

**SCOPSERV**  
INTERNATIONAL INC.

ScopTEL™ IP PBX Software  
Managing Applications

## Applications | Background

### Applications are advanced Objects in ScopTEL configurations:

- An extension number is given to an application to include the destination in the dial plan.
- An application cannot be dialed directly from an Auto Attendant but if you choose the option 'Allow Extensions to use this application as destination' within the General application options then you can build a Ring Group or Virtual Extension and set the destination to the application. Only then can Ring Group and Virtual Extensions can be dialed from an Auto Attendant menu.
- Once an application is built it must be included in one or more Class of Service objects so it can be dialed by an extension.
- This is a list of valid Application Destinations available from the drop down list.

Dial an Extension(s) and/or External Number  
Redirect to Voicemail  
Company Directory  
Class of Services Lookup  
DISA (Direct Inward System Access)  
Goto Menu (IVR)  
Goto Queue (ACD)  
Goto Conference  
Goto Voicemail Main  
Custom Script  
Channel Spy  
Paging and Intercom  
Park and Announce  
Play a Message(s)  
Play Music On Hold  
Ringing Service  
Scheduled Task  
Start Virtual Dictate Machine  
Test Application  
Transfer/Ring Back



## Virtual Extension

- A Virtual Extension is a very advanced Extension type which allows a user to login to the ScopTEL GUI and use the Realtime Monitor and customize Call Detail Reports and other types of reports.
- Advanced options can be configured to ring multiple destinations and automatically forward copies of voicemail messages to multiple extensions.
- User Options for Virtual Extensions include Follow Me, Camp-On, Personal IVR destinations.
- Custom Forwarding Rules can be defined for:
  - Call Forward Immediate
  - Call Forward Busy
  - Call Forward No Answer
  - Call Forward Unavailable (forward when physical extension is offline)
  - It is possible to Immediate Forward a Virtual Extension to make an Application available within an IVR context for inbound PSTN callers.

Select Destination
None
Application
Custom Script
Extension
Extension(s)
External Number
ScopServ SCCS Server (ACD)
Trunk (Analog/Digital/VoIP)



## Ring Group Extension

- A Ring Group Extension automatically Immediately Forward it's calls to configured Follow Me destinations.
- Advanced options can be configured to ring multiple destinations and automatically forward copies of voicemail messages to multiple extensions.
- It is possible to Immediate Forward a Ring Group Extension to make an Application available within an IVR context for inbound PSTN callers.

None
Application
Auto Attendant (IVR)
Extension(s) and/or External Number
Voicemail
Queue
Hangup





## Best Practices

When configuring an Incoming Line to ring an Auto Attendant or ACD Queue it is best to set the Incoming Line destination directly to those options. Setting the Incoming Line destination to an Application first is a redundant configuration and will convolute the Auto Attendant and ACD reports.

Try to set aside a unique prefix for all of your applications so there is no conflict with other dialing plans such as extensions.

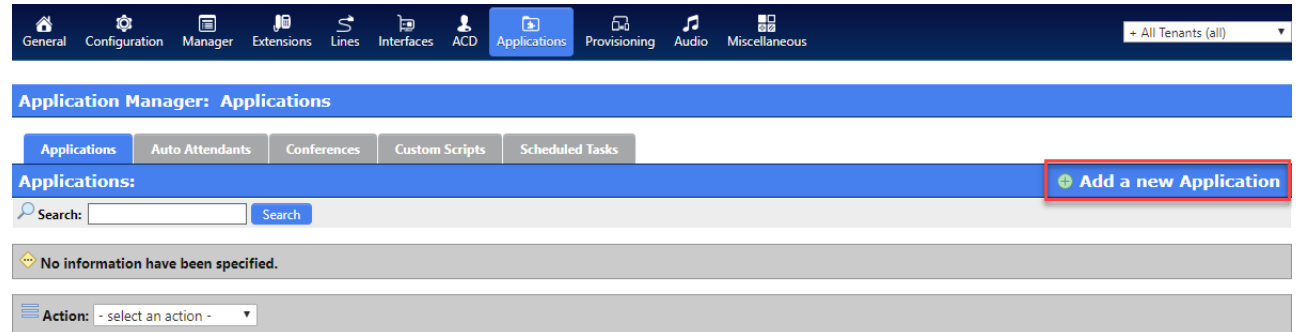
Examples:

- Extensions are numbered 1XX-6XX
- Parking Extensions default to 700-799
- 9 is usually reserved for outgoing PSTN access
- 8 is a good option for site to site dialing
- Applications cannot match feature code numbers without causing conflict
- 0 is normally reserved for the internal operator
- \*8XXX is a good option for an Application extensions prefix since there is no conflict with defaults
- You can configure a Ring Group extension with a destination set to an Application.



## Application Manager | Add a new Application

To build a new Application click on Add a new Application from the Application Menu tree.



The screenshot displays the ScopTEL IP PBX Application Manager interface. The top navigation bar includes options: General, Configuration, Manager, Extensions, Lines, Interfaces, ACD, Applications (highlighted), Provisioning, Audio, and Miscellaneous. A dropdown menu on the right shows '- All Tenants (all)'. Below the navigation bar, the 'Application Manager: Applications' section is visible, with sub-tabs for Applications, Auto Attendants, Conferences, Custom Scripts, and Scheduled Tasks. The 'Applications' sub-tab is active, and a red box highlights the '+ Add a new Application' button. Below this, there is a search bar with a magnifying glass icon and a 'Search' button. A message below the search bar reads 'No information have been specified.' At the bottom, there is an 'Action:' dropdown menu with the text '- select an action -'.



## Application Manager | General

- If more than one tenant is configured then choose the required tenant from the Tenant drop list
- In this example \*8000 will be added to the dial plan with Voicemail Main as the Destination.
  - This will allow extensions with a valid Class of Service to dial \*8000 and enter any valid mailbox number followed by a valid password to check voicemail from any valid extension on the network.
- Enter an extension number that does not conflict with any other numbering plan.
- Click on the Destination tab.

The screenshot displays the 'Application Manager: Applications' interface. At the top, there is a blue header bar with the text 'Application Manager: Applications'. Below this, there are five tabs: 'Applications' (selected), 'Auto Attendants', 'Conferences', 'Custom Scripts', and 'Scheduled Tasks'. Under the 'Applications' tab, there is a sub-header 'Applications' and two sub-tabs: 'General' (selected) and 'Destination'. The 'Destination' tab is active, showing the following configuration fields:

- \* Tenant: debcomainbtn (dropdown menu)
- \* Extension: \*8000 (text input field)
- Description: Go to Voicemail Main (text input field)



## Application Manager | Destination

- Set the Destination to Goto Voicemail Main using the Drop List selector
- Select the system prompt Language from the Drop List if you do not want to use the Default language for the system prompts. You can create additional applications with different Extension numbers to invoke different language prompts using the language Drop List selector for each required language.
- The Allow Extensions to use this application as destination option is checked to allow a Ring Group or Virtual Extension to set this application as a possible Destination.
- Click Add when done.

The screenshot displays the 'Application Manager: Applications' interface. The 'Destination' tab is active, showing the following configuration:

- \* Destination:** Goto Voicemail Main (selected in a dropdown menu)
- Use CallerID as Voicemail user?**
- Skip Password Verification?**
- Voicemail Destination:** [Empty text field]
- Options:**
  - Language:** Default (selected in a dropdown menu)
  - Allow Extensions to use this application as destination:**
  - Map to Dynamic Feature Code?**
  - Prefix to add to CallerID Number:** [Empty text field]
  - Include current CallerID?**  Default: True
  - Prefix to add to CallerID Name:** [Empty text field]
  - Include current CallerID Name?**  Default: True
- Authentication/Password:**
  - Authentication (PIN)?** None (selected in a dropdown menu) Default: none

Buttons for 'Add' and 'Cancel' are visible at the bottom left.





## Extensions | Ring Group or Virtual Extension to access Application from IVR

- Set Action 1 using the Drop List selector to Application
- Choose Application \*8000 using the Drop List selector
- Click on Add and Commit your changes
- Now Extension 8000 can be dialed from any extension with a valid CoS assignment or reached through any Auto Attendant configured for this Tenant which allows to dial Local Extensions

**Extensions Manager: Phones**

Phones | Extension Groups | Pickup Groups | Speed Dial | Directory | Security (ACL) | Hints (Subscribe)

**Phones**

General | Destination | User Options | Security

Action 1	: Application
* Application	: *8000: Go to Voicemail Main
Action 2	: None
Action 3	: None
Action 4	: None
Action 5	: None
Action 6	: None
Action 7	: None
Action 8	: None
Action 9	: None
Action 10	: None

Add Cancel

