

Anything is Possible ?

A blog by MarkRussell in General

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Visual Groups (All Ring)



Entry posted by MarkRussell October 1, 2019
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I recently had a request to have all phones ring in visual groups rather than a single phone. Well I have a work around to do this. While it's not overly complicated it does require just a little work. I should point out here of course that this is not best practice as having all phones ring in a call queue/acd/contact centre, call it what you will, is not a good idea. This goes against everything that improves efficiency, but as usual there are some end users that will not listen to reason so :-

1. In Swyx Admin you need to create a group that duplicates the member of the Visual Group Queue. Give this group a number and make it a parallel group.

It may be possible to automate this but it will require a little more work and some PowerShell scripting / CDS API work, and for the minor benefit automation would give the cost may not be worth it.

2. Modify the ECR for the call routing user that is the Visual Group.

In this script you will see a connect to block

Edit the properties of this block so the connect to number which is currently set as (=globphon) change this to the group number, then all the phones in the group will ring.

In the brief tests I carried out I have not seen any issues, the wallboard continued to work as expected, even the reports worked as long as the call was answered with SwyxIT! But this could do with some more testing to confirm there are no hidden consequences.

Hopefully proof again that with Swyx, the answer is always yes 😊



4 Comments



Tom Wellige +85

Posted October 1, 2019

Just as a short add-on information here: parallel call distribution is planned for Visual Groups in the future. So this workaround might not be needed for too long time 😊



MLSCommunications ● 0

Posted November 4, 2019

▼ On 10/1/2019 at 2:32 PM, Tom Wellige said:



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Hi Tom.

We actually need this feature for a client that would like to benefit from the stats and visual groups features, but with a parallel call distribution.

Do you have an rough ETA on this feature ?

Thanks !

Nicolas



Tom Wellige +85

Posted November 4, 2019

Sorry, I have no ETA information at hand.



MLSCommunications ● 0

Posted November 4, 2019

Okay then, thank you for your answer !

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