



Call 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.

User B can mute the call if they just want to listen.

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.

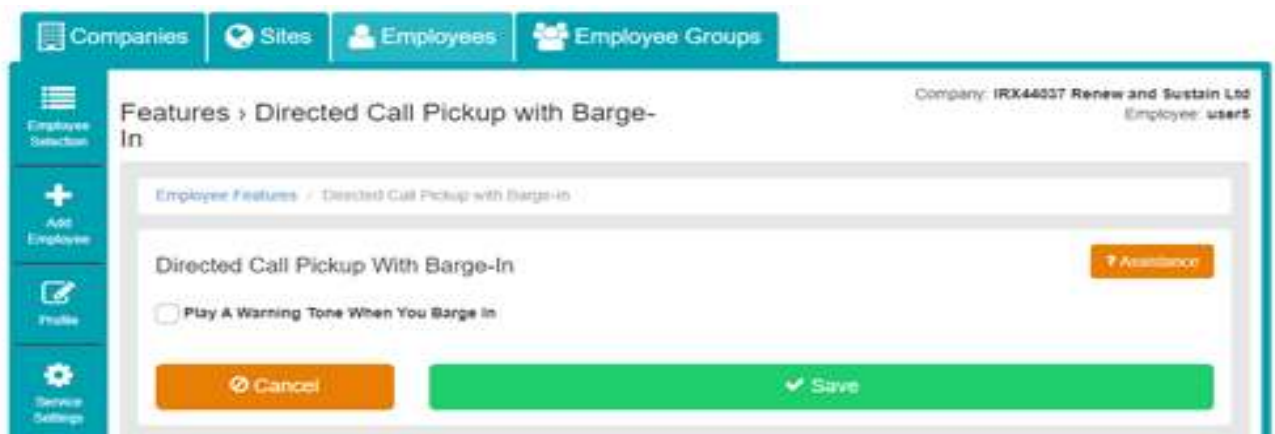
For Employees that do have this feature available there is a configuration option that allows the playing of a tone on Barge In.

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