

TELIA ANSWERING CIRCLE

User guide

Company information

TELIA FINLAND OYJ
TEOLLISUUSKATU 15, 00510 HELSINKI, FI
REGISTERED OFFICE: HELSINKI
BUSINESS ID 1475607-9, VAT NO. FI14756079

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1 Welcome to using the Answering Circle service!

An answering circle is based on answering groups which further consist of answering points. Calls made to an answering circle are directed between the groups and answering points according to the settings set forth in this user guide. This guide will help you modify the settings of your Answering Circle number.

The figure below shows the structure of the Answering Circle service:

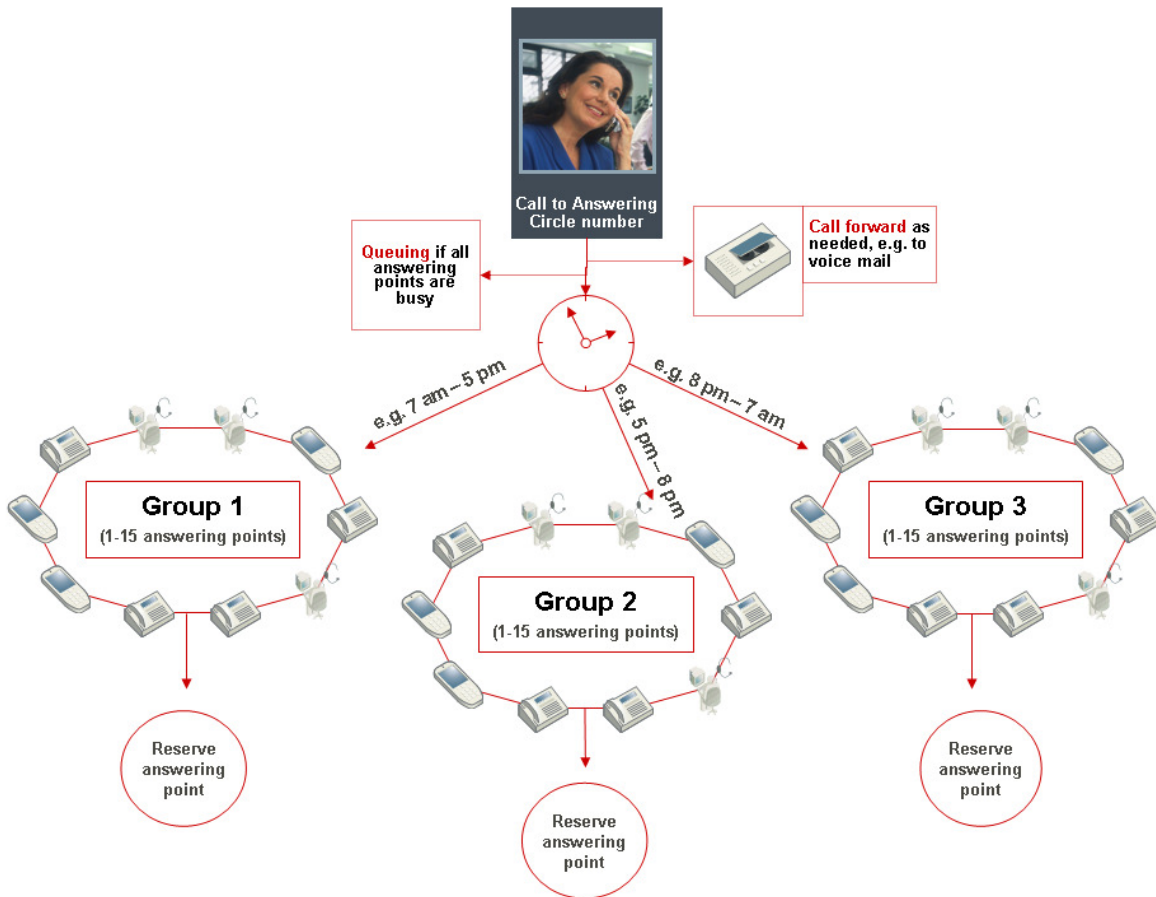


Figure 1. Structure of the Answering Circle service.

The exemplary figure has three calling groups active. Calls that are not answered can be directed to a queue. You can also transfer the calls received by the Answering Circle directly to, for example, a voice mail common for all the groups. It is possible to determine standby answering points group-specifically, which makes the modifying of the Answering Circle service most flexible for various kinds of service needs.

2 Logging in the Cid Manager self-service application

The Answering Circle service is managed with Cid Manager, which is an application operating on the Internet browser. Cid Manager is available for your use anytime and from anywhere, as long as you have a functioning Internet connection.

The prerequisite for the use is a working piece of web browser software. To ensure maximum usability, we recommend that you use Microsoft Internet Explorer (version 7 or later).

Cid Manager can be found using the following web links:

<https://surfmanager.telia.fi> OR <https://telia.fi/yritysportaali>

You can save the link as a bookmark on your browser to facilitate repeated use.

The figure below shows the log-in view of SurfManager:

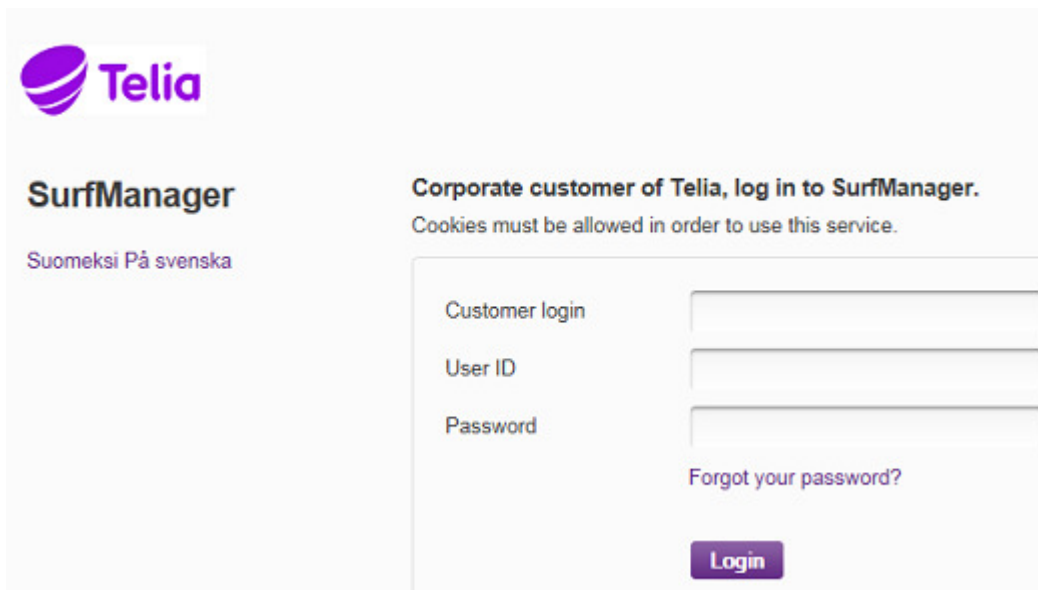


Figure 2. Log-in view of SurfManager

You can access SurfManager by entering the customer ID, user ID and password in their respective fields. Finally, press the arrow button shown on the right side of the password. A successful log-in will take you to the home page of SurfManager.

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From the home page of SurfManager, you can access Cid Manager with two alternative methods (see figure 3 below):

1. By opening the **Reporting and management** menu on the left of the toolbar, and by selecting **Cid Manager** there.
2. By selecting the **Cid Manager** link under the header "The following services are available:" .

If you cannot find a link to Cid Manager, no Cid Manager user rights have been granted for your user ID. In such a case, please contact the master user of SurfManager or Cid Manager in your organization.

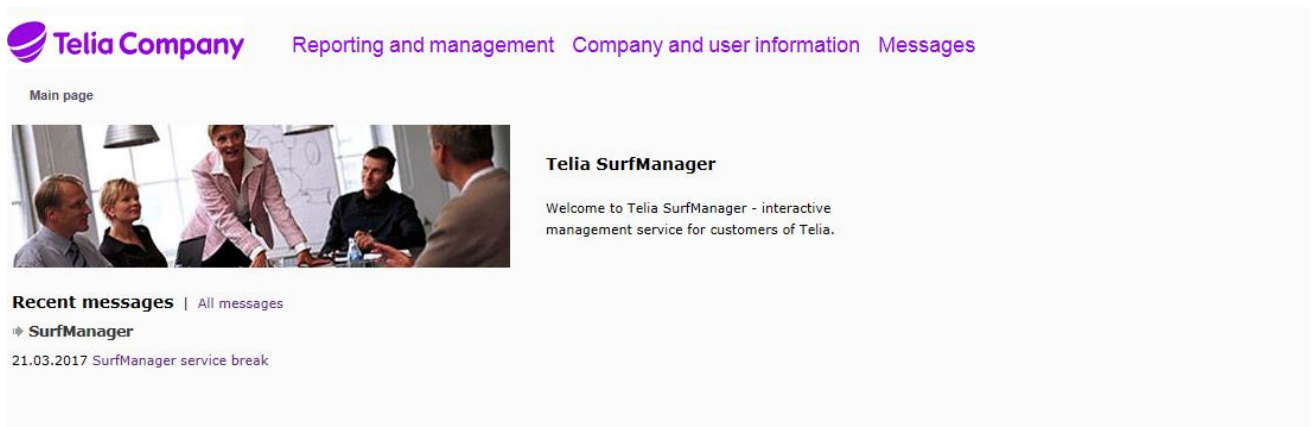


Figure 3. Home page of SurfManager

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3 How to search for an Answering Circle number

If you logged in Cid Manager as the master user or the business location administrator, your browser will show the home page view of Cid Manager.

You can search for the desired Answering Circle number by three alternative ways:

1. Select **Company** on the function bar -> select **Numbers** on the menu on the left -> select the Answering Circle number you were looking for in the search results table.
2. Select **Company** on the function bar -> select **Users** from the menu on the left -> select the owner/user of the Answering Circle number you were looking for in the search results table. The settings of the answering circle number can be found on the **Number routings** tab in the user and number information view.
3. Search for the number with quick search, located at the top of all the views. Enter the desired search criterion in the search box and execute the search by clicking on **Search**.

If you logged in Cid Manager as an end-user and you are the holder of the Answering Circle number, your user and number information view will be automatically displayed. Select the Answering Circle number from your own numbers.

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0204940093
* = Mandatory field

User information Answering point numbers Number routings

Reachability service Answering Circle
First select the active profile. Then select the profile settings and their activation time.

Number owner
You can change the number owner by pressing the Change owner button and selecting a new owner from the drop-down menu. Remember to save the changed user information.

Number owner: [CHANGE OWNER >](#)

Active profile
 Time Control Weekday routing Call forwarding Group 1 Group 2

Figure 4. User and number information view, the Number routings tab.

4 Modifying the settings of the Answering Circle number

After you have found an Answering Circle number, you can modify its settings. The settings are distributed on three tabs as follows:

1. Number routings

This tab contains all the settings related to the directing of an Answering Circle number, including settings for time-based routing, answering point set-ups of groups, and call forwarding commands.

2. User information and Answering point numbers

These tabs provide detailed user information on the holder of an Answering Circle number and the holder's answering point number.

Only the phone numbers that can be found among the user's answering point numbers can be chosen as the answering points of an Answering Circle number, which means that all the required numbers have to be added to the answering point numbers.

Note! Only the master users of Cid Manager can add numbers to answering point numbers.

The following chapters go through the number routings settings in detail.

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4.1 Number routings

Number owner is the owner of an Answering Circle number who, in addition to the master users and business location administrators, has the right to manage the settings of Answering Circle numbers.

Furthermore, a virtual user who is not a person can be set as the holder. In such a case, only the master users and the business location administrator of the virtual user's business location can modify the settings of the Answering Circle number administered by the virtual user. For example "Eastern Sales Team" could be a good virtual user for a group that answers customers' purchase enquiries in the Eastern Finland region.

Select the active profile that you want from the **Active profile** menu. You can choose from the following options:

Time control	Groups 1 and 2 are in use with time-based routing so that, for example, group 1 is active on weekdays between 8am and 4pm, and group 2 is automatically active at other times. Figure 5 shows an example of time-based routing.
Group 1	Group 1 is always active.
Group 2	Group 2 is always active.
Call forwarding	Calls are always directed to the number defined in the "Call forwarding number" field.
Weekday routing	Active groups can be set separately for weekdays, Saturdays and Sundays/midweek holidays by using three different answering groups, at most.

If **Time control** or **Weekday routing** has been selected as the active profile, you still need to set the active time periods for the groups the way you want.

Next, choose the set-up of the answering groups and the group-specific settings.

Answering points are selected from the group-specific drop-down menu for all the groups. The quantity of modifiable groups depends on the active profile. The Aikaohjaus profile has two groups in use, and the Viikonpäiväohjaus profile has three.

You can see a description of each answering point if you position the mouse cursor on the number.

Ring time defines how long a call rings at each answering point before it is passed on to the next answering point in the Answering Circle. The ringing time is defined group-specifically and it can be different for each group. The ringing time is always the same for all the answering points of each group.

In the public telephone network, a maximum time of 120 seconds is utilized for how long attempts to connect a call are continued before it is disconnected. If the call is not answered within two minutes, the phone network automatically stops trying to connect the call and disconnects it. To prevent the time-out of the incoming calls to your Answering Circle service, it is worthwhile to follow the instruction below in setting the ringing times.

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- Answering points in use 1-5 = ringing time max 20 seconds (3-5 ring tones)
- Answering points in use 6-15 = ringing time max 10 seconds (1-3 ring tones)

When **Queuing** is active, calls are placed in a queue, if all the answering points are busy or none of them picks up the call. A queue message and queuing music are played to the caller. As soon as any of the answering points becomes free, the call is connected to it.

Queuing is a feature alternative to **Overflow**. You will have to choose one of these features.

When **Overflow** is active, unanswered calls are transferred to the group's standby answering point, which is selected from the dropdown menu of overflow.

It is additionally possible to provide the caller with a notification on the call being transferred from one answering point to the next by activating the **Notify caller when forwarding** feature.

Next, select the additional settings for the Answering Circle.

Incoming call display sets the phone number displayed to the answering points. You can either choose the caller's actual number or the Answering Circle number as the displayed number.

If you wish to receive multimedia and text messages to an Answering Circle number, you have to select a suitable mobile phone number from the **SMS and MMS routing** drop-down menu, to which the messages received at the Answering Circle number are directed. Note! Messages cannot be directed to the mobile phone numbers of the Finland's Public Authority Network (VIRVE).

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4.2 Saving the settings

For the settings you have modified to come into force in Telia's network, you will finally need to save the changes:

Click on the **Save** button at the bottom of the Numeron ohjaukset tab.

The transfer of the information to Telia's network takes a while, you will see a message on your screen as the changes are still unfinished.

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5 Controlling the Answering Circle service from a mobile phone with SMS messages

The Answering Circle service can also be controlled by text messages from mobile phones. The text message commands can be used from all such mobile phone numbers that have been added to the number list of the holder of the Answering Circle number to be controlled. The following text message commands are available:

CID LIITY [numero]	Joins the Answering Circle service according to the [number].
CID LIITY [numero] 1	Joins group 1 of the Answering Circle service according to the [number].
CID LIITY [numero] 2	Joins group 2 of the Answering Circle service according to the [number].
CID LIITY [numero] 3	Joins group 3 of the Answering Circle service according to the [number].
CID POISTU [numero]	Leaves the Answering Circle service according to the [number].
CID POISTU [numero] 1	Leaves group 1 of the Answering Circle service according to the [number].
CID POISTU [numero] 2	Leaves group 2 of the Answering Circle service according to the [number].
CID POISTU [numero] 3	Leaves group 3 of the Answering Circle service according to the [number].
CID TILA	Shows the Answering Circle service the sender of the message belongs to.
CID TILA [numero]	Checks whether the sender of the message belongs to the Answering Circle service according to the [number] information. The command restores all the subscription numbers belonging to the Answering Circle of the [number] information.

- Example: CID LIITY 0201999354 joins the caller's mobile phone number to the Answering Circle service at the number 0201999354.
- Example: CID POISTU 0201999354 removes the caller's mobile phone number from the Answering Circle service at the number 0201999354.

Send the text message commands to **15530**, if you are using Telia's mobile phone subscription.

From numbers of other operators, the number to send the text message commands is **020123456**.

TIP: Save the number to send the messages to on your mobile phone's address book as, for example, "Cid text message commands" to make the sending as easy as possible.

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If a fault situation prevents the execution of the text message command and the change you wanted to make is unsuccessful, you will get an error message to your mobile phone as a return message, indicating the reason for the failure.

6 Frequently asked questions (FAQ)

Can the SMS commands (i.e. text message commands) of the Answering Circle be used from abroad with a Finnish mobile phone subscription?

Yes. From abroad, the SMS commands are sent to +35820123456.

Text messages sent from abroad with a Finnish mobile phone subscription are directed directly to the Finnish operator's SMS centre in Finland. So, the routing of messages to Finland from abroad does not depend on the international operator in question.

The prerequisite for the Answering Circle text message commands to succeed is that the sender's mobile phone number has been added to the number list of the holder of the Answering Circle number in question (that is, the Cid number to which the reachability service Answering Circle has been included).

Is queuing to Answering Circle charged from the caller or is it charge-free?

Queuing is charged for. Queuing costs for the caller the same as does calling the Answering Circle in general. So, at the time queuing starts, the call has already been connected to the Answering Circle (Answering Circle has "taken" the call) and call invoicing has commenced.

Queuing to Premium Rate Service Number costs the caller's subscription contract price (local network charge/mobile phone charge) and the service charge will start when the caller will be answered.

How does call directing work in the Answering Circle?

The Answering Circle tries to connect calls to the answering points of the active answering group one answering point at a time. The first try is to connect the call to the answering point that has been free the longest. Being free refers to the time that has elapsed from the previous answered call received through the Answering Circle.

If the answering point that was tried first does not answer (in other words, the answering point is either busy or there is no answer from it within the ringing time of the Answering Circle), the call is directed to the answering point that has been free for the next longest time.

An attempt is made for the call in this manner to all the answering points of the active group, one at a time.

If none of the answering points answers, the call is transferred to the group's overflow number or queue, depending on the settings of the active group.

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Overflow:

The overflow number, too, is an ordinary phone number to which the Answering Circle tries to connect the call. If the overflow number fails to answer, too, the call ends.

Queuing:

The queuing logic is described in closer detail below as an answer to a dedicated question.

Special remarks!

1. The time accounting of the Answering Circle only works precisely when the calls received at the answering points come through the Answering Circle number.

If a call is placed directly to the subscription number (fixed line or mobile phone number) of a subscription defined as an answering point in the Answering Circle, bypassing the Answering Circle, the Answering Circle does not register such a call as a call answered from the Answering Circle, and thus the free time details of the answering point in question are not updated. In other words, the answering point appears in the accounting of the Answering Circle to have been free longer than in reality.

2. If a call is placed directly to the subscription number (fixed line or mobile phone number) of a subscription defined as an answering point in the Answering Circle, bypassing the Answering Circle, the Answering Circle does not spot the status changes of the answering point. The Answering Circle will not receive information from the network on the becoming free of a subscription that was busy in this manner. This counts in queuing situations.
3. If an external call is made from a subscription defined as an answering point in the Answering Circle, the Answering Circle will not see the changes in the status of the answering point. The Answering Circle will not receive information from the network on the becoming free of a subscription that was busy in this manner. This counts in queuing situations.
4. Such mobile phone subscriptions that are closed or outside of the coverage area must not be defined as answering points in the Answering Circle.

These types of subscriptions seem to have been free for the longest time in the time accounting of the Answering Circle because the details of their being free will not be updated at all in the time accounting of the Answering Circle. Therefore, the Answering Circle first tries to connect the incoming calls to these answering points, which causes, from the caller's viewpoint, unnecessary delay in answering the calls. Connecting calls to the answering points that are actually free will only be attempted after these vain attempts.

In addition, if no mobile voice mail has been connected to the mobile phone subscription, the caller will hear a network message of the type "The number you called cannot be reached..." as the call is being connected to a switched-off subscription or one that is outside of the coverage area, and thinks the call has been "answered" and may not necessarily wait for the Answering Circle to try

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the next answering point after the ringing time of the Answering Circle has lapsed. Therefore, from the caller's viewpoint, the call fails.

The Answering Circle functions well from every aspect when the calls to the subscriptions that are answering points of an active answering group have been received through the Answering Circle number. Only such phone numbers are worthwhile being added to the answering points of the Answering Circle, which really will be answered calls come in to the Answering Circle.

How does queuing work in the Answering Circle?

The Answering Circle places a call arriving in the circle in a queue, if queuing has been activated in the settings of the Answering Circle number and if not a single answering point of an active answering group answers the call in the test round of call directing.

In other words, if no answer is received to a call with the aid of the basic feature (described above in the reply to the previous question) of the Answering Circle and queuing is on in the settings of the Answering Circle, the call will be placed in a queue.

As the queue is formed, that is, when the first call is transferred to the queue, a so-called forced feed is made, in other words, one more attempt is made to connect the call to all the answering points according to the basic operation, and only after this is the queuing commenced.

When the queuing begins, the caller is informed of the queuing and then the caller hears queuing music for the duration of the queuing. The message on the caller being in a queue will not be repeated, he only hears it once.

The call is automatically placed in the queue to wait for the maximum waiting time, that is, 80 seconds, after which attempts are again made to connect it to the answering points according to the basic feature. If connecting still does not succeed, queuing continues for a new default waiting time.

Queuing works with the FIFO principle (First In, First Out): the first call that was transferred to the queue stays in the first place of the queue until it is possible to connect it to a free answering point or until the callers cuts the call. The next calls transferred to the queue remain there until they become the first ones in the queue and until the call can finally be connected to a free answering point.

The maximum time for queuing is 45 minutes. After that, the Answering Circle cuts the call.

If an answering point has been busy (Busy state) and the call has been transferred to a queue:

The Answering Circle is able to connect a call from a queue to an answering point that is in the Busy state immediately at the time the Busy state is released, in other words, when the other call ends. The default waiting time is not in such a case consumed until it ends, but the call is connected to the answering point that became free.

The requirement for this feature to succeed is that the answering point is busy due to a call received through the Answering Circle number.

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If a call is placed directly to the subscription number (fixed line or mobile phone number) of a subscription defined as an answering point in the Answering Circle, bypassing the Answering Circle, the Answering Circle will not receive information on the release of the Busy state after such a call ends, and cannot connect the call to the answering point in question after the release. In such a case, the answering point is handled according to the Does not answer state.

If an answering point has not answered (Does not answer state) and the call has been transferred to a queue:

Does not answer = There is no answer from the answering point within the ringing time defined in the settings of the Answering Circle.

If an answering point has been busy due to a call other than one received through the Answering Circle, the Answering Circle handles the answering point according to the Does not answer state. So, from the Answering Circle's viewpoint, an answering point can only be in the Busy state when it has received a call through the Answering Circle number.

Queuing in the Answering Circle functions well from every aspect when the calls to the subscriptions that are answering points of an active answering group have been received through the Answering Circle number. Only such phone numbers are worthwhile being added to the answering points of the Answering Circle, which will really be answered as calls come in to the Answering Circle.

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