

Class of Service-Admin Guide

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

Commercial Module

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Overview

The Class of Service (CoS) module provides granular control at the extension level to access and set permissions of specific calling features of your PBX.

A "class of service" defines which PBX features are enabled or disabled for its members. You can assign one or more members to the class of service.

You can create more than one class of service. An individual extension can be assigned to more than one class of service. In case of conflict, an **Allow** privilege normally overrides **Deny**. (This can be changed in the Advanced Settings module).

Extensions that are not assigned to a class of service will have full access privileges.

Logging In



- In the top menu go to **Admin**
- In the drop-down go to **Class of Service**

Class of Service

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

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

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

+ Add new CoS		Search		
Class of Service	Actions			
No matching records found				

Creating a Class of Service (CoS)

Click the **Add new CoS** button.

+ Add new CoS ☰ ☰

Class of Service	Actions
No matching records found	

Adding Members

You will be taken to the **Members** tab, where you can decide which extensions to include in this class of service. You can come back to this tab at any time.

COS Name

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




Include	Exclude
	4100 (John Doe)
	4101 (Jane Doe)
	4102 (Susie Smith)

To add members, move members from the "Exclude" list to the "Include" list.

COS Name

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

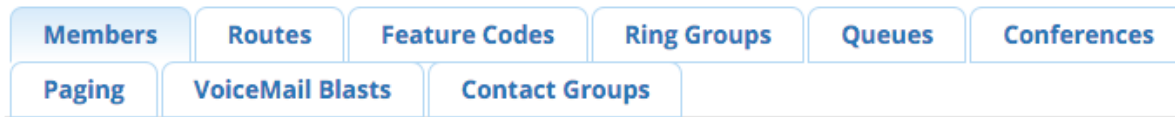
Include	Exclude
4100 (John Doe)	4101 (Jane Doe)
	4102 (Susie Smith)

- You can drag individual extensions from **Exclude** to **Include** and vice versa.
- You can double click on an extension to move it to the other list.
- You can press the  or  buttons to move every extension from one list to the other.
- You can press the  button to swap the members of the list around so everything in **Exclude** moves to **Include**, and vice versa.

A single member can belong to more than one class of service. If a member is allowed to dial a certain destination in one class of service but is denied in another, the "allow" will win. The system checks everything until it finds an "allow." If it doesn't find an "allow," then the extension is denied the privilege.

Defining Access Privileges




You can click on any tab at the top to manage which features can be dialed by the members of the class of service.



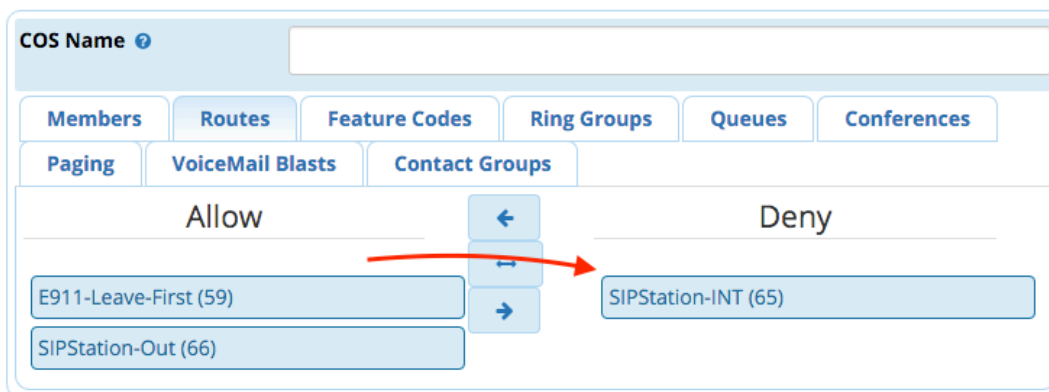
Depending upon what is installed on your system, the possible categories are (note that some items will not show until you add them. For instance if you not created any conferences, you will not seem them here) :

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

By default, everything is allowed. You can move individual items to the "Deny" list as necessary.

- You can drag individual items from **Allow** to **Deny** and vice versa.
- You can double click on an item to move it to the other list.
- You can press the  or  buttons to move every item from one list to the other.
- You can press the  button to swap the items in the list around so everything in **Allow** moves to **Deny**, and vice versa.

For example, denying access to an international outbound route:




When you're done press the "Create" button and your new COS has been created. Press the "Apply Config" button at the top of the page and your changes will be active.





Save

When finished, click the **Submit** button, then click the **Apply Config** button.

Editing a Class of Service

You can add/remove members, or allow/deny different features at any time by visiting an existing Class of Service and making changes.

Click the edit button  next to a Class of Service in the module home screen. (Or, choose a different Class of Service from the right side navigation menu if you are already viewing a Class of Service.)

+ Add new CoS		Search		
Class of Service		Actions		
No International Calling		 		

Showing 1 to 1 of 1 rows


Make changes as desired.

When finished, click the **Submit** button, then click the **Apply Config** button.

Deleting a Class of Service

When deleting a Class of Service, its members will have all privileges restored to "Allow" unless the members belong to a different Class of Service with certain privileges set to "Deny."

To delete a Class of Service:

- From the module home screen: Click the trash  button, click **OK** to confirm the deletion, and click the **Apply Config** button.
- From within the Class of Service: Click the **Delete** button, click **OK** to confirm the deletion, and click the **Apply Config** button.