zang ::: office

Configuring your corporation

BRIEFING

With the corporate account made, you need to configure the software to fit your environment. Define the main telephone number(s) that the company will use so that people can reach you. Configure your office hours and a holiday schedule. Define what happens when someone calls your number. If you have them, you can even specify fax numbers and a main conference number for group meetings.

LAUNCH

For each of these items, launch the Zang Office Web Interface (ZOWI), load Smart PBX, and open the Main Number page.

- **Main Company Numbers** - Open the tab to assign one or more numbers as the primary inbound number for your company. You can use an existing (ported) number, or pick a new one. If you need a number, you can also buy one from this screen.

- **Office Hours Strategy** - When is your office open? If you do not operate 24 hours a day, seven days a week, choose Custom Office Hours and define your work week. Specify which days and which hours during the day someone will be available to answer calls.

- **Office Holidays** - Create your holiday schedule. Add a new holiday, give it a name, and choose when the holiday begins and ends.

- **Incoming Call Handling** - If you created an office hours strategy or a holiday schedule, use this panel to determine the call flow for those times. Specify how an incoming call is routed during open office hours, after hours, and during the holiday schedule. Choose the time, pick the flow, and specify any extensions or contacts required to direct incoming calls. The flow proceeds from top down, trying each layer in sequence until the last option is reached.

- **Main Conference Number** - The Main Conference Number provides a space for people to call when they need to have a meeting. Company personnel and contacts outside of the company can call the conference line, enter a room number and a PIN, and connect. You can use an existing (ported) number, or pick a new one. If you need a number, you can also buy one from this screen. This is an optional feature.

- **Main Faxbox Number** - This feature allows your company to receive faxes to email. Specify the inbox to send the faxes to by clicking the Edit Faxbox icon.

NEXT MISSION

- People on hold can get bored. Add some music or other recording to help keep them engaged.

- Configure your corporate caller ID, so that when someone calls emergency services, they know where you are.