pridis

Connecsy™

Client Configuration Guide

For RingCentral brands.

Step-by-step guide to configure your web-client.

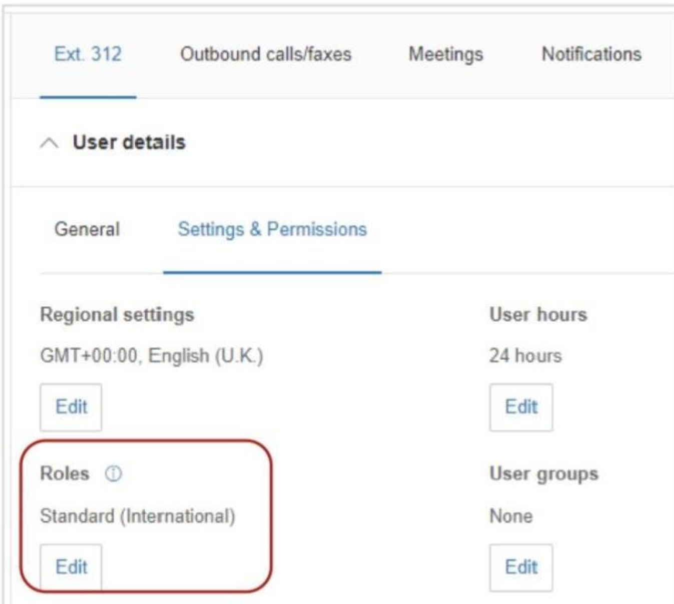
Contents

1. RingCentral Preparations

1.1 Attendant user

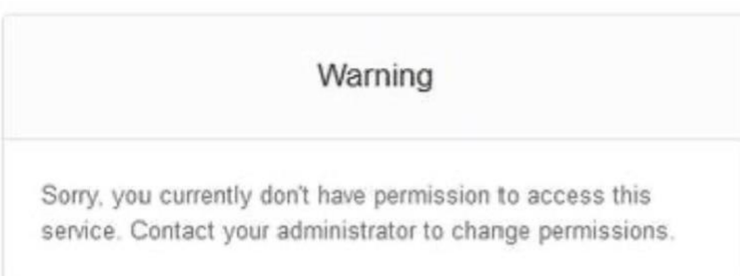
To operate the Connecsy client, the user should:

- use an existing RingCentral user or create a new one,
- have a digital line,
- have the Standard role and be added to the reception group and Call queue pickup.

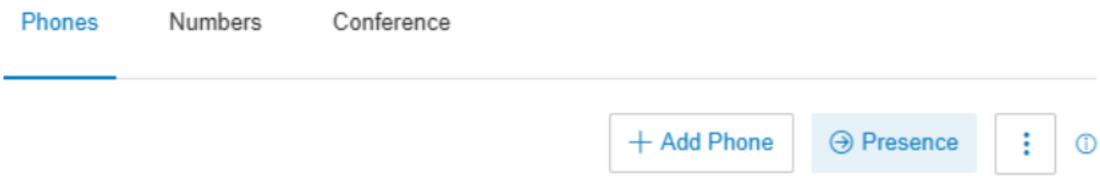


The role should have third party apps enabled.

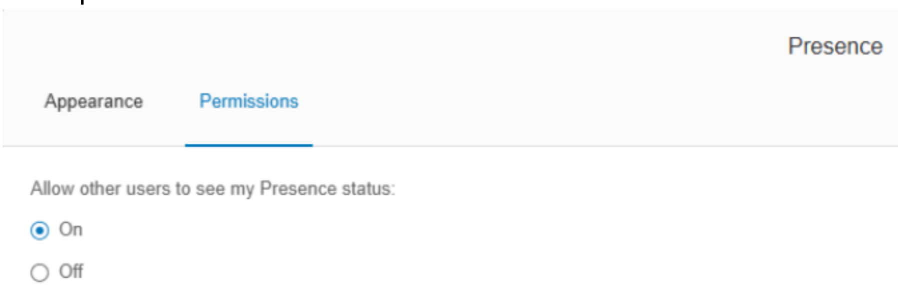
If not, the following message will appear:



Make sure that the user who will use the Webclient has their presence set to be visible to other users. If this setting is not enabled, the Webclient will automatically switch the status back to “Busy” even if you set yourself to “Available.

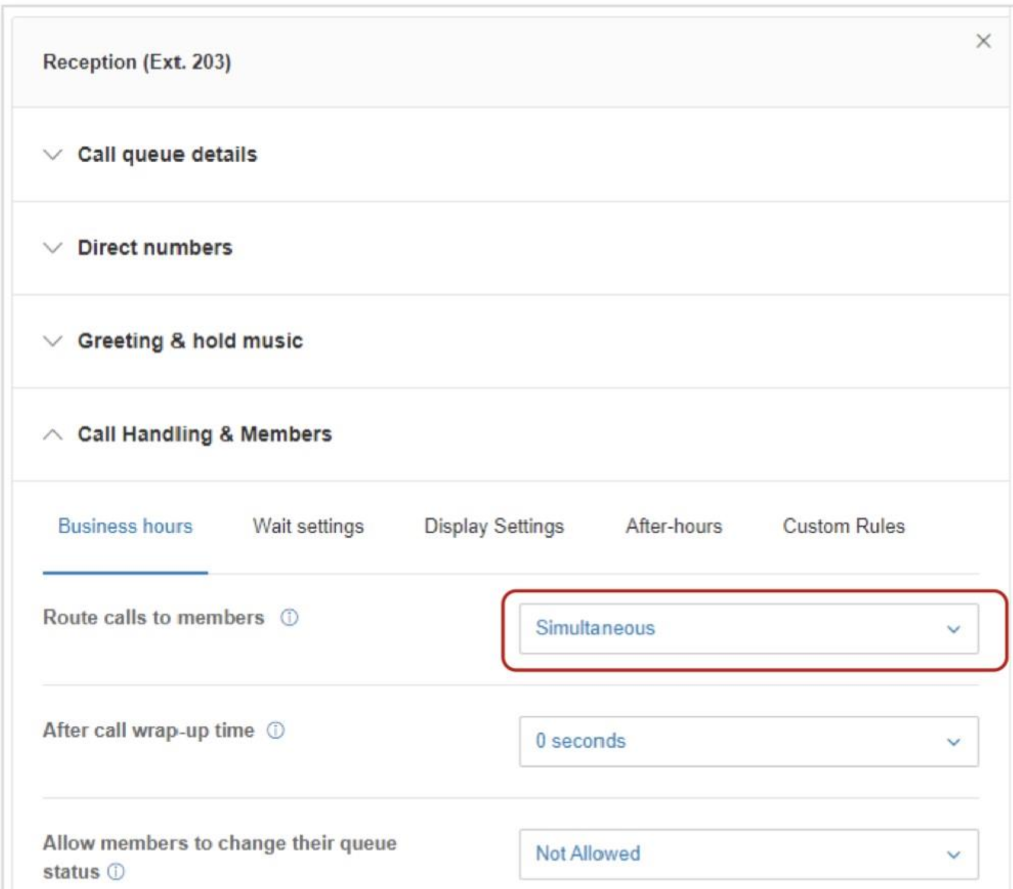


This option must be set to **ON**.



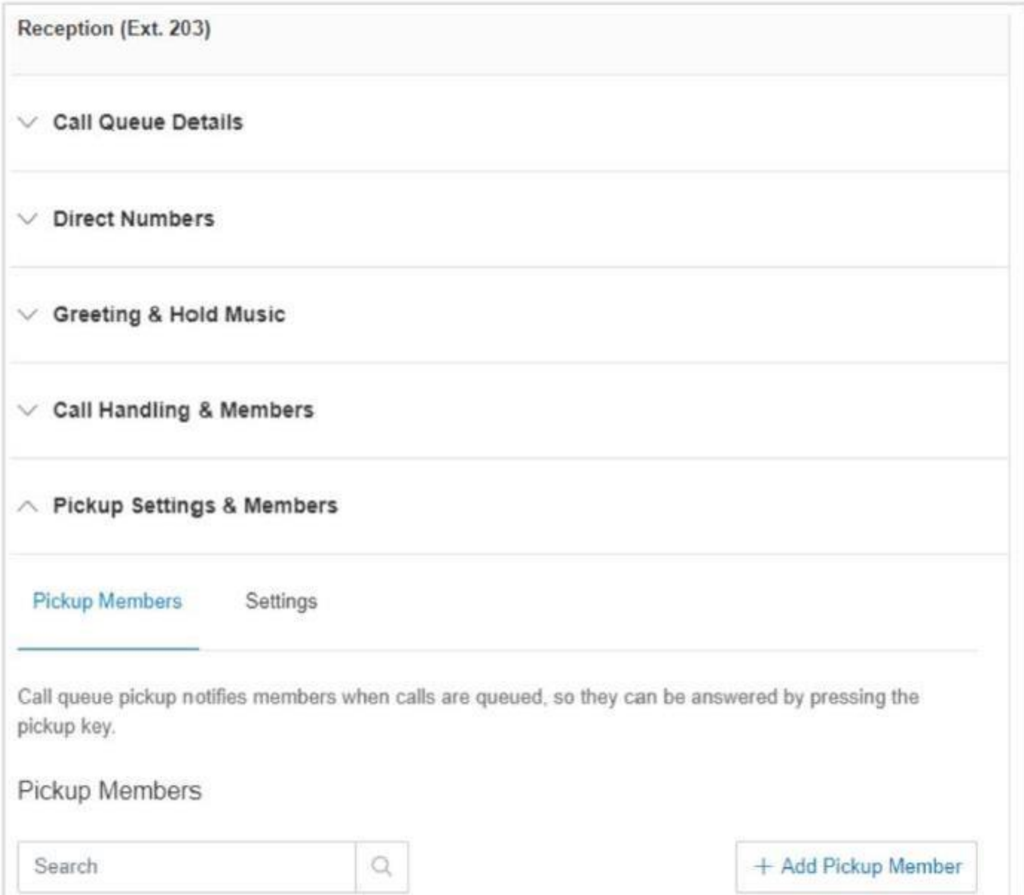
1.2 Attendant hunt-group

Select an existing reception hunt-group or create a new one and set calls to ring all the attendants.



1.3 Add member to call queue pickup

The attendant user must be added here in the call queue pickup, this to be able to pick calls from the queue. Be aware that calls picking is not possible as long an announcement is played in the group.


Reception (Ext. 203)
Call Queue Details
Direct Numbers
Greeting & Hold Music
Call Handling & Members
Pickup Settings & Members
Pickup Members
Settings
Call queue pickup notifies members when calls are queued, so they can be answered by pressing the pickup key.
Pickup Members
Search
+ Add Pickup Member

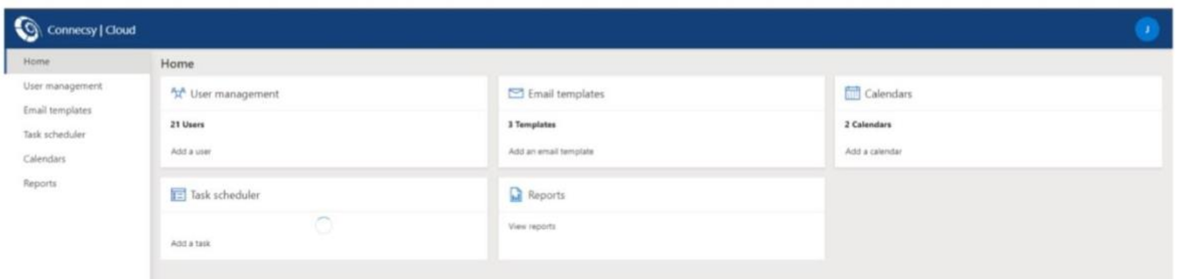
2. Attendant User Administration

Brand	URL
RingCentral	https://webadmin-ro.pridis.com/
Avaya Cloud Office	https://webadmin-aco-pridis.com/
Rainbow Office	https://webadmin-rw.pridis.com/
Unify Office	https://webadmin-uo.pridis.com/

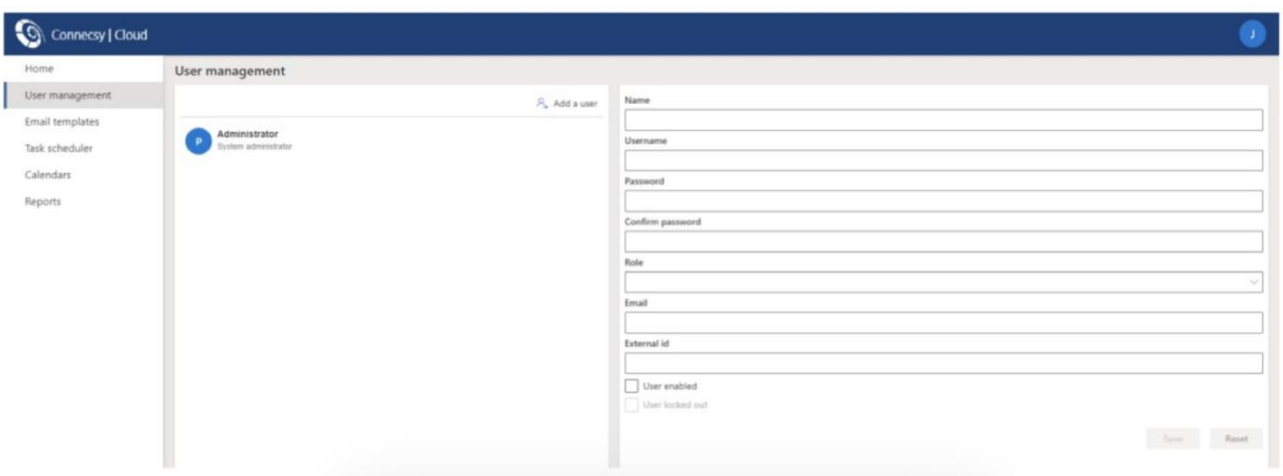
When logging in for the first time the users who will be using the Connecsy client should be registered first and assigned a user role within the Connecsy environment. An administrator account has been created based on the user we got back from the *WhoAmI* page.

To create a user, go to the URL mentioned above and click on *Admin Login* and login with your RingCentral credentials.

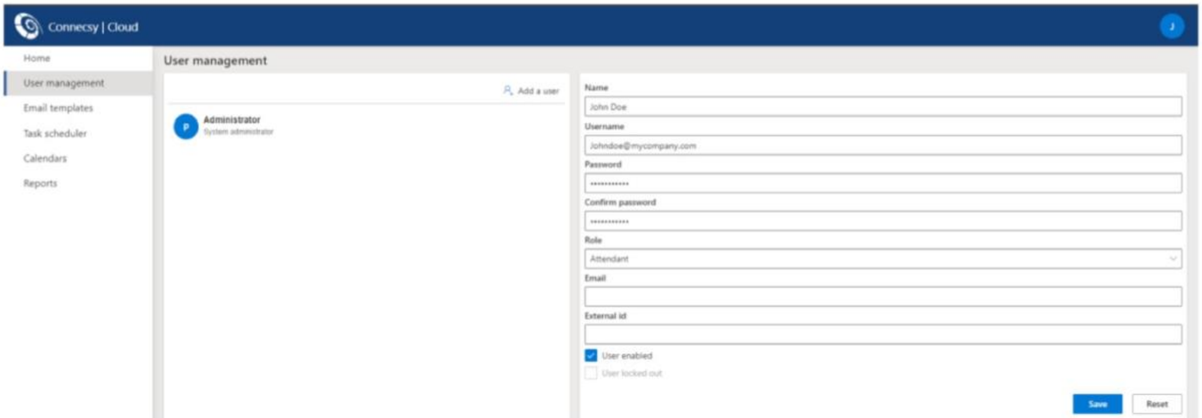
Then, when the following screen appears select *User Management*.



Now add the users by clicking *Add a user.*



Fill in the following, selecting *Attendant* as role. The rest should be left default.



Name: The name that is shown in the web-client for other attendants to see.

Username: The username MUST match the username (email address) used in the RingCentral environment.

Password: The password can be different from that of the RingCentral environment.

Role: The system administrator has access to local configuration settings; Supervisor has minimal access and can make reports; Attendant offers minimal access.

User enabled: Should be marked for the user to log in.

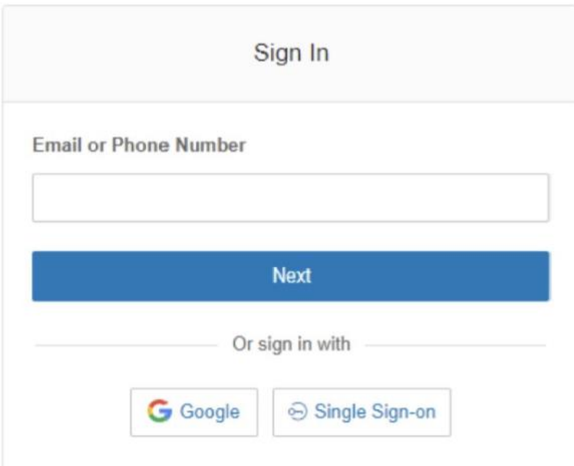
Create users for all the people who will use the Connecsy client and logout of this session. To logout, click on your username in the top right corner, select *Sign Off*, and then close the tab.

3. How to Start Using the Web-Client

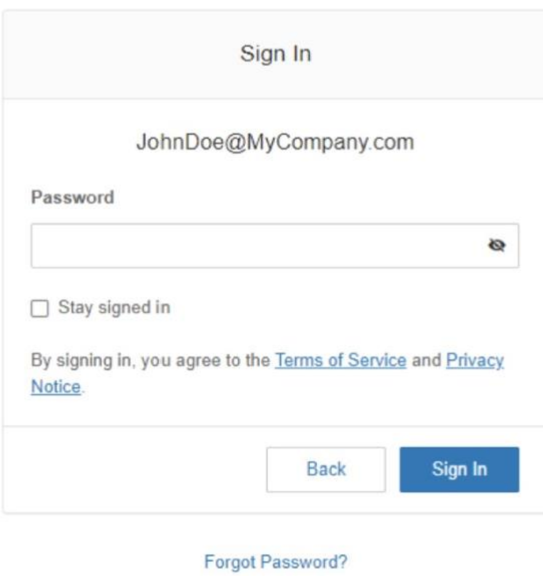
Brand	URL
RingCentral	https://cc-ro.pridis.com/
Avaya Cloud Office	https://cc-aco-pridis.com/
Rainbow Office	https://cc-rw.pridis.com/
Unify Office	https://cc-uo.pridis.com/

When logged out from the previous session you can login into the RingCentral environment by going to the URL mentioned above.

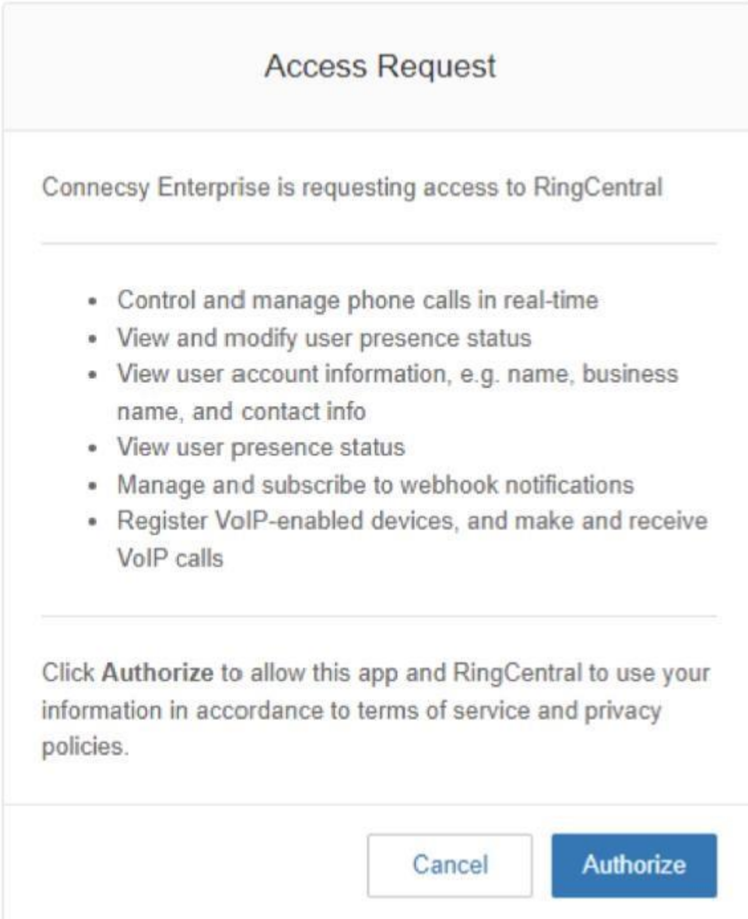
The following page will be shown. Login with your RingCentral credentials and click *next*.



Then, fill in your password and click *Sign In*.



Once the *Access Request* pop-up appears, select *Authorize*.



In the case that after selecting Authorize a pop-up requesting your *Emergency Calling - Registered Address* appears, choose the digital line Phone app, enter your *Emergency Response Location*, and then click *I Accept*.

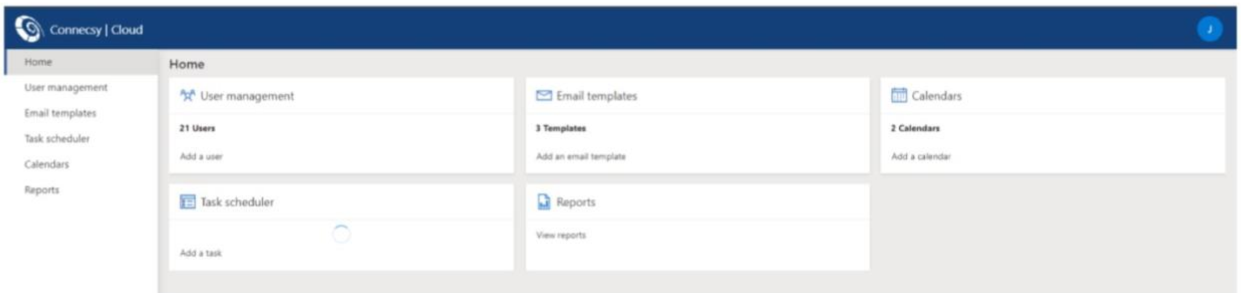
Now you are ready to use the web-client.

4. Import Corporate Contacts

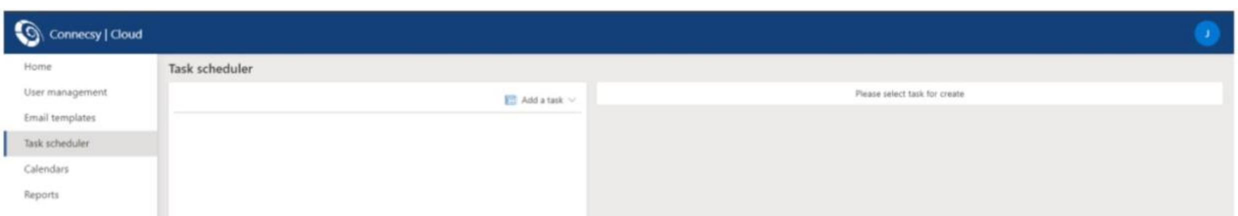
For an operator to transfer calls to contacts, it is advised to fill in the Connecsy contact list with all the internal users and phone numbers. Connecsy contains an easy to setup synchronization function to automatically fill the list with all the corporate contacts within RingCentral and keep it updated. Please follow the next steps to configure this function.

Log back into the *Web-admin page*.

The following screen will appear. Click *Task Scheduler*.

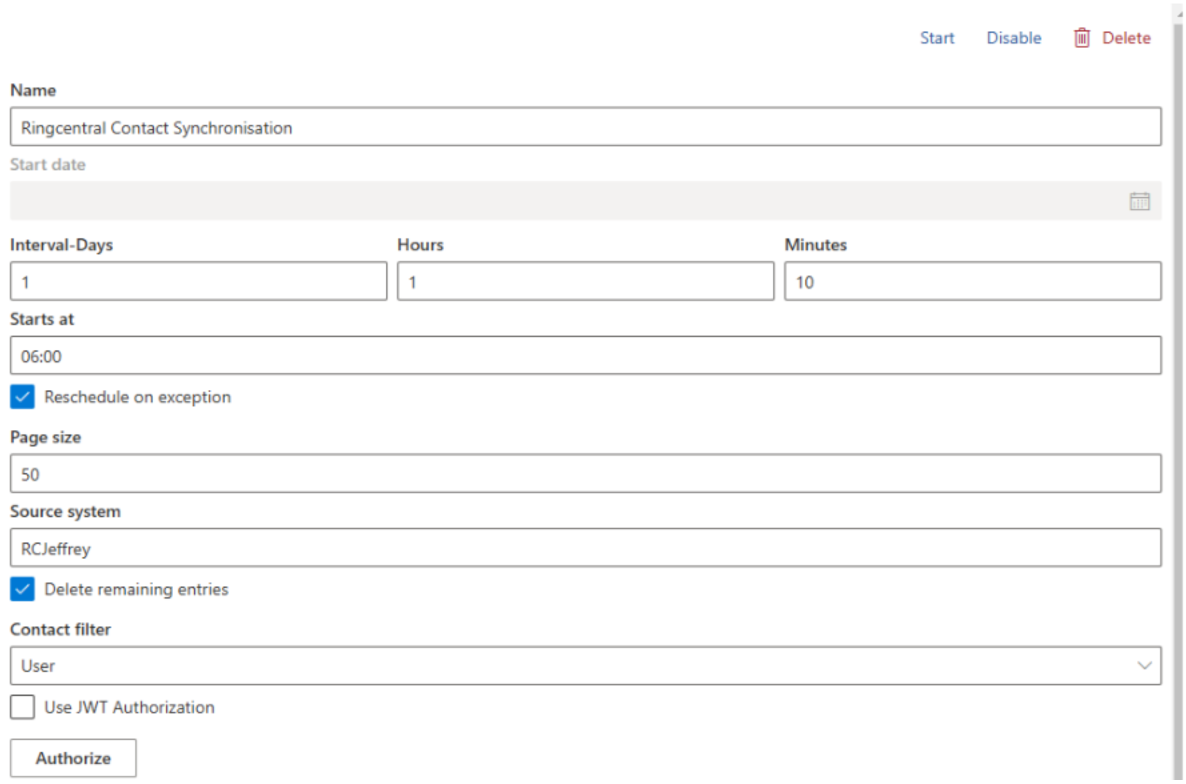


Then, the *Task Scheduler* screen will be shown:



Click the *Add a task* button to add a new import task of type “RingCentral Contact Import task” as shown below:

In the next page fill in the following fields:



Name: Enter a title for this task. You use the default.
Interval: Set the interval for periodically updating the contact list with RingCentral contacts. Default 1 day.
Starts at: the start time of this task to be triggered.
Source system: A key field in the database, this should be unique per task.
Delete remaining entries: Delete the contacts in Connecsy that no longer exist in RingCentral. Default enabled.

You may leave the other fields as default.
Authorization via **RingCentral Credentials** or **JWT Token**.

Authorization via RingCentral Credentials

Click **Authorize** and login into RingCentral with your attendant credentials. Click **Save** to store the import task.

Note: The authorization via a RingCentral account is only valid for 7 days, but it is automatically renewed each time the task runs. To ensure continuity, we recommend setting the task interval to less than 7 days.

Authorization via JWT Token

Tick **"Use JWT Authorization"** and fill in the token created via
https://developers.ringcentral.com/console/my-credentials/create?client_id=CVEawVU_RjGjC8slprhmsg

Note: Authorization via JWT token remains valid unless the token is deleted in RingCentral or by the user who created it. This is the recommended method to use.

Thank You for Choosing Connecsy!

We appreciate your decision to use one of our solutions and hope that this guide has helped you with installation effectively. Our goal is to provide a seamless and productive experience, and we are here to support you every step of the way.

For additional assistance or to explore advanced features, please visit our Knowledge Base or contact our Support Team at support@pridis.com.