How To Guide

How to change Ring Strategy in Call Monitoring Portal.

Login to the Call Monitoring Portal

Login to the Call Monitoring portal using the credentials provided in your email.

Go to Ring Groups & Select your TFN?
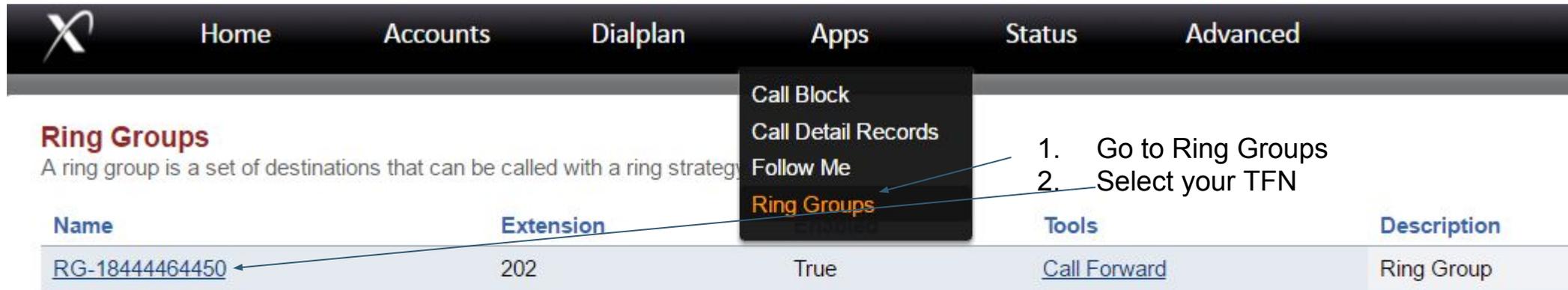
Add Number in Destination

Ring Group
A ring group is a set of destinations that can be called with a ring strategy.

Name	RG-18444464450 Enter a name.
Extension	202 Enter the extension number.
Strategy	Simultaneous ▼ Select the ring strategy.

You can select your ring strategy from here.

Destinations

Destination	Delay	Timeout	Prompt	
18001234567	0 ▼	30 ▼	▼	✕
911234567890	0 ▼	30 ▼	▼	✕
919898xxxxxxxx	0 ▼	30 ▼	▼	

Add destinations and parameters to the ring group.

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Ring Strategy - Simultaneous

In simultaneous strategy we have 2 additional features, where we can delay the call to a particular extension and we can also setup timeout strategy. If the delay to extension is set for 5, then call will land on those extensions or mobile/toll free number after 5 seconds.

Similarly we can set timeout option which means for how long we want the call to ring on a particular extension or number.

Extension

201

Enter the extension number.

Strategy

Simultaneous ▼

Select the ring strategy.

Destinations

Destination	Delay	Timeout	Prompt	
1001	0 ▼	30 ▼	▼	✕
1002	0 ▼	30 ▼	▼	✕
1003	5 ▼	30 ▼	▼	✕
1004	5 ▼	30 ▼	▼	✕
	0 ▼	30 ▼	▼	

Add destinations and parameters to the ring group.

Ring Strategy - Sequence

Extension

201

Enter the extension number.

If you want the extensions or numbers to ring one by one then we can set the sequence strategy and assign order to each extension in the similar way.

Strategy

Sequence ▼

Select the ring strategy.

Make sure the timeout is not more than 15 to 20 seconds as each call only rings for not more than 60 seconds.

Destinations

Destination	Order	Timeout	Prompt	
1001	0 ▼	15 ▼	▼	✕
1002	5 ▼	15 ▼	▼	✕
1003	10 ▼	15 ▼	▼	✕
1004	15 ▼	15 ▼	▼	✕
	0 ▼	30 ▼	▼	

Add destinations and parameters to the ring group.

Skipping the call from an active agent

If you want that an agent who is already on a call shouldn't receive a new call then you can set 'Skip Active' as True.

Select a sound for a distinctive ring.

Ring Back

Default ▼

Defines what the caller will hear while the destination is being called.

User List

▼ **ADD**

Assign the users that are assigned to this ring group.

Skip Active

True ▼

Skip destinations with active calls.