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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.

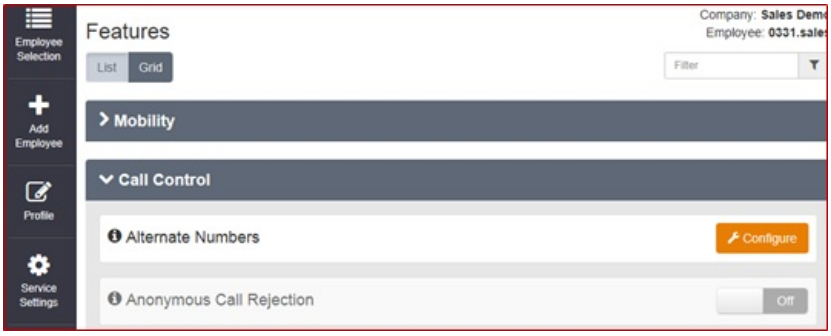
Configuration/Operation

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.

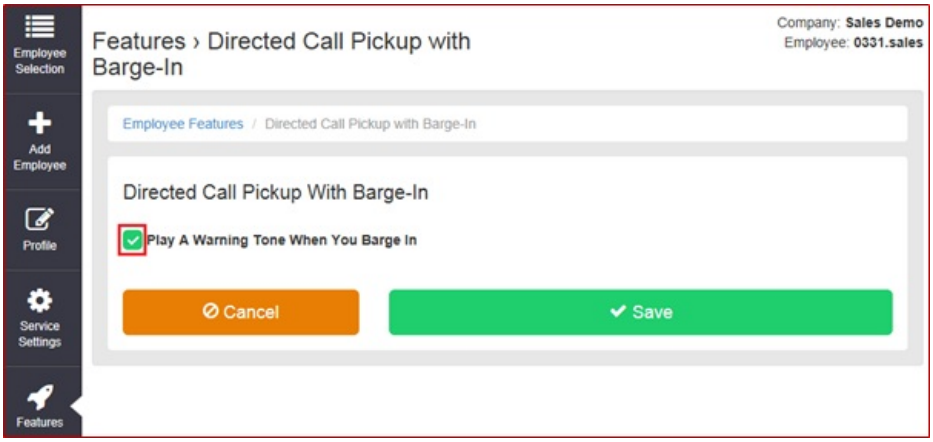
For Employees that do have this feature available there is a configuration option that allows the playing of a tone on Barge In.

In the Business Portal, navigate to:

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



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



- Click Save

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