Telkom

Let's connect you.

Customer Web Interface Manual

Customer Web Interface Manual

Contents

1. Introduction 03
2. Step-by-step process 04
   - 2.1 Login and password change 04
   - 2.2 First-time set-up 10
   - 2.3 Adding a number to the portal 13
   - 2.4 Activating hunting and forwarding 19
   - 2.5 Hunting definitions 25
   - 2.6 Amending a number 26
   - 2.7 Cancelling a number 27
   - 2.8 Activity logs 32
   - 2.9 Do Not Disturb 33

1. Introduction

The Single Number service allows you to link your business number to other devices, which will ring when your landline can't. You can link your number to up to 20 devices (fixed-line or mobile), guaranteeing that you stay contactable – even when your business line is down.

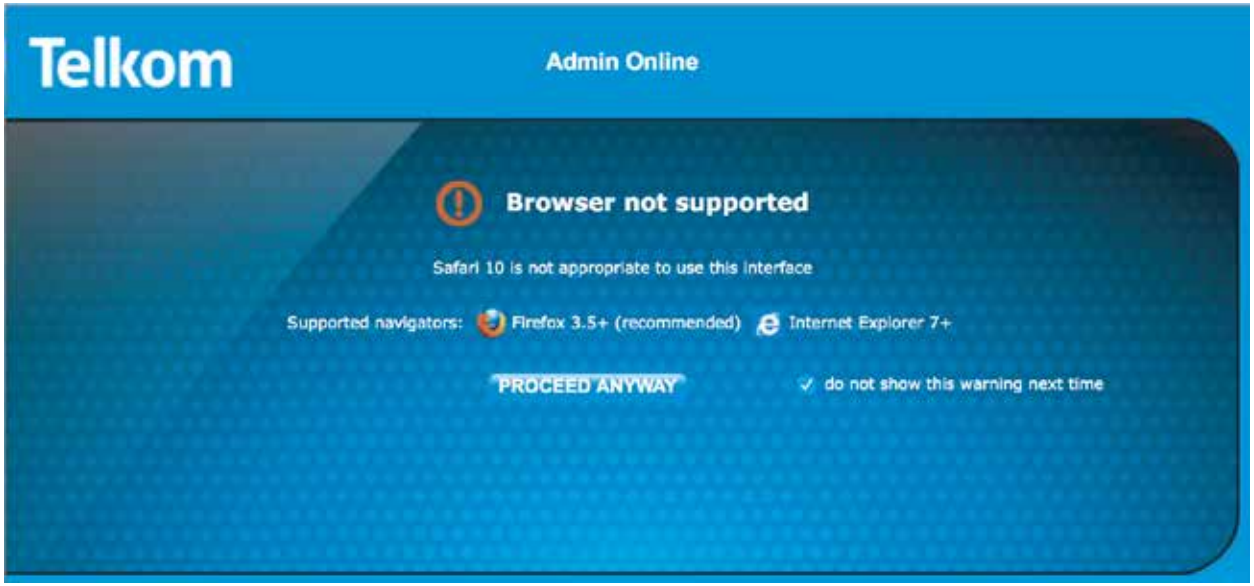
Your customers will dial the same number and get charged the same rate, while you choose and manage which numbers receive the forwarded calls.

This manual provides a step-by-step guide on how to configure your Customer Web Interface on the platform once it is activated, and gives insight into changing a number from first login, creating a new destination, and adding and removing numbers from a hunting sequence.

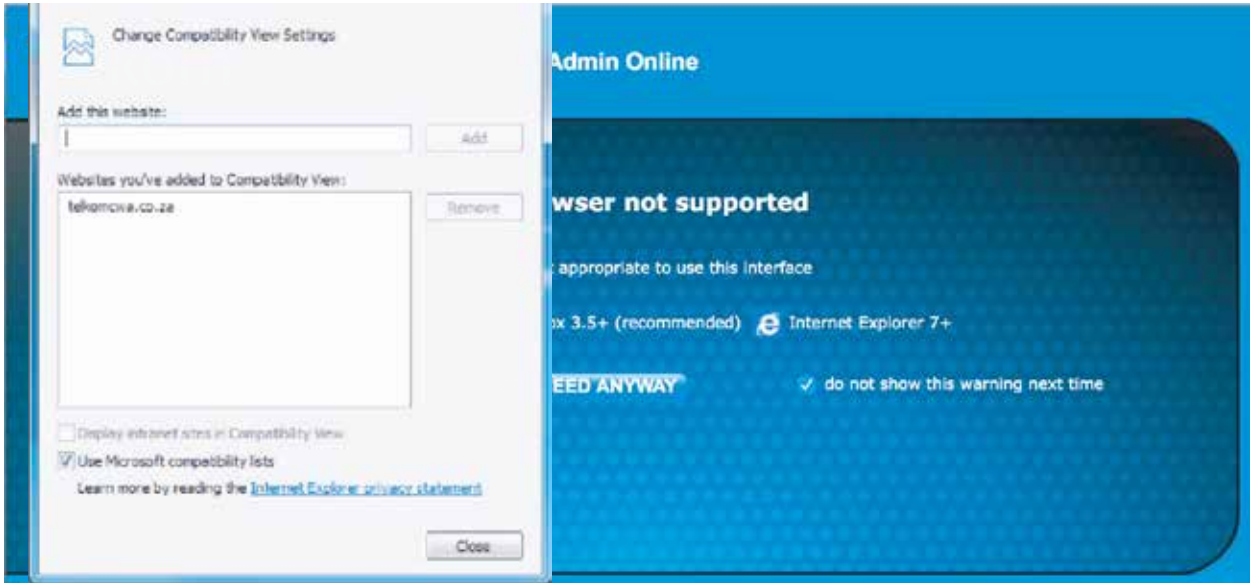
2. Step-by-step process

2.1 Login and password change

a. Click on the following portal link: **www.lrs.telkomcwa.co.za**.
(Note: The page below will pop up if the browser is not supported.
Only Firefox 3.5+ and Internet Explorer 7+ are supported for this interface.)



b. Include the portal link in the Compatibility View Settings of the internet browser (only valid for Internet Explorer).

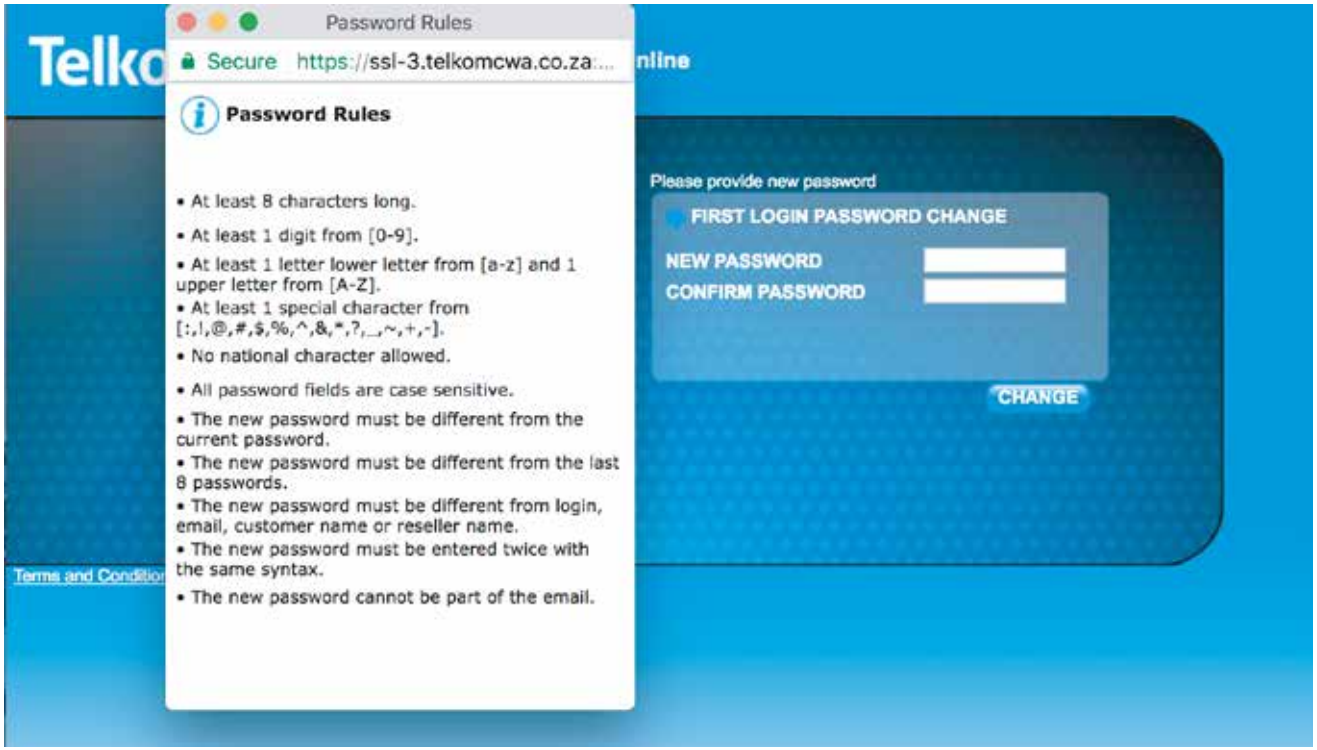


c. The login page will appear.

d. Your login name will be your virtual fixed-line geographical number, provided for the service, followed by @telkom.co.za. For example, if your virtual fixed-line number is 0123260010, then your login name would look like this: 0123260010@telkom.co.za.
This number (i.e. 0123260010) is the trigger number that customers will dial for your hunt group.

e. If you're logging in for the first time, use the default password **Telkom#1** to sign in to the application.

f. After you've entered the default password, a password change request pop-up will appear with rules for the first login, as shown below.

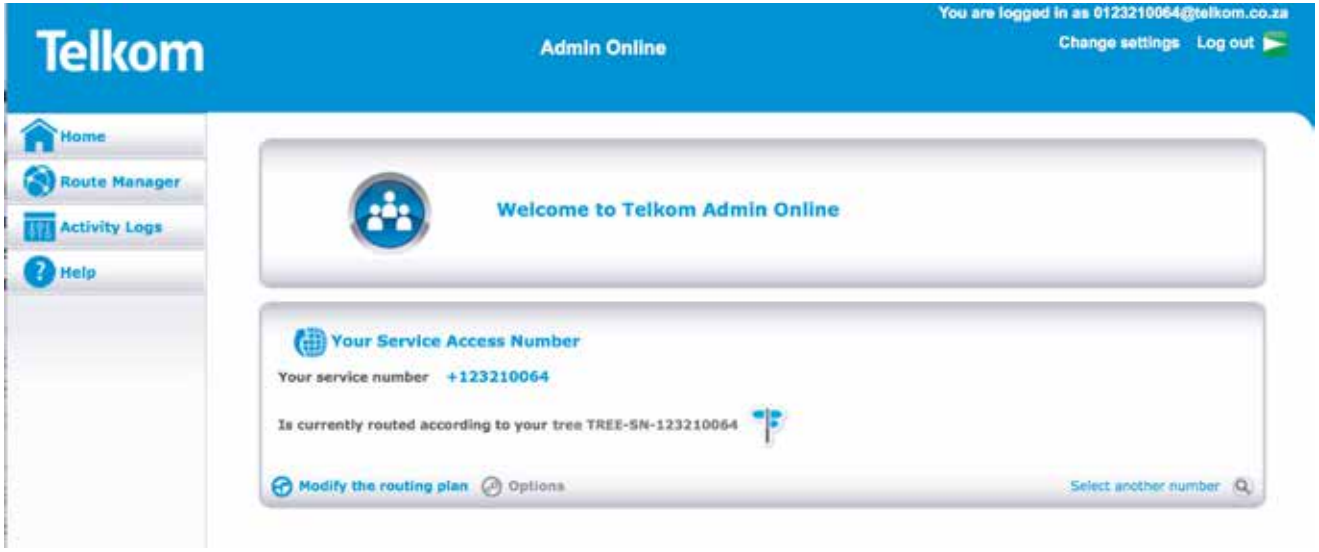


2.2 First-time set-up

The **'Do Not Disturb'** function is activated by default. This function allows you to block/unblock the onward routing of calls.

To disable or enable this function, please refer to section 2.9 of this manual.

a. On the Home page, click on **‘Change settings’** to set or change the email address for lost password retrievals.

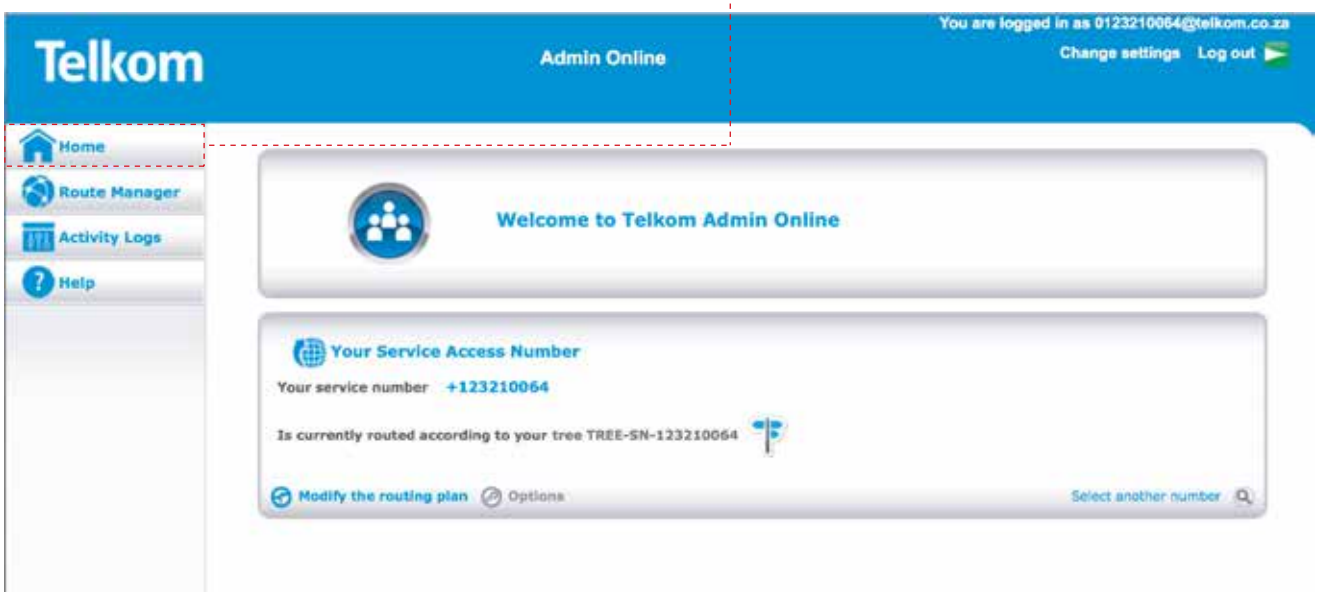


b. Add or amend the email address for the required receiver and click on the **‘Save’** button.

The email address must be changed in order for the **‘Forgot your Password’** tab on the Home page to email the password to you, if so required in future. This is very important and will reduce the number of password reset requests.

2.3 Adding a number to the portal

a. Access the Home page by clicking on the **'Home'** button on the top left-hand side of the screen.



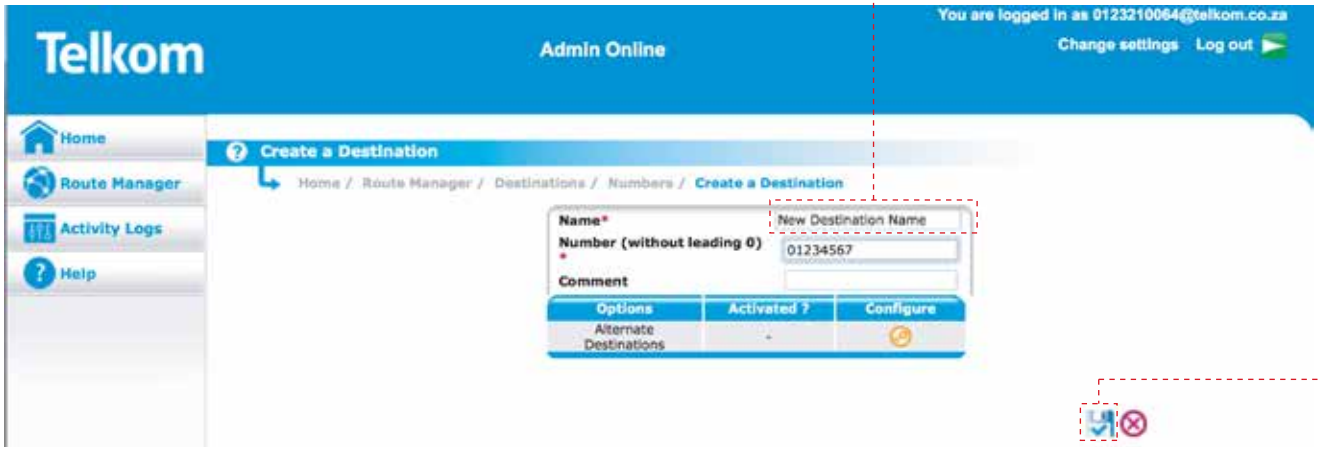
2.3 Adding a number to the portal

b. When you get to the Home page, click on the **‘Route Manager’** tab and scroll down to **‘Destinations’**.

c. Hover your mouse over **‘Destinations’**, and a drop-down menu should appear. Click on the **‘Numbers’** tab.

d. On first login, an 086xxxxxx number will be created by default.
To correct this, click on the **'Create new destination'** button.

e. Enter the destination **name** and the first number to which the service should be forwarded, without the leading 0, and click on **'Save'**.



f. The numbers on the platform will be displayed, as shown below.
At this stage, forwarding and hunting are not activated.

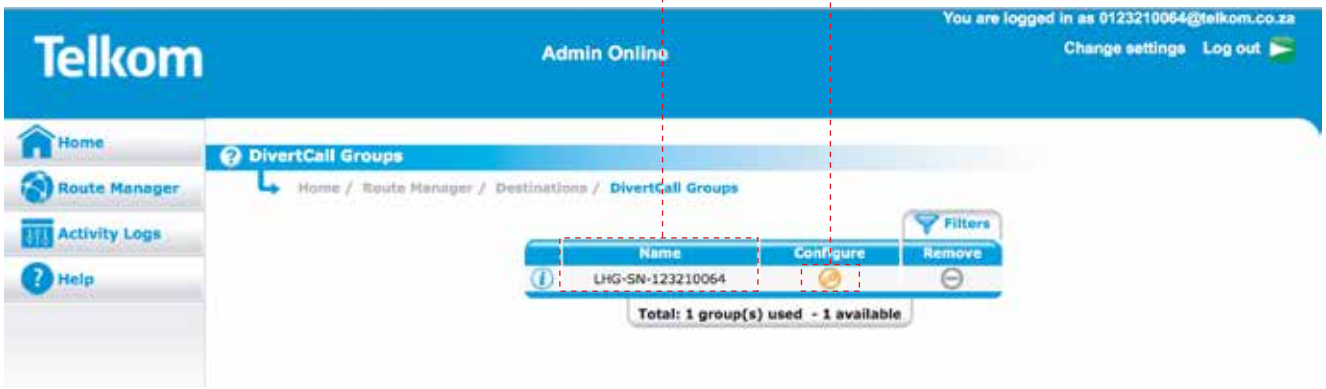
2.4 Activating hunting and forwarding

a. On the Home page, click on the **‘Route Manager’** tab.

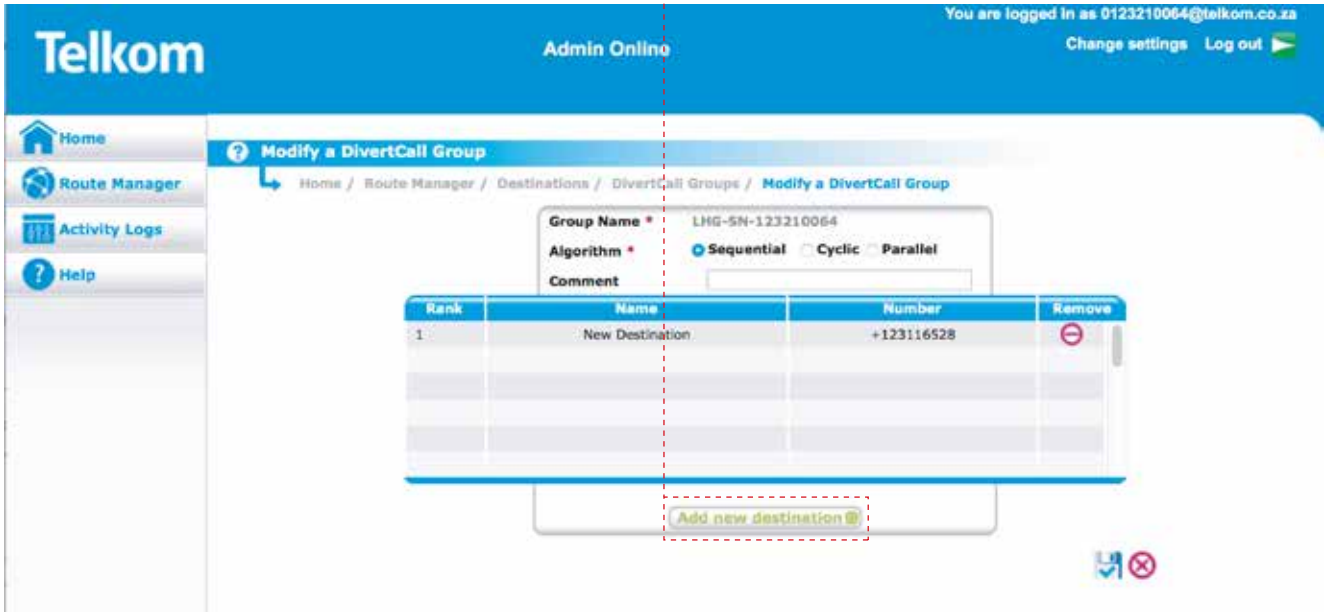
b. When the drop-down menu appears, click on the **‘Destinations’** tab.

c. A new set of tabs should appear. Click on **‘DivertCall Groups’.**

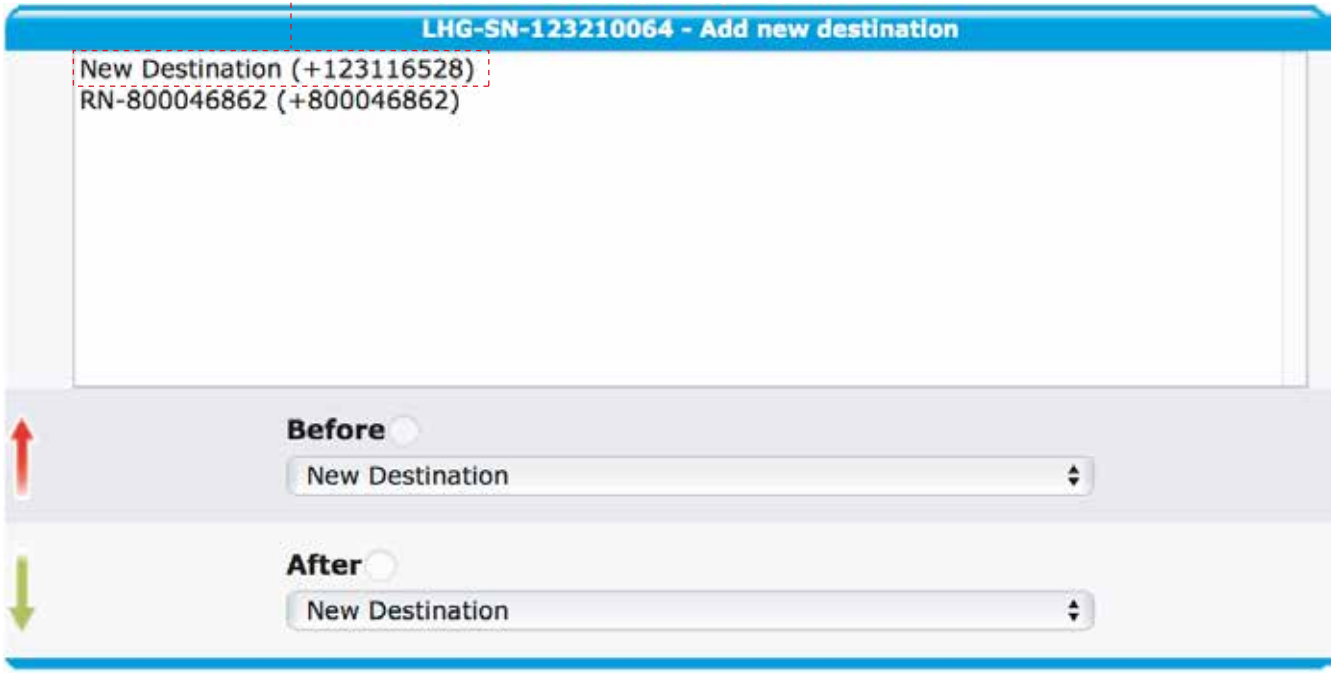
d. The next page will show the **virtual geographical number**. Click on the yellow **'Configure'** button next to the number.



e. After you've done that, click on **'Add New Destination'**, which will be below the table.

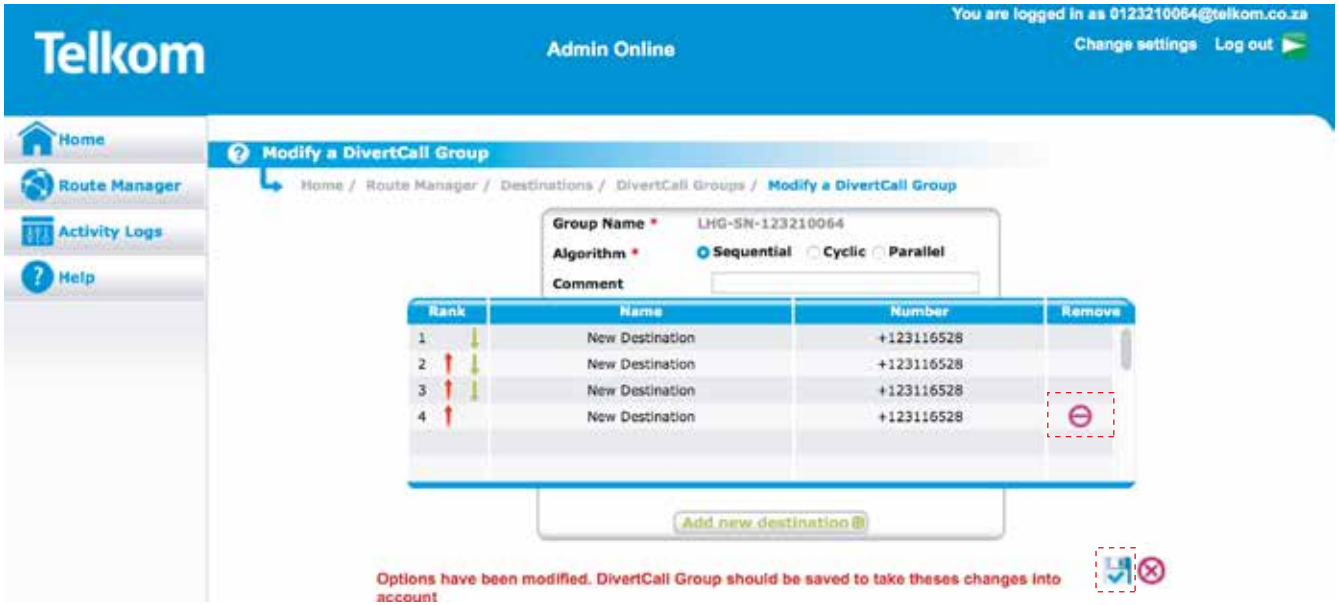


f. Select the new destination and accept by clicking on the green tick.

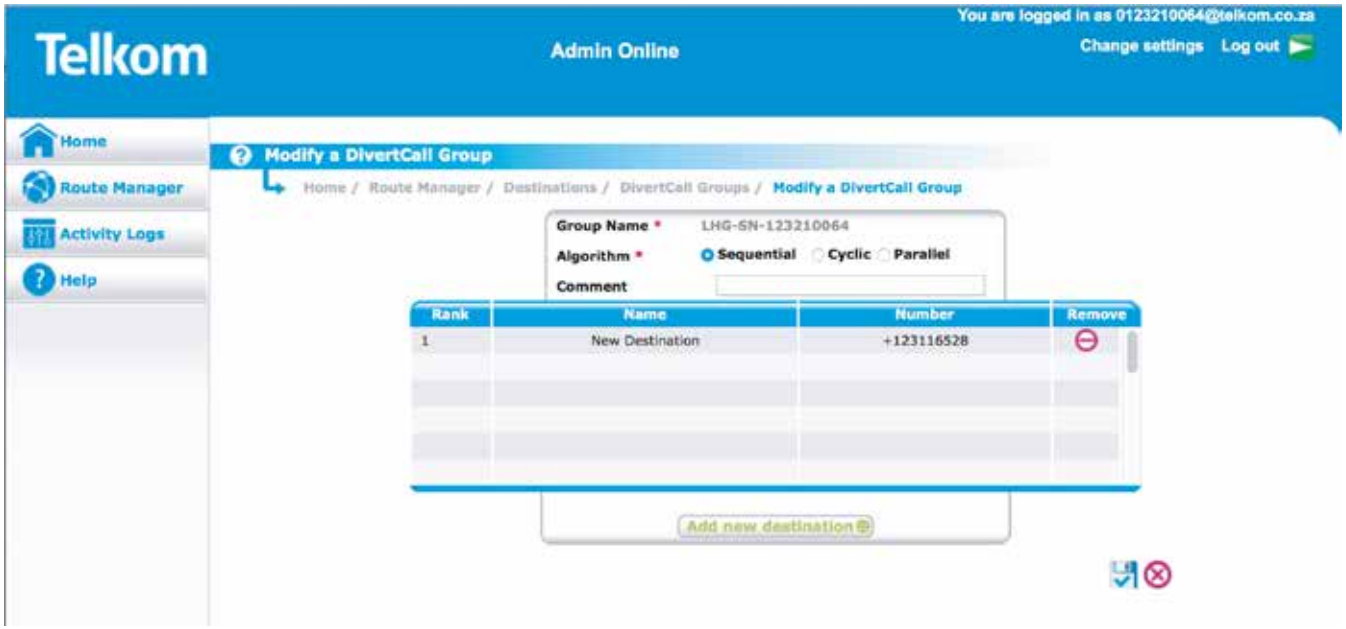


g. Delete the default destination number by clicking on the purple **'Remove'** icon ⊖ next to the number. Save the changes by clicking the save icon.

h. Click **'Save'** after making the changes.



The service is now set up to onward route calls to the new designated number.
To add additional numbers, the steps on page 5 must be executed again.
A total of 20 alternative designations are allowed.
To include the additional numbers in the hunting group, the steps on page 20 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.

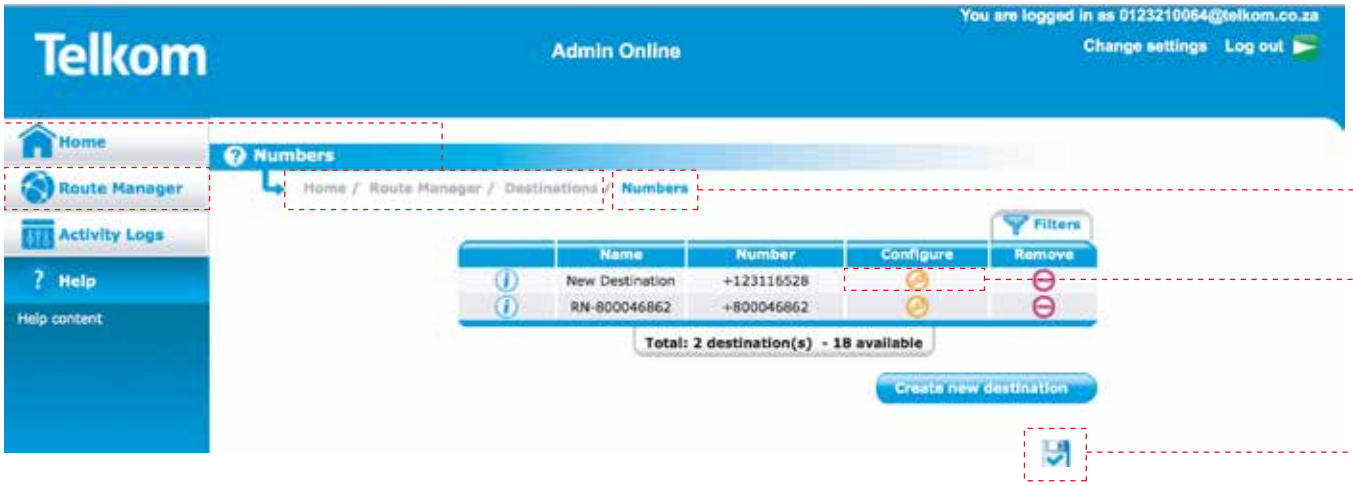
b. Sequential:

The first telephone number on the hunt group priority list is dialled. If that number is busy, the system continues down the priority list until a non-busy number accepts the call.

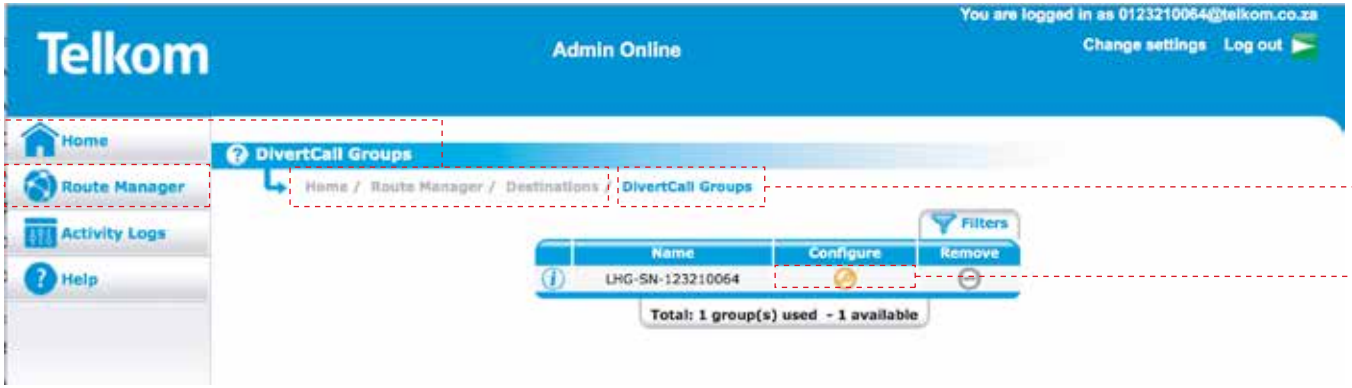
c. Parallel:

All services created in a hunting group will ring at the same time.

a. On the Home page, click on the **'Route Manager'** tab.
b. On the set of tabs that appear after that, click on **'Destinations'**.
c. Hover your mouse over **'Destinations'**, and a drop-down menu will appear. Click on the **'Numbers'** tab.
d. When you get to the table showing all configured numbers, press the yellow **'Configure'** button next to the number in question.
e. Change the number and click on **'Save'**. This will also change the number in Hunting.

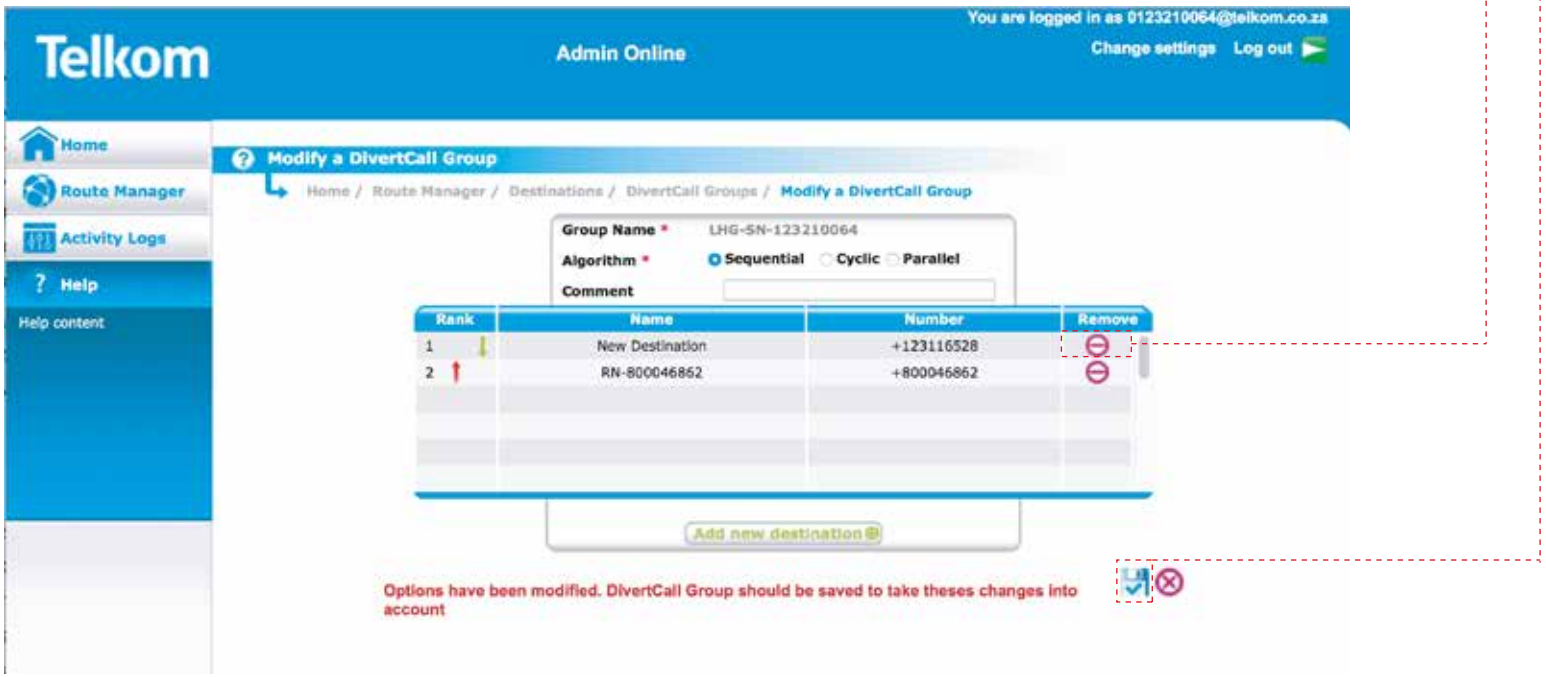


a. On the Home page, click on the **‘Route Manager’** tab.
b. On the set of tabs that appear after that, click on **‘Destinations’**.
c. Once there, click on the **‘DivertCall Groups’** tab.
d. Click on the yellow **‘Configure’** button.

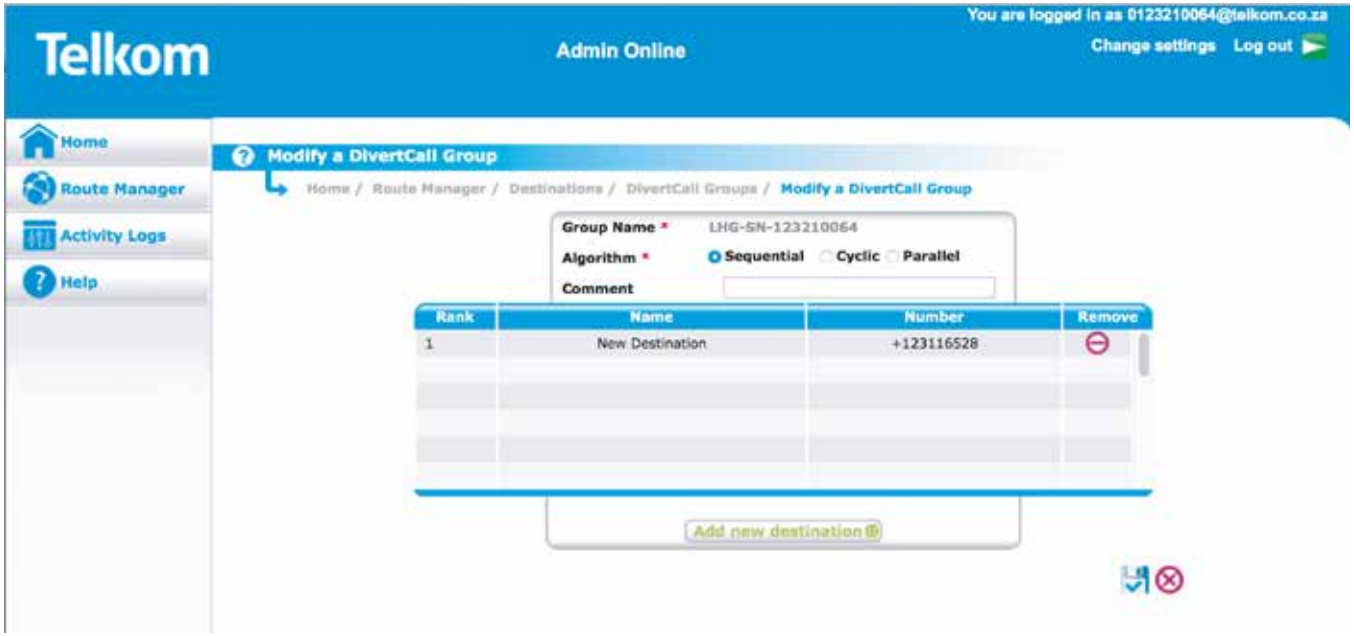


e. Click on the **‘Remove’** button.

f. Click on the **‘Save’** button.



g. The number has now been removed from Hunting.



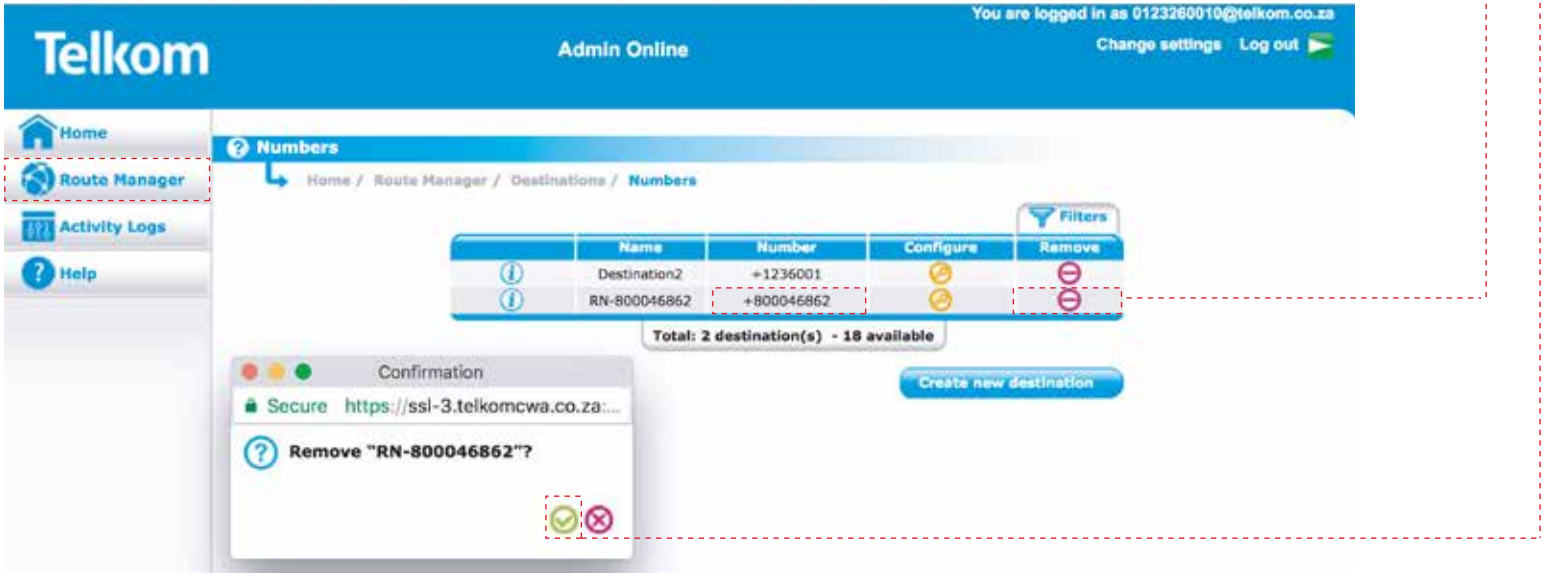
h. Click on the **‘Route Manager’** tab.

i. Once there, click on the **‘Destinations’** tab.

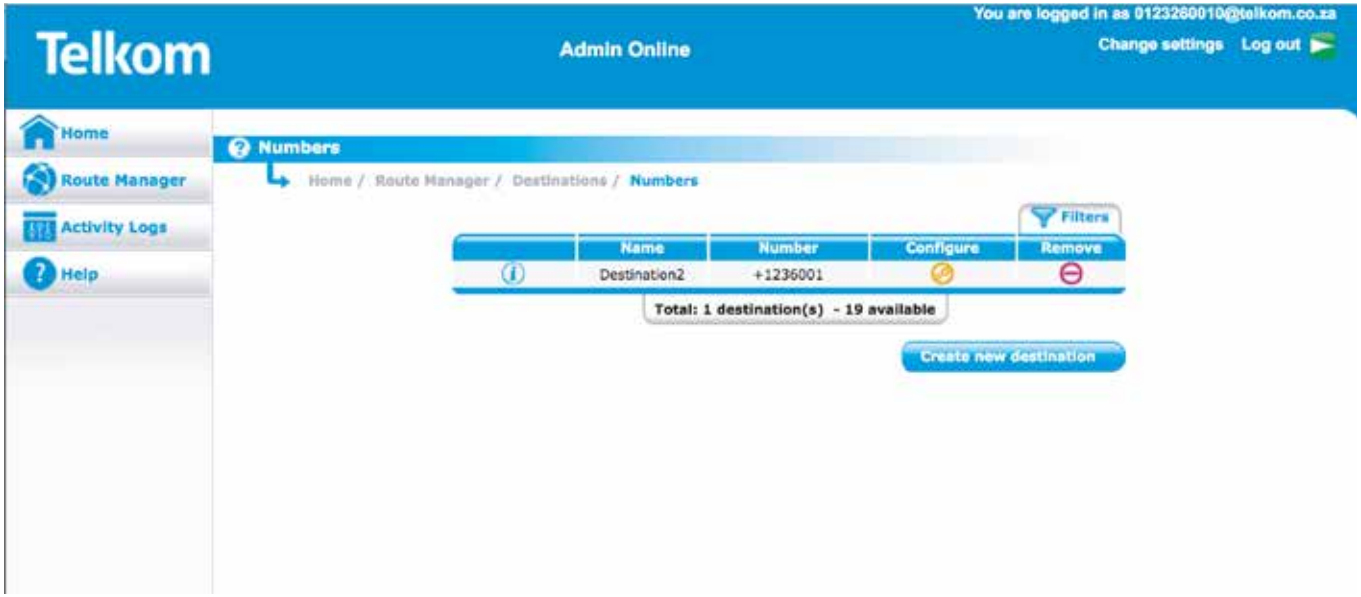
j. A drop-down menu should appear. Click on the **‘Numbers’** tab.

k. Select the number you want to remove and click on the **‘Remove’** button.
A pop-up will then appear to confirm the removal.

l. Click on the green confirmation tick.

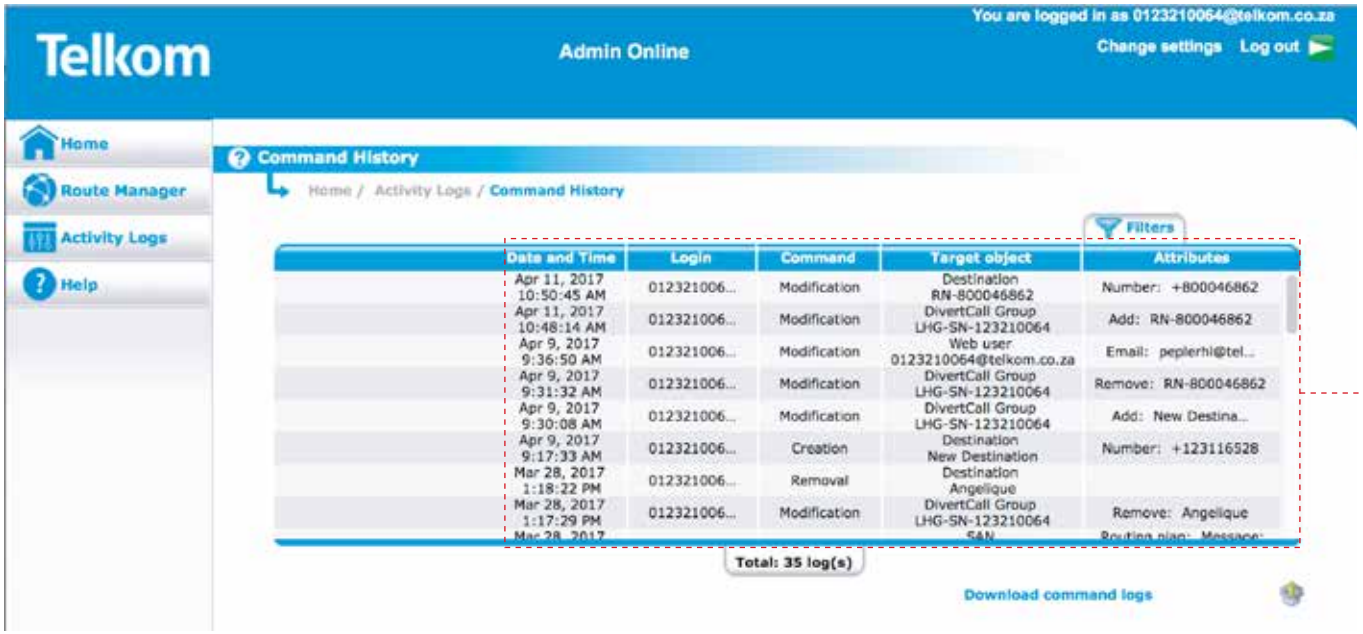


m. The number has now been removed from the portal.



2.8 Activity logs

a. Under the **'Activity Logs'** tab, you can view all the actions and changes you or others have implemented on the portal.



2.9 Do Not Disturb

This function allows you to block/unblock the onward routing of calls.

Calls will not be routed to the numbers created on the portal.

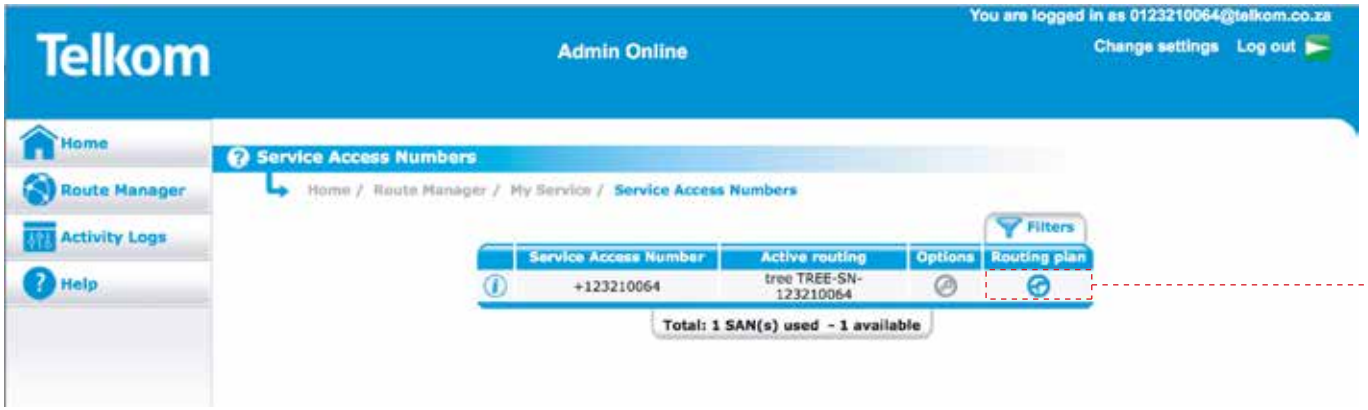
To suspend onward routing and to activate it again, simply follow these steps:

a. On the Home page, click on the **'Route manager'** tab.

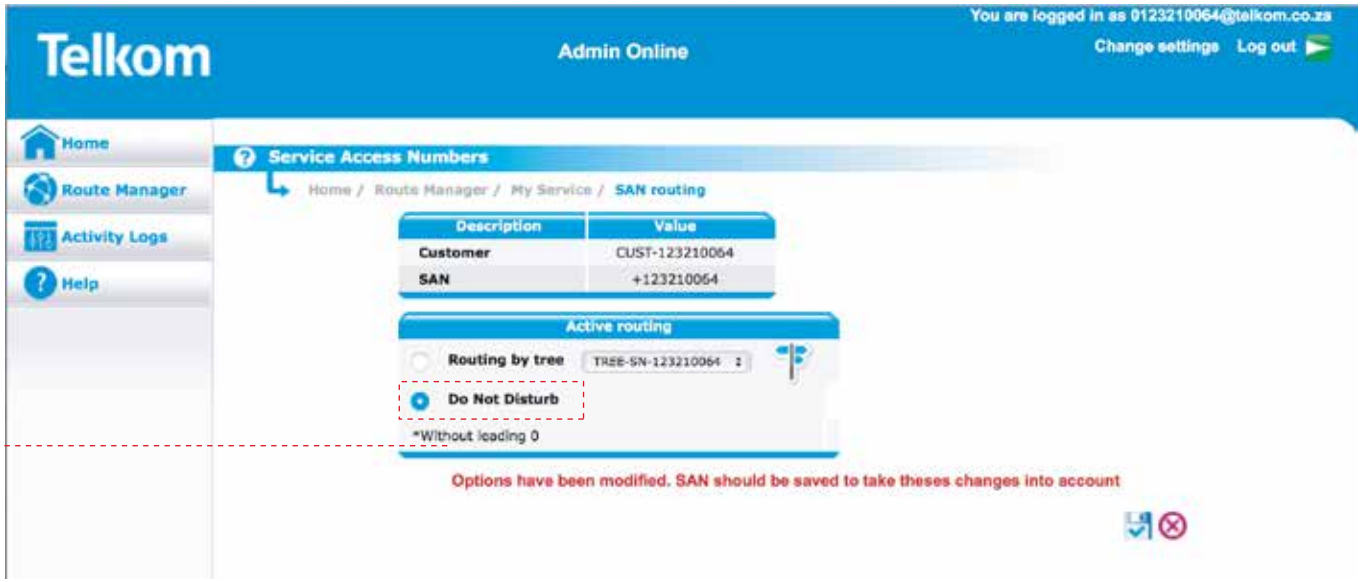
b. Once there, click on the **'My Service'** tab.

c. A drop-down menu will appear. Click on **'Service Access Numbers'**.

d. Click on the blue **‘Routing plan’** button, which is next to the grey **‘Options’** button.



e. On the next screen, click on the **'Do Not Disturb'** tab and then on the **'Save'** button.
This will ensure that the change takes effect. When you require onward routing to start again, complete steps a and b above and this time, click on the **'Routing Trees'** tab and then on **'Save'**.
(Please note that for all changes done, there is a ± 60-second delay before the changes take effect.)



Done.
You're set up.

If you still need help,
call us on **10210**.

Telkom