Inbound

User Guide

Contents

Introduction

Purpose and Scope

This handbook will provide customers with a complete guide to our Contact Point, Contact Path and Contact Pro Inbound services and additional features which are available as ‘bolt on’ services. It has been written for customers who are familiar with the Inbound product and should be read in conjunction with the Inbound Service Description.

Terminology

Number Translation Service (NTS) – Telephone numbers that are location independent; whereby the dialled number does not correspond with a fixed line location but rather translates to a fixed line/mobile destination via a network based lookup system.

Termination Number – The fixed line or mobile number to which the NTS translates and the line upon which the call is answered.

Non Geographic Number – A location independent number which portrays a national image – these include special services numbers: 080/0844/0845/0870/0871 and 03 UK Wide Numbers.

Geographic Number – A number which is prefixed by a local UK area code which portrays a local area image – these include numbers beginning 01/02.

www.myinbound.com – The website through which the customer can view and modify Inbound call routing features and view call performance statistics.

Point my Number – The website link which becomes visible to the customer after login and through which customers can view and modify Inbound call routing plans.

Performance – The website link which becomes visible to the customer after login and through which the customer can monitor call handling performance with the aid of snapshot management information reports such as how many customer calls are getting through.

User – A customer logon. The User may have multiple numbers associated with the login and accessible features are dictated by subscribed product and user permissions.

Customer Company – An end company account for the Inbound Contact Point/Path or Pro Product which is available in conjunction with at least one NTS. Multiple numbers may be associated with the account and additional user logins may be created to access the inbound call routing features at www.myinbound.com

Inbound Call Plan – The Inbound call routing plan created within Point my Number which may be submitted to the network upon successful validation to provide call routing features such as time of day/day of week routing.

Inbound App - ‘App.’ is short for ‘Application Software’. It is computer software designed to help the user perform singular or related specific tasks. The Inbound App is a subset of the functionality available to the user at www.myinbound.com and it has been developed for access via a mobile ‘smartphone’.

Service Overview

The Inbound portfolio comprises three product variables: Contact Point, Contact Path and Contact Pro. A range of additional 'bolt on' features are available to order in conjunction with the Inbound Products. These include; Inbound call recording, voicemail, advanced call statistics, call whisper and access to the Inbound App. All services are provided on an Inbound-only basis in conjunction with an NTS number which is live on our network. This may be a geographic Inbound number, a non-geographic 08 or a 03XX number.

These products provide customers with access to change their Inbound call routing via a password protected website: www.myinbound.com . Upon entering the correct Username and Password the customer can access their Inbound call routing through the Point my Number link, thus enabling them to change the fixed line/mobile destination that their Inbound 'virtual' number is pointing to. There is also the option of implementing additional routing features such as call diverts according to time of day/day of week or network announcements/ call queuing. Available features are dictated by the product and additional features provisioned. All products contain a customer link to Performance. This link provides a range of online Inbound reporting on a per number basis for numbers provisioned on the customer account.

By having complete online control of number routing and features such as call divert and time of day routing, a user can ensure that they maximize the number of Inbound calls received. Advanced features such as Interactive Voice Response (IVR) announcements and network based call queuing enable the user to manage the handling of incoming calls with increased efficiency. For example, by deploying a call queue at peak times or playing an announcement to the caller when the office is closed, thus enhancing their customer service to the caller. The service is ideal for many SME businesses.

Contact Point

This product is ideal for the Sole Trader or single site business that will benefit from the control to set up and change their call routing according to opening hours/staff availability.

Figure 1 Features and benefits associated with the Contact Point Service

Customer Control of:	Business Benefits
Destination number	Redirect Inbound calls online – in built business continuity and flexible working
Time/day of week routing	Schedule call routing in advance according to business hours and call handling preferences
Divert on busy/OOH/no answer	Maximise call handling potential and provide improved service to the caller
Snapshot Management Information Statistics (MIS)	View call handling performance at a glance and monitor Inbound call handling efficiencies
Email alert on missed call	Ensure you are proactively notified of any unanswered/engaged calls – ideal management tool for ensuring staff

	productivity and following up every sales lead.
‘One Touch’ Disaster Recovery	Pre build designated Disaster Recovery call plans for your Inbound number(s) with the ability to invoke/restore last active call plan instantly – immediate business continuity

Contact Path

Customer Control of:	Business Benefits
Destination number	Redirect Inbound calls online – in built business continuity and flexible working
Time/day of week routing	Schedule call routing in advance according to business hours and call handling preferences
Divert on busy/OOH/no answer	Maximise call handling potential and provide improved service to the caller
Snapshot Management Information Statistics (MIS)	View call handling performance at a glance and monitor Inbound call handling efficiencies
Email alert on missed call	Ensure you are proactively notified of any unanswered/engaged calls – ideal management tool for ensuring staff productivity and following up every sales lead.
‘One Touch’ Disaster Recovery	Pre build designated Disaster Recovery call plans for your Inbound number(s) with the ability to invoke/restore last active call plan instantly – immediate business continuity in the event of office evacuations
Date routing	Set up date-specific routing in advance – e.g. Bank Holidays
Area based routing	Route calls according to STD code/CLI of caller and process incoming calls differently according to who the caller is
Call Distribution	Serial, hunt group and % based routing enables load balancing of calls across sites or teams of people
Hunt Groups	Serial or parallel hunt group enable calls are answered by specific people or the most available person

This product is suitable for the multi-site or multi department organisation that will benefit from routing calls according to who the caller is, by caller’s location to the nearest office, or the relevant Account Manager. Call distribution enables effective load balancing of calls across teams of people or disparate sites.

Figure 2 Features and benefits associated with the Contact Path Service

Contact Pro

Contact Pro offers a comprehensive suite of inbound call handling tools, ideally suited to a business which places high value on the customer service provided to callers and those organisations looking to deal with incoming sales enquiries effectively without missing a call. Advanced call handling features can be tailored to customer needs and adapted instantly via web control.

Figure 3 Features and Benefits associated with the Contact Pro Service

Customer Control of:	Business Benefits
Destination number	Redirect Inbound calls online – in built business continuity and flexible working
Time/day of week routing	Schedule call routing in advance according to business hours and call handling preferences
Divert on busy/OOH/no answer	Maximise call handling potential and provide improved service to the caller
Snapshot Management Information Statistics (MIS)	View call handling performance at a glance and monitor Inbound call handling efficiencies
Email alert on missed call	Ensure you are proactively notified of any unanswered/engaged calls – ideal management tool for ensuring staff productivity and following up every sales lead.
‘One Touch’ Disaster Recovery	Pre build designated Disaster Recovery call plans for your Inbound number(s) with the ability to invoke/restore last active call plan instantly – immediate business continuity in the event of office evacuations
Date routing	Set up date-specific routing in advance – e.g. Bank Holidays
Area based routing	Route calls according to STD code/CLI of caller and process incoming calls differently according to who the caller is
Call Distribution	Serial, hunt group and % based routing enables load balancing of calls across sites or teams of people
Hunt Groups	Serial or parallel hunt group enable calls are answered by specific people or the most available person

Call Queuing	Queue incoming calls on a destination number to assist with call handling during peak busy periods. Customer configurable announcements, breakout and overflow options. Live queue stats enable effective queue management.
Announcement/interactive Voice Response (IVR)	Upload .mp3/.wav file announcements to an Inbound call plan as a way of communicating with callers – use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.

Additional Features

A number of additional features are available as 'bolt on' services to Contact Point, Path or Pro products. These features are optional, chargeable extras. They can be provisioned on a customer Inbound account at the point of ordering Point, Path or Pro or to an existing customer account.

Figure 4 Features and Benefits associated with Advanced Statistics

Customer Control of:	Business Benefits
Advanced Statistics	Online access to comprehensive call statistics which enable informed business decisions. Advanced management information relating to call handling efficiencies; productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details.

Figure 5 Features and benefits associated with Voicemail

Customer Control of:	Business Benefits
Voicemail	Provide excellent customer service by providing callers with an option to leave a message when unavailable to take their call. Customise voicemail messages to prompt users to leave details for a call back.

Figure 6 Features and benefits associated with Inbound Call Recording

Customer Control of:	Business Benefits
Inbound call recording	Record inbound calls for compliance, customer service or audit purposes with pause and resume functionality if required. Secure online access to file storage/retrieval and call details.

Figure 7 Features and benefits associated with Call Whisper

Customer Control of:	Business Benefits

Call whisper announcements and provisioning	Create a ‘voice tag’ announcement which can be associated with a destination number in a call plan to enable the call answering party to answer the call in the appropriate manner according to dialled number. Tailor agent call answering to campaign/number/advertisement to give a professional and personal greeting to caller.

Figure 8 Features and benefits associated with Inbound App*

Customer Control of:	Business Benefits
Access to call plan routing changes via a handheld smartphone/device (see Important Facts about the Service for further info regarding availability)	Provides user with quick access to key functionality and ability to view essential call stats whilst on the move.

*Inbound customer account must be subscribed to Voicemail and Advanced Statistics to subscribe to this service

Figure 9 Features and benefits associated with Inbound Reports

Customer Control of:	Business Benefits
Advanced Statistics via email	Provides recipients with full or summarised advanced statistics reports via email for daily, weekly or monthly periods

Functional Overview

The customer publicises their Inbound contact number(s). When the calling party dials a number provisioned on the Inbound service, the incoming call is routed according to the routing set up within the Point my Number section of www.myinbound.com The call routing is applied to all calls received by the Inbound number, whether the calling party is calling from a fixed line, mobile or IP connectivity service. The call routing is applied at network level and delivered according to customer preferences.

Destination Numbers

All call plans are created to deliver calls to either a UK fixed line, mobile or system announcement/voicemail destination. Inbound routing to international destinations is available on request and controlled at our discretion. Please note that it is not possible to terminate an Inbound number to a destination number which is also provisioned on the Inbound platform. Fax services are not guaranteed to work in conjunction with Inbound, therefore a pre-order test is strongly recommended. The following destination numbers are not guaranteed to work in conjunction with the service; international destinations/roaming (international) mobiles)/IP destinations/destinations associated with a fax machine/data.

Interoperability

In most cases, calls may also be delivered to customer premises equipment such as a voicemail within a telephone system or a fax machine, providing that the answering equipment is associated with a standard numbered endpoint and dependent on the configuration of the telephone system. Please note that any localised services such as voicemail/call routing established on customer premises equipment will override any Inbound settings provisioned at network level and as such, calls delivered to local customer premises equipment such as Voicemail on a telephone system will be deemed 'answered calls' within Inbound call statistics.

The View my Performance link on www.myinbound.com is provided in conjunction with Contact Point, Contact Path and Contact Pro. Once the customer has logged in and selected this option, they are greeted with a choice of four different inbound calling graphs relating to various business issues:

- Where are my customers located?
- How many customer calls are getting through?
- When are my busy hours?
- What are my call trends?

Each of the above graphs display data interpreted from the information gathered at network level. These statistics are generated by all calls that successfully route to our network from the calling party and relate to various metrics such as count of calls answered/unanswered/engaged. The information is refreshed on a daily basis to ensure that the customer can view the current day's data in addition to the previous six days data. Historical data is provided in terms of monthly call count within the call trends graph. This relates to inbound call traffic over a maximum period of the previous six months where the number has trafficked on the network. This data is automatically refreshed on the first day of every month for the previous six months data or the data collected by us from the date that the number was provisioned on the Inbound service.

The Inbound online statistics are provided for call handling information only and do not constitute online billing. The information relates to network based call delivery, thus in the scenario where the call is successfully delivered to the customer destination and calls answered by customer premises equipment such as voicemail systems, these calls will be deemed successfully answered.

The Inbound Portal

The Inbound service can be provided in conjunction with both Non Geographic and Geographic telephone numbers.

In general call plans are activated immediately however, where a number has been ported or migrated in to the Inbound service it can take up to 25 minutes for the very first call plan to activate. This is only for the first call plan; all subsequent call plan activations are effective immediately.

The service can be accessed from any PC with internet access from anywhere in the world. Access to a subset of functionality is available to the user via a smartphone app is available as an optional additional feature

The system limit is 1000 controls on a call plan. Slower broadband connection speeds may encounter issues with displaying very large call plans.

The admin tab enables customers to create instant, additional end user access to the service

Contact Point, Path and Pro provide a unique service mix by combining call routing functionality with call performance statistics in a single sign on system, thus enabling customers to make changes to call, monitor the effectiveness of these changes and modify accordingly.

Myinbound.com system generated emails including missed call alerts and voicemails may take up to 20 minutes to be received and delivery of these emails is dependent on the entry of a valid, available email address. we cannot accept responsibility for any mailbox restrictions which affect the delivery/receipt of these emails

Unless a caller chooses to withhold their CLI, their number will be presented on the phone or device where the call is being answered.

For the service to operate there must be at least one Inbound number associated with the customer login account. This number may be a Non Geographic number or a number taken from the Inbound Geographic range.

Please note: All Inbound numbers relate to Inbound calls only and are not associated with outbound call facilities. Should a customer require the ability to present their Inbound number when making outbound calls from their fixed line, this may be possible by contacting their line rental provider and requesting a ‘Presentation Number’ service on their line.

PC requirements

The customer will require a PC and internet connection to access the products located the website: www.myinbound.com and it is recommended that the customer has a broadband connection with a 1Mb minimum bandwidth. We will support the service on Windows PC’s with version 7 Internet Explorer.

Interoperability with other Telephony Systems/Network Settings

It is the responsibility of the customer to ensure that locally/ other network maintained telephony settings such as that of an onsite or hosted telephone system (PBX) or network based call routing such as a mobile phone divert to voicemail do not conflict with inbound call management plans.

Please note such settings may interfere with the inbound call management as defined in www.myinbound.com

Password Protected Website Login

The website: www.myinbound.com provides the customer with their Contact Point/Path/Pro Inbound Product. By entering their unique username and password, the customer can access the call routing and call performance elements of each product (dependent upon permissions based user role).

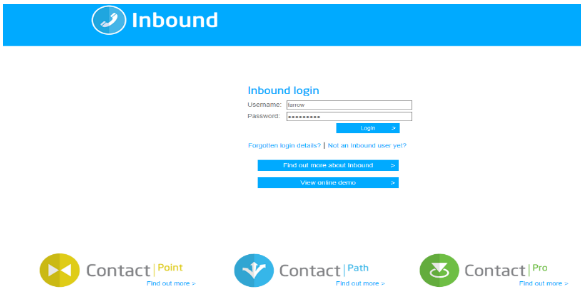
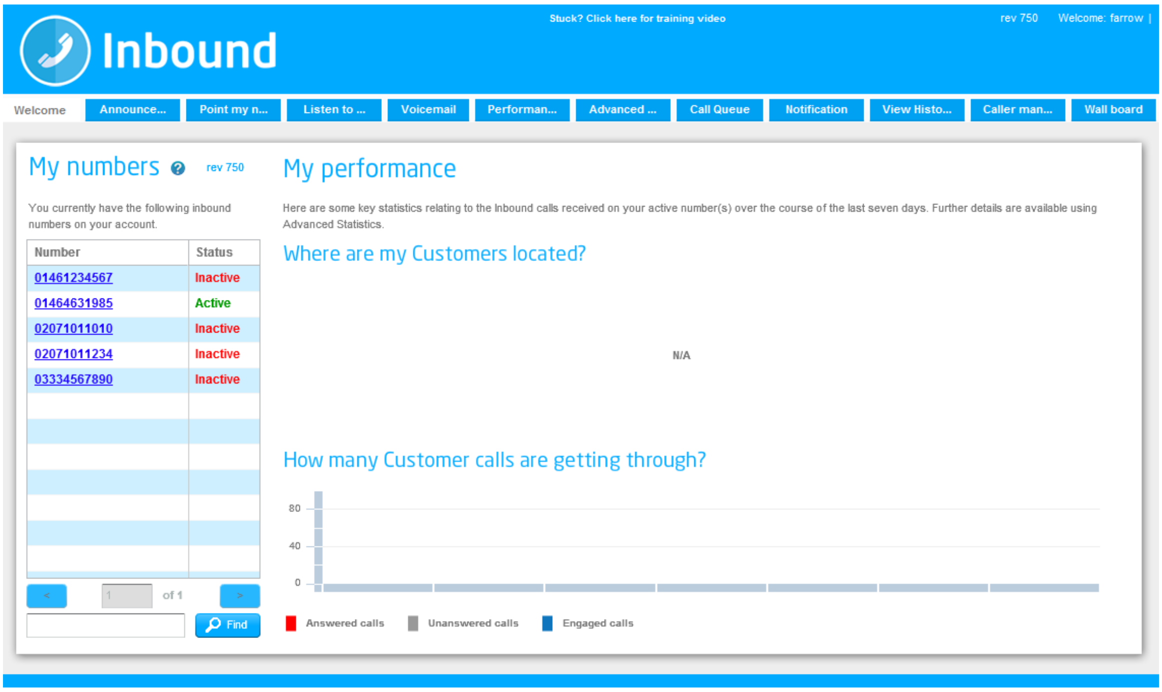


Figure 1: myinbound.com Login Screen

Welcome Screen

Upon successful login, the customer is greeted with a Welcome screen which shows all tab functions available to the user, Inbound number(s) and associated status, accompanied by a sample of graphical call reports (full details of which are located in Performance). The visible screens will be dependent on subscribed Product and user based permissions which are set out on the right hand side of the screen.

Figure 2: myinbound.com Welcome Page with full suite of Inbound features invoked (Contact Pro and voicemail/advanced statistics and call recording enabled)

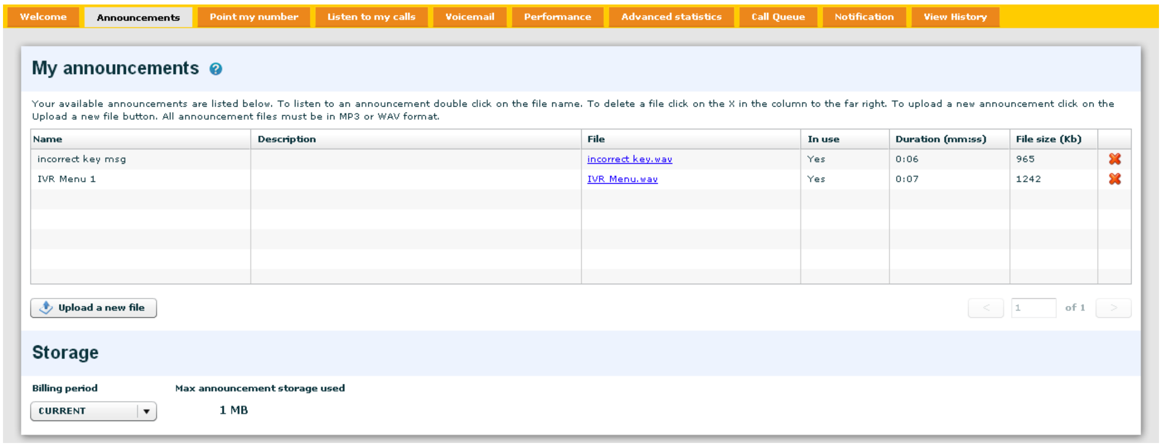


Announcements

This tab is available to users subscribing to Contact Pro, Call Whisper or the Voicemail feature, according to user permissions. It is from the Announcement page that the user manages upload of announcement/music files in mp3/wav file format. Upon successful upload, these files become available for association with inbound call plans – for example, a welcome message may be recorded for Interactive Voice Response (IVR) which provides callers with the options they should press for their call to be routed to the correct person/department. Music files can be uploaded for use with the call queuing function on Contact Pro.

Please note: When uploading a music file for use with Contact Pro call queuing feature, It is the user's responsibility to ensure that all necessary licenses and consents have been obtained, and that, in all respects, it is in full compliance with all applicable laws and regulations, including copyright laws , when uploading copyright material . Please be aware that failure to do so may expose the user to legal claims for damages, injunctive relief, and also criminal prosecution.

Figure 3: Announcements



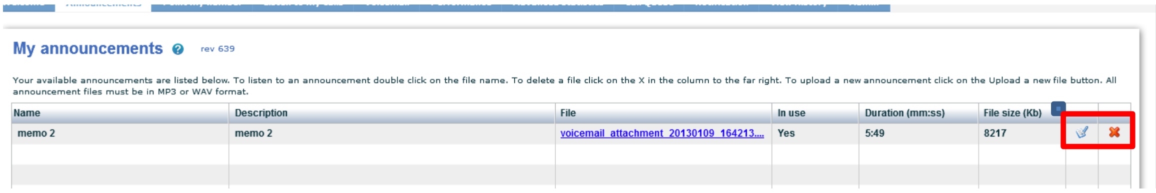
The maximum file size that can be uploaded is 20Mb and the storage used will continue to be billed for until the data is deleted, even if the service is no longer subscribed.

Users will need access to a suitable recorder to capture their announcements, e.g. Windows Sound recorder.

In order to make it easier to change announcements within a plan, you have the ability to delete or overwrite an announcement at the locations where it is in use:

Upload an announcement to the announcement tab and use in an active call plan

When you want to change the announcement, go to the announcement tab and click on the over write icon next to the file entry:



This will then allow you to upload the file and it will overwrite the old file and be changed wherever it is in use in a call plan. The file name will remain the same although the name and description can be changed.

We also have the added feature which enables users to embed different numbers into an announcement without having to re-record each announcement.

Go to Point my Numbers > Number > Call Plan > Select 'Announcement' node

Step 1: the user can select existing or upload a new announcement as the prefix announcement.

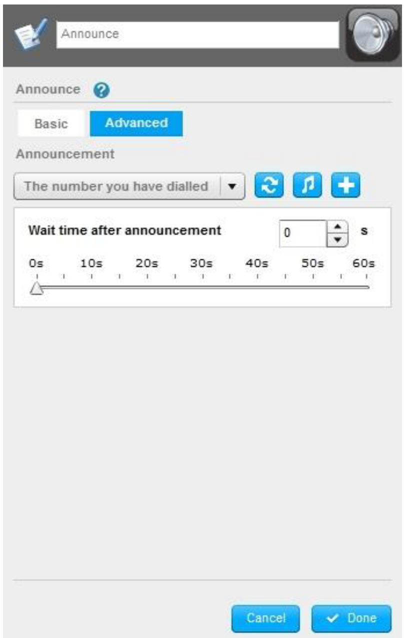
Step 2: then enter a 'Destination Number' which will form part of the announcement

Step 3: then select either an existing announcement or upload a new announcement as the suffix announcement.

Step 4: MyInbound will connect the prefix announcement, the number and the suffix announcement into a single announcement which is played to the calling party.

Announcement Node Feature

The Announcement node feature, available as part of Contact Pro, enables the following functionality:



Early Media option – enables customers to provide a change of number announcement at no cost to the customer or the caller

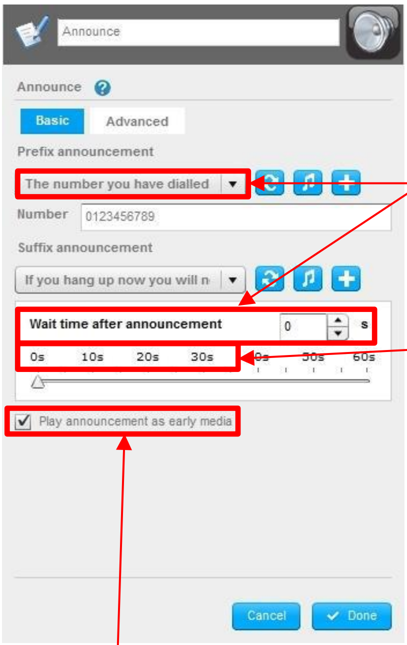
Apply Prefix and Suffix announcements within the same node which assist with message creation

Text to speech - simply type in the new number and it is injected into the middle of the prefix and suffix announcements

Create Change Number Announcements and terminate the call or Remote Call Forwards that educate callers of a new number but then continue into the routing plan if they choose to hold

The node will now have two tabs, Basic and Advanced, with the basic tab representing and preserving the existing use of announcements on the platform.

The advanced tab contains the new elements of the announcement node.



Prefix and Suffix announcements within the same node to assist with message creation.

Text to speech, simply type in the new number and it is injected into the middle of the prefix and suffix announcements. If the field is left blank then the announcement will route directly to the Suffix announcement of the node

Early Media option – Selecting this option will provide the announcement at no cost to the customer or the caller. The tick box option will only appear if the announcement node is inserted as the first node in the call plan and then any other routing follows this node. If the announcement node is inserted at any other place in the plan, this option will not be visible be available.

If you check the Early Media option then the node name will be automatically renamed to Early Media from its default name. If the customer has renamed the node then this will be preserved.

We have 3 system announcements to help create a Change Number Announcement service or mimic Remote Call Forwards. The plan will educate callers of a new number but then continue into the routing plan if the caller chooses to hold provided further routing has been configured. These announcements will be entitled as follows and will advise a caller that the call is not chargeable so it is very important that they are only used in-conjunction with the Early Media option:

“The number you have dialled has changed to” - this can be used as the prefix message on both of the scenarios described above.

“If you hang up now you will not be charged” - this can be used as the suffix message on the Change Number announcement that then terminates the call.

“If you hang up now you will not be charged, alternatively please hold to be connected” - this can be used on a plan that then continues with a lower level of routing.

Point my Number

Point my Number is the tab through which all call plan management is created, edited and maintained by the User. Access to this tab is provided with all administrator logins for Contact Point, Path and Pro. It is possible to remove access or give read only to this tab for subsequent user logins should there be a specific requirement to deny them access to this page which is central to call plan management. The icons displayed in the control features box relate to subscribed Product profiles and a ‘drag and drop’ mechanism enables the user to create and maintain call plans in an intuitive manner. Call plans are shown in the homepage of Point my Number. Up to 100 call plans are available per number and they can be associated with a description to assist the user. When building a call plan you can also add an announcement node after an announcement node.

Figure 4: Point my Number call plan creation page with full suite of control features (Contact Pro)

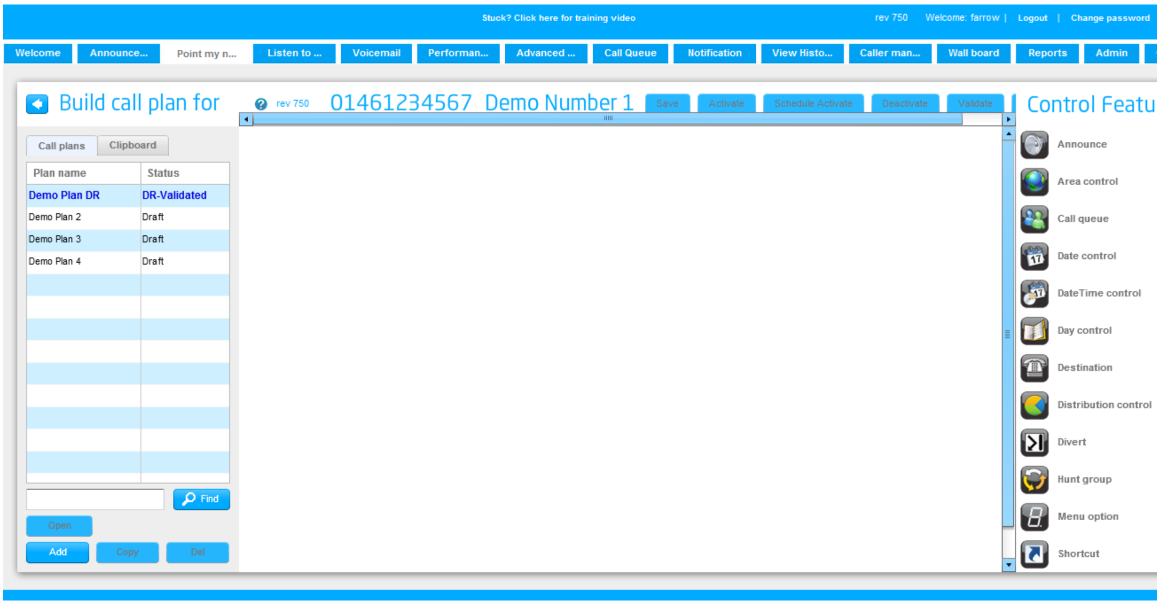
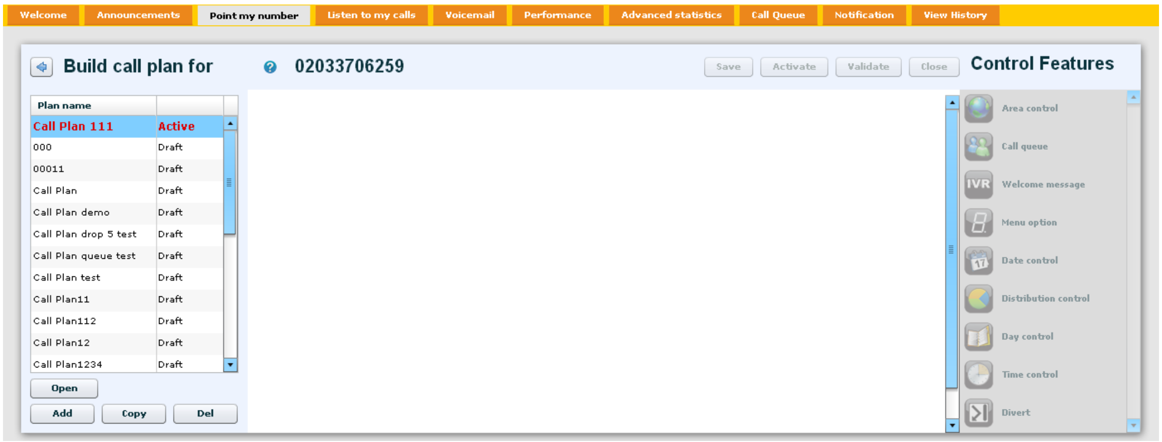


Figure 5: Point my Number Homepage displaying call plans and associated status



Activate your call plan when you want

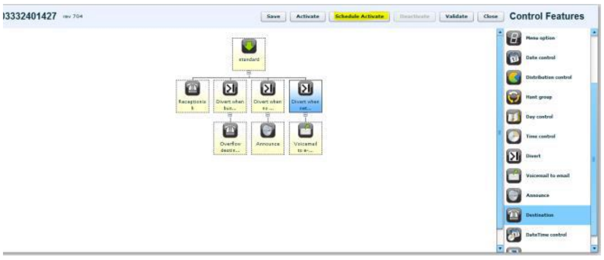
It is also possible to set the activation of a call plan for a future date or time.

The user simply builds a call plan against a particular number and then select 'Schedule activate' and specifies a future date and time for activation of the call plan.

Go to Point my Numbers > Number > Call Plan >

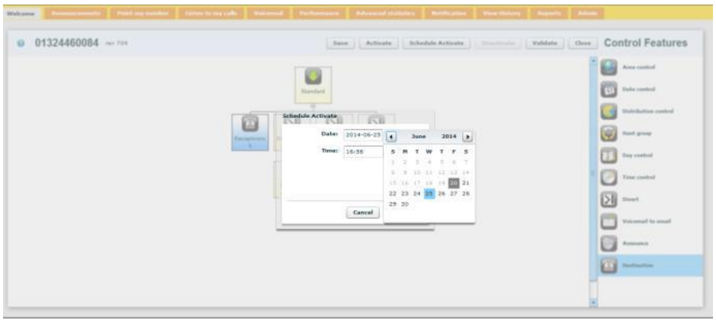
Step 1

Users build a call plan against a particular number.



Step 2

Users select 'Schedule activate' and specify a future date and time for activation of the call plan.

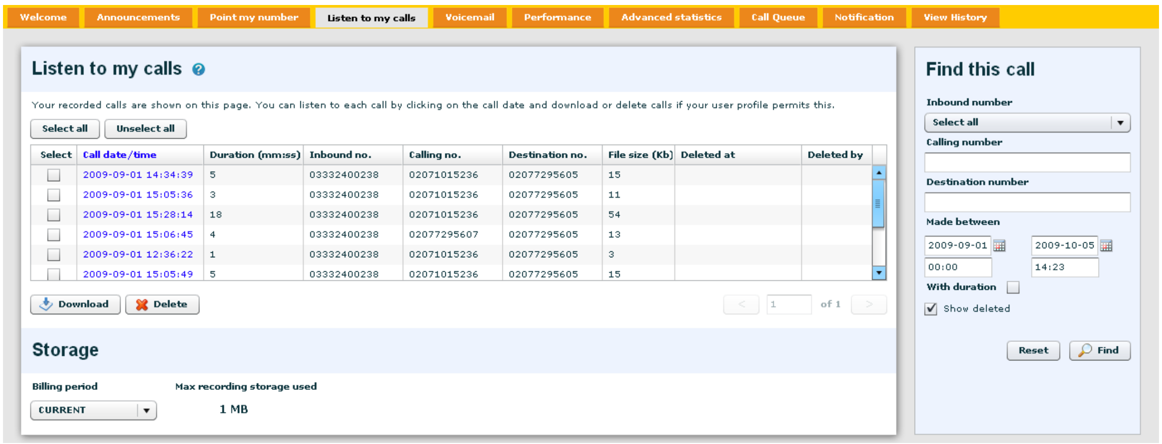


Please note that if a DR call plan is active, it will override any scheduled standard call plan activation i.e. schedule call plan activation will not take effect.

Listen to my Calls

This tab is available to users subscribing to Inbound call recording with granted permissions to access this function. This page enables the user to employ various search criteria to locate inbound call(s) which have been recorded according to the settings within Point my Number. Search results are presented to the user who can then play/delete/download the recordings according to their defined user permissions. Calls can be downloaded for local storage or stored online for 1, 2, 3, 4, 5 or 6 months after which time they will automatically deleted. Once deleted, calls cannot be retrieved and storage is charged on a monthly basis for peak monthly storage level which corresponds to a charging band as detailed in the Inbound tariff. The peak storage reading can be viewed for the current month and historical months up to the requested number of months.

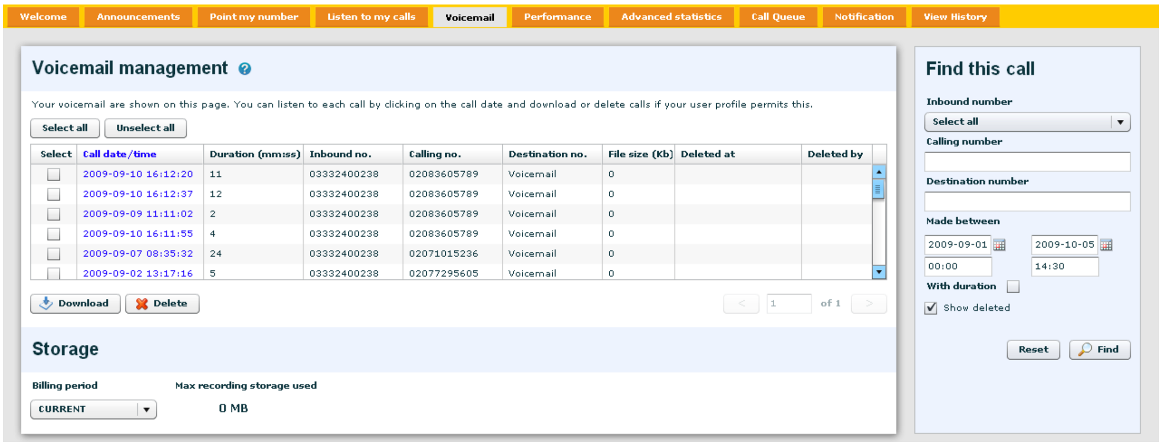
Figure 6: Listen to my Calls sample data



Voicemail

The Voicemail tab is available to users subscribing to this service as an additional feature in conjunction with Contact Point, Path or Pro. The service is available with retrieval at www.myinbound.com and email delivery as an mp3 file to the email address specified within Point my Number where users have the option to designate a personalized greeting for use with the voicemail box. Voicemails stored online are available for a maximum of six months, after which time they will be automatically deleted. Please note that online storage charges apply – please refer to Inbound tariff for details.

Figure 7: Voicemail online retrieval at www.myinbound.com



Things to note about voicemail:

- Recorded voicemails can be stored online for a maximum of six months (after which time they will be automatically deleted). Please note that charges apply for online storage
- Once deleted, voicemails cannot be retrieved
- Under no circumstances will we provide recorded voicemail files on request – it is the responsibility of the customer Administrator to manage all access to CLI provisioning and downloads
- Email delivery of voicemails cannot be guaranteed.
- Users must ensure that valid email addresses are used for the Voicemail to email notification.
- Voicemails are sent with an mp3 file attachment, they are not translated to email text.
- Users require a suitable player to listen to their voicemail, e.g. Windows Media player.
- The maximum voicemail duration is 10 minutes.
- It can take up to 25 minutes for a voicemail to appear in the Voicemail page.

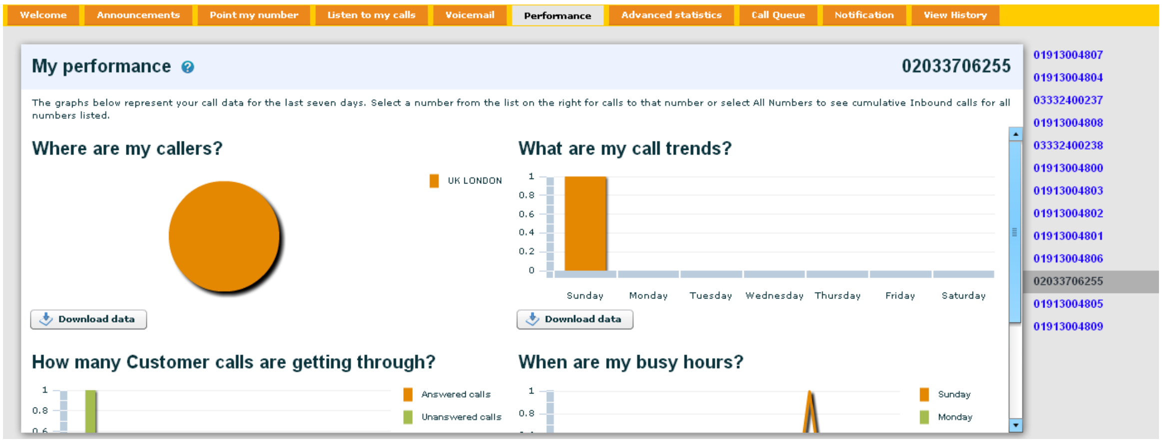
Performance

This tab is available to all users of Contact Point, Path or Pro and provides the full complement of View My Performance data. Four graphs are available to the user as follows:

- Where are my Callers
- What are my call trends
- How many customer calls are getting through
- When are my busy hours

The data is available on a per number or all numbers basis and is refreshed every five minutes for daily data, in addition to providing historic data for the previous six days. Call trend data is updated on a monthly basis to display the previous six months call data (where applicable). The graph data can be downloaded in .csv file format.

Figure 8: View my Performance



The data presented in the graphs is for the last seven days on a continuous rolling basis. The data on the "Where are my callers" graph, is updated nightly at midnight. All of the other graphs are updated approximately every ten minutes except for 'What are my call trends' which is updated on a monthly basis

If the statistics provide 'N/A', it is due to callers who have withheld their CLI. If 'other' is shown, it is reflects calls from remaining locations.

If the statistics provide a partial number such as 01616150xxx then the caller has withheld their number.

If the number is showing as 'unavailable' then, for whatever reason, the caller's network (or series of networks between the caller and us) has not provided us with the CLI. This can happened especially on calls from abroad.

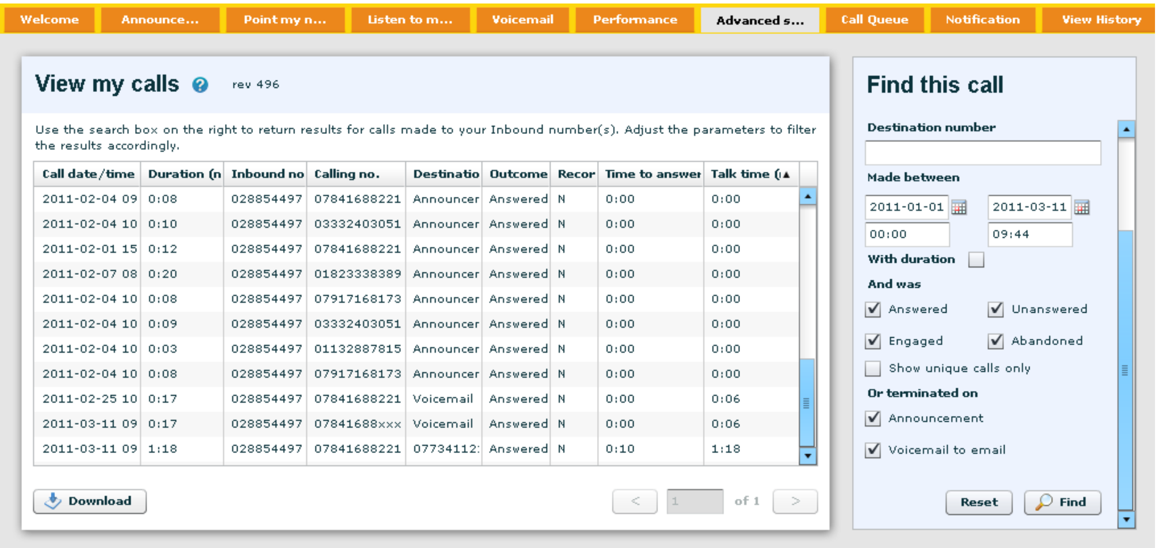
Advanced Statistics

The Advanced Statistics tab is available to those users subscribing to this feature as an additional service in conjunction with Contact Point, Path or Pro. A comprehensive search filter is provided to enable the user to search for data with the following criteria:

- Inbound number(s) (the Inbound number being dialled by the caller)
- Calling number (the Caller’s CLI where applicable – where this is withheld by the caller partial CLI of the first eight digits including leading zero will be displayed)
- Destination number (the number of the telephone number on which the call is actually being answered as defined in Point my Number)
- Time/date of call
- Call duration
- Unique callers only search option
- Call outcome: engaged/answered/unanswered/abandoned etc.
- Calls answered by voicemail/announcement

Search results are displayed in table format and list key call information including agent time to answer (ring time) and total time to answer (ring time + wait time) where applicable. Data can be downloaded in .csv file format for local manipulation and historic data is stored online for a maximum of six months after which it will be automatically deleted.

Figure 9: Advanced Statistics Sample Data



A few general principles can be applied to understanding the categorisation of calls in Advanced Statistics:

1. Where the caller hangs up, before a ring tone is heard, this is generally going to be an “abandoned” call.

2. Where a caller is timed out by the system because the call is not answered at the destination then this is considered an “unanswered” call.

3. A call is considered answered if it is passed through to an Announcement or IVR Menu.

The call is still considered answered if the caller hangs up during the announcement play.

The call is still considered answered even if the Announce control is not the final termination point.

Where a caller hears part of the Announcement in Announcement control or Voicemail then the Outcome is always going to be answered.

Historic inbound call data will be provided up to a maximum of six months after which time the data will be automatically deleted. Once deleted, Inbound call stats data cannot be retrieved.

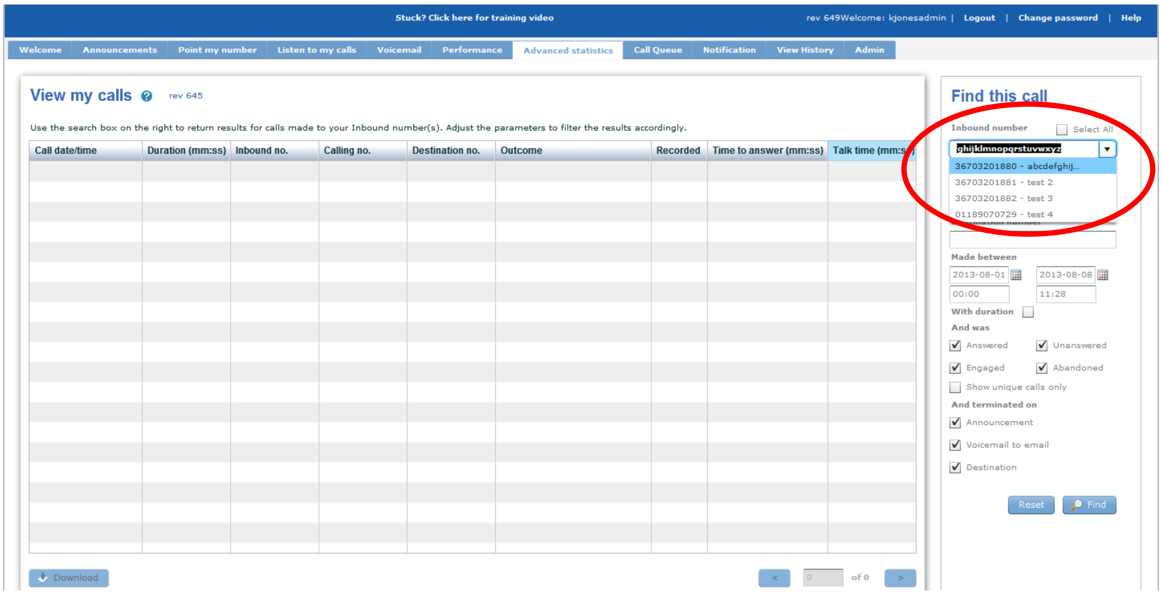
Call detail records appear on the advanced statistics page within approximately five minutes.

Please note that due to a standard limitation within Excel, telephone numbers will omit the first 0 from their format when the csv file is opened in Excel. To overcome this you can do one of the following:

1. Select ‘Save’ in the dialogue download box, (do not ‘open’ the csv file in Excel), and save the csv file in .txt format first. Then tell the text import wizard to treat the columns as text.

2. Alternatively, impose the text import wizard in Excel by importing your csv with Data/ Import External Data, rather than with File/ Open, and again mark the columns as text.

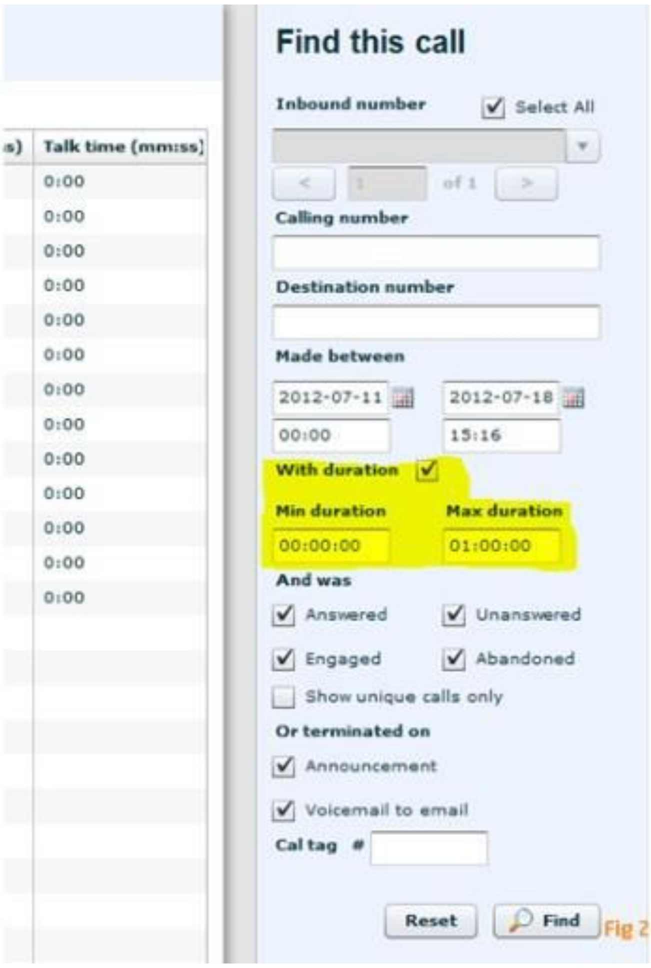
It is possible to search by description - you can see the description next to the number on the filter in Advanced Stats when you un-tick ‘select all’ from the drop down:



You can also search by destination number:

Users have the ability to manually input search criteria to find a call based on an accurately defined length of call duration. Currently if both sliders were on the left side of the scale, the min duration would be set to 00:00 and the max would be 00:01:55, each increase in scale thereafter would be in multiples of 20s. This in its current implementation does not allow for a granular scale i.e. between 5 and 10 seconds. (Figure 1 below).

The user is presented with manual entry options allowing them to manually add the min and max time values in HH:MM:SS. (Figure 2 below)



Announcement Names

You are able to see which announcement has been played to a caller during any particular call, so long as the caller heard some, or all, of the announcement before the call finished.

How to add an announcement name and description

When you add an announcement in a call plan you are able to assign a name to the announcement node (highlighted as ‘TestCall’ in the figure 1 below)

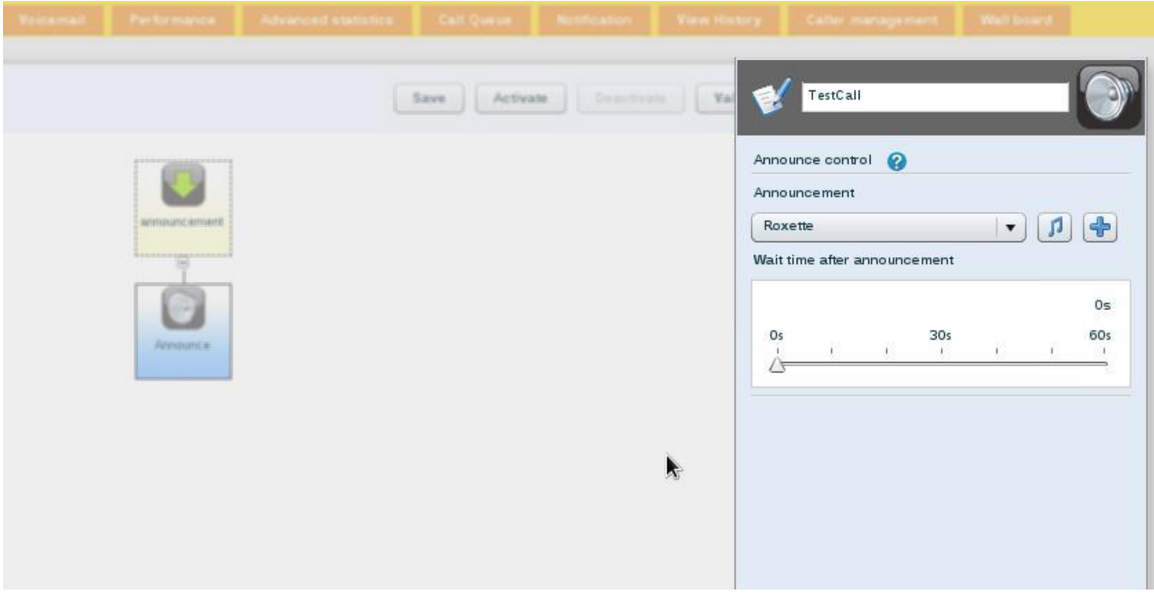
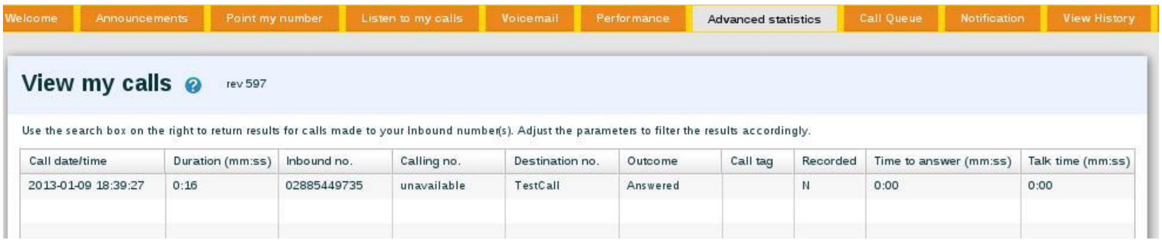


Figure 1

Then when you access advanced statistics the name will appear in the destination number column for calls which have terminated on the announcement:



The benefit of this is so that when a customer is reporting on call statistics they know how many people, and who, have listened to a particular announcement before their call finished.

Categorisation

You are able to report the following categories of call (in the Outcome column under ‘View my calls’). This table lists the category name, the message from the customer end equipment or Gamma platform that triggers the outcome, and a description of the calling profile.

Category Names	Types of calls
Answered	Caller makes call, listens to media if there is any) and call is connected to the recipient or to the internal voicemail service Note: This is whether ‘call whisper’ applies or not.
Engaged	An engaged tone is heard by an individual or across all destinations
Abandoned Media	A caller abandoned the call whilst listening to or after listening to an announcement, IVR or in queue music

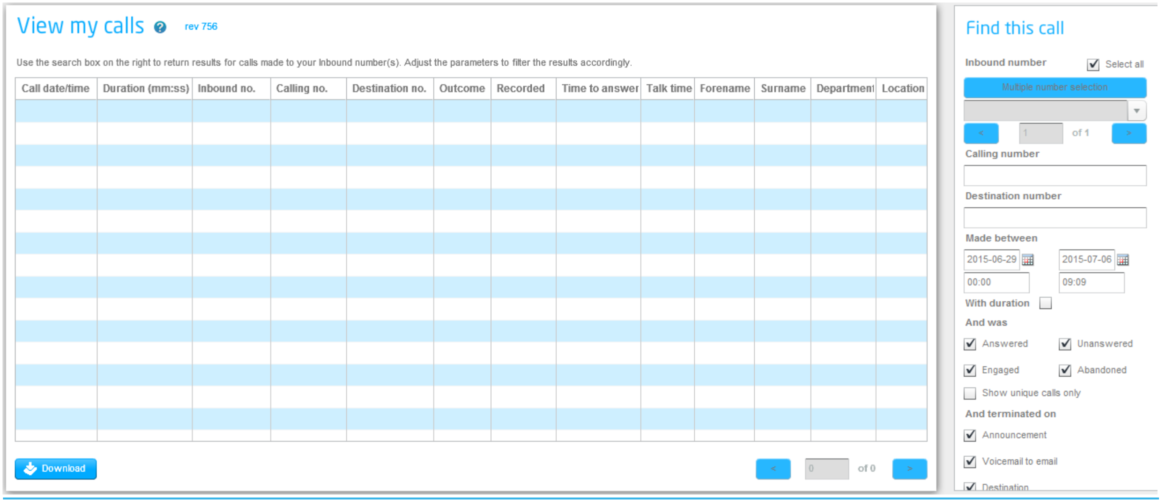
Abandoned Whilst Connecting	A caller abandoned the call whilst it was waiting to be connected to the destination and no Inbound announcement has been played
Unanswered Media	An announcement or IVR finishes and the call is cleared by the Inbound platform.
Unanswered Temporarily Blocked	For some reason the destination number was unavailable at that particular point in time
Unanswered Permanently Blocked	The destination number cannot be dialled for some reason e.g. call barring
Unanswered Number Unavailable	The destination number simply does not exist or cannot ever be called
Unanswered Timed out	The destination number rang but then no-one answered and after x seconds the call was dropped the call
Unanswered Other	The call failed to connect to the destination

The events that trigger email notifications as follows:

E-mail Notification Heading	Category Name that triggers e-mail
No Answer	Abandoned Media(Note: Only if routing to destination has taken place) Abandoned Whilst Connecting
Busy	Engaged
Failover	Unanswered Temporarily Blocked Unanswered Permanently Blocked Unanswered Number Unavailable Unanswered Timed out Unanswered Other
Answered	Answered

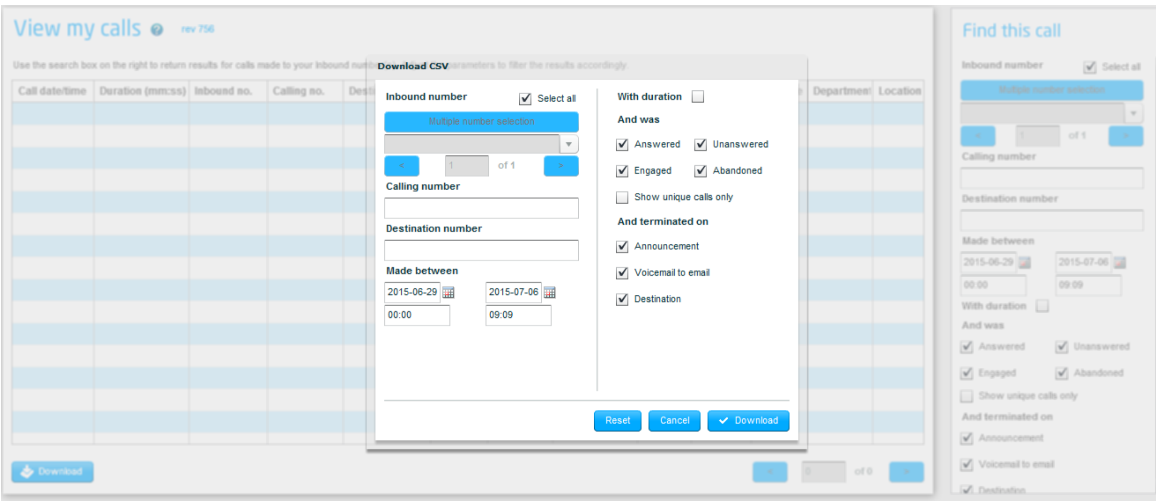
Reporting and Downloads

You have the ability to pull a report directly down to CSV without having to display the results in the Advanced Statistics screen first.



When you select the download button, you will be presented with the search criteria. If you had previously used the "Find this call" search functionality then this will copied into the pop up and you just need to select the download button and the results displayed on the main GUI page will be downloaded as normal.

Alternatively you can go straight into the pop up by selecting the download button, set your search criteria within the pop up and download the results directly into a CSV without having to wait for the GUI to format and present the data. This provides a significant improvement in the speed of returning results for off platform analysis, especially for larger reports.

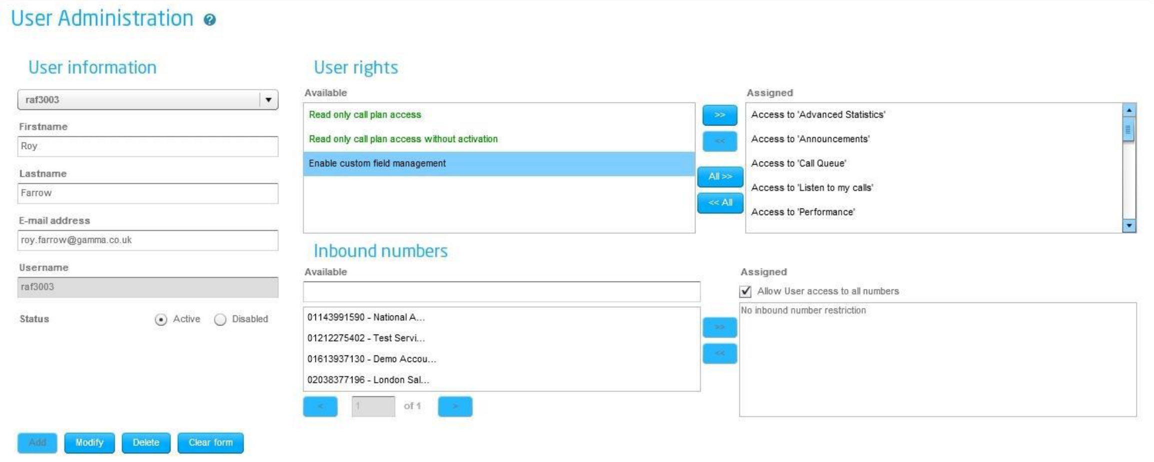


Custom Fields

The Inbound account administrator has full access to create, modify and delete custom fields and to manage the data within the fields via the GUI or by means of the bulk download and upload function. However please note that this service will be available only to Inbound accounts that are subscribed to the Advanced Statistics upgrade.

Standard users will be able view and use the custom fields to filter results wherever the "multiple number selection" pop up appears please see the "How to use custom fields to search and filter results" below.

An administrator will have the ability to add a new role “Enable custom field management” to other users that fall under their administration via the Admin Tab on the Inbound GUI. This will give a user the ability to act as an Administrator of the custom fields i.e. add and modify as well view and use the fields as described.



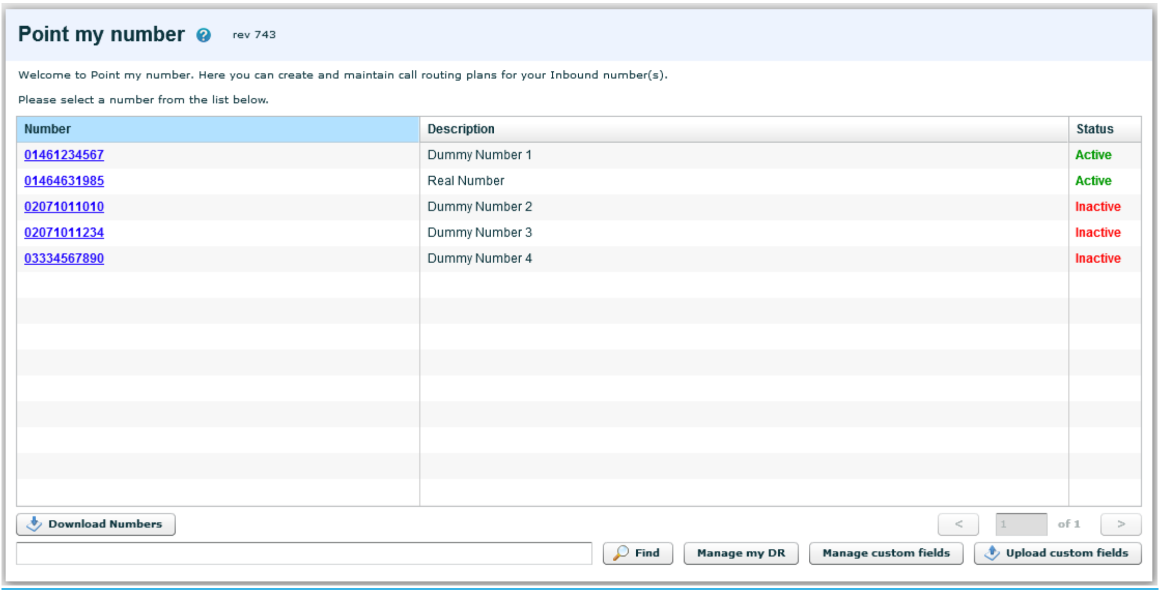
How to Create Custom Fields

You will need to have access to the Advanced Statistics on the Inbound portal to access the Custom fields functionality.

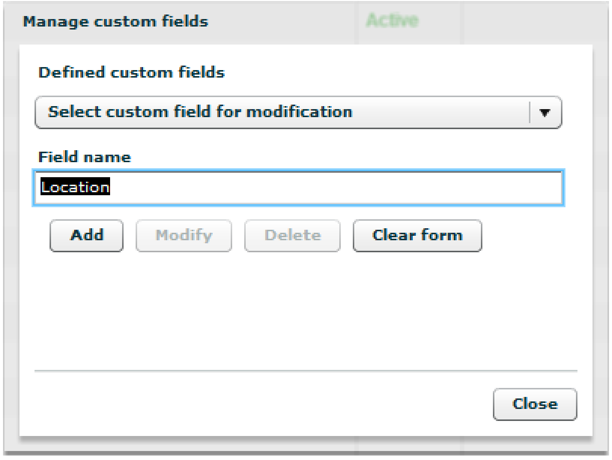
Sign in and go to the ‘point my number’ screen on the Inbound portal. Here you will see two buttons:

Allows you add, modify and delete custom fields

Allows you bulk populate the custom field from a template CSV file

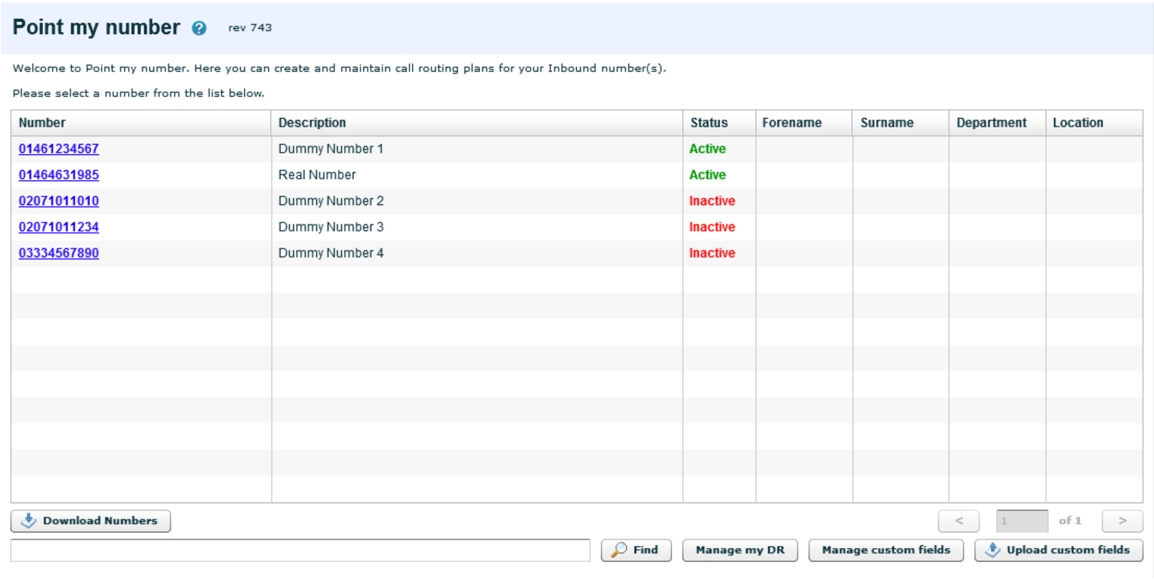


Select “Manage custom fields” to view the pop up box, enter the title of the custom field you require and click on ‘add’. Once added to the database, the Field name box will clear and you can enter further custom fields.



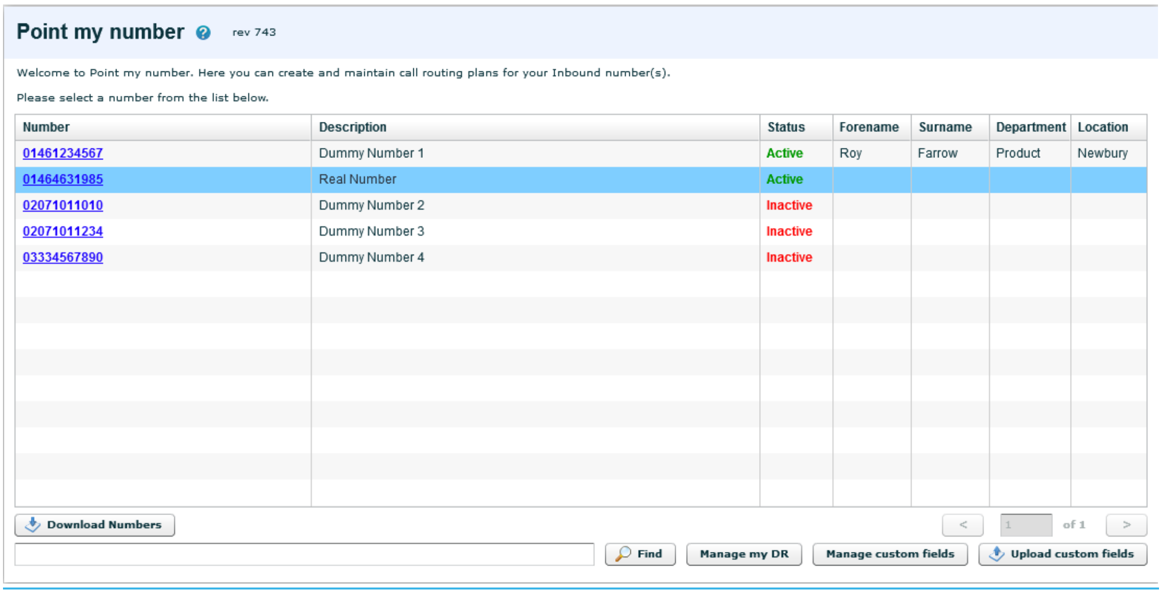
Please note it's important that you plan the sequence in which you want to view the columns as they will be added to the 'point my screen' in the order in which you create them. In the example below Forename was added 1st, then Surname, then Department and finally Location.

When you have created the custom fields, click on the close button to reveal the new fields.

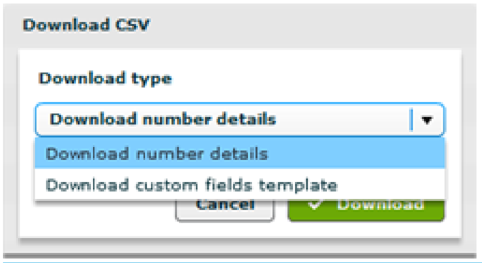


How to enter information into the custom fields

There are two ways to enter data in the new custom fields, first click into a field and freehand enter the information on a field by field basis.

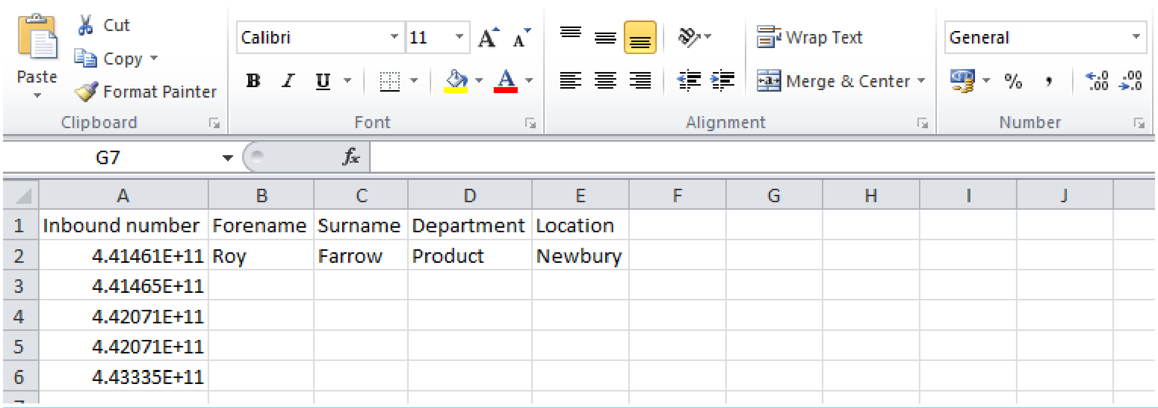


Secondly you can download a CSV template by selecting “Download Numbers” option, the below pop up box will appear and from the drop down select “Download custom fields template” and hit the download button.

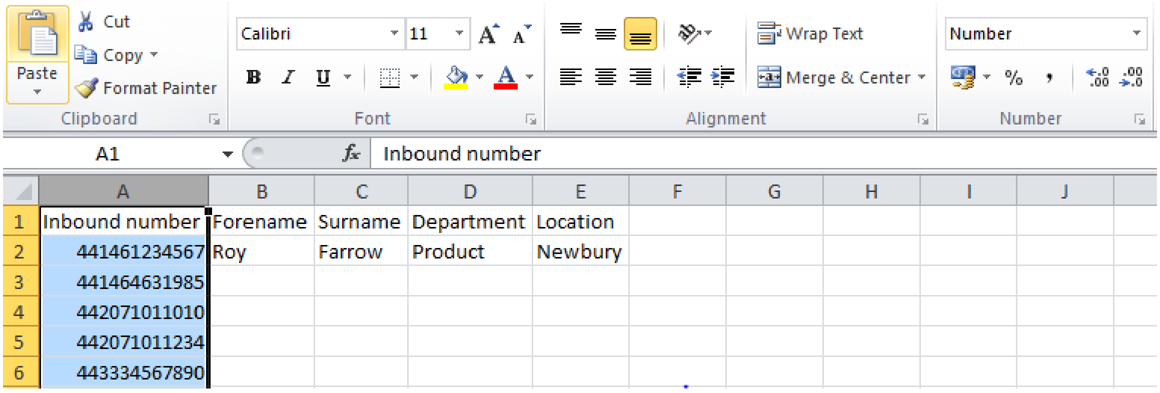


This will produce a CSV file that contains all of the numbers on the account and column headers containing the name of your custom fields. The header fields MUST not be modified or the upload will fail.

When you open the CSV file within Excel you will need to correct the changes Excel made to the column format. The number field will be sent in e.164 and will need to amended before uploading back to the Inbound platform.



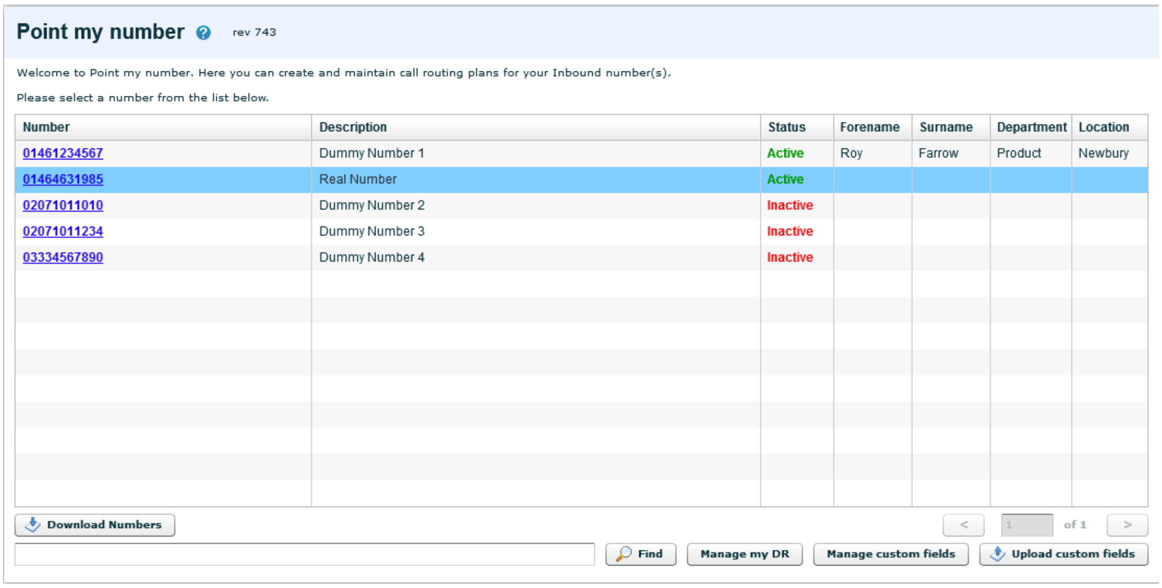
Highlight the entire Inbound Number column and change format from General to Number, then remove the decimal points to return the number back to e164 format as below.



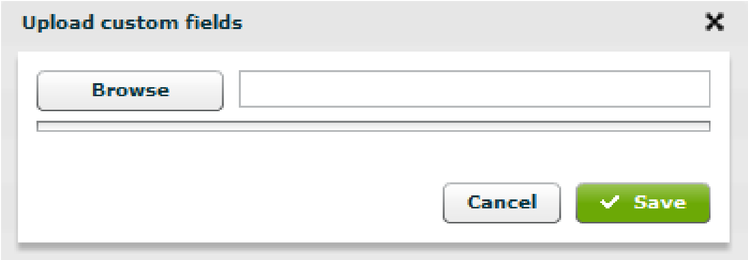
Update the custom fields with the relevant data and save the spreadsheet, keeping it in CSV format, in a location you can return to for the purpose of uploading. We recommend you introduce a backup regime of the custom field values in the event that you need to restore.

A	B	C	D	E
Inbound number	Forename	Surname	Department	Location
441461234567	Roy	Farrow	Product	Newbury
441464631985	Mike	Smith	Pre-Sales	London
442071011010	Dave	Barker	Specialist	Manchester
442071011234	Spare			
443334567890	Spare			

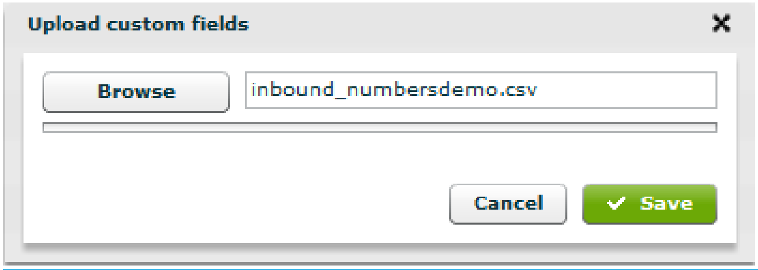
Return back to the Inbound Portal “Point my number tab” and hit the “Upload custom fields”



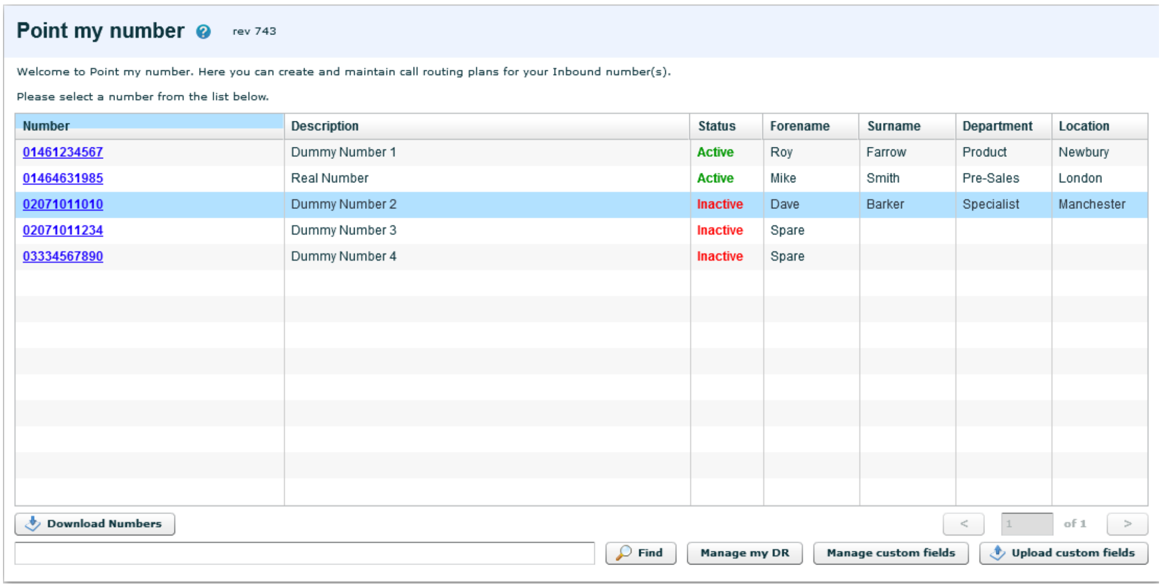
The following popup box will be displayed and to search your PC for the custom field template file hit Browse.



Navigate to the location you previously saved the information to and select the relevant CSV file, then hit save.

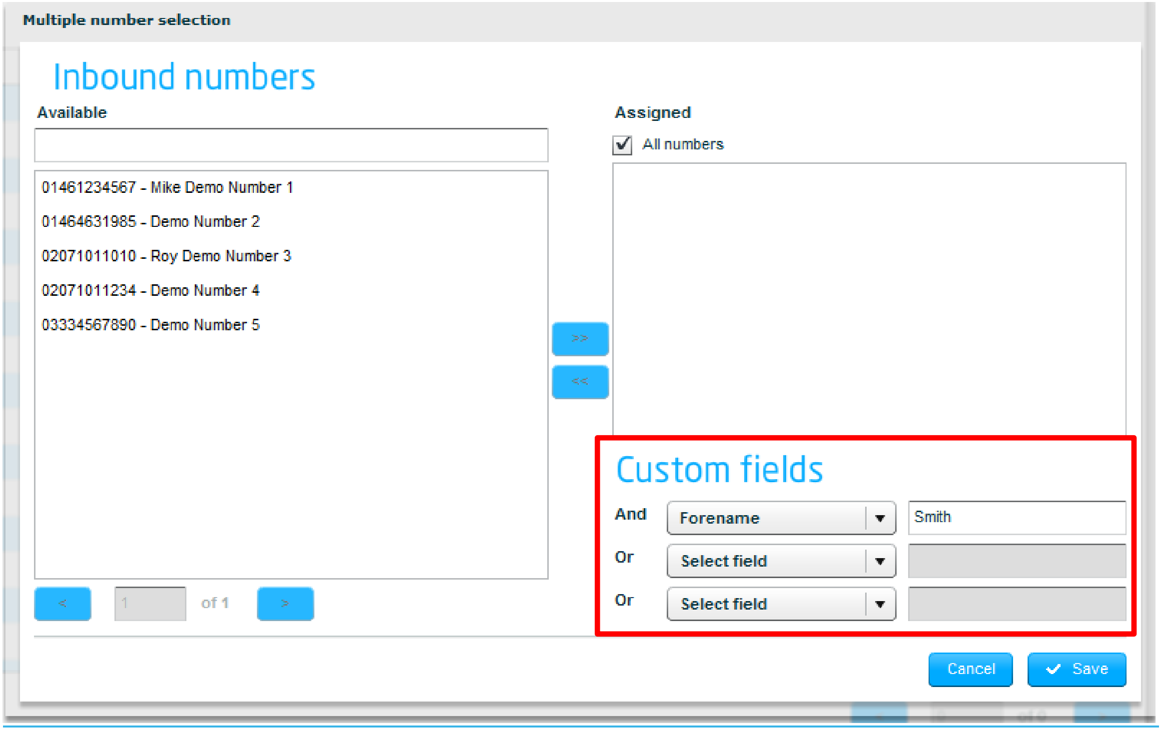


The custom fields will now be bulk uploaded (existing entries will be overwritten) with the values contained within the CSV file.



How to use custom fields to search and filterresults

The data within the custom fields will also be made available to refine and filter search results on the ‘Multiple number selection’ popup as below based on the field name and value.



These search popups are found on the 'Listen to my calls', 'Voicemail', 'Performance', 'Advanced Statistics' and 'View History' tabs of the Inbound Platform.

Goto Features

Goto (1) - GoTo Dialable Number

What does it do?

It allows a caller to be routed from a call plan on one number, to a call plan on another number, i.e. 'goto' a call plan from another call plan.

Why would you use it?

Reduces duplication and centralises management of complex call plans.

GoTo Dialable Number can be used where a business has multiple published numbers that customers can dial to be routed to a particular department or service.

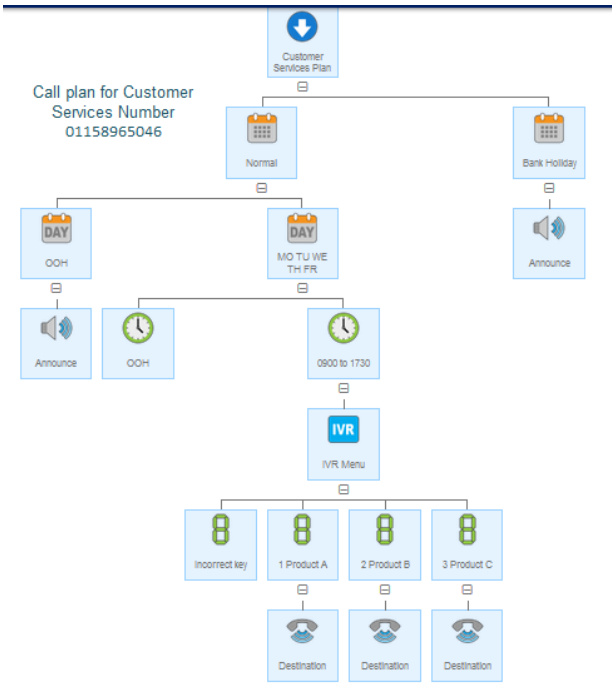
Call Flow Example:

In the example below, customers can dial the 'main number' or 'customer services number' to speak with customer service.

Inbound number 01158965046 (figure 1) is a direct number to speak to customer services. This number has a complex plan with an IVR.

Inbound number 03300582706 (figure 2) is the 'main number' for the same business. The call plan allows the caller to speak to various part of the business including customer service. But rather than repeating the IVR within the main number call plan, we simply use the goto feature (figure 3) to allow the caller to be routed the customer service plan.

Figure 1 – Customer Services Call Plan



Added Advantage

This approach allows the two plans to be managed independently as well as removing the requirement for the customer service routing to be managed in two places.

Figure 2 – Main Number Call Plan

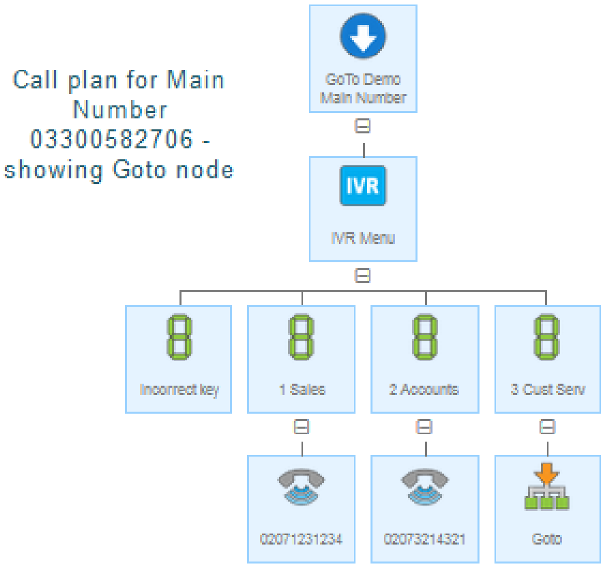
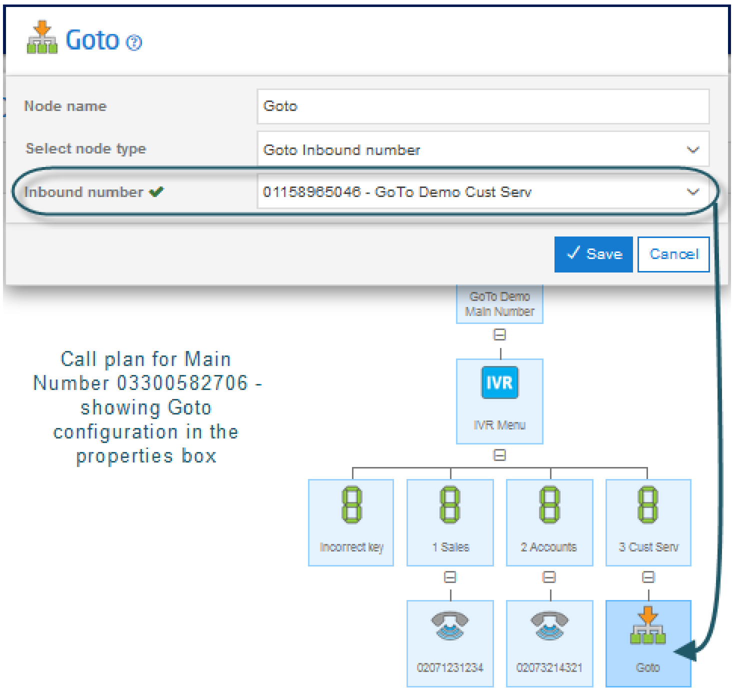


Figure 3 – Goto Routing Configuration



Goto (2) – GoTo Virtual Number

What does it do?

The Goto Virtual Number, provides the same functionality as the 'Dialable Number' except the Virtual Number is non dialable.

Why would you use it?

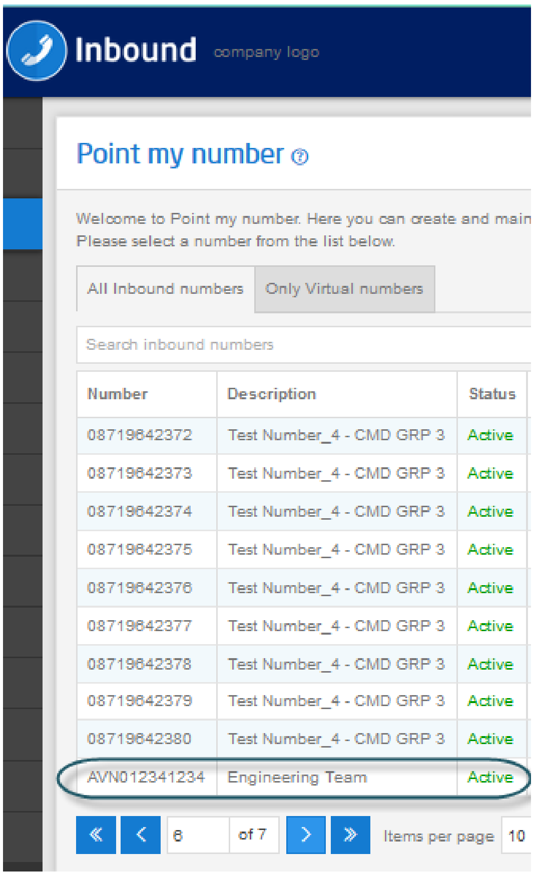
To manage sections of very complex plans, typically with multi-level IVR's for various sections of the business independently.

Typically it would be used where a team or department does not have their own published or direct number, so are only reachable from a main or other number, and this department has complex routing and/or has a requirement to frequently update or edit their plans. It allows the Inbound customer to segregate access from main or other numbers, and still have respective teams manage their specific routing plans.

Call Flow Example:

The call flow example could be the same as the Dialable Number, except the Inbound customer has to firstly create the Virtual Number. It should be noted that Virtual Numbers cannot be dialable so when creating Virtual Numbers the user is forced to start the number with a character. As in figure 4. Virtual Numbers are created on the Point my Number tab, under the Only Virtual Numbers section.

Figure 4 – Virtual Number example



Goto (3) – Goto Destination by Dialled Number

What does it do?

Again same functionality of Dialled and Virtual Numbers, except where the Inbound customer may want to have several Inbound numbers with Goto's to a single Dialable or Virtual Number, the Inbound customer can chose which final destination the caller should be routed to depending on what number the caller dialled.

Why would you use it?

Again to reduce repetition in configuring and managing multiple call plans with complex routing.

This functionality suits Inbound customers that operate multiple brands and needs the caller answered by the team that services each brand. Or customers that have a need to publish multiple numbers for advertising, and want callers routed to a specific destination based on the called number, but manage it all in a single plan.

Call Flow Example:

Firstly please note that, the Goto Destination based on Dialled Number is used in conjunction with the Alias feature (to group associated numbers together). Please refer to the specific documentation for further details on this feature.

Example: Customer X sells services under 4 brands; Standard, Red, Blue, and Green. They publish a different number for each brand, but the routing plan for each has the same config, but each brands customers are answered at different destination numbers.

Figure 5 shows the main call plan with a Goto on the Sales IVR option.

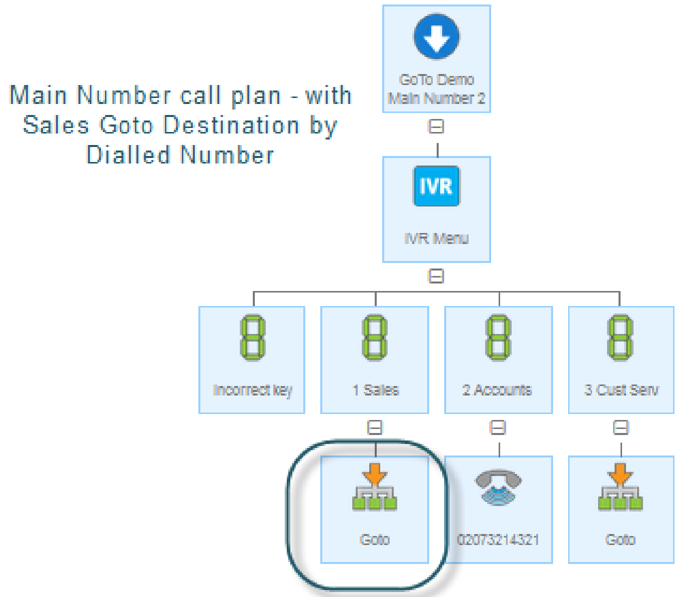


Figure 6 shows the Goto type as, Goto Destination by Dialled Number.

Figure 7 shows the Goto Management page, where you set up and manage Goto Groups (for mapping destinations to Inbound numbers)

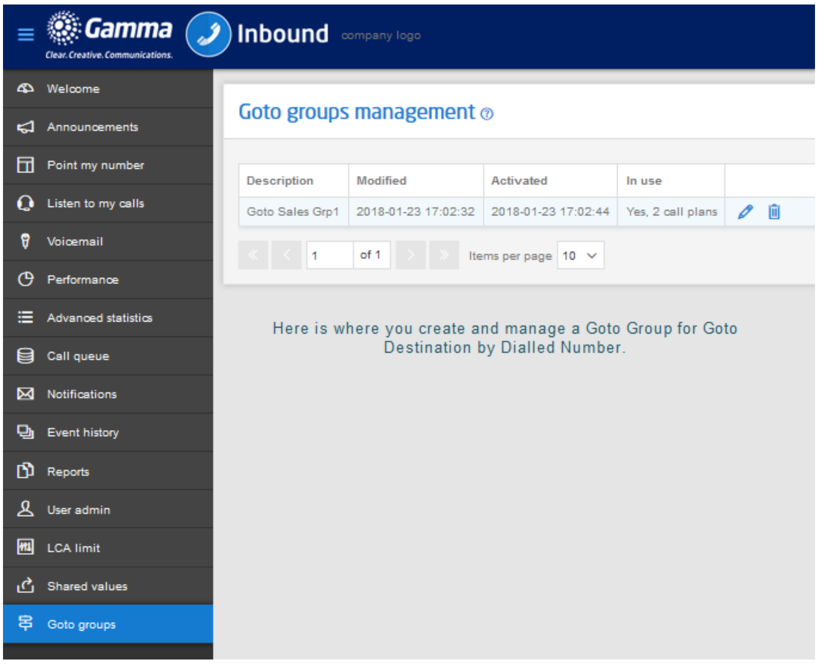
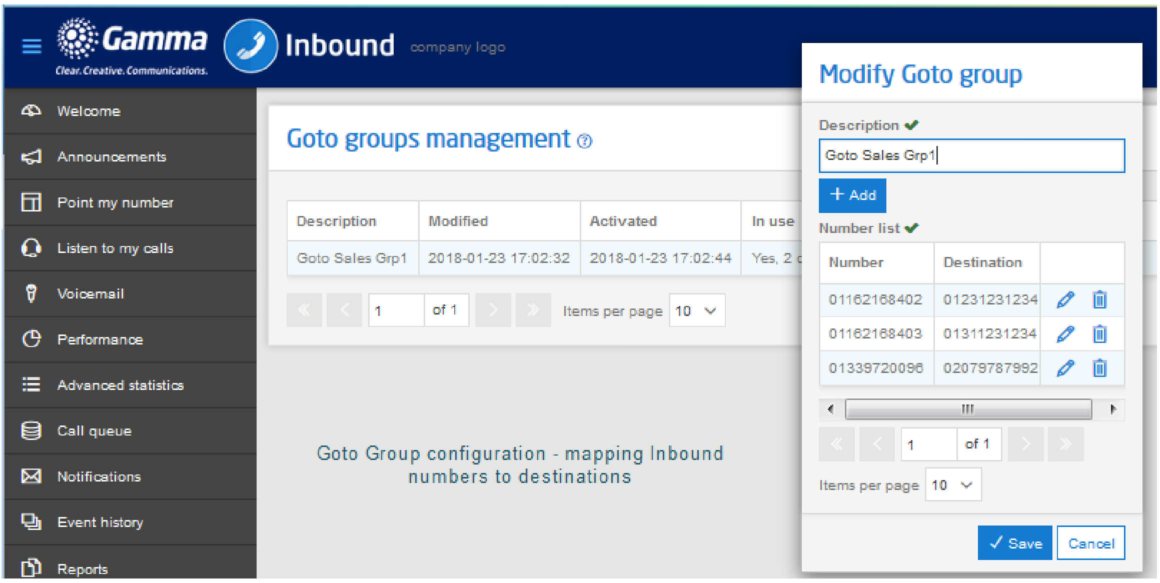


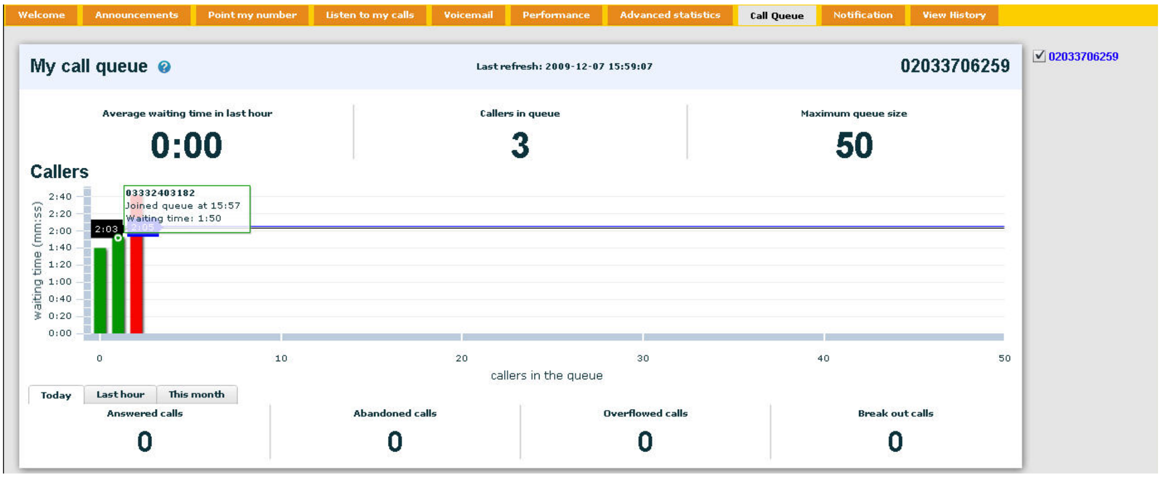
Figure 8 shows the mapped destinations



Call Queue

The call queue page is available to users subscribing to Contact Pro and is relevant to those utilising the call queuing feature within this Product. Where applicable, and where there is an active call queue in place, this page will display key statistics relating to the call queue, including abandoned /overflowed and queued calls. An automatic screen refresh is applied every 3 seconds, which makes this an ideal facility for wallboard projection in a contact centre and provides supervisors with the information they need to make informed decisions, thus improving customer service.

Figure 10: Live Call Queue display data

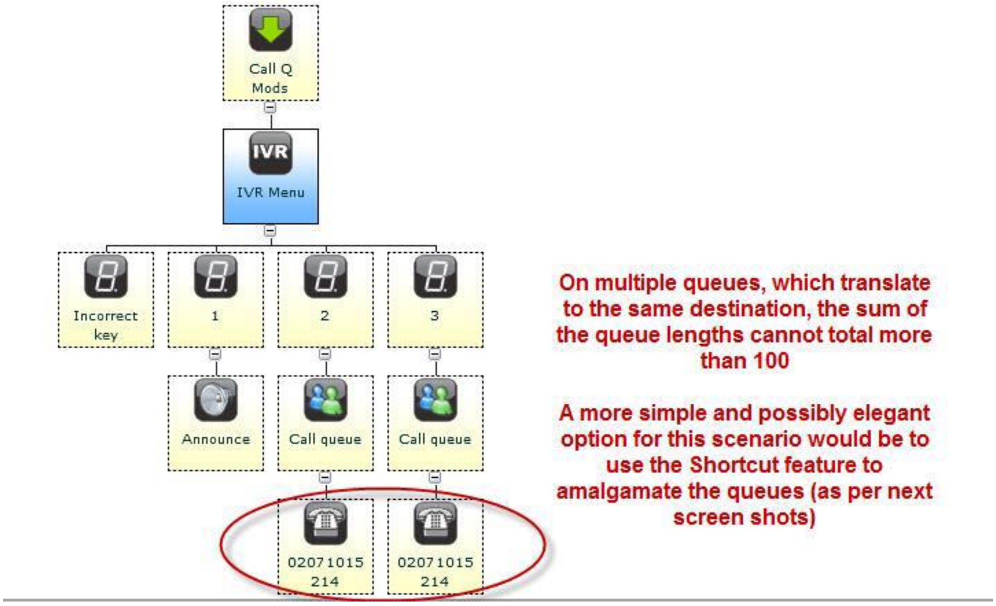


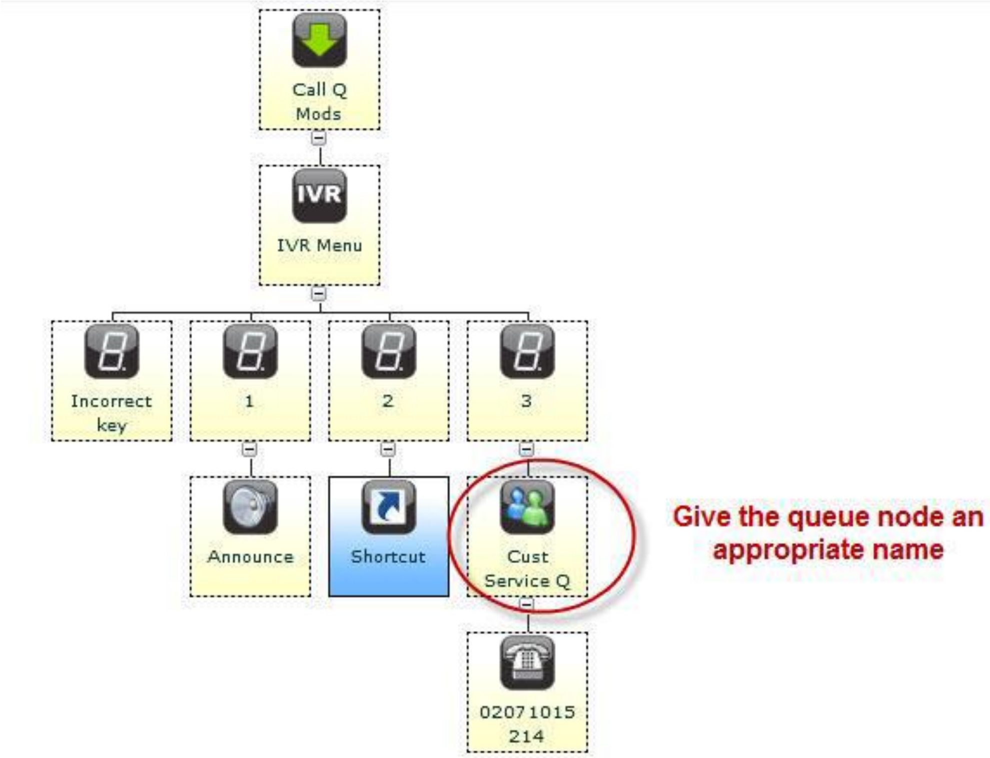
Please note: It is only possible to queue on to a single number and it is not possible to queue directly or indirectly on to multiple numbers, e.g. via a distribution control or IVR.

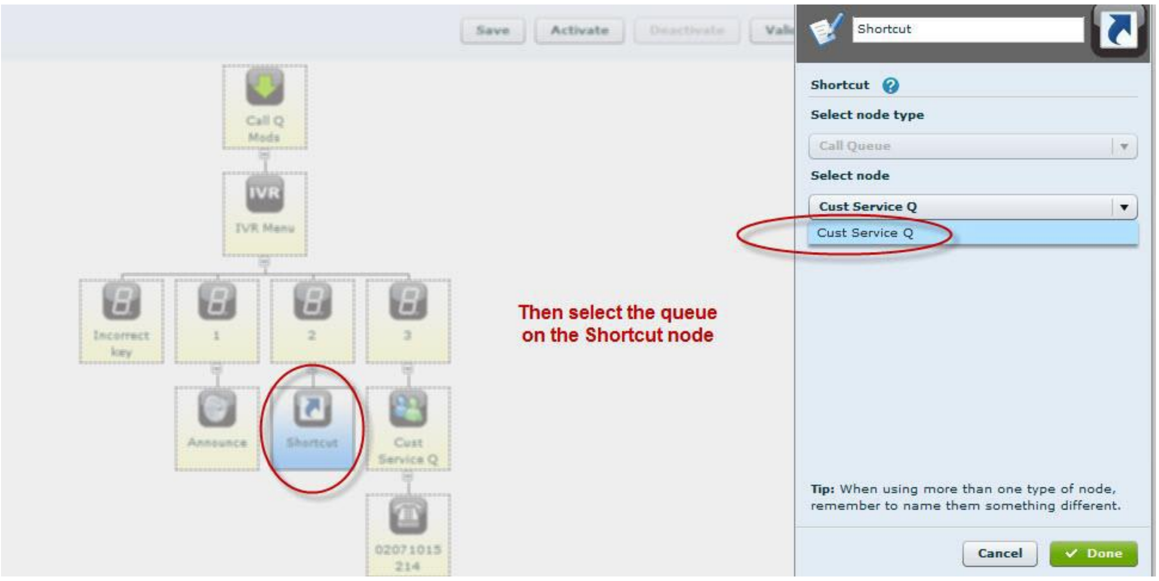
Where you have an Inbound number with multiple call queue controls defined, the Queue statistics page will show the statistics for the aggregate across all the queues in the Inbound call plan for that number.

The maximum queue size is 100 and the call queue statistics are refreshed approximately every 3 seconds.

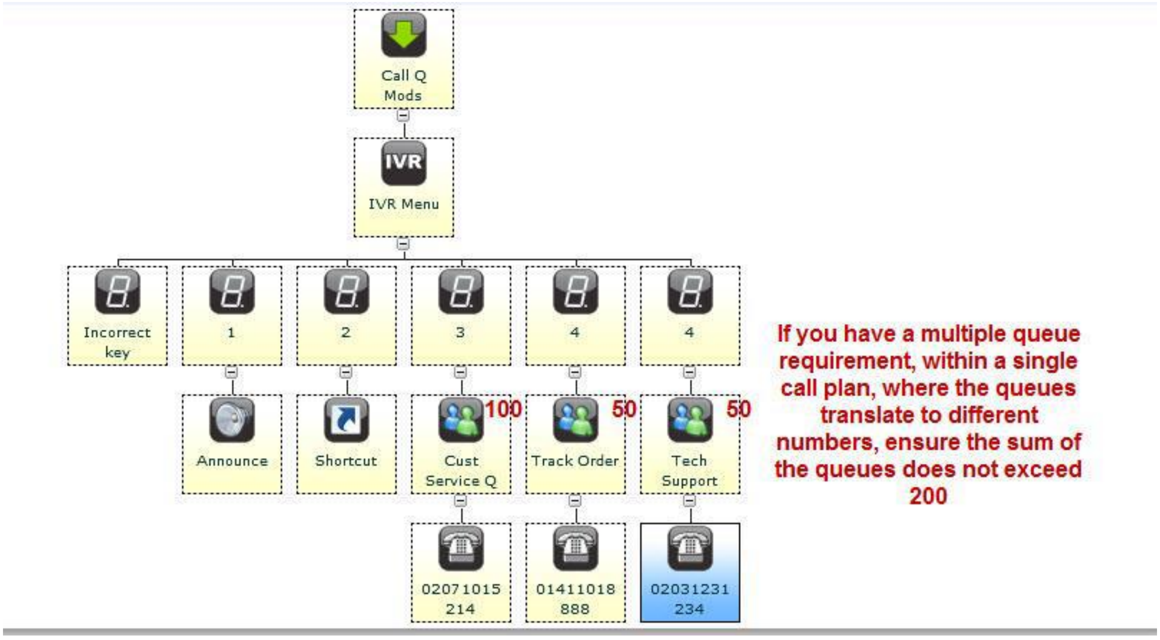
It is worth noting that the total number of callers in multiple call queues pointing to the same destination number is limited to a maximum of 100 callers and on a single call plan limited to a maximum of 200 callers.







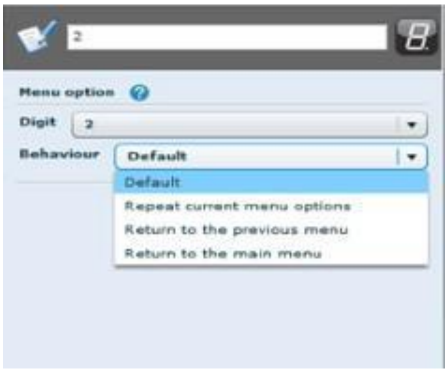
It is worth noting that the total number of callers in multiple call queues on a single call plan is limited to a maximum of 200 callers.



Interactive Voice Response (IVR)

Callers have the ability to press one designated key to return to a previous IVR menu or another key to return them to the main menu. There is also the option to have the current menu options repeated back to you again.

This feature is accessed on the 'Menu' node in the IVR feature. Firstly select a digit from the digit drop down list and then select one of the three options in the behaviour drop down list. If none of these options are required then the 'default' option should be selected.



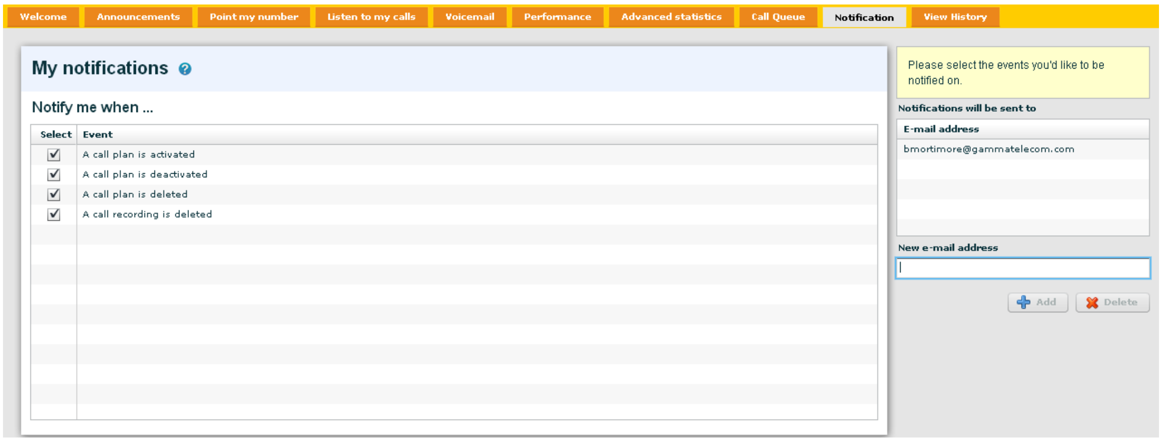
There is a maximum of 10 menu options on a given IVR Welcome message control.

There are no system limits on the number of nested IVR welcome message controls.

Notifications

This page enables users to create notification alerts to be sent to the specified recipient email when changes are made to the call plan which affects the call routing. It is a useful feature to generate awareness of a change in the set up; a new call plan is created, a call plan is deleted or an existing call plan is modified. The user can also create a notification which will be sent on deletion of a recorded call.

Figure 11: Notifications

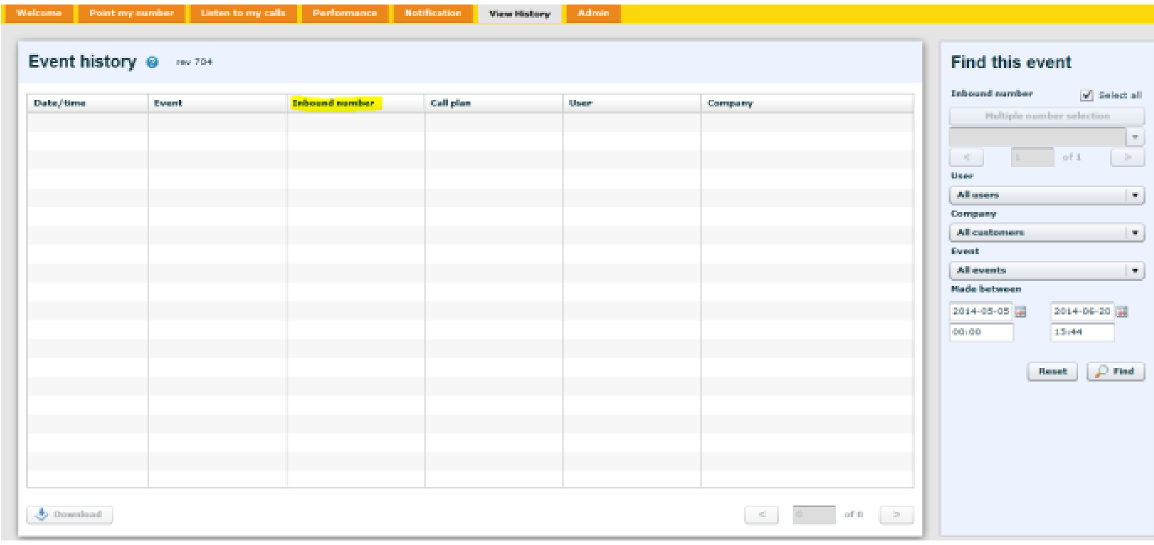


View History

The View History page is available to all subscribers and provides a useful audit trail with regard to changes that have been made to call plans, at which time and by whom they have been made. .

The system retains 6 months' worth of events before these are automatically deleted. The events captured include: - Call plan activation - Call plan deactivation - Call plan deletion - Call recording deletion

Figure 12: View History sample data



Inbound Call Recording

Recorded calls can be stored online for 1, 2, 3, 4, 5, 6 or 12 months after which time they will be automatically deleted.

Please note that:

- charges apply for online storage
- You can change the duration of the storage by contacting your Customer Development Manager.
- It is free of charge to locally download and store recorded calls
- Customers will continue to be billed for any call storage used, even if they unsubscribe from the call recording feature.
- Once deleted, calls cannot be retrieved.
- It can take up to 25 minutes for the call recording to appear in the Listen to my calls page and call recordings are not encrypted.
- Under no circumstances will we provide recorded call files on request – it is the responsibility of the customer to manage all access to CLI provisioning and downloads.
- Pause and resume functionality is available provided the feature is active on the call plan.
- It is the responsibility of the customer to ensure legal compliance with regard to the appropriate use of this feature.

Call Diverts

There is a system limit of 3 child levels of nesting on diverts and the call plan below illustrates this maximum level.

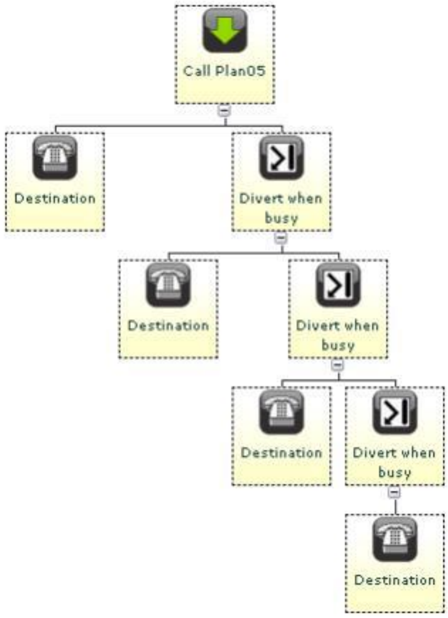


fig. 2

You can add all Inbound call controls to a Call Divert node, however please be aware that there are two exceptions:

1. This capability does not apply if the Divert node follows a Call Queue within the call plan

2. You cannot add an additional Divert node after the original one in the call flow as per normal Inbound rules

Call plans with active diverts

For call plans that have email notifications set up for missed call and also have call Divert active on the same destination (see fig 1), a 'missed call' notification will automatically be sent, even if the call is actually answered at the divert destination.

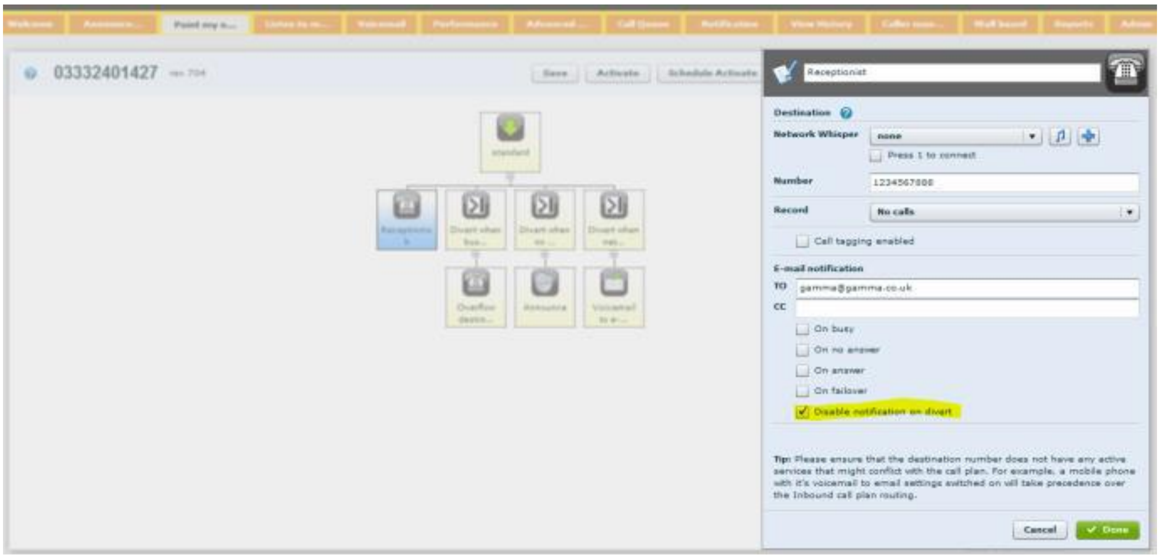
A user is able to disable the email notification on divert only (as per fig 2.) whilst still receiving missed call notifications if a caller hangs up on the first destination.

Divert on failover notifications

You can configure an email notification to be sent when a call is busy or if there is no answer and also receive an email notification when a call is automatically diverted due to a network failover.

When you create a destination node and add diverts to it, you will see a check box on the original destination node which will need to be ticked to receive the notification. The available options are:

- Busy
- No answer
- Answer
- Failover scenarios
- 'Disable notification on divert



When this is active and there is a network fault, rather than getting an email notification for every single call which fails, we have restricted the emails to one every 5 minutes, and consolidated the list of calls (which were diverted due to failover) into one list in each email. In this way you will not be inundated with emails should the worst happen and your inbound circuits fail.

Universal Divert Node

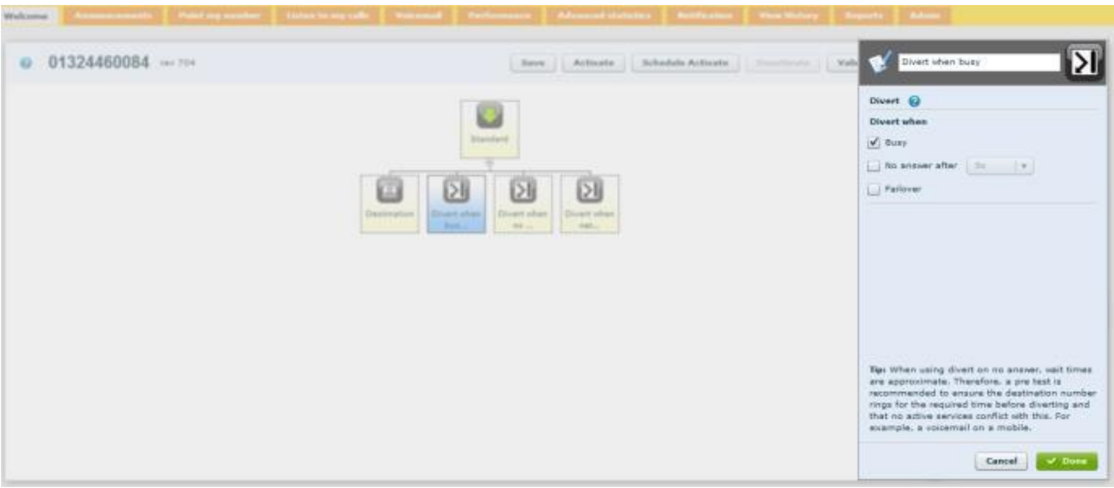
Customers can set different destination numbers for different divert scenarios so that a single node can be set up for all divert scenarios as opposed to configuring multiple call plan branches.

Go to Point my Numbers > Number > Call Plan > Select 'Destination' node > Select 'Divert Node'

Step 1: Add a divert node to a destination node. Inbound automatically adds 3 divert nodes for each divert scenario

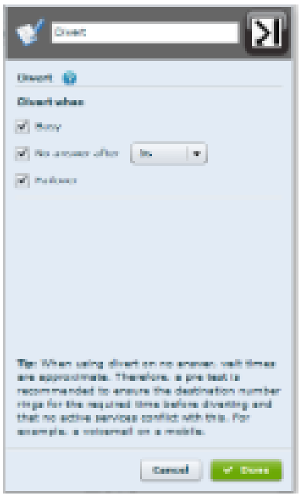
Step 2: Click any one of the divert nodes and check one or more of the 'Divert when' options which apply.

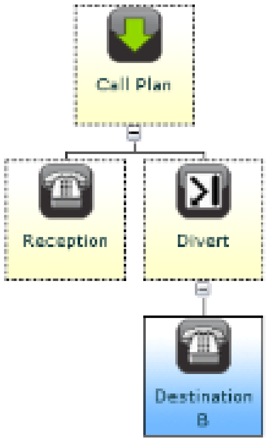
For example, checking all three options means this node applies to all options and there is no need for alternative divert node branches.



Step 3: the user can then easily specify a single destination (and other call plan nodes) for all divert types, without the need to copy and paste multiple nodes as was previously the case.

It is possible to delete those divert nodes that are no longer required





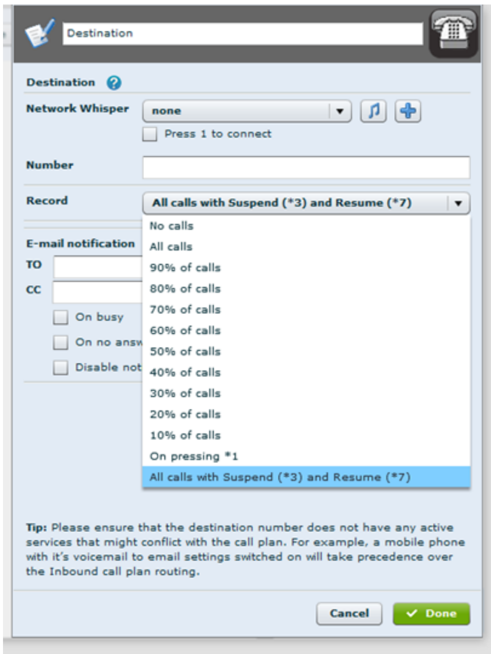
Call Whisper

When Call Whisper is activated on an Inbound destination number, there may be circumstances in which the caller's experience is influenced by the destination number type and any localised (non-Inbound) services that are active on it. For example; if the destination number is a mobile number, with a mobile (non-Inbound) voicemail enabled on busy/no answer, then this service may conflict with the call whisper resulting in the caller missing the first few seconds of the voicemail message (dependent on the duration of the call whisper).

In circumstances where the destination number is busy (with no localised voicemail enabled) the caller may sometimes experience a burst of ringing followed by a busy tone/generic busy announcement. Should this be undesirable to the customer, this can be avoided by the removal of call whisper from the destination number or the activation of the call waiting setting on the mobile.

Suspend and Resume Call Recording Feature

We recognise that customers are asking if the call recording feature complies with current PCI DSS rules.



PCI DSS states that an organisation taking credit card payments cannot store key credit card details on their system which can then be fraudulently accessed by internal employees or external parties. Therefore we are introducing one method to help customers adhere to these rules. Enabling a call agent to suspend and resume a call recording ensures that credit card numbers are not retained within the call recording. Though not 100% fool-proof, as it relies on manual human intervention, if adhered to properly it goes a long way to ensuring details are not kept on site.

How the feature works

Firstly the feature must be activated in an active call plan. This is done by selecting 'All Calls with Suspend (*3) and Resume (*7)' at the bottom of the drop down menu in the 'Record' field on a destination node in a call plan:

During the course of the call, when the agent asks the customer to give their credit card details the call agent will press *3 on their telephone key pad to suspend the recording. Once the details have been given, the call agent will then press *7 to resume the call recording.

Please note: All calls must be recorded for this feature to work

Each inbound call recording using suspend and resume is one single file still, but temporary suspension is removed from the recording therefore please note that there will be no silence during the paused section of the call recording.

If necessary the agent may need to make the caller aware verbally that the call recording will be temporarily suspended.

Please Note: Agent key press to suspend and resume inbound call recording will not include any audible confirmation that the recording has stopped or re-started.

No Agent feedback will be available on whether the change has been successful (e.g. any 'call recording enabled' / 'call recording disabled' audio)

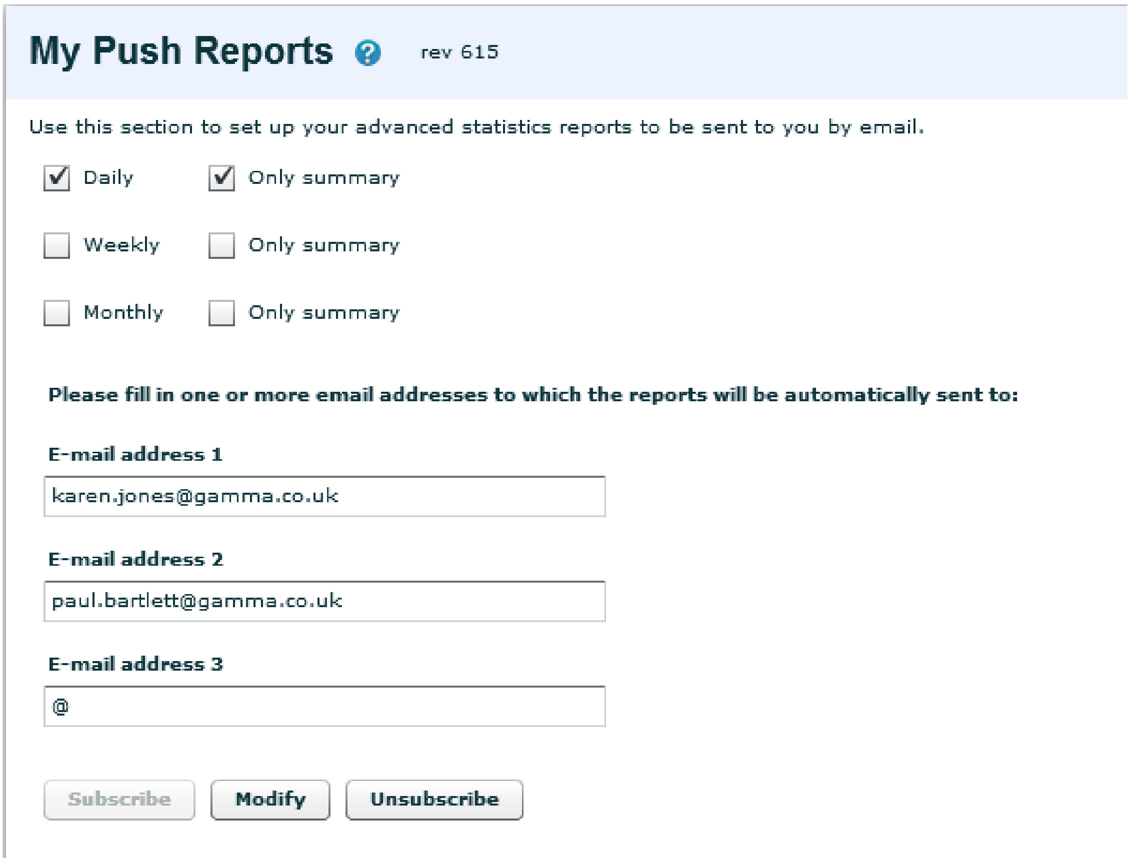
The only handset requirement is that they have the ability to press the * key.

Push email reports

The push email reports feature allows a customer to choose to receive daily, weekly and/or monthly emails with either individual call statistics, or an account summary per number. It allows up to three email addresses to receive the reports so that teams or individuals can:

- Monitor how many calls are being answered, unanswered, abandoned or engaged
- Generate custom reports on call trends
- Inbound Reports are available as an additional service which is charged per account.

- Access to the set up process will be via the ‘Reports’ tab and the customer will manage the storage of email generated reports. On the reports tab, the administrator is presented with a number of options.



Push report options

The format of the daily, weekly and monthly reports will be exactly the same is if the user had downloaded their advanced statistics information into a csv file from the Inbound portal.

The format of the summary report will show the following information in table format:

Inbound number

Description

Total Calls

Answered

Unanswered

Engaged

Abandoned

Minutes generated

Average duration (minutes)

Average time to answer (only if the call terminated in a proper destination number, not in IVR, announcement etc.)

A final sum of the relevant values (in the first column the total count of the numbers).

Inbound Number	Description	Answered	Unanswered	Engaged	Abandoned	Minutes generated	Average duration (mins)	Average time to answer (mins)
0800	Sales	43	3	7	2	12.34	0.45	0.05
0800	Service	12	2	4	5	4.45	1.02	0.12
Total	55	5	11	7	17.09			

Glossary

Average talk Time = average duration of the actual talk time excluding IVR, announcements, call queue etc.

Average duration = is always those greater than 0 secs. Those calls which did not get to a destination or voicemail will not appear as they will have no talk time

Time to answer = actual ringing time (no IVR, announcements etc. included) time to answer is stored in ms therefore it is rounded up to the nearest second. The time to answer includes any ringing time if the call has been diverted. For example, if there is a divert in the call plan and it rang for 10 seconds on the first destination and then rang for 4 seconds on the second, it counts as 14 seconds in the time to answer column.

Minutes generated = sum of all talk time

Answered, unanswered, engaged, abandoned = these terms refer to what the platform has ‘experienced’ and not what the caller or receiver has experienced – e.g. abandoned cannot mean that the receiver of a call has put the phone down as the platform will see that call as ‘answered’.

There will be an explanation note next to each option on the reports tab which states that each report will give information for the last day/ full week or full month, not including the current day (i.e. when the report is received).

The delivery time and day for the email to be received will be the first day after the report period i.e. the morning after the day before for daily, early Monday morning for the previous week and the first working day of the month for the previous month.

The report is delivered in CSV format and the email subject line should be: Inbound {daily, weekly, monthly} call report. The emails will be sent from ‘Inbound’ and will have no reference to Gamma or GBC.

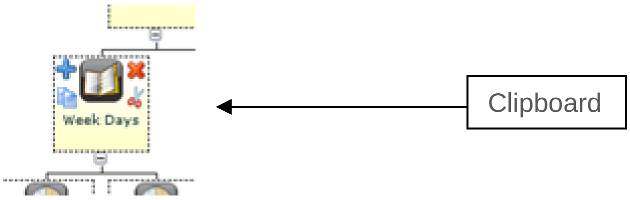
Please note: The reports will generate data on all the numbers within that account. If statistics are required for just one number, then the data in the CSV file will need to be filtered

If the daily, weekly or monthly fields only are selected, then the report will detail the full call details (like you would get in advanced statistics). If the daily summary only is selected, then the high level report will be provided, detailing the calls made per number on that account e.g. number of answered calls for that period, for those numbers. Summary reports will only start reporting on calls from the time when you requested the summary report to be emailed to you.

Copy and Paste Capability

For customers with very complex and multiple numbers of call plans, the copy and paste feature will help save a lot of time in making changes.

When you hover over a node in a call plan, you will see a number of icons:



To copy a piece of call plan, select the node from which you want to select the flow and click on the 'clipboard' icon. This will prompt you to then save that 'branch' of the call flow as a fragment file.

Now go to the node to which you want to add the fragment to and click on the + icon (Fig 1 and 2). You will be prompted with the clipboard, from which you can select the piece you want to add (Fig 3). Click 'add to node' and then you will see the replicated branch added to the call plan (Fig 4).

All normal validation rules will now apply.

Please Note: Copy paste works across call plans belonging to different numbers on the same account

The items on the clipboard are not persistent, so they will not be available after logout, or on close of the browser tab, or after a time out of inactivity whereby the user session expires

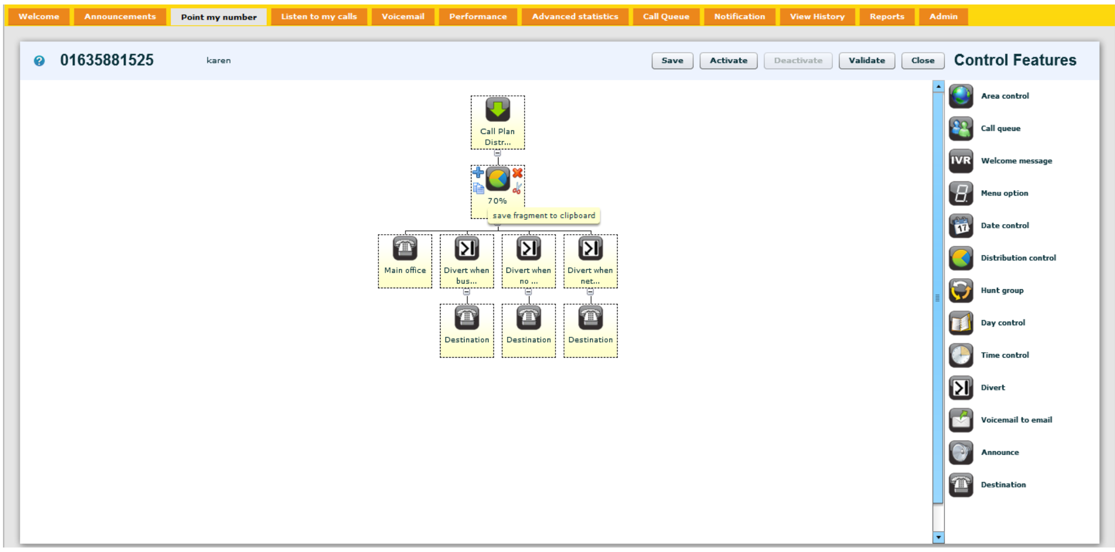


Fig 1

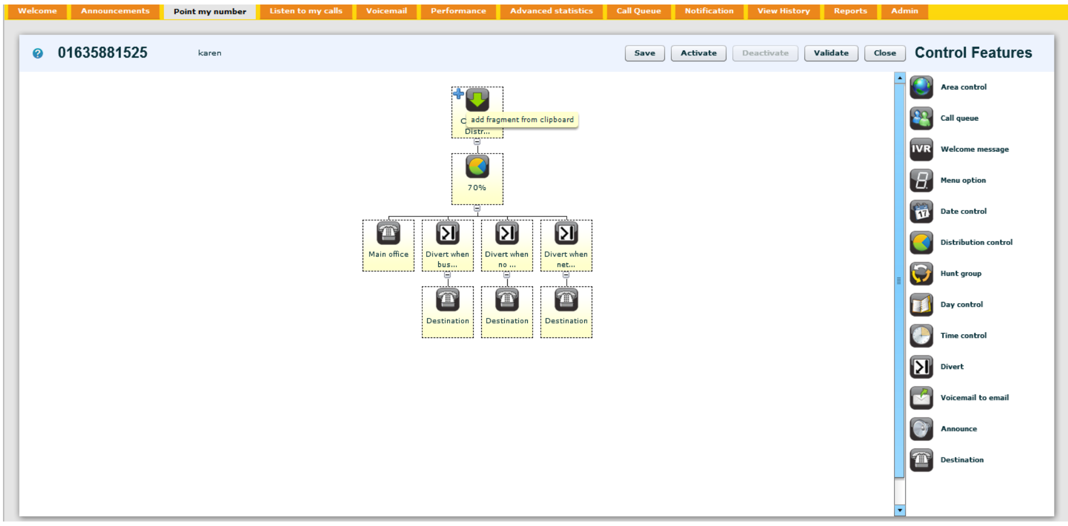


Fig 2

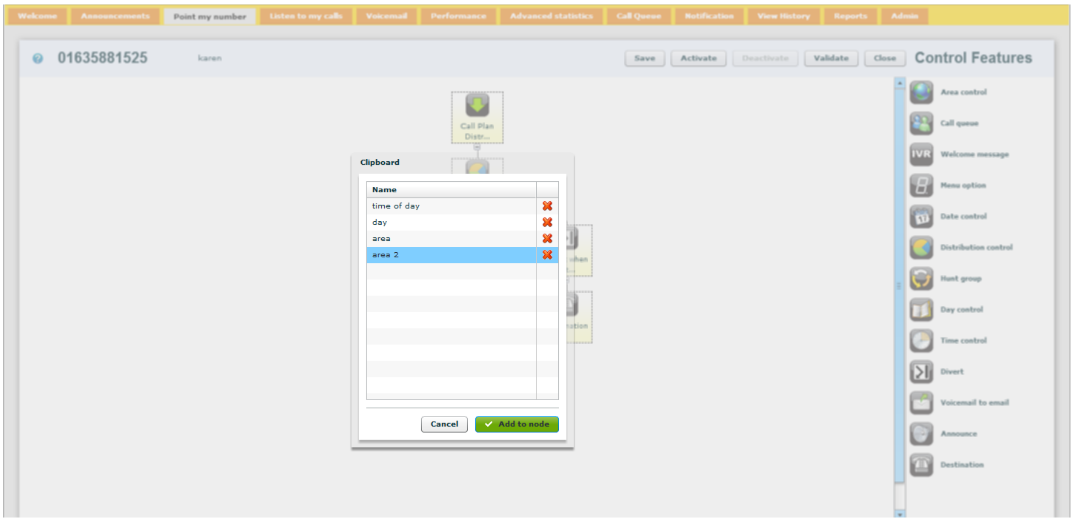


Fig 3

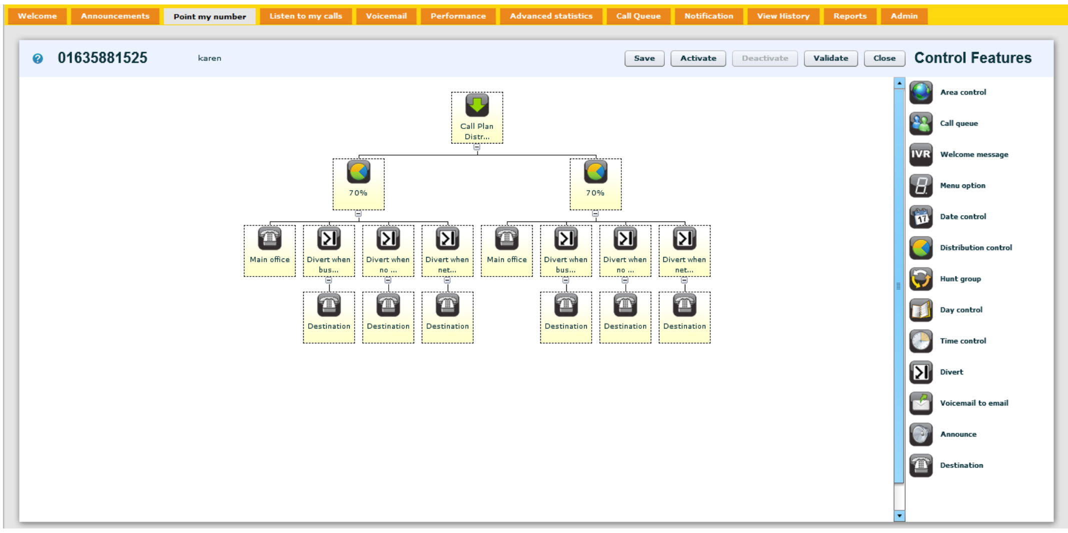


Fig 4

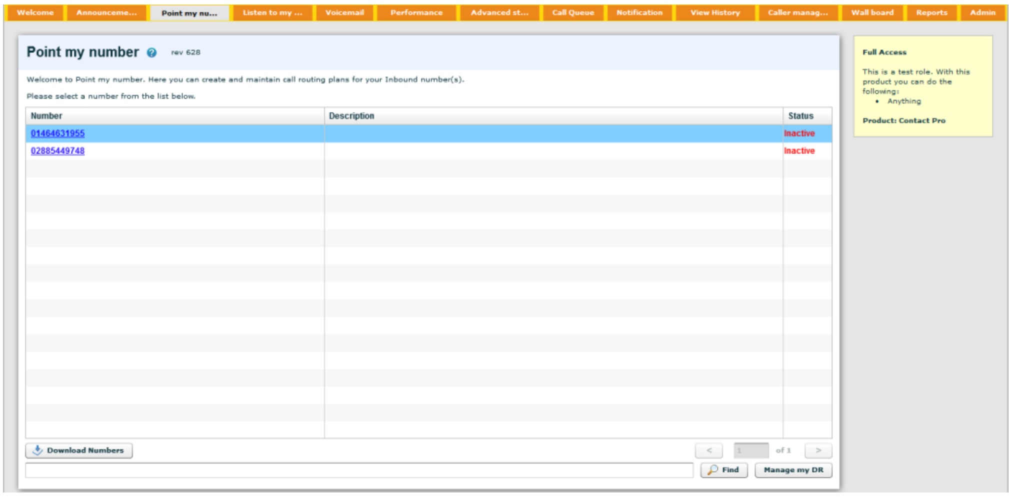
Download a list of Inbound and associated terminating numbers

A user can download, from the 'Point my Number' page, a list of the numbers they have in their Inbound account with their associated terminating numbers. There is a 'download numbers' button on the bottom right of the 'Point my number' page. By clicking this they will get a csv file with the following:

Column A: Inbound number

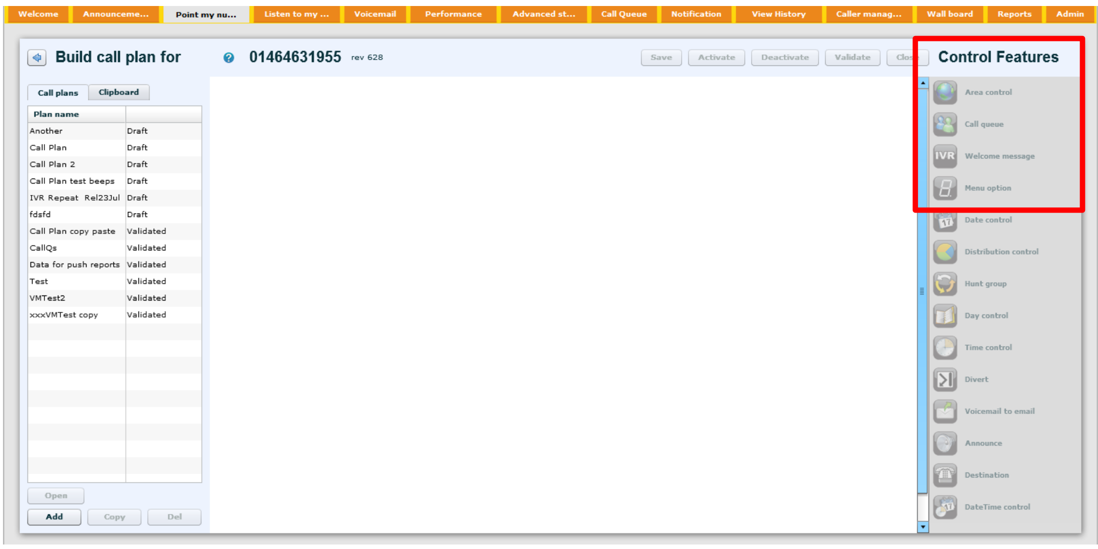
Column B: Primary destination number

Column C: Secondary destination numbers if call diverts are active



Password Change

Users will have the option to change their system generated password to something more memorable and secure. Users will be able to change their password at any point by clicking on the new 'change password' tab on the top banner of myinbound (see below). If the 'reset password' option is used on the login page, a new system generated temporary password will be sent to the user and they can then change it when they next log in.

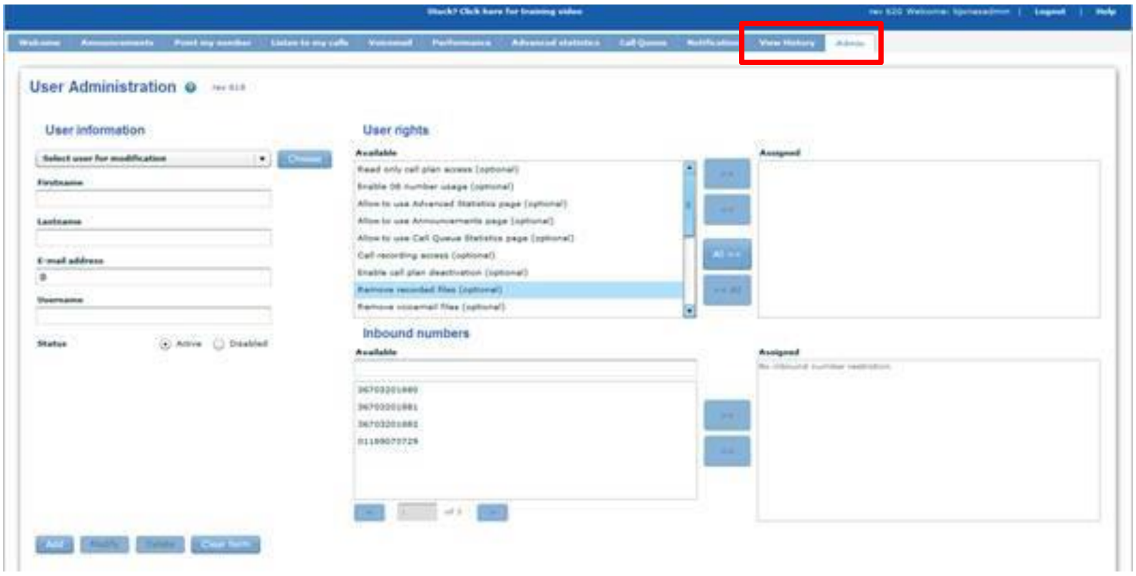


Please note for INBOUND APP USERS that if they change their password on the Inbound portal it will not be replicated on the Inbound app. They will still need their system password for this.

Administration Functionality

The Administrator functionality enables the owner of that account to add additional users and select which numbers and features they have access to.

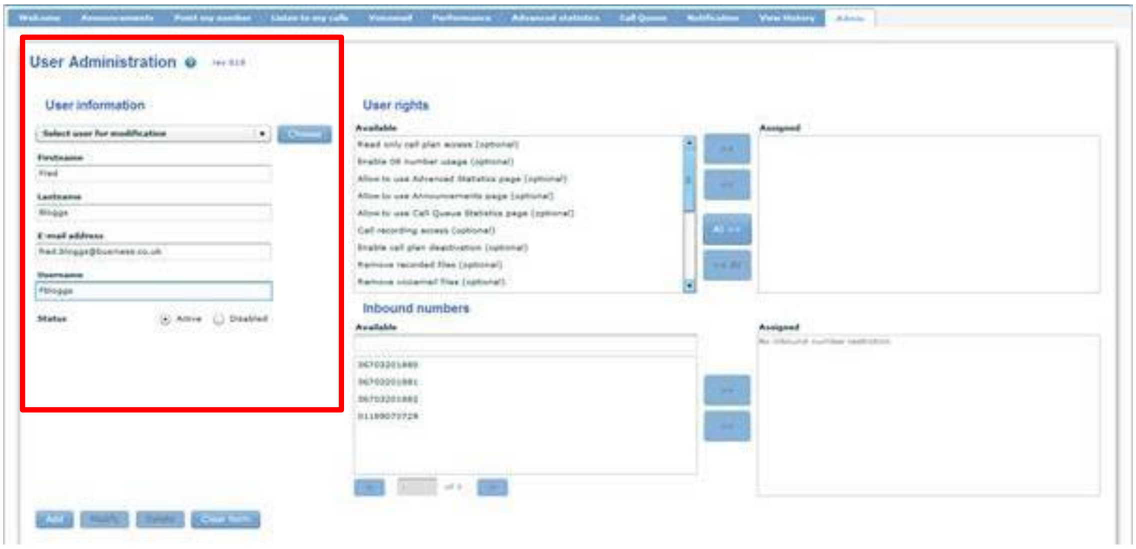
You will see the 'Admin' tab to the right of your current tabs on MyInbound.com.



Here you can add, suspend and delete additional users.

Step 1: Add a new user

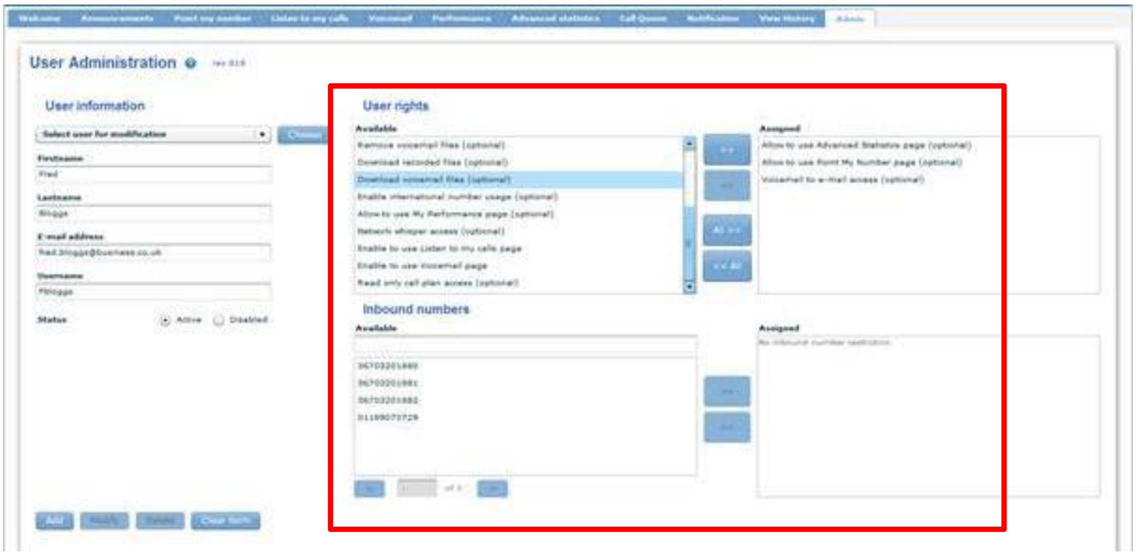
Complete the field on the left hand side of the screen with a first name, last name, email address and by creating a user name (best to use something memorable like first initial and surname).



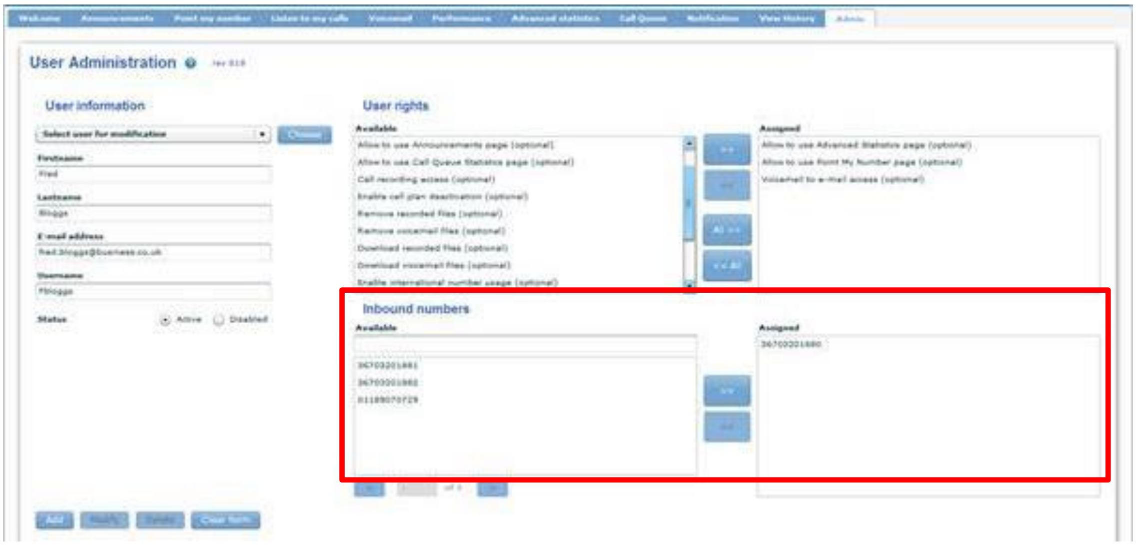
Step 2: Assign feature access and numbers

Now you need to build the profile of the user.

Choose the Inbound control features you want the user to have access to from the user rights 'available' box. Here you will see all the features the account has access to. Then click the forward facing arrow to assign them to the user.

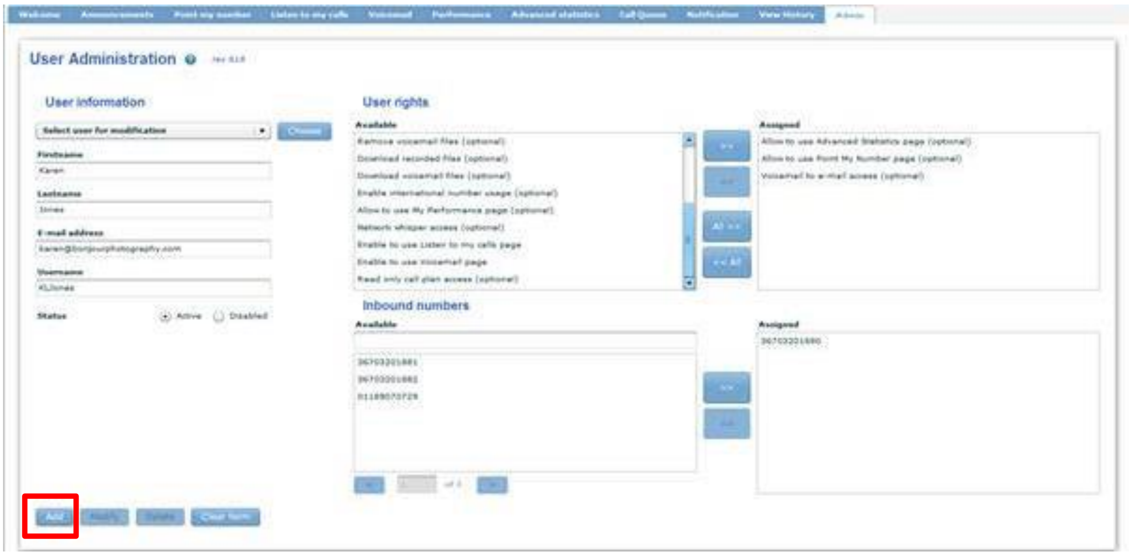


Now you can decide which numbers from the account that you want this particular user to be able to see by assigning them from the Inbound numbers 'available' box and clicking the forward arrow.



Step 3: Complete the profile

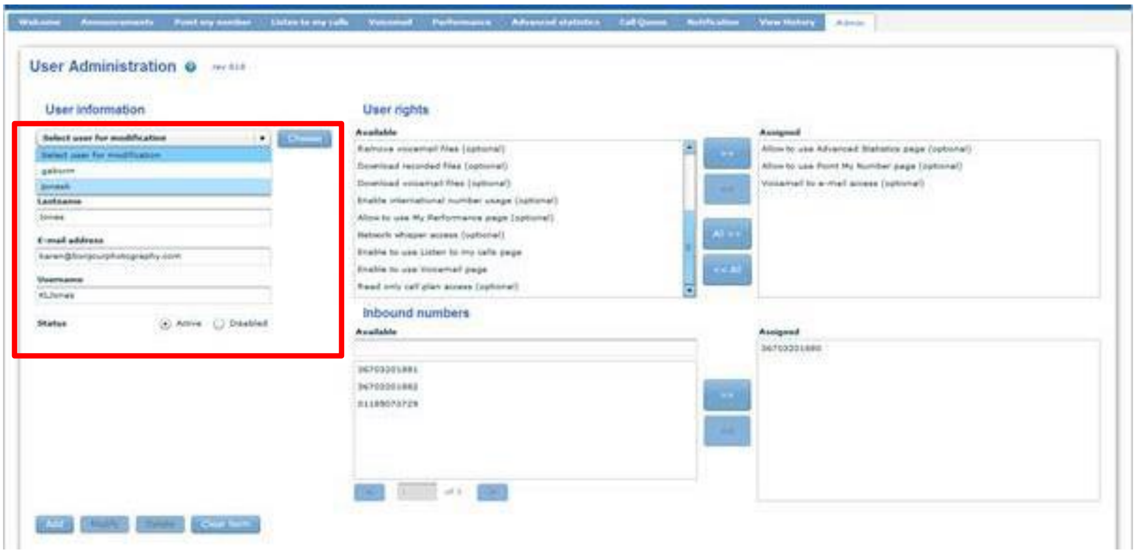
Once steps 1 and 2 have been done you need to click the add button in the bottom left hand of the screen. This will automatically create the new profile and email the user with their user name and a password.



The new user will then use their log in details to access myinbound.com.

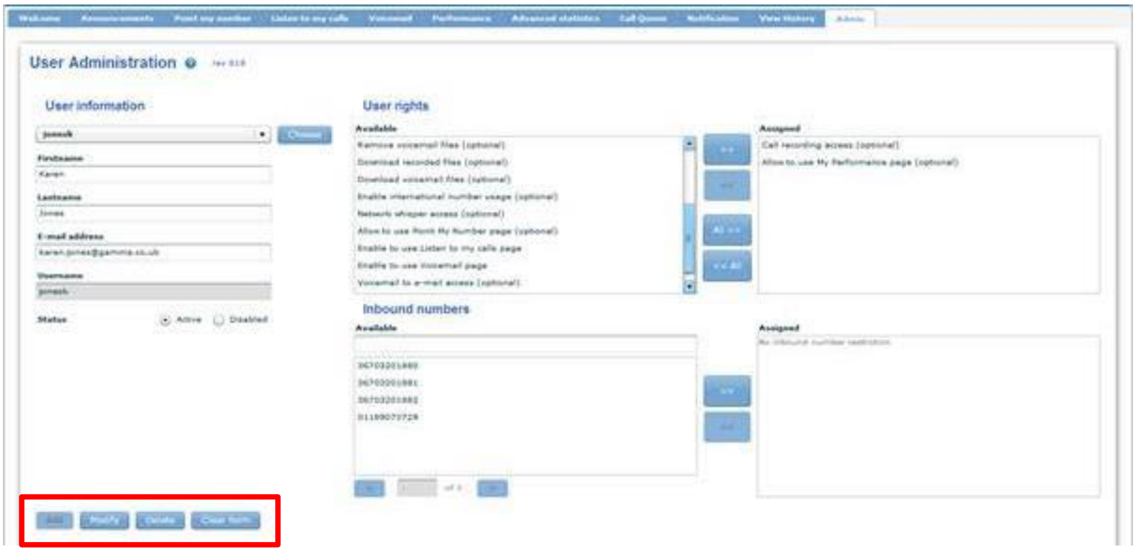
Step 4: Modify/disable and delete users

If you need to modify a user's profile you can do this by selecting their user name from the drop down menu under user information and clicking 'choose'. This will bring up their existing profile.

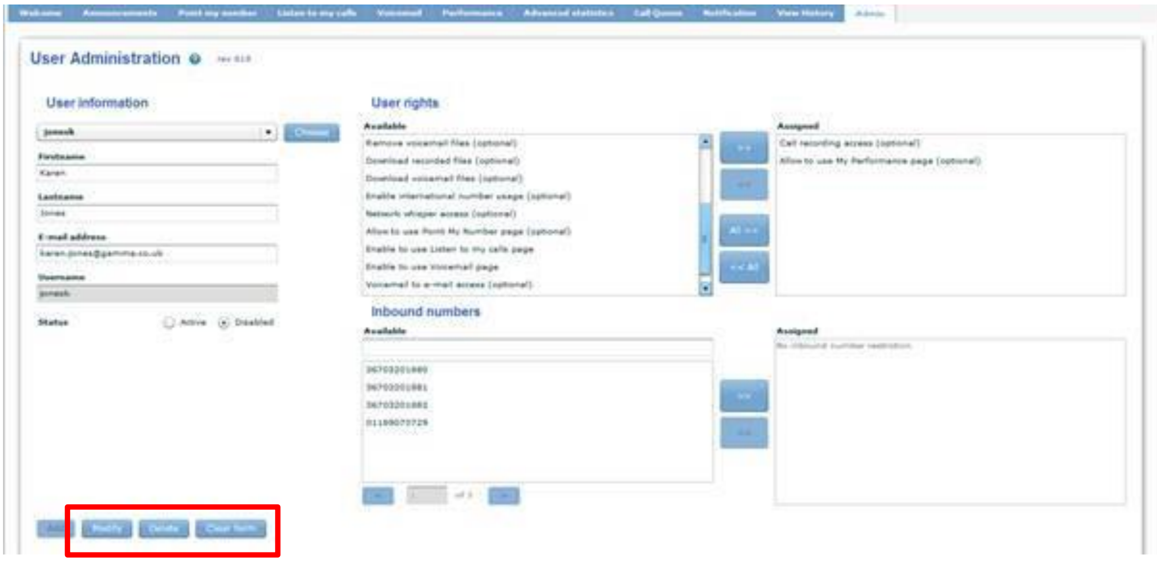


You can then add or de-select features and numbers from the selection boxes.

To complete the changes click the 'modify' button in the bottom left hand of the screen.

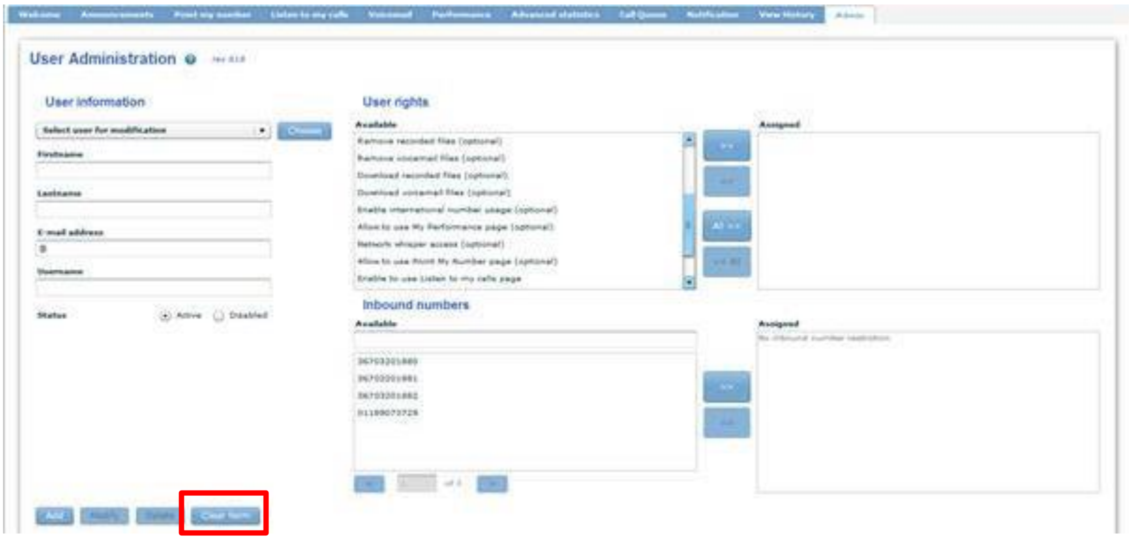


To disable a user (this retains the profile but blocks their access), again choose their profile from the drop down menu and then change their status from active to disabled and click the modify button.



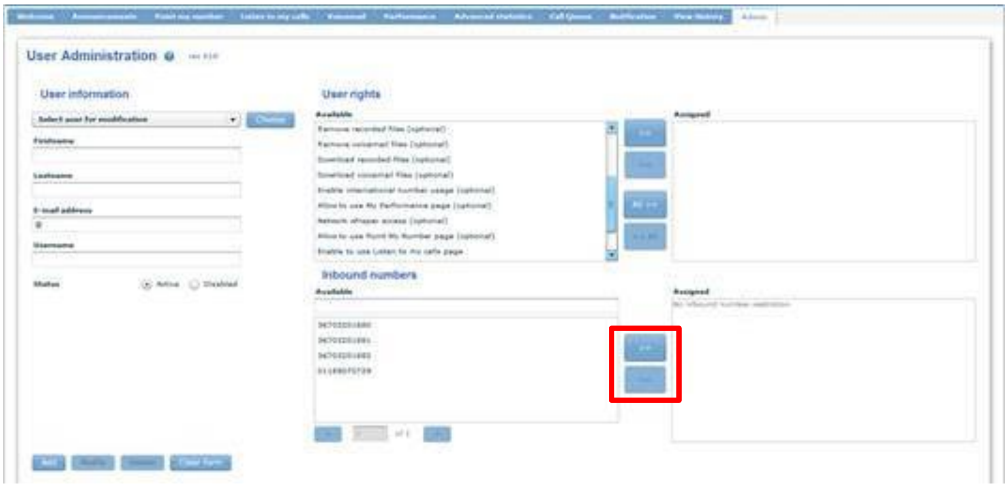
To delete a user, again select their profile and then click the delete button at the bottom of the screen.

The ‘clear form’ button takes you back to the admin tab ‘home’ screen without changing any user profiles in any way so that you can start creating a new profile or select an existing profile.



Please Note: If you choose to assign ‘Read only access’ to a user they will be able to view call plans on Point My Number but not activate, deactivate or edit them. Any other features assigned to them will be available, so for example if they had read only access, announcements and call recording, they would still be able to listen to call recordings and upload or delete announcements from the announcements page.

If you use the ‘All >>’ button in the user rights selection process this will include access to all features except read only access (otherwise they wouldn’t be able to add or edit call plans).



The names of the features in the user rights box are taken directly from the Inbound database hence the format: ‘Allow to use My Performance pages (optional)’.

The new users will not see the admin tab as this profile is non-transferrable.

It is possible to grant user permissions according to their role in using www.myinbound.com. The functions that the Administrator can grant/deny to the user are dependent on subscribed product/features for the relevant End Company account.

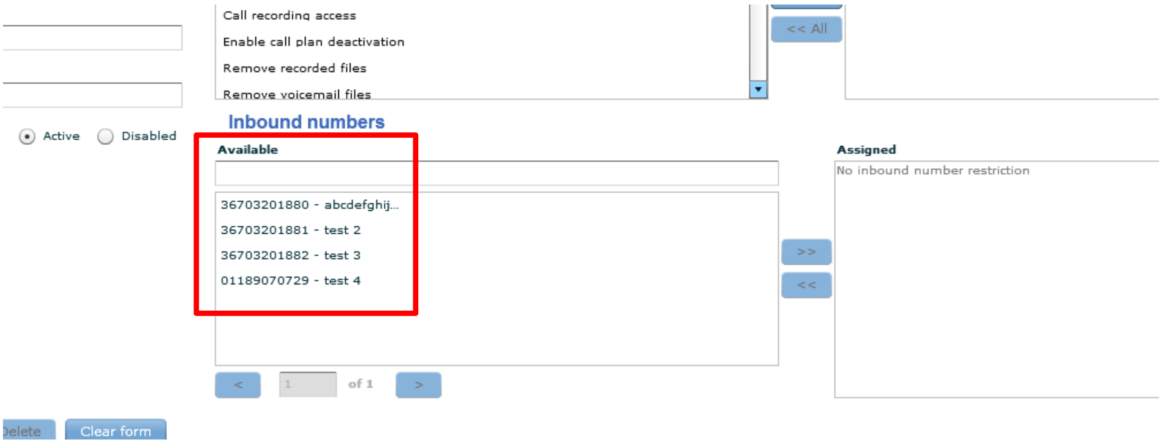
The full list of access rights are as follows:

- Read only call plan access
- Call recording access
- Enable users to use Listen to my calls page
- Download recorded files
- Remove recorded files
- Allow to use Advanced Statistics page
- Voicemail to email access
- Enable to use voicemail page
- Download voicemail files
- Remove voicemail files
- Enable 08 number usage
- Enable international number usage
- Network whisper access
- Allow to use point my number page
- Allow to use my performance page
- Enable call plan deactivation
- Allow to use announcements page
- Allow to use call queue statistics page
- Use copy and paste
- Allow to use push reports page

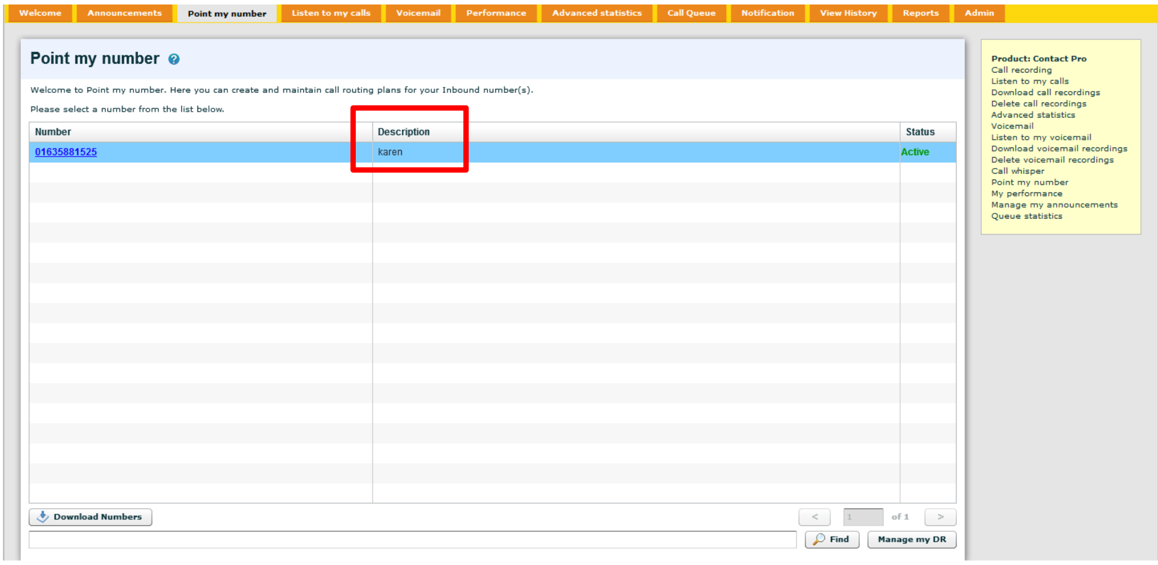
Each new user can be given access to some, or all features in the account, and also to some or all numbers within the account.

User profiles can be modified, disabled and deleted at any time.

We have added the description associated with a number to the list of numbers in the admin tab to make it easier to identify the numbers you want to assign:



To give a number a description, you click on the description field in the point my number page next to the number:



Digital Signatures for Call Recordings and Voicemails

In order to further enhance the security of call recordings and voicemails, the Inbound solution platform has the ability to add a secure digital signature to the call recording or voicemail mp3 files. The files can be downloaded by users from either the Inbound portal or via other existing supported methods for accessing Call Recordings (e.g. Horizon GUI, FTP, Amazon S3).

The application of the digital signature will automatically happen at the end of the audio file processing.

The addition of the Digital Signature, adds security to call recordings, by enhancing the checks applied to the recorded file. Post download, it is possible to check if the file has been modified in transit or by a user that has downloaded the file. If a user thinks that this may be the case, we can run a verification procedure to determine. Note the authenticity can be checked even in the case when the retention period of the Call Recording/Voice Mail is exceeded and the file no longer exists within the system.

The Digital Signature does not encrypt the content of the actual audio file. The file can be played back by anyone who would have access.

The assurity of the validity of the file is based on the Gamma network security and processes. In that process Gamma is a trusted party and its ISO 27K Security processes ensure that no employee can alter /change the files.

The recording, in mp3 format, is signed with the corresponding metadata (present in the same file) by the AudioConverter. Then the signature is written into a special field in the mp3 file's ID3v2 tag.

N.B. the metadata can be used for linking a call recording to call data stored in our Reporting system (should it be required).

On verification the signature is fetched and removed from the mp3. The remaining data in the file (which is equal to that before signing) is validated with the now fetched signature data.

Signing

- The act of signing generates the signature of the whole file (creates the md5 hash of the data then encrypts that with the private key)
- It writes into the ID3v2 tag (frame: TXXX/GAMMA_SIGNATURE) the following data:
- The generated signature
- The whole certificate (corresponding the private key used for signing) that could be used for verification method name of the hash function used by the signer
- The Unix timestamp of the signing

TXXX/GAMMA_SIGNATURE frame holds these as JSON encoded key-value pairs:

{"certificate":"-----BEGIN CERTIFICATE----- ..... -----END CERTIFICATE-----",

"digest":"md5",

"signature":base64_encoded_signature,

"timestamp":123456789}

Therefore the whole file is signed except the signature itself. So the private key and corresponding certificate should be present and configured on the AudioConverter machines.

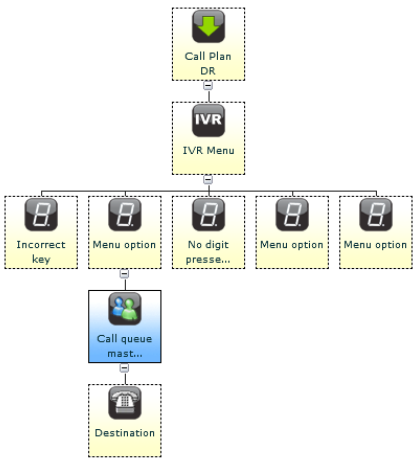
Verification

- Fetches and removes the TXXX/GAMMA_SIGNATURE frame from the ID3v2 tag, then parses it (it is crucial that the library used for this leaves everything else intact in the tag)
- We have a truncated mp3 at this point (Consider making a copy beforehand, the provided web interface will do it for you)
- The certificate (fetched from the mp3) is validated
- It is verified that it is among the stored certificates
- Then it verifies the truncated mp3 file (compares it to the fetched signature)

Shortcut node

The shortcut node helps users replicate the branch of a call queue within call plans where multiple queues are required, e.g. for an IVR.

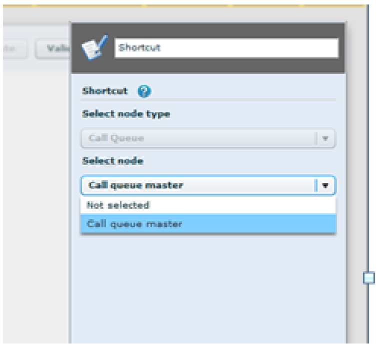
Create the first call queue as normal with the appropriate destination, queue size and announcements, and give it a memorable name (the example is called ‘Call queue master’) as you may wish to reference more than one queue in a plan and it makes it easier to identify the one you need:



Add the shortcut node to the second branch:

Double click on the shortcut node and choose the call queue to reference. In this case, 'call queue master'

You do not need to add a destination, or anything else after the shortcut node, because the node references everything that follows the call queue node that it is a short cut for.



Problems with viewing new functionality

If you have any issues in accessing myinbound.com following any product updates or development, it may be that you need to empty the browser cache on your computer.

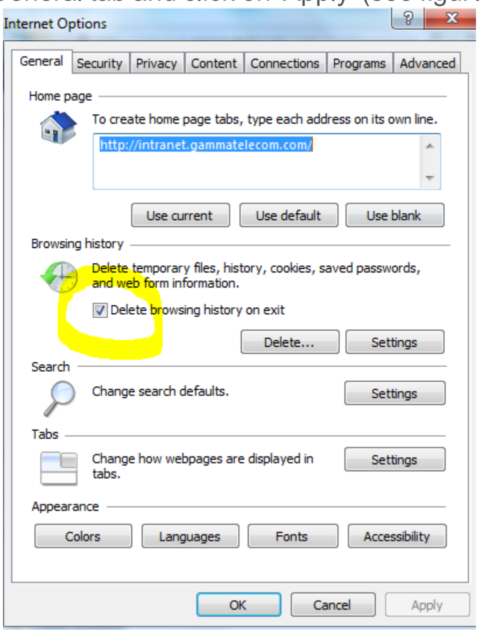
This can be done by following these simple steps:

• In your web browser choose 'internet options' from the tools tab on the far right of your browser.

• Next tick the 'delete browsing history on exit' box in the General tab and click on 'Apply' (see figure below)

• Exit your browser

• Re-open your browser and log in to your Inbound account. The changes should now be visible.



Inbound App

A software application (‘app’) has been developed for Inbound for use in conjunction with a smartphone or handheld mobile device. The Inbound App is an optional additional feature which is available to an Inbound account when they subscribe to Contact Point, Path or Pro in conjunction with Voicemail and Advanced Statistics. There is a fixed monthly charge per number for this service and the customer account must subscribed to these additional services in order to subscribe to the Inbound App.

The Inbound App represents a subset of the features available to the user at www.myinbound.com and App access is charged on a per Inbound number basis for those numbers for which the service has been provisioned.

Users are able to:

- Send all calls on specific (or all) Inbound number(s) to a specific destination number
- Send all calls on a specific (or all) Inbound number(s) to voicemail to email service (please note, default voicemail announcement will apply and email will include .mp3 file attachment of voicemail message)
- Send all calls on specific (or all) Inbound number(s) to a specific destination number with a divert on busy and no answer (10 second default wait time will apply) to try another destination number or divert to Inbound voicemail.
- Invoke a pre created (validated) call plan on specific (or all) Inbound number(s). This means that whilst the app. itself only provides a subset of the Inbound features, if a more complex call plan has been created and validated in advance at www.myinbound.com the app. can be used to activate this pre created plan.
- Access Inbound Performance call stats including: where are my callers/what are my call trends/how many customer calls are getting through/what are my busy hours.
- Access to Inbound call history (up to one week) including caller’s number/time/date/outcome of call

The mobile app will work on all major mobile operating systems i.e. Android, Apple, BlackBerry and Windows and also on tablets with these operating systems.

A separate user guides are available for the mobile app depending upon the mobile operating system.

Service Limitations

Please note the following service limitations:

the total number of destinations permitted in a hunt group is no more than 13

the total number of calls on any call plan is limited to 100.

the mobile App is not guaranteed to work on all smartphone devices and operating systems. On completion of the provisioning of the service, the user should perform a pre-test during the first 30 days to determine device/operating system compatibility

The download of the mobile app onto the mobile device is the responsibility of the user.

Management and security of usernames and passwords are the responsibility of the user and users are advised to use the 'logout' function after use of both the Inbound web portal and the mobile app.

dependent on the volume of Inbound numbers, the Change All function may result in extended time to process call plan edits or a system timeout message. In the event of a system timeout or queried call routing, the active call plan displayed at www.myinbound.com Point my Number will display the current call routing. It is also recommended that the user makes a test call to ensure call plan routing is as expected.