Set-up guide for Customer Web Interface Manual

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Customer Web Interface Manual Powered by Single Number

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1. Introduction

This manual provides the user with a step-by-step sequential process on how to configure your Customer Web Interface Manual on the platform once activated. The process gives insight into changing the number from first login, creating a new destination, adding and removing of numbers from a hunting sequence.

2. Step-by-step Process

2.1 Login And Password Change
   a. Click on the following portal link: www.lrs.telkomcwa.co.za
   (Note: The page below will popup if the browser is not supported. Only Firefox 3.5+ and Internet Explorer 7 + is supported for this interface.)
b. Include this portal link in the Compatible View Settings of the internet browser.

c. Login Page will appear.

d. Insert the virtual fixed-line geographical number provided for the service in the “login block” followed by @telkom.co.za e.g. 0123260010@telkom.co.za. This number i.e. 0123260010 is the trigger number that customers will dial for your hunt group.

e. Use the first time default password Telkom#1 to sign into the application.
f. Password Change request with rules on first login as displayed below.

2.2 First Time Setup

a. On the home page – Select “Change setting” to amend email address for lost password retrievals.
b. Amend the email address to the required receiver and press the “Save” button.

Email address must be changed in order for the Forgot your Password tab on the home page to email the password if so required in future. This is very important and will reduce the number of password reset requests.

2.3 Adding Number To Portal

a. Access the “Home” Page.
b. Select the tab - “Route Manager” and scroll down to destinations.

c. Select from the drop down menu - “Numbers”.

d. On first login there will be a 086xxxxxx number created by default. To correct this press the “Create new destination”.

e. Enter “Name” and first number that the service must be forwarded to without leading 0 and press “Save”.
f. The numbers on the platform will be seen as below at this stage the forwarding and hunting is not activated

2.4 To Activate Hunting and Forwarding

a. Select the tab - “Route Manager”.
b. Select the tab - “Destination”.
c. Select from the drop-down menu - “Divert Call Groups”.
d. The next page will reflect the “Geographical Number”. Press the “Configure” button.

![Configure button](image1)

- Press “Add New Destination”.

![Add New Destination button](image2)

- Select the new destination and accept by clicking on the tick.

![New Destination selection](image3)
g. Delete the default destination number by clicking the “Remove” circle next to the number. Save the changes by clicking the sign.

h. Press “Save” after changes.

Now the service is setup to onward route the calls to the new designation number. To add additional numbers the steps on page 5 must be executed again and a total of 20 alternative designations are allowed. To include the additional numbers in the hunting group the steps on page 8 must be executed.

2.5 Hunting Definitions

a. Cyclic:
In some environments there is a need to even out the number of calls taken by each member of a ring group. Examples include technical support helplines (to even the loading) and sales hotlines (to even the leads). This can be achieved by adding a cyclic hunting mode. Instead of starting each call at the same position in the hunting group, calls start at a position that cycles through the members of the ring group.

b. Sequential:
Dial the first telephone in the hunt group list. If that telephone is busy, the system continues down the hunt group priority list until a non-busy telephone accepts the call.
c. Parallel:
All services created in hunting group will ring at the same time.

2.6 To Amend A Number
a. Select the tab - “Route Manager”.
b. Select the tab - “Destinations”.
c. Select the tab - “Numbers”.
d. Press the “Configure” button next to the number in question.
e. Change number and press “Save”. This will change the number in the Hunting as well.

2.7 To Cancel Number
a. Select the tab - “Route Manager”.
b. Select the tab - “Destinations”.
c. Select the tab - “Divert call Groups”.
d. Press the “Configure” button.
e. Press the “Remove” button.

f. Press “Save” button.

g. Number is now removed from Hunting.
h. Select the tab – Route Manager.
i. Select the tab – Destinations.
j. Select the tab – Numbers.
k. Select the number on the “Remove” button and popup will appear to confirm removal.
l. Press “confirmation tick”.

m. Number is now removed from portal.
2.8 Activity Logs

a. Here you can view all actions and changes on portal.

2.9 Do not Disturb: This function allows you to block the on-ward routing and calls will not be routed to the numbers created on the portal.

To suspend the onward routing and to activate again the following steps can be executed:
My Service – Service Access Numbers

Press the “Routing Plan” button on the next screen
On the next screen press the “Do Not Disturb” tab and then the save button for this change to take affect. When you require the onward routing to start again the same path is followed as above and this time the “Routing by tree” tab is selected and then save. Please note that for all changes done there is +/- 60 seconds delay before the changes to take affect.
Contact us

To keep your business mobile and important calls coming through, speak to us about setting up Customer Web Interface Manual for your business.