

simplifi[®]



Simplifi Contact

Station: Phone Page

This article is aimed at discussing the Simplifi Contact phone page. There are 4 Widgets on the phone page:

1. My Info
2. Quick Call
3. Call History
4. Call Routing

The screenshot displays the Simplifi Contact phone page interface. On the left, a vertical sidebar contains icons for various functions. The main content area is divided into three sections:

- MY INFO:** Displays user information including Office (352) 623-2600, Email (mhaley@simplifi.io), Internal Extension (3002), and Voicemail to Email (ON). A red arrow points to the 'HOT DESKING PIN' field, which is currently N/A.
- CALL HISTORY:** A table showing recent calls with columns for Date, Time, Duration, Name, and Number. The table lists several calls from 02/10/2021 and 02/09/2021.
- CALL ROUTING:** A section for configuring call routing rules. It includes a table with columns for Type, Device Name, and Device/Equipment. The table lists 'MIKE HALEY WEB PHONE' and 'MIKE HALEY MOBILE APP'. Below the table, there are fields for 'No Answer Route Calls To' and 'Busy Route Calls To', both set to 'Voicemail' and 'Mike Haley - 3002'.

MY INFO

The My Info Widget contains all of your relevant information. These pieces of information are:

1. Office - This is the outbound caller ID number that you use for your outbound calls.
2. Email - This is the email address set from your device user page.
3. DID - This is the number that will ring directly to you (where applicable)
4. Hot Desking Pin - This field displays the pin you will use to hot desk into other phones if hot desking is enabled for your device user.
5. Internal Extension - This is your extension number.
6. Voicemail to Email - This displays if you have voicemail to email on or off.
7. Conference Pin - This will display your conference pin number as long as you have a conference assigned to you.

This screenshot shows the 'MY INFO' widget with numbered callouts corresponding to the list provided:

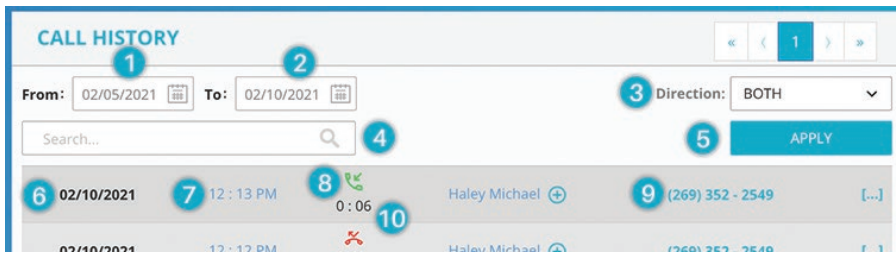
- 1. Office (352) 623-2600
- 2. Email (mhaley@simplifi.io)
- 3. DID (352) 623-2600
- 4. HOT DESKING PIN (1234)
- 5. Internal Extension (3002)
- 6. Voicemail to Email (ON)
- 7. CONFERENCE PIN (3214)

NOTE: Changes to your Station account information must be made by your administrator's Core account and not directly within this application.

CALL HISTORY

This Call History Widget shows you the call history of your device user with the following information about those calls:

1. Start Date - This will display a calendar picker and will allow you to select a start date to filter calls by.
2. End Date - This will display a calendar picker and will allow you to select an end date to filter calls by.
3. Call Direction Filter - Choose to display inbound calls only, outbound calls only, or both.
4. Search Bar - Search the call history by caller ID name or number.
5. Apply Button - Hitting this button will apply any filters/dates that you have specified.
6. Date - Date the call was made/received displayed in MM/DD/YYYY
7. Time - The time of the call.
8. Direction - This field displays if the call was inbound or outbound.
9. Telephone number - This field displays the number you dialed or the number that called you depending on the call direction.
If the call was inbound and had a caller ID name, the caller ID name will be displayed after the telephone number
10. Call Duration - This field will display how long the call lasted.

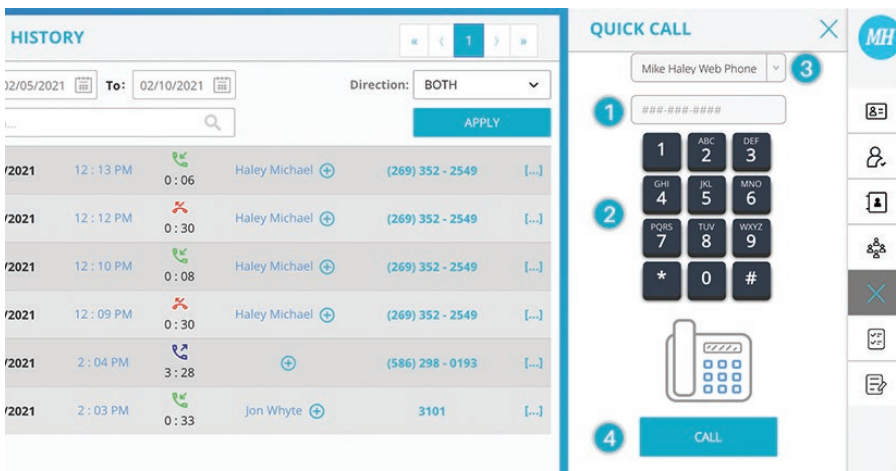


QUICK CALL

The Quick Call Widget allows you to easily initiate a call. Using the quick call will initiate a call to your specified device; picking up that call will then initiate a call to the number you placed in the number box

1. Number Box - You can input the number or user extension that you want to call.
2. Dial Pad - Dial the number or user extension that you want to call.
3. Phone Select Dropdown - This dropdown box will allow you to select which one of your device will be used to make the call.
4. Call Button - Hitting this button will initiate the call.

NOTE: Webphone must be enabled within your administrator's Core account.



CALL ROUTING

The Call Routing Widget will show you all of your device user call routing settings. From here you can change where calls go, how long they ring for, setup a time of day, etc.

1. Type - This is the type of phone (VoIP Phone, Outside Phone, Fax Device, Mobile App, etc).
2. Device Name - This is the name of your device.
3. Device/Equipment - This is an informational field that will tell you what your devices manufacturer and models are.
4. No Answer Route Calls To - This is where calls will go if you do not answer them.
5. Busy Route Calls To - This is where calls will go if you are busy and unable to answer the incoming call.
6. Find Me Follow Me - This is a toggle that will change the page if enabled. See below.
7. Save Button - Pressing this button will change your settings.

FIND ME FOLLOW ME SETTINGS

Find Me Follow is an advanced feature that allows a user to take control over how a call comes into them. With Find Me Follow Me (FMFM) enabled, a user can decide which devices ring, how long per device, and in what order. This allows you, for example, to have one device ring for 20 seconds, and then have your cell phone ring after the first phone is done for another 20 seconds. Turning on FMFM will change the settings that you see on the call routing page. Below you will see the difference in the page.

1. Device Type - This will be a VoIP phone, outside line, or fax device.
2. Device Name - This is the name of the devices that are assigned to you.
3. Start Time - This is when to begin ringing a device. In the below screenshot the first device will ring from 0-20 seconds.
4. End Time - This is when the device will stop ringing. In the below screenshot the first device will ring from 0-20 seconds.
5. Equipment - This is an informational field that will display the device model and manufacturer.
6. Enabled - This is a toggle that will determine if a device is set to ring at all.
7. No Answer Route Calls To - This is where a call will go if you do not answer it on any device.
8. Busy Route Calls To - This is where a call will go if you are busy and unable to answer the call on any device.
9. Find Me Follow Me - This is a toggle that will turn FMFM off or on.
10. Time Based Routing - This gives you the option to set a time frame on when you can and cannot be reached.
11. Save Button - Clicking this button will save your settings.

CALL ROUTING

1 TYPE	2 DEVICE NAME	3 START	4 END	5 DEVICE/EQUIPMENT	6 ENABLED
	MIKE HALEY WEB PHONE	0	15		<input type="checkbox"/>
	MIKE HALEY MOBILE APP	0	15	SCOUT App	<input type="checkbox"/>
	No Answer Route Calls To:	7		Vicemail	Mike Haley
	Busy Route Calls To:	8		Vicemail	Mike Haley

11 SAVE

10 Time Based Routing: ☐

9 Find Me Follow Me: ☒

TIME BASED ROUTING

Time Based Routing is part of FMFM. Turning on FMFM not only changes the settings on the page, but also unhides the time based routing toggle. Turning this on will unhide two other fields called "Outside Timeframe" and the gear icon. Below is a screen shot and description of how to use time based routing.

As you can see in the screenshot, turning on Time Based Routing displays an outside timeframe option. This field will be used if a call comes in during your after hours.

Turning on Time Based Routing also unhides the gear icon. Clicking the gear will take you to the Time Based Routing page.

Busy Route Calls To:

1 Outside timeframe*:

2 SAVE

Time Based Routing: ☒

Find Me Follow Me: ☒

SETTINGS GEAR ICON

Clicking the gear icon will take you to the page below. Here you have a few fields and options. They are:

1. Timeframe - Choose what day will be inside or outside of the timeframe.
2. Day - Day of the week.
3. Start - This is the start time for your hours during a specific day.
4. End - This is the end time for your hours during a specific day.
5. Back Button - Clicking this will take you back to the phone page.

TIME BASED ROUTING 5 BACK

TIMEFRAME 1	DAY 2	START 3	END 4
<input checked="" type="radio"/> Inside	MONDAY	09:00 AM ▾	05:00 PM ▾
<input checked="" type="radio"/> Inside	TUESDAY	09:00 AM ▾	05:00 PM ▾
<input checked="" type="radio"/> Inside	WEDNESDAY	09:00 AM ▾	05:00 PM ▾
<input checked="" type="radio"/> Inside	THURSDAY	09:00 AM ▾	05:00 PM ▾
<input checked="" type="radio"/> Inside	FRIDAY	09:00 AM ▾	05:00 PM ▾
<input type="radio"/> Outside	SATURDAY		
<input type="radio"/> Outside	SUNDAY		