

AlphaTag with Hunt Groups / ACD

Alpha Tag description

- Alpha Tag has always been available on the cloud platform but was limited to only displaying when called to extension. ELG have recently added the AlphaTag to be prioritized so that when it is activated, it will take preference over any other group name.
- The scenarios explained in this document have been tested and setup as described in each scenario.
 - 1.) Alpha Tag on a DDi to an extension.
 - 2.) Alpha Tag on a DDi ringing to an Auto attendant.
 - 3.) Alpha Tag on a DDi ringing to a Ring group.
 - 4.) Alpha Tag on a DDi ringing to a ACD group.
- The ACD Alpha Tag option now allows a client that has multiple branches to add the Alpha Tag to each branches DDi line and send the incoming calls to a single ACD group that will then be able to identify the intended branch DDi that was called. The ACD user is then able to answer the call with that branch name and making the call more personal.

Alpha Tag in Call Manager DDi Summary

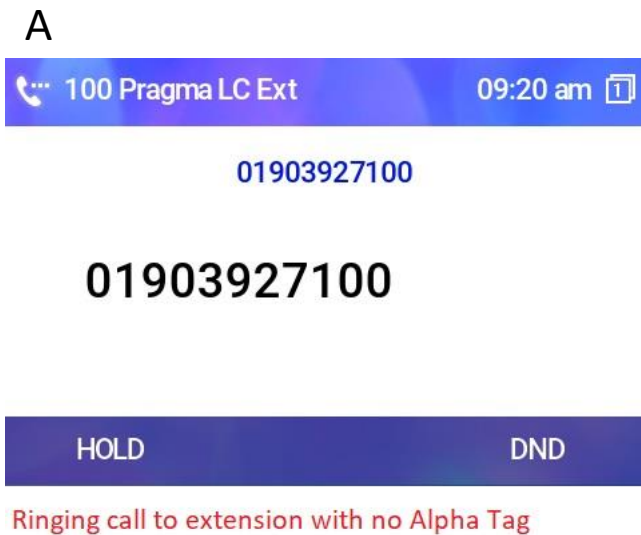
- You can add your Alpha Tag once you select modify DDi and go to AlphaTag, insert the required name and click save.
 - **** Please note Alpha Tag overrides all other Group / AA or ACD names**

The screenshot displays the iPECS user interface for the 'My Home' section. The left sidebar contains navigation menus for 'Company', 'User', 'Call Manager', and 'Status View'. The 'Call Manager' menu is expanded, showing 'DDI Summary' as the active item. The main content area is titled 'DDI Summary' and includes a search bar with 'Site' and 'All Sites' dropdowns and a 'Search' button. Below this is a 'DDI Convert List' table with columns for Site, DDI, Time Zone, Converted Number Type, Always, Day, Night, Timed, Alpha Tag, and Remark. Two entries are listed: entry 1 with DDI 01134871940 and Alpha Tag ALPHA TAG 1940, and entry 2 with DDI 01134871941 and Alpha Tag ALPHA TAG 1941. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 2 of 2'. At the bottom right of the table are buttons for 'Modify', 'Delete', 'BulkEdit', and 'List Download'. Below the table is a form for editing an entry, with fields for Site (Cm 6), DDI (01134871941), Converted Type (Digit), Time (Always), and Converted Number (405). The 'AlphaTag' field is highlighted with a red box and contains the text 'ALPHA TAG 1941'. At the bottom right of the form are 'Save' and 'Cancel' buttons.

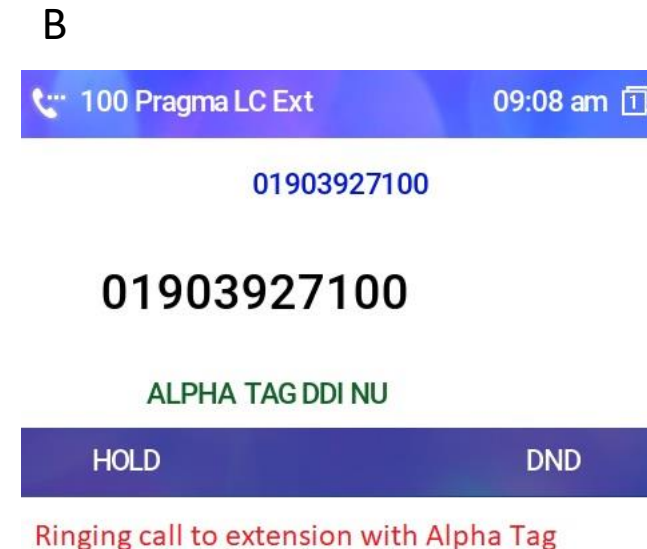
	Site	DDI	Time Zone	Converted Number Type	Always	Day	Night	Timed	Alpha Tag	Remark
1	<input type="checkbox"/> Cm 6	01134871940		Digit	601				ALPHA TAG 1940	
2	<input checked="" type="checkbox"/> Cm 6	01134871941		Digit	405				ALPHA TAG 1941	

Site: Cm 6
DDI: 01134871941
Converted Type: Digit
Time: Always
Converted Number: 405
AlphaTag: ALPHA TAG 1941
Remark:

As displayed in the below image (A) the AlphaTag has not been added and the display on the phone only displays the incoming CLI and the Line number. This display will look the same if the call is directed through a auto attendant.



As displayed in the below image (B) the AlphaTag has been added and the display on the phone will displays the incoming CLI and the AlphaTag name limited to 16 digits. This display will look the same if the call is directed through a auto attendant.



As displayed in the below image (C) the AlphaTag has not been added and the display on the phone only displays the incoming CLI and the Group Name.

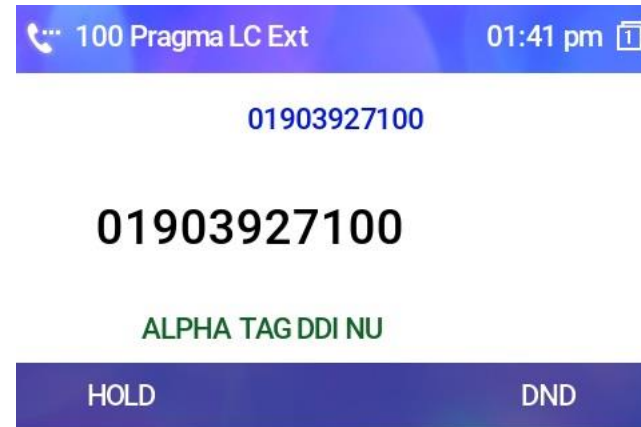
C



Ringing call to group with no Alpha Tag

As displayed in the below image (D) the AlphaTag has been added and the display on the phone will displays the incoming CLI and the AlphaTag – The AlphaTag overwrites the Group Name.

D



Ringing call to group with a Alpha Tag on

As displayed in the below image (G) the AlphaTag has not been added. The ACD user is logged in and idle.

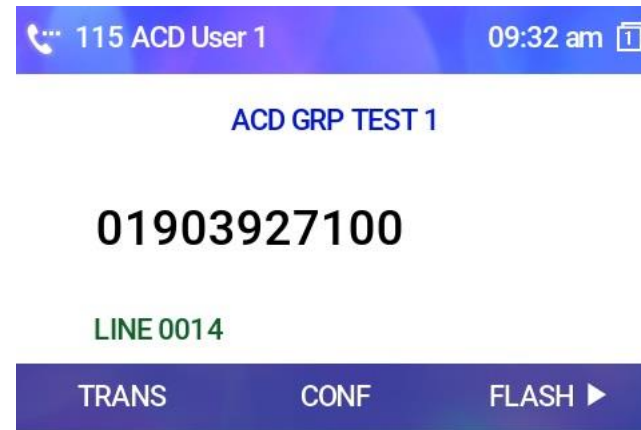
G



Idle ACD group extension

As displayed in the below image (H) the AlphaTag has not been added and the display on the phone will display the incoming CLI and the ACD group name – once answered it will display as in (H).

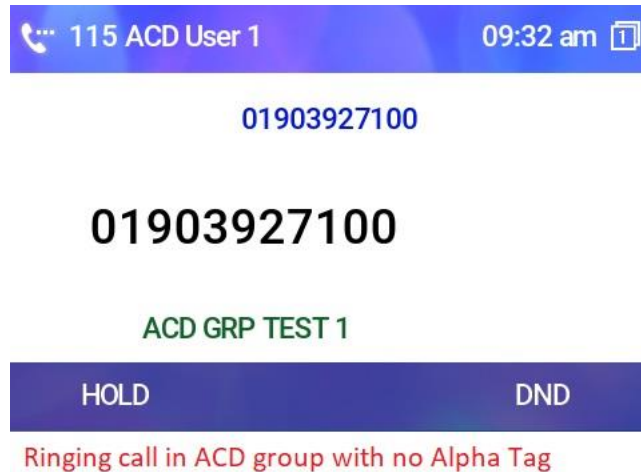
H



Answered call in ACD group with no Alpha Tag

As displayed in the below image (E) the AlphaTag has not been added and the display on the phone only displays the incoming CLI and the ACD Group Name.

E



As displayed in the below image (F) the AlphaTag has been added and the display on the phone will display the incoming CLI and the AlphaTag – The AlphaTag overwrites the ACD Group Name.

F

