

User Intercept

Description

Allows a user's phone number to be taken out of service while providing callers with informative Announcements and alternative routing options.

Function

This is useful for an administrator to use when an employee has left the company and you want to ensure you do not lose the calls.

For SIPT users this feature will not work for internal calls between PBX users that do not pass through the WHC platform.

Configuration/Operation

In the Business Portal, navigate to:

- Employees > Features > Call Control > User Intercept



- Select 'Configure'

A screenshot of the 'User Intercept' configuration form. The form has a title bar 'Employee Features / User Intercept'. The main content area is titled 'User Intercept'. It contains several settings: 'Intercept All Incoming Calls' (checked), 'Play New Phone Number' (checked), 'New Phone Number' (text field with '01234 567890'), 'Transfer On '0'' (unchecked), 'Transfer On '0' To' (text field with 'Telephone Number'), 'Use Personal Announcement' (unchecked), and 'Upload Personal Announcement' (file upload field with 'Browse...' button). At the bottom, there are 'Cancel' and 'Save' buttons. A note at the bottom states: 'File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.'

- Intercept All Incoming Calls
 - This Enables User Intercept
- Play New Telephone Number
 - The system will play an announcement containing the phone number configured
- Transfer On '0'
 - Select to allow a caller the option of being transferred to a new number, such as a switchboard operator.
 - Configure the number you wish to transfer the incoming call too.
- Use Personal Announcement
 - Select and upload a personal announcement rather than using the system default.

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