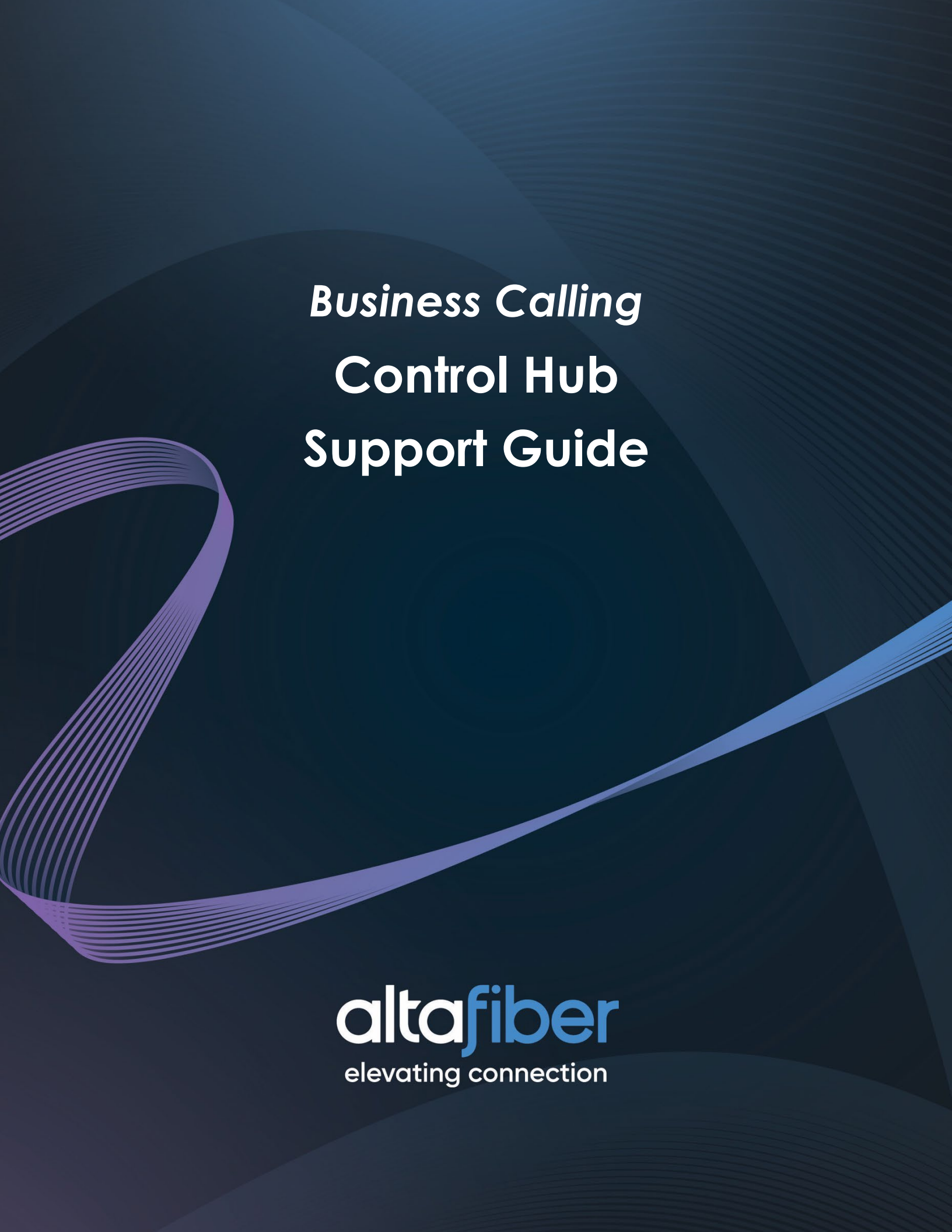




Business Calling **Control Hub** **Support Guide**

altafiber
elevating connection

Table of Contents

What is Control Hub?	2
Manage Voicemail	3
Manage Individual Call Forwarding	4
Manage Hunt Groups	7
Manage Auto Attendants	9
Business and Holiday Hour Scheduling	11
Manage Call Park	13
Manage Name and Caller ID	14
Manage Email	15
Resend Welcome Email	16

What is Control Hub?

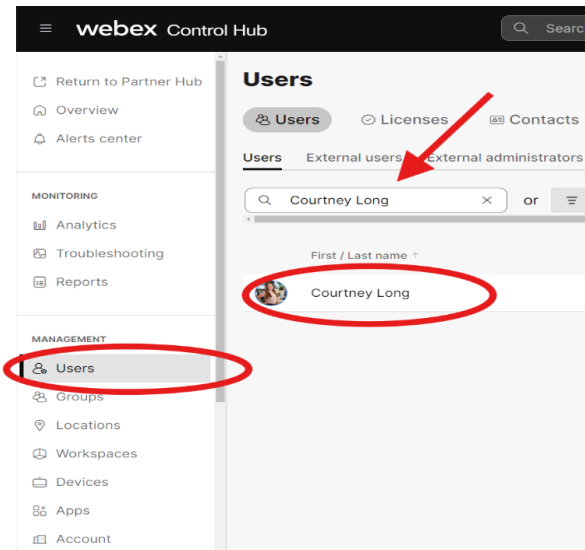
Cisco Webex Control Hub is a self-service, administrative tool that provides a view into all services within your Business Calling solution, including calling, messaging, meetings, devices, and contact center. Control Hub allows businesses to easily:

- 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 login to your Control Hub Admin Portal.

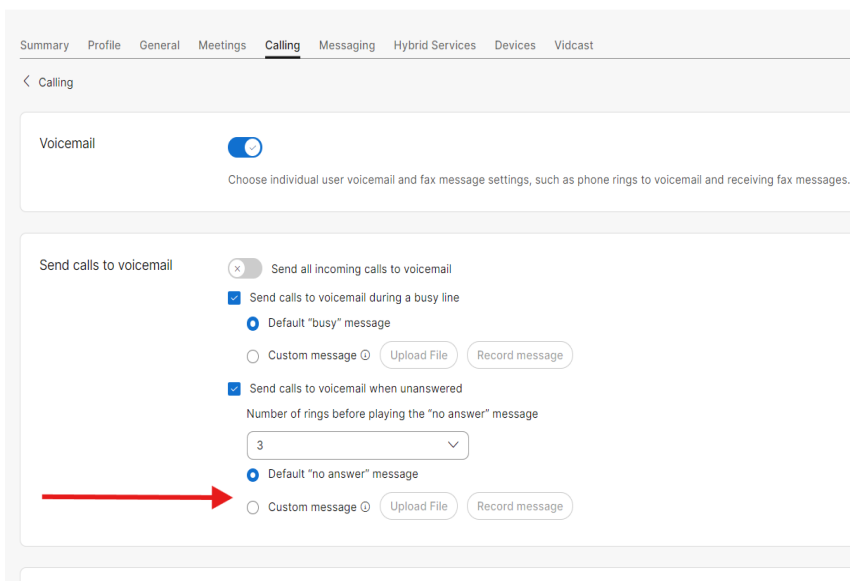
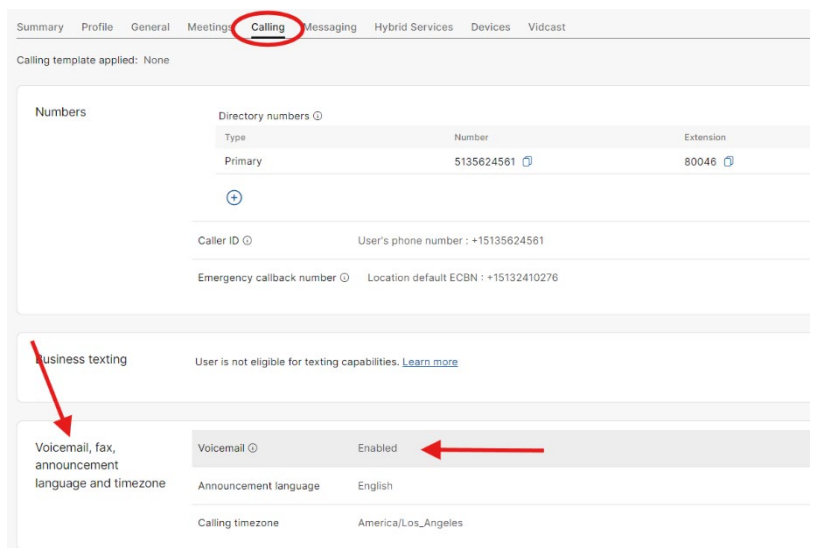
Access your Control Hub [here](#).

Manage Voicemail



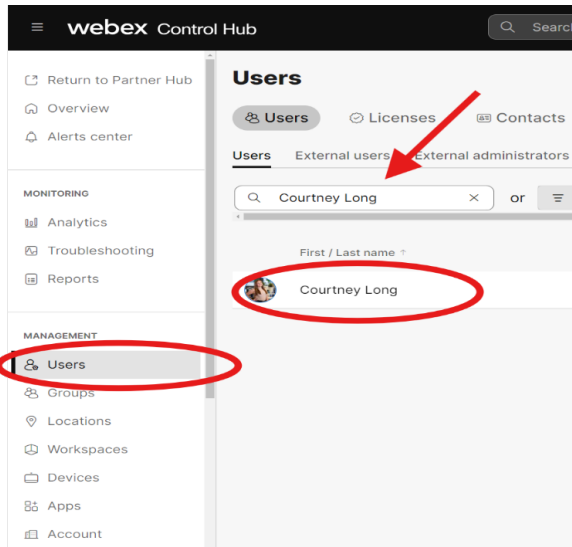
1. Under the **Management** section, select users
2. Search by name and select individual who is wanting to update their voicemail

4. Select the **Calling** tab
5. Scroll down to find the voicemail section and select the **Enabled** link



6. To create a new custom voicemail message, select **Custom Message**
7. Record new message or upload pre-made file
8. Hit **Save**

Manage Individual Call Forwarding

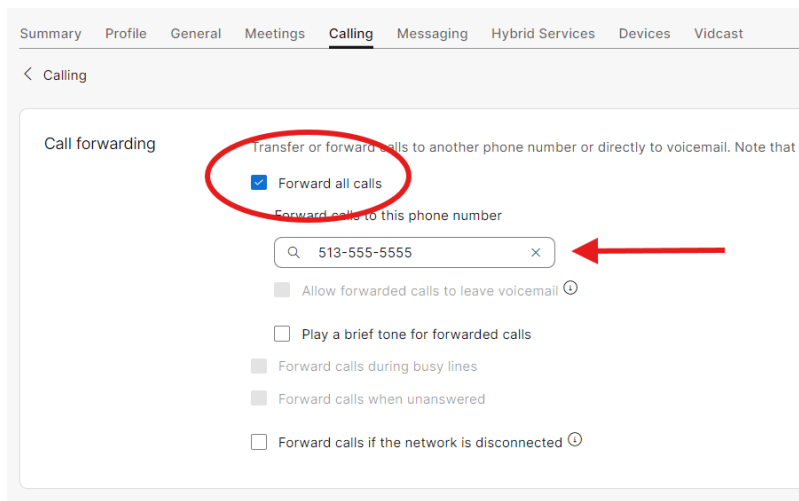


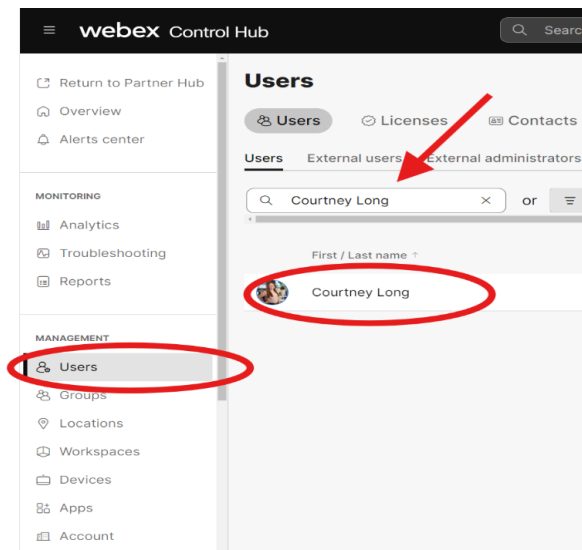
1. Under **Management** in the left menu, select **Users**
2. Search by name and select individual who is wanting to update their forwarding

4. Under **Call handling**, select **Call forwarding**
5. Enable forwarding for desired calls
6. Enter in all forwarding number details

Call handling

Anonymous call rejection ⓘ	☒ ⓘ
Incoming call permissions	Default settings
Outgoing call permissions	Default settings
Call forwarding ⓘ	Not forwarding calls
Call notify ⓘ	Disabled





Enable Simultaneous Ring

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

Enable Simultaneous Ring

3. Select **Calling** from 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

5135855847

☒ Answer Confirmation

+ Add personal number

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	>
Schedules		>

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**

☒ Apply Schedules

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

Schedule

Every day, All day

+ Add Schedule ⓘ

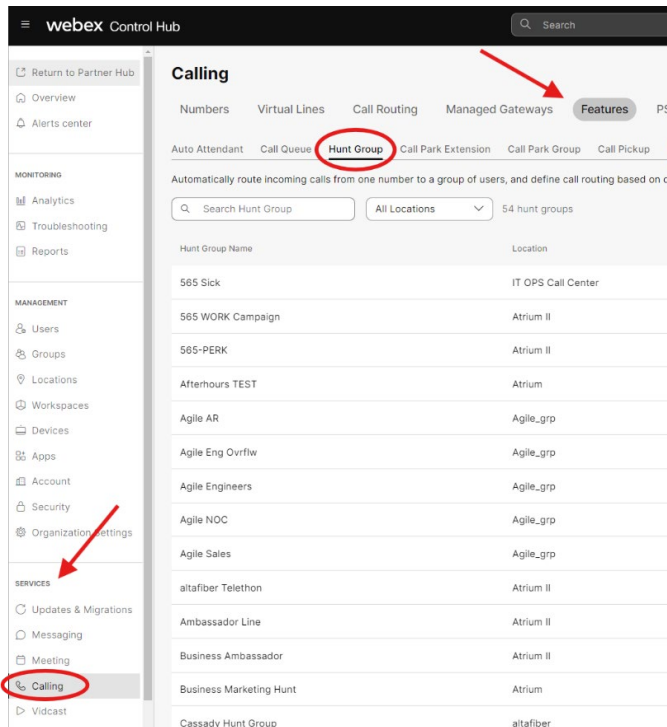
Ring Do not Ring

No Schedules

Cancel

Save

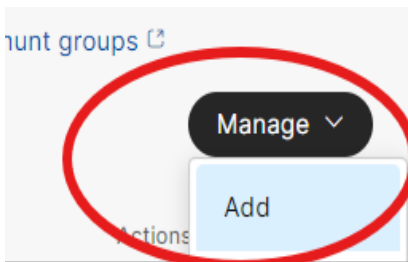
Manage Hunt Groups



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

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**



The screenshot shows the 'Basics' tab for adding a new Hunt Group. The form includes the following fields:

- Location:** Assign your Auto Attendant to a Location. (Dropdown menu showing 'altafiber')
- Auto Attendant Name:** The name is used to default Caller ID and reference the Auto Attendant later in the process. (Text input field)
- Phone Number:** Assign the Auto Attendant to a Webex Calling primary line. A phone number and/or extension is required. (Search dropdown and Extension text input field)
- Language:** Select the Auto Attendant language. This field is required by government regulation. (Dropdown menu showing 'English')
- Caller ID:** Caller ID is used when calls are transferred or forwarded out of this auto attendant. (First Name and Last Name text input fields)

To update a Hunt Group

1. In the **Hunt Group** tab, select the appropriate group
 - a. To change who gets 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
 - i. Select **Routing Pattern**
 - ii. Select style of pattern you desire
 - iii. Move, add and update accordingly

The screenshot shows the 'Calling' section with tabs for Numbers, Virtual Lines, and Call Routing. Under 'Call Routing', there are sub-tabs for Auto Attendant, Call Queue, **Hunt Group**, and Call Park. A red arrow points to the '565 Sick' Hunt Group in the list. The right panel shows the settings for '565 Sick', including a toggle to 'Enable Hunt Group' (which is turned on), and sections for General Settings, Phone Number, Call Forwarding, Agents, Call Routing Pattern, and Call Routing Options. A red box highlights the 'Manage' links for the 'Routing Pattern' and 'Routing Options' sections.

Agile Sales

[Overview](#) > [Call Routing Pattern](#)

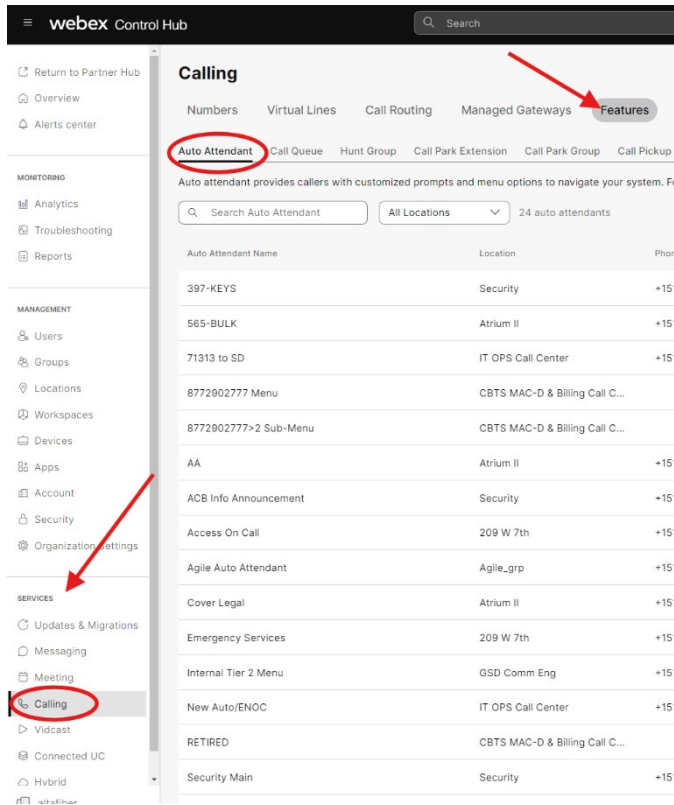
Select the Call Routing Pattern

The call routing pattern determines how many agents ring when a call comes into your Hunt Group, and the ring order of the agents.

The screenshot shows the 'Call Routing Pattern' selection interface. There are five options: Circular (Max 1,000 agents), **Top Down** (Max 1,000 agents), Longest Idle (Max 1,000 agents), **Weighted** (Max 100 agents), and Simultaneous (Max 50 agents). The 'Top Down' and 'Weighted' options are circled in red. Below the options is a section to 'Add user, workspace, or virtual line' with a search bar showing '3 agents' and a 'Remove All' button. A red arrow points to the search bar. Below the search bar is a table with columns for Name, Phone Number, and Extension.

Name	Phone Number	Extension
Jason Miller	[REDACTED]	[REDACTED]
Ryan Ramsey	[REDACTED]	[REDACTED]
Rick Strecansky	[REDACTED]	[REDACTED]

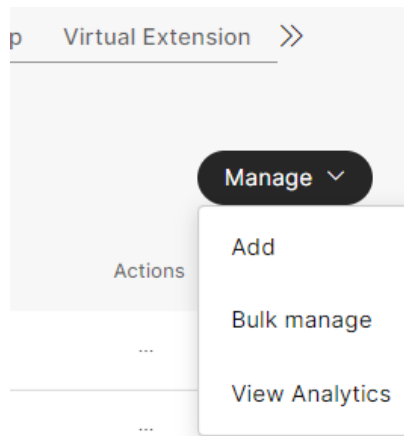
Manage Auto Attendants



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
altafiber

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: ..

To add a new Auto Attendant cont'd...

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
Set 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 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.

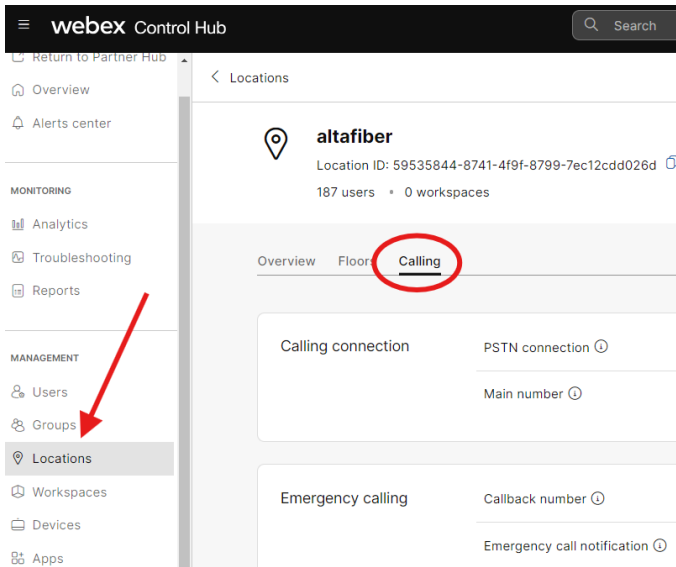
Press 0 to	Exit menu
Press 1 to	Not Used
Press 2 to	Not Used
Press 3 to	Not Used
Press 4 to	Not Used
Press 5 to	Not Used
Press 6 to	Not Used
Press 7 to	Play announcement
Press 8 to	Transfer call with prompt
Press 9 to	Transfer call without prompt
Press * to	Transfer call to operator
Press # to	Transfer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

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

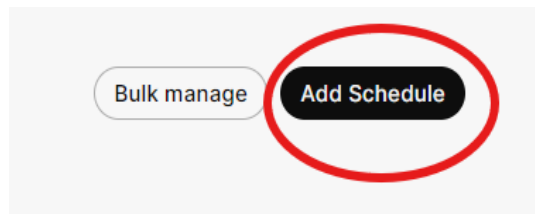
☒ Default Greeting
☐ Custom Greeting

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

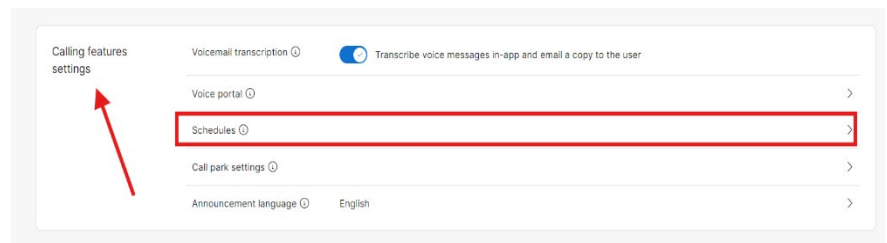
The screenshot shows the 'Schedule' form in the Webex Control Hub interface. The 'Schedule Name' field is highlighted in yellow. The 'Schedule Type' dropdown menu is highlighted in yellow and has 'Business Hours' selected, which is also circled in red. The 'Hours' section is outlined in red and shows a table for scheduling hours for each day of the week. The table includes checkboxes for each day, time selection fields, and a 'Lunch Break' section.

Day	Start Time	End Time
☐ Sunday		
☒ Monday	9:00 AM	5:00 PM
☒ Tuesday	9:00 AM	5:00 PM
☒ Wednesday	9:00 AM	5:00 PM
☒ Thursday	9:00 AM	5:00 PM
☒ Friday	9:00 AM	5:00 PM
☐ Saturday		
☒ Lunch Break	12:00 PM	1:00 PM

* Applies to every Business Hour

If updating Schedule:

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



Calling features settings

Voiceportal transcription ☒ Transcribe voice messages in-app and email a copy to the user

Voice portal >

Schedules >

Call park settings >

Announcement language English >

Search Schedules

Bulk manage Add Schedule

Schedule Name	Type
1 Exceptions	Business Hours
After Hours	Business Hours
Every Day All Day	Business Hours

Overview Floors **Calling**

< Schedule

Schedule

Schedule Name *
After Hours

Schedule Type
Business Hours

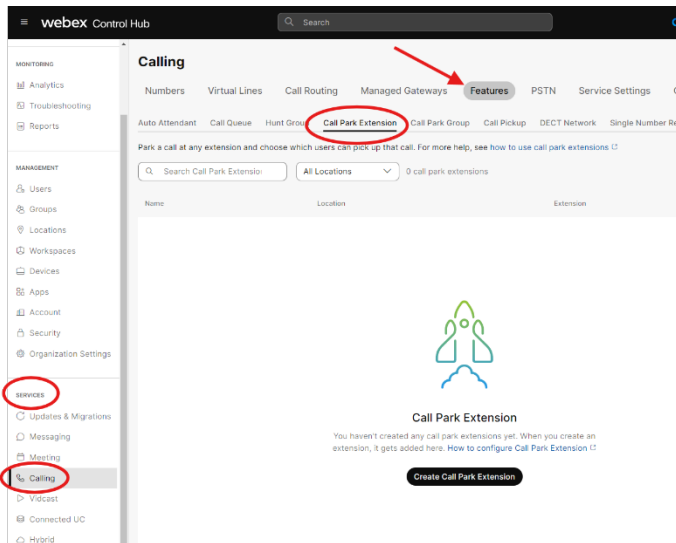
Hours

Event Name Repeat Start time End time

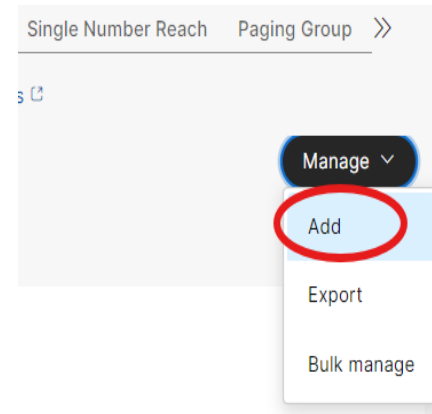
Monday - Thursday	Weekly	Feb 06, 2017	Feb 07, 2017
Weekend	Weekly	Feb 10, 2017	Feb 13, 2017

Add

Manage Call Park



1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Call Park** option you're wanting to update/add
4. Hover over the **Manage** tab
5. Select **Add**



Location

Each location can have up to 100 Call Park Extensions.

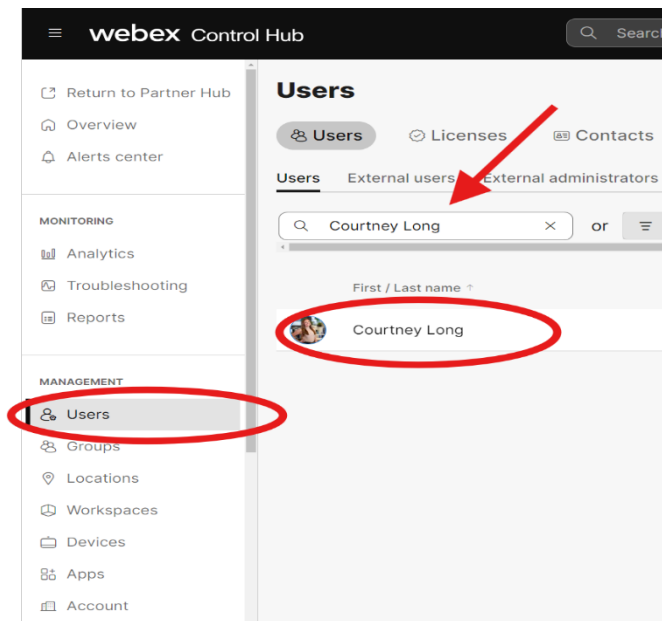
Name and Extension

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

[+ Add another call park extension](#)

6. Select the location you wish
7. Enter in the name you want to appear, and add the extension
8. Hit **Save**

Manage Name and Caller ID

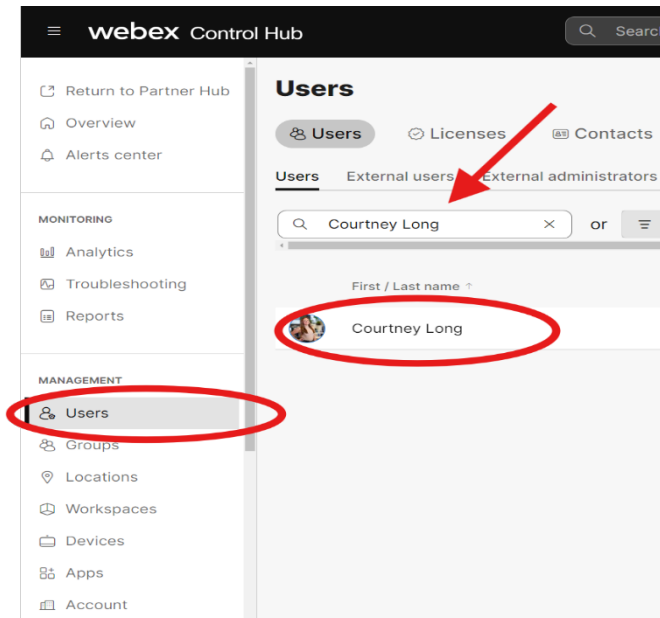


1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual you want to update

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**

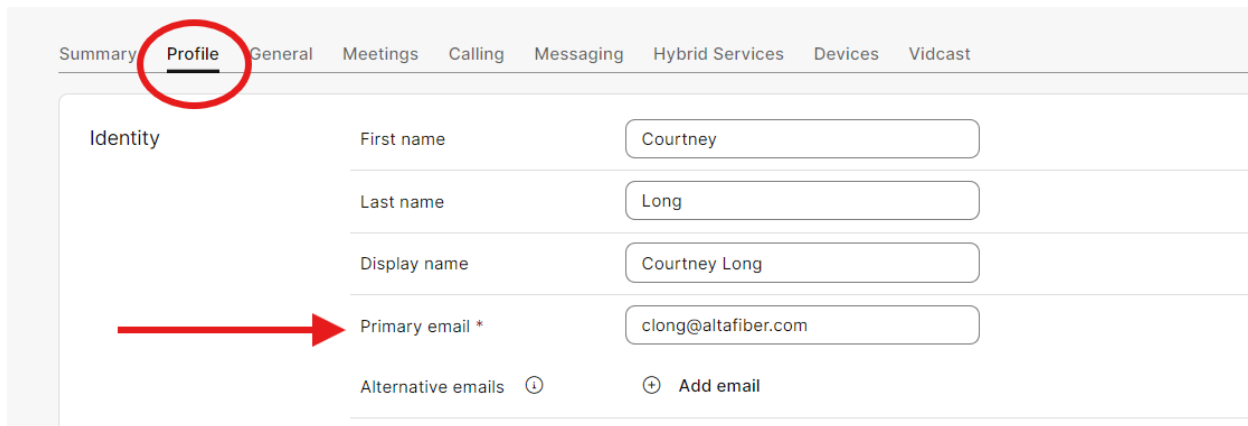
	Summary	Profile	General	Meetings	Calling	Messaging	Hybrid Services	Devices	Vidcast
Identity	First name	Janice							
	Last name	Doe							
	Display name	Jane Doe							

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 **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**

