ENREACH CONTACT CONTROL CENTER

USER DOCUMENTATION

As of: October 2026

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1 INTRODUCTION

Enreach Contact Control Center is the entry point for multiple Enreach Contact applications. From the observed tenant, the Control Center provides access to:

- Visual Call Flow Designer
- Enreach Contact Reporting App
- Contact Connect Web App for integrating your CRM
- Global Control Center settings
- Customer selection
- User profile and logout



You need an Enreach Contact subscription to use the browser based application.

Visual Call Flow Designer

Visual Call Flow Designer is used to inspect numbering plans, schemes, schedules, and call-routing nodes.

For more information, see *3 Visual Call Flow Designer*, page 5.

Enreach Contact Reporting App

In the Reporting App, you can create, schedule, view, and export reports on queue and agent performance. The available report types include Queue Statistics, Agent Statistics, Agent Statistics per Queue, and Queue Occupancy. For more information, see https://help.enreach.com/reportingapp/1.00/web/Enreach/en-US/.

Contact Connect

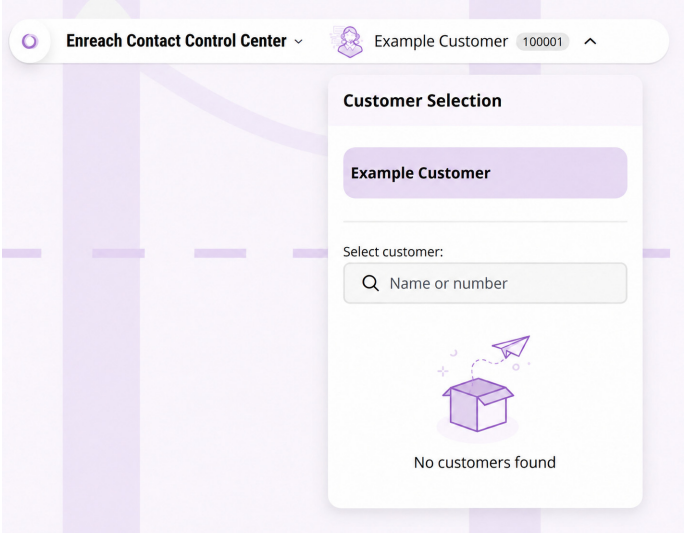
With Contact Connect you integrate your CRM, ERP, or contact database to recognize incoming callers and display their contact details in Enreach Contact applications.

You can link preconfigured or custom applications and configure notifications, actions, and synchronization settings for the integration. For more information, see https://help.enreach.com/contactconnect/1.00/web/Enreach/en-US/

Further Online Help

Online Help	URL
Enreach Contact	https://help.enreach.com/contact/1.00/web/Enreach/en-US/
Enreach Contact Desktop[NEW]	https://help.enreach.com/contactapp/1.00/web/Enreach/en-US/
Enreach Contact Desktop	https://help.enreach.com/desktop/1.00/web/Enreach/en-US/
Enreach Contact Android	https://help.enreach.com/umc/1.00/Android/Enreach/en-US/
Enreach Contact iOS	https://help.enreach.com/umc/1.00/iOS/Enreach/en-US/
Enreach Contact Qboard	https://help.enreach.com/qboard/1.00/web/Enreach/en-US

2 ENREACH CONTACT CONTROL CENTER



The Enreach Contact Control Center provides a central workspace for accessing and managing the applications available to a customer. Its navigation shell remains visible when you open an application, allowing you to move between applications, confirm or change the selected customer, adjust global settings, and access your user profile. The app switcher in the top-left corner identifies the application currently in use, while the customer selector in the top bar shows which customer's configuration and data you are working with.

2.1 ACCESSING THE CONTROL CENTER

You must authenticate yourself to gain access to the Enreach Contact Control Center.

To log in to the Control Center

1 Open the Control Center URL https://contactcontrol.enreach.com/

2 Click on GO TO LOGIN.
✓ The Single-Sign On page appears.

3 Fill in your Enreach Contact credentials an click on LOGIN.
✓ The Enreach Contact Control Center hub page opens and shows the available apps depending on your customer selection as well as links to Licensing Info and Privacy.

2.2 CUSTOMER SELECTION

Use to top bar to confirm or select the customer before inspecting or configuring, since call flows and app availability are customer specific.

2.3 SETTINGS

Click on to open the global settings for the Control Center. You can adjust:

- the displayed language
- the interface theme

as well as links to licensing info und privacy policy

3 VISUAL CALL FLOW DESIGNER

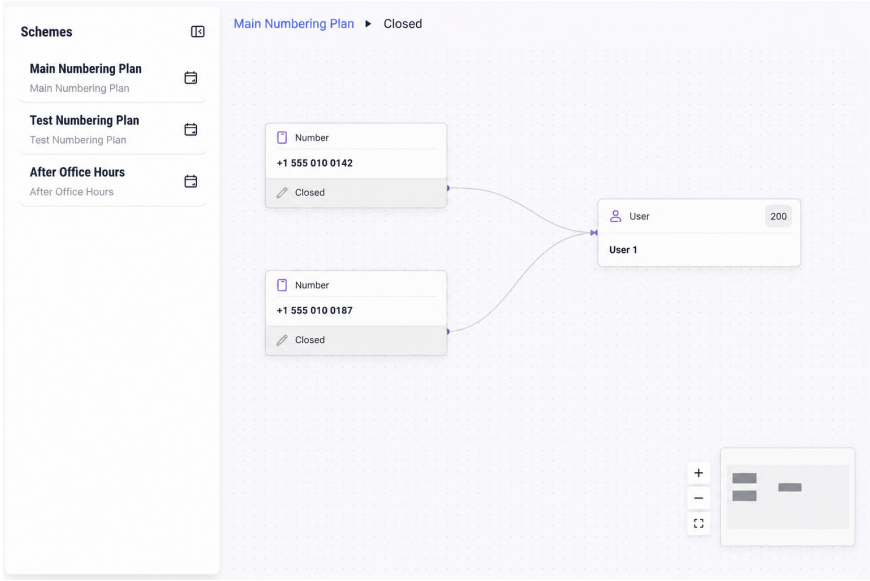
The Visual Call Flow Designer provides a graphical overview of existing call flows, allowing administrators to see how incoming calls are routed. A numbering plan scheme is the highest level in the call routing structure for a customer account. It often represents a location or department. A scheme uses a timetable and holiday periods to indicate which numbering plan applies at different times.

The following features are available:

- Display of Numbering plan schemes and their Numbering plans
- Display of timetables and holiday periods
- Display of call flows for telephone numbers and extensions

The Visual Call Flow Designer is currently available in read-only mode. Call flows can be viewed, but they cannot be created or modified yet.

3.1 USER INTERFACE



Select a Scheme to view the Numbering Plans associated with it. Select a Numbering Plan to open its graphical call flow.

Click on , to hide the schemes panel and expand he canvas to get a full view of the graphical routing. Click on , to show the sidebar with the available sections.

Click on , to get an Activation Overview on the selected numbering plan's Timetable and Holidays tabs. Click on ← to get back to the graphical overview.

3.2 WORKING WITH SCHEMES

The scheme list shows the numbering plan schemes available in the selected customer account.

3.2.1 FINDING AND SELECTING A SCHEME

Select a scheme to inspect its activation schedule and related call flows. Select another scheme to view its schedule and associated numbering plans. This lets you compare how different schemes route calls at different times.

3.2.2 READING SCHEME DETAILS

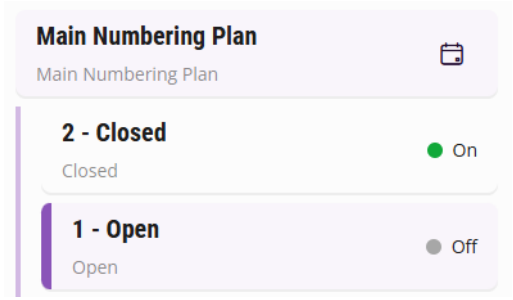
The activation overview shows how the scheme is activated, for example by a timetable. It helps explain which numbering plan is in effect under which conditions.

The Timetable tab shows which numbering plan applies on selected days and during specified times. The Holidays tab shows date periods and the numbering plan assigned to each period.

When a timetable and a holiday period could both apply, the holiday period takes precedence. If applicable, a manual override would take precedence over both.

A timetable lists the days and time intervals when a numbering plan applies. Follow the relevant day and interval to see which plan handles calls at that time.

The displayed status indicates whether the selected item is on or off. Read it together with the timetable or holiday period to understand which numbering plan is shown as active.



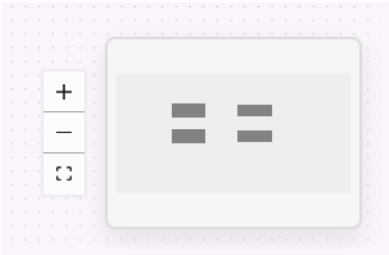
3.3 WORKING IN THE VISUAL CALL FLOW VIEW

The canvas displays the call flow as connected elements. The mini map shows where you are in the overall diagram and helps you move around a large flow.

Follow the connections from the starting point through the diagram. Use the mini map and zoom controls to keep track of your position when the flow extends beyond the visible area.

3.3.1 ZOOM CONTROLS AND FIT VIEW

The canvas displays the call flow as connected elements. The mini map in the bottom right-hand corner shows where you are in the overall diagram and helps you move around a large flow.



Click on + , to zoom in and on — , to zoom out. Click on

⛶ to view the entire call flow at its maximum size.



By clicking and dragging in the canvas or in the viewport of the mini map you can move around the call flow.

3.3.2 VIEWING CALL FLOWS

Open the numbering plan assigned by the selected scheme or timetable. This narrows the call flow search to the routing context that applies.

Find the entry for the telephone number or extension you want to inspect. Follow its connections across the diagram to see how the call is routed and where it is directed.

Click on the node  **Number** to open a tab with details of the called number. Click on  **User**, to view the details about the routing destination.