Basic Functions

These functions are available to all non Enterprise VoIP users and can be managed through your Client Area

- Audio Library
- Block List
- Call Analyser
- Call Barring
- Call Heatmap
- Call Recordings
- Call Statistics
- Itemised Calls
- Maximum Call Length
- Number Presentation
- Outbound Presentation Name
- Text to Speech
- Transfer Calls Between Devices

Audio Library

Telecoms VoIP Edit VoIP Account Audio Library

The audio library is a definitive collection of audio recordings which can be used by the platform. Files are segmented into one of three categories:

1. Voicemail prompts (eg "Sorry, I'm out of the office today, leave me a message)
2. Music on Hold
3. Caller Menus (IVR) prompts (eg "Welcome to our company. Press 1 for...")

Files contained within the Audio Library can be played back using the embedded player.

Uploading Files

MP3 and WAV formats are supported. The maximum file size is 8Mb. Please ensure that you have the correct copyright permissions to upload any files, especially for the purpose of music on hold. The music on hold page itself contains more information about current laws and license options.

Text to Speech

Text-to-Speech converts text into human-like speech for a wide range of accents, sexes and languages. Within seconds you can have a professional recording to greet customers, or allow you to have voicemail prompt which isn't recorded by yourself on the move. You can sample a preview of a voice using a pre-written script. To create your own customised audio enter the text and select 'Add Audio'. Shortly afterwards the file will appear in your Audio Library list ready for playback and assignment.

Should you wish to make an amendment to a script choose edit the existing file listed in the Audio Library. Here your existing script will show. Make your corrections and save. The original file will be overwritten in the process replaced with your newly created script.

Assigning Files

Assigning a file in your audio library to an application (ie voicemail prompt / music on hold / caller menu) is actioned via the respective pages within the control panel. The audio library page will simply show if a file is in use.

Block List

Telecoms → VoIP → Edit VoIP Account → Block List

Block lists help stop unwanted inbound calls. You can block calls from a specific number as well as the option to block all anonymous calls. Lists operate on a per account basis, as such any entries will apply to all users / trunks. We don't support wildcard entries across ranges, only specific numbers.

Entry into a block list can be made one of two ways:

- Via the block list page available when managing a VoIP account / trunk.
- Through the inbound itemised calls records page. Next to each call will be an option to add a caller to the block list.->

Call Analyser

From the itemised call page is an option to 'view' a call. This presents analysis of the call quality.

Call Quality

Average MOS Score
Mean Opinion Score (MOS) is a way of measuring the overall quality of a call, with 5 being excellent and 1 being bad, generally anything above 2.5 is considered acceptable.

Average Packet Loss
If there is a lot of packet loss on a call, parties may not be able to hear each other and may experience choppy audio.

Average Jitter
Jitter is a delay between packets on a phone call. Average jitter should ideally be less than 70ms.

Call Summary

A technical summary of the call including devices, caller and callee details.

SIP Packets

A summary of the SIP packets which have been exchanged to faciliate the call.

Call Barring

Telecoms → VoIP → Edit VoIP Account → Call Barring

We provide controls over outbound and inbound calls, including the ability to block all calls in either direction. Changes take immediate effect but won't terminate any in-progress calls.

Unless necessary, we would recommend applying barring to premium numbers and international calls. They are normally the destinations targeted by hackers, so if you restrict their access, then even if they were able to access a phone or user account, removing these restrictions would remain a challenge.

Call Heatmap

Telecoms → VoIP → Edit VoIP Account → Call Heatmap

The heatmap tool is split across 2 tabs (UK Heatmap + World Heatmap). Using inbound and outbound call data we detail hotspots for your calls. Using this you start to better understand areas you are calling, and where you are called from. Limitations include exclusion of mobile calls and withheld or non-geographic numbers.

For the UK heatmap, the boundaries you see are designed to be reflective of the area code boundaries, which differ from county lines.

Call Recordings

Telecoms → VoIP → Edit VoIP Account → Call Recordings

Enable / Disable Call Recordings

Account Level
Edit the Hosting VoIP / Trunk in question, click on the *Call Recordings* icon and click on the *Settings* tab. From here you can choose which calls are recorded, and whether you want to make use of an extended retention period.

Live Call Recording Controls
It is possible to enable and disable recording whilst on a live call using feature codes. To access this facility it must be enabled on a per user basis. Edit the user in question, click on the *Call Recordings* icon, and select the 'Live Call Recording Settings' tab. From here you can select to enable these controls.

Accessing Call Recordings

Full Recording
Recordings can be played through the control panel, or downloaded as an MP3 file.

Partial Recordings
End user control panels provide a user with visibility of their associated inbound and outbound call logs and recordings. Should a call be transferred across multiple users within an account, they will only be able to play back their leg of the call. A copy of the full recording is available via other user types.

Storage Location

All calls are stored encrypted (AES-256), and held within the UK. Files are replicated, as standard, across 2 UK data centres.

Retention Periods

By default we will store call recordings for 30 calendar days. If you require them to be held for longer, we offer plans to extend storage, or you can opt to download and store the files locally.

Disclaimer

Where you take a service which includes call recording of inbound and / or outbound calls you accept that it is your responsibility to obtain legal advice to ensure you are fully compliant before recording any calls. We shall have no liability for any costs or claims which may be incurred as a result of any failure by you to comply with any legal requirements whether or not you were aware of the requirement.

Call Statistics

We offer call statistics for the following user applications:

- VoIP Account (ie all users)
- Groups
- Users

The amount of detail available differs based on the application.

Statistics By Account

Telecoms → VoIP → Edit VoIP Account → Call Statistics

Overview	Total Duration	A combined total of all inbound and outbound minutes across the VoIP account.
	Average Call Length	An average duration of all inbound and outbound minutes across the VoIP account.
Inbound	Missed Calls	The number of missed inbound calls. A missed call would appear when an inbound call was not answered within opening hours.
	Inbound Duration	Total time duration of inbound calls.
	Average Time to Answer	The average time taken to answer inbound calls.
Outbound	Not Answered	The number of outbound calls which failed to be answered.
	Inbound Duration	Total time duration of outbound calls.
Call Trends (by time of day)	Visualisation of popular times for inbound and outbound calls for the time period selected (eg today / this week / this month / custom).	
Call Trends (by month)	Visualisation of call patterns over the past 6 months.	
Call Success Trend	Answered and unanswered call patterns over the past 7 days.	

Statistics By Group

Telecoms → VoIP → Edit VoIP Account → Groups → Edit Group → Call Statistics

Group statistics provide the same breakdown as the account level, with the following additions:

Inbound Answered Calls	The volume of inbound answered calls is broken down based on the user who handled the call.
Inbound Call Time	The talk time of inbound answered calls is broken down based on the user who handled the call. If the call is transferred internally, the stats do reflect this taking into the legs / path taken and proportion accordingly.
Outbound Placed Calls	The volume of outbound calls made is broken down based on the user who placed the call.
Outbound Call Time	The talk time of outbound placed calls is broken down based on the user who handled the call. If the call is transferred internally, the stats do reflect this taking into the legs / path taken and proportion accordingly.

Statistics By User

Telecoms → VoIP → Edit VoIP Account → Users → Edit User → Call Statistics

User statistics provides the same breakdown as the account level, just specific to the user selected.

Itemised Calls

Telecoms → VoIP → Edit VoIP Account → Itemised Calls

The itemised calls page provides a complete breakdown of outbound and inbound calls made. We retain call records indefinitely and previous months records can be easily accessed or searched against. Call records are provided in real time. As such, you can see in-progress as well as completed calls. We are not able to currently show the cost of an in-progress call.

Date	Date the call started.
Start Time	The time the call started.
End Time	The time the call ended.
Duration	The length of the call shown in the format of HH:MM:SS.
Inbound Number	The number presented when the call was placed.
Inbound Friendly Name	Assoicated friendly name to the number presented.
Destination	The dialled number.
Destination Name	If the dialled number is present in an associated address book, the name will appear. If no entry is present, the option to add one is provided.
Assigned User	The user who placed the call.
Recorded	If the call was recorded, the option to access the recording is provided. This will open in a new window.
Transferred	If the call was transferred between users, details of the transfer journey are shown.
Description	Called destination name.
Service Charge & Call Access Charge	For non-geographic calls, the call is made up of a Service Charge and Access Charge. These columns make the associated charges clear.
Connection Charge	If a call connection charge is applied as part of a tariff, or is applicable to a specific type of call, this will be shown.
Free Call	This is classed as a free call as it was made to another number on our platform. By not leaving our network we don't need to associate charges by involving a carrier.
Total Charge	A combination of the service, access and connection charges.

Download

We provide two options to download this data. Both options are presented at the top of the page.

1. CDR File
2. PDF

Logged Calls

The calls logged within the itemised call records include:

1. Calls to voicemail
2. Calls abandoned whilst using an IVR
3. Calls made out of hours

Maximum Call Length

We have a maximum call length of 24 hours (1440 minutes) for a single phone call. This is a feature to help protect against large unexpected bills where a call may have failed to disconnect, or is part of a fraudulant activity. We cannot override this on a per account or user basis.

Number Presentation

Telecoms → VoIP → Edit VoIP Account → Number Presentation

We provide three options for number presentation:

1. No Number Presentation
2. Dynamic Number Presentation
3. Static Number Presentation

If you choose to present a phone number, which isn't one we list as associated to your account, it is imperative you do so in accordance with our terms and conditions:

- You must ensure that the Number is of E.164 (with leading +) format, is allocated to the End User and that such End User possesses all necessary permissions in respect of the lines in question.
- You must ensure that where the Number is not allocated to the End User, you have written consent from the allocated owner for its use as a Number and that such consent has not been withdrawn.
- You must ensure that under the terms of the CLI code of practice the Number must be a number that is allocated to a Customer, is in use, connected to a terminal and capable of receiving calls.
- Where you have enabled the Presentation CLI Service (the "Service"), which allows your End Users to authorise ICUK to carry voice traffic with a Presentation Number different from its underlying CLI or endpoint(s) (as these terms are defined in NICC ND1016), before the Service is made available, subject to this being technically practicable, you must first ensure that the following statement shall be signed by each End User. The statement can be found here.
- It is the resellers responsibility to ensure that each set is signed and retained for inspection by ICUK if so required by the regulatory authorities.
- You acknowledge that ICUK has the right to suspend / withdraw use of the Service if it is subsequently found that you are in breach of this paragraph 4 and hereby indemnify ICUK against any claims arising as a result of any such breach.

Outbound Presentation Name

Some devices, such as Samsung phones, will show a name alongside a dialed number, even if that entry isn't in your address book. The data they use to create this association is not supplied by ourselves. Any records we have associated to a number are for the purpose of 999 UK emergency services, and they are the **only party** this are shared with.

If you find yourselves in a situation where the information displayed in this situation is inaccurate, sadly there isn't a simple solution to this. There isn't a single organisation or database we can direct you to. We believe that the time of writing that Samsung use a company called "Hiya", however it may be equally important that you ensure that as many parties as possible who recognise that number have the correct association. Ensuring your public records with Google are correct would be a sensible starting point.

Text to Speech

Telecoms → Telecom Tools → Text to Speech

Text-to-Speech converts text into human-like speech for a wide range of accents, sexes and languages. Within seconds you can have a professional recording to greet customers, or allow you to have voicemail prompt which isn't recorded by yourself on the move. You can sample a preview of a voice using a pre-written script.

Start the process by selecting the language. Some countries will offer multiple options for sex of the narrator, others may only have one. Make your selection and on the following step will be samples of the various tones available. Select to play a preview using button. Select a letter to make your selection. The final stage will require you to select the VoIP account to associate it with (only Hosted VoIP options will be presented). Enter a clip name for ease of reference and enter your script in the text box. Save, and seconds later the file will be available within the associated audio library for playback and assignment.

Should you wish to make an amendment to a script choose edit the existing file listed in the Audio Library. Here your existing script will show. Make your corrections and save. The original file will be overwritten in the process replaced with your newly created script.

Transfer Calls Between Devices

A Basic VoIP user can support multiple devices. To transfer calls between the devices use the feature code **6 6 8 3** which will ring the other associated devices for pickup.