ONBOARDING GUIDE
ADMINISTRATOR

CONNECTED TO YOUR CLOUD TELEPHONE SERVICE

VIDEOTRON
Business

TABLE OF CONTENT

Logging in to the Administrator portal

1 Go to the **Administrator portal**
https://commaffaires.videotron.com/rep/
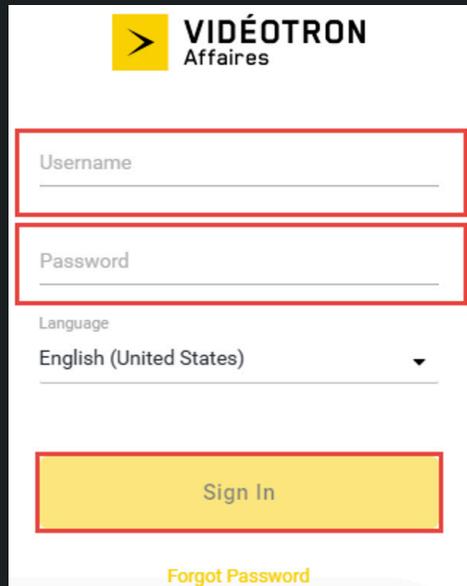
2 Enter your **Username**
*Please note : your username will be emailed to you when your service is activated

3 Enter your **Password**
*Please note : your password will be emailed to you when your service is activated

4 Click **Sign in**
*Important : Click **Forgot Password** if the password doesn't work
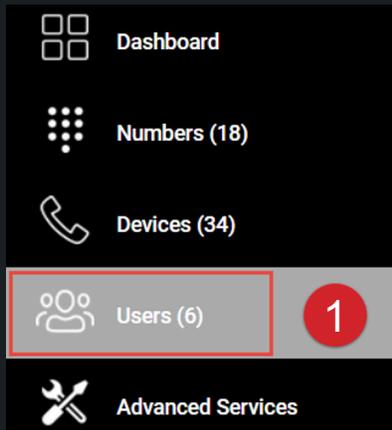
For administrative issues :
Monday to Friday, 8 a.m. to 5 p.m., contact a Managed Services Representative at 514-380-1889
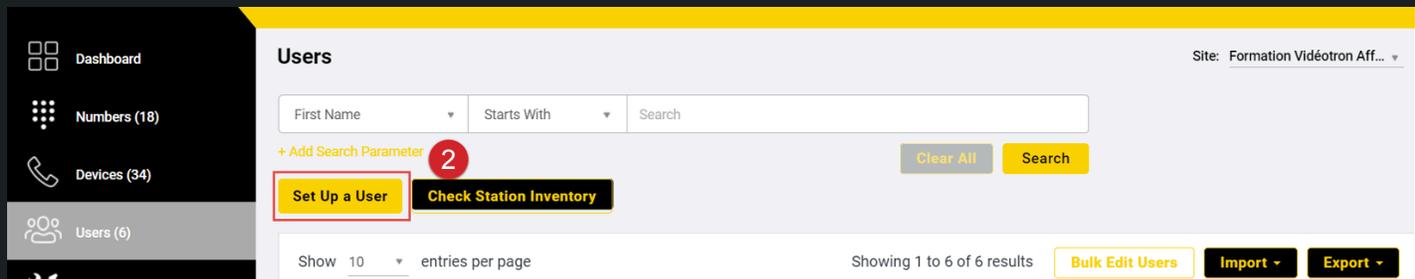
For technical issues :
At any time, contact a Technical Support Representative at 1-800-561-4248 (Option 3, 2)

1 Select the **Users** section

2 Click on **Set Up a User**

3 Enter the following information in the **User Details** section :

First Name : User's first name
Last Name : User's last name
Email : User's email address
User ID : User's email address

4 Click on **Next**

5 Enter the following information in the **Assignments** section

Site : Select the user's physical location
Phone Number : Select a phone number other than the company's main number
Station : Select the desired license type, and check the desired applications
Poste : Select the desired extension number

Set Up a User ×

✓ Get Started ——— ✓ User Details ——— **3** Assignments ——— **4** Device

5

Site *
🔍 LONG - 1111 Saint-Charles O.

Phone Number *
🔍 Find phone number   List of available phone numbers.

Station *
Select Station   ▾   Choose soft clients.
No station available.

Extension   Optional.

Cancel   Previous   Next

6 Search by MAC address if there is a physical device to associate, otherwise juste select **Save**

Set Up a User ×

✓ Get Started ——— ✓ User Details ——— ✓ Assignments ——— **4** Device

How would you like to set up this device?   Setting up a device is optional.

◯ By activation code   An activation code will be generated which can be used to complete device setup.

⦿ By MAC address **6**   Select a MAC address/device combination and set up the device manually.

Device
🔍 Find and add a device.
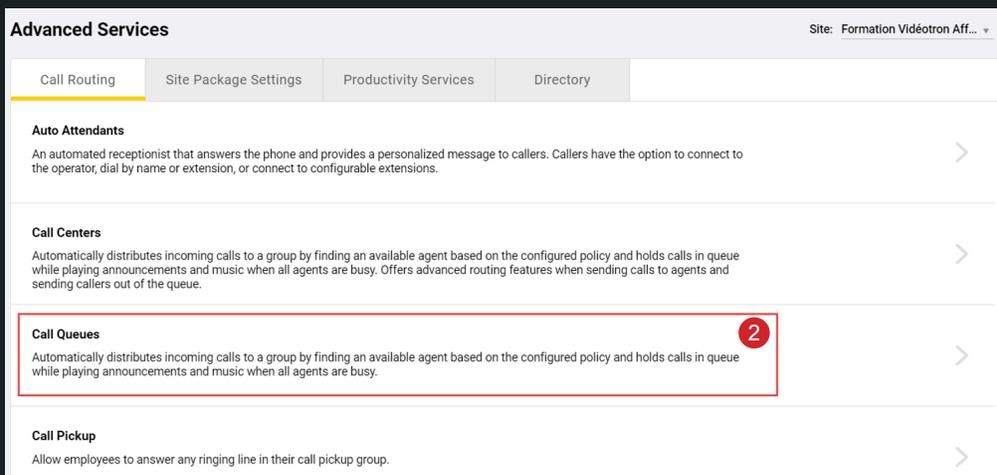
7

Cancel   Previous   Save

Call Queues

Used to create a call queue.

1 Click on **Advanced Services**
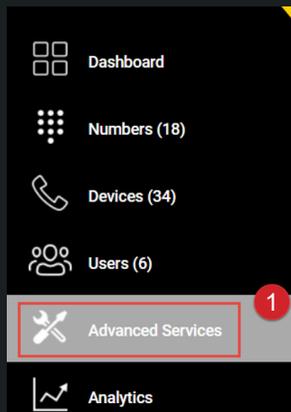
2 Click on **Call Queues**

3 Click on **Actions** for the desired call queue

4 Click on **Edit Service**

5 Change the Call Queue Name to a brief description

6 Associate other phone numbers from the **Alternate Numbers** section, if needed

7 Click on **Save** to save your changes

8 Click on **Language/Timezone** to choose the language of the messages

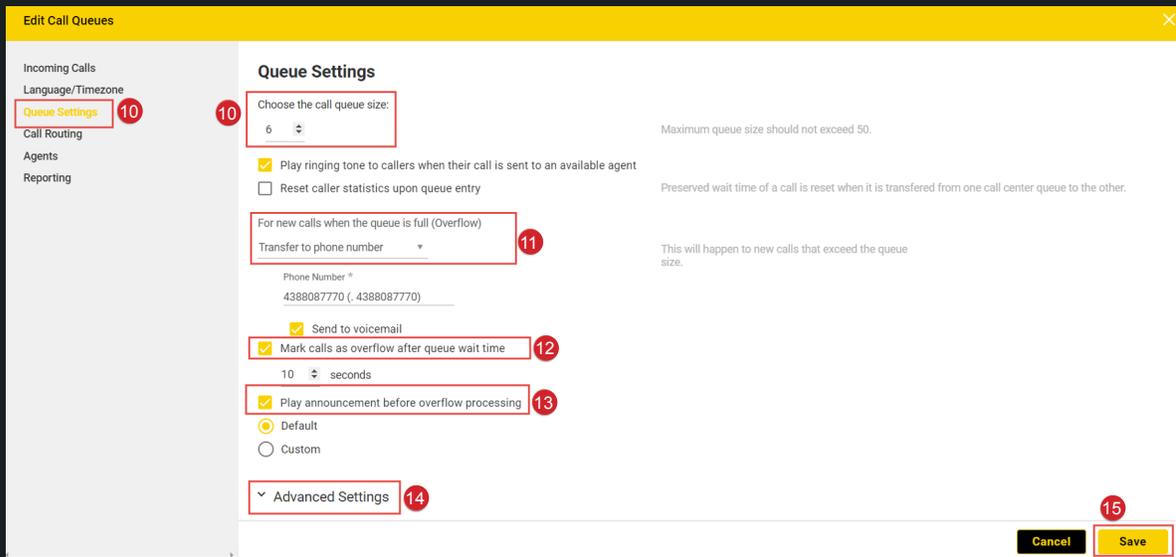**9** Click on **Save** to save your changes

10 Click on **Queue Settings** to select the call queue size
*Important : This is the number of calls that can be queued

11 Select overflow type **For new calls when the queue is full**

Perform busy treatment : the caller will get the busy signal
Play ringing until the caller hangs up : the line will ring indefinitely
Transfer to phone number : Allows you to transfer the call to another **Phone number.** It will then be possible to check **Send to voicemail**

12 If necessary, check **Mark calls as overflow after queue wait time,** and select the time in seconds. This way, even if the queue is not full, it will be possible to redirect callers to a voice mailbox

13 If necessary, check **Play announcement before overflow processing** to let the costumer know if he or she is redirected

14 Click on **Advanced Settings.** The following items will be available :

Welcome Message Type : Customizable. Allows you to play a message at the start off a call
Estimated Wait message for Queued Calls : Announces the estimated wait time or position in queue to the customer
Comfort Message Type : Plays a message at regular intervals while the caller is waiting on the line
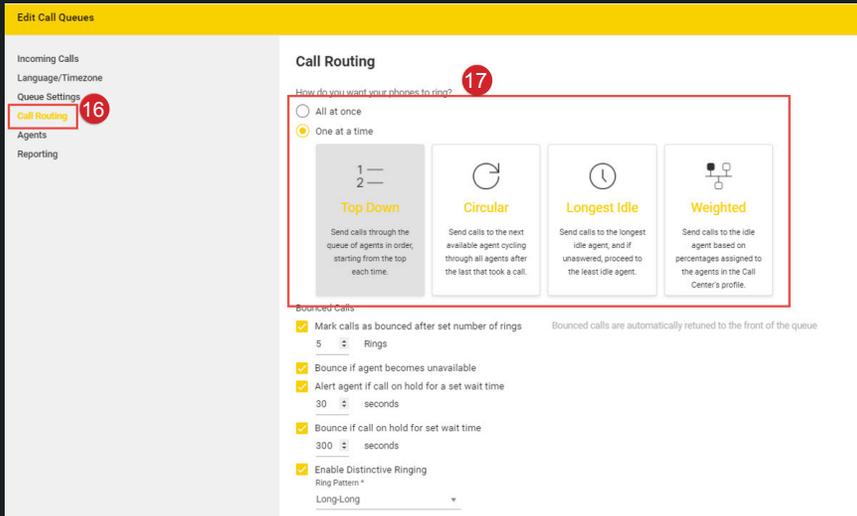
15 Click on **Save** to save your changes

16 Select **Call Routing**

17 Choose how your phones will ring :
All at once : All the phones will ring at the same time
One at a time

 Top Down : Calls will always come in according to the same order and will always start with same employee
 Circular : Calls will be directed to agents in a continuous loop. Once an agent picks up a call, even if they have hung up, the next call will go to the next person in the queue.
 Longest Idle : The call will be directed to the agent who has not received a call for the longest time
 Weighted : Allows a predetermined percentage of calls to be sent to each agent. This option requires the Call Centre feature.

18 Click on **Save** to save your changes

19 Select **Agents**

20 **Find and Assign** the employees who will answer calls

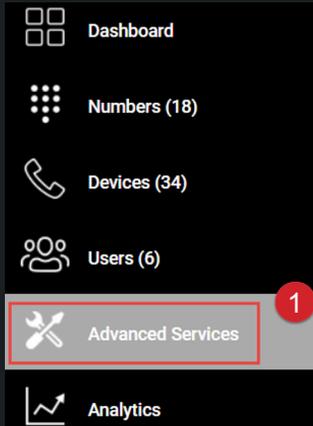**21** It is also possible to **Allow multiple calls per agent**

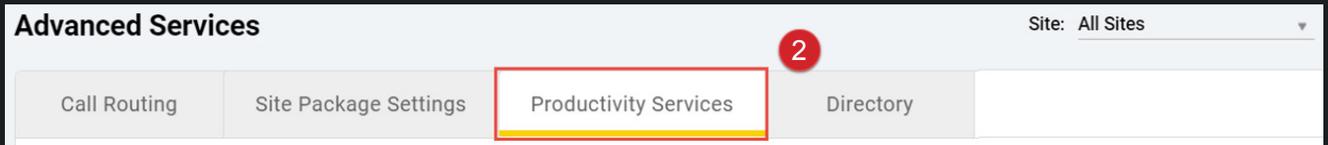**22** Click on **Save** to save your changes

Setup a receptionist console

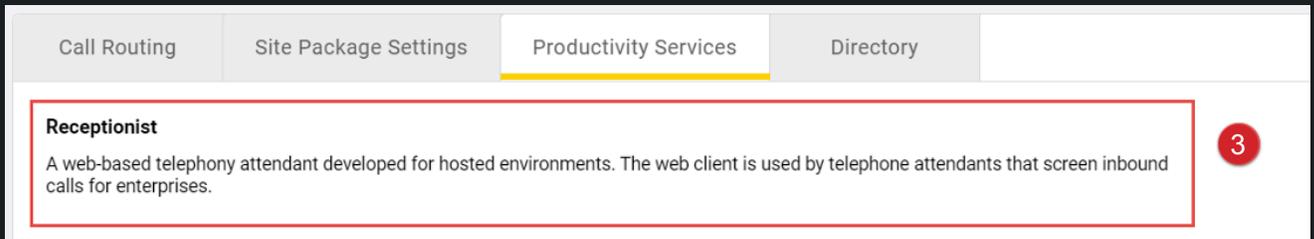The receptionist console is used to monitor employee status.
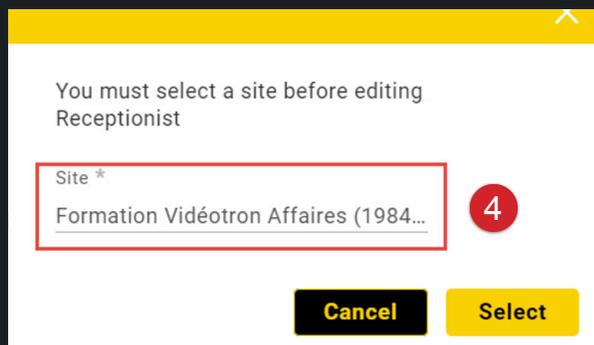
1 Select the **Advanced Services** section

2 Select the **Productivity Services** tab

3 Click on the **Receptionist** tile

Receptionist

A web-based telephony attendant developed for hosted environments. The web client is used by telephone attendants that screen inbound calls for enterprises.

4 Choose the desired site

You must select a site before editing Receptionist

Site *
Formation Vidéotron Affaires (1984...

Cancel   Select

5 Switch each user to be monitored to the **Assigned** position

6 Select the **Users** section

7 Choose the User with the Receptionist option assigned and press **Actions**
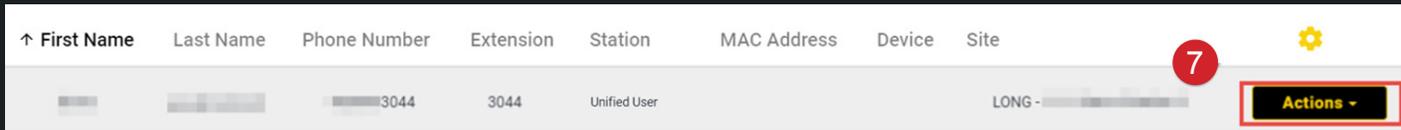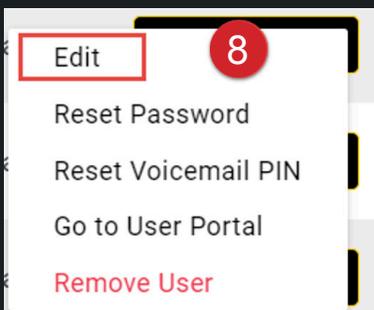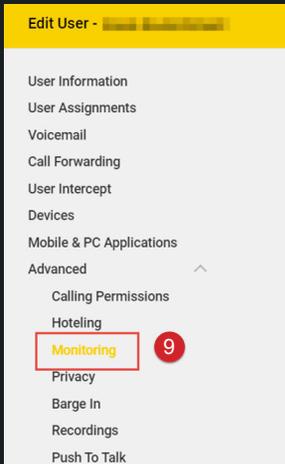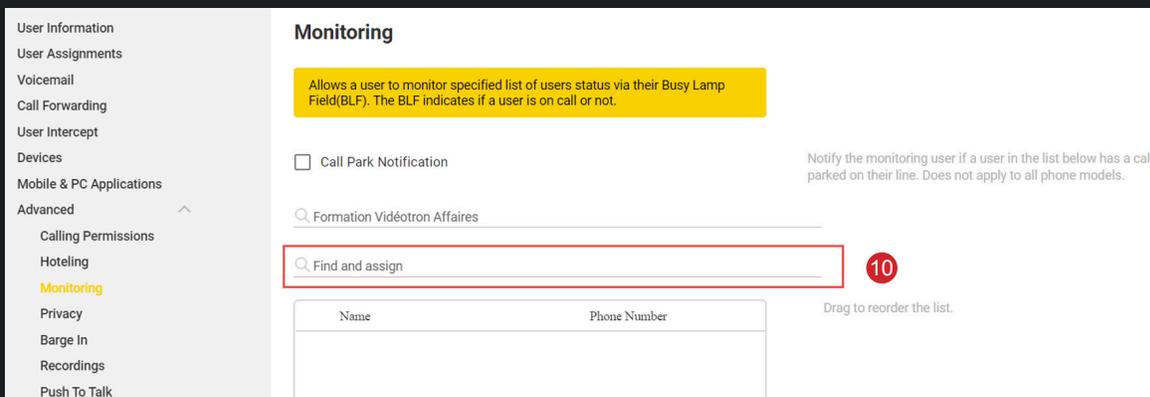

8 Select **Edit**

9 Select **Monitoring**

10 **Find and assign** the users to monitor

11 Click on **Save** to save your changes

Call recording

Enables call recording only, not call listening. The option must be added first. You can listen to calls via the **Dubber** external portal.

1 Select the **Users** section

```
☐☐  Dashboard
☐☐

⋮⋮⋮  Numbers (18)

☎   Devices (34)

👥   Users (6)          ①

🛠   Advanced Services
```
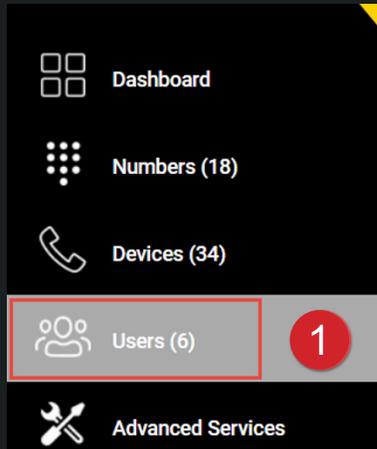
2 Click on **Actions** for the user whose calls you want to record

↑ First Name	Last Name	Phone Number	Extension	Station	MAC Address	Device	Site		⚙
		3044	3044	Unified User			LONG -	②	**Actions ▾**

3 Select **Edit**

```
Edit                    ③

Reset Password

Reset Voicemail PIN

Go to User Portal

Remove User
```
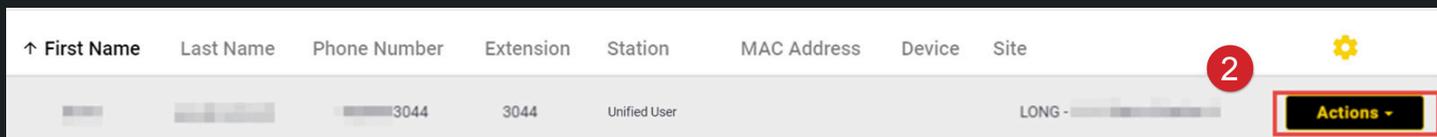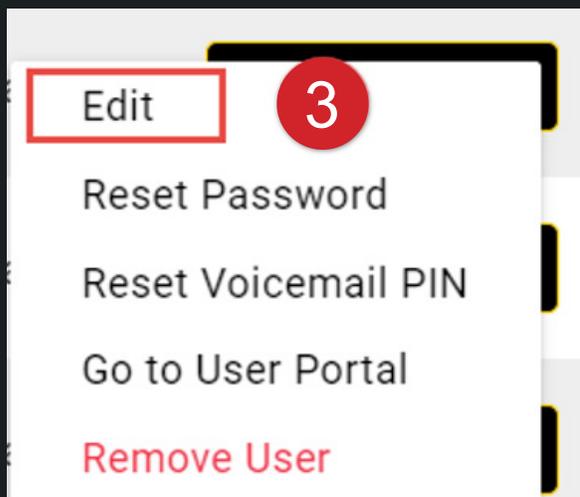
4   Select the **Recordings** category

Edit User - ▓▓▓▓ ▓▓▓▓▓▓

User Information
User Assignments
Voicemail
Call Forwarding
User Intercept
Devices
Mobile & PC Applications
Advanced
    Calling Permissions
    Hoteling
    Monitoring
    Privacy
    Barge In
    Recordings   **4**
    Push To Talk
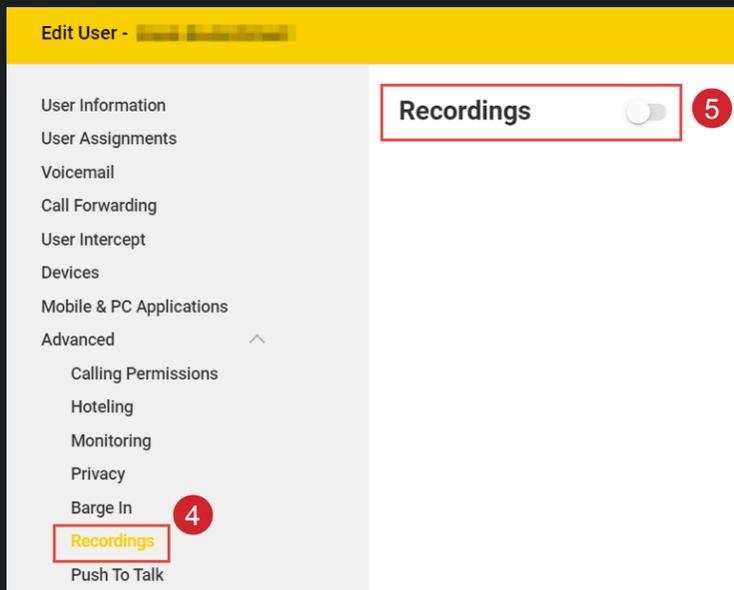
Recordings   **5**

5   Toggle the **Recordings** option

6   Select one of the recording types available :

       Always : All calls are recorded in full
       Always with Pause Resume : All calls are recorded in full, but the user can pause the recording
       On demand : Calls are recorded in full when the user dials *44 during the call
       On demand with User Initiated Start : Recording begins when the user dials *44

When Do You Want To Record Calls?

◉ Always   **7**
○ Always With Pause Resume
○ On Demand (Triggered By User Dialing *44)
○ On Demand With User Initiated Start

☐ Play Call Recording Start/Stop Announcement
☐ Record Voice Messaging

Pause/Resume Notification

Recording Reminder Tone
☐ Repeat Tone Every
20 ▾ seconds
☐ Show Dubber Information

Incoming and outgoing calls will be recorded with no control to start, stop, pause or resume.

User can pause or resume the recording. Stop recording is not supported.

The entire call is saved when the call is placed on hold and call recording start (*44) is entered any time before ending the call. Pause and resume controls are supported.

Records only the portion of call after the recording start (*44) has been entered. Pause, resume and stop controls are supported.

When enabled an announcement is played, 'This call is being recorded.' on start, and 'Call recording has ended.' on stopping the recording. This feature is supported on all recording modes.
Call recording is governed by both Federal and State laws, please consult with your legal counsel for your state's specific requirement and if turning off the announcement is permitted under applicable laws.

This is a tone played to remind users that the call recording is ongoing. The intervals between hearing the reminder tone is configurable from 10 to 1800 seconds. The tone played is a 'Beep.'
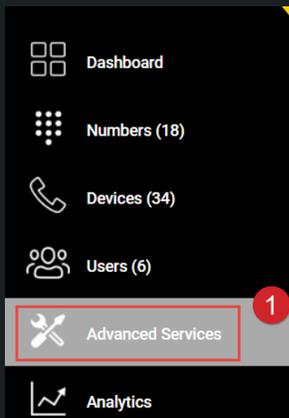
7   Click on **Save** to save your changes
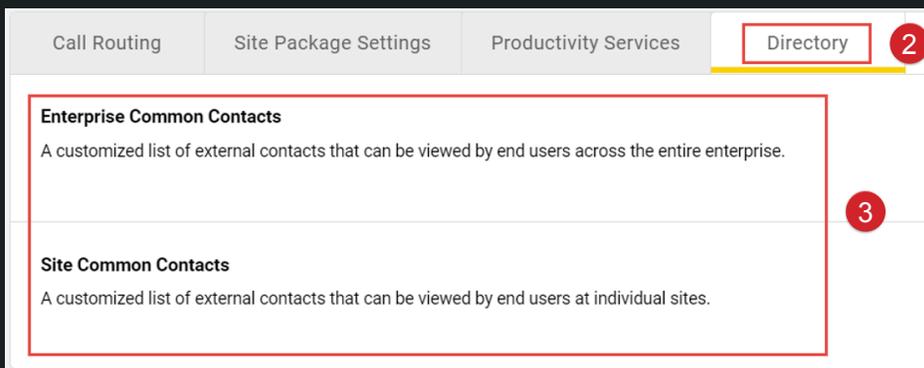

Cancel   **7**   Save

Import a CSV contact file

Allows you to import and share a list of contacts with users.
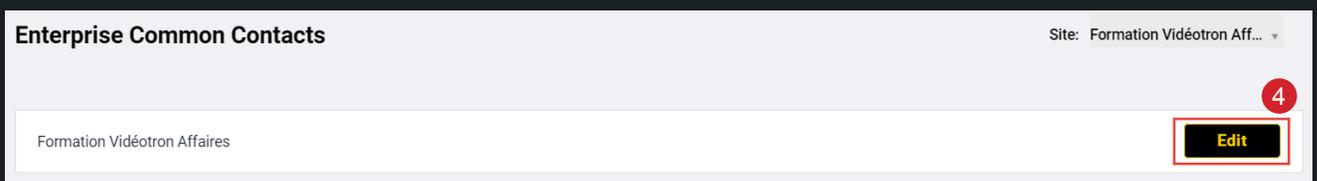
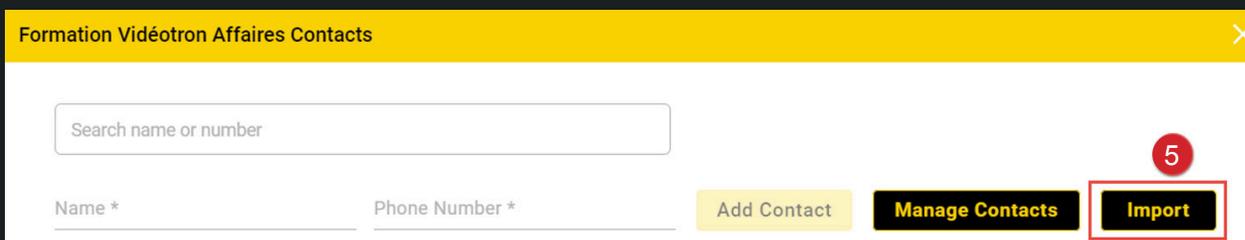**1** Click on **Advanced Services**

2 Click on **Directory**

3 Choose who will have access to the contacts :

Entreprise Common Contacts : All company employees have access to the contacts

Site Common Contacts : Only employees at the selected site have access to them
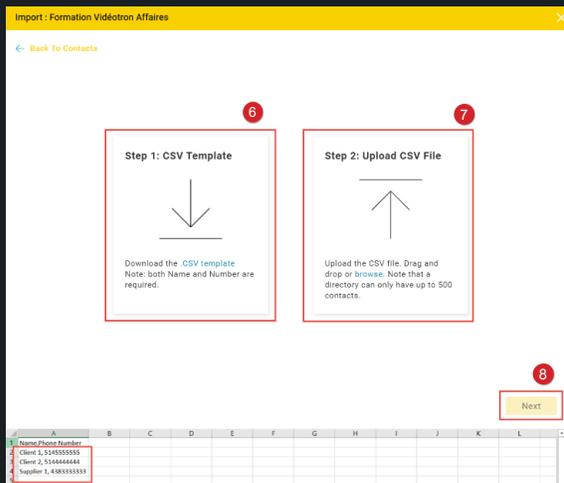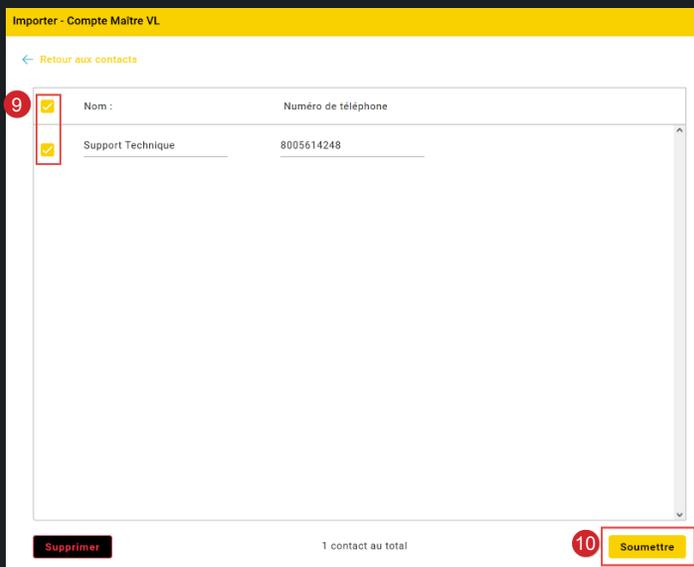
4 Click on Edit

5 Click on **Import**

6 Download the **CSV Template** and add your contacts to it as specified in the document

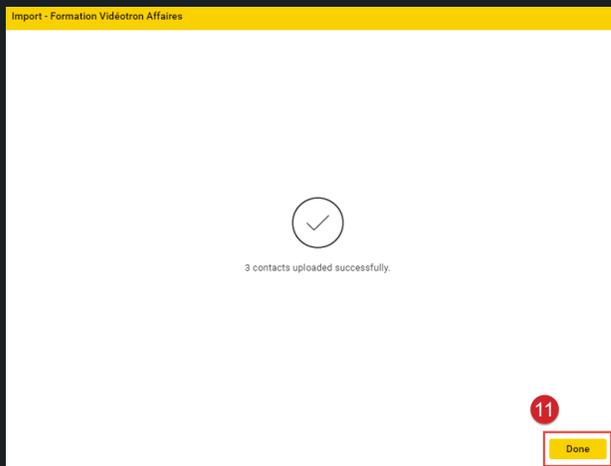**7** **Upload CSV File :** Drag and drop your contacts file

8 Click on **Next**
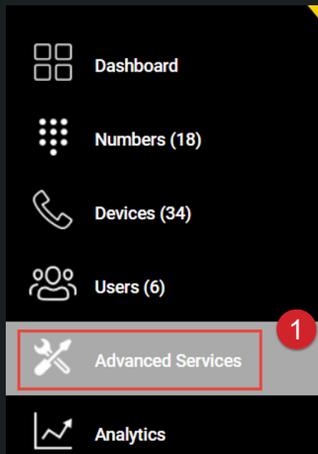
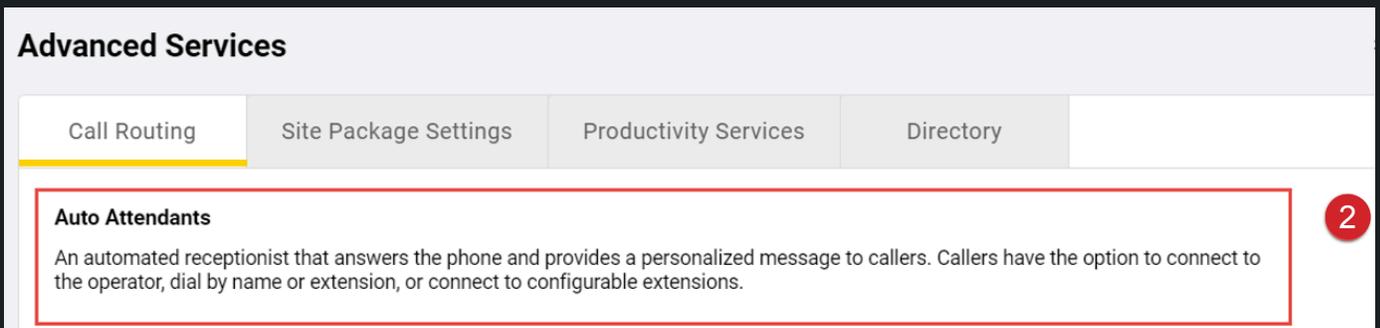**9** Check the contacts to be imported

10 Click on **Submit**

11 Click on **Done**

Setup the Auto Attendant

1 Select **Advanced Services**

2 Select **Auto Attendants**

3 Click on **Actions** for the desired **Auto Attendant**
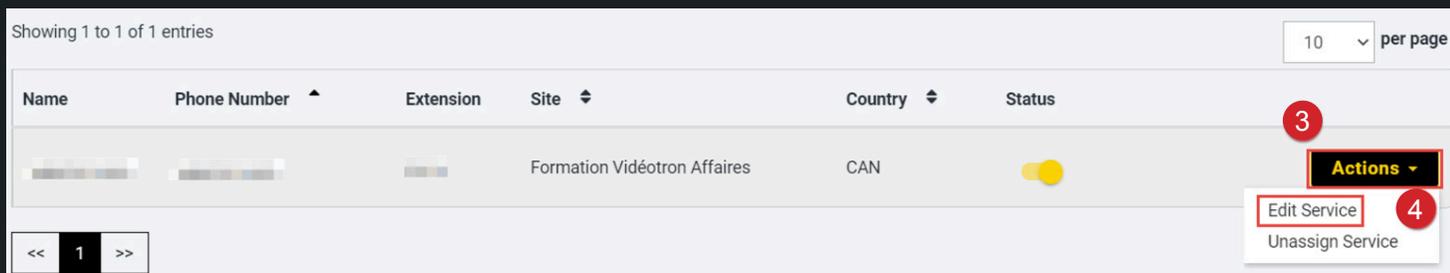
4 Click on **Edit service**

5 Edit the **Attendant Name**

6 Add the company's main number in the **Alternate numbers** field, if required

7 Click on **Schedule**

8 Click on **Edit Time Shedule**
*Important : For more information, see the **Admin - Setup Auto Attendant Schedule** procedure

9 Select **Language/Timezone** and select the language of the **Auto Attendant**

10 Click on **Menu**

11 Set up your **Auto Attendant**'s menu

Dialin Option :
    Entreprise : Allows you to assign anyone in the company even if they are in another office
    Site : Allows you to assign only numbers from the physical site in question

Enable extension dialing without requiring a menu item during : Allows the caller to immediately dial the desired person's extension number
If caller presses : Menu features selected by the callers
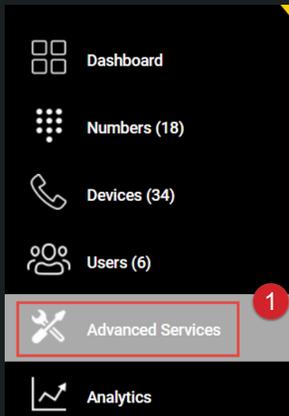**Phone number or Extension :** Select the desired call destination

12 Click on **Save** to save your changes
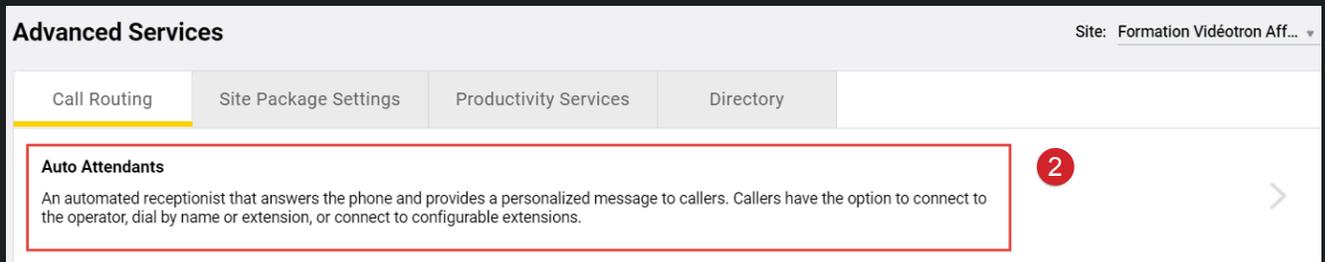
Setup Auto Attendant Schedule

1 Select **Advanced Services**

2 Click on **Auto Attendants**

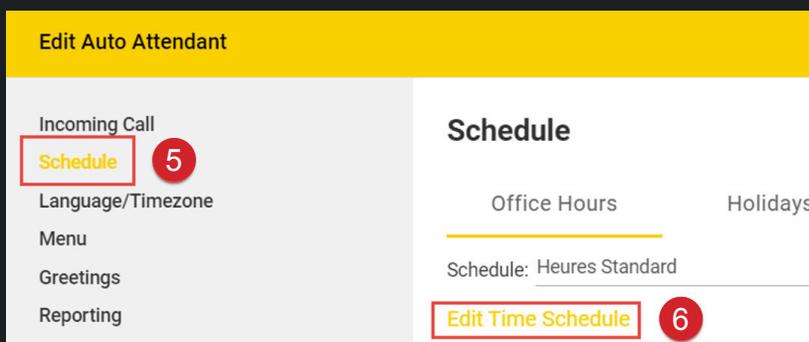**3** Click on **Actions** for the desired **Auto Attendant**

4 Click on **Edit Services**

5 Click on **Schedule**

6 Click on **Edit Time Schedule**

7 Click on **Add** or **Edit**

		Event Name	All Day Event	Start	End	Recurrence
	Edit	1	NO	11 Nov, 2019 7:00AM	11 Nov, 2019 5:00PM	Weekly
	Edit	3	NO	12 Nov, 2019 4:30AM	12 Nov, 2019 5:00AM	Weekly
	Edit	4	NO	13 Nov, 2019 8:30AM	13 Nov, 2019 5:00PM	Weekly
	Edit	5	NO	07 Nov, 2019 6:30AM	07 Nov, 2019 5:00PM	Weekly
	Edit	6	NO	08 Nov, 2019 5:00AM	08 Nov, 2019 5:00PM	Weekly

⬇ Export

✖ Delete   ➕ Add   **7**

8 Write the event **Name**
*Important : We recommend naming the event according to the day and creating one event per day, or two if you are closed at lunchtime

📅 Event   Event

⇄ Recurrence **11**

* Name   **8**
Monday

☐ All Day Event

* Start   **9**
11/11/2019 7:00 AM

* End
11/11/2019 5:00 PM   **10**

9 Enter opening time in **Start**

10 Enter closing time in **End**

11 Click on **Recurrence**

12 Choose the corresponding **Recurrence : Weekly**

Edit Schedule Event   ✖

📅 Event   Recurrence

⇄ Recurrence

Recurrence Pattern   **12**
◯ None
● Weekly
◯ Yearly
Recur On
Monday ⌄

13
✔ Save

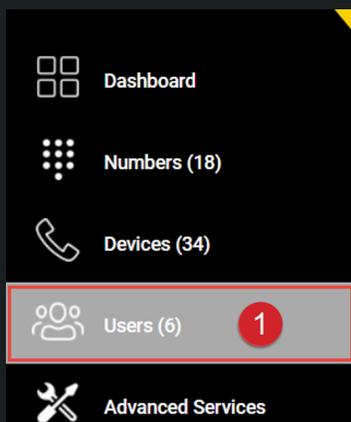**13** Click on **Save** to save your changes
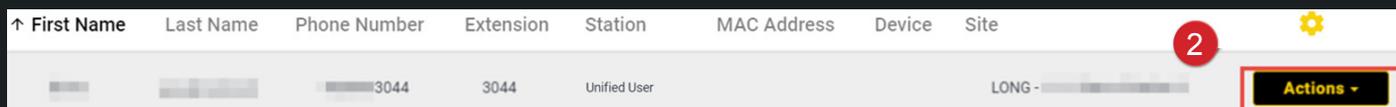
Setup a fax over IP

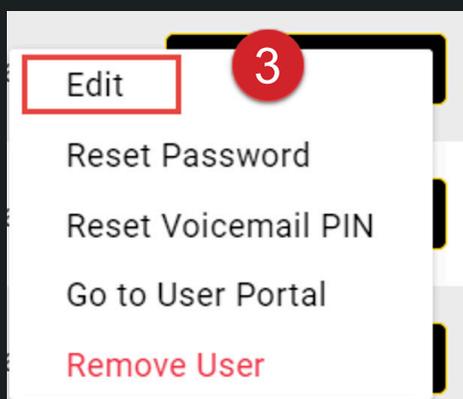Fax over IP only allows the reception of faxes. Faxes will be sent to an email.
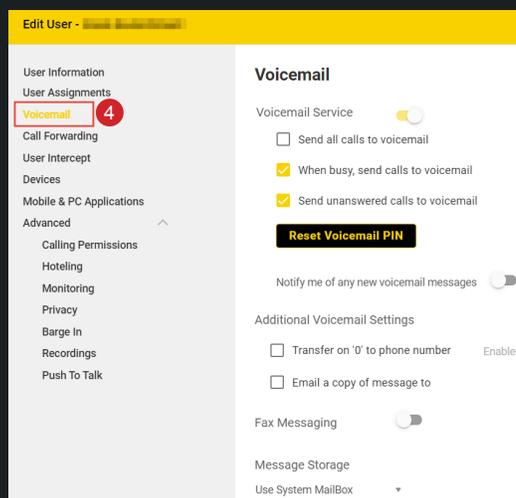
1   Select **Users**

2   Click on **Actions** to the right of the number you wish to use

3   Click on **Edit**

4   Select **MVoicemail** from the menu on the left

5 Toggle the **Voicemail Service** button

Voicemail

Voicemail Service 〔5〕

☐ Send all calls to voicemail

☑ When busy, send calls to voicemail

☑ Send unanswered calls to voicemail

Reset Voicemail PIN

6 Toggle the **Fax Messaging** button

Fax Messaging 〔6〕

Phone Number *

🔍 Find phone Number

Extension *

7 Fill out the **Phone Number** and **Extensions** fields

Fax Messaging

Phone Number * 〔7〕

🔍 438▮▮▮5242

Extension *

5242

8 Select **Use External Mailbox** from the **Message Storage** drop-down menu

Message Storage

Use System MailBox ▾

Use System MailBox 〔8〕

Use External MailBox ndicator

9 Enter the fax recption email address

Message Storage

Use External MailBox ▾

Email Address * 〔9〕
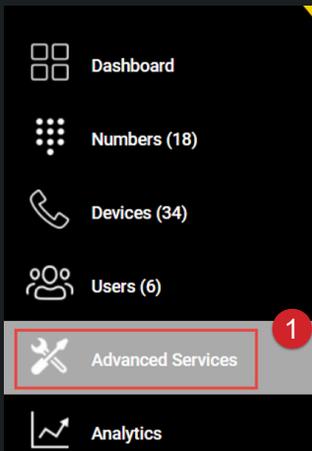
▮▮▮▮@videotron.ca
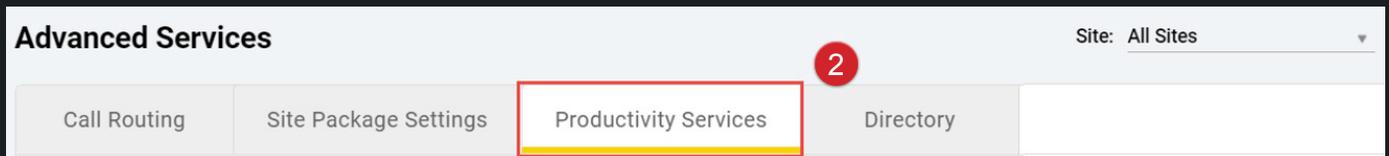
10 Click on **Save** to save your changes

Group Paging

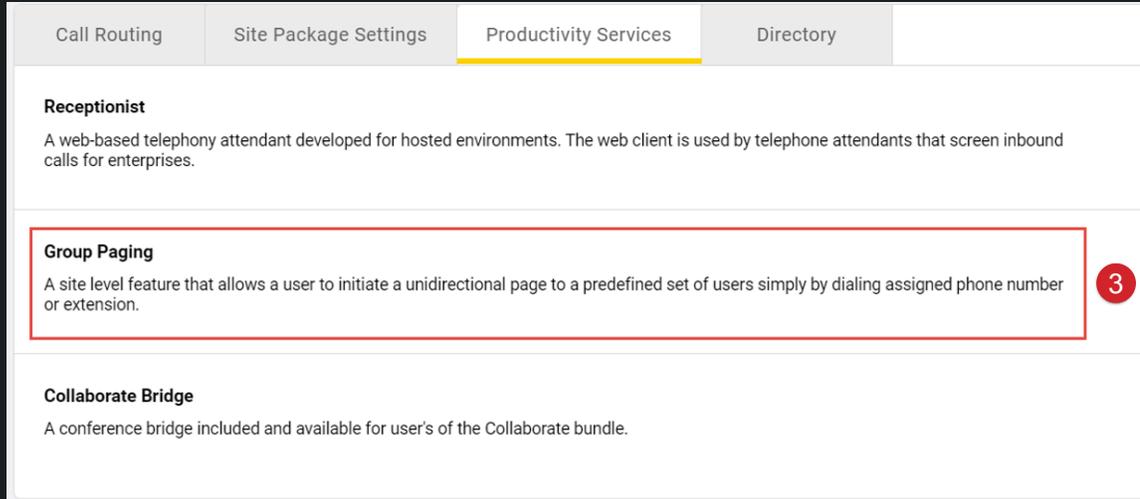Allows a user to send a voice message to a targeted user group.
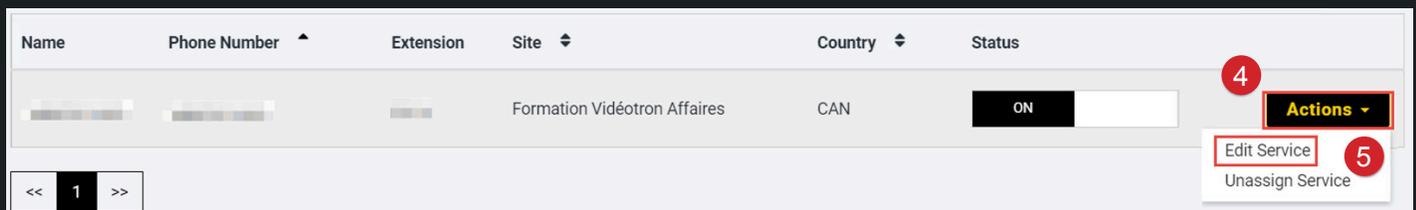
1 Select **Advanced Services**

2 Select **Productivity Services**

3 Appuyer sur **Appels groupés de Pager**

4 Click on **Actions** for the desired group

5 Click on **Edit Service**

6 Select the name and extension number you wish to use

⚙ Settings

Phone Number
4388087775

More Options **7**

> Paging Targets
> Paging Originators

* Name **6**

Group Paging - Sales

Extension

7775

7 Click on **Paging Targets**
    Targets : Check the desired recipients and click on the down arrow to add them to the group

Settings ✕

◎ Targets | **Paging Targets**
📌 Originators

Select Site
Formation Vidéotron Affaires ▾   **Q Search**

Available

Filter

	Name	Phone Number	Extension
✓	Andre Sup		
✓	Bruno Agent		
☐	Fred Sup		
☐	Karine Agent		

∧ | ∨

Assigned

Filter

	Name	Phone Number	Extension
☐	François Agent		

✔ Save

    Orginators : Check the desired senders and click on the down arrow to add to the group

Settings ✕

◎ Targets | **Paging Originators**
📌 Originators

Select Site
Formation Vidéotron Affaires ▾   **Q Search**

Available

Filter

	Name	Phone Number	Extension
☐	François Agent		
☐	Andre Sup		
☐	Bruno Agent		
✓	Fred Sup		
☐	Karine Agent		

∧ | ∨

Assigned

Filter

	Name	Phone Number	Extension
☐			

No item(s) found.

✔ Save

8 Click on **Save** to save your changes