

Major Update to Incoming Calls

The Incoming Calls section has been given a major revamp to bring it in-line with the look and feel of our newer pages. In addition to new user interface updates, read this guide to discover brand new features and learn how to use them.

Contact Packnet:

Email: voip@pack-net.co.uk

Telephone: 01616602350 opt. 1

Online chat: www.mymetis.co.uk, www.pack-net.co.uk

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Incoming Calls front page

To improve our user experience, we have decluttered the page by removing the redundant tabs for Add To, Modify and Delete - now, all actions are performed using the buttons and you remain on the same page throughout.

The screenshot shows the 'Incoming Calls front page' interface. At the top, there are two tabs: 'Manage Dial Plans' (active) and 'Time of Day Routing'. Below the tabs is a 'Filters' section with a text input field labeled 'Filter By Number', a dropdown menu labeled 'Number Type' with 'All Number Types' selected, and two buttons: 'Submit' and 'Reset'. Below the filters is a section titled 'Manage An Existing Dial Plan' containing a table with three rows of dial plans. Each row has columns for 'Number' and 'Number Type', followed by four action buttons: 'Add To' (green), 'Modify' (orange), 'Delete From' (red), and 'Backup/Restore' (blue), and a 'View Dial Plan Details' button.

Number	Number Type	Add To	Modify	Delete From	Backup/Restore	View Dial Plan Details
01934503618	Out Of Office Hours	Add To	Modify	Delete From	Backup/Restore	View Dial Plan Details
01934503618	Working Hours	Add To	Modify	Delete From	Backup/Restore	View Dial Plan Details
02063888172		Add To	Modify	Delete From	Backup/Restore	View Dial Plan Details

Filter your list of numbers

The new filter box lets you search for full numbers or parts of numbers (e.g. area codes). You can also filter by **Number Type**, i.e. Working Hours or Out of Office Hours.

This is a close-up of the filter section. It features a text input field labeled 'Filter By Number', a dropdown menu labeled 'Number Type' with 'All Number Types' selected, and two buttons: 'Submit' and 'Reset'.

New and updated action buttons

Clicking any of the action buttons will no longer redirect you to another page, instead the forms are loaded directly underneath the **Manage An Existing Dial Plan** table.



In addition to the regular **Add To**, **Modify** and **Delete From** buttons, two new buttons exist: **Backup/Restore** and **View Dial Plan Details**.

Backup or Restore your dial plans

Clicking **Backup/Restore** gives you the option to save and name a new backup of the existing dial plan, or overwrite it using an existing backup.

Backup/Restore Dial Plan For: [01934503618 - Working Hours](#)

Backup/Restore Dial Plan * Backup

Backup Name *

Note: Only letters and hyphens are allowed.

Fields with a * are mandatory.

View your dial plan

Clicking **View Dial Plan Details** opens the dial plan contents in the **Existing Dial Plan Content** section. This section has had a complete overhaul which we describe in detail on the following page.

Viewing your dial plan contents

Dial plan content is split into three sections:

1. Main Dial Plan
2. IVR Options
3. Error Handling

Existing Dial Plan Content For: [02016130189](#)

Main Dial Plan

	Priority Order	Feature	Feature Description	Details
Main	1	NoOp		
	2	Wait	Wait and do nothing	2
	3	Set	Set a Caller ID or Line Identifier	CALLERID(num)={CALLERID(num)}
	4	Dial	Place a call to internal extensions or an external number	SIP/OTDH205,10

IVR Options

Option	Priority Order	Feature	Feature Description	Details
1	1	Dial	Place a call to internal extensions or an external number	SIP/OTDH204&SIP/OTDH205

Error Handling

Type	Priority Order	Feature	Feature Description	Details
Invalid Selection	1	Go-To	Jump to a specific point in a dial plan	oldh-02016130189,s,1
Timeout	1	Go-To	Jump to a specific point in a dial plan	oldh-02016130189,s,1

Main Dial Plan is where calls start, **IVR Options** can be added as usual and **Error Handling** includes *'Timeout'* and *'Invalid'* for when callers do not select an option or select the wrong option, respectively. Individual sections can be collapsed/expanded to improve visibility.

Clearer terminology

After listening to user feedback, terminology deemed confusing was replaced:

Old	New
Extension	Option (IVR Options), Type (Error Handling)
Start	Main
Priority	Priority Order
Application	Feature
Application Data	Details

Feature Descriptions

To help users read dial plans, descriptions were added for all main Dial Plan Features. The descriptions can be found in the **Existing Dial Plan Contents** section and in the **Add To/Modify** dial plan forms.

Feature	Description
Answer	Answer an incoming call (Required for Queues)
Background	Play an audio file (Registers IVR keystrokes)
Dial	Place a call to internal extensions or an external number
Go-To	Jump to a specific point in a dial plan
Hang-Up	Hang-up the call
Playback	Play an audio file
Queue	Route call into a call queue
Set	Set a Caller ID or Line Identifier
Trunk	Route call to a SIP Trunk
Voicemail	Route call to a mailbox
Wait	Wait and do nothing
Wait (Caller Input)	Wait for an IVR Option to be entered

Improved options for Features


Our improved options lets you upload files without having to leave the page, and add services that don't exist yet.


Background, Playback and Announcement to Recipient

If no sound files exist on your account, you can upload a file using the **Add To** form by clicking the blue **File** button.

Add To * Main Dial Plan IVR Options

Priority Order *


Feature * 

Sound File * 

For an Announcement to Recipient, select the Upload A Sound File radio button.

Add To * Main Dial Plan IVR Options


Priority Order *

Feature * 

Destination *

Extension Number *

Announcement To Recipient * None Upload A Sound File

Select Announcement * 

Fields with a * are mandatory.

Duration input


All duration inputs (e.g. Ringing time, Wait time) support HH:MM:SS format, and an option for Unlimited Time:

: :
 Unlimited Time

Add a service if it doesn't exist

If a service your feature relies on does not exist, the option to add it is provided. Note you will be redirected to the relevant service's Metis page.

- Dial (Add An Extension)
- Queues (Add A Queue)
- Trunk (Add A Trunk)
- Voicemail (Add A Voicemail)

Feature * 

Destination *

Extension Numbers *

If you would like to add an extension, click the button below.

Add To dial plan

The Add To form was restructured to greatly improve the user experience.

Add To dial plan form screenshot

In this example, you can see the UI changes we made to make this page easier to use (e.g. radio buttons instead of dropdowns, new duration inputs, tool tips and more).

Add To Dial Plan Content For: [01614478488](#)

Add To * Main Dial Plan IVR Options

Priority Order *

Feature * *i*

Destination *

Extension Numbers * Unselect All
 105 106 107 108 109 110

Announcement To Recipient * None Upload A Sound File

Ringing Time * : :
 Unlimited Time

Fields with a * are mandatory.



Modify dial plan

Clicking **Modify** loads the dial plan and displays orange **Pencil** icons beside every modifiable row. Clicking a Pencil icon will load the Modify form pre-populated with **Selection Option**, **Priority Order** and **Feature**.

Example, when user clicks **Modify** and clicks **Priority 4**:

Existing Dial Plan Content For: [01614478488](#) Close

Main Dial Plan ▼


	Priority Order	Feature	Feature Description	Details	
Main	1	Macro	Begin call recording	recincall,pack,01614478488	
	2	Wait	Wait and do nothing	2	
	3	Set	Set a Caller ID or Line Identifier	CALLERID(num)=\${CALLERID(num)}	
	4	Dial	Place a call to internal extensions or an external number	SIP/PAK503,10	
	5	Hang-Up	Hang-up the call		

The Modify form is loaded above where the **Feature** and its details can be updated.

Modify Dial Plan Content For: [01614478488](#)

Selected Option Main Dial Plan IVR Option Error Handling

Priority Order

Feature * 

Destination *

Fields with a * are mandatory.

Delete From dial plan

Clicking **Delete From** loads the dial plan and displays red **Bin** icons beside every row you can delete. Clicking a **Bin** icon loads the delete form pre-populated with the row's details.

Delete Dial Plan Content For: [01614478488](#)

Option	Main
Priority Order	5
Feature	Hang-Up

Please ensure the details above are the dial plan details you want to delete.

Once deleted, it cannot be undone.

Submit	Cancel	Close
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