

# Add-On Features



## Per-User Features

<b>Hoteling</b>	<p>Companies often reserve a set of cubicles and phones for mobile workers who come into the office from time to time. "Hoteling" enables mobile users to share office space and phones on an as-needed basis, like a hotel room.</p> <p>The Hoteling service supports this activity by enabling users with guest privileges to log into a host account via their web portal or voice portal. This enables the employee to use the host phone to make and receive their calls as usual, while retaining their own user profile.</p> <p><i>New in 4.0</i></p>
<b>Shared Call Appearance</b>	<p>Allows for incoming calls to ring on up to 35 additional phones simultaneously, connecting the first phone to be answered.</p> <p>Certain IP phones can present the following states across their lamps: idle, progressing, alerting, active, and held. Certain IP phones can also support the hold/retrieve function, whereby calls on shared lines can be held on one device and retrieved from another registered device.</p> <p>Example applications of this service include setting up a second line for an executive assistant or creating a hosted key system solution with multiple lines being shared across multiple phones in an office.</p>

## Group-Wide Features

<b>Attendant Console</b>	<p>The web-based Attendant Console enables a receptionist to monitor a configurable set of users within their business group. The Attendant Console window is also integrated with the Web Call Manager, thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.</p> <p>The Attendant Console graphically displays users' status (busy, idle, do not disturb), as well as detailed call information. A variety of options are provided for managing the display, including: sort list of monitored users by name, department or title; filter user list by these categories; enter multiple letters of name to be displayed via automatic scrolling; select which column should appear, and in which order (for example, name, title, department, number, extension, mobile, pager, status, e-mail); and option to view duration of monitored users' calls, as well as name and number of parties they are talking to.</p>
<b>Auto Attendant</b>	<p>The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name (first or last) or extension, or connecting to up to nine configurable</p>

	<p>extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Different options can be configured based on the time of day (i.e. business hours vs. after-hours.) Holiday schedules are also supported.</p> <p>Group Administrators use their voice portal to record auto attendant greetings. For example, a message may be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for play back when a caller dials by name or extension.</p> <p>A group can have multiple Auto Attendants configured, either individually (e.g., customer service with separate business hours) or integrated into a multi-level Auto Attendant (e.g., enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).</p>
<p><b>Call Center</b></p>	<p>Enables business groups to set up a basic call center with incoming calls received by a single phone number distributed among a group of users, or agents. The following functionality is supported:</p> <ul style="list-style-type: none"> <li>• Agent login and logout</li> <li>• Uniform distribution of incoming call to the available agents</li> <li>• Queuing of the incoming calls that cannot be answered Immediately</li> <li>• Overflow to a given destination when the group is unable to accept calls</li> <li>• No Answer Policy to redirect call to next agent if not answered in a specific number of rings by previous agent</li> <li>• Deflection to a given destination outside of business hours</li> <li>• Music on Hold</li> </ul> <p>A variety of statistics are provided to monitor the performance of call centers, such as Average Number Agents Busy and Average Hold Time Before Call Loss. Statistics are also provided to track individual agent performance, such as Average Time Agent Spends on Calls and Amount of Time Each Agent Logged On and Idle. A statistics report is generated at the end of each day and sent out via email.</p>
<p><b>Hunt Group</b></p>	<p>Allow users within a group to be included in a specified sub-group to handle incoming calls received by an the hunt group's phone number. Group administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner:</p> <ul style="list-style-type: none"> <li>• <i>Circular</i> sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.</li> <li>• <i>Regular</i> sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.</li> <li>• <i>Simultaneous</i> rings all of the users in the group at once; the first user to pick up the ringing phone is connected.</li> <li>• With <i>Uniform</i>, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls.</li> <li>• <i>Weighted</i> call distribution enables calls to be distributed to agents according to a pre-defined weighting. Each agent is</li> </ul>

	<p>assigned a weight corresponding to the percentage of incoming calls they should receive.</p> <p>Group administrators can also establish a No Answer Policy to redirect calls to the next agent if not answered in a specific number of rings by the previous agent. If all idle phones have been visited once without answer, there are two options for handling the call: forward the call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as Voice Mail.</p>
<p><b>Instant Group Call</b></p>	<p>Enables a user to call a number that provides group of members with an instant conference bridge. When the user dials the specific group call number, the system alerts all members in the group and, as the members answer, they are joined into a multi-way conference.</p> <p>If the originating user uses the Push-to-Talk feature, then the attributes of the Push-to-Talk feature are used (one-way or two-way broadcast, auto-answer, access control list). This use of Push-to-Talk added to Instant Group Call equates to “group intercom” functionality. The Push to Talk or forced-off-hook functionality is engaged are when a member receives a Push-to-Talk group call.</p> <p>An administrator defines a virtual group composed of a list of member users. These members can be part of the same group or enterprise (specified by user name, extension or location code + extension) or can be external phone numbers.</p> <p><b>Caution:</b> making instant group calls to a large number of users can easily exceed the capacity of your LAN or WAN connection.</p>
<p><b>Music on Hold</b></p>	<p>Enables group administrators to upload an audio file (.wav file containing music, advertising, etc.) onto the system to be broadcast to held parties. This service can be used in conjunction with Call Centers, Call Hold, and Call Park.</p> <p>Music on Hold audio source can also be configured at the department level. If an audio source has not been specified for the department, the group-defined audio source is used by default.</p> <p>End-users can enable/disable Music on Hold on a per call or persistent basis by either using the respective feature access code or their web portal. This service is especially useful for users are participating in a conference call.</p>