

ECS Setup: Business Structure - Caller ID

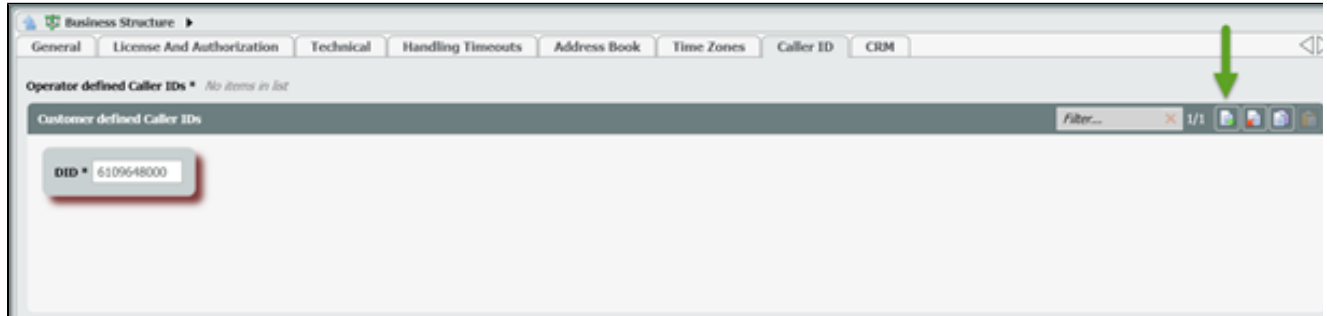
Business Structure – Caller ID

The Caller ID section provides configuration for outbound caller ID's as well as inbound test flow origins.

Customer defined Caller ID's

To add a new outbound Caller ID:

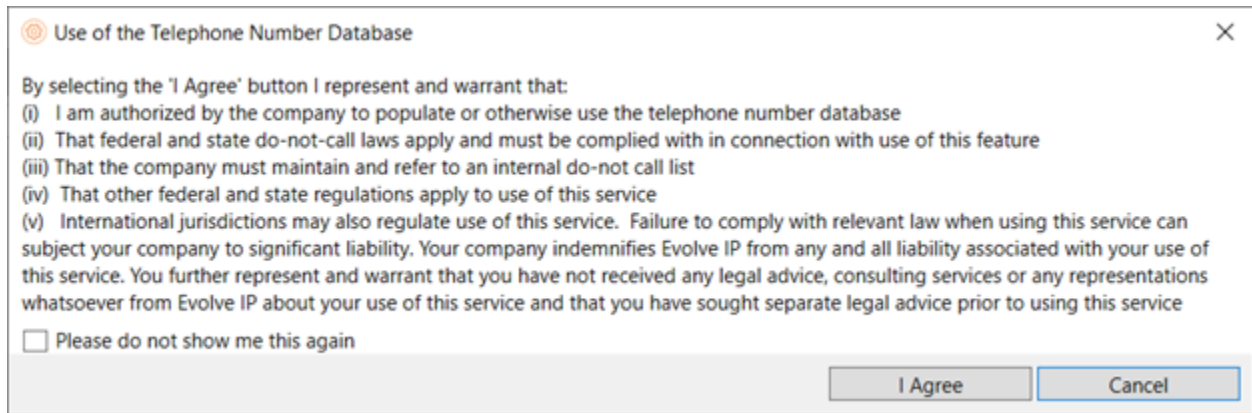
1. Select the "New" icon



Caller ids can be exported to .csv.



2. Read & accept the authorization pop-up



3. Once added, the new defined Caller ID will be available under your Business Process > General tab for assignment. Outbound calls from this business process will now reflect the assigned number.

Business Structure > Evolve IP > Customer Service >

General Handling Defaults Handling Timeouts Staff Interaction Handling Flow Disconnect Handling Flow Flow Variables ECS SMTP

Time Zone: (UTC-05:00) Eastern Time (US & Canada) Routing Strategy: Agent Idle Time Weight: 0%

Operating Hours: No items in list

Divert To Bunting Announcement Branch: Denied Divert to special flow: Disabled

Disposition Code Category Set: Support Enable Sending Interaction Summary Mail: Denied

Delegated Interaction Mail Recipients: Agent Queue: No

Selected DID for outbound calls: 6109648000 6109648000 Delegate Abandoned Interactions Automatically: Enabled

Business Process ID: caec5fb0-d1f7-4d1e-a70c-30972fd31cac

Demand Filters: Visible: 2 Total: 2

High Skills: English, Hebrew, Russian, Spanish High

Medium Skills: English, Hebrew, Russian, Spanish Medium

Postpone Interaction Options: Postpone For 5 Minutes, Postpone For 15 Minutes, Postpone For 30 Minutes, Postpone For 1 Hour, Postpone For 3 Hours, Postpone For Tomorrow, Remove Interaction

Test Flow Origins

Test flow origins are utilized while building or testing new Interaction Handling Flows. Applying this functionality provides a way to test new design ideas without impacting live operations. This section indicates which specific origin numbers will route to configured test flows rather than live flows.

In the below example only calls from 610-230-0797 will route to configured channel and business process test flows. All other inbound numbers will route to configured live flows.

Test Flow Origins

6102300797

Right clicking an Interaction Handling Flow will present an actionable menu to assign as either a live or test flow.

