

How to Configure Response Groups?

Summary

This article provide a summary for configuring response groups in Skype4B service management.

Applies To

This article applies to MachPanel build v6.0.20 HF1 and later.

How the Response groups be added?

To add a response groups, you need to specify the **Application Server FQDN** in Lync Server.

Home > Service Director > Skype4B Hosting > Server Groups > Add Server Group

Step-1 Step-2 Step-3

Add Pool Information:

*Enter Front End Pool FQDN: FEpool.machsol.local

Enter Application Server FQDN: FEpool.machsol.local

*Enter comma separated IPs of all Front End Server(s) associated with above Front End Pool: 10.10.10.21

Enter FQDN of Persistent Chat Server (If Deployed) associated with above Front End Pool: 10.10.10.21

Access Edge Service FQDN: 10.10.10.21

Handle DNS:

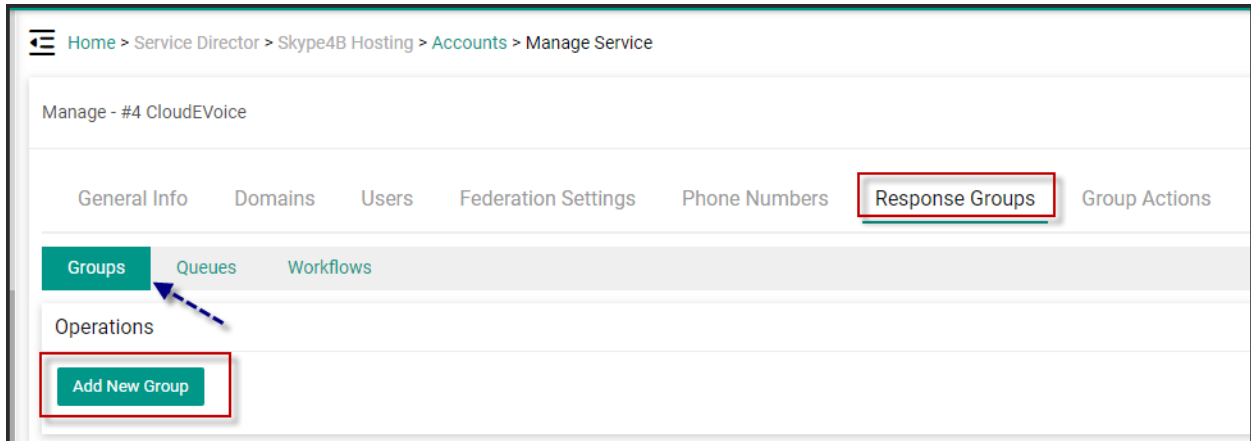
Adding Agent Groups:

Agent groups contain a specified set of user accounts that belong to a Response Group. How calls are routed in the group, and what options a member has are configured at the agent group level.

To add a new groups, navigate to path: **Home » Service Director » Skype4B Hosting »**

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Accounts » Manage Service and add a new Group by clicking on **Add New Group** button under the tab **Response Groups >> Groups**. See the snapshot below:



In the Section Add New Group, provide Group name, Alert time and click **Save** when done. Fill in the following form.

The screenshot shows the 'Add New Group' form. The navigation tabs are the same as in the previous screenshot. The 'Response Groups' tab is selected. The 'Groups' sub-tab is also selected. The form fields are: 'Group name' (Response Group), 'Description' (Test), 'Participation Policy' (Informal), '*Alert Time (in seconds):' (20), and 'Routing Method' (Longest Idle). A 'Go Back to' button is visible in the top right corner. A note next to the alert time field states: 'You must enter a numeric value between 10 to 600.'

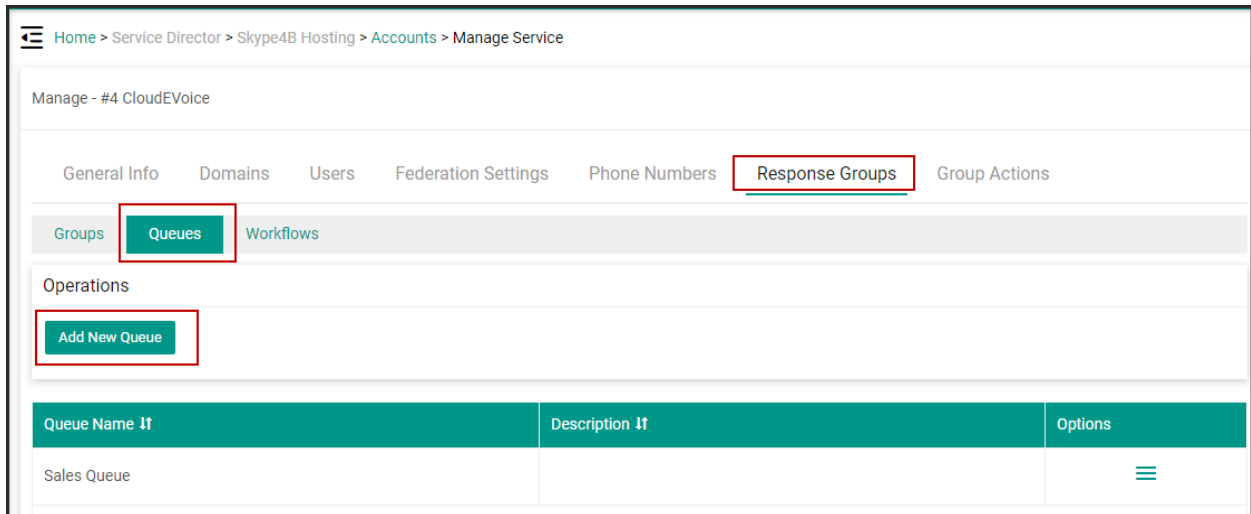
The screenshot shows the 'Agents' selection dialog. The title is 'Agents: Define a custom group of agents'. The 'Type to search' field is empty. The 'Selectable' list contains: Phil James <Phil.James@cloudevoice.local>, Sara Paul <Sara.Paul@cloudevoice.local>, Shane Austin <Shane.Austin@cloudevoice.net>, and William Edward <William.Edward@cloudevoice.local>. The 'Selected' list contains: Emma Jones <Emma.Jones@cloudevoice.local>, Fedrick Duval <Fedrick.Duval@cloudevoice.net>, and Mathew Parker <Mathew.Parker@cloudevoice.local>. There are four arrow buttons (left, right, left, right) between the lists. 'Save' and 'Cancel' buttons are at the bottom.

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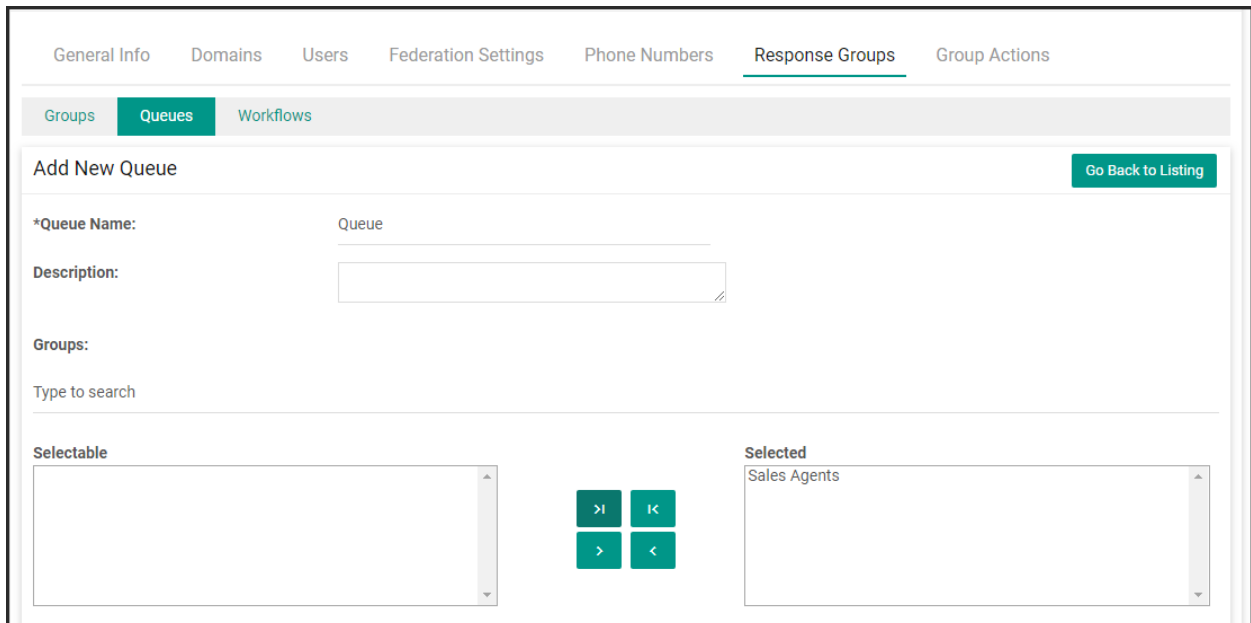
Adding Queues:

A queue is an object that holds callers as they dial in to the Response Group. A queue can contain multiple agent groups or sometimes just a single agent group is included. Settings such as timeouts and call capacity are configured at the queue level.

To add a new Queue, select **Queue** tab under **Response Groups** and click on **Add New Queue** button. See the snapshot below:



In the section add new queue, provide Queue name, select groups, Enable time out period if necessary.



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Adding Workflows:

There are two types of workflows that are supported in MachPanel Hunt groups, and interactive groups. Workflows are the glue that ties together the agent groups and queues. The workflow settings determine how a caller reaches a specific queue depending on question responses, time of day, or holidays.

To define workflow, select the **Workflows** tab from the **Response Groups**. and click on **Add New Workflow** button.

See the snapshots below:

Home > Service Director > Skype4B Hosting > Accounts > Manage Service

Manage - #4 CloudEVoice

General Info Domains Users Federation Settings Phone Numbers **Response Groups** Group Actions

Groups Queues **Workflows**

Operations

Add New Workflow Manage Holiday Sets Manage Business Hours

Workflow Name ↑	Active ↑	Template ↑	Address ↑	Language ↑	Managed ↑	Options
Sales Response	True	Hunt Group	Sales.Response@cloudevoice.local	English (United States)	False	☰

Displaying: 1- 1 of 1 Displaying per page: 20 ▼ Change

Groups Queues **Workflows**

Add New Workflow **Go Back to Listing**

The response group templates help you to design a new workflow. Each template has a defined set of features. To create a new workflow, click Create beside the template that you want to use.

Hunt Group
Simple routing to a hunt group you define and additional settings such as welcome message, availability, and music on hold.

Interactive Response Group
In addition to Hunt Group settings, you can specify up to two levels of questions that callers will hear. Each question can have up to four possible answers.

Hunt Group

Interactive

In the **Hunt Group**, provide display name and SIP address of under the hunt group section.

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Telephone Number: TEL: +11234567890 (US, N/A, DID) ▾ Ext: _____

Display Number: +11234567890

Description: Example: Group that receives sales calls. The description is published in contact card.

Workflow Type: UnManaged Managed

And select the response queue, click **Save** when done.

Add New Workflow

- Hunt Group
- Language Selection
- Welcome Message
- Business Hours
- Holidays
- Response Queue

*Select the queue that will receive the calls: Sales Queue ▾

- Music on Hold

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Adding Holiday Sets:

Click **Manage Holiday Sets** to Add and manage Holiday Sets, Holidays.

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Add New Workflow **Manage Holiday Sets** Manage Business Hours

Manage Holiday Sets [Go Back to Listing](#)

Operations

Add Holiday Set Remove Holiday Set

Select Holiday Set: Christmas

Holiday Name ↑↓	Start time ↑↓	End time ↑↓	Options
Christmas Holidays	25.12.2016 00:00:00	31.12.2016 23:59:00	Remove

Displaying: 1- 1 of 1 Displaying per page: 20 [Change](#)

Add Holiday

Holiday Name Start Date: 27.02.2018 00:00 End Date: 27.02.2018 23:59 [Save](#)

Adding Business Hours:

Click **Manage Business Hours** to Add and manage Business Hours.

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Groups Queues **Workflows**

Add Business Hours

*Name: Weekly

	Open	Close	Open	Close
<input checked="" type="checkbox"/> Sunday	<u>00:00</u>	<u>23:59</u>	<u> </u>	<u> </u>
<input checked="" type="checkbox"/> Monday	<u>00:00</u>	<u>23:59</u>	<u> </u>	<u> </u>
<input checked="" type="checkbox"/> Tuesday	<u>00:00</u>	<u>23:59</u>	<u> </u>	<u> </u>

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/51373/How-to-Configure-Response-Groups...>