



Indition Business Phone

FAQ

Staff callers, administrators and support teams · September 2026



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These answers explain the current 1.8.10 screens and operating behavior, including call campaigns, which are now part of Business Phone, and desk phones. Use the Setup Guide for the complete installation sequence, the User Manual for live-call steps and the Call Campaigns User Manual for campaigns.

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Accounts numbers and screens

Who looks after the phone numbers and the connection to the phone network? Indition does. Indition connects your phone system to the phone network (Twilio) and to your phone numbers, so nobody on your team needs a Twilio login. Ask Indition to add a number, move one, or stop using one.

Where do staff make and take calls? On My Phone in the Business Phone menu, or with the Phone button at the top of any Indition page; the desktop and mobile apps and desk phones work too. Connecting a number does not set up staff or routing by itself: your phone administrator does that in Settings.

Enablement and setup

Why did Initialize do nothing while enabling the module? Setup actions need enablement to be saved. Select Save Settings first, or switch on Initialize phone system on save when enabling if a default account already exists. An initialization failure can leave enablement saved and report a separate setup error.

Why can I not resolve a BusinessPhone route? The canonical module route begins /admin/BusinessPhone/, for example /admin/BusinessPhone/admin/settings/index. Check that the module is registered and installed. The older /admin/BCCAdmin/BusinessPhone/ path is not the canonical route.

Why does browser setup still show incomplete? Check the global module state, the phone system's state, a connected voice-capable number, the number's saved and initialized Twilio account, an active staff extension, the customer site connection and permissions. The Check setup button beside Configuration on the phone system's Settings runs the readiness check. The account test verifies credentials and number access; it is not an end-to-end calling test.

Where did the Settings tabs go? Settings is now a page of cards: Staff & extensions, Phone numbers, Hours & holidays, Greetings & voicemail, Call handling, Queues & agents, Recording & insights and Text messaging under Configuration, and Calling rules, Emergency calling, Phone service connection, Preview call routing, Call log, Phone apps and Change history under Advanced Settings. Each card opens its own page with its own Save. Breadcrumbs take you back to Settings.

Settings changes and the call flow

Is there a review step before settings are saved?

No. Save applies the change at once to that page only ("Changes apply only to...") and shows Settings saved. If something is wrong, the page comes back with the message and your entries still there. If someone else saved first, you are asked to reload; your entries are kept so you can check them and save again.

Can I undo a settings change?

Yes. Settings > Advanced Settings > Change history keeps a complete copy of the routing configuration and each number's destination every time settings are saved or a call flow is published. Restore applies a version at once, after checking the current extensions and number ownership, and records it as a new version, so you can always restore the one before. Staff extensions, queues and per-number texting are not part of these copies.

How do I check that a phone system is ready?

Press Check setup beside Configuration on its Settings. Phone readiness checks the saved configuration only (it places no calls and changes nothing): calling enabled, a voice number assigned, staff extensions ready, opening hours configured, open and closed destinations, and a caller greeting. Each check is Ready or Needs attention with a link to the setting.

Can I see where a call would go without calling?

Yes. Settings > Advanced Settings > Preview call routing follows the published configuration for a number, a date and time, an availability scenario (Someone answers, No answer or Nobody available) and the menu keys pressed, and lists the expected path step by step. Nothing is dialed.

I left the call flow builder halfway. Is my work lost?

No. Save draft keeps your unfinished flow on your account for that phone system, even with steps that are not valid yet; it reloads when you come back, from any browser. Other people do not see your draft, and callers keep using the published flow until you press Publish flow. The builder also keeps a recovery copy in your browser and offers Restore draft.

Why will the flow not publish?

The Cannot publish yet window lists each issue; select one to open its step. Fix them, or save your work as a draft and come back. Publishing affects new incoming calls only; calls in progress keep their routing.

Does removing a step in the call flow change live calls?

No. Remove step (Remove from diagram for staff, ring groups and other destinations) changes your draft only, asks where its incoming connections should go, and Undo brings it back. Calls change when you publish. A step a phone number or a queue fallback uses cannot be removed until that is changed in Settings.

Can a ring group ring people in a different order on each call?

Yes. Ring order offers Ring together, Ring in listed order and Ring in random order; random rings one person at a time in a new order for each call.

What happens when I delete a ring group?

The Delete page lists every place that sends calls to the group (opening and after-hours destinations, menu keys, no-answer steps and phone numbers) and asks where those calls should go instead. Staff extensions and voicemail recordings are kept. If a queue falls back to the group, change the queue first. Change history can bring the group back.

What happens if our phone system is switched off?

Indition can switch a phone system off. Every active call on it ends at once, including training calls, and every browser phone goes offline; callers then hear that the phone system is temporarily unavailable. Staff, numbers and settings are kept, and calling resumes as soon as it is switched back on.

Calling and availability

Where is my phone? Press Phone in the header of any page (or the comma key). Business Phone > My Phone is your phone on a page of its own: Make a call, the Staff directory (search with Find a colleague) and Calls & voicemail with your unread voicemail count. Microphone, speaker and desktop alerts are under Audio & phone options.

Must the browser stay open? Yes, to receive browser calls. Configured forwarding, the desktop and mobile apps, desk phones and voicemail work when that page is closed. Browser presence expires if heartbeats stop.

Why is the Phone button red and saying Away? You are a call center agent or supervisor and your availability is Away, so queues do not ring you. Hover over it to see the reason; choose Ready in the phone to take queue calls again. Away shows in every tab at once. The number on the button is your unread voicemail count; click it to open Voicemail.

Why does my forwarded phone ask me to press 1? Acceptance screens the forwarded call before bridging it. External conference invitees also press 1 to join.

Why is an external number rejected? Your extension may lack outbound permission; the country prefix may be blocked under Calling rules; the number may not be in valid international format; or it may be a managed number that would create a loop. Emergency codes are not configured for browser calling.

Why is my extension not ringing? Check Do Not Disturb, extension enablement, where it rings (Browser & apps, my phone when nothing is connected, both together, or my phone only), browser readiness, microphone permission, business hours and the selected incoming route. A blocked browser registration is different from a paused phone system.

Desk phones

Which desk phones can we use?

Yealink, Grandstream and Poly desk phones are set up automatically: enter the phone's MAC address once and it collects its line, time zone and staff directory, and checks for changes every hour. Any other standards-based SIP phone or softphone can be connected by hand with the server, username and password shown when you add it.

Do Cisco phones work?

Not yet. Support for Cisco phones running Cisco's Multiplatform (MPP) firmware is planned. Cisco phones running Cisco's Enterprise (CUCM) firmware, which most second-hand Cisco phones carry, will not work.

How do I add a desk phone?

Settings > Staff & extensions, open the person, choose the Desk phones tab, enter a Phone name, the brand under Model and the MAC address, and press Add desk phone. Give the Provisioning URL shown to the phone as its provisioning (auto-config) server, or push it through the maker's own service (Yealink RPS, Poly ZTP or Grandstream GDMS). Up to five phones per extension.

Why does a phone say Never connected or Not seen since?

Never connected means the phone has not reached the phone system yet: check its MAC address, that it has the Provisioning URL, and its network. Not seen since means it stopped checking in. Yealink phones report registration as it happens; Grandstream and Poly show Connected when they collected their settings in the last two hours. Use Ring test to try it.

How often does the staff directory on a desk phone update?

Every hour. It lists every enabled staff extension that has a name, sorted by name.

What can I do from the desk phone itself?

Make and answer calls, transfer with the Transfer key, and dial *97 for voicemail, *72 and a number to forward calls, *73 to stop forwarding, and *78 or *79 to turn Do Not Disturb on or off. The caller's name shows when it is known. Hold, conferences and recording are done in the browser or the apps.

Can desk phones call emergency services?

Only after an administrator enters the emergency address under Settings > Advanced Settings > Emergency calling and turns emergency calling on. Until then, dialing 911, 112 or 999 from a desk phone plays an announcement. The browser phone is never set up for emergency calls.

I lost a desk phone's password. What now?

Use Reset password on the phone's row; the new password and the Provisioning URL are shown once. Staff can also see their own phones and get a new password in the apps.

Transfers and conferences

Does direct transfer immediately drop my call? No. The customer is held while the recipient is called. Your call leg is released after the recipient joins. If the recipient does not answer, the original call is restored.

When can I complete a warm transfer? After the recipient has answered the private consultation. Then choose Complete transfer, Merge into conference, or Cancel transfer.

Who can manage a conference? The current host can add, mute, remove, or end participants' calls. Guests can leave. A remaining staff participant can inherit host control if the original host leaves while the conversation continues.

How many people can join? The phone administrator chooses a limit from 3 to 10 under Settings > Advanced Settings > Calling rules. Pending invitations count. Transfers apply to two-party calls; use conference controls for groups.

Why did the audio briefly reconnect? Connecting call controls and starting a first on-demand conference recording move active call legs into a conference room. Test that transition in the authorized pilot.

Recording voicemail and privacy

Why is there no Start recording button? Settings > Recording & insights has two recording policies: Office calls (direct calls, ring groups and ordinary outbound calls, Off by default) and Call center queues (all queues and their callbacks, Use office policy by default). Each is Off, On demand, Automatic or Automatic with pause / resume controls. Record buttons appear only when the call's policy is On demand or Automatic with pause / resume controls, for the active host once call controls are connected. Changes apply to new calls; a call keeps the policy it started with.

Can a queue record differently from the office? Yes, with the Call center queues policy, which applies to every queue and its callbacks. Each queue still has its own recording notice and retention. A queue callback plays that queue's notice to the person called back.

Are private consultations recorded? No. The integration uses a separate unrecorded consultation room and pauses its call recorder before moving staff there. It blocks private transfer if an earlier recording start cannot be confirmed.

Why is my recording not ready? Processing may still be underway, recording may have been off, or recording may have failed. Completed audio appears after the call or recording finishes. A Starting indicator is not a confirmation of captured audio.

Who can play recordings? Staff who took part in the main conversation and people allowed to manage the phone system. Personal voicemail has its own mailbox checks. There is no public provider audio link in the interface.

Is there transcription or recording retention? Yes. With the AI module installed and Transcribe recorded calls and voicemail switched on under Settings > Recording & insights, recorded calls and voicemail get a transcript and, with Call insights on, a summary, the customer's mood and topics. The recording notice and retention in days are on the same page (Notice & retention); 0 keeps recordings until an authorized user deletes them. Queues keep their own notice and retention.

Why does a transcript say Waiting for AI Settings? The AI Settings it uses cannot transcribe yet, and the message says why: no model that can listen to audio is offered, the chosen model cannot listen, or a key is missing. It names the AI Settings involved. Once that is fixed the transcript is made by itself; Try again starts it at once.

Call center questions

Why am I Busy after selecting Ready? Busy is derived from provider calls and reservations. Ready changes your preference; it cannot clear active, uncertain, or unfinished after-call work.

Why does a queue not ring me? Check queue membership, skills, priority, queue hours, availability (Away), browser presence or forwarding mode, and outstanding work. Higher-priority eligible agents are tried first.

Does saving a queue connect our number? No. Save the queue first, then choose it as a destination for the phone number or in the call flow and save.

Where are the call center screens? Call Center, Follow-ups, Supervisor Board, Call Center Reports and Queues & Agents are in the Business Phone menu.

Is progressive calling predictive dialing? No. It starts one eligible claimed contact after the agent finishes the previous call and wrap-up. The switch starts off.

Why is a call invitation uncertain? The provider request may have timed out after creating a call. The application holds capacity until a verified event resolves it, or a supervisor checks the provider log and confirms no call was created.

Can supervisors hear private consultations? No: they are disconnected before a private consultation. Listen is muted, Whisper coaches the current staff host, and Barge joins the main conversation. Test actual audio separation in the live pilot.

Why did an agent stay busy after a call stopped ringing? A call left ringing for 10 minutes with no final status from the provider no longer holds the agent; the Supervisor board frees them by itself.

Call campaigns

Where are call campaigns now?

In Business Phone: Call Campaigns and My Call Queue in the Business Phone menu. They no longer need the Commerce Connection CRM, so any site with Business Phone can run them. The Call Campaigns User Manual covers them in full.

Who can a campaign call?

Each campaign calls from one place, chosen under Who to call when you create it: Call lists (people you upload from a spreadsheet into Business Phone), Customers (your store's customers and Customer Lists) or the CRM's customers and prospects where the Commerce Connection CRM is installed. Who to call cannot change once people are on the campaign.

What do we lose without the Commerce Connection CRM?

Campaigns call from call lists or customers. CRM filters, pipeline stages, territory and skill routing, and follow-up tasks are CRM features. Without a messaging system, campaigns are call-only (no email or text stages), and without the online meeting scheduler there is no meeting booking and company holidays are not skipped.

Can someone marked do not contact be added?

No. A person their own record marks do not contact is never added, and a do-not-contact mark set later stops them at the next refresh. The campaign's Do-not-call list stops people across campaigns too; removing someone from it never puts them back on a campaign.

Who can work and manage campaigns?

Staff with the Sales User or Call Center Outbound Agent seat work the campaigns they are on, in My Call Queue. Managing campaigns is granted separately: a campaign manager changes the campaigns they manage, and the See and manage every call campaign permission covers all of them.

How often do campaigns move people on?

The Run Call Campaigns job runs every 10 minutes: it refreshes people from their source, starts scheduled campaigns, sends due emails and texts, and once a day adds new matches to campaigns set to Add new matches every night. Nothing needs installing on the server.

Do queue callbacks use campaign outcomes?

No. Queue callbacks use the queue script and disposition. Campaign callbacks stay in the campaign and follow its claim and outcome rules.

Phone overlay, seats and screen pops

Where did the Browser Phone window go?

You no longer need it. Press the comma key or click Phone in the header on any page; the phone stays on across tabs. Business Phone > My Phone is the same phone on a page of its own, with your directory, voicemail and audio options.

Why does the phone show Ready / Away instead of Do Not Disturb?

Your extension has an agent or supervisor seat. Queues decide when agents ring, so availability replaces Do Not Disturb.

Why can't I dial an outside number?

Agent seats call extensions and transfer targets only unless the phone administrator switches on "Call center agents may dial outside numbers" under Settings > Advanced Settings > Calling rules.

Who is shown when a call rings?

The enabled caller lookups (Customers, the CRM, or your own modules) are asked within the lookup budget. One exact match is shown at once; several candidates ask you to pick; no match offers to create a record.

Why does the desktop app show the caller only once?

The incoming call card shows one caller name, the number and queue, and Answer and Decline on one line; a call to your desk phone from the same caller no longer adds a second panel.

Can I move a call to my cell phone?

Yes, with Move to... on a live call, when your administrator has allowed it (on by default when you have a forward number). The call stays up; this device drops when the other answers.

Where are voicemail messages stored, and how do I delete one?

The audio stays with the phone provider; Indition keeps the message list. Delete in the overlay's Voicemail tab or on Call history removes both.

Where do I get the desktop and mobile apps?

Business Phone > Phone Apps shows a button for each app store where the app is published. Today that is Windows (Microsoft Store); iPhone, Android and Mac buttons appear as each store approves the app.

The call flow says a staff extension is "not connected". Should I remove it?

No. Staff extensions and ring groups are destinations; callers reach them by dialing even when no menu branch points at them. Only steps you added in the builder count as unused.

Training and recording analysis

Can agents see their scores and the training sessions they were in?

Yes. Everyone in a session finds it under Business Phone > My Training: each reviewed role play's review, transcript and recording. By default an agent sees only their own scores; a session can share every agent's scores instead.

How long can people listen to the recordings?

For the number of days set on the session (30 by default), counted from each role play. 0 keeps them playable. Afterwards the review and transcript stay, and supervisors can still play them on the role play's page.

Can I run several scenarios in one session?

Yes. Switch on Run for as many as you need when you create the session and number them. Before each role play you choose its scenario under Scenario for this role play: one of the session's (played ones are ticked), any library scenario, or a new one you write.

Can I use the same scenarios again?

Yes. The Scenario library keeps them for every session. A scenario written during a session can be kept with Keep it in the scenario library.

How do people know which part they play?

Parts are chosen for each role play: before you start one, choose who takes part and give each a role (Agent, Customer or Trainer); at least one must be an Agent, and anyone left out observes and is not recorded. On answering the call, everyone hears the session name and that their role is chosen before each role play; My Training shows their part for the role play under way.

Can I run the same session again?

Yes. Duplicate training session on the Training Sessions list copies its scenarios, people, settings and who runs it into a new session, without its role plays or reviews. An ended session cannot be restarted.

Does the session open by itself when I answer?

Yes, when you answer in the browser or the desktop app: the session screen opens if you run the session, otherwise My Training. If your browser blocks it, choose Open training session. If you answer on another device (the mobile app, a desk phone or your own phone), your signed-in browser shows a card with Open training session.

The review mixed up who was the customer. Can I fix it?

Yes. Open the role play, press Change roles, choose who played which part and press Review again. The transcript is kept; only the review runs again, for about a cent.

We disagree with an AI review. Can we say so?

Yes. Human review & corrections on the role play (and on recording analysis reports and call details) records Needs review, Reviewed and confirmed or Correction or disagreement with your evidence. The AI text is left as it was; notes cannot be edited or removed.

A role play went wrong. Can I throw it away?

Yes. Discard this role play while it is recording stops it and nothing is reviewed; Discard on a finished role play deletes its recordings, transcript and review. The call stays connected for the next one.

Where can I see exactly what went wrong on a call?

In the call log: Settings > Advanced Settings > Call log (also linked from Recent problems). It keeps every Twilio callback and what was answered, every request to Twilio and Twilio's answer, every failed action with its reason, and the browser phone's errors with their Twilio codes, for 30 days by default, with times in the phone system's time zone. Filter by the call or phone number and open an entry for the full detail.

How do I tidy up old training sessions?

On Training Sessions, Archive moves a session to Archived sessions, where Restore brings it back; nothing is deleted. Delete training session, at the foot of the session screen, removes it for good with its recordings, transcripts and reviews, for everyone in it. Neither works while the session's call is on.

Why does a role play say nothing was recorded?

Nobody could be heard, usually because a browser was using a different microphone. Check each person's microphone and run the role play again.

Who can run training and recording analysis?

People with the Call Center Supervisor or Phone Administrator seat. Everyone with an extension has My Training.

How do the people in a session see what is going on?

In My Training. While the session runs it shows where it stands, who is on the call and the session's scenarios, and keeps itself up to date. The scenario being played shows to the customer and trainer once the role play starts; an agent sees it once the role play ends, as on a real call. Nobody controls the session from there except the people who run it.

The trainer has to leave. Can the training go on?

Yes. On the session screen, press Hand over next to someone on the call. They run the session from My Training (Run session). Take back undoes it.

Can someone on the call run the session too?

Yes. Switch on Runs the session for that person when you create the session. They open it from My Training with Run session (or it opens when they answer) and can start the call, pick scenarios, choose who takes part, start, end and discard role plays and end the session, while taking part themselves. They do not need the supervisor seat; deleting the session, changing roles afterwards and adding scenarios to the library stay with supervisors.

What does training cost?

Role plays are ordinary calls on your phone system, so their minutes count like other calls. The AI cost of each review, usually a few cents, is shown with it.

Which recordings can I upload for analysis?

Up to 20 at a time, up to 200 MB each: MP3, WAV, M4A, MP4, AAC, OGG, OGA, OPUS, WEBM or FLAC. They are kept privately on your site until you delete the analysis. Recording Analysis is its own item in the Business Phone menu.

A recording in an analysis failed. Must I upload it again?

No. Its row offers Retry transcription or Retry summary and scoring, which runs only the step that is missing. The list shows how many recordings are Complete, Processing or Need attention.

Why keep the analysis report open?

The recordings are analyzed one after another while the report is open. If you leave, it carries on when you open the report again.

Can I set up many staff extensions at once?

Yes. On Settings > Staff & extensions, Actions > Export staff extensions gives you the sheet; change or add rows and use Import staff extensions. Every row is checked first, and nothing is imported until every row can be. An import never removes an extension.

Billing questions

What am I charged for?

Seats (one per enabled extension, by its seat type), phone numbers and desk phones per month, and usage above what your seats include: minutes by destination, text segments and recorded minutes. A monthly minimum applies when that adds up to less.

Where do I see this month's charges?

The Billing card under Settings > Advanced Settings > Phone service connection shows the running estimate, what each seat included, your rate card and recent statements. Indition issues the statement after the month ends.

Why did outbound calling stop?

A statement is unpaid past its due date and your rate card pauses outbound calls in that case. Incoming calls still ring. Settle the statement and calling resumes at once.

Can I get an alert before the bill grows?

Ask Indition to set a usage alert threshold on your rate card; you get one e-mail per month when the estimate passes it.

SMS billing and future releases

Why can I call from a number but not send SMS? Voice connection and SMS assignment are separate. The number must support SMS and Indition must assign it to your site for texting. Use Messaging for conversations.

Can several customer sites use a shared number for replies? Shared SMS numbers are outbound-only in this integration. Use a dedicated SMS assignment for two-way conversations.

Does usage reconciliation bill the customer? No. It records available Twilio call-price information for reconciliation. Customer billing is the Billing feature above (seats, numbers, desk phones and usage on a rate card).

What is planned next? Cisco desk phones with Multiplatform firmware are planned. The desktop and mobile apps, desk phones and call campaigns are part of this release; live pilot acceptance and production deployment remain separate from the automated development checks.