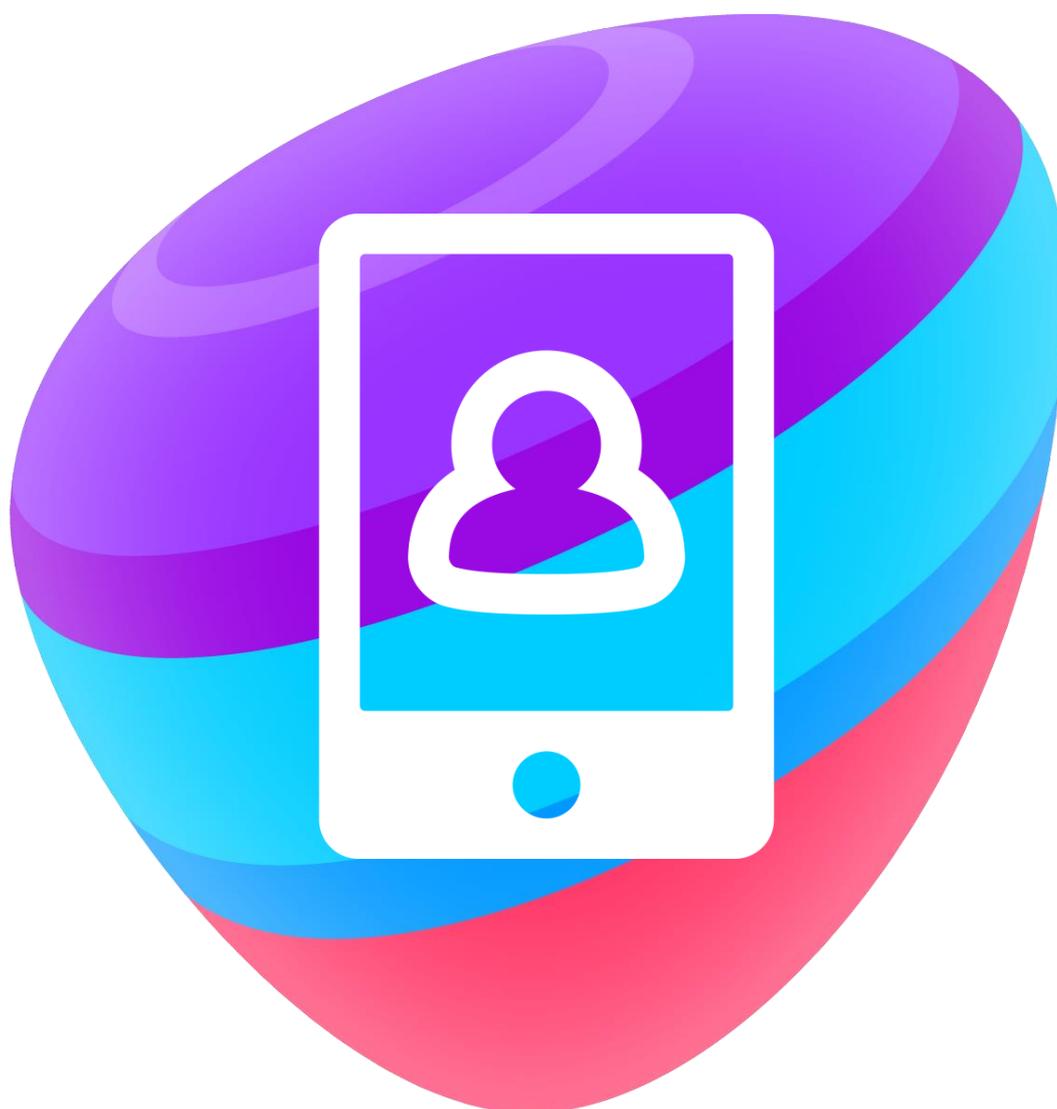


# TELIA TOUCHPOINT

User's quick guide



# TELIA TOUCHPOINT USER'S QUICK GUIDE

## 1. Deployment of the service

The system administrator of your company adds the Telia Touchpoint service to your subscription. You will receive an SMS notification when the service has been activated. Download the Telia Touchpoint application from the application store and follow the provided instructions. If you have a Windows phone, you can order the credentials required for activating the service by opening the following web page in your phone's web browser [telia.fi/tpwp](https://telia.fi/tpwp).

## 2. 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. 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 that you are unavailable. When you have selected Absent message or Holiday message as your activity, all callers will be notified of your absence (excluding so-called VIP contacts).

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.

## 3. 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. Logging in and out is done in the mobile phone application. In the app, you can also view the group call logs.

## 4. Call transfer

You can transfer calls received 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.

## 5. Mailbox

The service includes a mailbox that acts as your voicemail. 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 start listening to the messages on the Voice mail tab of the iPhone and Android applications. When abroad, you can listen to the voicemail messages only by using the mobile application.

## 6. 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. 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.

