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News Flash

PortaSwitch MR-24 Release

Telinta is happy to announce that our engineers are finishing the upgrade to the new PortaSwitch release – MR-24.8. At this point the vast majority of our customers have been successfully transitioned to the new release.

This release, along with numerous additions introduced by Telinta, brings a new level of stability and functionality to Telinta customers, allowing service providers around the world to easily introduce new features to their customers.

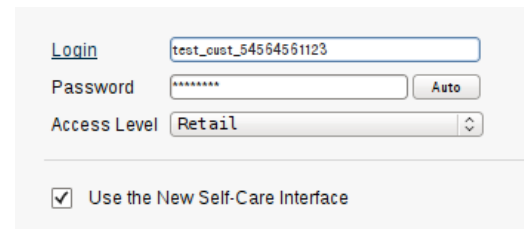
In the rest of this newsletter, we will highlight the new and exciting functionality available for hosted PBX services:

- ▶ New Self-Care Interface
- ▶ Extensions and Huntgroups
- ▶ Direct extension dialing in Auto Attendant

Solutions

New Self-Care Interface

The recent upgrade, together with Telinta's improvements, brings a completely new and more intuitive self-care interface experience to the PBX customers. By default, all newly created customers will use the new self-care interface. If you want to enable this interface for an old customer, please mark the 'Use the New Self-Care Interface' checkbox.



The screenshot shows a login form with the following fields and options:

- Login:** A text input field containing the value "test_cust_54564561123".
- Password:** A text input field containing "*****" and an "Auto" button.
- Access Level:** A dropdown menu with "Retail" selected.
- Checkbox:** A checked checkbox labeled "Use the New Self-Care Interface".

Main highlights of the new interface include:

- ▶ Fully redesigned and simplified interface
- ▶ Easy-to-use structure of menus and controls
- ▶ Improved presentation of information
- ▶ Customers can perform virtually all configuration tasks for their hosted IP Centrex environment.

Telinta engineers are working on porting functionality from the old self-care interface to the new one. Some of the features are still not available, but they all will be added in the future.

Solutions

Extensions and Huntgroups

Another long awaited functionality introduced in MR-24 is the re-designed and greatly simplified management of extensions and huntgroups. Previously, short extension numbers were added under the 'Abbreviated numbers' list of the customer. Now, extensions are handled in a more straightforward way. Every customer entity has its own list of extensions under a separate tab on the 'Customer Info' page.

Edit	Extension Number *	Extension Name	Assigned Account	SIP	Delete
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	100		020050	<input type="radio"/>	<input type="checkbox"/>
	101		020055	<input type="radio"/>	<input type="checkbox"/>
	102		020060	<input type="radio"/>	<input type="checkbox"/>
	103		020040	<input checked="" type="radio"/>	<input type="checkbox"/>

Every extension is assigned to an account under the customer. We recommend for our customers to move from the legacy scheme that relies on the abbreviated numbers to the up-to-date extension-based scheme. Please contact support@telinta.com to perform an automatic migration.

Huntgroups, or line hunting, is one of the most widely used functionality in PBX phone systems. Huntgroup management is now as easy as a couple of mouse clicks. All huntgroup related options are located under the 'Huntgroups' tab of the 'Customer Info' page.

Edit	Huntgroup Number *	Huntgroup Name *	Assigned Extensions	Keep Original CLI	Hunt Sequence	Delete
	<input type="text"/>	<input type="text"/>		Yes <input type="text"/>	Order <input type="text"/>	
			Extensions			
	200	Support huntgroup	<ul style="list-style-type: none"> • 100 • 101 • 102 • 103 	Yes	Random	<input type="checkbox"/>

Every huntgroup can include its own set of extensions with different hunt sequence (ordered, random, simultaneous or least used). Every extension assigned to a huntgroup can have its own ringing delay and ringing time settings.

		Extensions	Huntgroups						
x	Up / Down	Extension Number *	Extension Name	Assigned Account	SIP	Ringing Delay	Ringing Time	th_Huntstop	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	100		020050	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	101		020055	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	102		020060	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	103		020040	<input checked="" type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	

Best Practices

Direct Extension Dialing in Auto Attendant

Based on feedback of numerous customers, Telinta engineers have implemented direct extension dialing from the Auto Attendant menu. This feature implements a widely spread option in legacy PBX systems that allows dialing the party's extension number at any time, without a need to perform any additional actions.

Previously, the caller had to first dial a number with the assigned action, 'Prompt for extension number', and only after it enter the extension number. From now on, if the caller enters a digit, and there is an extension starting with the same digit, IVR will not immediately perform the Auto Attendant action (transfer, queue, or directory), but will give the caller a chance to enter the full extension number. If the entered extension number does not match any customer's extension, the caller will be warned but will remain in the Auto Attendant menu; the call will not be dropped as before.

Please contact support@telinta.com to enable this option.

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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.