



ESI eCloud

Advanced Features User's Guide

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eCloud PBX and 911

Providing accurate location information for emergency services when an employee calls 911 is critical for any company or individual. This has become more relevant in the past two years as new federal regulations have come into effect. The main two laws that all companies should be aware of are Kari's Law and Ray Baum's Act.

Detailed information on these laws and how ESI services meet these requirements can be found on the Academy (click [here](#))

- Kari's Law went into effect in Jan 2020.
- Ray Baum's Act goes into effect on Jan 6, 2021.

The main component of the Ray Baum's Act refers to a *Dispatchable Location*. It's essentially a detailed location that's provided to 911 and emergency services. ESI has always offered a location associated with the DID but we're now required to provide more information about that address, if applicable. The purpose of this act is to provide better location information so emergency services can find the 911 caller quicker.

Before 2021 if you worked in an office building, for example, you'd be required to give the main address - 100 Main St. Now you'll be required to give the floor, room, suite or other information - 100 Main St, Floor 5, Suite 508 - if applicable.

Your Company's e911 Information

Before making any changes to DIDs and addresses, take a step back so you understand the who, what, and where of your employees. Remember when dealing with locations for 911 numbers, always ask yourself, "How will emergency services find me/the employee?"

Typically when we think of 911 and location information (where emergency services are sent) we typically think of one phone number and one location. But that doesn't often reflect reality, especially since an increase in remote workers since 2020. As the Office Manager or Certified ESI eCloud Partner you'll need to analyze

- Where are the employees located? Where do they perform their work?
- Do they have more than one device that they use at that location(s)?

When you have that information pulled together it'll be much easier to establish which DIDs are needed for e911 and the associated address locations. For example if you know there are 10 remote workers then you'll need the home addresses of those 10 employees.

Scenario Example

To make this clearer let's start off with an example of a typical company and how they'd set up their e911.

Scenario:

Acme, Inc is comprised of 30 employees. Twenty employees work from the office and 10 work from home. Those that work from home use their ESI Webphone (softphone).

	Acme Office	Jane Doe
Employee	20 users All desk phones	Remote Worker Webphone - x1000wp
Address Line 1	100 Acme Ave	999 Fake St
Address Line 2	Floor 2, Suite 201	
C/S/Z	Denver, CO 80014	Dallas, TX 75087
Device Type	Desk phones	Webphone
DIDs	The company has over 30 DIDs but these are the BTN/main numbers that they advertise and use for outbound Caller ID. 720-555-1234 800-555-1234	Most ESI eCloud users receive a dedicated DID. This is the one assigned to Jane. 972-555-1234

The size of the office is such that the office employees fit within a large area (cubicle farm) with a few offices in front. For e911 the logical method is to use DID 720-555-1234 as the office outbound 911 DID. Use the office address for this DID. Anyone (employee, visitor, cleaning crew, vendor) dialing 911 from a desk phone at the office will send the Denver address to 911 Services.

If...

1. The office spanned more than one floor, one suite, one building; you'd need a separate DID for those groups of employees and that DID would reflect the appropriate address/location.
 - o Example: 15 employees/phones are on floor 2 and another 15 are on floor 3. You'd need two DIDs and Line 2 of the address location would reflect the appropriate floor and suite number.
2. Similar to number 1 where the employees are in one space but the space is much larger.
 - o You'd want to update Address Line 2 of the appropriate 911 DIDs to reflect East, West, North or South.

You would provide the same set up for Jane Doe, the remote worker, as you would for the office. But in her case she'll use 972-555-1234 for her outbound 911 DID, which would use her home address in Dallas. Each remote worker would be set up in the same way.

Assembling Your e911 Inventory List

Any DIDs associated with your site will be listed under Inventory in eConsole. You can access this tab as an Office Manager, Reseller, or Super User (ESI only).

Tip: Export the DID list to a CSV file and use it to group employees by location and log address information. Then use this file for reference when setting up the 911 DIDs.

Below is an example of a DID Inventory export that was modified to add 911 information. While this list can't be re-imported into eConsole it's an easy way to find the information when you're ready to update eConsole.







You wouldn't have to use this CSV file permanently but it's a great way to gather and execute 911 information when starting out. Once that's set in eConsole it's a matter of maintaining the entered information (in eConsole).

Phone Number	Treatment	Destination	Notes	911 Location	Which Extensions
720-555-1234	Auto Attendant	x3000	Outbound CID	100 Acme Ave FL 2 STE 201 Denver, CO 80014	All Extensions
800-555-1234	Call Queue	x4000	Sales Promo DID	N/A for 911	N/A
972-555-1234	User	x1000 (Jane)	Remote worker	999 Fake St Dallas, TX 75087	x1000 (Jane)
972-555-1235	User	x1001 (Annie)	Remote worker	888 Apple Ave Phoenix, AZ 12345	x1001 (Annie)
972-555-1236	User	x1002 (Bob)	Remote worker	777 Bobcat Chico, CA 12345	x1002 (Bob)
972-555-1237	User	x1003 (Carl)	Remote worker	555 Cookie Cr Austin, TX 12345	x1003 (Carl)
972-555-1238	User	x1004 (Denise)	Remote worker	444 Dogle Dr Tulsa, OK 12345	x1004 (Denise)
972-555-1239	User	x1005 (Ed)	Remote worker	333 Electric St. Paul, MN 12345	x1005 (Ed)
972-555-1240	User	x1006 (Frank)	Remote worker	222 Funky Albany, NY 12345	x1006 (Frank)
972-555-1241	User	x1007 (Gabby)	Remote worker	111 Goody El Paso, TX 12345	x1007 (Gabby)
972-555-1242	User	x1008 (Henry)	Remote worker	987 High Hill Atlanta, GA 12345	x1008 (Henry)
972-555-1243	User	x1009 (Irene)	Remote worker	123 Icon Seattle, WA 12345	x1009 (Irene)

Accessing 911 Numbers

You can manage 911 location information via eConsole if you use ESI's eCloud hosted PBX platform or ESI Registered SIP Trunks.

1. Launch eConsole (my.esihs.net) and login.
 - a. If your site does not have an Office Manager account or you cannot remember the login please contact ESI eCloud Support.
2. Click on Inventory in the left navigation panel, then choose the 911 Numbers tab. Below is an example of that tab.

911 Number	Status	CallerID Name	Users	
1 (469) 220-7000	Not Provisioned		1	
1 (619) 333-0100	Not Provisioned		1	
1 (760) 201-0211	Not Provisioned		1	
1 (972) 422-9700	OK	ESI	268	 
1 (424) 200-0000	Not Provisioned		1	

- **911 Number** - only a portion of the DIDs the site owns will appear in this tab. Regardless of which numbers are present you'll need to go through each one and validate the address information.
Note: if the DID you're looking for is not listed in this tab click **Add 911 Number** in the upper right corner.
- **Status** - By default the 911 DIDs in this tab will appear as *Not Provisioned*. Click on each number to validate the address and save.
Note: ESI Implementation team would have established your 911 location when you first purchased ESI eCloud services. That means just because you see 'not provisioned' doesn't mean 911 services doesn't have your information. It's that this information has not been validated via eConsole before.
- **Caller ID** - the name given to each 911 DID.
- **Users** - the number of users (extensions) use this DID when dialing 911. In this example 268 extensions on the ESI Office domain present 972-422-9700 and its associated location to 911 operators when those extensions dial 911.
- Numbers in this view cannot be deleted; they can only be de-validated, which will remove address information from that DID.

Adding & Editing a 911 Number

1. To add a 911 number click **Add 911 Number** in the upper right corner of the 911 Numbers tab. To edit a number simply click on the desired number in the list.
2. Complete the information in the pop up window.
3. Don't forget to Validate and Save.

WARNING: The information entered must be correct. Incorrect information could delay emergency services and incur a \$100 fee from ESI.

The screenshot shows a 'Add number' form with the following fields and values:

- 911 Number: 9725551234
- Caller Name: Acme Inc
- Address: 100 MAIN ST (Address Line 1), STE A (Address Line 2)
- Country: United States
- State/Province: Illinois
- City: SKOKIE
- ZIP Code: 60076

A map on the right shows the location in Skokie, Illinois, with a red pin. Below the map, it says: 'Validate a new address before saving. All fields must be filled out before validating.'

At the bottom, there are 'Cancel' and 'Validate' buttons.

Address Examples - Line 1 vs. Line 2

- If the address is my home, which is a house (single family dwelling) then line 1 is all that's needed. Ex: 100 Acme Ave
- If the address is my home, which is an apartment complex then line 1 and line 2 are needed. Ex: 100 Acme Ave, APT 201
- If the address is my office/work but it's a small footprint in a standalone building (McDonald's, Starbucks, standalone dentist office, etc.) then line 1 is all that's needed. Ex: 100 Example Dr.
- If the address is my office/work, but is in a strip mall or office building then line 2 is needed. Same applies for an office that has a large footprint (entire floor of an office building, school campus, etc.). Ex: 100 Example Dr., Floor 3, Suite 304

Important Tip: When using words in line 2 like 'floor', 'suite', 'room', etc. simply spell them out. When clicking Save in eConsole these words will be updated with correct 911 abbreviations. For example 'floor' will become "FL".

911 Address Abbreviations

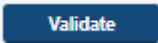
Below are valid, commonly used abbreviations.

Input Unit Type	Abbreviated Unit Type
APARTMENT	APT
BASEMENT	BSMT
BUILDING	BLDG
DEPARTMENT	DEPT
FLOOR	FL
FRONT	FRNT
HANGAR	HNGR
LOBBY	LBBY
LOT	LOT
LOWER	LOWR
OFFICE	OFC
PENTHOUSE	PH
PIER	PIER
REAR	REAR
ROOM	RM
SIDE	SIDE
SLIP	SLIP
SPACE	SPC
STOP	STOP
SUITE	STE
TRAILER	TRLR
UNIT	UNIT
UPPER	UPPR

Here is a link to standard address abbreviations from the USPS:
https://pe.usps.com/text/pub28/28apc_002.htm

Validating an Address

Once the address has been entered it must be validated.

1. Click  in the popup window.
 - If the address is invalid you'll see the following notice below the map view.

The entered address could not be found. Please make sure there are no errors or enter a different address.

- If the address is valid you'll see the following notice below the map view.

The address has been confirmed and any suggested changes have been applied.

Auto corrections are made to the address when validating.

In the example to the left I originally entered the following.

100 Main St
Ste A
Chicago, IL 60076

When clicking **Validate** the address was updated to refer to Stokie as the City, not Chicago. Stokie is the correct city, which is a suburb of Chicago.

Add number

This is the address Emergency Services will receive when called.

911 Number
9725551234

Caller Name
Acme Inc

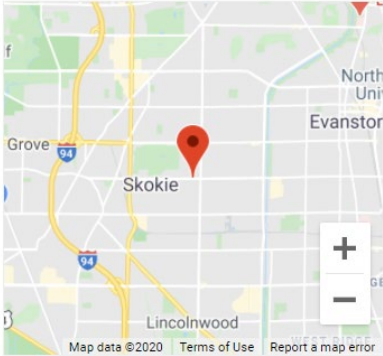
Address
100 MAIN ST
STE A

Country
United States

State/Province
Illinois

City
SKOKIE

ZIP Code
60076



Validate a new address before saving. All fields must be filled out before validating.

Cancel | **Validate**

2. Be sure to click **Save** after validating the address.
3. Once saved the 911 DID tab in eConsole will update to show **OK** for that DID opposed to **Not Provisioned**.

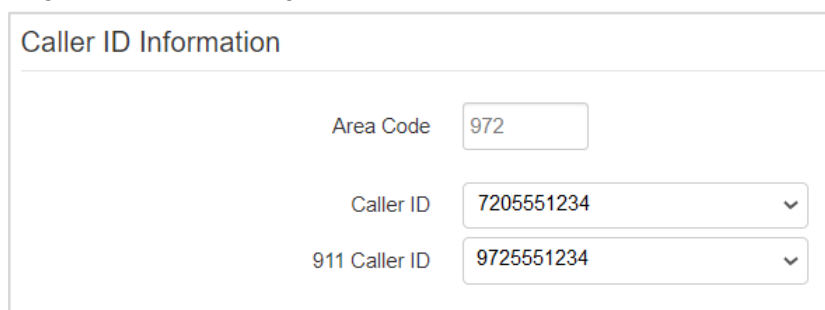
WARNING: While the 911 Number tab does not allow you to enter an invalid, unrecognized address it's still possible to enter a location that's inaccurate, such as, the wrong suite or building number. The information entered must be correct. If the e911 address is not provided or is incorrect and an emergency call is made, ESI reserves the right to charge \$100 for each 911 call made.

Assigning a 911 DID to an Extension

Now that the DIDs and addresses are updated, go to each extensions and ensure their outbound 911 Caller ID is set to the correct DID.

To set this up

- Login to eConsole.
- Go to Users and select the desired extension.
- Update the Caller ID Information section on the profile screen.
 - **Caller ID** - this is the CID that will be presented on normal, everyday outbound calls. Has nothing to do with 911.
 - **911 Caller ID** - this is the CID (and its associated address) that will be presented to 911 Service when 911 is called from this extension.



The screenshot shows a form titled "Caller ID Information" with three input fields:

Caller ID Information	
Area Code	<input type="text" value="972"/>
Caller ID	<input type="text" value="7205551234"/>
911 Caller ID	<input type="text" value="9725551234"/>

- Click Save

SIP Trunks and 911

If the site is using **registered** ESI SIP Trunks, the ESI Certified Partner will be able to manage the 911 DIDs via eConsole.

Management of static SIP trunks is not supported in eCosnole.

If the site is using SIP Trunks not provided by ESI, they'll need to contact the provider of those trunks to update their 911 information.

Note: the site is using an ESI premised-based phone system with PRI or Analog trunks it's up to the site to work with their ESI Partner and the carrier of their voice service to establish 911 information.

Testing 911 Service

ESI encourages our customers to test e911 services once it is properly configured. Testing of e911 services can be done by simply dialing 933 on your ESI phone. An automated attendant will respond with the phone number and address on file for 911 services for that phone.

If the information provided by the auto attendant is incorrect, access the 911 Numbers tab to update, validate, and save the correct information. If you've done this and continue to have issues please contact our ESI Certified Partner or ESI Customer Support.

FAQ

- **What if I don't use ESI Cloud Services but need to change 911 info?**
If the DID was purchased through a different carrier then you will need to contact that carrier, not ESI.
- **What happens if the site doesn't have enough DIDs for the various addresses needed for correct 911 information?**
Contact your ESI Account Manager to acquire additional DIDs.
- **What if the address I'm entering is correct but shows as invalid in eConsole?**
That can happen with newly built roads. Contact ESI eCloud Support to have the 911 information updated.
- **Is it possible to assign a 911 DID to a specific device?**
Not at this time but that feature is expected to be available in late Q1 2021.
- **How do I know which abbreviations to use for locations that have floors, suites, etc?**
Refer to the **911 Address Abbreviations** section in this document. Also keep in mind that eConsole will automatically change key terms to abbreviations automatically (i.e., Suite will update to STE).
- **What if the employee's phone is moved to a different location?**
The location and/or DID needs to be updated in eConsole.
- **Can I associate the e911 address by extension opposed to a DID?**
Not at this time.
- **Does Ray Baum's Act apply to currently installed phone systems?**
Phone systems installed since Jan 6, 2021.
ESI recommends updating all sites for better emergency service.
- **Does Ray Baum's Act cover smartphone apps like ePhoneGo?**
Not until Jan 2022.
ESI, like many app providers, recommends dialing 911 from the smartphone's native dialer.
- **What if I don't have a login to eConsole?**
If you are actively going through the implementation process your ESI Project Coordinator can assist you. If you're a site that's been up and running for more than 30 days contact your ESI Account Manager.


Text to Speech

Text-to-Speech allows you, the user, to type words into eConsole for the greeting you want to play back to callers. Text can be entered in English, Spanish or French (Canadian), any one of those three languages is selectable for each greeting. The entered text will be played back as the voice you choose in the voice menu options.


Anywhere that normally required a person to record a greeting through the phone's handset or to upload a pre-recorded greeting can now use Text-to-Speech.

- Office managers
 - Auto Attendant intro greeting & menu greeting
 - User's voice mail greeting & recorded name
 - Call Queue greetings
 - Music on Hold messages
- Individual Users
 - Voice mail greeting
 - Recorded name

Setting up Text-to-Speech

- Log-in to eConsole as Office Manager or Individual User.
- Access the page within eConsole from where you record the greeting. For example, greetings for Auto Attendants will be found on the AA page. Greetings for voice mailbox will be found under Settings on the Message page.
- Click on the Manage Greeting icon or Edit Greeting/Prompt icon .
- Select Text-To-Speech.
- Select the desired language from the dropdown menu.
- Type the phrase that you want played back to callers.
- Select the desired voice.
- Click the playback button to verify the greeting sounds the way you want.
- Make any adjustments and Save.

Save the greeting itself and then Save changes to that page in eConsole.



The screenshot shows a 'New Greeting' form with the following elements:

- New Greeting:** Three radio buttons: 'Text-To-Speech' (selected), 'Upload', and 'Record'.
- Message:** A text area containing the Spanish text: 'Para ventas, presione o diga uno., Para atención al cliente, presione o diga 2., Para contabilidad, presione o diga 3..'.
- Language:** A dropdown menu currently set to 'Spanish (United States of Amer)'. The dropdown is open, showing options: 'English (United States of America)', 'French (Canada)', and 'Spanish (United States of Amer)' (highlighted).
- Voice:** A dropdown menu currently set to 'Spanish (United States of Amer)'. A speaker icon is visible to the right of the dropdown.

Tips

- Do not enter carriage returns in the message box.

Good	Bad
For Sales press 1. For Support press 2. For Accounting press 3.	For Sales press 1. For Support press 2. For Accounting press 3.
Thanks for calling. I'm away from my desk right now so please leave me a message.	Thanks for calling. I'm away from my desk right now so please leave me a message.

- Enter a comma where you want a pause.

Examples
For Sales press 1, For Support press 2, For Accounting press 3.
Thanks for calling, I'm away from my desk right now so please leave me a message.

- Some words may need to be spelled phonetically.

Examples	
"100"	"one hundred" or "one zero zero"
"Estech"	"Ez Tech"
"Amy Neidereiter"	"Amy Needer Rider"

Speech Recognition for Auto Attendants

General

This guide outlines how to configure and use Speech Recognition for Auto-Attendants. Speech Recognition can be enabled for an existing Auto-Attendant or when defining a new one.

Speech Recognition is available in English, Spanish or French (Canadian).

Enabling Speech Recognition

This feature is available to Office Managers, Reseller, and Super Users seat types for an additional monthly fee.

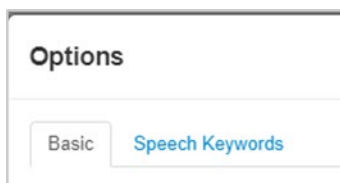
- Login as eConsole
- Click Auto Attendants in the left navigation menu
- Select the language you want to use from the dropdown menu.



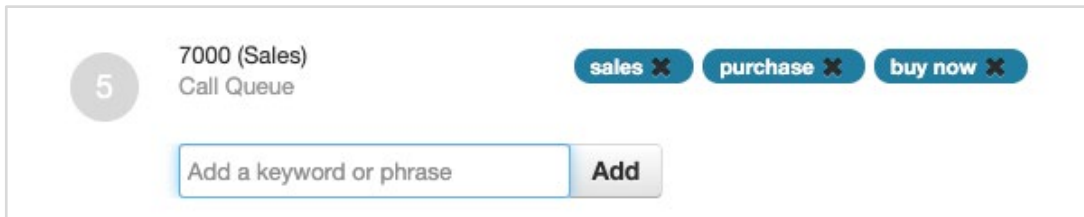
- Select Dial Pad Menu Options (gear icon)



- In the window pop up, choose the Speech Keywords tab. You will see the digits configured in the Dial Pad Menu and the destination they are routed to.



- Click on a digit and a field will appear. Enter the words you would like to use in order to match this option. For example, if you wanted the number 1 to route to an accounting department you could use the words one, accounting, billing, payments, or invoices; so when callers say those keywords it will route the caller to the destination configured.
- Enter each individual keyword(s) followed by the **Add** button or by hitting enter on your keyboard. The keywords will be displayed as **chips** in the top right; as shown below. Any Keyword that you may consider unnecessary can be deleted by clicking on the “X” on the corresponding chip.



The screenshot shows a configuration window for a call queue. On the left, there is a circular icon with the number '5'. To its right, the text reads '7000 (Sales) Call Queue'. In the top right corner, there are three blue pill-shaped chips: 'sales X', 'purchase X', and 'buy now X'. At the bottom, there is a text input field containing the placeholder text 'Add a keyword or phrase' and an 'Add' button to its right.

- Repeat the process for each key in the Attendant’s menu where you would like to have speech recognition.
- Click Save in the popup window and also on the main Auto Attendant page.

Using Speech Recognition

Navigating menus

- Once speech recognition has been enabled for the Auto-Attendant, callers will be able to navigate the menus by simply saying what option they are trying to reach, e.g. saying “SALES” rather than dialing 1 (if 1 was defined as the option to reach sales).
- Callers will be able to say the option they want to select while an announcement is being played, just like when dialing a number on their phone’s keypad.
- Callers however; cannot interrupt the greeting in the main menu and say an extension number to reach the person at that extension although they can dial that extension number to do so.

Company Directory

- When reaching a Company’s Directory, callers can now say the name of the person they are trying to reach rather than dialing the extension number or the digits that correspond to the first three letters of that person’s last name.
- When multiple entries for a name are found; let's say the caller wanted to talk to Peter Williams and there are 3 employees with the last name Williams in the company, the Attendant will play the names of the available choices. For example: if there are two employees with the last name Williams, the caller will hear something like “press 1 for John Williams”, “press 2 for Peter Williams”. Now the caller can simply say “two” to reach Peter Williams.

Tips

- Make sure not to use the same keyword for more than one key in the attendant’s menu as this will result in calls possibly being routed to the incorrect destination. When the same keyword is used in more than one option in the menu, the system will connect the caller to the first option in the menu that has that keyword defined, For example: Keys 4 and 8 have been setup with the keyword "directory". Key 8 does connect the caller to the company’s directory and 4 to the accounting department. When a caller wanting to reach the company by name says "directory" from the main menu, he/she will be redirected to accounting.

Bulk Call Recording Downloads

The Bulk Recording Downloads feature gives Office Managers the ability to download all recordings associated with eCloud's Call Logging feature. These recordings can be kept on your company server for safe keeping for as long as necessary.

How does it work?

At the end of each day, the call recordings will be compressed into a .ZIP file and made available for download through ESI eConsole. Once in eConsole the file can be downloaded to a user-defined location. The individual recordings are standard .WAV files.

How long are the recordings kept on the system?

See the chart below. It's important to understand the distinction between an individual call logging recording and a .ZIP file containing copies of multiple call logging recordings. The ZIP file is only kept for 30 days, while the individual recordings are kept for 90 days. Either type is accessed through the eConsole for Office Managers. Therefore you still have access to those recordings for 90 days and you can still download them individually.

Example: You have a .zip file that was created on October 1, 2018. You must download this file from eConsole by 11:59 PM on Oct. 30, 2018. At midnight on October 30th, the .zip file will be purged. Remember, the individual recordings remain available for 90 days.

How do I get access to this feature?

Call your ESI Sales Representative. Once the feature is ordered it will be enabled by the ESI Implementation Team.

Important Notes:

- Only Office Managers have access to the Bulk Recording Download feature.
- Recordings are downloaded by domain (office, site). Therefore, if you are a business that has multiple offices and each office has its own eCloud domain, the Office Manager will only see recordings associated with the domain/site they are logged in to (via eConsole). However, once the recordings are downloaded, the business can choose to keep all the recording files in one central location.
- The Bulk Download feature does not include personally recorded calls. These are recordings generated when pressing the RECORD button on the ESI SIP phone.
- Each day's zipped file must be downloaded from eConsole one at a time. We do not currently offer a "Download All" function, however we do have this identified as a future enhancement.

Single Sign On

Single Sign On (SSO) is an authentication scheme that provides cloud users with alternative means (credentials) to login to the eConsole, Webphone, or ePhoneGO applications. Users can now use their Google or Microsoft 365 credentials to log in.

Note: SSO for ePhoneGo Android will be available in September 2021.

SSO will not replace the existing means of logging in to the applications mentioned above, but is an alternative method for users that prefer to manage fewer user IDs and passwords.

The benefits of single sign on include:

- Fewer credentials to manage.
- Better enforcement of security protocols.
- Expedited logins.

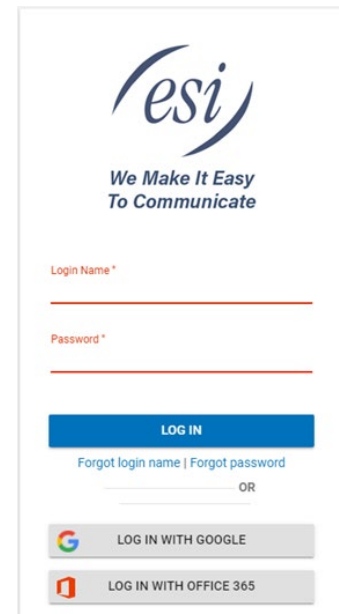
Using Single Sign On

When SSO is enabled on the domain, all users will see a screen similar to the image below during login.

The user can then login using his/hers ESI credentials or use Google or Microsoft 365 to login to the desired application.

If there is a problem with logging in using Google or Microsoft 365, be sure to log into your Google or Microsoft 365 account, check the credentials and try again.

If you have problems logging using SSO, first login to your Google or Microsoft account to ensure the credentials are correct.



The screenshot shows the ESI login interface. At the top is the ESI logo with the tagline "We Make It Easy To Communicate". Below the logo are two input fields: "Login Name*" and "Password*", each with a red underline. A blue "LOG IN" button is positioned below the password field. Underneath the button are links for "Forgot login name" and "Forgot password". A horizontal line with "OR" in the center separates the standard login fields from the SSO options. There are two buttons for SSO: "LOG IN WITH GOOGLE" (with the Google logo) and "LOG IN WITH OFFICE 365" (with the Office 365 logo).

Enhanced Password Security in eConsole

Enhanced Password Security is providing a different password for logging into eConsole and your eCloud voice mail box.



WARNING: This capability SHOULD NOT be used by users who have an ePhone7. Doing so will render the ePhone unusable. If an eConsole password is accidentally changed for an ePhone7 user, please contact ESI Cloud Support for assistance. ePhone7 users wanting to use this new password capability can contact the Customer Success team to change their phone model (note: fees may apply).

Purpose

In an effort to increase security for our users, ESI introduces a more secure way to access the eConsole dashboard. This increased security requires decoupling the Portal password from the voicemail password. This gives the user the ability to setup a more secure password that only they have access to and with more secure policies. Establishing a separate eConsole password from the voicemail password is an optional but is highly recommended.

Changing Your Password

1. Logout of the eConsole, which will take you back to the Login screen. Click “Forgot Password”
2. This will open a new window where the user can enter his/her Login Name, and Click “Send”.
3. After clicking “Send” an email will be sent to the user’s email address with a link and instructions to reset his/her eConsole password and optionally, the voicemail PIN as well.

The first screenshot shows the login screen with fields for 'Login Name' and 'Password', a 'Log In' button, and links for 'Forgot Login Name' and 'Forgot Password' (highlighted with a red box). Below are options for 'Log in with Google' and 'Log in with Office 365'. The second screenshot is the 'Forgot Password' screen, asking for the 'Login Name' and featuring a 'Send' button and a 'Forgot Login Name Back to Login' link. The third screenshot is the 'Password Update' screen, which prompts the user to set a 'New Password' and 'Confirm Password' (with a minimum length of 8 characters), and a 'Voicemail PIN' (with a minimum length of 4 characters), followed by a 'Save' button.

The Office Manager User & Passwords

Office Managers will be able to see which users have or have not updated their password. When looking at the “Users” section of the Office Manager portal, users who have not updated their password are flagged with the label **Password Required** next to their name.

Once again, it is up to organizations to decide whether to enforce this additional security measure or not.

The screenshot shows a list of users with checkboxes and names: Arthur Morgan, Benjamin Deveroux (with a yellow 'Password Required' label), Bobby Young, and Brendan Best (with a yellow 'Password Required' label). A 'Name' dropdown menu is visible at the top.

Sites and Site Manager

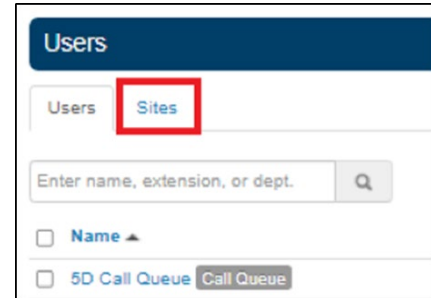
Sites

A Site is a configurable group of Users and applications inside a domain. It allows for another level of granularity of management providing more flexibility and access to larger organizations, e.g. those with offices in different geographical locations.

A “Site” can be tagged to:

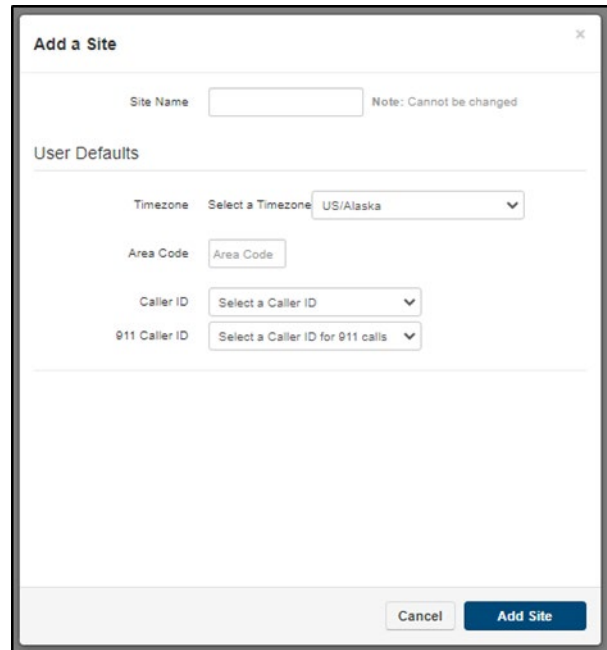
- A User
- A Call queue
- A Conference Bridge
- An Auto-Attendant

This feature provides a new tab under Users in the eConsole to manage Sites and its individual resources.



When you click “Add Site”, a new panel is used to enter the Site Name and its associated attributes

Once Site(s) have been defined, new users or call queues can be defined for that Site. An office manager will find a new field in the “Add a User” panel that allows you to select the site to which the new user belongs to.



An Office Manager can also move users to one of the existing Sites using the same field.

The screenshot shows a web form titled "Add a User". It contains several input fields: "First Name", "Last Name", "Extension" (with a note "Note: Cannot be changed"), "Department", "Site" (highlighted with a red box), "Email Address(es)" (with a plus icon), and "User's Scope" (a dropdown menu currently set to "Basic User").

Similar to users, the Office Manager is now able to define Call Queues for a specific site.

The screenshot shows a web form titled "Add a Call Queue". It has a "Basic" tab selected. The form includes input fields for "Name", "Extension" (with a note "Note: Extension cannot be changed"), and "Department". The "Site" field is highlighted with a red box. Below these fields is a "Type" section with radio button options: "Round-robin (longest idle)", "Ring All", "Linear Hunt", "Linear Cascade", and "Call Park".

Site Manager

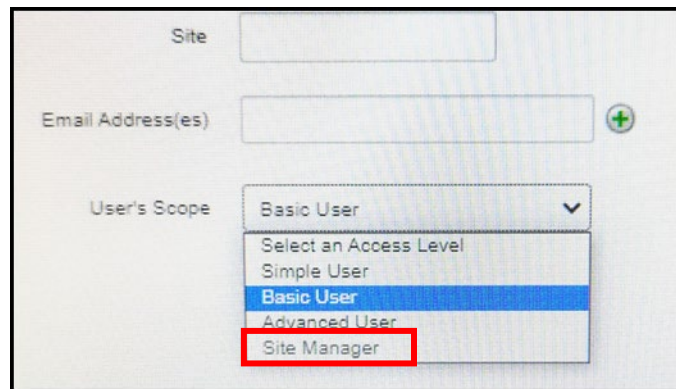
A Site Manager is a new User Scope that gives a particular user similar level of authority to that of an Office Manager but restricted to one particular Site. A Site manager can do the following for a Site:

- Add/Edit Users
- Add Call Queues
- Add Conference Bridges
- Edit numbers linked to resources it controls
- Edit MAC Addresses for users at that Site
- Modify MOH for its site to which all sites users will default.

Site Managers can see the following limited to their Site:



- Call History
- Active Call info (live and historic statistics)
- Resource counts (including API support)

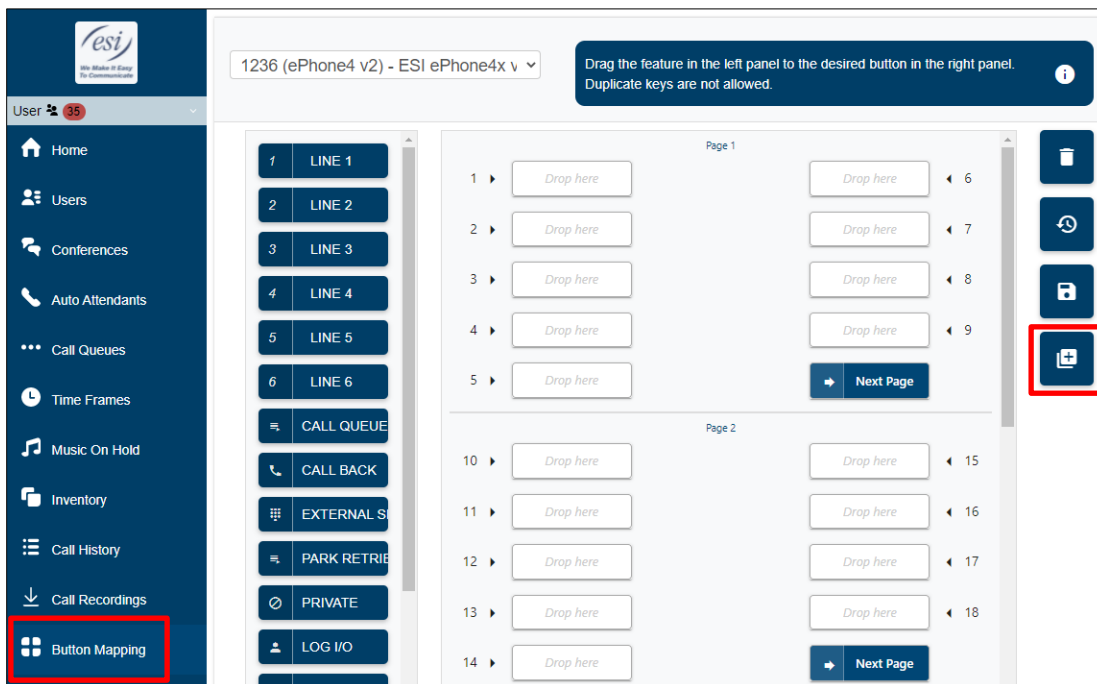
The Site Manager scope is a new option in the dropdown menu in the User panel. The Office Manager assigns this new Scope to the User who will manage a particular Site.



Bulk Button Mapping

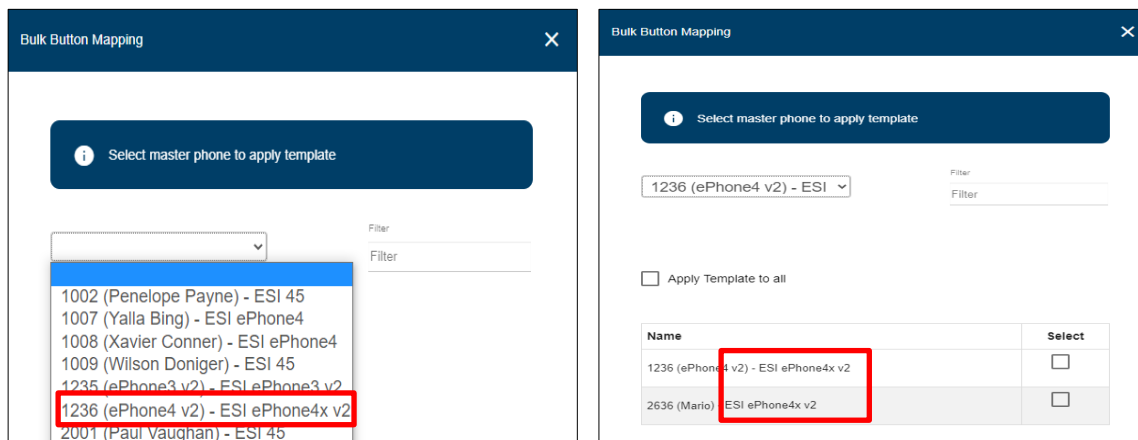
This feature allows Office Manager users to program buttons for multiple phones at once. You'll begin with a "master" phone. Once programmed you can share the same button programming with one or more phones of the same type (i.e., ePhone3, ePhone8, etc.).

1. Choose any extension that has the type of phone you're wanting to program (i.e., ePhone3, ePhone8, etc.).
 - a. In this guide, x1236 ePhone4x v2 will be our example.
2. Program the buttons on this extension like normal and Save .
3. Select Bulk Button Mapping  on the right.

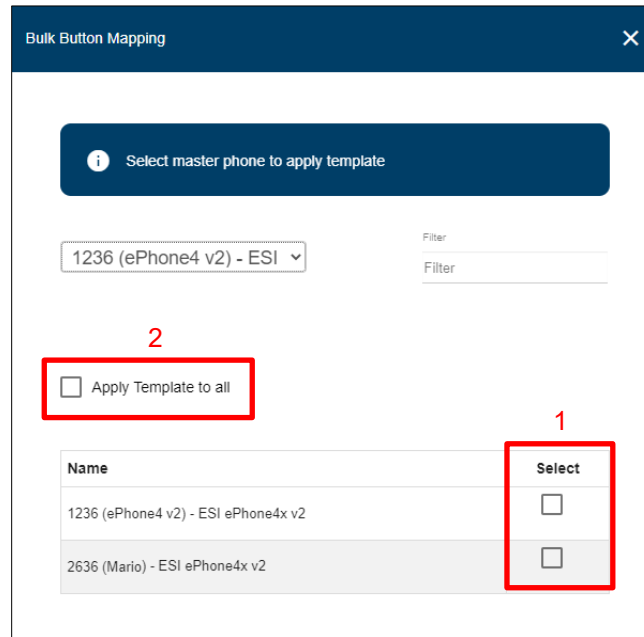


4. In the popup window select the phone that you just programmed as your Master phone.

Notice that all ePhone4x v2s on the domain will be listed because the chosen master phone is an ePhone4x v2.



5. Choose the phones to apply the button mapping.
 - a. Method 1 - Select the phones in the list to which the master button programming will be applied, then click save.
 - b. Method 2. If the master button programming will be applied to all phones listed, select **Apply Template to all** and click save.



The button programming from the master phone will be sent to all selected phones.

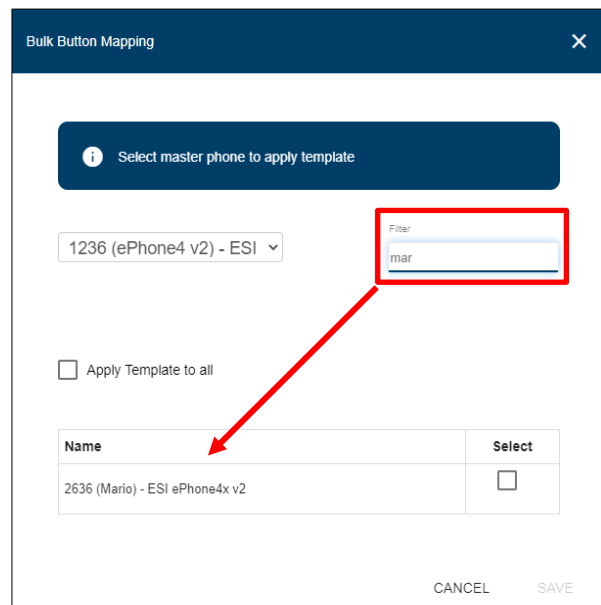
Notify users to reboot their phones for programming to take effect.

Using the Filter

The filter can be used to find a specific extension or person.

1. Select the master phone from the drop down list in the bulk button programming popup window.
2. Type the extension number or the person's name in the filter box on the right. Matching selections will appear in the list below the Filter field.
3. From here follow the same process as Step 5 on the previous page.

Notify the user to reboot the phone for programming to take effect.



Cradle to Grave

Available for office managers, contact center supervisors and super users, a call trace is a comprehensive listing of all technical information captured during a call from the moment a connection is first being attempted until the call ends. Cradle to Grave is a call trace functionality, but it presents the resulting call data in accessible terms rather than technical call flows. Cradle to Grave is available through the call history tab in the eConcole.

From Name	From	QOS	Dialed	To	QOS	Date	Duration
Estech Systems Inc.	(972) 4 [redacted]	4.5	(469) 6 [redacted]	1240	4.5	Yesterday, 11:57 am	0:14
KEDWARD JULIA	(214) 4 [redacted]	4.5	(469) 6 [redacted]	1240	4.5	Oct 24th 1:40 pm	1:14
Jose Venta	6362	4.5	5003	1240	4.5	Oct 21st 3:47 pm	0:21

By Clicking on the icon shown in the picture above, a new panel will open up showing a simplified sequence of events that occurred for that particular call. The picture below shows an example of such sequence.

Cradle To Grave

- 1:40:30 PM Call from KEDWARD JULIA ((214) 4 [redacted]) to (469) 6 [redacted]
- +2ms
- 1:40:30 PM The currently active time frame is Day
- +2s
- 1:40:32 PM Connected to Auto Attendant Main (5555)
- +8s
- 1:40:40 PM Selected 1
- +21ms
- 1:40:40 PM Connected to CallQueue Sales (5001)
- +888ms
- 1:40:41 PM Carlos Harris (1240) is ringing
- +7s
- 1:40:49 PM Carlos Harris (1240) is ringing
- +2s
- 1:40:51 PM Call answered by Carlos Harris (1240)
- +1m 8s
- 1:42:00 PM KEDWARD JULIA ((214) 4 [redacted]) hung up

Close