MANAGE YOUR MAIN BUSINESS NUMBER WITH CALL CONDUCTOR

WELCOME TO CALLCONDUCTOR!

DOT (Digital office Technology)™ introduces a number of innovative features and products to assist you with managing calls to your business.

Using Call Conductor, you can easily and quickly setup how calls to your business is treated and answered.

Manage your Main Business Number with Call Conductor, Version 1.0 June 2013

WHAT'S INSIDE
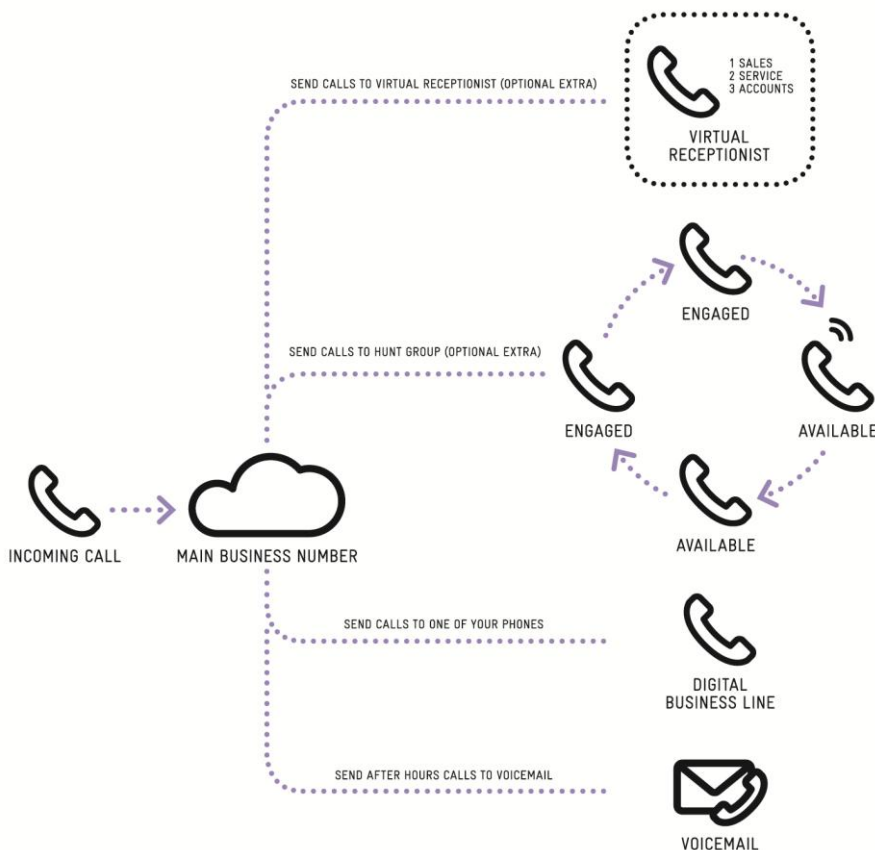
CHAPTER 1
YOUR MAIN BUSINESS NUMBER

DOT introduces an innovative approach to help you manage calls to your business. You now have the ability to easily direct calls to any number within your business; whether an employee's voice mail, a virtual receptionist or even to forward to group of employees. This guide will provide you a quick overview on the configuration of you Main Business Number, the features and how to manage it using a free application called Call Conductor.

Your primary business number, which we refer to as the Main Business Number ('MBN') is now hosted by Telstra in the cloud. We also automatically provide you with a new phone number, called Direct Business Line, which is associated to your DOT Core Phone and Plan.

When you first receive your DOT service, calls to your MBN will be automatically forwarded to the Direct Business Line phone. When you call out from your Direct Business Line (Core Phone), the Caller Line ID (CLI) will show your Main Business Number, the number familiar to your customers.

At anytime, you can change the configuration of your MBN using the free application Call Conductor. You have the option of forwarding calls from your MBN to any of the following services:

1) Any phone numbers purchased with your DOT, including Core Plans and Office Plans
2) Any one of the voicemails provided with your DOT plans
3) Hunt Group, if you purchased this optional feature
4) Virtual Receptionist, if you purchased this optional feature

CHAPTER 2
MANAGE MAIN BUSINESS NUMBER WITH CALL CONDUCTOR

The Call Conductor is an application that allows you to view and manage in real time how calls to your MBN are directed within your business. Using simple graphical user interface you can immediately change the settings.

Call Conductor is available at free of charge at the Telstra DOT support website, or as a tablet application at Apple App Store for your iPad or GooglePlay for your Android tablet. You may use both the Tablet and the web version of Call Conductor as it suits your need.

To use Call Conductor, you must login using the Administrator credentials described in your DOT Configuration Summary that was emailed. The credentials will be described like the following:

Manage calls online: Administrator login click here
Securely manage call settings and user accounts.

Username: [0398900666@dbtbcgroup.com.au]

Password: [a/[31y6J@]

CALL CONDUCTOR FEATURES

Call Conductor offers you the ability to perform the following tasks.

1) View and configure all business sites on DOT
2) Forward calls from Main Business Numbers to:
    a. DOT phone within your account
    b. DOT voicemail within your account
    c. Hunt group (if purchased)
    d. Virtual Receptionist (if purchased)
3) Manage the Caller Line Identification for all DOT phone numbers, including Blocking or Displaying
4) Customise how numbers and calls are answered during your personally defined business operational hours.
5) Customise how numbers and calls are answered during your personally defined after/holiday hours.
6) Record the Virtual Receptionist voice announcement (available only on the Tablet application)
7) Reset each DOT user's DOT CommManager password (available only on the Tablet application)

The changes you make in Call Conductor become effective immediately after you save them as long as you have internet connectivity. The changes can also be made remotely, even from an international location.

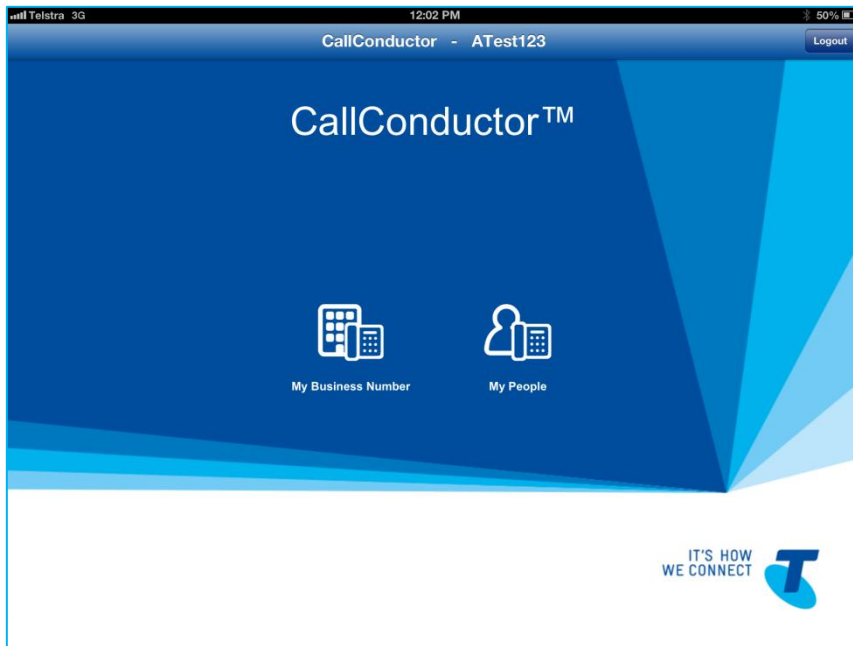Below are some screen shots of Call Conductor on the iPad:
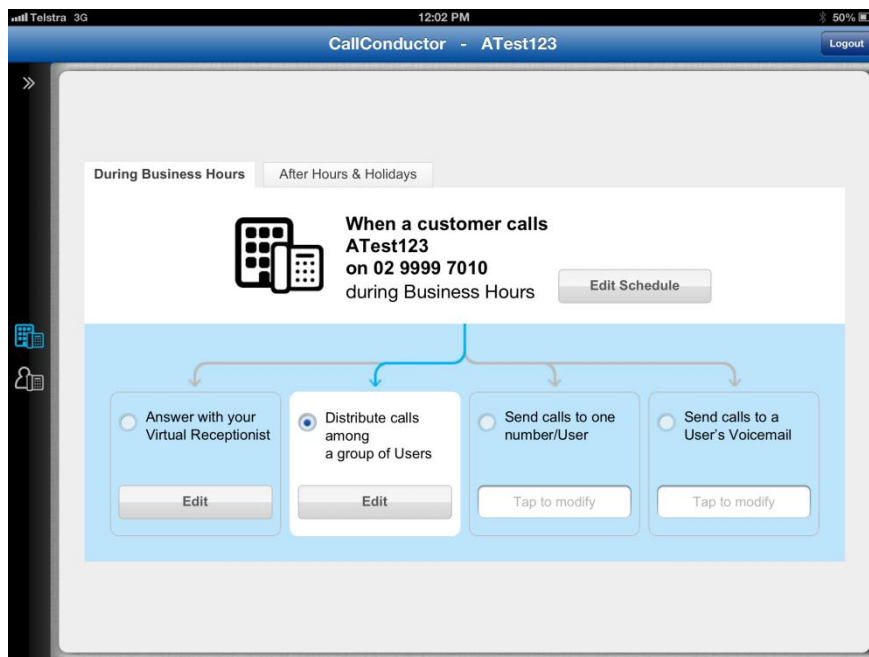
Figure 1: Call Conductor Welcome Page
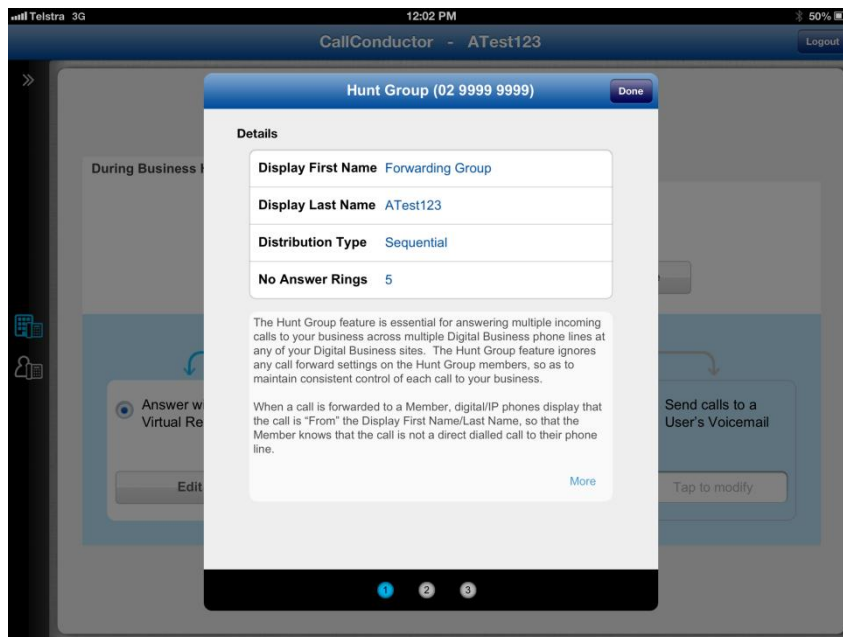

Figure 2: Main Business Number Set-Up Page

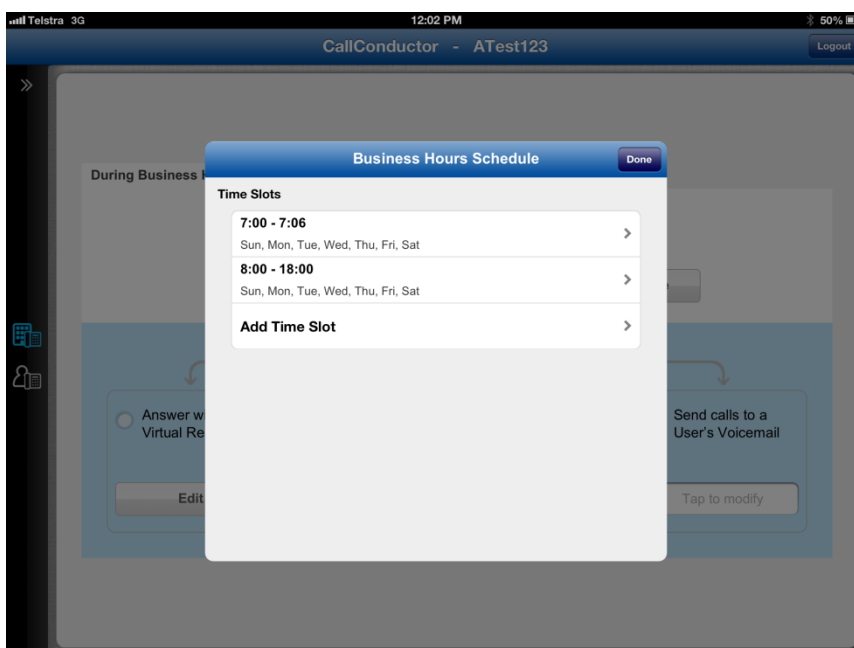Figure 3: Configuring Hunt Group

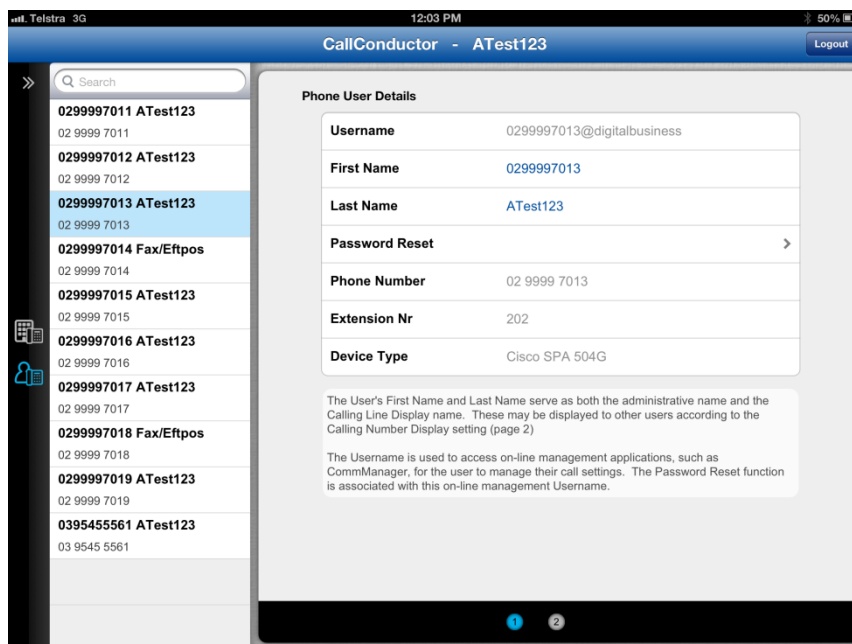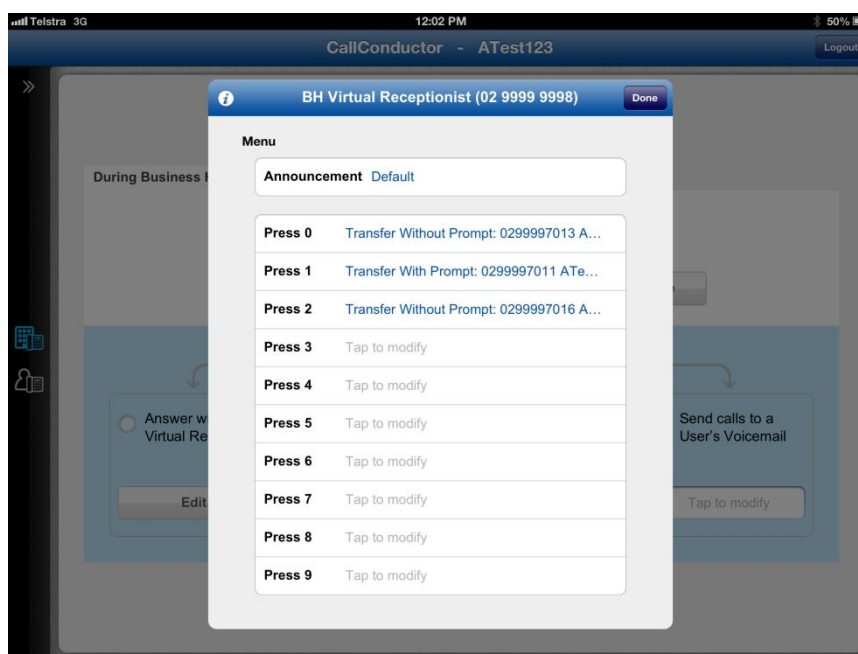Figure 4: Defining Business Hours

Figure 5: User Credentials

Figure 6: Configuring Virtual Receptionist

Figure 7: Recording Virtual Receptionist Greeting

CHAPTER 3
CALL CONDUCTOR USER CASES

VIRTUAL RECEPTIONIST BUSINESS HOURS

Company Acme would like to use the Virtual Receptionist to answer all their incoming calls during business hours only. It would like callers to select if they wish to be transferred to either the Sales team or the Accounts team.

Using the Call Conductor App, the office manager will firstly need to set up the company's Business Hours Schedule by clicking the "Edit Schedule" button on the Business Hours page. Please see image below for the relevant sections on the application:
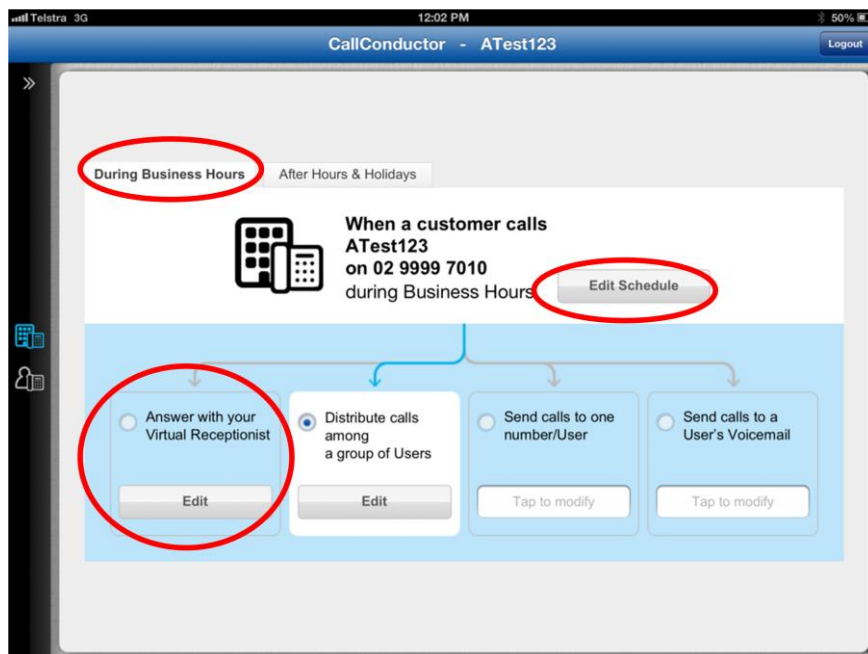

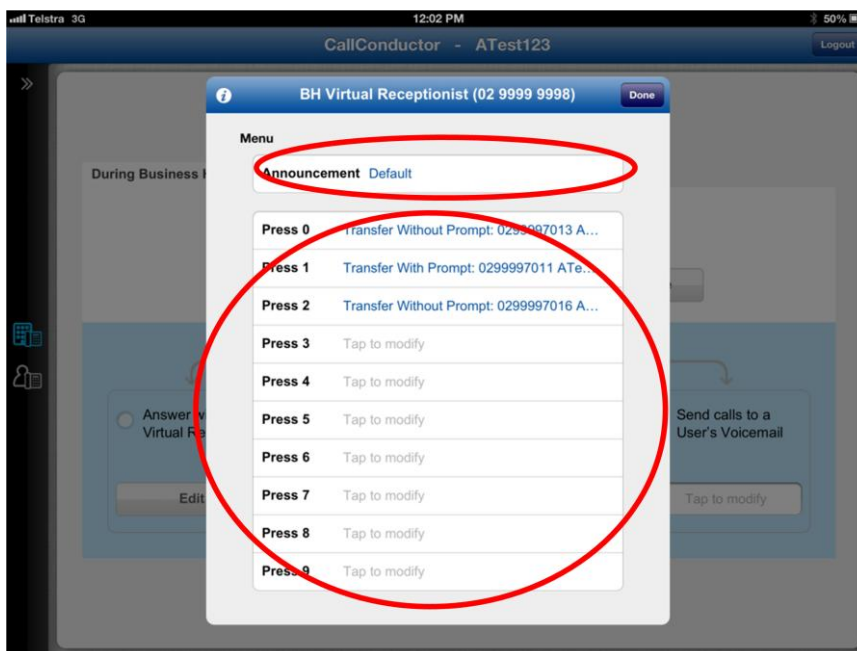Figure 8: Business Hours Edit Schedule and Virtual Receptionist Functions

Figure 9: Editing the Virtual Receptionist Announcement and Dial Menu

The next step will be to configure the Virtual Receptionist feature, firstly starting with recording the Announcement that callers will hear when they dial the Main Business Number. For example:

"Thank you for calling Acme if you would like to speak to someone in our Sales team please press 1. If you would like to speak to someone in Accounts please press 2. To hear these options again please press 9.
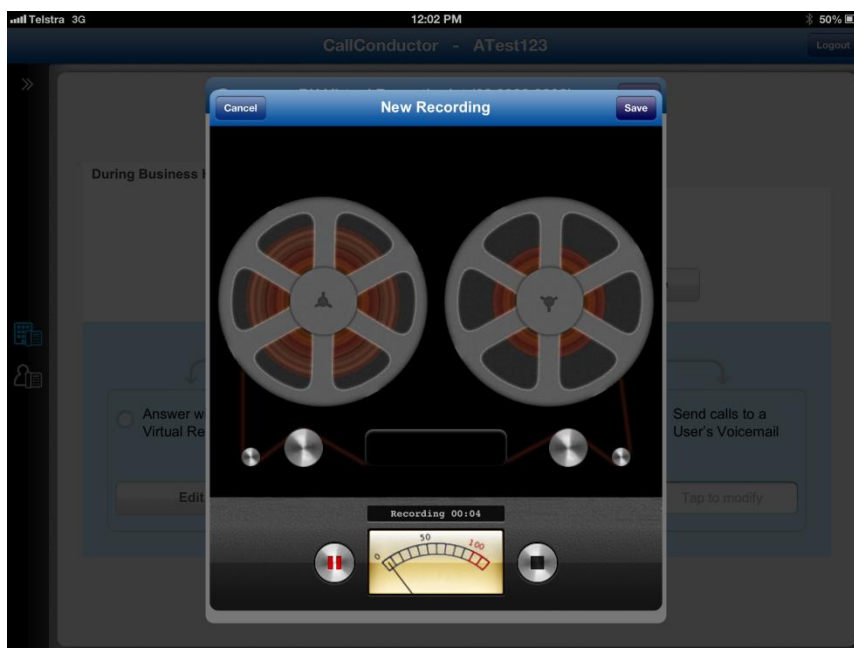
Figure 10: Recording an Announcement

Only the Call Conductor tablet application has a built-in recording function. Alternatively if you are using the Call Conductor website, you will need to contact Telstra to create a Virtual Receptionist recording. Please call 13 2000 and say "Digital office Technology", and then "Technical Support".

The second step will be to set-up the dial menu to behave the same as the recorded greeting. This can also be performed within the Virtual Receptionist menu.

FORWARDING ALL CALLS TO VOICEMAIL AFTER HOURS

Acme would like all after hours calls to the business to be directed the Michael, the sales manager. Michael has a DOT Office plan.
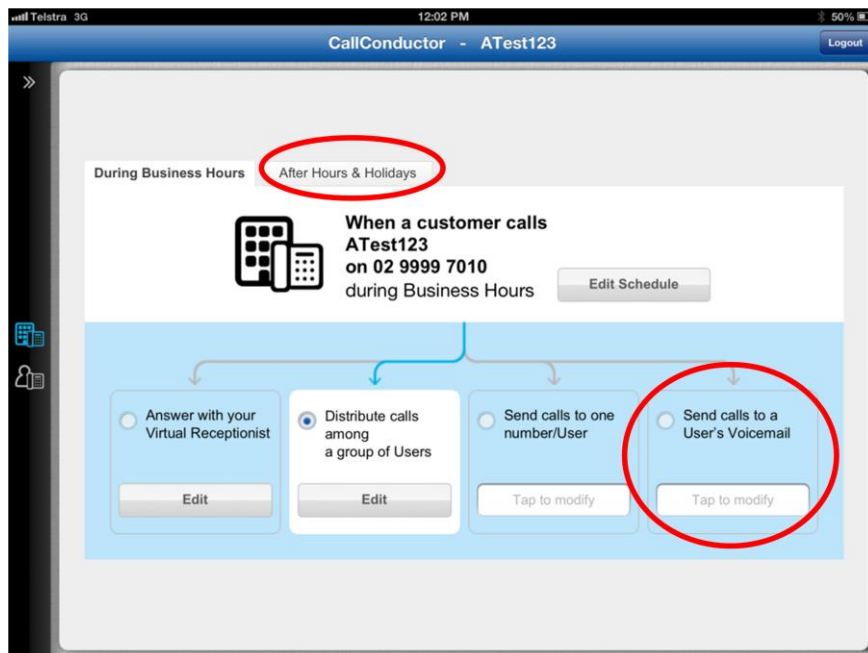
Figure 11: Forwarding After Hours calls to Voicemail

Using Call Conductor, the After Hours schedule should be set according to the Acme's operating hours. Then by visiting the "Send Calls to a Users Voicemail" feature on the After Hours tab, Michael's name can be selected from the drop down list.

HUNT GROUP: DISTRIBUTE CALLS WITHIN A SELECTED GROUP OF PHONE NUMBERS

The Hunt Group feature is essential for answering multiple incoming calls to your business across multiple DOT phone lines at any or all your DOT sites. The Hunt Group feature ignores any call forward settings on the Hunt Group members, so as to maintain consistent control of each call to your business.

Figure 12: Hunt Group Feature

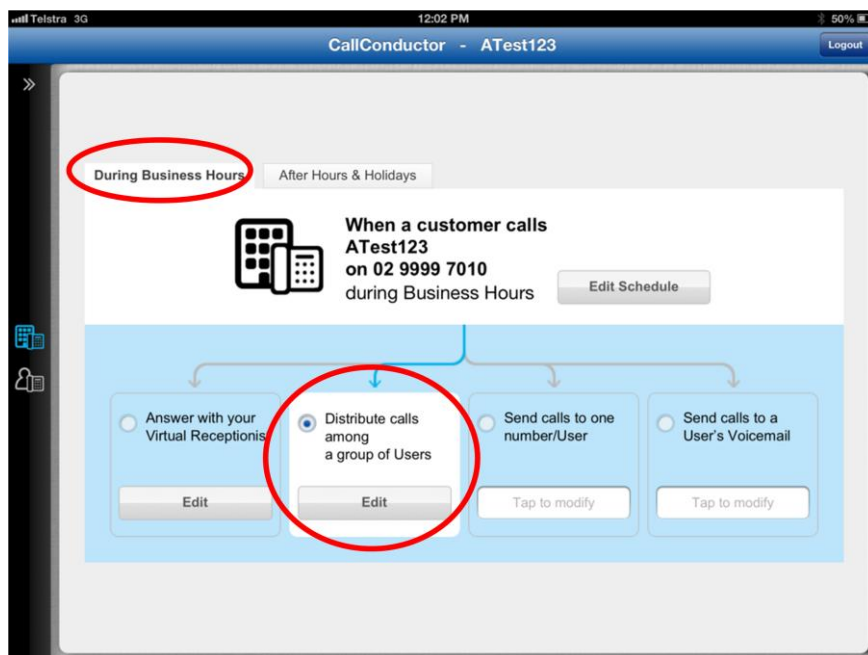Company Print Masters would like all calls to the Main Business Numbers to be answered by its 4 sales managers (Candice, Lynn, Michael and Roger) at all times. Firstly, the Hunt Group feature needs to be configured with Candice's, Lynn's, Michael's and Roger's phone numbers selected.
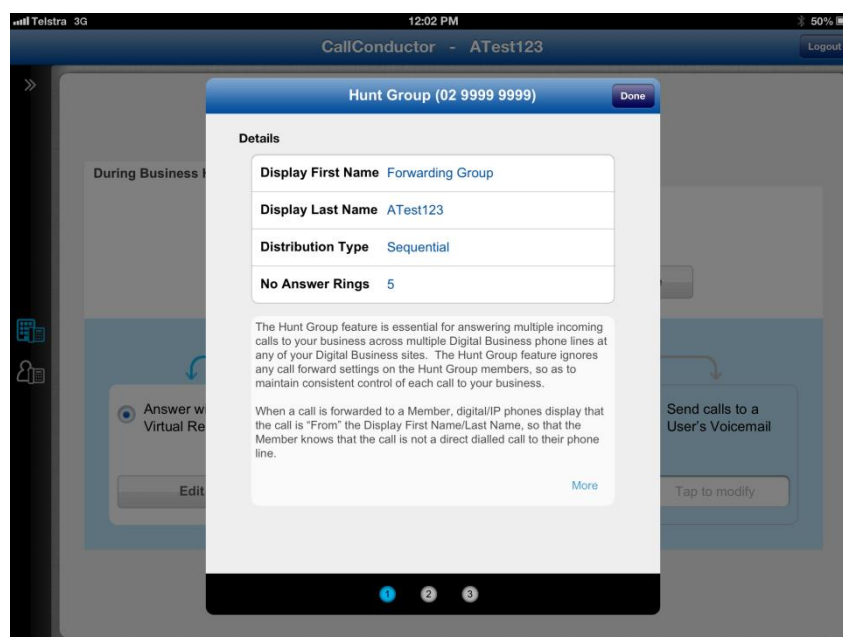
Figure 13: Configuring Hunt Group Features

Additionally, Hunt Group feature also allows the business forward calls to another number or a voicemail if neither of the sales managers answers the call. The Hunt Group feature will behave the same during both Business Hours and After Hours.

The feature also offers the ability to set the number of rings before the call is switched to the next sales manager, if all calls will simultaneously or sequentially and a customised Caller ID that customers when receiving a call from the sales managers.

CHAPTER 4
FREQUENTLY ASKED QUESTIONS

MAIN BUSINESS NUMBER

Why doesn't my DOT service come with the Main Business Number?
Only customers who purchased DOT on the 5th June 2013 onwards will be provisioned with Main Business Number. Existing customers who purchased DOT for a new business site will receive Main Business Number for the new site only.

Can I get upgraded to MBN?
Yes. Please call 13 2000 or contact your Telstra Business Centre.

How do you find Main Business Number in Commpilot?
The Main Business Number service has first name/last name configured as "Main Business Number", and the user id has the prefix "MBN".

What number does the Main Business Number forward calls to when first activated?
The DOT Core phone number. You can change the forwarding number using the CallConductor application.

Does Main Business Number have Voicemail?
No. The CallConductor applications facilitate simple direct forwarding to the voicemail of a selected phone line.

SCHEDULING BUSINESS HOURS AND AFTER HOURS/HOLIDAY SCHEDULE

What is the default Business Hours time schedule?
8am to 6pm, 7 days per week. Using Call Conductor, you can customise the Business Hours schedule to fit your business' needs.

What is the default Holiday Schedule?
Holidays Schedules are not preconfigured for you. Using Call Conductor, you can customise the After Hours or Holiday schedule to fit your business' needs.

What Time Scheduling options are supported by CallConductor?
Any number of time windows selected by Day of Week.

What Holiday options are supported by CallConductor?
Any number of holiday events, of one or more whole days, either once off, or annually recurring.

VIRTUAL RECEPTIONIST AND HUNT GROUP

Are there separate Virtual Receptionist menus available for Business Hours and After Hours/Holiday Schedules?
Yes. You can configure these using Call Conductor

Are there separate Hunt Groups available for Business Hours and After Hours/Holiday Schedule?
No. Only one instance of Hunt Group is available for each DOT site.

Can mobiles & PSTN lines be Members of a Hunt Group?
No. Only DOT phone services can be used in a Hunt Group. If all the Hunt Group Members are Busy or Not Answering, the calls can be forwarded to any phone number, including PSTN and Mobiles. Additional forwarding charges may apply if the numbers are outside the DOT account.

Can DOT analogue phones been used in a Hunt Group?
Yes. It doesn't matter what type of phone is used, as long as it is a DOT phone service.

Why can't customer access Virtual Reception or Hunt Group in CallConductor?
These are optional features and can be purchased by calling sales on 13 2000.

CALL CONDUCTOR

How do you save changes in the tablet apps?
In most screens, each setting is saved when entered, without the explicit save action. A blue tick will flash beside the field to indicate it is saved.

How do you close pop up windows/dialogs?
Click the Cancel/Done buttons in iPad/iOS, the "X" button in Android, or tap anywhere on the screen outside the open dialog/modal