



Gear up your PBX

Cut Costs, Boost Profits

Version 20160711

Extension Rights and Groups



Goal of this Module

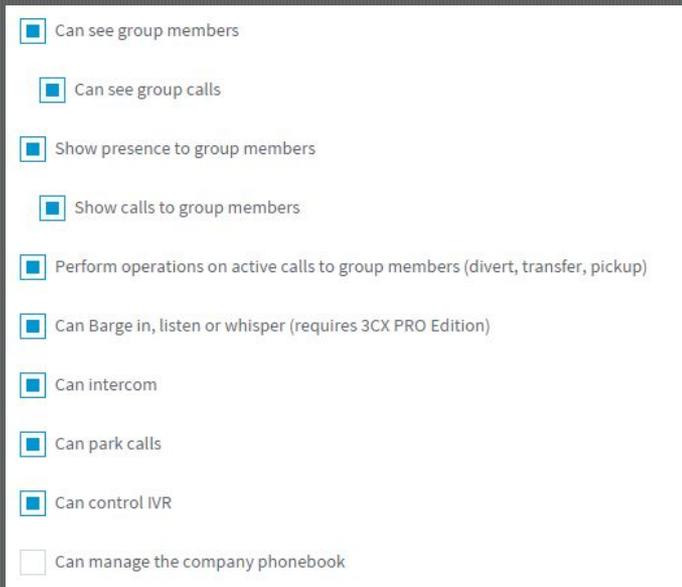
- Control extensions capabilities on other extensions
 - Create Departments (Groups)
 - Assign Users (Extension)
 - Define User Role
 - Set Rights
 - Delegate Management Console Access

Concepts: Groups

- 3CX Management Console → Groups
- Create Groups as Departments
 - Add User to Group:
 - Can be part of multiple Groups
 - Can see others in Groups
 - Can perform action to others in Groups

Groups Right Presets

- Splitted into
 - Manager Role
 - User Role
- Presets Rights on a per Group Base
- Assign Preset to a Group-Member



Group Rights Control

- Management Rights
 - Manage Phonebook (Company PhoneBook)
 - IVR Control
- Presence Rights
 - Extension Visibility
 - Extension Calls
- Action Rights (req. Visibility of User and Calls)
 - Parking
 - Intercom
 - Call Manipulation - Divert, Transfer, Take calls
 - Barge In, Listen, Whisper (PRO)

Extension: Specific Group Rights

- On a per User basis
- Overrides Group Presets
 - Finetuning

Rights

Group Membership
DEFAULT ▼

Role
Manager ▼

Can see group members

Can see group calls

Show presence to group members

Show calls to group members

Perform operations on active calls to group members (divert, transfer, pickup)

Can Barge in, listen or whisper (requires 3CX PRO Edition)

Can intercom

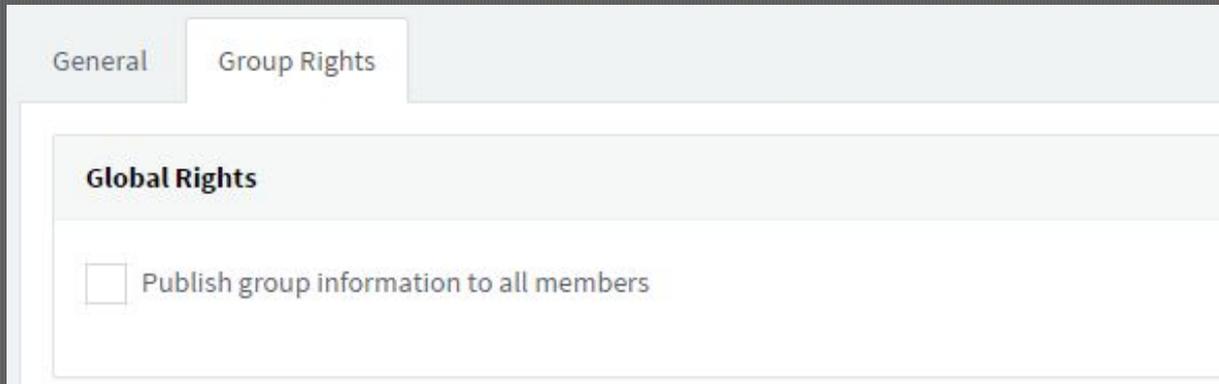
Can park calls

Can control IVR

Can manage the company phonebook

Group Publishing

- Makes All Extensions Visible to Everyone
 - No Calls visible
 - No Control Actions



Group Samples

- Group A
 - User A
 - Show Presence ON
 - Can See Member ON
- Group B
 - User B
 - Show Presence ON
 - Can See Members ON
- Result: A can not see B and vice Versa

Group Samples

- Group A
 - User A
 - Show Presence ON
 - Can See Member ON
 - User B
 - Show Presence OFF
 - Can See Members ON
- Result: A can not see B but B can see A

Group Samples

- Group A
 - User A
 - Show Presence ON
 - Can See Member OFF
 - User B
 - Show Presence ON
 - Can See Members OFF
- Result: Group A is not shown to A and B as it is “empty”

Group Samples

- Group A
 - User A
 - Show Presence ON
 - Can See Members OFF
 - User B
 - Show Presence ON
 - Can See Members OFF
- Group B
 - User A
 - Show Presence ON
 - Can See Members ON
 - User B
 - Show Presence ON
 - Can See Members ON
- Result: Group A is not shown to A & B as it is “empty” but A & B can see each other in Group B

Presence: 3CX Client

The screenshot shows the 3CX client interface. At the top left, the 3CX logo is displayed. Below it, the user's name "Ariadna Sarah" and status "Available" are shown. A search bar with the placeholder text "Enter name or number..." is present. Below the search bar, a list of contacts is shown under the heading "DEFAULT":

- 000 Ariadna Sarah
- 100 Paul Jones
- 102 John Smith

At the bottom of the interface, there is a row of icons, including a red square icon that is highlighted with a red box.

The screenshot shows the 3CX client interface displaying a call log. The call log has columns for "Caller", "Callee", "Duration", and "Details". The first entry is:

Caller	Callee	Duration	Details
John Smith[102]	Paul Jones[100]	00:00:29	

A context menu is open over the call log entry, showing the following options:

- Barge In
- Listen
- Whisper to
- Transfer
- Conference
- Park
- Drop
- Record

Below the call log, there is a list of contacts:

- 000 Ariadna Sarah
- 100 Paul Jones
- 102 John Smith

Management Console Delegation

- 3CX Management Console → Extension → Rights
- Allows Users to Configure other Users
 - Extension Management
 - Granular Extension Management
 - System Management
 - SIP Trunks
 - Administrator Rights
 - Reports
 - Recordings

The screenshot shows a configuration interface with two sections: 'Extensions Management' and 'System Management'. Under 'Extensions Management', there are three radio button options: 'Own extension' (selected), 'Group extensions', and 'All extensions'. Under 'System Management', there are four checkbox options: 'Administer SIP Trunks', 'General System Administration', 'Generate call reports', and 'Allow downloads of call recordings'.

Section	Option	Status
Extensions Management	Own extension	Selected
	Group extensions	Not Selected
	All extensions	Not Selected
System Management	Administer SIP Trunks	Not Selected
	General System Administration	Not Selected
	Generate call reports	Not Selected
	Allow downloads of call recordings	Not Selected



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