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Call Return

Description

This feature enables a User to call the last party that called. To call back the last party that called, the User dials a recall Feature Access Code. The system stores the number of the last party that called and attempts to connect the User to that party.

Function

Call Return allows the User to call the last party that called by dialling the required Feature Access Code on the User's device.

Call Return can be used for calling back answered and unanswered calls, as long as the calling number is available. If the calling number is available, the last calling party is called as if the User dialled this number manually. If the calling number is not available, the User is played an error announcement. A call originated with Call Return is subject to all User features and restrictions.

Configuration/Operation

The feature is controlled by use of site level Feature Access Codes. By default the code is as follows

- *69 Call Return

Limiting Conditions

Note however, that when a User tries to use Call Return on a call with the incoming caller ID blocked, the User is played an error announcement. If the calling number is not available, the User will be played an error announcement.

Posted by: Darren M - Tue, Jan 12, 2021 at 10:25 AM. This article has been viewed 4816 times.

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