

CERNphone: Advanced Functionality



Germán Cancio & Anna Raczynska (IT-CS), March 3rd 2022

Introduction

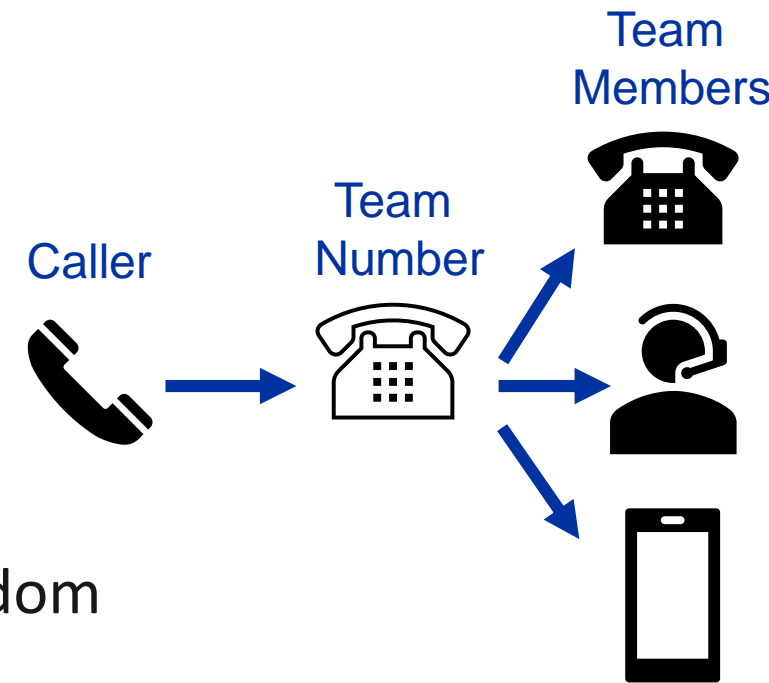
- The aim of this session is mainly to provide guidance in setting up and using team calls, including delegation (calling on behalf)
 - All relevant documentation is available [here](#)
- Other topics can be addressed during the Q/A session
- The CERNphone team is also available via SNOW (cernphone-support@cern.ch)

Agenda

- Setting up team calls and delegation (calling on behalf)
- Examples:
 - Support / piquet team
 - Manager / assistant
- Combining call forwarding and team calls
- Tips and pitfalls to avoid
- Upcoming configuration options
- Q/A
- Resources

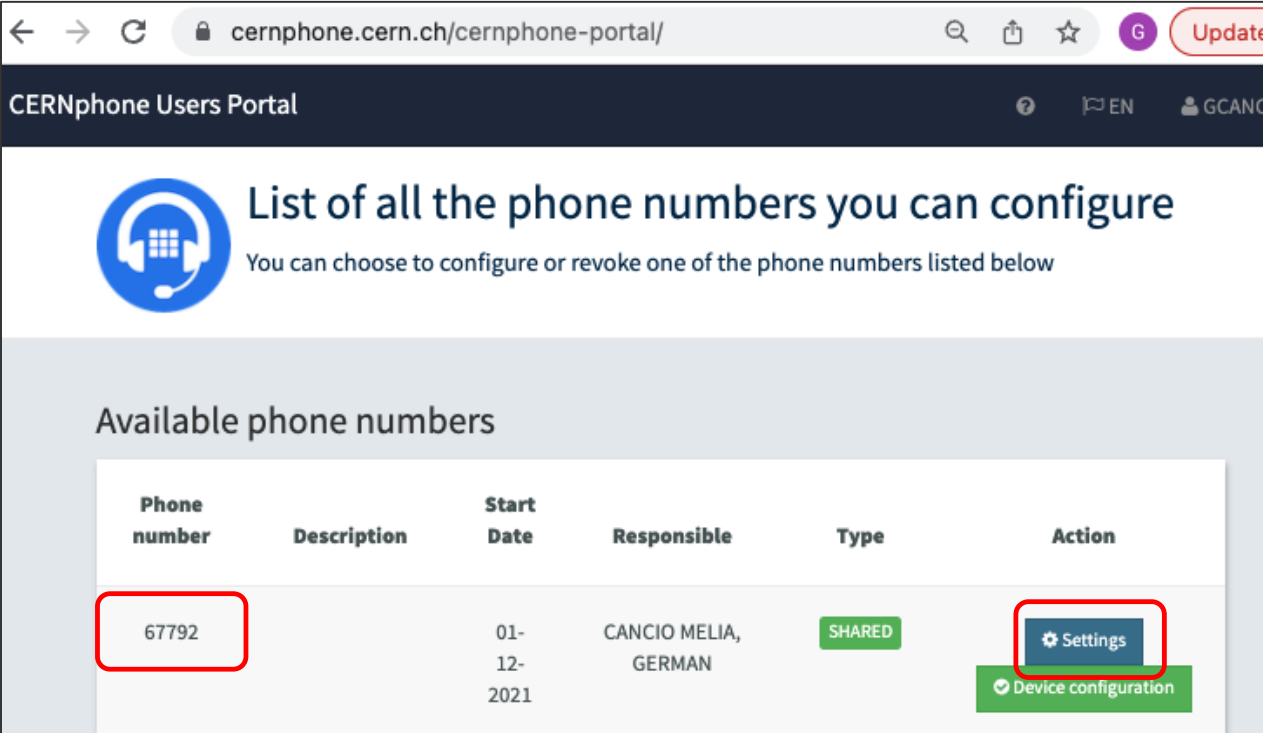
Team Calls in a Nutshell

- Team calls allow distributing calls made to a number (the “**team number**”) to a set of other numbers (“**team members**”)
 - Useful for support teams, piquets, manager/assistants, replacing shared office phones
 - Calls can be distributed in parallel, in sequence, or at random
- **Any CERNphone number** can be setup as **team number**
 - “personal” and “shared” numbers
- **All CERN numbers** (CERNphone, CERN GSM mobile, Alcatel, SfB) can be used as **team members**
 - i.e. all 6/7XXXX and 16XXXX numbers
 - Some functionality (delegation, Caller ID) is restricted to CERNphone team members.



Team Calls: Setup

- You need at least to have created or migrated one CERNphone number [via the instructions](#)
- Open the CERNphone User Portal: <https://cernphone.cern.ch>
- Scroll down to the number to be used as team number and click on “Settings”

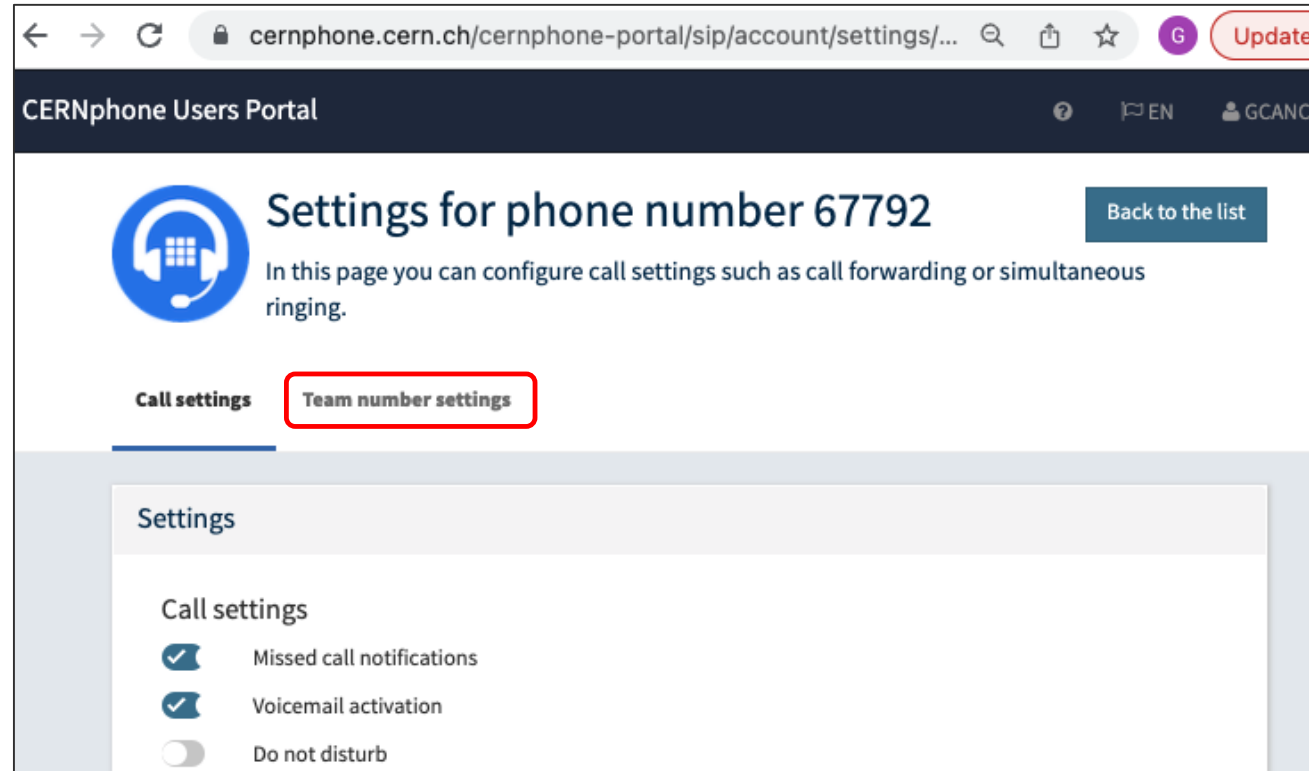


The screenshot shows the CERNphone Users Portal interface. The page title is "List of all the phone numbers you can configure" with a sub-header "You can choose to configure or revoke one of the phone numbers listed below". Below this is a table titled "Available phone numbers". The table has columns for Phone number, Description, Start Date, Responsible, Type, and Action. The first row shows the phone number 67792, which is circled in red. The Action column for this row contains a "Settings" button (also circled in red) and a "Device configuration" button below it.

Phone number	Description	Start Date	Responsible	Type	Action
67792		01-12-2021	CANCIO MELIA, GERMAN	SHARED	Settings Device configuration

Team Calls: Setup

- Click now on “Team number Settings”



cernphone.cern.ch/cernphone-portal/sip/account/settings/...

CERNphone Users Portal

Settings for phone number 67792

In this page you can configure call settings such as call forwarding or simultaneous ringing.

[Back to the list](#)

Call settings **Team number settings**

Settings

Call settings

- Missed call notifications
- Voicemail activation
- Do not disturb

Team Calls: Setup

- Activate the “Team number” slider and then press “Save”.
- We now need to define
 - the ringing type, and then
 - the team members.

cernphone.cern.ch/cernphone-portal/sip/account/settin... Update

Settings for phone number 67792

In this page you can configure call settings such as call forwarding or simultaneous ringing.

Call settings **Team number settings**

Team number settings

Team number (the call forwarding needs to be disabled) (the call forwarding needs to be disabled)

Ringing type Note: Changing from one ringing type to another may take up to 5 minutes to become effective

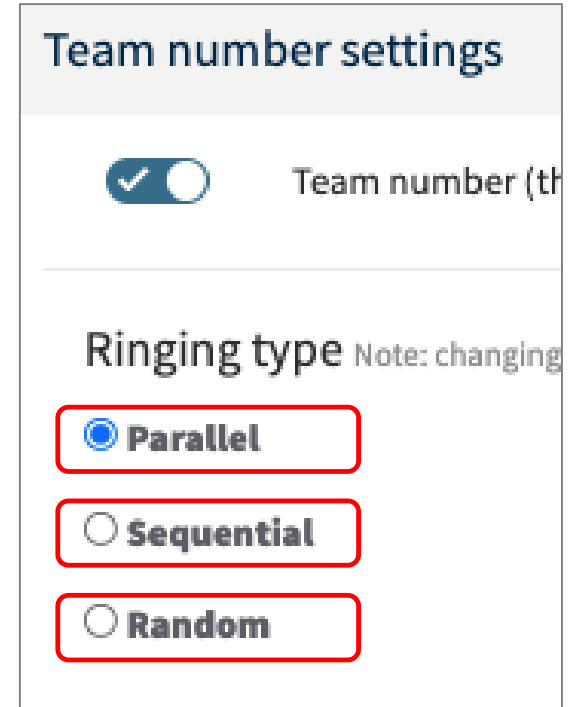
Parallel
 Sequential
 Random

List of members subscribed to this team number

Member number	Remark	Active	Delegate	Add/Remove
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Add"/>


Team Calls: Ringing type

- There are 3 different ringing types:
 - **Parallel:** All members ring at once, during 25 seconds
 - **Sequential:** Members are ringed up in order, each for 20 seconds; if nobody picks up, the list starts over again (up to 120s in total).
 - **Random:** Like sequential, but in random order.
- A member can decline a call, which will continue ringing on the other members.
- Non-answered calls are sent to voicemail (if activated).






The screenshot shows a settings panel titled "Team number settings". At the top, there is a toggle switch labeled "Team number (th)" which is currently turned on. Below this, there is a section for "Ringing type" with a note that says "Note: changing". Three radio button options are listed: "Parallel" (selected), "Sequential", and "Random". Each option is enclosed in a red rounded rectangular box.

Team Calls: Defining Team members

- For each team member, type in their number and a description (“remark”)
- The member will receive calls only if the “active” slider is set
- The “delegate” slider allows members to place calls on behalf of the team number (next slide)
- Press “Add” to add, or  for deleting a member
- Press “Move Up” / “Move Down” to reorder the members (sequential calls only).
- Press “Save” for saving the new member list.
- Incoming calls to the team number are announced as such to team members:
 - “Team: <Caller> via <Team Number>”
 - (Numbers are replaced by existing phonebook entries)

List of members subscribed to this team number

Member number	Remark	Active	Delegate	Add/Remove
70290	Anna	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
72406	Germán	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
160030	Germán's GSM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Add"/>

Team: 41786891213 via 67792

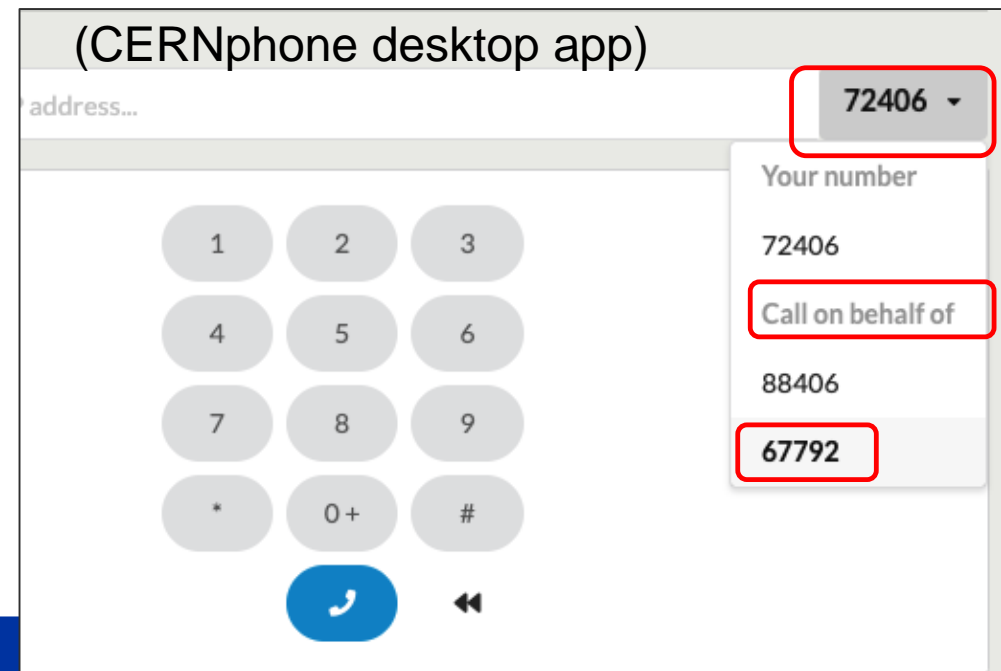
+41786891213

or

Delegation (call on behalf)

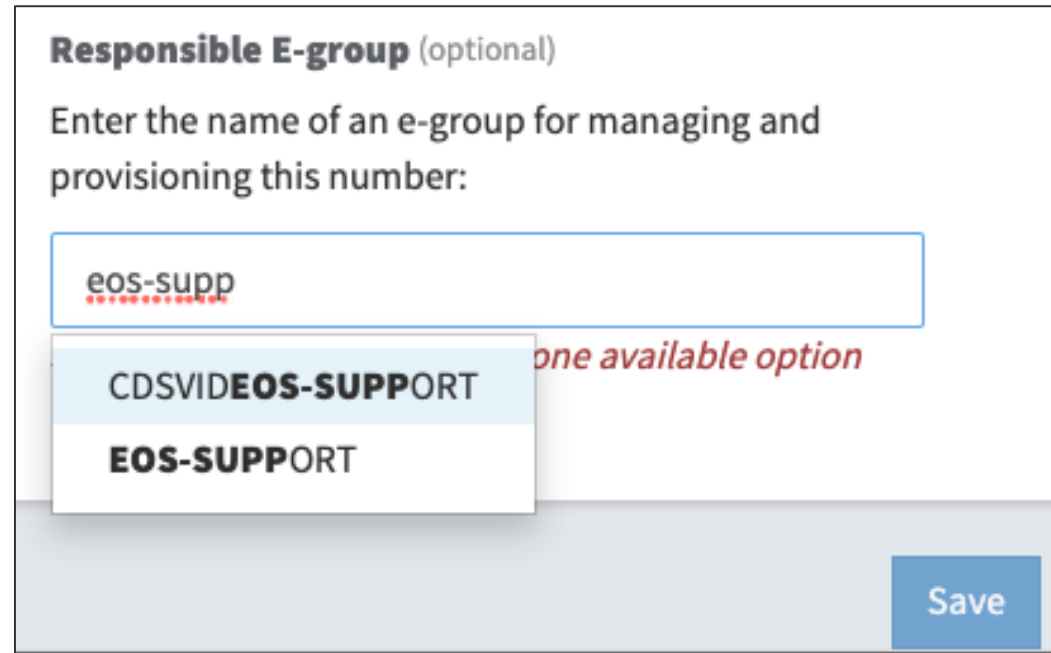
- The “Delegate” slider permits selected team members to place calls using the team number as caller ID
- Example:
 - The team number is 67792.
 - Anna and Germán are members.
 - Anna is allowed to place calls as 67792 from her own number 70290 (but not Germán)
 - The called person will see 67792 as caller ID.
- Placing a call on behalf can be easily preselected with CERNphone desktop
 - Select the number from the pull-down menu
- On CERNphone mobile or on a Polycom VVX, dial two stars followed by the number you want to call.
 - e.g. on Anna’s VVX phone or CERNphone mobile app, dial **71234 for calling 71234 as 67792.

Member number	Remark	Active	Delegate	Add/Remove
70290	Anna	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
72406	Germán	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



Managing the team number

- The owner a CERNphone number can optionally declare an e-group for managing its settings. For this, go to <https://cernphone.cern.ch>, scroll down to the number, click on Settings. Under “Responsible E-group”, start typing the name of your e-group:



Responsible E-group (optional)

Enter the name of an e-group for managing and provisioning this number:

eos-supp

CDSVIDEOS-SUPPORT *one available option*

EOS-SUPPORT

Save

- All members of that e-group will then have management rights for the number.
- You can create new e-groups and modify membership under <https://cern.ch/e-groups>.

Activating / pausing team members

- As seen before, team members can be set as “active” or “paused” by the owner of the team number (or by the admin e-group members).
- But team members can also do that for themselves, by going to <https://cernphone.cern.ch> -> their own number -> Team call tab:

List of team numbers to which this phone number is subscribed

Team number	Team number status	Active
67792	ENABLED	<input type="checkbox"/>

Save

Example: Support / piquet team

- A support/piquet team wants to distribute calls made to their service number to a set of supporters, in parallel during working days, in sequence on weekends.
- Using a CERN service account, they have obtained a CERNphone “shared” number for their service: 67792, and ask their secretariat to add it to the phonebook.
- They declare an e–group for managing the number, and configure 67792 as “team number”, and add the numbers of the support team as “team members”.
- Before and after the week-end, the e-group members can change the ring type from “parallel” to “sequential”, and vice-versa. They can also activate/pause team members as required.
- Team members can also activate / pause themselves (e.g. lunch or toilet breaks).
 - (They can of course also activate “Do Not Disturb”, but then they won’t receive neither team nor direct calls)
- Note: in this scenario, the team number 67792 is “virtual” (there is no device attached to it). It is however possible to add a device with that number (it needs to be explicitly added to the list of team members for it to ring).
 - (By default, the team number is not a team member itself!)

Example: Manager / Assistant

- A team of two executive assistants (EAs) is asked to receive calls for their manager, and to place calls on their behalf. The manager wants his personal phone to ring first, then EA1, followed by EA2.
- The manager opens cernphone.cern.ch, goes to the settings of their personal number, and adds an e-group that contains the EAs.
- Either of the EAs can then proceed with the configuration by opening cernphone.cern.ch, where the personal number of the manager will now also appear, in addition to their own personal number.
- The EAs configure the manager's personal number as "team number", set the ring type to "sequential", and define three team members: first the manager's personal number itself, then EA1, and then EA2. "Delegate" should be activated on both EA1 and EA2.
 - Important: Do not forget to add the manager's personal number as team member. Otherwise it won't ring!
- When someone calls the manager, the manager's personal phone(s) will ring for 20s before going to EA1, then EA2. (If the manager declines the call or has "Do Not Disturb" activated, then EA1 will start ringing immediately).
- Note: Team members (EA1 and EA2) can always call the manager - even if he has "Do Not Disturb" activated! (Let us know if you would prefer this to be configurable!)
- If one of the EAs takes the call and wants to transfer it to the manager, they can do a standard blind or attended transfer (only the manager's phone will ring in that case, not the other EA's phone).

Combining call forwarding and team numbers

- It is possible to configure call forwarding to a team number.
 - For example, a front-end office number can have “Delayed Forwarding” activated, so that calls are sent to a back-end team number if nobody picks up.
- Calls from team numbers to team members are not forwarded.
 - E.g. even if your personal CERNphone number has call forwarding configured to your mobile, this won't apply for team calls (but you can add your 16XXXX number explicitly as team member)
- It is not possible to “chain” team numbers.
 - A team member cannot be a team number itself.

Some pitfalls to avoid

- When using sequential calling, please remind team members to put themselves as “paused” if they are off shift. This will avoid wasting time to callers whilst ringing phones that won't get picked up!
- If there are CERN GSM mobiles (16XXXX) defined as team members, their Swisscom COMBOX (voicemail) must be configured to not answer the call e.g. when the mobile is switched off or out of reach (see [instructions](#))

Upcoming configuration options

- Timings (total ring duration, per-member ring duration) will be configurable soon to other values than the default ones.
 - Contact us if you need different values now; we can adjust it manually for you.
- Currently, when a team member calls the team number, other team members will not ring, only the team number itself (e.g. in the “manager/assistant” case).
 - This will be user-configurable soon. Let us know if you need this now, we can manually configure it for you.
- Currently, voicemails and missed call e-mails are sent to the owner of the number (or to the service account e-mail if one was used).
 - It will be soon possible to set an alternate e-mail address. Let us know if you need this now, we can manually configure it for you.
- It is not yet possible for you to record your own custom voicemail messages.
 - Let us know if you absolutely need this now, we can manually configure it for you.

Questions... and Answers!

Resources

CERNphone news & roadmap

CERNphone desktop

- New release 1.1.3 (in production):
Personal and service contacts, improved audio system, personal contacts, in-call presence indicator
- Indicators for “Do not Disturb” and “In a Meeting” of contacts, during Q2/3 2022
- Support for Bluetooth headphone buttons expected Q2 2022

CERNphone mobile

- Improved Bluetooth device integration (Android); system ringtone (iOS) rolled out in January
- CERN address book integration during Q2 2022

Improved migration/installation documentation

- Clearer (and graphic!) [installation guide](#)
- [French version](#) available

Mattermost and Zoom links

When to use Zoom or Mattermost as chat system? → [KB article](#)

Zoom:

- [Zoom@CERN documentation site](#)
- Zoom general documentation: [English](#), [Français](#)
- [Training session video: Zoom@CERN](#)



Mattermost:

- [Mattermost general user documentation](#)
- How to join Mattermost teams: [KB article](#)
- E-groups integration: [KB article](#)
- *Quick start guide, FAQs will become available soon*



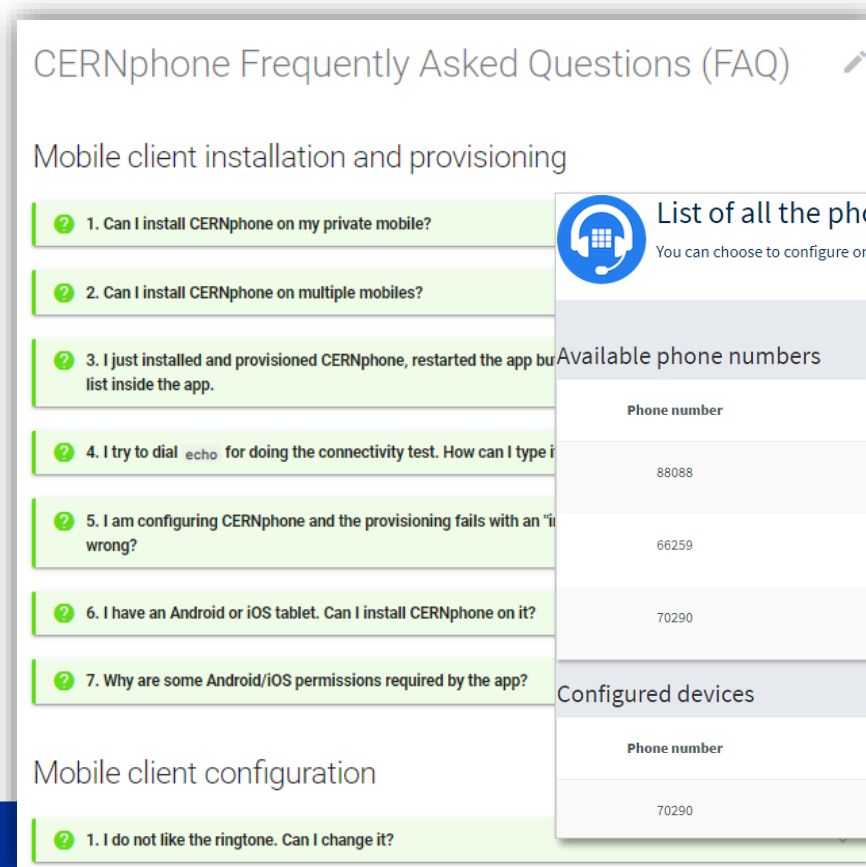
Documentation

CERNphone web pages: <https://cernphone.docs.cern.ch> including:

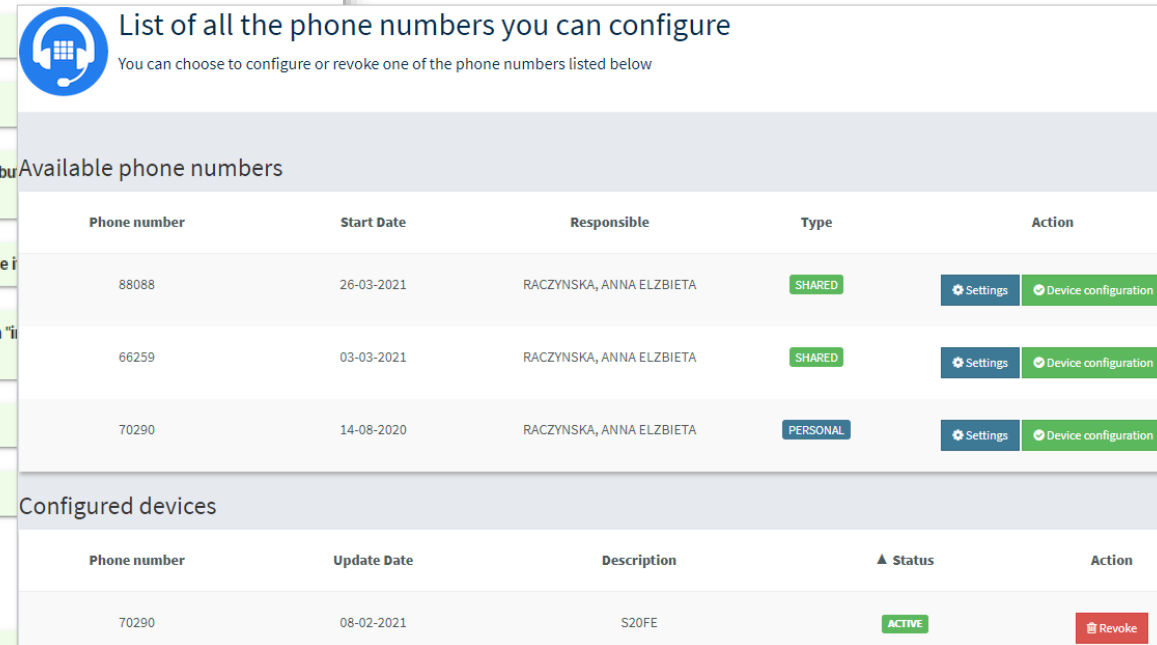
- Migration & installation instructions ([English](#), [Français](#)), [FAQ](#), [User guides](#)...
- [CERNphone User Portal](#) (configuration of devices, advanced settings)



The screenshot shows the CERNphone documentation page in French. The browser address bar displays 'cernphone.docs.cern.ch/install_cp_fr/'. The page title is 'CERNphone documentation'. The main heading is 'CERNphone: guide de migration et d'installation'. There is a link for the 'English version' with a UK flag icon. The section 'Introduction' contains three numbered steps for migration and installation, and a note about using both mobile and desktop apps.



The screenshot shows the 'CERNphone Frequently Asked Questions (FAQ)' page. The main heading is 'CERNphone Frequently Asked Questions (FAQ)'. The section 'Mobile client installation and provisioning' contains seven numbered questions with green question mark icons. The section 'Mobile client configuration' contains one numbered question.



The screenshot shows the 'List of all the phone numbers you can configure' page. It includes a blue headset icon and the text 'You can choose to configure or revoke one of the phone numbers listed below'. Below this is a table titled 'Available phone numbers' with columns for Phone number, Start Date, Responsible, Type, and Action. The table contains three rows of data. Below the table is a section titled 'Configured devices' with a table containing one row of data.

Phone number	Start Date	Responsible	Type	Action
88088	26-03-2021	RACZYNSKA, ANNA ELZBIETA	SHARED	Settings Device configuration
66259	03-03-2021	RACZYNSKA, ANNA ELZBIETA	SHARED	Settings Device configuration
70290	14-08-2020	RACZYNSKA, ANNA ELZBIETA	PERSONAL	Settings Device configuration

Phone number	Update Date	Description	Status	Action
70290	08-02-2021	S20FE	ACTIVE	Revoke

Documentation

HRT Telephone Privileges: <https://hrt.cern.ch/hrt/PhonePrivs>

- list of phone numbers in your dept/group

Organisation Information
 Organic Unit: ? Include persons not at CERN ?
 Role: ?
 Experiment: ? Institute: ?

Contract & Career Information
 Email Address: ? Telephone: ?
 Office: ? GSM: ?
 Post Box: ? Telephone Type: ?

Output Format: No form: Borders:

Runtime: 0

Name	First Name	Organic Unit	Phone Number	Telephone Subtype	Special Budget Code	Service Account	Access Rights
AMIN	SHAKEEL	IT-CS-CE	65519	PERSONAL			CERN numbers only
BEN SALEM	YOSRI	IT-CS-DO	65155	PERSONAL_DT			CERN numbers only
CANCIO MELIA	GERMAN	IT-CS-TR	60278	SHARED_DT			Worldwide
CANCIO MELIA	GERMAN	IT-CS-TR	60279	SHARED_DT			Worldwide
CANCIO MELIA	GERMAN	IT-CS-TR	65745	SERVICE			CERN numbers only
CANCIO MELIA	GERMAN	IT-CS-TR	72406	PERSONAL_DT			Worldwide
CANCIO MELIA	GERMAN	IT-CS-TR	66018	SHARED_DT			Worldwide
CANCIO MELIA	GERMAN	IT-CS-TR	66436	SHARED_DT			CERN numbers only
CANCIO MELIA	GERMAN	IT-CS-TR	66082	SERVICE		sfbtonetestbis	Worldwide
CANCIO MELIA	GERMAN	IT-CS-TR	88406	SHARED_DT			Worldwide
CANCIO MELIA	GERMAN	IT-CS-TR	64844	IP PHONE			Worldwide
CANCIO MELIA	GERMAN	IT-CS-TR	72400				Worldwide

Telephone Subtype	Definition
PERSONAL_DT	CERNphone personal
SHARED_DT	CERNphone shared/service
PERSONAL	Skype for Busines personal
SERVICE	Skype for Busines service
COMMONAREA	Skype for Busines common area
IP PHONE	IP Alcatel
empty	Analogue

Contact & Support

CERNphone:

- Your local support team (FHR, ATS sectors)
- Or directly cernphone-support@cern.ch ([SNOW](#))



General support: Telecom Services

- telecom.services@cern.ch
- Telecom Lab : physical Telecom Services' desk at 600/R-010
- Opening hours: Mon - Fri: 8:30–12:30, 13:30-17:30
- Telephone: +41 22 767 7777 (Service Desk)