AT&T IP Flexible Reach
Group Administrator Guide

Group Administrator Guide

Group Administrator Guide

Get Started

Click the links below to find overviews, step-by-step instructions for how to manage your group or users, and more.

Topic	Description
Log In	Learn how to log in and get started with AT&T IP Flexible Reach Customer Portal administrator tools.
What a Group Administrator Can Do	Get an overview of the abilities and permissions a Group Administrator has when using the Customer Portal.
About Premier	Learn about Premier, which provides search tools and links directly to the Customer Portal.
Use Premier	Learn how to use Premier along with the Customer Portal.
Use the Customer Portal	Get an overview of the Customer Portal home page and the tools available to you there.
Search and Listing Overview	Learn how to use the search tools in the Customer Portal, and discover where to find pertinent downloadable lists.
What's New in the Customer Portal	Learn about new features in the Customer Portal, such as reports, account codes, authorization codes, and outbound call restrictions.
FAQ	Get answers to frequently asked questions about using the Customer Portal.
Glossary	Get definitions of terms used in Premier and the Customer Portal.
Support Resources	Learn about the various ways you can get support with using the Customer Portal.
Print This Documentation	Learn how to print a single help topic or the entire Group Administrator Customer Portal online documentation.

Log In

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you'll find the tools you need for managing users, your group, and your group trunk groups on the IP Flexible Reach Customer Portal. To access the Customer Portal, you must first log in to Premier.

First-Time Login

To access the Customer Portal, you must first log in to Premier. When an administrator in your organization creates a Premier account for you, you'll receive an email with a link to complete your registration.

To activate a Premier account created for you

1. Open the registration email.

2. Click **validate your email address**, or copy and paste the login URL into your browser. The Premier registration page appears.

3. Do one of the following:

   a. If you don't already have a AT&T Business login or want to create a separate login for the Customer Portal, see Separate AT&T Business login.

   b. If you want to link your Customer Portal to an existing AT&T Business login, continue to step 4.

4. On the Choose an option screen, select **Yes, link to an existing username** and then click **Continue**.

5. Log into Premier with the username and password you want to link the new account to.

6. In the **Wireless number** field, enter the wireless number you'd like associated with your profile. It will be used for authentication purposes.

   Note: This should not be your AT&T IP Flexible Reach number.

7. Review the Terms and Conditions, and then check the box next to **I have read and agree to the AT&T Terms and Conditions**.

8. If you'd like the browser to be a trusted browser, check the box next to **Remember this device (optional)**.

9. Click Continue.

10. Click **OK**.

You'll get an email from AT&T confirming your registration is complete.

Separate AT&T Business login

If you see the Choose an option screen, select **No, create a new username** and then click **Continue**, otherwise go to step 3.

In the **Username** field, enter a username for this login and then click **Continue**. **Note**: AT&T recommends using an email address as the username.

Fill out the following fields:

In the **Password** field, enter your new password.

In the **First name** field, enter your first name.

In the **Last name** field, enter your last name.

In the **Wireless number** field, enter the wireless number you'd like associated with your profile. It will be used for authentication purposes.

Note: This should not be your AT&T IP Flexible Reach number.

In the **Street address** field, enter your address.

In the **City**, **State**, and **Zip Code** fields, enter your city, state, and Zip Code.

Review the Terms and Conditions, and then check the box next to **I have read and agree to the AT&T Terms and Conditions**.

If you'd like the browser to be a trusted browser, check the box next to **Remember this device (optional)**.

Click Continue.

Click **OK**.

You'll get an email from AT&T confirming your registration is complete.

Log In to Premier and Access the Customer Portal

After you've logged in to your Premier account the first time, you can access the Customer Portal. To access the Customer Portal, you must always first log in to Premier.

To log in to Premier

1. To use Premier, first log in.
2. Enter your username and password.
3. Click **Log In**. The Premier homepage appears.

Note: If you have multiple usernames associated with the account you logged into you'll see a list of them. Select the username you want log in as. You can also edit the information for or delete a username.

If you have an AT&T BusinessDirect® account, you can bypass the Premier login using your

BusinessDirect credentials if you've been provisioned for the Manage Enhanced IP Flex Features BusinessDirect application. For more information, contact your AT&T account representative.

To access the Customer Portal

In the AT&T IP Flexible Reach Quick Links tile on the Premier home page, click View AT&T IP Flexible Reach Customer Portal home. The Customer Portal appears.

Recover Your Premier Username or Password

To recover a forgotten username or password

1. Go to the Premier Log In page.
2. To recover your username, click **username** in Forgot your username or password? Follow the instructions to recover your username.

To recover your password, click **password** in Forgot your username or password? Follow the instructions to reset your password.

What a Group Administrator Can Do

Manage Users
Manage Groups
Manage Departments
Manage Group Trunk Groups
Manage Schedules
Manage Account Codes
Manage Authorization Codes
Manage Dial Restrictions
Generate and View Reports

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage many aspects of your group.

Manage Users

You can manage user access to the Customer Portal and many aspects of how a user interacts with the Customer Portal. These topics provide details:

- Search for and View Users
- Manage Access to the Customer Portal
- Edit User Profiles
- View Call Logs
- Manage Inbound Call Features
- Manage Outbound Call Features
- Manage User Schedules
- Manage Users in Bulk

Manage Groups

You can manage various aspects of your group, as well as the users within your group. These topics provide details:

- Edit the Group Name
- Download a List of Group Users
- View and Manage Group Users
- Manage Group Schedules
- Group Feature Access Codes
- Manage Group Settings
- Manage Users in Bulk

Manage Departments

You can also manage various aspects of departments, as well as manage the users within a department. These topics provide details:

- Create a Department
- Manage a Department

Manage Group Trunk Groups

You can search for group trunk groups and edit group trunk group profiles. These topics provide details:

- View and Edit Your Group Trunk Group
- View Associated Trunk Call Routing Schemes

Manage Schedules

You can create, manage, and delete schedules and events at the group and individual user level. These topics provide details:

- Search for and View Schedule
- Create a Schedule
- Edit a Schedule
- Delete a Schedule
- Create Events
- View, Edit, and Delete an Event

Manage Account Codes

Account codes help you track specific calls associated with certain accounts. You can add, edit, and delete account codes for your group, as well as assign and unassign users to specific account codes. These topics provide details:

- Search for and View Account Codes
- Edit Account Code Length
- Add, Edit, or Delete Account Codes
- Download a List of Account Code Users
- Assign and Unassign Users to Group Account Codes
- Download a List of Account Codes

Manage Authorization Codes

Users assigned to the Authorization Code service must enter their authorization code when making a call (except for emergency or repair calls) outside the group they belong to. You can add, edit, and

delete authorization codes for your group, as well as assign and unassign users to specific authorization codes. These topics provide details:

- Search for and View Authorization Codes
- Add, Edit, or Delete Authorization Codes
- Download a List of Authorization Codes

Manage Dial Restrictions

You can manage dial restrictions on outgoing calls for your entire group or manage custom dial restrictions for individual users. These topics provide details:

- View and Edit Group Dial Restrictions
- View and Search for Users Assigned to Group Dial Restrictions
- Download a List of Users Assigned to Group Dial Restrictions
- Assign Users to Group Dial Restrictions
- Manage Custom User Dial Restrictions

Generate and View Reports

You can generate, view, download, and delete reports that detail various aspects of inventory and service usage. This topic provides details:

- Create a New Report

About Premier

Here's brief overview of the AT&T Premier platform and how it relates to the AT&T IP Flexible Reach Customer Portal.

AT&T Premier is the AT&T business Web portal. To use the AT&T IP Flexible Reach Customer Portal, you must first log in to Premier. You must have a Premier account.

An administrator creates a Premier account for you, and you'll receive an email telling you that a Premier login has been created for you. You'll receive a second email containing your temporary password. For detailed instructions on activating your Premier account, see Log In.

The Premier home page has links and features to help you manage your group. To learn about the features available to you through Premier, see Use Premier.

Use Premier

Premier Home Page
Navigation
AT&T IP Flexible Reach Quick Links
Manage Users
Messages
Support

To reach the AT&T IP Flexible Reach Customer Portal and other features, Group Administrators must first log in to AT&T Premier. The Premier home page has many links and features to help you manage your group.

Premier Home Page

To use Premier, log in. When you log in, the Premier home page appears.
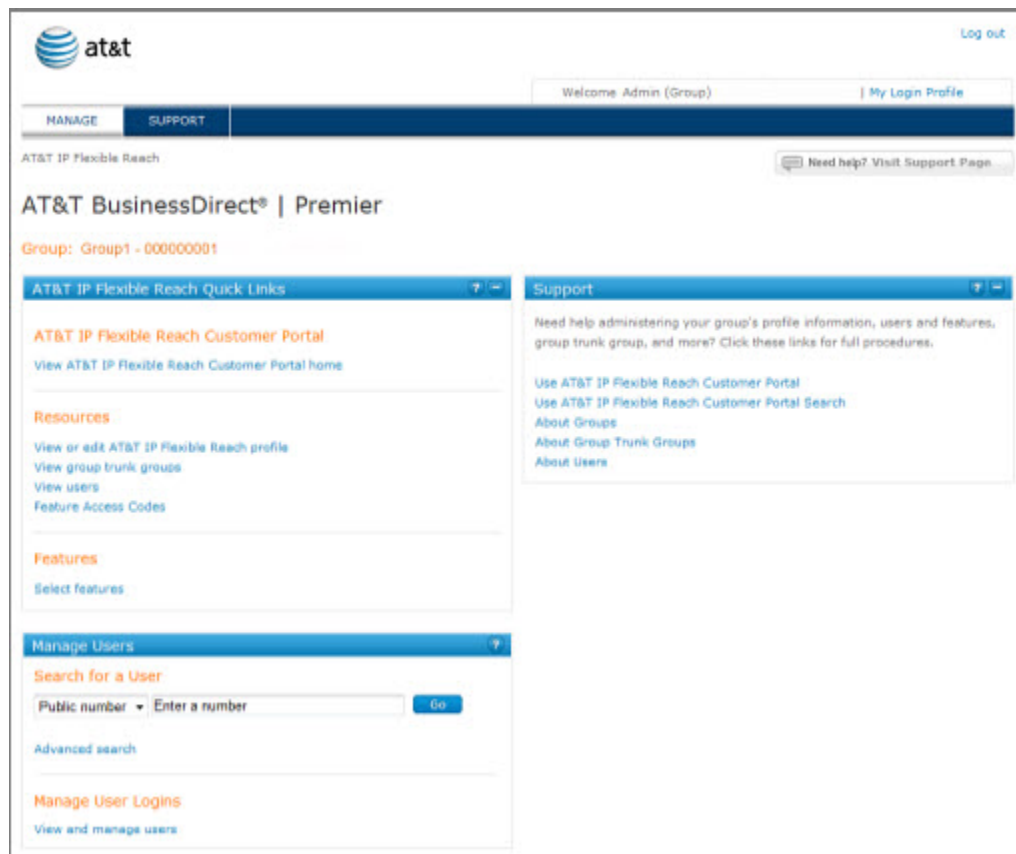
Navigation

From the Premier home page, you can quickly access the Customer Portal, manage your groups, view messages, and get support information.

At the top of the page you'll see **MANAGE** and **SUPPORT**. You can access the Customer Portal by clicking links on the **MANAGE** view of the Premier home page.

Note: The Premier home page opens in **MANAGE** view.

- To view a list of help topics to get you started and help you perform tasks, click **SUPPORT**.
- To view and edit your login profile, click **My Login Profile** at the upper-right of the page.
- To exit Premier, click **Log out** at the upper-right of the page.

AT&T IP Flexible Reach Quick Links

The **AT&T IP Flexible Reach Quick Links** tile gives you direct access to the Customer Portal, where you can view and edit your group profile, view group trunk groups, view and manage the users in your group, and view and manage your group's feature access codes (FACs).

Under **AT&T IP Flexible Reach Customer Portal**

- To go directly to the Customer Portal, click View AT&T IP Flexible Reach Customer Portal home.

Under **Resources**

- To see and edit the profile of the group you manage, click **View or edit AT&T IP Flexible Reach profile**.
- To view the group trunk groups you manage, click **View group trunk groups**.
- To see and edit the users you manage, click **View users**.
- To see and edit your group's feature access codes, click **Feature Access Code**s.

Manage Users

From the **Manage Users** tile, you can search for users, and view and manage user features, call logs, and profiles.

Note: You can manage users from only your own group.

To search for a user

1. Under **Search for a User**, select how you want to search—by a user's public number or extension.
2. In the search box, enter your search criteria.
3. Click **Go**. Your results appear below **Search Results**.

- For more search options, click **Advanced search**.

To view results

The results of your search appear below **Search Results**, and show the user's first and last name, public number, extension, and group name and group ID.

- To view and edit the user's calling features, click **Features**.
- To view the user's logged calls, click **Call Logs**.
- To view and edit the user's profile, click **Profile**.

To manage user logins

- To see and manage a user's login information, under **Manage User Logins**, click **View and manage users**.

Messages

The **Messages** tile links you to your messages.

Note: The **Messages** tile appears only if you have messages waiting for you.

To view messages

Messages appear at the right of the Information icon [i] .

- To see all your messages, click **View all messages**.

Support

The links in the **Support** tile take you to various sections in this help system.

- Use AT&T IP Flexible Reach Customer Portal
- Use AT&T IP Flexible Reach Customer Portal Search (Goes to Search and Listing Overview)
- About Groups
- About Group Trunk Groups
- About Users

Use the AT&T IP Flexible Reach Customer Portal

Customer Portal
Navigation
Group
Directory Number Search
Department Search
Quick Links

AT&T IP Flexible Reach is a trunking service that delivers an integrated access solution for the following environments:

- Time Division Multiplexing Private Branch Exchanges (TDM PBX)
- Internet Protocol Private Branch (IP PBX)
- Key analog systems

IP Flexible Reach can operate with the session initiation protocol (SIP), supporting inbound and outbound calling across the AT&T Internet Protocol (IP) network. It takes advantage of the AT&T Global Multiprotocol Label Switching (MPLS) network to provide local, nationwide, and international long distance reach for U.S. sites.

AT&T provides Enhanced IP Flexible Reach Group Administrators with a portal for managing functions and features.

Customer Portal

The Customer Portal is the central place from where you can manage your group, group departments, group trunk group, users, and more.

To access the Customer Portal, first log in to Premier. On the Premier homepage, click **View AT&T IP Flexible Reach Customer Portal home**. The Customer Portal opens.

Navigation

To go to a specific page where you can manage resources, administrators, or users, click a tab on the menu bar at the top of the Customer Portal.

- To view group information and to manage your group, click **RESOURCES**. The Group page appears.
- To search for and view administrators, click **ADMINISTRATORS**. The Administrators page appears.
- To search for and manage users, click **USER MANAGEMENT**. The Users page appears.
- To go to the Premier home page, click **Premier Home** at the upper-right of the page.
- To get help from an Enterprise Administrator, click **Contact Us**, which takes you to the Enterprise Contacts page.
- To get support, click **Support**, which takes you to the Administrative Portal Help page.
- To get back to the Customer Portal, click **HOME**.

Group

Use the **Group** tile on the Customer Portal to view and manage your group, and to go to the Group Trunk Group page.

- To view information about your group, click **View Group**.
- To view information about group trunk groups, click **View all Group Trunk Groups**.

Directory Number Search

Use the **Directory Number Search** tile on the Customer Portal to search for a specific public number, a range of public numbers, or a range of extensions.

To search for a specific number

1. In the Search box under **Directory Number Search**, enter a public number.

2. Click **Go**. The results appear on the User page.

To search for a range of public numbers

1. In the search boxes under **Search Range** in the **Directory Number Search tile**, enter a range of public numbers.

2. Click **Go**. The results appear on the User List page.

To search for a range of extensions

1. In the search boxes under **Search Range** in the **Directory Number Search** tile, enter a range of extensions.

2. Click **Go**. The results appear on the User List page.

To view all numbers

At the top of the **Directory Number Search** tile, click **View all Numbers**. The main Users page appears.

Department Search

Use the **Department Search** tile on the Customer Portal Home page to view all departments or search for a specific department.

To search for a department

1. In the search box in the **Department Search** tile, enter a department name.

2. Click **Go**. Results appear on the Department List page.

To view all departments

- To view all group departments, in the **Department Search** tile, click **View all Group Departments**.

Quick Links

Use the **Quick Links** tile to see your enterprise contact or view call details.

To use Quick Links

- At the upper-right of the page under **Quick Links,** click **View enterprise contact**.

Search and Listing Overview

You'll find search tools throughout the AT&T IP Flexible Reach Customer Portal. Use them to find users, departments, other administrators, and more. You can also conduct some searches from the Premier home page.

Using the Customer Portal, you can download lists of helpful data, such as a list of all the users in your particular group or a list of all the account codes assigned to your group.
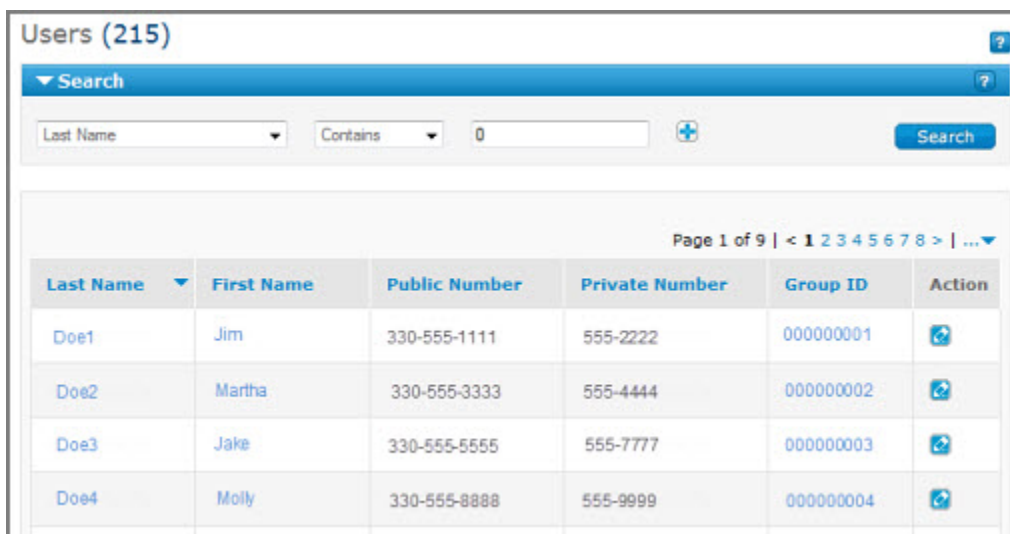
Search Tools in the Customer Portal

You'll find two kinds of search tools throughout the Customer Portal: standard search tools and single field search tools.

Standard Search Tools

Standard search tools appear on most list pages throughout the Customer Portal; for example, on the Users List page.

If a search tool isn't open, click the arrow [▶ **Search**]. The tool opens.

The standard search tool has three fields or drop-down lists.

- The left drop-down list contains a search option, such as **Last Name**, **First Name**, or **Public Number**.
- The middle drop-down list consists of search modifiers, such as **Starts With**, **Contains**, or **Equal To**.
- The field or drop-down list at the right is for your search term.

Notice the plus sign (**+**) or minus sign (**-**) to the right of each search row.

- To add rows, click the plus sign.
- To remove rows, click the minus sign.

To use the standard search tool

These are general instructions for using the Customer Portal search tools. The specifics vary between pages.

1. From the left drop-down list, select a search term.
2. From the middle drop-down list, select a search modifier.
3. In the search field at the right, enter a search value, or select a search value from the drop-down list as appropriate.
4. Click **Search**. The search results are displayed. The search result set can contain up to 1,000 records. If there are more than 1,000 records in the search results, refine your search to narrow the results.

- To add search criteria, click the plus sign.
- To remove search criteria, click the minus sign.

Where to Find Standard Search Tools

You can find standard search tools on the following Customer Portal pages:

- Users List pages
- Administrator List page
- Schedule List pages
- Department List page

Single Field Tools

Use single field search tools when you know the exact information you're searching for, such as a specific phone number or a user's name.

To use the single field search tool

1. In the **Search** field, enter a value.

2. Click **Go**.

Search from the Customer Portal Homepage

From the Customer Portal Homepage, you can search for departments, telephone numbers, and extensions.

Search for Departments

Use the **Department Search** tile on the Customer Portal homepage to search for specific departments by name.

To search for a department

1. In the search box in the **Department Search** tile, enter a department name.

2. Click **Go**. Results appear on the Department List page.

3. From this tile you can also go directly to the Department List page, where you can see, search for, and edit departments. Click **View all Group Departments**.

Search for Directory Numbers

Use the **Directory Number Search** tile on the Customer Portal homepage to view all telephone numbers, or to search for a specific public number, a range of public numbers, or a range of public numbers by extension.

To search for a specific public number

1. In the **Directory Number Search** tile, enter a public number in the search box.

2. Click **Go**. Results appear on the Users List page.

To search for a range of public numbers

1. In the **Directory Number Search** tile, enter a public number in the left search box.

2. In the search box at the right, enter a second public number that specifies the end of the search range.

3. Click **Go**. Results appear on the Users List page.

To search for a range of extensions

1. In the **Directory Number Search** tile, enter an extension in the left search box.

2. In the search box at the right, enter a second extension that specifies the end of the search range.

3. Click **Go**. Results appear on the Users List page.

Search from the Premier Home Page

You can search for users from the Premier home page.

To search for users

1. Log in to Premier.

2. In the **Manage Users** tile, select **Public number** or **Extension** from the left drop-down list.

3. In the field at the right, enter a public number or an extension.

4. Click **Go**.

To open the Users List page in the Customer Portal, click **Advanced search**.

Lists You Can Download

Within the Customer Portal, you'll find downloadable lists of helpful data. The lists are downloaded as CSV (comma-separated values) files, a type of spreadsheet.

To download a list

1. Click the link for the list you want. A File Download window opens.

2. Click **Save**. The file is downloaded to your default directory (or you can specify a different location).

Downloadable list details

The table below gives you the link names for downloadable lists, along with a description of each list and where to find the download link.

Lists You Can Download

List	What this list contains	Where to find the link
Download Group Users List	A list of all the users in your group	On the **Group Users** tab of your Group page.
Download Department List	A list of all the departments in the enterprise	The Customer Portal Homepage. The Quick Links tile on many Customer Portal pages. The Department List page.

List	What this list contains	Where to find the link
Download FAC Codes List	A list of the feature access codes (FACs) assigned to your group	On the **FAC Codes** tab of your Group page.
Download Assigned Users List (Optional Account Codes)	A list of all the users assigned to the optional account code status for your group	On the **Settings** tab of your Group page, click the **Manage Optional Account Codes User List** link.
Download Assigned Users List (Mandatory Account Codes)	A list of all the users assigned to the mandatory account code status for your group	On the **Settings** tab of your Group page, click the **Manage Mandatory Account Codes User List** link.
Download Account Codes List	A list of all the account codes for your group	On the **Settings** tab of your Group page, click the **Manage Account Codes** link.
Download Assigned Users List (Group Dial Restrictions)	A list of all users assigned to the dial restrictions for your group	On the Settings tab of your Group page, click the Assigned Group Dial Restrictions User List link.
Download Users List (Custom User Dial Restrictions)	A list of all users assigned to custom dial restrictions within your group	On the **Settings** tab of your Group page, click the **Manage Custom User Dial Restrictions** link.
Download Authorization Codes List	A list of authorization codes for your group	On the **Settings** tab of your Group page, click the **Manage Authorization Codes** link.

What's New in the Group Administrator Customer Portal

We've made a number of recent additions and improvements to the AT&T IP Flexible Reach Enterprise Administrator Customer Portal, giving you even more power and flexibility in managing your enterprise.

Departments

You can now administer at the department level. Besides belonging to the enterprise and to a group, users can belong to a department. A user can belong to only one department. A department can contain users from all one group (a group department), or it can contain users from various groups (an enterprise department).

Enterprise and Group Administrators can create departments and Department Administrators.

Enterprise Administrators, Group Administrators, and Department Administrators can manage group departments. Only Enterprise Administrators can manage an enterprise department.

Intercept Announcement Feature

We've added the Intercept Announcement feature. When a call comes in to a specific IP Flexible Reach number, the system intercepts the call and plays an announcement instead of connecting it to the number. For example, "Our office is closed; please press zero for assistance" or "This number is no longer in service."

Enterprise Administrators and Group Administrators can set intercept announcements at the group level and for individual users. Department Administrators can set intercept announcements for individual users in their department.

New Reports

AT&T IP Flexible Reach now features three new reports:

- Feature Configuration Report – This report indicates the status of each inbound and outbound call feature for phone numbers or extensions in your enterprise.
- Trunk Call Routing Summary Report – This report provides details about one or more trunk call routing schemes.
- Trunk Call Routing Assigned Users Report – This report provides information about the trunk call routing schemes in your enterprise and each scheme's corresponding users.

Premier Login Changes

To recover a password, Premier now requires answers to two Secret Questions. If you entered only one Secret Question/Secret Answer when you originally registered with Premier, set up a second Secret Question/Secret Answer in your Premier profile now.

When you click **Log In** on the Premier Login page, the Update My Login Profile page appears. In the **Setup Second Security Question** window that opens, enter an additional Secret Question and Secret Answer, and then click **Continue**. (To proceed to the Premier home page without updating your profile, click **Not Now**. You can log in three times and select **Not Now** before you must set up your second Secret Question/Secret Answer.)

Frequently Asked Questions

Here you'll find the answers to commonly asked questions about using the AT&T IP Flexible Reach Customer Portal.

Questions About Getting Started

Here are the answers to some basic questions about using the Customer Portal.

What is AT&T IP Flexible Reach?

AT&T IP Flexible Reach is a trunking service that delivers an integrated access solution for the following environments:

- Time division multiplexing private branch exchanges (PBXs)
- Internet protocol private branch exchanges (IP PBXs)
- Key analog systems

IP Flexible Reach can operate with the Session Initiation Protocol (SIP), supporting inbound and outbound calling across the AT&T IP network. It takes advantage of the AT&T Global Multiprotocol Label Switching (MPLS) network to provide local, nationwide, and international long distance reach for U.S. sites.

To make management of functions and features easy, AT&T provides Enhanced IP Flexible Reach customers with a portal (the AT&T IP Flexible Reach Customer Portal).

For more information, see Use the AT&T IP Flexible Reach Customer Portal.

Can I skip the Premier home page and go straight to the Customer Portal?

No. To reach the Customer Portal, you must first log in to Premier. Then use the links and features on the Premier home page to help manage your group.

(You can also go directly to the Customer Portal by clicking **View AT&T IP Flexible Reach Customer Portal**.)

In the **MANAGE** view, you'll find Quick Links that enable you to:

- View or edit your AT&T IP Flexible Reach Customer Portal profile.
- View group trunk groups.
- View users.
- View feature access codes.
- Select features.

For more information, see: Use Premier

Can I print this help documentation?

Yes. You can print a single help topic, or print the entire Group Administrator Guide.

For more information, see: Print This Documentation

Where can I find out about the new features in this version of the Customer Portal?

What's New in the Customer Portal outlines the latest features of the Customer Portal.

User Management Questions

Why is the User Management page blank when there are users in the Customer Portal?

If there are more than 1,000 users in the enterprise you have to use the search function to narrow the list of users.

For more information, see Search for and View Users.

Can I give individual users access to Customer Portal tools?

Yes. As a Group Administrator, you can grant and revoke permissions that allow users to manage some of their own features.

For more information, see Manage User Access to the Customer Portal.

What elements of a user's identity can I manage through the Customer Portal?

The user's identity consists of the user's name, public phone number, private phone number, time zone, and email address. You can use the Customer Portal to edit the user's name and time zone.

To manage user profiles, open the Customer Portal. Click the **USER MANAGEMENT** tab, and then click the name of the user you want to manage.

For more information, see Edit User Profiles.

The user's ID appears in generic form in the Customer Portal. Can I change that?

Yes. The generic **First Last name** (for example, **User, 7775201332**) that appears on the **Profile** tab of the Customer Portal is generated by the system when the phone number is provisioned. As a Group Administrator, you can change the generic name by editing the user's profile.

A user may contact you requesting such a change. See Edit User Profiles for instructions on changing a user's name in the Customer Portal. Note that changing a user's name in the Customer Portal does not change how the user's name appears in Premier.

Users can edit their own names in Premier, but not on the **Profile** tab in the Customer Portal. Only administrators can edit the name on the **Profile** tab.

When users edit their names in Premier, the edited name appears in the Customer Portal's **Welcome** banner but not on the **Profile** tab.

For more information, see: Edit User Profiles

Do I have to manage call features one user at a time?

You can manage features using the Bulk Management tool within your particular group, up to 1,000 users at a time.

For more information, see: Manage Users in Bulk

What if I want to manage bulk features for more than 1,000 users at a time?

You can manage features in bulk for users within your group, up to 1,000 users at a time. If your group has more than 1,000 users, you will need to upload separate spreadsheets for each grouping of 1,000 users thereafter.

For more information, see: Manage Users in Bulk

Can I track staff performance through call logs?

Yes. As a Group Administrator for the Customer Portal, you can view logged calls for individual users in your groups. This information can help you track staff performance and plan shifts in resources. Users can also view details for their own call logs.

For more information, see: View Call Logs

Can I manage inbound call features for a user?

Yes. You can grant or deny a user access to inbound call features such as Call Rejection and Call Forwarding. You can also manage selective criteria within a call feature to set the behavior of the feature for that user.

For more information, see Manage Inbound Call Features.

Can I manage calling codes and dial restrictions for a user?

Yes. Using dial restrictions, you can block or allow certain types of call, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls. You can manage dial restrictions at an individual user level and at the group level.

For more information, see: Manage Outbound Call Features

Can I manage a user's schedules?

Yes. As a Group Administrator for the Customer Portal, you can create, edit, and delete schedules for users, as well as for your group.

For more information, see: Manage User Schedules.

Can I manage a user's Calling Line ID?

Yes. As a Group Administrator for the Customer Portal, you can manage a user's Calling Line ID from a user's **Profile** tab.

For more information, see Manage User Profiles.

Group Management Questions

What tools are available for managing my group in the Customer Portal?

From the Customer Portal, you can view your group with one click, and change the group name.

For more information, see: Edit Your Group Name

Can I download a list of users for my group?

Yes. From your Group page, you can download a list of the group's users.

For more information, see: Download the Group Users List

Can I manage calling codes and dial restrictions for my whole group?

Yes. You can manage authorization codes, account codes, and dial restrictions at a group level. Using dial restrictions, you can block or allow certain types of call, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls.

For more information, see: Manage Group Settings

Is it possible to change my group's name?

Yes. You can edit your group's name from the Group page.

For more information, see: Edit Your Group Name

Can I manage schedules for my entire group?

Yes. As a Group Administrator, you can manage schedules at the Group level, and at the User level.

For more information, see: Manage Group Schedules

What is a FAC (feature access code) and how does it work?

A feature access code (FAC code) is the key sequence you press on a phone to perform a function. For example, if "Anonymous Call Rejection Activation" is set to ***77**, you press ***77** on the phone to activate that feature. Feature access codes are also called star (*****) codes and pound (**#**) codes.

As a Group Administrator, you can use the Customer Portal to manage feature access codes for your group. When you change a feature access code for your group, you change the code for every user in that group.

For more information, see: Group Feature Access Codes

Can I edit feature access codes for my group?

Yes. You can edit feature access code numbers and descriptions for your group.

For more information, see: Group Feature Access Codes

Department Management Questions

What is the difference between an Enterprise Department and a Group Department?

A department is a subdivision of a group or enterprise to which users can be assigned. An Enterprise Department can include any user in the enterprise. A Group Department can include users from a single group.

For more information, see About Departments.

Group Trunk Group Questions

How do I find my group trunk group?

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, then click **Group Trunk Group**, directly below. The Group Trunk Group List page appears.

2. Click the group trunk group name to open the Group Trunk Group Details page.

     For more information, see: About Group Trunk Groups

Is it possible to edit a group trunk group's name?

No. The group trunk group name is set by the system and can't be edited.

What aspects of a group trunk group can I edit?

You can edit the following aspects of a group trunk group:

-   Number if incoming concurrent calls
-   Number of outgoing concurrent calls
-   Destination for unreachable calls
-   The Forward Always action

For more information, see: View and Edit Your Group Trunk Group

Can I edit the trunk call routing associated with this group trunk group?

No, but with the right permissions, you can view associated trunk call routing schemes.

For more information, see: View Associated Trunk Call Routing

What is Trunk Burst and how does it work?

Bursting and sharing is functionality that allows for calls that go beyond the maximum number allowed on the trunk to borrow call capacity from another group trunk group within your enterprise.

The maximum group trunk group burst can't exceed 20% of a group trunk group's maximum concurrent call limit. Bursting and sharing is initially set to false and is managed by AT&T. If your Enterprise wants to utilize or make changes to this functionality, contact your AT&T account representative.

The Trunk Burst setting on a group trunk group indicates whether your Enterprise is using this functionality or not. The setting is either true or false.

Schedule Questions

Can I create schedules at any level?

You can create schedules at the Group level and the User level.

For more information, see: Create a Schedule

Can I edit or delete any schedule?

You can edit or delete schedules for your group, and for any user in your group.

For more information, see:

- Edit a Schedule
- Delete a Schedule

What is the difference between a Holiday schedule and a Time schedule?

A Holiday schedule is generally used only for holidays. A Time schedule is used for scheduling all other types of events.

For more information, see: About Schedules and Events

Can I create, edit, and delete events within an existing schedule?

Yes. You can manage events within any schedule in your group.

For more information, see:

- Create an Event
- View, Edit, or Delete an Event

What happens if I create a schedule without an event?

You can create a schedule with no events and assign users to it. The schedule will appear in the user's Schedules list, but the user will receive no notifications until you add one or more events.

For more information, see: About Schedules and Events

Account Code Questions

What are account codes used for?

Account codes are to track specific calls associated with certain accounts. As a Group Administrator, you can create and edit account codes for your group.

For more information, see: About Account Codes

What is the difference between mandatory and optional account code status?

Users assigned to the Mandatory Account Code status must enter an account code when making all calls outside their group.

Users assigned to the Optional Account Code status can enter an optional account code when making a call outside their group, but it's not required.

For more information, see: About Account Codes

Are my group's users assigned to account codes by default?

No. You can assign your group's users to its account codes in bulk, or individually.

For more information, see: Assign or Unassign Users to Account Codes

Can I edit the account codes for my group?

Yes. You can edit account code length, and you can add, edit, and delete account codes for your group.

Caution: Changing your group's account code length setting causes all current account codes to be deleted.

For more information, see:

- Edit Account Code Length
- Add, Edit, or Delete an Account Code

Can I download a list of account codes?

Yes. You can download a list of your group's account codes from the **Settings** tab of your Group page.

For more information, see:

- Group page
- Download a List of Account Codes

Can I download a list of account code users?

Yes. You can download a list of your group's users assigned to mandatory account codes or optional account codes from the **Settings** tab of your Group page.

For more information, see:

- Group page
- Download a List of Account Code Users

Can I use account codes and authorization codes at the same time?

Yes, you can assign a user to both authorization and account codes. Note that authorization codes always take precedence over account codes. Authorization codes are permission-based; they authorize the user to place calls to certain types of phone numbers, such as international or toll-free numbers, that would otherwise not be allowed. Account codes are used to track the calls placed by the user in association with a particular account. If a call requires an authorization code, and the user is assigned to the mandatory account code service, the user must enter both an authorization code and an account code when placing a call. If the user is assigned to the optional account code service, just the authorization code is required.

For more information, see:

- About Account Codes
- About Authorization Codes

Authorization Code Questions

What are authorization codes used for?

Authorization codes are for outbound call management. If authorization codes have been provisioned for your group, the group users must enter their authorization code when making a call (except for emergency or repair calls) outside the group.

For more information, see: About Authorization Codes

Are my group's users assigned to authorization codes by default?

Yes. If authorization codes have been provisioned for your group, the group users must use the authorization codes.

For more information, see: About Authorization Codes

Can I edit the authorization codes for my group?

Yes. You can create, edit, and delete authorization codes for any group.

For more information, see: Add, Edit, or Delete an Authorization Code

Can I download a list of authorization codes?

Yes. You can download a list of authorization codes from the **Settings** tab of your Group page.

For more information, see:

- Group page
- Download a List of Authorization Codes

Can I use authorization codes and account codes at the same time?

Yes, you can assign a user to both authorization and account codes. Note that authorization codes always take precedence over account codes. Authorization codes are permission-based; they authorize the user to place calls to certain types of phone numbers, such as international or toll-free numbers, that would otherwise not be allowed.

Account codes are used to track the calls placed by the user in association with a particular account. If a call requires an authorization code, and the user is assigned to the mandatory account code service, the user must enter both an authorization code and an account code when placing a call. If the user is assigned to the optional account code service, just the authorization code is required.

For more information, see:

- About Account Codes
- About Authorization Codes

Dial Restriction Questions

What are dial restrictions, and how do they work?

Dial restrictions are restrictions that you can put on your group's outgoing calls. You can also set custom dial restrictions for individuals.

Using dial restrictions, you can block or allow certain types of call, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls.

For more information, see: About Dial Restrictions

Can I set and edit dial restrictions for my group?

Yes. You can view and edit group dial restrictions from the **Settings** tab on your Group page.

For more information, see:

- Group Page
- View and Edit Group Dial Restrictions

Are users assigned to group dial restrictions by default?

No. As a Group Administrator, you can assign users to group dial restrictions.

For more information, see: Assign Users to Group Dial Restrictions

Can I set dial restrictions for individual users?

Yes. You can view and edit individual user dial restrictions from the **Outbound Features** tab of your Group page.

For more information, see:

- Group Page
- Manage Custom User Dial Restrictions

Reports Questions

What kind of reports can I generate?

You can generate two types of reports: Inventory reports and Service Usage reports. You can generate various types of reports under each category.

- Inventory reports give you details about user, group, and group trunk group settings.
- Service Usage reports give you details about usage of features such as account codes and call transfer/forward.

For more information, see: About Reports

I generated a report, but I don't see it anywhere. Why not?

Once you've generated a reports, the completed report is shown on the **Group Reports** tab on the Reports page in the Customer Portal. If your report isn't shown there, check this tab again later.

For more information, see: About Reports

Can I download the reports I generate?

Yes. Once you've generated a report, the completed report is shown on the **Group Reports** tab on the Reports page. Click the **Download** icon 🔽 next to the report you want to download.

For more information, see: Download or Delete a Report

Can I delete a report when I'm done with it?

Yes. Once you've generated a report, the completed report is shown on the **Group Reports** tab on the Reports page in the Customer Portal. When you're done with a report, you can delete it by clicking the Delete icon 🗑 next to the report you want to remove.

For more information, see: Download or Delete a Report

General Questions

What is a CSV file?

A comma-separated values (CSV) file is a type of spreadsheet. When you download a list or template from the Customer Portal, it is downloaded as a .csv file. You can edit a CSV file in Excel® or another spreadsheet editor.

I have a problem, and the solution isn't covered in the Customer Portal help documentation. Where can I go for support?

In addition to reading and printing help topics, you can get help and support from a Customer Portal contact. In the Customer Portal, click View enterprise contacts to get information about how to request help via email or phone.

You can also search for another Group Administrator, or an Enterprise Administrator to contact.

We also provide fee-based training about using the Customer Portal. For details, contact your AT&T sales representative.

For more information, see:

- Support Resources
- Search for and View an Administrator
- View Contacts

Basic Information About the Customer Portal

The following help topics provide you with basic information about using the Customer Portal.

- Log In
- What A Group Administrator Can Do
- About Premier
- Use Premier
- Use the Customer Portal
- Search and Listing Overview
- What's New in the Customer Portal
- Glossary
- Support Resources

Glossary

% Allocation

A trunk call routing algorithm that enables you to assign a percentage of the incoming calls to each group trunk group in the trunk call routing scheme. The sum of all allocations must be 100.

account code

A feature that enables you to track outbound calls. As a Group Administrator, you create account codes that users can apply to certain calls for tracking purposes.

There are two kinds of account codes: mandatory account code status and optional account code status.

algorithms

Settings that govern how calls flow through a trunk call routing scheme. The AT&T IP Flexible Reach Customer Portal provides four algorithms: Most Idle, % Allocation , Round Robin , and Linear.

anonymous call rejection

The Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID attached.

assign

To add an element (such as a user) to a group, group trunk group, or trunk call routing scheme.

authorization code

A feature that enables you to manage outbound calls. As a Group Administrator, you can create and provision authorization codes for different types of outgoing calls. If required, users must enter a specified authorization code when making a call (except for emergency or repair calls) outside their group.

bulk management tool

The bulk management tool enables administrators to assign options or features to multiple users within a group, up to 1,000 users at a time.

call acceptance

The Call Acceptance feature enables a user to define criteria that permit certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

call forwarding – always

The Call Forwarding – Always feature enables a user to redirect all incoming calls to another phone number.

call forwarding – busy

The Call Forwarding – Busy feature enables a user to redirect calls to another number when an incoming call encounters a busy condition.

call forwarding – no answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another number when an incoming call isn't answered within a specified number of rings.

call forwarding – not reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls are redirected when the user's IP Flexible Reach telephone number is unreachable.

call forwarding – selective

The Call Forwarding – Selective feature enables a user to define criteria that redirect certain incoming calls to another number.

call rejection

The Call Rejection feature enables a user to define criteria that reject certain incoming calls.

calling line ID

The Calling Line ID setting allows you to customize the number that will appear on a call recipient's caller ID when the user makes an outbound call. Use this feature to mask a user's public number with your company's customer support number when the user calls your customers.

CSV file

A comma-separated values file, which stores table data in plain-text form, allowing for easy handling in any text-editing program. You open CSV files in spreadsheets. Files that you download from the Customer Portal, such as a Group ID and Name List or a Group Users List, are downloaded as CSV files.

department

A department is a subdivision of a group or enterprise to which users can be assigned. An **Enterprise Department** can include any user in the enterprise. A **Group Department** can include users from a single group.

Department Administrator

The administrator class that ranks third in the AT&T IP Flexible Reach administrator hierarchy. Department Administrators manage users within a group department. Enterprise Administrators manage departments that span more than one group.

dial plan type

A setting in a group profile that represents the AT&T service plan purchased. Possible settings are **Public Only**, **Private Only**, or **Public & Private**.

dial restriction

A limit that you can impose to manage a group's outgoing calls. You can also set custom dial restrictions, for individuals.

enterprise

The complete AT&T IP Flexible Reach setup, including all users, groups, departments, group trunk groups, and trunk call routing schemes, along with the phone lines.

Enterprise Administrator

The administrator class at the top of the AT&T IP Flexible Reach administrator hierarchy. Enterprise Administrators manage group trunk groups, trunk call routing schemes, Group Administrators, Department Administrators, and users.

enterprise contact

A person you can contact for advice and assistance with the Customer Portal, your enterprise, and your group.

enterprise ID

A 10-digit number that identifies an AT&T IP Flexible Reach enterprise.

FAC (feature access code)

The key sequence a user presses on a phone to perform a function. For example, if the Anonymous Call Rejection Activation feature is set to *77, users press ***77** to activate that feature on their phones. FACs are also called star (*****) or pound (**#**) codes.

forward always action for a group trunk group

When Forward Always Action is set, any calls that normally use the group trunk group are forwarded to a location set by the administrator.

group

A set of users who share certain things in common—most notably, the group trunk group used to access their site or location. A group has these attributes:

- A unique location dialing code
- A single extension length
- A set of assigned phone numbers
- A set of users assigned to those phone numbers
- A unique numeric identifier (group ID) and name (group name)

Group Administrator

The administrator class that ranks second in the AT&T IP Flexible Reach administrator hierarchy. Group Administrators manage departments, group trunk groups and users.

group ID

The number that represents a particular group. You can look up groups by name or ID.

group name

The name of a particular group. You can look up groups by name or ID.

group trunk group

The path a call takes between AT&T IP Flexible Reach and the organization's private branch exchange (PBX), and ultimately the user. The group trunk group has a set maximum number of calls, incoming and outgoing, that it can handle simultaneously.

GTG

An abbreviation for group trunk group.

inbound call features

Call features that enable users to manage calls they receive in various ways. For example, the Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID. The Call Forwarding features enable a user to automatically forward calls to a different number.

As part of managing user access to the AT&T IP Flexible Reach Customer Portal, you assign users rights to use individual inbound call features.

initial event

An event in a schedule of any level that acts as the template for any recurrences of that event. An initial event can occur only once, or you can set it to recur on a daily, weekly, monthly, or yearly interval.

Intercept Announcement

Intercept Announcement plays an announcement when the user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. These announcements can also provide call routing options.

linear

A trunk call routing algorithm. With the Linear algorithm, you set the order in which group trunk groups receive traffic. If the first group trunk group isn't available or has reached its capacity for concurrent calls, AT&T IP Flexible Reach then routes traffic to the next group trunk group in the trunk call routing scheme, and so on.

load distribution

How the load of incoming calls is distributed throughout available group trunk groups. See Trunk Call Routing.

location code

A code number for a private branch exchange (PBX). The location code plus the user extension form the private phone number.

Mandatory Account Code status

Users with the Mandatory Account Code status are prompted to enter a required account code when making a call (except for emergency and repair calls) outside the group. See Optional Account Code status.

max DID policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

maximum concurrent calls

A group trunk group setting that sets the number of simultaneous calls that can be handled at one time. The incoming and outgoing concurrent call values must be less than or equal to the value set for Maximum Concurrent Calls.

most idle

A trunk call routing algorithm that enables you to route calls to the least-used group trunk group in the multiple trunk group arrangement.

multiprotocol label switching (MPLS)

A technology that speeds up and simplifies data transmission in high-performance telecommunications networks. Multiprotocol Label Switching (MPLS) works by substituting short path labels for long network addresses as it moves data along a string of network nodes. MPLS can be used with any networking protocol, and it supports T1/E1, ATM, Frame Relay, and DSL, among other technologies.

Optional Account Code status

Users with the Optional Account Code status can enter an account code when making a call outside the group, but it isn't required See Mandatory Account Code status.

outbound call features

Features that affect the way an outgoing call is placed. Account codes, authorization codes, and dial restrictions are all outbound call features.

PBX

Private branch exchange (PBX), a subscriber-owned telecommunications exchange (private telephone switchboard) that usually includes access to the public switched telephone network. It provides on-premises dialing service and may provide connections to local and trunked communications networks.

Premier

The one-stop, customizable online site where business customers, large and small, can learn about, purchase, monitor, and manage wireless, Voice over IP, and related products and services. To administer the AT&T IP Flexible Reach Customer Portal, you must first log in to Premier.

private number

A phone number to be used within an enterprise. It routes the call from the private branch exchange (PBX) to the individual user. Commonly called an extension.

public number

A phone number dialed from outside the enterprise that routes the call to a private branch exchange (PBX). Commonly called a phone number.

recurring event

Any event in a schedule that's repeated. You can set recurring events to recur on a daily, weekly, monthly, or yearly interval.

redirecting party

The phone number that directs an incoming call to a different number.

re-routes

The number of times a call can be re-routed within a trunk call routing scheme before it's terminated or forwarded. The maximum number of possible re-routes is 10.

round robin

A trunk call routing algorithm. Like the Linear algorithm, the Round Robin algorithm selects resources in sequence. But the Round Robin algorithm has an added feature: Instead of waiting for one group trunk group to reach capacity before it directs calls to the next, the Round Robin algorithm balances the call volume evenly across all group trunk groups.

route exhaust

In a trunk call routing scheme, the setting that specifies how calls are handled when they exceed a set maximum number of re-routes.

Schedule

Schedules consist of one or more events. For example, a single holiday schedule might contain events for holidays such as Thanksgiving and the 4th of July.

The events that are added to a schedule determine when specific features are applied to a user's incoming calls. The features that can be controlled through schedules are **Call Acceptance**, **Call Rejection**, **Call Forwarding – Selective**, **Sequential Ring**, and **Simultaneous Ring**.

scheme

A complete trunk call routing design.

selective criteria

Settings within an inbound call feature that you can use to customize the way that the feature works. As an Enterprise Administrator, you can set selective criteria for a user, or you can allow users to set selective criteria for themselves.

Sequential Ring

The Sequential Ring feature enables a user to define a "find-me" list of phone numbers that are alerted sequentially when incoming calls match a user's specified criteria. (If the user can't be reached at the first number, the service tries the second number. If the user can't be reached at the second number, the service tries the third number, and so on.)

Session Initiation Protocol (SIP)

A signaling used to control sessions with one or more participants. The Session Initial Protocol (SIP) is used for Internet phone calls and multimedia transmission.

Simultaneous Ring

The Simultaneous Ring feature enables a user to have up to 10 phone numbers ring simultaneously when calls are received on the user's IP Flexible Reach phone number. The first phone to be answered is connected.

TCR

An abbreviation for trunk call routing scheme.

tile

A section of a webpage that contains links or information about a particular function or action.

trunk call routing scheme

In an AT&T IP Flexible Reach enterprise, the mechanism used to route calls across distinct routes. Each distinct route is called a group trunk group. When you bundle these routes for traffic management, you create a trunk call routing scheme.

unassign

To remove an element (such as a user or a group trunk group) from a group, group trunk group, or trunk call routing scheme.

unreachable destination

When an incoming call can't be routed successfully because this group trunk group is at capacity (i.e., the maximum concurrent call limit has been exceeded) or is unreachable for other reasons, the Unreachable Destination action is applied. Options are:

- **None:** No Unreachable Destination action is applied when incoming calls can't be routed.
- **Phone Number**: The phone number to which incoming calls should be forwarded when the destination is unreachable. The phone number can be public, private, or international.
- **Group Trunk Group**: The group trunk group to which incoming calls should be routed when the destination is unreachable.

unreachable destination timer

When an incoming call can't be routed successfully over this group trunk group within the specified number of seconds, the Unreachable Destination action is invoked.

user portal access

The User Portal Access setting allows you to request portal access for a user in your group. When you request portal access for a user, an email is sent to the email address of that user so they can set up their portal account. You can also revoke access for users in your group.

Support Resources

In addition to this help system, there are a number of other places you can find help with using the Customer Portal.

Quick Help Icons

When you're using the Customer Portal, click any Quick Help icon for an explanation of what's on the page, and how it works.

Information Icons

When you're using the Customer Portal, hover your cursor over any Information icon for a definition or explanation.

Enterprise Contacts

Other contacts in your enterprise may be able to assist you.

To find enterprise contacts

1. Click **Resources** in the main Customer Portal navigation bar.

2. Click **Enterprise** in the lower navigation bar.

Other Administrators

Other administrators may be able to assist you.

To find other administrators

1. Click **Administrators** in the main Customer Portal navigation bar. The Administrator List page opens.

2. Search or browse for administrators.

3. Click an administrator's first or last name to see that person's contact information.

Help System Site Maps

For easier navigation through this help system, you can go directly to the system site maps.

- Group Administrator help system site map

- Department Administrator help system site map
- End User help system site map

Printable User Guides

You can print this entire help system as a PDF file. You can also print the Department Administrator and End User help systems.

- Group Administrator Guide
- Department Administrator Guide
- End User Guide

Fee-based Training

We also provide fee-based training about using the Customer Portal. For details, contact your AT&T sales representative.

Print This Documentation

You can print this AT&T IP Flexible Reach documentation. Print a single help topic, or print the Group Administrator Guide as a single PDF file. The Group Administrator Guide is a PDF document that contains all the content of the Group Administrator online help topics.

To print a single help topic

1. Open a help topic.

2. At the top of the help page, click **Printer Friendly Version**. A printer-friendly version of the document opens.

3. At the top of the printer-friendly page, click **Print**. A Print window opens.

4. From the Print window, adjust the print settings.

5. At the bottom of the Print window, click **Print**.

To print the Group Administrator Guide

To open the document, you must have PDF-reading software, such as Adobe® Reader 9 (or later), Nitro Reader, or Foxit® Reader, installed.

1. From the Group Administrator website sitemap, click **Group Administrator Guide**. The Guide opens in your PDF-reading software.

2. Follow your PDF-reading software's commands for printing the document.

Manage Users

Click the links below to learn how to manage the users in your group. Manage user profiles, call features, schedules, and more.

Topic	Description
About Users	Learn about users and about their relationship to groups and trunk call routing.
Users List Page	Get an overview of the main Users list page and how it works.
User Details Page	Get an overview of a user details page and how it works.
Search for and View Users	Learn how to search and browse for specific users.
Manage User Access to the Customer Portal	Find out how to manage individual customer access to the AT&T IP Flexible Reach Customer Portal.
Edit User Profiles	Learn how to edit a user's profile information.
View Call Logs	Learn how to see users' call logs.
Manage Mobile Client	Learn how to enable mobile client access for users.
Manage Inbound Call Features	Get an overview of user inbound call features and how they work.
Manage Outbound Call Features	Get an overview of user outbound features, account codes, and dial restrictions, and learn how they work.
Manage User Schedules	Learn how to create and manage schedules and events for users.
Manage Premier User Profiles	Learn how to manage Premier user profiles.
Manage Users in Bulk	Learn how to manage features for multiple users at one time.

About Users

Overview

Enterprises with AT&T Enhanced IP Flexible Reach are composed of groups, and each group has one or more users. Each group has a single group trunk group, which is the path a call takes between AT&T IP Flexible Reach and your organization's PBX (private branch exchange), which routes the call to the appropriate number and user. The group trunk group has a maximum number of calls, incoming and outgoing, that it can handle simultaneously. Trunk call routing sets up schemes that determine how calls are routed through group trunk groups.

Enterprises and groups can also be subdivided into sets of users called departments. An Enterprise Department can include any user in the enterprise. A Group Department can include users from a single group.

A user's identity and initial access to the AT&T IP Flexible Reach Customer Portal is created by your organization's system administrator. The user's identity consists of the user's name, public phone number, private phone number, and email address.

As a Group Administrator, you can manage users only within their specific group. Enterprise Administrators can manage all users within the entire enterprise. Department Administrators can manage users only within their specific department.

Manage Users

You can manage a number of account aspects for users within your group.

How a Group Administrator Can Manage Users

What Group Administrators can do	Description	Support topic
Manage user access to the Customer Portal	Assign and unassign (revoke) permissions that allow users to use individual features and tools.	Manage Access to the Customer Portal
Edit user profiles	Edit some aspects of a user's profile information, including the user's name and time zone.	Edit User Profiles
View call logs	View and sort a user's last 1,000 logged calls.	View Call Logs

What Group Administrators can do	Description	Support topic
Manage inbound call features	Assign specific permissions that enable users to manage their own inbound call features, such as call forwarding, call acceptance, and call rejection.	About Inbound Call Features
Manage calling codes and outbound call features	Manage a user's authorization codes, account codes, and outbound call restrictions.	Manage Outbound Call Features
Manage user schedules	Manage events and schedules at the group and individual user level.	About Schedules
Manage Premier user profiles	Manage User's Premier information and reset passwords	Manage Premier User Profiles
Manage users in bulk	Manage features for many users at one time, in bulk.	Manage Users in Bulk

Users and the Customer Portal

Using the Customer Portal, users can manage many aspects of their accounts. Remember that users look to you, as a Group Administrator, for assistance. In the Customer Portal, users can:

- View and edit their personal profile
- Manage their assigned inbound call features
- View their call logs
- View their outbound call features
- View group and enterprise schedules, and create individual schedules for themselves
- View and search for other users
- View administrators and enterprise contacts

Users List Page

Page Overview

In the AT&T IP Flexible Reach Customer Portal, the Users List page presents a searchable list of all the users in your group. From the Users List page, you can search for, browse for, view, and edit user information.

You can do a variety of things from the Users List page:

- To find an individual user, use the Search tool.
- To browse, scroll and page through the list.
- To sort the list by last name, first name, public number, private number, or Group IP, click the corresponding column header.
- To view a user's information, click the user's first or last name.
- To jump to the user's group, click the user's Group ID.
- To edit a user's profile information, under **Action**, click the **Edit** icon .

Note: As a Group Administrator, you can see users who are not in your group. You can't edit these users' profile information.

Search and Browse for Users

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can also search for users and view their information. To view a user's information, click the user's first or last name.

To search or browse for users

1. On any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. If the Search tool isn't open, click the arrow to open it.

3. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, **Extension**, or **Group ID**.

4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

5. In the field at the right, enter a search term, and then click **Search**.

6. To view a user's information, click the user's first or last name. The User Details page appears.

To browse for users, scroll and page through the list. To jump to a particular page, click the Down arrow at the right of the page numbers.

User Details Page

Overview

From a User Details page, you can manage that user's inbound and outbound call features, call logs, profile, and schedules.

To access a User Details page

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Search or browse for users, and then click a user's first or last name. The User Details page appears.

Inbound Features Tab

From the **Inbound Features** tab, you can view and edit the user's inbound call features. You can make a call feature available (or unavailable) for the user, and you can edit the call feature's selective criteria.

For more information, see: About Inbound Call Features

Outbound Features Tab

From the **Outbound Features** tab, you can view and edit the user's account codes and dial restrictions.

For more information, see:

- About Account Codes
- About Dial Restrictions

Mobility Features Tab

From the **Mobility Features** tab, you can edit the user's mobile client status. Set this status as **Enabled** to allow the user to access the mobile client from their mobile device.

For more information, see Manage Mobile Client.

Call Logs Tab

From the **Call Logs** tab, you can view a user's last 1,000 logged calls. You can browse through the call list and sort the calls by **Type**, **Date**, **Time**, **From/To**, and **Phone Number**.

For more information, see: View Call Logs

Profile Tab

From the **Profile** tab, you can view and edit the user's profile information. This is also where you can grant and revoke access to the Customer Portal.

For more information, see:

- Edit User Profiles
- Manage User Access to the Customer Portal

Schedules Tab

From the **Schedules** tab, you can search and browse for schedules, and you can view, edit, create, and delete schedules and events for the user.

For more information, see: About Schedules and Events

Search for and View Users

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can search for users and view their information. To view a user's information, click the user's first or last name.

To search or browse for users

1. On any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. If the Search tool isn't open, click the arrow ▶ **Search** to open it.

3. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, **Extension**, or **Group ID**.

4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

5. In the field at the right, enter a search term, and then click **Search**.

6. To view a user's information, click the user's first or last name. The User Details page appears.

To browse for users, scroll and page through the list. To jump to a particular page, click the Down

arrow ··· ▼ at the right of the page numbers.

Manage User Access to the Customer Portal

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can grant (and revoke) access to the Customer Portal on a user-by-user basis within your group.

To grant user access

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The Users List page appears.

2. Locate the user you want to grant access. (You can search, scroll or page through the list, or click a number to jump to a specific page.)

3. Click the user's name. The User Details page appears.

4. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.

5. To the right of **User Portal Access**, click **Submit Request**. A Submit Request window opens.

6. Enter the user's email address, and then click **Save**. The Submit Request window closes. The system sends the user email with instructions for how to register for access to the Customer Portal.

To revoke user access

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The Users List page appears.

2. Locate the user whose access you want to revoke. (You can search, scroll or page through the list, or click a number to jump to a specific page.)

3. Click the user's name. The User Details page appears.

4. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.

5. To the right of User Portal Access, click **Remove Access**.

6. A Remove Access confirmation window opens. To remove the user's access, click **OK**. To leave the user with access, click **Cancel**.

7. If you clicked **OK**, the Profile view refreshes. The user can no longer access the Customer Portal.

Edit User Profiles

Through Premier, your organization's system administrator sets up a user's identity and access to the AT&T IP Flexible Reach Customer Portal. The user's identity consists of the user's name, public phone number, private phone number, and email address.

After the user identity is created, you can, as a Group Administrator, use the Customer Portal to edit names, calling line IDs, and time zones for users within your group.

Calling line ID is the phone number that's' displayed on the called party's phone when a user places a call. The default is the user's public number. You can customize calling line ID by specifying a different number (up to 40 digits). For example, you may want the calling line ID to be for a sales office or reception desk.

Note: For emergency calls, the calling line ID will always be the user's public number.

To edit a user's profile information

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)

3. Click the user's first or last name. The User Details page appears.

4. Click the **Profile** tab. The Profile view appears.

5. Click **Edit**. The Edit view of the user's profile appears. You can edit the user's last name, first name, calling line ID, and time zone.

6. Enter changes, and then click **Save**.

View Call Logs

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can view logged calls for individual users in your group. This information can help managers track staff performance and plan shifts in resources. Users can also view details for their own call logs.

To view user call logs

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Locate the user whose call log you want to view. (You can search, scroll or page through the user list, or click a number to jump to a specific page.)

3. Click the user's name. The User Details page appears.

4. Click the **Call Logs** tab. The Call Logs page appears and shows the user's last 1,000 calls. By default, the calls are sorted by date and time. You can also sort by call type and use date and time as secondary sort parameters.

5. Icons in the **Type** column show whether the call was a received call , missed call , or dialed call .

Manage Mobile Client

With AT&T IP Flexible Reach mobile client application, users can use their mobile device to make and receive phone calls with their IP Flexible Reach business identity. You must allow users to access the mobile client on the user's mobility tab in the IP Flex customer portal or they won't be able to log in to it.

Note: If the user doesn't have AT&T IP Flexible Reach Customer Portal access, you need to submit a User Portal Access request so they can edit their mobile client telephone number and mobile client password.

Allow access to the mobile client

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The Users List page appears.

2. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)

3. Click the user's first or last name. The User Details page appears.

4. Click the **Mobility Features** tab. The Mobility Features view appears.

5. Click **Edit**. The Edit view of the user's mobility feature page appears.

6. Do one of the following:

   a. To allow the user to access the mobile client, select **Enable** to the right of Mobile Client Status.

   b. To not allow the user to access the mobile client, select **Disable** to the right of Mobile Client Status.

7. Click **Save**.

Manage Inbound Call Features

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can grant your group's users access to individual inbound call features such as Call Rejection and Call Forwarding. You can also manage selective criteria within a call feature to set the behavior of the feature.

Grant a User Access to Features

You can grant a user access to features from the **Inbound Features** tab of the User Details page.

To assign a user access to specific features

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The Users List page appears.

2. Click a user's name. The User page appears with the **Inbound Features** tab selected.

3. To assign a feature to the user, click **Edit**. The **Available for User** column becomes active.

4. For each feature that you want to assign to this user, in the **Available for User** column, select **Yes**. To revoke access to a feature, select **No**.

5. When you've completed your selections, click **Save**. A message confirms the change.

Set Individual Features

You can set the behavior of most individual features for each user. These topics provide specific instructions on how to set each feature:

- Anonymous Call Rejection
- Call Acceptance
- Call Forwarding – Always
- Call Forwarding – Busy
- Call Forwarding – No Answer
- Call Forwarding – Not Reachable
- Call Forwarding – Selective
- Call Rejection
- Intercept Announcement
- Max DID Policing
- Sequential Ring
- Simultaneous Ring

To learn more about inbound call features, see About Inbound Call Features.

Manage Outbound Call Features

Edit Account Code Status
Edit Dial Restrictions

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage outbound call features, including account codes and dial restrictions, for the users in your group.

To see and edit a user's outbound call features, go to a User Details page and click the **Outbound Features** tab.

(To open a User Details page, from the Users List page or from search results, click any user's first or last name.)

Edit Account Code Status

Account codes are assigned at the group level. However, you can edit an individual user's account code status.

For more information, see About Account Codes.

To edit a user's account code status

1. Open a User Details page, and then click the **Outbound Call Features** tab.

2. Click **Account Codes**. The user's Account Codes view opens.

3. Click **Edit**.

4. To change account code status, select **Not Required**, **Mandatory**, or **Optional**.

5. Click **Save**.

Edit Dial Restrictions

Dial restrictions are assigned at the group level. However, you can customize dial restrictions for an individual user.

For more information, see About Dial Restrictions and About Authorization Codes.

To edit a user's dial restrictions

1. Open the User Details page, and then click the **Outbound Call Features** tab.

2. Click **Dial Restrictions**. The user's Dial Restrictions view opens.

3. Click **Edit**.

4. For Use Dial Restrictions, select **Group** or **Custom User**.

    - If **Use Dial Restrictions** is set to **Group**, you can only view the dial restrictions that this user is assigned to at a group level. (You can't edit these options from this view. You must edit group dial restrictions from the Group page.)

- If **Use Dial Restrictions** is set to **Custom User**, you can edit custom restrictions for this user.

5. If you selected **Group**, click **Save**. If you selected **Custom User**, edit dial restrictions for this user, and then save your changes.

6. To edit all custom user restrictions for this user at once, from the **Select All Custom User Restrictions** drop-down list, select restrictions. (To edit dial restrictions for this user one at a time, skip to step 7).

    - To allow the user to use all the restricted outbound call features listed, select **Allow**.

    - To block the user from using all the restricted outbound call features listed, select **Block**.

    - To use the group-level authorization code requirements for all restricted outbound call features listed, select **Standard Authorization**.

7. To edit dial restrictions for this user one at a time, from the **Custom User Restrictions** drop-down list, select a dial restriction.

    - To allow the user to use a restricted outbound call feature, select **Allow**.

    - To block the user from using a restricted outbound call feature, select **Block**.

    - To require the user to enter an authorization code when using a restricted outbound call feature, select **Authorization Code Required**.

8. When you've finished editing dial restrictions, click **Save**.

Manage User Schedules

Overview

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage schedules at the group and individual user level.

A schedule contains one or more events. These events can occur once or at regular intervals.

You can create, edit, and delete schedules, as well as add, edit, and delete events to an existing schedule.

For more information, see About Schedules and Events.

Create a Schedule for a User

If you create a schedule for a group that a user is part of, that user is automatically added to that schedule. You can also create a schedule for an individual user.

Users can create, edit, and delete their own individual schedules.

To create a schedule for an individual user

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Click the name of the user you want to work with. The User Details page appears.

3. Click the **Schedules** tab. The Schedules page appears.

4. Click **Create Schedule**. The Create Schedule page appears.

5. Enter a name for the schedule.

6. For the schedule type, select **Holiday** or **Time**. (The **Time** type is used for all schedules other than **Holiday** schedules.)

7. Under Schedule Level, select **User**.

8. Click **Create**. The Schedule Details page for the new schedule appears.

Note: After you've created a schedule, you must add one or more events to it.

Add an Event to a User's New Schedule

A schedule must contain one or more events. The Initial Event is the template for Recurring Events.

To add an event to a user's new schedule

When you first create a new schedule, the Schedule Details page appears.

1. To the right of the schedule name, under **Actions**, click the Edit icon ✐. The Schedule Details page opens in Edit mode.

2. Click ➕ **Add Event**. The Add Event page appears.

3. Under **Initial Event**, enter the event name.

4. Enter a start date and an end date for the event.

5. Enter a start time and an end time for the event.

6. If you want the event to occur more than once, under **Event Recurrence**, select whether you want the event to recur daily, weekly, monthly, or yearly.

   Note: If this is a one-time event, don't set **Event Recurrence**.

7. If this event recurs, select the recurrence details, and then select a recurrence end date (if appropriate).

   Note: If the event will continue on a daily, weekly, monthly, or yearly interval, don't set **Recurrence End**.

8. Click **Add**. The Event Details page appears.

9. To add more events to this schedule, under **Add Event**, follow steps 3–8.

Manage a User's Schedules and Events

You can edit or delete a user's schedules. You can also add, edit, and delete events within a user's schedule.

To manage a user's schedules

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Click the name of the user you want to work with. The User Details page appears.

3. Click the **Schedules** tab. The Schedule List page appears.

4. Locate the schedule you want to edit.

   - To edit a schedule, under **Actions**, click the **Edit** icon ✐. (For more information, see Edit a Schedule.)

   - To delete a schedule, under **Actions**, click the **Delete** icon 🗑. (For more information, see Delete a Schedule.)

To manage a user's scheduled events

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Click the name of the user you want to work with. The User Details page appears.

3. Click the **Schedules** tab. The Schedule List page appears.

4. Locate the schedule that contains events you want to edit, and then click the schedule name. The Schedule Details page appears.

5. Scroll down to the **Events** tile.

   - To create a new event, click ➕ **Add Event**.
   - To edit an event, under **Actions**, click the Edit icon 🖉.
   - To delete an event, under **Actions**, click the Delete icon 🗑.

Manage Premier User Profiles

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can search or browse for users who can access Premier directly from the Premier homepage. You can also grant a user in your group access to the Customer Portal, initiate a user's Premier password reset, or revoke a user's Premier access.

Note: You can only manage users who are in your group.

To grant a user access to the Customer Portal

1. Log in to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.

2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.

3. To give a user access to Premier, under **Create Premier User Profile**, click **Give a user access to Premier**. The Users List page appears.

4. Locate the user who needs access to the Customer Portal. (You can search, scroll or page through the list, or click a number to jump to a specific page.)

5. Click the user's name. The User Details page appears.

6. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.

7. At the right of **User Portal Access**, click **Submit Request**. A Submit Request window opens.

8. Enter the user's email address, and then click **Save**. The system sends the user email with instructions for how to register for Customer Portal access.

To search or browse for a Premier user profile

You can search for user profiles under **Search for a Premier User Profile** on the Manage Premier User Profiles page.

1. Log in to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.

2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.

3. In the drop-down list to the right of **Search by last name**, select **Starts with** or **Equals**.

4. In the field at the right, enter a search term.

   - If you selected **Starts with**, enter at least one letter of the user's last name
   - If you selected **Equals**, enter the user's last name as it appears on the User Details page.

5. Click **Search**.

6. To browse for users, scroll or page through the list. To jump to a particular page, click the Down arrow ⋯▼ at the right of the page numbers.

To initiate a user's Premier password reset

1. Log in to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.

2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.

3. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)

4. Click **Reset Password**. The User password reset page appears.

5. Click the **Reset Password** button. An email is then sent to the email address on file for the user. The email has instructions for how the user can reset his or her password.

To revoke a user's Premier access

1. Log in to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.

2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.

3. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)

4. Click **Delete**. The Profile tab of User Details page appears.

5. At the right of **User Portal Access**, click **Remove Access**. A Remove Access confirmation window opens.

6. To remove the user's access, click **OK**. To retain the user's access, click **Cancel**.

7. If you clicked **OK**, the Profile view refreshes, and the user can no longer access the Customer Portal.

Manage Users in Bulk

Overview
Edit a Feature Using the Bulk Management Tool
Find a Group Name and ID
Download the Group's User List
Download a Department's User List
Manage Account Codes
Manage Authorization Codes
Manage Inbound Call Features
Manage Dial Restrictions
Manage User Access
Manage User Names
Manage Calling Line ID
Manage Max DID Policing

Manage Mobile Client

Manage Errors

Overview

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the features available to your group's users all together, in bulk, for up to 1,000 users at a time. (You can manage the calling line ID feature for up to 60,000 users at a time. Be sure to perform such a large transaction during off-peak hours.)

If you have only a few users to manage, edit the users' features individually. The Bulk Management tool works best when you're managing more than a dozen users at one time.

To manage features for multiple users in your group at one time, download the feature template from the Bulk Management tool. Complete the template, and then upload it into the system.

You can also manage other aspects of your group in bulk, such as account and authorization codes, and user access.

Edit a Feature Using the Bulk Management Tool

Follow this process to edit most features for more than one user at a time.

To edit a feature in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select the feature you want to manage.

3. Next, download the feature template. To the right of **Download Template**, click the link.

4. When the File Download window opens, save the template by clicking **Save**. The template is downloaded as a comma-separated values (CSV) file, which is a type of spreadsheet. The file will be downloaded to your default directory, or you can choose a different location.

5. Edit the template.

Template Editing Tips:

- Before submitting the spreadsheet, delete the template example row.

- The public number or extension is required. The extension can also be considered the private number.

- The Group ID must be the same for every entry in the file.

- Like the template you downloaded, the file you upload must be a CSV file.

- Be careful with cell formatting. For any cells that contain or may contain data with leading zeroes (for example, group ID and extension), enclose the data in double quotation marks ("0192"), or change the cell format to Text before you enter the data.

- Download the group user list so that you can copy user names and paste them into the template.

- You can add a maximum of 1,000 users in the same group to a single file (60,000 for calling line ID).

- The uploaded file must have at least one valid row of user data (in addition to the header row).

- Any fields you leave blank maintain the current values for those fields; the values won't be updated.

6. When you're done, save the file as a CSV file. (Don't change the file type.)

7. Upload the edited template by clicking **Upload Template**. Your default folder opens. Browse for and select the file you just edited. The file appears in the **Upload** field.

8. Process the changes by clicking **Run**. The results appear in the **Result Log**.

Find a Group Name and ID

To manage features for the users in your group, you must first know the group ID and name.

You can search for a group by name or ID from the Customer Portal Home page or from the Group List page. You can also browse for groups on the Group List page.

For more information, see:

- Use the Customer Portal

- Search and Listing Overview

- The Group List Page

Download the Group's Users List

The easiest way to manage your group's users in bulk is to download that group's Group Users list, and then copy and paste the contents of the downloaded list into a bulk management template.

Note: Remember, you can manage features in bulk for up to 1,000 users within your group at a time. If your group has more than 1,000 users, you must divide the group and submit separate CSV files. (Exception: up to 60,000 users for calling line ID.)

Create the Group Users list

1. From any page in the Customer Portal, click **RESOURCES**, and then click **Group** immediately below. The Group Page appears.

2. Click the **Group Users** tab. The Group Users view appears.

3. Below the **Search** button, click **Download Group Users List**. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the "**Group Reports**" page for status and to download the report when available."

For more information about downloading the report, see **Download the report**.

Download the report

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
     Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon 📁. A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Download the Department's Users List

The easiest way to manage a department's users in bulk is to download that department's Department Users list, and then copy and paste the contents of the downloaded report into a bulk management template.

Note: Remember, you can manage features in bulk for up to 1,000 users within one department at a time. If a department has more than 1,000 users, you must divide the deparrment and submit separate CSV files. (Exception: up to 60,000 users for calling line ID.)

Create the Department Users list

1. Find the department you want from the Department List page or from search results.

2. When you find the department you want, click the department name. The Department Details page for that specific department appears.

3. Click the **Department Users** tab. The Department Users tab appears.

4. Below the **Search** button, click **Download Department Users List**. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the "**Group Reports**" page for status and to download the report when available."

For more information about downloading the report, see **Download the report**.

Download the report

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
     Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon 📁. A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Manage Account Codes

You can edit account code values (numbers) and the account code users list in bulk.

To edit account code values

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, on the Bulk Management page, select **Account Code Values**.

3. To the right of **Download Template**, click **Account_Code_Values.csv**. The File Download window opens.

4. Click **Save**. The template is downloaded as a comma-separated values (CSV) file. The file will be downloaded to your default directory, or you can specify a different location.

5. Open the downloaded file and enter the group ID number, the account code numbers, and the account code descriptions.

   Note: Account codes must each be unique within the group, and all account codes within a group must be the same length. You can change the account code length for a group, but note that changing the length nullifies all account codes created earlier.

6. Save the file as a CSV file.

7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

8. Click **Run**. The Account Code Values template is processed. Results appear under **Result Log**. To view the file, click the Report icon 🗎.

To edit the account code users list

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list on the Bulk Management page, select **Account Code Users List**.

3. At the right of **Download Template**, click **Account_Code_Users_List.csv**, and then save the file.

4. Open the saved file, enter the group ID number and edit the account code users list. You can copy and paste users' public numbers and extensions. (See Download the Group's Users List, above.)

5. Set whether account codes are mandatory or optional for this group of users. Under **Mandatory** and **Optional**, enter **Y** for yes and **N** for no. Note that account codes can't be both mandatory and optional.

6. Save the file as a CSV file.

7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

8. Click **Run**. The Account Code Users template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage Authorization Codes

You can edit authorization code values (numbers) in bulk.

To edit authorization code values

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Authorization Code Values**.

3. To the right of **Download Template**, click **Authorization_Code_Values.csv**, and then save the file.

4. Open the file and enter the group ID number.

5. Edit the authorization code numbers. Authorization codes must be between 2 and 14 digits long, and the codes must each be unique within the group.

6. Edit the authorization code descriptions, and then save the file as a CSV file.

7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

8. Click **Run**. The Authorization Code Values template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

To view the authorization code sync results

To update with the current authorization codes and settings for all users who have custom dial restrictions, sync the authorization codes by using the Sync Authorization Codes function. See Sync Authorization Codes.

From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.

From the Select Option drop-down list, select Authorization Code Sync Results.

Click Refresh Log.

Manage Inbound Call Features

You can manage inbound call features for up to 1,000 users at a time within your group.

To edit an inbound call feature in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select one of these inbound call features:

   - Anonymous Call Rejection
   - Call Acceptance
   - Call Forwarding Always

- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Rejection
- Manage Intercept Announcement
- Sequential Ring
- Simultaneous Ring

3. At the right of **Download Template**, click the feature file name, and then save the file.

4. Open the saved file and enter the group ID number.

5. Edit the inbound calling features. You can copy and paste users' public numbers and extensions from the group users list. (See Download the Group Users List, above.)

6. Select whether the inbound call feature is available and active for users. Under **Available** and **Active**, enter **Y** for yes or **N** for no.

7. Fill out the rest of the information on the spreadsheet. Not all features are filled out in the same way.

8. Save the file as a CSV file.

9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

10. Click **Run**. The template is processed. Results appear under **Result Log**. To view the file, click the Report icon 📄.

Manage Dial Restrictions

You can edit dial restrictions for up to 1,000 users at a time within your group.

To edit bulk dial restrictions

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Dial Restrictions**.

3. At the right of **Download Template**, click **Dial_Restrictions.csv**, and then save the file.

4. Open the saved file and enter the group ID number, then enter the dial restrictions. You can copy and paste users' public numbers and extensions from the group users list into the template. (See Download the Group Users List, above.)

5. Select whether customer settings are in place for each user. Under **Custom Settings,** enter **TRUE** or **FALSE**.

6. Edit dial restriction settings. For each dial restriction type, enter **ALLOW** or **BLOCK**. You can edit these dial restrictions:

- Outbound Settings

- Intra-Enterprise
- Domestic
- Toll Free
- International
- Operator
- Directory

7. Save the file as a CSV file.

8. Click **Upload Template**. Browse for and select the saved file. The file name appears in the **Upload Template** field.

9. Click **Run**. The Dial Restrictions template is processed. Results appear under **Result Log**. To view the file, click the Report icon 📄.

Manage User Access

You can manage user access to the Customer Portal for up to 1,000 users at a time.

To manage user access in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Manage User Access**.

3. At the right of **Download Template**, click **Manage_User_Access.csv**, and then save the file.

4. Open the saved file and enter the group ID number.

5. Edit user access settings. You can copy and paste users' public numbers, extensions, and names from the group users list. (See Download the Group Users List, above.)

6. Set whether the Customer Portal is available for each user. Under **Available**, enter **Y** for yes and **N** for no.

7. Save the file.

8. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

9. Click **Run**. The Manage User Access template is processed. Results appear under **Result Log**. To view the file, click the Report icon 📄.

Manage User Names

The system generates the generic **First Last name** (for example, **User, 7775201332**) that appears on the user's **Profile** tab when the phone number is provisioned. As a Group Administrator, you can change the generic name by editing the user's profile. Or, you can use the **Manage User Names** template to manage up to 1,000 user names in your group at a time.

To manage user names in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Manage User Names**.

3. At the right of **Download Template**, click **Manage_User_Names.csv**, and then save the file.

4. Open the saved file and enter the group ID number.

5. Edit user names. You can copy and paste users' public numbers, extensions, and names from the group users list. (See Download the Group Users List, above.)

6. Save the file.

7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

8. Click **Run**. The Manage User Names template is processed. Results appear under **Result Log**. To view the file, click the Report icon 🖹.

Manage Calling Line ID

You can manage calling line IDs for up to 60,000 users at a time.

To manage calling line ID in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Calling Line ID**.

3. At the right of **Download Template**, click **Calling_Line_ID.csv**, and then save the file.

4. Open the saved file and enter the group ID number.

5. Edit user numbers. You can copy and paste users' public numbers and extensions from the group users list. (See Download the Group Users List, above.)

6. For each number, specify whether to use the calling line ID or the user's public number or extension. In the **Use Configurable CLID** column, enter **Y** (yes) to use the calling line ID; to use the user's public number or extension, enter **N** (no).

7. If the **Use Configurable CLID** column is set to **Y**, enter a number in the **Calling Line ID** column. If it's set to **N**, leave **Calling Line ID** blank.

   Note: You can enter only one calling line ID, up to 15 digits, per user. Do not enter extensions. Public numbers must be 10 digits without a leading 1. Add the prefix 011 for international numbers and enclose the whole number in quotation marks (for example, "0113305551111").

8. Save the file.

9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

10. Click **Run**. The Calling Line ID template is processed. Results appear under **Result Log**. To view the file, click the Report icon.

Manage Max DID Policing

You can edit Max DID Policing settings for up to 1,000 users at a time within a group.

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

To manage Max DID Policing settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Max DID Policing**.

3. At the right of **Download Template**, click **Max_DID_Policing.csv**, and then save the file.

4. Open the saved file and enter the group ID number.

5. Edit public numbers and extensions (used to identify users). You can copy and paste users' public numbers and extensions from the group users list. (See Download the Group Users List, above.)

6. Select whether customer settings are in place for each user. Under **Active,** enter **Y** for yes or **N** for no.

7. Under **Maximum Concurrent Calls**, enter the maximum number of concurrent calls allowed for each user**.** The number entered should be between 1 and 500.

8. Save the file.

9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

10. Click **Run**. The Max DID Policing template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Enable Mobile Client

You can enable the mobile client for 1,000 users at a time.

To manage mobile client settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Mobile Client**.

3. At the right of **Download Template**, click **Mobile_Client.csv**, and then save the file.

4. Open the saved file and enter the group ID number.

5. Edit public numbers and extensions (used to identify users). You can copy and paste users' public numbers and extensions from the group users list. (See Download the Group Users List, above.)

6.   Select whether the mobile client is active for each user. Under **Active,** enter **Y** for yes or **N** for no.

7.   Select whether each user can receive inbound calls. Under **Enable Inbounds Calls,** enter **Y** for yes or **N** for no. For each user that can receive inbound calls, under **Mobile Client Telephone Number**, enter the user's mobile client telephone number.

8.   Save the file.

9.   Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.

10. Click **Run**. The Mobile Client template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage Errors

If the uploaded template contains any errors, you'll see **Processed with Errors** in the **Status** column of the **Result Log** area. For details, click the Report icon .

- If the template was used for editing user information, the results file shows one row with status for each user.
- All rows in the spreadsheet are submitted independently (for example, if there's an error in row 1, row 2 is still submitted).
- An error could be as simple as a required cell left blank. Resolve any errors and resubmit the spreadsheet. Or, you can copy rows with errors into another spreadsheet, delete the row from the original spreadsheet, and then rerun the new spreadsheet. You don't need to rerun successful user rows.
- If there's some overarching problem that prevents the spreadsheet from being processed, no result file appears, and you'll see an error message that takes you back to the Bulk Management page and the **Run** button. If this occurs, find and correct the error, and then rerun the entire spreadsheet.

Manage Users: Manage Inbound User Call Features

Click the links below to learn about inbound call features and how you can manage them. You also get step-by-step instructions on how to set inbound call feature availability for users and how to edit selective criteria.

Topic	Description
About Inbound Call Features	Learn about inbound call features: what they are, how they work, and how you can manage them.
Anonymous Call Rejection	Learn how to set Anonymous Call Rejection.
Call Acceptance	Learn how to set Call Acceptance.
Call Forwarding - Always	Learn how to set Call Forwarding – Always.
Call Forwarding - Busy	Learn how to set Call Forwarding – Busy.
Call Forwarding – No Answer	Learn how to set Call Forwarding – No Answer.
Call Forwarding – Not Reachable	Learn how to set Call Forwarding – Not Reachable.
Call Forwarding – Selective	Learn how to set Call Forwarding – Selective.
Call Rejection	Learn how to set Call Rejection.
User Intercept Announcement	Learn how to set User Intercept Announcement
Max DID Policing	Learn how to set Max DID Policing.
Sequential Ring	Learn how to set Sequential Ring.
Simultaneous Ring	Learn how to set Simultaneous Ring.

About Inbound Call Features

Overview

Inbound call features enable users to manage calls they receive in various ways. For example, using Anonymous Call Rejection, a user can reject calls that don't have caller ID. Call Forwarding features enable a user to automatically forward calls to a different number.

For some features you specify selective criteria that help define when and how the features are activated.

You specify selective criteria rules that evaluate an incoming call to determine whether and how to use a feature. Using selective criteria rules in these features is optional. If you don't define any selective criteria rules, the feature will apply for every call.

As part of managing group user access to the AT&T IP Flexible Reach Customer Portal, you grant users rights to use individual inbound call features, and customize many features.

This section outlines the inbound call features and explains what they do.

Anonymous Call Rejection

The Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID attached. If the caller isn't identified, the user can reject the call. When this feature is activated, Anonymous Call Rejection instantly rejects all anonymous calls, preventing the caller from even leaving a message. This feature also appears as a sub-option of the Call Acceptance, Call Rejection, Sequential Ring, and Simultaneous Ring features.

Anonymous Call Rejection doesn't have selective criteria.

For more information, see Anonymous Call Rejection.

Call Acceptance

The Call Acceptance feature enables a user to define criteria that permit certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

Call acceptance has selective criteria.

For more information, see: Call Acceptance

Call Forwarding – Always

The Call Forwarding – Always feature enables a user to redirect all incoming calls to another phone number.

Call Forwarding – Always doesn't have selective criteria.

For more information, see: Call Forwarding – Always

Call Forwarding – Busy

The Call Forwarding – Busy feature enables a user to redirect calls to another number when an incoming call encounters a busy condition. The line is considered to be busy when there are too many active calls coming through at once, or when Call Acceptance or Call Rejection is in use.

Call Forwarding – Busy doesn't have selective criteria.

For more information, see: Call Forwarding – Busy

Call Forwarding – No Answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another number when an incoming call isn't answered within a specified number of rings. You (the administrator) or the user must specify the forwarding number and the number of rings before forwarding.

Call Forwarding – No Answer doesn't have selective criteria.

For more information, see: Call Forwarding – No Answer

Call Forwarding – Not Reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls are redirected when the user's IP Flexible Reach telephone number is unreachable.

Call Forwarding – Not Reachable doesn't have selective criteria.

For more information, see: Call Forwarding – Not Reachable

Call Forwarding – Selective

The Call Forwarding – Selective feature enables a user to define criteria that redirect certain incoming calls to another number. If an incoming call meets specified criteria, the call is redirected to the specified number.

Call Forwarding – Selective has selective criteria.

For more information, see Call Forwarding – Selective.

Call Rejection

The Call Rejection feature enables a user to define criteria that reject certain incoming calls. If an incoming call meets specified criteria, the call is blocked and the caller is informed that the user doesn't want to receive the call.

Call Rejection has selective criteria.

For more information, see Call Rejection.

Intercept Announcement

With the Intercept Announcement feature, an incoming caller hears a recorded announcement instead of being connected to the called number. The announcement can be standard or custom. Announcements can be active at the enterprise or group level, or for individual users' numbers.

If enabled, Intercept Announcement overrides all other active features and selective criteria.

For more information, see Intercept Announcement.

Max DID Policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

Max DID Policing doesn't have selective criteria.

For more information, see: Max DID Policing

Sequential Ring

The Sequential Ring feature enables users to define a "find-me" list of phone numbers that are alerted sequentially when incoming calls match a user's specified criteria. (If the user can't be reached at the first number, the service rings the second number. If the user can't be reached at the second number, the service rings the third number, and so on.) While the service searches for the user, the caller hears a greeting, followed by periodic announcements.

Sequential Ring has selective criteria.

Note: A user can't use Sequential Ring and Simultaneous Ring at the same time. If both features are set to **Active**, Sequential Ring takes precedence.

For more information, see: Sequential Ring

Simultaneous Ring

The Simultaneous Ring feature enables users to have up to 10 phone numbers ring simultaneously when calls are received on the user's IP Flexible Reach phone number. The first phone to be answered is connected.

Simultaneous Ring has selective criteria.

Note: A user can't use Simultaneous Ring and Sequential Ring at the same time. If both features are set to **Active**, Sequential Ring takes precedence.

For more information, see: Simultaneous Ring

Grant a User Access to Inbound Call Features

You can grant a user access to any or all inbound call features. (Note that Max DID Policing is available only to Enterprise and Group Administrators.)

Go to the User Details page and click the **Features** tab.

- To enable access, in the feature's **Available for User** column, select **Yes**.

- To block access, in the feature's **Available for User** column, select **No**.

To grant a user access to individual features

This overview shows you how to assign access to inbound call features. For instructions on how to assign a specific feature and set its selective criteria, see the help topic for that particular feature.

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The Users List page appears.

2. Click a user's name. The User Details page appears, with the **Inbound Features** tab selected (or click the **Inbound Features** tab).

3. Click **Edit**. The **Available for User** column opens in edit mode.

4. For each feature that you want grant access to this user, under **Available for User**, select **Yes**.

5. At the bottom of the page, click **Save**. A message confirms the change.

Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

About Selective Criteria

Selective criteria are rules that control the behavior of an inbound call feature. You can customize some features using selective criteria. Selective criteria vary from one call feature to another, but you follow the same procedure to set them.

Note: The following inbound call features have simple settings and no selective criteria:

- Anonymous Call Rejection
- Call Forwarding – Always
- Call Forwarding – Busy
- Call Forwarding – No Answer
- Call Forwarding – Not Reachable
- Max DID Policing

Note: If the Intercept Announcement feature is active, it overrides all selective criteria rules.

To set selective criteria

This procedure gives you an overview of how to set selective criteria for inbound call features. For instructions on setting specific selective criteria, see the help topic for the particular inbound call feature.

1. From any page in the Customer Portal, in the main menu bar, click **USER MANAGEMENT**. The Users List page appears.

2. Click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, click the name of a feature. The feature's Settings page appears.

4. To the upper-right of the **For calls matching** section, click ➕ **Add Criteria**. The Add Criteria page appears.

5. Complete the Add Criteria page.

6. When you've finished setting criteria, click **Add**. A success message appears, along with the new criteria.

7. To create an exception to the rule you've just created, click the **Back to <feature name>** link to go back to the feature's Settings page.

8. In the **Regardless of above settings…** section, click ➕ **Add Criteria** and create your exception.

Inbound Call Feature Precedence

One feature's settings might override those of another feature, even if both are set and **Active**.

Intercept Announcement always unconditionally overrides other features, even if those features are active.

Call Forwarding - Always redirects all incoming calls and takes precedence over most other Call Forwarding features.

Exceptions:

- Call Forwarding - Selective takes precedence for incoming calls that match the defined selective criteria.
- Intercept Announcement overrides all other active features.

In most cases, defining selective criteria for a feature like Call Rejection or Call Acceptance gives precedence to that feature for any calls that match the defined criteria.

Manage Inbound User Call Features— Anonymous Call Rejection

The Anonymous Call Rejection feature enables users to reject calls without caller ID. When this feature is activated, all anonymous calls are instantly rejected, preventing the caller from even leaving a message.

Anonymous Call Rejection also appears as a sub-option of the Call Acceptance, Call Rejection, Sequential Ring, and Simultaneous Ring features.

Note: If Anonymous Call Rejection is active, it takes precedence over other feature settings for anonymous calls. (If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see Intercept Announcement.)

To set Anonymous Call Rejection

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

   For instructions on how to set availability, see About Inbound Call Features.

   Caution: If you remove then restore a user's access to a feature, all settings created through the edit process will be lost.

4. In the **Action** column, to the right of **Anonymous Call Rejection**, click the Edit icon 🖉. The Edit Anonymous Call Rejection page appears.

5. To turn the feature on, select **Yes**. To turn it off, select **No**.

6. Click **Save**. A message confirms the change.

Manage Inbound User Call Features—Call Acceptance

Add or Edit Call Acceptance Criteria
Set Call Acceptance

With the Call Acceptance feature, a user can define criteria that enable certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

Add or Edit Call Acceptance Criteria

In some cases, users must to set up selective criteria before you assign a feature. With Call Acceptance, users must add selective criteria before it can be used. After criteria has been added, the feature can be edited at any time.

Only active criteria are evaluated as part of the call acceptance settings. (Inactive criteria aren't evaluated.) Active criteria are evaluated in the order listed (alphabetical by description), and call rejection is applied based on criteria matches.

Note: If enabled, the Intercept Announcement feature takes precedence over all selective criteria. For details, see Intercept Announcement.

To add Call Acceptance selective criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name to open the User Details page.

3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

   For instructions on how to set availability, see About Inbound Call Features.

   Caution: If you remove then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. Click **Call Acceptance**. The Call Acceptance page appears.

5. To add new criteria, click **Add Criteria** at the upper-right of the **Call Acceptance** section. The Add Call Acceptance Criteria page appears.

   Note: To edit an existing item, under **Actions**, click the Edit icon . The Edit Call Acceptance Criteria page appears.

6. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active** if you want this criteria to be considered. To use this feature, at least one criteria must be active. To set up criteria to be used later, set the status to **Inactive**.

7. To the right of **Current Schedule**, select one of these options:

- To use the default schedule (Every Day All Day), select **Default Schedule**.
- To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.
  - Search or browse for the schedule you want. To select a schedule, under **Action**, click the Action icon ☑.

8. Set **Accept Call(s) from**. Select one of these options:

- **Accept calls from Any Phone Number**—The system accepts a call from anyone.
- **Accept Calls from the Following Phone Numbers**—The system accepts calls only from the specified numbers.

  To specify a phone number, select one or any combination of these settings:

  - **Any Anonymous Number**
  - **Any Unavailable Number**
  - **Specific Number(s)**

  If you selected **Specific Number(s)**, in the **Phone Number** field, enter a phone number.

  - To enter the first number, click ➕ **Add a Number**.
  - To add each subsequent number, click ➕ **Add a Number** again.

You can add up to 12 numbers, each up to 20 digits long. No phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers must start with **+** or **011**.

Extensions aren't allowed, and you can't block numbers from within your enterprise.

Wildcard characters are allowed:

- Use an asterisk (*) to match any sequence of digits and is used only at the end of a number. It can't be used to replace the entire number. For example:
  - 732*
  - 8*
- Use a question mark (?) to match any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example:
  - ?52*
  - 73232049??

9. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or add more criteria.

To edit selective criteria

You can create exceptions to the rules you've created.

1. At the upper-right of the Regardless of above settings never accept calls matching section, click ⊕ **Add Criteria**. The Add Call Acceptance Criteria page appears.

2. Repeat steps 5 and 6 from the add selective criteria procedure above.

   Note: If you enter the same number in **Accept Calls Matching** and Regardless of above settings never accept calls matching, the Accept Calls Matching setting takes precedence and calls from that number are accepted.

Set Call Acceptance

After you've added selective criteria, set the Call Acceptance feature for the user.

To set Call Acceptance

1. On the **Inbound Features** tab of the User Details page, under **Action**, click the Edit icon 🖉. The Call Acceptance page appears.

2. In the **Accept** calls matching section, under Active, check the checkbox for the setting you want.

3. **Note:** Checkboxes are available only when the page is in Edit mode.

4. In the **Regardless of above settings never accept calls matching** section, check the checkbox for the setting you want. (Optional)

5. To edit a setting, under **Actions**, click the Edit icon 🖉.

6. Click **Save**. A message confirms the change.

Manage Inbound User Call Features—Call Forwarding - Always

The Call Forwarding – Always feature enables users to redirect all incoming calls to another phone number.

Call Forwarding - Always redirects all incoming calls, and it takes precedence over most other Call Forwarding features. The only exception is Call Forwarding - Selective, which takes precedence for incoming calls that match that feature's selective criteria.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see Intercept Announcement.

Forwarded callers are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

Set the Feature

Follow the steps below:

To set Call Forwarding – Always

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the Inbound **Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes.**

   For instructions on how to set availability, see About Inbound Call Features.

   Caution: If you remove then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Call Forwarding – Always**, under **Action**, click the Edit icon 🖉. The Edit Call Forwarding Always page appears.

5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Always Status**.

6. In the **Forward Calls to** field, enter the number to which calls will be forwarded.

   Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Always Status**.

   The **Forward Calls to** number must be a phone number that's accessible based on this user's outgoing dialing restrictions.

7. If you want the user to be alerted when a call is forwarded, check **Play ring reminder when a call is forwarded**. (Ring reminders ring the forward-to phone once whenever a call is forwarded.)

8. Click **Save.** A message confirms the change.

Manage Inbound User Call Features—Call Forwarding - Busy

The Call Forwarding – Busy feature enables a user to redirect an incoming call to another number when it encounters a busy condition. The line is considered to be busy when too many active calls come through at once or when Call Acceptance or Call Rejection is in use.

Call Forwarding - Busy settings are superseded by Call Forwarding – Selective Call Acceptance and Call Rejection (if their selective criteria are set).

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see Intercept Announcement.

Forwarded callers are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

To set Call Forwarding – Busy

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

   For instructions on how to set availability, see About Inbound User Features.

   Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Call Forwarding – Busy**, under **Action**, click the Edit icon 🖉. The Edit Call Forwarding Busy page appears.

5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Busy Status**.

6. In the **Forward Calls to** field, enter the number to which calls will be forwarded.

   Note: Before you can enter a phone number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Busy Status**.

7. The **Forward Calls to** number must be a phone number that's accessible based on this user's outgoing dialing restrictions.

8. Click **Save**. A message confirms the change.

Manage Inbound User Call Features—Call Forwarding - No Answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another phone number when an incoming call isn't answered within a specified number of rings. (Each ring cycle lasts 6 seconds.) You must specify the forward-to number and the number of rings before forwarding.

Call Forwarding - No Answer settings are superseded by these features (if they're enabled): Call Forwarding - Selective, Call Acceptance, and Call Rejection.

If Call Forwarding - Not Reachable is set for this user, and the Call Forwarding - Not Reachable timer expires before the specified number of rings for Call Forward - No Answer have played, then the Call Forward - Not Reachable settings are applied.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see Intercept Announcement.

Forwarded callers are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

To set Call Forwarding – No Answer

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

   For instructions on how to set availability, see About Inbound Call Features.

   Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of right of **Call Forwarding – No Answer**, under **Action**, click the Edit icon 📝. The Edit Call Forwarding No Answer page appears.

5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding No Answer Status**.

6. In the **Forward Calls to** field, enter the number where calls will be forwarded.

   Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** next to **Call Forwarding No Answer Status**.

7. The **Forward Calls to** number must be a phone number that's accessible based on this user's outbound dialing restrictions.

8. Select the number of times the phone will ring before the call is forwarded.

9. Click **Save**. A message confirms the change.

Manage Inbound User Call Features—Call Forwarding - Not Reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls will be redirected when the user's AT&T IP Flexible Reach phone number is unreachable.

These features take precedence over Call Forwarding - Not Reachable (if they're active): Simultaneous Ring, Sequential Ring, Call Forwarding - Selective Call Acceptance, and Call Rejection.

Call Forwarding - Not Reachable is also invoked if:

- The Call Forwarding - Not Reachable timer expires before the specified number of rings for Call Forward - No Answer have played.
- A caller routed to Simultaneous Ring presses **#** to skip the search sequence.

Forwarded calls are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the phone number originally called.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see Intercept Announcement.

To set Call Forwarding – Not Reachable

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

   For instructions on how to set availability, see About Inbound Call Features.

   Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Call Forwarding – Not Reachable**, under **Action**, click the Edit icon. The Edit Call Forwarding Not Reachable page appears.

5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Not Reachable Status**.

6. In the **Forward Calls to** field, enter the number where calls will be forwarded.

   Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Not Reachable Status**.

The **Forward Calls to** number must be a phone number that's accessible based on this user's outgoing dial restrictions.

7. Click **Save**. A message confirms the change.

Manage Inbound User Call Features—Call Forwarding - Selective

The Call Forwarding – Selective feature enables the user to define criteria that cause certain incoming calls to be redirected to another phone number. If an incoming call meets the specified criteria, the call is redirected to the specified number.

Forwarded calls are treated according to the **Forward Calls to** phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the phone number originally called.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see Intercept Announcement.

Add or Edit Call Forwarding - Selective Criteria

You must set criteria before you can set up Call Forwarding – Selective, and you must set a Call Forwarding number before you can set criteria.

To add or edit Call Forwarding – Selective criteria

Prepare to add criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name to open the User Details page.

3. On the **Features** tab of the User Details page, make sure that the feature availability is set to **Yes**. For instructions on how to set availability, see About Inbound User Call Features.

   Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. At the right of **Call Forwarding – Selective**, click the Edit icon in the **Action** column. The Call Forwarding Selective page appears.

5. Set the **Call Forwarding Selection Status** value to **Enable**.

6. In the **Default call forward to** field, enter the number where calls will be forwarded.

7. Check **Play ring reminder when a call is forwarded** (Optional). (Ring reminders cause the forward-to phone to ring once whenever a call is forwarded.)

8. At the bottom of the page, click **Save**.

To add (or edit) criteria

1. To add new criteria, click ➕ **Add Criteria** at the upper-right of the **Forward Calls Matching** section. The Add Call Forwarding Selective Criteria page appears.

   Note: To edit an existing item, click the Edit icon 🖊 in the **Actions** column. The Edit Call Forwarding Selective page appears.

2. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.

3. Set **Forward Call(s) from**. Select one of these choices:

   - **Forward calls from Any Phone Number**—Calls from anyone will be forwarded.

   - **Forward Calls from the Following Phone Numbers**—Specifies whose calls are forwarded. You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, Specific **Number(s)**.

     With **Specific Number(s)**, enter a phone number in the **Phone Number** field.

     o To enter the first phone number, click ➕ **Add a Number** and enter the number.
     o To add each subsequent number, click ➕ **Add a Number** again.
     o You can add up to 12 phone numbers. Numbers can be up to 20 digits long, and no phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

     International numbers entries are allowed and must start with **+** or **011**.

     You can't block numbers from within your enterprise from reaching this user

     Extensions aren't allowed.

     Wildcard characters are allowed:

     - An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number entry and can't be used to replace the entire number. For example:
       o 732*
       o 8*
     - A question mark (?) matches any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example:
       o ?52*
       o 73232049??

4. When you've finished adding numbers, click **Add**. A message confirms the change.

   Edit the criteria you've just created, or add more criteria. At the top of the page, click **Go back to Call Forwarding – Selective**.

To create exceptions to the rules you've created, at the upper-right of the Regardless of above settings never forward calls matching section, click ![Add Criteria icon] **Add Criteria**. The Add Call Forwarding - Selective Criteria page appears. Repeat steps 2 and 3.

Note: If you enter the same number in **Forward Calls Matching** and Regardless of above settings never forward calls matching, the Forward Calls Matching setting takes precedence and calls from that number will be forwarded.

Set Call Forwarding - Selective

After you've set Call Forwarding – Selective criteria, you're ready to set the feature.

To set Call Forwarding – Selective

1. On the **Features** tab of the User Details page, in the **Action** column, click the Edit icon ![Edit icon] at the right of **Call Forwarding – Selective**. (Or, if you've just finished adding or editing criteria, at the top of the page click **Go back to Call Forwarding – Selective**.) The Edit Call Forwarding Selective page appears.

2. In the **Forward Calls Matching** section, under **Active**, verify that at least one checkbox is checked next to the criteria you want to be considered.

3. **Note:** Checkboxes are available only when the page is in Edit mode.

4. In the **Regardless of above settings never forward calls matching** section, under **Active**, check the checkbox next to the setting you want. (Optional)

5. Click **Save**. A message confirms the change, and the user can now use the feature.

Manage Inbound User Call Features—Call Rejection

Add or Edit Call Rejection Criteria
Set Call Rejection

The Call Rejection feature enables users to define criteria that reject certain incoming calls. If an incoming call meets the specified criteria, the call is blocked, and the caller is informed that the user doesn't want to receive the call.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see Intercept Announcement.

Add or Edit Call Rejection Criteria

Before Call Rejection can be used, users must add rejection criteria.

To add or edit Call Rejection criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Features** tab of the User Details page, make sure that the feature availability is set to **Yes.**

   For instructions on how to set availability, see About Inbound User Call Features.

   Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. On the User Details page, click **Call Rejection**. The Call Rejection page appears.

5. To add new criteria, click ➕ **Add Criteria**. The Add Call Rejection Criteria page appears.

   Note: To edit an existing item, under **Actions**, click the Edit icon 🖉. The Edit Call Rejection Criteria page appears.

6. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active** if you want this criteria to be considered. At least one criteria must be active in order to use the feature. To set up criteria to be used at some other time, set the status to **Inactive**.

7. To the right of **Current Schedule**, select one of these options:

   - To use the default schedule (Every Day All Day), select **Default Schedule**.

   - To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.

     o Search or browse for the schedule you want. To select the schedule, under **Action**, click the Action icon ☑.

8. Set **Reject Call(s) from**. Select one of these options:

- **Reject calls from Any Phone Number**—Calls from any number will be rejected.
- **Reject Calls from the Following Phone Numbers**—Calls from specific numbers will be rejected.

  You can specify a phone number by selecting one or a combination of **Any Anonymous Number**, **Any Unavailable Number**, or **Specific Number(s)**.

  If you select **Specific Number(s)**, enter a phone number in the **Phone Number** field.

  o To enter the first number, click ➕ **Add a Number**.
  o To add each subsequent number, click ➕ **Add a Number** again.

  You can add up to 12 numbers to reject.

  Numbers can be up to 20 digits long, and no phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

  International numbers entries are allowed and must start with **+** or **011**.

  You can't block numbers from within your enterprise.

  Extensions aren't allowed.

  Wildcard characters are allowed:

  - An asterisk (*) matches any sequence of digits and can be used only at the end of a number entry. It can't be used to replace the entire number. For example:
    o 732*
    o 8*
  - A question mark (?) matches any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example:
    o ?52*
    o 73232049??

9. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or add more criteria.

To create exceptions to the rules you've created, click ➕ Add Criteria at the upper-right of the Regardless of above settings never reject calls matching section. The Add Call Rejection Criteria page appears. Repeat steps 3 through 5.

Note: If you enter the same number in Reject Calls Matching and Regardless of above settings never reject calls matching, the Reject Calls Matching setting takes precedence and calls from that number will be rejected.

Set Call Rejection

After you've set Call Rejection criteria, you're ready to set the feature.

To set Call Rejection

1. On the **Features** tab of the User Details page, to the right of **Call Rejection**, under **Action**, click the Edit icon 🖊. The Edit Call Rejection page appears.

2. In the **Reject Calls Matching** section, under **Active**, verify that at least one box is checked next to the criteria you want to be considered.

    Note: Checkboxes are available only when the page is in Edit mode.

3. In the **Regardless of above settings never reject calls matching** section, check the box next to the setting you want. (Optional)

4. To edit a setting, under **Actions**, click the Edit icon 🖊.

5. Click **Save**. A message confirms the change.

User Intercept Announcement

Overview

The Intercept Announcement feature plays a message when a user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. Use these announcements to provide call routing options along with other useful information.

Use Intercept Announcement

Intercept Announcement gives enterprises the ability to give callers useful information. The default announcement informs callers that the number they've called is out of service. Intercept Announcement can also give callers the user's new phone number and enable users to press 0 to be transferred to a new number that you determine. As an Enterprise Administrators for the AT&T IP Flexible Reach Customer Portal, you can also record and upload custom announcements.

Note: When Intercept Announcement is turned on, users in the group cannot make outbound calls. Emergency calls and calls to other users in this enterprise are still allowed.

Edit a User's Intercept Announcement Settings

You can edit the intercept announcement settings for any user in your group.

Note: When you change the settings for a group, you change the settings for every group user who doesn't have custom intercept announcement settings. User-level settings override group-level settings.

To edit a user's intercept announcement settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The User List page appears.

2. Click a user's name. The User Details page appears.

3. Click the **Inbound Features** tab. The Inbound Features List view of the User Details page appears.

4. Click **Intercept Announcement**. The Intercept Announcement page appears.

5. Click **Edit.** The page appears in Edit mode.

6. At the right of **Intercept Announcement Status**, click **Enable** to turn the feature on. To turn the feature off, click **Disable**.

7. To the right of Announcement Type, select Default or Custom.

   - To play a default announcement that says the number has been disconnected, select **Default.**

- To play a custom recorded announcement, select **Custom.** To upload a new custom announcement, click **Upload New.**

8. Select more options.

- To play an additional announcement that provides callers with an alternate phone number, to the right of **Announcement Options**, select **Play new phone number** and enter the new phone number in the text box.

- To play an announcement that prompts callers to press **0** if they want to be transferred, to the right of **Announcement Options**, select **Transfer on '0' to phone number**. In the text box, enter the phone number where the call will be transferred.

9. To save your edits, click **Save**. To discard your changes, click **Cancel**. To return to the main Settings page, at the top of the Profile view page, click **Back to all Settings**.

Manage Inbound User Call Features—Max DID Policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

To set Max DID Policing

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

   For instructions on how to set availability, see About Inbound User Features.

   Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Max DID Policing**, under **Action**, click the Edit icon . The Max DID Policing page appears.

5. To apply Max DID Policing, to the right of **Max DID Policing Status**, select **Enable**. To disable Max DID Policing, select **Disable**.

6. In the **Maximum Concurrent Calls for User** field, enter a number between 1 and 500.

7. Click **Save**. A message confirms the change.

Manage Inbound User Call Features—Sequential Ring

Add or Edit Sequential Ring Criteria
Set Sequential Ring

The Sequential Ring feature enables a user to define a "find-me" list of phone numbers that ring sequentially when incoming calls match specified criteria. (For example, if the user can't be reached at the first number, the service tries the second number. If the user can't be reached at the second number, the service tries the third number, and so on.) The caller hears a greeting, followed by periodic announcements.

Users can set Sequential Ring to ring up to five numbers in a specified order.

Note: A user can't use Sequential Ring and Simultaneous Ring at the same time. If both features are set to **Enabled**, Sequential Ring takes precedence.

(If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see Intercept Announcement.)

Add or Edit Sequential Ring Criteria

With Sequential Ring, you must add criteria before the feature can be used.

To add or edit Sequential Ring criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

   For instructions on how to set availability, see About Inbound User Call Features.

   Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. Click **Sequential Ring**. The Sequential Ring page appears.

   - To add new criteria, click ➕ **Add Criteria**. The Add Sequential Ring Criteria page appears.
   - To edit an existing item, to the right of **Sequential Ring**, under **Actions**, click the Edit icon 🖉. The Edit Sequential Ring Criteria page appears.

5. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.

6. To the right of **Current Schedule**, select one of these options:

   - To use the default schedule (Every Day All Day), select **Default Schedule**.

- To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.
- Search or browse for the schedule you want. To select the schedule, under **Action**, click the Action icon ☑.

7. Set **Ring on call(s) from**. Select one of these two choices:

- **Any Phone Number**—Calls from anyone ring. If there's no answer, the call is forwarded to the next number in the specified sequence.
- **Following Phone Numbers**—Specifies which calls ring and are forwarded through the specified sequence.

  You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, **Specific Number(s)**.

  If you select **Specific Number(s)**, enter a number in the **Phone Number** field.
  - To enter the first number, click ➕ **Add a Number**.
  - To add each subsequent number, click ➕ **Add a Number** again.

You can add up to 12 numbers.

> Numbers can be up to 20 digits long, and no phone number format validation is enforced. For public numbers in the North American Numbering Plan, you must enter 10 digits without domestic prefix or country code.

> International numbers entries are allowed and must start with **+** or **011**.

> You can't block numbers from within your enterprise.

> Extensions aren't allowed.

Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. You can use an asterisk only at the end of a number entry. For example:
  - 732*
  - 8*
- A question mark (?) matches any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example:
  - ?52*
  - 73232049??

8. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or you can add more criteria.

To create exceptions to the rules you've created, click ➕ **Add Criteria** at the upper-right of the Regardless of above settings use Sequential Ring for calls matching section. The Add Call Acceptance Criteria page appears. Repeat steps 5 and 6.

Note: If you've entered the same phone number in **For Calls Matching** and Regardless of above settings never use Sequential Ring for calls matching, the For Calls Matching setting takes precedence, and calls from that number will be forwarded through your sequence.

Set Sequential Ring

After you've set Sequential Ring criteria, you're ready to set the feature.

To set Sequential Ring

1. On the **Inbound Features** tab of the User Details page, under **Actions**, click the Edit icon 🖉. The Edit Sequential Ring page appears.

2. To allow the user to access the feature, at the right of **Sequential Ring Status**, select **Enable**.

3. Scroll down to the **For calls matching** section. Under **Active**, make sure that at least one criteria is selected.

4. After you've selected criteria, specify how you want the system to respond. Select from the following settings:

   - Ring my number first

     o If you selected Ring my number first, at the right of Ring my number <x> times, select a value from the drop-down list.

     o Select whether you want to continue the search process if the base location is busy or unavailable.

   - Allow callers to interrupt the sequence ring by pressing **#.**

5. To add new phone numbers, under **Add Numbers to be called sequentially**, click ➕ Add a number, and then:

   - Enter a new phone number.

   - Select the number of times the phone will ring before sending the call to the next number in the sequence.

     Note: To prevent voicemail from picking up a call in the sequence, set the number of rings appropriately. For example, if voicemail is set to pick up a call after 3 rings, set **Number of Rings** to 2 so voicemail won't pick up.

   - In the **Answer confirmation required** column, specify whether users must confirm when they answer.

     o **Yes** means that a person must answer the phone to end the call forwarding sequence.

     o **No** means voicemail can answer and end the sequence.

   - To add more numbers, click ➕ Add a number again.

     Note: To add numbers, you must be in Edit mode.

7. In the **Regardless of above settings never use Sequential Ring for calls matching** section, under **Active**, check the checkbox next to the setting you want. (Optional)

   Note: Checkboxes are available only when the page is in Edit mode.

8. Click **Save**. A message confirms the change.

Note: In cases where the same number is entered in **For Calls Matching** and **Regardless of above settings never use Sequential Ring for calls matching**, the **For Calls Matching** setting takes precedence and calls from that number will be forwarded.

Manage Inbound User Call Features— Simultaneous Ring

Add or Edit Simultaneous Ring Criteria
Set Simultaneous Ring

The Simultaneous Ring feature enables a user to set up to 10 phone numbers to ring simultaneously when any calls are received on the AT&T IP Flexible Reach phone number. The first phone to be answered is connected.

Note: A user can't use Simultaneous Ring and Sequential Ring at the same time. If both features are set to Enabled, Sequential Ring takes precedence. (If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see Intercept Announcement.)

Add or Edit Simultaneous Ring Criteria

With Simultaneous Ring, users must add criteria before the feature can be used.

To add or edit Simultaneous Ring criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. From the Users List page, click a user's name. The User Details page appears.

3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes.**

   For instructions on how to set availability, see About Inbound User Call Features.

   Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. Click **Simultaneous Ring**. The Simultaneous Ring page appears.

5. To add new criteria, click ➕ **Add Criteria**. The Add Simultaneous Ring Criteria page appears.

   Note: To edit an existing item, to the right of **Simultaneous Ring**, under **Actions**, click the Edit icon 🖊. The Edit Simultaneous Ring Criteria page appears.

6. In the **Description** field, enter or edit the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.

7. To the right of **Current Schedule**, select one of these options:

   - To use the default schedule (Every Day All Day), select **Default Schedule**.

   - To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.

- Search or browse for the schedule you want. To select a schedule, under **Action**, click the Select icon ✅.

8. Set **Ring on call(s) from**. Select one of these two choices:

- **Any Phone Number**—Specifies that calls from any number will ring the specified phone numbers simultaneously.

- **Following Phone Numbers**—Specifies which calls will ring the specified phone numbers simultaneously.

  You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number, Any Unavailable Number**, **Specific Number(s)**.

  If you select **Specific Number(s)**, enter a number in the **Phone Number** field.

  - To enter the first number, click ➕ **Add a Number**.
  - To add each subsequent number, click ➕ **Add a Number** again.

    Add the phone numbers to ring simultaneously, and select an **Answer confirmation required** setting. If **Answer confirmation required** is **Yes**, the user at that phone number will be prompted to enter a single-digit code to accept each Simultaneous Ring call.

You can add up to 12 numbers.

Numbers can be up to 20 digits long in any format, but you must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed, and must start with **+** or **011**.

You can't block numbers from within your enterprise.

Extensions are not allowed.

Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number entry, it can't be used to replace the entire number. For example:
  - 732*
  - 8*
- A question mark (?) matches any single digit anywhere within a Specific Number entry. It can even replace the first digit of the number. For example:
  - ?52*
  - 73232049??

9. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or add more criteria.

To create exceptions to the rules you've created, click ➕ **Add Criteria** at the upper-right of the **Regardless of above settings never use Simultaneous Ring for calls matching** section. The Add Call Acceptance Criteria page appears. Repeat steps 5 and 6.

Note: If you've entered the same phone number in **For Calls Matching** and Regardless of above settings never use Simultaneous Ring for calls matching, the For Calls Matching setting takes precedence, and calls from that number will be accepted.

Set Simultaneous Ring

After you've set Simultaneous Ring criteria, you're ready to set the feature.

To set Simultaneous Ring

1. On the **Features** tab of the individual User page, under **Action**, click the Edit icon . The Simultaneous Ring page appears.

2. In the **For Calls Matching** section, under **Active**, verify that at least one checkbox is checked next to the criteria that you want.

3. In the **Add Numbers to be called simultaneously** section, under **Answer confirmation required**, specify whether users must confirm when they answer.

   - **Yes** means that a person must answer the phone to end simultaneous ringing.

   - **No** means voicemail can answer and end the simultaneous ringing.

4. In the **Regardless of above settings never use Simultaneous Ring for calls matching** section, under **Active**, check the checkbox next to the setting you want. (Optional)

5. Click **Save**. A message confirms the change.

Note: Checkboxes are available only when the page is in Edit mode.

Group Management

Click the links below to learn how to manage your group, group users, group settings, and more.

Topic	Description
About Groups	Learn about groups and their functions.
Group Page	Learn about the Group page, and what you can do from there.
Edit Your Group Name	Learn how to update the name of your group.
Download the Group Users List	Learn how to download a list of all the users in your group.
View Your Group Trunk Group	Discover how to find and view a group trunk group.
View and Manage Group Users	Learn what a Group Administrator can do with group users.
Manage Group Schedules	Learn how to create, edit, and delete schedules and events at a group level.
Group Feature Access Codes	Learn how to manage feature access codes (FACs) for your group.
Manage Group Settings	Get an overview of group settings, including mandatory and optional account codes, dial restrictions, and authorization codes.
Group Intercept Announcement	Learn how to set a group intercept announcement.

About Groups

A group is set of users who share certain things in common—most notably, the group trunk group used to access their site or location. Managing your group is an important part of your job as a Group Administrator for the AT&T IP Flexible Reach Customer Portal.

A group has:

- A unique location dialing code.
- A single extension length.
- A set of assigned phone numbers.
- A set of users assigned to those phone numbers.

A group is uniquely identified by its 9-digit group ID. It also has a unique group name.

You can:

- Search for groups by name or group ID.
- Manage group profiles, including editing group names.
- Manage group feature access codes (FACs).
- Download a list of group names and IDs for all the groups you manage.
- Download a list of all the users in a particular group.
- Download a list of all the group public number ranges.
- Manage individual users in a group.
- Create, edit, and delete schedules and events for a group.
- Manage account codes, authorization codes, dial restrictions, and intercept announcements for a group.
- Manage a group's users in bulk.

Group Page

Overview

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can use the Group page to view the group profile, edit the group name, view group trunk groups, search for and manage group users, and manage group schedules, feature access codes (FACs), and settings. Group settings include account codes, authorization codes, and dial restrictions.

To access the Group page

Do one of these things:

- From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

- From the Customer Portal home page, click **View Group**. The Group page appears.

Profile Tab

From the **Profile** tab, you can view your group's profile information, including the group name, ID, address, time zone, default trunk call routing scheme, dial plan type, telephone number, and group code. You can edit the group name.

For more information, see: Edit Your Group Name

Group Trunk Group Tab

From the **Group Trunk Group** tab, you can view the group trunk group associated with your group.

For more information, see: About Group Trunk Groups

Group Users Tab

From the **Group Users** tab, you can search and browse for users, and download a list of all the users in this group.

For more information, see:

- About Users
- Download the Group Users List

Schedules Tab

From the **Schedules** tab, you can search for, view, and edit schedules for your group and for individual users. You can also create and delete schedules and events.

For more information, see: About Schedules and Events

FAC Codes Tab

From the **FAC Codes** tab, you can manage feature access codes (FACs) for your group. You can also download the list of FAC codes currently assigned to your group.

For more information, see Group Feature Access Codes.

Settings Tab

From the **Settings** tab, you can manage account codes, dial restrictions, and authorization codes for this group and for individual users.

For more information, see:

- About Account Codes
- About Authorization Codes
- About Dial Restrictions

Edit Your Group Name

From the AT&T IP Flexible Reach Customer Portal, you can edit your group's name from the group's **Profile** tab.

To edit your group name

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears with the **Profile** tab selected.

2. Click **Edit**. The Profile view opens in Edit mode.

3. In the **Group Name** field, edit the group name.

4. Click **Save**.

Download the Group User List

You can download a list of your group's users.

Create your group's user list

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Group Users** tab. The group Users List page appears.

3. Below the **Search** button, click **Download Group Users List**. he following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the **"Group Reports"** page for status and to download the report when available.**"**

For more information about downloading the report, see **Download the list**.

Download the list

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
     Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon . A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

View Your Group Trunk Group

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can view your group trunk group from the **Group Trunk Group** tab of your Group page, or from the **View all Group Trunk Groups** link on the Customer Portal Home page.

To view your group trunk group from your Group page

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

2. Click the **Group Trunk Group** tab. The Group Trunk Group list page appears.

3. Click the group trunk group name. The Group Trunk Group Details page appears.

To view your group trunk group from the Customer Portal home page

1. Click the **View all Group Trunk Groups** link. The Group Trunk Group list page appears.

2. Click the group trunk group name. The Group Trunk Group Details page appears.

View and Manage Group Users

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the users of your group individually or in bulk.

For more information, see About Users.

To find a group user

To find a particular group user, you can search for the user by first name, last name, public number, or extension. Search from the Users List page or from the **Group Users** tab of your Group page.

For more information, see Search for and View Users.

To download the list of users for your group

You can download a spreadsheet containing the names and ID numbers of all the users in your group.

For more information, see Download the Group Users List.

To manage your group's users in bulk

You can manage the following features for your group's users all together, in bulk:

- Account code users list
- Inbound call features
- Dial restrictions
- User access
- User names

For more information, see: Manage Users in Bulk

Manage Group Schedules

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can create schedules at the group level and at the individual user level.

A schedule contains one or more events. These events can occur once, or they can recur on a regular schedule.

You can create, edit, and delete schedules, as well as add, edit, and delete events within a schedule.

For more information, see About Schedules and Events.

Create a Schedule for Your Group

You can create, edit, and delete schedules for your group.

To create a schedule for your group

1. To open the Group page, do one of these things:

    - From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

    - From the Customer Portal home page, click **View Group**. The Group page appears.

2. Click the **Schedules** tab. The Schedule List page appears.

3. Click **Create Schedule**. The Create Schedule page appears.

4. Enter a name for the schedule.

5. Set the schedule type: **Holiday** (for a holiday schedule) or **Time** (for all other schedules).

6. Under Schedule Level, select Group.

7. Click **Create**. The Schedule Details page for the new schedule appears.

Note: After you've created the schedule, you must add one or more events to it.

Add an Event to Your Group's New Schedule

For a schedule to work, you must add one or more events to it. The Initial Event is the template for recurring events.

To add an event to your group's new schedule

After you create a schedule, the Schedule Details page appears.

1. On the Schedule Details page, under **Actions**, click the Edit icon . The Schedule Details: Event Details page appears in Edit mode.

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2. Under **Initial Event Details**, enter an event name.

3. Set a start date and an end date for the event.

4. Set a start time and an end time for the event.

5. Set how often you want this event to recur. Under **Event Recurrence**, select **Daily**, **Weekly**, **Monthly**, or **Yearly**.

   Note: If this is a one-time event, don't set **Event Recurrence**.

6. Select the recurrence details, and then select a recurrence end date.

7. **Note:** If you want the event to continue on a daily, weekly, monthly, or yearly basis, you don't need to set a recurrence end date.

8. Click **Save**. The Schedule Details page appears.

9. To add more events to this schedule, click ➕ **Add Event** and follow steps 2 through 7.

Manage Your Group's Schedules and Events

You can edit or delete your group's schedules. You can also add, edit, and delete events within your group's schedule.

To manage your group's schedules

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Schedules** tab. The Schedule List page appears.

   - To edit a schedule, under **Actions**, click the **Edit** icon 🖊. (For more information, see Edit a Schedule.)

   - To delete a schedule, under **Actions**, click the **Delete** icon 🗑. (For more information, see Delete a Schedule.)

To manage your group's scheduled events

1. Do one of these things:

   - From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

   - From the Customer Portal home page, click **View Group**. The Group page appears.

2. Click the **Schedules** tab. The Schedule List page appears.

3. Click the schedule you want to work with. The Schedule Details page appears.

4. Scroll down to the **Events** tile, and do one of these things:

   - To create a new event, click ➕ **Add Event**.

   - To edit an event, under **Actions**, click the Edit icon 🖊.

- To delete an event, under **Actions**, click the Delete icon .

Group Feature Access Codes (FACs)

Overview

A feature access code (FAC) is the key sequence you press on a phone to enable or disable a feature. For example, if Anonymous Call Rejection Activation is set to *77, you presses ***77** on the phone to activate that feature.

Feature access codes are also called star (*****) and pound (**#**) codes.

Many of the FAC codes activate inbound call features, such as Call Forwarding Always and Call Forwarding Busy. Some are used with outbound call features, such as Per Call Account Codes. Other FAC codes, such as Customer Originated Trace and feature interrogation codes, have no AT&T IP Flexible Reach Customer Portal equivalents.

A set of default FAC codes exist for every group. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can view and edit the values for any of the FAC codes within a group.

Each FAC code must have a Main value. You can also add an Alternate value that the user can enter to enable or disable the feature.

You can also download a list of FAC codes for your group.

Use Feature Access Codes

The following table details available feature access codes (FACs) and how they work. As an Enterprise Administrator for the Customer Portal, you can edit the FAC code values.

Available Feature Access Codes

Name	Default Value	Description
Anonymous Call Rejection Activation	*77	Activates the Anonymous Call Rejection feature. Calls that have no caller ID attached are rejected. For more information about, see Anonymous Call Rejection.
Anonymous Call Rejection Deactivation	*87	Deactivates the Anonymous Call Rejection feature.
Anonymous Call Rejection Interrogation	*52*	Tells the user the status of Anonymous Call Rejection (Active or Inactive).

Name	Default Value	Description
Call Forwarding Always Activation	*72	Activates the Call Forwarding Always feature, which redirects incoming phone calls to another number. To activate the feature, the user enters the feature access code, and then enters the phone number where calls are to be redirected. For more information, see Call Forwarding Always.
Call Forwarding Always Deactivation	*73	Deactivates the Call Forwarding Always feature. Calls ring on the user's primary phone number, unless the user has set up another service such as Call Forwarding Busy or Call Forwarding No Answer.
Call Forwarding Always Interrogation	*21*	Tells the user the status of Call Forwarding Always (Active or Inactive). If status is Active, the user also hears the destination phone number where calls are forwarded.
Call Forwarding Busy Activation	*90	Activates the Call Forwarding Busy feature, which redirects incoming phone calls to another number when the primary phone number is busy. After entering the feature access code, the user enters the phone number where calls are to be redirected. For more information, see Call Forwarding Busy.
Call Forwarding Busy Deactivation	*91	Deactivates the Call Forwarding Busy feature. Calls ring on the primary phone number unless the user has set up another feature such as Call Forwarding Always or Call Forwarding No Answer.
Call Forwarding Busy Interrogation	*67*	Tells the user the status of Call Forwarding Busy status (Active or Inactive). If status is Active, the user hears the destination phone number.
Call Forwarding No Answer Activation	*92	Activates Call Forwarding No Answer, which redirects phone calls when the user doesn't answer a call to the primary phone number. After entering the FAC code, the user enters the phone number where calls are to be redirected. For more information, see Call Forwarding No Answer.
Call Forwarding No Answer Deactivation	*93	Deactivates Call Forwarding No Answer. Calls ring on the primary phone number, unless the user has set up another feature such as Call Forwarding Always.
Call Forwarding No Answer Interrogation	*61*	Tells the user the status of Call Forwarding No Answer (Active or Inactive). If status is Active, the user also hears the destination phone number.
Call Forwarding Not	*94	Activates Call Forwarding Not Reachable, which redirects

Name	Default Value	Description
Reachable Activation		phone calls when the user's primary phone number can't be reached. After entering the FAC code, the user enters the phone number where calls are to be redirected. For more information, see Call Forwarding - Not Reachable.
Call Forwarding Not Reachable Deactivation	*95	Deactivates Call Forwarding Not Reachable. Calls ring on the primary phone number, unless the user has set up another feature such as Call Forwarding Always or Call Forwarding Selective.
Call Forwarding Not Reachable Interrogation	*63*	Tells the user the status of Call Forwarding Not Reachable (Active or Inactive). If status is Active, the user also hears the destination phone number.
Customer Originated Trace	*57	The user can enter this FAC code in response to a call deemed malicious in nature. When a user enters **57**, it triggers an alarm in the AT&T network about the previous call to the user, and it adds the alarm identifier to the associated call detail record (CDR) recorded for the call.
No Answer Timer	*610	Sets the number of rings before No Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ring features. The user enters the FAC code, and then enters the number of rings to set.
Per-Call Account Code	*71	Used with the Optional account code service. Users assigned to the Optional account code service have the option of entering an account code when making a call. When making a call, the user enters this FAC code. The user is then prompted to enter the optional account code. For more information, see About Account Codes.
Selective Call Forwarding Activation	#76	Activates Call Forwarding Selective, which enables the user to define criteria that cause certain incoming calls to be redirected to another phone number. If an incoming call meets the specified criteria, the call is redirected to the specified number. For more information, see Call Forwarding Selective.
Selective Call Forwarding Deactivation	#77	Deactivates Call Forwarding Selective. Calls ring on the primary phone number, unless the user has set up another service such as Call Forwarding Always.

Name	Default Value	Description
Selective Call Rejection Interrogation	*51*	Tells the user the Selective Call Rejection status (Active or Inactive). If Active, the user can define criteria that cause certain incoming calls to be rejected. For more information, see Call Rejection.

Edit Your Group's FAC Codes

You can edit FAC codes for your group.

Note: When you change a FAC code for a group, you change the code for every user in the group.

To edit your group's FAC codes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **FAC Codes** tab. The Feature Access Code view of the Group Details page appears.

3. Click **Edit**.

4. In the **Main** FAC code boxes, edit the codes. Every FAC code must have a **Main** value.

   A FAC code can be up to five characters long and must be unique across both the Main and Alternate values for all features. Start each FAC code with a * or # to distinguish it from an extension.

5. Enter **Alternate** codes (optional). You can use alternate FAC codes in addition to main FAC codes.

6. To save your edits, click **Save**. To discard your changes, click **Cancel**.

Download Your Group's FAC Codes List

You can download a list of all the FAC codes assigned to your group.

To download your group's FAC code list

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **FAC Codes** tab. The Feature Access Code view of the Group Details page appears.

3. Above the **Edit** button, click **Download FAC Codes**. A File Download window opens.

4. Click **Save**. The file is downloaded to your default directory, or you can select a different location.

Manage Group Settings

Open Your Group's Settings Tab
Manage Account Codes
Manage Dial Restrictions

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage your group's account codes, dial restrictions, and authorization codes.

Open Your Group's Settings Tab

To manage group settings, you first open your group's **Settings** tab, and then add, edit, or delete account codes and dial restrictions.

To open your group's Settings tab

1. Do one of these things:

    - From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

    - From the Customer Portal home page, click **View Group**. The Group page appears.

2. Click **Settings**. The Settings view of the Group page appears. Now you're ready to manage account codes and dial restrictions.

Manage Account Codes

To manage your group's account codes, use the **Account Codes** tile on the **Settings** tab.

- Account codes track specific calls associated with certain accounts.

- Users assigned to the Mandatory Account Code service must enter an account code when making all calls outside the group.

- Users assigned to the Optional Account Code service can enter an account code when making a call outside the group, but it's not required.

For more information, see About Account Codes.

To manage account codes

1. From the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears. From here you can:

    - Edit account code length.

    - Download the group's Account Codes list.

    - Search for account codes.

    - Add new account codes.

    - Edit existing account codes.

- Delete account codes.

2. To view the list of users assigned to mandatory account codes, click **Manage Mandatory Account Codes User List**. From here you can:

   - Search for users assigned to mandatory account codes.
   - Download a list of users assigned to mandatory account codes.
   - Assign and unassign users to mandatory account codes.

3. To view the list of users assigned to optional account codes, click **Manage Optional Account Code User List**. From here you can:

   - Search for users assigned to optional account codes.
   - Download a list of users assigned to optional account codes.
   - Assign and unassign users to optional account codes.

Manage Dial Restrictions

To manage group dial restrictions, view the list of users assigned to dial restrictions, manage custom user dial restrictions, and manage authorization codes, use the Dial Restrictions tile.

Dial restrictions control what types of outbound calls groups and users are allowed to make. For example, you can choose to allow or block domestic, toll-free, or international calls.

Authorization codes control dialing by specific users. Users assigned to the Authorization Code service must enter their authorization code when making a call (except for emergency or repair calls) outside the group.

For more information, see:

- About Dial Restrictions
- About Authorization Codes

To manage dial restrictions

1. From the **Dial Restrictions** tile, click **Manage Group Dial Restrictions**. The Manage Group Dial Restrictions page appears and lists outbound call restrictions currently applied to this group appears.

2. Click **Edit**. From here you can:

   - Block all outbound calls.
   - Require authorization codes for all outbound calls.
   - Customize call type restrictions for all outbound calls.

3. To see the list of users assigned to these group dial restrictions, click **Assigned Group Dial Restrictions User List**. From here you can:

   - Download a list of users assigned to group dial restrictions.
   - Search for and view users assigned to group dial restrictions.
   - Assign users to group dial restrictions.

4. To modify and assign custom user dial restrictions, click **Manage Custom User Dial Restrictions**. From here you can:

   - Download a list of users assigned to custom dial restrictions.
   - Search for and view users assigned to custom dial restrictions.
   - Modify custom dial restrictions for users.

5. To manage authorization codes for this group, click **Manage Authorization Codes**. From here you can:

   - Download a list of authorization codes used in this group.
   - Search for authorization codes.
   - Add new authorization codes.
   - Edit authorization codes.
   - Delete authorization codes.

Group Intercept Announcement

Overview

The Intercept Announcement feature plays a message when a user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. Use these announcements to provide call routing options along with other useful information.

Use Intercept Announcement

Intercept Announcement gives enterprises the ability to give callers useful information. The default announcement informs callers that the number they've called is out of service. Intercept Announcement can also give callers the user's new phone number and enable users to press **0** to be transferred to a new number that you determine. As an Enterprise Administrators for the AT&T IP Flexible Reach Customer Portal, you can also record and upload custom announcements.

Note: When Intercept Announcement is turned on, users in the group cannot make outbound calls. Emergency calls and calls to other users in this enterprise are still allowed.

Edit a Group's Intercept Announcement Settings

Note: When you change the settings for a group, you change the settings for every group user who doesn't have custom Intercept Announcement settings. User-level settings override group-level settings.

To edit a group's Intercept Announcement settings

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below.

2. Click the **Settings** tab. The Settings view of the Group Details page appears.

3. Under **Intercept Announcement**, click **Manage Intercept Announcement**. The Manage Intercept Announcement page appears.

4. Click **Edit**. The page appears in Edit mode.

5. At the right of **Intercept Announcement Status**, click **Enable** to turn the feature on. To turn the feature off, click **Disable**.

6. To the right of Announcement Type, select Default or Custom.

   - To play a default announcement that says the number has been disconnected, select **Default**.
   - To play a custom recorded announcement, select **Custom**. To upload a new custom announcement, click **Upload New**.

7. Select more options.

-   To play an additional announcement that provides callers with an alternate phone number, to the right of **Announcement Options**, select **Play new phone number** and enter the new phone number in the text box.

-   To play an announcement that prompts callers to press **0** if they want to be transferred, to the right of **Announcement Options**, select **Transfer on '0' to phone number**. In the text box, enter the phone number where the call will be transferred.

To save your edits, click **Save**. To discard your changes, click **Cancel**. To return to the main Settings page, at the top of the Profile view page, click **Back to all Settings**.

Administrators

Click the links below to learn about AT&T IP Flexible Reach administrators, what they do, and how to find and view their details.

Topic	Description
About Administrators	Learn about AT&T IP Flexible Reach Customer Portal Enterprise and Group Administrators and their duties.
Administrator List Page	Learn about the Administrator List page and how to use it.
Search for and View an Administrator	Discover how to find an administrator.

About Administrators

The AT&T IP Flexible Reach Customer Portal has three types of administrators: Enterprise Administrators, Department Administrators, and Group Administrators.

Group Administrators

Group Administrators can manage many aspects of the group you're responsible for, including:

- Users
- Groups
- Administrators
- Group trunk groups
- Contacts
- Schedules
- Account codes
- Authorization codes
- Dial restrictions
- Reports

You can contact Enterprise Administrators or other Group Administrators for assistance with the Customer Portal. End users in your group may contact you for assistance with the Customer Portal.

For more information, see: What a Group Administrator Can Do

In addition to carrying out their management tasks, Group Administrators may be contacted by users in their group for assistance with the Customer Portal.

Enterprise Administrators

Enterprise Administrators can manage many aspects of their enterprise.

Department Administrators

Department Administrators can manage only aspects of the department they're responsible for. Like Enterprise Administrators and Group Administrators, Department Administrators may be contacted by users for assistance with the Customer Portal.

Administrator List Page

Open the Administrator List Page
Page Overview
Search and Browse for Administrators

The Administrator List page provides a searchable list of all the Group and Enterprise Administrators in your enterprise. From the Administrator List page, you can search for, browse for, and view administrators.

Open the Administrator List Page

You open the Administrator List page from the main menu bar.

To open the Administrator List page

- From any page in the AT&T IP Flexible Reach Customer Portal, click **ADMINISTRATORS** in the main menu bar.

Page Overview

From the Administrator List page, you can do a variety of things:

- To find a particular administrator, use the Search tool.
- To browse, scroll or page through the list.
- To sort the list by **Type**, **Last Name**, **First Name**, **Group Name**, or **Department Name**, click the column headers.
- To view an administrator's details, click the administrator's first or last name.

Search and Browse for Administrators

You can search and browse for specific administrators. To view an administrator's information, click the administrator's first or last name.

To search or browse for administrators

1. If the Search tool isn't open, click the arrow **► Search** to open it.

2. From the left drop-down list, select **Type**, **Last Name**, **First Name**, **Group Name**, or **Department Name**.

3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

4. In the field at the right, enter a search term.
    If you selected **Type** from the left drop-down list, select **Enterprise**, **Group**, or **Department**.

5. Click **Search**. Search results appear.

To browse for administrators, scroll or page through the list. To jump to a particular page, click the

Down arrow to the right of the page numbers.

Search for and View Administrators

Search for Administrators from the Customer Portal (View Only)
Search for Administrators from the Premier Home Page (Manage)

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can search for and view details about Group Administrators, Department Administrators, and other Enterprise Administrators.

Note: You add, edit permissions, set new passwords, and delete administrator profiles from the Premier home page. From the Customer Portal, you can view but not change administrator information.

Search for Administrators from the Customer Portal (View Only)

You can view administrator information from the Customer Portal.

To search or browse for administrators

1. To open the Administrator List page, from any page in the Customer Portal, click **ADMINISTRATORS** in the main menu bar.

2. If the Search tool isn't open, click the arrow to open it.

3. From the left drop-down list, select **Type**, **Last Name**, **First Name**, **Group Name**, or **Department Name**.

4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

5. From the search field at the right, enter a search term.

6. If you selected **Type** from the left drop-down list, select Enterprise, Group, or Department.

7. Click Search.

To browse for administrators, scroll or page through the list. To jump to a particular page, click the Down arrow to the right of the page numbers.

Search for Administrators from the Premier Home Page (Manage)

To manage an administrator, you must first find that person from the **Administrator and User Profiles** tile of the Premier home page.

To find an administrator to manage

1. Log in to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page.

2. In the Administrator and User Profiles tile, under Search for an Administrator, enter an administrator's last name.

    Note: To search using additional parameters, skip to To use advanced search or browse through a list of administrators.

3. Click **Go**. The results appear below the Search box.

4. From the search results:

    - To see the administrator's details, click **Edit**. The Update Administrator Permissions page appears.

    - To reset the administrator's password, click **Reset Password**. The User Password Reset page appears.

    - To delete the administrator, click **Delete**. The Delete Profile page appears.

To use advanced search

From the Premier home page, you can search using more parameters, or browse through a list of administrators.

1. In the Administrator and User Profiles tile, under **Search for an Administrator**, click **Advanced Administrator search**. The Manage Administrator Profiles page appears.

2. Under **Update an Existing Administrator Profile**, search for administrators using the **Search by Last Name** fields. In the drop-down list at the left, select **Starts with** or **Equals**. In the field at the right, enter a search term.

3. Click **Go.**

4. To browse, scroll through the **Profile Updates** list to find the administrator you want.

Department Management

Click the links below to learn how to manage your department, department users, and more.

Topic	Description
About Departments	Learn about the different types of departments and their functions.
Create a Department	Learn how to create a department.
Manage a Department	Learn how to edit a department's profile and search for, view, and manage the department's assigned users.

About Departments

Managing departments is an important part of your job as a Group Administrator for the AT&T IP Flexible Reach Customer Portal.

You can assign users to a department, which is a subdivision of a group or enterprise. An Enterprise Department can include any user in the enterprise. A Group Department can include only users from a single group.

A department has:

- A unique department name.
- A set of users assigned to the department.
- A set of public phone number ranges.

You can:

- Search for departments by name.
- Manage department profiles, including editing department names.
- Assign users to the department.
- Unassign (remove) users from the department.
- Download a list of the department names for all the departments you manage.
- Download a list of all the users in a particular department.
- Download a list of all the department public phone number ranges.
- Manage individual users in a department.

Create a Department

As an Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can create departments to group users in smaller groups in the enterprise. (For more information, see About Departments.)

To create a new department

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department page opens on the **Department List** tab.

2. At the top of the page, click **Create** Department. The Create Department page appears.

3. Enter a name for the department.

4. At the right of **Department Type**, select **Group** or **Enterprise**. If you select **Group**, select the group the department is associated with by clicking **Select Group**.

5. Click **Create**. The Department Details page for this department appears. To view department details or to add users, click the department name. (For instructions on how to add users, see Manage a Department.)

Note: Once you create department you need to manually assign users to it.

Manage a Department

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit a department's name, search for and view the users assigned to a department, and manage a department's assigned users. From the department's Profile tab, you can edit a department's name. From the department's Department Users tab, you can search for, view, and manage the department's assigned users.

To edit a department name

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.

2. Click a department name. The Department Details page opens on the **Profile** tab. The Profile view of the Department Details page appears.

3. Click **Edit**. The Profile view appears in Edit mode.

4. In the **Department Name** field, edit the department name.

5. Click **Save**.

To search for and view a department's assigned users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.

2. Click a department name. The Department Details page opens on the **Profile** tab. The Profile view of the Department Details page appears.

3. Click the **Department Users** tab. The Department Users view of the Department Details page appears.

4. If the Search tool isn't open, click the arrow ▶ Search . The tool opens.

5. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, or **Extension**.

6. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

7. In the field at the right, enter a search term, and then click **Search**.

8. To browse for users, scroll and page through the list. To jump to a particular page, click the Down arrow at the right of the page numbers ⋯ ▼ .

9. To view a user's information, click the user's first or last name. The User Details page appears.

To manage a department's assigned users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.

2. Click a department name. The Department Details page opens on the **Profile** tab. The Profile view of the Department Details page appears.

3. Click the **Department Users** tab. The Department Users view of the Department Details page appears.

4. To assign a user to this department, click **Assign User(s)** just below the search fields.

    - Search or browse for the user you want to assign to the department.

    - To select a user, check the box to the left of the user's last name.

    - After you've selected all the users you want to assign to the department, click **Assign**.

5. To unassign a user from this department, click **Unassign User(s)** just below the search fields.

    - Search or browse for the user you want to unassign from the department.

    - To select a user, check the box to the left of the user's last name.

    - After you've selected all the users you want to unassign from the department, click **Unassign**.

Trunk Call Routing

Click the links below to learn about trunk call routing, and how to search for and view trunk call routing schemes.

Topic	Description
About Trunk Call Routing	Learn about trunk call routing and how it works.
Search for and View Trunk Call Routing Schemes	Learn how to search and browse for trunk call routing schemes.

6.

About Trunk Call Routing

Overview

In an AT&T IP Flexible Reach enterprise, trunk call routing provides the intelligence that routes calls to one or more group trunk groups according to the scheme an Enterprise Administrator sets (for example, routing calls between two customer service sites). The Enterprise Administrator sets trunk call routing scheme properties that determine how a call is handled. The trunk call routing scheme then routes an incoming call between group trunk groups according to the properties selected.

As an IP Flexible Reach Group Administrator, you can view a group trunk group's associated trunk call routing scheme within the AT&T IP Flexible Reach Customer Portal.

Note: As a Group Administrator, you cannot edit trunk call routing schemes. The ability to view a trunk call routing scheme is permission-based. You may or may not have permission to view trunk call routing schemes within your enterprise, based on how your enterprise was set up. You've been granted one of the following permission levels:

- View Only—You can view but not edit trunk call routing schemes.
- Hidden—You can't view trunk call routing schemes.

Routing Algorithms

An Enterprise Administrator can specify the order in which calls are sent down the various routes and how to respond when one route is operating at maximum capacity and others aren't.

The rules that Enterprise Administrators apply are called routing algorithms. When setting up trunk call routing schemes, they can choose from these four algorithms:

- Linear
- Round Robin
- % Allocation
- Most Idle

Linear

The most basic routing algorithm is the Linear algorithm.

Enterprise Administrators use the Linear algorithm to set the order in which group trunk groups receive traffic. If the first group trunk group isn't available or has reached its capacity for concurrent calls, the traffic is routed to the next group trunk group in the trunk call routing scheme. When that group trunk group reaches capacity, traffic shifts to the next group trunk group, and so on, in the order specified by the Enterprise Administrator.

The first group trunk group in the order is created by default when AT&T sets up your service. The search then follows the order in which the Enterprise Administrator adds group trunk groups to the

trunk call routing scheme. To change the search order, the Enterprise Administrator must create a new trunk call routing scheme.

Linear Scenario

An enterprise has two sites and wants to route all Site 1's incoming calls to Site 2 if Site 1 fails. The Enterprise Administrator sets up a Linear scheme for the two sites. A call comes into Site 1, which is unable to handle the call, so it's routed to Site 2.

Round Robin

The Enterprise Administrator uses the Round Robin routing algorithm to spread incoming calls evenly across the group trunk groups.

Like the Linear algorithm, the Round Robin algorithm selects resources in sequence, but the Round Robin algorithm has an added feature: Instead of waiting for one group trunk group to reach capacity before it directs calls to the next, the Round Robin algorithm balances the call volume evenly across all group trunk groups.

Round Robin Scenario

A company has two Boston sites. Boston1 and Boston2 serve the company's full U.S. enterprise. The Enterprise Administrator sets up a Round Robin scheme that pushes the first call to Boston1, the second to Boston2, the third call to Boston1, and the fourth call to Boston2, and so on, alternating between the two to deliver calls continuously.

% Allocation

With the % Allocation algorithm, Enterprise Administrators can assign a percentage of the incoming calls to each group trunk group in the trunk call routing scheme.

The % Allocation algorithm then routes calls to each group trunk group according to the percentages. If a selected group trunk group isn't available or is at maximum capacity, AT&T IP Flexible Reach selects the next group trunk group based on the percentage of allocation of the remaining available group trunk groups.

If a group trunk group is removed from a % Allocation routing scheme, IP Flexible Reach redistributes its percentage over the remaining group trunk groups in the scheme.

% Allocation Scenario

A company has two call centers: Call Center 1 is a small call center and Call Center 2 is a large call center. the Enterprise Administrator wants to route 10% of the call volume to Call Center 1 and 90% of the call volume to Call Center 2.

First, the Enterprise Administrator creates a new trunk call routing scheme with % Allocation routing algorithm, and then assigns the group trunk groups for Call Center 1 and Call Center 2. The percentages are assigned 10% to Call Center 1 and 90% to Call Center 2. The sum of allocations must always equal 100%.

Most Idle

With the Most Idle algorithm, calls are routed to the least used group trunk group at any given time. Like the other algorithms, the Most Idle algorithm offers failover rerouting that's triggered when the first group trunk group in the trunk call routing scheme is unavailable or at maximum capacity.

Most Idle schemes are useful if an Enterprise Administrator wants to balance active call traffic across SIP trunks. The Most Idle algorithm counts active calls, and then sends a new call to the trunk with the fewest active calls.

The Most Idle algorithm assumes that there will never be a time when all trunk groups are running at, or near, capacity.

Most Idle Scenario

In an enterprise using AT&T IP Flexible Reach, a part of the enterprise served by Call Center 1 is having a town hall meeting, so Call Center 1 is very busy. Call Center 2, which serves the rest of the enterprise, is not busy. To let Call Center 2 help with the heavy call traffic, the Enterprise Administrator sets up a Most Idle scheme. Call Center 2 will pick up overflow traffic.

Search for and View Trunk Call Routing Schemes

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can search and browse for trunk call routing schemes. To view a trunk call routing scheme's information, click its name.

Note: You must have the appropriate permissions to view trunk call routing schemes.

For more information, see About Trunk Call Routing.

To search or browse for trunk call routing schemes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The Group Trunk Group List page appears.

2. Click the Group Trunk Group name. The Group Trunk Group Details page appears.

3. Click the **Associated Trunk Call Routing** tab. The Trunk Call Routing List page appears.

4. If the Search tool isn't open, click the arrow ▶ **Search** to open it.

5. From the left drop-down list, select **Trunk Call Routing Name** or **Routing Algorithm**.

6. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

7. In the field at the right, enter a search term.

8. Click **Search**.

To browse for trunk call routing schemes, scroll or page through the list. To jump to a particular page, click the Down arrow ⋯▼ to the right of the page numbers.

Group Trunk Groups

Click the links below to learn how to view your group trunk group, edit your group trunk group profile, view associated trunk call routing, and more.

Topic	Description
About Group Trunk Groups	Learn about group trunk groups and how they work.
Group Trunk Group Details Page	Get an overview of your Group Trunk Group page.
View and Edit Your Group Trunk Group	Learn how to edit your group trunk group's profile.
View Associated Trunk Call Routing Schemes	Learn how to view the trunk call routing scheme associated with a particular group trunk group.

About Group Trunk Groups

Trunking is a concept that describes how a communications system provides network access to many users by sharing a set of lines or frequencies, instead of providing the lines or frequencies individually. A trunk is a single transmission channel between two points, one point being the switching center and one the node.

The term trunk refers to the structure of the system, which can be compared to a tree with one trunk and many branches.

A group trunk group is the path that a call takes between AT&T IP Flexible Reach and your organization's PBX (private branch exchange), and ultimately the user.

The group trunk group has a set maximum number of calls, incoming and outgoing, that it can handle simultaneously.

A trunk call routing scheme enables you to:

- Bundle one or more group trunk groups and assign the bundled group trunk group an identity.

- Place rules on that identity that select which one of the bundled group trunk groups receives an incoming call.

When you create a group, IP Flexible Reach creates a single group trunk group and adds it to a trunk call routing scheme created for that group. You can then add other group trunk groups to that trunk call routing scheme.

As part of managing group trunk groups in your role as a Group Administrator for the IP Flexible Reach Customer Portal, you can edit your group trunk group profile.

Group Trunk Group Details Page

Overview

From the Group Trunk Group Details page, you can view and edit the group trunk group profile, and view the associated trunk call routing scheme.

To open the Group Trunk Group Details page

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES**, and then click **Group Trunk Group** immediately below. The Group Trunk Group list page appears.

2. Click the group trunk group name. The Group Trunk Group Details page appears.

Profile Tab

From the **Profile** tab of the Group Trunk Group Details page, you can view and in some cases edit the group trunk group's profile, including the group trunk group name, the associated group name, the maximum number of concurrent calls, the number of incoming and outgoing concurrent calls allowed, the Unreachable Destination action, the Unreachable Destination timer, and the Forward Always action.

For more information, see: View and Edit a Group Trunk Group Profile

Associated Trunk Call Routing Tab

From the **Associated Trunk Call Routing** tab of the individual Group Trunk Group Page, you can search for and view trunk call routing schemes associated with this group trunk group.

For more information, see: View and Edit Associated Trunk Call Routing Schemes

View and Edit Your Group Trunk Group

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can view and edit the group trunk group associated with your group.

To view your group trunk group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The Group Trunk Group list page appears.

2. Click the group trunk group name. The Group Trunk Group Details page appears.

To edit your group trunk group profile

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The Group Trunk Group list page appears.

2. Do one of these things:

   - At the right of the group trunk group name, under **Action**, click the Edit icon .
   - Click the group trunk group name, and then click **Edit**.

3. The group trunk group **Profile** tab appears in Edit mode.

4. From the **Profile** tab in Edit mode, you can edit multiple settings.

   - To edit the number of incoming concurrent calls, in the **Incoming Concurrent Calls** field, enter a new number (not to exceed the maximum number of concurrent calls). The maximum number appears on your screen.

   - To edit the number of outgoing concurrent calls, in the **Outgoing Concurrent Calls** field, enter a new number (not to exceed the maximum number of concurrent calls).

   - To change the Unreachable Destination Action, from the **Unreachable Destination Action** drop-down list, select **None**, **Phone Number**, or **Group Trunk Group**.

     o If you selected **None**, move on to the **Edit Timer** field.

     o If you select **Phone Number**, enter the telephone number where you want to forward calls when the unreachable timer expires.

     o If you select **Group Trunk Group**, click **Find**. The Group Trunk Group list window opens. Click the Select icon in the **Action** column to the right of your group trunk group to select it.

   - To edit the Unreachable Destination Timer, to the right of **Unreachable Destination Timer**, click **Edit Timer** and enter a new timer value.

   - To edit the Forward Always Action, from the **Forward Always Action** drop-down list, select **None**, **Phone Number**, or **Group Trunk Group**.

     o If you selected **None**, you're done editing the group trunk group profile. Click **Save**.

     o If you select **Phone Number**, enter the phone number where you want to forward calls.

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- o If you select **Group Trunk Group**, click **Find**. The Group Trunk Group list window opens. Click the Select icon ☑ in the **Action** column to the right of your group trunk group to select it.

5. When you've finished editing the group trunk group profile, click **Save**. To discard your changes, click **Cancel**.

View Associated Trunk Call Routing Schemes

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can see what trunk call routing schemes your group trunk group belongs to, and if you have the appropriate permissions, you can view those trunk call routing schemes.

To view a list of associated trunk call routing schemes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The Group Trunk Group List page appears.

2. Click the group trunk group name. The Group Trunk Group Details page appears.

3. Click the **Associated Trunk Call Routing** tab. A list of trunk call routing schemes appears.

   - To find a specific trunk call routing scheme, use the Search tool.

   - To sort the trunk call routing schemes by name, click the **Trunk Call Routing Name** column header.

   - To sort by routing algorithm, click the **Routing Algorithm** column header.

   - To view the individual Trunk Call Routing page, click a trunk call routing name.

Contacts

Click the links below to learn about enterprise contacts.

Topic	Description
About Contacts	Learn about enterprise contacts and what they do.
View Contacts	Find out how to view enterprise contacts.

About Contacts

Enterprise contacts are people who act as resources for the users in your enterprise.

Users and administrators can contact enterprise contacts for assistance. Depending on the contact's role, that person may be able to offer assistance with using the AT&T IP Flexible Reach Customer Portal or with information about your enterprise.

You can view a contact's:

- Name
- Phone number
- E-mail address
- Wireless number
- Role (in the enterprise)

View Contacts

Users and administrators can contact enterprise contacts for assistance. Depending on the contact's role, that person may be able to offer assistance with using the AT&T IP Flexible Reach Customer Portal or with information about your enterprise.

To view enterprise contacts

From any page in the Customer Portal, do one of these things:

- In the **Quick Links** tile, click **View enterprise contact**. The Enterprise Contact page appears.

- Click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise Contact page appears.

Schedules

Click the links below to learn about schedules and events.

Topic	Description
About Schedules and Events	Learn about schedules and events, and how they work.
Schedule List Page	Get an overview of the Schedules List page and how it works.
Schedule Details Page	Get an overview of a Schedule Details page and how it works.
Search for and View Schedules	Learn how to search for, browse for, and view schedules.
Create a Schedule	Learn how to create a group- or user-level schedule.
Edit a Schedule	Learn how to edit an existing schedule.
Delete a Schedule	Learn how to delete a schedule.
Create an Event	Learn how to create an event in a schedule.
View, Edit, or Delete an Event	Learn how to view, edit, or delete an event in a schedule.

About Schedules and Events

When setting the features **Simultaneous Ring**, **Sequential Ring**, **Call Acceptance**, **Call forwarding – Selective**, and **Call Rejection**, users and administrators use schedules with criteria that define how and when these features will be applied to incoming calls. You can save schedules and apply them to other criteria at any time.

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can create schedules at the user level for a single user and at the group level for your group. (Enterprise Administrators can create enterprise-, group-, and user-level schedules. Users can create schedules only for themselves, at the user level.)

A schedule consists of one or more events. Each event has a time, date, and recurrence option. An event can be for a specific time, a single day, or a range of days. An event can occur once, or you can set it to recur multiple times. An event can recur at regular intervals (for example, every second Monday of the month for six months) or for a set time with no set end date (for example, every Thursday from 1 to 2 a.m.).

You can add, edit, and delete events within a schedule.

IP Flexible Reach has two types of schedules: Holiday and Time. Use Holiday schedules for holidays and other non-working events, such as company picnics or personal vacations. Use Time schedules when scheduling any other type of event.

For example, a Holiday schedule named Company Holidays might include separate events for each holiday of the year: New Year's Day, Presidents' Day, Memorial Day, 4th of July, Labor Day, and so on. You might also create a user Time schedule named Work Hours that incudes the recurring event of your Monday through Friday regular work hours.

You can search for and view schedules on the Schedule List page.

Schedule List Page

The Schedule List pages provide searchable lists of schedules.

- From a group-level Schedule List page, you can view schedules that the group is assigned to, at both the group and the enterprise level. You can edit group-level schedules, but not enterprise-level schedules.

- From a user-level Schedule List page, you can view schedules that the user is assigned to, at the user, group, and enterprise level. You can edit user- and group-level schedules, but not enterprise-level schedules.

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can use Schedule List pages to search for, browse for, view, and manage schedules.

To open a group-level Schedule List page

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

2. Click the **Schedules** tab. The group-level Schedule List page appears.

To open a user-level Schedule List page

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Locate the user you want, and click the user's first or last name. The User Details page appears.

3. Click the Schedules tab. The user-level Schedule List page appears.

Page Overview

You can do a number of things from a Schedule List page:

- To view a schedule and its events, click the schedule's name.
- To create a new schedule, click **Create Schedule**.
- To find a particular schedule, search for it or browse (scroll and page) through the list.
- To sort the list by schedule name or type, click the corresponding column headers.
- To view a schedule and its events, click the schedule's name.
- To edit a schedule and its events, under **Actions**, click the Edit icon .
- To delete a schedule, under **Actions**, click the Delete icon .

Search for Schedules

You can search for schedules on any schedule list page.

To search for schedules

1. From the Schedule List page, you can search and browse for schedules. If the Search tool on the Schedule List Page isn't open, click the arrow . The Search tool opens.

2. From the left drop-down list, select **Schedule Name** or **Type**.

3. From the middle drop-down list, select **All Schedule Types**, **Starts With**, or **Equal To**.

4. Enter a search term:

- If you selected **Schedule Name** from the left drop-down list, enter a search term in the field to the right.
- If you selected **Dial Plan** from the left drop-down list, select All Schedule Types, Holiday, or Time.

5. Click **Search**.

Schedule Details Page

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit group- and user-level schedules. You can view enterprise-level schedules, but you cannot edit them.

From a Group or User Schedule Details page, you can edit the schedule name, delete the schedule, and add, edit, and delete schedule events.

To open a Schedule Details page

1. Open a group- or user-level Schedule List page:

   - From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

   - From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears. Click a user's first or last name. The User Details page appears.

2. Click the **Schedules** tab. The Schedule List page appears.

3. Click a schedule name. The Schedule Details page appears.

<< Back to all Enterprise Schedules

Schedule Details: Schedule1   Delete

Schedule Name:	Schedule1	Edit
Schedule Type:	Holiday	
Schedule Level:	Group, TestGroup	

Events (2):   Add Event

Event Name ▼	Start Date	End Date	Recurrence	Recurrence End	Actions
WEEK	04/22/2013	04/23/2013	Weekly	04/26/2014	
weekend	04/01/2013	04/01/2013	Daily	04/09/2014	

You can do a number of things from a Schedule Details page:

- To delete this schedule, click **Delete**.
- To edit this schedule's name, click **Edit**.
- To add a new event, click ➕ **Add Event**.

- To sort events by name, start date, end date, recurrence, or recurrence end date, click the corresponding column header.
- To view an event, click the event's name.
- To edit an event, under **Actions**, click the Edit icon .
- To delete an event, under **Actions**, click the Delete icon .

Search for and View Schedules

You can search and browse for schedules to manage. To view a schedule and its events, click the schedule's name.

To search or browse for schedules

1. Open a group- or user-level Schedule List page:

   - From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

   - From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears. Click a user's first or last name. The User Details page appears.

2. Click the **Schedules** tab. The Schedule List page appears.

3. **Note:** You can also access the Schedules List page from any User Details page.

3. If the Search tool isn't open, click the arrow ▶ Search to open it.

4. From the left drop-down list, select Schedule Name or Type.

5. From the middle drop-down list, select All Schedule Types, Starts With, or Equal To.

6. If you selected Schedule Name from the left drop-down list, enter a search term in the field to the right.

   If you selected **Dial Plan** from the left drop-down list, select **All Schedule Types**, **Holiday**, or **Time**.

7. Click **Search**.

To browse for schedules, scroll or page through the list. To jump to a particular page, click the Down arrow ⋯▼ to the right of the page numbers.

Create a Schedule

Users and administrators apply schedules to customized criteria in the **Sequential Ring**, **Simultaneous Ring**, **Call Acceptance**, **Call Forwarding – Selective**, and **Call Rejection** features. As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can create schedules at the group level for your group and at the user level for a single user within your group. For more information, see About Schedules and Events.

Although the process of creating a schedule is the same for every level, you start the process from level-specific pages.

To create a new group-level schedule

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the group page doesn't appear, click **Group**, immediately before **RESOURCES**.)

2. Click the **Schedules** tab. A Schedule List page appears.

3. At the top of the page, click **Create Schedule**. The Create Schedule page appears.

4. Enter a name for your schedule.

5. To the right of **Schedule Type**, select **Holiday** or **Time**.

6. To the right of Schedule Level, select Group, <group name>.

7. Click **Create**. The Schedule Details page for this schedule appears.

8. Add an event. You can add events now or later. To add events, under **Actions**, click the Edit icon ✎.

To create a new user-level schedule

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The Users List page appears.

2. Click the first or last name of the user you want to create a schedule for. A User Details page appears.

3. Click the **Schedules** tab. A Schedule List page appears.

4. At the top of the page, click **Create Schedule**. The Create Schedule page appears.

5. Enter a name for your schedule.

6. Next to Schedule Type, select Holiday or Time.

7. Next to Schedule Level, select User, <user name>.

8. Click **Create**. The individual Schedule Details page for this schedule appears.

- To add events, under **Actions**, click the Edit icon ✎.

Edit a Schedule

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit the names of schedules for your group and your group's users. You can edit schedules you created and schedules created by others. You cannot edit enterprise-level schedules.

To change a schedule's type (holiday or time) or level (user, group, enterprise), you must re-create the schedule with the new type or level.

You edit the schedule and its events separately. To edit events, see View, Edit, or Delete Events.

To edit your group schedule name

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, directly below **RESOURCES**.)

2. Click the **Schedules** tab. The Schedules List page appears.

   Note: You can also access the Schedules List page from any User Details page.

3. Search or browse for the schedule you want to edit.

4. To the right of the schedule name, under **Actions**, click the Edit icon 🖊. The schedule opens in Edit mode.

5. Edit the schedule name.

6. Click **Save**.

To edit a user's schedule name

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Locate the user whose schedule you want to edit, and click the user's first or last name. The User Details page appears.

3. Click the **Schedules** tab. The Schedule List page appears.

   Note: You can also access the Schedules List page from any User Details page.

4. Search or browse for the schedule you want to edit.

5. To the right of the schedule name, under **Actions**, click the Edit icon 🖊. The schedule opens in Edit mode.

6. Edit the schedule name.

7. Click **Save**.

Delete a Schedule

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can delete schedules for your group and for your group's users. You can delete schedules you created and schedules created by others.

You cannot delete enterprise-level schedules.

Caution: Deleting a schedule removes it permanently. You cannot recover a deleted schedule.

To delete events within a schedule without deleting the schedule, follow the directions outlined in View, Edit, or Delete an Event.

Delete Schedules

To delete a group- or user-level schedule, follow the steps below:

To delete a group schedule

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Schedules** tab. The Schedule List page appears.

3. Search or browse for the schedule you want to delete.

4. To the right of the schedule name, under **Actions**, click the Delete icon 🗑. A Confirm Delete window opens.

   Caution: You cannot recover a deleted schedule.

5. Click **Save**. The schedule is deleted and no longer appears on the Schedule List page.

To delete a user's schedule

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Locate the user whose schedule you want to delete, and click the user's first or last name. The User Details page appears.

3. Click the **Schedules** tab. The Schedules List page appears.

4. Search or browse for the schedule you want to delete.

5. To the right of the schedule name, under **Actions**, click the Delete icon 🗑. A Confirm Delete window opens.

   Caution: You cannot recover a deleted schedule.

6. Click **Save**. The schedule is deleted and no longer appears on the Schedule List page.

Create an Event

You can create events for a new schedule, or you can create new events for an existing schedule. (As a Group Administrator, you can create events for group- or user-level schedules. Enterprise Administrators create events for enterprise-level schedules.) Schedules provide the time frame for selective criteria used with the **Sequential Ring**, **Simultaneous Ring**, **Call Acceptance**, **Call Rejection**, and **Call Forwarding – Selective** features.

Every schedule must have one or more events, which define the days and times when the schedule is actively in effect. Each event has its own initial start time and end time, and each event can occur one time or repeat.

Whenever an event's specified time period (and recurrence pattern, if selected) matches the current calendar date and time, the schedule containing this event takes effect and affects all the features to which the schedule has been applied.

Create an Event for a New Schedule

You can create events immediately after creating a new schedule.

The **Initial Event Details** settings specify the duration of the first complete occurrence of the event.

- Initial start and end dates specify the dates of one complete occurrence.
- Start and end times specify the hours in which the event occurs.

Event Recurrence specifies how frequently the **Initial Event Details** are repeated: daily, weekly, monthly, or yearly. You can also specify recurrence intervals, such as every 5 days or every 2 weeks. You can set a recurrence pattern to stop on a specific date, after a set number of occurrences, or not at all.

To create an event for a new schedule

1. If you've just created a new schedule, a message confirms that your schedule was created successfully. Click the schedule name or the Edit icon 🖉. The Schedule Details page appears.

2. Click ➕ **Add Event**. The Add Event page appears.

3. Under **Initial Event Details**, enter details for the initial event, which becomes the template for any recurrence of the event.

   - Enter the event name.
   - Enter a start and an end date in MM/DD/YYYY format, or click the Calendar icon 🔲 and select dates.
   - Enter a start and an end time.

4. Under **Event Recurrence Details**, set how often the event will recur. From the **Recurrence** list, select **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.

5. The recurrence details vary, depending on whether you selected **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**. Follow these steps:

   - If you selected **None**, skip to step 7 (click **Add**).

   - If you selected Daily, in the Recurs every (x) days field, enter a number from 1 through 6. For an event that recurs every day, enter 1, for an event that recurs every two days, enter 2, and so on.

   - If you selected **Weekly**:

     o In the **Recurs every** (x) **week(s) on** field, enter a number.

     o Check **Mon-Fri** or a specific day of the week.

   - If you selected **Monthly**:

     o In the **Recurs every** (x) **month(s) on** field, enter a number, and then do one of these things:

     o Select **Day** (x) **of the month** and enter the day of the month you want.

     o Select **The** (number) (weekday) **of the month** and, from the lists, select the number and day of the week you want.

   - If you selected **Yearly**:

     In the **Recurs every** (x) **year(s) on** field, enter a number, and then do one of these things:

     o Select **Day** (x) **of** (month), enter the day, and then select the month you want.

     o Select **The** (number) (weekday) **of** (month), and then, from the lists, select the number, weekday, and month you want.

6. If you selected **Daily**, **Weekly**, **Monthly**, or **Yearly**, now decide whether to set an end for the recurrence:

   - To set no end date, leave **Recurrence End** set to **Never**.

   - To set the recurrence to end after a certain number of times, in the **After** (x) **occurrence(s)** field, enter a number.

   - To set a specific end date, enter the date in MM/DD/YYYY format, or click the Calendar icon and select a date.

7. Click **Add**.

To create another event in this new schedule, click ✚ **Add Event**, and repeat steps 3 through 7.

Create an Event for an Existing Schedule

You can create events for existing schedules.

To create an event for an existing schedule

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Schedules** tab. The Schedules List page appears.

   Note: You can also access the Schedules List page from any User Details page.

3. Click the name of the schedule you want to work with. The Schedule Details page appears.

4. In the **Events** tile, click ➕ **Add Event**. The Add Event page appears.

5. Under **Initial Event Details**, enter details for the initial event, which becomes the template for any recurrence of the event.

   - Enter the event's name.

   - Enter a start and an end date in MM/DD/YYYY format, or click the Calendar icon 📅 and select a date.

   - Enter a start and an end time.

6. Under **Event Recurrence Details**, set how often the event recurs. From the **Recurrence** list, select **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.

7. The recurrence details vary, depending on whether you selected **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly** from the Recurrence list. Follow these steps:

   - If you selected **Daily**:
     - In the **Recurs every** (x) **days** field, enter a number from 1 through 6. For an event that will recur every day, enter **1**; for an event that will recur every two days, enter **2**, and so on.
   - If you selected **Weekly**:
     - In the **Recurs every** (x) **week(s) on** field, enter a number.
     - Check **Mon-Fri** or a specific day of the week.
   - If you selected **Monthly**:

     - In the **Recurs every** (x) **month(s) on** field, enter a number, and then do one of these things:

     - Select **Day** (x) **of the month** and enter the day of the month you want.

     - Select **The** (number) (weekday) **of the month** and, from the lists, select the number and day of the week you want.

   - If you selected **Yearly**:

     - In the **Recurs every** (x) **year(s) on** field, enter a number, and then do one of these things:

     - Select **Day** (x) **of** (month), enter the day, and then select the month you want.

     - Select **The** (number) (weekday) **of** (month), and then, from the lists, select the number, weekday, and month you want.

8. If you selected **Daily**, **Weekly**, **Monthly**, or **Yearly**, now decide whether to set an end for the recurrence.

   - To set no end date, leave **Recurrence End** set to **Never**.

- To set the recurrence to end after a certain number of times, in the **After** (x) **occurrence(s)** field, enter a number.
- To select a specific end date, enter the date in MM/DD/YYYY format, or click the Calendar icon 📅 and select a date.

9. Click **Add**.

To create another event in this schedule, click ➕ **Add Event**, and repeat steps 5 through 9.

Examples

These examples show you how to set typical events.

A one-time holiday (for example, the first day of school)

- **Same** initial start and end date.
- All day event checked.
- Recurrence set to **Never**.

An annual holiday (for example, New Year's Day)

- **Both** the initial start and end dates set to 1/1/2014.
- All day event checked.
- Recurrence set to **Yearly**.

Your work week

- Initial start date is a specific **Monday**.
- Initial end date is the **same Monday**.
- Start time is **8:00 a.m**., end time is **5:00 p.m**.
- Recurrence pattern is set to **Weekly**.
- Recurs every **1** week. Check **Mon-Fri** and each individual day **Monday**, **Tuesday**, **Wednesday**, **Thursday**, and **Friday**.
- Recurrence pattern ends **Never**.

Initial Event Details

*Event Name: Work Week

*Start Date: 01/06/2014   End Date: 01/06/2014

☐ All day event

*Start Time: 08:00 AM ▾   *End Time: 05:00 PM ▾

Event Recurrence Details

Recurrence: Weekly ▾

* Recurs every 1   week(s) on: ☑ Mon-Fri
                                 ☑ Monday
                                 ☑ Tuesday
                                 ☑ Wednesday
                                 ☑ Thursday
                                 ☑ Friday
                                 ☐ Saturday
                                 ☐ Sunday

Recurrence End: ⦿ Never
                 ○ After [   ] occurrence(s)
                 ○ [   ] 📅

View, Edit, or Delete an Event

View Events
Edit an Event
Delete an Event

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can you can view, edit, and delete the events in schedules for your group and for your group's users. You can manage schedules you created and schedules created by others. Enterprise Administrators manage enterprise schedules. You cannot edit events in enterprise-level schedules.

For information about adding a new event, see Create an Event.

View Events

You can view the events in any group-or user-level schedule.

To view events

1. Open a group- or user-level Schedule List page:

    -   From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Group page appears. (If the Group page doesn't appear, click **Group**, immediately below **RESOURCES**.)

    -   From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears. Click a user's first or last name. The User Details page appears.

2. Click the **Schedules** tab. The Schedules List page appears.

    Note: You can also access the Schedules List page from any User Details page.

3. Search or browse for the schedule you want to work with. To view schedule details, click the schedule's name.

4. To view event details, in the **Events** tile, click an event's name.

Edit an Event

You can edit a schedule's events one at a time.

To edit an event

1. Open a group- or user-level Schedules List page. (See View Events, above.)

2. Search or browse for the schedule you want to work with. To view schedule details, click the schedule's name.

3. To view event details, in the **Events** tile, click an event's name. The Schedule Details: <schedule name>, <event name> page appears.

4. Click **Edit**. The page opens in Edit mode.

5. Edit the initial event, which is the template for all recurring events. You can edit:

- The event's name.
- The event's start and end dates.

  Note: Enter a date or, at the right of the **Start Date** and **End Date** fields, click the Calendar icon 📅 and select a date.

- Whether the event is an all day event.
- The event's start and end time.

6. Edit how often the event will recur. From the **Recurrence** drop-down list, select **Daily**, **Weekly**, **Monthly**, or **Yearly**.

7. Edit the recurrence and recurrence end details. These options vary depending on whether you've selected **Daily**, **Weekly**, **Monthly**, or **Yearly**.

8. For more information about event recurrence details, see Create an Event.

9. Click **Save**.

Delete an Event

You can delete events from a schedule without deleting the schedule.

Caution: Deleting an event removes it permanently. You cannot recover a deleted event.

To delete an event

1. Open a group- or user-level Schedules List page. (See View Events, above.)

2. Search or browse for the schedule you want to work with. To view schedule details, click the schedule's name.

3. To delete the event, do one of these things:

   - To the right of the event's name, click the Delete icon 🗑.
   - In the Events tile, click an event name, and then, at the top of the page, click **Delete**.

4. In the Confirm Delete window that opens, click **Save**. The event is deleted from this schedule.

   Caution: Deleting an event removes it permanently. You cannot recover a deleted event.

Account Codes

Click the links below to learn about account codes, how they work, and how you can edit them.

Topic	Description
About Account Codes	Learn about account codes and how they work.
Search for and View Account Codes	Discover how to search for and view account codes.
Edit Account Code Length	Learn how to edit the default length of a group's account codes. **Caution**: Changing a group's account code length causes all current account codes to be deleted.
Add, Edit, or Delete Account Codes	Learn how to create a new account code, edit an existing account code, or delete an account code for a group.
Download a List of Account Codes	Discover how to download a list of account codes for a particular group.
Download a List of Account Code Users	Learn how to download a list of the users assigned to a particular group's mandatory or optional account codes.
Assign or Unassign Account Code Status to Users	Learn how to assign or unassign mandatory or optional account code status to users.

About Account Codes

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can create and use account codes to track certain calls associated with specific accounts. Account codes help you track the calls users make outside your group. You create account codes at the group level and then assign an account code status to users. You can assign an account code status to users in bulk, or you can assign account code status to users individually.

If you assign an account code status to users, inform the users which account codes they must use for which phone numbers.

IP Flexible Reach has two kinds of account codes: mandatory and optional.

- Users assigned to the Mandatory Account Code service must enter an account code when making all calls outside their group.
- Users assigned to the Optional Account Code service can enter an account code when making a call outside their group, but it's not required.

When you assign an account code status to users, be sure to tell the users which account codes they must use for which phone numbers. To be validated, the account code only has to meet the group's account code length requirement; it doesn't have to match any of the codes provisioned for the group.

Account codes aren't required for call transfers and forwards. Users assigned mandatory account code status can transfer and forward calls without being prompted to enter an account code (including when using advanced forwarding options such as Simultaneous Ring and Sequential Ring).

As a Group Administrator, you can:

- Add, edit, and delete account codes.
- Download a list of account codes for a particular group.
- Download a list of the users assigned a group's mandatory or optional account code status.
- Assign and unassign mandatory or optional account code status to users.
- Edit the default account code length for a group.

Caution: Changing the length of an account code setting causes all current account codes to be deleted.

Search for and View Account Codes

Within the group you manage, you can search for and view specific account codes, and then edit or delete them.

To search for and view account codes

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears.

4. If the Search tool isn't open, click the arrow to open it.

5. From the left drop-down list, select **Code** or **Description**.

6. From the middle drop-down list, select **Contains**, **Equal To**, or **Starts With**.

7. In the field to the right, enter a search term.

8. Click **Search**.

To browse for account codes, scroll or page through the list. To jump to a particular page, click the Down arrow to the right of the page numbers.

Edit Account Code Length

You can edit the length of account codes for your group. Account codes can be between one and six digits long, and all account codes must be the same length within a group.

To edit the length of a group's account codes

Caution: Changing the length of your group's account codes causes all current account codes to be deleted.

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears.

4. To the right of **Code Length**, click **Edit**.

5. From the **Code Length** drop-down list, select a number.

6. Click **Save**. Account code length for your group is changed, and all existing account codes are deleted.

Add, Edit, or Delete Account Codes

Open the Manage Account Codes Page
Add an Account Code
Edit an Account Code
Delete an Account Code

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can add new account codes, edit existing account codes, or delete account codes within your group.

Open the Manage Account Codes Page

To manage account codes, you must first open the Manage Account Codes page in the Customer Portal.

To open the Manage Account Codes page

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group Page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears.

Now you're ready to add, edit, or delete account codes.

Add an Account Code

You can add new account codes to a group.

To add a new account code

1. From the Manage Account Codes page, click **Add Account Code(s)**. The Add Account Code(s) page appears.

2. Under **Code**, enter a unique account code number. The account code length must match the current length set for this group.

3. Under **Description**, enter a description for this account code.

4. Click **Save**. The account code is created.

5. To create more account codes, click **Add Account Code(s)** again.

Edit an Account Code

You can edit any account code's number or description.

To edit an account code

1. From the Manage Account Codes page, search or browse for the account code you want to edit.

2. To the right of the account code name and description, under **Actions**, click the Edit icon .

3. Under **Code**, edit the account code number. The new number must be unique and match the current length set for this group.

4. Under **Description**, edit the account code description.

5. Under **Actions**, click the Save icon .

Delete an Account Code

You can delete account codes within a group.

To delete an account code

1. From the Manage Account Codes page, search or browse for the account code you want to delete.

2. To the right of the account code name and description, under **Actions**, click the Delete icon .

3. When a confirmation message appears, click **OK, Delete**. The account code is deleted.

Download a List of Account Codes

You can download a list of all the account codes that exist for your group. This can be helpful when you're editing account codes for a group's users all together, in bulk.

For more information, see Manage Users in Bulk.

Create the group's account code list

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears.

4. Click Download Account Codes List. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the **"Group Reports"** page for status and to download the report when available."

   For more information about downloading the report, see **Download the list**.

Note: You can also download a list of users assigned a group's mandatory or optional account code status. For more information, see Download a List of Account Code Users.

Download the list

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
     Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon . A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Download a List of Account Code Users

You can download a list of the users assigned your group's mandatory or optional account code status. Use the list to locate individual users to manage.

For more information about mandatory and optional account codes, see About Account Codes.

Create the list of users assigned the mandatory account code status

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Account Codes** tile, click **Manage Mandatory Account Codes User List**. The Manage Mandatory Account Codes User List page appears.

4. Click **Download Assigned Users List**. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the **"Group Reports"** page for status and to download the report when available."

   For more information about downloading the report, see **Download the list**.

Note: If there are no users assigned mandatory account code status, the **Download Assigned Users List** link will be grayed out.

Create the list of users assigned the optional account code status

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. In the **Account Codes** tile, click **Manage Optional Account Codes User List**. The Manage Optional Account Codes User List page appears.

3. Click **Download Assigned Users List**. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the **"Group Reports"** page for status and to download the report when available."

   For more information about downloading the report, see **Download the list**.

Note: If there are no users assigned optional account code status, the **Download Assigned Users List** link will be grayed out.

Download the list

4. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
     Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

5.   Under **Actions**, click the Download icon . A File Download window opens.

6.   Click **Save**. The report is saved to your default directory, or you can specify a different location.

Assign or Unassign Account Code Status to Users

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can assign users to and from your group's Mandatory and Optional Account Code services individually or in bulk.

You can view and edit a user's current account code status from the individual's User page.

You can also download a list of users assigned mandatory and optional account code status.

View a User's Current Account Code Status

You can quickly find out whether a particular user is assigned your group's mandatory or optional account code status.

To view a user's current account code status

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Click the user's name. The User Details page appears.

3. Click the **Outbound Features** tab. The user's account code status appears:

   - **Not Required**—The user isn't currently assigned to use account codes.
   - **Mandatory**—The user is assigned the group's mandatory account code status.
   - **Optional**—The user is assigned the group's optional account code status.

For more information about mandatory and optional account codes, see About Account Codes.

Change a User's Account Code Status

You can change a user's current account code status.

To change a user's account code status

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Click the user's name. The User Details page appears.

3. Click the **Outbound Features** tab. The Outbound Features view of the individual User page appears.

4. To the right of **Account Codes**, under **Action**, click the Edit icon ✏️. The Edit Account Codes page appears.

5. To the right of **Account Code Status**, do one of these things:

   - To exempt this user from using account codes, click **Not Required**.
   - To require this user to use the group's account codes on all calls, click **Mandatory**.
   - To allow this user to use the group's account codes optionally, click **Optional**.

6. Click Save.

Assign Mandatory Account Code Status to Multiple Users

You can assign your group's mandatory account code status to multiple users at one time.

To assign mandatory account code status to multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. Click **Manage Mandatory Account Codes Users List**. The Manage Mandatory Account Codes Users List appears.

4. Click **Assign User(s)**. The Assign Users window opens.

5. To select users to assign, do one of these things:

   - To the left of the users' names, check the checkboxes.
   - Use the main checkbox at the top of the **Assigned Users** list ☐ ▼ .
     - To select all users, check the checkbox.
     - To select certain users, click the arrow and select **Select Current Page** or **Select All Pages**. To remove your selections, select **Clear Selection(s)**.

6. Click **Assign**.

Unassign Mandatory Account Code Status from Multiple Users

You can unassign your group's mandatory account code status from multiple users at one time.

To unassign mandatory account code status from multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. Click **Manage Mandatory Account Code Users List**. The Manage Mandatory Account Code Users List appears.

4. Click **Unassign Users**. The Unassign Users window opens.

5. To select users to unassign, do one of these things:

- To the left of the users' names, check the checkboxes.

- Use the main checkbox at the top of the Assigned Users list ▢ ▼ .

    o To select all users, check the checkbox.
    o To select certain users, click the arrow and select **Select Current Page** or **Select All Pages**. To remove your selections, select **Clear Selection(s).**

6. Click Unassign.

Assign Optional Account Code Status to Multiple Users

You can assign your group's optional account code status to multiple users at one time.

To assign optional account code status to multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. Click **Manage Optional Account Code Users List**. The Manage Optional Account Code Users List appears.

4. Click **Assign Users**. The Assign Users window opens.

5. To select the users you want to assign, do one of these things:

- To the left of the users' names, check the checkboxes.

- Use the main checkbox at the top of the Assigned Users list ▢ ▼ .

    o To select all users, check the checkbox.

    o To select certain users, click the arrow and select **Select Current Page** or **Select All Pages**. To remove your selections, select **Clear Selection(s)**.

6. Click **Assign**.

Unassign Optional Account Code Status from Multiple Users

You can unassign your group's optional account code status from multiple users at one time.

To unassign your group's optional account code status from multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. Click **Manage Optional Account Code Users List**. The Manage Optional Account Code Users List appears.

4. Click **Unassign Users**. The Unassign Users window opens.

5. To select the users you want to unassign, do one of these things:

   - To the left of the users' names, check the checkboxes.

   - Use the main checkbox at the top of the Assigned Users list ☐ ▼ .
     - To select all users, check the checkbox.
     - To select certain users, click the arrow and select **Select Current Page** or **Select All Pages**. To remove your selections, select **Clear Selection(s).**

6. Click **Unassign**.

Authorization Codes

Click the links below to learn about authorization codes and how they work.

Topic	Description
About Authorization Codes	Learn about authorization codes and how they work.
Search for Authorization Codes	Learn how to search for a particular authorization code.
Add, Edit, or Delete Authorization Codes	See how to add a new authorization code, edit an existing authorization code, or delete an authorization code for a group.
Download a List of Authorization Codes	Learn how to download a list of authorization codes for a particular group.
Sync Authorization Codes	Learn how to synchronize authorization codes with users who have custom dial restrictions whenever you add or delete authorization codes.

About Authorization Codes

Authorization codes help you manage outbound calling. As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can create authorization codes for different types of outgoing calls. If you've provisioned authorization codes for a group, you can require users to enter an authorization code when making calls (except for emergency or repair calls) outside the group.

The user is prompted to enter the authorization code. The user then enters the authorization code followed by the pound sign (**#**). If the code entered is valid, the user hears a confirmation announcement and the call proceeds. The system captures the valid authorization code entered by the user in the accounting information (Call Detail Record) generated for that call.

Search for Authorization Codes

You can search for a specific authorization code within your group. When you find the authorization code you're looking for, you can edit or delete it.

For more information, see Add, Edit, or Delete an Authorization Code.

To search for an authorization code

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page appears.

4. If the Search tool isn't open, click the arrow to open it ▶ Search .

5. From the left drop-down list, select **Code** or **Description**.

6. From the middle drop-down list, select **Contains**, **Equal To**, or **Starts With**.

7. In the search box to the right, enter your search term.

8. Click **Search**.

   To browse for authorization codes, scroll or page through the list. To jump to a particular page, click the Down arrow ⋯ ▼ at the right of the page numbers.

Add, Edit, or Delete Authorization Codes

Add a New Authorization Code
Edit an Existing Authorization Code
Delete an Authorization Code

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can add new authorization codes, edit existing authorization codes, and delete authorization codes for your group.

Add a New Authorization Code

You can add new authorization codes to your group.

To add a new authorization code to your group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page appears.

4. Click ➕ **Add Authorization Code(s)**. The Add Authorization Code(s) page appears.

5. Under **Code**, enter a unique four-digit code.

6. Under **Description**, enter a description for your authorization code.

7. Click **Save**.

8. To add more authorization codes, click ➕ **Add Authorization Code(s)** again.

Edit an Existing Authorization Code

You can edit exiting authorization codes.

To edit an authorization code

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes view opens.

4. Find the authorization code you want to edit. For more information, see Search for an Authorization Code.

5. To the right of the authorization code name, under **Actions**, click the Edit icon 🖊. The code opens in Edit mode.

6. Under **Code**, edit the code. The code must be four digits long and unique within the group.

7. Under **Description**, edit the authorization code description.

8. Click the Save icon 🖫.

Delete an Authorization Code

You can delete any of your group's authorization codes.

To delete an authorization code

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page appears.

4. Find the authorization code you want to delete. For more information, see Search for Authorization Codes.

5. To the right of the authorization code name, under **Actions**, click the Delete icon 🗑. A Confirm Delete window opens.

6. Click **Yes, Delete**. The authorization code is removed.

Download a List of Authorization Codes

You can download a list of authorization codes for your group. This can be helpful when you're editing authorization codes for your group's users in bulk.

For more information, see Manage Users in Bulk.

Create the list of authorization codes

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page appears.

4. Click **Download Authorization Codes List**. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the **"Group Reports"** page for status and to download the report when available."

For more information about downloading the report, see **To download the report**.

Download the list

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

    - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
      Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

    - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon ⬇️. A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Sync Authorization Codes

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage authorization codes for your group. When adding or deleting authorization codes, you must synchronize the codes with users who have custom dial restrictions so that the codes can take effect.

Sync Authorization Codes

You can sync authorization codes for all users in your group.

To sync authorization codes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group Details page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click Manage Authorization Codes. The Manage Authorization Codes page appears.

4. Just below the search fields, click **Sync Users.**

The **Authorization Code Sync Results** section of the Bulk Management page shows the results.

To access the authorization code sync results

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, then click **Bulk Management**, immediately below. The Bulk Management page appears.

2. From the **Select Option** drop-down list, select **Authorization Code Sync Results**. The Authorization Code Sync Results view of the bulk management page appears.

Dial Restrictions

Click the links below to learn about dial restrictions and how they work.

Topic	Description
About Dial Restrictions	Learn about dial restrictions and how they work.
View and Edit Group Dial Restrictions	See how to set group dial restrictions for all outbound calls.
View and Search for Users Assigned to Group Dial Restrictions	Learn how to view and search the Assigned Group Dial Restrictions Users list.
Download a List of Users Assigned to Group Dial Restrictions	Learn how to download a list of users assigned to the current set of group dial restrictions.
Assign Users to Group Dial Restrictions	See how to assign users to a set of group dial restrictions.
Manage Custom User Dial Restrictions	Learn how to customize dial restrictions for individual users.

About Dial Restrictions

Dial restrictions are limits you can put on your group's outgoing calls. You can also set custom dial restrictions for individuals within your group.

Using dial restrictions, you can block users from making certain types of calls, such as calls to international or toll-free numbers. You can also use dial restrictions to require users to enter an authorization code for certain types of outgoing calls.

You can use dial restrictions with these types of calls:

- Intra-enterprise
- Domestic
- Toll-free
- International
- Operator assisted
- Directory Assistance

You can view and edit group dial restrictions from the **Settings** tab on the Group page.

You can view and edit individual user dial restrictions from the **Outbound Features** tab of a User Details page.

View and Edit Group Dial Restrictions

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage dial restrictions for your entire group.

View Your Group's Dial Restrictions

You can view your group's dial restrictions from the **Settings** tab of the Group page.

To view group dial restrictions

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Manage Group Dial Restrictions**. The Manage Group Dial Restrictions page appears.

4. You can set dial restrictions for these types of calls:

   - Intra-enterprise
   - Domestic
   - Toll-free
   - International
   - Operator-assisted
   - Directory Assistance

5. You can see the call type's current restriction setting under **Group Restrictions**.

Manage Your Group's Dial Restrictions

You can manage dial restrictions at the group level.

To manage group dial restrictions

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Manage Group Dial Restrictions**. The Manage Group Dial Restrictions view appears.

4. Click **Edit**.

5. At the right of **Outbound Calls**, set the dial restrictions:

   - To block all listed types of outbound calls, select **Block all**.

- To require group users to enter an authorization code when they make any of the listed types of outbound calls, select **Require authorization code on all**.

- To set restrictions for each outbound call type individually, select **Customize call type restrictions**.

6. You can set restrictions by using the **Select all Group Restrictions** drop-down list or by setting restrictions for each outbound call type individually. Set dial restrictions by doing one of these things:

   - Set a value for all the listed outbound call types by using the **Select all Group Restrictions** drop-down list:

     o To allow users to make all listed outbound call types without restrictions, select **Allow**.

     o To block users from making any of the listed outbound call types, select **Block**.

     o To apply the group's standard authorization procedure (authorization codes or account codes) to all listed outbound call types, select **Standard Authorization**.

   - Set group restrictions for each outbound call type individually by using the individual drop-down lists:

     o To allow users to make this particular type of call without restrictions, select **Allow**.

     o To block users from making this particular call type, select **Block**.

     o To require users to enter an authorization code when they make this particular type of call, select **Authorization Code Required**.

7. Click **Save**.

View and Search for Users Assigned to Group Dial Restrictions

You can view a list of users assigned to your group's dial restrictions, and you can search for individual users within the list.

You can also download a list of users assigned to group dial restrictions.

To view the list of users assigned to group dial restrictions

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Assigned Group Dial Restrictions User List**. The Assigned Group Dial Restrictions User List view appears.

To search the list of users assigned to group dial restrictions

From the Assigned Group Dial Restrictions User List page:

1. If the Search tool isn't open, click the arrow ▶ **Search** to open it.

2. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, or **Extension**.

3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

4. In the field at the right, enter a search term.

5. Click **Search**.

To browse for users, scroll or page through the list. To jump to a particular page, click the Down arrow ••• ▼ at the right of the page numbers.

Download a List of Users Assigned to Group Dial Restrictions

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can download a list of users assigned to your group's dial restrictions. This can be helpful when you're editing dial restrictions for multiple users at once.

For more information, see Manage Users in Bulk.

Note: You can also search for users assigned to group dial restrictions.

Create the assigned users list

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Assigned Group Dial Restrictions User List**. The Assigned Group Dial Restrictions User List view appears.

4. Click Download Assigned Users List. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the **"Group Reports"** page for status and to download the report when available."

For more information about downloading the report, see **Download the list**.

Download the list

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
     Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon ⬇. A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Assign Users to Group Dial Restrictions

By default, all group users are assigned to group dial restrictions. As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit those settings and assign individual or multiple users to group dial restrictions.

You can also set custom dial restrictions for individual users. For more information, see Manage Custom User Dial Restrictions.

To assign users to group dial restrictions

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group Details page appears.

2. Click the **Settings** tab. The Settings page appears.

3. In the **Dial Restrictions** tile, click **Assigned Group Dial Restrictions User List**. The Assigned Group Dial Restrictions User List page appears.

4. Below the Search tool, click **Assign Users**. The Assign Users window opens.

5. Select the users by doing one of these things:

   - To select the users you want to assign to this group's dial restrictions, check the checkboxes to the left of the users' names.

   - To select users in bulk, use the main checkbox ☐ ▼ at the top of the **Assigned Users** list.
     - To select all users, check the checkbox.
     - To select other settings, click the arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.

6. Click **Assign**.

Manage Custom User Dial Restrictions

You can customize dial restrictions for one user at a time.

Note: After custom dial restrictions are set for a user, you must synchronize group authorization codes in order for the codes to take effect for the user.

To manage custom user dial restrictions:

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The Users List page appears.

2. Click the user's first or last name. The User Details page appears.

3. Click the Outbound Call Features tab, and then click **Dial Restrictions**. The user's Dial Restrictions view appears.

4. Click **Edit**.

5. To the right of **Use Dial Restrictions**, select **Custom User**. More options appear.

6. To the right of **Outbound Calls**, select dial restrictions.

   - To prevent this user from making outbound calls, select **Block All**.

   - To require an authorization code on all outbound calls, select **Require Authorization Code on All**.

   - To customize the settings by call type, select **Customize Dial Restrictions by Call Type**.

   If you selected **Customize Dial Restrictions by Call Type** continue to step 7, otherwise skip to step 8.

7. Edit dial restrictions for this user.

   - To edit all custom dial restrictions for this user at once, select an option from the **Set All Custom User Restrictions** list.
     o To allow the user to use all the outbound call features listed, select **Allow**.
     o To block the user from using all the outbound call features listed, select **Block**.
     o To require the user to enter an authorization code for all the outbound call features listed below, select **Authorization code required**.
   - To edit dial restrictions for this user one at a time, select an option from the **Custom User Restrictions** lists for each dial restriction.
     o To allow the user to use a restricted outbound call feature, select **Allow**.
     o To block the user from using a restricted outbound call feature, select **Block**.
     o To require the user to enter an authorization code when using a restricted outbound call feature, select **Authorization Code Required**.

8. Click **Save**.

Public Number Ranges

Click the links below to find step-by-step instructions for how to view, search for, and download public number ranges.

Topic	Description
View and Search for Public Number Ranges	Learn how to view and search for your public number ranges.
Download a List of Public Number Ranges	Learn how to download a list of your public number ranges.

View and Search for Public Number Ranges

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can view and search for public number ranges and their corresponding departments. With the public number range lists, you can quickly see which public numbers correspond to which departments or users in your group.

You can also download a list of the public number ranges in your group.

To view the list of public number ranges for your group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group**, immediately below. The Group Details page appears.

2. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Group Details page appears.

From the Public Number Ranges view, you can expand the public number ranges to see all the numbers in that range, access the department associated to each public number range, and access the user associated with each public number.

3. In the **Actions** column, click **Show Details**. The full list of numbers in the pubic number range appears.

4. To go to the Department Details page, click the department name.

5. When the public number range is expanded, view details by clicking the number. The User Details page appears.

To search the list of public number ranges for your group

1. Go to the Public Number Ranges view of the Group Details page.

2. If the Search tool isn't open, click the arrow ▶ **Search** to open it.

3. Notice that the left drop-down list is automatically set to **Public Number.**

4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

5. In the field at the right, enter a number between 1 and 10 digits long.

6. Click **Search**.

To browse for public number ranges, scroll or page through the list. To jump to a particular page, click the Down arrow ⋯▼ at the right of the page numbers.

To view the list of public number ranges for a specific department

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department**, immediately below. The Department List page appears.

2. Click a department name. The Department Details page appears.

3. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Department Details page appears.

From the Public Number Ranges view, you can expand the public number ranges to see all the numbers in that range and access the user associated with each public number.

4. In the **Actions** column, click **Show Details**. The full list of numbers in the pubic number range appears.

5. When the public number range is expanded, view details by clicking the number. The User Details page appears.

To search the list of public number ranges for a specific department

1. Go to the Public Number Ranges view of the Department Details page.

2. If the Search tool isn't open, click the arrow to open it **▶ Search** .

3. Notice that the left drop-down list is automatically set to **Public Number.**

4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.

5. In the field at the right, enter a number between 1 and 10 digits long.

6. Click **Search**.

To browse for public number ranges, scroll or page through the list. To jump to a particular page, click the Down arrow ⋯ ▼ at the right of the page numbers.

Download a List of Public Number Ranges

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can download a list of public number ranges available in a specific group or in a single department. The file that's created provides the following information for each public number range:

Group-level Report

- The first and last number in the range.
- The total number of public numbers in the range.
- The name of the department that corresponds to the public number range.

Department-level Report

- The first and last number in the range.
- The total number of public numbers in the range.

You can download the list as a comma-separated values (CSV) file.

Create a list of public number ranges for your group

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The Group Details page appears.

2. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Group Details page appears.

3. Click **Download Department Public Number Ranges List**. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the "**Group Reports**" page for status and to download the report when available."

   For more information about downloading the report, see **Download the report**.

Create a list of public number ranges for a specific department

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.

2. Click a department name. The Department Details page appears.

3. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Department Details page appears.

4. Click **Download Department Public Number Ranges List**. The following message is displayed at the top of the screen: **"**Your request is being processed, but may not be immediately available. See the "**Group Reports**" page for status and to download the report when available."

   For more information about downloading the report, see **Download the report**.

   Note: If this department has no associated users, this link will be unavailable.

Download the list

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
     Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon . A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Reports

Click the links below to learn about reports and how they work, and how to generate, download, and delete reports.

Topic	Description
About Reports	Learn about reports and how they work.
Create a New Report	Get general instructions on how to create and generate a new report.
Create a User Inventory Report	Learn how to create and generate a User Inventory Report.
Create a Group Inventory Report	Learn how to create and generate a Group Inventory Report.
Create a Group Trunk Group Inventory Report	Learn how to create and generate a Group Trunk Group Inventory Report.
Create a Feature Configuration Report	Learn how to create and generate a Feature Configuration Report.
Create an Account Code Summary Report	Learn how to create and generate an Account Code Summary Report.
Create an Authorization Code Summary Report	Learn how to create and generate an Authorization Code Summary Report.
Create a Call Transfer/Forward Report	Learn how to create and generate a Call Transfer/Forward Report.
Create an Inbound Call Detail Report	Learn how to create and generate an Inbound Call Detail Report.
Create an Outbound Call Detail Report	Learn how to create and generate an Outbound Call Detail Report.
Download or Delete a Report	Learn how to download or delete a report you've generated.

About Reports

Overview

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can generate reports that provide data about various aspects of usage in your group.

- Inventory reports give you details about user, group, department, and group trunk group settings.
- Service usage reports give you usage details about features such as account codes and call transferring and forwarding.

To create reports, you start on the Reports page.

To open the Reports page

- From any page in the Customer Portal, click **REPORTS** in the main menu bar. The Group Reports page, with reports, appears.

  For more information, see: Create a New Report.

- If your enterprise has more than 200 groups or 1,000 phone numbers, reports are available for 35 days.
- If your enterprise has fewer than 200 groups or 1,000 phone numbers, your generated reports are available for 2 days.

The following lists show the report types available:

Inventory reports

- User Inventory
- Group Inventory
- Group Trunk Group Inventory
- Feature Configuration

Service usage reports

- Account Code Summary
- Authorization Code Summary
- Call Transfer/Forward
- Inbound Call Detail
- Outbound Call Detail

Inventory Reports

Inventory reports provide details about your group and departments.

User Inventory Report

A User Inventory report summarizes the settings for each assigned user, including:

- User public telephone number (if applicable).
- Private number (if applicable).
- User first and last name.
- Group name and ID.
- Group private phone number.
- Trunk call routing assignment name.
- User dial restrictions: **Group** or **Custom**.
- User Premier access: **Eligible** or **Ineligible**.
- Max DID Policing value.
- Inbound call features. The report shows only features that are enabled or disabled (made available) for each user.
- Outbound dial plan settings: **Group Default** or **Custom**.

Group Inventory Report

A Group Inventory Report provides details about your group, including:

- Group name.
- Group ID.
- Private branch exchange phone number (PBX TN).
- Number of users in the group.
- Number of group trunk groups associated with the group.
- Default trunk call routing associated with the group.

Group Trunk Group Inventory Report

A Group Trunk Group Inventory Report provides details about one or more group trunk groups, including:

- Group trunk group name.
- Associated group name and ID.
- Maximum number of concurrent calls for the group trunk group (**Group**, **Inbound**, and **Outbound**).
- Bursting status.
- Burst rate (**Total**, **Inbound**, and **Outbound**).
- **Trunk Group Forward Always** setting and target.

- **Trunk Group Unreachable Destination** setting and target.
- **Trunk Group Destination Unreachable** timer.
- Number of assigned trunk call routings.

Feature Configuration Report

A Feature Configuration report provides details about feature usage, including:

- Group name, Group ID, and Department name.
- Inbound and outbound features status (enabled or not enabled).
- Group **Intercept Announcement** status (enabled or not enabled).

Service Usage Reports

Service Usage Reports provide information about your group and departments.

Account Code Summary Report

An Account Code Summary Report provides a list of account codes, plus it gives the total number of hours, minutes, and seconds for calls that used each account code during the specified report period and for other input filters you set.

The Account Code Summary Report includes:

- Account codes used.
- Location ID of users dialing the account codes.
- Corresponding duration of usage during the report interval.

Authorization Code Summary Report

An Authorization Code Summary Report provides a list of authorization codes, plus it gives the total number of hours, minutes, and seconds for calls that used each authorization code during the specified report period and for other input filters you set.

The Authorization Code Summary Report includes:

- Authorization codes used.
- Location ID of users dialing the authorization codes.
- Corresponding seconds of usage during the report interval.

Call Transfer/Forward Report

A Call Transfer/Forward Report summarizes calls transferred and forwarded during the specified report period and for other input filters you set, including:

- Calls transferred/forwarded within your group or within all or specific departments.
- Calls transferred/forwarded to the redirecting party.
- The transfer/forward destination.

Inbound Call Detail Report

An Inbound Call Detail Report summarizes inbound calls received during the specified report period and for other input filters you set, including:

- Inbound calls received by users, a group, or a group trunk group.
- Inbound calls to users' phone numbers.

Outbound Call Detail Report

An Outbound Call Detail report summarizes outbound calls made during the specified report period and for other input filters you set, including:

- Outbound calls originating from your group or from all or specific departments.
- Outbound calls originating from phone numbers.
- Outbound call destination.
- Authorization code and account code information, if applicable.

Create a Report

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can create reports on various aspects of your enterprise.

The general instructions here show you how to create a new report. For instructions on how to create a particular type of report, see To create a new report by report type, below.

To create a report (general instructions)

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. The Group Reports view of the Reports page appears.

2. Click **New Reports**.

3. Click the name of the type of report you want to create.

4. Select the information you want to include in the type of report you've chosen.

5. Click **Generate Report**. After the report has been created, you can access it in the Group Reports view of the Reports page.

   - If your enterprise has fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.

   - If your enterprise has more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

To create a new report by report type

To go to the Create topic for a report type, on the **New Reports** tab, click a report name.

   - User Inventory Report
   - Group Inventory Report
   - Group Trunk Group Inventory Report
   - Feature Configuration Report
   - Account Code Summary Report
   - Authorization Code Summary Report
   - Call Transfer/Forward Report
   - Inbound Call Detail Report
   - Outbound Call Detail Report

Create a User Inventory Report

A User Inventory Report summarizes the settings for each assigned user.

To create a User Inventory Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Reports view of the Reports page appears.

2. Click **New Reports**.

3. Click **User Inventory Report**. The User Inventory Report page appears.

4. To the right of **Group,** your group is selected by default. You can also select **Specific departments(s)**:

   - If you selected **Specific departments(s**) click **Find**, and in the window that opens, search for a department or departments. In the results, check the departments you want to include, and then click **Done**.

5. To the right of Phone Number, select All numbers, Single public number/range, or Single extension/range.

   - If you selected Single public number/range, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

6. **Note:** You must enter a value in the left field. The field on the right is optional.

   - If you entered Single extension/range, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

7. **Note:** You must enter a value in the left field. The field on the right is optional.

8. Click **Generate Report**.

   - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.

   - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create a Group Inventory Report

A Group Inventory Report provides details about your group.

To create a Group Inventory Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Reports view of the Report page appears.

2. Click **New Reports**.

3. Click **Group Inventory Report**. The Group Inventory Report page appears.

4. Click **Generate Report**. After the report is created, you can access it in the Group Reports view of the Reports page.

   - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days

   - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for35 days.

Create a Group Trunk Group Inventory Report

A Group Trunk Group Inventory Report provides details about one or more group trunk groups.

To create a Group Trunk Group Inventory Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Reports view of the Reports page appears.

2. Click **New Reports**.

3. Click **Group Inventory Report**. The Group Trunk Group Inventory Report page appears.

4. To the right of **Group Trunk Group**, select **All group trunk group(s)** or **Specific group trunk group(s)**.

    - If you selected **Specific group trunk group(s)**, click **Find** to select group trunk groups. The Find Group Trunk Group window opens.

    - To the right of the group trunk group names, check the boxes for the group trunk groups you want included in your report.

    - Use the Search tool to find specific group trunk groups.

    - To select all group trunk groups, check the box at the top of the **Find Group Trunk Group** list
      ☐ ▼ . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.

5. When you're finished selecting group trunk groups, click **Done**.

6. Click **Generate Report**. After the report is created, you can access it in the Group Reports view of the Reports page.

    - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.

    - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create a Feature Configuration Report

A Feature Configuration Report indicates the status of each inbound and outbound call feature for phone numbers or extensions in groups or departments. The status can be **Y** (enabled) or **N** (disabled). The user's dial plan restrictions are specified. You select the numbers to include: all numbers, a single public number, a range of public numbers, a single extension, or a range of extensions. The results can be downloaded as a comma-separated values (CSV) file.

To create a Feature Configuration Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Reports page appears.

2. Click **Feature Configuration Report**. The Feature Configuration Report page appears.

3. To the right of **Group**, your group is selected by default. You can also select **Specific departments(s)**.

   - If you selected **Specific departments(s)**, click **Find**, and in the window that opens, search for a department or departments. In the results, check the departments you want to include, and then click **Done**.

4. To the right of **Phone Number**, select one of the following filters:

   - All numbers.
   - **Single public number/range**. You can enter a single number in the left number field, or enter a range of numbers using the left and right number fields.

     Note: You must enter a value in the left number field. The number field on the right is optional.

   - **Single extension/range**. You can enter a single extension in the left number field, or enter a range of extensions using the left and right number fields.

     Note: You must enter a value in the left number field. The number field on the right is optional.

5. Click **Generate Report**. After the report is created, you can access it in the Group Reports view of the Reports page. The report is created as a CSV file. You can open the file or save it to your computer.

   - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
   - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create an Account Code Summary Report

An Account Code Summary Report provides a list of account codes, plus it gives the total number of hours, minutes, and seconds for calls that used each account code during the specified report period and for other input filters you set.

To create an Account Code Summary Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Report view of the Reports page appears.

2. Click **New Reports**.

3. Click **Account Code Summary Report**. The Account Code Summary Report page appears.

4. To the right of **Summary Period**, select a date or date range and a time zone.

   - You can enter a single date in the left date field, or enter a date range in the two date fields. Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons 📅.

5. **Note:** You must enter a date in the left field. The date field to the right is optional.

   - From the drop-down list below the date fields, select a time zone.

6. To the right of **Account Codes**, select **All account codes** or enter a single account code in the field provided.

7. To the right of **Calls made using Account Codes by** your group is selected by default. You can also select **Specific departments(s)**:

   - If you selected **Specific departments(s)** click **Find**, and in the window that opens, search for a department or departments. In the results, check the departments you want to include, and then click **Done**.

8. Click **Generate Report**. After the report is created, you can access it in the Group Reports view of the Reports page.

   - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report appears on the Account Code Summary Report page.

   - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create an Authorization Code Summary Report

An Authorization Code Summary Report provides a list of authorization codes, plus it gives the total number of hours, minutes, and seconds for calls that used each authorization code during the specified report period and for other input filters you set.

To create an Authorization Code Summary Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Reports view of the Reports page appears.

2. Click **New Reports**.

3. Click **Authorization Code Summary Report**. The Authorization Code Summary Report page appears.

4. To the right of **Summary Period**, select a date or date range and a time zone.

   - You can enter a single date in the left date field, or enter a date range in the two date fields. Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .

5. **Note:** You must enter a date in the left date field. The date field to the right is optional.

   - From the drop-down list below the date fields, select a time zone.

6. To the right of **Authorization Codes**, select **All Authorization Codes**, or select **Single Authorization Code** and enter a single authorization code in the field provided.

7. To the right of **Calls made using Authorization Codes by,** your group is selected by default. You can also select **Specific departments(s)**:

   - If you selected **Specific departments(s**), click **Find**, and in the window that opens, search for a department or departments. In the results, check the departments you want to include, and then click **Done**.

8. Click **Generate Report**. After the report is created, you can access it on the Group Reports view of the Reports page.

   - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.

   - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create a Call Transfer/Forward Report

A Call Transfer/Forward Report summarizes calls transferred and forwarded during the specified report period and for other input filters you set.

To create a Call Transfer/Forward Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Reports view of the Reports page appears.

2. Click **New Reports**.

3. Click **Call Transfer/Forward Report**. The Call Transfer/Forward Report page appears.

4. To the right of **Calls Transferred/Forwarded**, select a date or date range and a time zone.

   - You can enter a single date in the left date field, or enter a date range in the two date fields. Enter the dates in MM/DD/YYYY format, or select dates by using the Calendar icons 📅.

5. **Note:** You must enter a date in the left date field. The date field to the right is optional.

   - From the dropdown list below the date fields, select a time zone.

6. To the right of **Group**, your group is selected by default. If you select **Specific departments(s)**, click **Find**, and in the window that opens, search for a department or departments. In the results, check the departments you want to include, and then click **Done**.

7. To the right of **Redirecting Party**, select **All numbers**, **Single public number/range**, or **Single extension/range**.

   - If you selected **Single public number/range**, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

     Note: You must enter a value in the left field. The field to the right is optional.

   - If you entered **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

8. **Note:** You must enter a value in the left field. The field at the right is optional.

9. To the right of **Transfer/Forward Destination**, select **All Destinations**.

10. Click **Generate Report**. After the report is created, you can access it in the Group Reports view of the Reports page.

    - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.

    - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create an Inbound Call Details Report

An Inbound Call Detail Report summarizes inbound calls during the specified report period and for other input filters you set.

To create an Inbound Call Details Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Reports view of the Reports page appears.

2. Click **New Reports**.

3. Click **Inbound Call Details Report**. The Inbound Call Details Report page appears.

4. To the right of **Calls Received**, select a date or date range and a time zone.

    *   Enter a single date in the left date field, or enter a date range in the two date fields. Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .

5. **Note:** You must enter a date in the left date field. The date field on the right is optional.

    *   From the drop-down list to the right of the date fields, select a time zone.

6. To the right of **Calls received for**, select **Users** or **Group**.

    *   If you selected **Group**, your group is preselected. Click **Find** to select a specific department.

    *   If you selected **Users**, the **Users Phone Number** options appear.

7. To the right of **Users Phone Number**, select **All numbers**, **Single public number/range**, or **Single extension/range**.

    *   If you selected **Single public number/range**, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

8. **Note:** You must enter a value in the left field. The field on the right is optional.

    *   If you selected **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

9. **Note:** You must enter a value in the left field. The field on the right is optional.

10. Optionally, select **Include Call Transfer/Forward information in the report**.

11. Click **Generate Report**. After the report is created, you can access it in the Group Reports view of the Reports page.

    *   If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.

    *   If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create an Outbound Call Details Report

An Outbound Call Detail Report summarizes outbound calls made during the specified report period and for other input filters you set.

To create an Outbound Call Details Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See Create a New Report.) The Group Reports view of the Reports page appears.

2. Click **New Report**s.

3. Click **Outbound Call Details Report**. The Outbound Call Details Report page appears.

4. To the right of **Calls Made**, select a date or date range and a time zone.

   - You can enter a single date in the left date field, or enter a date range in the two date fields. Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons 🔢.

5. **Note:** You must enter a value in the left date field. The date field on the right is optional.

   - From the drop-down list below the date fields, select a time zone.

6. To the right of **Group,** your group is selected by default. You can also select **Specific departments(s)**:

   - If you selected **Specific departments(s**) click **Find**, and in the window that opens, search for a department or departments. In the results, check the departments you want to include, and then click **Done**.

7. To the right of **Phone number**, select **All numbers**, **Single public number/range**, or **Single extension/range**.

   - If you selected **Single public number/range**, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

8. **Note:** You must enter a value in the left field. The field on the right is optional.

   - If you selected **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

9. **Note:** You must enter a value in the left field. The field on the right is optional.

10. To the right of **Call Destination**, select the call destination data you want included in your report:

    - **All calls**
    - **Within enterprise (includes initiator's group)**
    - **Domestic calls (not within enterprise)**
      - If you selected **Domestic Calls**, you have the option of selecting **Specify number range**. If you select **Specify number range,** enter 10-digit domestic numbers in both the **From** and **To** fields.
    - **International calls**

o   If you selected **International Calls**, you have the option of selecting **Specify number range**. If you select **Specify number range**, enter full length numbers for the particular country, including 011 and the Country Code, in both the **From** and **To** fields.

- **Operator/operator assisted calls**
- **Information calls**
- **N11 (not including 911)**

11. Click **Generate Report**. After the report is created, you can access it in the Group Reports view of the Reports page.

- If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.

- If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Download or Delete a Report

Download a Report
Delete a Report

As a Group Administrator for the AT&T IP Flexible Reach Customer Portal, you can download and delete reports you've generated.

Download a Report

If your enterprise has fewer than 200 groups or 1,000 phone numbers, a report remains available for 2 days.

If your enterprise has more than 200 groups or 1,000 phone numbers, a report remains available for 35 days.

To download a report (large enterprise)

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

   - **Pending Reports** shows a list of any reports that you've created that aren't yet fully generated. To view completed reports, check the Group Reports tab later.

   - **Completed Reports** shows a list of your completed reports that you can view and download.

2. Under **Actions**, click the Download icon . A File Download window opens.

3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Delete a Report

You can delete a completed report.

To delete a report

1. From any page in the Customer Portal, click **REPORTS**. The Group Reports view of the Reports page appears.

2. Under **Completed Reports**, find the report you want to delete.

3. Under **Actions**, click the Delete icon next to the report you want to delete. The page refreshes, and a message confirms that your report is deleted.

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