

TELIA TOUCHPOINT

User guide



TELIA TOUCHPOINT

1 The Telia Touchpoint service

Telia Touchpoint is an easy to use communications service intended for small companies that improves the reachability of the company and its employees. The service comprises 1 to 3 call distribution groups, which the company can use as the numbers for the switchboard or the customer service, for example. The users of the service are provided with a mobile phone application that the employees can use to log in to the call distribution groups and transfer calls. The mobile phone application also allows the users to update their presence status and see the presence statuses of other users.

2 Deployment of the service

Please contact your company's system administrator in order for the Telia Touchpoint service to be activated for your mobile subscription. You will receive an SMS notification when the service has been activated for your subscription. After this, you can start using the Telia Touchpoint mobile phone application.

The application is available for the following operating systems:

- iOS 9.0 and newer
- Android 5.0-7.0

Download the Telia Touchpoint app from the application store and enter your phone number in the app. You will receive a text message containing a one-time code that allows you to register with the service. After this, the application is ready for use.

On an Android phone, you can also use a separate widget that makes it possible, for example, to change your presence status directly from the phone's home screen. On the home screen, select Applications/Widgets and move the Telia Touchpoint widget to the home screen.

After December 1, 2017, Telia will no longer provide support for the Touchpoint app of Windows phones. However, the Windows app continues to be available until further notice (compatible with Windows Phone 8.1 and newer), but Telia reserves the right to remove it from use without prior notice.

If you have a Windows phone, open the page telia.fi/tpwp in your phone's browser (you can find this link also in the SMS notification you received). Enter your mobile phone number on the page, after which you will receive an SMS containing the credentials needed to log in. Download the Telia Touchpoint application from the application store. Launch the application and enter the credentials you received into the application. The application will now be ready for use. Please observe that the features of the Windows application are more limited compared to the other operating systems. The functional differences are described in the following chapters of this user guide.

Please observe that Telia Touchpoint application is designed to be used in mobile phones. Therefore, installing the Touchpoint application to tablets or desk phones may not be possible even though the version of the operating system is supported.

Follow these instructions also when you switch to a new phone.

3 User information

You can see your user information linked to the service, such as your name, mobile phone number and email address, on the Me tab of the mobile phone application. Your company's



system administrator may also have configured a separate work number for you, either a nationwide universal access number (e.g. with a 020 prefix) or a local number (e.g. with a 09 prefix). Please contact your company's system administrator, if your user information needs to be updated.

The user-specific language setting of the Telia Touchpoint service affects, for example, the language setting of the mailbox and the presentation of the availability information in the mobile phone application. The user's default language setting is Finnish, with the other options being Swedish and English. If you want to change your user-specific language setting, please contact your company's system administrator. Once the system administrator has changed your personal language setting, you also need to reinstall the mobile phone application to have the availability information shown in the selected language.

The language of the mobile phone application is determined by the language setting of your phone.

4 Availability management

With the Telia Touchpoint service, you can easily communicate whether you are available right now to your colleagues. On the Me tab of the mobile phone application, you can set your activity to Available, Busy, Away, Absent message or Holiday message. If you wish, you can also set an end time for the activity. If you have defined an end time for the activity, your status is set to Available after that time. The selected activity is shown to the other employees of the company in the user directory of the mobile phone application.

When you have selected Busy or Away as your activity, persons calling your work number will be notified of your status. After this, the call is routed to the mailbox, if the mailbox is enabled, or the caller hears the busy signal. Calls incoming to your mobile phone number are routed to your subscription as usual.

When you have selected Absent message or Holiday message as your activity, callers hear a message informing them that you are out of office or on a holiday. The message is played also to calls incoming to your mobile phone number. After the message, the call is routed to the mailbox. This occurs also when the mailbox has been disabled. The caller may bypass the message by pressing 2, in which case the call is connected to the mobile phone. In the iPhone and Android mobile phone application, you can define specific contacts to be VIP contacts. Calls from these persons will then be routed directly to your mobile phone even if you have set Absent message or Holiday message as your activity.

You can give further information on your availability by writing a message in the Note field on the Me tab. The note you have saved is shown to your colleagues in the user directory of the service.

You can also specify the phone number displayed to the recipient when you make calls. The number displayed is defined by selecting a role on the Me tab. Alternative roles are Mobile, Work, Main number and Hidden. In the Mobile role, your mobile phone number is displayed as your number, and in the Business role your work number, if one has been configured for you. In the main number role, the main number selected by the company is displayed. The system administrator has defined this number when deploying the Telia Touchpoint service in your company. In the Hidden role, no number is displayed to the call recipient. These caller ID settings are in force regardless of whether you initiate the call from the mobile phone application or your phone's own interface.

If you are using an iPhone or an Android phone, you can define your most common activities as shortcuts. You can define and select shortcuts by swiping left in the mobile phone application.



If you are using an iPhone or an Android phone, you can also schedule activity and role changes in advance by using the mobile phone application's Future Presence function.

5 User directory

You can see the other employees of your company and their availability information on the Contacts tab of your mobile phone application, if the Telia Touchpoint service has been activated for their subscriptions. If the entire contact list does not fit into the same view, you can search for the person in the directory using the search function.

If you are using an iPhone or an Android phone, you can also add contacts to the directory from the contacts of your own phone. Find the contact using the search function in your contacts. Long-press the name of the contact, and a menu opens from which you can add the person to the application's contact list.

The iPhone and Android applications allow you to define the contact as a VIP contact to have calls from that number routed directly to your phone even when you have set Absent message or Holiday message as your activity. Open the contact in the application, tap the icon in the top right-hand corner, and select VIP from the menu that opens.

6 Placing a call

You can initiate a new call in the following ways:

- Dial a phone number in the UI of your phone or initiate the call from your phone's contacts
- Find the contact from the contacts of the Telia Touchpoint application and initiate the call by tapping the phone number or the icon next to it
- Enter the number on the Office Phone or Dialler tab of the Telia Touchpoint application and tap the handset icon next to it.

If you initiate the call from the Telia Touchpoint application, the call can start in two different ways, depending on the application settings:

- Your call will be started in your phone's user interface
- You will get a callback from the service you must answer to initiate the call.

Calls to other users of the Telia Touchpoint service in your company in Finland are free of charge.

7 Groups

Your company can use the call distribution groups of the Telia Touchpoint service as, for example, the numbers for the switchboard or customer service. You can answer calls incoming to the call distribution group numbers, if the system administrator has added you as a member of the call distribution group and you have logged into the group. You can log in and out on the Groups tab of the mobile phone application (iPhone and Android) or on the Office Phone tab (Windows).

The call settings for the call distribution groups are defined by the company's system administrator. Depending on the settings of the call distribution group, the caller ID displayed for calls incoming via the group is either the group's own number or the caller's actual number.

In the iPhone and Android app, you can open a group log at the top right corner of the Groups tab. You can view the incoming calls of the groups in which you have been defined as a member. At the top right corner of the log, you can also select an individual group whose calls you want to view. Calls are shown in the log as follows:



- Unanswered calls: The call had been ringing in the group, but the caller abandoned the call before it was answered or before overflow routing.
- Forwarded:
 - The group was closed, and the call was routed to a telephone number
 - No members were logged in the group, and the call was directed to a recorded message or a telephone number
 - The maximum number of call attempts was reached, or the maximum queuing time was exceeded, and the call was directed to a recorded message or a telephone number
 - The queue was full, and the call was directed to a recorded message or a telephone number
- Answered: One of the group members answered the call. Please note that the call is not shown under answered calls, if it was answered after overflow routing (in this case, the call is shown under forwarded calls)
- The call is not shown in the log
 - The group was closed, and the call was directed to a recorded message
 - The queue was full, and the busy tone was played to the caller

In the group log, you can see both the caller ID (unless it is hidden) and the group to which the call was made. As regards answered calls, you can also see the group member who answered the call. If an answered call was transferred, the transfer is not shown in the log. If a call was forwarded, the log shows the telephone number or the name of the user to which/whom the call was forwarded. If a call was forwarded to a recorded message, the log shows the technical number of the message (80...).

Select a call in the log to view its details. You can assign an unanswered call to yourself by clicking on the arrow sign and selecting assign to me. You can activate callback to the caller by clicking on the phone key on the call line. When the callback has been successfully completed you can mark the call as completed in the group log by clicking your own name and selecting Completed. Please note that you cannot mark calls that have been answered or forwarded.

8 Call transfer

You can transfer received calls via the Telia Touchpoint application. Once you have answered the call, go to the Telia Touchpoint application, find the person to whom you wish to transfer the call from the Contacts tab, and tap the Transfer icon or the phone number in the Transfer field.

In the iPhone and Android applications, you can choose whether the transfer is blind or attended. In an attended transfer, you can talk to the person to whom you are transferring the call, and the transfer is not made until you have ended your own call. The Windows application supports only blind transfers.

If you have a basic phone that is not compatible with the Touchpoint app, you can transfer calls by using special transfer prefixes. Prefix 9831 is used for blind transfer and prefix 9833 for attended transfer. The transfer will take place when you call a number with the transfer prefix attached during another ongoing call. In order to make the transfer easier, it is recommended to save numbers with transfer prefixes attached as secondary phone numbers in the phone's contact list. Alternatively, you can save the numbers with transfer prefixes as separate contacts in the address book. The number must be entered in the form prefix+country code+number, e.g., if the user's number is 040-1234567, blind transfer to this number is accomplished by calling the number 9831-358-1234567.

When you make a blind call transfer, the call is returned to you if the user rejects the transfer or is busy. Please note that the call is not returned to you, if the blind transfer is routed to the user's mailbox (for example, if the user's phone is switched off or if he or she does not answer the phone).



In the Touchpoint app, you can abort an attended call transfer and return to the original call. If it is not possible to abort the transfer in the application, you can do it by pressing * on the phone's dial pad.

In blind transfer, the call recipient sees the original caller's number as the caller ID. In attended transfer, the recipient sees your number as the caller ID (also taking into account your role settings).

Call transfers to users of the Telia Touchpoint service in your company in Finland are free of charge. Please note that if you transfer a call to an external number, the call is charged from your subscription for the entire duration of the transferred call.

9 Call forwarding

You can set up call forwarding to another phone number in the iPhone and Android applications on the Activity diversion tab. Call forwarding is configured separately for each activity.

The use of the call forwarding service provided by the mobile network is not recommended in connection with the Telia Touchpoint service.

10 Call log

In the iPhone and Android applications, you can see all of your own calls on the Call log tab. If the caller has left a voicemail message, you can listen to message from the call log.

Calls received through the call distribution group number are not stored in the call log, if you have not answered the calls. Please note that the phone's own call log will also display calls received through groups, even if they are answered by some other person. In the group log of the app, you can check if such call has been answered.

11 Mailbox

The service includes a mailbox that acts as your voicemail. By default, the mailbox is enabled. If you wish, you can ask your company's system administrator to disable the mailbox.

You will receive an SMS notification of received messages. To listen to the messages or to modify the mailbox settings you can call the voicemail number 777 when you are in Finland. The voicemail number is common to all users of the service. Please do not configure any call forwardings to the voicemail number from your phone.

You can also listen to messages on the Voice Mail tab of the Android or iPhone app. Please note that the message will then be played through the mobile phone speaker unless headphones have been connected to the phone. When abroad, you can listen to the voicemail messages only by using the mobile application.

The commands of the main mailbox menu are as follows:

- 2 Listen to old messages
- 4 Play personal greeting
- 5 Record personal greeting
- 6 Delete personal greeting
- 0 Repeat this menu
- * Disconnect call



The commands available during message playback are as follows:

- 1 Previous message
- 2 Repeat current message
- 3 Next message
- 7 Delete current message
- 0 To main menu
- * Disconnect call

The Telia Touchpoint service is not compatible with the Telia Voicemail and Telia Absent Message services. It is possible to connect the Telia Voicemail Plus with Call Forwarding service to your subscription if you need to use the Fax Mail feature. The admin user can also direct the unanswered calls of the group number to the Telia Voicemail Plus with Call Forwarding service, if required. Please note that your personal voicemail messages will still be delivered to your Touchpoint mailbox.

12 Mobile phone application settings

You can change the settings of the mobile phone application. The settings options are OS-specific.

You can configure the following settings in the Android application on the Settings tab:

- Call handling
- Call transfer
- Notifications
- Quick Search Box
- Synchronisation of contacts

You can configure the settings of the iPhone application in the phone's Settings menu under Sonera Touchpoint. The following settings can be configured:

- Access rights for the application
- Dialling
- Call transfer
- Synchronisation of contacts

In the Windows application, you can select the call setup setting in the Settings menu. You can also log out from the application. If you log out from the application, you can log back in using the credentials you received when the service was activated for you. If they are not available, you can order the credentials by opening the following page in your phone's web browser:

telia.fi/tpwp.

13 Use of the service abroad

Please note the following limitations when using your mobile phone abroad:

- The mobile phone number is always displayed as the caller ID regardless of the role set in the service
- Transferring a call is possible only for incoming calls when data connection (3G or Wifi) is available during the call
- You can listen to the voicemail messages by using the mobile application. If you need to modify your voicemail greeting, set the call setting to callback in the settings of the Touchpoint application and call the number 777 from the dial pad of the application.



14 User support

Please contact your company's system administrator, if you need to have the Telia Touchpoint service enabled or disabled on your subscription. The management of the call distribution group numbers and the configuration of the response groups are also the responsibility of the system administrator. If necessary, the system administrator can also check and update your personal settings in the service.

If you need assistance in the use of the service, contact Telia user support (in Finnish only) at **0600 15500** (EUR 2.25 per minute + mob. call chg / lcl nw chg).

To submit a fault report, go to the web page <https://www.telia.fi/yrityksille/yhteydenotto/ilmoita-viasta> or call Telia Corporate Customer Service, **020 693 693** (mob. call chg / lcl nw chg, also queuing). You can call Telia Corporate Customer Service also for other service and billing related questions.

