

altafiber  
**Business  
Calling  
Control  
Hub**



## altafiber Business Calling Control Hub User Guide

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**Altafiber Business Calling Control Hub**



## Product Information

### Specifications

- **Product Name:** Cisco Webex Control Hub
- **Functionality:** Self-service administrative tool for Business Calling solution
- **Services Supported:** Calling, Messaging, Meetings, Devices, Contact Center

## Product Usage Instructions

### Manage Voicemail

1. Go to the Control Hub Admin Portal.
2. Select "Users" under the Management section.
3. Search and select the user needing voicemail updates.
4. Click on the "Calling" tab.
5. Find the voicemail section and select the "Enabled" link.
6. To create a custom voicemail message, choose "Custom Message."
7. Record a new message or upload a pre-made file.
8. Save your changes.

### Manage Individual Call Forwarding

1. Access the Control Hub Admin Portal.
2. Navigate to "Users" under Management.
3. Search and select the user for forwarding settings.
4. Under Call handling, choose "Call forwarding."
5. Enable forwarding and enter forwarding number details.

## What is Control Hub

Cisco Webex Control Hub is a self-service administrative tool that provides a view into all services within your Business Calling solution, including calling, messaging, meetings, devices, and contact center.

**Control Hub allows businesses to easily:**

- Manage services and users – Provision devices, configure security policies
- Access analytics and reporting – User adoption, calling metrics, device utilization
- Troubleshoot issues in the platform
- The following support guide provides quick step-by-step instructions for the most frequently used features within Control Hub.
- For each, you must log in to your Control Hub Admin Portal.
- Access your Control Hub [here](#).

## Manage Voicemail

- Under the Management section, select users
- Search by name and select an individual who wants to update their voicemail
- Select the Calling tab
- Scroll down to find the voicemail section and select the Enabled link
- To create a new custom voicemail message, select Custom Message
- Record a new message or upload a pre-made file
- Hit Save

The image consists of three screenshots from the Webex Control Hub interface, illustrating the steps to manage a user's voicemail.

**Top Left Screenshot:** Shows the 'Users' management page. The 'Users' tab is selected in the left sidebar. A search bar contains 'Courtney Long'. A red circle highlights the 'Users' tab in the sidebar, and another red circle highlights the 'Courtney Long' user entry in the search results.

**Top Right Screenshot:** Shows the 'Calling' tab for the user 'Courtney Long'. The 'Calling' tab is selected in the top navigation bar. The 'Numbers' section shows a directory number '5135624561' with extension '80046'. The 'Voicemail, fax, announcement language and timezone' section shows 'Voicemail' set to 'Enabled'. A red arrow points to the 'Enabled' status.

**Bottom Screenshot:** Shows the 'Voicemail' settings for the user. The 'Voicemail' toggle is turned on. Below it, the 'Send calls to voicemail' section has two options: 'Send all incoming calls to voicemail' (disabled) and 'Send calls to voicemail during a busy line' (checked). Under the checked option, 'Default "busy" message' is selected. Below that, 'Send calls to voicemail when unanswered' is checked. Under this option, 'Number of rings before playing the "no answer" message' is set to '3', and 'Default "no answer" message' is selected. A red arrow points to the 'Default "no answer" message' option.

## Manage Individual Call Forwarding

- Under Management in the left menu, select Users
- Search by name and select individual who wants to update their forwarding
- Under Call handling, select Call forwarding
- Enable forwarding for desired calls
- Enter in all forwarding number details

The screenshot displays the Webex Control Hub interface. On the left, the 'MANAGEMENT' section is visible, with 'Users' highlighted by a red circle. The main content area shows the 'Users' page, where a search bar contains 'Courtney Long'. A red arrow points to the search bar, and another red circle highlights the user 'Courtney Long' in the search results. Below the search bar, a red circle highlights the user 'Courtney Long'. A second red arrow points from the 'Call forwarding' option in the 'Call handling' section to the 'Not forwarding calls' status.

Call handling	
Anonymous call rejection ⓘ	<input type="checkbox"/> ⓘ
Incoming call permissions	Default settings
Outgoing call permissions	Default settings
Call forwarding ⓘ	Not forwarding calls
Call notify ⓘ	Disabled

Summary Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

< Calling

### Call forwarding

Transfer or forward calls to another phone number or directly to voicemail. Note that ci

☒ Forward all calls

Forward calls to this phone number

☐ Allow forwarded calls to leave voicemail ⓘ

☐ Play a brief tone for forwarded calls

☐ Forward calls during busy lines

☐ Forward calls when unanswered

☐ Forward calls if the network is disconnected ⓘ

## Enable Simultaneous Ring

1. Under Management in the left menu, select Users
2. Search by name and select individual

webex Control Hub

Return to Partner Hub Overview Alerts center

MONITORING

Analytics Troubleshooting Reports

MANAGEMENT


**Users** Groups Locations Workspaces Devices Apps Account

### Users

Users Licenses Contacts


Users External users External administrators



First / Last name ↑

 Courtney Long


3. Select Calling from the top menu
4. Scroll down to Call Handling
5. Select Simultaneous Ring and toggle on Ring personal numbers at the same time for incoming calls
6. Check the rest of the fields and add phone numbers you want your calls to go to
7. Hit Save

Call handling




Anonymous call rejection ⓘ		
Incoming call permissions	Default settings	>
Outgoing call permissions	Default settings	>
Call forwarding ⓘ	Not forwarding calls	>
Call notify ⓘ	Disabled	>
Call waiting ⓘ		
Call intercept ⓘ	Disabled	>
Priority Alert ⓘ	Disabled	>
Selectively Accept Calls ⓘ	Disabled	>
Selectively Reject Calls ⓘ	Disabled	>
Selectively Forward Calls ⓘ	Disabled	>
Sequential Ring ⓘ	Disabled	>
Simultaneous Ring ⓘ	Disabled	>

Simultaneous Ring


 Ring personal numbers at the same time for incoming calls

☒ Do not ring when on a call

Set number



☒ Answer Confirmation ⓘ

 Add personal number

## Create Individual Schedules

1. Under the same Calling > Call Handling menus, you can find Schedules
2. Toggle on Apply Schedules and edit each field as you prefer.
3. Hit Save

## Call handling

Anonymous call rejection ⓘ	<input type="checkbox"/>
Incoming call permissions	Default settings
Outgoing call permissions	Default settings
Call forwarding ⓘ	Not forwarding calls
Call notify ⓘ	Disabled
Call waiting ⓘ	<input checked="" type="checkbox"/>
Call intercept ⓘ	Disabled
Priority Alert ⓘ	Disabled
Selectively Accept Calls ⓘ	Disabled
Selectively Reject Calls ⓘ	Disabled
Selectively Forward Calls ⓘ	Disabled
Sequential Ring ⓘ	Disabled
Simultaneous Ring ⓘ	Disabled
Schedules	>

☐ Apply Schedules

Apply a predefined schedule. You can add schedules by going to the [Schedules](#) tab.

Schedule

Every day, All day



Add Schedule



Ring

Do not Ring

No Schedules

Cancel

Save

## Manage Hunt Groups

1. Under Services in the left menu, select Calling
2. Select the Features tab
3. Select the Hunt Group tab

**webex Control Hub**

Return to Partner Hub  
Overview  
Alerts center

**MONITORING**  
Analytics  
Troubleshooting  
Reports

**MANAGEMENT**  
Users  
Groups  
Locations  
Workspaces  
Devices  
Apps  
Account  
Security  
Organization Settings

**SERVICES**  
Updates & Migrations  
Messaging  
Meeting  
**Calling**  
Vidcast

**Calling**  
Numbers  
Virtual Lines  
Call Routing  
Managed Gateways  
**Features**  
PS

Auto Attendant  
Call Queue  
**Hunt Group**  
Call Park Extension  
Call Park Group  
Call Pickup  
D

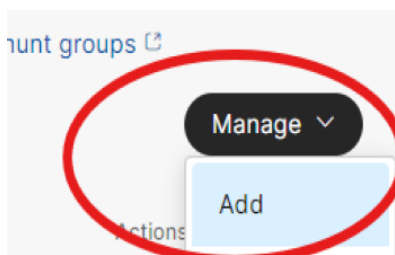
Automatically route incoming calls from one number to a group of users, and define call routing based on di

Search Hunt Group  
All Locations  
54 hunt groups

Hunt Group Name	Location
585 Sick	IT OPS Call Center
585 WORK Campaign	Atrium II
585-PERK	Atrium II
Afterhours TEST	Atrium
Agile AR	Agile_grp
Agile Eng Ovrflw	Agile_grp
Agile Engineers	Agile_grp
Agile NOC	Agile_grp
Agile Sales	Agile_grp
altafiber Telethon	Atrium II
Ambassador Line	Atrium II
Business Ambassador	Atrium II
Business Marketing Hunt	Atrium
Cassady Hunt Group	altafiber

## To add a new Hunt Group

1. In the Hunt Group tab, hover over the Manage button on the far-right side
2. Select Add
3. Enter required information in the Basics tab, including location, group name, phone numbers, and caller ID
4. Select Next
5. Review and select Create



Basics Business Schedule Holiday Schedule Menu Greeting

**Location**  
Assign your Auto Attendant to a Location  
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**Auto Attendant Name**  
The name is used to default Caller ID and reference the Auto Attendant later in the process.  
Auto Attendant Name

**Phone Number**  
Assign the Auto Attendant to a Webex Calling primary line. A phone number and/or extension is required.  
Search and/or Extension

**Language**  
Select the Auto Attendant language. This field is required by government regulation.  
English

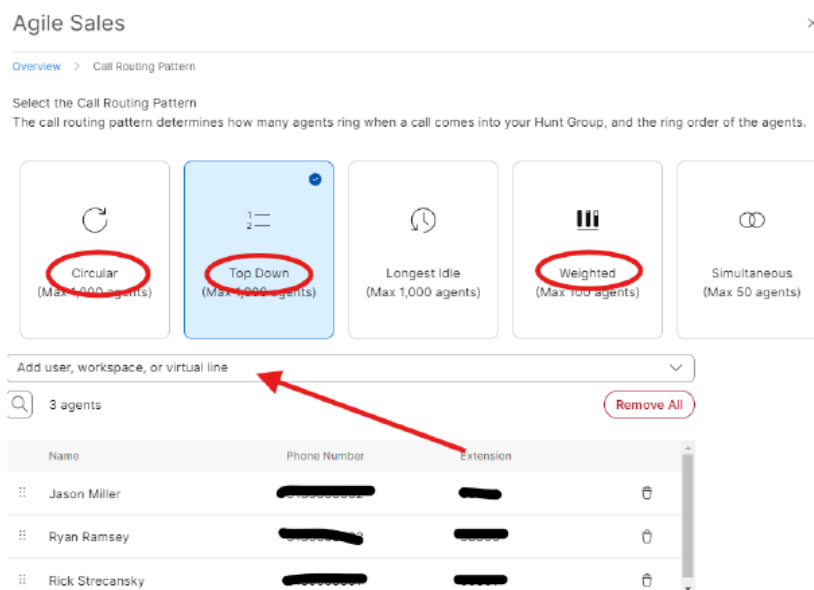
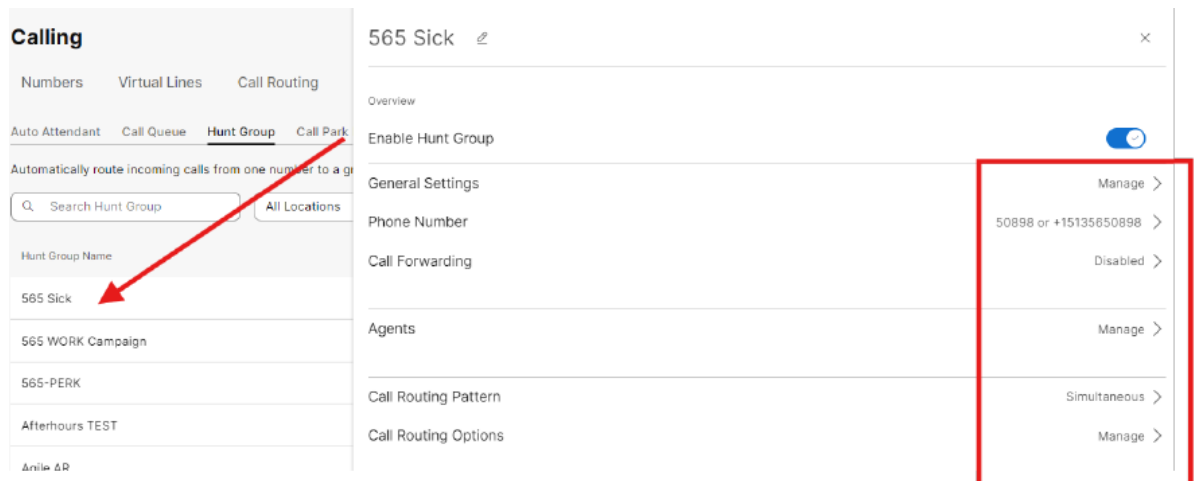
**Caller ID**  
Caller ID is used when calls are transferred or forwarded out of this auto attendant.  
First Name Last Name  
First name Last name



## To update a Hunt Group

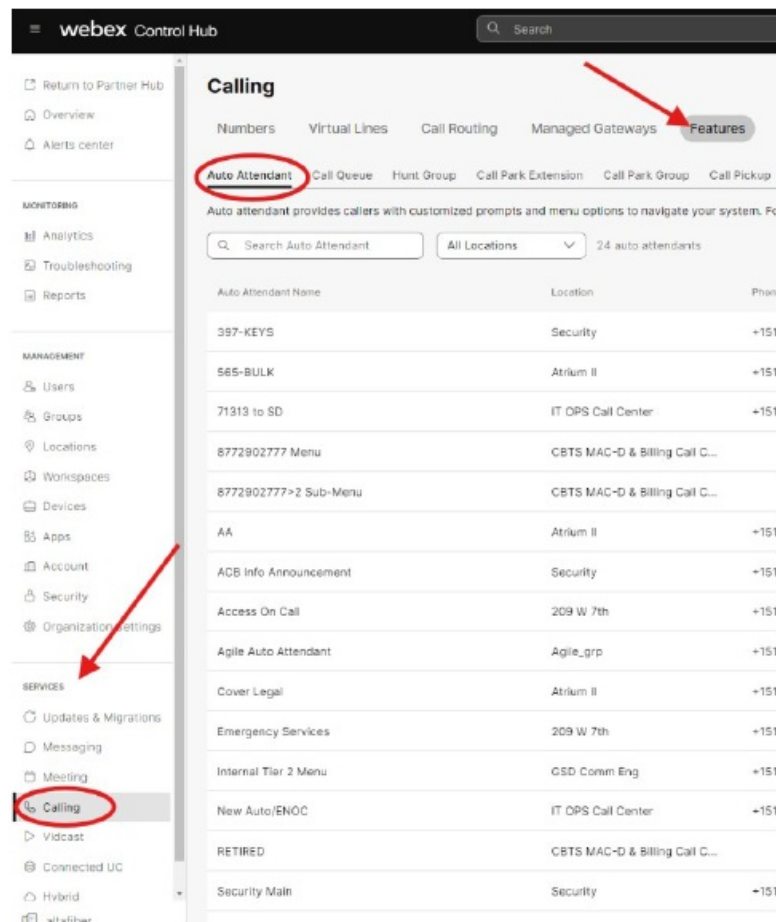
### 1. In the Hunt Group tab, select the appropriate group

- a. To change who gets the first ring, select Routing Pattern
- b. To change what happens after 'X' number of rings, select Routing Options
- c. To change numbers, people, or pattern
  1. Select Routing Pattern
  2. Select the style of pattern you desire
  3. Move, add and update accordingly



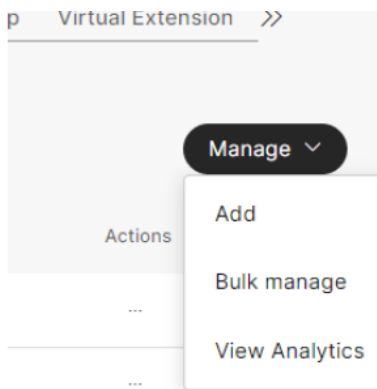
## Manage Auto Attendants

1. Under Services in the left menu, select Calling
2. Select the Features tab
3. Select the Auto Attendant tab



## To add a new Auto Attendant

1. In the Auto Attendant tab, hover over the Manage button on the far-right side
2. Select Add
3. Enter required information in the Basics tab, including location, group name, phone numbers, and caller ID
4. Select Next



Basics Business Schedule Holiday Schedule Menu Greeting Review

**Location**  
Assign your Auto Attendant to a Location  
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**Auto Attendant Name**  
The name is used to default: Caller ID and reference the Auto Attendant later in the process.  
test

**Phone Number**  
Assign the Auto Attendant to a Webex Calling primary line. A phone number and/or extension is required.  
+15132410276 and/or Extension

**Language**  
Select the Auto Attendant language. This field is required by government regulation.  
English

**Caller ID**  
Caller ID is used when calls are transferred or forwarded out of this auto attendant.  
First Name: test Last Name: ..

5. Add the Business Hours, after-hours and Holiday Schedule you wish to match the call flow
  - a. You can use existing or create new for both in this menu
6. Designate what menu options you want
7. Review and select Create

**Business Hours Schedule**

Get the hours during which your Business Hours Auto Attendant operates. Your After Hours Auto Attendant operates during the hours you specify in the After Hours Schedule.

☐ Assign an existing schedule  
☒ Create a new schedule

**Schedule**

The new schedule shows a default entry. You can modify the schedule to fit your organization's needs.

New Schedule Name:

☐ Sunday  
☒ Monday 9:00 AM to 5:00 PM  
☒ Tuesday 9:00 AM to 5:00 PM  
☒ Wednesday 9:00 AM to 5:00 PM  
☒ Thursday 9:00 AM to 5:00 PM  
☒ Friday 9:00 AM to 5:00 PM  
☐ Saturday  
 Lunch Break: ☒ Lunch Break 12:00 PM to 1:00 PM

**Business Hours** **After Hours**

**Business Hours Menu**

Assign different functions to each keypad number. These settings direct your customers where they need to go.

☒ Enable extension dialing without requiring a menu item.

Press 0 to	Exit menu
Press 1 to	Not Used
Press 2 to	Not Used
Press 3 to	Not Used
Press 4 to	Not Used
Press 5 to	Not Used
Press 6 to	Not Used
Press 7 to	Play announcement
Press 8 to	Transfer call with prompt
Press 9 to	Transfer call without prompt
Press * to	Transfer call to operator
Press # to	Transfer to voicemail
	Dial by name
	Dial by extension

**Business Hours** **After Hours**

**Business Hours Greeting**

This is the message that your customers hear when they call the Business Hours Auto Attendant.

☒ Default Greeting  
☐ Custom Greeting

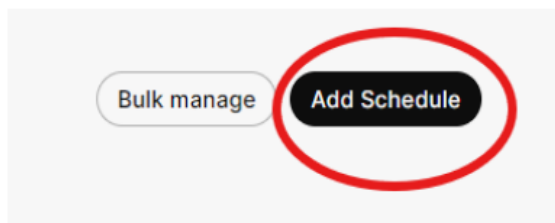
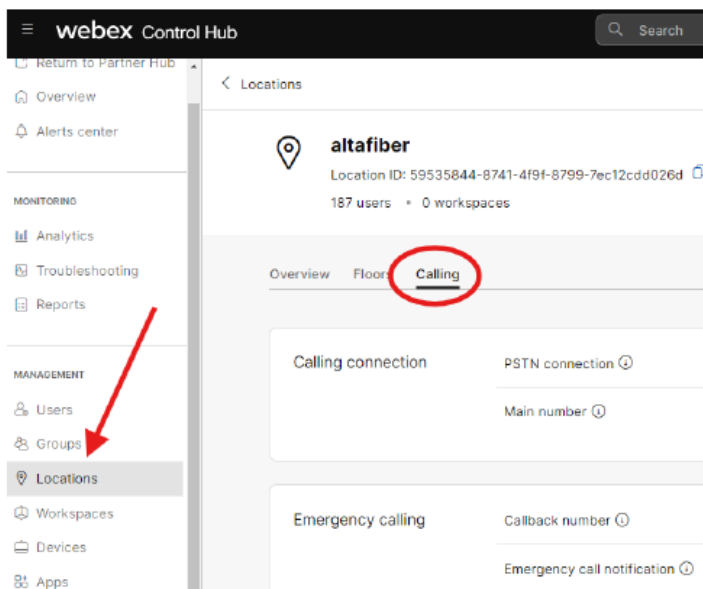
[Instructions for recording on a phone](#)  
[Show me a sample script](#)

## Business and Holiday Hour Scheduling

1. Under Management in the left menu, select Locations
2. Select desired location
3. Select Calling tab
4. Scroll down to the Calling features settings
5. Select Schedules

### If creating a new Schedule:

1. On the far-right side, select Add Schedule
2. Enter required information, including the Schedule Name, Schedule Type, and Business Hours
3. Click Save



Overview Floors **Calling**

< Schedule

Schedule

**Schedule Name \***

**Schedule Type**

Business Hours

Hours

☐ Sunday

☒ Monday 9:00 AM to 5:00 PM

☒ Tuesday 9:00 AM to 5:00 PM

☒ Wednesday 9:00 AM to 5:00 PM

☒ Thursday 9:00 AM to 5:00 PM

☒ Friday 9:00 AM to 5:00 PM

☐ Saturday

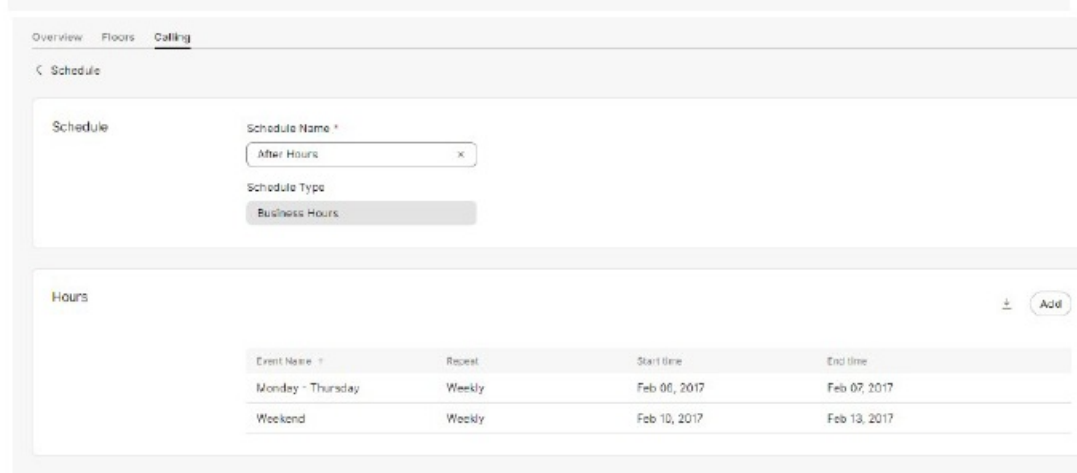
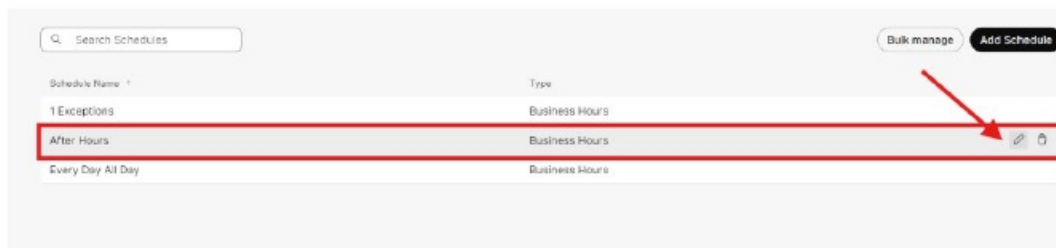
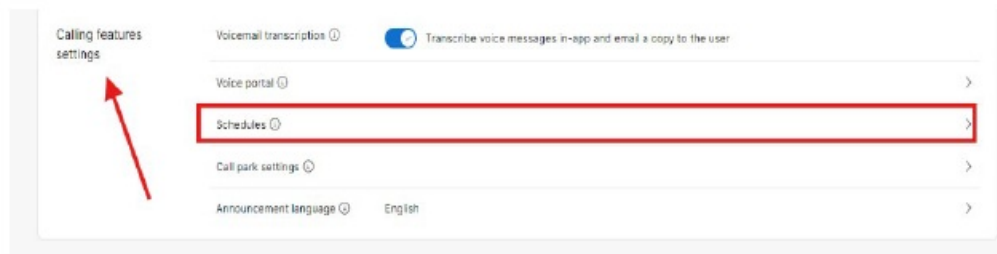
Lunch Break

☒ Lunch Break 12:00 PM to 1:00 PM

\* Applies to every Business Hour

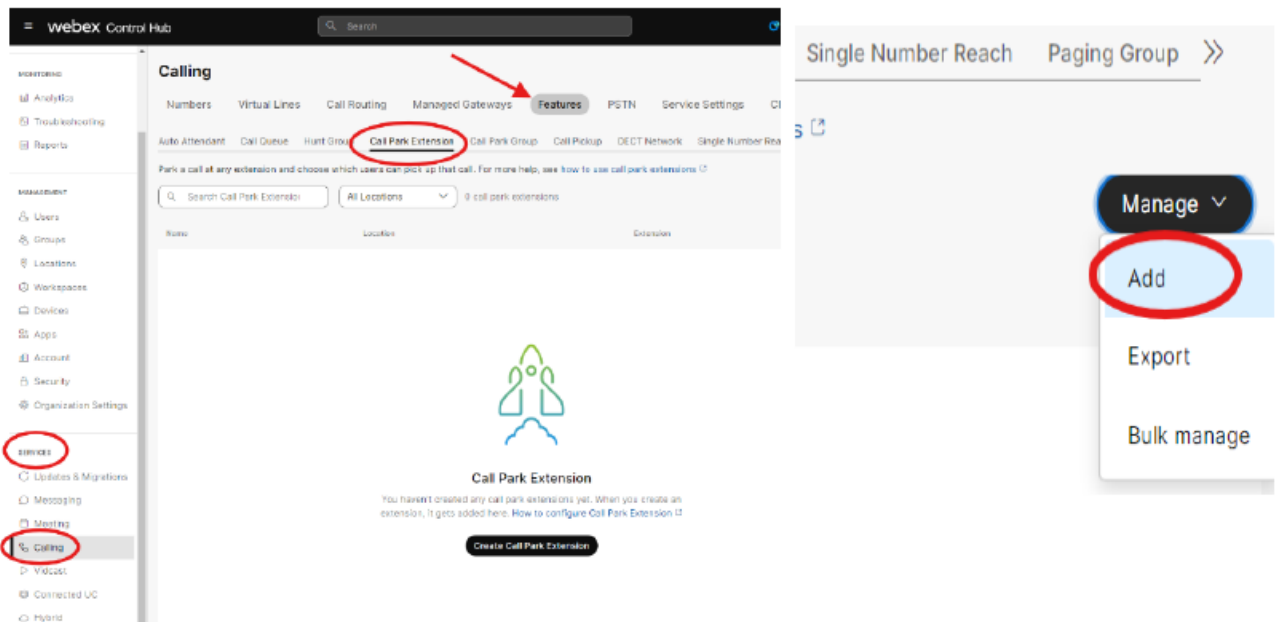
### If updating the Schedule:

1. Hover over the desired schedule that needs updating
2. Click the pencil icon to start editing



## Manage Call Park

1. Under Services in the left menu, select Calling
2. Select the Features tab
3. Select the Call Park option you want to update/add
4. Hover over the Manage tab
5. Select Add
6. Select the location you wish
7. Enter the name you want to appear and add the extension
8. Hit Save



## Location

Each location can have up to 100 Call Park Extensions.

## Name and Extension

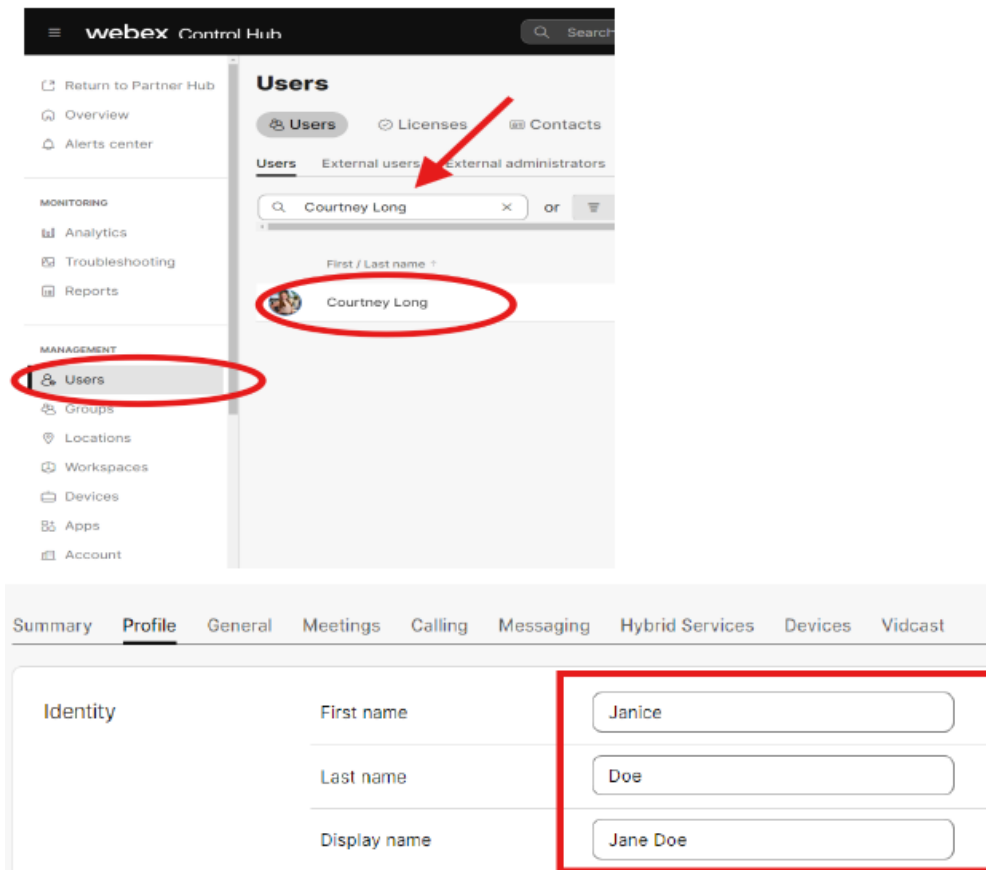
Choose a name to appear on phones and an extension that's unique to the location.

[+ Add another call park extension](#)

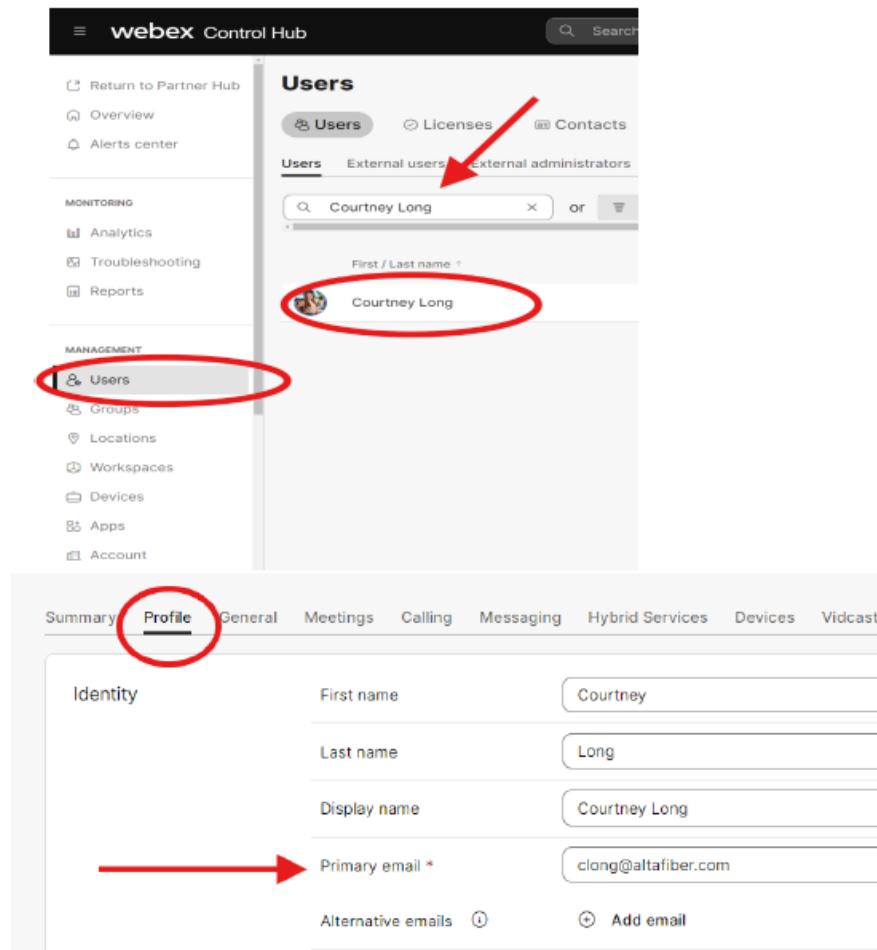
## Manage Name and Caller ID

1. Under Management in the left menu, select Users
2. Search by name and select the individual you want to update
3. Select Profile in the top menu
4. Next to Identity, update the fields with how you want their name to be displayed on Caller ID
5. Hit Save



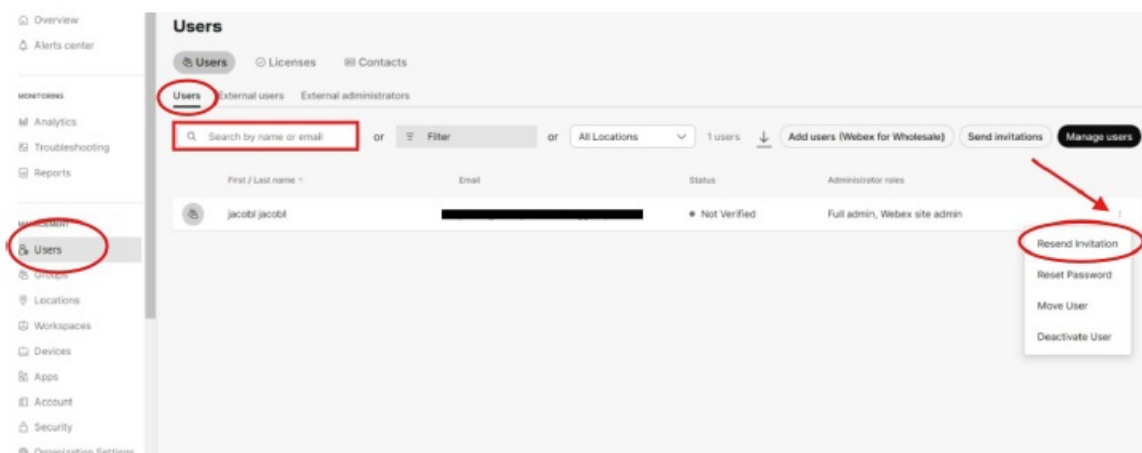
## Manage Email

1. Under Management in the left menu, select Users
2. Search by name and select the individual whose email you want to update
3. Select Profile in the top menu
4. Next to Identity, update the Primary email or Alternative emails fields
5. Hit Save



## Resend Welcome Email

1. Under Management in the left menu, select Users
2. Search by name and select the individual who you want to send the email to
3. On the far-right side, select the 3 dots.
4. Select Resend Invitation in the drop-down menu
5. Hit Send



## Frequently Asked Questions

- **What is Control Hub used for?**
  - Control Hub is a self-service tool that provides insight into various services within the Business Calling solution, allowing easy management of calling, messaging, meetings, devices, and contact center

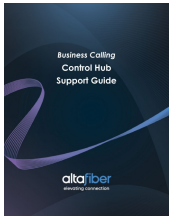


functionalities.

- **How do I access Control Hub?**

- You can access Control Hub by logging in to your Control Hub Admin Portal.

## Documents / Resources



[altafiber Business Calling Control Hub](#) [pdf] User Guide  
Business Calling Control Hub, Calling Control Hub, Control Hub

## References

- [User Manual](#)

### Manuals+, Privacy Policy

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