

UC Cloud Voice Premium Call Director Guide

May 2022



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

Voice and Collaboration | Connectivity | Managed IT

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About Call Director

Call Director is an optional feature that adds powerful call-processing capabilities to your NuPoint Unified Messaging™ (NP-UM) system.

With Call Director, you can create automated attendant and call processing applications, known as *call flows*, for your organization, for departments within your organization, and for individual mailboxes and extensions.

Call Director is an optional feature that adds powerful call-processing capabilities to your NuPoint Unified Messaging (NP-UM) system. With Call Director, you can create an automated attendant application (known as a *call flow*) to handle your calls when you can't answer personally.

A call flow is a collection of call-processing *actions* programmed by the call flow owner to control how an incoming call is handled. Call flow owners can be either the end user of the phone, or the System Administrator. The end user programs personal call flows, which are associated with their own voice mailboxes. The Administrator can program corporate call flows which are applied to line groups, and can also add, modify and delete personal call flows.

Call flows actions direct NuPoint Unified Messaging to:

- Play a message
- Perform a call transfer (blind, supervised, or screened) to an extension or external phone
- Forward a call to a specified voice mailbox
- Send a page or a text message
- Send the caller to the dial-by-name application
- Hang up

Without Call Director, NuPoint Unified Messaging simply sends an incoming call to the called person's voice mailbox.

About the Call Flow Page

A call flow is created by combining call-processing actions. These actions are executed when a call is directed to a mailbox or line group. The programming of the action determines if and how the call is treated.

The following call flow actions are available:

- Override
- Schedule
- Message
- Menu
- Blind Transfer
- Supervised Transfer
- Screened Transfer
- Alternate Transfer
- Voicemail
- Dial-by-Name
- Internal/External call handling
- Caller ID
- Daily Greeting
- Message Center

Most actions have a *result*. For example, a Supervised call transfer (the action), has three possible results depending on whether the destination receiving the transfer is busy, not answering, or does not exist. A Blind Call Transfer action on the other hand has no result because it doesn't matter whether the call succeeds (i.e., is answered by the call flow owner) or fails (i.e., is not answered by either the call flow owner or the call flow owner's voice mailbox).

Parts of the Call Flow Page

The **Call Flow** page is divided into three main windows: Call Flow Display, Properties, and Results.

Call Flow Display

This window displays the current structure of the call flow, showing how the results of each action flow into subsequent actions.

You can click an action to select it and view its assigned properties and results.

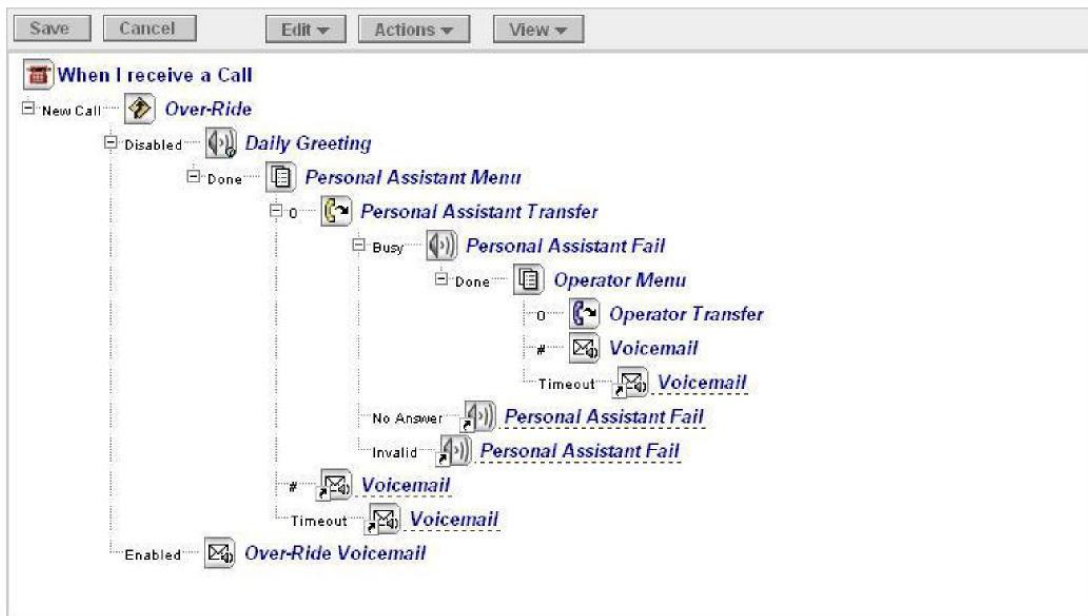
You can expand and collapse the branches of the call flow by clicking on the + and - signs on the left of the call flow tree.

Note: When an action is used more than once in a call flow, each subsequent instance is an *alias* of the original. Aliases inherit the properties of the original and are identified by an underline.

To create a call flow with multiple instances of an action, each with unique properties, assign the actions different names.

A set of menus at the top of the **Call Flow** page allows you to perform such tasks as editing the call flow, recording greetings, or viewing reports.

Note: These menus change depending on the type of user privileges that are assigned to your mailbox.



Properties

The properties belonging to the selected action are displayed and modified in this window. All actions have a name property, followed by a set of action-specific properties.

Daily Greeting Properties

Name: *

Today's Daily Greeting: Not Recorded

Default Daily Greeting: Not Recorded

Note: You can record the audio for this action by dialing into your mailbox and pressing the * key. Then follow the instructions.

Results

This window displays the results for the selected action in the Call Flow and links for changing the results. Modifying action results here causes the Call Flow displays to update to reflect the new flow.

Result	Destination Action
0	Blind Transfer: Operator Transfer
1	Retry
2	Retry
3	Retry
4	Retry
5	Retry
6	Retry
7	Retry
8	Retry
9	Retry
#	Voicemail: Voicemail
*	Retry

About the Configuration Page

The **Configuration** page contains several Global settings that you can alter to control the behavior of individual call flows. For instance, you set call transfer sequences, valid extension lengths, and the destination for calls transferred to the attendant.

The Global settings govern the operation and programming of all newly created unmodified call flows. Unless the Administrator intentionally modifies a specific call flow, the entries in the **Configuration** page govern that call flows' **default** settings. Any changes made to these settings in individual call flows always supersede the Global settings.

To open the **Configuration** page:

- In the navigation tree, click **Call Director**, and then click **Configuration**.
- Select the **Line Group** to configure and click **Edit**.

After making changes on this page, click **Save**.

The following table lists the call flow parameters that you can manage on the **Configuration** page:

Parameter Name	Value (default = bold)	Description
GENERAL PROPERTIES		
Attendant Extension	0	Specifies the extension of the local attendant. This parameter is used for call transfers where the user has specified the attendant's extension as the call transfer destination. Change this value only if your main attendant's extension is other than "0".
DTMF Timeout	5	Specifies the length of time a caller has to press keys for a Menu action.
Loop Count	10	Specifies the maximum number of times an action in a call flow can be re-entered during the call. After the maximum number is exceeded, the call is disconnected. A simple example of a loop is when a Menu action includes an option to repeat the menu prompts. The key the repeats the prompts can only be pressed the number of times set for Loop Count, at which point the call automatically disconnects.
Max. Extension Length	4	Specifies the maximum number of digits that a mailbox extension can contain.
Menu Dial Plan	vvvvvvvv	Specifies the global dial plan for all menu actions in all call flows. The dial plan must always contain 9-character positions. The positions correspond to the leading DTMF digits 1 to 9. The value in each position represents the total number of digits are collected when that leading digit is pressed (including the leading digit itself). A 'v' in any position means that the number of digits collected in total or to follow is variable. The Maximum Digit and Timeout properties for the menu govern when digit collection stops. For example, the dial plan vv4vvvvv means that for leading digit 3, four digits are collected in total (including the leading digit 3), and for leading digits 1,2,4,5,6,7,8,and 9 the number of digits to follow is variable. Leading digits *, #, and 0 always permit a variable number of digits to follow, and so they are not represented in the dial plan.
Time Until No Answer	20	Applies to transfer sequences that tell Call Director to supervise the call for answer. Call Director waits the indicated number of seconds before reconnecting the caller if the called number does not answer. Maximum is 60 seconds. The Time Out setting for an Alternate Transfer overrides this Time Until No Answer setting.

Parameter Name	Value (default = bold)	Description
Forward Override FAC (See Note)	n/a	<p>This is the Feature Access Code (FAC) that is programmed into the PBX to override forwarding. Call Director uses this value when performing a supervised or screened transfer to a phone from a call flow. If this value is not set, then the transfer target may forward calls due to a busy or no-answer condition, and Call Director is unable to pull the call back for continued processing of the busy or no-answer condition in the call flow.</p> <p>This setting is only applicable to NP-UM systems that are integrated with Mitel 3300 series PBXs. The value in the Call Director configuration must match the FAC setting in the 3300 PBX, and all networked PBXs must have the same setting. Furthermore, the 3300 Class of Service applied to the NP-UM ports must have Call Forward Override enabled.</p>
Hook Flash FAC (See Note)	n/a	<p>This is the Feature Access Code (FAC) that is programmed into the PBX to perform a single trunk flash. Call Director uses this value to initiate a hook flash on an outgoing trunk. The value that you enter in this field is the FAC programmed on the 3300 ICP PBX to perform a single trunk flash (Trunk Single Flash).</p>

Note: In general, the NuPoint Unified Messaging system does not support Feature Access Codes (FACs). The exceptions are "Forward Override" and "Hook Flash", which NuPoint supports in Call Director only.

TRANSFER SEQUENCE PROPERTIES

Reconnect Reject	NS	When a screened call is rejected by the called party, reconnect the original caller with this transfer sequence. The sequence is comprised of characters from the Dial String Table.
Supervised Transfer	S+XG	When transferring a call to another number, and answer supervision is required, use this transfer sequence. The sequence is comprised of characters from the Dial String Table. The default (S+XG, where X is the target extension of the call flow) = Switch hook flash, call target extension, wait for a voice or computer tone answer.
Attendant Transfer	S+X	The transfer sequence used when transferring a call to the Attendant. The sequence is comprised of characters from the Dial String Table. The default (S+X where X is the attendant extension) = switch hook flash, call the attendant.
Reconnect Busy	NS	When a transfer to a number encounters a ring-no-answer, reconnect the original caller with this transfer sequence. The sequence is comprised of characters from the Dial String Table. The default (NS) = start a new activity without going off-hook, and then perform a switch hook flash, no wait required.

Parameter Name	Value (default = bold)	Description
Blind Transfer	S+XH	When transferring a call to another number, and no answer supervision is required, use this transfer sequence. The sequence is comprised of characters from the Dial String Table. The default (S+XH where X is the target extension of the call flow) = switch hook flash, call target extension, hang up.
Reconnect Invalid	NS	When a transfer to a number encounters an invalid tone, reconnect the original caller with this transfer sequence. The sequence is comprised of characters from the Dial String Table. The default (NS) = start a new activity without going off-hook, and then perform a switch hook flash, no wait required.
Reconnect RNA	NS	When a transfer to a number encounters a ring-no-answer, reconnect the original caller with this transfer sequence. The sequence is comprised of characters from the Dial String Table. The default (NS) = start a new activity without going off-hook, and then perform a switch hook flash, no wait required.

Call Flow Actions

When an Override action is encountered, Call Director checks to see if it is enabled. If it is not, the call flow follows the **Disabled** result. If Override is enabled, Call Director performs the action connected to the **Enabled** or **From Call Flow** results (typically a transfer to another extension, a voice mailbox, or the attendant).

Override can be turned on and off in Call Director or from any DTMF telephone.

Example – Main System Automated Attendant

Calls to the main telephone number for ACME Widgets arrive on lines assigned to Line Group 1 and are answered by the automated attendant. The Call Director Administrator has programmed an initial Override function for this line group to go to the snow emergency closure message. When Override is enabled, instead of hearing the normal automated attendant, outside callers hear:

"Thank you for calling ACME. Due to severe weather conditions, our offices are temporarily closed."

"If you know the extension number of the person you wish to reach, please dial it now and leave a message. We will return your call as soon as possible. Thank you."

To activate **Override**, the System Administrator needs only to enable it from any touch-tone phone.

Example – Personal Call Flow

Penny is working late and is expecting an important call. She is working in the computer room and overrides all of her calls to go directly to that extension (3456). Upon returning to her own desk, she simply disables Override to return her call flow to normal processing.

The following table lists the configurable properties for the Override action and its possible results

Item	Value (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Override	Changing an action name renames all aliases of the action.
Override Enabled	Disabled	Indicates whether Override is enabled or disabled. When it is enabled, the result is based on either Enabled or From Call Flow .
Action ID	--	A system-generated three-digit ID used to identify this action when enabling or disabling it by telephone.
RESULTS		
Enabled	Message Center	The action taken when Override is enabled AND the call has been forwarded to your call flow by your extension. The default is <i>Message Center</i> , which plays a system message and then disconnects the call. When Override is enabled, it has priority over the other results.
Disabled	Message Center	The action taken when Override is disabled. The default is <i>Message Center</i> , which plays a message that you have pre-recorded and then disconnects the call.
From Call Flow	Unassigned	The action taken when Override is disabled AND the call has been transferred to your call flow from another call flow, as a Transfer or Voicemail action. The default is <i>Unassigned</i> , which means that for an incoming interflow call, the Disabled result is followed.
Extended Absence	Unassigned	The action taken when Override is disabled, after the Extended Absence Greeting is played. The default is <i>Unassigned</i> , which means that after playing the EAG, the Disabled result is followed.

Programming an Override Action

To program the Override action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Add the **Override** action to the call flow.
4. Under **When I receive a Call**, click the Override action listed in the call flow. The action's properties and results display at the bottom of the window.
5. Enter or modify the property as needed. For information about the properties, see the table above.
6. Assign actions as required to the Enabled and Disabled results from the call flow and/or Extended Absence if applicable.
7. Click **Save**.

Schedule

The Schedule action alters the call flow based on the user's weekly schedule and, optionally, on the user's holiday schedule.

The Weekly Schedule checks the time-of-day and day-of-week of each call. It then redirects the call according to the programmed Call Flow action for that time and day. For example, a call flow owner can have all calls ring his extension during normal working hours, Monday through Friday. After hours and on weekends, all calls can be routed to the owner's voice mailbox.

The Holiday Schedule checks the time-of-day and day-of-year of each call. If the call falls within a predefined Holiday range, Call Director moves the caller to the next action in the call flow for further processing.

A Weekly Schedule can have an unlimited number of time slots, with a minimum one-minute difference required between the set times. For example, the call flow owner can set their work hours for Monday through Friday as 9:00a.m. to 12:00p.m., 1:00p.m. to 2:30p.m. and 3:00p.m. - 5:00p.m.

A call flow can have multiple schedules inserted at any point in the flow.

The following table lists the configurable properties for the Schedule action and its possible results:

Item	Value (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Schedule	Changing an action name renames all aliases of the action.
Weekly Schedule	--	Opens a pop-up window for defining work hours for each day of the week. If work hours are not specified, then the call is processed by the on-hours result.
Holiday Schedule	--	Opens a pop-up window for entering names, dates and times for holidays.
RESULTS		
Off-hours	Message Center	The action taken when the current time is outside of the scheduled time slots. Default is to play an appropriate pre-recorded message, and then disconnect the call.
On-hours	Message Center	The action taken when the current time is within the scheduled time slots. Default is to play an appropriate pre-recorded message, and then disconnect the call.

Note: The Weekly Schedule and Holiday Schedule are managed by call flow owners through Call Director only.

Programming a Schedule Action

To program the Schedule action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Add the **Schedule** action to the call flow.
4. Under **When I receive a Call**, click the **Schedule** action listed in the call flow.
The action's properties and results display at the bottom of the window.
5. Do one or both of the following:
 - To configure a weekly schedule, click **Weekly Schedule**.
 - To configure a holiday schedule, click **Holiday Schedule**.
6. If the window fails to display, check to see whether your browser is using a pop-up blocker.
7. Enter or modify the schedule properties as needed.
8. Click **Apply** and then **OK** to save the information, and to return to the **Call Flow** page.
9. Assign actions as required to the On-hours and Off-hours results.
10. Click **Save**.

Message

The Message action plays recorded audio, such as a greeting, to callers. Messages play once before moving the caller down to the next action in the call flow.

A greeting message should be short and friendly. ACME's greeting is typical. *"Thank you for calling ACME Widgets."* All outside callers hear this company greeting when dialing ACME's main number. Immediately after the greeting, callers hear the recorded Menu: *"If you know your party's 4-digit extension number..."*

Note: Do not combine greetings and menus in the same recording. If you do, Call Director is unable to repeat the menu to the caller.

For instructions on how to record a greeting, see [Recording Messages in Call Director, page 30](#).

A Message action can detect a call disconnection. If this occurs, the call-flow processing is immediately aborted.

The following table lists the configurable properties for the Message action and its possible results:

Item	Value (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Message	Changing an action name renames all aliases of the action.
Delay	<0 - Infinite>	Number of seconds to wait until carrying out the action result. This property is useful in RAD applications where a recording plays continuously with a delay between plays. Default is 0
Suppress Hang-up Prompt	Disabled	Disables the system prompt that is played upon hang-up.
Action ID	<xxxx>	A system-generated three-digit ID used to identify this action when recording the message by telephone.
Message Recording	Recorded or Not Recorded	Provides the status of the audio recording for this action. You can record a message from this field by clicking the Recording button. See Recording and Importing Messages, page 29 .
RESULTS		
Done	Hang-up	Action taken when the message playback is complete. The default is hanging up.

Programming a Message Action

To program a Message action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Click **OK**.
The current call flow displays.
4. Add the **Message** action to the call flow.
5. Under **When I receive a Call**, click the **Message** action listed in the call flow.
The action's properties and results display at the bottom of the window.

Note: If you select the **Suppress Mailbox Greeting** option for a Call Flow, a caller is unable to hear your mailbox greeting if going through Call Director. The caller will, however, still hear the greeting if the call goes through the message center.

6. Enter or modify the properties as needed. For information, see the table above.
7. Assign an action as required to the Done result.
8. Click **Save**.

Menu

The Menu action is a recording that presents options to an incoming caller. The recorded Menu prompts callers to press a key on their telephone keypad to select a menu option. For example, an incoming call answered by the Menu could tell the caller, "If you know the extension of the person you wish to reach, enter it now. To speak to the sales desk, press 2. To speak to an attendant, press 0." The caller must then press the desired key on their phone's keypad or hang up.

The Menu node includes not only the recorded Menu (that is, what callers hear) but also a flag that determines how many times the menu should be repeated (Repetition count). You also define and program what the callers can input in response to the recorded Menu (that is, extension numbers, mailbox numbers, and single or multiple keys).

The call flow owner records the menu from the telephone interface. By default, the Menu repeats when the caller presses an invalid key.

The following table lists the configurable properties for the Menu action and its possible results:

Item	Value (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Menu	Changing an action name renames all aliases of the action.
Maximum DTMF Length	<maximum number of digits> 1	Maximum number of DTMF digits to gather from the caller. A value greater than 1, enables Multi-key result.
Retry Count	<0 - 99> 3	The number of times the Menu repeats when the caller makes invalid entries (or no entry at all). A retry count of 2, for example means that the Menu plays again, even after an invalid entry or no entry at all. This gives the caller additional opportunities to enter a valid selection.
Timeout	<0 - 99 seconds> 3	The number of seconds that the caller is given to respond with a valid key press as defined in the result.
Action ID	< xxxx>	A system-generated three-digit ID used to identify this action when recording the prompt via the phone.
Prompt Recording	Recorded or Not Recorded	Provides the status of the audio recording for this action. You can record a message from this field by clicking the Recording button. See Recording and Importing Messages, page 29 .
RESULTS		
DTMF Keys 0-9 * #	Retry	The action resulting from a single DTMF key pressed within the timeout period. Not all keys need to be connected to a subsequent action. Default (i.e., not connected to another action) is to play a pre-recorded system message, decrement the retry count, and repeat the menu recording.
Multi-key	Hang-up	The action taken when the caller keys in more than one digit within the Timeout period or has keyed in the maximum number of digits defined by Maximum DTMF Length. Default is to play an appropriate pre-recorded system prompt, and then hang up.

Item	Value (default = bold)	Description/Notes
Timeout	Retry	The action taken when the caller fails to press any DTMF key within the specified timeout. If the Timeout result is unassigned, each timeout decrements the Retry Count. Default result (i.e., not connected to another action) is to play a pre-recorded system message, decrement the retry count, and repeat the menu recording.
Error	Hang-up	The action taken when retry count is reduced to zero as a result of the caller repeatedly pressing unassigned DTMF keys or not providing a response within the allowed timeout. Default is to play an appropriate pre-recorded system prompt, and then hang up.

Programming a Menu Action

To program a menu action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Click **OK**.
The current call flow displays.
4. Add the **Menu** action to the call flow.
5. Under **When I receive a Call**, click the **Menu** action listed in the call flow.
The action's properties and results display at the bottom of the window.
6. Enter or modify the properties as needed, assigning keys to voice messages. For information, see the table above.
7. Assign actions as required to the DTMF, timeout, and error results.
8. Click **Save**.

Call Transfers

A Transfer action routes the caller to a specified destination, such as an extension, the attendant, or an external telephone number.

Whenever you select a transfer Action, you can also define the transfer method as well as the

subsequent incomplete transfer Action to take if the original transfer was incomplete (for example, a Ring Busy, Ring No Answer, or Invalid).

There are four types of call transfers: Blind Transfer, Supervised Transfer, Screened Transfer, and Alternate Transfer.

Note: Call transfer privileges are governed by the system's Class of Service (COS). To use a particular type of call transfer, it must first be enabled in the system COS.

Destinations

Destination	Description/Notes
Specified Extension	The call is transferred to the extension specified when the call flow was set up.
Gathered Digits	The call is transferred to the digits the caller entered in response to a previous menu. This property allows a caller to key digits to reach a desired destination—for example, an extension, a mailbox or external telephone (if permitted by system programming). See Menu, page 11 for the parameters that must be set for Gathered Digits to work.
Attendant	The call is transferred to the extension for the user's mailbox configured by the system administrator or user. If the Attendant is not configured, the supervised transfer action exits via the “Fail” path, without even attempting the transfer.
Attendant/Operator	The call is transferred first to the Attendant, then to the Operator if the Attendant extension is not configured.
Operator	The call is transferred to the Operator. The Operator is the Line Group Attendant Extension programmed on the Call Director Configuration page for the line group. If this extension is not programmed, the line group attendant extension is used.

Blind Transfers

A Blind Transfer dials the destination and then releases the call regardless whether the destination is busy or not answering.

With Call Director, the Blind Transfer action transfers a call to one of the following destinations, as configured by the call flow owner:

- An extension specified in the action properties;
- The Attendant/Operator extension;
- The extension stored as Gathered Digits during a previous Menu action that has a Multi-Key result.

The following table lists the configurable properties for the Blind Transfer action and its possible results:

Item	Value (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Blind Transfer	Changing an action name renames all aliases of the action.
Transfer To	<destination> Specified Extension	Select the destination to which the call is to be transferred—Specified Extension, Gathered Digits or Attendant/Operator.
Extension	<extension> Blank	Enter an extension number if Transfer To is set to <i>Specified Extension</i> ; otherwise, leave blank.
Suppress Prompt	Disabled	Disables the system prompt that is played upon transfer.
Try Call Flow First	Disabled	Enables outgoing interflow. If the target number has a call flow, the call is transferred directly to the call flow instead of being transferred to the extension. See Programming an Override Action, page 7 to configure your call flow for incoming interflow calls.
RESULTS		
There is no result for a Blind Transfer.		

Supervised Transfer

A Supervised Transfer waits for the called party to answer before completing the transfer. If the call is not answered or the called party is busy, it returns to the call flow for further processing.

The Supervised Transfer action transfers a call to one of the following destinations, as configured by the call flow owner:

- An extension specified in action properties;
- The Attendant/Operator extension;
- The extension stored in the Gathered Digits during a previous Menu action that has a Multi-Key result.
- The Attendant extension configured in the user mailbox
- The Operator extension

The following table lists the configurable properties for the Supervised Transfer action and its possible results. The results are dependent on the path of the call flow.

Item	Value (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Supervised Transfer	Changing an action name renames all aliases of the action.
Transfer To	<destination> Specified Extension	Select the destination to which the call is to be transferred—Specified Extension, Gathered Digits, Attendant, Operator, or Attendant/Operator.
Extension	<extension> Blank	Enter an extension number if Transfer To is set to <i>Specified Extension</i> ; otherwise, leave blank.

Item	Value (default = bold)	Description/Notes
No Answer Timeout	<timeout in seconds> 10	The number of seconds that the system waits for an answer before timing out. This setting overrides the Time Until No Answer setting in the Configuration page.
Suppress Prompt	Disabled	Disables the system prompt that is played upon transfer.
Try Call Flow First	Disabled	Enables outgoing interflow. If the target number has a call flow, the call is transferred directly to the call flow instead of being transferred to the extension. See Programming an Override Action, page 7 to configure your call flow for incoming interflow calls.
RESULTS		
Busy	Message Center	Action taken when the transfer destination is busy. The default is to play a pre-recorded system message, and then hang up.
No Answer	Message Center	Action taken when the transfer destination fails to answer within the No Answer Timeout period. The default is to play a pre-recorded system message, and then hang up.
Invalid	Message Center	Action taken if the transfer destination is invalid, as can happen for a Gathered-Digits transfer. The default is to play a pre-recorded system message, and then hang up.

Screened Transfer

A Screened Transfer is like a Supervised Transfer, except that the caller's name is first recorded and then played back to the called person. The called person has the option to accept or reject the call.

The Screened Transfer action transfers a call to one of the following destinations, as configured by the call flow owner:

- An extension specified in action properties;
- The extension stored in the Gathered Digits during a previous Menu action that has a Multi-Key result.

The following table lists the configurable properties for the Screened Transfer action and its possible results. The results are dependent on the path of the call flow.

Item	Values (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Screened Transfer	Changing an action name renames all aliases of the action.
Transfer To	<destination> Specified Extension	Select the destination to which the call is to be transferred—Specified Extension or Gathered Digits.
Extension	<extension>	Enter an extension number if Transfer To is set to <i>Specified Extension</i> ; otherwise, leave blank.
No Answer Timeout	<timeout in seconds> 10	The number of seconds that the system waits for an answer before timing out. This setting overrides the Time Until No Answer setting in the Configuration page.

Item	Values (default = bold)	Description/Notes
Suppress Prompt	Disabled	Disables the system prompt that is played upon transfer.
Try Call Flow First	Disabled	Enables outgoing interflow. If the target number has a call flow, the call is transferred directly to the call flow instead of being transferred to the extension. See Programming an Override Action, page 7 to configure your call flow for incoming interflow calls.
RESULTS		
Rejected	Message Center	The action taken when the destination rejects the transfer attempt. The default is to play a pre-recorded system message, and then hang up.
Busy	Message Center	Action taken when the transfer destination is busy. The default is to play a pre-recorded system message, and then hang up.
No Answer	Message Center	Action taken when the transfer destination fails to answer within the No Answer Timeout period. The default is to play a pre-recorded system message, and then hang up.
Invalid	Message Center	Action taken if the transfer destination is invalid, as can happen for a Gathered-Digits transfer. The default is to play a pre-recorded system message, and then hang up.

Alternate Transfer

An Alternate Transfer is used to route calls to an external destination, such as a cell phone or pager, and for text messaging. The destination is defined by the dial string sequence, which can include commands that permit complete control of the outgoing call, including:

- Dial tone detection
- Call answer supervision
- Dialing DTMF keys
- Inserting pauses

The following table lists the properties to be configured for an Alternate Transfer and the results of the action. The results are dependent on the path of the call flow:

Item	Values (default = bold)	Description/Notes
PROPERTIES		
Name	<defined action name> Alternate Transfer	Changing an action name renames all aliases of the action.
Dial String	<dial string>	Enter a combination of characters, up to 16 total, from the Dial String Table.

Item	Values (default = bold)	Description/Notes
No Answer Timeout	<timeout in seconds> 10	Number of seconds until the call is considered unanswered. Default is 10 seconds. This setting overrides the Time Until No Answer setting in the Configuration page. Note: This setting has no effect unless the dial string contains at least one of the “wait” codes from the Dial String Table (G, L, P or T).
RESULTS		
Timeout	Message Center	The action taken when the called destination fails to answer within the timeout period. The default is to play a relevant system message, and then hang up.

Programming a Call Transfer Action

To program a Call Transfer action:

1. Access the **Call Flow** page.
2. Do one of the following:
3. For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
4. For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
5. Click **OK**.
The current call flow displays.
6. Add a call transfer action (i.e. **Blind Transfer**, **Supervised Transfer**, **Screened Transfer**, or **Alternate Transfer**) to the call flow.
7. Under **When I receive a Call**, click the call transfer action listed in the call flow.
The action's properties and results display at the bottom of the window.
8. Enter or modify the properties as needed. For information, see the appropriate table above.
9. Assign actions as required to the transfer results.
10. Click **Save**.

Voicemail

The Voicemail action sends the caller to a NuPoint Unified Messaging mailbox. Normally the call is sent to a specific mailbox, but by using the Multi-key result of a Menu action the call can be sent to a caller-specified mailbox. If the mailbox is not specified, then the call is sent to the mailbox of the call-flow owner.

Note: During an upgrade from Release 10 to Release 11, a vacant Voicemail node in a call flow is replaced with a Message Center node. However, there is no change to the user-defined name of this node that is displayed in the call flow. For example, if the user had left the name as Voicemail in Release 10, then the type of node is changed to the Message Center node in Release 11, but the name displayed in the call flow remains as Voicemail.

The following table lists the configurable properties for the Voicemail action and its possible results:

Item	Value (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Voicemail	Changing an action name renames all aliases of the action.
Transfer To	<destination> Specified Extension	Select the destination to which the call is to be transferred—Specified Extension or Gathered Digits.
Target Mailbox	<target voice mailbox> Blank	Enter the mailbox in which you want to leave a message. Can be explicitly defined, obtained from the caller (via the Multi-key result of a previous Menu action), or the mailbox of the call flow owner if left blank.
Suppress Greeting	Disabled	Suppresses the greeting that is played in the Target Mailbox.
Try Call Flow First	Disabled	Enables outgoing interflow. If the target number has a call flow, the call is transferred directly to the call flow instead of being transferred to the extension. See Programming an Override Action, page 7 to configure the behavior for calls that are transferred to your call box through interflow.
RESULTS		
Zero Press	Unassigned	Enables call processing within the current call flow when the user presses 0 after leaving a message.

Programming a Voicemail Action

To program a Voicemail action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Click **OK**.
The current call flow displays.
4. Add the **Voicemail** action to the call flow.
5. Under **When I receive a Call**, click the **Voicemail** action listed in the call flow.
The action's properties and results display at the bottom of the window.
6. Enter or modify the properties as needed. For information, see the table above.
7. Click **Save**.

Dial-by-Name

The Dial-by-Name action sends the caller to the NuPoint Unified Messaging Dial-by-Name application which matches the telephone keypad equivalent of the spelled names of mailbox owners (as entered by the caller) with their mailbox and extension numbers.

Note: For the Dial-By-Name action to work, the NuPoint Unified Messaging dialing plan for the line group associated with Call Director must have the letter 'A' somewhere in it. The 'A' triggers the prompt to spell the name. For more about the Dial-by-Name application, see the *NuPoint Unified Messaging System Administration Online Help*.

The following table lists the configurable properties for the Dial-by-Name action and its possible results:

Item	Values (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Dial-By-Name	Changing an action name renames all aliases of the action.
Last Name First	Disabled	<p>Specifies that the person's last name should be entered first. If this setting is enabled, callers are prompted to enter the mailbox owner's last name first when using the Dial-by-Name function. For example, to reach John Smith they would type S-M-I-T-H J-O-H-N.</p> <p>If this setting is disabled, callers are prompted to enter the mailbox owner's first name first when using the Dial-by-Name function. For example, to reach John Smith they would type J-O-H-N S-M-I-T-H.</p> <p>The NuPoint UM server search its records for entries that match the letters the caller has typed. If it finds more than one match, it plays the names and mailbox numbers of the partial matches. If it finds a unique match, it plays either the user's name or personal greeting.</p>
Suppress Extension	Disabled	Suppresses the mailbox extension from the search.
RESULTS		
Match	Blind Transfer	If the name entered actually matches a system mailbox, then the call is transferred to that mailbox.
No Match	Attendant	If the name entered does not match a system mailbox, then the call is sent to the Auto Attendant for completion.

Programming a Dial-by-Name Action

To program a Dial-by-Name action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Click **OK**.
The current call flow displays.
4. Add the Dial-by-Name action to the call flow.
5. Under **When I receive a Call**, click the Dial-by-Name action listed in the call flow.
The action's properties and results display at the bottom of the window.
6. Enter or modify the properties as needed. For information, see the table above.
7. Click **Save**.

Internal/External Call Handling

The Internal/External action allows you handle internal calls one way and external calls another—for example, when you're on the phone, internal calls could go to your mailbox and external calls could go to your cell phone.

The following table lists the configurable properties for the Internal/External action and its possible results:

Item	Values (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Internal/External	Changing an action name renames all aliases of the action.
RESULTS		
Internal	Hang-up	The action taken for internal calls. The Default is to play a pre-recorded system message, and then hang up.
External	Hang-up	The action taken for external calls. The Default is to play a pre-recorded system message, and then hang up.

Programming an Internal/External Action

To program an Internal/External action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Click **OK**.
The current call flow displays.
4. Add the **Internal/External Filter** action to the call flow.
5. Assign actions to the results as required. For information, see the table above.
6. Click **Save**.

Caller ID Filter

The Caller ID Filter action handles calls based on whether the caller's number is in your Caller ID list. You can use this action, for example, to transfer calls from home to your cell phone instead of your extension. That way, your family can reach you when your extension is busy or when you're away from your desk.

The following table lists the configurable properties for the Caller ID Filter action and its possible results:

Item	Values (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Caller ID	Changing an action name renames all aliases of the action.
Caller ID	<Caller ID>	Enter the extension or telephone number of the caller you want to add to your Caller ID List.
Add	--	Click to add the Caller ID entry to the Caller ID List
Remove	--	Click to delete the selected entry in the Caller ID List.
Caller ID List	<user-definable>	The list of callers processed by the Listed destination action.
RESULTS		
Listed	Hang up	The action taken when the caller ID exactly matches an entry in the Caller ID List. The default is to play a pre-recorded system message, and then hang up
UnListed	Hang up	The action taken when the caller ID is not in the Caller ID List. The default is to play a prerecorded system message, and then hang up

Programming a Caller ID Action

To program a Caller ID action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Click **OK**.
The current call flow displays.
4. Add the **Caller-ID Filter** action to the call flow.
5. Under **When I receive a Call**, click the **Caller-ID Filter** action listed in the call flow.
The action's properties and results display at the bottom of the page.
6. Use the **Add** and **Remove** buttons to manage your list of **Caller IDs**.
7. Assign actions to the results as required.
8. Click **Save**.

Daily Greeting

When a Daily Greeting action is encountered in the call flow, your recorded daily greeting is played.

There are two types of Daily Greeting: *Today's Daily Greeting* or *Default Daily Greeting*. Today's Daily Greeting allows users to personalize their greeting on a daily basis with a temporary greeting that reverts at midnight back to the user's Default Daily Greeting, or, if that is not recorded, to their Primary Personal Greeting.

The following table lists the configurable properties for the Daily Greeting action and its possible results:

Item	Values (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Daily Greeting	Changing an action name renames all aliases of the action.
Today's Daily Greeting	Recorded or Not Recorded	Provides the status of the audio recording for this action. You can record a message from this field by clicking the Recording button. See Recording and Importing Messages, page 29 .
Default Daily Greeting	Recorded or Not Recorded	Provides the status of the audio recording for this action. You can record a message from this field by clicking the Recording button. See Recording and Importing Messages, page 29 .
RESULTS		
Done	Hang-up	Action taken after the daily greeting has finished playing. The default is hanging up.

Programming a Daily Greeting Action

To program a Daily Greeting action:

1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Click **OK**.
The current call flow displays.
4. Add the **Daily Greeting** action to the call flow.
5. Under **When I receive a Call**, click the **Daily Greeting** action listed in the call flow.
The action's properties and results display at the bottom of the window.
6. Enter or modify the properties as needed. For information, see the table above.
7. Assign an action as required to the Done result.
8. Click **Save**.

Language Router

The Language Router action enables users to take advantage of the "Multilingual Service" feature if it is enabled on NuPoint. When users first reach the Message Center or Receptionist application, they are prompted to choose between multiple languages (for example, English, French, or German). Thereafter, they receive prompts only in the language they have selected.

Note: When callers encounter the Language Router action, they are prompted to select a preferred language, irrespective of whether they or the mailbox they are trying to reach have a custom LCOS language.

To take advantage of the Language Router action, you must activate the Multilingual Service feature on NuPoint by installing the alternate-language prompt software and configuring a line group with up to five prompt languages.

If the Multilingual Service is not activated, you can still add the Language Router action to a call flow. However, users are not prompted to select a prompt language. Instead, they receive prompts in the default language.

The following table lists the configurable properties for the Language Routing action:

Item	Values (default = bold)	Description/Notes
PROPERTIES		
Name	<user-definable> Language Router	Changing an action name renames all aliases of the action.
RESULTS		
Language_1	Message Center	The action taken when the Multilingual Service feature is enabled and the primary prompt language is selected. Default is to play an appropriate pre-recorded message, and then disconnect the call.
Language_2	Message Center	The action taken when the Multilingual Service feature is enabled and the second available prompt language is selected. Default is to play an appropriate pre-recorded message, and then disconnect the call.
Language_3	Message Center	The action taken when the Multilingual Service feature is enabled and the third available prompt language is selected. Default is to play an appropriate pre-recorded message, and then disconnect the call.
Language_4	Message Center	The action taken when the Multilingual Service feature is enabled and the fourth available prompt language is selected. Default is to play an appropriate pre-recorded message, and then disconnect the call.
Language_5	Message Center	The action taken when the Multilingual Service feature is enabled and the fifth available prompt language is selected. Default is to play an appropriate pre-recorded message, and then disconnect the call.

Programming a Message Center Action

To program the Language Router action:

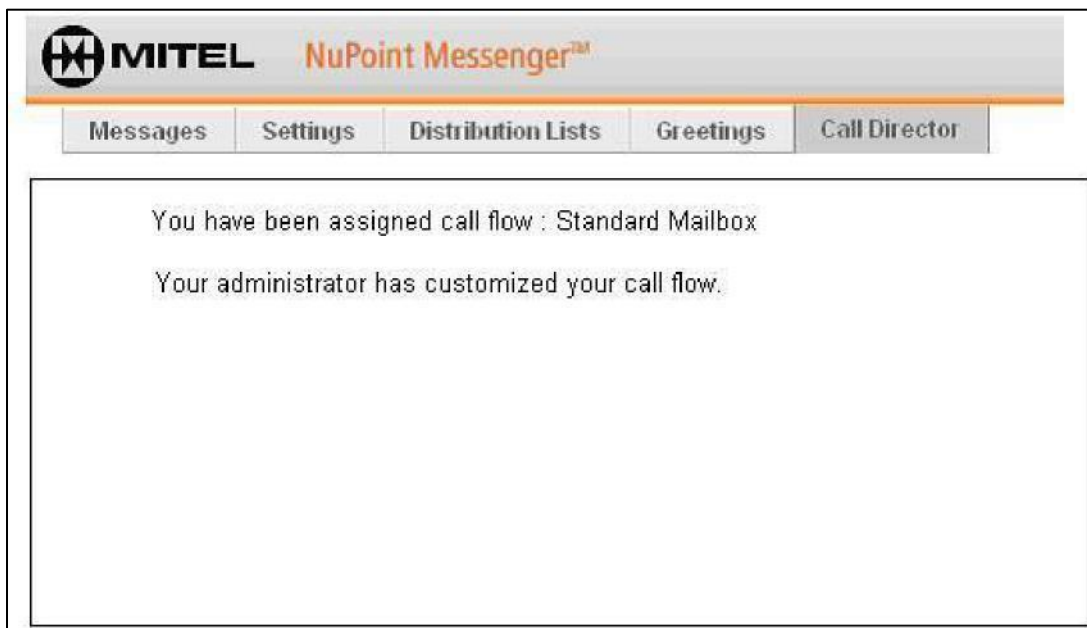
1. Access the **Call Flow** page.
2. Do one of the following:
 - For personal call flows, select **Mailbox** from the **Call Flow** list at the top of page, enter the desired mailbox number, and then click **Edit**.
 - For line group call flows, select **Line Group** from the **Call Flow** list at the top of page, enter the desired line group number, and then click **Edit**.
3. Add the Language Router action to the call flow.
4. Under **When I receive a Call**, click the **Language Router** action listed in the call flow.
The action's properties and results display at the bottom of the window.
5. Assign actions as required to the Language_1 and Language_2 to Language_5 results.
6. Select **Auto** as the prompt language for the call flow.
7. Click **Save**.

Call Flow Authoring Procedures - Overview

Regular Call Director users are assigned a call flow by their system administrator. The administrator can configure all parameters for the user or give the user the ability to change some parameters. Advanced Call Director users can create their own call flows.

Regular Call Director Users

If you are a Regular user and the system administrator has configured the parameters of your call flow for you, your **Call Director** tab looks something like the following example:



If you have the ability to change parameters, your **Call Director** tab shows which parameters you can change, as in the following example:

The screenshot shows the MITEL NuPoint Messenger interface. At the top, there is a navigation bar with tabs for Messages, Settings, Distribution Lists, Greetings, and Call Director. Below this, a message states: "You have been assigned call flow : Standard Mailbox". The main section is titled "Personalize your call flow" and contains several configuration options:

- Personal Assistant Fail Prompt: ID: 003 **Record** Default
- Personal Assistant Menu Prompt: ID: 008 **Record** Recorded
- Operator Menu Prompt: ID: 004 **Record** Not Recorded
- Transfer to Assistant Phone Number:
- Transfer to Cell Phone Number:
- Daily Greeting Greeting: **Record** Not Recorded
- Schedule: **Weekly Schedule**
- Schedule: **Holiday Schedule**

At the bottom of the configuration area, there are three buttons: **Save**, **Cancel**, and **Recordings**.

Adding an Action

Adding an action is done by assigning a new action to a result of an existing action. All call flows begin with the *When I receive a call* action.

There are no restrictions on the number and order of actions in call flow. The same action can be used more than once (see [Reusing an Action, page 26](#)).

To add an action to a call flow:

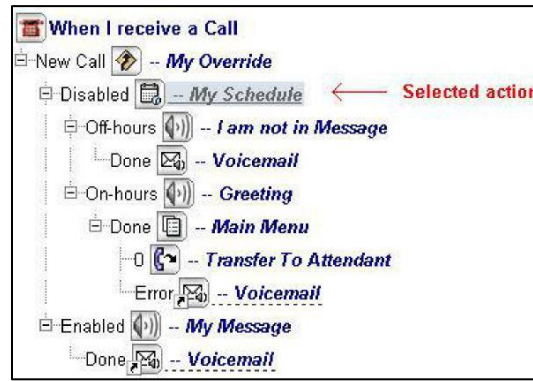
1. For a new call flow, click **When I receive a call** in the **Call Flow** display area.
OR
For an existing call flow, click the action after which you want the new action added.
2. In the action's **Results** area, click a link representing a result (there may be more than one).
3. From the **New Actions** menu that displays, select the desired action type.
The new action item is added to the **Call Flow** display area and automatically selected.
4. Program the desired properties for the new action. At this point you can either assign actions to the results of the new action or return to the original action and assign actions to its unassigned results. To create a call flow with multiple instances of an action, each with unique properties, assign the actions different names.
5. Click **Save**.

Deleting an Action

When deleting an action, all actions to which it is connected become *Unused Actions*. These actions can be re-inserted into the call flow or deleted altogether.

To delete an action:

1. Select the action to be deleted. For example:



2. From the **Edit** menu, click **Delete Action**.
A confirmation message displays.
3. Click **OK** to confirm the deletion.

Any actions connected to the deleted action become *unused actions*. The unused actions are presented in a separate branch in the call flow tree. Because the actions are unused, they're ignored when a call is processed by the call flow. For example:



To delete an unused action:

4. Select the unused action and click **Delete Action**.
5. Click **Save**.

Reusing an Action

The same action can be assigned to results of other actions. For example, the **Busy** and **No answer** results of a Supervised Transfer action could both send a call to the same **Voicemail** action.

Reusing an action is always done by assigning an existing action to a result of an action. The resulting action may even be itself. For example, a Menu action might present a set of options followed by "...to hear these choices again, press the 8 key". The 8-key result of the Menu action could be assigned to the menu action itself, thus creating a loop in the call flow.

Because actions are always created with the same name, you should be careful to assign meaningful names to actions to make them distinct. Reusing actions is a lot easier if the actions have distinct names.

There is no limit on the number of times an action can be reused.

To reuse an action:

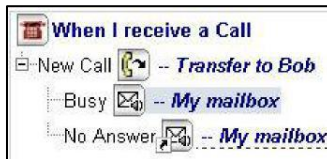
The procedure for reusing an action is best explained by example. In the following scenario, the Busy and No answer result of a Supervised Transfer go to the same Voicemail action.

1. Add a Supervised Transfer action to your call flow.
2. To the **Busy** result of the new Supervised Transfer action, add a **Voicemail** action.
3. Enter the required properties for the **Voicemail** action, including a meaningful name, such as *My mailbox*.
4. Click the original Supervised Transfer action to select it.

The call flow looks similar to this:



5. Click the **No Answer** result.
The resulting menu provides the option of creating a new action and a list of existing actions, including the **Voicemail** action created in step 2.
6. From this menu, select **Voicemail: My mailbox**. This assigns the **No Answer** result to the same action as the **Busy** result. Your call flow now looks something like this:



Notice the small arrow at the bottom right of the icon beside the **No Answer** result. This means that the action is an *alias*. An alias acts like a reference to the “real” action elsewhere in the call flow. Clicking an alias selects the action it refers to. Thus, the alias has the same properties as the other action; any change made to the properties of the other action is automatically made to the alias.

7. Click **Save**.

Copying a Call Flow

A call flow can be copied from one mailbox or line group to another. This can be used in the scenario where a person has changed extensions and the existing call flow needs to be copied to the new mailbox.

Notes:

- Only System Administrators are able to copy a call flow.
- To successfully copy a call flow, you must use the menu commands described in the following procedure. Do *not* attempt to manually copy a call flow using a copy-and-paste operation.

An existing call flow can also be copied and saved as a template.

To copy a call flow:

1. From the **Edit** menu on the **Call Flow** page, select **Copy From**.

Note: This menu item is only available in the web console.

A window requesting you to enter the call flow for a particular mailbox or line group displays.

2. Enter either the mailbox or line group number

Note: When the **Copy From** command is invoked from the **Call Flow** editing window for a mailbox, the feature is limited to copying mailboxes. An Advanced user's call flow can only be copied to another Advanced user's call flow. A Regular user's call flow can only be copied to another Regular user that has the same assigned template. When the **Copy From** command is invoked from the **Call Flow** editing window for a line group, the feature is limited to copying the call flow for a line group. A line group call flow can be only be copied into another line group.

3. Click **OK**.

The call flow and its associated properties are copied into the current call flow.

Note: When the **Copy From** command is invoked from the create/edit template page in the web console, you can copy the call flow from an Advanced mailbox user OR line group into a template for the purposes of creating a new template. In this case, both the **Mailbox** and **Line Group** options are available.

Deleting a Call Flow

You can delete an entire call flow. When deleting a call flow, all actions to which the call flow is connected are deleted. All nodes including the nodes in the unused nodes branch are deleted.

Note: Only Advanced users and System Administrators are able to delete a call flow.

To delete a call flow:

1. Select the call flow you want to delete.
2. From the **Edit** menu on the **Call Flow** page, click **Delete Call Flow**.
A confirmation window displays.
3. Click **Yes** to confirm the deletion.
All nodes including the nodes in the unused nodes branch are deleted.

Inserting an Action

You may find that you need to add an action to your existing call flow, not at the end of a branch but somewhere in the middle. For example, your existing call flow does not make use of an Override action, but now you want to start off with an Override, while preserving the structure of your existing call flow.

The procedure for inserting an action is best explained by example. In the following scenario, we build on the example in the Reusing an Action topic. Assuming the following call flow, we insert an Override action between the **When I receive a call** and **Transfer to Bob** actions.



To insert an action:

1. Click **When I receive a call**. Note that the **New Call** result is the **Supervised Transfer: Transfer to Bob** action.
2. In the **Results** area, click the **Supervised Transfer: Transfer to Bob** link.
3. From the **New Actions** menu, select **Override** as the new action type.

The new action item is added to the Call Flow display area and the new Override action is assigned to the New Call result. The entire call flow is moved under **Unused Actions** as follows (you may need to click the sign on the left of the call flow to expand the collapsed branches):



4. Click the new Override action, and then on the **Disabled** result link.
5. Click **Supervised Transfer: Transfer to Bob**. This assigns that action to the **Disabled** result of the Override action. The call flow is re-created under the Override action's **Disabled** result and now displays as follows:



6. Assign actions to the **Enabled** result of the Override action as required. (These are typically a Message action followed by a Voicemail action.)
7. Click **Save**.

Setting Action Properties

You can change the properties of an action at any time. The changes take effect immediately after they are saved.

To set the properties of an action:

1. Click the action in the Call Flow that you want to modify.
2. Under **Properties for** (selected action), make the required changes.
3. Click **Save**.

Recording and Importing Messages

Each Message and Menu action in a call flow requires an audio recording. You can add your own recording or, if you are an Advanced user, import an existing one.

Recording Messages in Call Director

Each message is assigned an Action ID by Call Director. The ID is a property of the action and is presented in the Properties area when the action is selected. You are prompted to enter the ID when recording the message. The **Actions > Recordings** menu item on the **Call Flow** page lists IDs for all messages in the call flow and shows whether or not the messages have been recorded.

Note: Do not combine greetings and menus in the same recording. If you do, Call Director is unable to repeat the menu to the caller.

To record a message:

1. Using any touch-tone telephone, log into your NuPoint Unified Messaging mailbox, and press the * key. This connects your call into the Call Director Telephony User Interface (TUI).
2. As an alternative to pressing the * key, follow the voice prompts to record your message.

Notes:

- You can also record a message from the **Actions > Recordings** menu item on the **Call Flow** page or by clicking the **Recording** button in the **Properties** area of the **Call Flow** page.
- There are two methods to record the **Daily Greeting** for the call flow:
 - Press the * key to access the Call Director TUI. Use the TUI to navigate through the system and record the message.
 - Access the **User Options** menu and select **Greetings (4)** and **Record Daily Greeting (8)**.

Importing Greetings into Call Director

Instead of recording greetings, you can also import a recorded greeting (prompt). Once the prompt has been imported, it is treated like any other recorded prompt.

Notes:

- Only Advanced users and System Administrators are able to import recorded prompts.
- To be imported into a call flow, audio recordings are required to be in 8-bit, 8 KHz u-law or a-law format. Audio files recorded in any other format must be converted to this format before attempting the import function. In addition, the recording duration of the file being imported cannot exceed 5 minutes.
- The audio file must be in 8k u-law or 8k a-law format. If the file being imported is not in this format or does not exist, the Status shows "Import Error" and the file name controls display for that prompt. An error message "Please specify a valid 8k u-law or a-law audio file" also displays.

To import a recorded prompt:

1. Select **Actions > Recordings**. The Recording Status window displays showing the list of prompts. A status of "Recorded" or "Not Recorded" is displayed in the Status field.
2. Select the item for which you want to import a prompt and click **Import**.
3. A new File option displays in the window. Type the name of the filename or browse to the appropriate prompt file.
4. Click **Start Import** to import the prompt.

Note: You can import a prompt one at a time or specify all the prompts to import and then click **Start Import**.

Viewing Call Flow Paths

You can view all the unused paths of a specific call flow. An unused path is an action, such as a Menu key, that does not have a result programmed.

To view the call flow paths:

1. From the **View** menu on the **Call Flow** page, click **Show All Paths**.
The call flow expands to show all the unused paths within the call flow.

Note: Once all the paths are shown, the menu item changes to **Hide Unused Paths**.

2. To hide the unused paths, click **Hide Unused Paths**.

Printing Call Flows

You can print an entire call flow, including its unused paths.

To print a call flow:

Note: To include unused paths in the printout, click **Show All Paths** from the **View** menu prior to commencing the procedure.

1. On the **Call Flow** page, click **Print Call flow**.
2. Access the print preview dialog box by entering the appropriate keyboard shortcut, such as **Control + P** in Windows or **Command + P** in Mac.
3. In the **Print Preview** dialog box, select a **Destination**. You may send the printout to a regular printer or save it to file (PDF or XPS).
4. Click **Print**.

Notes:

- If you receive a certificate error which prevents the print preview from displaying correctly, click **Show Content** at the bottom of the dialog box.
- If you are saving the printout to file, follow the prompts to assign a name and location for the document.

Corporate Call Flow Example - Main Auto Attendant

ACME's Vice President of Voice Services submitted the following list of requirements for ACME's main automated attendant application:

ACME Main Automated Attendant Requirements

1. Anyone calling our main telephone number should be greeted with a short, professional recording telling the caller to dial an extension or to press a single key for the Sales, Shipping or Accounting departments. If the call is from a rotary phone, send them to the operator as quickly as possible.
2. If they do not know the extension number, allow the caller to spell out the person's name to find the extension number. The President and I do not want, under any circumstances, a caller to be able to find out what our extension numbers or voice mailbox numbers are. Incidentally, anyone dialing either extension should be routed to our respective secretaries.

3. Anyone calling a department's main number directly should reach that department's automated attendant. (I don't want to have to dedicate lines in the system for this.) You should know that the Shipping department is working two shifts, including a full night shift on Sundays. Their auto-attendant should reflect this fact. Also, Accounting doesn't take outside calls on Wednesday afternoons.
4. I want a year's worth of holidays pre-programmed in the system at all times. Each holiday should have its own special cheery recordings.
5. If something happens, such as a major snowstorm, I want you to be able to change our main automated attendant from your home, so we can tell callers that no one is in the office and the office is closed.
6. I want to be able to find out if a particular person is answering calls when they are supposed to be available... or if they are skipping out early every day. Give me statistics on this.

Auto Attendant Call Flow Solution

The NuPoint Unified Messaging Administrator designed the following solution:

"Thank you for calling ACME Manufacturing

If you know your party's 4-digit extension number, you may enter it now or at any time during this message. To use Dial-by-Name, press [8].

For Sales and Marketing, press [1];

For Shipping, press [2];

For Accounting, press [3];

If you wish to speak with the operator, press [0], or stay on the line."

A caller pressing 2 would hear the Shipping department's automated attendant greeting:

"Thank you for calling the ACME shipping department.

To check on the status of your order, press [1];

For new orders, press [2];

To report shipping discrepancies, press [3], or stay on the line."

The Shipping department's automated attendant greets callers through two shifts of the day. Callers dialing Shipping's direct outside number still reach this recording.

Accounting also has a direct outside number. Callers reach the same recordings when they press 3 from the ACME main automated attendant, or when they dial Accounting directly.

"You have reached the ACME accounting department.

For Accounts Payable, press [1];

For Accounts Receivable, press [2];

For all other inquiries, press [0], or remain on the line."

All of the power, flexibility and features available at the organization's NP-UM Agent application are also available to every department, extension or mailbox within the organization. This is because all NP-UM Agent applications are built from combinations of the same basic building block – the call block.