Whitepaper

CLICK YOUR WAY TO A SIMPLE CALL FLOW

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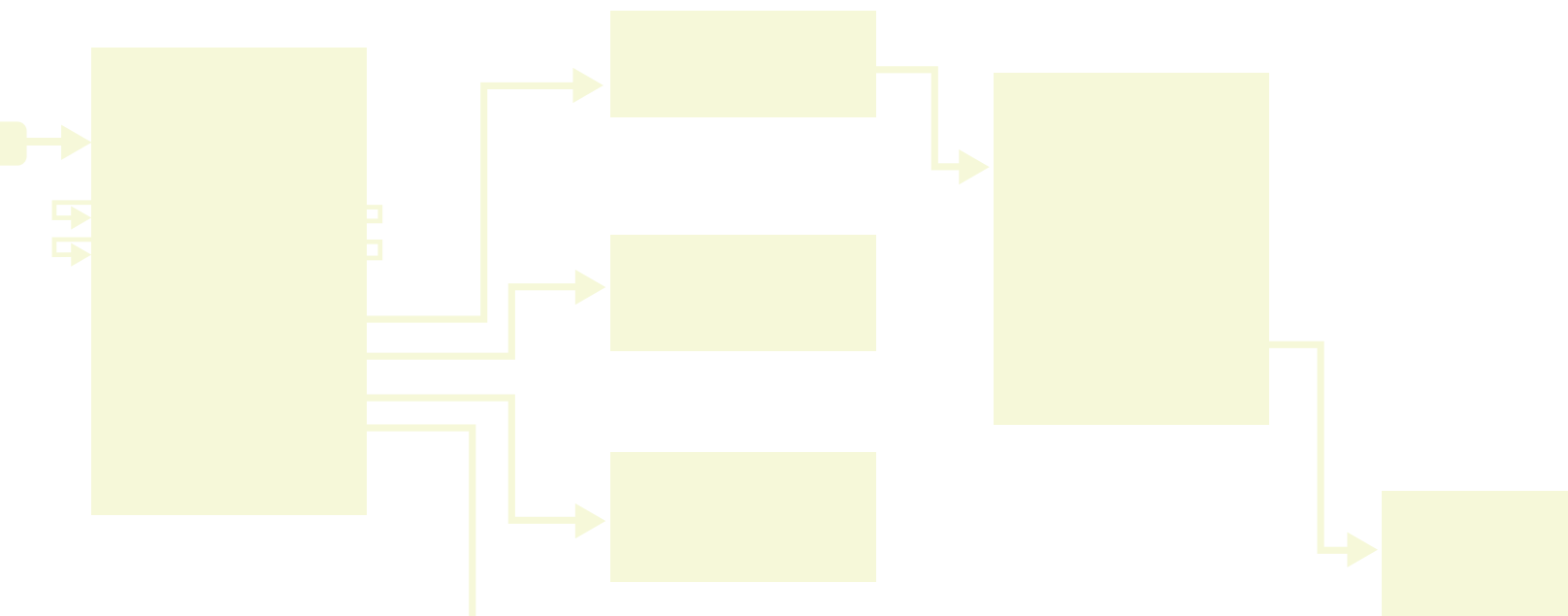
Introduction

Jive Communications' Dial Plan Editor will make your life easier, especially if you are the one responsible for managing your organization's phone system. The Dial Plan Editor—part of Jive Voice—offers an effective tool for system administrators to manage their call flows. Jive's visual Dial Plan Editor offers users a simple method to visually organize and set up a host of call-routing configurations in one location with a few simple clicks of a mouse. In essence, this feature allows a user to see the big picture of their organization's call flow and to customize it, no matter how simple or complex they want it to be.

How it Works

Jive keeps call routing simple through its award-winning Dial Plan Editor. Users can utilize the visual, drag-and-drop interface to create unlimited call paths, auto attendants, voicemail boxes, hold music, and more. This process is managed with a simple toolbar of nodes and an empty canvas where users can easily create a customized call flow with a few clicks of their mouse. Additionally, all changes are made in real time and can be accomplished anywhere with internet access.

Not only does Jive provide this simple-to-use tool, but Jive is also interested in adequately training and supporting its users. Users have access to a number of training options to effectively use this tool and create call flows customized to their organization's needs. They can choose to schedule a phone training with a designated Customer Care Representative, read a written administrator guide, or follow online video tutorials at any time.

JIVE VOICE IN A NUTSHELL

Jive Voice is a Cloud-based phone system built for organizations of any size. It replaces traditional PBX systems and local dial-tone service without requiring system maintenance, hardware upgrades, or user licenses of on-premises equipment.

Users benefit from a myriad of features and functions that are easily configured and managed in a simple-to-use online portal (where you can find the Dial Plan Editor). These features are included in a monthly, all-inclusive price. Unlike other Hosted VoIP solutions, Jive Voice runs on Jive Cloud—Jive's purpose-built platform based on open standards.

Jive Voice allows you to create users, change voicemail boxes, and add ring groups with the simple click of a mouse. Make all changes to your call routing and auto attendants in real time using our innovative drag-and-drop interface. Jive puts complete control of your telephone system in your hands.

Basic Options

Jive's Dial Plan Editor offers basic functions and features that are expected in a hosted solution. Some of these basic options include the following:

DIRECTORY

Users can set up an option on the dial plan to access a corporate dial-by-name directory. This can be engaged as part of an auto attendant option or used as a hidden option known only to informed individuals.
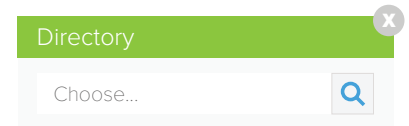
VOICEMAIL NODE

Within the Dial Plan Editor, users can use an unlimited amount of voicemail boxes and quickly create a set of customized rules for each voicemail box. These rules include *busy* (plays automatic or customized message stating that the extension is busy followed), *unavailable* (plays automatic or customized message associated with a particular voicemail box), or *no instructions* (allows customized sound clip or a single beep in front of a general mailbox).
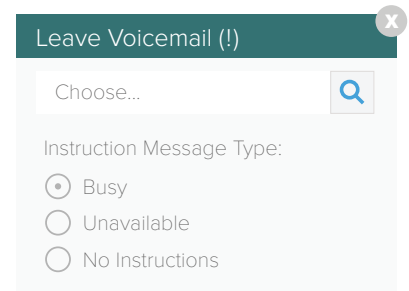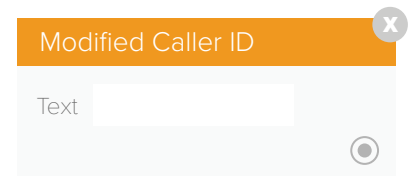
SCHEDULE

The Dial Plan Editor also allows users to create custom call flows based on a specific schedule. Its easy and quick to create a regular work-hour schedule, an off-hours schedule, a holiday-hour schedule, or any other custom schedule.
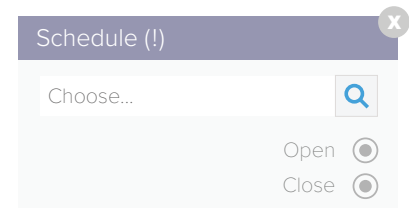
MODIFIED CALLER ID NODE

Allows users to create a customized visual marker that is displayed in front of the caller ID information (i.e., Using "Billing -" as a marker). The caller ID would show as "Billing - John Doe 800-123-4567" on your device display when a particular caller was directed through this node in the dial plan.

Directory
Choose...

Leave Voicemail (!)
Choose...

Instruction Message Type:
◉ Busy
◯ Unavailable
◯ No Instructions

Schedule (!)
Choose...
Open ◉
Close ◉

Modified Caller ID
Text
◉

Advanced Options

Jive's Dial Plan Editor also includes advanced options, which are available at no extra cost. Each of the advanced option nodes can be custom placed at different steps of the desired call flow. Some of these options include the following:

AUTO ATTENDANT NODE

Auto attendants allow you to customize your call flow by providing a prerecorded message that gives your callers a number of options to choose from. By utilizing an unlimited amount of auto attendants, users can add any number of levels to their call flow at no extra cost. Also, no separate server or external system is required to run the auto attendant application.

HTTP NOTIFY NODE

This node allows users to capture call details on a remote HTTP server as calls pass through this node at different stages of the dial plan.
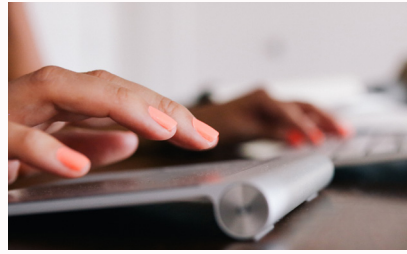
CONFERENCE ROOM NODE

Allows users to create an option (stated or hidden) in an auto attendant for callers to select and join a virtual conference room.

QUEUE NODE

Allows users the ability to customize call queues. The call queue automatically distributes incoming calls among participating agents. You can customize a call queue to have agents regularly live in the queue (defaulted to always be in the queue), or to sign in and out when desired. This is useful for reporting and for ensuring effective customer service and minimal wait times.

Auto Attendant(!)
X
Welcome Options
Timeout 4
Allow Extension Dialing
Timeout
Invalid
Press 1
Press 2
+

HTTP Notify
X
URL

Conference Room (!)
X
Choose...

Queue (!)
X
Choose...
Timeout (sec) 60
Timeout
Escape

Use Case

Susan has been in the flower industry for 8 years and wants to take her business to the next level. As part of that desire, she decides she needs a phone system that is professional, reliable, and customizable. She also wants to create an easily-accessible extension where she can converse with other business partners via a conference bridge. Lastly, Susan wants to give all callers an option to leave a voicemail in the event that her two employees are occupied or for after-hours phone calls.

A PROFESSIONAL IMAGE

To give her business the professional and organized appearance she is looking for, she chooses Jive. To accomplish her first requirement she uses the Dial Plan Editor to set up a call flow based on open and closed business hours. Once her schedule is established, she uses the auto attendant node to set up options that callers can choose from when they dial her business number (i.e.,"Press #1 for Orders, press #2 for Events, etc.).
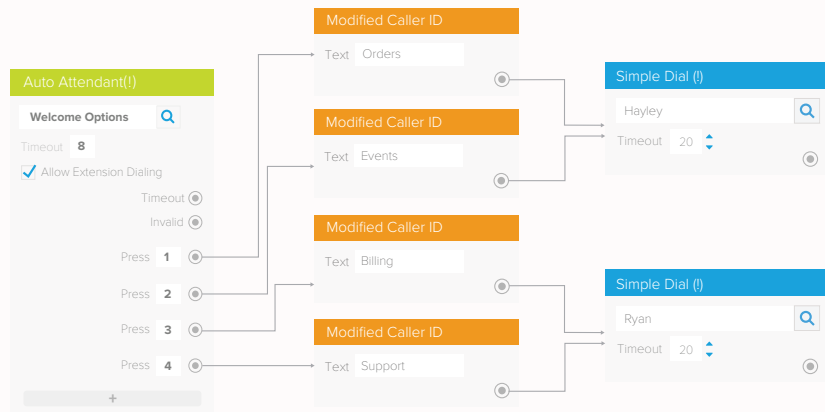
Susan's employees, Ryan and Hayley, have multiple responsibilities. Hayley answers calls for Billing and Support, while Ryan answers calls for Orders and Events. However, Susan wants to give her company a larger, more established appearance, so she sets up a modified caller ID node to add an additional tag to the caller's information. This helps employees know which option a caller has chosen from the auto attendant and how to respond. For instance if a caller dialed #1 for Billing then Hayley would see "Billing>John Doe 111-222-3333" when the call comes in. This system not only helps employees, but also creates a perception that the company has more than just three employees.

PARTNER ACCESS

In order to accomplish her second requirement, Susan also uses a conference bridge node as an unidentified option in the auto attendant. This gives her business partners the ability to dial a custom number to access a private conference room directly from the menu. This node gives Susan and her business partners quick access to a private conference room without the need to announce it in the auto attendant. She can also password protect the conference bridge.

NEVER LOSE A CALL

Finally, Susan selects the option for callers to exit the auto attendant and leave a voicemail. These callers can simply push a preset number to immediately leave a message without having to wait through endless rings or hold music. The Dial Plan Editor allows Susan to customize and fulfill all of her telecommunication needs. With a professional phone system in place (that she can manage and configure as her business grows), Susan is able to take her business to the next level.

SUSAN'S FINAL DIAL PLAN
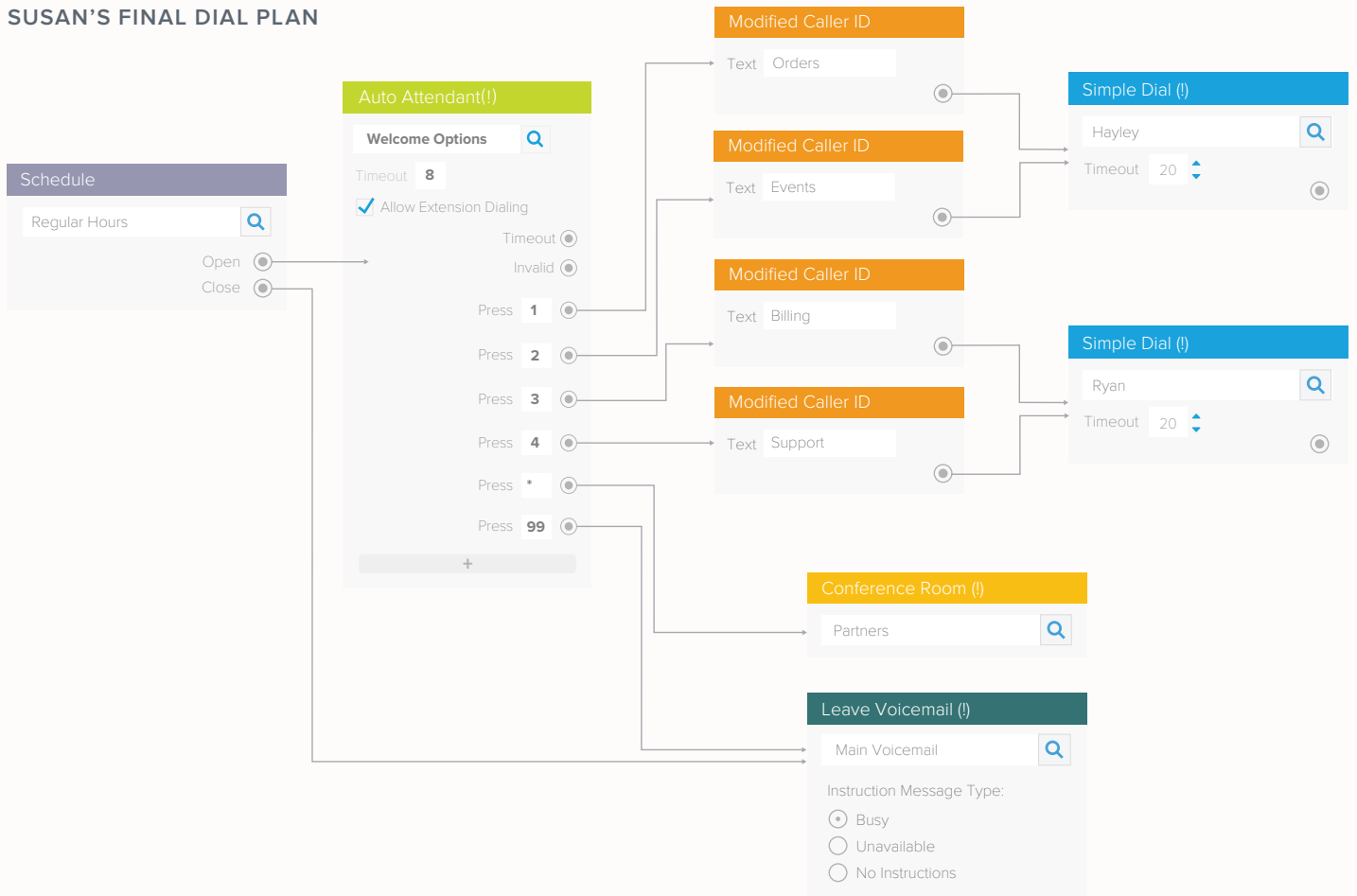
Making Your Life Easier

Jive is committed to developing intuitive, innovative technology that will make the lives and jobs of our customers easier. We've accomplished this in the following ways:

UNLIMITED OPTIONS

As mentioned previously, all elements of the dial plan are unlimited, most notably voicemail boxes, conference bridges, and auto attendants. Users can also create an unlimited amount of dial plans based on departments, schedules, and unique organizational needs.

EASY TO ADJUST

Jive's signature Dial Plan Editor is the only tool in the industry that lets you map out your call flows visually using a drag-and-drop canvas in real time. Once any desired adjustments are made, simply save your progress and the changes are immediately applied.

EASY TO ACCESS

Users given administrator permissions are able to access the Dial Plan Editor at any location that has an Internet connection. This makes it easy to set up or make adjustments by any user, whether they are at your organization's physical location, if they are working at home, or if they are at an offsite location.

EASY ACCESS TO TRAINING AND SUPPORT

Jive offers a variety of training options including online user manuals, training videos, and a support ticketing system. Jive's Customer Care and Technical Solutions departments are available 24x7x365 to assist customers with their needs.

ABOUT JIVE COMMUNICATIONS

Jive Communications provides enterprise-grade Hosted VoIP and Unified Communications to businesses and institutions. Jive is rapidly becoming the standard for business communications worldwide. All of Jive's hosted services run on Jive Cloud, our custom-built platform based on open standards. The Jive Cloud architecture has been purpose-built to deliver the most reliable, powerful, and economical hosted communication services available to the enterprise market.

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