

SCOPSERV
INTERNATIONAL INC.

ScopTEL™ IP PBX Software
Class of Service Configuration

Class Of Service (COS)

The Class of Service Manager is used to create objects used to assign permissions or restrictions to Outgoing Lines, Incoming Lines, Extensions, Feature Codes, or Applications.

The Class of Service Manager can be found by navigating to Configuration>Telephony>Manager>Class of Service

To add a new Class of Service object from the manager click on the link to "Add a new Class".

Class of Service objects also control permissions and restrictions which vary depending on whether or not a Hot Desk Extension, Agent Extension, or Room (Hotel) Restriction Feature code has been invoked. For example an extension can have a Class of Service which restricts long distance Outgoing Lines when no Hotdesk Extension is logged but if a valid Hotdesk Extension logs in then the Outgoing Lines access is allowed. There is no limit on the number of Class of Service objects which can be created. Therefore many COS objects can be added to create granular security rules which can easily be applied to Outgoing Lines, Incoming Lines, Extensions, Feature Codes, or Applications.

The Class of Service is one of the last objects to be built during a new installation because many pre-requisites are required.

Before a new Extension can be added a COS must be built so that the COS can be assigned to the new extension.

- Before a non default Feature Code can be created the matching module must be configured.
- Before a Feature Code can be included in a COS the Feature Code must be configured.
- Before an Application can be assigned to a COS the Application must exist. It is therefore more efficient to create any required Applications prior to adding any new COS objects so that the COS does not have to be edited more than once.
- Before an Outgoing Line can be included in a COS object the Outgoing Line must already exist.

It is best practice to leave Incoming Lines>Options>Class of Service configured to the default "System Default" setting. This is because the PSTN interface also has a "System Default" COS value and the Incoming Line COS and the Interface COS must use matching values else incoming calls will fail. Unique requirements could dictate non default settings.



Example 1 = basic (restricted Feature Codes)

- Click Add a new Class

The screenshot shows the Scopserv web interface. The main content area is titled 'Telephony Manager: Class of Service'. Below the title, there are tabs for 'Multi Tenants', 'Class of Service', and 'Schedules'. The 'Class of Service' tab is active, showing a table with columns: Name, Description, Services, Applications, Outgoing Lines, Schedule, and Tenant. The table contains one entry with Name 'admin' and Description 'Acces complet'. To the right of the table is a button labeled 'Add a new Class'. A black arrow points from this button to the bullet point in the text above.

Name	Description	Services	Applications	Outgoing Lines	Schedule	Tenant
admin	Acces complet	All Services	All Applications	Local Extensions Incoming Lines Appels via Easyrun Repertoire telephonique (411) via serveur Drummondville Etat des routes (511) via serveur Drummondville Appels vers Drummondville via VirtuTel Appels vers Montreal via Xittel Appels vers Quebec via Xittel Appels vers Sherbrooke via Xittel Appels vers Toronto via Xittel Appels vers Ottawa via Xittel Appels vers Trois Rivieres via Xittel Appels vers Joliette via Xittel Appels vers Cantley via Xittel Appels vers Victoriaville via Xittel Appels Internationnaux via link2VoIP Appels Internationnaux via Link2VoIP Appels Internationnaux via VoIPjet Appels Nationaux via Link2VoIP Appels Nationaux via VoIPjet Appels vers Extensions sur serveur Drummondville Test 777 whitelst vers	default	default



- Give the COS a name (in this example the name is “basic”)
- Optional: fill in the description
- Click on the Services tab to configure the feature codes

The screenshot displays the ScopServ web interface. The top navigation bar includes 'General', 'Configuration', 'Manager', 'Extensions', 'Lines', 'Interfaces', 'Virtual Fax', 'ACD', 'Applications', 'Miscellaneous', and 'Options'. The left sidebar shows a tree view with 'ScopServ' expanded, containing 'Configuration', 'Server', 'Network', 'Telephony', 'Reports', 'Tools', 'Administration', 'Options', 'Configuration Wizard', and 'Log out'. The main content area is titled 'Telephony Manager: Class of Service' and has tabs for 'Multi Tenants', 'Class of Service', 'Scheduler', and 'Music On Hold'. Under 'Class of Service', there are sub-tabs for 'General', 'Services', 'Applications', 'Local Extensions', 'Outgoing Lines', and 'Miscellaneous'. The 'Services' sub-tab is active, showing a form with the following fields:

- * Tenant: default (dropdown)
- * Name: basic (text input, with a note: 'Name must contain only alphanumeric characters.')
- Description: Restricted feature codes. (text area, with a note: 'No Channel Spy, no Phrase Management, no Call Recording Feature options.')

Buttons for 'Save', 'Copy', and 'Cancel' are at the bottom of the form. A legend at the bottom indicates that an asterisk (*) denotes a 'Required Field' and a refresh icon denotes 'Page Refresh on Change'.

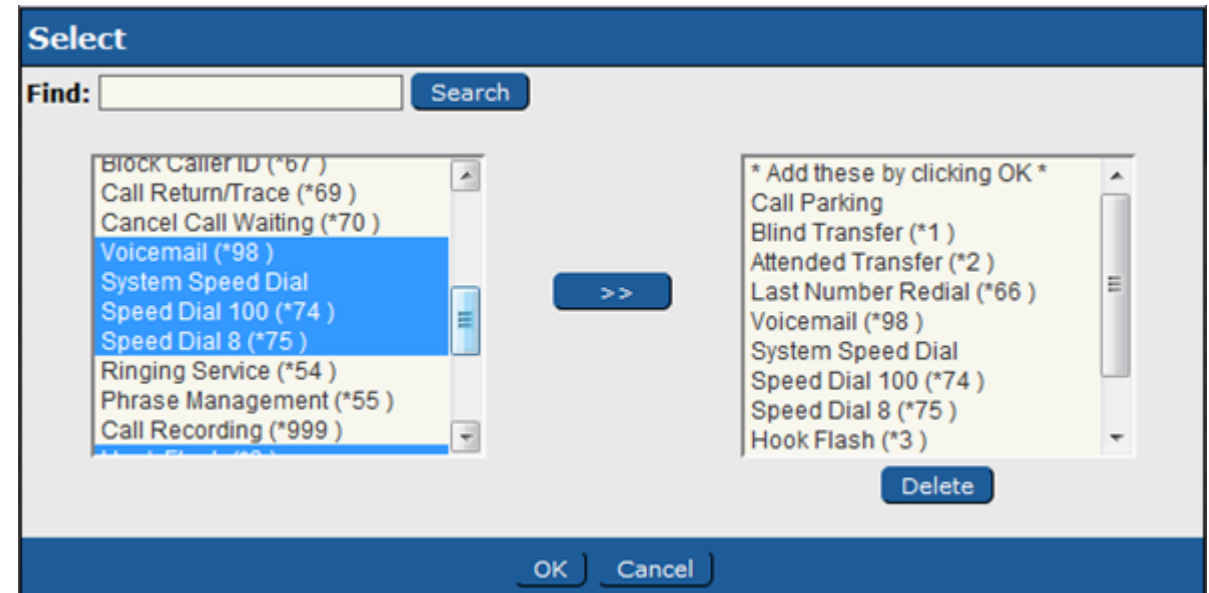


- Click on the Select button to open a new window showing the available Feature Code list.

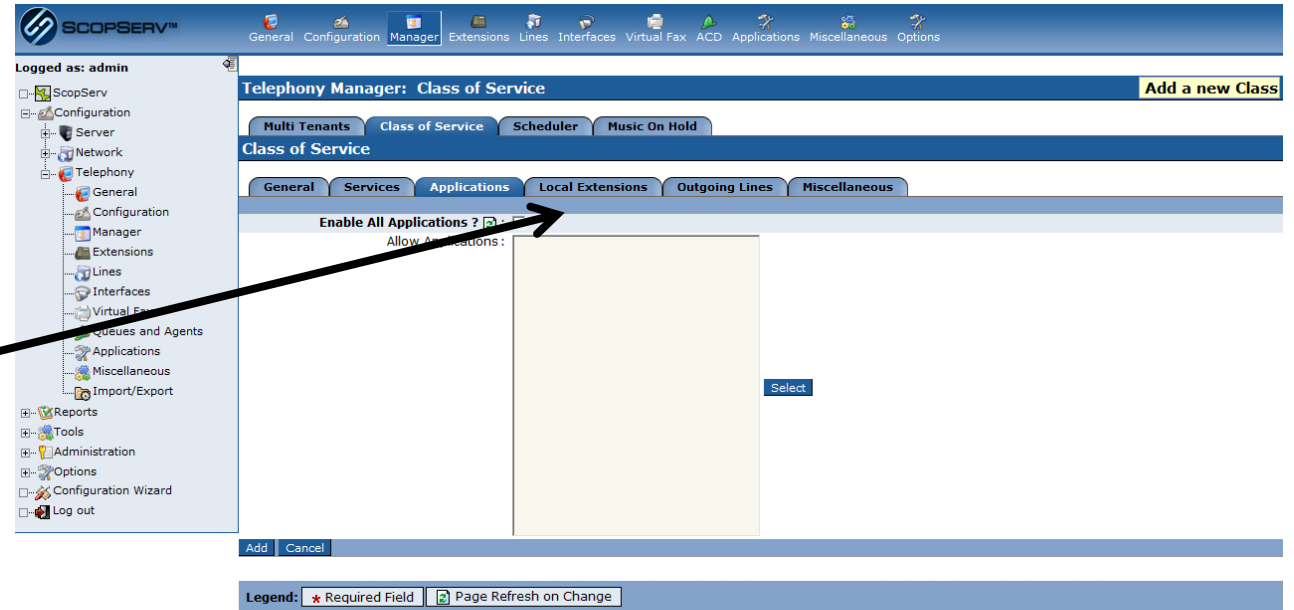
The screenshot displays the ScopSERV web interface. The top navigation bar includes tabs for General, Configuration, Manager, Extensions, Lines, Interfaces, Virtual Fax, ACD, Applications, Miscellaneous, and Options. The left sidebar shows a tree view of the system configuration, with 'Telephony' expanded to show 'Class of Service'. The main content area is titled 'Telephony Manager: Class of Service' and includes a sub-tab 'Class of Service'. Below this, there are several tabs: General, Services, Applications, Local Extensions, Outgoing Lines, and Miscellaneous. The 'Services' tab is active, showing a section for 'Enable All Services?' with a checkbox and a 'Select' button. A black arrow points from the 'Select' button to the text in the bullet point above. At the bottom, there is a legend indicating that a red asterisk (*) denotes a required field and a refresh icon indicates page refresh on change.



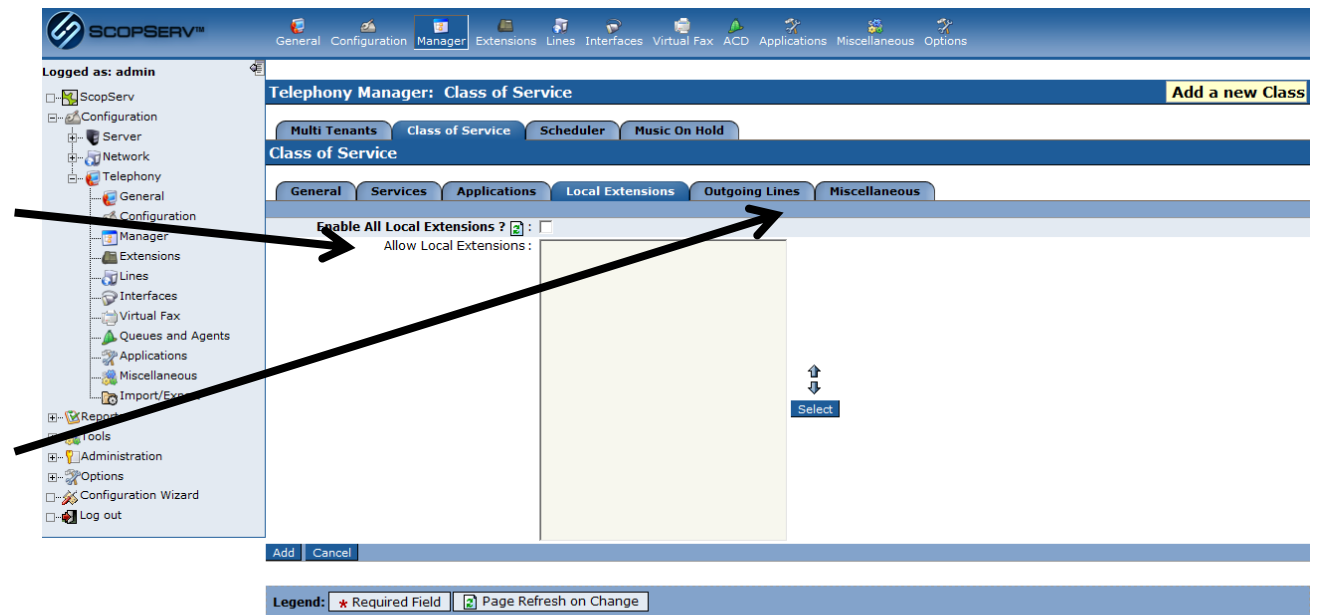
- In this example Call Recording, Channel Spy, Phrase Management, Do Not Disturb (DND), Call Forwarding options have not been allowed in the column to the right. Therefore if this COS is assigned to an extension that extension will not be able to access those excluded features.
- From the column on the left showing the available feature codes highlight each feature code required using a mouse and then click >> to assign those codes to the column on the right. Click on the “OK” button to close this window. Feature Codes listed in the right column will be added to the new COS once the new COS is saved.



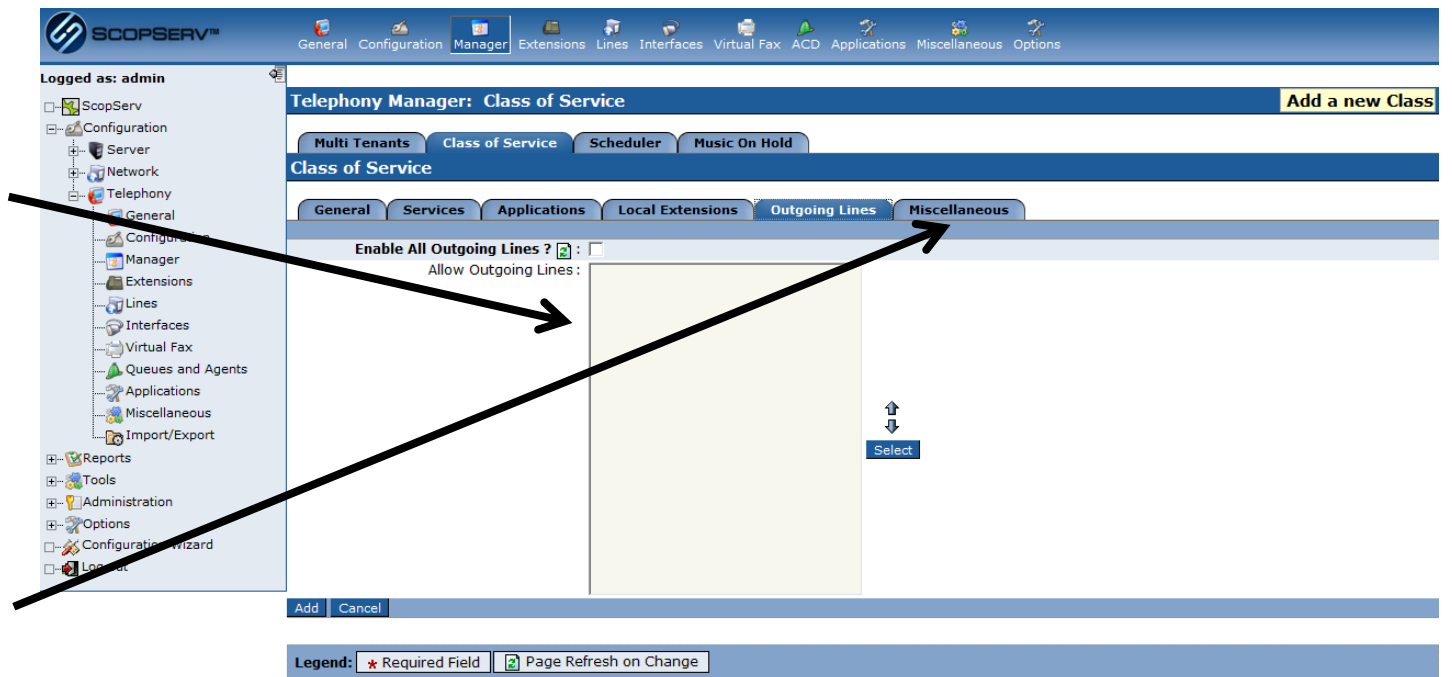
- In this tutorial no Applications have been built.
- If any real world Applications have been built the Select button could be clicked to add access to any Applications using the same method used to add Feature Codes.
- Click on the “Local Extensions” tab to define access rules for Local Extensions.



- In this tutorial “Enable All Local Extensions” will be checked since this COS will allow any Local Extension to be called from any Extension with this COS assigned.
- Local Extensions can be put into groups using COS objects. This is done by building multiple COS objects each with a different list of allowed Extensions and assigning those COS objects to each Extension in the desired group. The same method is used to Select allowed Extensions as was used to assign access to Feature Codes.
- Click on the “Outgoing Lines” tab when finished configuring access to Local Extensions.



- In this tutorial “Enable All Local Extensions” will be checked since this COS will allow any Local Extension to be called from any Extension with this COS assigned.
- If multiple Outgoing Lines did exist then the “Select” button could be used to allow or disallow access to those lines.
- Outgoing Line Examples (using outgoing PBX prefix=9):
- 9XXXXXXXXXX (10 digit local number)
- 91XXXXXXXXXX (11 digit North American Long Distance code)
- To disallow the Long Distance Outgoing Line 91XXXXXXXXXX do not include this Outgoing Line in this COS.
- Click on the “Miscellaneous” tab when finished assigning Outgoing Lines.



- In this tutorial separate COS values examples for logged Agent Extensions and or Hotdesk Extensions will not be given.
- However if either of these options are checked then a COS to use when a logged Agent Extension or Hotdesk Extension is not logged versus logged can be defined. Once this is defined in this COS object then this COS object can be assigned to any Extension(s).
- When this tab is configured click on the “Add” button to finish creating this “basic” COS object.

ScopSERV™

General Configuration Manager Extensions Lines Interfaces Virtual Fax ACD Applications Miscellaneous Options

Logged as: admin

ScopServ

Configuration

Server

Network

Telephony

General

Configuration

Manager

Extensions

Lines

Interfaces

Virtual Fax

Queues and Agents

Applications

Miscellaneous

Import/Export

Reports

Tools

Administration

Options

Configuration Wizard

Log out

Telephony Manager: Class of Service [Add a new Class](#)

Multi Tenants Class of Service Scheduler Music On Hold

Class of Service

General Services Applications Local Extensions Outgoing Lines Miscellaneous

Enable Agent Restriction ?

Enable Hotdesk Restriction ?

Include other permission(s): basic (default)
 local (default)
 local (all)
[Select all, Select none, Invert selection](#)

Include custom context(s):

Local Extensions Dial Mode: Normal (Default)

Schedule: default

Play a message on Invalid/Unknown: destination

[Add](#) [Cancel](#)

Legend: * Required Field Page Refresh on Change



- Here is the finished COS object = basic
- Additional COS objects should be built to provide more advanced permissive features access for more advanced users.
- Each COS object requires a unique name.

SCOPSERV™

General Configuration Manager Extensions Lines Interfaces Virtual Fax ACD Applications Miscellaneous Options

Logged as: admin

ScopServ

- Configuration
 - Server
 - Network
 - Telephony
 - General
 - Configuration
 - Manager
 - Extensions
 - Lines
 - Interfaces
 - Virtual Fax
 - Queues and Agents
 - Applications
 - Miscellaneous
 - Import/Export
- Reports
- Tools
- Administration
- Options
- Configuration Wizard
- Log out

Telephony Manager: Class of Service

Multi Tenants Class of Service Scheduler Music On Hold

Class of Service: [1 to 1 of 1] Add a new Class

Search: Search

Name	Description	Services	Applications	Outgoing Lines	Schedule	Tenant
basic	Restricted feature codes. No Channel Spy, no Phrase Management, no Call Recording Feature options.	Attended Transfer (*2) Blind Transfer (*1) Call Parking Disconnect/Hangup (*0) Hook Flash (*3) Hot Desk (*22 - *23) Last Number Redial (*66) Speed Dial 8 (*75) Speed Dial 100 (*74) System Speed Dial Voicemail (*98)		All Outgoing Lines	default	default

Action: - select an action -

Columns to display: Select

