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From Bicom Systems Wiki

NOTE: Please be informed that **Ring Groups** are renamed to **Dial Groups**.

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Dial Groups



Dial Groups are used to group a number of UADs/Phones into one network Destination. Each Dial Group is assigned a network number which, once dialed, rings all Extensions assigned to the group.

- **Group Name**

Dial group Extension number
(E.g. Accounts)

(Display)

- **Group Number**

Dial group Extension number

Once a user dials this number, all destinations assigned to the Dial group will ring (e.g. 1111)

(Display)

- **Destinations**

Extension Numbers assigned to a Dial group

Once a Dial group number is dialed, all Destinations set here will ring at the same time (e.g. 1001, 1002, 1003...)

(Display)

- **Last Destination**

Last destination to be called if none of the Destination Extensions answer the call

(E.g. 1010)

(Display)

-  Edit

Edit the Dial group configuration

(Button)

-  Delete

Delete a Dial group from the system

(Button)

Add/Edit Dial Group



Clicking on the 'Add Dial Group' or 'Edit' button will open the following Dial group options:

- **Dial Group Name**

Set a Dial group name

(E.g. Set 'Accounts' here to create the same Dial group.)

([a-z][0-9])

▪ Dial Group Number

Set a number associated with the Dial group

(E.g. When this number is dialed, all Extensions associated with it will ring at the same time.)

([0-9])

▪ Destinations

Extension numbers of Rxtensions which you want to be associated with the Dial group

(E.g. Provide an extension list separated by commas here (e.g. 1001,1002,1003...). When a Dial group 'Extension' number is dialed, all extensions set here will ring at the same time.)

NOTE: If all destinations fail after 'timeout', 'Last Destination' will be called.

([0-9])

▪ Incoming Limit (per call)

If you have a scenario where call is sent from the current Dial group to the second one and the second one returns the same call back to first group, it will allow only this many loops.

(E.g. If this is set to 1 as it is by default, and the current Dial group sends the call to the next group (or any other object on the system), returning the same call from that object will not be permitted as same call can enter this group only once.)

NOTICE: system wide limitation for these 'loops' is 10.

Advanced Options

These options fine-tune Dial group settings with additional options



General

▪ Greeting

Greeting sound file played to callers when the Dial group is dialed

(E.g. By selecting 'greeting-default-attendant' any user that calls this Dial group will hear this sound file before all Dial group extensions are dialed.)

(Select box)

▪ Answer on undefined greeting

If this option is turned on, the Dial group will not answer until the proper greeting is selected.

(E.g. Yes, No, Not Set)

(Option button)

▪ Timeout Message

Sound file played to the caller if their call isn't answered by any of the Dial group extensions.

NOTE: Sound file must have 'announce-' name prefix (e.g. 'announce-unavailable') (E.g. John dials a Dial group 1000, but nobody answered his call. The sound file selected here will be played to John and then his call will be transferred to 'Last Destination' extension)

(Select box)

▪ Loops

How many times to dial all extensions again if nobody answers

(E.g. John dials a Dial group 1000, but nobody answers his call. If this option is set to '2', all extensions will be dialed one more time before transferring his call to 'Last Destination')

([0-9])

▪ Looping Mode

Define the looping mode for Dial groups by selecting one of the following options:

- **Per Extension:** an Extension rings *multiple* times before the next one starts ringing
- **Circular:** an Extension rings *one* time before the next one starts ringing

(Select box)

(E.g. The Dial group 1000 has three Extensions (101, 102, and 103).

a) First case scenario:

- Loops: set to 3
- Looping mode: set to 'Per Extension'
- Timeout (sec): set to '7'
- Ring Strategy: set to 'Round'

In this scenario, the Dial group will ring Extensions respectively and multiple times. This means that the Extension 101 will ring for 7 seconds, if the call is unanswered, the Dial group will ring again the Extension 101 for 7 seconds. If the call is left unanswered for the second and the third time, then the Dial group will ring the next Extension 102, and so on.

b) Second case scenario:

- Loops: set to 3
- Looping mode: set to 'Circular'
- Timeout (sec): set to '7'
- Ring Strategy: set to 'Round'

In this scenario, the Dial group will ring Extensions respectively and one time. This means that the Extension 101 will ring for 7 seconds, if the call is unanswered, the same will be repeated for 102 and 103. In that case, no one answered the call in the first loop, the call will enter a second loop and three Extensions will be dialed again in the same manner.)

▪ **Timeout (sec)**

How many seconds will all Dial group extensions ring before the call is considered unanswered

(E.g. If this option is set to 20 all extensions will ring for 20 seconds before the timeout occurs. Depending on what is set in 'Loop' field, all extensions will ring again or the call will be transferred to the 'Last Destination'.)

([0-9])

▪ **Force Dial Group Timeout**

If set to 'Yes', the Dial Group timeout will have priority over extensions timeout.

(E.g. Yes, No, Not Set)

▪ **Dial Options**

Additional call options assigned to a Dial group

(E.g. To play music to Dial group callers, set this field to 'm(\$CLASS)', where m = MOH class e.g. m('default'). Please check details on the bottom)

([a-z])

▪ **Store Unanswered CDRs**

An option to exclude unanswered CDR records from a report.

If the option is set to 'No' the following will change:

- The call was not answered/canceled: Instead of 2 generated CDRs per extension in the Dial group, only a single CDR will be stored.
- The call was answered: Instead of 2 generated CDRs per extension in Dial group, a

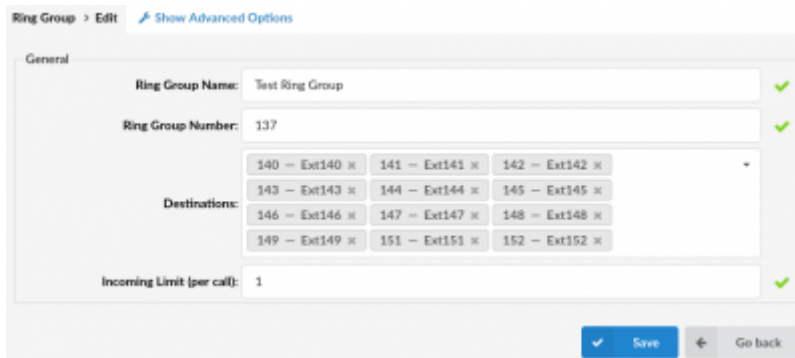
total of 2 CDRs will be generated (one for the call to the Dial group and one for the extension that answered).

▪ Ring Strategy

This option regulates how extension in the Dial Group will ring.
Available Options:

- All - ring all extensions in the group
- Leastrecent - ring extension with least answered calls
- Round - ring each available extension
- Round Memory - like round, except we remember where we left off the last ring pass

(Select box)



Ring Group > Edit [Show Advanced Options](#)

General

Ring Group Name: Test Ring Group ✓

Ring Group Number: 137 ✓

Destinations:

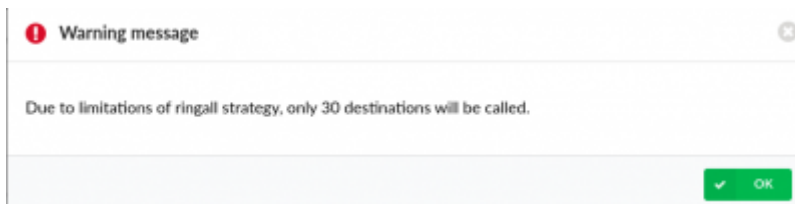
140 - Ext140 ✕	141 - Ext141 ✕	142 - Ext142 ✕
143 - Ext143 ✕	144 - Ext144 ✕	145 - Ext145 ✕
146 - Ext146 ✕	147 - Ext147 ✕	148 - Ext148 ✕
149 - Ext149 ✕	151 - Ext151 ✕	152 - Ext152 ✕

Incoming Limit (per call): 1 ✓

Save Go back

NOTE: In order to ensure the system's stability and prevent any potential issues from causing the malfunction, the default number of Extensions that may be dialed in a single Dial Group is set to 30. This number limitation is applied when the 'All' Ring Strategy is set.

Therefore, if there are more than 30 Extensions in a Dial Group with the 'All' Ring Strategy, upon saving the settings for that group, a warning message with the following information should appear: "Due to limitations of ringall strategy, only 30 Destinations will be called".



Warning message

Due to limitations of ringall strategy, only 30 destinations will be called.

OK

(E.g. A user creates a Dial Group with 35 Extensions and sets the Ring Strategy to 'All'. When s(he) tries to save the settings, a warning message appears as shown in the screenshot. A user is able to save the Dial group which has 35 Extensions, however, only the first 30 will be dialed in the chosen order. The warning message doesn't appear, if there are 30 Extensions or less.)

▪ Custom ringtone

Set a custom ringtone for the phones which are in this Dial group

TIP: More info can be found in: Call Filters & Blocking.

([0-9] [a-z])

▪ Replace Caller ID

Replaces the caller ID with the custom data provided here. This is used when you want all incoming calls to your Dial Group to have this value displayed as a caller ID information. Along with the custom data, you can use the '%CALLERID%' variable, which displays the calling party phone number.

NOTE: Please make sure you enter this information as it is written down, otherwise it will not work properly. (E.g. Providing a 'USDID' here, will display 'USDID' on your phone display, for all calls coming to this Dial Group. Providing 'USDID %CALLERID%', will display 'USDID 55510205' on your phone display, where 55510205 is calling party phone number).

NOTE: If custom data from previous NOTE does not work for you, try with this variable 'USDID<%CALLERIDNUM%>'

▪ Call Rating Extension

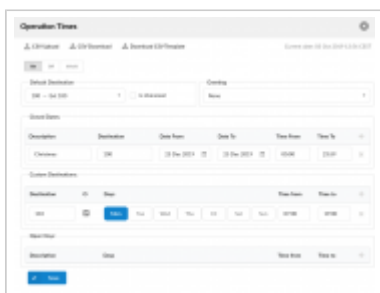
Setting the **Call Rating Extension** will result in it being used for the payment of all call expenses that are made from the Dial Group to its Destinations regardless of which Destination is being called. Charging only applies to the part of a call - from a Dial Group to its Destination. All call expenses are expected to be paid by the **Call Rating Extension**.

(E.g. A Dial Group is set to have two Extensions and an External number as Destinations as shown in the example screenshot (Ext.901, Ext.127, and '035200300'). The same Dial Group has another Extension '100 - Operator' set as a **Call Rating Extension**. When someone reaches the Dial Group, the call is being charged accordingly to the prices set in the Service plan used by the **Call Rating Extension**. If it is answered by the External number, that call will go through the Trunk and be charged accordingly.)

(Select box)

Operation Times

Set the system open/closed times. Depending on the time when the call is received, the call can be redirected to different PBXware destinations.



Buttons

▪ CSV Upload

Click on this button to upload Operation Times configuration from csv file
(Button)

▪ CSV Download

Click on this button to download Operation Times configuration to csv file
(Button)

▪ Enable operation times

(E.g. Yes, No, Inherit)
(Option buttons)

The Inherit option will allow administrators to simply put the Higher Level Operation Times settings back into effect if deemed necessary. Previously, when Operation Times were set, it could be either turned on or off, but it could not be reset to use the Operation Times rules set on the higher level (Server or Tenant).

Default Destination

▪ Default Destination

Default Destination to be dialed if none of the Dial group extensions answer the call
(E.g. John dials Dial group 1000, but nobody answers his call. Sound file selected under 'Announce' is played to John and his call is transferred to the extension number set here).
([0-9])

▪ Is Voicemail

Choose whether you want calls to be redirected to the Default Destination or Default Destination voicemail
(Checkbox)

Greeting

▪ Greeting

Greeting sound file played to callers during closed times
(E.g. greeting-***)
(Select box)

Options

- **Closed dates** Sets the specific date/s when all calls are redirected to the 'Default Destination'. If the 'Destination' field in the Closed dates is set, calls will not go to the 'Default Destination'

but to this number.

- **Custom Destinations:** Redirects all calls received during non-working hours (e.g. weekend) to the PBXware MT extension provided here.
- **Open dates:** Sets the working hours during which the DID is to redirect calls as set in the DID Add/Edit window. If any call is received during the hours not set here the call is redirected to 'Default Destination'.

Recording

- **Record Calls**



Enable call recording service

(E.g. Select 'Yes' to enable the service. All incoming/outgoing calls will be recorded. If using call recording with many extensions, check server disk space from time to time. Please see below for bit rates table).

(Option buttons)

- **Silent**

Set whether call recordings should be announced to parties in a conversation.

(E.g. If Silent=No, calling parties will hear a 'Recorded' or 'This call is recorded' message before their conversation starts)

(Options buttons)

Disk Space Used By Call Recording

With continuous tone for 60 seconds

- wav49 = 84.5kb
- wav = 833.0kb
- gsm = 85.0kb

With continuous silent tone (without sound) for 60 seconds

- wav49 = 84.0kb
- wav = 827.0kb
- gsm = 84.0kb

Exit Digit

- **Exit Digit**



Exit digits that transfers the call to the 'Exit Destination'

(E.g. John dials Dial group 1000. While all extensions are ringing, John presses the 'Exit digit' set here (e.g. 9) and his call is transferred to the 'Exit Destination').

([0-9])

▪ Exit Destination

PBXware MT extension to which the call is transferred once the user dials the 'Exit Digit' (E.g. John dials Dial group 1000. While all extensions are ringing, John presses the 'Exit Digit' and his call is transferred to the 'Exit Destination' provided here (e.g. 2001)) ([0-9])

NOTE: A drop-down option is now available for this selection (5.4 update).

Last Destination

▪ Last Destination

A screenshot of a software configuration window. The title bar reads 'Last Destination is not set'. Below the title bar, there is a text input field containing the number '2001'. To the right of the input field, there is a small 'Reset' button.

Last destination to be dialed if none of the Dial group extensions answer the call. (E.g. John dials Dial group 1000, but nobody answers his call. Sound file selected under 'Announce' is played to John and his call is transferred to the extension number set here). ([0-9])

▪ Last Destination is voicemail

Choose whether you want calls to be redirected to the Last Destination (some other extension) or you want to set the voicemail as a last destination. (e.g. Yes, No, Not Set) (Option buttons)

Incoming Call Confirmation

▪ Confirm Calls

A screenshot of a software configuration window. The title bar reads 'Confirm Calls'. Below the title bar, there are two dropdown menus. The first dropdown menu is labeled 'Confirm Calls' and the second is labeled 'Call Answered Message'. Both dropdown menus have a 'Please select...' placeholder text.

Choose whether the called number in the Dial group list should be asked to accept or refuse the call from the Dial group. (E.g. Yes, No, Not Set) (Option buttons)

▪ Confirmation Message

Choose whether to play system default or some custom added sound asking if you want to answer or reject the call.

NOTE: All sound files for this option should start with 'rg-announce') (Select box)

▪ Call Answered Message

Choose whether to play system default or custom sound file which is presented to the user when he accepts the call from a Dial group, but the call has already been answered by someone else.

NOTE: All sound files for this option should start with 'rg-late-announce')
(Select box)

Enhanced Ring Groups (ERG)



Enhanced Ring Groups (ERG) are more advanced Ring groups into PBXware that offer basic queueing functions. They are reusing Queues with members to achieve better business intelligence. New reporting systems were implemented together with leading options for a better reporting experience.

- **Name**

ERG name
(E.g. Patience)
(Display)

- **Number**

ERG number
(E.g. 1001)
(Display)

- **Strategy**


ERG strategy
(E.g. ringall)
(Display)

- **Members**

Number of ERG members
(E.g. 5)
(Display)

-  Edits the ERG configuration

(E.g. Click to edit ERG configuration)
(Button)

-  Deletes an ERG from the system

(E.g. Click to delete an ERG from the system)
(Button)

Search

Search is by default performed by Name and Number

- **Search:**

Search phrase

(E.g. Provide a search phrase here and hit enter to filter the records)

([a-z][0-9])

Add/Edit ERG

- **ERG Name:**



The screenshot shows a web form for configuring an ERG. It has two tabs: 'General' and 'Members'. The 'General' tab is active and contains several fields: 'ERG Name' (text input), 'ERG Number' (text input), 'Max Waiting Callers' (text input), 'Ring to Answer' (text input), 'Record ERG Calls' (checkbox), and 'Hide on Mobile Devices' (checkbox). There are green checkmarks next to the 'ERG Name', 'ERG Number', and 'Max Waiting Callers' fields. At the bottom right of the form, there are 'Save' and 'Go Back' buttons.

Set an ERG name

(E.g. Provide a unique ERG name here)

([a-z][0-9])

- **ERG Number:**

Set an ERG number

(E.g. This number is to be dialed in order to access the ERG.)

([0-9])

- **Max Waiting Callers:**

Maximum number of callers allowed to wait in a ERG at the same time. This number should be set in accordance with the number of members answering the ERG calls (E.g. If this field is set to 4, only 4 callers will be allowed to enter the ERG. If caller number 5 tries to enter the ERG he will be transferred to <%PRODUCT%> 'Redirect Extension' number).

([0-9])

- **Ring to Answer:**

How many rings will be played to a caller before call enters the ERG.

Set this value to 0 if you would like calls to hear ERG music on hold as soon as call is connected.

(E.g. 5)

([0-9])

▪ Record ERG Calls

Set whether to record ERG calls or not
(E.g. 'Yes')
(Select box)

NOTE: In order to record calls with ERG, this option has to be set to **'Yes'**. There is no inheritance applied in this case.

▪ Wake up Mobile Devices

Select whether ERG should wake up mobile devices that are asleep or not
(E.g. 'Yes')
(Select box)

▪ Members

Opens up a screen and add/manage ERG members
(E.g. Click on the button to manage ERG members)
(Button)

Members



Clicking the 'Members' button opens the 'Members' pop-up window where users can select one or more Members and add them to the ERG group.



Click this button to add selected Members (button)

There is a table which shows ERG members with the following details:

▪ Name

Members' name
(E.g. Sales 1)
([0-9][a-z])

▪ **Number**

Number of the Extension on the system
(E.g. 1001)
([0-9])

▪ **Penalty**

This value can be set per member, so the system can decide which priority to use when sending calls to members
(E.g. Set values between 0 and 10 where 0 is the highest priority and 10 is the lowest priority. If the strategy is defined as 'ringall', then only those available members with the lowest priorities will ring.).
([0-10])


NOTE: If the Extension does not pick up it will not automatically go to the next Extension. It will keep ringing until it is picked up. It will only go to the next extension if the current extension is either busy or unavailable.


▪ **Type**

Member type
(E.g. SIP)
(Display)

▪ **Search**

Search ERG members
(E.g. Provide a search phrase here to filter the records)
([a-z][0-9])

Move up  Move an ERG member one place up on the list

Move down  Move an ERG member one place down on the list

Remove member  Remove an ERG from the list

Advanced Options

General

▪ **Music On Hold:**



Select MOH(Music On Hold) class name. All sound files belonging to this MOH class will be played to users in ERG
 (E.g. User A enters the ERG. After the greeting message is heard, all sound files belonging to selected MOH class are played in the background)
 (Select box)

▪ **Replace CallerID:**

Replace the caller id with the custom value
 (E.g. Type 'Lobby - %CALLERID%' to display the caller id information as 'Lobby - 5552879' where 5552879 is the actual number calling in)
 ([a-z][0-9])

▪ **Language:**

Define custom language for all sound files played by the ERG
 (E.g. To play Spanish sound files to all users waiting in the ERG, type 'es' here. NOTE: PBXware MT comes with English sound files by default. To install sound files in other languages, please see ' Settings: Protocols: Sip: Language' for more information)
 ([a-z])

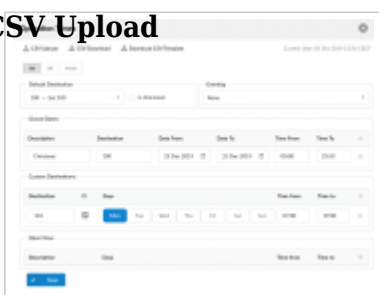
▪ **ERG URL:**

Send the following URL to Member's softphone, if it supports that option, and the softphone can open that URL so the Member can see callers additional info if available. This option must be supported by softphone for it to be used.
 (E.g. Additional info on ERG URL field can be obtained here)
 ([a-z][0-9])

Operation Times

Set the ERG open/closed times. Depending on the time when call is received, the call can be redirected to different PBXware destinations

▪ **CSV Upload**



Upload Operation Times configuration from csv file
(Button)

- **CSV Download**

Download current Operation Times configuration to csv file
(Button)

- **Download CSV Template**

Download template of Operation Times configuration to csv file
(Button)

- **Operation Times:**

Enable operation times
(E.g. Yes, No, Inherit)
(Option buttons)

The Inherit option will allow administrators to simply put the Higher Level Operation Times settings back into effect if deemed necessary. Previously, when Operation Times were set, it could be either turned on or off, but it could not be reset to use the Operation Times rules set on the higher level (Server or Tenant).

- **Default Destination**

PBXware extension all calls are redirected to during the closed time hours
(E.g 1000)
([0-9])

- **Is Voicemail**

Whether default destination is Voicemail or not
(checkbox)

- **Greeting:**

Greeting sound file played to callers during the closed times
(E.g. greeting-***)
(Select box)

Description of destinations follows in this priority order:

- **Closed dates:** Sets the specific date/s when all calls are redirected to the 'Default Destination'. If the 'Destination' field in the Closed dates is set, calls will not go to the 'Default Destination' but to this number.
- **Custom Destinations:** Redirects all calls received during set hours to the PBXware

extension provided here

- **Open dates:** Sets the working hours during which DID is to redirect calls as set in DID Add/Edit window. If any call is received during the hours not set here, 'Custom Destination' are checked, and if they do not apply, the call is redirected to 'Default Destination' (Closed dates)

Enhanced Ring Group Full

- **Redirect Destination**



ERG full redirect extension number

(E.g. If ERG 2000 accepts a maximum of 4 users waiting at the same time, any new user that enters ERG 2000 will be redirected to the extension number provided here)
([0-9])

- **Redirect to Voicemail**

Choose whether the redirect extension is a voicemail
(E.g. Yes, No, Not Set)
(Option buttons)

Enhanced Ring Group Timers

- **Prioritize ERG Timeout**



Set whether to prioritize ERG timeout or not
(E.g. Yes, No, Not Set)
(Option buttons)

- **Max Wait Seconds:**

Maximum time a caller can wait in an ERG. Once this time is exceeded caller will be redirected to 'Max Wait Destination' number or callback will be activated.
(E.g. User A is waiting 5 minutes already in the ERG. If this field is set to 300(300s = 5min), A will be redirected to 'Max Wait Destination' or callback will be activated depending on configuration)
([0-9])

- **Max Wait Destination:**

This option works along with the 'Max Wait Seconds' field. Drop down to select the extension to which caller will be redirected once time set under 'Max Wait Seconds' exceeds.

(E.g. User A is waiting 5 minutes already in the ERG. If 'Max Wait Seconds' field is set to 300(300s = 5min) and Max Wait Destination option is set, A will be redirected to this

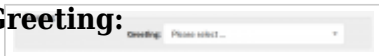
destination)
([0-9])

▪ **Is Voicemail:**

Set whether the max wait destination is pointing to voicemail.
(E.g. Yes, No, Not Set)
(Option buttons)

Greeting

▪ **Greeting:**



Select a greeting file that will be played to all callers waiting in this ERG
(E.g. queue-greeting-introduction)
(Select box)

NOTE: Users can record and select a custom sound greeting file, such as "*All our representatives are busy...*". This file will be played to all callers once they enter the ERG. Please note that the file name has to be in the following format:
periodic-announce-.

Position Announcements



There are two types of position announcements: 'Hold Time' (Tells the an ERG position) and 'Periodic Announcements' (Plays custom message)

▪ **Announce Hold-Time:**

Enable callers waiting in an ERG to hear the hold-time announcements.
(E.g. Setting this option to 'Yes' will enable the hold-time announcements. A single caller waiting in an ERG would hear 'The estimated hold time is currently N minute. Thank you for your patience' message).
(Option buttons)

▪ **Announce Position:**

Enable callers waiting in an ERG to hear the position announcements.
(E.g. Setting this option to 'Yes' will enable the position announcements. A single caller waiting in an ERG would hear 'Your call is now first in line and will be answered by the next available representative. Thank you for your patience' message).
(Option buttons)

▪ **Announce Frequency:**

How often to play the hold-time announcement message (time in seconds).

NOTE: If you set this option to '0', the announce message will not be played.

(E.g. If this field is set to 30, a single caller waiting in an ERG will hear 'Your call is now first in line and will be answered by the next available representative. Thank you for your patience.' message every 30 seconds) The estimated hold time is currently N minute.
([0-9])

▪ **Min. Announce Frequency**

Specifies the minimum amount of time that must pass before we announce the caller's position in an ERG again. This is used when the caller's position may change frequently, to prevent the caller from hearing multiple updates in a short period of time. Default value is 15 seconds.

(E.g.30)

([0-9])

▪ **Announce Round Seconds:**

Rounding level for hold-time announcements. If this is set to 0, only minutes, not seconds, are announced; other possible values are 0, 5, 10, 15, 20 and 30.

(E.g. When set to 30, a wait time of 2:34 will be rounded to 2:30.)

(Select box)

Periodic Announcements

▪ **Periodic Announce:**

A screenshot of a web form for configuring a periodic announcement. It features a dropdown menu for selecting a sound file, a text input field for the file name, and a text input field for the frequency in seconds. The labels for the fields are 'Periodic Announcement Frequency' and 'First Periodic Announcement Delay'.

Select the sound file that is played periodically to callers waiting in an ERG

(E.g. Record a message 'Hang in there buddy!' and set it as a periodic announcement. This message will be played to callers every 'Periodic Announce Frequency' seconds)

(Select box)

NOTE: File name has to be in the following format 'periodic-announce- $\$$ NAME.gsm'

▪ **Periodic Announce Frequency:**

Time interval in seconds at which the periodic message is to be played.

(E.g. If this field is set to 30, all callers waiting in an ERG will hear the 'Periodic Announce' message every 30 seconds, as long as they stay in the ERG).

([0-9])

▪ **First Periodic Announce Delay:**

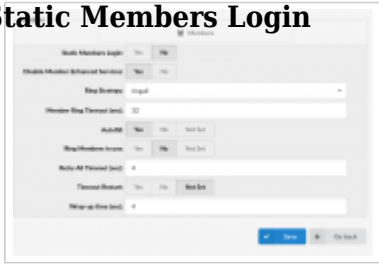
The minimum number of seconds between position announcements. Default value is 15 seconds.

(E.g. 30)

([0-9])

Members Settings

▪ Static Members Login



Select whether to enable Static Members Login
(Option buttons)

NOTE: If set to 'Yes', Static Members have to log in/log off manually to start/stop receiving calls. To log in to all ERGs that an Extension is a member of, please enter the default access code: '*200', and to log off, please enter: '*201'. If John Smith is a member of five ERGs, but he wants to log in in a specific ERG and receive calls only from that ERG, he can enter '*200xxx', where 'xxx' represents the ERG number. The same action applies to logging off. If John wants to stop receiving calls from a specific ERG, he can enter '*201xxx', where 'xxx' stands for the ERG number.

NOTE: If the system is restarted or if it crashes, all Static Members will be logged in successfully upon successful system start. If a Static Member is logged in, s(he) can be added to an ERG through the GUI and start receiving calls from that specific ERG, or conversely, deleted from the ERG to stop receiving calls from that specific ERG.

NOTE: If this option is set to 'Yes', please note that reordering of Members and penalty configuration **will not work**.

▪ Disable Member Enhanced Services

If set to 'Yes', Enhanced Enhanced that are enabled on the Extension (that are ERG members) will possibly not be applied if an ERG call is passed to them.
(E.g. Yes, No)
(Option buttons)

NOTE: Please note that this option is set to 'No' by default since enabling this may cause issues with Statistics.

▪ Ring Strategy

Set the way calls are transferred to ERG members answering the calls.

Available options:

- **ringall** - Ring all available Members until one answers (default)

- **linear** - When used with members, the members will be rung in the order in which they are ordered in the GUI. If the 'Static Member Login' option is set to 'Yes', they will ring in the order in which they were logged in.
- **leastrecent** - Rings the interface that least recently received a call. In a ERG where there are many calls of roughly the same duration, this can work. It does not work as well if a member has been on a call for an hour, and their colleagues all got their last calls 30 minutes ago because the Member who just finished the 60-minute call will get the next one.
- **random** - Rings a random interface. This actually can work very well and end up being very fair in terms of evenly distributing calls among members.
- **rrordered** - Same as rrmemory, except the ERG member order from the config file is preserved so interfaces will ring in the order specified in this configuration file. If you use members, the members will be rung in the order in which they were added.

(E.g. linear)

(Select box)

▪ **Member Ring Timeout (sec)**

Set the Member's ring timeout

(E.g. '32')

([0-9])

▪ **Autofill**

Should callers be served one by one or in parallel fashion

(E.g. With this option turned 'Off', even if there are five members available, calls will not be transferred to them until the first caller waiting in an ERG is connected to the member.

When the first caller gets served, caller number two gets served and all others keep waiting. It is recommended to keep this feature always turned 'On' so callers can be served in order)

(Option buttons)

▪ **Ring Members in Use**

Set whether Members in use should be called when a new caller comes into the ERG

(E.g. If the Member is already in an active conversation, with this option set to 'Yes', the Member's Extension will ring when a new caller enters the ERG)

(Option buttons)

▪ **Retry All Timeout**

Time interval in seconds, for how long to wait before trying the ERG member again.

(E.g. If a member Smith cannot answer the incoming ERG call and hangs up the ringing line, the call will not be transferred back to his extension for a time in seconds provided in this field).

([0-9])

▪ **Timeout Restart**

If this option is set to yes and a BUSY or CONGESTION signal is received on the line, the Member's timeout for answering will be reset. This can be useful with Members that have permission to cancel a call with a reject.

(E.g. A call enters the ERG and is transferred to Member X. Member X has a Polycom phone (for example) and sends a BUSY signal by hitting the 'Reject' key. This will reset the internal timer. The call will be transferred to other ERG's Member(s). The original member will not be contacted until all other Members are tried and the call does not get answered by any of them).

(Option buttons)

▪ **Wrap-up Time (sec):**

After a successful call, this will determine how long to wait (time interval in seconds) before sending a new call to a potentially free member.

(E.g. 4)

([0-9])

Incoming Options

- **Incoming Options** Set the advanced ERG call options.



Available options:

- **t** - allow the called user to transfer the calling user
- **T** - allow the calling user to transfer the call
- **H** - allow the caller to hang up by pressing *
- **n** - no retries on the timeout; will exit ERGs and go to the next step
- **r** - ring instead of playing MOH
- **C** - avoid missed calls in ringall strategy
- **w** - Instant Recording with Monitor
- **x** - Instant Recording with MixMonitor

([a-z])

▪ **Ring ('r') timeout**

When 'r' is selected as Incoming Options and this timeout is used, ERG will first ring entered number of seconds after which MOH will start

(E.g. 10)

([0-9])

Dial Options:

- **t** - Allow the called user to transfer the call by hitting #
- **T** - Allow the calling user to transfer the call by hitting #
- **r** - Generate a ringing tone for the calling party, passing no audio from the called channel(s) until one answers. Use with care and don't insert this by default into all of your dial statements as you are killing call progress information for the user. Really, you almost certainly do not want to use this. Asterisk will generate ring tones automatically where it is appropriate to do so. 'r' makes it go the next step and additionally generate ring tones where it is probably not appropriate to do so.
- **H** - Allow the caller to hang up by dialing *
- **C** - Reset the CDR (Call Detail Record) for this call. This is like using the NoCDR command
- **w** - Allow the called user to start recording after pressing *1 or what defined in features.conf, requires Set(DYNAMIC_FEATURES=automon)
- **x** - Allow the called user to start recording the conversation to disk via MixMonitor.

Exit Digit

- **Use Exit Digit**



Should users be able to exit the ERG by dialing a single digit and be automatically redirected to a preset PBXware destination.

Example:

John enters the ERG. A greeting message explains that the user may quit the ERG by pressing the digit defined under the 'Exit Digit' option, and be transferred directly to the operator or some other destination (set under the 'Destination' option).

(E.g. Yes, No, Not Set)

(Option buttons)

- **Exit Digit**

Define the exit digit here. Once this digit is dialed by the user waiting in ERG, it will transfer the call directly to the set 'Destination'

Example:

John enters the ERG. The greeting message explains that the user may quit the ERG by pressing the digit defined here (e.g. 9) and is transferred directly to the operator or some other destination (set under the 'Destination' option).

([0-9])

- **Activate Callback:**

Choose whether callback should be activated on Exit Digit

(E.g. Yes, No, Not Set)

(Option buttons)

- **Destination**

Local PBXware destination number that is dialed once the 'Exit Digit' is dialed.

(E.g. John enters the ERG. The greeting message explains that the user may quit the ERG

by pressing the digit defined under the 'Exit Digit' option, and be transferred directly to the PBXware destination defined here).

([0-9])

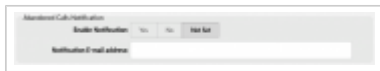
- **Is voicemail:**

Set whether the exit digit destination is pointing to voicemail.

(E.g. Yes, No, Not Set)

(Option buttons)

Abandoned Calls Notification



Here you can set whether there will be any notification when the call inside an ERG is abandoned.

- **Enable Notification:**

Enable or disable Abandoned Calls Notification feature

(E.g. Yes, No, Not Set)

(Option buttons)

- **Notification E-mail address:**

The e-mail address which will receive notifications of abandoned calls, where an abandoned call is one where the caller hangs up the call while waiting to be answered

(E.g. admin@domain.com)

[a-z][0-9])

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