Disaster Recovery Configuration Guide

Disaster Recovery enables Groups, Sites and Users to divert their phone calls with the click of a button. It can be assigned at several levels in Uboss: **Group > Site > User/Service Assignment.**

This offers a cascading hierarchy of DR overflows. For example, if the Manchester office activates it, all their calls can automatically DR divert to the Swindon office, with the exception of the Sales Queue which will divert to the Bristol Sales Queue. Individuals, can also setup a personal DR overflow, for example to their mobile. If no user/group service of Site DR is specified, when DR is activated it will take the Group level settings.

For a User Level to be activated Disaster Recovery needs to be assigned at the Group or Site level first. At the User Level you are able to assign personal Disaster Recovery numbers to Individual Users, Call Centres, Hunt Groups, Auto Attendants, Trunk Groups and Conference Bridge's only if the user has the disaster recovery service.

If you are going to implement a disaster recovery plan, we would suggest that first you assign a number at the group level then filter down into the site level and the user level. This will ensure that everyone in the group will have a default number if the Disaster Recovery Activate button is pressed.

ASSIGNING GROUP DISASTER RECOVERY

First Disaster Recovery needs to be assigned at the group level in Uboss

Clients > Business > Assignments > Service Assignment > Disaster Recovery (Drop Down) > Assign

Once Disaster Recovery has been assigned to the group level select DR and then add the Instance Name and the phone number you want the calls to be diverted to if disaster recovery is activated. Now Disaster Recovery has been configured at a group level any user or site that has the services assigned will automatically be given the default group number. In this case it will be 01234567890

ASSIGNING SITE DISASTER RECOVERY

Once you have assigned Disaster Recovery to a group, it is a good idea to filter down to your Sites and override the number allocated at the group level. This can be done without Disaster Recovery being implemented at the Group Level, but we recommend to start with the group level, so you know that everyone in the business will have a default number if they have not been allocated their own personal one. The site needs to be assigned the DR Service before you can override the group default number.
Within the Uboss Portal you are able to override the group disaster recovery number in a site

Clients > Business > Business Site > Assignments > Service Assignment > Disaster Recovery (drop down) > Assign
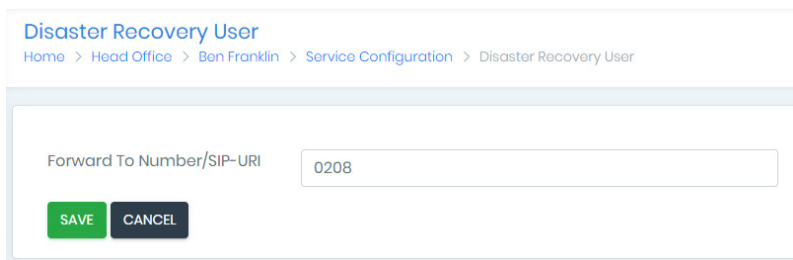
Once Disaster Recovery has been assigned to the Site level select DR and then add the Instance Name and the phone number you want the calls within that site to be diverted to if disaster recovery is activated. Now Disaster Recovery has been configured at a Site level any user within that site that has the DR service assigned will automatically be given the default group number [This overrides the number allocated at the group level].

ASSIGNING USER DISASTER RECOVERY

Disaster Recovery at a User Level allows the number allocated at the Group or Site level to be over ridden. Each User can have a unique Disaster Recovery number, if one has not been assigned at the User Level then the number that has been given at the Group or Site level will be the default. User Level Disaster Recovery can only be assigned once either the Group or Site level has been completed. To assign this service to a User it needs to be assigned as a service before you can configure it. Once the service has been updated on the users account, the service configuration tab will allow the user to override the default Group or Site redirect phone number.

A User can override their default Disaster Recovery number within the Uboss Provisioning Portal;

Clients > Business > Business User > Assign Service> Service Configuration > Disaster Recovery > Forward to Number > Save

If Disaster Recovery has been activated, this user will have all their calls redirected to their desired 'Forward to Number', if no number is allocated at the user level then it will automatically be redirected to the site number

ACTIVATE OR DEACTIVATE DISASTER RECOVERY

Disaster Recovery can only be activated or Deactivated at a group or site level. This is done within the Group Services Tab under Disaster Recovery. Two tabs are visible one to activate and one to deactivate. A prompt box will appear to double check you want to activate this feature.

Clients > Client Business or Business Site> Assignments > Service Assignments > Disaster Recovery > Activate/ Deactivate

When activated all users within the group or site will have their calls redirected to the number allocated at either the site or the group, or the user if the default number has been overridden. When viewing the Disaster Recovery service at the Site level, Uboss will show a summary of the sites to which DR has been assigned, as below:

Clicking into one of these sites will allow DR to be activated or Deactivated and also provides a summary of which services are in which DR state.