

## Ring Central – Quick Set Up settings for GA Hotline For assistance call

National Hotline Committee Chair [hotlinechair@trusteewebsite.com](mailto:hotlinechair@trusteewebsite.com)  
Ring Central Support (888) 898-4591

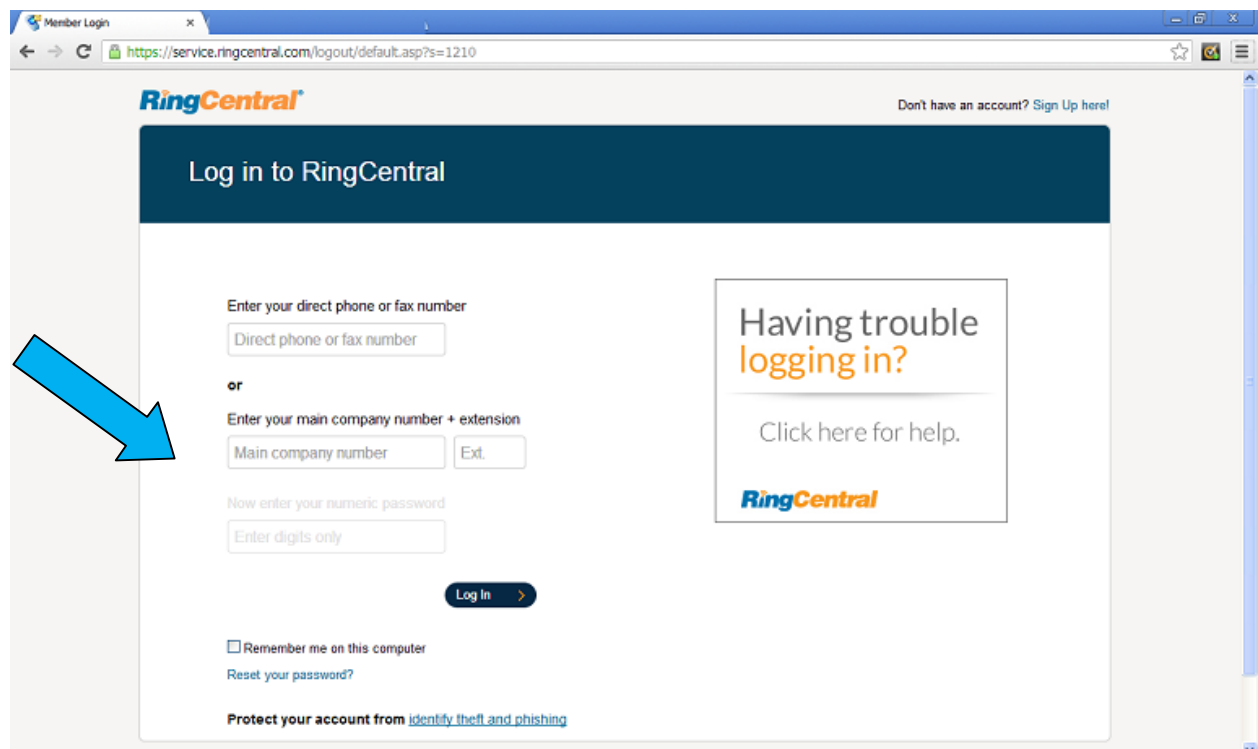
The purpose of this document is to help group to get their Ring Central Hotline account online and connected to the GA National Hotline system quickly so that volunteers can begin taking calls as quickly as possible.

This document assumes that you have spoken to Sebastian Lim ([sebastianl@ringcentral.com](mailto:sebastianl@ringcentral.com)) at Ring Central Sales at (888) 898-4591, extension 0195, and have created your account. (Note that the screen shots below have been modified from their original state to protect information and reduce confusion)

### Steps for initial set up of account:

#### 1. Access your account

Log in to your online account at <http://service.ringcentral.com> using your main Ring Central phone number and password.



Member Login

https://service.ringcentral.com/logout/default.asp?s=1210

RingCentral

Don't have an account? [Sign Up here!](#)

### Log in to RingCentral

Enter your direct phone or fax number

or

Enter your main company number + extension

Now enter your numeric password

Remember me on this computer  
[Reset your password?](#)

Protect your account from [identity theft and phishing](#)

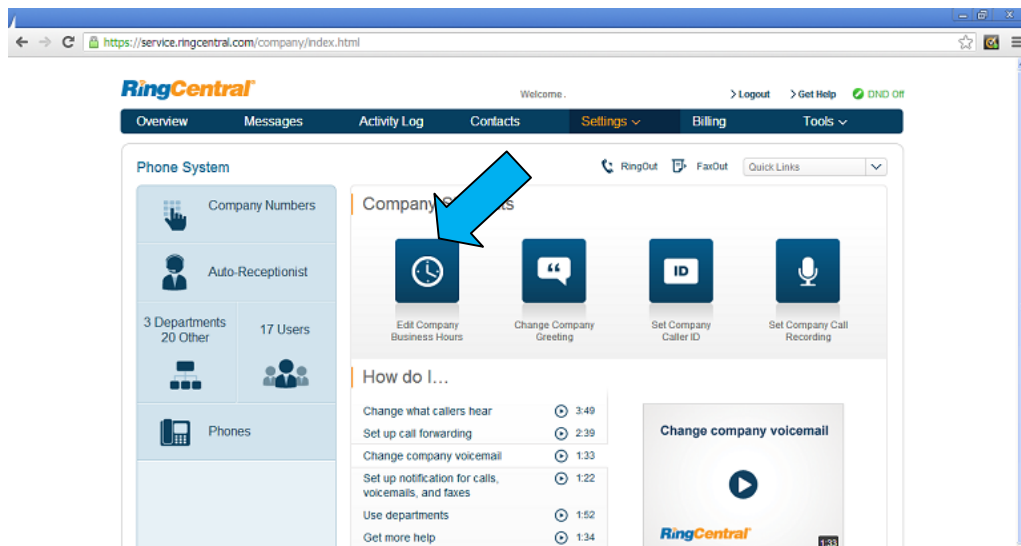
Having trouble logging in?

[Click here for help.](#)

RingCentral

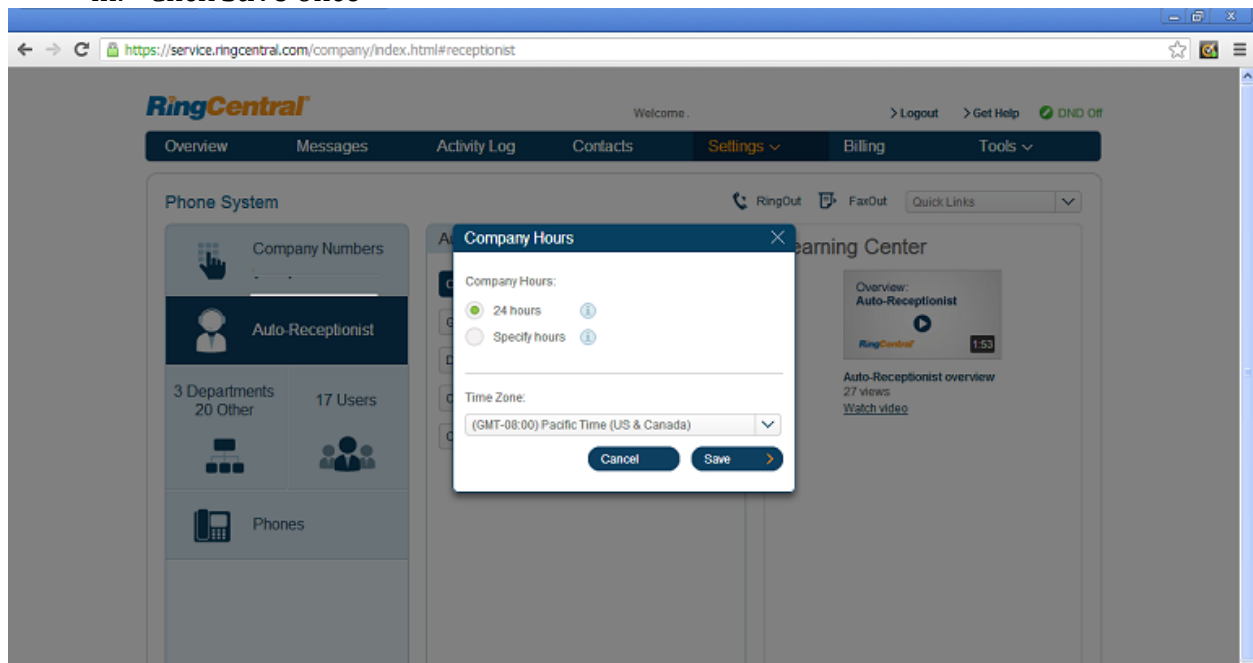
#### 2. Set your hours to 24 hours

- i. Click on Settings
- ii. Click **Edit Company Business Hours** under **Company Shortcuts**



### 3. Select **Company Hours**.

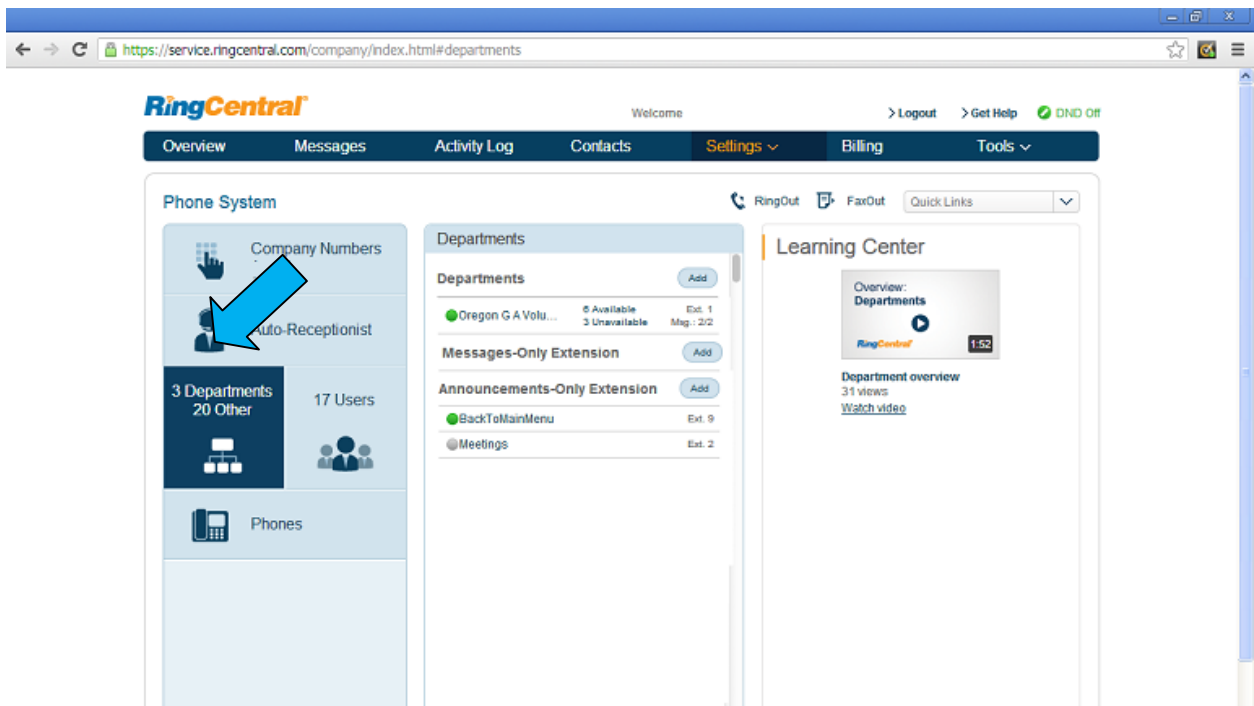
- i. Set your Business Hours to **24 hours** to have incoming calls handled the same way all the time.
- ii. Set the **Time Zone** for your company's business hours.
- iii. Click **Save** once



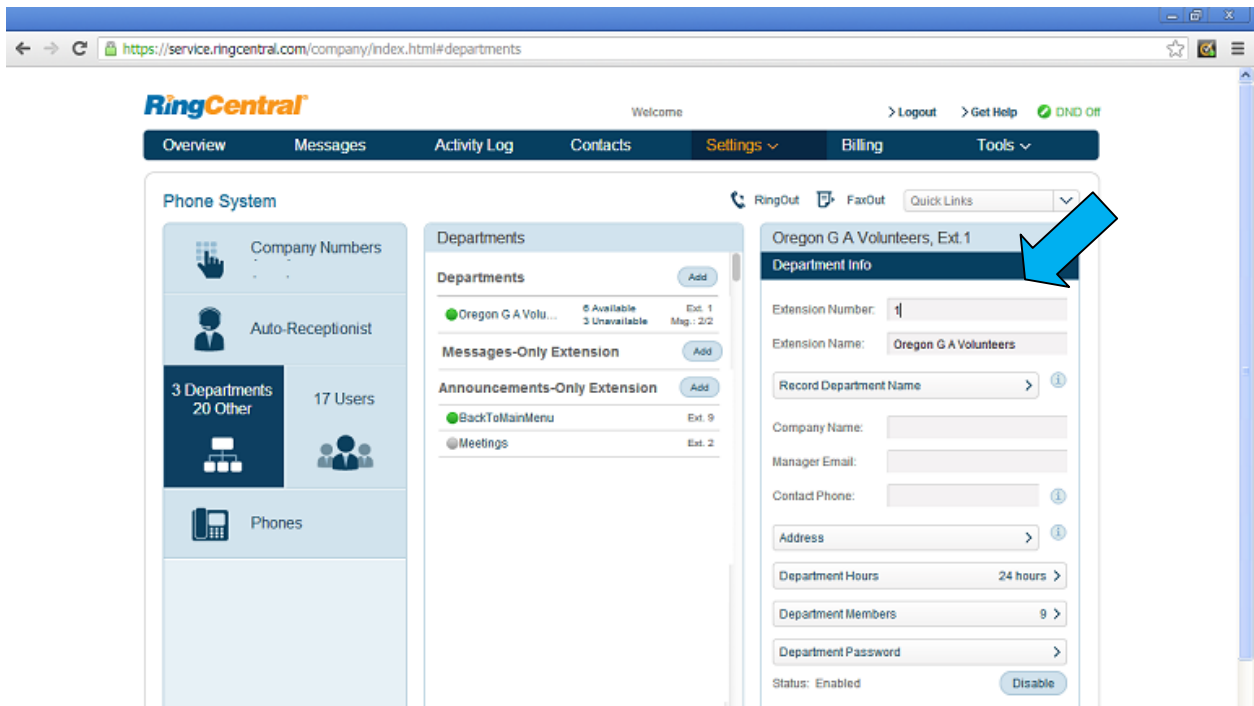
### 4. Create a Extensions/Departments

- i. Initially you will want to create 3 Departments/Extensions, one will be created under department and each of your volunteers/users who will be accepting calls will belong to this department. The other 2 extensions will be to play messages only.

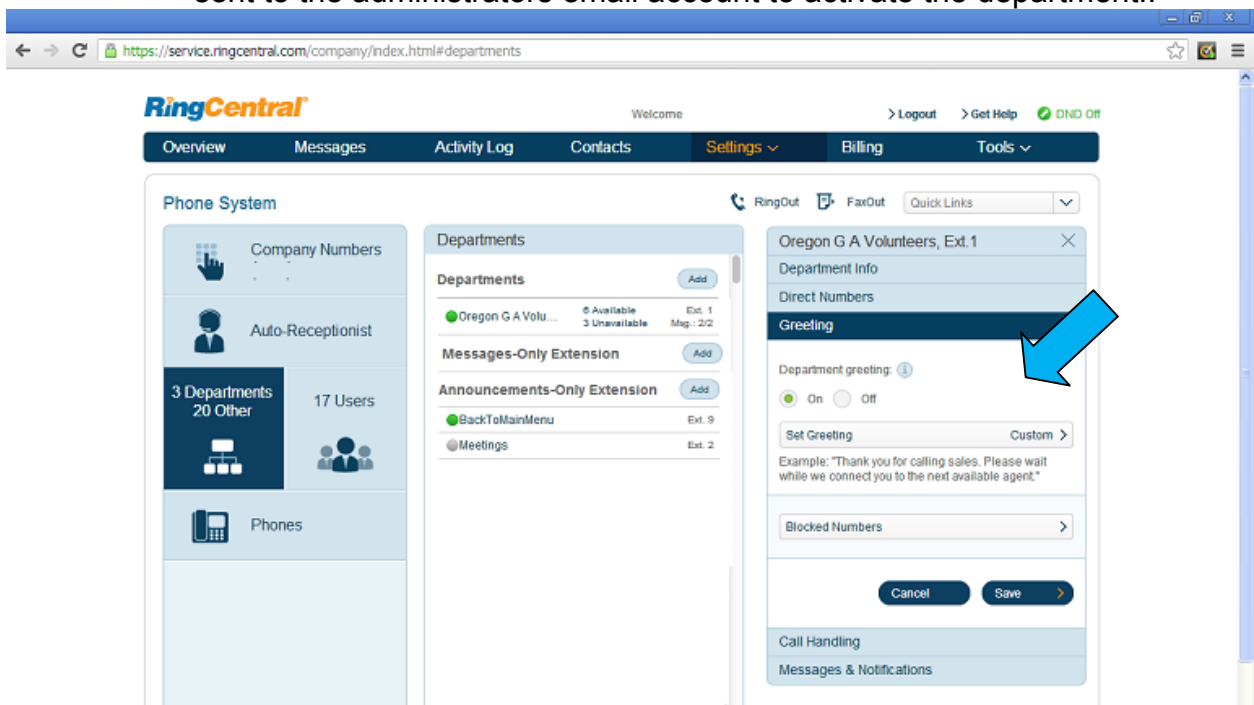
- ii. Click on **Settings**.
- iii. Click on **Phone System**
- iv. Click on **Departments**



- v. Next to **Departments** in the center column of the console click on the **Add** button.

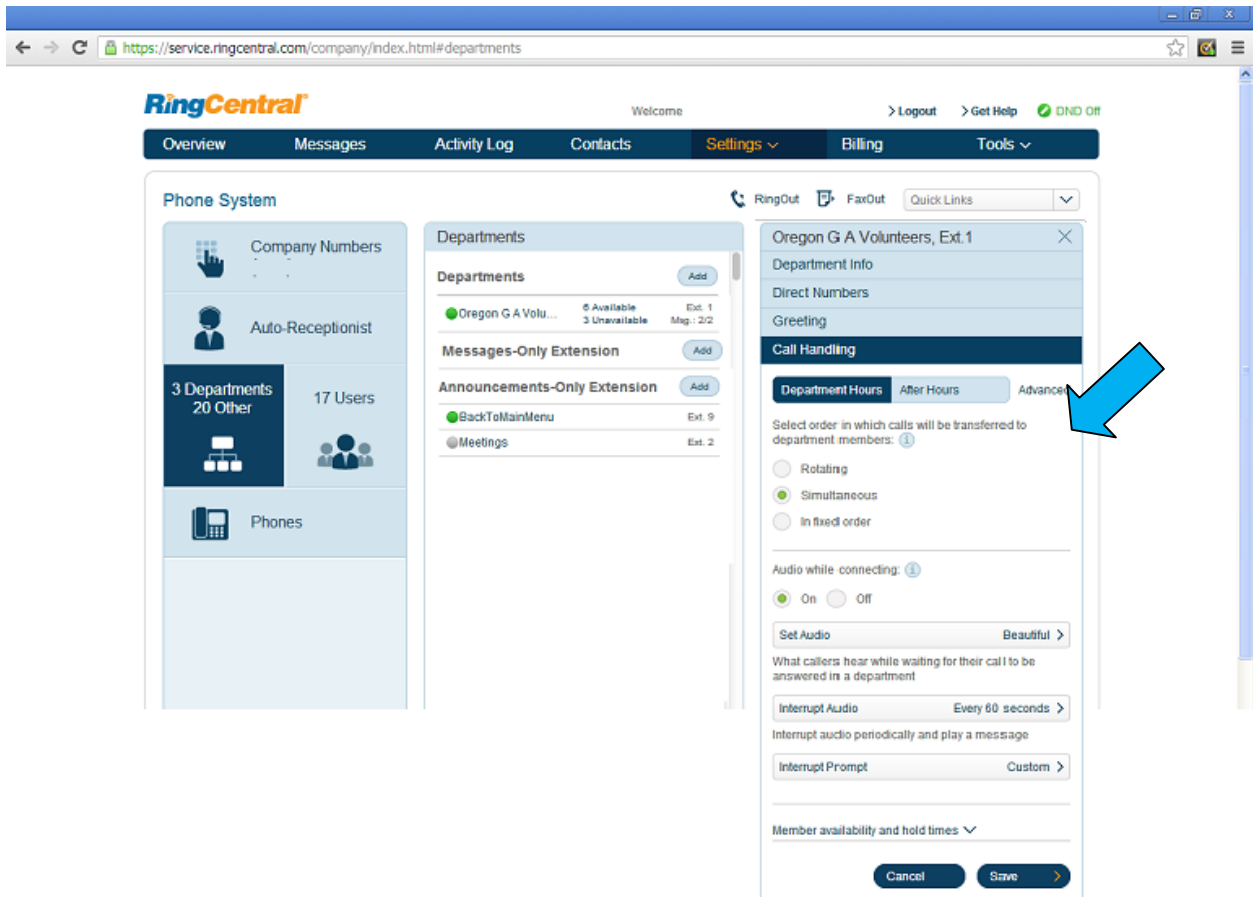


- vi. Under the Department Info section enter the following information (if the field is not listed below, leave it blank):
1. Extension: **1**
  2. Extension Name: **<Your Group> GA Volunteers** (When Ring Central forwards a call to a volunteer the system will announce that this is a call from **<Your Group> GA Volunteers**).
  3. Manager Email: <administrator's email address> (**Very important:** anywhere an email is requested you should always use the administrator's email account. This will avoid confusion and delays among your users.)
  4. Department Hours: select **24 hours**.
  5. Click on **Save** (not pictured). Once you click on save an email will be sent to the administrators email account to activate the department..



- vii. In the **Greeting** section, do the following:
1. Check the **On** button
  2. Select **Custom** next to Set Greeting.
  3. Click on the Red record button to record a custom greeting. You will have the option to upload a recording or have Ring Central call you phone and you may record the greeting over the phone. Our message goes like this: **"You will now be forwarded to a volunteer from the Gamblers Anonymous program, please hold on, your call is very important to us. (Pause) At any time press 9 to return to the main menu."** Pause 5 seconds before ending the recording.

- viii. In the **Call Handling** section, do the following:



- ix. Select order in which calls will be transferred to department members.
  1. **Rotating** - will change the order Ring Central attempts to call volunteers with each call.
  2. **Simultaneous** - will call all volunteers available at the time of the call all at once. (Preferred method to reduce wait time for the caller, however if you have more than 10 volunteers available the system will default to Rotating, there is a trick to avoiding this issue that will be discussed later.)
  3. **In fixed order** – will call the volunteers available in the same order each time.
- x. Under **Audio while connecting** click on **On** and select the music type next to **Set Audio**. If this is set to off, the caller will experience dead air until the volunteer connects, not a good thing.
- xi. Next to **Interrupt Audio** gives you an option to interrupt the hold music and play the Interrupt Prompt message. See below. The options are Never, Only when music ends, every 15, 20, 25, 30, 40, 50 or 60 seconds.
- xii. Next to **Interrupt Prompt** select **Custom** and load a message to play to let the caller know that the system is still attempting to locate a volunteer. Our message states: **“Thank you for your patience, your call is very important**

to us, please continue to hold while we locate a volunteer to take your call.”

- xiii. Select **Member availability and hold times**
- xiv. Set how long to wait before connection another call to a volunteer, how long to have a caller wait on hold and what action to take if the maximum number of callers is reached, then click **Save**

Member availability and hold times ^

Minimum post-call wrap up time before agent's status is automatically set available: ⓘ

1 min ▾

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Maximum hold time to wait for an available department member: ⓘ

5 min ▾

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If number of callers waiting exceeds: 10 ▾




Send new callers to voicemail

Advise callers of heavy call volume and disconnect

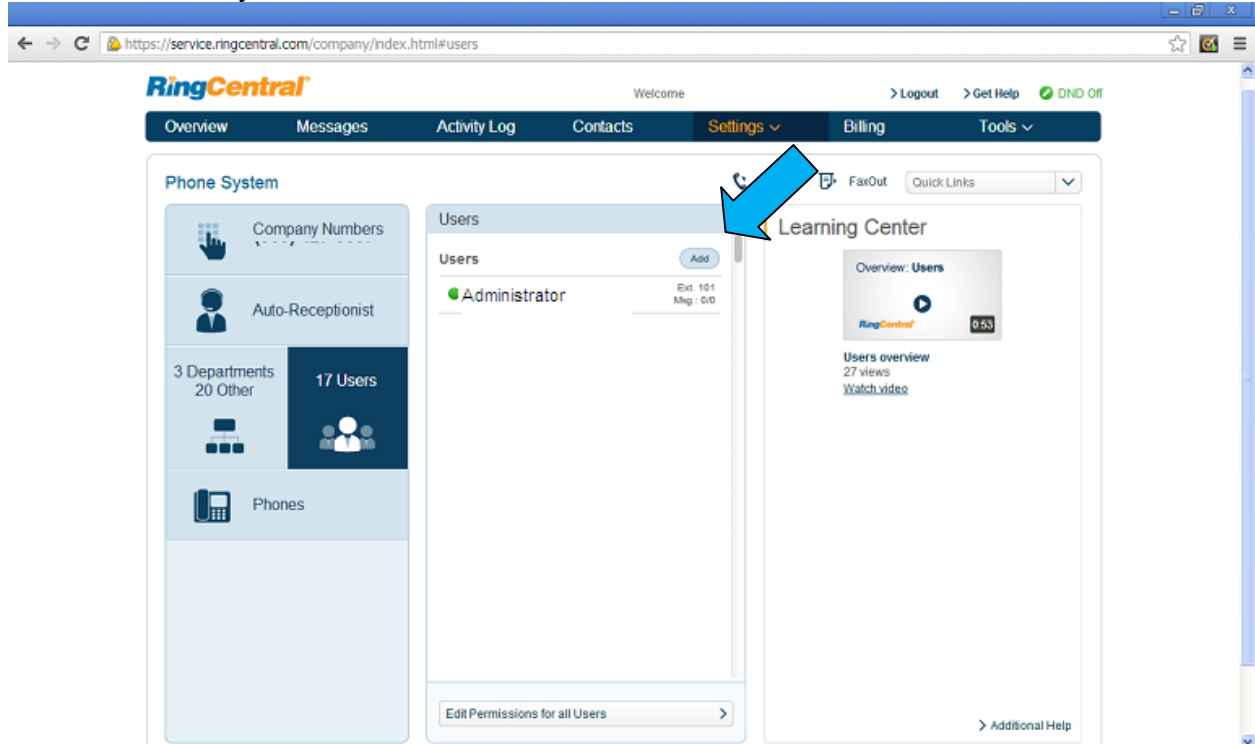
Cancel Save >

- xv. Select **Messages & Notifications** and complete the following:

The screenshot shows the RingCentral web interface. The top navigation bar includes 'Overview', 'Messages', 'Activity Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The main content area is titled 'Phone System' and contains several panels: 'Company Numbers', 'Auto-Receptionist', '3 Departments 20 Other', '17 Users', and 'Phones'. The 'Departments' panel lists 'Oregon G A Volu...' with 5 Available and 3 Unavailable agents, and 'BackToMainMenu' and 'Meetings'. The 'Messages & Notifications' panel is highlighted with a blue arrow and shows settings for 'Oregon G A Volunteers, Ext.1', including 'Voicemail Greeting' (Custom), 'Message Recipient' (Ext. 1, Oregon G A Volunte...), 'View Messages', and 'Notifications'. The 'Cancel' and 'Save' buttons are at the bottom of the panel.

1. Next to **Voicemail Greeting** load the greeting you want callers to hear if the system does not connect to a volunteer.
  2. Select the **Message Recipient**, an email with a .wav file of the callers voicemail will be sent to the recipient selected.
  3. Click on **Notifications** and select the way a recipient is notified if a voicemail is received.
  4. Click on **Save**
5. Next to **Announcements-Only Extensions** click on  to create the extension to handle the main greeting callers will here when first connected to your hotline number.
  - i. Under **Extension Info**
    1. Extension Number: **9**
    2. Extension Name: **Return to main menu**
    3. Email: <administrator's email address>
    4. Click on **Save**. Once you click on save an email will be sent to the administrators email address to activate this extension
  - ii. Under **Announcement** load your main greeting. We suggest the following: **"You have reached Gamblers Anonymous for <your area>. To speak to a volunteer press 1, for information on Gamblers Anonymous meetings press 2."**
  - iii. Click on **Save**.
6. Next to **Announcements-Only Extensions** click on  to create the extension to handle the meeting information greeting will here when first connected to your hotline number.
  - i. Under **Extension Info**
    1. Extension Number: **2**
    2. Extension Name: **Meetings**
    3. Email: <administrator's email address>
    4. Click on **Save**. Once you click on save an email will be sent to the administrators email address to activate this extension
  - ii. Under **Announcement** load your meeting information greeting. We suggest the following: **"For information on meetings for <your area name> please visit our web site <your website address> or press 1 to speak to a volunteer, to return to the main menu press 9."**
  - iii. Click on **Save**.
7. **Enter the user information.**
  - i. Click on **Settings**.
  - ii. Click on **Phone System**
  - iii. Click on **Users**
  - iv. Next to **Users** in the center column of the console click on the  button.

Note that a User for the Administrator will be created when Ring Central creates your account.



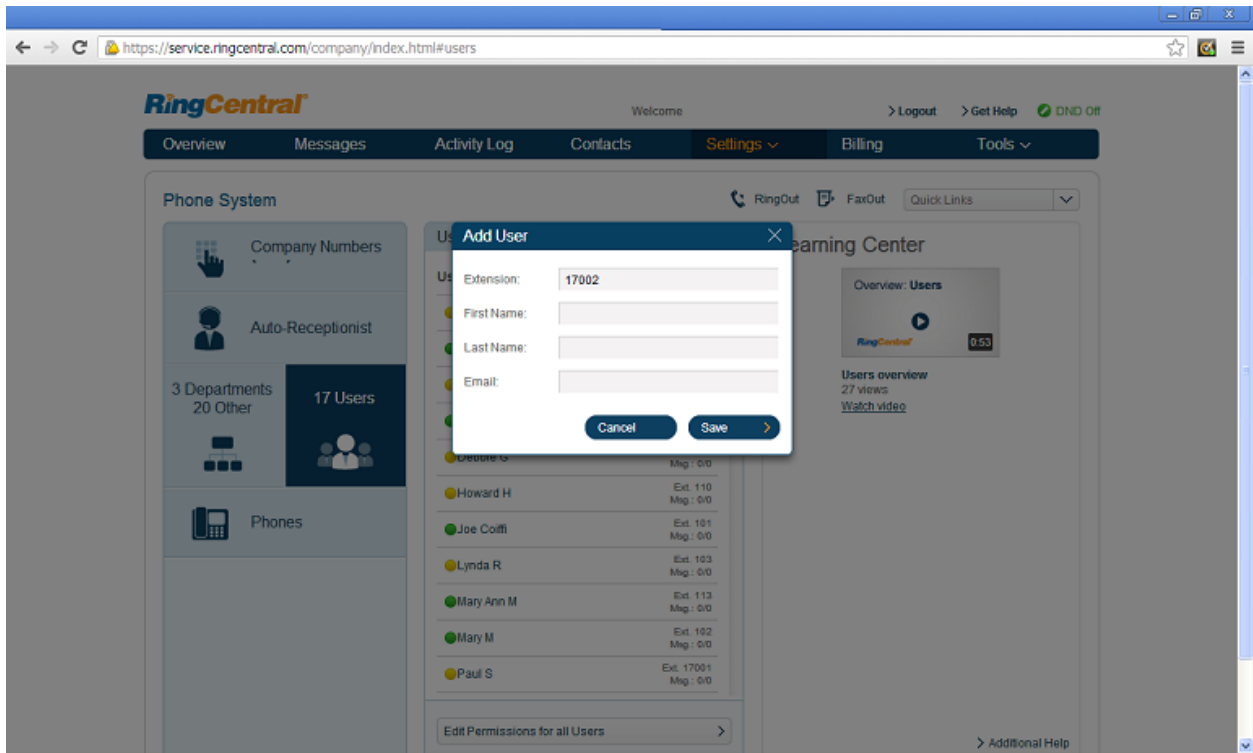
v. For each user follow the steps below:

1. Enter the extension number, it will be best to enter these numbers sequentially beginning with 102 (the administrator's extension is 101).
2. Enter the user's First Name, Last Name and Email.

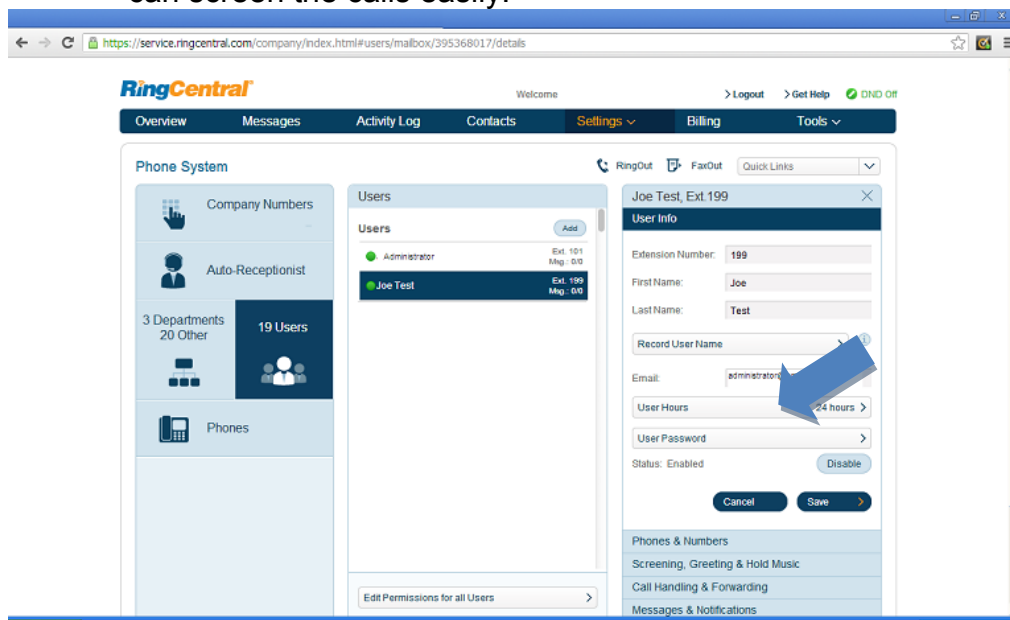
II. **IMPORTANT INFORMATION**

- i. If you have more than 10 volunteers available to answer calls at the same time and you want Ring Central to call the volunteers simultaneously, it is best to enter the users in to user accounts in groups of 4. You can enter up to 4 phone numbers for each user account. By using this method you can have over 40 users dialed simultaneously.
  - ii. Remember to always use the administrator email account to avoid delays and confusions. The administrator will have to activate each user account by responding to the emails
3. Click on **Save**.
  4. A **Confirmation** window will appear and ask "**Would you like to add a phone number for this user?**" Select **Not at this time**.

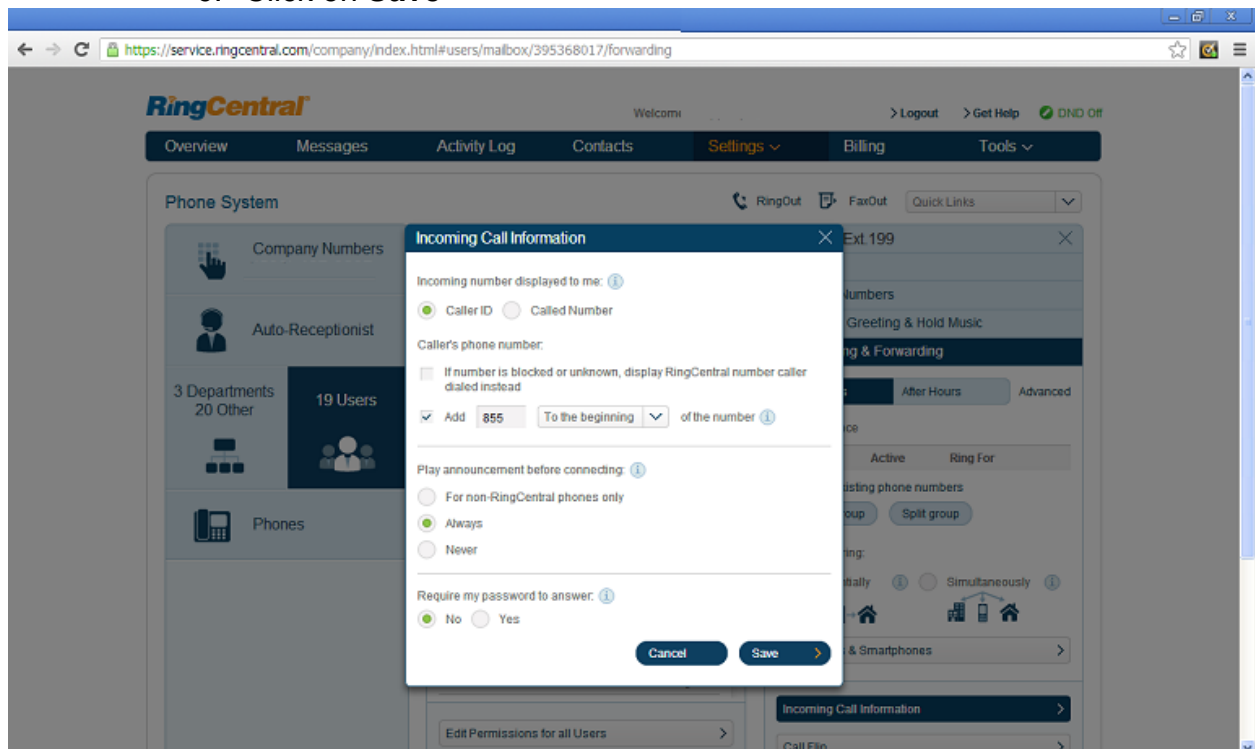




5. Next in the center of the console click on the user that was just created.
6. Under **User Info** on the right side of the console, select **User Hours** and set the user's hours of availability, it is best to encourage volunteers to be available 24/7, they can always decline or not answer a GA hotline call (we will show you how to set up caller id so that users can screen the calls easily).



- vi. Click on **Call Handling & Forwarding**
  1. Click on **>Ring my existing phone numbers**
  2. Enter the user's phone numbers that they would like hotline calls sent to. **Note:** If you are creating a user account for a group of users, you would enter the 4 phone numbers for the 4 different users here. It does not matter if you enter a mobile number in the **Home** field, etc..
  3. Select whether you want the phone numbers to ring **Sequentially** or **Simultaneously**.
  4. Select **Incoming Call Information**, here is where you will set up the caller id to identify hotline calls. Below is the recommended method, prepending the caller's phone number with 855 on every call being forwarded from Ring Central.
  5. Unless the user insists, we recommend that you do not require a password to answer, to expedite the call being transferred to the volunteer.
  6. Click on **Save**



8. Add the Users to the Volunteer Department
  - i. Select **Settings**.
  - ii. Select **Phone System**
  - iii. Select **Departments**
  - iv. Click on **Department Info** and select **Department Members**
  - v. Place a check mark next to each user you want to receive volunteer calls.

9. Set up your incoming calls to connect to your main greeting
  - i. Select **Settings**.
  - ii. Select **Phone System**
  - iii. Select **Auto Receptionist**
  - iv. Click on **Greeting & Company Calls**
  - v. Click on **Connect directly to extension**
  - vi. Click on **Extension 9**
  - vii. Click on **Save**

10. Test and notify Paul S. that your system is ready.
  - i. Make test calls directly to your Local Ring Central number (do not use 855-2CALLGA).
  - ii. If you have questions or experience issue email Joe C at [hcare02g@trusteewebsite.com](mailto:hcare02g@trusteewebsite.com) or Paul S. at [hotlinechair@trusteewebsite.com](mailto:hotlinechair@trusteewebsite.com).
  - iii. When you are ready for the National Hotline to forward calls, email Paul S. with your list of area codes for your area [hotlinechair@trusteewebsite.com](mailto:hotlinechair@trusteewebsite.com).