TIPT Telstra Business Connect Mobile Deployment Scenario Callback

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This guide is designed for TIPT Customer Group Administrators. The following instructions are to provision Telstra Business Connect mobile deployments for the Callback scenario.

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Overview

Telstra Business Connect is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road. “It’s like having the power of your TIPT phone in the palm of your hand.”

When using the Telstra Business Connect Mobile client, incoming calls to your TIPT desk phone will also arrive on your Mobile. Via the Telstra Business Connect mobile application outgoing calls can be initiated. The phone number displayed to the caller is your TIPT business phone number not your mobile phone number, so your mobile number is never visible for business

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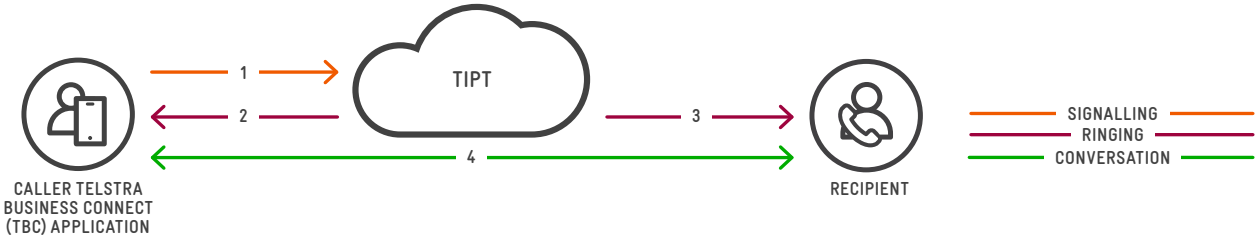
Telstra Business Connect Call Back Call Flow

1. The caller dials or selects the contact to call the recipient via Telstra Business Connect and chooses Call Back.
2. Telstra Business Connect instructs TIPT to ring the Callers Mobile.
3. Once Caller answers the Mobile call, TIPT rings the recipient.
4. Recipient answers and the call is now connected.



Notes:

- Recipient will only see the Caller s TIPT Phone Caller-ID.
- The Mobile phone only ever receives a call.
- Minimal data is required to initiate a call, this is not a VoIP call.
- A TIPT Executive Pack is required.

Key Benefits

- Call history from your TIPT Business phone is visible.
- Hunt Groups and Call Centres are supported.
- The only connectivity requirement is Internet so alternative carriers and WiFi are supported.
- No outgoing voice calls are ever initiated from the users mobile service.

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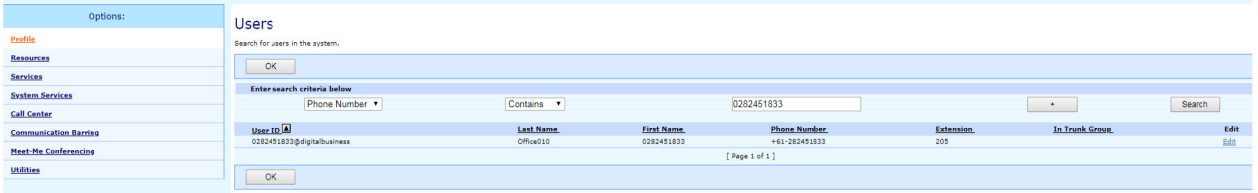
- TIPT Executive Feature Pack* is assigned to the user.
- Telstra Business Connect installed and configured on the users Smartphone.
- Internet Data Plan (requires approximately 50Mb/month).

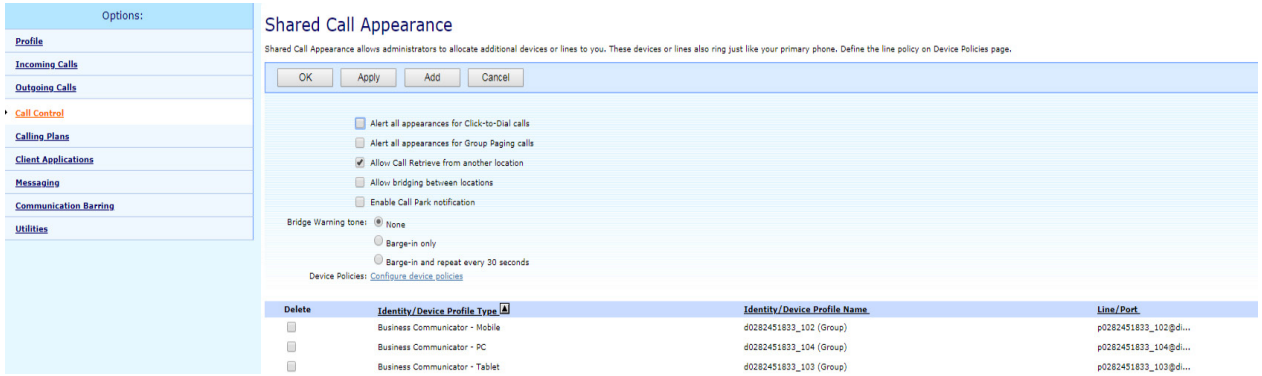
* If the user does not have an Executive Pack assigned to them, you will need to email Telstra Provisioning on **TIPTProvisioning@team.telstra.com** to purchase a pack. Once you have received the pack you will need to assign it to the user and then unassign the pack they currently have.

How to check if Telstra Business Connect is provisioned

1. Log into your TIPT Portal (**http://ews.tipt.telstra.com**) as an administrator.
2. Search for your service via **Users/ User ID, Starts With** and enter the phone number of the service you are using. In the example below I am using "0282451833".



3. Once you have selected the user, click on **Call Control** and then "Shared Call Appearance".
4. If there are two Telstra Business Connect entries as shown in the example below then you are already provisioned, if there are none shown then go to the "Provision Telstra Business Connect" section.



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Provision Telstra Business Connect (ONLY if not currently provisioned)
To configure TIPT Telstra Business Connect for one or more users.

1. Download the "TIPT Tools Telstra Business Connect" from the following web page, https://enterprise-support.telstra.com.au/t5/Downloads/TIPT-Application-Downloads/ta-p/129 or https://enterprise-support.telstra.com.au/t5/Knowledge-Articles/Telstra-Business-Connect-App/ta-p/4713
2. Customer Administrator can go and provision the users via using Telstra Business Connect Collaborate Portal. **Note:** A customer Group Administrator account is required. https://ucone.tipt.telstra.com/cga

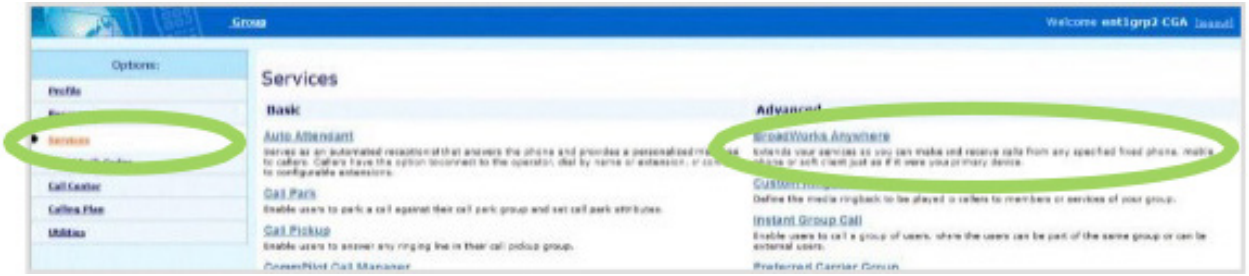
Configuring Broadworks Anywhere

Broadworks Anywhere is a feature that exists only in the Executive Pack. It turns any mobile service into a TIPT extension and supports the click to call with callback function. If outbound calling is required in a BYOD Callback scenario Broadworks Anywhere needs to be enabled and configured.

Creating an Anywhere Portal

The Customer Group Administrator is required to initially configure the Anywhere Portal number for their Group if this is the first time it is being setup for this group.

1. Log onto CommPilot with your Customer Group Administrator logon details.
2. Click the **Services** menu.
3. Click **Broadworks Anywhere.**



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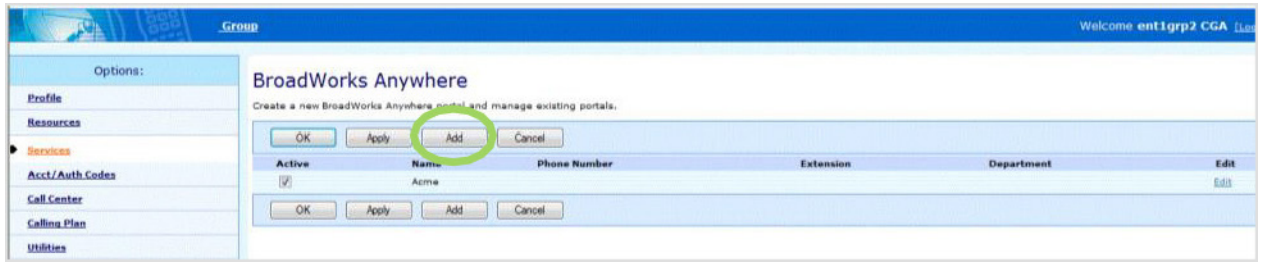
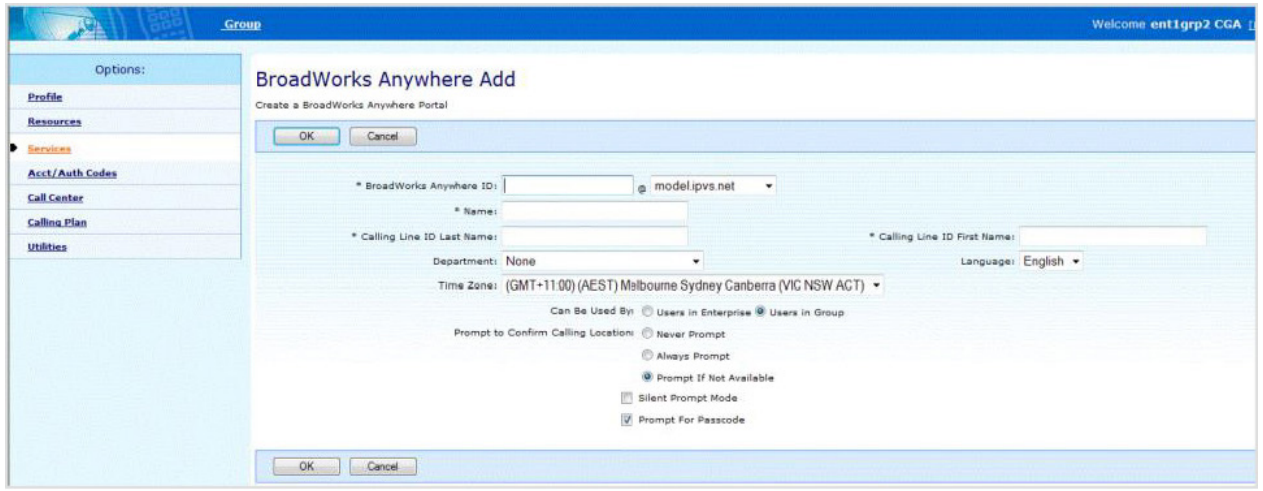
4. Click the **Add** button.



5. Enter the **BroadWorks Anywhere ID.**
   This name must be alphanumeric, do not use spaces.
6. Enter a **Name** for the Anywhere Portal.
7. Enter the **Calling Line ID Last Name.**
8. Enter the **Calling Line ID First Name.**
9. Select the **Department** (if required).



10. Ensure the **Users in Group** radio button is selected (Users in Enterprise option is NOT supported)
    Choosing Users in the Group allows all users configured in the same group as the **Anywhere** portal to originate and receive calls through the Anywhere Portal number.

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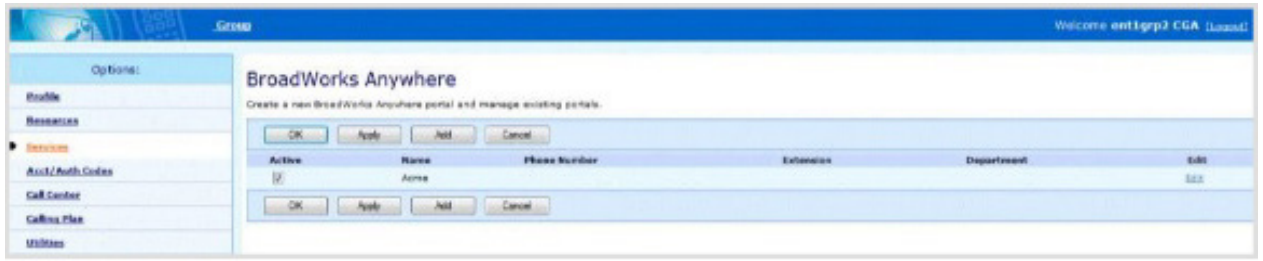
11. Choose **Never Prompt** for the Prompt to Confirm Calling location.
12. **Prompt for Passcode** is not supported, so ensure it is not selected.
13. Click **OK.**

Selecting an Anywhere Portal Number

1. Click on the **Portal name** that appears in the **BroadWorks Anywhere** Portal list.



2. Click on the **Addresses** link in the Portal's **Profile** menu.

3. Click on the drop down arrow in the **Phone Number** field and select a phone number for the Portal.
   The Extension field is automatically populated.

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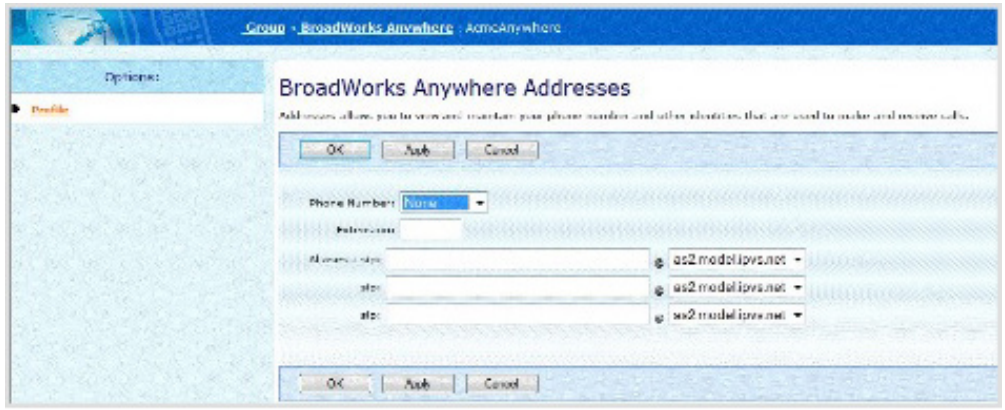
4. Click **OK.**

The phone number is now assigned to the **Anywhere** Portal.



Configuring a user's Anywhere service

You will need to ensure BroadWorks Anywhere is setup in your TIPT Group Prior to configuring your Anywhere feature for your users, you may be required to modify some conflicting services.

These Services are:

Remote Office: Ensure Remote Office is turned **OFF**

Call Forward No Answer: Ensure your Call Forward No Answer number of rings setting is set to a **minimum of 6 rings**. (This allows for delays that may happen when ringing on other locations, for example your mobile.)

To increase the number of rings for **Call Forward No Answer.**

1. Click on the **Calls** button on your Telstra Business Connect.
2. Click on **Call Forwarding.**
3. Select the **Configure**.
4. Click on the drop down arrow next to Number of Rings before Forwarding.
5. Set the required number of rings, Selecting 6 or more rings is recommended.

Once the above User Services are setup, **Anywhere** can be configured for a user from Telstra Business Connect or through **CommPilot**.

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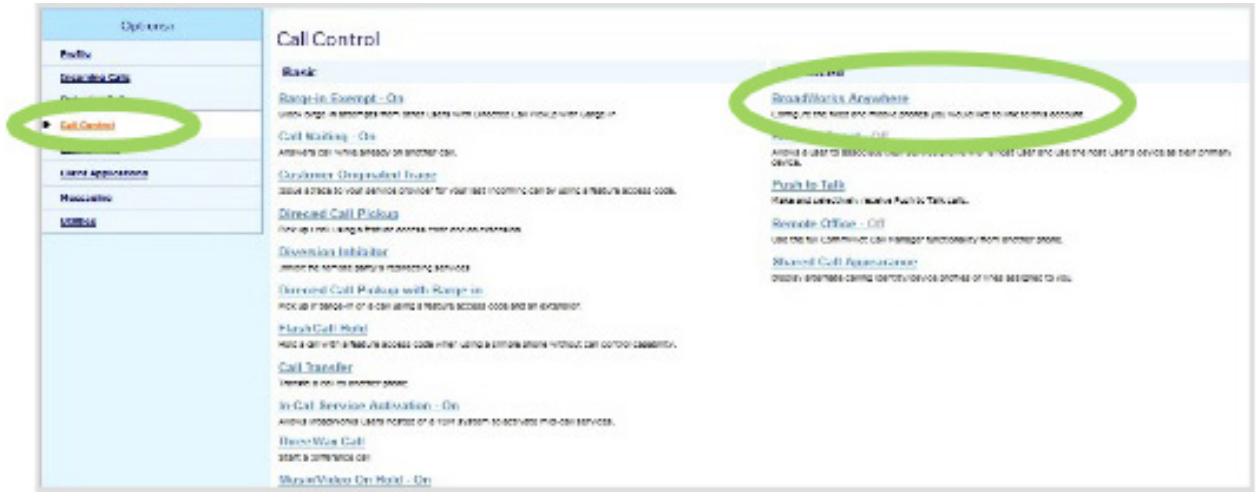
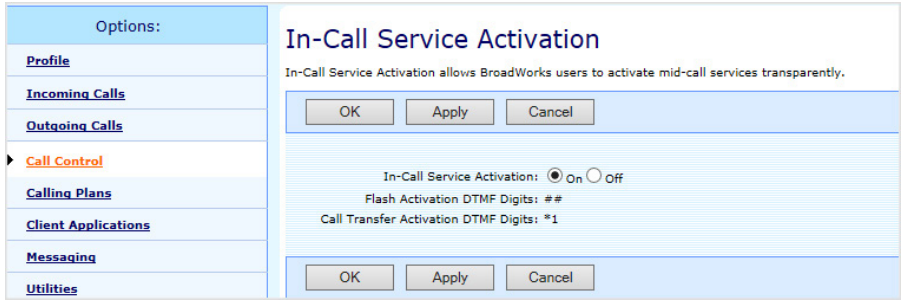
The instructions listed below will enable you to configure **Anywhere** via CommPilotLog onto CommPilot with your Customer Group Administrator logon details.

1. Navigate to the Users Profile who requires Anywhere configured.
2. Click **Call Control** from the **Options** menu.



3. Click **In-Call Service Activation.**

If the incoming call was answered on the users mobile or pulled from their desk phone to their mobile, turning this feature on will enable the user to transfer the call to another party or make three way calls from their mobile.



4. Click **On.**
5. Click **OK.**

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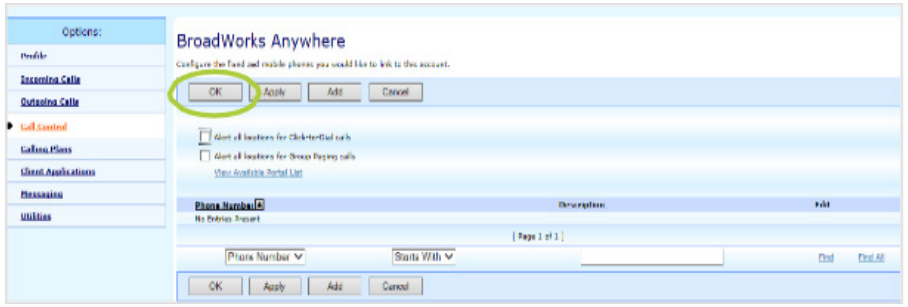
6. Click **BroadWorks Anywhere.**
7. Click **Add.**



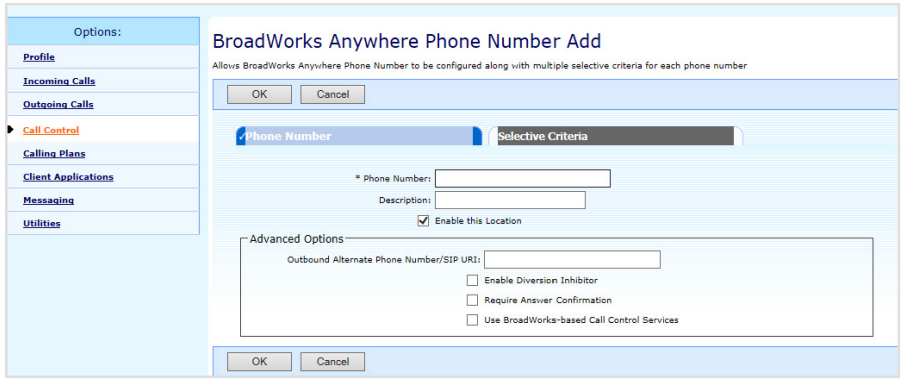
8. Enable the option **Alert all locations for Click-to-Dial calls.**
9. In the Phone Number field, enter a phone number, e.g. your mobile number OR another number such as a home number.

Note: Do not enter the initial 0, TIPT will add this on automatically, e.g. for a mobile number 400111222, for an interstate number, for example Sydney enter 286009999.

10. Enter details in the Description field, e.g. John's mobile.
11. Enable this Location is selected by default. Do not unselect.

This ensures that you not only have access to all the features of the Anywhere Portal but also the selected BroadWorks Location will ring when the Desk Phone rings as per the Simultaneous Ring feature.

If **Enable** is unchecked, the selected listed location will not ring however you can still pull a call from your TIPT desk phone to that location number.



12. Select the option **Enable Diversion Inhibitor:** Selecting this option prevents a call from being diverted to another configured location if you have forwarding activated.

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13. Optional: **Require Answer Confirmation:** This option is is used when you have users on a Hunt Group or Call Centre working remotely off their mobiles .

Select the option Use **BroadWorks based Call Control Services:** Selecting this option will enable the TIPT platform to provide services such as Call Transfer and Three -Way Conferencing.

14. Click **OK.**

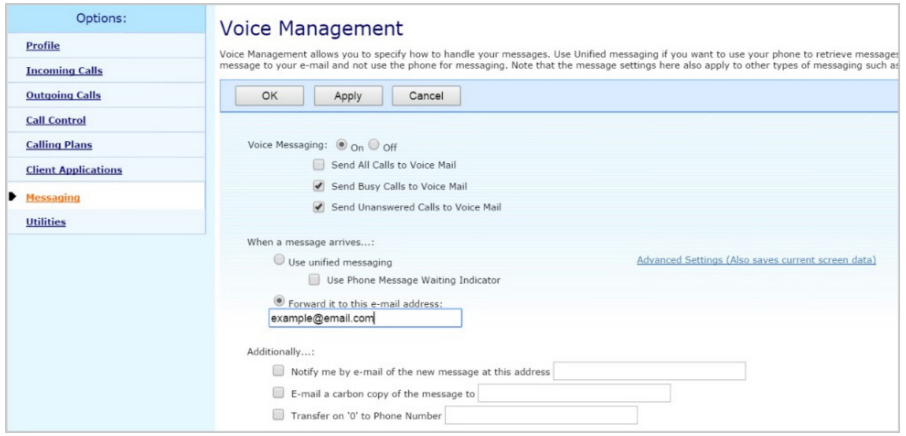
Recommended Settings

The following settings are recommended in the CallBack scenario.

Setting	Telstra Business Connect Client
Call Forwarding No Answer	Off
Call Forwarding Busy	Off
Call Waiting	On
Simultaneous Ring Personal	Off

When setting up Voicemail for a user, it is recommended using the option **Notify me by e-mail of the new message at this address.**

Note: If a user doesn't have a company email address, an Alias can be configured. The users mobile phone number can be included in the Alias list to allow the user to dial into their voicemail without having to enter their pin.



Group > User > Messaging > Voice Management