

# Telia Touchpoint Plus Mobile app and Web

Goal: After this introduction You will know how to use the Touchpoint Plus application

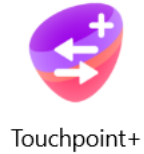
## From the content:

- Search/make a call/transfer
- Set activities
- Choose outgoing number

# Touchpoint Plus App for iPhone and Android

# Touchpoint Plus App

You can get access to the app by receiving an installation SMS sent by Your administrator. The SMS contains two parts: Download and Configure



Perform the two steps below to install and configure the application on your mobile phone:

1 Download the app

1. Use the button below to download the application from the Apple Appstore.

1. Download

Use the link in the welcome SMS to return to this web site and continue with step 2.

2 Press Configure

2. Use the button below to configure the application:

2. Configure



# Touchpoint Plus App

## iPhone

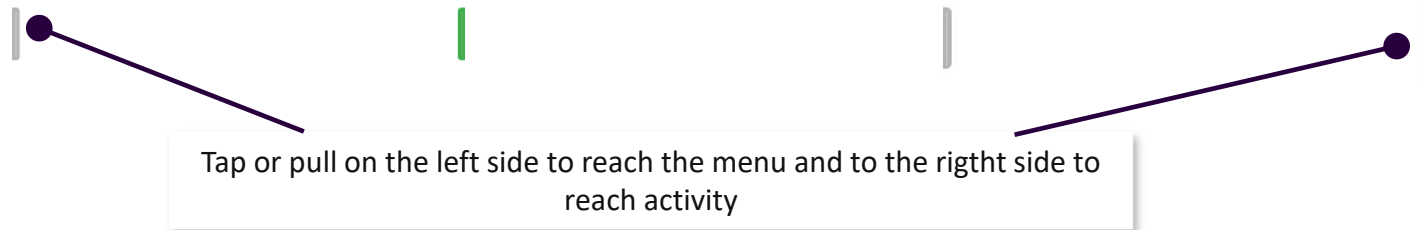


To start a search, tap the search bar above.

## Android




Search contacts




# Meny



 Contacts

 Calls

 Chats


 Dialler

 Call Log

 Voicemail

 ACD Groups

 Meetings

 Future Presence

 Settings

Members in groupnumbers have this menu choice

Cont

Q Type

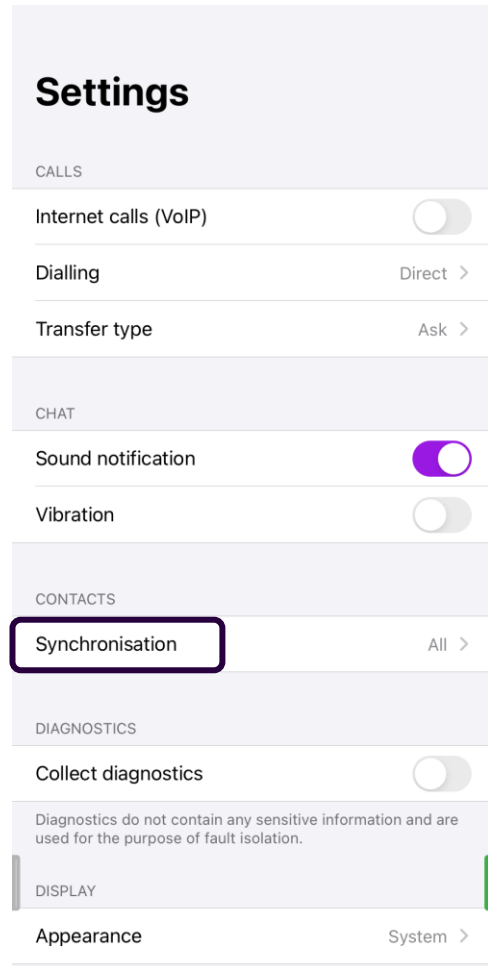
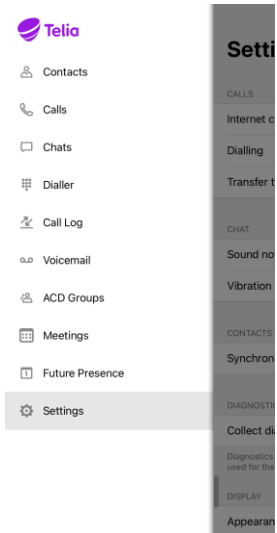
From the menu You can for example:

- See Your colleagues status
- Choose which number to show when You make calls
- See call Log
- Listen to voicemail messages
- Log in/out of ACD groups You are a member of

To star

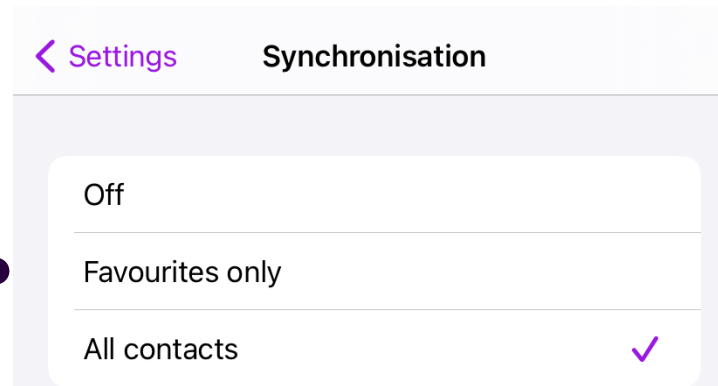


# Synchronisation of contacts

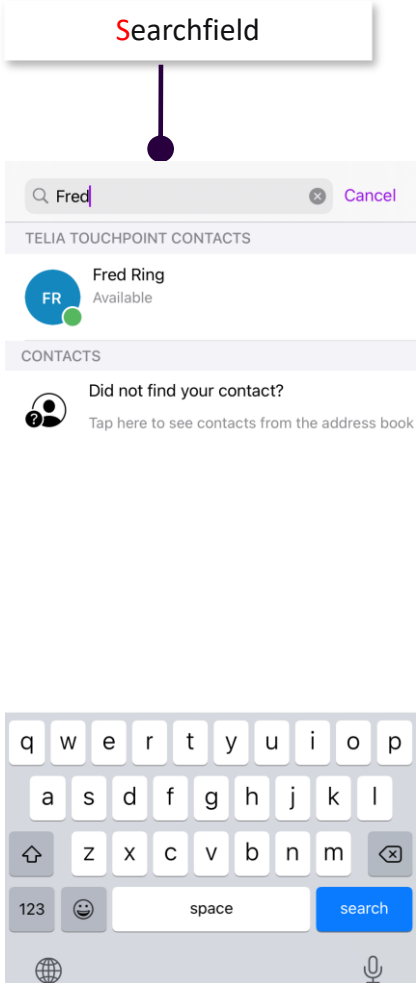
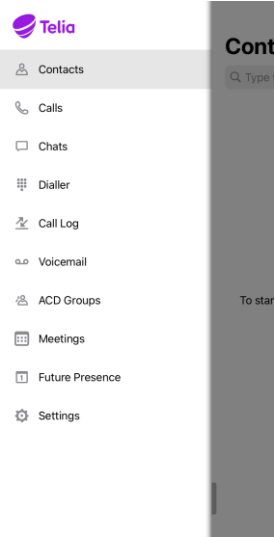


Synchronise contacts to see who is calling

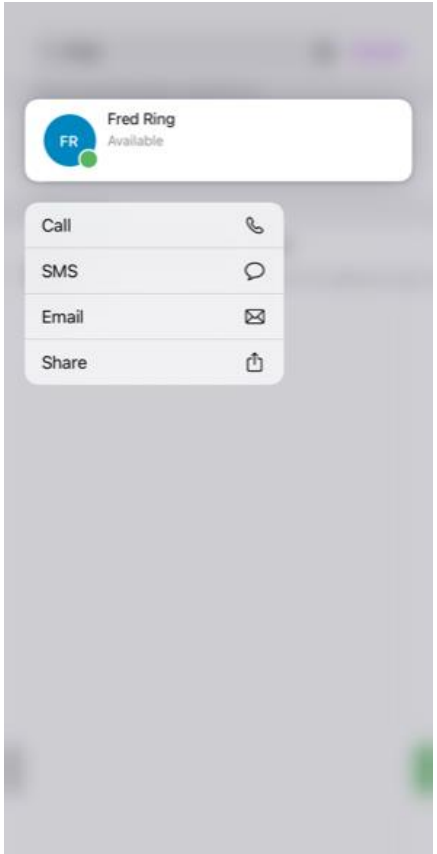
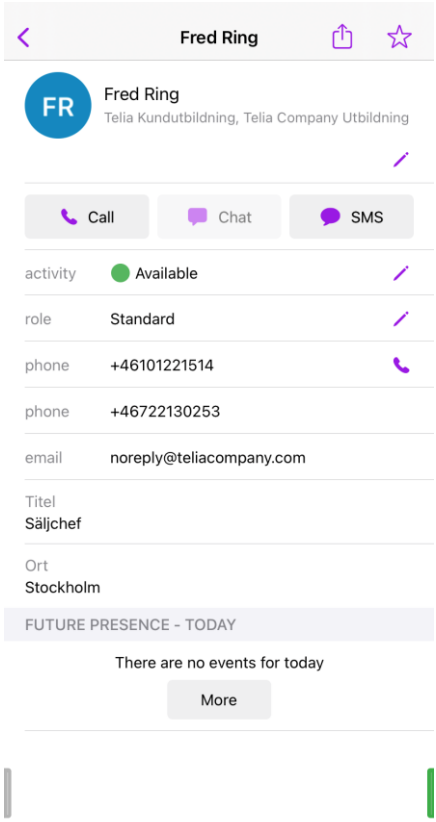
Your Touchpoint Plus contacts will be saved in Your phones contacts and the name of the caller is shown



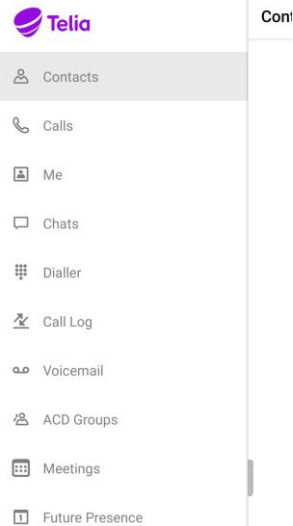
# Contacts - iPhone



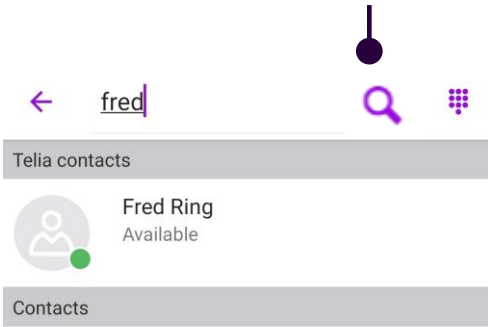
Press on the contact to show a persons detailed information or hold down on the contact for alternatives to contact the person



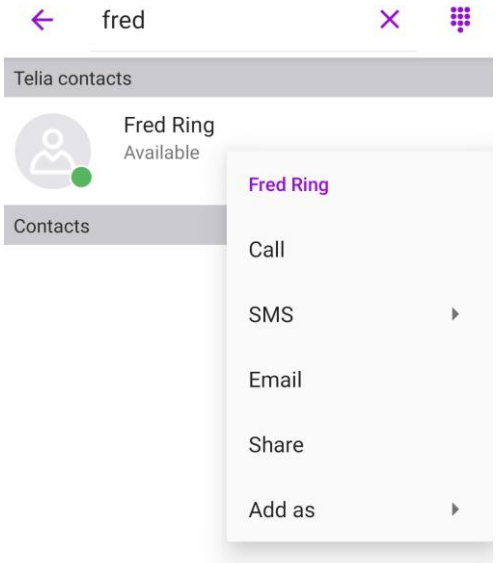
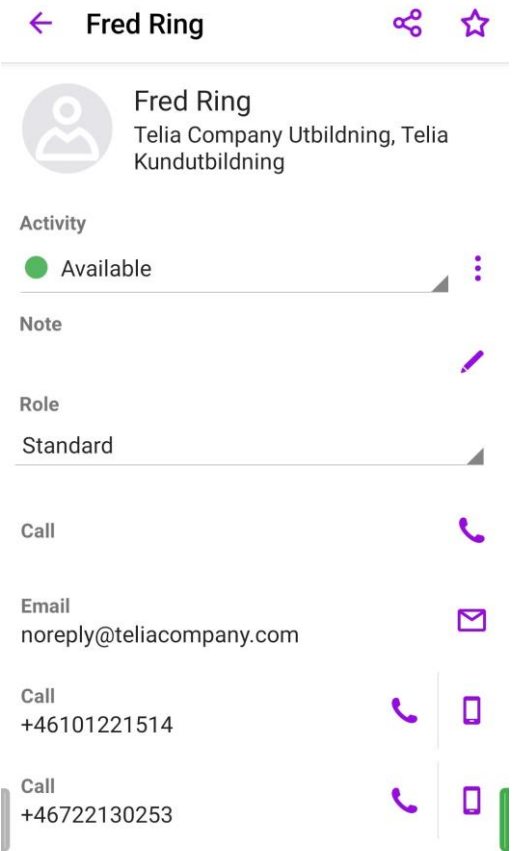
# Contacts - Android



Tap to reach the searchfield

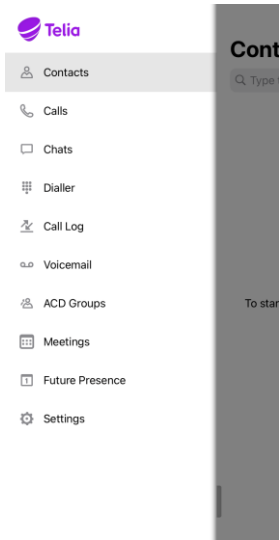


Press on the contact to show a persons detailed information or hold down on the contact for alternatives to contact the person

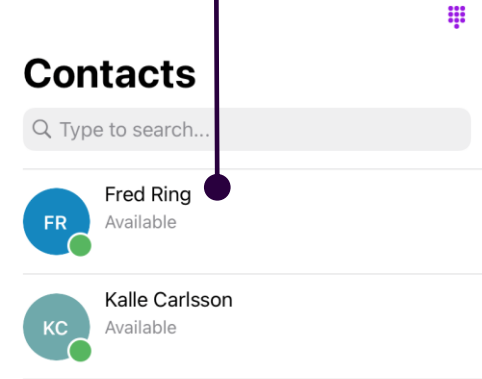
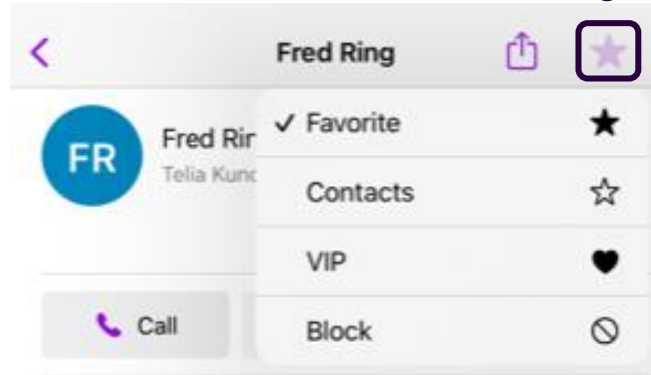




# Contacts – Favorite, VIP, Blocked



Change a Contact to Favorite and it will be visible on the frontpage under Contacts



- Favourite - The contact is visible without search
- Contact - You can search the contact
- VIP - The contact will get through to You when You have set an activity (meeting, busy etc)
- Blocked - The contact will get busy signal



# General configuration rules

## General settings

(can be changed by administrator)

### No reply

Fixed number – The call is rerouted to voicemail after 30 seconds

Mobile number – The call is rerouted to voicemail after 30 seconds

### In a call

Fixed number – The call is rerouted to voicemail after the message "The person You have called is busy in another call"

Mobile number – The call is rerouted to voicemail after the message "The person You have called is busy in another call"

### Activity/Absence (lunch, meeting, vacation etc)

Fixed number – The call is rerouted to voicemail directly after activity information is read "The person You have called is..."

Mobile number – It will ring for 30 sec before the call is rerouted to activity information and voicemail

### Diversion

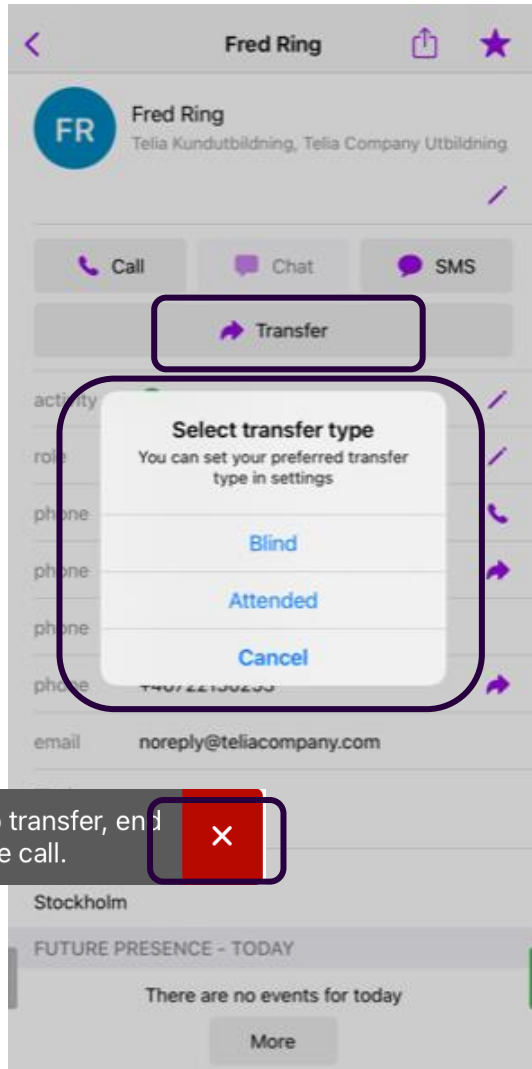
Fixed number – The call is diverted to the number the user has chosen to divert to

Mobile number – No diversion



# Transfer a call

## iPhone



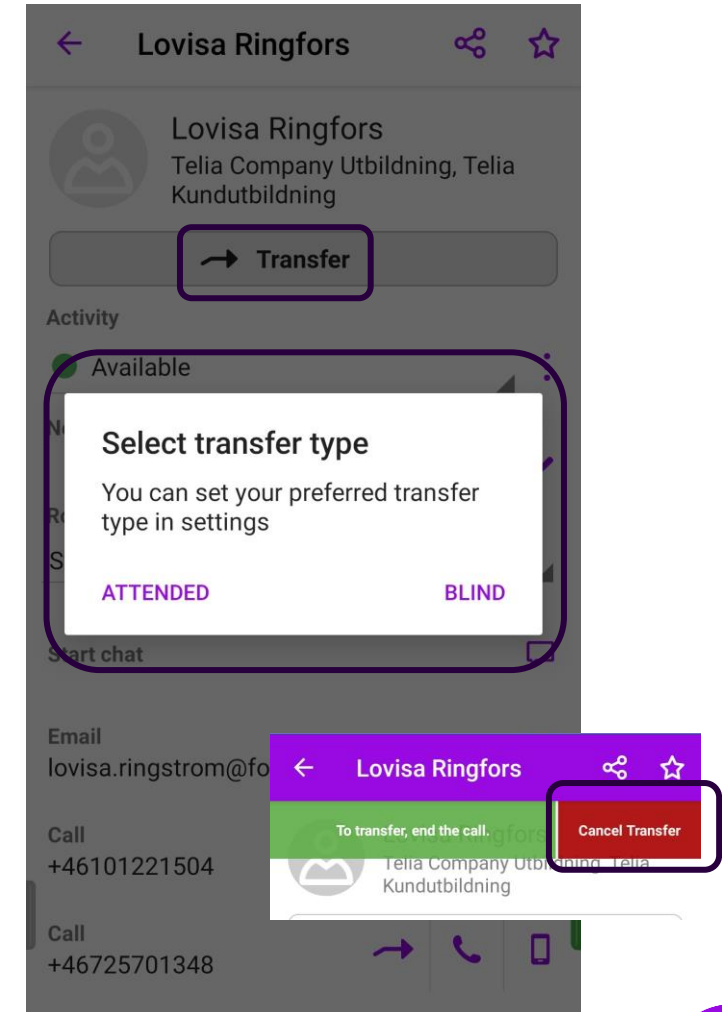
Transfer an ongoing call:

- Open the app
- Search the colleague You want to transfer the call to
- Press Transfer

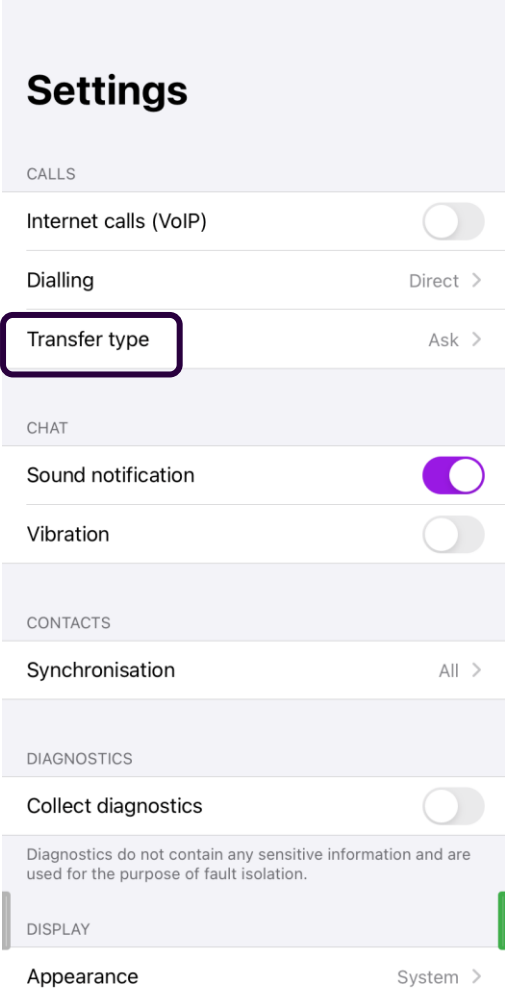
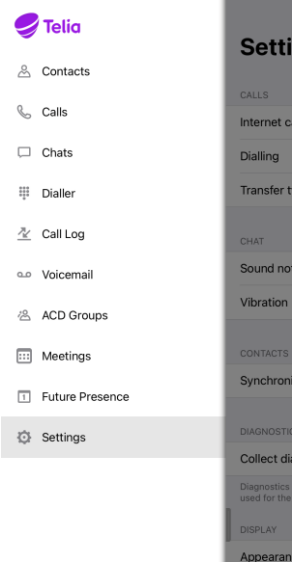
Choose **Blind** to make a direct transfer  
Choose **Attended** if You want to speak to the person, You want to transfer to, before You transfer. You transfer the ongoing call by hang up in Your phones dialer.

Press the red box if You want to cancel the Transfer with the person You called and resume the incoming call

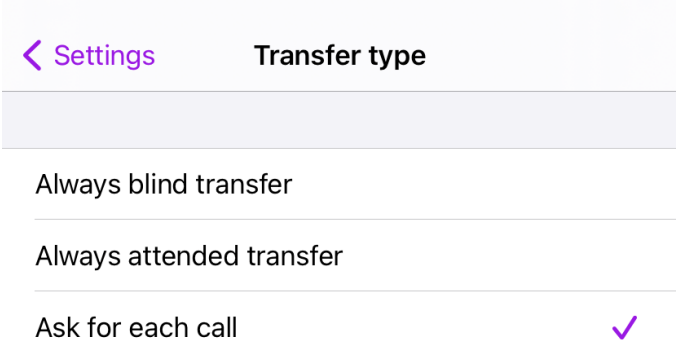
## Android



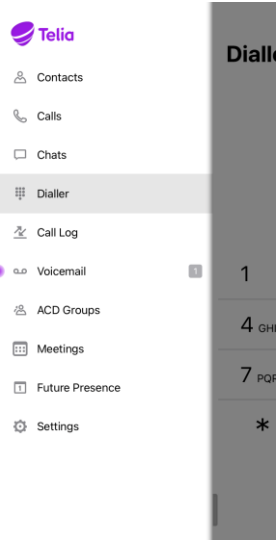
# Settings – Transfer type



Under Settings You can change Transfer type



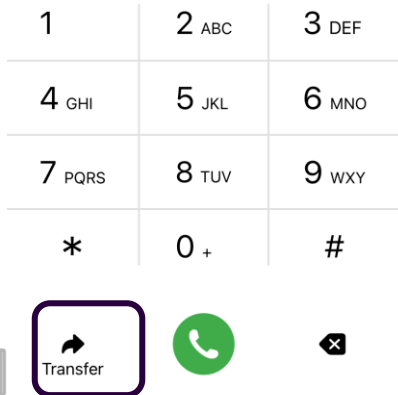
# Dialer (Dialler)



You can transfer a call to an external number

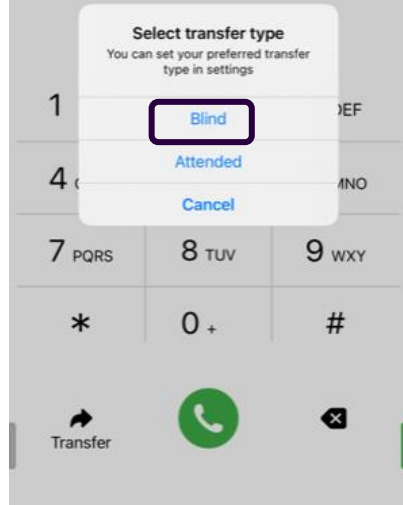
Dialer

0705885550

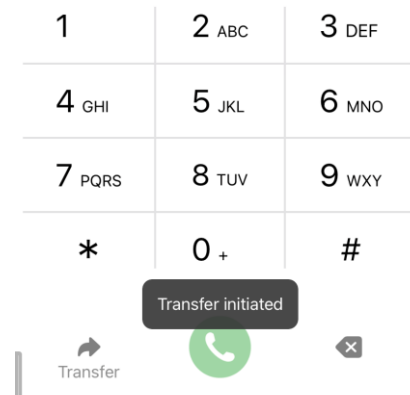


Dialer

0705885550



Dialer



# Caller ID & Me -Android

The image shows two screenshots from the Android Contacts app. The left screenshot displays the 'Me' contact page with a 'CALLER ID' section containing three entries: '+46101221500 (Switchboard)', '+46101221506 (Business)', and '+46101221500 (Switchboard)'. The first entry is selected. A callout box points to this entry with the text: 'Choose which number You want to show when You make calls'. Below the 'Me' contact page, a callout box points to a vertical bar on the left side of the screen with the text: 'Tap or pull to reach the functions'. The right screenshot shows the 'Me' contact page with a profile picture placeholder and a camera icon. A callout box points to the camera icon with the text: 'Add a photo'. Below the name 'Emil Svensson' and company 'Telia Company Utbildning', there are fields for 'Role' (Standard), 'Note', 'Email' (noreply@teliacompany.com), and two work phone numbers: '+46101221506' and '+46703093243'. A callout box points to the 'Note' field with the text: 'Write a note in the field and the information will be visible for colleagues when serching for you.'



# Caller ID - Iphone

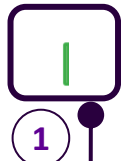
Choose which number You want to show when You make calls

## Contacts

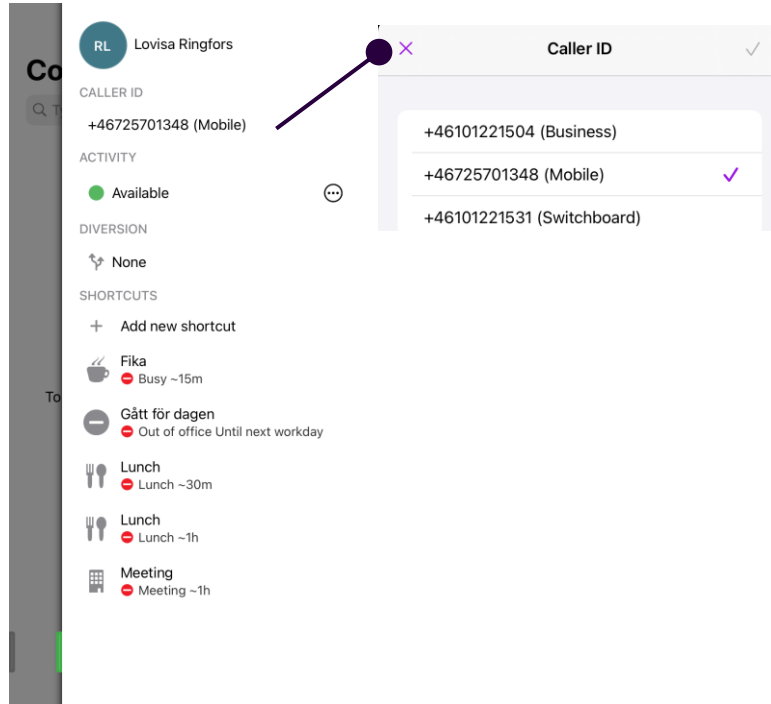
Type to search...



To start a search, tap the search bar above.

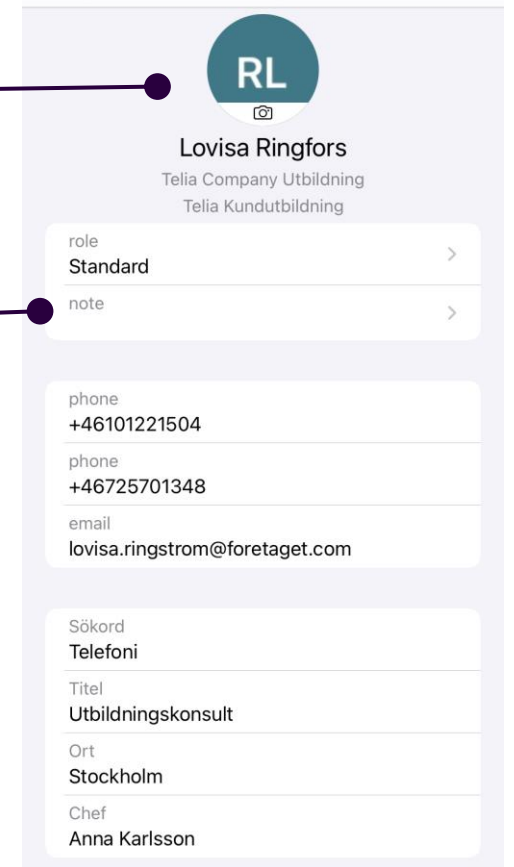


Tap or pull to reach the functions



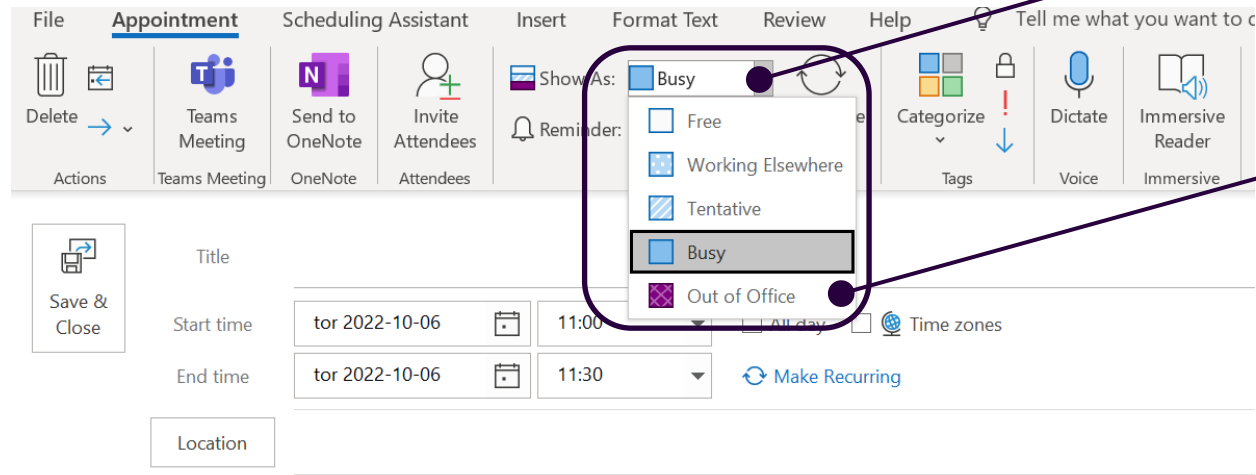
Add a photo

Write a note in the field and the information will be visible for colleagues when searching for you.



# Calendar synchronisation

## Standard settings





# Activity

## Contacts

🔍 Type to search...



To start a search, tap the search bar above.

Tap or Pull to the left to set Activity

Green = Available  
Red = Unavailable

Tap the dots to custom your settings

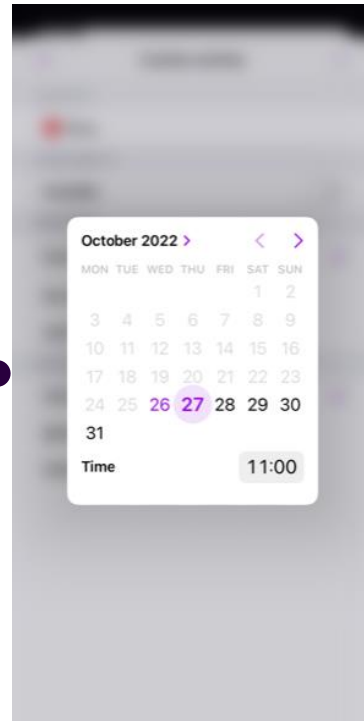
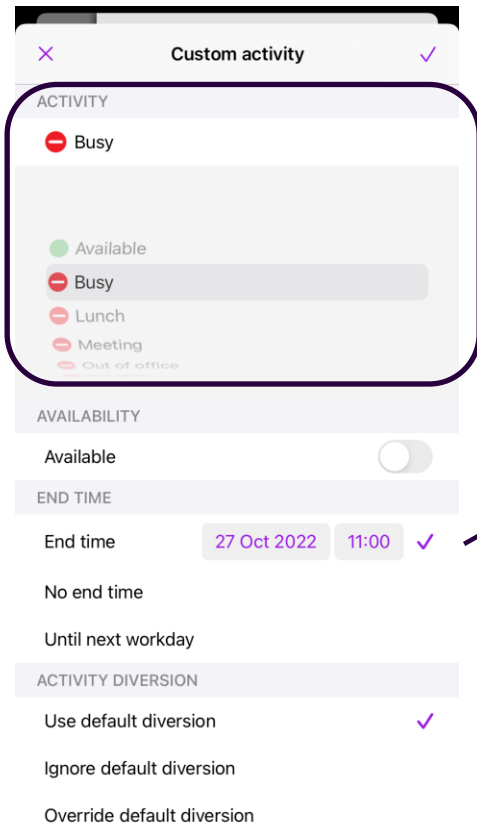
Co  
RL Lovisa Ringfors  
CALLER ID  
+46725701348 (Mobile)  
ACTIVITY  
● Available  
DIVERSION  
None  
SHORTCUTS  
+ Add new shortcut  
Fika  
Upptagen ~15m  
Gått för dagen  
Frånvarande Until next workday  
Lunch  
Lunch ~30m  
Lunch  
Lunch ~1h  
Meeting  
Möte ~1h



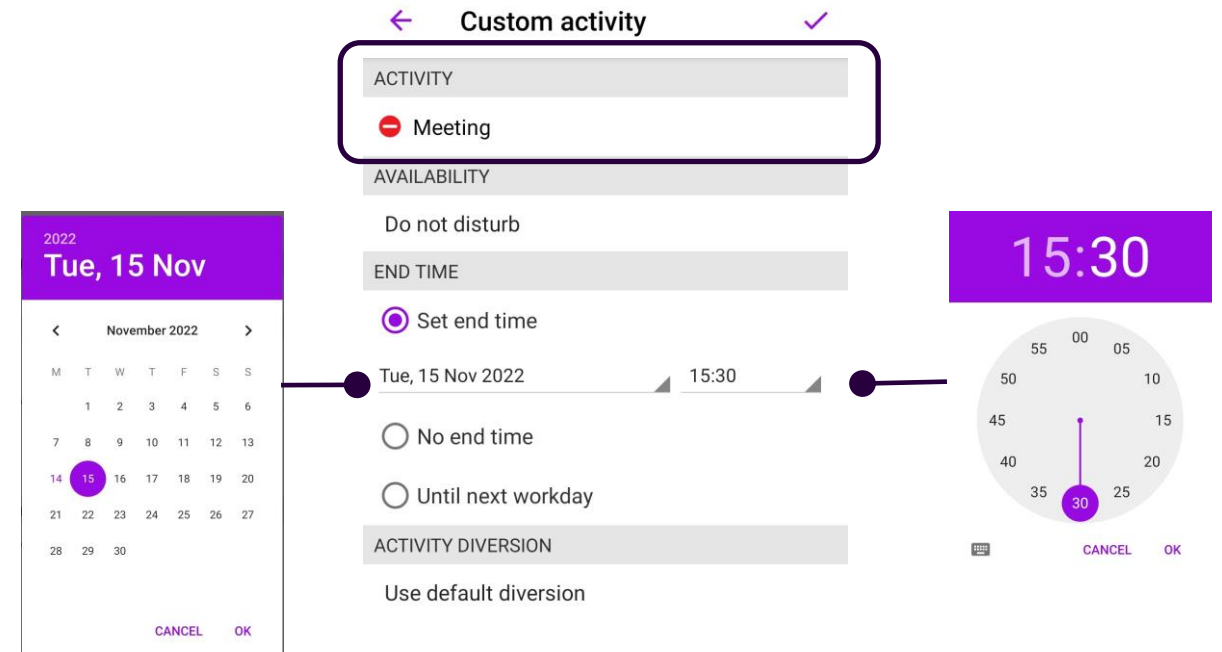
# Activity

Choose activity and an end time

## iPhone



## Android



# Activity - Shortcuts

Choose settings

✕ New shortcut ✓

NAME  
Coffee break

ACTIVITY  
- Busy

AVAILABILITY  
Available

DURATION  
Duration ~15 minutes

ACTIVITY DIVERSION  
Use default diversion ✓  
Ignore default diversion  
Override default diversion

ICON

👍 - 🚗 ☕  
🏠 🏢 🍴 ✈️  
🕒

Press plus (+) to add a new shortcut

Hold down on a shortcut to edit or delete

Co

RL Lovisa Ringfors

CALLER ID  
+46725701348 (Mobile)

ACTIVITY  
● Available

DIVERSION  
None

SHORTCUTS  
+ Add new shortcut  
☕ Fika - Busy ~15m  
- Gått för dagen - Out of office Until next workday  
🍴 Lunch - Lunch ~30m  
🍴 Lunch - Lunch ~1h  
🏢 Meeting - Meeting ~1h

Edit shortcut ✎  
Delete shortcut 🗑️

Meeting - Meeting ~1h



# Future Presence



- Contacts
- Calls
- Chats
- Dialler
- Call Log
- Voicemail
- ACD Groups
- Meetings
- Future Presence**
- Settings

Futu  
You ha

Press plus (+) to add an upcoming activity

Future Presence  
October 2022  
1  
You have nothing scheduled for this month

Future Presence

Name: Group meeting  
Activity: Meeting  
Role: don't change  
Note:   
From: 27 Oct 2022 14:00  
To: 27 Oct 2022 15:00  
Time zone: Stockholm  
Repeat: Per week

Never  
Every day  
**Per week**  
Every month  
Every year

M T W **T** F S S  
End

Upcoming activities are shown per month

Future Presence  
November 2022

THURSDAY 03 NOVEMBER  
14:00 Group meeting  
15:00 Meeting

THURSDAY 10 NOVEMBER  
14:00 Group meeting  
15:00 Meeting

THURSDAY 17 NOVEMBER  
14:00 Group meeting  
15:00 Meeting

THURSDAY 24 NOVEMBER  
14:00 Group meeting  
15:00 Meeting



# Diversion of calls to optional number

As default in general settings only Your fixed number will be diverted. If needed your administrator can help you to divert even your mobile number.

Tap the dots to activate/edit/delete a diversion

Choose Override default diversion and write the number You want to divert Your calls to  
To resume choose Use default diversion

Co  
RL Lovisa Ringfors  
CALLER ID  
+46725701348 (Mobile)  
ACTIVITY  
Available  
DIVERSION  
None  
SHORTCUTS  
+ Add new shortcut  
Fika Busy ~15m  
Gått för dagen Out of office Until next workday  
Lunch Lunch ~30m  
Lunch Lunch ~1h  
Meeting Meeting ~1h

Custom activity  
ACTIVITY  
Available  
AVAILABILITY  
Available  
END TIME  
End time 27 Oct 2022 10:00 ✓  
No end time  
Until next workday  
ACTIVITY DIVERSION  
Use default diversion  
Ignore default diversion  
Override default diversion ✓  
Enter number

You can set end time for the diversion

In an Android You need to hold down on the Activity diversion field to get the options visible



# Diversion

To connect an activity with a diversion to an optional number You choose activity and write the number You want the calls to be diverted to

When You choose the activity Your calls will be diverted to the number You chose instead of voicemail

Activity Diversion

Activity Diversion

Create diversion

Custom activity

You have no activity diversions

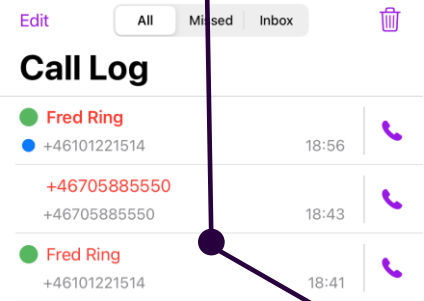
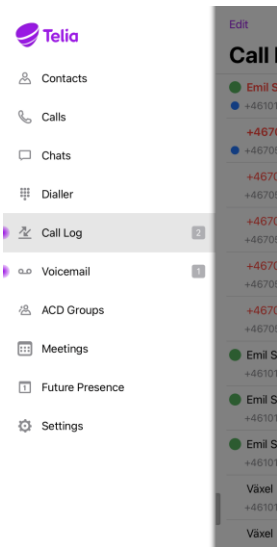
Activity Diversion



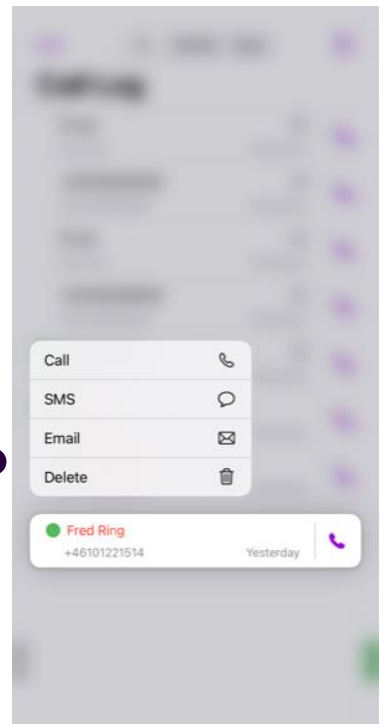
# Call Log

Under **All** you can see all calls made from/to You. Under **Missed** You sort out calls made to you when You have been busy in a call or unavailable

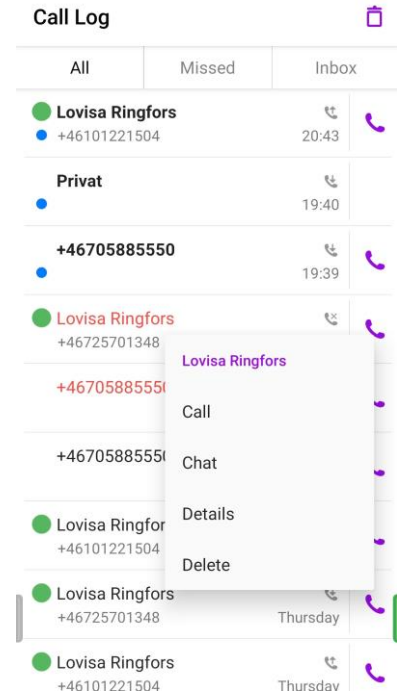
Hold down on a history line to get options



## iPhone



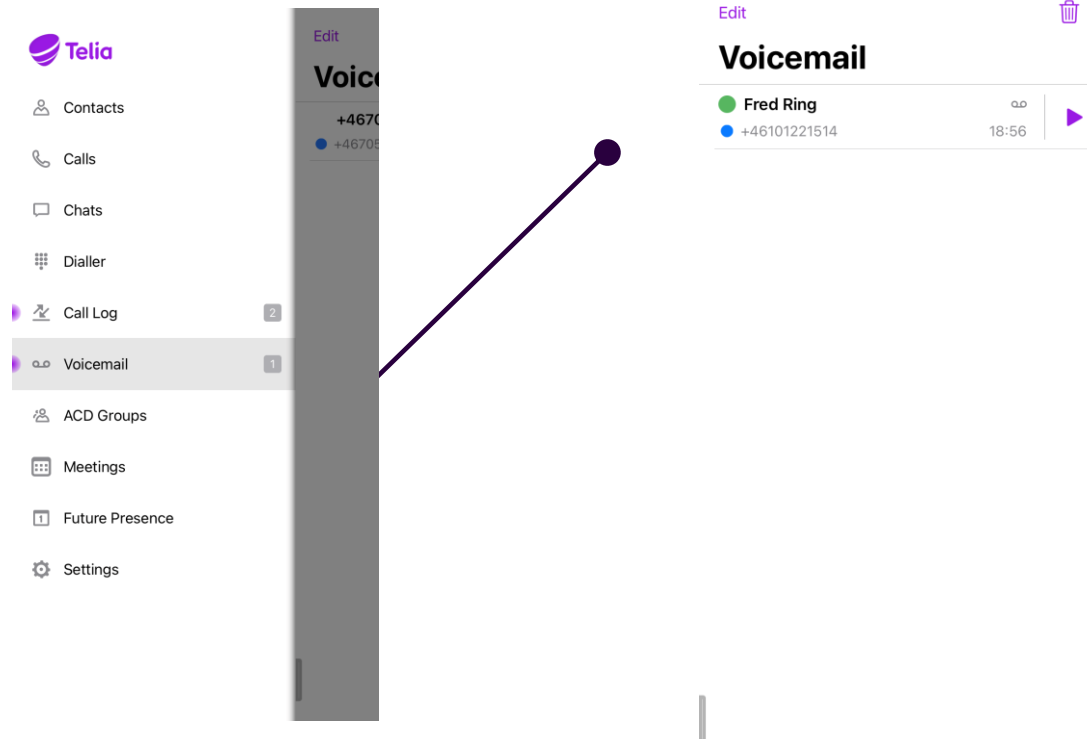
## Android



# Voicemail - 989

- You will receive an SMS / email when You have new messages
- New messages are saved for 30 days

To record a personal greeting, dial **989** and choose **5** from the menu



You can listen to Your messages in multiple ways:

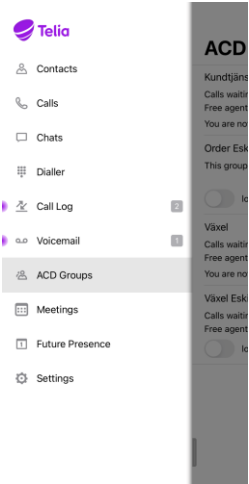
- Call the number visible in the SMS (also used from abroad)
- Call 989
- Softphone (the computer phone)
- Touchpoint Plus web





# ACD-Groups

## Automatic Call Distribution



### ACD Groups

**Kundtjänst**  
 Calls waiting: 0  
 Free agents: 1 of 1  
 You are not member of this group

**Order Eskilstuna**  
 This group is in nightmode  
 logged out

**Växel**  
 Calls waiting: 0  
 Free agents: 0 of 0  
 You are not member of this group

**Växel Eskilstuna 08-16:30**  
 Calls waiting: 0  
 Free agents: 1 of 1  
 logged in

As a member of an ACD group you can handle incoming calls by logging in/out.

An ACD groups Call log will be found here and a call is visible in the call log 5 seconds after the call ended. You can see missed, forwarded, answered, caller id, who answered, time, queue time and call length.

The statistics is saved for 14 days

**ACD Groups Log**

9 All 2 Missed 0 Forwarded 7 Answered

ALL GROUPS

- +467...85550 Växel...-16:30 Anneli...undell 10:38 Mon (5)
- +467...85550 Växel...-16:30 10:33 Mon
- +461...26428 Växel Sara...gström 15:44 19 Oct (2)
- +461...26428 Kundtjänst 16:06 18 Oct

If You are a member of several queues you can use the function filter.

Tap the arrow to see more information or add a note

+46101221514

Växel...-16:30 00:00:13 14:02 26 Sep

Tap to add note



# ACD-Groups

Configurations are made by Your Administrator

Groupsettings are made by Your Administrator:

- Opening Hours
- No reply diversion
- Distribution order
- Queue quantity
- What will happen if the queue is full
- What will happen if no one is logged in during opening hours

Queue

Calls are distributed to logged in members in chosen order



Users with activity set as lunch, busy etc will not get calls from the group (can be changed by administrator)

A logged in member uses a licence eventhough they are absent (lunch, meeting etc)



# Touchpoint Plus

## Webb

# Touchpoint plus webb – create password

Go to this website <https://touchpoint.telia.se>  
Create a password

Click [Begär lösenord](#)

Användarnamn:

Lösenord:

Kom ihåg mig på den här datorn

1

[Begär lösenord](#)

Fill in the token that was sent to You by SMS or email



Ett e-postmeddelande/SMS har skickats till dig...

1. Om du angav rätt användarnamn ska du få ett e-postmeddelande eller SMS inom några få minuter.
2. Ange token från meddelandet i fältet nedan och välj OK.

3

Token:

[Tillbaka till inloggningssidan](#)

Användarnamn=Username is Your mobile number 07 etc. If You don't have a mobile number Your username is Your fixed number including area code

2

Använd den här sidan om du vill ange ett nytt lösenord.

1. Skriv ditt användar-ID (Ex: e-postadress eller mobilnummer) och välj Begär lösenord.
2. Ett e-postmeddelande eller SMS skickas till adressen/telefonnumret som har angetts för ditt användarkonto.
3. Följ instruktionerna på nästa sida.

Användarnamn:

[Tillbaka till inloggningssidan](#)

The password must contain at least 10 characters. At least one capital, one number and one special character

4

Enter your new password, and repeat it. Press *Change my password* and you will be taken to the login page.

New password:

Repeat password:

[Go back to login page](#)



# My Homepage

Under My Homepage You can for example:

- Change Role
- Set an activity
- Add a contact
- Log in/out of Groups
- See Groups call logs

Home | [Inbox](#) | [Services](#) | [Support](#) | [Contacts](#) | [Meetings](#) | [Devices](#) | [Call log](#) | [Group log](#) | **Logged in as 0722130253** [Logout](#)

## Home

[About](#)

[Applications](#)

**[My homepage](#)**

[My Profile](#)

[Send SMS](#)

[Tickets](#)

[Working hours](#)

## My homepage

[Help](#)


### Group Log

[Access call log for groups](#)



### Group login

Login and logout to the ACD and attendant groups that you are a member of.

 Växel Eskilstuna 08-16:30 [Login/logout](#)

### Your presence status

Role

Mobile

Activity

 Available

[Set activity expiration...](#)

Personal note

[\[Click to add a personal note\]](#)

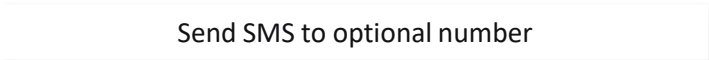


# Send SMS

500 SMS per month and user is included

- Home
- About
- Applications
- My homepage
- My Profile
- Send SMS**
- Tickets
- Working hours

## Send SMS [Help](#)

To:  

[Search for a user to send to](#)

Message:

 Replies to SMS will be sent to your mobile phone

Send



# Voicemail

The screenshot shows a web interface for voicemail. At the top is a purple navigation bar with buttons for Home, Inbox, Services, Support, Contacts, Meetings, Devices, Call log, and Group log. On the right of the bar, it says "Logged in as 0722130253" and "Logout". Below the navigation bar, there are two tabs: "Inbox" and "My inbox". The "My inbox" tab is active and highlighted with a red box. Below the tabs, there is a list of voicemail messages. The first message is "Voicemail from Private" with a timestamp of "8:55 AM", a "Play" button, and a delete icon (X). Below the message list, there are links for "Select all" and "Clear selection", and a "Delete selected" button.

## Help for voicemail menus

Remembering the available options when you dial in to your voicemail can be hard. These tables show the keys to use.

Main menu		
1	2 Listen to old messages	3
4 Play personal greeting	5 Record personal greeting	6 Delete personal greeting
7	8	9
* Disconnect call	0 Repeat this menu	#

While playing message		
1 Previous message	2 Repeat current message	3 Next message
4	5	6
7 Delete current message	8	9
* Disconnect call	0 To main menu	#



# Voicemail settings

Home | **Services** | Support | Contacts | Meetings | Devices | Call log | Group log | Logged in as 0722130253 | Logout

---

**Services**

- Activity diversion
- Diversion number
- Missed calls
- Presence state changes
- Ring tones
- Voicemail settings**

**Service configuration for u46101221514** [Help](#)

Include presence activity as part of the greeting

If yes, present the end time of the last consecutive activity with unavailable status

Include an option for personal assistance as part of the greeting

If yes, transfer to this personal assistance number (e.g. +4655512345)  
 [Pick](#)

Include an option to bypass voicemail as part of the greeting

SMS notifications for new voicemail messages

Email notifications for new voicemail messages

Download voicemail messages to mobile phone

Allow callers to leave you voicemail messages (default is Yes)

SMS notifications for voicemail inbox full

Email notifications for voicemail inbox full

Set Your preferences for voicemail under  
[Services – Voicemail settings](#)

SMS-notifications are standard

To get email notifications/messages sent as  
sound files to Your email

Switch on/off the possibility to leave a  
message in Your voicemail

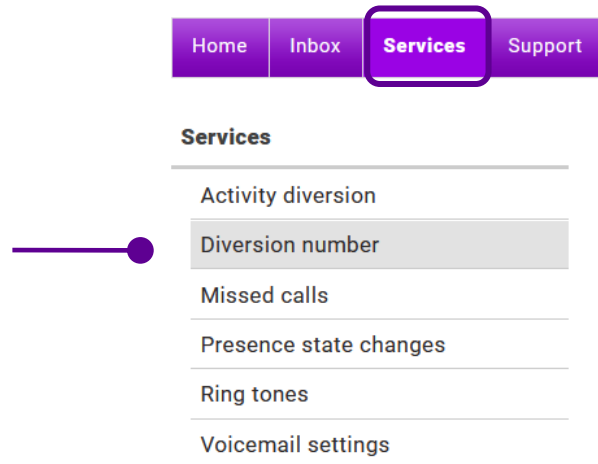




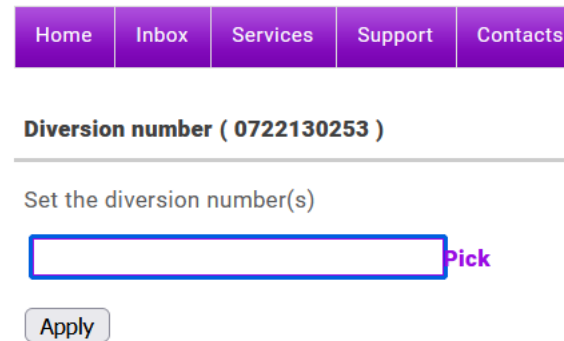
# Diversion number

Under [Services /Diversion number](#) You can divert Your number to an optional number

The standard setting is that You only divert Your fixed number. Your administrator can change this if You wish to divert Your mobile number as well



A screenshot of a navigation menu with four items: Home, Inbox, Services, and Support. The 'Services' item is highlighted with a red rounded rectangle. Below the menu, a list of service options is shown: Activity diversion, Diversion number, Missed calls, Presence state changes, Ring tones, and Voicemail settings. A red circle and line point to the 'Diversion number' option.



A screenshot of the 'Diversion number ( 0722130253 )' settings page. The navigation menu at the top includes Home, Inbox, Services, Support, and Contacts. The main content area has the heading 'Diversion number ( 0722130253 )' and the instruction 'Set the diversion number(s)'. Below this is an empty text input field with a red border and a red 'Pick' button to its right. At the bottom of the form is an 'Apply' button.



# Add contacts

Add information and phone number and choose contact type

Home | Inbox | Services | Support | **Contacts** | Meetings | Devices | Call log | Group log | Logged in as 0722130253 | Logout

**Mandatory contacts** [Help](#)

Mandatory contacts

Mandatory contacts are defined by your administrator. You are not allowed to change or remove them.

No favourites

**External contacts**

Name	Company
	Taxi

**External contacts**

External contacts

Add external contacts manually or by importing a CSV-file.

No contacts

[Create new contact](#) [Import contacts](#)

Home | Inbox | Services | Support | **Contacts** | Meetings

## Create new contact

Company

Department

First name

Last name

Short name

Street

Postal code

City

Country

Email

Speed dial

Contact Type

**Phone numbers**

Type	Phone number
<input type="button" value="Add phone number"/>	

**Favourite** - The contact is visible without search

**Contact** - You can search the contact

**VIP** - The contact will get through to You when You have set an activity (meeting, busy etc)

**Blocked** - The contact will get busy tone



# Support

Here You have access to guides in swedish




## Support

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### Kom igång direkt

För att snabbt komma igång besök [Telia Touchpoint Plus supportsida på telia.se](#). Där finns "Kom igång"-guider och instruktioner.

#### Läs gärna även dessa guider och instruktioner

 [Kom igång med Touchpoint Plus Softphone](#)

#### Applikationer

 [ACE](#)  
 [Touchpoint Softphone 5.5.7](#)

