

Class of Service

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

Commercial Module



The Class of Service Administration module provides granular control at the extension level to access and set permissions of specific calling features of your PBX. These features include Outbound Routes, Feature Codes, Ring Groups, Queues, Conference Rooms, Voicemail Blast Groups, and Paging.

Class of Service


ALLOW overrides DENY (If an extension is assigned to conflicting CoS's, the calculated permission is ALLOW)
(This may be changed in [Advanced Settings](#))

Extensions that are not assigned to a Class of Service have full access

For further information, please visit the [wiki](#)

COS Name

Members	Routes	Feature Codes	Ring Groups	Queues
Conferences	Paging	VoiceMail Blasts	Contact Groups	
Include		Exclude		
		<input type="button" value="←"/>		
		<input type="button" value="↔"/>		
		<input type="button" value="→"/>		
		<input type="text" value="4100 (John Doe)"/>		
		<input type="text" value="4101 (Jane Doe)"/>		
		<input type="text" value="4102 (Susie Smith)"/>		
		<input type="text" value="4103 (Sam Smith)"/>		
		<input type="text" value="4104 (Receptionist)"/>		

COS Name 

Members	Routes	Feature Codes	Ring Groups	Queues
Conferences	Paging	VoiceMail Blasts	Contact Groups	

Allow

←

↔

→

Deny

Direct Dial Prefix (*)

Directed Call Pickup (**)

Speeddial prefix (*0)

Findme Follow Toggle (*21)

All: Call Flow Toggle (*28)

4: We Are Open (*274)

0: My Call Flow Toggle (*280)

Edit Recording: ivr-main (*2928)

Edit Recording: welcome-message (*293)

Remove a number from the blacklist (*31)

Blacklist the last caller (*32)

Perform dictation (*34)

Email completed dictation (*35)

Echo Test (*43)

Allow Dynamic Members of a Queue to login or logout. See the Queues Module for how to assign a Dynamic Member to a Queue. (*45)

User Guide

Class of Service-Admin Guide