

Call Management System

Inbound Service Management

Call Management System

Contact Details

If you have any queries regarding the content of this document please contact your Customer Services Advisor.

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Call Management System

Inbound Service Management Guide

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Introduction

The Call Management System is used to manage non-geographic numbers and services on the Intelligent Network (IN) and Interactive Voice Response (IVR) platforms.

What are Inbound Numbers and Services?

Inbound numbers are non-geographic number ranges that are held on the IN platform.

Numbers can be issued to customers and resellers from the Call Management System. Customers and resellers will only be able to view numbers that have been allocated to them. Your customer service advisor will be able to view all numbers on the IN platform providing they have sufficient access privileges.

Numbers can also be associated with services – for example the number 0800 298 6725 could be associated with a Divert on Busy service. Customers and resellers are able to associate their own allocated numbers with services. Your customer service advisor will be able to associate numbers with services providing they have sufficient access privileges.

Inbound Services are call routing features that can be applied to non-geographic numbers. Services can be set up prior to having numbers attached. They can also be copied and edited making it very easy to quickly deploy new inbound call routing plans.

What Services are Available?

There are currently four different service types available:

- Standard (Single Translation)
- Call Distribution
- Date/Time Divert
- Area Plan :
 - 4 Area Plan
 - 10 Area Plan
 - 96 Area Plan
 - TV Region Area Plan

Standard

The standard service allows the user to connect an NGN to a single destination number (Number). Once determined, they will be able to configure some diverts to the service, should the default number become unavailable. The service can be connected at the time of setting up or left unconnected for a future event.

Call Distribution

Call Distribution enables users to dynamically allocate calls to route to up to 10 separate CLI's on a percentile allocation.

The wizard-based application guides the user through the stages of setting up the Call Distribution service correctly. The User will be prompted to enter the destination numbers first, upon completion they will be presented in a list. It is at this stage that the distribution between these numbers can be set.

Call Distribution Screen

The distribution between these numbers must exactly add up to 100%; otherwise an error message will appear and prevent the User from completing the provision. For ease of use, there is an option to set all of the destination numbers to Even, upon which the system will calculate an even distribution between all numbers.

Date/Time Divert

Time/Date Diverts are provisioned either by entering the following data/options;

- **Default Number:** Default Number to call if all other options are not chosen or busy
- **Day:** Day of Week, or Weekend, or Weekday
- **Start Time:** If specified in day chosen above
- **End Time:** If specified in day chosen above
- **Dialled Number:** Associated with Day and time chosen above

Three rule types exist for provisioning time Divert service; they are “Named Days”, “Public Holidays”, and “Special Days”.

Specified Days – This allows you to pick specific days of the week from a drop-down menu. You can choose from individual days of the week, weekdays, weekends or all days.

Public Holidays – By selecting the Public Holidays button, you can choose to have your number diverted during public holidays for your region i.e. England/Wales, Scotland or Northern Ireland.

Special Days – Special days are any specific days that fall outside of normal weekly diverts or bank holiday diverts. They are unique days for example if an office or whole team was on a training day.

Area Plan

This service provides routing on the location of the caller. The country can be divided up into regions based on dialling codes. For each of these areas, there can be a corresponding destination number for the NGN to translate the call to. A default number can also be set up for this service to route calls where the location can not be determined i.e. calls from mobile networks.

There are currently the following plans available:

- **4 Area Plan** – England, Ireland, Scotland, Wales
- **10 Area Plan** – London, Western Home Counties, Southern Home Counties, Northern Home Counties, Midlands, Wales, North West, North East, Scotland Northern Ireland
- **96 Area Plan** – Incorporates British Counties and major towns and cities i.e. Inner/Outer London, Birmingham, Preston etc
- **Terrestrial TV Plan** – Based upon independent TV regions e.g. Granada, Grampian, LWT etc

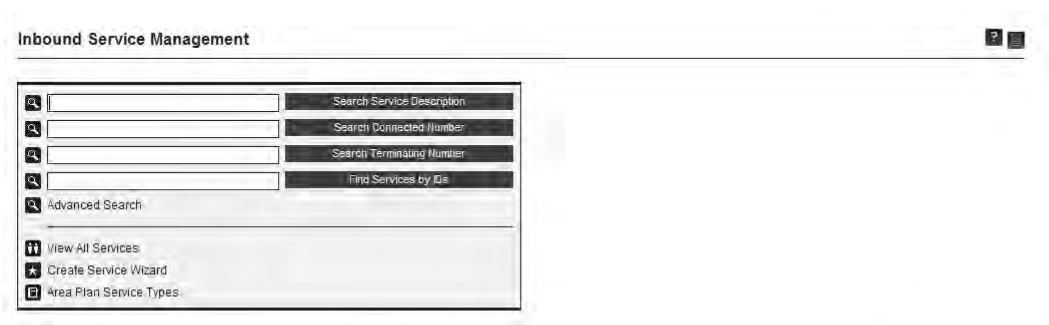
Using Inbound Service Management

Getting to the Services Screens

From the menu select **Products & Service** then **Inbound Services**.



The following screen appears:



Inbound Service Management Screen

The following options are available from this screen:

- Advanced Search – See page 9.
- View All Services – See page 10
- Create Service Wizard – See pages 12 to 29
- Phone Book – See page 30
- Area Plan Service Types – See page 29

Performing an Advanced Search

The Advanced search tool allows the searching of services via either all or some of the following criteria:

Inbound Service Management

Search Services

Criteria	Description
Service Description	Search for services containing the following service description
Connected Number	Search for services containing the following connected number(s)
Terminating Number	Search for services containing the following terminating number(s)
Agent	Select an agent from the list.
State	Select a state from the list.
Service Type	Select a service type from the list.
Replay	If filtering by Replay is required then select Enabled or Disabled
Reroute	If filtering by Reroute is required then select Enabled or Disabled
Connected	If filtering by Connected Service is required then select Connected or Not Connected

[Simple Search](#)

Inbound Service Management: Advanced Search Screen

Service Description: Search for services containing the following service description

Connected Number: Search for services containing the following connected number(s)

Terminating Number: Search for services containing the following terminating number(s)

Agent: the agent that has created the service can be selected via the drop down menu

State: The status of the service whether it be none, active or removed can be selected for searching

Service Type: any of the services types of service types can be selected to narrow the response to the search

Replay: if any of the services have Replay whether it be none, active or removed can be selected for searching

Reroute: if any of the services have Reroute whether it be none, active or removed can be selected for searching

Connected: if any of the numbers are connected whether it be none, connected or not connected can be selected for searching

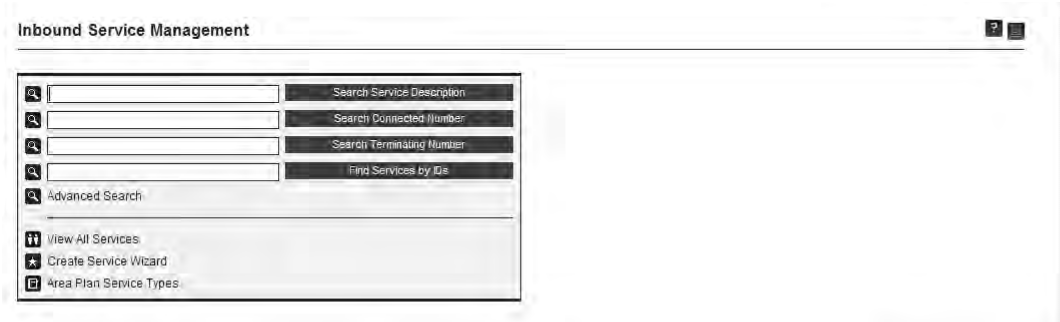
Once selected the **search button** is hit and all the matching services to the selected search criteria are displayed.



The **Refine Search** hyperlink allows the refining of the initial search and returns you to the initial advanced search screen.

Viewing All Services

To view all of the services that you have permission to review, select **View All Services**, from the Inbound Service Management Screen



Inbound Service Management Screen

A screen similar to the following will appear:

Inbound Service Management

Records per Page: 20 Total Records: 111 Page 1 of 8

ID	Description	Agent	Type	State	Connected Numbers
View 148589	Account Test 1	Tester Agent	Data Capture Service	Active	1
View 263471	Bespoke area plan 10 test	Geneva Business (TTO)	Bespoke IN Service	Active	0
View 71947	call queuing test	DISE-MDT	Call Queuing Service	Active	0
View 37644	Chris test	Core	Standard Service	Active	1
View 50068	Divert to TimeOfDay On Bus/ Translation Testing	Tester Agent	Date/Time Divert	Active	0
View 48123	Ernart test service	Core	Bespoke IN Service	Active	0
View 28713	Ian S Test	Tester Agent	Bespoke IN Service	Active	0
View 88174	Ian Test	Tester Agent	Date/Time Divert	Active	0
View 28716	Ians Test	Tester Agent	Bespoke IN Service	Active	1
View 148308	IS Test	Tester Agent	Data Capture Service	Active	0
View 357481	Jon Best test	Tester Agent	Call Queuing Service	Active	0
View 250127	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	1
View 139226	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	1
View 56009	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	0
View 296222	Jon Best Test number change	Tester Agent	Bespoke IN Service	Active	0
View 234831	Jon Best testing DC	Tester Agent	Data Capture Service	Active	0
View 392768	Michelle testing	Tester Agent	Call Queuing Service	Active	0
View 28715	Moved service for I.Sherpherd test	Tester Agent	Bespoke IN Service	Active	0
View 327178	PTW 4213 test hours	Tester Agent	Call Queuing Service	Active	0
View 332845	PTW 4213 test hours	Tester Agent	Call Queuing Service	Active	0

Records per Page: 20 Total Records: 111 Page 1 of 8

Service Tasks: ☒ Enable Reroute ☒ Disable Reroute

Viewing Inbound Services

This screen lists all of the services that are available from the account that you are logged into.

The screen displays the following information:

ID – the unique identification number assigned to the service

Description– As written when the service was created

Agent – The agent the service belongs to

Type – The type of service, for example Time of Day, Call Distribution

State – whether the service is active or not

Connected Numbers – The number of non-geographic numbers that are connected to the service

From this screen the services can be sorted by Description, Type or State by clicking on the respective heading hyperlink. Clicking the heading hyperlink again will alternate the order between ascending and descending.

Viewing a Service and Performing Service Tasks

To view the full details of a service, click the **View** hyperlink to the left of the service or anywhere on the Service Line indicated by the highlighted row. A screen similar to the following will appear:

Inbound Service Management

Inbound Service (ID:56053)

Description	Single Translation Testing	Type	Standard Service
State	Active	Agent	Tester Agent
Created	24 Jan 2008 10:19:05	Last Updated	22 Apr 2008 06:03:07

Standard Service Rules

	Terminating Phone Number	Ring Time	Replay
Rule 1	07863351032	Maximum	Disabled

Connected Numbers

The following numbers are connected to this service:

Inbound Number	Inbound Number Alias	Inbound Number Description	Connected Time
View 08000839978	-	Test OSS OPS	03 Apr 2008 16:45:36

◀

▶

⌂

Total Records: 1

Page 1 of 1

Records per Page: 5

Go

Service Tasks

- View Service
- View Connected Numbers
- View Reports
- View Accounts
- Edit Service Information
- Modify Service
- Reroute
- Connect Service
- Disconnect Service
- Clone Service
- Delete Service

Viewing Service Details – Service Tasks

This screen enables you to view full details for the service and make changes to the way it operates. This screen also displays details of all non-geographic numbers connected to the service.

Service Tasks



The service tasks available are:

View Service – Provides a full summary of the service

View Connected Numbers – Allows you to see which non-geographic numbers are currently connected to the service

View Reports – This option will take you to the inbound call analysis reports for the numbers attached to the service

View Accounts – Allows you to view which accounts the service is associated with

Edit Service Information – Allows you to change the description given to the service

Modify Service – Allows you to change the terminating phone numbers and plans for each service

Reroute – Allows you to add and remove the reroute service

Connect Service – Allows you to search for numbers and connect them to the service

Disconnect Service – This option separates the number from the service and disconnects it. Once disconnected the number will go into a state of Quarantine

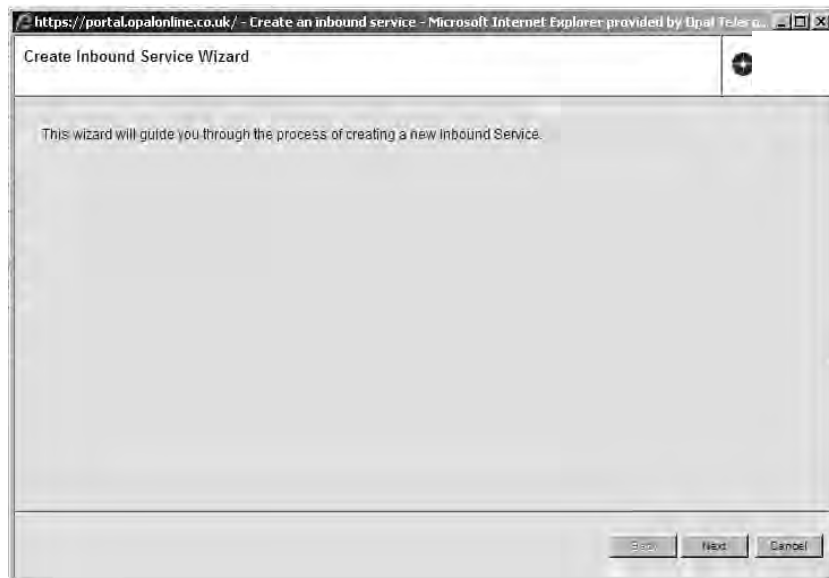
Clone Service – allows services to be copied, given new descriptions and assigned to different accounts

Delete Service – This option deletes the service. You will be prompted to confirm if you want to delete the service or not before the systems actions the request

Note: Not all options listed above will be available to all users. Some users may have restricted permission which will hide some of these Service Tasks.

How to Create a Standard Service

From the Inbound Service Management screen, select **Create Service Wizard**. The following window will appear:



Create Service Wizard – Welcome Screen.

Follow all of the on-screen instructions.

Note: The default settings of your web browser may prevent pop-up windows from opening. To allow the pop – up windows to open follow the steps below:
Open Internet Explorer.

On the Tools menu, point to Pop-up Blocker, and then click **Pop-up Blocker** Settings.

In the Address of Web site to allow box, type the address (or URL) of the Web site you want to see pop-ups from, and then click **Add**.

Create Service Wizard: Select Agent and Service Type

There are four different service types available:

- **Standard**
- **Call Distribution**
- **Date/Time Divert**
- **Area Plan**

Setting a Standard Service

To set up a Standard Service, follow these steps:

From the Create Service Wizard, select **Agent** and **Standard Service**:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Select Agent and Service Type
Select the agent and the type of service you would like to create.

Agent Select an agent from the list.

Service Type Select a service type from the list provided.

Description Type a description for the service.

Inbound Service Wizard: Selecting a service

In the **Description** field, enter a brief description of your service:

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom". The main heading is "Select Agent and Service Type" with the instruction "Select the agent and the type of service you would like to create." Below this, there are three fields: "Agent" with a dropdown menu showing "Tester Agent", "Service Type" with a dropdown menu showing "Standard Service", and "Description" with a text area containing "Test Standard Service". To the right of each field is a small instruction: "Select an agent from the list.", "Select a service type from the list provided.", and "Type a description for the service." respectively. At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

Inbound Service Wizard: Service Description

Click on **Next** at the bottom-right of the screen. The following screen appears:

The screenshot shows the same web browser window. The main heading is "Terminating Phone Number" with the instruction "Select a phone number." Below this, there is a section titled "Enter number directly" with a text input field labeled "Number" containing "01612222222". To the right of the input field is a small instruction: "Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging and International." Below this, there is a line of text: "Press 'Next' to update the destination for this service, otherwise press 'Cancel'." At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

Inbound Service Wizard: Terminating Phone Number

Enter the destination phone number in the **Number** field. Do not leave any spaces. Click **Next**. The following screen appears:

https://portal.opalonline.co.uk/~ Create an inbound service - Microsoft Internet Explorer provided by Opal Telecommunications

Modify Terminating Phone Number Characteristics
Select options for this terminating phone number.

Terminating number characteristics

Time To Ring ☐ **Default** Max time that this number will ring in seconds. Min: 5s, Max: 120s, Default: 15s/Maximum (click checkbox to enable).

Replay ☐ Check to enable Replay for this destination.

Back Next Cancel

Inbound Service Wizard: Terminating Phone Number Characteristics

This screen enables you to set the maximum time in seconds that the number will ring for. The minimum is 5 seconds, the maximum is 120 seconds. When planning to add a divert, consideration may want to be taken to the ring time prior to the diversion being made, the default setting is 15 seconds.

To change the terminating number characteristics, click the checkbox next to the setting and specify a time in seconds. Click **Next** when you have finished. If you do not want to specify any characteristics, leave the check-boxes blank and click **Next**.

A screen similar to the following will appear:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Standard Service Summary
Add and remove diverts as necessary.

		Terminating Phone Number	Ring Time	Replay	
Edit	Rule 1	01612222222	Maximum	Disabled	+

Back Next Cancel

Inbound Service Wizard: Add/Remove Divert Destination

To add a diversion to this service click on the **Addition Sign** to the right of the screen.

	Terminating Phone Number	Ring Time	Replay	
Edit	Rule 1	0161222222	Maximum	Disabled +

This will open the Terminating Number screen. Add the desired diversion number and click **Next**.

Enter number directly

Number Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging and International

Press "Next" to update the destination for this service, otherwise press "Cancel".

Click **Next**. The following screen appears:

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Telecommunications". The main heading is "Modify Terminating Phone Number Characteristics" with the instruction "Select options for this terminating phone number." Below this is a section titled "Terminating number characteristics" containing two options: "Time To Ring" with a checkbox and a dropdown menu set to "Default", and "Replay" with a checkbox. A note for "Time To Ring" states: "Max time that this number will ring in seconds. Min: 5s, Max: 120s, Default: 15s/Maximum (click checkbox to enable)." A note for "Replay" states: "Check to enable Replay for this destination." At the bottom right are buttons for "Back", "Next", and "Cancel".

Inbound Service Wizard: Terminating Phone Number Characteristics

This screen enables you to set the maximum time in seconds that the number will ring for. The minimum is 5 seconds, the maximum is 120 seconds.

When planning to add a divert, consideration may want to be taken to the ring time prior to the diversion being made, the default setting is 15 seconds.

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Telecommunications". The main heading is "Standard Service Summary" with the instruction "Add and remove diversions as necessary." Below this is a table with the following data:

		Terminating Phone Number	Ring Time	Replay	
	Rule 1	01612222222	15	Disabled	+
	Divert 1	01612221111	Maximum	Disabled	+ -

At the bottom right are buttons for "Back", "Next", and "Cancel".

Inbound Service Wizard: Add/Remove Diversions

Click the **Subtraction Sign** located to the right of the number to remove a diversion and the diversion will be removed.

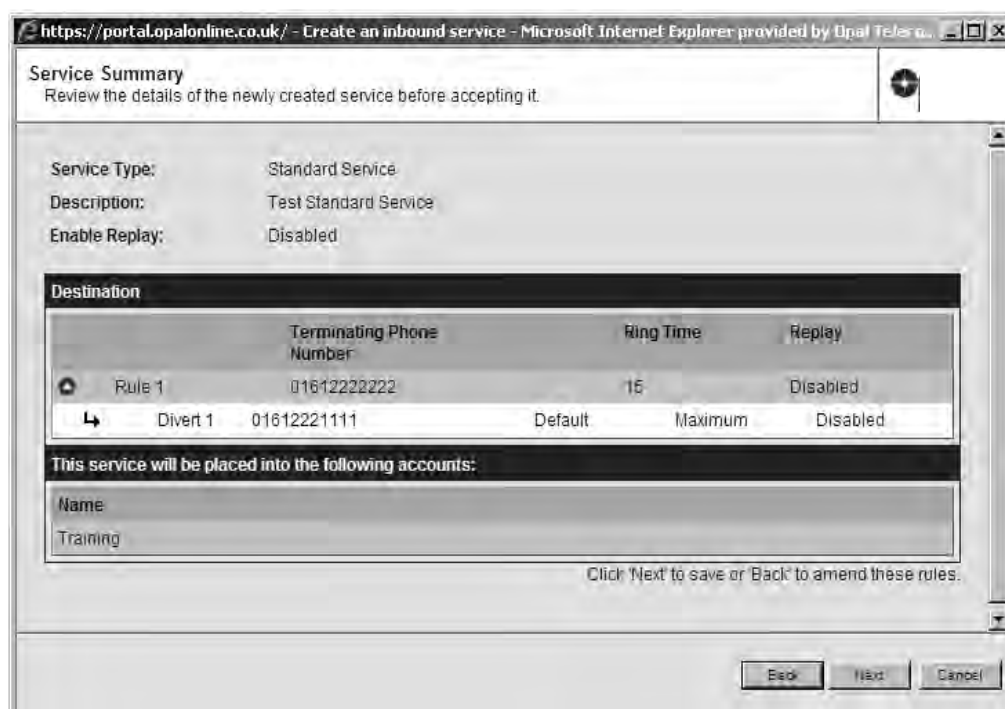
Click **Next** to continue. A screen similar to the following appears:



Inbound Service Wizard: Choose Accounts

Select the accounts or account that you want to allow your new service to be managed from. Click **Next**.

A Summary screen similar to the following appears summarising the service setup details:



Inbound Service Creation Wizard: Service Summary

If you are happy with the service details, select **Next**. The service is created and the following screen appears:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Connect Numbers to Service

Optionally select inbound numbers to connect to this service.

Your service has been created.

Search for and select one or more inbound number(s) and click "Connect" to connect this service. Or just click "Finish" to close this wizard without connecting.

Search Numbers

Search for Numbers using the following criteria

Number	<input type="text"/>	Enter the search term (wildcards permitted)
Country	<input type="text" value="United Kingdom"/>	Select a country

[Advanced Search](#)

Inbound Service Creation Wizard: Connecting a number to a service

Enter the non-geographic number that you want to connect your new service to or enter a partial number and click search.

When you have found the number that you require, click **Finish**.

If you do not want to connect a number, select **Finish**. The service will be saved for you to connect a number to at a later time.

How to Create a Time/Date Divert

To set up a Time/Date Divert, follow these steps:

From the Create Service Wizard, select **Agent** and **Date/Time Divert**:

https://portal.opalonline.co.uk/- Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Select Agent and Service Type
Select the agent and the type of service you would like to create.

Agent Select an agent from the list.

Service Type Select a service type from the list provided.

Description Type a description for the service.

Create Service Wizard: Setting Date/Time Divert.

In the **Description** field, enter a brief description of your service:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecommunications

Select Agent and Service Type
Select the agent and the type of service you would like to create.

Agent: Tester Agent (Select an agent from the list.)

Service Type: Date/Time Divert (Select a service type from the list provided.)

Description: Test Date/Time Divert (Type a description for the service.)

Back Next Cancel

Inbound

d Service Wizard: Service Description

Click on **Next** at the bottom-right of the screen. The following screen appears:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecommunications

Hours
Specify the days and times.

☒ Specified Days ☐ Public Holidays ☐ Special Days

All Days (dropdown) All Day (checked) Start Time: 00:00 End Time: 23:59

Back Next Cancel

Inbound Service Wizard: Hours

This screen allows you to set up diverts on:

Specified Days – This allows you to pick specific days of the week from a drop-down menu. You can choose from individual days of the week, weekdays (Monday to Friday), weekends (Saturday and Sunday) or all days

Public Holidays – By selecting the Public Holidays button, you can choose to have your number diverted during public holidays for your region i.e. England/Wales, Scotland or Northern Ireland

Special Days – Special days are any specific days that fall outside of normal weekly diverts or bank holiday diverts. They are unique days for example if an office or whole team was on a training day

Setting a Date/Time Divert for a Specified Day

From the Wizard Service description, click **Specified Days** and choose a day from the drop-down menu

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom". The main content area is titled "Hours" with the subtitle "Specify the days and times...". There are three tabs: "Specified Days" (selected), "Public Holidays", and "Special Days". Under the "Specified Days" tab, there is a dropdown menu for selecting days, currently showing "All Days". To the right of the dropdown is an "All Day" checkbox which is checked. Further right are "Start Time" and "End Time" fields, both set to "00:00" and "23:59" respectively. At the bottom right are "Back", "Next", and "Cancel" buttons.

Create Service Wizard: Selecting a specified day

Select a start and end time in the 24 hour format (00.00). If you want the divert to be operational all day, tick the **All Day** tick box.

Click **Next** to complete.

Setting a Date/Time Divert for Public Holidays

To add Public Holidays select **Public Holidays** radio button on the Select time and Days Screen,

Then select the required geographic location for the diversion number from the drop down menu, this will automate the Public Holidays in that region and apply the diversion on those days. Add the start and end times or select **All Day** as appropriate then click **Next** to add.

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Hours
Specify the days and times.

☐ Specified Days ☒ Public Holidays ☐ Special Days

	All Day	Start Time	End Time
England & Wales	<input checked="" type="checkbox"/>	00:00	23:59

England & Wales
Northern Ireland
Scotland
Spain

Back Next Cancel

Create Service Wizard: Selecting Public Holidays

Setting a date/time divert for Special Days

To add Special Day Diverts select **Special Days** radio button, then select the required start and end dates/times from the drop down calendars, then click **Next** to add.

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telex

Hours
Specify the days and times.

☐ Specified Days ☐ Public Holidays ☒ Special Days

☒ Start Date/Time Date: 23/4/2009 Time: 00:00

☒ End Date/Time Date: 22/04/2009 Time: 23:59

Calendar grid showing dates 1 through 30, with the 22nd highlighted.

Back Next Cancel

Create Service Wizard: Select Special Days

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telex

Terminating Phone Number
Select a phone number.

Enter number directly

Number: 01612221111 Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging, and International.

Press "Next" to update the destination for this service, otherwise press "Cancel".

Back Next Cancel

Create Service Wizard: Terminating Phone Number

Enter the destination phone number in the **Number** field. Do not leave any spaces. Click **Next**. The following screen appears:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Modify Terminating Phone Number Characteristics
Select options for this terminating phone number.

Terminating number characteristics

Time To Ring ☐ **Default** Max time that this number will ring in seconds. Min: 5s, Max: 120s. Default: 15s/Maximum. (click checkbox to enable).

Replay ☐ Check to enable Replay for this destination.

Back Next Cancel

Inbound Service Wizard: Terminating Phone Number Characteristics

This screen enables you to set the maximum time in seconds that the number will ring for. The minimum is 5 seconds, the maximum is 120 seconds. When planning to add a divert, consideration may want to be taken to the ring time prior to the diversion being made, the default setting is 15 seconds.

To change the terminating number characteristics, click the checkbox next to the setting and specify a time in seconds. Click **Next** when you have finished. If you do not want to specify any characteristics, leave the check-boxes blank and click **Next**.

A screen similar to the following will appear:

Standard Service Summary
Add and remove diverts as necessary.

	Terminating Phone Number	Ring Time	Replay
Edit Rule 1	01612221111	Maximum	Disabled

Back Next Cancel

Inbound Service Wizard: Add/Remove Divert Destination

This screen displays the termination rule that you have just created. You can add and remove divert destinations by clicking on the '+' or '-' icon. For information on adding numbers see step 3 on page 13.

If you are happy with the terminating number, click **Next** to proceed. A summary screen appears:

Hours
Review your new inbound services.

Rule Summary

	Day/Date	Start Time	End Time
<input checked="" type="checkbox"/> Edit	Weekdays	00:00	23:59

Add Rule Remove Selected

Back Next Cancel

Inbound Service Wizard: Time and day divert summary

Click **Next** to continue. A screen similar to the following appears:



Inbound Service Wizard: Choose Accounts

Select the accounts or account that you want to allow your new service to be managed from. Click **Next**.

A Summary screen similar to the following appears summarising the service setup details:

Service Summary

Review the details of the newly created service before accepting it.

Service Type: Date/Time Divert

Description: Test Date/Time Divert

Enable Replay: Disabled

This service will be placed into the following accounts:

Name
Training

Date / Time Service Rules and Diverts

Day	Start Time	End Time	Terminating Phone Number	Ring Time	Replay
Weekdays	00:00	23:59	01612221111	Maximum	Disabled
Default			01612221111	Maximum	Disabled

Click Next to save or Back to amend these rules.

Back Next Cancel

Inbound Service Creation Wizard: Service Summary

If you are happy with the service details, select **Next**. The service is created and the following screen appears:

Connect Numbers to Service
Optionally select inbound numbers to connect to this service.

Your service has been created.

Search for and select one or more inbound number(s) and click "Connect" to connect this service. Or just click "Finish" to close this wizard without connecting.

Search Numbers

Search for Numbers using the following criteria

Number	Country
<input type="text"/>	<input type="text"/>

Enter the search term (wildcards permitted)

Select a country

[Advanced Search](#)

Inbound Service Creation Wizard: Connecting a number to a service

Enter the non-geographic number that you want to connect your new service to or enter a partial number and click search.

When you have found the number that you require, click **Finish**.

If you do not want to connect a number, select **Finish**. The service will be saved for you to connect a number to at a later time.

This screen enables you to add new diverts, edit existing diverts, activate and disable existing ones.

Inbound Service Management: Service Summary Screen

How to Create a Call Distribution Service

Inbound Service Management

Inbound Service (ID:424639)

Description	State	Created	Type	Agent	Last Updated
Test Date/Time Divert	Active	22 Apr 2009 09:46:50	Date/Time Divert	Tester Agent	22 Apr 2009 09:46:50

Date/Time Divert Rules

Day	Start Time	End Time	Terminating Phone Number	Ring Time	Replay
weekdays	00:00	23:59	01612221111	Maximum	Disabled
Default			01612221111	Maximum	Disabled

There are no numbers connected to this service.

Service Tasks

- View Service
- View Connected Numbers
- View Reports
- View Accounts
- Edit Service Information
- Modify Service
- Connect Service
- Disconnect Service
- Clone Service
- Delete Service

To set up a call distribution service, follow these steps:

From the Create Service Wizard, select **Agent** and **Call Distribution**:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...

Select Agent and Service Type

Select the agent and the type of service you would like to create.

Agent	Tester Agent	Select an agent from the list.
Service Type	Call Distribution	Select a service type from the list provided.
Description	<div>Standard Service</div> <div>Call Distribution</div> <div>Date/Time Divert</div> <div>Area Plan Service</div> <div>Real-time Stats Service</div>	Type a description for the service.

Back Next Cancel

Inbound Service Wizard: Call Distribution

Type a description of your new Call Distribution service in the **Description** box then click **Next**.

The following screen appears:

The screenshot shows a web browser window with the address bar displaying "https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom". The page title is "Terminating Phone Number" with the instruction "Select a phone number." Below this is a section titled "Enter number directly" containing a text input field labeled "Number" with the value "01612221111". To the right of the input field is a note: "Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging and International." Below the input field, it says "Press 'Next' to update the destination for this service, otherwise press 'Cancel'." At the bottom right are three buttons: "Back", "Next", and "Cancel".

Inbound Service Wizard: Terminating Phone Number

Enter the destination phone number in the **Number** field. Do not leave any spaces. Click **Next**. The following screen appears:

The screenshot shows a web browser window with the address bar displaying "https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom". The page title is "Modify Terminating Phone Number Characteristics" with the instruction "Select options for this terminating phone number." Below this is a section titled "Terminating number characteristics" containing two settings: "Time To Ring" with a checkbox and a dropdown menu set to "Default", and "Replay" with a checkbox. To the right of the "Time To Ring" setting is a note: "Max time that this number will ring in seconds. Min: 5s, Max: 120s. Default: 15s/Maximum. (click checkbox to enable)." To the right of the "Replay" setting is a note: "Check to enable Replay for this destination." At the bottom right are three buttons: "Back", "Next", and "Cancel".

Inbound Service Wizard: Terminating Phone Number Characteristics

This screen enables you to set maximum time in seconds that the number will ring for. The minimum is 5 seconds, the maximum is 120 seconds. When planning to add a divert, consideration may want to be taken to the ring time prior to the diversion being made, the default setting is 15 seconds.

To change the terminating number characteristics, click the checkbox next to the setting and specify a time in seconds. Click **Next** when you have finished.

If you do not want to specify any characteristics, leave the check-boxes blank and click **Next**. A screen similar to the following will appear:

Standard Service Summary
Add and remove diverts as necessary.

	Terminating Phone Number	Ring Time	Replay
Edit Rule 1	01612221111	Maximum	Disabled

Back Next Cancel

Inbound Service Wizard: Add/Remove Divert Destination

This screen displays the termination rule that you have just created. You can add and remove divert destinations by clicking on the “+” or “-” icons.

To add extra destinations to your new call distribution plan, click **Next**. The **Assign Percentages** screen appears:

Call Distribution Service Summary
Add and remove and modify destinations as necessary.

	Terminating Phone Number	Ring Time	Replay	%age
<input type="checkbox"/> Edit Rule 1	01612221111	Maximum	Disabled	<input type="text" value="0"/>

☐ Distribute Evenly ☐ Check this box to evenly spread translations between all destinations

New Destination Remove Selected

Back Next Cancel

Inbound Service Wizard: Assign Percentage Distribution

This screen enables you to:

- Add more destinations to your call destination plan
- Remove existing destinations
- Specify the percentage of total calls that will be terminated at each destination number
- Distribute calls evenly between destinations
- Edit each terminating rule

Adding Extra Destinations

To add a new destination, from the Assign percentages screen, select **New Destination**. Follow the on-screen prompts.

	Terminating Phone Number	Ring Time	Replay	%age	
<input type="checkbox"/> Edit	Rule 1	01812220000	Maximum	Disabled	3

Distribute Evenly ☐ Check this box to evenly spread translations between all destinations

[New Destination](#) [Remove Selected](#)

[Back](#) [Next](#) [Cancel](#)

Inbound Service Wizard: Adding and Removing Terminating Numbers

Removing Existing Destinations

To remove a destination, select it by putting a check in the box next to it and then click **Remove Selected**.

Specifying Percentages and Distributing Calls Evenly

Enter the percentage split in the box next to your destination. The total of all the destinations must add up to 100 percent. To distribute the total number of calls evenly between all of your destinations, check the **Distribute Evenly** box.

	Terminating Phone Number	Ring Time	Replay	%age
<input type="checkbox"/> Edit Rule 1	01612221111	Maximum	Disabled	60
<input type="checkbox"/> Edit Rule 2	01612222222	Maximum	Disabled	40

☐ **Distribute Evenly** Check this box to evenly spread translations between all destinations.

[New Destination](#) [Remove Selected](#)

[Back](#) [Next](#) [Cancel](#)

Call Distribution Service Summary Screen

Once you have set your distribution rules up, select the accounts to which you want to allow the service to be managed from.

Choose Accounts
Please place this new service into one or more accounts, using the tree below.

Place this new service into the following accounts to allow them to be managed in the future

- My Accounts
 - Agent
 - Tester, Agent Root Account
 - ☒ Training

[Back](#) [Next](#) [Cancel](#)

Inbound Service Wizard: Choosing Accounts

Once you have selected the account, click **Next**. A Service Summary screen will appear:

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...". The main heading is "Service Summary" with a subtext "Review the details of the newly created service before accepting it." The service details are as follows:

- Service Type: Call Distribution
- Description: Test Call Distribution
- Enable Replay: Disabled

Below this, a section titled "This service will be placed into the following accounts:" contains a table with one row:

Name
Training

Next is a section titled "Destination numbers and percentage distributions:" containing a table:

	Terminating Phone Number	Ring Time	Replay	%age
Rule 1	01612221111	Maximum	Disabled	60%
Rule 2	01612222222	Maximum	Disabled	40%

Below the table, it says "Click 'Next' to save or 'Back' to amend these rules." At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

Inbound Service Wizard: Service Summary for Call Distribution

To create the service, click **Next**. The following screen appears:

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...". The main heading is "Connect Numbers to Service" with a subtext "Optionally select inbound numbers to connect to this service." The page content includes:

- A message: "Your service has been created."
- Instructions: "Search for and select one or more inbound number(s) and click 'Connect' to connect this service. Or just click 'Finish' to close this wizard without connecting."
- A section titled "Search Numbers" with the text "Search for Numbers using the following criteria":
 - Number: A text input field with the placeholder "Enter the search term (wildcards permitted)".
 - Country: A dropdown menu with "United Kingdom" selected and the text "Select a country".
 - A "Search" button.
 - A link for "Advanced Search".
- A "Connect" button.

At the bottom right, there are three buttons: "Back", "Next", and "Finish".

Inbound Service Creation Wizard: Connecting number to service

This screen informs you that the service has been successfully created. From here you can choose to **Finish** or assign a number to the service.

Enter the non-geographic number that you want to connect your new service to or enter a partial number with the * wildcard and click **Search**.

When you have found the number that you require, click **Finish**.

If you do not want to connect a number, select **Finish**. The service will be saved for you to connect a number to at a later time.

How to Create an Area Plan

To set up a service with an Area Plan, follow these steps:

From the Create Service Wizard, select **Agent** and **Area Plan Service**:



Inbound Service Creation Wizard: Selecting an area plan

An additional drop down menu will appear, select the type of Area Plan that you require. Type in a service description and click **Next**.

Depending on the type of Area Plan you have selected, a screen will appear allowing you to select the areas that you want to apply to your translation rule, each Area Plan will need a Default diversion for numbers that fall outside of the geographic plan like mobiles and international calls. The following screen is from the 4 area plan:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...

Select Areas
Select the areas for this translation rule.

<input type="checkbox"/>	Description
<input type="checkbox"/>	Default
<input checked="" type="checkbox"/>	Scotland
<input checked="" type="checkbox"/>	England
<input type="checkbox"/>	Wales
<input type="checkbox"/>	Ireland

Back Next Cancel

4 Area Plan Areas – Select Areas Screen

When you have selected your area(s), click **Next**. The following screen appears:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...

Terminating Phone Number
Select a phone number.

Enter number directly

Number: 01612221111 Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging and International.

Press "Next" to update the destination for this service, otherwise press "Cancel".

Back Next Cancel

Inbound Service Wizard: Terminating Phone Number.

Enter the destination phone number in the **Number** field. Do not leave any spaces. Click **Next**. The following screen appears:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Modify Terminating Phone Number Characteristics
Select options for this terminating phone number.

Terminating number characteristics

Time To Ring ☐ Default Max time that this number will ring in seconds. Min: 5s, Max: 120s, Default: 15s/Maximum (click checkbox to enable).

Replay ☐ Check to enable Replay for this destination.

Back Next Cancel

Inbound Service Wizard: Terminating Phone Number Characteristics

Inbound Service Wizard: Terminating Phone Number Characteristics. This screen enables you to set the maximum time in seconds that the number will ring for. The minimum is 5 seconds, the maximum is 120 seconds.

When planning to add a divert, consideration may need to be taken into account regarding the ring time prior to the diversion being made, the default setting is 15 seconds.

To change the terminating number characteristics, click the **Checkbox** next to the setting and specify a time in seconds. Click **Next** when you have finished.

If you do not want to specify any characteristics, leave the **check-boxes** blank and click **Next**. A screen similar to the following will appear:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Standard Service Summary
Add and remove diverts as necessary.

	Terminating Phone Number	Ring Time	Replay
Edit Rule 1	01612221111	Maximum	Disabled

Back Next Cancel

Inbound Service Wizard: Add/Remove Divert Destination

This screen displays the termination rule that you have just created. You can add and remove divert destinations by clicking on the “+” or “-” icon.

Click **Next**. The following screen appears:

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom". The main heading is "Terminating Phone Number" with the instruction "Select a phone number." Below this is a section titled "Enter number directly" containing a text input field labeled "Number" with the value "01612222222". To the right of the input field is a note: "Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging and International". Below the input field is the instruction "Press 'Next' to update the destination for this service, otherwise press 'Cancel'". At the bottom right are three buttons: "Back", "Next", and "Cancel".

Inbound Service Wizard: Terminating Phone Number

Enter the destination phone number in the **Number** field. Do not leave any spaces. Click **Next**. The following screen appears:

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom". The main heading is "Modify Terminating Phone Number Characteristics" with the instruction "Select options for this terminating phone number." Below this is a section titled "Terminating number characteristics" containing two options: "Time To Ring" with a checkbox and a dropdown menu set to "Default", and "Replay" with a checkbox. To the right of the "Time To Ring" option is a note: "Max time that this number will ring in seconds. Min: 5s, Max: 120s. Default: 15s/Maximum (click checkbox to enable)." To the right of the "Replay" option is a note: "Check to enable Replay for this destination". At the bottom right are three buttons: "Back", "Next", and "Cancel".

Inbound Service Wizard: Terminating Phone Number Characteristics

This screen enables you to set the maximum time in seconds that the number will ring for. The minimum is 5 seconds, the maximum is 120 seconds.

The follow Standard Service Summary screen will then be displayed:

Once all the diversion/s have been added hit **Next**, this will display the following **Area Plan Summary Screen**. This allows the modification of the diversion by ticking the corresponding box and clicking **Modify**.

If you are happy with the terminating number, click **Next** to proceed. A summary screen appears:

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Telecom

Select Areas
Select the areas for this translation rule.

Select Areas

<input type="checkbox"/>	Description
<input checked="" type="checkbox"/>	Default
<input checked="" type="checkbox"/>	Scotland
<input checked="" type="checkbox"/>	England
<input checked="" type="checkbox"/>	Wales
<input checked="" type="checkbox"/>	Ireland

Back Next Cancel

Inbound Service Wizard: Time and day divert summary

Click **Next** to continue. A screen similar to the following appears:



Inbound Service Wizard: Choose Accounts

Select the accounts or account that you want to allow your new service to be managed from. Click **Next**. A Summary screen similar to the following appears summarising the service setup details:

Inbound Service Creation Wizard: Service Summary

If you are happy with the service details, select **Next**. The service is created and the following screen appears:

Inbound Service Creation Wizard: Connecting a number to a service

Enter the non-geographic number that you want to connect your new service to or enter a partial number and click **Search**.

When you have found the number that you require, click **Finish**.

If you do not want to connect a number, select **Finish**. The service will be saved for you to connect a number to at a later time.

Area Plan Service Types

The **Area Plan Service Types** option enables you to view all of the individual area codes for each of the four area plans.

Inbound Service Management Options

From the Inbound Service Management menu, select **Area Plan Service Types**. The following search tool appears:

Area Plan Services

Either search for your required Area Plan service or select **View All Area Plan Service Types**. The following screen appears:

Inbound Service Management - Area Plan Services

	Area Plan Type Name
View	4 Area Plan
View	10 Area Plan
View	96 Area Plan
View	TV Area Plan

Total Records: 4

Page 1 of 1

Records per Page: 20

1Go

Area Plan Services

Select **View** next to the Area Plan service that you want to view. A screen similar to the following appears:

Inbound Service Management

Area Plan Service Type Detail

Name

10 Area Plan

The name of this area plan service type.

Area Plan Service Type Areas

Areas

Description

Default

➤ Northern Ireland

➤ Scotland

➤ North West

➤ North East

➤ Midlands

➤ Northern Home Counties

➤ Wales

➤ Western Home Counties

➤ Southern Home Counties

➤ London

Area descriptions for this service plan type (expand to see included area codes)

Area Plan Service Type Tasks

View Detail

Area Plan Services – 10 Area Plan

By clicking on the down pointing arrow next to each area, you can expand the view to see all of the area dialling codes for that particular area.

Area Plan Dialling Code Screen

Area Plan Service Type Detail

Name

10 Area Plan

The name of this area plan service type.

Area Plan Service Type Areas

Areas

Description

Default

➤ Northern Ireland

➤ Scotland

➤ North West

0113 Leeds

0114 Sheffield

01200 Clitheroe

01204 Bolton

01226 Barnsley

01228 Carlisle

01229 Barrow-in-Furness

01253 Blackpool

Area descriptions for this service plan type (expand to see included area codes)

Area Plan Service Type Tasks

View Detail