

Series Completion

Description

The Series Completion feature allows you to create a “call forward busy chain” that handles calls to lines that are busy by hunting for a free line using a specified, ordered list of Users. When it encounters a call to a User whose line is busy, it uses the order of names in the list to hunt for a User whose line is idle.

When a call attempts to terminate on one of these Users and finds a User busy, the call overflows to the next User on the list, until an idle User is found or the end of the list is reached.

Function

The Series Completion feature provides a special hunting capability that is well suited to support a key telephone system (KTS).

Unlike Hunt Groups that use separate phone numbers to distribute calls, all calls to any number in the list will trigger the hunting capability. Series Completion is initiated for any call terminating on a member of the Series Completion Group.

A Series Completion group can be viewed as a call forward busy chain, among selected members of a group.

If you are using Series Completion to support a key telephone system, other complementary services can also be assigned to Users in the Series Completion Group, since Series Completion uses User features.

For each list, you need to specify a set of Users and the order in which the feature is to alert their respective lines if a call is placed to a User in the list whose line is busy.

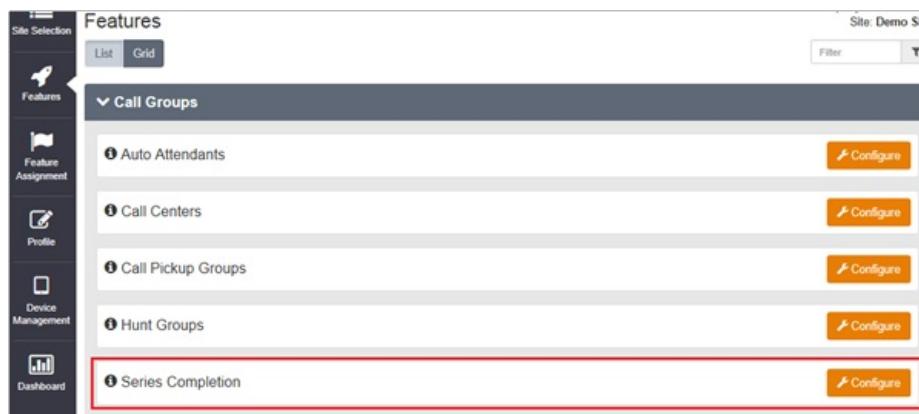
Calls to Users who are not included in Series Completion lists are not handled by the Series Completion feature.

Configuration

The Series Completion configuration page allows the Group or Company Administrator to add, edit, and delete Series Completion lists of Users that make up the Series Completion Group.

The Group or Company Administrator can configure the Series Completion feature through the Business Portal Site Feature settings page under ‘Series Completion’.

- Navigate to:- Sites (select Site) > Features > Call Groups > Series Completion
- Select Configure



The screenshot shows the 'Call Groups' section of the Business Portal. The 'Series Completion' option is highlighted with a red box. The list includes Auto Attendants, Call Centers, Call Pickup Groups, Hunt Groups, and Series Completion.

- To add a new entry click 'Add'



The screenshot shows the 'Series Completion' configuration page. It displays a table with one entry named 'test'. A green 'Add' button is visible at the top right.

- To edit an existing entry select the Series Name
- To delete an entry select the left hand tick box and then click 'Delete'

Series Completion

* Series Name

Available Users

Filter 

<input type="checkbox"/>	Last Name	First Name	User ID
<input checked="" type="checkbox"/>	Eight	User	0328 sales@demo.sales
<input type="checkbox"/>	Announcement	Out of Hours	6667 sales@demo.sales
<input type="checkbox"/>	Seven	User	0327 sales@demo.sales
<input type="checkbox"/>	Four	User	0324 demo@demo.sales
<input type="checkbox"/>	1	Line	5001@demo.sales
<input type="checkbox"/>	2	Line	5002@demo.sales

+ Add

Assigned Users

Filter 

<input type="checkbox"/>	Last Name	First Name	User ID	 
<input type="checkbox"/>	User One	UC Test	0331.sales@demo.sales	 
<input checked="" type="checkbox"/>	Two	User	0332 sales@demo.sales	 

✖ Remove

✖ Cancel

✓ Save

- To add a user select the user in the 'Available Users' list and click 'Add'
- To remove a user select the user in the 'Assigned Users List' and click 'Remove'
- Once all configuration changes are complete click 'Save'

Posted by: Darren M - Mon, Feb 15, 2021 at 1:18 PM. This article has been viewed 2898 times.

Online URL: <https://kb.ic.uk/article/series-completion-302.html> (<https://kb.ic.uk/article/series-completion-302.html>)