



daisy.

COMMUNICATIONS

# | Daisy Hosted Voice

Known Behaviours



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## 1. Induction and Purpose

Daisy Hosted Voice is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via an easy to use web portal.

The service has a number of business improvement features and an emphasis on control and administration through the web, which can be accessed by either the Partner or the end user.

It aims to help clarify known behaviours of the service offering, and how this may differ from other solutions in the market/traditional CPE or the intended use case. It also aims to collate information to features and how they are deployed outside of the product update to ensure our stance on these areas is provided.

## 2. Identification of known behaviours

Due to the high number of features on Daisy Hosted Voice, and how this is deployed by our Channel Partners into different offerings in their customer bases, what might seem to be a fault or implementation design issue, might, in fact, work exactly how another use case would expect.

On this basis, the following tables have been identified through feedback from our Channel Partners, and also through master tickets raised on faults reported. In all cases, our aim is to ensure all uses of the service are available and achievable.

## 3. Raising additional behaviours

In order to ensure new behaviours are raised from a consolidated and validated source, investigated and added to the list for resolution, there are two feeds available.

Fault reference: Where a trend or difference in behaviour is raised and accepted by our support team a fault ticket and further Master support ticket will be raised by our 3rd line support teams for progression. These will then be shared through this document.

The topic for discussion: Where a fault has not been accepted, but the Channel Partner believes the design or system is not working as intended, the channel partner can email the product manager ([roy.farrow@gamma.co.uk](mailto:roy.farrow@gamma.co.uk)) to request the item be raised.

Please note a fault should always be raised with the support teams first to ensure a speedy response and resolution implemented where available.

## 4. Frequency of Update

Outside of the "Daisy Hosted Voice Product Update" and "Service Review" calls, an amended document will be provided on the knowledge base every month even if there is no change.

Any adjustment made that month will be highlighted using tracked changes to make it easy to see where resolution has been provided, before being accepted for the following month.

## 5. Resolution to known behaviours

Like many technology companies, Daisy works on a development cycle consisting of main releases and planned/emergency maintenance to the platform.

Within the resolution section of the following tables, we aim to provide detail on why the behaviour is occurring and the steps being taken against each until resolved. Once the resolution is confirmed in a document the item will be removed from the tables for the next document produced.

Similarly, behaviours raised may also be associated with core suppliers such as Cisco and Polycom who have their own development cycles.

We will hold up to 6 month's on the Daisy Hosted Voice knowledge base for reference.

Our focus is always on gaining the resolutions needed as soon as possible, however, platform stability and risk management remains our priority throughout.

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## 6. Endpoints

Known Behaviour	Resolution Plan
<p><b>Cisco devices:</b> Cisco IP phones will not currently show the Hunt Group name next to the Hunt Group CLI</p>	<p>This is working as designed by Cisco; however, we have submitted a feature request to them to add this view.</p>
<p><b>Cisco/Polycom devices:</b> Users are unable to see a legitimate missed call on their phones as Hunt Group calls if not answered by that user are also shown in the logs.</p>	<p>Both Polycom and Cisco have now implemented fixes for this, however, we are still reliant on a core fix from Broadsoft to fully resolve this. Further update on the progress of this is expected in the next update. Broadsoft continues to review this requirement, and through escalation, we are hopeful this will be classed as a bug and a tactical fix deployed before the end of the year.</p>
<p><b>Cisco devices:</b> The SPA122, whilst equipped with 2 phone ports, currently only has one working</p>	<p>Predominantly we have seen the use of the ATA for legacy fax machines or DECT solutions. We have not seen demand for more than one analogue port on the SPA122 and this feature is not on the roadmap.</p>
<p><b>Cisco/Polycom devices:</b> 1 and 2 digit speed dials don't show caller information once dialled</p>	<p>Following feedback to the current design of this feature, a request for further information to show caller name and number is being considered.</p>
<p><b>Polycom 331/335:</b> Hot-desking on the Polycom 331/335 is currently not achievable through the phone</p>	<p>Polycom has confirmed that the phone's memory size on the 331/335 is not able to support this service. If Hot Desking is a core requirement of an end users business, we would recommend selling the Polycom VVX phones.</p>
<p><b>Polycom/Cisco devices:</b> Alpha tagging will only work if a user has a DDI assigned.</p>	<p>Unless the user has a DDI then alpha tagging will fail to find a relevant tenant and will therefore not query LDAP for the contact – resulting in no contact name being displayed on the user's phone.</p>
<p><b>Cisco devices:</b> LDAP requests intermittently failing due to the length of the request being over 127 characters</p>	<p>Expansion of the Daisy Hosted Voice service in 2015 will include works that will reduce the length of the request and thus resolve this issue.</p>
<p><b>Cisco Devices:</b> Bluetooth does not work when using 2+ sidecars</p>	<p>When you have 2 or more sidecars connected to a 525 Bluetooth will not work. When attempting to pair you get an error on the phone saying operation failed. This has been logged with Cisco to develop a fix.</p>
<p><b>Yealink Devices:</b> W52 LDAP directory searches not very intuitive.</p>	<p>The soft search key only appears once you start to key in the name you are searching for. The device will only display the first name first and the last name of the Daisy Hosted Voice Company contact. The display screen is limited to 18 characters. If you exit and enter the LDAP directory the device can return different results (random entries). The above behaviour is working as designed by the manufacturer.</p>

## 7. Clients

Known Behaviour	Resolution Plan
Telephony presence only is not shown on the client	<p>Due to the features on the Daisy Hosted Voice desktop client, we would expect this to be rolled out as an IT policy and so everyone logged in when connected to a suitable data connection, linking telephony presence for all contacts.</p> <p>Further developments to add purely telephony presence will be made available through future releases of the client capability.</p>
Telephony presence not showing correctly on the client when call generated from Daisy Hosted Voice phone	<p>We have received some intermittent faults where off-hook status is not being picked up in the soft client view where generated from a Daisy Hosted Voice phone.</p> <p>This presence should be shown correctly and is working within our Labs and over additional test sites as per the original launch tests.</p> <p>Further testing work is being carried out to identify the root cause of these issues.</p> <p>Not an issue with Daisy Access.</p>

## 8. Network

Known Behaviour	Resolution Plan
If a Daisy Hosted Voice site name has more than 63 characters then calls will be rejected.	When adding a site now you can make it a maximum of 25 characters on the Daisy portal.
We have discovered an issue whereby the Presentation Number on Daisy Hosted Voice is not being passed across to certain mobile networks. So far we have identified this as a problem on EE and O2.	<p>These mobile network carriers are unable to guarantee the Presentation Number is displayed when called by a Daisy Hosted Voice user. In some instances, the underlying network CLI is shown instead. This can cause issues with missed calls or voicemails, as when the network CLI number is called back it may not be routed to the intended recipient.</p> <p>We are assisting the respective networks as they attempt to resolve this and will provide further updates in due course.</p>

## 9. Daisy Hosted Voice GUI

Known Behaviour	Resolution Plan
I can't set permissions of a user	<p>A user's view can currently only be customized to not see a view key areas such as "Remote Office" where additional commercial risk exists.</p> <p>A User +/- role is being investigated for future Daisy Hosted Voice releases to enable more user configuration.</p>
I'm unable to extract Call Recordings easily from the Daisy Hosted Voice system as I can't select multiple users	<p>Call recordings for users, Hunt Groups, or Auto Attendants can be exported from the systems.</p> <p>Work is in progress in making it easier to export multiple files over multiple teams or users, and this will be provided in future Daisy Hosted Voice releases.</p>
CLI required for setting Busy and Unavailable sections of a user's call profile	A solution is in design and awaiting testing for release.
Using Commas within Daisy Hosted Voice fields	We have added the comma as a disallowed character within all Daisy Hosted Voice fields, use of these characters are corrupting certain reports. If a comma is used, the user will receive the error message "First name/Last name must not contain."

## 10. Daisy Hosted Voice Features

Known Behaviour	Resolution Plan
Call Recording inter-site	<p>Call Recording relies on the call either starting or ending through the Daisy network. This is fine in the majority of cases as calls will route to users or hunt groups from external callers, and if then transferred internally the recording will still be available due to the external connection.</p> <p>However, where the intention is to record internal calls between users on Daisy Hosted Voice that do not go to an external number outside of the Daisy Hosted Voice site, call recording is not currently possible.</p>
A user sees my number when I transfer a call to them	<p>The design of the Daisy Hosted Voice system says that if you have answered a call you are able to pass on all details to the transferred party.</p> <p>Other types of CLI Presentation are being investigated for implementation in future Daisy Hosted Voice release.</p>
Implementation of a call schedule is difficult to do on Daisy Hosted Voice, and I don't have the option for a 3rd routing option, or immediate DR/ night service	<p>Following feedback from our Partners around the Call Scheduling feature, further work is being carried out to simplify this.</p> <p>The first step of this was to simplify the logic between Business and Holiday hours, to Open and Closed schedules.</p> <p>Further work continues and is targeted at the next Daisy Hosted Voice release to add new capabilities around Hunt Group Call forwarding for Disaster Recovery, and additional simplification improvements to help with the association of scheduled to Hunt Groups and Auto Attendants.</p>
I would expect to be able to access my group voicemail on my phone	<p>By design, Daisy Hosted Voice aims to ensure accessing voicemails is as simple as possible for an end user. They can currently have all VMs delivered to the voice portal or an email address.</p> <p>At present only the user's voicemail box can be accessed from the fixed buttons on the IP Phones, but further development work is being done as part of the device customization piece targeted for the next release to investigate this option.</p>
Recording of messages for Auto Attendants and voicemail messaging is possible through the phone and user interface, but this is not the same for Call Queue messaging	<p>Call queue messaging can only be uploaded through the Daisy Hosted Voice web interface.</p> <p>We are looking at ensuring all messaging can be recorded through the phone or web interface, but at present access to the call, queue menus are not available from the company voice portal.</p>
If a user is in a Hunt Group and has twinning setup, the 1st call to them will wait to be answered, but a 2nd would go to their twinned location	<p>This feature is working as designed, and we would, therefore, advise ensuring users connected to Hunt Groups do not have twinning enabled.</p> <p>Further investigation work continues into if this design can be adjusted.</p>
Voicemail unavailable when the remote office is enabled. A user leaving a voicemail is advised that they "cannot be heard"	<p>The problem has been diagnosed as an issue with session variable being incremented by Genband and Daisy is discussing with several vendors regarding a fix. No timescale on a fix.</p>
DND and Call Queue Group	<p>With a Call Queue Group when the user switches off DND via the SOFT KEY ONLY it can take 20-30 secs for the call to route to that user. If the shortcode is used then the call routes straight away, this has effected both Polycom and Cisco.</p>

Known Behaviour	Resolution Plan
Delay in Retrieving voicemail messages via voicemail portal.	<p>When a caller leaves a voicemail for a user, it may be deposited in one of many mail servers for redundancy purposes. Once deposited it may take up to 2 minutes for this message to them be copied across to the other servers.</p> <p>In the meantime, the user will be notified of a new voicemail. If the user dials into the voicemail portal within these 2 minutes, they may, at random, access a mail server that does not yet have the message and thus be presented with a message advising they have no voicemails currently.</p> <p>There are plans for a voicemail server upgrade which will remove this delay, however, there is currently no timescale for these works.</p> <p>A workaround for this issue is to enable email notifications as these are sent by the mail server upon receipt of the voicemail.</p>
Call Barge and Integrator	<p>When a user has Integrator enabled and a Managing User barges into a call, Integrator will display a pop up advising the Monitored User that Managing User has conferenced into their call, even if the Warning Tone is set to "Off" in Daisy Hosted Voice.</p> <p>This is working as designed with Integrator. However, we have raised this with the Integrator developer team to align the pop up with the Warning Tone setting so that when the Warning Tone is set to off the Integrator pop up will not appear when a Managing User barges into a call.</p>

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## 11. Call Centre

Known Behaviour	Resolution Plan
Hold Conference Call	When the agent/supervisor is managing a conference call and he presses the "Hold" option for the conference, in fact, he puts on hold himself and the other parties will be able to talk.
Call Barge	The Barge-In feature can be used only by the supervisors that have the supervisor client assigned to them. Users who have the supervisor client can also be able to use a FAC (*33) from their end devices to Barge-In to agents' calls.
Guest-in Polycom VVX handsets	<p>If a user has both Call Centre Licenses' (ACD) and Hot Desking (Hoteling) enabled on their end devices, both functions are available on the same Soft Key.</p> <p>To enable the ACD (VVX310 &amp; VVX410): Press "ASignIn" à More à UseHost ~ To enable the ACD (VVX500 &amp; VVX600): Press "ASignIn" à UseHost</p> <p>To enable the hoteling (VVX310 &amp; VVX410): Press "ASignIn", define the User ID (extension number) and password (voicemail passcode) à More à OK</p> <p>To enable the hoteling (VVX500 &amp; VVX600): Press "ASignIn", define the User ID (extension number) and password (voicemail passcode) à OK</p> <p>Note, you may also use the Call Centre functions via the 'Settings à ACD' options on the phone.</p>
Call Waiting on Agents	<p>The activation of call waiting on agents is not encouraged for the call centres.</p> <p>For example in a scenario where the "Allow Call Waiting on Agents" is enabled for a specific call centre but the agent that is serving the call centre does not have the "Call Waiting" feature enabled on his device, it means that when a second call will be offered to the agent, the agent will not be able to handle the call and the call will return to the queue as a bounced call.</p>
Agent staying on wrap up	<p>In case that the administrator did not enable the maximum Wrap-Up timer, the agent will be able to set his Wrap-Up timer for the specific Call Centre. This can be done via the agent client, on the settings and under the Application options. In this scenario, after a call, the agent will become Available after the specified time (i.e. 45 seconds). However, if the agent changes his state manually to Wrap-Up, it will stay on that state until he manually changes his state to something else.</p> <p>If the agent serves 2 or more Call Centres where some of them are having the maximum ACD timer enabled (maybe with different timers) and some other not then the agent will follow the rules/policies from the Call Centre that he received the last call.</p>
Agent Availability	Channel Partners and Company Admins are unable to view agent availability within their Call Centres. They are also unable to perform actions on behalf of the user i.e. Join, Sign in, Sign Out, etc. This is being worked on and should be available for the October Release.

To find out more about **DHV Known Behaviours**, please contact us today:

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