# **Web Console Paging Groups**



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#### **Paging Groups Tab**



The paging groups tabs is used to create and manage the paging groups

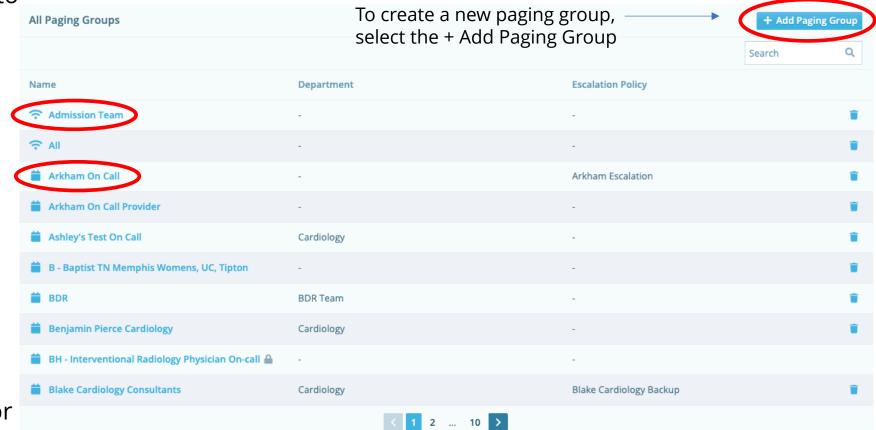
There are two types of paging groups:

A Broadcast Group

A Schedule Group

When a Broadcast group is paged, all of the members of this group will be paged simultaneously

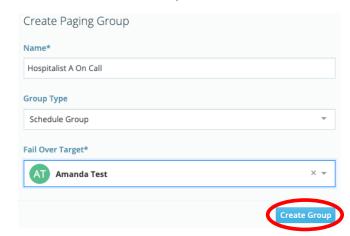
When a Schedule Group is paged, the person(s) on call for that group will be paged



# **Creating and Editing a Schedule Group**



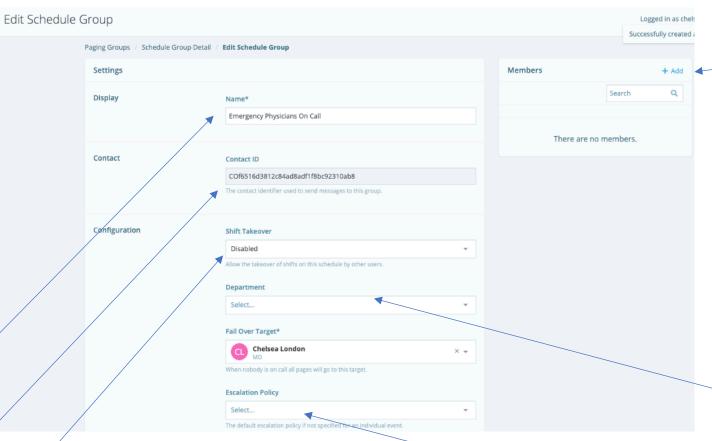
Select the Schedule group, name the group, and select a failover user. Then select "Create Group



A failover user is required for a schedule group. this user will be only notified the schedule has a gap, and no one is on call during the time of the page

Edit the name of this group at any time.

The contact ID can be used as an identifier to send messages to this group from a third party (i.e. Email)



This allows users to take shifts from one another in the mobile app. This can be disabled, unrestricted, or turned on for members only To add members to this Schedule group, select this +Add icon

Members will need to be added prior to creating the schedule

> Individuals, departments, and groups can all be added to a broadcast group

Categorize this group by assigning a department

The escalation policy answers the question: "If this group is paged and no one reads the message, where does it go?"

# **Creating and Editing a Schedule Group**



These settings are used when this group is called rather than paged. Choose how these calls should be handled.



"Message All"-Collect a callback number and a voicemail and message all of the users on call during this time.

"Enumerate Users"- Allows the caller to select the recipient

"Call all voice users" – Will allow the call to ring to all users on call

simultaneously.

If "Call all voice users" is selected, set the incoming call timeout

And the Call Fail-Over Action

The call will ring to all users on call for the length of time entered in the Incoming call out (in seconds) before moving to the fail-over action



"Send Page" -Collects a call back number and voicemail and send a page to all the group members on call

"Send Call" -Sends a call to another group or user

"Forward Call" -Sends a call to another number

The greetings section can be configured so the caller hears a group greeting. We can also choose an online and offline greeting for when the users on call are online or offline.

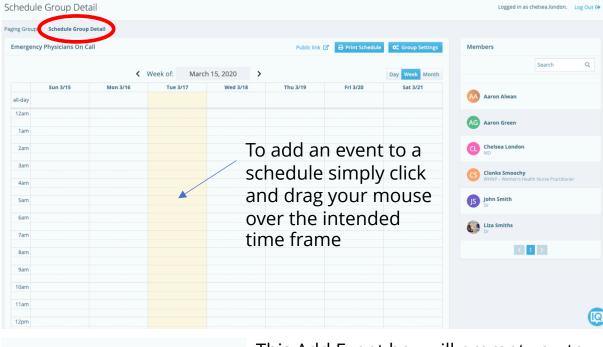
| Greetings | Greeting   |      |
|-----------|--|------|
|           | Group Greeting   | *    |
|           | The greeting to play when the group is paged. The group greeting will always play when |      |
|           | multiple users are being messaged.   |      |
|           | Online Greeting  |      |
|           | Select   | ~    |
|           | Offline Greeting   |      |
|           | Select   | ~    |
|           |  |      |
|           |  |      |
|           | Save Char  | iges |

Greetings can be created in telephony.

Select "Save Changes"

#### **Creating and Editing a Schedule**

Select the Schedule to build and edit the schedule



Add event

All Day

From

2020-03-16 7:00 AM

To

2020-03-16 7:00 PM

Repeat

User/Group

Loading...

Escalation Policy

Loading...

O \*

This Add Event box will prompt you to edit the details of an event

Recurring events can be added by selecting "Repeat"

Select the user from the drop down menu here

Select Save Event



It is recommended to build a "skeleton" of a schedule by using reoccurring events

When "Repeat" is selected, choose the frequency of the recurring event

Editing event

2020-03-23 7:00 AM

2020-03-23 7:00 PM

Aaron Alwan

AG Aaron Green

Chelsea London

All Day

The "Weekly" frequency will allow the event to repeat everyday on the selected day. (i.e Mon-Fri)

V Daily
Weekly
Monthly
Stop repeating
Never

Weekly

Repeat
Repeating

Every...

Weekly

I Weeks
Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Stop repeating
Never

Never

To edit the user on call for a specific event, choose the event and select a new user from the user/group drop down menu

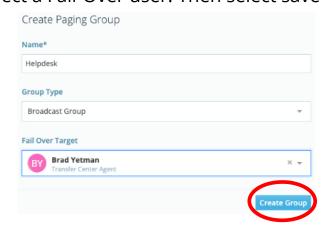


Because this is a recurring event it will then prompt you to select which events to update.

# **Creating and Editing Broadcast Group**

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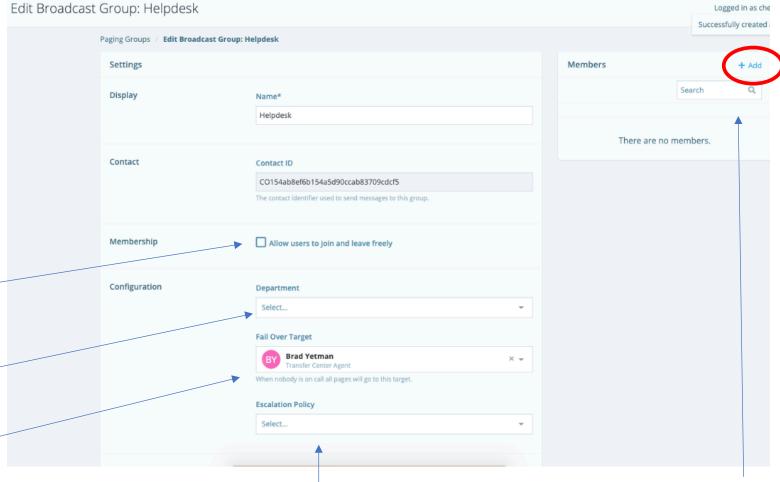
Select the Broadcast group, name the group, select a Fail-Over user. Then select save



This determines for this is an open (where users can join via the mobile app) or closed group

Categorize this group by assigning a department

If you choose to set a failover user, this user will be only notified if this group does not have any members when the group is paged



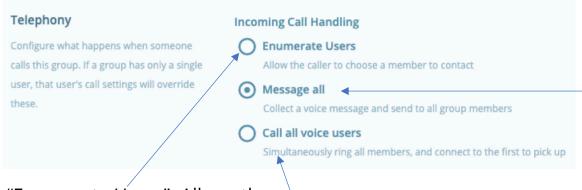
The escalation policy answers the question: "If this group is paged and no one reads the message, where does it go?"

To add members to this broadcast group, select this + Add icon Individuals, departments, and groups can all be added to a broadcast group

# **Creating and Editing a Broadcast Group**



These settings are used when this group is called rather than paged. Choose how these calls should be handled.



"Message All"Collect a
callback
number and a
voicemail and
message all the
group
members

"Enumerate Users"- Allows the caller to select the recipient

"Call all voice users" – Will allow the call to ring to all group members simultaneously.

If "Call all voice users" is selected, set the incoming call timeout

And the Call Fail-Over Action

The call will ring to all group members for the length of time entered in the Incoming call out (in seconds) before moving to the fail-over action

Call all voice users
Simultaneously ring all members, and connect to the first to pick up

Incoming Call Timeout (seconds)

15
How long should the call ring all users before moving to the fail-over action?

Call Fail-over Action
Send Page
Collect a voice message and send to all group members

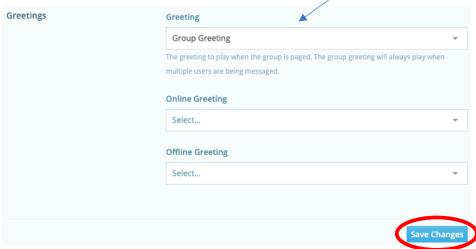
Send Call
Send a VOIP call to another group or user

Forward Call
Forward the call to a phone number

"Send Page" –
Collects a call back
number and
voicemail and send
a page to all the
group members

"Send Call" -Sends a call to another group or user

\_"Forward Call" -Sends a call to another number The greetings section can be configured so the caller hears a group greeting. We can also choose an online and offline greeting for when the group members are online or offline.



Greetings can be created in telephony.

Select "Save Changes"