Employee-

Seat Mapping

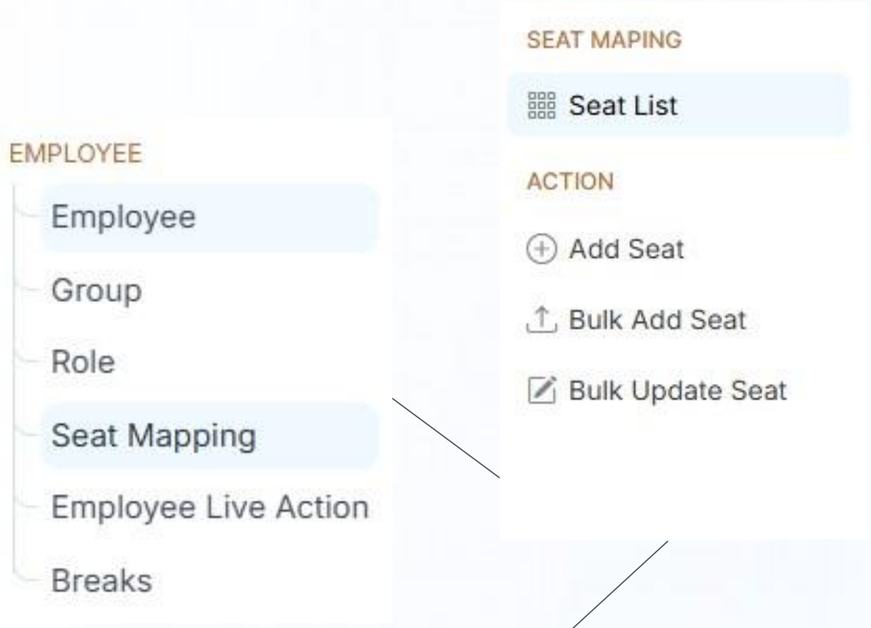
Hashmi Infonet User Guide

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Hashmi Employee -Seat Mapping



Go to Employee module from the left menu, click on Seat Mapping then select Seat List.
Here, you can view and manage seat-wise destination configurations.

Seat Mapping

This screen displays all seat numbers along with their mapped destinations. Each seat is associated with a specific destination type and its corresponding value, ensuring accurate call routing. Seats function similarly to extensions, directing incoming calls to the configured agent or endpoint.

Key Points

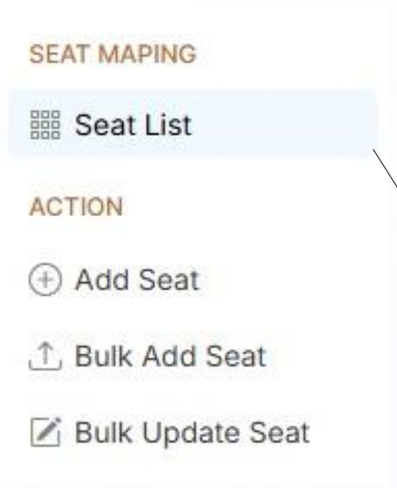
- View all existing seat-to-destination mappings in one place.
- Add a new seat and assign a destination.
- Use Bulk Add Seat to upload multiple seat mappings at once.
- Use Bulk Update Seat to modify destinations for existing seats.
- Manage individual seats using the action menu.

Purpose

Seat Mapping helps define precise call routing at the seat level, making it easier to control how incoming calls are distributed across configured endpoints.



Hashmi Employee - Seat Mapping

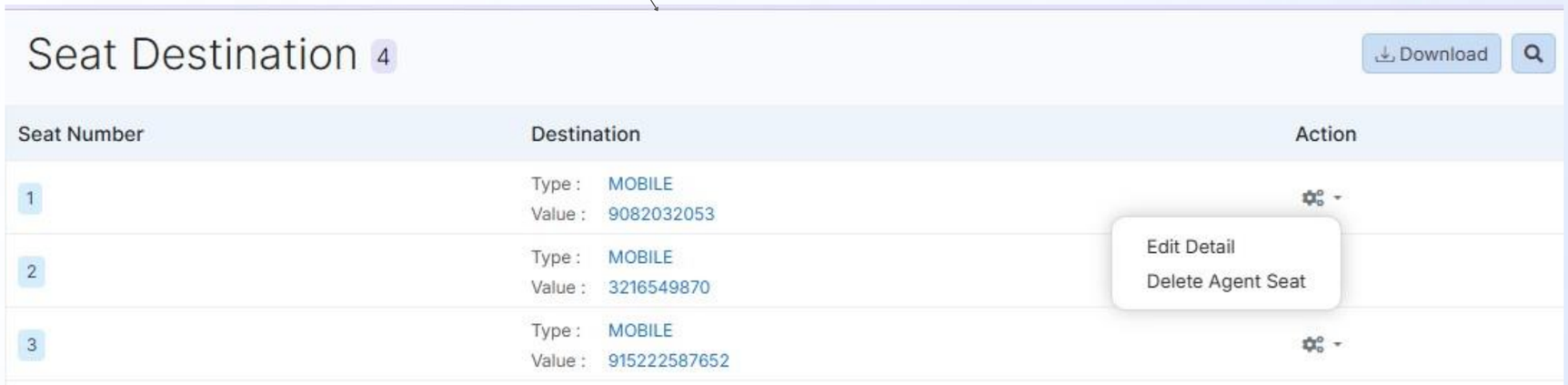


Seat Mapping - Seat Destination

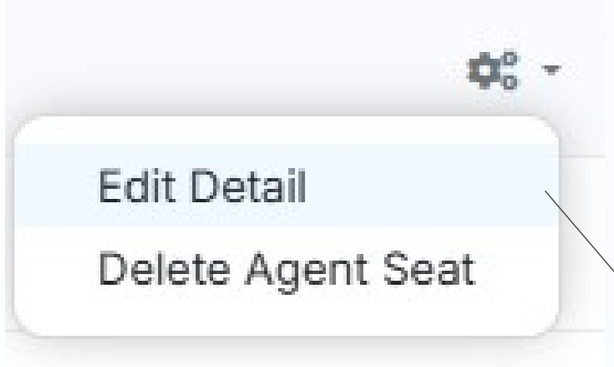
This screen displays the list of configured seats along with their mapped destinations.
Each seat number is associated with a destination type (such as Mobile) and a destination value, defining where calls routed to that seat will land.
The Action menu allows managing individual seat configurations.

Available Actions

- Edit Detail: Update the destination type or value for the selected seat.
- Delete Agent Seat: Permanently removes the seat mapping from the system.



Hashmi Seat Mapping: Seat List

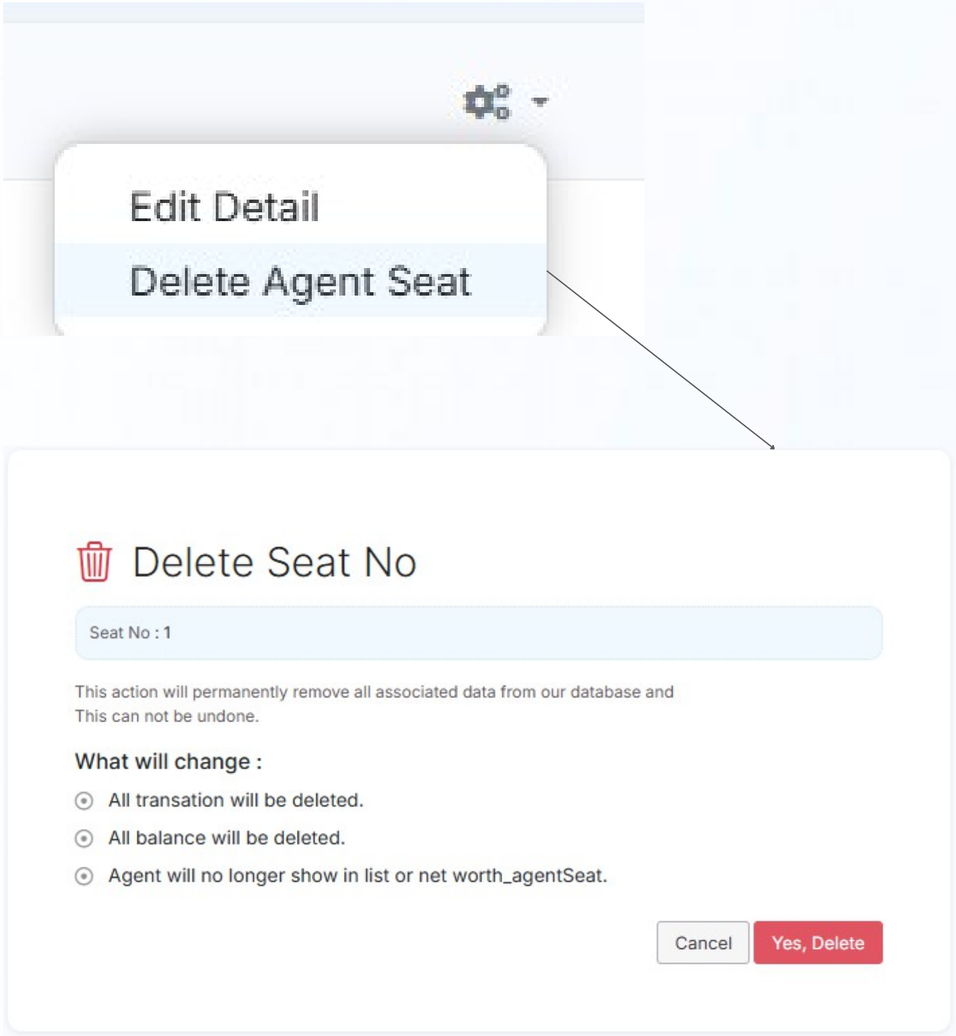


Action - Update Seat

This section allows modification of an existing seat’s destination details. Admins can change the destination type (for example, Mobile) and update the destination value or altering the seat number.



Hashmi Seat Mapping: Seat List



Action- Delete Seat

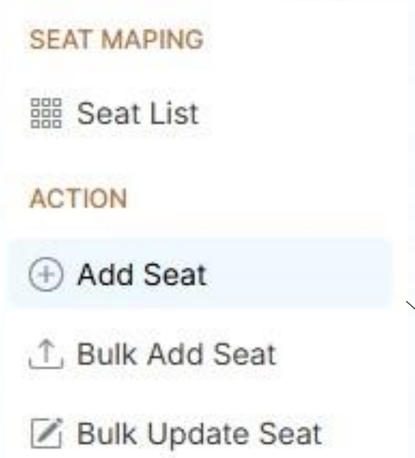
This action permanently deletes the selected seat number and all its associated data.

Once deleted, the seat will no longer be available for call routing.

Key Points:

- All transactions related to the seat will be deleted.
- All balance data linked to the seat will be removed.
- The seat will no longer appear in lists or net worth calculations.

Seat Mapping: Add Seat

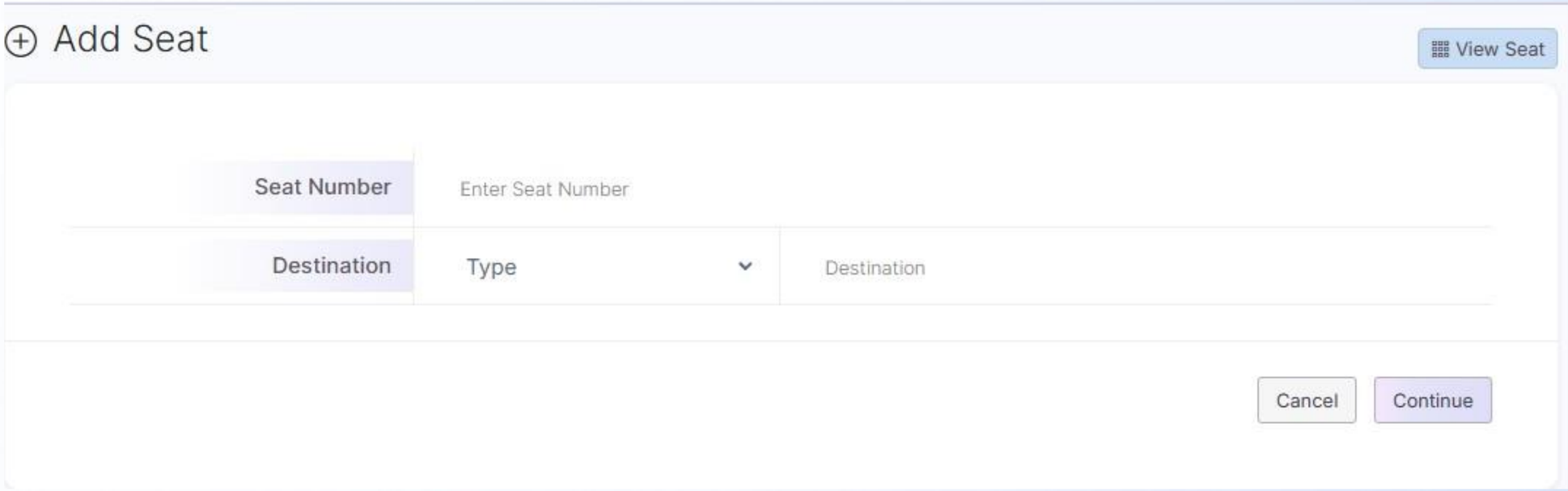


Seat Mapping - Add Seat

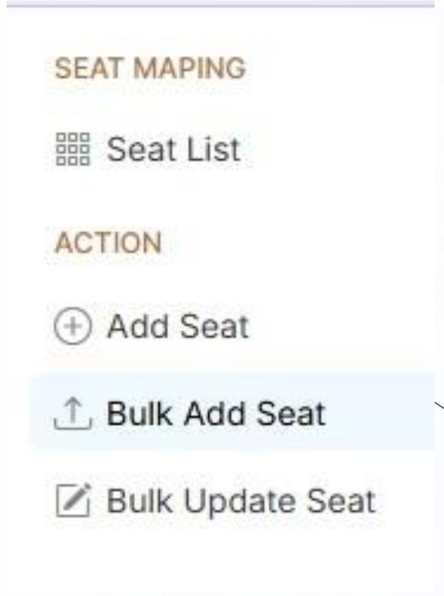
This section is used to create a new seat and assign a destination to it.
Admins must define a unique seat number along with the destination type and destination value.

Key Points

Enables expansion of call routing capacity by adding new seat-level destinations.



Seat Mapping: Bulk Add Seat



Seat Mapping - Bulk Add Seat

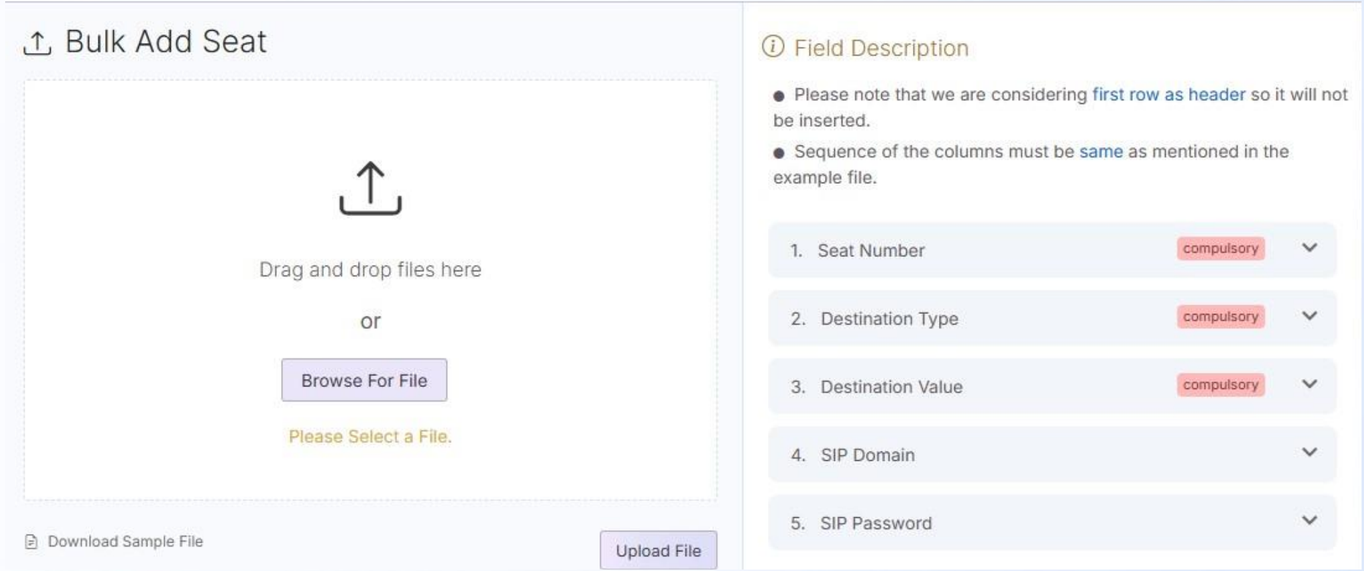
Bulk Add Seat allows uploading multiple seat mappings at once using a sample file format (can be downloaded). Files can be uploaded using drag-and-drop or by browsing from the system.

Key Points:

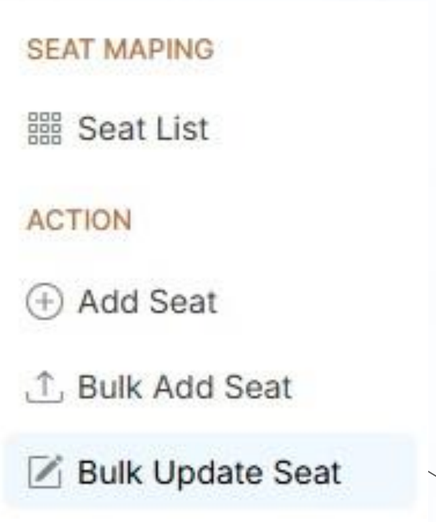
- The first row is treated as a header and will not be inserted.
- Column sequence must exactly match the sample file.
- Mandatory fields must be filled for successful upload.\

Key Fields

Seat Number, Destination Type, Destination Value, SIP Domain, SIP Password.



Seat Mapping: Bulk Update Seat



Seat Mapping - Bulk Update Seat

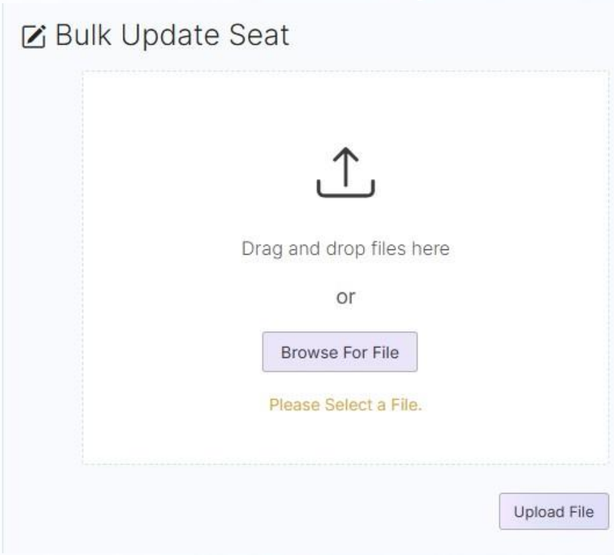
Bulk Update Seat is used to update destination details for multiple existing seats in one operation. This helps in making large-scale routing changes efficiently.

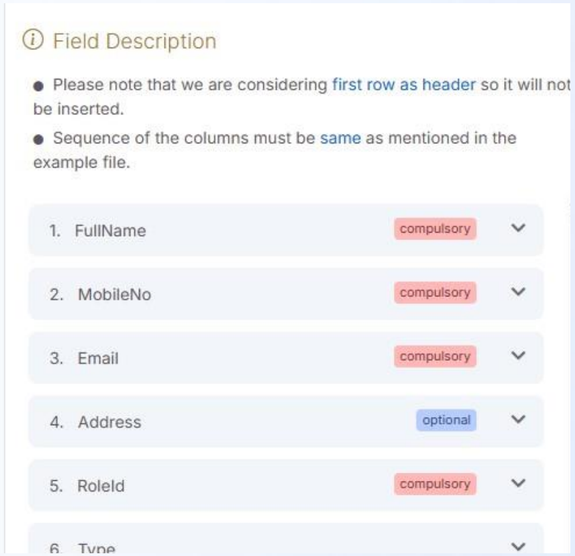
Key Points

- The first row is considered a header and will not be processed.
- Column order must match the provided example file.
- Only existing seats will be updated; new seats are not created here.

Purpose

Ideal for mass updates when seat destinations or configurations change across teams.





Hashmi Infonet

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THANK YOU!

DO YOU HAVE ANY QUESTIONS?

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