

Telkom

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Customer Web Interface Manual

Customer Web Interface Manual

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1. Introduction

The Single Number service allows you to link your business number to other devices, which will ring when your landline can't. You can link your number to up to 20 devices (fixed-line or mobile), guaranteeing that you stay contactable – even when your business line is down.

Your customers will dial the same number and get charged the same rate, while you choose and manage which numbers receive the forwarded calls.

This manual provides a step-by-step guide on how to configure your Customer Web Interface on the platform once it is activated, and gives insight into changing a number from first login, creating a new destination, and adding and removing numbers from a hunting sequence.



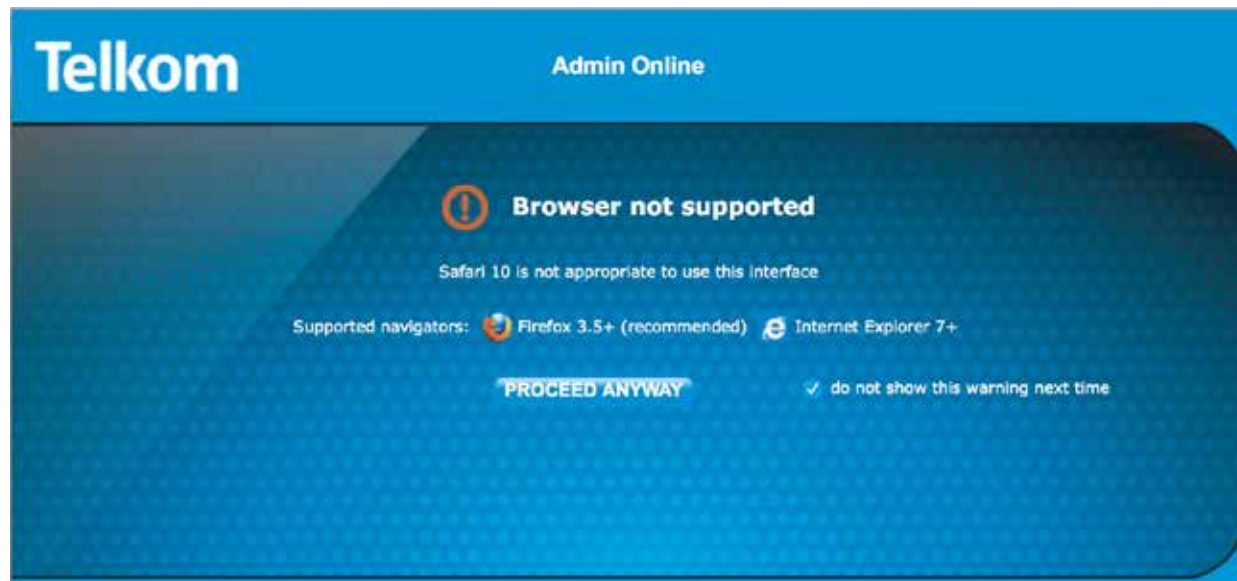
2. Step-by-step process

2.1 Login and password change

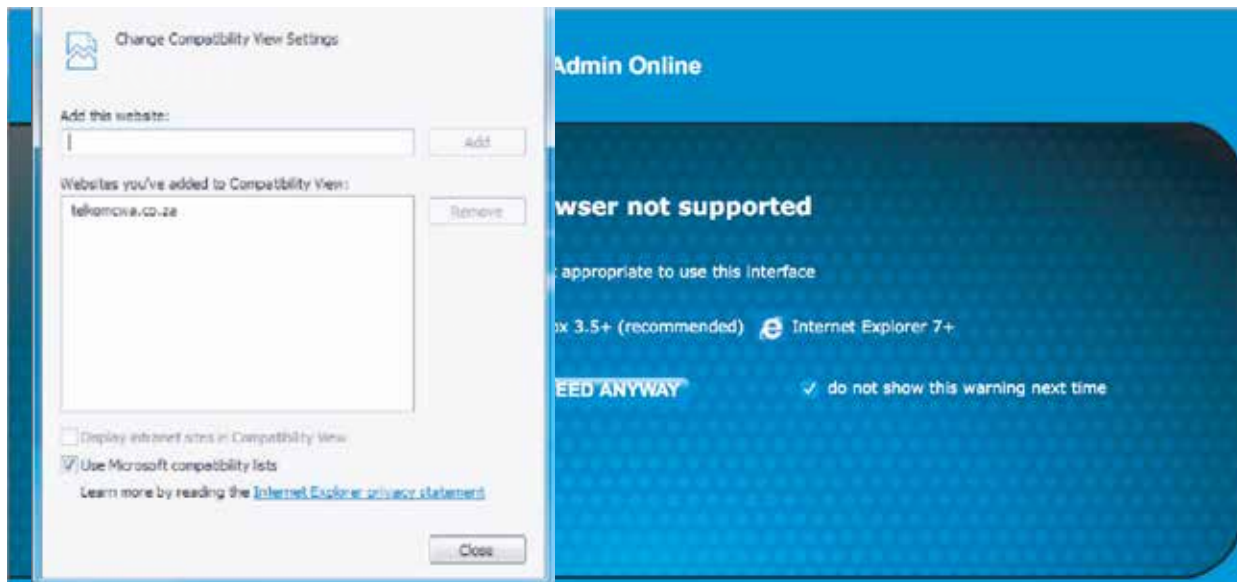
a. Click on the following portal link: www.lrs.telkomcwa.co.za.

(Note: The page below will pop up if the browser is not supported.

Only Firefox 3.5+ and Internet Explorer 7+ are supported for this interface.)



- b. Include the portal link in the Compatibility View Settings of the internet browser (only valid for Internet Explorer).



c. The login page will appear.



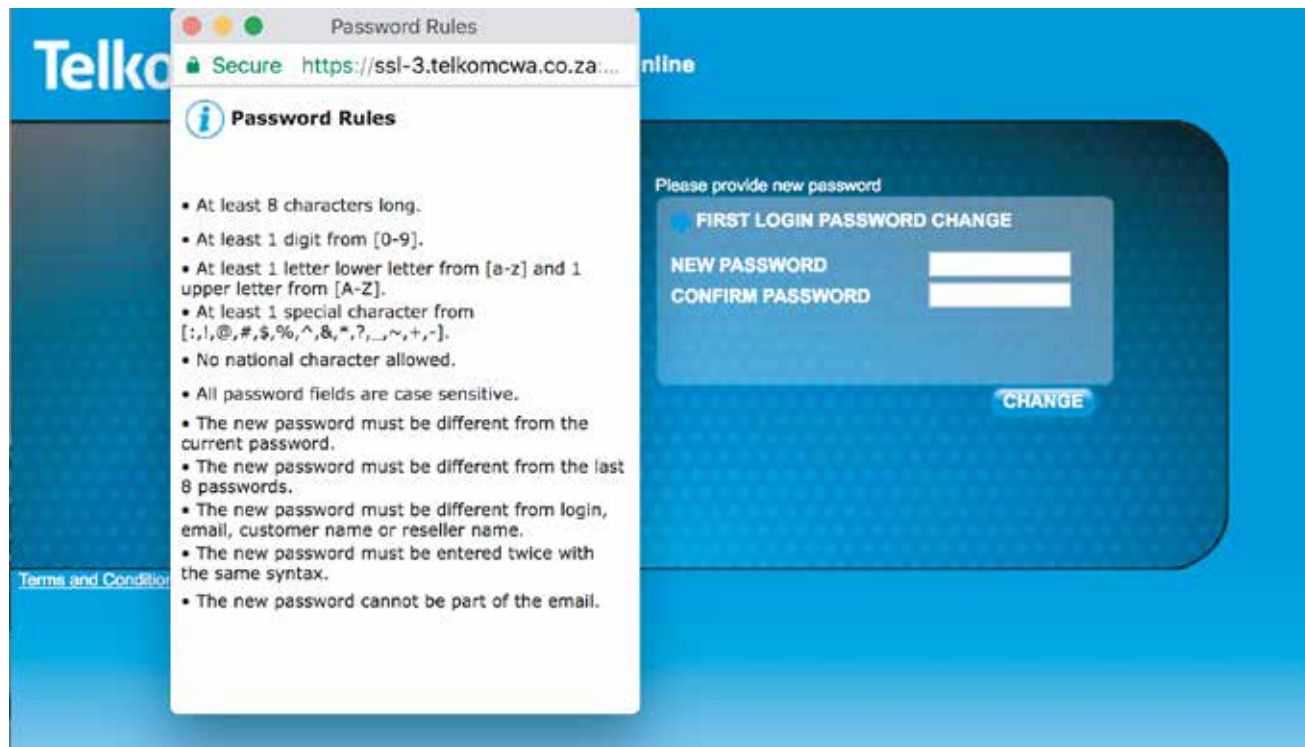
- d. Your login name will be your virtual fixed-line geographical number, provided for the service, followed by @telkom.co.za. For example, if your virtual fixed-line number is 0123260010, then your login name would look like this: 0123260010@telkom.co.za.
This number (i.e. 0123260010) is the trigger number that customers will dial for your hunt group.



e. If you're logging in for the first time, use the default password **Telkom#1** to sign in to the application.



f. After you've entered the default password, a password change request pop-up will appear with rules for the first login, as shown below.



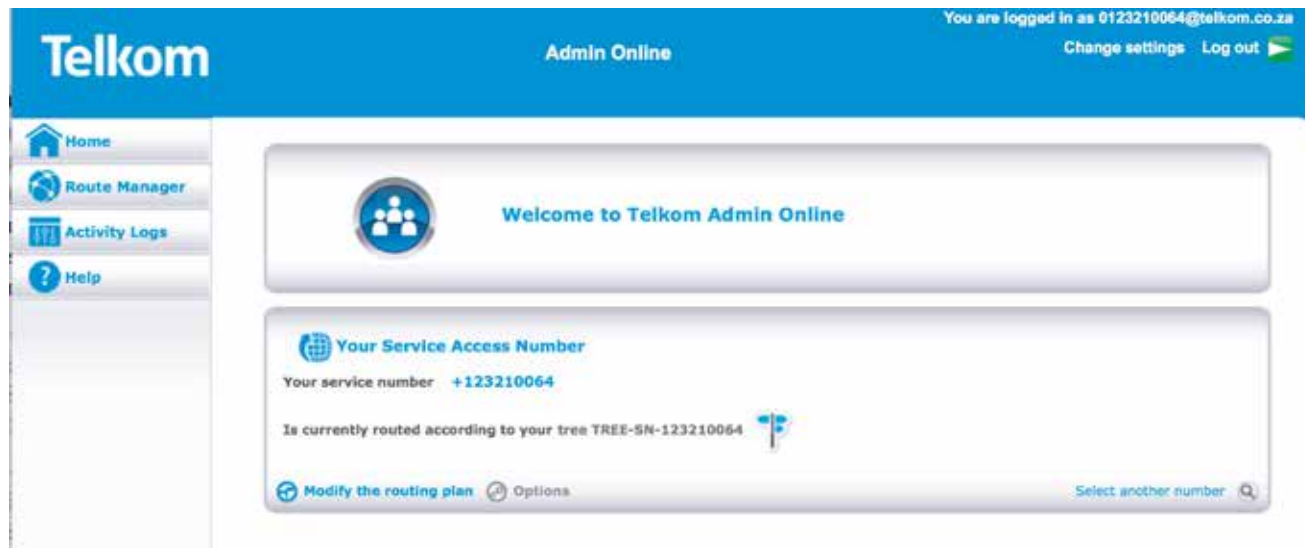
2.2 First-time set-up

The **'Do Not Disturb'** function is activated by default. This function allows you to block/unblock the onward routing of calls.

To disable or enable this function, please refer to section 2.9 of this manual.



a. On the Home page, click on **'Change settings'** to set or change the email address for lost password retrievals.



b. Add or amend the email address for the required receiver and click on the **'Save'** button.

The screenshot displays the Telkom Admin Online interface. At the top, the Telkom logo is on the left, 'Admin Online' is in the center, and 'You are logged in as 0123210064@telkom.co.za' is on the right. Below the header, there is a navigation menu with 'Home', 'Route Manager', 'My Service', 'Destinations', 'Activity Logs', and 'Help'. The main content area is titled 'Change settings' and contains a form for 'Web user properties'. The form fields are as follows:

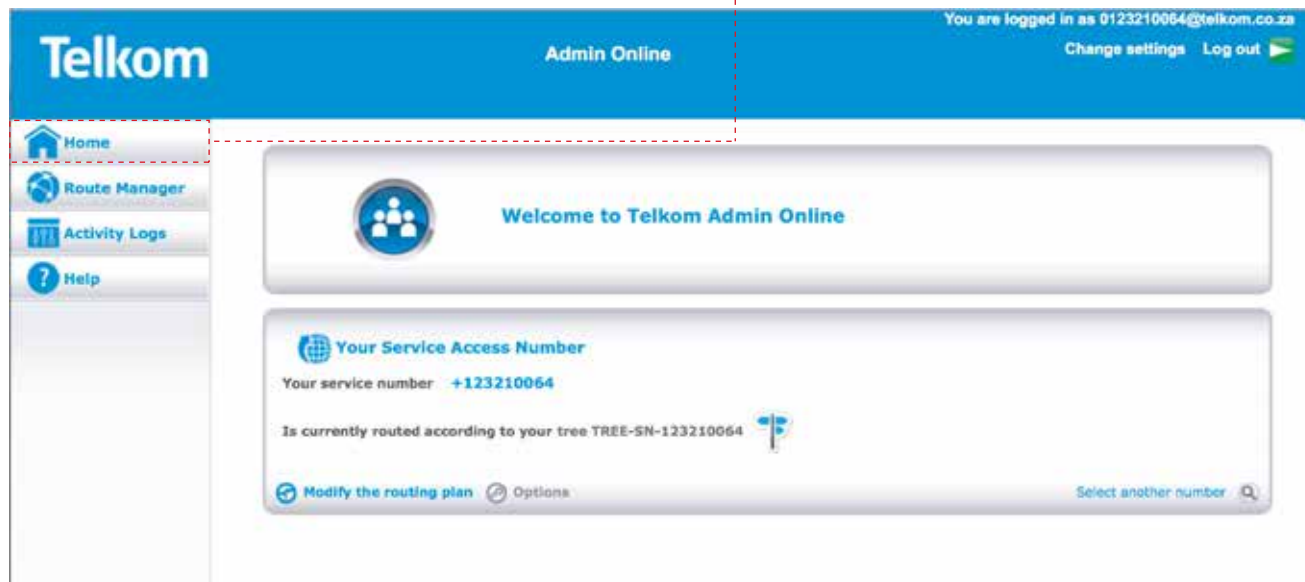
Web user properties	
Login *	0123210064@telkom.co.za
Old password	<input type="password"/>
New password	<input type="password"/>
Confirm new password	<input type="password"/>
First name	<input type="text"/>
Last name	<input type="text"/>
Email *	peplerh@telkom.co.za
Business unit	<input type="text"/>
Role	<input type="text"/>
Language	English
Profile	SingleNumber

At the bottom right of the form, there is a 'Save' button, which is highlighted by a red dashed box. The button has a blue checkmark icon and a red 'X' icon.

The email address must be changed in order for the **'Forgot your Password'** tab on the Home page to email the password to you, if so required in future. This is very important and will reduce the number of password reset requests.

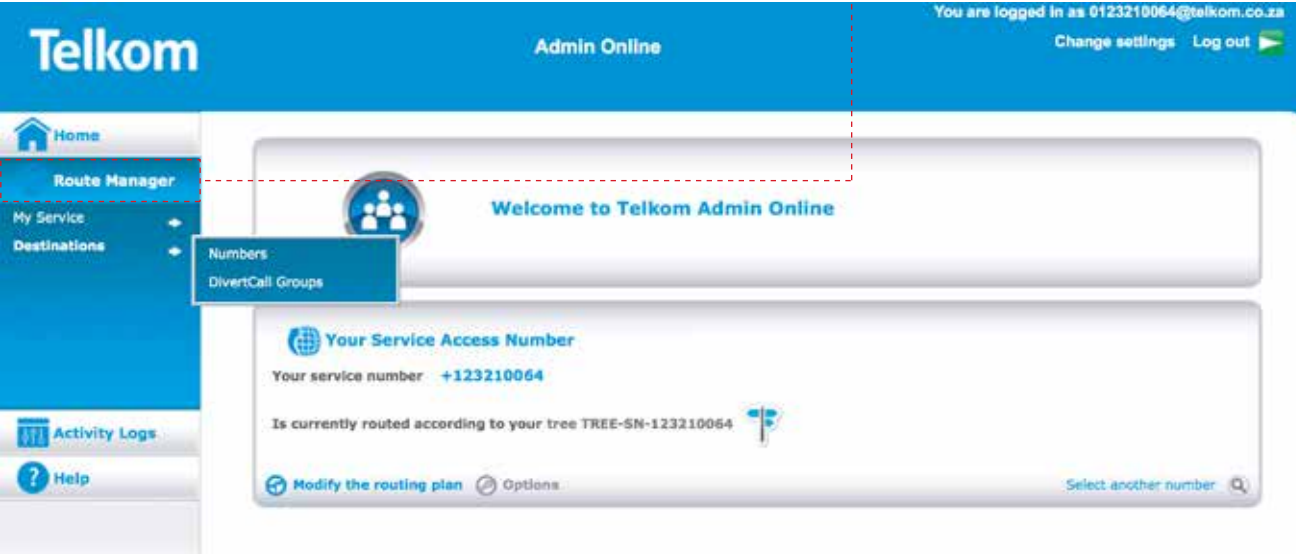
2.3 Adding a number to the portal

- Access the Home page by clicking on the **'Home'** button on the top left-hand side of the screen.



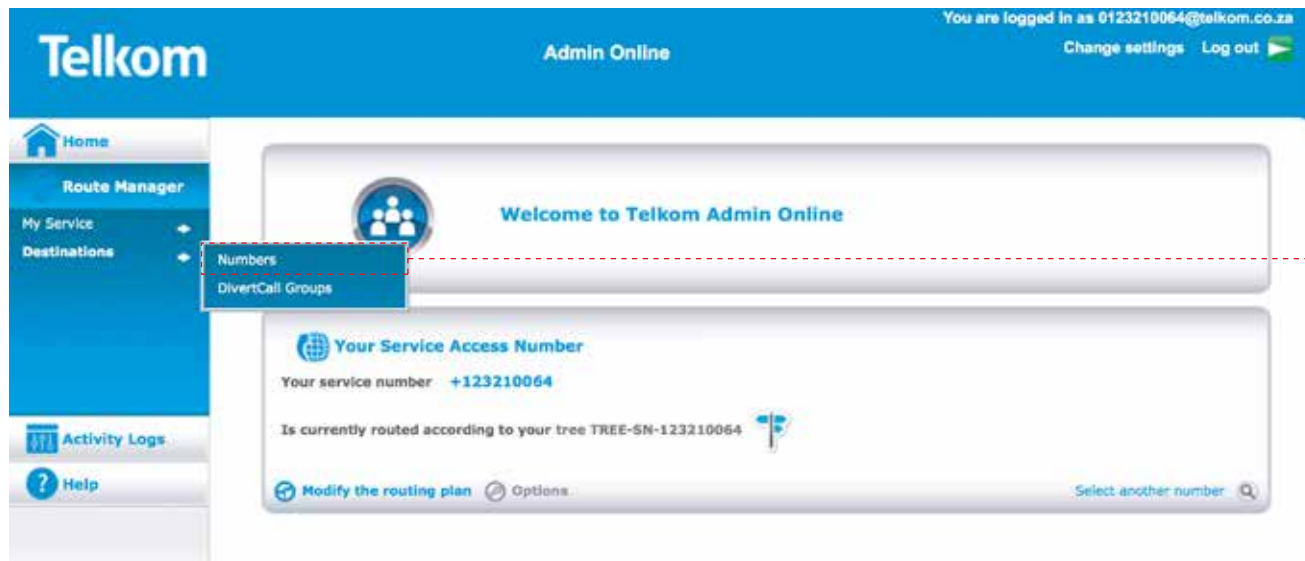
2.3 Adding a number to the portal

b. When you get to the Home page, click on the **'Route Manager'** tab and scroll down to **'Destinations'**.



The screenshot displays the Telkom Admin Online interface. At the top, a blue header contains the Telkom logo, 'Admin Online', and the user's login information: 'You are logged in as 0123210064@telkom.co.za' with links for 'Change settings' and 'Log out'. A left-hand navigation menu includes 'Home', 'Route Manager', 'My Service', 'Destinations', 'Activity Logs', and 'Help'. The 'Route Manager' tab is selected, and a sub-menu is open showing 'Numbers' and 'DivertCall Groups'. A red dashed line connects the 'Destinations' menu item to the 'Welcome to Telkom Admin Online' section of the main content area. This section displays 'Your Service Access Number' as '+123210064' and notes it is currently routed according to tree 'TREE-SN-123210064'. At the bottom of this section are links for 'Modify the routing plan', 'Options', and 'Select another number'.

c. Hover your mouse over **'Destinations'**, and a drop-down menu should appear. Click on the **'Numbers'** tab.



- d. On first login, an 086xxxxx number will be created by default.
To correct this, click on the **'Create new destination'** button.

The screenshot shows the Telkom Admin Online interface. The top navigation bar includes the Telkom logo, 'Admin Online', and user information: 'You are logged in as 0123210064@telkom.co.za' with links for 'Change settings' and 'Log out'. The left sidebar contains navigation options: Home, Route Manager, Activity Logs, and Help. The main content area is titled 'Numbers' and shows a breadcrumb trail: Home / Route Manager / Destinations / Numbers. A table displays the following data:

	Name	Number	Configure	Remove
	New Destination	+123116528		
	RN-800046862	+800046862		

Below the table, a summary box states: 'Total: 2 destination(s) - 18 available'. A 'Create new destination' button is located at the bottom right of the table area and is highlighted with a red dashed box.

- e. Enter the destination **name** and the first number to which the service should be forwarded, without the leading 0, and click on **'Save'**.

The screenshot shows the Telkom Admin Online interface. The top navigation bar is blue with the Telkom logo on the left, 'Admin Online' in the center, and 'You are logged in as 0123210064@telkom.co.za' on the right, with links for 'Change settings' and 'Log out'. A left sidebar contains navigation links: Home, Route Manager, Activity Logs, and Help. The main content area is titled 'Create a Destination' and has a breadcrumb trail: Home / Route Manager / Destinations / Numbers / Create a Destination. A form is displayed with the following fields:

- Name***: A text input field with the placeholder 'New Destination Name'.
- Number (without leading 0)**: A text input field containing the value '01234567'.
- Comment**: A text input field.

Below the form is a table with three columns: Options, Activated?, and Configure.

Options	Activated ?	Configure
Alternate Destinations	-	

At the bottom right of the form area, there are two small icons: a blue checkmark and a red 'X'.

f. The numbers on the platform will be displayed, as shown below.
At this stage, forwarding and hunting are not activated.

The screenshot shows the Telkom Admin Online interface. The top navigation bar includes the Telkom logo, 'Admin Online', and user information: 'You are logged in as 0123210064@telkom.co.za' with links for 'Change settings' and 'Log out'. The left sidebar contains navigation options: Home, Route Manager, Activity Logs, and Help. The main content area is titled 'Numbers' and shows a breadcrumb trail: 'Home / Route Manager / Destinations / Numbers'. A table displays the following data:

	Name	Number	Configure	Remove
	New Destination	+123116528		
	RN-800046862	+800046862		

Below the table, a status bar reads 'Total: 2 destination(s) - 18 available'. A 'Create new destination' button is located at the bottom of the table area.

2.4 Activating hunting and forwarding

- On the Home page, click on the **'Route Manager'** tab.
- When the drop-down menu appears, click on the **'Destinations'** tab.
- A new set of tabs should appear. Click on **'DivertCall Groups'**.



The screenshot displays the Telkom Admin Online interface. At the top, the Telkom logo is on the left, and 'Admin Online' is in the center. On the right, it says 'You are logged in as 0123210064@telkom.co.za' with links for 'Change settings' and 'Log out'. Below the header is a navigation bar with 'Home' and 'Numbers' tabs. A dropdown menu is open under 'Numbers', showing 'Route Manager' and 'Destinations'. Under 'Destinations', there are sub-tabs for 'Numbers' and 'DivertCall Groups'. The main content area shows a table with the following data:

	Name	Number	Configure	Remove
	New Destination	+123116528		
	RN-800046862	+800046862		

Below the table, it says 'Total: 2 destination(s) - 18 available' and there is a 'Create new destination' button.

d. The next page will show the **virtual geographical number**. Click on the yellow **'Configure'** button next to the number.

The screenshot shows the Telkom Admin Online interface. The top navigation bar is blue with the Telkom logo on the left, 'Admin Online' in the center, and 'You are logged in as 0123210064@telkom.co.za' on the right, along with 'Change settings' and 'Log out' links. A left sidebar contains navigation options: Home, Route Manager, Activity Logs, and Help. The main content area is titled 'DivertCall Groups' and includes a breadcrumb trail: Home / Route Manager / Destinations / DivertCall Groups. A table with the following structure is displayed:

Name	Configure	Remove
LHG-SN-123210064		

Below the table, a status bar indicates: Total: 1 group(s) used - 1 available. A red dashed line from the text above points to the yellow 'Configure' button in the table.

e. After you've done that, click on **'Add New Destination'**, which will be below the table.

The screenshot shows the Telkom Admin Online interface. The top navigation bar includes the Telkom logo, 'Admin Online', and user information: 'You are logged in as 0123210064@telkom.co.za' with links for 'Change settings' and 'Log out'. The left sidebar contains navigation icons for Home, Route Manager, Activity Logs, and Help. The main content area is titled 'Modify a DivertCall Group' and includes a breadcrumb trail: 'Home / Route Manager / Destinations / DivertCall Groups / Modify a DivertCall Group'. The configuration form includes fields for 'Group Name' (LHG-SN-123210064), 'Algorithm' (Sequential, Cyclic, Parallel), and 'Comment'. Below the form is a table with the following data:

Rank	Name	Number	Remove
1	New Destination	+123116528	

Below the table, a button labeled 'Add new destination @' is highlighted with a red dashed box. A small icon with a red 'X' is visible in the bottom right corner of the interface.

f. Select the new destination and accept by clicking on the green tick. 

LHG-SN-123210064 - Add new destination



New Destination (+123116528)
RN-800046862 (+800046862)

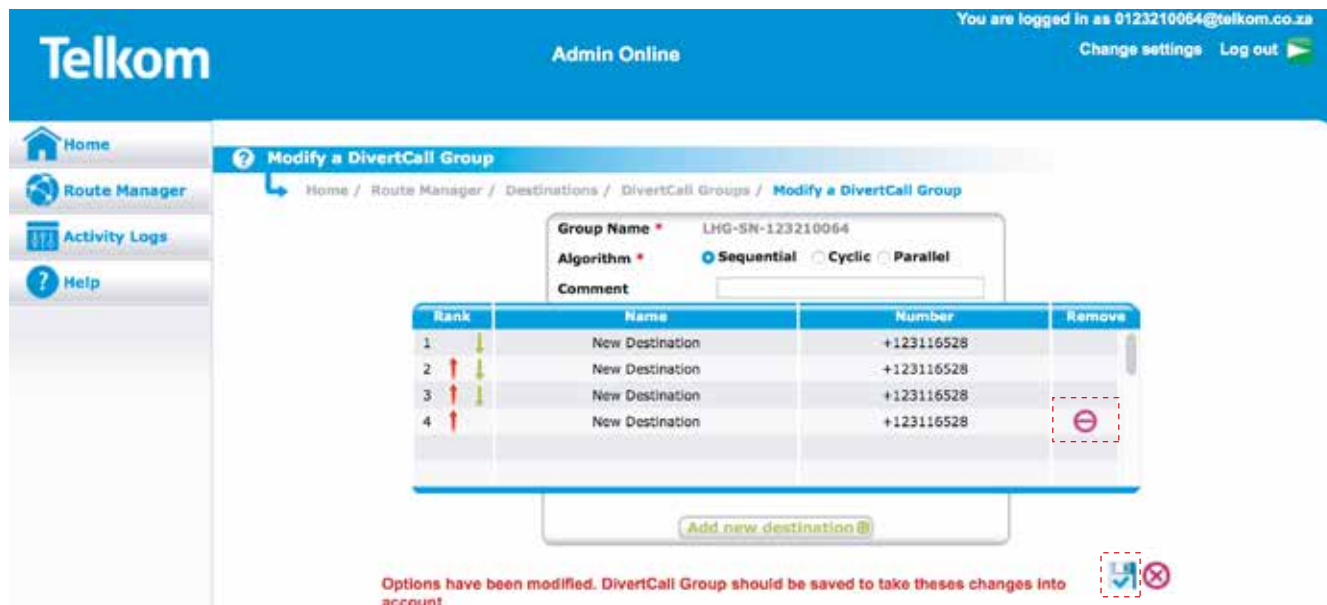
Before

New Destination

After

New Destination

- g. Delete the default destination number by clicking on the purple **'Remove'** icon  next to the number.
Save the changes by clicking the  save icon.
- h. Click **'Save'** after making the changes.



Telkom Admin Online

You are logged in as 0123210064@telkom.co.za

Change settings Log out

Home

Route Manager

Activity Logs

Help


Modify a DivertCall Group

Home / Route Manager / Destinations / DivertCall Groups / Modify a DivertCall Group


Group Name * LHG-SN-123210064

Algorithm * Sequential Cyclic Parallel

Comment

Rank	Name	Number	Remove
1	New Destination	+123116528	
2	New Destination	+123116528	
3	New Destination	+123116528	
4	New Destination	+123116528	

Add new destination

Options have been modified. DivertCall Group should be saved to take these changes into account 

The service is now set up to onward route calls to the new designated number.
To add additional numbers, the steps on page 5 must be executed again.
A total of 20 alternative designations are allowed.
To include the additional numbers in the hunting group, the steps on page 20 must be executed.

Telkom Admin Online You are logged in as 0123210064@telkom.co.za Change settings Log out

Modify a DivertCall Group
Home / Route Manager / Destinations / DivertCall Groups / Modify a DivertCall Group

Group Name * LHG-SN-123210064
Algorithm * Sequential Cyclic Parallel
Comment

Rank	Name	Number	Remove
1	New Destination	+123116528	

[Add new destination](#)

2.5 Hunting definitions

a. Cyclic:

In some environments, there is a need to even out the number of calls taken by each member of a ring group. Examples include technical support helplines (to even the loading) and sales hotlines (to even the leads). This can be achieved by adding a cyclic hunting mode. Instead of starting each call at the same position in the hunting group, calls start at a position that cycles through the members of the ring group.

b. Sequential:

The first telephone number on the hunt group priority list is dialled. If that number is busy, the system continues down the priority list until a non-busy number accepts the call.

c. Parallel:

All services created in a hunting group will ring at the same time.

- a. On the Home page, click on the **'Route Manager'** tab.
- b. On the set of tabs that appear after that, click on **'Destinations'**.
- c. Hover your mouse over **'Destinations'**, and a drop-down menu will appear. Click on the **'Numbers'** tab.
- d. When you get to the table showing all configured numbers, press the yellow **'Configure'** button next to the number in question.
- e. Change the number and click on **'Save'**. This will also change the number in Hunting.

The screenshot displays the Telkom Admin Online interface. At the top, the Telkom logo is on the left, and 'Admin Online' is in the center. On the right, it says 'You are logged in as 0123210064@telkom.co.za' with links for 'Change settings' and 'Log out'. A left-hand navigation menu includes 'Home', 'Route Manager', 'Activity Logs', and 'Help'. The main content area shows a breadcrumb trail: 'Home / Route Manager / Destinations / Numbers'. Below this is a table with columns for 'Name', 'Number', 'Configure', and 'Remove'. The table contains two rows: 'New Destination' with number '+123116528' and 'RN-800046862' with number '+800046862'. A 'Filters' button is above the table. Below the table, it says 'Total: 2 destination(s) - 18 available' and there is a 'Create new destination' button. A small icon is visible at the bottom center.

	Name	Number	Configure	Remove
	New Destination	+123116528		
	RN-800046862	+800046862		

Total: 2 destination(s) - 18 available

Create new destination

- a. On the Home page, click on the **'Route Manager'** tab.
- b. On the set of tabs that appear after that, click on **'Destinations'**.
- c. Once there, click on the **'DivertCall Groups'** tab.
- d. Click on the yellow **'Configure'** button.

The screenshot displays the Telkom Admin Online interface. At the top, a blue header bar contains the Telkom logo, 'Admin Online', and the user's login information: 'You are logged in as 0123210064@telkom.co.za'. Below the header, a navigation menu on the left includes 'Home', 'Route Manager', 'Activity Logs', and 'Help'. The main content area shows a breadcrumb trail: 'Home / Route Manager / Destinations / DivertCall Groups'. A table lists the DivertCall Groups, with one entry: 'LHG-SN-123210064'. The table has columns for 'Name', 'Configure', and 'Remove'. A yellow 'Configure' button is highlighted. Below the table, a status bar indicates 'Total: 1 group(s) used - 1 available'.

Name	Configure	Remove
LHG-SN-123210064	Configure	Remove

Total: 1 group(s) used - 1 available

e. Click on the **'Remove'** button.

f. Click on the **'Save'** button.

Telkom Admin Online You are logged in as 0123210064@telkom.co.za Change settings Log out

Home Route Manager Activity Logs Help

Modify a DivertCall Group Home / Route Manager / Destinations / DivertCall Groups / Modify a DivertCall Group

Group Name LHG-SN-123210064
 Algorithm Sequential Cyclic Parallel
 Comment

Rank	Name	Number	Remove
1	New Destination	+123116528	
2	RN-800046862	+800046862	

Add new destination

Options have been modified. DivertCall Group should be saved to take these changes into account

g. The number has now been removed from Hunting.

Telkom Admin Online You are logged in as 0123210064@telkom.co.za Change settings Log out

Modify a DivertCall Group
Home / Route Manager / Destinations / DivertCall Groups / Modify a DivertCall Group

Group Name * LHG-SN-123210064
Algorithm * Sequential Cyclic Parallel
Comment

Rank	Name	Number	Remove
1	New Destination	+123116528	

[Add new destination](#)

- h. Click on the **'Route Manager'** tab.
- i. Once there, click on the **'Destinations'** tab.
- j. A drop-down menu should appear. Click on the **'Numbers'** tab.
- k. Select the number you want to remove and click on the **'Remove'** button.
A pop-up will then appear to confirm the removal.
- l. Click on the green confirmation tick.

The screenshot shows the Telkom Admin Online interface. The top navigation bar includes the Telkom logo, 'Admin Online', and user information: 'You are logged in as 0123260010@telkom.co.za' with 'Change settings' and 'Log out' options. The left sidebar contains 'Home', 'Route Manager', 'Activity Logs', and 'Help'. The main content area is titled 'Numbers' and shows a breadcrumb trail: 'Home / Route Manager / Destinations / Numbers'. A table displays the following data:

	Name	Number	Configure	Remove
?	Destination2	+1236001	⊕	⊖
?	RN-800046862	+800046862	⊕	⊖

Below the table, it states 'Total: 2 destination(s) - 18 available' and a 'Create new destination' button. A confirmation dialog box is open, displaying the URL 'https://ssl-3.telkomcwa.co.za...' and the question 'Remove "RN-800046862"?' with a green checkmark and a red X button.

m. The number has now been removed from the portal.

The screenshot displays the Telkom Admin Online interface. At the top, the Telkom logo is on the left, and 'Admin Online' is in the center. On the right, it shows the user is logged in as '0123260010@telkom.co.za' with links for 'Change settings' and 'Log out'. A left-hand navigation menu includes 'Home', 'Route Manager', 'Activity Logs', and 'Help'. The main content area is titled 'Numbers' and shows a breadcrumb trail: 'Home / Route Manager / Destinations / Numbers'. A table lists one destination:

	Name	Number	Configure	Remove
	Destination2	+1236001		

Below the table, a summary box states 'Total: 1 destination(s) - 19 available'. A 'Filters' button is located above the table, and a 'Create new destination' button is at the bottom.

2.8 Activity logs

- Under the **'Activity Logs'** tab, you can view all the actions and changes you or others have implemented on the portal.

The screenshot shows the Telkom Admin Online interface. The top navigation bar includes the Telkom logo, 'Admin Online', and the user's login information: 'You are logged in as 0123210064@telkom.co.za'. There are links for 'Change settings' and 'Log out'. The left sidebar contains navigation options: Home, Route Manager, Activity Logs (selected), and Help. The main content area is titled 'Command History' and shows a breadcrumb trail: Home / Activity Logs / Command History. A table of command history logs is displayed, with a 'Filters' button above it. The table has the following columns: Date and Time, Login, Command, Target object, and Attributes. Below the table, it indicates 'Total: 35 log(s)' and a 'Download command logs' button.

Date and Time	Login	Command	Target object	Attributes
Apr 11, 2017 10:50:45 AM	012321006...	Modification	Destination RN-800046862	Number: +800046862
Apr 11, 2017 10:48:14 AM	012321006...	Modification	DivertCall Group LHG-SN-123210064	Add: RN-800046862
Apr 9, 2017 9:36:50 AM	012321006...	Modification	Web user 0123210064@telkom.co.za	Email: peplerhi@tel...
Apr 9, 2017 9:31:32 AM	012321006...	Modification	DivertCall Group LHG-SN-123210064	Remove: RN-800046862
Apr 9, 2017 9:30:08 AM	012321006...	Modification	DivertCall Group LHG-SN-123210064	Add: New Destina...
Apr 9, 2017 9:17:33 AM	012321006...	Creation	Destination New Destination	Number: +123116928
Mar 28, 2017 1:18:22 PM	012321006...	Removal	Destination Angelique	
Mar 28, 2017 1:17:29 PM	012321006...	Modification	DivertCall Group LHG-SN-123210064	Remove: Angelique
Mar 28, 2017			54N	Routing plan: Message:

Total: 35 log(s)

Download command logs

2.9 Do Not Disturb

This function allows you to block/unblock the onward routing of calls.

Calls will not be routed to the numbers created on the portal.

To suspend onward routing and to activate it again, simply follow these steps:

- a. On the Home page, click on the **'Route manager'** tab.
- b. Once there, click on the **'My Service'** tab.
- c. A drop-down menu will appear. Click on **'Service Access Numbers'**.



d. Click on the blue **'Routing plan'** button, which is next to the grey **'Options'** button.

The screenshot shows the Telkom Admin Online interface. The top navigation bar includes the Telkom logo, 'Admin Online', and user information: 'You are logged in as 0123210064@telkom.co.za' with 'Change settings' and 'Log out' links. A left sidebar contains 'Home', 'Route Manager', 'Activity Logs', and 'Help'. The main content area is titled 'Service Access Numbers' and shows a breadcrumb trail: 'Home / Route Manager / My Service / Service Access Numbers'. A table displays the following data:

Service Access Number	Active routing	Options	Routing plan
+123210064	tree TREE-SN-123210064		

Below the table, a summary box states: 'Total: 1 SAN(s) used - 1 available'. A red dashed box highlights the 'Routing plan' button in the table.

- e. On the next screen, click on the **'Do Not Disturb'** tab and then on the **'Save'** button.
This will ensure that the change takes effect. When you require onward routing to start again, complete steps a and b above and this time, click on the **'Routing Trees'** tab and then on **'Save'**.
(Please note that for all changes done, there is a ± 60-second delay before the changes take effect.)

The screenshot shows the Telkom Admin Online interface. The top navigation bar includes the Telkom logo, 'Admin Online', and the user's login information: 'You are logged in as 0123210064@telkom.co.za'. There are links for 'Change settings' and 'Log out'. The left sidebar contains navigation options: Home, Route Manager, Activity Logs, and Help. The main content area is titled 'Service Access Numbers' and shows a breadcrumb trail: Home / Route Manager / My Service / SAN routing. Below this is a table with the following data:

Description	Value
Customer	CUST-123210064
SAN	+123210064

Below the table is the 'Active routing' section, which has two radio button options: 'Routing by tree' (which is currently unselected) and 'Do Not Disturb' (which is selected and highlighted with a red dashed box). The 'Do Not Disturb' option is accompanied by a dropdown menu showing 'TREE-SN-123210064'. Below the radio buttons is a note: '*Without leading 0'. At the bottom of the page, there is a red message: 'Options have been modified. SAN should be saved to take these changes into account' and two icons: a checkmark and a close button.

Done. You're set up.

If you still need help,
call us on **10210**.



Telkom