

# Centrex features

Centrex offers a wide range of features to help you get the most of your communications. Features can be assigned per line, providing ultimate customization based on individual requirements, and can be added or removed at any time. Centrex comes with a host of basic features as part of the line package, as well as optional features available at an additional charge.

## Top 10 Centrex Basic features

### Centrex Call Park

Park a call and use the set to receive or place another call. A parked call can be retrieved from any other set in the same customer group.

### Centrex Call Trace

Control and reduce threatening, harassing, or obscene phone calls.

### Centrex Transfer with Recall/Call Transfer

Transfer calls to another number inside or outside of the customer group.

### Centrex Deny Originating

Block a line from making any outbound calls and only allow the line to receive calls.

### Centrex Last Number Redial

Redial the last number called from the set by depressing a single key (or ##) rather than the entire number.

### Centrex Intercom

Use 2 business sets as an intercom for one-way paging. A two-way voice path can be established by lifting the handset or by activating the hands free key.

### Centrex Paging Via Extension Dialing

Deliver or receive messages over a loudspeaker paging system by dialing an extension number.

### Centrex Ring Again

Monitor when a busy station line becomes available. Activate the Ring Again feature to receive a Ring Again tone when the line becomes available.

### Centrex Speed Call Short List

Create a 10 number list of frequently called numbers. This list is changed, as desired, by the set user. Access to this list is limited to a single user.

### Centrex Three Way Calling

Add a third party to an existing call or transfer a call.

## Top 10 Centrex Optional features

### Centrex Multi-appearance Direct Number (MADN) – Single Call Arrangement (SCA)

Allows a phone number to appear on up to 8 phones, although only 1 phone at a time can be used for the call.

### Centrex Call Name & Number Display

Have the caller's name and phone number displayed (your phone set must have display capabilities).

### Centrex Secondary Number

Assign a second Centrex number to any key, except key 1 on a Digital set. This number never has a set of its own assigned to it.

### Centrex Voice Mail Message Waiting Visual Signal - Single Line Set

This feature is a special line card type E that will turn on a lamp or other indicator on analog sets requiring voltage.

### Centrex Speed Call User

Access a Speed Call Long List group.

### Centrex Enhanced Answering Position

This is an optional feature with a Business set configured to be more "console-like".

### Centrex Auto Callback & Recall

Automatically call back the last number dialed which was busy. This feature works with internal and external calls. Auto Recall allows you to recall the last incoming call.

### Centrex Distinctive Ringing Enhanced

This feature provides separate distinctive ringing patterns for different types of calls.

### Centrex Ident-A-Call

Assign up to 3 additional phone numbers to one phone line. Each number has a unique ringing pattern.

### Music on Hold/Announcement

Have either Music on Hold, an Announcement on your line, or a combination of the two.

*At SaskTel, we're the Experts in our business so that you can be the Expert in yours.*

*For more information on how Centrex Features can help benefit your business, please contact your SaskTel Representative or call 1-800-SASKTEL (727-5835).*

## Complete list of Centrex features

### Centrex Basic features:

- ACD Display Agent Summary Key
- ACD Quick Conference Key (Single Button Transfer)
- Automatic Answer Back
- Automatic Dial
- Automatic Display
- Automatic Line
- Bridged Night Number
- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Fixed
- Call Forward From
- Call Forward Intra
- Call Forward MADN Secondary Number
- Call Forward Per Key MBS
- Call Forward Universal
- Call Park
- Call Pickup Group
- Call Trace
- Call Transfer
- Call Waiting Intra
- Call Waiting External Calls
- Common Groups
- Deny Incoming Calls
- Deny Originating Calls
- Deny Terminating Calls
- Directed Call Park
- Directed Call Pickup
- Executive Busy Override
- Executive Busy Override Exempt
- Group Call Forward
- Hold
- Hunting
- Inspect Key
- Intercom
- Intercom - Group
- Key Short Hunt
- Last Number Redial
- Last Number Redial Digital Set
- Line Card (Analog Set)
- Line Card (Digital Set)
- Make Set Busy - All Calls
- Make Set Busy - Internal Calls
- Meridian Digital Centrex (MDC) Warm Line
- Multi-Line Hunt
- Music on Hold Key (Digital Set)
- Music Supply/SaskTel (Customer Group)
- No Dial 9 Feature
- No Double Connect
- Originate / Terminate Line Selection
- Phantom Number
- Privacy Access Code
- Privacy Release
- Private Business Line
- Query Busy Station
- Query Time and Date
- Repeat Alert - Meridian
- Ring Again
- Speed Call Short List
- Three Way Calling
- TN Migrated from POTS
- Transfer Confidential

### Centrex Optional features:

- Account Codes
- Automatic Call Distribution (ACD)
  - Agent Incalls Key
  - Agent Not Ready
  - Agent Call Supervisor
  - Agent Emergency
  - Controlled Interface
  - Display Queue Threshold
  - Supervisor Line Indicator
  - Supervisor Observe Agent
  - Supervisor Call Agent
  - Supervisor Agent Status
  - Supervisor Answer Agent
  - Supervisor Answer Emergency
  - Supervisor Display Queue
  - Supervisor Nite Answer Key
  - Queue Access Number
  - Line of Busy Key
  - Nite Service Announce
- & Forward
  - Traffic Report
  - Network ACD
- Authorization Codes
- Automatic Callback/Recall
- Autoroute Selection
- Bulk Call Line Identification
- Call Name & Number Display
- Camp-on from a Business Set
- Conference 6 Port / Meet Me Conference Access
- Conference 6 Port Bridge
- Conference 30 Port
- Competitor Connection
- Custom Announcement
- Distinctive Ringing Enhanced
- Enhanced Answering Position (EAP)
- Foreign Exchange (FX)
- Termination
- Ident-A-Call
- Message Centre Set as a Business Set
- Message Waiting Light
- Message Waiting System (Customer Group)
- Message Waiting Visual Signal
- MADN Primary Member
- MADN - MCA
- MADN - SCA
- Malicious Call Hold
- Music On Hold
- Network Automatic Call Distribution (NACD)
- Number Replacement and Alternate Number Delivery
- Paging Access
- Public Name Display
- Preset Conference Bridge / or Preset Conference
- Large
  - Secondary Number on MBS (P Phone)
  - Selective Call Accept / Reject
  - Speed Call Long List / Controller
  - Speed Call Long List User
  - Transfer with Recall
  - Trunk (CENTREX)
  - UCD Call Distribution (UCD)
    - UCD Agent
    - UCD Agent Login
    - UCD Queue
    - UCD Queue Status Lamp
    - UCD Traffic Report
  - Visual Call Waiting

### Special Assembly features:

- Data Link to a Customer Premise-based Voice Messaging System
- Direct Inward System Access (DISA)
- Dictation System Access
- Perimeter Management Information System (MIS) Port Access
- ACD Perimeter Queue
- ACD Perimeter Agent
- ACD Perimeter Additional Reports
- Perimeter Remote
- Terminal Maintenance
- Perimeter Reader Board
- Maintenance Mandatory Upon Purchase
- Perimeter Agent Stat Vu
- 10 Maintenance
- Perimeter Agent Stat Vu Maintenance
- Maintenance for Service Bureau Customers Only
- Maintenance for Non-service Bureau Customers
- Random Make Busy
- Station Message Detail
- Recording (SMDR)
- Stop Hunt
- Tie Trunk Termination
- Virtual Facility Groups (VFG)