

XVB - Virtual PBX

The [virtual-pbx](#) application is intended for processing incoming/outgoing calls in an isolated environment (numbered plan, routing calls, phones, cdrs, web gui and so forth.) for multiple users.

Main Features:

- Processing incoming / outgoing calls.
- Completely isolated environment for different users (incoming / outgoing routes, dial plan, sip-endpoints, web-interface, cdrs, call-recordings, etc).
- Custom greetings support.
- Email/Twitter notifications.
- Multiple language voice prompts.
- Text To Speech (TTS) for multiple languages..
- 'Simple' or 'Expert' mode for configuration.
- Custom music on hold (MOH) for each user.
- Multiple language WEB interface with xml/json API support.
- Flexible customisation for system voice messages.
- Managing voice mail via phone or WEB interface.
- User specified time zones support.
- Call transfer.
- Call pickup.
- White / Black lists support for each IVR item.
- PhoneBook with speed dial feature.
- Journal configuration changes.
- Call Detail Record (CDR).
- XML backup / restore configuration.
- Multiple roles within a single account.
- Private / Shared DIDs.
- SQL reports.
- Management API.
- Google Calendar integration.
- Support Google Analytics for calls trekking.
- Radius accounting.
- Background music for Find-Me / Queues.

- Asterisk 1.8 (optional).
- Support for wideband / HD audio codec (g722).
- Multiple Themes.
- Custom branding.
- Recording outgoing calls (auto / on demand).
- Full DTMF history for each call.
- Support presettings for SIP providers.
- Support Multi-tenant asterisk with Kamailio as sip registrar server / load balancer.
- FMC - Fixed Mobile Convergence / Call transfer without breaking the call.
- Google-chart for extended statistics.
- WEB logon / logoff for the agents of the queue.
- Support for perl plugins.
- Time limits for outgoing calls (for each route).

User settings



User info AC# 10010

[logout](#)

Journals	CDRs	Extensions list	All messages	Phone book	SIP Peers	Routes	Phones	Macros																																																																				
<div><div><div>Core options:</div><div>Dial-In numbers:<div>Public: 259010 Privd: 1702</div></div><div>First Name:<div>W</div></div><div>Last Name:<div></div></div><div>Email:<div>info@...com</div></div><div>CSS href:<div>/xvb/xvb-green.css</div></div><div>Logo href:<div>http://...jpg</div></div><div>Google Analytics ID:<div></div></div><div>Messages in page:<div>20</div></div><div>Record storage time (days):<div>0</div> (0 - unlimited)</div><div>IVR: Inter Digit Timeout (sec):<div>2.00</div></div><div>Default language:<div>English (Female+TTS)</div></div><div>Sound Format:<div>mp3</div></div><div>Time Zone:<div>EST</div></div><div>Date Format:<div>2009/09/23 16:07:32</div></div><div>Daily statements:<div>disable</div></div><div>Common filters:<div>White list / Black list</div><div>change</div></div></div><div><div>MOH file:<div>O63op...</div><div>Upload music on hold</div></div><div>Backup options:</div><div>Media backup: <input type="checkbox"/></div><div>Backup configuration</div><div>Merge: <input type="checkbox"/> <div>O63op...</div><div>Upload configuration</div></div></div><div><div>Billing:</div><div>Tariff: Free (currency Rur)</div><table><thead><tr><th>Monthly</th><th>Daily</th><th>IVR</th><th>Call</th><th>CallBack</th><th>CallBlast</th></tr><tr><th>Minute</th><th>Minute</th><th>Minute</th><th>Minute</th><th>Minute</th><th>Minute</th></tr></thead><tbody><tr><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></tbody></table><div>Balance:<div>1613.00 Rur (as at 2012/07/27 14:48:41)</div></div><div>Limits:</div><table><tbody><tr><td>Maximum extensions (detail) :</td><td>1000</td></tr><tr><td>Maximum all messages:</td><td>7 / 1000</td></tr><tr><td>Maximum size of all messages:</td><td>428.14 K / 0</td></tr><tr><td>Maximum numbers of phone book items:</td><td>200</td></tr><tr><td>Maximum number of CID filters:</td><td>200</td></tr><tr><td>Maximum Number of Phones:</td><td>10</td></tr><tr><td>Maximum Number of Peers:</td><td>5</td></tr><tr><td>Maximum Number of Routes:</td><td>200</td></tr><tr><td>Maximum Number of Macros:</td><td>100</td></tr><tr><td>Maximum Number of Directory items:</td><td>150</td></tr><tr><td>Maximum Number of Schedule items:</td><td>10</td></tr><tr><td>Maximum Phones for Follow-Me & Queue:</td><td>20</td></tr><tr><td>Maximum Number of CallBlast items:</td><td>30</td></tr><tr><td>Maximum Phones for CallBlast item:</td><td>3</td></tr><tr><td>Maximum Number of GotoIF items:</td><td>100</td></tr><tr><td>Maximum TTS length:</td><td>2.00 K</td></tr><tr><td>Maximum email-attachment size:</td><td>976.56 K</td></tr><tr><td>Maximum TTS download size:</td><td>292.97 K</td></tr><tr><td>Maximum voice message duration:</td><td>04:00:00</td></tr><tr><td>Maximum User Name duration:</td><td>00:02:00</td></tr><tr><td>Maximum User Greeting duration:</td><td>04:00:00</td></tr><tr><td>Maximum announcement to callee duration:</td><td>00:05:00</td></tr><tr><td>Maximum announcement to caller duration:</td><td>00:05:00</td></tr><tr><td>Maximum RetryDial announcement duration:</td><td>00:05:00</td></tr><tr><td>Maximum music on hold duration:</td><td>00:10:00</td></tr></tbody></table></div></div>									Monthly	Daily	IVR	Call	CallBack	CallBlast	Minute	Minute	Minute	Minute	Minute	Minute	0	0	0	0	0	0	Maximum extensions (detail) :	1000	Maximum all messages:	7 / 1000	Maximum size of all messages:	428.14 K / 0	Maximum numbers of phone book items:	200	Maximum number of CID filters:	200	Maximum Number of Phones:	10	Maximum Number of Peers:	5	Maximum Number of Routes:	200	Maximum Number of Macros:	100	Maximum Number of Directory items:	150	Maximum Number of Schedule items:	10	Maximum Phones for Follow-Me & Queue:	20	Maximum Number of CallBlast items:	30	Maximum Phones for CallBlast item:	3	Maximum Number of GotoIF items:	100	Maximum TTS length:	2.00 K	Maximum email-attachment size:	976.56 K	Maximum TTS download size:	292.97 K	Maximum voice message duration:	04:00:00	Maximum User Name duration:	00:02:00	Maximum User Greeting duration:	04:00:00	Maximum announcement to callee duration:	00:05:00	Maximum announcement to caller duration:	00:05:00	Maximum RetryDial announcement duration:	00:05:00	Maximum music on hold duration:	00:10:00
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Macros

Routes

SIP Peers

Phones

Phone book

All messages

Extensions list

CDRs

Journals

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First Name

Last Name

Email

E-mail address that will receive daily reports. (Address for notification set for each extension)

Logo href

The link to the image the user's logo which will be displayed in the upper left corner instead of the standard.

CSS href

Link to a CSS for the WEB interface that will be applied instead of the standard

Google Analytics ID

Google Analytics ID for call tracking.

Messages in page

The number of messages shown on one page (also used when displaying the CDR, journals, etc...)

Record store time

The number of days, how many store messages on the server, it will automatically be deleted, to avoid problems with excess of user quotas. 0 - do not automatically delete the message.

Inter Digit Timeout

Max time (s) between digits.

Default Language.

Default language for web interface and TTS prompts.

Sound format

The preferred format for audio files. (wav, mp3, ogg)

Date Fromat

Date format for web-interface.

Time zone

User time zone.

Daily statements

List of daily statistics, which the user wishes to receive.

MOH file.

The user can upload one audio file that can be used as Music On Hold. This file will be displayed in the list of available MOH as 'Custom' / 'User'

Common filters

Core white/black lists.

Backup options

Fast save/restore all or partial data to/from XML format (or .tar.gz with sound files).

Limits

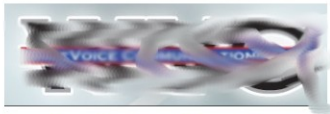
List of user constraints. These restrictions are set for the group to which the user belongs.
The user can only view the data values.

Types of extensions:

The system supports the following types of IVR Menu / Extensions:

- Playback
- Voicemail
- Follow Me
- Company directory
- Schedule
- WEB-Request
- Chat-Room
- Fax2Email
- Dtmf2Email
- Voting (Polling)
- DISA
- Podcast
- Callback
- Queue
- DateTime
- Fax on Demand
- Bulletin board system
- CallBlast
- User Variable
- WEB Variables
- GotoIf
- Stored variable
- Alarm Clock (Wake-Up)
- Google Calendar - Schedule
- RoboTEXT
- MP3 Streaming
- Call Parking
- Google Calendar - Events
- Paging (Intercom)
- Play DTMF Tones

IVR Example:



Extensions List

[logout](#)

[User prefs](#) | [Journals](#) | [CDRs](#) | [All messages](#)

Extension	Name	Type	Options					Next Exten	Recipient notification	Actions
			W	H	D	P	G			
START	MainMenu	Playback only	✓	-	-	-	-	hangup		
t	TimeOut handler	Playback only	-	-	-	-	-	3		
i	Invalid handler	Playback only	-	-	-	-	-	0		
1	Support Level 1 schedule	Schedule	-	-	-	-	-	back		
1VoiceMail	Support VoiceMail	VoiceMail	-	-	-	-	-	hangup	cs@...voice.com	
1level-1-FCCNN	FCC-NN Office	Find Me	-	-	-	-	-	hangup		
1level-1-LB	LB Office	Find Me	-	-	-	-	-	hangup		
1level-2	Support Level 2	Queues	-	-	-	-	-	hangup		
3	Corporate inquiry	Find Me	-	-	-	-	-	hangup	info@...voice.com	
4	Sales	Find Me	-	-	-	-	-	hangup	sales@...voice.com	
911	Emergency Call	CallBlast	-	-	✓	-	-	hangup		
2077	Fire Chief	Find Me	-	-	-	-	-	hangup	...@gmail.com	
2078	Tanya Costa	Find Me	-	-	-	-	-	hangup	...@gmail.com	
2079	...	Find Me	-	-	-	-	-	hangup	...@lj.net	
2080	...	Find Me	-	-	-	-	-	hangup	ke...@...voice.com	
2086	...	Find Me	-	-	-	-	-	hangup	db...@...mail.com	

create new



User prefs

Clone

View messages

Stats

Delete extension

Type:

Playback only

Number:

0

Next Extension:

repeat - Repeat current ext

Pin code:

2

#

Name:

Default

Greeting:

Welcome !!!
 For record your voice message, press 2.
 For record DTMF, press 8.
 For listen music, press 1.
 For company directory, press 8.
 For call to me, press 3.

Play greeting:

1

times with

1.00

sec delay

Recipient notification:

icall ... 1978

Wait Extension:

☒

Hide extension:

☐

Protected with pin code:

☐

Direct access:

☐

Global extension:

☐

Allow greeting rewind:

☐

CID filters:

Black list - extension

CID action:

Say Extensions not found

Prompt language:

Default

Volume control RX/TX:

0

/

1

core options

change

Create new

Clone

User prefs

Wait for user input digits.

Hide this item from user input.

access to the IVR item is only possible after entering the PIN code (first part)

allow use this IVR item without starting intermediate menu. for example, to number 1*1*9 when the system is off the flag of the access will be possible only from the menu item 1*1 by input 9. When on a flag, the user can type for instance immediately 1*1*9 from the main menu (number 0).

Global extension

the extension is available from any item of the IVR menu. For example, for IVR tree like follow:

```
1
1*2
3
```

when the user in item 1, and this flag is enabled for the extension 3 user can press 2 and 3.

Recipient notification

E-mail address (for example: gosha@mail.ru) or
Twitter account (for example: gosha:goshapassword - for the public,
gosha:goshapswd@iokunev - for private messages)
used for the notification of new messages.
This value can be inherited by all items of IVR tree.

Pin code

Extension pin code.

The first part to access to run this IVR item. If defined both parts, to access the web-interface you need to enter together the two parts of the pin code.

Number

extension number IVR. The nesting level is separated by a '*'

Next extension

go to this IVR item after the successful execution of the current, or one of the reserved keywords:

back	- back to the previous
repeat	- repeat current item
hangup	- hangup

Name

the item name.

Greeting

greeting text. Used for TTS.

Play greeting , with delay

The number of times as you want to play the greeting if the user has entered nothing, (0 - do not play the greeting.) A pause can be from tenths of a second (20, 1.3, 0.5, etc.) integer part is separated from the fractional point.

Allow greeting rewind

enable/disable greeting rewind. This is ignored if '**wait extension**' flag is enabled.

4 - rewind for 30 seconds

6 - fast forward for 30 seconds.

5 - pause.

This flag also ignored for Directory and Poling/Voting extensions.

CID filters

the list of used CID filters.

CID filter action

the list of actions when the CID filter matched.

Prompt language

Language for the voice messages and TTS prompts for this IVR item. If the value of 'default' is used the global setting for user.

Volume control

Adjust the volume of the incoming and outgoing channels.

A positive or negative number.

PITCH Control

Pitch shift of voice for incoming and outgoing channels.



Valid values range from 0.1 (low pitch) to 4 (high pitch)

!!! only for asterisk 1.8.xx !!!

Playback / Auto-reseption

Plays pre-recorded messages. Use your Auto-receptionist to greet callers and route them to any employee, any department, or any phone in the world.

Additional attributes:

Allow greeting rewind:	<input type="checkbox"/>
CID filters: ( / )	<div>Black list - extension</div>
CID action:	<div>Say Extensions not found</div>
Prompt language:	<div>Default</div>
Volume control RX/TX:	<div>0 / 1</div>
Time tags:	<div>10:78</div>

[core options](#) [change](#)

<div></div>	Create new	Clone	Delete extension
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Time tags

The user can specify up to 10 (0-9) predefined time tags to go to certain places of long records. For example: '10: 00,1:2:33,99 '

when user press 00 - the user will go to 10 minutes

when user press 01 - the user will go to 1 hour 2 minutes 33 seconds

when user press 02 - the user will go to 1 minute 39 seconds.

Caller, when setting the flag "Allow rewind" can set up to 10 tags in the process of listening to by pressing 2x (where x 0 -9). A user-defined tags has higher priority than specified by the administrator. By default, custom tags are stored 10 days after defined via 2x.

Voicemail

Voicemail ensures that your company will never miss a customer call.

Additional attributes:

Max message duaration:	<input type="text" value="600"/>	(in sec, -1 - for unlimit)
Min message duaration:	<input type="text" value="-1"/>	(in sec, -1 - for unlimit)
Send notify to:	<input type="button" value="Not send"/>	
Send attachment:	<input type="checkbox"/>	
Keep message on the server:	<input checked="" type="checkbox"/>	
Record without confirmation:	<input type="checkbox"/>	

core options

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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VirtualPBX build: 1_5077_

Send notify to

Method to deliver notify: not send // email // twitter

Max message duaration

The maximum length of a recorded message (in seconds).

Can not be greater than the system settings for this user / group.

Min message duaration

The minimum length of a recorded message (in seconds).

If the message is less than the specified length, it is not saved.

Send attachment

Send a recorded message in the email.

(If the attachment does not exceed the established limits)

Record without confirmation

If you set this flag, the system not be offering to additional menu (listen/undo/redo record) after recording a message.

Keep message on the server






Keep a message on the server after sending the message.
when you disable this flag it can be forcibly set to 'TRUE' when:

- **send_notify_email** flag is disabled
- **send_attach** flag is disabled
- **notify_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

Find-Me

Make outgoing call.

Additional attributes:

Find-Me list:	<input type="text" value="iokunev-mbl@10.1.6.101, 2501"/>
Goto if call fail:	<div>1 - Playback only </div> 
Seamless transferring list:	<input type="text" value="89519151190, 89506181122"/>
GoTo if call status:	<input type="text" value="BUSY=2, NOANSWER=0"/>
Music on hold:	<div>AlisA </div>
Ring strategy:	<div>memoryhunt </div>
Send notify to:	<div>Not send </div>
Send DTMF (0-9#*w):	<input type="text"/>
Call transfer prefix:	<input type="text"/>
Parking extension:	<input type="text"/>
Confirm calls:	<input checked="" type="checkbox"/>
Say callerid:	<input checked="" type="checkbox"/>
Screening mode:	<input type="checkbox"/>
Start voicemail if call fail:	<input checked="" type="checkbox"/>
Record calls:	<input checked="" type="checkbox"/>
Ring timeout (sec):	<input type="text" value="10"/> (1 ring approximately equals 4 seconds)
RetryDial interval (sec):	<input type="text" value="0"/> (0-120, 0 - disable)
RetryDial loops:	<input type="text" value="-1"/> (-1 - for unlimit)

[core options](#)

change

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View messages

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Find-Me list

List of calling numbers. May be specified multiple numbers separated by a comma.

Goto if call fail

go to this IVR item in an unsuccessful call. If not specified it always goes to the 'next_extension'

Seamless transferring list

A list of numbers, separated by commas, which can transfer a call without breaking the connection in one-touch (keys 1 - 3)

Goto if call status:

The list of statuses and extensions that need to go depending on the status of if not successful call. Leave blank if not sure. Example:

BUSY=2*9,NOANSWER=3

!!! Do not use this field if Your list of numbers more than 1 phone !!!

Music on hold

enable caller music on hold.

Ring-timeout

Ring timeout. If 0 is used system setup.

Send DTMF

send DTMF digits to the called party when called party will answered. Possible values 0-9#*w. w - delay. Supports user-defined variables, for example:

176056977% VAR:DID:-2%#

Parking extension

If not defined then by pressing the *8 user will be asked to enter the extension.

Call transfer prefix

For example when setting transfer-pref to *9* and transfered call to the extension 2501 will be launched IVR item 9*2501. The default for transfer need to be a complete coincidence. For the transfer to the IVR item the number must start with *.

Confirm calls

when setting this flag to the called party will be asked to accept\reject\transfer this call.

Say callerID

when setting this flag to the called party will be spoken phone number of the caller.

Ring-strategy

Supported strategy:

Ring All
Hunt
Random
LeastRecent
FewestCalls
Robin
LeastDuration
Fastest
Memoryhunt

Screening Mode

when flag is enabled the system asks the caller introduced himself and play this greeting to the called party as an announcement. Setting this flag automatically sets flag '**Confirm-Call**'. If the user has not uploaded audio greeting and not set a text greeting then the system play the instructions how to record a message.

Start voicemail if call fail

Start voicemail for unsuccessful calls. (this flag ignored if '**goto-if-call-fail**' is defined)

Send notify to

Method to deliver notify: not send // email // twitter

Record calls

Automatically start recording.

RetryDial interval

Retry dial interval between unsuccessful calls. 10 — 120 seconds. 0 — to disable RetryDial.

RetryDial loops

number of attempts to redial. -1 — for unlimit.

For this extension type the user can upload additional sound files:

RetryDial announcement
Announcement-to-callee
Announcement-to-caller

During a call, callee party can press:

- *9 - For call transfer
- *8 - For call parking
- *4XXX - Pitch control (only for asterisk 1.8)
- *3XX - Background Music
 - 01 - Ball Game
 - 02 - Bowling
 - 03 - Camion poubelle
 - 04 - Cock-A-Doodle Doo!
 - 05 - Cris Inhumains
 - 06 - Unhappy Dog
 - 07 - Slamming Doors
 - 08 - Electric Drill
 - 09 - Drum (Played By A Child)
 - 10 - Orgasm (Exceptional)
 - 11 - Phone Ringing
 - 12 - Pigeons
 - 13 - Domestic Squabble
 - 14 - Footsteps (High Heels)
 - 15 - Train
 - 16 - Embouteillage
 - 17 - Faire ses gammes (Violon)
 - 18 - music
 - 19 - music
 - 20 - music
 - 21 - music
 - 22 - music
- *2XX - Background Music (Loop)
- *1 - For start/pause record

Caller party can press:

- *0 - For call terminate

Directory

company directory list.

additional attributes:

VirtualPBX

Extension# 4

logout

User prefsCloneDelete extensionView messagesStatsExtensions listView extension

Type:Company directory

Number:4 id : 625

Next Extension:back - GoTo previous ext

Pin code:129992 #

Name:directory

Greeting:

Play greeting:1 times with 0.00 sec delay

Recipient notification:

Wait Extension:☐

Hide extension:☐

Protected with pin code:☐

Direct access:☒

Global extension:☐

CID filters:(/)No CID filters

CID action:Say Extensions not found

Prompt language:Default

Volume control RX/TX:0 / 0

Use First name:☒

Use Last name:☐

Use First or Last name:☐

Use TTS:☒

Number of characters:3

Help exten:13 - Queue

Keyboard layout:All

core optionschange

System files:

NameOбзор...upload

Backups:

Oбзор...restore schema

Directory data (1 .. 4):

User Name	Extension Number	Actions
GCN	17605697700	<input checked="" type="checkbox"/> <input type="checkbox"/>
Александр Шумилов	3	<input checked="" type="checkbox"/> <input type="checkbox"/>
Андрей Окунев	2	<input checked="" type="checkbox"/> <input type="checkbox"/>
Игорь Окунев	1	<input checked="" type="checkbox"/> <input type="checkbox"/>

Oбзор...Append data from CSV

Create newCloneDelete extensionView messagesStatsExtensions list

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Search method:

- Use first name
- Use last name
- Use first or last name

Use TTS

use TTS to say the name of the item.

Keyboard layout

For example russian / english characters binding:

2 —	абвг	/	abc
3 —	дежз	/	def
4 —	ийкл	/	ghi
5 —	мно	/	jkl
6 —	прс	/	mno
7 —	туфх	/	pqrs
8 —	цчшщъ	/	tuv
9 —	ьзьюя	/	wxyz

Number of characters

The number of characters that the user can enter when you select a name/surname.

For small companys of staff is 3, if the list of staff is great, then you can increase this value.

Help Extension

Go to this the extension if the user entered nothing. In the simplest case, you can enter the number the secretary or make a call to all.

The system provides data import from a CSV file, file format:

```
"NAME","REDIRECT_TO"  
"Igor Okunev","79519151190"
```

!!! Be careful when you import, data from CSV file are appended to the existing list !!!

Schedule

The schedule of work of the IVR.

additional attributes:

language:






Schedule
Time
Zone

Schedule time zone

The time zone for the schedule if the value of 'Default' is used the time zone of the user settings.

When entering data, you need to enter:

Schedule data:

Priority	CallerID	Time	Day Of Week	Day Of Month	Month	Year	Extension Number	Actions
5	*	19:33-20:02	*	*	*	*	3	 
5	*	17:00-17:59	*	*	*	*	1	 
5	*	*	*	*	*	*	3	 
1	BL#	*	*	*	*	*	88*0	 
<input type="text" value="5"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="0"/>	<input type="button" value="add"/>
<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>	<input type="button" value="View messages"/>	<input type="button" value="Stats"/>	<input type="button" value="Delete extension"/>	<input type="button" value="Extensions list"/>	

VirtualPBX build: 1_5195_dev (Tue Jul 19 21:55:58 2011 GMT)

- **priority** - the priority of this item of the schedule (from the greater to the less)
- **caller_id** - caller_id or * for any
- **time** - time in format HH:MM-HH:MM (from_time-to_time) or * for any
- **day-of-week** - day of the week (mon-sun) or * for any
- **day-of-month** - day of the month (1 - 31) or * for any
- **month** - month (jan-dec) or * for any

- **year** - year (for example 2000-2010) or * for any
- **ext_number** - go to the extension number when
the satisfaction of all the conditions

When specifying the fields CallerID you can use the following symbols:

BL# - core black list


WL# - core white list

R# - regular expression

WEB-Request

*sends a WEB requests and speak the results through TTS,
it can be used for remote administration of the equipment
or receiving short of dynamic text/voice data.*

additional attributes:

Request Method:	POST ▾
Text URL:	<input type="text" value="http://translate.google.com/translate_tt"/>
Post params:	<input type="text" value="g=Welcome to FCC. For send fax Press 10."/>
Goto if request fail:	0 - Default ▾ 
Quiet mode:	<input type="checkbox"/>
Read user params:	<input type="checkbox"/>
Music on hold:	Disable ▾
User Agent:	<input type="text" value="Mozilla/5.0 (X11; U; Linux i686; en-US; r"/>
Cookie:	<input type="text"/>

[core options](#)

Request Methos

request method GET / POST / PUT / DELETE

Text url

URL of the request.

Use follow syntax for basic auth:

<http://user:password@home.page.com>

Post params

post params (only for request-method = POST)

Quiet mode

not to pronounce the result.

Goto if request fail

go to this extension if WEB request is failed.

Read user params

when setting this flag, the system will ask the caller to enter additional parameters which can then be used in the request to the WEB server. For example, if the caller enters '12*34*56#', then in the url and post_params can be used containers like that:
%VAR:DTMF_INPUT0%...%VAR:DTMF_INPUTn%

For example, if callerid =123 and

url='http://1.1.1.1/t.cgi?C=%VAR:CID%&P=
%VAR:DTMF_INPUT0%&SP=%VAR:DTMF_INPUT1::-1%'

and if caller enters 12*34, when final url will have the form:

url='http://1.1.1.1/t.cgi?C=123&P=12&SP=3'

*For the containers you can use substring,
example format:*

%VAR:CID:1:10% - 10 digits beginning with the second

%VAR:CID::5% - first 5 digits

%VAR:CID::-4% - number without the last 4 digits.

User Agent

emulate this browser.

Cookie

additional cookies.

System support following Content-type:

text/plain, text/html (voice through TextToSpeech)

audio/x-wav

audio/mpeg

Chat-Room

Simple conference room.

additional attributes:

VirtualPBX

Extension# 6

logout

User prefsCloneView messagesStatsDelete extensionExtensions listView extension

Type:Chat-Room

Number:6

Next Extension:back - GoTo previous ext

Pin code: #

Name:testcall

Greeting:

Repeat greeting:0 (0 - don't repeat)

Recipient notification:

Wait Extension:☐

Hide extension:☐

Protected with pin code:☐

Direct access:☐

Global extension:☐

CID filters: No CID filters

CID action: Say Extensions not found

Prompt language: Default

Volume control RX/TX:0 / 0

HTTP-Broadcast:☒

Record conference:☒

core optionschange

System files:

O63op...Nameupload

O63op...restore schema

HTTP-Broadcast:

• URL: <http://10.1.5.116:8000/4acc17c5c445e134004b84f41a6442f3>

• Expire date: Tue, 22 Feb 2011 15:34:27 MSK

Create newCloneUser prefsView messagesStatsDelete extensionExtensions list

VirtualPBX build: 1_4465_dev (Tue Feb 22 14:39:55 2011 GMT)

-- (c) 2009-2011 Igor Okunev --

HTTP-Broadcast

When setting this flag You will be given a temporary URL, through which will be broadcast conference.

Record conference

Automatically start recording.

Fax2Email

Receiving a fax and save it on the server side in tiff format.

additional attributes:

Fax Header:

Send notify to: Email ▾

Send attachment: ☒

Keep message on the server: ☒

[core options](#) change

Create new Clone User prefs

Send notify to

Method to deliver notify: not send // email // twitter

Send attachment

Send a recorded message in the email.

(If the attachment does not exceed the established limits)

Keep message on the server

Keep a message on the server after sending the message.

when you disable this flag it can be forcibly set to 'TRUE' when:

- **send_notify_email** flag is disabled
- **send_attach** flag is disabled
- **notify_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

Fax Header

Fax header is printed on each page.

Dtmf2Email

Record DTMF and save it on the server side in text format.

additional attributes:

Input pattern:	ip addr (127*0*0*1) ▼
Max digits:	-1 (-1 for unlimited)
Variable name:	VAR0
Other vars:	YES_NO, VAR1, VAR2, DB-999*4
Send notify to:	Email ▼
Send attachment:	<input checked="" type="checkbox"/>
Keep message on the server:	<input checked="" type="checkbox"/>
Format input var:	<input checked="" type="checkbox"/>

[core options](#) [change](#)

[Create new](#) [Clone](#) [User prefs](#)

Input pattern

Apply one of the predefined templates for input, such as:

- **Time:** 22:53 ⇒ 22*53
- **Date:** 21/11/1978 ⇒ 21*11*1978
- **Date/time:** 21/11/1978 22:43 ⇒ 21*11*1978*22*43
- **Phone number:** 17124321702 ⇒ 17124321702
- **Logical YES (1) or NOT (0)**
- **Money 123.45** ⇒ 123*45
- **Card number:**
 - Mastercard
 - Visa
 - enRoute
 - Discover
 - Diners Club
 - Amex
 - JCB

Max digits

the maximum number of characters that can be entered
the user, when -1 - input is terminated after pressing #

Send notify to

Method to deliver notify: not send // email // twitter

Send attachment

Send a recorded message in the email.

(If the attachment does not exceed the established limits)

Keep message on the server

Keep a message on the server after sending the message.

when you disable this flag it can be forcibly set to 'TRUE' when:

- **send_notify_email** flag is disabled
- **send_attach** flag is disabled
- **notify_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

Variable name

The name of the session variable in which is stored the result. Do not define it if you do not plan to reuse entered data.

Other vars

The names of the variables that have been previously defined and which must include in the report. Can be used for multi-level polling. In the resulting data will be submitted line by line:

Variable1=Value1

Variable2=Value2

Format input var

This parameter is relevant only when using templates. Replace the separator to the usual characters.

For example IP address 127*0*0*1 => 127.0.0.1

Voting (Polling)

polling/voting system. Asks the user a question (greeting file) and prompts you to enter one of the variants of the answer.

Additional attributes:

VirtualPBX Extension# 10 [logout](#)

User prefs Clone Delete extension View messages Stats Extensions list View extension

Type: Voting
Number: 10 id: 613
Next Extension: hangup - Exit from PBX
Pin code: #
Name: test voting
Greeting: Hello, how are you ??? 1 - ok, 2 - badly 22 - unknown
Play greeting: 1 times with 0.00 sec delay
Recipient notification:
Wait Extension:
Hide extension:
Protected with pin code:
Direct access:
Global extension:
CID filters: No CID filters
CID action: Say Extensions not found
Prompt language: Default
Volume control RX/TX: 0 / 0
Allow digits: 1,2,22,24 (comma separated)
Uniq CIDs:

Voting results (started 18/03/2011 09:03:20):
Hello, how are you ??? 1 - ok, 2 - badly 22 - unknown

Variant	Count	Percent
1	0	0.000 %
2	3	37.500 %
22	3	37.500 %
24	2	25.000 %
	8	100 %

System files:
Name O63op... upload

Backups:
O63op... restore schema

core options change

Create new Clone Delete extension View messages Stats Extensions list

XVB - VirtualPBX v.2, build: 1_5942_dev (Thu Feb 23 19:42:55 2012 GMT) / Commercial Support
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Allow digits

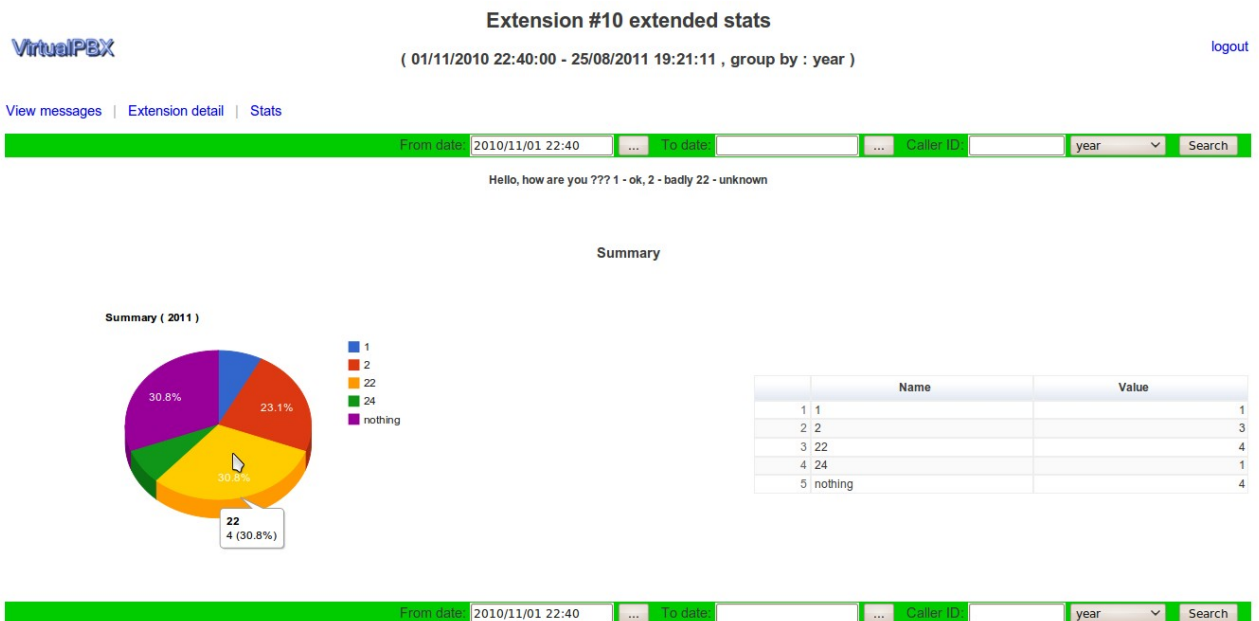
digits which are allowed to input. comma separated
(for example 1,2,3,4,5,6,7,8,9,0,10,99,1234)

Uniq CIDs

Enabling this flag will be performed check the uniqueness of voting on the basis the CallerID and name of voting.

The overall result is displayed on a page of information about the extension.

You can see some charts on extended statistic page:



DISA

Direct Inward System Access

Additional attributes:

Music on hold:	<input type="text" value="AlisA"/>
Phone pattern:	<input type="text" value="2\d\d\d"/>
Max digits:	<input type="text" value="-1"/> (-1 for unlimited)
Static phone:	<input type="text" value="176056977%VAR:DID:-2%"/>
Ring timeout (sec):	<input type="text" value="30"/> (1 ring approximately equals 4 seconds)
Record calls:	<input type="checkbox"/>
Spy mode:	<input checked="" type="checkbox"/>

[core options](#)

XVB - VirtualPBX v.2, build: 6609_dev (Tue Aug

Music on hold

enable caller music on hold.

Spy mode

Call with the change of the voice of the caller.

Phone Pattern

Phone pattern which user can enter. For example, if you want to allow only the 4-digit numbers starting at 2 can be written as: 2\d\d\d.

Record call

Automatically start recording.

Max digits

the maximum number of characters that can be entered the user, when -1 - input is terminated after pressing #

Static phone

Phone number or a user variable from which comes the phone number to call. If not specified then prompts the user to enter the number (Classical behavior DISA).

For example: 2% VAR:DID:-3% - 2 and the last 3 digits DID on that call.

Ring-timeout

Ring timeout. If 0 is used system setup.

Podcast

Allows to listen to podcasts via the phone. The system automatically downloads new podcasts.

Additional attributes:

VirtualPBX

Extension# 9*3*1

logout

User prefsCloneDelete extensionView messagesStatsExtensions listView extension

Type:Podcast
Number:9*3*1Id : 101
Next Extension:back - GoTo previous ext
Pin code:
Name:Radio-T
Greeting:Привет. Подкасты радио - Ти.
Play greeting:0 times with 0.00 sec delay
Recipient notification:
Wait Extension:
Hide extension:
Protected with pin code:
Direct access:☒
Global extension:
CID filters:(/)No CID filters
CID action:Say Extensions not found
Prompt language:Default
Volume control RX/TX:0 / 0
Pitch control RX/TX:1.00 / 1.00
Podcast url (rss):http://radio-t.rpod.ru/rss.xml
Play podcast announcement:
Play only one latest podcast:

core optionschange

Exists podcasts:

	Create time	Download time	File size	Duration
Радио-Т 299	22/07/2012 02:33:00	22/07/2012 03:30:51	62.76 M	02:17:06
	12/06/2012 03:46:00	12/06/2012 04:30:33	56.95 M	02:04:23
	03/06/2012 03:18:00	03/06/2012 03:30:44	60.39 M	02:11:55
	27/05/2012 03:24:00	27/05/2012 03:30:39	59.32 M	02:09:34
	20/05/2012 09:18:00	20/05/2012 09:30:41	59.27 M	02:09:28
	13/05/2012 09:28:00	13/05/2012 10:30:49	63.46 M	02:18:38
	06/05/2012 03:53:00	06/05/2012 04:29:28	56.27 M	02:02:54
	22/04/2012 07:49:00	22/04/2012 08:29:34	61.22 M	02:13:43
	15/04/2012 03:35:00	15/04/2012 04:30:33	56.84 M	02:04:09

System files:

NameO63op...upload

Backups:

O63op...restore schema

Create newCloneDelete extensionView messagesStatsExtensions list

XVB - VirtualPBX v.2, build: 6565 (Wed Jul 18 19:47:01 2012 GMT) / Commercial Support

Podcast url

link to rss feed.

Play only one latest podcast

If you set this flag the system plays only the last downloaded podcast and go to the next extension without any system messages.

Play podcast announcement

Before playing a podcast say the date and time when it was received.

Caller can set up to 10 tags in the process of listening to by pressing 2x (where x 0 -9). To return to the label, the user can pressing 0x. By default, custom tags are stored 10 days after defined via 2x.

Callback

Callback with the possibility of delay callback.

Additional attributes:

The screenshot shows a web form with the following fields and controls:

- Prompt language:** A dropdown menu with 'Default' selected.
- CallBack number:** A text input field containing 'iokunev@10.1.5.22' with a tooltip '(null == callerid)'.
- Goto exten:** A dropdown menu with '1 - Alisa' selected.
- Allow callback delay:** A checkbox that is checked.
- Allow the selection of ext:** A checkbox that is checked.
- change**: A button to save the settings.
- Footer bar:** A blue bar containing a search input, a 'Create new' button, and links for 'View messages' and 'Clear'.

CallBack number

number to which you want to call back, if number is not defined then the system call back to the number from which the came the call.

GoTo exten

The extension to which will be run the call after CallBack connection. For this extension you need to set '**Direct access**' flag.

Allow callback delay

Setting this flag allows the system to use delay. That is, system asks the caller to set the time through which to call back
Supported time formats:

- XX*YY — after XX hours YY minutes.
- YY — after YY minutes
- yyyy*mm*dd*HH*MM — exact date.
- mm*dd*HH*MM — exact date in current year.

Allow the selection of ext

Allow caller to select the extension to which to run after callback.

Queue

Call queue.

Additional attributes:

Agents list:

2510, 2511, 2501, 2503, 2504, 2506

Music on hold:

AlisA

Ring strategy:

ring all

Ring timeout (sec):

20

(1 ring approximately equals 4 seconds)

Queue timeout (sec):

120

Queue max waiting calls:

0

Wrap up time (sec):

0

Queue announce frequency (sec):

20

(-1 - say once)

Announce Queue holdtime:

the average for last hour

Announce Queue position:

☐

Record calls:

☐

Clean queue:

☐

Join empty:

☐

Remember the agent:

☒

Goto if queue fail:

3 - голосовая почта

Call transfer prefix:

Parking extension:

CID Name prefix:

CID Number prefix:

Phone URL

Web URL

:

http://www.google.com?q=%VAR:CID%

On Call Answered URL

core options

change

Agent statistics (started 19/03/2011 16:24:12):

Phone number	All calls	Answered calls	Duaration	Duration AVG	RingTime AVG
2510	6	0	00:00:00	00:00:00	0
2511	6	0	00:00:00	00:00:00	0
2501	6	0	00:00:00	00:00:00	0
2503	6	5	00:00:11	00:00:02	1
2504	6	1	00:00:04	00:00:04	0
2506	6	0	00:00:00	00:00:00	0
	6	6	00:00:15	00:00:02	0

System files:

Name

Обзор...

upload

Backups:

Обзор...

restore schema

Create new

Clone

Delete extension

View messages

Stats

Extensions list

XVB - VirtualPBX v.2, build: 6206_dev (Thu May 3 11:38:47 2012 GMT) / Commercial Support

Agents list

List of calling numbers. May be specified multiple numbers separated by a comma.

Music on hold

enable caller music on hold.

Ring timeout

Ring timeout. If 0 is used system setup.

Queue timeout

The maximum time of call in the queue.. After this time the call is marked as unanswered.

Queue max waiting calls

The maximum number of waiting calls. An integer greater than zero. A value of zero means do not use this test. When exceeding this limit the caller immediately sent to the number 'Go to if call failed' or '**Next extension**'.

Announce Queue position

Announce queue position.

Announce Queue holdtime

Announce estimated holdtime to caller.

Queue announce frequency

This parameter specifies the periodical announcements (seconds) the holdtime, the position number in the queue, the advertising message. When setting this value to '0' - no announcements do not play, with the installation of the values in the '-1' - the announcement of playing 1 time in setting to the queue if the queue is not empty.

Goto if call fail

go to this IVR item in an unsuccessful call. If not specified it always goes to the '**next_extension**'

Parking extension

Parking extension. If not defined then by pressing the *8 user will be asked to enter the extension.

Call transfer prefix

For example when setting transfer-pref to *9* and transferred call to the extension 2501 will be launched IVR item 9*2501. The default for transfer need to be a complete coincidence. For the transfer to the IVR item the number must start with *.

Ring-strategy

Supported strategy:

- Ring All
- Hunt
- Random
- LeastRecent
- FewestCalls
- Rrobin
- LeastDuration
- Fastest
- Memoryhunt

Clean queue

Exclude from repeated attempts to call agents with a status different from BUSY. That is, if the agent is not picks up the phone then it will be excluded from the queue (for the current call)

CID Name Prefix

Added this prefix to callerID name. For example, if a group of "Sales:" then, having set such a prefix to the group, and Caller ID is **123456789**, then we will see on the display "Sales: 123456789 <123456789>"

CID Number Prefix

Add this prefix to callerID number. For example, if set this prefix to "911" and Caller ID is **123456789**, then we will see on the display "911123456789"

Wrap up time

After a successful call, how long to wait before sending a potentially free member another call. 0 — no delay.

Phone URL

<URL> will be sent to the called party if the channel supports it.

It support following additional variables:

%VAR:WT% - hold time (seconds)

%VAR:QID% - queue ID

On Call Answered URL

URL to which VirtualPBX send the request after the agent answered.

It support following additional variables:

%VAR:QID% - queue ID

%VAR:ANSWERED_NUMBER% - answered agent.

Join empty

Enter or not enter to queue consisting only of dynamic agents, none of which is not registered.

Remember the agent

Remember the last agent with who spoke the client and the next call to try to connect the customer first with this agent, if the agent does not answer the next will be applied ring-strategy of the call. Data about the agent are stored about 30 days.

Record calls

Automatically start recording .

For this extension type the user can upload additional sound files:

Announcement-to-callee

Announcement-to-caller

During a call, callee party can press:

- *9 - For call transfer
- *8 - For call parking
- *4XXX - Pitch control (only for asterisk 1.8)
- *3XX - Background Music
 - 01 - Ball Game
 - 02 - Bowling
 - 03 - Camion poubelle
 - 04 - Cock-A-Doodle Doo!
 - 05 - Cris Inhumains
 - 06 - Unhappy Dog
 - 07 - Slamming Doors
 - 08 - Electric Drill
 - 09 - Drum (Played By A Child)
 - 10 - Orgasm (Exceptional)
 - 11 - Phone Ringing
 - 12 - Pigeons
 - 13 - Domestic Squabble
 - 14 - Footsteps (High Heels)
 - 15 - Train
 - 16 - Embouteillage
 - 17 - Faire ses gammes (Violon)
 - 18 - music
 - 19 - music
 - 20 - music
 - 21 - music
 - 22 - music
- *2XX - Background Music (Loop)
- *1 - For start/pause record

Caller party can press:

- *0 - *For call terminate*

Dynamic agents:

In the list of agents queues, you can have agents require additional registration, before they will be receive calls, the format of the phone number: phone number/password. For example:

2511/123 - equivalent to the phone number 2511 and password 123.

Type: Queue ?

Number: 4 id : 9

Next Extension: back - GoTo previous ext

Name: Офисные телефоны

Greeting:

Recipient notification:

Wait Extension: ☐

Agents list: 2501@, 2510, 2511/613

Agent statistics (started 07/05/2009 19:32:28):

Phone number	All calls	Answered calls	Duration	Duration AVG	RingTime AVG
2501@	47	3	00:00:44	00:00:14	1
2510	49	4	00:04:15	00:01:03	71
2511	52	2	00:00:00	00:00:00	1
	52	9	00:04:59	00:00:33	32

System files:

Name: 0630p... upload

not registered agents in the statistics are highlighted in color. The registration page is available at the link 'phone number' in the statistics table:

Dynamic agents

Access code : 10001

Queue ID : 9

Agent : 2511

Password: ●●●

New status: online

Reason: dinner

Current status: offline

Set status

XVB - VirtualPBX v2, build: 6565 (Wed Jul 18 19:47:01 2012 GMT) / Commercial Support

Changing the status of the agent logged in statistics:

VirtualPBX

Extension #13 stats

logout

[View messages](#) | [Extension detail](#) | [Extended stats](#)

Start Date	Caller ID	Duration	Type	Data
05/09/2012 07:06:19	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, STATUS=0
05/09/2012 07:01:44	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, STATUS=1
05/09/2012 06:58:08	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, ENH_DESC=передумал, STATUS=1
05/09/2012 06:57:53	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, ENH_DESC=ушел обедать, STATUS=0
05/09/2012 06:51:53	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, ENH_DESC=test message, STATUS=1

From date: To date: Caller ID: Type: AgentStatus Search Excel

For queues available extended statistics (the link is in the statistics page), allowing you to visually present some statistical data on the bar and pie charts.

The following are the available analytical charts:

- All calls / disposition
- All calls / cause code
- Answered calls / duration (minutes)
- Unanswered calls / out queue position
- Unanswered calls / start queue position
- Answered calls / start queue position
- All calls / start queue position
- Answered calls / disconnect originator
- Unanswered calls / wait time (sec)

an example of a pie chart:



DateTime

Time service in user-selected time zone.

Additional attributes:

CID action:	<input type="text" value="Say Extensions not found"/>
Prompt language:	<input type="text" value="Default"/>
Time Zone	<input type="text" value="Europe/Moscow"/>
Say date/time:	<input type="radio"/>
Say time:	<input checked="" type="radio"/>
Say date:	<input type="radio"/>
<input type="button" value="change"/>	

Time Zone

time zone

Say XXXX

what say: date\time / time / date

Fax on Demand

Sends to caller prepared fax. (flyer, brochure brief about the company and so on...)

Additional attributes:

VirtualPBX

Extension# 890[logout](#)

User prefsCloneView messagesStatsClear extensionDelete extensionExtensions listView extension

Type:Fax on Demand

Number:890

Next Extension:back - GoTo previous ext

Name:

Greeting:Hi, get a fax after the tone.

Notify email:

Wait Extension:☐

Fax Header:

[all options](#)

change

System files:

Fax on Demand:

Обзор...

Name

upload

tif

Create new

Clone

User prefs

View messages

Stats

Clear extension

Delete extension

Extensions list

Fax Header

Fax header.

For work it is necessary to load fax-file in the tiff format.

CallBlast

Call blast your pre-recorded messages to many people.

Additional attributes:

Greeting:

Play greeting:

1

 times with

0.00

 sec delay

Recipient notification:

Wait Extension:

☐

Hide extension:

☐

Protected with pin code:

☐

Direct access:

☒

Global extension:

☐

CID filters: ()

No CID filters

CID action:

Say Extensions not found

Prompt language:

Default

Volume control RX/TX:

0

 /

0

Activate CallBlast:

☒

Monitoring for greeting:

☐

Start CallBlast at:

2010/02/02 02:00

 yyyy/mm/dd hh:mm

Stop CallBlast at:

2011/12/20 02:16

 yyyy/mm/dd hh:mm

Ring timeout (sec):

10

 (10 - 120, 1 ring approximately equals 4 seconds)

RetryDial interval (minute):

2

Retry call attempts:

1

Concurrent calls:

2

 (0 - unlimited)

Time Zone:

Europe/Moscow

core options

change

CallBlast statistics:

live calls: 0

Call Status	Count	Percent
Success	3	100.00 %
Failed	0	0.00 %
Wait redial	0	0.00 %
Wait	0	0.00 %
Expired	0	0.00 %
All records	3	100.00 %

CallBlast Schedule:

Priority	Time	Day Of Week	Day Of Month	Month	Year	Actions
5	*	*	*	12	*	
5	*	*	*	11	*	
5	*	*	*	5	*	
5						<div>add</div>

CallBlast data (0 .. 24) :

Name	Phone Number(s)	User vars	Status	Attempt	Handle time	Actions
igor Okunev	iokunev@10.1.6.101	b=122	success (human)	1	14/05/2011 11:48:11	
igor Okunev - 2	iokunev@10.1.6.101,11@10.1.1.1	b=125	success (machine)	1	16/05/2011 00:40:10	
10123	0.1.6.101.123456@10.1.5.22,54321@10.1.1.22		success (human)	2	14/05/2011 00:30:10	

add

O63op...

Append data from CSV

Create new

Clone

User prefs

View messages

Stats

Delete extension

Extensions list

VirtualPBX build: 1_5195_dev (Tue Jul 19 21:55:58 2011 GMT)

Activate CallBlast

enable call blast.

Start CallBlast at

time after which to start call blast, format: yyyy/mm/dd hh:mm

Stop CallBlast at

time after which to stop call blast, format: yyyy/mm/dd hh:mm

Monitoring for greeting

When setting this flag, the system will start callblast after change greeting file ignoring option '**Start Callblast at**'

TimeZone

time zone for callblast.

Ring timeout

ring timeout

Call attempts

the number of attempts to redial, if for any reason the called party is not available.

Retry Dial interval

the interval between repeated calls (minutes)

Concurrent calls

the number of concurrent calls for callblast.

Minimum duration of successful call

The minimum duration of a call in which the call is considered answered.

CallBlast list contains a name and phone number of the subscriber. In the process of processing in the columns of the 'Status' and 'processing Time' will be displayed processing status and time of the change in status. 'Attempt' - how many attempts the call has been committed. Status can be:

- **success**
- **failed**
- **busy**
- **ring timeout**
- **hang up**
- **congestion**
- **in process**
- **expired**
- **not listened**

In column a phone number may be several phones separated by ';' (semicolon), in this case the system will try to consistently call any number in the order listed.

It is also possible to specify several separated by'; ' (semicolon) user session variables.

To work callblast you can create a schedule in which specify in detail such as day of the week and the time when it is convenient to call.

The system provides data import/export from a CSV file, file format:

import:

```
"NAME","PHONE_NUMBER","USER_VARS","CALL_STATUS","ATTEMPT","PROCESS_DATE"  
"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub","success ( human )",1,"24/07/2010 15:02:13"
```

export:

```
"NAME","PHONE_NUMBER","USER_VARS"  
"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub"
```

!!! Be careful when you import, data from CSV file are appended to the existing list !!!

Callblast extended statistics example:

Extension #999 extended stats

VirtualPBX

(2012/05/31 14:08:00 - 2012/07/31 14:09:04 , group by : year)

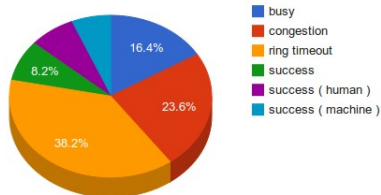
[logout](#)

[View messages](#) | [Extension detail](#) | [Stats](#)

From date: 2012/05/31 14:08 ... To date: ... Caller ID: year

All calls / status

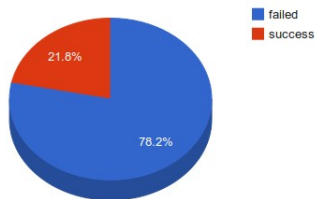
All calls / status (2012)



	Status	Count
1	busy	18
2	congestion	26
3	ring timeout	42
4	success	9
5	success (human)	8
6	success (machine)	7

All calls / success or failed

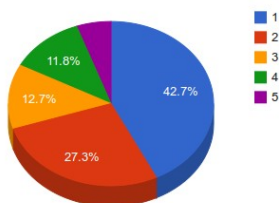
All calls / success or failed (2012)



	Status	Count
1	failed	86
2	success	24

All calls / call attempt

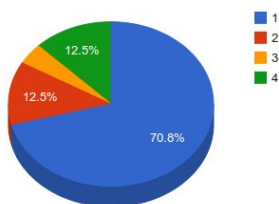
All calls / call attempt (2012)



	Attempt	Count
1	1	47
2	2	30
3	3	14
4	4	13
5	5	6

Successful calls / call attempt

Successful calls / call attempt (2012)



	Attempt	Count
1	1	17
2	2	3
3	3	1
4	4	3

Bulletin board system

Allows you to leave a voice message for the public to listen to. Can be used for organization of Bulletin boards, recording podcasts (with use of the password for the record), and so on...

Additional attributes

Max message duration:	<input type="text" value="-1"/>	(in sec, -1 - for unlimit)
Min message duration:	<input type="text" value="-1"/>	(in sec, -1 - for unlimit)
Secret key (for rec):	<input type="text" value="123"/>	
Post interval (sec):	<input type="text" value="2592000"/>	<input type="button" value="unlimit"/> ▼

[core options](#)

Max message duration

The maximum length of a recorded message (seconds).

Can not be greater than the system settings for this user / group.

Min message duration

The minimum length of a recorded message (seconds).

If the message is less than the specified length, it is not saved.

Secret key

The secret key for recording messages. If not specified, leave messages may all.

Post interval

Interval during which cannot be re-record the message with the same number of the caller (seconds). Can be used as some kind of protection from spam.

User Variable

Setting a variable that can later be used for jumps in the IVR.

Additional attributes:

Variable name:	<input type="text" value="YES_NO"/>
Input pattern:	<input type="text" value="Boolean"/>
Max digits:	<input type="text" value="-1"/> (-1 for unlimited)
Format input var:	<input checked="" type="checkbox"/>

[core options](#)

Input pattern

Apply one of the predefined templates for input, such as:

- **Time:** 22:53 $\Rightarrow 22*53$
- **Date:** 21/11/1978 $\Rightarrow 21*11*1978$
- **Date/time:** 21/11/1978 22:43 $\Rightarrow 21*11*1978*22*43$
- **Phone number:** 17124321702 $\Rightarrow 17124321702$
- **Logical YES (1) or NOT (0)**
- **Money** 123.45 $\Rightarrow 123*45$
- **Card number:**
 - Mastercard
 - Visa
 - enRoute
 - Discover
 - Diners Club
 - Amex
 - JCB

Max digits

the maximum number of characters that can be entered
the user, when -1 - input is terminated after pressing #

Variable name

The name of the session variable in which is stored the result. Do not define it if you
do not plan to reuse entered data.

Format input var

This parameter is relevant only when using templates. Replace the separator to the
usual characters.

For example IP address **127*0*0*1** => **127.0.0.1**

WEB Variables

Setting variables which may later be used for jumps in the IVR. It can also be used to send web requests to the remote system (similar to type `WEB request`).

Additional attributes:

URL:

Goto if request fail:

Read user params: ☐

Record voice message: ☒

Max message duration: (in sec, -1 - for unlimit)

core options

change

Create new Clone User prefs View messages

XVB - VirtualPBX v.2, build: 1_5200_dev (Thu Jul 21

URL

URL of the request.

Use follow syntax for basic auth:

<http://user:password@home.page.com>

Read user params

when setting this flag, the system will ask the caller to enter additional parameters which can then be used in the request to the WEB server. For example, if the caller enters '12*34*56#', then in the url and post_params can be used containers like that:
%VAR:DTMF_INPUT0%...%VAR:DTMF_INPUTn%

For example, if callerid =123 and
url='http://1.1.1.1/t.cgi?C=%VAR:CID%&P=%VAR:DTMF_INPUT0%&SP=%VAR:DTMF_INPUT1::-1%'

and if caller enters 12*34, when final url will have the form:
url='http://1.1.1.1/t.cgi?C=123&P=12&SP=3'

*For the containers you can use substring,
example format:*

%VAR:CID:1:10% - 10 digits beginning with the second
%VAR:CID::5% - first 5 digits
%VAR:CID::-4% - number without the last 4 digits.

Goto if request fail

go to this extension if WEB request is failed.

Max message duaration

The maximum length of a recorded message (seconds).

Can not be greater than the system settings for this user / group.

Record voice mesage

Record a voice message and pass it by URL. The recorded message is transmitted in the wav format, in a variable: **%VAR:FILE_DATA%** by POST method.

Example of URL:

http://my:pswd@127.0.0.1/ai/test.txt?cid=%VAR:CID%&file=%VAR:FILE_DATA%

the server response should be in the format:

Variable1=Value1

Variable2=Value2

....









!!! The system can handle server responses up to 4KB !!!

Goto If

Run of various IVR items depending on the value of variables.

Additional attributes:

Goto If data:

Priority	Function	Variable	Condition	Value	Extension Number	Actions
6	value	CID	regexp	.*iokunev.*	1	 
5	value	YES_NO	==	4	2	  
5	strlen	CID	>	2	3	 
	value		==			

Create new Clone User prefs View messages Stats Delete extension Extensions list

Priority

Priority conditions (from the greater to the less)

Function

Function to get the current value of a variable:

- strlen
- value

Variable

Variable name

Condition

- <
- >
- >=
- <=
- ==
- !=
- contain - contains substring
- regexp - regular expression

Value

the reference value, which is compared the value of a variable.

Extension number

The extension to which you should go for a positive result of verification.

Stored variable

Setting a variable which is stored in the database on the server.

The name of the variable is defined as the DB-EXTENSION_NUMBER. For example, if you have the extension number '9*4', the name of the variable is DB-9*4.

It is recommended to use the protection of the pin-code when working with this type of extension.

Alarm Clock (Wake-Up)

A call back at a specified time with a pre-recorded voice message.

Additional attributes:

CallBack number:	<input type="text" value="2501,3501"/>	(null == callerid)
Remove message after dial:	<input checked="" type="checkbox"/>	
Ring timeout (sec):	<input type="text" value="30"/>	(10 - 120)
RetryDial interval (sec):	<input type="text" value="30"/>	(30 - 180)
Call attempts:	<input type="text" value="2"/>	

[core options](#)

[change](#)

<input type="text"/>	Create new	Clone	User prefs
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CallBack number

number to which you want to call back, if number is not defined then the system call back to the number from which the came the call.

Remove message after dial

After a successful call the system will remove recorded message.

Ring timeout

ring timeout

Call attempts

the number of attempts to redial, if for any reason the called party is not available.

Retry Dial interval

the interval between repeated calls (minutes)

After you call to this extension, the system prompts You to record a voice message and set the time. Supported time formats:



- XX*YY — after XX hours YY minutes.
- YY — after YY minutes
- yyyy*mm*dd*HH*MM — exact date.
- mm*dd*HH*MM — exact date in current year.

After recording a voice message and set the date `alarm-clock` activated. To cancel a call you need to delete a voice message from server.

Google Calendar Schedule

Checks status (busy / not busy) in google calendar.

Additional attributes:

Google user:	<input type="text" value="vp[redacted]@gmail.com"/>
Google password:	<input type="password" value="••••••••••"/>
Calendar name:	<input type="text" value="busines"/> (null == all calendars)
Go to if not busy:	<input type="button" value="3 - Follow Me test"/> 
Go to if busy:	<input type="button" value="2 - Recording"/> 
core options <input type="button" value="change"/>	

Google user

google login.

Google pswd

google password.

Calendar name.

Calendar name. Blank for all calendars.

Goto if not busy

Go to this extension if in a calendar there are no events at the current time.

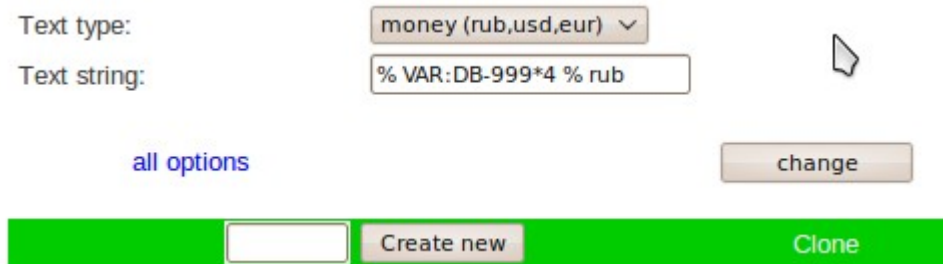
Goto if busy

Go to this extension if in the calendar there is a event to the current time.

RoboTEXT

Says the text in a specific format.

Additional attributes:



The image shows a configuration interface for RoboTEXT. It includes a 'Text type' dropdown menu set to 'money (rub,usd,eur)', a 'Text string' input field containing '% VAR:DB-999*4 % rub', a blue 'all options' link, a 'change' button, and a green bar at the bottom with a 'Create new' button and a 'Clone' button.

Text string

text string or user variable.

Text type

One of the predefined formats for the text:

Characters

Number

Percent (-9999.99 — 9999.99)

Time (21:11:45, 10:15, 5:45 pm)

Date1

Date2 (2010/12/23, 01/12/2010, 30/07, 02/2010)

Duration (s, s:m, s:m:h — seconds\minutes\hours)

Money (100.1 usd, 12 rub, 0.13 eur)

Degree (-9999,99 - 9999,99 C,K,F)

Phone (7-951-915-11-90, 53414)

Datetime1

Datetime2

MP3 Streaming

mp3 streaming to phone gateway.

Additional attributes:

URL:

[core options](#)

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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URL

mp3 url

Call Parking

Call parking

Additional attributes:

VirtualPBX

Extension# 27

logout

User prefsCloneView messagesStatsDelete extensionExtensions list27 - test parking

Type:Call parking

Number:27

Next Extension:back - GoTo previous ext

Pin code:99 #

Name:test parking

Greeting:Enter parking slot

Repeat greeting:0 (0 - don't repeat)

Recipient notification:

Wait Extension:☐

Hide extension:☐

Protected with pin code:☐

Direct access:☒

Global extension:☐

CID filters: (/)No CID filters

CID action:Say Extensions not found

Prompt language:Default

Volume control RX/TX:0 / 0

Music on hold:Dont Worry, be Happy

Max Hold Time (sec):600

Goto if UNParking:6 - Test WebRequest

System files:

O63op...Nameupload

O63op...restore schema

Parked calls:

Phone number	Parking slot	Hold time
iokunev-mbl@192.168.253.1	18	00:00:04

core options

change

Create newCloneUser prefsView messagesStatsDelete extensionExtensions list

VirtualPBX build: 1_4056_dev (Mon Sep 27 13:49:17 2010 GMT)

Goto if UNparking

The extension to execute if nobody picked up call from the Parking lot.

Music on Hold

music on hold

Max Hold Time

The maximum time of waiting in the Parking lot. (seconds)

Google Calendar - Events

The list of events based on data from Google Calendar. The system plays the name of the event and its date. That is, by calling the telephone number you can listen to the list of scheduled events, confirm or refuse from the participation in the event.

Additional attributes:

Google user:	<input type="text" value="vpbx613@gmail.com"/>
Google password:	<input type="password" value="••••••••"/>
Calendar name:	<input type="text"/> (null == all calendars)
Allow to confirm events:	<input checked="" type="checkbox"/>
Offset Days::	<input type="text" value="1"/> (0 - today, 1 - tomorrow, ..., etc)
How many days:	<input type="text" value="360"/>
Maximum events:	<input type="text" value="30"/>
Announcement of the event started:	<input type="text" value="date and time"/>
Filters:	
Author:	<input type="text"/>
Category:	<input type="text"/>
Substr:	<input type="text"/>
core options <input type="button" value="change"/>	

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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VirtualPBX build: 1_4787_dev

Google user

google login.

Google pswd

google password

Calendar name

Calendar name. Blank for all calendars.

Offset days

How many day skip. 0 - to begin with today, 1 - start with tomorrow, and so on...

How many days

The number of days for which you need to get the list of events. From 1 to 365.

Maximum events

Number of events 1 .. 1000.

Announcement of the event started

Format of the date in which pronounce the time of the event.

Filters / Фильтры

The search in the calendar of events only covered by these filters.

Author, Category, Keyword - in all of these fields, you can use the variables.

For example, setting the SubStr to '%VAR:CID%' you can tell the system to choose the activities in which appears the number of the caller.

Allow to confirm events

Allow the user while listening to use the keys: 1 - confirm the event, 3 - to withdraw from the event.

When listening to a list of events you can use the following telephone keys:

- 4 - go to previous event
- 5 - listen to again
- 6 - go to next event
- 1 - confirm the event
- 3 - to withdraw from the event.

After the user confirm/cancel the events in the calendar, in description, there will be lines like:

vpbx | iokunev@192.168.253.1 | confirm | 6 | 1301905913 | 04/04/11 12:31

where:

vpbx	- label
17123388300	- vallerID
cancel	- status cancel/confirm
1	- the number of confirmations/cancel
1301905913	- unix timestamp last confirmation
04/04/11 12:45	- datetime

In combination with filters (for example, you set a filter on the number of the caller), this information can be used by external applications for processing, for example, the waiting time to a specialist and so on.

The screenshot shows the Google Calendar interface. At the top, there's a search bar with the Google logo and a button 'Search my calendars'. Below this, there's a navigation bar with '« Back to calendar', 'Save', 'Discard changes', 'Delete', and a 'More Actions' dropdown menu. The main content area shows an event titled 'готовимся к работе'. Below the title, there's a date and time range: '4/5/2011 11:00pm to 12:00am 4/6/2011' with a 'Time zone' link. There's an 'All day' checkbox. Below this, there's a section for 'Event details' with a 'Find a time' button. Further down, there's a 'Where' field and a 'Calendar' dropdown menu showing 'vpbx@192.168.253.1.com'. At the bottom, there's a 'Description' field containing two lines of text: 'vpbx | iokunev@192.168.253.1 | confirm | 6 | 1301905913 | 04/04/11 12:31' and 'vpbx | 17123388300 | cancel | 1 | 1301905913 | 04/04/11 12:45'.

Paging (Intercom)

Paging lets you, with phones that support it, do a 'Page' - you dial a number, and all the phones in the group pick up automatically, go into hands free, and play through their speaker what the caller is saying. This is very useful in a small office environment.

Additional attributes:

Phones:	<input type="text" value="2510@10.1.5.22"/>
Timeout (sec):	<input type="text" value="0"/> (0 - for unlimit)
Alert-Info header:	<input type="text" value="SVAutoPickup"/>
Call-Info header:	<input type="text"/>
2-way Intercom:	<input checked="" type="radio"/>
1-way Paging:	<input type="radio"/>
Record call:	<input type="checkbox"/>

[core options](#)

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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VirtualPBX build: 1_5059 (

Phones

Phone list. Separated by comma.

Timeout

Call limit (seconds)

Call type

2 way Intercom,

1 way Paging.

Record call

Automatically start recording.

Alert-info header

depending on the equipment, for example: Intercom, SVAutoPickup.

Don't change it if not sure.

Call-info header

depending on the equipment, for example:

<sip:your.domain.com>;answer-after=0,

Auto-Answer=0,

sip;;answer-after=0.

Don't change it if not sure.

Play DTMF Tones

Send the caller DTMF digits (0123456789#abcd).*

Additional attributes:

Digits:	<input type="text" value="%VAR:DID:-4%"/>
Interdigit timeout (ms):	<input type="text" value="250"/>
Digit duration (ms):	<input type="text" value="150"/>

[core options](#)

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="Delete extension"/>
----------------------	---	--------------------------------------	---

XVB - VirtualPBX v.2, build: 6196_dev (Tue May 1 1

Digits

list of digits (0123456789*#abcd), w — for 0.5 second delay

Interdigit timeout

Amount of time to wait in ms between tones. (defaults to .25s)

Digit duration

Duration of each digit.

Reserved extensions

System reserved the following extensions:

- **i** — invalid, go to to this extensions if user enters incorrect extension number. It can be specified for each IVR level. :
 - i — invalid handler for root level
 - 2*2*i — invalid handler for 2*2
- **t** — timeout, go to this extension if user enters nothing and extension has flag 'WaitExtension'.

*Extensions **i** and **t** should be specified in lowercase.*

Standard actions for each extension

VirtualPBX Extension# 0 [logout](#)

User prefs Clone View messages Stats Clear extension Delete extension Extensions list View extension ▾

Type: Playback ▾

Number:

Next Extension: repeat - Repeat current ext ▾

Name:

Greeting:

Welcome to VirtualPBX.
For send fax, press 10. For record
your voice message, press 2.
For record DTMF, press 8.
For listen music, press 1.
For company directory, press 9.
For call to me, press 3.

Notify email:

Wait Extension: ☒

Allow greeting rewind: ☒

[all options](#) change

System files:

User Name: Name ▾ upload

Create new

Clone User prefs View messages Stats Clear extension Delete extension Extensions list

VirtualPBX build: 1_2262 (Sat Oct 3 19:17:44 2009 GMT)

-- (c) 2009 Igor Okunev --

- Clone — clone extension.
- View message — view messages.
- Clear extensions — delete messages for extension.
- Delete extension - delete extension.
- Extensions list — go to extension list.
- Stats — view statistics.
- Create new extension.
- Upload system files.
- Save / restore data in xml format.

View messages

VirtualPBX

Messages for Extension Number# 2

[logout](#)














[All messages](#)

[Clear extension](#)

[Itunes](#)

[Rss](#)

[Extension detail](#)

#	Type	Date	From	Duration	Size	Actions
1	New user message	24/05/2009 00:39:10	'Igor Okunev' <iokunev>	00:00:04	23.49 K	   
2	New user message	23/05/2009 22:03:27	iokunev	00:00:02	14.28 K	   
3	Old user message	17/08/2009 16:31:00	'Igor Okunev' <iokunev@10.1.5.121>	00:00:04	16.93 K	    

From date:



To date:



Caller ID:

When viewing the list of messages the following actions are available:

- delete message
- download message
- listen message
- get a link to RSS / Itunes feeds
- you can also use filters to search messages.

RSS

You can subscribe to view new messages in RSS feed.

VirtualPBX RSS feed Ac:10011

VirtualPBX

VirtualPBX RSS feed.

[Id:140 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 19:13

- Extension: 2
- Duration: 00:00:16
- File size: 28.75 K

[Id:139 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 19:06

- Extension: 2
- Duration: 00:00:08
- File size: 28.75 K

[Id:137 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 17:59

- Extension: 2
- Duration: 00:01:27
- File size: 659.22 K

[Id:138 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 18:56

- Extension: 2
- Duration: 00:01:25
- File size: 632.34 K

Itunes

Subscribe to Itunes feed is also available

VirtualPBX Itunes Ac:10011

VirtualPBX

VirtualPBX Itunes

[Id:140 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 19:13

- Extension: 2
- Duration: 00:00:16

Медиа файлы

[d71e6803e2671b765be5481a80bc17b3.q722.mp3](#) (MP3 аудио, 28.8 КБ)

[Id:139 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 19:06

- Extension: 2
- Duration: 00:00:08

Медиа файлы

[45b96f0acf013a2e95160a6d39e05dbc.q722.mp3](#) (MP3 аудио, 28.8 КБ)

[Id:137 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 17:59

- Extension: 2
- Duration: 00:01:27

Медиа файлы

[eab08e86f85f5a7e0f1ab58dd1c9a3e5.q722.mp3](#) (MP3 аудио, 659 КБ)

[Id:138 Message from lokunev-mbl@192.168.253.1](#)

18.03.2011 18:56

- Extension: 2
- Duration: 00:01:25

Медиа файлы

[4dc7c15e7e7d8c2fedf75d98bf9207c0.q722.mp3](#) (MP3 аудио, 632 КБ)

Statistics for extension

VirtualPBX

Extension #2*1*1 stats

[logout](#)

[View messages](#)

[Extension detail](#)

Start Date	Caller ID	Duration	Type	Data
24/08/09 18:22	2503	00:00:06	Dialout	CAUSE=16, DURATION=0, PN=iokunev-mbl@, STATUS=ANSWER
24/08/09 18:02	2402@10.1.111.37	00:00:21	Dialout	CAUSE=16, DURATION=18, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:52	andynmov@10.1.111.37	00:08:28	Dialout	CAUSE=16, DURATION=497, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:51	andynmov@10.1.111.37	00:00:21	Dialout	CAUSE=21, DURATION=0, PN=3501, STATUS=NOANSWER
21/08/09 15:51	andynmov@10.1.111.37	00:00:20	Dialout	CAUSE=21, DURATION=0, PN=2510@, STATUS=NOANSWER
21/08/09 15:51	andynmov@10.1.111.37	00:00:06	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
21/08/09 15:12	2399@10.1.111.37	00:00:08	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=CANCEL
21/08/09 15:10	2399@10.1.111.37	00:00:18	Dialout	CAUSE=16, DURATION=11, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:08	2399@10.1.111.37	00:00:21	Dialout	CAUSE=16, DURATION=3, PN=2510@, STATUS=ANSWER
21/08/09 15:08	2399@10.1.111.37	00:00:21	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=NOANSWER
21/08/09 15:04	2503	00:00:03	Dialout	CAUSE=16, DURATION=0, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:02	2503	00:00:10	Dialout	CAUSE=16, DURATION=1, PN=2510@, STATUS=ANSWER
21/08/09 15:02	2503	00:00:20	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=NOANSWER
20/08/09 18:38	2503	00:00:08	Dialout	CAUSE=16, DURATION=1, PN=2510@, STATUS=ANSWER
20/08/09 18:38	2503	00:00:16	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
20/08/09 16:28	7920@10.1.111.37	00:02:23	Dialout	CAUSE=16, DURATION=138, PN=iokunev-mbl@, STATUS=ANSWER
20/08/09 15:59	2501	00:00:03	Dialout	CAUSE=21, DURATION=0, PN=2510@, STATUS=CANCEL
20/08/09 15:59	2501	00:00:03	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
20/08/09 15:09	760569222@10.1.111.37	00:00:27	Dialout	CAUSE=16, DURATION=23, PN=iokunev-mbl@, STATUS=ANSWER
20/08/09 15:08	7920@10.1.111.37	00:00:15	Dialout	CAUSE=16, DURATION=12, PN=iokunev-mbl@, STATUS=ANSWER

From date: ... To date: ... Type: Search Excel

VirtualPBX build: 1_2262 (Sat Oct 3 19:17:44 2009 GMT)

-- (c) 2009 Igor Okunev --

Available detailed statistics on the use of extension with the possibility to dump in excel format.

Macros





The system has the ability to use simple macros to insert predefined text values.

VirtualPBX

Macros

logout

User Prefs | Extensions list

Name	Description	Data	Actions
<input type="text" value="CS"/>	<input type="text" value="Customer service"/>	<input type="text" value="123, 124, 125, 126"/>	 
<input type="text" value="Support"/>	<input type="text" value="Support level2"/>	<input type="text" value="911"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="create"/>

Extensions listUser Prefs

It can be used in Find-Me / Queues phone list, or text greetings, like that: %MACRO:CS%

Next Extension:

Name:

Greeting:


Notify email:

Wait Extension: ☐

Agents list:

[all options](#)

Agent statistics (started 18/10/2009 00:42:58):

Phone number	All calls	Answered calls	Duaration	Duration AVG	RingTime AVG
124	0	0	00:00:00	00:00:00	0
123	0	0	00:00:00	00:00:00	0
125	0	0	00:00:00	00:00:00	0
126	0	0	00:00:00	00:00:00	0
2503@10.1.5.22	0	0	00:00:00	00:00:00	0
	0	0	00:00:00	00:00:00	0

Session variables

The system allows the user to use session variables. Initially, there are several predefined variables:

- **CID** — caller ID.
- **CNAM** — caller name.
- **DID** — called number.
- **C_ID** — uniq call ID.
- **C_TYPE** — call type.
- **C_TIME** — call duration (seconds).
- **LAST_RECORDED_FILE** — the name of the last recorded file

It can be used for:

- Queue (URL).
- Web request.
- Web variables
- Routes

Substring also supported:

- | | |
|-----------------------|--------------------------------------|
| %VAR:CID:1:10% | - 10 digits starting with the second |
| %VAR:CID::5% | - first 5 digits. |
| %VAR:CID::-4% | - number without the last 4 digit. |
| %VAR:DID:-4% | - last 4 digits. |
| %VAR:USER_VAR% | - user variable |

Regular expression

The system supports the following format of a regular expression:

- **123{1,3}** - 123,1233,12333
- **[\w\d]** — any digit or character
- **[\^d]** — any digit
- **[12-49]** - numbers from the range (in this example, 1,2,3,4,9)
- **.** - any symbol
- **\d+** - one or more digits
- **\d?** - no or one digits
- **!** - отрицание (!712. - все кроме 712.)
- **.*** - any value
- *** - ***
- **|** - boolean 'or'. For example:
123 | 999 | 61[1-3] — 123, 999, 611,612,613
- **&** - boolean 'and'. For example:
123.* & !123[12].* - everything that begins from 123 but not from 1231 and not from 1232.

Configure outgoing calls.

Click to 'sip peers' link

VirtualPBX

SIP Peers

logout

User Prefs | Extensions list | Routes | Phones

Proxy (*)	Port (*)	Domain	User	Password	CallerID	Peer Name (*)	DTMF mode	Proto	Receive calls	Incoming exten	Actions
skype.sipnet.ru	5060	sipnet.ru	1	1	1	1	rfc2833	UDP	no	0	X
10.1.5.137	5060	10.1.5.137				12	rfc2833	UDP	no	0	X
sipnet.ru	5060	sipnet.ru	12	12		12	rfc2833	UDP	no	0	X
sip.telphin.com	5068	sip.telphin.com	12	12	12444	124	rfc2833	UDP	no	0	X
10.1.5.22	5060	10.1.5.22				2510-phone	rfc2833	UDP	no	0	X
ow	5060	ow				3	rfc2833	UDP	no	0	X
10.1.5.1	5060	10.1.5.1	io2580	613io2580	io2580	io2580	rfc2833	UDP	yes	0	X
10.1.111.37	5060	10.1.111.37	io2580	etfr	7605692222	OW-PBX-2397	rfc2833	UDP	no	DID100	X
10.1.5.253	5060					OW-SBC	rfc2833	UDP	no	0	X
sipnet.ru	5060	sipnet.ru	2	B	277	Sipnet	rfc2833	UDP	no	0	X
10.1.5.138	5060	10.1.5.138				test	rfc2833	UDP	no	0	X
							rfc2833	UDP	no		create

PhonesRoutesExtensions listUser Prefs

and add new sip-peer with following options:

- Proxy
- Port
- Domain
- User (for auth)
- Password (for auth)
- CallerID (for outbound calls from local phones)
- Peer Name
- DTMF mode
- Proto

Routes

VirtualPBX

Routes

logout

User Prefs | Extensions list | SIP Peers | Phones

Priority	Pattern	Out number	Permissions	Time Limits	Route Name	CallerID	Peer	Actions
2	1.*	%VAR:DST:1%		150	test		OW-SBC	
1	011.*	lokuney-mbl		0			test	
1	012.*	011%VAR:DST:3%		600		12399	Sipnet	
1	013.*	011%VAR:DST:3%		900			OW-PBX-2397	
1	01.*	%VAR:DST:1%	phone:*	0			2510-phone	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	test	create

PhonesSIP PeersExtensions listUser Prefs

Add new route with following options:

- priority
- pattern — phone pattern
- out number - corrected number
- permissions
- time limits
- route nam
- CallerID (for outbound calls from local phones)
- peer

'Permissions' with this option you can limit the use of the routing rules, for example:

- blank value — allow for all.
- '4*.*' - allow to use this route from: 4*1, 4*2, 4*1*1, etc.
- 'phone:1.*' - for all user phones beginning with 1.
- '!.*test' — any extensions not ending on the testa
- 'CID=123, 4' - for the user with CallerID 123 who called extension 4.
- 'ROUTE123_ALLOW=1' - for users who have variable ROUTE123_ALLOW with value 1.

You can change outgoing number, just add converted rule to 'the out number' column, for example if pattern=012.* and out_number=011%VAR:DST:3% and dialed_number=012123456789, then it rewrited to 011123456789

Incoming calls.

VirtualPBX

SIP Peers

logout

User Prefs | Extensions list | Routes | Phones

Proxy (*)	Port (*)	Domain	User	Password	Peer Name (*)	DTMF mode	Proto	Receive calls	Incoming exten	Actions
sb-ru	5060	multifon.ru	27-000-507	fac	Multifon	inband	UDP	yes	0	
sk-net.ru	5060	sipnet.ru	27-000-001	Blu	Sipnet-Skype	rfc2833	UDP	no	0	
sip-	5060	sipnet.ru	27-000-001	Blu	Sipnet.RU	auto	UDP	yes	0	
sip-	5068	sipnet.ru	27-000-001	Blu	Telphin	rfc2833	UDP	no	0	

rfc2833

UDP

no

create

PhonesRoutesExtensions listUser Prefs

XVB - VirtualPBX v2, build: 6565 (Wed Jul 18 19:47:01 2012 GMT) / Commercial Support

To receive incoming calls from your ISP set the '**Receive calls**' to '**Yes**' and enter the extension number to which you want to receive calls. If as an extension specifying a number in the format of DID12345 and the user is assigned DID 12345, then a call comes in on this number. Registration for the provider may take some time.

Extension number formats:

- 0 — extension 0
- 123*123 — extension 123*123
- DID12345 — DID 12345, extension 0
- DID12345*123 — DID 12345, extension 123

!!! Don't forget to set 'Direct access' flag for selected extension !!!

User phones.

The user can register in the system of the few phones that you can use the Find-Me, queues, etc...

Auth name		Password		Phone	User name	CallerID	Record	Rec Exten	Pickup Groups	Actions
20-HmM...	0DixMLIKLV	SgrQ.601	61080...	601	secretar 1		Off	0	sec.buh.fin.mng	
20-fNEb...	6BLDQC...	30rQ.602	61080...	602	secretar 2		Off	0	sec.buh.fin.it	
20-Irk5D2G...	JBXorr1F	2Q.611	1asd	611	nikita		Off	0	mng	
20-kyUj...	JBuEZR...	irXJQ.612	1ad	612	max		External	records*mng	mng	
20-g2bx...	gmgfong7V	80A.613	zaa	613	lena	+79506181144	External	records*mng	mng	
20-GK7...	...	MdbIQ.614	...	614	sveta		External	records*mng	mng	
20-B_QJy54hNHIF...	lmF...	dkW.615	7zqx	615	katya		External	records*mng	mng	
20-BG3NFAuNfds...	...	gX...Vog.621	...	621	lirina		Off	0	buh	
20-TH4...	...	UJCw.622	1jweq	622	personal		Off	0	buh	
20-xw...	trGr...	e7NXDLuyDw.631	1jwe	631	it		Always on	records*it	it	
20-mHjcl...	...	42yh...Edg.662	1jwe	662	Irina Letova		Off	0	fin	
20-4hnnnaM52y...	...	prFlw.663	1jwsdq	663	Glaya Semenova		Off	0	fin	
20-hfr...	...	2ZB...ggQ...vQ.664	HmL...	664	Semen Petrov		Off	0	fin	
20-yVxoJfH7b...	...	IA.665	...	665	Igor Okunev		Off	0		
							Off			

you need to add:

PHONE — phone number.

NAME —user name.

RECORD — record mode.

REC Exten — extension to store recordings.

Pickup Groups — pickup groups.

CallerID (for outbound calls from local phones)

After the registration of the phone system You can bind the current IP address of the phone, to prohibit the registration from the other IP addresses.

BASIC

NETWORK

VOIP

PHONE

MAINTENANCE

SECURITY

LOGOUT

VOIP

SIP

IAX2

STUN

DIAL PEER

SIP Line Select

SIP 2

Load

Basic Setting

Register Status	Registered	Display Name	101
Server Name	VirtualPBX	Proxy Server Address	
Server Address	10.10.10.10	Proxy Server Port	
Server Port	5060	Proxy Username	
Account Name	20-TKyyyR8QENJSj3AV4	Proxy Password	
Password	****	Domain Realm	
Phone Number	20-TKyyyR8QENJSj3AV4	Enable Register	<input checked="" type="checkbox"/>

APPLY

Advanced Set

Dial plan:

***digits** — call to IVR (for example *23*3 — call to IVR to extension 23*3)

****digits** — service number, **0 — echo test, **1 — self number, **2 - pickup

digits - call to phone or external number.

Call pickup rules:

- ****2*** - pickup any call for any group
- ****2*12** — pickup call for group 12
- ****2123** — pickup call for phone 123

The priorities of the route choice:

- phone book
- user phone
- external route

The priorities of the CallerID choice (for outbound calls from local phones) :

- peer (highest)
- route
- phone (lowest)

Phone book

The system has phone book with the ability to set short numbers and dump the data in various formats.

VirtualPBX

Phone book

login

[User Prefs](#) | [CDRs](#) | [Extensions list](#)

First name	Last name	Phone	Shortcut	Comment	Actions
Andrew		2500			
Eugene		2400			
Igor		2501			
<input type="text" value="Igor"/>	<input type="text" value="Okunev"/>	<input type="text" value="79519151190"/>	<input type="text" value="3501"/>	<input type="text" value="mobile"/>	<input type="button" value="add"/>

Polycom config

download

Обзор...

Append data from CSV

Extensions list

CDRs

User Prefs

XVB - VirtualPBX v.2, build: 6565 (Wed Jul 18 19:47:01 2012 GMT) / [Commercial Support](#)

You need to add:

- First name
- Last name
- Phone number
- Shortcut
- Comment

CDR.

The system generates detailed CDR for each call. The user can browse the CDR via the WEB.

VirtualPBX CDRs [logout](#)

[User Prefs](#) | [Journals](#) | [Extensions list](#)

Start Date	Caller ID	Duration	Cost	Called NUM	Type
27/12/2009 01:05:38	'Igor Okunev' <123>	00:00:02	0.02 (Rur)	613*613*3	local
27/12/2009 01:04:44	'Igor Okunev' <123>	00:00:05	0.04 (Rur)	613*613*3	local
26/12/2009 18:14:27	'Igor Okunev' <123>	00:00:04	0.03 (Rur)	613*613*0	local
26/12/2009 18:13:59	123	00:00:03	0.03 (Rur)	613*613*0	incoming
26/12/2009 12:50:59	123	00:00:36	0.30 (Rur)	613*613*0	incoming
25/12/2009 19:05:25	'Igor Okunev' <123>	00:00:10	0.00 (Rur)	1641700000	incoming
25/12/2009 18:53:09	123@10.1.5.121	00:00:11	0.09 (Rur)	613*613*0	incoming
25/12/2009 18:16:01	123@10.1.5.121	00:00:05	0.04 (Rur)	613*613*0	incoming
25/12/2009 13:42:32	9194793109@10.1.5.121	00:00:03	0.02 (Rur)	613*613	incoming
25/12/2009 03:42:28	'Igor Okunev' <123>	00:00:12	0.10 (Rur)	613*613*0	incoming
25/12/2009 03:42:19	'Igor Okunev' <123>	00:00:09	0.07 (Rur)	613*613*0	incoming
25/12/2009 03:42:06	'Igor Okunev' <123>	00:00:11	0.00 (Rur)	1641700000	incoming
25/12/2009 03:16:18	'Igor Okunev' <123>	00:00:10	0.00 (Rur)	1641700000	incoming
25/12/2009 03:16:18	'Igor Okunev' <123>	00:00:03	0.03 (Rur)	613*613*0	incoming
25/12/2009 03:16:18	123	00:00:03	0.03 (Rur)	613*613*0	incoming
25/12/2009 03:16:18	123	00:00:10	0.00 (Rur)	1641700000	incoming
25/12/2009 03:16:18	'Igor Okunev' <123>	00:00:09	0.07 (Rur)	1641700000	incoming
25/12/2009 03:16:18	123@10.1.5.121	00:00:19	0.16 (Rur)	613*613*0	incoming
24/12/2009 23:59:59	123@10.1.5.121	00:00:03	0.00 (Rur)	613*613*0	incoming
24/12/2009 23:59:59	123@10.1.11.111	00:00:03	0.00 (Rur)	613*613*4	incoming

From date: To date: Caller ID: call type: Search: Excel: Chart: group by:

VirtualPBX

Call Detail

[logout](#)

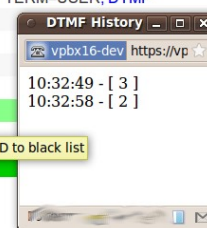
[User Prefs](#) | [CDRs](#) | [Extensions list](#)

Start Date	Caller ID	Duration	Extension	Type	Actions	Data
2011/04/27 10:32:47	iokunev-mbl@192.168.253.1	00:00:17		Call		TERM=USER, DTMF
2011/04/27 10:32:47	iokunev-mbl@192.168.253.1	00:00:02	0	Playback		
2011/04/27 10:32:49	iokunev-mbl@192.168.253.1	00:00:06	3	Streaming		
2011/04/27 10:32:55	iokunev-mbl@192.168.253.1	00:00:03	0	Playback		
2011/04/27 10:32:58	iokunev-mbl@192.168.253.1	00:00:04	2	Streaming		
2011/04/27 10:33:02	iokunev-mbl@192.168.253.1	00:00:02	0	Playback		

Extensions list CDRs

VirtualPBX build: 1_4835_dev (Mon Apr 25 06:32:04 2011 GMT)

-- (c) 2009-2011 Igor Okunev --



Daily reports:

Statement info:

- Access code: 613
- Period: Fri, 25 Sep 2009 04:00:00 MSD - Sat, 26 Sep 2009 04:00:00 MSD

Virtual PBX summary report:

Extension	Event	Count	Duration	Cost
0	Playback	35	00:00:28	
1	Playback	1	00:00:01	
2	Listen	1	00:00:00	
4	Playback	3	00:00:14	
CALL		7	00:02:26	0.00 (Rur)

Virtual PBX call report:

Start Date	Caller ID	Duration	Cost
25/09/2009 16:53:28	'Igor Okunev' <iokunev@10.1.5.121>	00:00:06	0 (Rur)
25/09/2009 16:52:30	'Igor Okunev' <iokunev@10.1.5.121>	00:00:08	0 (Rur)
25/09/2009 16:42:56	'Igor Okunev' <iokunev@10.1.5.121>	00:00:29	0 (Rur)
25/09/2009 16:39:48	'Igor Okunev' <iokunev@10.1.5.121>	00:00:58	0 (Rur)
25/09/2009 16:39:28	'Igor Okunev' <iokunev@10.1.5.121>	00:00:08	0 (Rur)
25/09/2009 16:38:59	'Igor Okunev' <iokunev@10.1.5.121>	00:00:27	0 (Rur)
25/09/2009 09:19:12	'Igor Okunev' <iokunev@10.1.111.204>	00:00:10	0 (Rur)

--
Thanks!

Journal.

The system records all changes made by the user and allows you to view a log of changes.

VirtualPBX

Actions journal

[logout](#)

[User Prefs](#) | [CDRs](#) | [Extensions list](#)

Ext	Date	Action	Remote IP	Data
-1	31/07/2012 14:52:13	UpdateUserPrefs	192.168.253.1	LANG: 6 => 2
0	17/07/2012 18:31:07	DeleteCIDItem	192.168.253.1	DATA_ID = 108
0	17/07/2012 18:04:20	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
3	17/07/2012 18:02:15	DropFile	cleaner	UserFile (9b6d77d041186d9aa2a3565e6c96b401.g722)
0	17/07/2012 17:59:19	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:53:44	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:52:46	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:36:38	DeleteCIDItem	192.168.253.1	DATA_ID = 107
0	17/07/2012 17:36:15	CreateCIDItem	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:33:28	UpdateExten	192.168.253.1	CID_ACTION: 0 => 1
0	17/07/2012 17:33:07	CreateCIDItem	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = ddd, DATA_ID = 107
0	17/07/2012 17:32:39	UpdateExten	192.168.253.1	CID: 0 => 1
-1	17/07/2012 16:21:53	DeletePBookItem	192.168.253.1	DATA_ID = 39
-1	17/07/2012 14:56:15	UpdatePBook	192.168.253.1	PHONE = iokunev@192.168.253.1, SCUT=, NAME=IO, DESCRIPTION = , DATA_ID = 41
-1	17/07/2012 14:49:05	CreatePBookItem	192.168.253.1	PHONE = *99, SCUT=97777, NAME=test, DESCRIPTION =
-1	17/07/2012 10:23:50	UpdatePBook	192.168.253.1	PHONE = 2501, SCUT=97777, NAME=Igor Okunev, DESCRIPTION = , DATA_ID = 40
-1	17/07/2012 05:20:25	UpdatePBook	192.168.253.1	PHONE = 17605697700, SCUT=97700, NAME=ytutu, DESCRIPTION = , DATA_ID = 42
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (4b52a3350255bfe54580fc506ff095b4.g722)
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (c14d2d83d0efad49ccf320a77ad7345b.g722)
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (8fd64df04a33bfb75ddf257ae2240d66.g722)

From date: To date: Ext: all

CID filters.




*The system allows you to set filters based on the caller ID can be used as global filters and separate filters for each IVR. The **black list** shall hear the person whom you do not want the **white list** people who you want to hear. The list of filters and an algorithm for their application is configured separately for each item of IVR, as it is possible to specify a global white and black list.*

VirtualPBX

CID White list

logout

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Caller ID	Comment	Actions
78979	Max	 
lokunev	Igor Okunev	
<input type="text"/>	<input type="text"/>	<input type="button" value="add"/>

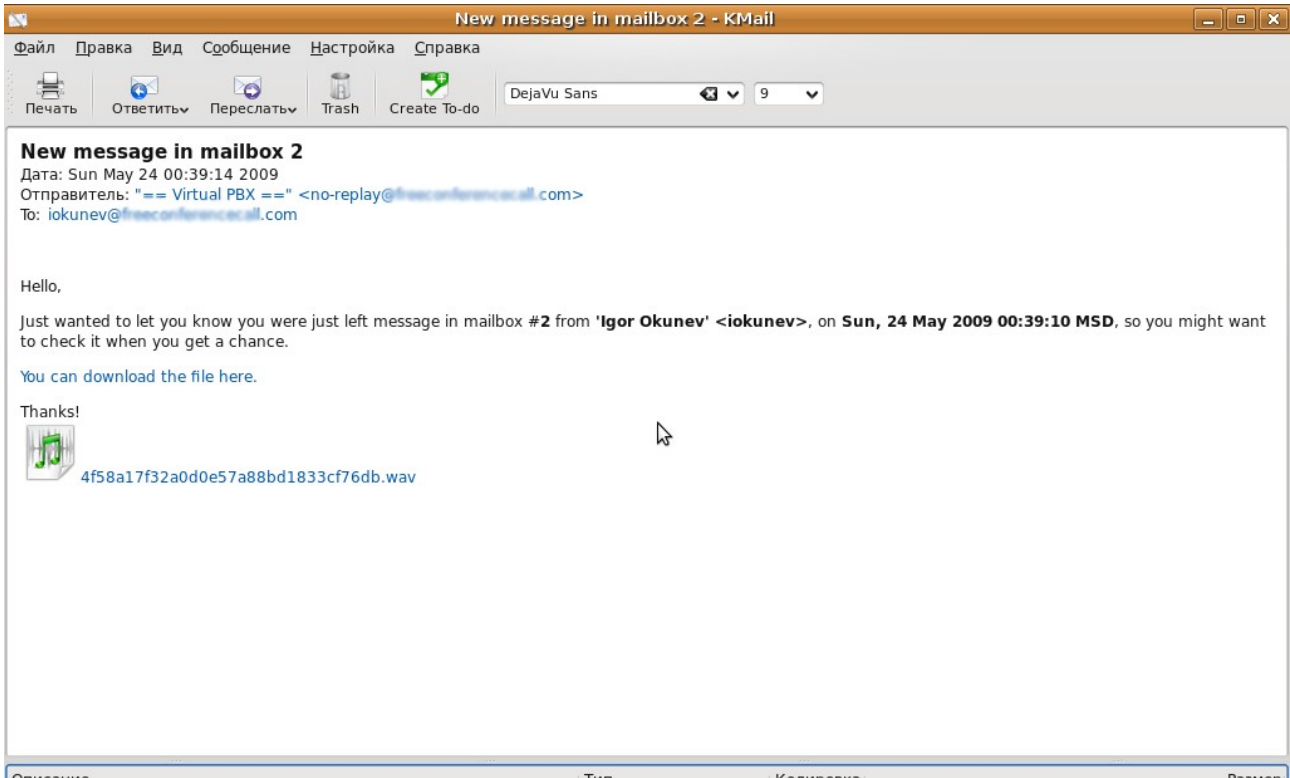
[Extensions list](#)[CDRs](#)[User Prefs](#)

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When specifying the fields CallerID you can use regular expressions. . To call from local telephone can be applied template: 'phone.*'

Email notifications

The system can send notify about new message, depending on the settings with attachment or just a link to the new message.



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