

Call Management Features



An expansive range of call features are provided through the One Net Business service to give you full control on how you can maximise the business benefits through managing incoming and outgoing calls.

We do not charge any extra for the functionality below and across the majority of the features you can self-service through our Feature Management Portal.

Advanced Call Features & Services

Announcements

Use the Feature Management Portal to set up, move, add, change or delete your personalised announcements. You can use your company announcement for pretty much anything including:

- Call Queuing
- Absence Reason / Set a Pre-Recorded Announcement
- Call Hold
- Closed Hours
- Multi-user Hunt Group
- Manager/ Assistant
- Auto Attendant

Auto Attendant

Callers can get through to the right team using a custom announcement. You can also use this feature to reach a person directly if you know their extension. For example:

- Welcome to ***Company Name***
 - Press 1** for sales
 - Press 2** for returns or
 - Press 3** for anything else

Call Pick Up

The Call Pick Up feature lets other people pick up someone else's call if they are not available. You can set them up as Group pick ups, which is used if you are part of a Hunt Group or as My Call Pickup to answer your call on another device. They can do this by using a Feature Access Code #155* (Group) or #154* (My Call).

For example:

John is not at his desk and his phone rings. Sarah sees that John is unavailable and uses a Feature Access Code to pick up the call and answer it on her fixed phone.



Call Queuing

If all of your employees are busy then you can place incoming calls into a queue. Customers can leave the queue at any time to divert to either voicemail or to another area or department, like the front desk.

A queue jump feature called Call Processing Priority can be enabled, allowing particular incoming callers to be moved to the front of the queue. Predefined rules include specified internal One Net Business users (Internal), National (Local + Mobiles) and international numbers.

You can apply specific rules of your choosing for a particular range of numbers too.

Call Recording

If you need to have your fixed phone calls recorded to meet legal requirements then you can with One Net Business. We have partnered with Red Box Recorders who can install, host and service a call recording service within your One Net Business service. Red Box will simply plug their service into your telephony switch and take care of the rest.

It's a separate contract that you will be signing with Red Box to provide this service

Call History

You can see and then export call reports using our Feature Management Portal. You can access key call information up to 30 days previous for both users and at a company level. The information updates every 15 minutes and allows you to export it to software of your choice.

Dual Outgoing Transfer

You can disable outbound transfers if you need. This means your employees would not be able to transfer calls to another person who is not on the One Net Business service.

This feature can be set for the following;

- Company Wide
- Group (e.g sales, support, returns, etc.)
- Individual Users
- Specific Terminals (mobile or fixed phone)

Escape Code / Breakout Code

This gives you the control to prevent your employees dialling numbers not on the One Net Business service. Users have to enter an escape code before the number they wish to dial. This includes dialling from a mobile as well as a fixed phone.

Breakout Code can be used when a customer's extension numbers clash with a Vodafone service code such as 2222 or any local short dial service.

By dialling the breakout code (983) before the desired number, the end user directs the One Net Business service to bypass the usual call logic (e.g. calling the extension), routing the call off One Net Business.



Feature Management Portal

This is our online self-service portal. You can have complete control over the way your One Net Business service is set up to give it a personal touch. The portal allows you to perform an extensive range of self-service activities such as changing people in your hunt groups, setting up a call announcements, setting whose availability you would like to monitor, and more.

Main Number

You can have your main company number presented for calls that go outside the company. One Net Business allows you the flexibility to use this on a per call basis or be a permanent caller ID to all users.

Hunt Groups

Multi-user Hunt Groups are set to enable several users in a group to be reached by calling one fixed phone number. You can have up to 20 users in a hunt group and multiple hunt groups. For example, you may have a Service department with seven people. They can all be linked together in a group.

Calls ring for 50 seconds before caller hold music is played. The first person to answer will pick up the call.

You will be able to tell which hunt group has been called as either a number or a name will show. You can also have an audible message played (Call Whisper) that says the name of the hunt group and can be added using the online portal.

Another great feature is you can set a different ringtone for a hunt group call so you know it's coming into that number.

If the original call goes unanswered it diverts to either voicemail or an end point of your choosing.

Manager/Assistant

Manager/Assistant is a call service that allows all direct calls to the 'Manager' to be routed to the nominated 'Assistant'. The call has a prefix that lets your Assistant know the Manager is either busy or unavailable. If available, you can then transfer the necessary calls to the Manager.

Manager/Assistant can only be enabled on One Net Business fixed phones.

Closed Hours

Closed Hours can only be applied to company fixed phone numbers, these numbers would be set up with Hunt Groups or Auto Attendants. This allows the numbers to have an 'out of hours' service, which is an enhanced version of Call Forwarding rules.

The enhanced functionality, when compared to Call Forwarding rules include:

- Announcements
- Further configurable call routing destinations
- In addition to the days and time rules, the customer can choose public holidays and special days for the rules to apply on

You can nominate certain users to enable/disable Closed Hours whenever you need to using a simple Feature Access Code (FAC) (e.g. #001* to enable, #002* to disable.)

If a company fixed phone has both Closed Hours and Call Forwarding Rules enabled, Closed Hours rules are run first in the call flow.



Address Book

This is your company phone book and can hold all contact details needed by your business. It will be automatically available when your One Net Business service goes live and can be accessed through your fixed phone menu.

The Address Book is configured and managed through the Feature Management Portal (FMP).

You have the flexibility to populate the fields through the FMP with both internal and external contact details.

Operator Console

This is a PC-based application (Available on Mac late 2015) aimed at front desk telephone operators who are in charge of call management and distributing calls in your business. It enables collaborative, real-time monitoring over queues of calls with enriched information, and gives you control over calls arriving to the service.

Presence

Also known as phone configuration, Presence allows you to see the availability of your colleagues. This is a market-leading service that lets you see whether or not your colleagues are busy on their fixed phones or mobiles.

You track availability through a console that attaches to your desk phone. The LEDs change colour depending on the monitored colleague's current status.

- The LED colours will show as follows:

Green if not on a call

Red if busy or the user has enabled 'Do Not Disturb'

Speed dialling

Using one of the Cisco Attendant Consoles, you can manually set up the LEDs for speed dialling.

However, we do not advise this feature is used by someone monitoring Presence, as the speed dials are lost every time you save or update the phone configuration page. This includes the Group Call Pickup key found to the right of your phone's screen.

Remember that an LED configured for a phone configuration also acts as a speed dial to that person.



Standard Call Features that you can expect on One Net Business

Call Conferencing

Call Conference is the ability to set up an ad-hoc conference for fixed lines. Mobile conferencing is controlled by the mobile service.

You can conference in up to five people using the 'Ad Hoc' feature. Please note there is a dependency on your mobile handset as some devices do not support call conferencing or limit the number of parties.

Call Forwarding

Call Forwarding allows a user to redirect calls when they are unanswered.

There are four different types of Call Forwarding:

- **Unconditional** – this forwards all calls
- **When I don't pick up** – this forwards unanswered calls after a period of time the phone is ringing (between 10 and 40 seconds)
- **When I'm not available** – when your fixed phone is not plugged in or your mobile is not within network range.
- **When my phone is busy** – when your phone is engaged on another call (if call waiting is enabled it will override this condition).

Call Forwarding rules

This allows you to choose a specific day or period to forward all calls at specific times.

Example: A company is open Monday to Friday from 9am to 5pm. Without the use of a Call Forwarding rule, any incoming call outside these hours would ring through to the business, but would be left unanswered as no one is there to pick up the call.

With Call Forwarding rules, all incoming calls outside these hours will automatically route to voicemail or another chosen location.

Caller ID

Caller ID for fixed phones is controlled by the One Net Business solution – it displays the user's fixed phone on outbound calls.

Caller ID for mobiles is controlled by the mobile network using a Feature Access Code.

Dial ****21*1472#** to show the number on all outbound calls.

Dial ****21*1473#** to hide the number on all outbound calls.



Caller Line Alternative

This feature is most commonly used on mobiles so you can display your fixed phone number on outbound calls. You can also display the Hunt Group fixed phone if these have been set up.

- A user can choose to use it for all calls or on a per call basis using a FAC #45#<number>*<SEND>
- Place a call using their fixed phone number as the Caller Line Identification
- #46#<number>*<SEND>
- Place a call using their mobile number as the Caller Line Identification

The user can also choose to use the mobile client to amend these settings

Call Screening

This is used to set incoming and outgoing call bars. A customer can bar number groups (i.e. beginning 08700), number types (i.e. international) and/or specific numbers.

The bars can also be set for certain days/times. This feature can be set for the following:

- Company Wide
- Hierarchy Group (sales, support, returns, etc.)
 - Individual Users
 - Specific numbers (mobile or fixed phone)

Call Transfer

Call Transfer must be enabled to allow a user's fixed line number to be able to transfer calls. Without this, a user cannot perform either assisted or unassisted call transfers.

Assisted = calling and speaking with the person you wish to transfer to, then transferring.

Unassisted = transferring the call without speaking to the person you're transferring to.

Transferring on a mobile is through the standard mobile network. Some mobiles may not fully support this feature. You can use unassisted call transfer on any phone using the FAC #132#<b-number>*

Call Waiting

Call Waiting allows incoming callers to wait on the line whilst the user is on another active call.

One Net Business can enable this for both fixed lines and mobiles although Call Waiting will need to be enabled on the mobile network as well on the application server.

This can be enabled via a Feature Access Code: Dial *43# to activate

- **Dial #43#** to deactivate
- **Dial **43#** to query the call waiting status.



Distinctive Ringing

You can set different ringtones depending on where the call has come from. You can select up to 10 different tones that help you filter calls so you can answer the call in a particular way. (e.g. you may have a call tone that denotes a sales call, etc.)

Do Not Disturb

Do Not Disturb (DND) is used to stop your phone ringing if you are busy in a meeting or just away from your desk for any length of time.

You can choose to apply DND to all calls, internal calls only or external calls only.

A white list can also be set up to allow certain numbers or number ranges to bypass the rule.

Feature Lock

This feature allows you to restrict some One Net Business features from being used by your colleagues. (e.g. Call Forwarding or Do Not Disturb.) This can be set using the Feature Management Portal.

Ringling Order

Ringling Order allows you to determine how your phones ring when receiving a call.

There are two different ringling orders;

- **Simultaneously:** Both phones ring at the same time.
- **Sequential:** Ring in the chosen order of the user regardless of which number is dialled.

You can choose whether the ringling order is triggered when ringling only the fixed phone, when only ringling the mobile or when ringling either device.

You can also set how long you want the phones to ring for and what happens if the call is not answered, (e.g. forward to voicemail, forward to another person, etc.)

Short Numbers

Short Numbers are the extension numbers for the mobile or fixed phone. All colleagues within the company can ring this mobile or fixed phone on the extension rather than using the long dial.

- **Example of a short number:** Mobile: 07xxxxxxxx – 7001
- **Fixed phone:** 01xxxxxxxx – 4001

Short numbers can be enabled to display on internal calls rather than the full public number.



Voicemail Notification

Voicemail Notification allows you to manage voicemail alerts. When a personal voicemail has been delivered to one of your numbers a voicemail alert is delivered to their phone.

The voicemail alert type is dependant on the device type. A voicemail alert for a **fixed phone** will send a **SIP Notify** and the voicemail indicator on the device will light up.

A voicemail alert for a **mobile phone** will send an **SMS** to the phone advising a personal voicemail has been left.

If a user has more than one number, the user will receive an alert on all their numbers regardless of where the voicemail was left. The option of Out Call is not a supported feature, this is where voicemail alert calls the user.

One Net Business with One Net Collaboration

If you also take One Net Collaboration with Microsoft Office 365, you'll have the option of deploying Skype for Business to your users and having Skype for Business become part of the One Net Business system. Skype for Business is treated as an additional terminal and can be set up to ring as part of a personal Ringing Order for that user. For example, when your geographic number or extension is dialled, your fixed phone could ring followed by your Skype for Business client.

Users with the appropriate Office 365 license, One Net Business tariff and a Skype for Business deployed to their PC and other devices can make calls from their One Net Business numbers (mobile and fixed phone) using the Skype for Business client. They can select in the Feature Management Portal whether they present their direct numbers or one of the company numbers.

Skype for Business is a Microsoft application with many great features, and you can learn more about it here:

- Using Skype for Business on your PC or laptop.
<https://support.office.com/en-us/article/Help-topics-about-Skype-for-Business-07fef189-3d68-4038-bb1d-04b721980e1e>