

Beyond



Simplified Hosted

Service Update - August 2020

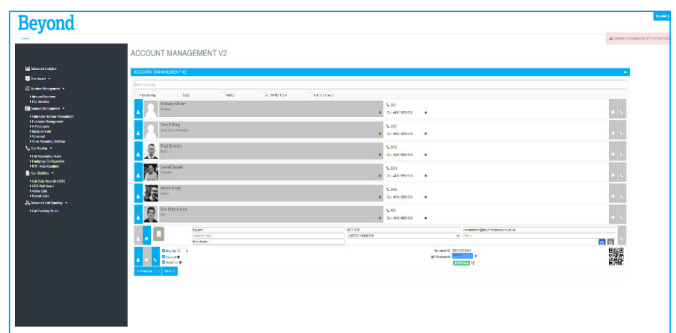
Service Update

Overview

Beyond continue to improve our hosted product offering, delivering a range of service updates and bug fixes on a periodical basis. The August 2020 service update includes widget enhancements, UI adjustments and bug fixes aimed at improving Simplified Hosted user experience. The key changes to the Simplified Hosted online portal are highlighted below.

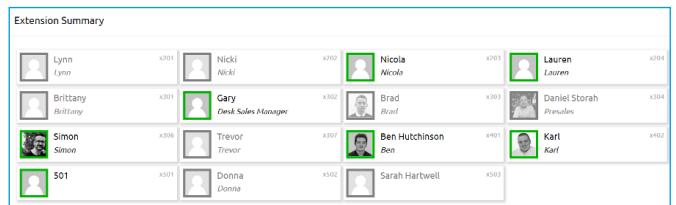
Customer Accounts

- The Customer Account Widget now brings all the most commonly used functions of the SIP Account and Extension Management widgets in one place making account management much easier
- Multilevel access for customer account and individual user control



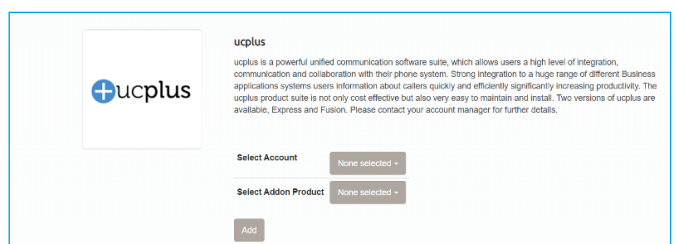
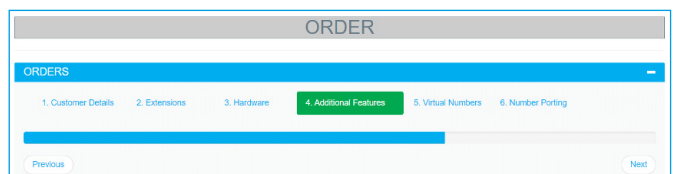
User Profile Presence

- The extension summary displays account information such as extension number, first name and last name of the user
- Now includes user profile images to improve customer account personalisation - Individuals can set up a 'Gravatar' (<https://en.gravatar.com/support/how-to-sign-up/>) account to enable this feature



UC Plus

- Resellers can now add UC plus licence orders to customer accounts in the customer creation wizard
- Handset profiles can be updated automatically with the UC plus software by using the Add Hardware widget. This was previously configured manually on the handset



Service Update

Conferencing

- The new conferencing widget gives resellers and customer the ability to manage their conference accounts
- Multiple* conference accounts can now be controlled through the conferencing widget including maximum participant levels and session time lengths

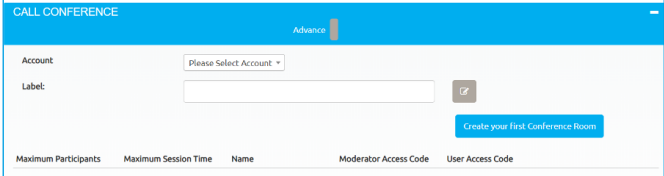
*Additional commercials apply for more than one Conference Bridge

Use this widget to generate or refresh your conference access codes. A single conference room is included with your licence. Please select your conference account from the dropdown box below. If you have not yet created your conference room, please click the "Create your first Conference Room" button below. For additional conference rooms, please contact your provider.

If you wish to regenerate the access codes from their current value, please press the refresh button. The parameters of the conference room can be set by clicking the edit button. Once open, you can set the maximum number of participants to the maximum value of 30. The conference rooms are always active by default. The max duration (from the first connected user) can be set up to 240 minutes (4 hours).

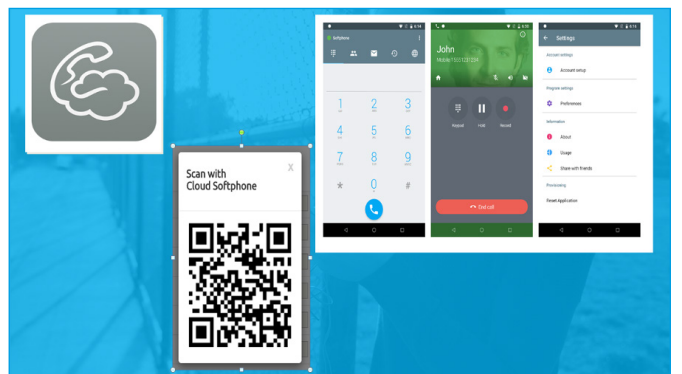
To route calls to the conference bridge, please forward a DID to the feature code, *69. On net calls can simply dial *69 to access the conference bridge.

Once you have dialed into your conference room either as a moderator or user, call controls are available. Please click [here](#) to view these.



Softphone App

- Hosted licence now includes access to softphone app
- Supported on Android and IOS devices
- Simple user download and set up process
- Optimised for enhanced call quality and power management



Porting Guidance

- Resellers can access a repository of best practice content to guide them through a successful port request

GUIDE - PORTING

Beyond Simplified Hosted PBX Porting Assistance

The purpose of this document is to supply basic details about the porting process and to suggest ways to avoid the most common causes of porting failure. Please click the headings below to open the section.

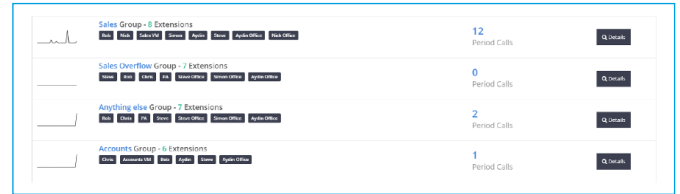
- [Porting Types](#)
- [Definitions](#)
- [Response and Delivery SLAs](#)
- [Common Causes of Porting Failures](#)
- [Pre-Order Validation \(POV\) and Letter of Authority \(LoA\)](#)
- [Process and Process Limitations](#)
- [LoA Examples](#)

Service Update

Analytics

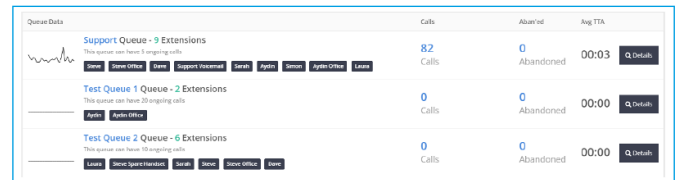
Huntgroup analysis

- Greater accuracy to call stat reports for respective huntgroups
- Quick view of huntgroup, providing true representation of call activity to reduce requirement for further reporting



Call Queues

- New dedicated view of queues and all activity including total calls, abandoned calls and average time to answer



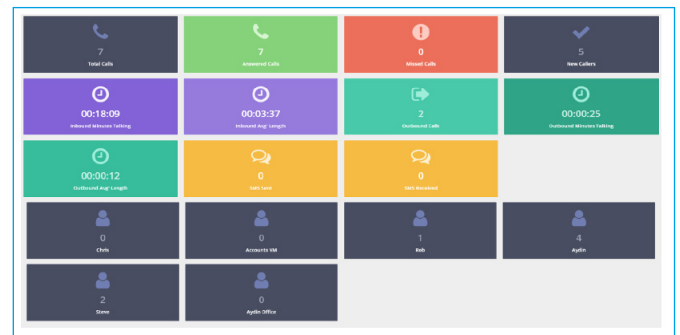
IVR

New IVR data view that surfaces the following information:

- Visual audit trail of calls to respective auto attendant
- View of total calls and missed calls for each IVR

Enhanced Wallboard

- Leveraging the more granular huntgroup reporting, the wallboard view will give businesses visibility to call data to monitor productivity



Get in-touch

Speak to your Beyond Account Manager today to find out more about our Simplified Hosted proposition.

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Beyond

**Going further to make
connectivity simpler!**