



VoIP Enrich Customer Product Guide

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VoIP Enrich

This document provides information about the features of the VoIP Enrich service, together with other important information.

What is VoIP Enrich?

VoIP Enrich is a hosted Voice over IP service designed to provide telephony services to multiple users with key business functionality. Each VoIP Enrich account can accommodate multiple UK geographical or non geographical numbers and allows many users to share the same account features.

What features are included?

VoIP Enrich includes one of each of the following features. If you require additional hunt groups or call queues these are available for an additional monthly charge.

Auto Attendant

This is an automated answering system that routes calls to the appropriate extension or group based on the caller's responses to the voice prompts defined by you. Auto Attendant replaces the human operator and therefore is considered to be a key telephone system feature that helps reduce operational costs and increase efficiency.

Hunt Group

You can pre-define a group of users/extensions and enable incoming calls to be routed within this group until they are answered. This is a very simple way of ensuring that the incoming call is retained. There are two routing strategies that you can select, 'Ring All' (to ring all users in the group at the same time) or 'Consecutively' (to ring users in the group one after the other in an order). Callers hear a ringing tone when the call is being routed to the hunt group.

Call Queue

A Call Queue serves the same functionality as a Hunt Group but boasts more advanced features. Firstly, it has more routing strategy options. In addition to 'Ring All' and 'Round Robin', you can choose 'Least Recent' (to always ring the user who has gone the longest time without receiving a call), 'Fewest Call' (receives the fewest incoming calls) and 'Random' (to ring randomly between users). Secondly, the Call Queue also offers a 'Music on Hold' option in addition to the traditional ringing tone to present a more professional image to callers. Time-based routing can also be setup for a Call Queue which offers the second level auto attendant feature when suitable.

In addition to the features above, VoIP Enrich includes the following service features and functionality (please note: additional charge applies on Call Recording).

Web-based VoIP Enrich User Portal

This simple to use yet comprehensive portal enables you to manage your VoIP Enrich account online. All call

features can be edited via the portal and all changes made to the system updated immediately. The User Portal incorporates comprehensive help guides and a User Portal Handbook is available.

The administrator can set individual user permissions by extension, enabling users to control specified features including configuring their own voicemail, follow me and call forwarding settings and overriding the auto attendant settings. To do this the user is given access to an end user portal by the administrator.

UK geographical (01/02 number) / non geographical (0845) Number

Each VoIP Enrich account includes one UK geographical (01/02) or non geographical (0845) number. Each account can accommodate more users by adding additional user licences.

Extension number

Each user licence is allocated with an extension number. This allows you to make internal calls by dialling just the extension number.

Extension-level outgoing call permission

In addition to setting permissions for configuring specific call features (e.g. voicemail) at extension level, the administrator can also set outgoing call permissions. The administrator can bar all outgoing calls from an extension or bar certain types of outgoing calls (such as premium rate calls or mobile calls) only.

Extension-level codec setting

To optimise system efficiency the administrator can apply a different codec by extension (e.g. lower call quality codec for extension that is located in a site with limited bandwidth).

Voicemail

One voicemail is included in the user license. Customers can retrieve voicemail from their phone or by email (voicemail will be delivered to a designated email address as a WAV file).

Follow Me

Extension users can forward incoming calls to up to 5 different telephone numbers (which can be either internal or external numbers) via the User Portal.

Real-time call data

All call information is available within the Reports section of the User Portal in real-time for information and monitoring purposes.

Customisable prompts

You can record your own prompts for use on your auto attendant menus and upload them to the system via the User Portal. The system supports WAV and MP3 format.

Comprehensive technical support

All Entanet VoIP services are fully supported with 24/7 UK based technical support. Notifications of planned and emergency maintenance are available via <http://noc.enta.net>.

Call recording

For complete security and peace of mind call recording is available at extension, call queue and hunt group level. The administrator can set all incoming calls to a specified extension, hunt group or call queue to be recorded via the User Portal. The call recordings can be retrieved via the Reports section of the User Portal. An additional charge applies for call recording, please refer to the Entanet VoIP Price Guide for more information or contact your Entanet account manager.

BT Number Porting

If you have BT telephone numbers that they wish to retain, Entanet can support the number porting from BT to Entanet's VoIP service. This process may take around 3 weeks and there is no guaranteed lead-time. If you wish to port a BT number over to Entanet, please request a Number Porting Form and follow the instructions.

Important information

999 Emergency Service

Entanet supports 999 Emergency Service access from its service. When the access is granted, the call is made at no charge.

Please note that the VoIP service is dependent on the availability of power and Internet connectivity as well as on the VoIP equipment used. Therefore please be aware that you are not able to make/receive calls (including to 999 Emergency Service) under (but not limited to) the circumstances below:

1. When there is no power – Unlike a traditional telephony service (such as PSTN) that does not rely on power to supply the service, a VoIP service is dependent on devices (such as PCs, ATAs or IP phones) that require a power supply. A VoIP service will stop working (and therefore emergency service cannot be accessed) if the power fails.
2. When there is no Internet access – A VoIP service fails when the Internet service fails.
3. When the equipment that enables your connection to VoIP fails.

It is strongly recommended that you have an alternative method of making emergency calls (such as PSTN or mobile) and have such alternative calling methods available on the premises where VoIP is installed.

112 Emergency Service is not accessible from Entanet's VoIP service at the moment.

Contact Information

If you have any questions regarding any of Entanet's VoIP services please contact your Entanet account manager on 0333 101 0000 or email bespokesales@enta.net for further advice and guidance.

For technical support issues, please call the Entanet Technical Support team on 0333 101 0600 or email support@enta.net.