



WE MAKE IT POSSIBLE

Features Guide

Company Features Guide

Wholesale Hosted Communications
(WHC 3.0)

July 2017



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Version Control

This document is controlled and issued by the BT Wholesale (BTW) Product Manager. Please ensure that you have the latest version of this document, existing Communications Providers (CP) can download this from the WHC Document Centre, and new customers should check with their Account Managers.

Description of change	Issue	Date
Published version for launch	Final 1.0	04 July 2017

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Introduction

The following document type provides a comprehensive user guide on how to use BTW WHC features. Where appropriate the guide will be backed up by screenshots to support the recipient of this guide.

We provide a number of features within the WHC proposition which are split into three categories:

- Company - allows control of features that apply company wide
- Site (Group) Features – sets a policy for a site and users inherit this setting
- User Features – allows personalization per user

Most of which can be configured by any of the following means:

- Ordering Portal (Business Zone)
- Configuration Portal (Business Portal)
- Feature Access/Star Codes (FAC's)

Administrators can make changes based on their profile using the portals/methods detailed below:

- CP Administrator – Company, Site & User features on Business Zone or Business Portal
- Company Administrator – Company, Site & User features on Business Portal or via FAC's
- Site Administrator – Site & User features on Business Portal or via FAC's
- End User - User features on Business Portal or via FAC's

Overview

This document describes the basic functionality of each Site Feature and provides an explanation of how the Feature is used and configured by administrators. If a Site feature is predominantly an application then it will be briefly described in here but referred out to a specific document.

Audience

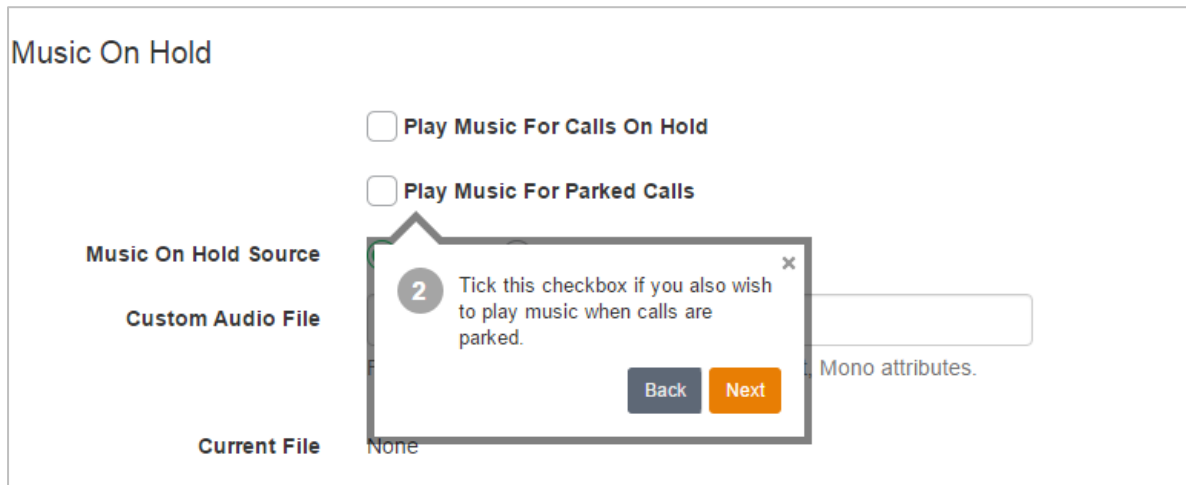
This document is intended for a WHC CP and any of their Customer Administrators as it contains information on how to configure features. If this document is to be used by a CP's Customer then it will need to be rebranded and altered to suit that audience.

Contextual Help

This functionality is deployed on the Business Portal and provides a guided tour to all users on how to configure Company, Site and User features. It does this by providing an 'Assistance' button located in the top right-hand side of each feature.



When the assistance button is clicked on it will guide the user, step by step, on how to configure that particular feature. It does this by providing onscreen pop-ups against each of the key parameters with key written information. It also enables the user to move to the next step, go back to the previous step or exit the tour.



This supplements this user guide and provides onscreen help as you go. This user guide provides more detail than the portal, but for some the Contextual Help will negate the need to use the guides so often.

Enterprise Trunks

Description

Enterprise Trunks is a Company level feature that enables a Company Admin to link together multiple Trunks that have been created across one or more sites within a Company and set up resilient call patterns.

Individual Trunks are initially created in the Business Zone portal but each will work individually at that point. View and modify individual Trunk setting using the site 'Trunks' feature. Please refer to the WHC Site Features Guide for configuration details.

This section describes how to configure the Enterprise Trunks feature for a Company and how to set up the desired call distribution.

Enterprise Trunks Prerequisites:

- At least 2 Trunks need to be configured within the Company.
- Premium Channels must be selected for the Company in Business Zone (see screenshot below).

Site name	Max channels per trunk	SIP device	Trunk name	Capacity
Newcastle Office	10	Newcastle IPDs	Newcastle Primary	10
		Newcastle IPDs	Newcastle Secondary	5

Your current total channel capacity across all the trunks in this order is: 15
You have a site in this order with the highest max channels per trunk as: 10

Company SIPT channel capacity

Total number of channels for company: 10

Contract term: 30 days

Channel type* Basic Premium

* Mandatory field

Confirm

Function

The Enterprise Trunks feature enables a Company Admin to configure the following:

- Create a new Enterprise Trunk
- Add/remove Trunks to an Enterprise Trunk

- Add/remove Users to the Enterprise Trunk
- Set up the Enterprise Trunk call routing policy – Ordered
- Set up the Enterprise Trunk call routing policy - Weighted
- Set an Enterprise Trunk route exhaustion policy

Configuration

This section describes how a Company Admin can add and configure Enterprise Trunks using the Business Portal.

Create a new Enterprise Trunk

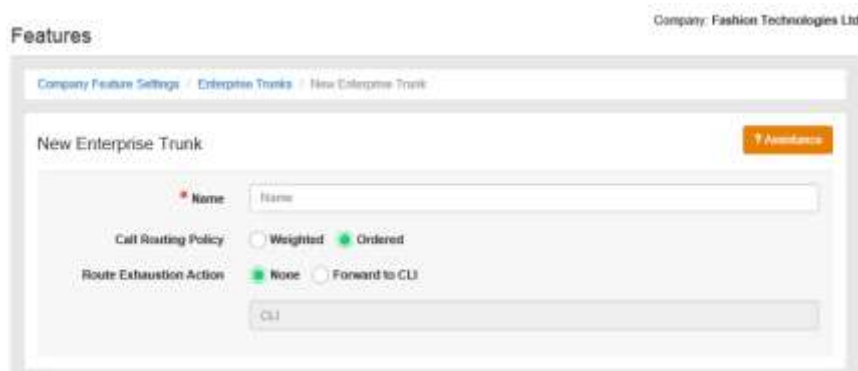
Once logged on Navigate to: - Company (Select Company) > Features > Enterprise Trunks



- Click Configure



- In the Enterprise Trunks section, click Add



Complete the form, Entering the following details:-

- Name
 - Name of the Enterprise Trunk
 - Alphanumeric characters
- Call Routing Policy
 - **Ordered:** Use platform pre-defined call routing policies along with pre-set weightings for each of the Trunks that are configured within the Enterprise Trunk. This is the default option.
 - **Weighted:** Offers more granular control of the priority and weighting of each Trunk configured within the Enterprise Trunk.

Note that it is not possible to change the routing type once created (create a new replacement Enterprise Trunk if this is needed). Each has further Call Routing Policy Options that can be configured once the Trunk Group is created.

- Route Exhaustion Action

When the platform cannot terminate a call on an Enterprise Trunk user because all Trunks are unreachable or busy. Select **None** or **Forward to CLI**.

- **None:** the platform applies the normal busy treatment which could be; returning a busy tone to the caller, transfer to Voicemail or use e User Busy action such as Call Forwarding Busy.
- **Forward to CLI:** when busy the platform will send calls to the configured destination.

In the Assign Trunks section:-

- Select from the list of Trunks, which should become part of this Enterprise Trunk.
- Click **Add with Employees** or **Add without Employees**
 - **Add with Employees:** the Trunk and all of the users assigned to the Trunk will be moved to the Trunk Group. Any users that are directly associated with the enterprise trunk will now have the enterprise trunk as their registered device.
 - **Add without Employees:** only the Trunk will be moved to the Trunk Group. Any users assigned to Trunk will retain the Trunk as their registered device.

In the Assigned Employees section:-

- Quick view display of the Trunks and Users that will be added to the Enterprise Trunk.
 - Name – name of the Trunk
 - Site – name of the site that the Trunk is configured at

- Assigned Employees – number of Users from the Trunk that will be moved to the Enterprise Trunk. Options are **All or None**.
- Note that individual or smaller groups of Users can be move to the Enterprise Trunk later.

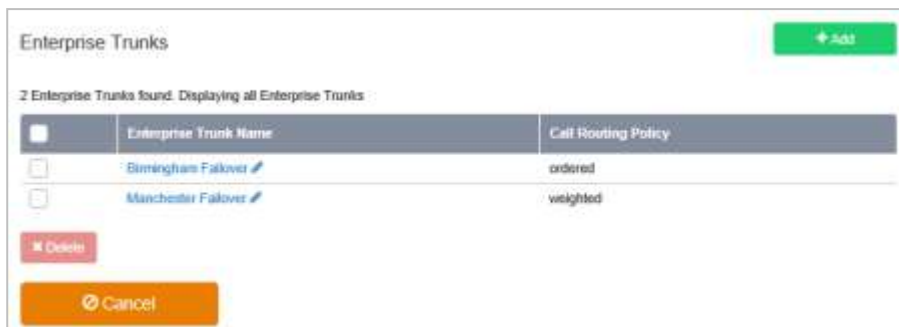
Click Save to create the new Enterprise Trunk

Set up the Enterprise Trunk call routing policy - Ordered

Once logged on Navigate to: - Company (Select Site) > Features > Enterprise Trunks

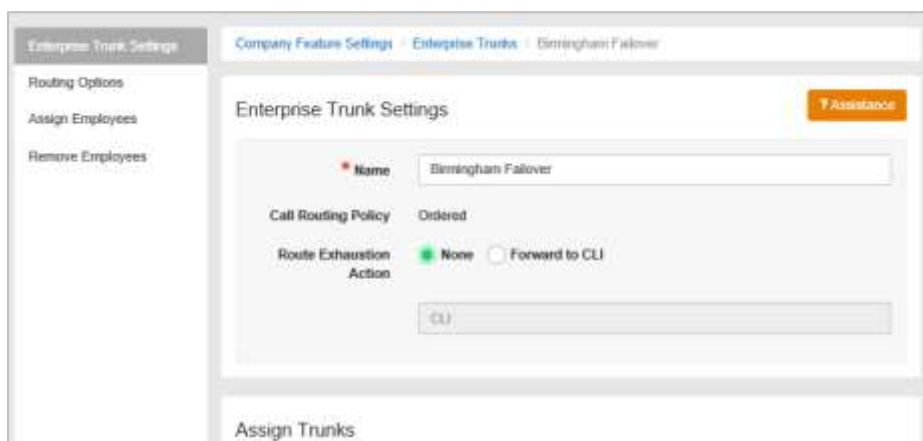
- Click Configure

In the Enterprise Trunks section:-

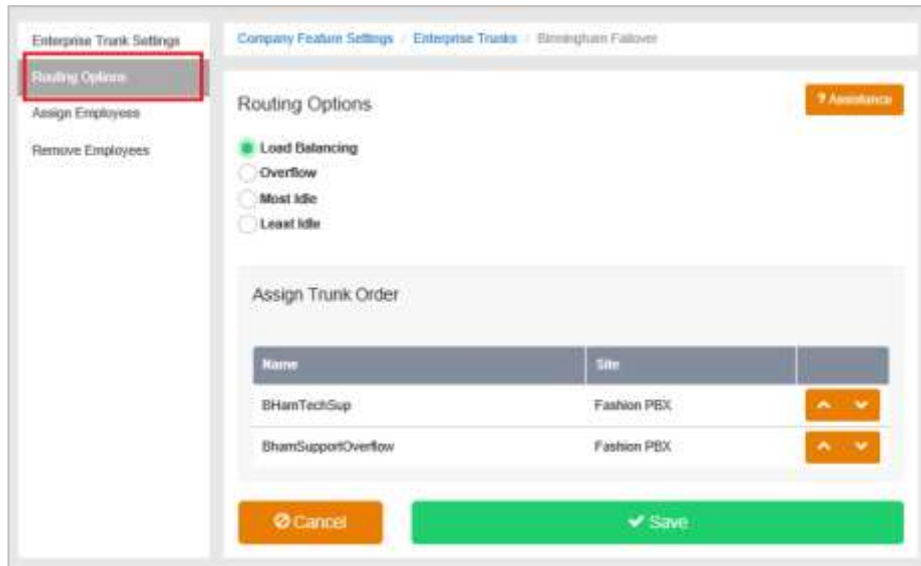


- Select an **ordered** Enterprise Trunk from the list

In the main Enterprise Trunk Settings section:-



- Select **Routing Options** from the left hand menu



- Select the routing option for the Enterprise Trunk
 - **Load Balancing:** round-robin policy based on the ordered list of Trunks configured within the Enterprise Trunk. A Trunk is considered unavailable if it has reach capacity or is unreachable. It does not otherwise take into consideration the number of existing calls in progress.
 - **Overflow:** primary/secondary based policy where calls are always delivered to the first Trunk in the list then moves down the list in sequential order. A Trunk is considered unavailable if it has reach capacity or is unreachable.
 - **Most Idle:** inbound call routing policy based on the Trunk that has the fewest active calls. This policy spreads the load evenly across each of the Trunks configured within the Enterprise Trunk. Where there is a tie between multiple Trunks, the platform will pick the Trunk higher in the list.
 - **Least Idle:** inbound call routing policy based on the Trunk that has the most active calls. Where there is a tie between multiple Trunks, the platform will pick the Trunk higher in the list.
- Assign Trunk Order
 - Use the up/down arrows to change the order of the Trunks configured within the Enterprise Trunk.

Set up the Enterprise Trunk call routing policy - Weighted

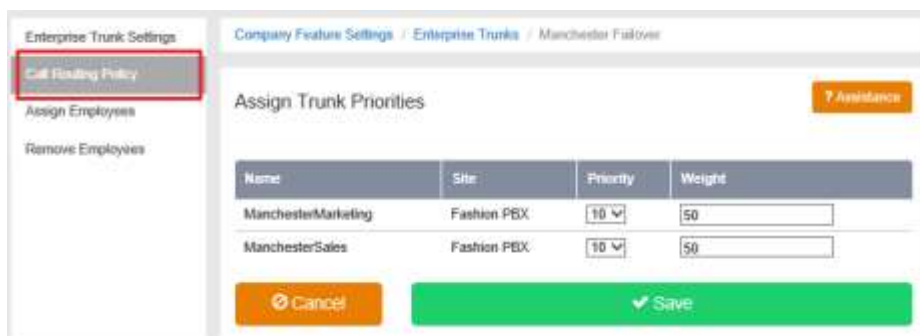
Once logged on Navigate to: - Company (Select Site) > Features > Enterprise Trunks

- Click Configure

In the Enterprise Trunks section:-



- Select a **weighted** Enterprise Trunk from the list



- Select **Call Routing Policy** from the left hand menu

The **Weighted** call routing policy offers more granular control of the priority and weighting of each Trunk configured within the Enterprise Trunk. The platform will terminate an inbound call on a Trunk based on these following:

1. The Trunk with the highest priority.
2. Excludes any Trunks that are considered unavailable.
3. Selection based on the assigned weights for the remaining Trunks.

Note that an Admin may apply a forwarding or re-routing policy directly on a Trunk. This is not recommended where that Trunk is part of an Enterprise Trunk since it can interfere with the Enterprise Trunk configuration. The Enterprise Trunk can capacity exceeded or unreachable conditions for all of Trunks it is configured for.

Assign Users to an Enterprise Trunk

When Trunks are added to an Enterprise Trunk, all associated users can be added at the same time if appropriate. If however fewer users should be moved from the Trunk to the Enterprise Trunk, then select none in that section and use the **Assign Employees** feature to add the users required.

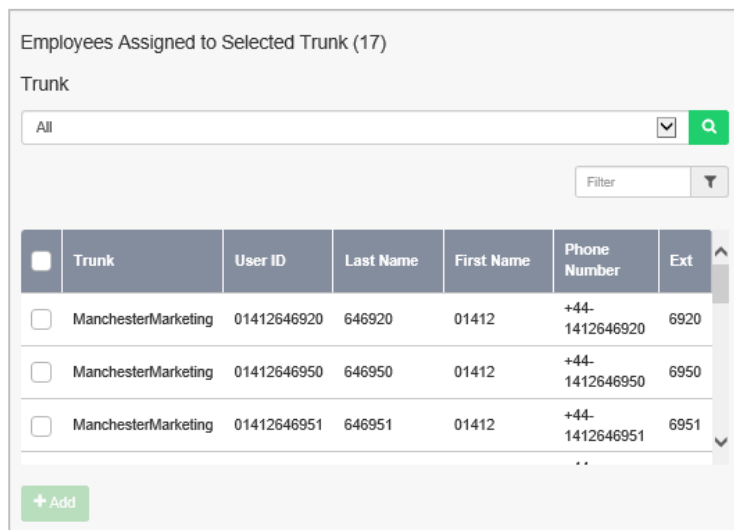
- Select **Assign Employees** from the left hand menu

In the Assign Employees to Enterprise Trunk section:-



- Select from the drop down list the site the users are located at and click search

In the Employees Assigned to Selected Trunk section:-



- Tick the box to select users that need to be added to the Enterprise Trunk.
 - Narrow down the search if needed by selecting a specific Trunk that users are assigned.

- Click Add

In the Employees to migrate to Enterprise Trunk section:-

Employees to Migrate to Enterprise Trunk (1) Filter

User ID	Last Name	First Name	Phone Number	Ext
01412646920	646920	01412	+44-1412646920	6920

Cancel Save

Users will appear in the list ready to migrate.

- Click Save

Product Support & Fault Handling

CPs are required to undertake all 1st Line support directly from their customers. WHC will then provide 2nd line support direct to you (our customer) and will liaise directly with our internal and external suppliers for 3rd line support.

Feature Queries

If you have a query on how these features work or need any other guidance, then please contact the WHC Support Desk by using the fault ticketing system on Business Zone. These types of queries will be classified as Priority 4, Informational ticket.

For guidance on how to raise a support ticket please refer to the following portal user guide available on the Document Centre:

- [WHC T2R Fault Management - Business Zone User Guide - WHC 3.0](#)



The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

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