



Business Calling
Control Hub
Support Guide

altafiber
elevating connection

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What is Control Hub?

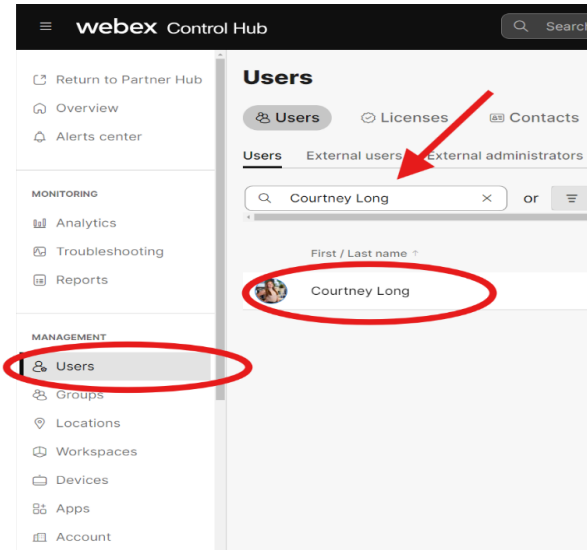
Cisco Webex Control Hub is a self-service, administrative tool that provides a view into all services within your Business Calling solution, including calling, messaging, meetings, devices, and contact center. Control Hub allows businesses to easily:

- Manage services and users – Provision devices, configure security policies
- Access analytics and reporting – User adoption, calling metrics, device utilization
- Troubleshoot issues in the platform

The following support guide provides quick step-by-step instructions for the most frequently used features within Control Hub. For each, you must login to your Control Hub Admin Portal.

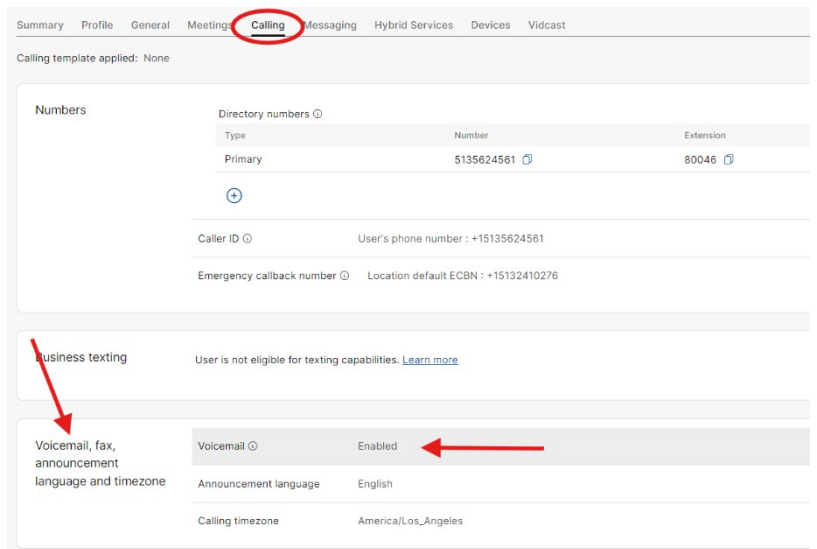
Access your Control Hub [here](#).

Manage Voicemail

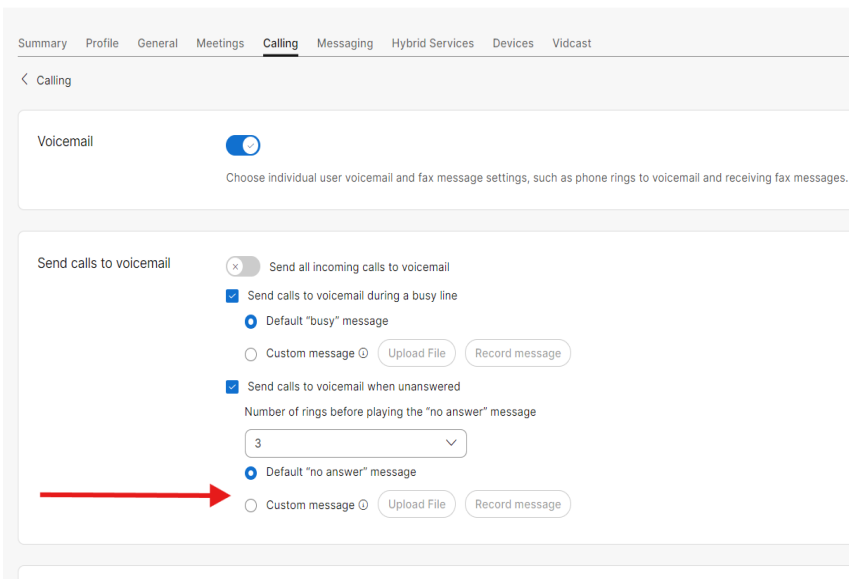


1. Under the **Management** section, select users
2. Search by name and select individual who is wanting to update their voicemail

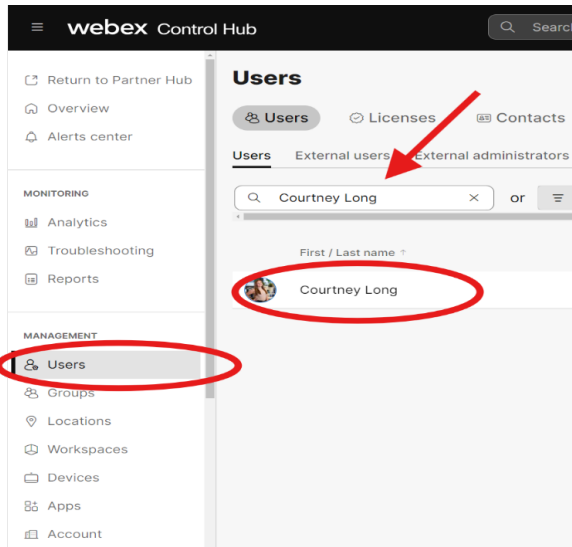
4. Select the **Calling** tab
5. Scroll down to find the voicemail section and select the **Enabled** link



6. To create a new custom voicemail message, select **Custom Message**
7. Record new message or upload pre-made file
8. Hit **Save**



Manage Individual Call Forwarding



1. Under **Management** in the left menu, select **Users**
2. Search by name and select individual who is wanting to update their forwarding

4. Under **Call handling**, select **Call forwarding**
5. Enable forwarding for desired calls
6. Enter in all forwarding number details

Call handling

Anonymous call rejection	<input checked="" type="checkbox"/>
Incoming call permissions	Default settings
Outgoing call permissions	Default settings
Call forwarding	Not forwarding calls
Call notify	Disabled

Summary Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

< Calling

Call forwarding

Transfer or forward calls to another phone number or directly to voicemail. Note that ci

Forward all calls

Forward calls to this phone number

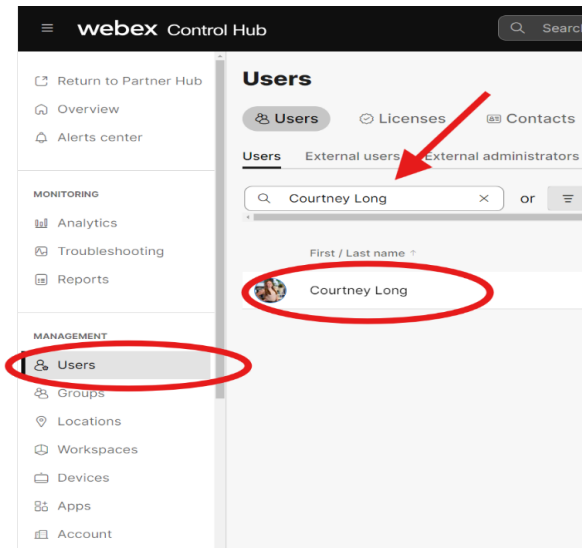
Allow forwarded calls to leave voicemail

Play a brief tone for forwarded calls

Forward calls during busy lines

Forward calls when unanswered

Forward calls if the network is disconnected

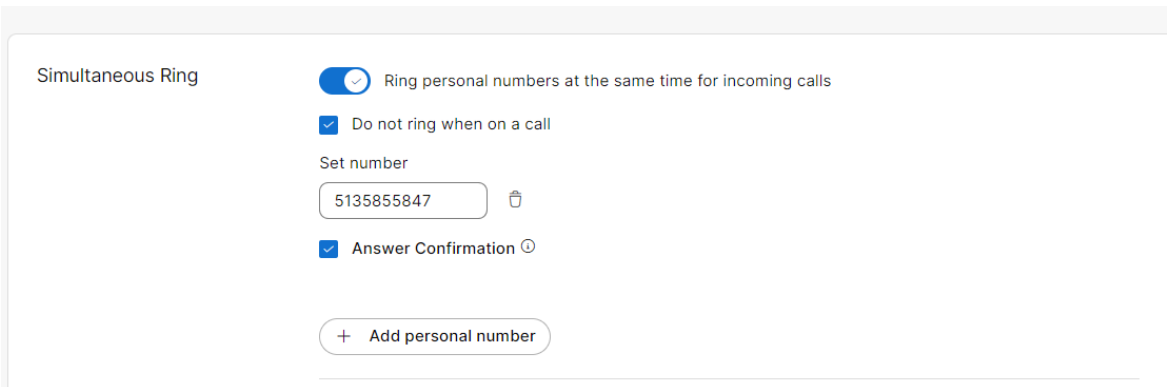
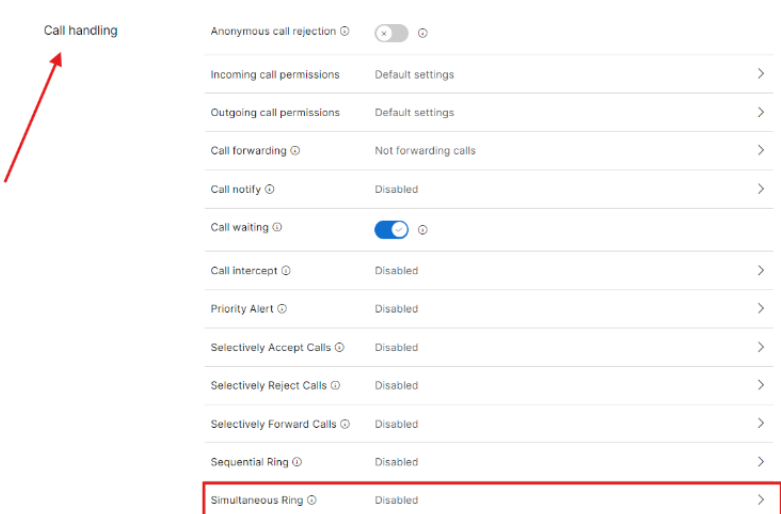


Enable Simultaneous Ring

1. Under **Management** in the left menu, select **Users**
2. Search by name and select individual

Enable Simultaneous Ring

3. Select **Calling** from top menu
4. Scroll down to **Call Handling**
5. Select **Simultaneous Ring** and toggle on **Ring personal numbers at the same time for incoming calls**
6. Check the rest of the fields and add phone numbers you want your calls to go to
7. Hit **Save**



Call handling



Anonymous call rejection	<input checked="" type="checkbox"/>	
Incoming call permissions	Default settings	
Outgoing call permissions	Default settings	
Call forwarding	Not forwarding calls	
Call notify	Disabled	
Call waiting	<input checked="" type="checkbox"/>	
Call intercept	Disabled	
Priority Alert	Disabled	
Selectively Accept Calls	Disabled	
Selectively Reject Calls	Disabled	
Selectively Forward Calls	Disabled	
Sequential Ring	Disabled	>
Simultaneous Ring	Disabled	>
Schedules		>

Create Individual Schedules

1. Under the same **Calling > Call Handling** menus, you can find **Schedules**
2. Toggle on **Apply Schedules** and edit each field as you prefer.
3. Hit **Save**

Apply Schedules

Apply a predefined schedule. You can add schedules by going to the [Schedules tab](#).

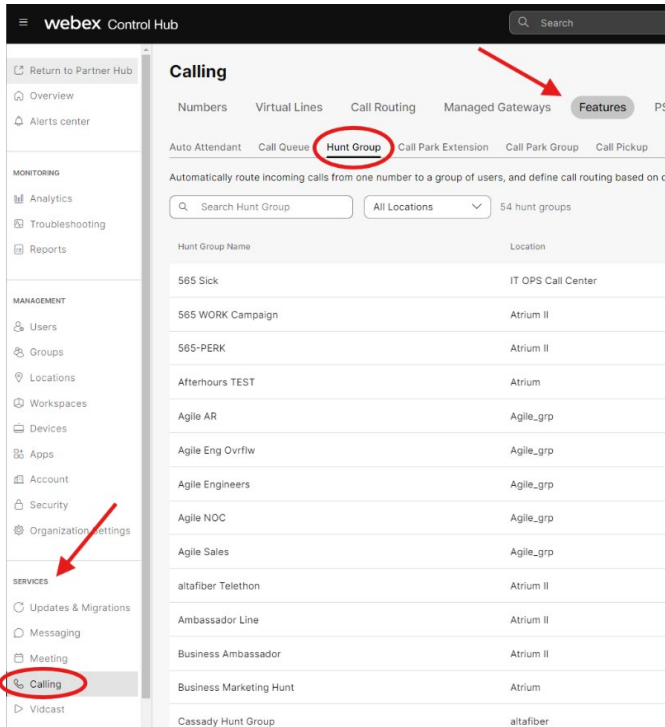
Schedule

Every day, All day

Ring Do not Ring

No Schedules

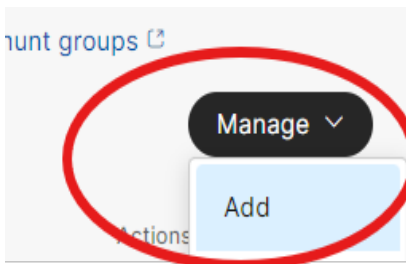
Manage Hunt Groups



1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Hunt Group** tab

To add a new Hunt Group

1. In the **Hunt Group** tab, hover over the **Manage** button on the far-right side
2. Select **Add**
3. Enter required information in the **Basics** tab, including location, group name, phone numbers, and caller ID
4. Select **Next**
5. Review and select **Create**



Basics Business Schedule Holiday Schedule Menu Greeting

Location
Assign your Auto Attendant to a Location
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Auto Attendant Name
The name is used to default Caller ID and reference the Auto Attendant later in the process.
Auto Attendant Name

Phone Number
Assign the Auto Attendant to a Webex Calling primary line. A phone number and/or extension is required.
Search and/or Extension

Language
Select the Auto Attendant language. This field is required by government regulation.
English

Caller ID
Caller ID is used when calls are transferred or forwarded out of this auto attendant.
First Name Last Name
First name Last name

To update a Hunt Group

1. In the **Hunt Group** tab, select the appropriate group
 - a. To change who gets first ring – select **Routing Pattern**
 - b. To change what happens after 'X' number of rings – select **Routing Options**
 - c. To change numbers, people, or pattern
 - i. Select **Routing Pattern**
 - ii. Select style of pattern you desire
 - iii. Move, add and update accordingly

The screenshot shows the 'Calling' section with tabs for Numbers, Virtual Lines, and Call Routing. Under 'Call Routing', there are sub-tabs for Auto Attendant, Call Queue, **Hunt Group**, and Call Park. A search bar for 'Search Hunt Group' is present, along with a 'All Locations' button. A list of Hunt Groups includes '565 Sick', '565 WORK Campaign', '565-PERK', 'Afterhours TEST', and 'Anile AR'. A red arrow points from the '565 Sick' group in the list to the right-hand settings panel. The settings panel for '565 Sick' includes an 'Enable Hunt Group' toggle (checked), 'General Settings', 'Phone Number' (50898 or +15135650898), 'Call Forwarding' (Disabled), 'Agents' (Manage), 'Call Routing Pattern' (Simultaneous), and 'Call Routing Options' (Manage). A red box highlights the 'Agents', 'Call Routing Pattern', and 'Call Routing Options' sections.

The screenshot shows the 'Agile Sales' interface for 'Call Routing Pattern'. It includes an 'Overview' breadcrumb and a description: 'Select the Call Routing Pattern. The call routing pattern determines how many agents ring when a call comes into your Hunt Group, and the ring order of the agents.' Five options are displayed: 'Circular (Max 1,000 agents)', 'Top Down (Max 1,000 agents)', 'Longest Idle (Max 1,000 agents)', 'Weighted (Max 100 agents)', and 'Simultaneous (Max 50 agents)'. Red circles highlight the 'Circular', 'Top Down', and 'Weighted' options. Below the options is a search bar for 'Add user, workspace, or virtual line' with '3 agents' listed. A 'Remove All' button is also present. A table lists the agents: Jason Miller, Ryan Ramsey, and Rick Strecansky, with columns for Name, Phone Number, and Extension. A red arrow points from the search bar to the table.

Name	Phone Number	Extension
Jason Miller	[REDACTED]	[REDACTED]
Ryan Ramsey	[REDACTED]	[REDACTED]
Rick Strecansky	[REDACTED]	[REDACTED]

Manage Auto Attendants

The screenshot shows the 'webex Control Hub' interface. On the left, the 'Calling' menu item is highlighted with a red circle and a red arrow. In the main content area, the 'Auto Attendant' tab is also highlighted with a red circle and a red arrow. Below the tabs, there is a table of auto attendants with columns for 'Auto Attendant Name', 'Location', and 'Phone'.

Auto Attendant Name	Location	Phone
397-KEYS	Security	+151
565-BULK	Atrium II	+151
71313 to SD	IT OPS Call Center	+151
8772902777 Menu	CBTS MAC-D & Billing Call C...	
8772902777>2 Sub-Menu	CBTS MAC-D & Billing Call C...	
AA	Atrium II	+151
ACB Info Announcement	Security	+151
Access On Call	209 W 7th	+151
Agile Auto Attendant	Agile_grp	+151
Cover Legal	Atrium II	+151
Emergency Services	209 W 7th	+151
Internal Tier 2 Menu	GSD Comm Eng	+151
New Auto/ENOC	IT OPS Call Center	+151
RETIRED	CBTS MAC-D & Billing Call C...	
Security Main	Security	+151

1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Auto Attendant** tab

To add a new Auto Attendant

1. In the **Auto Attendant** tab, hover over the **Manage** button on the far-right side
2. Select **Add**
3. Enter required information in the **Basics** tab, including location, group name, phone numbers, and caller ID
4. Select **Next**

The screenshot shows the 'Virtual Extension' page. A 'Manage' dropdown menu is open, displaying three options: 'Add', 'Bulk manage', and 'View Analytics'.

The screenshot shows the 'Basics' tab of the Auto Attendant configuration form. The form includes the following fields:

- Location:** Assign your Auto Attendant to a Location. Dropdown menu with 'altafiber' selected.
- Auto Attendant Name:** The name is used to default Caller ID and reference the Auto Attendant later in the process. Text input field with 'test' entered.
- Phone Number:** Assign the Auto Attendant to a Webex Calling primary line. A phone number and/or extension is required. Two input fields: '+15132410276' and 'Extension'.
- Language:** Select the Auto Attendant language. This field is required by government regulation. Dropdown menu with 'English' selected.
- Caller ID:** Caller ID is used when calls are transferred or forwarded out of this auto attendant. Two input fields: 'First Name' with 'test' and 'Last Name' with '..'.

To add a new Auto Attendant cont'd...

5. Add the **Business Hours, After Hours and Holiday Schedule** you wish to match the call flow
 - a. You can use existing or create new for both in this menu
6. Designate what menu options you want
7. Review and select **Create**

Business Hours Schedule
Set the hours during which your Business Hours Auto Attendant operates. Your After Hours Auto Attendant operates during the hours you specify in the After Hours Schedule.

Assign an existing schedule
 Create a new schedule

Schedule
The new schedule shows a default entry. You can modify the schedule to fit your organization's needs.

New Schedule Name

Sunday
 Monday 9:00 AM to 5:00 PM
 Tuesday 9:00 AM to 5:00 PM
 Wednesday 9:00 AM to 5:00 PM
 Thursday 9:00 AM to 5:00 PM
 Friday 9:00 AM to 5:00 PM
 Saturday
 Lunch Break
 Lunch Break 12:00 PM to 1:00 PM

Business Hours Menu
Assign different functions to each keypad number. These settings direct your customers where they need to go.

Enable extension dialing without requiring a menu item.

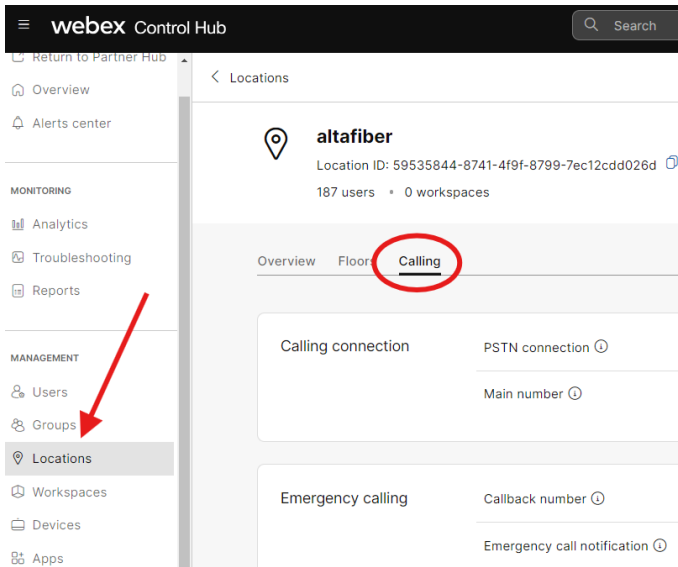
Press 0 to	Exit menu
Press 1 to	Not Used
Press 2 to	Not Used
Press 3 to	Not Used
Press 4 to	Not Used
Press 5 to	Not Used
Press 6 to	Not Used
Press 7 to	Play announcement
Press 8 to	Transfer call with prompt
Press 9 to	Transfer call without prompt
Press * to	Transfer call to operator
Press # to	Transfer to voicemail
	Dial by name
	Dial by extension

Business Hours Greeting
This is the message that your customers hear when they call the Business Hours Auto Attendant.

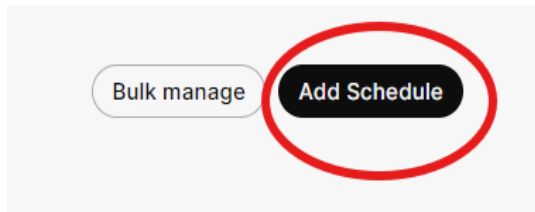
Default Greeting
 Custom Greeting

[Instructions for recording on a phone](#)
[Show me a sample script](#)

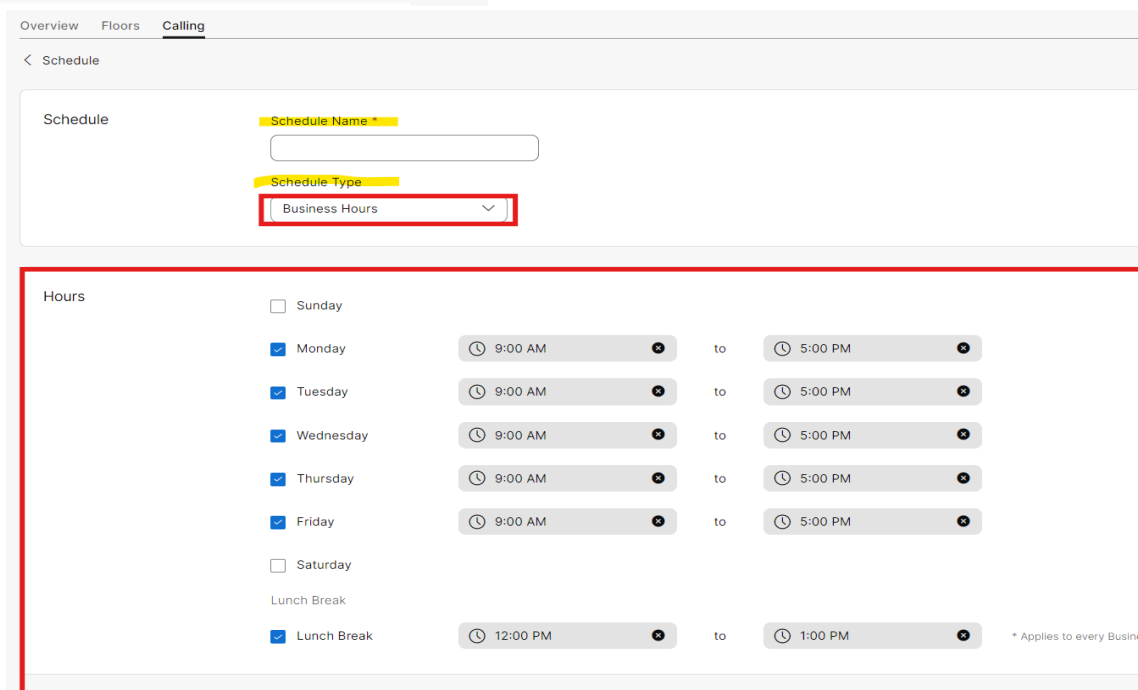
Business and Holiday Hour Scheduling



1. Under **Management** in the left menu, select **Locations**
2. Select desired location
3. Select **Calling** tab
4. Scroll down to the **Calling features settings**
5. Select **Schedules**

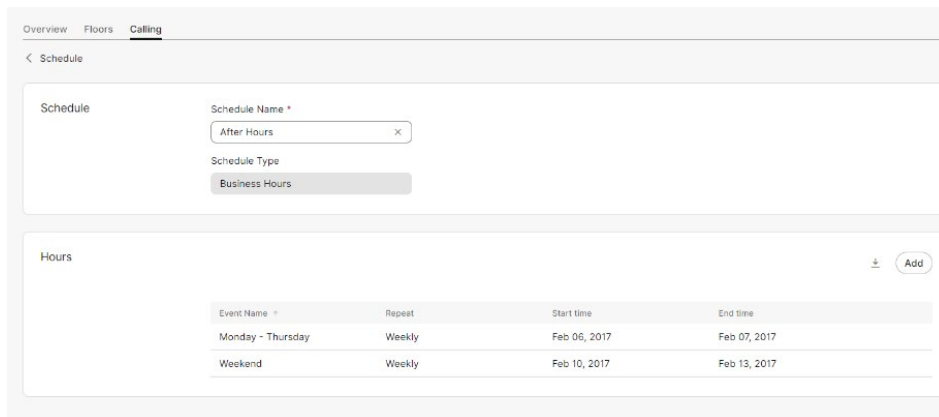
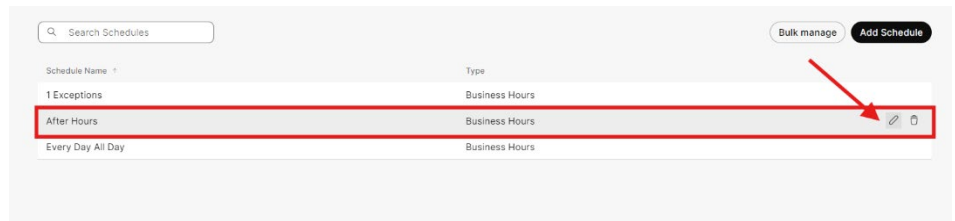
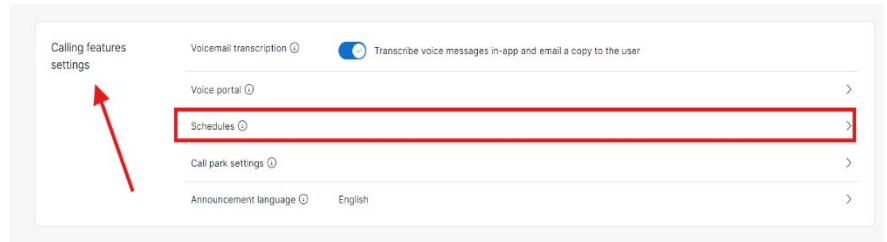


- If creating a new Schedule:**
1. On far-right side select **Add Schedule**
 2. Enter required information including the **Schedule Name, Schedule Type, and Business Hours**
 3. Click **Save**

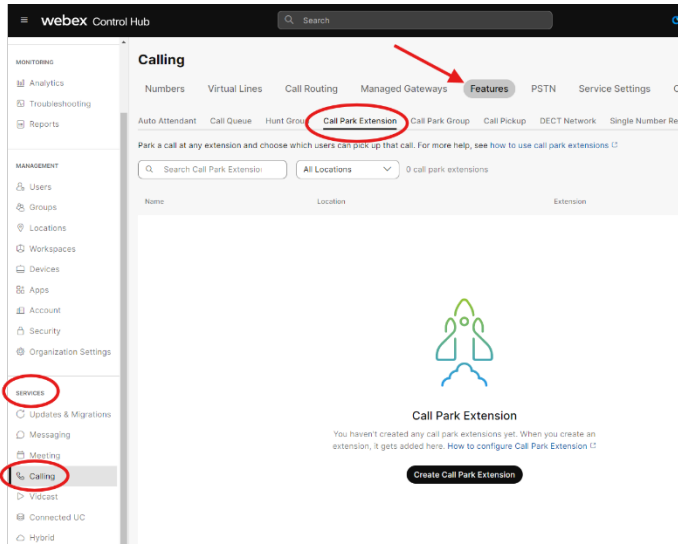


If updating Schedule:

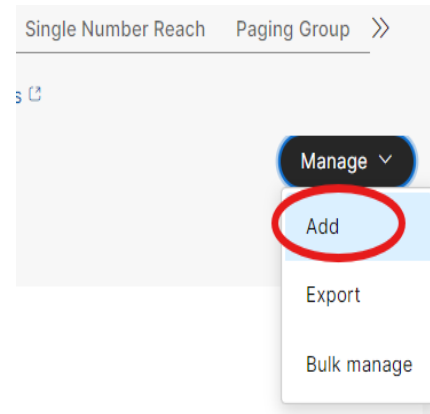
1. Hover over the desired schedule that needs updating
2. Click the pencil icon to start editing



Manage Call Park



1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Call Park** option you're wanting to update/add
4. Hover over the **Manage** tab
5. Select **Add**



Location

Each location can have up to 100 Call Park Extensions.

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Name and Extension

Choose a name to appear on phones and an extension that's unique to the location.

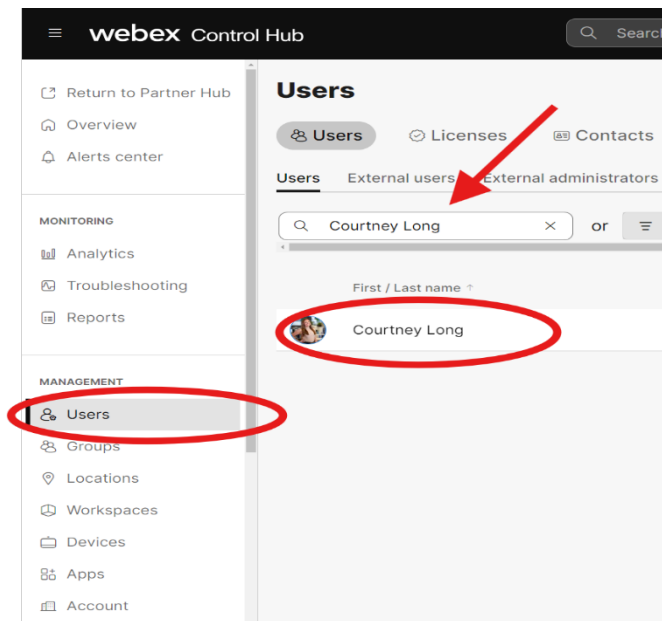
John Doe

1234

[+ Add another call park extension](#)

6. Select the location you wish
7. Enter in the name you want to appear, and add the extension
8. Hit **Save**

Manage Name and Caller ID

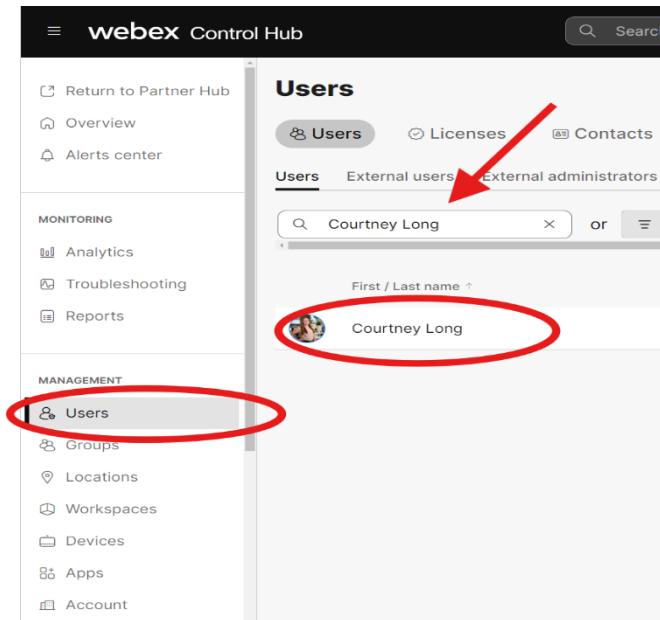


1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual you want to update

3. Select **Profile** in the top menu
4. Next to **Identity**, update the fields with how you want their name to be displayed on Caller ID
5. Hit **Save**

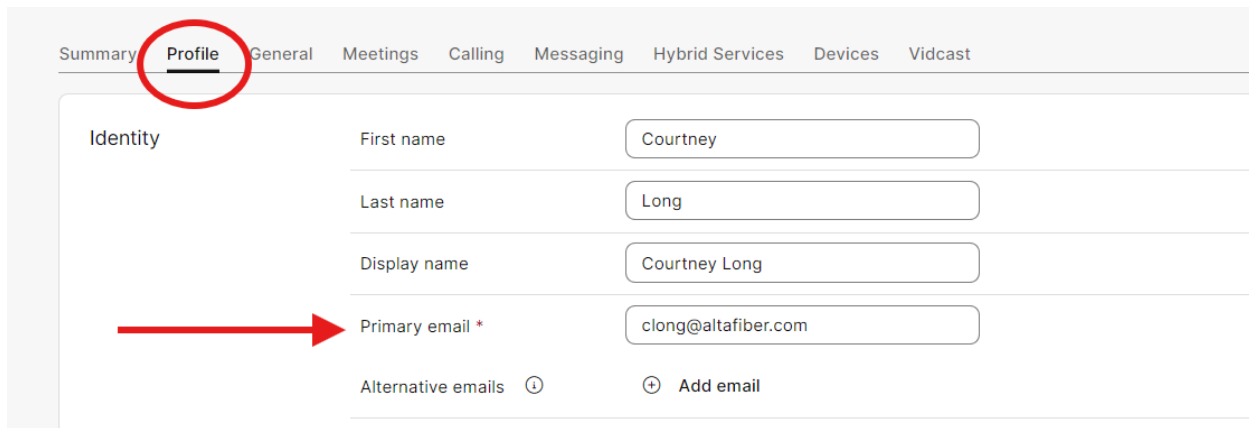
The screenshot shows the 'Profile' page for a user. The 'Identity' section is visible, with three input fields: 'First name' (Janice), 'Last name' (Doe), and 'Display name' (Jane Doe). These three fields are enclosed in a red rectangular box.

Manage Email



1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual whose email you want to update

3. Select **Profile** in the top menu
4. Next to **Identity**, update **Primary email** or **Alternative emails** fields
5. Hit **Save**



Resend Welcome Email

1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual who you want to send the email to
3. On the far-right side, select the 3 dots.
4. Select **Resend Invitation** in the drop-down menu
5. Hit **Send**

