DINSTAR

UC Common Function Configuration Guide

Foreword

This course is mainly:

- Describe common function of Dinstar IPPBX
- Introduce how to configure common function
- Introduce how to configure routing
- Introduce the NAT Public Proxy Server and share setting

Course Objective

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Through this course you will be able to

- Understand and know common function
- Learn how to configure routing
- Understand how to use Nat Public Proxy Server

Contents

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Common function

01

1. Call Queue
2. Paging
3. Follow Me
4. SCA

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Why Need Call Queue

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- ## Main Scenarios

Limited number of customer service representatives

Seasonal and specific marketing activities bring about peak call periods

- ## Main function

When a customer calls into the queue, the call will be intelligently assigned to an extension. If all extensions are busy, the call will be queued and wait

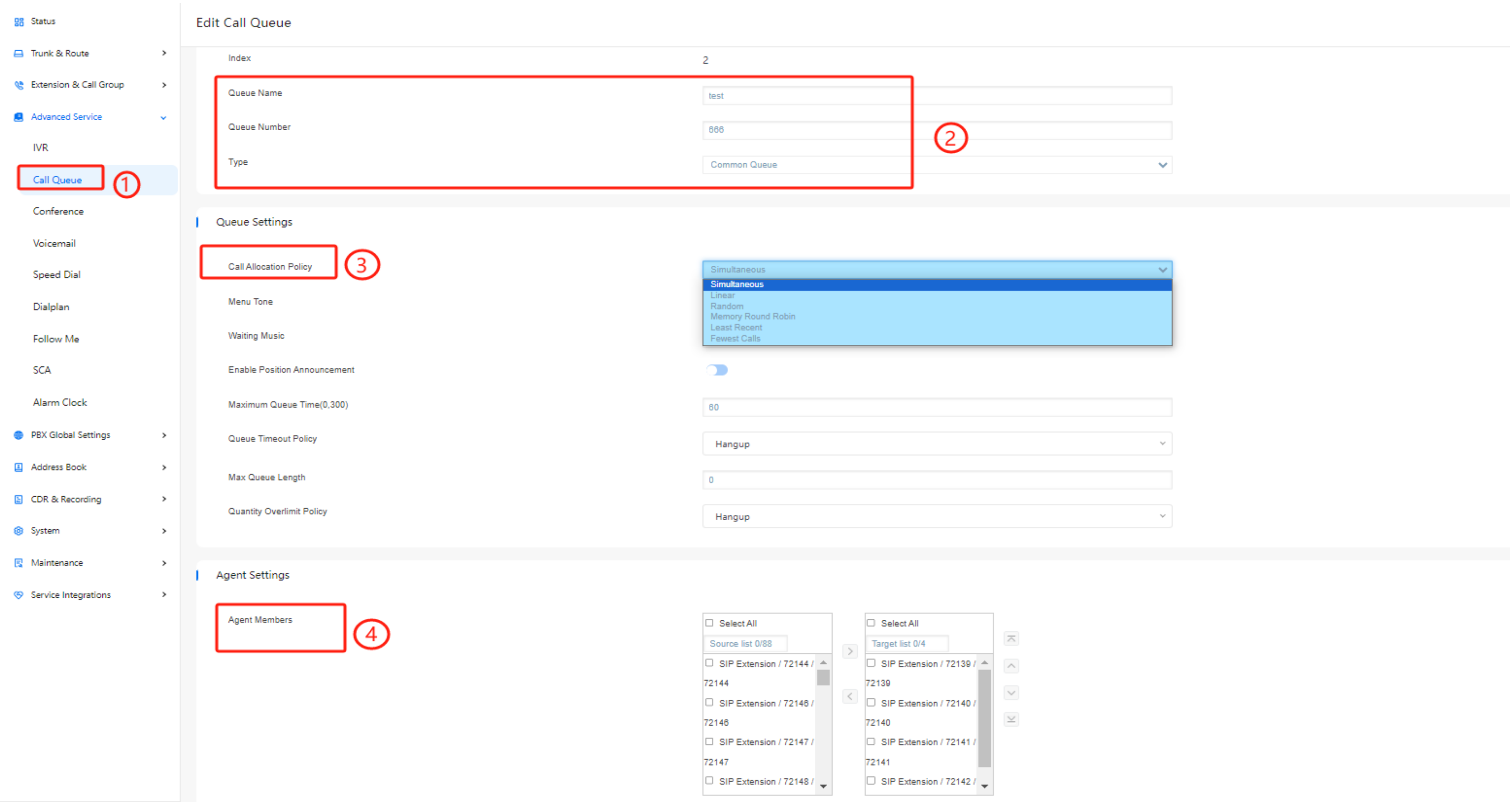
How To Configure Call Queue

1.Click Advanced Service->Call Queue

2. Configure queue number, select type

3. Select call allocation policy

4. Select agent members

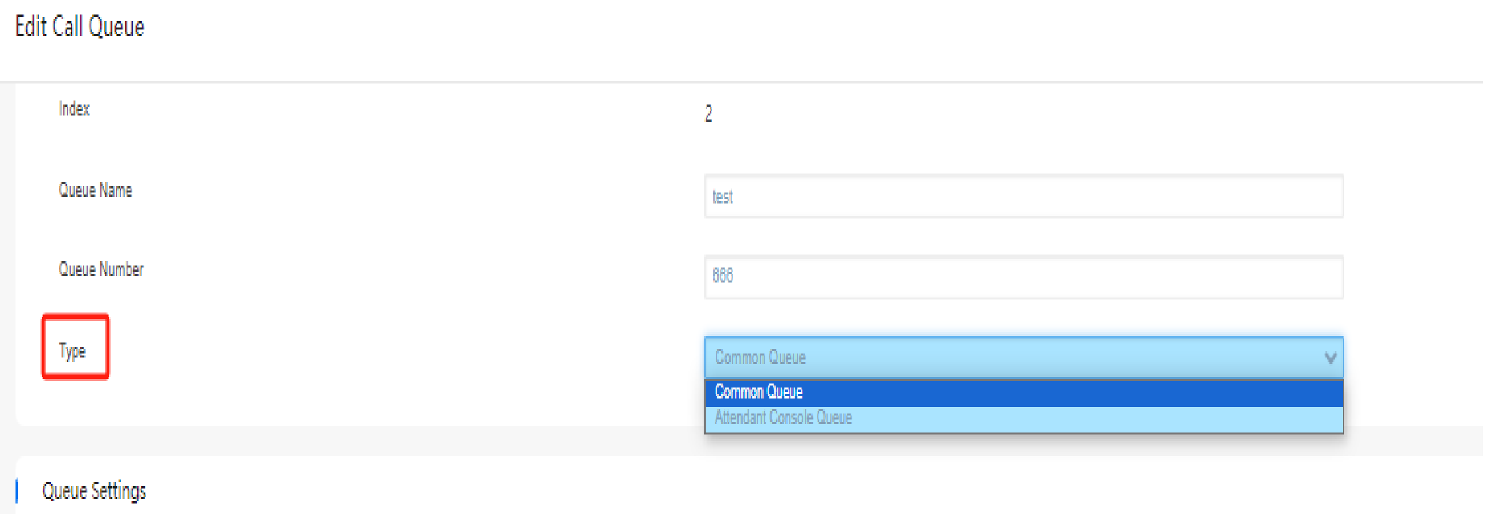


How To Configure Call Queue

- **Parameters-Type**

Common queue: corresponding to the current call queue function, suitable for scenarios where the phone serves as the agent terminal

Attendant console queue: used to support call center business. To use a web call center, this type of call queue must be created first



How To Configure Call Queue

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• Parameter-call allocation policy

Simultaneous: The agents ring together.

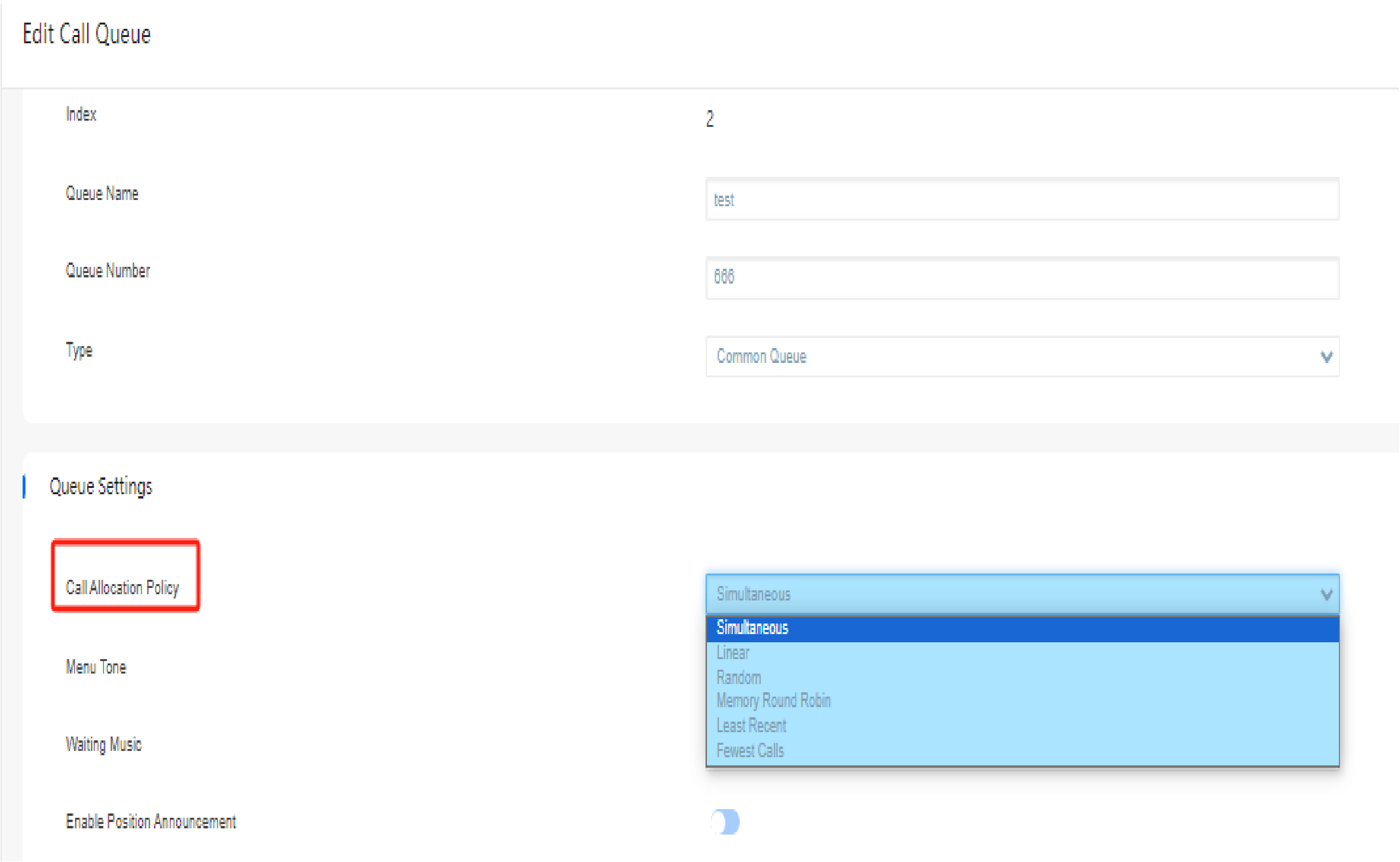
Linear: When there is no incoming call, a new user calls in, each time it will ring sequentially from the first agent.

Random: one is randomly selected for ringing.

Memory round robin: When there is no incoming call, a new user calls in, and the ringing starts from the next agent who hangs up last before.

Least recent： namely the time from the end of the agent's last call to the present, ringing in the order from longest to shortest time.

Fewest calls: The ringing starts from the least to the most according to the times of calls.



Why Need Paging

- **Main Scenarios**

In hospitals, it can be used for emergency calls and cross departmental information synchronization

At school, it can be used for opening ceremonies and daily notifications

In shopping malls, used for promotional activities and safety management

- **Main function**

Implement one to many communication

How To Configure Paging

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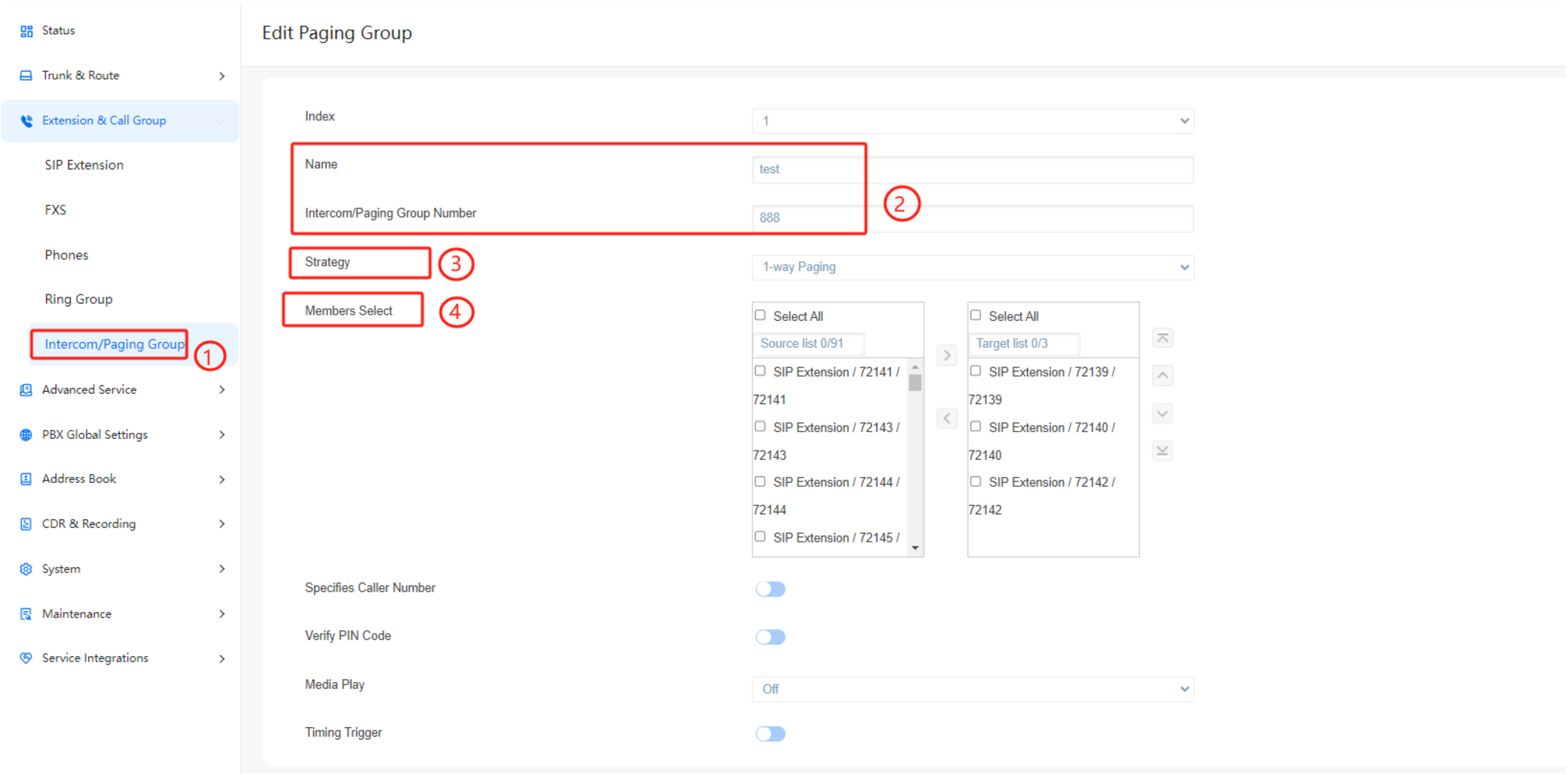
1.Click Extension & Call Group>Intercom/Paging Group

2. Configure name and number

3. Select Strategy

4. Select members

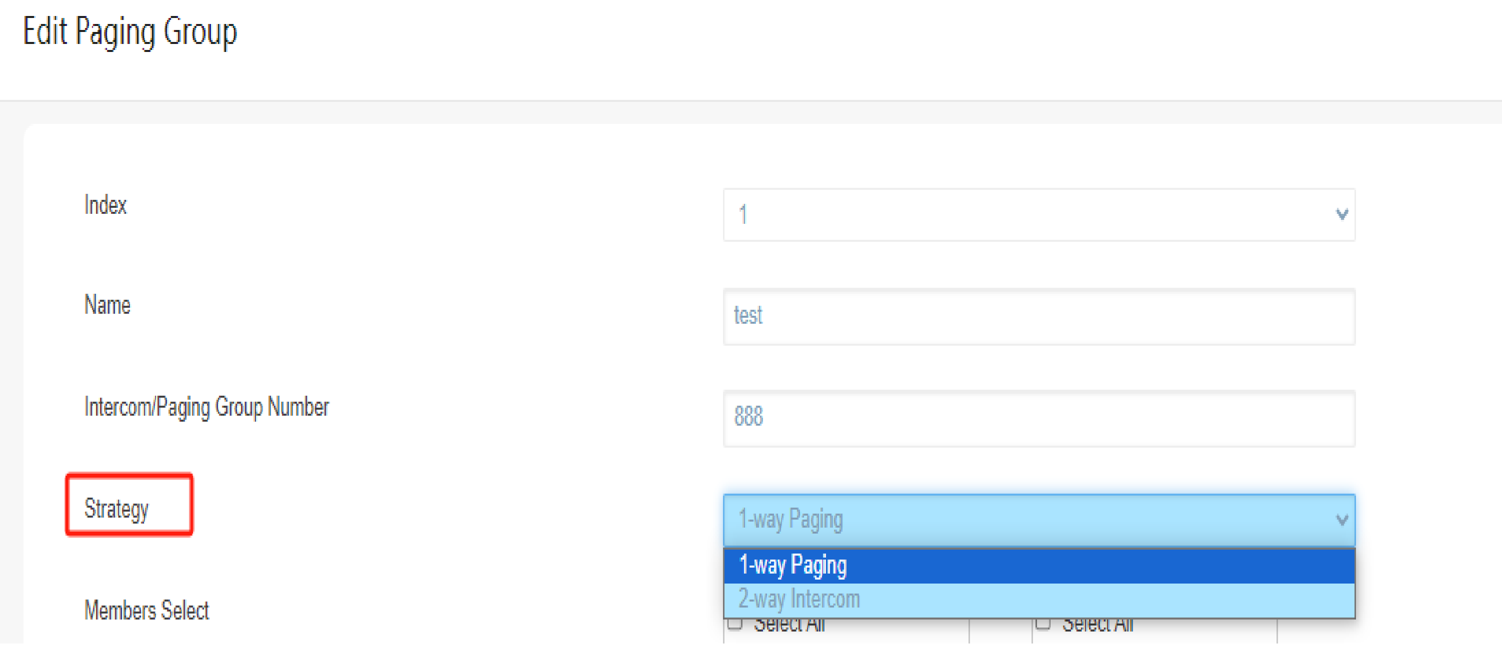


How To Configure Paging

- **Parameters-Strategy**

1-way Paging: members of the paging group only can listen to the voice of presenter and cannot answer the call

2-way Intercom: members of the paging group can have conversation with the presenter, but members cannot talk to each other



Why Need follow me

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- **Main Scenarios**

The user has multiple workstations

Users cannot receive calls from workstations during business trips or outings

- **Main function**

Unify various commonly used communication numbers (mobile phone, office phone, residential phone) into an extension number, so that anyone can find the user by simply dialing this number

How To Configure follow me

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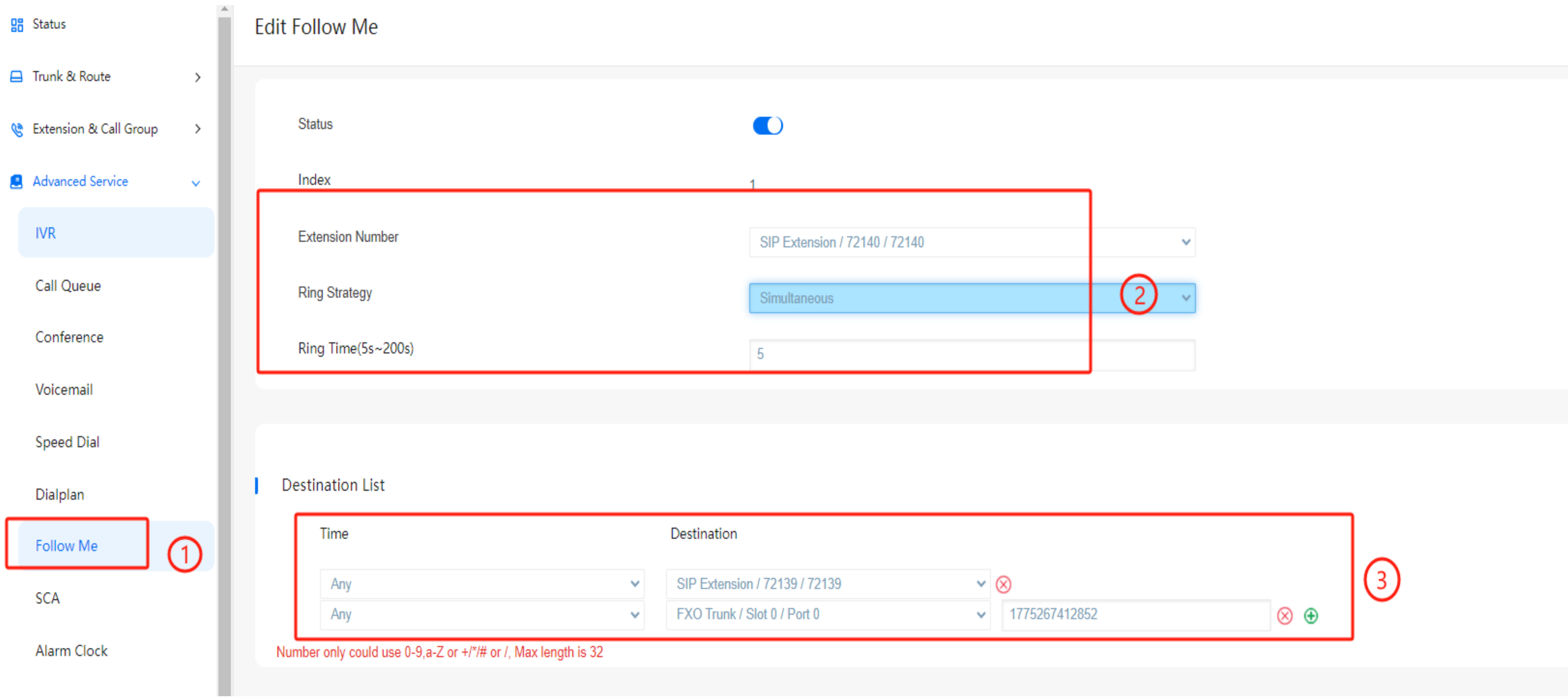
1.Click Advanced Service- >Follow Me

2. Select extension number、ring strategy and ring time

3.Configure destination, It can be an extension number or a mobile phone number

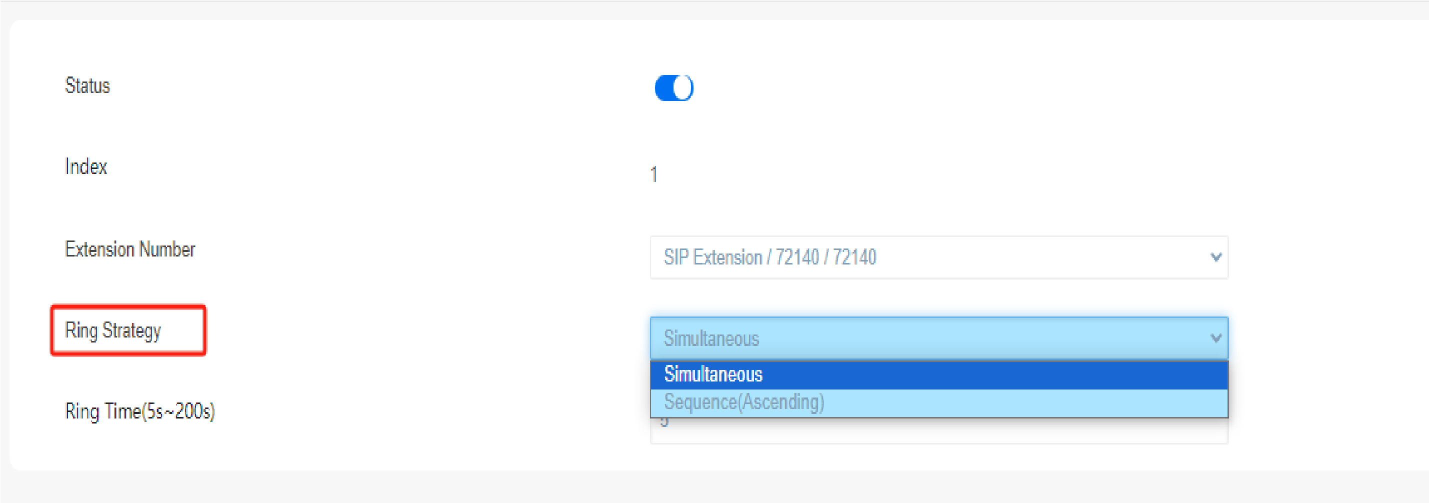


How To Configure follow me

- **Parameters-Ring Strategy**

simultaneous: all numbers ring together

sequence (ascending): starts from the extension and rings from top to bottom



How To Configure follow me

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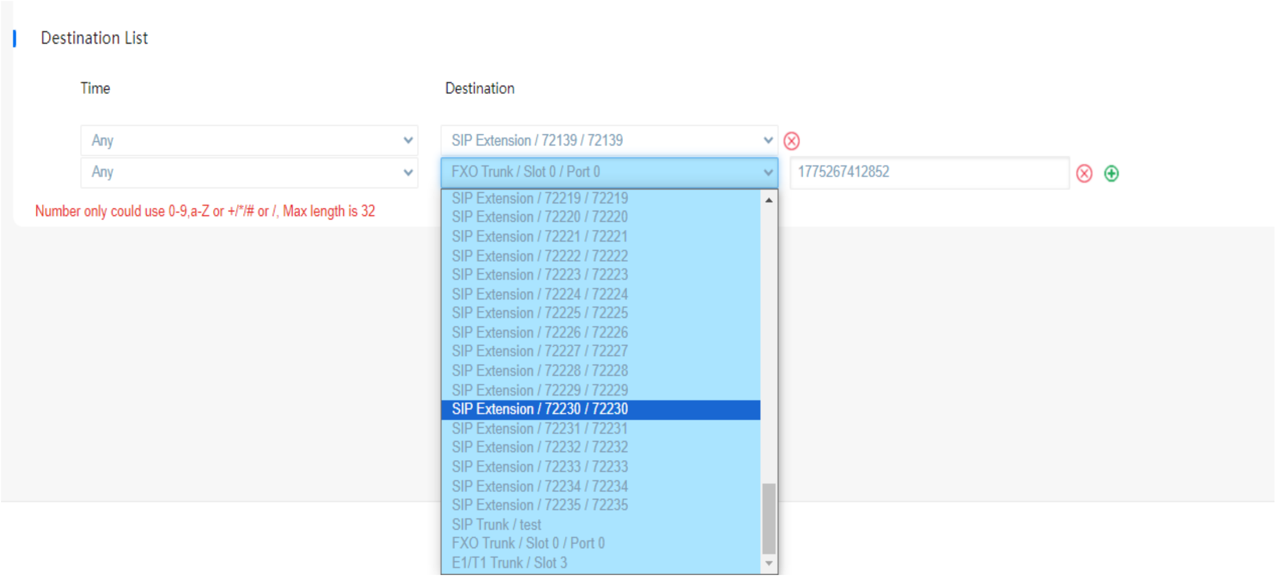
- **Parameters-Destination List**

Time: Make calls within the specified time period after setting up

Destination: users can choose SIP extension, SIP Trunk, FXO Trunk, and E1/T1 Trunk. When selecting a Trunk, users can configure a phone number



Why Need SCA

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- **Main Scenarios**

Managers need to focus on more important tasks and delegate daily phone conversations to their secretaries, which improves their work efficiency

- **Main function**

All calls from the call manager will be forwarded to the secretary extension, filtered by the secretary extension, and then forwarded to the manager extension

Support multiple secretary extensions

How To Configure SCA

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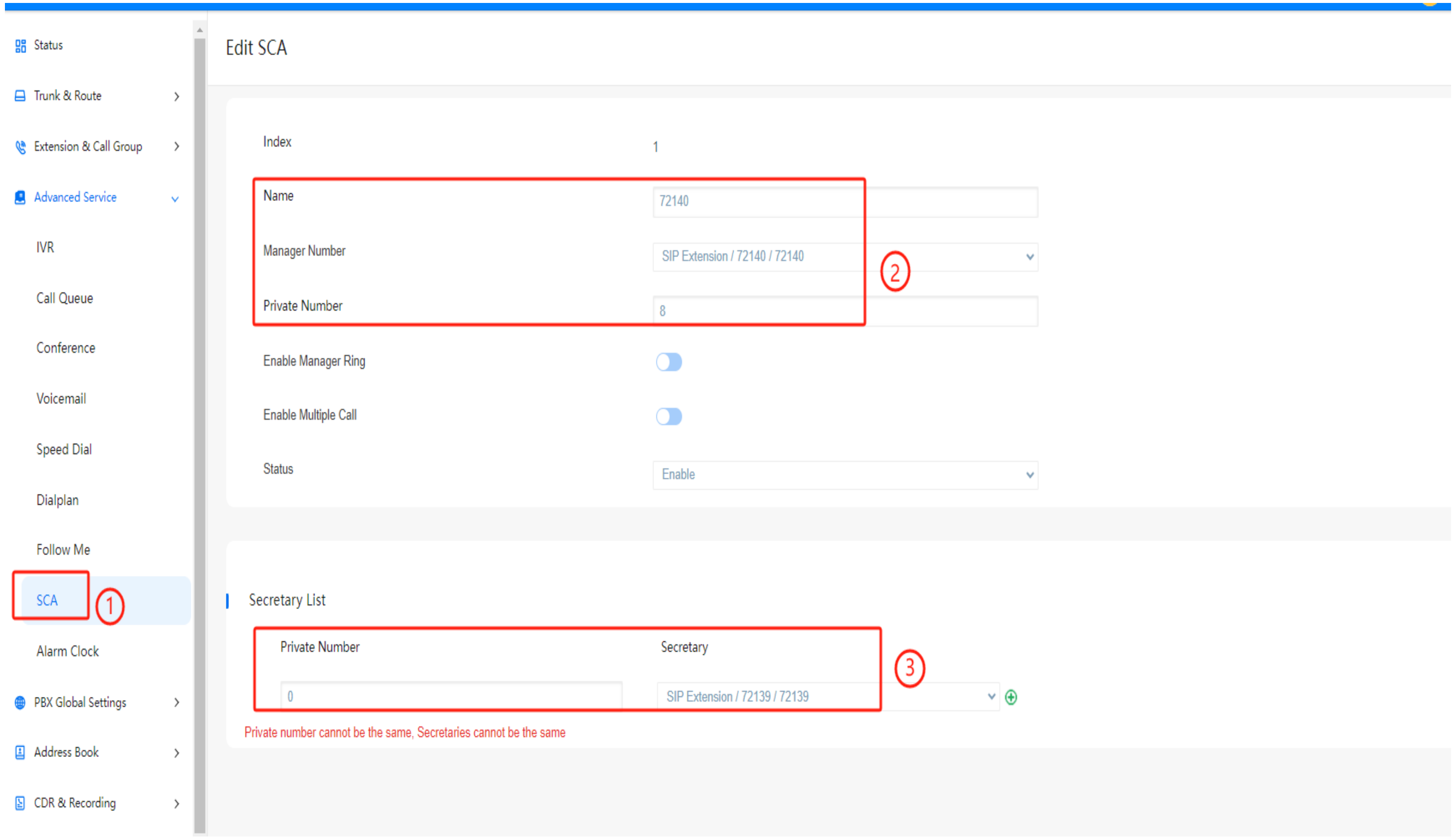
1.Click Advanced Service- >SCA

2. Select Manager Number and customize manager private number

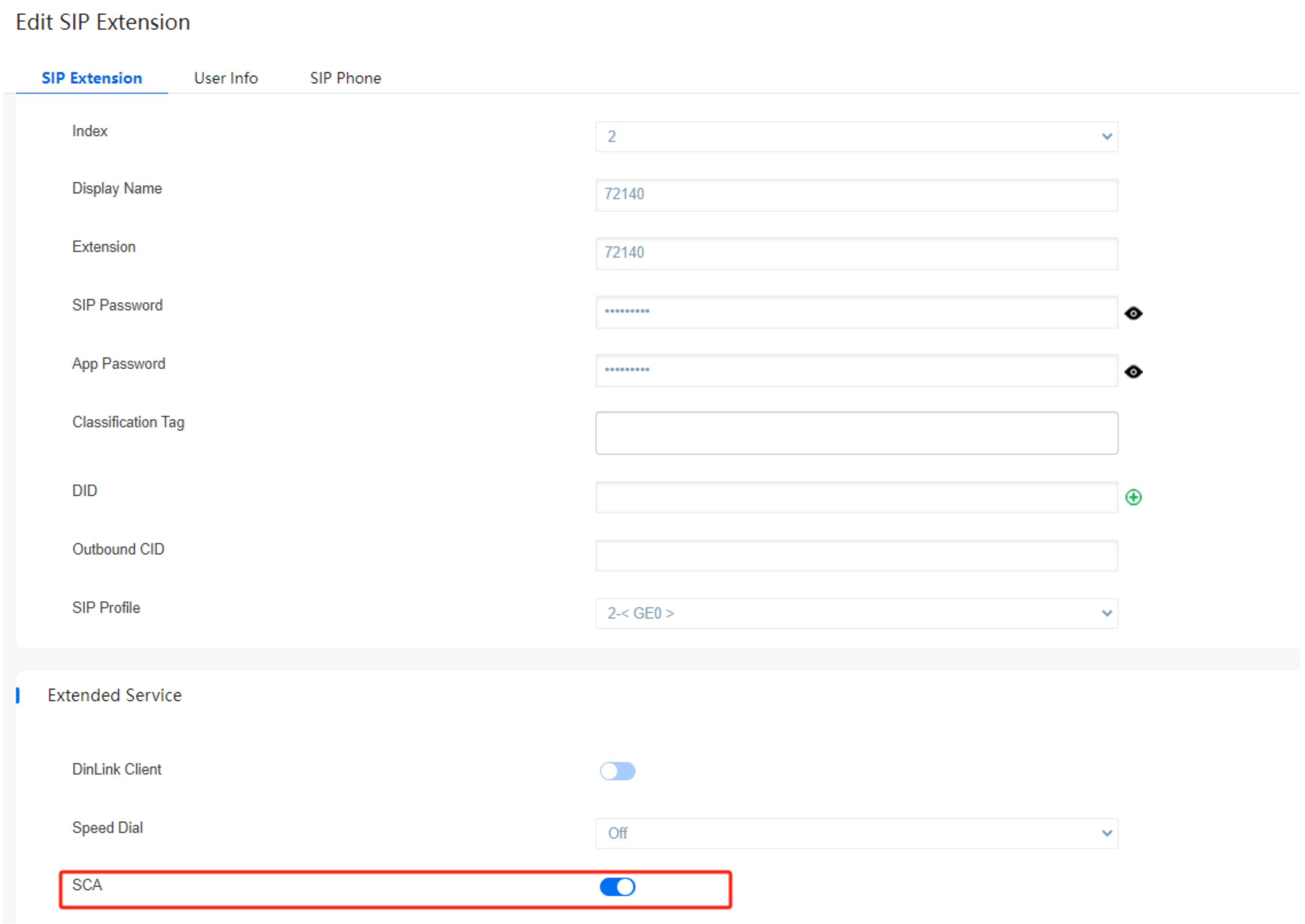
3. Select Secretary Number and customize Secretary private number



How To Configure SCA

- **Parameters-Manager Number**

The manager number must be a SIP extension number that enables the SCA function



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Routing Configuration

02

1.How To configure routing

2.Use Case

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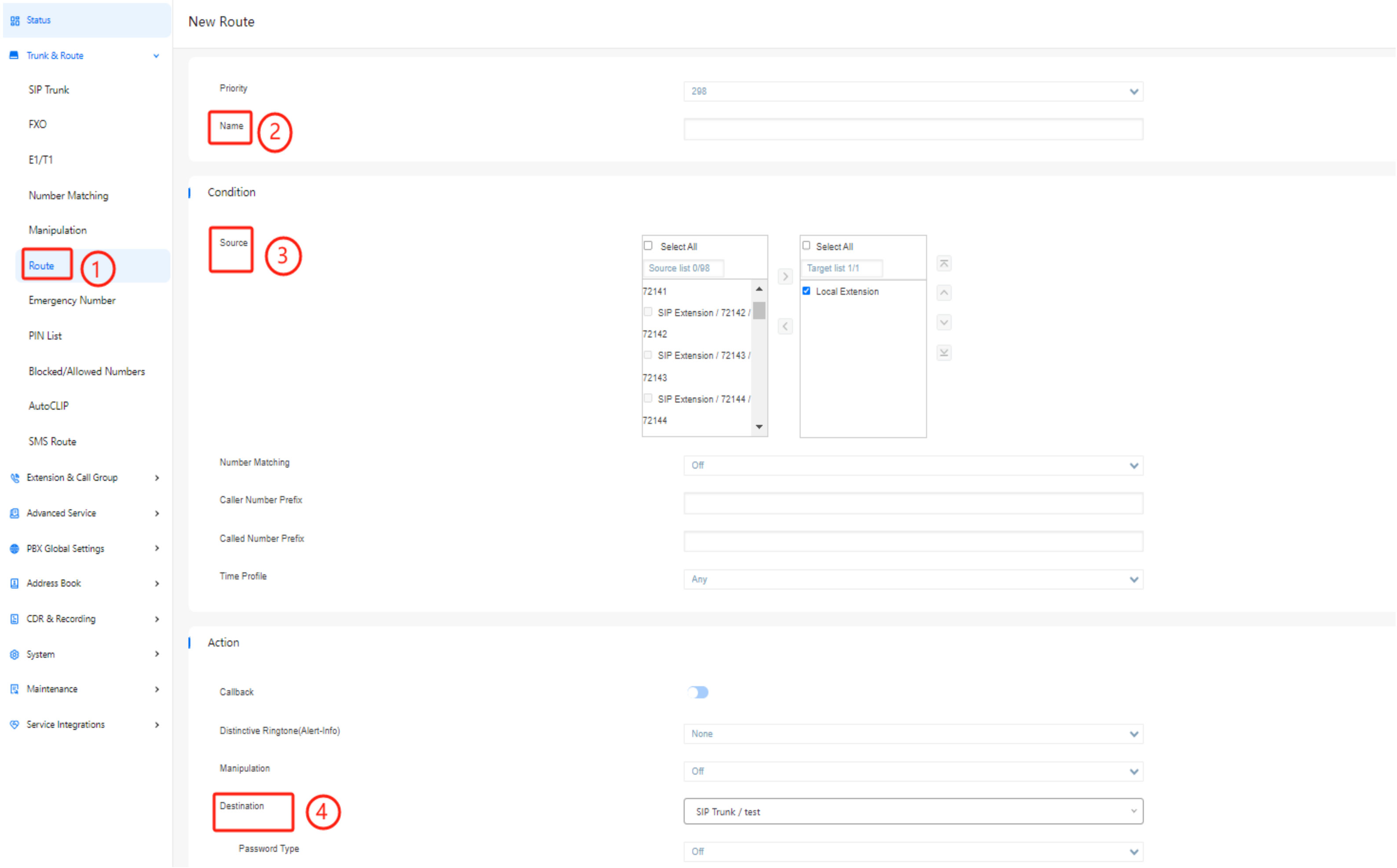
How To Configure Routing

1.Click Trunk & Route->Route

2. Custom route name

3. Select call source

4. Select call Destination



How To Configure Routing

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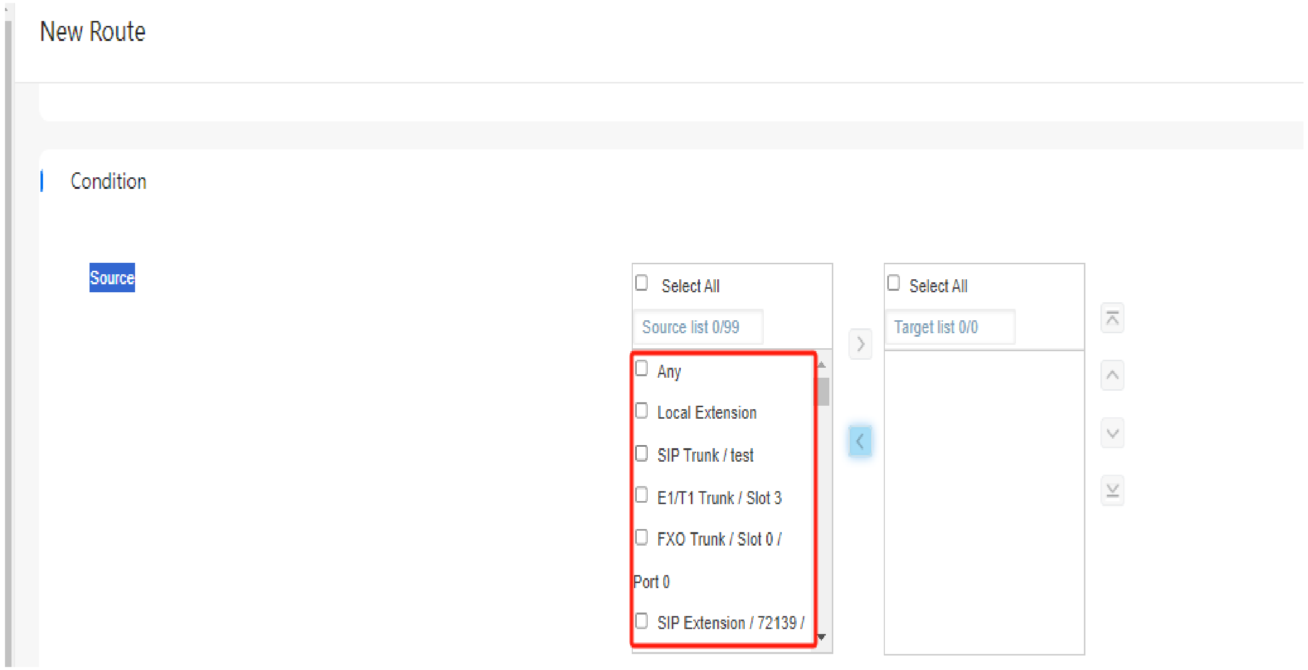
- **Parameters- Source**

users can choose from local extension, SIP extension, SIP trunk, FXO trunk, e1/t1 trunk, and any



How To Configure Routing

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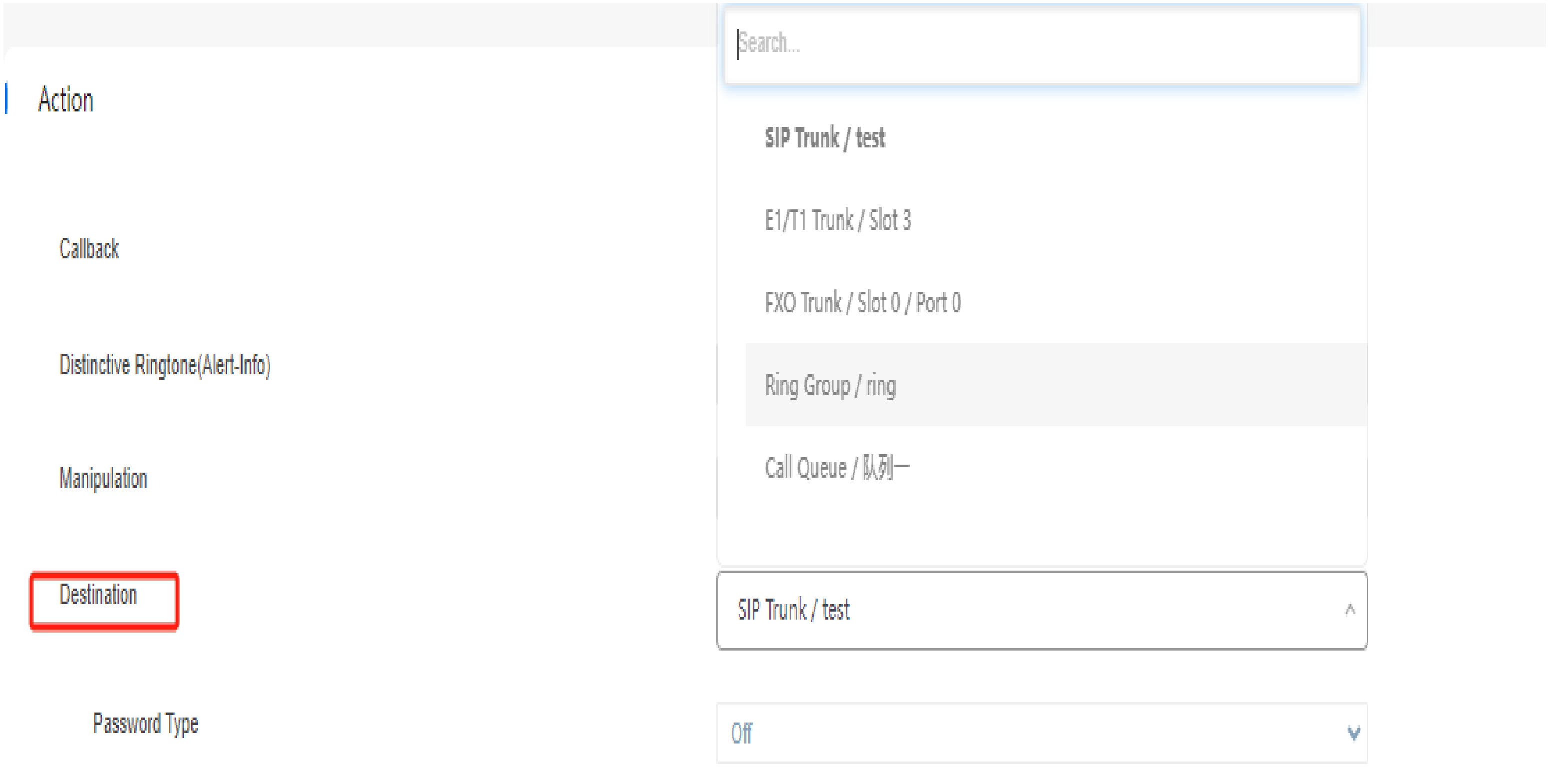
- **Parameters- Destination**

users can choose from local extension, SIP extension, SIP trunk, FXO trunk, e1/t1 trunk, ring group, call queue, intercom/paging group and IVR



Use Case 1

IPPBX combines IP phones and operator SIP dedicated lines to achieve full IP networking

Outbound route:

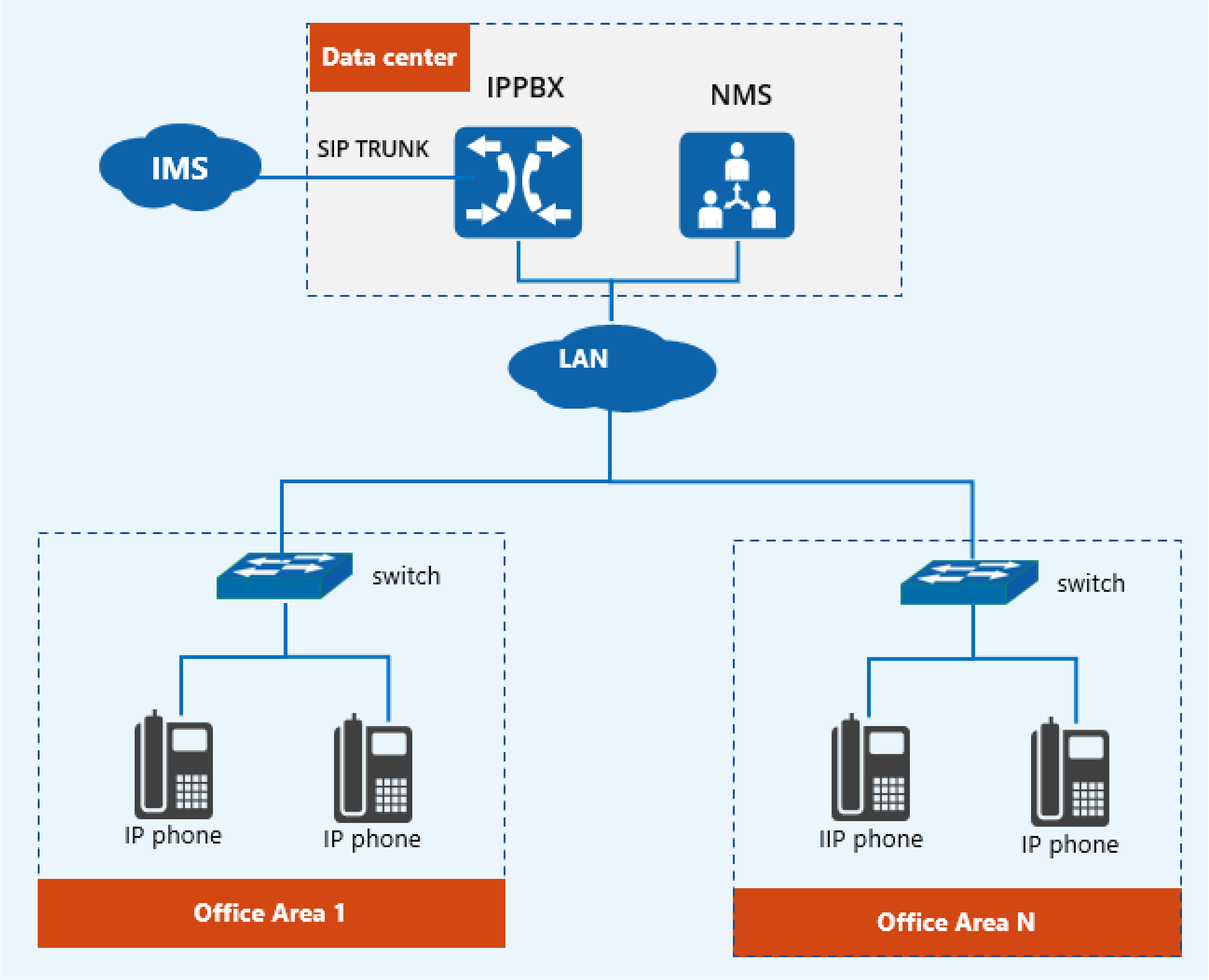
Route->Source: local extension

Route->Destination: SIP trunk/IMS

Inbound Route:

Route->Source: SIP trunk/IMS

Route->Destination: local extension



Use Case 2

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Upgrade and renovate the existing traditional telephone system, retain the original telephones, and save costs

Outbound route:

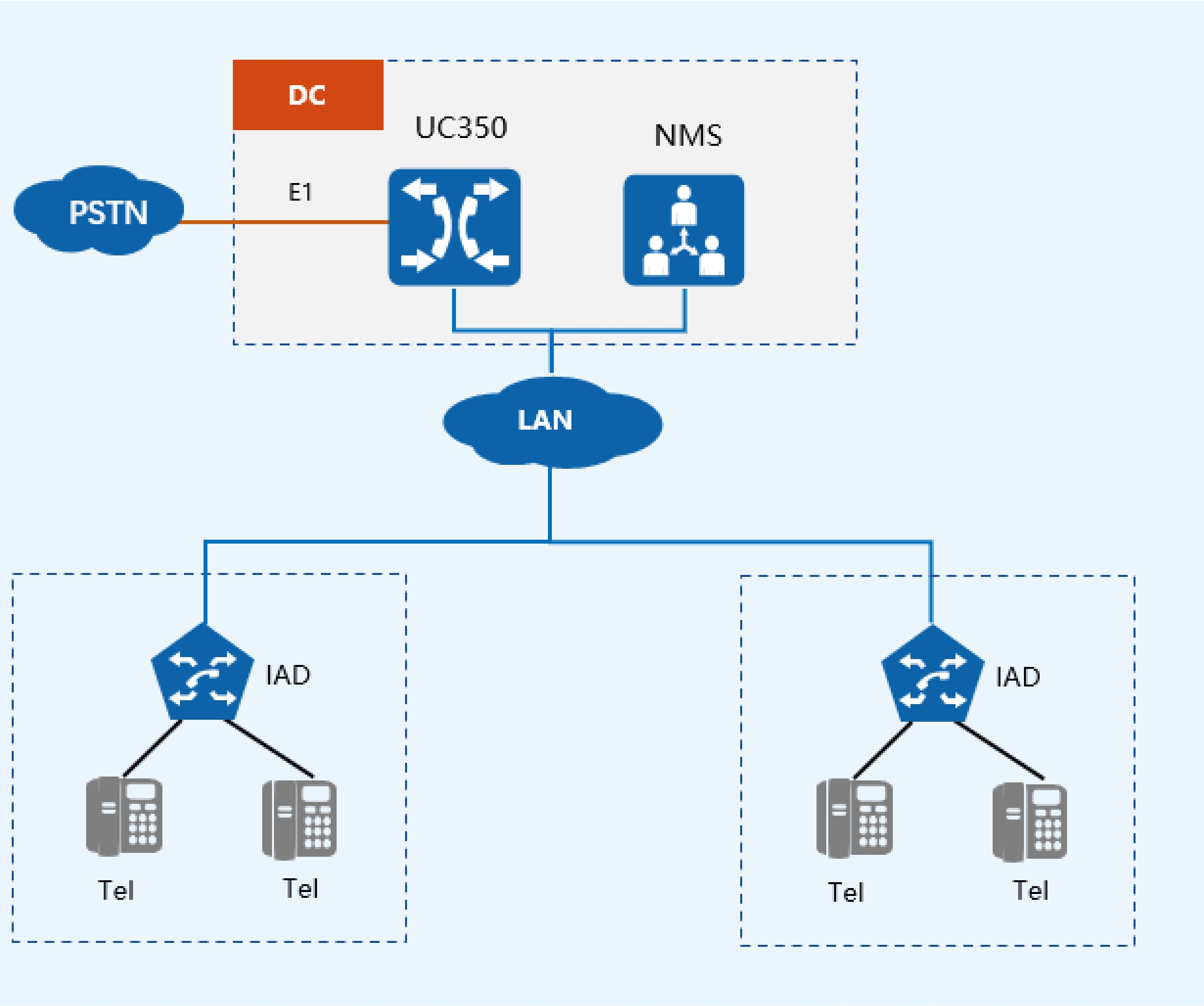
Route->Source: SIP trunk/IAD

Route->Destination: E1/T1 trunk

Inbound Route:

Route->Source: E1/T1 trunk

Route->Destination: SIP trunk/IAD



Use Case 3

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Reasonably allocate incoming calls to operators to ensure high-quality service is provided to customers

Outbound route:

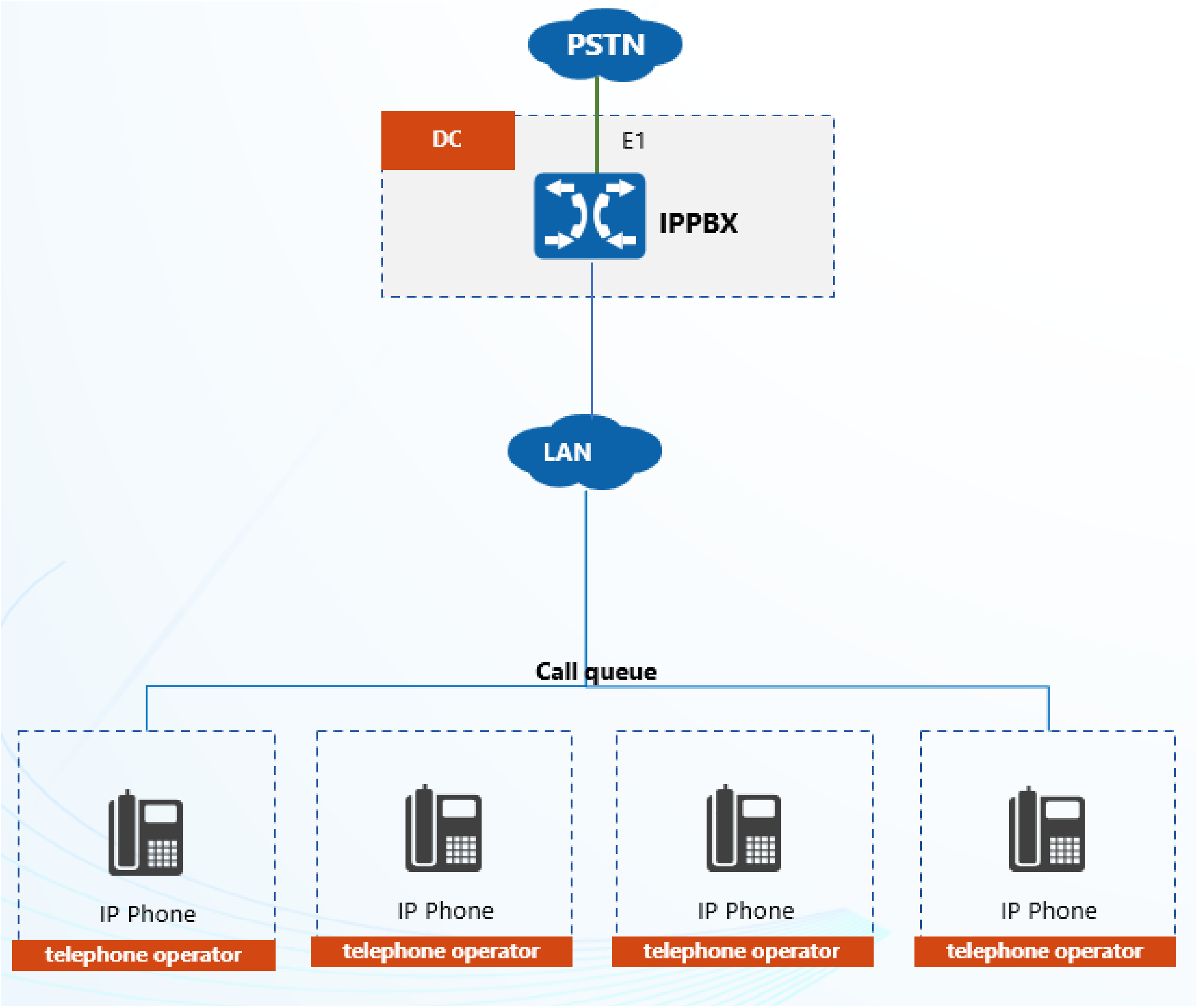
Route->Source: local extension

Route->Destination: E1/T1 trunk

Inbound Route:

Route->Source: E1/T1 trunk

Route->Destination: Call Queue



Contents

Nat Public Proxy Server

03

1.Why Need Nat Public Proxy Server

2.How To Configure Nat Public Proxy Server

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Why Need Nat Public Proxy Server

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- ## Main Scenarios

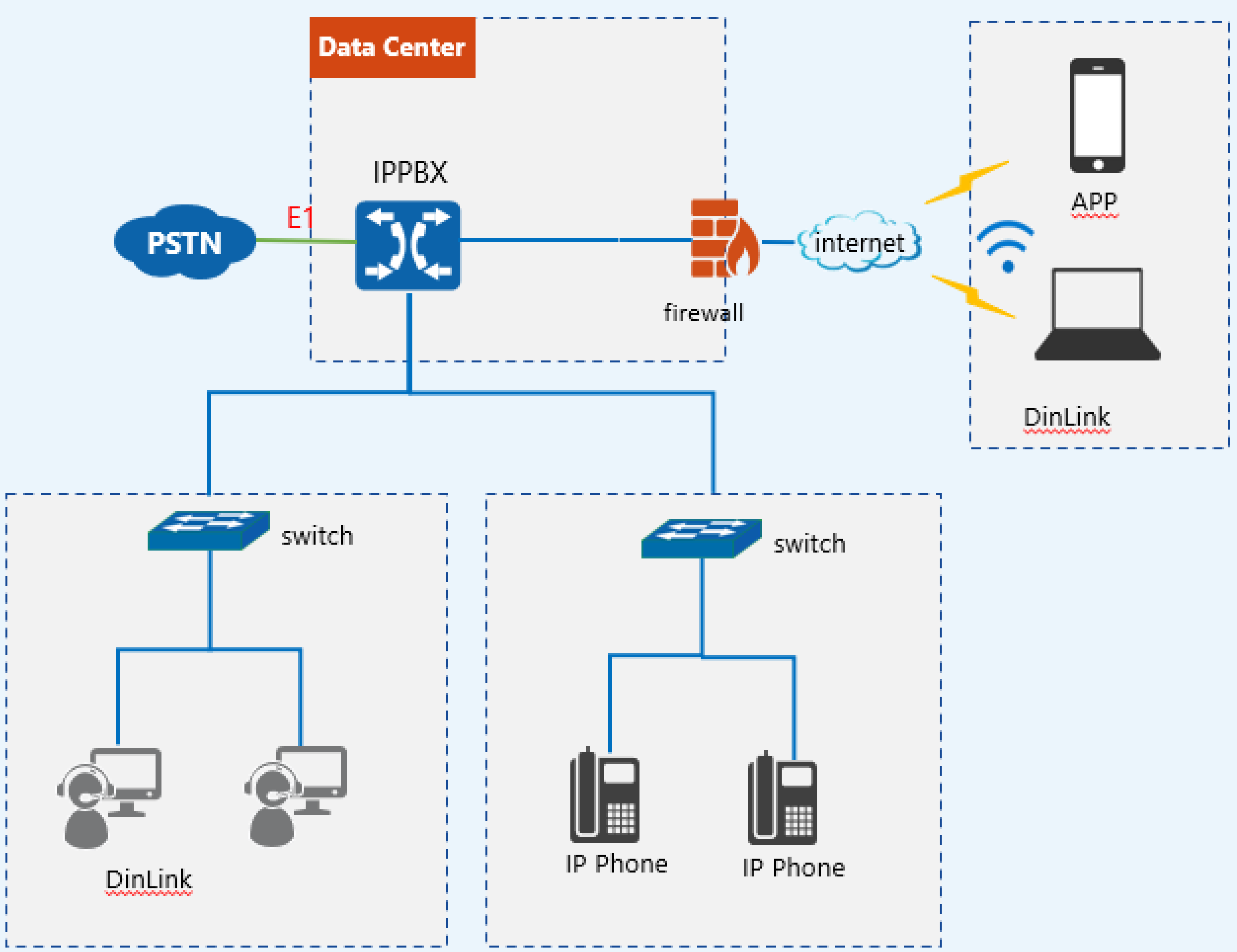
1.UC deployment on enterprise intranet

2. Outward personnel may need to use a mobile app to access UC through external public WIFI or mobile data

- ## Main function

Signal penetration, using frpc and frps for forwarding

Media penetration, using Stun server to penetrate through ice



How To Configure Nat Public Proxy Server

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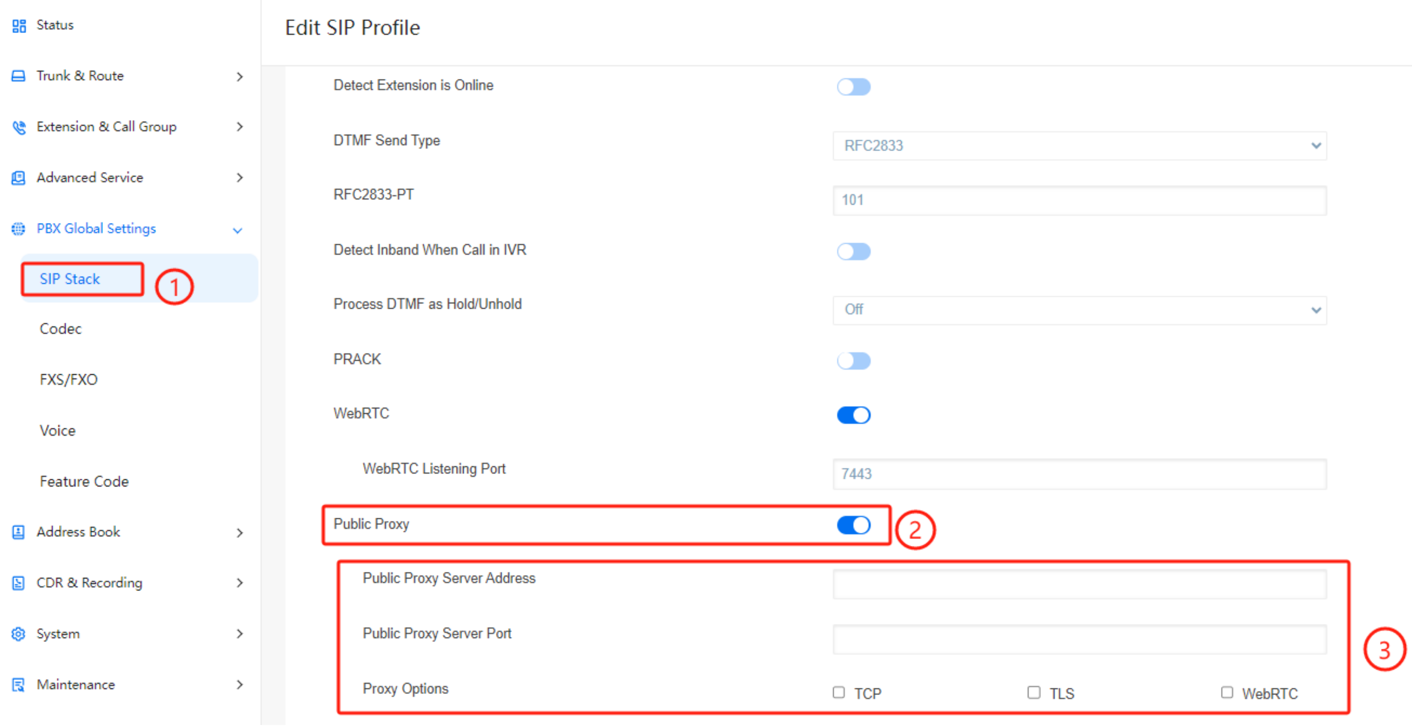
1.Click PBX Global Settings->SIP stack

2. Edit SIP Profile and enable public proxy function

3. Set the address and port of the public proxy server, and select the proxy options



Summary

This course we already learn:

- What are the common functions
- How to configure common functions
- How to configure routing
- What is Nat Public Proxy Server

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THANKS

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