

AC Voca

Cloud-Based & On-premises Applications

Version 7.8.0

Table of Contents

1	Introduction	13
1.1	About this Guide	13
1.2	AC Voca Benefits	13
1.3	AudioCodes PBX Connectivity	14
2	Getting Started	15
2.1	Logging in to AC Voca	15
2.1.1	Changing User Interface Language of AC Voca	15
2.1.2	Using Cloud	17
2.1.3	Using On-premises	18
2.2	Changing your Password	19
2.3	Getting Familiar with the GUI	20
2.3.1	Menu Options	21
2.3.2	Dashboard	21
2.4	Logging Out	23
3	Managing Contacts	25
3.1	Contact Details Actions	25
3.1.1	Adding a Contact	25
3.1.2	Editing a Contact	27
3.1.3	Creating an Alias for a Contact	30
3.1.4	Deleting a Contact	33
3.1.5	Searching a Contact	34
3.1.6	Protecting a Contact	34
3.1.7	Removing Protection from a Contact	35
3.1.8	Activating a Contact	35
3.1.9	Disabling a Contact	37
3.1.10	Activating a Contact to use the VocaNOM Mobile App	38
3.2	Importing/Exporting Contact List	40
3.2.1	Importing Contact Information	40
3.2.2	Exporting Contact Information	43
3.3	Freeing Bindings	43
3.4	Managing Contacts Departments	44
3.4.1	Adding an Alias	44
3.4.2	Editing an Alias	46
3.4.3	Deleting an Alias	49
3.4.4	Removing a Department Name from the Recognition List	50
3.4.5	Setting the Primary Alias	51
3.4.6	Using Prompts for an Alias	53
3.4.7	Deleting a Department with No Contacts	54
3.4.8	Deleting Unused Departments	55
3.4.9	Importing a Package	55
3.4.10	Importing Contacts Department	59
4	Managing Departments Lists	61
4.1	Using the Dictionary List	61
4.1.1	Adding Department Dictionary	61
4.1.2	Editing Department Dictionary	62
4.1.3	Deleting Department Dictionary	63
4.2	Adding a Department Manually	64
4.3	Activating a Department	66

4.4	Disabling a Department	67
4.5	Editing a Department	68
4.6	Setting Actions for a Department	70
4.7	Non-Working Hours Behavior for a Department	74
4.8	Configuring Department Prompts	78
4.9	Creating an Alias for a Department	81
4.10	Aliases to Departments Mapping	84
4.11	Searching for an Alias	86
4.12	Deleting a Department	87
4.13	Searching a Department	87
4.14	Importing/Exporting Department List	88
4.14.1	Importing Department Information	88
4.14.2	Exporting Department Information	91
5	Managing Branches	93
5.1	Adding a Branch	94
5.2	Editing a Branch	96
5.3	Mapping a City to a Branch	98
5.4	Configuring Branch Prompts	102
5.5	Creating an Alias for a Branch	104
5.6	Mapping Unmapped Cities to Branches	107
5.6.1	Mapping Cities Automatically to a Branch	108
5.6.2	Mapping Cities Manually to Branches	111
5.7	Deleting a Branch	112
5.8	Managing Overlapping Branches	113
5.9	Importing/Exporting Branch List	114
5.9.1	Importing Branch Information	114
5.9.2	Exporting Branch Information	117
6	Producing Reports	119
6.1	IVR Reports	119
6.1.1	Overall Performance Report	119
6.1.2	Drill-down Report	121
6.1.3	Call Date Report	123
6.1.4	Call Hour Report	125
6.1.5	Requested Contacts Report	127
6.1.6	Requested Departments Report	128
6.2	Branch Reports	129
6.2.1	Branches by Date Report	129
6.2.1.1	Field Chooser	130
6.2.2	Requested Destination by Date Report	131
6.3	App Reports	132
6.3.1	Overall Performance Report	132
6.3.2	Drill-down Report	135
6.3.3	Action Date Report	137
6.3.4	Action Hour Report	139
6.3.5	Action Usage Report	141
7	Configuration	143
7.1	Adding a Voice Prompt	143
7.2	Configuring Flow Settings	145

7.2.1	Adding a Flow Setting	146
7.2.2	Editing a Flow Setting	148
7.2.3	Deleting a Flow Setting	148
7.3	Managing Outgoing Rules	149
7.4	Configuring Menu Settings	151
7.4.1	Adding a Speech Menu	151
7.4.1.1	Adding a VocaNOM IVR Speech Menu	151
7.4.1.2	Adding a VocaNOM Branch Speech Menu	159
7.4.2	Adding a DTMF Menu	161
7.4.3	Editing Menu Settings	165
7.4.4	Deleting Menu Settings	165
7.5	Defining Working Hours	166
7.5.1	Adding Working Hour Set	166
7.5.2	Editing Working Hour Set	167
7.5.3	Deleting Working Hours Set	168
7.6	Defining Events and Holidays	169
7.6.1	Adding Events and Holidays	169
7.6.2	Editing Events and Holidays	170
7.6.3	Delete Events and Holidays	172
7.7	Defining Additional Employees	173
8	Sending a VocaNOM App Invitation	175
8.1	Downloading VocaNOM App from Email Invitation	177
8.2	Downloading VocaNOM App from SMS Invitation	178
9	Use Cases	181
9.1	Inviting a New Contact to VocaNOM App	181
9.2	Adding a New Branch and Advanced Features	181
9.3	Configuring Flows, Voice Prompts and Menus	181

List of Figures

Figure 2-1: Changing Language from Login Screen	15
Figure 2-2: Changing Language from Main Menu	16
Figure 2-3: Login	17
Figure 2-4: Forget Password	17
Figure 2-5: Dashboard with Change Password	19
Figure 2-6: Change Password	19
Figure 2-7: Dashboard	20
Figure 2-8: Graphical Summaries	22
Figure 2-9: Dashboard with Log Out	23
Figure 3-1: Contacts List	25
Figure 3-2: New Contact	26
Figure 3-3: Contact Information	27
Figure 3-4: Editing a Contact	27
Figure 3-5: Edit Contact Step 1	28
Figure 3-6: Edit Contact Step 2	29
Figure 3-7: Adding a Contact Alias	30
Figure 3-8: Adding a Contact Alias – First Name	31
Figure 3-9: Adding a Contact Alias – More Aliases	31
Figure 3-10: Adding a Contact Alias – More Aliases	32
Figure 3-11: Adding a Contact Alias – Save Changes	33
Figure 3-12: Delete a Contact	33
Figure 3-13: Protect a Contact	34
Figure 3-14: Protected Contact	34
Figure 3-15: Remove Protected Contact	35
Figure 3-16: Removed Protected Contact	35
Figure 3-17: Activating a Contact	36
Figure 3-18: Activated Contact	36
Figure 3-19: Disabling a Contact	37
Figure 3-20: Disabled Contact	37
Figure 3-21: Activate Contact – Mobile App	38
Figure 3-22: Contact Details – Added Successfully	39
Figure 3-23: Contacts with No Email Address – NA	39
Figure 3-24: Contact Details	40
Figure 3-25: Import Contacts List	40
Figure 3-26: Pre-Import Report	41
Figure 3-27: Update Pre-Import Report	41
Figure 3-28: Uncompleted Contacts Import	42
Figure 3-29: Contacts XLS File Layout	42
Figure 3-30: Tenant Configuration Example	44
Figure 3-31: Contacts Departments	45
Figure 3-32: Contacts Departments – Add Alias	46
Figure 3-33: Contacts Departments	47
Figure 3-34: Contacts Departments – Edit Alias	47
Figure 3-35: Contacts Departments – Editing Alias	48
Figure 3-36: Contacts Departments – Deleting an Alias	49
Figure 3-37: Contacts Departments – Delete Alias	50
Figure 3-38: Contacts Departments – Removing a Department Name	51
Figure 3-39: Primary Example	52
Figure 3-40: Prompts	53
Figure 3-41: Upload Prompt	53
Figure 3-42: Record New Prompt Details	54
Figure 3-43: Deleting Department with No Contacts	54
Figure 3-44: Deleting Department	55
Figure 3-45: Deleting Unused Departments	55
Figure 3-46: Importing Package	56
Figure 3-47: Import Package Page	56
Figure 3-48: Import Package Page	57

Figure 3-49: Selected Departments	58
Figure 3-50: Imported Departments	59
Figure 3-51: Contacts Departments XLS File Layout.....	59
Figure 4-1: Departments.....	61
Figure 4-2-1: Open Departments List.....	64
Figure 4-3-2: New Department.....	64
Figure 4-4: Provide Department Details	65
Figure 4-5: Activate a Department	66
Figure 4-6: Activated Department	66
Figure 4-7: Disabling a Department	67
Figure 4-8: Disabled Department	67
Figure 4-9: Department Detail Actions	68
Figure 4-10: Edit Department Dictionary	68
Figure 4-11: Edit Department – Save Changes	69
Figure 4-12: Updated Information	69
Figure 4-13: Departments List.....	70
Figure 4-14: Selecting Department within Departments List.....	70
Figure 4-15: Selecting Department	71
Figure 4-16: Selecting Edit Department	71
Figure 4-17: Actions for Department Fields.....	72
Figure 4-18: Write SMS	72
Figure 4-19: Non-Working Hours Behavior Fields	74
Figure 4-20: Activate Non-Working Hours Behavior Fields.....	75
Figure 4-21: Write SMS	75
Figure 4-22: Ignore Non-Working Hours Behavior Fields	76
Figure 4-23: Edit Department	78
Figure 4-24: New Prompt Details	79
Figure 4-25: New Prompt Details – Choose File	79
Figure 4-26: New Prompt Details – Choose File	80
Figure 4-27: Record New Prompt Details.....	80
Figure 4-28: Create an Alias for a Department – Edit Department	81
Figure 4-29: Create an Alias for a Department - Continue.....	82
Figure 4-30: Create an Alias for a Department – Save	83
Figure 4-31: Department Aliases.....	84
Figure 4-32: Add Alias to Department.....	84
Figure 4-33: Department Aliases - Example	85
Figure 4-34: Department Aliases.....	85
Figure 4-35: Removing Alias	85
Figure 4-36: Searching for an Alias/Department.....	86
Figure 4-37: Search Department.....	87
Figure 4-38: Pre-Import Report	89
Figure 4-39: Uncompleted Department Import.....	90
Figure 4-40: Department XLS File Layout.....	90
Figure 4-40: Export Departments List	91
Figure 5-1: Managing Branches	93
Figure 5-2: Adding a New Branch	94
Figure 5-3: New Branch.....	94
Figure 5-4: Confirm Branch Information	95
Figure 5-5: Edit Branch - Step 1.....	96
Figure 5-6: Edit Branch - Step 2.....	97
Figure 5-7: Map a City to a Branch	98
Figure 5-8: Nearby Cities.....	99
Figure 5-9: Select Nearby Cities	100
Figure 5-10: Mapping Cities - Continue.....	100
Figure 5-11: Mapping Cities – Save Changes.....	101
Figure 5-12: Edit Branch.....	102
Figure 5-13: Upload Prompt Details	103
Figure 5-14: Record New Prompt Details.....	103
Figure 5-15: Create an Alias for a Branch.....	104

Figure 5-16: Create an Alias for a Branch - Continue	105
Figure 5-17: Create an Alias for a Branch - Save	106
Figure 5-18: Unmapped Cities	107
Figure 5-19: Unmapped Cities – Auto map Options	108
Figure 5-20: Unmapped Cities – Auto Map Distance	108
Figure 5-21: Unmapped Cities – Saving Selected Branch	109
Figure 5-22: Unmapped Cities – Select Branch	110
Figure 5-23: Unmapped Cities- Manual Update	111
Figure 5-24: Unmapped Cities- Select Branch Manually	111
Figure 5-25: Delete a Branch	112
Figure 5-26: Overlapping Branches Example	113
Figure 5-27: Importing/Exporting Branches	114
Figure 5-28: Importing Branches List	114
Figure 5-29: Pre-Import Report	115
Figure 5-30: Uncompleted Branch Import	115
Figure 5-31: Branch XLS File Layout	116
Figure 6-1: Overall Performance IVR Filter Options	119
Figure 6-2: Overall Performance IVR Report Example	120
Figure 6-3: Drill-down IVR Filter Options	121
Figure 6-4: Drill-down IVR Report Example	122
Figure 6-5: Call Date IVR Filter Options	123
Figure 6-6: Call Date IVR Report Example	124
Figure 6-7: Call Hour IVR Filter Options	125
Figure 6-8: Call Hour IVR Report Example	126
Figure 6-9: Requested Contacts Report Example	127
Figure 6-10: Requested Contacts Report Example	128
Figure 6-11: Branches by Date Filter Options	129
Figure 6-12: Branches by Date Report Example	129
Figure 6-13: Field Chooser	130
Figure 6-14: Branches by Date Filter Options	131
Figure 6-15: Requested Destinations by Date Report Example	131
Figure 6-16: Overall Performance App Filter Options	132
Figure 6-17: Overall Performance App Report Example	133
Figure 6-18: Drill-down App Filter Options	135
Figure 6-19: Drill-down App Report Example	136
Figure 6-20: Action Date App Filter Options	137
Figure 6-21: Action Date App Report Example	138
Figure 6-22: Action Hour App Filter Options	139
Figure 6-23: Action Hour App Report Example	140
Figure 6-24: Action Usage App Filter Options	141
Figure 7-1: Prompt Details	143
Figure 7-2: Add New Prompt	143
Figure 7-3: New Prompt Details	144
Figure 7-4: Record New Prompt Details	144
Figure 7-5: Call Flow Settings	145
Figure 7-6: Add New Flow Settings	146
Figure 7-7: Add New Flow Settings Example - Save	147
Figure 7-8: Edit Flow Settings	148
Figure 7-9: Delete Flow Settings	148
Figure 7-10: New Outgoing Rule	149
Figure 7-11: New Outgoing Rule Save Information	150
Figure 7-12: Menu Settings Example	151
Figure 7-13: Add New Speech Menu Settings	152
Figure 7-14: New Menu Settings – VocaNOM IVR	153
Figure 7-15: Go to Menu – VocaNOM IVR	153
Figure 7-16: Dictionaries – First Dictionary	153
Figure 7-17: Dictionaries – Second Dictionary	154
Figure 7-18: Call Routing and Hunting - Basic	156
Figure 7-19: Call Routing and Hunting - Advanced	156
Figure 7-20: When no Phone Type is Provided	157

Figure 7-21: Actions when Remote Party is not Reachable.....	158
Figure 7-22: Add New Speech Menu Settings - Working Hours	158
Figure 7-23: New Menu Settings - VocaNOM Branch	159
Figure 7-24: Menu Settings Example	161
Figure 7-25: New DTMF Menu Settings	162
Figure 7-26: Write SMS	163
Figure 7-27: Select Menu Settings - Edit.....	165
Figure 7-28: Select Menu Settings - Delete	165
Figure 7-29: Edit Working Hours Details	167
Figure 7-30: Edit Working Hours Set.....	167
Figure 7-31: Deleting Working Hours Set.....	168
Figure 7-32: Events and Holidays	169
Figure 7-33: Provide Event Details.....	169
Figure 7-34: Provide Event Details Example.....	170
Figure 7-35: Confirm Information	170
Figure 7-36: Add Event Successfully Updated	170
Figure 7-37: Edit Events and Holidays	170
Figure 7-38: Provide Event Details.....	171
Figure 7-39: Confirm Edit Information	171
Figure 7-40: Edit Event Successfully Updated	171
Figure 7-41: Edit Events and Holidays	172
Figure 7-42: Want to Delete?	172
Figure 7-43: Event Successfully Deleted	172
Figure 7-44: New Employee Details.....	173
Figure 7-45: New Employee Information.....	173
Figure 8-1: Mobile App Invitation.....	175
Figure 8-2: Contacts Activation – Email Invitation.....	175
Figure 8-3: Downloading VocaNOM from Email	177
Figure 8-4: Downloading VocaNOM from SMS.....	178
Figure 8-5: Welcome to VocaNOM	179
Figure 8-6: Downloading Additional Content.....	179
Figure 8-7: Tap to Speak.....	180
Figure 8-8: Contact WhatsApp	180

List of Tables

Table 2-1: Toolbar	20
Table 6-1: Overall Performance IVR Report Description	120
Table 6-2: Drill-down IVR Report Description	122
Table 6-3: Call Date IVR Report Description.....	124
Table 6-4: Call Hour IVR Report Description	126
Table 6-5: Drill-down App Report Description	136
Table 6-6: Action Date App Report Descriptions	138
Table 6-7: Action Hour App Report Descriptions	140

Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: February-6-2020

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please contact us at support@acvoca.com.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

LTRT	Description
28822	Initial document release Version 7.6.0
28823	Updates for Version 7.7.0
28824	Updates for Version 7.7.1
28825	Updates for Ver. 7.7.2 include: Added Defining Events and Holidays; Configuring Menu Settings sections.
28826	Updated screens for Ver. 7.7.5; Added Managing Contacts Departments section.
28827	Updated screens for Ver. 7.7.6; Forced ASP selection for first time access; Added Delete Unused Departments button; Silent Transfer to Phone; Call Routing and Hunting features.
28828	Updates for Version 7.7.7 include: Getting Started; Downloading VocaNOM from Email and Downloading VocaNOM from SMS figures.
28829	Updates for 7.8.0 include: Searching a Contact; Importing/Exporting Contact List; Exporting Contact Information; Using Prompts for an Alias; Importing/Exporting Department List; Importing/Exporting Branch List; Importing Contacts Departments; Importing Branches; Adding a DTMF Menu.

Related Documentation

Document Name
AC Voca Release Notes
AC Voca Installation Manual

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our Web site at <http://online.audiocodes.com/documentation-feedback>.

1 Introduction

AC Voca provides a state-of-the-art voice recognition service for enterprises, enhancing day-to-day customer interface and employee productivity by making organizational contacts easily accessible from multiple user environments by voice.

Combining powerful speech recognition engine with a simple-to-use conversational interface, AC Voca introduces a reliable, 24x7 call routing solution that reduces costs, increases the employee's productivity and enhances caller experience and satisfaction.

AC Voca easily integrates with any standard PBX based on analog, digital and IP network protocols and can be deployed as a secured cloud service or On-premises.

1.1 About this Guide

This guide, intended for organization administrators responsible for administering the enterprise telephony system, describes how to configure and manage the AC Voca service offered in Software as a Service (**SaaS**) model or as an On-premises solution on the Mediant 800, using AudioCodes' Web-Based Management Tool (hereafter referred to as *Web interface*).

1.2 AC Voca Benefits

The following is a list of the benefits that AC Voca offers:

- Plug-and-play
- Easy to use
- High recognition rates
- Interfaces to all PBXs (SIP / FXO)
- Automatic update of Contact names (from Microsoft Active Directory or CSV file)
- User friendly interface for update of content (Departments, Branch lists)
- Cost reduction, increased productivity by saving time in searching contact details

1.3 AudioCodes PBX Connectivity

To connect locally to any PBX, the AC Voca service uses one of AudioCodes' SBCs or Gateways as a connectivity appliance, designed to provide converged Voice & Data services for small-to-mid size business (SMB) customers, and to form a well-managed point of demarcation for service providers. The appliance is based on AudioCodes' VoIPerfectHD best-of-breed Media Gateway technology, integrating a variety of communication functions into a single platform to support fundamental services, such as VoIP mediation, Data Routing, WAN access, Voice & Data security, survivability, and third party value-added services applications. These services allow smooth connectivity to cloud services.

The appliance is built upon a highly interoperable VoIP Media Gateway that can be delivered in several pre-defined configurations, supporting a single E1/T1/J1 trunk or up to 8 analog (FXO) ports. In addition, the Mediant 800 MSBR provides enhanced dialing plans and voice routing capabilities along with SIP to SIP mediation, allowing business customers to enjoy the benefits of SIP Trunking services, IP Centrex connectivity, Unified Communications, as well as flexible PSTN and legacy PBX connectivity to VoIP.

2 Getting Started

This section describes how to log in to AC Voca Web Management.

2.1 Logging in to AC Voca

There are two ways of running AC Voca. It can be run remotely from the cloud or be installed on a PC on the premises (On-premises).

2.1.1 Changing User Interface Language of AC Voca

AC Voca allows you to set your system's user interface to one of the following languages:

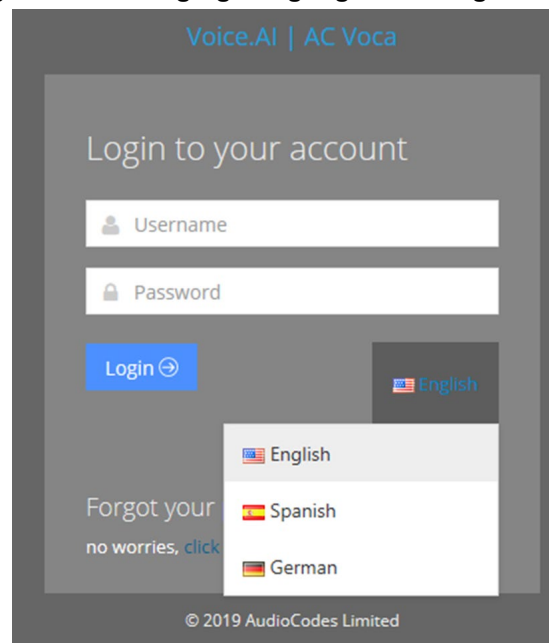
- English
- Spanish
- German

Languages can be changed from the Login screen and from the main menu.

➤ **To change the language from the Login screen:**

- Hover the cursor over the language button, and then select the desired language.

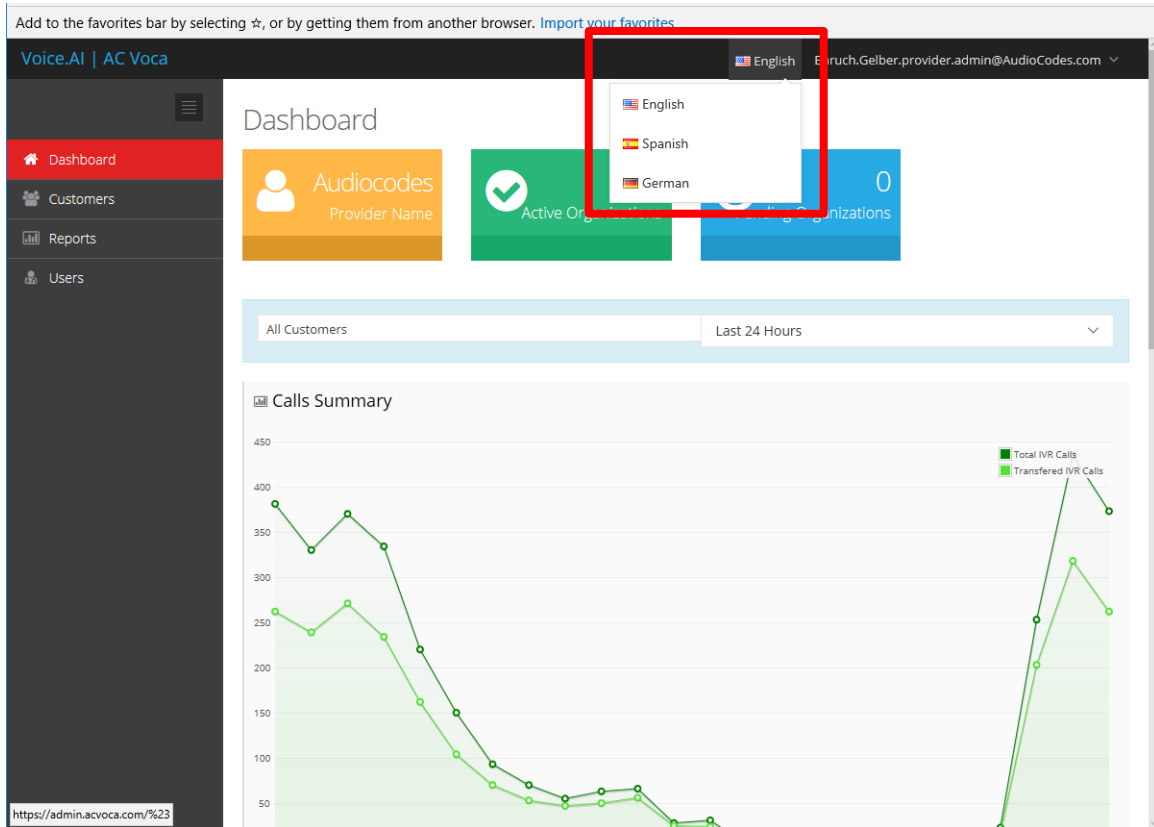
Figure 2-1: Changing Language from Login Screen



➤ **To change the language from the main menu:**

- Hover the cursor over the language button, and then select the desired language.

Figure 2-2: Changing Language from Main Menu



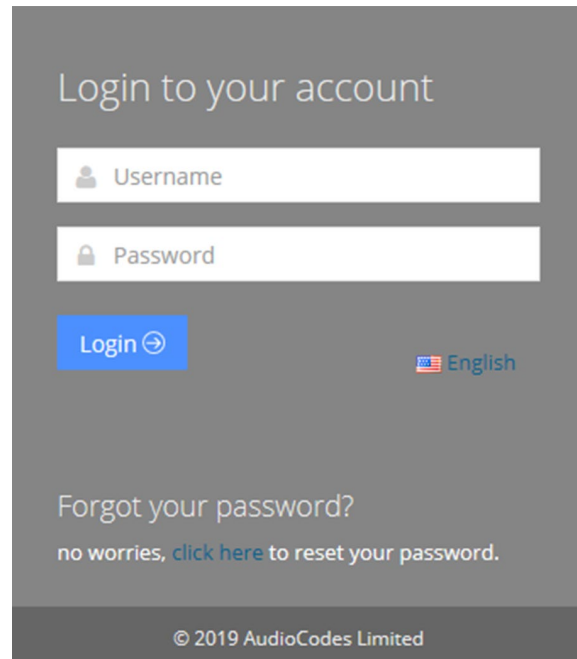
2.1.2 Using Cloud

The procedure below describes how to log in to AC Voca using the cloud software.

➤ **To log in to AC Voca using the Cloud:**

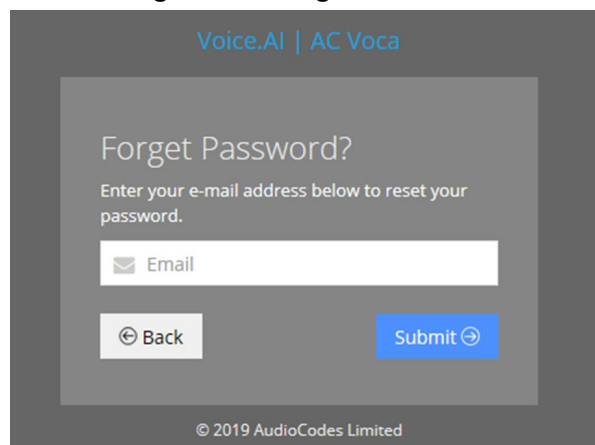
1. Open your Web browser and navigate to <https://admin.acvoca.com>.

Figure 2-3: Login

The image shows a login interface with a dark gray background. At the top, it says "Login to your account". Below this are two white input fields: the first is labeled "Username" with a person icon, and the second is labeled "Password" with a lock icon. A blue "Login" button with a right arrow is positioned below the password field. To the right of the button is a link for "English" with a flag icon. Below the login fields, there is a link for "Forgot your password?" followed by the text "no worries, click here to reset your password." At the bottom, there is a copyright notice: "© 2019 AudioCodes Limited".

2. Enter the Username (previously sent to the customer email) and Password (that the customer defined) and click **Login**; the customer Dashboard appears (see Figure 2-7 on page 20).
3. If you forget your password, click the 'click here' link on the login screen; the following appears.

Figure 2-4: Forget Password

The image shows a "Forget Password" screen. At the top, it says "Voice.AI | AC Voca". Below this is the heading "Forget Password?" followed by the instruction "Enter your e-mail address below to reset your password." There is a white input field labeled "Email" with an envelope icon. Below the input field are two buttons: a "Back" button with a left arrow and a "Submit" button with a right arrow. At the bottom, there is a copyright notice: "© 2019 AudioCodes Limited".

4. Enter your email address to receive a new password, and then click **Submit**.

2.1.3 Using On-premises

The procedure below describes how to log in to AC Voca using On-premises.

➤ **To log in to AC Voca using On-premises:**

1. Open your Web browser and navigate to **http://<IP_Address >**, which is the IP address given to you by AudioCodes (for example, http://10.21.20.40).
2. Enter the username and password provided to you by AudioCodes.
3. Click **Login**.



Notes:

- 'Forgot your password?' is not supported in the On-premises version.
- Version number is available when hovering on the Copyright line on the Web Management Login screen.

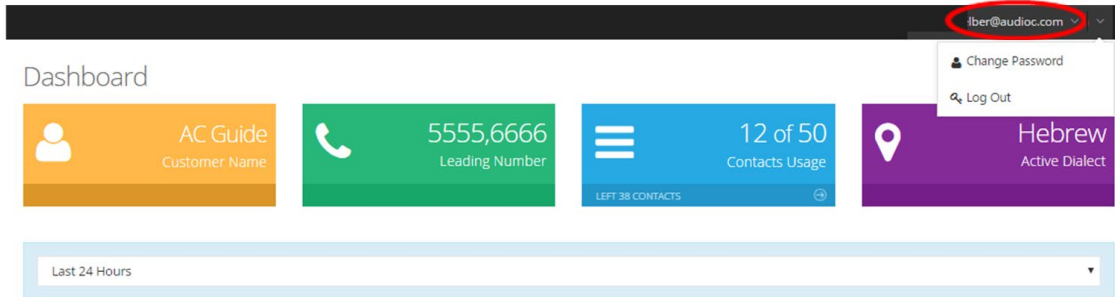
2.2 Changing your Password

The procedure below describes how to change the login password.

➤ **To change the login password:**

1. Place the cursor on the AC Voca username, on the upper-right corner of the screen; the following appears:

Figure 2-5: Dashboard with Change Password



2. Select **Change Password** to change the password after initially logging in using the default (recommended); the following appears:

Figure 2-6: Change Password

A screenshot of the 'Change Password' form. It has three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Each field has a lock icon on the left. Below the fields is a green 'Save Changes' button with a right-pointing arrow.

3. In the 'Old Password' field, enter your previous password.
4. In the 'New Password' field, enter your new password.
5. In the 'Confirm Password' field, re-enter the new password.
6. Click **Save Changes** to save your changes.

2.3 Getting Familiar with the GUI

Figure 2-7: Dashboard

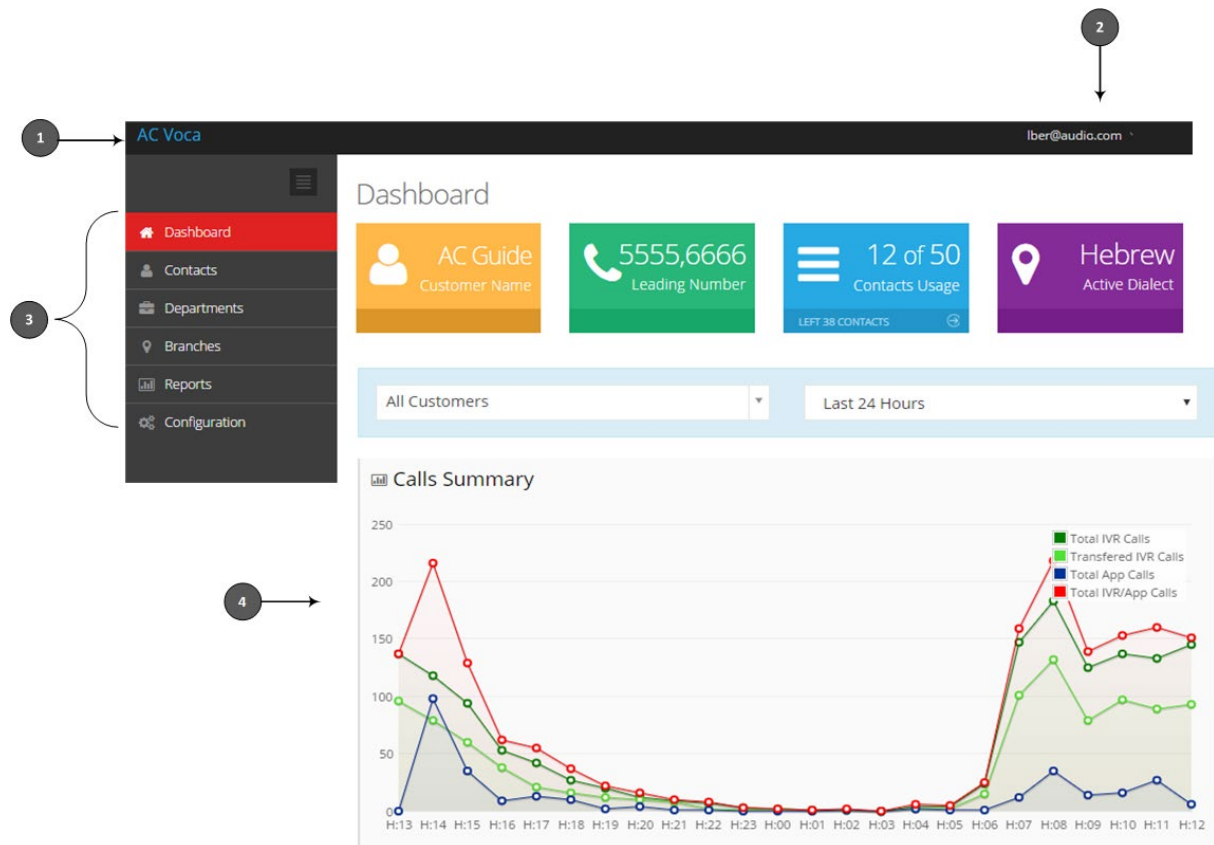


Table 2-1: Toolbar

Item #	Description
1	Toolbar
2	AC Voca username
3	Menu options
4	Graphical summary

2.3.1 Menu Options

Based on the available licenses, the following menu options are displayed:

- **Dashboard** – This option displays Customer Name, Leading Number, Contacts Usage, Active Dialect and graphical summary statistics.
- **Contacts** - This option allows you to manage details of all your contacts, including adding, editing and deleting contacts. You can also import and export your Contact list using CSV files.
- **Departments** - This option allows you to manage your Department Dictionaries and details of all your departments inside the Department Dictionary. The Department Dictionary is a list of departments which belong to a specific Application Support Package (ASP) and may be used as separate grammar when performing voice detection. Using the Departments menu, you can add, edit and delete Department Dictionaries and Departments. You can also import and export your Departments list from the ASP or from CSV files.
- **Branches** - This option allows you to manage details of your branches, unmapped cities, automatic mapping of unmapped cities, overlapping branches and auto-arrange by distance.
- **Reports** - This option allows you to produce a range of reports.
- **Configuration** - This option allows you to configure various AC Voca system settings.

2.3.2 Dashboard

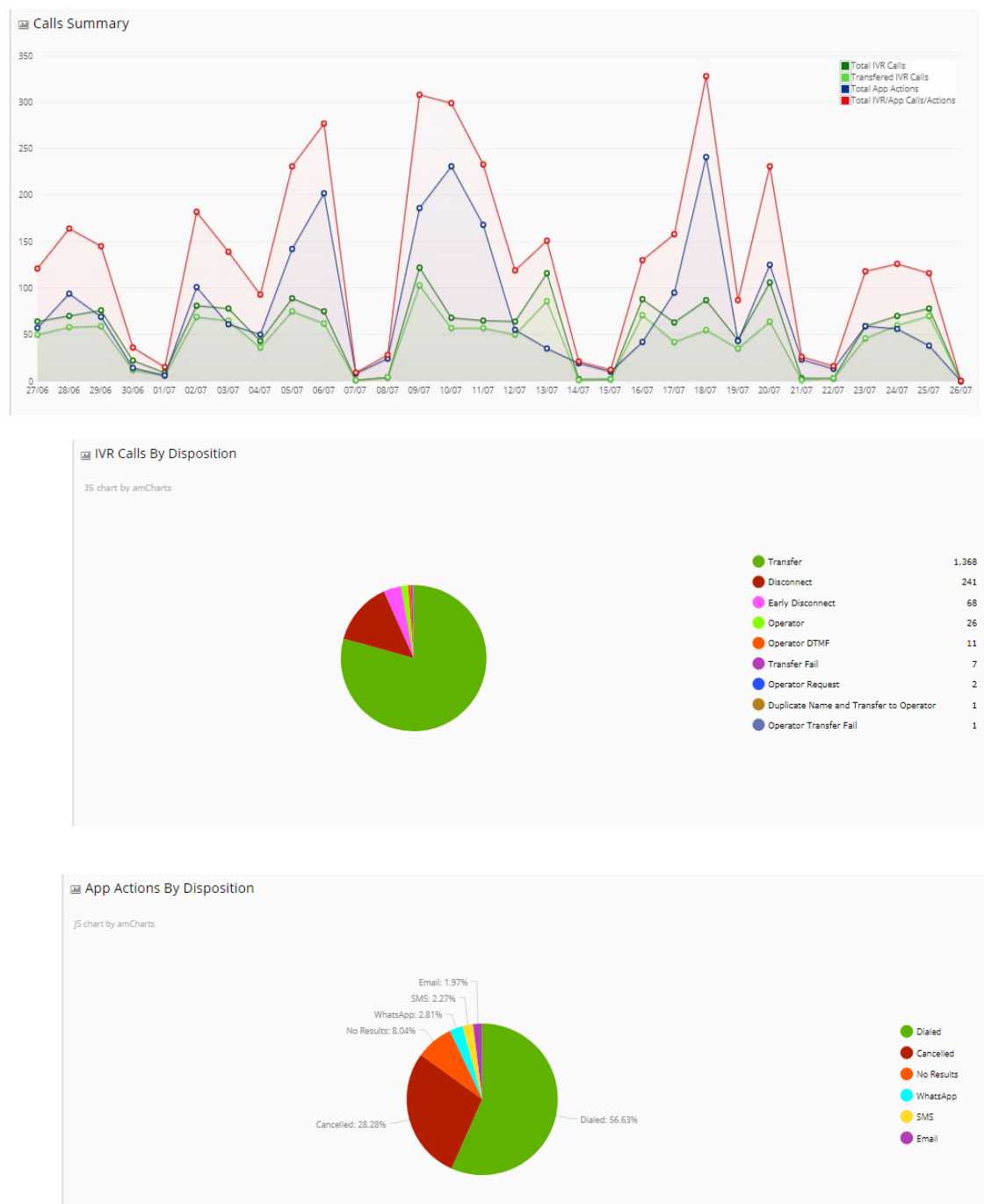
The following Dashboard titles appear in the colored boxes:

- **Customer Name** - Displays the Customer or Company name
- **Leading Number** - Displays the access numbers to the AC Voca service.
- **Contacts Usage** – Displays the number of users, departments and branches imported into AC Voca.
- **Active Dialect** – Displays the main supported language.

The dashboard also displays graphical summaries based on calls made in:

- Last 24 hours
- Last week
- Last month

Figure 2-8: Graphical Summaries



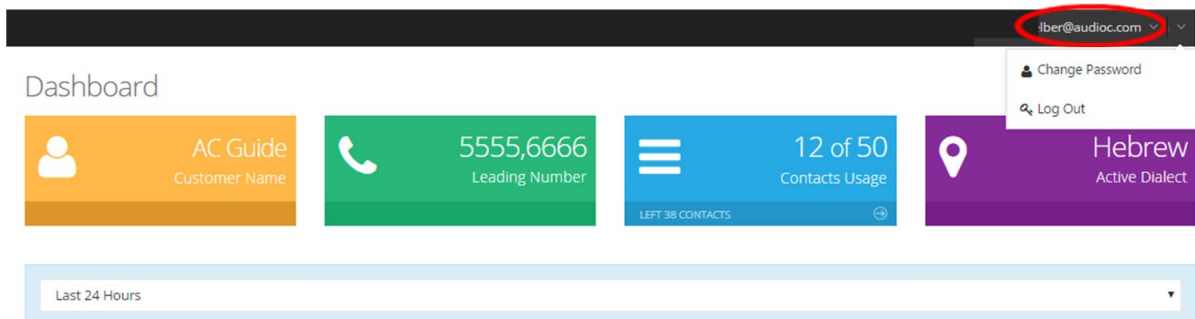
2.4 Logging Out

The procedure below describes how to log out from AC Voca.

➤ **To log out from AC Voca:**

1. Place the cursor on the AC Voca username, on the upper-right corner of the screen; the following appears:

Figure 2-9: Dashboard with Log Out



2. Select **Log Out**.

This page is intentionally left blank.

3 Managing Contacts

One of VocaNOM's capabilities is to route calls to contacts by saying the contact name. The Administrator can manage the contacts in several ways:

- Adding/Editing/Deleting using the VocaNOM Web interface
- Manually importing a CSV file
- Automatic synchronization using LDAP or a CSV file

Automatic synchronization using LDAP or a CSV file requires running and setting an external tool. If you are using the Cloud version, you need to run the tool on a local company server. If you are using the On-premises version, you can run the tool on the VocaNOM server.

For more information, refer to the *LTRT-26635 AC Voca LDAP Synchronization Configuration Note Ver. 1.0* document.

3.1 Contact Details Actions

The procedures below describe the various Contact Details actions that can be performed.

3.1.1 Adding a Contact

The following describes how to add a contact.

➤ **To add a contact:**

1. Open the Contact Details page (**Contacts > Contacts List**).

Figure 3-1: Contacts List

Contacts

Contact Details

+ Add New

⚙ Actions

Show

100

 entries

Search:

<input type="checkbox"/>	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	<div>active</div>	
<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	<div>not activated</div>	
<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active	<div>not activated</div>	
<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocanom.com	Finance	5000	0545665358		active	<div>active</div>	
<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	055566666666		active	<div>active</div>	
<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	<div>active</div>	

Showing 1 to 6 of 6 entries

<

1

>

2. Click **Add New**; the following appears:

Figure 3-2: New Contact

New Contact

New Contact - Step 1 of 2

1 Contact Details

2 Confirm

For each contact please enter their first and last name, and at least one contact number.

Provide Contact Details

UID

First Name

Last Name

Department

Email

Extension / Office

Mobile

DECT

+ More Contacts

Continue

3. Under the **Provide Contact Details** group, enter the following:

- UID
- First Name
- Last Name
- Department
- Email
- Extension/Office
- Mobile
- DECT



Note: DECT is only available if the Administrator has configured it for a specific customer/service.



Note: Every contact must have a unique User ID (UID). This can either be a unique number or name, for example, ABC123. The UID must also be unique in the system (for example, not assigned in departments or branches).

4. Click **Continue**.

Figure 3-3: Contact Information

≡ New Contact - Step 2 of 2

1 ✓ Contact Details

2 Confirm

Once the "Save Information" button is pressed, the list of contact(s) above will be added to the system.
 In a minute you will be able to dial the provided number and say any of the names you entered.
 You will receive a summary mail with contact details to the DEMO System, we recommend forwarding this email to all those who will be using the demo.
 For any questions please feel free to contact vocademo@audiocodes.com.

Confirm Information

Contacts:	UID	First Name	Last Name	Department	Email	Extension / Office	Mobile	DECT
	19	David	Moby	Finance	DM@dmoby.com	3600	0555555555	212121

[← Back](#)
[Save Information →](#)

5. Click **Save Information**.

3.1.2 Editing a Contact

The procedure below describes how to edit a contact.

➤ **To edit a contact:**

1. Open the Contact Details screen (**Contacts > Contacts List**).
2. Select the contact you wish to edit by enabling the Contact check box.

Figure 3-4: Editing a Contact

Contacts

≡ Contact Details

Show entries

	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status
<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active
<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active
<input checked="" type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	0555555555	212121	active
<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active
<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665358		active
<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	055566666666		active
<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active

Showing 1 to 7 of 7 entries

[+ Add New](#)
[Actions](#)

- Activate Contact
- Protect Contact
- Remove Protect
- Disable Contact
- Edit Contact
- Delete Contact
- Mobile App Invitation
- Free Bindings
- Activate Mobile App
- Disable Mobile App

- From the 'Actions' drop-down list, select **Edit Contact**; the following appears:

Figure 3-5: Edit Contact Step 1

Edit Contact

Edit Contact - Step 1 of 2

1 Contact Details

2 Confirm

First Name *

David

Last Name *

Moby

Department

Finance

Email

DM@dmoby.com

Extension / Office

3600

Mobile

0555555555

DECT

212121

Aliases for the client

+ More Aliases

Continue

4. Make your changes on the 'Edit Contact' screen, and then click **Continue**.

Figure 3-6: Edit Contact Step 2

≡ Edit Contact - Step 2 of 2

1 ✓ Contact Details

2 Confirm

Confirm Information

General

First Name: David

Last Name: Moby

Department: Finance

Email: DM@dmoby.com

Extension / Office: 3600

Mobile: 0555555555

DECT: 212222

Customer: 10097

Aliases

⏪ Back **Save Changes** ⏩

5. Click **Save Changes**; the updated Contact details appear.

g ☆, or by getting them from another browser. [Import your favorites](#)

English baruch.gelber@audiocodes.com

Contacts

≡ Contact Details + Add New ⚙ Actions

Show 100 entries Search

	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
⊞	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	active	
⊞	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	not activated	
⊞	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	not activated	
⊞	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active	not activated	
⊞	ABC123	John	Smith	john.smith@vocom.com	Finance	5000	0545665358		active	active	
⊞	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		active	active	
⊞	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	active	

Showing 1 to 7 of 7 entries

3.1.3 Creating an Alias for a Contact

An alias is another name for a contact, known or more familiar under another specified name. You can create an alias for a specified contact.

➤ **To create an alias for a contact:**

1. Open the **Edit Contact 1 of 2** screen (**Contacts > Contacts List**).
2. Select the contact you wish to edit by selecting the Contact check box.
3. From the 'Actions' drop-down list, select **Edit Contact**.
4. Under the **Alias** group, click the **+ More Branches** button; the following appears:

Figure 3-7: Adding a Contact Alias

Edit Contact

≡ Edit Contact - Step 1 of 2

1 Contact Details 2 Confirm

First Name* David

Last Name* Moby

Department Finance

Email DM@dmoby.com

Extension / Office 3600

Mobile 0555555555

DECT 212222

Aliases for the client

5. Enter an alias name in the alias field, for example, "Dave".
6. From the Alias Contact drop-down list, select the description field, for example, First Name.

Figure 3-8: Adding a Contact Alias – First Name

Edit Contact

≡ Edit Contact - Step 1 of 2

1 Contact Details 2 Confirm

First Name* David

Last Name* Moby

Department Finance

Email DM@dmoby.com

Extension / Office 3600

Mobile 0555555555

DECT 212222

Aliases for the client

Dave

+ More Aliases

First Name
Last Name
Full Name

Continue

7. The following screen appears.

Figure 3-9: Adding a Contact Alias – More Aliases

≡ Edit Contact - Step 1 of 2

1 Contact Details 2 Confirm

First Name* David

Last Name* Moby

Department Finance

Email DM@dmoby.com

Extension / Office 3600

Mobile 0555555555

DECT 212222

Aliases for the client

Dave First Name

+ More Aliases

Continue

8. Enter more aliases if necessary. In our example, "David Moby" has an alias first name of "Dave". This means that if you are searching for "David Moby", you can also search for him as "Dave Moby" or "Daveed Moby".

Figure 3-10: Adding a Contact Alias – More Aliases

1

Contact Details

2

Confirm

First Name*

David

Last Name*

Moby

Department

Finance

Email

DM@dmoby.com

Extension / Office

3600

Mobile

0555555555

DECT

212222

Aliases for the client

Dave	First Name	-
Daveed	First Name	-

+ More Aliases

Continue ➞



Note: You can remove an alias by clicking the red “-“ icon.

9. Click **Continue**; the following appears.

Figure 3-11: Adding a Contact Alias – Save Changes

Edit Contact - Step 2 of 2

1. Contact Details 2. Confirm

Confirm Information

General

First Name: David
Last Name: Moby
Department: Finance
Email: DM@dmoby.com
Extension / Office: 3600
Mobile: 05555555555
DECT: 212222
Customer: 10097

Aliases

Dave First Name
Daveed First Name

Back Save Changes

10. Click **Save Changes**.

3.1.4 Deleting a Contact

The procedure below describes how to delete a contact.

- **To delete a contact:**
1. Open the Contact Details screen (**Contacts > Contacts List**).
 2. Select the contact you wish to delete by enabling the Contact check box.
 3. From the 'Actions' drop-down list, select **Delete Contact**.

Figure 3-12: Delete a Contact

Contacts

Contact Details

Show 100 entries

	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App	Actions
<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	ac	Activate Contact Protect Contact Remove Protect Disable Contact Edit Contact Delete Contact Mobile App Invitation Free Bindings Activate Mobile App Disable Mobile App
<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	no	
<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	no	
<input type="checkbox"/>	987	Bob	Jane	abc@gmail.com	Finance	4999	5012345678		active	no	
<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665358		active	ac	
<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		active	ac	
<input checked="" type="checkbox"/>	888	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	active	

Showing 1 to 7 of 7 entries

4. The following message appears: "Are you sure you want to delete the selected contact(s)?"
5. Click **OK** to delete the selected contact.

3.1.5 Searching a Contact

The procedure below describes how to search for a contact.

➤ **To search for a contact:**

1. Open the **Contacts** menu (**Contacts** > <department Dictionary name>).
2. Click on the **Contact List** menu.
3. Enter the search criteria in the Search field; the searched data is displayed.

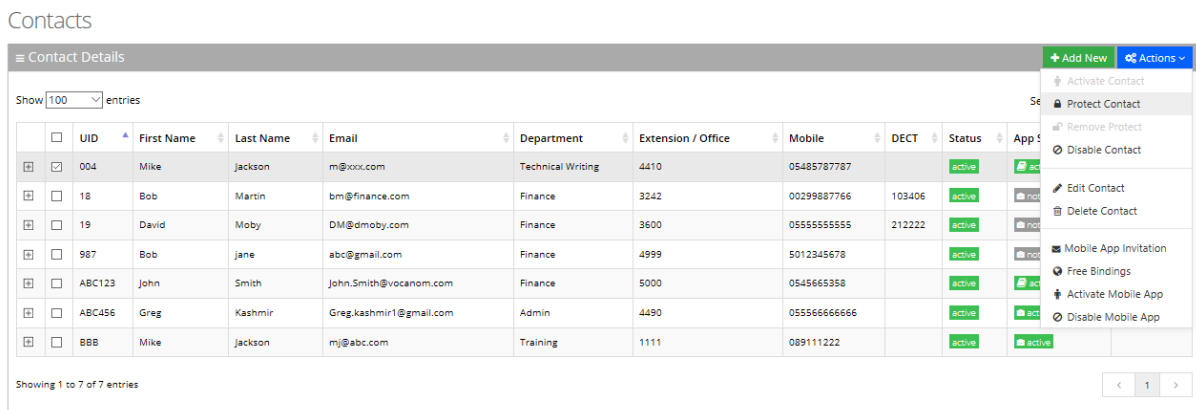
3.1.6 Protecting a Contact

In most cases, the Contacts List is retrieved from an external source (for example, Active Directory or a CSV file). Organization administrators have the option to change specific contact details and set the contact to Protect mode. By doing this, a re-synchronization of the Contacts List does not override the change.

➤ **To protect a contact:**

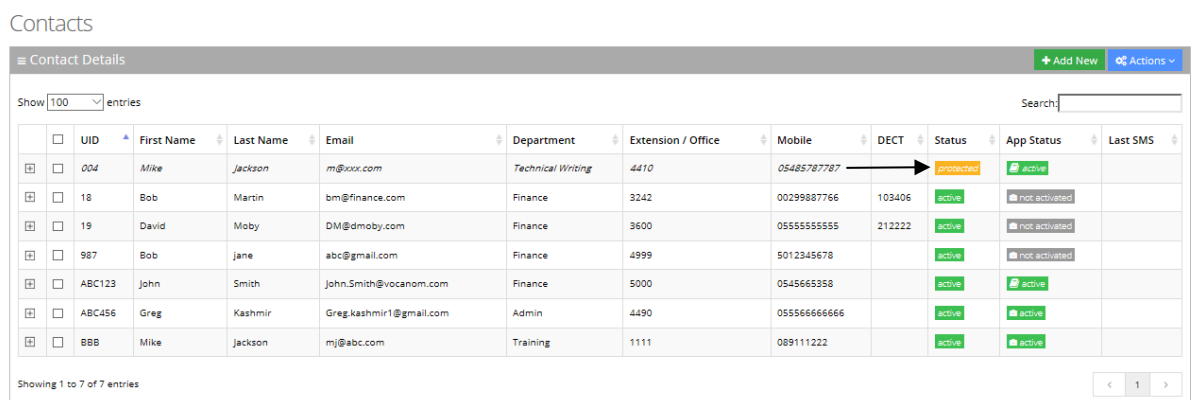
1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to protect by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Protect Contact**; the following appears:

Figure 3-13: Protect a Contact



4. The selected contact appears with a status of "Protected" in yellow.

Figure 3-14: Protected Contact



3.1.7 Removing Protection from a Contact

The procedure below describes how to remove protection from a contact.

➤ **To remove protection from a contact:**

1. Open the Contact Details screen (**Contacts > Contacts List**).
2. Select the **protected** contact you wish to remove the "Protect" status, by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Remove Protect**; the following appears:

Figure 3-15: Remove Protected Contact

Contacts

Contact Details										+ Add New	⚙ Actions ▾
Show 100 entries										Search	
	<input type="checkbox"/>	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	
	<input checked="" type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		protected	
	<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	
	<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	
	<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active	
	<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665358		active	
	<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		active	
	<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	

Showing 1 to 7 of 7 entries

< 1 >

Activate Contact
 Protect Contact
 Remove Protect
 Disable Contact
 Edit Contact
 Delete Contact
 Mobile App Invitation
 Free Bindings
 Activate Mobile App
 Disable Mobile App

4. The "protect" status is removed as shown in the figure below.

Figure 3-16: Removed Protected Contact

Contacts

≡ Contact Details

+ Add New

⚙ Actions ▾

Show

100

 entries

Search:

	<input type="checkbox"/>	UID ▲	First Name ↕	Last Name ↕	Email ↕	Department ↕	Extension / Office ↕	Mobile ↕	DECT ↕	Status ↕	App Status	Last SMS
<div>+</div>	<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		<div>active</div>	<div><div>📄 active</div></div>	
<div>+</div>	<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	<div>active</div>	<div><div>📄 not activated</div></div>	
<div>+</div>	<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	<div>active</div>	<div><div>📄 not activated</div></div>	
<div>+</div>	<input type="checkbox"/>	987	Bob	Jane	abc@gmail.com	Finance	4999	5012345678		<div>active</div>	<div><div>📄 not activated</div></div>	
<div>+</div>	<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665358		<div>active</div>	<div><div>📄 active</div></div>	
<div>+</div>	<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		<div>active</div>	<div><div>📄 active</div></div>	
<div>+</div>	<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		<div>active</div>	<div><div>📄 active</div></div>	

Showing 1 to 7 of 7 entries

<

1

>

3.1.8 Activating a Contact

When a contact is created, it is activated (enabled) by default. The procedure below describes how to activate a contact, in case it was disabled.

➤ **To activate a contact:**

1. Open the Contact Details screen (**Contacts > Contacts List**).
2. Select the contact you wish to activate by enabling the Contact check box.

Figure 3-17: Activating a Contact

Contacts

≡ Contact Details + Add New ⚙ Actions

Show entries

	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status
<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active
<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active
<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active
<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active
<input checked="" type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665358		disabled
<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		active
<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active

Showing 1 to 7 of 7 entries

- From the 'Actions' drop-down list, select **Activate Contact**; the following appears:

Figure 3-18: Activated Contact

Contacts

≡ Contact Details + Add New ⚙ Actions

Show entries

Search:

	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	active	
<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	not activated	
<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	not activated	
<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active	not activated	
<input checked="" type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665232232		active	active	
<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		active	active	
<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	active	

Showing 1 to 7 of 7 entries

3.1.9 Disabling a Contact

When you disable a contact, the system removes the contact from the Contact Detection List. When a "disabled" contact calls the system, it is recognized as non-employee caller.

By default, the Auto Sync Contact tool moves the users to a Disabled state. It does not delete them in case they exist on the system Contact List but not on the LDAP/file.

The procedure below describes how to disable a contact.

➤ **To disable a contact:**

1. Open the Contact Details screen (**Contacts > Contacts List**).
2. Select the contact you wish to disable by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Disable Contacts**; the following appears:

Figure 3-19: Disabling a Contact

Contacts

≡ Contact Details

Show 100 entries

	<input type="checkbox"/>	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status
	<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active
	<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active
	<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active
	<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active
	<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665232232		active
	<input checked="" type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		active
	<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active

Showing 1 to 7 of 7 entries

Actions: + Add New, Actions (dropdown)

- Activate Contact
- Protect Contact
- Remove Protect
- Disable Contact
- Edit Contact
- Delete Contact
- Mobile App Invitation
- Free Bindings
- Activate Mobile App
- Disable Mobile App

4. The status is set to "disabled" as shown in the figure below:

Figure 3-20: Disabled Contact

Contacts

≡ Contact Details

Show 100 entries

	<input type="checkbox"/>	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status
	<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active
	<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active
	<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active
	<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active
	<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665232232		active
	<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	05556666666		disabled
	<input type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active

3.1.10 Activating a Contact to use the VocaNOM Mobile App

The procedure below describes how to activate a contact to use the VocaNOM Mobile App. The **Activate Mobile App** menu option activates users for the mobile application. Note the 'App Status' column in the Contacts List. Once activated, organization administrators can send mobile App invitations to users using SMS or email.



Notes:

- The VocaNOM Mobile App is only available once a license has been obtained.
- The VocaNOM Mobile App is only supported on the Cloud installation and not On-premises.

➤ **To activate a Contact to use the VocaNOM Mobile App:**

1. Open the Contact Details screen (**Contacts > Contacts List**).
2. Select the contact you wish to activate by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Activate Mobile App**; the following appears:

Figure 3-21: Activate Contact – Mobile App

Contacts

≡ Contact Details

Show 100 entries

	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status
<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active
<input checked="" type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active
<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active
<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active
<input checked="" type="checkbox"/>	ABC123	John	Smith	John.Smith@vocanome.com	Finance	5000	0545665232232		active
<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	0555666666666		active
<input checked="" type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active

Showing 1 to 7 of 7 entries

+ Add New Actions

- Activate Contact
- Protect Contact
- Remove Protect
- Disable Contact
- Edit Contact
- Delete Contact
- Mobile App Invitation
- Free Bindings
- Activate Mobile App
 - Enterprise
 - Private
 - Enterprise & Private
 - Disable Mobile App

4. There are three options you can select from:
 - **Enterprise:** This activates the VocaNOM Mobile App for the whole enterprise. A small 'suitcase' icon appears under the **Activate Mobile App** menu heading.
 - **Private:** This activates the VocaNOM Mobile App for private contacts only. A small 'book' icon appears under the **Activate Mobile App** menu heading.
 - **Enterprise & Private:** This activates the VocaNOM Mobile App for the whole enterprise and private contacts. A small 'suitcase' and 'book' icon appear under the **Activate Mobile App** menu heading.
5. Once you have selected the appropriate option, a message appears in the upper-right part of screen that the user has been activated successfully. Also, in the **App Status** column, an 'Active' message appears in green along with a suitable icon for each option displayed.

Figure 3-22: Contact Details – Added Successfully

Contacts

English baruch.gelber@audiocodes.com
System Notification
User John.Smith@vocom.com was activated successfully

≡ Contact Details + Add New ⚙ Actions

Mobile App Activation Progress

Show 100 entries Search:

	<input type="checkbox"/>	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
	<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	active	
	<input checked="" type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	not activated	
	<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	not activated	
	<input type="checkbox"/>	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active	not activated	
	<input checked="" type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665232232		active	active	
	<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	0555666666666		active	active	
	<input checked="" type="checkbox"/>	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	active	

Showing 1 to 7 of 7 entries



Note: A contact without an email address cannot use the Mobile App. Therefore, its **App Status** is NA.

Figure 3-23: Contacts with No Email Address – NA

Contacts

≡ Contact Details + Add New ⚙ Actions

Show 100 entries Search:

	<input type="checkbox"/>	UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
	<input type="checkbox"/>	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	active	
	<input type="checkbox"/>	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	not activated	
	<input type="checkbox"/>	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	not activated	
	<input type="checkbox"/>	987	Bob	jane		Finance	4999	5012345678		active	NA	
	<input type="checkbox"/>	ABC123	John	Smith	John.Smith@vocom.com	Finance	5000	0545665232232		active	active	
	<input type="checkbox"/>	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	0555666666666		active	active	
	<input type="checkbox"/>	BBB	Mike	Jackson		Training	1111	089111222		active	NA	

Showing 1 to 7 of 7 entries

3.2 Importing/Exporting Contact List

The procedure below describes how to import and export CSV and XLS files containing Contact lists. When using CSV files, we recommend you use Notepad++ and save files in UTF-8 encoding format.

Figure 3-24: Contact Details

UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	Actions
1	ruslan222	koren	test@voca.com	marketing	0543080340	0523741571	Active
20003	Mari	Zverev	jasdgash@zhjash.com			546765239	Active
20004	Chana	Zveda				546765238	Active
20006	Riki	Zurdeker					Active
20008	Rochama	Zur					Active
20009	David	Zur					Active
20010	Zahava	Zur					Active
20011	Lion	Zukerman					Active
20012	Yosef	Zugrabo					Active
20013	Shulamit	Zuberj				546765237	Active
20014	Jek	Zuabi					Active
20015	Yhodit	Zuabi					Active

3.2.1 Importing Contact Information

The procedure below describes how to import Contact information.

➤ **To import contact information from a CSV file:**

1. From the Actions drop-down list, on the Contact Details screen, click **Import Contacts List**.

Figure 3-25: Import Contacts List

Import your contacts list from CSV or Excel files

☐ Incremental Mode

☐ Overwrite empty contacts aliases

Encoding: UTF-8

Choose File No file chosen

The best starting point

Use an empty template

[Get csv template](#) | [Get excel template](#)

Both files must be save in UTF-8 encoded format.

Cancel Import Contacts List

2. If you select the 'Incremental Mode' check box, only the records that you are importing are active in your Contacts List. All pre-existing records are disabled.
3. If you select the 'Overwrite empty contacts aliases' check box, all empty contacts aliases in the imported file are overwritten.

4. From the 'Encoding' drop-down list, select the Encoding type. The recommended value is **UTF-8**.
5. Click **Choose File** and select the file to be imported.
6. Select the CSV or Excel template.
7. Click **Import Contacts List**.

Figure 3-26: Pre-Import Report

Pre-Import Report

Pre-Import Details		
Notice: The system is currently pending for action		
Status	Records	Preview
New Entity	52	
Items that will be enabled (Already Exist)	0	
Update	0	
No Change	0	
Items to be disabled	0	
<input type="button" value="Confirm Import"/> <input type="button" value="Cancel Import"/>		

This report lists the status of the contacts to be imported. In the example above, 52 new contacts are ready to be imported. Clicking the **Preview** icon, displays these new contacts before they are imported.

If there is an update to an existing contact, click the **Preview** icon. The contact (before the update) appears with a pink background, while the updated contact appears with a green background.

Figure 3-27: Update Pre-Import Report

Pre-Import Report

Pre-Import Details

Notice: The system is currently waiting for action

Status	Records	Preview
New Entity	0	
Items that will be enabled (Already Exist)	0	
Update	2	
No Change	12645	
Items to be disabled	0	

Update

Show 25 entries

Search

First Name	Last Name	Department	Extension / Office	Mobile	Email
Jörn	Schmaljohann	A	1111	053741571	jschmaljohann@ukaachen.de
Jörn	Schmaljohann	A	1111	2222	jschmaljohann@ukaachen.de
Marlies	Dorloechter	A	1111	0523741571	Marlies.Dorloechter@dlr.de
Marlies	Dorloechter	A	1111	2222	Marlies.Dorloechter@dlr.de

Showing 1 to 4 of 4 entries

Confirm Import

Cancel Import



Note: The same behavior applies for Contacts that have been disabled.

8. Click **Confirm Import** to import the contacts. If you wish to cancel the import process, click **Cancel Import**.



Note: If you do not click **Confirm Import** or **Cancel Import**, or you switch to another tab, the actual import is pending and all contacts are disabled. The following message appears:

Figure 3-28: Uncompleted Contacts Import

Contacts

≡ Contact Details

Note: You haven't completed your previous task. To continue operating with the system, please click [here](#) to complete your task

You can return to the **Confirm Import** or **Cancel Import** processes by clicking on the **here** link.

The CSV file to be imported should contain the following:

- UID (mandatory) - An employee ID or any unique number, name or both.
- First Name
- Last Name
- Extension Number
- Mobile Number
- Department
- Email
- First Name Aliases separated by ";"
- Last Name Aliases separated by ";"
- Full Name Aliases separated by ";"



Notes:

- It is highly recommended that the CSV file is saved in **UTF-8** encoding format (Unicode Text). Use Notepad++ to view CSV files.
- You can import a new contact with an existing UID in the same tab. For example, you can import a new contact from the **Contacts > Import/Export**. The imported contact overwrites the existing contact with the same UID. However, if you import a new department with a UID that is already in use by an existing contact or branch, an error appears with the following message: "Upload has failed. One or more of the UIDs already exist in contacts or branches list! [UID number]".

9. The XLS file can be imported according to the following layout.

Figure 3-29: Contacts XLS File Layout

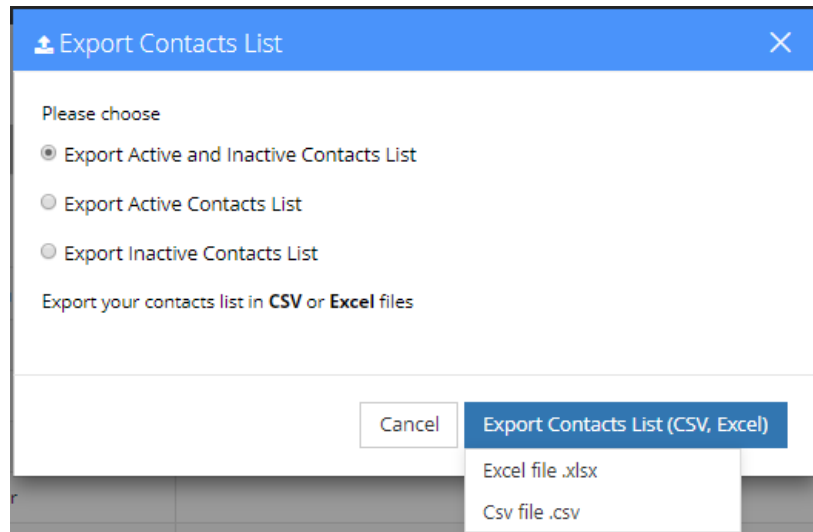
A	B	C	D	E	F	G	H	I	J
UniqueID	FirstName	LastName	Extension	Mobile	Department	Email	FirstNameAliases	LastNameAliases	FullNameAliases
1111	David	Wilson	1001	0541234567	Finance	David.Wilson@Ecma.com	Dave;Davie	Willy	Davidson

3.2.2 Exporting Contact Information

The procedure below describes how to export contact information.

➤ **To export contact information:**

1. From the Actions drop-down list, on the Contact Details screen, click **Export Contacts List**.



2. Select the type of Contact List to be exported – Excel or CSV.
3. Click **Export Contacts List**.

3.3 Freeing Bindings

When an Application User activates the VocaNOM application on a mobile device, a unique binding is set on the server for that device. If more than one device is used, more than one binding is created. If the binding limit is reached (as defined for the customer), the new binding is rejected for the new device and the user is unable to use the app on the new device. The **Free Bindings** menu option clears all bindings on the server for the selected contact, enabling a fresh start.

3.4 Managing Contacts Departments



Note: This sub-section is applicable only if the language selected is "German", and if the tenant is configured to "Last name – Department name".

Figure 3-30: Tenant Configuration Example

The screenshot shows the 'Tenant Configuration' page. Key settings include:

- VocaVOM Mobile App:** Enterprise (checked), Private (unchecked).
- Allow app:** Medical DE-DE (checked), Medical HE-IL (checked).
- VocaVOM Branch IVR:** (unchecked).
- Phone Types:** None.
- Max. Contacts:** 1000.
- Country:** Germany (49).
- System Dialect:** German.
- Auto Attendant Name Recognition Order for Enterprise Contacts:** First name - Last name (selected). A dropdown menu is open showing options:
 - First name - Last name
 - (First name - Last name) and (Last name - First name)
 - First name and (First name - Last name)
 - First and (First - Last) and (Last - First)
 - Last name - Department name
 - (Last name - Department name) and (First name - Last name - Department name)
 - (Last name - Department name) and (Department name - Last name)
 - (Last name - Department name) and (Department name - Last name) and (First name - Last name - Department name)
- Timezone:** (empty).
- Hide CLI:** (unchecked).
- Allow External CDR Reports:** (unchecked).
- Concurrent channel licenses:** 20.
- Available licenses:** 1531.

The Contacts Departments page allows you greater control in managing aliases for Contacts Departments. Aliases are useful especially when an exact name of a department is not known by the caller. For instance, when calling a 'Sales' department in an organization, there may be a number of different sales departments, for example, "Consumer Sales" and "Enterprise Sales". AC Voca gives the caller the choice of which Sales department the call should be directed to.

The Contacts Departments page retrieves the list of departments from the Contact List.

3.4.1 Adding an Alias

The procedure below describes how to add a new Contacts Departments alias.

➤ **To add a Contacts Departments alias:**

1. Open the Contacts Departments page (**Contacts > Contacts Departments**).



Note: The first time you access this screen, AC Voca forces you to choose an ASP, before saving the values on the screen.

Figure 3-31: Contacts Departments

Contacts Departments

≡

Contacts Departments

1. Select ASP

Medical - HE-IL

▼

Save

2. Departments

Show

25

▼

entries

Search:

Delete unused departments

⊕ Aliases	Department Name	⬅ ➡ Prompt	⬅ ➡ Actions
⊕	cardiovascular	⬅ ➡	
⊕	consumer sales	⬅ ➡	
⊕	enterprise sales	⬅ ➡	
⊕	finance	⬅ ➡	
⊕	line 1	⬅ ➡	
⊕	management	⬅ ➡	🗑
⊕	marketing	⬅ ➡	
⊕	obstetrics	⬅ ➡	

Showing 1 to 8 of 8 entries

<

1

>



2. Select a Department Name by clicking on the  on the line of the department name.
3. Click .
4. In the blank text box that appears, enter the name of the alias. In our example, we have used 'Sales'.

Figure 3-32: Contacts Departments – Add Alias

Contacts Departments

1. Select ASP

Medical - HE-IL Save

2. Departments

Show entries Search:

Delete unused departments

Aliases	Department Name	Prompt	Actions
	cardiovascular		
	consumer sales		

Aliases

- consumer sales ☒ Primary Recognize ☒
- sales ☐ Primary

Prompts

File Options * ☒ Default ☐ Upload ☐ Record

Cancel Save

	enterprise sales		
	finance		
	line 1		
	management		
	marketing		
	obstetrics		

- 5.** Click **Save**.

3.4.2 Editing an Alias

The procedure below describes how to edit Contacts Departments aliases.

- **To edit Contacts Departments aliases:**
1. Open the Contacts Departments page (**Contacts > Contacts Departments**).

Figure 3-33: Contacts Departments

Contacts Departments

Choose ASP: Medical - HE-IL [Save]

Show 100 entries Search [] Delete unused departments

Aliases	Department Name	Prompt	Actions
[+]	consumer sales	[<=>]	
[+]	enterprise sales	[<=>]	
[+]	finance	[<=>]	
[+]	marketing	[<=>]	
[+]	line 1	[<=>]	

Showing 1 to 5 of 5 entries < 1 >

2. Select a Department Name by clicking the on the line of the department name.

Figure 3-34: Contacts Departments – Edit Alias

1. Select ASP: Medical - EN-US [Save]

2. Departments: Show 100 entries Search [] Delete unused departments

Aliases	Department Name	Prompt	Actions
[+]	cardiovascular	[<=>]	
[+]	consumer sales	[<=>]	

Aliases: [consumer sales] [Primary] [Recognize] [Add]

sales [Primary] [Edit] [Delete]

Prompts: [Default] [Upload] [Record]

File Options: [Default] [Upload] [Record]

Cancel [Save]

[+]	enterprise sales	[<=>]	
[+]	finance	[<=>]	
[+]	line 1	[<=>]	
[+]	management	[<=>]	
[+]	marketing	[<=>]	
[+]	obstetrics	[<=>]	


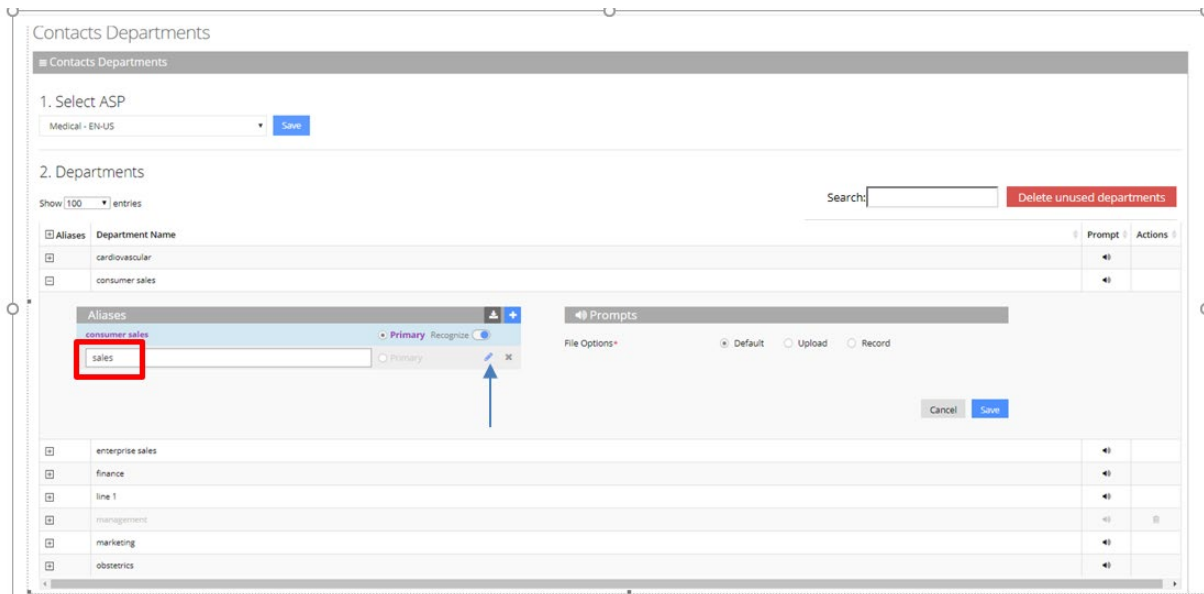
- Place your cursor over the alias that you wish to edit, and then click the  icon.

Figure 3-35: Contacts Departments – Editing Alias



The screenshot shows the 'Contacts Departments' interface. At the top, there's a '1. Select ASP' section with a dropdown menu set to 'Medical - EN-US' and a 'Save' button. Below this is the '2. Departments' section. It features a 'Show 100 entries' dropdown, a search bar, and a 'Delete unused departments' button. A table lists departments: 'cardiovascular', 'consumer sales', 'enterprise sales', 'finance', 'line 1', 'management', 'marketing', and 'obstetrics'. An 'Aliases' section is expanded, showing a list of aliases. The 'sales' alias is highlighted with a red box, and a blue arrow points to the pencil icon next to it. The 'Aliases' section also includes a 'Primary' radio button and a 'Recognize' button. To the right, there's a 'Prompts' section with 'File Options' and radio buttons for 'Default', 'Upload', and 'Record'. At the bottom right, there are 'Cancel' and 'Save' buttons.

- Edit the alias as needed, and then press **Enter**. In our example 'Sales 1' was changed to 'Sales'.
- Click **Save**.

3.4.3 Deleting an Alias

The procedure below describes how to delete a Contacts Departments alias.

➤ **To delete a Contacts Departments alias:**

1. Open the Contacts Departments page (**Contacts > Contacts Departments**).

Figure 3-36: Contacts Departments – Deleting an Alias

Contacts Departments

Contacts Departments

1. Select ASP

Medical - HE-IL

Save

2. Departments

Show 100 entries

Search:

Delete unused departments

Aliases	Department Name	Prompt	Actions
	cardiovascular		
	consumer sales		
	enterprise sales		
	finance		
	line 1		
	management		
	marketing		
	obstetrics		

Showing 1 to 8 of 8 entries

<

1

>

2. Select a Department Name by clicking the on the line of the department name.
3. Place your cursor over the alias that you wish to delete, and then click the **x** icon. The alias is deleted.
4. Click **Save**.

Figure 3-37: Contacts Departments – Delete Alias

3.4.4 Removing a Department Name from the Recognition List

Sometimes you may need to remove a Department Name from the Recognition List, either because it is inaccurate or unpronounceable.

➤ **To remove a Department Name from the Recognition List:**


1. Open the Contacts Departments page (**Contacts > Contacts Departments**).
2. Select the Department Name containing the alias to be hidden by clicking the  on the line of the Department Name.

Figure 3-38: Contacts Departments – Removing a Department Name

The screenshot shows the 'Contacts Departments' interface. At the top, there's a header 'Contacts Departments'. Below it, a section '1. Select ASP' has a dropdown menu set to 'Medical - EN-US' and a 'Save' button. The main section is '2. Departments', which includes a 'Show 100 entries' dropdown and a search bar. A table lists departments: 'cardiovascular' and 'consumer sales'. A modal window is open for 'consumer sales', showing an 'Aliases' list with 'consumer sales' as the primary alias and 'sales' as a secondary alias. The 'Recognize' toggle is currently turned on. To the right of the modal, there's a 'Prompts' section with 'File Options' set to 'Default'. At the bottom right of the modal, there are 'Cancel' and 'Save' buttons.

3. Drag the **Recognize** toggle to the left, so that this alias is de-selected and is not recognized by AC Voca. In our example, 'sales' has been selected to be the **primary** alias.
4. Click **Save**.

3.4.5 Setting the Primary Alias

The **Primary** radio-button determines which department is announced first when transferring the call or in a dis-ambiguation scenario.

For instance, when wanting to contact Smith, who is employed in the Sales department, the voice announcement is "transferring call to Smith...Consumer Sales", since the Consumer Sales department was selected as the Primary.

Figure 3-39: Primary Example

The screenshot displays the 'Contacts Departments' interface. It is divided into two main sections: '1. Select ASP' and '2. Departments'.

1. Select ASP: A dropdown menu shows 'Medical - EN-US' with a 'Save' button next to it.

2. Departments: This section includes a 'Show 100 entries' dropdown, a search bar, and a 'Delete unused departments' button. Below this is a table with columns 'Aliases' and 'Department Name'.

Aliases	Department Name
<input type="checkbox"/>	cardiovascular
<input type="checkbox"/>	consumer sales

Below the table, there are two detailed views for 'consumer sales' and 'enterprise sales'.

consumer sales view: Shows 'Aliases' with 'consumer sales' selected. It has a 'Primary' radio button (selected) and a 'Recognize' toggle. To the right, 'Prompts' are set to 'Default' (selected), with 'Upload' and 'Record' as options. 'File Options' are also visible. 'Cancel' and 'Save' buttons are at the bottom right.

enterprise sales view: Shows 'Aliases' with 'enterprise sales' selected. It has a 'Primary' radio button (selected) and a 'Recognize' toggle. To the right, 'Prompts' are set to 'Default' (selected), with 'Upload' and 'Record' as options. 'File Options' are also visible. 'Cancel' and 'Save' buttons are at the bottom right.

Additionally, if there are two people with the same last name and department name, e.g., "Smith" in the Sales department, the voice announcement asks "Do you want John Smith in the **Enterprise Sales** or John Smith in the **Consumer Sales** department". Both departments are marked as **Primary**.

3.4.6 Using Prompts for an Alias

If you do not want to use the Primary voice announcements, you can use your own Prompts. The procedure below describes how to configure the Department Contacts audio prompt for the AC Voca service. You can use an existing default prompt (Primary), upload a prompt or record a new prompt.

**Note:**

- An alias can be configured as a Primary voice announcement.
- If the same alias is used in more than one department, it cannot be set as a Primary voice announcement.

Figure 3-40: Prompts

If you wish to use the existing prompt configured under the Alias, click the **Default** option, and then click **Save**.

➤ **To upload a prompt:**

1. Click the **Upload** option.

Figure 3-41: Upload Prompt

2. In the 'File Name' field, enter the audio file name.
3. In the 'File Description' field, enter a description of the prompt.
4. Click **Browse** to locate the audio file to be uploaded.
5. Click **Save** to complete the upload process.



Note: The audio file must be in the following format - .wav file, with 16 Bit Resolution, mono, 8000Hz.

➤ **To record a prompt:**

1. Click **Record**, and then begin recording your prompt.

Figure 3-42: Record New Prompt Details

The 'Prompts' dialog box contains the following elements:

- File Options:** Radio buttons for Default, Upload, and Record (selected).
- File Name:** A text input field.
- File Description:** A text input field.
- File Record:** Buttons for Record (red), Stop (grey), Play (green), and Download (yellow).
- Buttons:** Cancel and Save at the bottom right.

2. When finished recording, click **Stop**.
3. To replay the recent recording, click **Play**.
4. To save a copy of the recorded audio file, click **Download**.
5. Click **Save** to complete the recording process.

3.4.7 Deleting a Department with No Contacts

In a situation where a department has no contacts (for example, the contacts may have left or may have been transferred to another department), it appears faded on the Contacts Departments page, with a Trash icon appearing on the far-right of the page. In the example below, the "management" department appears faded.

Figure 3-43: Deleting Department with No Contacts

The 'Contacts Departments' page includes the following components:

- Header:** 'Contacts Departments' title and a 'Choose ASP' dropdown set to 'Medical - EN-US' with a 'Save' button.
- Table:**

Aliases	Department Name	Prompt	Actions
+	management	🔊	🗑️
+	consumer sales	🔊	
+	enterprise sales	🔊	
+	finance	🔊	
+	marketing	🔊	
+	line 1	🔊	
- Footer:** 'Showing 1 to 6 of 6 entries' and pagination controls.

➤ **To delete the department with no contacts:**


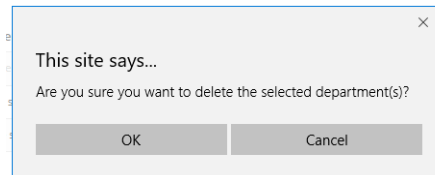
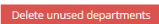
1. Open the Contacts Departments menu (**Contacts** > **Contacts Departments**).
2. Place the cursor on the department to be deleted.
3. Click ; the following message appears:

Figure 3-44: Deleting Department



4. Click **OK** to delete the department.

3.4.8 Deleting Unused Departments

AC Voca allows you to delete departments that appear grayed out (unused), in one action, by clicking the **Delete unused**  button.

➤ **To delete unused departments:**

1. The following message appears: "Are you sure you want to delete all unused departments?"
2. Click **OK**.

Figure 3-45: Deleting Unused Departments

Are you sure you want to delete all unused departments?



3.4.9 Importing a Package

This feature allows you to import specific departments and aliases that are part of the pre-defined packages.



Note: This feature is only applicable if the ASP has been set to "Medical", on the Contacts Departments page.

➤ **To import departments and their related aliases from the "Medical" package:**


1. Open the Contacts Departments menu (**Contacts** > **Contacts Departments**).
2. Ensure that ASP has been set to "Medical".
3. Select the Department Name you wish to import to. In the example below, *obstetrics* has been selected.
4. Click the **Import Package** icon .

Figure 3-46: Importing Package

Contacts Departments

1. Select ASP

Medical - HE-IL Save

2. Departments

Show 100 entries Search Delete unused departments

Aliases	Department Name	Prompt	Actions
<input type="checkbox"/>	cardiovascular		
<input type="checkbox"/>	consumer sales		
<input type="checkbox"/>	enterprise sales		
<input type="checkbox"/>	finance		
<input type="checkbox"/>	line 1		
<input type="checkbox"/>	management		
<input type="checkbox"/>	marketing		
<input type="checkbox"/>	obstetrics		

Aliases Primary Recognize Import Package

File Options Default Upload Record

Cancel Save

- The Import Package page appears.

Figure 3-47: Import Package Page

Import Package - Medical ×

Show 100 entries Search Import Package

	NAME	category	recording
<input type="checkbox"/>	תזונה ודיאטה	מחלקות	MEDIC_26251.ul
<input type="checkbox"/>	מרפאות חוץ	מחלקות	MEDIC_2625_D.ul
<input type="checkbox"/>	מחלקה ראומטולוגית	מחלקות	MEDIC_2629.ul
<input type="checkbox"/>	הנפקת תו חניה	מחלקות	MEDIC_2639.ul
<input type="checkbox"/>	מעבדה מיקרוביולוגית	מחלקות	MEDIC_2641_R.ul
<input type="checkbox"/>	מרפאה סכרת אנדוקרינית	מחלקות	MEDIC_265.ul
<input type="checkbox"/>	מרפאה תעסוקתית	זימון תורים	MEDIC_266.ul
<input type="checkbox"/>	מרפאה תעסוקתית	מחלקות	MEDIC_266.ul
<input type="checkbox"/>	היחידה להריון בסיכון	זימון תורים	MEDIC_267.ul
<input type="checkbox"/>	הריון בסיכון גבוה	מחלקות	MEDIC_267.ul
<input type="checkbox"/>	מרפאת אנדומטריוזיס	זימון תורים	MEDIC_269.ul
<input type="checkbox"/>	מרפאת אנדומטריוזיס	מחלקות	MEDIC_269.ul
<input type="checkbox"/>	מרפאות ילדים	זימון תורים	MEDIC_270.ul
<input type="checkbox"/>	מרפאות ילדים	מחלקות	MEDIC_270.ul
<input type="checkbox"/>	מכון אנדוקרנולוגי	מחלקות	MEDIC_2706.ul
<input type="checkbox"/>	ארכיון מרפאות	מחלקות	MEDIC_2715.ul
<input type="checkbox"/>	מרפאה כירורגית חזה	זימון תורים	MEDIC_2717.ul

6. Select the Department Name(s) you wish to import. The selected departments are shaded.

Figure 3-48: Import Package Page

Import Package - Medical

<input checked="" type="checkbox"/>	סמנל"ל מו"פ	מחלקות	MEDIC_314.ul
<input checked="" type="checkbox"/>	מרפאת עיניים גלאוקומה	זימון תורים	MEDIC_316.ul
<input checked="" type="checkbox"/>	מרפאת עיניים גלאוקומה	מחלקות	MEDIC_316.ul
<input checked="" type="checkbox"/>	ענף שחר	מחלקות	MEDIC_317.ul
<input checked="" type="checkbox"/>	פעילות משקמת	מחלקות	MEDIC_318.ul
<input checked="" type="checkbox"/>	פניות הציבור	מחלקות	MEDIC_319.ul
<input checked="" type="checkbox"/>	נוירולוגיה קוגניטיבית	מחלקות	MEDIC_3190_R.ul
<input checked="" type="checkbox"/>	אשפוז יום פסיכיאטרי	מחלקות	MEDIC_321.ul
<input checked="" type="checkbox"/>	צלם רפואי	מחלקות	MEDIC_324.ul
<input checked="" type="checkbox"/>	רכש	מחלקות	MEDIC_3242.ul
<input type="checkbox"/>	קבלה ושחרור יולדות	זימון תורים	MEDIC_326.ul
<input checked="" type="checkbox"/> קבלה ושחרור יולדות			
<input checked="" type="checkbox"/> קבלה ושחרור יולדות <input checked="" type="checkbox"/> הפלות <input checked="" type="checkbox"/> שחרור יולדות <input checked="" type="checkbox"/> הפסקת הריון			
<input type="checkbox"/>	קבלה ושחרור יולדות	מחלקות	MEDIC_326.ul
<input checked="" type="checkbox"/> קבלה ושחרור יולדות			
<input checked="" type="checkbox"/> קבלה ושחרור יולדות <input checked="" type="checkbox"/> שחרור יולדות			
<input checked="" type="checkbox"/>	מרפאת קרדיולוגיה גרעינית	זימון תורים	MEDIC_327.ul
<input checked="" type="checkbox"/>	מרפאת קרדיולוגיה גרעינית	מחלקות	MEDIC_327.ul
<input checked="" type="checkbox"/>	מעבדה מטבולית	מחלקות	MEDIC_3317_R.ul
<input checked="" type="checkbox"/>	קרדיולוגיה ילדים	מחלקות	MEDIC_332.ul

Figure 3-50: Imported Departments

3.4.10 Importing Contacts Department

The CSV file to be imported should contain the following:

- UID (mandatory) - An employee ID or any unique number, name or both.
- Department Name
- Aliases – Should be separated by a semi-colon ';'. Only the first alias can be set as 'Primary' and start with '#'.
- Recognize – The two possible values are:
 - True (1)
 - False (0)

If no alias has been set as 'Primary', then Recognize must be set to 'True' (1).

9. The XLS file can be imported according to the following layout.

Figure 3-51: Contacts Departments XLS File Layout

A	B	C	D
UID	Department Name	Aliases	Recognize
1111	Child care services	Child care;Child	1
2222	Station for surgery	#Surgery;Surgery Station	0

This page is intentionally left blank.

4 Managing Departments Lists

This section describes how to manage your dictionary list and departments.

Figure 4-1: Departments

Departments

≡ Dictionary List

+ Add New

⚙ Actions ▾

Show 100 entries

Search:

<input type="checkbox"/>	Department Dictionary	ASP	Dialect
<input type="checkbox"/>	Default	AutoAttendant	HE-IL

Showing 1 to 1 of 1 entries

<

1

>

4.1 Using the Dictionary List

AC Voca provides the ability to create separate lists of departments that can be used on a menu level for detection. You can manually add Department Names or import them from pre-defined packages into your department lists.

For every tenant/service the "Default" Dictionary List is pre-defined and can't be deleted. It can be used for creating your list or alternatively you can create a new department list with your required name.

4.1.1 Adding Department Dictionary

The procedure below describes how to add a department dictionary.

➤ **To add a department dictionary:**

1. Open the Department Dictionary menu (**Departments > Dictionary List**).
2. Click **Add New**; the following appears:

Figure 4-1-1-1: New Department Dictionary

New Department Dictionary

≡ New Department Dictionary - Step 1 of 2

1 Department Details

2 Confirm

Provide Department Dictionary Details

Dictionary Name

ASP

AutoAttendant - I ▾

+ More Dictionary

Continue ☺

3. Under the **Provide Department Dictionary Details** group, enter the following:
 - Dictionary Name
 - ASP
4. Enter the required fields.

Figure 4-1-1-2: Provide Department Dictionary Details

New Department Dictionary

≡ New Department Dictionary - Step 1 of 2

1 Department Details

2 Confirm

Provide Department Dictionary Details

Dictionary Name ASP

IT Menu AutoAttendant - I ▾

+ More Dictionary

Continue ➞

5. Click **Continue**.
6. Click **Save Information**.

4.1.2 Editing Department Dictionary

The procedure below describes how to edit a Department dictionary.

➤ To edit a department Dictionary:

1. Open the Department Dictionary menu (**Departments > Dictionary List**).
2. Check the Department Dictionary that you wish to edit.
3. From the 'Actions' drop-down list, select **Edit Dictionary**.

Figure 4-1-2-1: Edit Department Dictionary

Departments

≡ Dictionary List

Show 100 ▾ entries

+ Add New ⚙ Actions ▾

✎ Edit Dictionary

🗑 Delete Dictionary

<input type="checkbox"/>	Department Dictionary	ASP	Dialect
<input checked="" type="checkbox"/>	Default	AutoAttendant	HE-IL

Showing 1 to 1 of 1 entries

< 1 >

4. Edit the required fields.

Figure 4-1-2-2: Edit Department Dictionary Details

Edit Department Dictionary

≡ Edit Department Dictionary - Step 1 of 2

1 Department Details 2 Confirm

Provide Department Dictionary Details

Dictionary Name ASP

Default AutoAttendant - ▾

Continue ➞

5. Click **Continue**.
6. Click **Save Information**.

4.1.3 Deleting Department Dictionary

The procedure below describes how to delete a department Dictionary.

➤ **To Delete a department Dictionary:**

1. Open the Department Dictionary menu (**Departments > Dictionary List**).
2. Check the Department Dictionary that you wish to Delete.
3. From the drop-down action list select **Delete Dictionary**.

Figure 4-1-3-1: Delete Department Dictionary

Departments

≡ Dictionary List

Show 100 entries

<input type="checkbox"/>	Department Dictionary	ASP	Dialect
<input type="checkbox"/>	Default	AutoAttendant	HE-IL
<input checked="" type="checkbox"/>	US Department	AutoAttendant	HE-IL

Showing 1 to 2 of 2 entries

+ Add New Actions ▾

- Edit Department
- Delete Dictionary

4.2 Adding a Department Manually

The procedure below describes how to add a department to specific department Dictionary manually.

➤ **To add a department manually:**

1. Open the **Departments** menu and click the required department Dictionary (**Departments** > <department Dictionary name>).
2. Click the **Departments List** menu.

Figure 4-2-1: Open Departments List

Departments

≡ Dictionary List
+ Add New
⚙ Actions ▾

Show 100 ▾ entries Search:

<input type="checkbox"/>	Department Dictionary	ASP	Dialect
<input type="checkbox"/>	Default	AutoAttendant	HE-IL

Showing 1 to 1 of 1 entries < 1 >

3. Click **Add New**; the following appears:

Figure 4-3-2: New Department

New Department

≡ New Department - Step 1 of 2

1

2

Department Details
Confirm

Provide Department Details

UID

Department Name

Extension

Parent Department

+ More Departments

Continue ➞

4. Under the **Provide Department Details** group, enter the following:
 - UID
 - Department Name
 - Extension
 - Parent Department

5. Enter the required fields.

**Notes:**

- Every Department must have a unique ID. It can either be a unique number or a name (for example, ABC123).
- The 'Parent Department' field can be ignored for this step.

Figure 4-4: Provide Department Details

1 Department Details 2 Confirm

Provide Department Details

UID	Department Name	Extension	Parent Department
ABC	Human Resources	4000	

+ More Departments

Continue ➞

6. Click **Continue**.
7. Click **Save Information**.

4.3 Activating a Department



Note: By default, a new department is already activated. This sub-section is applicable to departments that have been disabled, that you now wish to activate.

The procedure below describes how to activate a department.

➤ **To activate a department:**

1. Open the Departments menu and click the required department Dictionary (**Departments** > <department Dictionary name>).
2. Click the **Department List** menu.
3. Select the department you wish to activate by enabling the Department check box.
4. From the 'Actions' drop-down list, select **Activate Department**.

Figure 4-5: Activate a Department

Departments

Department Details				+ Add New	⚙ Actions
Show 100 entries					
<input type="checkbox"/>	Department Name	Parent Department	Extension		
<input type="checkbox"/>	Human Resources		4000		
<input checked="" type="checkbox"/>	Import/Export	International Relations	1009	disabled	
<input type="checkbox"/>	Logistics	Admin	4432	active	
<input type="checkbox"/>	Marcom	Marketing	4414	active	
<input type="checkbox"/>	Technical Writing	Marketing	4081	active	

5. The disabled department appears with a green status of "active", as shown below.

Figure 4-6: Activated Department

Departments

Department Details				+ Add New	⚙ Actions
Show 100 entries				Search: <input type="text"/>	
<input type="checkbox"/>	Department Name	Parent Department	Extension	Status	
<input type="checkbox"/>	Human Resources		4000	active	
<input checked="" type="checkbox"/>	Import/Export	International Relations	1009	active	
<input type="checkbox"/>	Logistics	Admin	4432	active	
<input type="checkbox"/>	Marcom	Marketing	4414	active	
<input type="checkbox"/>	Technical Writing	Marketing	4081	active	

4.4 Disabling a Department

The procedure below describes how to disable a department.

➤ **To disable a department:**

1. Open the Departments menu and click the required department (**Departments** > <department Dictionary name>).
2. Click on the **Department List** menu.
3. Select the department you wish to disable by enabling the Department check box.
4. From the 'Actions' drop-down list, select **Disable Department**.

Figure 4-7: Disabling a Department

Departments

Department Details					+ Add New	⚙ Actions ▾
Show 100 ▾ entries					Se	
<input type="checkbox"/>	<input type="checkbox"/>	Department Name	Parent Department	Extension	⚙ Activate Department ⛔ Disable Department ✎ Edit Department 🗑 Delete Department	
<input type="checkbox"/>	<input type="checkbox"/>	Human Resources		4000		
<input type="checkbox"/>	<input type="checkbox"/>	Logistics	Admin	4341		active
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Marcom	Marketing	4242		active
<input type="checkbox"/>	<input type="checkbox"/>	Technical Writing	Marketing	4300		active

Showing 1 to 4 of 4 entries

< 1 >

5. The selected department is "disabled" as shown in the figure below:

Figure 4-8: Disabled Department

Departments

Department Details					+ Add New	⚙ Actions ▾
Show 100 ▾ entries					Search: <input type="text"/>	
<input type="checkbox"/>	<input type="checkbox"/>	Department Name	Parent Department	Extension	Status	
<input type="checkbox"/>	<input type="checkbox"/>	Human Resources		4000	active	
<input type="checkbox"/>	<input type="checkbox"/>	Logistics	Admin	4341	active	
<input type="checkbox"/>	<input type="checkbox"/>	Marcom	Marketing	4242	disabled	
<input type="checkbox"/>	<input type="checkbox"/>	Technical Writing	Marketing	4300	active	

Showing 1 to 4 of 4 entries

< 1 >

4.5 Editing a Department

The procedure below describes how to edit a department.

➤ **To edit a department:**

1. Open the Departments menu, and then click the required department (**Departments** > <department Dictionary name>).
2. Click on the **Department List** menu
3. Select the department you wish to edit by enabling the Department check box.
4. From the 'Actions' drop-down list, select **Edit Department**; the following appears:

Figure 4-9: Department Detail Actions

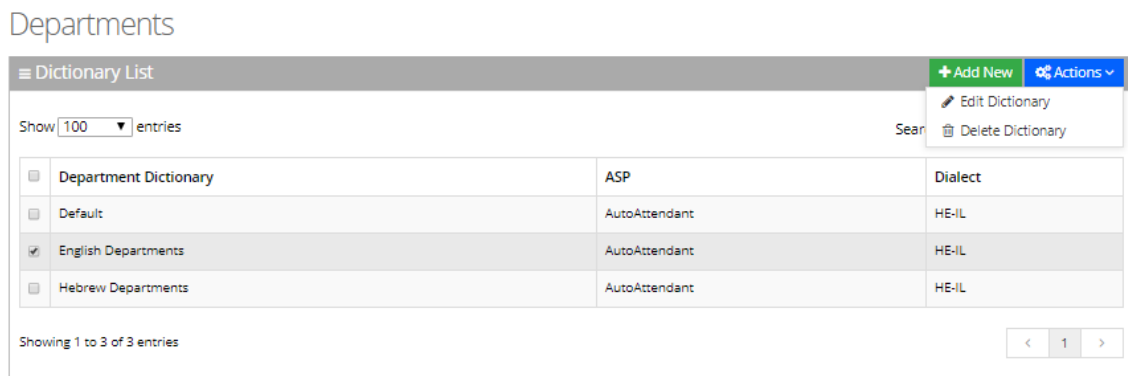
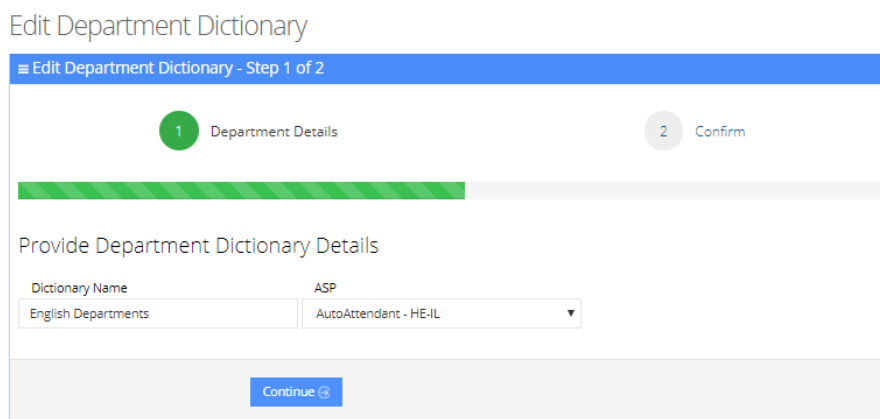


Figure 4-10: Edit Department Dictionary



5. Make your changes on the 'Edit Department' screen, and then click **Continue**.

Figure 4-11: Edit Department – Save Changes

Edit Department

≡ Edit Department - Step 2 of 2

1 ✓ Department Details 2 Confirm

Confirm Information

General

UID: ABC

Department Name: Human Resources

Parent Department:

Extension: 4001

Actions

Action 1	Transfer to Extension	Data	4001
Action 2		Data	

Activate Non-Working Hours Behavior: no

Prompts

File Options: Default

Aliases

⏪ Back Save Changes ⏩

6. Click **Save Changes**; the updated Department details appear.

Figure 4-12: Updated Information

Default - Departments

≡ Department Details + Add New ⚙ Actions

Show 100 entries Search:

	Department Name	Parent Department	Extension	Actions	Status
	Department Name	Department	Extension	Transfer to Extension: Extension	active
	Human Resources		4001	Transfer to Extension: 4001	active
	Logistics	Admin	4341	Transfer to Extension: 4341	active
	Marcom	Marketing	4242	Transfer to Extension: 4242	active
	TW	HR	marketing	Transfer to Extension: marketing	active

Showing 1 to 5 of 5 entries < 1 >

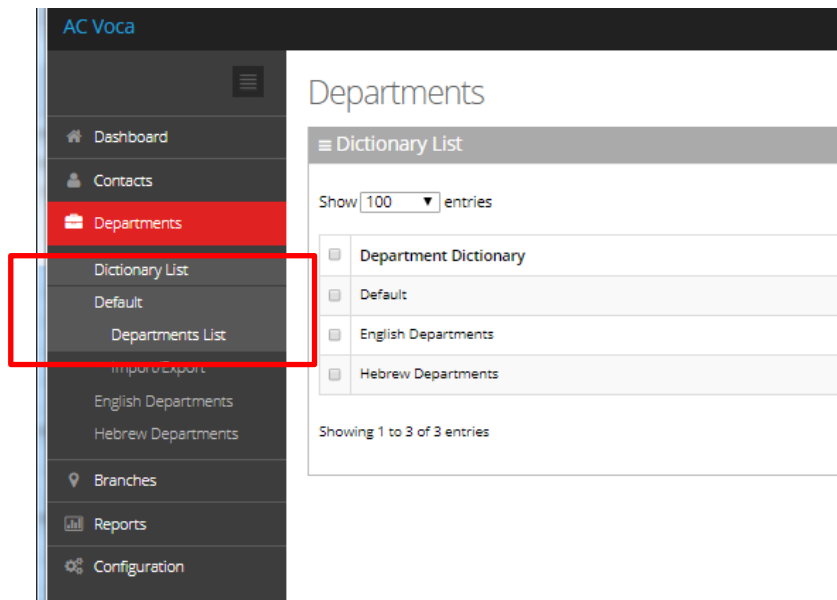
4.6 Setting Actions for a Department

The procedure below describes how to set various actions for each department.

➤ **To set Actions for a Department:**

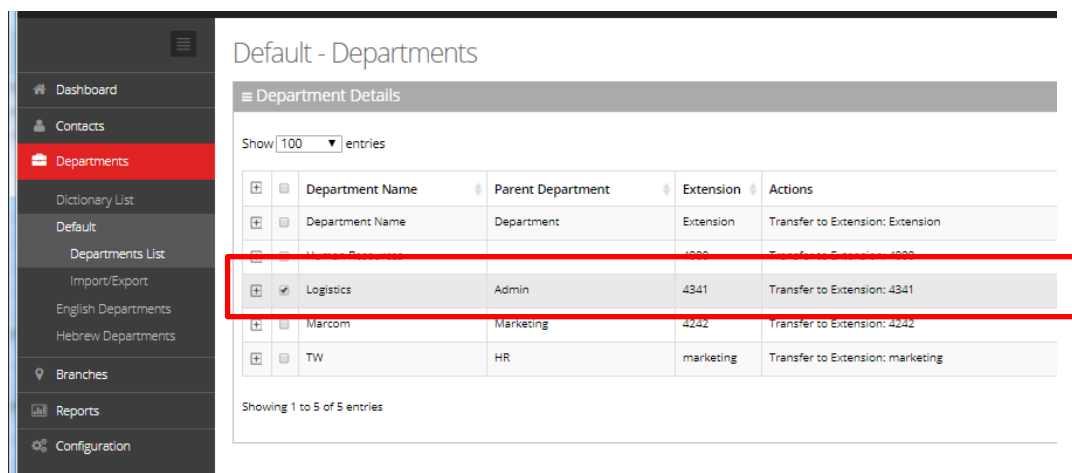
1. On the menu pane, under the **Departments** menu, select the Department Dictionary name you wish to edit.
2. Click the **Dictionary List** menu option. In our example, we selected the 'Default' Dictionary List.

Figure 4-13: Departments List



3. Click on the **Departments List** menu option, and then select a department to edit.

Figure 4-14: Selecting Department within Departments List



- Click the **Actions** drop-down list.

Figure 4-15: Selecting Department

Default - Departments

Department Details

Show 100 entries

Department Name	Parent Department	Extension	Actions
Department Name	Department	Extension	Transfer to Extension: Extension
Human Resources		4000	Transfer to Extension: 4000
Logistics	Admin	4341	Transfer to Extension: 4341
Marcom	Marketing	4242	Transfer to Extension: 4242
TW	HR	marketing	Transfer to Extension: marketing

Showing 1 to 5 of 5 entries

Actions: Add New, Activate Department, Disable Department, Edit Department, Delete Department

- Select **Edit Department**; the following appears:

Figure 4-16: Selecting Edit Department

Edit Department

Edit Department - Step 1 of 2

1 Department Details 2 Confirm

General

UID* LLL

Department* Logistics

Parent Department Admin

Extension 4341

Actions for the Department

Action 1 Transfer to Extension Data 4341

Action 2 Data

Activate Non-Working Hours Behavior ☐

Prompts for the Department

File Options* ☒ Default ☐ Upload ☐ Record

Aliases for the Department

+ More Aliases

Continue

6. From the 'Action 1' drop-down list, select one of the following options:

Figure 4-17: Actions for Department Fields


- **Play prompt:** The system plays a prompt as described in the 'Action 1 Data' field, and then perform the action described in 'Action 2'.
- **Go to menu:** The system directs you to another menu, specified in the 'Action 1 Data' field.
- **Transfer to Operator:** The system transfers the call to the operator.
- **Disconnect:** The system automatically disconnects.
- **Transfer to Phone:** The system transfers the call to a phone number as shown in the 'Action 1 Data' field.
- **Silent Transfer to Phone:** The system transfers the call to the extension without playing the "*Transferring the call to...*" prompt.
- **Transfer to Extension:** The system transfers the call to the extension number.
- **Send SMS:** Allows for an SMS message to be sent.
 - a. If you want to send an SMS, from the 'Action 1' drop-down list, select **Send SMS**.
 - b. In the 'Action 1 Data' field, click the  icon; the following appears:

Figure 4-18: Write SMS

- c. Write the SMS, and then click **OK**. The SMS is sent as the first Action Type for the appropriate key.

- d. Note that the number of characters in the SMS, is limited by the allowed message parts and the language type used.
- e. Sending an SMS must be followed by an action.

**Notes:**

- If you have selected "Send SMS" and you are calling from a mobile phone, the SMS is sent directly to your mobile phone. If you are calling from a landline, the system asks you to enter the mobile number that you wish to receive the SMS on.
- The "Send SMS" action is only applicable if the Administrator has given the appropriate permissions.

- 7. In the 'Action1 Data' field, enter the related action data for the 'Action 1' field.

4.7 Non-Working Hours Behavior for a Department

The procedure below describes how to set Non-Working Hours behavior for each department.

➤ **To set Non-Working Hours behavior:**

1. See Steps 1 to 5 in Section 4.6 on page 70.
2. From the screen in Step 5, enable the 'Activate Non-Working Hours Behavior' check box.

Figure 4-19: Non-Working Hours Behavior Fields

The screenshot shows a configuration interface for a department. The 'General' section includes fields for UID (44), Department (Endocrinology), Parent Department (Endocrinology), and Extension (4411). The 'Actions for the Department' section has three rows for Action 1, Action 2, and Action 3, each with a dropdown menu and a data field. The 'Activate Non-Working Hours Behavior' checkbox is checked and highlighted with a red box. Below this is a 'Working Hour Set' dropdown menu set to 'Default'. The 'Ignore Non-Working Hours Behavior' dropdown menu is set to 'None'. The 'Prompts for the Department' section has a 'File Options' section with radio buttons for 'Default', 'Upload', and 'Record'. The 'Aliases for the Department' section has a search bar with 'Diabetes' entered, a red minus button, and a green '+ More Aliases' button. A 'Continue' button is at the bottom.

3. From the 'Working Hours Set' drop-down list, you can select a pre-configured list of working hours set for each department (See Section 7.5 on page 166).

Figure 4-20: Activate Non-Working Hours Behavior Fields

General

UID* 44

Department* Endocrinology

Parent Department Endocrinology

Extension 4411

Actions for the Department

Action 1 Transfer to Extension Data 4411

Action 2 Data

Action 3 Data

Activate Non-Working Hours Behavior

Working Hour Set

Action 1 Send SMS Data

Action 2 Disconnect Data

Action 3 Data

Ignore Non-Working Hours Behavior None

Prompts for the Department

File Options* ☒ Default ☐ Upload ☐ Record

Aliases for the Department

Diabetes

+ More Aliases

Continue


4. From the 'Action 1' drop-down list, select one of the following options:
- **Play prompt:** The system plays a prompt described in the **Action 1 Data** field, and then perform the action described in **Action 2**.
 - **Go to menu:** The system directs you to another menu, specified in the **Action 1 Data** field.
 - **Transfer to Operator:** The system transfers the call to the operator.
 - **Disconnect:** The system automatically disconnects.
 - **Transfer to Phone:** The system transfers the call to a phone number as shown in in the **Action 1 Data** field.
 - **Transfer to Extension:** The system transfers the call to the extension number.
 - **Send SMS:** Allows for an SMS message to be sent.
 - If you want to send an SMS, from the 'Action 1' drop-down list, select **Send SMS**.
 - a. In the 'Action 1 Data' field, click the  icon; the following appears:

Figure 4-21: Write SMS

Write SMS

Characters: 0/459 Parts: 0/3

OK

- b. Write the SMS, and then click **OK**; the SMS sends it.



Notes:

- If you have selected "Send SMS" and you are calling from a mobile phone, the SMS is sent directly to your mobile phone. If you are calling from a landline, the system asks you to enter the mobile number that you wish to receive the SMS on.
- The "Send SMS" action is only applicable if the Administrator has given the appropriate permissions.

5. In the 'Action1 Data' field, enter the related action data for the 'Action 1' field.

Figure 4-22: Ignore Non-Working Hours Behavior Fields

Edit Department - Step 1 of 2

1 Department Details 2 Cor

General

UID* LLL

Department* Logistics

Parent Department Admin

Extension 4341

Actions for the Department

Action 1 Transfer to Extension Data 4341

Action 2 Data

Activate Non-Working Hours Behavior ☒

Working Hour Set

Action 1 Transfer To Extension Data 4341

Action 2 Data

Ignore Non-Working Hours Behavior

None

None

Anonymous

Employees

Prompts for the Department

File Options* ☒ Default ☐ Upload ☐ Record

Aliases for the Department

[+ More Aliases](#)

[Continue >](#)

6. From the 'Ignore Non-Working Hours Behavior' drop-down list, select which type of callers the non-working hours behavior does not affect.
 - **None:** Select this option if you want the non-working hours behavior to affect all callers.
 - **Anonymous:** Select this option if you want the non-working hours behavior not to affect anonymous (non-employees) callers.
 - **Employees:** Select this option if you want the non-working hours behavior not to affect employee's callers.

4.8 Configuring Department Prompts

The procedure below describes how to configure a Department audio prompt for the AC Voca service. You can use an existing default prompt, upload a prompt or record a new prompt.

➤ **To use the default department prompt:**

1. Open the **Department** menu and click the required department (**Departments** > <department Dictionary name>).
1. Click on the **Department List** menu.
2. Select the department you wish to edit by enabling the Department check box.
3. From the 'Actions' drop-down list, select **Edit Department**; the following appears:

Figure 4-23: Edit Department

Edit Department

≡ Edit Department - Step 1 of 2

1

Department Details

2

Confirm

General

UID*

Department*

Parent Department

Extension

Actions for the Department

Action 1 Data

Action 2

Action 3

Activate Non-Working Hours Behavior ☐

Prompts for the Department

File Options* ☒ Default ☐ Upload ☐ Record

Aliases for the Department

[+ More Aliases](#)

[Continue](#)

4. Under the **Prompts** group, select 'default' to use a pre-existing prompt.

➤ **To upload a prompt:**

1. Click the **Upload** option.

Figure 4-24: New Prompt Details

Prompts for the Department

File Options* ☐ Default ☒ Upload ☐ Record

File Name*

File Description*

File Upload*

Aliases for the Department

2. In the 'File Name' field, enter the audio file name.
3. In the 'File Description' field, enter a description of the prompt.
4. Click **Browse** to locate the audio file to be uploaded.

Figure 4-25: New Prompt Details – Choose File

Prompts for the Department

File Options* ☐ Default ☒ Upload ☐ Record

File Name*

File Description*

File Upload* Business Hours.wav

Aliases for the Department

5. Click **Choose File** to upload the file.

Figure 4-26: New Prompt Details – Choose File

Prompts

File Name: Business Hours

File Description: Recording to be played during business hours

Aliases

Back Save Changes

- Click **Save Changes** to complete the upload process. A “Department Successfully Updated” message appears.



Note: The audio file must be in the following format - .wav file, with 16 Bit Resolution, mono, 8000Hz.

➤ **To record a prompt:**

- Click **Record**, and then begin recording your prompt.

Figure 4-27: Record New Prompt Details

New Prompt

≡ Prompt Details

File Name* aa

File Description* aa

File Upload/Record* ☐ Upload ☒ Record

Record Stop Play Download

Save Information Cancel

- When finished recording, click **Stop**.
- To replay the recent recording, click **Play**.
- To save a copy of the recorded audio file, click **Download**.
- Click **Save Information** to complete the recording process.

4.9 Creating an Alias for a Department

An alias is another name for a department, known or more familiar under another specified name. You can create an alias for a specified department.

➤ **To create an alias for a department:**

1. Open the Departments menu and click the required department (**Departments** > <department Dictionary name>).
2. Click on the **Department List** menu.
3. Select the department you wish to edit by selecting the department check box.
4. From the 'Actions' drop-down list, select **Edit Department**.
5. Under the **Alias** group, click the **+ More Branches** button; the following appears:

Figure 4-28: Create an Alias for a Department – Edit Department

Edit Department

Edit Department - Step 1 of 2

1

Department Details

2

Confirm

General

UID*

111

Department*

TW

Parent Department

HR

Extension

1234

Actions for the Department

Action 1

Transfer to Extension ▾

Data

1234

Action 2

Data

Action 3

Data

Activate Non-Working Hours Behavior

☐

Prompts for the Department

File Options*

☒ Default
☐ Upload
☐ Record

Aliases for the Department

+ More Aliases

Continue ⓘ

6. Enter the alias name(s).

Figure 4-29: Create an Alias for a Department - Continue

Edit Department

≡ Edit Department - Step 1 of 2

1
 Department Details

2
 Confirm

General

UID*

Department*

Parent Department

Extension

Actions for the Department

Action 1 Data

Action 2

Action 3

Activate Non-Working Hours Behavior ☐

Prompts for the Department

File Options* ☒ Default ☐ Upload ☐ Record

Aliases for the Department

-

-

+ More Aliases

Continue ➞



Note: You can remove an alias by clicking the red “-“ icon.

7. Click **Continue**; the following appears:

Figure 4-30: Create an Alias for a Department – Save

≡ Edit Department - Step 2 of 2

1 Department Details 2 Confirm

Confirm Information

General

UID: 111
Department Name: TW
Parent Department: HR
Extension: 1234

Actions

Action 1 Transfer to Extension Data 1234
Action 2 Data
Action 3 Data

Activate Non-Working Hours Behavior no

Prompts

File Options Default

Aliases

Technical Writing
Technical Communications

Back Save Changes

8. In the above example, you can use either "TW", "Technical Communication" or "Technical Writing" when calling the Technical Writing department.
9. Click **Save Changes**; A "Department Successfully Updated" message appears.

4.10 Aliases to Departments Mapping

The procedures below describe how aliases are mapped to departments, and allows removing aliases and adding aliases to additional departments.

➤ **To add an Alias to a Department:**

1. Open the Departments Aliases page (**Departments** > **Default** > **Department Aliases**).

Figure 4-31: Department Aliases

Department Aliases

≡ Department Aliases

Aliases and the departments to which they are mapped

Show 100 entries Search:

Alias Name	Departments	Action
Cardiac Services	Cardiology Diabetes Center	Add alias to a department
Diabetes	Anaesthetics Diabetes Center	Add alias to a department
Cardiovascular	Cardiology	Add alias to a department

Showing 1 to 3 of 3 entries

< 1 >

2. Place the cursor on the Alias that you wish to have the department mapped to.
3. In the Action column, click the [Add alias to a department](#) button.
4. From the Department drop-down list, select the department you wish to map to the alias.

Figure 4-32: Add Alias to Department

Add alias to department

select department:

Anaesthetics

Cardiology

Diabetes Center

Endocrinology

Save Cancel

5. Click **Save**. (In our example, "Endocrinology" was added to the **Cardiovascular** alias name.)

Figure 4-33: Department Aliases - Example

Department Aliases

≡ Department Aliases

Aliases and the departments to which they are mapped

Show entries Search:

Alias Name	Departments	Action
Cardiovascular	Cardiology Diabetes Center Endocrinology	Add alias to a department
Cardiac Services	Cardiology Diabetes Center	Add alias to a department
Diabetes	Anaesthetics	Add alias to a department

Showing 1 to 3 of 3 entries

< 1 >

➤ **To delete an Alias from a Department:**

1. Open the Departments Aliases page (**Departments > Default > Department Aliases**).

Figure 4-34: Department Aliases

Department Aliases

≡ Department Aliases

Aliases and the departments to which they are mapped

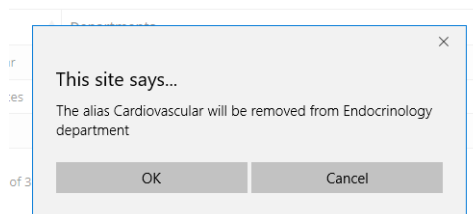
Show entries Search:

Alias Name	Departments	Action
Cardiovascular	Cardiology Diabetes Center Endocrinology	Add alias to a department
Cardiac Services	Cardiology Diabetes Center	Add alias to a department
Diabetes	Anaesthetics	Add alias to a department

Showing 1 to 3 of 3 entries

< 1 >

2. Double-click a Endocrinology department button that you want to delete. (In our example, we want to delete "Cardiovascular" from the Endocrinology department.)

Figure 4-35: Removing Alias

3. Click **OK**.

4.11 Searching for an Alias

You can use the **Search** box to search for specific text on the Department Aliases page.

Figure 4-36: Searching for an Alias/Department

Contacts Departments Aliases

Department Aliases

Aliases and the departments to which they are mapped

Show entries

Search:

Alias Name	Departments	Action
Sales	<div> <div>consumer sales</div> <div>enterprise sales</div> <div>marketing</div> </div>	Add alias to a department

Showing 1 to 1 of 1 entries (filtered from 3 total entries)

<
1
>

4.12 Deleting a Department

The procedure below describes how to delete a department.

➤ **To delete a department:**

1. Open the Departments menu and click the required department (**Departments** > <department Dictionary name>).
2. Click on the **Department List** menu.
3. Select the department you wish to delete.
4. From the 'Actions' drop-down list, select **Delete Department**.
5. The following message appears: "Are you sure you want to delete the selected department(s)?"
6. Click **OK** to delete the selected department.

4.13 Searching a Department

The procedure below describes how to search for a department.

➤ **To search for a department:**

7. Open the Departments menu and click the required department (**Departments** > <department Dictionary name>).
8. Click on the **Department List** menu.
9. Enter the search criteria in the Search field; the searched data is displayed.

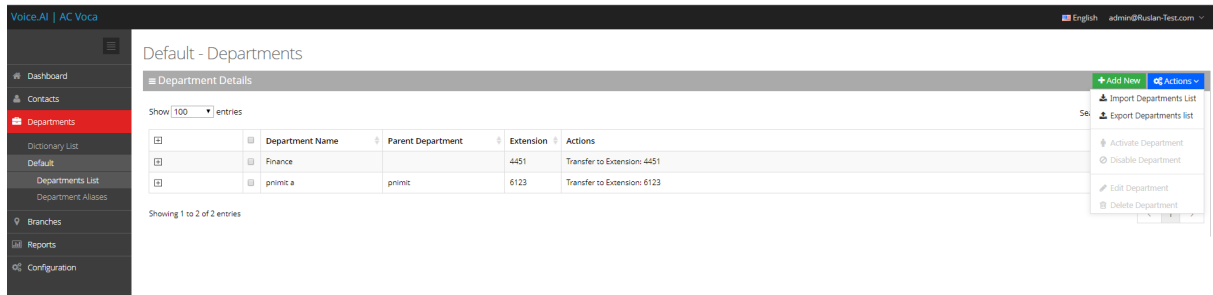
Figure 4-37: Search Department

Departments

Department Details					+ Add New	⚙ Actions ▾
Show 100 ▾ entries		Search: Marcom				
+	☐	Department Name	Parent Department	Extension	Status	
+	☐	Marcom	Marketing	4414	active	
Showing 1 to 1 of 1 entries (filtered from 5 total entries)						< 1 >

4.14 Importing/Exporting Department List

The procedure below describes how to import and export CSV or XLS files containing Department lists from/to a specific department Dictionary. When using CSV files, we recommend you use Notepad++ and save files in UTF-8 encoding format.

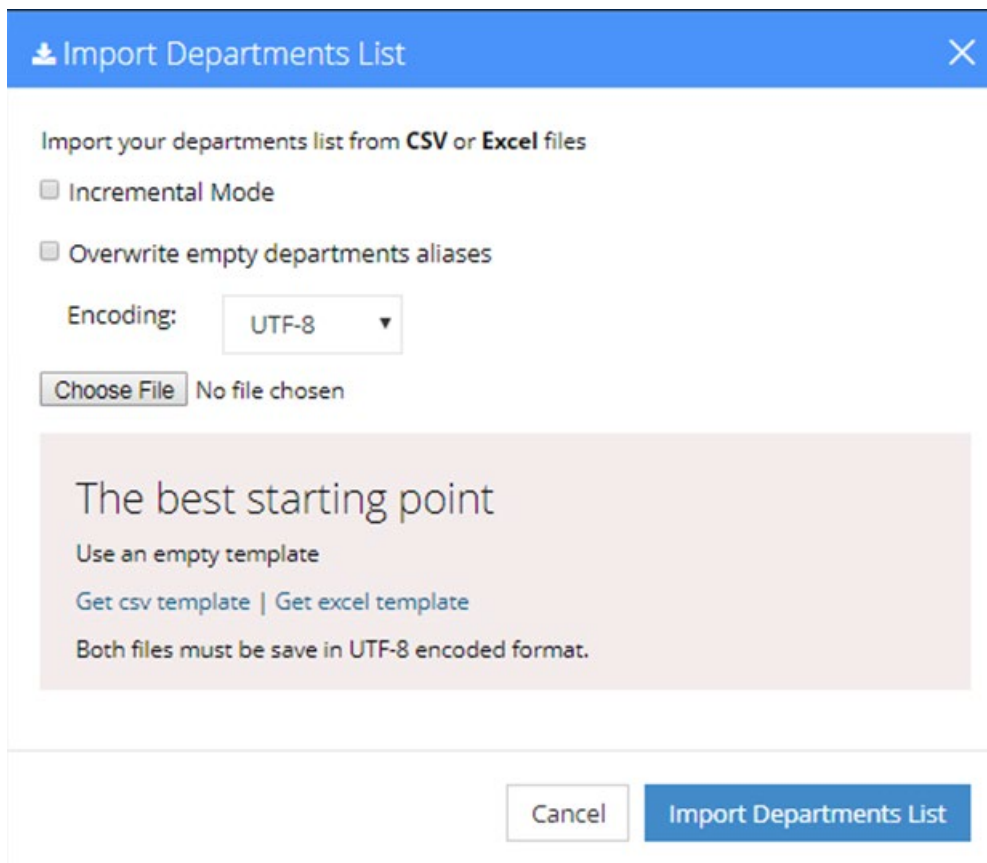


4.14.1 Importing Department Information

The procedure below describes how to import department information.

➤ **To import department information:**

1. From the Actions drop-down list, on the Department Details screen, click **Import Departments List**.




2. If you select the 'Incremental Mode' check box, only the records that you are importing are activated in your Departments List. All pre-existing records are disabled.
3. If you select the 'Overwrite empty departments aliases' check box, all empty

departments aliases in the imported file are overwritten.

4. From the 'Encoding' drop-down list, select the Encoding type. The recommended value is **UTF-8**.
5. Click **Choose File** and select the file to be imported.
6. Select the CSV or Excel template.
7. Click **Import Departments List**.

Figure 4-38: Pre-Import Report

Pre-Import Report

Pre-Import Details		
Notice: The system is currently pending for action		
Status	Records	Preview
New Entity	52	
Items that will be enabled (Already Exist)	0	
Update	0	
No Change	0	
Items to be disabled	0	
<div><input checked="" type="button" value="Confirm Import"/> <input type="button" value="Cancel Import"/></div>		

This report lists the status of the departments to be imported. In this example, 52 new departments are ready to be imported. Clicking the **Preview** icon, displays these new departments before they are imported.

8. Click **Confirm Import** to import the departments. If you wish to cancel the import process, click **Cancel Import**.



Note: If you do not click **Confirm Import/Cancel Import** or switch to another tab, the actual import is pending and all departments are disabled. The following appears:

Figure 4-39: Uncompleted Department Import

Default - Departments

≡ Department Details

Note: You haven't completed your previous task. To continue operating with the system, please click [here](#) to complete your task

9. You can return to the **Confirm Import** or **Cancel Import** processes by clicking on the **here** link.

The CSV to be imported should contain the following:

- UID (mandatory) - an employee ID or any unique number, name or both.
- Department name
- Extension number
- Aliases separated by ";"
-



Note: It is highly recommended that the CSV file is saved in UTF-8 encoding format (Unicode Text). Use Notepad++ to view CSV files.

10. The XLS file can be imported according to the following layout.

Figure 4-40: Department XLS File Layout

A	B	C	D
UID	Department Name	Extension	Aliases
1111	Sales and Marketing	1001	Sales;Marketing

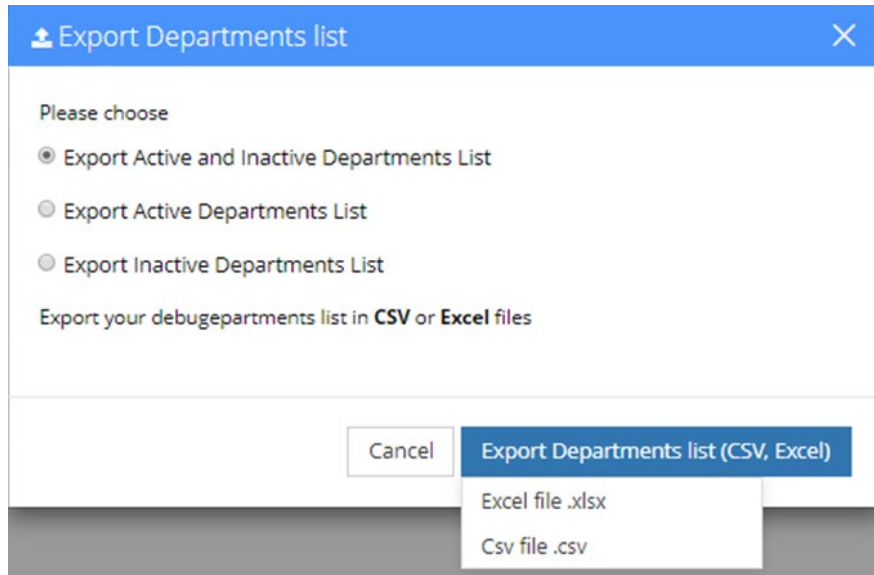
4.14.2 Exporting Department Information

The procedure below describes how to export department information.

➤ **To export department information:**

1. From the Actions drop-down list, on the Department Details screen, click **Export Departments List**.

Figure 4-41: Export Departments List



2. Select the type of Departments List to be exported:
 - Active and Inactive Departments List
 - Active Departments List
 - Inactive Departments List
3. Click **Excel file** or **CSV file** as the format to export the Departments List.

This page is intentionally left blank.

5 Managing Branches

This feature allows the customer to provide one single contact number for callers as a general entry point of information. This number directs callers to the specific branch that is being requested or to the closest branch if the requested branch is not contactable.

The procedures below describe how to manage your branches.



Note: Please note that Branches feature is only supported in Israel.

Figure 5-1: Managing Branches

Branches

Branch Details

+ Add New Actions

Show 100 entries Search:

Branch Name	Phone Number
Central Branch	039991111
Northern Branch	0988866
Southern Branch	089999090

Showing 1 to 3 of 3 entries

5.1 Adding a Branch

The procedure below describes how to add a branch.

➤ **To add a branch:**

1. Open the Branch Details screen (**Branches > Branches List**); the following appears.

Figure 5-2: Adding a New Branch

Branch Name	Phone Number
Central Branch	039991111
Northern Branch	0988866
Southern Branch	089999090

2. Click **Add New**; the following appears:

Figure 5-3: New Branch

3. Under the **Provide Branch Details** group, enter the following:
 - UID
 - Branch Name
 - Phone Number
 - Pivot



Note: Every User ID (UID) can either be a unique number or name, for example, ABC123.

4. Click **Continue**.

Figure 5-4: Confirm Branch Information

New Branch

≡ New Branch - Step 2 of 2

1 ✓ Branch Details 2 Confirm

Confirm Information

Branches:	UID	Branch Name	Phone Number	Pivot
	ff4444	Center	03443322	0344

⏪ Back Save Information ⏩

5. Click **Save Information**; the new branch has been added.

5.2 Editing a Branch

The procedure below describes how to edit a branch.

➤ **To edit a branch:**

1. Open the Branch Details screen (**Branches > Branches List**).
2. Select the branch you wish to edit by enabling the Branch check box.
3. From the 'Actions' drop-down list, select **Edit Branch**; the following appears:

Figure 5-5: Edit Branch - Step 1

Edit Branch

≡ Edit Branch - Step 1 of 2

1 Branch Details

General

UID* CCCD

Branch Name* Southern Branch

Phone Number 089999090

Pivot* באר שבע

Prompt

File Options* ☒ Default ☐ Upload ☐ Record

Cities

* + Add City

Aliases

+ More Aliases

Continue

4. Make your changes to the appropriate fields and click **Continue**; the following appears:

Figure 5-6: Edit Branch - Step 2

Edit Branch

≡ Edit Branch - Step 2 of 2

1

✓ Branch Details

Confirm Information

General

UID: CCCD

Branch Name: Southern Branch

Phone Number: 089999090

Pivot: באר שבע

Prompt

File Options

Default

Cities

Aliases

⬅ Back

Save Changes ➡

5. Click **Save Changes**.

5.3 Mapping a City to a Branch

Once you have created a new branch (as described in Section 5.1 on page 94), you need to map cities to that branch.

➤ **To map a city to a branch:**

1. On the **Edit Branch – Step 1 of 2** screen, set the Pivot city. The Pivot city is the actual city where the branch is located.



Note: Setting the Pivot city is mandatory.

Figure 5-7: Map a City to a Branch

Edit Branch

≡ Edit Branch - Step 1 of 2

1 Branch Details


2 Confirm

General

UID* CCCD

Branch Name* Southern Branch

Phone Number 089999090

Pivot* באר שבע  Find Near City icon

Prompt

File Options* ☒ Default ☐ Upload ☐ Record

Cities

*

באר שבע

Aliases

- Click the **Find Near City** yellow icon next to the Pivot drop-down list, to view the nearby cities list and map the appropriate cities that need to be mapped to the specific branch; the Nearby Cities table appears:

Figure 5-8: Nearby Cities

Nearby Cities ×

	City	Distance [km]	↑	Population [%]	Branches
<input checked="" type="checkbox"/>	באר שבע	0		2.524	Southern Branch
<input type="checkbox"/>	עומר	8.73		0.091	
<input type="checkbox"/>	חצרים	10.58		0.009	
<input type="checkbox"/>	תל שבע	10.91		0.211	
<input type="checkbox"/>	שגב-שלום	11.65		0.101	
<input type="checkbox"/>	אום בטין	13.08		0.03	
<input type="checkbox"/>	נבטים	13.98		0.009	
<input type="checkbox"/>	לקיה	15.33		0.124	
<input type="checkbox"/>	תראבין	15.68		0.005	
<input type="checkbox"/>	אשל הנשיא	16.71		0.003	
<input type="checkbox"/>	גבעות בר	16.84		0.005	
<input type="checkbox"/>	להבים	17.46		0.078	

1 2 3 4 5 ... 12

Add Cities Close

This screen displays nearby cities, their distance to the Pivot city, the population of that nearby city (in percentages) and which branch it is already mapped to.

- You can sort this table by any one of the following columns:
 - City
 - Distance
 - Population
 - Branches
- Select the check box of the cities that you wish to map to the branch.

Figure 5-9: Select Nearby Cities

Nearby Cities

<input type="checkbox"/>	City	Distance [km]	↑	Population [%]	Branches
<input checked="" type="checkbox"/>	באר שבע	0		2.524	Southern Branch
<input checked="" type="checkbox"/>	עומר	8.73		0.091	
<input checked="" type="checkbox"/>	חברון	10.58		0.009	
<input checked="" type="checkbox"/>	תל שבע	10.91		0.211	
<input checked="" type="checkbox"/>	שכונת-שלים	11.65		0.101	
<input type="checkbox"/>	אום בסי	13.08		0.03	
<input type="checkbox"/>	נבטים	13.98		0.009	
<input type="checkbox"/>	לקה	15.33		0.124	
<input type="checkbox"/>	תראבין	15.68		0.005	
<input type="checkbox"/>	אשל המזא	16.71		0.003	
<input type="checkbox"/>	גבעות בר	16.84		0.005	
<input type="checkbox"/>	להבים	17.46		0.078	
<input type="checkbox"/>	אל סיד	18.03		0.04	

1 2 3 4 5 ... 12

Add Cities Close

- Click **Add Cities**, to map the selected cities to the branch.
- On the **Edit Branch – Step 1 of 2** screen, scroll down to the **Cities** group.
- You can also map cities to a branch from the 'Cities' drop-down list by selecting the appropriate cities that you want mapped to the specific branch, by clicking **+ Add City**.
- Repeat this process until all the cities you wanted mapped to the specific branch have been added.

Figure 5-10: Mapping Cities - Continue

Edit Branch

≡ Edit Branch - Step 1 of 2

1 Branch Details

General

UID* CCCC

Branch Name* Southern Branch

Phone Number 089999090

Pivot* באר שבע

Prompt

File Options* ☒ Default ☐ Upload ☐ Record

Cities

+ Add City

תל שבע -

שכונת-שלים -

עומר -

חברון -

באר שבע -

Aliases

+ More Aliases

Continue (3)

9. Click **Continue**.

Figure 5-11: Mapping Cities – Save Changes

Edit Branch

≡ Edit Branch - Step 2 of 2

1 ✓ Branch Details

Confirm Information

General

UID:	CCCD
Branch Name:	Southern Branch
Phone Number:	089999090
Pivot:	באר שבע

Prompt

File Options	Default
--------------	---------

Cities

באר שבע
חד שבע
שבע נעים
עומר
תל אביב

Aliases

⏪ Back Save Changes ⏩

10. Click **Save Changes**.

5.4 Configuring Branch Prompts

The procedure below describes how to configure a Branch audio prompt for the AC Voca service. You can use an existing default prompt, upload a prompt or record a new prompt.

➤ **To use the default branch prompt:**

1. Open the Department Details screen (**Branch > Branch List**).
2. Select the branch you wish to edit by enabling the Branch check box.
3. From the 'Actions' drop-down list, select **Edit Branch**; the following appears:

Figure 5-12: Edit Branch

Edit Branch

≡ Edit Branch - Step 1 of 2


1 Branch Details

General

UID*

Branch Name*


Phone Number

Pivot* 


Prompt

File Options* ☒ Default ☐ Upload ☐ Record

Cities

*  Add City

Aliases

 More Aliases

[Continue](#)

4. Under the **Prompts** group, select 'default' to use a pre-existing prompt.

➤ **To upload a prompt:**

1. Click the **Upload** option.

Figure 5-13: Upload Prompt Details

New Prompt

≡ Prompt Details

File Name* Business Hours

File Description* Recording to be played during business hours

File Upload/Record* ☒ Upload ☐ Record

Choose File No file chosen

Save Information Cancel

2. In the 'File Name' field, enter the audio file name.
3. In the 'File Description' field, enter a description of the prompt.
4. Enter the prompt details in the fields provided.
5. Click **Choose** to locate the audio file to be uploaded.
6. Click **Save Information** to complete the upload process.



Note: The audio file must be in the following format - .wav file, with 16 Bit Resolution, mono, 8000Hz.

➤ **To record a prompt:**

1. Click **Record**, and then begin recording your prompt.

Figure 5-14: Record New Prompt Details

New Prompt

≡ Prompt Details

File Name* aa

File Description* aa

File Upload/Record* ☐ Upload ☒ Record

Record Stop Play Download

Save Information Cancel

2. When finished recording, click **Stop**.
3. To replay the recent recording, click **Play**.
4. To save a copy of the recorded audio file, click **Download**.
5. Click **Save Information** to complete the recording process.

5.5 Creating an Alias for a Branch

An alias is another name for a branch, known or more familiar under another specified name. You can create an alias for a specified branch.

➤ **To create an alias for a branch:**

1. Open the Branch Details screen (**Branches > Branches List**).
2. Select the branch you wish to edit by selecting the Branch check box.
3. From the 'Actions' drop-down list, select **Edit Branch**.
4. Under the **Alias** group, click the **+ More Branches** button; the following appears:

Figure 5-15: Create an Alias for a Branch

1 Branch Details

General

UID* AA

Branch Name* Central Branch

Phone Number 039991111

Pivot* בית שמש

Prompt

File Options* ☒ Default ☐ Upload ☐ Record

Cities

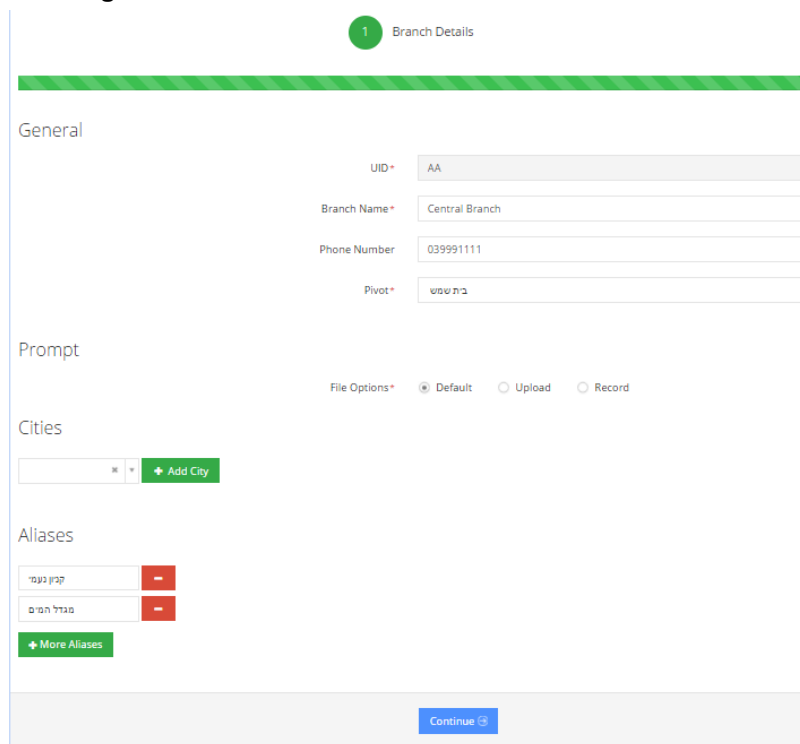
+ Add City

Aliases

+ More Aliases

Continue

5. Enter the alias name(s).

Figure 5-16: Create an Alias for a Branch - Continue

The screenshot shows a web form titled "1 Branch Details". The form is divided into several sections: "General", "Prompt", "Cities", and "Aliases". The "General" section contains fields for "UID*" (value: AA), "Branch Name*" (value: Central Branch), "Phone Number" (value: 039991111), and "Pivot*" (value: בית שמש). The "Prompt" section has a "File Options*" section with radio buttons for "Default" (selected), "Upload", and "Record". The "Cities" section has a search bar and an "Add City" button. The "Aliases" section shows two existing aliases: "קניון נעמי" and "מגדל הים", each with a red minus icon to its right. Below these is a "+ More Aliases" button. At the bottom of the form is a blue "Continue" button.



Note: You can remove an alias by pressing the red “-” icon.

6. Click **Continue**; the following appears:

Figure 5-17: Create an Alias for a Branch - Save

Edit Branch

≡ Edit Branch - Step 2 of 2

1 ✓ Branch Details

Confirm Information

General

UID: AA

Branch Name: Central Branch

Phone Number: 039991111

Pivot: בית שמש

Prompt

File Options Default

Cities

Aliases

קבץ בעמי
מגדל המים

Back Save Changes

7. Click **Save Changes**.

5.6 Mapping Unmapped Cities to Branches

The 'Unmapped Cities' menu option allows you to view cities that have not been mapped to branches, out of the most populated cities, so that they can be mapped. Unmapped cities that are part of the percentage selected, of the most populated cities, are shown in red. All cities should be mapped (See Section 5.3 on page 98).

Cities can be mapped either:

- Automatically
- Manually

Figure 5-18: Unmapped Cities

Unmapped Cities

Unmapped Cities				Auto map
View cities not mapped to branches out of most populated cities (%): 80%				▼
Unmapped cities that are part of the 80% most populated cities are shown in red. It is highly recommended to map them.				
Show	100	▼	entries	Search: <input type="text"/>
City	Population [%]	Action	Auto map branch	
אשדוד	2.729	Add city to branch		
פתח תקווה	2.704	Add city to branch		
נתניה	2.438	Add city to branch		
חולון	2.347	Add city to branch		
בני ברק	2.099	Add city to branch		
רמת גן	1.903	Add city to branch		
בת ים	1.647	Add city to branch		
רחובות	1.519	Add city to branch		

5.6.1 Mapping Cities Automatically to a Branch

To make the city mapping process more efficient, you can map cities automatically.

➤ **To map cities automatically:**

1. Click the **Auto map** drop-down list in the top right-hand corner of the screen; the following appears:

Figure 5-19: Unmapped Cities – Auto map Options

Unmapped Cities

≡ Unmapped Cities Auto map ▾

View cities not mapped to branches out of most populated cities (%): 80% ▾
Unmapped cities that are part of the 80% most populated cities are shown in red. It is highly recommended to map them.

Show 100 ▾ entries Search:

City	Population [%]	Action	Auto map branch
אשדוד	2.729	Add city to branch	
פתח תקווה	2.704	Add city to branch	
נתניה	2.438	Add city to branch	
חולון	2.347	Add city to branch	
בני ברק	2.099	Add city to branch	
רמת גן	1.903	Add city to branch	
בת ים	1.647	Add city to branch	
רחובות	1.519	Add city to branch	

The 'Auto map' drop-down list contains three options:

- **By distance:** This option enables all cities which are part of most populated cities (%) that were defined by the user (only the branches mark in red are auto-mapped) to be mapped automatically according to distance to the Pivot city. When this option is selected, the following appears:

Figure 5-20: Unmapped Cities – Auto Map Distance

Unmapped Cities

≡ Unmapped Cities Auto map ▾

View cities not mapped to branches out of most populated cities (%): 80% ▾
Unmapped cities that are part of the 80% most populated cities are shown in red. It is highly recommended to map them.

Show 100 ▾ entries Search:

City	Population [%]	Action	Auto map branch
אשדוד	2.729	Add city to branch	Central Branch
פתח תקווה	2.704	Add city to branch	Central Branch
נתניה	2.438	Add city to branch	Central Branch
חולון	2.347	Add city to branch	Central Branch
בני ברק	2.099	Add city to branch	Central Branch
רמת גן	1.903	Add city to branch	Central Branch
בת ים	1.647	Add city to branch	Central Branch
רחובות	1.519	Add city to branch	Central Branch



Note: This may take a few seconds to process.

- **Selected branch:** This option enables all cities which are part of most populated cities (%) that were defined by the user (only the branches mark in red are auto-mapped) to be mapped automatically to a selected branch. When you choose this option, select the branch you want all unmapped cities to be mapped to, and then click **Save**.

Figure 5-21: Unmapped Cities – Saving Selected Branch

auto map all cities to selected branch

select branch:

Northern Branch

▼

Save

Cancel

From the 'Selected Branch' drop-down list, select the branch you want all unmapped cities to be mapped to, and then click **Save**.



Note: This may take a few seconds to process.

The following screen example appears:

Figure 5-22: Unmapped Cities – Select Branch

Unmapped Cities

Unmapped Cities
Auto map

View cities not mapped to branches out of most populated cities (%): 80%
Unmapped cities that are part of the 80% most populated cities are shown in red. It is highly recommended to map them.

Show 100 entries
Search:

City	Population [%]	Action	Auto map branch
אשדוד	2.729	Add city to branch	Northern Branch
פתח תקווה	2.704	Add city to branch	Northern Branch
נתניה	2.438	Add city to branch	Northern Branch
חולון	2.347	Add city to branch	Northern Branch
בני ברק	2.099	Add city to branch	Northern Branch
רמת גן	1.903	Add city to branch	Northern Branch
בתי ים	1.647	Add city to branch	Northern Branch
רחובות	1.519	Add city to branch	Northern Branch
אשקלון	1.509	Add city to branch	Northern Branch

- **Cancel Auto map:** This option cancels the Auto map selections.



Note: For performance and accuracy of the service, it is highly recommended to use the automatic mapping of cities. Only the branches marked in red are auto-mapped.

5.6.2 Mapping Cities Manually to Branches

It is also possible to map a city manually to branches.

➤ **To map a city manually to a branch:**

1. Select the city you want manually map, from the Unmapped Cities screen.
2. Click **Add city to branch**.

Figure 5-23: Unmapped Cities- Manual Update

Unmapped Cities

≡ Unmapped Cities Auto map ▾

View cities not mapped to branches out of most populated cities (%): 80% ▾
Unmapped cities that are part of the 80% most populated cities are shown in red. It is highly recommended to map them.

Show 100 ▾ entries Search:

City	Population [%]	Action	Auto map branch
אשדוד	2.729	Add city to branch	
פתח תקווה	2.704	Add city to branch	
נתניה	2.438	Add city to branch	
חולון	2.347	Add city to branch	
בני ברק	2.099	Add city to branch	
רמת גן	1.903	Add city to branch	
בתי ים	1.647	Add city to branch	
רחובות	1.519	Add city to branch	

3. Select the branch you want to map to.

Figure 5-24: Unmapped Cities- Select Branch Manually

Add city to branch

select branch:

Central Branch	▾
Central Branch	
Northern Branch	
Southern Branch	
Western	

4. Click **Save**.
5. The following message appears in the upper right-hand screen: "The city was added to the branch"; The city that was mapped no longer appears on the Unmapped Cities screen.

5.7 Deleting a Branch

The procedure below describes how to delete a branch.

➤ **To delete a branch:**

1. Open the Branch Details screen (**Branches > Branches List**).
2. Select the branch you wish to delete by enabling the branch check box.
3. From the 'Actions' drop-down list, select **Delete Branch**; the following appears:

Figure 5-25: Delete a Branch

Branches

Branch Details		+ Add New	⚙ Actions ▾
Show 100 ▾ entries		<div>✎ Edit Branch</div> <div>🗑 Delete Branch</div>	
<input type="checkbox"/>	Branch Name	Phone Number	
<input type="checkbox"/>	Northern Branch	0988866	
<input type="checkbox"/>	Central Branch	039991111	
<input type="checkbox"/>	Southern Branch	089999090	
<input checked="" type="checkbox"/>	Western	0699999999	

4. The following message appears: "Are you sure you want to delete the selected branch?"
5. Click **OK**.

5.8 Managing Overlapping Branches

The procedure below describes how to manage overlapping branches. Cities may be mapped to more than one branch. So, when a caller says the name of one of the branches, the system responds with the list of overlapped branches. The caller is then able to choose between them.

➤ **To manage overlapping branches:**

1. Open the Overlapping Branches screen (**Branches > Overlapping Branches**); the following appears:

Figure 5-26: Overlapping Branches Example

Overlapping Branches

The cities below have been mapped to more than one branch

Show 100 entries Search:

City	Population (%)	Branches
ירושלים	10.339	מקום ירושלים, מנהל ירושלים
עפולה	0.531	מנהל, מנהל
ביתר עילית	0.51	מנהל ירושלים, מנהל
טכאט ניו	0.325	מנהל, מנהל
אשקוד	0.313	מנהל ירושלים, מנהל
אבן יהודה	0.152	מנהל, מנהל
ירחם	0.106	מנהל ירושלים, מנהל

Showing 1 to 7 of 7 entries

2. To delete a mapped branch, click the branch that you no longer want the city to be mapped to.
3. A message appears confirming that you want to delete a branch.
4. Click **OK** to confirm.

5.9 Importing/Exporting Branch List

The procedure below describes how to import and export CSV and XLS files containing Branch lists. When using CSV files, we recommend you use Notepad++ and save files in UTF-8 encoding format.

Figure 5-27: Importing/Exporting Branches

Branch Name	Phone Number	Pivot
086338150		
057326772		
086485172		
654		
053430127		
056030127		
086711152		
089493408		

5.9.1 Importing Branch Information

The procedure below describes how to import branch information.

➤ **To import branch information:**

1. From the Actions drop-down list, on the Branch Details screen, click **Import Branches List**.

Figure 5-28: Importing Branches List

Import your branches list from CSV or Excel files

☐ Incremental Mode

☐ Overwrite empty branches aliases

Encoding: UTF-8

Choose File No file chosen

The best starting point

Use an empty template

[Get csv template](#) | [Get excel template](#)

Both files must be save in UTF-8 encoded format.

Cancel Import Branches List

1. If you select the 'Incremental Mode' check box, only the records that you are importing are active in your Branches List. All pre-existing records are disabled.
2. If you select the 'Overwrite empty branches aliases' check box, all empty branches

aliases in the imported file are overwritten.

3. Select **Encoding** type. Recommended and default value is **UTF-8**.
4. Click **Choose File** and select the file to be imported.
5. Click **Import Branches List**; the following appears:

Figure 5-29: Pre-Import Report

Pre-Import Report

Pre-Import Details		
Notice: The system is currently pending for action		
Status	Records	Preview
New Entity	52	
Items that will be enabled (Already Exist)	0	
Update	0	
No Change	0	
Items to be disabled	0	
<div> ✓ Confirm Import ✗ Cancel Import </div>		

This report lists the status of the branches to be imported. In this example, 52 new branches are ready to be imported. Clicking the **Preview** icon, displays these new branches before they are imported.

6. Click **Confirm Import** to import the branches. If you wish to cancel the import process, click **Cancel Import**.



Note: If you do not click **Confirm Import/Cancel Import** or switch to another tab, the actual import is pending and all branches are disabled. The following message appears:

Figure 5-30: Uncompleted Branch Import

Branches

Branch Details	
<p>Note: You haven't completed your previous task. To continue operating with the system, please click here to complete your task</p>	

7. You can return to the **Confirm Import** or **Cancel Import** processes by clicking on the **here** link.

The CSV file to be imported should contain the following:

- UID (mandatory)
- Branch name
- Branch Phone number
- Aliases - Aliases separated by ";"



Note: It is highly recommended that the CSV file is saved in UTF-8 encoding format (Unicode Text). Use Notepad++ to view CSV files.

8. The XLS file can be imported according to the following layout.

Figure 5-31: Branch XLS File Layout

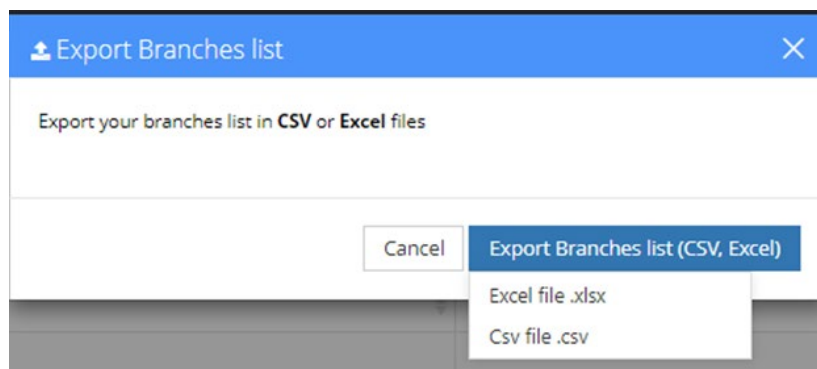
A	B	C	D
UID	Branch Name	Phone Number	Aliases
1111	New York	1001	Apple City

5.9.2 Exporting Branch Information

The procedure below describes how to export branch information.

➤ **To export contact information:**

1. From the 'Actions' drop-down list, on the Branch Details screen, click **Export Branches List**.



2. Click **Excel file** or **CSV file**.

This page is intentionally left blank.

6 Producing Reports

The procedures below describe how to generate different reports from the AC Voca system. You can generate the following types of reports:

- IVR reports
- Branch reports
- App reports

6.1 IVR Reports

You can generate the following Interactive Voice Response (IVR) reports:

- Overall Performance – Displays the actual performance of calls made.
- Drill-down – Displays details of each call made.
- Call Date – Displays the call performance on given dates.
- Call Hour – Displays call performance by the hour on one specific day.
- Requested Contacts – Displays a summary of Contacts that were requested during an AC Voca session and the transfer results.
- Requested Departments - Displays a summary of Departments that were requested during an AC Voca session and the transfer results.

6.1.1 Overall Performance Report

The procedure below describes how to generate an Overall Performance report.

➤ **To generate an Overall Performance report:**

1. Open the Filter Options screen (**Reports > IVR Reports > Overall Performance**); the following appears.

Figure 6-1: Overall Performance IVR Filter Options

IVR Reports

2. Select the appropriate filter fields:
 - **Date From:** Defines the From Date from which the calls were made.

- **Date To:** Defines the To Date that calls were made till.
 - **Call Source:** Defines the source that calls were made from.
 - **Call Routed:** Defines the destination that calls were routed to.
 - **Call Duration:** Defines the call duration.
 - **Call Disposition:** Defines the disposition of the call. It can be any of the following values:
 - ♦ Any
 - ♦ Disconnect
 - ♦ Call Started
 - ♦ Transfer
 - ♦ Transfer Fail
 - ♦ Operator
 - **DNIS:** Defines the internal phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.
3. Click **Generate** to view the report output or **Reset Filter** to reset the filter values.



Note: Leaving the filter empty means don't filter on that field. It is recommended to set the Start Date and End Date filters, to shorten the report processing time.

The figure below displays an example of the Overall Performance IVR report.

Figure 6-2: Overall Performance IVR Report Example

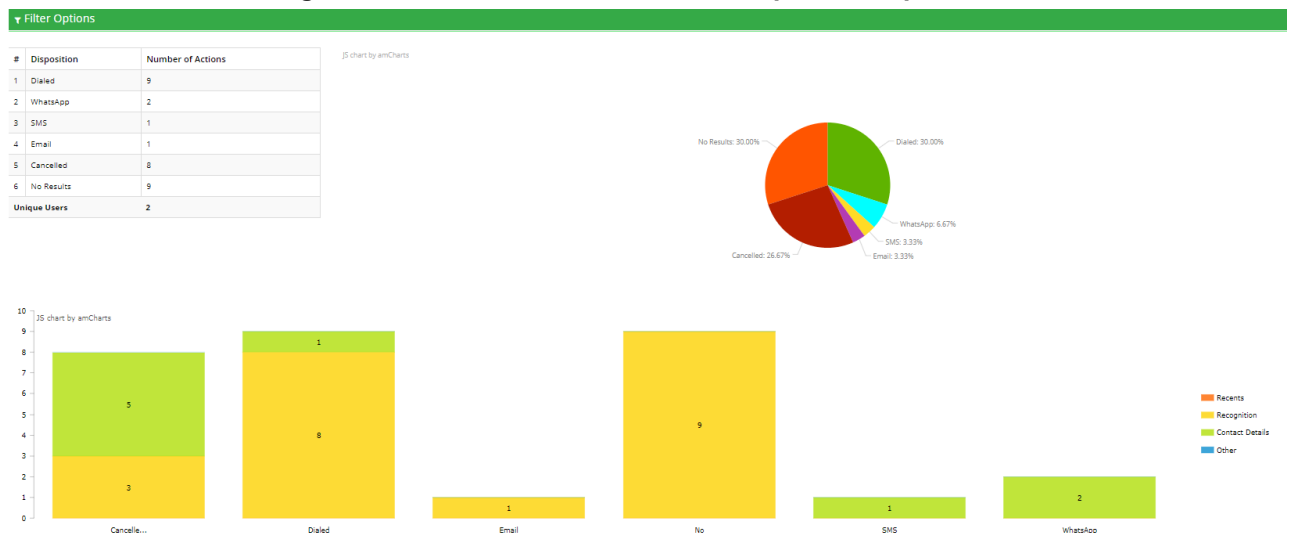


Table 6-1: Overall Performance IVR Report Description

Report Column	Description
Disposition	Displays the disposition of the call.
Total Calls	Displays the total number of calls each disposition.

6.1.2 Drill-down Report

The procedure below describes how to generate a Drill-down report.

➤ **To generate a Drill-down report:**

1. Open the Filter Options screen (**Reports > IVR Reports > Drill-down**; the following appears.

Figure 6-3: Drill-down IVR Filter Options

IVR Reports

≡ Drill-down

▼ Filter Options

Date From	<input type="text"/>		<input type="text"/>	
Date To	<input type="text"/>		<input type="text"/>	
Call Source	<input type="text"/>	Exact	▼	
Call Routed	<input type="text"/>	Exact	▼	
Call Duration	<input type="text"/>	▼	to	<input type="text"/>
Call Disposition	Any ▼			
DNIS	Any ▼			

2. Select the appropriate filter fields:
 - **Date From:** Defines the From Date from which the calls were made.
 - **Date To:** Defines the To Date that calls were made till.
 - **Call Source:** Defines the source that calls were made from.
 - **Call Routed:** Defines the destination that calls were routed to.
 - **Call Duration:** Defines the call duration.
 - **Call Disposition:** Defines the disposition of the call. It can be any of the following values:
 - ♦ Any
 - ♦ Disconnect
 - ♦ Call Started
 - ♦ Transfer
 - ♦ Transfer Fail
 - ♦ Operator
 - **DNIS:** Defines the leading phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.
3. Click one of the following:
 - **Generate** to view the report output.
 - **Export CSV** to export the report in CSV format.
 - **Reset Filter** to reset the filter values.



Note: Leaving the filter empty means don't filter on that field. It is recommended to set the Start Date and End Date filters, to shorten the report processing time.

The figure below displays an example of the Drill-down IVR report.

Figure 6-4: Drill-down IVR Report Example

Filter Summary									
Date From: 18/06/2017									
Filter Options									
Show 25 entries Search:									
#	Customer	Domain	Source	Destination	Start Time	End Time	Duration	Disposition	Routed To
1	AudioCodes	audiocodes.com	0544963045	4444	2017-06-19 16:25:44	2017-06-19 16:26:04	20	Transfer	4007
2	AudioCodes	audiocodes.com	0544963045	4444	2017-06-19 16:25:18	2017-06-19 16:25:37	19	Transfer	4381
3	AudioCodes	audiocodes.com	+97239764331	4444	2017-06-19 16:00:32	2017-06-19 16:00:43	11	Transfer	90017326522163
4	AudioCodes	audiocodes.com	+97239764331	4444	2017-06-19 16:00:16	2017-06-19 16:00:28	12	Disconnect	
5	AudioCodes	audiocodes.com	+97239764331	4444	2017-06-19 15:58:17	2017-06-19 15:58:28	11	Transfer	90017326522163
6	AudioCodes	audiocodes.com	+97239764418	4444	2017-06-19 15:42:19	2017-06-19 15:42:34	14	Transfer	0526483664
7	AudioCodes	audiocodes.com	+97239764418	4444	2017-06-19 15:40:16	2017-06-19 15:40:31	15	Transfer	4260
8	AudioCodes	audiocodes.com	+97239764715	4444	2017-06-19 15:29:34	2017-06-19 15:29:46	12	Transfer Fail	4513
9	AudioCodes	audiocodes.com	+97239764372	4444	2017-06-19 15:28:00	2017-06-19 15:28:13	13	Transfer	4722

Table 6-2: Drill-down IVR Report Description

Report Column	Description
Customer	Displays the customer name.
Domain	Displays the domain name.
Source	Displays the phone number the call was made from.
Destination	Displays the destination phone number.
Start Time	Displays the start time of the call.
End Time	Displays the end time of the call.
Duration	Displays the duration of the call.
Disposition	Displays the disposition of the call.
Routed To	Displays the number of where the call has been routed to.
	Click on this to open the CDR and get more information, including hearing a recording of the call.

6.1.3 Call Date Report

The procedure below describes how to generate a Call Date IVR report.

➤ **To generate a Call Date IVR report:**

1. Open the Filter Options screen (**Reports > IVR Reports > Call Date**); the following appears.

Figure 6-5: Call Date IVR Filter Options

IVR Reports

≡ Call Date

▼ Filter Options

Date From	<input type="text"/>		<input type="text"/>	
Date To	<input type="text"/>		<input type="text"/>	
Call Source	<input type="text"/>	Exact	▼	
Call Routed	<input type="text"/>	Exact	▼	
Call Duration	<input type="text"/>	▼	to	<input type="text"/>
Call Disposition	Any ▼			
DNIS	Any ▼			

2. Select the appropriate filter fields:
 - **Date From:** Defines the From Date from which the calls were made.
 - **Date To:** Defines the To Date that calls were made till.
 - **Call Source:** Defines the source that calls were made from.
 - **Call Routed:** Defines the destination that calls were routed to.
 - **Call Duration:** Defines the call duration.
 - **Call Disposition:** Defines the disposition of the call. It can be any of the following values:
 - ♦ Any
 - ♦ Disconnect
 - ♦ Call Started
 - ♦ Transfer
 - ♦ Transfer Fail
 - ♦ Operator
 - **DNIS:** Defines the internal phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.
3. Click one of the following:
 - **Generate** to view the report output.
 - **Export CSV** to export the report in CSV format.
 - **Reset Filter** to reset the filter values.

The figure below displays an example of the Call Date IVR report. The bar graph shows the number of calls on a given date. The green graph shows peak currency on a given date.

Figure 6-6: Call Date IVR Report Example

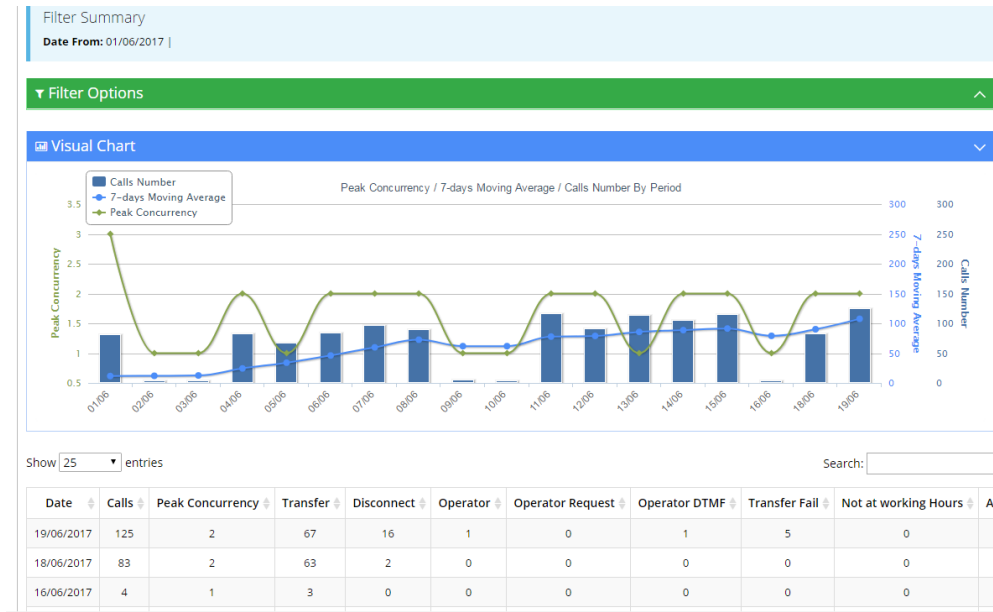


Table 6-3: Call Date IVR Report Description

Report Column	Description
Date	Displays the date.
Calls	Displays the number of calls.
Peak Concurrency	Displays the maximum number of concurrent calls the system held for a specific period of time.
Transfer	Displays the number of transferred calls.
Disconnect	Displays the disconnected calls.
Operator	Displays the number of calls moved to the operator for some reason (not Operator Requested or Operator DTMF).
Operator Request	Displays the number of calls moved to the Operator. The user was asked by voice to move the call to the Operator.
Operator DTMF	Displays the number of calls moved to the Operator because the user pressed the DTMF to move the call to the Operator.
Transfer Fail	Displays the number of calls that failed to be transferred.
Not at working hours	Displays the number of calls that entered the system, outside of the working hours.

6.1.4 Call Hour Report

The procedure below describes how to generate a Call Hour IVR report.

➤ **To generate a Call Hour IVR report:**

1. Open the Filter Options screen (**Reports > IVR Reports > Call Hour**); the following appears.

Figure 6-7: Call Hour IVR Filter Options

IVR Reports

Call Hour

Filter Options

Date: 20/06/2017

Call Duration: [] to []

DNIS: Any

Generate Export CSV Reset Filter

2. Select the appropriate filter fields:
 - **Date:** Defines the date the calls were made.
 - **Call Duration:** Defines the call duration.
 - **DNIS:** Defines the internal phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.
3. Click one of the following:
 - **Generate** to view the report output.
 - **Export CSV** to export the report in CSV format.
 - **Reset Filter** to reset the filter values.

The figure below displays an example of the Call Hour IVR Report. The bar graph shows the number of calls made at a given hour. The green graph shows peak concurrency on a given hour.

Figure 6-8: Call Hour IVR Report Example

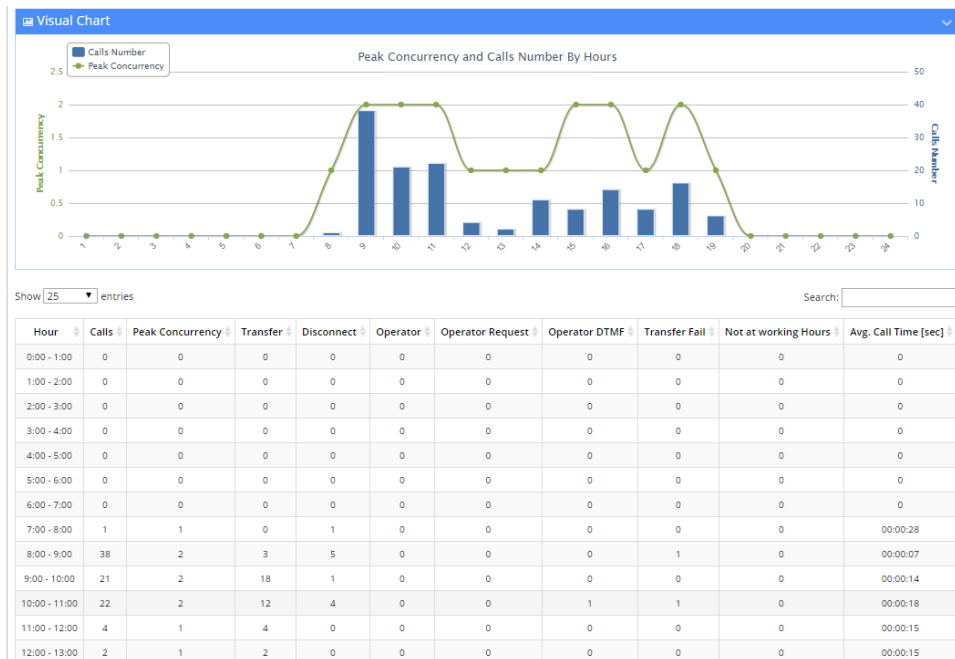


Table 6-4: Call Hour IVR Report Description

Report Column	Description
Hour	Displays the hours that the calls were made.
Calls	Displays the number of calls.
Peak Concurrency	Displays the maximum number of concurrent calls the system held for a specific period of time.
Transfer	Displays the number of transferred calls.
Disconnect	Displays the disconnected calls.
Operator	Displays the number of calls moved to the operator for some reason (not Operator Requested or Operator DTMF).
Operator Request	Displays the number of calls moved to the Operator because the user was asked by voice to move to the Operator.
Operator DTMF	Displays the number of calls moved to the Operator because the user pressed DTMF to move the call to the Operator.
Transfer Fail	Displays the number of call that failed to be transferred.
Not at working hours	Displays the number of call that entered the system outside of the working hours.
Average Call Time (sec)	Displays the average call time in seconds.

6.1.5 Requested Contacts Report

The procedure below describes how to generate a Requested Contacts report.

➤ **To generate a Requested Contacts report:**

1. Open the Filter Options screen (**Reports > IVR Reports > Requested Contacts**; the following appears).

Figure 6-9: Requested Contacts Report Example

IVR Reports

Requested Contacts

Filter Summary

Filter Options

Show 25 entries

Search

Contact Name	Calls	Transfer Extension	Transfer Mobile	Disconnect	Operator	Operator Request	Operator DTMF	Transfer Failed	Not at working Hours	Miscellaneous
Adi	3	0	0	0	0	0	0	0	0	3
Edna	1	0	0	0	0	0	0	0	0	1
Ami	4	0	0	0	0	0	0	0	0	4
Amir Klein	1	0	0	0	0	0	0	0	0	1

Report Column	Description
Calls	Displays the number of calls made to the Contact.
Transfer Extension	Displays the number of calls that were transferred to the Customer's extension.
Transfer Mobile	Displays the number of calls that were transferred to the Customer's mobile.
Disconnected	Displays the number of calls that were disconnected.
Operator	Displays the number of calls that were transferred to the operator.
Operator Request	Displays the number of calls that were requested to be transferred to the operator.
Operator DTMF	Displays the number of calls that that used the Operator DTMF.
Transfer Failed	Displays the number of calls that the transfer failed.
Not at Working Hours	Displays the number of calls made outside of working hours.
Miscellaneous	Displays the number of calls that come under other categories.

6.1.6 Requested Departments Report

The procedure below describes how to generate a Requested Departments report.

- **To generate a Requested Contacts report:**
- 2. Open the Filter Options screen (**Reports > IVR Reports > Requested Departments**); the following appears.

Figure 6-10: Requested Contacts Report Example

IVR Reports

Requested Departments

Filter Summary

Filter Options

Show 25 entries

Search:

Department Name	Calls	Transfer	Disconnect	Operator	Operator Request	Operator DTMF	Transfer Failed	Not at working Hours	Miscellaneous
Marketing	1	1	0	0	0	0	0	0	0
Purchasing	1	0	0	0	0	0	0	0	1
Sales	2	2	0	0	0	0	0	0	0

Report Column	Description
Calls	Displays the number of calls made to the department.
Transfer	Displays the number of calls that were transferred to the Department.
Disconnected	Displays the number of Department calls that were disconnected.
Operator	Displays the number of Department calls that were transferred to the operator.
Operator Request	Displays the number of Department calls that were requested to be transferred to the operator.
Operator DTMF	Displays the number of Department calls that that used the Operator DTMF.
Transfer Failed	Displays the number of Department calls that the transfer failed.
Not at Working Hours	Displays the number of Department calls made outside of working hours.
Miscellaneous	Displays the number of Department calls that come under other categories.

6.2 Branch Reports

You can generate the following reports:

- **Branches by Date** - Produces a list of branches with the number of calls actually transferred to each branch in a specific period of time.
- **Requested Dest. by Date** – Produces a list of cities with the number of times the city was requested in a specific period of time.

6.2.1 Branches by Date Report

The procedure below describes how to generate a Branches by Date report.

➤ **To generate a Branches by Date report:**

1. Open the Filter Options screen (**Reports > Branch Reports > Branches by Date**; the following appears).

Figure 6-11: Branches by Date Filter Options

Branch Reports

2. Select the appropriate filter fields:
 - **Date From:** Defines the From Date from which the calls were made.
 - **Date To:** Defines the To Date that calls were made till.
3. Click **Generate** to view the report output; the following report example appears:

Figure 6-12: Branches by Date Report Example

Branch Reports

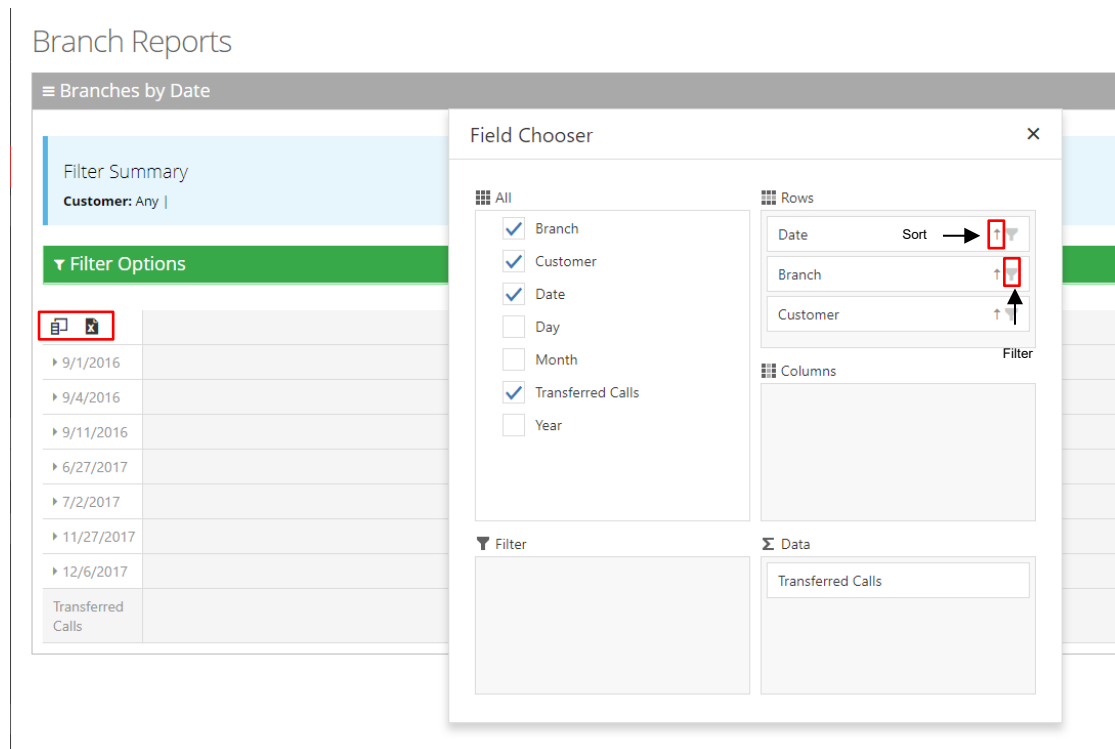
Date	Transferred Calls
6/22/2017	267
6/23/2017	93
6/24/2017	4
6/25/2017	335
6/26/2017 Total	281
אילת	2
אשדוד	3
אשקלון	6
באר שבע	1
בית שמש	8
הרצליה	8
חדרה	15
חיפה	24
טבריה	2
יבנה	4

4. Click **Reset Filter** to reset the filter values.

6.2.1.1 Field Chooser

The Field Chooser is a multi-dimensional data analysis tool that allows to customize your options so you can quickly summarize trends using a cross-tabular display format. This tool is accessed by clicking the left icon under the **Filter Options** heading as shown in the figure below. When you click the right icon, the system exports the report to a UTF-8 CSV file.

Figure 6-13: Field Chooser



- **All:** Select the fields under the **All** heading, to choose the data you want displayed in the report. In the above example, Branch, Date and Transferred Calls are fields that are displayed.
- **Rows:** Drag the fields selected under the **All** heading, to be displayed in a hierarchical format. These fields can be used for sorting or to filtering.
- **Columns:** Drag the fields selected under the **All** heading for additional columns in your report.
- **Data:** Under the Data heading, select what data you want summarized. In the above example, we select how many calls were transferred to each branch by date.
- **Filter:** Select additional fields to use to filter the report.



Note: The **Field Chooser** tool is also supported for the Requested Destination by Date Report.

6.2.2 Requested Destination by Date Report

The procedure below describes how to generate a Requested Destination by Date report.

➤ **To generate a Requested Destination by Date report:**

1. Open the Filter Options screen (**Reports > Branch Reports > Requested Dest. by Date**); the following appears:

Figure 6-14: Branches by Date Filter Options

Branch Reports

2. Select the appropriate filter fields:
 - **Date From:** Defines the From Date from which the calls were made.
 - **Date To:** Defines the To Date that calls were made until.
3. Click **Generate** to view the report output; the following report example appears:

Figure 6-15: Requested Destinations by Date Report Example

Branch Reports

Filter Summary	
Date From: 22/06/2017	
Filter Options	
Transferred Calls	
6/22/2017	267
6/23/2017	93
6/24/2017	4
6/25/2017	335
6/26/2017 Total	281
אביב	5
אילת	2
אריאל	4
אשדוד	3
בית שמש	8
ביתר	5
גושן	1
חבר'ב	3
האון	2
הודיה	6

6.3 App Reports

You can generate the following VocaNOM mobile app reports:

- **Overall Performance:** Displays the actual performance of actions made using the VocaNOM app.
- **Drill-down:** Displays details of each call made from the VocaNOM app.
- **Call Date:** Displays the call performance on the VocaNOM app on given dates.
- **Call Hour:** Displays call performance on the VocaNOM app by the hour for a specific day.
- **Call Usage:** Displays call usage on the VocaNOM app.

6.3.1 Overall Performance Report

The procedure below describes how to generate an Overall Performance report of actions made using the VocaNOM app.

➤ **To generate an Overall Performance app report:**

1. Open the Filter Options screen (**Reports > App Reports > Overall Performance**); the following appears.

Figure 6-16: Overall Performance App Filter Options

App Reports

Overall Performance

Filter Options

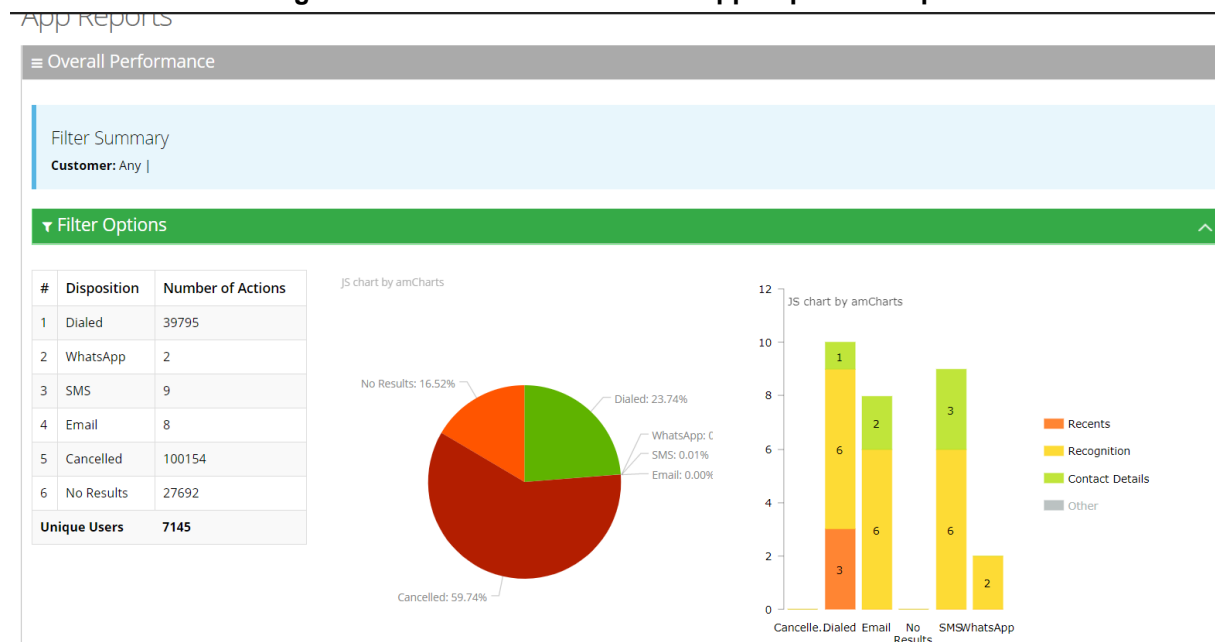
User	Any	
Date From		
Date To		
Call Disposition	Any	
OS Type	Any	

Generate

Reset Filter

2. Select the appropriate filter fields:
 - **User:** Defines which user you want to filter on.
 - **Date From:** Defines the From Date from which the actions were made.
 - **Date To:** Defines the To Date that actions were made till.
 - **Call Disposition:** Defines the disposition of the action. It can be any of the following values:
 - ♦ Any
 - ♦ Dialed
 - ♦ WhatsApp
 - ♦ SMS
 - ♦ Emailed
 - ♦ Cancelled
 - ♦ No Results
 - **OS Type:** Defines the Mobile Phone Operating System type. It can be any of the following values:
 - ♦ Any
 - ♦ Android
 - ♦ iPhone OS
3. Click **Generate** to view the report output or **Reset Filter** to reset the filter values.

Figure 6-17: Overall Performance App Report Example



The Overall Performance report displays a summary of the performance of calls handled by AC Voca for a specific date or date range. The performance summary includes the following statistics (dispositions):

- **Dialed:** The total number of calls directed to the native dialer
- **WhatsApp:** The total number of calls directed to WhatsApp
- **SMS:** The total number of calls directed to SMS
- **Email:** The total number of calls directed to e-mail
- **Cancelled:** The total number of cancelled calls
- **No results:** The number of calls with no results

The report displays the statistics in three different formats:

- **Table format:** The table also shows the number of users using the application
- **Pie chart:** Reflects the results of the table format.
- **Stacked bar chart:** Represents the origin of the dispositions by the following categories
 - Recents – the number of calls from pressing the **Recent items** button
 - Recognition – the number of calls from voice commands
 - Contact details screen – all details aggregated
 - Other – historical information- no longer in use.

For example, from the 25 dialed calls, three of them originated from the **Recents** button.

6.3.2 Drill-down Report

The procedure below describes how to generate a Drill-down Report of actions made using the VocaNOM app.

➤ **To generate a Drill-down report:**

1. Open the Filter Options screen (**Reports > App Reports > Drill-down**; the following appears.

Figure 6-18: Drill-down App Filter Options

App Reports

≡ Drill-down

▼ Filter Options

User	Any
Date From	
Date To	
Call Disposition	Any
OS Type	Any

2. Select the appropriate filter fields:
 - **User:** Defines which user you want to filter on.
 - **Date From:** Defines the From Date from which the actions were made.
 - **Date To:** Defines the To Date that actions were made till.
 - **Call Disposition:** Defines the disposition of the action. It can be any of the following values:
 - ♦ Any
 - ♦ Dialed
 - ♦ WhatsApp
 - ♦ SMS
 - ♦ Email
 - ♦ Cancelled
 - ♦ No Results
 - **OS Type:** Defines the Mobile Phone Operating System type. It can be any of the following values:
 - ♦ Any
 - ♦ Android
 - ♦ iPhone OS
3. Click one of the following:
 - **Generate** to view the report output.
 - **Export CSV** to export the report is CSV format.
 - **Reset Filter** to reset the filter values.

The figure below displays an example of the Drill-down report.

Figure 6-19: Drill-down App Report Example

App Reports

≡ Drill-down

▼ Filter Options ^

Show 25 entries Search:

#	Customer	Domain	Source	Destination	Start Time	End Time	Duration	Disposition	Device Model
1	AudioCodes	audiocodes.com	maayan.aharoni	+972544450864	2017-06-20 13:05:47	2017-06-20 13:05:49	1389	Dialed	iPhone8,1
2	AudioCodes	audiocodes.com	maayan.aharoni	+972545745857	2017-06-20 13:04:14	2017-06-20 13:04:21	6756	Dialed	iPhone8,1
3	AudioCodes	audiocodes.com	maayan.aharoni	+972544450864	2017-06-20 12:57:54	2017-06-20 12:58:01	6856	Dialed	iPhone8,1
4	AudioCodes	audiocodes.com	eitan.zisman		2017-06-20 12:03:09	2017-06-20 12:03:09	77	Cancelled	Redmi Note 3
5	AudioCodes	audiocodes.com	eitan.zisman		2017-06-20 12:03:08	2017-06-20 12:03:09	1396	Cancelled	Redmi Note 3
6	AudioCodes	audiocodes.com	nir.michaeli	+97239764398	2017-06-20 11:54:12	2017-06-20 11:54:19	7137	Dialed	iPhone7,1
7	AudioCodes	audiocodes.com	nir.michaeli		2017-06-20 11:54:06	2017-06-20 11:54:11	4946	No Results	iPhone7,1
8	AudioCodes	audiocodes.com	nir.michaeli	+97239764260	2017-06-20 11:53:10	2017-06-20 11:53:23	12961	Dialed	iPhone7,1

Table 6-5: Drill-down App Report Description

Report Column	Description
Customer	Displays the customer name.
Domain	Displays the domain name.
Source	Displays the source the action was made from.
Destination	Displays the destination of the action.
Start Time	Displays the start time of the action.
Disposition	Displays the disposition of the action.
Device Model	Displays the type of device.
OS Type	Displays the operating system of the source device.
OS Version	Displays the operating system version of the source device.

6.3.3 Action Date Report

The procedure below describes how to generate an Action Date report of actions made using the VocaNOM app.

➤ **To generate an Action Date app report:**

1. Open the Filter Options screen (**Reports > App Reports > Action Date**); the following appears.

Figure 6-20: Action Date App Filter Options

App Reports

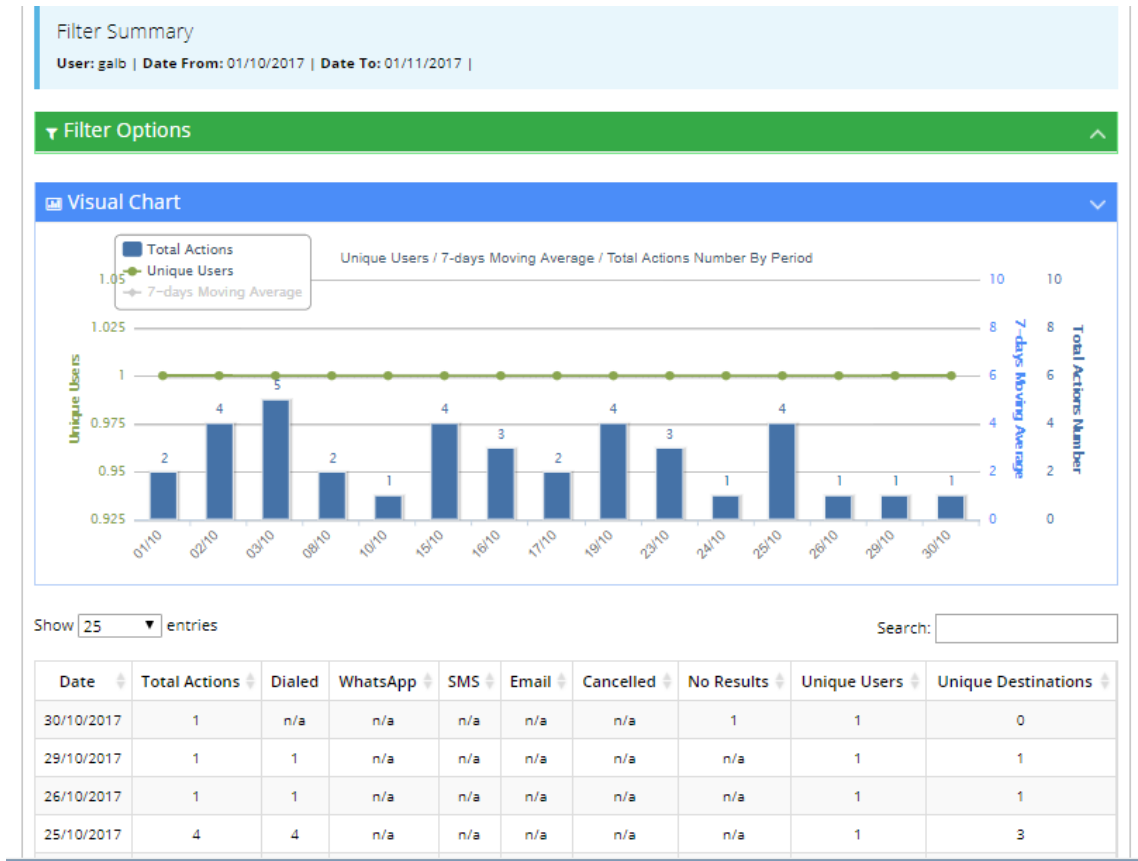
≡ Action Date

▼ Filter Options

User	<input type="text"/>	
Date From	<input type="text"/>	<input type="text"/>
Date To	<input type="text"/>	<input type="text"/>
Disposition	<input type="text" value="Any"/>	
OS Type	<input type="text" value="Any"/>	

2. Select the appropriate filter fields:
 - **User:** Defines which user you want to filter on.
 - **Date From:** Defines the From Date from which the actions were made.
 - **Date To:** Defines the To Date that actions were made till.
 - **Call Disposition:** Defines the disposition of the action. It can be any of the following values:
 - ♦ Any
 - ♦ Dialed
 - ♦ WhatsApp
 - ♦ SMS
 - ♦ Email
 - ♦ Cancelled
 - ♦ No Results
 - **OS Type:** Defines the Mobile Phone Operating System type. It can be any of the following values:
 - ♦ Any
 - ♦ Android
 - ♦ iPhone OS
3. Click one of the following:
 - **Generate** to view the report output.
 - **Export CSV** to export the report in CSV format.
 - **Reset Filter** to reset the filter values.

The figure below displays an example of the Action Date app report.

Figure 6-21: Action Date App Report Example

Table 6-6: Action Date App Report Descriptions

Report Column	Description
Date	Displays the date the actions were made.
Total Actions	Displays the number of actions made on a specific date.
Dialed	Displays the number of dialed numbers made on a specific date.
WhatsApp	Displays the number of WhatsApp messages sent on a specific date.
SMS	Displays the number of SMS messages sent on a specific date.
Email	Displays the number of Email messages sent on a specific date.
Cancelled	Displays the number of cancelled actions made on a specific date.
No Results	Displays the number of times the App returned with no results for a recognition attempt on a specific date.
Unique Users	Displays the number of unique users that used the App on a specific date.

Report Column	Description
Unique Destinations	Displays the number of unique destinations that received a call or a message on a specific date.

6.3.4 Action Hour Report

The procedure below describes how to generate an Action Hour report of actions made, by the hour, using the VocaNOM app.

➤ **To generate an Action Hour app report:**

1. Open the Filter Options screen (**Reports > App Reports > Action Hour**); the following appears.

Figure 6-22: Action Hour App Filter Options

App Reports

2. Select the appropriate filter fields:
 - **User:** Defines which user you want to filter on.
 - **Date From:** Defines the date that the actions were made.
3. Click one of the following:
 - **Generate** to view the report output.
 - **Export CSV** to export the report in CSV format.
 - **Reset Filter** to reset the filter values.

Figure 6-23: Action Hour App Report Example

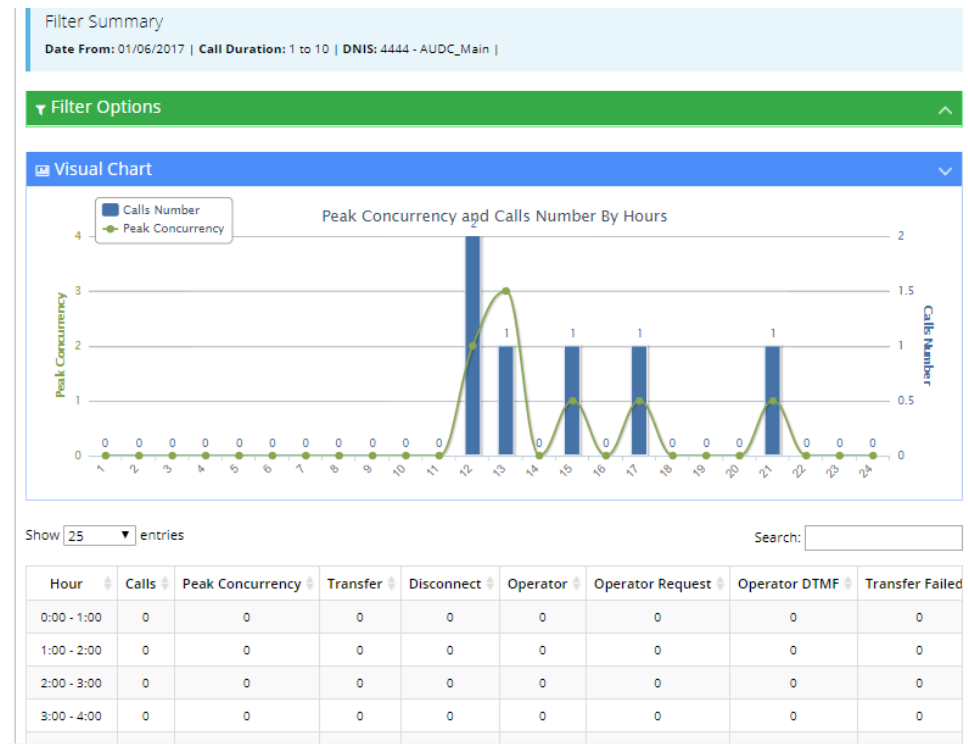


Table 6-7: Action Hour App Report Descriptions

Report Column	Description
Hour	Displays the hour the actions were made.
Total Actions	Displays the number of actions made on a specific hour.
Dialed	Displays the number of dialed numbers made on a specific hour.
WhatsApp	Displays the number of WhatsApp messages sent on a specific hour.
SMS	Displays the number of SMS sent on a specific hour.
Email	Displays the number of Email messages sent on a specific hour.
Cancelled	Displays the number of cancelled actions made during a specific hour.
No Results	Displays the number of times the App returned with no results for a recognition attempt on a specific hour.
Unique Users	Displays the number of unique users that used the App on a specific hour.
Unique Destinations	Displays the number of unique destinations that received a call or a message for a specific hour.

6.3.5 Action Usage Report

The procedure below describes how to generate an Action Usage report of actions made using the VocaNOM app.



Note: The Action Usage Report is available only for Provider privileges.

➤ **To generate an Action Usage report:**

1. Open the Filter Options screen (**Reports > App Reports > Action Usage**); the following appears.

Figure 6-24: Action Usage App Filter Options

The screenshot displays the 'App Reports' section of the application. The left-hand navigation menu is open, showing the following categories: Providers, Customers, Reports (highlighted in red), IVR Reports, Branch Reports, App Reports (highlighted in dark grey), and Linguistic Reports. Under 'App Reports', the following options are listed: Overall Performance, Drill-down, Action Date, Action Hour, Action Usage (highlighted), Missing Recordings, Missing Transcriptions, Summary, and Selfreg Userdata. The main content area is titled 'App Reports' and contains a sub-section 'Action Usage'. Below this is a 'Filter Options' section with a green header. The filter options include: Customer (dropdown menu set to 'Any'), Date From (calendar icon), Date To (calendar icon), Disposition (dropdown menu set to 'Any'), and OS Type (dropdown menu set to 'Any'). At the bottom of the filter options are two buttons: 'Generate' (blue) and 'Reset Filter' (grey).

2. Select the appropriate filter fields:
 - **Date From:** Defines the From Date from which the actions were made.
 - **Date To:** Defines the To Date that actions were made till.
 - **Call Disposition:** Defines the disposition of the action. It can be one of the following values:
 - ◆ Any
 - ◆ Dialed
 - ◆ WhatsApp
 - ◆ SMS
 - ◆ Email
 - ◆ Cancelled
 - ◆ No Results

- **OS Type:** Defines the Mobile Phone Operating System type. It can be one of the following values:
 - ◆ Any
 - ◆ Android
 - ◆ iPhone OS
- 3. Click **Generate** to view the report output or **Reset Filter** to reset the filter values.

7 Configuration

This section describes how to configure the following:

- Prompts
- Flow Settings
- Outgoing Rules
- Menu Settings
- Working Hours
- Events & Holidays
- Additional Employees

7.1 Adding a Voice Prompt

When calling the AC Voca service, the recorded prompts can be heard. The prompts can be used for other settings in the menu configuration. The system contains default prompts. These prompts can be overwritten or new prompts can be recorded with specific messages. The procedure below describes how to upload an audio prompt for the AC Voca service.

➤ **To add a new prompt:**

1. Open the Prompt Details screen (**Configuration > Prompts**); the following appears:

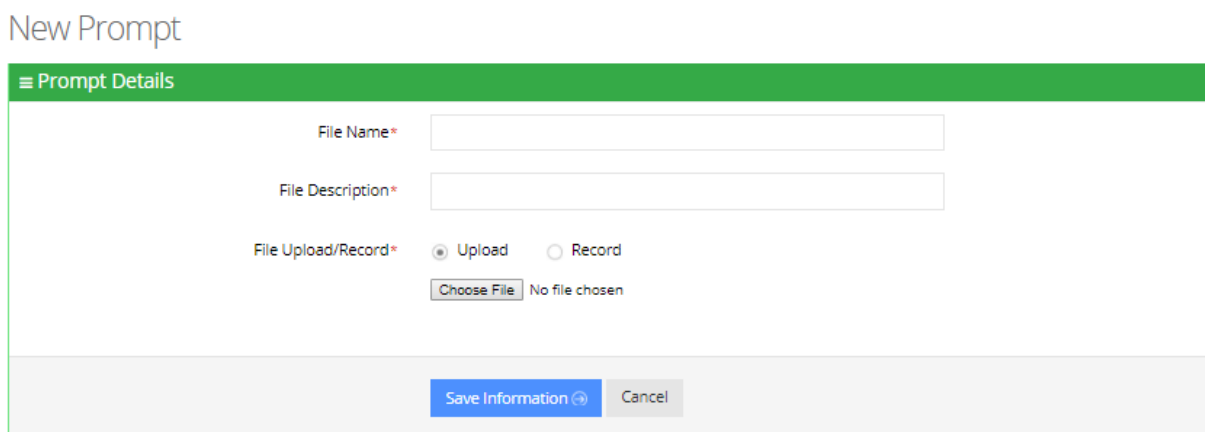
Figure 7-1: Prompt Details



2. From the Prompts screen, click **Add New**; the following appears:

Figure 7-2: Add New Prompt

New Prompt

The screenshot shows the 'Add New Prompt' form. At the top, there is a green header bar with a hamburger menu icon and the text 'Prompt Details'. Below the header bar, there are three input fields: 'File Name*' (a text box), 'File Description*' (a text box), and 'File Upload/Record*'. The 'File Upload/Record*' field has two radio buttons: 'Upload' (selected) and 'Record'. Below the radio buttons is a 'Choose File' button and the text 'No file chosen'. At the bottom of the form, there are two buttons: 'Save Information' (blue) and 'Cancel' (gray).

3. Enter the prompt details in the fields provided.

Figure 7-3: New Prompt Details

New Prompt

4. In the 'File Name' field, enter the audio file name.
5. In the 'File Description' field, enter a description of the prompt.
6. You can either **Upload** a prompt or **Record** a new prompt.

➤ To upload a file:

1. Click the **Upload** option.
2. Click **Choose File** to locate the audio file to be uploaded.
3. Click **Save Information** to complete the upload process.



Note: The audio file must be in the following format - .wav file, with 16 Bit Resolution, mono, 8000Hz.

➤ To record a file:

1. Click **Record**, and then begin recording your prompt.

Figure 7-4: Record New Prompt Details

New Prompt

2. When finished recording, click **Stop**.
3. To replay the recent recording, click **Play**.
4. To save a copy of the recorded audio file, click **Download**.
5. Click **Save Information** to complete the recording process.

7.2 Configuring Flow Settings

The procedures below describe how to view and configure Flows and assign DNIS numbers.

➤ **To view Flow settings:**

1. Open the Flow Settings screen (**Configuration > Flow Settings**); the following appears.

Figure 7-5: Call Flow Settings

Flow Settings

≡ Flow Settings Details

+ Add New

⚙ Actions ▾

Show

100

 entries

Search:

<input type="checkbox"/>	DNIS Number [*]	DNIS Name	Working Hour Set	Employees Working Hours Menu	Employees Non-Working Hours Menu	Non-Employees Working Hours Menu
<input type="checkbox"/>	4983	AUDC_Phone	Default	Default Speech Menu	Default Speech Menu	Default Speech Menu
<input type="checkbox"/>	6666		Default	Default Speech Branch Menu	Default Speech Branch Menu	Default Speech Branch Menu

<

1

>

Showing 1 to 2 of 2 entries

The Flow Settings screen is described below:

- **DNIS Number:** Defines the Access phone number for the IVR service, for example, 5555.
- **DNIS Name:** Defines the name of the IVR service.
- **Working Hour Set:** Defines which working hour set is used to define the working/non-working days/time for the flow.
- **Employee Working Hours Menu:** Defines the menu for calling employees during normal working hours. This menu should be selected from the available menus configured in "Menu Settings".
- **Employee Non-Working Hours Menu:** Defines the menu for calling employees after normal working hours. This menu should be selected from the available menus configured in "Menu Settings".
- **Non-Employee Working Hours Menu:** Defines the menu for calling non-employees during normal working hours. This menu should be selected from the available menus configured in "Menu Settings".
- **Non-Employee Non-Working Hours Menu:** Defines the menu for calling non-employees after normal working hours. This menu should be selected from the available menus configured in "Menu Settings".

7.2.1 Adding a Flow Setting

The procedure below describes how to add a flow setting.

➤ **To add a Flow setting:**

1. Open the Flow Settings screen (**Configuration > Flow Settings**); the following appears.
2. Click **Add New**; the following appears:

Figure 7-6: Add New Flow Settings

New Flow Settings

≡ New Flow Settings - Step 1 of 2

1

Flow Settings Details

2

Confirm

Provide Flow Settings Details

DNIS Number*

DNIS Name*

Working Hour Set*

▼

Employees Working Hours Menu*

▼

Employees Non-Working Hours Menu*

▼

Non-Employees Working Hours Menu*

▼

Non-Employees Non-Working Hours Menu*

▼

Continue ➔

3. Add details, and then click **Continue**; the following appears:

Figure 7-7: Add New Flow Settings Example - Save

New Flow Settings

≡ New Flow Settings - Step 2 of 2

1

✓ Flow Settings Details

2

Confirm

Confirm Information

DNIS Number:	1234
DNIS Name:	Test
Working Hour Set:	Default
Employees Working Hours Menu:	speech
Employees Non-Working Hours Menu:	speech
Non-Employees Working Hours Menu:	DTMF to Menu
Non-Employees Non-Working Hours Menu:	DTMF to Menu

⏪ Back

Save Information ⏩

4. Click **Save Information**.

7.2.2 Editing a Flow Setting

The procedure below describes how to edit a flow setting.

➤ **To edit a Flow setting:**

1. Open the Flow Settings Details screen (**Configuration > Flow Settings**).

Figure 7-8: Edit Flow Settings

Flow Settings

Flow Settings Details

Show 100 entries

DNIS Number	DNIS Name	Working Hour Set	Employees Working Hours Menu	Employees Non-Working Hours Menu	Non-Employees Working Hours Menu	Non-Employees Non-Working Hours Menu
+5437653545466356876473+	asdfsdf	hg/hg	medic - contact	DTMF to Menu	Erez2	DTMF to Menu
45456456454	test 2.11.00	Default	ErezDtmf	ErezDtmf	Erez1	Erez2
4990	tets2	Default	DTMF to Menu	DTMF to Menu	DTMF to Menu	DTMF to Menu
56789	הגהה	hg/hg	speech	speech	speech	speech

Showing 1 to 4 of 4 entries

2. Select the Flow Setting you wish to edit by enabling the Flow Settings check box.
3. From the 'Actions' drop-down list, select **Edit Flow Settings**; the Flow Settings Details screen appears.
4. Make the necessary changes and click **Continue**.
5. Click **Save Changes**.

7.2.3 Deleting a Flow Setting

The procedure below describes how to delete a Flow setting.

➤ **To delete a Flow setting:**

1. Open the Flow Settings Details screen (**Configuration > Flow Settings**).

Figure 7-9: Delete Flow Settings

Flow Settings

Flow Settings Details

Show 100 entries

DNIS Number	DNIS Name	Working Hour Set	Employees Working Hours Menu	Employees Non-Working Hours Menu	Non-Employees Working Hours Menu	Non-Employees Non-Working Hours Menu
+5437653545466356876473+	asdfsdf	hg/hg	medic - contact	DTMF to Menu	Erez2	DTMF to Menu
45456456454	test 2.11.00	Default	ErezDtmf	ErezDtmf	Erez1	Erez2
4990	tets2	Default	DTMF to Menu	DTMF to Menu	DTMF to Menu	DTMF to Menu
56789	הגהה	hg/hg	speech	speech	speech	speech

Showing 1 to 4 of 4 entries

2. Select the Flow Setting you wish to delete by enabling the Flow Settings check box. From the 'Actions' drop-down list, select **Delete Flow Settings**.
3. The following message appears: "Are you sure you want to delete the selected flow settings?"
4. Click **OK** to delete the selected Flow Setting.

7.3 Managing Outgoing Rules

The procedure below describes how to define outgoing phone number manipulation rules.

➤ **To create a new outgoing rule:**

1. Open the Outgoing Rules Details screen (**Configuration > Outgoing Rules**); the following appears.

Figure 7-10: New Outgoing Rule

New Outgoing Rule

≡ New Outgoing Rule - Step 1 of 2

1 Rule Details 2 Confirm

General Details

Rule Name *

Dialed Number Condition

The number is between * -

and the prefix is

Dialed Number Manipulation

Trim digits from the number prefix and then

prepend to the number

2. From the Outgoing Rules screen, click **Add New**; the following appears:
3. Under the **General Details** group, in the 'Rule Name' field, enter the name of the new manipulation rule to be added.
4. Under the **Dialed Number Condition** group, in the "The number is between" field, enter the number of digits (minimum and maximum) required for the manipulation.
5. Click the **Green plus** button to enter a prefix.
6. Under the **Dialed Number Manipulation** group:
 - a. In the **Trim** box, enter the number of digits to be removed from the prefix of the Destination number.
 - b. In the **Prepared** box, enter the number to be added to the Destination number.
7. Click **Continue**; the following appears:

Figure 7-11: New Outgoing Rule Save Information

New Outgoing Rule

≡ New Outgoing Rule - Step 2 of 2

1 ✓ Rule Details

2 Confirm

Confirm Information

General Details

Rule Name: gg

Dialed Number Condition

The number is between: 1 - 3
and the prefix is: 100

Dialed Number Manipulation

Trim: 1 digits from the number prefix and then
prepend: 2 to the number

⏪ Back Save Information ⏩

8. Click **Save Information**.

7.4 Configuring Menu Settings

The procedure below describes how to add and configure speech and DTMF menus. There are two different types of menus:

- **Speech Menu**
- **DTMF Menu**

7.4.1 Adding a Speech Menu

The procedure below describes how to add a Speech menu. There are two types of Speech menus:

- **VocaNOM IVR**
- **VocaNOM Branch**

7.4.1.1 Adding a VocaNOM IVR Speech Menu

The procedure below describes how to add a VocaNOM IVR speech menu.

➤ **To add a VocaNOM IVR speech menu:**

1. Open the Menu Settings screen (**Configuration > Menu Settings**); the following appears.

Figure 7-12: Menu Settings Example

Menu Settings

Menu Settings Details			
		+ New Speech Menu	+ New DTMF Menu
		Actions ▾	
Show 100 ▾ entries		Search: <input type="text"/>	
<input type="checkbox"/> Menu Name	Menu Type	Script Type	Language
<input type="checkbox"/> Default Speech Branch Menu	Speech	VOCABranch	HE-IL
<input type="checkbox"/> Default Speech Menu	Speech	VOCANom	HE-IL
Showing 1 to 2 of 2 entries			
		< 1 >	

2. Click **+ New Speech Menu**; the following appears:

Figure 7-13: Add New Speech Menu Settings

General Settings

Menu Name *

Script Type *

VOCANom IVR

Dialect

HE-IL

Dictionaries

First Dictionary

Contact

Second Dictionary

None

Prompts Settings

Play time of day

None

Play selected prompt for company

None

Play short prompt for

None

Play "Gling" at the end of prompt

None

Play the Extension Number

None

Play the Mobile Number

None

Play question prompts with

Last Name – Departments only

no. of questions

3

Opening Question

Default

Second Question

Default

Third Question

Default

3. Under the **General Settings** group, in the 'Menu Name' field, enter a Speech Menu Name.
4. From the 'Script Type' drop-down list, select **VocaNOM IVR**.
5. For a customer/tenant to use the **Secondary Language** fields:
 - a. From the 'Dialect' drop-down list select **HE-IL**.
 - b. Select the 'Ena/Dis' check box.
 - c. From the **Language** drop-down list, select "English US".
 - d. Select the **DTMF**.
 - e. The **Behavior** field has the following options:
 - ◆ **Operator:** The call is diverted to the operator.
 - ◆ **Flow:** Deprecated
 - ◆ **Go to menu:** The call is diverted to another menu (see figure below).

Figure 7-14: New Menu Settings – VocaNOM IVR

New Menu Settings

≡ New Menu Settings - Step 1 of 2

1 Menu Settings Details 2 Confirm

General Settings

Menu Name*

Script Type* VOCaNom IVR

Dialect HE-IL

Secondary language Language DTMF Behaviour Ena/Dis

English US English US Operator ☒

Figure 7-15: Go to Menu – VocaNOM IVR

Secondary language Language DTMF Behaviour Menu Name Ena/Dis

English US English US Go to mer Default Sp ☒

Default Speech Menu

Default Speech Branch Menu

Dictionaries

6. Under the **Dictionaries** group, select the **First Dictionary** and **Second Dictionary** fields to be used for the menu. The Second Dictionary can be set to "None". The **Contact** dictionary contains Contact Names without departments. The dictionaries are taken from the Dictionary List in the Department setting that you created.

Figure 7-16: Dictionaries – First Dictionary

New Menu Settings

≡ New Menu Settings - Step 1 of 2

1 Menu Settings Details 2 Confirm

General Settings

Menu Name*

Script Type* VOCaNom IVR

Dictionaries

first Dictionary Contact

second Dictionary Contact

Department - Default

Figure 7-17: Dictionaries – Second Dictionary

New Menu Settings

New Menu Settings - Step 1 of 2

1 Menu Settings Details

General Settings

Menu Name*

Script Type*

VOCANom IVR

Dictionaries

first Dictionary

Contact

second Dictionary

None

None

Contact

Department - Default

Prompts Settings

Play time of day

None

7. The **Prompts Settings** fields allow you to play appropriate prompts to one of the following groups:

- None
- Anonymous
- Employees
- All

These can be selected from the different drop-down lists.

- a. From the **'Play time of day'** drop-down list, select which group you are playing the time period of the day (for example, Good morning, Good afternoon).
- b. From the **'Play selected prompt for company'** drop-down list, select the prompt to play. This prompt is played prior to the system menu prompts.
- c. From the **'Play short prompt for'** drop-down list, select which group you are playing the short prompt to.
- d. From the **'Play Gling at the end of the prompt'** drop-down list, select which group you are playing this to.
- e. From the **'Play the extension number'** drop-down list, select which group you are playing this to.
- f. From the **'Play the mobile number'** drop-down list, select which group you are playing this to.
- g. From the **'Play only number prompt'** drop-down list, select which group you are playing this to.
- h. From the **'Play question prompts with'** drop-down list, select which group you are playing this to: *Contacts only*, *Contacts and Departments*, *Departments only*.
- i. In the **'No. of questions'** field, enter the number of questions to be asked (1 to 3). This determines how many questions are asked (Opening/second/third questions).
- j. From the **'Opening Question'** field, select "Default" or any other pre-recorded prompt.
- k. From the **'Second Question'** field, select "Default" or any other pre-recorded prompt.
- l. From the **'Third Question'** field, select "Default" or any other pre-recorded prompt.

Additional Settings

Confirm Before Transfer	None ▼
Allow transfer to mobile phones	All ▼
Allow transfer to dect phones	All ▼
Allow transfer by DTMF	<input type="checkbox"/>
Allow transfer to operator	All ▼
Operator extension	4093

- m. From the **'Confirm Before Transfer'** field, select which group you are playing this to. If not 'None', the relevant group is asked to confirm the entity they are going to be transferred to.
- n. From the **'Allow transfer to mobiles'** drop-down list, select which group you are allowing to transfer calls to mobile devices.
- o. From the **'Allow transfer to DECT phones'** drop-down list, select which group you are allowing to transfer calls to DECT phones.
- p. In the **'Allow Transfer by DTMF'** field, select this check box if you want to transfer by DTMF. Instead of saying a contact/department name, the user can enter the entity phone number by DTMF
 - Minimum length of extension number:
 - Maximum length of extension number
- q. From the **'Allow transfer to operator for'** drop-down list, select to whom you are allowing to transfer calls to the operator.
- r. In the **'Operator extension'** field, enter the number to dial when the user presses "0" or says "operator". This 'Operator extension' field appears only if the 'Allow transfer to operator' field is set to one of the following values:
 - ◆ Anonymous
 - ◆ Employee
 - ◆ All

In these cases, the 'Operator extension' field is mandatory.
- s. From the **'Call Routing and Hunting'** drop-down list, select either:
 - ◆ Basic routing
 - ◆ Advanced routing

Figure 7-18: Call Routing and Hunting - Basic

Call Routing and Hunting

Routing Settings

Basic routing
Advanced routing

- Basic routing (default) - The call routing process remains as it is currently set.

Figure 7-19: Call Routing and Hunting - Advanced

Call Routing and Hunting

Routing Settings

Basic routing
Advanced routing

Prompt Before Transfer

select prompt

No Answer Timeout (0-120 secs)

10

When no Phone Type is Provided (Contacts only)

Ask for phone type

Actions When Remote Party is not Reachable

Action 1

Do nothing

Data

- Advanced routing -The call is set according to the following parameters:

- **Prompt Before Transfer:** The user will be able to select a prompt from a list of available prompts, before the call is transferred.
- **No answer timeout (0-120 secs):** Sets the time the system waits for the remote side to answer the call before moving to the next phone type when hunting or doing an action, when the remote party is not reachable.
- **When no Phone Type is Provided:** When the caller says a Contact's name without requesting a specific phone type, the system can be configured to behave in several different ways:
 - The system will ask the caller to choose a Phone Type it will play to the caller. AC Voca transfers the call to the highest priority phone type defined in configuration. If the first priority phone type is not available for a contact, the system will transfer the call to the second, or third priority. This phone type priority list is configurable.
 - AC Voca can perform Call Hunting based on the phone type priority list. There is an option to configure on which state the system should perform the hunting (Busy, No Answer or other).

Figure 7-20: When no Phone Type is Provided

When no Phone Type is Provided (Contacts only) Route by phone type priority and P

Phone Type Priority Office, Mobile

Hunt on No Answer ☒

Hunt on Busy (486) ☒

Hunt on Other States (4xx, 5xx, 6xx) ☒

Actions When Remote Party is not Reachable

Action 1 Go to menu Data

- **Actions when Remote Party is not Reachable:** When AC Voca transfers a call to a destination, the remote side (whether it is a contact or a department) may not be reachable. In such case, the system will perform pre-defined actions:
 - Do nothing
 - Play prompt
 - Go to menu
 - Transfer to Operator
 - Disconnect
 - Transfer to Phone
 - Send SMS

Figure 7-21: Actions when Remote Party is not Reachable

Call Routing and Hunting

Routing Settings: Advanced routing

Prompt Before Transfer: select prompt

No Answer Timeout (0-120 secs): 10

When no Phone Type is Provided (Contacts only): Ask for phone type

Actions When Remote Party is not Reachable

Action 1: Do nothing, Play prompt, Go to menu, Transfer to Operator, Disconnect, Transfer to Phone, Send SMS

Continue

- t. If you select the '**Activate Non-Working Hours Behavior**' field, the following fields appear:
 - a. **Play Unavailable Prompt** - This prompt plays a message to inform the caller that the extension is unavailable.
 - b. **Allow System Use** – This option is used when you don't want to play the 'Play Unavailable Prompt', and rather use the system.
 - c. **Other** – This refers to the system behavior to those not defines in 'Allow System Use'.

Figure 7-22: Add New Speech Menu Settings - Working Hours

Working Hours

Activate Non-Working Hours Behavior: ☒

Play Unavailable Prompt: None

Allow System Use: None

Other: Disconnect

8. Click **Continue**.

7.4.1.2 Adding a VocaNOM Branch Speech Menu

➤ To add a VocaNOM Branch Speech menu:

1. Open the Menu Settings screen (**Configuration > Menu Settings**).
2. Under the **General Settings** group, in the 'Menu Name' field, enter a Speech Menu Name.
3. From the 'Script Type' drop-down list, select **VocaNOM Branch**.

Figure 7-23: New Menu Settings - VocaNOM Branch

New Menu Settings

≡ New Menu Settings - Step 1 of 2

1 Menu Settings Details

General Settings

Menu Name*

Script Type* VOCANom Branch

Prompts Settings

Play time of day ☐

Advertisement ☐

no. of questions 3

Opening Question Default

Second Question Default

Third Question Default

Play recognized city before transfer ☐

Play recognized city if you have more than 2 branches ☐

Additional Settings

Save callers last choice ☐

Confirm Before Transfer ☐

Allow transfer to operator ☒

Operator extension

Continue

4. Enable the 'Play time of day' check box for the system to play the time period of the day (for example, Good Morning, Good Afternoon).
5. Enable the 'Advertisement' check box for the system to play an advertisement (for example, a company's jingle, announcement for a new product, etc.).
6. In the 'No. of questions' field, enter the number of questions to be asked (1 to 3). This determine how many questions are asked (Opening/second/third questions).
7. From the 'Opening Question' field, select "Default" or any other pre-recorded prompt.

8. From the 'Second Question' field, select "Default" or any other pre-recorded prompt.
9. From the 'Third Question' field, select "Default" or any other pre-recorded prompt.
10. Enable the 'Play recognized city before transfer' check box to repeat the city requested before transfer.
11. Enable the 'Play recognized city if you have more than 2 branches' check box to repeat the city requested for each of the disambiguate branches.
12. Enable the 'Save caller last choice' check box to automatically transfer the call to the previously requested destination.
13. Enable the 'Confirm Before Transfer' check box to ask the caller to confirm the destination before the call is transferred.
14. Enable the 'Allow transfer to operator' check box to allow the system to transfer calls to operator (as defined in the 'Operator extension' destination).
15. In the 'Operator extension' field enter the operator's phone number. This field appears only if the 'Allow transfer to operator' field is enabled.

7.4.2 Adding a DTMF Menu

The procedure below describes how to add a DTMF menu.

➤ **To add a DTMF menu:**

1. Open the Menu Settings screen (**Configuration > Menu Settings**); the following appears.

Figure 7-24: Menu Settings Example

Menu Settings

The screenshot shows the 'Menu Settings Details' interface. At the top, there are buttons for '+ New Speech Menu' (green), '+ New DTMF Menu' (grey), and 'Actions' (blue with a dropdown arrow). Below these is a search bar and a 'Show 100 entries' dropdown. The main part of the interface is a table with four columns: Menu Name, Menu Type, Script Type, and Language. There are two entries in the table, both with checkboxes in the first column. The first entry is 'Default: Speech Branch Menu' with Menu Type 'Speech', Script Type 'VOCABranch', and Language 'HE-IL'. The second entry is 'Default: Speech Menu' with Menu Type 'Speech', Script Type 'VOCANom', and Language 'HE-IL'. At the bottom, it says 'Showing 1 to 2 of 2 entries' and has pagination controls with '<', '1', and '>'.

<input type="checkbox"/>	Menu Name	Menu Type	Script Type	Language
<input type="checkbox"/>	Default: Speech Branch Menu	Speech	VOCABranch	HE-IL
<input type="checkbox"/>	Default: Speech Menu	Speech	VOCANom	HE-IL

Showing 1 to 2 of 2 entries

- Click **+ New DTMF Menu**; the following appears:

Figure 7-25: New DTMF Menu Settings

New Menu Settings - Step 1 of 2

1 Menu Settings Details

General Settings

Menu Name *

Menu Prompt * select prompt ▼

Menu Dialect * German-Germany ▼

Max Wait Time (0-30 secs) *

Max Tries (1-7) *

Allow transfer to operator All ▼

Operator Extension Working Hours

Operator Extension Non-Working Hours

Timeout Prompt select prompt ▼

Actions Settings

Key	Action 1	Action 1 Data	Action 2	Action 2 Data	Action 3	Action 3 Data
0	Do nothing ▼					
1	Do nothing Play prompt					
2	Go to menu					
3	Transfer to Operator Collect and Dial Disconnect					
4	Transfer to Phone Silent Transfer to Phone					
5	Do nothing ▼					
6	Do nothing ▼					
7	Do nothing ▼					
8	Do nothing ▼					
9	Do nothing ▼					
*	Do nothing ▼					
#	Do nothing ▼					
Error	Do nothing ▼					

Continue (3)

- From the 'Menu Prompt' drop-down list, select the pre-configured prompt. See Section 7.1 on page 143 for more information.
- From the 'Menu Dialect' drop-down list, select the language of the prompts. The system plays the prompts according to the menu dialect selected.
- In the 'Max Wait Time' field, enter how much time to wait in seconds (0-30) until the user presses the DTMF.
- In the 'Max Tries' field, enter how many times to repeat the prompts when there no response from the user.

7. In the 'Operator Extension Working Hours' field, enter the Operator's extension during working hours. This field appears only if the 'Allow transfer to operator' field is set to one of the following values:

- Anonymous
- Employee
- All

In these cases, the 'Operator extension Working Hours' field is mandatory.

8. In the 'Operator Extension Non-Working Hours' field, enter the Operator's extension during non-working hours. This field appears only if the 'Allow transfer to operator' field is set to one of the following values:

- Anonymous
- Employee
- All

In these cases, the 'Operator extension Non-Working Hours' field is mandatory.

9. From the 'Timeout Prompt' drop-down list, select the prompt in case the user doesn't respond at all and the timeout period expires.

10. The following is a list of Action Settings:


- **Do Nothing**
- **Play prompt:** Plays a specific pre-defined prompt and performs an action.
- **Go to menu:** Switches the call to a different menu.
- **Transfer to Operator:** Transfers the call to the operator.
- **Collect and Dial:** Allows the user to press several DTMFs and once done the call is transferred to the collected number.
- **Disconnect:** Disconnects the call.
- **Transfer to Phone:** Plays a prompt and transfers the call to a pre-defined phone number.
- **Silent Transfer to Phone:** Does NOT play a prompt and transfers the call to a pre-defined phone number.
- **Send SMS:** Allows for an SMS message to be sent.
 - a. From the 'Action 1' drop-down list, select Send SMS.
 - b. In the 'Action 1 Data' field, click the  icon; the following appears:

Figure 7-26: Write SMS



- c. Write the SMS, and then click **OK**. The SMS is sent out as the first Action Type for the appropriate key.
- d. Note that the number of characters in the SMS, is limited by the allowed message parts and the language type used. Sending an SMS must be followed by an action.


Notes:

- If you have selected "Send SMS" and you are calling from a mobile phone, the SMS is sent directly to your mobile phone. If you are calling from a landline, the system asks you to enter the mobile number that you wish to receive the SMS on.
- The "Send SMS" action is only applicable if the Administrator has given the appropriate permissions.

7.4.3 Editing Menu Settings

➤ **To edit menu settings:**

1. Enable the menu check-box that you wish to edit.
2. Click **Actions**; the following appears.

Figure 7-27: Select Menu Settings - Edit

Menu Settings

The screenshot shows the 'Menu Settings Details' interface. At the top, there is a header bar with a hamburger menu icon, the text 'Menu Settings Details', and two buttons: '+ Add New' (green) and 'Actions' (blue) with a dropdown arrow. Below the header, there is a search bar and a 'Show 100 entries' dropdown. A table with four columns is displayed: 'Menu Name', 'Menu Type', 'Script Type', and 'Language'. The table contains two rows: 'Default Speech Branch Menu' and 'Default Speech Menu'. The 'Default Speech Menu' row has a checkmark in the first column. To the right of the table, a dropdown menu is open under the 'Actions' button, showing two options: 'Edit Menu' (with a pencil icon) and 'Delete Menu' (with a trash icon). At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' and there are pagination controls with '<', '1', and '>' buttons.

Menu Name	Menu Type	Script Type	Language
Default Speech Branch Menu	Speech	VOCABranch	HE-IL
Default Speech Menu	Speech	VOCANom	HE-IL

3. Select **Edit Menu**.
4. Edit the fields you want to change.
5. Click **Continue**.
6. Click **Save Changes**.

7.4.4 Deleting Menu Settings

➤ **To delete menu settings:**

1. Enable the menu check-box that you wish to delete.
2. Click **Actions**; the following appears.

Figure 7-28: Select Menu Settings - Delete

Menu Settings

This screenshot is identical to the one in Figure 7-27, showing the 'Menu Settings Details' interface. The 'Actions' dropdown menu is open, and the 'Delete Menu' option (with a trash icon) is selected instead of 'Edit Menu'.

Menu Name	Menu Type	Script Type	Language
Default Speech Branch Menu	Speech	VOCABranch	HE-IL
Default Speech Menu	Speech	VOCANom	HE-IL

3. Select **Delete Menu**.
4. The following message appears: 'Are you sure you want to delete the selected menu?'
5. Click **OK** to delete the selected menu; a message appears that the menu was successfully deleted.

7.5 Defining Working Hours

The system supports defining several sets of working hours per customer/service to allow the definition of different non-working and working time. By default, every customer/service has one working time set which can't be deleted.

7.5.1 Adding Working Hour Set

➤ To add a new working hours set:

1. Open the Working Hours Details screen (**Configuration > Working Hours**); the following appears:

Figure 7-5.1-1: Add Working Hours Set

Working Hours

2. Click "+Add New"; the following appears.

Figure 7-5.1-1: Add Working Hours Set

New Working Hours

Week Day	Start Hour	End Hour	Working Day
Sunday	00:00	00:00	<input type="checkbox"/>
Monday	00:00	00:00	<input type="checkbox"/>
Tuesday	00:00	00:00	<input type="checkbox"/>
Wednesday	00:00	00:00	<input type="checkbox"/>
Thursday	00:00	00:00	<input type="checkbox"/>
Friday	00:00	00:00	<input type="checkbox"/>
Saturday	00:00	00:00	<input type="checkbox"/>

3. Enter the working hour set name.
4. Define the working days and hours, by selecting the check box of each appropriate working day.
5. Select the 'Start Hour' and 'End Hour' for each applicable day.
6. Click **Save Changes**.

In the following example, we have defined the company's working days as Monday till Friday from 8:00 till 17:00.

Figure 7-29: Edit Working Hours Details

Edit Working Hours

Week Day	Start Hour	End Hour	Working Day
Sunday	01:00	01:00	<input type="checkbox"/>
Monday	08:00	17:00	<input checked="" type="checkbox"/>
Tuesday	08:00	17:00	<input checked="" type="checkbox"/>
Wednesday	08:00	17:00	<input checked="" type="checkbox"/>
Thursday	08:00	17:00	<input checked="" type="checkbox"/>
Friday	08:00	17:00	<input checked="" type="checkbox"/>
Saturday	01:00	01:00	<input type="checkbox"/>

Save Changes

7.5.2 Editing Working Hour Set

1. Select the working hour that you wish to edit.
2. Click **Actions**; the following appears.

Figure 7-30: Edit Working Hours Set

Working Hours

Working Hours

Show 100 entries

Working Hour Set
<input checked="" type="checkbox"/> Default
<input type="checkbox"/> UsaWorkingTime

Showing 1 to 2 of 2 entries

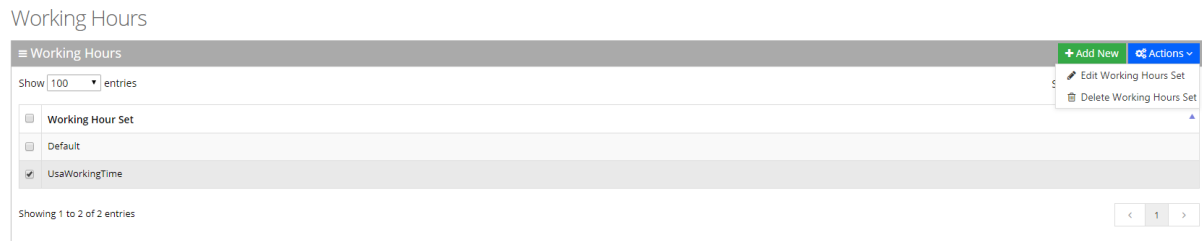
Actions: Edit Working Hours Set, Delete Working Hours Set

3. Select the **Edit Working Hours Set** Menu.
4. Edit the working days and hours, by selecting the check box of each appropriate working day.
5. Edit the 'Start Hour' and 'End Hour' for each applicable day.
6. Click **Save Changes**.

7.5.3 Deleting Working Hours Set

1. Select the working hour that you wish to delete.
2. Click **Actions**; the following appears.

Figure 7-31: Deleting Working Hours Set



3. Select the **Delete Working Hours Set** Menu.
4. Edit the 'Start Hour' and 'End Hour' for each applicable day.

7.6 Defining Events and Holidays

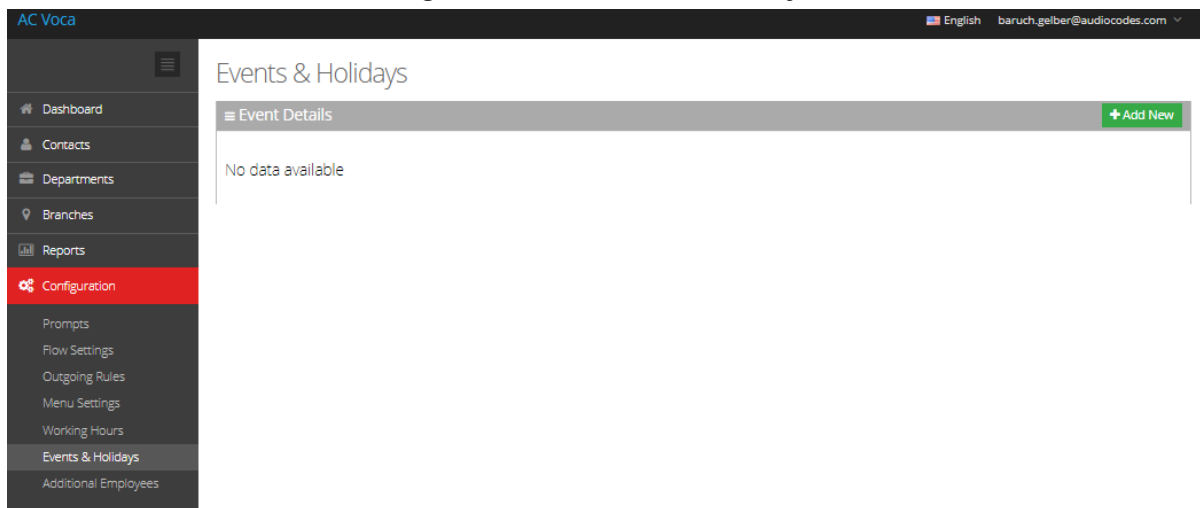
The procedure below describes how to configure AC Voca to define special corporate events and holidays in the system calendar. This allows for a more efficient way of defining working time.

7.6.1 Adding Events and Holidays

➤ To add events and holidays:

1. Open the Events & Holidays Details screen (**Configuration > Events & Holidays**); the following appears:

Figure 7-32: Events and Holidays



2. Click "+Add New"; the following appears:

Figure 7-33: Provide Event Details

3. Enter the event details.



Note: Event Type can either be “Corporate” or “Holiday”.

Figure 7-34: Provide Event Details Example

New Event

New Event - Step 1 of 2

1 Event Details 2 Confirm

Provide Event Details

Event Title* Company Fun Day

Event Type* Corporate

Event Start* 01/03/2018

Event End* 01/03/2018

Continue (3)

- Click **Continue**.

Figure 7-35: Confirm Information

New Event

New Event - Step 2 of 2

1 ✓ Event Details 2 Confirm

Confirm Information

Event Title: Company Fun Day

Event Type: Corporate

Event Start: 01/03/2018

Event End: 01/03/2018

Back Save Information (3)

- Click **Save Information** to confirm your details; “Event Successfully Updated” message appears.

Figure 7-36: Add Event Successfully Updated

Events & Holidays

Event Details

+ Add New Actions

Show 100 entries Search

Event Title	Event Type	Event Start	Event End
Company Fun Day	Corporate	01/03/2018 00:00	01/03/2018 00:00

Showing 1 to 1 of 1 entries

Event successfully updated!

7.6.2 Editing Events and Holidays

- Select the event or holiday that you wish to edit.
- Click **Actions**; the following appears:

Figure 7-37: Edit Events and Holidays

Events & Holidays

Event Details

+ Add New Actions

Show 100 entries Search

Event Title	Event Type	Event Start	Event End
Company Fun Day	Corporate	01/03/2018 00:00	01/03/2018 00:00

Showing 1 to 1 of 1 entries

Edit Event Delete Event

3. Select **Edit Event**.

Figure 7-38: Provide Event Details

Edit Event

■ Edit Event - Step 1 of 2

1 Event Details 2 Confirm

Provide Event Details

Event Title* Company Fun Day

Event Type* Corporate

Event Start* 01/03/2018

Event End* 02/03/2018

Continue

4. Edit the necessary information.

5. Click **Continue**.

Figure 7-39: Confirm Edit Information

Edit Event

■ Edit Event - Step 2 of 2

1 ✓ Event Details 2 Confirm

Confirm Information

Event Title: Company Fun Day

Event Type: Corporate

Event Start: 01/03/2018

Event End: 02/03/2018

Back Save Information

6. Click **Save Information** to confirm your details; “Event Successfully Updated” message appears.

Figure 7-40: Edit Event Successfully Updated

Events & Holidays

Event successfully updated!

Event Details

+ Add New Actions

Show 100 entries

Search

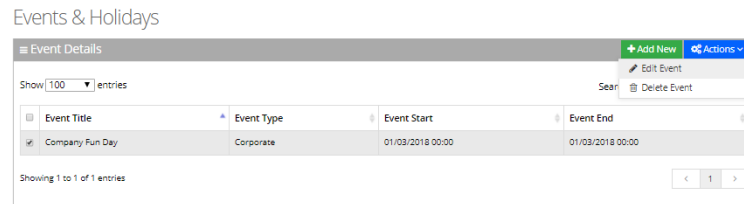
Event Title	Event Type	Event Start	Event End
Company Fun Day	Corporate	01/03/2018 00:00	02/03/2018 00:00

Showing 1 to 1 of 1 entries

7.6.3 Delete Events and Holidays

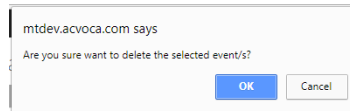
1. Select the event or holiday that you wish to delete.
2. Click **Actions**; the following appears:

Figure 7-41: Edit Events and Holidays



3. Select **Delete Event**; the following message appears:

Figure 7-42: Want to Delete?



4. Click **OK**; the following appears:

Figure 7-43: Event Successfully Deleted



7.7 Defining Additional Employees

The procedure below defines the system behavior for adding additional employees to the organization.

Configuring additional employees allows the organization administrator to add more contacts which is not included in the organization's contact list. These additional employees are not reached through voice dialing, but are part of the organization and are provided with employee privileges (i.e., the same configuration that is set for employees).

➤ **To define the additional employees:**

1. Open the Additional Employees Details screen (**Configuration > Additional Employees**).
2. Click **Add New**; the following appears:

Figure 7-44: New Employee Details

New Employee

≡ New Employee - Step 1 of 2

1 Employee Details

Provide Contact Details

First Name	Last Name	Extension / Office	Mobile
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

+ More Contacts

Continue

3. Under the **Provide Contact Details** group, enter the following:
 - First Name
 - Last Name
 - Extension/Office
 - Mobile
4. Click **Continue**.

Figure 7-45: New Employee Information

New Employee

≡ New Employee - Step 2 of 2

1 ✓ Employee Details

Confirm Information

Contacts:	First Name	Last Name	Extension / Office	Mobile
	Peter	Morris	4490	012-345678

Back Save Information

5. Click **Save Information**.

This page is intentionally left blank.

8 Sending a VocaNOM App Invitation

By using the **Mobile App Invitation** option, organization administrators can distribute the Mobile Application Invitation to end users in two ways:

- Email
- SMS

The invitation includes a link to download the VocaNOM App and the credentials to be used.

➤ To send an VocaNOM App invitation:

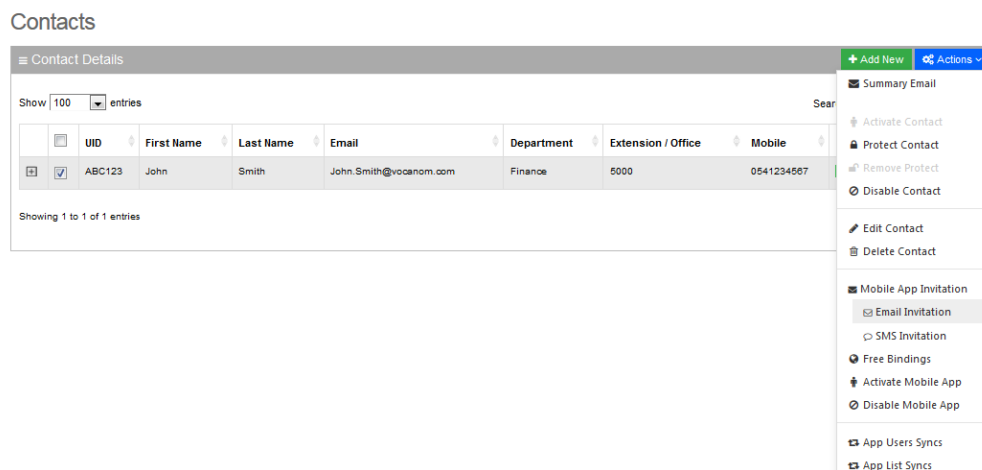
1. Open the Contact Details screen (**Contacts > Contacts List**).
2. Select the contact you wish to send a Mobile App invitation to.
3. Confirm that the contact's status is 'Active'. If not, activate the contact before sending the VocaNOM App invitation.
4. From the 'Actions' drop-down list, select **Mobile App Invitation**; the following appears:

Figure 8-1: Mobile App Invitation



5. Select either **Email Invitation** or **SMS Invitation**.

Figure 8-2: Contacts Activation – Email Invitation





Note: To send an invitation to a contact, ensure that the **Email** and **Mobile** fields in the Contact Details screen have been filled in.

6. A System Notification message is displayed informing you that the invitation was sent to the user.

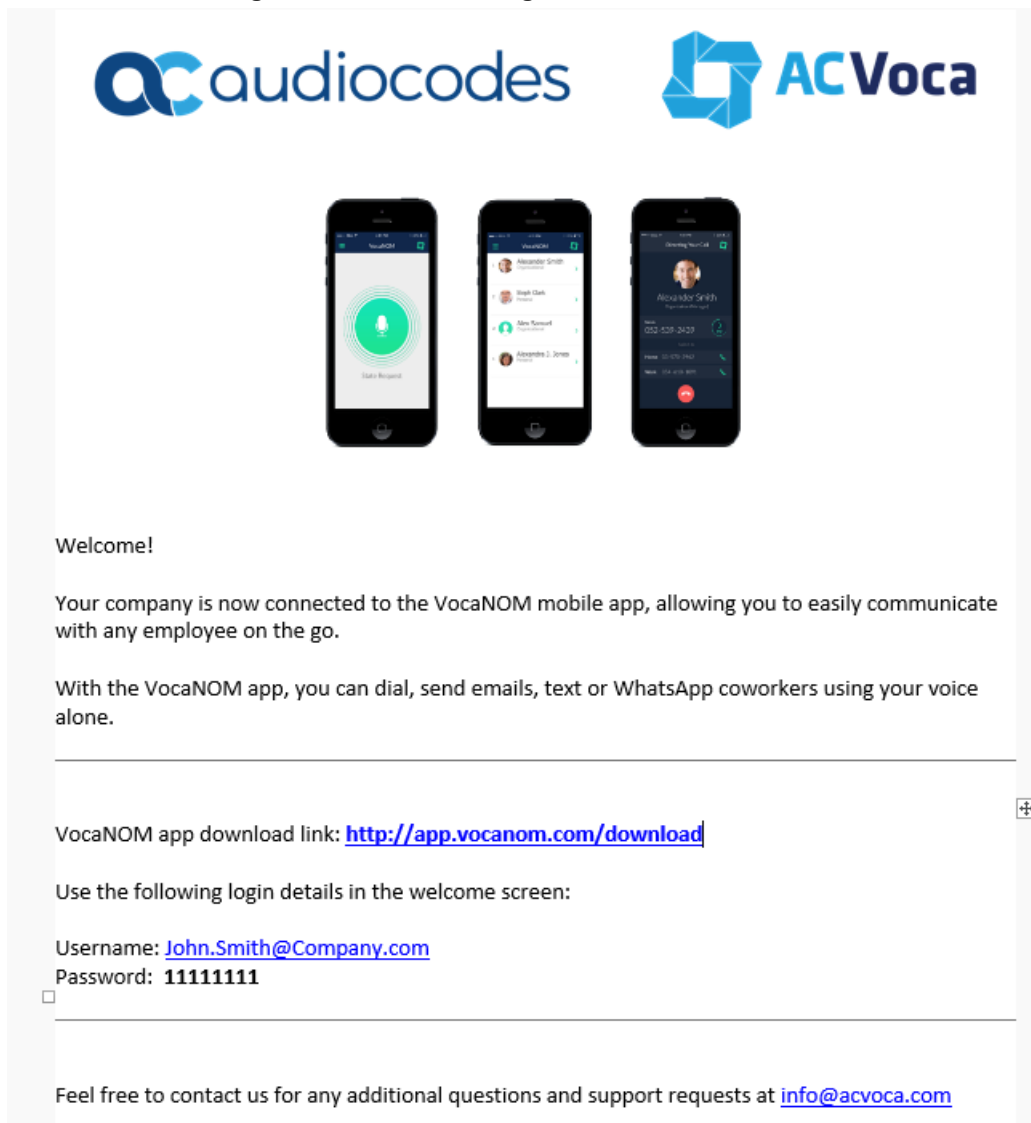
8.1 Downloading VocaNOM App from Email Invitation

The procedure below describes the steps to download the VocaNOM app from an email to your mobile device.

➤ **To download VocaNOM app from an email invitation:**

1. Open the 'Welcome to the VocaNOM app' email on your mobile device.
2. Click on the 'here' link as shown in the figure below, to download the app.

Figure 8-3: Downloading VocaNOM from Email



3. You are directed to the App Store™ or Google Play™
4. Download the VocaNOM app.
5. When the download has successfully completed, open the VocaNOM app and enter the username and password assigned to you in Step 2 above.

8.2 Downloading VocaNOM App from SMS Invitation

The procedure below describes the steps to download the VocaNOM app from an SMS invitation to your mobile device.

➤ **To download the VocaNOM app from an SMS invitation:**

1. Open the SMS on your mobile device; the following appears:

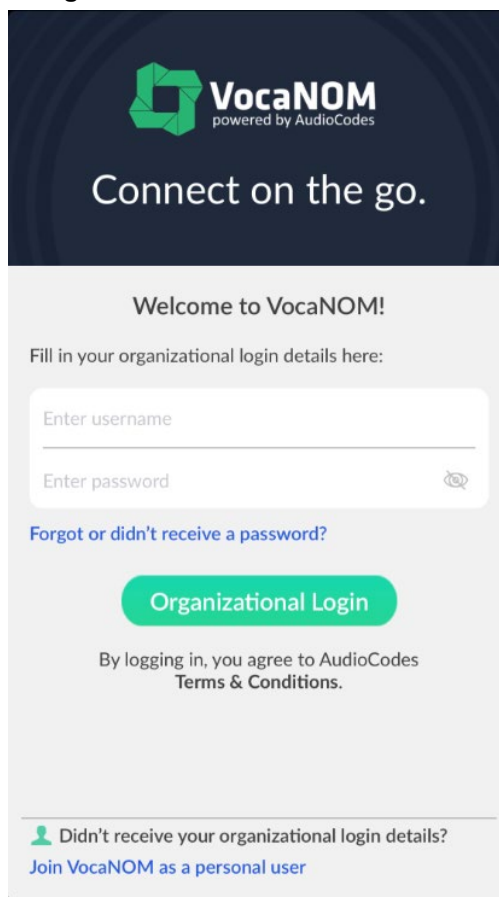
Figure 8-4: Downloading VocaNOM from SMS



2. Click <http://app.vocanom.com/download> link.

3. After downloading, open the VocaNOM app; the following appears on the mobile device:

Figure 8-5: Welcome to VocaNOM

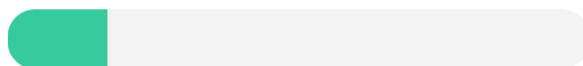


4. Enter the username and password you received in Step 1 above, and then tap **Organizational Login**.
5. The VocaNOM package downloads to your mobile device; the following appears:

Figure 8-6: Downloading Additional Content

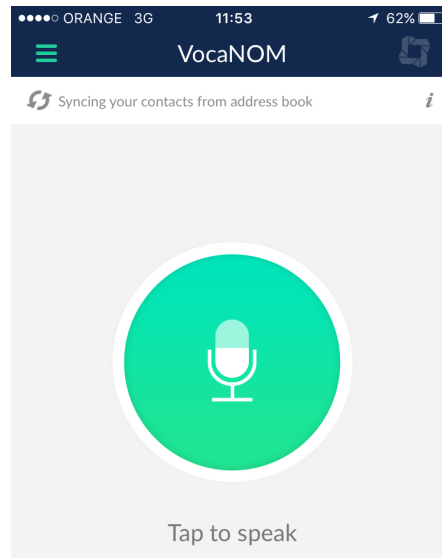
Downloading

VocaNOM is downloading additional content to your device.



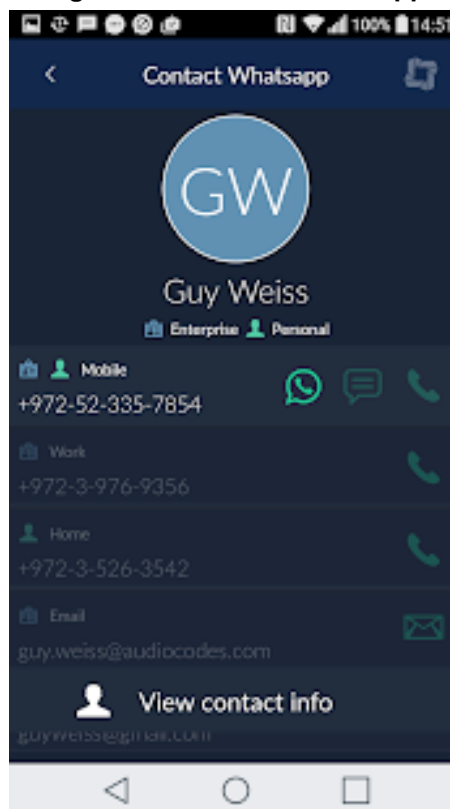
6. The VocaNOM app is now ready for use.
7. Tap the green circle on your screen and say the Contact's first and last name from your private or Enterprise Contact List.

Figure 8-7: Tap to Speak



8. From the Contact WhatsApp screen, you can also touch WhatsApp, SMS and the email address from your private or Enterprise Contact List.

Figure 8-8: Contact WhatsApp



9 Use Cases

The following use cases describe the steps involved in performing specific tasks.

9.1 Inviting a New Contact to VocaNOM App

This use case describes how to add and activate a new contact, and then send an invitation to that contact to download the VocaNOM app. To do this, perform the following:

1. **Add a new contact** - see Section 3.1 on page 25.
2. **Activate the new contact** - see Section 3.1.8 on page 35.
3. **Invite (by email or text message) the user to download the VocaNOM app** - see Section 3.2 on page 40.

For more information, see Section 3 on page 25.

9.2 Adding a New Branch and Advanced Features

This use case describes how to add a new branch and how to configure the advanced features. To do this, perform the following:

1. **Add a new branch** - see Section 5.1 on page 94.
2. **Map a city to a branch** - see Section 5.3 on page 98.
3. **Create an alias name for a branch** - see Section 5.4 on page 102.
4. **Map unmapped cities to a branch** - see Section 5.6 on page 107.
5. **Manage overlapping branches** - see Section 5.8 page 113.

For more information, see Section 5 on page 93.

9.3 Configuring Flows, Voice Prompts and Menus

This use case describes how to configure flows, prompts and menus for AC Voca. To do this, perform the following:

1. **Add a new voice prompt** - see Section 7.1 on page 143.
2. **Define period for voice menu** - see Section 7.5 on page 166.
3. **Configure an IVR voice menu** - see Section 7.4 on page 151.
4. **Create flows, set DNIS and menus** - see Section 7.2 on page 145.
5. **Define dialed phone number manipulation rules** (only if required) - see Section 7.3 on page 149.

For more information, see Section 7 on page 143.

International Headquarters

1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

200 Cottontail Lane
Suite A101E
Somerset NJ 08873
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com>

©2020 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VolPerfect, VolPerfectHD, Your Gateway To VoIP, 3GX, VocaNom, AudioCodes One Voice, AudioCodes Meeting Insights, AudioCodes Room Experience and CloudBond are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: LTRT-28829

