

Unified Communication as a Service (UCaaS)



User Guide

www.vezeti.net

01-888 8080

version: V1



INTRODUCTION

Vezeti's Unified Communication as a Service (UCaaS) Platform is an advanced integrated Business telephone system that simplifies the complexities of installing and running a professional business telephone line.

Vezeti UCaaS is not just a VoIP solution. It is a PSTN, VoIP and a GSM solution combined. It's a combination of technologies put together carefully to give the user a wonderful business telephone system experience that makes a small business sound like a fortune 500 Company when contacted by phone without the additional huge cost and heavy infrastructural deployment.

Vezeti UCaaS helps small businesses sound professional and at same time cost effective for modern business communication.

This manual will take the user step-by-step into the configuration and setting up of the system. The system was built with the novice in telecommunication in mind. So even if you have never had an experience in Business Telephone systems, or have never managed a setup like this before, following the step-by-step approach in this manual will help you do this yourself. The Vezeti UCaaS is a DIY (Do It Yourself) Platform.

Vezeti Services supports BYOD (Bring-Your-Own-Device). You may make request for our devices and software. Our infrastructure is inter-operable with any Sip device or software.



Caution: Please take Note that Vezeti will not be liable for any misuse or careless handling of user account. It is important that users protect their usernames & passwords with utmost secrecy. These accounts once loaded with credit become real cash for transactions either by phone calls, SMS, Call Broadcast or by Flash-me-credit. Vezeti shall not refund or be liable for any loss of money due to users' negligence. If user suspects a compromise of passwords to the account, user should immediately change the password online. It is best practice to change passwords periodically, at least every 90 to 180 days. For further enquiries, please call 01-888 8080 or send a mail to sales@vezeti.com for assistance on what to do.

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1. Getting Started

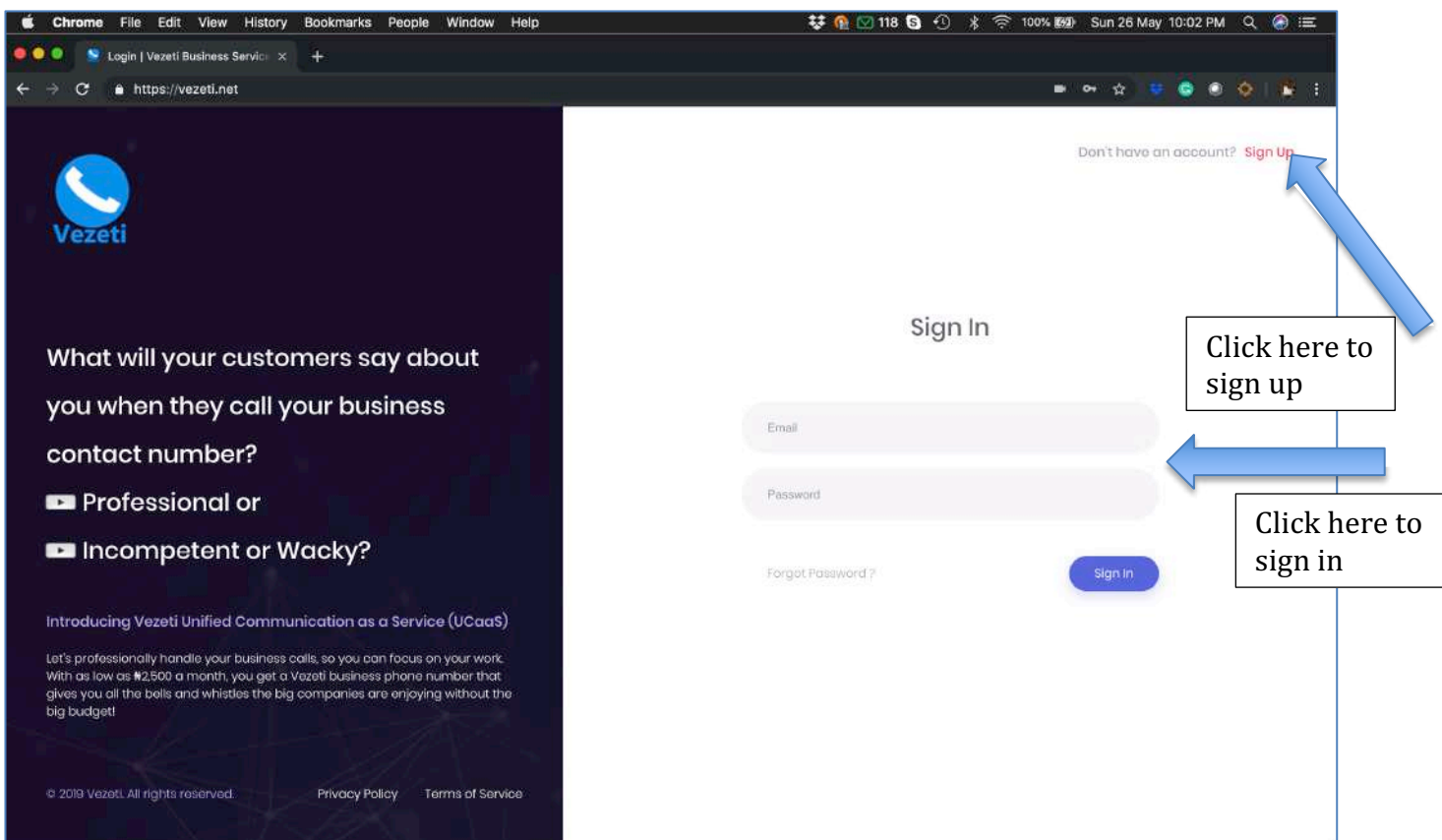
Before you get started, you need to understand what your needs are and what Vezeti UCaaS offers you. The platform offers you;

1. A Telephone line for inbound and outbound calls
2. PABX for numerous extensions
3. Conference Bridge
4. Bulk SMS
5. Call Broadcast

Whatever your needs are amongst these 5 key features, you will need to set up a user account to access these great features. To set up an account, visit www.vezeti.net and signup

2. Sign Up

All old and new users must sign in or Signup at www.vezeti.net



Picture1: Sign up/Sign in Page

Sign Up | Vezeti Business Services | Inbox - wazobia.owokudiego@... | New Tab

https://vezeti.net/ServiceRegister/

Vezeti

Sign Up

Enter your details to create your account

WAZOBIA

OWOKUDEGO

08148515007

wazobia.owokudiego@gmail.com

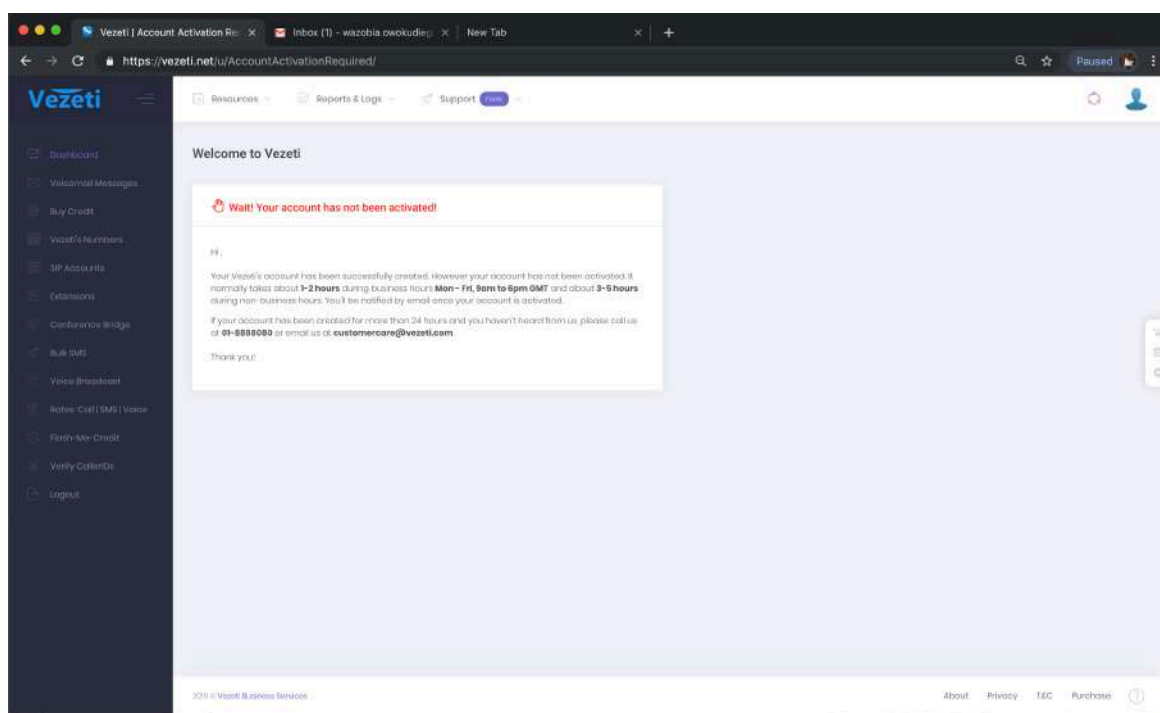
☒ I Agree to the terms and conditions of Vezeti

Sign Up Cancel

Already have an account? [Sign In](#)

Picture 2: Sign up Page

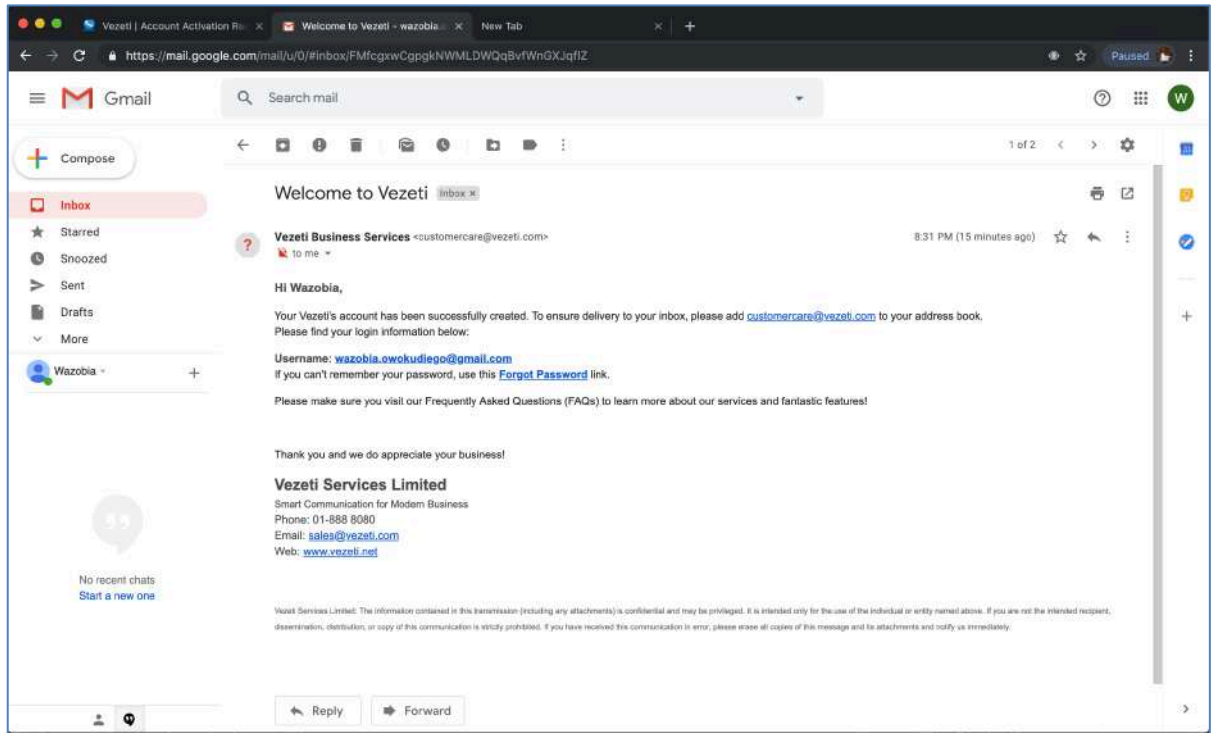
After entering your details, please click the sign-up button. Please take note that entering a non-verifiable GSM number would prevent your account from being activated. After signing up, you would be taken to the next page below.



Picture 3: Inactivated account user dashboard.

3. Inactivated Account User Dashboard

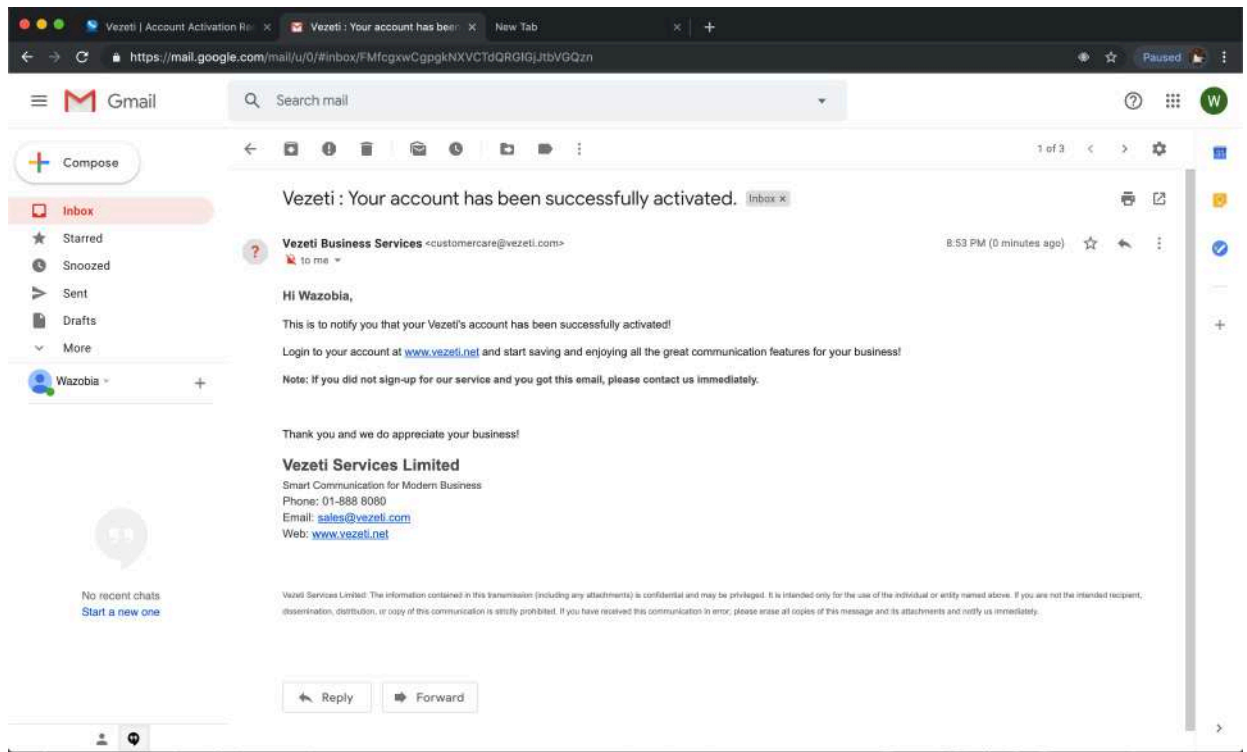
The User Account dashboard looks like Picture3 above. The NCC (Nigerian Communications Commission) requires certain verification process to be carried out. Your account will remain inactive for a while, usually 1 hour or less before it is verified and activated using Vezeti Verification Algorithm. In the meantime, you will receive an email as shown in Picture4 below.



Picture 4: Email Notification of creation of account.

4. Account Creation Notification Email

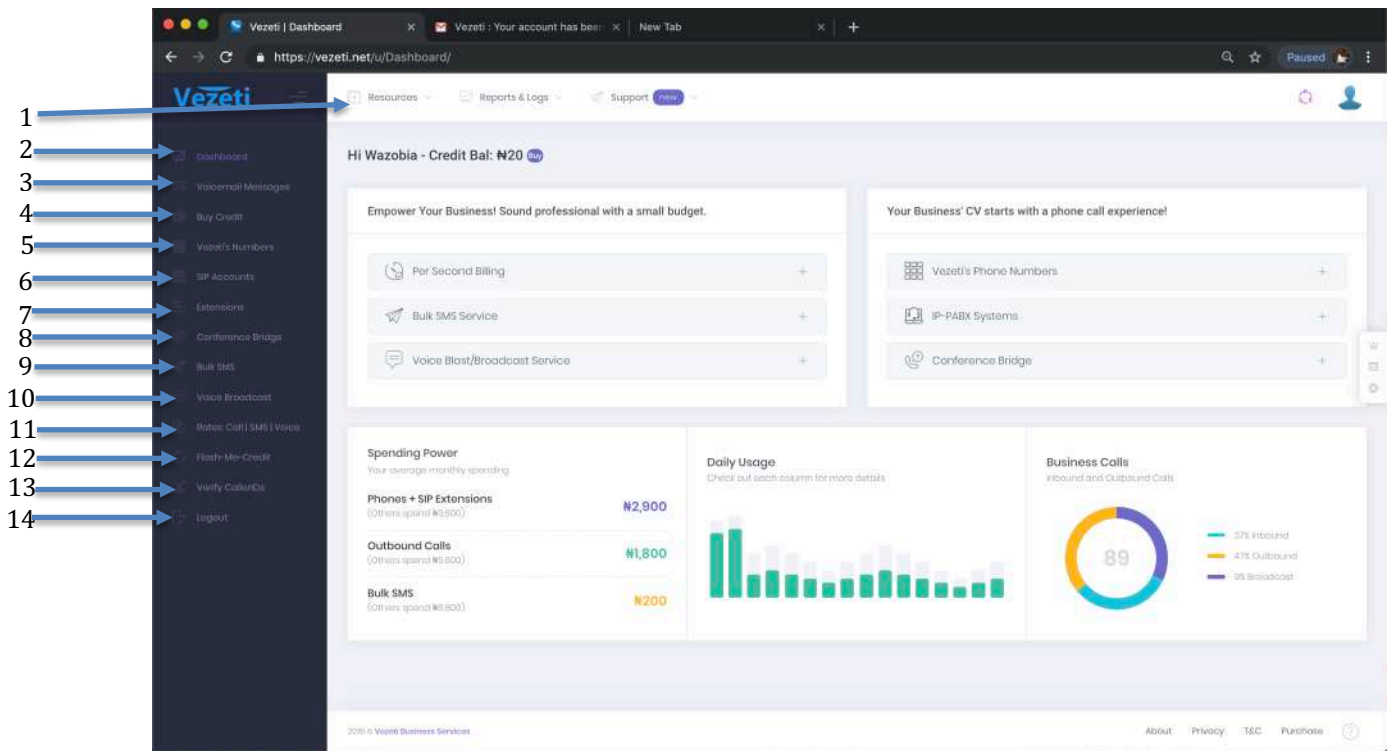
After the email notification of creation of Account, user will receive another email notification upon successful activation of account by Vezeti verification team. The email notification for successful activation of account will look like Picture5 below.



Picture 5: Email Notification of User Account Activation

5. Account Activation Notification Email

Once the user receives the email notification of activation of account, the user is free to start using the Vezeti UCaaS services. The User Account dashboard will now change and look like Picture6 below.



Picture 6: New Activated User Account Dashboard.

Once signed in, the user should get familiar with the Dashboard. The user has Free N20 Credit to Start making calls and testing the service. Please take note that you will not be able to make calls to external parties. This account comes with 2 telephone extensions that will be free for life. User will be able to configure any soft or Hard Phones and start making intercom calls (Soft Phones are telephone application on tablets, smart phones, laptops and desktop Computers that enable you make and receive calls).

6. Dashboard and Features Explained

On the left tab of the Dashboard, there are a couple of buttons containing Vezeti.net features. Below are the features and brief explanations. More detailed explanation on how to use each of these features would be explained later.

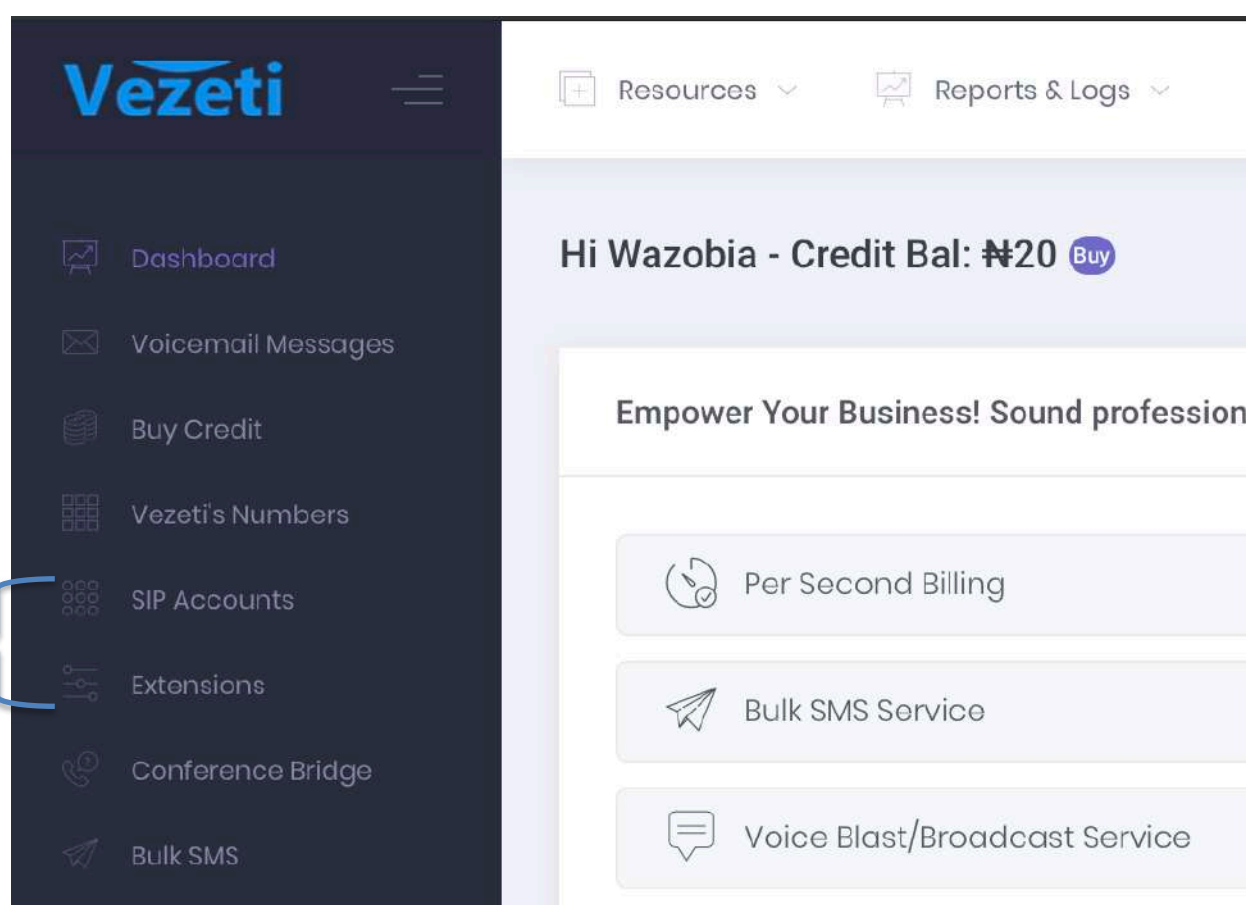
No.	Feature	Explanation
1	Resources	The resources are contents you create to manage your phone ecosystem. Eg. Audio files, Ring groups, Voicemail box, IVR (Interactive Voice Response) etc
2	Dashboard	Dashboard is a snapshot of all features and summary of your activities on one page
3	Voicemail Messages	Voicemail Messages are the audio files of any voice messages dropped for users by the callers. These files would be automatically deleted after 30 days. A copy of each voice message audio file is sent to users email addresses in an mp3 format.
4	Buy Credit	This is the payment page where user can recharge/Credit account using a valid credit or debit card. The payment gateway is a secured Gateway using best industry standard of encryption and card details are not saved on Vezeti servers.
5	Vezeti's Numbers	This takes users to a page where user will be able to purchase a Vezeti Lagos fixed line number for making and receiving external calls. The numbers look like this: 018881000. Customer will have liberty to choose any number available on the drop-down list.
6	Sip Accounts	SIP account is a set of credentials that allows users to register and make voice calls on Vezeti infrastructure over the Internet using VoIP technology. The SIP account can be likened to a SIM Card in GSM Technology. We call the sip account the Virtual SIM Card. Once you enter this credential into any Soft or Hard IP phone, you will be able to make or receive calls.
7	Extensions	Same as SIP Account
8	Conference Bridge	Conference bridge is a feature that enables the user allow a group of people to participate in a phone call using the access code unique to this user. The bridge allows participants dial into a virtual meeting room from their own GSM or Landline phone. Meeting rooms

		in Vezeti holds up to 25 participants. The Vezeti conference Bridge also allows user to pay for calls from his own account balance by dialing participants GSM numbers at same time and inviting them to a conference call. Maximum allowed participant for Invite-by-Calling is 10. There is also the Professional Conference Bridge option that has unlimited participants and voice recording options and more.
9	Bulk SMS	Vezeti Bulk SMS messaging is the dissemination of large numbers of SMS messages for delivery to mobile phone terminals. Used by media companies, enterprises, banks (for marketing and fraud control) and consumer brands for a variety of purposes including entertainment, enterprise and mobile marketing. Users would be billed from main account
10	Voice Broadcast	Voice broadcast is a mass communication technique found in the Vezeti user account that broadcasts telephone messages to hundreds or thousands of call recipients at once. Voice broadcast users can contact targets (whether they be members, subscribers, constituents, employees, or customers) almost immediately. By using an audio file in the resources section, users can auto dial thousands of authorized GSM lines and when the calls are picked, the messages are played to the receiver and the calls hang up after playing the message. Usually 30 seconds long.
11	Rates: Call SMS Voice	This feature reveals the tariff for calls, SMS and Call Broadcast.
12	Flash-Me-Credit	The Flash me credit is a Vezeti feature that allows any Vezeti user to send part of his/her credit or balance to any other Vezeti user.
13	Verify Caller IDs	This feature is for verification of any GSM number to be used on the Vezeti Platform. For you to enable call follow-me to any GSM number, a verification of that number is mandatory for security and privacy concerns.
14	Logout	This button is to logout of the account

7. Configuring your sip Account (Extension)

When a new Vezeti Account is created and activated on Vezeti.net, the account comes by default with 2 usable Sip Accounts/Sip Extensions free of charge for life. User can start enjoying the use of these sip accounts as intercom immediately. User will not be able to call external numbers (Cannot make local or International calls to any number). Additional Extensions can be added by a click of a button but will charge the user main account balance credit a sum of N350.00 (Three hundred and Fifty Naira) monthly per sip account/extension. Paying for 6 months in advance gives a 7.5% discount and paying for 1 year gives 20% discount.

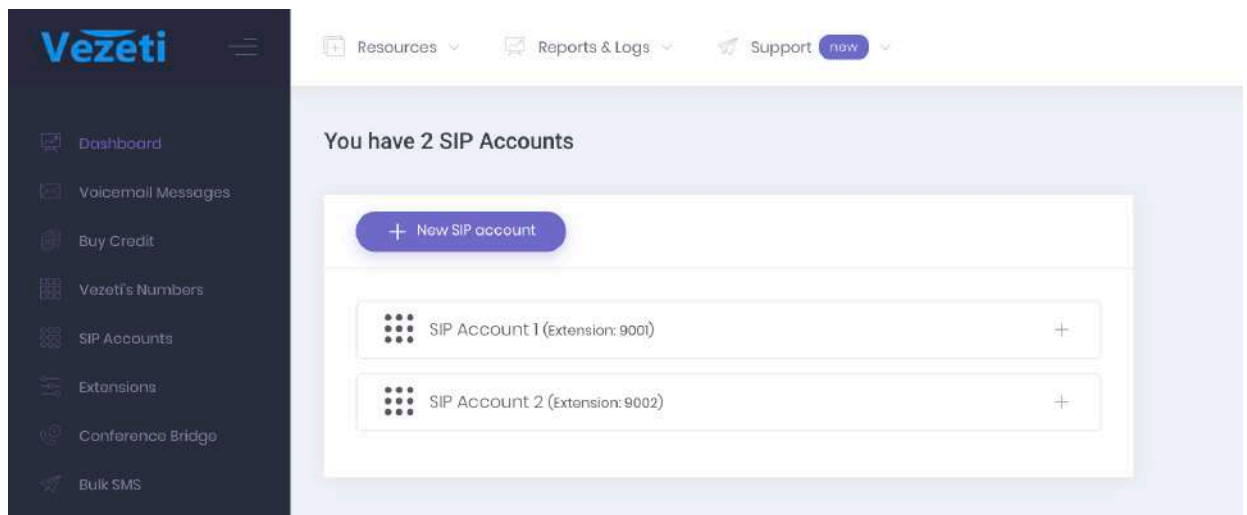
Configuration: User clicks on Sip Account/Extension button



Picture 7

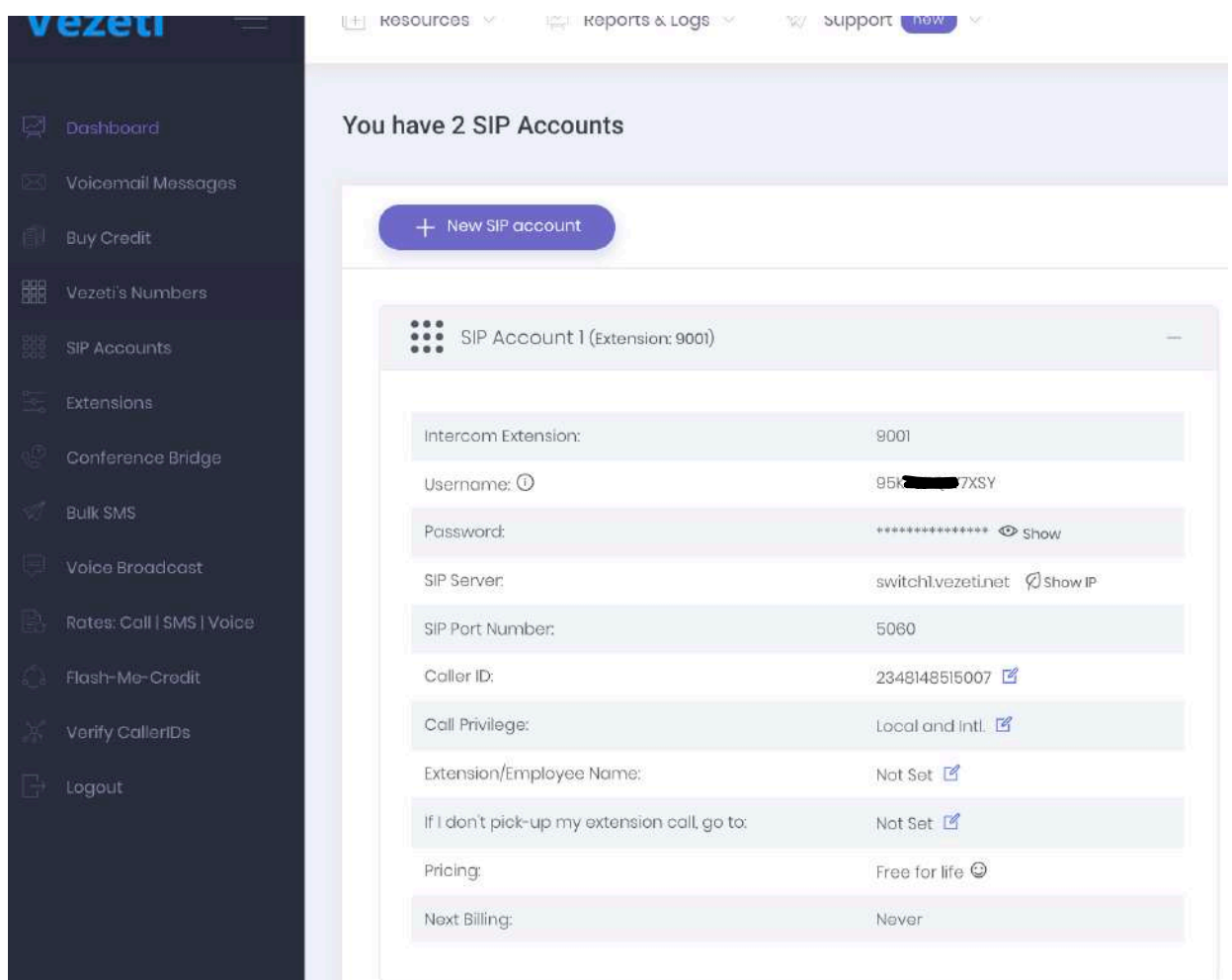
Clicking either of the buttons above will reveal the sip account credentials user will need to configure a soft phone or a hardware IP phone. 3 basic credentials to look out for. The USERNAME, PASSWORD and SIP Server URL.

When you click either of the 2 buttons above, you will see a page on the right as seen below that reveals all the sip accounts assigned to that main account. By default, you see only 2. You see more if you subscribe to more.



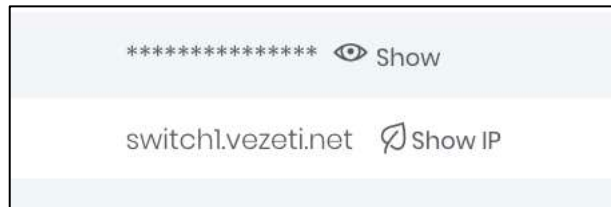
Picture 8

By default, the system creates extensions 9001 and 9002. Once you configure these 2 extensions on 2 separate soft or hard ware IP phones, you will be able to call either phones by simply dialing 9001 from 9002 and vice versa. To configure SIP Account 1, you will click on the SIP Account 1 to reveal the credentials. The Credentials will appear as seen below



Picture 9

When you open the settings tab or feature of the phone of your choice, enter the USERNAME, PASSWORD and SIP Server URL as seen like the picture above. To reveal your password or sip server IP address, click on the “show” sign. Entering the DNS name “switch1.vezeti.net works same way as entering the IP address.



Picture 10

Once you have entered the credentials into the phone, you click on the save button on the phone and you have completed the configuration of the that Extension. Repeat same process for the other Sip Extension. Once you are done, you will see an indication on the phone in which you just configured where a read button will turn to green. Some phones will show registered. Please refer to the Vezeti manual on configuration of soft phones or IP phones for more guidance.

More features of sip account to note. By clicking the blue edit button beside each feature, user is able to edit the following features:

- **Caller ID:** By default, the caller ID will reveal the GSM number you registered your account with. Due to regulatory reasons, you will not be allowed to make calls presenting this Caller ID. The caller ID is the number that appears on the mobile phone of the person you are calling. You will need to subscribe to a Vezeti Number in order to change this ID and make calls. A user account can have several Vezeti Numbers and can select anytime what Caller ID (Vezeti Number 01888XXXX) that will be presented from that Extension.
- **Call Privilege:** Because this is an Extension (PABX) feature, User admin has ability to give certain privileges to each Extension. Such Privileges include “Local & International, Intercom Only, Local Only & None (Inbound Only).
- **Extension/Employee Name:** This feature allows user admin set a name for each Extension user. This is a form of Caller ID for intercom to enable the called party know who is calling or who called in cases of a missed call.
- **Routing Options (“If I don’t pick-up my extension call, go to”):** This feature is a routing option that will help the Extension user not to miss important business calls by giving several routing options that need to be set up. By clicking the blue edit button, the user admin will be able to set routing as required. Clicking the edit button reveals the Picture below

Edit SIP account: 95K5Z7QW7XSY (Ext: 9001)

Extension/Employee Name:
maximum of 25 characters

If I don't pick-up, go to:

Picture 11

User Admin enters the name of the extension user and the sip extension. However, there are more options on the dropdown list as seen below when clicked.

Edit SIP account: 95K5Z7QW7XSY (Ext: 9001)

Extension/Employee Name:
maximum of 25 characters

If I don't pick-up, go to:

Select

✓ SIP Extensions

Virtual Extensions

Ring Groups

Voicemails

Announcements

Follow-Me

Hangup

Picture 12

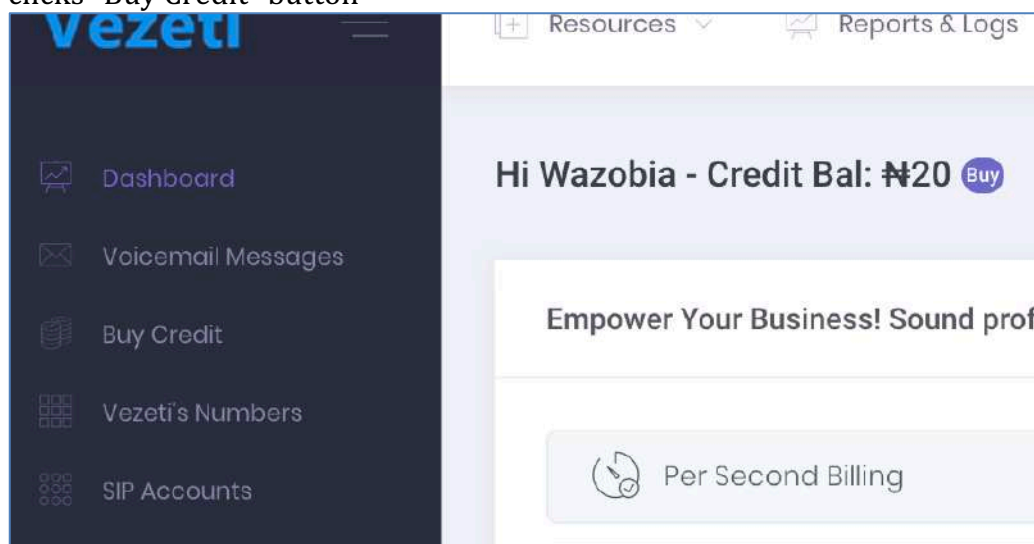
These options when you click the button shows you resources that the system is asking you what it should do to handle that call. Option “SIP Extensions” if chosen means that if you do not pick calls to 9001, you can select another extension on the right dropdown list that the calls would be forwarded to. Option “Virtual Extension” if selected means that if

the User does not pick calls to 9001, the calls should be routed to the Virtual Extension on the right drop down list selected. Please Note that if you have not created a Virtual Extension, you will not see any option on the drop-down list on the right. You will have to go to resources at the top of the webpage to create that resource. Same thing applies to Options “Ring Groups, Voicemails, Announcements, Follow-me. We will explain how to create every resource in the Resources section later.

Once both Sip Account/Extensions are configured and ready, your intercom is ready. Both Intercoms can call each other. No call can be made in or to GSM/PSTN numbers. You will need a Vezeti number to be able to make or receive external calls. To get a Vezeti number you have to buy one. If you look at Picture6 or your own account dashboard, you will see that you only have N20 (Twenty Naira). You will not be able to buy a Vezeti number with N20 because the cheapest plan for a Vezeti number is the Monthly Plan that costs N2,500. It is important for User to fund account in order to purchase a Vezeti Number.

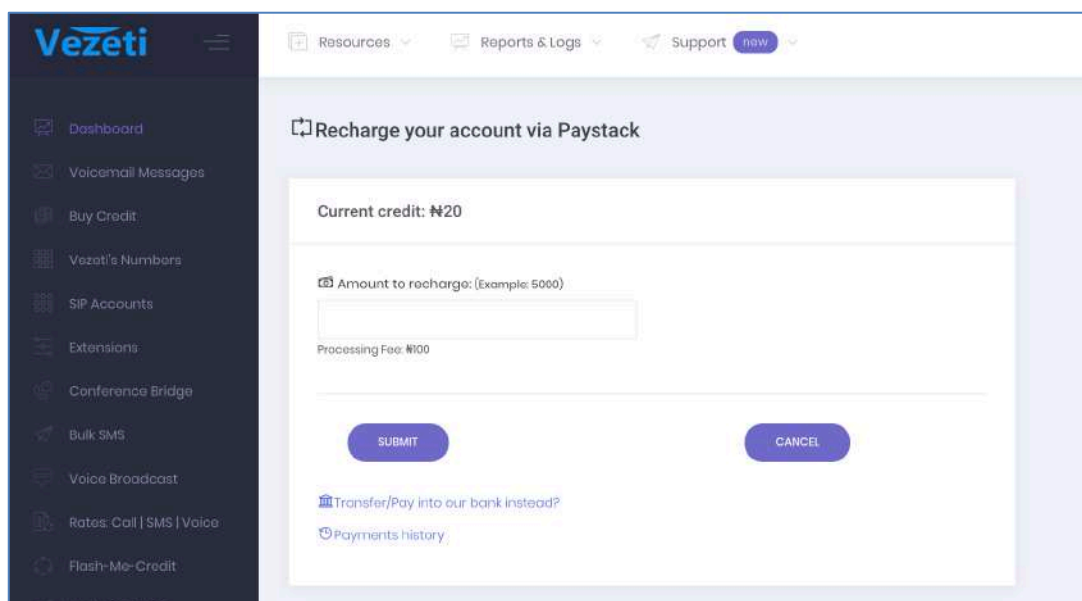
8. Funding Your Vezeti Account

Without funds in the Vezeti accounts, some features user would like to utilize may not work like buying a Telephone number (Vezeti Number). To fund account, user clicks “Buy Credit” button



Picture 13

When user clicks the “Buy Credit” button, the page below opens up on the right.



Picture 14

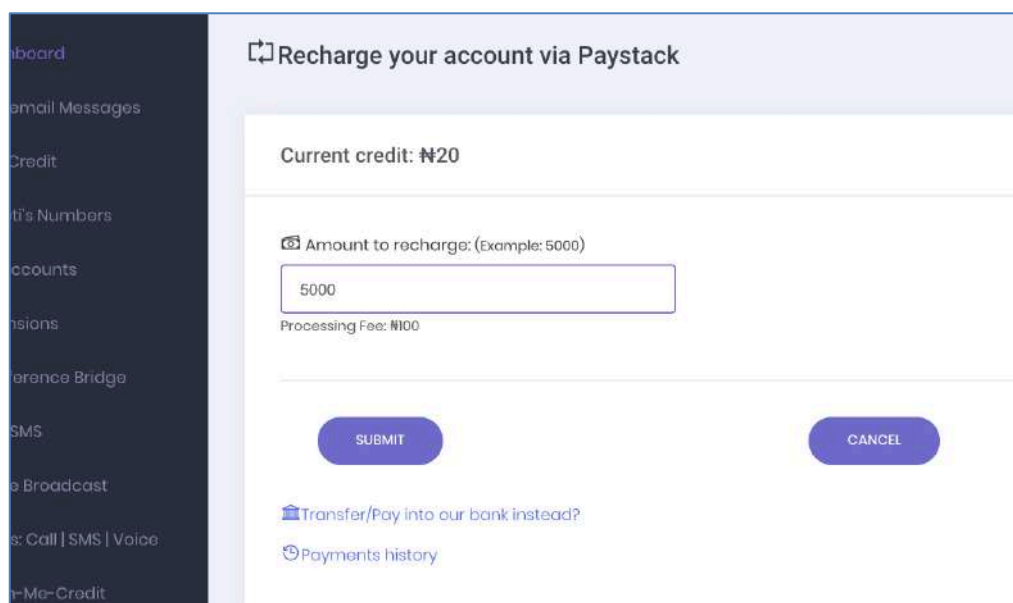
User enters the amount enough to buy Vezeti Telephone number and enough credit to make calls or do calls-follow-me (Call Forwarding).

If customer prefers to pay directly to Vezeti Bank account instead of using credit/debit cards, customer should click on the link below. This will reveal Vezeti Bank account details for payment. This method is not instant. User will wait for the credit to be applied. Follow instruction after clicking to reveal Bank account details;



Picture 15

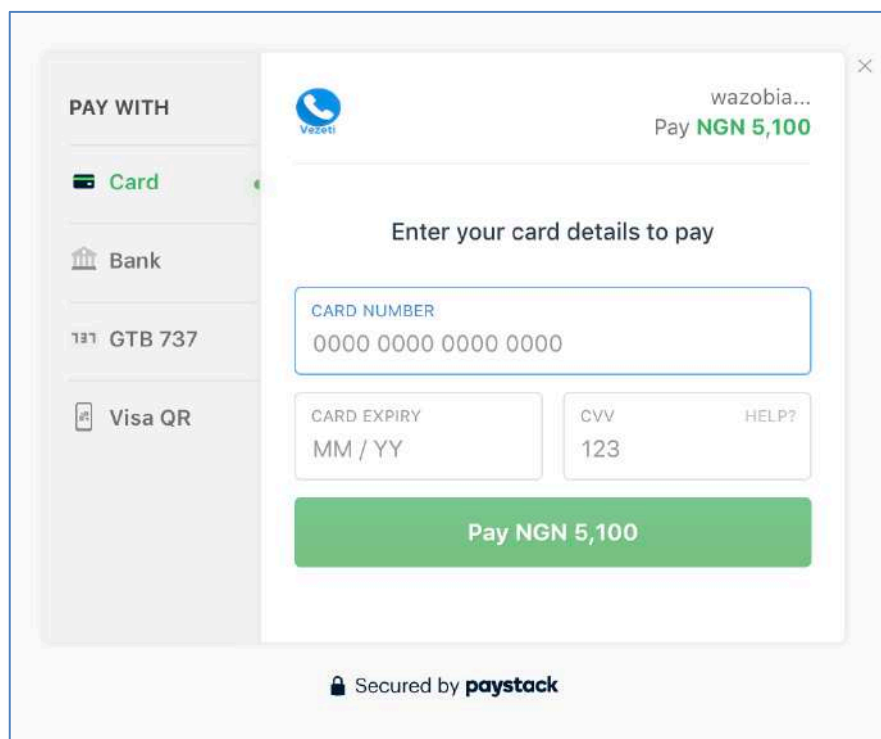
If user wants to proceed with card payment, user enters the amount like seen below and clicks the “Submit” button.



The screenshot shows a web interface for recharging an account via Paystack. On the left is a dark sidebar with menu items: 'Dashboard', 'Email Messages', 'Credit', 'Phone Numbers', 'Accounts', 'Transactions', 'Reference Bridge', 'SMS', 'Broadcast', 'Call | SMS | Voice', and 'Pre-Me-Credit'. The main content area has a header 'Recharge your account via Paystack'. Below this, it shows 'Current credit: ₦20'. A section titled 'Amount to recharge: (Example: 5000)' contains a text input field with '5000' and a note 'Processing Fee: ₦100'. At the bottom of this section are two buttons: 'SUBMIT' and 'CANCEL'. Below the buttons are two links: 'Transfer/Pay into our bank instead?' and 'Payments history'.

Picture 16

Clicking the “Submit” button reveals the web page below. Please be aware that the payment Gateway requires N100 (One Hundred Naira) only as processing fees. This amount would be debited in your bank account but will not be part of the credit that would be deposited in your Vezeti Account after payment transaction is successful;

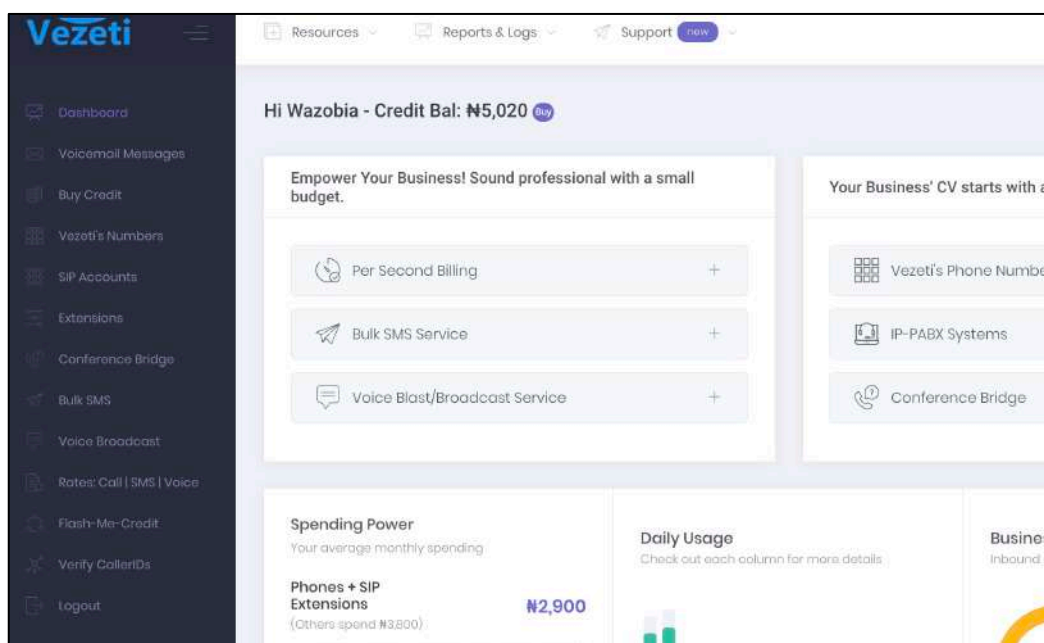


The screenshot shows a payment modal window titled 'wazobia... Pay NGN 5,100'. On the left is a 'PAY WITH' sidebar with options: 'Card' (selected), 'Bank' (with account number '131 GTB 737'), and 'Visa QR'. The main area is titled 'Enter your card details to pay' and contains three input fields: 'CARD NUMBER' (with placeholder '0000 0000 0000 0000'), 'CARD EXPIRY' (with placeholder 'MM / YY'), and 'CVV' (with placeholder '123'). There is a 'HELP?' link next to the CVV field. A large green button at the bottom says 'Pay NGN 5,100'. At the very bottom of the modal, it says 'Secured by paystack' with a lock icon.

Picture 17

User would be taken away from Vezeti website to Paystack Payment Gateway page. Paystack is a very secured payment Gateway used by Millions of users daily.

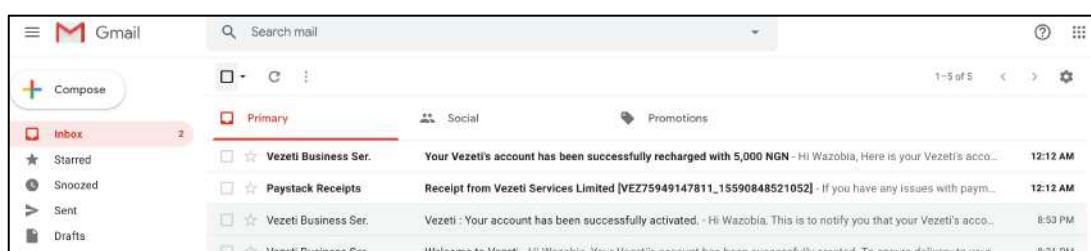
After entering your card number, Card Expiry Date and CVV information, you would be taken to another page to enter the card's 4-digit PIN. After doing that, your payment would be processed and you will be taken back to the dashboard page of vezeti.net user account as seen below;



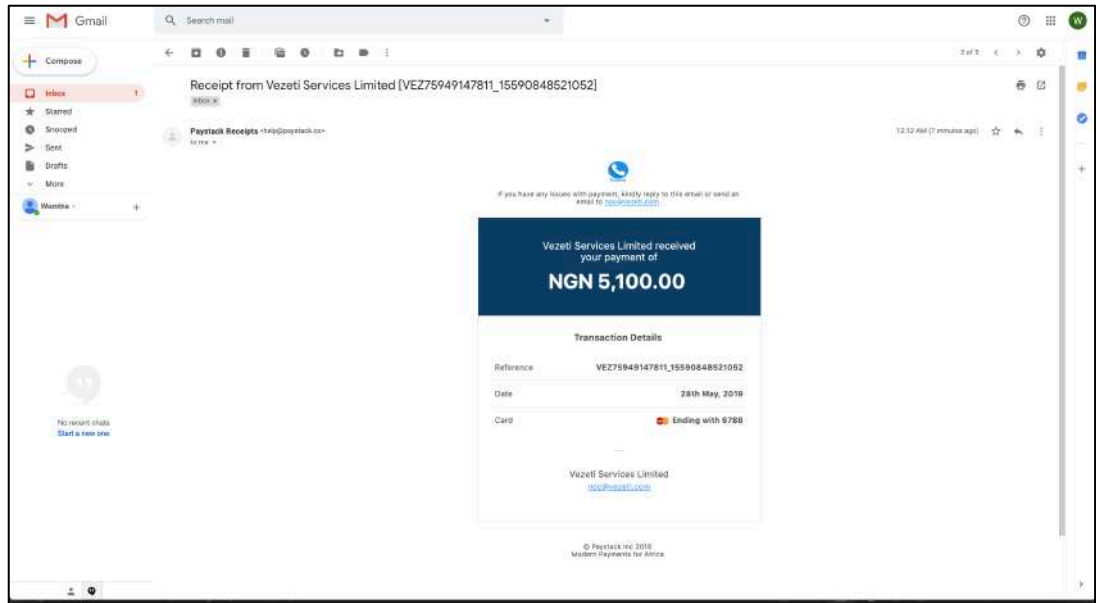
Picture 18

You will notice the account balance has changed to N5,020 (Five Thousand, Twenty Naira)

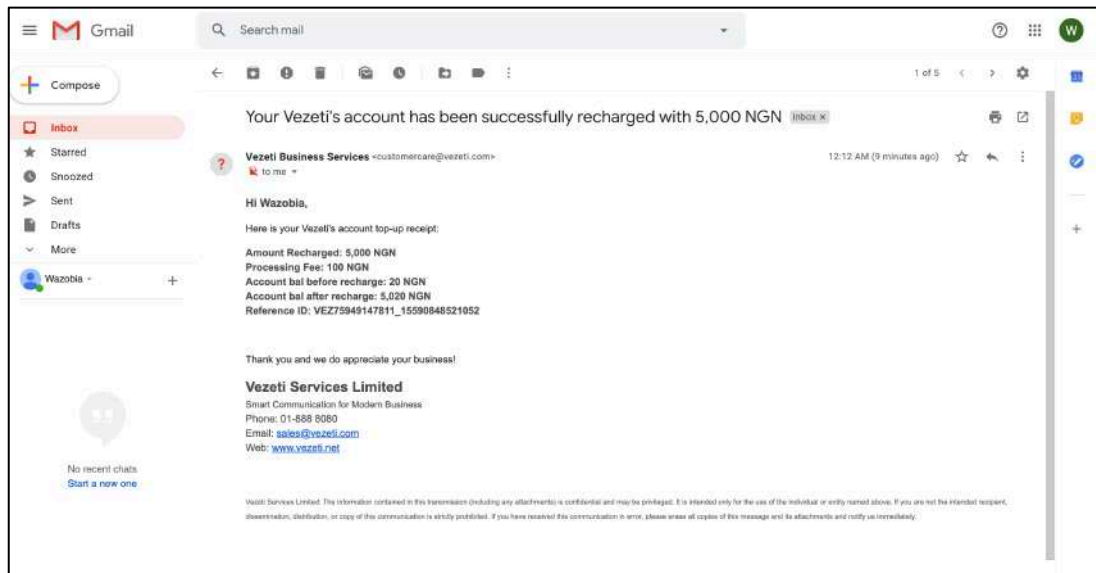
You will also get 2 emails notifications for this payment. One from Paystack and one from Vezeti Business Services as seen below;



Picture 19



Picture20

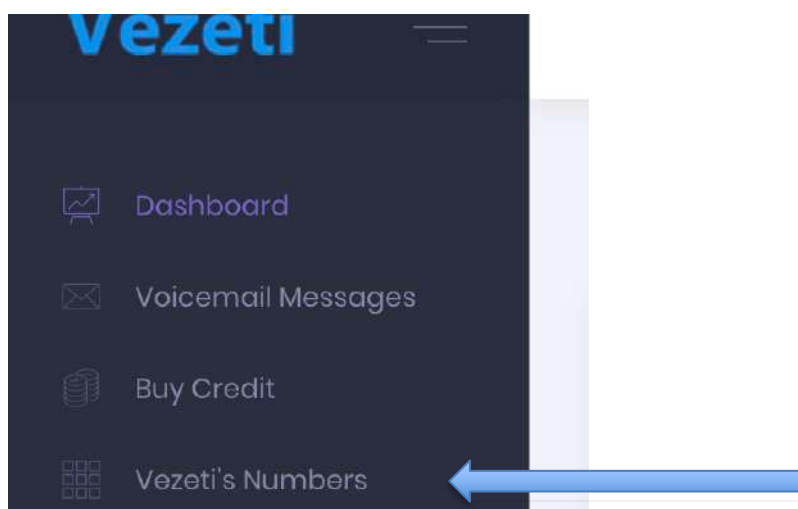


Picture 21

Once the transaction is successful, user is able to proceed to buy a telephone number.

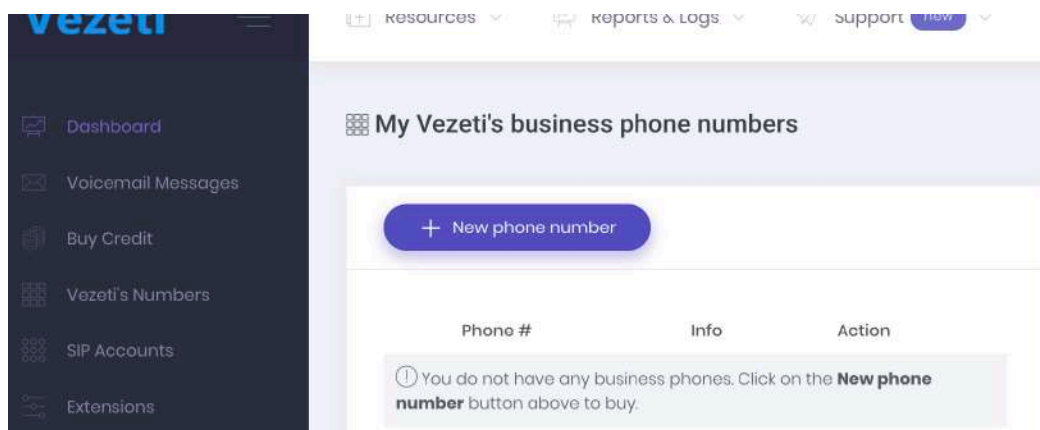
9. Buying “My Vezeti's business phone numbers New phone number”

To buy a new Vezeti Business Phone number, click on the “Vezeti’s Number” button



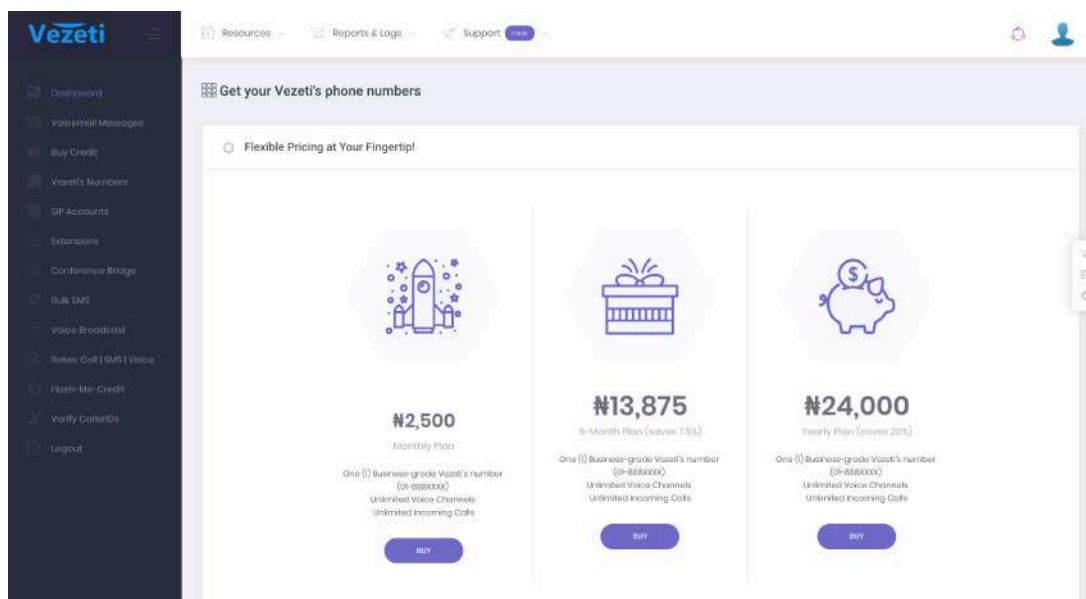
Picture 22

Clicking this button will reveal on the right the button to select numbers;



Picture 23

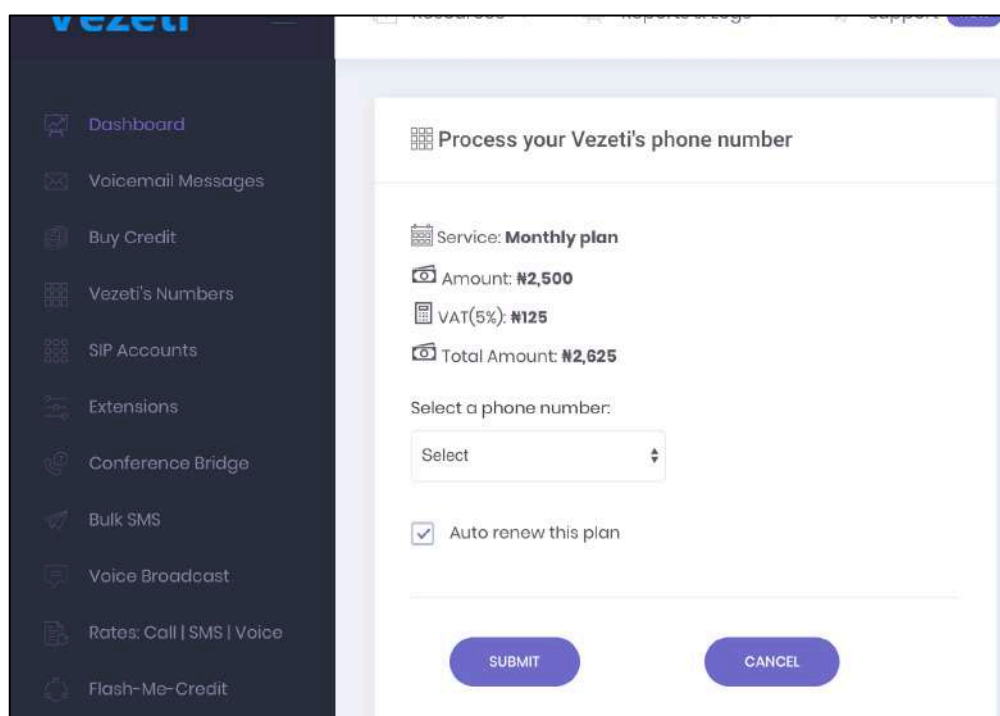
Click the “New Phone number” button to reveal the various subscription plans as seen below;



Picture 24

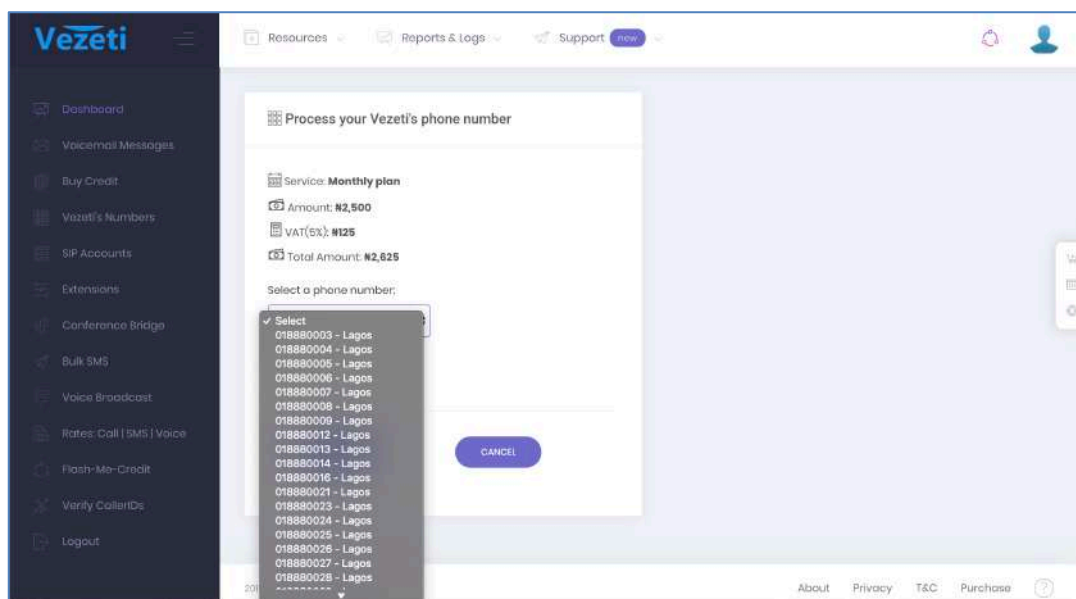
Click on the subscription plan your account credit balance can cover.

Choosing the N2,500 (Two Thousand, five hundred Naira) Plan will reveal the web page below;



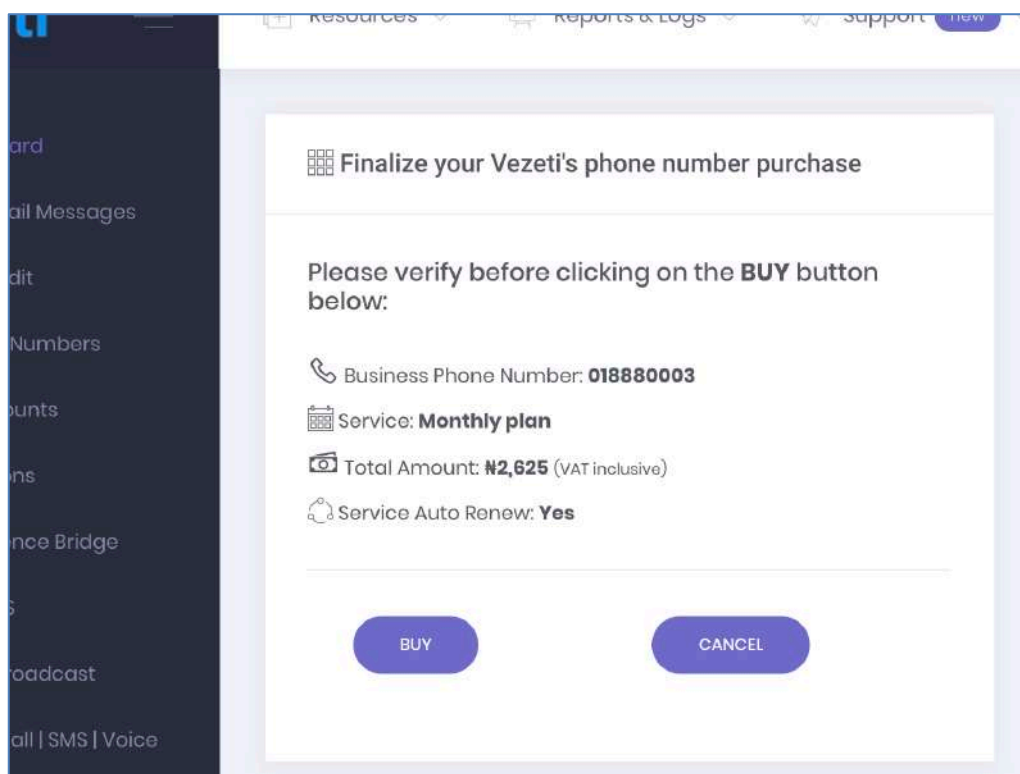
Picture 25

Clicking "Select a phone number" drop down list will reveal available phone numbers to pick from. If you would like a specific number not on the list, please send a mail to sales@vezeti.com to check if that number is available and it would be provisioned/reserved for you



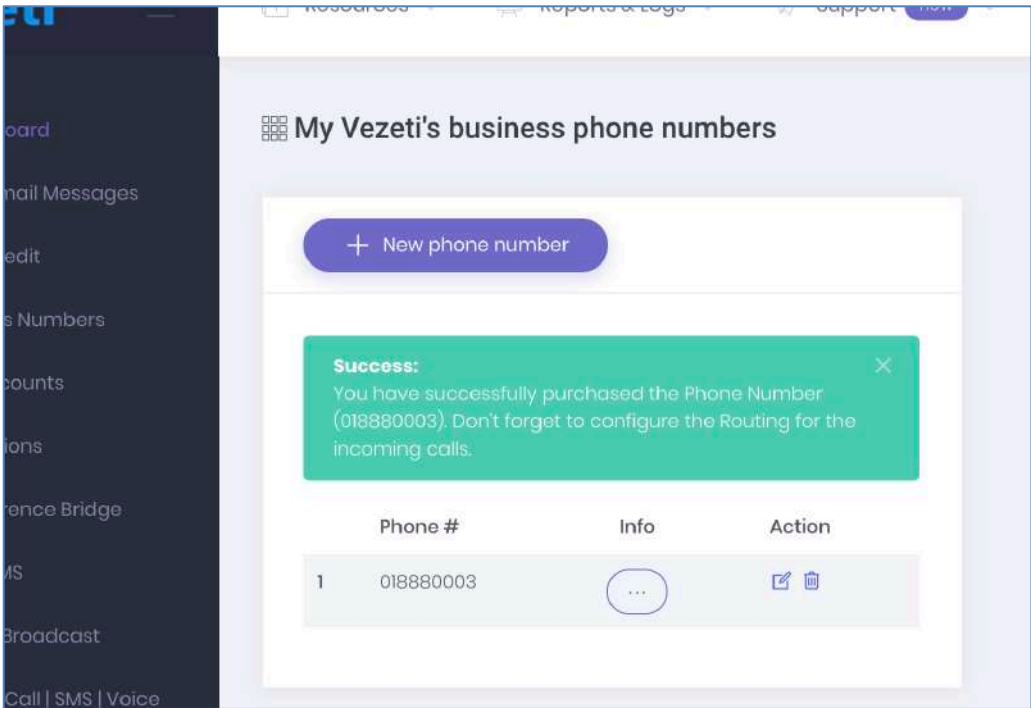
Picture 26

You may choose the option to auto renew this plan by checking the “Auto renew this plan” box. This will enable the platform deduct the amount for the subscription on the due date from your balance credit. Monthly would be deducted monthly and 6 months would be deducted every 6 months and so will the yearly plan be deducted yearly to renew the subscription. Click the “Submit” button to subscribe. You will get a verification page asking you to confirm your purchase as seen below;



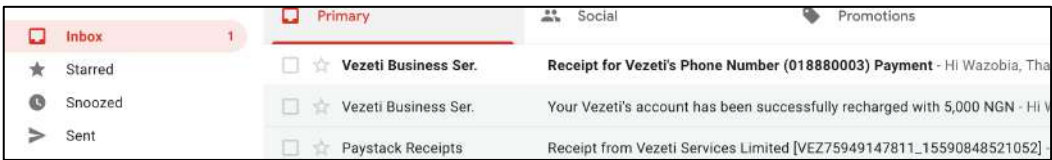
Picture 27

Click “BUY” button to buy that number monthly. You will receive the confirmation of the success of the purchase when the following page shows it was successful.



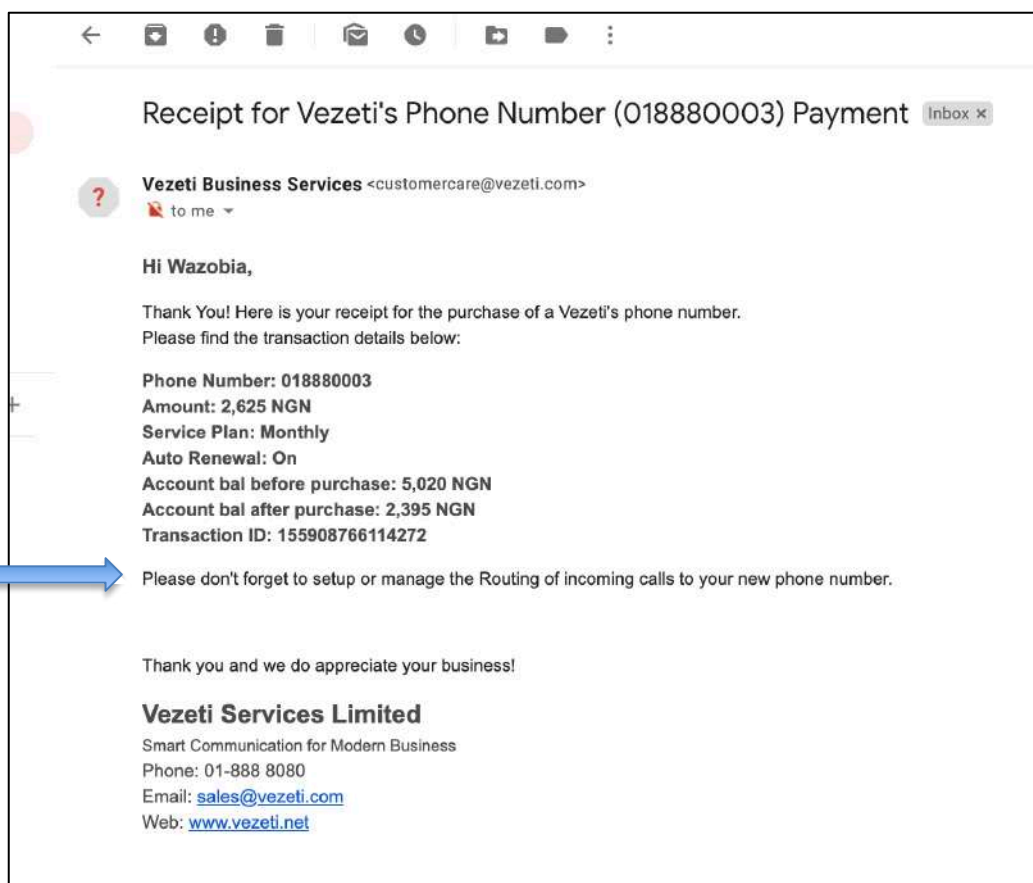
Picture 28

You will also receive an email notification on this transaction



Picture 29: Email notification on Gmail.

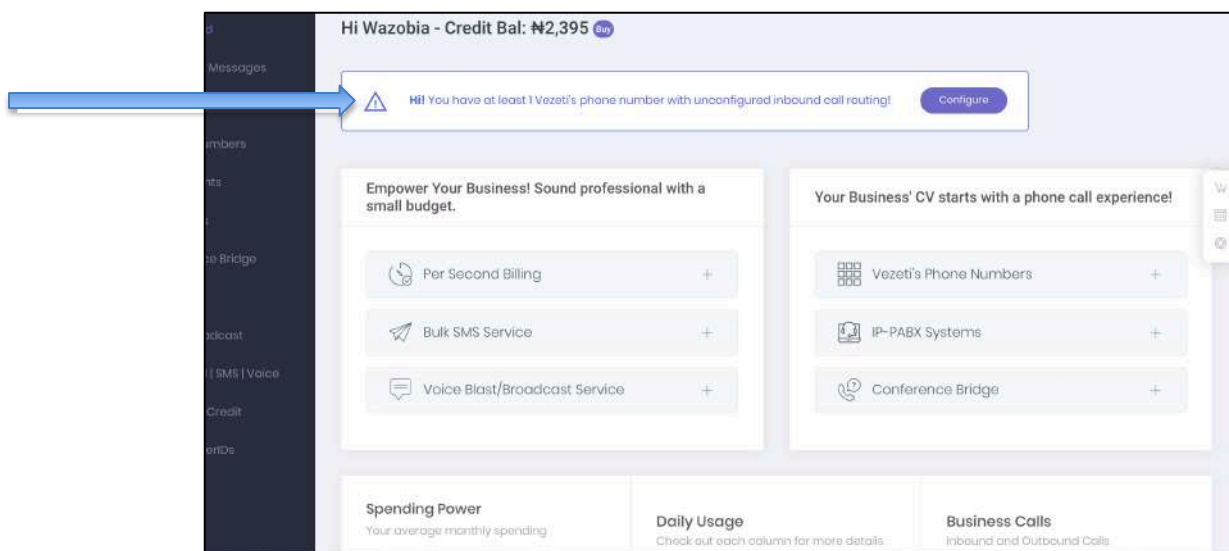
Take Note
of this
advise



Picture 30

Now that you have a New Business Telephone number, your number is now ready to receive inbound calls from external parties (Any GSM number from around the world) but the system does not know how you want this call to your new number handled hence the advice in the email. If you do not set up the routing for this New Business number and you attempt to call it from a GSM, you will hear the following message, ***"Welcome, the business phone number you have called is currently provisioned, please call back in the next few days. Thank you and goodbye."***

Also, if user goes to user's account dashboard, there will be a notification warning user ***"Hi! You have at least 1 Vezeti's phone number with unconfigured inbound call routing!"*** as seen below;

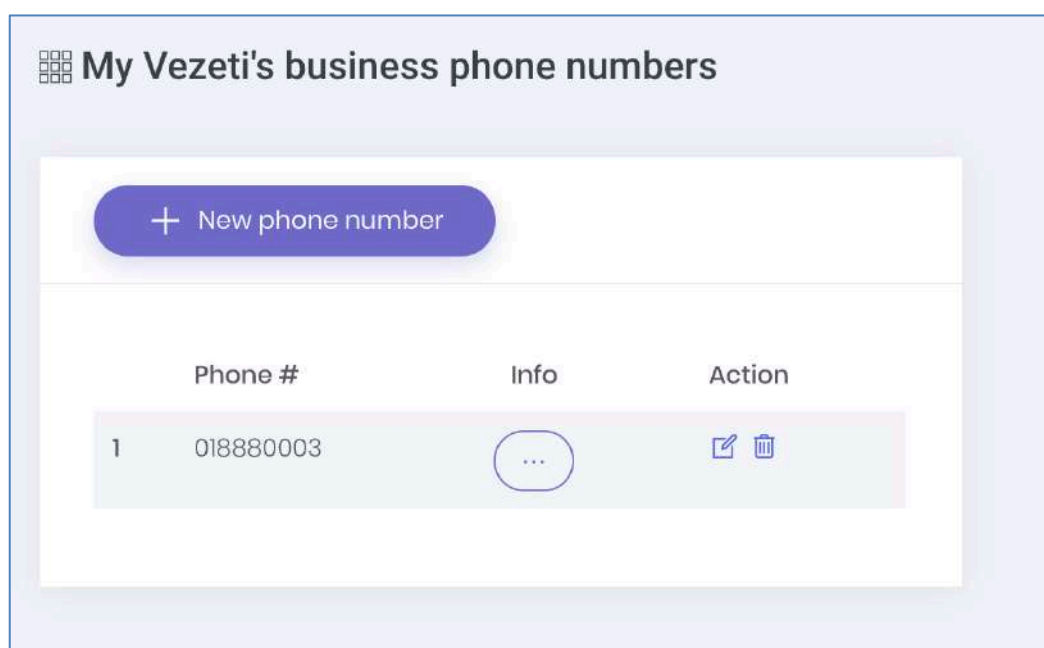


Picture 31

In order for the Vezeti.net platform to understand how you want the inbound calls to your new business phone number to be handled, you will have to configure inbound calls to that number.

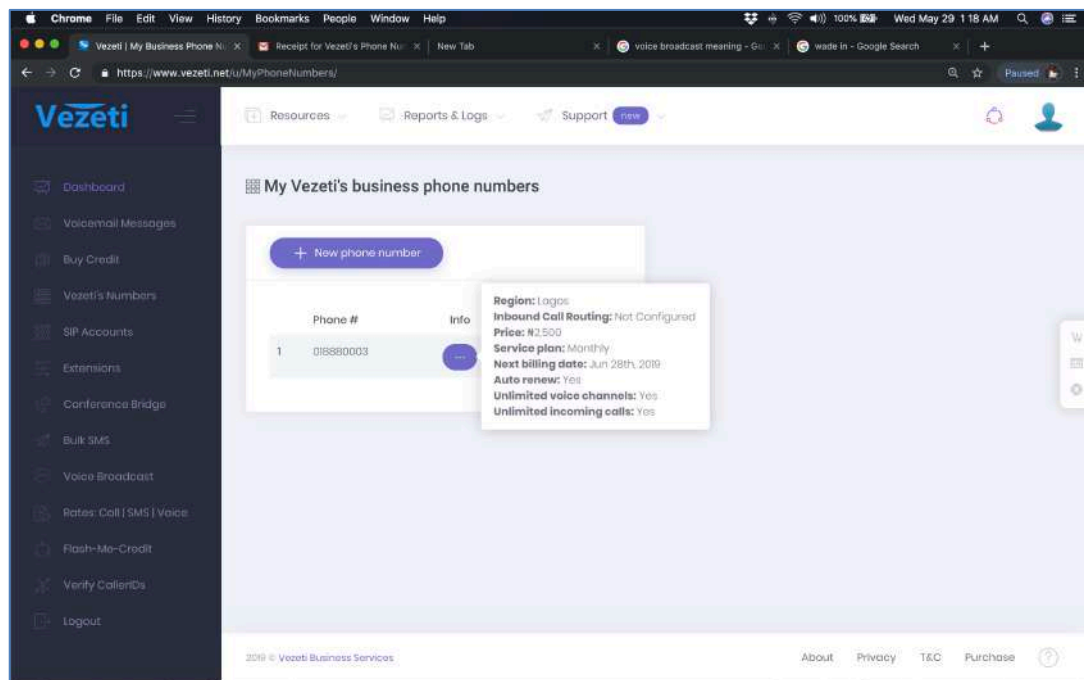
10. Configuring Vezeti's Phone Number for inbound Call Routing

To configure inbound call routing, click on the "Configure" button in the figure above. It is advisable that user creates some of the resources in order to route properly. However, the creation of the resources can be done or edited at any time. When you click on the configure button, the following details reveal on the right side;

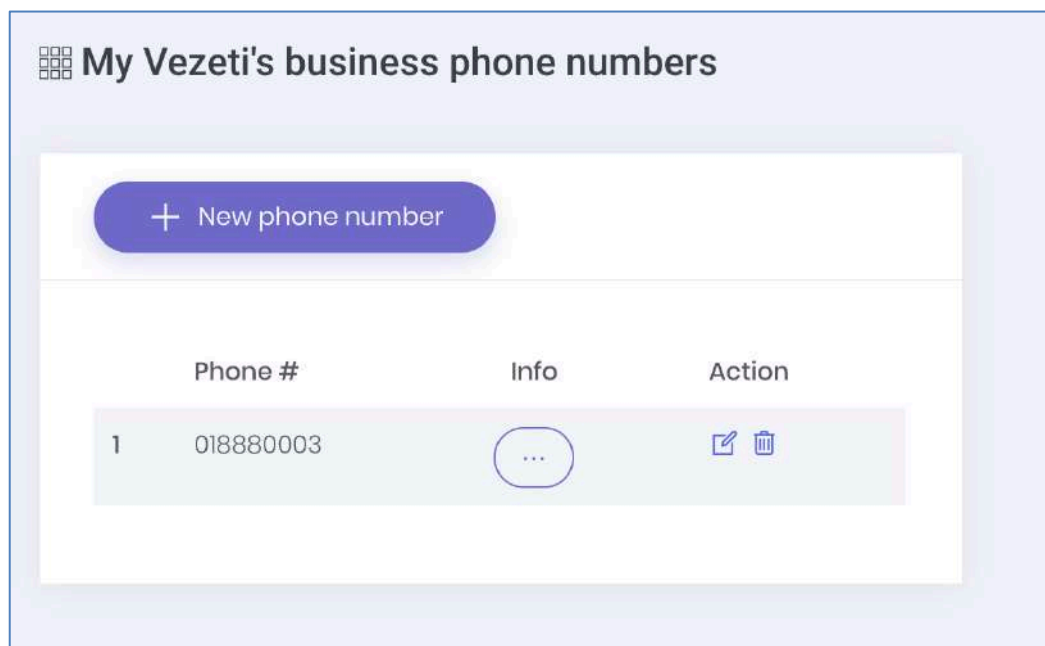


Picture 32

Putting your mouse cursor on the 3 dots enclosed in an oval shape under info will reveal details of the business number as seen below;

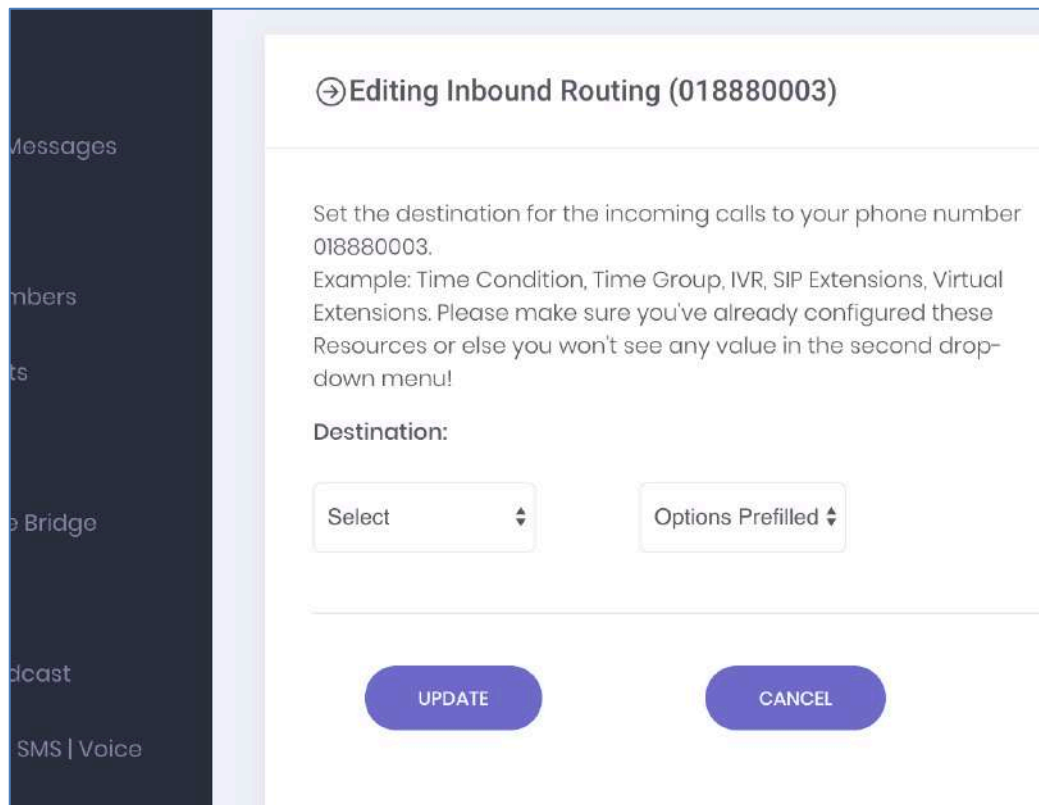


Picture 33



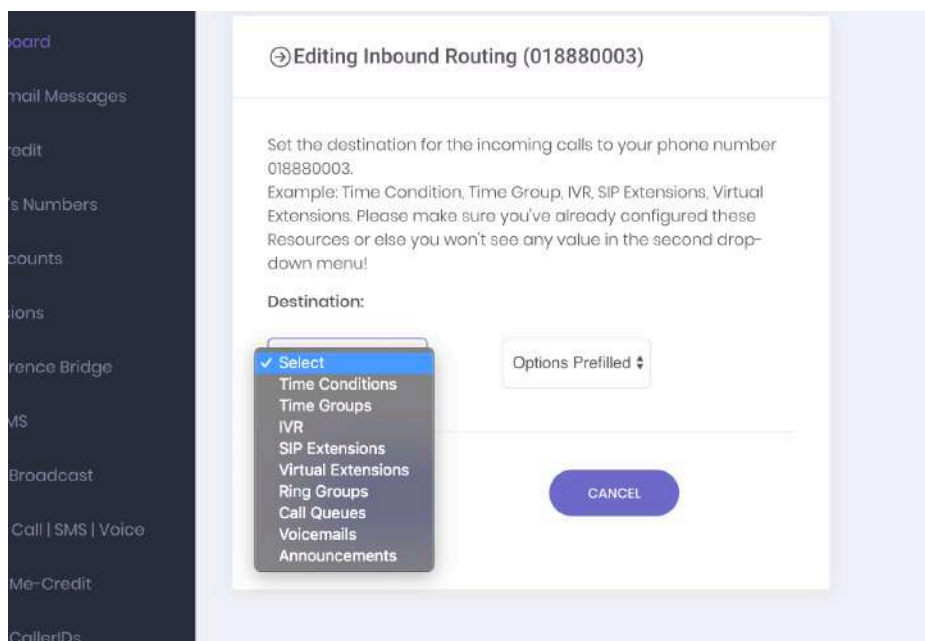
Picture 34

Clicking the blue delete icon deletes this number from the account while clicking the blue edit icon gives options to manage the call routing as seen below;



Picture 35

Select "Sip Extension", option to allow the calls ring on either sip Extension selected.



Picture 36

Editing Inbound Routing (018880003)

Set the destination for the incoming calls to your phone number 018880003.
 Example: Time Condition, Time Group, IVR, SIP Extensions, Virtual Extensions. Please make sure you've already configured these Resources or else you won't see any value in the second drop-down menu!

Destination:

SIP Extensions

✓ 9001
9002

UPDATE CANCEL

Picture 37

Click update to save this routing. Once the external calls to New business number hits the Vezeti network, the calls would ring on the selected sip account that was configured. Remember that you can allow the calls to the business number to be routed also to any of the resources in the drop-down list. Please make sure you've already configured these Resources or else you won't see any value in the second drop-down menu on the right-hand side! The drop-down lists contain the following resources;

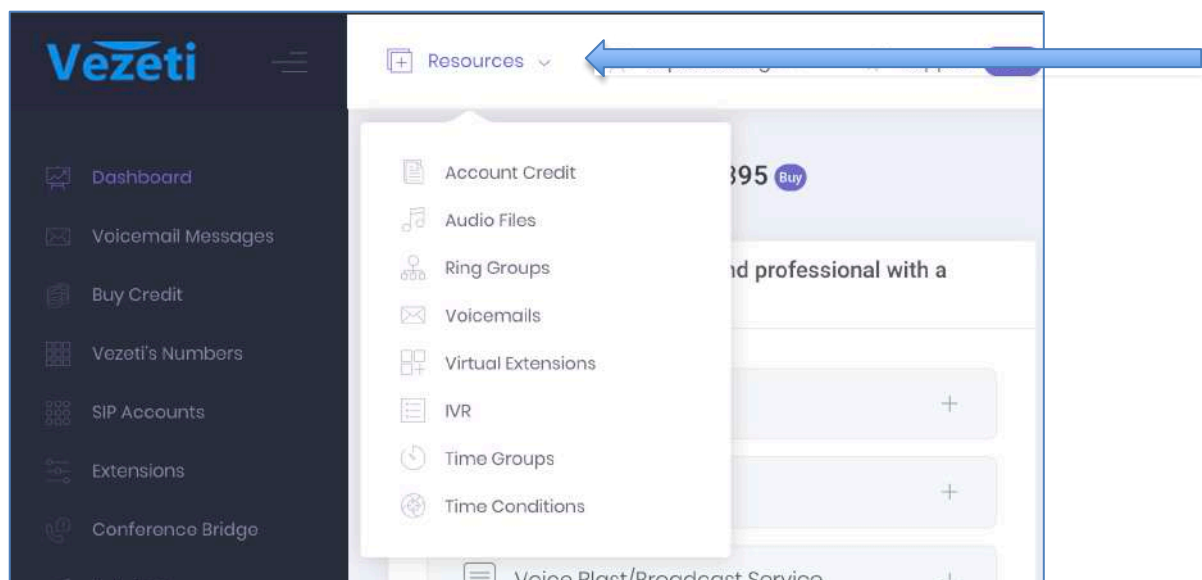
Nos.	Resources	Description
1	Time Condition	Setting time condition allows a condition when callers call your business phone number, a message would be played for office hours and another message would be played after office hours. It's a kind of routing for different time condition.
2	Time Groups	Setting the time of the day, week and the particular days in which the system would apply these time conditions
3	IVR	Interactive Voice Response (IVR) is the Audio file that is played and heard by a caller when he/she dials your business number or an extension. The Vezeti IVR has DTMF (Dual Tone Multi Frequency) enabled in order to enable a reaction if the caller dials any digit while on the call in order to select an option and be routed to the right extension or the right ring group

4	Sip Extension	Sip Extension is a resource that is automatically generated by the Vezeti system. 2 of the sip extensions are automatically created by default when the account is being created while the others are created automatically on demand by user. User can have as many sip extensions as needed. It costs N350 monthly
5	Virtual Extension	Virtual Extension is exactly like SIP Extension but has no SIP credential for IP Phone or soft phone configuration. Virtual extensions can only ring/Forward to a GSM/Landline, Voicemail or announcement. Internet is not required for this Extension. User can have as many virtual extensions as needed. Virtual Extensions are free.
6	Ring Groups	Ring Groups are a set of sip extensions and/or GSM/Landlines numbers the user sets up under the ring group to receive a particular call. E.g. Sales Group, Technical Group etc. Under ring group, user can set the option of Ring All (All numbers in the group will ring at same time), Sip Account Ring First before GSM, GSM Ring first before Sip Account, Sequential (Each number member of the group rings one by one if the previous number is not answered).
7	Call Queues	Call Queues is a feature that allows inbound calls to be answered and put on a queue in the order it was received and placed on music on hold while all earlier calls being attended to are on an active call. The system allocated all calls in the queue to a free sip extension or GSM/Landline once it hangs up an earlier active call.
8	Voicemails	The voicemail feature under resources is the set-up feature for voicemail. It assigns a for digit number like a sip extension where voicemails can be routed. Each 4-digit voicemail number can be allocated an email address where the messages dropped would be forwarded to for attention of that particular user.
9	Announcements	Announcements is a feature that allows users upload audio files and assign a 4-digit extension or Virtual extension to it in the event a caller presses an option in the IVR during an inbound call, the announcement would be played to the caller.
10	Audio files	Audio files are .mp3 or .wav files containing user uploads for future use by other resources. Such audio files include welcome auto attendant message, close of Office announcement, Voicemail greetings, product and services

		announcement of user, IVR Options etc.
11	Account Credit	This feature manages your payment and card options. User is able to set up auto recharge when account balance falls below a set threshold. The system automatically charges the card on system at the payment Gateway. User may choose to turn off this feature.

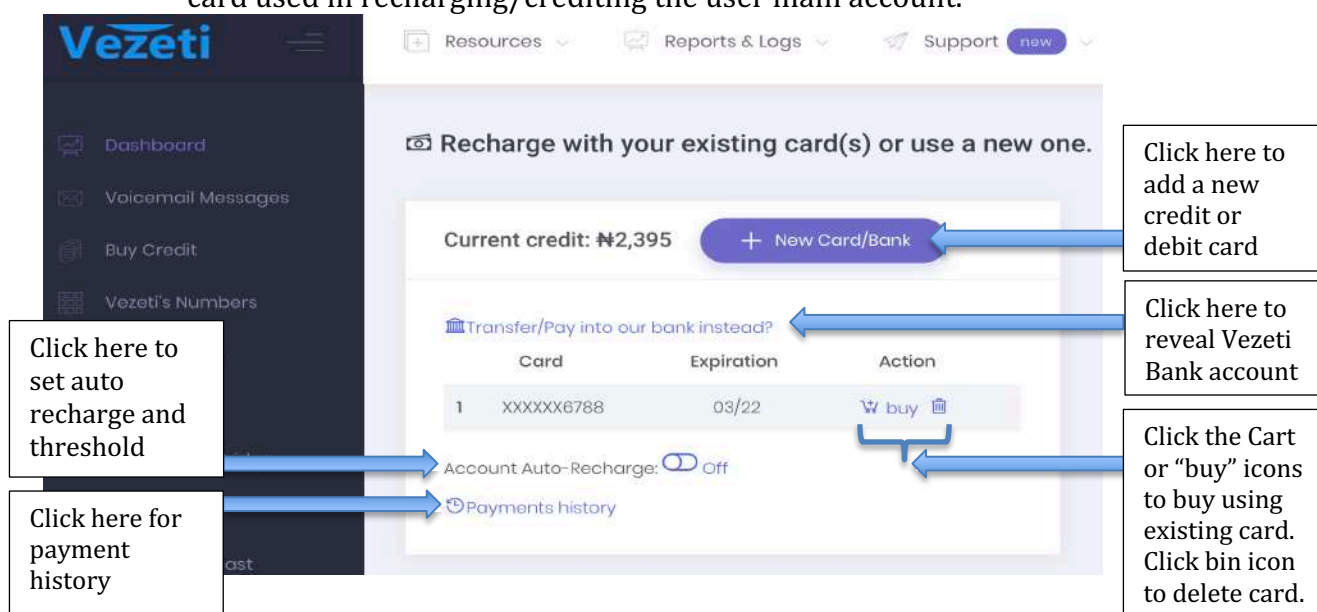
11.Setting up user Resources features

As mentioned earlier, Resources are contents you create to manage your phone ecosystem. E.g. Audio files, Ring groups, Voicemail box, IVR (Interactive Voice Response) etc. To access the resources, you click resources at the top of the web page when signed in to your account.



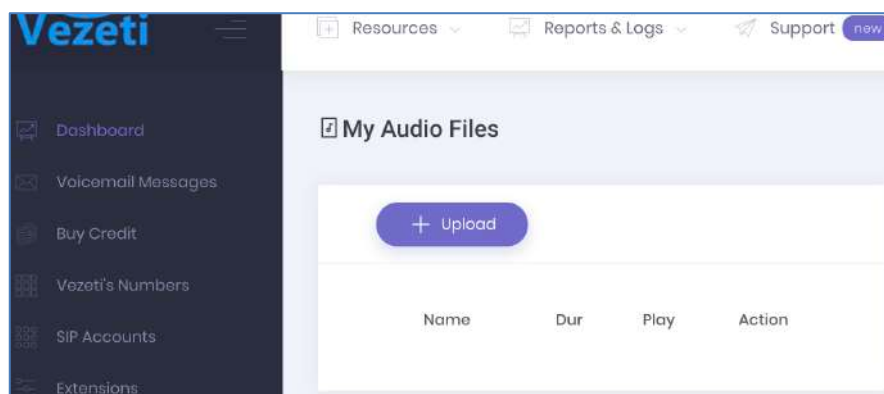
Picture 38: Resources Tab

- a. Account Credit: Account Credit is the resource that manages the credit/debit card used in recharging/crediting the user main account.



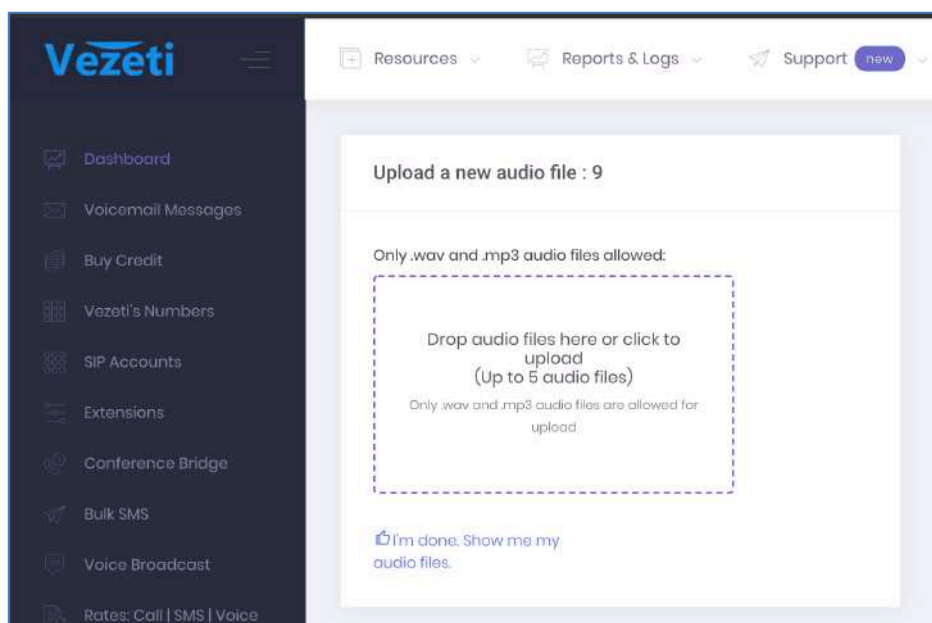
Picture 39

- b. Audio Files: When you click on Audio files under Resources, you will see a button you will use in uploading all your .wav or .mp3 audio files. MP3 files have better compression and is advisable to use .mp3



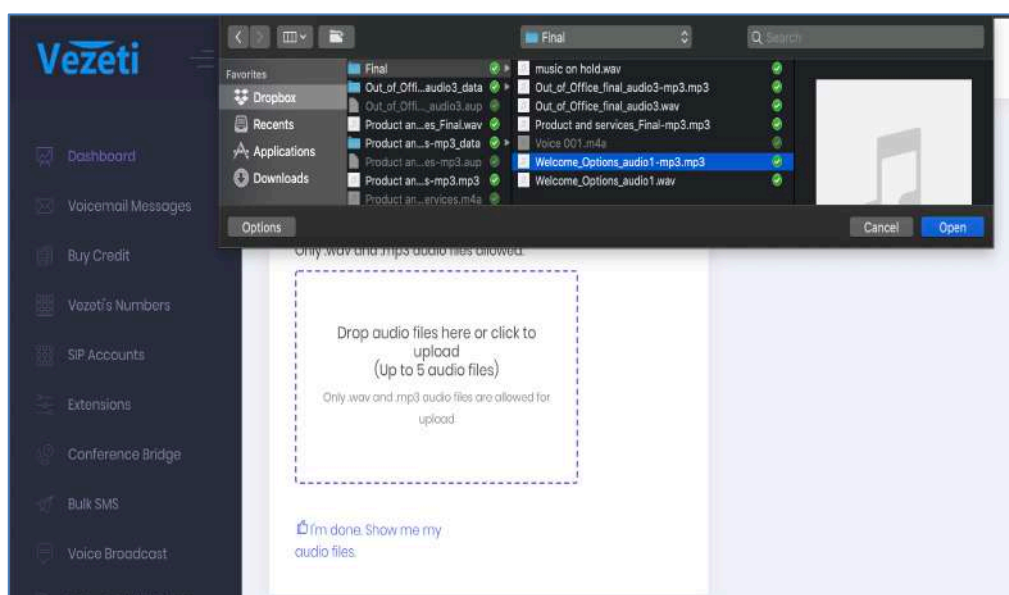
Picture 40

Clicking the upload button reveals the following;



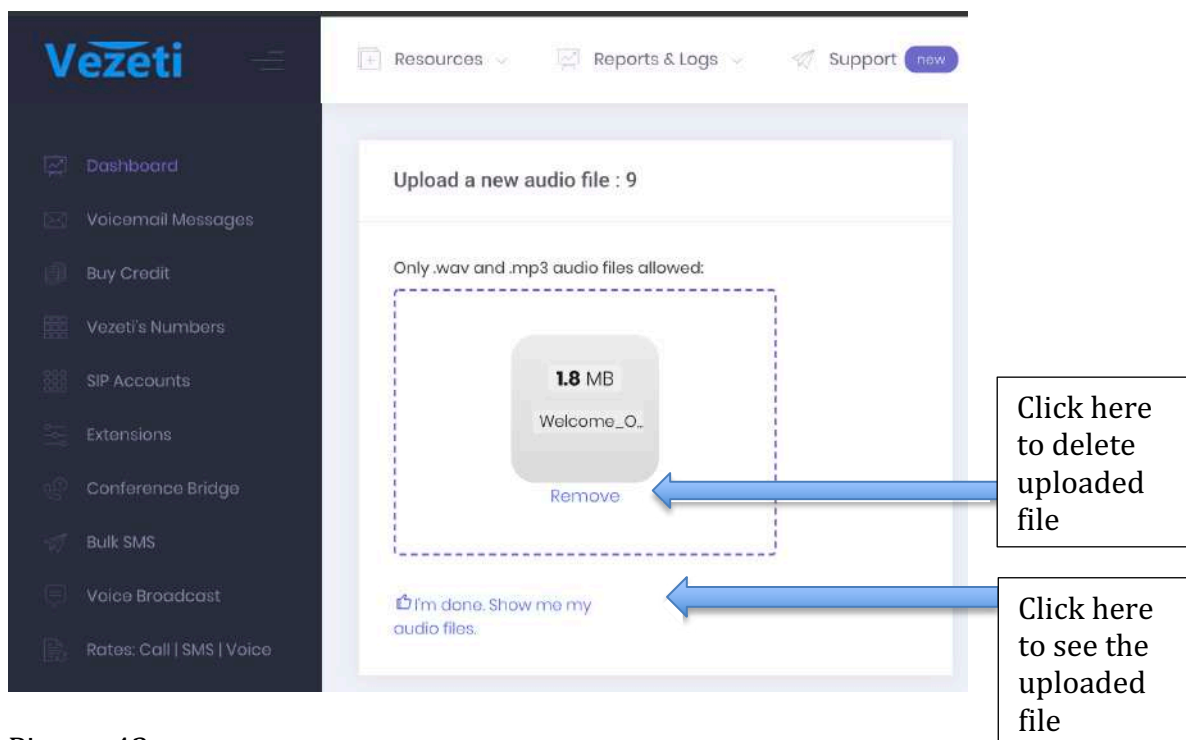
Picture 41

To upload a file already saved in a folder in your computer, click anywhere within the square with dotted blue line. If you are using a Mac, you can drag and drop file in the box. When you click to upload, find the folder that contains the audio file and click on it.

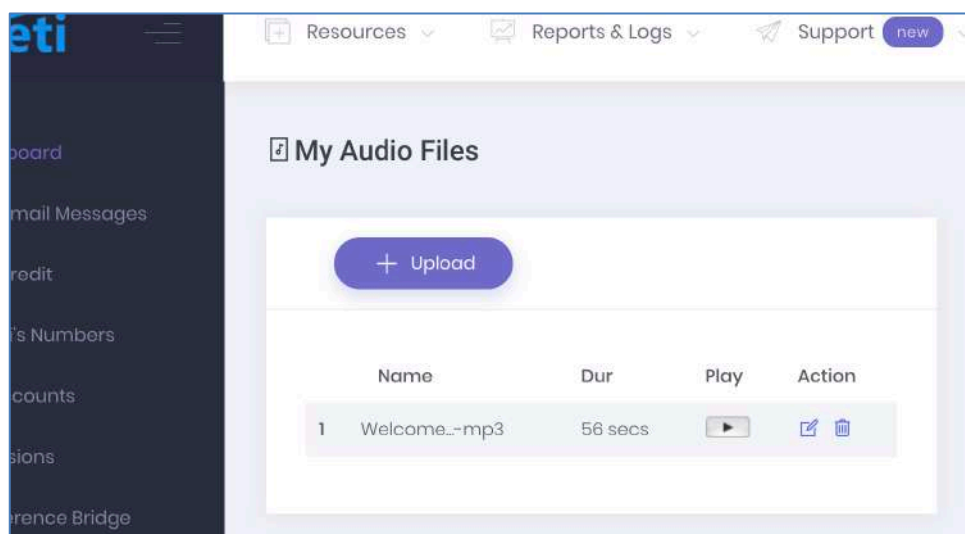


Picture 42

Clicking on it will upload the file to your account Resources – Audio Files for future use. Repeat this for all your audio files. Endeavour to save the audio files with a name format that will be easy to identify and use in the future.



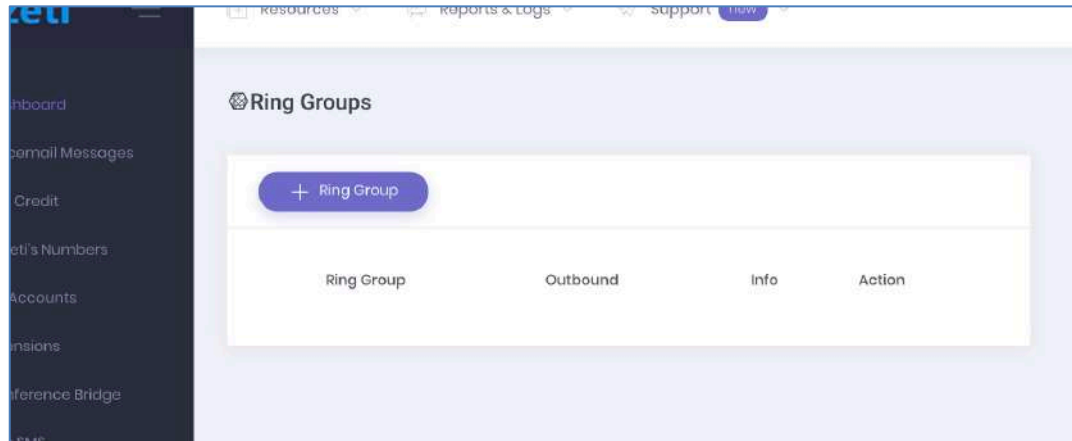
Picture 43



Picture 44

Once loaded, the file would be seen under “My Audio Files”. Press the “Play” icon to listen to the audio. Press the Edit icon to change the name of the Audio file or press the bin icon to delete the file completely

- c. **Ring Groups:** A Ring Group is a group of Extensions and/or GSM or Landline numbers that are grouped together by the user to ring when that group is dialed. This resource is set up by clicking on Ring Group under the Resources Tab. When you click on Ring Group, the set up appears like this



Picture45

Click on the + Ring Group button to start creating a Ring Group. The page below comes up. User defines the Ring Group as required and clicks the add button to save the setup.

Adding a Ring Group

Name: ① SALES TEAM

Description: ① THIS GROUP IS FOR LEVEL 1 SALES GROUP.

Outbound CallerID: ② 018880003

Ring Strategy: Ring All

Group Members (SIP extensions): x 9001 x 9002

Additional Group Members (external phones): 08148515117

One phone number per line. Maximum of 3

ADD CANCEL

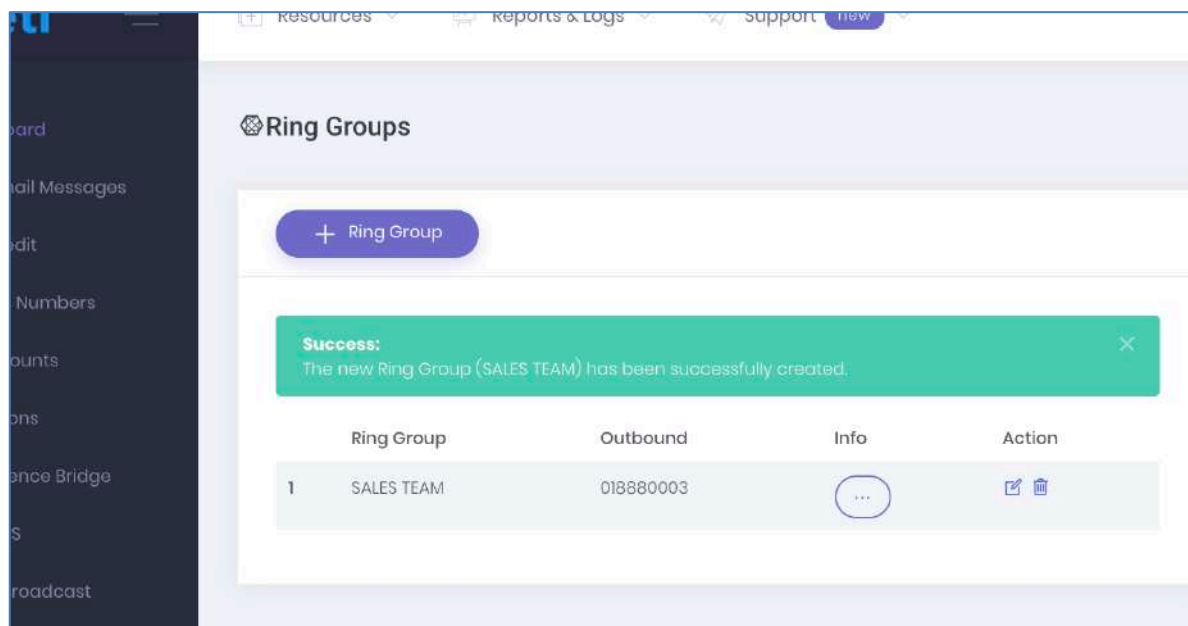
Picture 46

Ring Strategy: There are 4 Ring Strategies. To reveal the 4 Strategies, user clicks the dropdown list. The ring strategies are as follows in the table below;

S/N	Ring Strategy	Description
1	Ring All	When user selects this strategy, it means that once this Ring Group is called, all Sip Extensions and GSM/Landline will all ring at the same time. The sip account or GSM that answers the call inherits that call and the rest stop ringing immediately.
2	Sequential	When user selects this strategy, it means that once this Ring Group is called, all Sip Extensions will start ringing first, one by one starting from 9001 then 9002 and 9003 and so on. If the calls are not answered, the GSM/Landline will start ringing one by one. The sip account or GSM that answers the call inherits that call and the rest will not ring.
3	Sip Extension(s) First	When user selects this strategy, it means that once this Ring Group is called, all Sip Extensions will ring first at the same time. If no sip extension answers the call or they are offline

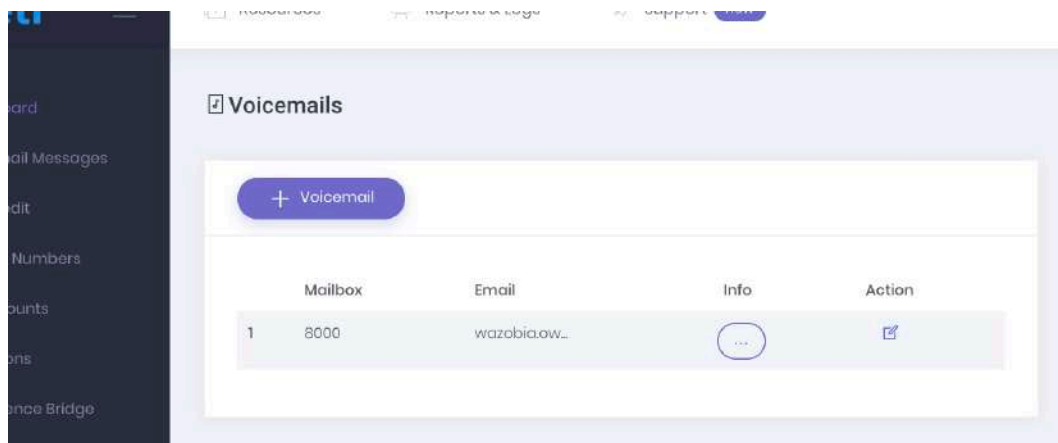
		then the GSM/Landline will all start to ring at the same time. The sip account or GSM that answers the call inherits that call and the rest stop ringing immediately
4	GSM/Landlines First	When user selects this strategy, it means that once this Ring Group is called, all GSM/Landlines will start to ring first at the same time. If no GSM/Landlines answer the call or they are switched off or out of Network coverage area then the Sip Extensions will all start to ring at the same time. The sip account or GSM that answers the call inherits that call and the rest stop ringing immediately

Once the Ring Group is saved, the user now has a Ring Group. User can have as many Ring Groups as required. Examples of Ring Groups include “Technical Support Group”, “Emergency Group”, “Credit Control Group”, “Customer Care Agent Group” etc. The List of Ring Groups will appear like this once saved;



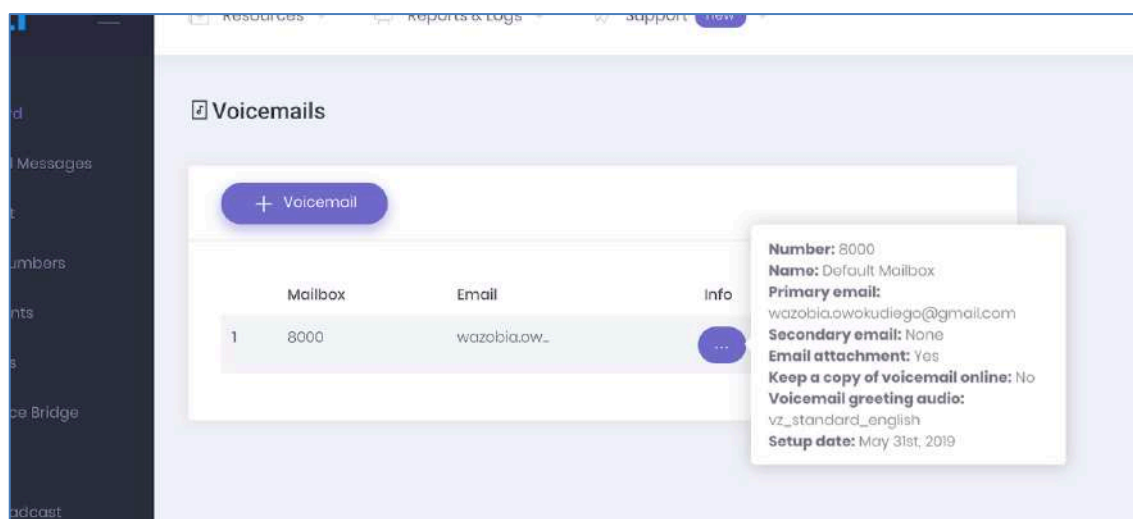
Picture 47

- d. Voicemails: Voicemail Resource is the Voicemail box where voicemails for calls missed are dropped for user. By default, the system creates the first Voicemail box and uses the email address user entered in setting up the account. When you click on Voicemail, you will see the list of voicemail boxes like this;



Picture 48

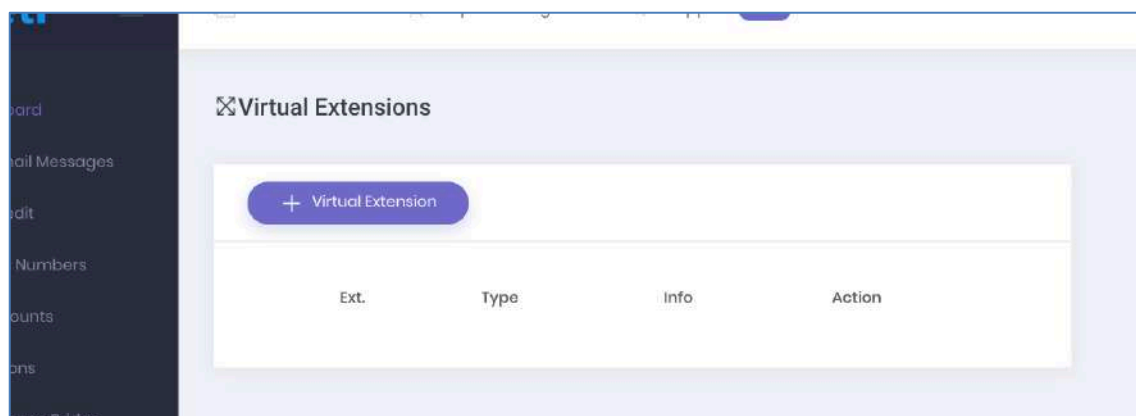
Placing your mouse cursor over the oval shape under the info column reveals the details of that mailbox setup as seen below. Clicking the icon under the Action Column will enable the user edit the setting by adding more emails and other settings;



Picture 49

User admin can add more voicemail boxes for different sip extension user. When call routing is set that calls ring on the sip extensions first and its not answered, it rings on the GSM/Landline next. If not answered, the call would go to voicemail where caller can drop a voice message and the system records the audio file and sends it to the email of the owner of that voicemail for playback.

- e. Virtual Extension: A virtual Extension is just like Sip Extension but it is virtual in Nature in the sense that it can only ring in 3 locations. They are GSM/Landlines, Voicemail and Announcements. The Virtual Extension is free. User can have as many virtual extensions as required. To set up a virtual extension, click on the virtual extension tab under resources and the page below would be revealed



Picture 50

Click on the + Virtual Extension button to add a new virtual extension.

Picture 51

User can set up Virtual Extensions in different ways as seen above. Please note that when user selects the “destination” drop down for the destination where this virtual extension should ring at, there will appear more dropdown to add the credentials. Example, if user clicks the drop down of destinations, he see the options below;

The screenshot shows a web application interface for adding a virtual extension. The form is titled "Adding a Virtual Extension" and contains the following fields:

- Extension Number:** A text input field containing the value "9003".
- Name:** A text input field containing the value "SALES VOICEMAIL OFF HOURS".
- Description:** A text input field containing the value "VOICE MAIL FOR SALES GROUP OR OFFICE AT THE CLOSE OF BUSINESS".
- Destination:** A dropdown menu that is currently open, displaying the following options:
 - ☒ Select
 - ☐ GSM and Landline
 - ☐ Voicemail
 - ☐ Announcement

At the bottom of the form, there are two buttons: "ADD" and "CANCEL".

Picture 52

If the user selects the “GSM and Landline” option, the following additional dropdown (To select which Vezeti Outbound Caller ID to present) and window to enter the GSM and Landline will appear as seen below;

The screenshot shows a web application interface for adding a virtual extension. The form is titled "Adding a Virtual Extension" and contains the following fields:

- Extension Number:** A dropdown menu with the value "9003".
- Name:** A text input field containing "SALES VOICEMAIL OFF HOURS".
- Description:** A text input field containing "VOICE MAIL FOR SALES GROUP OR OFFICE AT THE CLOSE OF BUSINESS".
- Destination:** A dropdown menu with the value "GSM and Landline".
- Outbound CallerID:** A dropdown menu with the value "018880003".
- GSM and Landline Phones:** A text input field containing a list of phone numbers: "080212345678", "080312345678", "080512345678", and "018889090".

Below the "GSM and Landline Phones" field, there is a note: "One phone number per line. Maximum of 5".

At the bottom of the form, there are two buttons: "ADD" and "CANCEL".

Picture 53

If the User chooses to direct the Virtual extension to Voicemail as the destination, the Voicemail box dropdown list appears. It will reveal all the mailboxes the user has already created under resources earlier as seen below;

Adding a Virtual Extension

Extension Number: 9003

Name: SALES VOICEMAIL OFF HOURS

Description: VOICE MAIL FOR SALES GROUP OR OFFICE AT THE CLOSE OF BUSINESS

Destination: Voicemail

Voicemail Box: **Select 8000**

ADD **CANCEL**

Picture 54

If the user decides rather that the destination for this virtual extension should go an announcement, a drop-down list will reveal for announcement and all audio files user had earlier created under resources will reveal for selection of the appropriate audio file as seen below;

The screenshot shows a web application interface with a dark sidebar on the left and a main content area. The top navigation bar includes 'Resources', 'Reports & Logs', and 'Support' with a 'new' button. The sidebar lists various features like 'Mail Messages', 'Numbers', 'Accounts', 'Voice Bridge', 'Broadcast', 'SMS | Voice', 'Credit', and 'UserIDs'. The main content area displays a form titled 'Adding a Virtual Extension'. The form has the following fields:

- Extension Number:** A dropdown menu with '9003' selected.
- Name:** A text input field containing 'SALES VOICEMAIL OFF HOURS'.
- Description:** A text input field containing 'VOICE MAIL FOR SALES GROUP OR OFFICE AT THE CLOSE OF BUSINESS'.
- Destination:** A dropdown menu with 'Announcement' selected.
- Announcement:** A dropdown menu with a list of audio files. The file 'Welcome_Options_audio1-mp3' is selected and highlighted.
- Replay:** A dropdown menu with 'One Time' selected.

At the bottom of the form, there are two buttons: 'ADD' and 'CANCEL'.

Picture 55

After selection of the Announcement Audio file, user will have to select the Replay Option from the replay dropdown list as shown below then click the “ADD” to save settings.

Adding a Virtual Extension

Extension Number: 9003

Name: SALES VOICEMAIL OFF HOURS

Description: VOICE MAIL FOR SALES GROUP OR OFFICE AT THE CLOSE OF BUSINESS

Destination: Announcement

Announcement: Welcome_Options_audio1-mp3

Replay: ☒ One Time
☐ Two Times
☐ Three Times

ADD CANCEL

Picture 56

After saving the settings, the user would be taken to the following page to confirm the setup;

Virtual Extensions

+ Virtual Extension

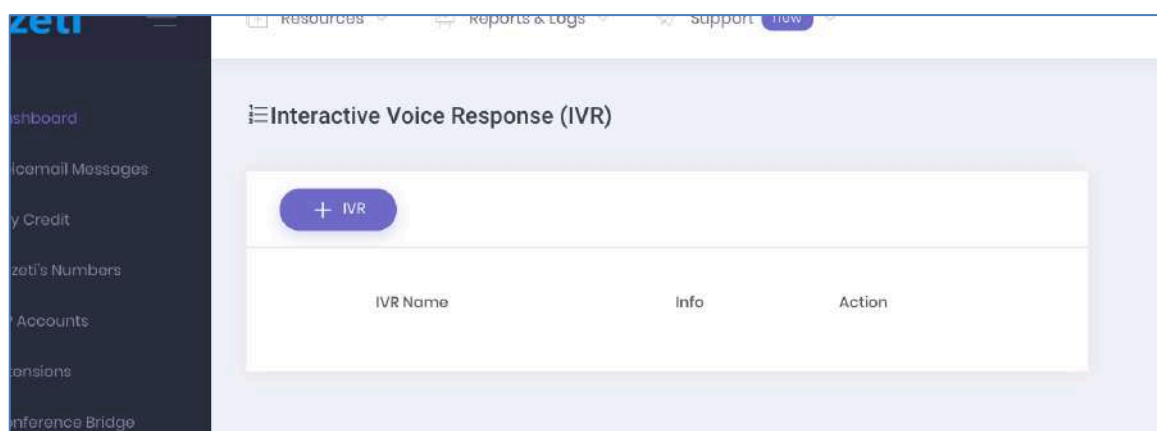
Success:
The new Virtual Extension (9003) has been successfully created.

	Ext.	Type	Info	Action
1	9003	Announcement	...	

Picture 57

User can edit setup or delete the virtual extension by clicking the appropriate icon under the action column. Placing the mouse cursor over the oval shape in the info column reveals the setup for that Virtual Extension.

- f. IVR: Interactive Voice Response (IVR) is an automated telephony system technology that interacts with the callers, gathers the required information and routes the calls to the particular appropriate recipient. The phone responds to DTMF generated by caller pressing the keypad on his touchtone phone. For there to be proper voice response, user needs to upload appropriate audio files that will prompt the caller on what to do. For examples of audio scripts, refer to Vezeti sample audio script for auto attendants/IVR. Once Audio files are already created and uploaded under the Audio files section of the Resources tab, user should click on IVR under the Resources tab to reveal the page below;



Picture 58

Click the + IVR button to add IVR.

Clicking the IVR button will reveal a list of options to be completed by the user. See the picture below;

Vezeti — Resources Reports & Logs Support **new**

Dashboard
Voicemail
Messages
Buy Credit
Vezeti's Numbers
SIP Accounts
Extensions
Conference Bridge
Bulk SMS
Voice Broadcast
Rates: Call | SMS | Voice
Flash-Me-Credit
Verify CallerIDs
Logout

Adding an Interactive Voice Response (IVR)

Name:

Description:

Auto Greeting:

These are compulsory options

Option	Select	Options Prefilled
0	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
t	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
i	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>

These are optional. You need to select **Disable** from each drop-down menu for those you will not be using at this time.

Option	Select	Options Prefilled
1	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
2	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
3	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
4	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
5	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
6	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
7	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>
8	<input type="text" value="Select"/>	<input type="text" value="Options Prefilled"/>

[Why option 0 is missing? :\)](#)

Picture 59

User will need to be careful in filling the info into the IVR to get the desired result. The user starts by entering the “Name” of the IVR. This is the name that the user will use in recognizing the IVR when configuring routing of the calls later. “Description” is for the user to remember what that IVR stands for. “Audio Greeting” is the drop-down list for the Audio files callers will hear. It is therefore important that the user has already loaded the various Audio files in order to use this dropdown list. The next options are the compulsory field denoted 0, t, i.

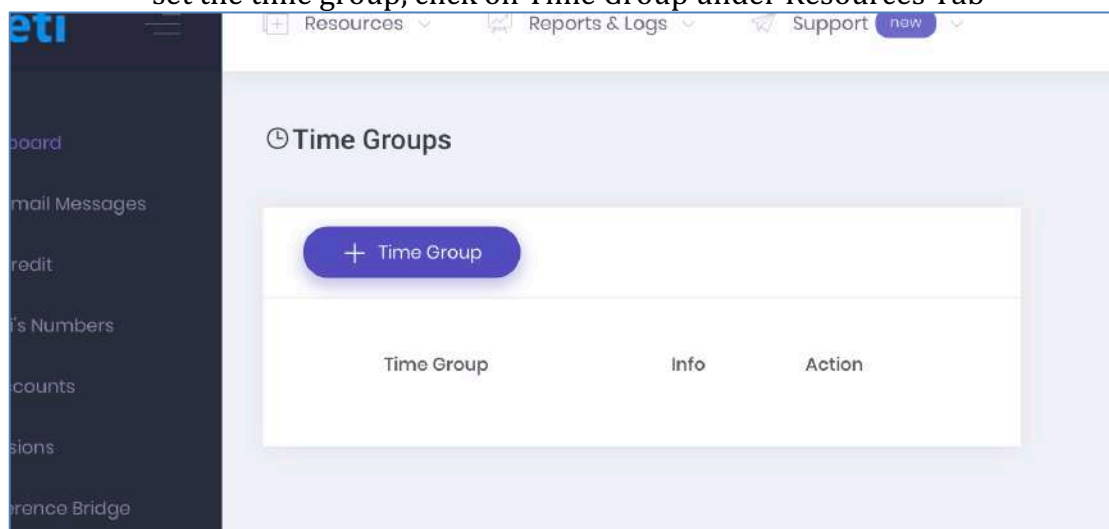
0 stands for Zero. If the caller presses zero after listening to the IVR, the call must be routed to a resource. The user can choose to allow the calls when zero is pressed to ring on SIP Extension. If User selects SIP Extension, the 3rd dropdown list to the right will reveal all the SIP Extension in the User account. This will be the sip extension that will ring

when the caller presses zero. Similarly, if the user chooses Virtual Extension as the option, the 3rd dropdown list to the right on that row will reveal all the Virtual extension user has created for user to choose from. If User choses Ring Group, the 3rd Dropdown list to the right will reveal all the Ring Groups the user has already created. The ring Group will ring in the pattern of the Ring Strategy that the user had earlier set up. If the User chooses call queues, the 3rd options reveal the call queues and the pattern selected. Call Queues is a feature that answers the calls and put the calls on music on hold while all sip extensions and GSM/Landlines are busy. It will later allocate the calls to free sip extensions or GSM/Landline in the order in which the calls came in and were placed in the Queue. In the same vain, if the user selects Voicemail and Announcement, the calls would be routed to these resources respectively when the caller dials zero.



NOTE: It is important to create all your resources first before trying to set up IVR. The system only creates the 2 resources. These are the first 2 Sip Extension by default created when signing up on www.vezeti.net. The second resource created by the system is the first voicemail box. All subsequent Voicemail box would be created by user. For more enquiries, please send a mail to sales@vezeti.com for assistance on what to do or call customer care line 01-888 8080

- g. Time Group:** The time group is a feature that sets the time of the day or of the week in which business hours are defined for IVR to play different messages. To set the time group, click on Time Group under Resources Tab



Picture 60

Next click the + Time Group Button to enter your Office Hours and Close of Office Hours like in the picture below;

The screenshot shows a web application interface with a dark sidebar on the left and a main content area. The sidebar contains various menu items like 'Mail Messages', 'Numbers', 'Units', 'ns', 'nce Bridge', 'roadcast', 'all | SMS | Voice', 'e-Credit', and 'allerIDs'. The main content area has a top navigation bar with 'Resources', 'Reports & Logs', and 'Support' (with a 'new' badge). Below this, the title 'Adding a Time Group' is displayed. The form contains the following fields:

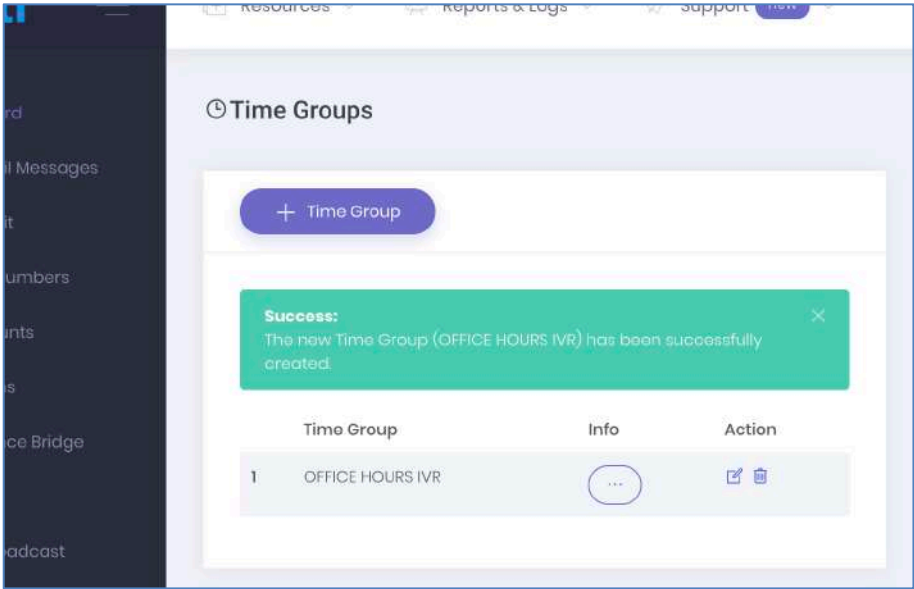
- Name:** A text input field containing 'OFFICE HOURS IVR'.
- System Time:** A message stating 'The current system time is: 21:10 (9:10 pm WAT)'.
- Time to Start:** Two dropdown menus showing '09' and '00'.
- Time to Stop:** Two dropdown menus showing '17' and '00'.
- Weekday Start:** A dropdown menu showing 'Monday'.
- Weekday Stop:** A dropdown menu showing 'Friday'.

At the bottom of the form are two buttons: 'ADD' and 'CANCEL'.

Picture 61

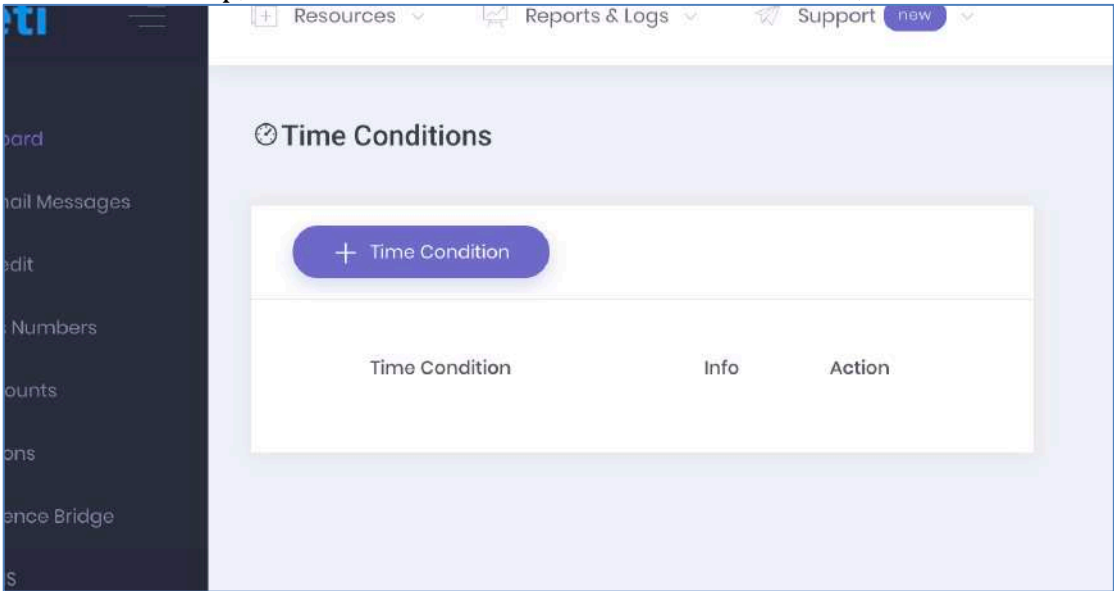
User will define the “Name” of the Time Group, “Time to Start” is the beginning of the business day and “Time to Stop” is the time the business closes for the day. The weekday Start is the day the office resumes and “Weekday Stop” is the day office closes for the week or weekend. Once done, click “ADD” to complete this resource. It would be used in the future for IVR and Time Conditions settings.

Once saved, the list of time groups will appear like this for use in the future;



Picture 62

- h. Time Conditions:** Time conditions is the IVR routing for calls based on the “Time Group” already set. The user is telling the system to play certain IVR at certain time of the day or Day of the week. E.g., Play an IVR when its 9am to 5pm and another close of office IVR from 5pm to 9am the following day. To set this up, click on Time Condition under resources tab;



Picture 63

Click the +Time Condition button to set the Time condition. See picture below;

Adding a Time Condition

Name: ⓘ OFFICE HOURS

Time Group: OFFICE HOURS IVR

If destination matches:

IVR

If destination doesn't match:

Announcements Welcome_Options_audio1-r

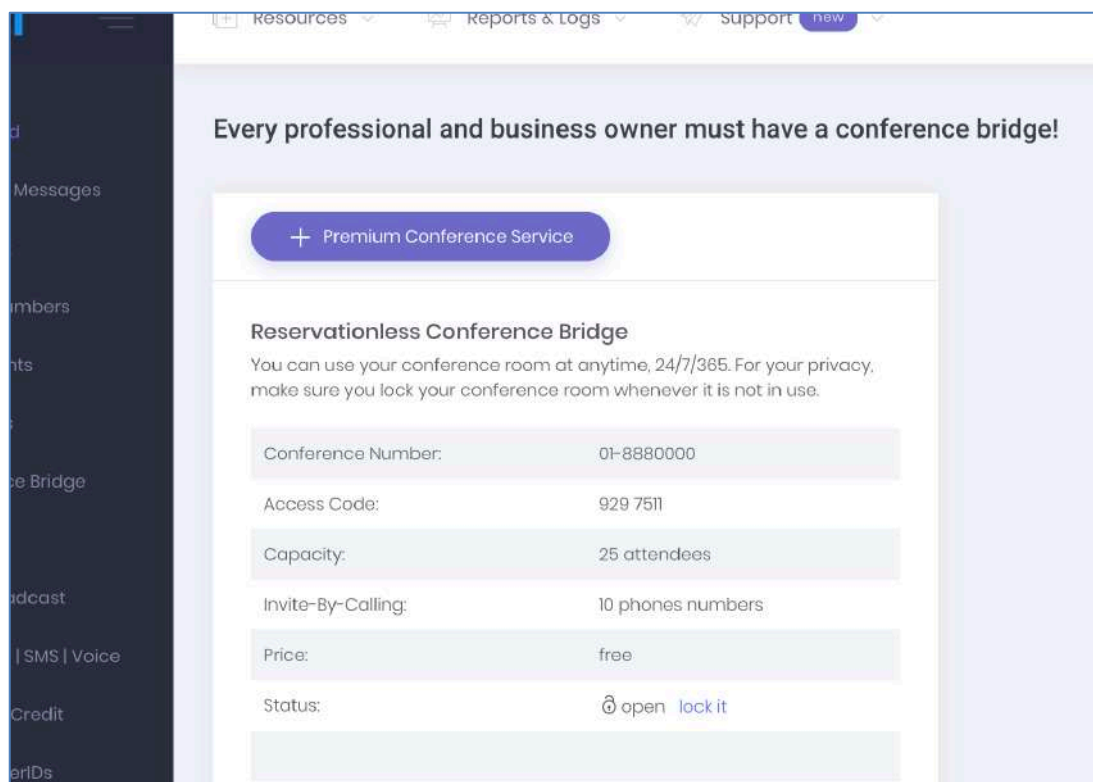
CONFIGURE CANCEL

Picture 64

In setting up the Time Condition, set your preferences as shown above and save by clicking on Configure.

12. Conference Bridge

The Vezeti Conference Bridge is a Free conference Bridge Facility for every Vezeti account owner. Once you sign up at www.vezeti.net, your account comes with its unique Conference bridge Access Code for organizing Conference calls. Each caller pays for his call to the bridge. The Bridge accommodates up to 25 Participants.



Picture 65

When user clicks on the conference Bridge link on the left, the page above opens. The information revealed is the conference bridge details for the user. User is required to share the Conference Bridge number: 01:8880000 and his own Access Code number to his participants. User must tell participants the time to call into the Bridge. Status button shows the status of the Conference bridge. The conference bridge by default is opened. User can lock the bridge by simply clicking on the “lock it” link. The Invite-By-Calling is a conference bridge feature that allows Account Owner to enter up to 10 Mobile Numbers into the system and schedule a time the system will dial all 10 numbers and connect all numbers to the conference call. The Account owner pays for the calls. User must ensure there is sufficient credit balance in the account to initiate these calls.

13. Bulk SMS

Bulk SMS feature allows user or account owner to send bulk SMS to multiple GSM numbers. Feature not activated in this Version of the platform. Coming soon

14. Voice Broadcast

Voice Broadcast allows user or account owner to send bulk Voice recording to multiple GSM numbers. Feature not activated in this Version of the platform. Coming soon.

15. Rates: Call | SMS | Voice

Rates shows the tariff for Various rates/tariff class for various products.

16. Flash-Me-Credit

Flash-Me-Credit is a feature that allows one Vezeti customer transfer part of his credit balance to another Vezeti customer.

17. Verify Caller ID

Verify caller ID is a security feature in the system used to verify the mobile numbers users intend to use in the system for call-follow-me and others resources use.

18. Reports & Logs

Reports show CDR (Call Detail Records) and other reporting tools for the user account.

Note: This manual shall be updated occasionally as new features are added to the system. Users are encouraged to download the latest version of this manual from time to time.