

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

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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?

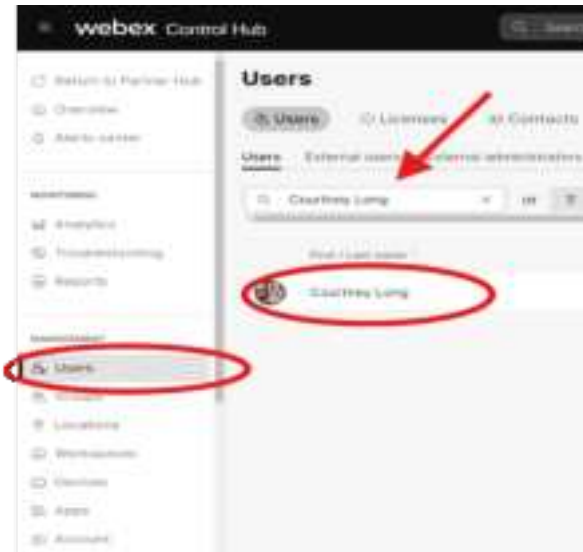
Cisco Webex Control Hub is a self-service, administrative tool that provides a view into all services within your Business Calling solution, including calling, messaging, meetings, devices, and contact center. Control Hub allows businesses to easily:

- Manage services and users – Provision devices, configure security policies
- Access analytics and reporting – User adoption, calling metrics, device utilization
- Troubleshoot issues in the platform

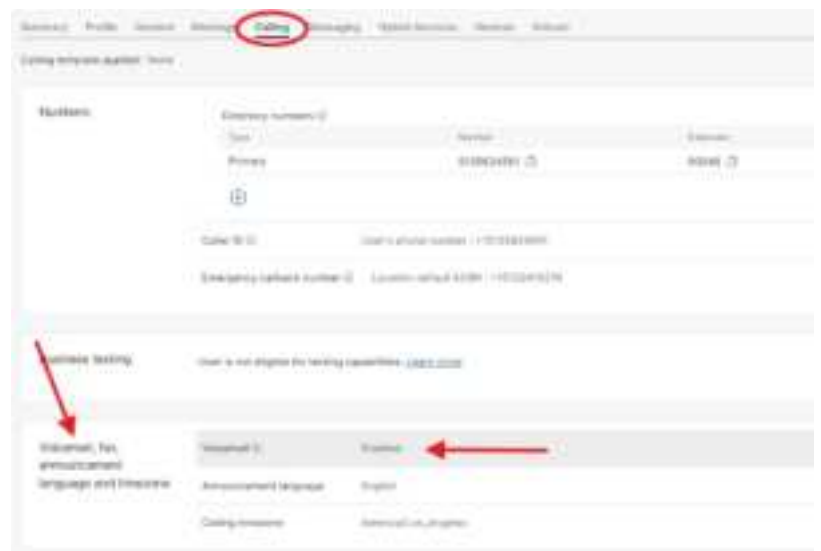
The following support guide provides quick step-by-step instructions for the most frequently used features within Control Hub. For each, you must login to your Control Hub Admin Portal.

Access your Control Hub [here](#).

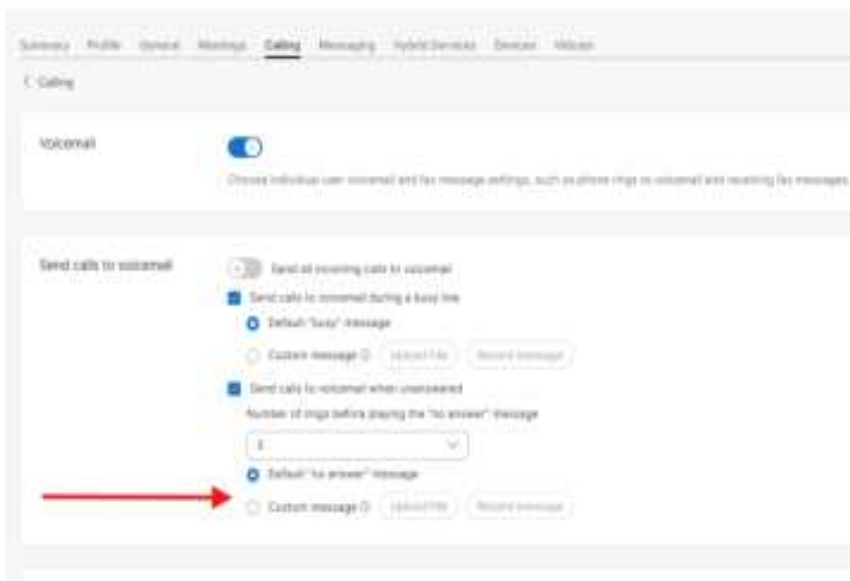
Manage Voicemail



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

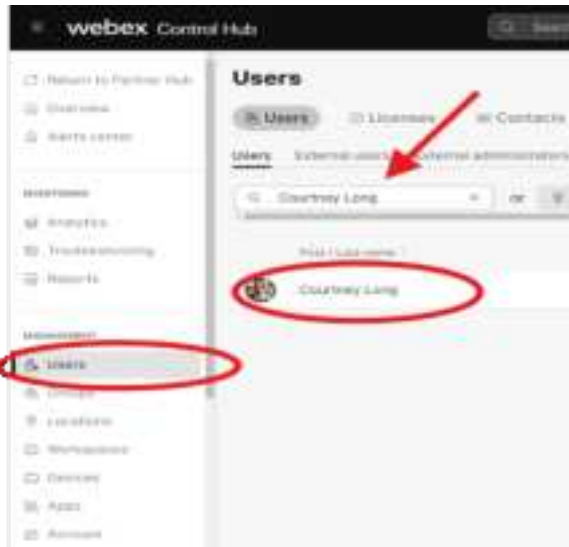


4. Select the **Calling** tab
5. Scroll down to find the voicemail section and select the **Enabled** link



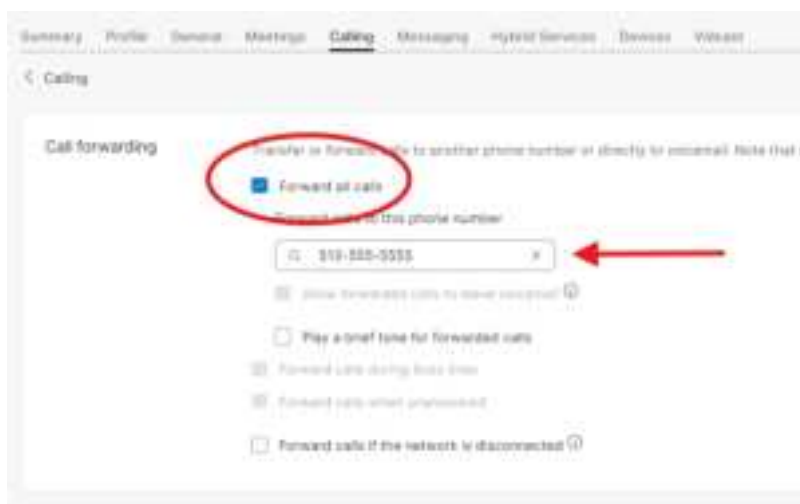
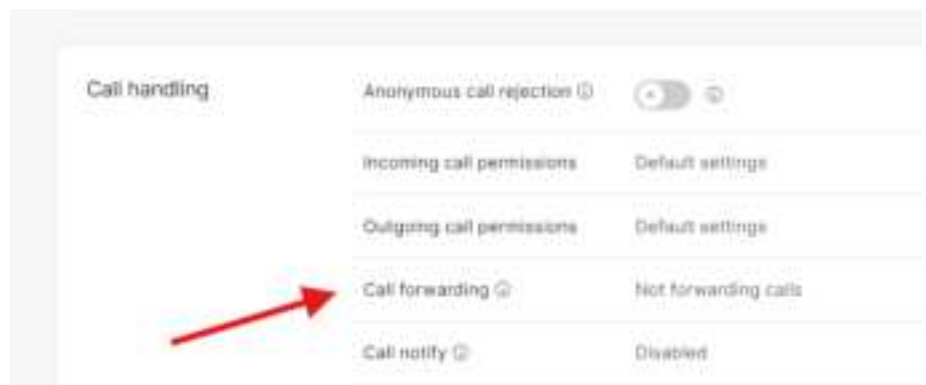
6. To create a new custom voicemail message, select **Custom Message**
7. Record new message or upload pre-made file
8. Hit **Save**

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

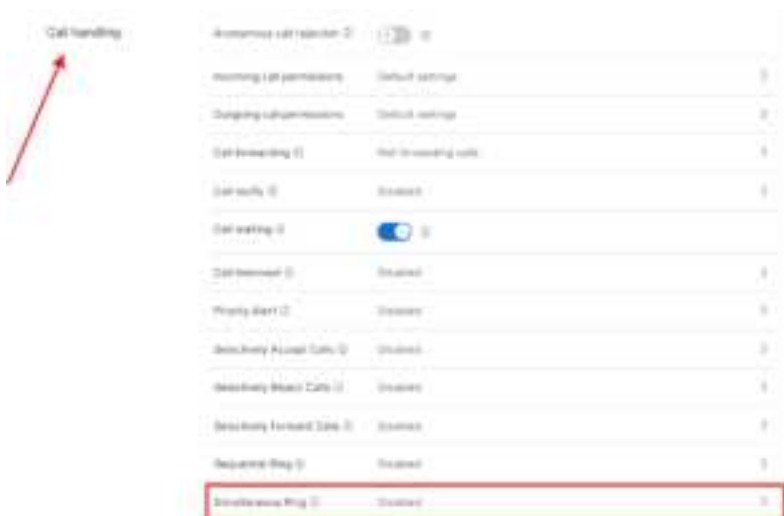
4. Under **Call handling**, select **Call forwarding**
5. Enable forwarding for desired calls
6. Enter in all forwarding number details





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

Emergency call response: ☒

Incoming call permissions: Default settings

Outgoing call permissions: Default settings

Call forwarding: ☐ Not forwarding calls

Call verify: ☐ Disabled

Call waiting: ☒

Call transfer: ☐ Disabled

Priority Mail: ☐ 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

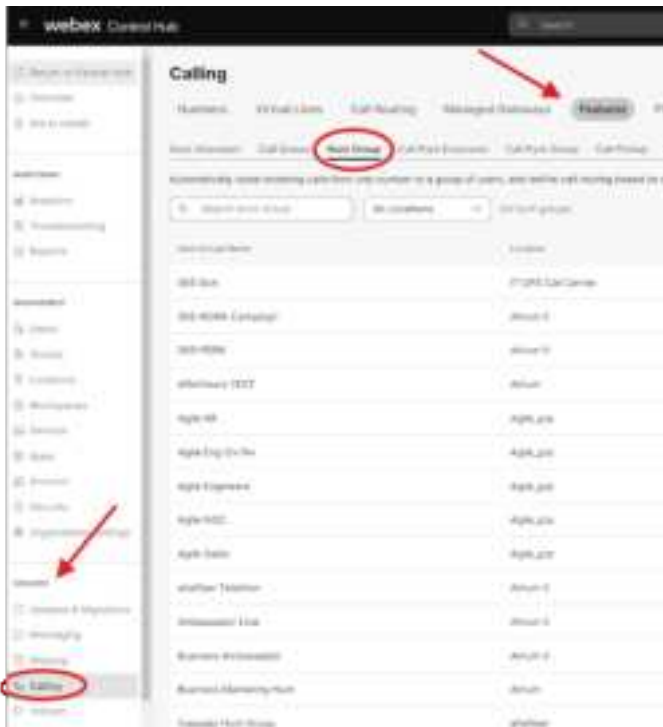
Every day, All day Add Schedule

Ring: ☒ Do not Ring

No Schedules

Cancel Save

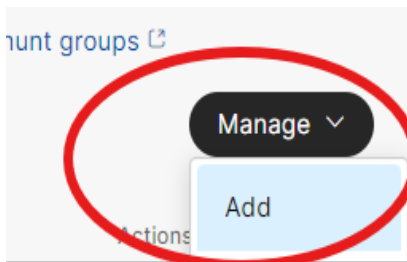
Manage Hunt Groups



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**



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

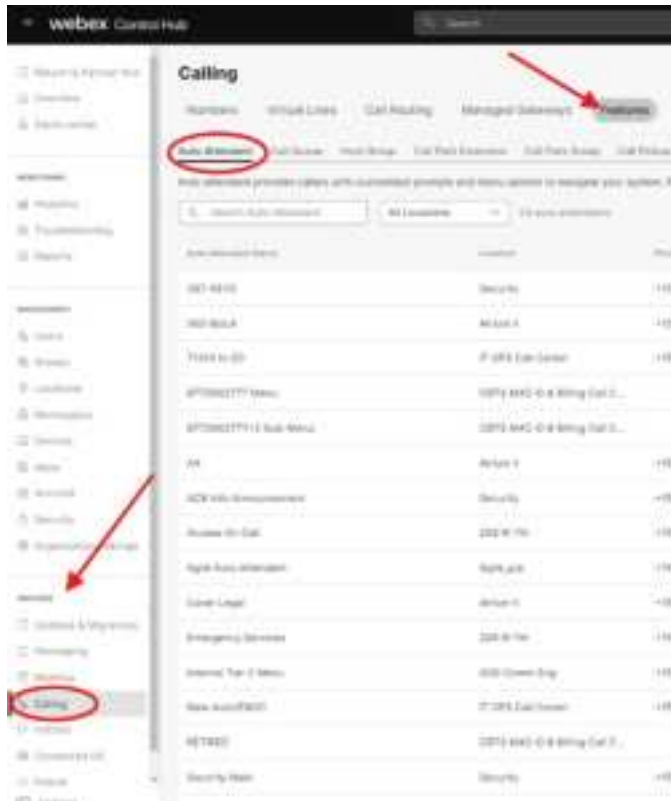
1. In the **Hunt Group** tab, select the appropriate group
 - a. To change who gets first ring – select **Routing Pattern**
 - b. To change what happens after 'X' number of rings – select **Routing Options**
 - c. To change numbers, people, or pattern
 - i. Select **Routing Pattern**
 - ii. Select style 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. The 'Hunt Group' tab is active, showing a list of Hunt Groups on the left and configuration options on the right. A red arrow points from the 'Hunt Group' tab to the '565 Sick' group in the list. Another red arrow points from the '565 Sick' group to the 'Routing Pattern' dropdown menu on the right, which is currently set to 'Simultaneous'. The dropdown menu also shows 'Manage' and 'Disabled' options.

The screenshot shows the 'Agile Sales' interface with a 'Routing Pattern' configuration screen. It displays five options: Circular (Max 1000 agents), Top Down (Max 1000 agents), Longest Idle (Max 1,000 agents), Weighted (Max 100 agents), and Simultaneous (Max 50 agents). The 'Top Down' option is selected and highlighted with a blue background. A red arrow points from the 'Top Down' option to the 'Add user, workspace, or virtual line' dropdown menu. Below this menu is a table listing agents with their names, phone numbers, and extension numbers.

Name	Phone Number	Extension
Jayen Miller	1111	1111
Ryan Rattapay	1111	1111
Rich Stracansky	1111	1111

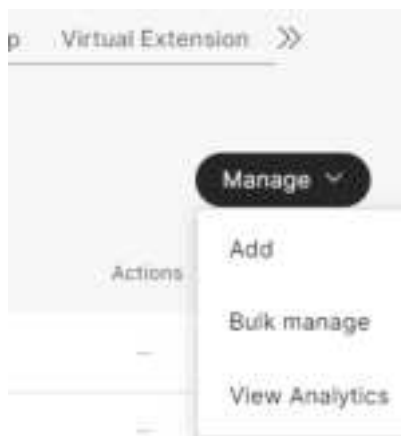
Manage Auto Attendants



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**



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 section.

☐ Assign an existing schedule
☒ Create a new schedule

Create a new schedule
 The new schedule will be created. You can modify the schedule to fit your organization's needs.

☐ Sunday

Day	Start Time	End Time
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

Business Hours Menu
 Assign different functions to each keypad number. These options direct your customers where they need to go.

☒ Enable extension during off-hour without requiring a menu item.

Press 0 to	Press 1 to	Press 2 to	Press 3 to	Press 4 to	Press 5 to	Press 6 to	Press 7 to	Press 8 to	Press 9 to
Exit menu	Not used	Not used	Not used	Not used	Not used	Not used	Not used	Not used	Not used
Transfer call with prompt	Transfer call without prompt	Transfer call to operator	Transfer to extension	Use by name	Use 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

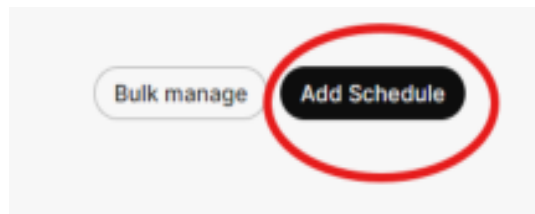
[Instructions for recording on a phone](#)

[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:

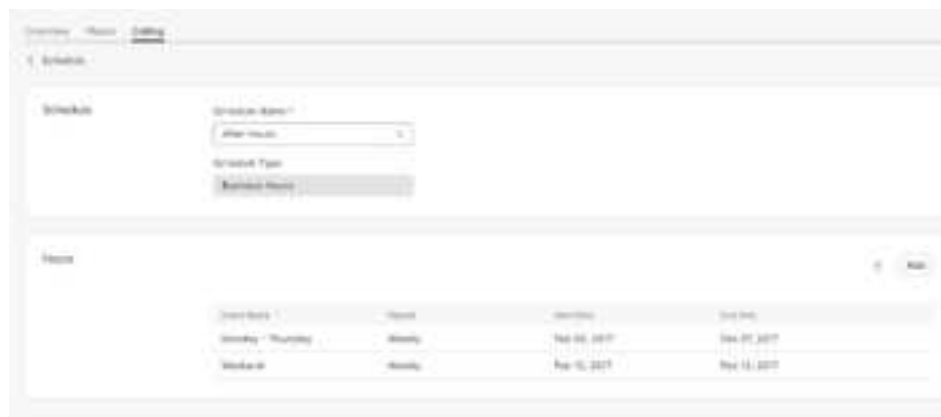
1. On far-right side select **Add Schedule**
2. Enter required information including the **Schedule Name**, **Schedule Type**, and **Business Hours**
3. Click **Save**

The screenshot shows the 'Schedule' form in the webex Control Hub interface. The form has two main sections: 'Schedule' and 'Hours'. The 'Schedule' section includes a 'Schedule Name' field and a 'Schedule Type' dropdown menu, which is currently set to 'Business Hours'. The 'Hours' section includes a table for setting business hours for each day of the week. The table has columns for 'Day', 'Start Time', and 'End Time'. The 'Hours' section is highlighted with a red border.

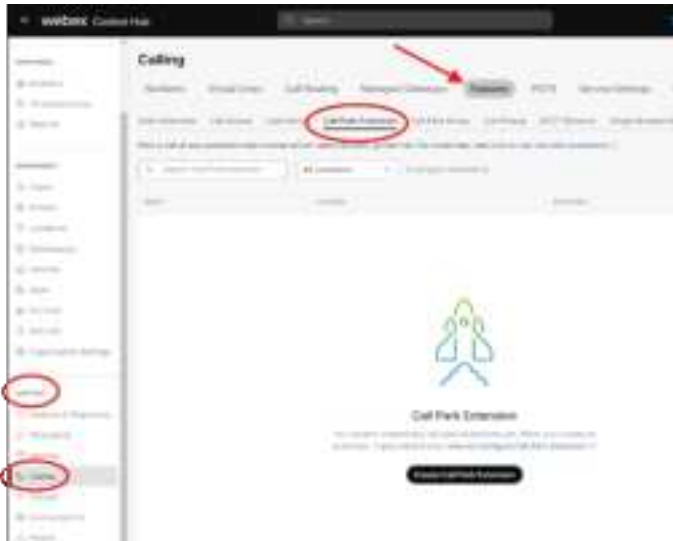
Day	Start Time	End Time
Sunday		
Monday	9:00 AM	5:00 PM
Tuesday	9:00 AM	5:00 PM
Wednesday	9:00 AM	5:00 PM
Thursday	9:00 AM	5:00 PM
Friday	9:00 AM	5:00 PM
Saturday		
Lunch Break	12:00 PM	1:00 PM

If updating Schedule:

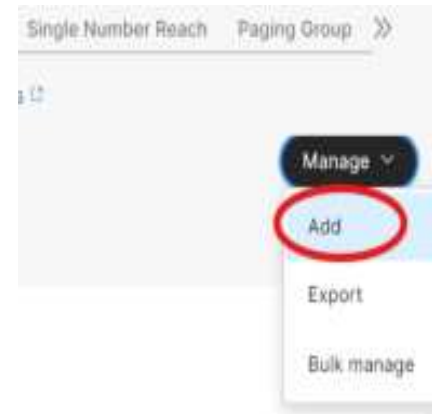
1. Hover over the desired schedule that needs updating
2. Click the pencil icon to start editing



Manage Call Park



1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Call Park** option you'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:

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

John Doe 1234

+ 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

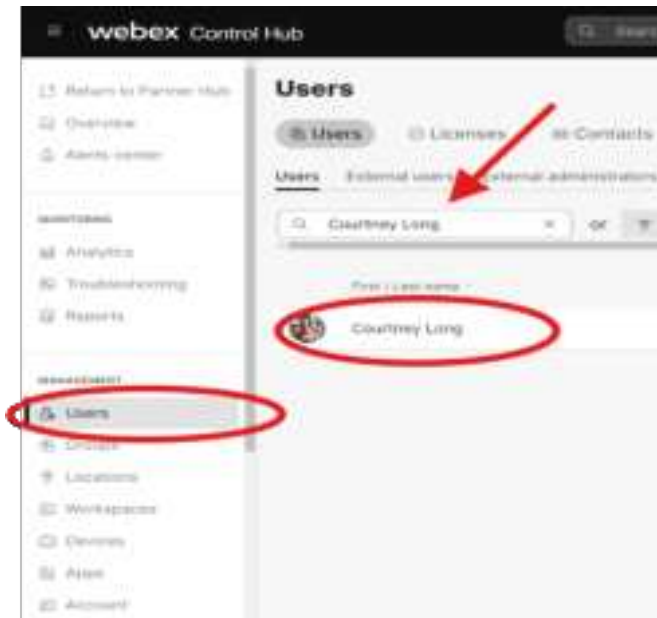


1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual you want to update

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**

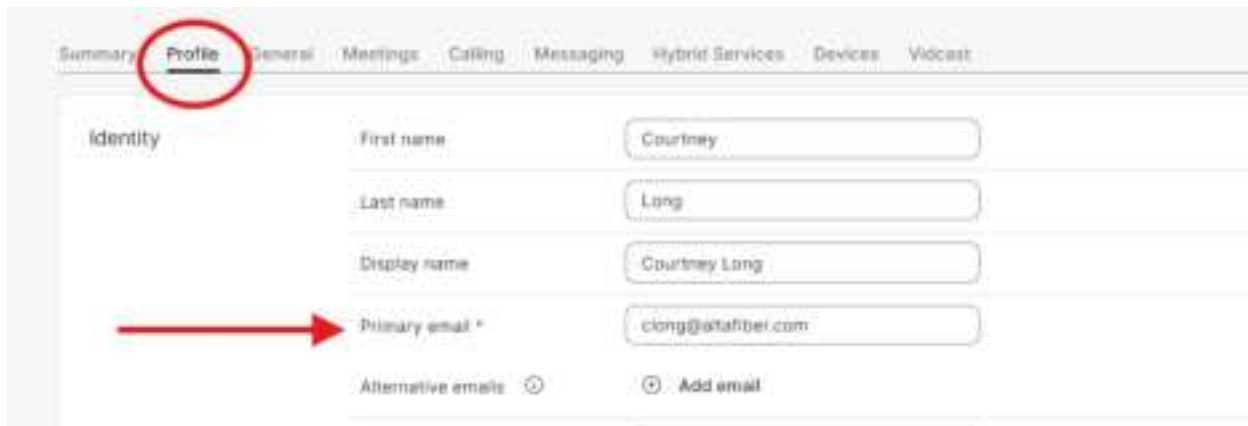
A screenshot of the Webex Control Hub 'Profile' page. The page has a top navigation bar with tabs: 'Summary', 'Profile', 'General', 'Meetings', 'Calling', 'Messaging', 'Hybrid Services', 'Devices', and 'Vidcast'. The 'Profile' tab is selected. Below the tabs, there's a section titled 'Identity'. This section contains three input fields: 'First name' with the value 'Janice', 'Last name' with the value 'Doe', and 'Display name' with the value 'Jane Doe'. These three input fields are grouped together and circled in red.

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**

