commander

Commander Phone User Guide

Business specialists

Instant activation

Fast network

COMM_CO2_G_CommPhone_12/21

Welcome to Commander Phone

Thanks for choosing Commander for your Hosted Phone System. This guide is designed to prepare you for your upcoming installation and help you make the most of your new Commander Phone services.

This guide also features important numbers you can contact if you need any help.

Please note, this guide is only for Commander Phone. If you need help setting up NBN Business Line or Commander SIP phone services, please contact us on 132 777.

See the Critical Information Summary for information on relevant charges:
Visit our website for full lists of rates and charges:
www.commander.com.au/legal/customer-terms

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What is Commander phone?

Commander Phone is a fully featured cloud-based phone system, giving you all the power of a larger business phone solution without onsite servers or hardware.

You can access your phone services using one of our IP handsets, or go handset-free with our desktop app to make and receive calls from your computer or mobile apps. And of course, you can bring your current numbers with you.

Flexible and Scalable

Your Commander Phone solution can grow and change with your business, and even works across multiple sites. You also get access to Command Central, which lets you configure most of your phone system features through an easy to use web interface

Easy to install

All you need is an active internet connection and a power supply. Our handsets configure themselves, so once you plug them in or connect via Wi-Fi, you are ready to go.

Advanced Phone Features

With Commander Phone you have access to a range of great phone system features without the hassle and expense of traditional PBX phone systems:

- Transfer calls between your numbers or outside the organisation
- Place customers on hold
- Set up hunt groups, so that calls coming into your business ring on multiple phones
- Set up an auto receptionist, which lets customers press a button to get through to certain people or departments
- Set up music on hold or have announcements play to your customers while they wait
- Use your phones as intercoms to make announcements and page others
- Park calls so they can be picked up on other phones
- Answer and make calls using the Commander with Webex on your computer or smartphone apps;
- Set up fax to email to receive incoming faxes via your email; and
- Set up voicemail to email to receive incoming voice messages via your email

Site Readiness

Whether you are installing your Commander Phone handsets yourself or have opted for a Commander Professional Install, there are some key things that will make the process as smooth as possible on the day of activation. Decide where you want to position your handsets and make sure there are data cables running from your modem/router/switch to those locations, or simply connect them via Wi-Fi. (Please note, if handsets are connected via a data cable you may experience better call quality). This service runs over the internet, so ensure that your cables are data cables that are (or will be) connected to the internet. Also, our handsets require power, so make sure there are spare power points too. If your ethernet network has Power over Ethernet, you don't need to worry about the power points, as the handsets can operate by using power via the ethernet cable (PoE).

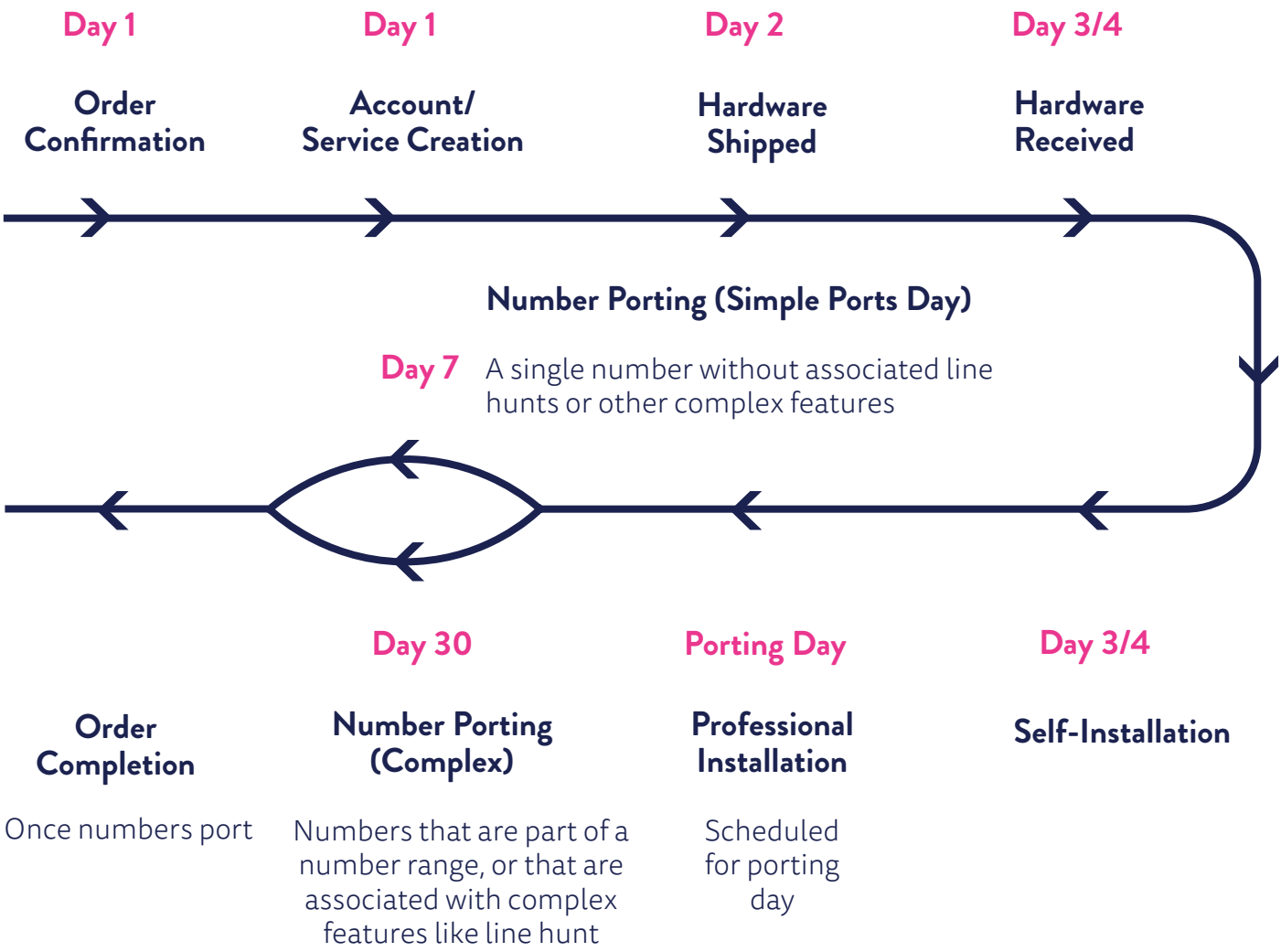
Professional Install Customers

Our technician will arrive to install and set up your handsets. Whilst they can do cabling work for an extra charge, it's often handy to ensure you have data points ready to go at each workstation before they arrive.

Our Commander Phone handsets support ethernet passthrough, which means that if your computer needs an ethernet cable to connect to the network, it can connect to the ethernet port on the back of your handset, reducing the need for multiple data points at each desk.

Activitation Steps

We will update you via SMS and email every step of the way throughout your activation journey:



Number porting timeframes can vary depending on several factors.

Commander Phone Users

Extensions

Each phone or app user has an extension number which you may have noticed when looking at the screens and setting up your users in Command Central. Default extension numbers start with a 2 and the last 3 digits of that service's phone number. So, if the phone number is 03 9999 1234 the default extension is 2234. You can use extensions to quickly dial internal users rather than remembering the full phone number. Extension numbers can be changed in Command Central.

Handsets

Commander Phone customers can access their services via IP Handsets or Commander with Webex app. IP Handsets are different to standard PBX handsets in that they connect to the internet and log in to our Commander Phone Hosted PBX servers.
We have a range of IP Handsets to suit different types of businesses.

Details of our handsets can be found on our website and guides on how to use them are available in our online support pages.

Commander with Webex

Services can also be accessed on your PC or smartphone using Commander with Webex, enabling you to make calls without a physical IP handset.
Commander with Webex can be combined with headsets to provide a user-friendly experience over the computer or mobile phone.

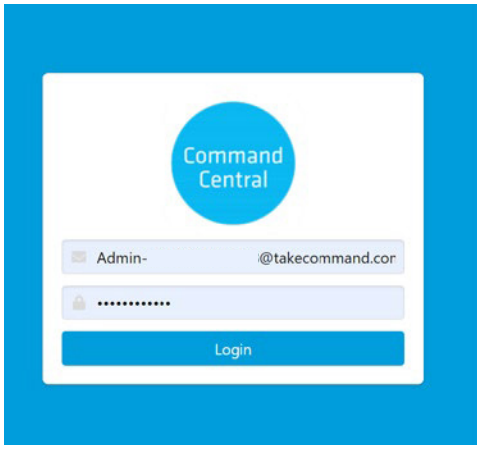
Please contact us on 132 777 to have this feature added to your service.

Command Central

Command Central is a powerful web-based app that can be used to configure your Commander Phone system. There are two types of logins for Command Central – Admin and User. Admins have access to configure any user plus group wide features and settings.

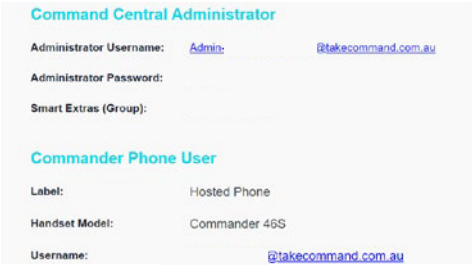
Step 1

Click here to open Command Central or type http://commandcentral.commander.com into your web browser.



Step 2

Log in with the administrator details sent to you by email. The subject of the email was "Commander Phone – Your Phone and Administrator Details"



Command Central Administrator

Administrator Username:	Admin-	@takecommand.com.au
Administrator Password:		
Smart Extras (Group):		

Commander Phone User

Label:	Hosted Phone
Handset Model:	Commander 46S
Username:	@takecommand.com.au

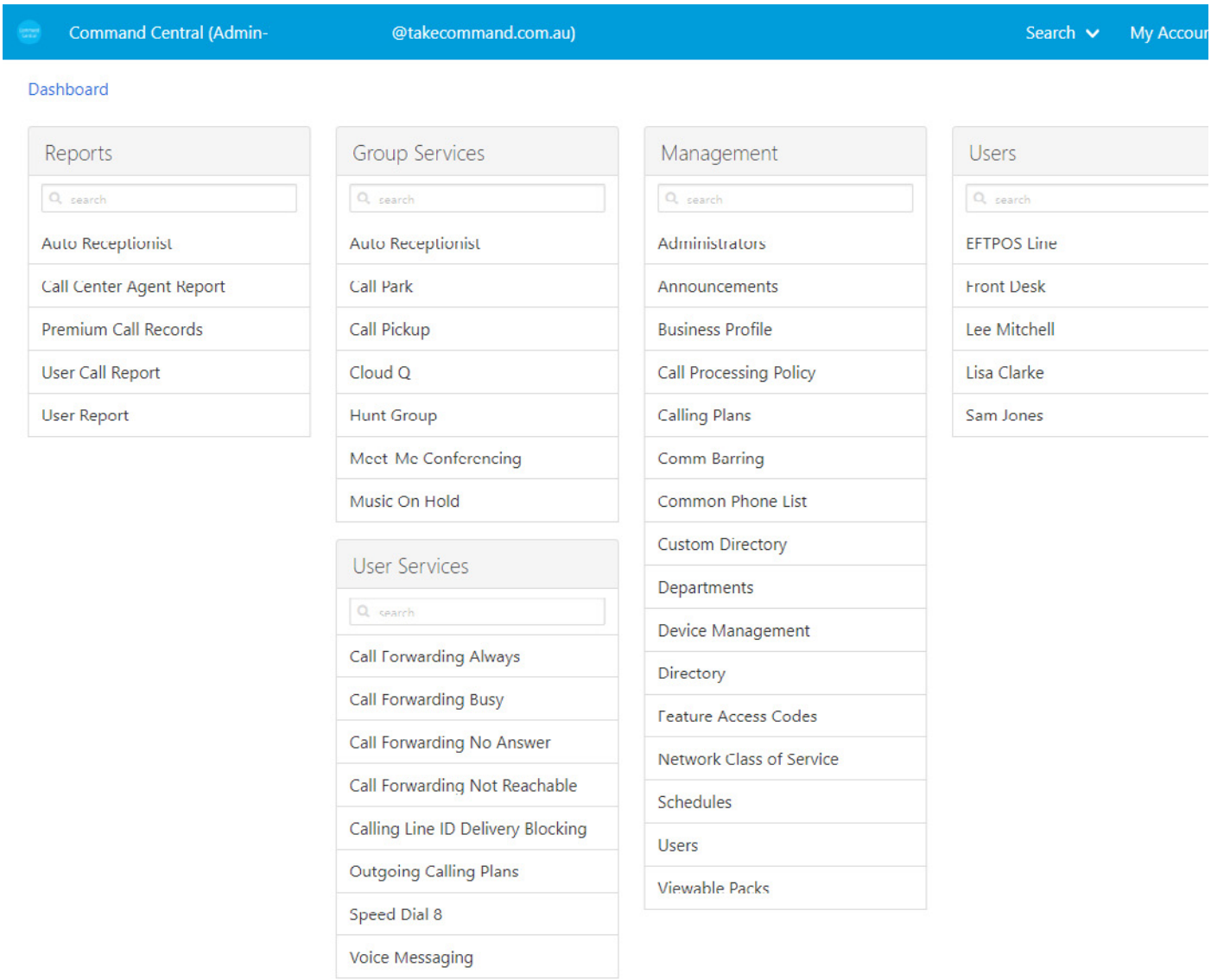
If you cannot find your login details, please contact us on 132777.

Important Information

Your Commander Phone will be set up and ready to go when you receive it. If you want to make any changes to the buttons on your phone, these should be made through Command Central to ensure you don't lose any of your preconfigured settings. As always, if you need help please call us on 132777.

First Time Setup

Once you've logged in, you'll see the main dashboard. From here you can see all the users in your group, run calling reports and configure different features at both the user and group level.
One of the most important things to do when you first log in to Command Central, is set up your departments (if applicable) and name your users. This will be important when it comes to setting things up like Hunt Groups later.



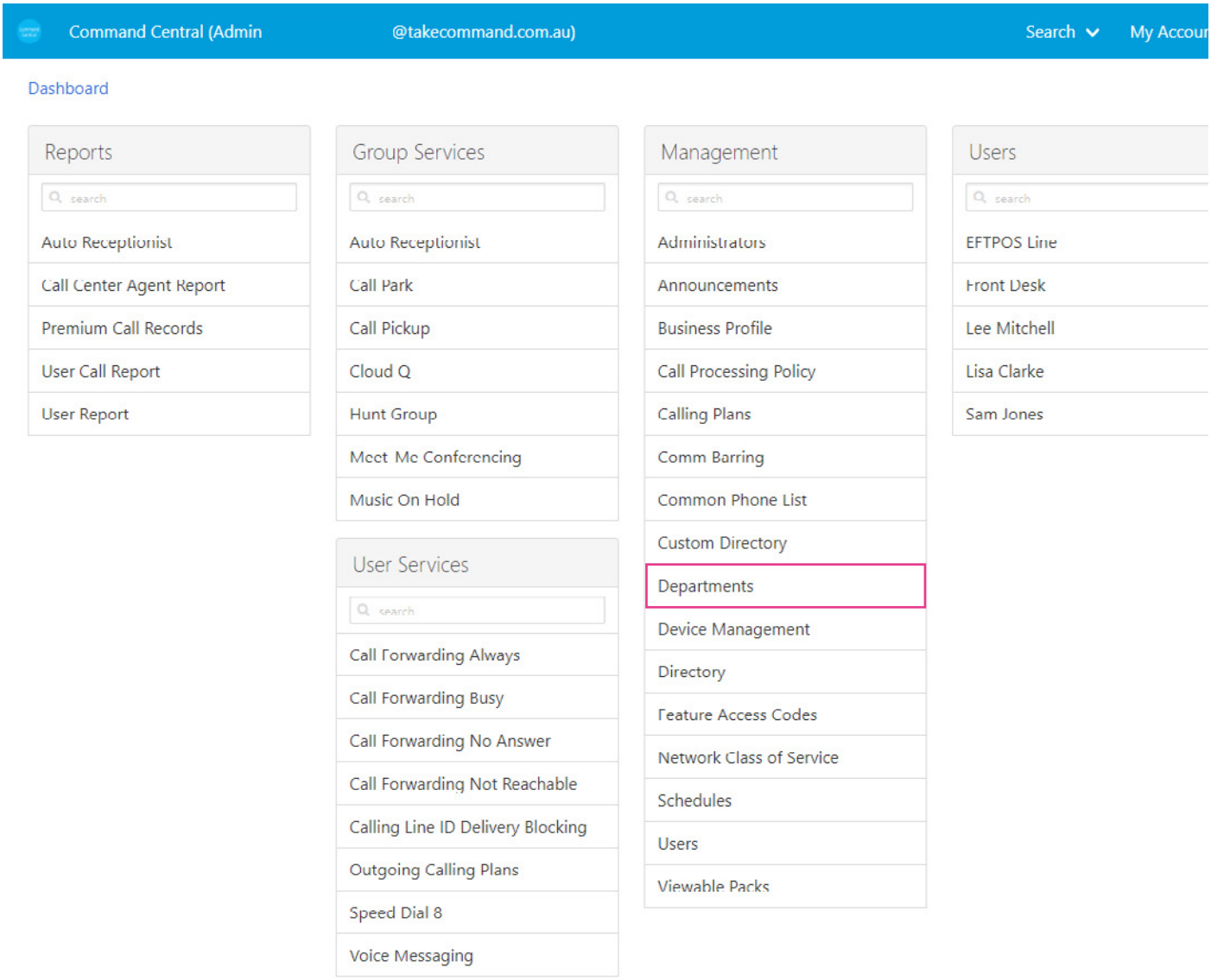
If you want to group your telephone users into teams or departments, create these first. If you don't want to create teams or departments, skip this step.

You can also set the outbound Call Line Identification number for individual users. Many businesses want the outbound CLID to appear as the main business phone number, regardless of who's making the call. You can also set up your business schedules which will be used when configuring different features later.

Creating a Team or Department

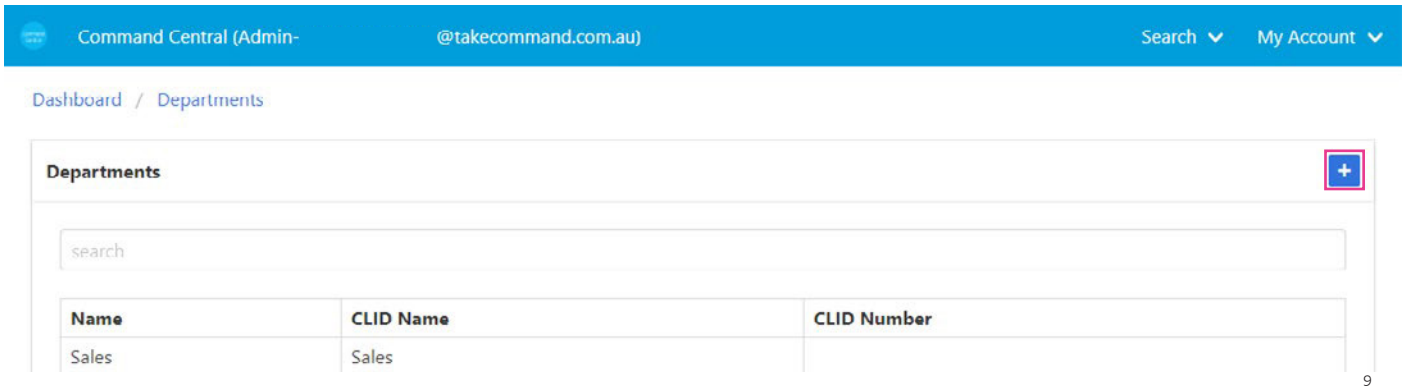
Step 1

Open the main dashboard and click **Departments**



Step 2

Then click the plus symbol on the top right-hand corner to add your departments one by one.



Once you have set up your departments, you're ready to set up your users.

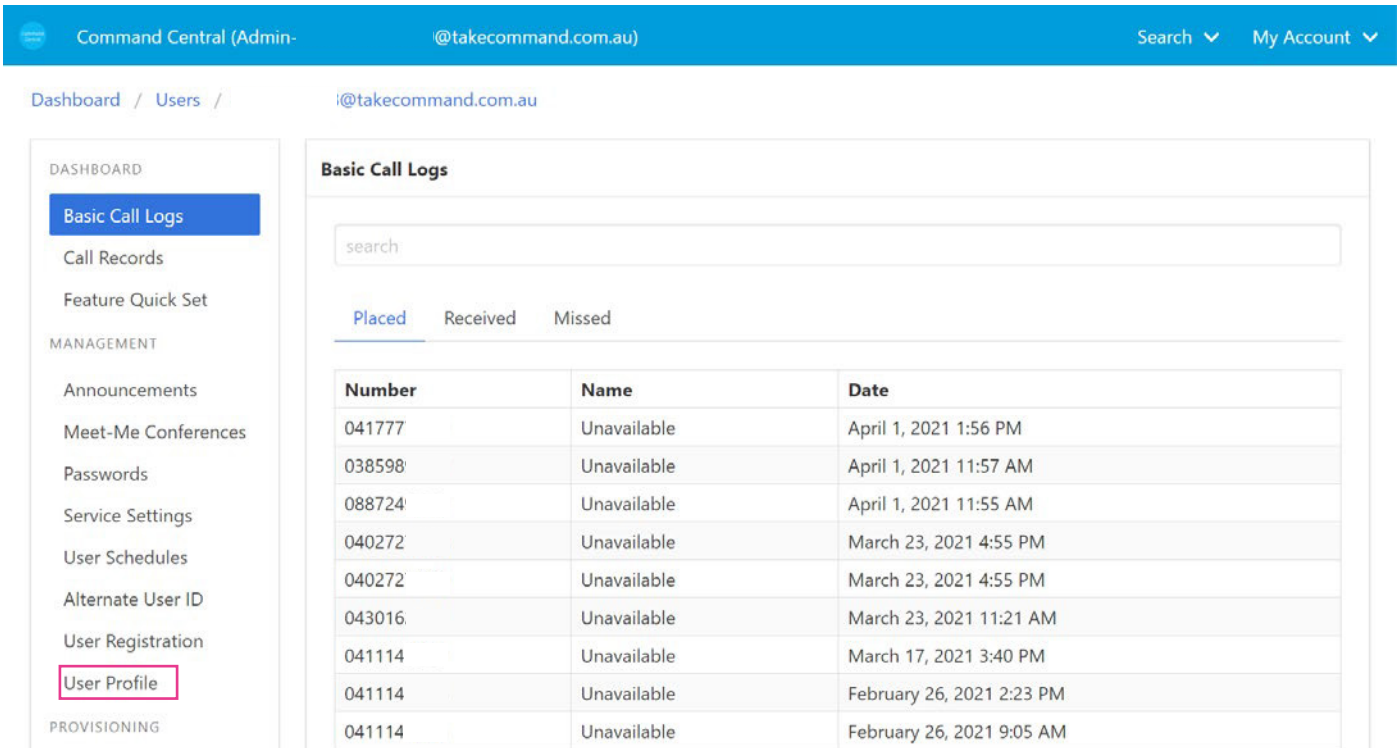
There are different ways to identify which user in the list belongs to which number or handset. If you are using Commander Phone IP Handsets you can plug them in and power them on. You'll see a 4-digit extension number on the screen. This will match back to the details in Command Central.

Step 1

Open the **Dashboard** and click on a User in the User List

Step 2

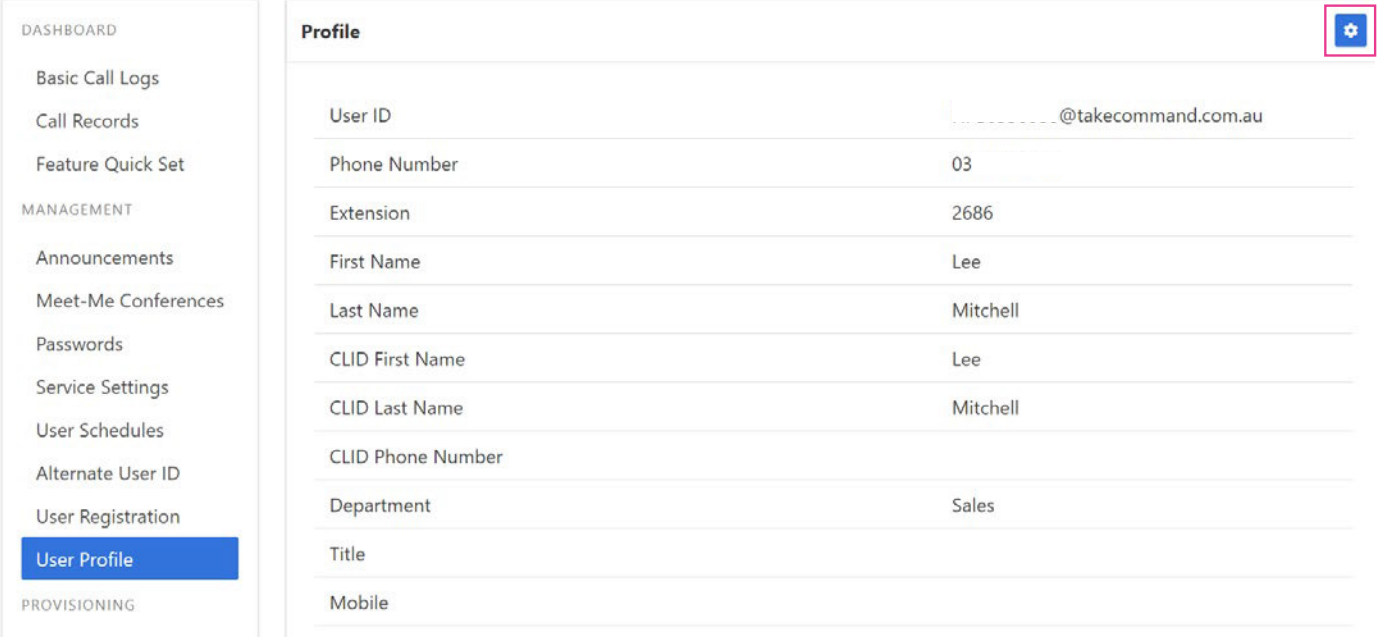
In the menu on the left-hand side of the screen, click on **User Profile**

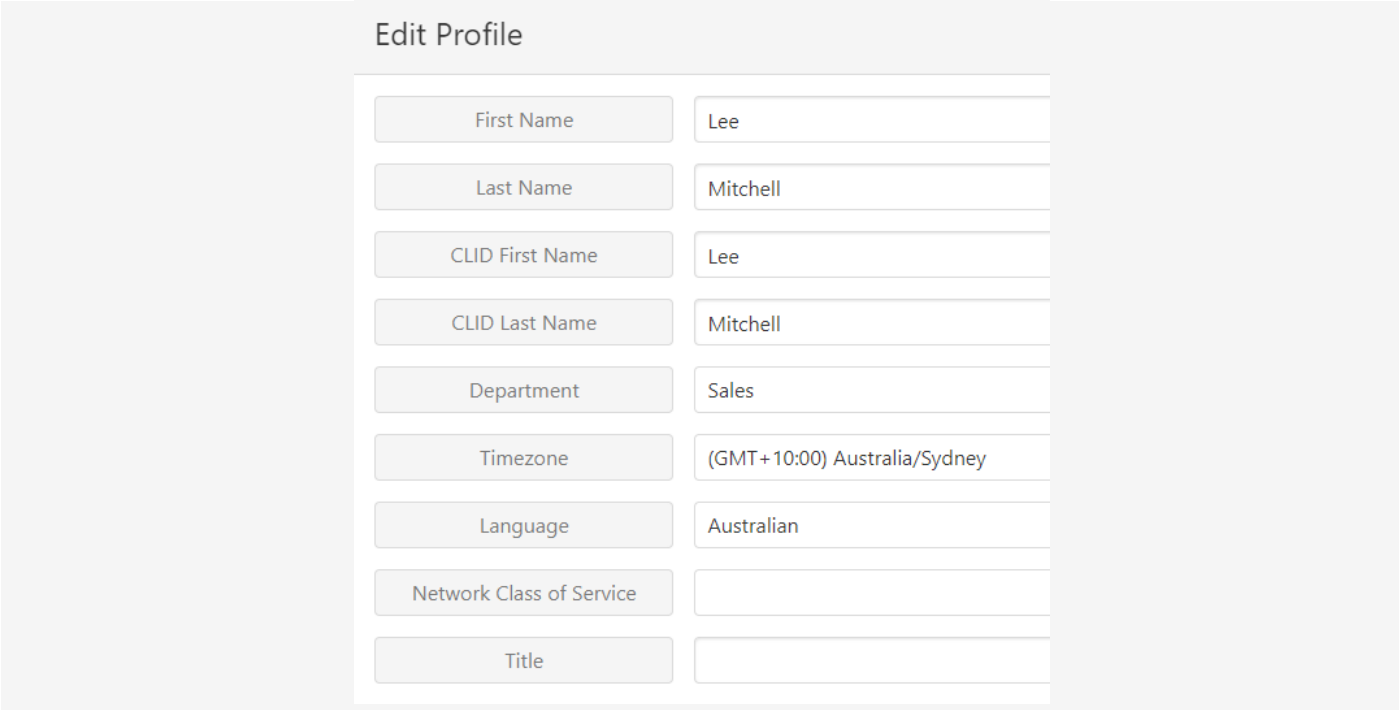


Step 3

You'll see the details for the service on the right-hand side of the window. Match the extension numbers to your handsets and then name them by clicking on the cog on the top right-hand corner and editing the fields.

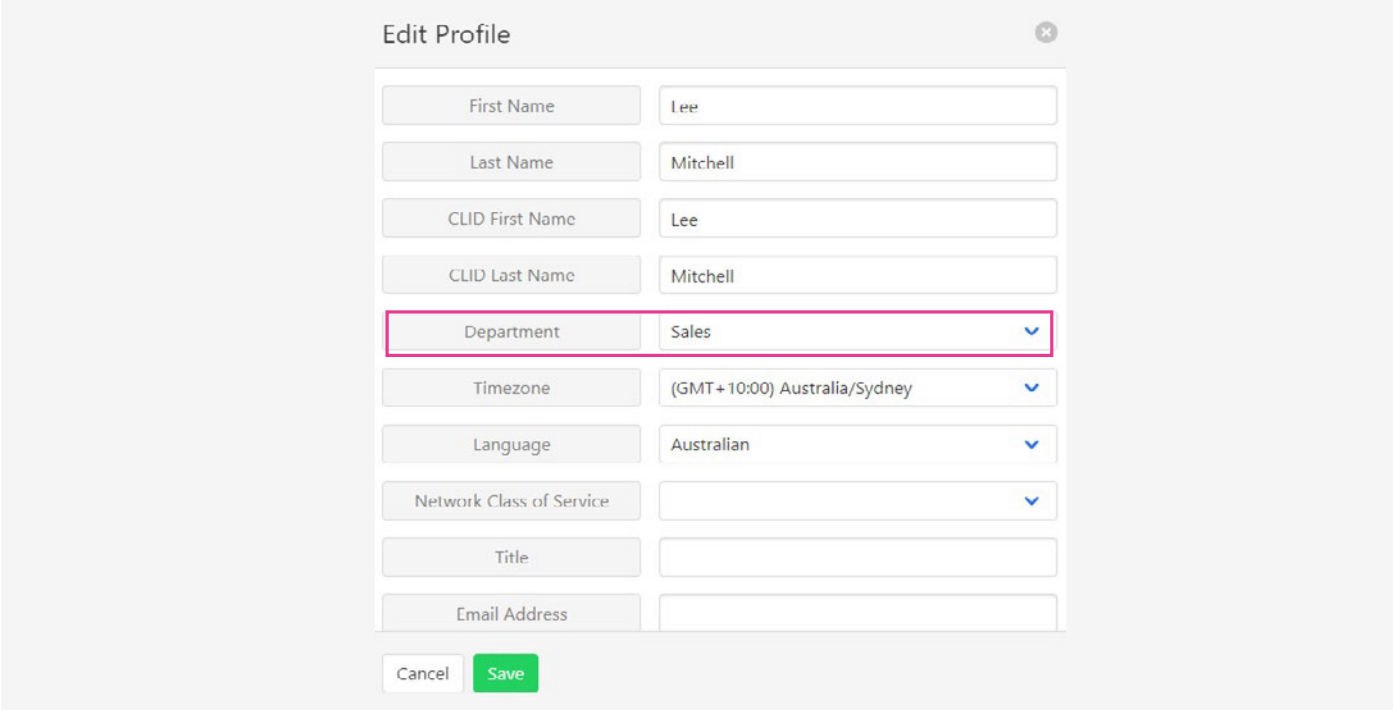
Enter the First Name and Last Name for identifying the user in Command Central and the Call Line Identification (CLID) First Name and Last Name which will be presented to other users when that extension makes a call.





Step 4

If you want this user to be part of a department, select the department from the department dropdown list.

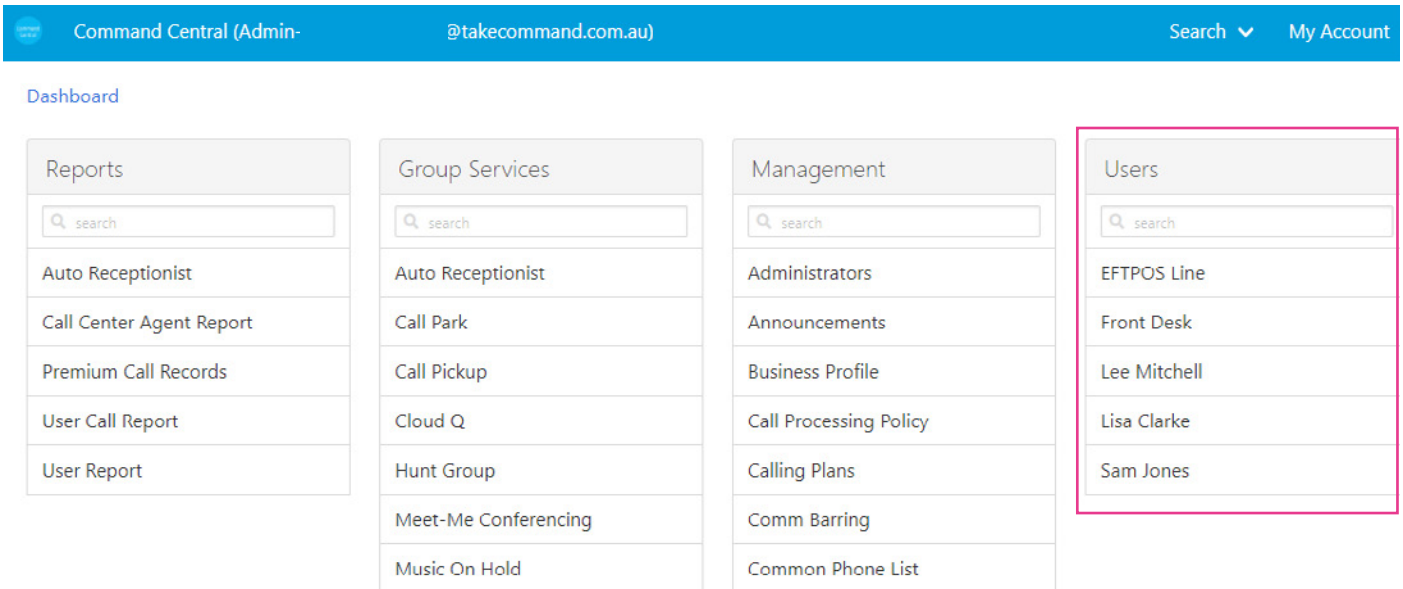


Step 5

Click **Save**

If you have an NBN Business Line service on the same account for devices such as faxes or EFTPOS machines, they will also appear in the list. You can usually tell them apart as they won't have an extension number. Give them a name so that your user list is kept up to date and you can identify them later.

Once you've named all your users you will see the names on your dashboard, and this will make it much simpler to configure features in the future.

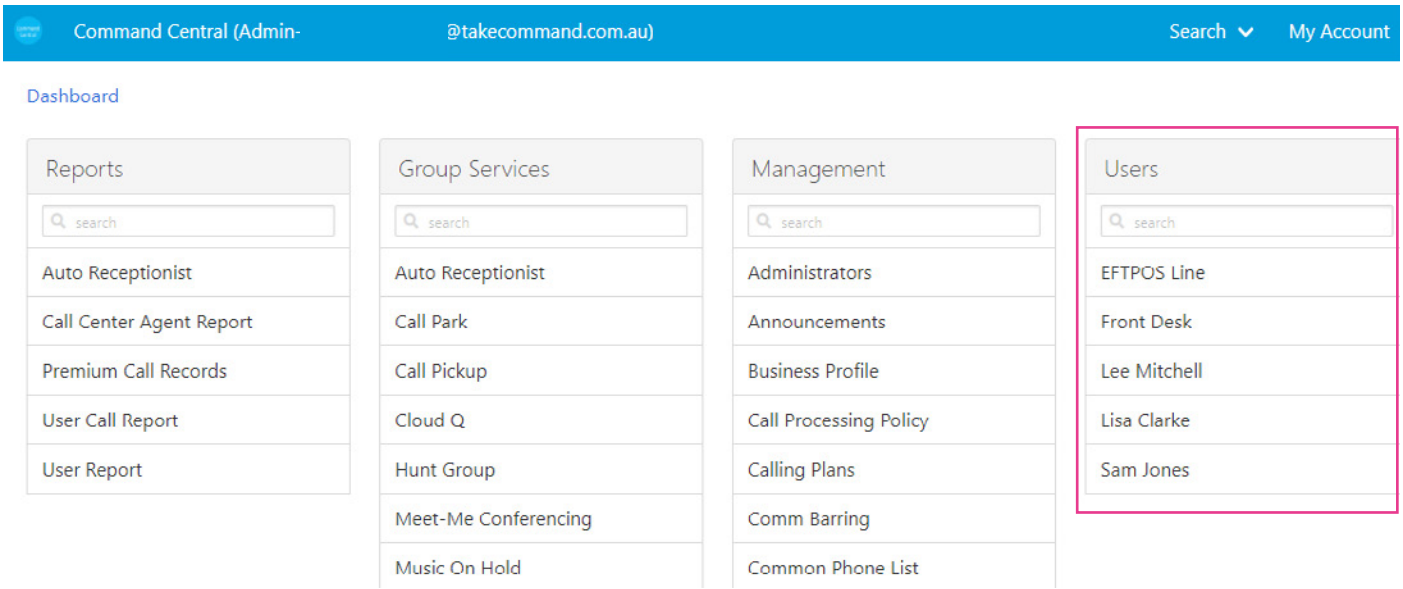


Setting Call Line Identification Numbers for Users

If you'd like to change the outbound Call Line Identification Number (CLID) for your users, follow these steps.

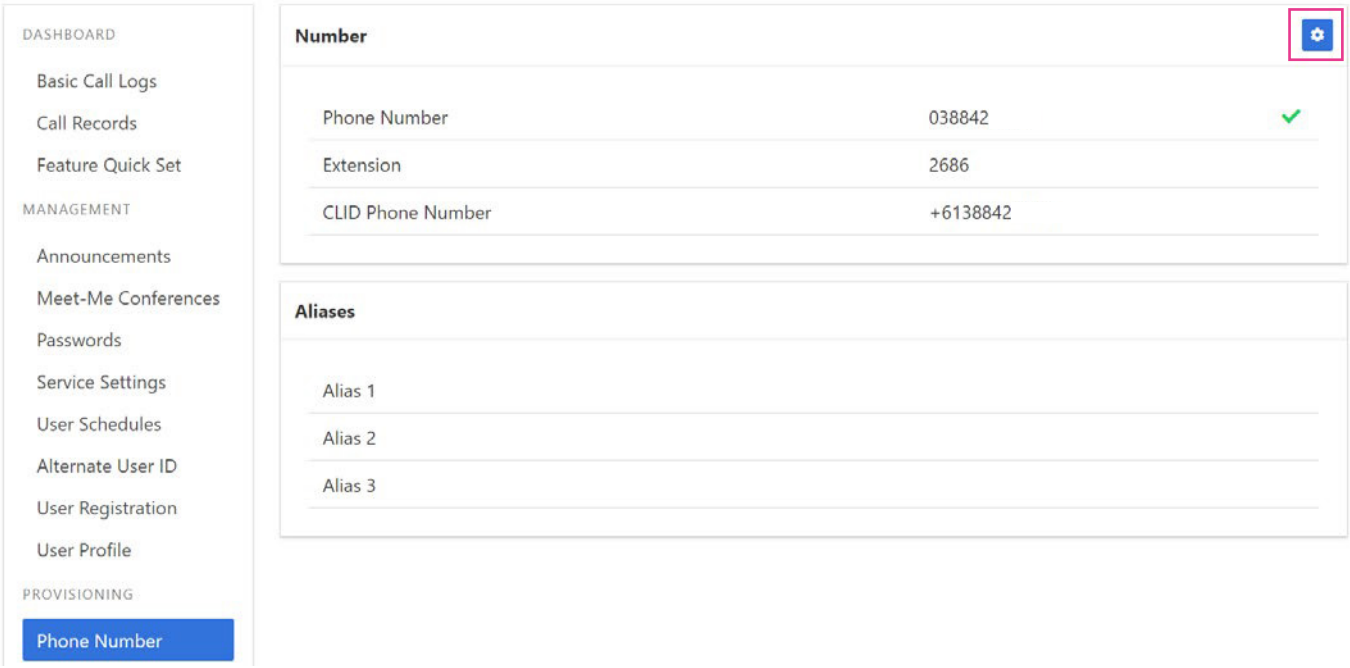
Step 1

In the **Dashboard**, click on the user you'd like to update.



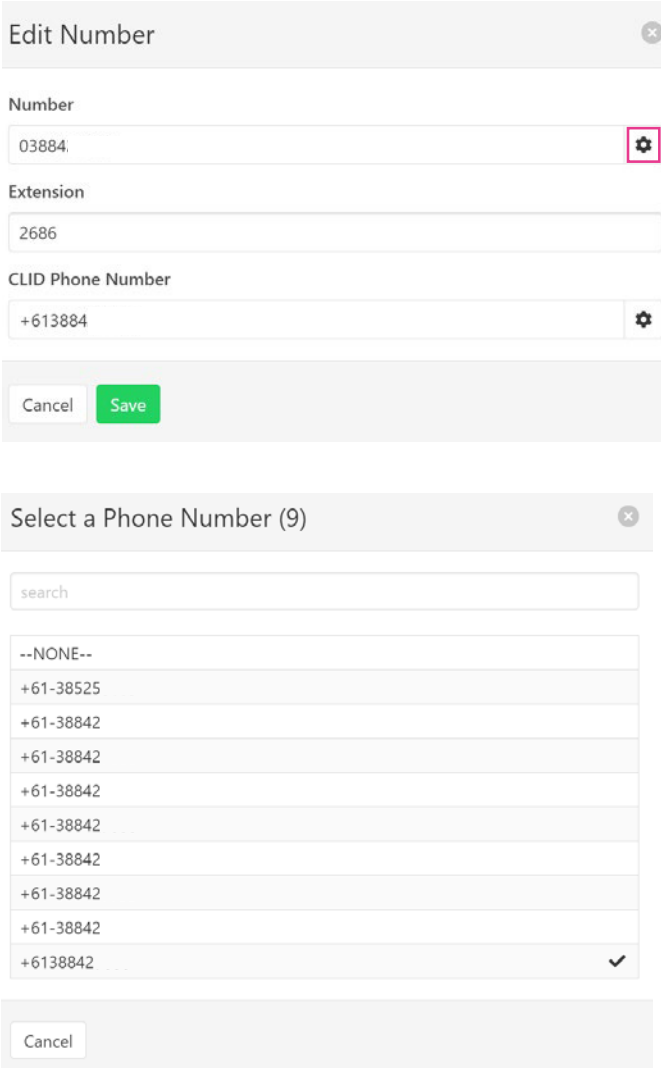
Step 2

Click on **Phone Number** in the left-hand menu. Then click the cog in the top right-hand corner of the window.



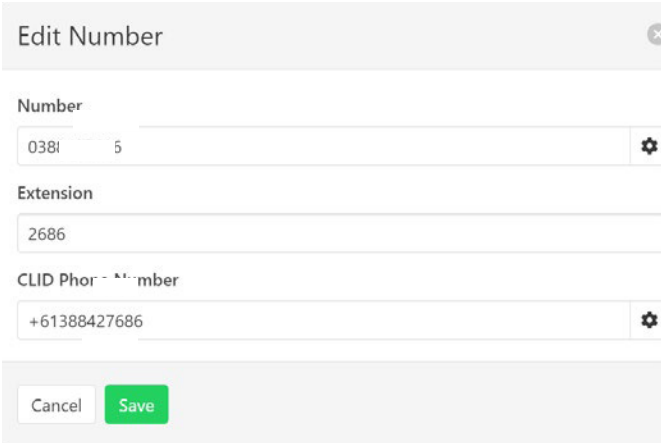
Step 3

The **Edit Number** window will appear. Click the cog beside CLID Phone Number and a list of phone numbers to choose from will appear.



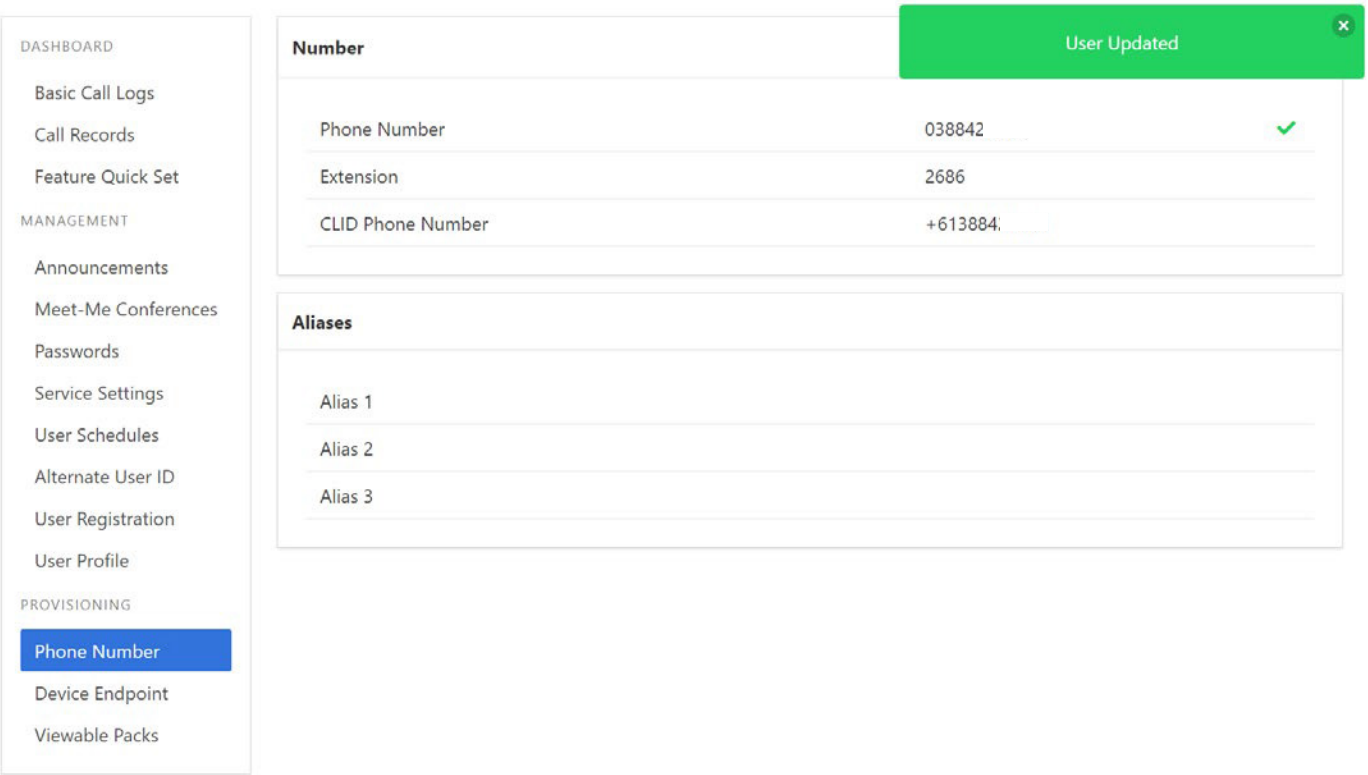
Step 4

Choose the number you'd like to appear as the outgoing CLID for the user.



Step 5

Click **Save**



Call Forwarding Not Reachable

Because Commander Phone works over the internet and the handsets require power to operate, it's important that you set up Call Forwarding Not Reachable for your users. A service or handset is not reachable when it's not registered on the server, which can happen during internet faults or power outages. We recommend setting Call Forward No Reachable for all your users and hunt groups. Setting a mobile number for your not reachable destination will help to keep your business online if your handsets aren't registered.

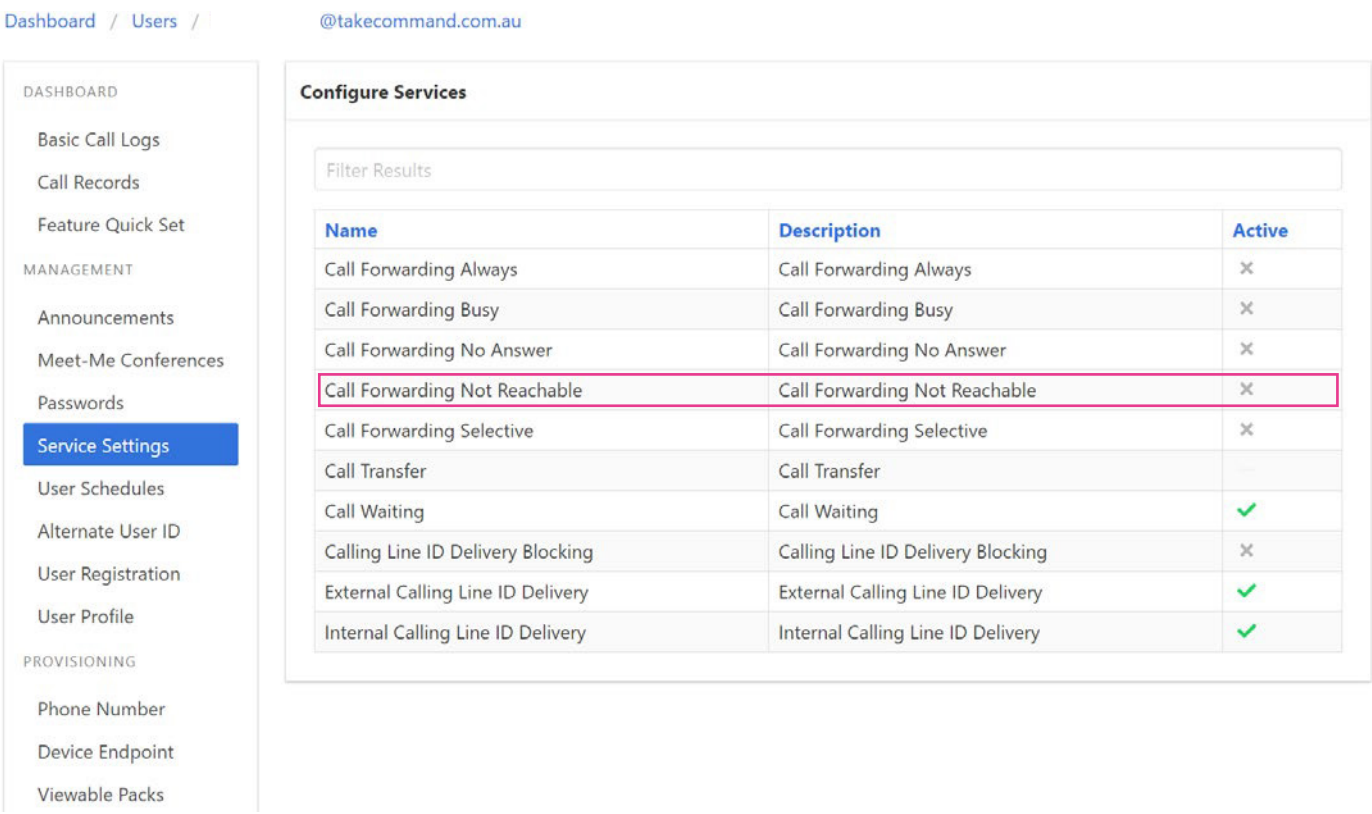
Follow these steps to set up Call Forwarding Not Reachable for for individual users.

Step 1

In each individual user's user menu, click on **Service Settings**.

Step 2

Click on **Call Forwarding Not Reachable.**

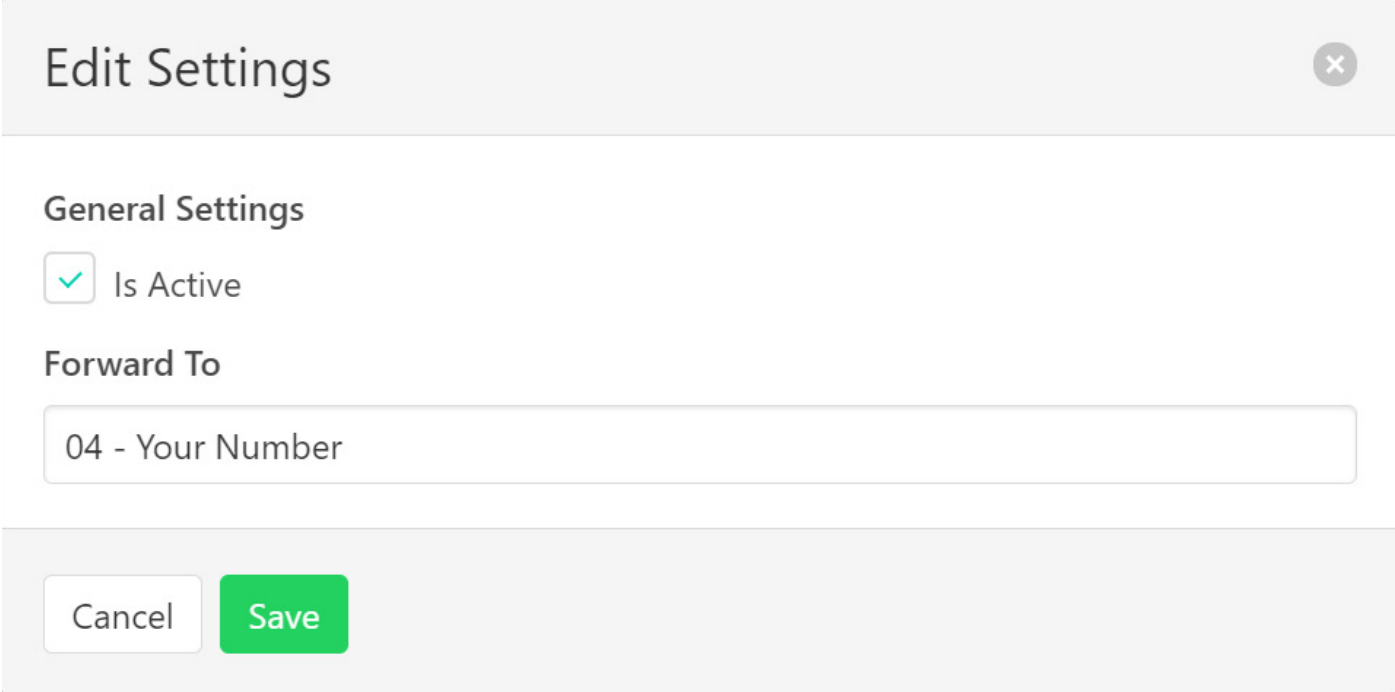


Step 3

Click the cog on the top right hand corner of the window to edit the settings

Step 4

Tick to activate and then enter the phone number you'd like to forward calls to if the handset can't register



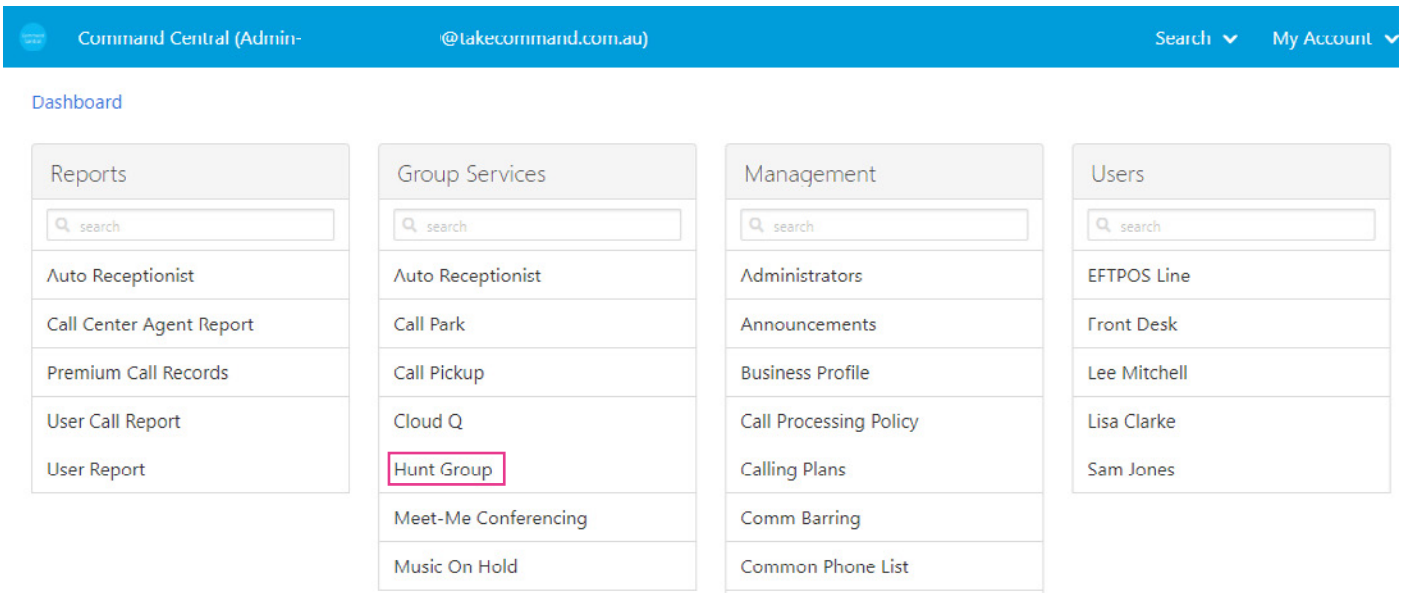
Step 5

Click **Save**

Follow these steps to set up Call Forwarding Not Reachable for your hunt groups. If you haven't yet set up your hunt groups, see the Hunt Groups feature setup in the next section.

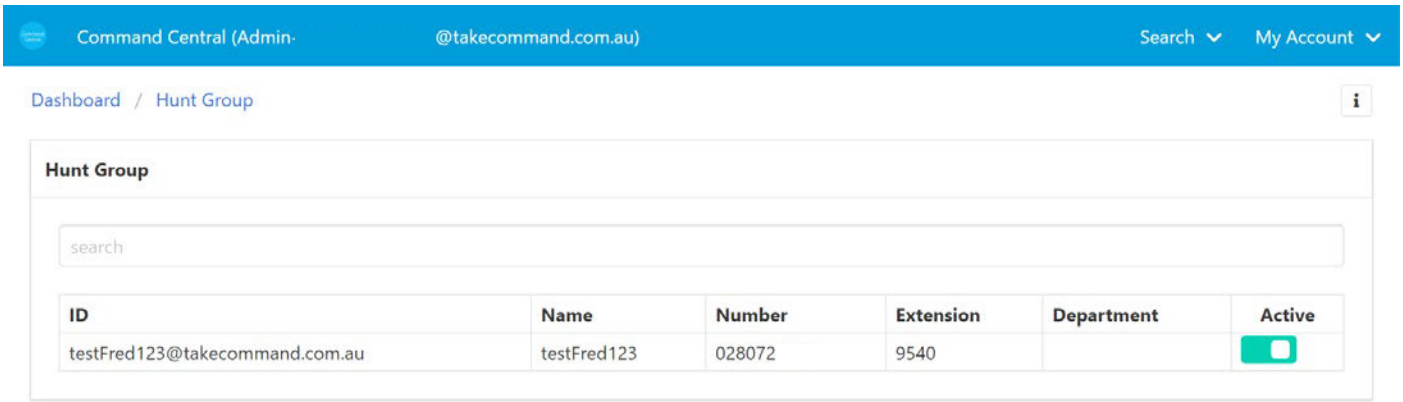
Step 1

Open the **Dashboard** then click **Hunt Group**



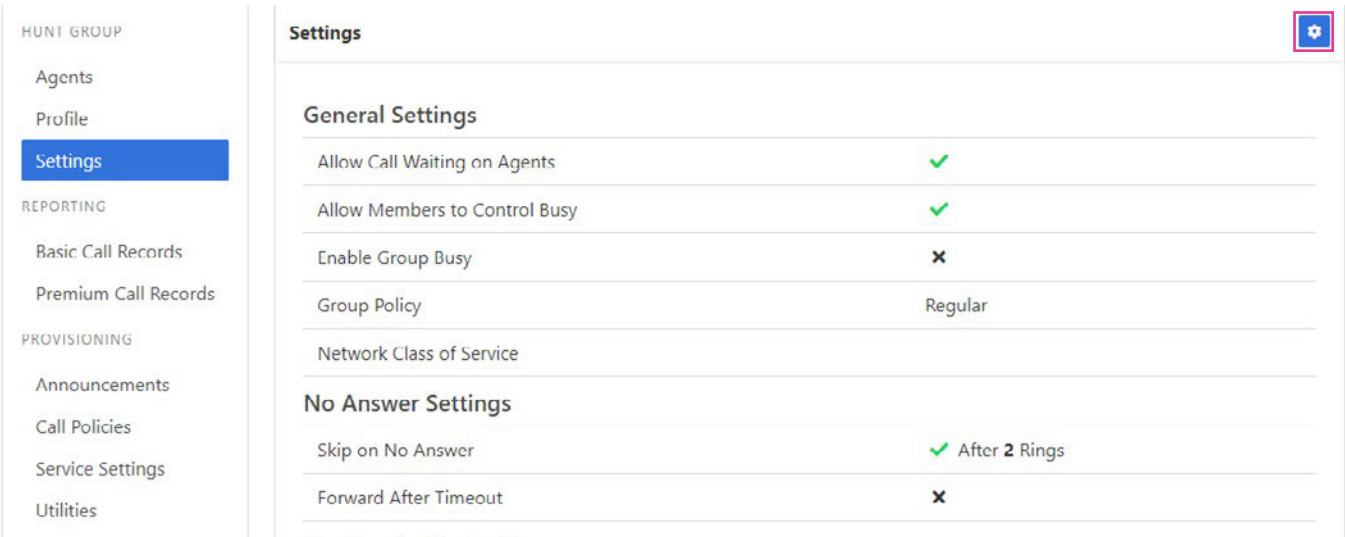
Step 2

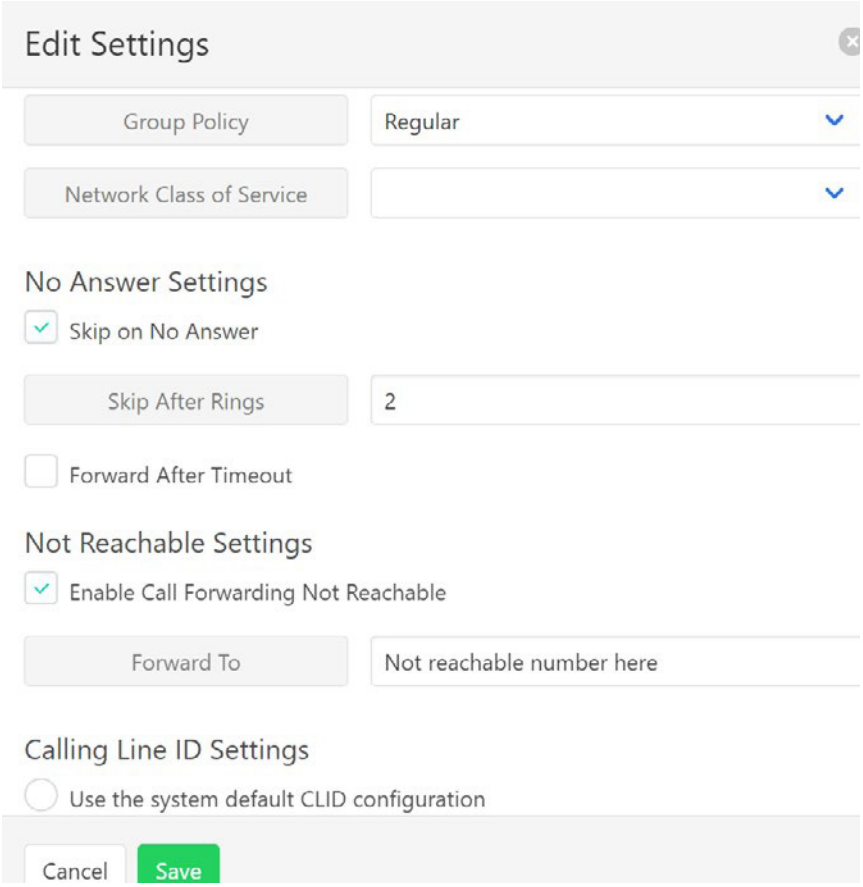
Click on the **Hunt Group** you want to set up Call Forwarding Not Reachable for.



Step 3

Click on **Settings** in the left-hand menu, then click the cog in the top right-hand corner.





Step 4

Tick the **Enable Call Forwarding Not Reachable** check box and then enter the number you want to forward calls to in the Forward To box.

Step 5

Click **Save**

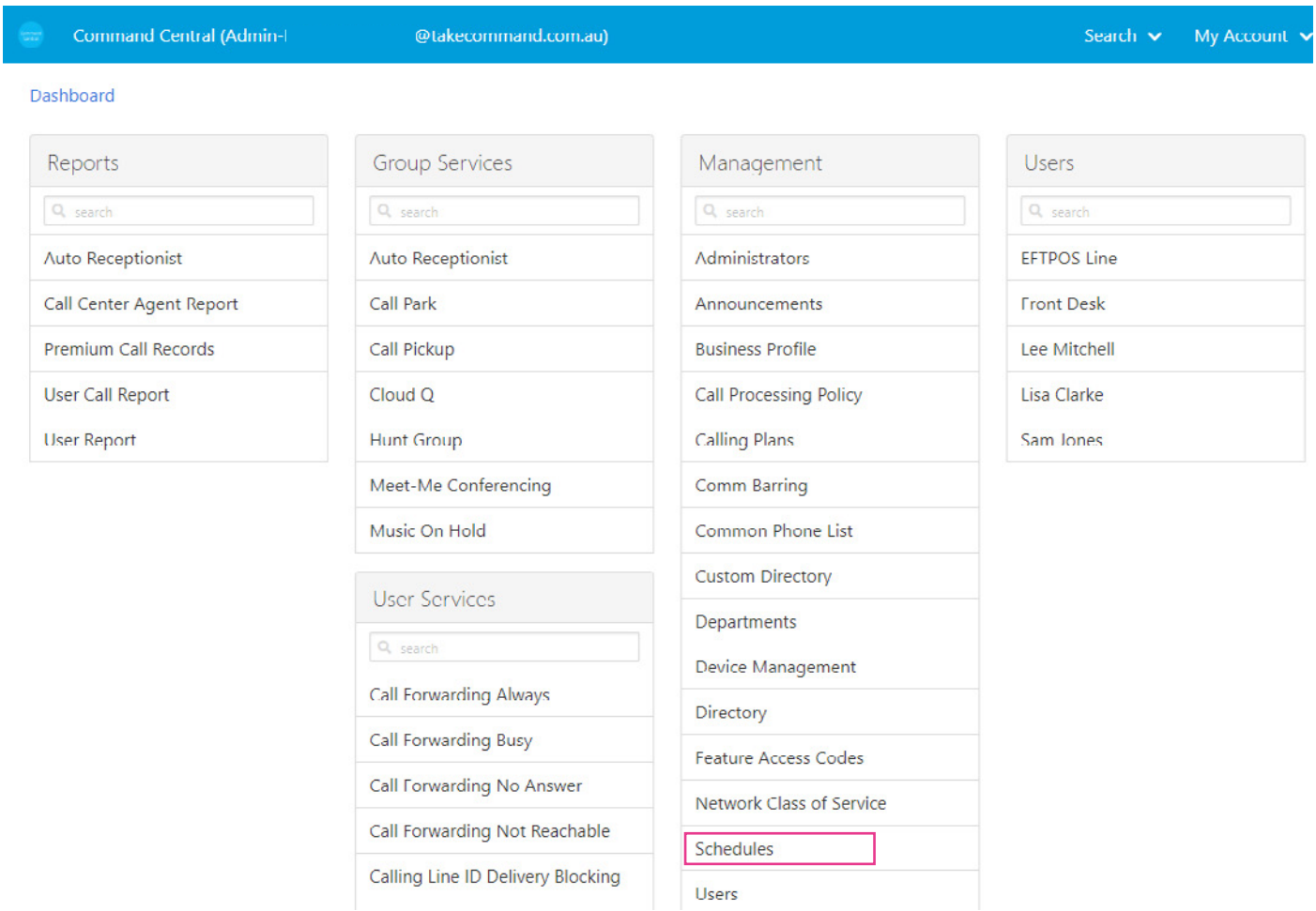
Setting Up Schedules

Schedules are used to automatically control features and calls based on the time of day, time of week or holiday times. They can be used to set different **Auto Receptionist** greetings, set up after hours diversions and more. We recommend setting these up before you start setting up your other features.

Many users create 2 or more schedules, a business hours schedule and an after hours schedule.

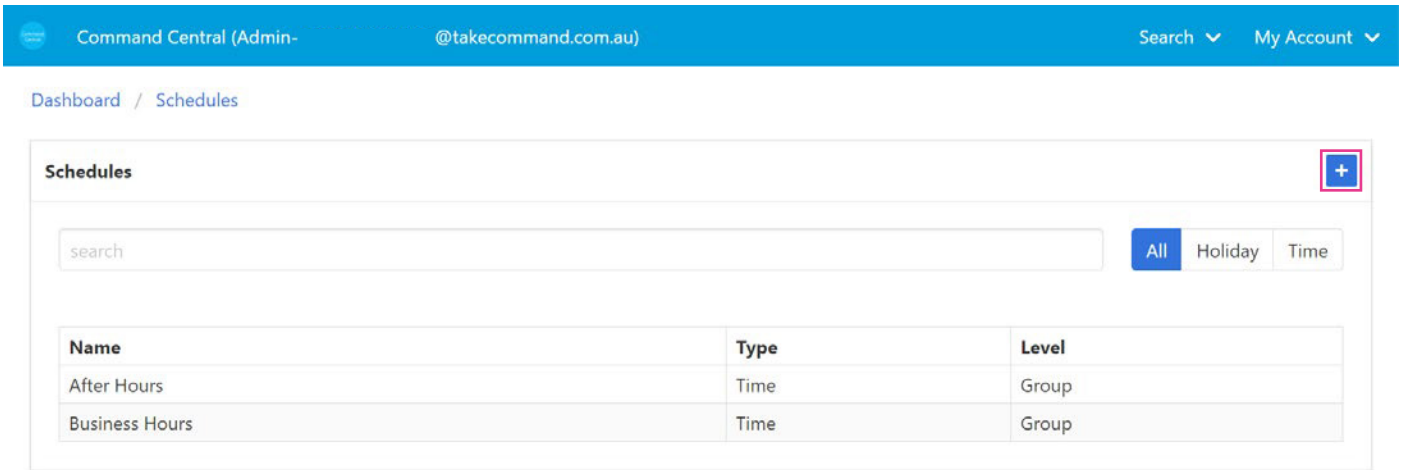
Step 1

Open the **Dashboard** then click **Schedule**



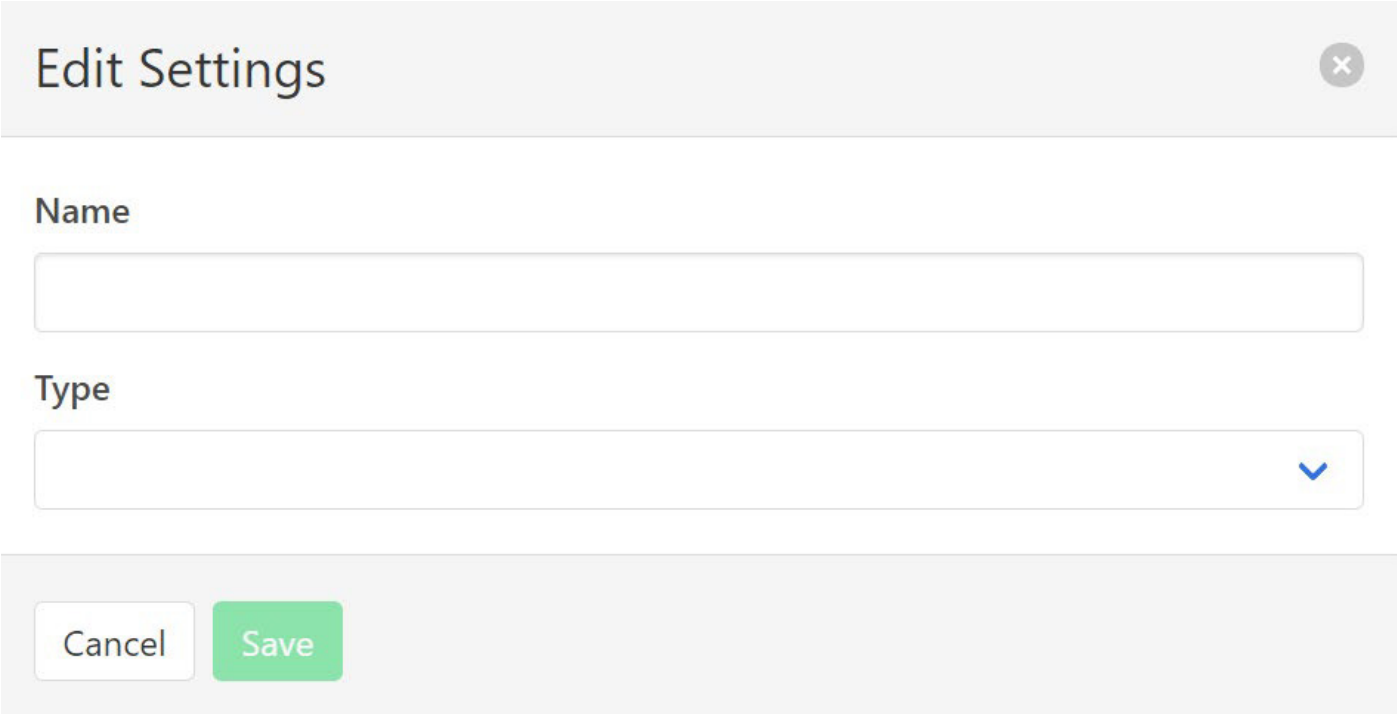
Step 2

Click the **plus icon**.

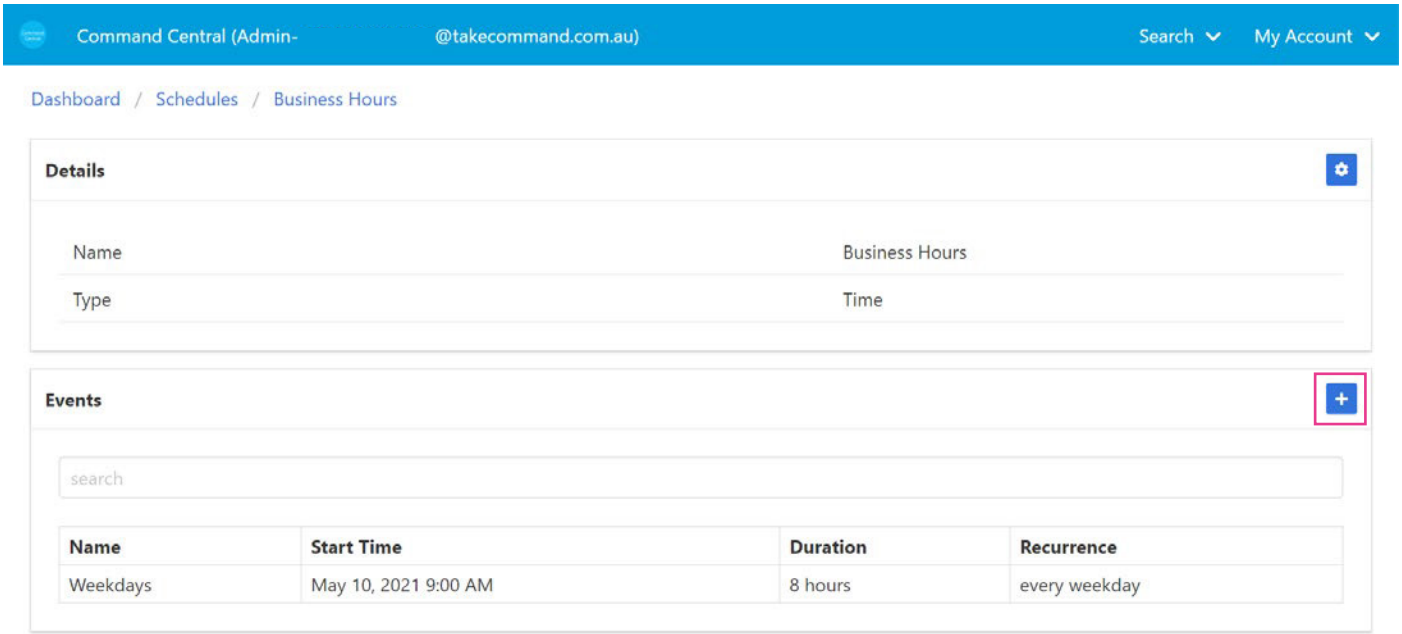


Step 3

Enter your first schedule details. In this example we are setting up a Business Hours schedule. Type a name and select **Time** as the type.



You will now see the schedule details screen.



You can set the times for this schedule by adding Events.

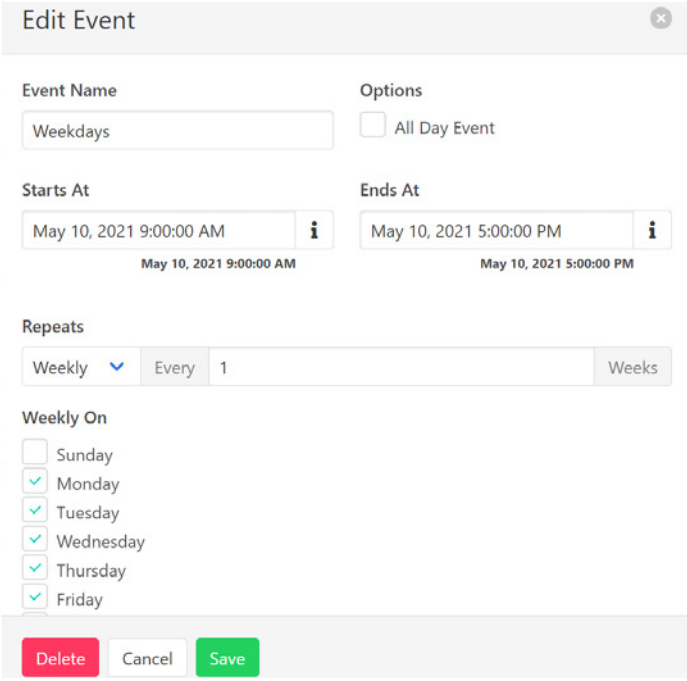
Step 4

Click the **plus button** in the **Events panel.**

Step 5

Enter your business hours into the screen, including a name for the new event. If your business hours are the same on multiple days, you only need to do this once. If you have different business hours on different days, you can create multiple events for each day.

For example, in the screen shot below we are configuring our business hours as 9am to 5pm Monday through to Friday. If you were open longer on Thursday, you would not select Thursday in the list and you would repeat this process with a separate event for Thursday.



Step 6

Click **Save** and you will see the new event in the event list. To create more events , simply repeat the process above.

There are two common ways schedules are used.

1. You can assign them to your Auto Receptionist, so you may have a different voice menu for business hours vs after hours. See how to set this up in the Auto Receptionist section page 37

2. You can forward calls to hunt groups or individual users during your after-hours schedule. For example, you may want calls to the sales hunt group number to divert to a mobile phone after hours. See how to set this up for Hunt Groups in the Hunt Groups section. Follow a similar process for individual users, except find the **Call Forward Selective Caller** feature in the **user service settings** menu.

Feature Setup

Hunt Groups

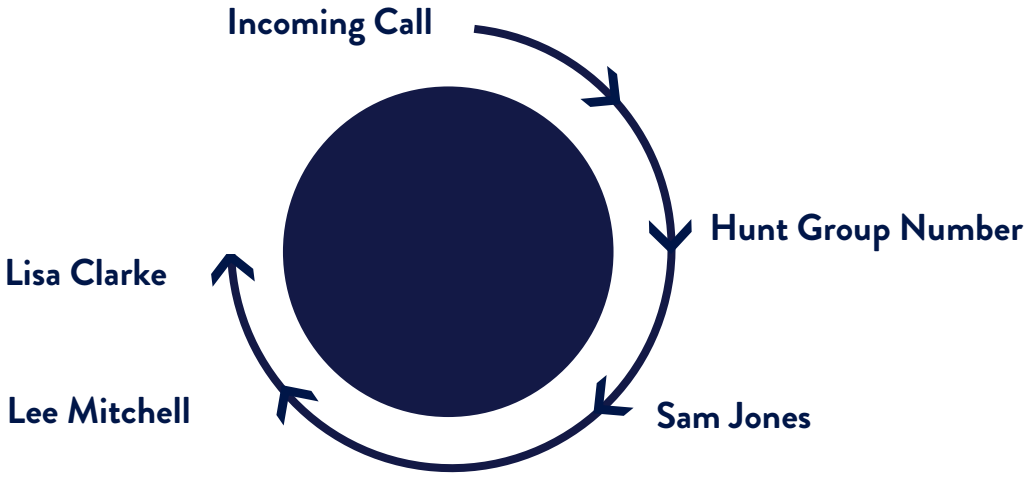
Hunt groups automatically direct calls coming into your business to multiple handsets in preset configurations. They are extremely flexible and can ensure that calls are distributed correctly among your users. There are different types of Hunt Groups.

Regular (linear)

The incoming calls to the group start hunting on the first user in the list and hunt all the provisioned users sequentially, until an idle user is found, or the end of the list is reached.

Circular

The incoming calls to the group start hunting with the user following the last user to receive a call. When the end of the list is reached, the hunting circles back to the first user in the list. The hunting ends when an idle user is found, or all the users have been visited.

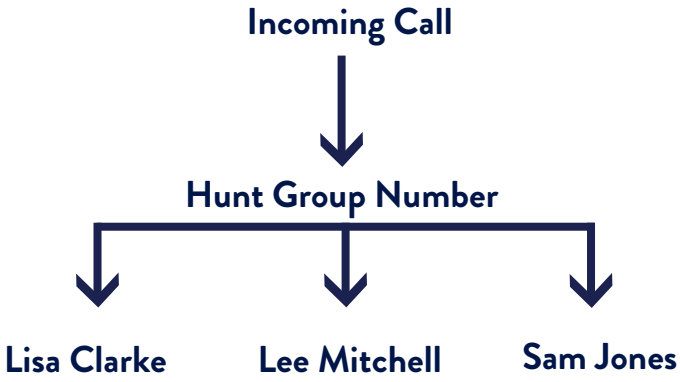


Uniform

The incoming calls to the group are presented to the user that has been idle for the longest time.

Simultaneous

The incoming calls alert all idle users in the group. The call is connected to the first user to answer the call.



Weighted

The incoming calls alert agents in a pseudo-random fashion according to their relative weight. Agents with a higher weight are assigned more incoming calls than agents with lower weights.

Hunt groups have their own phone and extension numbers and businesses usually set their main incoming number as their hunt group if they don't have a dedicated receptionist. If your hunt group has been set up on the wrong business number, you can contact us and have it switched over.

We provide a hunt group to your business as a standard feature and we automatically configure it as a simultaneous hunt group with all the handsets/numbers that you purchased in your first order assigned. This means that the included hunt group, when called, will automatically make all your handsets/numbers ring at the same time. Use the instructions below to modify those initial settings if you desire.

Hunt Group Example

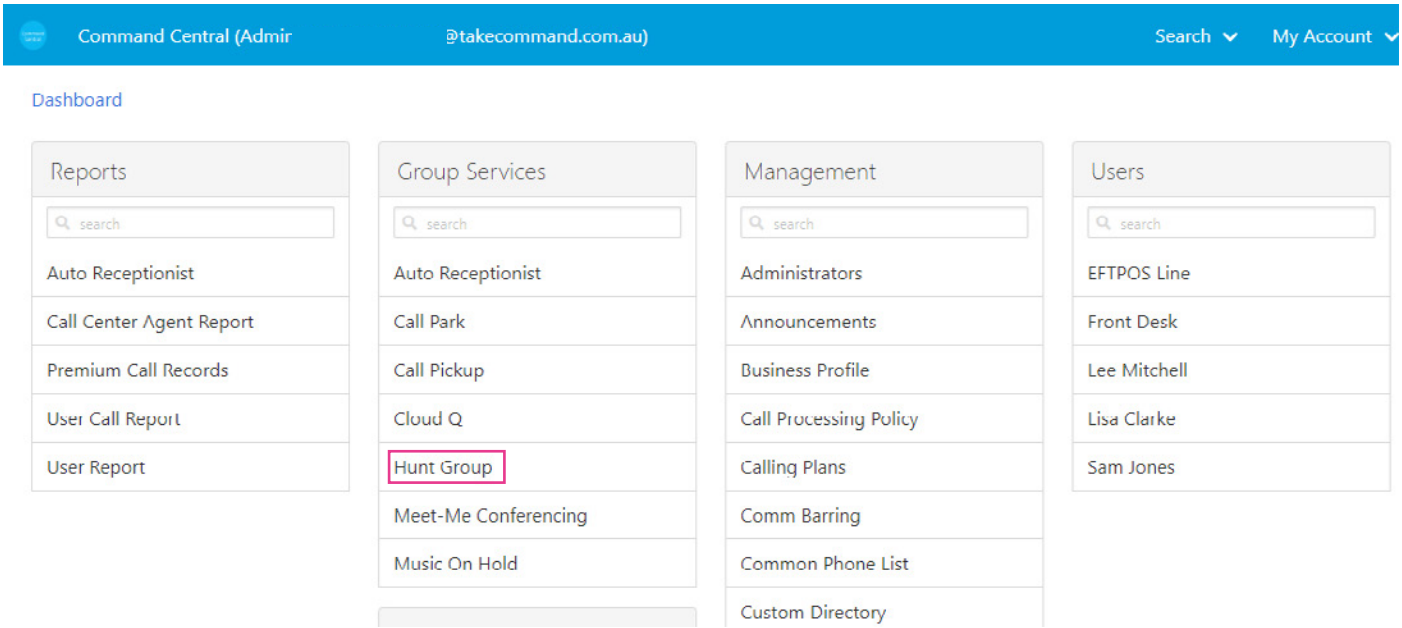
Let's look at this simple phone system configuration and identify the most suitable hunt group. The business is a small real estate firm. There's a front desk that's manned by a receptionist most of the time and a sales department with 3 sales reps.

To ensure that all incoming calls have the best chance of being answered, a hunt group is configured on the main business number. It will be set up to try the 'Front Desk' first, and if it's busy or unavailable, it will then hunt to the sales reps automatically. This hunt group would be set up as a Regular (linear) configuration.

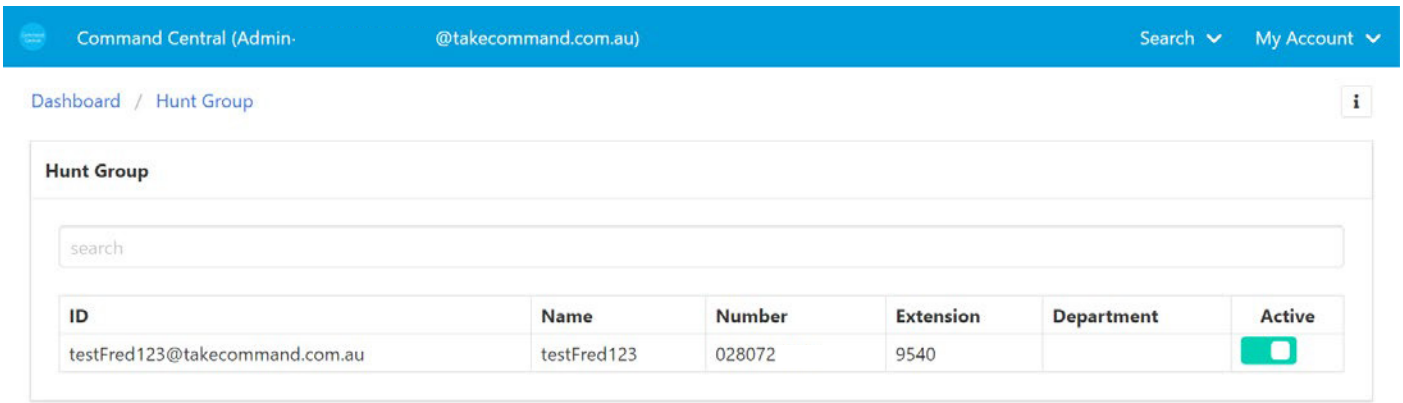
Let's see how this configuration would be set up in Command Central:

Step 1

On the main **Dashboard**, click on **Hunt Group** in the **Group Services** menu.



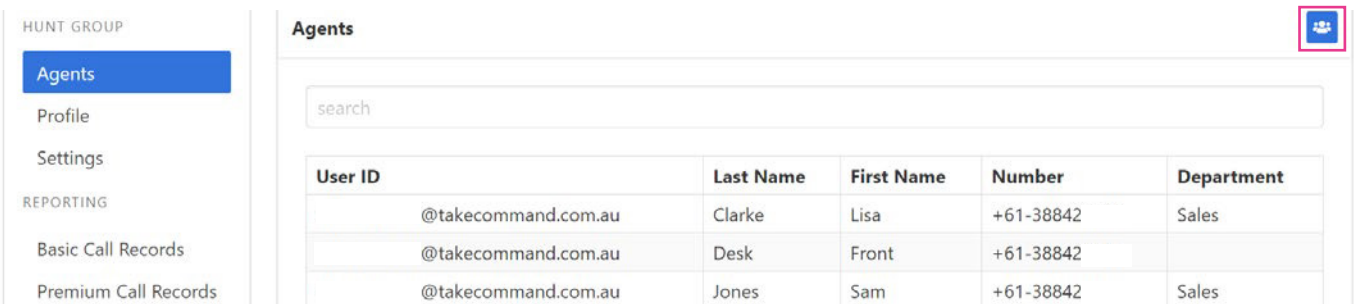
If you've already added your hunt group to your account, then you'll see it in this list. If not, please contact us on 132777 to have it added. Once it's in the list you can either deactivate or activate it.



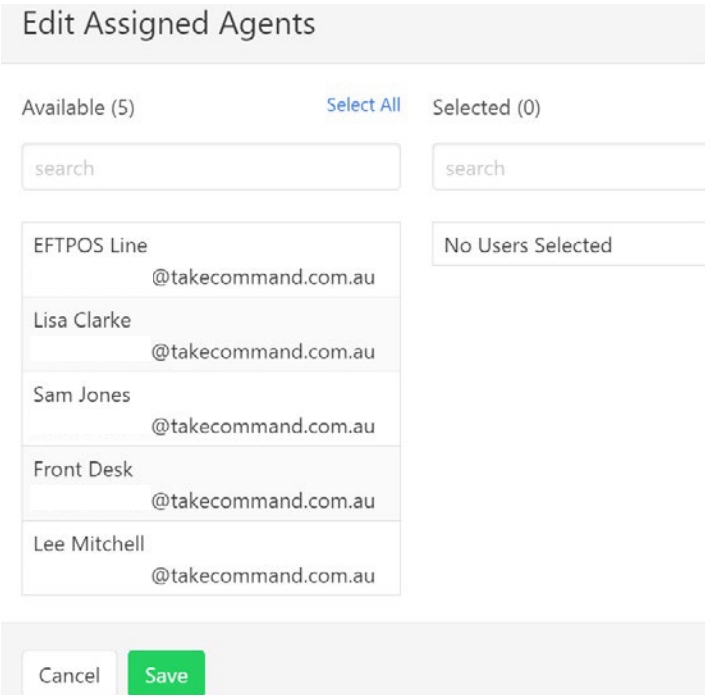
Step 2

In this example the hunt group has been set up on the main incoming phone number. Click on the hunt group to configure it.

The first thing we need to do is add agents to the hunt group. This will determine which users the calls are distributed to. Click on the **Agent** button on the top right-hand corner of the window.

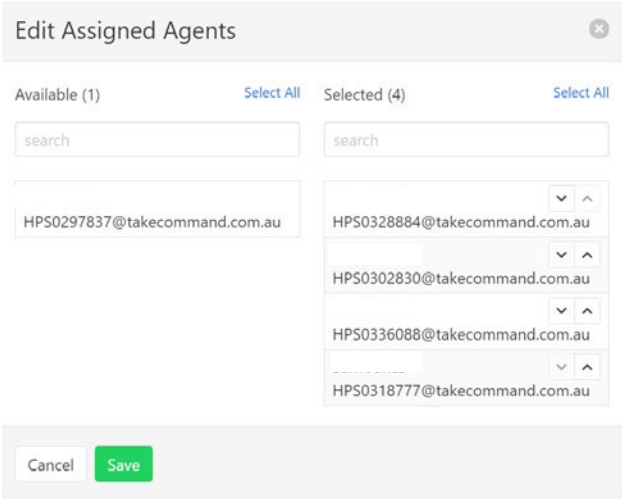


You can see the available agents on the left-hand selection box. This is where naming the users comes in handy as we can now see each user by name making it much easier to figure out where they belong in the hunt group.



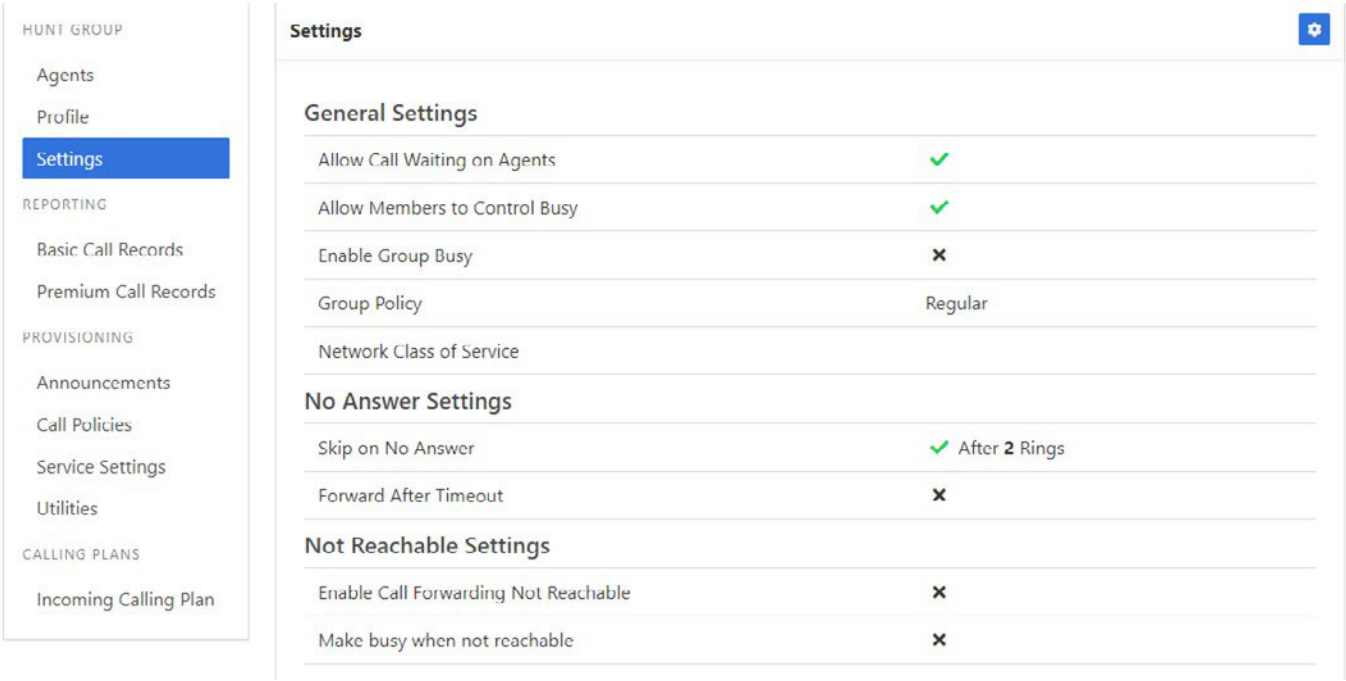
Step 3

Simply click on the users in the order you want the calls to hunt to them and they will populate into the right-hand side. If you make a mistake with the order of the agents it's no problem, you can move them up and down the list with the arrows that appear by the name. Click **Save** when you are done.



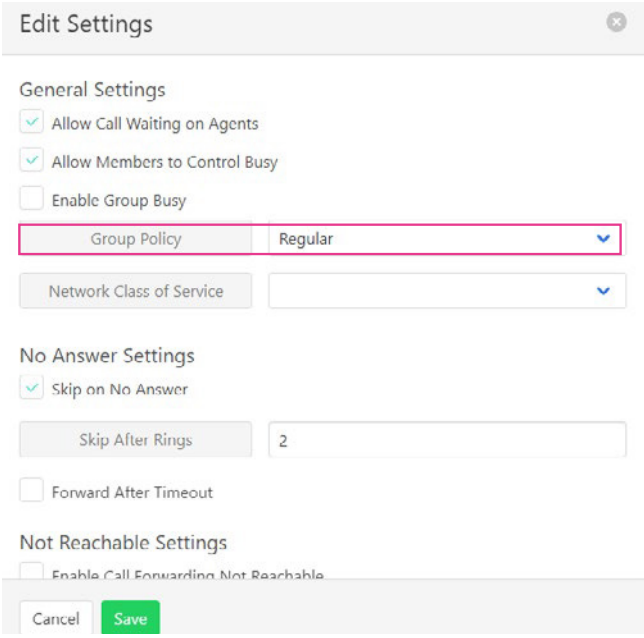
Step 4

Click on **Settings** in the menu on the left hand side.



Changing Hunt Group settings

If you want to change the way your calls come in, click the cog on the top right-hand corner and change the **Group Policy** to change the hunt setting. Refer to the types of hunt groups on page 23 to choose the setting that's right for your business.



You can also set the number of rings before jumping to the next user in the **No Answer Settings**

Important Note:

If you're configuring your Hunt Group as a Weighted hunt group, you need to assign weights to your individual agents.

Step 1

After selecting "Weighted" in the Group Policy drop-down list, click **Save**.

Step 2

Click on **Agents** in the left-hand menu.

Step 3

Click on the cog in the top right-hand corner.

Step 4

Assign a weight to each agent. The numbers should add up to 100. In the below example, the second agent will get 70% of the calls, and the first agent will get 30% of the calls.

Step 5

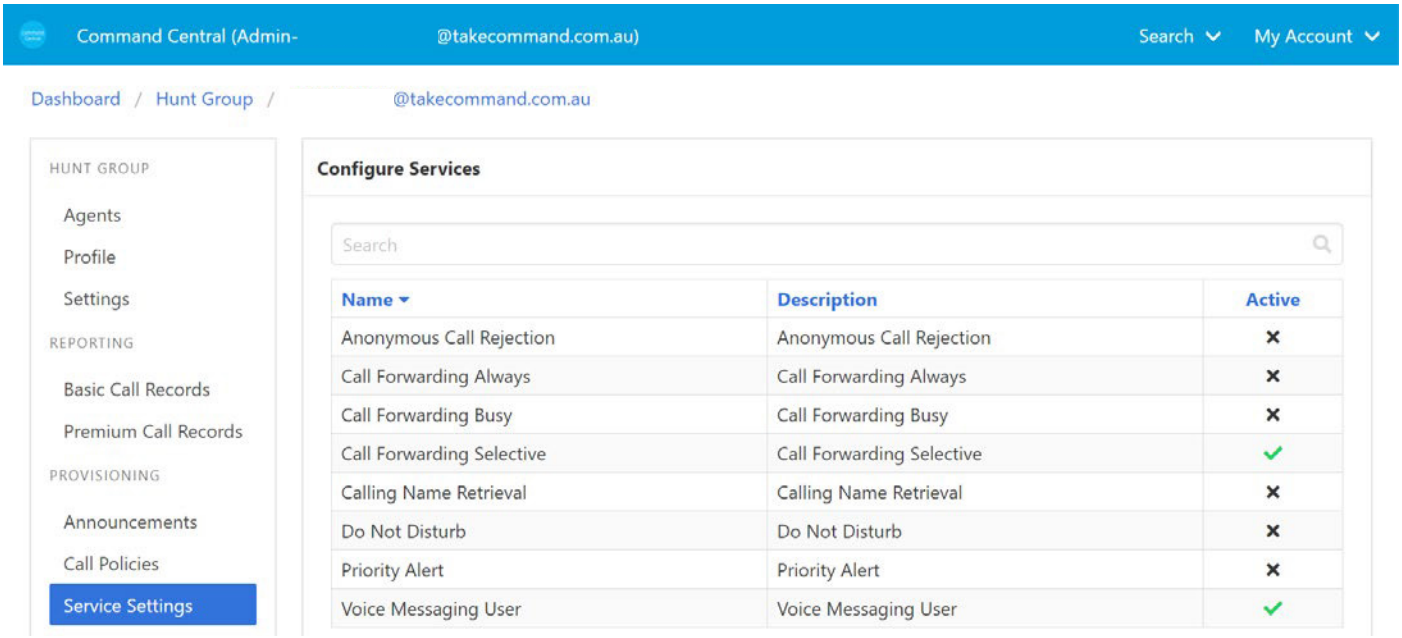
Click **Save**.

Hunt Group After Hours Schedule.

If you'd like calls to your hunt group number to be forwarded somewhere else after hours, you first need to set your schedules up in the main Dashboard. Follow the instructions on page 16

Step 1

Click on **Service Settings**.

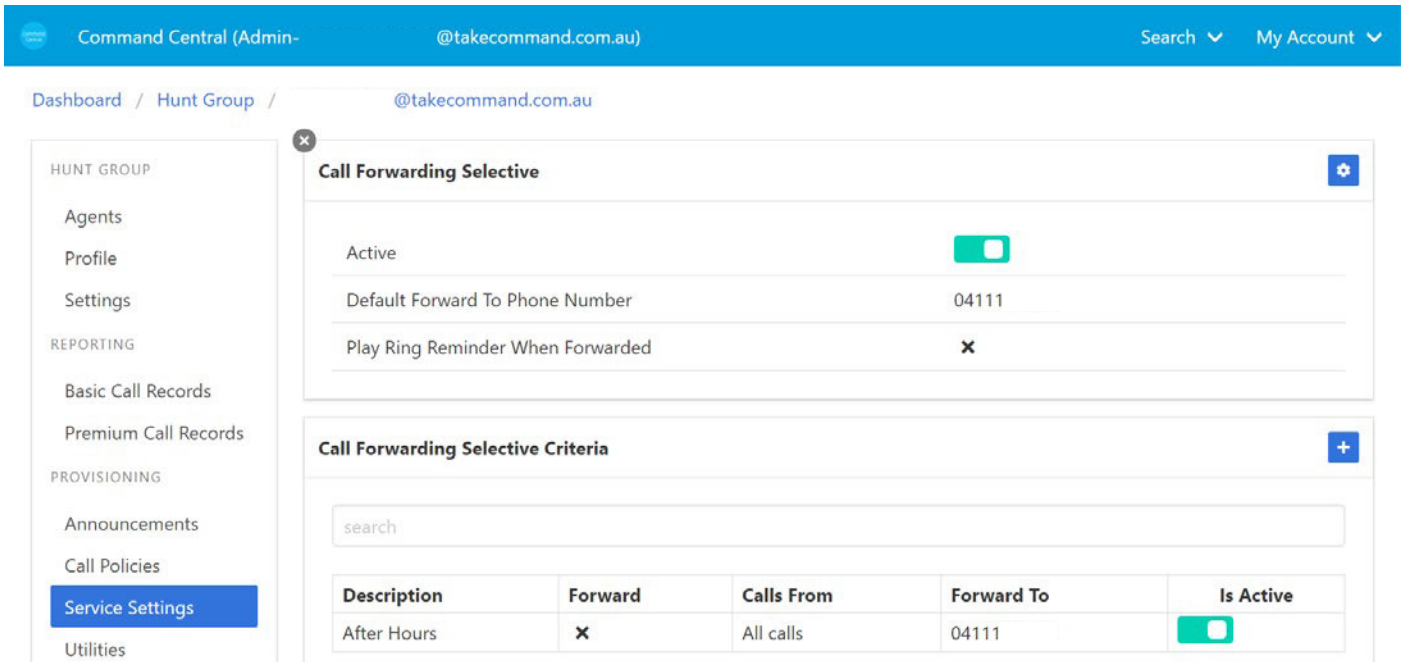


Step 2

Click on **Call Forwarding Selective.**

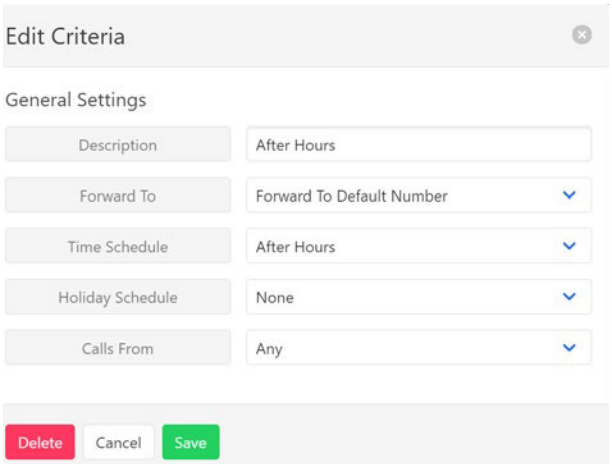
Step 3

Then **Call Forwarding Selective**. Click the **Plus icon** in the second panel.



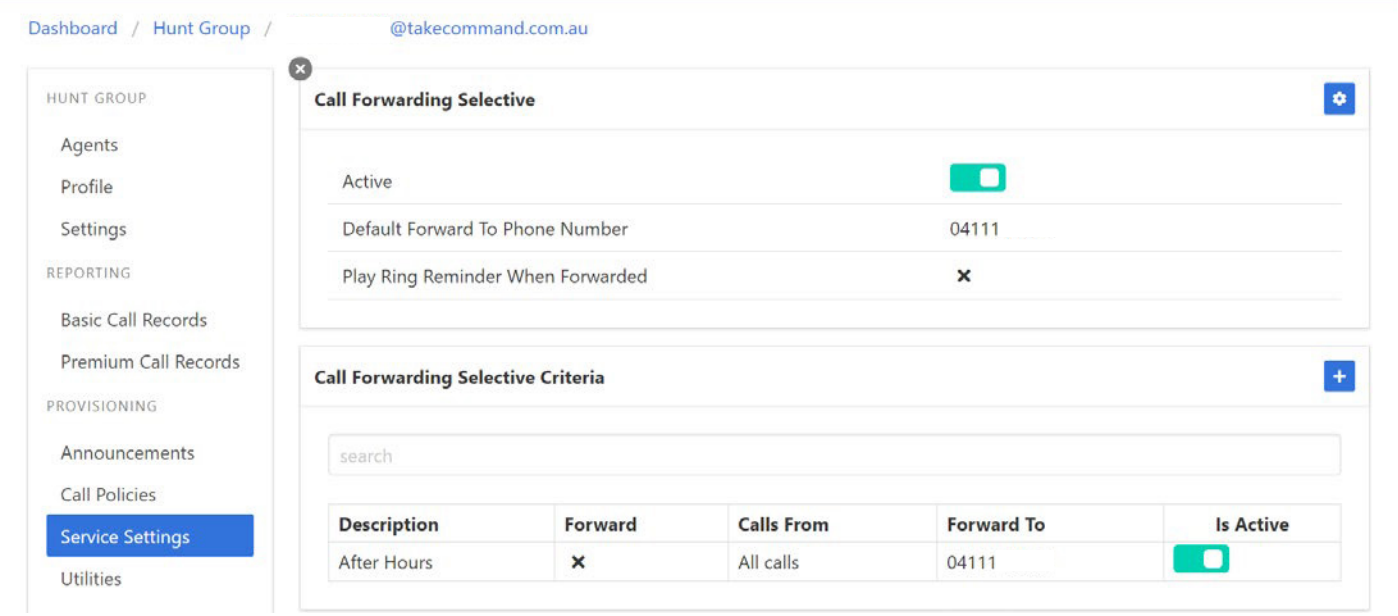
Step 4

Name your criteria **After Hours** and select **Forward to Default Number**. Change Time Schedule to your after hours schedule and then click **Save**.



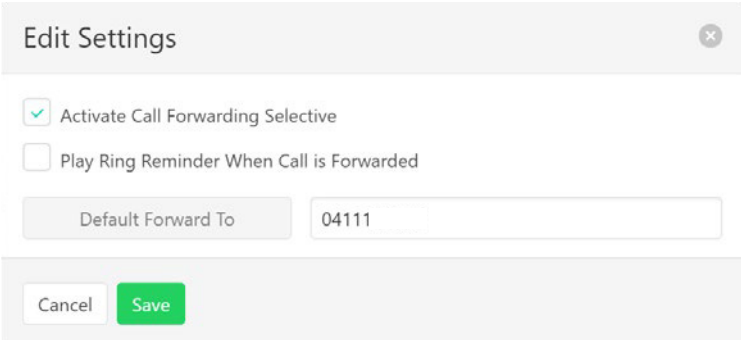
Step 5

To set the default number to forward to, click on the **cog** in the top right hand corner

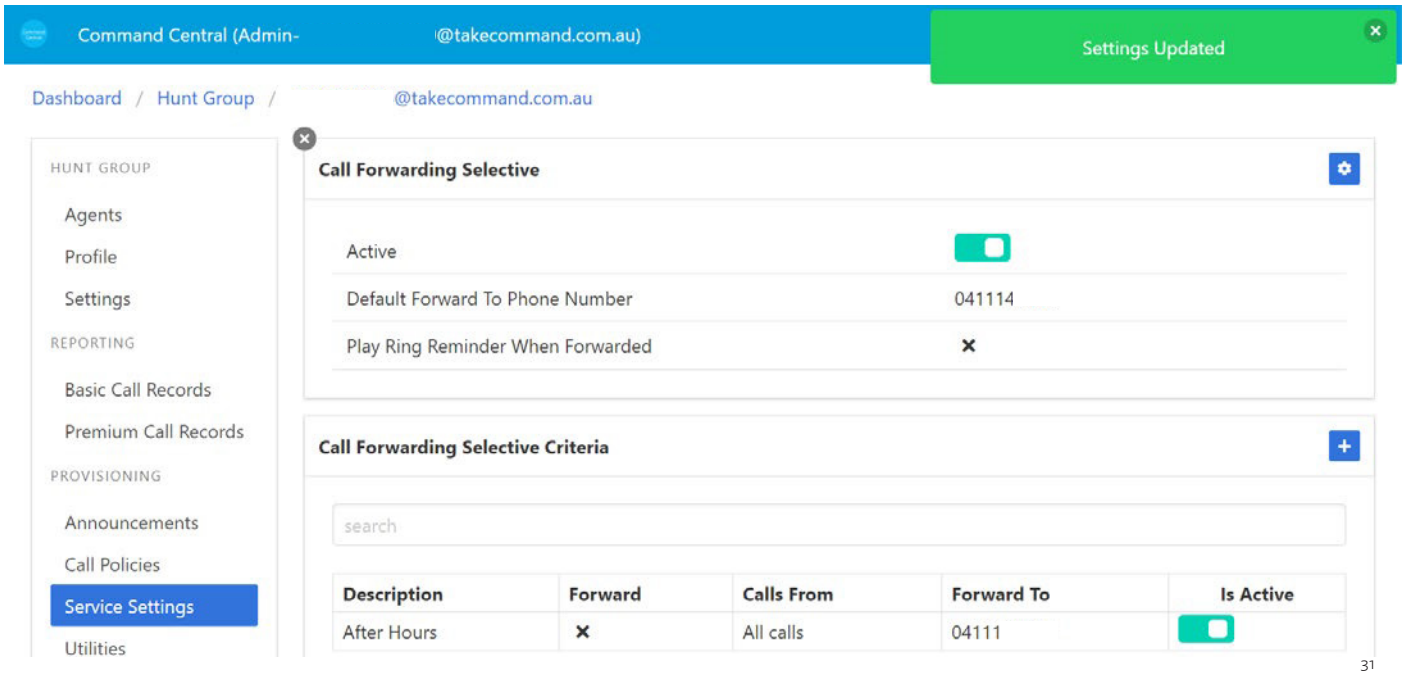


Step 6

Tick the **Activate Call Forwarding Selective** box. Enter the number you want to forward calls to after hours then click **Save**.



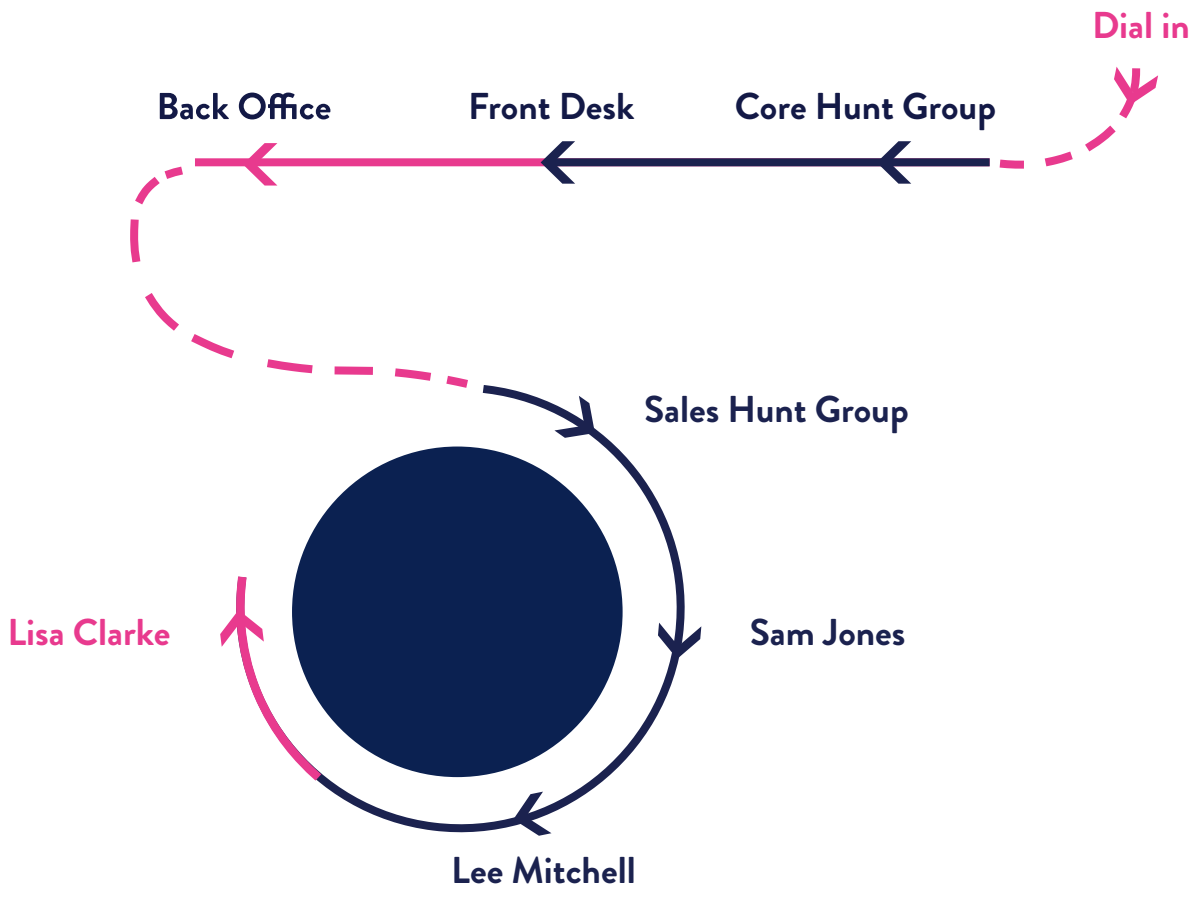
Your screen should look something like this.



Multiple Hunt Groups

You can set up multiple hunt groups for even more flexibility. For example, you could have a core hunt group for calls coming into your business and then a separate hunt group for your sales agents.

When a call comes into your core hunt group and it's determined it's for the Sales team, the call can be transferred to the sales hunt group extension number and theSales hunt group can funnel the calls to your Sales staff according to the hunt group settings.



Legend

Call hunts until it's answered in the Back Office, where it is transferred to the Sales Hunt Group and is finally answered by Lisa Clarke

- Call Answered
- Call Hunting
- Call Dialing

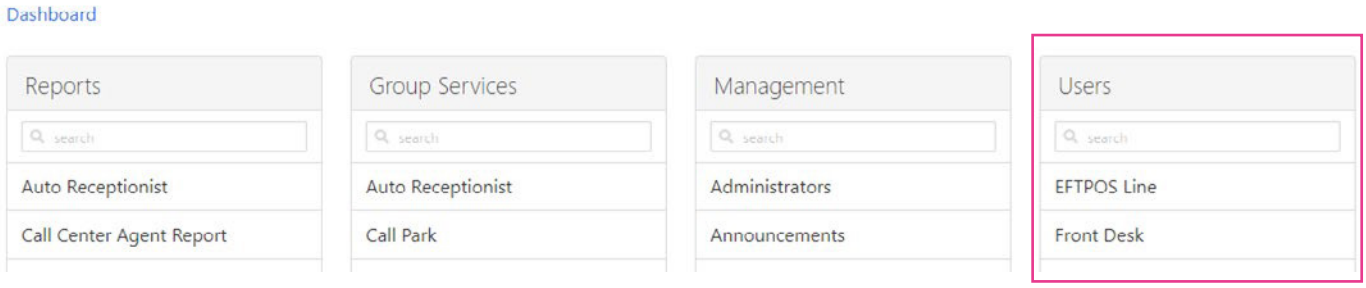
One hunt group is included with your Commander Phone system; extra hunt groups are $8 per month.

Voicemail to Email

Voicemails can be delivered to the voice mailbox and to an email address that you choose. To set up voicemail to email follow these steps.

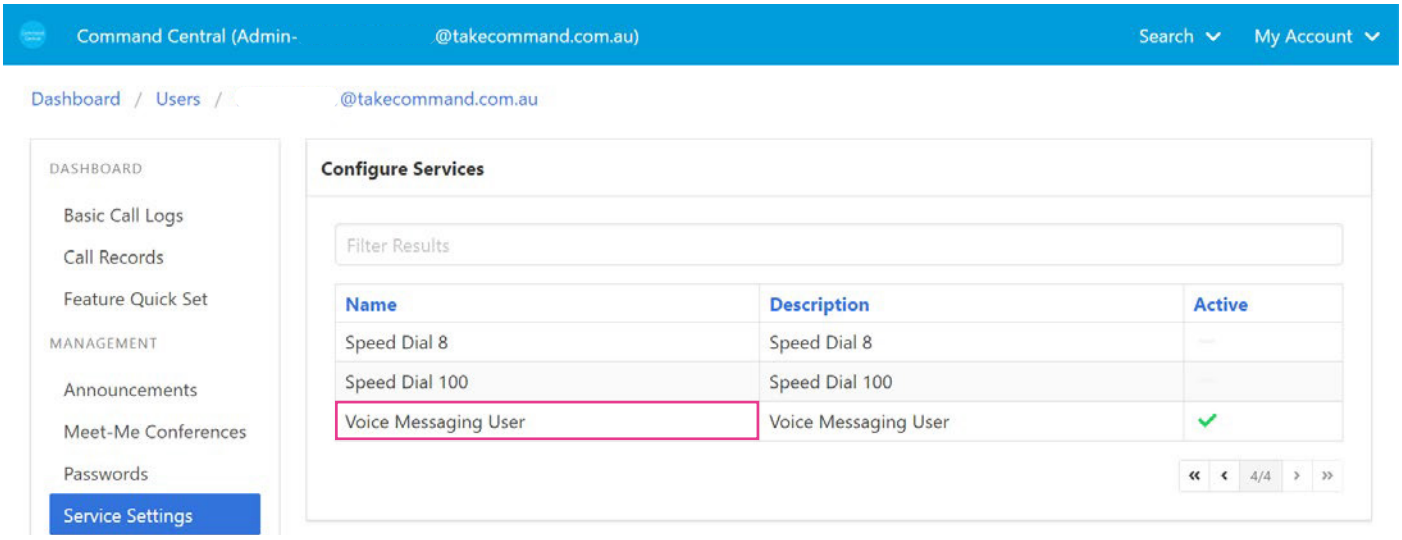
Step 1

Open the **Dashboard** and click on the relevant user



Step 2

Click on **Service Settings** in the **User Menu** and scroll through the settings until you find **Voice Messaging User**

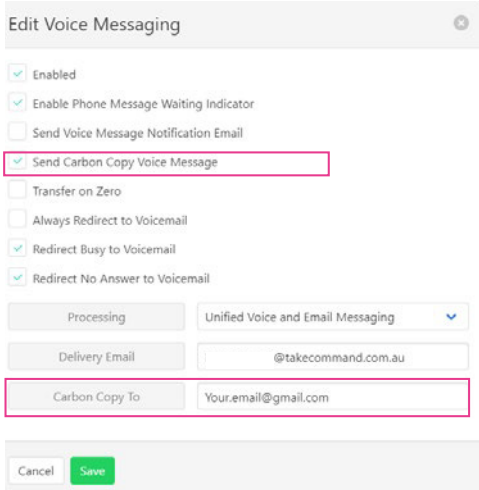


Step 3

Click the cog on the top right corner of the **Voice Messaging** page.

Step 4

Tick the **Send Carbon Copy Voice Message** box and then enter the desired email address in the **Carbon Copy To** field.



Important Information

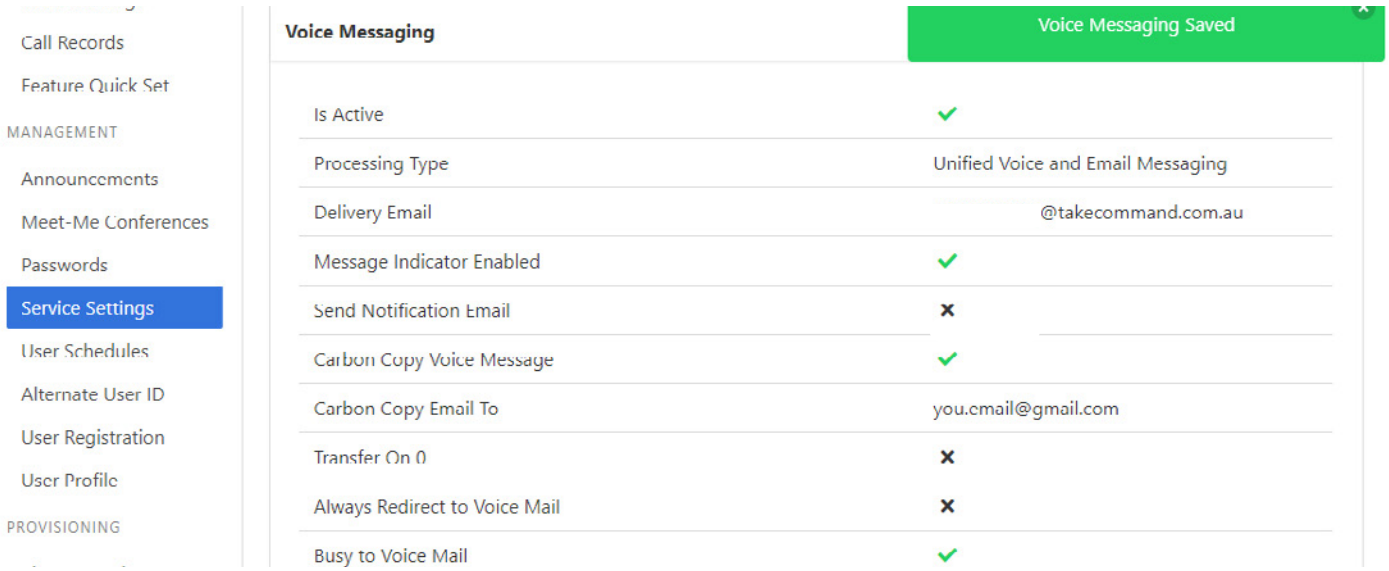
Don't change the Delivery Email field. This ensures that your voicemails go to the voicemail platform.

Step 5

Click Save

Step 6

You will receive a Voice Messaging Saved notification if the email has been updated correctly.



Music on Hold

Commander Phone comes with default music when you put a caller on hold. You can customize the music on hold and upload your own "announcements".

Important Information

The files must be in .wav format. You can use a free audio conversion tools online such as the one available at Online convert to convert to .wav as specified in the Command Central Admin Guide. Acceptable format: .wav (PCM, 16,000kHz, 16 bit Mono). The maximum file size is 10MB which should give you around 2.5 minutes of audio.

You can upload different announcements for different departments, so that the message played to callers is customised based on the type of agent that's putting them on hold.

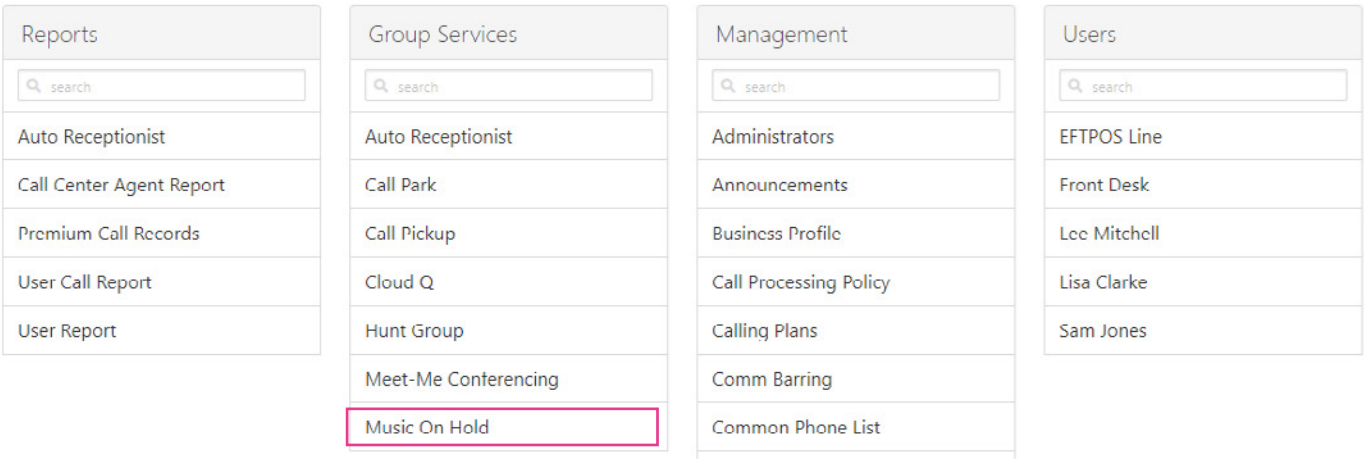
Use Command Central to upload your music on hold file as a **Custom** music on hold announcement.

Step 1

Create your audio file ensuring it is in the format mentioned above.

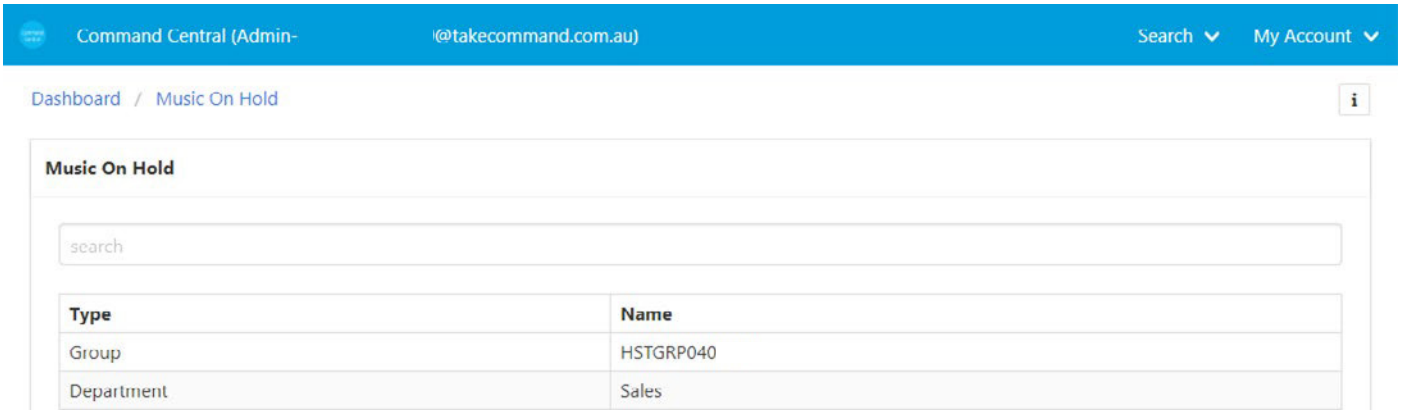
Step 2

Click on Music on Hold in the Dashboard.



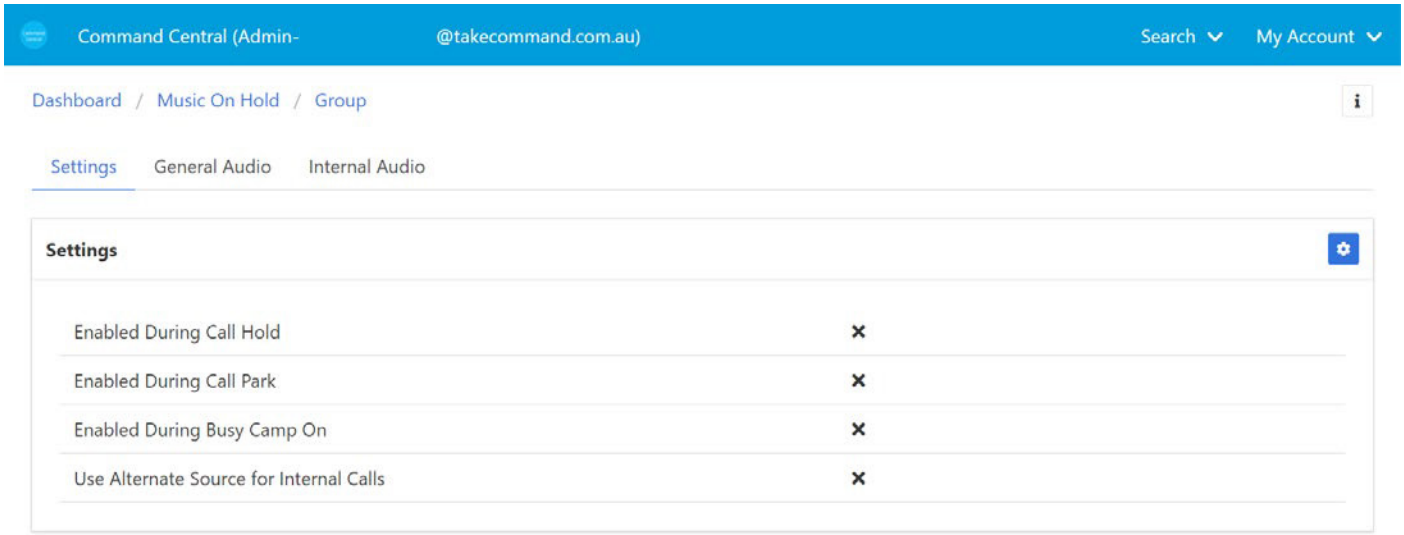
Step 3

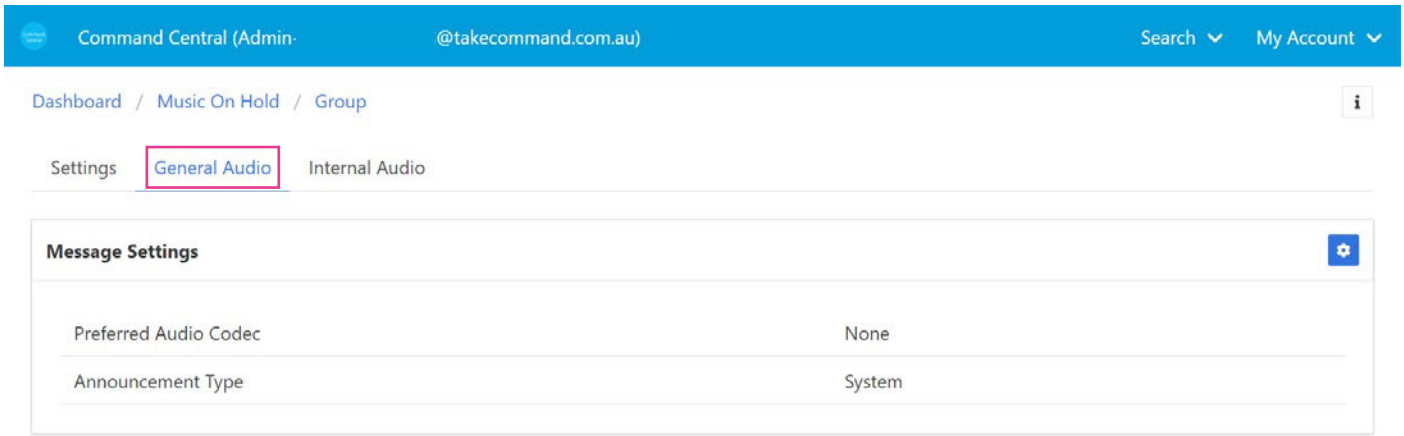
Click on the **Music on Hold** you would like to upload. In this example there is a default option for the whole group and an option to have separate music for the Sales department



Step 4

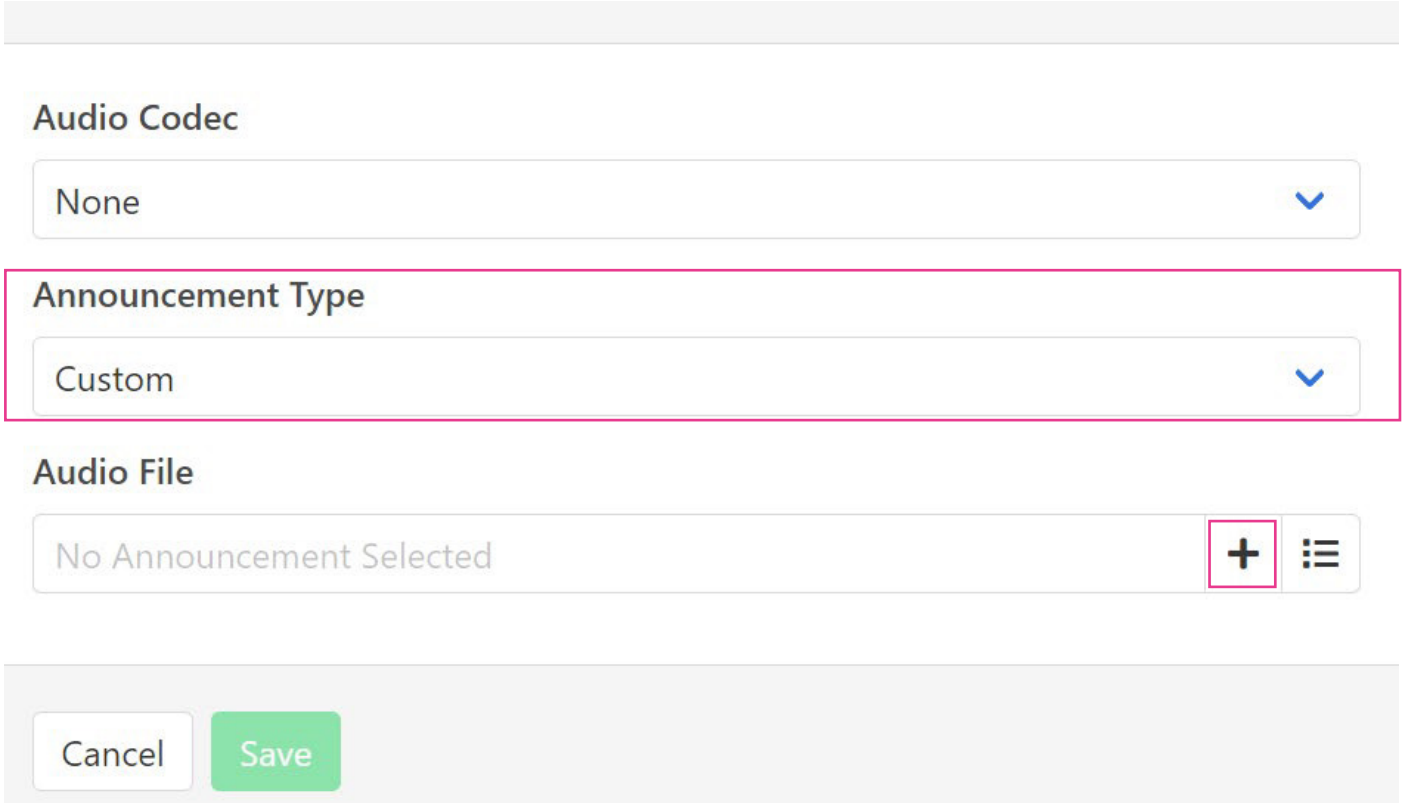
Once you're in the edit screen, click on **General Audio**, and then click on the **cog** on the top right-hand corner.





Step 5

Change the announcement type to **Custom** and then click the add button to upload your file. Find the file you want to upload from your PC and upload it.



Step 6

Click on **Save** to save the file in the announcement.

Auto Receptionist

Setting up an automated menu system which greets customers and allows them to choose from a menu is easy with Commander Phone. There are advanced functions available however most businesses just require the basics.

Important Information

Auto Receptionist requires you to record an audio file to use as your Menu. This file must also be in .wav format and set to PCM, 16,000kHz, 16 bit Mono. There are online conversion tools like Online Convert which can help you to get your files into the right format.

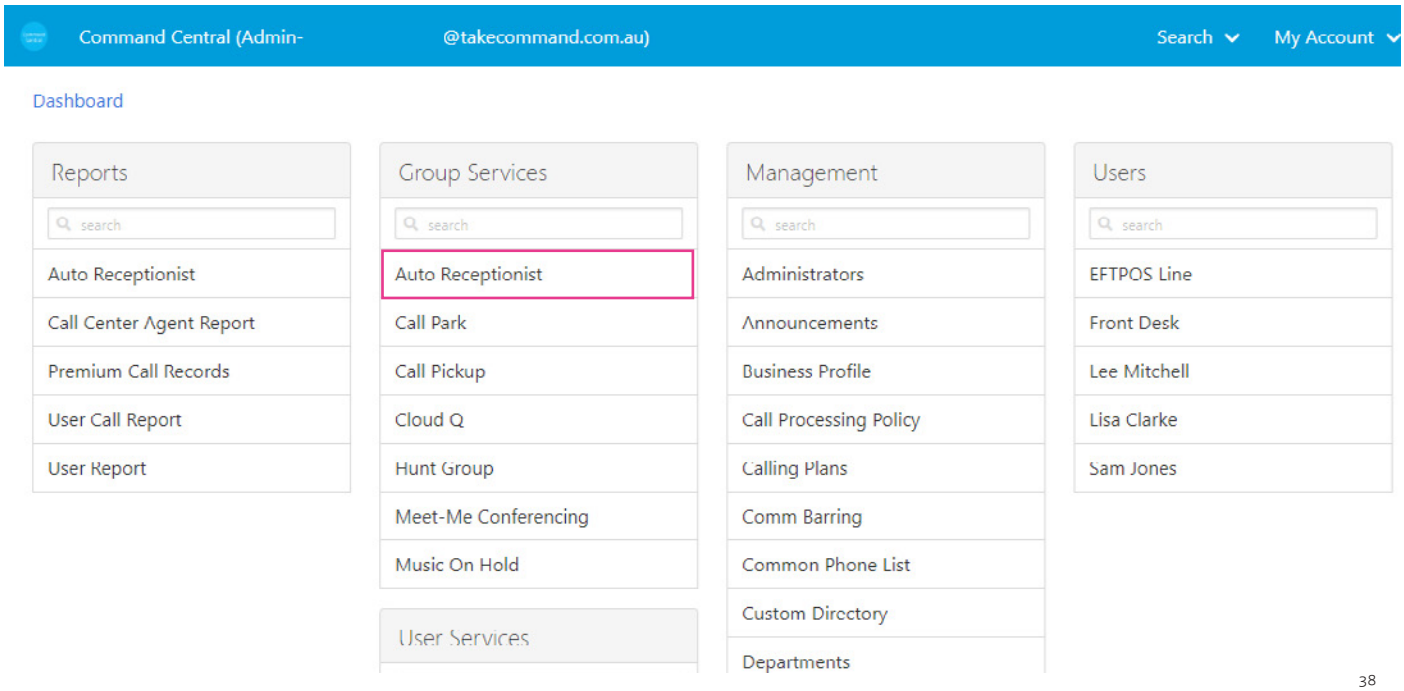
We suggest that you set up two different menus, one for business hours and one for after hours with different menu keys for customers to select. For example, your business hours menu might say something like "Welcome to Lee's Real Estate.

Please choose from the following options. Press 1 for Sales. Press 2 for Accounts. Press 3 for any other enquiries" and your after hours menu might say something like "Welcome to Lee's Real Estate. You've called us after hours. Press 1 to leave a voice message or press 2 to speak to our after hours tenant emergency services".

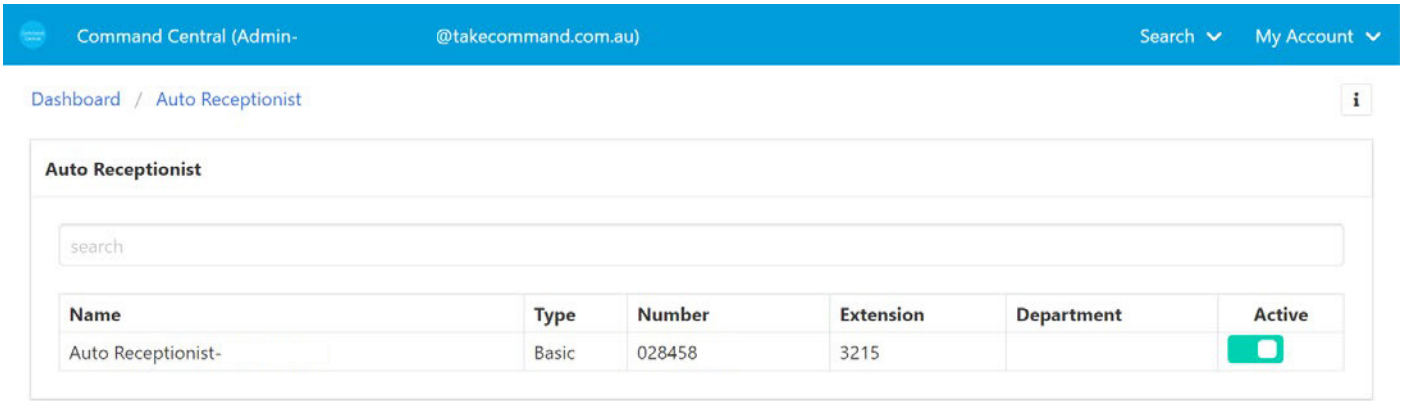
Once you have your files ready to go, follow these steps.

Step 1

Open the **Dashboard** and click **Auto Receptionist**



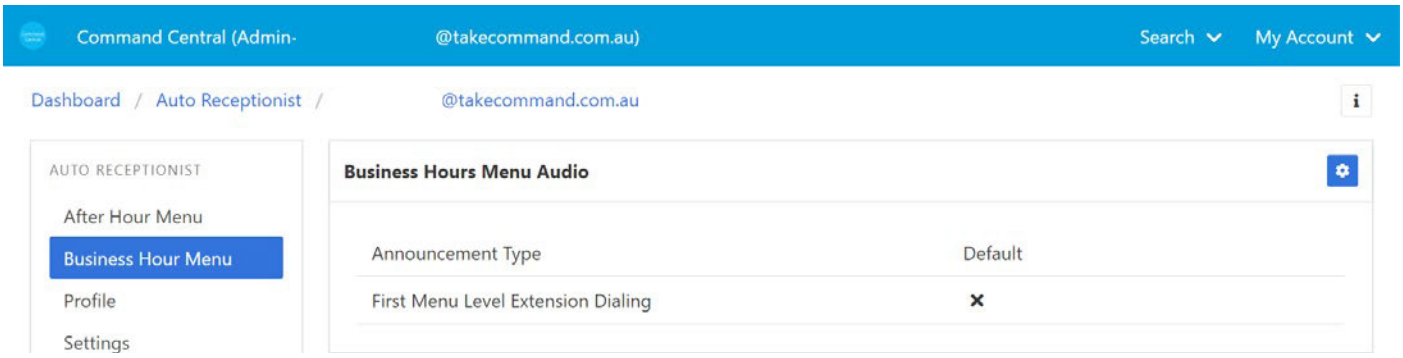
If your **Auto Receptionist** has been added to your account by Commander, it will appear in this list. It will have its own phone and extension numbers. If nothing appears here, contact us to have it added.



Step 2

Click on the **Auto Receptionist** details.

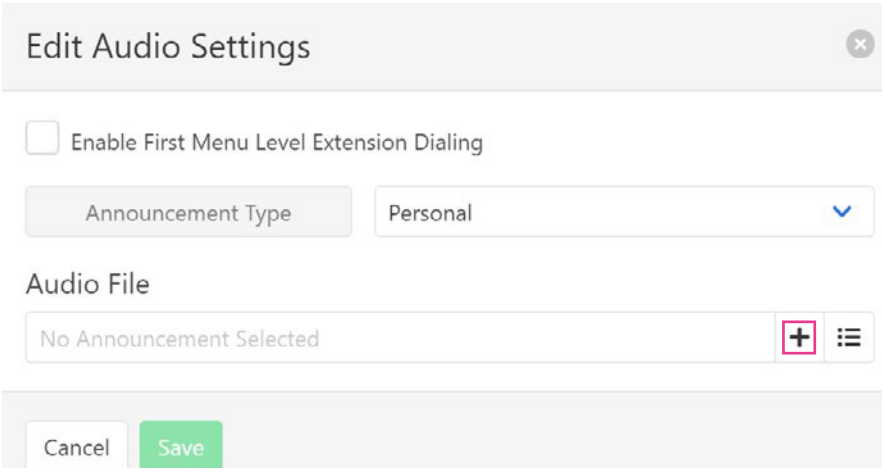
You'll see the **Auto Receptionist** details screen come up. Click on **Business Hour Menu** to configure the standard business hours menu.



On the right-hand side you'll see a series of panels. The top section contains the audio file for the menu and the bottom section is where you program the key presses.

Step 3

Click the **cog** button on the top right of the **Business Hours** Menu audio section.



Step 4

Change the **Announcement Type** to **Personal**

Step 5

Click the **Add** button and select the .wav file you have created. Make sure it's under 10MB so that it will upload.

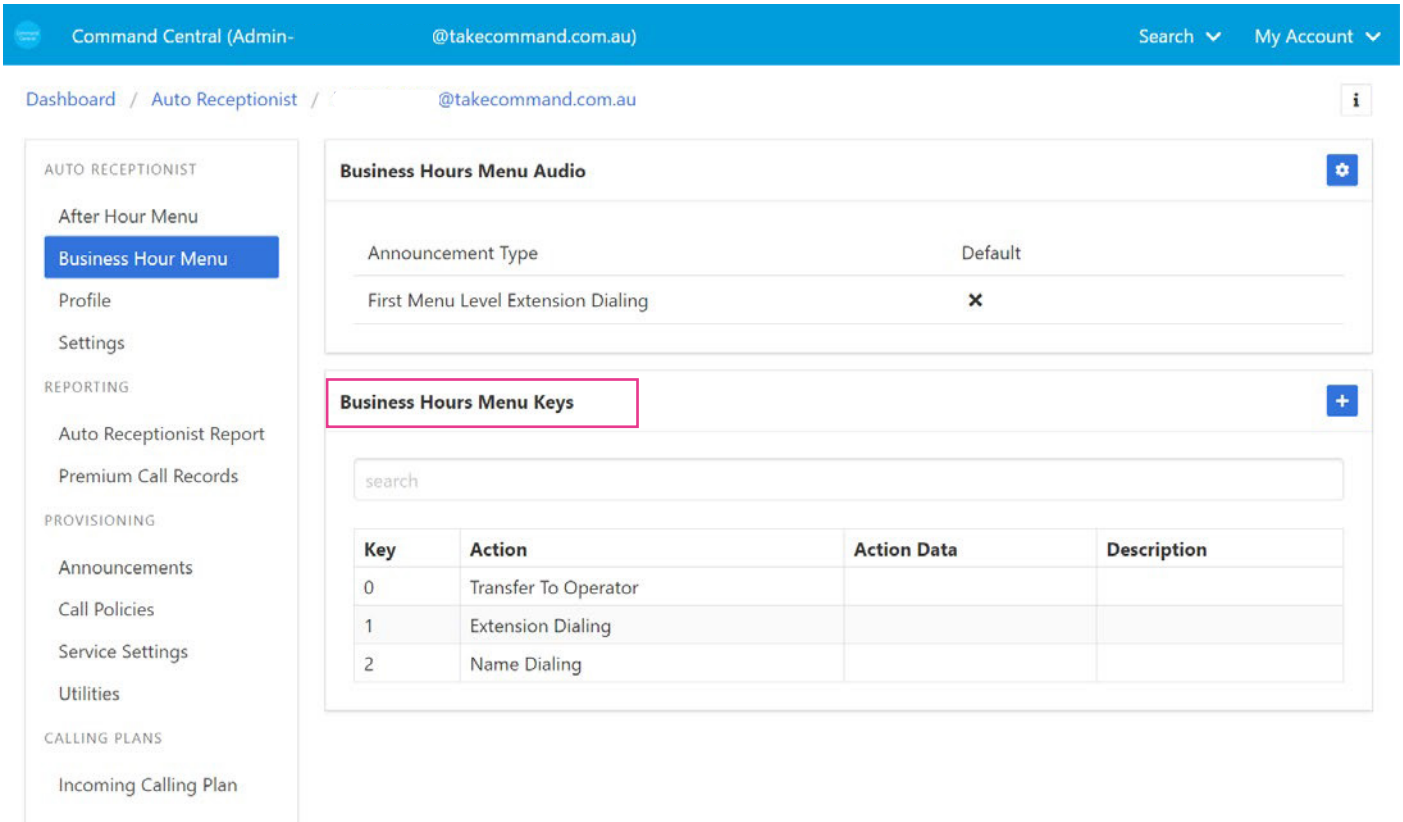
Step 6

Click **Save**

You will see an **Auto Attendant Saved** status bar at the top right of the screen.

Step 7

Once you're back at the main **Auto Receptionist menu**, you'll see the **Business Hours Menu Keys** section on the bottom right of the screen.

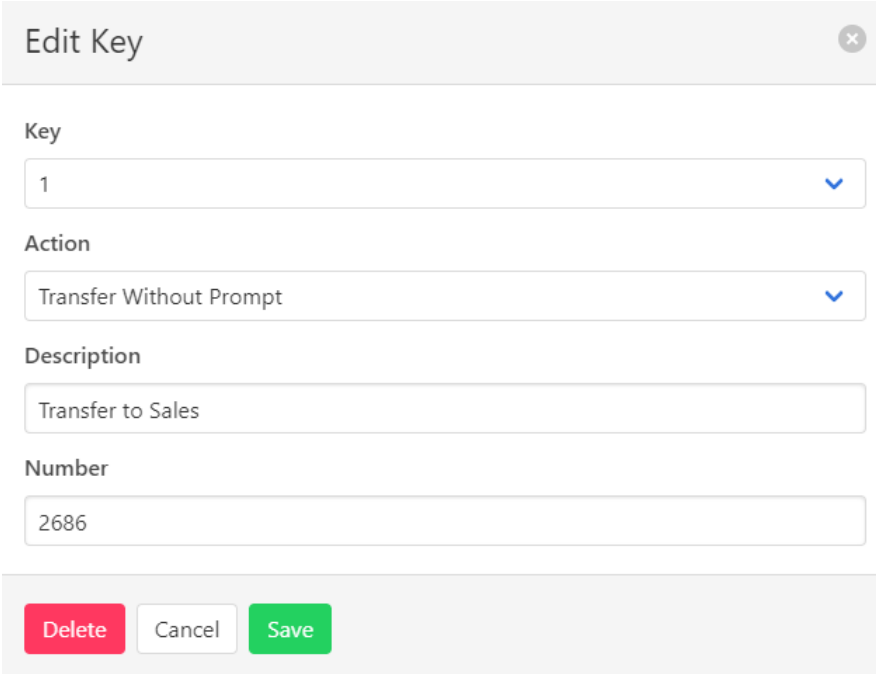


Step 8

Your Commander Phone may come with some default menu items in the list, please review and edit these if necessary to make sure they are relevant to your business. You can create new menu options, delete menu options or add new ones by clicking the plus button on the top right-hand corner of that section.

Step 9

Add key actions one at a time to correspond with the menu that you recorded. The most common action is **Transfer Without Prompt** which simply diverts the call to a given number or extension. In this example you can see that the listener will the transferred to Sales (extension 2686) when the 1 button is pressed.



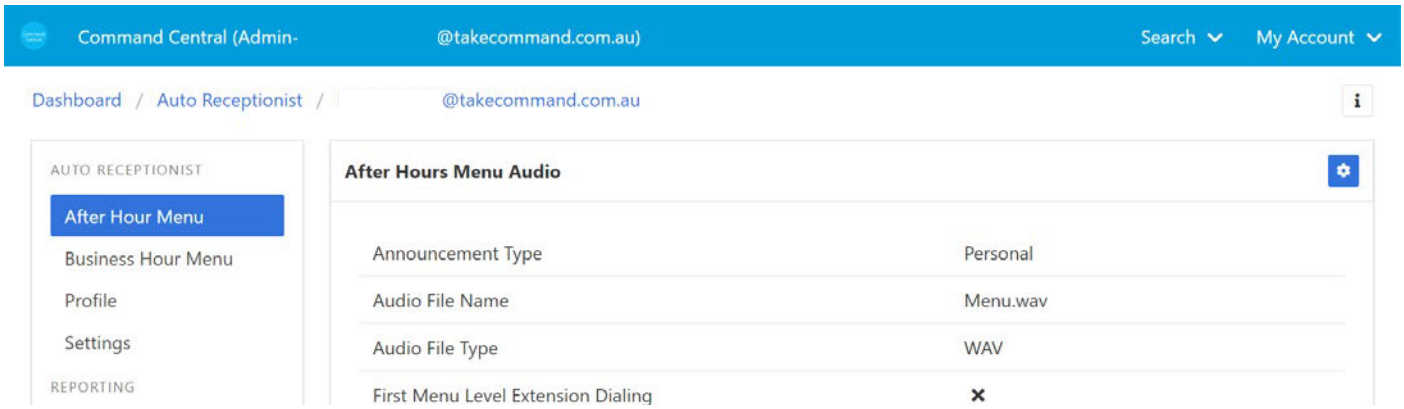
Step 10

Save your changes and repeat until all your menu items are covered.

For more details about Auto Receptionist settings see page 37 of the Command Central Admin User Guide.

Step 11

Repeat the process for your after hours menu by selecting the **After Hours** Menu item.



For more details about Auto Receptionist settings see page 16 of the Command Central Admin User Guide available from the support pages on our website.

Cloud Q

Cloud Q is a Smart Extra for Commander Phone which allows you to queue up to 25 incoming calls in the cloud.

It works in a very similar way to a Hunt Group except that if all the agents in the group are busy or unavailable, the call is placed on hold in the cloud and then distributed when the next agent is ready. Callers can hear announcements, queue placement messages, comfort messages and hold music whilst their call is queued.

Cloud Q needs to be provisioned separately on your account by calling Commander on 132 777. Each queue you set up will have its own phone number, just like a Hunt Group does. There is a small cost associated with Cloud Q which our representative will discuss with you. Make sure you let them know which of your agents you want to be able to access calls from the queue, as each one needs the feature activated.

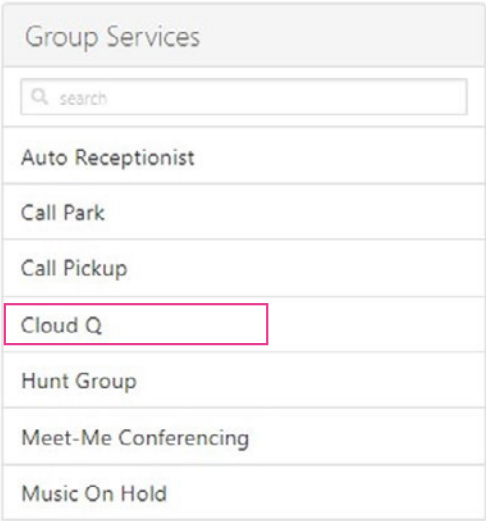
Once your Cloud Q feature has been provisioned by Commander, you can set it up in Command Central.

Setting up Cloud Q

The first thing you need to do is configure your Cloud Q feature. We recommend doing this before you assign any agents to the queue.

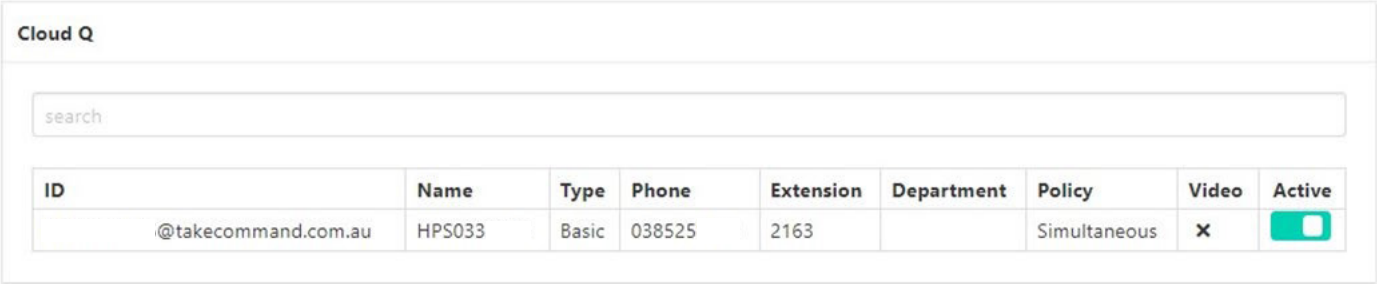
Step 1

Click on **Cloud Q** in the Group Services menu on the Command Central dashboard.



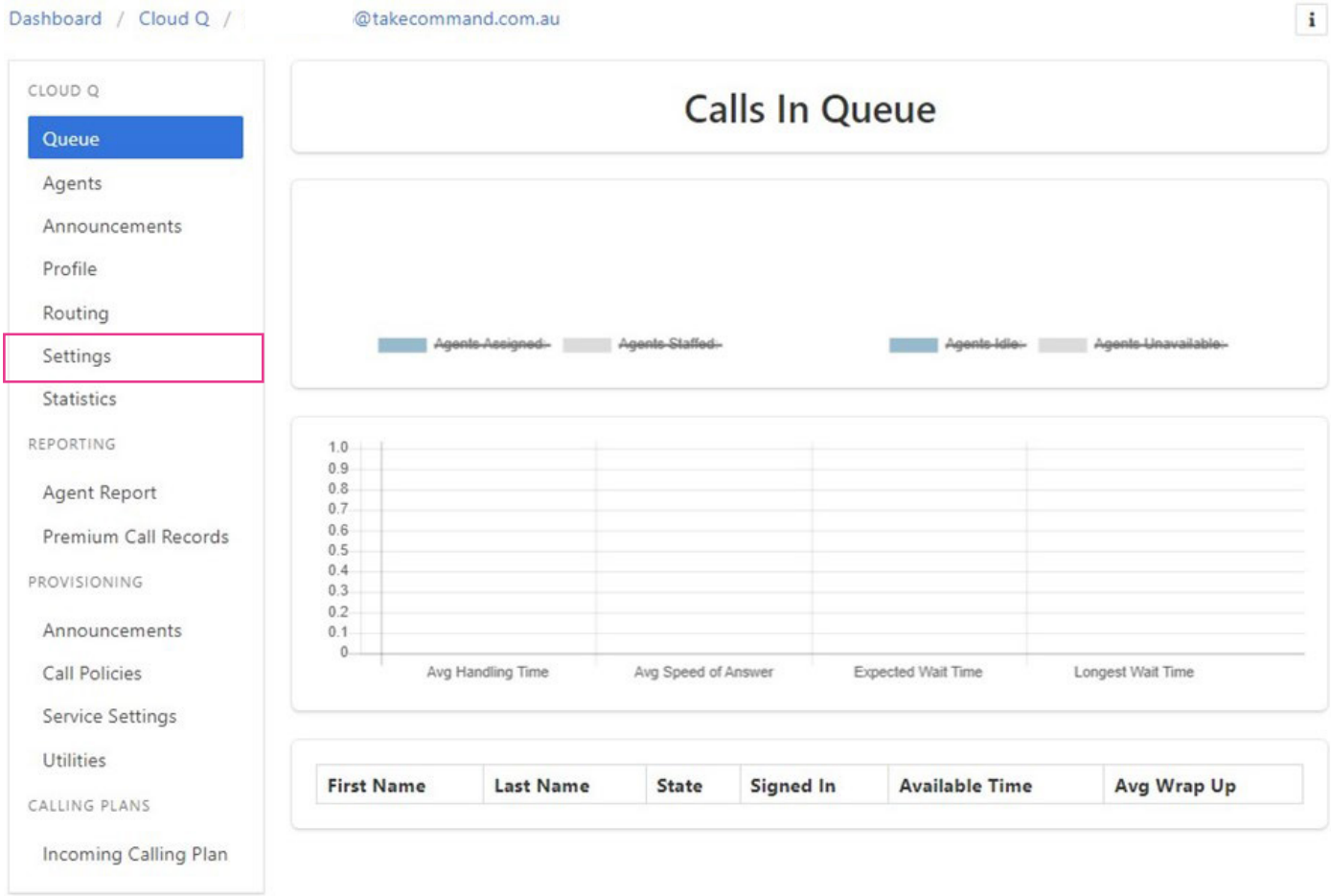
Step 2

You will see your **Cloud Q service** in the list. Click on it.



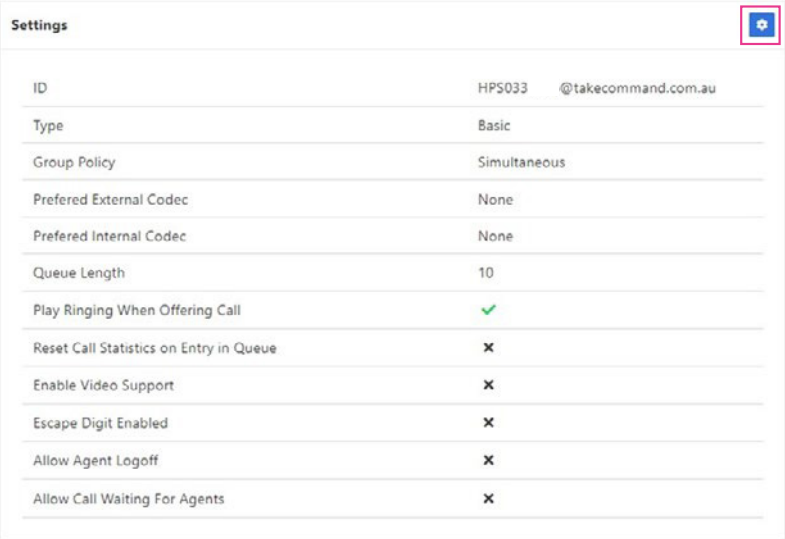
Step 3

To set up the type of call handling you want for the queue, click on **Settings**.



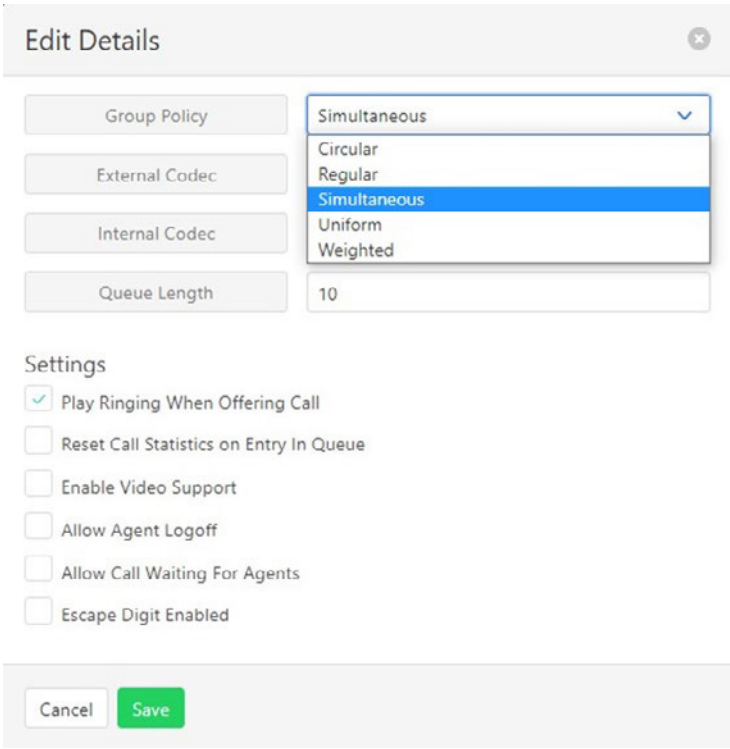
Step 4

In the Settings Menu you will see the **Group Policy.** This determines how the calls travel from the queue to the agents and works just like a Hunt Group (see page 23 above for different types of call flows). Click on the cog to edit the settings.



Step 5

In the settings screen, select the type of call flow you'd like for the Cloud Q. In this example we have kept the flow as Simultaneous so that all handsets ring when they become available. You can also select the maximum number of calls to allow into the queue (up to 25) in the Queue Length field. Then click Save.

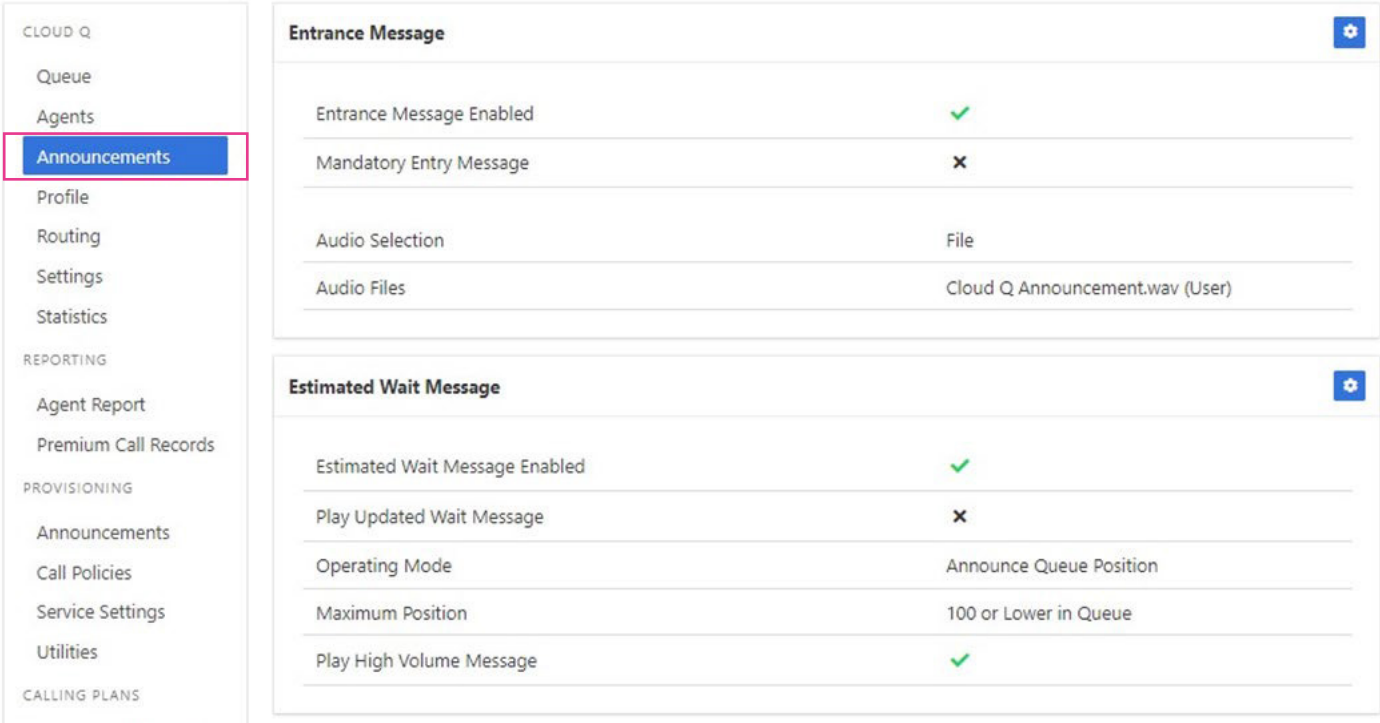


Once you've set up the type of queue you are using you can configure your announcements. Default announcements are included with Cloud Q however the messages are generic. If you'd like to brand the announcements for your business, you will need to record them using a computer or smartphone and then convert them using an online tool. Follow the instructions in the Music on Hold section for how to convert audio files. Use the same file settings for Cloud Q.

Once you have your file/s ready follow the below steps.

Step 1

To set up custom announcements for Cloud Q, click on **Announcements** in the main Cloud Q screen.



Step 2

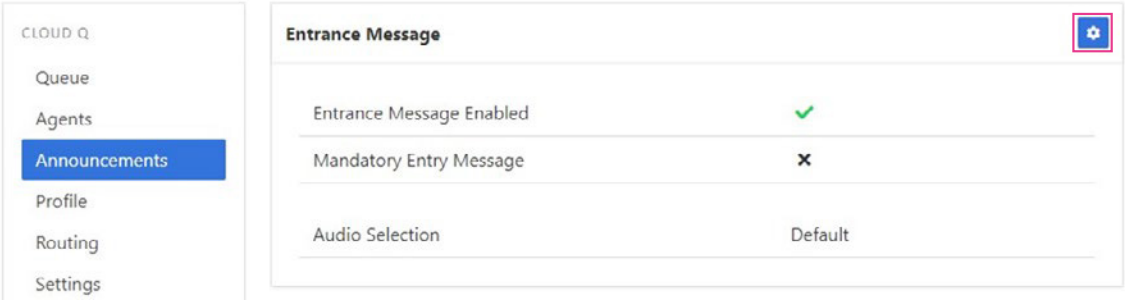
The announcements screen allows you to modify various audio announcements that the customer will hear when they are in the queue.

Entrance Message: The announcement that a caller will hear as soon as they hit the queue.
Estimated Wait Message: An announcement that plays at intervals to let the caller know an estimate of their wait time or where they are in the queue.
Comfort Message: Plays at regular intervals to remind the caller they are still in the queue.
Music on Hold Message: The audio that will play whilst no other message is being announced.

Edit Entrance Message

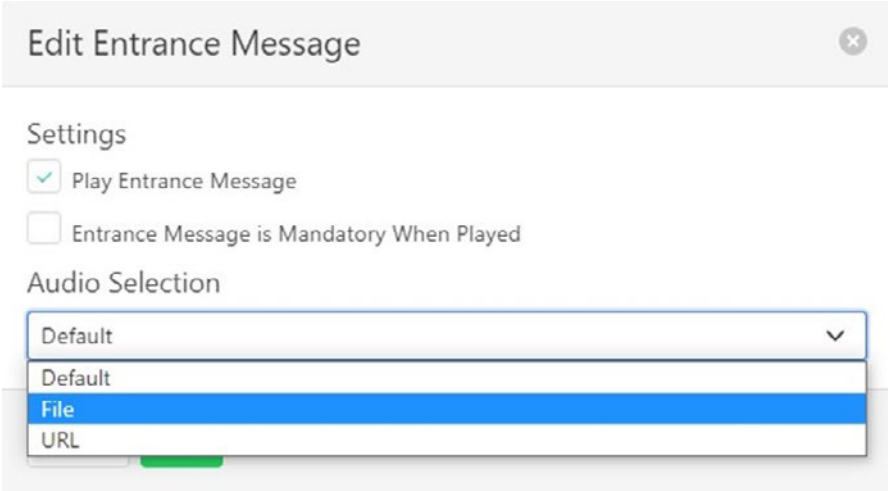
Step 1

Select the cog at the top right corner of the Entrance Message panel



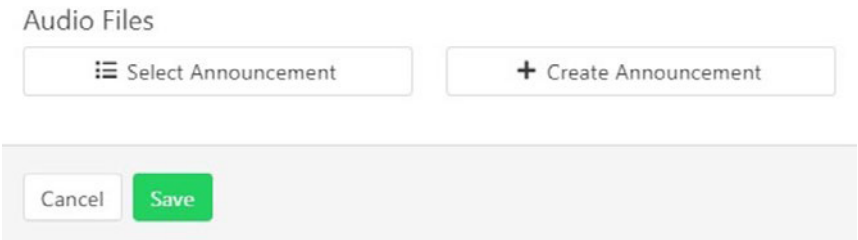
Step 2

Click on the arrow beside Default in the Audio Selection section and select File.



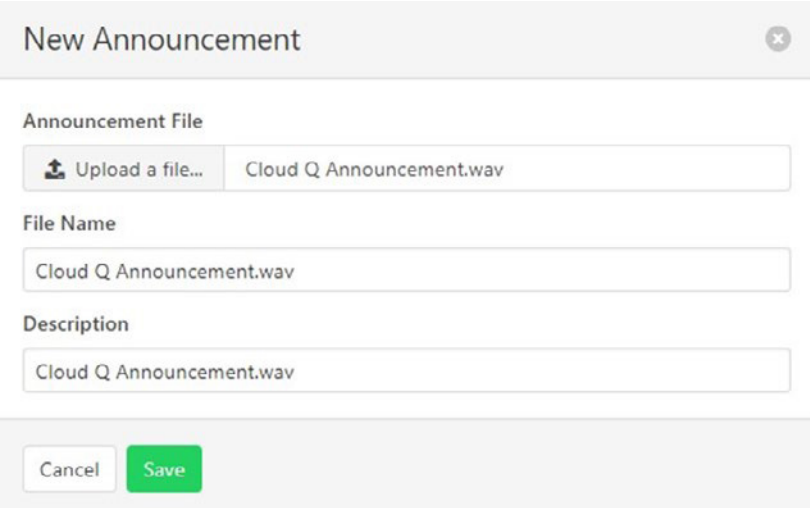
Step 3

Click on Create Announcement.



Step 4

Click on **Upload a file**. Select your file from your computer. Then click **Save**.



You will see the Announcement Uploaded notification if the file was uploaded successfully.

Edit Comfort Message

Step 1

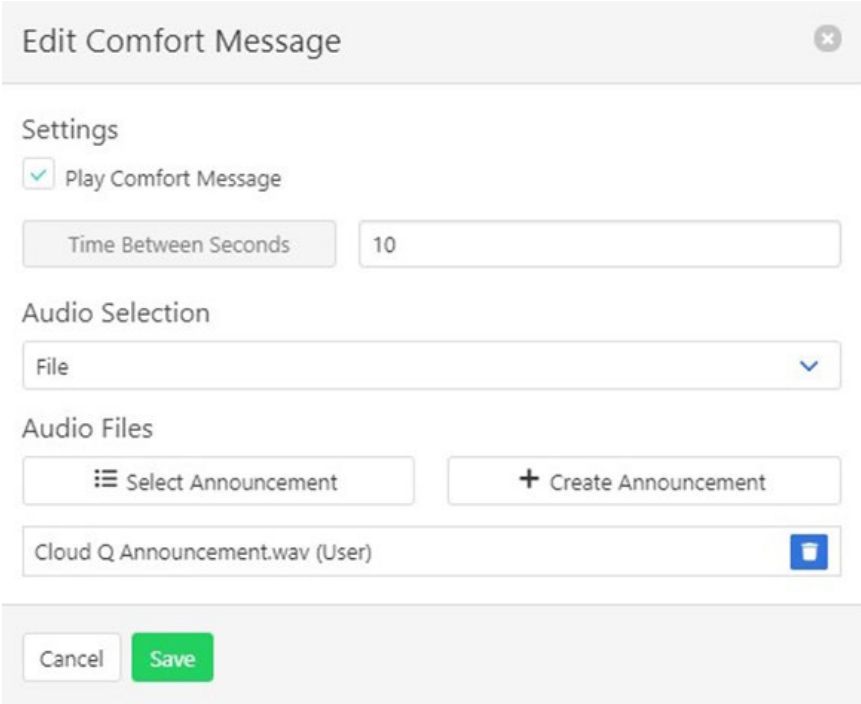
Follow the same steps for the entrance message to assign an audio file as your comfort message.

Step 2

You can change how often your comfort message plays. By default, it is set to 10 seconds. If you have hold music playing for the customers in the queue, we recommend making the interval longer so that it doesn't become repetitive for your callers. Edit the number beside Time Between Seconds.

Step 3

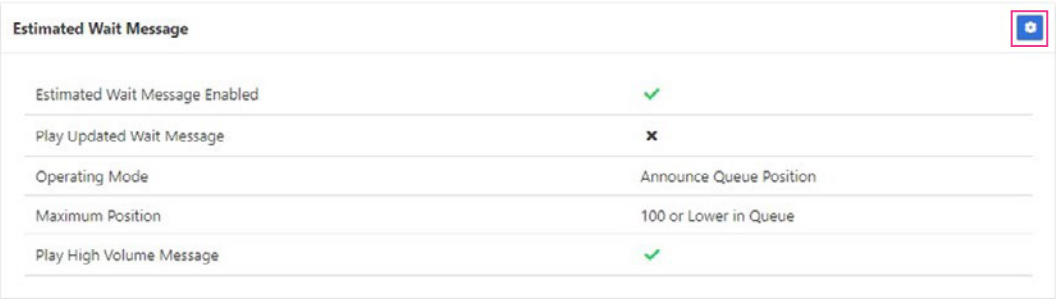
Make sure Play Comfort Message is ticked and click **Save**.



Edit Wait Time Message

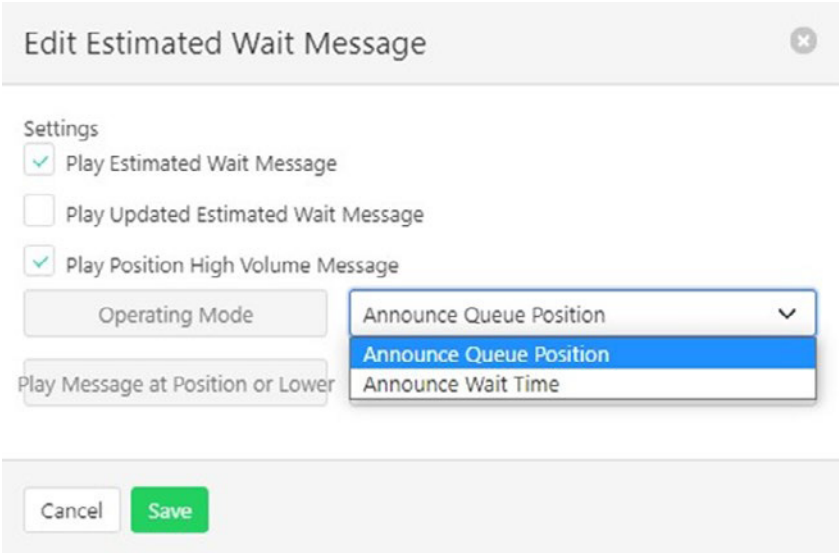
Step 1

Click the cog at the top right-hand corner of the Estimated Wait Message panel.



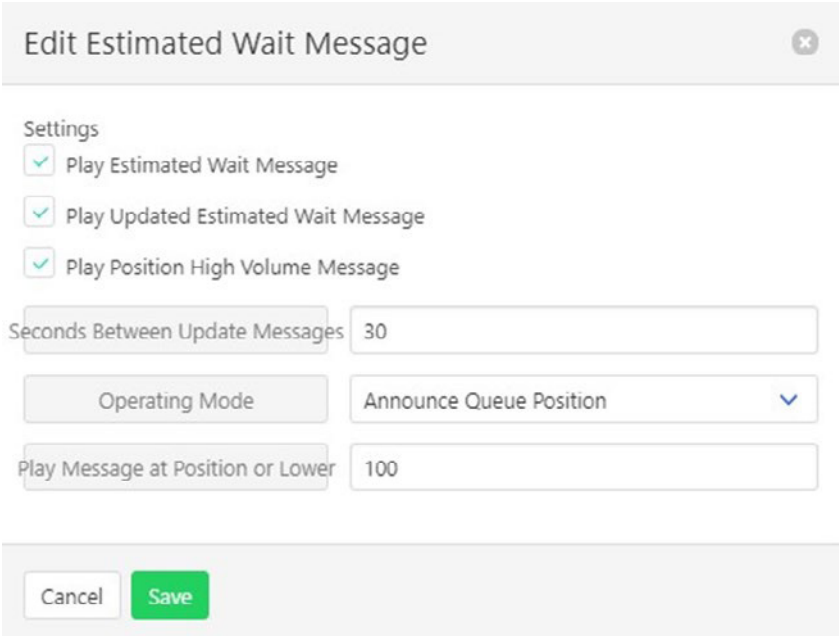
Step 2

Select whether you want your callers to hear the estimated number of minutes, or the position in the queue. Until you have an established set of calls to build averages off, we recommend the queue position setting.



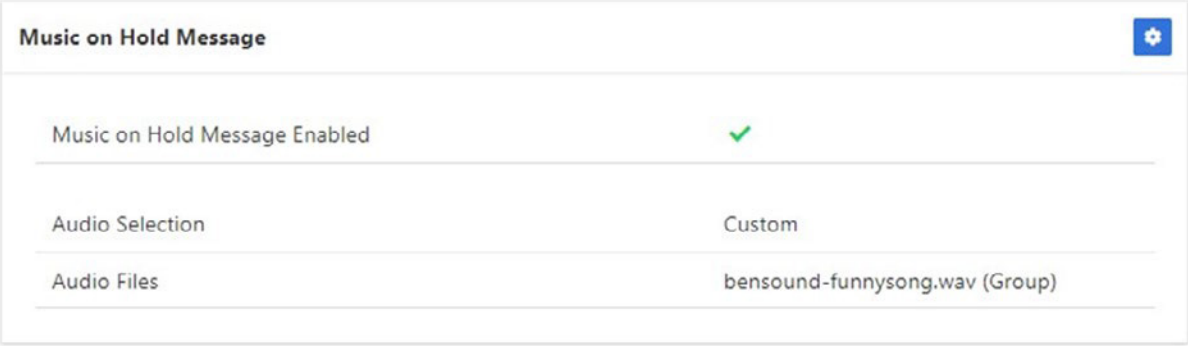
Step 3

If you'd like the caller to be updated regularly whilst they are on hold, tick the Play Updated Estimated Wait Message, then select the number of seconds between updates. Then click **save**.



Edit Music on Hold Message

Updating the Music on Hold Message is very similar to updating the general Music on Hold settings for the system. See page 34.



Assign Agents

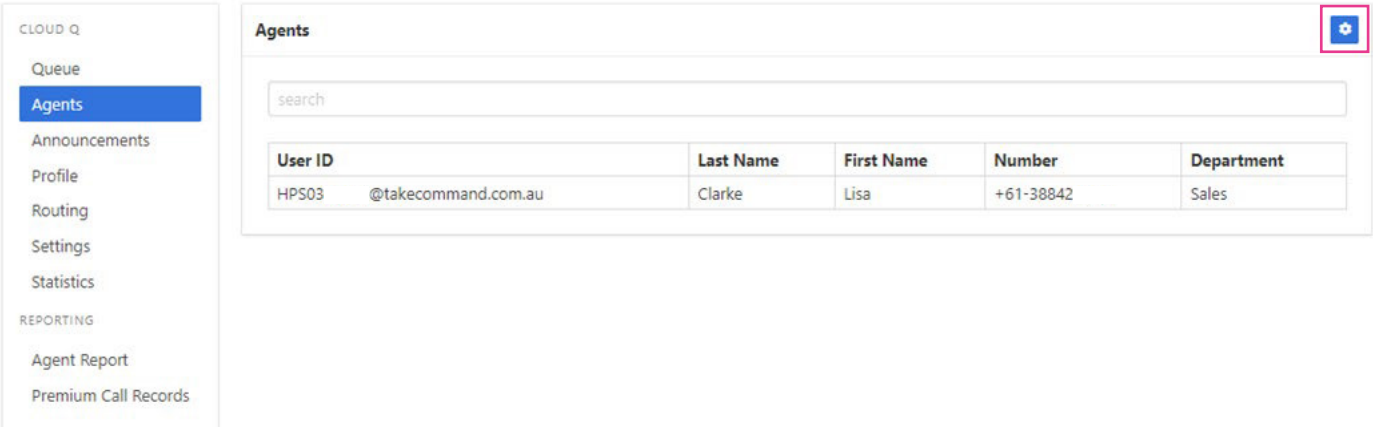
Now that your Cloud Q has been set up and configured, you can assign your agents and activate it.

Tip

If an agent is part of a queue but needs some time away from taking calls, they can press the Do Not Disturb (DND) button on their handset. Or if they are using our web or desktop Commander with Webex, they can enable or disable the queues in their call control settings .

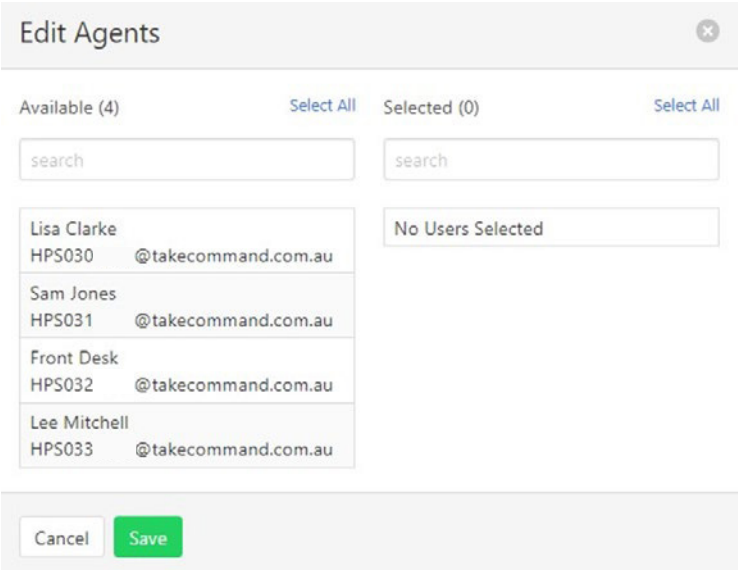
Step 1

Click Agents in the left-hand menu, then click the cog at the top right hand corner of the agents panel.



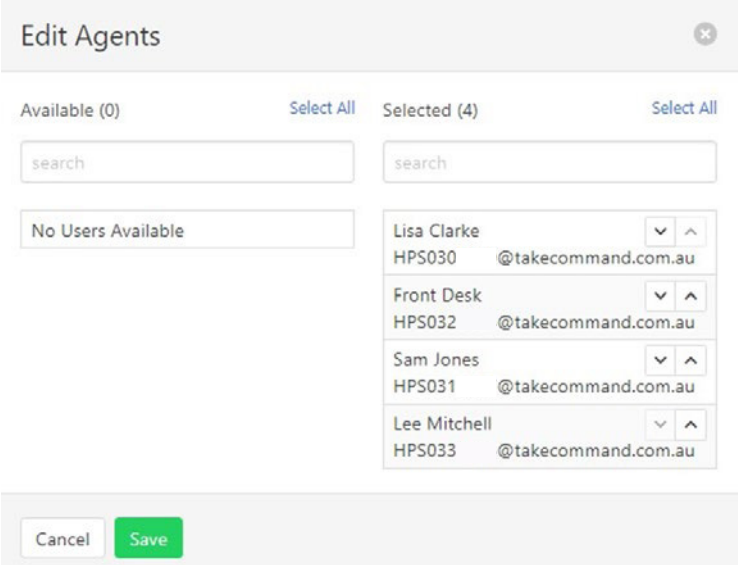
Step 2

In the Edit Agents screen you will see the agents that have Cloud Q access enabled by Commander. If your agents aren't in either of the lists, contact Commander to have them added. Select the agents from the Available list so that they appear in the Selected list.



Step 3

Once all the agents are selected, change the order of them by clicking the up and down arrows. Then click **Save**.



Activate the Cloud Q

Once your queue settings have been updated and your agents are assigned, you can activate your queue.

Step 1

Click on Cloud Q up in the top navigation bar. Then ensure the Active switch is turned on.

Your Cloud Q is now set up. Any calls to that extension number or phone number will now be queued if there aren't any agents available to answer the call.

commander