XVB - Virtual PBX

The [virtual-pbx](#) application is intended for processing incoming/outgoing calls in an isolated environment (numbered plan, routing calls, phones, cdrs, web gui and so forth.) for multiple users.

Main Features:

- Processing incoming / outgoing calls.
- Completely isolated environment for different users (incoming / outgoing routes, dial plan, sip-endpoints, web-interface, cdrs, call-recordings, etc).
- Custom greetings support.
- Email/Twitter notifications.
- Multiple language voice prompts.
- Text To Speech (TTS) for multiple languages..
- 'Simple' or 'Expert' mode for configuration.
- Custom music on hold (MOH) for each user.
- Multiple language WEB interface with xml/json API support.
- Flexible customisation for system voice messages.
- Managing voice mail via phone or WEB interface.
- User specified time zones support.
- Call transfer.
- Call pickup.
- White / Black lists support for each IVR item.
- PhoneBook with speed dial feature.
- Journal configuration changes.
- Call Detail Record (CDR).
- XML backup / restore configuration.
- Multiple roles within a single account.
- Private / Shared DIDs.
- SQL reports.
- Management API.
- Google Calendar integration.
- Support Google Analytics for calls trekking.
- Radius accounting.
- Background music for Find-Me / Queues.
- Asterisk 1.8 (optional).

- Support for wideband / HD audio codec (g722).
- Multiple Themes.
- Custom branding.
- Recording outgoing calls (auto / on demand).
- Full DTMF history for each call.
- Support presettings for SIP providers.
- Support Multi-tenant asterisk with Kamailio as sip registrar server / load balancer.
- FMC - Fixed Mobile Convergence / Call transfer without breaking the call.
- Google-chart for extended statistics.
- WEB logon / logoff for the agents of the queue.
- Support for perl plugins.
- Time limits for outgoing calls (for each route).

User settings

First Name

Last Name

Email

> E-mail address that will receive daily reports. (Address for notification set for each extension)

Logo href

> The link to the image the user's logo which will be displayed in the upper left corner instead of the standard.

CSS href

> Link to a CSS for the WEB interface that will be applied instead of the standard

Google Analytics ID

Google Analytics ID for call trakking.

Messages in page

The number of messages shown on one page (also used when displaying the CDR, journals, etc...)

Record store time

The number of days, how many store messages on the server, it will automatically be deleted, to avoid problems with excess of user quotas. 0 - do not a utomatically delete the message.

Inter Digit Timeout

Max time (s) between digits.

Default Language.

Default language for web interface and TTS prompts.

Sound format

The preferred format for audio files. (wav, mp3, ogg)

Date Fromat

Date format for web-interface.

Time zone

User time zone.

Daily statements

List of daily statistics, which the user wishes to receive.

<u>MOH file.</u>

The user can upload one audio file that can be used as Music On Hold. This file will be displayed in the list of available MOH as 'Custom' / 'User'

<u>Common filters</u>

Core white/black lists.

Backup options

Fast save/restore all or partial data to/from XML format (or .tar.gz with sound files).

Limits

List of user constraints. These restrictions are set for the group to which the user belongs. The user can only view the data values.

Types of extensions:

The system supports the following types of IVR Menu / Extensions:

- Playback
- Voicemail
- Follow Me
- Company directory
- Schedule
- WEB-Request
- Chat-Room
- Fax2Email
- Dtmf2Email
- Voting (Polling)
- DISA
- Podcast
- Callback
- Queue
- DateTime
- Fax on Demand
- Bulletin board system
- CallBlast
- User Variable
- WEB Variables
- GotoIf
- Stored variable
- Alarm Clock (Wake-Up)
- Google Calendar - Schedule
- RoboTEXT
- MP3 Streaming
- Call Parking
- Google Calendar - Events
- Paging (Intercom)
- Play DTMF Tones
- MultiDialout

IVR Example:
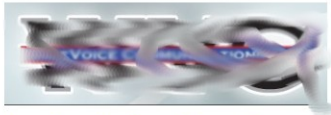
Extensions List

User prefs | Journals | CDRs | All messages

Extension	Name	Type	Options					Next Exten	Recipient notification	Actions
			W	H	D	P	G			
START	MainMenu	Playback only	✓	-	-	-	-	hangup		
t	TimeOut handler	Playback only	-	-	-	-	-	3		
i	Invalid handler	Playback only	-	-	-	-	-	0		
1	Support Level 1 schedule	Schedule	-	-	-	-	-	back		
1*VoiceMail	Support VoiceMail	VoiceMail	-	-	-	-	-	hangup	cs@...........voice.com	
1*level-1-FCCNN	FCC-NN Office	Find Me	-	-	-	-	-	hangup		
1*level-1-LB	LB Office	Find Me	-	-	-	-	-	hangup		
1*level-2	Support Level 2	Queues	-	-	-	-	-	hangup		
3	Corporate inquiry	Find Me	-	-	-	-	-	hangup	info@..........ce.com	
4	Sales	Find Me	-	-	-	-	-	hangup	sales@.........voice.com	
911	Emergency Call	CallBlast	-	-	✓	-	-	hangup		
20 7	Pa Chicas	Find Me	-	-	-	-	-	hangup	........@gmail.com	
2 78	Tanuy De Costa	Find Me	-	-	-	-	-	hangup	...........@........me.com	
2 79	Ji T.......um	Find Me	-	-	-	-	-	hangup	ji...@lj.net	
2 0	..........liams	Find Me	-	-	-	-	-	hangup	kw........@....evoice.com	
2 6	D.....tar	Find Me	-	-	-	-	-	hangup	db...!@.........all.com	

[create new]

VirtualPBX build: 1_3970 (Wed Sep 22 06:01:42 2010 GMT)

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Common attributes for all types of extensions:

VirtualPBX

User prefs	Clone	View messages	Stats	Delete extension

Type: Playback only ⌄

Number: 0

Next Extension: repeat - Repeat current ext ⌄

Pin code: 2▒▒▒ # [ ]

Name: Default

Greeting:
```
Welcome !!!
For record your voice message, press
2.
For record DTMF, press 8.
For listen music, press 1.
For company directory, press 8.
For call to me, press  3.
```

Play greeting: 1 times with 1.00 sec delay

Recipient notification: io▒▒▒▒▒▒▒▒▒▒▒▒▒▒@▒▒▒▒1978

Wait Extension: ☑

Hide extension: ☐

Protected with pin code: ☐

Direct access: ☐

Global extension: ☐

Allow greeting rewind: ☐

CID filters: (📝 / 📕) Black list - extension ⌄

CID action: Say Extensions not found ⌄

Prompt language: Default ⌄

Volume control RX/TX: 0 / 1

core options   [change]

[ ] Create new		Clone	User prefs

VirtualPBX build: 1_4630_dev

Wait Extension
Wait for user input digits.

Hide extension
Hide this item from user input.

Protect
access to the IVR item is only possible after entering the PIN code (first part)

Direct access
allow use this IVR item without starting intermediate menu. for example,
to number 1*1*9 when the system is off the flag of the access will be possible
only from the menu item 1*1 by input 9. When on a flag, the user can
type for instance immediately 1*1*9 from the main menu (number 0).

Global extension

the extension is available from any item of the IVR menu. For example, for IVR tree like follow:

   1
   1*2
   3

when the user in item 1, and this flag is enabled for the extension 3 user can press 2 and 3.

Recipient notification

E-mail address (for example: gosha@mail.ru) or
Twitter account (for example: gosha:goshapassword - for the public,
gosha:goshapswd@iokunev - for private messages)
used for the notification of new messages.
This value can be inherited by all items of IVR tree.

Pin code

Extension pin code.
The first part to access to run this IVR item. If defined both parts, to access the web-interface you need to enter together the two parts of the pin code.

Number

extension number IVR. The nesting level is separated by a '*'

Next extension

go to this IVR item after the successful execution of the current, or one of the reserved keywords:

      back   - back to the previous
      repeat   - repeat current item
      hangup   - hangup

Name

the item name.

Greeting

greeting text. Used for TTS.

Play greeting , with delay

The number of times as you want to play the greeting if the user has entered nothing, (0 - do not play the greeting.) A pause can be from tenths of a second (20, 1.3, 0.5, etc.) integer part is separated from the fractional point.

Allow greeting rewind

enable/disable greeting rewind. This is ignored if **'wait exetension'** flag is enabled.

      4 - rewind for 30 seconds
      6 - fast forward for 30 seconds.
      5 - pause.

This flag also ignored for Directory and Poling/Voting extensions.

CID filters

the list of used CID filters.

CID filter action

the list of actions when the CID filter matched.

Prompt language

Language for the voice messages and TTS prompts for this IVR item. If the value of 'default' is used the global setting for user.

Volume control

Adjust the volume of the incoming and outgoing channels.
A positive or negative number.

PITCH Control

Pitch shift of voice for incoming and outgoing channels.
Valid values range from 0.1 (low pitch) to 4 (high pitch)

!!! only for asterisk 1.8.xx !!!

Playback / Auto-reseption

Plays pre-recorded messages. Use your Auto-receptionist to greet callers and route them to any employee, any department, or any phone in the   world.

Additional attributes:

Allow greeting rewind:	☐
CID filters: (📄 / 📄)	Black list - extension ▾
CID action:	Say Extensions not found ▾
Prompt language:	Default ▾
Volume control RX/TX:	0 / 1
Time tags:	10:78

core options   change

Create new   Clone   Delete extension

XVB - VirtualPBX v.2, build: 6174_dev (Mon Apr 23 19:58:39 2012 GMT

Time tags

The user can specify up to 10 (0-9) predefined time tags to go to certain places of long records. For example: '10: 00,1:2:33,99 '

when user press 00 - the user will go to 10 minutes
when user press 01 - the user will go to 1 hour 2 minutes 33 seconds
when user press 02 - the user will go to 1 minute 39 seconds.

Caller, when setting the flag "Allow rewind' can set up to 10 tags in the process of listening to by pressing 2x (where x 0 -9). A user-defined tags has higher priority than specified by the administrator. By default, custom tags are stored 10 days after defined via 2x.

Voicemail

Voicemail ensures that your company will never miss a customer call.

Additional attributes:

Max message duaration:	600	(in sec, -1 - for unlimit)
Min message duaration:	-1	(in sec, -1 - for unlimit)
Send notify to:	Not send ⌄	
Send attachment:	☐	
Keep message on the server:	☑	
Record without confirmation:	☐	

core options   change

[ ] Create new   Clone   User prefs

VirtualPBX build: 1_5077_

Send notify to
Method to deliver notify: not send / / email / / twitter

Max message duaration
The maximum length of a recorded message (in seconds).
Can not be greater than the system settings for this user / group.

Min message duaration
The minimum length of a recorded message (in seconds).
If the message is less than the specified length, it is not saved.

Send attachment
Send a recorded message in the email.
 (If the attachment does not exceed the established limits)

Record without confirmation
If you set this flag, the system not be offering to additional
menu (listen/undo/redo record) after recording a message.

Keep message on the server

Keep a message on the server after sending the message.
when you disable this flag it can be forcibly set to 'TRUE' when:

- **send_notify_email** flag is disabled

- **send_attach** flag is disabled

- n**otify_email** is empty

- method of notifying other than e-mail

- exceeding of the system limits on the size of the attachment.

Find-Me

Make outgoing call.

Additional attributes:

Find-Me list:	iokunev-mbl@10.1.6.101, 2501
Goto if call fail:	1 - Playback only
Seamless transferring list:	89519151190, 89506181122
GoTo if call status:	BUSY=2, NOANSWER=0
Music on hold:	AlisA
Ring strategy:	memoryhunt
Send notify to:	Not send
Send DTMF (0-9#*w):	
Call transfer prefix:	
Parking extension:	
Confirm calls:	☑
Say callerid:	☑
Screening mode:	☐
Start voicemail if call fail:	☑
Record calls:	☑
Ring timeout (sec):	10 (1 ring approximately equals 4 seconds)
RetryDial interval (sec):	0 (0-120, 0 - disable)
RetryDial loops:	-1 (-1 - for unlimit)

core options   change

[ ] Create new   Clone   User prefs   View messages

VirtualPBX build: 1_5195_dev (Tue Jul 19

Find-Me list
List of calling numbers. May be specified multiple numbers separated by a comma.

Goto if call fail
go to this IVR item in an unsuccessful call. If not specified it always goes to the **'next_extension'**

Seamless transferring list

A list of numbers, separated by commas, which can transfer a call without breaking the connection in one-touch (keys 1 - 3)

Goto if call status:

The list of statuses and extensions that need to go depending on the status of if not successful call. Leave blank if not sure. Example:

BUSY=2*9,NOANSWER=3

!!! *Do not use this field if Your list of numbers more than 1 phone* !!!

Music on hold

enable caller music on hold.

Ring-timeout

Ring timeout. If 0 is used system setup.

Send DTMF

send DTMF digits to the called party when called party will answered. Possible values 0-9#*w. w - delay. Supports user-defined variables, for example:

176056977% VAR:DID:-2%#

Parking extension

If not defined then by pressing the *8 user will be asked to enter the extension.

Call transfer prefix

For example when setting transfer-pref to *9* and transfered call to the extension 2501 will be launched IVR item 9*2501. The default for transfer need to be a complete coincidence. For the transfer to the IVR item the number must start with *.

Confirm calls

when setting this flag to the called party will be asked to accept\reject\transfer this call.

Say callerID

when setting this flag to the called party will be spoken phone number

of the caller.

Ring-strategy

Supported strategy:

Ring All
Hunt
Random
LeastRecent
FewestCalls
Rrobin
LeastDuration
Fastest
Memoryhunt

Screening Mode

when flag is enabled the system asks the caller introduced himself and play this greeting to the called party as an announcement. Setting this flag automatically sets flag **'Confirm-Call'**. If the user has not uploaded audio greeting and not set a text greeting then the system play the instructions how to record a message.

Start voicemail if call fail

Start voicemail for unsuccessful calls. (this flag ignored if `**goto-if-call-fail**` is defined)

Send notify to

Method to deliver notify: not send / / email / / twitter

Record calls

Automatically start recording.

RetryDial interval

Retry dial interval between unsuccessful calls. 10 — 120 seconds. 0 — to disable RetryDial.

RetryDial loops

number of attempts to redial. -1 — for unlimit.

For this extension type the user can upload additional sound files:

RetryDial announcement
Announcement-to-callee
Announcement-to-caller

During a call, callee party can press:

> *9 - For call transfer
> *8 - For call parking
> *4XXX - Pitch control (only for asterisk 1.8)
> *3XX - Background Music
> > 01 - Ball Game
> > 02 - Bowling
> > 03 - Camion poubelle
> > 04 - Cock-A-Doodle Doo!
> > 05 - Cris Inhumains
> > 06 - Unhappy Dog
> > 07 - Slamming Doors
> > 08 - Electric Drill
> > 09 - Drum (Played By A Child)
> > 10 - Orgasm (Exceptional)
> > 11 - Phone Ringing
> > 12 - Pigeons
> > 13 - Domestic Squabble
> > 14 - Footsteps (High Heels)
> > 15 - Train
> > 16 - Embouteillage
> > 17 - Faire ses gammes (Violon)
> > 18 - music
> > 19 - music
> > 20 - music
> > 21 - music
> > 22 - music
> *2XX - Background Music (Loop)
> *1 - For start/pause record

> Caller party can press:
> > *0 - For call terminate

Directory

company directory list.

additional attributes:

Search method:
- Use first name
- Use last name
- Use first or last name

Use TTS
use TTS to say the name of the item.

Keyboard layout

For example russian / english characters binding:

```
2 — абвг    /    abc
3 — дежз    /    def
4 — ийкл    /    ghi
5 — мно     /    jkl
6 — прс     /    mno
7 — туфх    /    pqrs
8 — цчшщъ  /    tuv
9 — ыьэюя  /    wxyz
```

Number of characters

The number of characters that the user can enter when you select a name/surname. For small companys of staff is 3, if the list of staff is great, then you can increase this value.

Help Extension

Go to this the extension if the user entered nothing. In the simplest case, you can enter the number the secretary or make a call to all.

The system provides data import from a CSV file, file format:

```
"NAME","REDIRECT_TO"
"Igor Okunev","79519151190"
```

!!! Be careful when you import, data from CSV file are appended to the existing list !!!

Schedule

The schedule of work of the IVR.

additional attributes:

Schedule time zone

The time zone for the schedule if the value of 'Default' is used the time zone of the user settings.

When entering data, you need to enter:

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- **priority**   - the priority of this item of the schedule
                         (from the greater to the less)

- **caller_id**   - caller_id or * for any

- **time**   - time in format HH:MM-HH:MM (from_time-to_time)
                         or * for any

- **day-of-week**   - day of the week (mon-sun) or * for any

- **day-of-month**   - day of the month (1 - 31) or * for any

- **month**   - month (jan-dec) or * for any

- **year**   - year (for example 2000-2010) or * for any

- **ext_number**   - go to the extension number when
        the satisfaction of all the conditions

When specifying the fields CallerID you can use the following symbols:

BL# - core black list

WL# - core white list

R# - regular expression

WEB-Request

sends a WEB requests and speak the results through TTS,
it can be used for remote administration of the equipment
or receiving short of dynamic text/voice data.

additional attributes:

Request Method:	POST ∨
Text URL:	http://translate.google.com/translate_tt
Post params:	q=Welcome to FCC. For send fax Press 10.
Goto if request fail:	0 - Default ∨
Quiet mode:	☐
Read user params:	☐
Music on hold:	Disable ∨
User Agent:	Mozilla/5.0 (X11; U; Linux i686; en-US; r
Cookie:	

core options   change

	Create new	Clone	User prefs	View messages	Stats

Request Methos
> request method GET / POST / PUT / DELETE

Text url
> URL of the request.
> Use follow syntax for basic auth:
> > http://user:password@home.page.com

Post params
> post params (only for request-method = POST)

Quiet mode
> not to pronounce the result.

Goto if request fail

go to this extension if WEB request is failed.

Read user params

when setting this flag, the system will ask the caller to enter additional parameters which can then be used in the request to the WEB server. For example, if the caller enters '12*34*56#', then in the url and post_params can be used containers like that: %VAR:DTMF_INPUT0%...%VAR:DTMF_INPUTn%

For example, if callerid =123 and
 url='http:/1.1.1.1/t.cgi?C=%VAR:CID%&P=%VAR:DTMF_INPUT0%&SP=%VAR:DTMF_INPUT1::-1%'

and if caller enters 12*34, when final url will have the form:
url='http:/1.1.1.1/t.cgi?C=123&P=12&SP=3'

For the containers you can use substring,
example format:

%VAR:CID:1:10% - 10 digits beginning with the second
%VAR:CID::5%   - first 5 digits
%VAR:CID::-4%   - number without the last 4 digits.

User Agent

 emulate this browser.

Cookie

additional cookies.

System support following Content-type:

text/plain, text/html (voice through TextToSpeech)

audio/x-wav

audio/mpeg

Chat-Room

Simple conference room.

additional attributes:

HTTP-Broadcast
When setting this flag You will be given a temporary URL, through which will be broadcast conference.

Record conference
Automatically start recording.

Fax2Email

Receiving a fax and save it on the server side in tiff format.

additional attributes:

Send notify to
Method to deliver notify: not send / / email / / twitter

Send attachment
Send a recorded message in the email.
(If the attachment does not exceed the established limits)

Keep message on the server
Keep a message on the server after sending the message.
when you disable this flag it can be forcibly set to 'TRUE' when:

- **send_notify_email** flag is disabled
- **send_attach** flag is disabled
- n**otify_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

Fax Header
Fax header is printed on each page.

Dtmf2Email

Record DTMF and save it on the server side in text format.

additional attributes:

Input pattern:	ip addr (127*0*0*1)
Max digits:	-1 (-1 for unlimit)
Variable name:	VAR0
Other vars:	YES_NO, VAR1, VAR2, DB-999*4
Send notify to:	Email
Send attachment:	☑
Keep message on the server:	☑
Format input var:	☑

core options   change

	Create new	Clone	User prefs

Input pattern
Apply one of the predefined templates for input, such as:

- **Time**: 22:53   => 22*53

- **Date:** 21/11/1978   => 21*11*1978

- **Date/time**: 21/11/1978 22:43   => 21*11*1978*22*43

- **Phone number**: 17124321702   => 17124321702

- **Logical YES (1) or NOT (0)**

- **Money 123.45**   => 123*45

- **Card number**:
  - Mastercard
  - Visa
  - enRoute
  - Discover
  - Diners Club
  - Amex
  - JCB

Max digits
the maximum number of characters that can be entered
the user, when -1 - input is terminated after pressing #
Send notify to

Method to deliver notify: not send / / email / / twitter

Send attachment
Send a recorded message in the email.
(If the attachment does not exceed the established limits)

Keep message on the server
Keep a message on the server after sending the message.
when you disable this flag it can be forcibly set to 'TRUE' when:

- **send_notify_email** flag is disabled
- **send_attach** flag is disabled
- n**otify_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

Variable name
The name of the session variable in which is stored the result. Do not define it if you do not plan to reuse entered data.

Other vars
The names of the variables that have been previously defined and which must include in the report. Can be used for multi-level polling. In the resulting data will be submitted line by line:
Variable1=Value1
Variable2=Value2

Format input var
This parameter is relevant only when using templates. Replace the separator to the usual characters.
For example IP address 127*0*0*1 => 127.0.0.1

Voting (Polling)

polling/voting system. Asks the user a question (greeting file) and prompts you to enter one of the variants of the answer.

Additional attributes:

Allow digits
digits which are allowed to input. comma separated
(for example 1,2,3,4,5,6,7,8,9,0,10,99,1234)

Uniq CIDs
Enabling this flag will be performed check the uniqueness of voting on the basis the CallerID and name of voting.

Auto input
The variable name, or just a static string of which will be taken automatically the result of voting, For example voting on the basis of the destination number. Optional parameter.

The overall result is displayed on a page of information about the extension.

You can see some charts on extended statistic page:
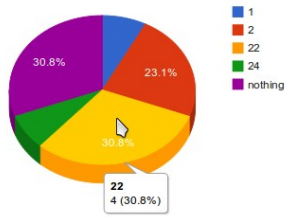
DISA

Direct Inward System Access

Additional attributes:

Music on hold:	AlisA
Phone pattern:	2\d\d\d
Max digits:	-1 (-1 for unlimit)
Static phone:	176056977%VAR:DID:-2%
Ring timeout (sec):	30 (1 ring approximately equals 4 seconds)
Record calls:	☐
Spy mode:	☑

core options   change

Create new   Clone   Delete extensio

XVB - VirtualPBX v.2, build: 6609_dev (Tue Aug

Music on hold

enable caller music on hold.

Spy mode

Call with the change of the voice of the caller.

Phone Pattern

Phone pattern which user can enter. For example, if you want to allow only the 4-digit numbers starting at 2 can be written as: 2\d\d\d.

Record call

Automatically start recording.

Max digits

the maximum number of characters that can be entered the user, when -1 - input is terminated after pressing #

Static phone

Phone number or a user variable from which comes the phone number to call. If not specified then prompts the user to enter the number (Classical behavior DISA).

For example: 2% VAR:DID:-3% - 2 and the last 3 digits DID on that call.

Ring-timeout

Ring timeout. If 0 is used system setup.

Podcast

Allows to listen to podcasts via the phone. The system automatically downloads new podcasts.

Additional attributes:

Podcast url

link to rss feed.

Play only one latest podcast

If you set this flag the system plays only the last downloaded podcast and go to the next extension without any system messages.

Play podcast announcement

Before playing a podcast say the date and time when it was received.

Caller can set up to 10 tags in the process of listening to by pressing 2x (where x 0 -9). To return to the label, the user can pressing 0x. By default, custom tags are stored 10 days after defined via 2x.

Callback

Callback with the possibility of delay callback.

Additional attributes:

CallBack number

number to which you want to call back, if number is not

defined then the system call back to the number from which the

came the call.

GoTo exten

The extension to which will be run the call after CallBack connection. For this
extension you need to set '**Direct access**' flag.

Allow callback delay

Setting this flag allows the system to use delay. That is,
system asks the caller to set the time through which to call back
Supported time formats:
- XX*YY — after XX hours YY minutes.
- YY — after YY minutes
- yyyy*mm*dd*HH*MM — exact date.
- mm*dd*HH*MM — exact date in current year.

Allow the selection of ext

Allow caller to select the extension to which to run after callback.

Queue

Call queue.

Additional attributes:

Agents list

List of calling numbers. May be specified multiple numbers separated by a comma.

Music on hold

enable caller music on hold.

Ring timeout

Ring timeout. If 0 is used system setup.

Queue timeout

The maximum time of call in the queue.. After this time the call is marked as unanswered.

Queue max waiting calls

The maximum number of waiting calls. An integer greater than zero. A value of zero means do not use this test. When exceeding this limit the caller immediately sent to the number 'Go to if call failed' or '**Next extension**'.

Announce Queue position

Announce queue position.

Announce Queue holdtime

Announce estimated holdtime to caller.

Queue announce frequency

This parameter specifies the periodical announcements (seconds) the holdtime, the posion number in the queue, the advertising message. When setting this value to '0' - no announcements do not play, with the installation of the values in the '-1' - the announcement of playing 1 time in setting to the queue if the queue is not empty.

Goto if call fail

go to this IVR item in an unsuccessful call. If not specified it always goes to the **'next_extension'**

Parking extension

Parking extension. If not defined then by pressing the *8 user will be asked to enter the extension.

Call transfer prefix

 For example when setting transfer-pref to *9* and transfered call to the extension 2501 will be launched IVR item 9*2501. The default for transfer need to be a complete coincidence. For the transfer to the IVR item the number must start with *.

Ring-strategy

Supported strategy:

Ring All
Hunt
Random
LeastRecent
FewestCalls
Rrobin
LeastDuration
Fastest
Memoryhunt

Clean queue

Exclude from repeated attempts to call agents with a status different from BUSY. That is, if the agent is not picks up the phone then it will be excluded from the queue (for the current call)

CID Name Preffix

Added this prefix to callerID name. For example, if a group of "**Sales:**" then, having set such a prefix to the group, and Caller ID is **123456789**, then we will see on the display "**Sales: 123456789 <123456789>**"

CID Number Preffix

Add this prefix to callerID number. For example, if set this prefix to "**911**" and Caller ID is **123456789**, then we will see on the display "**911123456789**"

Wrap up time

After a successful call, how long to wait before sending a potentially free member another call. 0 — no delay.

Phone URL

<URL> will be sent to the called party if the channel supports it.
It support following additional variables:
   %VAR:WT% - hold time (seconds)
   %VAR:QID% - queue ID

On Call Answered URL

URL to which VirtualPBX send the request after the agent answered.
It support following additional variables:
   %VAR:QID% - queue ID
   %VAR:ANSWERED_NUMBER% - answered agent.

Join empty

Enter or not enter to queue consisting only of dynamic agents, none of which is not r egistered.

Remember the agent

Remember the last agent with who spoke the client and the next call to try to connect the customer first with this agent, if the agent does not answer the next will be applied ring-strategy of the call. Data about the agent are stored about 30 days.

Record calls
>Automatically start recording .

For this extension type the user can upload additional sound files:
>*Announcement-to-callee*
>*Announcement-to-caller*

During a call, callee party can press:

>*9 - For call transfer
>*8 - For call parking
>*4XXX - Pitch control (only for asterisk 1.8)
>*3XX - Background Music
>>01 - Ball Game
>>02 - Bowling
>>03 - Camion poubelle
>>04 - Cock-A-Doodle Doo!
>>05 - Cris Inhumains
>>06 - Unhappy Dog
>>07 - Slamming Doors
>>08 - Electric Drill
>>09 - Drum (Played By A Child)
>>10 - Orgasm (Exceptional)
>>11 - Phone Ringing
>>12 - Pigeons
>>13 - Domestic Squabble
>>14 - Footsteps (High Heels)
>>15 - Train
>>16 - Embouteillage
>>17 - Faire ses gammes (Violon)
>>18 - music
>>19 - music
>>20 - music
>>21 - music
>>22 - music
>*2XX - Background Music (Loop)
>*1 - For start/pause record

>Caller party can press:
>*0 - For call terminate*

Dynamic agents:

In the list of agents queues, you can have agents require additional registration, before they will be receive calls, the format of the phone number: phone number/password. For example:

2511/123 - equivalent to the phone number 2511 and password 123.

not registered agents in the statistics are highlighted in color. The registration page is available at the link 'phone number' in the statistics table:

Changing the status of the agent logged in statistics:

For queues available extended statistics (the link is in the statistics page), allowing you to visually present some statistical data on the bar and pie charts.

The following are the available analytical charts:

- All calls / disposition

- All calls / cause code

- Answered calls / duration (minutes)

- Unanswered calls / out queue position

- Unanswered calls / start queue position

- Answered calls / start queue position

- All calls / start queue position

- Answered calls / disconnect originator

- Unanswered calls / wait time (sec)

an example of a pie chart:

Extension #6 extended stats

(Sun, 01 Jul 2012 00:00:00 MSK - Tue, 31 Jul 2012 23:59:00 MSK , group by : month)
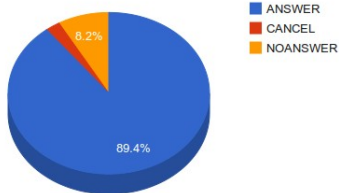
View messages | Extension detail | Stats

| From date: | 2012/07/01 00:00 | ... | To date: | 2012/07/31 23:59 | ... | Caller ID: | | month | Search |

Calls

All calls / disposition (2012-07)

- ANSWER
- CANCEL
- NOANSWER

	Status	Count
1	ANSWER	1593
2	CANCEL	42
3	NOANSWER	147

Wait time

Answered calls / wait time (sec) (2012-07)

- < 10
- < 20
- < 60
- < 90
- < 120
- < 240
- Other
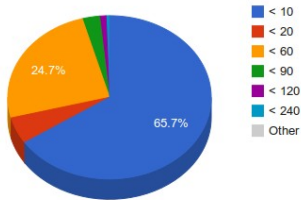
	Wait time	Count
1	< 10	1046
2	< 20	84
3	< 60	394
4	< 90	44
5	< 120	16
6	< 240	8
7	> 360	1

Call duration

Answered calls / duration (minutes) (2012-07)

- < 1
- < 3
- < 5
- < 10
- > 10
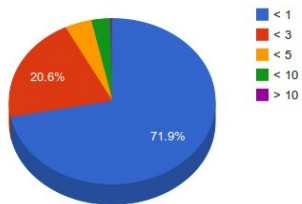
	Duration	Count
1	< 1	1145
2	< 3	328
3	< 5	67
4	< 10	47
5	> 10	6

Disconnect originator

Unanswered calls / disconnect originator (2012-07)

- DST
- SRC
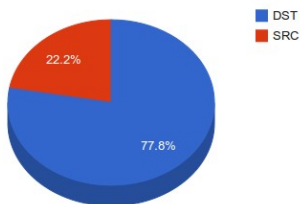
	Disconnect originator	Count
1	DST	147
2	SRC	42

DateTime

Time service in user-selected time zone.

Additional attributes:

Time Zone
> time zone

Say XXXX
> what say: date\time / time / date

Fax on Demand

Sends to caller prepared fax. (flyer, brochure brief about the company and so on...)

Additional attributes:

Fax Header
Fax header.

For work it is necessary to load fax-file in the tiff format.

CallBlast

Call blast your pre-recorded messages to many people.

Additional attributes:

Activate CallBlast
enable call blast.

Start CallBlast at
time after which to start call blast, format: yyyy/mm/dd hh:mm

Stop CallBlast at
time after which to stop call blast, format: yyyy/mm/dd hh:mm

Monitoring for greeting
When setting this flag, the system will start callblast after change greeting file ignoring option '**Start Callblast at**'

TimeZone
time zone for callblast.

Ring timeout
ring timeout

Call attempts
the number of attempts to redial, if for any reason the called party is not available.

Retry Dial interval
the interval between repeated calls (minutes)

Concurent calls
the number of concurrent calls for callblast.

Minimum duration of successful call
The minimum duration of a call in which the call is considered answered.

CallBlast list contains a name and phone number of the subscriber. In the process of processing in the columns of the 'Status' and 'processing Time' will be displayed processing status and time of the change in status. 'Attempt' - how many attempts the call has been committed. Status can be:

- **success**
- **failed**
- **busy**
- **ring timeout**
- **hang up**
- **congestion**
- **in process**
- **expired**
- **not listened**

In column a phone number may be several phones separated by ';' (semicolon), in this case the system will try to consistently call any number in the order listed.

It is also possible to specify several separated by'; ' (semicolon) user session variables.

To work callblast you can create a schedule in which specify in detail such as day of the week and the time when it is convenient to call.

The system provides data import/export from a CSV file, file format:
import:
```
"NAME","PHONE_NUMBER","USER_VARS","CALL_STATUS","ATTEMPT","PROCESS_DATE"
"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub","success ( human )",1,"24/07/2010 15:02:13"
```
export:
```
"NAME","PHONE_NUMBER","USER_VARS"
"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub"
```

!!! Be careful when you import, data from CSV file are appended to the existing list !!!

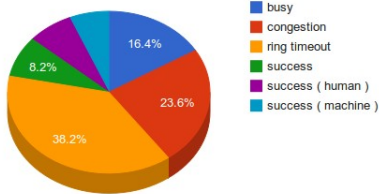Callblast extended statistics example:

Extension #999 extended stats

VirtualPBX

(2012/05/31 14:08:00 - 2012/07/31 14:09:04 , group by : year)

logout

View messages | Extension detail | Stats

From date: 2012/05/31 14:08 ... To date: ... Caller ID: year ▾ Search

All calls / status

All calls / status (2012)

- busy
- congestion
- ring timeout
- success
- success (human)
- success (machine)

16.4%
23.6%
38.2%
8.2%

	Status	Count
1	busy	18
2	congestion	26
3	ring timeout	42
4	success	9
5	success (human)	8
6	success (machine)	7

All calls / success or failed

All calls / success or failed (2012)

- failed
- success

21.8%
78.2%
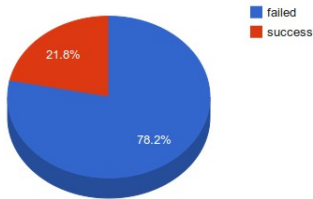
	Status	Count
1	failed	86
2	success	24

All calls / call attempt

All calls / call attempt (2012)

- 1
- 2
- 3
- 4
- 5

11.8%
12.7%
42.7%
27.3%
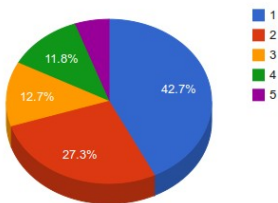
	Attempt	Count
1	1	47
2	2	30
3	3	14
4	4	13
5	5	6

Successful calls / call attempt

Successful calls / call attempt (2012)

- 1
- 2
- 3
- 4

12.5%
12.5%
70.8%
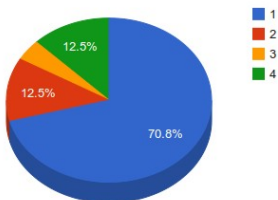
	Attempt	Count
1	1	17
2	2	3
3	3	1
4	4	3

Bulletin board system

Allows you to leave a voice message for the public to listen to. Can be used for organization of Bulletin boards, recording podcasts (with use of the password for the record), and so on...

Additional attributes

Max message duaration

The maximum length of a recorded message (seconds).
Can not be greater than the system settings for this user / group.

Min message duaration

The minimum length of a recorded message (seconds).
If the message is less than the specified length, it is not saved.

Secret key

The secret key for recording messages. If not specified, leave messages may all.

Post interval

Interval during which cannot be re-record the message with the same number of the caller (seconds). Can be used as some kind of protection from spam.

User Variable

Setting a variable that can later be used for jumps in the IVR.

Additional attributes:

Variable name:	YES_NO
Input pattern:	Boolean
Max digits:	-1 (-1 for unlimit)
Format input var:	☑

core options   change

	Create new	Clone

Input pattern
Apply one of the predefined templates for input, such as:

- **Time**: 22:53   => 22*53

- **Date:** 21/11/1978   => 21*11*1978

- **Date/time**: 21/11/1978 22:43   => 21*11*1978*22*43

- **Phone number**: 17124321702   => 17124321702

- **Logical YES (1) or NOT (0)**

- **Money 123.45**   => 123*45

- **Card number**:
  - Mastercard
  - Visa
  - enRoute
  - Discover
  - Diners Club
  - Amex
  - JCB

Max digits

the maximum number of characters that can be entered
the user, when -1 - input is terminated after pressing #

Variable name

The name of the session variable in which is stored the result. Do not define it if you do not plan to reuse entered data.

Format input var

This parameter is relevant only when using templates. Replace the separator to the usual characters.

For example IP address **127*0*0*1 => 127.0.0.1**

WEB Variables

Setting variables which may later be used for jumps in the IVR. It can also be used to send web requests to the remote system (similar to type `WEB request`).

Additional attributes:

URL:	http://my:pswd@127.0.0.1/ai/test.txt?cic
Goto if request fail:	----------------------------- ⌄
Read user params:	☐
Record voice message:	☑
Max message duaration:	-1 (in sec, -1 - for unlimit)

core options   change

| Create new | Clone | User prefs | View messages |

XVB - VirtualPBX v.2, build: 1_5200_dev (Thu Jul 21

URL
URL of the request.
Use follow syntax for basic auth:
http://user:password@home.page.com

Read user params
when setting this flag, the system will ask the caller to enter additional parameters which can then be used in the request to the WEB server. For example, if the caller enters '12*34*56#', then in the url and post_params can be used containers like that:
%VAR:DTMF_INPUT0%...%VAR:DTMF_INPUTn%

For example, if callerid =123 and
url='http:/1.1.1.1/t.cgi?C=%VAR:CID%&P=
%VAR:DTMF_INPUT0%&SP=%VAR:DTMF_INPUT1::-1%'

and if caller enters 12*34, when final url will have the form:
url='http:/1.1.1.1/t.cgi?C=123&P=12&SP=3'

For the containers you can use substring,
example format:

%VAR:CID:1:10% - 10 digits beginning with the second
%VAR:CID::5% - first 5 digits
%VAR:CID::-4% - number without the last 4 digits.

Goto if request fail

go to this extension if WEB request is failed.

Max message duaration

The maximum length of a recorded message (seconds).
Can not be greater than the system settings for this user / group.

Record voice mesage

Record a voice message and pass it by URL. The recorded message is transmitted in the wav format, in a variable: **%VAR:FILE_DATA%** by POST method.

Example of URL:

http://my:pswd@127.0.0.1/ai/test.txt?cid=%VAR:CID%&file=%VAR:FILE_DATA%

the server response should be in the format:

Variable1=Value1
Variable2=Value2
….

!!! The system can handle server responses up to 4KB !!!

Goto If

Run of various IVR items depending on the value of variables.

Additional attributes:

Goto If data:

Priority	Function	Variable	Condition	Value	Extension Number	Actions
6	value ▾	CID	regexp ▾	.*iokunev.*	1	⊗
5	value ▾	YES_NO	== ▾	4	2	⊗
5	strlen ▾	CID	> ▾	2	3	⊗
5	value ▾		== ▾			add

| | Create new | Clone | User prefs | View messages | Stats | Delete extension | Extensions list |

Priority
Priority conditions (from the greater to the less)

Function
Function to get the current value of a variable:
- strlen
- value

Variable
Variable name

Condition

- <
- >
- >=
- <=
- ==
- !=
- contain   - contains substring
- regexp   - regular expression

Value
the reference value, which is compared the value of a variable.

Extension number
The extension to which you should go for a positive result of verification.

Stored variable

Setting a variable which is stored in the database on the server.

The name of the variable is defined as the DB-EXTENSION_NUMBER. For example, if you have the extension number '9*4', the name of the variable is DB-9*4.

It is recommended to use the protection of the pin-code when working with this type of extension.

Alarm Clock (Wake-Up)

A call back at a specified time with a pre-recorded voice message.

Additional attributes:

CallBack number:	2501,3501	(null == callerid)
Remove message after dial:	✓	
Ring timeout (sec):	30	(10 - 120)
RetryDial interval (sec):	30	(30 - 180)
Call attempts:	2	

core options   change

Create new   Clone   User prefs

CallBack number

number to which you want to call back, if number is not
defined then the system call back to the number from which the

came the call.

Remove message after dial

After a successful call the system will remove recorded message.

Ring timeout

ring timeout

Call attempts

the number of attempts to redial, if for any reason the called party is not available.

Retry Dial interval

the interval between repeated calls (minutes)

After you call to this extension, the system prompts You to record a voice message and set the time. Supported time formats:

- XX*YY — after XX hours YY minutes.
- YY — after YY minutes
- yyyy*mm*dd*HH*MM — exact date.
- mm*dd*HH*MM — exact date in current year.

After recording a voice message and set the date `alarm-clock` activated. To cancel a call you need to delete a voice message from server.

Google Calendar Schedule

Checks status (busy / not busy) in google calendar.

Additional attributes:

Google user

google login.

Google pswd

google pasword.

Calendar name.

Calendar name. Blank for all calendars.

Goto if not busy

Go to this extension if in a calendar there are no events at the current time.

Goto if busy

Go to this extension if in the calendar there is a event to the current time.

RoboTEXT

Says the text in a specific format.

Additional attributes:

Text string

> text string or user variable.

Text type

> One of the predefined formats for the text:

> > Characters
> > Number
> > Percent (-9999.99 — 9999.99)
> > Time (21:11:45, 10:15, 5:45 pm)
> > Date1
> > Date2 (2010/12/23, 01/12/2010, 30/07, 02/2010)
> > Duration (s, s:m, s:m:h — seconds\minutes\hours)
> > Money (100.1 usd, 12 rub, 0.13 eur)
> > Degree (-9999,99 - 9999,99 C,K,F)
> > Phone (7-951-915-11-90, 53414)
> > Datetime1
> > Datetime2

MP3 Streaming

mp3 streaming to phone gateway.

Additional attributes:

URL: http://libertyradionetwork.com:8100

core options   change

Create new   Clone   User prefs

URL
mp3 url

Call Parking

Call parking

Additional attributes:

Goto if UNparking
The extension to execute if nobody picked up call from the Parking lot.

Music on Hold
music on hold

Max Hold Time
The maximum time of waiting in the Parking lot. (seconds)

Google Calendar - Events

The list of events based on data from Google Calendar. The system plays the name of the event and its date. That is, by calling the telephone number you can listen to the list of scheduled events, confirm or refuse from the participation in the event.

Additional attributes:

Google user:	vpbx613@gmail.com
Google password:	●●●●●●●●●●
Calendar name:	(null == all calendars)
Allow to confirm events:	☑
Offset Days::	1 (0 - today, 1 - tomorrow, ..., etc)
How many days:	360
Maximum events:	30
Announcement of the event started:	date and time ∨
Filters:	
Author:	
Category:	
Substr:	

core options   change

[___] Create new   Clone   User prefs

VirtualPBX build: 1_4787_dev

Google user

google login.

Google pswd

google password

Calendar name

Calendar name. Blank for all calendars.

Offset days

How many day skip. 0 - to begin with today, 1 - start with tomorrow, and so on...

How many days

The number of days for which you need to get the list of events. From 1 to 365.

Maximum events

Number of events 1 .. 1000.

Announcement of the event started

Format of the date in which pronounce the time of the event.

Filters / Фильтры

The search in the calendar of events only covered by these filters.

Author, Category, Keyword - in all of these fields, you can use the variables.

For example, setting the SubStr to '%VAR:CID%' you can tell the system to choose the activities in which appears the number of the caller.

Allow to confirm events

Allow the user while listening to use the keys: 1 - confirm the event, 3 - to withdraw from the event.

When listening to a list of events you can use the following telephone keys:

     4 - go to previous event
     5 - listen to again
     6 - go to next event
     1 - confirm the event
     3 - to withdraw from the event.

After the user confirm/cancel the events in the calendar, in description, there will be lines like:

vpbx | iokunev@192.168.253.1 | confirm | 6 | 1301905913 | 04/04/11 12:31

where:

vpbx	- label
17123388300	- vallerID
cancel	- status cancel/confirm
1	- the number of confirmations/cancel
1301905913	- unix timestamp last confirmation
04/04/11 12:45	- datetime

In combination with filters (for example, you set a filter on the number of the caller), this information can be used by external applications for processing, for example, the waiting time to a specialist and so on.

Google calendar   [Search my calendars] Show search options

« Back to calendar [Save] [Discard changes] [Delete] [More Actions ▼]

готовимся к работе

4/5/2011 11:00pm to 12:00am 4/6/2011 Time zone

☐ All day

Event details Find a time

Where

Calendar v█████@g█████.com ▼

Description vpbx | iokunev@192.168.253.1 | confirm | 6 | 1301905913 | 04/04/11 12:31
vpbx | 17123388300 | cancel | 1 | 1301905913 | 04/04/11 12:45

Paging (Intercom)

Paging lets you, with phones that support it, do a 'Page' - you dial a number, and all the phones in the group pick up automatically, go into hands free, and play through their speaker what the caller is saying. This is very useful in a small office environment.

Additional attributes:

Phones: 2510@10.1.5.22

Timeout (sec): 0 (0 - for unlimit)

Alert-Info header: SVAutoPickup

Call-Info header:

2-way Intercom: ●

1-way Paging: ○

Record call: ☐

core options   change

Create new   Clone   User prefs

VirtualPBX build: 1_5059 (

Phones

Phone list. Separated by comma.

Timeout

Call limit (seconds)

Call type

2 way Intercom,

1 way Paging.

Record call

Automatically start recording.

Alert-info header

depending on the equipment, for example: Intercom, SVAutoPickup.

Don't change it if not sure.

Call-info header

depending on the equipment, for example:
<sip:your.domain.com>;answer-after=0,

Auto-Answer=0,

sip:;answer-after=0.

Don't change it if not sure.

Play DTMF Tones

Send the caller DTMF digits (0123456789#abcd).*

Additional attributes:

Digits:	%VAR:DID:-4%
Interdigit timeout (ms):	250
Digit duration (ms):	150

core options   change

[ ] Create new   Clone   Delete extension

XVB - VirtualPBX v.2, build: 6196_dev (Tue May 1 1

Digits

list of digits (0123456789*#abcd), w — for 0.5 second delay

Interdigit timeout

Amount of time to wait in ms between tones. (defaults to .25s)

Digit duration

Duration of each digit.

MultiDialout

Calls to a prepared list.

Music on hold
enable caller music on hold.

Ring timeout
ring timeout

RetryDial loops
the number of attempts to redial, if for any reason the called party is not available.

Retry Dial interval
the interval between repeated calls (minutes)

Confirm calls

> when setting this flag to the caller party will be asked to
> start/skip this call.

Say calledID

> when setting this flag to the caller party will be spoken phone number
>
> of the called.

Send notify to

> Method to deliver notify: not send / / email / / twitter

Record calls

> Automatically start recording.

URL

> get this url before call start

MultiDialout list contains a name and phone number of the subscriber. In the process of processing in the columns of the 'Status' and 'processing Time' will be displayed processing status and time of the change in status. 'Attempt' - how many attempts the call has been committed. Status can be:

- **success**
- **failed**
- **busy**
- **ring timeout**
- **hang up**
- **congestion**

In column a phone number may be several phones separated by ';' (semicolon), in this case the system will try to consistently call any number in the order listed.

It is also possible to specify several separated by'; ' (semicolon) user session variables.

The system provides data import/export from a CSV file, file format:

import:

`"NAME","PHONE_NUMBER","USER_VARS","CALL_STATUS","ATTEMPT","PROCESS_DATE"`
`"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub","success",1,"24/07/2010 15:02:13"`

export:

`"NAME","PHONE_NUMBER","USER_VARS"`
`"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub"`

!!! Be careful when you import, data from CSV file are appended to the existing list !!!

MultiDialout extended statistics example

VirtualPBX

logout

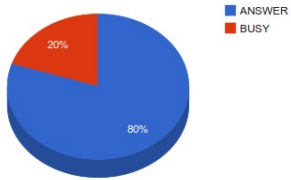View messages | Extension detail | Stats

From date: [____] [...] To date: [____] [...] Caller ID: [____] [day ▾] [Search]

All calls / status

All calls / status (2013-05-16)

■ ANSWER
■ BUSY

	Status	Count
1	ANSWER	4
2	BUSY	1

All calls / success or failed

All calls / success or failed (2013-05-16)
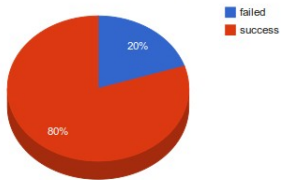
■ failed
■ success

	Status	Count
1	failed	1
2	success	4

Pause

Pause with ability to break it by silence/noise.

Additional attributes::

Wait during — maximum time of pause (seconds)

 xx — sec   - event to break pause
        nothing — pause without ability to break it
        silence — break pause in case detection xx sec silence
        noise — break pause in case detection xx sec noise

Reserved extensions

System reserved the following extensions:

- **i** — invalid, go to to this extensions if user enters incorrect extension number. It can be specified for each IVR level. :
    - i — invalid hander for root level
    - 2*2*i — invalid handler for 2*2

- **t** — timeout, go to this extension if user enters nothing and extension has flag 'WaitExtension'.

- **h** — hangup handler, support only extension with type WebRequest.

Extensions i, h *and* t *should be specified in lowercase.*

Standard actions for each extension

- Clone — clone extension.
- View message — view messages.
- Clear extensons — delete messages for extension.
- Delete extension - delete extension.
- Extensions list — go to extension list.
- Stats — view statistics.
- Create new extension.
- Upload system files.
- Save / restore data in xml format.

View messages

When viewing the list of messages the following actions are available:

- delete message
- download message
- listen message
- get a link to RSS / Itunes feeds
- you can also use filters to search messages.

RSS

You can subscribe to view new messages in RSS feed.

VirtualPBX RSS feed Ac:10011

VirtualPBX RSS feed.

Id:140 Message from lokunev-mbl@192.168.253.1
18.03.2011 19:13

- Extension: 2
- Duration: 00:00:16
- File size: 28.75 K

Id:139 Message from lokunev-mbl@192.168.253.1
18.03.2011 19:06

- Extension: 2
- Duration: 00:00:08
- File size: 28.75 K

Id:137 Message from lokunev-mbl@192.168.253.1
18.03.2011 17:59

- Extension: 2
- Duration: 00:01:27
- File size: 659.22 K

Id:138 Message from lokunev-mbl@192.168.253.1
18.03.2011 18:56

- Extension: 2
- Duration: 00:01:25
- File size: 632.34 K

Itunes

Subscribe to Itunes feed is also available

VirtualPBX Itunes Ac:10011

VirtualPBX Itunes

Id:140 Message from lokunev-mbl@192.168.253.1
18.03.2011 19:13

- Extension: 2
- Duration: 00:00:16

Медиа файлы
d71e6803e2671b765be5481a80bc17b3.g722.mp3 (MP3 аудио, 28.8 КБ)

Id:139 Message from lokunev-mbl@192.168.253.1
18.03.2011 19:06

- Extension: 2
- Duration: 00:00:08

Медиа файлы
45b96f0acf013a2e95160a6d39e05dbc.g722.mp3 (MP3 аудио, 28.8 КБ)

Id:137 Message from lokunev-mbl@192.168.253.1
18.03.2011 17:59

- Extension: 2
- Duration: 00:01:27

Медиа файлы
eab08e86f85f5a7e0f1ab58dd1c9a3e5.g722.mp3 (MP3 аудио, 659 КБ)

Id:138 Message from lokunev-mbl@192.168.253.1
18.03.2011 18:56

- Extension: 2
- Duration: 00:01:25

Медиа файлы
4dc7c15e7e7d8c2fedf75d98bf9207c0.g722.mp3 (MP3 аудио, 632 КБ)

Statistics for extension

Extension #2*1*1 stats   logout

<div align="center">View messages</div>   <div align="center">Extension detail</div>

Start Date	Caller ID	Duration	Type	Data
24/08/09 18:22	2503	00:00:06	Dialout	CAUSE=16, DURATION=0, PN=iokunev-mbl@, STATUS=ANSWER
24/08/09 18:02	2402@10.1.111.37	00:00:21	Dialout	CAUSE=16, DURATION=18, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:52	andynnov@10.1.111.37	00:08:28	Dialout	CAUSE=16, DURATION=497, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:51	andynnov@10.1.111.37	00:00:21	Dialout	CAUSE=21, DURATION=0, PN=3501, STATUS=NOANSWER
21/08/09 15:51	andynnov@10.1.111.37	00:00:20	Dialout	CAUSE=21, DURATION=0, PN=2510@, STATUS=NOANSWER
21/08/09 15:51	andynnov@10.1.111.37	00:00:06	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
21/08/09 15:12	2399@10.1.111.37	00:00:08	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=CANCEL
21/08/09 15:10	2399@10.1.111.37	00:00:18	Dialout	CAUSE=16, DURATION=11, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:08	2399@10.1.111.37	00:00:21	Dialout	CAUSE=16, DURATION=3, PN=2510@, STATUS=ANSWER
21/08/09 15:08	2399@10.1.111.37	00:00:21	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=NOANSWER
21/08/09 15:04	2503	00:00:03	Dialout	CAUSE=16, DURATION=0, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:02	2503	00:00:10	Dialout	CAUSE=16, DURATION=1, PN=2510@, STATUS=ANSWER
21/08/09 15:02	2503	00:00:20	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=NOANSWER
20/08/09 18:38	2503	00:00:08	Dialout	CAUSE=16, DURATION=1, PN=2510@, STATUS=ANSWER
20/08/09 18:38	2503	00:00:16	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
20/08/09 16:28	7_____097@10.1.111.37	00:02:23	Dialout	CAUSE=16, DURATION=138, PN=iokunev-mbl@, STATUS=ANSWER
20/08/09 15:59	2501	00:00:03	Dialout	CAUSE=21, DURATION=0, PN=2510@, STATUS=CANCEL
20/08/09 15:59	2501	00:00:03	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
20/08/09 15:09	7605692222@10.1.111.37	00:00:27	Dialout	CAUSE=16, DURATION=23, PN=iokunev-mbl@, STATUS=ANSWER
20/08/09 15:08	7920____097@10.1.111.37	00:00:15	Dialout	CAUSE=16, DURATION=12, PN=iokunev-mbl@, STATUS=ANSWER

From date: [_____] [...] To date: [_____] [...] Type: [Follow Me ▼] [Search] [Excel]

Available detailed statistics on the use of extension with the possibility to dump in excel format.

Macros

The system has the ability to use simple macros to insert predefined text values.

It can be used in Find-Me / Queues phone list, or text greetings, like that: %MACRO:CS%

Session variables

The system allows the user to use session variables. Initially, there are several predefined variables:

- **CID** — caller ID.
- **CNAM** — caller name.
- **DID** — called number.
- **C_ID** — uniq call ID.
- **C_TYPE** — call type.
- **C_TIME** — call duration (seconds).
- **C_START** — call start timestamp.
- **LAST_RECORDED_FILE** — the name of the last recorded file

It can be used for:

- Queue (URL).
- Web request.
- Web variables
- Routes

Substring also supported:

%VAR:CID:1:10%	- 10 digits starting with the second
%VAR:CID::5%	- first 5 digits.
%VAR:CID::-4%	- number without the last 4 digit.
%VAR:DID:-4%	- last 4 digits.
%VAR:USER_VAR%	- user variable

Regular expression

The system supports the following format of a regular expression:

- **123{1,3}** - 123,1233,12333
- **[\w\d] —** any digit or character
- **[^\d] —** any digit
- **[12-49]** - numbers from the range (in this example, 1,2,3,4,9)
- **.** - any symbol
- **\d+** - one or more digits
- **\d?** - no or one digits
- **!** - отрицание (!712. - все кроме 712.)
- **.*** - any value

- * - *

- | - boolean 'or'. For example:
  123 | 999 | 61[1-3] — 123, 999, 611,612,613

- & - boolean 'and'. For example:
  123.* & !123[12].* - everything that begins from 123 but not from 1231 and not from 1232.

Configure outgoing calls.

Click to 'sip peers' link

and add new sip-peer with following options:

- Proxy
- Port
- Domain
- User (for auth)
- Password (for auth)
- CallerID (for outbound calls from local phones)
- Peer Name
- DTMF mode
- Proto

Routes

User Prefs | Extensions list | SIP Peers | Phones

Priority	Pattern	Out number	Permissions	Time Limits	Route Name	CallerID	Peer	Actions
2	1.*	%VAR:DST:1%		150	test		OW-SBC ▾	✗
1	011.*	iokunev-mbl		0			test ▾	✗
1	012.*	011%VAR:DST:3%		600		12399	Sipnet ▾	✗ 💾
1	013.*	011%VAR:DST:3%		900			OW-PBX-2397 ▾	✗
1	01.*	%VAR:DST:1%	phone:.*	0			2510-phone ▾	✗
							test ▾	create

Phones	SIP Peers	Extensions list	User Prefs

Add new route with following options:

- priority
- pattern — phone pattern
- out number - corrected number
- permissions
- time limits
- route name
- schedule — schedule extension. If any condition matched — route enabled.
- CallerID (for outbound calls from local phones)
- peer

'Permissions' with this option you can limit the use of the routing rules, for example**:**

- blank value — allow for all.
- '4*.*' - allow to use this route from: 4*1, 4*2, 4*1*1, etc.
- 'phone:1.*' - for all user phones beginning with 1.
- '!.*test' — any extensions not ending on the testa
- 'CID=123, 4' - for the user with CallerID 123 who called extension 4.
- 'ROUTE123_ALLOW=1' - for users who have variable ROUTE123_ALLOW with value 1.

You can change outgoing number, just add converted rule to 'the out number' column, for example

if pattern=012.* and out_number=011%VAR:DST:3% and dialed_number=012123456789, then it rewrited to 011123456789

Incoming calls.

Proxy (*)	Port (*)	Domain	User	Password	Peer Name (*)	DTMF mode	Proto	Receive calls	Incoming exten		Actions
sb____.ru	5060	multifon.ru	7____507	fac___	Multifon	inband	UDP	yes	0	✓	✗
si____net.ru	5060	sipnet.ru	2____1	Bl____	Sipnet-Skype	rfc2833	UDP	no	0		✗
sip____	5060	sipnet.ru	27____	Bl____	Sipnet.RU	auto	UDP	yes	0	❶	✗
sip.____m	5068	sip.telphin.___	77_	___	Telphin	rfc2833	UDP	no	0		✗
						rfc2833	UDP	no			create

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To receive incoming calls from your ISP set the '**Receive calls**' to '**Yes**' and enter the extension number to which you want to receive calls. If as an extension specifying a number in the format of DID12345 and the user is assigned DID 12345, then a call comes in on this number. Registration for the provider may take some time.
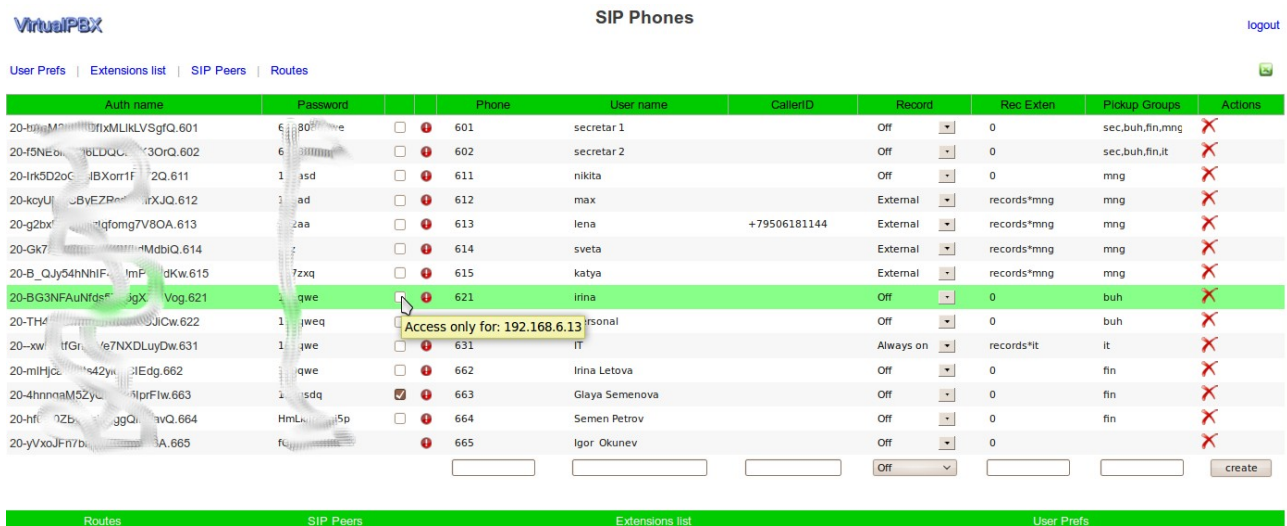
Extension number formats:

- 0 — extension 0

- 123*123 — extension 123*123

- DID12345 — DID 12345, extension 0

- DID12345*123 — DID 12345, extension 123

!!! Don't forget to set 'Direct access' flag for selected extension !!!

User phones.

The user can register in the system of the few phones that you can use the Find-Me, queues, etc...

you need to add:

PHONE — phone number.

NAME —user name.

RECORD — record mode.

REC Exten — extension to store recordings.

Pickup Groups — pickup groups.

CallerID (for outbound calls from local phones)

After the registration of the phone system You can bind the current IP address of the phone, to prohibit the registration from the other IP addresses.

To register sip-phone you need to use following data: Auth name, Password, ip address of the VirtualPBX.

Configuration example:

twinkle:

Fanvil:

Dial plan:

*digits — call to IVR (for example *23*3 — call to IVR to extension 23*3)

**digits — service number, **0 — echo test, **1 — self number, **2 - pickup

digits - call to phone or external number.

Call pickup rules:
- ****2*** - pickup any call for any group
- ****2*12** — pickup call for group 12
- ****2123** — pickup call for phone 123

The priorities of the route choice:
- phone book
- user phone
- external route

The priorities of the CallerID choice (for outbound calls from local phones) **:**

- peer (highest)
- route
- phone (lowest)

Phone book

The system has phone book with the ability to set short numbers and dump the data in various formats.

You need to add:

- First name
- Last name
- Phone number
- Shortcut
- Comment

CDR.

The system generates detailed CDR for each call. The user can browse the CDR via the WEB.

Daily reports:

Virtual PBX summary report:

Extension	Event	Count	Duration	Cost
0	Playback	35	00:00:28	
1	Playback	1	00:00:01	
2	Listen	1	00:00:00	
4	Playback	3	00:00:14	
	CALL	7	00:02:26	0.00 (Rur)

Virtual PBX call report:

Start Date	Caller ID	Duration	Cost
25/09/2009 16:53:28	'Igor Okunev' <iokunev@10.1.5.121>	00:00:06	0 (Rur)
25/09/2009 16:52:30	'Igor Okunev' <iokunev@10.1.5.121>	00:00:08	0 (Rur)
25/09/2009 16:42:56	'Igor Okunev' <iokunev@10.1.5.121>	00:00:29	0 (Rur)
25/09/2009 16:39:48	'Igor Okunev' <iokunev@10.1.5.121>	00:00:58	0 (Rur)
25/09/2009 16:39:28	'Igor Okunev' <iokunev@10.1.5.121>	00:00:08	0 (Rur)
25/09/2009 16:38:59	'Igor Okunev' <iokunev@10.1.5.121>	00:00:27	0 (Rur)
25/09/2009 09:19:12	'Igor Okunev' <iokunev@10.1.111.204>	00:00:10	0 (Rur)

--
Thanks!

Journal.

The system records all changes made by the user and allows you to view a log of changes.

Actions journal

User Prefs | CDRs | Extensions list

Ext	Date	Action	Remote IP	Data
-1	31/07/2012 14:52:13	UpdateUserPrefs	192.168.253.1	LANG: 6 => 2
0	17/07/2012 18:31:07	DeleteCIDItem	192.168.253.1	DATA_ID = 108
0	17/07/2012 18:04:20	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
3	17/07/2012 18:02:15	DropFile	cleaner	UserFile (9b6d77d041186d9aa2a3565e6c96b401.g722)
0	17/07/2012 17:59:19	UpdateCID	192.168.253.1	CID = iokunev\\@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:53:44	UpdateCID	192.168.253.1	CID = iokunev.192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:52:46	UpdateCID	192.168.253.1	CID = iokunev\@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:36:38	DeleteCIDItem	192.168.253.1	DATA_ID = 107
0	17/07/2012 17:36:15	CreateCIDItem	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:33:28	UpdateExten	192.168.253.1	CID_ACTION: 0 => 1
0	17/07/2012 17:33:07	CreateCIDItem	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = ddd, DATA_ID = 107
0	17/07/2012 17:32:39	UpdateExten	192.168.253.1	CID: 0 => 1
-1	17/07/2012 16:21:53	DeletePBookItem	192.168.253.1	DATA_ID = 39
-1	17/07/2012 14:56:15	UpdatePBook	192.168.253.1	PHONE = iokunev@192.168.253.1, SCUT=, NAME=IO , DESCRIPTION = , DATA_ID = 41
-1	17/07/2012 14:49:05	CreatePBookItem	192.168.253.1	PHONE = *99, SCUT=97777, NAME=test , DESCRIPTION =
-1	17/07/2012 10:23:50	UpdatePBook	192.168.253.1	PHONE = 2501, SCUT=97777, NAME=Igor Okunev , DESCRIPTION = , DATA_ID = 40
-1	17/07/2012 05:20:25	UpdatePBook	192.168.253.1	PHONE = 17605697700, SCUT=97700, NAME=ytutu , DESCRIPTION = , DATA_ID = 42
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (4b52a3350255bfe54580fc506ff095b4.g722)
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (c14d2d83d0efad49ccf320a77ad7345b.g722)
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (8fd64df04a33bfb75ddf257ae2240d66.g722)

From date:	...	To date:	...	Ext:	all	Data:	Search

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CID filters.

*The system allows you to set filters based on the caller ID can be used as global filters and separate filters for each IVR. The **black list** shall hear the person whom you do not want the **white list** people who you want to hear. The list of filters and an algorithm for their application is configured separately for each item of IVR, as it is possible to specify a global white and black list.*

VirtualPBX   **CID White list**   logout

User Prefs | CDRs | Extensions list

Caller ID	Comment	Actions
78979	Max	✕ 💾
iokunev	Igor Okunev	✕
		add

Extensions list	CDRs	User Prefs

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When specifying the fields CallerID you can use regular expressions. . To call from local telephone can be applied template: 'phone.*'

Email notifications

The system can send notify about new message, depending on the settings with attachment or just a link to the new message.
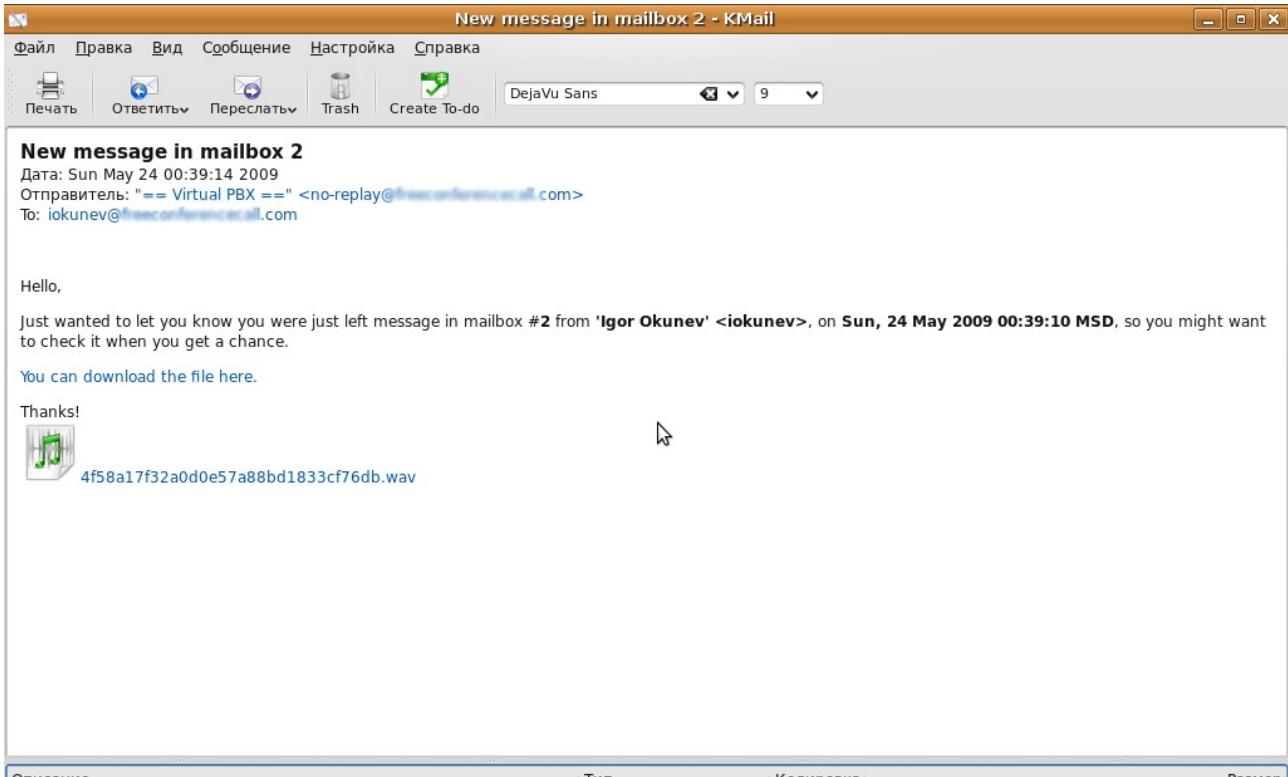
VirtualPBX — Admin WEB-API

https://host_ip/ai?action=XXX

Actions lists:

- user_add — create new user
    - phone — shared phone
    - group_id — group ID

- did_add — add privated DID to user account
    - did — DID
    - pn — shared phone
    - ac — access code

- did_del — delete did
    - did_id — DID id
    user_id - user_id

VirtualPBX — User WEB-API

https://host_ip/ui?action=XXX&phone=YYY&ac=ZZZ&pw=PPP&ext_id=EEE

To get the data in xml or json, you must add the param **'df'** to each request (df=json or df=xml). Each request should be contain to the following parameters:

phone - shared phone

ac   - access code

pw   - password (ping code for ext 0)

ext_id - extension number (0 by default)

action - action

after the first query the system generates a temporary key that can later be used for authentication.

uniq   - md5 key

id   - extension id

Response codes:

200, 301 — successfully

204 — successfully (used with force2x=1 param)

501 — error

Actions list:

- **vb_view** — voicebox view

- **vb_change_type** — change voicebox type
  - type — voicebox type. (to get all types use action get_list, VBTYPE)

- **vb_del** — drop voicebox (extension)

- **vb_add** — create new extension
  - new_ext — extension number

- **vb_clone** — clone extension

- **vb_update** — update extension.
      see vb_view responce to get list of additional params.

- **msg_list** — get messages for extension, optional params bellow:
  - from — from number
  - from_time — from time
  - to_time — to time
  - caller_id — caller_id

- **msg_list_all** — get messages for all extensions, optional params below

- from — from number
- from_time — from time
- to_time — to time
- caller_id — caller_id
- msg_type — message type

- **msg_status** — change message type new/old
  - msg — file name
  - status — new status

- **msg_download** —download message
  - media — file format (wav, mp3, ogg, ul, txt, pdf,...)
  - type — content type (Download/Listen)
  - msg — file name

- **msg_upload** — upload message
  - type — message type (use get_lists: FTYPE, to see all types)
  - msg — file

- **msg_delete** — delet message
  - msg — file name
  - clear_all — it true, delete all messages for extension

- **get_rss** — messages list in RSS format

- **get_rss_all** — all messages in RSS format

- **get_itunes** — messages list in Itunes format

- **get_itunes_all** — all messages in Itunes format

- **callout_clean** — clean up call statistrics for extension (Follow-Me/Queues)

- **voting_clean** — clean up Voting results for extension

- **user_info** — get user info

- **user_update** — update user info
  - see user_info responce for all additional params.

- **dir_del** — drop Company Directory item
  - data_id — item id

- **dir_add** — add Company Directory item
  - name — full name
  - redir_to — extension number

- **dir_update** — update Company Directory item
  - data_id — item id
  - name — full name
  - redir_to — extension

- **schedule_del** — delete schedule item
  - data_id — item id

- **schedule_add** — add schedule item
  - priority - priority
  - callerid - callerid template
  - time_h — time (hh:mm)
  - dayofweek - day of week
  - dayofmonth — day of month
  - month - month
  - year - year
  - redirect_to — extension

- **schedule_update** — update schedule item
  - data_id — item id
  - and same params as for schedule_add

- **j_list** — journal list
  - from — from number
  - from_time — from time
  - to_time — to time
  - ext_num — extension
  - data — data
  - action_type — action type

- **cdr_list** — get CDRs
  - need_csv — csv format
  - from — from number
  - from_time — from time
  - to_time — to time
  - called_id — called
  - caller_id - caller

- **act_list** — get activities list
  - from — from number

- **ext_stat** — get extension statistics
  - need_csv — in csv format
  - from — from number
  - from_time — from time
  - to_time — to time
  - caller_id — callerID
  - act_type — activity type

- **extended_stat** — get extensded stats

- **cid_list** — get white/black lists for extension
  - cid_list_type
  - cid_type

- **cid_del** — drop item from white/black lists
  - data_id — item id

- **cid_add** — add item to white/black list
  - cid_list_type
  - cid_type
  - cid — CID
  - description — desctiption

- **cid_update** — update white/black list
  - data_id — item id
  - cid — CID
  - description — description

- **route_list** — get routes

- **route_del** — drop route item
  - data_id — item id

- **route_add** — add route
  - r_PATERN — DST number templat
  - r_PEER_ID — peer id
  - r_PRIORITY — priority
  - r_SUBSTR — output number
  - r_EXT_NUMBER — route pemissions
  - r_DESCRIPTION — description
  - r_TLIMIT — time limit

- **route_update** — update route item
  - data_id — item id and same params as for route_add

- **peer_list** — get SIP peers

- **peer_del** — drop SIP peer
  - data_id — item ID

- **peer_add** — add SIP peer
  - host — ip addr
  - port — port
  - username — user name
  - secret — secret
  - DESCRIPTION — description
  - NEED_REG — 1/0
  - INC_EXT — extension to incoming calls

- **peer_update** — update SIP peer
  - data_id — item Id an same params as for peer_add

- **macros_list** — get macros list

- **macros_del** - drop macros
  - data_id — item id

- **macros_add** — add macros
  - NAME — macros name
  - DATA — data
  - DESCRIPTION — description

- **macros_update** — update macros
  - data_id — item id and same params as for macros-add

- **backup** — backup user config
  - full_backup — 0/1 for media backup

- **restore** — restore configuation
  - config_file - .xml/.tgz file
  - merge — 0/1 merge exists and new data

- **vb_list** — get voiceboxes.

- **list_get** — get list
  - list_type supported follows types: VBTYPES, CALLTYPES, TZ, DTMF_PATTERN, LANG, MOH, CIDTYPES, CIDACTIONS, FTYPE, DATE_FORMAT

- **callblast_del** —drop item from CallBlast
  - data_id — item id

- **callblast_add** — add CallBlast item
  - name — name
  - pn — dialout number
  - uv — user vars

- **callblast_update** — update CallBlast item
  - data_id — item id and same params as for callblast_add

- **phone_list** — get phones

- **phone_del** — drop phone
  - data_id — item id

- **phone_add** - add phone
  - callerid — caller id
  - username — user name
  - secret — password
  - REC_MODE — rec mode
  - REC_EXT — rec exten
  - PICKUP_GROUP — pickup groups

- **phone_update** — update phone
  - data_id — item id and same params as for phone_add

- **gotoif_del** — drop item for gotoif list
  - data_id — item id

- **gotoif_update** — update gotoif item
  - data_id — item id and same params for gotoif_add

- **gotoif_add** — add gotoif
  - priority - priority
  - func - function
  - cond - condition
  - var_name - variable name
  - var_value — variable value
  - redirect_to — extension

- **ext_backup** — backup extension

- **ext_restore** - restore extension from xml config
  - config_file — xml file

- **pbook_del** — drop phone book item
  - data_id — item id

- **pbook_update** — update phone book item
  - data_id — item id, and same params as for pbook_add

- **pbook_add** — add phone book item
  - pn — phone
  - ln — last name
  - fn — first name
  - shortcut — shortcut
  - description — description

A list of methods to support work with Ajax (force2x=1):

For **update**, return 204 Ok if successfully, something else if error :

- vb_update
- dir_update
- callblast_update
- schedule_update
- gotoif_update
- user_update
- cid_update
- route_update
- peer_update
- phone_update
- macros_update

For **delete**, return 204 Ok if successfully, something else if error :

- msg_delete
- dir_del
- callblast_del
- schedule_del
- gotoif_del
- cid_del
- route_del
- peer_del
- phone_del
- macros_del

For **add**, return 204 Ok and new item ID if successfully, something else if error :

- dir_add
- callblast_add
- schedule_add
- gotoif_add
- cid_add
- route_add
- peer_add
- phone_add
- macros_add

Author

- **Igot Okunev**

  igor **[d0t]** okunev **[at]** gmail **[d0t]** com

  http://home.sinn.ru/~gosha

  http://virtual-pbx.googlecode.com/|

  http://virtual-pbx.ru