

Shared Call Appearance 20 & Multiple Call Arrangement

Description

Shared Call Appearance 20 (SCA) allows Users to share multiple call appearances of their line number (CLI) over multiple devices, a maximum of 21, 20 shared and 1 primary. For example, a Personal Assistant can take calls for multiple Executives and identify each line on their handset. Each Executive will share their CLI on the Personal Assistant's device.

Function

The Maximum number of new devices you can share a number across is 20. SCA20 is not available in all packs. Ensure you check the Product Handbook to see if this is available.

For SIPT users, internal calls between PBX users that do not pass through the WHC platform will not go to the applications used.

Configuration/Operation

As an administrator in the Business Portal, select the User that will be sharing their call appearance on another device.

Either navigate to:

- Employees > Devices > Shared Call Appearance

- Select Create New Shared Call appearance

Or

- Navigate to:- Employees > Features > Mobility > Shared Call Appearance

- Click 'Configure'

Adding a Device

New Device

If you are not sharing a call appearance on another user's existing handset you will need to add a new device using the 'From New Device' option.

Select the 'From New Device' option

New Device

* Device ID	0331.SPA 508
Device Type	Cisco SPA-508G
IP Address	IP Address
Port	Port
* MAC Address	A44C119F070A
Serial Number	Serial Number
Description	IP Phone

Enter a Device ID

- Select the 'Device Type' from the Dropdown list.
- Enter the MAC Address that will be the Shared Call Appearance.
- You can enter a brief description of the device, this can be useful for future reference.
- Click 'Save'

Existing Device

If you are creating a 'Shared Call Appearance' for an existing device

- Select the 'From Existing Device' option
- Select the Device you wish to add to 'Shared call appearance'
- Click save

Employee Selection

Features > Shared Call Appearance Employee: 0331.sales

Employee Features / Shared Call Appearance / New Appearance

New Shared Call Appearance

Line / Port Number: 442036510331_B @demo.sales

Choose From Existing Device

22 Existing Devices found. Displaying 21 to 22

	Device Name	Description	Device Type	IP Address	Port Usage	MAC Address
<input type="radio"/>	panasonic332	IP Phone	Panasonic KX-UT123	0 / 2	0008ABC0332A	
<input checked="" type="radio"/>	temp 509	IP Phone	Cisco SPA-509G	442036515555		

Allow Call Move From Another Device allows you to move calls between your devices using the 'Call Retrieve and Call Director Move' Feature Access Code

- By Default FAC = *11
- User answers a call on device A
- The user wishes to move the call to device B
- From device B the user dial *11
- The Call is moved to device B

Multiple Call Appearance (MCA) is included with SCA 20. Ticking Enable Multiple Call Arrangement will allow each individual appearance to make and receive calls, allowing multiple simultaneous calls from the same number.

MCA is useful for Personal/Executive Assistants as it will allow the assistant to make a call on behalf of a directory, without affecting the director's ability to make calls.

As MCA allows you to make calls from each Shared Device, and a user can have a desktop, tablet and mobile client with 17 hard phones, 20 Simultaneous calls can be made. For this reason, if you are to use this feature then it is important you are using the Fraud Management Tool to monitor call traffic

Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 3:44 PM. This article has been viewed 4505 times.

