



BK
InteropONE™
A **BK ONE** SOLUTION

Administrators Guide

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1 ABOUT INTEROPONE

InteropONE is a comprehensive communication solution that allows instant connection between geographically distributed or heterogeneous teams. Created by BK Technologies, InteropONE enables authorized public safety communications managers and command staff to easily create dynamic talkgroups on demand within minutes, including anybody with an active smartphone.

InteropONE is designed for Android and iPhone. The browser-based version is called WebChat.

This document describes all features supported by the Company Administration web portal. However, some features may not be available to you based on the features enabled for your company.

1.1 Logging In

To access your Company Admin account, point your web browser to admin.interopone.com.

Once there, you are greeted with a login form. Enter your email address and password in the designated fields. After a successful authentication, you will be redirected to the Company Admin home page.

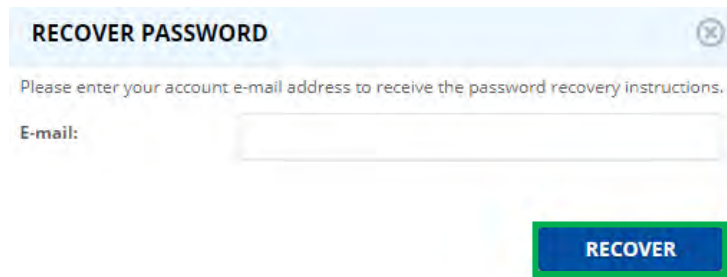
Note 1: If enabled by the Super Admin, you may log in with an LDAP-provisioned account.

Note 2: Account passwords will periodically expire (90 days by default), regardless of how often a user logs in. Changing or resetting the password will reset the expiry time. Once a password has expired, the user must reset it to log in again.

A screenshot of the login form for the Company Admin portal. It contains two input fields: 'Login:' with placeholder text 'Your e-mail address' and 'Password:' with placeholder text 'Your password'. Below the password field is a blue link that says 'Did you forget your password?'. At the bottom left is a checkbox labeled 'Remember me'. At the bottom right is a blue button with white text that says 'LOG IN'.

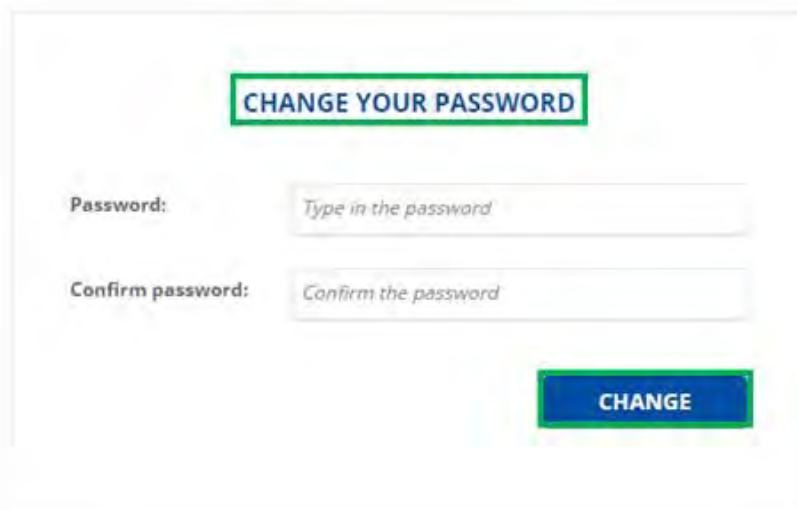
Company Admin > Log in

If you have forgotten your password, click the **Did You Forget Your Password?** button. A new form will open. Enter your email address and click the **Recover** button.



Recover password

An email will be sent to the specified email address. Access the link in the email and you will be redirected to a new form called **Change Your Password**. Enter the new password twice and click the **Change** button.



Change password

The password will be changed to the one provided, and the account will be ready to use again.

Every successful password change is followed by a confirmation email that is sent to the account's associated email address.

1.2 Automatic Sending of Statistic Reports

1.2.1 Statistics Report Content

The statics report is an Excel file generated for each InteropONE organization. It is organized as follows:

Sheet 1: Users Info

It includes the following information as columns:

- Number of active users
- Number of provisioned users
- Number of WebChat users only
- Number of Mobile users only
- Number of groups
- Number of departments

Sheet 2: Statistics per User

It includes the following information as columns:

- Last Name/First Name
- Phone number
- Email address
- Authenticated on (Mobile-Webchat/Webchat only/Not authenticated)
- Groups (In which groups users belongs to. If user belongs to multiple groups, group names are separated by coma.)
- Departments (In which departments users belongs to. If user belongs to multiple departments, department names are separated by coma.)
- Number of messages sent by user
- Number of calls per user
- Number of Push-To-Talk calls

Sheet 3: Statistics per Group

It includes the following information as columns:

- Group Name
- Total number of messages per group
- Total number of VoIP calls per group
- Total number of Push-To-Talk calls per group

Sheet 4: Statistics per Department

It includes the following information as columns:

- Department Name
- Total number of messages per department
- Total number of VoIP calls per department

- Total number of Push-To-Talk calls per department

This report will be automatically sent at the end of each month to the organization's main administrator.

2 MY COMPANY

Includes the following submenus:

1. **Dashboard:** Access service statistics through the **Dashboard**.
2. **Users:** Register users and choose options you want to activate for them (depending on your subscription).
3. **User Profile:** Create customized user profiles in which you configure multiple options and settings at the same time, then assign each profile to the users.
4. **Organization Chart:** Structure your organization by departments and set communication rules between users in each department (open the **Settings** menu and change work mode to "Advanced").
5. **Groups and Departments:** Create/edit/delete groups of users and departments (open the **Settings** menu and change work mode to "Advanced").
6. **Admin:** Add an admin.

My Company

2.1 Quick Start

This section summarizes the most common functions that you will use as an InteropONE administrator.

2.1.1 Company Setting Preferences

Review organization/company settings (Company Settings) to ensure you select the desired settings. The following values are recommended for these specific settings:

- Push-To-Talk: Set to ALL USERS
- Live Replay: Select ON
- Multi-channels: Set to ALL USERS
- Third Party API Keys: Leave as is; not applicable to InteropONE.

2.1.2 Create Static Groups

Create the static groups that you want to be available to the organization (Creating a Group). Dynamic groups are created by the host Primary User or Standard User from the InteropONE application on their smartphone.

2.1.3 Add Users

Add Primary and Standard Users (Quick Add, Adding a User) and assign them to one or more static groups as required. Leave the “External API access” box unchecked.

2.2 Dashboard

2.2.1 Quick Add

2.2.1.1 User Details

This screen displays the following fields:

- First Name
- Last Name
- Mobile Phone Number
- Email Address
- Position
- User Profile
- Upload a Picture

Important: The mandatory Position field is used to identify the type of InteropONE user. Use Primary User to indicate a Primary User, and Standard User to indicate a Standard User. Proper capitalization is required for the system to recognize the entry.

The screenshot shows the 'Quick Add' user details form. The form is titled 'QUICK ADD' and has a 'USER DETAILS' tab selected. The form fields include: First Name *, Last Name *, Mobile Number * (with a country code dropdown), E-mail Address (with a note: 'Mandatory if the provided phone number cannot receive SMSes'), Position, and User profile (with a dropdown menu showing 'None'). There is also an 'Upload a picture' section with a placeholder image. A 'NEXT' button is at the bottom right. The left sidebar shows a navigation menu with 'DASHBOARD' highlighted, and other options like 'USERS', 'USER PROFILE', 'ORG. CHART', 'GROUPS AND DEP.', and 'ADMIN'.

My Company > Dashboard > Quick add > User details

2.2.1.2 Departments

This tab is displayed only if the "Advanced Mode" is enabled in the **Settings**.

The available options are:

- Select user's main department. Enter at least two characters to search for a department. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).
- Add user in additional departments.

The screenshot shows the 'QUICK ADD' modal with the 'DEPARTMENTS' tab selected. On the left is a sidebar menu with 'DASHBOARD' highlighted, and other options like 'USERS', 'USER PROFILE', 'ORG. CHART', 'GROUPS AND DEP.', and 'ADMIN'. The main area has three tabs: 'USER DETAILS', 'DEPARTMENTS', and 'OPTIONS'. Under 'DEPARTMENTS', there is a dropdown for 'Select User's Main Department' with 'BK InteropONE' selected. Below it is a section 'Add user in additional departments' with a search input field. A tip at the bottom explains how to create departments and assign administrators. 'BACK' and 'NEXT' buttons are at the bottom right.

QUICK ADD

USER DETAILS | **DEPARTMENTS** | OPTIONS

Select User's Main Department

BK InteropONE

Add user in additional departments

Please enter 2 characters when searching

Tips:
To Create your Company Organization and add Departments, click on the **Org. Chart** Tab.
From the **Admin** Tab, you can also assign administrators to each created departments.

BACK **NEXT**

My Company > Dashboard > Quick add > Departments

2.2.1.3 Options

The available options will be from the following list, depending on which one is activated for the organization:

- **WebChat:** If enabled, allows users to use the desktop application.
- **Calls:** If enabled, allows users to make and receive free calls via Internet.
- **Push-To-Talk:** If enabled, allows users to make and receive Push-To-Talk Calls. Push-To-Talk calls provide half-duplex communications: while one person transmits, the other receives. This is a great advantage especially for multiple interlocutors as it allows a single person to reach an active talk group with a single button press.
- **Priority:** Define a priority level for a user. A user with a high priority level will always be able to take the floor over a lower priority level user. A channel with high priority level will always override a call from a user with a lower priority level or another channel with a lower priority level. Choose a priority level from the drop-down list.
- **Audio Sessions Recording:** If enabled, allows to record VoIP calls, Push-To-Talk calls, and Push-To-Talk channel sessions.
- **Multi-Channels:** If enabled, allows users to stay connected to multiple channels at the same time.

The screenshot displays the 'Options' configuration page. On the left, a sidebar contains navigation links: **DASHBOARD**, **USERS** (49), **USER PROFILE** (1), **ORG. CHART** (3), **GROUPS AND DEP.** (19), and **ADMIN**. The main area features three tabs: **USER DETAILS**, **DEPARTMENTS**, and **OPTIONS** (which is active). The **OPTIONS** tab shows a list of features with checkboxes: **WebChat** (unchecked), **Calls** (checked), **Push-To-Talk** (checked), **Priority** (a dropdown menu currently set to 'None'), **Multi-Channels** (checked), and **Audio sessions recording** (checked). Each feature has an information icon (i) to its right. A **BACK** button is located at the bottom right of the page.

My Company > Dashboard > Quick add > Options

2.2.1.4 Logs

This category of user details is displayed only for already created users and it shows the last troubleshooting logs sent by the mobile user in chronological order.

If the maximum logs option is set to three and the user already sent three logs and they send another one, the latest log file will replace the fourth.



My Company > Users > User details > Logs

Note: This capability is not currently supported by the InteropONE application. Therefore, the logs list will always be empty.

After completing all the sections, click the **Save** button.

2.2.2 Bulk Upload

To upload a list of users, click the **Bulk Upload** button.

The screenshot displays a user management interface. On the left, a sidebar menu includes 'DASHBOARD' (highlighted with a green box), 'USERS' (94), 'USER PROFILE' (1), 'ORG. CHART' (2), 'GROUPS AND DEP.' (88), and 'ADMIN'. The main area is divided into 'USER DETAILS', 'DEPARTMENTS', and 'OPTIONS' tabs. The 'USER DETAILS' tab is active, showing fields for First Name, Last Name, Mobile Number, E-mail Address, Position, and User profile. A 'NEXT' button is at the bottom right of this section. Below the main content area, three buttons are visible: 'BULK UPLOAD >' (highlighted with a green box), 'BULK DELETE >', and 'BULK ASSIGN >'. On the right side, a 'DASHBOARD' section shows two circular progress indicators: '9.4%' for 'Of users created in this account' and '86.17%' for 'Of users have downloaded the app or are using the WebChat'. A message at the bottom states: 'Your users have sent 0 message over the last 30 days. so an average of 0 message/user/day'.

My Company > Dashboard > Bulk upload

1. Upload multiple users or pictures at once. Click the **Users** or **Users Pictures** option to continue the upload process.


✕

BULK UPLOAD PROCESS


1

Upload multiple users and pictures at once


2



3



4



5

USERS

USER PICTURES

Thanks to the bulk upload process, you can:

- Create multiple user accounts at once: it saves you time as you don't need to create users one by one
- Upload users pictures in bulk: no need to click on each user's profile to upload his or her pictures

Please select the 'Standard Users', '3GPP Users' or 'User Pictures' option to continue the upload process.

My Company > Dashboard > Bulk upload > Step 1: Choose to upload users or pictures

Steps to follow if you choose Users:

You can upload multiple users at once. You must create a list of users with their details. There are two methods to create a user list: download one of the Excel templates (recommended) or create a CSV file (use the same columns as the Excel template).

Note: You can add up to 500 users to a department. Even if you move a user from one department to another, the limit remains.

Click the **Next** button.

1

BULK UPLOAD OF USERS

How to add multiple users at once?

To add multiple users, you must create a list of users with their details (First Name, Last Name, Mobile Number and E-mail Address). This list can be provided either as an Excel file, or as a CSV (Comma Separated Values) file. Spreadsheet programs like Microsoft Excel or Open Office Calc make it easy to create a users list.

2

Create a users list


There are two methods to create a user list on Team on the run:

1. Download our Microsoft Excel template (recommended)
2. Create a CSV file (use the same columns as the excel template)


3

Once you have created the list, you have to upload it on the Web Organization. Before validating the creation of users on Team on the run, a preview of the users that will be created will be displayed to you. It will allow you to check users details and discard any user with incorrect information. Click on NEXT to create your user list file.

4



5



My Company > Dashboard > Bulk upload > Step 2: Upload users

If you select Option 1, download the Excel file, and then open it. Add one user per line. Some fields are mandatory such as: First Name, Last Name, and Phone Number/User ID. To activate one of the options, enter YES in the dedicated option field. If you enter NO or leave the field empty, the option will not be activated for this user. To define the Geolocation status for a user, enter On Demand or Tracking. No geolocation status will be set if you leave the field empty or enter Only Some Users. If you are in Regular mode, the Main Department will not be considered.

If a quota is set for Voice, Video, Geolocation, and My Business features, and the number of users you want to import exceeds this quota, then the users are imported in the order listed in the Excel file until the quota is reached.

When you select Option 2, you must have at least one user profile already created. Download the Excel file and open it. Add one user per line. There are fewer fields to fill out when compared to the first option's template, and you can enter a User Profile for each user.

Save the Excel file once all the users have been added.

Click the **Next** button.

CONFIRMATION OF BULK IMPORT OF USERS

1

2

3

4

5

Option 1: [Download our Team on the run template](#)

Or

Option 2: [Download our Team on the run User Profile based template template](#)

User Name 1	Last Name 1
User Name 2	Last Name 2
User Name 3	Last Name 3
User Name 4	Last Name 4
User Name 5	Last Name 5
User Name 6	Last Name 6
User Name 7	Last Name 7
User Name 8	Last Name 8

1. Open the Microsoft Excel template
2. Add one user per line
3. Option1: The First Name, Last Name and Mobile Number are mandatory. To activate one of the options, enter YES in the dedicated option field. If you enter NO or leave the field empty, the option will not be activated for this user. To define the Geolocation status for a user, enter ONDEMAND or TRACKING. No geolocation status will be set if you leave the field empty or enter ONLY SOME USERS. If you are in REGULAR mode, the Main Department will not be taken into account.
4. Option2: The First Name, Last Name, Mobile Number and User Profile are mandatory.
5. Save the Microsoft Excel spreadsheet once all the users have been added.

<
NEXT

My Company > Dashboard > Bulk upload > Step 3: Download the Excel template from Option 1 or Option 2

Select your file, then click the **Upload** button.

The screenshot shows a web interface for uploading a file. On the left, there is a vertical sidebar with five numbered steps: 1, 2, 3, 4, and 5. Step 1 is highlighted with a green border. The main content area has a title 'UPLOAD YOUR INTEROPONE TEMPLATE' in a green-bordered box. Below the title, it says 'Please select your file.' There is a text input field containing 'InteropONE_BulkUpload.xlsx'. To the right of the input field is a 'BROWSE' button with a folder icon. To the right of the 'BROWSE' button is an 'UPLOAD' button with a green border. Below the input field, there is a small square button with a circular arrow icon. In the top right corner of the main content area, there is a small circular icon with an 'x' inside.

My Company > Dashboard > Bulk upload > Step 4: Upload the file

Before validating the upload of users, a preview of the users that will be uploaded will be displayed to you.

BULK USERS UPLOAD CONFIRMATION

Number of success users: 5

✓	First Name	Last Name	User ID	E-mail Address
✓	User	10	10	
✓	User	11	11	
✓	User	12	12	
✓	User	13	13	
✓	User	14	14	

1 2 3 4 5

⏪ ⏩ ⏴ ⏵

CANCEL CONFIRM USER CREATION

My Company > Dashboard > Bulk upload > Step 5: Confirm users upload

A pop-up window will appear to confirm the upload.

CONGRATULATION!

You have successfully added 5 users!
Do you want to add their pictures now?

NO YES

My Company > Dashboard > Bulk upload > Users upload confirmed

Note 1: If at least one user profile has been created, you can also upload users via LDAP.

If you want to upload their pictures, click **Yes**. You will be redirected to the picture upload page where you can upload multiple pictures at once. There are two methods to upload pictures: via browser (you browse the pictures, select them one by one, and click the **Upload** button) or ZIP file (you create a file including all the pictures you want to upload, zip the file, and upload it). Keep in mind that your users must be already created on the Company Administration to be able to upload their pictures.

Click the **Next** button.

BULK PICTURE UPLOAD

1

How to upload pictures in bulk

Team on the run offers you an easy way to upload multiple users pictures at once. Please note that your users have to be already created on the Team on the run web administration to be able to upload their pictures. You have 2 options to upload users pictures:

- Via a browser: you browse pictures, select them one by one and click on upload
- ZIP file: you create a file including all the pictures you want to upload, zip the file and upload it.

Please select the upload process option and click on NEXT to have more information on the selected option.

BROWSER-BASED UPLOAD

ZIP FILE UPLOAD

X

NEXT

3

My Company > Dashboard > Bulk upload > Upload pictures via a browser

Name each user's picture with the registered phone number/user ID. Click the **Browse** button. You can select multiple pictures at once by pressing CTRL key on your keyboard while selecting the pictures.

Click the **Upload** button, then **Next**.

PICTURES UPLOAD VIA A BROWSER

Please follow the steps to upload the pictures via a browser

1. Name each user's picture with the registered user's mobile number; eg:0642589632
2. Click on the button BROWSE below.
3. Select the picture and click on OPEN or double-click on the picture
TIPS: You can select multiple pictures at once by pressing CTRL key on your keyboard while selecting pictures
4. Click on UPLOAD. Uploaded pictures files will be displayed below the browser bar.
5. Click on NEXT to have a preview of the pictures and confirm the upload.

The selected files will be displayed here

BROWSE UPLOAD

12025550110.jpg
12025550111.jpg
12025550112.jpg
12025550113.jpg
12025550114.jpg

Previous NEXT

My Company > Dashboard > Bulk upload > Upload pictures via a browser

You will see a preview of the pictures. Click **Confirm Pictures Upload**.

PICTURES UPLOAD CONFIRMATION

Number of uploaded picture: 5

✓ User 10 +1 202-555-0110

✓ User 11 +1 202-555-0111

✓ User 13 +1 202-555-0113

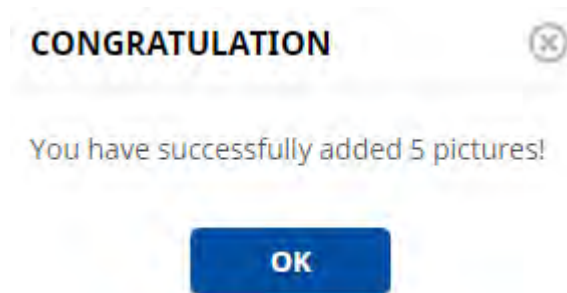
✓ User 14 +1 202-555-0114

✓ User 12 +1 202-555-0112

Previous CANCEL CONFIRM PICTURES UPLOAD

My Company > Dashboard > Bulk upload > Confirm pictures upload

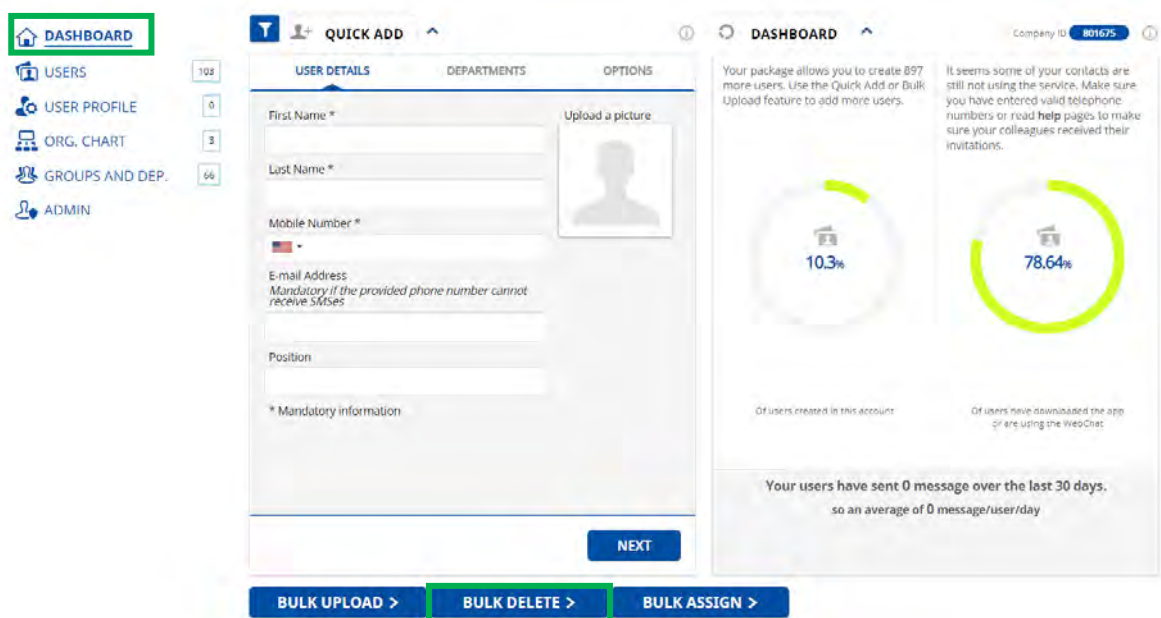
A pop-up window will appear to confirm the upload.



My Company > Dashboard > Bulk upload > Pictures upload confirmed

2.2.3 Bulk Delete

To delete a list of users, click the **Bulk Delete** button.



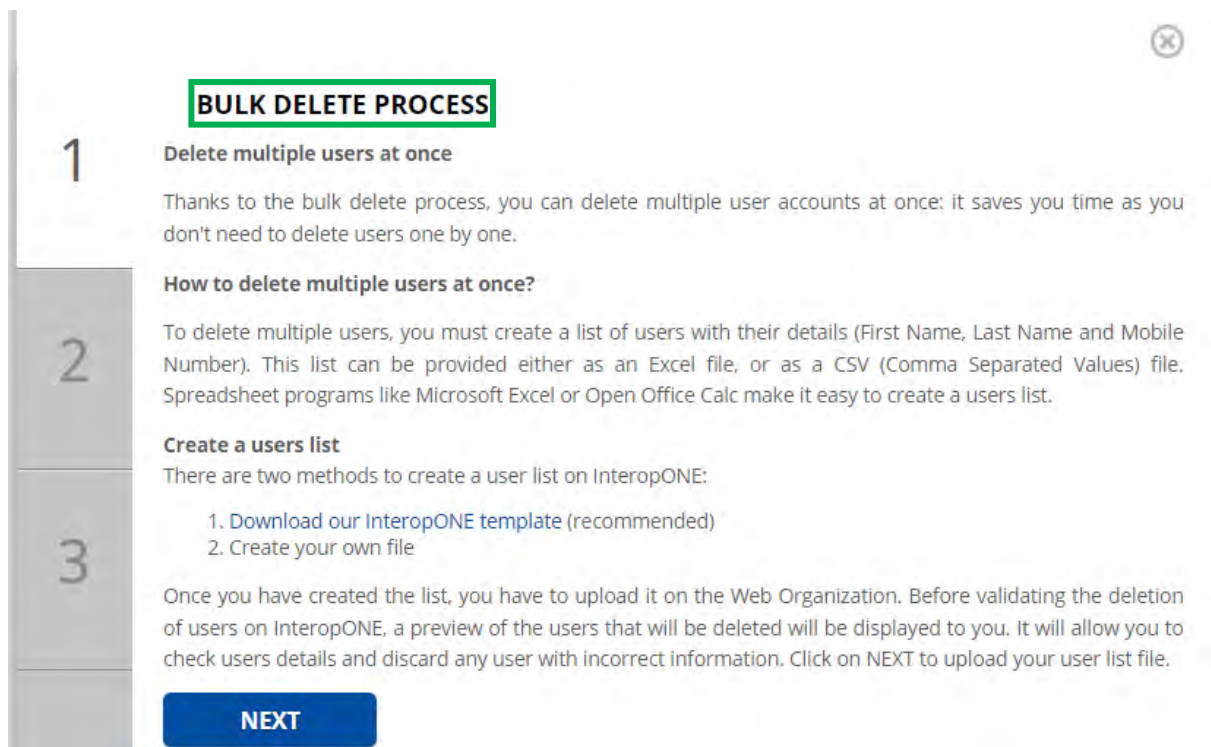
My Company > Dashboard > Bulk delete

1. You can delete multiple users at once. You must create a list of users with their details. This list can be provided either as an Excel file, or as a CSV (Comma Separated Values) file. There are two methods to create a user list: download the Excel template (recommended) or create a CSV file (use the same columns as the Excel template).

Download the Excel file and then open it. Add one user per line. Fill in the required fields: First Name, Last Name, and Phone Number/User ID.

Save the Excel file once all the users have been added.

Click the **Next** button.



BULK DELETE PROCESS

1 Delete multiple users at once

Thanks to the bulk delete process, you can delete multiple user accounts at once: it saves you time as you don't need to delete users one by one.

How to delete multiple users at once?

To delete multiple users, you must create a list of users with their details (First Name, Last Name and Mobile Number). This list can be provided either as an Excel file, or as a CSV (Comma Separated Values) file. Spreadsheet programs like Microsoft Excel or Open Office Calc make it easy to create a users list.

Create a users list

There are two methods to create a user list on InteropONE:

1. Download our [InteropONE template](#) (recommended)
2. Create your own file

Once you have created the list, you have to upload it on the Web Organization. Before validating the deletion of users on InteropONE, a preview of the users that will be deleted will be displayed to you. It will allow you to check users details and discard any user with incorrect information. Click on NEXT to upload your user list file.

NEXT

My Company > Dashboard > Bulk delete > Step 1: Download the Excel template

2. Select your file, then click the **Upload** button.

The screenshot shows a web interface for uploading a file. On the left, a vertical sidebar contains three numbered steps: 1, 2, and 3. Step 1 is highlighted. The main area has a heading 'UPLOAD YOUR INTEROPONE TEMPLATE' in a green box. Below it, the text 'Please select your file.' is followed by a file input field containing 'InteropONE_BulkDelete.xlsx'. To the right of the input field are two buttons: 'BROWSE' and 'UPLOAD'. The 'UPLOAD' button is highlighted with a green border. A back arrow button is located below the file input field.

My Company > Dashboard > Bulk delete > Step 2: Upload the file

3. Before validating the deletion of users, a preview of the users that will be deleted will be displayed to you.

Click **Confirm User Deletion**.

The screenshot shows a confirmation screen for bulk user deletion. On the left, a vertical sidebar contains three numbered steps: 1, 2, and 3. Step 2 is highlighted. The main area has a heading 'BULK USERS DELETION CONFIRMATION' in a green box. Below the heading, it says 'Number of success users: 5'. A table displays the list of users to be deleted. Each row has a checkbox with a checkmark, followed by columns for 'First Name', 'Last Name', and 'User ID'.

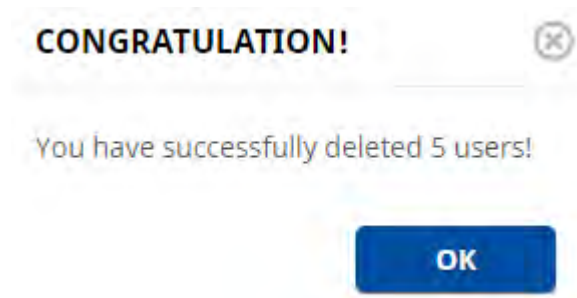
	First Name	Last Name	User ID
✓	User	10	10
✓	User	11	11
✓	User	12	12
✓	User	13	13
✓	User	14	14

3

The screenshot shows the bottom of the confirmation screen. There are two buttons: 'CANCEL' and 'CONFIRM USER DELETION'. The 'CONFIRM USER DELETION' button is highlighted with a green border.

My Company > Dashboard > Bulk delete > Step 3: Confirm users' deletion

A pop-up window will appear to confirm the deletion.

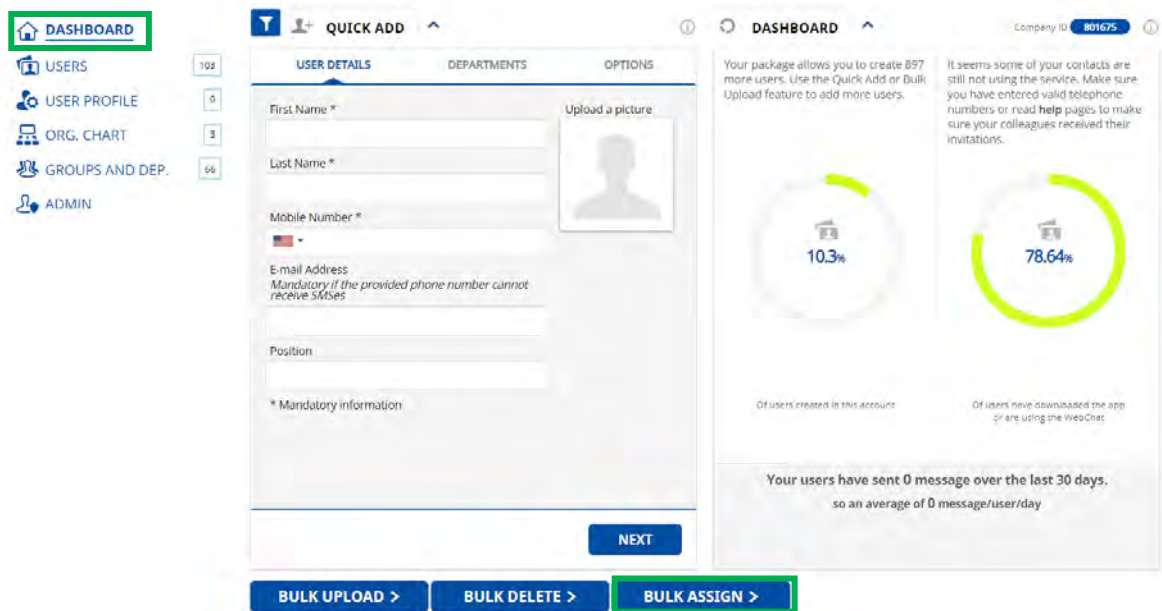


My Company > Dashboard > Bulk delete > Users deletion confirmed

2.2.4 Bulk Assign

To assign users to one or several groups and departments, click the **Bulk Assign** button.

If you are the organization admin, you can assign any users from the organization to any group or department of the organization. If you are the department admin, you can only assign users from your department to groups and sub-departments linked to your department.



My Company > Dashboard > Bulk assign

1. Download the Excel file with empty user list or the Excel file with all the users of the department/organization, and then open it.

The Excel file will contain:

- If you are the organization admin: All the organization departments, sub-departments, and groups to which you have access.
- If you are the department admin: All the sub-departments and groups to which you have access.

The downloaded Excel file is organized as follows:

- Columns:
 - Column 1: First Name (optional)
 - Column 2: Last Name (optional)
 - Column 3: Phone Number/User ID (mandatory)
 - Column 4 to column N: All the groups of the department or the organization. Each group will reserve a column.
 - From column N+1: All the departments and the sub-departments of the organization or all the sub-departments of the department.

- Lines:

They are empty by default. You (as an organization admin or department admin) will add manually the user list that you want to assign them to. Each line is dedicated to only one user.

The groups and departments will be ordered in alphabetical order.

To differentiate between groups and departments in the downloaded file, the following letters will be displayed:

- "G" on the cell above each group column entitled.
- "D" on the cell above each department/sub-department column entitled.

Assign the users to those groups/departments by adding a lower-case letter **x** in the appropriate cell (group/department).

Note: You can assign up to 500 users to a department.

You (as an organization admin or department admin) will be able to delete some columns if you want to keep only groups and departments needing new member assignments. Example: When you want to assign users to some groups, you can delete all the department's columns and the unconcerned groups columns. The updated Excel file with some deleted groups/departments columns can be uploaded.

Save the Excel file once all the users have been added.

Click the **Next** button.

1

BULK ASSIGNMENT PROCESS

2

Please download the file ▼ listing all the groups and the departments.

To ensure correct assignment of users, please follow the rules below:

- Add already existing users in the file by providing their phone numbers (if you have downloaded the file without the full user list)
- Assign a user to a group or a department by adding a cross 'x' to the corresponding cell

After the save Of the Updated File, click on NEXT to upload and process the file in your TOTR account.

NEXT

My Company > Dashboard > Bulk assign > Step 1: Download the Excel file

1

BULK ASSIGNMENT PROCESS

2

Please download the file ▼ listing all the groups and the departments.

To ensure correct assignment of users, please follow the rules below:

- An empty user list File
- With all the users of the department / Organization
- Assign a user to a group or a department by adding a cross 'x' to the corresponding cell

After the save Of the Updated File, click on NEXT to upload and process the file in your TOTR account.

NEXT

My Company > Dashboard > Bulk assign > Step 1: Excel files

2. Select your file, then click the **Upload** button.

The screenshot shows a web interface titled "BULK ASSIGNMENT PROCESS" with a close button in the top right. On the left, a vertical sidebar contains two numbered steps: "1" and "2". Step "1" is highlighted. The main content area contains the text "Please upload the updated file with users to be assigned in your group(s)/department(s)." Below this is a text input field containing "InteropONE_BulkAssign.xlsx", a "BROWSE" button with a file icon, and a blue "UPLOAD" button. At the bottom right, there is a blue "CONFIRM ASSIGNMENT" button.

My Company > Dashboard > Bulk assign > Step 2: Upload the file

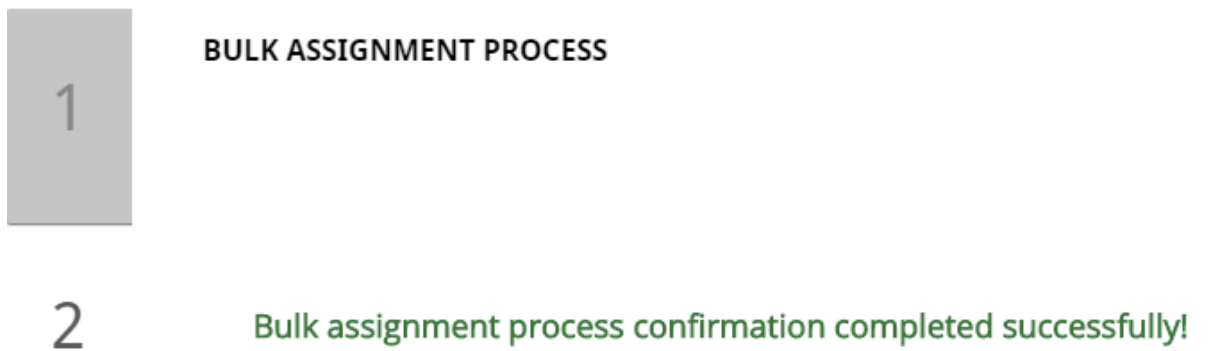
If the file format is good, you will see a message: "The bulk assignment file has been uploaded successfully. After checking, all the assignments can be processed. Please confirm assignment" (if the file is correct, with 0 errors).

Click the **Confirm Assignment** button.

The screenshot shows the same "BULK ASSIGNMENT PROCESS" interface, but now Step "2" is highlighted in the sidebar. The main content area displays a success message: "The bulk assignment file has been uploaded successfully. After checking, all the assignments can be processed. Please confirm assignment." The "BROWSE" and "UPLOAD" buttons are still present. The "CONFIRM ASSIGNMENT" button at the bottom right is now highlighted with a green border.

My Company > Dashboard > Bulk assign > Step 2: Confirm users' assignment

A pop-up window will appear to confirm the assignment.



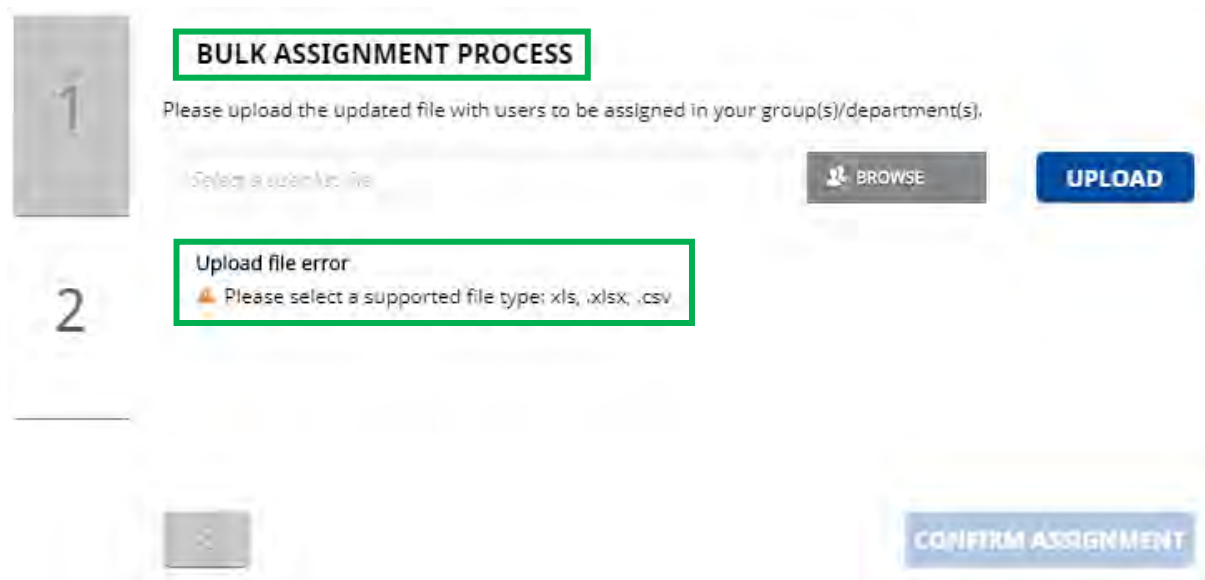
Error cases:

You can see if there are errors in the Excel file and the type of error, so that you can correct them easily and upload a new file.

The errors are categorized by three types:

1. Uploaded file error

When you upload a pdf/word or another file type not supported by the system: "Uploaded file error: Please select a supported file type: xls, xlsx, and csv."



My Company > Dashboard > Bulk assign > Upload file error

2. User information error

- The phone number/user ID is wrong: The order of the numbers is incorrect.
- Not existing phone number/user ID: When you add a user that does not exist in the organization or belongs to another department/sub-department.
- The phone number/user ID is already used.
- Not supported symbol: Only **x** is supported in the cells to confirm users' assignment to a group/department.

3. Group/department assignment error

- Not existing department, sub-department, or group: When you add a new column not existing in the file or you change columns wording or even when you do not have access to assign users in some departments/sub-departments.

The screenshot displays the 'BULK ASSIGNMENT PROCESS' interface. It is divided into two numbered steps:

1

BULK ASSIGNMENT PROCESS

Please upload the updated file with users to be assigned in your group(s)/department(s).

Select a CSV/Excel file

BROWSE

UPLOAD

2

The bulk assignment file has been uploaded successfully.
After checking, none of the assignments can be processed due to errors listed below.
Please correct the file and upload it again.

▶ User information(s) error(s)

▶ Group(s)/Department(s) assignment error(s)

CONFIRM ASSIGNMENT

My Company > Dashboard > Bulk assign > Collapsed user information error and group/department error

The categories can be expanded. If there is a large list of errors, a scroll bar will be displayed at the right of screen.

The screenshot shows the 'BULK ASSIGNMENT PROCESS' interface. Step 1 is 'Please upload the updated file with users to be assigned in your group(s)/department(s)'. Step 2 shows a message: 'The bulk assignment file has been uploaded successfully. After checking, none of the assignments can be processed due to errors listed below. Please correct the file and upload it again.' Below this, a green box highlights the error details: 'User Information(s) error(s)' with a warning icon and text 'Line 6: Unexisting user(s) or user(s) belonging to another departments/sub-departments that you don't have the right to assign him/her.', and 'Group(s)/Department(s) assignment error(s)' with a warning icon and text 'Column 9, 10 and 11: Unexisting Department(s)/Group(s) or Department(s)/Group(s)'. A 'CONFIRM ASSIGNMENT' button is visible at the bottom right.

My Company > Dashboard > Bulk assign > Expanded user information error and group/department error

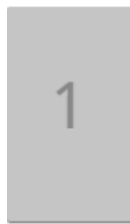
If there is a group/department assignment error, you can still confirm assignment without fixing errors or upload a new file.

Click the **Confirm Assignment** button.

The screenshot shows the 'BULK ASSIGNMENT PROCESS' interface. Step 1 is 'Please upload the updated file with users to be assigned in your group(s)/department(s)'. Step 2 shows a message: 'The bulk assignment file has been uploaded successfully. After checking, some assignments cannot be processed due to errors listed below.' Below this, a green box highlights the error details: 'Group(s)/Department(s) assignment error(s)'. At the bottom, a green box highlights the text 'Confirm assignment without fixing errors or upload a new file.' and a 'CONFIRM ASSIGNMENT' button is visible at the bottom right.

My Company > Dashboard > Bulk assign > Confirm assignment without fixing errors

A pop-up window will appear to confirm the assignment.



BULK ASSIGNMENT PROCESS

2

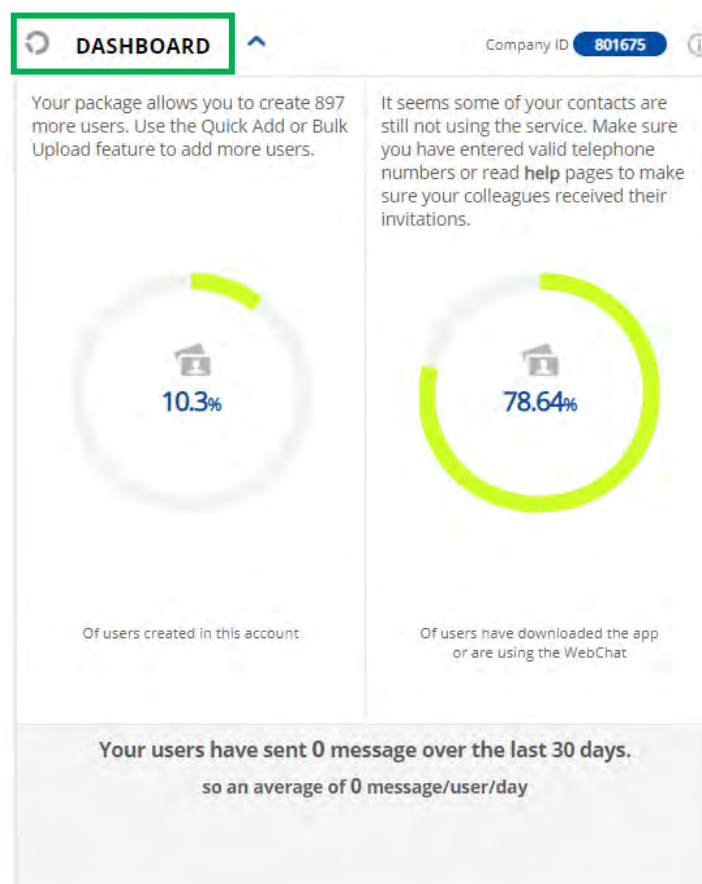
Bulk assignment process confirmation completed successfully!

My Company > Dashboard > Bulk assign > Users assignment confirmed

2.2.5 Dashboard Statistics for the Main Admin

As a main admin, you will see the following statistics:

- The number of users you can create according to your subscription
- The number of users created in this account
- How many users have downloaded the application or are using WebChat
- The number of sent messages



My Company > Dashboard > Dashboard statistics

2.2.5.1 Dashboard Statistics for the Department Admin

Department level statistics are not supported. Therefore, if you are a department admin, the Dashboard statistics will not be displayed.

The screenshot displays the 'QUICK ADD' user interface. On the left, a sidebar lists navigation items: DASHBOARD (highlighted), USERS (103), USER PROFILE (0), ORG. CHART (3), GROUPS AND DEP. (66), and ADMIN. The main content area is titled 'QUICK ADD' and features three tabs: 'USER DETAILS', 'DEPARTMENTS', and 'OPTIONS'. The 'USER DETAILS' tab is selected, showing a form with fields for 'First Name *', 'Last Name *', 'Mobile Number *', 'E-mail Address', and 'Position'. A note specifies: 'E-mail Address Mandatory if the provided phone number cannot receive SMSes'. A 'NEXT' button is located at the bottom right of the form. Below the form are three buttons: 'BULK UPLOAD >', 'BULK DELETE >', and 'BULK ASSIGN >'. The top right corner indicates 'Company ID 801675'.

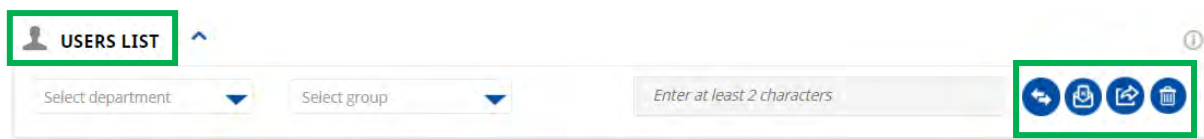
My Company > Dashboard > Dashboard statistics are not displayed on the right

2.3 Users

2.3.1 Users List

In this section, you have the following options:

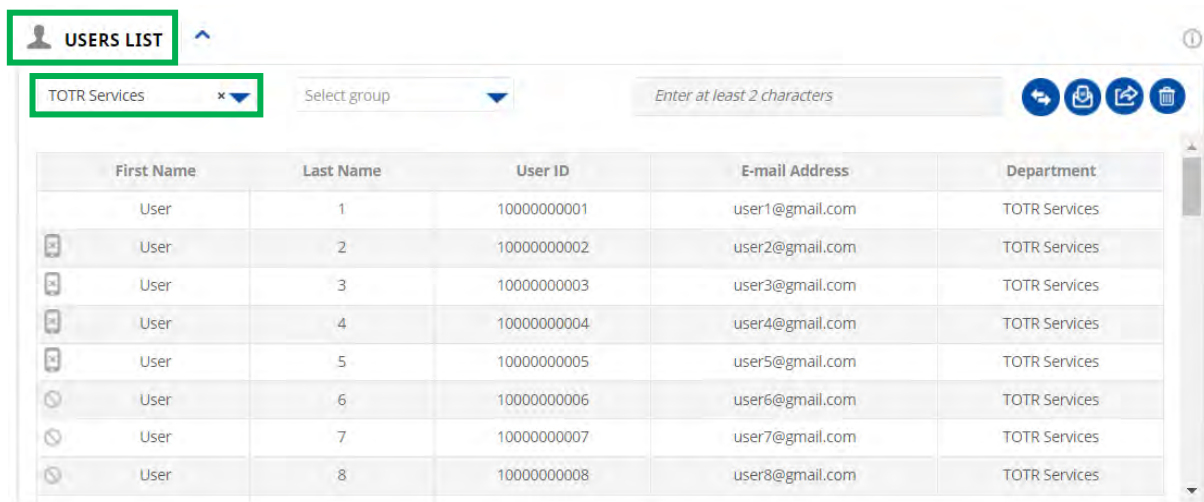
- Select a department/group to see which users belong to it
- Search for a user
- Reverse first name and last name
- Resend user invitations
- Export users list
- Delete one or more users



My Company > Users > Users list

You can search for users by department or group to avoid long lists. Enter at least two characters and then select the appropriate department/group. You have the possibility to scroll down to see more departments/groups (infinite scroll).

After the users are displayed in the corresponding department/group, you have the possibility to scroll down to see more (infinite scroll).



My Company > Users > List of users after searching by department

Alternatively, you can use the Search bar to look for users. Enter at least two characters and press the **Enter** key on your keyboard to search for a user. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".

First Name	Last Name	User ID	E-mail Address	Department
User	1	10000000001	user1@gmail.com	TOTR Services
User	2	10000000002	user2@gmail.com	TOTR Services
User	3	10000000003	user3@gmail.com	TOTR Services
User	4	10000000004	user4@gmail.com	TOTR Services
User	5	10000000005	user5@gmail.com	TOTR Services
User	6	10000000006	user6@gmail.com	TOTR Services
User	7	10000000007	user7@gmail.com	TOTR Services
User	8	10000000008	user8@gmail.com	TOTR Services

My Company > Users > List of users after searching in the designated field

Reversing First Name and Last Name

Any admin (organization or department) can now order the Users list by first name or last name. It was previously ordered by first name only. This operation can be reproduced any time and it will be applied to your session; it will not impact other admins' sessions. When you reverse the two columns, then you log out and log in again, you will have the last configuration chosen.

A confirmation pop-up will appear. After confirming the action, the reverse will be complete. The reverse action will not take place if you click the **No** button.

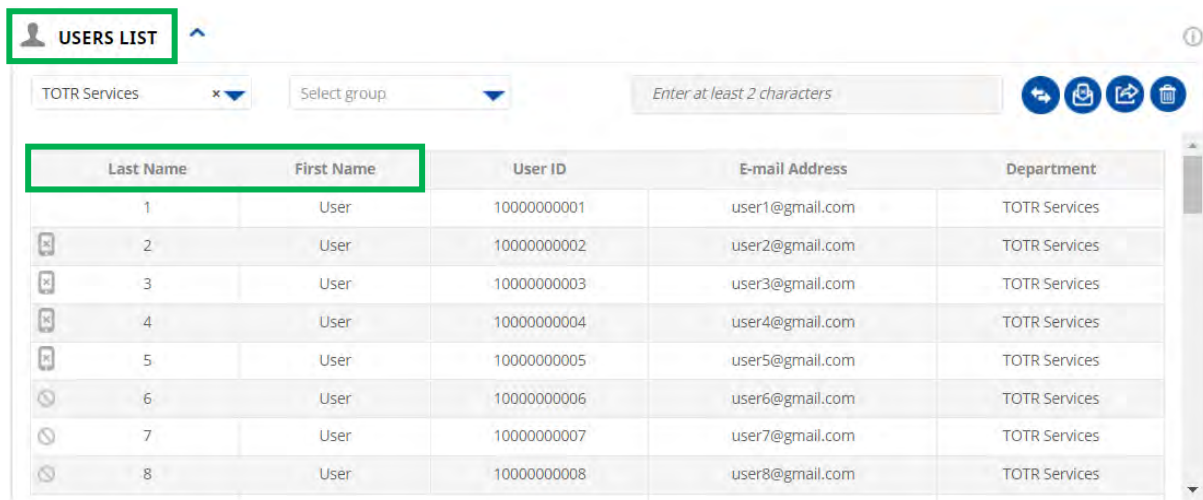
CONFIRMATION REQUIRED

You are about to reverse the fields users informations: First Name and Last Name
Are you sure?

NO **YES**

My Company > Users > Users list > Reverse first name and last name > Confirmation request

By default, in the application, the order is first name and last name, but after you clicked the **Reverse** button, the order is last name and first name.



Last Name	First Name	User ID	E-mail Address	Department
1	User	10000000001	user1@gmail.com	TOTR Services
2	User	10000000002	user2@gmail.com	TOTR Services
3	User	10000000003	user3@gmail.com	TOTR Services
4	User	10000000004	user4@gmail.com	TOTR Services
5	User	10000000005	user5@gmail.com	TOTR Services
6	User	10000000006	user6@gmail.com	TOTR Services
7	User	10000000007	user7@gmail.com	TOTR Services
8	User	10000000008	user8@gmail.com	TOTR Services

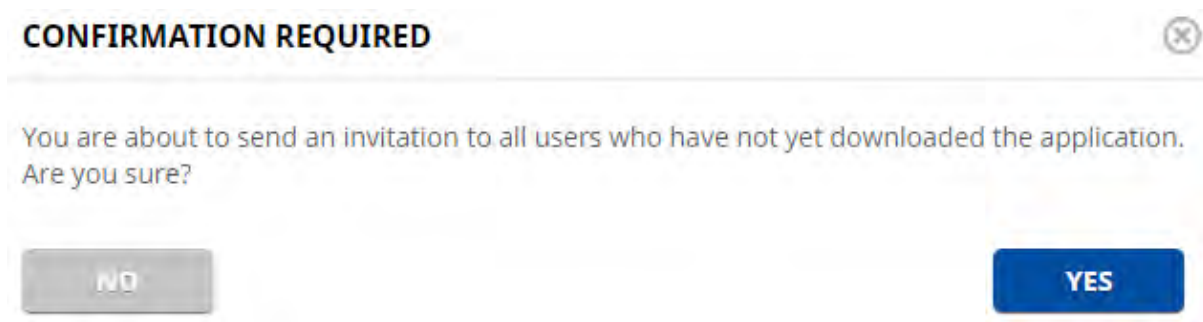
My Company > Users > Users list > First name and last name reversed

Resending User Invitations

At user account creation, an SMS and/or Email will be sent to the new user inviting them to download and authenticate in the application. Each invitation type sending (SMS and Email) is configured by you.

Use case 1: Account Settings, Help Page, and Logging Out > Company Settings > User Invitations: If the **Email Invitation Status** and the **SMS Invitation Status** are set to Automatic, click this button if you want to send an invitation to all users who have not yet downloaded the application.

A confirmation pop-up will appear. After confirming the action, the sending will be complete. The send action will not take place if you click the **No** button.



CONFIRMATION REQUIRED

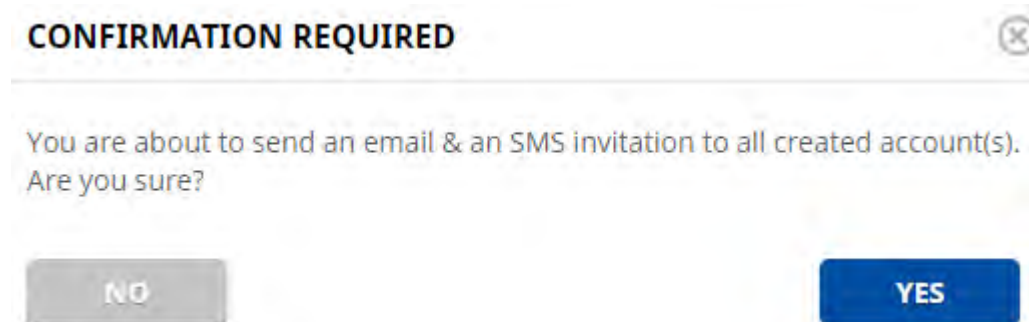
You are about to send an invitation to all users who have not yet downloaded the application. Are you sure?

NO **YES**

My Company > Users > Users list > Resend user invitations (Automatic) > Confirmation request

Use case 2: Account Settings, Help Page, and Logging Out > Company Settings > User Invitations: If the **Email Invitation Status** and the **SMS Invitation Status** are set to On demand, click this button if you want to send an email and an SMS to all created accounts.

A confirmation pop-up will appear. After confirming the action, the sending will be complete. The send action will not take place if you click the **No** button.

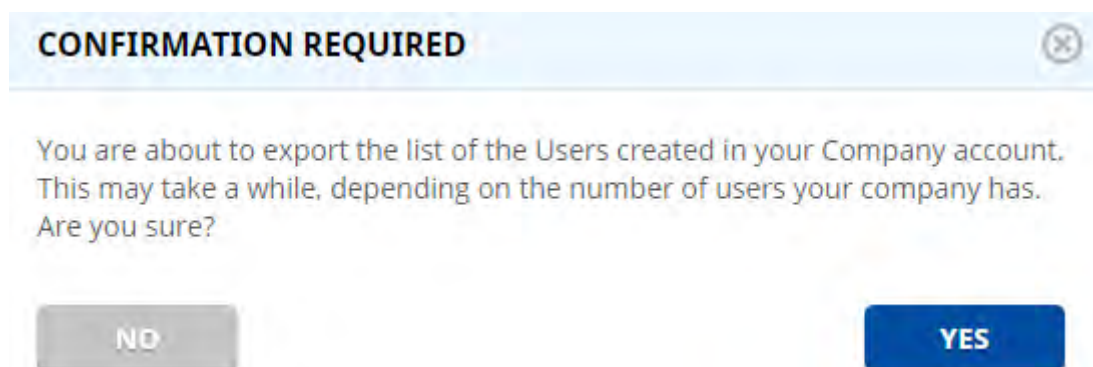


My Company > Users > Users list > Resend user invitations (On demand) > Confirmation request

Exporting Users List

You can export users list by clicking the **Export** button presented below.

A confirmation pop-up will appear. After confirming the action, the export will be complete. The export action will not take place if you click the **No** button.

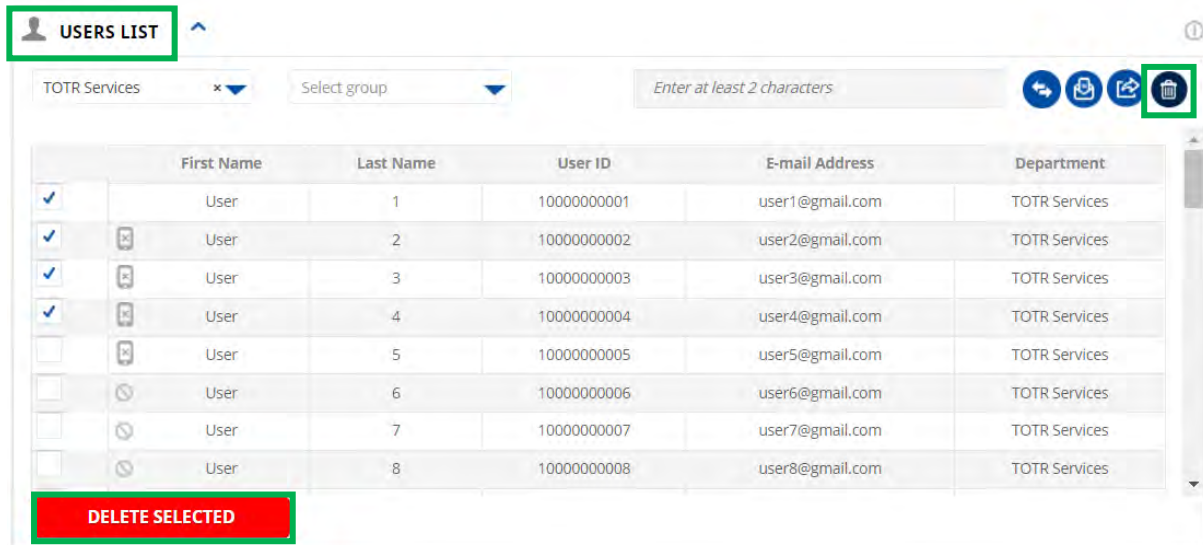


My Company > Users > Users list > Export users list > Confirmation request

The Excel file that is downloaded contains information like: User's Name, Mobile Number and Email Address, Job Position and Main Department, Device OS, First and Last Authentication Date, App still Installed on Device (Yes/No), Options activated for that user.

Deleting Users

Users can be bulk deleted or individually using the **Trash** button. Choose if you want to delete one or more users.



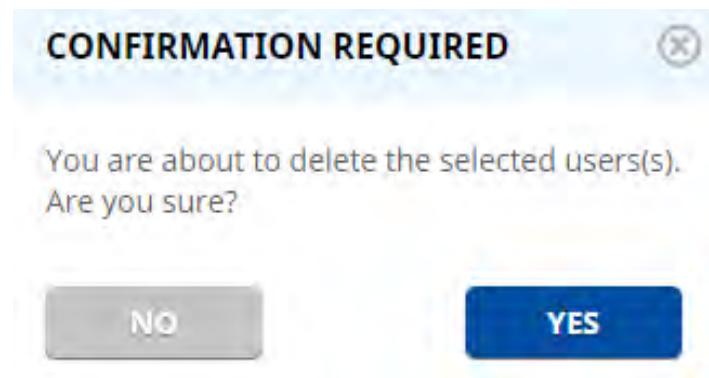
The screenshot shows the 'USERS LIST' interface. At the top, there is a header bar with a 'USERS LIST' tab, a search bar, and a 'Select group' dropdown. Below the header is a table with columns: First Name, Last Name, User ID, E-mail Address, and Department. The table contains 8 rows of user data. A red 'DELETE SELECTED' button is located at the bottom left of the table. A green box highlights the 'Trash' icon in the top right corner of the interface.

	First Name	Last Name	User ID	E-mail Address	Department
<input checked="" type="checkbox"/>	User	1	10000000001	user1@gmail.com	TOTR Services
<input checked="" type="checkbox"/>	User	2	10000000002	user2@gmail.com	TOTR Services
<input checked="" type="checkbox"/>	User	3	10000000003	user3@gmail.com	TOTR Services
<input checked="" type="checkbox"/>	User	4	10000000004	user4@gmail.com	TOTR Services
<input type="checkbox"/>	User	5	10000000005	user5@gmail.com	TOTR Services
<input type="checkbox"/>	User	6	10000000006	user6@gmail.com	TOTR Services
<input type="checkbox"/>	User	7	10000000007	user7@gmail.com	TOTR Services
<input type="checkbox"/>	User	8	10000000008	user8@gmail.com	TOTR Services

My Company > Users > Users list > Delete users

Click the **Delete Selection** button.

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



My Company > Users > Users list > Delete users > Confirmation request

Note: When a user tries to login with a wrong password, their WebChat account will be blocked after the fifth attempt. To unblock a user, you must click the **Unblock** button which will be displayed in **User Details**. A pop-up window will require the confirmation of this action.

2.3.2 Adding a User

For more information about this feature, go to the **Quick Add** section in the guide (My Company > Dashboard).

2.3.3 User Details

2.3.3.1 User Account Activation Status

As a main or delegate admin, you can check the activation status of each user and send/resend an invitation to those users to join one or both versions (WebChat and Mobile).

Important: The mandatory **Position** field is used to identify the type of InteropONE user. Use Primary User to indicate a Primary User, and Standard User to indicate a Standard User. Proper capitalization is required for the system to recognize the entry.

Use case 1: The user is authenticated on WebChat and Mobile: there is no need to send them the invitation (the link for sending the invitation is not displayed).

USER DETAILS

USER DETAILS | DEPARTMENTS | OPTIONS | LOGS

First Name *
User

Last Name *
1

Mobile Number *
+1 234-56-7891

E-mail Address
Mandatory if the provided phone number cannot receive SMSes
user1@mail.com

Position
Primary User

User profile
None

* Mandatory information

Upload a picture

Active on web & mobile
2021-06-22 15:19:40

CANCEL DELETE SAVE

My Company > Users > User details > The user is authenticated on WebChat and Mobile

Use case 2: The user is only authenticated on Mobile, and their organization account is only Active on Mobile (the link for sending the invitation and the icon representing a crossed laptop are not displayed).

USER DETAILS

USER DETAILS DEPARTMENTS OPTIONS LOGS

First Name *
User

Last Name *
2

Mobile Number *
+1 234-56-7892

E-mail Address
Mandatory if the provided phone number cannot receive SMSes
user2@mail.com

Position
Primary User

User profile
None

* Mandatory information

Upload a picture

Active on mobile
2021-06-22 13:29:53

CANCEL DELETE SAVE

*My Company > Users > User details > The user is authenticated on Mobile
(the account is only Active on Mobile)*

Use case 3: The user is only authenticated on Mobile, and their organization account is Active on WebChat and Mobile (the link for sending the invitation and the icon representing a crossed laptop are displayed).

When you click the **Send Invitation** link, only the WebChat invitation info will be sent by SMS and/or email (depending on the invitation configuration done on Company Admin).

USER DETAILS

USER DETAILS DEPARTMENTS OPTIONS LOGS

First Name *
User

Last Name *
3

Mobile Number *
+1 234-56-7893

E-mail Address
Mandatory if the provided phone number cannot receive SMSes
user3@mail.com

Position
Primary User

User profile
None

* Mandatory information

Upload a picture

Active on mobile
2021-06-22 15:19:40
> Send Invitation

CANCEL DELETE SAVE

My Company > Users > User details > The user is authenticated on Mobile
(the account is Active on WebChat and Mobile)

Use case 4: The user is only authenticated on WebChat (the link for sending the invitation and the icon representing a crossed phone are displayed).

When you click the **Send Invitation** link, only the Mobile invitation info will be sent by SMS and/or email (depending on the invitation configuration done on Company Admin).

USER DETAILS

USER DETAILS DEPARTMENTS OPTIONS LOGS

First Name *
User

Last Name *
4

Mobile Number *
+1 234-56-7894

E-mail Address
Mandatory if the provided phone number cannot receive SMSes
user4@mail.com

Position
Primary User

User profile
None

* Mandatory information

Upload a picture

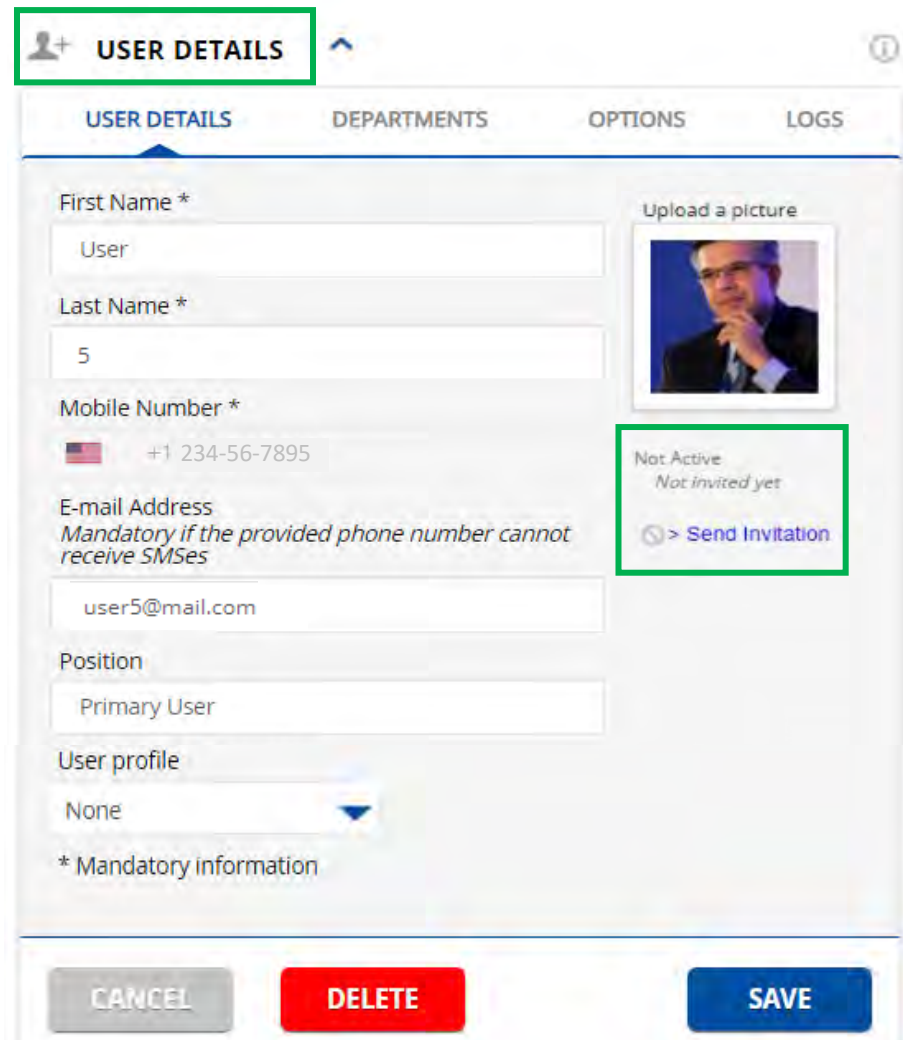
Active on web
Last invitation sent: 2021-06-22 13:29:53
> Send Invitation

CANCEL DELETE SAVE

My Company > Users > User details > The user is authenticated on WebChat

Use case 5: The user is not authenticated on WebChat and Mobile (the link for sending the invitation and the icon representing a crossed circle are displayed).

When you click the **Send Invitation** link, the WebChat and Mobile invitations info will be sent by SMS and/or email (depending on the invitation configuration done on Company Admin).



USER DETAILS

USER DETAILS DEPARTMENTS OPTIONS LOGS

First Name *
User

Last Name *
5

Mobile Number *
+1 234-56-7895

E-mail Address
Mandatory if the provided phone number cannot receive SMSes
user5@mail.com

Position
Primary User

User profile
None

* Mandatory information

Upload a picture

Not Active
Not invited yet

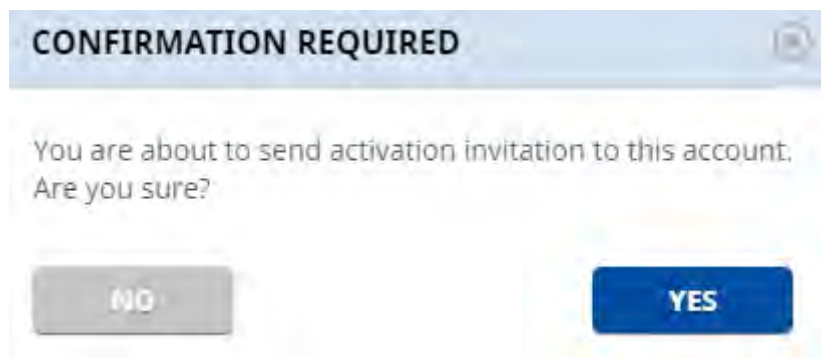
> Send Invitation

CANCEL DELETE SAVE

My Company > Users > User details > The user is not authenticated on WebChat and Mobile

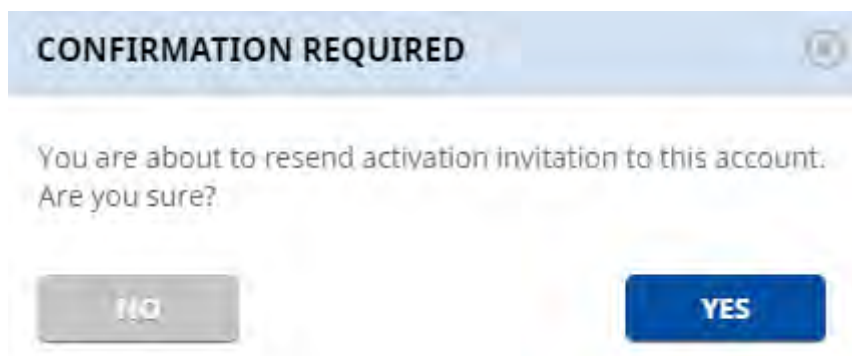
When you click the **Send Invitation** link, a confirmation pop-up will appear.

- If the user has not yet been invited:



My Company > Users > User details > Confirmation pop-up for sending the invitation

- If the user has been invited before:



My Company > Users > User details > Confirmation pop-up for resending the invitation

2.3.3.2 Data Wipe Out

The theft or loss of the device may cause unauthorized use of your user's account and access to your user and company's information. To protect this information, you can wipe out all the information from the mobile application installed on the user's mobile phone.

When you edit an already created user, click the **Wipe Out Info** button.

Note 1: The **Wipe Out Info** button is displayed only if applicable (the user has initialized the application on the mobile phone).

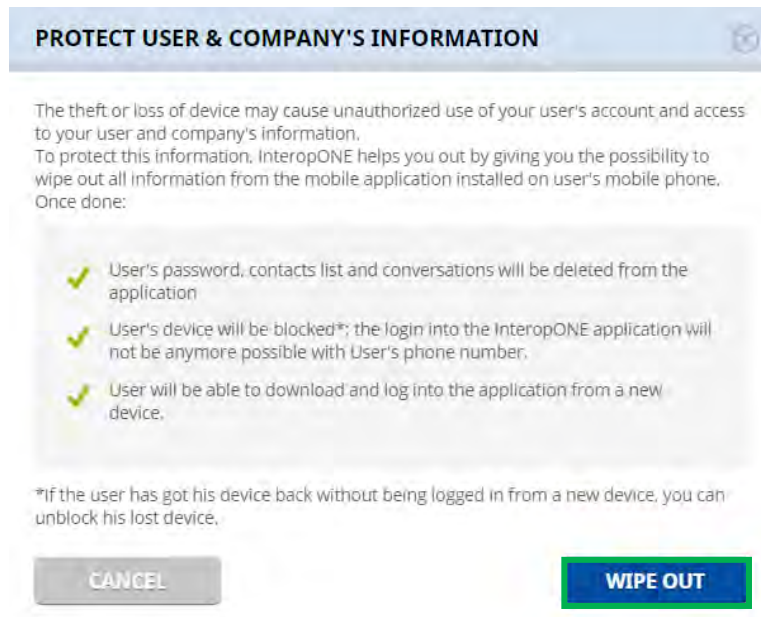
The screenshot shows a web interface for managing users. At the top, there's a navigation bar with 'USER DETAILS' highlighted. Below it, there are tabs for 'USER DETAILS', 'DEPARTMENTS', 'OPTIONS', and 'LOGS'. The 'USER DETAILS' tab is active, showing a form with the following fields:

- First Name *: User
- Last Name *: 1
- Mobile Number *: +1 234-56-7891
- E-mail Address: user1@mail.com (Mandatory if the provided phone number cannot receive SMSes)
- Position: Primary User
- User profile: None

On the right side of the form, there's a section for 'Upload a picture' showing a user's profile picture and a status 'Active on web & mobile 2021-06-22 15:19:40'. At the bottom of the form, there are three buttons: 'CANCEL', 'DELETE', and 'SAVE'. Below these buttons, there's a message: 'Lost or stolen device? Protect User & Company's information' followed by a button labeled 'Wipe out info'.

My Company > Users > Data wipe out

A pop-up window will appear to inform you about the consequences of this action. Click **Wipe Out**.



My Company > Users > Confirm data wipe out

Once **Wipe Out** is clicked:

- The user's password, contacts list, and conversations will be deleted from the application.
- The user's device will be blocked, and they will not be able to login into the application with that specific phone number.
- The user will be able to download and log into the application from a new device.

Note 2: If the user gets their device back without being logged in from a new device, you can unblock their lost device.

USER DETAILS

USER DETAILS

DEPARTMENTS

OPTIONS

LOGS

First Name *

User

Last Name *

1

Mobile Number *

+1 234-56-7891

E-mail Address

Mandatory if the provided phone number cannot receive SMSes

user1@mail.com

Position

Primary User

User profile

None

* Mandatory information

Upload a picture

Active on web & mobile

2021-06-22 15:19:40

CANCEL

DELETE

SAVE

The device of the user is blocked. [Unblock](#)

My Company > Users > The device is blocked

Click the **Unblock** button to allow the user to log into the application.

UNBLOCK DEVICE OF THE USER

This device has been blocked due to a theft of lost claim by your user. Log into the InteropONE application from this device with User's phone number is not anymore possible.

If your user has got his device back, you can allow him to log back into the InteropONE application on this device by unblocking the device.

CANCEL

UNBLOCK

My Company > Users > Unblock the device

2.3.4 Bulk Upload

For more information about this feature, go to the **Bulk Upload** section in the guide (My Company > Dashboard).

2.3.5 Bulk Delete

For more information about this feature, go to the **Bulk Delete** section in the guide (My Company > Dashboard).

2.3.6 Bulk Assign

For more information about this feature, go to the **Bulk Assign** section in the guide (My Company > Dashboard).

2.3.7 Deleting Users

You can delete a user by clicking their name in the users list. Then click the **Delete** button.

USER DETAILS

USER DETAILS DEPARTMENTS OPTIONS LOGS

First Name *
User

Last Name *
1

Mobile Number *
+1 234-56-7891

E-mail Address
Mandatory if the provided phone number cannot receive SMSes
user1@mail.com

Position
Primary User

User profile
None

* Mandatory information

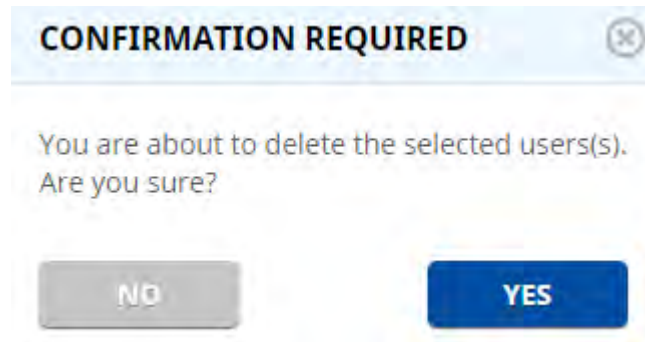
Upload a picture
Active on web & mobile
2021-06-22 15:19:40

CANCEL DELETE SAVE

The device of the user is blocked. [Unblock](#)

My Company > Users > Delete user

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



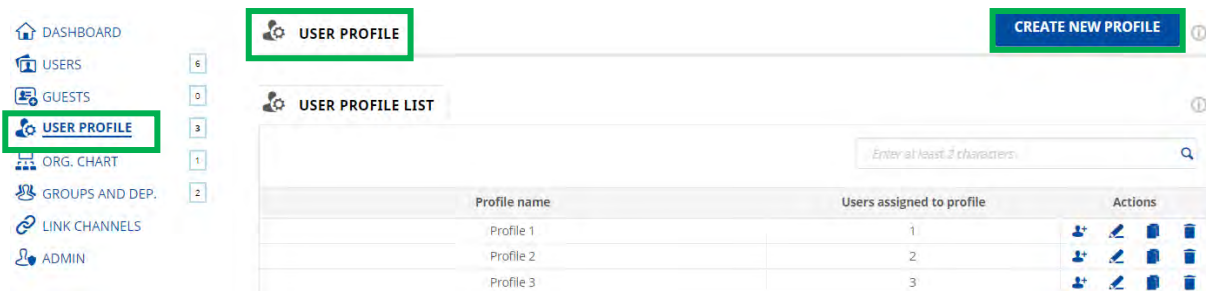
My Company > Users > Delete user > Confirmation request

2.4 User Profile

Helps you to create customized user profiles. It enables you to configure multiple options and settings at the same time, then assign thousands of users to each profile, allowing them to begin using their apps with the appropriate parameters as soon as possible. At any given time, a user can only be assigned to a single user profile.

2.4.1 Adding a User Profile

To add a new user profile, click the **Create New Profile** button in the upper right corner. Name the profile you created. Enable and customize the options available in each section. The Company Admin can create or edit any user profile. A Department Admin cannot edit profiles created by the Company Admin.



My Company > User Profile > Creating a new user profile

Click **Save** to add the new user profile to the **User Profile List**.

You will be able to customize the following sections for each user profile:

- **Options:**
 - Profile Name: Enter a name for the new user profile you create.
 - WebChat: Enable to allow users to connect to the WebChat interface.
 - Audio Sessions Recording: Enable to record the user's voice call sessions.
 - Calls: Enable to allow users to make and receive calls.
 - Push-To-Talk: Enable to allow users to make and receive Push-To-Talk calls.
 - Priority: Define a Priority level for the users assigned to the user profile.
 - Multi-Channels: Enable to allow users to connect to multiple channels at the same time.

The screenshot shows the 'USER PROFILE' configuration window. The 'OPTIONS' tab is active, showing various settings for a user profile. The 'CALLS' section is expanded, showing options like 'Calls', 'Call (User Call)', 'Video Calls', 'Video Streaming', 'Share Video Streaming', 'Receive Video Streaming', 'Always connected calls', 'Call Out (VoIP)', and 'Call in from external network'. The 'PUSH-TO-TALK' section is also expanded, showing 'Push-To-Talk' and 'Priority' (set to 1). The 'MY BUSINESS' section is also visible. The 'WebChat' and 'Audio sessions recording' sections are also visible. The 'CANCEL' and 'SAVE' buttons are at the bottom.

My Company > User Profile > Creating a new user profile > Options tab

2.4.2 Managing User Profiles

You can view and manage User Profiles in the **User Profile List** section. Using the Search bar, you can look for specific user profiles.

Enter at least two characters and press the **Enter** key on your keyboard to search for a user profile. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching". After the user profiles are displayed, you have the possibility to scroll down to see more (infinite scroll).

USER PROFILE

CREATE NEW PROFILE

USER PROFILE LIST

Profile name	Users assigned to profile	Actions
Profile 1	1	
Profile 2	2	
Profile 3	2	
Profile 4	0	
Profile 5	0	
Profile 6	0	
Profile 7	0	
Profile 8	0	
Profile 9	0	
Profile 10	0	
Profile 11	0	
Profile 12	0	
Profile 13	0	
Profile 14	0	
Profile 15	0	
Profile 16	0	
Profile 17	0	
Profile 18	0	
Profile 19	0	

My Company > User Profile > User Profile List > List of user profiles after searching

The user profiles are displayed in the order in which they were created. The name, the number of users assigned to a profile, and the actions available for a user profile are displayed in the list: Assign Users, Edit, Duplicate Profile, and Delete.

DASHBOARD

USERS 94

USER PROFILE 1

ORG. CHART 3

GROUPS AND DEP. 65

ADMIN

USER PROFILE

CREATE NEW PROFILE

USER PROFILE LIST

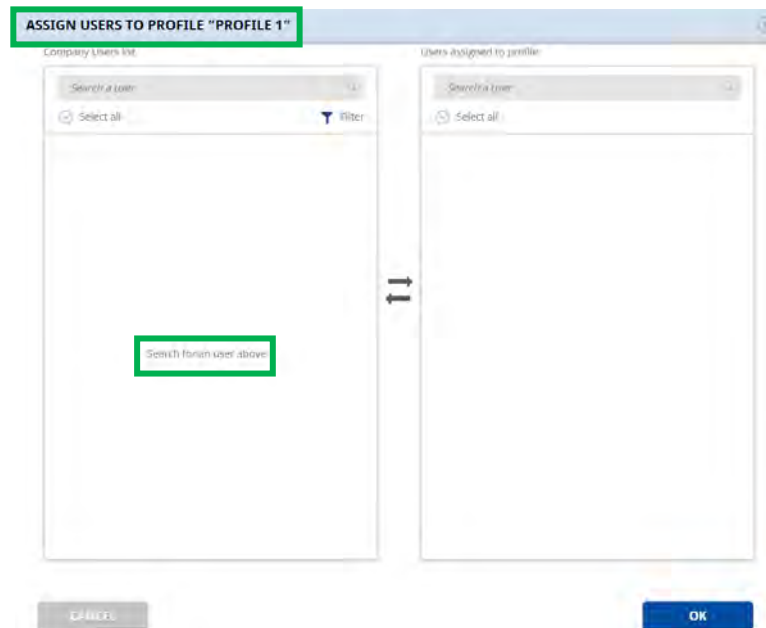
Profile name	Users assigned to profile	Actions
Profile 1	1	
Profile 2	2	
Profile 3	3	

My Company > User Profile > User Profile List, with details about the name of the user profile, number of assigned users and available actions

2.4.2.1 Assigning Users to a User Profile

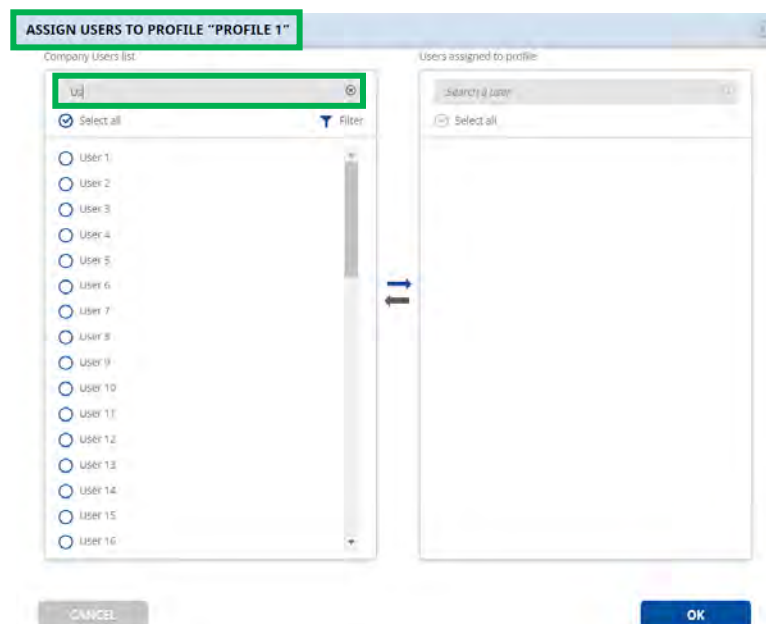
To assign existing users to a user profile, click the **Assign User** button, the first from the left in the Actions column. The newly assigned users will have the same options as those who have previously been added to the user profile.

Instead of a list displaying all users, an empty list with the message "Search for a user " will appear on the left in the Company Users list.



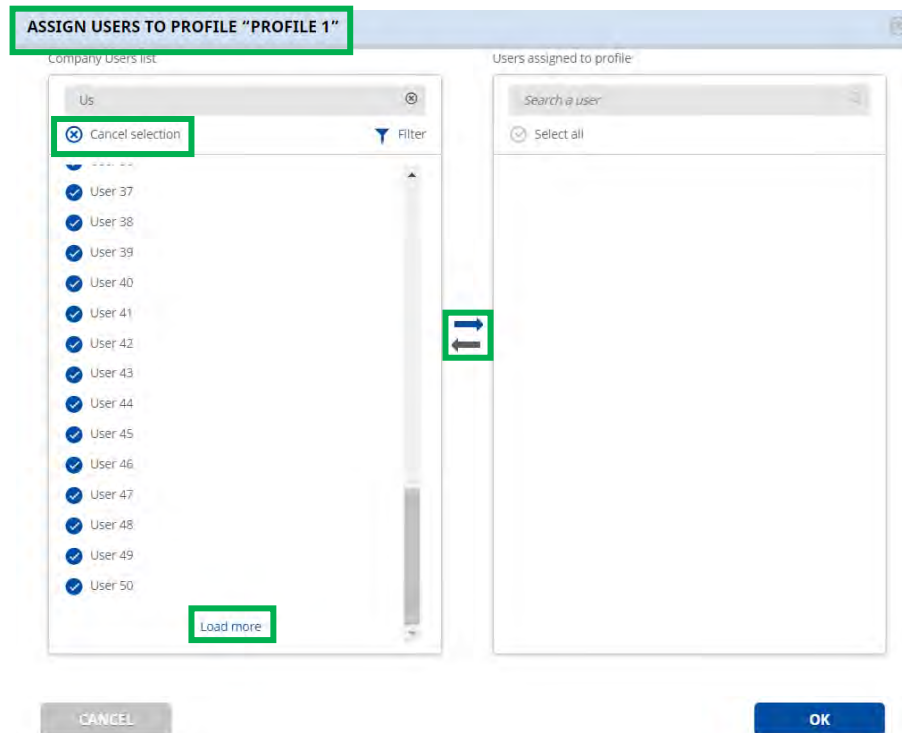
My Company > User Profile > User Profile List > Empty list of users

Enter at least two characters and press the **Enter** key on your keyboard to search for a user. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



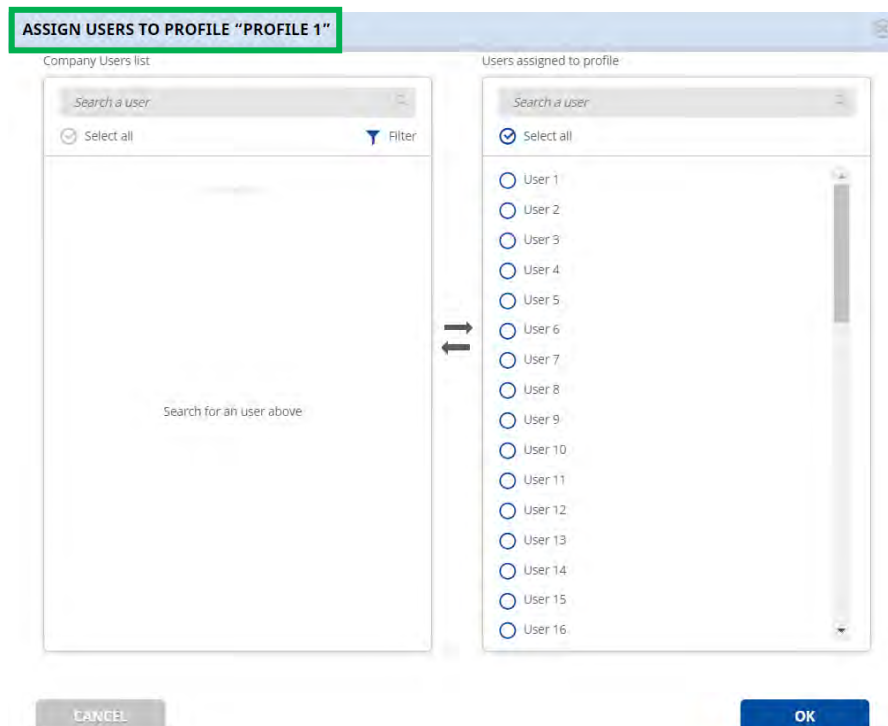
My Company > User Profile > User Profile List > Assigning users to a user profile > List of users after searching

After the users are displayed, the results are shown in batches of 50. To select multiple users, click the **Select All** button. To see and select more (only the first 50 will be selected), click the **Load More** button.



My Company > User Profile > User Profile List > Assigning users to a user profile > Select all users

Using the arrows, add the users on the right. You have the possibility to scroll down to see more (infinite scroll).



My Company > User Profile > User Profile List > Assigning users to a user profile > Users added on the right

If you want to add a filter by group, department, or user profile, click the **Filter** button. A Search bar is displayed. Enter at least two characters and press the **Enter** key on your keyboard to search for a group/department/user profile. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".

The screenshot shows a dialog box titled "ASSIGN USERS TO PROFILE 'PROFILE 1'". It is divided into two main sections: "Company Users list" on the left and "Users assigned to profile" on the right. In the "Company Users list" section, there is a search bar with the text "En" entered. Below the search bar, there are three radio buttons: "Groups", "Departments" (which is selected), and "User profile". A "Filter" button is highlighted with a green box. Below the radio buttons, there is a list of entities: "Entity 1", "Entity 2", "Entity 3", "Entity 4", and "Entity 5". At the bottom of this section are "CLEAR" and "OK" buttons. In the "Users assigned to profile" section, there is a search bar and a "Select all" checkbox. At the bottom of the dialog box are "CANCEL" and "OK" buttons.

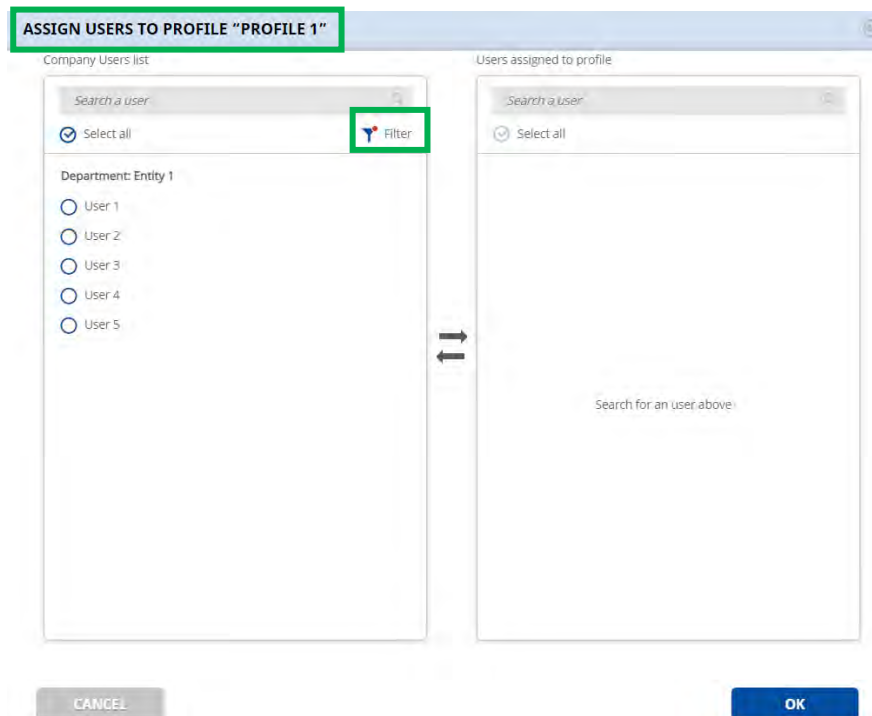
My Company > User Profile > User Profile List > Assigning users to a user profile > Filter > List of departments after searching

After the first 50 groups/departments/user profiles have been displayed, click the **Load More** button to see more.

This screenshot is similar to the previous one, but the list of entities in the "Company Users list" section now shows "Entity 48", "Entity 49", "Entity 50", and "Entity 51". A "Load more" button is highlighted with a green box, indicating that more results are available. The rest of the interface, including the search bar, radio buttons, and "Filter" button, remains the same.

My Company > User Profile > User Profile List > Assigning users to a user profile > Filter > Load more

After you select a group/department/user profile, the list of users who are part of that group/department/user profile will appear on the left.



My Company > User Profile > User Profile List > Assigning users to a user profile > Filter applied > List of users on the left

You may also use the **User Profile** field from My Company > Dashboard > Quick Add > User Details to assign a user profile to a newly added user. The **User Profile** field from My Company > Users > User Details can be used to update the user profile of an existing user.

2.4.2.2 Editing a User Profile

To edit a user profile, click the **Edit** button, the second from the left in the Actions column. You will have access to the user profile and will be able to activate or deactivate the available options in each section.

USER PROFILE

OPTIONS

Profile name *

Enter profile name here

WebChat

Allow Close Dialog Process Support

Allow User to change alias

Public visibility

Video sessions recording

External API access

Allow User to invite guests

MY BUSINESS

My Business

Process completion

CALLS

Calls

Cellular Calls

Video Calls

Video Streaming

Share Video Streaming

Receive Video Streaming

Invitations to Users

Always compressed calls

Call Out (VoIP)

Call in from external network

PUSH-TO-TALK

Push-To-Talk

Priority

1

Broadcast Call Window (High)

Multi-Channels

Active channel auto-selection

CANCEL SAVE

My Company > User Profile > User Profile List > Editing a user profile

While editing a user profile, you will see Users Profile list at the bottom of your screen.

USER PROFILE LIST

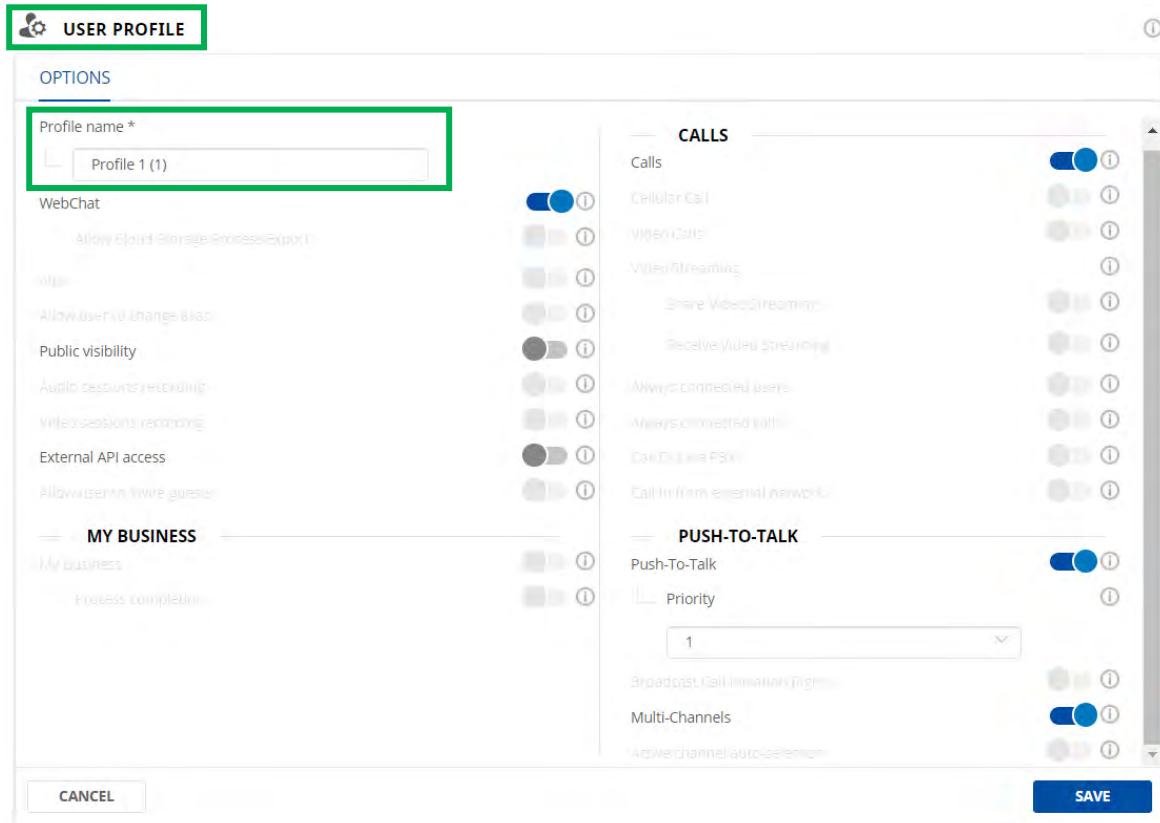
Enter at least 2 characters

Profile name	Users assigned to profile	Actions
Profile 1	1	[Add] [Edit] [Delete] [More]
Profile 2	2	[Add] [Edit] [Delete] [More]
Profile 3	2	[Add] [Edit] [Delete] [More]

My Company > User Profile > User Profile List > User profile list shown under user profile currently edited, displayed in dark grey. Every user profile in the list can be updated using the active action buttons

2.4.2.3 Duplicating a User Profile

To duplicate a user profile, click the **Duplicate** button in the Actions column, third from the left. An exact copy of the duplicated user profile will be created, with the exact name followed by a number. You can change the name with another one you find appropriate. This helps you to quickly create a new user profile based on an existing one while only updating specific options.

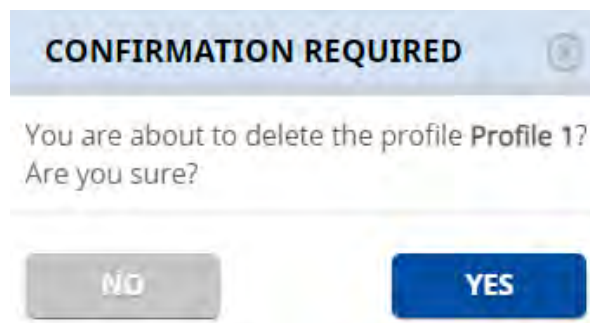


My Company > User Profile > User Profile List > Editing a duplicated user profile

2.4.2.4 Deleting a User Profile

To delete a user profile, click the **Delete** button in the Actions column, last from the left. A confirmation window will be displayed. Click **No**, to cancel the delete action, click **Yes** to validate your choice.

Note: There must be no users assigned to a user profile before it can be deleted. The **Delete** button will be unavailable if there are still users assigned (it will appear faded).



My Company > User Profile > User Profile List > Confirmation required when deleting a user profile

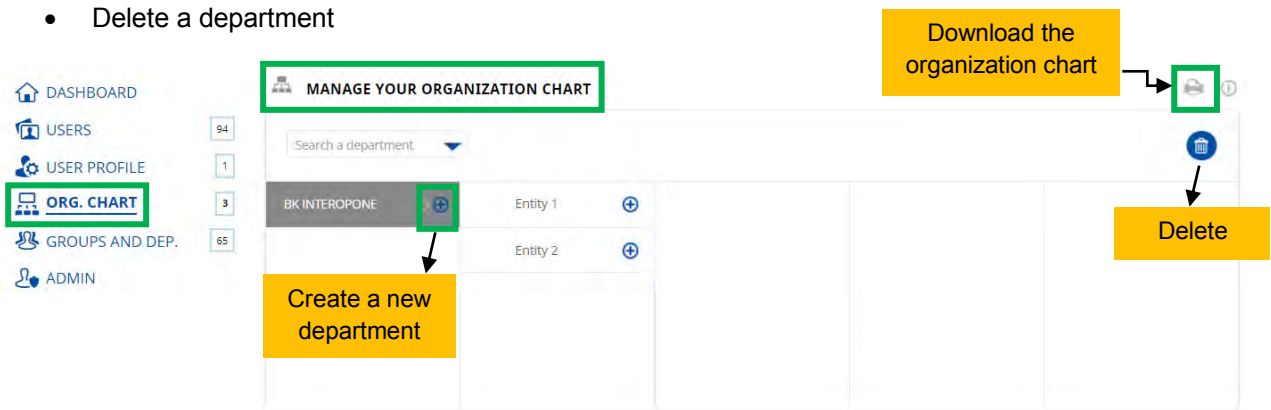
2.5 Organization Chart

2.5.1 Managing Your Organization Chart

This section allows you to navigate through your organization chart and manage your departments (add or edit).

In this section, you have the following options:

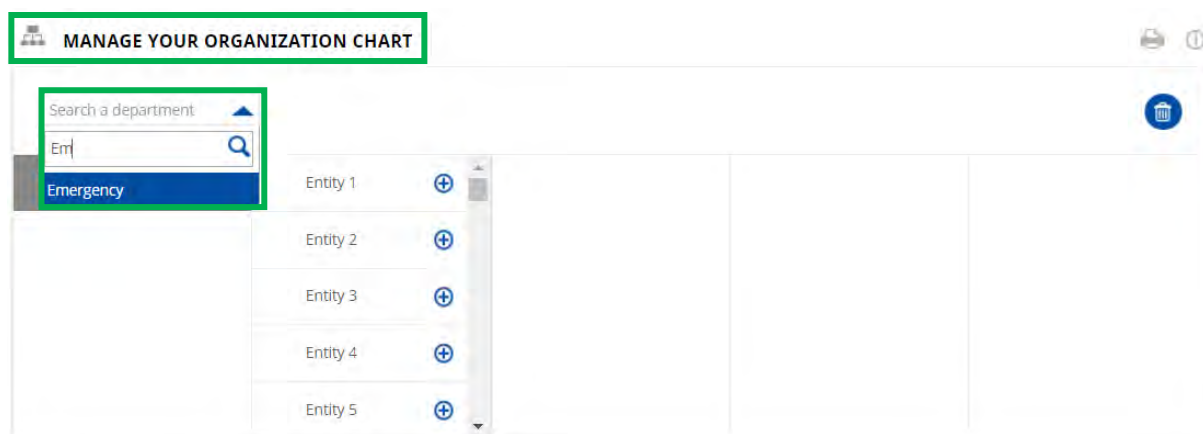
- Search for a department
- Create a new department
- Download your organization chart
- Edit a department
- Delete a department



My Company > Organization chart > Manage your organization chart

Searching for a Department

The list of all departments is displayed by default, with the option to scroll down to see more (infinite scroll). Enter at least two characters to search for a department.



My Company > Organization chart > Manage your organization chart > Search for a department

Creating a New Department

Click the **Plus (+)** button next to the name of the organization or department and a form will open.

CREATE A NEW DEPARTMENT

Step 1 - Create your department

1. Define department name and users

Department name

Select main Department BK InteropONE

Search for an Admin

Add users

Search a user

Users Groups

Select all Filter

Search for an user above

Users in the group

Search a user

Users Groups

Select all

Search for an user above

CANCEL

NEXT

Information

> In this step you can define the main elements of the department: department name and department users

> You can either add to the department user by user or select a group of users to be included in the new department

> Note that for each new department created, also a Push-To-Talk channel is created and available for all the users added in the department

> See next step to see Push-To-Talk options.

My Company > Organization chart > Manage your organization chart > Create a new department > Step 1

CREATE A NEW DEPARTMENT

Step 2 - Define channel Options

1. Assign Channel Priority

Group Priority None

2. Set Radio Channel Connection

Radio Channel Connection

CANCEL

BACK

CREATE

Information

> In this step, you can set a priority level for the PTT channel and configure default channel modes for the entire department.

> The default Push-To-Talk Channel Modes values apply for all members of the department. If you want to configure different channel modes for certain users, use the «Add exception by user» option.

> Any department has a Push-To-Talk channel assigned.

My Company > Organization chart > Manage your organization chart > Create a new department > Step 2

For more information about this feature, go to the **Creating a Department** section in the guide (My Company > Groups and Departments).

Downloading Your Organization Chart

Click the  button and a Pdf file will be downloaded. The content of this file is as follows:

The Company Organization Chart of BK InteropONE
 The chart may be decreased. Please zoom in using your PDF reader.



My Company > Organization chart > Manage your organization chart > Download your organization chart


Editing a Department

Hover the mouse over a department and then click the **Quick Edit** button.

MANAGE YOUR ORGANIZATION CHART

Search a department

Entity 1
User 1 +10000000001
User 2 +10000000002
User 3 +10000000003
User 4 +10000000004
User 5 +10000000005
User 6 +10000000006
User 7 +10000000007
User 8 +10000000008

 **Quick edit**

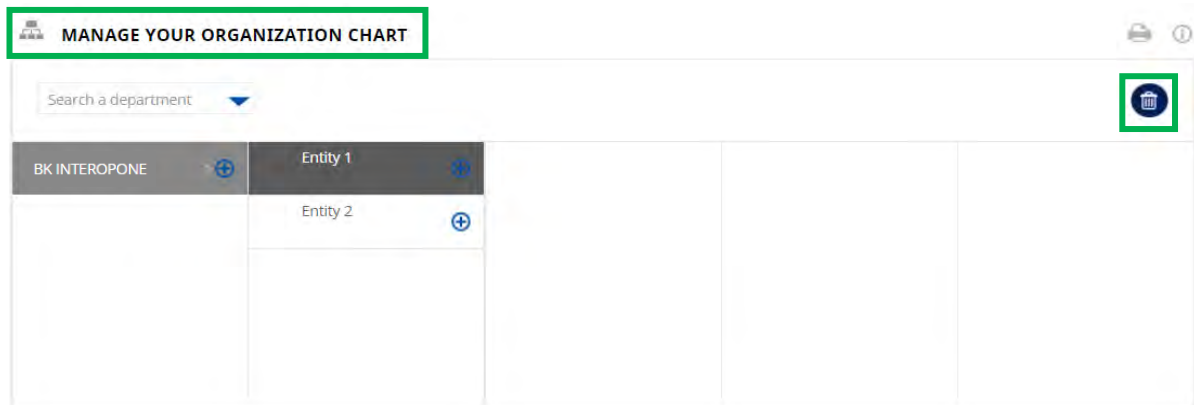
My Company > Organization chart > Manage your organization chart > Edit a department

A new form will open, containing the department details for edit.

For more information about this feature, go to the **Editing a Department** section in the guide (My Company > Groups and Departments).

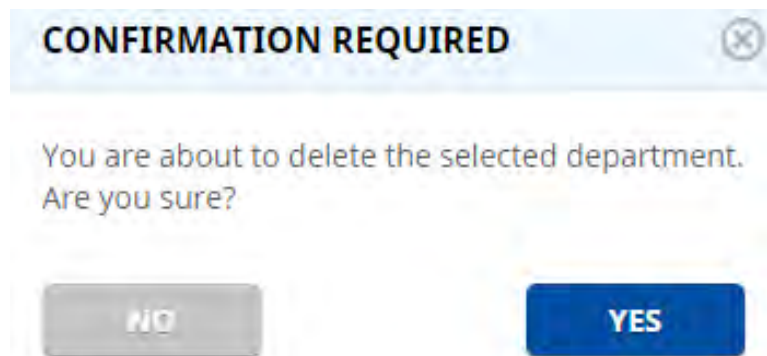
Deleting a Department

Click the name of a department and then the **Trash** button.



My Company > Organization chart > Manage your organization chart > Delete a department

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



My Company > Organization chart > Manage your organization chart > Delete a department > Confirmation request

2.5.2 Users List

The **Users List** is displayed under the **Manage your Organization Chart** section. If you click the organization's main department or another department, the list will appear. After the users are displayed, in batches of 100, you have the possibility to scroll down to see more.

MANAGE YOUR ORGANIZATION CHART

Search a department

BK INTEROPONE

Entity 1

Entity 2

USERS LIST (5)

	First Name	Last Name	User ID	E-mail Address	Department
	User	1	10000000001	user1@gmail.com	TOTR Services
	User	2	10000000002	user2@gmail.com	TOTR Services
	User	3	10000000003	user3@gmail.com	TOTR Services
	User	4	10000000004	user4@gmail.com	TOTR Services
	User	5	10000000005	user5@gmail.com	TOTR Services

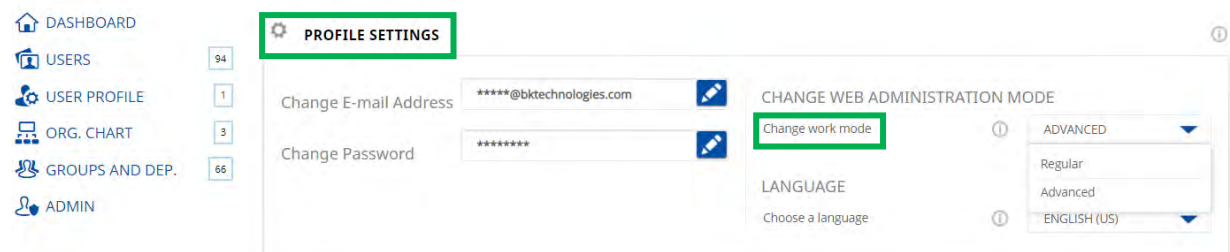
My Company > Organization chart > Users list

For more information about this feature, go to the **Users List** section in the guide (*My Company > Users*).

2.6 Groups and Departments

2.6.1 Creating a Group

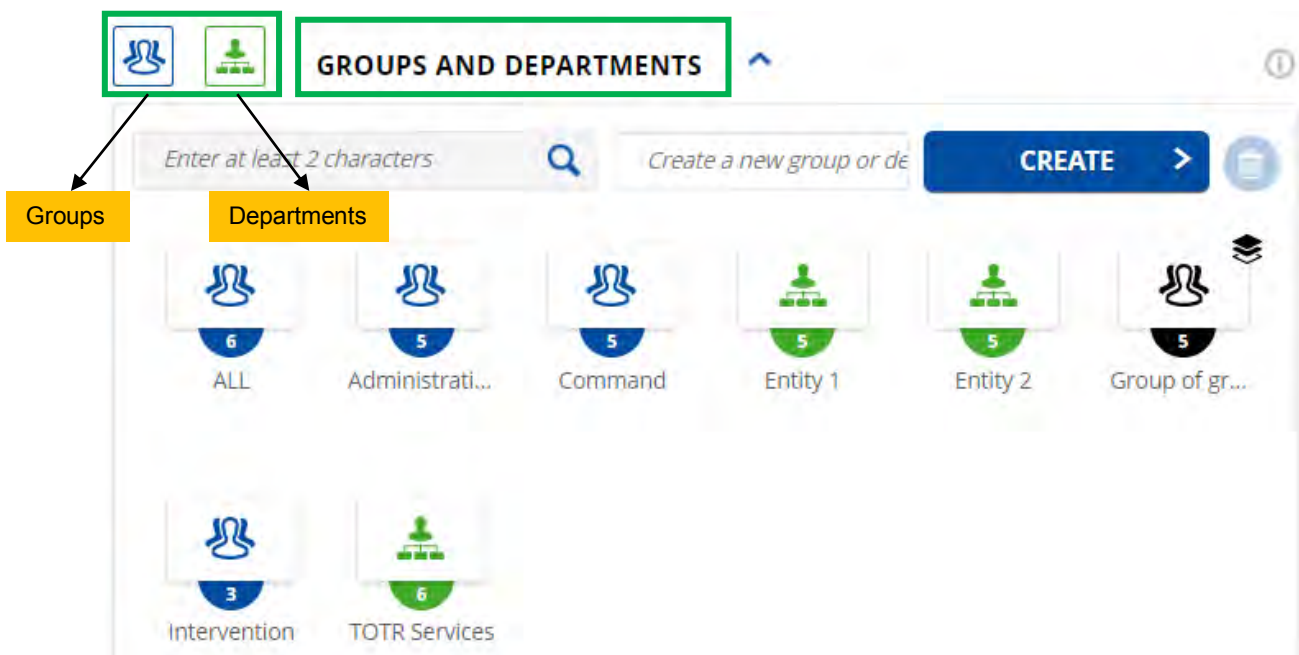
Open the **Settings** menu and change the work mode to "Advanced".



Settings > Profile settings

- Go to **Groups and Departments**.

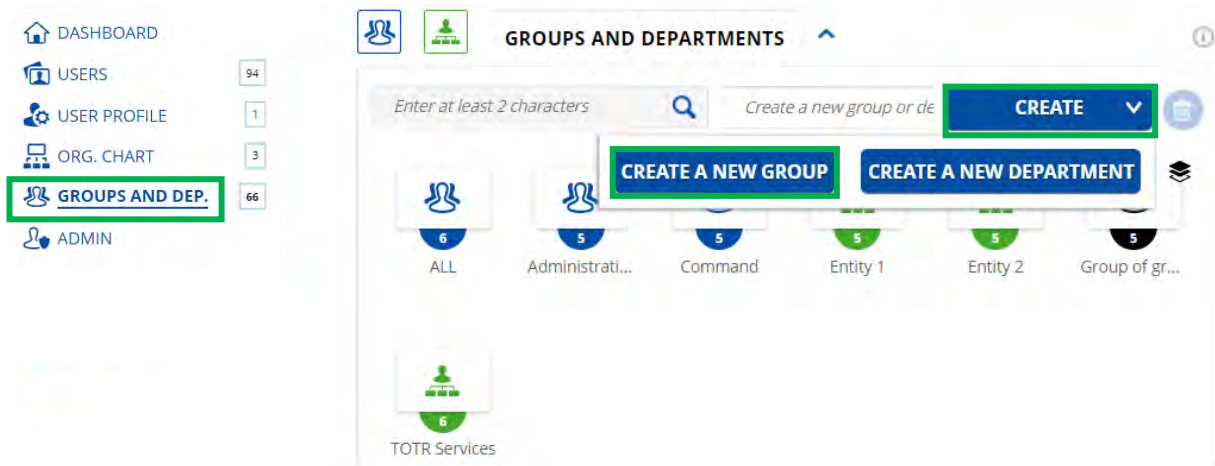
With the two buttons on the left, you can choose between groups and departments. If none of these buttons is checked, the groups and the departments will be displayed together.



My Company > Groups and departments

- Click the **Create a New Group** button.

Note: Groups are marked with a blue icon. Groups of groups are marked with a black icon. Departments are marked with a green icon.



My Company > Groups and departments > Create a new group

A new form will open. The creation of a group will be done in two steps.

Step 1: Create your group

1. **Define group name and users:** Choose a name for the group.

Note 1: The following special characters are not permitted in the name of a group or department: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [] ^ _ ` { | } ~.

- **Select the users/groups/departments:** Instead of a list displaying all users/groups/departments, an empty list with the message "Search for a user/group/department above" will appear on the left in the Add Users list.

The screenshot shows the 'CREATE A NEW GROUP' interface. At the top, there's a header 'CREATE A NEW GROUP'. Below it, a green box highlights 'Step 1 - Create your group'. The main area is divided into two panels: 'Add users' on the left and 'Users in the group' on the right. Both panels have a search bar 'Search a user' and tabs for 'Users', 'Groups', and 'Departments'. The 'Add users' panel has a 'Select all' button and a 'Filter' button. The 'Users in the group' panel also has a 'Select all' button. Both panels display the message 'Search for an user above'. To the right of these panels is an 'Information' sidebar with several tips. At the bottom, there's a 'CANCEL' button and a 'NEXT' button. The interface is for 'BK InteropONE'.

Information

- > In this step you can define the main elements of the group: group name and group users.
- > You can either add to the group user by user or select a group of users to be included in the new group.
- > Note that for each new group created, also a Push-To-Talk channel is created and available for all the users added in the group.
- > See next step to see Push-To-Talk options.

My Company > Groups and departments > Create a new group > Step 1 > Empty list of users

Enter at least two characters and press the **Enter** key on your keyboard to search for a user/group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".

CREATE A NEW GROUP

Step 1 - Create your group

1. Define group name and users

Group 1

Add users

Us

Users

Groups

Departments

Select all

Filter

User 9

User 10

User 11

User 12

User 13

User 14

Users in the group

Search a user

Users

Groups

Departments

Select all

Search for an user above

Information

>In this step you can define the main elements of the group: group name and group users.

>You can either add to the group user by user or select a group of users to be included in the new group.

>Note that for each new group created, also a Push-To-Talk channel is created and available for all the users added in the group.

>See next step to see Push-To-Talk options.

BK InteropONE

CANCEL

NEXT

My Company > Groups and departments > Create a new group > Step 1 > List of users after searching

After the users/groups are displayed, you have the possibility to scroll down to see more (infinite scroll). To select multiple users/groups, click the **Select All** button.

CREATE A NEW GROUP

Step 1 - Create your group

1. Define group name and users

Group 1

Add users

Us

Users

Groups

Departments

Cancel selection

Filter

User 9

User 10

User 11

User 12

User 13

User 14

Users in the group

Search a user

Users

Groups

Departments

Select all

Search for an user above

Information

>In this step you can define the main elements of the group: group name and group users.

>You can either add to the group user by user or select a group of users to be included in the new group.

>Note that for each new group created, also a Push-To-Talk channel is created and available for all the users added in the group.

>See next step to see Push-To-Talk options.

BK InteropONE

CANCEL

NEXT

My Company > Groups and departments > Create a new group > Step 1 > Select all users

Note 2: You can also click the **Expand/Collapse** button next to a group name and select users.

65

Note 3: The departments will be displayed in the list automatically after being searched, but they cannot be selected individually or jointly (the **Select All** button is inactive).

CREATE A NEW GROUP

Step 1 - Create your group

Information

1. Define group name and users ⓘ

Group 1 ⓘ

Add users

En ⓘ

Users
Groups
Departments

⊗ Select all

Entity 10
+

Entity 11
+

Entity 12
+

Entity 13
+

Entity 14
+

Entity 15
+

Users in the group

Search a user ⓘ

Users
Groups
Departments

⊗ Select all

Search for an user above

Information

- > In this step you can define the main elements of the group: group name and group users.
- > You can either add to the group user by user or select a group of users to be included in the new group.
- > Note that for each new group created, also a Push-To-Talk channel is created and available for all the users added in the group.
- > See next step to see Push-To-Talk options.

My Company > Groups and departments > Create a new group > Step 1 > Departments tab (they cannot be selected)

Using the arrows, add the users/groups on the right. You have the possibility to scroll down to see more (infinite scroll).

CREATE A NEW GROUP

Step 1 - Create your group

Information

1. Define group name and users ⓘ

Group 1 ⓘ

Add users

Search a user ⓘ

Users
Groups
Departments

⊗ Select all

Search for an user above

Users in the group

Search a user ⓘ

Users
Groups
Departments

⊗ Select all

User 9
○

User 10
○

User 11
○

User 12
○

User 13
○

User 14
○

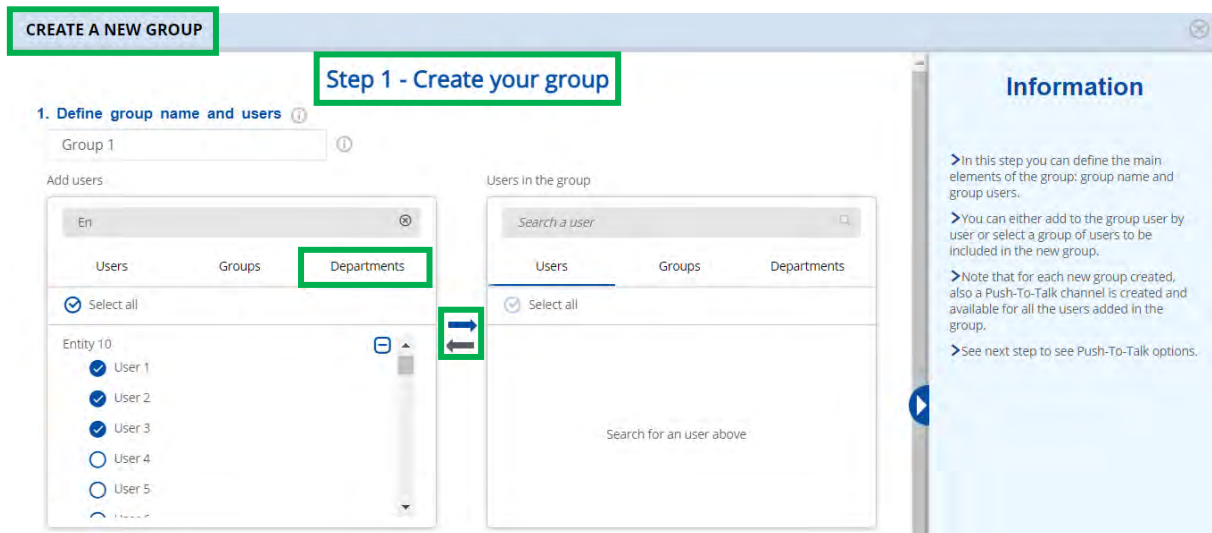
Information

- > In this step you can define the main elements of the group: group name and group users.
- > You can either add to the group user by user or select a group of users to be included in the new group.
- > Note that for each new group created, also a Push-To-Talk channel is created and available for all the users added in the group.
- > See next step to see Push-To-Talk options.

My Company > Groups and departments > Create a new group > Step 1 > Users added on the right

Note 4: An entire department cannot be added on the right. First you need to expand the desired department on the left and select the users.

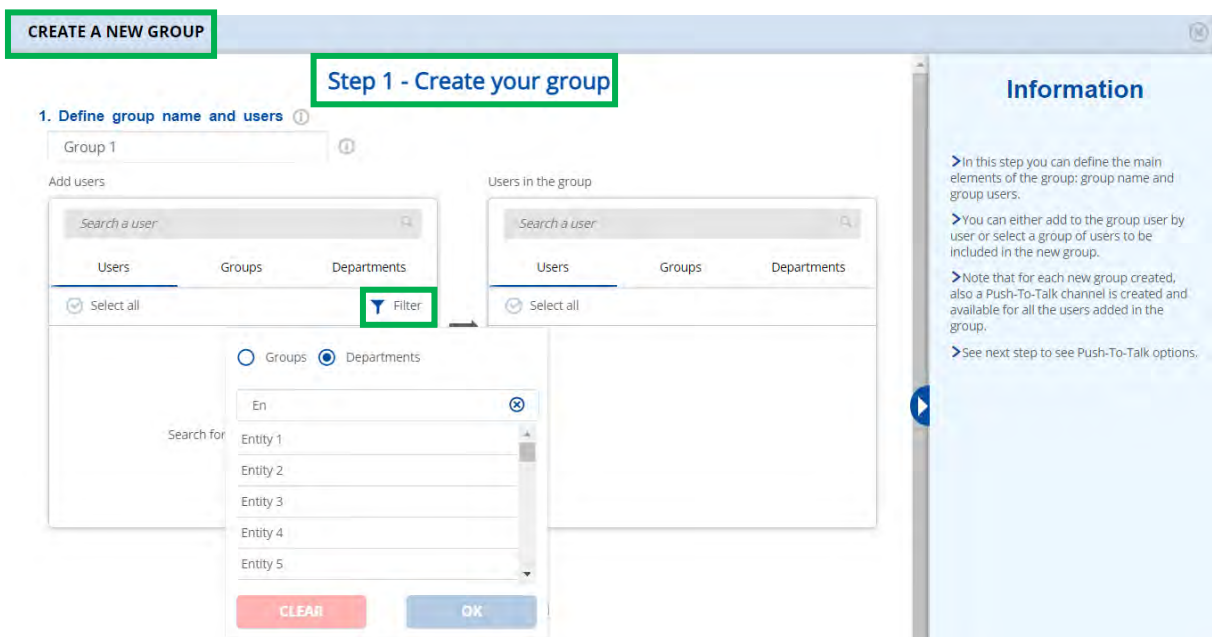
66



My Company > Groups and departments > Create a new group > Step 1 > Departments tab > Expanded department

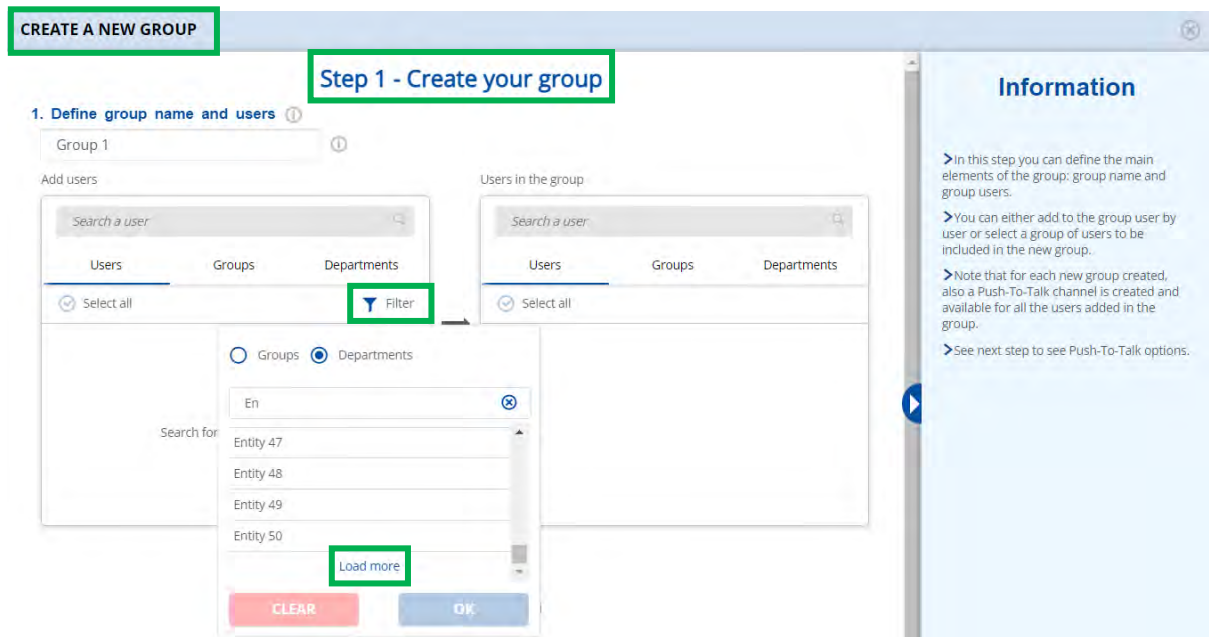
Selected users will then be added on the right.

If you want to add a filter by group or department, click the **Filter** button. A Search bar is displayed. Enter at least two characters and press the **Enter** key on your keyboard to search for a group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



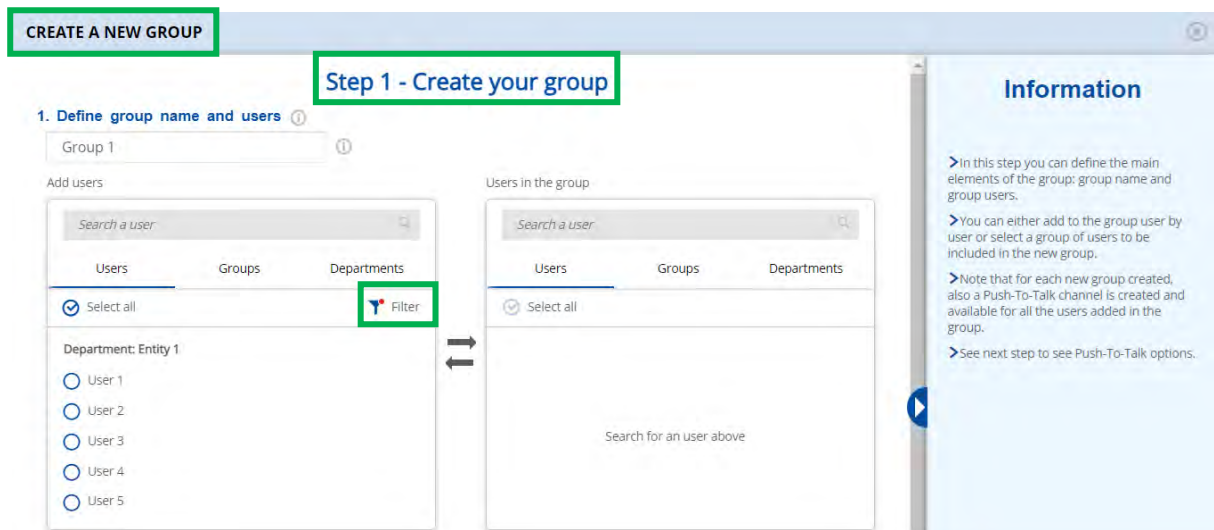
My Company > Groups and departments > Create a new group > Step 1 > Filter > List of departments after searching

After the first 50 groups/departments have been displayed, click the **Load More** button to see more.



My Company > Groups and departments > Create a new group > Step 1 > Filter > Load more

After you select a group/department, the list of users who are part of that group/department will appear on the left.

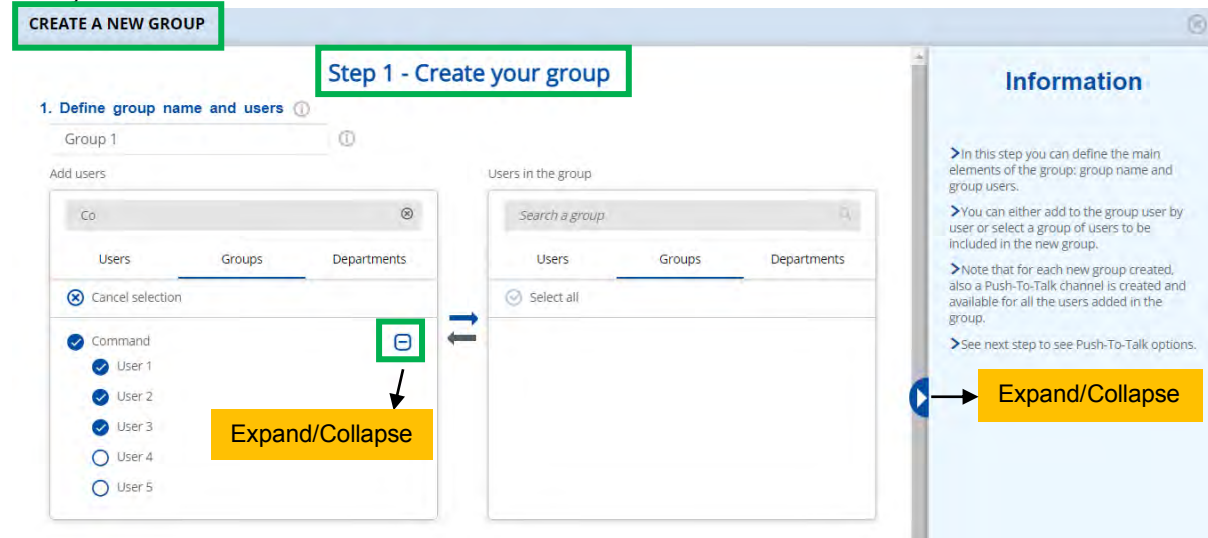


My Company > Groups and departments > Create a new group > Step 1 > Filter applied > List of users on the left

2. Define attached department.

Note 5: When defining attached departments, enter at least two characters and press the **Enter** key on your keyboard to search for a department. After the departments are displayed, the results are shown in batches of 50. To see more, click the **Load More** button.

Note 6: By clicking the **Expand/Collapse** button in the middle left of the **Information** area, you can hide or show it. After you click the **Collapse** button, the **Information** area will remain hidden every time you use the **Create** or **Edit** features.



My Company > Groups and departments > Create a new group > Step 1

Step 2: Define channel options

In this step, you can set a priority level for the Push-To-Talk channel and configure the default channel modes for the entire group.

The Default Push-To-Talk Channel Modes values apply for all members of the group. If you want to configure different channel modes for certain users, use the **Add Exception by User** option.

1. Assign Channel Priority:

- **Group Priority:** Define a priority level for this group (none to 3). A high-priority channel will always take precedence over other channels and users within the same organization.

Note 1: You will be able to define a priority for a channel, even if the **Multi-Channels** feature is off. The channel priority will still be compared against other users.

2. Set Radio Channel Connection:

Allows users from outside to connect to the Push-To-Talk channel of the group by using a radio frequency. The following fields must be completed:

- **FQDN Proxy/Gateway:** Enter the domain of the gateway.
- **Radio Channel Number:** Enter the radio port number registered on the proxy server or radio gateway.
- **Radio Channel Type:** BSI for gateway that supports the Bridging Systems Interface
- **Radio Channel Name:** Define a name that will be displayed when users from outside the company will communicate through radio frequency.
- **Group Channel Number:** Enter the channel number that is registered on the proxy server or radio gateway.

CREATE A NEW GROUP

Step 2 - Define channel Options

1. Assign Channel Priority
Group Priority: None

2. Set Radio Channel Connection
Radio Channel Connection: ☒

FQDN Proxy/Gateway: Radio Channel Name:
Radio Channel Number: Group Channel Number:
Radio Channel Type: rgw3

Information

- > In this step, you can set a priority level for the PTT channel and configure default channel modes for the entire group.
- > The default Push-To-Talk Channel Modes values apply for all members of the group. If you want to configure different channel modes for certain users, use the 'Add exception by user' option.
- > Any group has a Push-To-Talk channel assigned.

CANCEL **BACK** **CREATE**

My Company > Groups and departments > Create a new group > Step 2

Note 3: Each group corresponds to a Push-To-Talk channel, meaning that users will be able to initiate Push-To-Talk calls with other users in that group.

2.6.2 Creating a Group of Groups

When creating a group, you can add one or more groups. The created group includes:

- Single users and one or more groups
- These groups can also include themselves and one or more groups

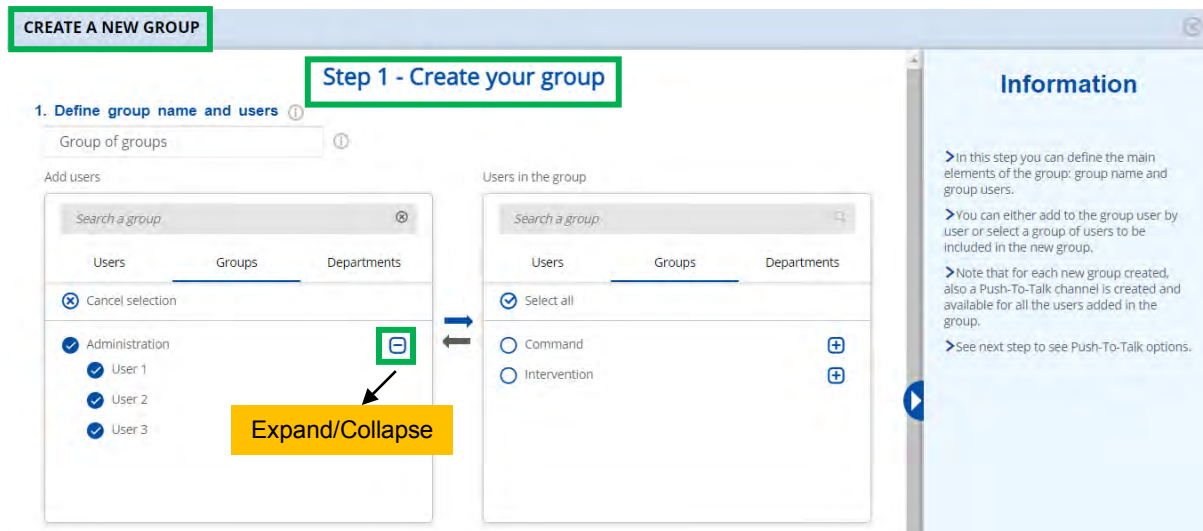
Users and groups are separated from each other:

- The users list will be displayed in the **Users** section.
- The groups list will be displayed in the **Groups** section.

*For more information about the options to configure when creating a group of groups, go to the **Creating a Group** section in the guide (My Company > Groups and Departments).*

Search for the groups in the list on the left and add them to the list on the right using the arrows.

When a group is displayed in the list, a **Expand/Collapse** button is displayed on the right of the group name. The list of the users of this group will be displayed in multi-selection.

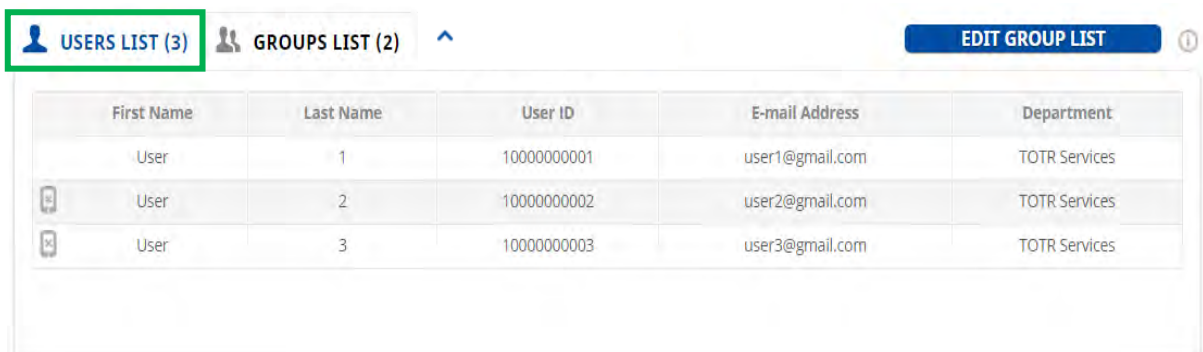


My Company > Groups and departments > Create a new group of groups

Once created, the group of groups will be displayed in the groups list like the other created groups. The number displayed right above the group name corresponds to the total number of users in the group of groups.

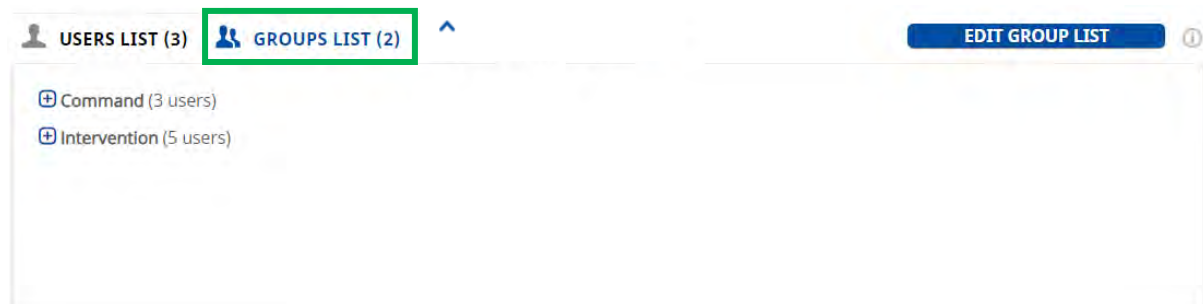
When you click the group of groups name, two tabs will be displayed:

- **Users List:** It displays the users who have been added one by one.



My Company > Groups and departments > Create a new group of groups > Users list

- **Groups List:** It displays all the groups added to this group of groups along with the number of users available for each group.



My Company > Groups and departments > Create a new group of groups > Groups list

When you click the **Plus (+)** button next to a group, details about each user in that group will appear.

USERS LIST (3)

GROUPS LIST (2)

Command (3 users)

Last Name	First Name	User ID	E-mail Address
1	User	+10000000001	user1@gmail.com
2	User	+10000000002	user2@gmail.com
3	User	+10000000003	user3@gmail.com

Intervention (5 users)

EDIT GROUP LIST

My Company > Groups and departments > Create a new group of groups > Groups list > Expand/Collapse button

Hover the mouse over a group of groups to get an overview of the number of users and groups.

GROUPS AND DEPARTMENTS

AUTHORIZATION

Enter at least 2 characters

Create a new group or department

CREATE

Please select a group or a department

6

ALL

5

Administrati...

5

Command

5

Entity 1

5

Entity 2

3

Intervention

6

TOTR Services

5

Group of gr...

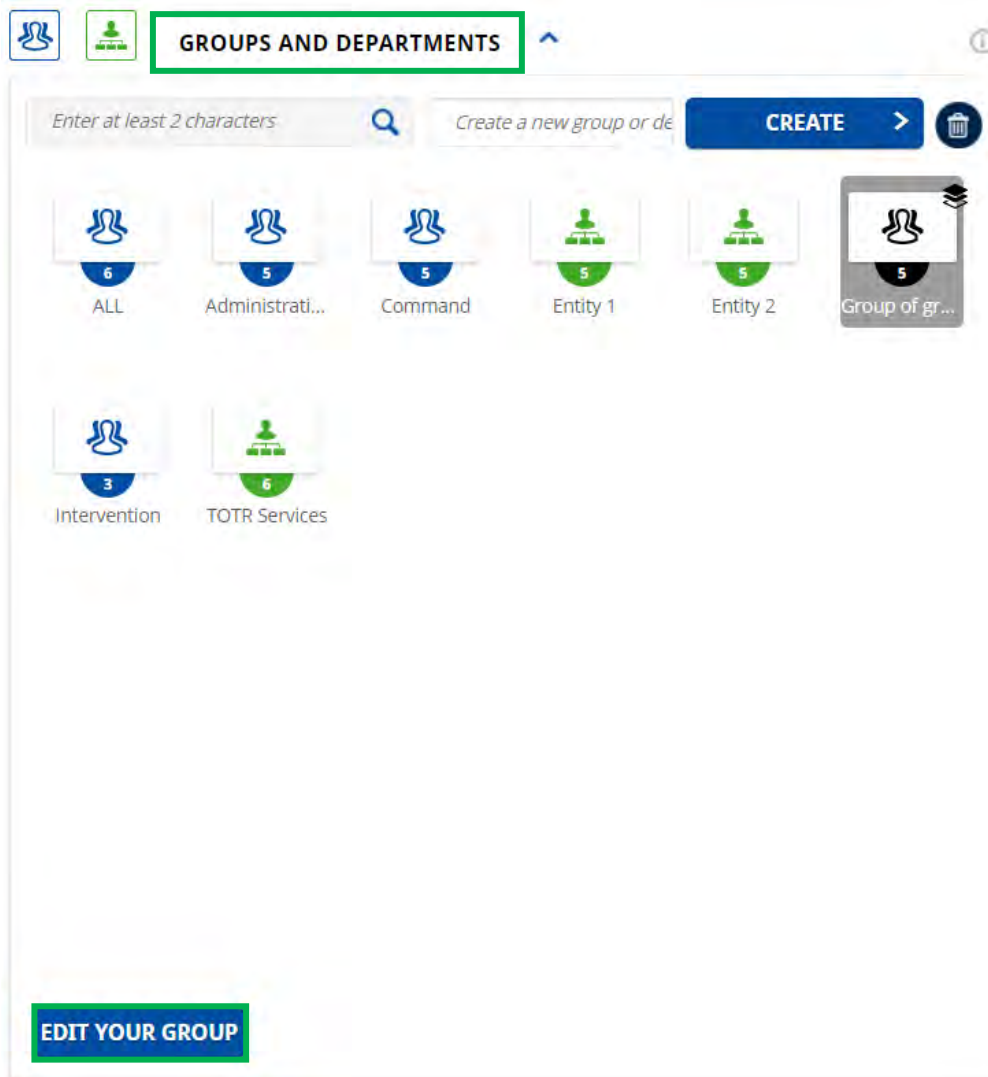
Users: (3)
Groups: (3)

Quick edit

My Company > Groups and departments > Overview of the group of groups

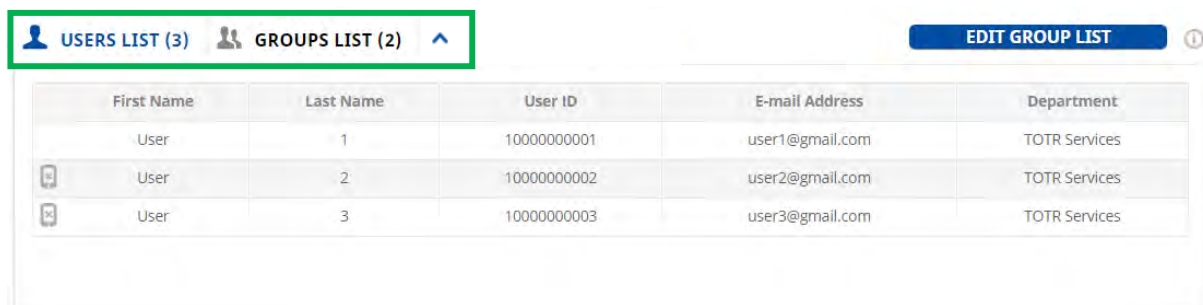
2.6.3 Editing a Group/Group of Groups

Click a group/group of groups and then the **Edit Group** button.



My Company > Groups and departments > Edit a group/group of groups

Note: When you select a group or a department, a full list of users and groups appears in dedicated tabs at the bottom of the page.



My Company > Groups and departments > Edit a group/group of groups > Dedicated tabs with counters and lists for users and groups

A new form will open, containing the group details for edit.

To update the details, click the **Save** button.

EDIT YOUR GROUP

Step 1 - Edit your group

1. Define group name and users

Group of groups

Add users

Search a group

UsersGroupsDepartments

☒ Select all

Search for a group above

Users in the group

Search a group

UsersGroupsDepartments

☒ Select all

☐ Command

☐ User 1

☐ User 2

☐ User 3

☐ Intervention

Information

> In this step you can define the main elements of the group: group name and group users.

> You can either add to the group user by user or select a group of users to be included in the new group.

> Note that for each new group created, also a Push-To-Talk channel is created and available for all the users added in the group.

> See next step to see Push-To-Talk options.

EDIT YOUR GROUP

Step 2 - Define channel Options

1. Assign Channel Priority

Group PriorityNone

2. Set Radio Channel Connection

Radio Channel Connection

Information

> In this step, you can set a priority level for the PTT channel and configure default channel modes for the entire group.

> The default Push-To-Talk Channel Modes values apply for all members of the group. If you want to configure different channel modes for certain users, use the 'Add exception by user' option.

> Any group has a Push-To-Talk channel assigned.

CANCEL

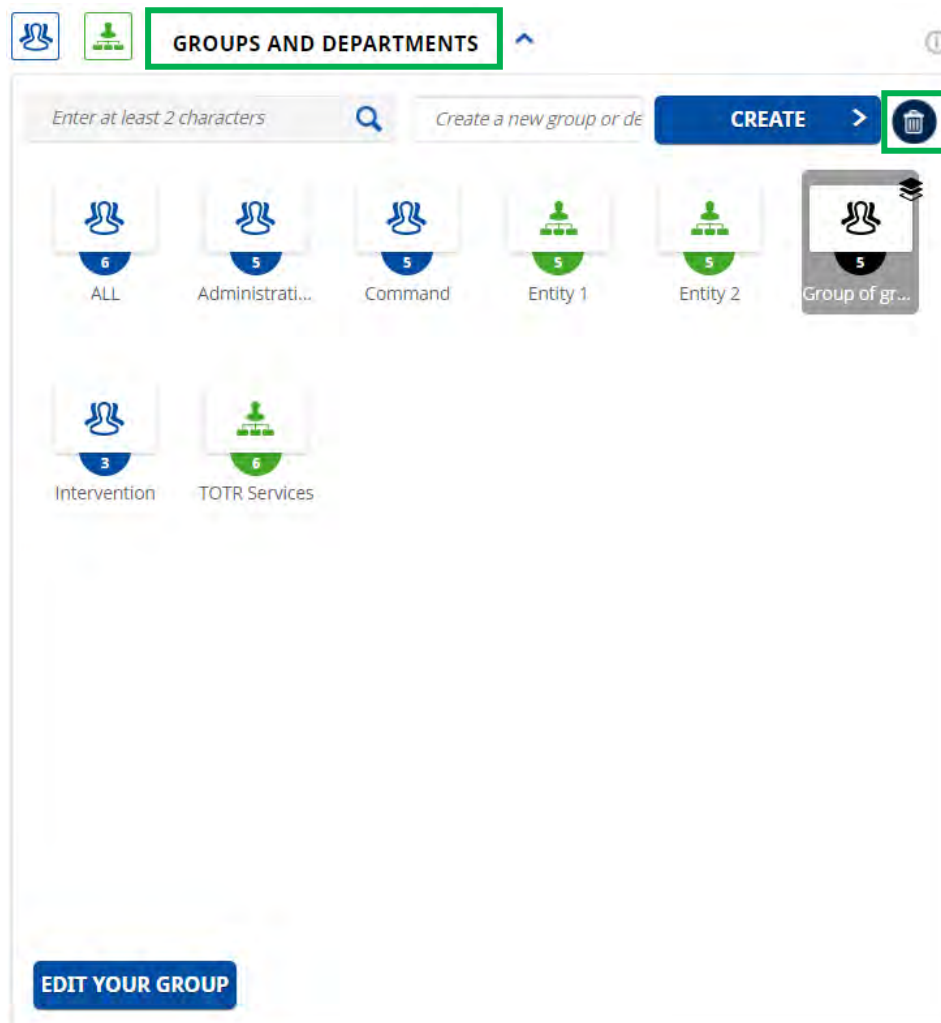
BACK

SAVE

My Company > Groups and departments > Edit a group/group of groups

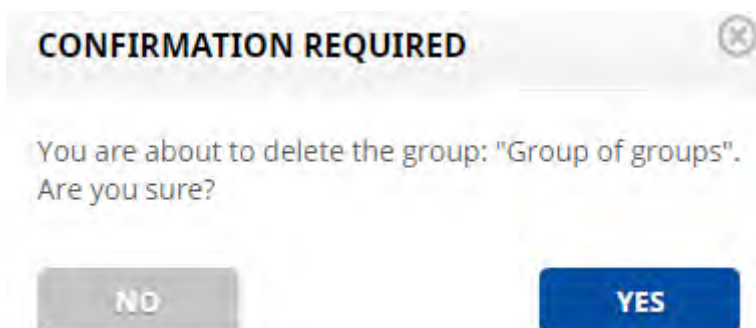
2.6.4 Deleting a Group/Group of Groups

Click the name of a group/group of groups and then the **Trash** button.



My Company > Groups and departments > Delete a group/group of groups

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.

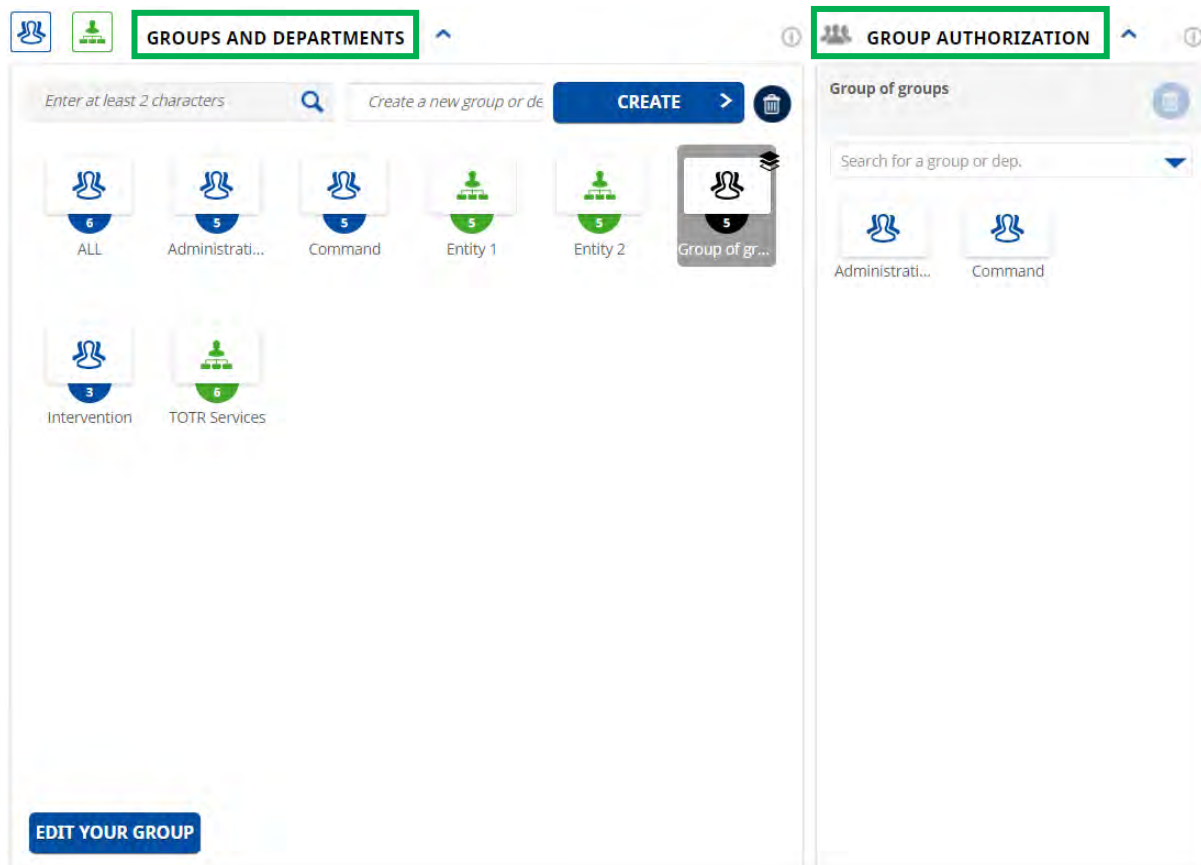


My Company > Groups and departments > Delete a group/group of groups > Confirmation request

2.6.5 Communication between Members of Different Groups

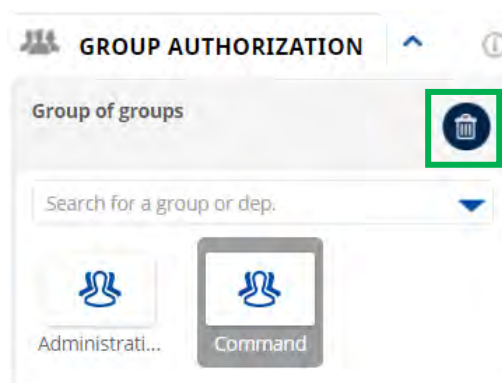
To connect two different groups:

1. Go to **Groups and Departments** tab.
2. Click a group to assign permissions. The selected group is displayed in the **Group Authorization** box.
3. Click another group and drag it to the **Group Authorization** box.
4. You can add more groups to this permission list by dragging them from the **Groups** list.



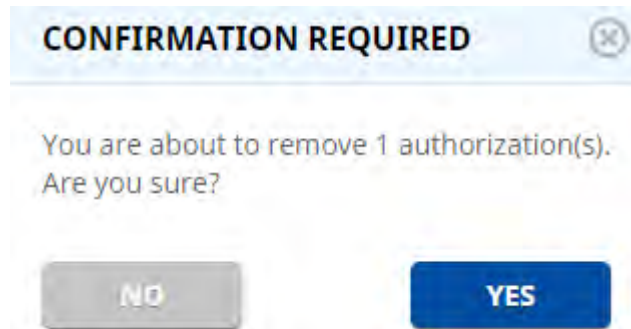
My Company > Groups and departments > Group authorization

5. To revoke permission of a specific group, select it from the **Group Authorization** box and click the **Trash** button in the top right corner.



My Company > Groups and departments > Group authorization > Delete an authorization

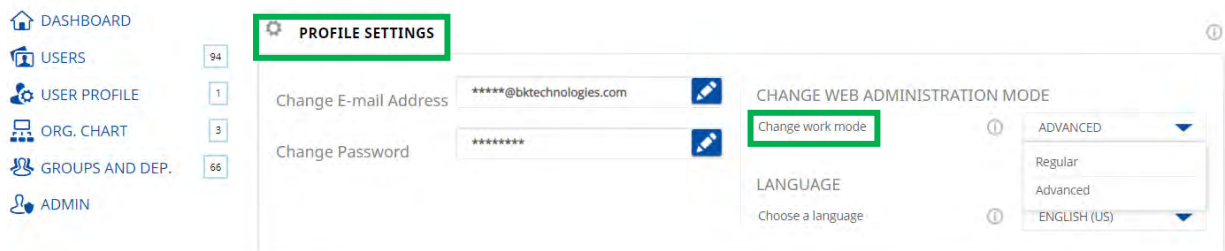
A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



My Company > Groups and departments > Group authorization > Delete an authorization > Confirmation request

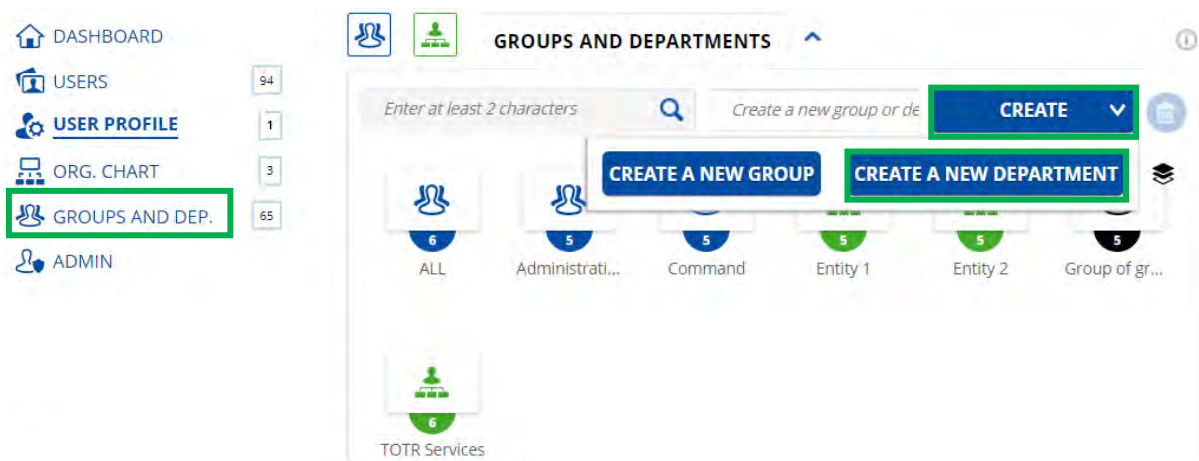
2.6.6 Creating a Department

Open the **Settings** menu and change the work mode to "Advanced".



Settings > Profile settings

- Go to **Groups and Departments**.
- Click the **Create a New Department** button.



My Company > Groups and departments > Create a new department

Note: Each department corresponds to a Push-To-Talk Channel, meaning that users will be able to initiate Push-To-Talk Calls with other users in that department.

When creating a department, you will follow the steps from the **Creating a Group** section (My Company > Groups and Departments). In addition to the options available in Step 1 when creating a group, you may also configure these options for a department:

- **Select Main Department:** Choose if the new department is a sub-department of the main department or of a secondary department.
- **Search for an Admin:** Enter the name of an admin to assign them administrative rights over the new department.

CREATE A NEW DEPARTMENT

Step 1 - Create your department

1. Define department name and users ⓘ

Department 1 ⓘ Select main Department: Entity 1 ⓘ Search for an Admin ⓘ

Add users

Search a user: ⓘ

Users Groups Departments

⊙ Select all ⓘ Filter ⓘ

Search for an user above

Users in the group

Search a user: ⓘ

Users Groups Departments

⊙ Select all ⓘ

Search for an user above

Information

- > In this step you can define the main elements of the department: department name and department users.
- > You can either add to the department user by user or select a group of users to be included in the new department.
- > Note that for each new department created, also a Push-To-Talk channel is created and available for all the users added in the department.
- > See next step to see Push-To-Talk options.

CANCEL **NEXT**

My Company > Groups and departments > Create a new department > Step 1

2.6.7 Creating a Department of Groups

Same logic as for creating a group of groups. It will be possible to add a group in the department.

For more information, go to the **Creating a Group of Groups** section in the guide (My Company > Groups and Departments).

2.6.8 Editing a Department/Department of Groups

Same logic as for modifying a group/group of groups.

For more information, go to the **Editing a Group/Group of Groups** section in the guide (My Company > Groups and Departments).

2.6.9 Deleting a Department/Department of Groups

Same logic as for deleting a group/group of groups.

*For more information, go to the **Deleting a Group/Group of Groups** section in the guide (My Company > Groups and Departments).*

2.6.10 Communication between Members of Different Departments

Same logic as for communication between members of different groups.

*For more information, go to the **Communication between Members of Different Groups** section in the guide (My Company > Groups and Departments).*

2.7 Linking Channels

When the **Link Channels from Other Organizations** feature is activated from Super Admin, a new section will be displayed in Company Administration: Link Channels.

You will be able to:

- Send link channel invitation
- Receive and accept link channel requests
- Edit/Delete already created profiles

2.7.1 Sending a Link Channel Invitation

Here is the structure for sending a link channel invitation:

- **Link Profile Name:** The name that will be displayed in the list of profiles (for both Organization A and Organization B). The name will also be displayed for the Admin that will receive the invitation.
- **Allow Link Channel Connection:** It represents the local status of the link. If enabled on both your side and the recipient side, the connection between the linked channels will be up. If disabled on at least one side, the connection between the linked channels will be down.
- **External AS Name:** You will be able to choose from the Application Server (AS) already configured in Super Admin. When selecting the profile, the FQDN should be taken automatically.
- **External Admin Email:** The admin to whom the link invite should be sent (the AS will know, based on admin email, the organization to which the link be made).
- **My Channel:** The channel that will be linked with other organizations. The drop-down list will display all the channels for which you have control. The real name of the channel will not be displayed for the users of the other organizations.
- **My Channel Alias:** Choose the name that will be displayed for the users of the external organizations when someone from your organization will take the floor in this linked channel. Since the alias can be changed in the future, it is not part of admin signature.
- **Info:** You will have the option to send to the external admin any additional information in regards with the link invitation: reason, period, what other organizations you will invite, etc. (max 300 letters).
- **Admin Private Key Password:** The password to protect the admin private key.

- **Admin Private Key:** You will receive the key from another member of your organization. You will have to upload the admin private key in the browser. Admin private key will be used when sending or accepting a link channel invitation.
- **Admin User Certificate:** You will receive the key from another member of your organization. You will have to upload the admin user certificate in the browser. Admin user certificate will be used when sending or accepting a link channel invitation.
- **Save Key and Certificate in Browser:** If you check the box before sending the invitation, the key and certificate will be stored in browser so you will not have to upload them each time you send or accept a link channel invitation.

SEND LINK CHANNEL INVITATION

Link profile name ⓘ
Mission

Allow link channel connection ⓘ ☒

External AS name ⓘ
Test Ext As

External Admin e-mail ⓘ
external_admin@domain.com

My Channel ⓘ
Command

My Channel alias ⓘ
Command team

Info ⓘ
Add your description here (optional)

Admin private key password ⓘ
.....

Admin private key ⓘ

Admin user certificate ⓘ

☒ Save key and certificate in browser ⓘ

My Company > Link channels > Send link channel invitation

Note 1: Admin Private Key, Admin User Certificate, and Save Key and Certificate in Browser options will be displayed in this screen only if the key and certificate are not currently stored in the browser.

Note 2: Admin Private Key Password, Admin Private Key, Admin User Certificate, and Save Key and Certificate in Browser options will be displayed in this screen only when Sign Link Channel Invitation is Active.

Note 3: If you want to link channel G1 with channels G2 and G3 from other organizations, you will have to send two invitations (two profiles).

If you click the **Send** button, the link profile will be saved in Sent Link Channel Invitations List.

Here is the structure for the list:

- **Link Profile Name:** The name set by Admin 1 when creating the invitation.
- **External AS Name:** The name from the Application Server (AS) already configured in Super Admin.
- **External Admin Email:** The admin to whom the link invite should be sent.
- **My Channel:** The channel selected by Admin 1 when creating the invitation.
- **My Channel Alias:** The alias given by Admin 1 when creating the invitation.
- **Link Channel Connection:** Admin 1 will be able to change the status from the list of invitations.
- **Invitation Status:**
 - Pending: The link invitation does not have an answer from Admin 2
 - Accepted: The link invitation was accepted by Admin 2 (recipient)
 - Declined: The link invitation was declined by Admin 2

Note 4: For the organization that is the initiator, any admin can send other invitations for this related channel:

- Pending: Admin can send another link invitation for the same channel
- Accepted: Admin can send another link invitation for the same channel
- Declined: Admin can send another link invitation for the same channel

SENT LINKED CHANNEL INVITATIONS LIST						
Link profile name	External AS name	External Admin e-mail	My channel	My channel Alias	Link channel connection	Invitation status
Mission XY	Ambulance	ambulance@amb.com	SWAT	SWAT team	<input checked="" type="checkbox"/>	Accepted
Mission XY	Police AS	police@amb.com	SWAT	SWAT team	<input type="checkbox"/>	Accepted
Mission XY	Firefighters	firefighters@amb.com	SWAT	SWAT team	<input type="checkbox"/>	Declined
Mission XY	Health	health@amb.com	SWAT	SWAT team	<input checked="" type="checkbox"/>	Pending
KYK mission	Police AS	kyk@com.com	Anti T	This mission	<input type="checkbox"/>	Declined
DIY group	Police AS	john@company.com	HR	BIY	<input type="checkbox"/>	Pending
Mission CRIT	Police AS	ambulance@amb.com	SWAT	SWAT team	<input checked="" type="checkbox"/>	Accepted

My Company > Link channels > Sent link channel invitations list

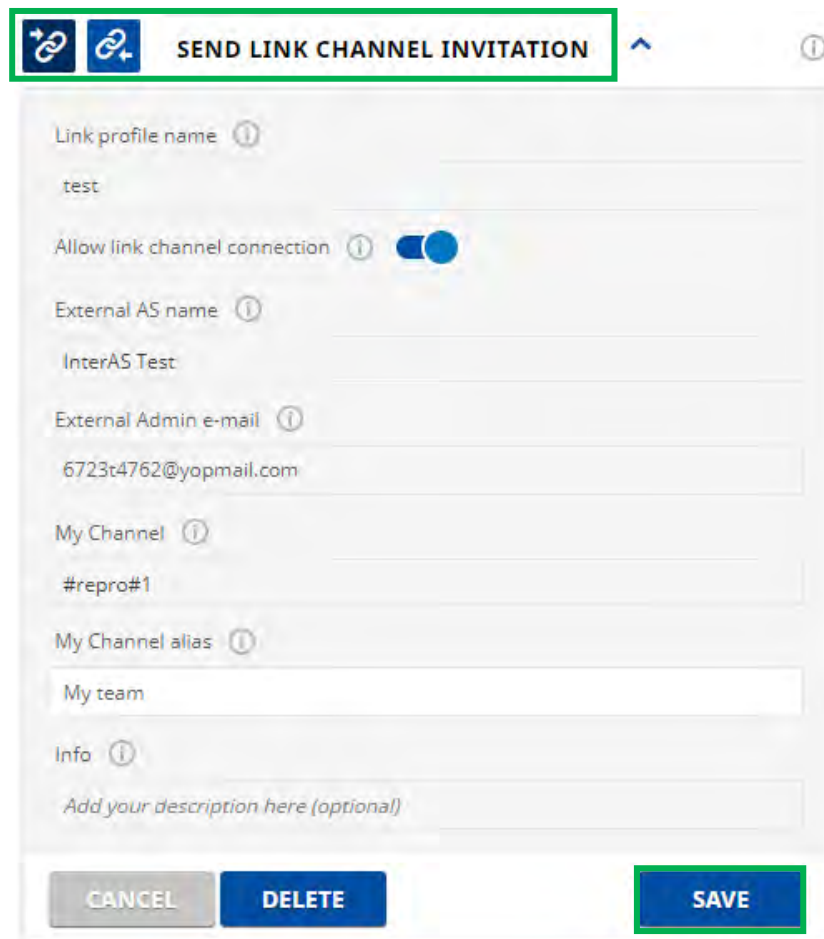
Editing a Sent Link Channel Invitation

If you click a sent link invitation from the list, you will have some options:

- **Allow Link Channel Connection:** You can change the status for this option (Enable/Disable).
- **My Channel Alias:** If you change the channel alias, the external admin will not be notified, but the new alias will be displayed instead of the old one for the users from external organizations.
- **Info:** If you hover the cursor over the **Info** section, you will see the entire text.

The following fields are read-only: Link Profile Name, External AS Name, External Admin Email, My Channel, and Info.

To update the details, click the **Save** button.



My Company > Link channels > Edit a sent link channel invitation

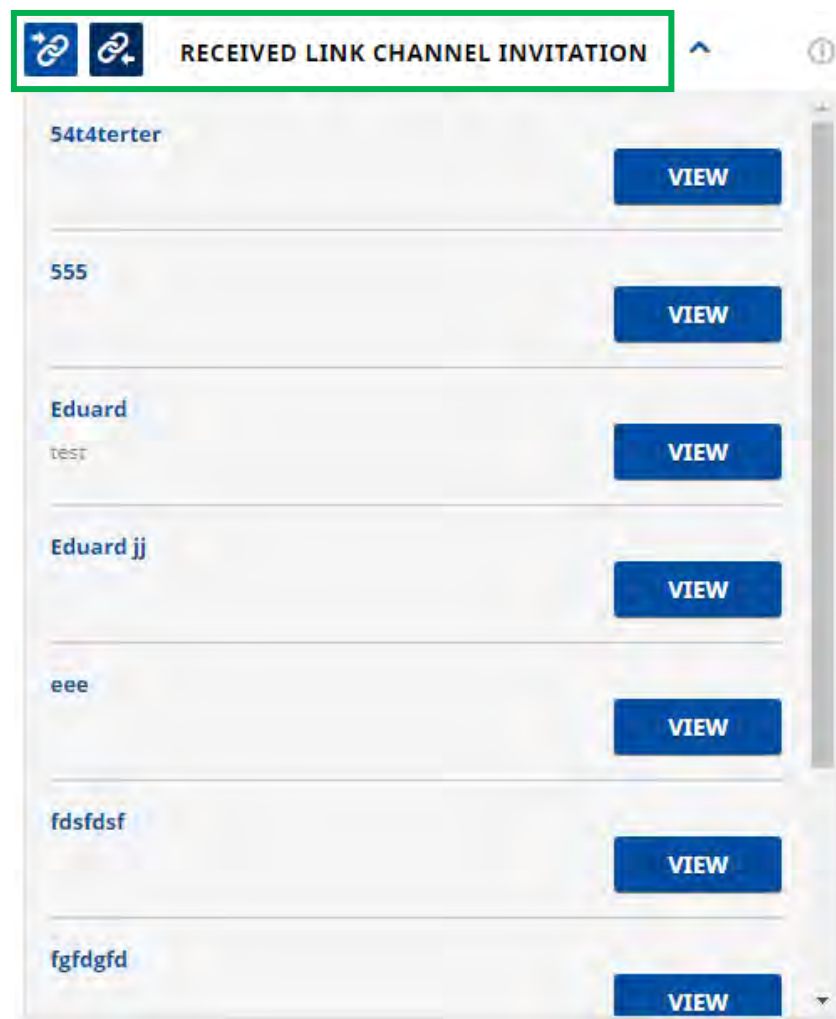
If you want to delete a sent link channel invitation, click the **Delete** button. When a link is deleted by Admin 1, Admin 2 will be notified. The admin will be able to click the notification and they will be sent to the deleted link.

2.7.2 Receiving a Link Channel Invitation

When you receive a link channel invitation, a notification will be displayed. If you have multiple invitations received, this section will have a scroll bar.

Here is the structure for receiving a link channel invitation:

- **Link Profile Name:** The name set by Admin 1 when creating the invitation.
- **Info Text:** Any additional information in regards with the link invitation: reason, period, what other organizations you will invite, etc. (max 300 letters). The entire text sent will be available when editing/viewing the invitation.
- **View** button: If you click this button, you will open the invitation.



My Company > Link channels > Receive link channel invitation

If you click the **View** button, you will open the invitation.

The first section (white) will contain the information received from Admin 1, and cannot be edited by Admin 2:

- **External AS Name:** The name from the Application Server (AS) already configured in Super Admin.
- **External Admin Email:** The email of the admin from the external organization that sent the link channel invitation.
- **Info:** Any additional information added by Admin 1 in regards with the link invitation: reason, period, what other organizations you will invite, etc. (max 300 letters). The entire text sent will be available in read-only mode when editing/viewing the invitation.

The next section is editable by the Admin 2, who received the invitation:

- **Allow Link Channel Connection:** It represents the local status of the link. If enabled on both your side and the recipient side, the connection between the linked channels will be up. If disabled on at least one side, the connection between the linked channels will be down.
- **My Channel:** The channel that will be linked with other organizations. The drop-down list will display all the channels for which the admin has control. The real name of the channel will not be displayed for the users of the other organizations.
- **My Channel Alias:** Choose the name that will be displayed for the users of the external organizations when someone from your organization will take the floor in this linked channel. Since the alias can be changed in the future, it is not part of admin signature.
- **Admin Private Key Password:** The password to protect the admin private key.
- **Admin Private Key:** The admin will receive the key from another member of their organization. They will have to upload the admin private key in the browser. Admin private key will be used when sending or accepting a link channel invitation.
- **Admin User Certificate:** The admin will receive the key from another member of their organization. They will have to upload the admin user certificate in the browser. Admin user certificate will be used when sending or accepting a link channel invitation.
- **Save Key and Certificate in Browser:** If the admin checks the box before sending the invitation, the key and certificate will be stored in browser so they will not have to upload them each time they send or accept a link channel invitation.

The following options are available:

- **Accept:** The link channel invitation will be answered as accepted to the external admin. The link profile will be saved in Received Link Channel Invitation List.
- **Decline:** The link channel invitation will be declined and deleted. The admin that sent the request will receive a notification saying that the invitation was declined.
- **Cancel:** You will go back to preview page, and the information will be deleted. You can come back anytime to edit and accept or decline the invitation.

RECEIVED LINK CHANNEL INVITATION

Eduard

External AS name ⓘ
InterAS Test

External Admin e-mail ⓘ
y4t23642@yopmail.com

Info
test

Allow link channel connection ⓘ ☒

My Channel ⓘ

My Channel alias ⓘ

Admin private key password ⓘ

Admin private key ⓘ **Upload**

Admin user certificate ⓘ **Upload**

☐ Save key and certificate in browser ⓘ

CANCEL **DECLINE** **ACCEPT**

My Company > Link channels > View the received link channel invitation

If you click the **Accept** button, the link profile will be saved in Received Link Channel Invitations List.

Here is the structure for the list:

- **Link Profile Name:** The name set by Admin 1 when creating the invitation (this is received, not editable by Admin 2).
- **External AS Name:** The name from the Application Server (AS) already configured in Super Admin.
- **External Admin Email:** The admin to whom the link invite should be sent.
- **My Channel:** The channel selected by Admin 2 when creating the invitation.
- **My Channel Alias:** The alias given by Admin 2 when creating the invitation.
- **Link Channel Connection:** Admin 2 will be able to change the status from the list of invitations.

RECEIVED LINKED CHANNEL INVITATIONS LIST					
Link profile name	External AS name	External Admin e-mail	My channel	My channel Alias	Link channel connection
Mission XY	SWAT	SWAT@abc.com	FIRE Sector 3	Firefighters	<input checked="" type="checkbox"/>
Mission XY	Police AS	police@amb.com	SWAT	SWAT team	<input type="checkbox"/>

My Company > Link channels > Received link channel invitations list

Editing a Received Link Channel Invitation

If you click a received link invitation from the list, you will have some options:

- **Allow Link Channel Connection:** You can change the status for this option (Enable/Disable).
- **My Channel Alias:** If you change the channel alias, the external admin will not be notified, but the new alias will be displayed instead of the old one for the users from external organizations.
- **Info:** If you hover the cursor over the **Info** section, you will see the entire text.

The following fields are read-only: External AS Name, External Admin Email, and My Channel.

To update the details, click the **Save** button.

RECEIVED LINK CHANNEL INVITATION

Link channel Vladut

External AS name ⓘ

InterAS Test

External Admin e-mail ⓘ

vvlad@yopmail.com

Info

info

Allow link channel connection ⓘ ☒

My Channel ⓘ

SmartMS OPS Testing (US RH8)

My Channel alias ⓘ

SmartMS channel

CANCEL
DELETE
SAVE

My Company > Link channels > Edit a received link channel invitation

If you want to delete a received link channel invitation, click the **Delete** button. When a link is deleted by Admin 1, Admin 2 will be notified. The admin will be able to click the notification and they will be sent to the deleted link.

2.8 Administrators

2.8.1 Admins List

The list of all admins is displayed by default, with the option to scroll down to see more (infinite scroll). Searching for a department or typing some characters into the Search bar is an easier way to find a specific admin.

First Name	Last Name	User ID	E-mail Address	Department
Admin	1	1234	admin1@gmail.com	TOTR Services
Admin	2	5678	admin2@gmail.com	Entity 2
Admin	3	9922	admin3@gmail.com	Entity 3
Admin	4	6546	admin4@gmail.com	Entity 4
Admin	5	87654	admin5@gmail.com	Entity 5
Admin	6	345787	admin6@gmail.com	Entity 6
Admin	7	983456	admin7@gmail.com	Entity 7
Admin	8	277654	admin8@gmail.com	Entity 8

My Company > Admin > Admins list

- Searching for a department

Enter at least two characters to search for a department. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).

Last Name	User ID	E-mail Address	Department
1	1234	admin1@gmail.com	TOTR Services
2	5678	admin2@gmail.com	Entity 2
3	9922	admin3@gmail.com	Entity 3
4	6546	admin4@gmail.com	Entity 4
5	87654	admin5@gmail.com	Entity 5
Admin	6	345787	Entity 6
Admin	7	983456	Entity 7
Admin	8	277654	Entity 8

My Company > Admin > Admins list > Search for department > List of departments after searching

Once you have selected a department, you will see the admin who has rights to that department.

The screenshot shows the 'ADMINS LIST' header with a green box around the title and a dropdown arrow. Below it is a search bar containing 'Entity 2' with a green box around the text and a dropdown arrow. To the right of the search bar is a placeholder text 'Enter at least 2 characters' and a trash icon. Below the search bar is a table with the following data:

First Name	Last Name	User ID	E-mail Address	Department
Admin	2	5678	admin2@gmail.com	Entity 2

My Company > Admin > Admins list > Selected department

- Using the Search bar.

Enter at least two characters and press the **Enter** key on your keyboard to search for an admin. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching". After the admins are displayed, you have the possibility to scroll down to see more (infinite scroll).

The screenshot shows the 'ADMINS LIST' header with a green box around the title and a dropdown arrow. Below it is a search bar containing 'Ad' with a green box around the text and a dropdown arrow. To the left of the search bar is a dropdown menu labeled 'Select department'. To the right of the search bar is a placeholder text 'Enter at least 2 characters' and a trash icon. Below the search bar is a table with the following data:

First Name	Last Name	User ID	E-mail Address	Department
Admin	1	1234	admin1@gmail.com	TOTR Services
Admin	2	5678	admin2@gmail.com	Entity 2
Admin	3	9922	admin3@gmail.com	Entity 3
Admin	4	6546	admin4@gmail.com	Entity 4
Admin	5	87654	admin5@gmail.com	Entity 5
Admin	6	345787	admin6@gmail.com	Entity 6
Admin	7	983456	admin7@gmail.com	Entity 7
Admin	8	277654	admin8@gmail.com	Entity 8

My Company > Admin > Admins list > Search for admin > List of admins after searching

2.8.2 Adding an Admin

Fill out the fields for: First Name, Last Name, Mobile Number/User ID, and Email Address in the **Add an Admin** section on the left. You can set this account as having rights to link channels with channels from other organizations. The admin can have rights on the entire company or on the departments created in the organization chart.

Note 1: All fields marked with * are mandatory.

On the right you will see the department for which the admin is authorized.

Note 2: If you click a department in the **Admin Authorization** section on the right, you will remain on the same page, Add an Admin, and will not be redirected to the Organization Chart.

To add the admin, click the **Create** button.

The screenshot shows a web interface with two main sections. The left section, titled 'ADD AN ADMIN', contains several input fields: 'First Name *' with the value 'Admin', 'Last Name *' with the value '10', 'User ID' with the value '1010', and 'E-mail Address *' with the value 'admin1@gmail.com'. Below these fields are two checked checkboxes: 'Generate an Activation Code for the Admin' (with a note: 'Once you click on CREATE, the Activation Code will be displayed in a pop-up. Don't forget to write it down to communicate it to the admin.') and 'Allow to link channels'. At the bottom of this section is a dropdown menu labeled 'Rights on:' with 'Entity 1' selected, and two buttons: 'CANCEL' and 'CREATE'. The right section, titled 'ADMIN AUTHORIZATION', features a table with a header row 'ENTITY 1' and several empty rows below it.

My Company > Admin > Add an admin and admin authorization

Note 3: The organization admin can see all the admin accounts. The organization admin cannot edit another admin from the same level.

Note 4: The department admin can see other admins from the same department and its sub-departments. The department admin can edit another admin from the same department and its sub-departments. The department admin cannot see another admin from another department but same level.

Note 5: Enter at least two characters to search for a department to set the rights on it. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).

Admin can:

- Add new users to a company account.
- Delete an existing user.
- Change the rights for specific users, including adding new services.
- Assign users to groups or change which groups a user can access.
- Perform a Remote Data Wipe for a user with a compromised device.
- Review organization-wide reporting on messaging usage.

2.8.3 Editing an Admin

To edit an admin, go to the admins list and click the admin you want to edit. A new form will open, containing the admin details for edit.

To update the details, click the **Save** button.

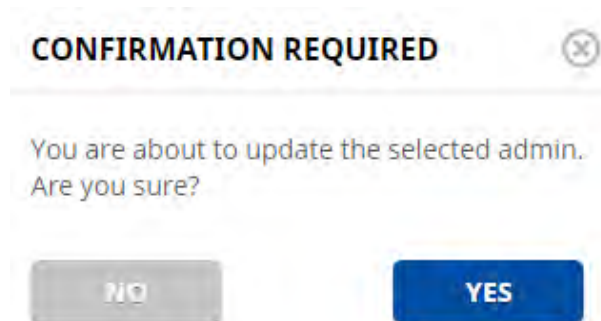
Note: If you click a department in the **Admin Authorization** section on the right, you will remain on the same page, Edit an Admin, and will not be redirected to the Organization Chart.

The screenshot shows the 'EDIT AN ADMIN' form on the left and the 'ADMIN AUTHORIZATION' section on the right. The form has fields for First Name, Last Name, User ID, and E-mail Address, all of which are filled. There is a checkbox for 'Generate an Activation Code for the Admin' and a checked checkbox for 'Allow to link channels'. At the bottom of the form are buttons for 'CANCEL', 'DELETE', and 'SAVE'. The 'ADMIN AUTHORIZATION' section on the right has a 'TOTR SERVICES' tab and a list of entities from Entity 1 to Entity 10.

TOTR SERVICES	Entity 1
	Entity 2
	Entity 3
	Entity 4
	Entity 5
	Entity 6
	Entity 7
	Entity 8
	Entity 9
	Entity 10

My Company > Admin > Edit an admin

A confirmation pop-up will appear. After confirming the action, the editing will be complete. The editing action will not take place if you click the **No** button.

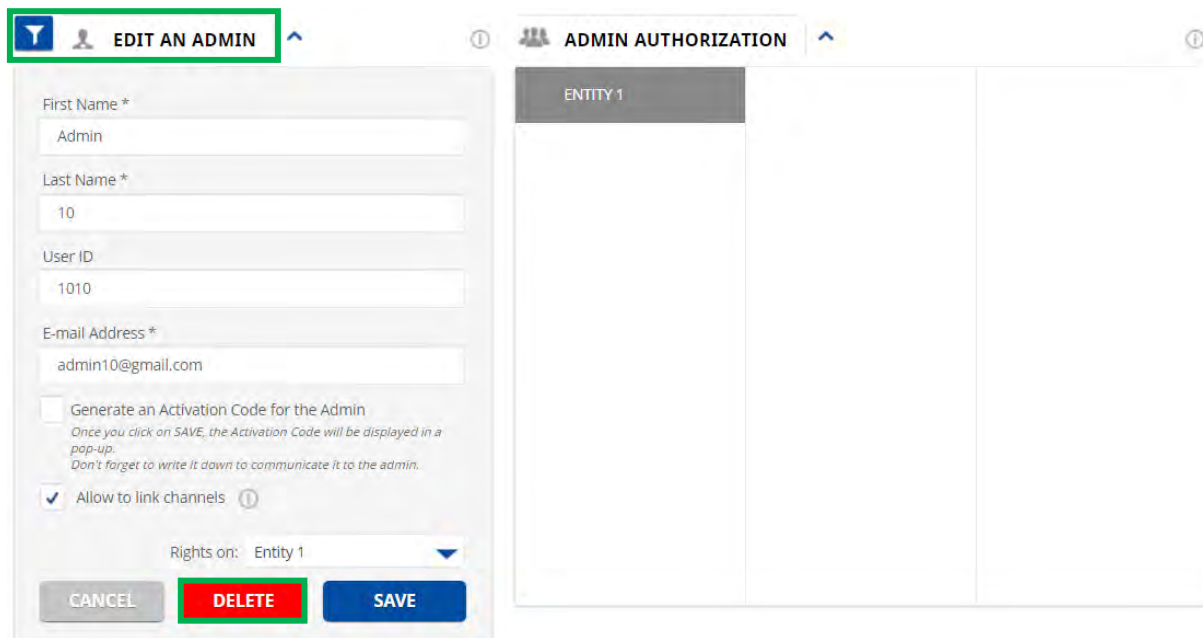


A confirmation dialog box titled "CONFIRMATION REQUIRED" with a close button (X) in the top right corner. The text inside reads: "You are about to update the selected admin. Are you sure?". At the bottom, there are two buttons: a grey "NO" button and a blue "YES" button.

My Company > Admin > Edit an admin > Confirmation request

2.8.4 Deleting an Admin

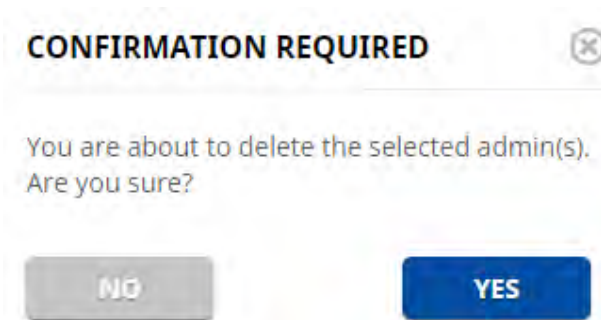
In the admin edit form, you can delete the admin. Click the **Delete** button.



The screenshot shows the "EDIT AN ADMIN" form. The "DELETE" button is highlighted with a red border. The form contains fields for First Name, Last Name, User ID, and E-mail Address. There are also checkboxes for "Generate an Activation Code for the Admin" and "Allow to link channels". A "Rights on:" dropdown menu is set to "Entity 1". At the bottom, there are "CANCEL", "DELETE", and "SAVE" buttons. To the right of the form is a table with a header "ENTITY 1" and two empty rows.

My Company > Admin > Delete an admin

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The deletion action will not take place if you click the **No** button.

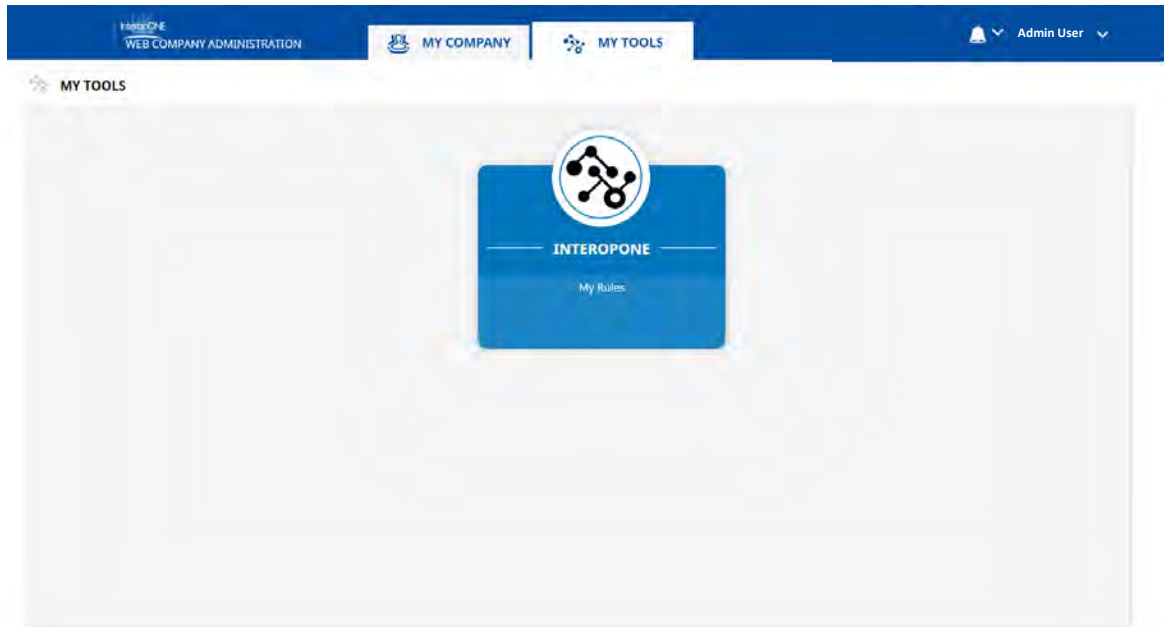


A confirmation dialog box titled "CONFIRMATION REQUIRED" with a close button (X) in the top right corner. The text inside reads: "You are about to delete the selected admin(s). Are you sure?". At the bottom, there are two buttons: a grey "NO" button and a blue "YES" button.

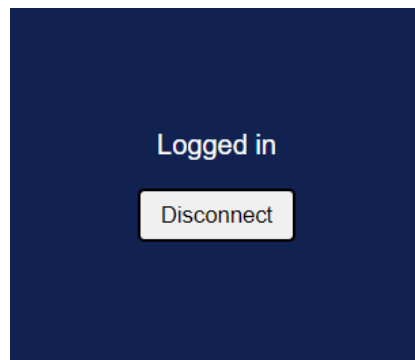
My Company > Admin > Delete an admin > Confirmation request

3 MY TOOLS

The My Tools tab represents the mechanism by which the InteropONE dynamic incidents/groups are managed. This is a read-only tab; as an administrator, you do not need to make any changes here.



Click on the INTEROPONE box to ensure that the following is displayed, which indicates that the InteropONE tool is connected appropriately. If this message is not displayed, click the INTEROPONE box again.



4 ACCOUNT NOTIFICATIONS

See notifications about:

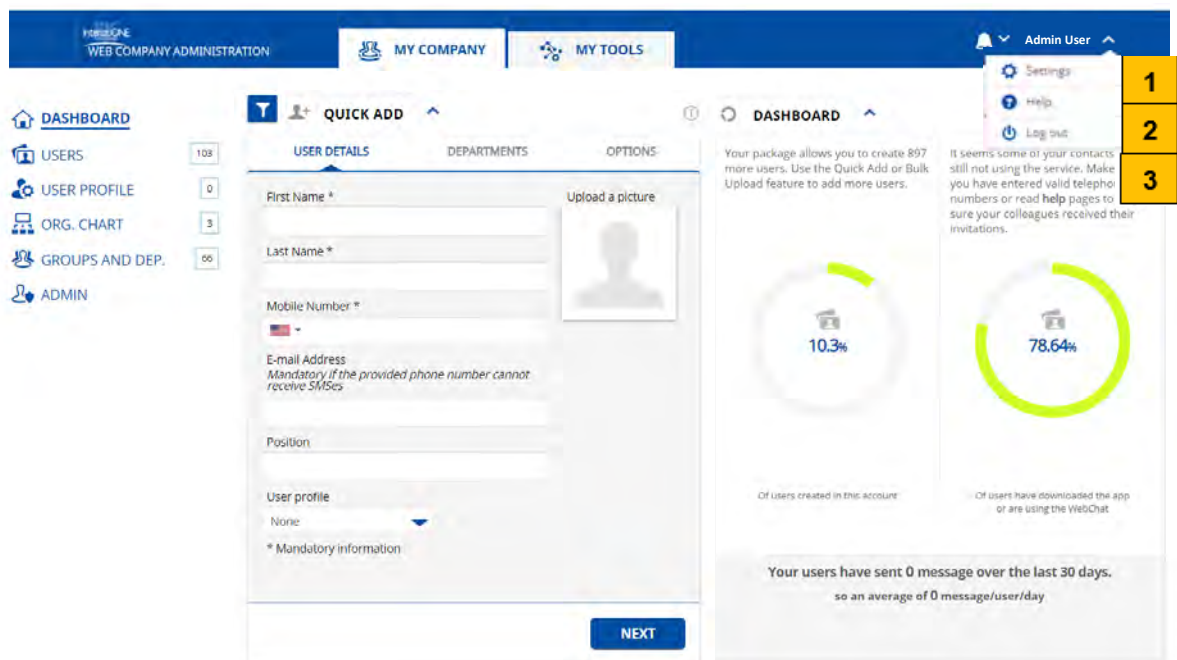
- Expiration of the company
- Expiration of various passwords

The screenshot displays the HESIQE Web Company Administration interface. At the top, a blue navigation bar includes the HESIQE logo, 'WEB COMPANY ADMINISTRATION', and tabs for 'MY COMPANY' and 'MY TOOLS'. A notification bell icon is highlighted with a green box, next to the 'Admin User' dropdown. The main content area is divided into a left sidebar and a central dashboard. The sidebar lists navigation options: DASHBOARD, USERS (108), USER PROFILE (0), ORG. CHART (3), GROUPS AND DEP. (66), and ADMIN. The central dashboard features a 'QUICK ADD' button and tabs for 'USER DETAILS', 'DEPARTMENTS', and 'OPTIONS'. The 'USER DETAILS' tab is active, showing a form for adding a new user with fields for First Name, Last Name, Mobile Number, E-mail Address, Position, and User profile. A 'NEXT' button is at the bottom right of the form. To the right of the form, a 'DASHBOARD' section displays two circular progress charts. The first chart shows '10.3%' with the text 'Of users created in this account'. The second chart shows '78.64%' with the text 'Of users have downloaded the app or are using the WebChat'. Below these charts, a message states: 'Your users have sent 0 message over the last 30 days, so an average of 0 message/user/day'.

Account notifications

5 ACCOUNT SETTINGS, HELP PAGE, AND LOGGING OUT

InteropONE accounts can be customized from the **Settings** menu (top right arrow).



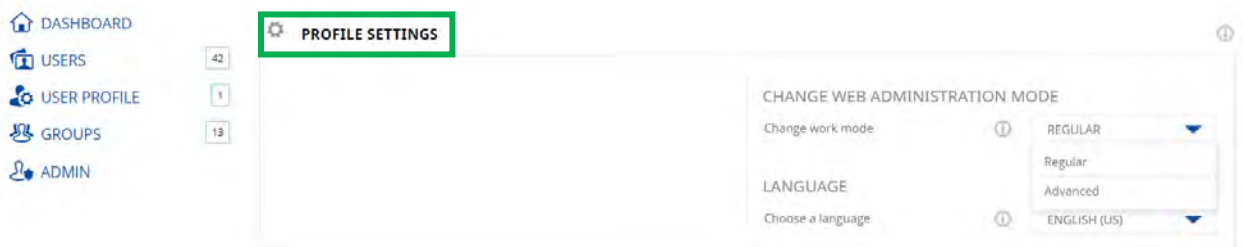
Settings

1. Settings: Profile and company settings
2. Help: Form to submit a question about InteropONE
3. Log out

5.1 Profile Settings

You can customize your own profile by:

- Changing the email address
- Changing the password
- Changing the work mode: Regular or Advanced
- Choosing the interface language



Settings > Profile settings

Note: You will not be able to use a predefined number of previously used passwords when changing your password. The Super Admin determines the number.

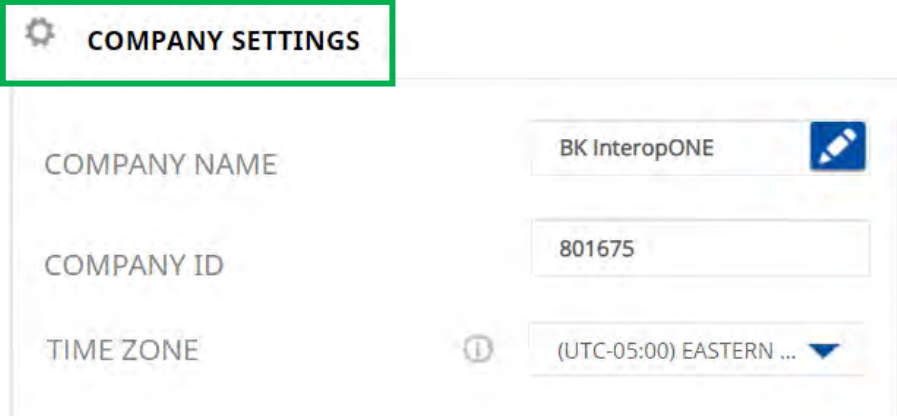
5.2 Company Settings




Note 1: Some of the below options may not be displayed in **Settings** if they have not been enabled.

Note 2: You can relocate the pop-up window to have a better visibility over the page when creating or editing a profile, a list, a group, or a department. Up to 15 entries are displayed at once during creation and editing.

5.2.1 Company Name, ID, and Time Zone

Set the company's name (displayed in the application and on WebChat) and make note of the company ID number because it is needed to log into InteropONE. The selected time zone will be used for system emails and reports.



COMPANY SETTINGS	
COMPANY NAME	BK InteropONE 
COMPANY ID	801675
TIME ZONE	 (UTC-05:00) EASTERN ... 

Settings > Company settings > Company name, ID, and time zone

5.2.2 WebChat

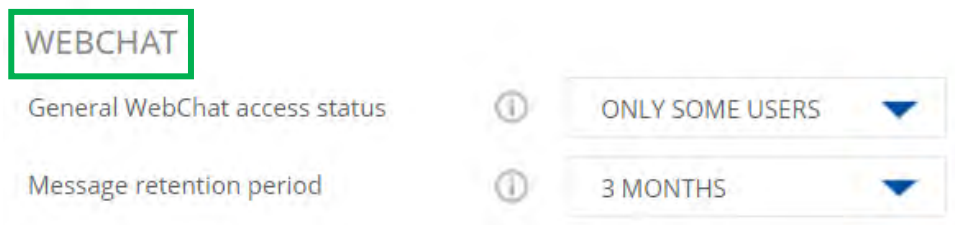
If activated, allows users to use the desktop application.

General WebChat access status:

Activate the feature for all users:

- *If set to Inactive:* Deactivate the feature for all company users.
- *If set to All users:* Activate the feature for all company users.
- *If set to Only some users:* Set the access user by user when creating or editing a user.

Message retention period: Period after which user's messages are deleted from their accounts. It can be set from one week to one year.



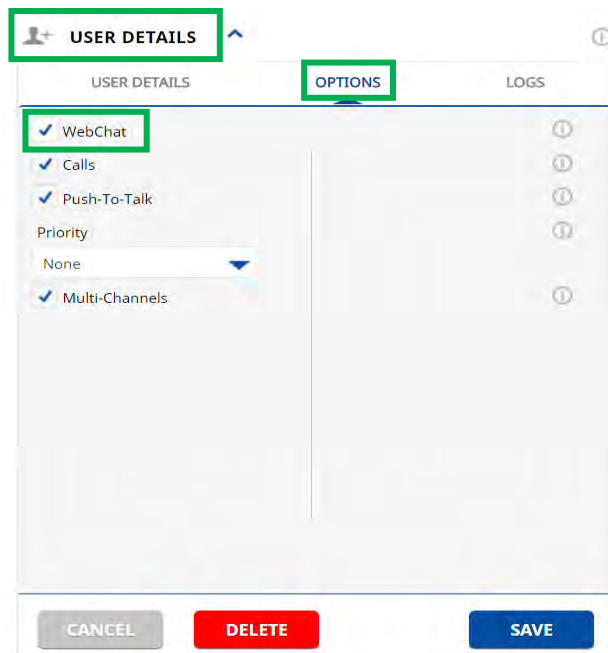
Settings > Company settings > WebChat

Note: To make sure users' messages are saved on the server, the **WebChat** feature should be enabled for all users (even if not all will be using WebChat).

This ensures that the message threads and conversation history can be restored during a change of device or Login/Logout.

The storage of messages depends on the selected retention period.

Activate the feature user by user:



My Company > Users > User details > Options > WebChat

5.2.3 Call Settings

5.2.3.1 Calls

If activated, allows users to make and receive free calls via Internet.

Activate the feature for all users:

- *If set to Inactive:* Deactivate the feature for all company users.
- *If set to All users:* Activate the feature for all company users.
- *If set to Only some users:* Set the access user by user when creating or editing a user.



Settings > Company settings > Call settings > Calls

Activate the feature user by user:

The screenshot shows a 'USER DETAILS' modal window with three tabs: 'USER DETAILS', 'OPTIONS', and 'LOGS'. The 'OPTIONS' tab is active. Under the 'OPTIONS' tab, there are several settings: 'WebChat' (checked), 'Calls' (checked and highlighted with a green box), 'Push-To-Talk' (checked), 'Priority' (set to 'None' in a dropdown menu), and 'Multi-Channels' (checked). At the bottom of the modal, there are three buttons: 'CANCEL', 'DELETE', and 'SAVE'.

My Company > Users > User details > Options > Calls

5.2.3.2 Push-To-Talk

InteropONE supports live Push-To-Talk (walkie-talkie) calls, a one-to-one and one-to-many communication method where one user talks, and the others listen.

Push-To-Talk is a half-duplex communication method that allows users to send instant audio messages that will be directly heard by recipients. The user's status changes to transmit mode when clicking the **Push-To-Talk** button and goes back to reception mode when releasing the button.


Activate the feature for all users:

- *If set to Inactive:* Deactivate the feature for all company users.
- *If set to All users:* Activate the feature for all company users.
- *If set to Only some users:* Set the access user by user when creating or editing a user.

The screenshot shows the 'Push-To-Talk' settings. There is a label 'Push-To-Talk' followed by an information icon. To the right is a dropdown menu that is currently open, showing 'ALL USERS' as the selected option.

Settings > Company settings > Call settings > Push-To-Talk

Activate the feature user by user:

 **USER DETAILS**

USER DETAILS

OPTIONS

LOGS

☒ WebChat

☒ Calls

☒ Push-To-Talk








Priority

None

Level 3

Level 2

Level 1



CANCEL

DELETE

SAVE

My Company > Users > User details > Options > Push-To-Talk and priority level

Priority

Define a priority level for this user (none to 3). A user with a high priority level will always be able to take the floor over lower priority level users. For receiver scan functionality, receive audio from a channel with a higher priority level will always override receive audio from a user with a lower priority level or another channel with a lower priority level.

5.2.3.3 Live Replay

If enabled, the WebChat users will be able to replay the last Push-To-Talk bursts from a Push-To-Talk group call.

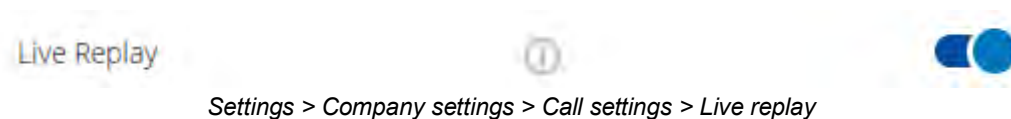
Note 1: The Push-To-Talk Burst is the automatic recording of the audio transmission you make between taking and releasing the floor.

The number of recordings is not limited. These are only available while the user is connected to the channel; if the user disconnects, the recordings are lost. On extended connections, messages will accumulate until the RAM on the user's device is used up.

The recordings list is reset when the channel is disconnected.

The user is unable to move the cursor to a specific time to begin listening. The recording will be restarted when they click it.

Note 2: The **Live Replay** feature can be enabled/disabled only if the **Push-To-Talk** feature is enabled for the organization.

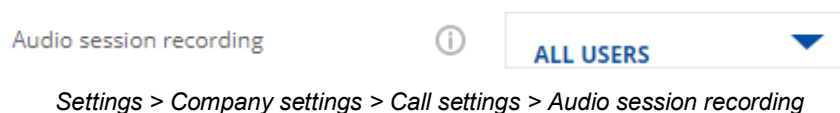


5.2.3.4 Audio Session Recording

If activated, allows to record VoIP calls, Push-To-Talk calls, and Push-To-Talk channel sessions.

Activate the feature for all users:

- *If set to Inactive:* Deactivate the feature for all company users.
- *If set to All users:* Activate the feature for all company users.
- *If set to Only some users:* Set the access user by user when creating or editing a user.



Activate the feature user by user:

The screenshot shows a modal window titled 'USER DETAILS' with a sub-tab 'OPTIONS'. The 'OPTIONS' tab is active and highlighted with a green box. Inside the 'OPTIONS' tab, there is a list of features with checkboxes: 'WebChat', 'Calls', 'Push-To-Talk', 'Priority' (with a dropdown menu showing 'Level 1'), 'Multi-Channels', and 'Audio sessions recording'. The 'Audio sessions recording' option is checked and highlighted with a green box. To the right of each option is an information icon (i). At the bottom of the modal, there are three buttons: 'CANCEL', 'DELETE', and 'SAVE'.

My Company > Users > User details > Options > Audio sessions recording

5.2.3.5 Audio Records Retrieval

They can be uploaded on an FTP server or sent by email to one or several recipients.

- If retrieval method is set to FTP, you need to configure the server (click **Edit**).

The screenshot shows the 'Audio records retrieval' settings. At the top, there is a dropdown menu set to 'FTP SERVER'. Below it, there is an 'EDIT' button. Underneath the button, it says 'FTP configuration' and 'No FTP settings configured'.

Settings > Company settings > Audio records retrieval set to FTP

FTP SERVER CONFIGURATION

Server * Username *

Port * Password *

Use SFTP ☐

Remote directory *

CANCEL **SAVE**

Settings > Company settings > Audio records retrieval > FTP server configuration

- If retrieval method is set to email address, insert the recipient's email in the box (click the **Pencil** button).

Audio records retrieval ⓘ **E-MAIL ADDRESS** ▼

Recipient e-mail address

Settings > Company settings > Audio records retrieval set to email address

RECIPIENT E-MAIL ADDRESS * ⓘ

Set the e-mail address to whom the records will be sent.

SAVE

Settings > Company settings > Audio records retrieval > Email address configuration

5.2.3.6 Audio Sessions Retention Period

Select the period (from one week to one year) after which the records will be deleted from the server.

Audio sessions Retention period ⓘ **1 WEEK** ▼

Settings > Company settings > Call settings > Audio sessions retention period

5.2.3.7 Multi-Channels

If activated, allows users to stay connected to multiple channels at the same time.

Activate the feature for all users:

- *If set to Inactive:* No user will be able to stay connected on two or more channels at the same time.
- *If set to All users:* The user will be able to stay connected to multiple channels at the same time.
- *If set to Only some users:* Set the access user by user when creating or editing a user.

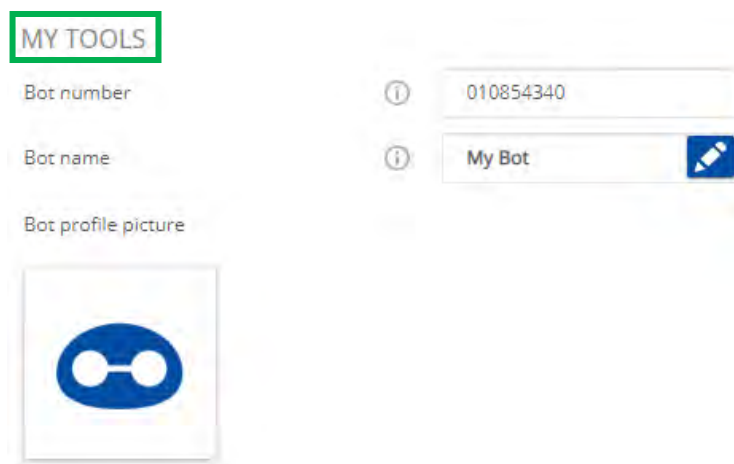
5.2.4 My Tools

InteropONE requires the **My Tools** package to be enabled. This automatically activates a single Bot user that is visible to contacts in the WebChat platform. Disabling the **My Tools** package will cause InteropONE to not function properly.

Bot number: The generated number for the bot.

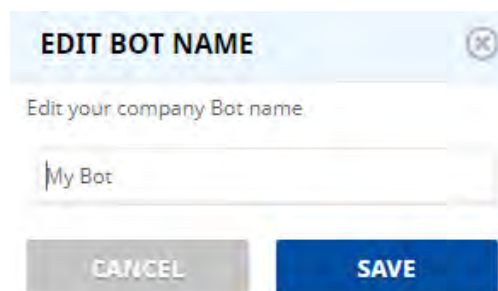
Bot name: Click the **Edit** button to edit the name of the bot.

Bot profile picture: Click the **Edit** button if you want to upload a picture.



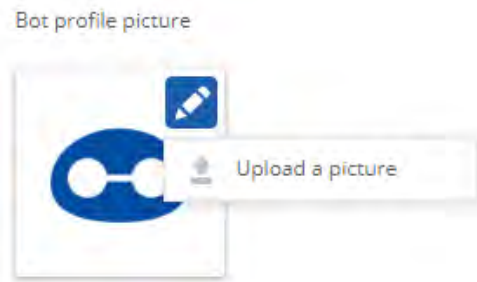
Settings > Company settings > My Tools

To change the name of the bot, click the **Pencil** button.



Settings > Company settings > My Tools > Edit bot name

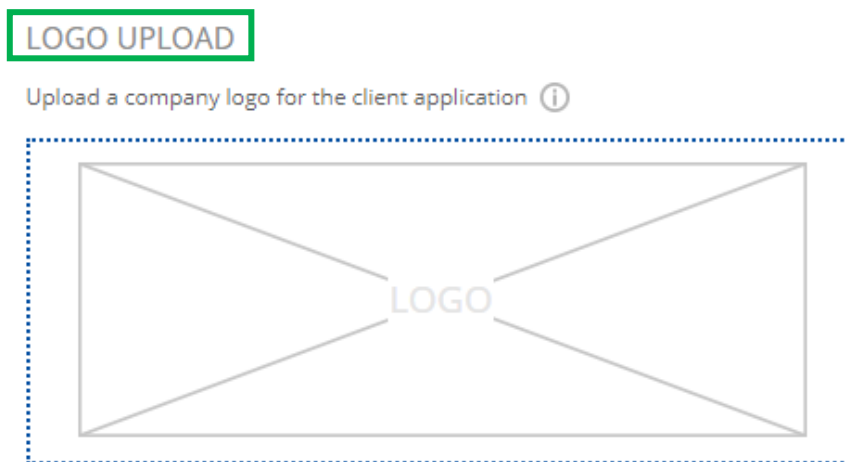
To add a profile picture, click the **Pencil** button.



Settings > Company settings > My Tools > Bot profile picture

5.2.5 Logo Upload

Upload an image in one of the following formats: png, jpeg. Maximum image size supported is 500*200 pixels.



Settings > Company settings > Company logo

5.2.6 User Invitations

Email invitation status: At user account creation, an email will be sent to the new user inviting them to download and authenticate in the application.

Activate the feature for all users:

- *If set to Inactive:* No email will be sent to the new added user to activate their account.
- *If set to Automatic:* An email will be automatically sent to the new added user to activate their account.
- *If set On demand:* You will choose when to send an email to the new added user to activate their account.

SMS invitation status: At user account creation, an SMS will be sent to the new user inviting them to download and authenticate in the application.

Activate the feature for all users:

- *If set to Inactive:* No SMS will be sent to the new added user to activate their account.
- *If set to Automatic:* An SMS will be automatically sent to the new added user to activate their account.

- *If set On demand:* You will choose when to send an SMS to the new added user to activate their account.

Language: The language used in the email and SMS messages.

Settings > Company settings > User invitations

5.2.7 Users Authentication

At users' first connection to the mobile app, an authentication link is sent by SMS to their phone numbers to confirm their identity. If you wish to send this link also by email to users with an email address, select Active. These users will have to click this link from the email application of their mobile devices.

Settings > Company settings > User authentication

5.2.8 Users Authorization

Sort users by: Order the Contacts list of your new users, in their mobile application or WebChat, by first name or last name.

5.2.9 Report

Receive activity report: Enable or disable activity report for admins.

Settings > Company settings > Report

The following actions are recorded in the Admin Activity Report:

- The admin creates, modifies, and deletes users, groups, and departments.
- The admin adds and removes users from groups and departments.
- The admin adds and removes users' profile pictures.
- The admin creates, modifies, and deletes other admins.
- The admin adds another admin to a department.
- The admin changes the password and email address.

- The organization's name is changed by the admin.
- The admin logs in and out.
- The reseller logs in and out.
- The reseller creates, modifies, and deletes organizations.
- The admin adds and removes groups from other groups and departments.

Note: Even if the **Activity Report** option is inactive, all administrator actions are logged in the report. This option is only available to select if the report should be sent automatically at the start of the next month.

The report is sent automatically at the start of the next month to:

- All organization administrators who have the **Activity Report** option enabled
- All reseller administrators who have the **Activity Report** option enabled

5.2.10 Purchased Licenses

Gives the status of activated licenses and the maximum number of licenses for **Voice**, **Video**, **Geolocation** or **My Business** features.

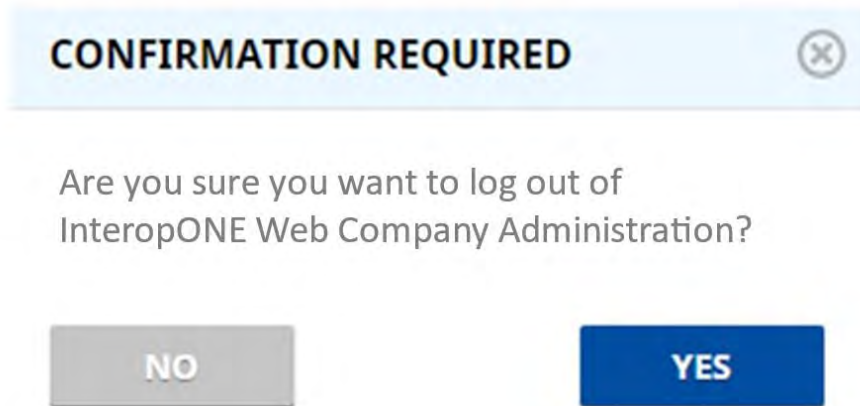
- Activated Voice licenses
- Activated Video licenses (not applicable to InteropONE)
- Activated Geolocation licenses (not applicable to InteropONE)
- Activated My Business licenses (not applicable to InteropONE)

PURCHASED LICENCES ⓘ	
Activated Voice licenses	11/100
Activated Video licenses	11/100
Activated Geolocation licenses	9/100
Activated My Business licenses	9/100

Settings > Company settings > Purchased licenses

5.3 Logging Out

If you want to log out from your account, a confirmation pop-up will appear. After confirming the action, the logout will be complete. The logout action will not take place if you click the **Cancel** button.



Log out > Confirmation pop-up

InteropONE™

A BK ONE SOLUTION

For more information visit
BKInteropONE.com



800-821-2900

orders@bktechnologies.com

7100 Technology Drive
West Melbourne, FL 32904

bktechnologies.com     