

Callflows

Callflows are key to how your Hosted VoIP platform works. Callflows are a visual tool which allows you to pull together existing settings and rules. The key to making this quick and easy is to build your other components first, whether that be users, groups, opening hours or media files. Once these are ready the call flow creation process can be very quick, with most of your decisions already made outside of the flow.

The tool works by dragging in the components you want, and joining the nodes in the order desired. For example, your first step may be to check the opening hours. Drag in the opening hours component, and join the 'start' node to the 'opening hours' node by clicking and dragging between the two elements. This ensures that when a call comes in, opening hours are the first thing which is checked. You can then build in the rest of your rules based on whether the phone system is open or closed at the time of the call taking place.

To put this into perspective, here is a video tutorial guiding you through a simple

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