

USER GUIDE

FusionWorks Pro Admin Portal

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LOGIN

The FusionWorks Pro Administrative Portal will give you access to a number of different features used to manage your new phone system. From big brother applications like the Call Detail Reports (CDRs) and the Voice Manager Console (VMC), to managing your Sounds, Call Flows and Queues, you will be able to modify and make changes to a wide range of settings on your hosted Voice over IP (VoIP) system.

1. Open your Internet browser, go to: <https://portal.thevoicemanager.com/Login.aspx>
2. Enter your assigned username and password.

VOICE Manager

Username

Password

LOGIN **RESET**

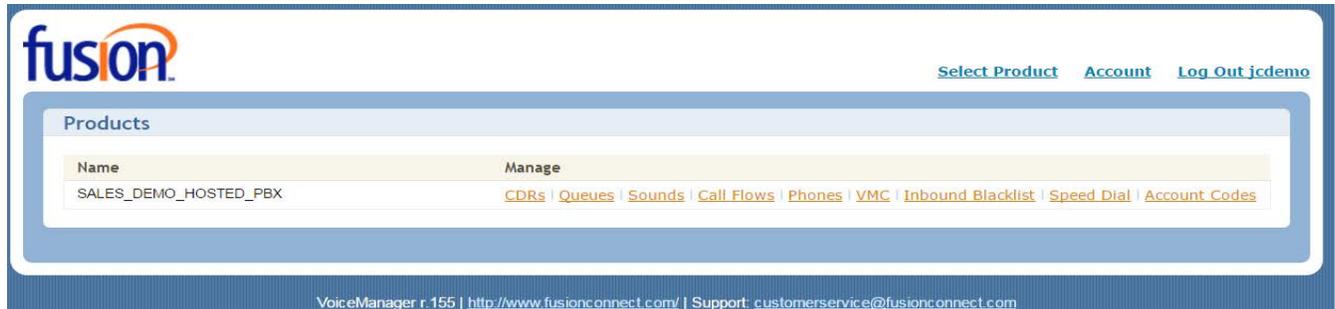
[Forgot Password?](#)

VoiceManager r.23

3. Login

MAIN SCREEN

When you first login, you will see the following screen:



The different features you will be able to access will be listed as links (directly under Manage). Simply click on the link of the feature you want to access.

By Default, most customers will have access to the following:

- **CDR Reports:** Call Detailed Records – Call logs that you can access for any number on the system.
- **Queues:** If you have a Call Center application, you will have access to your queues to get statistics as well as have the ability to make changes to your call center settings.
- **Sounds:** To manage the sounds and recordings on your system for Call Flows and Queues.
- **Call Flows:** To manage your call routing within your auto attendants and to manage your scheduling for your hours of operation.
- **VMC:** Voice Manager Console – A live representation of what's happening in the system right now.
- **Inbound Blacklist:** Add and remove numbers from a company-wide blacklist. These callers will not be able to contact your company.
- **Speed Dials:** This is to add a company-wide speed dial directory to the system. This does not put the speed dial list on the phones, just allows anyone from the company to dial any of these numbers.
- **Call Monitoring:** This allows the setup of whispering / barging and listening into calls on an admin level.

CALL DETAIL RECORDS (CDRs)

CDR Reports give you the ability to get a call report on any of the numbers on your account. From direct dials for individual users, extension only users, as well as main numbers going to auto attendants, you will be able to get a report on any number you need.

The screenshot displays the Fusion CDRs interface. At the top left is the Fusion logo. On the top right, there are navigation links: [Manage Cloud Voic...](#), [Select Product](#), [Account](#), and [Log Out DemoAdmin1](#). The main section is titled "Call Detail Records" and contains a "Criteria" section. This section includes several input fields and checkboxes: "Start Date" (11/01/2015 12:00 AM), "End Date" (02/08/2016 11:59 PM), "Duration (minutes) [?]" (0), "Call Type" (All), "Include Internal Calls" (checkbox), "Include Missed Calls" (checkbox), and "Account Code" (clear). To the right of these fields is a "Number(s)" section with a list of numbers, a "select all" link, a "clear" link, and a "Show" button.

Under Criteria, you can choose the following:

- Start Date
- End Date
- Call Duration
- Call Type
 - All Calls
 - All Inbound, All Outbound or All International Outbound
 - Inbound from a set number
 - Outbound to a set number
- Include internal calls
- Include missed calls
- Under the Number section, you will be able to choose one or a range of numbers. You also can Select all numbers if needed or clear your search.
- Once you have set your Criteria as well as selected the numbers you want a report on, click on Show to get the call list you are looking for.

Under Numbers, choose one or a range of numbers. You can also Select All numbers or Clear any numbers you may have selected.

Once you run a report, you will be able to see the following:

- Call Status: Inbound/Outbound
- If the call went to voicemail
- Date/Time/Call Duration
- Caller ID Info: Inbound/Outbound

Call Detail Records

Showing records from 01/26/2016 to 02/02/2016 for 9736382173 [[show options](#)]

Found 116 calls with a combined duration of 15:16:39 (hh:mm:ss)

[Export to Excel](#)

DID	Type	VM	Date/Time	Duration	To Number	To Name	From Number	From Name	Acct Code
973-638-2173		2105	01/26/2016 10:06:56 AM	00:00:49	973-638-2105		973-638-2173	Office	
973-638-2173			01/26/2016 10:13:49 AM	00:00:26			973-440-0013	NEW JERSEY CALL	
973-638-2173		2173	01/26/2016 10:36:56 AM	00:00:24			973-638-2100	Rita L.	
973-638-2173			01/26/2016 10:41:06 AM	00:08:27	973-638-2105		973-638-2173	Office	

You can also export the list to an Excel spreadsheet if you need to save or edit the report.

QUEUES

Queues, provides a full list of every queue associated with the account. From here, you can view the number of agents logged into each queue as well as a full list of all assigned Agents.

If you mouse-over the columns for 'Logged In Agents' or 'Assigned Agents', additional details will appear. This is a quick way to see who is logged out of a queue, who is paused, as well as the names of the agents and their agent IDs.

The screenshot shows the Fusion Queue Management interface. At the top, there is a navigation bar with the Fusion logo and several menu items: Administrative, Resellers, Customers, Manage NBS PBX, Back To NBS / Fusi..., Account, and Log Out JohnC. Below the navigation bar, the main content area is titled 'Queue Management' and has four tabs: Queues, Agents, Reporting, and Email Reporting. The 'Queues' tab is active, displaying a table with the following data:

Name	Logged In Agents	Assigned Agents	Delete
1st Level Tech Support	9	15	✖
BV Billing	4	7	✖
BV Channel Sales	2	5	✖
BV Collections	1	2	✖
BV MAC	4	7	✖
BV Sales	2	8	✖
BV SIP Escalations	4	8	✖
BV SIP Turn Up	4	10	✖
BV Technical Support	9	23	✖
CAM Sales	2	8	✖
Carrier Support	3	5	✖
Customer Service	7	14	✖
doug	2	4	✖
New Tickets	8	14	✖
NOC	4	13	✖
Non Business Hours	3	4	✖
Non-house sales	1	6	✖

A tooltip is visible over the 'Assigned Agents' column for the 'Customer Service' queue, showing a list of agents with their names, IDs, and status icons:

Agent	ID	State
Ana Clay	2143	🟢
Andrea Klayee	0035	🟢
Andrew Kaznek	2118	🟢
Eddie Unanue	0178	🟡
Esther Cabrera	2169	🟢
Jessica Torres	2165	🟢
Juan Perez	2150	🟢
Keehan Haygood	0081	🟢
Kevin McGruder	0202	🟢
Laura Molnar	2137	🟢
Monica Scaglione	2131	🟡
Sean Boden	2151	🟢
Sebastian De Leno	3147	🟢
Stephen Smith	2174	🟢

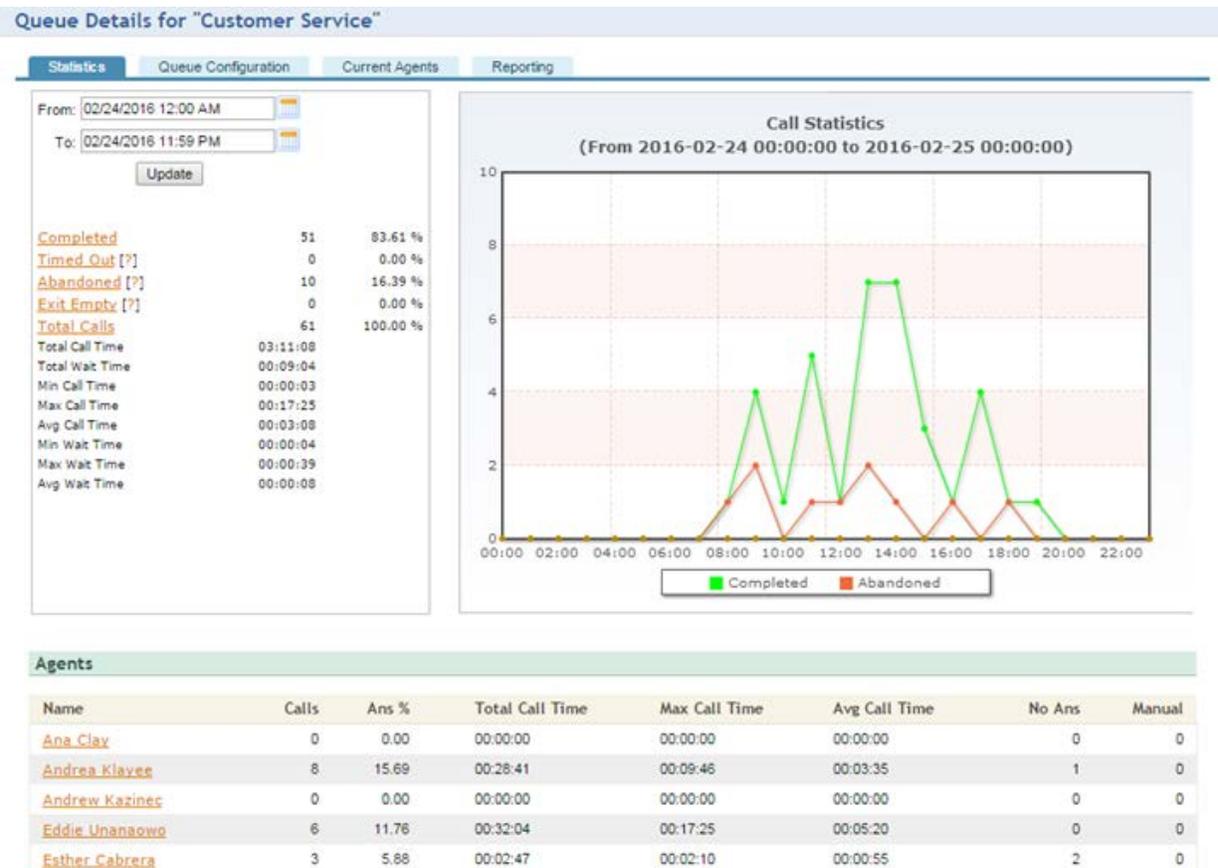
At the bottom of the interface, there is a footer with the text: VoiceManager r.151a | http://www.fusionconnect.com | Support: customerservice@fusionconnect.com

The tabs located at the top of the screen allow you to access all queues, a complete list of agents associated with the account (for editing and assigning) and a reporting tool to run reports on agents or queues.

The diagram shows the 'Queue Management' header with three tabs: 'Queues', 'Agents', and 'Reporting'. The 'Queues' tab is highlighted with a blue underline.

QUEUE DETAILS - STATISTICS

Under the Queue tab, click the Name of the queue to access additional details and statistics. From this screen, a full chart shows the queue's peak hours as well as a complete list of total calls and statistics.



From the top down, the following is shown:

- **Completed** – Total number of calls completed and percentage.
- **Timed Out** – Total number of calls waiting on hold that have reached the time out limit. Unless the caller is on hold indefinitely, this number will always be 0.
- **Abandoned** – Total number of callers waiting on hold and hung up.
- **Exit Empty** – Total number of callers that entered the queue when an agent wasn't logged in.
- **Total Calls** – Total number of calls for that particular day.
 - Total Call/Wait Time
 - Min. Call/Wait Time
 - Max. Call/Wait Time
 - Avg. Call/Wait Time

Towards the bottom of the page, the Agents section displays the statistics for the individual agents. These stats show the total calls made, answer percentage, total call time, max call time, average call time and total number of calls unanswered. By clicking on the name of an agent, a window displays showing all of the calls that agent answered during the specified date range.

Agents							
Name	Calls	Ans %	Total Call Time	Max Call Time	Avg Call Time	No Ans	Manual
Ana Clay	0	0.00	00:00:00	00:00:00	00:00:00	0	0
Andrea Klavay	8	15.69	00:28:41	00:09:46	00:03:35	1	0
Andrew Kazinec	0	0.00	00:00:00	00:00:00	00:00:00	0	0
Eddie Unanaowo	6	11.76	00:32:04	00:17:25	00:05:20	0	0

By clicking on an agent, a list of every call that agent answered through the queue is displayed.

Andrea Klavay 40444200352 Calls From: Wed Feb 24 00:00:00 EST 2016 To: Wed Feb 24 23:59:00 EST 2016 [Export to Excel](#)

Date	From Name	From #	Called	Hold Time	Duration	Total Time	Agent Name	Disposition	Play Call
02/24/2016 10:28:33			888-301-1721	00:00:11	00:09:46	00:10:16	Andrea Klavay	COMPLETED	listen [P]
02/24/2016 11:10:33			973-636-2100	00:00:09	00:00:03	00:00:47	Andrea Klavay	COMPLETED	listen [P]
02/24/2016 12:11:45			888-301-1721	00:00:08	00:04:11	00:04:54	Andrea Klavay	COMPLETED	listen [P]
02/24/2016 15:40:26			888-301-1721	00:00:09	00:05:58	00:06:36	Andrea Klavay	COMPLETED	listen [P]

From here, the following is shown:

- Date and time
- The caller ID (if available) and call number
- Number called
- Total hold time in the queue
- Call duration
- Call duration (from when the caller made the call)
- Agent's name
- Disposition (whether the call was answered and completed)
- Play call (option to access a recording of the call)

Using the statistics, an administrator will be able to see all queue activity on any given day. They can also access individual information for each agent as well as information on the call center as a whole.

QUEUE DETAILS - CONFIGURATION

The Queue Configuration tab gives administrators the ability to modify and change the following:

- **Name** - The name of the queue.
- **Hunting Strategy** - How calls are routed to the agents (i.e., Ring All, Round Robin, Least Answered, etc.).
- **Music On Hold** - Selected hold music for the queue.
- **Queue Weight** - Determine which queue take priority, if there are multiple callers waiting. For example, if you have a VIP Queue for important clients, those calls need to be answered before a customer service queue call.
- **Agent Ring Timeout** - Number of seconds to ring an agent and wait for an answer.
- **Agent Ring Retry Timer** - Number of seconds to wait after ringing an agent or group of agents without getting a response before continuing.
- **Agent Wrap-Up Time** - Do not ring an agent for this number of seconds after an agent completes a call.
- **Report Caller Hold Time To Agent** - Report the hold time when the agent answers.
- **Maximum Callers Holding** - The maximum number of callers allowed to be on hold.
- **Exit Digits** - Give callers the ability to leave the queue if they desire.

The Announcement Settings at the bottom of the screen allow the administrator to setup periodic announcements for callers waiting on hold. The system gives the ability to adjust the frequency and the position (i.e., 10th in line, 9th in line, etc.).

QUEUE DETAILS - CURRENT AGENTS

The Current Agents tab shows a list of agents currently logged into the queue. The State column shows any agent logged in or with a paused status. On this screen, the administrator can also view the penalty assigned to the agent. The higher the penalty, the fewer calls that particular agent will receive. Agents with a default penalty of zero (0) will receive calls first. If those agents are all on the phone, the calls will carry over to the next number up. From this screen, the administrator will have the ability to assign agents to the queue and setup default penalties.

Queue Details for "Customer Service"			
Statistics	Queue Configuration	Current Agents	Reporting
Logged in agents			
Name	State	Penalty	
Andrea Klayee		Default (0)	
Eddie Unanaowo		Default (0)	
Jessica Torres		3	
Keehlan Haygood		2	
Kevin McGruder		Default (0)	
Laura Molnar		Default (0)	
Monica Scaglione		Default (0)	
Sebastian De Leon		3	
Assignments			
Agent	Member	Penalty	
Aaron Kitch	<input type="checkbox"/>	Default (0) ▼	
Albert	<input type="checkbox"/>	Default (0) ▼	
Ana Clay	<input checked="" type="checkbox"/>	Default (0) ▼	
Andre Washington	<input type="checkbox"/>	Default (0) ▼	
Andrea Klayee	<input checked="" type="checkbox"/>	Default (0) ▼	
Andrew Kazinec	<input checked="" type="checkbox"/>	Default (0) ▼	

QUEUE MANAGEMENT - AGENTS

All agents are listed on the Agents tab. From this list, you can view the agents name, ID, state (Green: Logged In, Red: Logged Out), the number of queues the agent belongs to, default penalties, and the last time the agent logged into the queue. The administrator is also given the ability to log the agent out of the queue and delete the agent entirely.

Queue Management

Queues Agents Reporting Email Reporting

[New Agent](#)

Name	ID	State	# of Queues	Default Penalty	Last Activity	Log Out	Delete
Agent #1	1006		1	0	Oct 29, 2015 6:39:25 AM		
Agent #2	1007		1	0	Oct 29, 2015 12:38:47 PM		
Agent #3	1008		1	0	Oct 28, 2015 4:27:07 PM		
VVX 300	1000		2	3			
VVX 400	1001		1	1			
VVX 500	1004		1	0			
VVX 600	1003		1	0			

The 'Last Activity' link provides a full log showing when an agent logged in and out and paused/unpaused from the queue. The log can be adjusted to stretch a range of dates, if needed. The report can also be exported into an Excel spreadsheet. This gives the administrator the ability to keep track of their agents and pull reports, making sure the agents are logging in and out of their queues accordingly.

Login Activity for Aaron Kitch

From: To:

[Export to Excel](#)

Date	Action
02/17/2016 07:02 AM	LOGIN
02/17/2016 10:10 AM	PAUSE
02/17/2016 10:39 AM	UNPAUSE
02/17/2016 12:02 PM	PAUSE
02/17/2016 12:52 PM	UNPAUSE

QUEUE MANAGEMENT - REPORTING

From the Reporting tab, the administrator will be able to run reports on a particular agent (in 15 minute intervals). The intervals can be modified for 1 day, 1 week or months, if needed. A full agent summary can be pulled for all agents as well as a full queue summary.

Queue Management

Queues
Agents
Reporting
Email Reporting

Report Type Agent Agent Summary Queue Summary

Agent Please Select... ▼

Interval 15 minute(s) ▼

Exclude calls shorter than 0 seconds

Date From 02/25/2016 12:13 PM

Date To 02/25/2016 12:13 PM

View Report

SOUNDS

Sounds provides a list of all recordings in the system for Auto Attendant greetings and Queue messages. This application gives the ability to record new sounds and the option of re-recording existing sounds, if needed.

Sounds in folder "Uncategorized"

[New Sound](#)

Name	Delete
Queue Greeting	
Sales Demo Day	
Sales Demo Holiday	
Sales Demo Night	

By selecting a particular sound, the system will bring you to the Sound Details screen. This screen provides more information and options. You will be able to see if the sound is in use in any call flows or queue configurations. You can also view a description of the sound. Please note: The description is only text and has no effect on the setup of the sound.

Sound Details

Name: Sales Demo Day

Description: Thank you for calling Fusion. If you know your parties extension, you may dial it at any time. for our dial by name directory, press 1 For sales, press 2 For customer service, press 3 Or to speak with the receptionist, press 0. Thank you and have a nice day.

Folder:

Play back using phone:

[Edit](#)

Configured Call Flows

Name:

[Day](#)

Configured Queues

There are no queues configured with this sound.

Once in the Sound Details screen, changes can be made. Each sound can be re-recorded and/or assigned to a new or different folder for easy categorizing of your sounds. Also, the description can be updated to match the script of the sound if it is re-recorded.

To re-record a sound, simply enter an extension or 10-digit number in the “Record using phone” field and click Dial. The system will call the number. When you answer, it will ask you to record the message and press # when you are done. This option gives the administrator the ability to record and re-record any of the sounds in the system. If you need to upload a professional recording, click Edit, select the radio button for “Upload File” and Browse for the file on your computer.

Please note: Fusion is more than happy to help load any sound file you need loaded into the system.

CALL FLOWS

The Call Flow tab gives the administrator access to all call flows associated with the account. This feature can be used for many applications -- from ring groups to direct dials for individuals to auto attendants for the main number. The uses are endless. The Call Flow is very dynamic. It can be a very simple setup with one option programmed to play 24/7 or be more advanced with as many options as you need. For example, we can have a Day, Night, Holiday and Weather call flow programmed for a main number of a company.

Making changes to the call flow is very easy. If you select a call flow to edit, you will be taken to the Call Flow Details screen. From here, you can view a list of Assigned DIDs associated with the call flow. If you dial the assigned DID, you will be able to listen to and test the call flow.

back to call flow group list

Call Flow Group Details

Name: Demo Call Flow
 Default Call Flow: Night
[Edit](#)

Assigned DIDs

DID: 1661660200

Call Flows

[New Call Flow](#)

Name	Design	Duplicate	Tracing	Delete
Day	Design	Duplicate	disabled	
Holiday	Design	Duplicate	disabled	
Night ⚠️	Design	Duplicate	disabled	
Weather ⚠️	Design	Duplicate	disabled	

By clicking on the Name of a call flow, you have the ability to change the name as well as setup the scheduling. The Design link, gives you the ability to modify the call flow tree and make changes to how the call flow functions. Duplicate, allows you make an exact copy of an existing call flow setup.

CALL FLOW SCHEDULING

Once the name of a call flow is select, the following screen will display.

Call Flow Details

Name	Day
	Edit Design

Schedules and Conditions

[New Schedule](#) [Add Day Mode Condition](#) [Add Night Mode Condition](#)

Name	Description	Delete
Fri	every Friday from 09:00 AM to 02:00 PM	✕
Mon - Thurs	every Monday, Tuesday, Wednesday, Thursday from 09:00 AM to 05:00 PM	✕

From here, the schedule can be checked, a new can be schedule built and an old schedule can be edited or deleted.

Please Note: the Day Mode Night Mode Conditions give you the ability to toggle between a day and night call flow by dialing an extension. This is a one or the other kind of a setup. Either the call flow is programmed on a schedule, or programmed with the toggle extension. A call flow cannot be setup with both.

When a new schedule is made or an existing one is edited, the following will be displayed:

Schedule Details

Name *

Type *

Recurring Schedule Type

Days Su Mo Tu We Th Fr Sa

Start Time *

End Time *

8 hours

Schedule Details

Name *

Type * an override schedule will take priority

Override Schedule Type

Start Date *

End Date *

1 day

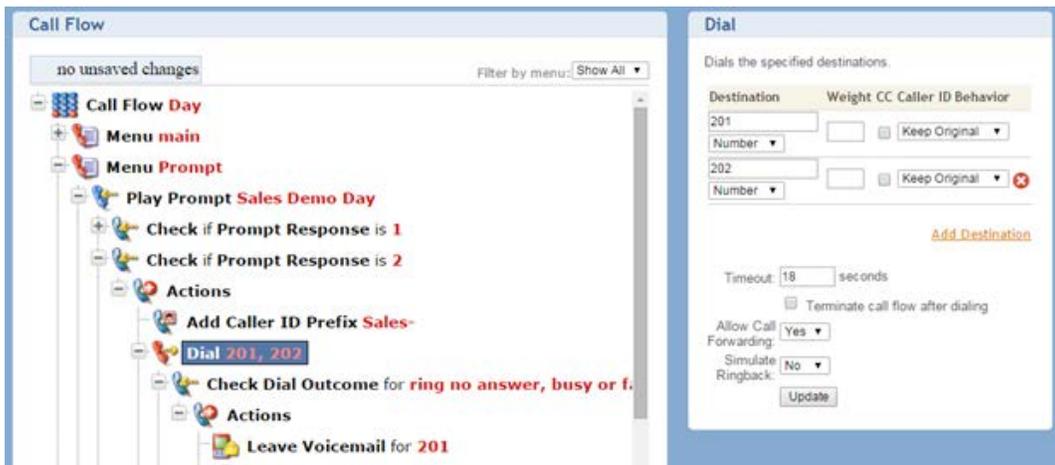
From here, you can do the following:

- Add or change the name
- Assign the type of schedule
 - A “Recurring” schedule will happen every week.
 - An “Override” schedule will take priority over a recurring schedule. If Override is selected, a calendar will appear. This is useful for holidays and inclement weather. The holiday and inclement weather schedules would be programmed under their corresponding call flows.

- Start date/time
- End date/time

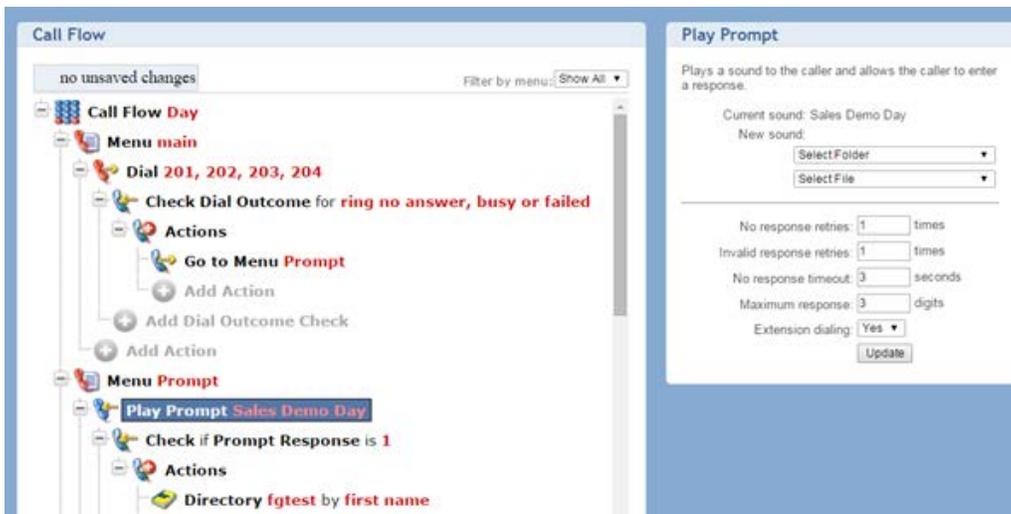
CALL FLOW DESIGN

Call routing is programmed in the call flow designer. From here, routing changes can be made to every aspect of the auto attendant -- from assigning different extensions to ring when different options are pressed to adding different options entirely, this application gives the administrator the ability to make routing changes on the fly.



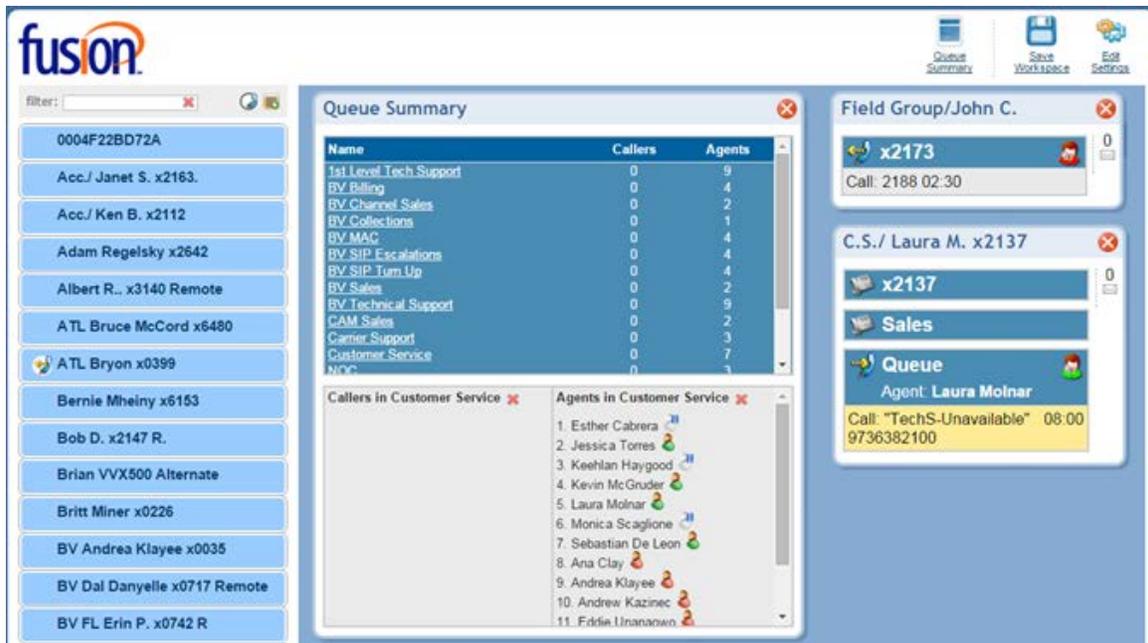
If a selection is made in the call flow, additional options will be displayed to the right. Each option has simple modification options -- from extending or shortening call timers to adding destinations that receive calls to voicemail box options and caller ID prefixes. The possibilities are endless.

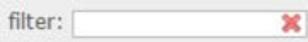
Listed below are additional examples of how call flows can be routed and setup.



VOICE MANAGER CONSOLE (VMC)

The Voice Manager Console (VMC) is a great tool to keep track of your company. It shows you a live view of the whole phone system -- who is on the phone, who they are on the phone with, what line they are using on their phone and how long they have been on that call.



- In the top left, you can filter your search by either a user's name or extension. 
- You can filter by just users who are on the phone using the circle icon. This field will fill up and empty as users are taking calls and hanging up calls. 
- You can create groups as well and add/remove users from these groups for easy categorizing. You can rename groups once they are created. 
- To show additional details about a specific user, click and drag their information from the column on the left, to the blue area in the middle of the screen. The window will expand and you will be able to see who they are on the phone with, caller ID information, as well as a call time showing how long they have been on the phone. If a user has more than one line, you will be able to see which line they are speaking on. Example: See the screenshot above - Sales line, Queue line, etc.
- There is also an icon to the left of every user who is on a call at that given moment. 

SPEED DIALS

Administrators have access to a company-wide speed dial directory. This directory is only stored in the cloud and will not appear on the customer's phones. Once numbers are added, simply dial #, followed by the speed dial number.

Speed Dial Entries			
New Speed Dial Entry			
Speed Dial	Dial Number	Description	Delete
10	800	VZB Repair	
11	866	Qwes: Repair	
12	877	Level3 Repair	
13	800	Broadview Repair	

GROUP VOICEMAILS

Group Voicemail enables users to leave a voice message for all members in a group. Administrators can create an extension that includes 2 to 10 digits. This extension will be associated with voicemail boxes and then assigned any seat extension to that group. Once setup, anyone in the company can call the group extension voicemail box and leave a message for all users associated with that particular group.

A passcode can be enabled which will require anyone dialing that extension to enter in the passcode before leaving a message.

Voicemail Distribution Lists

[New Distribution List](#)

Lead Extension	Description	Mailboxes	Delete
222	new ext pass	1662000102@sig_inhouse_inside, 18622133073@sig_inhouse_inside	

[back to voicemail distribution lists](#)

Voicemail Distribution List Details

Lead Extension *

Description

Use Passcode

Voicemail Boxes

Available Mailboxes

- 1550002152@sig_inhouse
- 1551552133@sig_inhouse
- 1551553111@sig_inhouse
- 1551553112@sig_inhouse
- 1551553113@sig_inhouse
- 1551553114@sig_inhouse
- 1551553115@sig_inhouse
- 1551556104@sig_inhouse

Assigned Mailboxes

Copy all

Copy

Remove

Remove All

First

Up

Down

Last

CALL MONITORING

The Call Monitoring feature enables administrators to create, edit and delete features within the Voice Manager. The administrator will be able to create groups to administer these features depending on which items pertain to which groups.

To bring up the setup screen, simply click Add.

Group Name	DIDs	Features	Monitor All Extensions	Extensions	Delete
FG Sales Demo - x8002&9002	1661558001	Listen,Barge,Whisper	No	8002,9002	

back to Call Monitoring list

Group: FG Sales Demo - x8002&9002 Monitor All Extensions

Features: *

- Listen(3* + extension)
- Barge(4* + extension)
- Whisper(5* + extension)
- Private Whisper(6* + extension)

Select Monitoring DIDs:

- 1661550209
- 1661550210
- 1661550211
- 1661550212
- 1661550213
- 1661550214
- 1661550215
- 1661550216
- 1661550217

1661558001

Select Extensions to Monitor:

- 200
- 201
- 202
- 203
- 204
- 205
- 206

8002
9002

Save Cancel

Once in the setup screen, the administrator can proceed in setting up the call monitoring group.

Next, choose the features this group will have enabled.

- Listen (3* + extension) will let the monitoring user listen to any call that is in the monitored group.
- Barge (4* + extension) will let the monitoring user jump onto a call that is in the monitored group. Both parties will be able to hear the barging user.
- Whisper (5* + extension) will let the monitoring user jump onto a call that is in the monitored group. Only the internal user will be able to hear the whispering user.

Next, select the phone numbers of the users that will be using the call monitoring feature, and select the extensions that you plan to listen/barge/whisper. When this is setup, click Save.