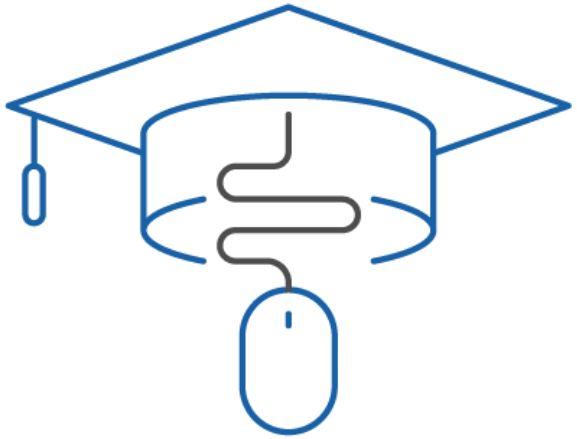
nhc.

THE Communications STACK Provider™



NHC Academy Training Module

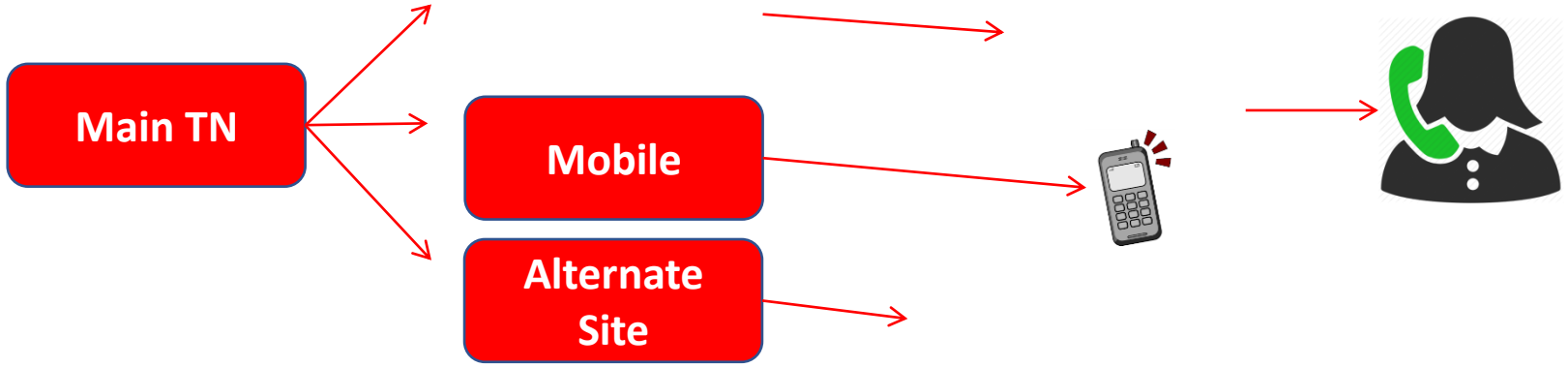
Hosted Voice Product Training Call Director

What you'll learn today.

Agenda

1. What is a Call Director?
2. Customer Benefits
3. Example of a Call Director
4. How to Log In
5. Setting up Rules
6. Setting up a Schedule
7. Setting up Special Days
8. Additional Tabs

What is a Call Director?



A Call Director gives you the ability to route calls from your main number to alternate destinations.

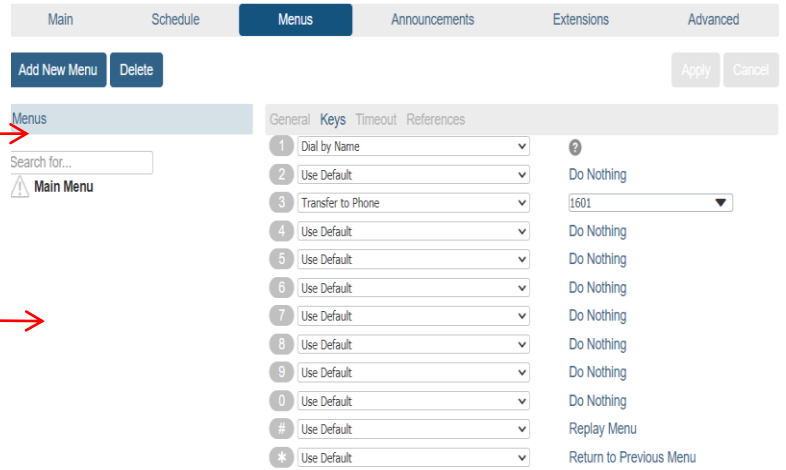
This Allows automatically routing the main number to any 10 digit domestic phone number, send all calls to the main number to voicemail or set up a weekly call routing schedule based on: time of day, day of week, calling party and configure for holidays or special days in advance based on a calendar.

Calls can also be setup to ring numbers sequentially. Control of call router is through a secure administrative portal where customers can make updates and changes from any Internet connection 24 by 7 and 365 days a year.

What are the Benefits of Call Director?

Main TN Day Time

Main TN Night Time

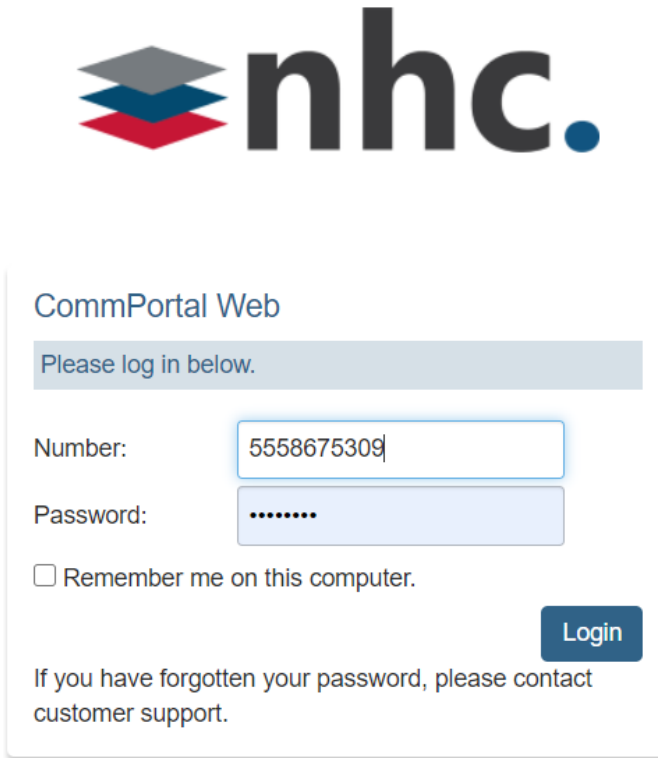


Allows for Built in Disaster Recovery. Access The Comm-Portal from any internet connection to redirect the number to a alternate location in the case of power failures or other issue that may affect your service.

Allows you to create call flow rules and apply them to a schedule to be used at different times of the day depending on your business needs.

For example when a call hits your main number during the day you can select to have it live answered . If no one is available have it go to an auto attendant. For night you can have it go direct to the auto attendant.

Log In



Open up a web browser

Navigate to

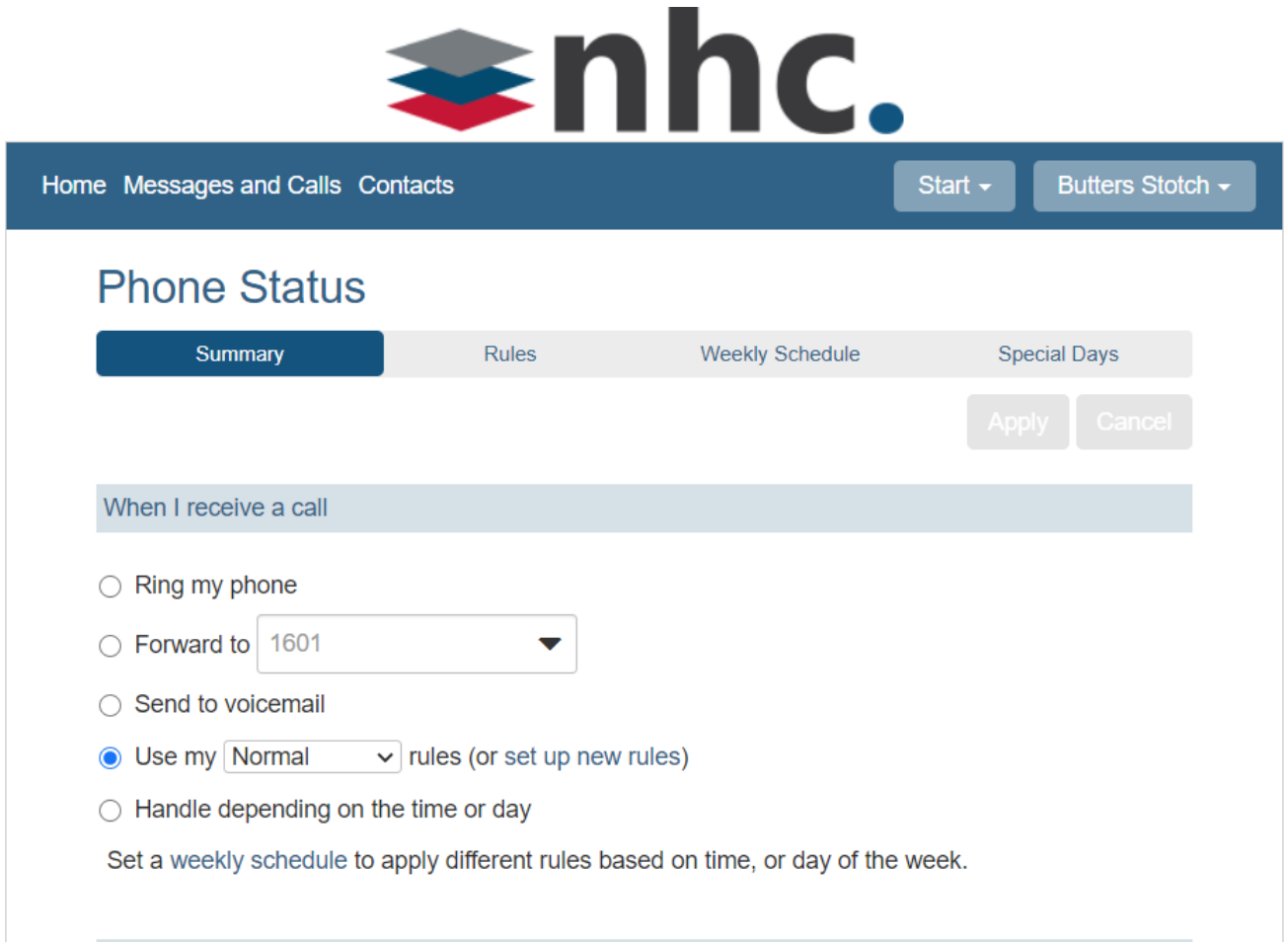
https://commportal.nhcgrp.com

You will need to enter the following information.

Number – This is your 10-digit telephone number.

Password – This is your Comm-portal Password

Home



From your "Home" screen, you have a number of choices on how Incoming calls can be handled.

- Ring my phone
- Forward to another number
- Send to Voicemail
- Use one of your Set of Rules
- Use a different set of rules depending on time of day.

**For a Call Director you must set to forward to or set up Rules and/or a weekly schedule. The Ring my Phone setting will make you call router inoperable.*

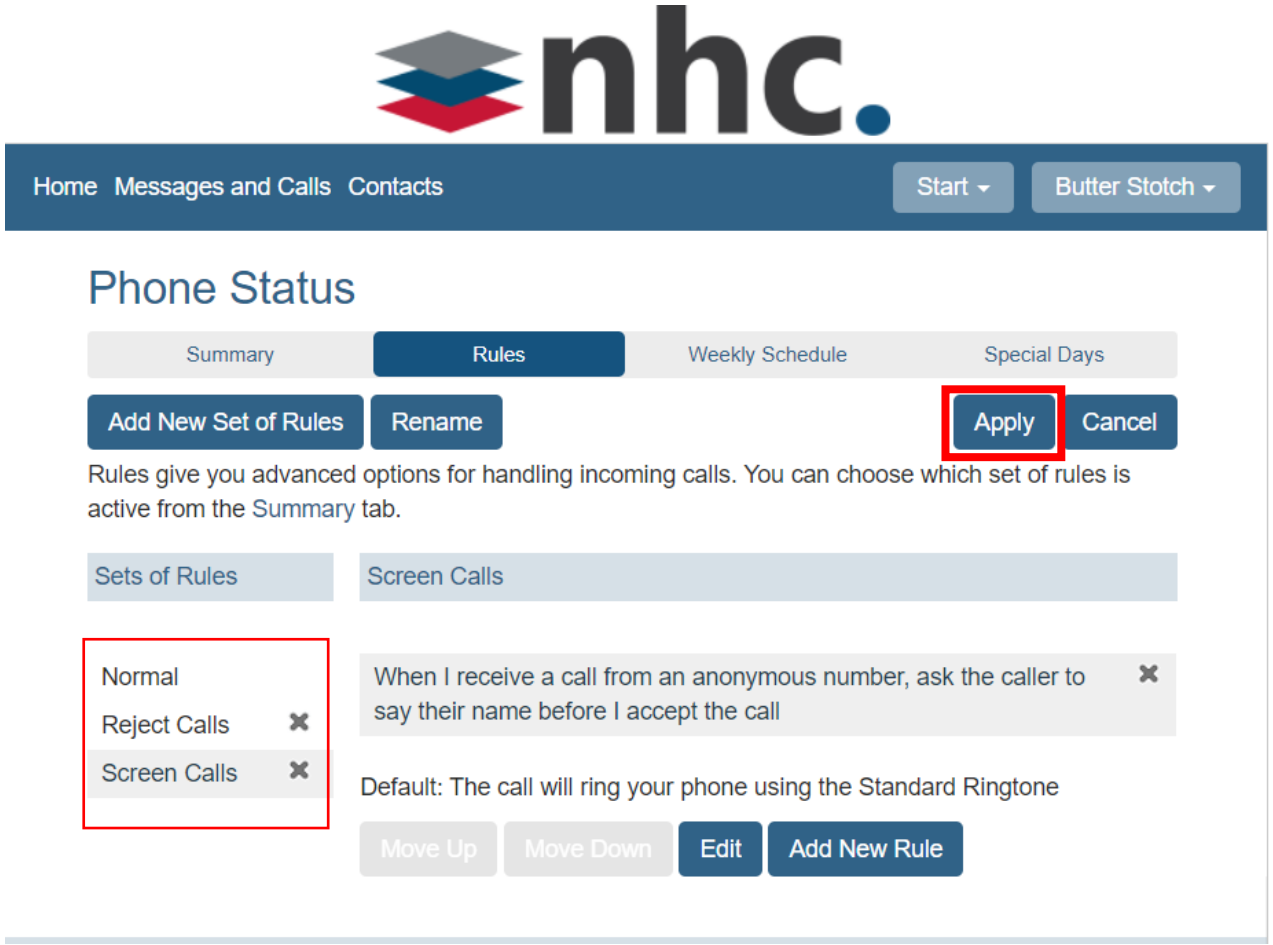
Rules

The rules tab will give you a number of options to work with. A "Rule" defines an action or a set of actions to take place when the rule is active.

I.E. When someone dials your desk phone, a rule can be created to also ring your cell phone.

To get started with an Example set of rules Click start with an example set of rules.

Rules



The Example Set of rules will give you:

- Normal Calls
- Rejected Calls
- Screen Calls

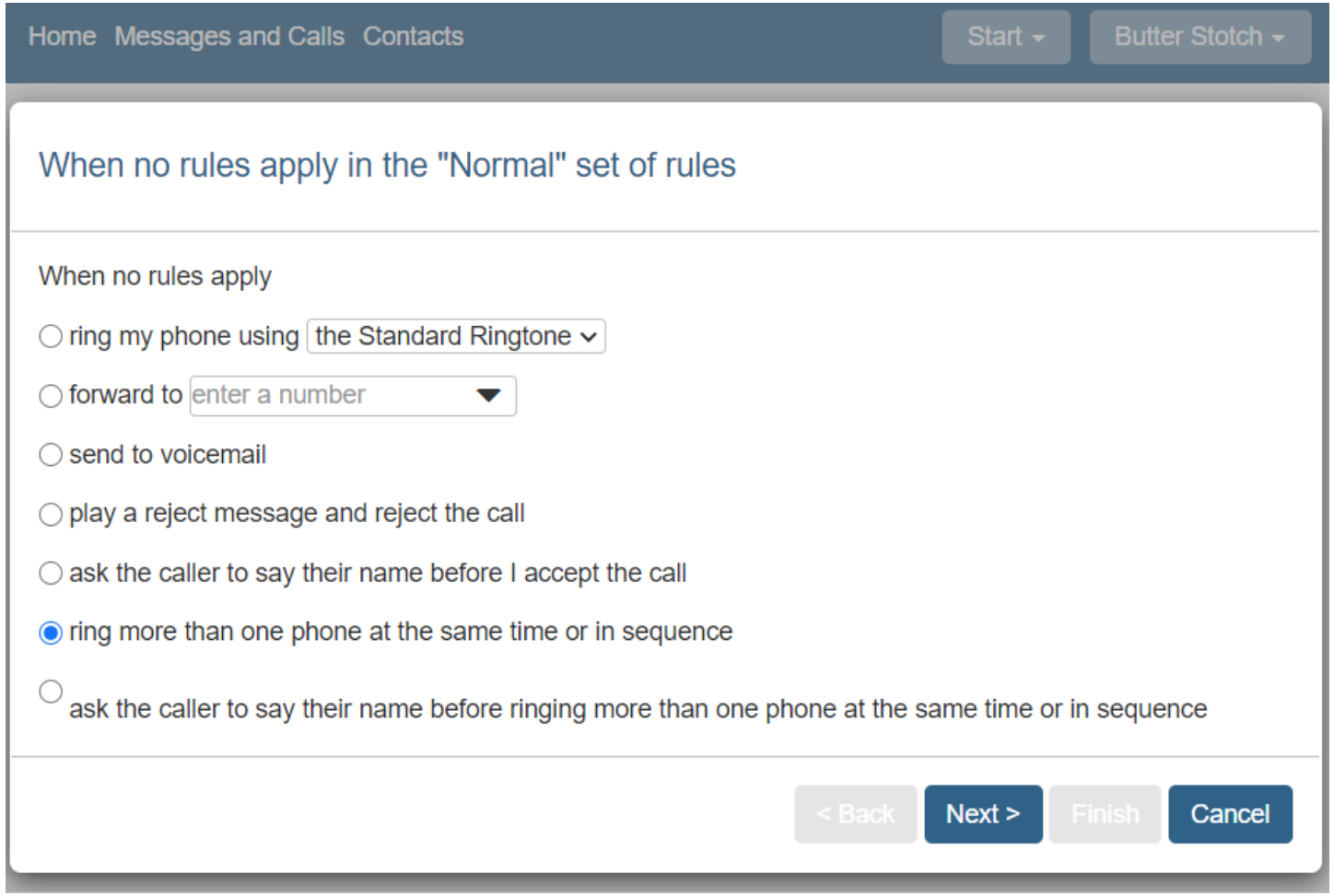
There is also the option to Add New Set of Rules By Selecting the Add New Set of Rules Button

To Remove a Set of rules click the ✖ Next to the rule.

Hit Apply to save the changes.

Each Set of Rules have different options that you can configure via the **Edit** button.

Rules



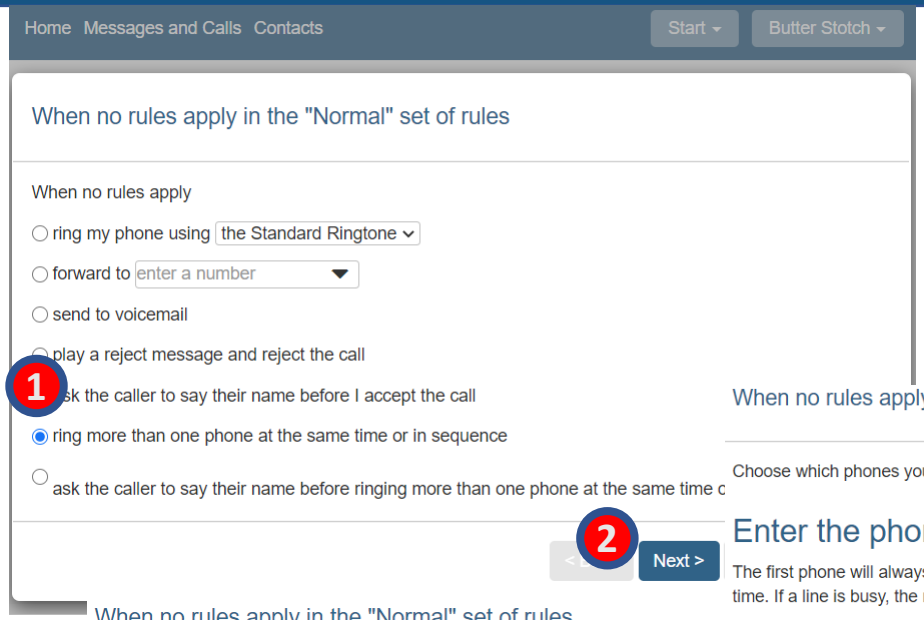
Select the rule you wish to edit and click the Edit button.

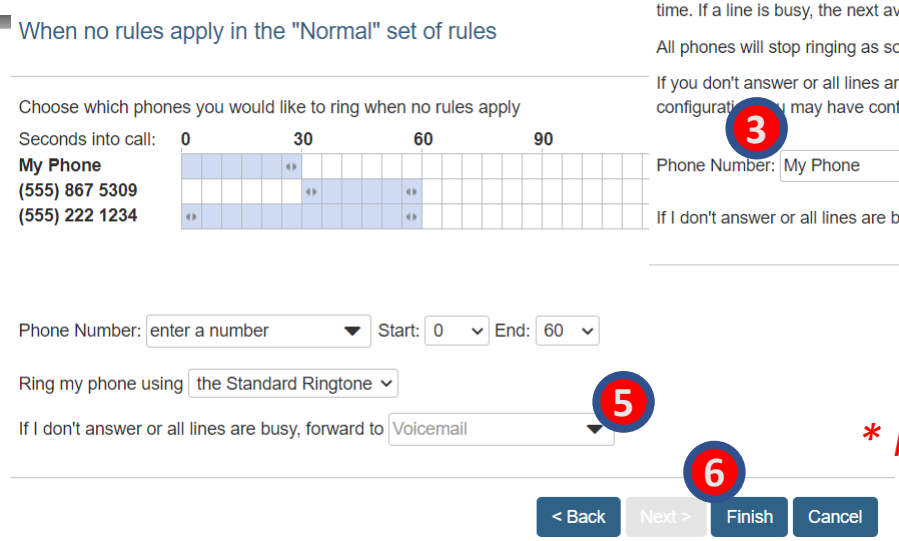
Click a radio button to determine what happens when this Rule is applied.

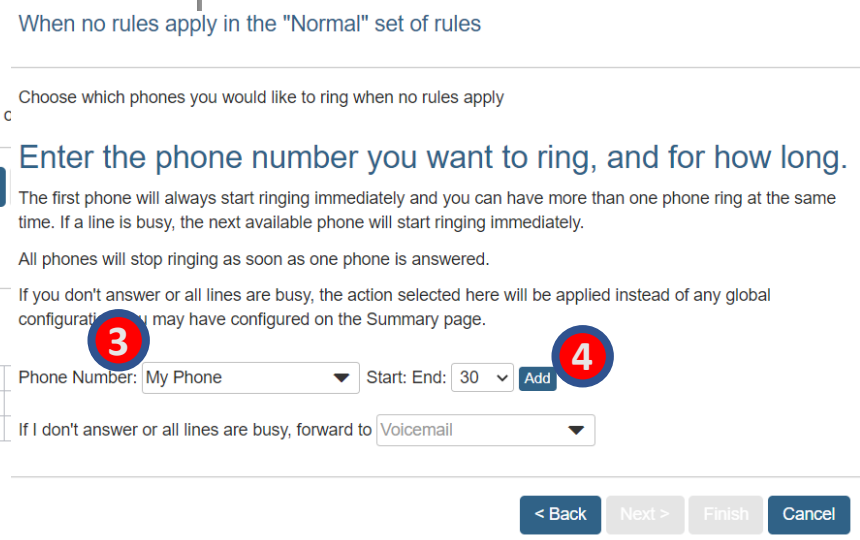
To forward the call directly to another number click the forward to radio button and fill in the telephone number field. Then click the Finish button

To ring more than one phone at a time click on the ring more than one phone radio button and click Next.

Rule: ring more than one phone at the same time or in a sequence







Configuration of ring more that one phone at a time of in sequence.

When Enabled it allows you to redirect calls to alternate telephone numbers.

You Can configure multiple destinations to ring in sequence, simultaneously, or in a combination.

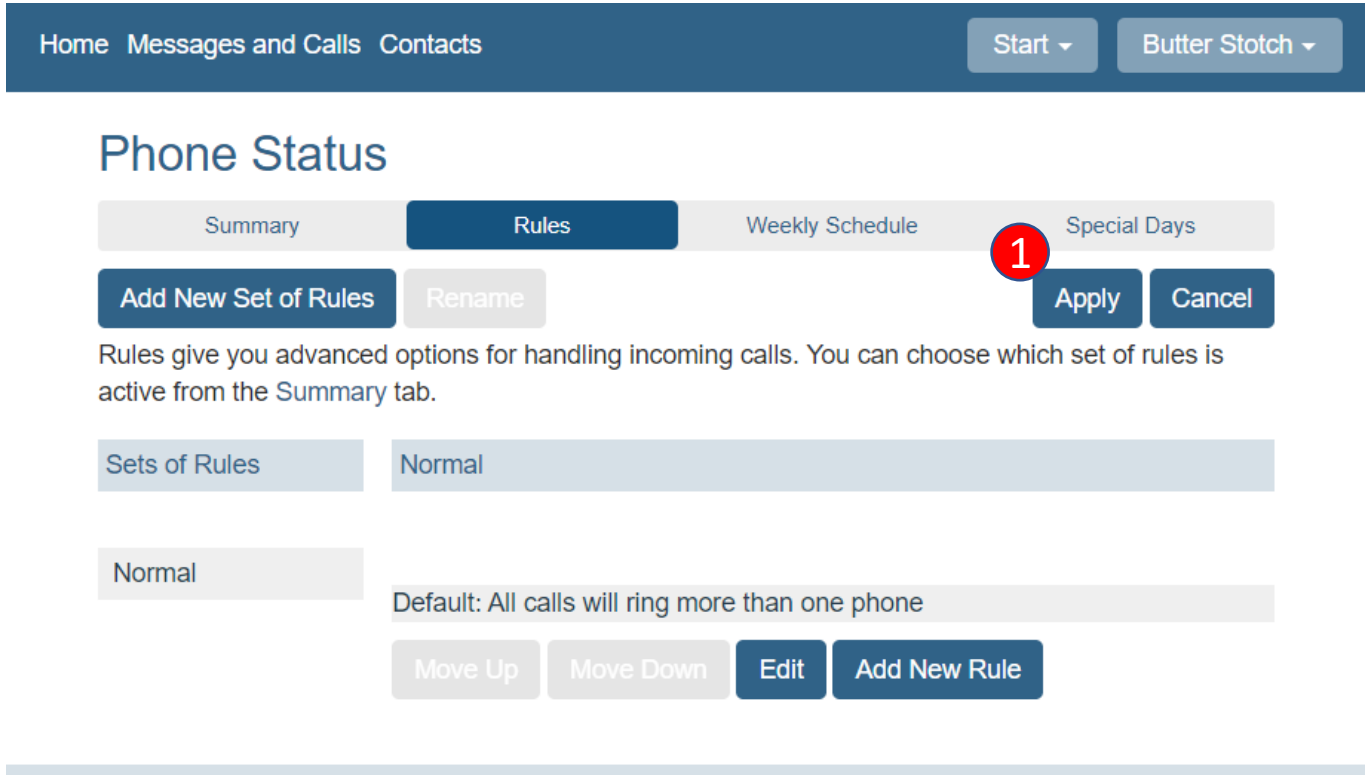
To Start Either Add a New set of rules or Hit Edit to and existing set.

1. Select the Radio Button for ring more than one phone.
2. Hit Next
3. Add 1st phone to ring and determine the start and end time for phone to ring
4. Click Add
5. Choose an option for if the call is not answered
6. Click Finish

* Repeat for all additional phones

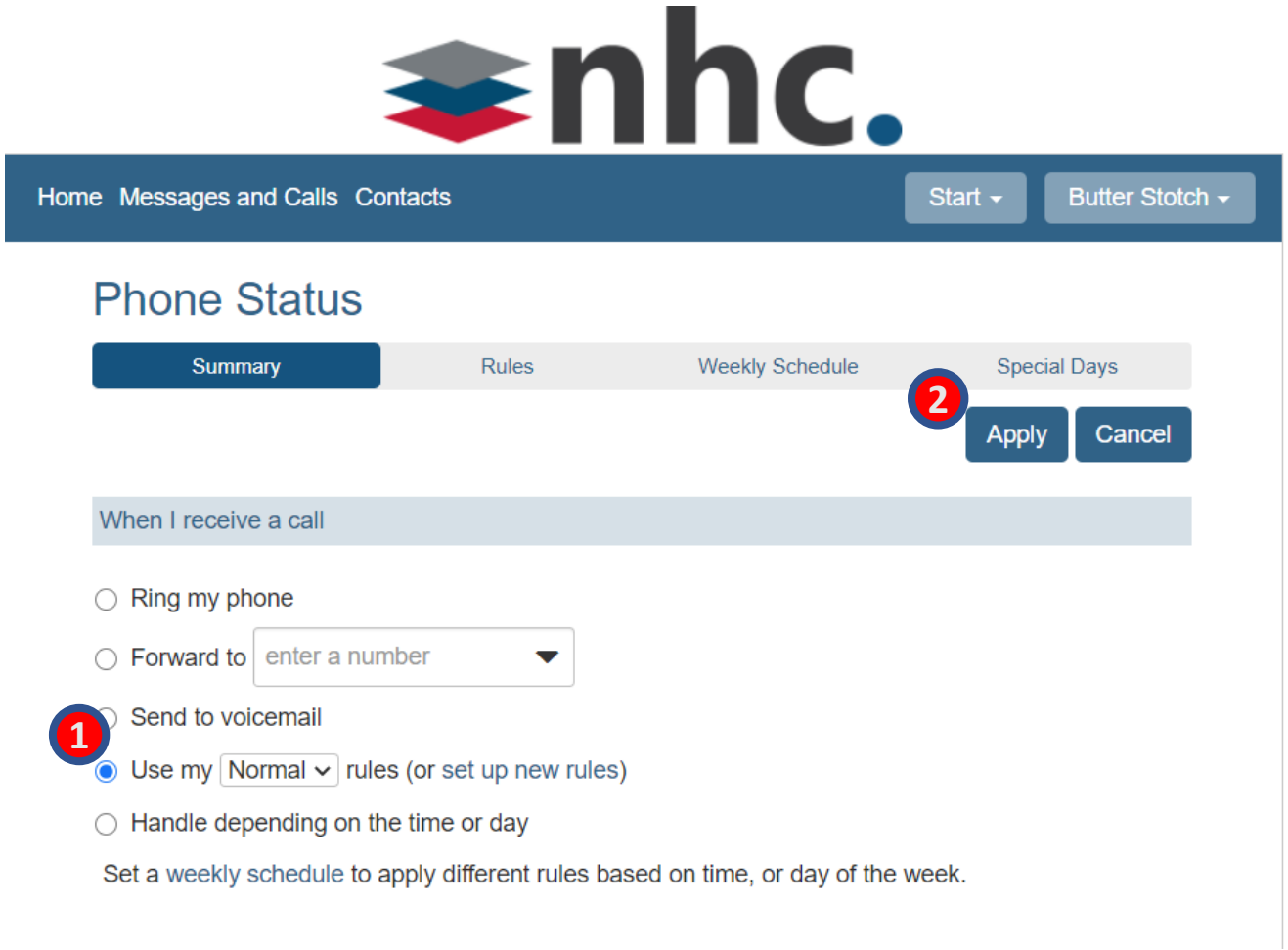
** Note: Each ring last approximately five seconds*

Rule: ring more than one phone at the same time or in a sequence Cont....



1. Click **Apply** to activate the changes

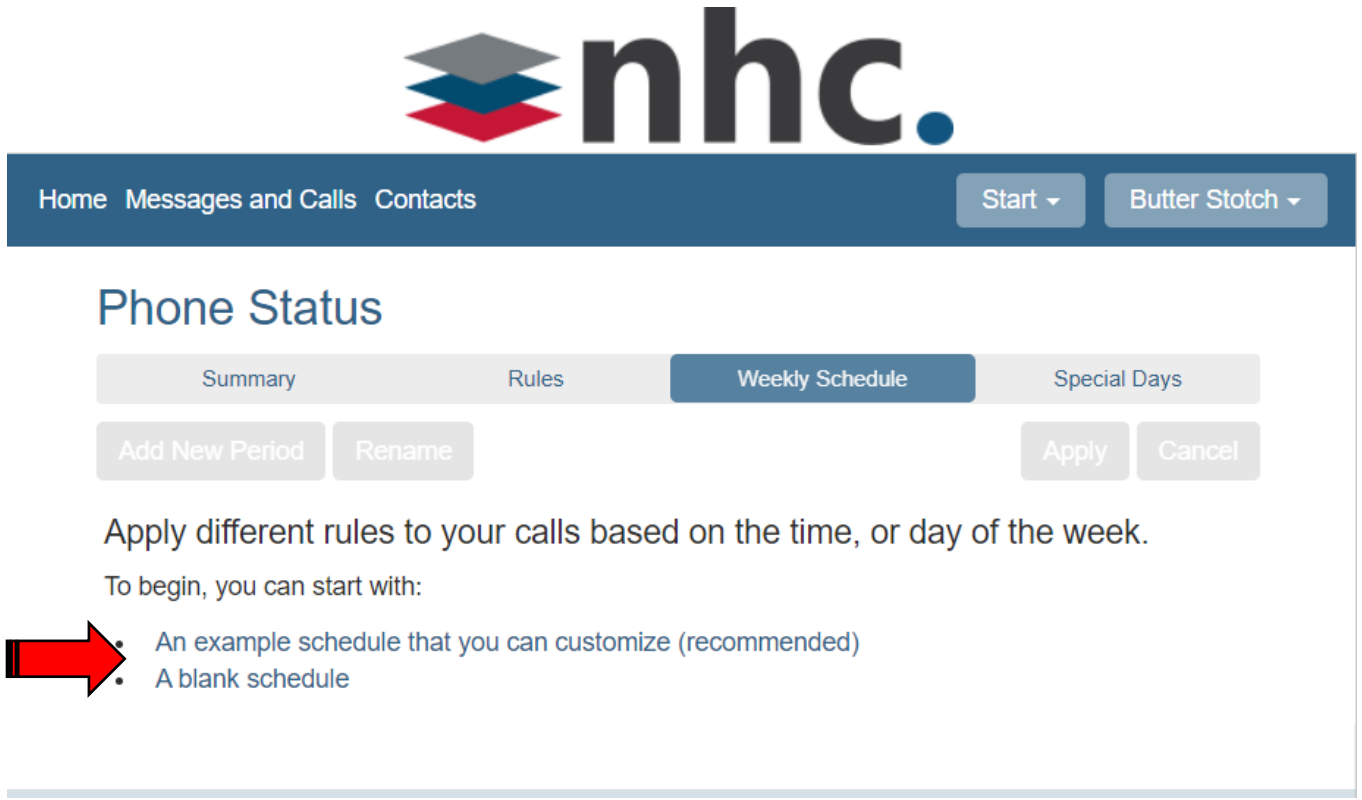
ring more than one phone at the same time or in a sequence Cont….



Click back on the Summary tab.

1. Place the radio button on Use my …. Rules. (Use the drop-down box to configure which Rule you want to use)
2. Click Apply to save changes

Weekly Schedule



The weekly schedule tab allows you apply different rules and handle calls based on a specific time period.

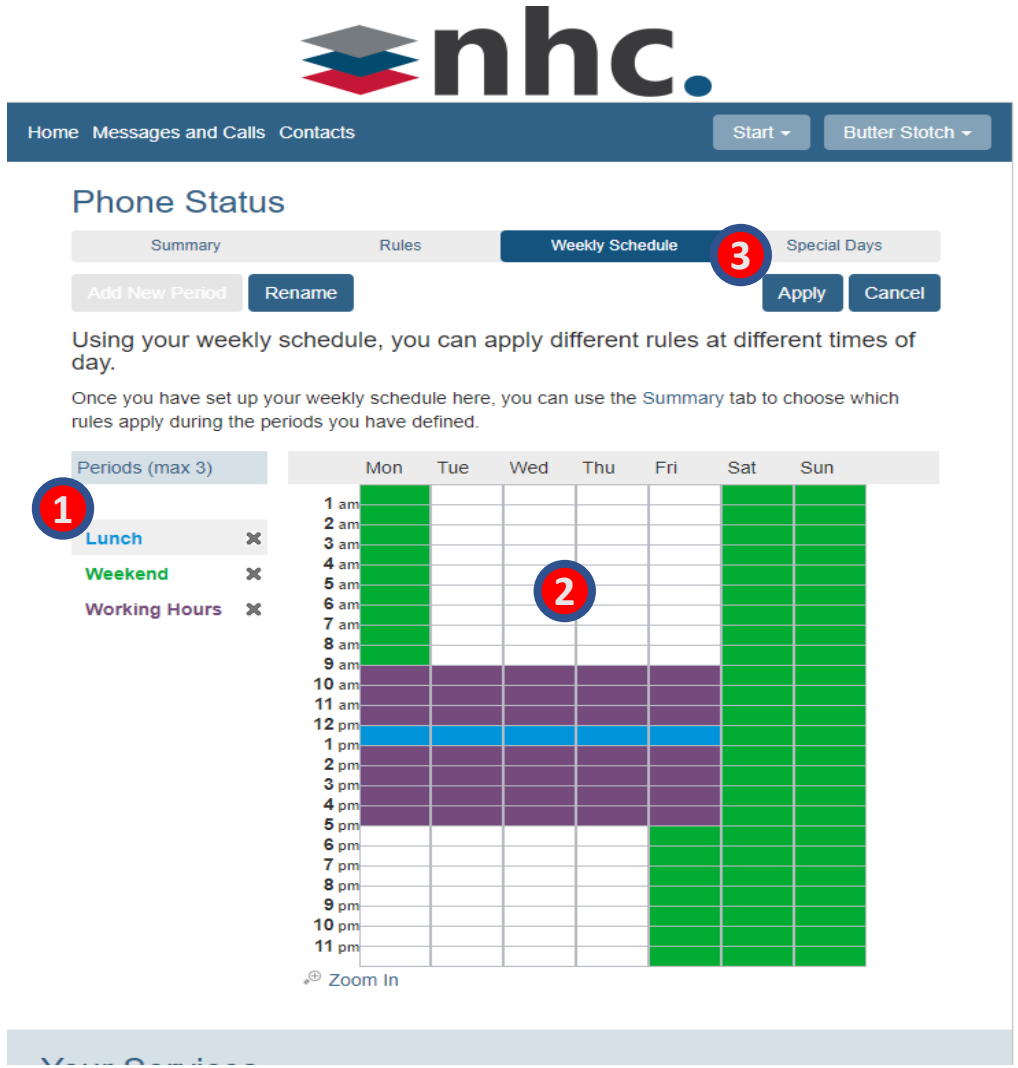
To Get Started Choose from:

- An example schedule that you can customize

Or

- A blank schedule

Weekly Schedule



For our example we have chosen

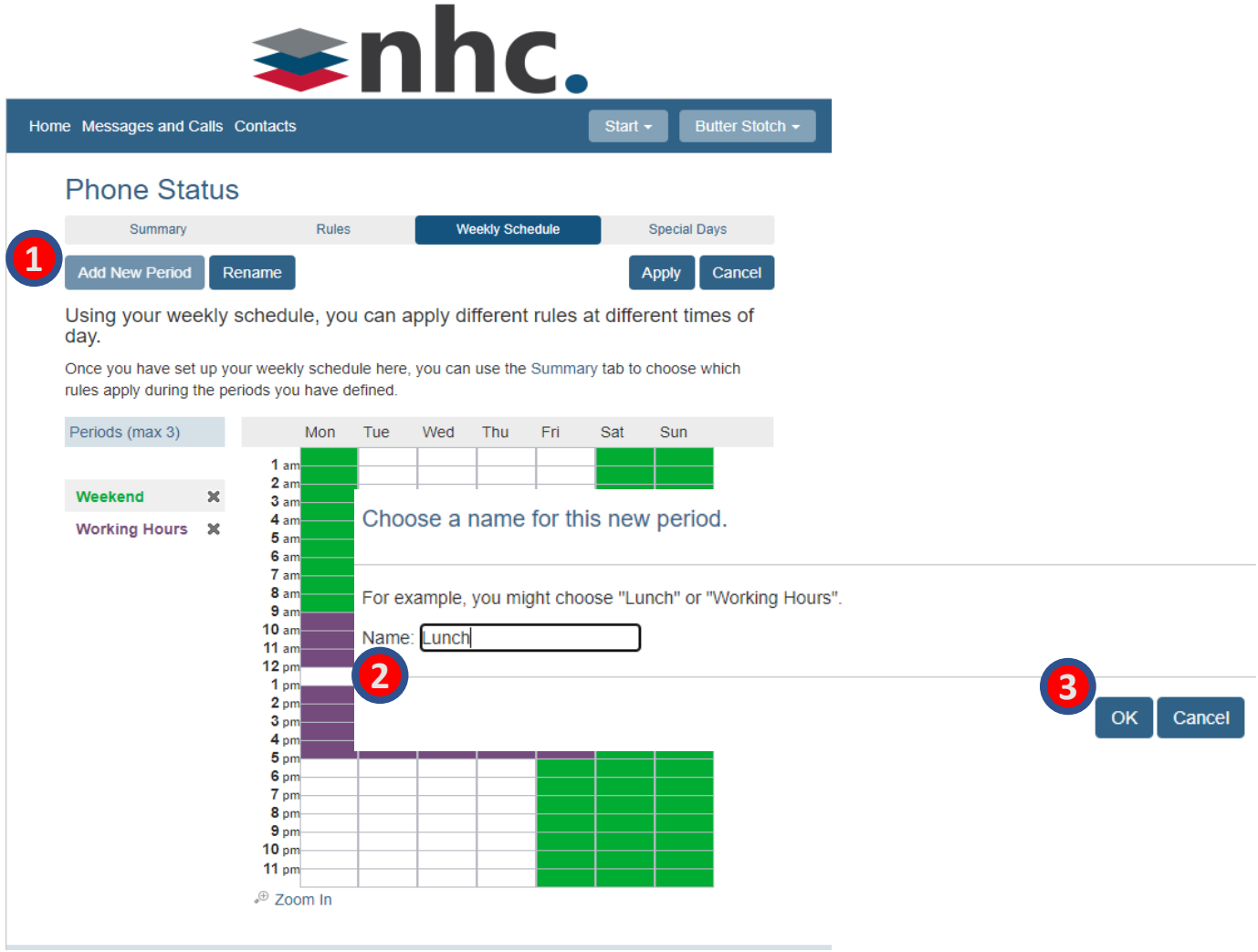
(An example schedule that you can customize)

To Make Changes to the Hours:

1. Click on the Period you want to activate.
2. Using your mouse, click & drag over the day and time you want that period active.
3. Click Apply to save changes

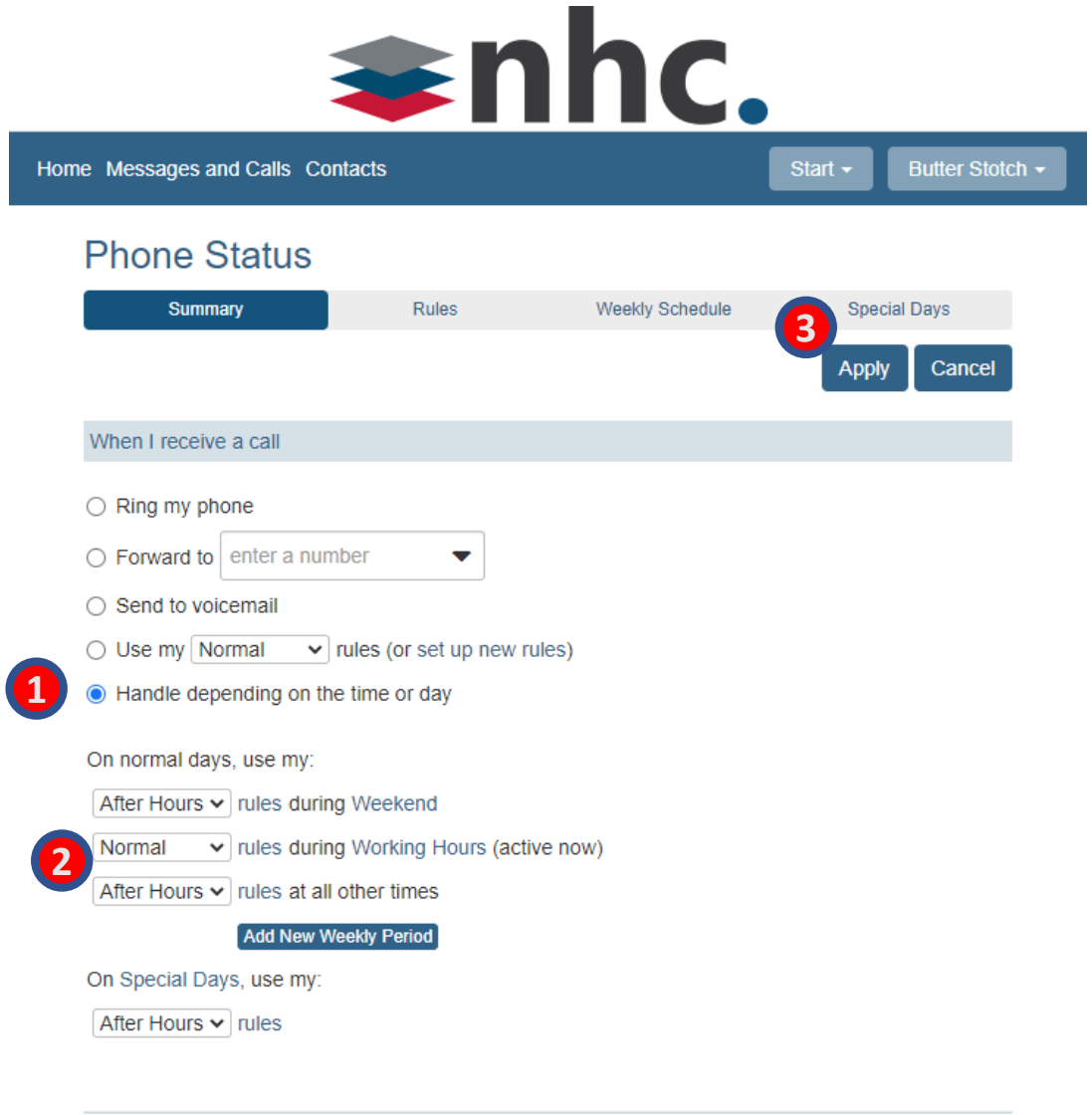
** Note: Periods are color coded to match the entries on the schedule. White spaces are considered all other times.*

Weekly Schedule– Create New Period



1. Click on **Add New Period**
2. Enter a Name for the Period
3. Click Apply

Applying the weekly Schedule



To apply the schedule go back to the summary Tab.

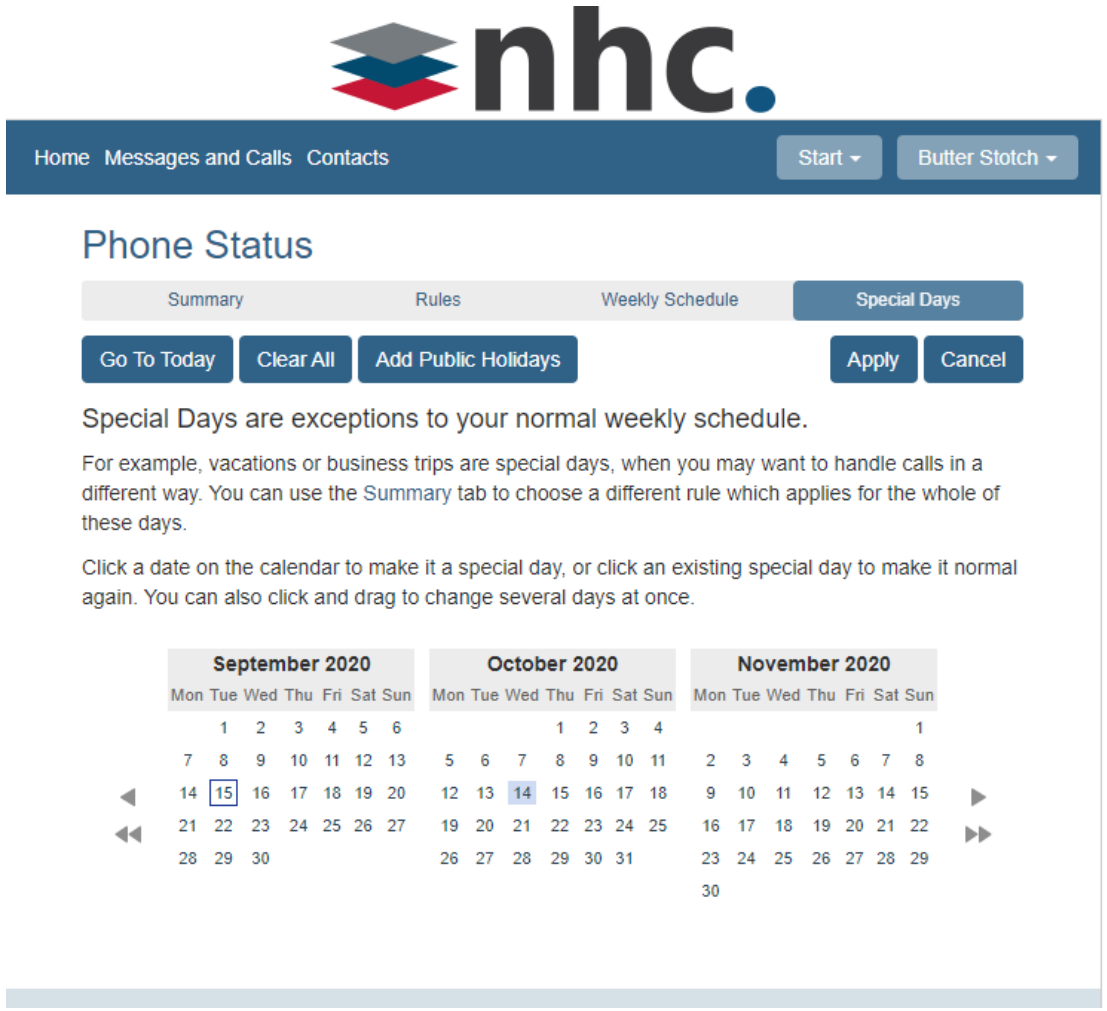
1. Please the radio button on (Handle depending on the time or day)

2. Use the drop-down boxes to configure which Rule is used during that particular period.

3. Click Apply to save changes.

** Note: At all other times would be anything that is not colored in on the calendar and would be represented by a white space.*

Special Days



The **Special Days** tab allows you to define days on which you will not be following your normal daily schedule.

For example, you can configure a special day for the standard public holidays or on a vacation day.

Thank you for learning with us today!

Have Questions? Visit nhcgrp.com/academy for more information.