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Training anSwitch V7

CONTACTS & SHORT NUMBERS

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INTRODUCTION & MOTIVATION

▶ This training covers the topics:
- ▶ PBX and user contact lists

▶ After this training, the trainee is enabled:
- ▶ To configure contacts
- ▶ To configure short numbers

IT'S NOT MAGIC

IT'S "KNOW HOW"

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1   OVERVIEW OF CONTACTS

OVERVIEW OF CONTACTS

▸ For a PBX, each Department and each PBX Extension an individual list of contacts is possible.

▸ A contact contains:
  ▸ Name
  ▸ The destination number (any dialable number)
  ▸ An optional short number

▸ The short numbers can be any number.
  ▸ Best practice is that they match into the PBX numbering plan and don't match with private numbers of a PBX Extension.
  ▸ Use cases of short numbers are:
    ▸ Short number for e.g. a long international number.
    ▸ Short numbers for telephones in locations of the company that can be reached only via public numbers.

▸ All an-Phone types and SIP-phone configured via the Portal UI have access to the PBX, Department and PBX Extension contact list.

2   CONFIGURE A CONTACT

CREATING & MANAGING CONTACTS

▸ Several types of users can create and manage a list of contacts.

    ▸ Create a new contact entry:

        > Menu:
          PBX Administrator / Dep. Administrator / PBX Member
          > Sub-Menu: Contacts
            > Click button: New

              > Configure a contact

    ▸ Manage an existing holiday:

            > Click the row of the desired contact
              > Configure the dialog: Contact

▸ A Department Administrator or PBX member can manage their "private" contact lists.

    ▸ These "private" contact lists are not visible on PBX level.

▸ The contact list can be exported, modified with MS Excel and reimported.

3 SHORT NUMBERS

OVERVIEW SHORT NUMBERS

▶   A contact can contain a short number.

▶   When a user dials a short number, then the destination number of the contact is signaled.

Note	If a short number overlaps with a private number, then the destination number of the short number has priority.

▶   Use cases of short numbers are:

　▶   For often used numbers.

　▶   Short number for e.g. a long international number.

　▶   Short numbers for telephones in locations of the company that can be reached only via public numbers.

SHORT NUMBERS IN A PBX NUMBERING PLAN

▶ Example of a numbering plan with short numbers

Public Number	DDI	Internal Range	Private Number	Remark
		1*	none	→ Emergency numbers → Emergency numbers are country dependent! **Warning** To avoid confusion, do not use PBX private numbers that are identical to emergency numbers!
		2???		Short numbers in the PBX , Department and PBX Extension: ▸ For example: Beginning with 2 and 4 digits long
0987654300 - 49				Internal subscriber number range: ▸ 2 digits: ACD & IVR numbers ▸ 3 digits: private numbers → if matching with its DDI public number
	0987654300		300	"Boss"
	0987654311		311	"Front Desk"
	0987654330		30	"ACD Sales Department"
	0987654315		315	"Sales 1"
	0987654316		316	"Sales 2"
	0987654321		321	"Customer Administration"
	0987654340		40	"IVR Customer Care Department"
			21	"Support Agent 1"
			22	"Support Agent 2"

Assign a separate private number range for the short numbers of your PBX.

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