# **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: <a href="mailto:voip@pack-net.co.uk">voip@pack-net.co.uk</a>
Telephone: 01616602350 opt. 1

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

#### **Incoming Calls front page**

Filter your list of numbers

New and updated action buttons

Backup or Restore your dial plans

View your dial plan

#### Viewing your dial plan contents

Clearer terminology

**Feature Descriptions** 

#### Improved options for Features

Background, Playback and Announcement to Recipient

**Duration input** 

Add a service if it doesn't exist

#### Add To dial plan

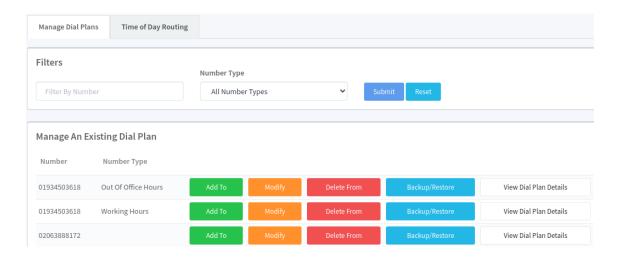
Add To dial plan form screenshot

Modify dial plan

Delete From dial plan

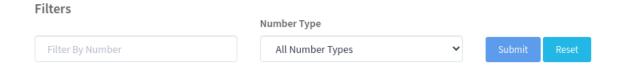
## **Incoming Calls front page**

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.



### 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.



#### 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.

#### 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				
Туре	Priority Order	Feature	Feature Description	Details
Invalid Selection	1	Go-To	Jump to a specific point in a dial plan	otdh-02016130189,s,1
Timeout	1	Go-To	Jump to a specific point in a dial plan	otdh-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.

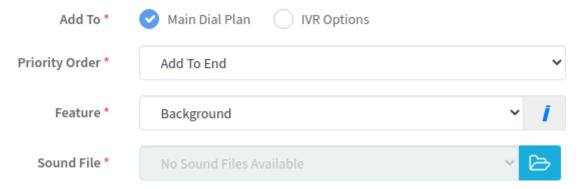
Feature	Description
Answer	Answer an incoming call (Required for Queues)
Background	Play an audio file (Registers IVR keystrokes)
Dial	Place a call to internal extensions or an external number
Go-To	Jump to a specific point in a dial plan
Hang-Up	Hang-up the call
Playback	Play an audio file
Queue	Route 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**

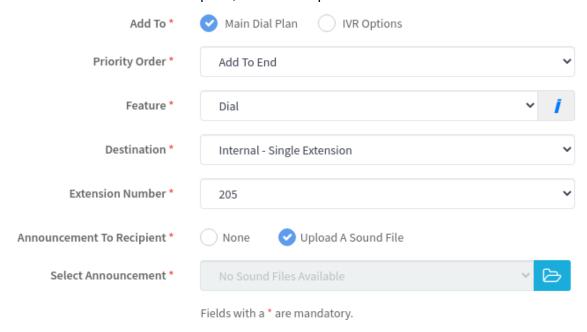
Our improved options lets you upload files without having to leave the page, and add services that don't exist yet.

### **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.

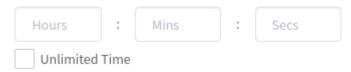


For an Announcement to Recipient, select the Upload A Sound File radio button.



### **Duration input**

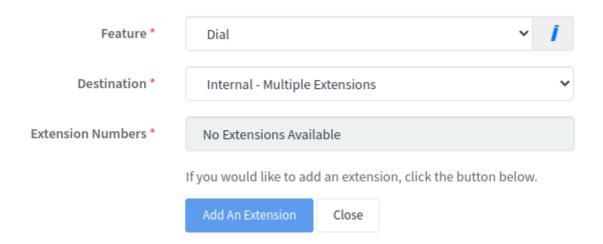
All duration inputs (e.g. Ringing time, Wait time) support HH:MM:SS format, and an option for Unlimited Time:



#### 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)



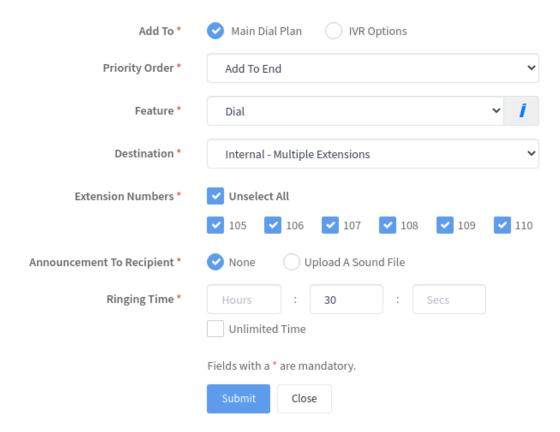
## Add To dial plan

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).

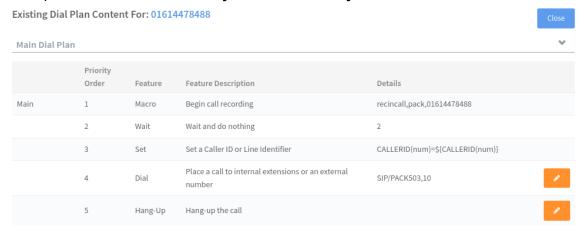
Add To Dial Plan Content For: 01614478488



## Modify dial plan

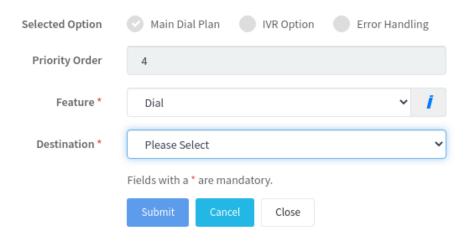
Clicking **Modify** loads the dial plan and displays orange **Pencil** icons beside every modifiable row. Clicking a Pencil icon will load the Modify form pre-populated with **Selection Option**, **Priority Order** and **Feature**.

Example, when user clicks Modify and clicks Priority 4:



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

Modify Dial Plan Content For: 01614478488



# **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				