

## CONTENTS

### 1.1

#### NEWS FLASH

WebRTC mode in  
TeliClick™

### 1.2

#### SOLUTIONS

Single DID import in DID  
Inventory.

### 1.3

#### BEST PRACTICES

Remote extension VM box  
access from Auto Attendant.

## Issue N°27

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### News Flash

#### WebRTC mode in TeliClick™ .

TeliClick™ is our unique white label Click-to-Call voice solution, connecting your website visitors with a live agent. Callers click on a website icon embedded into your website and are immediately connected with your sales or service agents, without leaving your webpage.

Previously, TeliClick utilized the callback functionality, allowing your website visitors to receive an inbound call to their cell or landline phone number. The latest version of TeliClick has WebRTC mode, allowing to initiate a call to the agent directly from the web browser.

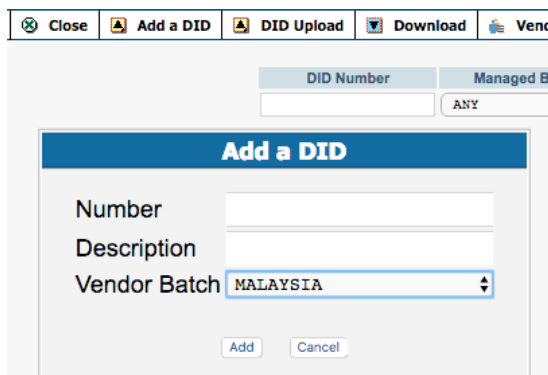
Please contact [support@telinta.com](mailto:support@telinta.com) to learn more.

### Solutions

#### Single DID import in DID Inventory.

DID Inventory is a handy and useful tool allowing service providers to keep their DID numbers organized and to easily get the needed information about the DID numbers. Usually, the numbers are imported from a file or added to the inventory via Telinta DID API service. However, there can be situations when just one or two numbers need to be added.

Previously, this operation was accomplished by composing a CSV file with just one or two rows. To save time and improve usability, we have added a new functionality to the DID Inventory tool. Now you can find the **Add a DID** button in the top panel of the tool. Just enter the number, description, select a Vendor batch and the DID number is added.



The screenshot shows the 'Add a DID' modal form within the Telinta DID Inventory tool. At the top, there is a navigation bar with buttons: Close, Add a DID, DID Upload, Download, and Vend. Below this, there are two tabs: 'DID Number' and 'Managed B'. The 'DID Number' tab is active, showing a text input field and a dropdown menu set to 'ANY'. The 'Add a DID' modal form is open, featuring three input fields: 'Number', 'Description', and 'Vendor Batch'. The 'Vendor Batch' dropdown is currently set to 'MALAYSIA'. At the bottom of the modal, there are 'Add' and 'Cancel' buttons.

## Best Practices

### Remote extension VM box access from Auto Attendant.

In any PBX platform, it is quite common to allow the extension owner to have remote access to their VoiceMail box. Some service providers set up a dedicated DID number to allow the end users check their VoiceMail box, but this method is not very practical, because these dedicated numbers will need to be maintained in the future. Instead, we propose a simple scenario that will implement this functionality with minimal efforts.

Usually, every hosted PBX customer has a DID number with configured Auto Attendant (the company IVR). In the Auto Attendant settings for the event \* or #, define the **Transfer** action and set the transfer destination to **\*97**.

As soon as it is done, please instruct you customer to call their DID number and enter \*. After the IVR prompt they will need to enter the extension ID and their VoiceMail box password.

Event	Action	Destination
Not Active	Unavailable	
1	Unavailable	
2	Unavailable	
3	Unavailable	
4	Unavailable	
5	Unavailable	
6	Unavailable	
7	Unavailable	
8	Unavailable	
9	Unavailable	
*	Transfer	*97

## Your opinion counts.

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Please continue to give us your feedback: what you like, what you don't. Contact [info@telinta.com](mailto:info@telinta.com) to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.