






Incoming Calls





Interactive Voice Responses (IVRs) registered in the system are displayed and routed to the appropriate number. (See the ***Attendants*** section for additional information about IVRs). Here IVR rules can be sent instead of creating working hour constraints within the IVR itself.

Incoming Calls	Interactive Voice Response	Start Date	Start Time	Finish Date	Finish Time	Dialed Numbers (DNIS)	Day of the Week	Default	
15125721001	Demo_IVR					15125721001		✓	 
442033183175	Demo_IVR					442033183175		✓	 

To update a defined Inbound Call, users must click the edit button, . Both buttons (add & edit) results in the pop-up of the same window, which is indicated below:

Adding an Incoming Call

1. Click the add button,  , located at the top right of the page.

Incoming Calls	Interactive Voice Response	Start Date	Start Time	Finish Date	Finish Time	Dialed Numbers (DNIS)	Day of the Week	Default	New
15125721001	Demo_IVR					15125721001		✓	 
442033183175	Demo_IVR					442033183175		✓	 

🔒 Edit Incoming Call

Incoming Calls

Dialed Numbers (DNIS)

Interactive Voice Response ▼

Date

Start Time

Finish Date

Finish Time

Days of week

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Default

Location ▼

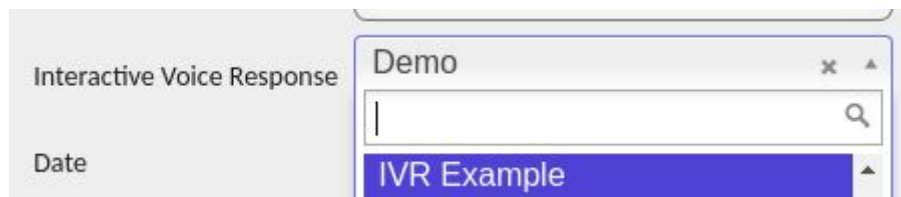
2. **Incoming Calls:** Click the “Incoming Calls input box, type the desired name - an example is shown below:

Incoming Calls

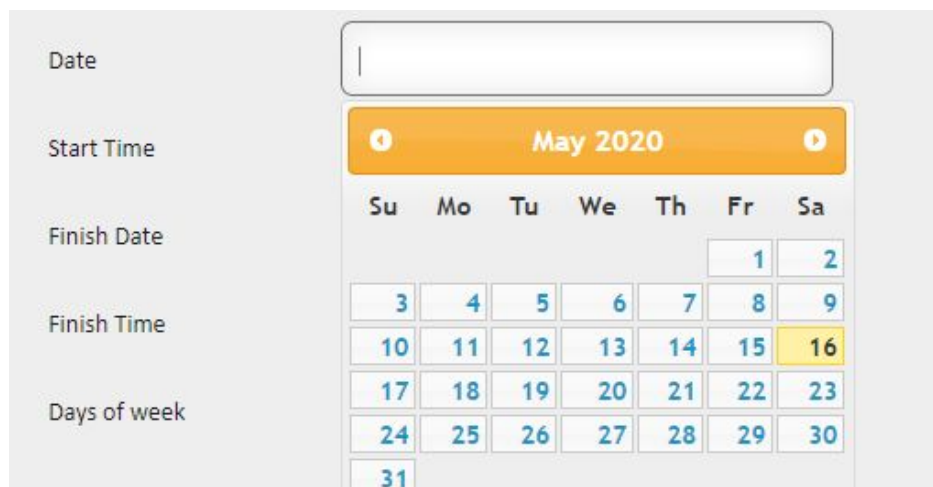
3. **Dialed Number (DNIS):** A phone number that is used to reply to calls. Click the “Dialed Number (DNIS) input box, type the desired number - an example is shown below:



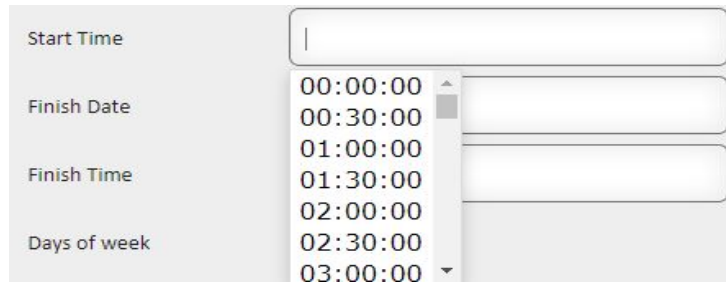
4. **Interactive Voice Response:** A welcome menu (IVR) previously defined in the system is selected here. Click the “Interactive Voice Response box, and choose the desired IVR - an example is shown below: (See [Attendants](#) section for additional information about IVRs)



5. **Date:** Used to route to different welcome menus within a defined period. Select the desired day.



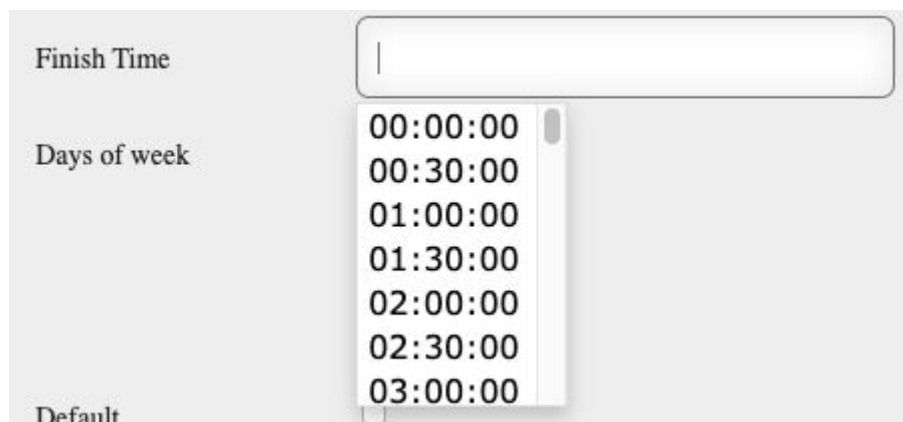
6. **Start Time:** Denotes the starting period using half-hour increments.



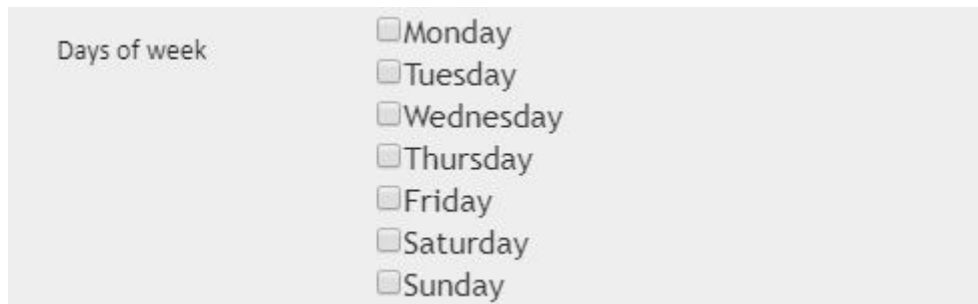
7. **Finish Date:** Termination date of the desired incoming call rule.



8. **Finish Time:** Denotes ending period in half-hour increments.



9. **Days of Week:** Used for regular operations on selected days of the week. For instance, if Monday-Wednesday-Friday were selected, that specific call would be routed to the defined IVR on those days.



A screenshot of a user interface for selecting days of the week. The label 'Days of week' is on the left. To its right is a list of days with checkboxes: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. All checkboxes are currently unchecked.


10. **Default:** Can be used when no particular date, hour, and days of week criteria are determined. (Only one default can be used per IVR, multiple incoming calls rules can be set up per IVR,).

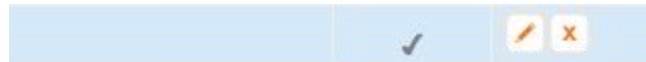


A screenshot of a user interface showing two fields. The 'Default' field has a checked checkbox. The 'Location' field is a text input box with a clear button (x) and a dropdown arrow.

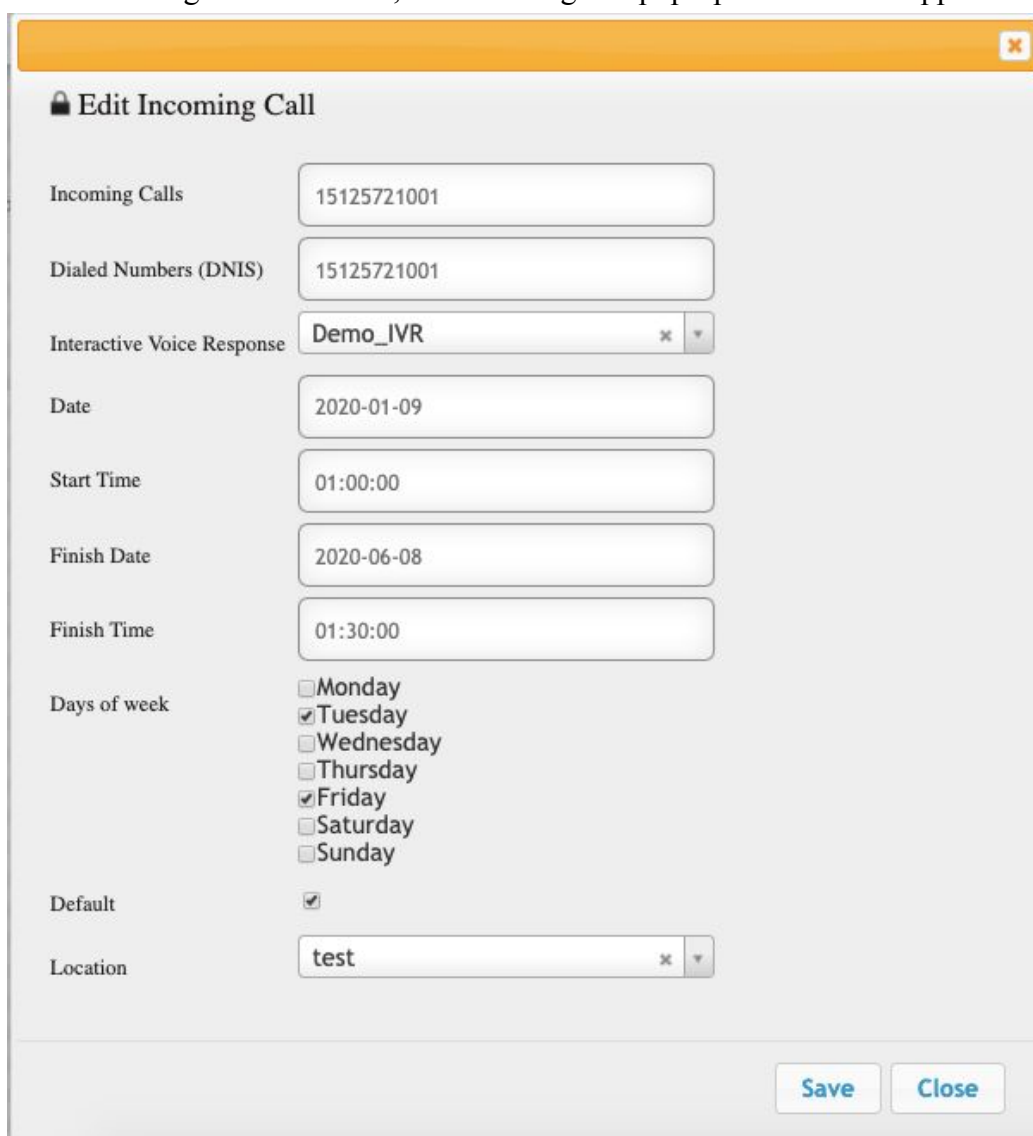
11. **Location:** Used to separate different dial plans according to defined locations. (See the **Location** section for additional information about this part).

Editing an Incoming Call

1. To edit a defined incoming call, click the edit button, , located on the far right of the row as shown below:



2. After clicking the edit button, the incoming call pop-up window will appear as shown.



Edit Incoming Call

Incoming Calls: 15125721001

Dialed Numbers (DNIS): 15125721001

Interactive Voice Response: Demo_IVR

Date: 2020-01-09

Start Time: 01:00:00

Finish Date: 2020-06-08

Finish Time: 01:30:00


Days of week:
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

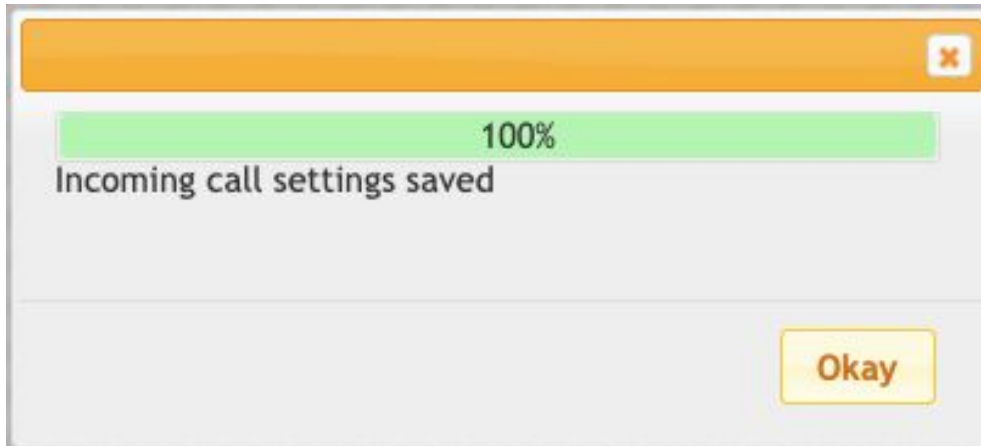
Default:

Location: test

Save Close



3. Make the change as desired.

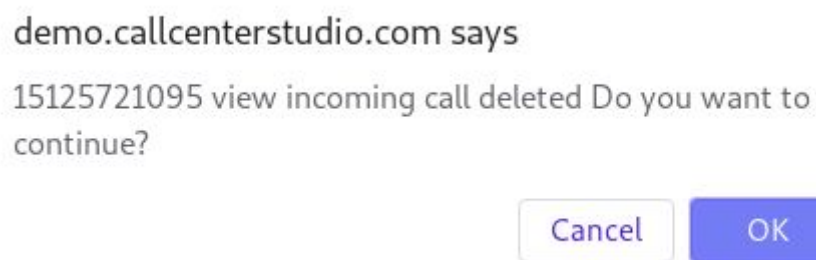
4. Once the desired changes have been completed, the information can be saved by clicking the save button, , the following pop-up box will appear:


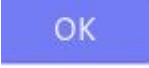
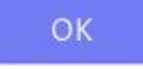


5. Click the Okay button, , to confirm the changes.

Deleting a Defined Inbound Call

1. From the Incoming Calls main page, click the delete button, , to the right of the edit button, , to remove an incoming call. When the delete button is clicked, the following pop-up will appear:



- Select the cancel button, , to cancel the deletion.
 - Select the OK button, , to confirm the deletion.
2. Confirm the deletion by clicking the OK button, .
 - The screen will reload, and the deleted user will not be shown.

Refreshing the Incoming Calls Page

To refreshing the page, click the refresh button,



Searching for an Incoming Call

There are three ways to search for an incoming call.

- Incoming Calls
- Dialed Numbers (DNIS)
- Interactive Voice Response

Incoming Calls

1. Click the “Incoming Calls” input box, type the desired Incoming Call’s name. The input box is shown below:

A screenshot of a user interface element. It consists of a light gray rectangular background. On the left side of this background, the text "Incoming Calls" is displayed in a dark gray font. To the right of this text is a white rectangular input box with a thin gray border and rounded corners.

Note: Partial names can be used when spelled correctly.

Dialed Numbers (DNIS)

1. Click the “Dialed Numbers (DNIS)” input box, type the number of the incoming call (DNIS). The input box is shown below:

A screenshot of a user interface element. It consists of a light gray rectangular background. On the left side of this background, the text "Dialed Numbers (DNIS)" is displayed in a dark gray font. To the right of this text is a white rectangular input box with a thin gray border and rounded corners.

Note: Partial names can be used when spelled correctly.

Interactive Voice Response

1. Click the “Interactive Voice Response” input box, type the name of the desired IVR. The input box is shown below:

A screenshot of a user interface element. It consists of a light gray rectangular background. On the left side of this background, the text "Interactive Voice Response" is displayed in a dark gray font. To the right of this text is a white rectangular input box with a thin gray border and rounded corners.

Note: Partial names can be used when spelled correctly.