Administration

The administration functions comprise user management, prompt management, contacts, document and settings management. You will need these functions to administer all applications. The data is mostly non application specific - i.e. shared between all applications on the system. For example, a destination number can be used in the Network IVR and the ACD.

The functions are split into the following groups and are sorted alphabetically in the documentation and in the menu:

- Prompt Management
- User Data
- Logging
- Messaging
- Number Management
- Statistics
- System Settings
- Texts

The functions for the applications

- ACD
- Network IVR and
- Conference Server

are not discussed in administration, they are discussed in separate chapters.