Extension Management

This section covers the core configurations for extensions on the Voice Service Platform, including extension creation, assignment, status management, and binding with customer service accounts.

- Extension Account Management
- Extension Call Statistics
- Extension Group Management (Data Permission Isolation)
- Extension Group Call Statistics

Extension Account Management

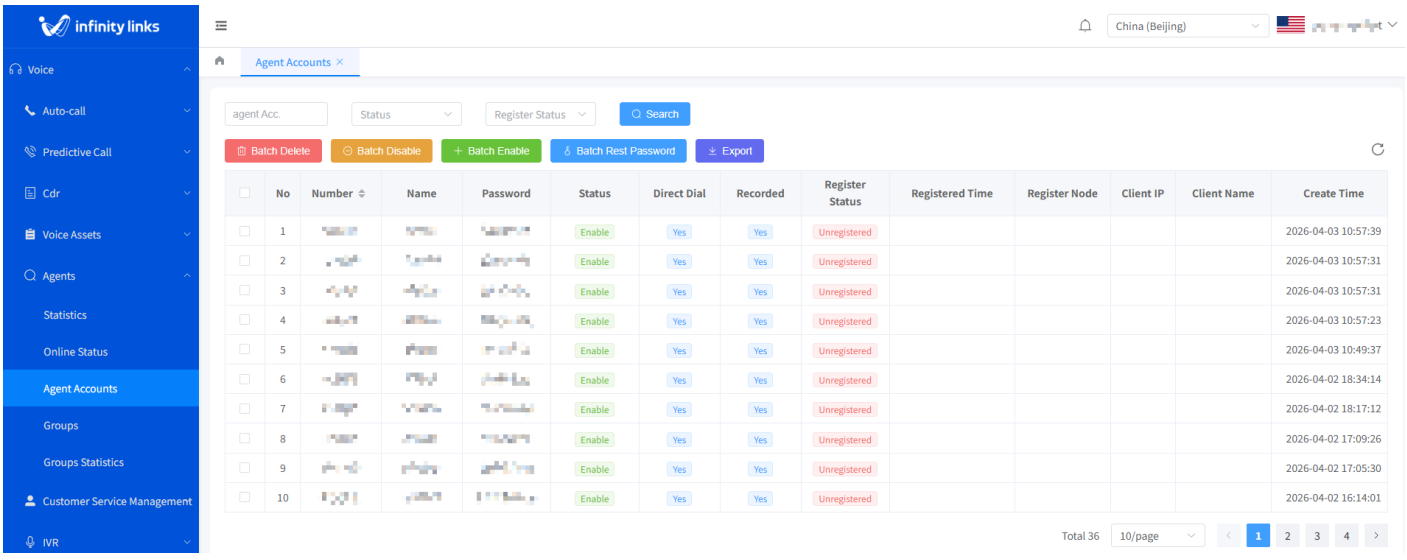
This document provides a detailed guide on managing extension account status, maintaining passwords, and handling the full account lifecycle. It also comprehensively explains the critical role extensions play in softphone login and communication security.

Feature Overview

An extension account serves as a digital identifier for softphone login within the voice service platform and is pre-created by system administrators. Each extension has a unique login password for identity authentication. This page supports various operational and maintenance (O&M) tasks, including viewing basic extension information, enabling or disabling accounts, changing login passwords, and deleting extensions, ensuring that communication resources remain secure and under control.

Accessing the Feature

Log in to the Call Center Console. In the left navigation pane, select **Voice > Agents > Agent Accounts** to access the extension account list page.



Feature Introduction

Viewing Extension Information

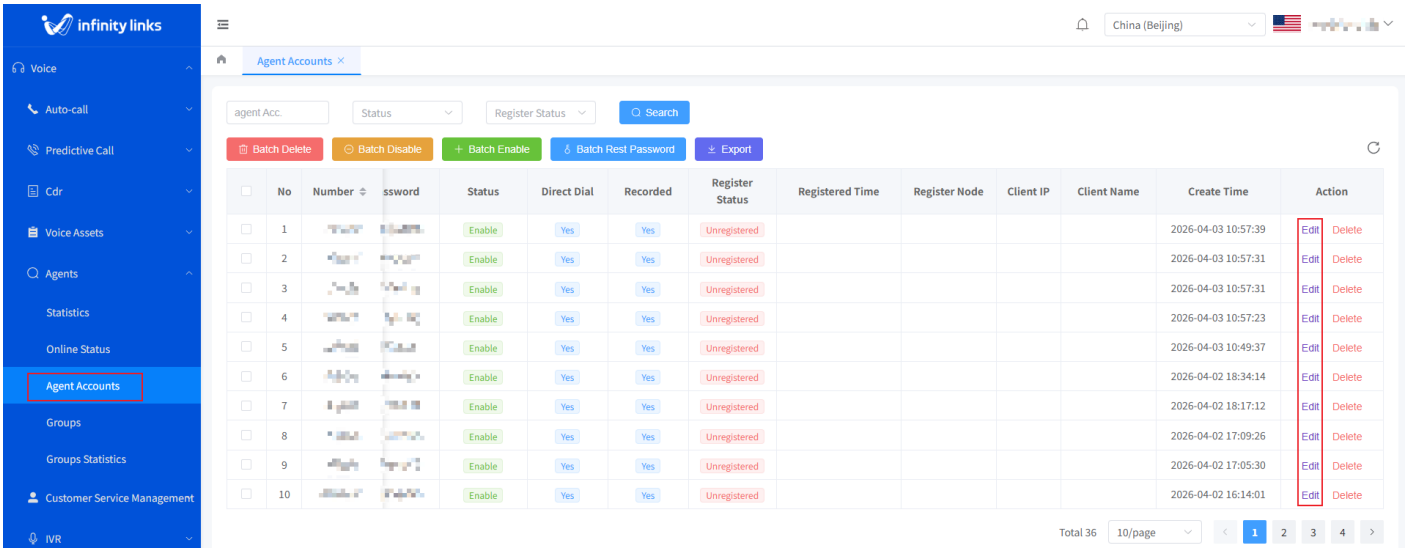
In the extension account list, you can view the following fields:

- Extension Number: A 4–8 digit unique identifier.

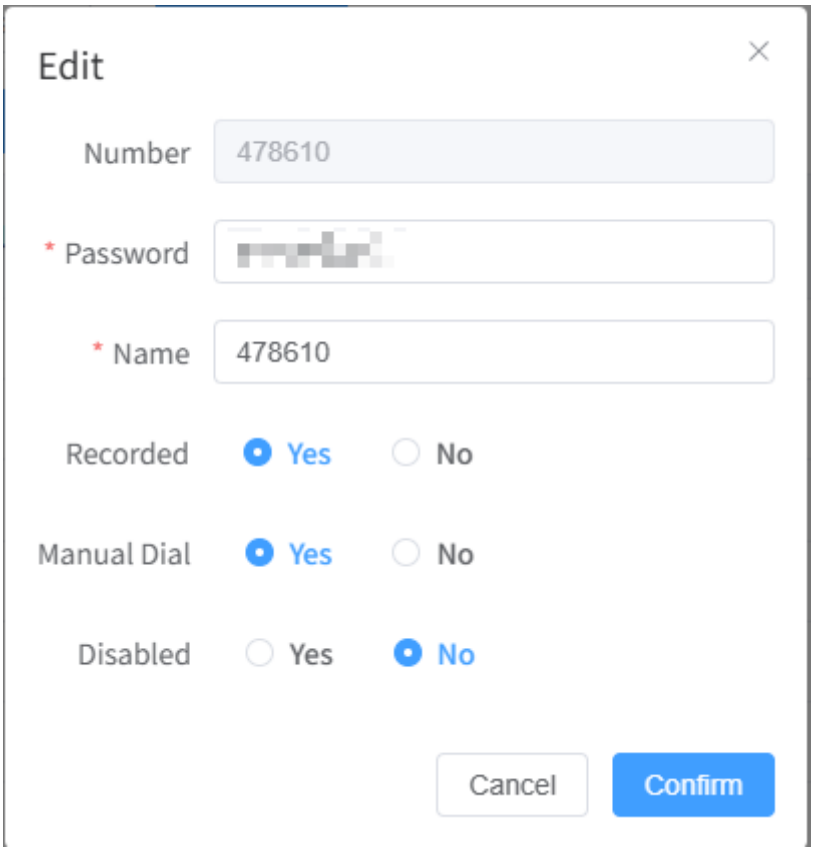
- Extension Name: A readable name set by the administrator.
- Extension Password: The authentication credential for logging in to the softphone.
- Status:Enabled: Login is allowed.
- Disabled: Login is prohibited.
- Manual Dialing: When enabled, you can directly make calls using the softphone's dial pad.
- Call Recording: Indicates whether calls initiated or received by this extension are automatically recorded.
- Registration Status:Registered: The softphone is online.
- Unregistered: The softphone is offline or not logged in.
- Registration Time: The timestamp of the most recent successful registration.
- Registration Node: The media server node to which the extension is currently connected.
- Client IP: The public IP address of the device where the softphone is located.
- Client Name: The type of softphone client (e.g., "WebRTC", "Windows Client v2.1").
- Creation Time: The time when the extension was created (read-only).

Editing an Extension Account

1.In the extension account list, click **Edit** button in the Actions column for the target extension to go to the edit page.

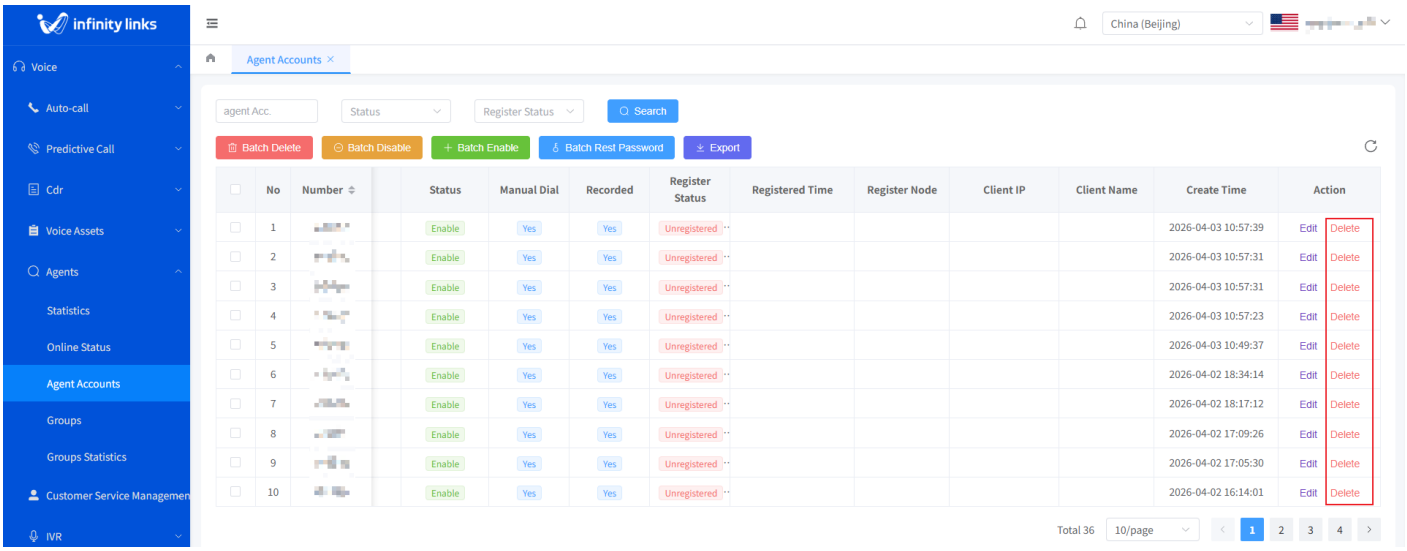


2.On the pop-up edit page, you can modify the extension name, call recording settings, manual dialing settings, and extension status. Click Confirm to save the changes.

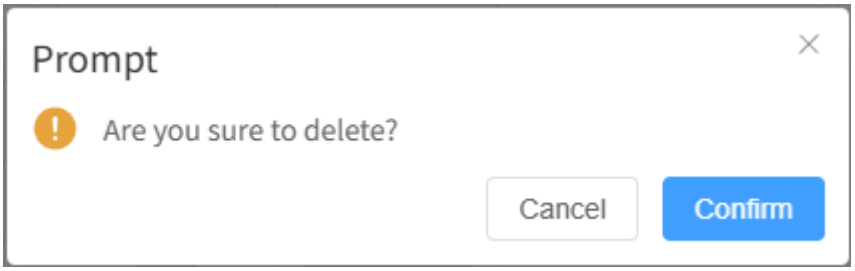


Deleting an Extension Account

1.In the extension account list, click **Delete** button in the Actions column for the target extension.



2.In the confirmation dialog box, click **Confirm** to complete the deletion.



Extension Call Statistics

This document provides a detailed guide on the statistical dimensions, query conditions, and report display methods for extension call data, as well as the full-link details of individual calls. It is designed to help administrators gain comprehensive insights into each extension's call load, service quality (e.g., answer rate, average call duration), and peak business hours, thereby providing data support for staff scheduling, resource optimization, and performance evaluation.

Feature Overview

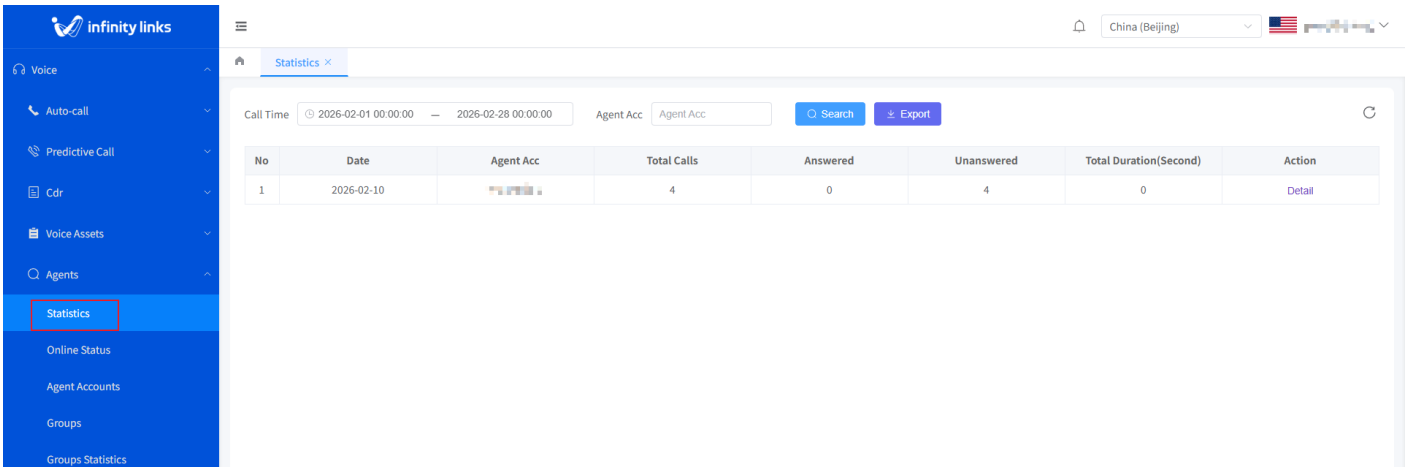
The Extension Call Statistics module aggregates historical call records for all extension accounts on the voice service platform. The system supports filtering by dimensions such as time range and extension number, and automatically generates detailed data lists. This feature primarily includes the following two parts:

- **Call Statistics:** Provides key metrics for the specified date range, including the number of calls, answered/unanswered calls, and total call duration.
- **Call Details:** Displays specific details for each call, including the called number, start time, answer time, end time, connection status, and single call duration.

Through this feature, administrators can quickly review the call volume and basic metrics for each extension, as well as access specific call detail records.

Accessing the Feature

Log in to the Call Center Console. In the left navigation pane, select **Voice > Agents > Statistics** to access the statistics page.

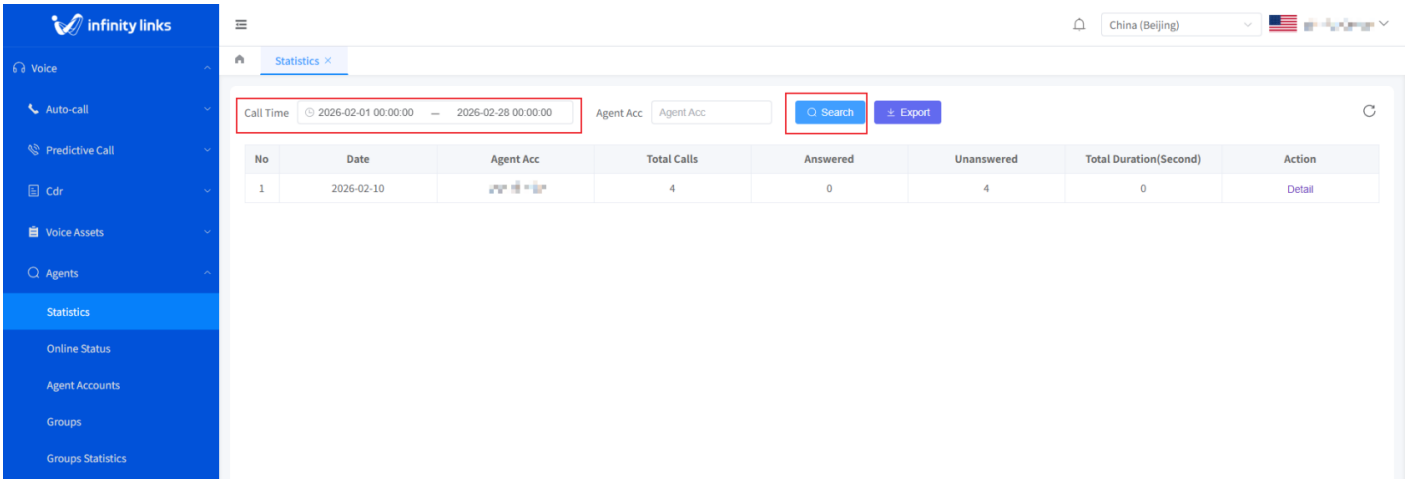


1. Filter and Query

In the filter area at the top of the page, you can combine the following conditions for precise queries:

- **Time Range:** Customize the start and end times for your query using the time picker (accurate to the second).
- **Extension Number:** Enter a specific extension number (fuzzy search supported) to view the call records for a specific agent. Leave it blank to include all extensions.

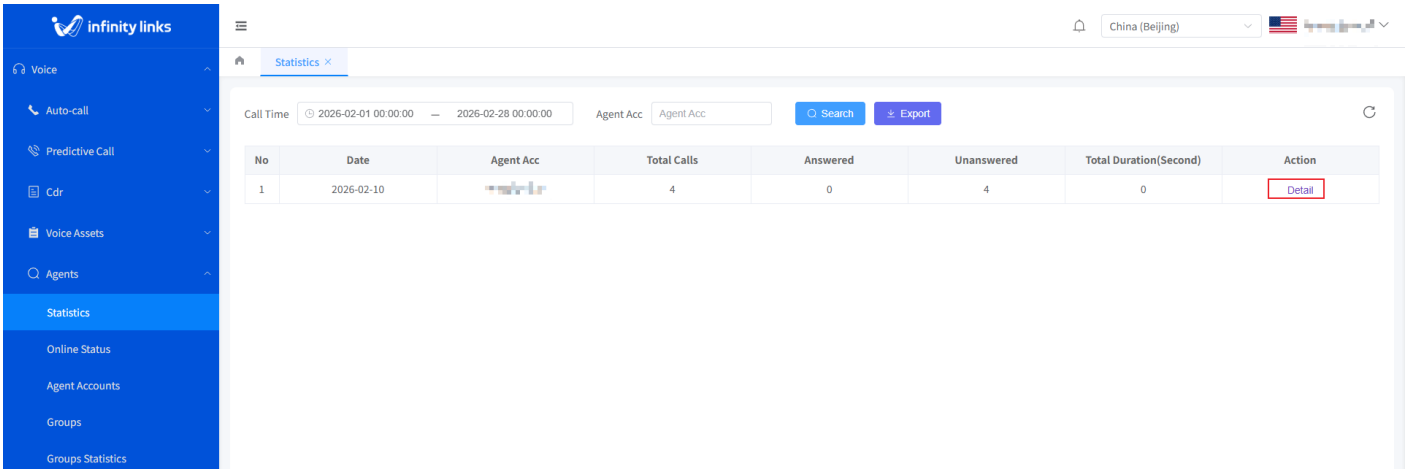
After setting the filter conditions, click the Query button to refresh the data list below.



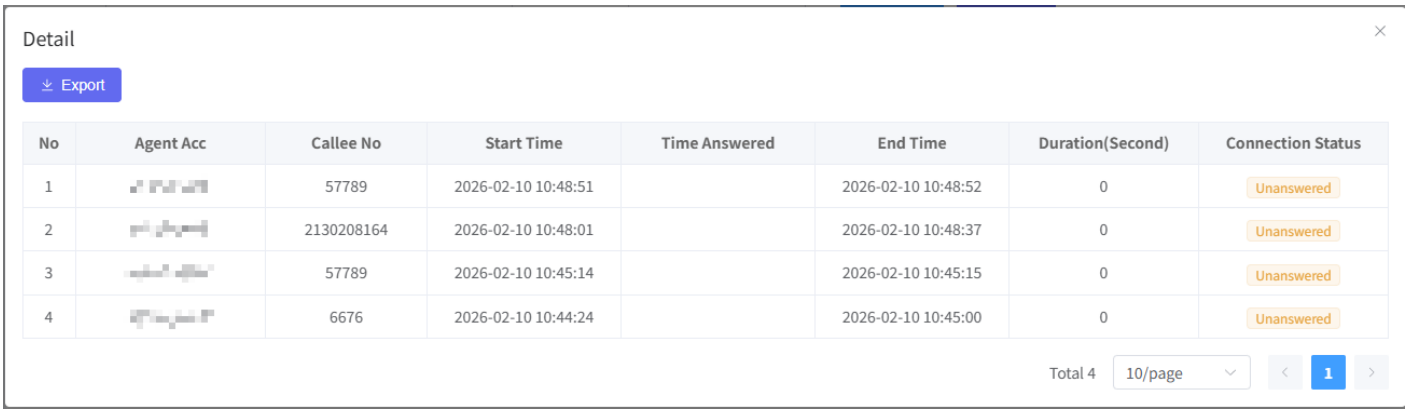
- **Total Calls:** The total number of calls made (including both answered and unanswered calls).
- **Answered Calls:** The number of successfully answered calls.
- **Unanswered Calls:** The number of calls that were not answered.
- **Total Call Duration:** The total duration of all answered calls.

2. Viewing Call Details

1.In the call statistics list, click the Details button in the Actions column for the target record. The system will pop up the full-link call details window.



2.In the pop-up details dialog box, you can view the detailed call information for the extension.



- **Called Number:** The target number being called.
- **Start Time:** The time when the call was initiated.
- **Answer Time:** The time when the called party answered the call.
- **End Time:** The time when the call ended.
- **Talk Time:** The actual duration of the conversation.
- **Connection Status:** Answered / Unanswered.

Extension Group Management (Data Permission Isolation)

This document outlines the management logic and configuration workflow for "Extension Groups." This feature is designed to achieve logical data isolation within an enterprise through grouping. It ensures that administrators from different departments, regions, or organizational levels can only view and manage extension data within their authorized scope.

> ⚠ Important Note: Concept Distinction
>
> Data Scope Group: Used for data permission control. It determines which extension data an administrator can see in reports, recordings, and monitoring (i.e., who can be seen).
>
> Skill Group: Used for call routing. It determines which agents receive incoming customer >calls (i.e., who receives the call).
>
> Relationship Between the Two: They are completely independent. A single extension can belong to a "Sales Data Scope Group" (visible only to the Sales Director) while simultaneously belonging to a "Pre-sales Consulting Skill Group" (to receive consultation calls).

Feature Overview

The Extension Group Management module allows super administrators to create virtual organizational units (i.e., "Extension Groups"). This enables the categorization of dispersed extension accounts based on business attributes (e.g., East China Region, After-sales Department, VIP Project Team) and the assignment of dedicated group administrators.

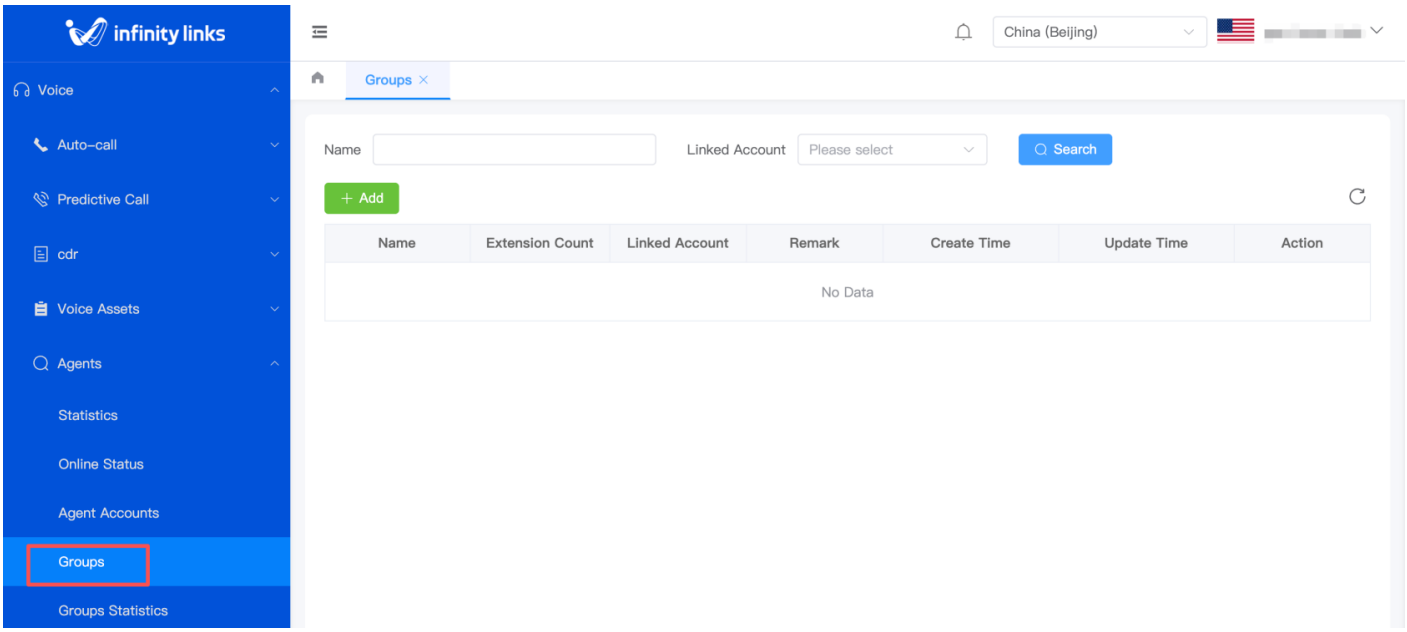
Data Isolation: Upon logging in, the system automatically filters data for group administrators. Their views for call statistics, recording files, and real-time monitoring are strictly limited to extensions within their respective groups.

Delegated Administration: Enables hierarchical management, freeing super administrators from micromanaging daily tasks. Department heads can independently manage the call quality of their own departments.

Flexible Configuration: Supports either cross-group visibility for extensions (for special scenarios) or strict exclusivity, accommodating complex matrix management structures.

Feature Access

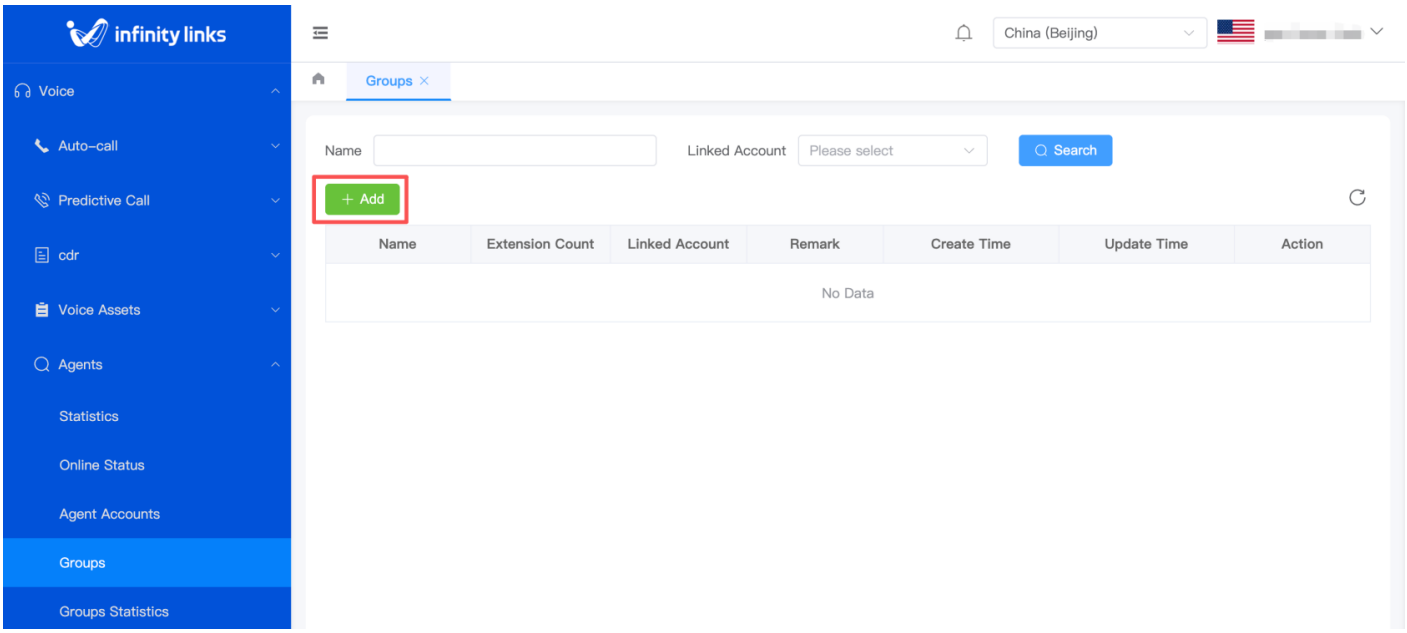
Log in to the Call Center Console. In the left navigation pane, go to **Voice > Agents > Group** (this menu is visible only to super administrators).



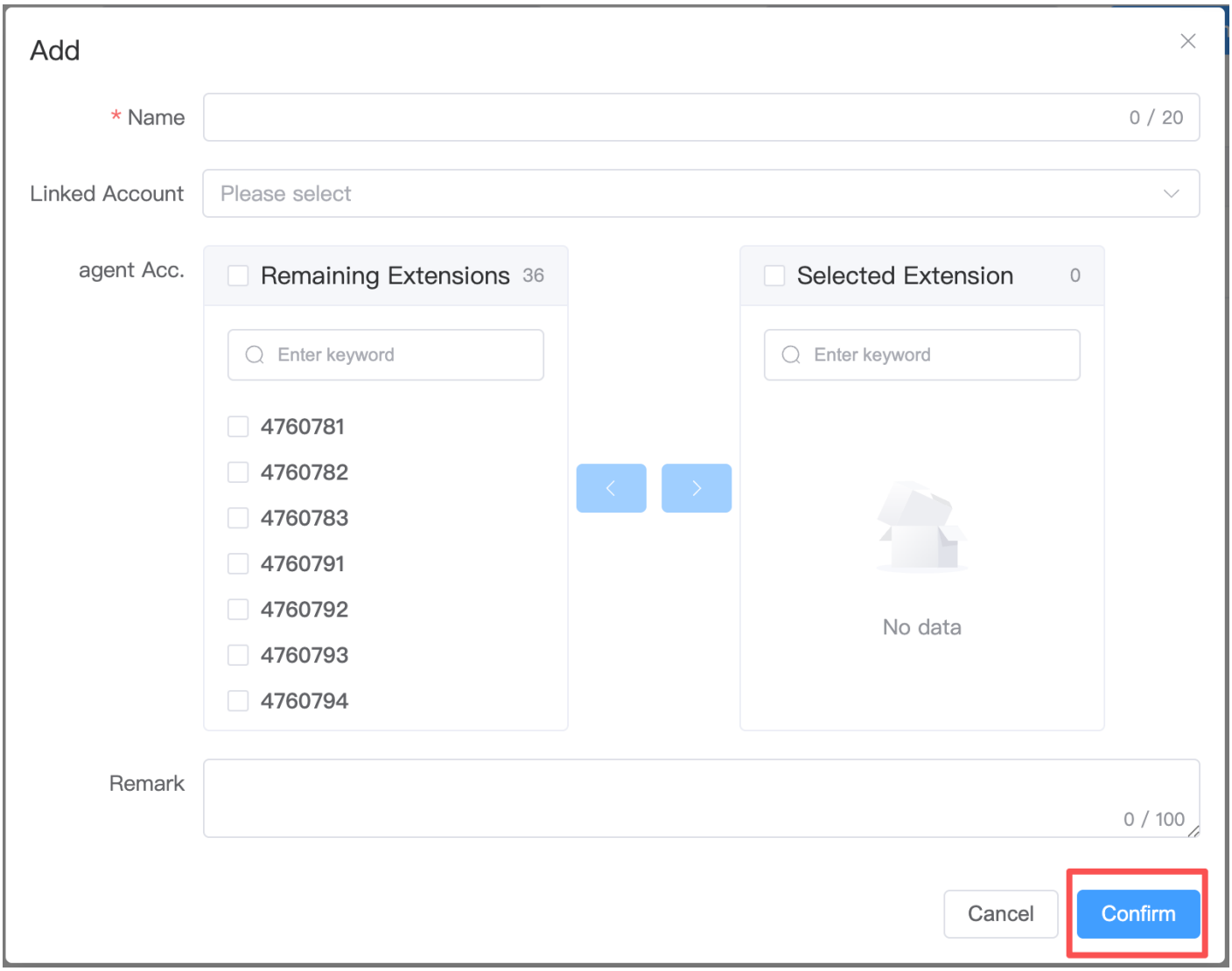
Feature Details

Create an Extension Group

1.On the Extension Group list page, click the **Add** button at the top.



2.In the Add dialog box that appears, fill in the basic information and click **Confirm** to save.



2.1 Basic Information Configuration

- **Name (Required)*:** Enter the business name for the extension group, such as "East China Sales Region" or "After-sales Technical Support".
- **Associated Accounts (Optional):** Select one or more system users from the drop-down list to assign them directly as "Group Administrators" for this group. Once logged in, the selected accounts will have their views automatically filtered to display only the extension data within this group. If no accounts are selected, administrators will need to be configured separately later.
- **Remarks (Optional):** Enter supplementary descriptions about this group, such as "Includes all probationary agents" or "View data from the past six months only". This is strictly for internal record-keeping and does not affect system logic.

2.2 Assign Extension Members (Core Interaction)

Use the Transfer Box mechanism to flexibly select extensions to be added to this group:

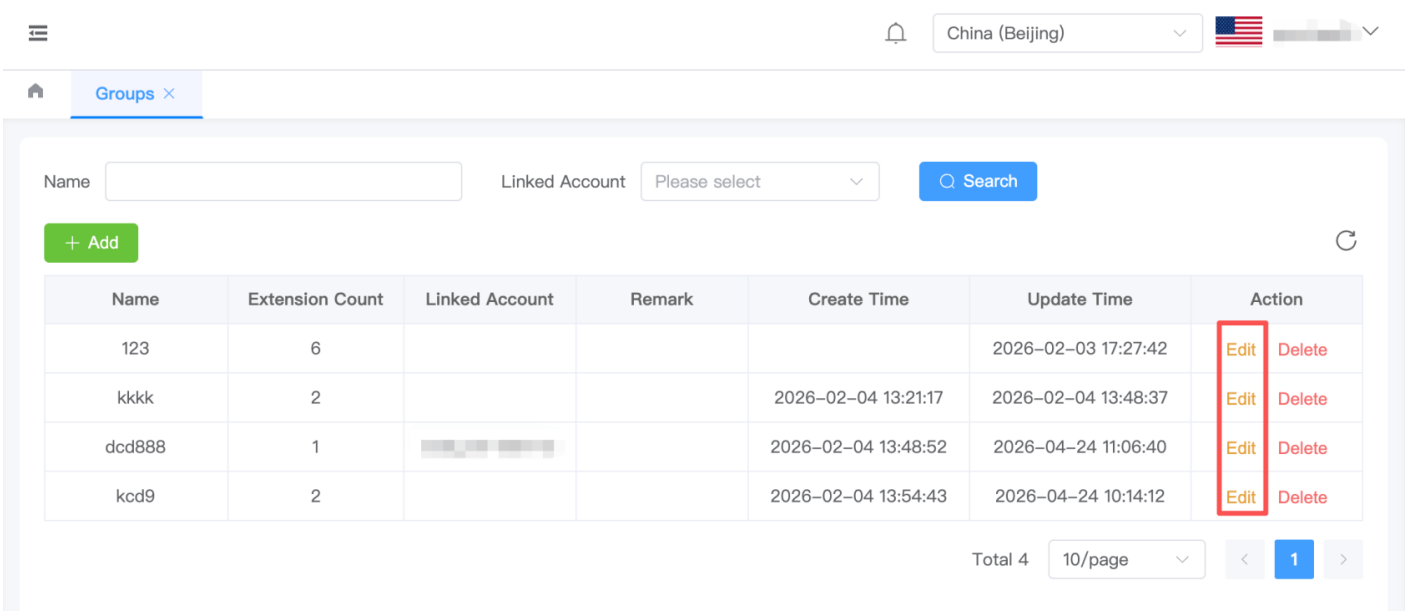
- **Left Panel: Available Extensions**
  - Displays a list of all available extensions in the current system that have not been added to any group (or have not been added to this specific group).

- The total number of available extensions is displayed at the top (e.g., 5 as shown in the screenshot).
- Use the search box to enter keywords (extension number or name) to quickly filter for target extensions.
- Check individual checkboxes or click the header checkbox to select or deselect all.

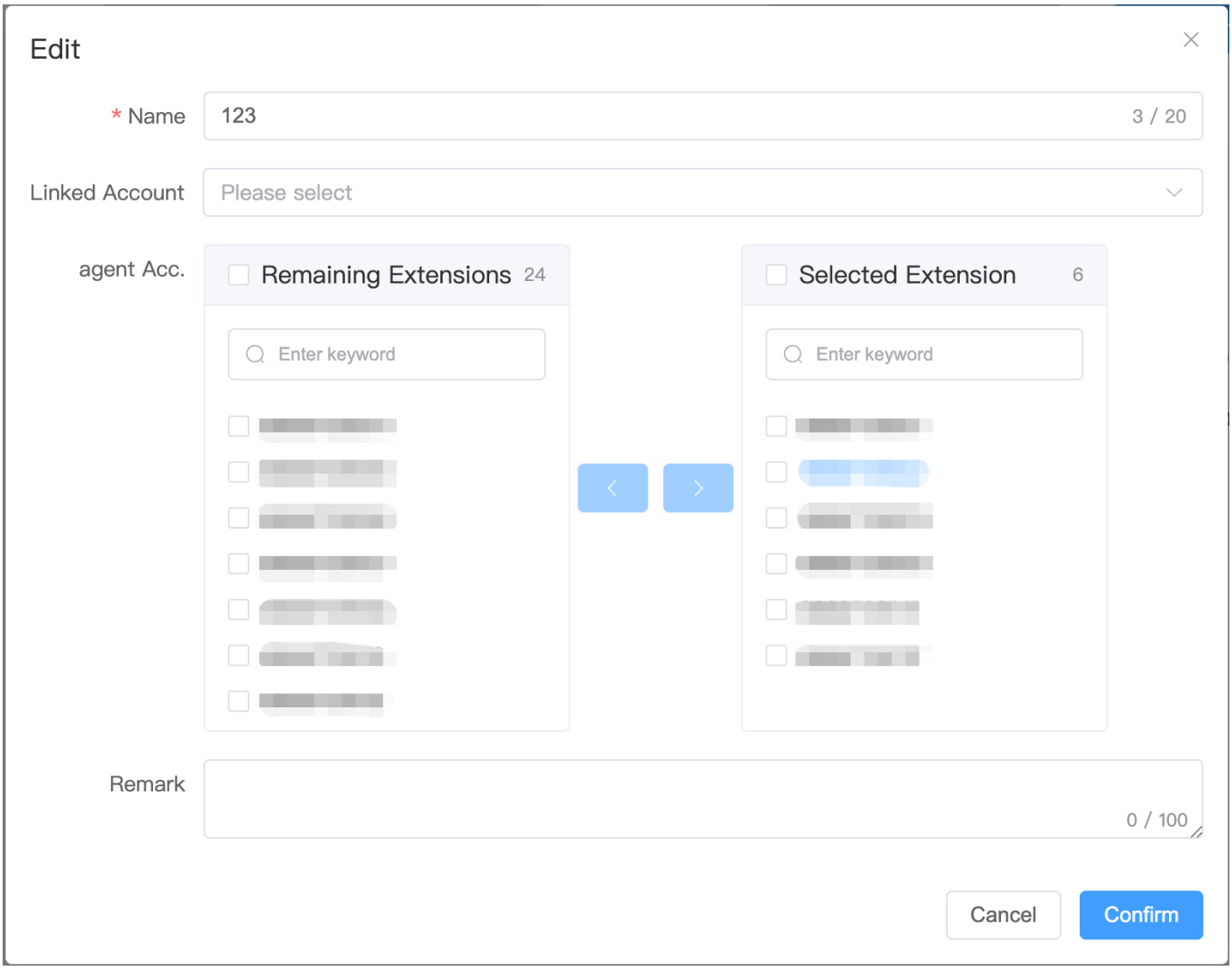
- **Center Panel: Action Buttons**
  - (> Right Arrow): Moves the checked extensions from the "Available Extensions" on the left to the "Selected Extensions" on the right.
  - (< Left Arrow): Moves the checked extensions from the "Selected Extensions" on the right back to the "Available Extensions" on the left (i.e., removes them from the group).
- **Right Panel: Selected Extensions**
  - Displays the list of extensions that are pending addition to this extension group.
  - The total number of selected extensions is displayed at the top (e.g., 0 as shown in the screenshot).
  - If the list is empty, a "No data" placeholder will be displayed.
  - Search and batch operations are also supported in this panel.

Edit an Extension Group

1.On the Extension Group list page, locate the row you want to modify and click **Edit** in the Action column.

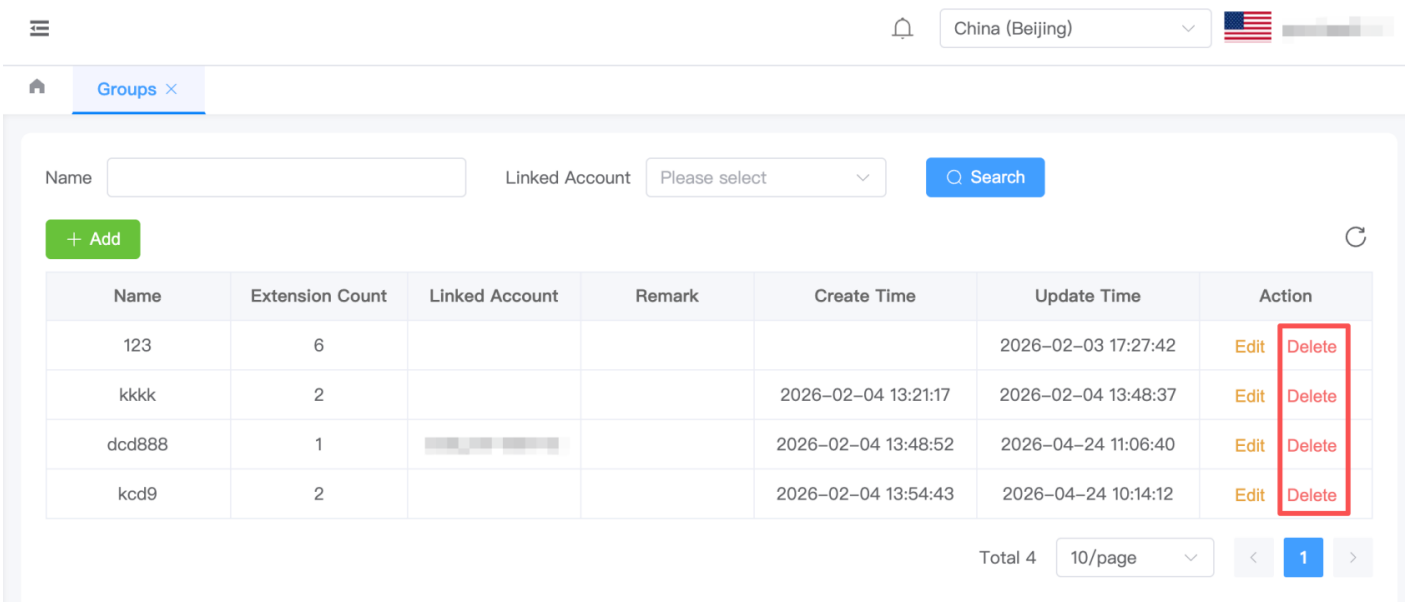


2.In the Edit dialog box that appears, you can modify the Name, Associated Accounts, Remarks, and other information.

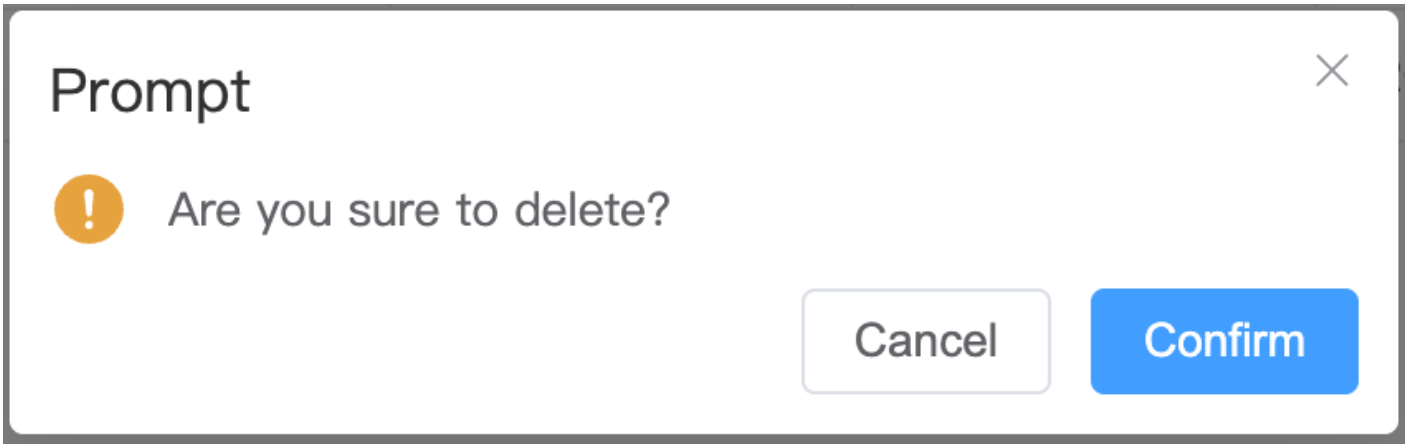


Delete an Extension Group

1.On the Extension Group list page, locate the row you want to delete and click **Delete** in the Action column.



2.In the confirmation dialog box that appears, click **Confirm** to delete the group.



Data Isolation Rules

Once configured, the system strictly enforces the isolation logic in the following scenarios:

Feature Module	Isolation Behavior
Extension Call Statistics	When a Group Administrator views reports, the "Extension Number" filter drop-down will only display extensions belonging to their group. Total statistics and chart trends are calculated based solely on this group's data.
Call Details & Recordings	The list displays call records exclusively for extensions within the group. If an administrator clicks "Play Recording" for a recording that does not belong to an extension in their group, the system will block access and display a "No permission" message.
Real-time Monitoring Dashboard	Only the real-time status (e.g., In Call, Idle, Break) of extensions within the group is displayed. The status of agents in other groups is hidden from this administrator.
Batch Export	Exported Excel/PDF files contain detailed data strictly for extensions within the group. Unauthorized data cannot be recovered through any technical means.

Operation Example

Scenario: A Super Administrator needs to create an independent data group for the "Beijing Branch," assign Zhang San as the person in charge, and include extensions 8001-8005.

Go to Extension Group Management and click Add.

Name: Enter "Beijing Branch Data Group".

Associated Accounts: Select the user "Zhang San (zhangsan)" from the drop-down list.

Extension Numbers:

- In the "Available Extensions" list on the left, check the boxes for 8001, 8002, 8003, 8004, and 8005.
- Click the > button in the center to move these 5 extensions to the "Selected Extensions" list on the right.
- Remarks: Enter "Viewable only by Beijing Regional Managers".
- Click Confirm.

Result: Once logged in, Zhang San will only be able to view the call records and recordings for these 5 extensions. All other extensions will be invisible to them.

Notes

- **Exclusivity Check:** If the system is configured in "Exclusive Mode," attempting to move an extension that already belongs to another group into this group may trigger a conflict prompt or require removing it from the original group first (depending on the global system policy).
- **Instant Effect:** After an extension's group affiliation is changed, the Group Administrator's view typically refreshes and takes effect within 1 to 2 minutes.
- **Account Permissions:** Users selected as "Associated Accounts" must possess the basic "View Reports" role permission. Otherwise, they will not be able to access the corresponding menu even if added to the group.
- **Deletion Protection:** If an extension group still contains members or has an assigned administrator, the system prohibits direct deletion of the group. You must first clear the members or unbind the administrator before deleting.

Extension Group Call Statistics

This document provides a detailed introduction to the "Extension Group Call Statistics" feature. This page serves as the core workspace for Extension Group Administrators, enabling them to view aggregated call data for all extensions within their jurisdiction.

> ⚠ Permission Description
>
> **Super Administrator:** Has access to statistical data for all extension groups within the system.
>
> **Group Administrator:** Can only view data for their specifically authorized extension group (typically displaying only a single row in the list) and cannot switch to or view other groups.
>
> **Regular Agent:** No access to this page.

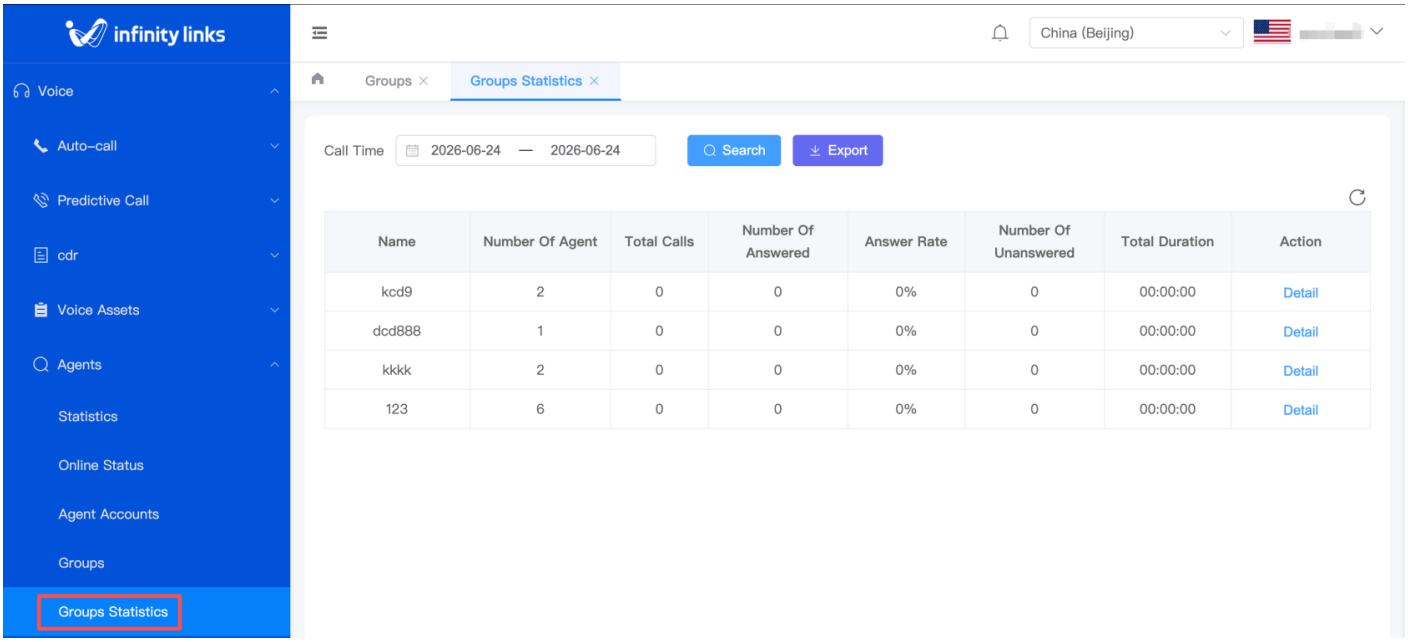
The Extension Group Call Statistics module uses the "Extension Group" as its primary dimension for statistical analysis. The system automatically aggregates call records for all extensions within a group to generate multi-dimensional reports and charts.

Core Value: Helps Department Managers and Team Leaders quickly grasp their team's overall call traffic load, service quality metrics (e.g., Answer Rate, Average Handling Time), and agent performance rankings, without the need to manually filter each individual extension.

Data Isolation: All data on this page (including overviews, charts, detailed records, and exports) is strictly restricted to the user's assigned extension group. Cross-group viewing is not permitted.

Feature Access

Log in to the Call Center Console. In the left navigation pane, select **Voice > Agents > Group Statistics**.



> Note: Regular Agents do not have access to this menu. Super Administrators can view all data, while Group Administrators can only view data for their own group.

View Extension Group Call Overview

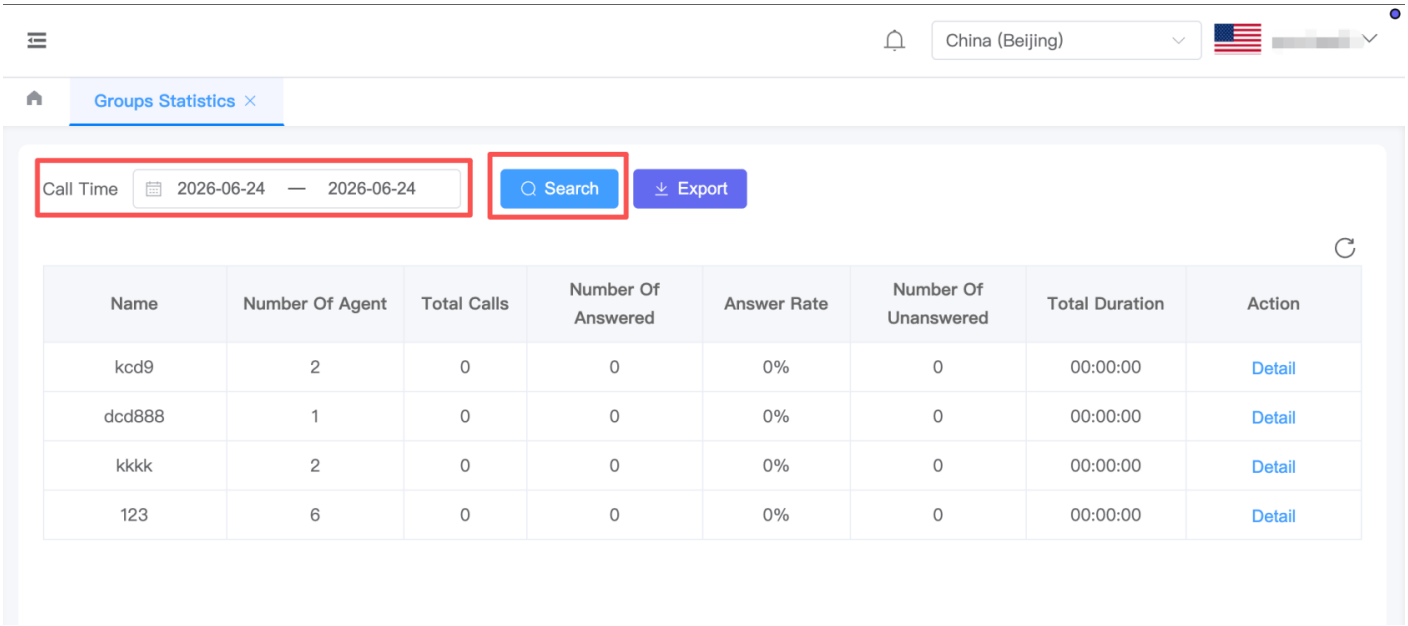
At the top of the Extension Group Statistics list page, combined filter conditions for the "Extension Group" dimension are provided:

Extension Group Selection (Core Field):

- Super Administrators: The drop-down list displays all extension groups in the system. You can select one or multiple groups, or choose "All" to view the global summary.

Time Range: Custom start and end times are supported.

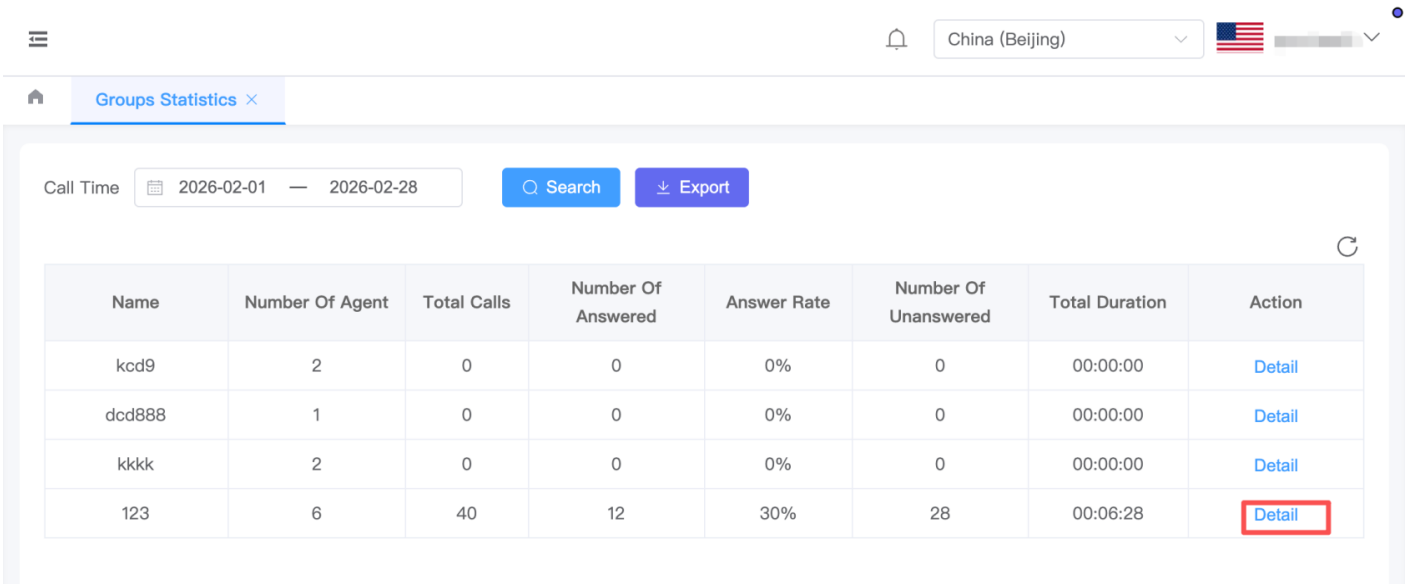
Click **Search** to refresh the data.



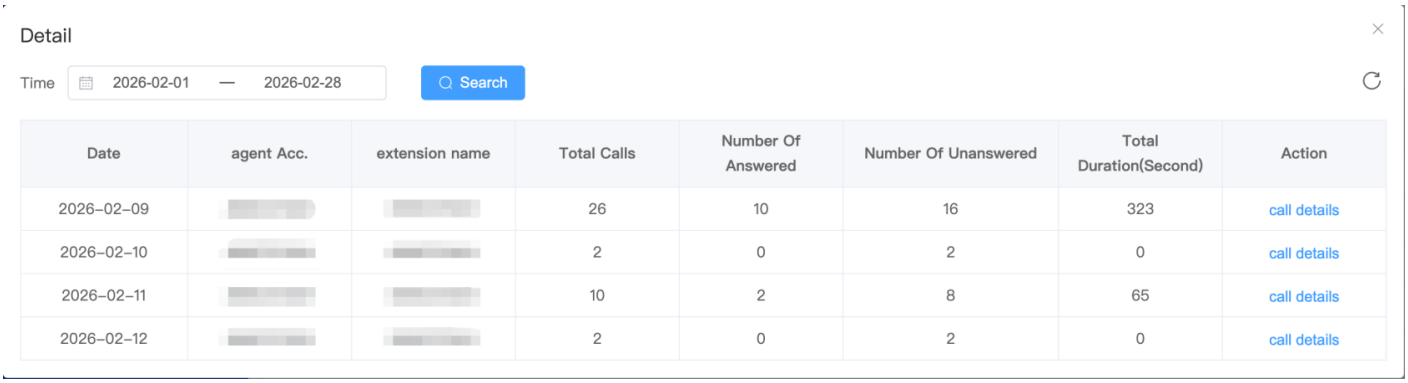
- **Extension Count:** The number of extensions within the extension group.
- **Total Calls:** The total number of calls made by all extensions within this extension group.
- **Answered Calls:** The total number of successfully answered calls by all extensions within the group.
- **Missed Calls:** The total number of unanswered calls by all extensions within the group.
- **Answer Rate:** (Answered Calls / Total Calls) × 100%.
- **Total Talk Time:** The sum of the duration of all successfully answered calls within the group.

View Extension Group Call Details

1.On the Extension Group Statistics list page, click the **Detail** button in the Actions column for the specific extension group you want to view.

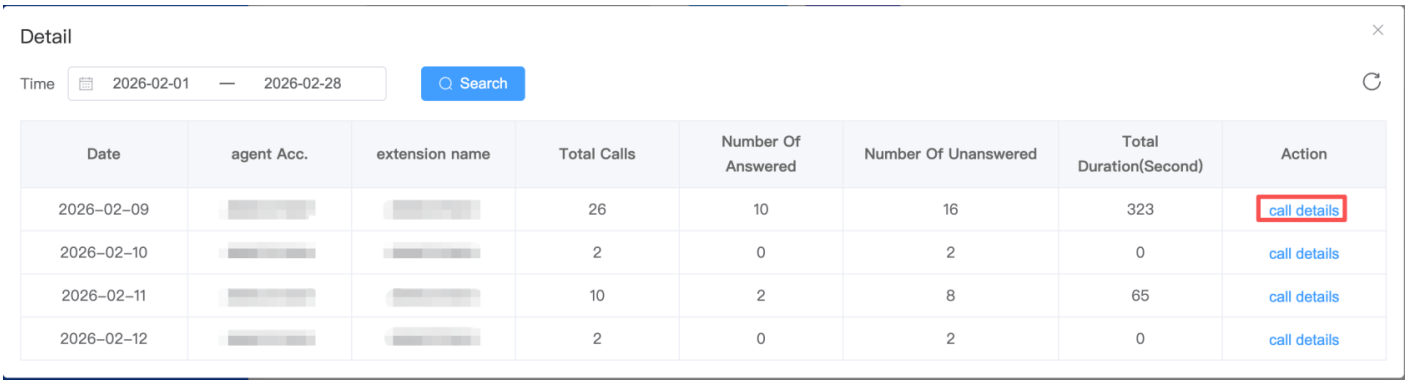


2.In the pop-up Extension Group Call Details page, you can view an overview of the call data for each extension within the group.

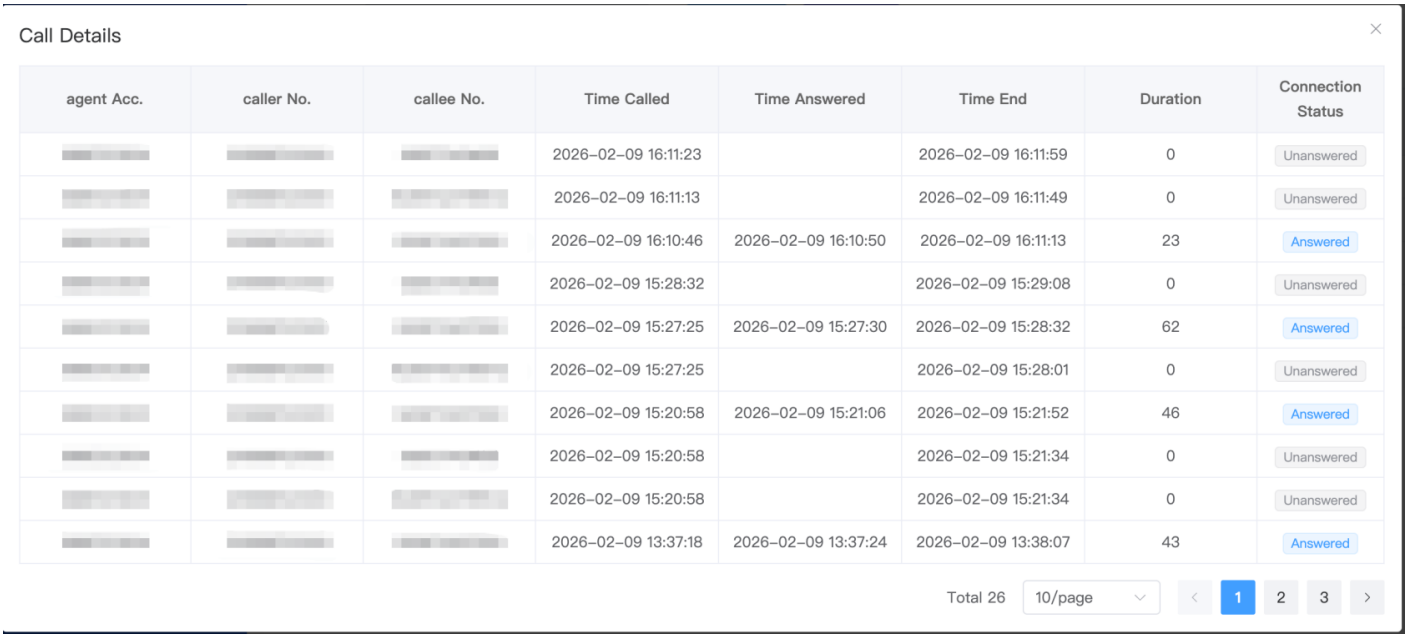


View Extension Call Details

1.On the Extension Group Call Details page, click the **Call Details** button in the Actions column for the specific extension you want to view.

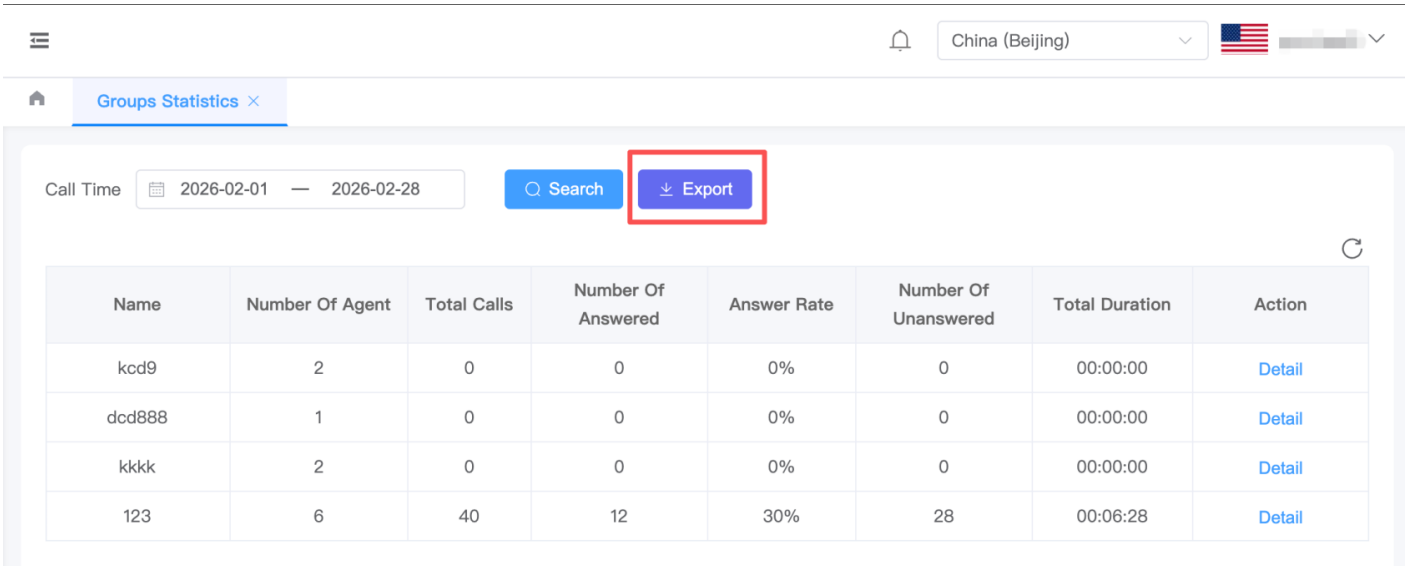


2.In the pop-up Call Details dialog box, you can view the call data for each individual call of the extension.



Data Export

On the Extension Group Statistics list page, set the query range and click the **Export** button to automatically trigger a download in your browser.



Name	Number Of Agent	Total Calls	Number Of Answered	Answer Rate	Number Of Unanswered	Total Duration	Action
kcd9	2	0	0	0%	0	00:00:00	Detail
dcd888	1	0	0	0%	0	00:00:00	Detail
kkkk	2	0	0	0%	0	00:00:00	Detail
123	6	40	12	30%	28	00:06:28	Detail

Export Scope: Exports all detailed records under the current filter criteria (subject to extension group permission restrictions).

Permission Control:

- **Group Administrators:** The exported file contains only data for their own group. Sensitive fields (e.g., phone numbers) are automatically masked based on permission policies.
- **Super Administrators:** Can export all data and optionally categorize it by pivoting on the "Extension Group" column.

Format: CSV format is supported.

Cross-Group Invisibility: In the detailed list, it is not possible to search for extension numbers or peer numbers (if protected by privacy policies) that do not belong to the current group.