

# Did You Know?



SCOPSERV  
INTERNATIONAL INC.

Learn about ScopTEL features. Because Communication Matters!

## Class of Service

A Class of Service (CoS) is where you configure permissions for extensions, incoming lines, applications, features codes, outgoing lines, etc. Since not all users need to have the same permissions or restrictions when it comes to your telephony system, it is important to configure CoS carefully to avoid **security issues**.

### Permissions or restrictions?

There is no limit on the number of Class of Service objects which can be created and you can set different permissions for each Class of Service.

**Services:** specify which feature code(s) are available (Voicemail, Agent Login, Call Forward, DND, etc.). It is not recommended to use the 'All Features' option when the CoS is used by an "untrusted" source. If a user does not need full access then do not check the 'All Features' option and instead select individual features codes that will be available.

**Applications:** specify which applications are available. It is not recommended to use the 'All Applications' option when the CoS is used by an "untrusted" source. If you check 'All Applications' and have a custom application that executes a "sensitive" task (example: turn off the alarm system) then this is a major security risk, this is why you must select individual permissions.

**Local Extensions:** specify which extensions are reachable. If you want all extensions to be available for users that use this CoS, check the 'All Extension' option. If you want to restrict the ability to reach some local extensions, select a list of allowed local extensions.

**Outgoing Lines:** specify which outgoing lines you want to be reachable and set the line priority (ex.: **011X** must be defined before **X**, else **011X** will never be reachable). If some users need access only to local/national calls but must not be able to make international calls, or be restricted to use specific trunks, then the Outgoing Lines tab is used to select individual outgoing lines.

**011** = Canada Exit code

**X** = phone number

CoS can be used in different places like Interfaces (VoIP Account, Digital, Analog) to lookup destinations. They can also be used on Extensions to specify which permissions the extension will have (examples: can the extension reach Voicemail or disable DND) and on an Auto Attendant (IVR) menu to lookup a key pressed by a user so it is very important to ensure that everything is properly configured.

Read our Blog for more information related to security: [http://bit.ly/CoS\\_KB](http://bit.ly/CoS_KB)

Click on the following link for the Class of Service Configuration procedure : <http://bit.ly/CoSconfig>

...

Contact us for more information or to find the reseller in your region.

Tel.: 1 866-722-3292 •• [info@scopserv.com](mailto:info@scopserv.com)

*ScopServ International Inc. recommends using the latest ScopTEL version available. Update your software to get all features.*