

CONTENTS

1.1

BEST PRACTICES

Update your Authorized Emails for Support

1.2

SOLUTIONS

Enhancements to Virtual Office Self-Service Hosted PBX

1.3

SOLUTIONS

Telinta Adds Two New Messaging Providers

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Best Practices

Update your Authorized Emails for Support



With Telinta, you are in control of who is authorized to interact with our Support engineers, ask questions about your Service, or make changes to your Telinta account. We do this to protect your business.

Telinta enables you to specify which email addresses are authorized by your company for Support, Billing, and other parts of your Service.

For added security and smooth operations of your business, it is important you keep your list of addresses up to date. If emails change over time, or if staff members leave your business, please let us know.

This authorization is provided by you in two types:

Technical Support Only

This authorizes an email address to interact with our engineers, ask technical questions, report issues, and discuss the technical aspects of your Service. This is done by opening Support Tickets. Unless your company specifies otherwise, these email addresses cannot make changes to your Telinta account or request Billing details or other sensitive information. They are limited to Technical Support only. Only addresses which you have predefined will be supported.

Administrative Changes

These email addresses are authorized by your company to make changes to your Telinta account, such as adding a Brandable Softphone, requesting paid-for Custom Development, or any other change which incurs costs to your company. Usually our customers reserve this for the owner only, or trusted senior members of the team.

To protect your business, Telinta will not provide any information or make any changes if tickets are opened by an address which your company has not already authorized. To prevent delays, it is important that you notify us in advance of a domain change or other changes which affect your email addresses.

It is also important to review the list of email addresses you have authorized over the years, and remove any which are no longer associated with your team.

Please open a ticket with info@telinta.com today to review the list of authorized email addresses for your company. If you are authorized by your company for Administrative Changes, you may add or delete any email addresses we have on file for Support.

Solutions

Telinta Adds Two New Messaging Providers

Telinta recognizes the importance of messaging services for many Service Providers, offering essential communications tools to end users and resellers.

We recently integrated two additional providers for both SMS and MMS services, compatible with Telinta's brandable softphones, mass notifications, and billing notifications: [CarrierX](#) and [Anveo](#).

These new additions join dozens of other providers already integrated into our TeliCore™ platform, available for your use. In addition to SMS/MMS from third-party providers, Telinta also offers free on-net messaging between your users. To learn more about messaging, please contact support@telinta.com for more information.

Useful links:

<https://www.telinta.com/kb/index.php?View=entry&EntryID=87>

<https://www.telinta.com/kb/index.php?View=entry&EntryID=127>



Solutions

Enhancements to Virtual Office Self-Service Hosted PBX

Telinta offers a unique solution that enables our customers to provide a self-service Hosted PBX to small and home-based users. Where larger business users have a physical office, smaller users may have a “virtual office” working from home or on the road.

Telinta recently redesigned its *Virtual Office* Hosted PBX to make its interface faster and more intuitive. We added new capabilities such as a “sent” folder for faxes. We also added Call Queues, a popular feature for larger PBXs that enables callers to wait in queue for the next available agent. With *Virtual Office* you can offer “big business” capabilities to small businesses users.

This innovative solution can also be customized by choosing color schemes and adding a logo to the user interface.

Virtual Office enables users to sign up online, and customize their own PBX via a brandable self-service portal. Users can select DIDs and toll-free numbers, configure extensions, set up auto-attendants and voicemail, record their own greetings, create hunt groups, route calls to existing analog landlines/mobile/IP phones and brandable softphones, set business hours, send/receive faxes, and more.

To learn more about *Virtual Office*, please contact support@telinta.com for more details. The solution is available as part of our standard Service at no additional cost.

Useful links:

<https://www.telinta.com/solutions/business/virtual-office/>

<https://www.telinta.com/hosted-pbx-small-business-enhanced/>



Your opinion counts.

Help us improve this newsletter.



Please continue to give us your feedback: what you like, what you don't. Contact 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.