

Manage and request Webex Calling service changes

Change type: User Managed Changes | Self Service

Managed by: Customer (BT Service Desk if additional support is required)

Portal: User Portal

Change

- Add, modify or delete speed dial codes.
- Block Caller ID for forwarded calls.
- Create schedules for incoming calls:
 - Priority alert / Sequential ring (up to 5 numbers); selectively accept, reject or forward calls.
- Priority Alert (distinctive ring on predefined criteria).
- Enable or Disable:
 - Do Not Disturb
 - Single Number Reach (Office Anywhere)
 - Anonymous Call Rejection
 - Call Forwarding
 - Call Notify - incoming calls that meet the criteria
 - Simultaneous Ring
 - Call Waiting
 - Sequential Ring
 - Priority Alert
 - Selectively Accept Calls
 - Selectively Reject Calls
 - Selectively Forward Calls
 - Barge-in
 - Block my Caller ID for Incoming Calls
 - Hotelling.
- Modify Voicemail settings.
- User Voicemail PIN reset/change.

Note: Follow internal processes to download and install the Webex App.

Change type: Simple

Managed by: BT Service Desk or Customer administrator via self-service

Contact: btc.advanced.services@bt.com

Portal: Webex Control Hub

Change

- Line service group and line feature:
 - Calling Party ID
 - Voicemail to Announcement only
 - Site Number range (DDI)
 - Hotelling enable/disable
 - Individual user additions/changes/deletions (<1000 users)
 - Music on Hold standard configuration - single site
 - Phone features.
- Auto Attendant (AA):
 - Customers fall-back number (DN)
 - Out-of-hours options
 - Announcement file
 - Existing AA routing instance menu.
- Call queues:
 - Manage call queue capacity / supported calls
 - Queue Setup - single site
 - Queue Telephone Numbers - single site.
- Receptionist:
 - Agent lines - single site
 - Agent user account - single site.
- Other changes:
 - Class of Service
 - Customer Network CLI/ CER ERL
 - DN/Telephone number at an existing site
 - Location Network CLI
 - Short code Numbers / Paging configuration
 - Site Contacts/ site address
 - Paging group configuration
 - Provide / Cease Number Diversion
 - Add/change/remove virtual extensions.

Change type: Complex

Managed by: BT Account Team / Service Manager

Contact: Your Account Team / Service Manager

Portal: Webex Control Hub, CCW Portal, Redsky Portal

Change

- Add new sites (existing customer with a new site / location).
- Bulk user additions/changes/deletions (more than 1000 users).
- Call routing modifications.
- Modifications across multiple sites.
- Directory connector consultancy/implementation.
- Number porting/new numbers.
- Update / Add Voice Gateway CPE.
- E911 Emergency Calling – Wiremap modifications.

** BT's management of user level and simple changes is subject to the commercial and contractual agreements in place with the customer.*

** Complex changes managed by BT will be subject to the design approval and quote.*

Learn more

Visit the [BT support centre](#)

