



# ESI eCloud

## Advanced Features User's Guide

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# 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.\*\*



New Greeting

Text-To-Speech 

Upload

Record

Message


Para ventas, presione o diga uno., Para atención al cliente, presione o diga 2., Para contabilidad, presione o diga 3..

Language

Spanish (United States of Amer) ▼

English (United States of America)

French (Canada)

Spanish (United States of America) 

## 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.

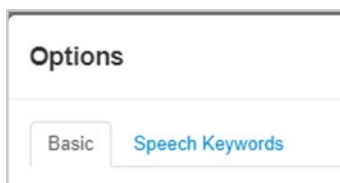
- Login as eConsole
- Click Auto Attendants in the left navigation menu
- Select the language you want to use from the dropdown menu.



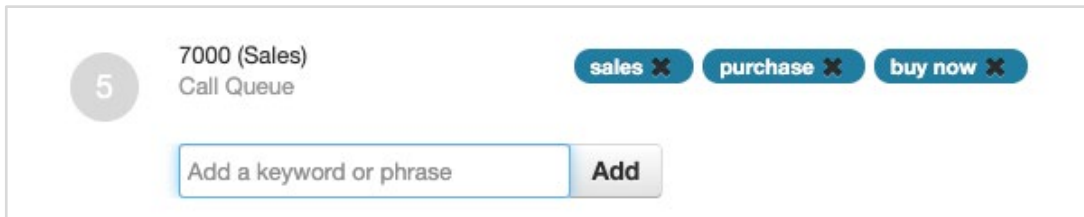
- Select Dial Pad Menu Options (gear icon)



- 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 with the placeholder '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.

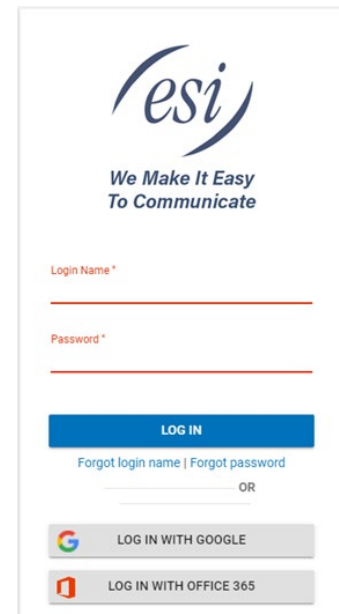
## Using Single Sign On

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". Below these links is the word "OR" centered between two horizontal lines. At the bottom, there are two buttons: "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 strength indicator), and a 'Voicemail PIN' (with a strength indicator), 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

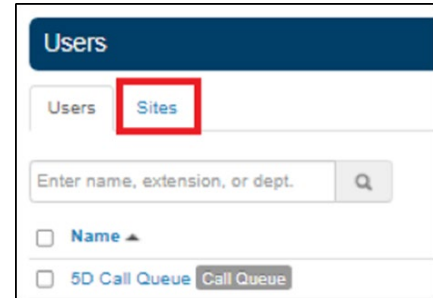
## Sites

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:

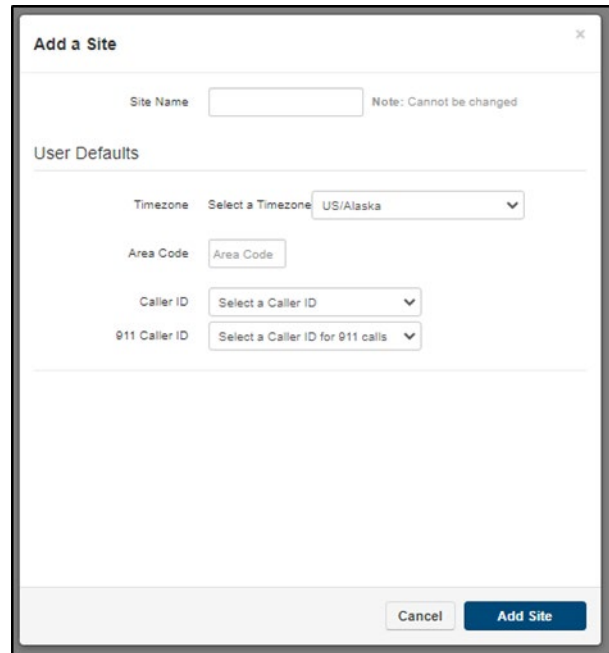
- A User
- A Call queue
- A Conference Bridge
- An Auto-Attendant

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 rectangle), "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 rectangle. 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

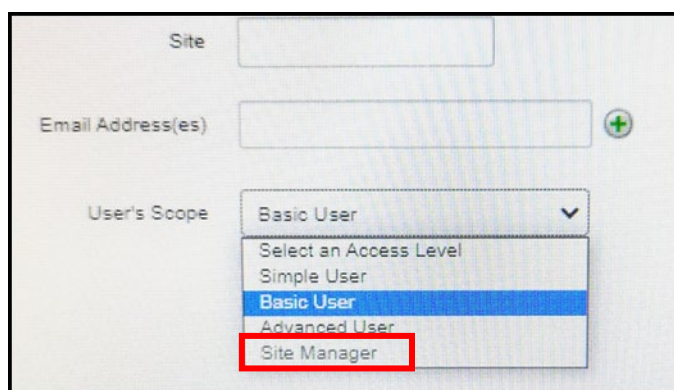
A Site Manager is a new User Scope that gives a particular user similar level of authority to that of an Office Manager but restricted to one particular Site. A Site manager can do the following for a Site:

- 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 which all sites users will default to.

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

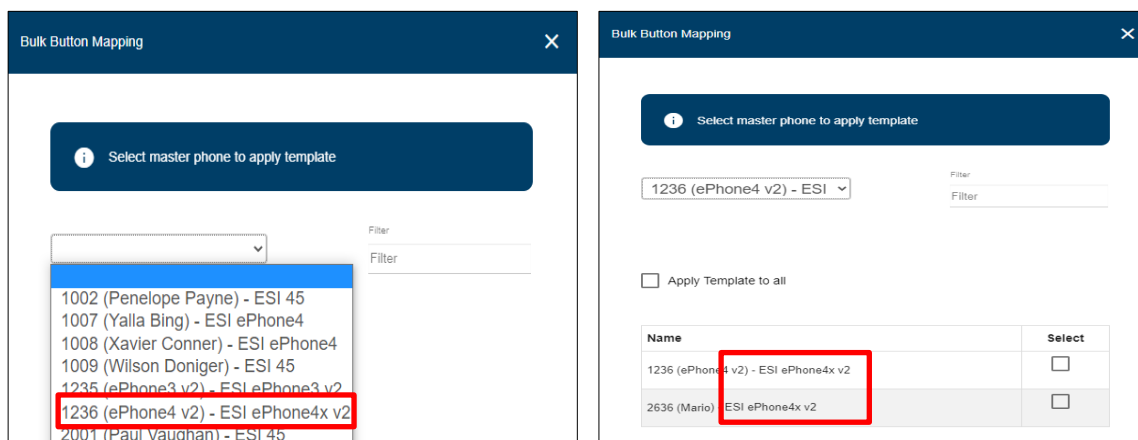
This feature allows Office Manager users to program buttons for multiple phones at once. You'll begin with a "master" phone. Once programmed you can share the same button programming with one or more phones of the same type (i.e., ePhone3, ePhone8, etc.).

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.

**Bulk Button Mapping**

Select master phone to apply template

1236 (ePhone4 v2) - ESI

Filter

Filter

Apply Template to all

Name	Select
1236 (ePhone4 v2) - ESI ePhone4x v2	<input type="checkbox"/>
2636 (Mario) - ESI ePhone4x v2	<input type="checkbox"/>

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.**

**Bulk Button Mapping**

Select master phone to apply template

1236 (ePhone4 v2) - ESI

Filter

mar

Apply Template to all

Name	Select
2636 (Mario) - ESI ePhone4x v2	<input type="checkbox"/>

CANCEL SAVE