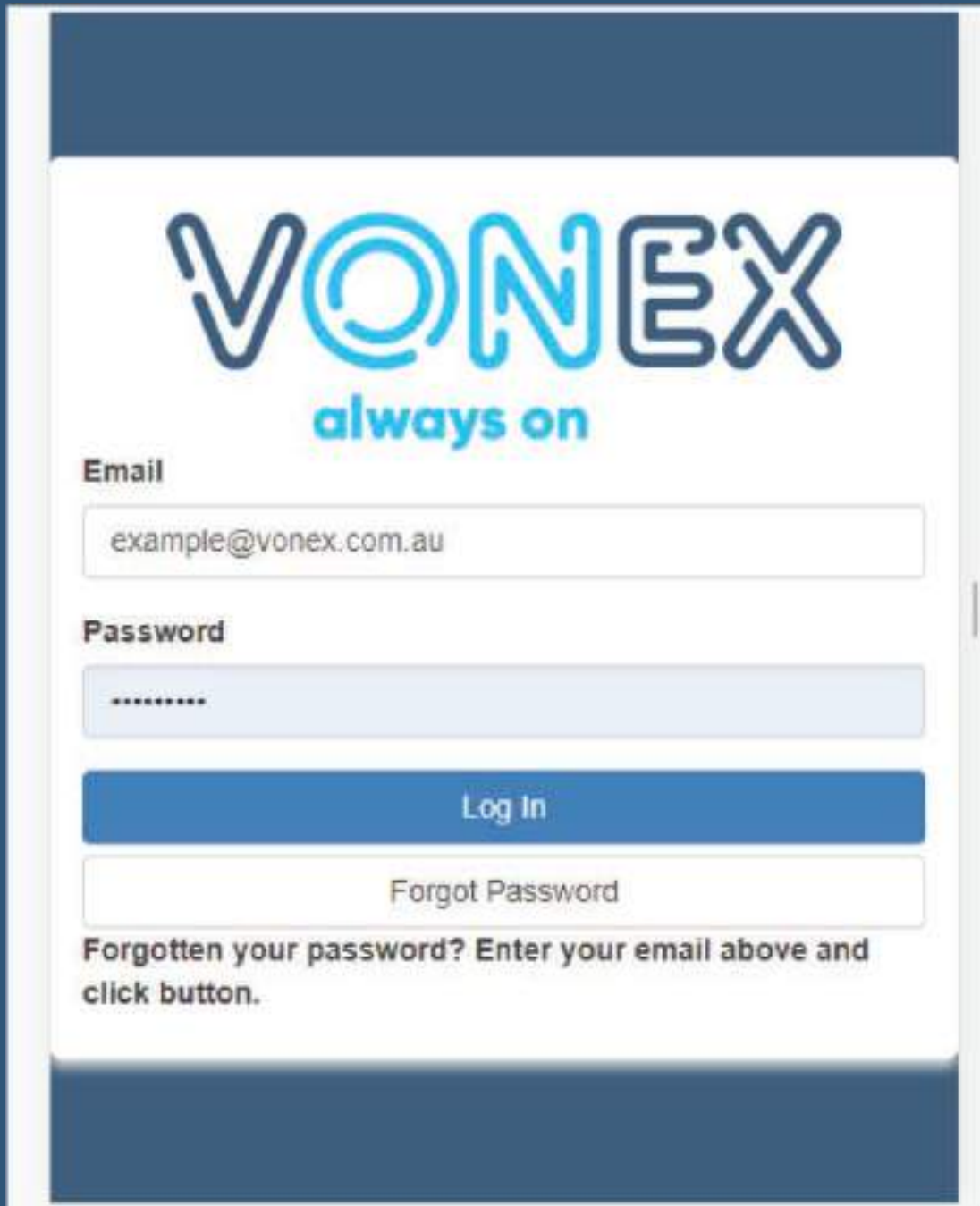




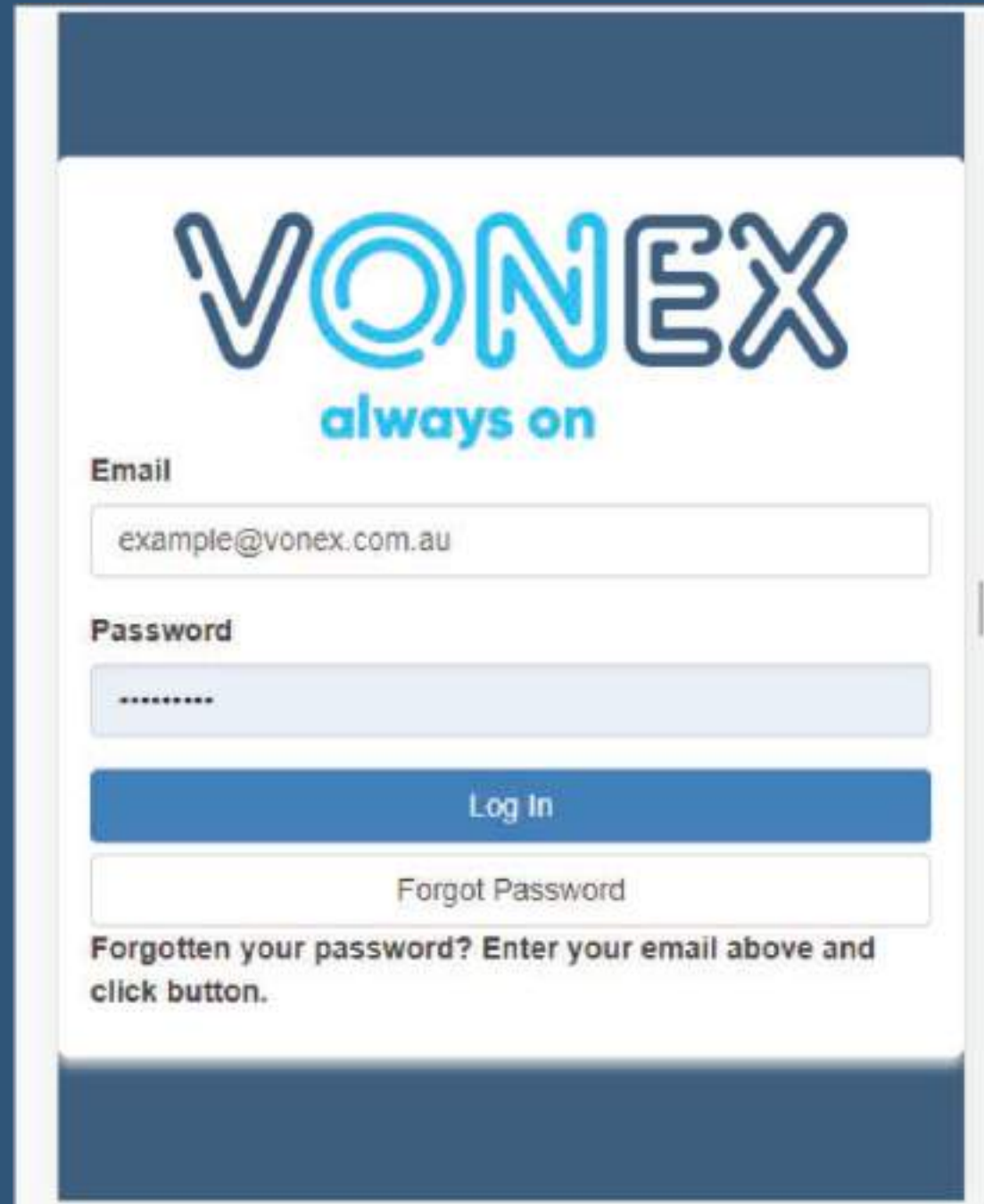
VONEX LINK

CONTENTS

- 1) Service Flags
- 2) Extensions
- 3) Agent Groups
- 4) Audit Log
- 5) Hunt Groups
- 6) Auto Attendant
- 7) Call Log
- 8) Registrations



The image shows a login interface for VONEX. At the top is the VONEX logo with the tagline 'always on'. Below the logo are two input fields: 'Email' and 'Password'. The 'Email' field contains the text 'example@vonex.com.au'. The 'Password' field is masked with dots. Below the password field is a blue 'Log In' button. Underneath the button is a link that says 'Forgot Password'. At the bottom of the form, there is a note: 'Forgotten your password? Enter your email above and click button.'

A screenshot of the VONEX login interface. At the top is the VONEX logo with the tagline 'always on' in blue. Below the logo is an 'Email' label followed by a text input field containing 'example@vonex.com.au'. Underneath is a 'Password' label followed by a password input field with masked characters. A blue 'Log In' button is positioned below the password field. Below the button is a 'Forgot Password' link. At the bottom, a message reads: 'Forgotten your password? Enter your email above and click button.'

VONEX
always on

Email

example@vonex.com.au

Password

Log In

Forgot Password

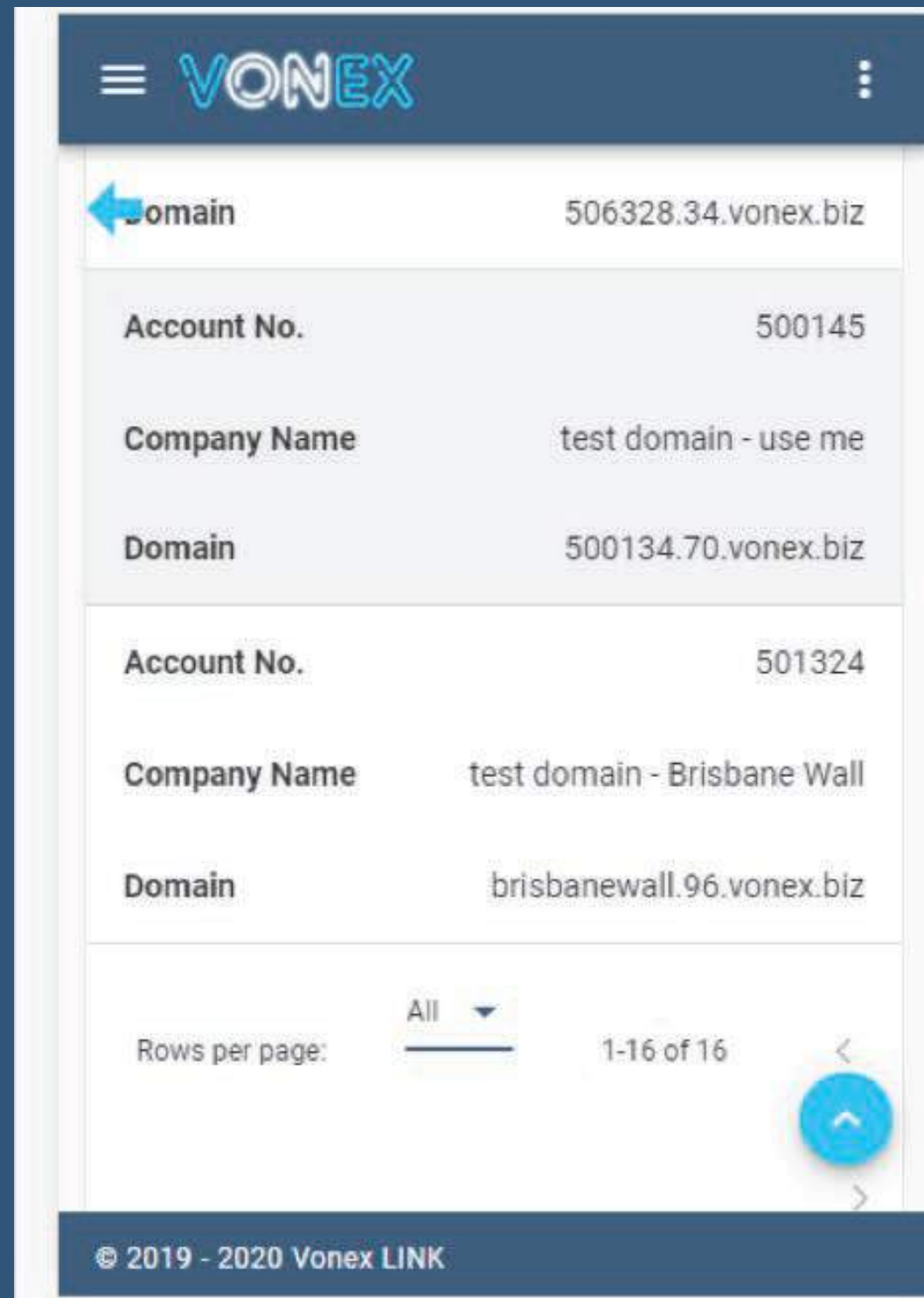
Forgotten your password? Enter your email above and click button.

LINK

LINK provides access to a customer's ONdesk System.

Login URL – <https://link.vonex.com.au/>

Use the Sign On Glass Credentials to Login



DOMAINS(PBXS)

All your customers will be displayed.

Choose the VONEX PBX customer you wish to customize.

Simply click on the Domain to access the PBX.

CUSTOMISATION

The following Options will be presented to you

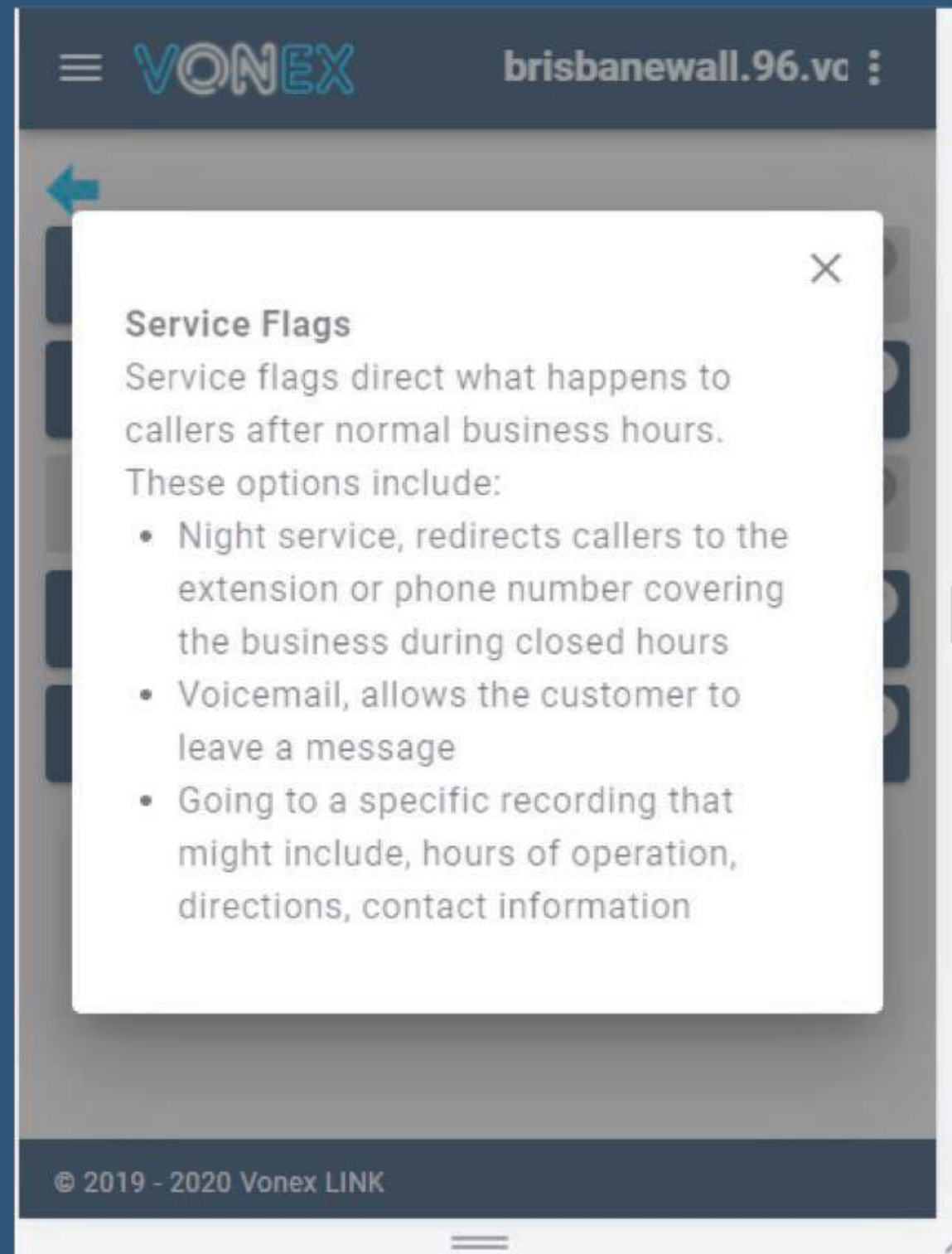
- 1) Service Flags
- 2) Extensions
- 3) Agent Groups
- 4) Audit Log
- 5) Hunt Groups
- 6) Auto Attendant
- 7) Call Log
- 8) Registrations

SHORTCUTS

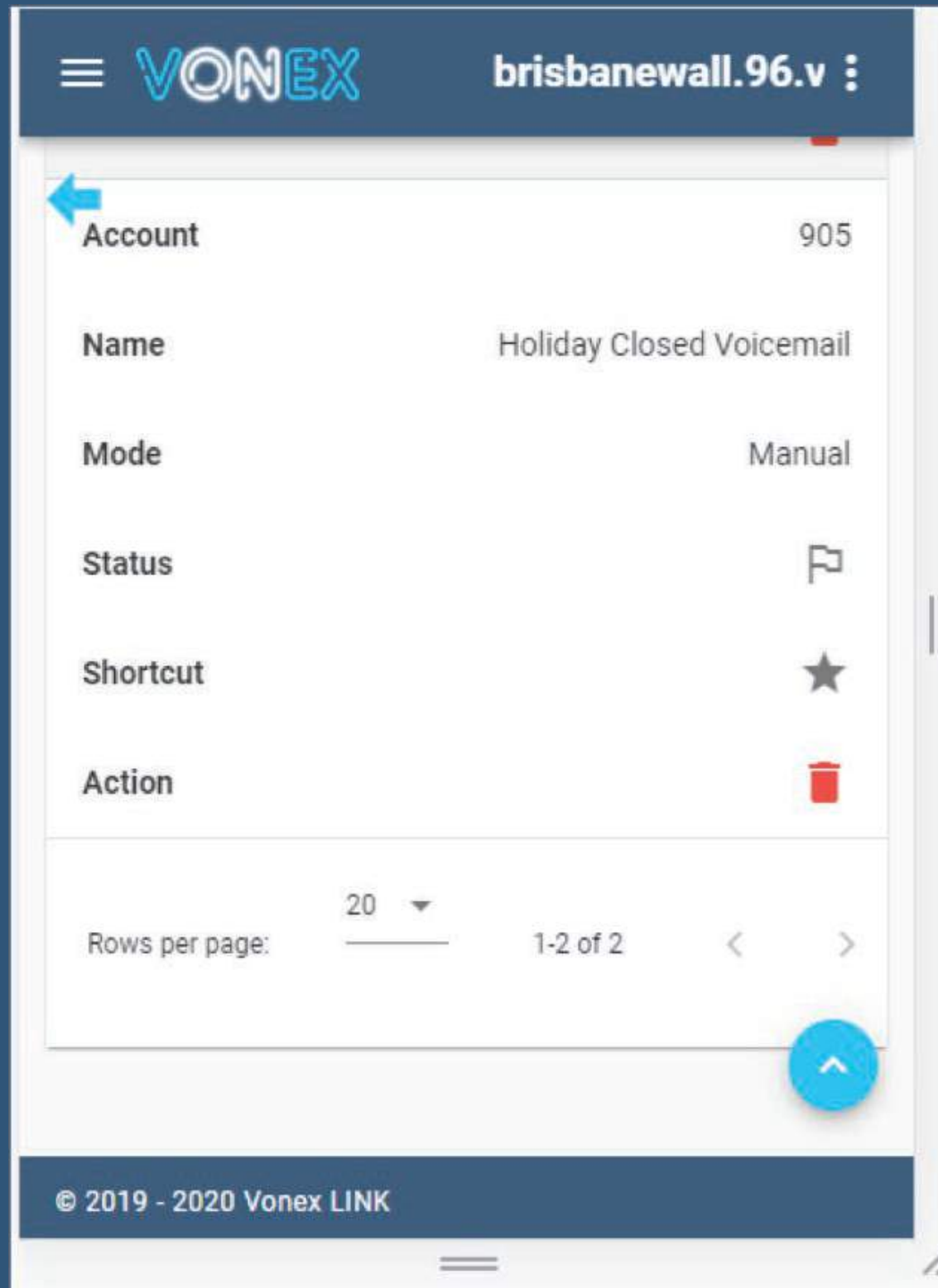
Shortcuts are available below the customisation options.

These give you direct access to controlling the Call Flow of the PBX – Hunt Groups, Service Flags etc





SERVICE FLAGS



SERVICE FLAGS TYPES

Manual Service Flag

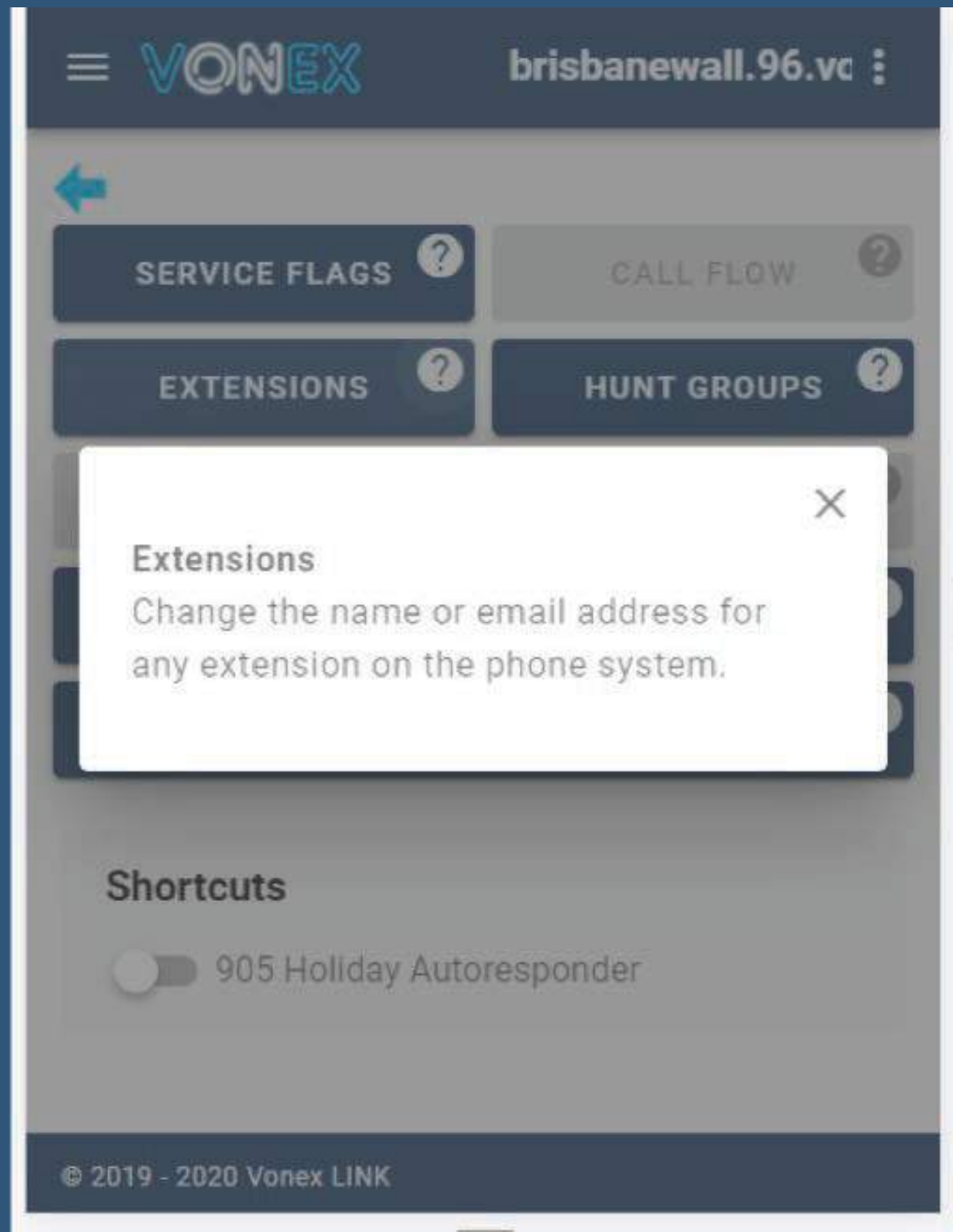
This feature allows the user to control the call flow of the incoming traffic for both Day/Night or Holiday Modes

- Account 905
- Name Holiday Closed Voicemail
- Mode Manual or Automatic
- Status ON/OFF
- Shortcut – Allows the Service to be viewed and controlled from the Home Page
- Action – Delete Option if No longer Required
- NB If you delete the Service Flag in LINK, you will need to contact Helpdesk to reinstate.

SERVICE FLAGS EDITING

Click on the Service Flag to EDIT

The screenshot shows the VONEX web interface for editing a service flag. The left sidebar contains navigation links: Home, Service Flags (selected), Call Flow, Extensions, Hunt Groups, Agent Groups, Auto Attendant, Customer, Audit Log, Call Log, and Registrations. The main header displays the VONEX logo and the URL 'brisbanewall.96.vonex.biz'. Below the header, a message states 'Controls the following accounts'. A table with columns 'Account', 'Name', 'Type', and 'Destination' is shown, but it contains no data, with a 'No data to display' message. Below the table, there is a 'Rows per page' dropdown set to 20. The 'Edit Details' section contains three input fields: 'Account' with the value '905', 'Name' with the value 'Holiday Closed Voicemail', and 'Mode' with a dropdown menu set to 'Manual'. Below these fields is a toggle switch labeled 'Off'. A dropdown menu labeled 'Extensions that may change status' is also present. At the bottom, there is a toggle switch labeled 'Add to Shortcuts' which is turned on. The bottom right corner features 'SAVE' and 'CANCEL' buttons, along with a blue circular button with an upward arrow.



EXTENSIONS

To change the extension information on the PBX, from the HOME Screen click on Extensions. In addition to that you will be able to Open Automatic MAC Based Provisioning to Register IP handsets.

EXTENSIONS EDITING

From the List choose which extension you need to modify and click on it.
All fields are EDITABLE.

The screenshot displays the Vonex web interface for editing extension details. The left sidebar contains navigation links: Home, Service Flags, Call Flow, Extensions (selected), Hunt Groups, Agent Groups, Auto Attendant, Customer, Audit Log, Call Log, and Registrations. The main content area shows the 'Edit Details' form for extension 605, titled 'Holiday VM8'. The form includes fields for First Name (T42S Final), Last Name (T42S Test), E-mail (finalcountdowntest@vonex.com.au), and Mobile. There is a 'Do not disturb' toggle switch. The 'Call Forward' section has dropdown menus for 'All' (500), 'Busy' (500), 'Not Answered' (Not Answered), and 'Not Registered' (0431444555). An 'Open for provisioning' toggle switch is at the bottom. 'SAVE' and 'CANCEL' buttons are at the bottom right.

VONEX brisbanewall.96.vonex.biz

605 Holiday VM8

Rows per page: 20 1-18 of 18

Edit Details

First Name: T42S Final Last Name: T42S Test E-mail: finalcountdowntest@vonex.com.au Mobile:

☐ Do not disturb

Call Forward

All: 500 Busy: 500

Not Answered: Not Answered Not Registered: 0431444555

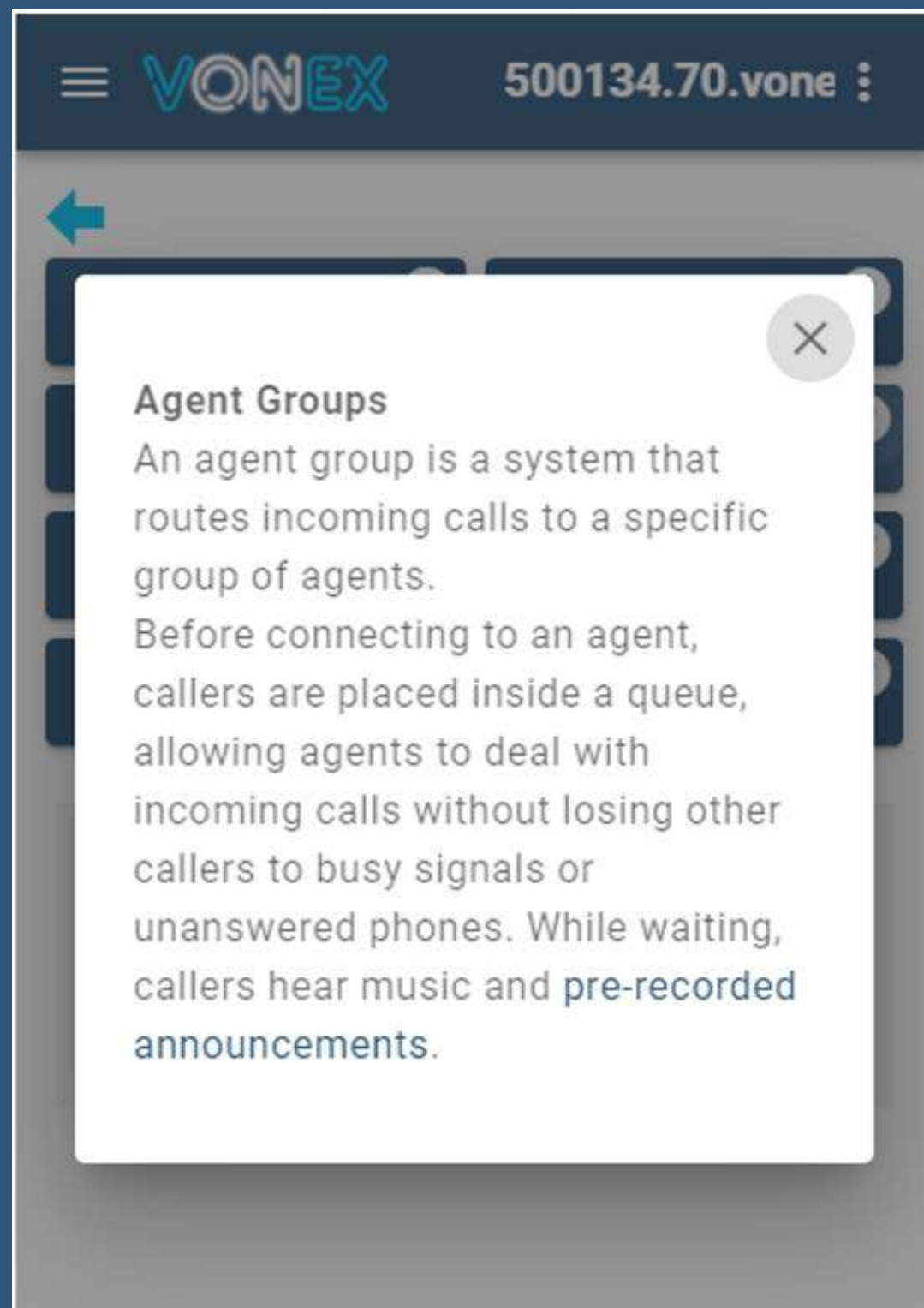
☐ Open for provisioning

SAVE CANCEL

EXTENSION FIELDS

EDITABLE FIELDS

- 1) First Name, Last Name, Email –Voicemail delivery
- 2) Mobile – (Twinning), DND – (Do Not Disturb)
- 3) Call Forward, Busy, Not Registered – Failover
- 4) Open for Provisioning – MAC Base Provisioning



AGENT GROUPS

Agent Groups have stages just like hunt groups that allow you to have the option of a greeting message and hold music, whilst the caller is in the queue. You can also have an option for the caller to breakout and leave a message at any time.

Agent Groups are most commonly used as queues in conjunction with Hunt Groups or Auto Attendants and can add greatly to the caller experience especially when they have Custom Greetings and Music on Hold.

<div> <div>≡</div> <div>VONEX</div> <div>500134.70.vone :</div> </div>	
<div> <div>←</div> <div>Agent Groups</div> <div> <div>Q</div> <div>Search account, name, email address</div> </div> </div>	
Account	400
Name	Vonex LTD TESTING 1
Agents	502 504 506 500
Calls	
Account	401
Name	Agent Group 2
Agents	501 500
Calls	

AGENT GROUPS


- 1) Account – Agent Group Number
- 2) Name – Label
- 3) Agents – Extension(s) in the queue
- 4) Calls – Total current callers in the queue


AGENT GROUPS

Click on the Agent Group to EDIT

The screenshot shows the VONEX web interface for managing agent groups. On the left is a sidebar with navigation links: Home, Service Flags, Extensions, Hunt Groups, Agent Groups (highlighted), Auto Attendants, Customer, Audit Log, Call Log, and Registrations. The main header displays the VONEX logo and the account ID 500134.70.vonex.biz. Below the header, the title 'Agent Groups' is centered. A search bar with the placeholder 'Search account, name, email address' is provided. A table lists the agent groups with columns for Account, Name, Agents, and Calls. The table contains three rows: Account 400 (Vonex LTD TESTING 1), Account 401 (Agent Group 2), and Account 402 (Agent Group 3). At the bottom right, there is a pagination control showing 'Rows per page' set to 20 and '1-3 of 3' items.

Account	Name	Agents	Calls
400	Vonex LTD TESTING 1	502 504 506 500	
401	Agent Group 2	501 500	
402	Agent Group 3		

 500134.70.vone

 Edit Details

Account Number

400

Display Name

Vonex LTD TESTING 1

Outbound (ANI)

0422322222


Behavior

Currently Logged in Agents

502 - John Smith (more...)

Extensions That May Log In

501 - Jackson JACKO (more...)



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AGENT GROUPS

- 1) Account Number – Fixed and cannot be changed
- 2) Display Name
- 3) Outbound ANI – Outgoing Call Line ID
- 4) Behavior
- 5) Agent Selection Settings
- 6) Caller in Queue
- 7) Monitoring – CDR Report
- 8) Opt-Out Options
- 9) Audio Files

AGENT GROUPS

1) Agent Selection – Setting for selecting an Agent to be part of the Group

2) All agents in the Queue – Displays who is logged in and ready to accept a call

3) Caller in Queue – After Hearing Ringback – This is the timer that controls at what point more agents are added to the queue

4) Caller Waiting Longer – Timer that controls when the call in the queue is automatically redirected to a specific destination

Agent Selection

Algorithm For Selecting Agent

Use preference from the agent settings

All agents for this ACD

501 - Jackson JACKO (more...)

Caller in Queue

After Hearing Ringback For

60 secs

Include Following Agents

500 - Test (more...)

Caller Waiting Longer Than

30 sec

Redirect to Destination

500 - Test

ADD

AGENT GROUPS

1) Monitoring – Daily CDR(Call Detail Report)

2) Night Service – After Hours Control for the routing of calls to the queue.

Monitoring

Send Daily CDR Report To

jackson1@vonex.com

Night Service

Service Flag Account

700 - Hours of Oper

Destination

00909

ADD

Service Flag Account

700 - Hours of Oper

Destination

44342

ADD

ADD NIGHT SERVICE

AGENT GROUPS

1) Call Options – Allows you to select or set a destination as an option to leave the queue – Opt Out. Destinations can be either another extension, voicemail box or external number

2) To add a Destination simply click on the ADD button then Save,

The screenshot displays the 'Caller Options' configuration page in the Vonex system. It features a list of keys and their associated destinations. A modal window for adding a custom destination is currently active.

Key	Destination	Action
Key 0	8080	ADD
Key 3	501 - Jackson JACKO	ADD
Key 4	501 - Jackson JACKO	ADD
Key 5	501 - Jackson JACKO	ADD

Add Custom Destination

Destination:

AGENT GROUPS

Audio

Ringback Tone

Regular ringback tone when agent rings ▼

Music On Hold

▼

Background Music

Default ▼

Accounts That May Record Message

500 - Test (more...) ▼

Gap Between Announcement

50 sec ▼

- 1) Audio – Ringback Tone – Caller experience when they enter the queue
- 2) Music On Hold– Music source whilst waiting in the queue
- 3) Background music – Ability to control the volume of the music whilst a message is being played.
- 4) Accounts that can record a message – Select an extension(s) to record a message
- 5) Gap Between Announcement – Timer between messages that the caller hears whilst in a holding pattern



AGENT GROUPS

1) Upload Audio – Add an initial greeting message to the queue, followed by a continual message advising the caller that they are still in a waiting pattern.



2) Service Flag controlling the specific message only.

Upload Audio



Initial Greeting



Breakout Greeting

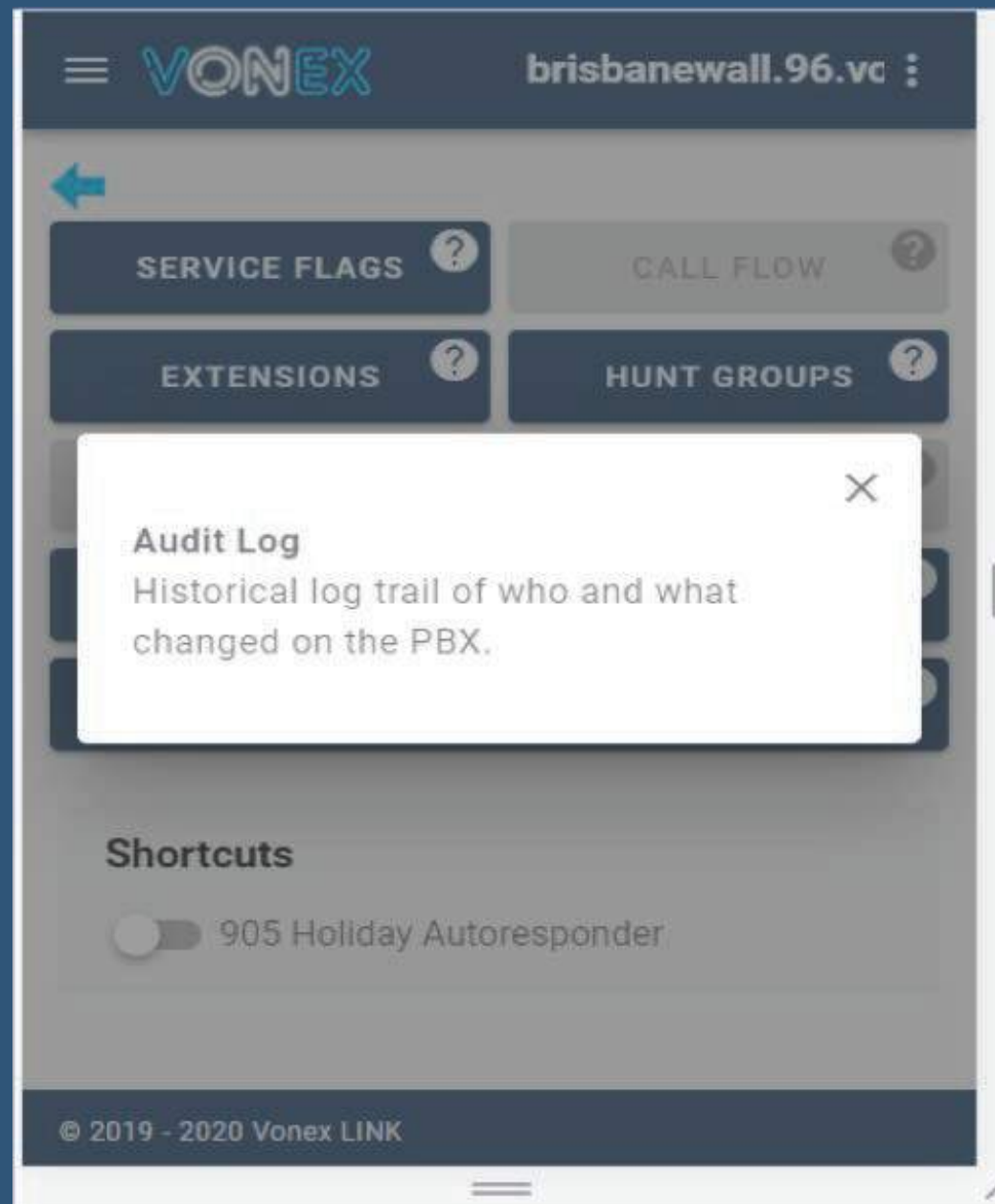
 

Wav File 3

Wav File 4

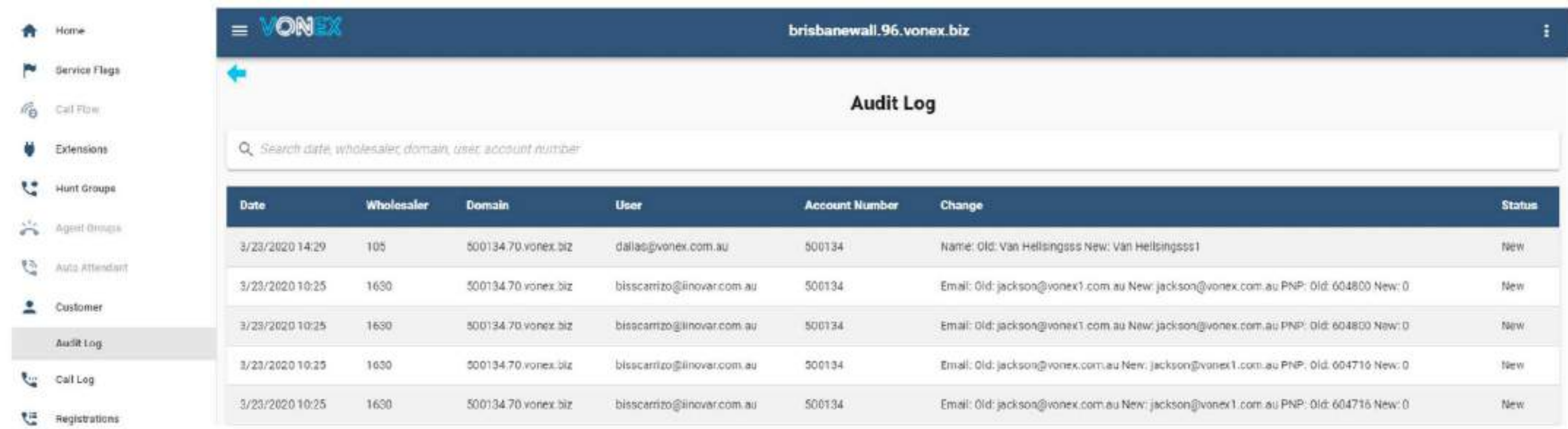
 



AUDIT LOG

AUDIT LOG TIMESTAMPS

These are contact logs with the PBX which identify any changes made and who made them with a date stamp.



Date	Wholesaler	Domain	User	Account Number	Change	Status
3/23/2020 14:29	105	500134.70.vonex.biz	dallas@vonex.com.au	500134	Name: Old: Van Helsingss New: Van Helsingss1	New
3/23/2020 10:25	1630	500134.70.vonex.biz	bisscarrizo@linovar.com.au	500134	Email: Old: jackson@vonex1.com.au New: jackson@vonex.com.au PNP: Old: 604800 New: 0	New
3/23/2020 10:25	1630	500134.70.vonex.biz	bisscarrizo@linovar.com.au	500134	Email: Old: jackson@vonex1.com.au New: jackson@vonex.com.au PNP: Old: 604800 New: 0	New
3/23/2020 10:25	1630	500134.70.vonex.biz	bisscarrizo@linovar.com.au	500134	Email: Old: jackson@vonex.com.au New: jackson@vonex1.com.au PNP: Old: 604710 New: 0	New
3/23/2020 10:25	1630	500134.70.vonex.biz	bisscarrizo@linovar.com.au	500134	Email: Old: jackson@vonex.com.au New: jackson@vonex1.com.au PNP: Old: 604710 New: 0	New

HUNT GROUPS

The screenshot displays the VONEX web interface for the domain `brisbanewall.96.vonex.biz`. The sidebar menu on the left includes links for Home, Service Flags, Call Flow, Extensions, Hunt Groups, Agent Groups, Auto Attendant, Customer, Audit Log, Call Log, and Registrations. The main content area features a grid of links for SERVICE FLAGS, HUNT GROUPS, AUDIT LOG, CALL FLOW, ALERT GROUPS, CALL LOG, EXTENSIONS, AUTO ATTENDANT, and REGISTRATIONS. A modal window titled "Hunt Groups" is open, providing a definition of a hunt group.

Hunt Groups

A hunt group (or ring group) is a set of extension numbers where incoming calls are rotated through until someone answers and the caller is connected. Mobile phones can also be configured to be included in calls made to a hunt group.

HUNT GROUPS



The user has the ability to perform the following changes to the Hunt Group



Change the Name



Add or Delete Extensions from the different stages of the Hunt Group



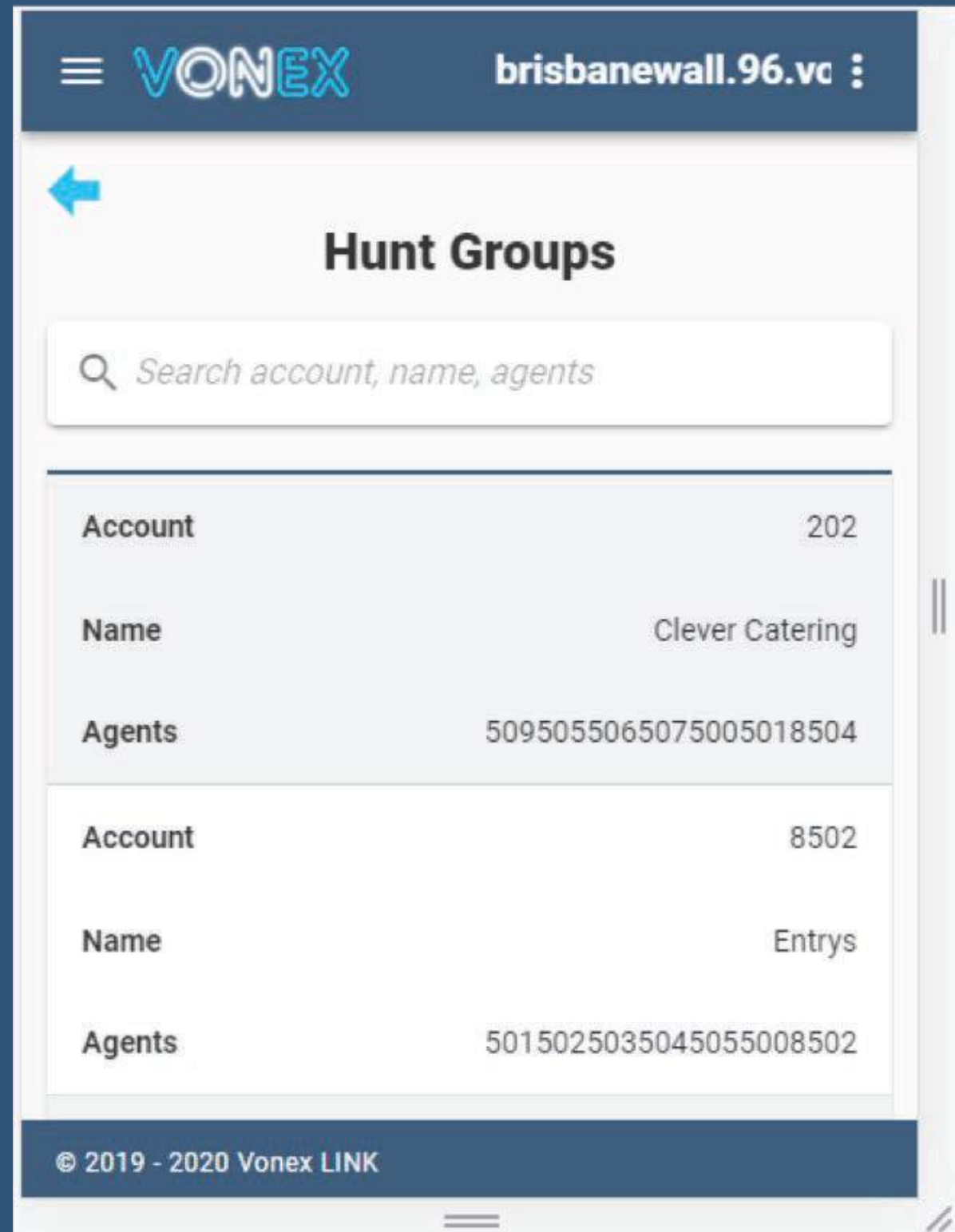
Change the Time (Duration) of the call before it cycles through to the next stage.



PLEASE NOTE There are four stages in the Group but the last is the final Stage. It could be a Voicemail Box, Auto Attendant, Agent Group etc



When all the Changes have been made to the HUNT Group, click on the SAVE Button.



HUNT GROUPS

Choose the Hunt Group you wish to change

Account Hunt Group Number

Name Label of the Hunt Group. This is displayed on an incoming call to distinguish the unique call and allow the call to be answered appropriately.

"Good Morning and Welcome to Clever Catering"

Agents Extension in the Group –
509,505,506.507,500,501,8504(VM of E504)

HUNT GROUPS

Home

Service Flags

Call Flow

Extensions

Hunt Groups

Agent Groups

Auto Attendant

Customer

Audit Log

Call Log

Registrations

VONEX

brisbanewall.96.vonex.biz

Edit Detail

Account

202

Name

Clever Catering

Stage 1 Extensions

505 - T57W (+2 others)

Stage 1 Duration

30

secs

Stage 2 Extensions

500 - T42S Final T42S Test (+1 others)

Stage 2 Duration

30

secs

Stage 3 Extensions

505 - T57W

Stage 3 Duration

0

secs

Final Stage

8504

Service Flag

Service Flag Account

901 - Breakmode

Service Flag Night Service

8504

Service Flag Account

905 - Holiday Closed Voicemail

Service Flag Night Service

504

SAVE

CANCEL

HUNT GROUPS CONFIGURATION

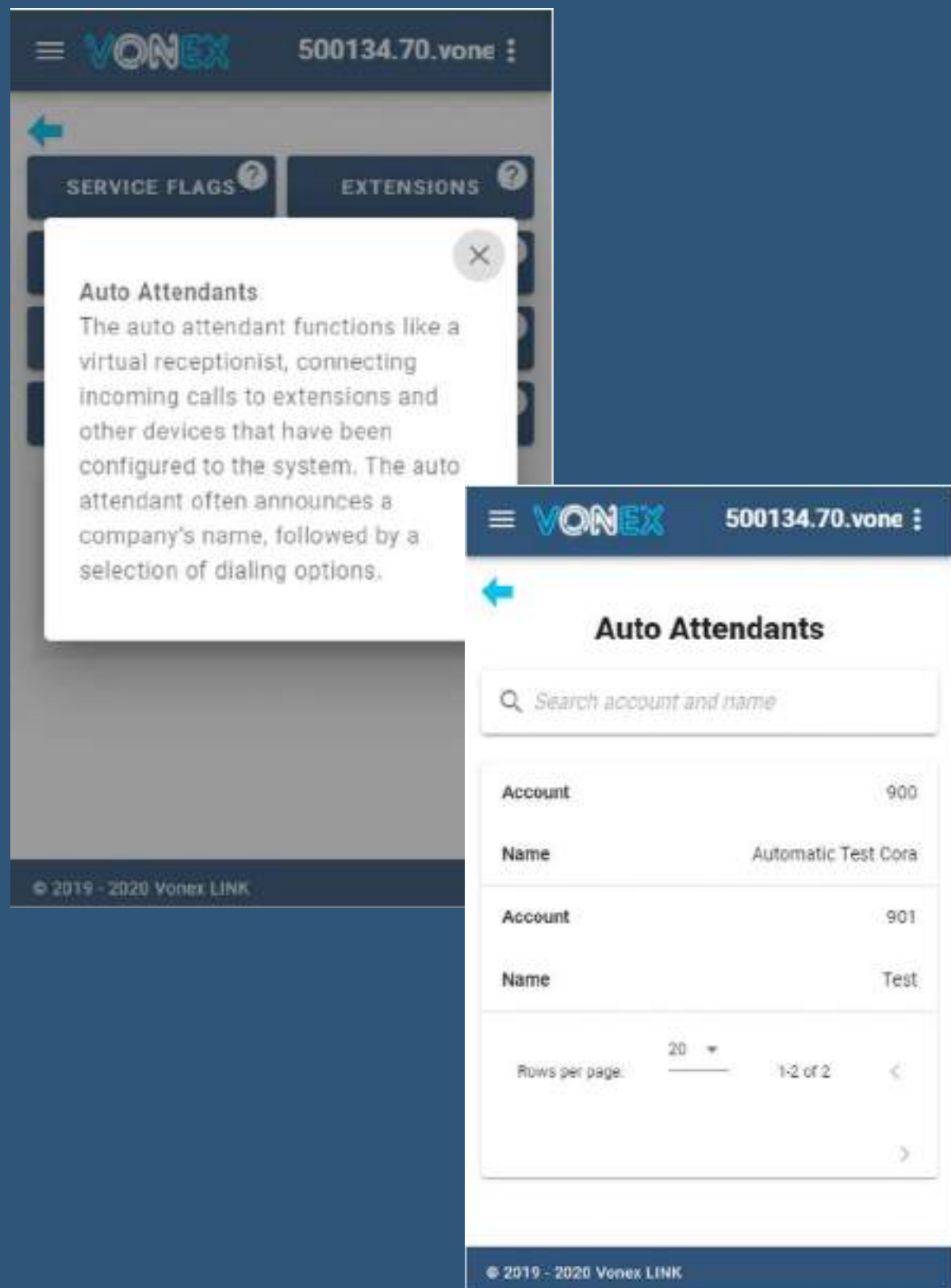
Hunt Groups can be configured in various ways.

Things to consider:

1) A typical Hunt Group has 4 ring stages

2) The Final Stage can be routed to a Voicemail Box, Auto Attendant or even an External Number ie Landline or Mobile

3) It must ALWAYS contain a 1st and final stage even if Stages 2 and 3 are not required.



AUTO ATTENDANT

An auto attendant is an automated IVR (Interactive Voice Response) letting callers select from a recorded list of options or dial a direct extension.

You can have as many options as you like, you may also have a different night service on each option as well as have any option go to a voicemail, mobile or hunt group.

This is very useful if you have different areas with multiple handsets i.e.

Option 1 – Sales

Option 2 – Support

When configured with hunt groups each option can even have a different ring tone and display the option name on the handsets within the group.

AUTO ATTENDANT

Click on the Account to EDIT

Home

Service Flags

Extensions

Hunt Groups

Agent Groups

Auto Attendants

Customer

Audit Log

Call Log

Registrations

VONEX

500134.70.vonex.biz

←


Auto Attendants


Search account and name

Account	Name
900	Automatic Test Core
901	Test

Rows per page: 20

1-2 of 2

 500134.70.vone



Edit Details

Account Number

900

Display Name

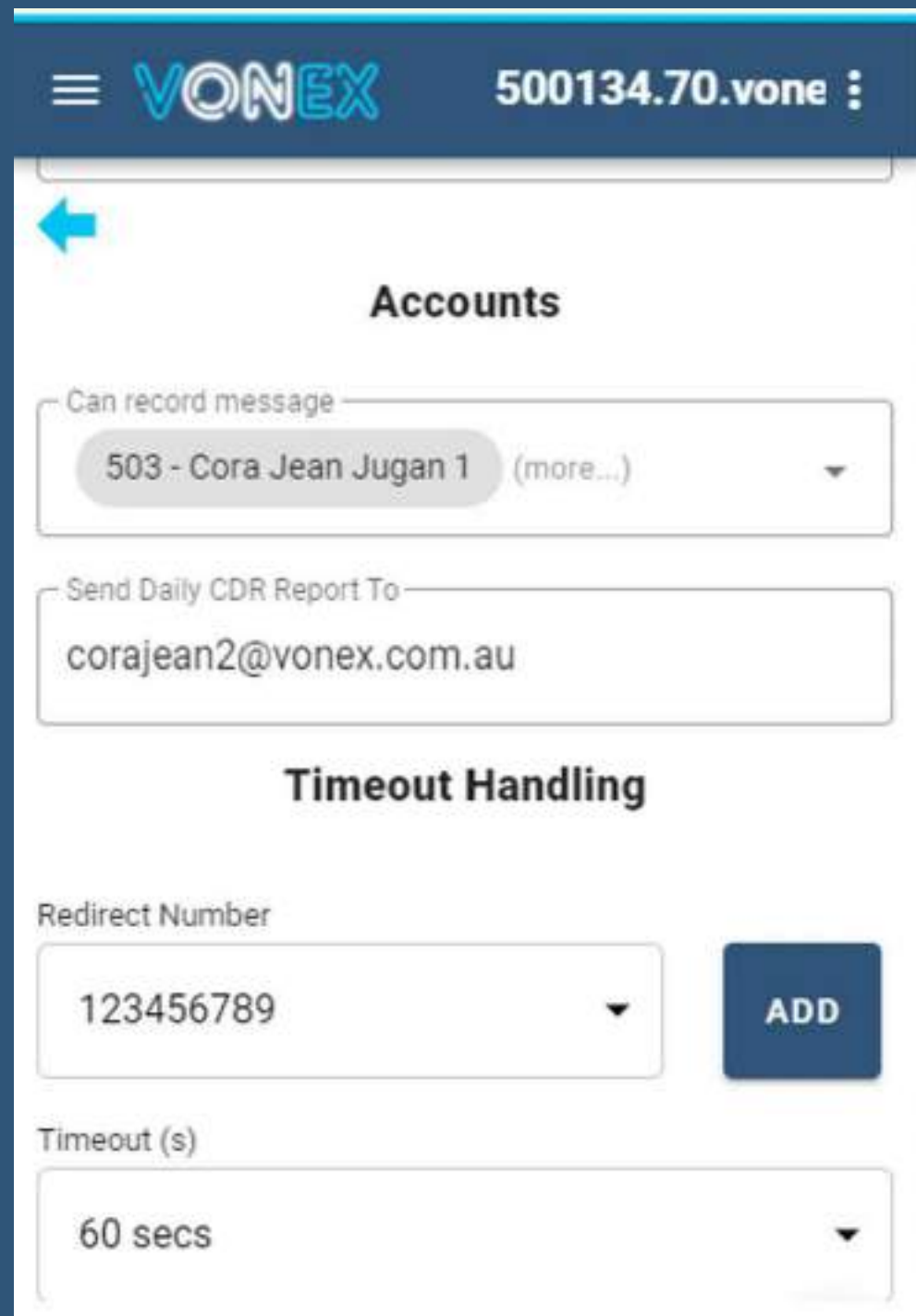
Automatic Test Cora

Outbound (ANI)

0433334444

AUTO ATTENDANT

- 1)Account Number – Auto Attendant identifier
- 2)Display Name – Label
- 3) Oubound ANI – Calling Line Presentation



The screenshot displays the VONEX web interface. At the top, there is a header with the VONEX logo, a hamburger menu icon, and the text '500134.70.vone'. Below the header, a blue arrow points left. The main content area is divided into two sections: 'Accounts' and 'Timeout Handling'. The 'Accounts' section contains two fields: 'Can record message' with a dropdown menu showing '503 - Cora Jean Jugan 1 (more...)' and 'Send Daily CDR Report To' with a text input field containing 'corajean2@vonex.com.au'. The 'Timeout Handling' section contains a 'Redirect Number' dropdown menu with '123456789' and an 'ADD' button, and a 'Timeout (s)' dropdown menu with '60 secs'.

AUTO ATTENDANT

1) Can Record Message – Extensions that have the ability to add a recorded message to the PBX

2) Send Daily CDR(Call Detail) Reports

3) Timeout Handling –Timer to control the calls and divert them after the Greeting message has been played. This could be a Hunt Group, Agent Group or external Number.

Only to be used if the Options have not been selected. I.e Press 1 for Sales, Press 2 for Support

AUTO ATTENDANT

Night Service

Service Flag Account
No Service Flag

Destination
00101001000

ADD

Service Flag Account
700 - Hours of Operation

Destination
502 - John Smith

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- 1) Service Flag Account
- 2) Destination – Extension, Voicemail Box or External Number
- 3) Add Custom Destination

VONEX 500134.70.vone

Night Service

Service Flag Account
No Service Flag

Add Custom Destination

Destination

CANCEL ADD

Service Flag Account
700 - Hours of Operation

Destination
0009090

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Add Button allows the destination to be customised

AUTO ATTENDANT

IVR Key Options

- 1) User Input – Press 1 for Sales
- 2) Destination – Extension, Hunt, Agent Group, Auto Attendant and External Number
- 3) ADD Button inserts the variable destinations

The screenshot displays the Vonex IVR interface for key options. It consists of two main sections, each with a 'User Input' field and a 'Destination' dropdown menu.

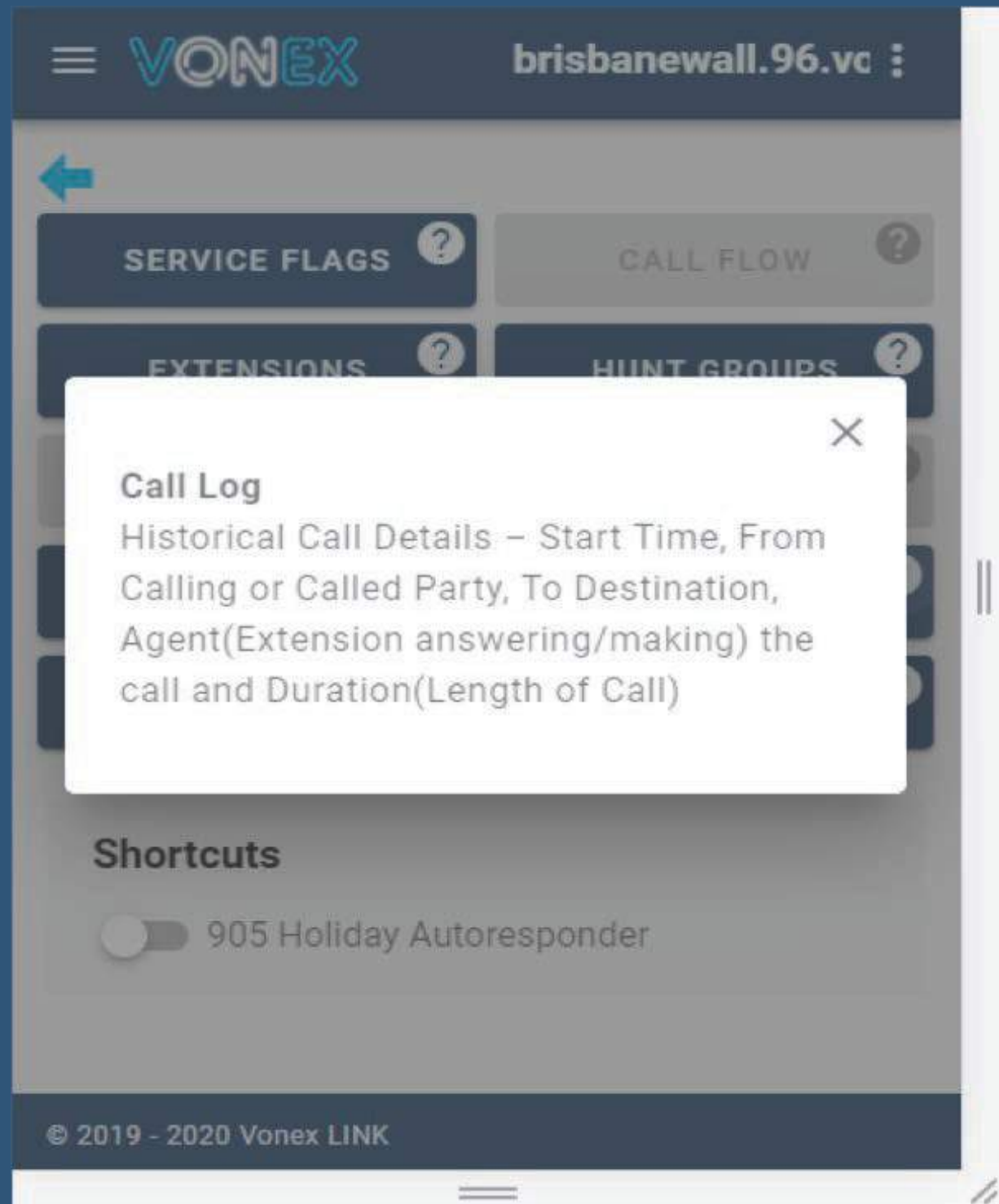
Section 1:

- User Input:** A text box containing the number '1'.
- Destination:** A dropdown menu showing '502 - John Smith'.

Section 2:

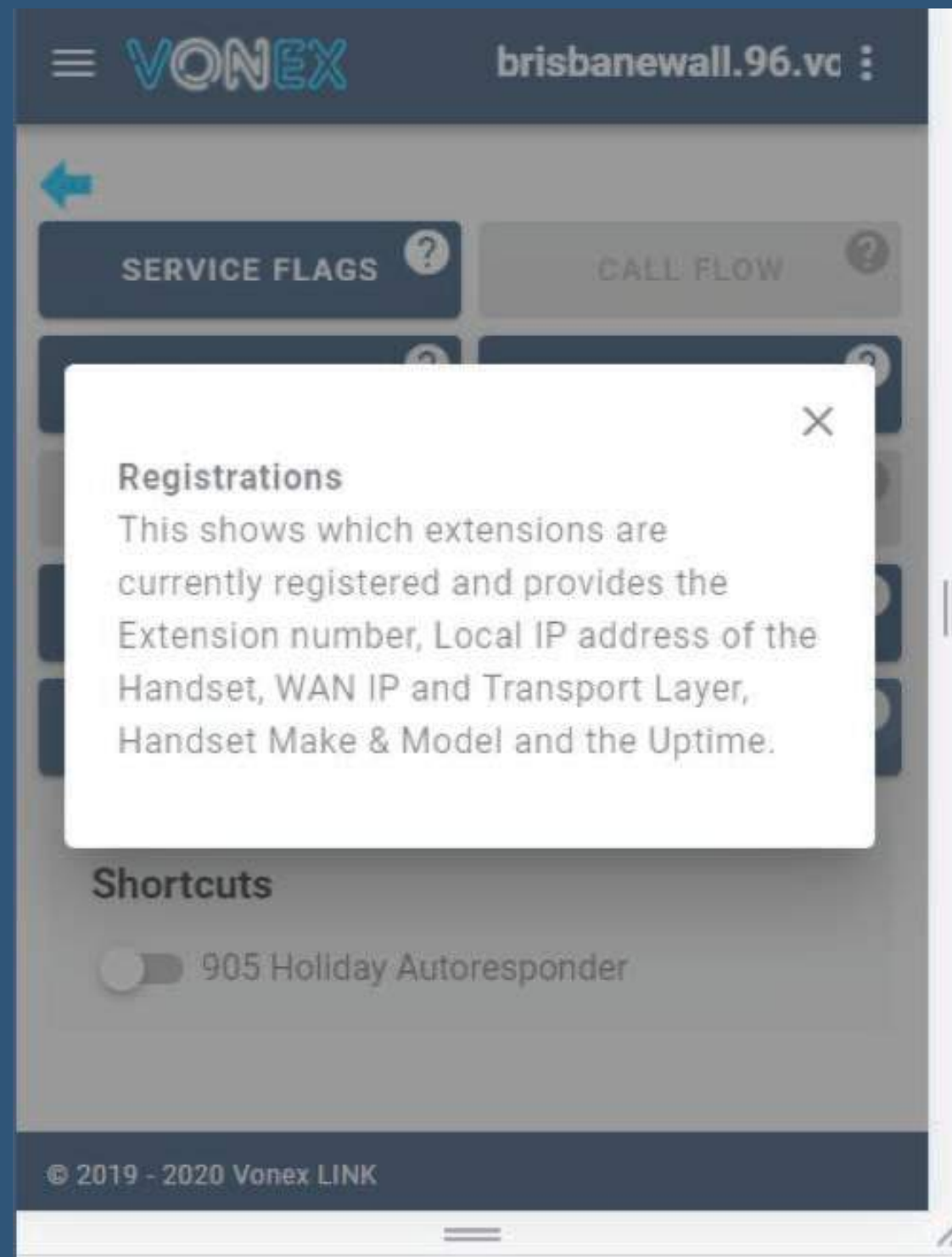
- User Input:** A text box containing the number '2'.
- Destination:** A dropdown menu showing '500 - Test'.
- ADD Button:** A blue circular button with a white upward-pointing arrow, located at the bottom right of the second section.

Footer: © 2019 - 2020 Vonex LINK



CALL LOG

- 1) Start – Extension/Account Number
- 2) From – Outgoing Source
- 3) To – Incoming Source
- 4) Agent – Phone Type YEALINK, SNOM, Granstream, ATA, Vonex Softphone
- 5) Duration – Length of Call



REGISTRATIONS

1. Extension – IP Handset
2. Address – WAN IP address of the network
3. Device – Phone Type
4. Duration – Length of Registration: How long has it been online/registered

REGISTRATIONS

The information provided in Registrations gives the channel the ability to assist in troubleshooting scenarios.



The screenshot displays the VONEX web interface for the 'Registrations' section. The left sidebar lists various system components, with 'Registrations' currently selected. The main content area features a search bar and a table of registration data. The table has four columns: Extension, Address, Device, and Duration. A single entry is visible for extension 502, which is registered at the address udp:49.255.232.10:5060 using a Yealink SIP-T48S device. The duration is listed as 00:40 h. At the bottom right of the table, there are controls for rows per page (set to 20) and pagination (1-1 of 1).

Extension	Address	Device	Duration
502	udp:49.255.232.10:5060	Yealink SIP-T48S 66.84.0.80	00:40 h

VONEX

always on