



Virtual Extension

WorldSmart Virtual Extension is an extension that supports voicemail and call forwarding without using a handset or WorldSmart IP phone. With this feature, users can make or receive phone calls (including voicemail, and forwarding capabilities).

Virtual Extension is available to accounts under the SaaS platform, and is not available to trial accounts, or VAR Demo accounts. To be eligible to create virtual extension, your account should have at least one WS-Communicator, PowerPak Professional-1, or PowerPak Enterprise-1 suite.

Features

The following are features included in the Virtual Extensions:

- Dedicated DID and extension number to allow callers to reach the user through external phone numbers, other extensions, or auto-attendant.

Note: Callers can reach a Virtual Extension via the AutoAttendant. However, AutoAttendant feature is not included with Virtual Extension.

- Voicemail to allow personal greetings, voicemail to email, and text notification of missed calls.
- Call Forwarding to other DIDs and Analog Phone numbers, including international phone numbers.
- Personal Dashboard Access to set routing plans, voicemail settings, and so on.
- Remote Voicemail access to retrieve voicemail from the field.
- Information only setting enabling a mailbox to be set to play a greeting without taking a voicemail

Please note: Virtual Extension users do not have WorldSmart IM access.

Virtual Extension Types:

Virtual Extension is available to customers in two different types. The following table displays the billing price for each Virtual Extension:

Extension Type	Description
	100 minutes free.
Virtual Extension (Metered)	Calls would be charged at the rate of \$0.029 per minute on exceeding 100 minutes.

**Virtual Extension
(Unlimited)** Unlimited.

Purchase / Create Virtual Extension users

Virtual Extension is an account level add-on can be purchased by the account administrator from the admin dashboard. To purchase a virtual extension, click on the **Account Add-ons** link under the **Users** tab as shown in the following image:



This displays an image as shown below:

To manage account level add-ons, select the appropriate option below.

- Phone Number(s)
- ACD Queue(s)
- Email only Seat(s)
- Storage
- Common Seat(s)
- Virtual Extension(s)

- Select against the Virtual Extension(s) option.
- Click **Next** and furnish the required information in the subsequent page.

Add Virtual Extension

First Name

Last Name

Email Address

Extension: Auto-Assign
 [Check Availability](#)
Choose between 1000 to 9899

User ID
Example : john@domain.com

Password

Re-enter Password

Service Plan Virtual Extension Virtual Extension (Unlimited)
Class Type: Default International Class

- **First Name:** Enter the first name of the user to whom the virtual Extension is to be registered.
- **Last Name:** Enter the last name of the user.
- **Email Address:** Enter the email address of the virtual Extension user.
- **Extension:** Extension number for the common Extension. You can auto-assign the extension number, or assign directly after checking availability of the same.
- **User ID:** Enter the user ID for the user.
- **Password:** Enter a password and confirm the same by re-typing the password in the Re-entering Password field.
- **Virtual Extension Type:** Specify the Virtual Extension service plan you wish to assign to the user.

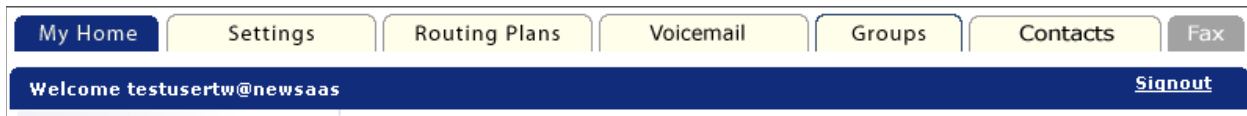
To view/download Virtual Extension call reports click on the **User Activity** link under the **Reporting** tab.

Personal Dashboard for Virtual Extension Users:

Virtual Extension users can access the WorldSmart personal dashboard by entering their User ID and password as specified by the account administrator while creating the user. Groups, Contacts and Fax are grayed out to the user.

***Important:** It is mandatory for Virtual Extension users to set their routing plans. In case the user does not have a routing plan set, all calls will be automatically routed to the user's voicemail.*

The personal dashboard home page of a Virtual Extension user is similar to the following image:



Home Page:

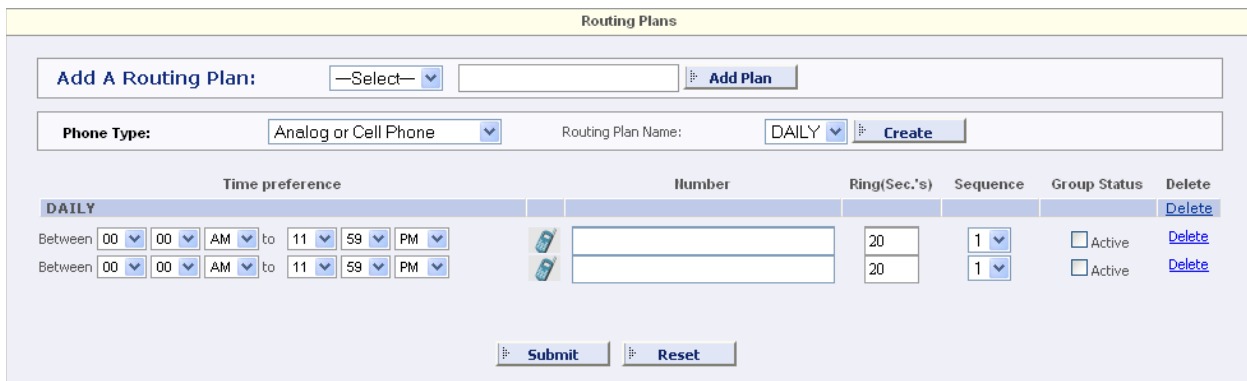
The home page of the personal dashboard could display the following sections as it is in the existing implementation:



- **Account Summary:** This section includes the Voicemail Summary, voicemail storage status, current routing plan, and extension number of the user.
- **Current Month:** An overview of the call charges for the user.
- **Service Description:** Service name – WS-Virtual Extension.

Routing Plans

Routing plans enables virtual Extension users to specify how they would like to receive their calls. For instance, as users are typically in the office on weekdays, they can choose to route their calls to the office phone. On weekends, however, as users are typically away from office, they can specify a different number where they would like to receive their calls.

- To set a routing plan, users need to click the Routing Plans tab on their personal dashboard. This displays a page as shown below:



Time preference	Number	Ring(Sec.'s)	Sequence	Group Status	Delete
DAILY					Delete
Between 00:00 AM to 11:59 PM		20	1	<input type="checkbox"/> Active	Delete
Between 00:00 AM to 11:59 PM		20	1	<input type="checkbox"/> Active	Delete



From this page, users can add, delete, or modify your routing plans.

Creating a Routing Plan

On a daily basis, users may be commuting to their workplace at a specific time, taking a lunch break at a certain time, and so on. On weekends, the schedules could be different and perhaps less easy to predict. Accordingly, users may want to route calls to various phones in a sequence or simultaneously. Similarly, when users are on vacation, they might want to route their incoming calls to a single number, say a cell phone.

When creating a routing plan, users need to take these factors into account to route their calls to phones of their convenience.

The screenshot shows the 'Routing Plans' section header. Below it is a form titled 'Add A Routing Plan:'. It contains a dropdown menu with '-Select-' as the current selection, a text input field, and an 'Add Plan' button.

- By default, there are three default routing plans displayed in the Add a Routing Plan drop-down menu - Daily, Weekend, and Vacation.
- Users can add a new routing plan name by entering the name of the plan in the text-field and clicking the Add Plan button.
- Select a phone type for this routing plan by clicking on the Phone Type drop-down list and click the desired phone type.

The screenshot shows a form with two main sections. The first section is 'Phone Type:' with a dropdown menu set to 'Analog or Cell Phone'. The second section is 'Routing Plan Name:' with a dropdown menu set to 'DAILY' and a 'Create' button.



The phone types available under the Phone Type drop-down list are:

Analog or Cell Phone

- Select a Routing Plan Name drop-down and select the desired routing plan. The Routing plan Name displayed in the drop-down are the ones you entered in the Add a Routing Plan text-field as explained above.
- Click Create.

The routing plan is now displayed to users under the specified Routing Plan Name. From this section, users can assign or modify their call time preferences, phone number, and the sequence in which the phones assigned in the routing plan are to ring.

The screenshot shows the configuration table for the 'DAILY' routing plan. It has columns for 'Time preference', 'Number', 'Ring(Sec.'s)', 'Sequence', 'Group Status', and 'Delete'. There are two rows of configuration data.

Time preference	Number	Ring(Sec.'s)	Sequence	Group Status	Delete
DAILY					Delete
Between 00:00 AM to 11:59 PM	 <input type="text"/>	20	1	<input type="checkbox"/> Active	Delete
Between 00:00 AM to 11:59 PM	 <input type="text"/>	20	1	<input type="checkbox"/> Active	Delete

At the bottom of the form are 'Submit' and 'Reset' buttons.



- Click the arrow buttons next to each of the fields to set the time periods for each phone as required.
- To add a different phone to the same routing plan, click the Phone Type drop-down and select the appropriate phone and click Create.
- If you want to replicate the phone number assigned to a routing plan, click the phone icon next to the Time Preference field. The WorldSmart phone assigned for the routing plan is replicated.
- Mark group status as active by checking the Active check-box.

Settings

The Settings page allows users to customize their weekly routing planner, voicemails routing options, disaster phone numbers and so on.

Settings

Personal

Name: virtual g
Voicemail Extension: 1004

Voicemail

Mailbox PIN: Enable Voicemail
Email Address: Disable Voicemail
Voicemail Format: .wav .mp3 Disable Voicemail and play a Greeting
Route Voicemails/Recorded Voicemails to Designated Email Address:
Play Timestamp during Message Playback:

Outbound Calls

Set Caller ID for Outbound calls:

Caller ID Settings

Disable Caller ID:

Disaster Mask

Disaster Phone Number:

Time Zones

Time Zone:

Weekly Routing Planner	Dynamic Mask Settings
Sunday: <input type="text" value="Voicemail"/>	From: <input type="text" value="01"/> <input type="text" value="Jan"/> <input type="text" value="2009"/> To: <input type="text" value="01"/> <input type="text" value="Jan"/> <input type="text" value="2009"/> Time Zone: <input type="text" value="(GMT-07:00) Pacific Time (US & Canada) Tijuana"/> Select Dial Plan: <input type="text" value="Voicemail"/> <input type="button" value="Create Mask"/> Active Mask: Currently no other masks.
Monday: <input type="text" value="Voicemail"/>	
Tuesday: <input type="text" value="Voicemail"/>	
Wednesday: <input type="text" value="Voicemail"/>	
Thursday: <input type="text" value="Voicemail"/>	
Friday: <input type="text" value="Voicemail"/>	
Saturday: <input type="text" value="Voicemail"/>	



With the introduction of Virtual Extension, the following are the changes in the existing Users Settings page:

VOICEMAIL:

The following voicemail setting options are available for users:

- **Enable Voicemail:** On selecting this option, callers will be routed to the Virtual Extension user's voicemail if the user is unable to attend to the call.
- **Disable Voicemail:** On selecting this option, the call will automatically disconnect if the Virtual Extension user is unable to attend the call. The caller will not be routed to the user's voicemail box.
- **Disable Voicemail and play a greeting:** On selecting this option, the voicemail option is disabled. Users can upload a greeting/unavailable message to be played before the caller is disconnected.

USER ACCOUNT CODE SETTINGS:

User Account Code settings option has been disabled for Virtual Extension user.

WEEKLY PLANNER

The Weekly Routing Planner lets users decide to which routing plan they would like to route their calls on any day of the week. All routing plans set by the user under the Routing Plans tab is displayed in the routing drop-down for each day of the week.

- To specify a routing planner, select the appropriate Time Zone and assign a routing plan for each day of the week.

DYNAMIC MASK SETTINGS

With this feature, users can create a "mask" that overrules the weekly routing planner for the period specified. Dynamic masks are the same as routing plans, and function in exactly the same way. The important difference is that they are temporary, and thus let you make exceptions in your regular routing plans as necessary.

While a routing plan is by default recurring, a dynamic mask is not recurring, and can be set for a limited, specific period. To configure Dynamic Mask Settings, click the Settings page and go the Dynamic Mask Settings as shown below:

Weekly Routing Planner		Dynamic Mask Settings	
Sunday	DAILY ▾	From: 01 ▾ Jan ▾ 2009 ▾	To: 01 ▾ Jan ▾ 2009 ▾
Monday	DAILY ▾	Time Zone:	
Tuesday	DAILY ▾	(GMT-07:00) Pacific Time (US & Canada) Tijuana ▾	
Wednesday	DAILY ▾	Select Dial Plan:	Voicemail ▾ <input type="button" value="Create Mask"/>
Thursday	DAILY ▾	Active Mask:	
Friday	DAILY ▾	Currently no other masks.	
Saturday	DAILY ▾		

To create a mask:

- Specify the period during which the mask is to come into effect by entering the appropriate values in the From and To fields using the arrow buttons.
- Specify the Time Zone as necessary.
- To assign a routing plan for the mask, select a plan from the Select Dial Plan drop-down list. Click on the Create Mask button to create a mask based on the settings specified.

To view active masks, scroll down in the Dynamic Mask Settings window. Any masks that are currently active are displayed at the bottom of the screen.

Note: Two different masks cannot be assigned for the same date, as they would then conflict with each other. Routing plans need to be created in the Routing Plans screen before they can be used for creating masks.