

MICLOUD MANAGEMENT PORTAL

Customer Administrator Guide
Release 6.1
December 2019



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

MiCloud Management Portal

Customer Administrator Guide

Release 6.1

December 2019

®,™ Trademark of Mitel Networks Corporation

© Copyright 2014-2019, Mitel Networks Corporation

All rights reserved

Table of Contents

About the Customer Administrator portal	6
Company	7
Set up business hours (not available in all configurations)	7
Phone key templates	7
Set up call rerouting	8
Set up a general mailbox (not available in all configurations)	8
Set up system Music On Hold	9
Set up speed dials	10
Export Audio Files	10
Synchronize Platform(s) (not available in all the configurations)	11
Users	12
How users are managed	12
Add, modify, and delete users	12
Groups	14
Add a group	14
Modify a group	15
Delete a group	15
Shared Devices	16
Auto Attendants (not available in all configurations)	17
External Calls and the Direct Number Gateway	17
Call Flows (not available in all configurations)	18
Call Flow Options	18

Modifying Call Flows	18
Automatic Call Distribution (not available in all configurations)	19
Create ACD groups	19
Add Ring Groups	20
Add ACD greetings	21
Add ACD Music on Hold	21
Create ACD paths	22

About the Customer Administrator portal

The Customer Administrator interface is designed with critical tasks that you can complete in sequence. For example, the recommended workflow starts with defining a company's Business Hours to set up how incoming calls are received and handled at your company's main number(s). Additionally, the Customer Administrator portal always provides context-sensitive help wherever you are in the task-flow. For example, the available help resources are shown below for the Business Hours task within the overall administrator workflow.

The screenshot displays the Mitel MiCloud Management Portal interface. The top navigation bar includes the Mitel logo, the text "MiCloud Management Portal", a notification icon with a red "0", and the text "CUSTOMER M... | SYSTEM SYSTEM" with a "Return To Portal" link and a user profile icon labeled "SS".

The main content area is titled "Business Hours" and includes a breadcrumb trail: "Welcome > Business Hours > Advanced". The "Location" is set to "Site2" with a dropdown arrow. There is an unchecked checkbox for "Apply to all locations" and "Cancel" and "Save" buttons. The "Phone System" is set to "Night Service" and the "Status" is "Night Service".

A calendar grid shows the days of the week (Monday through Sunday) and time slots from 08:00 to 12:00. The grid cells are currently empty, indicating no business hours are defined for this system.

The left sidebar contains navigation icons for: COMPANY, USERS, GROUPS, SHARED DEVICES, ACD, AUTO ATTENDANTS, and CALL FLOWS. A "Help" icon is located on the right side of the main content area.

© 2001-2017 Mitel Networks Corporation

Company

Configure basic settings before creating users, groups, call flows, and auto attendants. Some company settings are prerequisites, for example, you need to set up a general mailbox if you want to create workflows that allow users to leave messages.

If your Service Provider has Billing Change Notification enabled, a billing change notification and confirmation message will appear when you perform any of these actions:

- Create a new User, Group, Auto Attendant (main and secondary), Call Flow, and General Mailbox.
- Change a user bundle.
- Create a new menu item in a main or secondary Auto Attendant.



Some features described in the following sections may not be available with your configuration.

Set up business hours (not available in all configurations)

Set the hours when your business is open and closed. For example, use the Day setting for the hours that your business is open during the day and the Night setting for the hours that your business is closed at night. If required, use the Alternate setting for any alternate business hours such as during holidays. You will later set how incoming calls are handled based on the time of day.

To set up business hours:

1. Click **Company** → **Business Hours**.
2. Select a location from the drop-down list.
3. Select **Apply to all locations** check-box to set the same hours across all company locations.
4. Select the business hours.
5. Select the hour type and click **Save**.
6. (optional) Click **Alternate** to display alternate hours on the calendar.
7. Click **Save**.

Phone key templates

Create phone key templates for the phones your company issues. When you add a new user you will be able to select the key template instead of programming the phone keys each time. The default layout includes all (96) programmable phone keys.

The Phone Layout setting allows you to view the layout and program phone keys for specific phone types. This does not mean that you can only apply the layout to that phone type. You can apply the layout to any phone type.



To create phone key templates:

1. Click **Company**.
2. Click **Advanced** → **Phone Key Templates**.
3. Click **Add New**.
4. Enter a name in the **Template Name** field.
5. (Optional) Enter a brief description of the template in the **Description** field.
6. (Optional) Select a phone layout in the **Phone Layout** drop-down list.
7. Set up the key functions as follows:
 - a. Click the key, select the appropriate function from the **Function** drop-down list, and enter a name for the label.
 - b. Click **OK**.
8. Click **Save**.

Set up call rerouting

Redirect incoming calls to an alternate number or extension. For example, a receptionist might reroute incoming calls to another extension during the lunch hour.

To set up call rerouting:

1. Click **Company**.
2. Click **Advanced** → **Call Rerouting**.
3. Enter a name and number for the call reroute.
4. Click **Save**.

Set up a general mailbox (not available in all configurations)

Set up a general mailbox for a specific purpose, for example directing calls to voicemail at night. You can assign employees to monitor the mailbox and they will see their phone message indicator flash.

**To set up a general mailbox:**

1. Click **Company** → **Advanced** → **General Mailbox** → **Add New**.
Mailbox Information
2. Enter the required information for the mailbox:



A user will get locked out after 3 attempts to access a mailbox with the incorrect passcode and will need to wait three minutes before it is unlocked.

- a. Name, number, site, and passcode for the mailbox.
 - b. (optional) Enable **Send voicemail to email** and enter the email address to receive voicemail.
 - c. Upload your voicemail greeting.
- Monitor List**
3. Add the employees who will monitor the messages.
Advanced
 4. Select voicemail settings for the following items:
 - a. Select settings for voicemail.
 - b. (optional) Select **Enable Embedded UM** if you want to have voicemail sent to an email address. Enter email credentials.

Set up system Music On Hold

System Music On Hold (MOH) provides callers with music or information while they are waiting for a call to complete. Prerecorded music or information that you upload plays when a caller is on Hold or transferred to a busy or ringing line.

The MOH audio file that appears for a site in the system MOH list depends on how the file was uploaded. In the following example, the MOH 1 audio file was uploaded to Site 1. Site 1 has both MiVoice Business 1 and 2 so Site 1, 2 and 3 would show the same music file.

Site	Platforms	Action	What music file you see in the system MOH list
1	MiVoice Business 1, MiVoice Business 2	Uploaded MOH 1 audio file.	MOH 1
2	MiVoice Business 1	Has MOH 1.	MOH 1
3	MiVoice Business 2	Has MOH 1.	MOH 1

If the MOH 2 audio file were uploaded to Site 1, the file would also appear for all three sites.

Site	Platforms	Action	What music file you see in the system MOH list
1	MiVoice Business 1, MiVoice Business 2	Uploaded MOH 2 audio file.	MOH 2
2	MiVoice Business 1	Has MOH 2.	MOH 2
3	MiVoice Business 2	Has MOH 2.	MOH 2

Now, if you were to upload the MOH 3 audio file to Site 3, it would appear in Site 3. However, Site 2 would still show MOH 2.

Site	Platforms	Action	What music file you see in the system MOH list
1	MiVoice Business 1, MiVoice Business 2	Has MOH 2.	MOH 2
2	MiVoice Business 1	Has MOH 2.	MOH 2
3	MiVoice Business 2	Uploaded MOH 3 audio file.	MOH 3

Finally, if you upload MOH 4 to Site 2, the file would appear in Site 1 and Site 2.

Site	Platforms	Action	What music file you see in the system MOH list
1	MiVoice Business 1, MiVoice Business 2	Has MOH 4.	MOH 4
2	MiVoice Business 1	Uploaded as MOH 4.	MOH 4
3	MiVoice Business 2	Has MOH 3.	MOH 3

To set up Music on Hold:

1. Click **Company** → **Advanced** → **Music on Hold**.
2. Select the site.
3. Select **Embedded** as the music source.
4. To add music, select **Upload**, find the music and click the file to upload.
5. Click **Music on Hold** to enable.

Set up speed dials

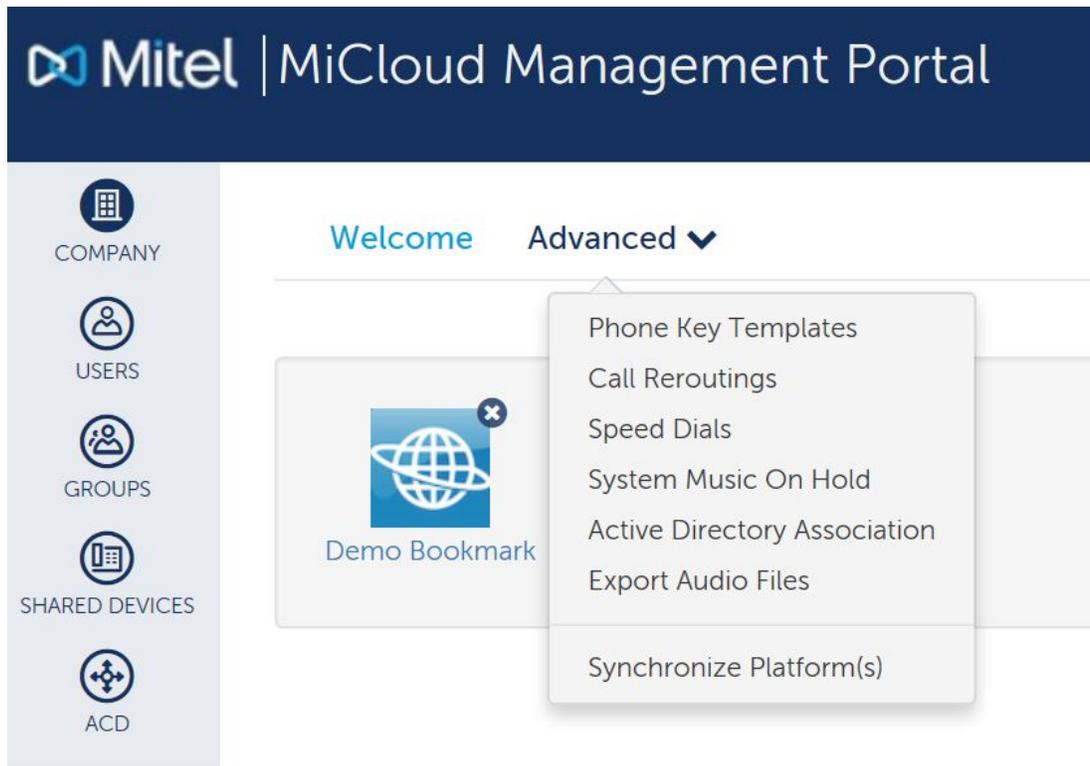
You can use speed dial to quickly dial phone numbers.

To set up speed dials:

1. Click **Company** → **Advanced** → **Speed Dials** → **Add New**.
2. Enter a name for the speed dial, speed dial number, and the phone number.
3. Click **Save**.

Export Audio Files

Manage ACD Greetings and ACD Music on Hold from Management Portal by exporting the audio files from a MiVoice Business system (primary) on a site. The Export Audio Files command in the Advanced menu lets you export audio files in .wav format and packages them into a .zip file using these file naming formats: `<site name>_acdGreetings_<dd-mm-yyy>.zip` for the ACD Greetings zip file and `<sitename>_acdmusiconhold_<dd-mm-yyy>.zip` for the ACD Music On Hold zip file.



The export will time out if you try to export an audio file that too large. The file size limit for an audio file export is 2GB.

To export audio files:

1. Click **Company** → **Advanced** → **Export Audio Files**.
2. Select the site to download the files from and select the type of audio file to export.

3. Click **Export**.

Synchronize Platform(s) (not available in all the configurations)

The new user created in MiVoice Business, does not appear in MiCollab until a synchronization between MiCollab Multi-Tenant and MiVoice Business occurs. By default, the synchronization is automatically performed every 24 hours. The synchronization can be performed manually by the following procedure.

To synchronize the platforms manually:

1. Click **Company** → **Advanced** → **Synchronize Platform(s)**.
2. Click **OK** to manually synchronize all the platforms for the Company.

Users

From the **Users** view you can add, modify, and delete users from the system. Add Users by following a series of steps highlighted in the task menu bar.



Users of Mitel MiCollab who have voicemail only (no phone) do not appear in the user's list.

The following image shows that the Administrator is at step 3 of the Add New task.



How users are managed

Your service provider may have changed certain fields outside of MiCloud Management Portal. The result is that a user may no longer be managed in MiCloud Management Portal and you will see "unmanaged" in the Bundle column in the user profile.

Considerations:

- The End User Portal is not available for unmanaged users.
- The "Create new user from existing user" feature is not available in the Customer Administrator Portal.
- The first available extension is picked when a user created in MiCollab Client Services does not have an extension that is digit only. For example, it would select "54*57" if the extensions available were 54*57, 54*68, and 54*70.

Add, modify, and delete users

To add a user or administrator:

1. Click **Users** → **Add New**.
2. **User Profile**
Enter the user details. Fields marked with an asterisk (*) are required. Enter a minimum of 4 characters for the Username. If you are adding an administrator, click the **Is this user an administrator?** check box.
Click **Next**.
3. **Service Plan:**
Click **Select** to choose a phone plan for the user.
Click **Next**.
4. **Service Programming:**
Select the service details for the user. Fields marked with an asterisk (*) are required.



When you create an ACD Hotdesk user with a softphone, a shared device is automatically created for the user. If you select a basic plan that does not include voicemail, you can still forward calls to voicemail (Call Handling Rules) however the calls will go to your corporate voicemail.

- Click **Next**.
5. **Phones:**
From the **Phone Type** drop-down list, select the type of phone for this user.
(Optional): From the **Select a predefined key template to be applied to this phone** drop-down list, choose a key template for the primary phone. Phone key templates apply to the primary phone only.
(Optional): Enter the **MAC Address** of the phone.
Click **Next**.
 6. **Phone Keys** (optional):
When you choose a MiNet phone type, a step is added to allow you to program the phone keys. You can also edit the Prime phone key and specify the Ring type on all phones that allow key programming.

When you select a MiNet Phone type for example the 5330e IP, you can program the phone keys as follows:

- a. Click a key on the phone diagram.
 - b. Select what should happen when a phone user presses the key.
 - c. Click **OK**.
 - d. Repeat steps a to c to program other keys.
 - e. Click **Save**.
7. **Advanced:**
Select the external number settings.
(Optional) Select the Voicemail settings. For example, Feature COS.
Select the call handling rules.
 8. Click **Save**.

To modify a user or administrator:

1. Click **Users** and then click the user's name.
To display only users, select **Search Users**.
To display only administrators, select **Search Administrators**.
2. Select the details that you want to modify from the task menu bar, for example **Phones**.
3. Make the changes and then click **Save**.

To delete a user or administrator:

1. Click **Users**.
To display only users, select **Search Users**.
To display users by service plan or site, **Search by Service Plan or Site**.
To display only administrators, select **Search Administrators**.
2. Select one or more check boxes for the user you want to delete.

 Only similar types of bundles are listed in the **Service Plan** tab.

3. Click **Delete**.
A message is displayed that deleting the users belonging to n group(s) takes n mins. The time mentioned might deviate from -5 to +5 minutes.

 If an error message "Problem from removing extension from remaining Groups on MiVB" is displayed, then there are some changes done at the MiVoice Business. To resolve this issue, perform [To modify a Group](#), else contact Support.

Groups

Groups are typically company departments such as Support, Sales, and Marketing. Organize staff into groups so that there is one number to reach members of the group. For example, you could have a sales team and group their phones together under one directory number.

From the Groups view you can add and modify groups to the system, and also delete them from the system.

Add a group

Add Groups by following a series of steps highlighted in the task menu bar. The following image shows that the Administrator is at step 3 of the Add New Group task.



To add a Group:

1. Click **Groups** → **Add New**.
2. Enter a unique name for the group and select the group type. Fields marked with an asterisk (*) are required.
3. Select the group type.
4. Click **Next**.
5. Do one of the following:
 - a. If you selected **ACD Group**:
 - i. Select the site where this group resides, the extension number, and enter the reporting number.
 - ii. Click **Next**.
 - iii. Using the search box, add members to the group.



When you start adding members to a group, you can enter any number for a member that you want. However, that number must already exist in the system, for example as a speed dial or a device created in MiVoice Business.

- b. If you selected **Hunt Group**:
 - i. Select the site where this group resides, the number an external caller can reach this group directly, and direct number(s).
 - ii. (optional) Click **Enable Voicemail** and enter the requested information.
 - iii. Click **Next**.
 - iv. Using the search box, add members to the group.
 - v. Select either circular or terminal order to ring group members.
 - vi. Click **Next**.
 - vii. (optional) Click **Prevent customer administrators from deleting this group (editing the group is still possible)**.
 - viii. Click **Voicemail Settings**.
 - ix. Choose the mailbox type, where you want callers forwarded when they dial 0, how long to keep messages before they are deleted, the maximum number of messages to hold in your mailbox, and whether you want embedded UM enabled.
 - x. Click **Call Handling Rules**.
 - xi. Choose options for handling calls when unable to answer, on another call, during the day, at night, and on an alternative night.
- c. If you selected **Page Group**:
 - i. Select the site where this group resides and the extension number.
 - ii. Click **Next**.
- d. If you selected **Pickup Group**:
 - i. Select the site where this group resides.
 - ii. Using the search box, add members to the group.
 - iii. (optional) Click **Prevent customer administrators from deleting this group (editing the group is still possible)**.

- iv. (optional) Click **Enable Auto Pickup**.
 - e. If you selected **Ring Group**:
 - i. Select the site where this group resides.
 - ii. Select the number an external caller can reach this group directly.
 - iii. Select the extension number.
 - iv. (optional) Click the **Enable Voicemail** check box to enable voicemail and then enter your voicemail passcode and email forwarding details.
 - v. Click **Next**.
 - vi. Using the search box, add members to the group.
 - vii. Select whether you want group members to handle calls on one or more additional key lines.
 - viii. Select the order you want group members rung.
 - ix. Click **Next**.
6. Click **Save**.

Modify a group

When you need to add or update group members or settings, click the appropriate tabs on the menu bar. The following image shows that the Administrator is at step 1 of the Sales group tasks.



To modify a Group:

1. Click **Groups** and then click the group's name.
2. Select the details that you want to modify from the task menu bar, for example Group Members.
3. Make the changes and then click **Save**.

Delete a group

When you no longer need a group, you can remove it from the system.



To delete a Group:

1. Click **Groups**.
2. Click the check box for the Group you want to delete.
3. Click **Delete**.

Shared Devices

Shared devices are phones that are shared among multiple users in locations such as lobbies and offices. For example, a desk that is shared by office workers on different shifts with each worker having their own personal phone settings.



When you create an ACD Hotdesk user with a softphone, a shared device is automatically created for the user.

To add a shared device:

1. Click **Shared Devices** → **Add New**.
2. Fill in the fields and click **Save**.

Tip

The MAC address is located on the back of the phone. For example: 01-80-C2-00-00-10.

To change a shared device:

1. Click **Shared Devices** and click device you want to edit.
2. Edit the fields and click **Save**.

To remove a shared device:

1. Click **Shared Devices** and select the device.
2. Click **Delete**.

Auto Attendants (not available in all configurations)

An Auto Attendant is like a virtual receptionist. It allows you to transfer calls to an extension without the intervention of a switchboard operator or receptionist. The Auto Attendant wizard allows you to set up a voice-guided menu structure that provides callers with self-service access to departments or individuals they are trying to reach.

Example of Auto Attendant recording:

Thank you for calling Mitel; For Sales, press 1; For Technical Support, press 2; For other services, press 3.

External Calls and the Direct Number Gateway

The Direct Number Gateway is the terminating point for a telephone company's trunk lines for your Service Provider. The Direct Number Gateway routes external originating calls inward to your phone system. Your phone system then routes calls directly to the desired user extensions within your organization without having to use operators.



If you want to record a message or name for a key, you must first create the key, select it again, and record your greeting.

To set up an auto attendant:

1. Click **Auto Attendants** → **Add New**.
2. Follow each step in the wizard.
3. Click **Save**.

Call Flows (not available in all configurations)

Call Flows allows you to set up how incoming calls to your company's main number(s) are handled under different situations such as the time of day or the availability of resources to accept the call. You can direct calls to:

- Users
- Groups
- Auto Attendants
- A general mailbox

Call Flow Options

Day and Night Options

Typically you would handle calls differently during the day than at night. During the day, you may direct calls to a receptionist and to voicemail after work hours (night). Both options are based on the business hours that you have set up.

Alternate Night

You can set up an alternate night call flow that is different from your company's business hours for example, a holiday schedule.

The Call Flow wizard guides you through the steps necessary to set up how you want your company to handle incoming calls.

To set up call flows:

1. Click **Call Flows** → **Add New**.
2. Follow each step in the wizard.
3. After setting up or changing call flows, you must select which employees will have the permission to change the call flow from day to night mode.



When Call Flow follows business hours, Management Portal programs the Day/Night/Alternate Night keys and employees use these keys to set the system Day/Night 1/Night 2 mode. The call is routed to the chosen destination based on the system Day/Night 1/Night 2 mode. When the Call Flow does NOT follow business hours, Management Portal still programs the Day/Night/Alternate Night keys and employees use these keys to set call forwarding to the chosen destination. The system Day/Night 1/Night 2 mode is not affected by using these keys.

4. Click **Save**.

Modifying Call Flows

You must select the business hours after changing a call flow to make it follow business hours when:

- Creating a call flow that does not follow business hours
- Modifying a call flow to become a Day or Night call flow that does not follow business hours
- Modifying the Day, Night or Alternate branches in call flows
- Users will choose the Day, Night or Alternate using a phone key. These users must be on the list of employees who have the permission to change the system from day to night

Automatic Call Distribution (not available in all configurations)

Automatic Call Distribution (ACD) allows you to disperse incoming calls to contact center agents or employees who have specific skill sets. Instead of having callers receive busy signals or be sent directly to voice mail, you can use ACD to play messages, for example inform callers that a representative will answer their call in the order that they are received or that the office is closed during the holidays.

Create ACD groups

ACD groups are a way to distribute calls of a similar nature among the members in the group. For example, they are used when there are many incoming calls such as in a busy IT service desk. One or more people in the group can take calls at the same time.



Notes

If you are an advanced user, and have changed the group name from outside of Management Portal (for example, MiCloud Business), the name change will not appear in the ACD Groups list until you select the group and save it. Reordering group members does not work in ACD Groups.

To add an ACD group:

1. Click **ACD** → **ACD Groups**.
2. Click **Add New**.
Group Profile
3. Enter a unique name for the group and select the group type. Fields marked with an asterisk (*) are required.
4. Select the group type.
5. Click **Next**.
Group Programming
6. Select the site where group resides.
7. Select the extension number.
8. (Requires Advanced ACD Groups) Select **Local Only Extension**.
9. Enter the Reporting Number.
10. Click **Next**.
Group Members
11. Use the search box to add members to the group. The **Present** option is on by default for all members. This option determines whether a member is available to receive calls.
12. (optional) Select **Skill Level** to use skill levels and enter a valid skill level from 1 to 500.
Advanced Settings (Requires Advanced ACD Groups)
13. Enter the **First Status Threshold**. This field contains the first threshold in minutes and seconds. The minutes allowed is 0 to 54 and the seconds is 0 to 59.
14. Enter the **Second Status Threshold**. This field contains the second threshold in minutes and seconds. It is disabled unless there is a value specified for the first status threshold. The second threshold must be greater than the first or an error will be displayed.
15. Enter the **Alert Device Extension**. This is the extension of the device that is used as a threshold alert device. Enter a value from 1 to 7 digits in length.
16. Select **Real Time Events Enabled**. This option is on by default.
17. Select **Queued Callers To Group When No Local Agents Are Logged In And Present**. This option is off by default.
18. Click **Save**.

To edit an ACD group:

1. Click **ACD** → **ACD Groups**.
2. Select the ACD group you want to edit.
3. Make your changes.
4. Click **Save**.

To delete an ACD group:

1. Click **ACD** → **ACD Groups**.
2. Select the check box next to the ACD group you want to delete.
3. Click **Delete**.

Add Ring Groups

With ring groups, calls ring multiple telephones, stopping when one member picks up the call. The following ring types are available for ring groups:

- **Ring All:** Rings all available members at the same time.
- **Terminal Ring:** Rings the first available member starting from position 1; stop searching if the first available member doesn't answer the call.
- **Terminal Cascade Ring:** Rings the first available member starting from position 1; continue searching until an available member is found.
- **Circular Ring:** Rings the first available member starting after the member who handled the last call; stop searching if the first available member doesn't answer the call.
- **Circular Cascade:** Rings the first available member starting after the member who handled the last call; continue searching until an available member is found.

To add a Ring Group:

1. Click **ACD** → **Ring Groups** → **Add New**.
2. Select the site where this group resides.
3. Select the number an external caller can reach this group directly.
4. Select the extension number.
5. (optional) Click the **Enable Voicemail** check box to enable voicemail and then enter your voicemail passcode and email forwarding details.
6. Click **Next**.
7. Using the search box, add members to the group.
8. Select whether you want group members to handle calls on one or more additional key lines.
9. Select the order you want group members rung.
10. Click **Next**.
11. Choose whether to prevent customer administrators from deleting this group (editing the group is still possible).
12. Click **Overflow Point Settings**.
13. Select where to redirect the caller if the call is unanswered.
14. Enter the number of seconds to ring the group before the call is redirected.
15. Enter the number of seconds to ring each member.
16. Enter the number of seconds to queue a caller before redirecting to the overflow point.
17. Click **Voicemail Settings**.
18. Choose the mailbox type, where you want callers forwarded when they dial 0, how long to keep messages before they are deleted, the maximum number of messages to hold in your mailbox, and whether you want embedded UM enabled.
19. Click **Call Handling Rules**.
20. Choose options for handling calls when unable to answer, on another call, during the day, at night, and on an alternative night.
21. Configure **Call Coverage Service Number**. The default value is 1.
22. Click **Save**.

To edit a ring group:

1. Click **ACD** → **Ring Groups**.
2. Select the ring group you want to edit.
3. Make your changes.
4. Click **Save**.

To delete a ring group:

1. Click **ACD** → **Ring Groups**.

2. Select the check box next to the ring group you want to delete.
3. Click **Delete**.

Add ACD greetings

When you have the ACD greetings programming privilege, you can set up greetings for incoming callers. For ACD Greetings, you must specify a site, a name for the greeting, and then upload or record the greeting. The greeting then becomes available when you set the Audio settings in ACD Paths. ACD greeting settings:

- **Site:** The destination where the RAD message will be uploaded. The audio file will be uploaded to both MCDs in the site.
- **Name:** A meaningful label for the greeting. The maximum number of characters allowed for the name is 20.
- **Greeting Message:** The message. You can either upload or record the greeting.

To add an ACD greeting:

1. Click **ACD** → **Greetings** → **Add New**.
2. Select a site for the greeting. If there are more sites on the same system, you can display them by hovering over the information icon.
3. Enter a name for the greeting.
4. Click **Upload** to upload the greeting or **Record** to record a new greeting. When you select **Record**, you'll see instructions for recording the greeting. Instead of XXX, you will see the greeting number that you must enter.

 When creating a Recorded Greeting, if you select a site with a resilient controller, you will not be able to record a greeting using the keys on your telephone.

5. Click **Save**.

The greeting is now available for use in ACD paths.

To edit an ACD greeting:

1. Click **ACD** → **Greetings**.
2. Select the greeting.
3. Change the name of the greeting or upload or record a new message.

 **Note**
You cannot change the site where the greeting is played.

4. Click **Save**.

To delete an ACD greeting:

1. Click **ACD** → **Greetings**.
2. Click the check box next to the greeting you want to delete.
3. Click **Delete**.

Add ACD Music on Hold

Play music or messages to callers while they wait to get through to a department.

To add ACD Music on Hold:

1. Click **ACD** → **ACD Music on Hold** → **Add New**.
2. Select the site for the music.

**Note**

The music is available to use on all sites on the same system.

3. Enter a name for the recorded music.
4. Click **Upload**, search for the music file, and select it.
5. Click **Save**.

To edit Music on Hold:

1. Click **ACD** → **ACD Music on Hold**.
2. Select the music.
3. Change the name for the music or upload a different music file.

**Note**

You cannot change the site where the music is played.

4. Click **Save**.

To delete Music on Hold:

1. Click **ACD** → **ACD Music on Hold**.
2. Select the music.
3. Click **Delete**.

Create ACD paths

An Automatic Call Distribution (ACD) path guides incoming calls through an ACD system by specifying the resources used, the order in which they are encountered, and the timing of the steps.

**Note**

If you update the path name, reporting number, or direct numbers fields from MiVoice Business, you will not see the changes in the Management Platform ACD Path list until you edit and save the ACD path.

To create an ACD path:

1. Click **ACD** → **ACD Paths** → **Add New**.
2. In **Profile**:
 - a. Enter a name and description for the path.
 - b. Click **Next**.
3. In **Programming**:
 - a. Select path from the **Select the site where this path resides** drop-down list.
 - b. Select the **Direct Numbers** for the path.



The **Enable ACD Path Resiliency** is visible when the **Select the site where this path resides** is resilient.

- c. Select the **Enable ACD Path Resiliency** checkbox to turn on resiliency.



The fields **ACD Queue DN**, **Primary Extension Number**, and **Secondary Extension Number** are visible when the **Enable ACD Path Resiliency** checkbox is selected, otherwise the **Extension Number** field is visible.

- d. Select the **ACD Queue DN** drop-down list for the available DNS.
- e. Select the **Primary Extension Number**.
- f. Select the **Secondary Extension Number**.
- g. Select the **Extension Number**.
- h. Select the **Local Only Extension** checkbox.
- i. Enter the **Reporting Number**.
- j. For **Priority**, enter the numeric value from 1-64 to set the priority for this path. By default, the value is set to 64.
- k. Select **Zone ID** for the path.



Enable Voicemail checkbox is not visible when the **Enable ACD Path Resiliency** checkbox is selected regardless of the site being resilient or not.

- l. Select the **Enable Voicemail** checkbox. **Enable Voicemail** checkbox is not visible when the **Enable ACD Path Resiliency** is selected.
 - Enter **Mailbox Passcode**.
 - Enter **Voicemail to Email Address**.
- m. Click **Next**.
4. In **Skill Groups**, select your primary and overflow groups.
 - a. For **Overflow Timer**, enter values for minutes and seconds. The minutes range is 0-54, and the seconds range is 0-59. The overflow timer sets the length of time that an ACD call remains queued to the group before it overflows to the next group. For example, for the timer for the Primary Skill Group it would be the time the call is queued to the Primary Skill group before being overflowed to Overflow Group 1.
 - b. For **Predictive Overflow Average Call Duration**, enter values for minutes and seconds. The minutes range is 0-54 and the seconds range is 0-59. The system uses call duration to calculate whether a caller should immediately overflow (i.e. predicts) to the next agent skill group. If you set both fields to Blank, the system disables predictive overflow for the agent skill group.
 - c. For **Remote Agent Skill Group Priority**, enter a value from 1 to 64, 1 having the highest priority. The value of this field, if not nil, overrides the priority of the path in which the remote cluster agent group is programmed.
 - d. For **Remote Agent Blocking Timer**, enter a value in the range of 5 to 60 seconds. This timer is programmed on the distributor system and conveyed to the Remote Agent when the agent becomes free to accept a path call. It allows you to block Remote Agents based on the number of network hops between the distributor and remote system.
 - e. For **Overflow 1 Group**, select the group that the Primary Skill Group overflows to when the overflow time is exceeded.
 - f. Click **Next**.
5. In **Audio Settings**:



Note

You can program up to four greetings per ACD path.

- a. For **Delay Before Record is Played**, enter values for minutes and seconds. The minutes range is 0-54, and the seconds range is 0-59. The delay represents the time when you want the recording to start relative to the end of the last recording, or for the first recording the start is relative to when the caller enters the path. The max delay is 54 minutes and 0 seconds.
- b. For **Greeting 1**, choose the predefined greeting.
- c. For **Between RADs Music on Hold Source**, choose the music source.
- d. For **Path Interflow Dialing List**, enter a value between 1-500. Defines the destination to be dialed when a caller presses a single digit.
- e. For **Release Digit Receiver After Recording**, enter Yes or No. If this field is set to Yes for a particular recording, callers can dial out while the greeting is playing but not after it has finished. If the field is set to No, then the caller can dial out after the greeting is finished. This capability remains available until a recording with different programming is played, the call is answered, or the caller clears the line.
- f. Click **Next**.
6. In **Advanced Settings**:
 - a. For **Class of Service - Day**, value is set to 1 by default (cannot be blank). You must enter a numeric value and have the COS already defined. This class of service is assigned to the path during the system day mode.
 - b. For **Class of Service - Night 1**, value is set to 1 by default (cannot be blank). You must enter a numeric value and have the COS already defined. This class of service is assigned to the path during the system night mode.
 - c. For **Class of Service - Night 2**, value is set to 1 by default (cannot be blank). You must enter a numeric value and have the COS already defined. This class of service is assigned to the path during the system night 2 mode.

- d. For **Interflow Enabled**, select to enable. When enabled, it allows waiting ACD calls to exit ACD and call the specified "Interflow Point Directory Number".
 - e. For **Interflow Time Out**, enter values for minutes and seconds. The minutes range is 0-54, and the seconds range is 0-59. This setting is disabled by default; however it cannot be blank if "Interflow Enabled" is selected.
 - f. For **Interflow Point Directory Number**, enter the directory number. Max length is 7. Chars 0-9, #, * are allowed. This number is the destination of the ACD call when interflow is enabled.
 - g. For **Allow Interflow to Overflow before Time Out**, select to enable. This setting allows an overflow timeout on the last programmed overflow group. When the timeout occurs, the waiting ACD call interflows to the interflow point before the interflow timer expires.
 - h. For **Path Unavailable Answer Point Directory Number**, enter a directory number. Max length is 7. Chars 0-9, #, * are allowed. This number is the directory number of the destination that new ACD calls are routed to when the path is unavailable.
 - i. For **Path Real Time Events Enabled**, select to enable. When enabled, this setting generates real time statistics for the path. The statistics are then sent out to an RS-232 port.
 - j. For **Interflow to this path uses this path priority**, select to enable. When enabled, calls that interflow to this path adopt its priority.
 - k. For **DTMF Receiver Unavailable Action**, select Play RAD, Skip, or Divert. This setting specifies the desired behavior when a greeting is programmed but no DTMF Receiver is available.
 - l. For **DTMF Receiver Unavailable Answer Point Directory Number**, enter a directory number. Max length is 7. Chars 0-9, #, * are allowed. This setting is blank by default and hidden unless the "DTMF Receiver Unavailable Action" field is set to "Divert".
7. Click **Save**.

To edit an ACD path:

1. Click **ACD** → **ACD Paths**.
2. Select the ACD path you want to edit.



ACD Queue DN is editable while the **Primary Extension Number** and **Secondary Extension Number** is not editable.

3. Make the changes.
4. Click **Save**.

To delete an ACD path:

1. Click **ACD** → **ACD Paths**.
2. Click the checkbox next to the ACD path you want to delete.
3. Click **Delete**.

