Instructions for managing services

Coloured numbers+

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Obsah

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Glossary

A, B, C	A – calling party number (caller) B – called party number (callee), Service Access Number C – translated number (destination)	A – číslo volajícího B – číslo volaného, Barevné číslo C – cílové číslo
HNS	Hosted Numbers' System	Systém hostovaných čísel
SAN	Specialty Access Number	Speciální přístupové číslo
IMS	IP Multimedia Subsystem	Multimediální IP subsystém
IN	Intelligent Network	Inteligentní síť
ISC	IMS Service Control	Řízení služeb IMS
IVR	Interactive Voice Response	Interaktivní hlasová odpověď
IVM	Interactive Vocal Menu	Interaktivní hlasové menu
MRF	Media Resource Function	Funkce mediálního zdroje
MSISDN	Mobile Station Integrated Services Digital Number	Digitální číslo integrovaných služeb mobilní stanice
PIN	Personal Identification Number	Osobní identifikační číslo
SIP	Session Initiation Protocol	Protokol zahájení relace
SL	Service Logic	Servisní logika
SMS	Short Message Service	Služba krátkých zpráv
SSO	Single sign-on	Jednotné přihlášení
TMCZ	T-Mobile Czech Republic a.s.	T-Mobile Czech Republic a.s.

1. General information

1.1. Overview

This user guide describes the functionality of the graphical user interface (GUI) for managing the Color Numbers+ services.

For the purposes of this document, it is referred to as the HNS GUI. It allows you to perform management actions specifically related to the Colour Numbers+ services. It also describes the configuration management capabilities of the service.

The data shown in the screenshots is test data only. They do not reflect customer data in any way and are only used to demonstrate the capability of the HNS GUI.

1.2. Access

For customer access, the GUI interface is available via https protocol at:

- https://hns.t-mobile.cz

1.3. Browser compatibility

The HNS GUI is fully compatible and tested with the following browsers:

- Firefox – 4 and newer major versions
- Chrome – 4 and newer major versions

For other versions of Chrome and Firefox, the GUI may work, but full compatibility is not guaranteed. For other browsers (e.g. IE, Edge, Safari), the GUI may work, but full compatibility is not guaranteed.

2. General interface elements

2.1. Login

2.1.1. Login view

The login to the portal (HNS GUI) for managing the Colour Numbers+ services uses the same login details as for logging into the Moje firma portal.

If the user is successfully authenticated, their login name and language selection is displayed in the top right corner.

2.1.2. Change password

Password change is fully controlled by SSO mechanisms. Access data cannot be changed in the HNS GUI. If you need to change your password, make the change in the Moje firma portal.

2.2. Dashboard

2.2.1 Main view

The default view that appears after a successful login to the HNS GUI.

2.2.2. Header

The HNS GUI header contains:

- Choice of language
- User profile button
- Logout button

2.3. General area

The space in the middle of the screen is "General Area". For example, the SAN view.

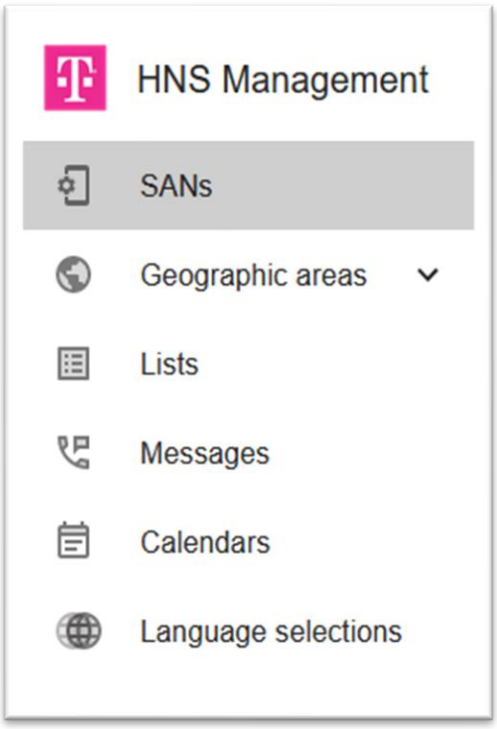
2.4. Navigation bar

The navigation bar provides different views identified with specific tabs. Some cards are grouped.

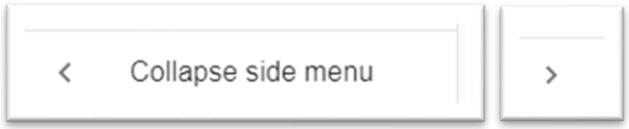
The following tabs are available for the HNS GUI:

- SAN
- Geographical areas
  - Areas
  - Distribution of areas
- Lists
- News
- Calendar
- Language selection

All available menu options are displayed in the navigation bar on the left side of the screen.



The navigation bar can be collapsed or expanded using the button at the bottom of the bar. After collapsing, only the icons for the cards are visible.



2.5. List view and individual item view

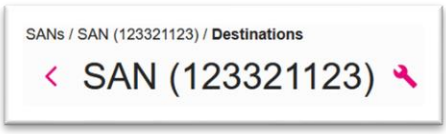
There are two common types of views:

- List View: displays a list of all items on the selected tab with some basic information.
- View single item: displays the details of the selected item with all available information. Some fields can be dynamically hidden depending on the values in other fields.

2.6. Special features in all aspects

There are some common elements that can be seen/used in all views.

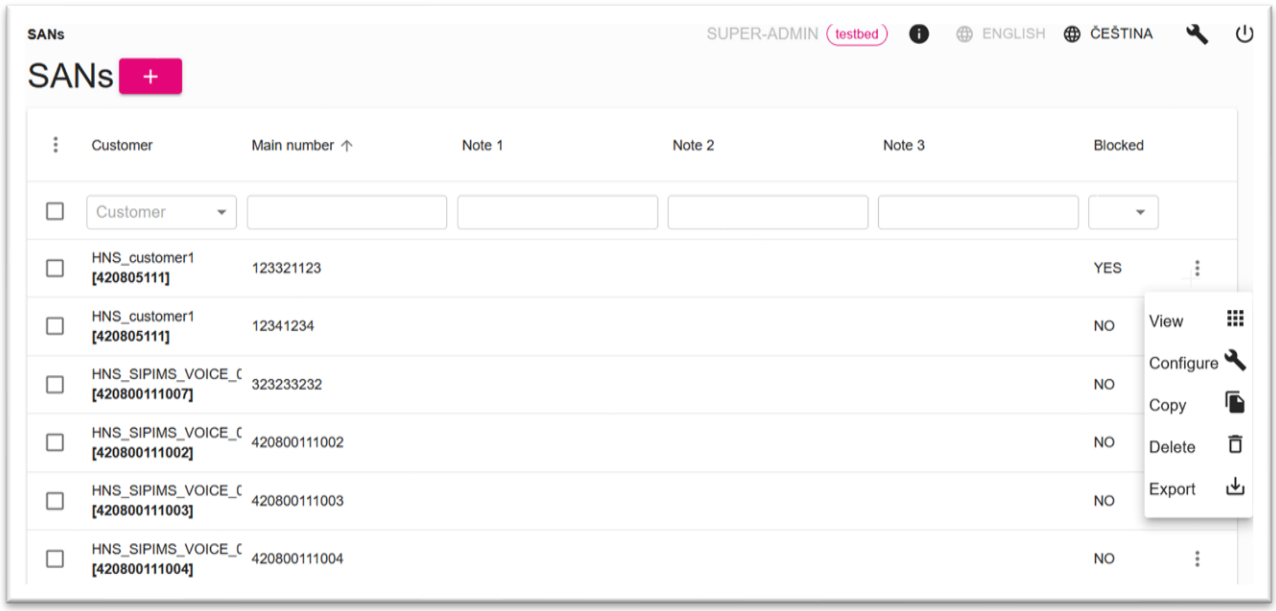
2.6.1. Back button



After clicking the Back button, the user will be redirected to the last visited page (it works like the Back button in the browser). Changes will not be saved. It is visible in the individual item view to get back to the list view.

2.6.2. Context menu with one entry

After clicking on the context menu on the right (three dots), a list of available items will appear.

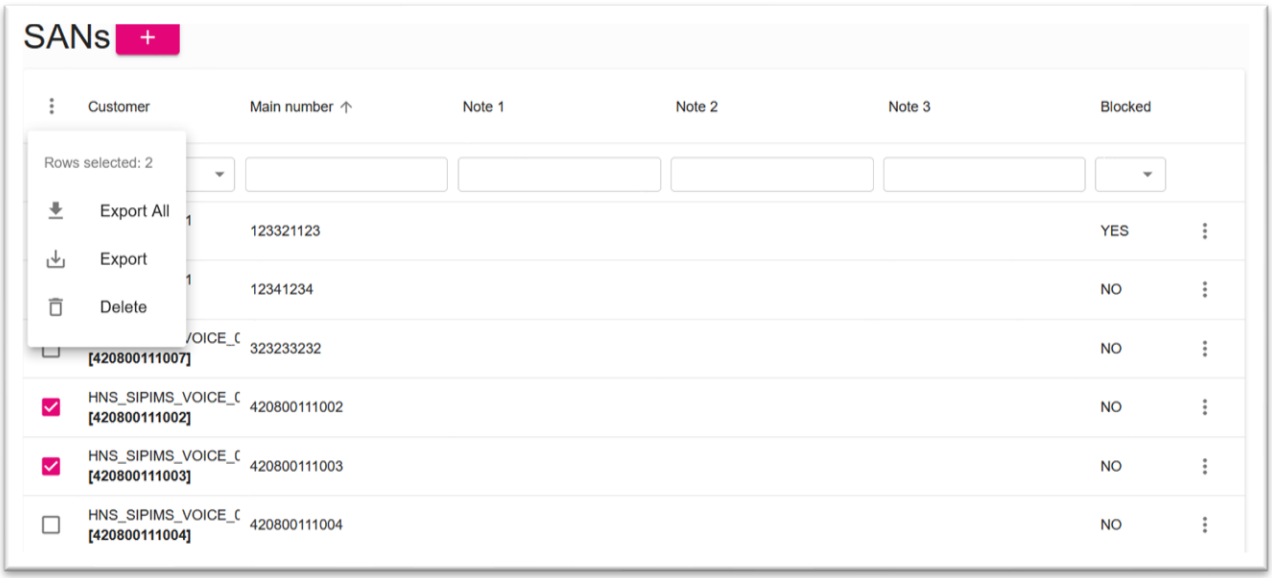


The following options are available in the context menu:

- Edit – to enter the display of individual items. In this view, the user can edit the values of fields that can be edited - if some of them are not enabled - the field value is greyed out. Changes to fields that can be changed must be confirmed with the Save button.
- View – to enter the record view without being able to edit any fields.
- Export – downloads data in CSV format.

2.6.3. Table header context menu

After clicking on the context menu in the header of the table on the left (three dots), a list of available items will appear.



Menu options and features are as follows:

- Export All - to export all items in the table regardless of selection.
- Export – to export selected items.
- Delete – a confirmation dialog is displayed to delete the selected records.

Items can be marked and unmarked by clicking the check box to the left of each item in the list view. Some options are only active if at least one record is checked.

The export provides the data of a particular record in a flat file in CSV format. After clicking on it user can download all/marked records. A CSV file with records can be downloaded or opened. The CSV format allows data to be exported as a comma-separated list with the first line containing the header names.

CSV export example:

```
id,name,prefix
1,area1,420603
```

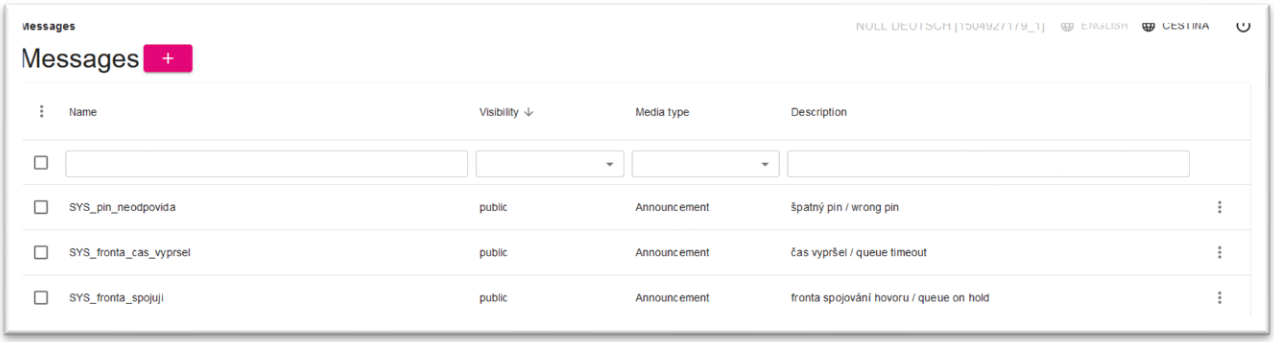
2.6.4. List pagination

When the total number of records is greater than the actual number of records displayed on the page, the list view automatically supports pagination, dividing the number of displayed records by the value selected from the drop-down list. The pagination panel is located at the bottom of the list view.

Pages can be switched with the left and right arrows. If there are no more pages to switch to, the corresponding button becomes inactive. It is also possible to go directly to the last or first page.

2.6.5. Filtering and sorting

The records in the list view can be filtered using the fields available in the table header.



There are two types of search fields: dropdown and text. The desired value is selected for the drop-down list. A full or partial string is entered for the text area. In addition, there is support for basic regular expressions with the following variables:

- % - any string of any length
- _ - any character of length 1

Examples:

1 *Search all SANs with major number starting with 420800 -> regex = 420800%*
2 *Search for all SANs with a major number that ends with 111 -> regular expression = %111*
3 *Search all SANs with prime number and list all digits –> regular expression = 420800111234*

The records in the list view can be sorted using the fields available in the table header.

All items in the list view can be sorted in ascending or descending order by numerical values (highest/lowest numbers), alphabetically, or by a specific enumeration order.

To sort all displayed records according to a given column, the user must click on the column header. The arrow displayed next to the header indicates whether the results are sorted in descending (down arrow) or ascending (up arrow) order.

3. Views

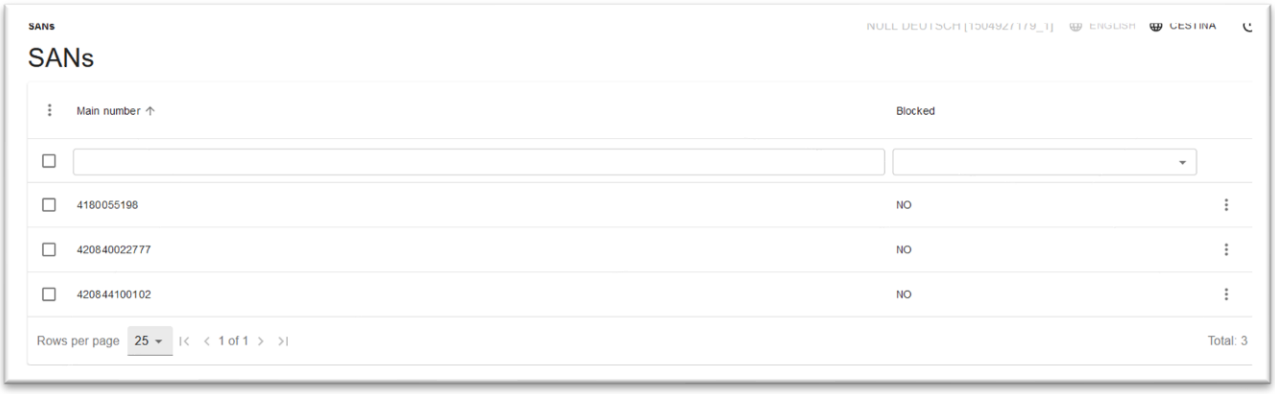
3.1. SAN

3.1.1. Overview

SANs are service access numbers, a key object of the HNS service.

3.1.2. List of views

The single-item view displays the basic parameters of a given object item.

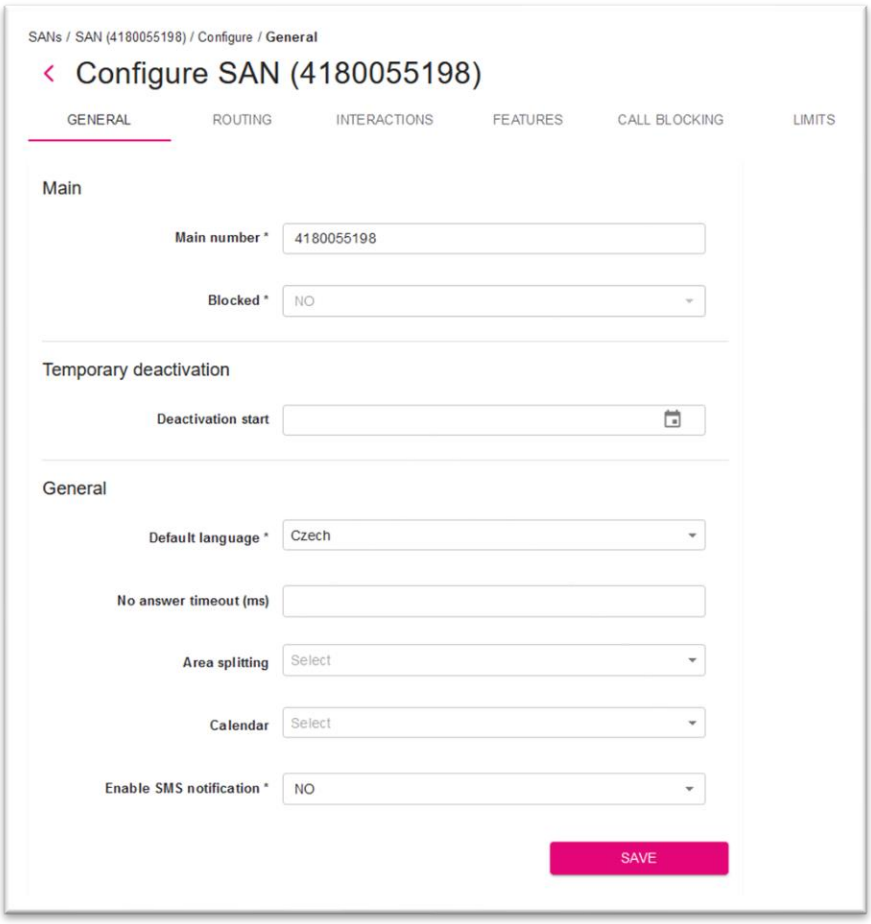


3.1.3. View of one record – Configure, change parameters

The Configure view is a more advanced single-item view with all parameters available after the SAN is created.

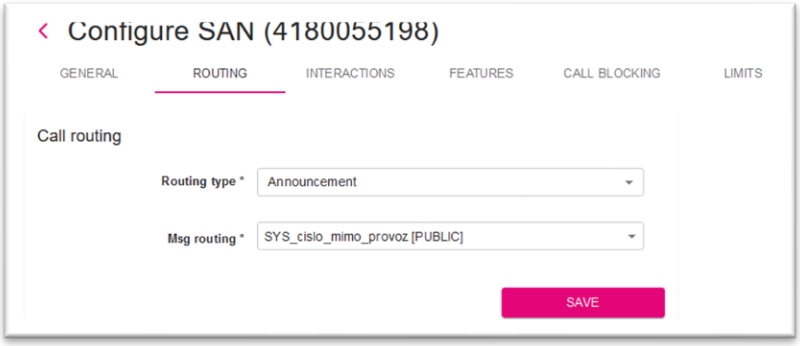
3.1.3.1. General tab

This tab contains the basic settings for the SAN.



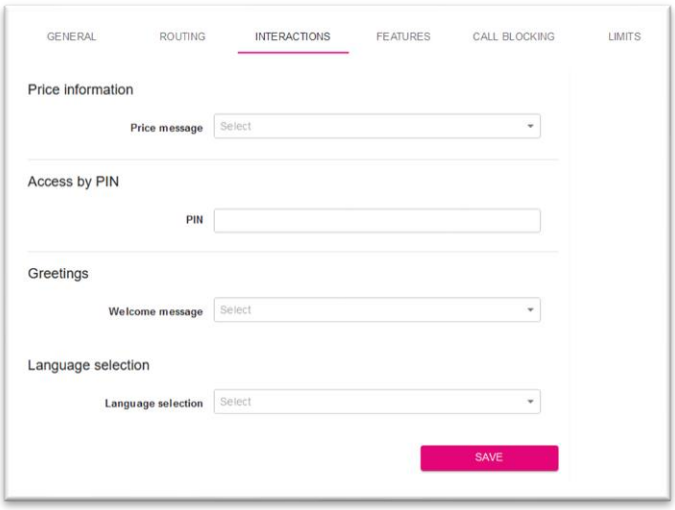
3.1.3.2. Routing tab

This tab contains configuration settings related to the desired call routing.



3.1.3.3. Interaction tab

This tab contains configuration settings related to redirecting user interactions required for a particular SAN.

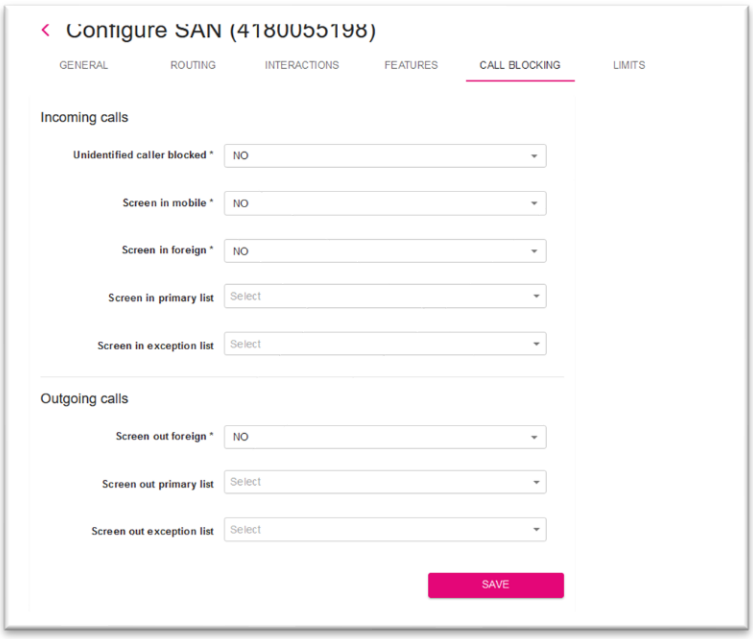


3.1.3.4. Features tab

This tab contains configuration settings for other functions not considered elsewhere.

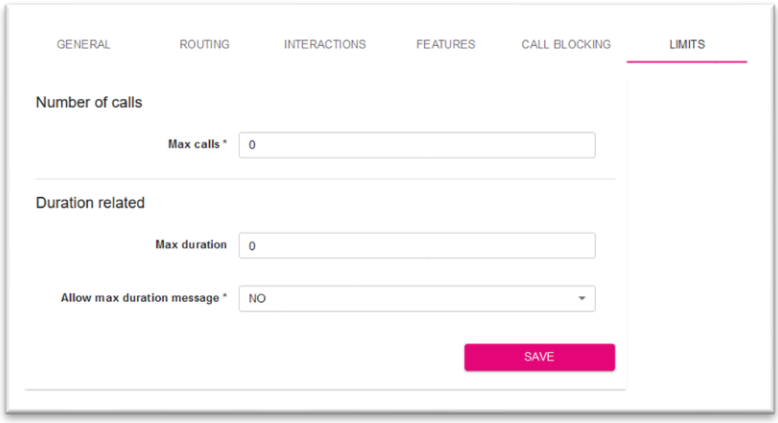
3.1.3.5. Call barring tab

This tab contains configuration settings related to SAN call filtering.



3.1.3.6. Restrictions tab

This tab contains configuration settings related to call length and call limits.



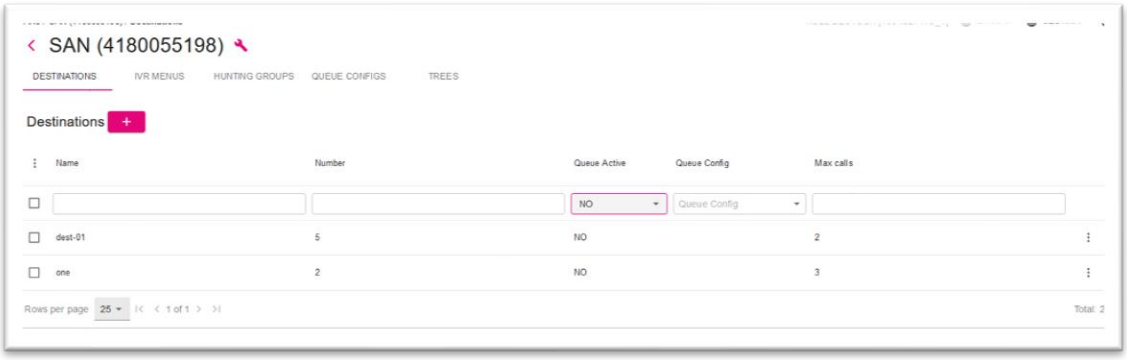
3.1.3.7. Destination

Overview

The destination represents the number to which the call can be connected.

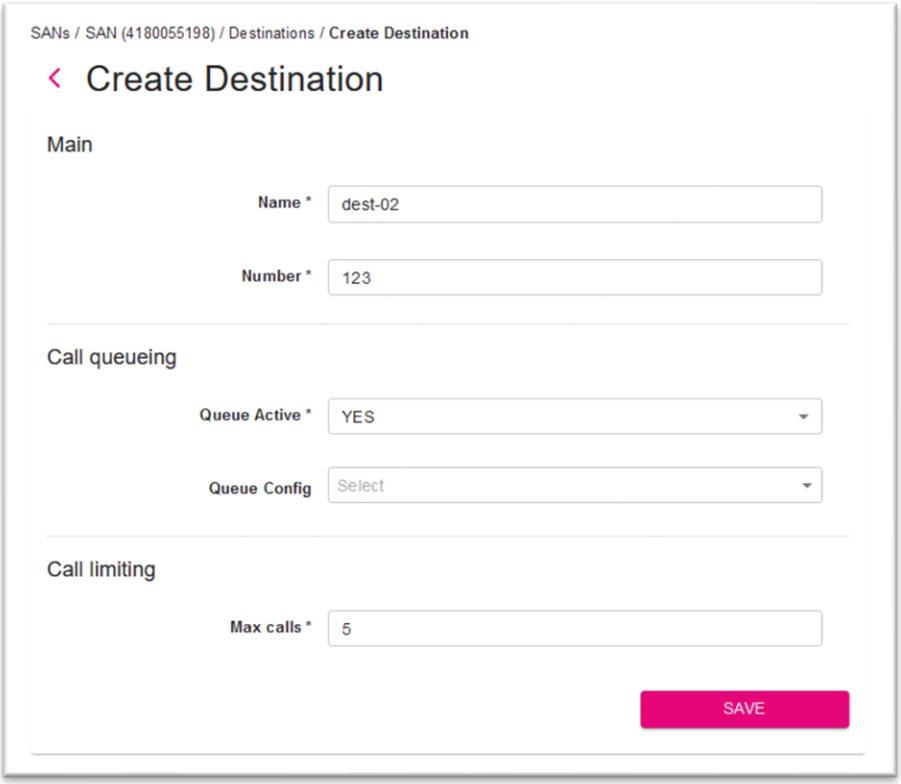
List view

Displays a list of all object items. Represents all parameters of each record.



View of a single record

Displays all parameters of the given record.



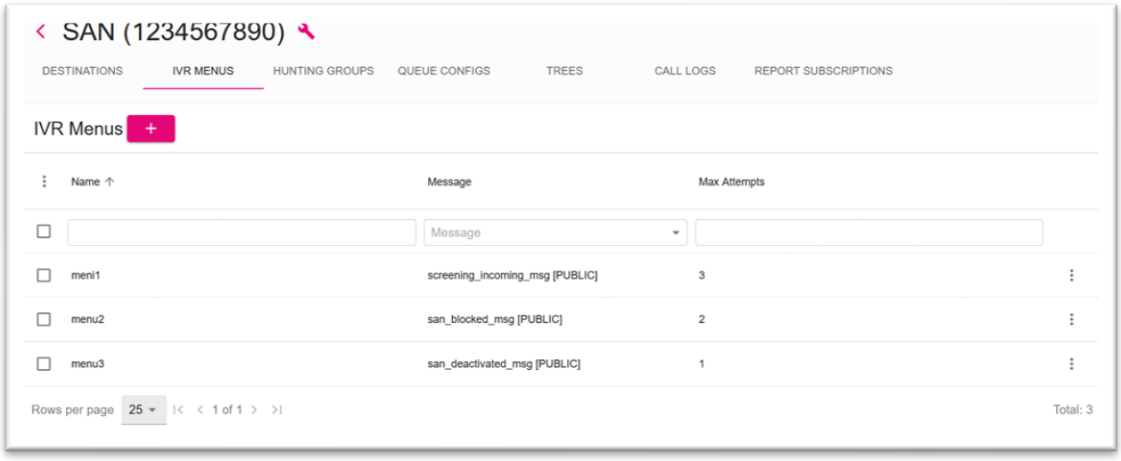
3.1.3.8. IVR Menu

Overview

The IVR Menu allows the caller to interact with the HNS through keyboard inputs in response to recorded voice messages. This tab represents the configuration related to this feature.

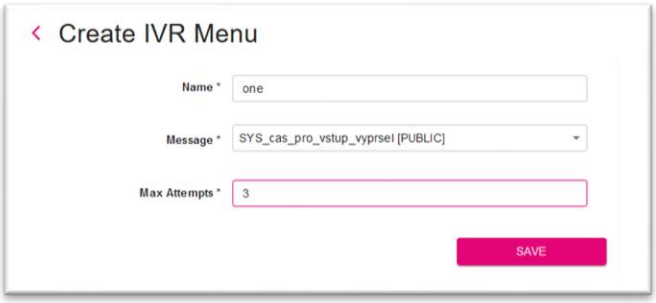
List view

Displays a list of all items. Represents all parameters of each record.

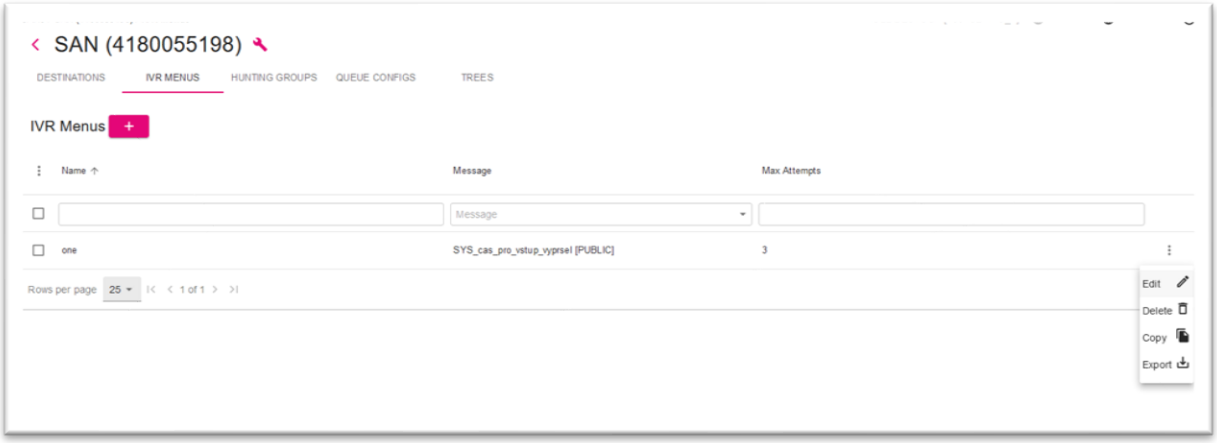


View of a single record

After creation, all the parameters of that item are displayed in the view of one item.

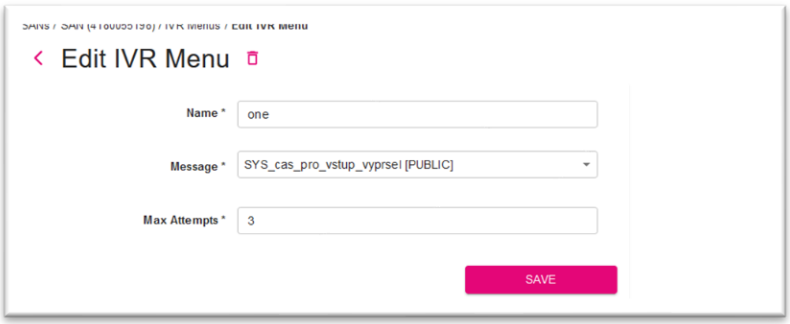


Once edited, the single item view also displays a list of user inputs.



Display a single user input

User input is a setting related to a single keyboard input and associated actions. A view with a single record shows all the parameters of that record.



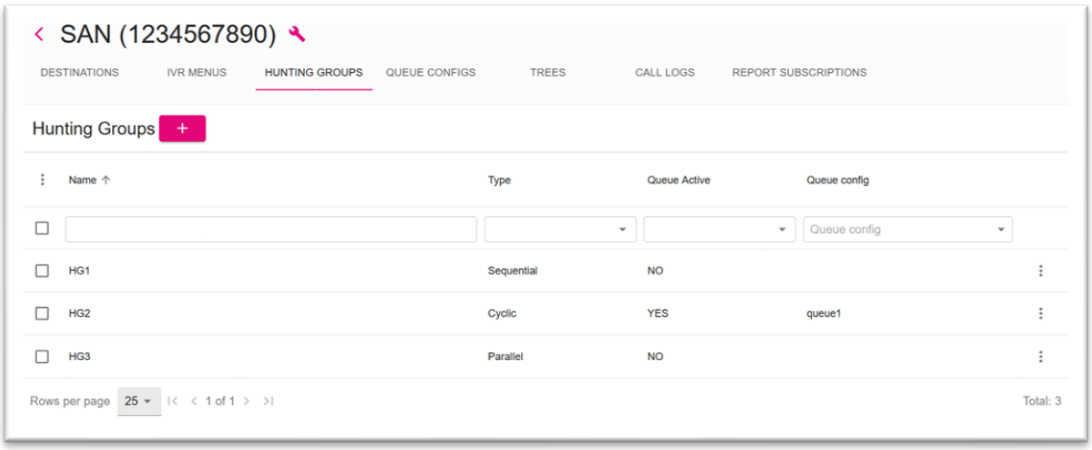
3.1.3.9. Serial Lines

Overview

Serial lines is a functionality that allows you to connect the caller to one of the member numbers of the group, selected in an already configured way.

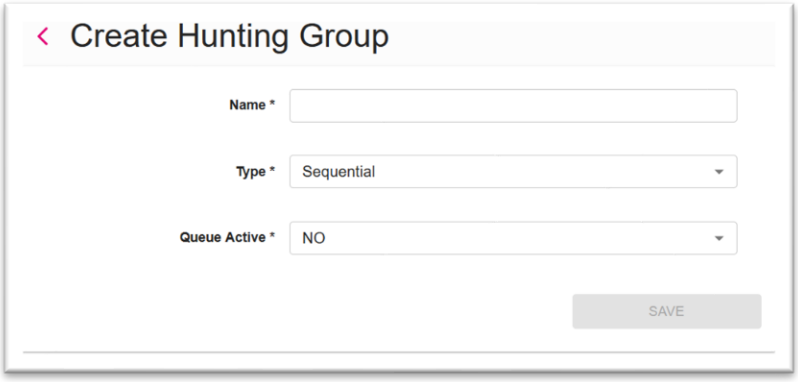
List view

After creation, all the parameters of that item are displayed in the view of one item.

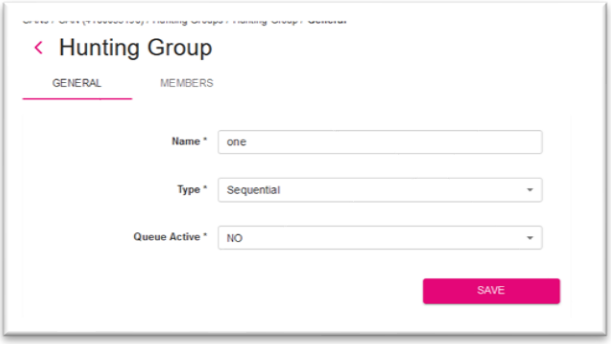


View of a single record

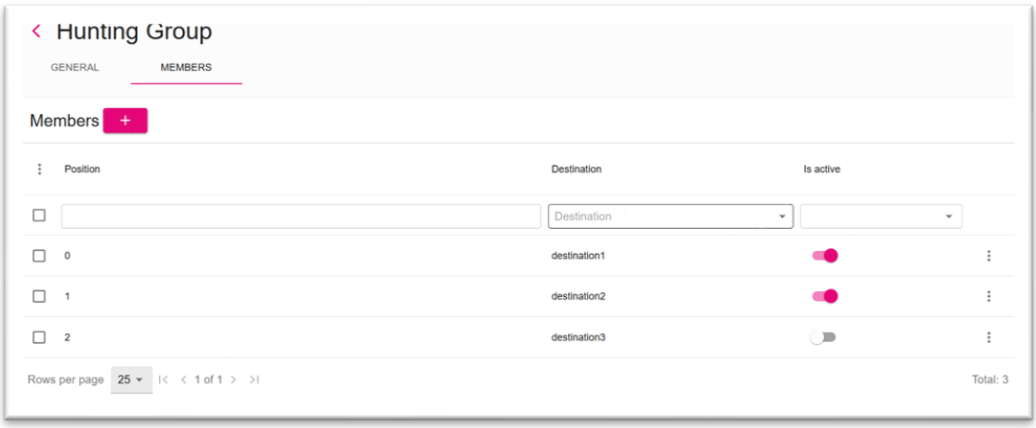
After creation, all the parameters of that item are displayed in the view of one item.



The General tab displays all the parameters of the given item.

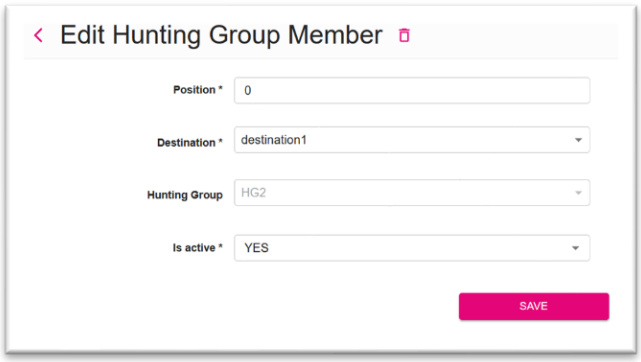


The Members tab displays all members assigned to hunt groups. Member status (active/inactive) can be switched directly from the list.



Viewing one Member

A view with a single record shows all the parameters of that record.



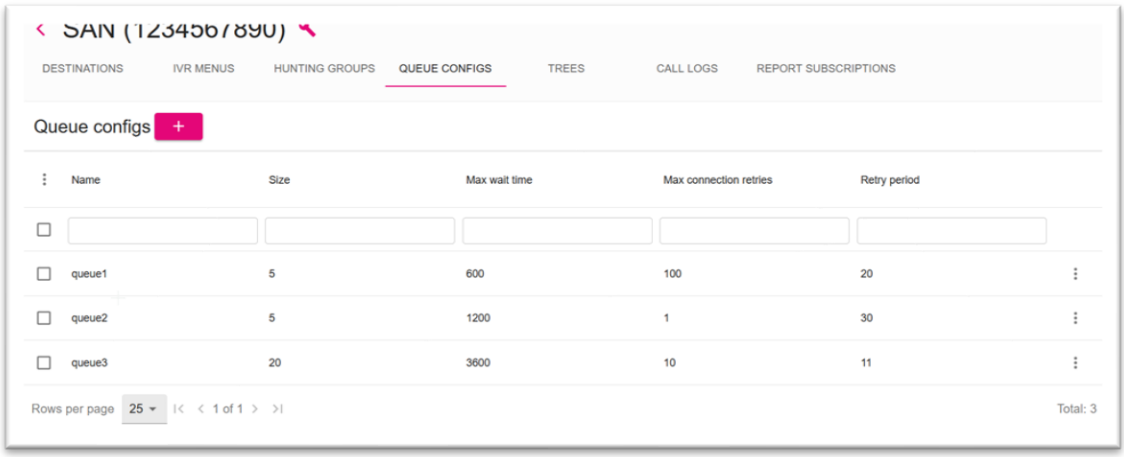
3.1.3.10. Queue configuration

Overview

Is a set of configuration parameters required for call queue functionality.

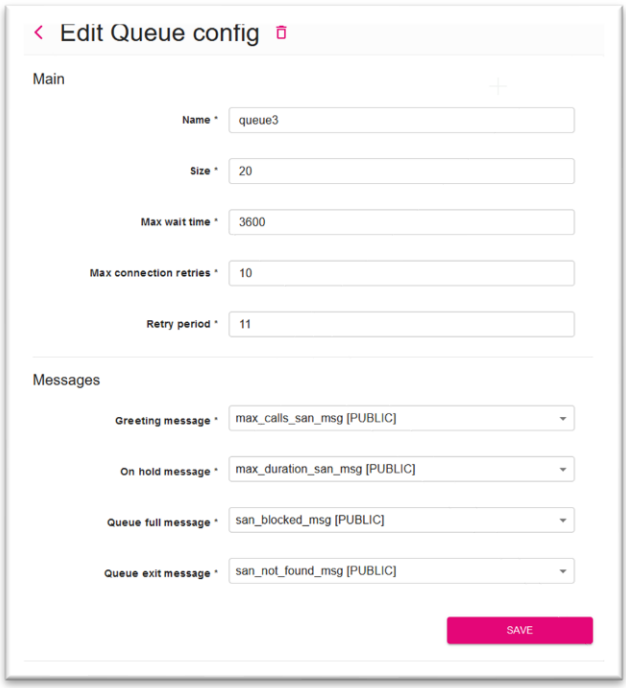
Queue configuration

The queue configuration displays a list of all items. Represents all parameters of each record.



View of a single record

A view with a single record shows all the parameters of that record.



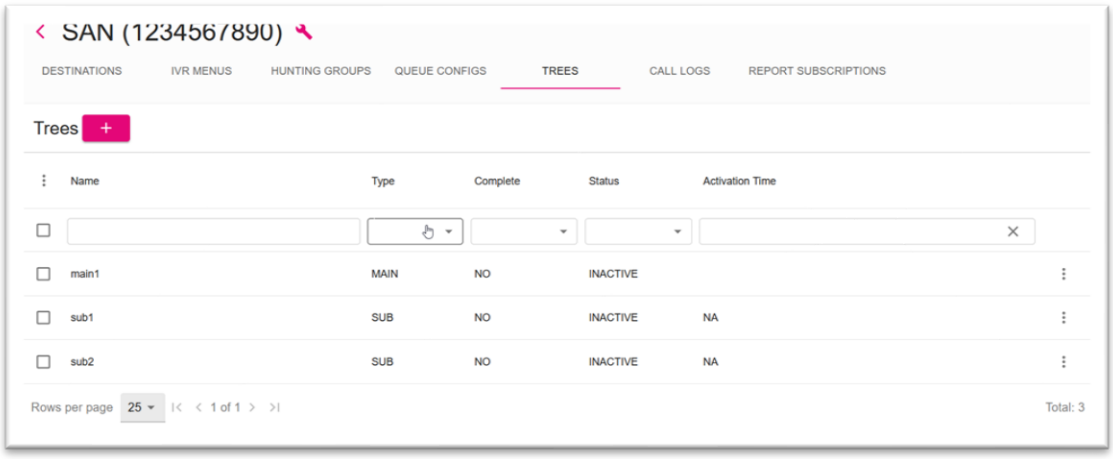
3.1.3.11. Trees

Overview

A routing tree is a graphical way to configure the possible logical routing of calls. Including the option of multiple tree blocks and the use of main trees and subtrees.

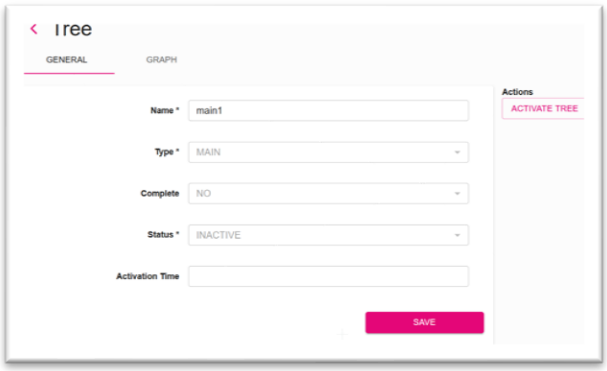
List view

Displays a list of all items. It represents the basic parameters of each record.



Single item display - General tab

On the General tab, all the parameters of the given record are displayed in a simple view.



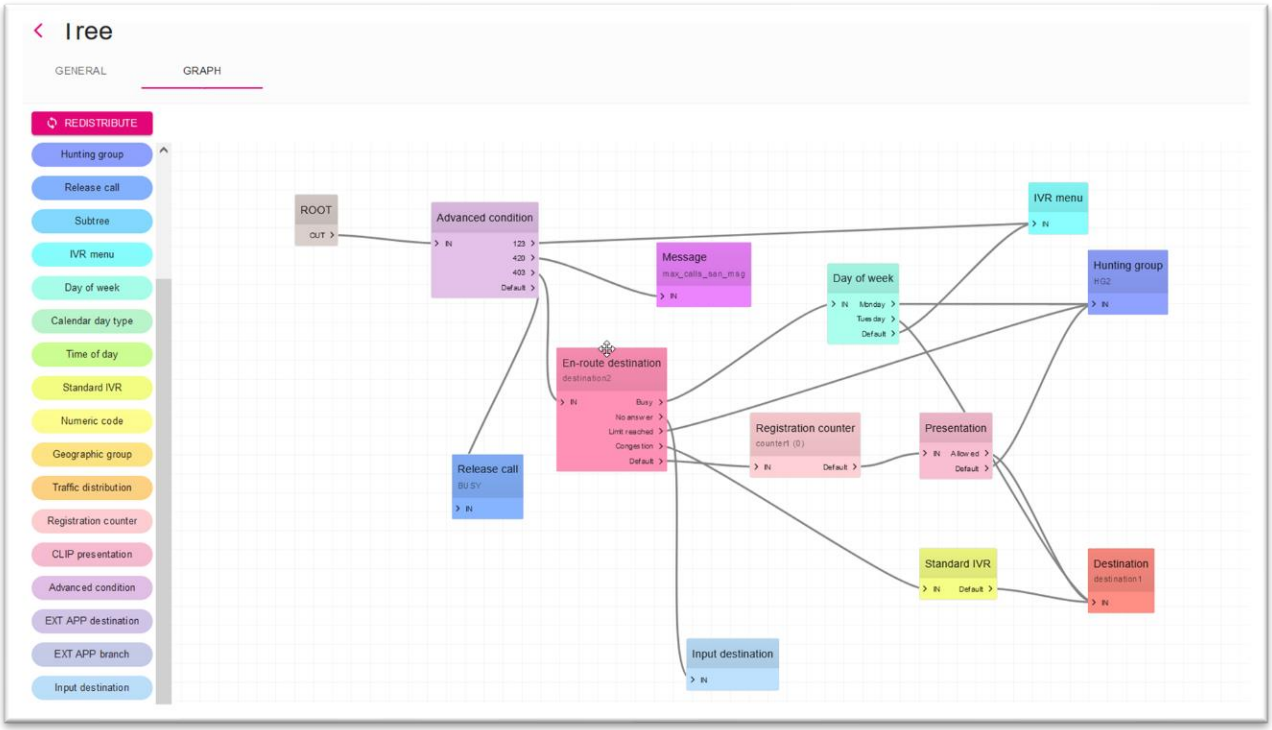
Display of one Graph item

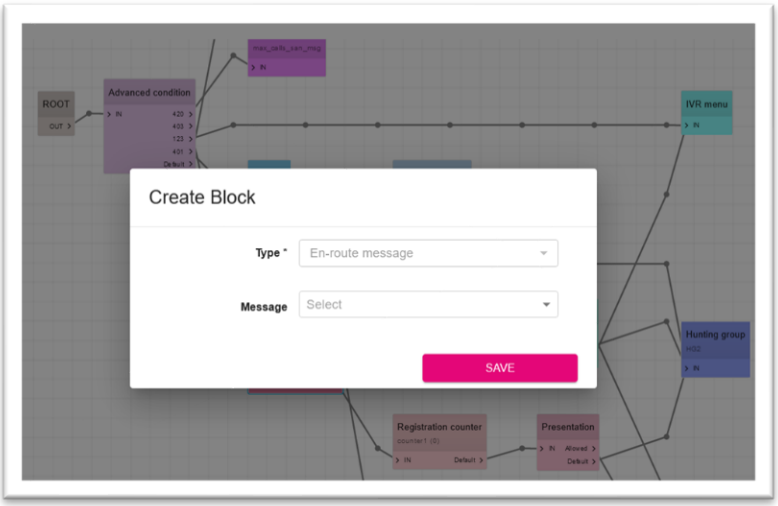
The Graph tab represents a single-entry view and allows the configuration of a routing tree, handling different block types and connecting them. Each block has its own specific function.

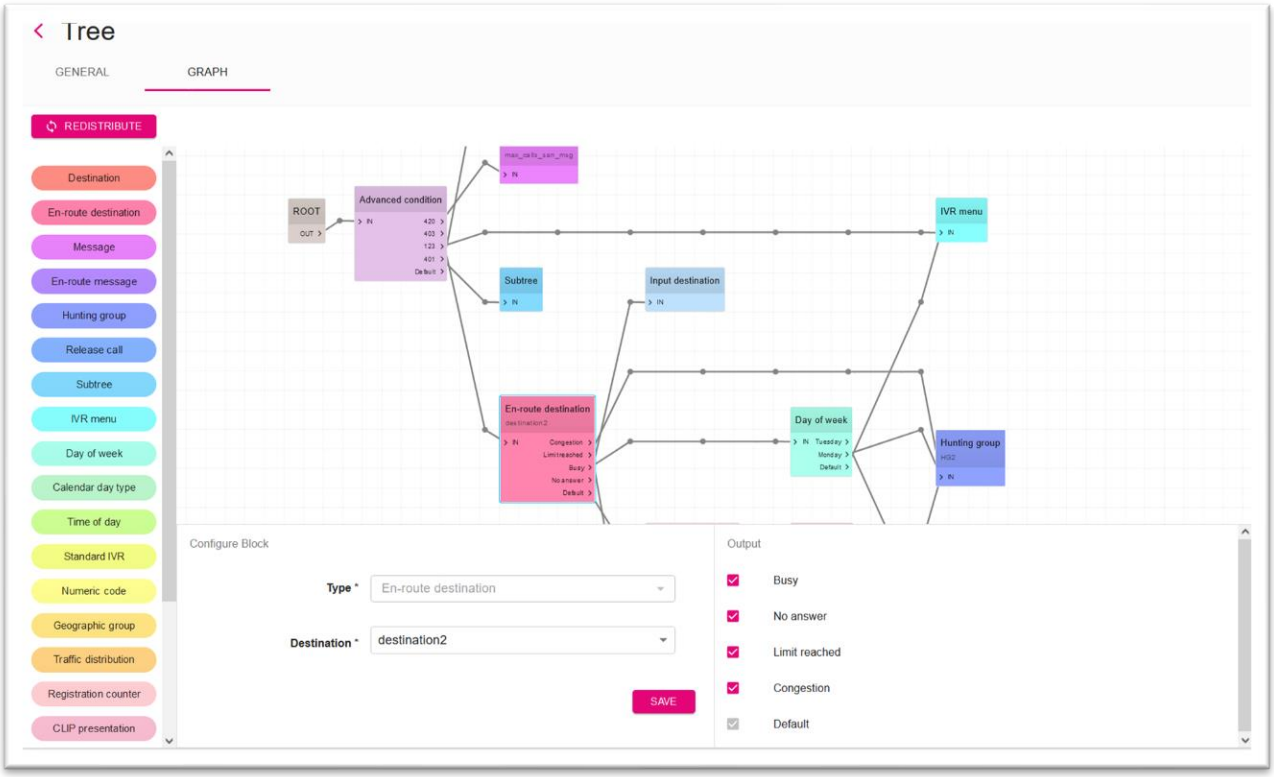
To add a block, add the desired block type from the left panel and drag it onto the desktop. If necessary, select the appropriate options. Some blocks need additional configuration after placing them on the desktop.

Connections can be selected using SHIFT + left mouse button. Both joins and blocks can be deleted with CTRL + DEL if they are selected.

Please note that all blocks must be correctly connected for the tree to be complete. A flow always starts with the root block. All outputs of the block should also be connected.






Tree
GENERAL
GRAPH
REDISTRIBUTE
Destination
En-route destination
Message
En-route message
Hunting group
Release call
Subtree
IVR menu
Day of week
Calendar day type
Time of day
Standard IVR
Numeric code
Geographic group
Traffic distribution
Registration counter
CLIP presentation
ROOT
Advanced condition
Subtree
Input destination
IVR menu
En-route destination
Day of week
Hunting group
Configure Block
Type *
En-route destination
Destination *
destination2
SAVE
Output
Busy
No answer
Limit reached
Congestion
Default

3.1.3.12. Call logs

Overview

Call logs are a list of all calls to the SAN.

3.2. Geographical areas

3.2.1. Overview

Geographic areas consist of two types of objects:

- Areas
- Division of areas

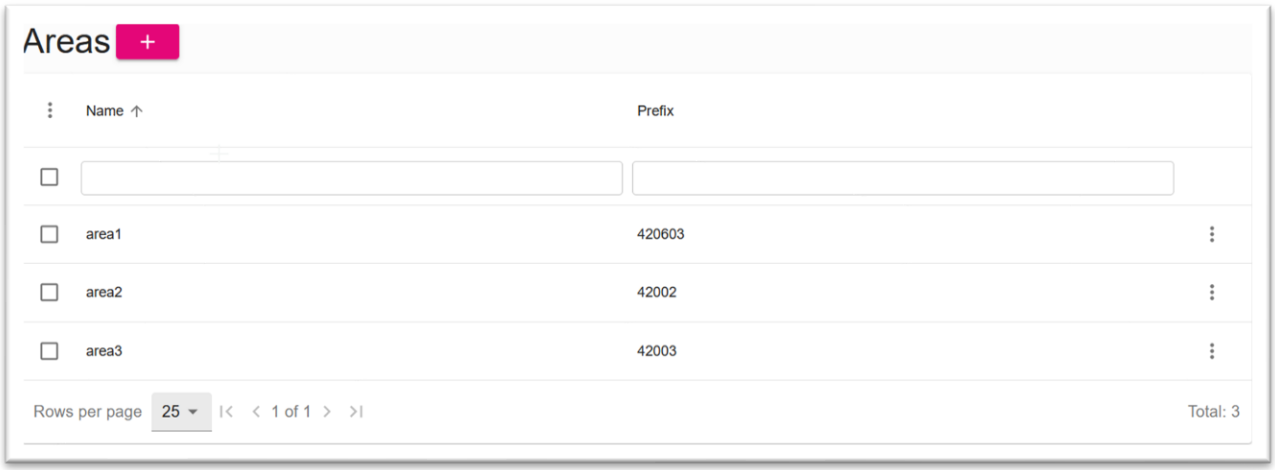
3.2.2. Areas

3.2.2.1. Overview

Areas are used to assign geographical names (prefixes). It is defined by the operator (TMCZ).

3.2.3. List view

Shows all items. Represents all available parameters of each record.



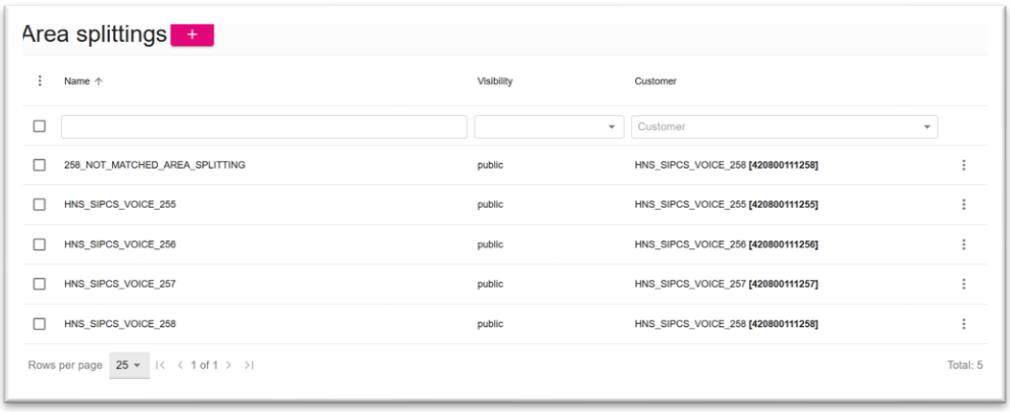
3.2.4. Division of areas

3.2.4.1. Overview

An area partition is a dictionary definition for mapping an area to a group of areas. An area partition can have one or more groups, each of which contains one or more areas assigned to it.

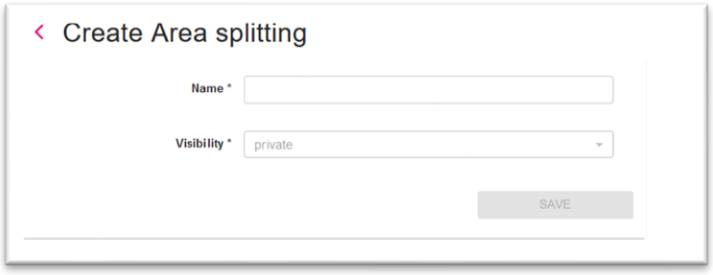
3.2.4.2. List view

Shows all items. Represents all parameters of each record.



3.2.4.3. View of a single record

Once created, all the parameters of that object item are displayed in the single item view.



After editing, a list view is also available with all child groups assigned to this object.

3.2.4.4. View a single group item

Each individual group view contains its parameters as well as the areas assigned to that group.

3.3. Lists

3.3.1. Overview

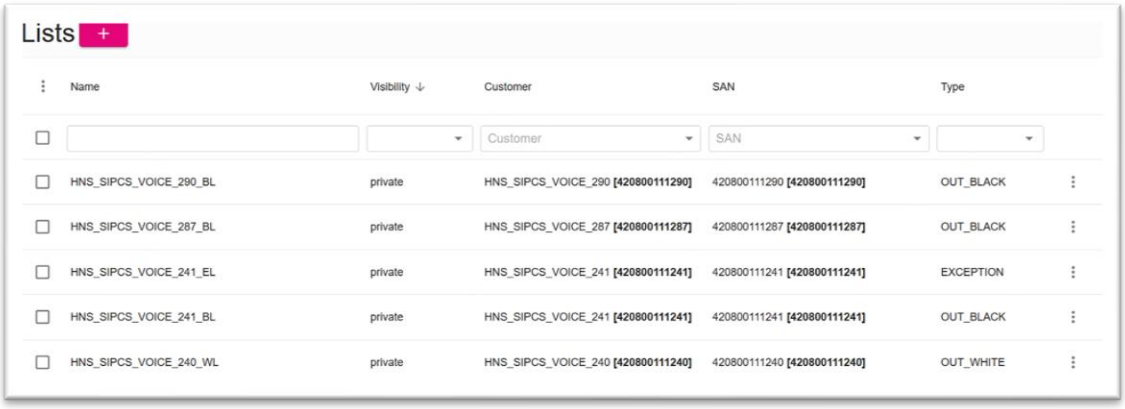
Lists are defining sets of numbers grouped together for further use within specific functions. There are six types of lists. Please note that the type can only be assigned when creating:

- IN_BLACK
- IN_WHITE
- OUT_BLACK
- OUT_WHITE
- EXCEPTION
- CUSTOM

Private lists are available for manipulation by the customer, public lists are available for assignment only.

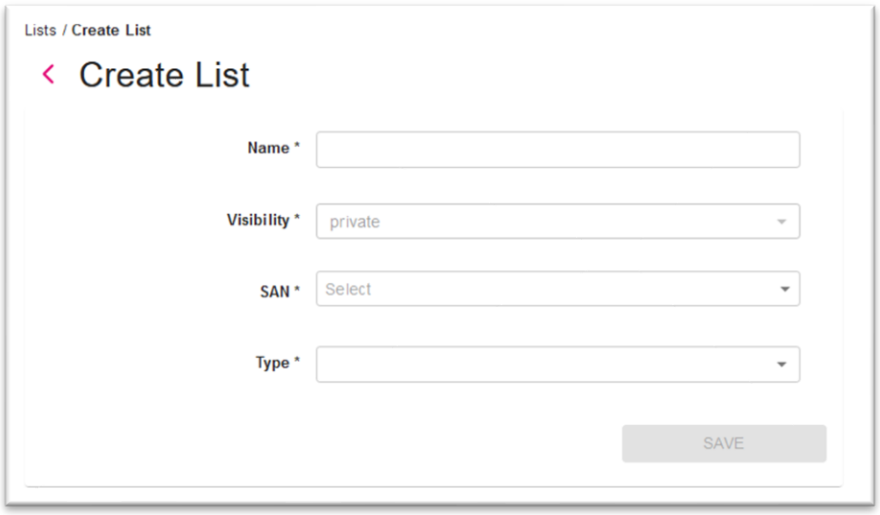
3.3.2. List view

Shows all items. Represents all parameters of each record.

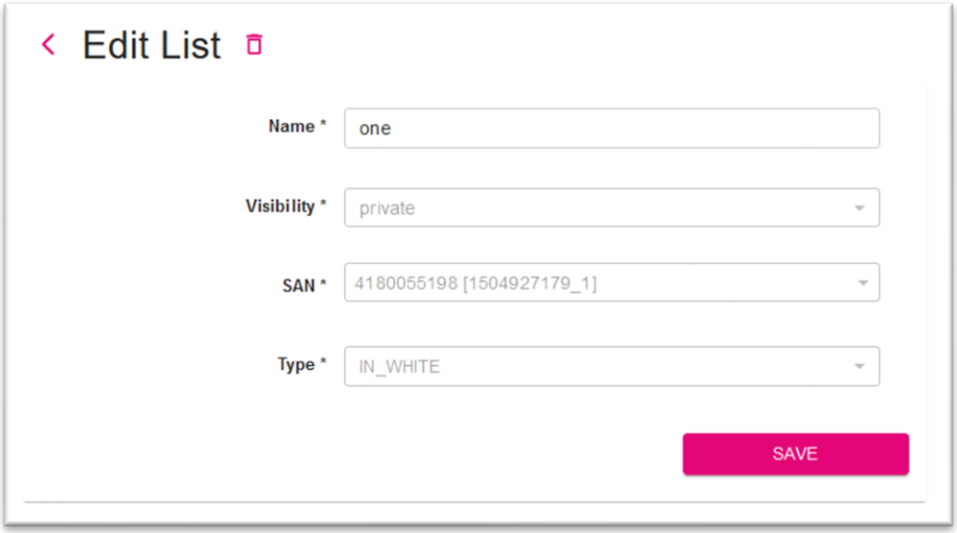


3.3.3. View of a single record

Once created, all the parameters of that object item are displayed in the single item view.

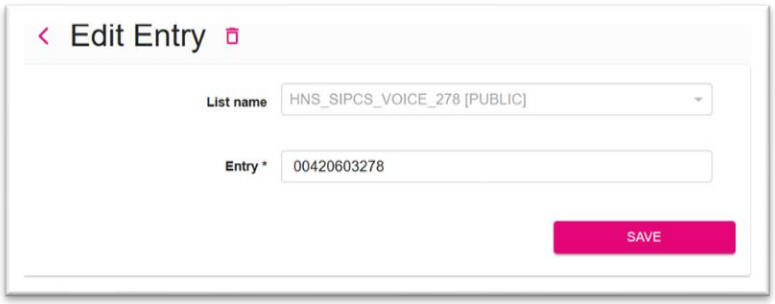


Once modified, there is also a list view with all Entries child entities assigned to this object. Each entry represents one number.



3.3.4. Display of individual items

Each individual item view contains entity parameters.



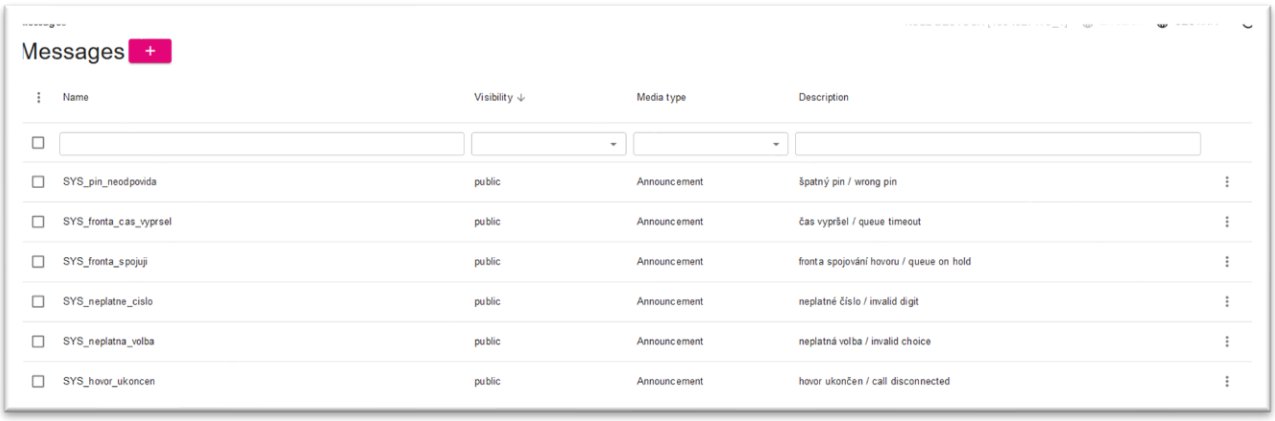
3.4. Messages

3.4.1. Overview

Messages define the information provided to the caller during certain actions. This information can either be played as a notification or sent via SMS depending on the message type (Notification/SMS). Private messages are available for manipulation by the customer, public messages are available for assignment only. Messages have associated data items that contain a link to audio files or text messages defined independently for each language. There can only be one data record for each language entered.

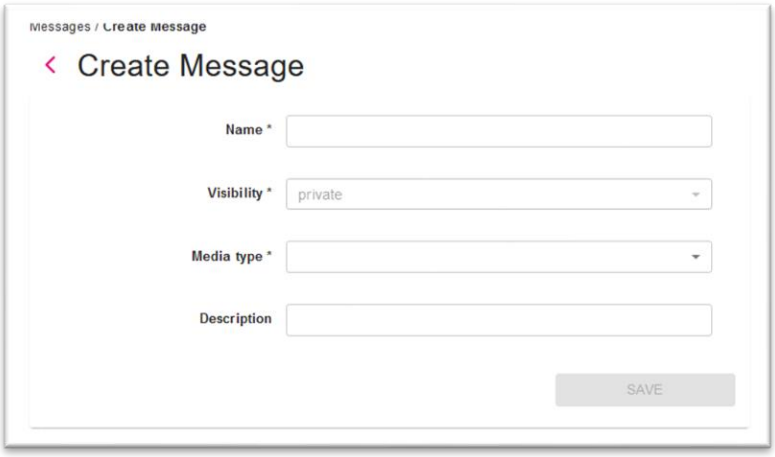
3.4.2. List view

Shows all items. Represents all parameters of each record.



3.4.3. View of a single record

Displays all parameters of the given message when created.



3.5. Calendars

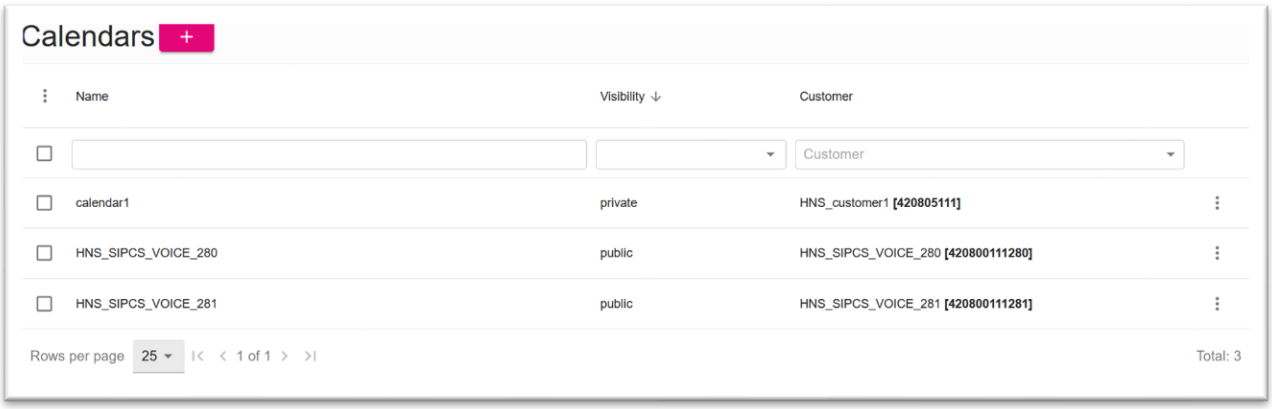
3.5.1. Overview

The portal enables the creation of calendars with defined rules according to which the call will be handled.

Private calendars are available for customer manipulation, public calendars are available for assignment only.

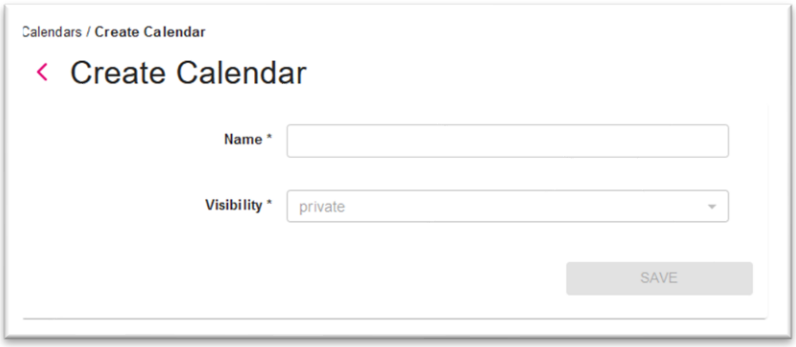
3.5.2. List view

Shows all items. Represents all parameters of each record.

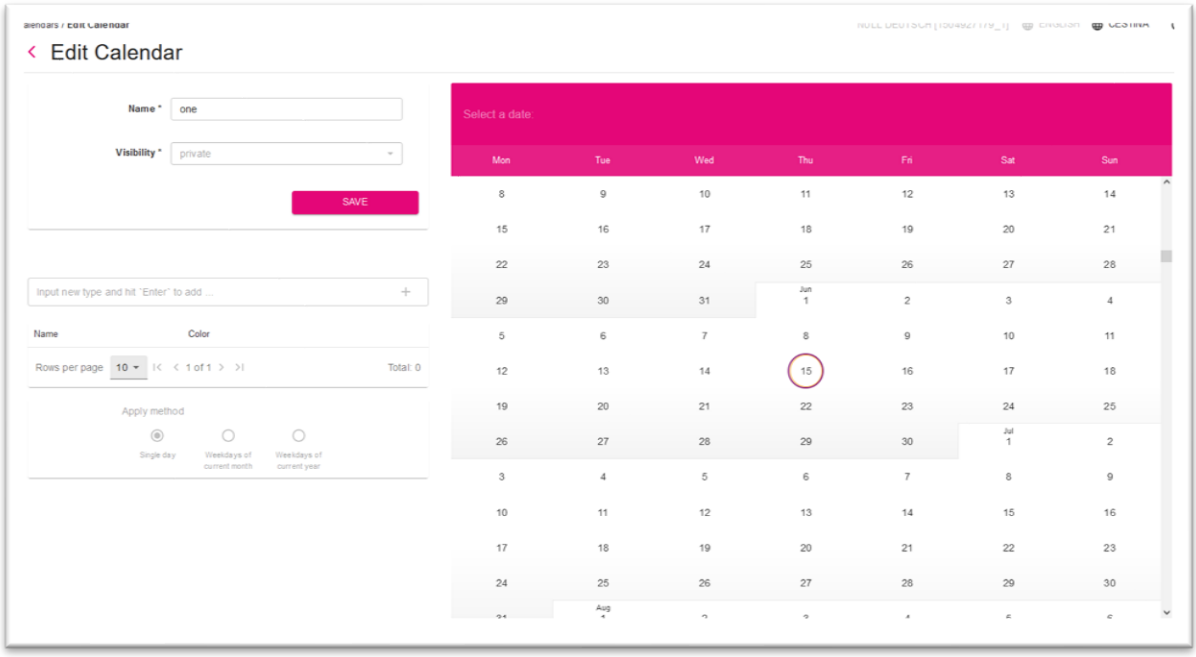


3.5.3. List view

Shows all items. Represents all parameters of each record.



After editing, a more advanced view will appear where the user can define the types of days (left side of the screen) and select them in the right (calendar) part of the screen. In addition to selecting calendar days with a single date, the user can also select days of the week of the current month or current year. To cancel the selection, the user must select the correct type and mark the selected day again.



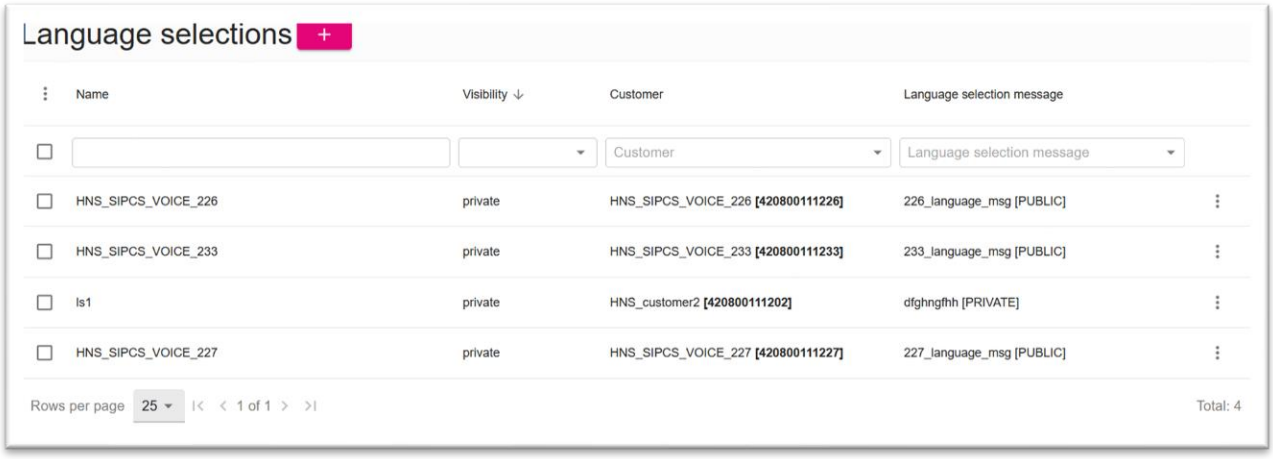
3.6. Language selection

3.6.1. Overview

By entering the appropriate number, the caller can choose the language in which the service will be provided.

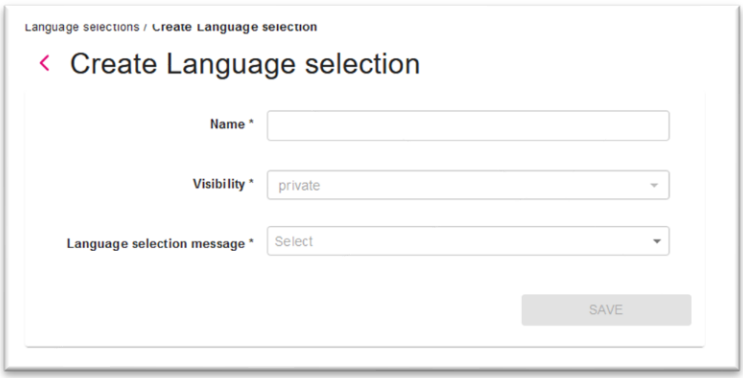
3.6.2. List view

Shows all items. Represents all parameters of each record. Private language selections are available for manipulation by the customer, public ones are only available for assignment. The language selection has associated options containing digits mapped to the desired language.

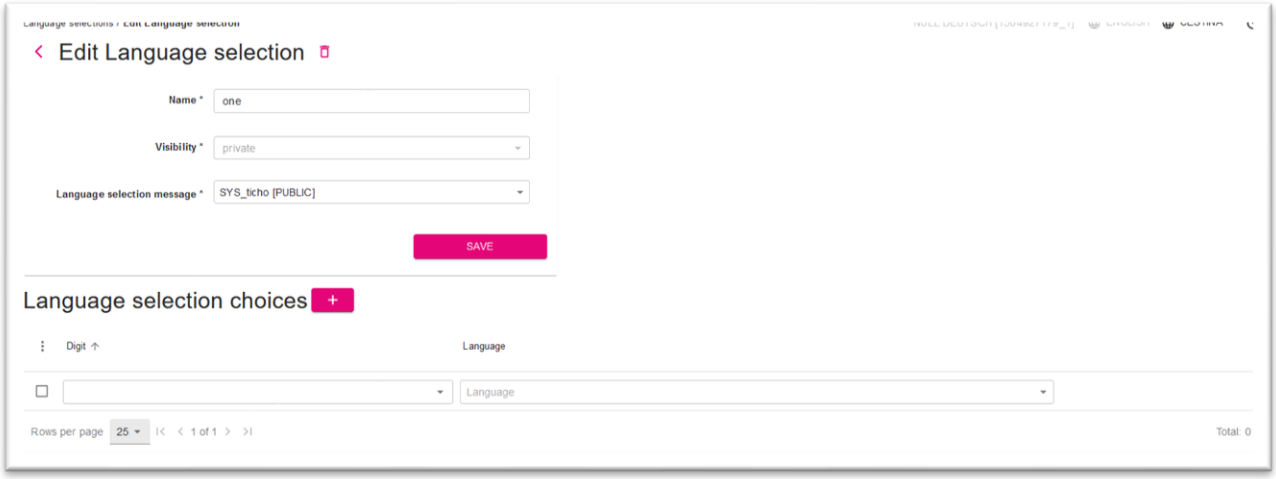


3.6.3. View of a single record

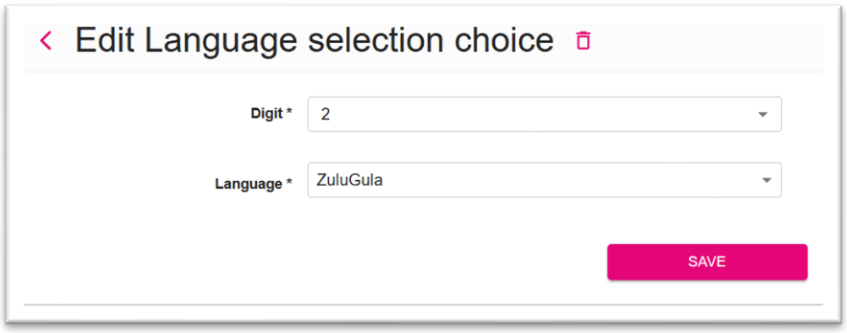
Shows all items. Represents all parameters of each record.



After editing, the single item view also shows a list with defined options.



3.6.4. Options for selecting the display language of individual items



A view with one record shows all the parameters of a given object record.