



# Web Portal Application Guide for Administrators

[Portal-uc.gtsce.com](http://Portal-uc.gtsce.com)



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## Introduction

Personal Web Portal is a new service for your telephone. The graphic application can be used for:

- **call handling** via PC (click-to-dial, call reception, ...)
  - **configuration of functions** (call forwarding, conferences, quick dial ...)

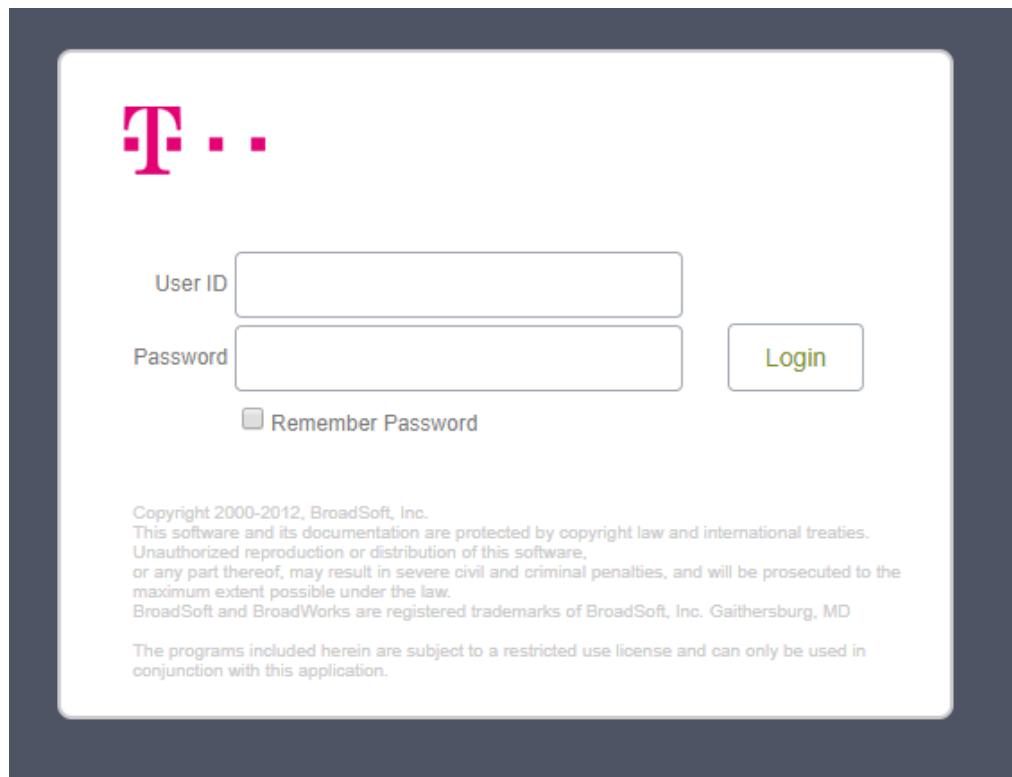
## 1 Log in

Use your administrator User ID and the Password received at the service handover by your provider to log in at [Portal-uc.gtscce.com](http://Portal-uc.gtscce.com).

User ID: xxxxxxxxx@dflt.cz.in.gtsce.com

**Password:** xxxxxxxxx

**Attention:** User ID and Password are your personal information allowing you to use all of the services. Protect them from abuse.



## 2 Application homepage – basic description

This is the starting point for access to the application. It consists of 2 main fields controlling the application

- 1) **Settings menu** contains links to sections setting the individual functions of your phone.
  - 2) **Content window** display the detail of the function selected in the Settings menu in the left section of the screen.





[Help - Home](#)

Enterprise > Praha

Welcome admin showroom [\[Logout\]](#)

1
2

**Profile**

- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Calling Plan](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

**Profile**

**Basic**

- [Users](#)  
Add, modify, or remove users.
- [Profile](#)  
View or modify your group profile information.
- [Administrators](#)  
Add, modify, or remove group administrators and department administrators.
- [Announcement Repository](#)  
Manage the announcements for a group.
- [Departments](#)  
Add, modify, or remove departments in your group.
- [Schedules](#)  
Add, modify, or remove schedules.

**Advanced**

- [Call Processing Policies](#)  
Configure group-level Call Processing Policies
- [Communication Barring Auth Codes](#)  
Configure group-level Communication Barring Authorization codes.
- [Dial Plan Policy](#)  
Configure group-level Dial Plan Policy
- [Group Web Policies](#)  
Configure group-level web policies.
- [Virtual On-Net Enterprise Extensions](#)  
Create and manage Virtual On-Net Users.
- [Dialable Caller ID](#)  
Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.

### 3 Interactive help

Clicking the Help link will open a description related to the active window in a new browser window. The help text briefly describes the meaning and use of the respective function.

Enterprise > Praha

Welcome admin showroom [\[Logout\]](#)

1
2

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### 4 Use of selected functions

An example of configuring several most frequently used functions. Other functions of the Personal Web Portal are configured identically. Go through the menu and select your optimum personal settings.

#### 4.1 Profile - Groups

This function allows you to add and manage user groups. Clicking **Search** opens a list on currently created groups. To modify them, click **Edit**. Here you can configure services and settings of individual groups.





## Groups

Add a new group or manage existing groups.

Enter search criteria below				
Group ID ▾	Group Name	User Limit	Edit	
GTS_showroom_Brno	Brno	10	<a href="#">Edit</a>	
GTS_showroom_CB	České Budějovice	25	<a href="#">Edit</a>	
GTS_showroom_HK	HK	10	<a href="#">Edit</a>	
GTS_showroom_Nymburk	Nymburk	10	<a href="#">Edit</a>	
GTS_showroom_Ostrava	Ostrava	10	<a href="#">Edit</a>	
GTS_showroom_Plzen	Plzeň	10	<a href="#">Edit</a>	
Praha	Praha	15	<a href="#">Edit</a>	
zakaznický_test	zakaznický_test	3	<a href="#">Edit</a>	

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## Adding a new group

To add a group, click **Add**. This will open the following table.

### Group Add

Add the group's profile information including the default domain to be used by users in this group.

Group Add	
OK	Cancel
Enterprise ID: GTS_showroom	
* Group ID:	<input type="text"/>
Default Domain:	<input type="text"/> cz.in.gtsce.com
Group Name:	<input type="text"/>
Calling Line ID Group Name:	<input type="text"/>
Location Dialing Code:	<input type="text"/>
Contact Name:	<input type="text"/>
Contact Phone:	<input type="text"/>
Contact E-mail:	<input type="text"/>
Time Zone:	<input type="text"/> (GMT+01:00) Czech Republic/Prague
<b>User Limits</b>	
* Limited To:	<input type="text"/> 25
<b>Additional Information</b>	
Address:	<input type="text"/>
City:	<input type="text"/>
Zip/Postal Code:	<input type="text"/>
State/Province:	<input type="text"/> -- Select --
Country:	<input type="text"/>

Having filled the individual fields, click **OK** to save the group. Now you can add users to the group.



## 4.2 Profile - Users

This function allows you to add and manage individual users within a respective group. Clicking **Search** displays the list of all assigned users. Clicking **Edit** in the right column displays the setting of the respective number.

**Users**

Add a new user or manage existing users in your department or group.

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
[REDACTED]	Kotel	Frantisek	+420 [REDACTED]	140			<a href="#">Edit</a>
[REDACTED]	Smetanova	Ema	+420 [REDACTED]	141			<a href="#">Edit</a>
[REDACTED]	Zlutava	Martina	+420 [REDACTED]	142			<a href="#">Edit</a>
[REDACTED]	Zeleny	Karel	+420 [REDACTED]	143			<a href="#">Edit</a>
[REDACTED]	Polna	Jana	+420 [REDACTED]	144			<a href="#">Edit</a>
[REDACTED]	Mrz	Jan	+420 [REDACTED]	145			<a href="#">Edit</a>
[REDACTED]	Zvoniviy	Tomas	+420 [REDACTED]	146			<a href="#">Edit</a>
[REDACTED]	Zed	Vili	+420 [REDACTED]	147			<a href="#">Edit</a>
[REDACTED]	Pekarova	Adela	+420 [REDACTED]	321			<a href="#">Edit</a>
[REDACTED]	Moudra	Aneta	+420 [REDACTED]	322			<a href="#">Edit</a>
[REDACTED]	Bila	Klaudie	+420 [REDACTED]	323			<a href="#">Edit</a>
[REDACTED]	Drobsa	Nadezda	+420 [REDACTED]	250			<a href="#">Edit</a>
test	outsol		+420 [REDACTED]	309			<a href="#">Edit</a>

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### Adding a new user

To add a new user, click **Add**. This will display a page with the following fields.

**Users Add**

Add a new user to your group.

Enterprise: GTS_showroom	Group: Praha
* User ID: <input type="text"/> @ <input type="text"/>	
* Last Name: <input type="text"/>	* First Name: <input type="text"/>
* Calling Line ID Last Name: <input type="text"/>	* Calling Line ID First Name: <input type="text"/>
Name Dialing Last Name: <input type="text"/>	Name Dialing First Name: <input type="text"/>
* Initial Password: <input type="password"/>	* Re-type Initial Password: <input type="password"/>
Department: <input type="text"/>	Language: <input type="text"/>
Time Zone: <input type="text"/>	Network Class of Service: <input type="text"/>
<b>Additional Information</b>	
Title: <input type="text"/>	Mobile: <input type="text"/>
Pager: <input type="text"/>	YahooID: <input type="text"/>
E-mail: <input type="text"/>	
Location: <input type="text"/>	
Address: <input type="text"/>	
City: <input type="text"/>	State/Province: <input type="text"/>
Zip/Postal Code: <input type="text"/>	Country: <input type="text"/>





**Name** - SIP telephone number

**First name and last name** - as displayed in the list

**ID of the caller, first name and last name** - as displayed during an inbound call

**Language** - language of the web interface and of the user's telephone set

#### Assigning services to users

##### Profile -> Users -> Search -> Edit -> Profile -> Assign services

This service enables you to assign and remove service packages or individual services. **ATTENTION** - if a service is removed, its configuration will be deleted. Short descriptions of the individual services can be found in **Resources -> Services** in the administrator interface.

## 4.3 Voice portal

### Voice Portal

Enable users to call from any phone and configure some of their user services.

**Telephone number** - number for calling from outside

**Extension** - line number for internal calls to the portal





## 4.4 Call type plan

This allows you to set blocking of inbound and Outgoing numbers.

### Numerical series

This function is used for entering numbers or number groups to the blacklist and the whitelist.

Name	Digit String	Edit
No Entries Present		

You can add individual numbers using the **Add** button.

**Digit Strings Add**

Add a new digit string.

\* Name:

\* Digit String:

OK Cancel

The field **Name** is filled with a character string (any), while the field **Numerical string** is filled either with a string or a specific number. Special characters \* (for a group of digits) or ? (for a single digit) can be used.



## **Outgoing number type plan**

### Outgoing Calling Plan

Customize the Outgoing Calling Plan for the group and/or departments.

**Buttons:** OK | Apply | Cancel

Originating				Initiating Call Forwards/Transfers				Being Forwarded/Transferred				Call Me Now			
Department	Group	Local	Toll Free	Toll	International	Operator Assisted	Chargeable Directory Assistance	Special Services I	Special Services II	Premium Services I	Premium Services II	Casual	URL Dialing	Unknown	
Group Default	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	

Select from drop-down list to permit call type. Users can be configured with their own custom settings in user-level Calling Plan

**Legend**

- Allow
- Block
- Authorization code required
- Transfer to 1st transfer number T1
- Transfer to 2nd transfer number T2
- Transfer to 3rd transfer number T3

**Buttons:** OK | Apply | Cancel

This setting allows you to block Outgoing calls to specific numbers or number groups for individual users or user groups.

## **Configuration of forwarding restriction**

Forwarding of calls to specific destinations (different number types) can be blocked under **Outgoing number type plan**, tab **Initiate call forward or transfer**.

#### **4.5 Speed dials 8 and 100**

**Path - Profile -> Users -> select a specific user -> Outgoing calls -> Speed dial 8**

**Speed dial 8** is the function allowing you to assign frequently called or complicated numbers to keys 2 – 9. In order to dial a number assigned to a specific key, just press that key and establish the call by pressing #. There are two ways of assigning the numbers.

## Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 8.

OK	Apply	Cancel
Speed Code	Phone Number / SIP-URI	Name
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>

Assignment via the web portal - menu **Outgoing calls** -> **Speed dial 8**

Enter the numbers you wish to assign to the individual numbers into the respective fields.





Assignment via the phone keypad – press \*74 and then the key and the number you wish to assign to it – e.g. \*74 2 123456789 – will assign the number 123456789 to key 2. Then you can dial the respective number at any time by pressing 2#.

### Speed dial 100

**Speed dial 100** is a function allowing you to assign two-digit abbreviations (substitutes) to telephone numbers. In order to dial the required number, just enter the respective abbreviation and confirm by pressing #.

Assignment via the web portal – menu Outgoing calls -> Speed dial 100

Select the two-digit substitute under which the respective telephone number is to be stored and enter it.

Assignment via the phone keypad – press \*75 and then the two-digit substitute and the telephone number you wish to assign to it – e.g. \*75 99 123456789 – will assign the number 123456789 to the two-digit substitute 99. Then you can dial the respective number at any time by pressing 99#.

### 4.6 Call Forwarding Selective

This function enables you to forward inbound calls to a pre-defined number according to pre-defined rules. Such pre-defined rules may include e.g. time or a day of the week.

#### Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.

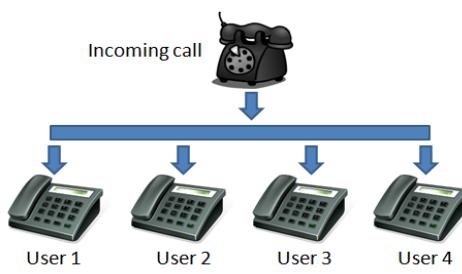
## 4.7 HUNT groups



**Regular** – Incoming calls are offered to agents in the order in which they are mentioned in the list. Always starting from the beginning of the list.



**Circular** – Incoming calls go through agents in the order in which they are in the list, starting with the agent who is following the one who has received the last call. When the searching reaches the end, it comes back to the beginning until it has tried all agents.



**Simultaneous** – Incoming calls alert agents simultaneously. The first logged in agent processes the call.



**Uniform** – Incoming calls go through agents in the order, starting with the agent who was the longest free, and ending with the one who answered the last call.

**Weighted Call Distribution** – Incoming calls are allocated inactive agents on the percentage basis that you assign in *Profile / Weighted distribution of calls* section.

In case of the administrator of company, first select the branch. After opening **Profile - Branches - Search** a list of branches to choose will display. In order to create call pickup groups, open the **HUNT group** item in the **Service** menu. It offers an overview of all created groups, which may be activated/deactivated and also created. Click **Add** to create a group.

Active	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	showroom	255723149	149		<a href="#">Edit</a>
<input checked="" type="checkbox"/>	showroom2		151		<a href="#">Edit</a>



The following table will open, allowing you to set the properties of a group and add the telephone numbers you wish to add to the group in the bottom section of the screen. When you are done, save the settings by clicking **OK**.

### Hunt Group Add

Create a new hunt group.

\* Hunt Group ID:  @

\* Name:

\* Calling Line ID Last Name:  \* Calling Line ID First Name:

Department:

Language:

Time Zone:

Network Class of Service:

Allow Call Waiting on agents

Allow members to control Group Busy

Enable Group Busy

Apply Group Busy When Terminating Call to Agent

Group Policy:  Circular  Regular  Simultaneous  Uniform  Weighted Call Distribution

No Answer Settings

Skip to next agent after  rings

Forward call after waiting  seconds

Calls Forward to:

Not Reachable Settings

Enable Call Forwarding Not Reachable

Calls Forward to:

Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

Use the system default CLID configuration (currently not including the Hunt Group Name in the CLID)

Customize the CLID for this Hunt Group:

Include the Hunt Group Name in the CLID

Enter search criteria below

User ID
Starts With

Available Users	Assigned Users
<div style="border: 1px solid #ccc; padding: 5px; height: 150px;"></div>	<input type="button" value="Add &gt;"/> <input type="button" value="Remove &lt;"/>  <input type="button" value="Add All &gt;&gt;"/> <input type="button" value="Remove All &lt;&lt;"/> <input type="button" value="Move Up"/> <input type="button" value="Move Down"/>



## 4.8 PICKUP groups

- It allows the user to answer a ringing phone in your group, for example:
  - With a colleague you are members of one group to pick up the phone.
  - You can hear the phone ringing colleagues that he can not lift
  - Answer the call after dialing code to pick up the phone
- A user can be a member of only one group pickup.

In case of the administrator of company, first select the branch. After opening Profile - Branches - Search a list of branches to choose will display. In order to create call pickup groups, open the **HUNT group** item in the **Service** menu. It offers an overview of all created groups, which may be activated / deactivated and also created. Click **Add** to create a group.

T...

The screenshot shows the 'Services' configuration page. Under 'Basic' settings, 'Hunt Group' is selected. The 'Advanced' section includes options like Auto Attendant, Call Park, Call Pickup, Hunt Group, Integrated IMAP, Music/Video on Hold, Voice Messaging, and Voice Portal. Each option has a brief description and configuration details.



T...

The screenshot shows the 'Call Pickup' configuration page. It displays a form with a 'Group Name' field containing 'pickup'. Below the form are 'OK', 'Add', and 'Cancel' buttons. The page also includes a note about creating and managing call pickup groups.



The screenshot shows a complex web-based interface for communication management. At the top, there are several tabs and sections: 'Presence' (Video zdrávna), 'Kommunikátor pro tablet' (Sjednocená komunikace), 'Aplikace' (Sdílený video hlas), 'Mobilita' (Obsazenost linky), 'HD hlas' (Video hovor), 'Presence Chat' (Konference), 'Telefonní lišta' (Nevyužívat), 'Sdílené pracovní místo' (Virtuální pracovní místo), and 'Jednoduché volání' (Vedení místností). The main area displays a 'Call Pickup Add' dialog box.

### Call Pickup Add

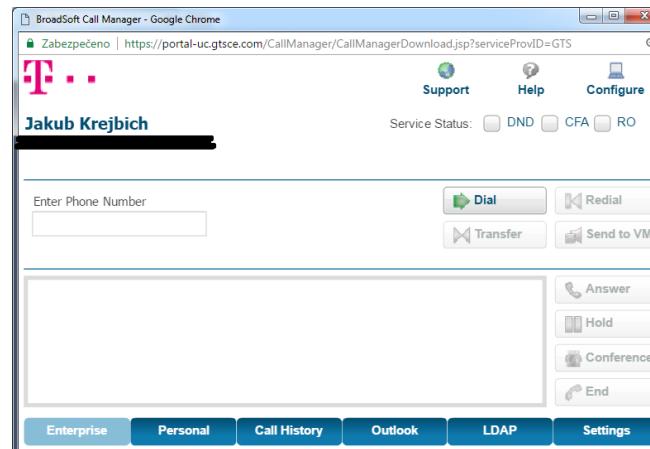
Create a new call pickup group.

The 'Call Pickup Add' dialog box contains the following elements:

- Buttons: OK (grey), Cancel (green).
- Text input: \* Group Name: [empty input field].
- Search criteria: Enter search criteria below, with dropdowns for User ID and Starts With, and a search button.
- User lists:
  - Available Users:** A large empty list area with scroll bars.
  - Assigned Users:** A list of users with their names and email addresses, including Bila,Klaudie, Drobna,Nadezda, Kotel,Frantisek, Moudra,Aneta, Mriz,Jan, Pekarova,Adela, Polna,Jana, Smetanova,Ema, test,outsol, Zed,Vilik, and Zeleny,Karel.
- Action buttons: Add >, Remove <, Add All >>, Remove All <<.
- Buttons: OK (grey), Cancel (green).

## 5 CommPilot Call Manager

**CommPilot Call Manager** spusťte pomocí rozbalovací nabídky vpravo nahoře ve webovém portálu. Po spuštění se Vám otevře následující okno. Tato aplikace funguje jako vzdálená klávesnice Vašeho telefonu, a umožňuje všechny standardní úkony. Čísla se dají buď vkládat pomocí klávesnice nebo kopírovat/vložit. Dále je k dispozici firemní a osobní adresář.



### Zahájení volání

Zadejte číslo, které chcete volat, nebo ho vyberte z adresáře a stiskněte tlačítko **Volba**. Po zvednutí sluchátka telefonu dojde k vytočení čísla. Hovor ukončíte stiskem tlačítka **Zavěsit** nebo položením sluchátka.





## Příjem volání

V případě, že bude někdo volat Vám, bude vyzvánět stolní telefon. Hovor lze přijmout buď zvednutím sluchátka, nebo pomocí manažera volání.

Příchozí hovor můžete manažerem volání:

Přepojit na jiné číslo – toto číslo zadejte do pole „telefonní číslo“ a stiskněte tlačítko **Přepojit**.

Přesměrovat do hlasové schránky – stiskněte tlačítko **Odeslat do hlasové pošty**.

Odmítnout tlačítkem **Konec**.

## Přepojení hovoru

Probíhající hovor je možno přepojit, a to tak, že zadáte nebo vyberete z adresáře číslo, na které chcete hovor přepojit, a stisknete tlačítko **Přepojit**.

Adresář kontaktů **Skupina a Osobní**

Pod těmito záložkami jsou seznamy, které máte dostupné i přes telefon, a jsou editovatelné pomocí webového portálu.

### Historie volání

Obsahuje seznam volaných, přijatých a zmeškaných hovorů.

### Stav služby DND a CFA

Umožňuje aktivovat DND – funkce nerušit (číslo se tváří jako obsazené) a CFA – funkce nepodmíněného přesměrování (přesměrovat všechny příchozí hovory), pokud jsou tyto aktivovány ve webovém portálu.

### Použití skupinového a osobního adresáře

Pod tlačítkem **Skupina a Osobní** lze procházet adresáře kontaktů. Osobní adresář lze upravovat pomocí webového portálu v menu **Odchozí volání -> Osobní telefonní seznam**. Kontakty v seznamech se dají vyhledávat buď procházením celého seznamu, nebo pomocí vyhledávacího pole. Seznam lze dále řadit podle jednotlivých sloupců (jméno, číslo, linka, ...). Pro zahájení hovoru 2x klikněte na požadované číslo (ne jméno), a stiskněte tlačítko **Volba**. V **Nastavení** lze zatrhnout volbu, při které bude číslo vytočeno při jednom kliknutí.

Skupina	Osobní	Historie Volání	LDAP	Nastavení
Jméno/E-mail	Počet	Ext	Mobilní	Oddělení
[REDACTED]		3670		
[REDACTED]		3671		
[REDACTED]		3672		
[REDACTED]		3673		
[REDACTED]		3652		
Oddělení	<b>Všechna Oddělení</b>		Souhrn	Detail