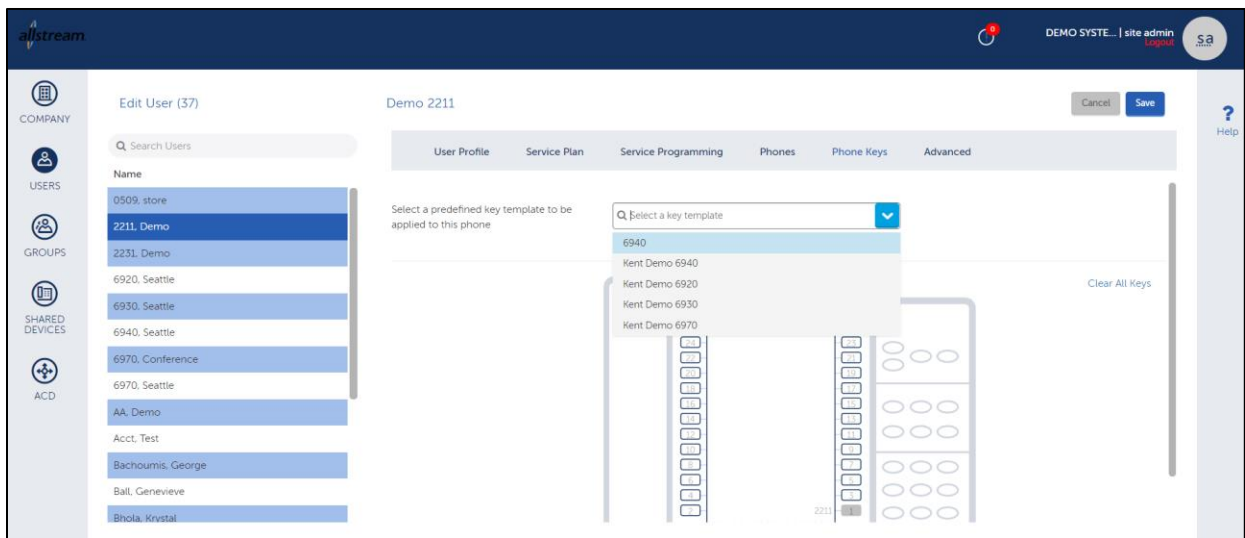
Users Page

2. Click on a desired user for the template.
The **Edit User** page displays.

User Profile	Service Plan	Service Programming	Phones	Phone Keys	Advanced
First Name *		Demo			
Last Name *		2211			
Email *		scott.sutherland@allstream.com			
Username *		demo.2211			
Home Phone		Example: 8882223333			
Mobile Phone		Example: 8882223333			
Language preference for end user portal *		English			
Is this user an administrator?		<input type="checkbox"/>			

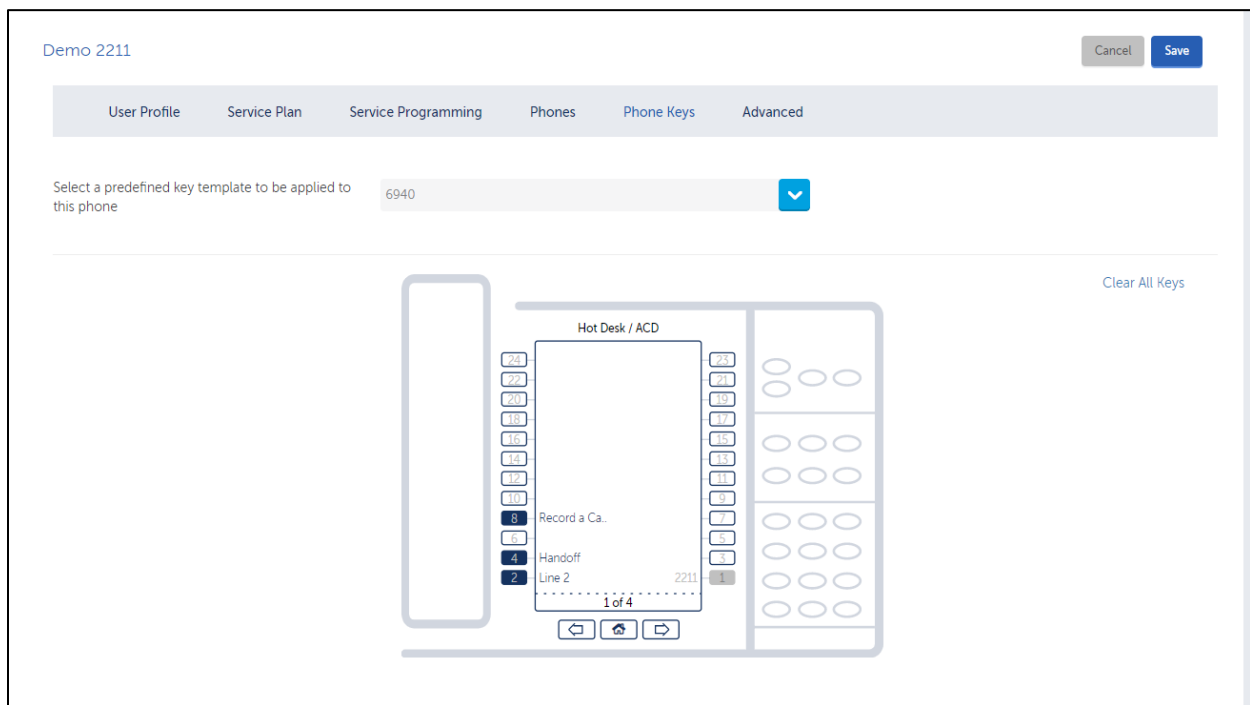
Edit User Page

3. From the **Edit User** page, click the **Phone Keys** tab.
The **Phone Keys** tab displays.



Edit User Page, Phone Keys Tab

- From the drop-down list, select the appropriate template.
The selected template displays.



Phone Keys Tab, Keys Template

- Review the device keys for accuracy and click **Save**.

ACD Agents, ACD Groups, and ACD Paths

Portal ACD features are designed for basic design and maintenance. However, full functionality requires implementation on UC Cloud Voice as well.

ACD programming is a three-step process:

1. Create ACD Agents
2. Create ACD Groups and add ACD Agents as members
3. Create ACD Path

Create ACD Agent Users

ACD Agent users can login to any device that has the hot desk login feature enabled in its assigned Feature Profile. ACD Agents are not assigned a default COS. In order to create an ACD Agent user, a bundle must be assigned to the user that has the ACD feature enabled.

In the Customer Admin Portal, create the ACD agents that have an ACD enabled bundle. ACD agents can log into any device that has the Hotdesk Login Feature enabled in its Class of Service (COS).

Create ACD Groups

After creating the ACD Agents users, create ACD Groups in the Customer Admin Portal by selecting the **ACD** tab then selecting **Groups** from the drop-down list. Click **Create ACD Group** and use an ACD enabled bundle to add to the ACD Group before adding the Group to an ACD Path.

Create ACD Paths

1. Add ACD Paths in the Customer Admin Portal by selecting the **ACD** tab and then selecting **Paths** from the drop-down menu. Click **Create ACD Path**.
2. Provide ACD Path details.

The **Make Busy** key is supported in the Key Templates. These keys may also need to be programmed on UC Cloud Voice.

- **Program Generic Group Threshold Alert** (generic group alert) keys for Agents' telephones. Do not specify directory numbers for Generic Group Threshold Alert Keys.
- **Specific Group Threshold Alert** (specific group alert) keys for Supervisors' telephones. Program the directory number for the Specific Group Threshold Alert key at the set and assign it in the Agent Skill Groups form as the Alert Device.

Creating Call Groups

This section defines the different call groups, their rules of operation, and how to implement each one in the admin portal. We explore Hunt Groups, Ring Groups, Page Groups and Pickup Groups. After understanding what functions these call groups offer, you can determine which solution to select and implement to successfully fulfill customer design requests.

Call groups are designed as a way of helping customers to manage their call more effectively and customizing to what suits their needs the best. The ability to program specific phones to ring simultaneously or in a predetermined sequence allows the customer to create virtual departments within their organization.

Available call groups include:

- Page Groups
- Hunt Groups
- Ring Groups
- Pickup Groups
- Key Line Groups

Hunt Groups

A hunt group is a collection of devices that share a common directory number, also called a “Pilot” number. Callers are automatically routed to the pilot number. Calls are routed to the first available group member’s extension in the hunt group. Member extensions programmed in a hunt group may also be accessed directly by dialing the extension number.

Incoming calls to the hunt group hunt for the first available extension or key. Hunt groups can have call rerouting functionality based on the system’s day/night modes and extension busy/no busy status.

Two types of hunting are provided by the same system: circular and terminal. The search for the first available extension or key begins when a call is placed or transferred to that hunt group.

In circular hunting, the search for an idle station begins at the station after the last one to receive a call. In terminal hunting, the search for an idle station begins at the first station programmed in the hunt group. In both cases the search progresses through all stations in the hunt group in a programmed sequence.

Two types of hunting are provided by the system: circular and terminal:

- **Circular** - In circular hunting, the search for the first available extension or key within that group begins when a call is placed or transferred to that group. It then continues to search for the first available extension or key in a “circular” pattern without terminating to an alternate destination.
- **Terminal** - In terminal hunting, the search for the first available key or extension begins when a call is placed or transferred to that group. It then continues to search for the first available extension or key, but ultimately terminates to some predetermined alternative destination, i.e. reroute destination. In both cases, the search progresses through all extensions and keys in a pre-programmed sequence.

Circular Hunt Groups

In circular hunting, the search for an idle station begins at the first extension or key programmed in the hunt group.

For Example, Bob Carol, George and Mary have all received calls. Although Bob has completed his call and is free, when another call comes in, it then directs to Jack’s station. This is because Mary received the last inbound call.

If nobody answers, the call continues to search in a circular pattern. In both cases, the search progresses through all stations in the Hunt Group in a programmed sequence.

Terminal Hunt Groups

In terminal hunting, the search for an idle station begins at the first station or key programmed in a hunt group.

For example, both Bob and Carol are on the phones. Another call comes in and it first looks at Bob, see he is busy then look at Carol. It then looks at George and see he is not on the phone and rings him as he is next in line.

If all users are on the line, the call ultimately terminates to its preprogrammed alternative destination.

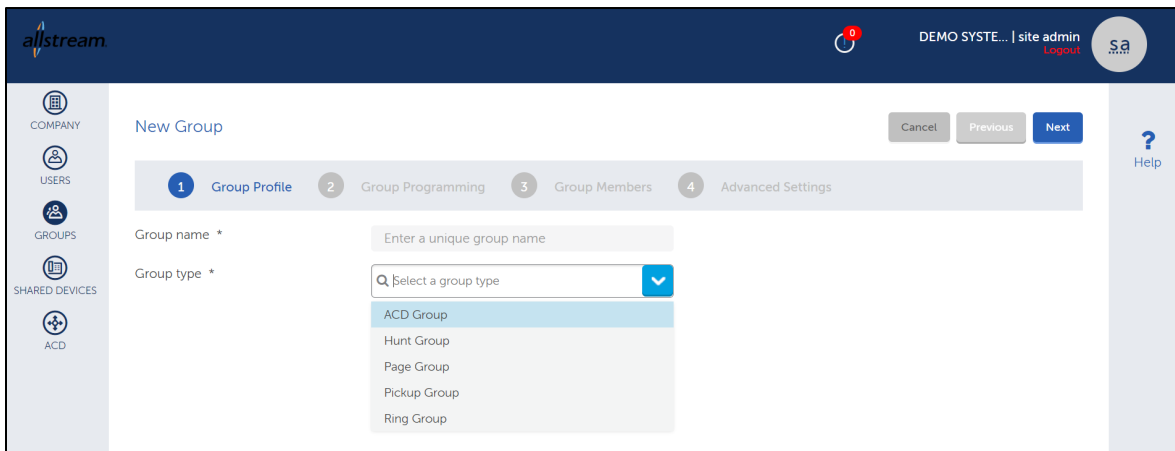
Another call comes in after Bob has hung up. The hunt group looks at Bob and feed the call to his line as he is the first station programmed in the hunt group.

In both cases, the search progresses through all stations in the Hunt Group in a pre-programmed sequence.

Creating a Hunt Group

To create a hunt group:

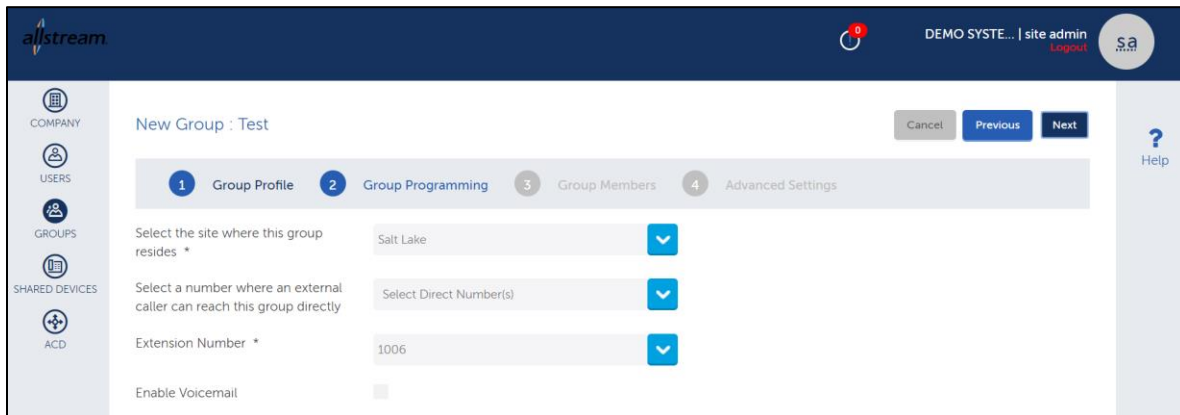
1. From the toolbar on the left, click **GROUPS** and click **Add New**.
The **Group Profile** tab on the **New Group** page displays.



The screenshot shows the 'New Group' page in the Allstream system. The left sidebar contains navigation icons for COMPANY, USERS, GROUPS, SHARED DEVICES, and ACD. The main content area is titled 'New Group' and features a progress bar with four steps: 1. Group Profile (active), 2. Group Programming, 3. Group Members, and 4. Advanced Settings. Below the progress bar, there are two required fields: 'Group name *' with a text input field containing the placeholder 'Enter a unique group name', and 'Group type *' with a dropdown menu. The dropdown menu is open, showing options: ACD Group, Hunt Group, Page Group, Pickup Group, and Ring Group. At the top right of the main content area, there are 'Cancel', 'Previous', and 'Next' buttons. A 'Help' icon is located on the right side of the page.

New Group Page, Group Profile Tab

2. Provide a name for the group, select a group type from the drop-down list, and click **Next**.
The **Group Programming** tab displays.



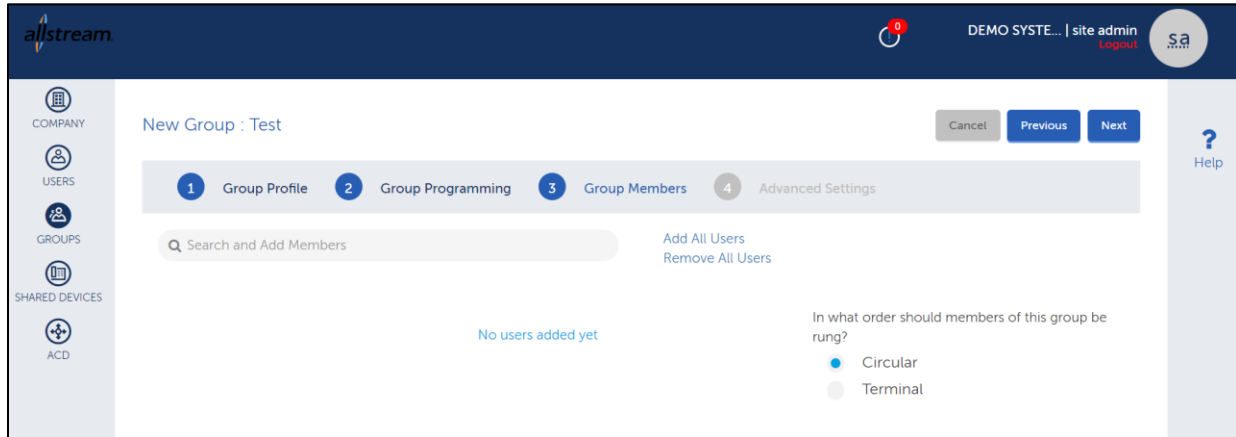
The screenshot shows the 'New Group' page in the Allstream system, now on the 'Group Programming' tab. The left sidebar is the same as in the previous screenshot. The main content area is titled 'New Group : Test' and features a progress bar with four steps: 1. Group Profile, 2. Group Programming (active), 3. Group Members, and 4. Advanced Settings. Below the progress bar, there are four fields: 'Select the site where this group resides *' with a dropdown menu showing 'Salt Lake'; 'Select a number where an external caller can reach this group directly' with a dropdown menu showing 'Select Direct Number(s)'; 'Extension Number *' with a dropdown menu showing '1006'; and 'Enable Voicemail' with a checkbox that is currently unchecked. At the top right of the main content area, there are 'Cancel', 'Previous', and 'Next' buttons. A 'Help' icon is located on the right side of the page.

New Group Page, Group Programming Tab

3. Select a site, call number, extension number, and enable voicemail (if applicable) for the group and click **Next**.

The **Group Members** tab displays.

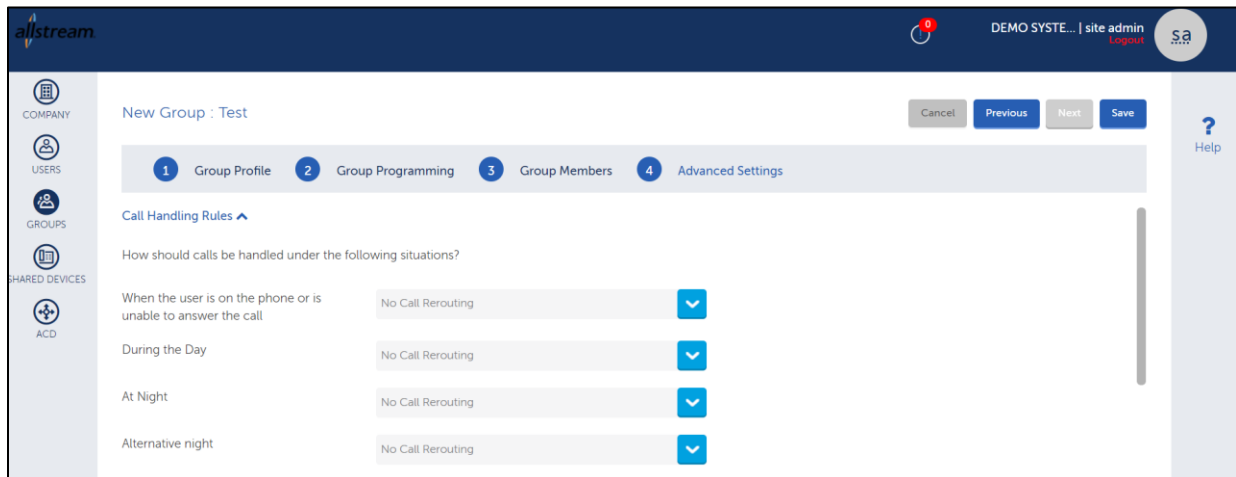
Note: Voicemail cannot be added to a group after the group is already created. It must be enabled while creating the group.



New Group Page, Group Members Tab

4. Search for and add group members, select the ring order, and click **Next**.

The **Advanced Settings** tab displays.



New Group Page, Advanced Settings Tab

5. Apply any call handling rules to the group and click **Save**.

Voicemail and Hunt Groups

An indication on a user's phone that a voicemail has been left for the group can be provided by programming a key as a message waiting indicator (MWI). Users retrieve messages by pressing the blinking MWI Key and then entering a passcode that has been provided to them. Either the service provider or the customer can record the greetings.

Note: Voicemail cannot be added to a group after the group is already created. It must be enabled while creating the group.

Sales Group Ring

- Enable Group Voicemail
- Edit Group Voicemail, set to “Menu Node”
- Set “Zero Out” point to Dummy Voicemail Extension

Phantom extensions and MWIs require programming changes to UC Cloud Voice. To provide an MWI key, you consume two Voicemail box licenses; one for the menu node voicemail box in the instructions and a second for the phantom voicemail box where the voicemail eventually goes to. This also consumes an IO user license for the phantom extension. So, a license is needed for the user and two for the voicemail boxes instead of one for the call group.

A simpler process might be forward voicemail to an email distribution list.

If a phantom extension is used, record a message for the group’s voicemail box with something like, “The party you are trying to reach is unavailable. Please press zero to leave a message.” Calls are then transferred to the phantom extension with a voicemail box.

Program an MWI key on the users’ phones to indicate there is a message waiting in the phantom extensions voicemail box.

For Call Group MWI requirements, contact Allstream.

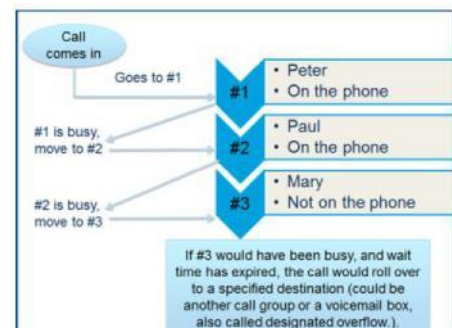
Ring Groups

A ring group is a feature that allows you to have multiple phones ring when one extension or number is dialed. The call rings multiple phones and stops when any one of them picks up. Ring groups that ring all extensions simultaneously are called “Ring All” groups. Ring groups that ring one at a time are called “Cascade” ring groups. They start with the first member extension of the ring group and continue to the other members in the order in which they are programmed in the ring group.

It's a great way for a business to share the distribution of incoming calls among employees.

Other features of ring groups:

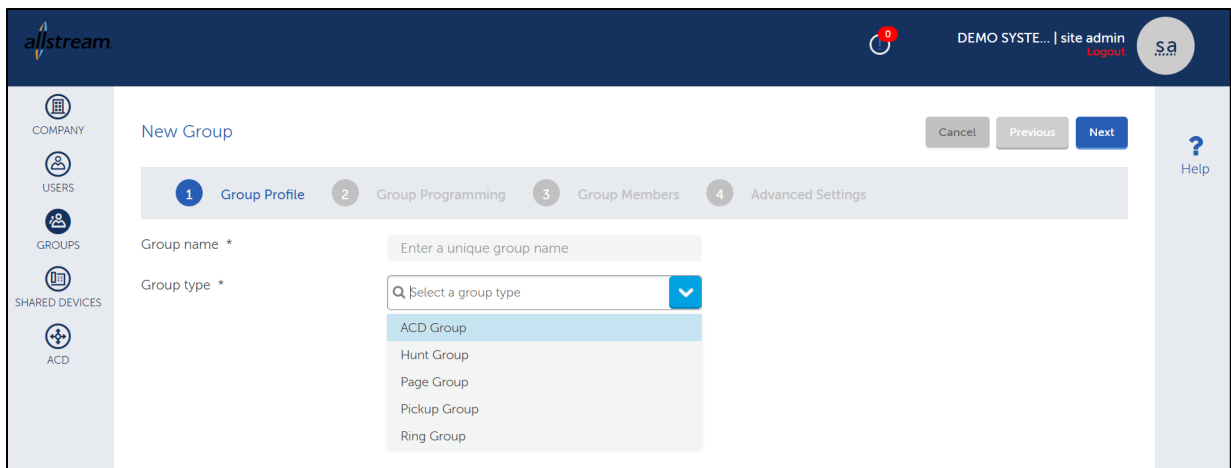
- Unlike hunt groups, calls queue if there is no free member to ring. Calls unanswered within a specified period of time are sent to the group's designated overflow destination.
- Member phones with large enough displays show both the group and caller name and number when the group is rung. Small-display phones show the ring group only.



Creating a Ring Group

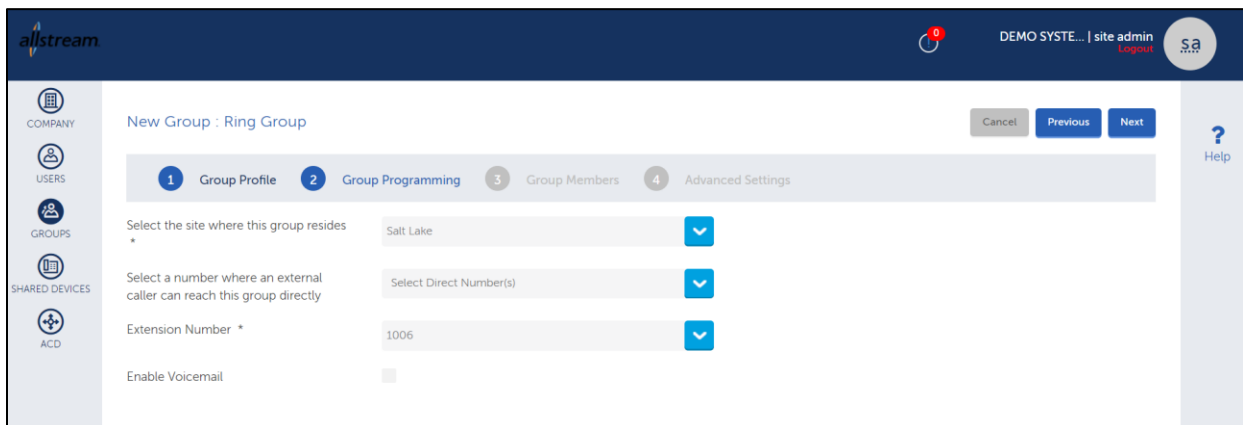
To create a ring group:

1. From the toolbar on the left, click **GROUPS** and click **Add New**. The **Group Profile** tab on the **New Group** page displays.



New Group Page, Group Profile Tab

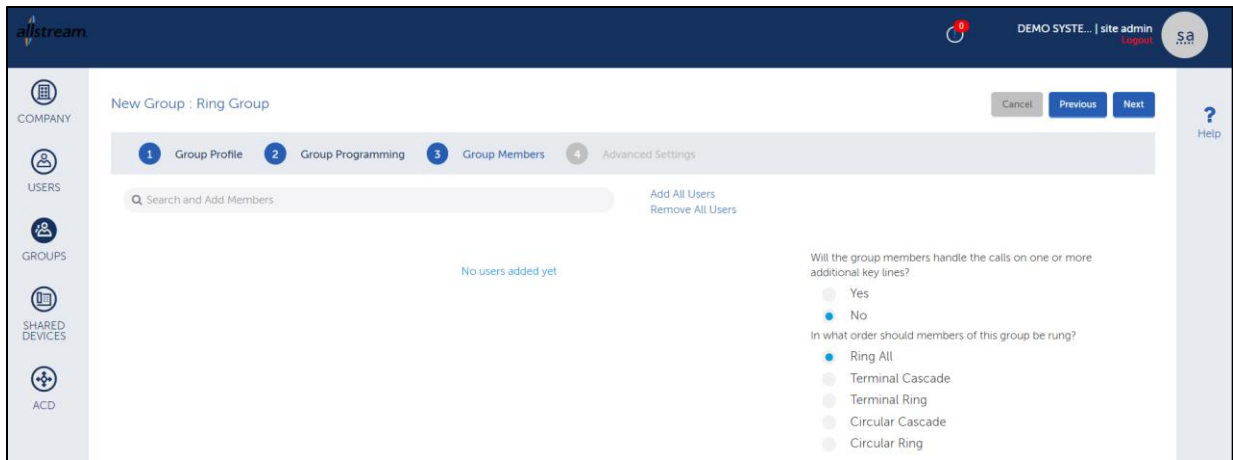
2. Provide a name for the group, select **Ring Group** from the **Group type** drop-down list, and click **Next**. The **Group Programming** tab displays.



New Group Page, Group Programming Tab

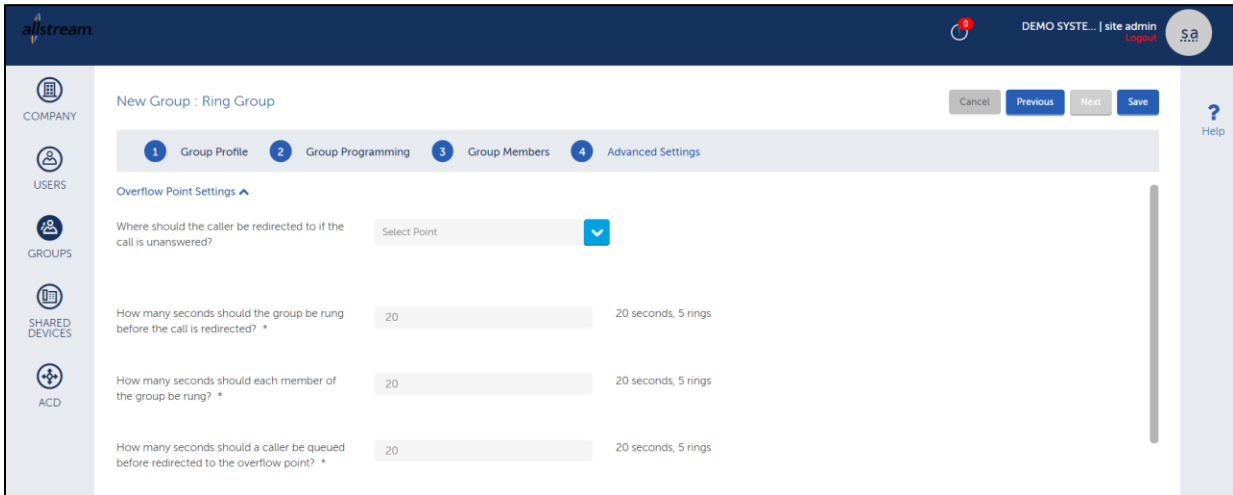
3. Select a site, call number, extension number, and enable voicemail (if applicable) for the group and click **Next**. The **Group Members** tab displays.

Note: Voicemail cannot be added to a group after the group is already created. It must be enabled while creating the group.



New Group Page, Group Members Tab

4. Search for and add group members, select the ring order, and click **Next**. The **Advanced Settings** tab displays.



New Group Page, Advanced Settings Tab

5. Apply any call overflow and call handling rules to the group and click **Save**.

VoiceMail and Ring Groups

Note: Voicemail cannot be added to a group after the group is already created. It must be enabled while creating the group.

- After the group voicemail key is programmed, the user would be notified of messages in the group's voicemail box by a blinking light key i.e., MWI or Message Waiting Indicator
- We would need to program a key (see [Creating Programmable Keys, page 34](#)) for the voicemail.
- Users may retrieve any messages left by simply pressing the blinking key and entering a passcode (which Allstream provides to them).
- Either the programmer or the customer can create the voice recordings in these group voicemail boxes.

Special Bundle Creation

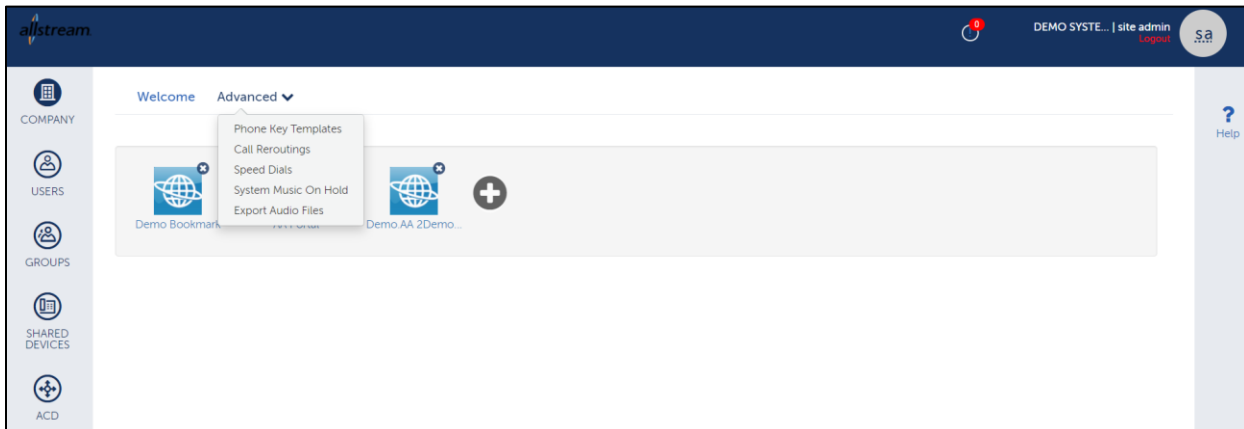
We recommend adding the following bundles for your use:

- MWI
- Route Point with Voicemail
- Route Point without Voicemail

Contact Allstream for additional information.

Creating a Message Waiting Indicator

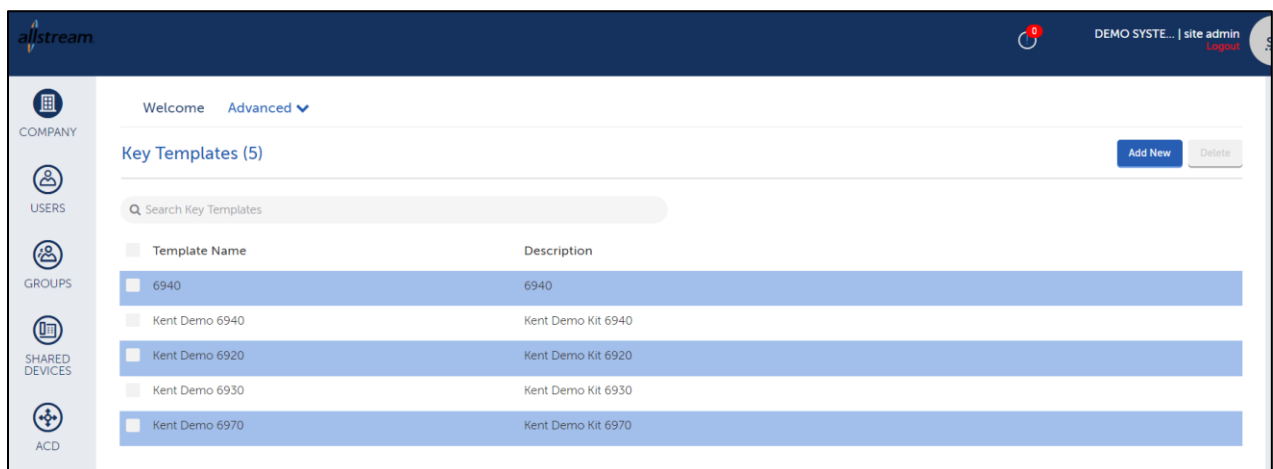
Message waiting indicators are created by selecting **Phone Key Templates** from the **Advanced** menu on the **Home** page.



Home Page, Advanced Menu

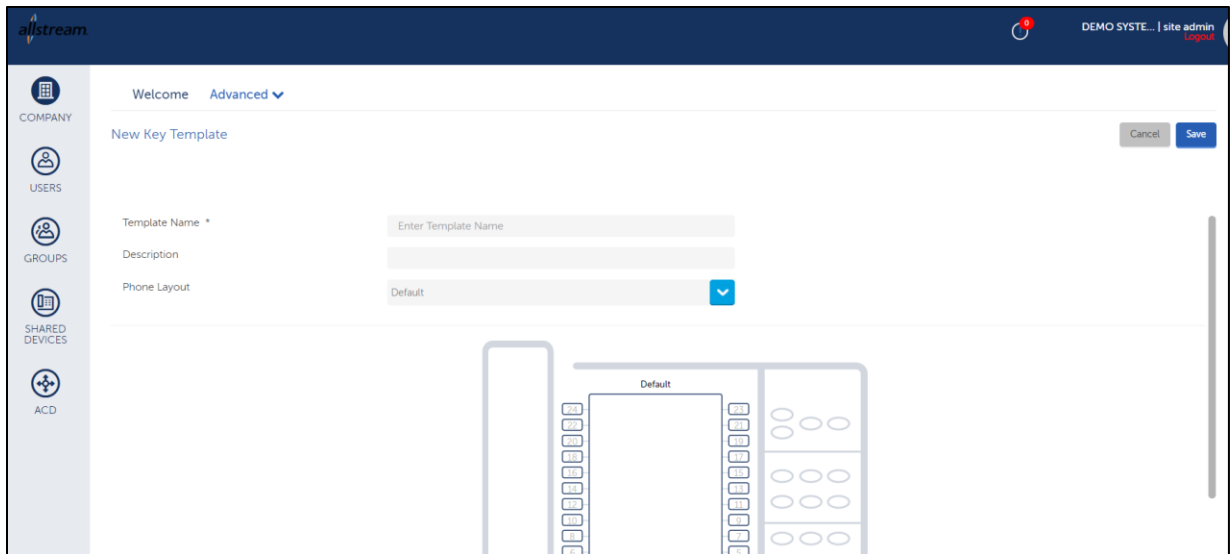
To create a message waiting indicator:

1. From the **Advanced** menu on the **Home** page, select **Phone Key Templates**.
The **Key Templates** page displays.



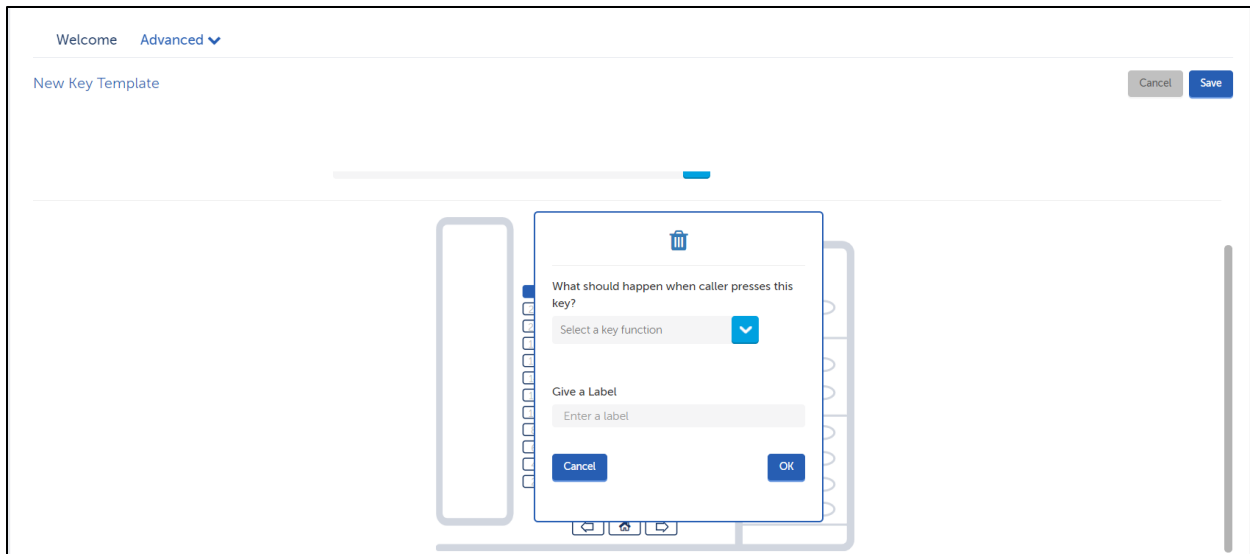
Key Templates Page

2. From the **Key Templates** page, click **Add New**.
The **New Key Template** page displays.



New Key Templates Page

3. Provide a template name and description.
4. Select a layout from the **Phone Layout** drop-down list.
5. With the appropriate layout selected, click a key to program.
A dialog box displays.



Key Programming Dialog Box

6. Select **Message Waiting Indicator** from the drop-down list of key functions, enter a label, and click **OK**.

Page Groups

Page groups are a way for users to simultaneously page a group of other users over their phone's speakerphone. This is useful if you need to get the attention of all employees at once. When using Group Paging, all the phones in the group receive a call on the speakerphone. Using Group Paging works similarly to making a regular phone call, except it's just sending a one-way audio page that is automatically answered by the phones in the group. In order to initiate a group page, dial the extension or telephone number that is associated with the Group Page.

To create a page group:

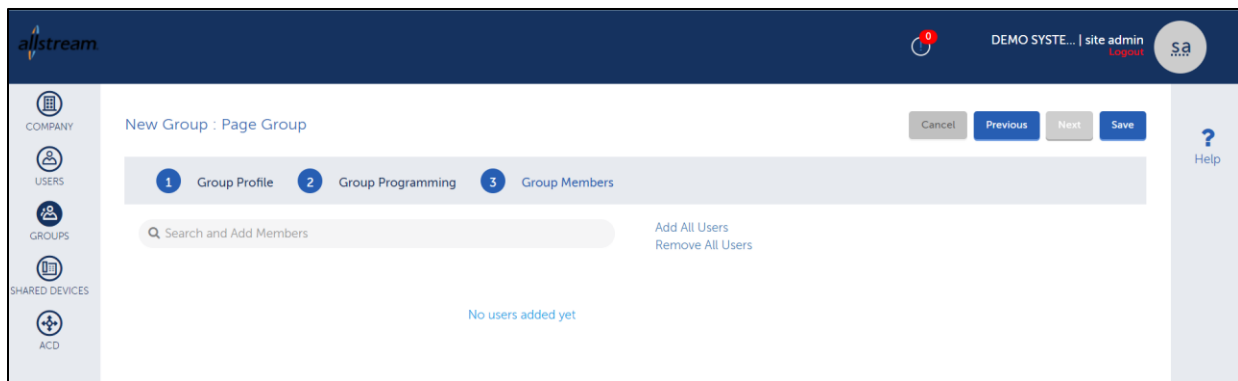
1. From the toolbar on the left, click **GROUPS** and click **Add New**.
The **Group Profile** tab on the **New Group** page displays.

New Group Page, Group Profile Tab

2. Provide a name for the group, select **Page Group** from the **Group type** drop-down list, and click **Next**.
The **Group Programming** tab displays.

New Group Page, Group Programming Tab

3. Select a site and extension number for the group and click **Next**.
The **Group Members** tab displays.



New Group Page, Group Members Tab

4. Search for and add group members and click **Save**.

Pickup Groups

Call Pickup and Group Call Pickup are features that allow a user to answer an incoming call that rings on a telephone other than the user's own. Members of a pickup group see a line appearance on their phone and can answer incoming calls for any extension in the pickup group.

This feature is ideal for work groups who want the ability to pick up a call, if need be, but it does not ring directly on their phone.

For example, John and Joe are in the same pickup group and John leaves his desk momentarily. While he is away his phone rings. Joe, from his phone, can pick that call up so it is not missed. Once Joe picks up his handset, one of his soft keys changes to "Pickup Call".

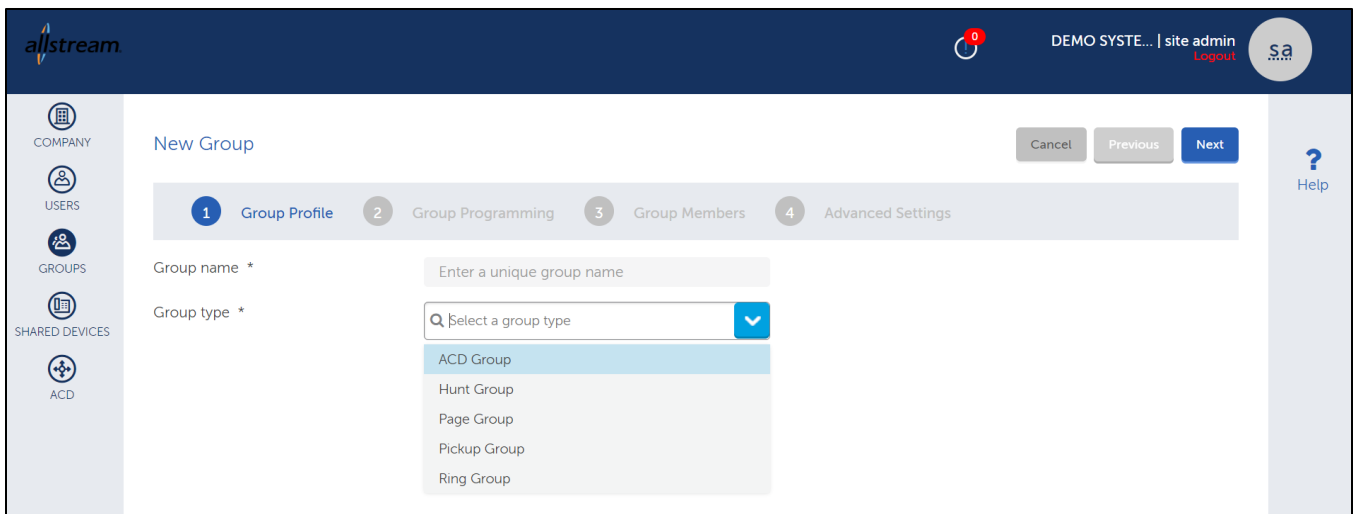
This is an example of how a pickup group can help a company:

ABC Company does not want to miss a single call when it comes to sales. The sales force is frequently in meetings and sometimes away from their desk.

Other employees can answer a call directed to any of the salespeople when they are not available. The other employees can pick up the line but are not disturbed by their own phones ringing with the sales department's calls.

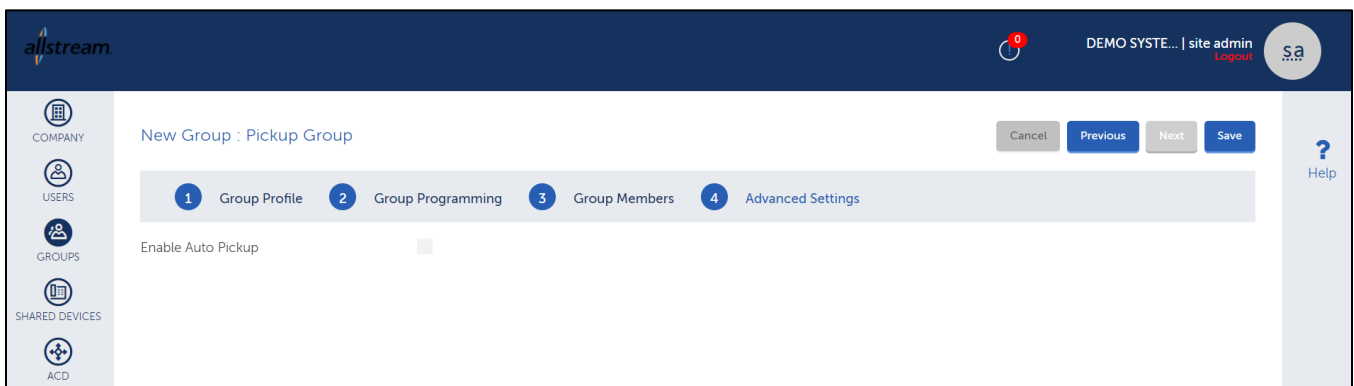
To create a pickup group:

1. From the toolbar on the left, click **GROUPS** and click **Add New**.
The **Group Profile** tab on the **New Group** page displays.



New Group Page, Group Profile Tab

2. Provide a name for the group, select **Pickup Group** from the **Group type** drop-down list, and click **Next**. The **Group Programming** tab displays.
3. Complete group programming information and click **Next**. The **Group Members** tab displays.
4. Search for and add group members and click **Next**. The **Advanced Settings** tab displays.



New Group Page, Advanced Settings Tab

5. Enable **Auto Pickup** and click **Save**.

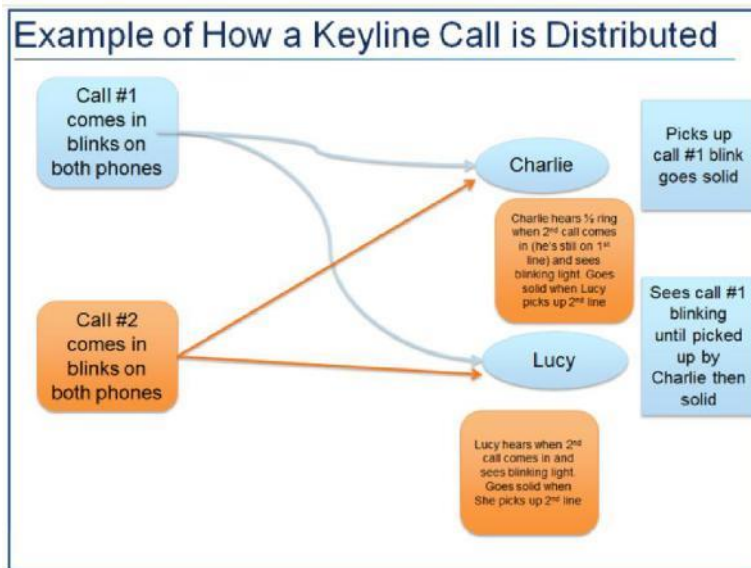
Hunt Groups with Key System Appearances as Members

A Hunt Group uses Key System Appearances as members is a group of key appearances typically associated with the customer's main number. Those key extension numbers are then added as members of the hunt group.

Note: The term 'appearance' refers to a button on the phone that represents another extension number.

The incoming call rings to the next available key appearance. Anyone in the company that has these key appearances configured on their phones can then pick up the call. These calls can be answered or placed on hold by any phone that has the key appearance present.

Note: These calls are ringing the keys on the phones, not the user's extension.



Two major steps (each comprise several sub steps) required are:

1. Create keys (to make them blink) and apply to all users. Check the numbering plan to determine which extension numbers to use. For more information, see [Creating A Key Template, page 10](#).
2. Create the hunt groups and add the key appearance to the hunt group. Check the numbering plan to determine which extension numbers to use. For more information, see [Creating a Hunt Group, page 17](#).

Note: It is recommended that the programmer utilize a standardized range of extensions for key lines.

Example: 6701 through 6750

When adding the key appearances to the hunt group, consult your numbering plan to determine the extension number to use. The key type is set to key system.

Make sure the phones have enough keys.

If there are multiple hunt groups with key system appearances as members, configure the sets of key appearances with the next available extension within the given range. The key appearances can then be easily identified.

If there are multiple hunt groups with key system appearances as members, remember that the voicemail must be created when the hunt group is created. If a separate voicemail box is needed, the hunt group must be created with the voicemail enabled.

For more complex programming needs, contact Allstream.

Create a Hunt Group and Add Key Appearances as Members

We have completed creating the keys one of the users. We have created extension 6701 (Main Line 1) and 6702 (Main Line 2) to ring on two users, Charlie Brown and Lucy Brown's phones.

We need to apply the template we just created and add it to the other user and then connect those users' keys to the main number.

Follow the steps provided in [Creating a Hunt Group, page 17](#) to create a hunt group and add the key appearance extension numbers as members.

Call Routing

This section defines where the call goes and who answers it after a specific set of circumstances. Several typical scenarios are discussed.

From the customer's perspective, the call flow routing determines whose phone; groups of phones, voicemails and automated greetings are played when. From the programmer's perspective, this determines how the calls are programmed to achieve the customer's goals.

There are a variety of call flows that can be accomplished. The call routing is discussed and documented during the initial design process. To begin, we recommend keeping the call flows straight forward with minimal complexity. As the site administrator becomes more comfortable with the technology, complexity can be added to the call flows. A complex call flow has many 'hops' such as calls being transferred from one answering point to another, and by setting different ring delay criteria.

Hunt, ring, and pickup groups coupled with auto attendants (AA) and voicemail (VM) can be sequenced together to make a simple call flow routing or a complex call flow route.

It is important that when redesigning a call flow, the site administrator understands their current system configuration. We recommend that all proposed call flow changes be mapped out prior to changes being made in the system. An important concept to keep in mind is that the Mitel system uses extension for various purposes. In addition to the end user having extensions, extensions are used for call groups, AA and certain type of standalone voicemail box.

Note: After deployment of your system, all changes to Auto Attendants and to fictitious/virtual voicemail boxes (those that are not assigned to an end user's phone) must have an order placed with Allstream.

The information to follow provides examples of the more common design requests made by customers.

Basic Call Routing Concepts

- **Call Reroute** – The most basic call reroute is for a call to an extension to reroute to a voicemail (VM) box. The VM is called a destination. The site administrator has the ability to create multiple destinations. For example, a 'created' destination could be a night phone answering service.
- **Call Group to Call Group Overflow** – Another type of call flow routing would involve the sequencing of call groups to call groups. Many businesses utilize call groups for customer service and break these groups into small skill-based teams. For example, there may be a sales/order call group and a second billing/invoice call group. A call flow using both of these groups would have inbound calls overflowing from the sales call group to the billing call group after 'X' number of seconds (i.e. 24 seconds) if all sales agents are unavailable.
- **Call Reroute Relationship to Users** – A Call Rerouting feature exists in the end user menus. Time of day and call forwarding routing flows are configured from this menu.

Understanding Auto Attendant and Visual Voicemail as a Reroute Destination

You have seen in the training examples a reference to "Voicemail (6000)". Please note that this reference is the visual voicemail hunt group in our example system only.

In the case that a user's extension or call group is built with a voicemail box, the reference "Voicemail (6000)" when selected as a reroute destination, naturally acts as a reroute destination to said voicemail box.

In the case that a route point or call group is built without a voicemail box, the reference “Voicemail (6000)” when selected as a reroute destination, naturally acts as a reroute destination to the auto attendant. In other words, when you reroute a call group or extension without a voicemail box to voicemail 6000, the system recognizes that the box does not exist and reroutes to the auto attendant

Creating a Reroute Destination

To create a reroute destination:

1. From the **Advanced** menu on the **Home** page, select **Call Rerouting**.
2. Click **Add New**.
The **New Call Rerouting** page displays.

New Call Rerouting Page

3. Provide a name and a number for the call rerouting and click **Save**.

Assigning a Call Rerouting Destination

To assign a call rerouting destination:

1. From the toolbar on the left, click **USERS**.
The **Users** page displays.
2. Click the user for the call rerouting destination.
The **Edit User** page displays.
3. Click the **Advanced** tab.
The **Advanced** tab displays.

Edit User Page, Advanced Tab

4. Select a New Call Handling option and click **Save**.

Hunt Group Routing and Ring Group Routing

We can create different types of call groups that can be manipulated using different types of call rerouting destinations and/or overflow points or timers.

- Hunt groups are manipulated through rerouting destinations.
- Ring groups are manipulated using overflow points in ring/queued timers.

Overflow Point for Ring Groups

The overflow point is the extension number where a call to the ring group is redirected after the ringing timer has expired.

The timing numbers shown are defaults and can be changed if desired. This can be set on the **Advanced Settings** tab of the **Group** page.

Test Ring Group Cancel Save

Group Profile Group Programming Group Members **Advanced Settings**

Overflow Point Settings ▲

Where should the caller be redirected to if the call is unanswered? ▼

How many seconds should the group be rung before the call is redirected? * 20 seconds, 5 rings

How many seconds should each member of the group be rung? * 20 seconds, 5 rings

How many seconds should a caller be queued before redirected to the overflow point? * 20 seconds, 5 rings

Group Page, Advanced Settings Tab

Customer Requested Call Flows

Customers request an array of different call flow scenarios based on their specific needs. We are supplying a few examples of commonly requested call flows.

We are discussing using a combination of Hunt Groups and their reroute destinations, and ring groups with their overflow points/ring timers.

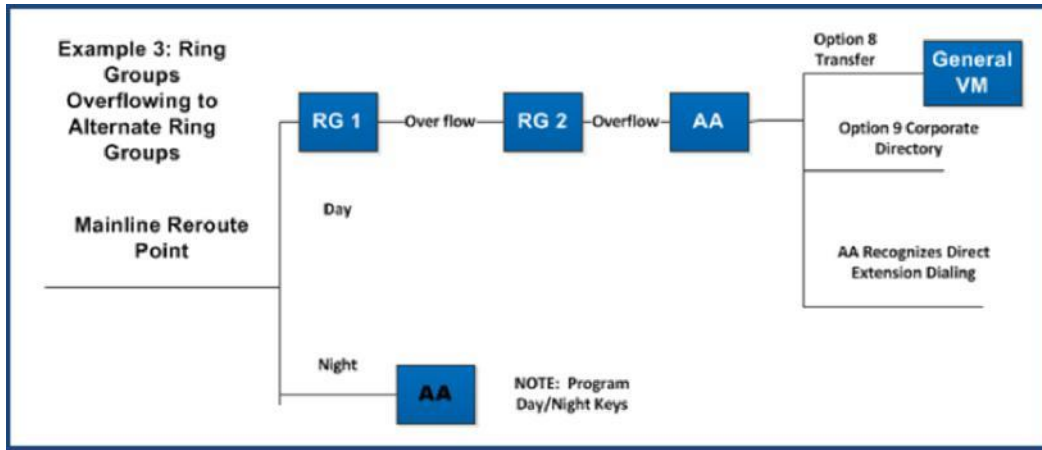
Two different examples of customer requests are to follow. Starting with a simple customer request, the custom call routing examples gradually progress to more complex designs. The purpose is to provide examples and combinations of programming that may be required to fulfill the customers' requests. Real world application calls for your ability to analyze the customer's design request and coordinate the programming to achieve the desired results. As you may imagine, the combinations available are unlimited.

Note: Call flows ultimately terminate to somewhere, such as the auto attendant, a phantom Voicemail box, extension, etc.

Example 1: Ring Groups Overflowing to Alternate Ring Groups

The customer requests:

- Incoming calls be answered by a ring group during the day. If nobody answers that ring group in 15 seconds, the call should overflow to an alternate ring group containing different members. If the call is not answered after 15 seconds by the alternative ring group users, the calls overflow to the daytime AA.
- Incoming calls to be answered by the AA at night.
- The AA provides a verbalized option to reach specific users via the corporate directory.
- The AA provides a verbalized option to dial the user's extension directly.
- The AA provides a verbalized option to leave a message in a general voicemail box and provide the users with MWI's.



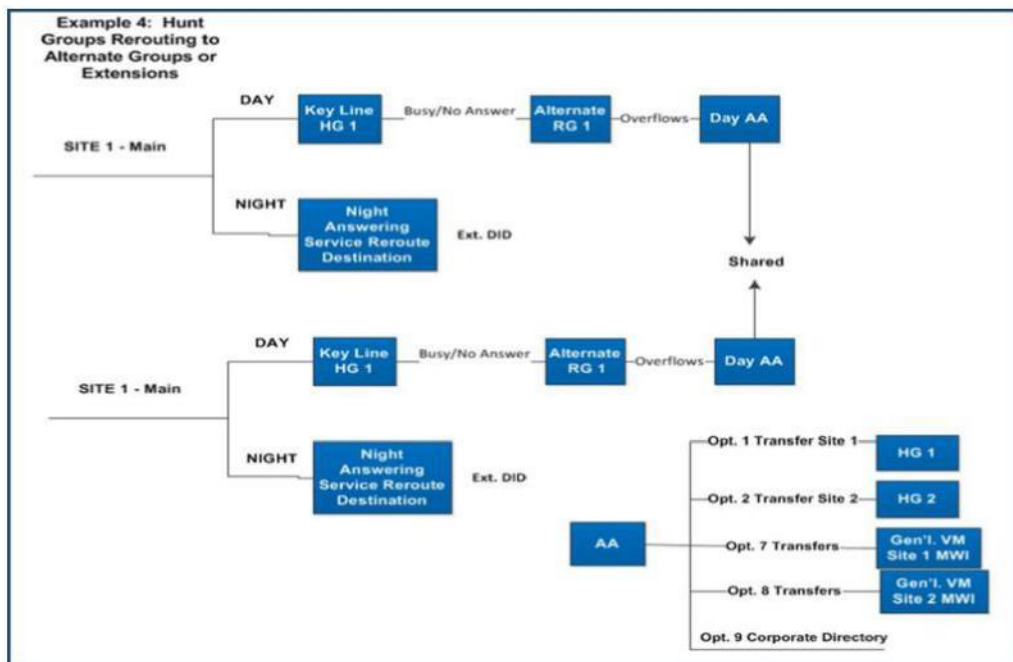
Note: It is assumed that all ring groups and overflow points have been built. AA automatically recognizes direct extension dialing and option 9 as a Corporate Directory.

1. Configure the customer's main DID/DDI number to reroute to a user extension that has no voicemail box. Create a new user using a bundle without voicemail.
2. Create a call rerouting destination point for Ring Group (RG) 1
3. Set the overflow for RG 1 to be the extension of RG 2 after 15 seconds
4. Set RG 2 overflow to AA after 15 seconds
5. Set the day rerouting point for the customer's main DID/DDI number to RG 1 extension
6. Set the Night rerouting point for the customer's main DID/DDI number to the generic "voicemail"
7. Set the busy/no answer rerouting point for the customer's main DID/DDI number to the generic "voicemail"
8. Set AA Option to transfer to General VM

Example 2: Hunt Groups Rerouting to Alternate Groups or Extensions

The customer requests:

- Incoming calls be answered live during the day by a key system hunt group for each of their two locations.
- If calls are not answered by the hunt group, the call is rerouted to an alternate ring group specific to each location, which overflows to the AA after 15 seconds.
- The AA provides a verbalized option to dial the extension or leave a message in a general voicemail box for either site.
- At night, calls are rerouted to an answering service. The customer must provide external DID for the answering service.



Notes: It is assumed that all hunt groups, ring groups, call rerouting destinations (internal and external) have been built. The customer provides the after-hours answering service DID/DDI. This example assumes the main line DID/DDI numbers are assigned to the specific Site Hunt Groups directly (no reroute points used). This assumes that the users at the individual sites have key line templates containing programmable keys respective to their specific sites. i.e., General VM, MWI and DSS/Busy Lamp Keys.

1. Configure Site 1's Main DID/DDI number in Hunt Group (HG) 1
2. Configure Site 2's Main DID/DDI number in HG 2
3. Configure HG 1's Day routing to "No Call Rerouting"
4. Configure HG 1's Night Rerouting to After Hours Answering Service Call Reroute Destination
5. Configure HG 1's Busy/No Answer to Reroute to HG 2, which in turn is rerouted to the AA upon timeout
6. Configure HG 2 Day Routing to "No Call Rerouting"
7. Configure HG 2 Night routing to "No Call Rerouting"
8. Configure HG 2 Busy/No Answer to reroute to HG2, which, in turn is rerouted to the AA upon timeout.
9. Establish transfer points in AA.
 - Option 1 = transfer to Site 1 HG1
 - Option 2 = Transfer to Site 2 HG 2
 - Option 7 = Transfer to Site 1 General VM, MWI
 - Option 8 = Transfer to Site 2, General VM, MWI

Advanced Features

Advanced Features include the following:

- Call Rerouting Functions (For more information, see [Call Routing, page 28](#))
- Company Speed Dial Numbers
- Music on Hold (MOH)

Company Speed Dial

Company speed dial allows for a customer to compile a list of frequently dialed numbers and have those numbers replaced with abbreviated numbers.

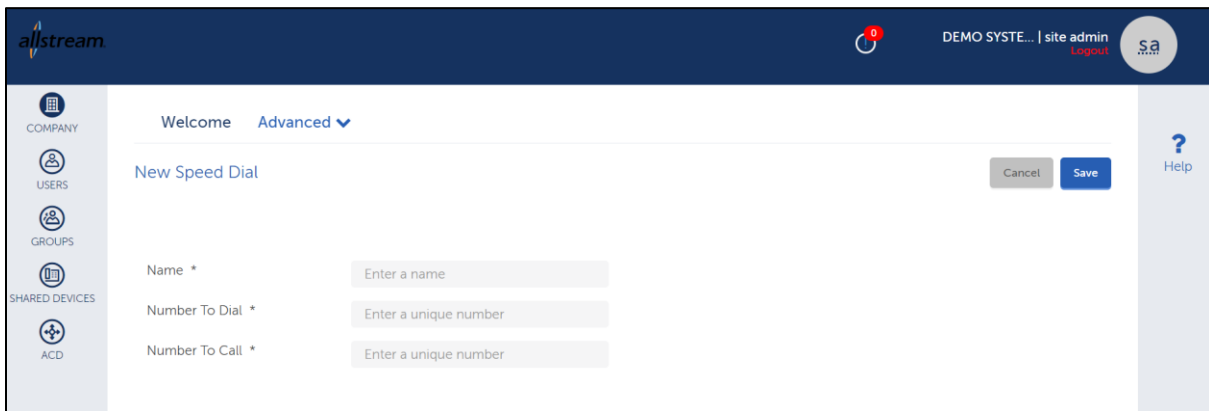
For example, your customer has 50 vendors they frequently call. The customer could create a “Company Speed Dial” for all 50 vendors and their 10-digit telephone numbers. These long telephone numbers could be replaced with abbreviated numbers (codes) such as 100-150. The user would then simply dial the abbreviated numbers to reach the vendors. This eliminates the need to dial a 10-digit number every time they would like to reach the vendor.

Creating a Company Speed Dial

To create a company speed dial:

1. From the **Advanced** menu on the **Home** page, select **Speed Dials**.
2. Click **Add New**.

The **New Speed Dial** page displays.



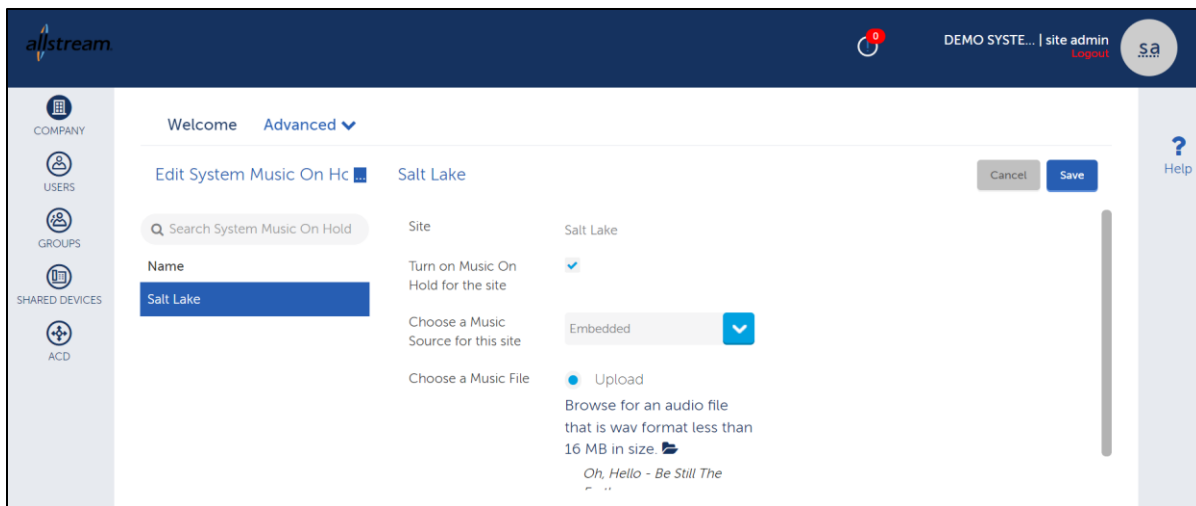
New Speed Dial Page

3. Provide the speed dial information and click **Save**.

Music On Hold (MOH)

To create Music On Hold:

1. From the **Advanced** menu on the **Home** page, select **System Music On Hold**.
The **Edit System Music On Hold** page displays.



Edit System Music On Hold Page

2. Select the site for the music on hold.
3. Upload the music file and click **Save**.

Creating Programmable Keys

There are a number of key functions that available to the customers. A variety or combination of feature keys can be programmed on assigned keys. A group of these keys creates a template.

Templates may be created or modified to add, change or delete existing features. For more information, see [Creating A Key Template, page 10](#).

A group of these can be used to create a template. Before making any changes, document what currently exists.

Descriptions of the features are provided on the page which the feature is selected.

Available Key Functions

- **Call Forward** - The Call Forward Always key turns toggles forwarding on and off to the Call Forward Always number programmed on the phone. The Call Forward Always number can be programmed through desk phone's menu system.
- **Call History** - The Call History key enables viewing of past incoming, outgoing, and missed calls from a desk phone.
- **Call Park** - The Call Park key allows a caller to be placed in a special hold state which can be picked up by any user using Call Park Retrieve. The difference between Call Park and Transfer/Hold is that the originally dialed extension is free to receive more calls. Press the Call Park Key and then enter the extension to park the call on. The call can then be retrieved at that extension.
- **Call Pickup** - The pickup key allows users that are part of a pickup group to answer the call of any other user in the pickup group.
- **CDE Speed Call** - CDE Speed Call can be programmed to quickly dial another extension on the phone system. The maximum length of the speed dial number is seven digits and it cannot be an external call.
- **Direct Page** - Direct Page allows another telephone to be paged over its built-in speaker, even if the telephone is in use.
- **Do Not Disturb** - Do Not Disturb (DND) stops internal calls from ringing a telephone and returns busy tone to the caller or forwards to voicemail. DND does not stop external calls from ringing nor does it affect the ability to make calls.

- **DSS/Busy Lamp** - The Direct Station Select/Busy Lamp key can be set to an extension to watch whether it is ringing or on a call and allows the extension to be picked up when it is ringing as well. Programmed by the Administrator only.
- **Group Park** - Group Park allows a caller to be placed in a special hold state which can be picked up by any user with the same Group Park key. The benefit of using Group Park versus transfer/hold is that the original extension dialed is free to receive more calls. When programming Group Park, an extension where the caller is to be held must be entered
- **Group Presence** - Members of call groups can make themselves absent or present in a group. Only members who are present in a group are offered calls to that group.
- **Handoff** - Handoff allows a call to be automatically transferred from one twinned phone to another twinned phone. For example, if a mobile phone is twinned with a desk phone and a user is currently talking on the desk phone, then pressing handoff calls the mobile phone and allows the conversation to continue on that phone.
- **Headset** - When a desk phone is connected to a headset, pressing the **Headset** key switches the call to the headset.
- **Hold** - Hold temporarily suspends a call. While the call is on hold other phone features can be used. The call can be retrieved at the phone that placed the call on hold or at another phone.
- **Hot Desk** - Invokes hotdesk login, allowing another hot desk user to login to the device.
- **Key System** - A group of keys that allow multiple phones to share the same extension number. Incoming calls ring all idle phones and the ringing stops when any member answers the call. Only one member of a key system group can use the line at a time. Only one member of a key system group can use the line at a time. When a member answers the call, the line becomes busy. When a member places the call on hold, the call can be retrieved by any member of the group. Programmed by the Administrator only.
- **Make Busy** - Ensures an ACD extension or hunt group member does not receive calls when the member is unavailable. The extension appears to be busy when called.
- **Message Waiting Indicator (MWI)** - Message Waiting Indicator indicates a message is waiting in the voicemail box. Press the button takes you to the voicemail box to retrieve the message. MWIs can be programmed for a user's voicemail box as well as group voicemail boxes.
- **Multi-call** - Multi-call keys are programmed against an extension same or another) and all users' phones with the same Multi-call key extension have their phones ring when that extension is dialed. Key system hunt groups should be used instead of a Multi-call key since it provides the same functionality. Programmed by the Administrator only.
- **Page** - Paging allows connections to loudspeaker or paging equipment to make an announcement.
- **Personal Presence** - Presence indicates and allows toggling of the user's presence in a personal ring group, which is what twinned devices belong to.
- **Phone Book** - Users can search for and dial other users by finding them in the telephone directory/ Searches are performed on the last name, extension number, department, and/or location.
- **Phone Lock** - Pressing the key locks the phone until the phone is unlocked using the user's pin.
- **Release** - Allows you to disconnect from an attempted call transfer or conference call without hanging up the handset.
- **Record a Call** - If the Record a Call feature is activated, pressing the **Record a Call** key starts recording the current call.
- **Single Line** - Single line keys allow for another line to be programmed for a phone set. Programmed by the Administrator only.
- **Super Key** - Desk phones typically have a super key button (blue button) on the phone. But, if another Super key is required, this feature can be used to program the key.
- **Transfer/Conference** - User can move a call from one extension to another. Conference lets you join three or more extensions into a single, multi-party call.

- **User Speed Call** - Speed dial can be programmed to call both internal and external numbers. It is important to note that when dialing external numbers, the speed dial must be entered as the number would be dialed from a phone internal to the phone system.
- **User Speed Call Private** - Private Speed dial can be programmed to call both internal and external numbers. The difference between Private Speed Dial and a regular Speed Dial is that after the number is entered as a speed dial, it is impossible to view the number entered from the desk phone itself; making it secure for personal numbers. It is important to note that when dialing external numbers, the speed dial must be entered as the number would be dialed from a phone internal to the phone system.

Terminology

Some important definitions that are used by the UC Cloud Voice admin portal include:

- **ACD Agent** – People trained to answer high volumes of call center calls that generally all relate to the same subject.
- **ACD Group** – One or more ACD Agents who handle incoming and queued call center calls. ACD Agents with similar skill sets are grouped together so that the system can direct customers with specific needs.
- **ACD Path** – A flexible call routing method that defines the order and timing that callers use system resources. ACD paths direct callers to ACD Agent Skill Groups who are trained to handle different types of calls.
- **Auto Attendant (AA)** – An automated incoming response system that directs calls to the appropriate extension or message. Often presented to the caller with a simple menu such as “for sales, press 1, for assistance, press 0.”
- **Automatic Call Distribution (ACD)** – Allows call centers to process incoming calls based on a number of customer definable parameters.
- **Bundle** – A combination of the self-service features, MCD features, and a Feature Profile.
- **Call Hunting** – An inbound call feature that tries multiple numbers until the call is answered.
- **Calling Party Number (CPN)** – The number that is transmitted through the network that identifies the calling party. Also known as Automatic Number Identification (ANI).
- **Class of Service (COS)** – UC Cloud Voice Feature and Timer Options that are assigned to all user extensions. A COS number in UC Cloud Voice has a number of different feature options assigned to it. This gives a customer the flexibility to tailor feature access to suit user requirements.
- **Class of Restriction (COR)** – Different levels of calling privileges. A COR number controls access to outgoing trunks.
- **Customer Emergency Service Identification (CESID)** – A number that is used to represent one or more telephone extensions for the purpose of locating a caller who has dialed 911.
- **Default Database** – A UC Cloud Voice database template used to build every new UC Cloud Voice deployed.
- **Dial Plan** – This is the concept of a Class of Restriction (COR). Similar to a Feature Profile, a COR number is registered for a dial plan, which then can be assigned to a user. The corresponding COR is then assigned to the user on the MCD. A dial plan consists of the ability or inability to dial locally and or nationally and or internationally.
- **Direct Inward Dial (DID)** – A service on the company’s PBX that enables individual phone numbers to each employee.
- **External Hot Desk User (EHDU)** – Extends hot desking capabilities to an external device, making it appear an extension on the system.
- **Feature Profile** – This is concept of a Class of Service (COS). A bundle is created with a Feature Profile, which essentially provides a bundle with a COS that is then assigned to a user once they are assigned the bundle.

- **Hotdesk** – Provides the ability for users to log into a phone and have the user profile and settings populated on that device. This feature enables workers to easily work at different stations or locations.
- **Hotdesk Phones** – This is the concept of an IP Device Only. It does not consume a user license and is primarily used for creating a device that is capable of allowing hotdesk users to login to.
- **Key Template** – This is a pre-defined combination of keys that is created by the system user, which can be assigned to a customer and then respectively to a user (similar to bundles and dial plans).
- **Platform** – Platforms include UC Cloud Voice, MiCollab (formerly known as MAS) or virtualized communication and collaboration (vUCC) Platform Group or Mitel Borger Gateway (MBG) Platform.
- **Platform Groups** – A UC Cloud Voice, MiCollab, MAS or vUCC Phone System that can be assigned to a customer. Once assigned, the customer can use the admin portal to create users.
- **Sites** – A named collection of stand-alone (or resilient) MCD, or MAS or vUCC instances. You can set up an MCD platform as a stand-alone system or multiple instances set up as resilient pairs.
- **Voicemail (VM)** – A service that enables users to receive messages in a voice mailbox system when an unanswered call is received.