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Resources

Call Insights™ Tool



Telinta has introduced *Call Insights*, a convenient new feature in the customer self-care interface that helps you and your customers to better understand complex call flows. The tool provides a clear, step-by-step view of how calls are routed, handled, and answered.

Whether a call passes through an Auto Attendant, a Hunt Group, Call Forwarding rules, or multiple destinations, *Call Insights* lets you trace the call's path and see what happened at each stage.

Key enhancements include:

- Find calls by account, extension, caller, destination, Call-ID, or date and time range.
- View answered and failed calls, incoming/outgoing traffic, routing activity, average call duration, and total charges.
- Trace individual calls through Auto Attendant workflows, Hunt Groups, Call Forwarding rules, and multiple delivery attempts.
- See which user received a call, who answered, and which attempts went unanswered.
- Analyze recent calls using detailed answer times, unanswered ringing durations, and the destinations with the highest numbers of answered and missed calls.
- Evaluate individual extensions and accounts using answered and missed call attempts, average answer times, and the percentage of calls answered within 20 seconds.

Call Insights helps Telinta customers quickly troubleshoot call-routing issues, identify missed-call patterns, evaluate endpoint performance, and respond to their own customer inquiries more effectively.

Contact support@telinta.com to learn more about *Call Insights*.

Resources

Introducing the Telinta Status Page



Telinta has added an important resource to keep customers up to date on service availability and incident resolution.

The *Telinta Status Page* enables our customers to:

- Check service availability at a glance: View the status of SIP, IVR, SMS, WebRTC, TeliGlobe, Mobyx Desktop, billing interfaces, APIs, provisioning, TeliSIM, and more.
- Follow incident progress: View timestamped updates on affected services, restoration progress, and resolution, with access to status updates from the past seven days.
- Receive live updates: Status details refresh automatically, so there's no need to reload the page.

The *Telinta Status Page* is hosted outside of Telinta's core network to help keep service information accessible in the unlikely event when the core network becomes inaccessible.

Visit status.telinta.com, enter your authorized email address, and sign in using the one-time code sent to your inbox. Bookmark the *Telinta Status Page* today to keep important service updates within easy reach. Contact support@telinta.com to learn more.

Documentation

New Virtual Office Administrator Guide



Telinta has published a comprehensive *Virtual Office Administrator Guide*, featuring step-by-step instructions for configuring, managing, and delivering *Virtual Office* Hosted PBX services to customers.

From initial setup to advanced service configuration, the guide helps administrators deploy *Virtual Office* more efficiently and manage its features with confidence.

Key Topics Covered:

- Set up your first Virtual Office customer, configure essential services, and verify the configuration.
- Configure service packages, tariffs, subscriptions, DID pricing, and optional features.
- Manage local DID inventory and integrate external DID providers.
- Configure conferencing, voicemail transcription, SMS messaging, Email- to-Fax, WebRTC, Mobyx, and more.
- Manage user access, permissions, default settings, and service availability.

Featuring practical examples, screenshots, and detailed configuration procedures, the guide is a valuable reference for administrators, operations teams, and technical support staff.

Useful Links:

https://telinta.com/wp-content/uploads/virtual-office-admin-guide.pdf

https://telinta.com/solutions/virtual-office/

Integrations



Additional SMS Provider

Telinta has added support for Inbtel, an SMS provider focused on Mexico. This integration simplifies outbound SMS routing for Telinta customers using Mexico-specific dialing rules. It also supports individual sender numbers for different accounts, allowing each account to send messages using its own configured originating number.

Inbtel joins Telinta's impressive ecosystem of third-party providers, including dozens of SMS providers. Contact support@telinta.com for assistance.

Useful Links:

https://www.inbtel.com/

https://www.telinta.com/kb/index.php?View=entry&EntryID=87

Your opinion counts.

Help us improve this newsletter.

Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.