MIT VoIP BroadSoft Cloud Call Tree Management

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> **Redirection Notice**
> This page should redirect to MIT Zoom Phone Service Call Tree Management.

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Overview

A call tree is a call routing system that gives the caller a menu of choices and routes their call accordingly.

Users with call tree accounts can now update their own call tree details without contacting the service desk, however new call trees must still be requested.

Note that call tree accounts cannot appear on any devices.

Obtaining a New Call Tree

- Contact the Service Desk to request a new call tree. Please provide the following information:
  - Call Tree Description
  - Caller ID
  - Account Owner(s)
  - Account Administrator(s) (where applicable)

Please note that you will be able to update these fields after the account has been created and assigned to you.

Managing Your Call Tree Account Details

1. Login to the voip self-service portal.
   Result: Depending on how many accounts you own, you'll either see a card or list view of your accounts. Call trees are identified by the call tree icon, .

2. Click on the **...** and select **Account Details**
3. From there you can set your call tree's caller ID information and description.
   The description is what appears in the list of your accounts. It is especially helpful in keeping track of which call tree is which when you own many or are nesting call trees to create a sub-menu experience.

Managing Your Call Tree

1. Login to the voip self-service portal.
   Result: Depending on how many accounts you own, you'll either see a card or list view of your accounts. Call trees are identified by the call tree icon, .

2. In list view, click on the far right call tree icon and in Card view click the gear icon to edit your **Call Tree Settings**.
   Result: The Call Tree Settings page opens.
3. From the Call Tree Settings page you can specify call tree actions for each selection, specify phone numbers, add descriptions for phone numbers, and upload your announcement. See below for more information on each option.

Greeting Announcements

The messages heard when a user reaches your call tree. Be sure to specify the available options as well as anything you'd like the user to know about the number they have reached.

Requirements

We recommend using the BroadSoft Recorder App to record your audio as it is the easiest way to meet the stringent requirements BroadSoft has for audio files. See below for instructions.

The audio track must be in the .wav or .wma format with one the following properties:

- Linear PCM | 16 kHz | Mono
- G.711 PCM µ-Law | 8kHz | Mono
- Linear PCM | 8 kHz | Mono
- G.711 PCM A-Law | 8kHz | Mono

Creating

1. Download the BroadSoft Recorder App and install it on your device.
   - iOS Apple Store: BroadSoft Recorder
   - Google Play Store: BroadSoft Recorder
2. Open the app and click the + symbol at the top right to create a new recording.
3. Press the Record button and begin speaking your announcement
4. Press the Stop button to stop recording when done
5. Press the Play button to review your recorded announcement before saving.
   NOTE: if you're not pleased with your recording, go back to step 3 and try again.
6. If you are pleased with your recording, tap the Done button and enter a name for your recording, and tap **OK**
7. You will email your recording to get access to it for upload. For this, tap the Download button next to your recording.
   Your native or default email app will open with your recording attached to a new email. Simply send this email to where you can access the attached recording for upload and you're all set!

Note: The message file can not be downloaded or played from within the MIT VoIP BroadSoft Cloud portal where it is uploaded and selected. You will need to dial into the call tree to listen to your recording.

Available Actions

- **Transfer with prompt to**: says "Your call is being transferred..." and transfers the call to the specified number.
- **Transfer without prompt to**: Does not say anything, and transfers call to the specified number.
- **Repeat menu**: Repeats the menu and waits for the user to select an option.
- **Exit**: Ends the call.
- **No action**: Ends the call.

Notes:

- If the user does not select an option, a "Call will not be transferred" message is given and the call is ended.

Phone Numbers

Phone number requirements:

- MIT extensions can be used but full ten digit numbers are recommended

- Numbers outside of MIT are allowed
- Only numbers are permitted to be entered.

Descriptions

A note field where you can specify information about the phone number for ease of call tree management. This does not appear as Caller ID information, nor is it visible anywhere except in this system to assist with call tree management.

Troubleshooting and FAQ's

- **Can I download a copy of files I've uploaded for announcements or greetings?**
  No. BroadSoft does not currently support downloading of the uploaded audio/video file. Users should save copies of any uploaded files.
- **Can I create a call tree that has different options scheduled at different days/times?**
  No, time dependent call trees are not supported.
- **Can I create a call tree with "Sub-menus" - e.g. Being able to specify on the call tree page that pressing the "2" key then prompts the user with another menu?**
  Not directly, but you can have a call tree direct a caller to another call tree. This will effectively cause them to have a sub-menu experience.

See Also

- Telephony Landing Page

Have Questions or Still Need Help?

Contact the IS&T Service Desk.