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Configurable Extension Dialling

Description

The Configurable Extension Dialling feature provides the ability to map a User's DDI or public directory number to a unique extension to allow abbreviated extension only dialling between the Users of a Site

Function

The Configurable Extension Dialling feature allows the Users of a Site to call one another using abbreviated dialling instead of requiring their whole public number to be dialled.

The Configurable Extension can range between two to six digits in length, depending on what length the CP Administrator has configured when creating the Company and Site on Business Zone. By default it set to 4 digits for the Company unless this is changed when creating the Site on Business Zone. When users are created they will automatically be provided with an extension number which takes the last x digits of the number, where x is based on the site policy selection, i.e. if site is 4 digit extension and user takes a number of 0203 328 1162, extension will default to 1162. The Site or Company Administrator can change the default extension to any other value of the required length that is not already in use by another User or Feature in the Site.

Once assigned, Users' extensions can be used for dialling and for other intra-Site routing features that require a phone number. For example, call forwarding, simultaneous ringing, speed dial, etc.

Extensions can also be assigned, if required, to routable Site Features like Hunt Groups, Call Centres, and Auto Attendants.

Configuration

The Configurable Extension length can only be configured at the Site level on Business Zone by a CP Administrator.

The Configurable Extension Dialling feature requires no specific configuration. The Group or Company Administrator assigns the extension of the required length when Activating a User or configuring a Site Feature.

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