

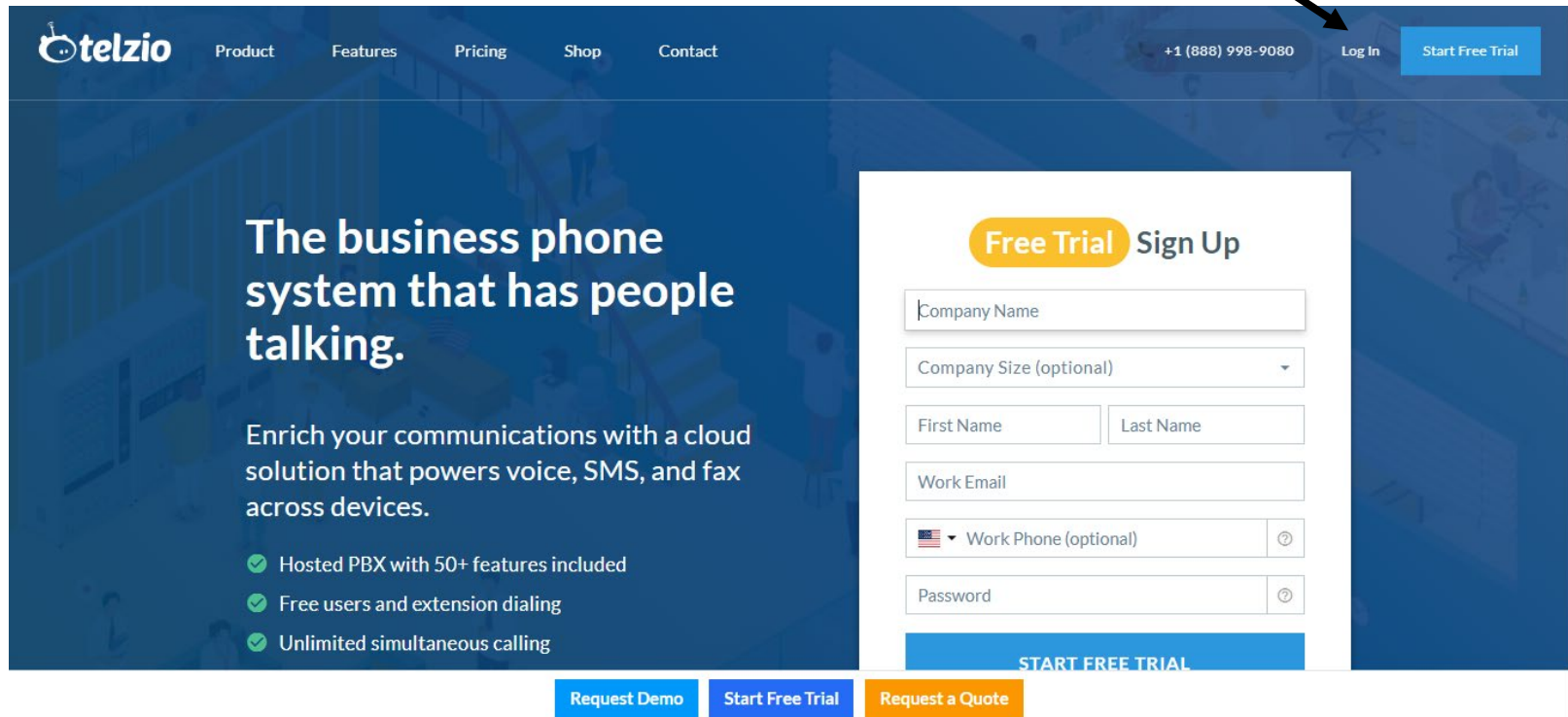
Editing a Helpline Volunteer List

For Georgia Area's PR Subcommittee using GA Region's Telzio service

Created 01/10/19

By Georgia Regional Public Relations Subcommittee

Go to telzio.com in Web Browser (Click on Login)



The screenshot displays the Telzio website's landing page. The top navigation bar includes the Telzio logo, links for Product, Features, Pricing, Shop, and Contact, a phone number (+1 (888) 998-9080), a Log In link, and a Start Free Trial button. The main content area features a large heading: "The business phone system that has people talking." Below this, a sub-heading reads: "Enrich your communications with a cloud solution that powers voice, SMS, and fax across devices." A list of features is provided, each with a green checkmark: "Hosted PBX with 50+ features included", "Free users and extension dialing", and "Unlimited simultaneous calling". On the right side, a "Free Trial Sign Up" form is visible, containing fields for Company Name, Company Size (optional), First Name, Last Name, Work Email, Work Phone (optional), and Password. A "START FREE TRIAL" button is located below the form. At the bottom of the page, there are three buttons: "Request Demo", "Start Free Trial", and "Request a Quote". An arrow from the text above points to the "Log In" link in the top right corner.

telzio Product Features Pricing Shop Contact +1 (888) 998-9080 Log In Start Free Trial

The business phone system that has people talking.

Enrich your communications with a cloud solution that powers voice, SMS, and fax across devices.

- ✔ Hosted PBX with 50+ features included
- ✔ Free users and extension dialing
- ✔ Unlimited simultaneous calling

Free Trial Sign Up

Company Name

Company Size (optional)

First Name Last Name

Work Email

Work Phone (optional)

Password

START FREE TRIAL

Request Demo Start Free Trial Request a Quote

Area PR to login as User



[Product](#)

[Features](#)

[Pricing](#)

[Shop](#)

[Contact](#)

[+1 \(888\) 998-9080](#)

[Log In](#)

[Start Free Trial](#)

Select Account Type

[Account Owner](#)

[User](#)

[New to Telzio? Start Free Trial →](#)

Example Login Info



Product

Features

Pricing

Shop

Contact

+1 (888) 998-9080

Log In

User = xxxxxxxx
Pass = xxxxxxxx

User Login

northatpr

.....

Remember Me

LOG IN

New to Telzio? Start Free Trial →

[Forgot your password?](#)

[← BACK](#)

Tezlio Main Menu (look for Call Flows)

The screenshot displays the Tezlio main menu interface. On the left is a dark blue sidebar with the following menu items: Dashboard, Users, Call Flows (highlighted with a black arrow), Voicemail, SMS, Fax, Call Recordings, Call Logs, and Help & Support. The main content area is divided into three sections: 'Activity Log' showing a 'Missed Call From northatpr (Public Relations) 4/21/2018 4:15:15 PM', 'Telzio News & Releases' featuring a post titled 'Holiday Greetings from Telzio, and a Look Back at 2018', and a 'Public Relations' user profile card for 'northatpr' with extension 4001. A 'Search Users...' section on the right lists several users including 'Web Facilitator', 'Public Relations', 'PR Chair', 'Facilitator Admin', and 'Cofacilitator Admin'. The URL 'https://tezlio.com/flows' is visible at the bottom left.

telzio

Public Relations GRSCNA

Dashboard

Users

Call Flows

Voicemail

SMS

Fax

Call Recordings

Call Logs

Help & Support

Activity Log

Older

Missed Call From northatpr (Public Relations) 4/21/2018 4:15:15 PM

Public Relations northatpr Ext: 4001

Calling From: +1 678-405-0825

Search Users...

Web Facilitator webfacilitator Ext. 100 Georgia Region Admin Group

Public Relations publicrelations Ext. 101 Georgia Region Admin Group

PR Chair prchair Ext. 102 Georgia Region Admin Group

Facilitator Admin facilitator Ext. Georgia Region Admin Group

Cofacilitator Admin cofacilitator Ext. 104

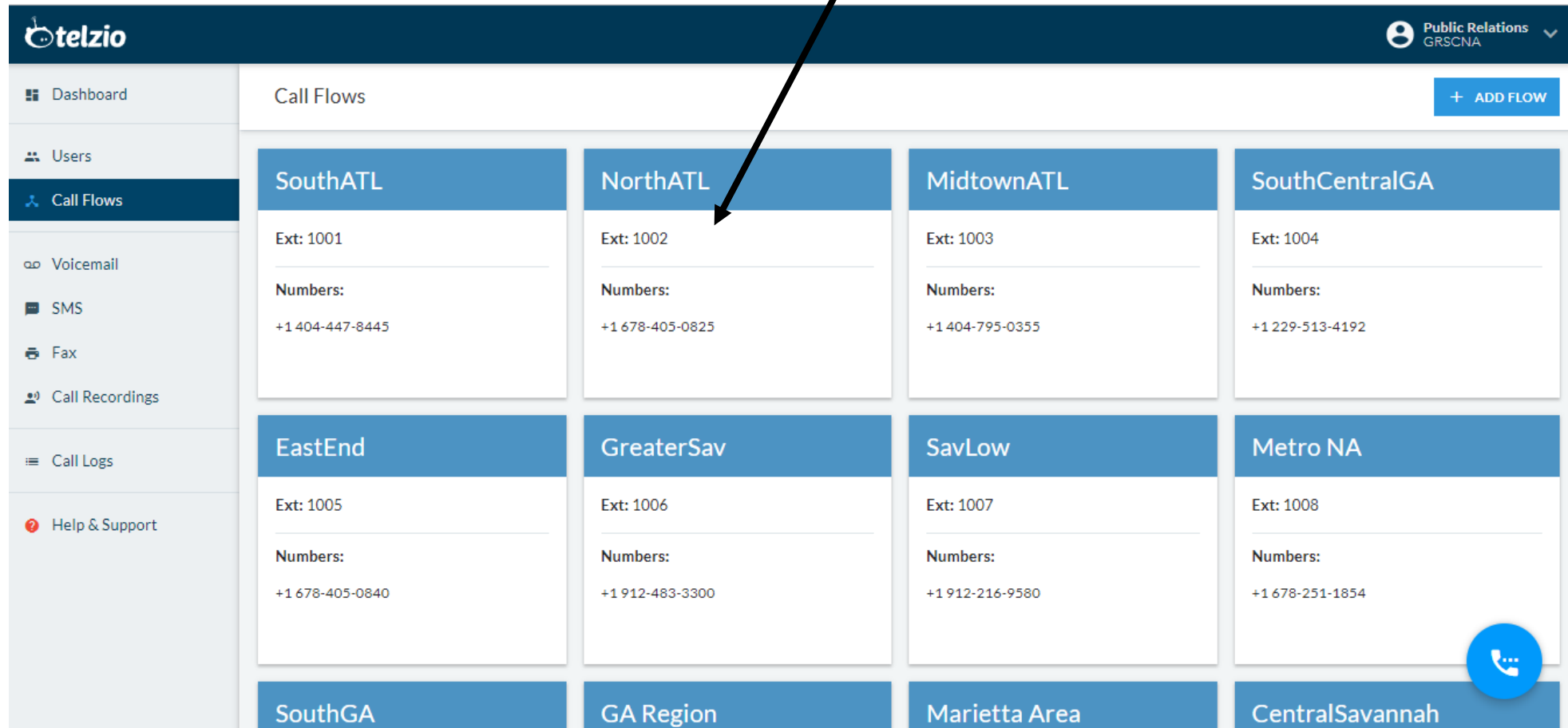
Telzio News & Releases

Holiday Greetings from Telzio, and a Look Back at 2018

See a list of notable new features added in 2018.

https://tezlio.com/flows

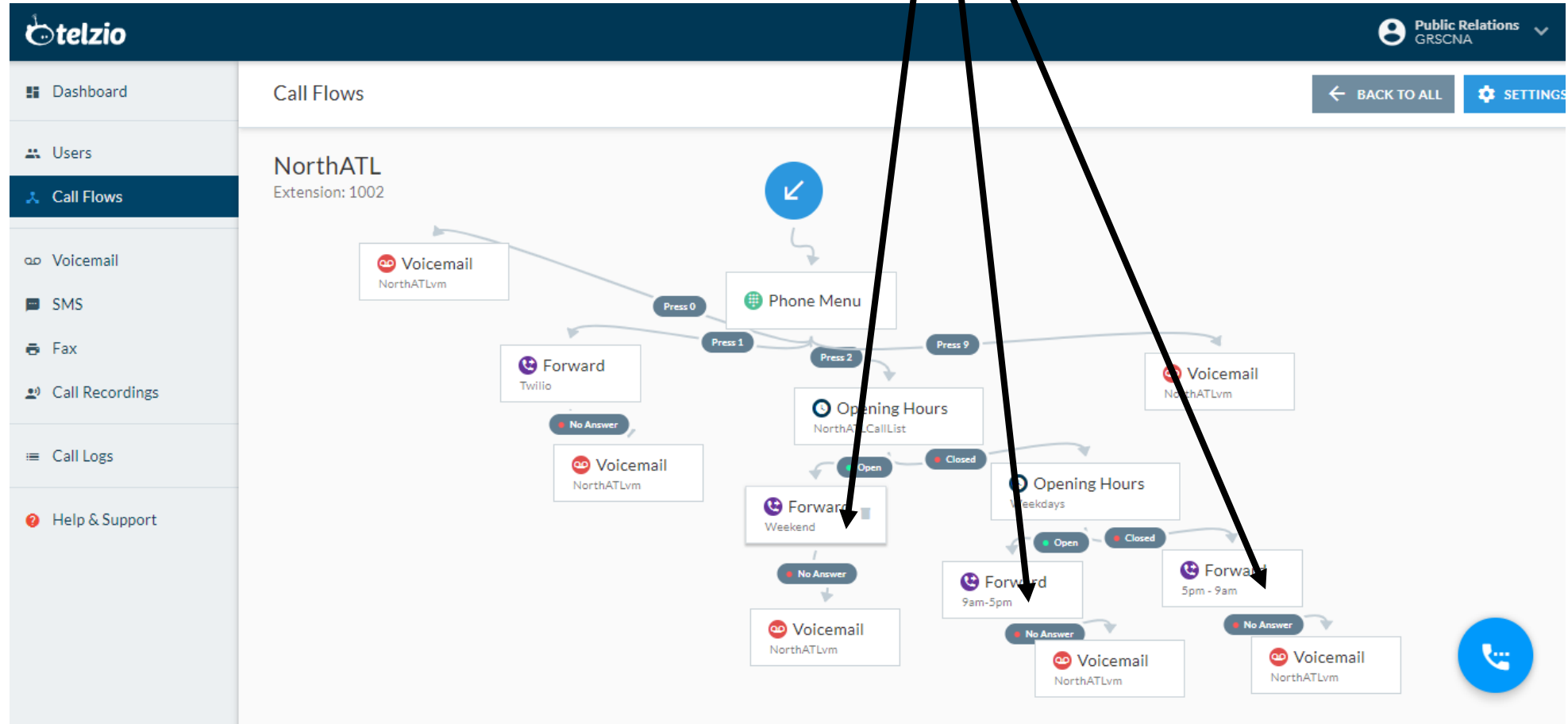
Calls Flows for Each Service Body (look for yours)



The screenshot displays the Telzio dashboard for 'Public Relations GRSCNA'. The 'Call Flows' section is active, showing a grid of 12 call flow cards for various service bodies. Each card lists an extension and a phone number. An arrow points to the 'NorthATL' card.

Service Body	Ext	Numbers
SouthATL	1001	+1 404-447-8445
NorthATL	1002	+1 678-405-0825
MidtownATL	1003	+1 404-795-0355
SouthCentralGA	1004	+1 229-513-4192
EastEnd	1005	+1 678-405-0840
GreaterSav	1006	+1 912-483-3300
SavLow	1007	+1 912-216-9580
Metro NA	1008	+1 678-251-1854
SouthGA		
GA Region		
Marietta Area		
CentralSavannah		

Editing a Specific Area Call Flow (look for Forward to a Shift/Volunteers)



Call Forward Settings

(Call All vs 1 x 1, Hold Music, List of #'s)

telzio Public Relations GRSCNA

Dashboard Users Call Flows Voicemail SMS Fax Call Recordings Call Logs Help & Support

Call Flows NorthATL Extension: 1002

← BACK TO ALL SETTINGS

Forward

Weekend

Call Distribution

- Call All
- Call One-by-One

Call Settings

- Screen Calls
- Record Calls

Caller ID

Show My Number

Hold Music

Optimistic 1

Hold Message Voice

No Message

Type	Forward To	Time Out
Phone	(347) 735-1504	25 sec

Voicemail NorthATLvm

Forward 5pm - 9am

No Answer

Voicemail NorthATLvm

List of Helpline Volunteers' Numbers

Type	Forward To	Time Out	
Phone	(347) 735-1504	25 sec	
Phone	(214) 886-0129	25 sec	
Phone	(678) 860-2684	25 sec	
User	northatlweekend1	25 sec	
Phone	(310) 766-5360	25 sec	
Add Destination			
		UPDATE	CANCEL

Can forward to a phone number or internal user (for trusted servants using the Telzio app on their phone).

Click red x to delete a number

Adding a New Volunteer's Number

1. Click "Add Destination"
2. Choose "Phone"
3. Type Number with area code.

The screenshot displays the Telzio web interface. On the left is a navigation sidebar with options: Dashboard, Users, Call Flows (selected), Voicemail, SMS, Fax, Call Recordings, Call Logs, and Help & Support. The main content area shows a 'Call Flows' configuration for 'NorthATL' (Extension: 1002). A modal window is open, listing existing destinations: 'northatlrvc', 'northatlv01' through 'northatlv05', and 'Phone Number'. The 'Phone' option is selected in the dropdown menu. Below the list is a '+ Add Destination' button. At the bottom of the modal are 'UPDATE' and 'CANCEL' buttons. In the background, a call flow diagram is visible, showing steps like 'Voicemail', 'Forward 5pm - 9am', and 'No Answer' leading to another 'Voicemail' step. The top right of the interface shows the user profile 'Public Relations GRSCNA' and a 'SETTINGS' button.