

# TELIA TOUCHPOINT

System administrator's guide



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## SYSTEM ADMINISTRATOR'S GUIDE

### 1. The Telia Touchpoint service

Telia Touchpoint is an easy to use communications service that improves the reachability of the company and its employees. The service includes 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 user to update their presence status and see the presence statuses of other users.

You can order the Telia Touchpoint service from Telia's online shop for companies (<https://yrityskauppa1.telia.fi>, in Finnish only), the Telia Corporate Customer Service **020 693 693** (mob. call chg / lcl nw chg, also queuing) or from your company's designated contact person.

### 2. System administrator

The Telia Corporate Portal allows the system administrators to manage the settings of the Telia Touchpoint service and activate the service for the company's mobile subscriptions. If the company is not currently a user of the Telia Corporate Portal, access rights to it are created in connection with the delivery of the Telia Touchpoint service.

All system administrators of the Telia Corporate Portal automatically have the rights to manage the Telia Touchpoint service.

If necessary, the system administrators of the Corporate Portal can grant service management rights to the Telia Touchpoint also to other users of the Corporate Portal. A user of the Corporate Portal can manage the settings of the Telia Touchpoint service, if he or she has been granted access rights to the Switchboard services in the Corporate Portal. A user of the Corporate Portal has the right to activate the Telia Touchpoint service for a mobile subscription, if he or she has the right to manage subscription products in the Corporate Portal.

### 3. Activating the service for a mobile subscription

In the Corporate Portal, go to the section Manage > Products and services. Find the mobile phone subscription for which you want to activate the service, and go to the subscription management page. Under Orderable supplementary services, select the Touchpoint communications service. Then, add the user information and click Order. If the user does not have a personal work e-mail address you may use a non-functioning e-mail address, such as [noemail@company.fi](mailto:noemail@company.fi). We recommend that the users would not be given identical functioning e-mail addresses as this may cause problems when user information is synchronized to the mobile phone and the company's e-mail system.



After the activation of the service, the user will get a welcome message that will include the instructions for installing the mobile phone application. The application is available for the following operating systems:

- iOS 9.0 and newer
- Android 5.0-7.0

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. The Windows app has more limited functionalities than the iOS and Android apps.

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.

Services that are not compatible with the Touchpoint service (e.g. Voicemail, Absence message, Communications Service VIP, Mobile Trunk, Call Directing, Cid Number in Mobile Calls) should be removed before connecting the Touchpoint service. Please note that the Cid Number in Mobile Calls service is removed from the UI of the Cid service.

It is possible to connect the Voicemail Plus with Call Forwarding service to the Touchpoint user if it is needed as a group mailbox or if the Fax Mail feature should be added to the user. Please note that personal voicemail messages will still be directed to the user's mailbox in the Touchpoint service.

If you want to add a work number for the user or change the user-specific language setting, follow the instructions given in section Management of user settings. You can add a new user into the response groups of call distribution groups according to the instructions given in section Call Distribution Group Administration.

To deactivate the Touchpoint service from a mobile subscription, select Manage from the main page of the Corporate Portal. On the Products and services tab, go to the Touchpoint section and select the user for whom you wish to deactivate the service. Click the Remove icon and confirm the removal.

#### 4. Call Distribution Group Administration

Select Manage on the main page of the Corporate Portal and then go to the Touchpoint section.

##### 4.1 Adding a new call distribution group

If you want to add a new call distribution group to the solution, click the Set up a call distribution group link. Enter a name for the group and select a number for it. Activating a new call distribution group number takes about two weeks from the order. You will receive a notification in the Corporate Portal when the new call distribution group has been added.



## 4.2 Call distribution group main page

When you wish to manage an existing call distribution group, select the call distribution group from the Touchpoint section. The main page for the call distribution group in question opens, where you see, for example, the service hours of the group, its members and settings. On this page, you can also log group members in and out, if necessary.

The call distribution group main page also includes links to the following functions:

- Editing the service hours of the call distribution group
- Changing the group name
- Submitting a fault report
- Deleting the call distribution group
- Terminating the service
- Managing the members of the group
- Editing the settings of the call distribution group

## 4.3 Editing the service hours of the call distribution group

On the call distribution group main page, select Edit service hours. You can choose from the following options:

- Open call distribution group
- Closed call distribution group
- Schedule based on weekly calendar

By default, the call distribution group is open.

When you use scheduling based on weekly calendar, first select the days on which the group is open. If necessary, you can define day-specific times for when the group is open. If you choose a day of the week and do not define the times, the group is open the entire day. In addition to the service hours, you can also define day-specific break times. You can also schedule exceptional service hours for the call distribution group, such as for holidays. Select Add exceptional service hours, and define the name, time and call distribution group number status for the exception. Please keep in mind that the status set for the exceptional service hours is valid only for the set time period and the normal schedule is followed for the rest of the day. E.g., if a number is normally open from 8 am to 4 pm but during the exception from 9 am to 4 pm, you should define the exceptional service hours by closing the number from 8 am to 9 am during that day.

## 4.4 Renaming the call distribution group

On the call distribution group main page, select Rename group, edit the name and click Save.



#### 4.5 Submitting a fault report

On the main page of the call distribution group, select 'Submit a fault report', and you will be directed to a page where you can submit a fault report related to the Touchpoint service.

#### 4.6 Deleting the call distribution group

On the call distribution group main page, select Delete group and then confirm the deletion. The deletion request is forwarded to Telia, and it takes about two weeks to process.

#### 4.7 Terminating the Touchpoint service

On the call distribution group main page, select the Terminate Touchpoint service, and then confirm the termination. The request is forwarded to Telia, and it is processed according to the terms of the service agreement.

#### 4.8 Managing the members of the group

On the call distribution group main page, select Manage members. You can see the members of the group and the other users of the service that can be added as group members. If necessary, you can add members by clicking the plus icon, or remove members by clicking the minus icon.

If you have selected sequential distribution order in the settings of the call distribution group, you can also edit the order of the members in the group by clicking the arrow icons on this page.

#### 4.9 Editing the settings of the call distribution group

On the call distribution group main page, select Edit settings.

Queue settings:

- **Welcome message:** The caller hears the welcome message every time they call an open call distribution group. You can choose from the default prompt or a message you have recorded yourself. Default prompt is the default setting. Please note that the queue message of a call distribution group is always the ringback tone, and therefore a welcome message is mandatory so that the caller will know that charging for the call has begun.
- **Progress prompt:** The caller can be reminded at 30-second intervals that the call is in queue. You can choose the default prompt, a message you have recorded yourself, or set the progress prompt to not active. As a default, the default progress prompt is active.
- **Maximum calls on wait:** You can define the maximum number of calls in the queue. Once the maximum number is reached, the following calls are routed according to the Queue is full setting. The default setting is 5 calls, which is also the maximum value for this setting.



- Calls to group members with red activity: You can block the incoming calls via the call distribution group to the group members whose activity is other than Available. In that case, a group member will not have to log out of the group at the end of the working day, and changing the activity is sufficient. Please take into account that such user will be shown as a logged in user in the group despite the red activity. As a default, the calls via a group number are delivered to group members regardless of their activity settings.

#### Call settings:

- Concurrent agents per distribution: You can define the number of phones ringing simultaneously when a call comes into the call distribution group. The default setting is 9 phones, which is also the maximum value for this setting.
- Distribution order: You can select whether a call coming in via the group rings for the group members in a random or sequential order. If you select sequential order, you can edit the order on the Manage members page, where you can go via the call distribution group main page. As a default, the distribution order is random.
- Time to call a group member: You can define how many seconds the call rings at a time for the members of the group. The default setting is 30 seconds.
- Maximum call attempts: You can define how many call attempts are made to try to reach members of the group. If a call is ringing in parallel for several group members, it counts as one call attempt. The call is routed in accordance with the No agent setting once the maximum number of call attempts has been reached. The default setting is an unlimited number of call attempts.
- Maximum queue time: You can define the maximum time a call remains in a queue. When the maximum time is reached and the ongoing call attempt is completed, the call is routed in accordance with the 'No members are logged in' setting. The queue time is unlimited by default.
- Preferred number type: You can choose whether the group number or the caller's number is displayed as the caller ID to a group member, when a call comes via the group. The default setting is Group number.

#### Overflow settings:

- Queue closed: If the call distribution group is closed, the call is routed according to this setting. You can choose the default prompt, a message you have recorded yourself, or forwarding to a specific phone number.
- Queue is full: If the maximum allowed number of callers are in queue, the calls of the following callers are routed according to this setting. You can choose the default prompt, a message you have recorded yourself, the busy tone, or forwarding to a specific phone number.
- No agents available/max. number of call attempts reached/maximum queue time reached: Calls are routed according to this setting, if an open call distribution group has no members logged in, or none of the members answers before the maximum number of call attempts or



maximum queue time has been reached. You can choose the default prompt, a message you have recorded yourself, or forwarding to a specific phone number.

On the Settings page, you can also see all announcements you have recorded, and also record new announcements. Please note that the announcements are common to all of your company's call distribution groups.

Begin recording a new announcement by clicking the Record a new announcement link. Enter a name for the announcement, define its purpose of use, and enter the mobile phone number from which you wish to record the announcement. When you then click the Record a new announcement button, you will shortly receive an automatic call to the mobile phone subscription the number of which you entered when configuring the announcement. Answer the call, listen to the instructions, and record the announcement. The recorded announcement appears on the Settings page when you refresh the page in your browser.

On the Settings page, you can listen to the announcements you have recorded, change their names, add new categories to announcements and, if necessary, also delete announcements. When deleting an announcement, please remember that the deletion applies to all of the company's call distribution groups.

The default announcements of the service are played in the language you selected when ordering the service (Finnish, Swedish or English). The English-language default announcements are:

- Welcome message: Welcome!
- Progress prompt: You are in the queue. We will serve you as soon as possible.
- Queue is full: We are busy at the moment. Please call again later.
- Closed call distribution group: We are closed at the moment. Thank you for calling.
- No agents: Unfortunately we can't take your call now. Please try again later.

## 5. Managing user settings

On the main page of the Corporate Portal, select Manage. On the Products and services tab, go to the Touchpoint section and select the user whose settings you wish to update.

Click the Edit icon to edit the user-specific settings as follows:

- If necessary, you can edit the user's name and email address.
- You can set the user-specific language selection to Finnish, Swedish or English. This setting affects the language of the mailbox menu and the standard greeting, and the language in which the service activities and roles are presented to the user. The default language is Finnish. The user must re-install the mobile phone application in order to have the activities and roles of the service displayed in the correct language after the change.



- You can set the user's activity (available, busy, away, absent message, holiday message). The user's activity is displayed to the other users in the mobile phone application of the service. If the activity is busy or away, calls incoming to the user's work number are not routed to the user. When absent message or holiday message has been selected as the activity, all callers will be notified of the user's absence (excluding so-called VIP contacts). The caller can skip the absent message and holiday message by pressing 2.
- You can set the user's role (mobile, work, main number, hidden). This affects the caller ID displayed to the recipient, when the user makes calls from a mobile phone. In the mobile role, the mobile phone number is displayed, in the work role, the work number is displayed, and in the main number role, the company-specifically selected main number is displayed. In the hidden role, no number is displayed. The company-specific main number is defined when the service is ordered and it must be a number included in the Touchpoint solution. Please contact the Telia Corporate Customer Service if you wish to change the main number.
- In addition to a mobile phone number, you can also set a work number for the user. The employee can utilise the work number, for example, to divert calls to the mailbox outside working hours. The work number is either a nationwide universal access number or a local number. Please note that the use of a local number is subject to an extra charge. The work number can be selected if fixed-network number ranges have been defined for the service in connection with its delivery. Please contact the Telia Corporate Customer Service, if the fixed-network number ranges need to be added or edited.
- You can enable or disable the mailbox function (Voicemail). As a default, the mailbox is enabled. Please note that the mailbox function is enabled every time the user's activity is absent message or holiday message, even if the mailbox setting is Disabled.

On this page, you can send a new welcome message to the user, containing instructions on how to begin using the mobile phone application, for example.

You can also remove the Touchpoint service from the user's subscription by clicking the Remove button and confirming the removal.

## 6. Support and instructions

Telia Corporate Customer Service (020 693 693, mob. call chg / lcl nw chg, also queuing) supports you on workdays from 8 am to 4.30 pm regarding the usage or the billing of the service. User support is offered only in Finnish and it is charged according to the [service price list for business customers](#).

To submit a fault report, go to the web page <https://www.telia.fi/yriyksille/yhteydenotto/ilmoita-viasta> or call Telia Corporate Customer Service around the clock.

