WESTCOAST CLOUD VOICE
powered by **Blueface**

RING ELEMENT
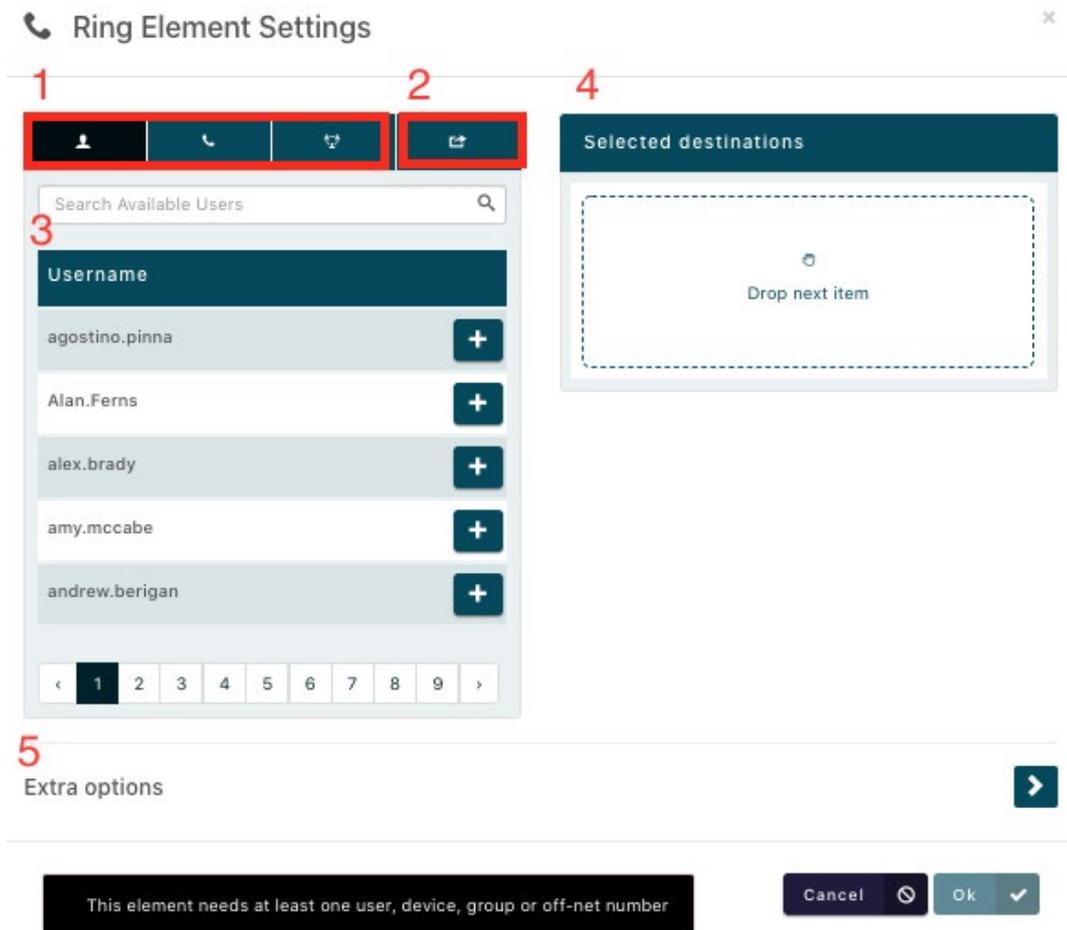
RING ELEMENT

RING ELEMENT CALLFLOW

'Ring' is the basic callflow element that is usually used for a direct line or extension number. It may also be used in an office where all incoming calls direct to one user or device only, or to forward calls to an off-net number such as a mobile phone or another landline number.

CONFIGURING A RING CALLFLOW

To begin configuring a ring callflow, access the callflow section of the UC portal 'Phone > Callflows' and click on the **'Create new callflow +'** button. From the table of elements on the right side, drag the ring element into the callflow designer.
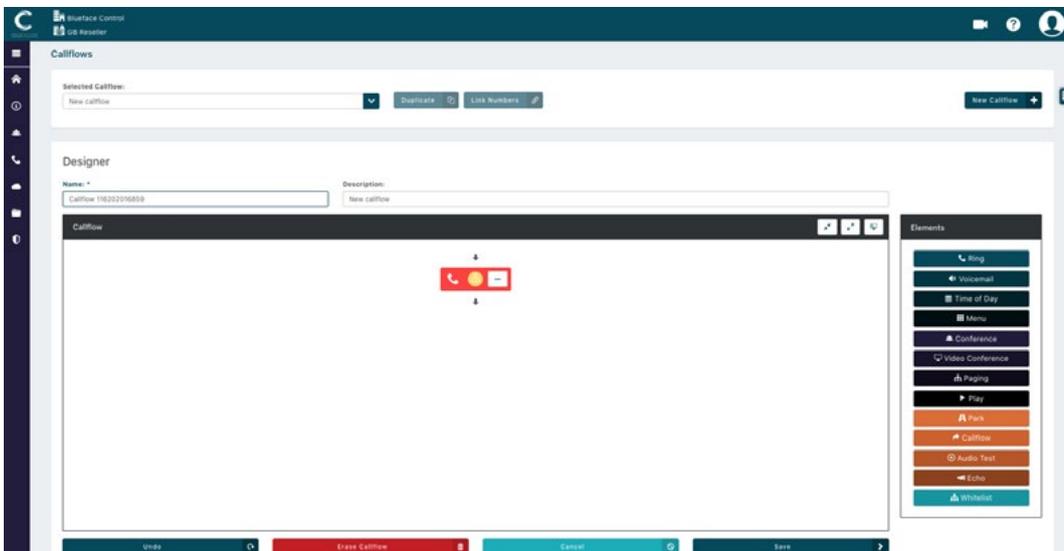
Begin configuring ring options by clicking on the **'...'** on the ring element, followed by **'Settings'**. If done correctly, the **'Ring Element Settings'** window will display.

1. Endpoint tabs	Tabs 1, 2 and 3 allow you to choose from users, devices or groups as an endpoint
2. Off-net number tab	Tab 4 allows you to set an off-net number, such as a mobile number, as an endpoint
3. Endpoints list	Tabs 1, 2 and 3 will show a list of available users, devices and groups on your account which can be set as endpoints by clicking on the **'+'** to add them to the selected destinations. Tab 4 allows users to enter an off-net number as an endpoint
4. Selected destinations	Selected users, devices, groups and off-net numbers will appear here when selected
5. Extra options	Clicking **'>'** will populate a list of extra options which can be applied to the ring element

After reviewing your ring endpoints, click **'OK ✓'** to return to the designer and continue adding to this callflow. Additions, for example, could possibly be a voicemail or click **'Save'** if you are happy with callflow configuration. Name and describe your callflow before exiting for quick reference.

RING ELEMENT STRATEGIES

As more endpoints are added, a 'Ring Strategy' dropdown menu will display with four different options. Each of these strategies is explained below.

The above configuration rings all destinations at the same time for 20 seconds.

The above configuration rings each destination, one by one, for 8 seconds each.

The above configuration rings all destinations at random for 8 seconds each, ending after 20 seconds.

The above configuration rings every destination one by one for 10 seconds, beginning again at the first destination. This process will last for 56 seconds.

Note: Endpoint order can be altered under **'Selected Destinations'** by dragging and dropping.

EXTRA OPTIONS

As mentioned above, by clicking on the **'>'** to the right will reveal **'Extra options'** pictured below.


1. Broadcast media	Allows you to set a short piece of audio that will play to both the caller and callee when an inbound call is answered. The audio plays for both parties and once it has completed, the callee may begin speaking to commence the call
2. Ringtone pattern	There are five ringtone patterns to select from. Ringtone patterns are used to distinguish between internal and external calls and identifying key callers
3. Caller display	Caller display enables the user to add a caller ID name (which can be displayed on IP phones who receive the call) to their callflow ring elements.
	Default – this is the default option, and all existing callflows will use this option. When this option is selected, we don't send a caller ID name, but the caller ID number is displayed (you will see 'anonymous' for the caller ID number if the CLIR is enabled).
	• Contacts lookup: if this option is selected, we will look at the user's contacts to see if the incoming phone number is already stored in the customer's contacts. If it is, we will display the contact's first and last name
	• If the callflow design means that the call is not sent to one specific user, we'll look up the customer contacts that are shared among all of the targeted users
	• Custom: you can hard-code a name for calls that come through the callflow
	Example: name a callflow branch MD sales or FL support.
	Please note: This option features a free-text field. The input text displays in the caller ID name field when the device linked to this callflow is called.
	• Called number: here you can pass the number that the caller dialled in the caller ID name field. An excellent feature to help distinguish who your caller is trying to reach.
	Example: a caller from 018887777 calls 015242000.
	• Caller ID name: 015242000
	• Caller ID number: 018887777
4. Caller privacy	Caller privacy determines how contacts are displayed when calling you in the following ways:
	• Default: the chosen default caller ID settings will display, whether it is a set caller ID or anonymous
	• Always anonymous: caller ID will display as anonymous
	• Called number: displays the number the caller dialled to reach you instead of their caller ID or anonymous

The image below shows the difference between caller display and caller privacy. This scenario is set to caller display: customer and set the top line caller display to incoming call. We have entered **'Caller Display'** in the free-text box, caller privacy has been set to called number.
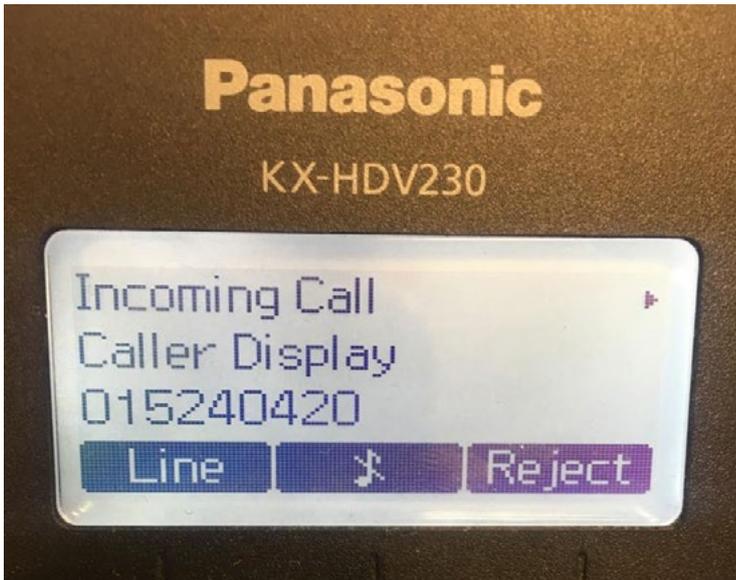
Please note: be sure to link your new ring element callflow to a number to complete activation.

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**