

Directed Call Pickup with Barge in

Description

Allows the user to Pick up a call or Barge Into a call on another user. Unlike Group Call Pickup, where a Feature Access Code is used to pick up a call on a pre-define list of users, Directed Call Pickup with Barge In uses a Feature Access Code plus the Extension Number of the phone to pick up or Barge into a call on any phone on the customers Site.

Note, Barge In cannot be completed if the user has Barge In Exempt set as a feature.

Function

Directed Call Pickup

- The Phone for user A is ringing
- User B dials *33 (default FAC) followed by User B's extension number.
- User B has picked up the call meant for user A

Barge In

- User A is on a call to a customer
- User B need to speak to user A urgently
- User B dials *33 (default FAC) followed by User A's extension number
- User A is Not Barge In Exempt.
- User B is now in the Call with User A.

Note: - A tone may or may not be played to User A to make them aware that Barge In has occurred. This is dependent on the Configuration of User B.

Configuration/Operation

Direct Call Pickup with Barge In is not a configurable Option. It is usually a standard feature in some of the Feature Packs that go to make up a customer's service offering. Please Check the Availability with your Customer Administrator or your Reseller.

For Employees that do have this feature available there is a configuration option that allows the playing of a tone on Barge In.

In the Business Portal, navigate to:

- Employees > Features > Call Control > Direct Call Pickup with Barge In

The screenshot shows the Business Portal's 'Features' section. On the left, there's a sidebar with icons for 'Employee Selection', 'Add Employee', 'Profile', and 'Service Settings'. The main area has a 'Features' header with 'List' and 'Grid' buttons. Below this, the 'Call Control' section is expanded, showing 'Alternate Numbers' (Configure button) and 'Anonymous Call Rejection' (Off button). The 'Directed Call Pickup With Barge-In' option is highlighted with a red box and a 'Configure' button. Other options like 'Call Waiting' (On button) and 'Distinctive & Priority Ringing' (Configure button) are also visible.

- Select 'Play A Warning Tone When You Barge In' if required

Employee Selection

Add Employee

Profile

Service Settings

Features

Company: Sales Demo
Employee: 0331.sales

Employee Features / Directed Call Pickup with Barge-In

Directed Call Pickup With Barge-In

Play A Warning Tone When You Barge In

Cancel Save

- Click Save

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