



Telephony Web Services

TWS Advanced Rules v 3.1

User Guide



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Online documentation

You can access online documentation by clicking on the  icon on the **TWS Caller** sidebar, then by choosing the *Documentation option*.

Document control

Current version 1.4	TWS Advanced rules v3.1 User Guide	17 Jul 2009
Previous version 1.3	TWS Advanced Rules v3.1 User Guide	05 Jun 2009

Table of Contents

1• Overview	1
2• Advanced forwarding rules features	1
2.1. Creating Advanced rules	
2.2. Creating Advanced rules using Dates	
2.3. Creating Advanced rules with Authorizations	
3• Managing announcement: The announcer	8

1. Overview

TWS Advanced rules is an application to manage complex forwarding rules. In particular, it provides with additional features allowing you to create complex forwarding rules:

- with specific announcement,
- depending on specific dates and time,
- depending on a specific caller (number, contact, contact list or directories).

TWS Advanced rules requires TWS Caller to be up and running. Please refer to TWS Caller documentation prior to reading this document.

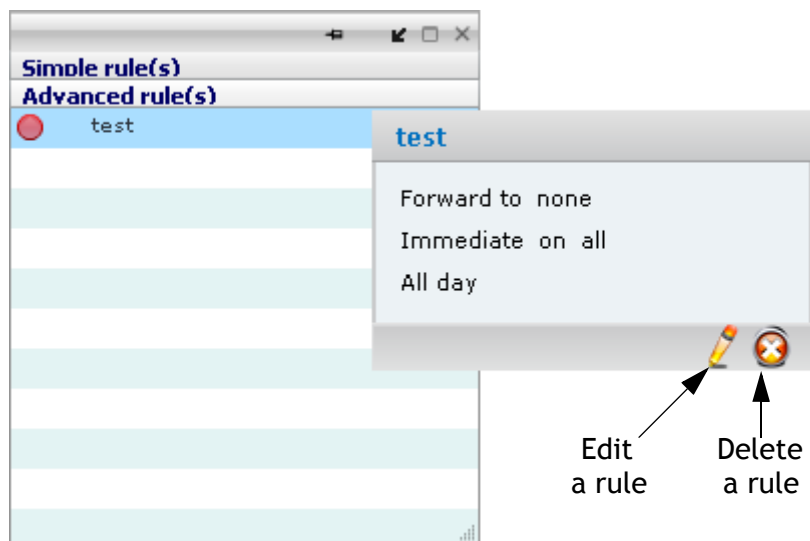
2. Advanced forwarding rules features



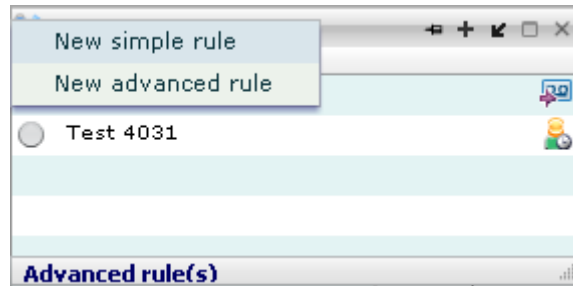
You can display the Forwarding rules window by clicking on the icon in the application list. By default, TWS Caller allows you to create and manage simple rules: **Please refer to Managing forwarding rules section in TWS Caller documentation for details on how to create and manage simple rules, activation principles and priorities, and rule states descriptions.**

If you have the Advanced rule module, the window will also list the Advanced rules.

An infocard appears upon mouse over or when clicking on a rule to provide you with the relevant details on the forwarding rule. In the Infocard, you are also able to edit or suppress the selected rule.



To add a new Advanced rule, click on "+" in the upper right corner of the window and select "New Advanced rule":

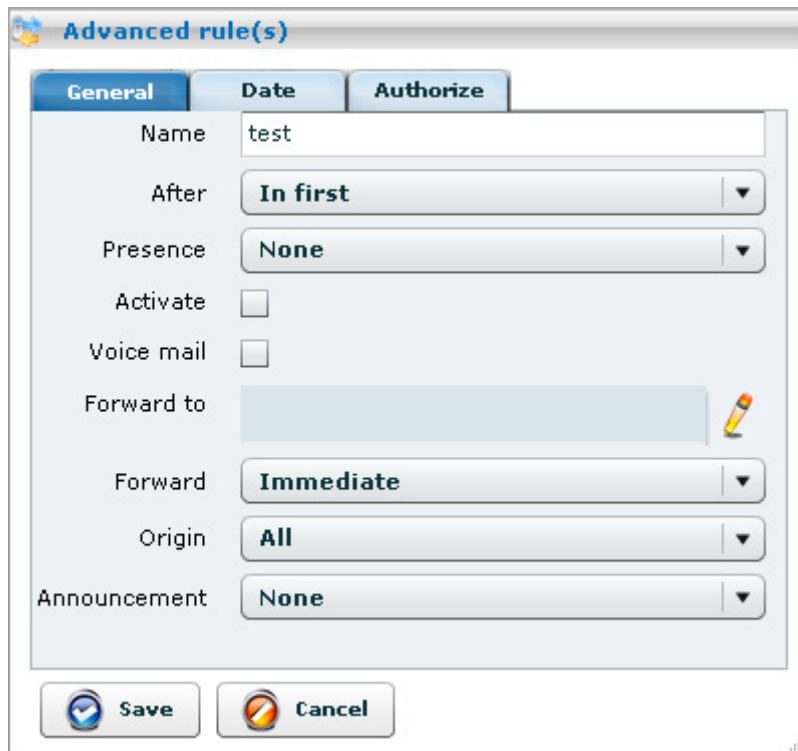


The forwarding rule window opens with additional features described below if you have acquired the Advanced rule module.

2.1. Creating Advanced rules

In addition to features available when you create a simple rule (see Managing forwarding rules section in TWS Caller documentation), the "General" tab will display two additional fields:

- After: this field allows to select the order in which rules will be executed. In the example below, the rule will be executed first when activated (by default). You can also choose to execute it after a selected rule in the list.



- Announcement: this field allows to forward calls to a voice mail box or contact with a specific announcement before

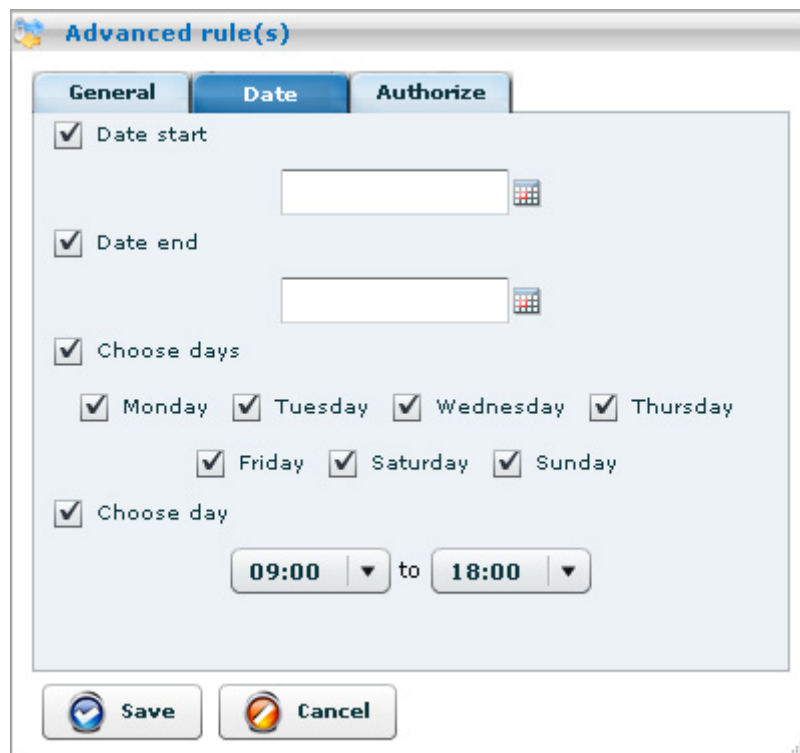
In the Advanced rule window, select the relevant announcement in the list.

Note: announcements need to be created up-front in order to be selected in this window (See Managing announcement section below).

2.2. Creating Advanced rules using Dates

By selecting the "Date" Tab, you will be able to select and enter (either independently or all together):

- A start date,
- An end date,
- specific days in the week,
- specific time during the day

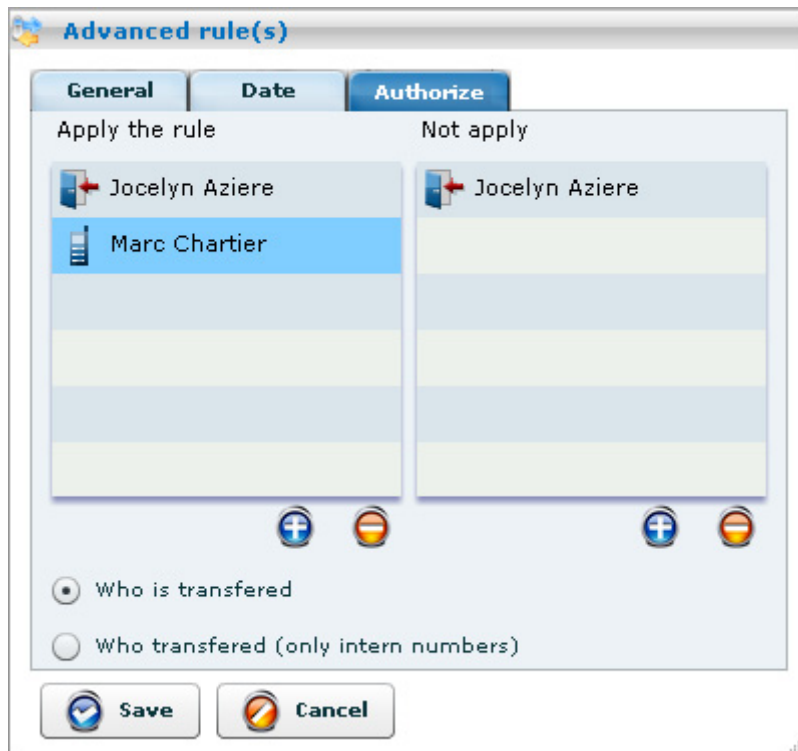


The rule will then be activated depending on the time constraints specified in the window above.

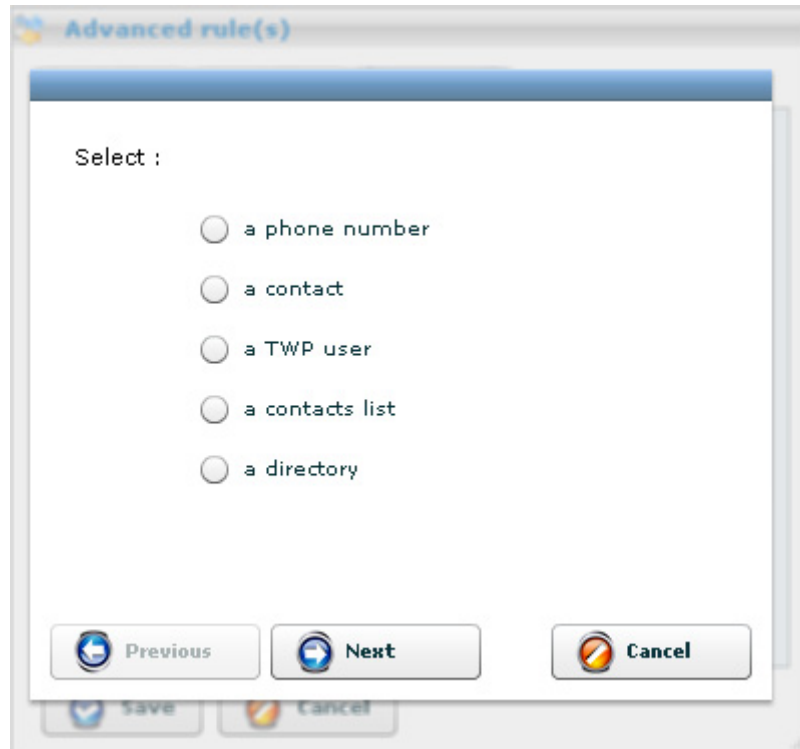
2.3. Creating Advanced rules with Authorizations

By selecting the "Authorize" tab, you will be able to apply the rule and/or disable ("Not apply") the rule for:

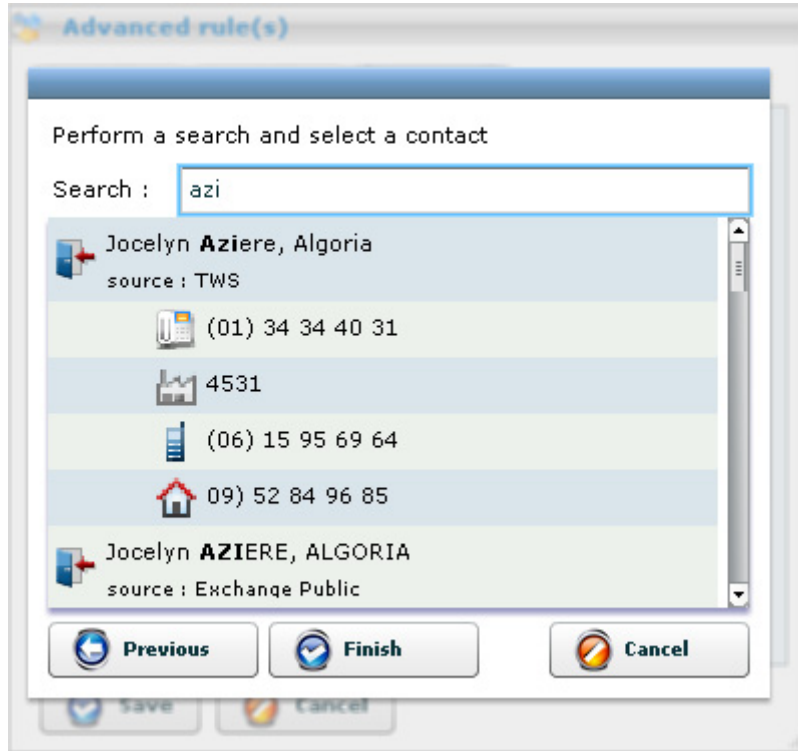
- a specific number: by entering a specific number or clicking on the relevant phone icon for a contact, the rule will apply to the number selected or entered,
- a contact or TWS user: by clicking on the contact name, the rule will apply to any number available for this contact,
- a group of contacts (contact list or directory): by clicking on the group name, the rule will apply to any number available for all contacts in the selected group.



To add a number, contact or group, click on + in the relevant column.
The following window will appear:

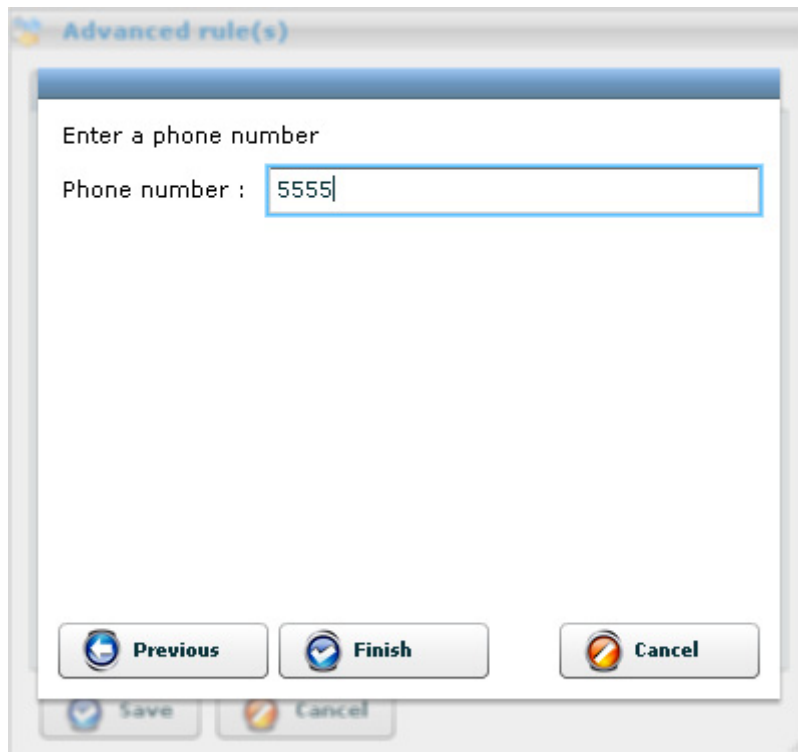


When you select a contact, TWS user, contact list or directory and click on "Next", you are able to search through your directories and contact lists as in the example below:



Click on the relevant directory, contact list, contact or phone icon then click on "Finish".

If you select **a phone number**, the following window will appear: _



Advanced rule(s)

Enter a phone number

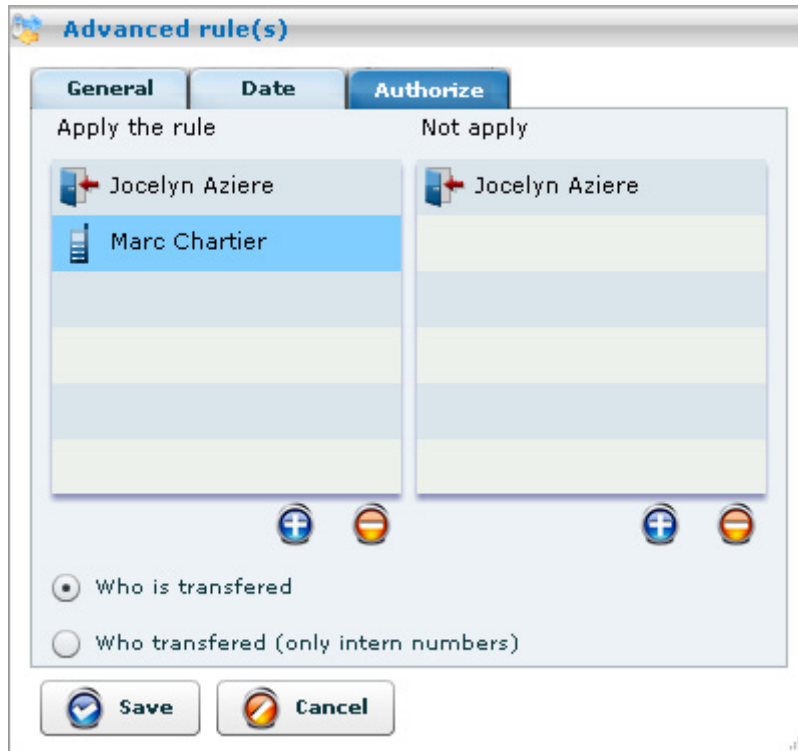
Phone number : 5555

Previous Finish Cancel

Save Cancel

Enter the number then click on "Finish".

When added, the number or selected contact, TWS user, contact list or directory will appear in the relevant column ("Apply the rule" or "Not apply"):




When adding a number, contact, TWS user or group to the list, the rule is applied to the caller by default. However, for internal numbers, you can also choose to apply the rule to a number or contact who transferred the call in case the call has been received by another contact and has been transferred. In that case, select "as redirecting party" at the bottom of the screen.

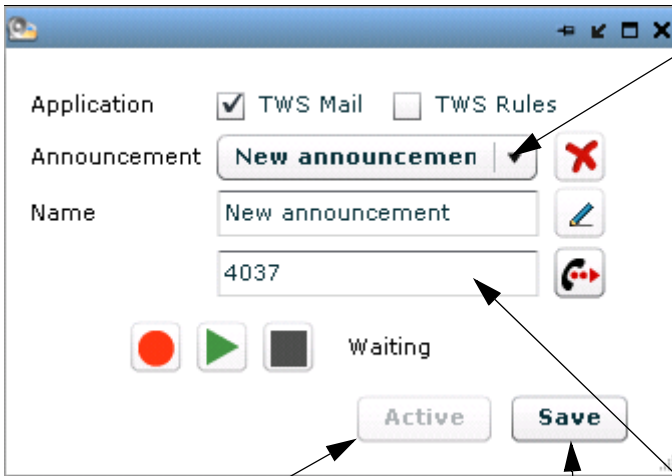
3. Managing announcement: The announcer

The interface to manage greeting messages or announcements is simple and intuitive. The buttons displayed below are those you can use.



The application allows you to simultaneously create welcome prompts for the voice messaging (**TWS Mail**) and/or for TWS Rules (Announcement played prior to a forward), if you have relevant licenses for these applications.


To create a new announcement or edit an existing announcement, click on the icon  in the application bar. The announcer window will open as below.

Click on the relevant Application (**TWS Mail** or TWS Rules).




List of announcements already recorded.
New announcement: you can create a new announcement for voicemail or rules.
Default: Is the default TWS announcement, active when you have not created any other announcement.
Act: Default: Means the default announcement is active and will be used for incoming calls.


Select an existing announcement in the list. Then click on the  button to suppress it or  to edit its name if you have saved it.

Enter the phone number to be called back. Click on  and pick-up the phone: You can listen to the selected announcement or record a new one.

Once an announcement is selected, activate it.

Save an announcement you have created or edited.

 : By clicking on this button, you can start recording your announcement through the phone. Wait for the "Beep" to start recording.

 : Play through the phone the selected or created announcement.

 : Stop reading or recording.