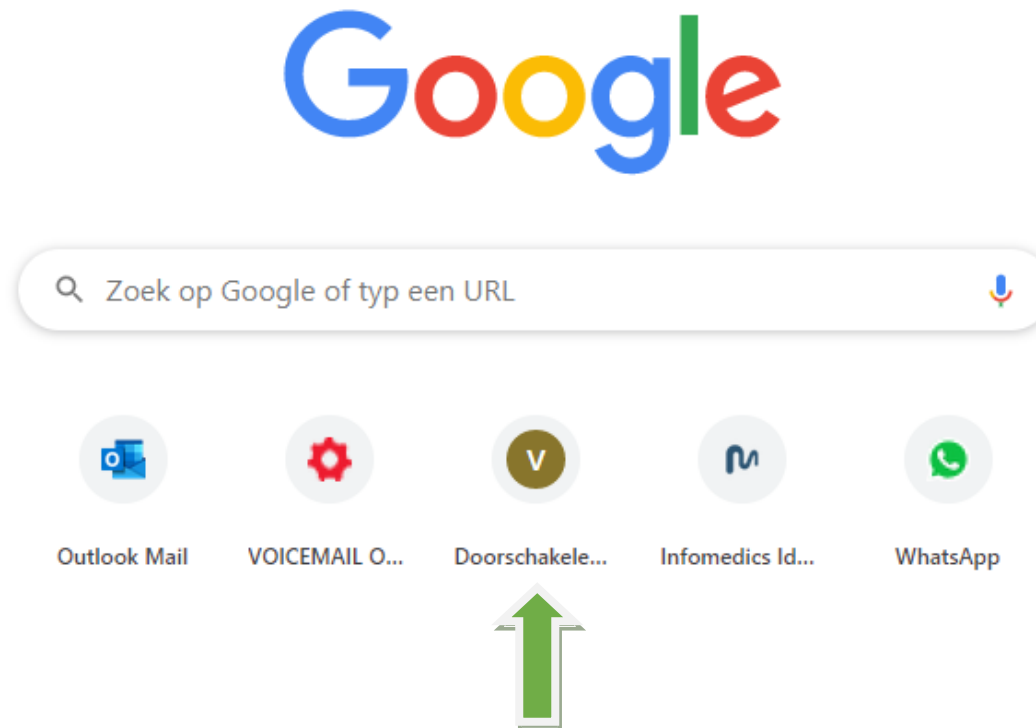


Doorschakeling naar DS

STAP 1: Open Google Chrome en klik op het icoontje van ‘Doorschakelen’



STAP 2: Log in (gegevens zijn opgeslagen)



User ID

Password

Login

A photograph of two women, one with blonde hair and glasses and another with dark hair, looking at a computer monitor. The woman with blonde hair is pointing at the screen.

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STAP 3: Klik op Users



Group

Help - Home

Welcome Mustafa Alhussaini [\[Logout\]](#)

Options:

[Profile](#)

[Resources](#)

[Services](#)

[Acct/Auth Codes](#)

[Call Center](#)

[Calling Plan](#)

[Utilities](#)

Profile

Basic

[Users](#)

Add, modify, or remove users.

[Profile](#)

View or modify your group profile information.

[Change Password](#)

Change your password.

[Administrators](#)

Add, modify, or remove group administrators and department administrators.

[Announcement Repository](#)

Manage the announcements for a group

[Departments](#)

Add, modify, or remove departments in your group.

[Schedules](#)

Add, modify, or remove schedules.

Advanced

[Call Processing Policies](#)

Configure group-level Call Processing Policies

[Communication Barring Auth Codes](#)

Configure group-level Communication Barring Authorization codes.

[Dial Plan Policy](#)

Configure group-level Dial Plan Policy

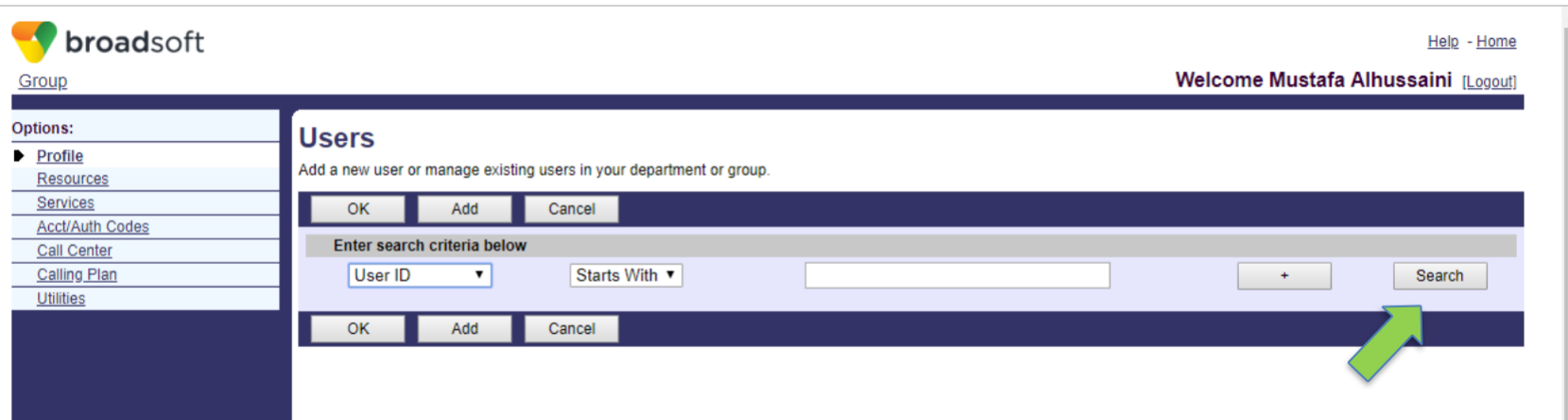
[Virtual On-Net Enterprise Extensions](#)

Create and manage Virtual On-Net Users.

[Dialable Caller ID](#)

Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.

STAP 4: Klik op Search



broadsoft

[Group](#)

[Help](#) - [Home](#)

Welcome Mustafa Alhussaini [\[Logout\]](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID ▾ Starts With ▾ + Search

OK Add Cancel



STAP 5: Klik op Balie 2 CZ indien de tel naar de balie moet worden doorgeschakeld

Options:

[Profile](#)
[Resources](#)
[Services](#)
[Acct/Auth Codes](#)
[Call Center](#)
[Calling Plan](#)
[Utilities](#)

Users

Add a new user or manage existing users in your department or group.

OK

Add

Cancel

Enter search criteria below

User ID

Starts With

+

Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
2NDeurpost@sharifprak.youmenit.voipit.nl	Deurpost	.		8010	Tandzorg Capelle		Edit
CZBalie1@sharifprak.youmenit.voipit.nl	Balie 1	CZ			CTI Zadkine		Edit
CZBalie2@sharifprak.youmenit.voipit.nl	Balie 2	CZ		411	CTI Zadkine		Edit
CZBO1@sharifprak.youmenit.voipit.nl	Back Office 1	CZ		413	CTI Zadkine		Edit
CZBO2@sharifprak.youmenit.voipit.nl	Back Office 2	CZ		414	CTI Zadkine		Edit
CZlunch@sharifprak.youmenit.voipit.nl	Lunch	Voicemail		497			Edit
MFBalie1@sharifprak.youmenit.voipit.nl	Balie 1	MF		311	Mondzorg Fascinatio		Edit
MFBalie2@sharifprak.youmenit.voipit.nl	Balie Handset	MF		312	Mondzorg Fascinatio		Edit
MFBK1@sharifprak.youmenit.voipit.nl	Behandelkamer 1	MF		331	Mondzorg Fascinatio		Edit
MFBK2@sharifprak.youmenit.voipit.nl	Behandelkamer 2	MF		332	Mondzorg Fascinatio		Edit
MFBK3@sharifprak.youmenit.voipit.nl	Behandelkamer 3	MF		333	Mondzorg Fascinatio		Edit
MFBK4@sharifprak.youmenit.voipit.nl	Behandelkamer 4	MF		334	Mondzorg Fascinatio		Edit
MFBO1@sharifprak.youmenit.voipit.nl	Back Office 1	MF		313	Mondzorg Fascinatio		Edit
MFBO2@sharifprak.youmenit.voipit.nl	Back Office 2	MF		321	Mondzorg Fascinatio		Edit
MFBO3@sharifprak.youmenit.voipit.nl	Back Office 3	MF		314	Mondzorg Fascinatio		Edit
MFBO4@sharifprak.youmenit.voipit.nl	Back Office Handset	MF		322	Mondzorg Fascinatio		Edit
MFDeurbel@sharifprak.youmenit.voipit.nl	Deurbel	MF		315	Mondzorg Fascinatio		Edit
MFlunch@sharifprak.youmenit.voipit.nl	Lunch	Voicemail		397			Edit
podo@sharifprak.youmenit.voipit.nl	podo	TC		8001			Edit
prins@sharifprak.youmenit.voipit.nl	prins	TC		8002			Edit

OK

Add

Cancel

[Page 1 of 3]

[Next](#)[Last](#)

STAP 5: Klik op Call Control



[Help](#) - [Home](#)

Group >Users : MFBalie1@sharifprak.youmenit.voipit.nl

Welcome Mustafa Alhussaini ([Logout](#))

Options:

► Profile

[Incoming Calls](#)

[Outgoing Calls](#)

[Call Control](#)

[Calling Plans](#)

[Client Applications](#)

[Messaging](#)

[Utilities](#)



Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository

Manage the announcements for a user

Passwords

Set web access and portal passwords.

Schedules

Add, modify, or remove schedules.

Advanced

Assign Services

Assign or unassign services and service packs.

Assign Call Centers

Assign or unassign user to a call center as agent.

Call Application Policies

Select Call Control Applications enabled for a user.

Call Policies

Configure user Call Policies

Call Processing Policies

Configure user-level Call Processing Policies

Communication Barring Auth Codes

Configure Communication Barring Authorization codes for a user.

Device Policies

Configure user Device Policies.

Privacy

Set your visibility within the Enterprise or Group

STAP 6: Klik op Call Centers



Group >Users : MFBalie1@sharifprak.youmenit.voipit.nl

[Help](#) - [Home](#)

Welcome Mustafa Alhussaini [\[Logout\]](#)

Options:

[Profile](#)

[Incoming Calls](#)

[Outgoing Calls](#)

► [Call Control](#)

[Calling Plans](#)

[Client Applications](#)

[Messaging](#)

[Utilities](#)

Call Control

Basic

[Barge-in Exempt - Off](#)

Block barge-in attempts from other users with Directed Call Pickup with Barge-in

[Call Waiting - Off](#)

Answer a call while already on another call.

[Directed Call Pickup](#)

Pick up a call using a feature access code and an extension.

[Diversion Inhibitor](#)

Inhibit the remote party's redirecting services

[Directed Call Pickup with Barge-in](#)

Pick up or barge-in on a call using a feature access code and an extension.

[Flash Call Hold](#)

Hold a call with a feature access code when using a simple phone without call control capability.

[Call Transfer](#)

Transfer a call to another phone.

[Three-Way Call](#)

Start a conference call

[Music/Video On Hold - On](#)

Play audio (music) or video when the remote party is held or parked.

[N-Way Call](#)

Start a N-Way Conference Call

Advanced

[Call Centers](#)

Display the call centers that you belong to and allow log in or log out from those call centers.

[Group Night Forwarding - Off](#)

Configure the Group Night Forwarding settings.

[Push to Talk](#)

Make and selectively receive Push to Talk calls.

[Shared Call Appearance](#)

Display alternate calling identity/device profiles or lines assigned to you.



STAP 7: vink het vakje van Mondzorgfascinatio, Tandzorgcapelle, en CTI Zadkine aan

LET OP: hetzelfde vakje moet volgende dag weer aangevinkt te worden. Anders gaat de aanpassing zich herhalen elke dag!

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- **Call Control**
- Calling Plans
- Client Applications
- Messaging
- Utilities

Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center if permitted by your administrator.

OK Apply Cancel

Call Center Service Assigned: Standard

ACD State: Available ▼

Agent Threshold Profile: Default Agent Threshold Profile ▼

Use Guard Timer Setting: ☒ Default ☐ User

☐ Enable guard timer for 5 ▼ seconds

Use Agent Unavailable Settings: ☒ Default ☐ User

☐ Force agent to unavailable on Do Not Disturb activation

☐ Force agent to unavailable after 3 ▼ consecutive bounced calls

☐ Force agent to unavailable on not reachable

Join Call Center	Call Center ID	Phone Number	Extension	Routing Type	Skill Level
☒	CTIZadkine@sharifprak.you...		400		
☐	CZnaarTC@sharifprak.youme...		4000		
☒	MFnaarCZ@sharifprak.youme...		5000		
☒	mondzorgcapelle@sharifpra...		500		
☐	Mondzorgfascinatio@sharif...		300		
☐	tandartsbakker2@sharifpra...		7000		
☒	tandzorgcapelle@sharifpra...		200		
☒	TCnaarCZ@sharifprak.youme...		2000		

OK Apply Cancel